



# 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 [eFolder BDR for ShadowProtect User Guide \[Sept 2015\]](#) 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](mailto:support@efolder.net).



## 1. Assess backup requirements

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

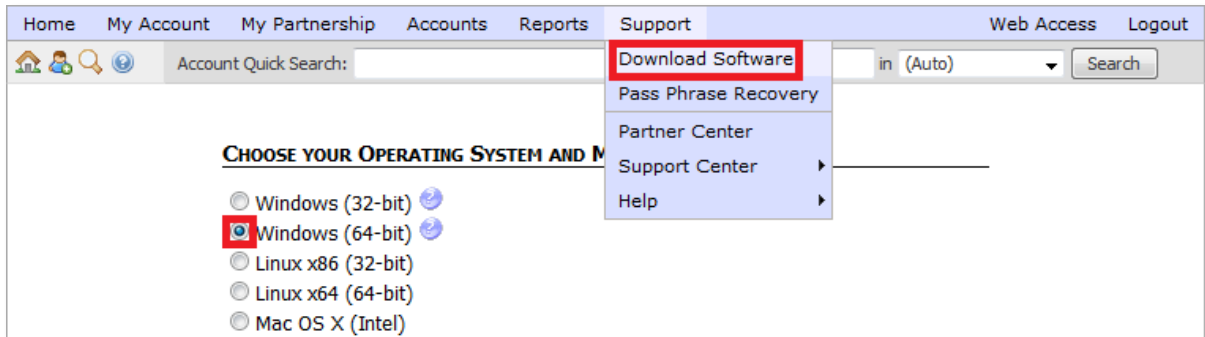
- ❑ Critical application servers, such as Exchange, SQL, and SharePoint
- ❑ The recovery point objective for critical applications
- ❑ Where to store volume backup images
- ❑ Data that must be retained for years, because of compliance or company policy
- ❑ Files that users may want to restore individually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

## 2. Provision accounts

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



- c) Download eFolder Online Backup Manager (for monitoring), by hovering over **Support** on the [eFolder Web Portal](#) 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.

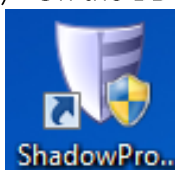
### 4. Prepare to configure ShadowProtect

Prior to configuring ShadowProtect, complete the following preparation steps:

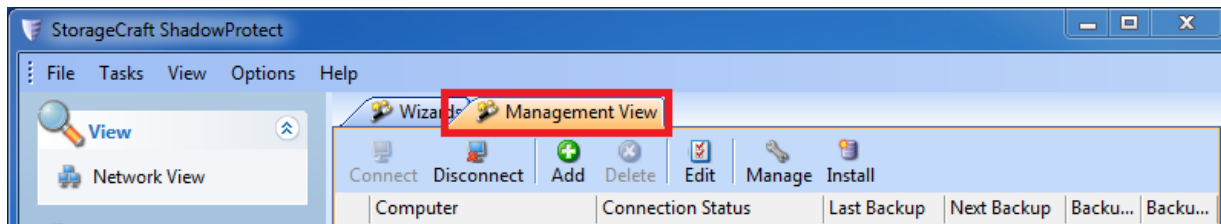
- Disable automatic defrag in the task scheduler. Windows adds one automatic defrag by default on Wednesday, in the early morning.
- Do a one-time defrag before the first full backup.
- Add exceptions to the firewall for ShadowProtect (or turn the firewall off).
- Set the **ShadowProtect Service** to 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

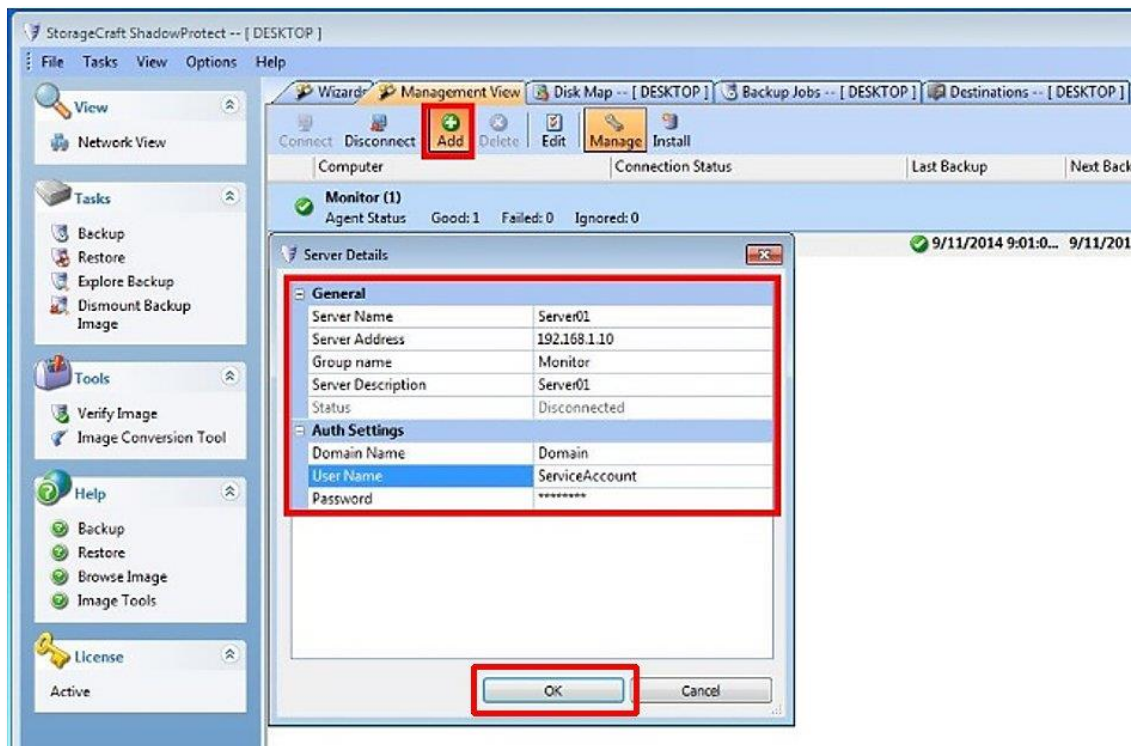
- a) On the BDR desktop, click the **ShadowProtect** icon to open the *ShadowProtect Console*.



b) Click the **Management View** tab.



Add additional managed computers to this console



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.

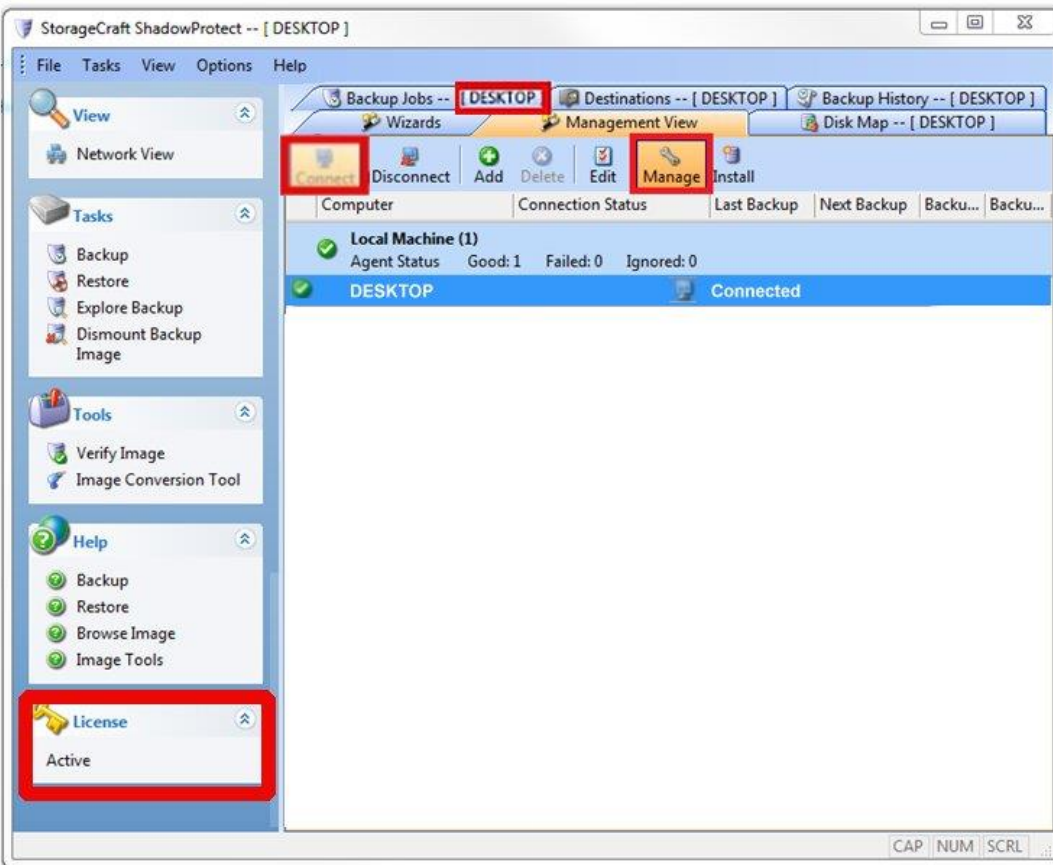
3. When all fields are completed, click **OK**.

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**.

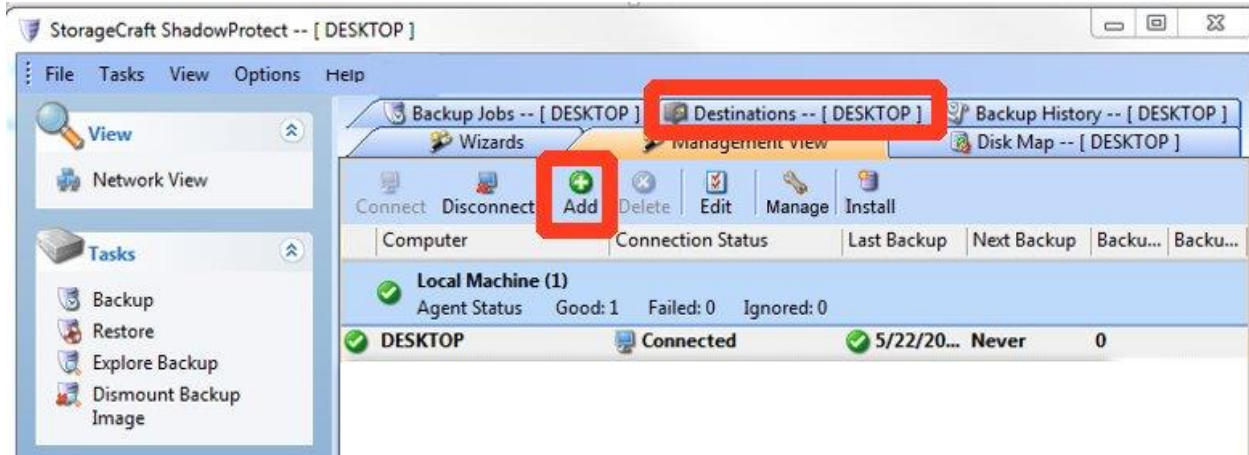
**Note:** When you are actively managing a computer, that **computer's name** appears in new tabs along the top and in the Window banner.



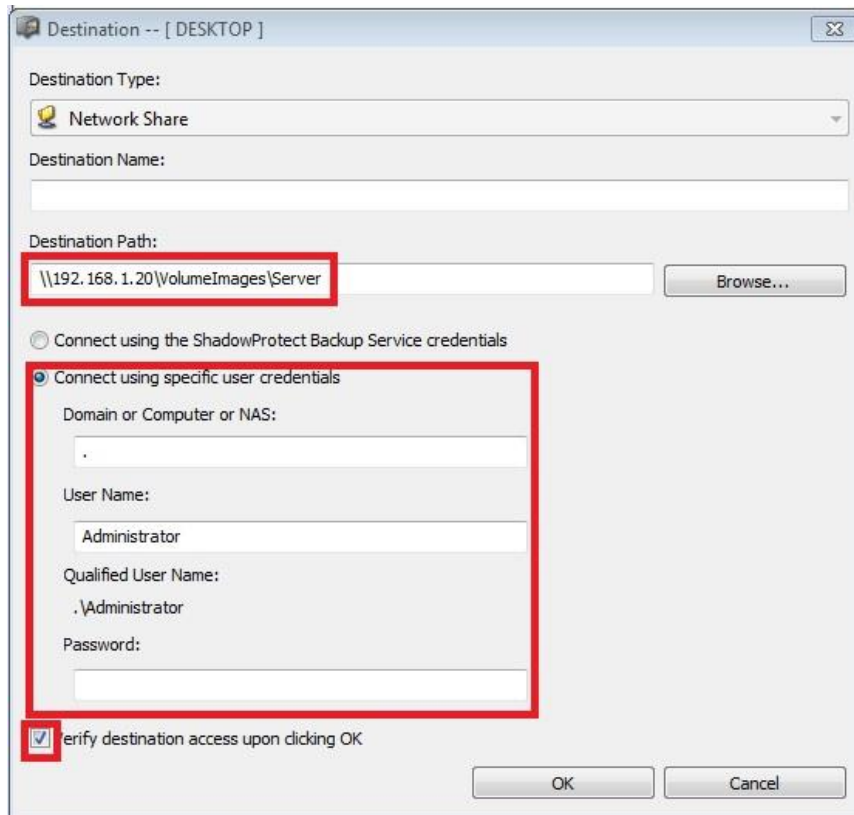
Also, notice that the **license status** for the server you are currently managing is now shown in the bottom left corner.

## 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.

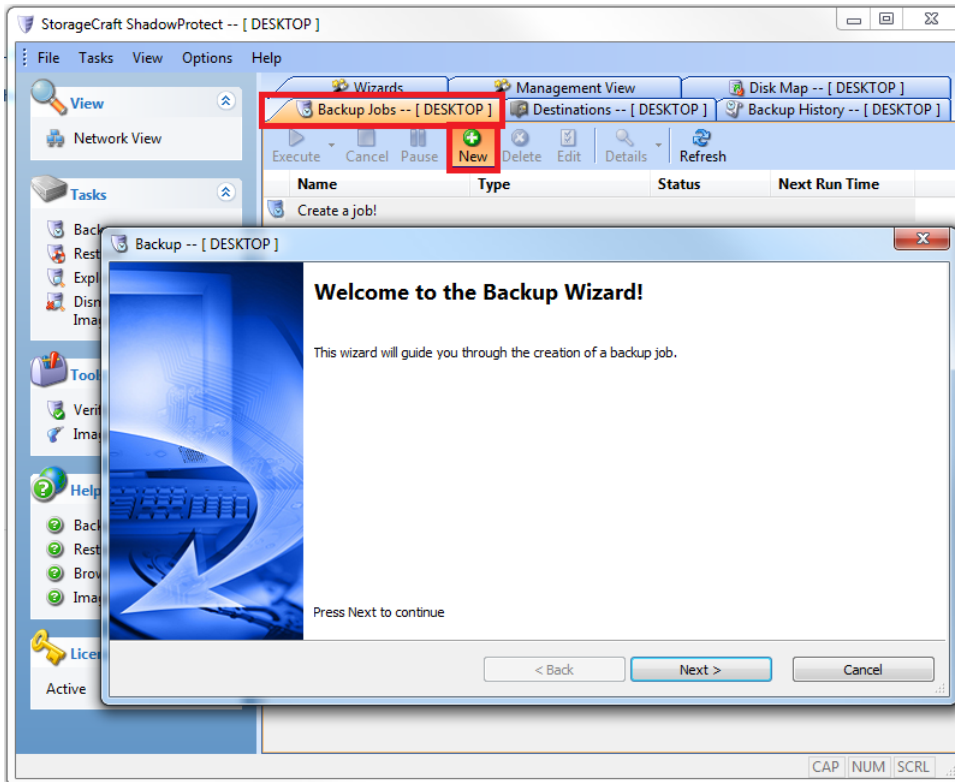


3. Enter the **destination path** and the ShadowProtect credentials in their respective fields.
4. Next, check the checkbox for the **Verify destination access** upon clicking OK field; then, click OK.



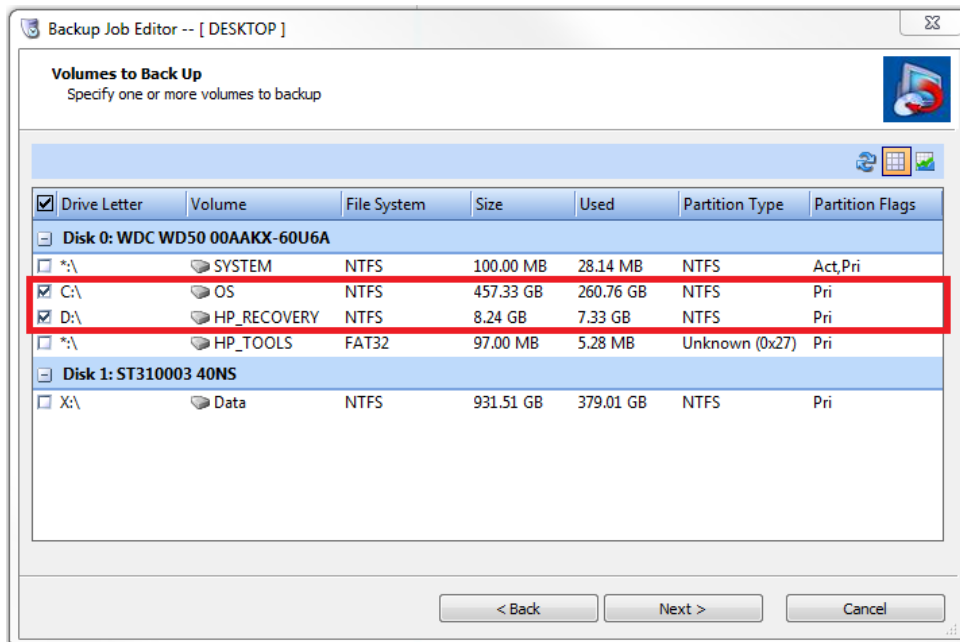
## Create a new backup job


- 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.



- Select the volume(s) for which you want to create images. Click **Next** to continue.

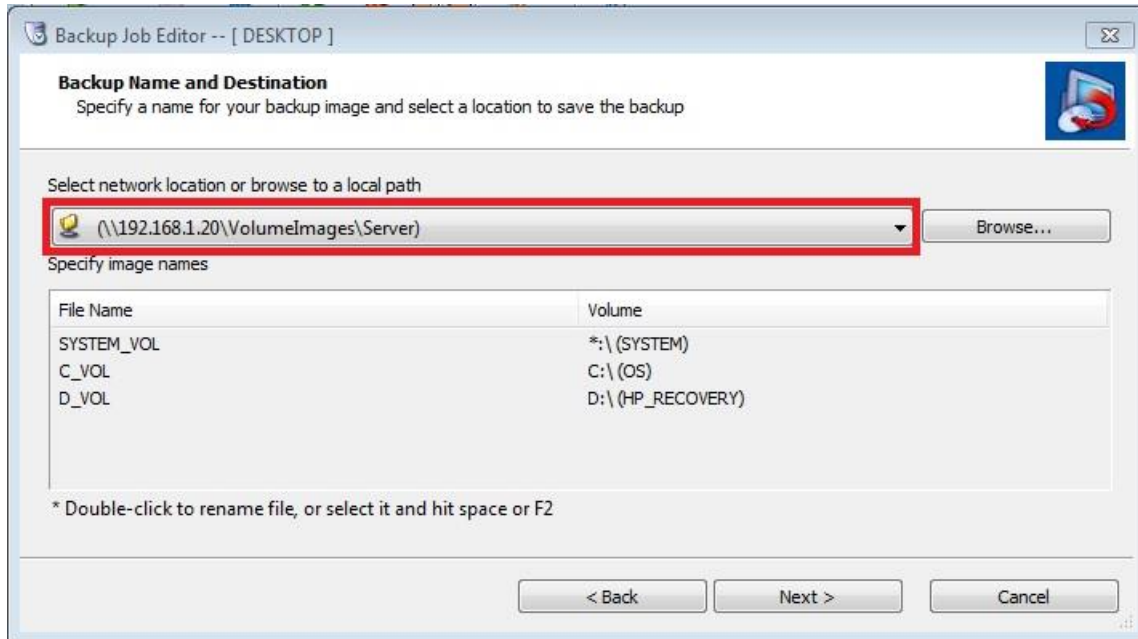
**Note:** It is important that the volumes be together in the same job.



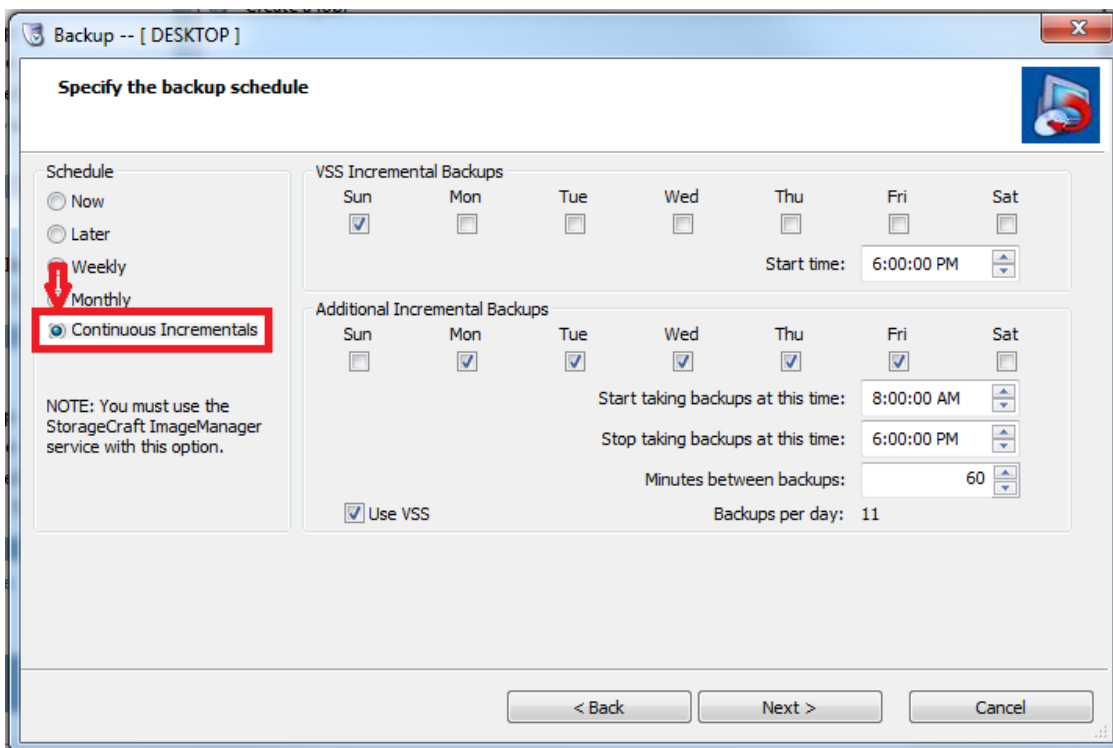
 If you are running Exchange or SQL and the logs are **not** on the same volume as the application database, the logs will not truncate **unless the volumes are together in the same backup job.**



3. Click the **down arrow** and select the destination previously created. Click **Next** to continue.



4. On the *Specify backup schedule* screen:
- Select **Continuous Incrementals**.
  - 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.
  - Click **Next** to continue.



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 for the backup image

Select Compression Method: **High**

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

Password:

Confirm Password:

**Split image file**  Mb

Backup Job Name:

Backup Comment:

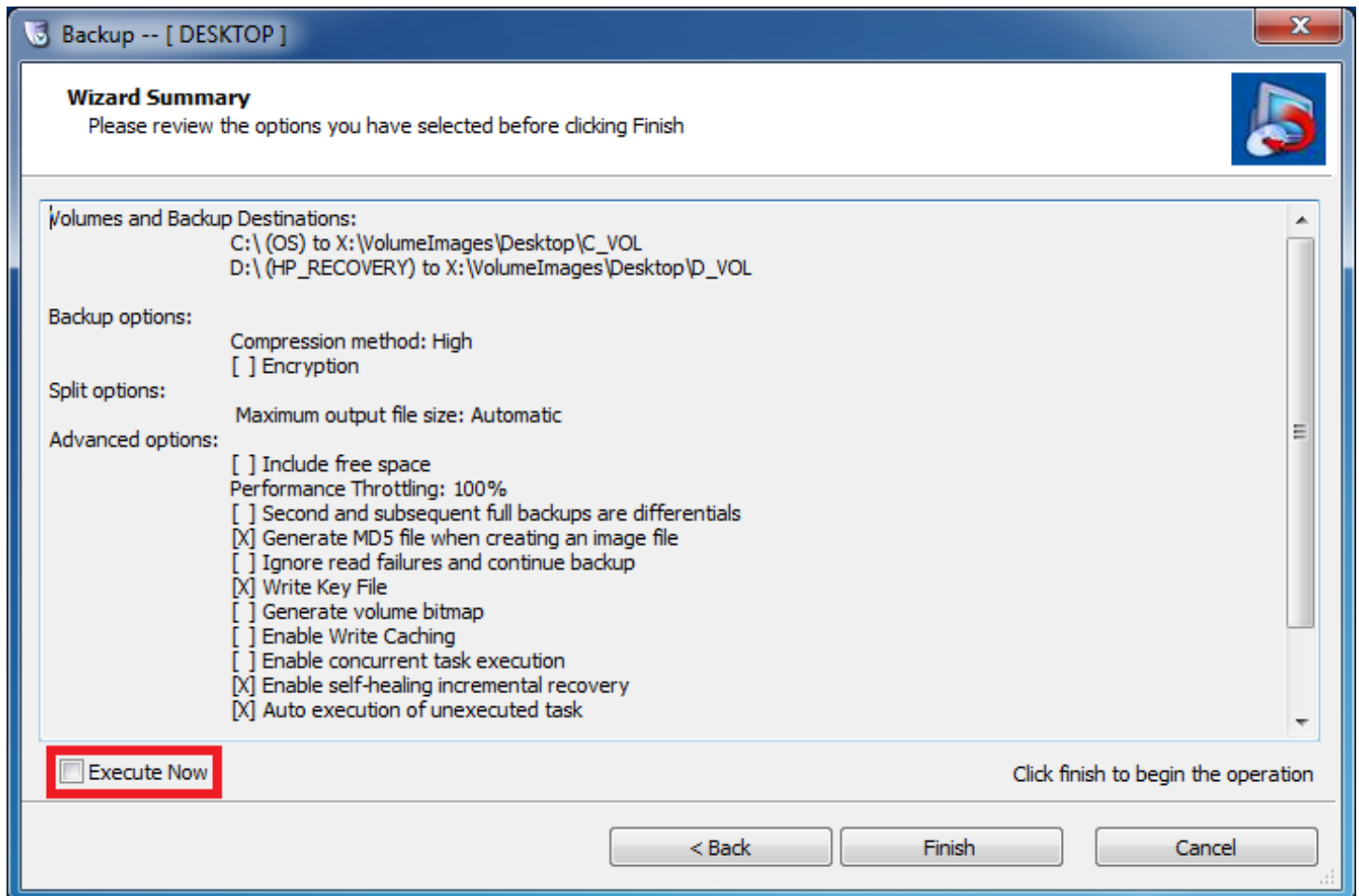
**Advanced**

< Back    Next >    Cancel



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.



## What is StorageCraft ImageManager?

[StorageCraft ImageManager](#) 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 [StorageCraft Software Updates page](#).



**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\***

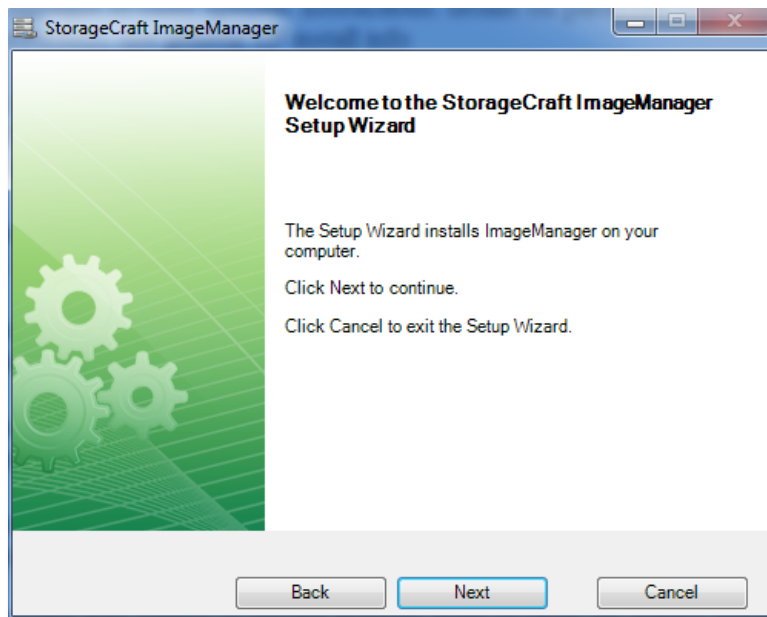
**Microsoft .NET version 3.5 Required** - Download [here](#):

ImageManager requires Microsoft .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 installing ImageManager 7. The information below will help you decide which versions of .NET are needed for your operating system.

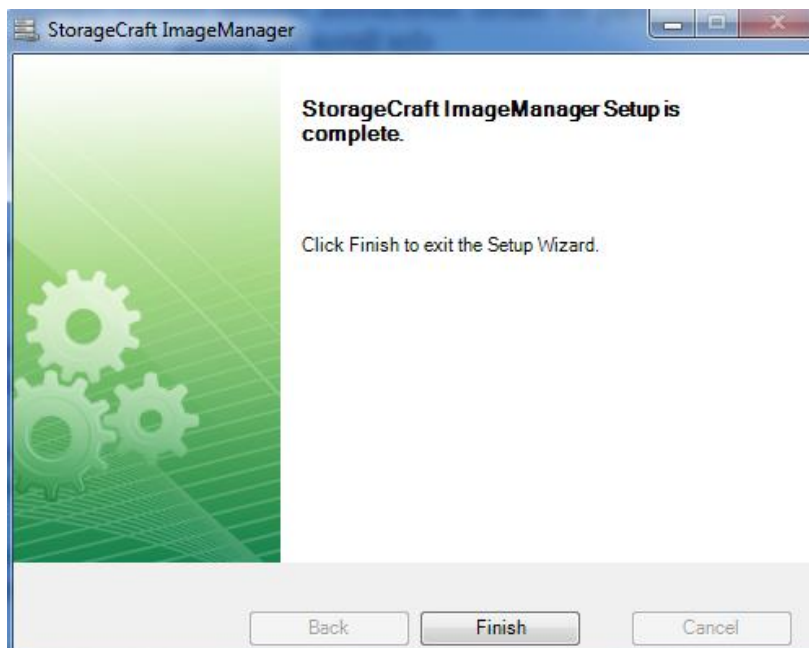
Windows Server 2012	Normally has .NET4.5 installed by default. You also must install .NET 3.5 manually. The installer for .NET 3.5 is under the "Turn Windows Features on or off" option.
Windows 10	Normally has .NET 4.5 installed by default. You also must install .NET 3.5 Service Pack 1 manually. The 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 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**

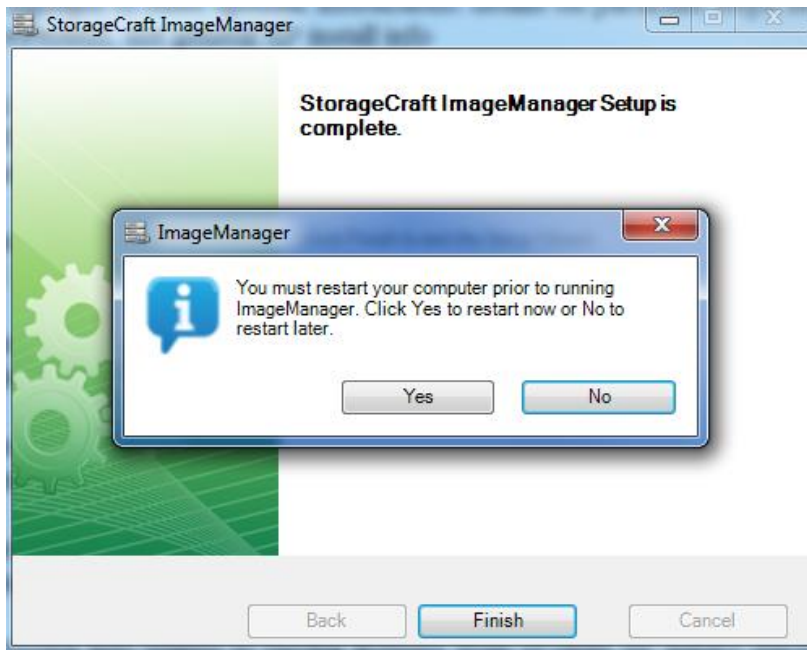


2. Click **Next** on the ImageManager Wizard Welcome page.
3. Accept the EULA and follow the steps in the Installation Wizard to install the ImageManager software.



4. Click **Finish** when the installation is finished.

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

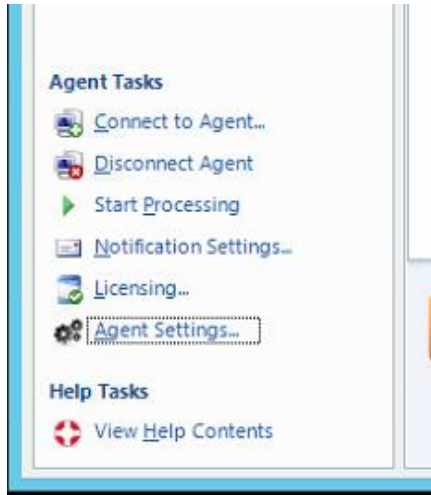


6. Click Start > Programs > StorageCraft > StorageCraft ImageManager to start ImageManager.

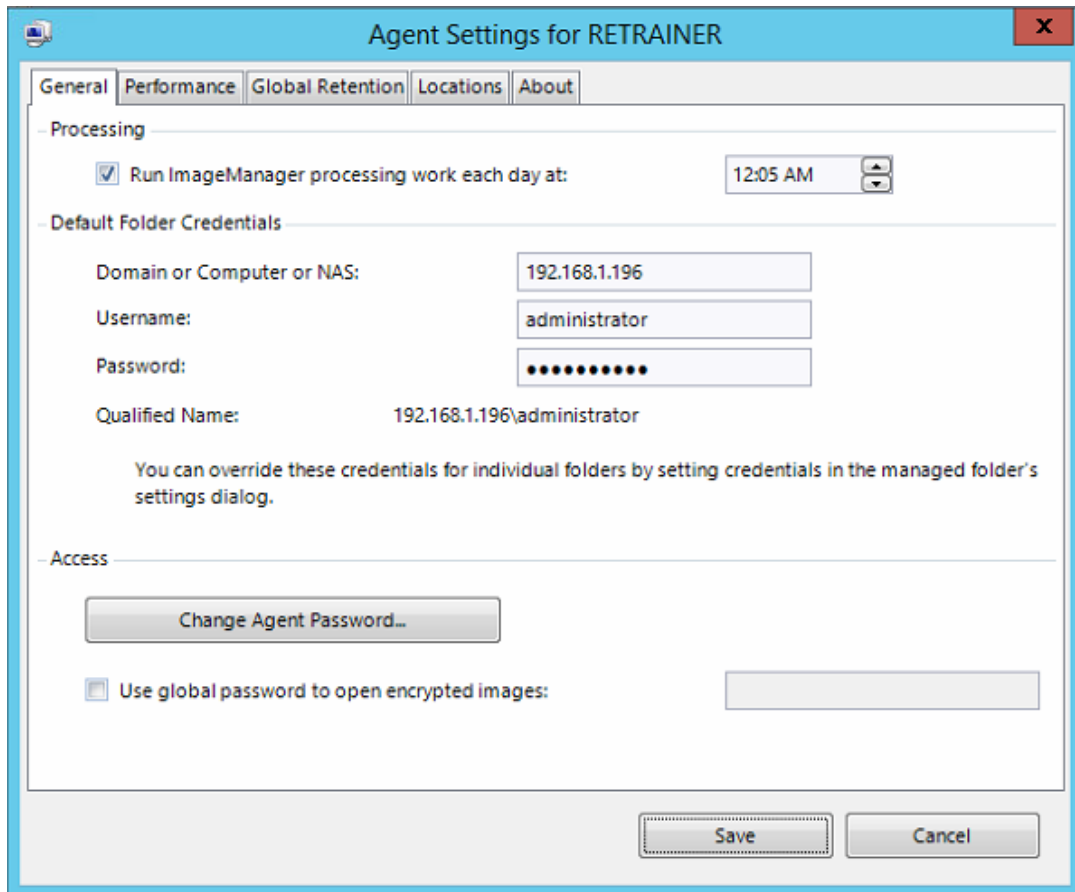
## Settings: Processing Time and Global Retention

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

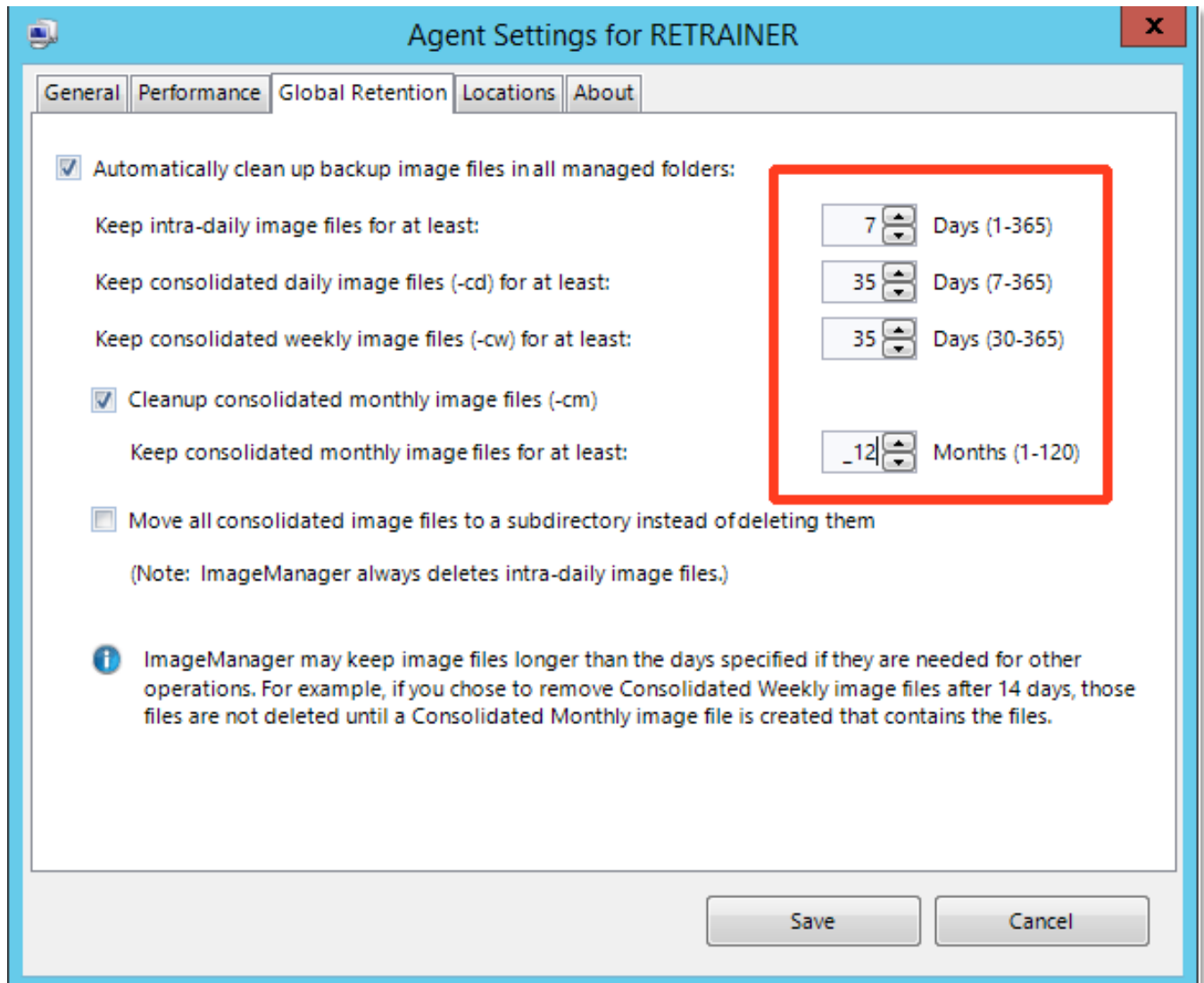
1. On the left hand side menu, select Agent Settings



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

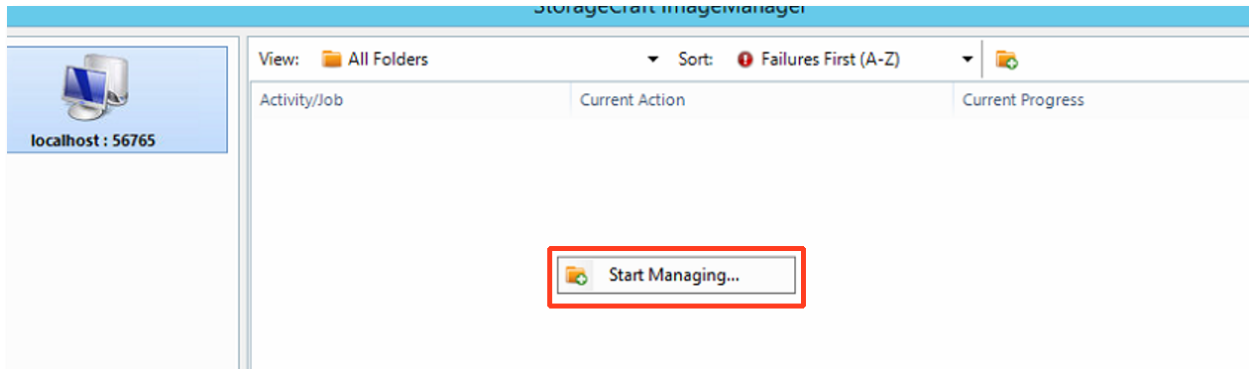


2. Next, set the global retention. eFolder's recommended minimum settings are below.



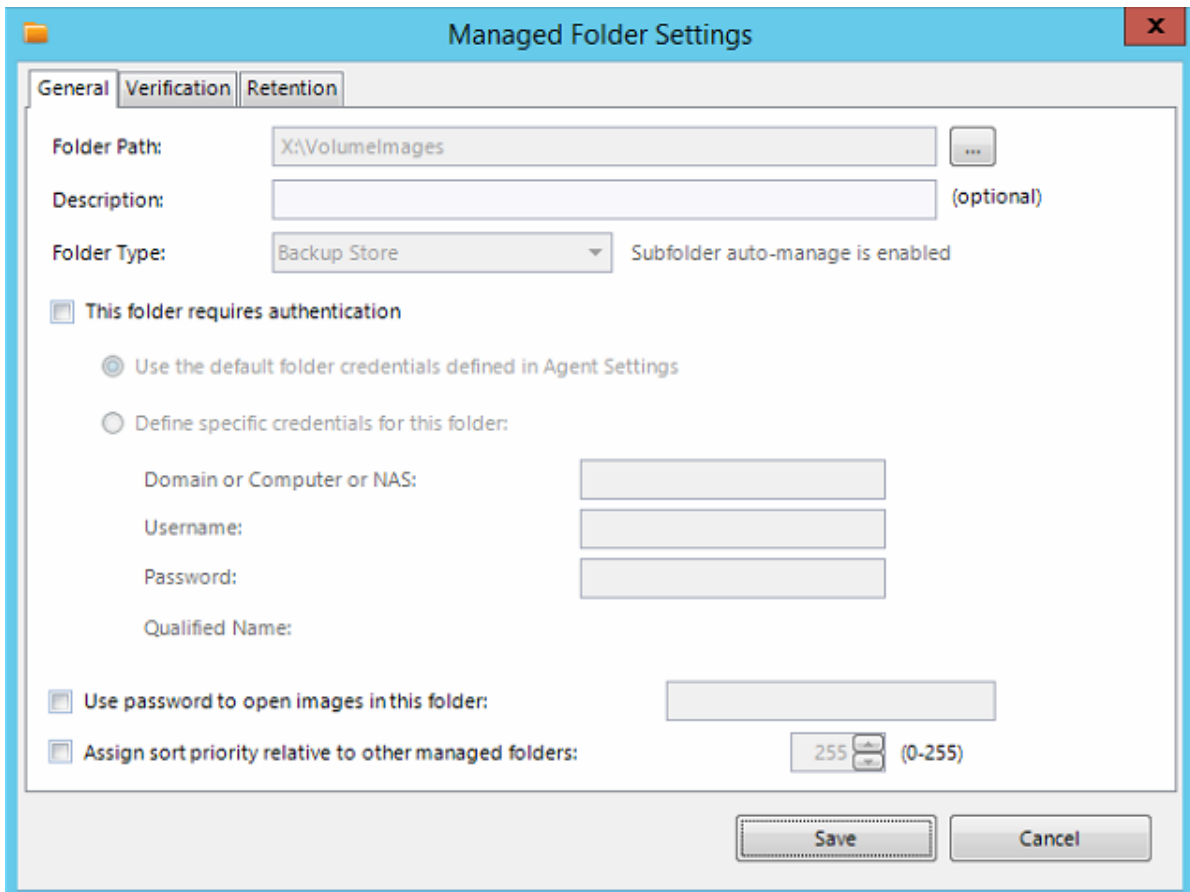
## Settings: Add a New Backup Store

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.

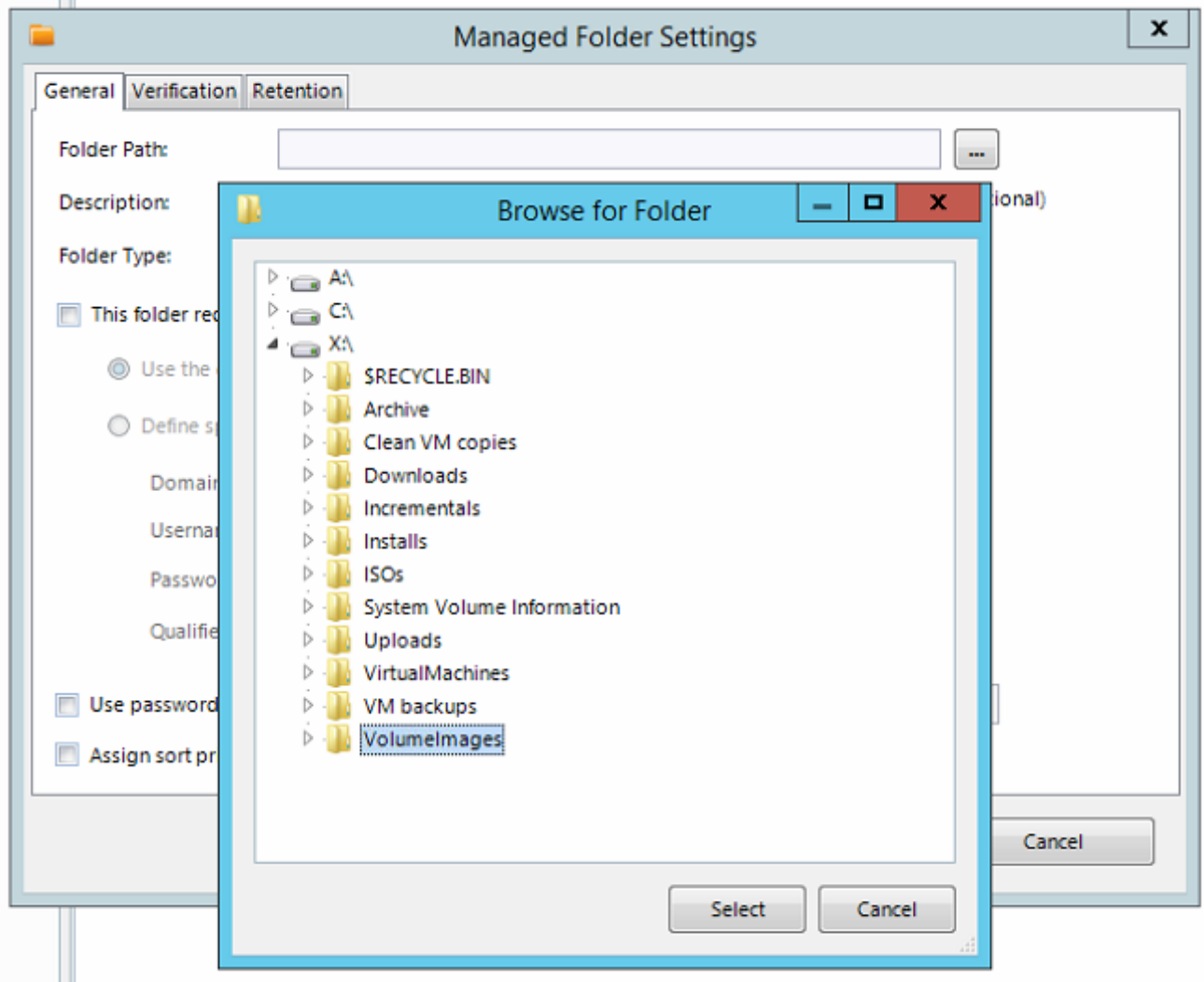


2. Navigate the folder path to the folder (backup store) you wish to manage and click **Select**.

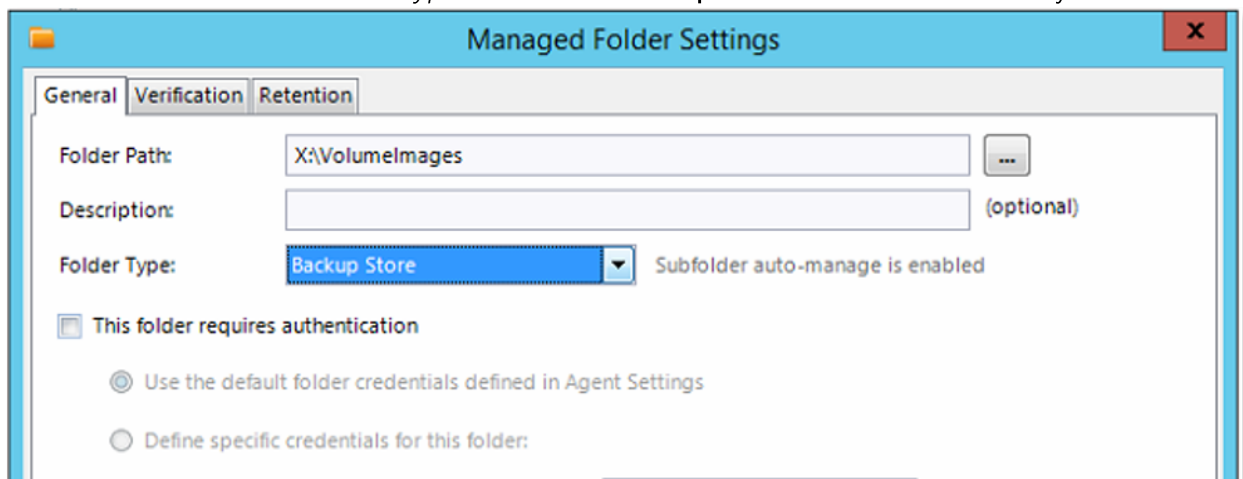
The Backup Store is the parent folder and all subfolders will automatically be managed.



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



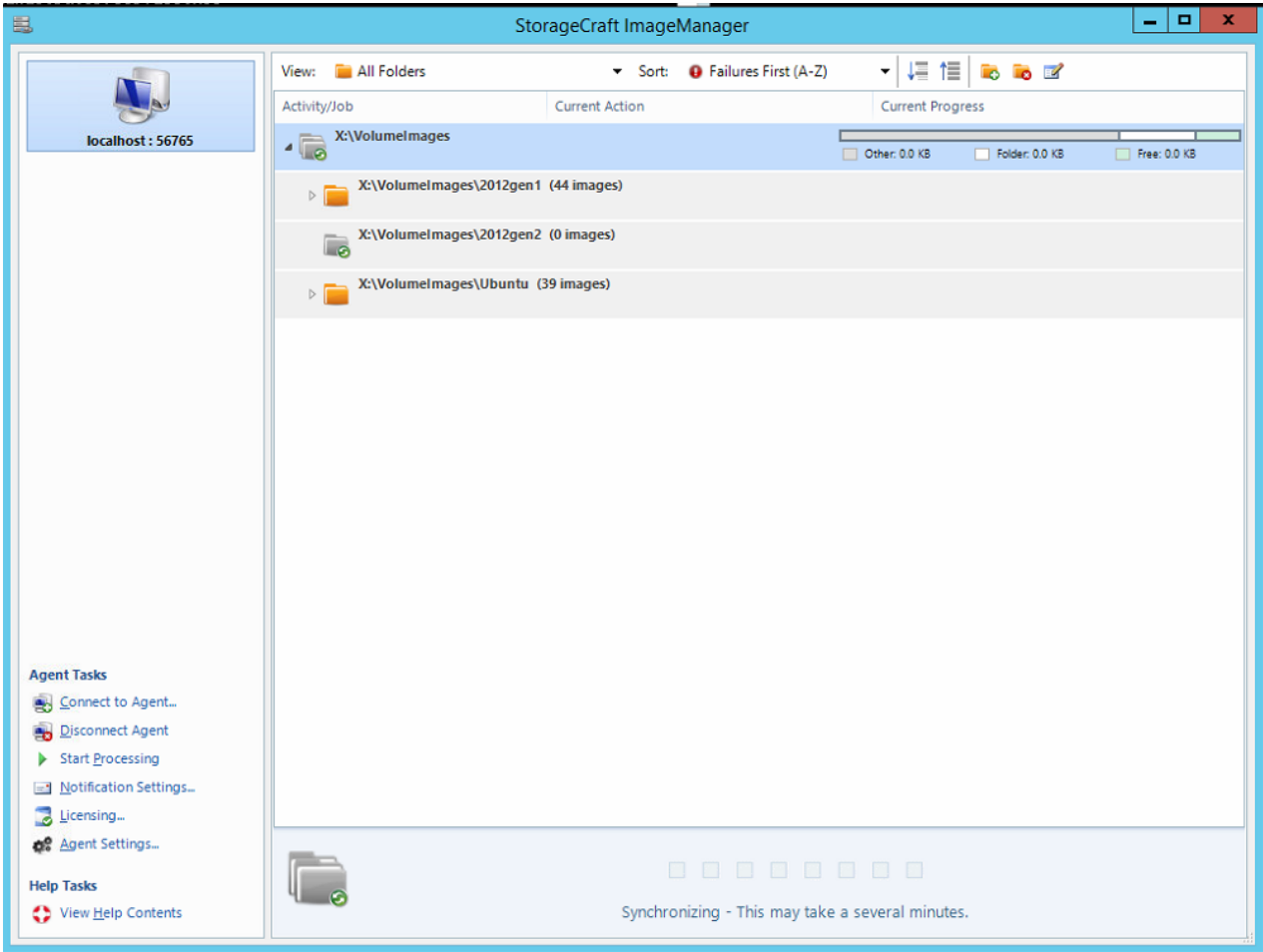
3. Make sure that the *Folder Type* selected is *Backup Store*. Click *Save* to save your selection



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



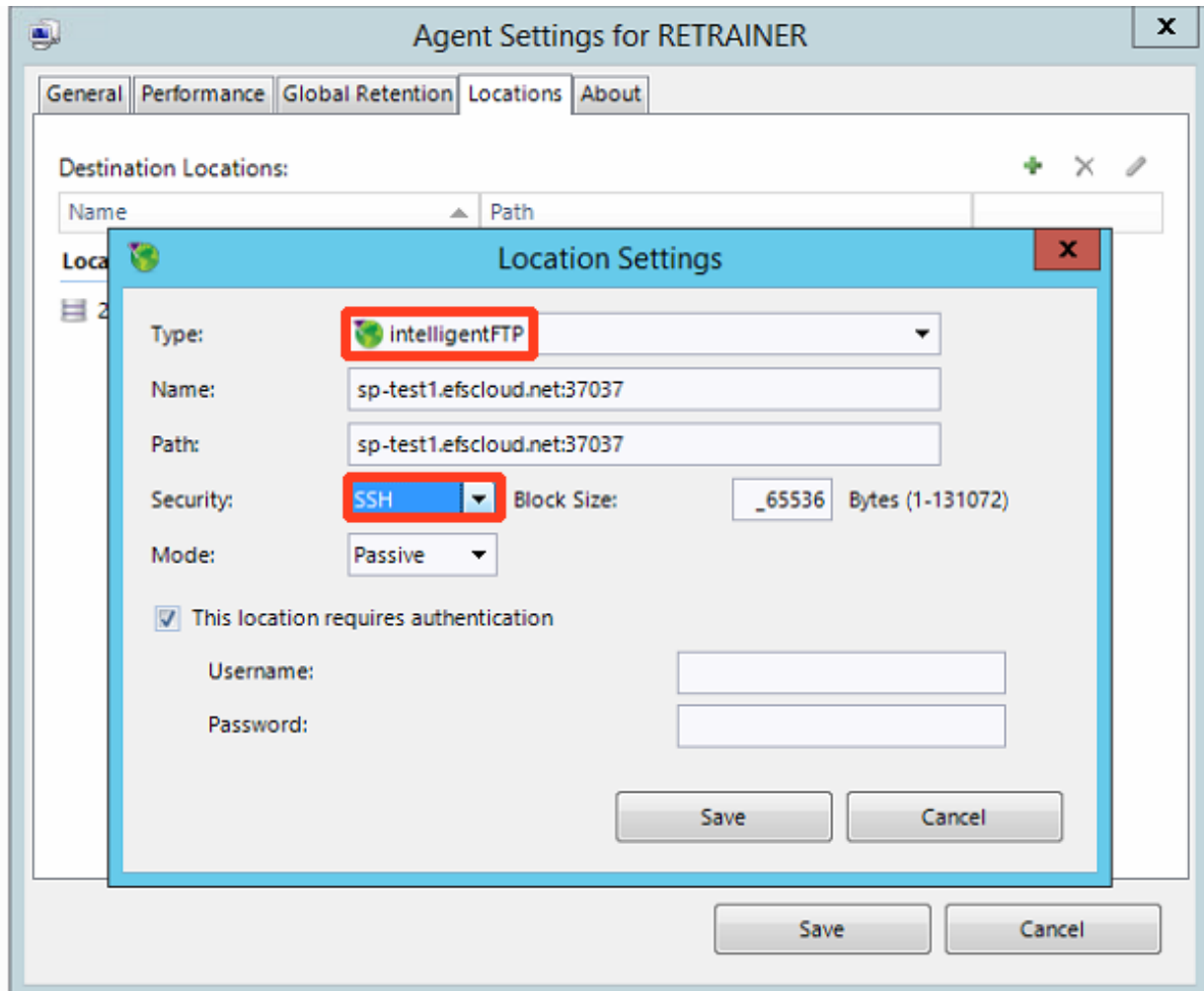
The global retention settings configured earlier are applied automatically to all subfolders in this backup store.



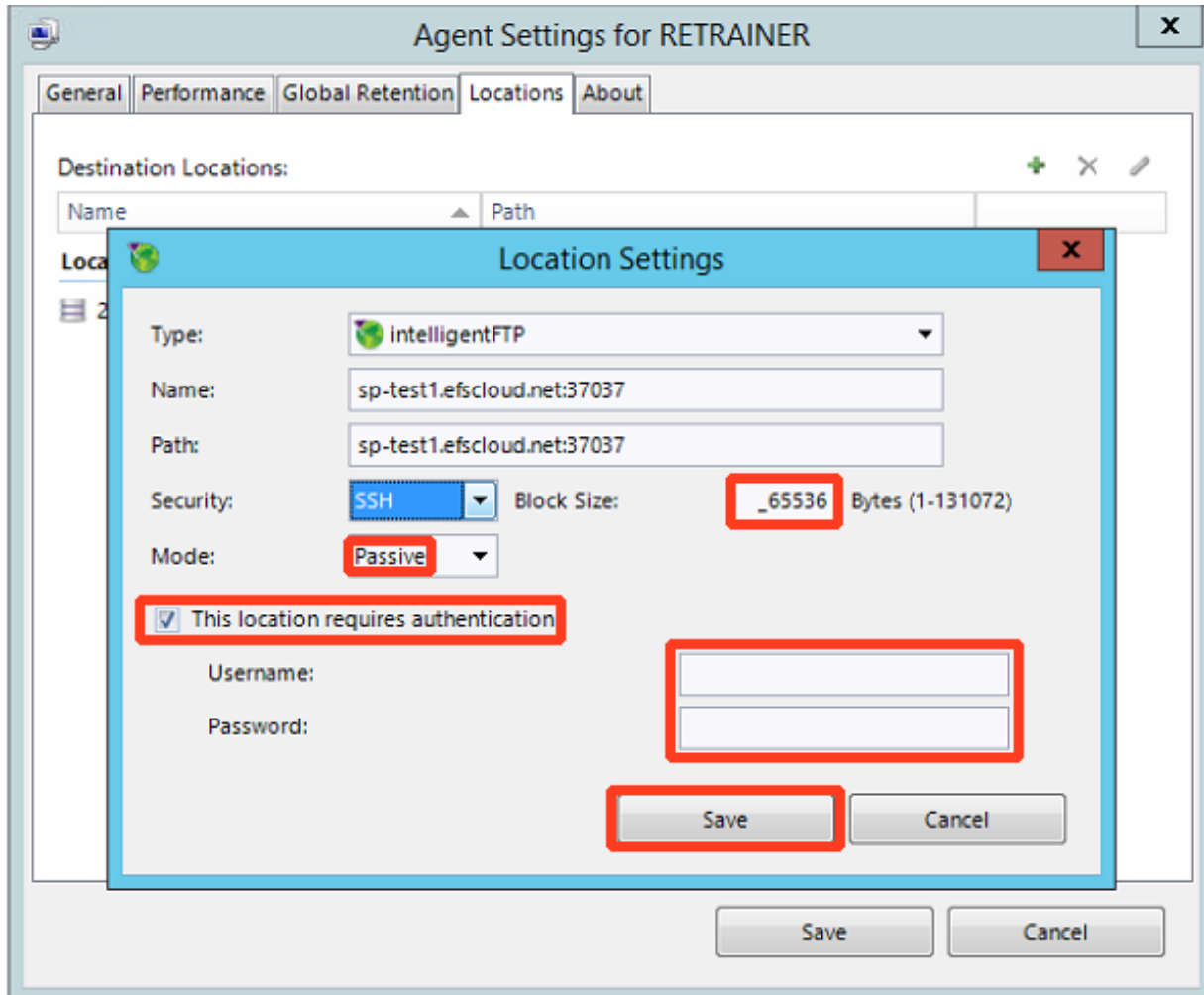
## Setting Up Replication to the eFolder Cloud

### 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**.



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



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.

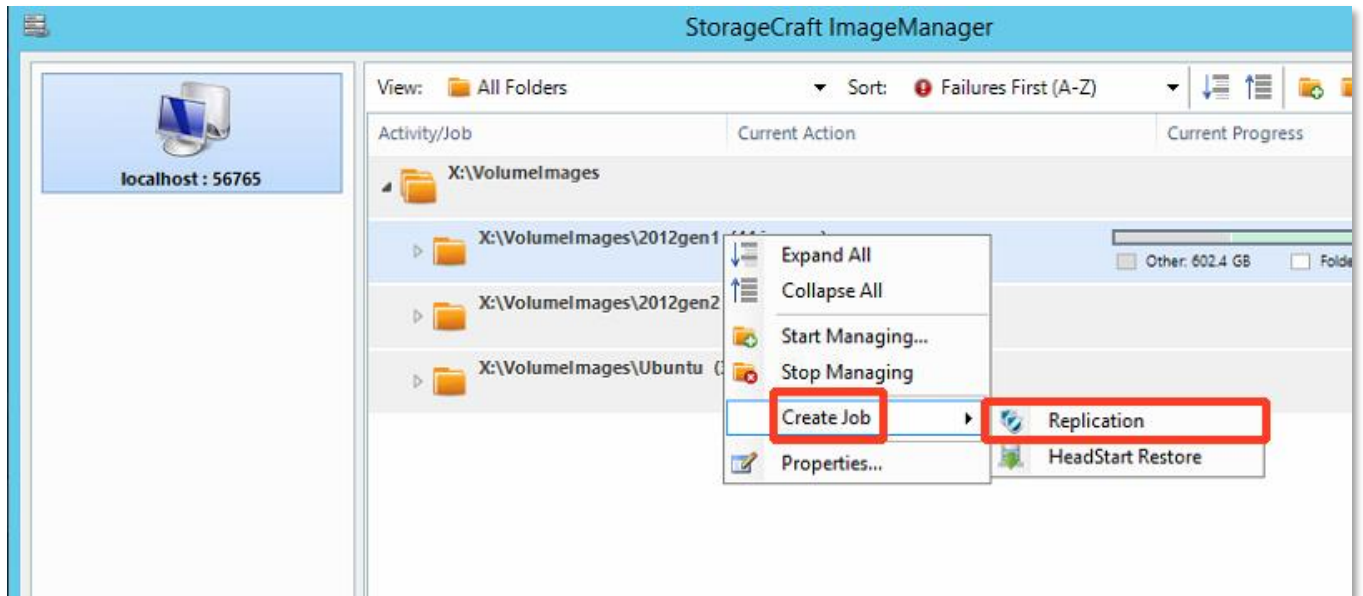
The eFolder cloud is a multi-tenant offering, where each customer's data is kept separate, based on that customer's account number. So, you must check the selection *This location requires authentication* and enter the eFolder customer credentials **for EACH customer being set up for replication**.

To learn more about how to configure a portal account please see [Create an Account](#).

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

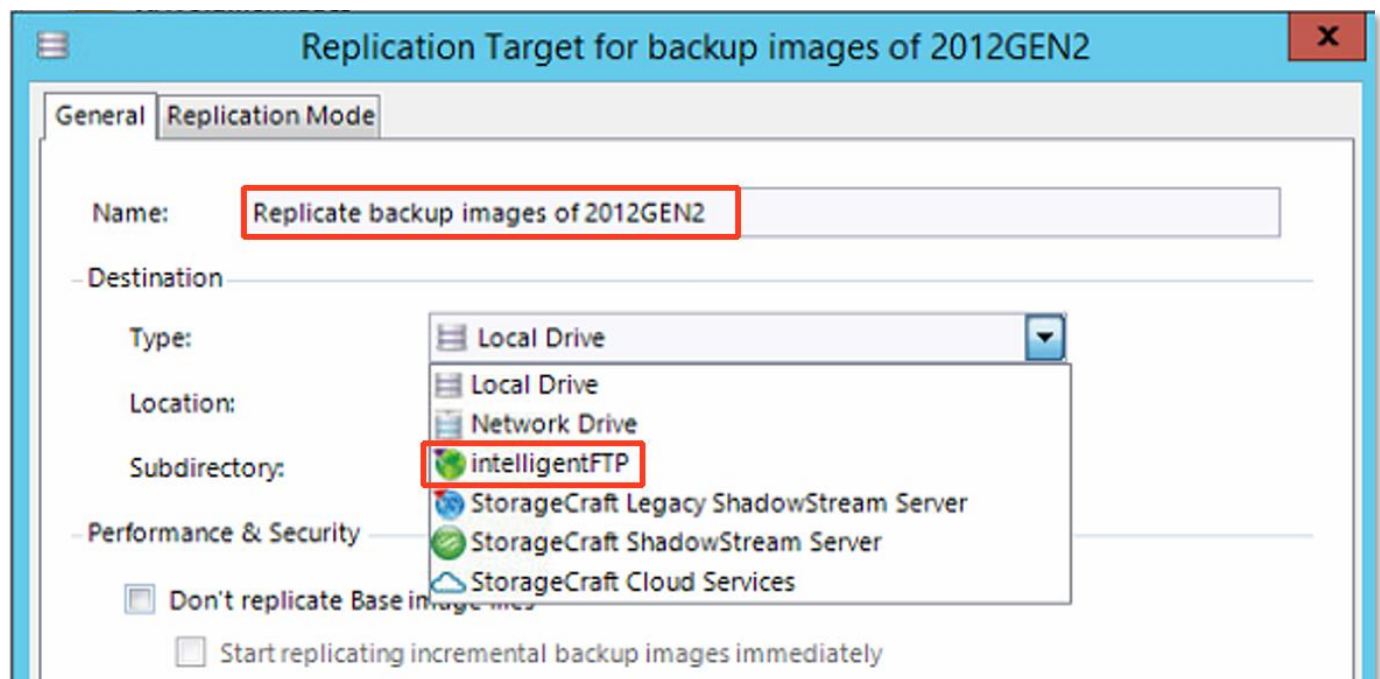
## Begin a Replication Job

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.

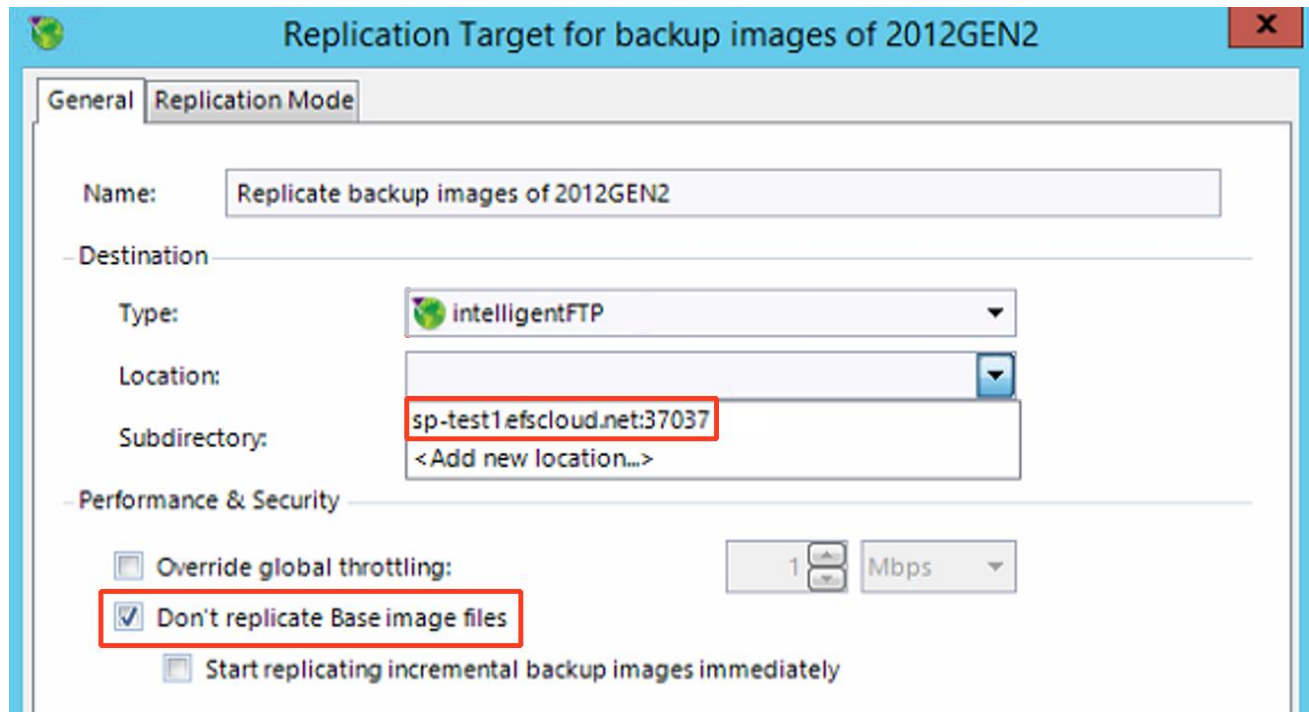


The *Name* field auto populates with Replicate backup images of [folder name]. This setting can be changed, if you wish to use a different name.

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



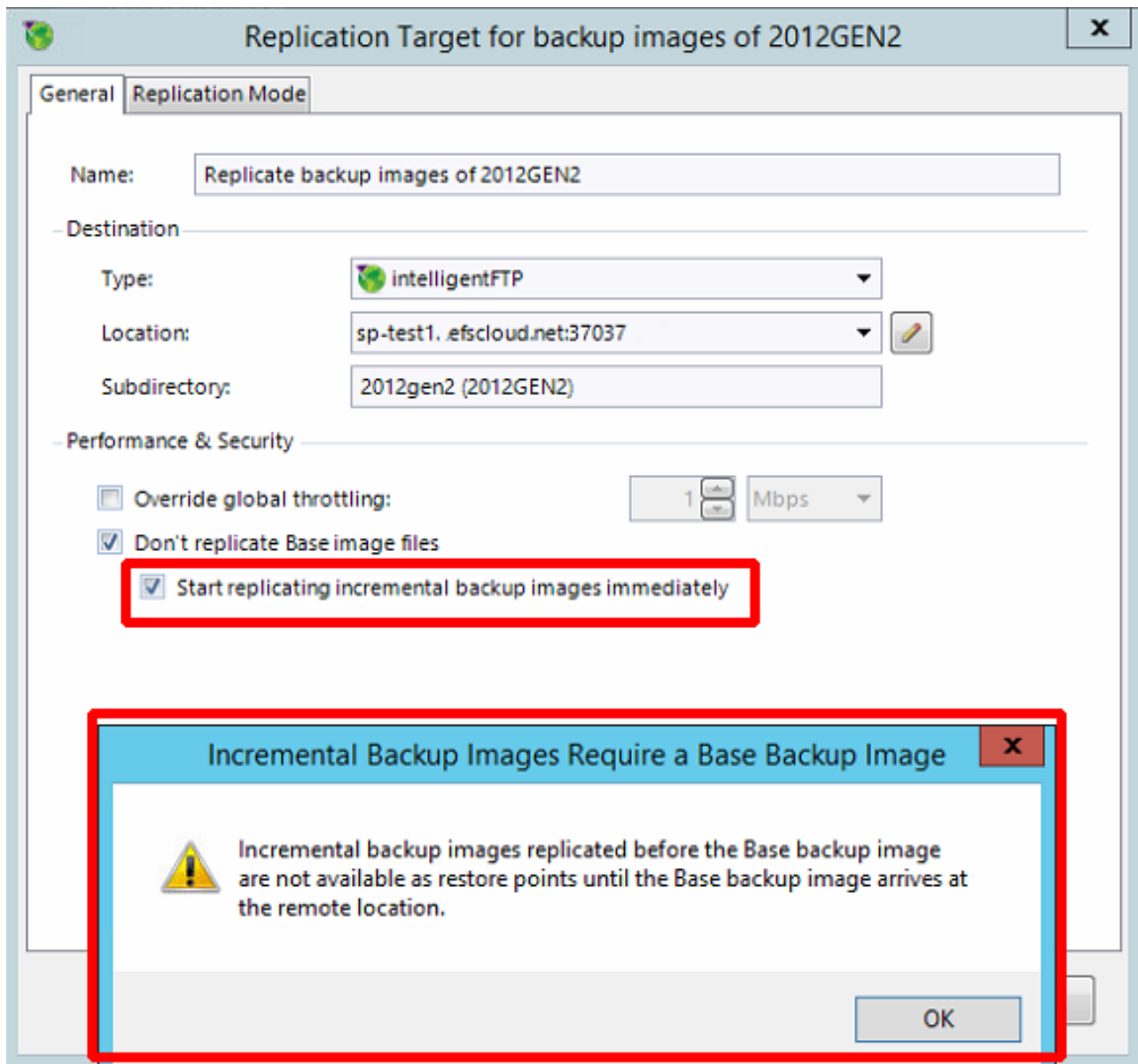
4. From the dropdown *Location* field, select the location entered in the previous step.
5. If you wish to override the global throttling option, you can do so here, using the *Override global throttling* checkbox.



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.

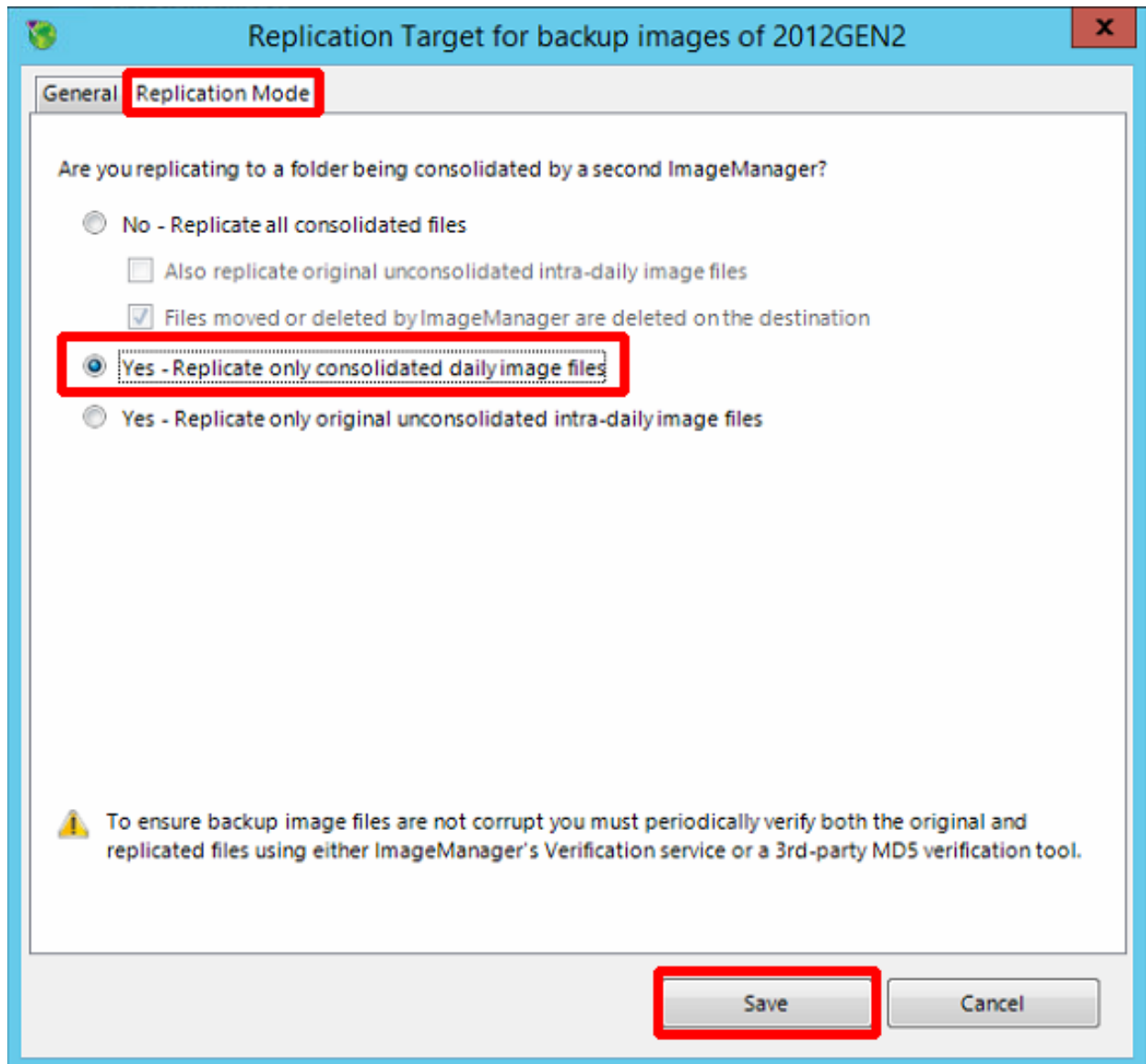
7. Check the box to Start replicating incremental backup images immediately.  
This will produce a warning, as shown below. Click OK to bypass this warning.



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

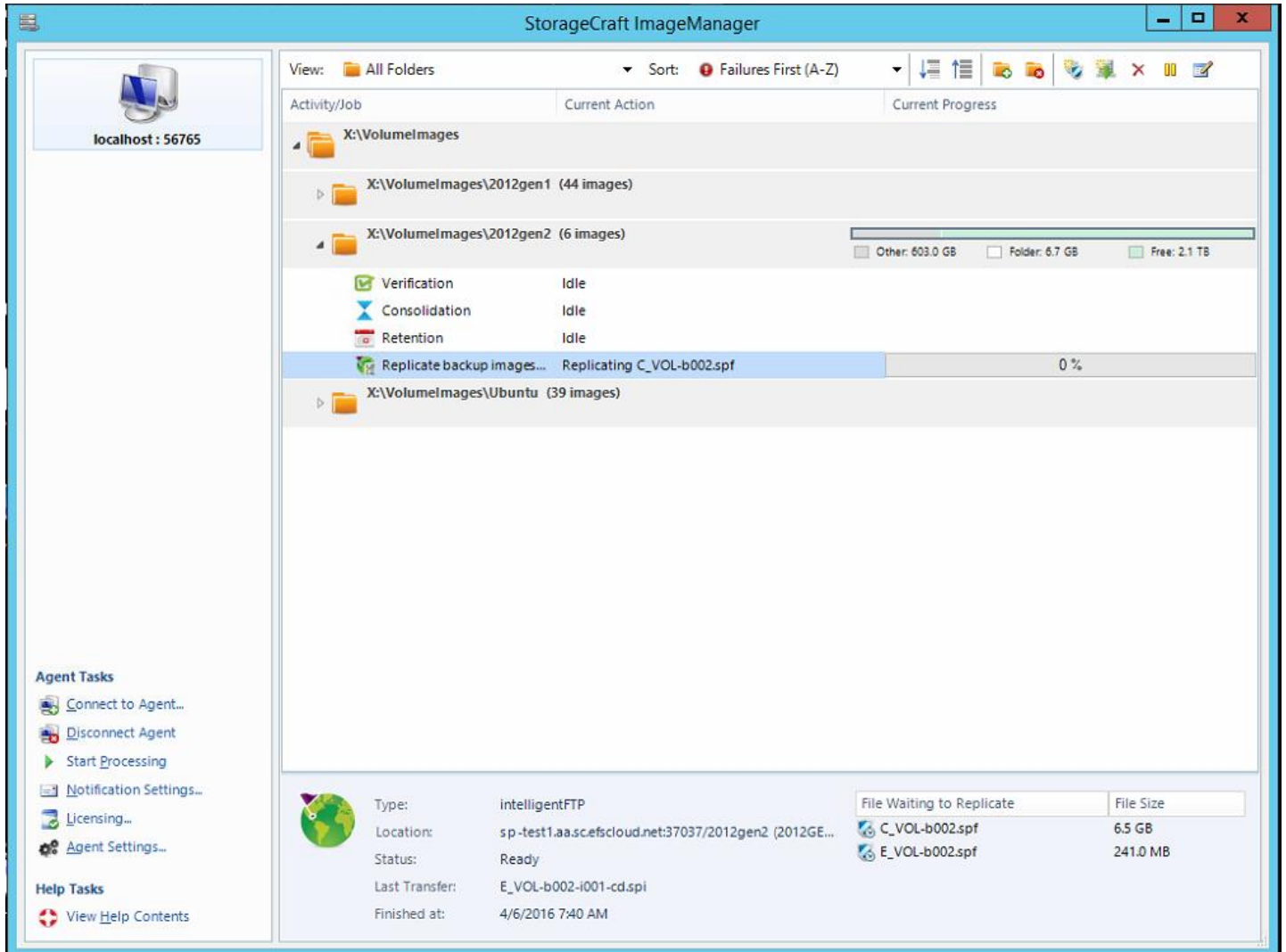
**Note:** This replication job will be sending the backups to a compute node running ImageManager 7 within the eFolder Cloud. It is only necessary to send the consolidated daily image files, as the remote ImageManager will be managing the backup chain in the cloud. Consolidated Weekly, Monthly and the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

Click **Save**.



- Replication 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 in the previous steps.)

At this point, you can add other replication jobs.

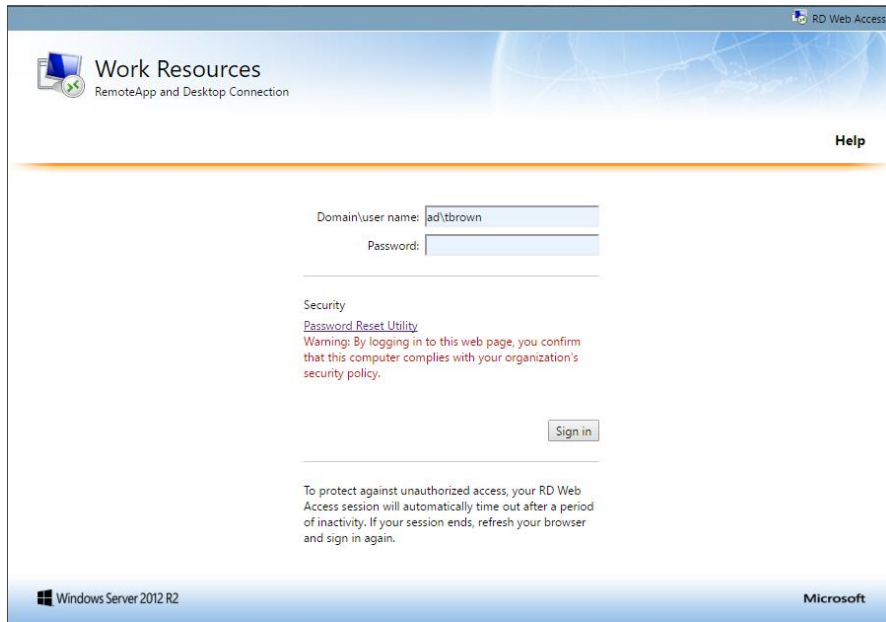




## Managing files and folders on the replicated target

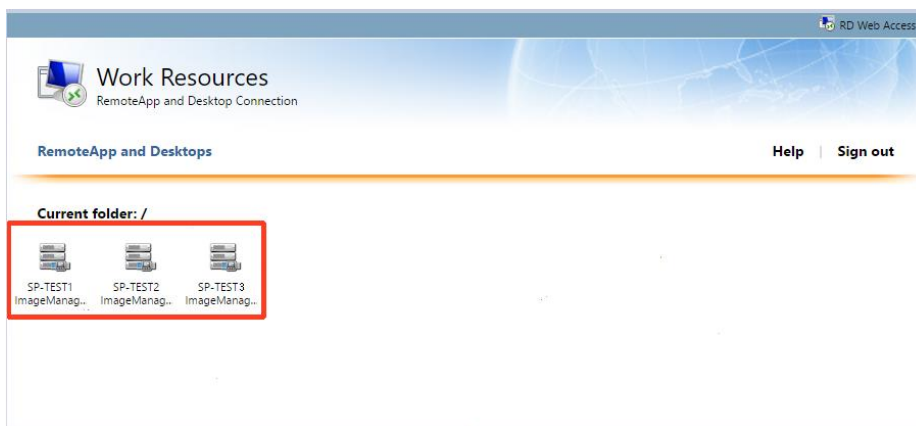
Access to remote replication is available using

- ImageManager via RDWeb
- an FTP client (such as [FileZilla](#))



### Access to Remote Replication: Using RDWeb

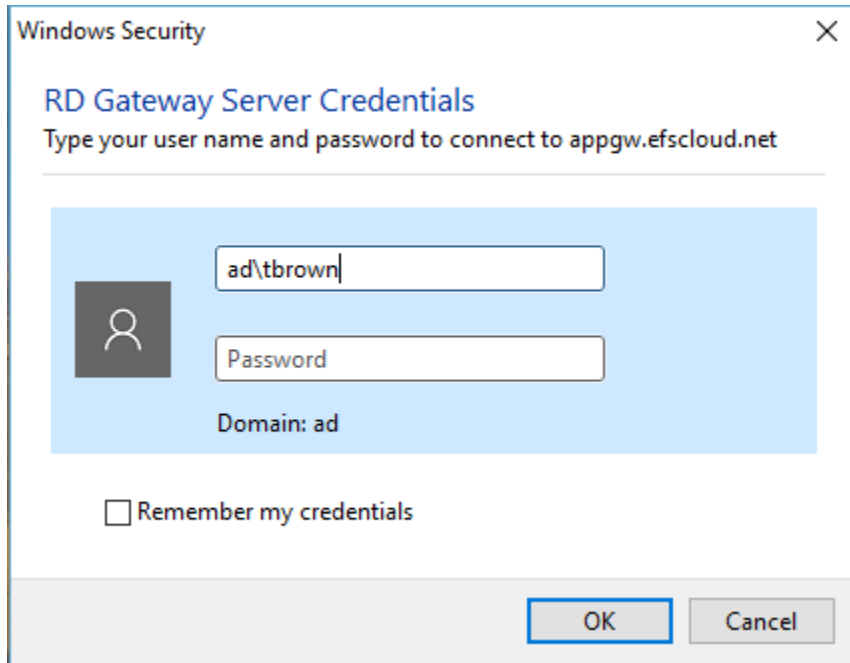
1. Log in with the AD credential provided to you via an email from eFolder Support.
2. After you successfully login to the **Application Gateway**, you will see a list of remote apps and desktops you are currently assigned. **Note:** Depending on the service offerings you receive from eFolder, you may 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.



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.)

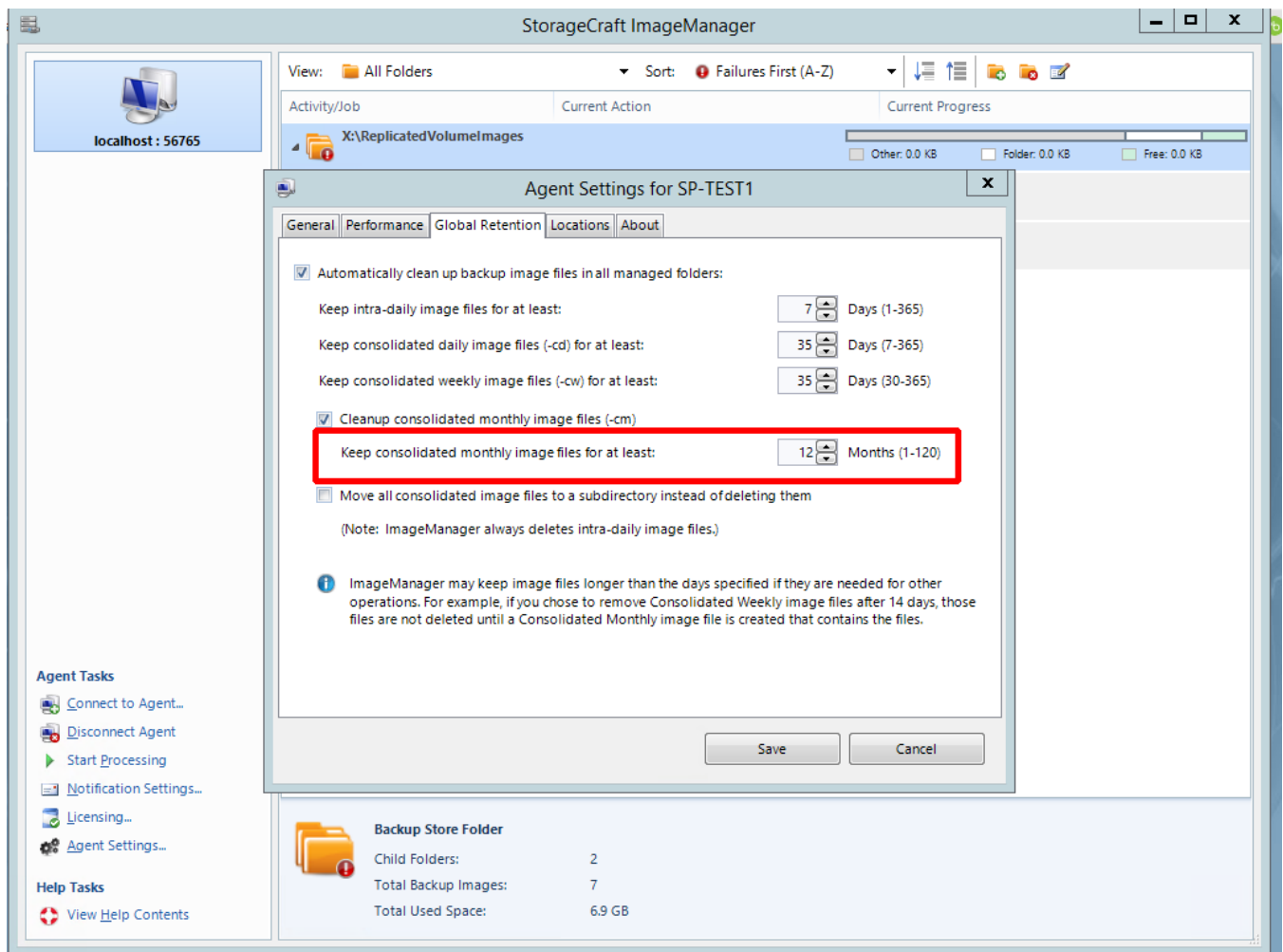
Note: [See Step 8 in the section above titled "Set Up A Replication Location"](#).



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

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

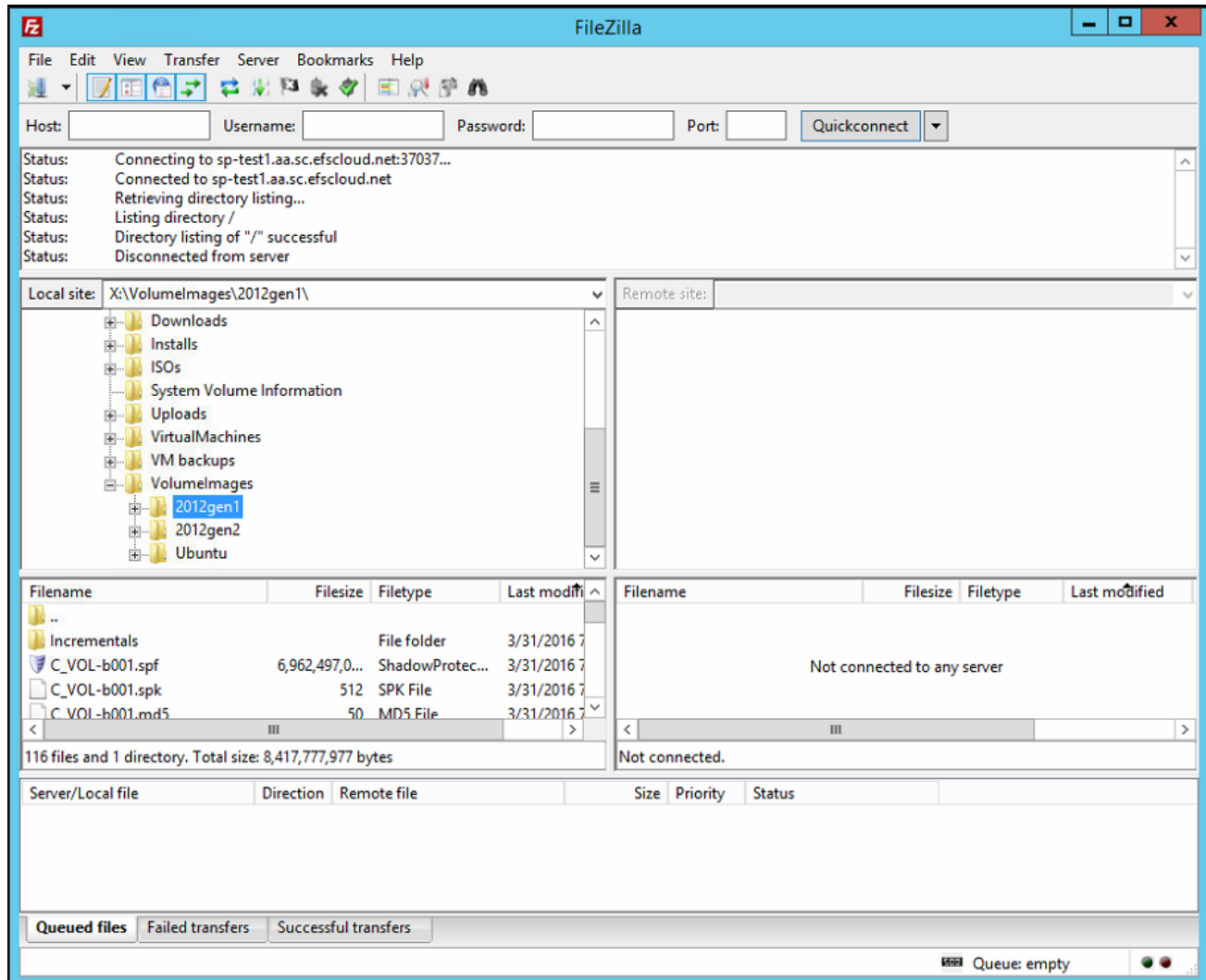
We recommend that you keep a minimum of 12 months collapsed rollups in the cloud.



## Access to Remote Replication: Using an FTP Client

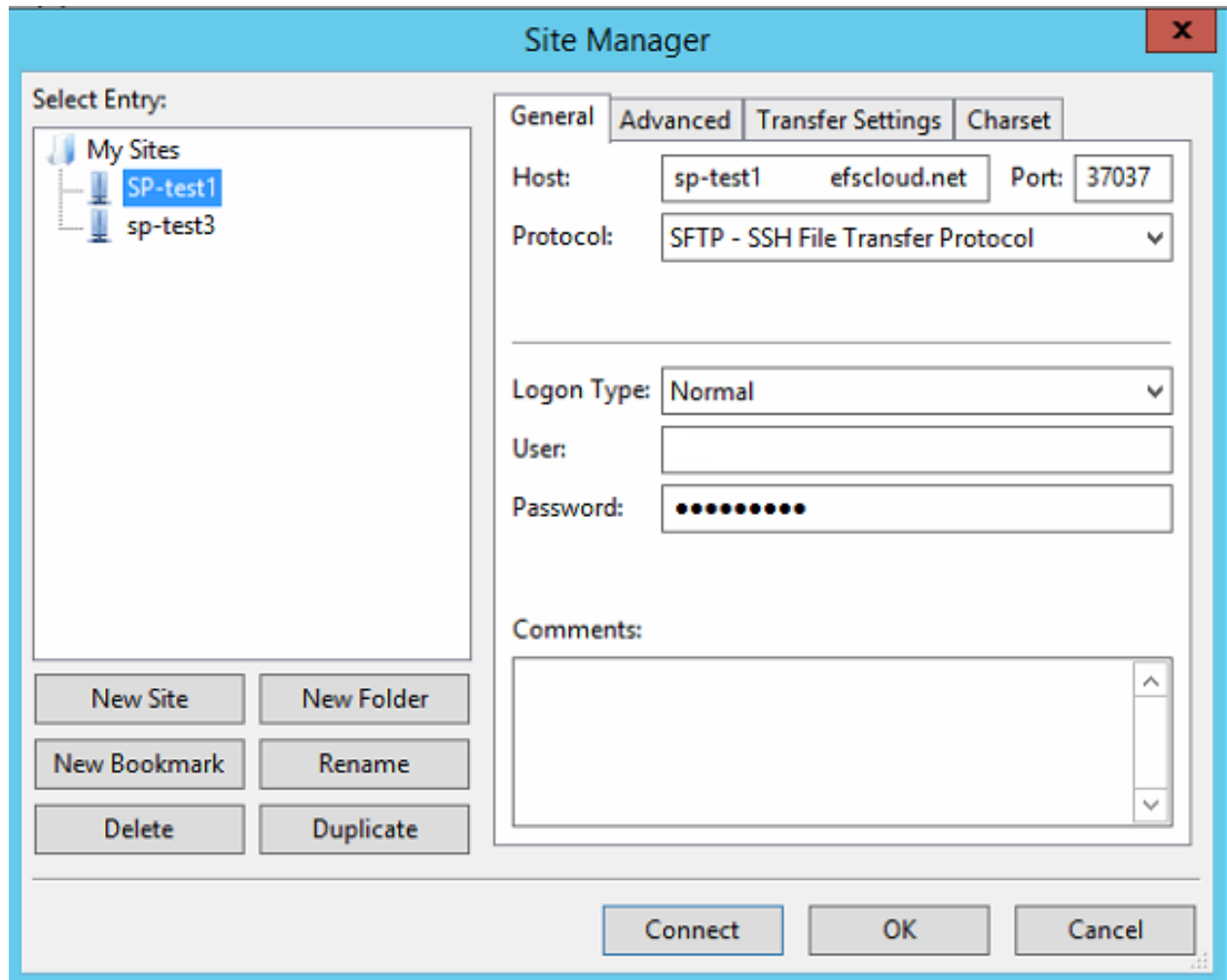
Alternatively, you can manage your backups on the replication target with a FTP client. We recommend [FileZilla](#), but any FTP client which can interface with SSH will work. You can use your chosen FTP client to copy or delete data to and from the replication target.

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



## 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.



## 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**

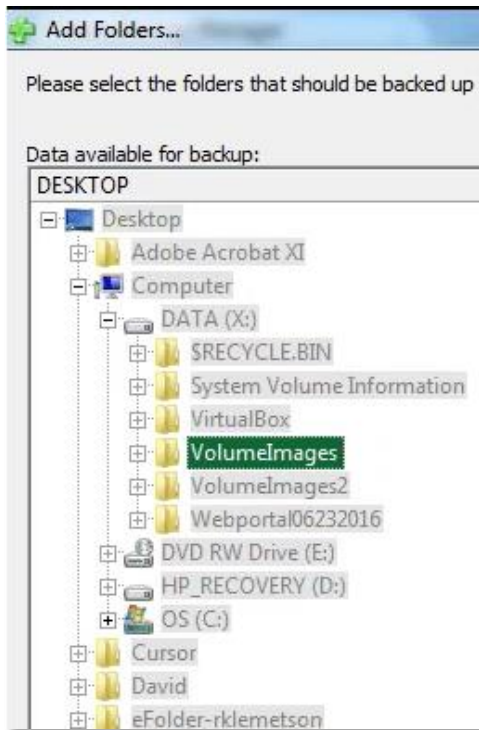
NOTE: The default backup schedule is weekly. [Reset this to Continuous Incremental](#) instead.

Set up monitoring on a **local** ImageManager machine:

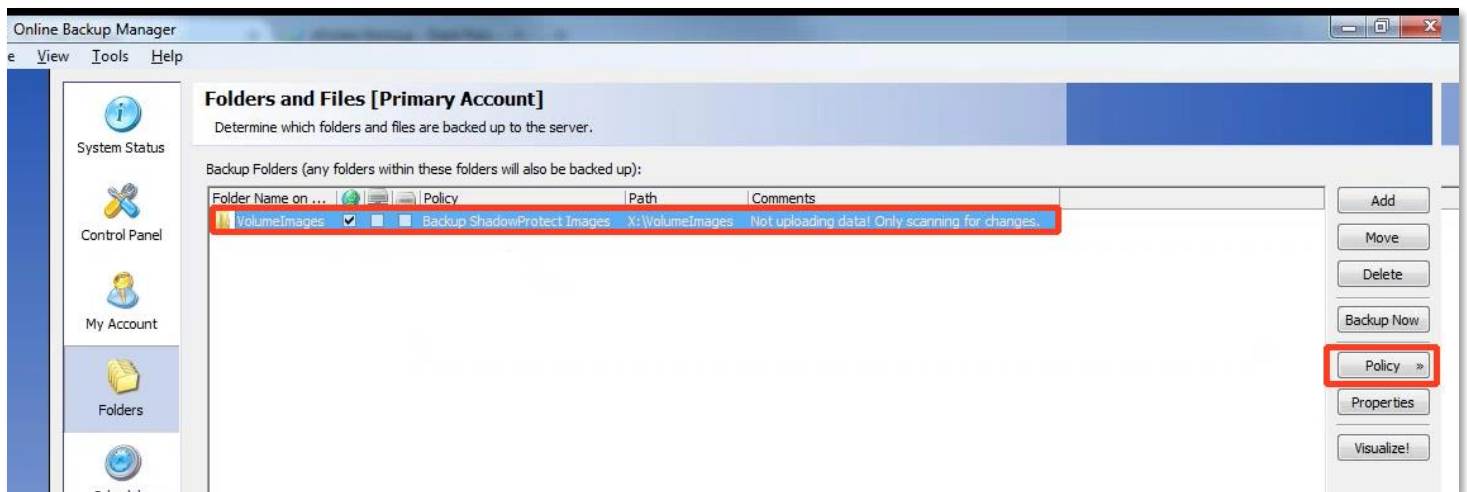
- a. Open the eFolder Backup Manager program and click on the **Folders** tab.



- b) Locate and click on the **VolumelImages** folder to add it.

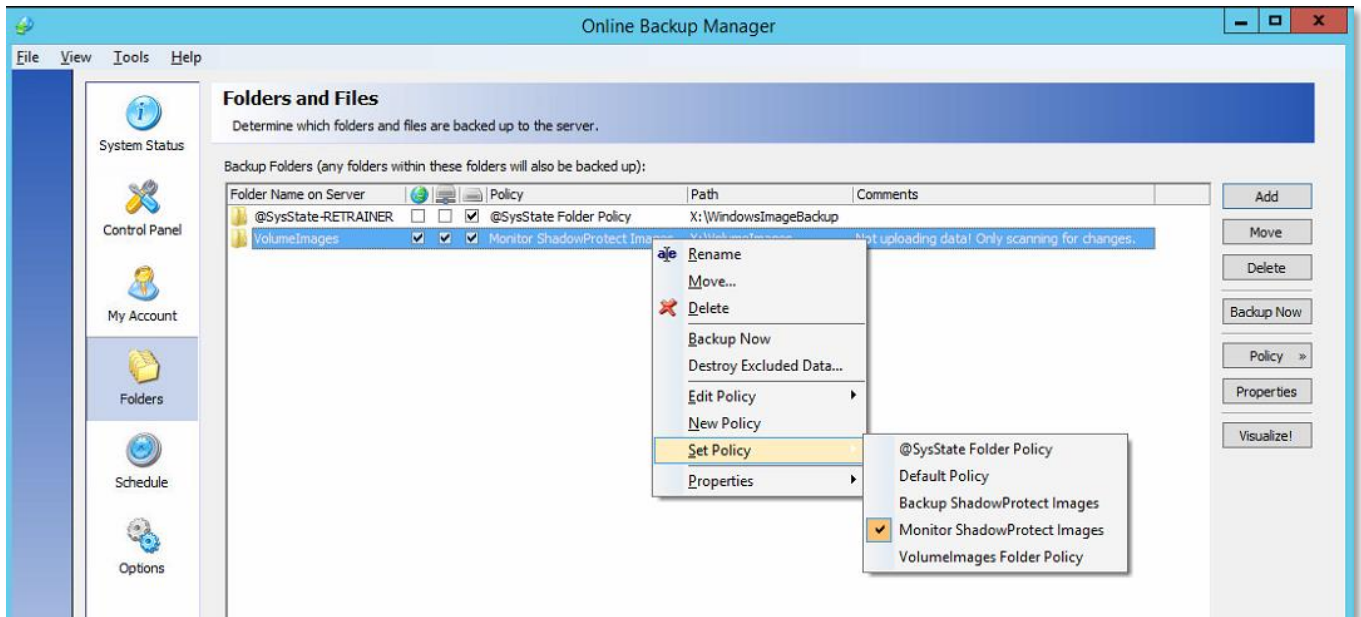


- c) Return to the main OBM menu and select the **VolumelImages** folder.

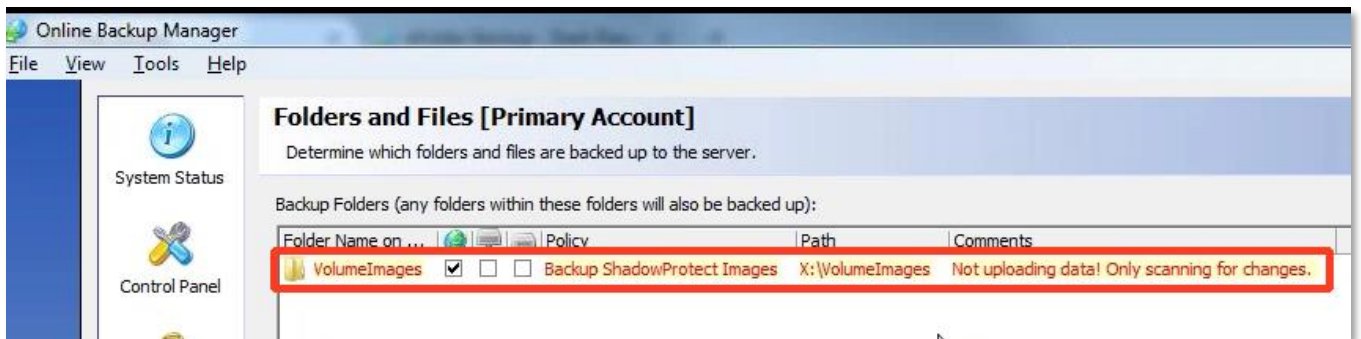


- d) Now, click on the Policy tab, on the far lower right of the screen.

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



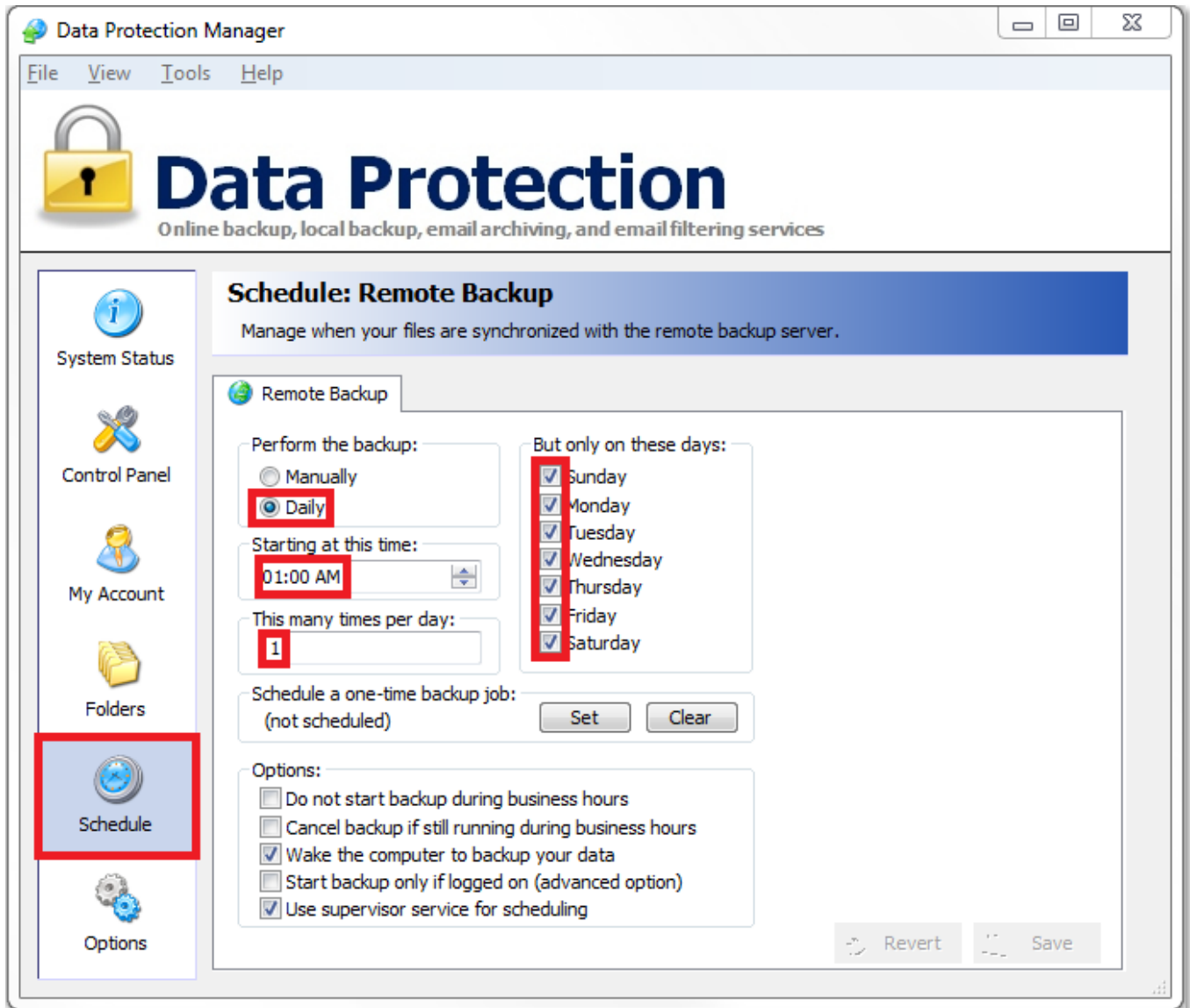
f) After you have checked the Yes box next to Do Not Backup Data, return to the OBM main menu, to view the files and folders in your primary account. Note that the folder has been highlighted in yellow, as shown below:





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)

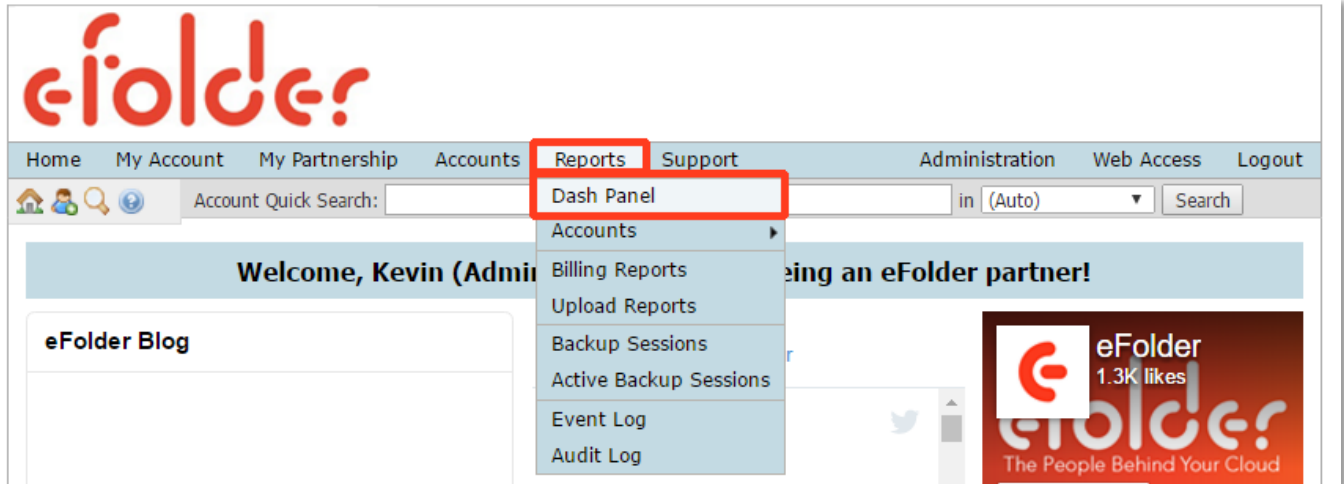


ImageManager is normally scheduled to run at 12:05 AM, so when the OBM runs the monitoring report at 1:00 AM, the OBM monitoring report should indicate if ImageManager encountered any issues earlier.

### 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 <https://backup.securewebportal.net/> 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:

**Dash Panel Report**

Sort Order:

Group by account status    Use friendly dates    Show detailed status

Customer	User Name	Mibx	Disk GB	Reports	Last Backup [EDT]	Last Successful [EDT]	Errs	Warns	Cmds	OS
Brand: efbdrqa5										
	efbdrqa5-sp	11.12	2.76		Today, 03 pm	Never	218	1	79	Server2012 [
		4.14			8 days ago, 01 pm	Never	335	0	220	
					8 days ago, 01 pm	Never	335	0	220	
	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				
	WEB01	[8.36]			Jun 02, 02 pm	Jun 02, 02 pm				
	WEB01	[0.00]			Jun 10, 11 am	Never				

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

Status	Machine (Type)	Backup Data	Last Backup	Last Successful B/U
	efbdrqa5-sp	11.12 2.76 4.14	Today, 03 pm 8 days ago, 01 pm 8 days ago, 01 pm	Never Never Never
	DC01	[2.76]	Today, 03 pm	Never
	EXCHANGE01	[0.00]	May 10, 11 am	Never
	FS01	[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
	WEB01	[8.36]	Jun 02, 02 pm	Jun 02, 02 pm
	WEB01	[0.00]	Jun 10, 11 am	Never

Key to **status** icons:

	Green	Everything is OK. No errors or warnings issued at this time
	Yellow	The machine has one or more warnings (but no errors). View the column labeled '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.
	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 <sup>st</sup> , 2016

## Key to Machine (Type) icons (continued)



## 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.

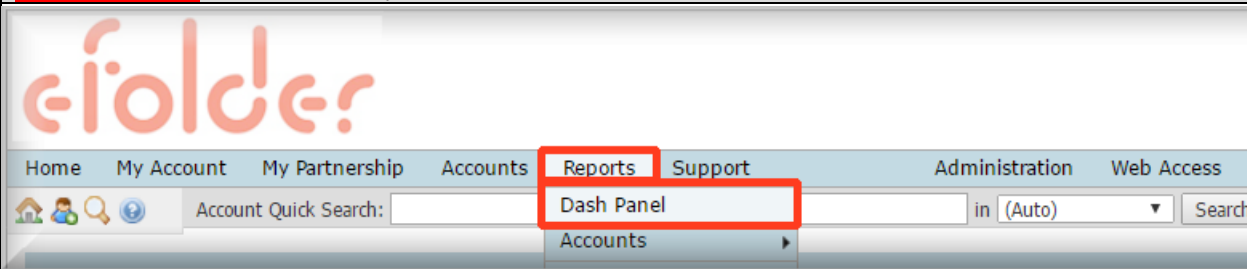
## Monitor and Report

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.

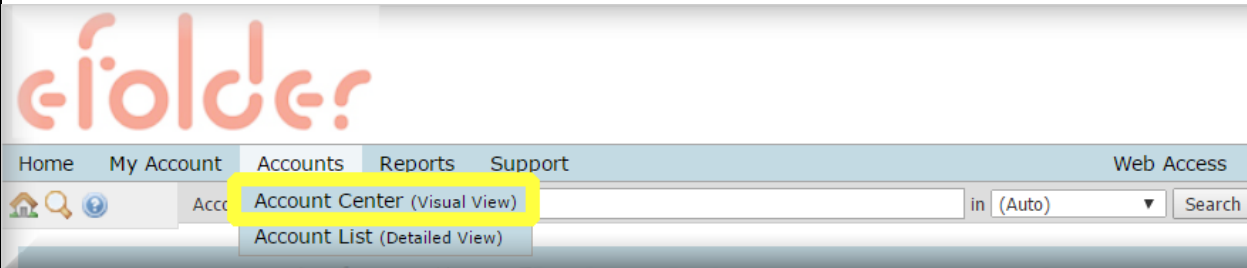
## How to Access Customer Reports

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

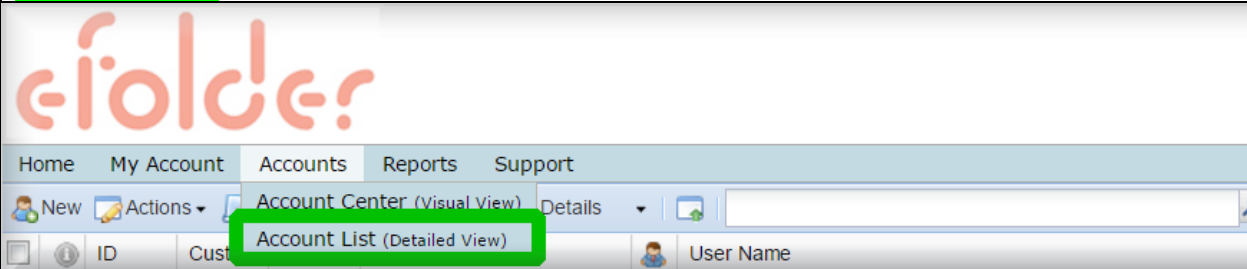
**Dash Panel** (under the Reports tab):



**Account Center** (under the Accounts tab):



**Account List** (under the Accounts tab):

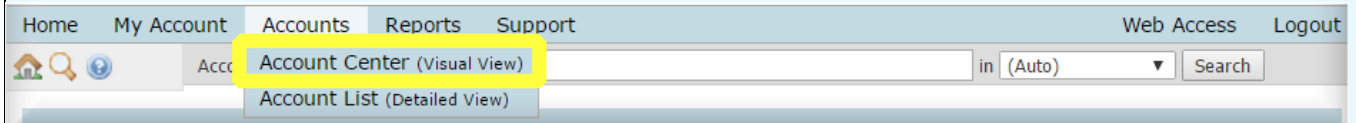


The image displays three screenshots of the eFolder Backup Portal interface, each showing a different way to access reports. The first screenshot shows the 'Reports' tab selected in the navigation menu, with a red box highlighting the 'Dash Panel' option in the dropdown menu. The second screenshot shows the 'Accounts' tab selected, with a yellow box highlighting the 'Account Center (Visual View)' option in the dropdown menu. The third screenshot shows the 'Accounts' tab selected, with a green box highlighting the 'Account List (Detailed View)' option in the dropdown menu.

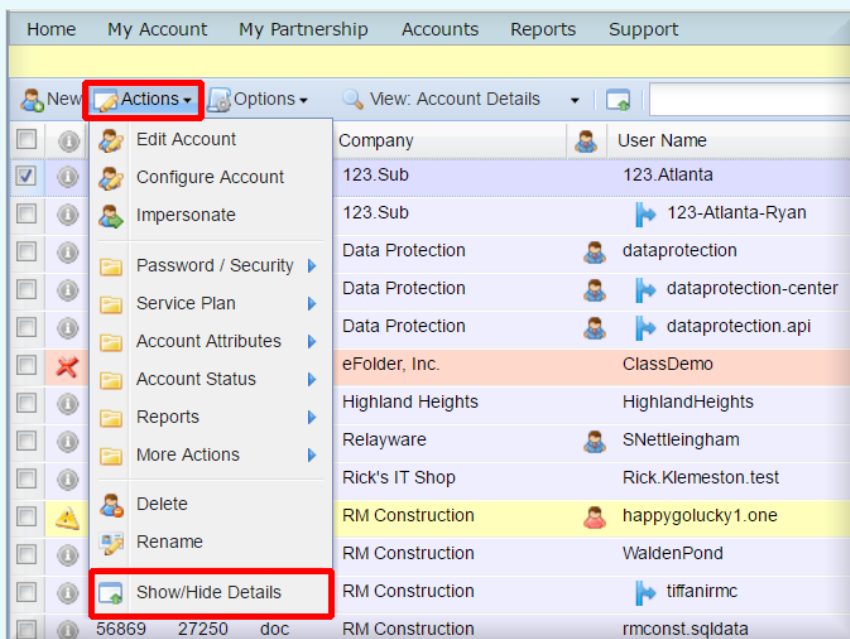
## New Ways to Launch Customer Reports:

### METHOD #1

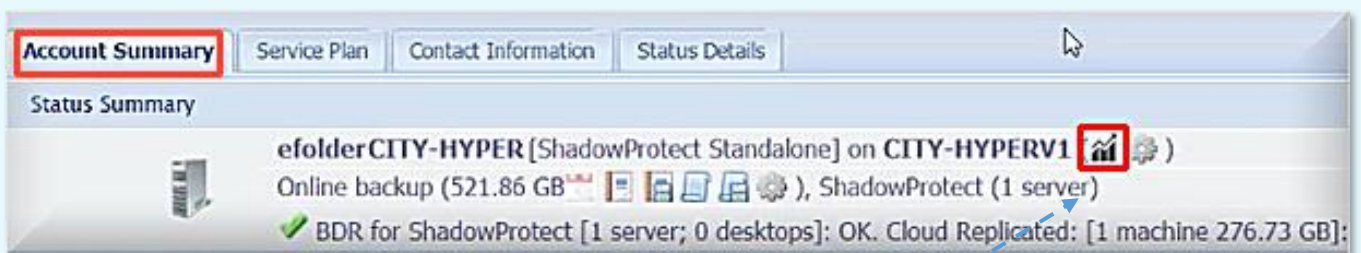
1. Open the **Account Center** under the **Accounts** tab:



2. Click the **Actions** dropdown menu, then select **Show/Hide Details**. This toggles tabs at the bottom of the screen on/off ( showing the Account Summary.)

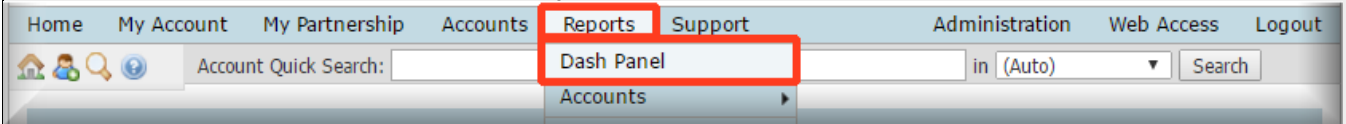


3. Locate the desired customer, review the Account Summary tab, and click the "graph" icon:



## METHOD# 2

1. Click on Dash Panel under the Reports tab



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

<b>ExampleCompany#1</b> [E]	efoldercatalyst [V] [U]	190.00	
	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 [www.efolder.net/help](http://www.efolder.net/help) or call us at 800-352-0248 if you have questions about this.

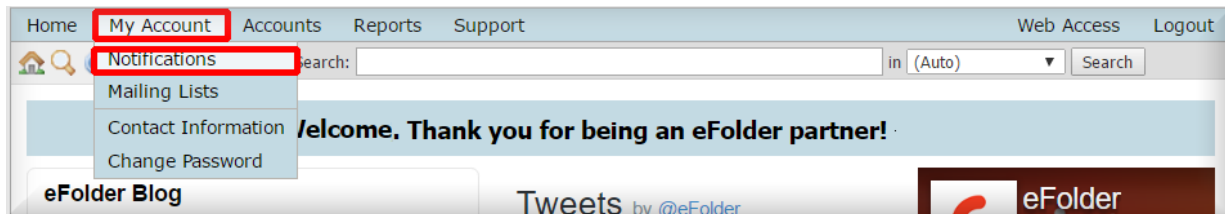


## Email Notifications

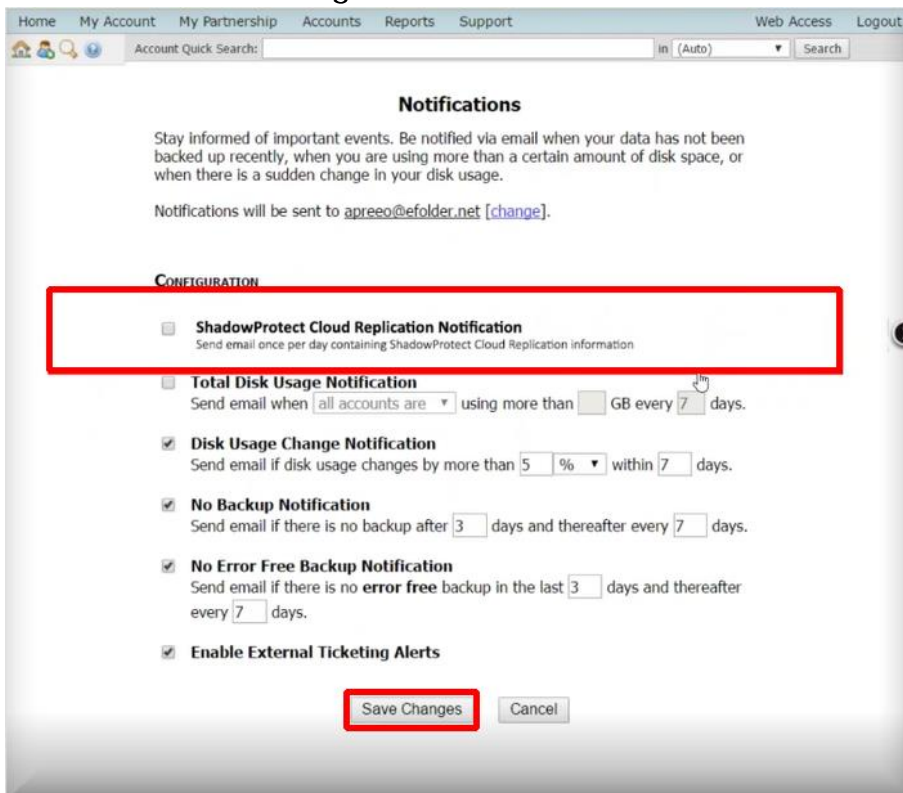
When your account enters a warning or error state, an “event alert” will notify you that action is needed. The event alert can take the form of an email or it can be a notification pushed to a PSA.

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

1. 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 [Using the Account Center in the Web Portal](#) 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-]

ID	Cust. ID	Brand	Company	User Name
26433	34516	abc	ABC Consulting	sp-abc1
72724	67516	abc	ABC Consulting	sp-abc2
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.

**Account Summary** | Service Plan | Contact Information | Status Details

Status Summary

sp-ci4ic [ShadowProtect Cloud] on SP-CI4IC (Shield icon)

Online backup (0.00 GB)

11 machines replicating. 3.967 TB used. 19.84% full. Cloud vault: sp-wci4.ad.efsccloud.net.



The Dash Panel Cloud Vault report is launched by clicking on the new "shield" icon, found in the **Account Summary** field of the customer's account listing:

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)

**ShadowProtect Cloud Vault [account VS80668076]**  
Information last updated Wednesday, February 15, 2017 06:23:41 PM EST

Vault Name	Machines	Total Storage	Percent Used	Date Created
sp-abc3.ad.efsccloud.net	82	14,687.46 GB	71.72%	2017-01-23

Machines					
Name	Storage	Last Backup	Local Username	Type	
ATISW-SBSERVER1	1,426.98 GB	2017-02-14 09:00:45 PM MST	efolderATISW	server	<input type="checkbox"/>
ANDE-TERMSERV1	71.35 GB	2017-02-14 09:05:32 PM MST	efolderANDE	server	<input type="checkbox"/>
CAM-SBSERVER1	190.00 GB	2017-02-14 09:00:40 PM MST	efolderCAMSE	server	<input type="checkbox"/>
CEN-SERVER1	117.28 GB	2017-02-14 09:00:09 PM MST	efolderCEN-SER	server	<input type="checkbox"/>
CAN-SERVER1	279.80 GB	2017-02-14 09:00:20 PM MST	efolderCAN	server	<input type="checkbox"/>
CSANDE-EXCHANGE	527.98 GB	2017-02-14 09:05:29 PM MST	efolderCSANDE	server	<input type="checkbox"/>

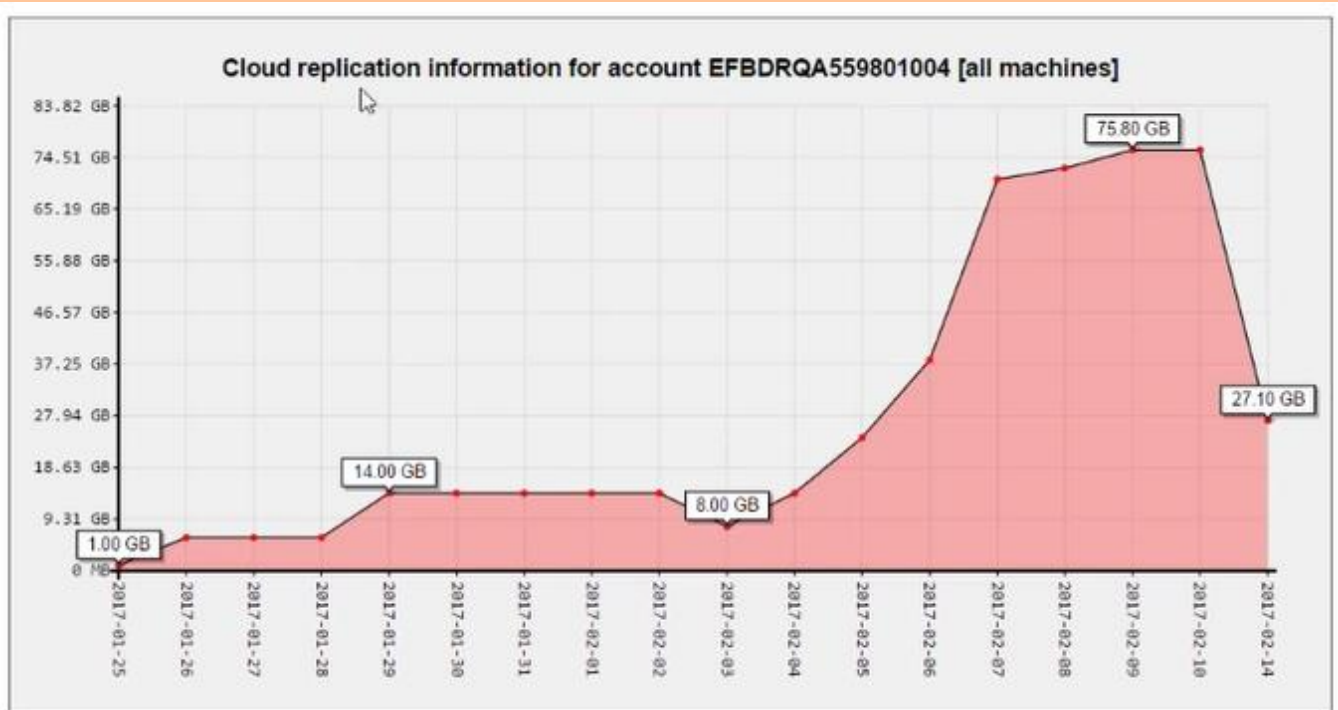
As you scroll down through this report, you will notice that each machine being replicated to the Cloud in this vault appears by **Name**, along with details describing how much storage space is currently being used by that machine, when the last backup occurred, the local username of that machine's 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-Day Trending 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

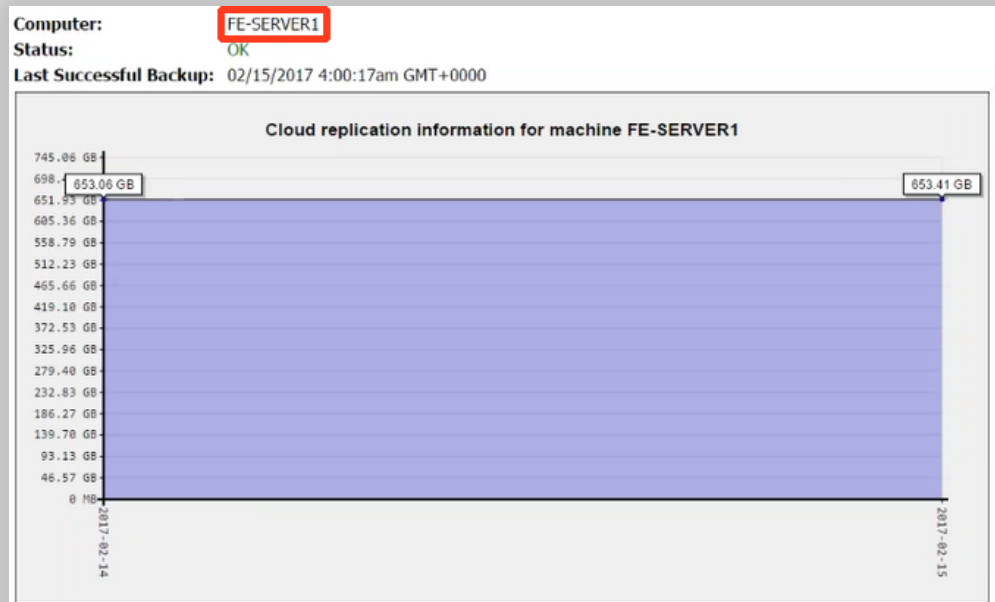
In addition to the aggregate account report, each individual machine being replicated into the eFolder Cloud has its own unique report. All machine-specific reports will display on one scrollable screen, following the 30-Day Trending Report.

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.

Example:

Here are the machine-specific reports for two machines:

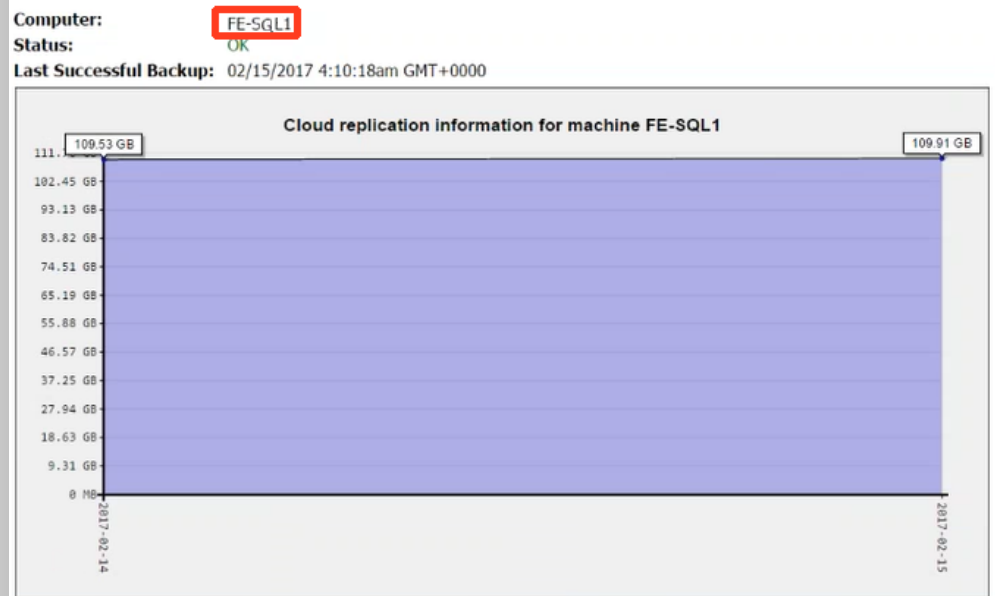
FE-SERVER1



Information last updated: 02/15/2017 2:23:28pm GMT-0700

and (farther below)

FE-SQL1:



Information last updated: 02/15/2017 2:23:28pm GMT-0700



**Note:** Total daily data usage numbers on the [30-Day Trending Report](#) will often vary slightly from the running totals displayed on the [individual Machine-Level Reports](#). This occurs because (a) the 30-Day Trending 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

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



## Event Logs

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

When there are no warnings or errors taking place, your event logs may look like this:

**Event Log for Account sp-abc1**

Quick Search [Advanced Search](#)

in (Auto)

Search Results: Showing **1-10** of 5173 View

When [EST] >	Account	Event Information
2017-02-15 11:03am	sp-abc1 <a href="#">[V]</a>	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully <a href="#">[Details]</a> <a href="#">[Notifications]</a> <a href="#">[Notifications]</a>
2017-02-15 10:15am	sp-abc1 <a href="#">[V]</a>	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully <a href="#">[Details]</a> <a href="#">[Notifications]</a> <a href="#">[Notifications]</a>
2017-02-15 09:16am	sp-abc1 <a href="#">[V]</a>	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully <a href="#">[Details]</a> <a href="#">[Notifications]</a> <a href="#">[Notifications]</a>
2017-02-15 08:16am	sp-abc1 <a href="#">[V]</a>	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully <a href="#">[Details]</a> <a href="#">[Notifications]</a> <a href="#">[Notifications]</a>
2017-02-15 07:16am	sp-abc1 <a href="#">[V]</a>	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully <a href="#">[Details]</a> <a href="#">[Notifications]</a> <a href="#">[Notifications]</a>
2017-02-15 06:16am	sp-abc1 <a href="#">[V]</a>	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully <a href="#">[Details]</a> <a href="#">[Notifications]</a> <a href="#">[Notifications]</a>
2017-02-15 05:16am	sp-abc1 <a href="#">[V]</a>	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully <a href="#">[Details]</a> <a href="#">[Notifications]</a> <a href="#">[Notifications]</a>
2017-02-15 04:17am	sp-abc1 <a href="#">[V]</a>	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully <a href="#">[Details]</a> <a href="#">[Notifications]</a> <a href="#">[Notifications]</a>
2017-02-15 03:16am	sp-abc1 <a href="#">[V]</a>	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully <a href="#">[Details]</a> <a href="#">[Notifications]</a> <a href="#">[Notifications]</a>
2017-02-15 02:17am	sp-wci1 <a href="#">[V]</a>	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully <a href="#">[Details]</a> <a href="#">[Notifications]</a> <a href="#">[Notifications]</a>

1 2 3 4 5 6 7 8 9 10 ... [Next](#)

If an error should occur, you may see something like this:

When [EST] >	Account	Event Information
2017-01-16 05:24pm	sp-abc1 <a href="#">[V]</a>	<b>BDR for ShadowProtect status changed to: ERROR [sp-wci4 / WCI15668079] [Errors]</b> Error: X:\ReplicatedVolumeImages\wci15146002\E_VOL-b002 last backup chain integrity is broken. The last valid backup was 0001-01-01T00:00:00. Error: X:\ReplicatedVolumeImages\wci15146002\E_VOL-b002 does not have a baseline full backup available. <a href="#">[Details]</a> <a href="#">[Notifications]</a>
2016-12-09 12:09pm	sp-abc1 <a href="#">[V]</a>	Backup disk usage change notification for account [sp-wci4 / WCI15668079] <a href="#">[Details]</a> <a href="#">[Notifications]</a>

1

When you click on the error, it may look like this:

**Event Log for Account sp-abc1**

Quick Search [Advanced Search](#)

in (Auto)

Search Results: Showing **1-2** of 2 for "changed"

When [EST] >	Account	Event Information
2017-01-16 05:24pm	sp-abc1 <a href="#">[V]</a>	BDR for ShadowProtect status changed to <b>ERROR [sp-wci4 / WCI15668079] [Errors]</b> <a href="#">[Details]</a> <a href="#">[Notificat</a>
2016-12-09 12:09pm	sp-abc1 <a href="#">[V]</a>	Backup disk usage change notification for account [sp-wci4 / WCI15668079] <a href="#">[Details]</a> <a href="#">[Notifications]</a>

1

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.efsccloud.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 =====

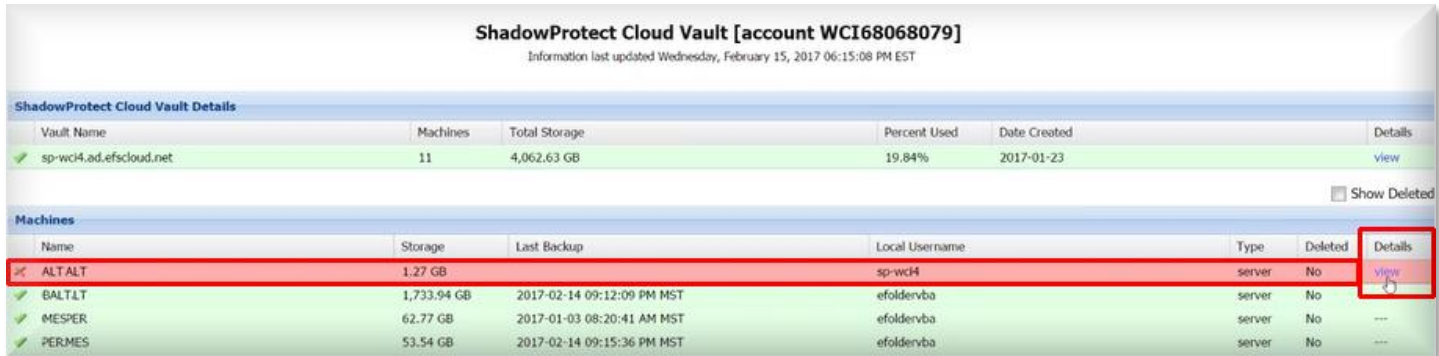
BDR for ShadowProtect cloud vault status changed to: WARNING:
User Name: sp-wci1
Account Number: WCI15668059
Details:
BDR for ShadowProtect cloud vault status changed to: WARNING

For reference, these machines are replicated to the cloud vault [sp-wci1.ad.efsccloud.net]
BMSW-SBSERVER1 [1.345 TB] last updated: 01/12/2017 6:53:29pm
BMSW-TERMSERV1 [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
CSANDE-SERVER1 [507.20 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 [Dash Panel Cloud Vault report](#)

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



**ShadowProtect Cloud Vault [account WCI68068079]**  
Information last updated Wednesday, February 15, 2017 06:15:08 PM EST

**ShadowProtect Cloud Vault Details**

Vault Name	Machines	Total Storage	Percent Used	Date Created	Details
✓ sp-wci4.ad.efsccloud.net	11	4,062.63 GB	19.84%	2017-01-23	view

Show Deleted

**Machines**

Name	Storage	Last Backup	Local Username	Type	Deleted	Details
✗ ALTALT	1.27 GB		sp-wci4	server	No	view
✓ BALTALT	1,733.94 GB	2017-02-14 09:12:09 PM MST	efoldervba	server	No	---
✓ MESPER	62.77 GB	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	Machines	Total Storage	Percent Used	Date Created	Details
✓ sp-wci4.ad.efsccloud.net	11	4,062.63 GB	19.84%	2017-01-23	view

Show Deleted

**Machines**

Name	Storage	Last Backup	Local Username	Type	Deleted	Details
✗ ALTALT	1.27 GB		sp-wci4	server	No	view
✓ BALTALT	1,733.94 GB	2017-02-14 09:12:09 PM MST	efoldervba	server	No	---
✓ MESPER	62.77 GB	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	---

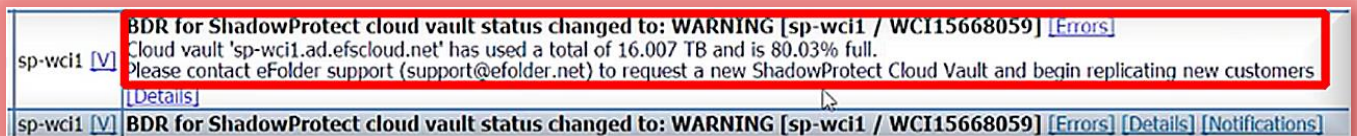
**COBALT Status Details**

Details

Error: X:\ReplicatedVolumeImages\wci15146002\E\_VOL-b002 last backup chain integrity is broken. The last valid backup was 0001-01-01T00:00:00.00000002ZZ.

Error: X:\ReplicatedVolumeImages\wci15146002\E\_VOL-b002 does not have a baseline full backup available.

- 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.



sp-wci1 [V] **BDR for ShadowProtect cloud vault status changed to: WARNING [sp-wci1 / WCI15668059] [Errors]**  
Cloud vault 'sp-wci1.ad.efsccloud.net' has used a total of 16.007 TB and is 80.03% full.  
Please contact eFolder support (support@efolder.net) to request a new ShadowProtect Cloud Vault and begin replicating new customers  
[Details]

sp-wci1 [V] **BDR for ShadowProtect cloud vault status changed to: WARNING [sp-wci1 / WCI15668059] [Errors] [Details] [Notifications]**

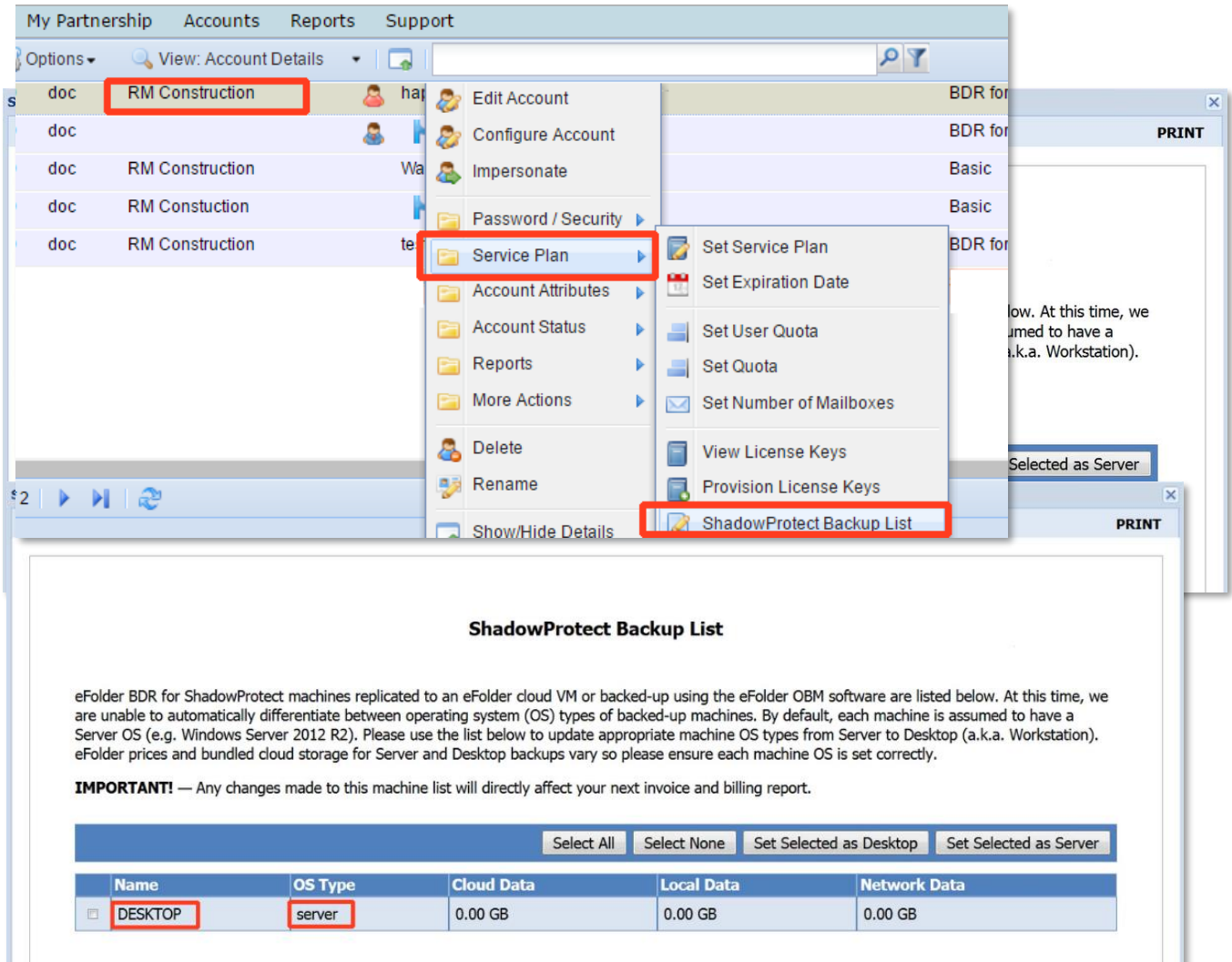
- When a vault reaches capacity, you will need to request a new vault from eFolder and decide how to move your customers into the new space. Please contact [www.efolder.net/help](http://www.efolder.net/help) or call us at 800-352-0248 to start this process.



## 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".



**ShadowProtect Backup List**

eFolder BDR for ShadowProtect machines replicated to an eFolder cloud VM or backed-up using the eFolder OBM software are listed below. At this time, we are unable to automatically differentiate between operating system (OS) types of backed-up machines. By default, each machine is assumed to have a Server OS (e.g. Windows Server 2012 R2). Please use the list below to update appropriate machine OS types from Server to Desktop (a.k.a. Workstation). eFolder prices and bundled cloud storage for Server and Desktop backups vary so please ensure each machine OS is set correctly.

**IMPORTANT!** — Any changes made to this machine list will directly affect your next invoice and billing report.

Select All   Select None   Set Selected as Desktop   Set Selected as Server

Name	OS Type	Cloud Data	Local Data	Network Data
<input type="checkbox"/> DESKTOP	server	0.00 GB	0.00 GB	0.00 GB

**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 [OBM download site](#).

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



A confirmation message (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".



## 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 [How long will my initial backup take?](#)

For a comprehensive overview on preloading backup data to eFolder, please see [this knowledgebase article](#) 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.

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

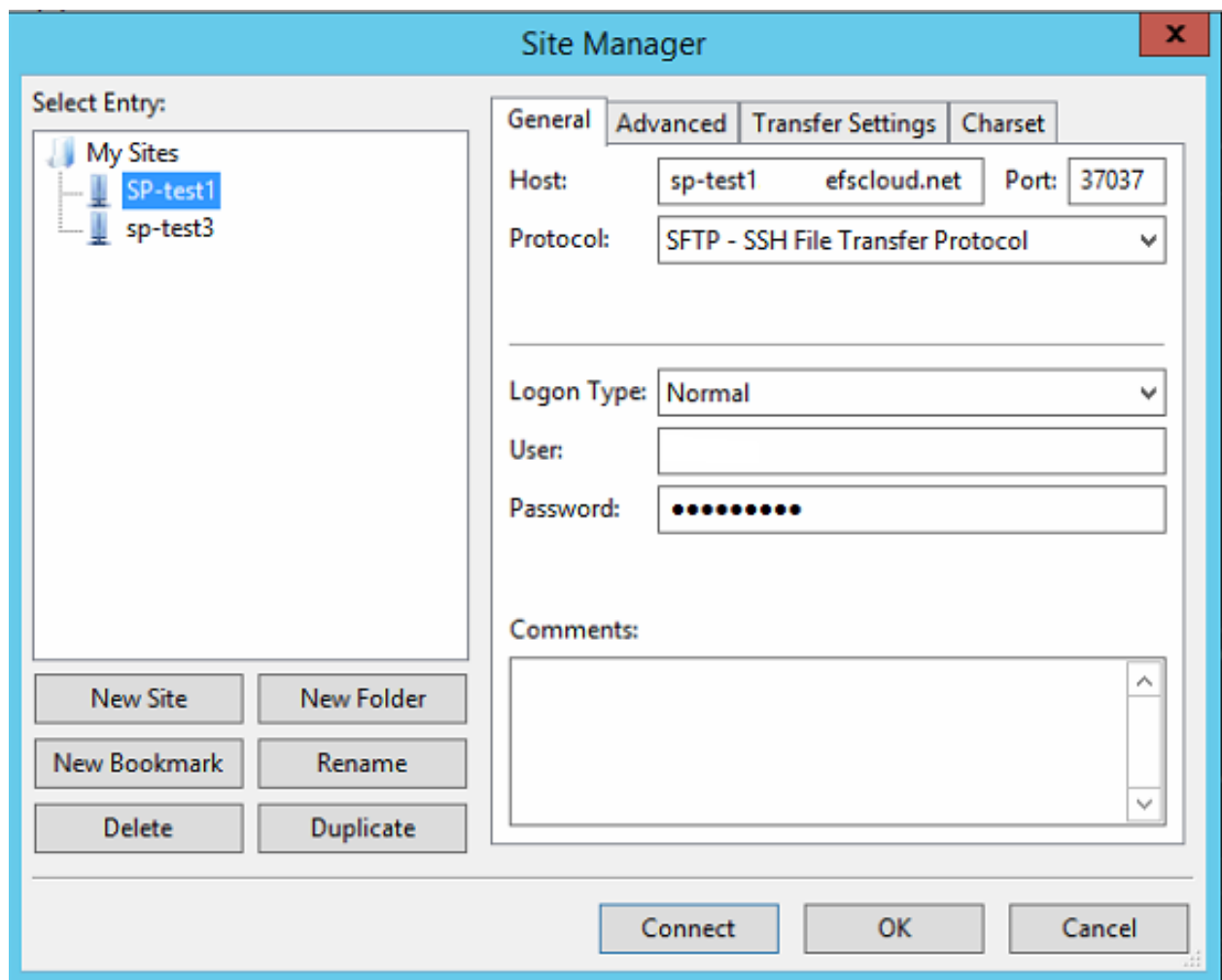
### Option #1: Use ImageManager

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 ([Create a New ShadowProtect Backup Job](#)) and set the base image to upload along with the incrementals.

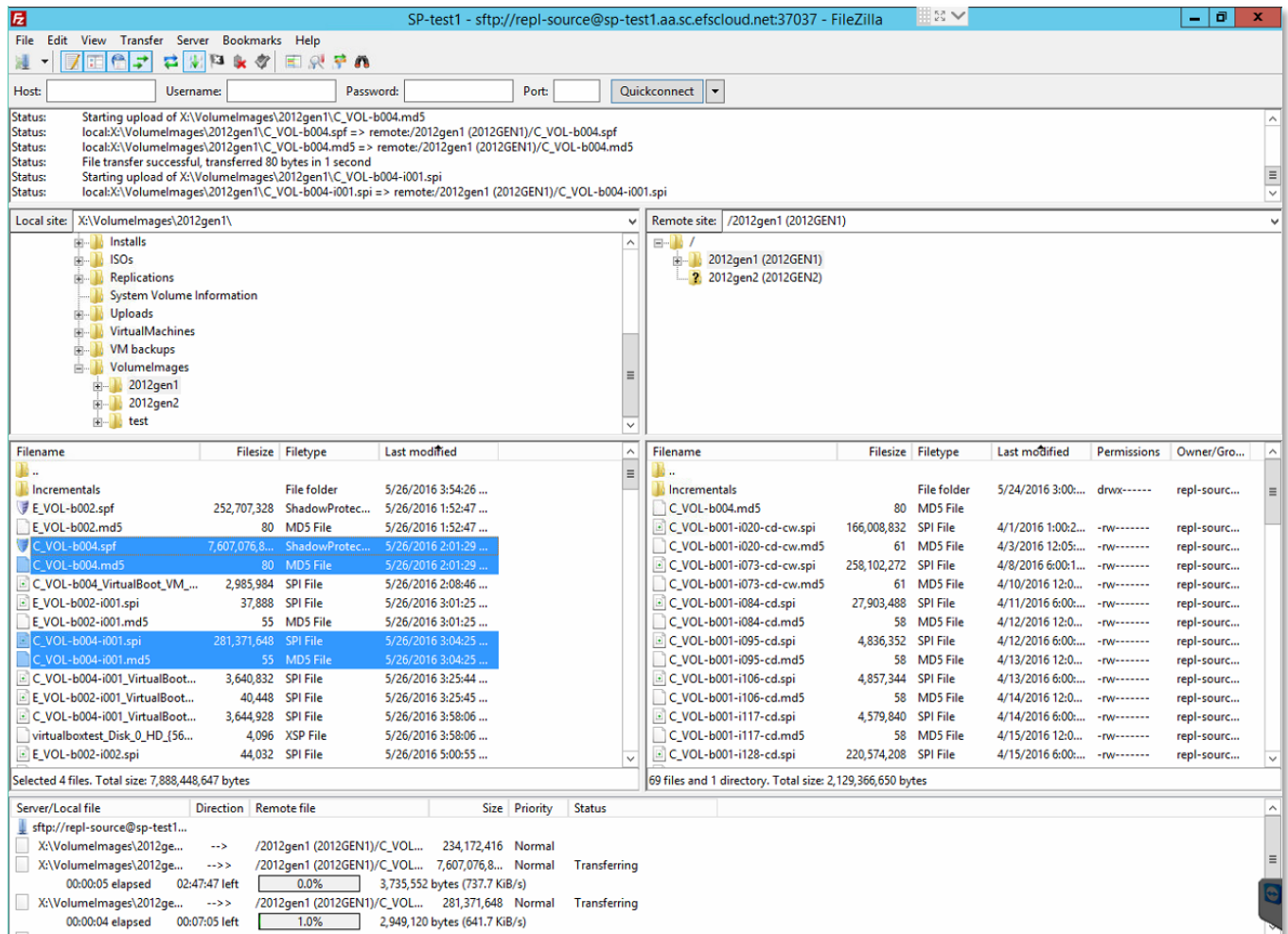
### Option #2. Use an FTP client to upload from a customer site

All ImageManager installations should ideally be accompanied by a FTP client. (We recommend [FileZilla](#) 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.

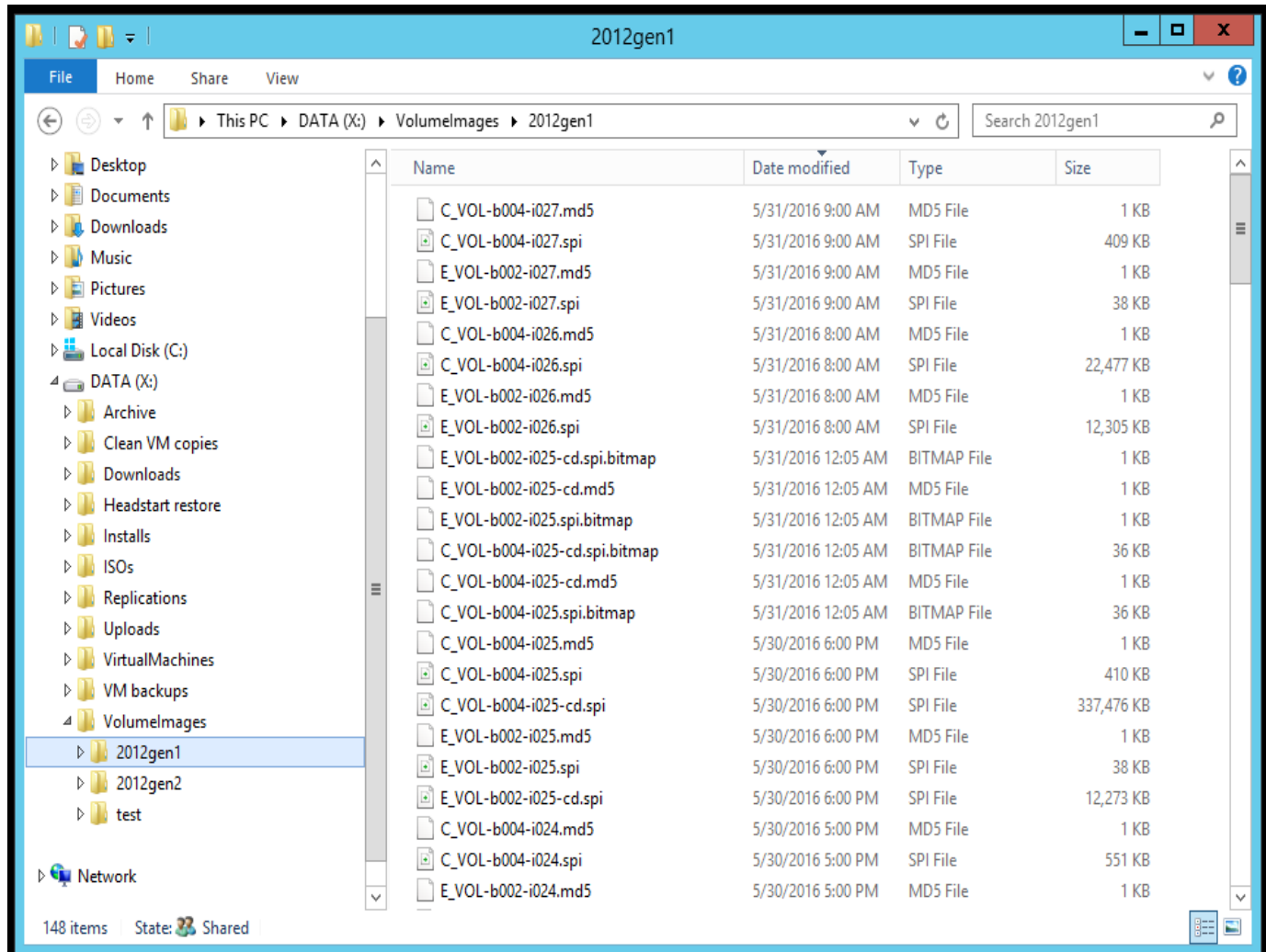


- c. Once you have connected to the server, select the new chain and drag it to the server side, to initiate the copy. The client allows for multiple files to be uploaded at the same time



### 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.)



- c. Carry the external USB drive or NAS, with the backups, to another location with sufficient bandwidth.
- d. [Use the instructions from Option #2 above to preload the data.](#)

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 [How to Request a Preload Drive](#)
- If you are ready to request your preload drive now, do so here: [Request a Preload \(Seed\) Drive.](#)

Method	Average transit time (round trip)	Cost
UPS Ground	Avg. 7 business days	Free for eFolder Partners
UPS 2 <sup>nd</sup> 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 [instructions on how to Preload your data](#)

### 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): <http://www.storagecraft.com/support/book/storagecraft-recovery-environment-user-guide/starting-recovery-environment/creating-recovery-en>

#### Required Links:

Step 1	 <p>1. REBuilder: <a href="http://www.storagecraft.com/downloads/recovery-environments">http://www.storagecraft.com/downloads/recovery-environments</a></p> <p><b>NOTE:</b> Only use the StorageCraft Recovery Environment Builder. <b>DO NOT use CrossPlatform.</b></p>
Step 2	 <p>2. Microsoft ADK: <a href="http://www.microsoft.com/en-us/download/details.aspx?id=30652">http://www.microsoft.com/en-us/download/details.aspx?id=30652</a></p> <p><b>NOTE for the ADK installation:</b></p> <p>At the <i>Select Features</i> page, the program lists all of the available ADK components for download. <b>Select only:</b></p> <ul style="list-style-type: none"> <li>• <i>Deployment Tools</i> (8.0 = 39.6MB; 8.1 = 54MB)</li> <li>• <i>Windows Preinstallation Environment (Windows PE)</i> (3.0GB).</li> </ul> <p><b>Uncheck any other features marked by default.</b></p>
Step 3	<p>3. "Restore a Volume in One Operation"</p> <p>Finally, this link provides the recovery steps in a single guide. <a href="https://www.storagecraft.com/support/book/storagecraft-recovery-environment-user-guide/restoring-system-volume/restore-volume-on-e-operati">https://www.storagecraft.com/support/book/storagecraft-recovery-environment-user-guide/restoring-system-volume/restore-volume-on e-operati</a></p>

### 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 [efolder.net/help](http://efolder.net/help)
- Email support questions to [support@efolder.net](mailto:support@efolder.net)
- Call us at 800-352-0248
- Browse our Knowledgebase at <https://secure.efoldering.com/support/kb/>



*The People Behind Your Cloud*