

Note: The first three steps below are for eFolder-built units that have *not* been preconfigured or BYOD installations. If you have preconfigured your eFolder BDR, please skip to the '[Configure Other Settings](#)' section below.

1. Create a Customer and Location within the eFolder Replibit Licensing Portal

Before you can deploy a new Replibit BDR Appliance at your customer site, you first need to create a Customer Account and a Location within the Replibit Licensing Portal.

Note: If you are deploying an Appliance to an existing customer account, simply create a new Location associated with the customer.

- To manage Customers and Licenses, you can access the **eFolder Replibit Licensing Portal** from this link: <https://licensing.replibit.com>.
- For a detailed instructional manual on using the License Portal, you can access the **eFolder Licensing Portal Guide** from this link: <https://support.efolder.net/hc/en-us/articles/115004839428-Replibit-Licensing-Portal-User-Guide>.

2. Provision the Appliance

Once you have a Customer Account and Location created, you may complete the provisioning of the BDR device.

- Connect the BDR unit to the network, attach keyboard, mouse, monitor, and power it on.

Once booted, the login prompt will appear and display the currently assigned IP address.

Note: If the IP address is *not* displayed, wait one (1) minute, and press **<Enter>** to refresh the display. Connect to the BDR using a web browser on the assigned IP address. If updates are available, the updates will be installed, and the device will reboot. Please follow eFolder's detailed instructions on how to complete the initial provisioning:

<https://support.efolder.net/hc/en-us/articles/115006751528-Replibit-Initial-Configuration-and-Login-for-the-first-time>

3. Initial Login and Settings Configuration

After provisioning, the device will reboot and display the login screen.

Note: It can take up to five (5) minutes for the storage pool to come online after a reboot. If you receive a message, *"logins are unauthorized, wait a couple minutes and try again,"* this is an indication that the storage has not mounted yet. Log in to the device using the **admin user**, and the password you specified for the Web UI Admin during the provisioning process above.

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On first login, you will be presented with the **Storage Manager** page. Create the storage pool using the available disks within the unit.

4. Configure Other Settings

Once the Storage Pool has been created, select **Settings** from the Left menu pane. Select **Change Machine Name** and assign a hostname to the device.

- It is recommended to use a naming convention that identifies both the customer name and function of the device.
- For example, if deploying an Appliance to ABC Distributors, **ABCDist-BDR** might be an appropriate name.
- When deploying a new Vault, either in the eFolder Cloud or at your own datacenter, you might name it MyMSP-VLT1, as an example.

Next, select **Network Settings**, and configure a static IP address. It is always recommended to assign a **static IP address**. For example, in the event that the DHCP server ever crashes, the backup Appliance would still have its IP information, and you would be able to check in to the Management Portal for remote access.

After assigning an IP address, select **Management Portal**, and configure the connection to your Management Portal. Enter the **IP address** or **FQDN (URL)** of the Management Portal. You can locate user name and API key from the **Users tab** within the **Management Portal**.

5. Deploy Agents

- Log in to each Windows system that you would like to have backed up with Replibit.
- Open **services.msc** and disable the *backup service for any existing Shadowprotect or Acronis Agents* currently installed.
- **Important Note:** Do *NOT* disable the VSS (Volume Shadow Copy) services associated with third-party backup services.
- Open up a web browser, and connect to the IP address of the Appliance.
- Download the Agent from the link at the bottom of the login screen.
- Install and configure the Agent on each Windows system to be protected.
- It is recommended to specify which disk volumes should be backed up on each server when deploying the Agent in order to prevent possible future inclusion of attached USB devices.
- From the **Protected Systems Details** page, you may select *Schedule Now*, and run a Full Backup immediately if you would like to expedite the initial backup job.

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6. Add a Vault

- Configure a connection to a Vault from the Vault Settings page.
- Enter a friendly name, *IP address* or *FQDN*, and click **Test Connection**.
- Create a bandwidth schedule by selecting the days of the week, and desired speed.
- It is recommended to set it at the maximum value of your internet connect then set QOS for port 9080 on your firewall/router with the lowest priority possible.
- From the Protected Systems Details page, select **Replication**, and configure a vault for each Protected System you wish to replicate to the off-site Vault.
- **Note:** You *cannot* configure replication until the at least one backup has completed for the Protected System.

7. Configure Monitoring

If your organization uses ConnectWise, configure the ConnectWise integration. Refer to the ConnectWise Integration Guide located here: <https://support.efolder.net/hc/en-us/articles/115002405768-Replibit-ConnectWise-Integration-Guide> for instructions on configuring your ConnectWise system.

From the ConnectWise Settings page, enter the **URL to your ConnectWise server, company name**, and the **API key credentials** you created above, then save the account settings. Configure your Billing and Ticketing integration settings as desired.

For Partners using other PSA tools, enable and configure the **Email Alerting option** within the **Settings** page.

- You will need an authenticated email user account on an external mail server to use as the email sender.
- This can be any mail account that allows authenticated mail relay, including gmail or an internal Exchange mailbox account for example.
- Add the email address used by your PSA to receive tickets via email as the destination, and select all of the alert classes for which you would like to receive tickets from this Appliance.

References

[Support Helpdesk and Knowledgebase](#)
[eFolder Replibit Administration](#)
[Best Practices for eFolder Replibit](#)

[Replibit ConnectWise Integration Guide](#)
[Replibit Recovery Toolkit Guide](#)
[Troubleshooting](#)

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