Kaseya

Using ShadowControl ImageManager for Offsite Replication

Quickstart Guide

for System Backup and Restore 1.0

November 1, 2012

About Kaseya

Kaseya is a global provider of IT automation software for IT Solution Providers and Public and Private Sector IT organizations. Kaseya's IT Automation Framework allows IT Professionals to proactively monitor, manage and maintain distributed IT infrastructure remotely, easily and efficiently with one integrated Web based platform. Kaseya's technology is licensed on over three million machines worldwide.

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The purchase and use of all Software and Services is subject to the Agreement as defined in Kaseya's "Click-Accept" EULA as updated from time to time by Kaseya at http://www.kaseya.com/legal.aspx. If Customer does not agree with the Agreement, please do not install, use or purchase any Software and Services from Kaseya as continued use of the Software or Services indicates Customer's acceptance of the Agreement."

Introduction

This document describes the basic steps required to configure offsite replication and consolidation of backups created with Kaseya **System Backup and Restore** (KSBR).

The full ImageManager user guide can be found **here** *(http://www.storagecraft.com/support/book/shadowcontrol-imagemanager-user-guide)*.

License information

A replication job must be configured for each **System Backup and Restore** managed backup client, and each job requires a license. There are two types of licenses available.

- IntelligentFTP - Replicates to an FTP server.
- ShadowStream - Provides accelerated replication to a StorageCraft ShadowStream server.

Licenses may be purchased from the Kaseya sales team. Contact your Account Manager for pricing.

Configuration of Backup Profile

To avoid replication of base (full) images, the **System Backup and Restore** backup profile must be configured for Continuous Incremental backups. ImageManager consolidates incremental backups into daily, weekly and then monthly incrementals to prevent the chain becoming too long. Continuous incremental profiles never create a new base image unless the set becomes corrupted.
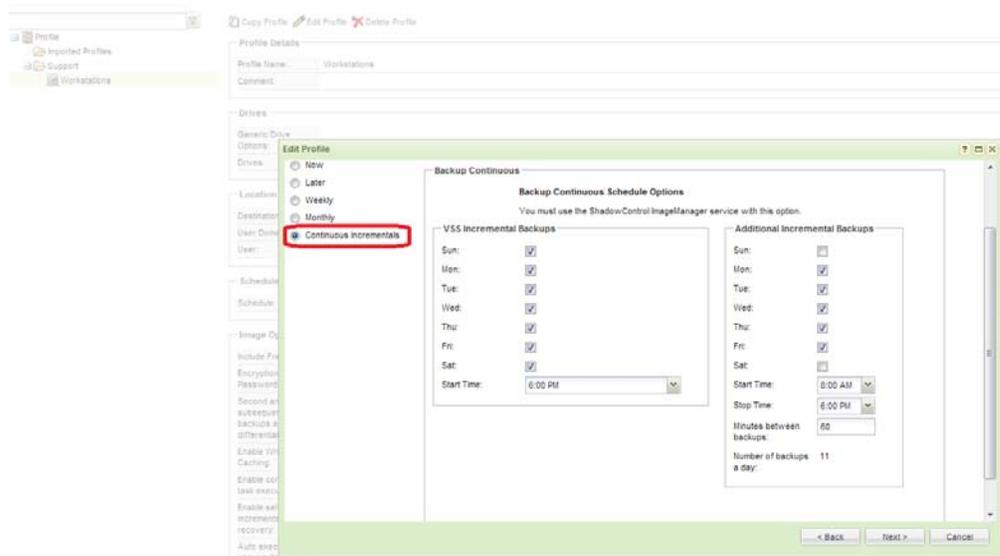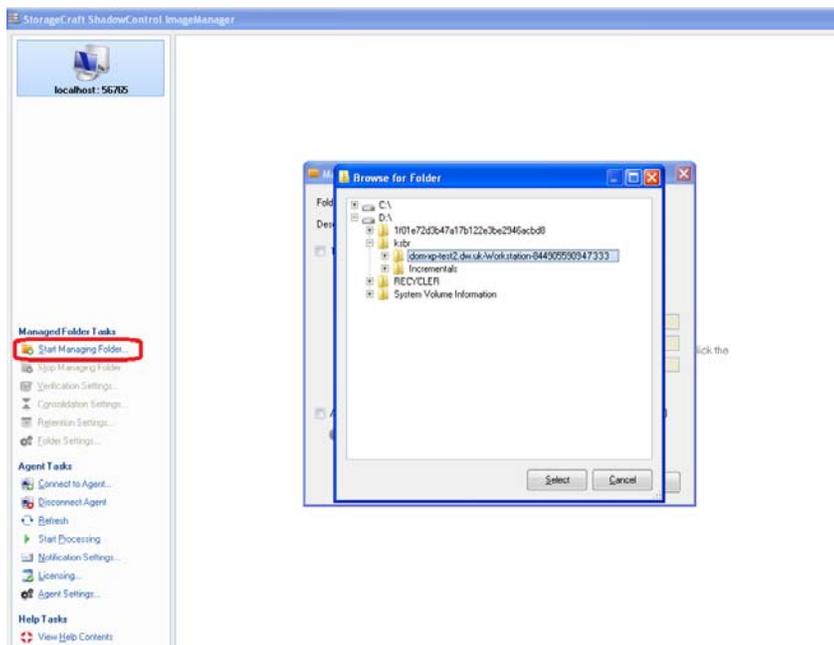
Installation of ImageManager

1. Download the ImageManager install file from here.
2. Install ImageManager on the *source* machine—where the backup images you want to replicate are located.
   - ImageManager can manage backups on a local drive (for example, `d:\backups`) or UNC network path (for example, `\\server\backups`).
3. Install ImageManager on the offsite *target* machine—where the backup images are to be replicated.

# Configuration of Managed Folders in Backup Source Location

Perform these steps on the ImageManager *source* replication machine, for each local **System Backup and Restore** backup client.

1. Start ImageManager console.
   - Navigate to Start > All programs > StorageCraft > ShadowControl ImageManager.
2. The first time you connect you will be prompted to enter a new password. The default is `password`.
3. Click the Start Managing Folder and select the folder containing the backup images.
   - **System Backup and Restore** creates a sub-folder for each managed machine in the *destination* folder which you configure in the backup profile. Select the folder for each machine.
   - If the folder is on a network share, enter the UNC path. For example, `\server\backups\<machine-id`

4. After saving, the backup source computer name will be displayed along with details of backup images found.
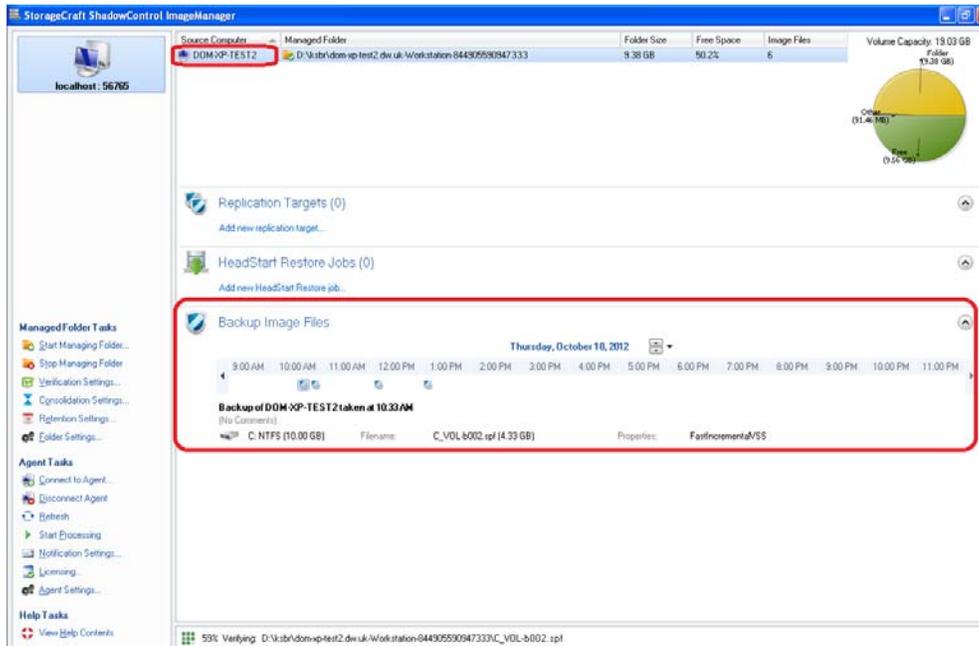
5. Configure verification, consolidation and retention policies.
   ➢ For more information see the **ImageManager user guide**
   (http://www.storagecraft.com/support/book/shadowcontrol-imagemanager-user-guide).
6. Repeat these steps for each **System Backup and Restore** client that backs up to this location.

Configuration of FTP/ShadowStream Server on Replication Target Server

Using FTP for replication

1. Install an FTP server, such as Filezilla, at the target location.
2. Create a user account that will be used for replication.
3. Set the home directory to the folder you wish to replicate the backup images to.
4. If you are replicating over the internet, ensure the server has a public facing IP address/DNS name and the FTP listening port, usually 21, is open to inbound traffic.

Using ShadowStream Server

Full configuration details from StorageCraft can be found **here**
(http://www.storagecraft.com/support/sites/support.storagecraft.com/files/shadowstreamserver.pdf).

1. Download and install ShadowControl® ShadowStream™ Server from **here**
   (http://www.storagecraft.com/software_update.php).
2. Start ShadowStream Admin Console.
   ➢ Navigate to Start > All Programs > Storagecraft > ShadowStream Admin Console.
3. Select the Admin Connect icon in the menu bar.
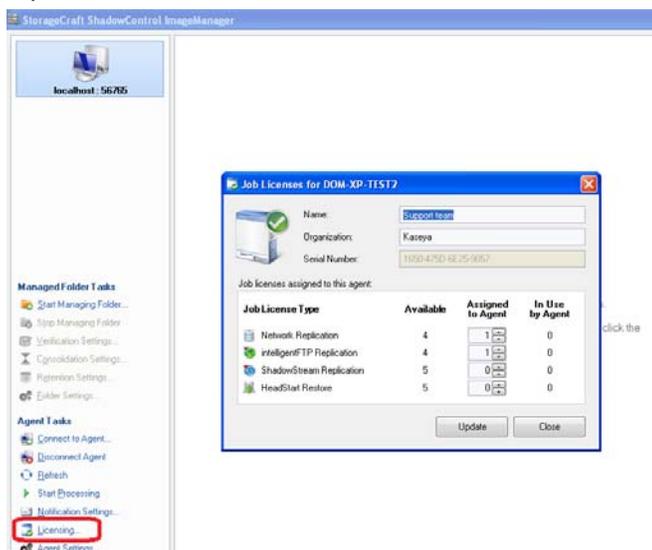4. Authenticate to the ShadowStream service by entering the default username and password:

3

> ➢ Username: `admin`
> ➢ Password: `password`
> ➢ The password should be changed after the first logon.

5. If remote access to the admin console is needed it can be enabled on the Settings tab. After checking the Allow Remote Administration box, a pop-up message will prompt you to restart the server. You only need to restart the ShadowStream Service.

6. Go to Users tab and create a user for each replication client.
   > ➢ User-level rights are sufficient for replicating files. Administrator-level rights are not required.
   > ➢ Configure BPS in/out and check Enforce Rate if you wish to restrict bandwidth used by the replication client.

7. Add a share for the user to replicate to.
   a. Click the Shares tab.
   b. Add a share for the folder you wish to replicate the backup images to.
   c. Assign all permissions.
   d. Click the Browse button to test permissions.

8. If replicating over the internet, ensure the server has a public facing IP address/DNS Name and the following ports are open:
   > ➢ 4363 and 4365 TCP for control.
   > ➢ 54363-55263 TCP for transfers.
   > ➢ 4364 - Required only for remote connection to Admin Console.
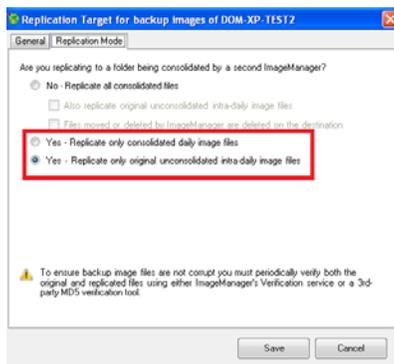
Configuration of ImageManager Replication Jobs

Perform these steps on the ImageManager replication *source* machine for each **System Backup and Restore** backup client.

1. Click Licensing and enter the serial number provided by your account manager.

2. Assign an IntelligentFTP or ShadowStream Replication job for each backup client you wish to replicate.

3. Select the source computer and click Add new replication target.
4. Select Type.
   - ➢ `IntelligentFTP`
   - ➢ `StorageCraft ShadowStream Server`
5. If this is the first target you have configured, select Add new location from the Location drop-down list. Otherwise select an existing location.
6. If using FTP for replication, enter the following details:
   - ➢ Name for the remote location.
   - ➢ Path - IP address or DNS name of target FTP server.
   - ➢ Username and password for the FTP server.
   - ➢ Security type, transfer mode and block size if the FTP server uses non-default settings.
7. If using ShadowStream for replication, enter the following details:
   - ➢ Name for the remote location.
   - ➢ Server - IP address or DNS name of target FTP server.
   - ➢ ShadowStream share name, as configured in previous section.
   - ➢ Username and password for ShadowStream server.
   - ➢ ShadowStream server's transfer port, if different from the default.
8. Save the location settings.
9. By default, the base (full) backup image will *not* be replicated. If you wish to replicate it, uncheck Don't replicate Base image files. Otherwise the base image will need to be copied offsite manually.
10. On the Replication Mode tab, select one of these two options. Selecting the last option will mean all consolidated jobs will be re-created on the replication target server.

11. Save the configuration. The replication status will be reported here.
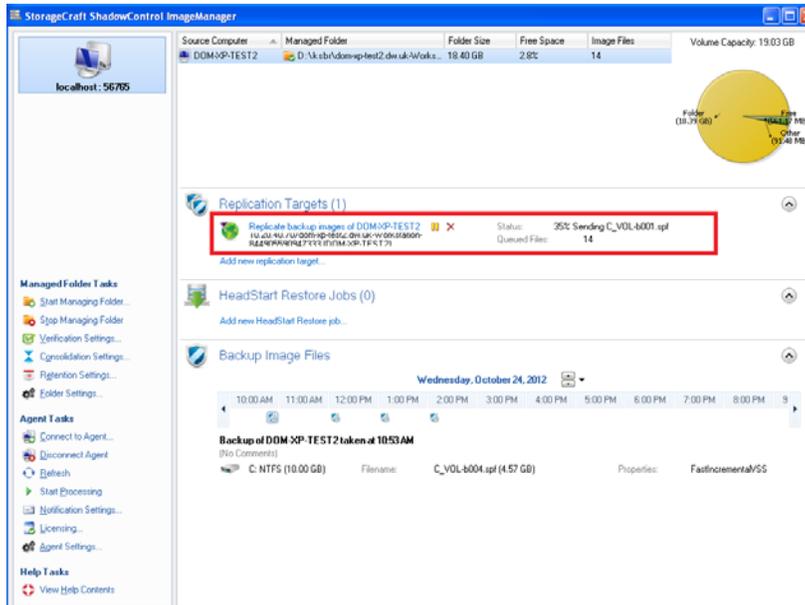
Configuration of Managed Folders on Replication Target Server

This can only be completed once a backup set (including base image) has been replicated. Replication will create a sub-folder for each managed machine underneath the FTP home directory or ShadowStream share location.

Once the base image is present, repeat the steps described in **Configuration of Managed Folders in Backup Source Location** *(page 2)* to manage the replicated folder. This must be done for each managed **System Backup and Restore** backup client whose backups are replicated.