



System Backup and Recovery

Quick Start Guide

Version R91

English

November 24, 2015

Agreement

The purchase and use of all Software and Services is subject to the Agreement as defined in Kaseya's "Click-Accept" EULATOS 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."

Contents

System Backup and Recovery Overview	1
System Backup and Recovery Module Requirements	2
Index	5

System Backup and Recovery Overview

The **System Backup and Recovery** (KSBR) module provides robust disaster recovery, data protection and system migration by creating and managing backup image files remotely. Fast and reliable *StorageCraft ShadowProtect™* technology means each backup image represents the exact state of a managed machine at a given point-in-time. Integration within the Kaseya framework ensures centralized management and a streamlined configuration of the entire backup process.

- Configure full, differential or incremental backups for multiple machines using profiles. Profiles are typically LAN-specific. Other profile options include:
 - Volume selection
 - Split images
 - Include/exclude free space
 - Password protection and encryption
 - Differential for subsequent full backups
 - Write caching
 - Concurrent backup creation
 - Self-healing incremental recovery
 - Performance throttling
 - Auto-execution if last scheduled backup missed
 - Retention policy
- Schedule backups once, weekly, monthly or *continuously*.
 - Continuous backups require *ShadowControl® ImageManager™* to consolidate backups on a continuing basis, so you never have to create another full backup.
 - *ShadowControl® ImageManager™* is also used to manage **offsite replication** (http://help.kaseya.com/webhelp/EN/KSBR/9010000/EN_ksbroffsitereplication_R91.pdf#zoom=70&navpanes=0) and image restores.
- Deploy **System Backup and Recovery** to the machines of any organization you manage. Once profiles are configured, you only need to select the agent machines to install. The correct OS installer is selected for each machine.
- **System Backup and Recovery** can also "take over" the management of machines already installed with *ShadowProtect™*, without having to uninstall.
- A selected point-in-time read-only image can be mounted in minutes onto any other machine sharing the same LAN as the image storage location. From then on any file on the mounted image can be accessed.
- Track the status of all backup processes using the **Status**, **Dashboard**, **Alerts**, and **Backup History** pages and generated reports.

Point in Time Snapshots

Every **System Backup and Recovery** image represents the point-in-time when the backup was completed, whether a user is logged on at that time or not. Backups run in the background—and incremental backups may only take a few minutes—without interrupting users from their work. If necessary, a restore can return a system to the exact state it was in when the backup was completed, including any open applications and files.

By default, ShadowProtect attempts to create a snapshot backup of a volume using Microsoft Volume Shadow Copy Service (VSS). If problems are encountered with VSS, then StorageCraft uses its own proprietary Volume Snapshot Manager (VSM) to create the snapshot backup.

Configuration Summary

1. Install the **System Backup and Recovery** add-on module to your VSA.
2. Install the **System Backup and Recovery** client on selected machines, using the Install or Remove page.
3. Create profiles, typically one for each LAN you manage, using the Manage page.
4. Enable backup alerts using the Alerts page.
5. Assign profiles to machines using the Assign by Machine and Assign by Profile pages.
6. Track the creation of backups for specific machines using the Status page and the Backup History page.
7. Mount completed backups on machines on the same LAN as the storage location using the Mount page.

Note: See System Backup and Recovery System Requirements.

Functions	Description
Overview	Illustrates the workflow of configuration, backing up and management of backup image files.
Dashboard	Provides a dashboard view of the status of machines installed with System Backup and Recovery.
Status	Displays the status of currently scheduled backups for each machine installed with System Backup and Recovery.
Mount	Mounts backup images onto a selected machine on the same LAN as the storage location.
Backup History	Displays a log of each backup attempt for a selected machine and the results of the backup attempt.
Manage	Displays a log of each backup attempt for a selected machine and the results of the backup attempt.
Assign by Machine	Assigns a profile to a single machine.
Assign by Profile	Assigns multiple machines to a profile.
Alerts	Specifies the actions taken in response to System Backup and Recovery events.
Install or Remove	Installs or removes System Backup and Recovery clients on agent machines.
Application Logging	Displays a log of System Backup and Recovery module activity.

System Backup and Recovery Module Requirements

Kaseya Server

- The System Backup and Recovery R91 module requires VSA R91.

Agent Machines

- 256 MB or the OS minimum of physical RAM
- 50 MB of free hard disk space for installation files
- CD or DVD drive required

- Supported operating systems
 - Windows Server 2003, 2008, 2008 R2, 2012, 2012 R2
 - Windows XP SP3, Vista, 7, 8, 8.1
 - SBS 2003, SBS 2008
- Supported File Systems/Disk/Volume Types
 - FAT16, FAT16X, FAT32, FAT32X, NTFS
 - Dynamic Disks
- Supported Storage Media
 - Locally-connected hard drives
 - Removeable hard drives (USBi or FireWire)
 - Network drives (SANi, NASi, iSCSI)
 - Optical media (CD, DVD, Blu-Ray)
- Supported StorageCraft editions
 - StorageCraft ShadowProtect Server, SBS and Desktop Editions, version 4.2.6 through 5.2.3
- For a detailed description of system requirements see **ShadowProtect**
(<http://www.storagecraft.com/support/book/shadowprotect-user-guide/installing-shadowprotect/requirements>).

Note: See general **System Requirements**

(<http://help.kaseya.com/WebHelp/EN/VSA/9010000/reqs/index.asp#home.htm>).

Index

S

- System Backup and Recovery Module Requirements •
2
- System Backup and Recovery Overview • 1