efolde:

BDR for ShadowProtect Solution Guide

Updated May 2017



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Process Overview

This Solution Guide will walk you step-by-step through the process of implementing your customer's **StorageCraft ShadowProtect** software with **eFolder BDR for ShadowProtect's** cloud services.

To complete this process for your customer, you will:

- Assess the backup requirements of your customer.
- Provision eFolder accounts for computers that will be backing up data remotely.
- Install ShadowProtect on those computers requiring volume-level backups.
- Prepare and then configure ShadowProtect to perform volume backups of OS and critical server applications.

This Solution Guide will also briefly discuss how to

- Add managed computers to the ShadowProtect console
- Connect and manage computers once they are on the ShadowProtect console
- Create a new backup job
- Configure ShadowProtect ImageManager
- Monitor ShadowProtect images using eFolder's Online Backup Manager
- Monitor customer activity using reporting and notification email
- Restore, migrate, or virtualize servers
- Restore individual files
- Recover from a disaster

eFolder Partners who activated eFolder ShadowProtect MSP licenses prior to June 1, 2016: If you prefer to backup ShadowProtect images using the legacy eFolder Backup Manager, please review the <u>eFolder BDR for ShadowProtect User Guide [Sept 2015]</u> in our Knowledgebase for more information.



If you need information about buying and activating a new ShadowProtect license, please contact your eFolder Account Manager.

Additional questions, wish to deviate from these guidelines, or have a different version of ShadowProtect? Please contact us at support@efolder.net.



1. Assess backup requirements

Assess the backup requirements of your customer by identifying the following:

- Critical application servers, such as Exchange, SQL, and SharePoint
- **D** The recovery point objective for critical applications
- □ Where to store volume backup images
- **D** Data that must be retained for years, because of compliance or company policy
- **D** Files that users may want to restore individually or access from the web

2. Provision accounts

- a) Create an account as needed on the eFolder Web Portal. For complete instructions, see <u>Create an account using the New Account Wizard</u>.
- b) Verify that the correct versions of **ShadowProtect** and **ImageManager** are installed. Roll over the StorageCraft icon on the left side of <u>the download page</u> to view links:



c) Download eFolder Online Backup Manager (for monitoring), by hovering over Support on the <u>eFolder Web Portal</u> and selecting Download Software. Select the desired version. Scroll to the bottom of the page, click the Export Regulation Compliance box to agree, and then click Download.



3. Install ShadowProtect

Install ShadowProtect on each server that requires volume backups. **Do not use the PUSH install included with ShadowProtect.** Instead, use the installable package and install the **complete** package on your agents being backed up.

Note: The server must be rebooted prior to performing the first full backup.

4. Prepare to configure ShadowProtect

Prior to configuring ShadowProtect, complete the following preparation steps:

- Disable automatic defrag in the task scheduler. Windows adds one automatic defrag by default on Wednesday, in the early morning.
- Do a one-time defrag before the first full backup.
- Add exceptions to the firewall for ShadowProtect (or turn the firewall off).
- Set the **ShadowProtect Service** to run as the highest level admin, domain, or local admin. (This setting is based on whether the protected server is in a domain or not.)
- Disable Shadow Copies on each of the volumes to be backed up.

5. Configure ShadowProtect

a) On the BDR desktop, click the **ShadowProtect** icon to open the *ShadowProtect Console*.



b) Click the Management View tab.

🐺 StorageCraft ShadowPro	otect		3
File Tasks View Op	ptions H	Help	
View	۲	B Wiza B B Management View	
🚑 Network View		Connect Disconnect Add Delete Edit Manage Install	
		Computer Connection Status Last Backup Next Backup Backu Backu	ı

Add additional managed computers to this console

ile Tasks View Options I	and the second se	nt View 🛐 Disk Map [DESKTOP] 🖪 Backup Jobs	I DESKTOP 1 Destinations	I DESKTOP
View 🉁			··· [DESKTOP]] up DEstinations ··	TOESKTOP
🦓 Network View	Connect Disconnect Add	Delete Edit Manage Install	10000	
	Computer	Connection Status	Last Backup	Next Ba
Tasks 🛞	Monitor (1)			
🖪 Backup	Agent Status Good:	1 Failed: 0 Ignored: 0		
A Restore	Server Details		Ø 9/11/2014 9:01:	0 9/11/2
Explore Backup	and the second se			
Dismount Backup	General			
Image	Server Name	Server01		
	Server Address	192.168.1.10		
Tools *	Group name	Monitor		
Tools	Server Description	Server01		
🛃 Verify Image	Status	Disconnected		
7 Image Conversion Tool	Auth Settings			
	Domain Name	Domain		
	User Name	ServiceAccount		
Help 🙁	Password	*******		
Backup				
Restore				
Browse Image				
Image Tools				
S mage room				
Ucense 🛞				
Active		OK Cancel		

- 1. To add computers which already have a ShadowProtect agent installed to this *Management View* console, click the **Add** icon.
- 2. Enter data in the fields for Server Name, Server IP Address, Group name, Server Description (this can be the server name), Domain (or server name), User Name, and Password.

NOTE: Create a group called *Monitored*, if you wish the agents to stay connected.

3. When all fields are completed, click OK.

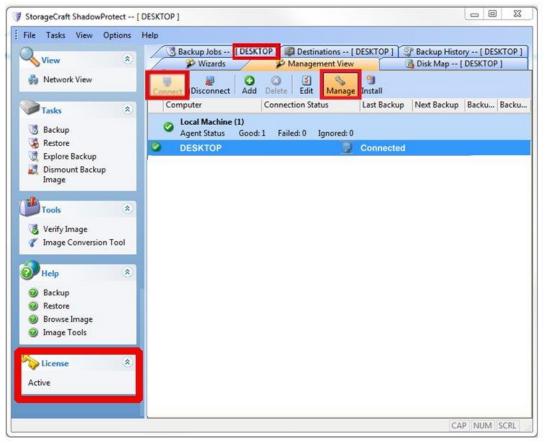


The newly-added computers which have a previously-installed ShadowProtect agent will now display in the list on this console.

Connect and manage from this console

- 1. Highlight the desired computer and click Connect.
- 2. After the computer shows Connected, click Manage.

Note: When you are actively managing a computer, that **computer's name** appears in new tabs along the top and in the Window banner.



Also, notice that the **license status** for the server you are currently managing is now shown in the bottom left corner.

Create a new destination

- 1. Before creating a new job, click on the **Destinations** tab.
- 2. Then click the Add button to create a new destination.

File	Tasks Vie	ew Opti	ons Heli	p	_		_			
9	View		× /	Backup Jobs (Backup Jobs)	~ 1	estinations [hagement view	and the second	/ Backup Histo Disk Map		
*	Network Vie	w		🗐 🧔 Connect Disconnect		🚺 💊 Edit Manage	9 Install			
	Tasks		۸	Computer	Connectio	n Status	Last Backup	Next Backup	Backu	Backu
3	Backup			Local Machine Agent Status	(1) Good: 1 Failed:	0 Ignored: 0				
	Restore		0	DESKTOP	🚽 Connec	ted	Ø 5/22/20	Never	0	
	Explore Back Dismount Back Image									

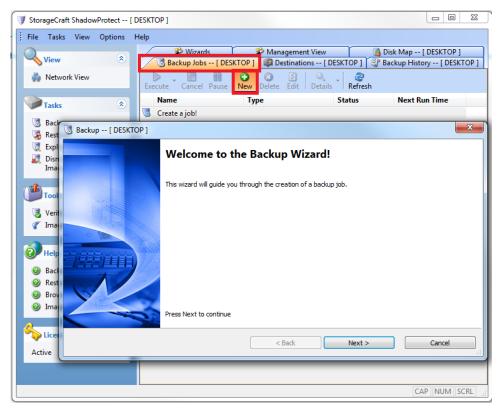
- 3. Enter the destination path and the ShadowProtect credentials in their respective fields.
- 4. Next, check the checkbox for the Verify destination access upon clicking OK field; then, click OK.

Destination [DESKTOP]	X
Destination Type:	
🙎 Network Share	*
Destination Name:	
Destruction Darks	
Destination Path:	
\\192.168.1.20\VolumeImages\Server	Browse
Connect using specific user credentials Domain or Computer or NAS: . User Name:	
Administrator	
Qualified User Name: . \Administrator	
Password:	
erify destination access upon clicking OK	
	OK Cancel



Create a new backup job

1. To create a new backup job, click the **Backup Jobs** tab; then, click the **New** icon to start the Backup Wizard. Click **Next** to continue.



2. Select the volume(s) for which you want to create images. Click **Next** to continue. **Note:** It is important that the volumes be together in the same job.

						2 📃 🖬
Drive Letter	Volume	File System	Size	Used	Partition Type	Partition Flags
Disk 0: WDC	WD50 00AAKX-60U6A					
*:\	SYSTEM	NTFS	100.00 MB	28.14 MB	NTFS	Act, Pri
C:\	i OS	NTFS	457.33 GB	260.76 GB	NTFS	Pri
D:\	HP_RECOVERY	NTFS	8.24 GB	7.33 GB	NTFS	Pri
*:\	HP_TOOLS	FAT32	97.00 MB	5.28 MB	Unknown (0x27)	Pri
Disk 1: ST31	0003 40NS					
X:\	🗇 Data	NTFS	931.51 GB	379.01 GB	NTFS	Pri

If you are running Exchange or SQL and the logs are not on the same volume as the application database, the logs will not truncate unless the volumes are together in the same backup job. 3. Click the down arrow and select the destination previously created. Click Next to continue.

Backup Name and Destination Specify a name for your backup image	and select a location to save the backup
elect network location or browse to a loca	l path
(\\192.168.1.20\VolumeImages\S	erver)
pecify image names	
File Name	Volume
SYSTEM_VOL	*:\(SYSTEM)
C_VOL	C:\(OS)
D_VOL	D:\(HP_RECOVERY)
Double-click to rename file, or select	it and hit space or F2
	<pre><back next=""> Cancel</back></pre>

- 4. On the Specify backup schedule screen:
 - a. Select Continuous Incrementals.
 - b. Set the desired schedule. The schedule on the top row runs a single incremental backup. The schedule on the second row runs multiple backups according to the set schedule.
 - c. Click **Next** to continue.

Specify the backup sched	ule						
							6
Schedule	VSS Increme	ntal Backups					
Now	Sun	Mon	Tue	Wed	Thu	Fri	Sat
🔘 Later							
💼 Weekly					Start time:	6:00:00 PM	*
Monthly	- Additional In	cremental Bac	uns				
Ontinuous Incrementals	Sun	Mon	Tue	Wed	Thu	Fri	Sat
		V	V	V	\checkmark	V	
NOTE: You must use the			Sta	rt taking backu	ps at this time:	8:00:00 AM	* *
StorageCraft ImageManager service with this option.			Sto	p taking backu	ps at this time:	6:00:00 PM	*
				Minutes bet	ween backups:	6	50 🌲
	🔽 Use V	SS		Ba	ckups per day:	11	



5. On the *Options* screen:

a. Select **High** compression method. **High** has approx.50% compression vs **Standard** at approx.. 40%.



b. IMPORTANT: Check the Enter Password box. This encrypts your backups with a passphrase. If this box is not checked, backups will be rejected when the eFolder cloud preload occurs.

- c. Confirm that the *Split image file* check box is **unchecked**. Do not split the image files.
- d. Click Next to continue.

Backup [DESKTOP]			×
Options Specify the options you want f	or the backup image		5
Select Compression Method:	High		-
Enter Password	Use Password File	Note: This option will encrypt th	e image file
Password:			
Confirm Password:			
Split image file	640 🔻 Mb		
Backup Job Name			
Backup Comment			
			*
			Advanced
		< Back Next >	Cancel
			it.



- 6. On the *Wizard Summary* page:
- a. Leave the *Execute Now* checkbox **unchecked**. This will run the initial backup at the next scheduled time.
- b. Click Finish to complete the new backup job setup.

Note: If you wish to run the backup immediately, select the Execute Now checkbox.

😼 Backup [DES	SKTOP]	×
Wizard Summ Please review	ary the options you have selected before clicking Finish	W
Volumes and Backu Backup options: Split options: Advanced options	C:\(OS) to X:\VolumeImages\Desktop\C_VOL D:\(HP_RECOVERY) to X:\VolumeImages\Desktop\D_VOL Compression method: High []Encryption Maximum output file size: Automatic	
Execute Now	Click finish to begin the	operation
	< Back Finish Cano	el

What is StorageCraft ImageManager?

<u>StorageCraft ImageManager</u> is the software interface used to schedule and maintain the files and storage space used by ShadowProtect. As of June 1, 2016 ImageManager 7 has been integrated into the eFolder cloud.

ImageManager Installation and Replication Setup

Installing ImageManager

1. Launch the ImageManager installer (ImageManagerSetup.exe) found online on the <u>StorageCraft Software Updates page.</u>



Warning: Run the installation as a Windows administrator to prevent losing settings from previous installations.

(Right click on the ImageManagerSetup.exe file then select **Run as administrator.**) NOTE: You Must have .NET 3.5 SP 1 installed prior to installation*

Microsoft .NET version 3.5						
ImageManager requires Mici	rosoft .NET version 3.5 Service Pack 1 (for some operating systems) or					
higher (for other operating systems). You must ensure that the right version of .NET is installed before						
nstalling ImageManager 7. The information below will help you decide which versions of .NET are						
needed for your operating sy	ystem.					
Windows Server 2012	Normally has .NET4.5 installed by default. You also must install .NET 3.5					
	manually. The installer for .NET 3.5 is under the "Turn Windows Features					
	on or off" option.					
Windows 10	Normally has .NET 4.5 installed by default. You also must install .NET 3.5					
	Service Pack 1 manually. The installer for .NET 3.5 is under the "Turn					
	Windows Features on or off" option.					
Windows 8	Normally has .NET 4.5 installed by default. You also must install .NET 3.5					
	Service Pack 1 manually. The installer for .NET 3.5 is under the "Turn					
	Windows Features on or off" option.					
Windows Server 2008 R2	Does not come with .NET Framework pre-installed. The installer for .NET					
	3.5 is under the "Turn Windows Features on or off" option and must be					
	installed manually.					
*Windows Server 2008	Does not come with the .NET Framework pre-installed. The installer for					
	.NET 3.0 is under the "Turn Windows Features on or off" option.					
	However, ImageManager requires version 3.5 or 4.0. The ImageManager					
	installer attempts to download and install .NET 3.5 or higher. If that fails, you can download and install the Framework manually.					
*Windows Server 2003 R2	Requires a manual installation of .NET 3.5 (in some cases) before you can					
Willdows Server 2003 Kz	install ImageManager 6.					
*Windows Vista	Normally has .NET 3.0 installed by default. The ImageManager installer					
	attempts to download and install .NET 3.5 or higher. If that fails, you can					
	download and install the Framework manually.					
Windows 7	Normally has .NET 3.5 installed by default.					
	,					

Installing ImageManager (Continued)

1. Select the language then click **Next**



- 2. Click **Next** on the ImageManager Wizard Welcome page.
- 3. Accept the EULA and follow the steps in the Installation Wizard to install the ImageManager software.

StorageCraft ImageManage	r 🗖 🗖 🔨
	StorageCraft ImageManager Setup is complete.
	Click Finish to exit the Setup Wizard.
	Back Finish Cancel

4. Click Finish when the installation is finished.

5. Reboot the computer to ensure all drivers load properly.

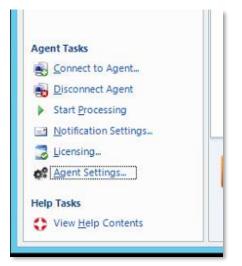
StorageCr	raft ImageManager
	ImageManager You must restart your computer prior to running ImageManager. Click Yes to restart now or No to restart later. Yes No
	Back Finish Cancel

6. Click Start > Programs > StorageCraft > StorageCraft ImageManager to start ImageManager.

Settings: Processing Time and Global Retention

After installing ImageManager 7, set up processing time and global retention.

1. On the left hand side menu, select Agent Settings



Note: Use 12:05 AM, because ImageManager processes the chain a day behind.

🥥 Agent Settin	ngs for RETRAINER	x
General Performance Global Retention Locations	About	
- Processing		
Run ImageManager processing work each	day at: 12:05 AN	1
- Default Folder Credentials		
Domain or Computer or NAS:	192.168.1.196]
Username:	administrator]
Password:	•••••]
Qualified Name: 192.168.1.196	\administrator	
You can override these credentials for indi-	vidual folders by setting credentia	Is in the managed folder's
settings dialog.		
- Access		
Change Agent Password		
Use global password to open encrypted ima	iges:	
	Save	Cancel

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2. Next, set the global retention. eFolder's recommended minimum settings are below.

Agent Settings for RETRAINE	ER X	
General Performance Global Retention Locations About		
 Automatically clean up backup image files in all managed folders: Keep intra-daily image files for at least: Keep consolidated daily image files (-cd) for at least: Keep consolidated weekly image files (-cw) for at least: Cleanup consolidated monthly image files (-cm) Keep consolidated monthly image files for at least: 	7 Days (1-365) 35 Days (7-365) 35 Days (30-365) _12 Months (1-120)	
Move all consolidated image files to a subdirectory instead of dela (Note: ImageManager always deletes intra-daily image files.)	eting them	
ImageManager may keep image files longer than the days specified if they are needed for other operations. For example, if you chose to remove Consolidated Weekly image files after 14 days, those files are not deleted until a Consolidated Monthly image file is created that contains the files.		
	Save Cancel	

Settings: Add a New Backup Store

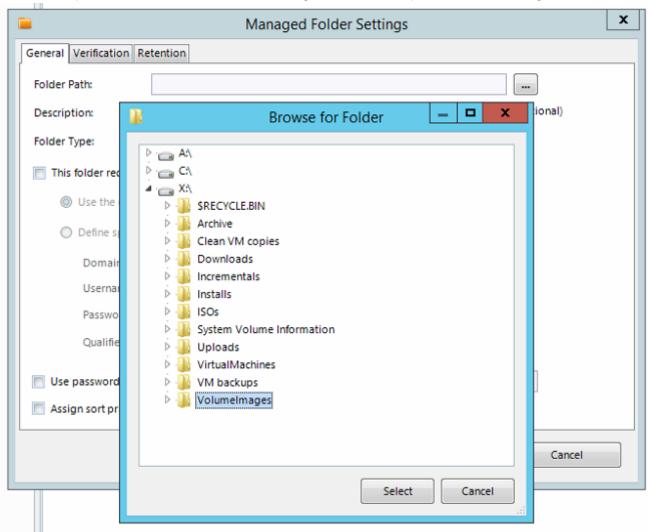
1. Now, add a new "backup store" to manage subfolders. All new subfolders within the new backup store will populate automatically. Right click in the main pane to start managing, or click the yellow folder with the green plus, in the top right corner.

	5.	orageerarennagemanager	
	View: 🚞 All Folders	▼ Sort: ● Failures First (A-Z)	-
	Activity/Job	Current Action	Current Progress
localhost : 56765			
		Chat Managing	
		💽 Start Managing	

2. Navigate the folder path to the folder (backup store) you wish to manage and click **Select**.

The Backup Store is the parent folder and all subfolders will automatically be managed.

Managed Folder Settings		
General Verification Re	etention	
Folder Path:	X:\VolumeImages	
Description:		(optional)
Folder Type:	Backup Store Subfolder auto-manage is en	abled
This folder requires	sauthentication	
Ose the default	It folder credentials defined in Agent Settings	
O Define specific	c credentials for this folder:	
Domain or Co	Computer or NAS:	
Username:		
Password:		
Qualified Nar	me:	
Use password to op	pen images in this folder:	
Assign sort priority	relative to other managed folders: 255	(0-255)
	Save	Cancel



In the example below, we selected VolumeImages as the backup store to be managed.

3. Make sure that the Folder Type selected is Backup Store. Click Save to save your selection

Anaged Folder Settings		
General Verification	n Retention	
Folder Path:	X:\VolumeImages	
Description:	(optional)	
Folder Type:	Backup Store Subfolder auto-manage is enabled	
🔲 This folder requ	uires authentication	
O Use the default folder credentials defined in Agent Settings		
O Define specified of the specified o	ecific credentials for this folder:	

The new backup store now automatically populates all subfolders for the individual backups.

efolder

The global retention settings configured earlier are applied automatically to all subfolders in this backup store.

.	Sto	rageCraft ImageManager		_ 🗆 🗙
	View: 🚞 All Folders	 Sort: 0 Failures First (A-Z) 	- 🚛 🗈 📼 🖬	
	Activity/Job	Current Action	Current Progress	
localhost : 56765	X:\VolumeImages		Other: 0.0 KB Folder: 0.0 KB	Free: 0.0 KB
	X:\VolumeImages\2012gen1	(44 images)		
	X:\VolumeImages\2012gen2	(0 images)		
	> 📕 X:\VolumeImages\Ubuntu (39 images)		
Agent Tasks				
Sonnect to Agent				
Disconnect Agent				
Start Processing				
Notification Settings				
Licensing				
Agent Settings				
Help Tasks View <u>H</u> elp Contents	Ч_ <u>о</u>	Synchronizing - This may take		1

Setting Up Replication to the eFolder Cloud

Set Up a Replication Location

1. Return to ImageManager. On the navigation panel on the left side of the screen, click on Agent Settings, then Locations.

۲		Agent Settings for RETRAINER	x
Genera	al Performance Glob	al Retention Locations About	
Desti	nation Locations:	• × 4	/
Nam	ie	A Path	
Loca	1	Location Settings	
⊟ 2	Type:	SintelligentFTP	
	Name:	sp-test1.efscloud.net:37037	
	Path:	sp-test1.efscloud.net:37037	
	Security:	SSH Block Size: _65536 Bytes (1-131072)	
	Mode:	Passive -	
	This location i	requires authentication	
	Username:		
	Password:		
		Save Cancel	
		Save Cancel	

- 2. From the *Type* dropdown, select intelligentFTP.
- 3. Type in the Name you wish to use to identify the location.

Note: We recommend using the same name as the Location Path. In this example, we used **sp-test1.efscloud.net:37037**.

- 4. Enter the following Path: sp-test1.efscloud.net:37037. Note: We use port 37037 for all iFTP connections to our cloud.
- 5. Select **SSH** as the *Security* setting.

efolde:

×
:

- 6. Leave *Block Size* at the default of _65536
- 7. Change the *Mode* to **Passive**.

You can select **Active** or **Passive**, based on the destination's firewall configuration. An FTP connection made in Active Mode may appear to the destination firewall as if the sender is trying to initiate a connection directly to one of its internal clients. Typically, firewalls will block this type of connection. Setting an FTP connection to **Passive** mode can avoid this problem.

8. Check the selection *This location requires authentication* and enter the eFolder customer credentials (user name and password) you set up on the eFolder partner portal.

The eFolder cloud is a multi-tenant offering, where each customer's data is kept separate, based on that customer's account number. So, you must check the selection *This location requires authentication* and enter the eFolder customer credentials for EACH customer being set up for replication.

To learn more about how to configure a portal account please see Create an Account.

9. Finally, click Save to keep these location settings.

Begin a Replication Job

- 1. Using the main ImageManager window, right click on the volume you wish to replicate.
- 2. Select **Create Job** and then **Replication**. Only the advanced options that you have licensed will be displayed.

B		StorageCraft ImageManager
	View: 📁 All Folders	🕶 Sort: 🧕 Failures First (A-Z) 🛛 👻 🚛 🎁 📷
	Activity/Job	Current Action Current Progress
localhost : 56765	X:\VolumeImages	
	X:\VolumeImages\201	Expand All Other: 602.4 GB Fold
	X:\VolumeImages\201	2gen2 Tell Collapse All Start Managing
	X:\VolumeImages\Ub	untu 🕻 📷 Stop Managing
		Create Job 🔸 🎸 Replication
		Properties HeadStart Restore

The *Name* field auto populates with Replicate backup images of [*folder name*]. This setting can be changed, if you wish to use a different name.

3. From the dropdown *Type* field, select intelligentFTP.

E Replic	ation Target for backup images of 2012GEN2
General Replication Mode	
	ackup images of 2012GEN2
- Destination	
Type:	Local Drive
Location:	El Local Drive
Subdirectory:	State III gent FTP
- Performance & Security	StorageCraft Legacy ShadowStream Server
🔲 Don't replicate Bas	StorageCraft Cloud Services
Start replication	g incremental backup images immediately



- 4. From the dropdown *Location* field, select the location entered in the previous step.
- 5. If you wish to override the global throttling option, you can do so here, using the *Override global throttling* checkbox.

1	Replication Target for backup images of 2012GEN2
General Repli	ication Mode
Name:	Replicate backup images of 2012GEN2
- Destination	
Type:	😻 intelligentFTP 🛛 🔻
Location	n:
Subdire	ctory: <pre>sp-test1efscloud.net:37037 <add location="" new=""></add></pre>
- Performance	e & Security
Over	ride global throttling:
🔽 Don'	t replicate Base image files
	Start replicating incremental backup images immediately

6. Check the **Don't Replicate Base image files** checkbox, if you wish to preload the Base Image to eFolder.

Note: If you want the Base Image to replicate over iFTP, then leave this check box empty.

7. Check the box to **Start replicating incremental backup images immediately**. This will produce a warning, as shown below. Click **OK** to bypass this warning.

Replication Target for backup in	ages of 2012GEN2	x
General Replication Mode		
Name: Replicate backup images of 2012GEN2		
- Destination		-
Type: 🥘 intelligentFTP	•	
Location: sp-test1. efscloud.net:37037	▼	
Subdirectory: 2012gen2 (2012GEN2)		
Performance & Security		-
Override global throttling:	1 📩 Mbps 🔻	
Don't replicate Base image files		
Start replicating incremental backup images imme	diately	
Incremental Backup Images Require	e a Base Backup Image 🛛 🗶	
Incremental backup images replicated be are not available as restore points until the		
the remote location.		
	ОК	



8. Next, click on the *Replication Mode* tab and select Yes – Replicate only consolidated daily image files.

Note: This replication job will be sending the backups to a compute node running ImageManager 7 within the eFolder Cloud. It is only necessary to send the consolidated daily image files, as the remote ImageManager will be managing the backup chain in the cloud. Consolidated Weekly, Monthly and the Consolidated Rolling files will all be created in the cloud..

Click Save.

Replication Target for backup images of 2012GEN2 X
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



9. Replication will start immediately, sending (a) any daily collapse images in the folder, as well as (b) the base image (if you unchecked the **Don't Replicate Base image files** checkbox box in the previous steps.)

At this point, you can add other replication jobs.

8	Sto	rageCraft ImageManager		- 0 X
	View: 📔 All Folders	▼ Sort: ❷ Failures First (A-Z)	- 🚛 🛅 🐱 🐱 😻 🕷	× 🛚 🖉
	Activity/Job	Current Action	Current Progress	
localhost : 56765	▲ → X:\VolumeImages			
	X:\VolumeImages\2012gen1	(44 images)		
	X:\VolumeImages\2012gen2	(6 images)	Other: 603.0 GB Folder: 6.7 GB	Free: 2.1 TB
	Verification	Idle		
	Consolidation	Idle		
	Retention	Idle		
	Replicate backup images	Replicating C_VOL-b002.spf	0 %	
Agent Tasks				
Sonnect to Agent				
Bisconnect Agent				
Start Processing				
Notification Settings	Type: intellige	ntFTP	File Waiting to Replicate	File Size
🛃 Licensing		.aa.sc.efscloud.net:37037/2012gen2 (2012GE	 A second sec second second sec	6.5 GB
Agent Settings	Status: Ready		🐻 E_VOL-b002.spf	241.0 MB
Help Tasks	Last Transfer: E_VOL-b	002-i001-cd.spi		
View <u>H</u> elp Contents	Finished at: 4/6/2016	5 7:40 AM		

Managing files and folders on the replicated target

Access to remote replication is available using

- ImageManager via RDWeb
- an FTP client (such as <u>FileZilla</u>)

Work Resource RemoteApp and Desktop Co		
		Help
	Domain\user name: ad\tbrown Password:	
	Security <u>Password Reset Utility</u> Warning: By logging in to this web page, you confirm that this computer complies with your organization's security policy.	
	Sign in	
	To protect against unauthorized access, your RD Web Access session will automatically time out after a period of inactivity. If your session ends, refresh your browser and sign in again.	
Windows Server 2012 R2		Microsoft

Access to Remote Replication: Using RDWeb

- 1. Log in with the AD credential provided to you via an email from eFolder Support.
- 2. After you successfully login to the **Application Gateway**, you will see a list of remote apps and desktops you are currently assigned. **Note:** Depending on the service offerings you receive from eFolder, you may see more than one choice. Most partners will only have one ImageManager target to select, but if you happen to have more than one, insure you are selecting the one you wish to manage.

RD Web Access
Help 🔰 Sign out



- 3. Start ImageManager for your replication targets only.
- 4. Click on the target you wish to manage.

The *Remote Application Link* will download manage. To access the eFolder BDR for ShadowProtect cloud with your SFTP client, you must enter the eFolder customer credentials (user name and password) you set up on the eFolder partner portal to initially send the data to the eFolder cloud. (These same eFolder customer credentials are also used in the local instance of ImageManager at your customer site.) Note: <u>See Step 8 in the section above titled "Set Up A Replication Location".</u>

Windows Security	×
RD Gateway Server Credentials Type your user name and password to connect to appgw.efscloud.net	
A ad\tbrown Password Domain: ad	
Remember my credentials	
OK Cancel	

5. Run the Remote Application Link to open ImageManager on the target.

6. You can now setup the remote retention and processing time.

We recommend that you keep a minimum of 12 months collapsed rollups in the cloud.

H	StorageCraft ImageManager	_ 🗆 X
	View: 🧰 All Folders 🔹 Sort: 🥶 Failures First (A-Z) 🔹 📮 🏣 💼 📷 💅	
	Activity/Job Current Action Current Progress	
localhost : 56765	X:\ReplicatedVolumeImages Other: 0.0 KB Folder: 0.0 KB	Free: 0.0 KB
		Thee. 0.0 Kb
	General Performance Global Retention Locations About	
	Automatically clean up backup image files in all managed folders:	
	Keep intra-daily image files for at least: 7 💭 Days (1-365)	
	Keep consolidated daily image files (-cd) for at least: 35 💮 Days (7-365)	
	Keep consolidated weekly image files (-cw) for at least: 35 Days (30-365)	
	Cleanup consolidated monthly image files (-cm)	
	Keep consolidated monthly image files for at least: 12 Months (1-120)	
	Move all consolidated image files to a subdirectory instead of deleting them	
	(Note: ImageManager always deletes intra-daily image files.)	
	ImageManager may keep image files longer than the days specified if they are needed for other operations. For example, if you chose to remove Consolidated Weekly image files after 14 days, those files are not deleted until a Consolidated Monthly image file is created that contains the files.	
Agent Tasks		
🛃 Connect to Agent		
Disconnect Agent	Save Cancel	
Start Processing		
Notification Settings		
Licensing	Backup Store Folder	
Agent Settings	Child Folders: 2	
Help Tasks	Total Backup Images: 7	
View <u>H</u> elp Contents	Total Used Space: 6.9 GB	

Access to Remote Replication: Using an FTP Client

Alternatively, you can manage your backups on the replication target with a FTP client. We recommend <u>FileZilla</u>, but any FTP client which can interface with SSH will work. You can use your chosen FTP client to copy or delete data to and from the replication target.

Note: Use your eFolder customer credentials to login and set your FTP connection settings.

E	FileZi	illa		_ 🗆 X
File Edit View Transfer Server Bookmarks Help				
<u>⊯</u> - <u>∭</u> :: <u></u> :: <u></u> : <u></u> : <u></u> : <u></u> : <u></u> : <u></u>	5° 18			
Host: Username:	Password:	Port:	Quickconnect 💌	
Status: Connecting to sp-test1.aa.sc.efscloud.net:37037 Status: Connected to sp-test1.aa.sc.efscloud.net				^
Status: Retrieving directory listing				
Status: Listing directory / Status: Directory listing of "/" successful				
Status: Disconnected from server				~
Local site: X:\VolumeImages\2012gen1\	~	Remote site:		~
B Downloads	^			
System Volume Information				
and Uploads				
WM backups				
Uolumelmages	=			
a 2012gen1 2012gen2				
E Ubuntu	~			
Filename Filesize Filetype	Last modifi ^	Filename	Filesize Filetype	Last modified
Jan				
lncrementals File folde				
	Protec 3/31/2016 7 3/31/2016 7		Not connected to any server	
C_VOL-b001.spk 512 SPK File				
< 111	>	<	Ш	>
116 files and 1 directory. Total size: 8,417,777,977 bytes]	Not connected.		
Server/Local file Direction Remote file		Size Priority	Status	
Queued files Failed transfers Successful transfers				
			Bee Queue	: empty

Authenticating the FTP Client with eFolder

Log on with the eFolder customer credentials (username and password) you used (a) in the eFolder portal and (b) in ImageManager when preparing to replicate.

	Site Manager X
Select Entry: My Sites SP-test1 sp-test3	General Advanced Transfer Settings Charset Host: sp-test1. efscloud.net Port: 37037 Protocol: SFTP - SSH File Transfer Protocol V Logon Type: Normal V User:
	Password: •••••••
New Site New Folder New Bookmark Rename Delete Duplicate	
	Connect OK Cancel



Set Up Local Monitoring with Online Backup Manager (OBM)

eFolder's **BDR for ShadowProtect** cloud integrates with our Online Backup Manager (OBM) software, providing quick, machine-level visibility into your customer's ShadowProtect backups.

These instructions will help you set up and use this integration for effective local monitoring.

Create a new account for customers with ShadowProtect images sent to the eFolder cloud

- a) Log in to the eFolder Backup Portal
- b) Create a new account

Download and install the eFolder Online Backup Manager software.

Note: v3.14.0 or higher must be installed for detailed BDR for ShadowProtect local monitoring

Configure your ShadowProtect software with the following:

- Select the drives which contain the images to be backed up
- Select the destination for the backups
- Specify the backup schedule as Continuous Incremental

NOTE: The default backup schedule is weekly. Reset this too Continuous Incremental instead.

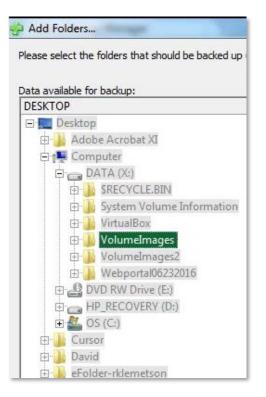
Set up monitoring on a local ImageManager machine:

a. Open the eFolder Backup Manager program and click on the Folders tab.

	Backup Manager	a log show here that has it is
<u>File V</u> iew	v <u>T</u> ools <u>H</u> elp j System Status	Folders and Files [123.sp] Determine which folders and files are backed up to the server. Backup Folders (any folders within these folders will also be backed up):
	Control Panel	Folder Policy Path Comments



b) Locate and click on the VolumeImages folder to add it.



c) Return to the main OBM menu and select the VolumeImages folder.

i) System Status		-	mary Account] is are backed up to the serve	er.		
System Status	Backup Folders (any f	folders with	n these folders will also be b	acked up):		
8	Folder Name on			Path	Comments	Add
Control Panel	VolumeImages		Backup ShadowProtect In	nages X:\VolumeImage	s Not uploading data! Only scanning for changes.	Move
0						Delete
My Account						Backup N
						Policy
						Propert

d) Now, click on the Policy tab, on the far lower right of the screen.



e) Select Set Policy and then select Monitor ShadowProtect Images.

File Yiew I ools Help Image: System Status Folders and Files Determine which folders and files are backed up to the server. Backup Folders (any folders within these folders will also be backed up): Folder Name on Server Image: Section Sectin Section Section Sectin Section Sectin Section Section Sectin Sec	<u>File View Tools H</u> elp		
Control Panel WolumeImages Wolum	System Status System Status Control Panel My Account Folders	Determine which folders and files are backed up to the server. Backup Folder S (any folders within these folders will also be backed up): Folder Name on Server Folder Name on Server GSysState Folder Policy VolumeImages V	Move

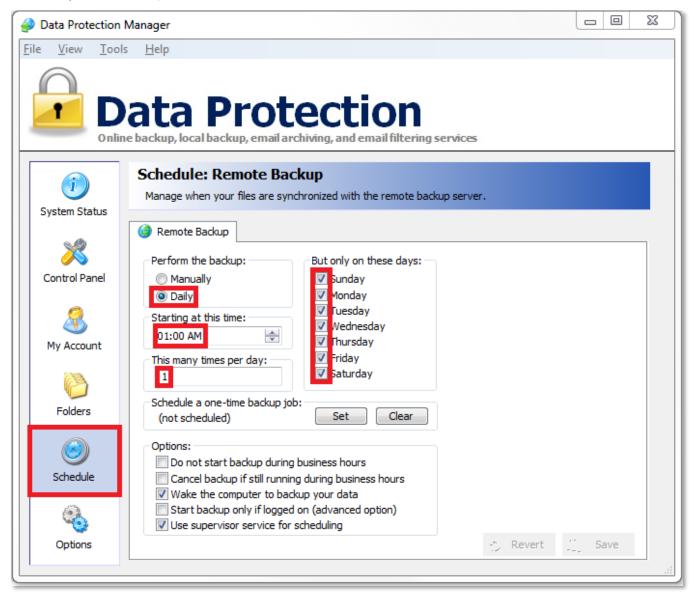
f) After you have checked the **Yes** box next to **Do Not Backup Data**, return to the OBM main menu, to view the files and folders in your primary account. Note that the folder has been highlighted in yellow, as shown below:

View	<u>T</u> ools <u>H</u> elp						
		Folders and Fil Determine which fold	-	mary Account] are backed up to the server.			
Sy	System Status	Backup Folders (any folders within these folders will also be backed up):					
	2	Folder Name on		Policy	Path	Comments	
	Control Panel	📗 VolumeImages		Backup ShadowProtect Image	s X:\VolumeImages	Not uploading data! Only scanning for changes	



g. Finally, schedule the monitoring report to run daily.

Note: Set the monitoring report starting time to run **Daily** at 1:00 AM, once per day, on all seven days. (See example below)

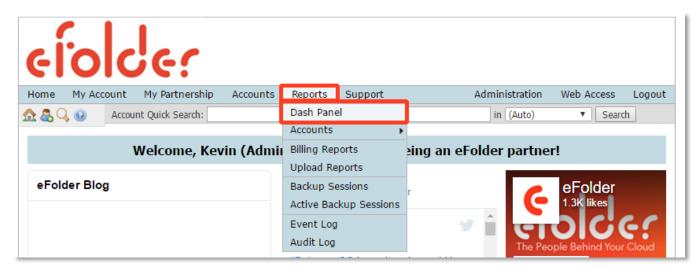


ImageManager is normally scheduled to run at 12:05 AM, so when the OBM runs the monitoring report at 1:00 AM, the OBM monitoring report should indicate if ImageManager encountered any issues earlier.

View machine-level monitoring in the eFolder Backup Portal

Once your local server's OBM software is monitoring ShadowProtect's ImageManager managed directories, you will be able to see the status of each backed-up machine within the eFolder Backup Portal.

- To access the eFolder Backup Portal, navigate to <u>https://backup.securewebportal.net/</u> and login using your account credentials.
- Within the eFolder Backup Portal, navigate to the **Reports** tab and click on **Dash Panel**.



Within the Dash Panel report, each machine protected by ShadowProtect (and backed up to the eFolder cloud) is displayed as a sub-row underneath your account:

						Da	ash Pa	anel	Report
Sort Order:	Customer Refr	esh							
Group Group	by account status 🛛 🖉 Use	friendly dates	Show detaile	ed status					
Customer	User Name	Mlbxs Disk GB	Reports	Last Backup [EDT]	Last Successful [EDT]	Errs	Warns C	mds (os
Brand: efbd	rga5								ĺ
	🔀 efbdrqa5-sp [V] [1]	@ 11.12 = 2.76 = 4.14		Ø Today, 03 pm ➡ 8 days ago, 01 pm ➡ 8 days ago, 01 pm Ⅳ	 Never Never Never 	218 335 335 335	a 0 ■	Ø 79 ■ 220 ■ 220	Server2012
	🔌 🥥 DC01	[2.76]		Today, 03 pm	Never				
	🔌 🏾 🖡 EXCHANGE01	[0.00]		May 10, 11 am	Never				
	🔌 🖡 F501	[0.00]		May 10, 11 am	Never				
	🔌 🖡 SQL01	[0.00]		May 16, 02 pm	Never				
	VAGRANT-2012-R2	[0.00]		Dec 10, 2015 05 pm	Never				
	alian web01 🖉	[8.36]		Jun 02, 02 pm	Jun 02, 02 pm				
	🔌 🍍 WEB01	[0.00]		Jun 10, 11 am	Never				
	let a com	1 10.00	INTERA A.A.	1 40 04 D.0					

Zoom in on this report (from left to right) for the following information for each machine instance:

🔀 efb	drqa5	-sp [V] []]	11.12 2.76 4.14	© - 1674 - 4 = - 1674 = - 1674	Today, 03 pm 8 days ago, 01 pm 8 days ago, 01 pm	Never Never Never
A	۲	DC01	[2.76]		Today, 03 pm	Never
4	100	EXCHANGE01	[0.00]		May 10, 11 am	Never
1	1	F501	[0.00]	2	May 10, 11 am	Never
4		SQL01	[0.00]		May 16, 02 pm	Never
4	۲	VAGRANT-2012-R2	[0.00]		Dec 10, 2015 05 pm	Never
1	46	WEB01	[8.36]		Jun 02, 02 pm	Jun 02, 02 pm
4		WEB01	[0.00]		Jun 10, 11 am	Never
Status	Ma	achine (Type)		Backup Data	Last Backup	Last Successful B/U

Key to status icons:

1	Green	Everything is OK. No errors or warnings issued at this time
	Check	
4	Yellow	The machine has one or more warnings (but no errors). View the column labeled
	Warning	'Problem' for more information about the warning(s).
×	Red X	The machine has 1 or more errors. (Warnings may exist too). View the column labeled 'Problem' for more information about the error(s).

Key to Machine (Type) icons:

	Cloud	A machine replicated from a local server to an eFolder cloud VM using ImageManager iFTP. Detailed information comes directly from the eFolder cloud VM. Cloud replication using ImageManager iFTP is the preferred eFolder cloud backup mechanism.
۲	World	A machine backed-up from a local server to the eFolder cloud using eFolder's Online Backup Manager. This was the primary backup method prior to June 1 st , 2016



Key to Machine (Type) icons (continued)

Ţ	Network	A machine instance backed-up from a local server to a private network location using eFolder's Online Backup Manager.
	Local Disk	A machine instance backed-up from one location on the local server to another on the same disk or another directly attached storage drive.

Monitor and Report

eFolder's detailed monitoring and reporting for BDR for ShadowProtect Cloud vaults includes machine-level reports and access to detailed views from a variety of convenient locations in the eFolder portal. Email notifications are also available, to proactively alert partners and customers.

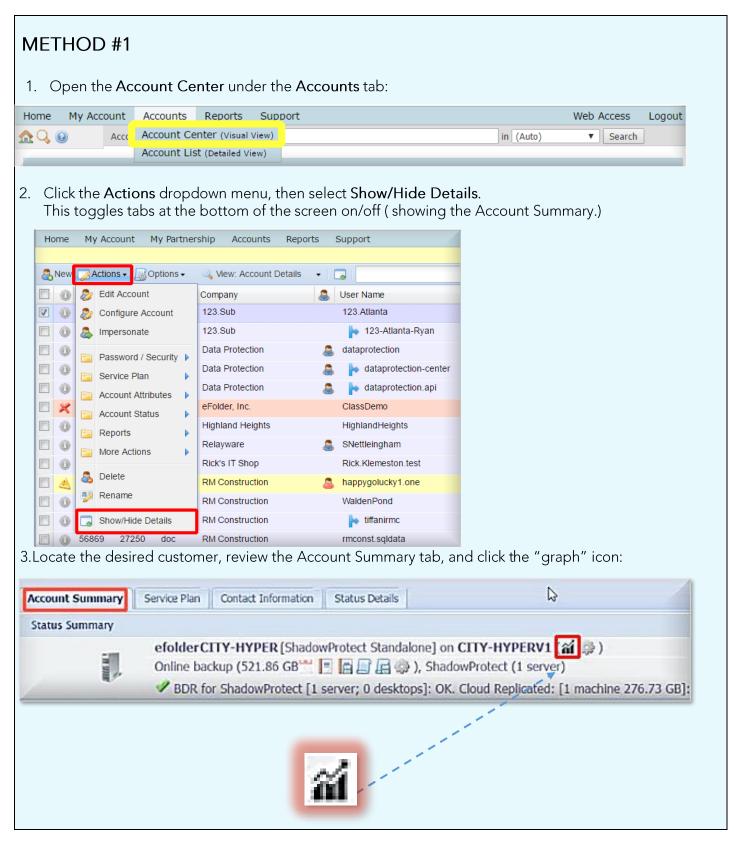
How to Access Customer Reports

- 1. Open the eFolder Backup Portal by navigating to <u>https://backup.securewebportal.net/</u> and logging in using your account credentials.
- 2. New reports can be accessed from your choice of **three locations** within the eFolder Backup Portal:

Dash Panel (under the Reports tab):			
efolde:			
Home My Account My Partnership Accounts	Reports Support	Administration	Web Access
🟡 🖧 🔾 🕖 🛛 Account Quick Search:	Dash Panel	in (Auto)	 Search
	Accounts		
Account Center (under the Accounts	s tab):		
efolde:			
Home My Account Accounts Reports Supp	ort		Web Access
Accc Account Center (Visual View)	ort	in (Auto)	Web Access Search
	ort	in (Auto)	
Account Center (Visual View)		in (Auto)	
Accc Account Center (Visual View)		in (Auto)	
Account Center (Visual View)		in (Auto)	
Account Center (Visual View) Account List (Detailed View))	in (Auto)	
Account Center (Visual View) Account List (Detailed View) Account List (under the Accounts tab) port	in (Auto)	
Account Center (Visual View) Account List (Detailed View) Account List (under the Accounts tab Coole Home My Account Accounts Reports Supp) port	in (Auto)	



New Ways to Launch Customer Reports:





METHOD# 2

1. Click on Dash Panel under the Reports tab

Home My Acc	ount My Partnership	Accounts	Reports	Support	Administration Web Access	Logout
☆ 🖧 🔍 😡	Account Quick Search:		Dash Pane	el	in (Auto) 🔻 Sea	rch
/			Accounts	۰.		

2. Scroll through the subaccount listings in the full Dash Panel, and locate the desired customer.

ExampleCompany#1[E]	🔀 efoldercatalyst 💟 🗓	190.00	e instaní 🧉 👘
	CAT-SBSERVER1	[0.00]	
/	CAT-SBSERVER1	[190.00]	

The normal range of icons will appear (with variations for each customer).

3. Locate and click the "graph" icon to launch the report.





NOTE: If you do **not** see this "graph" icon in the Account Center or on the Dash Panel, it means this account is not currently associated with any eFolder Cloud replicated machines.



Please contact <u>www.efolder.net/help or c</u>all us at 800-352-0248 if you have questions about this.

Email Notifications

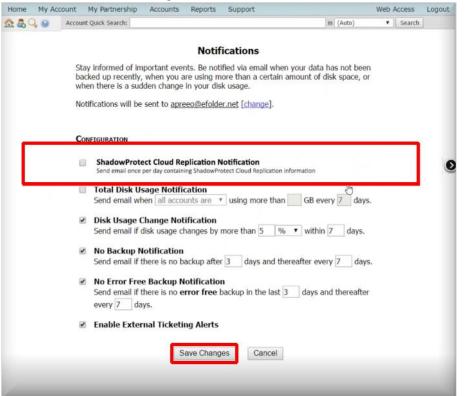
When your account enters a warning or error state, an "event alert" will notify you that action is needed. The event alert can take the form of an email or it can be a notification pushed to a PSA.

You can configure an email notification to be sent, once per day, containing data from the 30-DayTrending report, as well as all individual Detailed Machine-Specific Usage reports.

 Select the My Account > Notifications menu item. Note – If an administrative login has been used, and notification changes are needed to a specific account, the account in question must first be impersonated before selecting My Account and Notifications.



- 2. Check the ShadowProtect Cloud Replication Notification checkbox.
- 3. Then click Save Changes.



NOTE: These instructions apply when you are logged in as an administrator to a current account. (Be aware that when you are using an administrative login to make changes to notifications, the account in question must first be impersonated. For step-by-step details on how to impersonate an account, read the "Configure and Impersonate Options" section of the <u>Using the Account Center in the Web Portal</u> video.)

Multi-Tenant Cloud Vault Reports

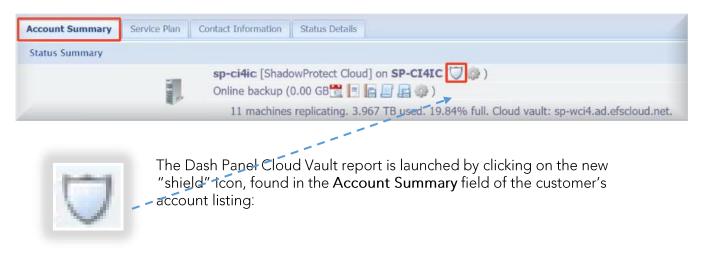
eFolder provides one or more cloud vaults for each partner (based upon GB usage). The cloud vault acts as the destination for replicated data for each of the Partner's customers. Each cloud vault has a running version of ImageManager. ImageManager running in the eFolder cloud can be used to set your cloud retention and actively consolidates daily incrementals into weekly and monthly incremental files. eFolder provides visibility into the number of machines replicated and the data stored via the Cloud Vault report.

- All of your customers who are replicating machines into the eFolder ShadowProtect Cloud are allocated space within your specifically-assigned Cloud vault(s).
- Each of your eFolder ShadowProtect Cloud vault usernames begins with the letters [sp-]

Ho	me	My Ac	count	My Partn	ership Accounts	Reports	Support
3	New	Actio	ons 👻 📠 C)ptions •	🛶 View: Account	Details 🔹	Sp-
3	0	ID	Cust. ID	Brand	Company	2	User Name
3	1	26433	34516	abc	ABC Consulting		sp-abc1
	1	72724	67516	abc	ABC Consulting		sp-abc2
1	×	33493	57516	abc	ABC Consulting		sp-abc3

Dash Panel Cloud Vault report

The Dash Panel Cloud Vault report shows detailed information organized by Cloud vault and is updated every 60 minutes. You can now see which customers are in which vaults, as well as when your vaults are reaching full capacity.





Each Cloud vault (denoted with usernames sp-XXX1, sp-XXX2, sp-wXXX3 and so on) displays:

- 1. Total number of all customer machines replicated to this specific Cloud vault
- 2. Total storage space used (in GB or TB)
- 3. Percentage of allocated space currently being used (with a 20TB limit)

6				
	SI	nadowProtect Cloud Va Information last updated Wednesd	lay, February 15, 2017	
hadowProtect Cloud Vault De Vault Name	tails Machines	2 Total Storage	Percent Used	Date Created
sp-abc3.ad.efscloud.net	82	14,687.46 GB	71.72%	2017-01-23
Machines				
Name	Storage	Last Backup	Local Username	Туре
ATISW-SBSERVER1	1,426.98 GB	2017-02-14 09:00:45 PM MST	efolderATISW	serve
ANDE -TERMSERV1	71.35 GB	2017-02-14 09:05:32 PM MST	efolderANDE	serve
	190.00 GB	2017-02-14 09:00:40 PM MST	efolder CAM-SE	serve
CAM SBSERVER1				
CAM:SBSERVER1 CEN-SERVER1	117.28 GB	2017-02-14 09:00:09 PM MST	efolder CEN-SER	serve
	117.28 GB 279.80 GB	2017-02-14 09:00:09 PM MST 2017-02-14 09:00:20 PM MST	efolder CEN-SER efolder CANY	serve

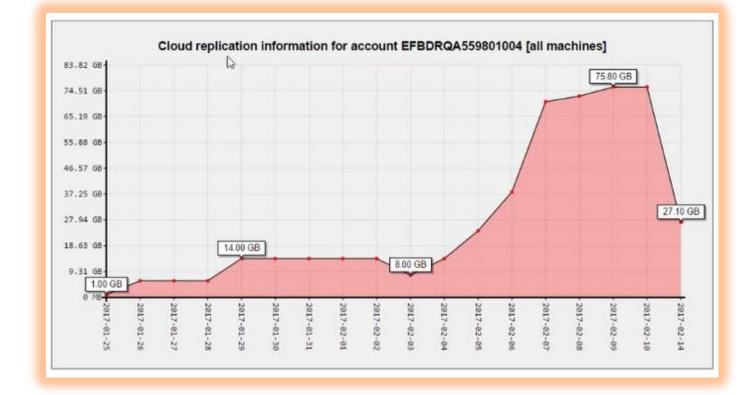
As you scroll down through this report, you will notice that each machine being replicated to the Cloud in this vault appears by **Name**, along with details describing how much storage space is currently being used by that machine, when the last backup occurred, the local username of that machine's associated account and whether the machine is a desktop or server.

- This report is being updated every 60 minutes, so the totals change throughout the day, as activities occur within each vault.
- If you need to see information about a deleted machine, a check box is provided on this report, which will allow you to **Show Deleted**.



Customer Reports

- 1. 30-DayTrending Customer Report: Total Replicating Machines
- This report shows an aggregate view of data stored for all machines replicated to the eFolder per account or customer
- Whether you are monitoring one machine or thousands, this graph displays *all* machines replicating into the eFolder Cloud (for a single account).
- We collect data every hour, then display one *averaged* number for each 24-hour period.
- This is a rolling report, showing the activity for the last 30 days, including today.



2. Machine-Specific Reports

In addition to the aggregate account report, each individual machine being replicated into the eFolder Cloud has its own unique report. All machine-specific reports will display on one scrollable screen, following the 30-DayTrending Report.

Machine-specific reports give a view into the current data stored in the eFolder Cloud per machine and the day by day growth of data stored over the last 30 days.





Note: Total daily data usage numbers on the <u>30-DayTrending Report</u> will often vary slightly from the running totals displayed on the <u>individual Machine-Level Reports</u>. This occurs because (a) the 30-DayTrending Report uses averages for a full 24-hour day, combining high and low usage numbers across a full 24-hour time period and (b) the running total displayed on the individual Machine-Level Report is only the *latest* hourly calculation, based on usage over the last 60 minutes, and does not reflect the entire 24-hour time period.

3. Detailed Machine-Specific Usage Reports

In addition to 30 day trend reports, detailed status information is also provided on a per account and per machine basis. Status information includes errors such as ShadowProtect chain breakages and any errors surfaced in the ImageManager logs.

Each machine being replicated into the eFolder Cloud now produces an individual report with **Computer** name, **Status**, and **Status Details**.

	Detailed machine usage
Computer:	DC01
Status:	ERROR
Last Successful Backup:	
Status Details:	Error: \\VBOXSVR\Repo-Data\sp\cloud\ReplicatedVolumeImages\efbdrga559801004\dc01 (DC01)\C_VOL-b001 last backup chain integrity is broken. The last valid backup was 0001-01-01T00:00:00000000ZZZ.
	Error: \\VBOXSVR\Repo-Data\sp\cloud\ReplicatedVolumeImages\efbdrqa559801004\dc01 (DC01)\WhatchaSay b001 does not have password protection on the volume images.
	Error: \\VBOXSVR\Repo-Data\sp\cloud\ReplicatedVolumeImages\efbdrqa559801004\dc01 (DC01)\WhatchaSay b001 last backup chain integrity is broken. The last valid backup was 0001-01-01T00:00:00.0000000ZZZ.
	Error: \\VBOXSVR\Repo-Data\sp\cloud\ReplicatedVolumeImages\efbdrqa559801004\dc01 (DC01)\WhatchaSay b001 does not have a baseline full backup available.
	Error: \\VBOXSVR\Repo-Data\sp\cloud\ReplicatedVolumeImages\efbdrqa559801004\dc01 (DC01)\WhatchaSay b002 does not have password protection on the volume images.
	Error: \\VBOXSVR\Repo-Data\sp\cloud\ReplicatedVolumeImages\efbdrqa559801004\dc01 (DC01)\WhatchaSay b002 last backup chain integrity is broken. The last valid backup was 0001-01-01T00:00:00.00000002ZZ.



Event Logs

Event logs provide another way to look at activities taking place inside your Cloud vault.

		Event Log for Account sp-abc1	
ick Search Advanced Search	1		
		in (Auto) Search Clear Search	
			_
arch Results: Showing 1-10 o			V
When [EST] >		vent Information	
		ackup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] vifications]	
2017-02-15 10:15am		ackup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] (tifications]	
2017-02-15 09:16am 2017-02-15 08:16am		ackup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] utifications] ackup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] utifications]	
2017-02-15 07:16am		ackup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] itifications]	-
2017-02-15 06:16am		ackup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] utifications]	-
2017-02-15 05:16am		ackup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] utifications]	
2017-02-15 04:17am		ackup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] tifications]	
2017-02-15 03:16am	sp-abc1 [V] Ba	ackup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] ;tifications]	
0017 00 15 00 17			
2017-02-15 02:17am	sp-wci1 [V] Ba	ackup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications]	-
		ackup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] tifications] 12345678910 Next may see something like this:	
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A detailed listing of all machines replicating on this vault is also included in the Event Logs under [Details]:

BDR for ShadowProtect cloud vault status changed to: WARNING [sp-wci1 / WCI15668059] [Errors] Cloud vault 'sp-wci1.ad.efscloud.net' has used a total of 16.007 TB and is 80.03% full. Please contact eFolder support customers to that vault. [Details] ==== PARTNER NOTIFICATION ==== BDR for ShadowProtect cloud vault status changed to: WARNING: User Name: sp-wci1

Account Number: WCI15668059 Details: BDR for ShadowProtect cloud vault status changed to: WARNING

For reference, these machines are replicated to the cloud vault [sp-wci1.ad.efscloud.net] BMSW-SBSERVER1 [1.345 TB] last updated: 01/12/2017 6:53:29pm BMSW-TERMSERVI [65.46 GB] last updated: 01/12/2017 6:53:29pm CAT-SBSERVER1 [179.51 GB] last updated: 01/12/2017 6:53:29pm CCN-SERVER1 [203.92 GB] last updated: 01/12/2017 6:53:29pm CITY-SERVER1 [192.76 GB] last updated: 01/12/2017 6:53:29pm COBALT [976.55 GB] last updated: 01/12/2017 6:53:29pm COPPER [59.79 GB] last updated: 01/12/2017 6:53:29pm CSANDE-EXCHANGE [487.90 GB] last updated: 01/12/2017 6:53:29pm

Warnings and Errors

You can examine any errors currently associated with any specific machine by clicking the **Details** field on the <u>Dash Panel Cloud Vault report</u>

1. Click on the **Details** box on the far right side of the report:

	SI	hadowProtect Cloud Vault [acco Information last updated Wednesday, February 1					
ShadowProtect Cloud Vault Details							
Vault Name	Machines	Total Storage	Percent Used	Date Created			Details
sp-wci4.ad.efscloud.net	11	4,062.63 GB	19.84%	2017-01-23			view
						S S	how Delet
Machines							
Name	Storage	Last Backup	Local Username		Туре	Deleted	Details
× ALTALT	1.27 GB		sp-wcl4		server	No	vigur
# BALTLT	1,733.94 GB	2017-02-14 09:12:09 PM MST	efoldervba		server	No	0
V MESPER	62.77 G8	2017-01-03 08:20:41 AM MST	efoldervba		server	No	
PERMES	53.54 GB	2017-02-14 09:15:36 PM MST	efoldervba		server	No	-

2. Specific information describing the error will be displayed:

	ShadowProtect Cloud Vault [account WCI15668079] Information last updated Wednesday, February 15, 2017 06:15:08 PM EST				
ShadowProtect Cloud Vault Details					
Vault Name	COBALT Status Details	×			Details
	Details				view
	Error: X:\ReplicatedVolumeImages\wc15146002\E_VOL-b002 last backup chain integrity is broken. The last valid backup was 0001-01-01T00:00-00.000000222.			E Si	how Deleted
Machines	Error: X:\ReplicatedVolumeImages\wci15146002\E_VOL-b002 does not have a baseline full backup available.				
Name			Type	Deleted	Details
X ALTALT			server	No	view
P BALTLT			server	No	
MESPER			server	No	***
PERMES			server	No	440

- When a Cloud vault reaches more than **75%**, capacity, you will receive a **warning** message.
- When a Cloud vault reaches more than **90%**, capacity, you will receive an error message.



• When a vault reaches capacity, you will need to request a new vault from eFolder and decide how to move your customers into the new space. Please contact <u>www.efolder.net/help or call</u> us at 800-352-0248 to start this process.

Changing OS type from 'desktop' to 'server'

- 1. Accounts> Account Center (Visual View):
- 2. Hover over the desired account and right click on Service Plan> ShadowProtect Backup List:
- 3. The **ShadowProtect Backup List** will appear, displaying the current name, OS type and data reports for each backed up machine.

Notice that the name for this machine is "DESKTOP" but the OS type is "server".

	tnership Accounts	Reports	Supp	ort						
Options	🔹 🔍 View: Account	Details 🔹						27		
doc	RM Construction		💁 har	🐉 Edit /	Account		-		BDR fo	r
doc		4	8 H	🐉 Conf	igure Account				BDR fo	r PRIN
doc	RM Construction		Wa	🤱 Impe	rsonate				Basic	
doc	RM Constuction		- F	📄 Pass	word / Security	v 🕨			Basic	
doc	RM Construction		te	Servi	ice Plan		📄 Set S	ervice Plan	BDR fo	r
			-	E Acco	unt Attributes	•	😷 Set E	xpiration Date		1
				Acco	unt Status	•	📕 Set U	ser Quota		low. At this time, we umed to have a
				E Repo	orts	•	Set Q			.k.a. Workstation).
				More	Actions		Set N	umber of Mailboxes		
				Dela	ta	-	_		-	
				Bele				License Keys		Selected as Server
				🃑 Rena						
	N 2			<i>2</i>	anno	- 6		sion License Keys	-	×
2	N 2			· · ·	w/Hide Details	C		owProtect Backup List		PRINT
el al	Folder BDR for ShadowProte re unable to automatically di erver OS (e.g. Windows Sen Folder prices and bundled di	ifferentiate between 2012 R2). F	ween ope Please use	Shac	W/Hide Details	cked-u backeo propria	Description of the second seco	owProtect Backup List PFolder OBM software are li is, By default, each machin Stypes from Server to De	e is assumed sktop (a.k.a.	PRINT At this time, we d to have a
ei aa Si ei	Folder BDR for ShadowProte re unable to automatically di erver OS (e.g. Windows Sen	ifferentiate betw ver 2012 R2). F oud storage for	ween ope Please use r Server a	Shace o an eFolder rating syster a the list below and Desktop	WHide Details	cked-u backed propria please	Shad	eFolder OBM software are li s. By default, each machin DS types from Server to De n machine OS is set correct	e is assumed sktop (a.k.a.	PRINT At this time, we d to have a
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Note: To see the **ShadowProtect Backup List**, you must be running the current version of eFolder's Online Backup Manager (OBM); v3.14.0 or above. To check your version, visit the <u>OBM download site</u>.

4. Change the OS designation for this machine by checking the **Name** checkbox, next to "DESKTOP". Then, click the **Set Selected as Destop** button.

		Select A	All Select None S	Set Selected as Desktop	Set Selected as Server
Name	OS Type	Cloud Data	Local Data	Network	Data
DESKTOP	server	0.00 GB	0.00 GB	0.00 GB	

A confirmation mesaage (example below) will appear when the OS assignment has been changed. You will also see that both the name for this machine and the OS Type are now "desktop".

chine DESKTOP OS	type changed to desk	top				
			Select All	Select None	Set Selected as Desktop	Set Selected as Server
Name	OS Type	Cloud Data		Local Data	Network	Data
DESKTOP	desktop	0.00 GB		0.00 GB	0.00 GB	

Create a preload (seed) drive

If you have a large amount of data to initially backup to the eFolder cloud, you may want to streamline this process by using one of our preload options. Refer to this article <u>How long will</u> <u>my initial backup take?</u>

For a comprehensive overview on preloading backup data to eFolder, please see <u>this</u> <u>knowledgebase article</u> to help you determine which of our preloading options works best for your situation.



IMPORTANT: Password protection is **required** for your ShadowProtect backup images to be stored in the eFolder cloud.

eFolder will reject any ShadowProtect backup images that are not protected with a password.

If your backup images currently **do not** have password protection enabled, you **must** start a new backup chain using password protection *before* preloading.

eloce

Four options for preloading (seeding) to the eFolder cloud:

Option #1: Use ImageManager

If the backup is not too large and your customer has sufficient bandwidth, simply use ImageManager, letting the backup replicate to the cloud storage node. Follow the standard ImageManager procedures (<u>Create a New ShadowProtect Backup Job</u>) and set the base image to upload along with the incrementals.

Option #2. Use an FTP client to upload from a customer site

All ImageManager installations should ideally be accompanied by a FTP client. (We recommend <u>FileZilla</u> but any FTP client which can interface with SSH will work.)

- a. Preload your backups to the replication target with a FTP client.
- b. Authenticate using the same username, password, host and port used in ImageManager to replicate data.

	Site Manager X
Select Entry: My Sites SP-test1 sp-test3	General Advanced Transfer Settings Charset Host: sp-test1. efscloud.net Port: 37037 Protocol: SFTP - SSH File Transfer Protocol V
	Logon Type: Normal V User: Password: ••••••
New Site New Folder New Bookmark Rename	Comments:
Delete Duplicate	Connect OK Cancel

c. Once you have connected to the server, select the new chain and drag it to the server side, to initiate the copy. The client allows for multiple files to be uploaded at the same time

E			SP-test1 - sftp;	//repl-source@s	p-tes	t1.aa.sc.efscloud.net:37037 - I	FileZilla	\mathbb{N}			_ 0	x
– File Edit View Transfer Serv	ver Bookmark	s Help										
I - 📝 🖻 🚅 🗱	P3 💺 🛷	🔳 🕵 😴 🖪										
lost: Usern	ame:	Pass	word:	Port:	Ouio	kconnect 👻						
atus: Starting upload of X:\\	VolumeImages	2012gep1\C VOI	-b004 md5									
tatus: local:X:\VolumeImage	es\2012gen1\C_	VOL-b004.spf =>	remote:/2012gen1 (2012G									
			> remote:/2012gen1 (2012	GEN1)/C_VOL-6004.	md5							
atus: File transfer successfu atus: Starting upload of X:\												
			i => remote:/2012gen1 (2	012GEN1)/C_VOL-b0	004-i00	1.spi						
ocal site: X:\VolumeImages\201	2gen1\				~	Remote site: /2012gen1 (2012GEN	11)					-
installs					^	e-11 /						_
🗄 🕕 ISOs						🗐 🔒 2012gen1 (2012GEN1)						
Replications						2012gen2 (2012GEN2)						
	information											
Uploads Uploads UnitualMachines												
. VM backups												
📄 📙 Volumelmages					=							
🖃 🌗 2012gen1					-							
🖃 📲 2012gen2												
🛓 🍶 test					~							
ilename	Filesize	Filetype	Last modified		^	Filename	Filesize	Filetype	Last modified	Permissions	Owner/Gro	
					=							
Incrementals E_VOL-b002.spf	252 707 220	File folder ShadowProtec	5/26/2016 3:54:26 5/26/2016 1:52:47			Lincrementals	00	File folder MD5 File	5/24/2016 3:00:	drwx	repl-sourc	
E_VOL-b002.spr		MD5 File	5/26/2016 1:52:47			C_VOL-b004.md5	166.008.832		4/1/2016 1:00:2	-rw	repl-sourc	
C_VOL-b004.spf	7,607,076,8	ShadowProtec				C_VOL-b001-i020-cd-cw.md5		MD5 File	4/3/2016 12:05:		repl-sourc	
C VOL-b004.md5		MD5 File	5/26/2016 2:01:29			C_VOL-b001-i073-cd-cw.spi	258,102,272		4/8/2016 6:00:1		repl-sourc	
C_VOL-b004_VirtualBoot_VM	. 2,985,984	SPI File	5/26/2016 2:08:46			C_VOL-b001-i073-cd-cw.md5		MD5 File	4/10/2016 12:0	-rw	repl-sourc	
E_VOL-b002-i001.spi	37,888	SPI File	5/26/2016 3:01:25			C_VOL-b001-i084-cd.spi	27,903,488	SPI File	4/11/2016 6:00:	-rw	repl-sourc	
E_VOL-b002-i001.md5	55	MD5 File	5/26/2016 3:01:25			C_VOL-b001-i084-cd.md5	58	MD5 File	4/12/2016 12:0	-rw	repl-sourc	
C_VOL-b004-i001.spi	281,371,648		5/26/2016 3:04:25			C_VOL-b001-i095-cd.spi	4,836,352		4/12/2016 6:00:	-rw	repl-sourc	
C_VOL-b004-i001.md5		MD5 File	5/26/2016 3:04:25			C_VOL-b001-i095-cd.md5		MD5 File	4/13/2016 12:0	-rw	repl-sourc	
C_VOL-b004-i001_VirtualBoot			5/26/2016 3:25:44			C_VOL-b001-i106-cd.spi	4,857,344		4/13/2016 6:00:	-rw	repl-sourc	
E_VOL-b002-i001_VirtualBoot	40,448	SPI File	5/26/2016 3:25:45			C_VOL-b001-i106-cd.md5		MD5 File	4/14/2016 12:0	-rw	repl-sourc	
C_VOL-b004-i001_VirtualBoot			5/26/2016 3:58:06			C_VOL-b001-i117-cd.spi	4,579,840		4/14/2016 6:00:	-rw	repl-sourc	
Virtualboxtest_Disk_0_HD_{56 E_VOL-b002-i002.spi		XSP File SPI File	5/26/2016 3:58:06 5/26/2016 5:00:55			C_VOL-b001-i117-cd.md5	58 220,574,208	MD5 File	4/15/2016 12:0 4/15/2016 6:00:	-rw	repl-sourc repl-sourc	
		Service	5/20/2010 5:00:55		~				-715/2010 0:00:	-1-1-1	repr-sourc	
lected 4 files. Total size: 7,888,448						69 files and 1 directory. Total size: 2,	, 129,366,650 by	/tes				_
	Direction Rem	iote file	Size	Priority Status								
sftp://repl-source@sp-test1												
X:\Volumelmages\2012ge		2gen1 (2012GEN1										
X:\VolumeImages\2012ge 00:00:05 elapsed 02:4	>> /201 17:47 left	2gen1 (2012GEN1 0.0%)/C_VOL 7,607,076,8 3,735,552 bytes (737.7 Ki		erring							
X:\Volumelmages\2012ge		2gen1 (2012GEN1			erring							
)7:05 left	1.0%	2,949,120 bytes (641.7 Ki		anng							
												_

Option #3. Use an FTP client to preload from a non-customer site

- a. Copy the entire contents of the managed folder you wish to preload to an external USB drive or NAS.
- b. If you wish to preload backups from more than one system, ensure you select each system's folder (or use the parent folder.)

🐌 l 💽 🚯 = l		2012gen1			_	D X				
File Home Share View						× 🕐				
🔄 🍥 👻 🏦 🕌 🕨 This PC 🕨 DATA (X:)) •	Volumelmages 🕨 2012gen1		∨ Ċ Se	arch 2012gen1	<i>م</i>				
🛛 📔 Desktop	^	Name	Date modified	Туре	Size	^				
Documents		C_VOL-b004-i027.md5	5/31/2016 9:00 AM	MD5 File	1 KB					
Downloads		C_VOL-b004-i027.spi	5/31/2016 9:00 AM	SPI File	409 KB	≡				
🖻 🚺 Music		E VOL-b002-i027.md5	5/31/2016 9:00 AM	MD5 File	1 KB					
Pictures		E_VOL-b002-i027.spi	5/31/2016 9:00 AM	SPI File	38 KB					
🛛 📴 Videos		C VOL-b004-i026.md5	5/31/2016 8:00 AM	MD5 File	1 KB					
🛛 📥 Local Disk (C:)		C_VOL-b004-i026.spi	5/31/2016 8:00 AM	SPI File	22.477 KB					
⊿ 👝 DATA (X:)		E VOL-b002-i026.md5	5/31/2016 8:00 AM	MD5 File	1 KB					
🛛 🎍 Archive		E_VOL-b002-i026.spi	5/31/2016 8:00 AM	SPI File	12,305 KB					
Dean VM copies		E_VOL-b002-i025-cd.spi.bitmap	5/31/2016 12:05 AM	BITMAP File	1 KB					
🛛 📕 Downloads		E VOL-b002-i025-cd.md5	5/31/2016 12:05 AM	MD5 File	1 KB					
 Weadstart restore Installs 		E_VOL-b002-i025.spi.bitmap	5/31/2016 12:05 AM	BITMAP File	1 KB					
		C_VOL-b004-i025-cd.spi.bitmap	5/31/2016 12:05 AM	BITMAP File	36 KB					
Þ 🎍 ISOs	_	_	=	=	=	C_VOL-b004-i025-cd.md5	5/31/2016 12:05 AM	MD5 File	1 KB	
Replications	=	C_VOL-b004-i025.spi.bitmap	5/31/2016 12:05 AM	BITMAP File	36 KB					
Uploads		C VOL-b004-i025.md5	5/30/2016 6:00 PM	MD5 File	1 KB					
VirtualMachines		C_VOL-b004-i025.spi	5/30/2016 6:00 PM	SPI File	410 KB					
🛛 📕 VM backups		C_VOL-b004-i025-cd.spi	5/30/2016 6:00 PM	SPI File	337,476 KB					
A 🕌 Volumelmages		E_VOL-b002-i025.md5	5/30/2016 6:00 PM	MD5 File	1 KB					
▷ 🥌 2012gen1		E_VOL-b002-i025.spi	5/30/2016 6:00 PM	SPI File	38 KB					
2012gen2		E_VOL-b002-i025-cd.spi	5/30/2016 6:00 PM	SPI File	12,273 KB					
D 🎍 test		C_VOL-b004-i024.md5	5/30/2016 5:00 PM	MD5 File	1 KB					
		C_VOL-b004-i024.spi	5/30/2016 5:00 PM	SPI File	551 KB					
Þ 📬 Network	$\overline{}$	E_VOL-b002-i024.md5	5/30/2016 5:00 PM	MD5 File	1 KB	~				
148 items 🛛 State: 🐉 Shared		-				:== 				

- c. Carry the external USB drive or NAS, with the backups, to another location with sufficient bandwidth.
- d. <u>Use the instructions from Option #2 above to preload the data</u>.

You can login to the remote storage VM from any location.

Option #4. Use an eFolder supplied USB hard drive

We ship an eFolder-supplied USB hard drive to you. You then copy your data set to the drive and physically return it to our data center.

- For details on how to request a eFolder USB hard drive, please review <u>How to Request a</u> <u>Preload Drive</u>
- If you are ready to request your preload drive now, do so here: <u>Request a Preload (Seed)</u> <u>Drive.</u>

Method	Average transit time (round trip)	Cost
UPS Ground	Avg. 7 business days	Free for eFolder Partners
UPS 2 nd day	Avg. 4 business days	\$50 service charge
UPS Overnight	Avg. 2 business days	\$150 service charge

Once you have received the hard drive, you'll create a folder for each customer, using each customer's unique account number from the Partner Portal.

You'll then copy the folder (with the chain or chains you wish to send to us) to the folder with the account number.

IMPORTANT: Preload drives can only be requested for shipment within the United States. If you are outside of the US (Canada, EMEA), please refer to our knowledge base for <u>instructions on how to Preload your data</u>

How to send your preload data to eFolder

- If you have chosen an FTP upload, use the FTP client you manage the customer's cloud data with. We recommend Filezilla, as it can be set with the same credentials you used to setup your iFTP for ImageManager.
- If you are using an eFolder-supplied USB hard drive, follow the shipping instructions you received from us in the shipment tracking email.



Instructions: Bare Metal Restore

When restoring a server (either physical or virtual), it is necessary to create a **StorageCraft Recovery Environment (RE)**. The StorageCraft Recovery Environment (RE) is an ISO you can burn to USB, DVD or use within a VM environment.

Instructions: How to build a StorageCraft Recovery Environment (RE)

This link provides instructions on how to create the StorageCraft Recovery Environment (RE): <u>http://www.storagecraft.com/support/book/storagecraft-recovery-environment-user-guide/starting-recovery-environment/creating-recovery-en</u>

Required Links:

Step 1	1. REBuilder: http://www.storagecraft.com/downloads/recovery-environments NOTE: Only use the StorageCraft Recovery Environment Builder. DO NOT use CrossPlatform.
Step 2	 2. Microsoft ADK: http://www.microsoft.com/en-us/download/details.aspx?id=30652 NOTE for the ADK installation: At the Select Features page, the program lists all of the available ADK components for download. Select only: Deployment Tools (8.0 = 39.6MB; 8.1 = 54MB) Windows Preinstallation Environment (Windows PE) (3.0GB). Uncheck any other features marked by default.
Step 3	3. "Restore a Volume in One Operation" Finally, this link provides the recovery steps in a single guide. <u>https://www.storagecraft.com/support/book/storagecraft-recovery-environment-user-guide/restoring-system-volume/restore-volume-on e-operati</u>

Restoring individual files

The eFolder restore wizard allows you to easily restore files and folders (for data backed up directly with the eFolder Backup Manager) simply by logging in, checking off the data you want to restore, choosing the point-in-time version, and choosing where you want to restore the data.



Recovering from a disaster

To recover from complete data loss at the local site:

- 1. Provision appropriate bare-metal or virtual machines for the server(s) you need to restore. Make sure there is enough disk space to fully contain the restored volumes.
- 2. Use your FTP client (such as Filezilla) to download the SPF and all SPI files for the relevant OS and application volume image(s) to a portable USB disk or network share accessible from the ShadowProtect bootable restore environment.

Additional Assistance

- Please submit a ticket at <u>efolder.net/help</u>
- Email support questions to support@efolder.net
- Call us at 800-352-0248
- Browse our Knowledgebase at <u>https://secure.efoldering.com/support/kb/</u>

