

# Data Protection (MSP) Online Help

Arcserve UDP Cloud Direct

v6.2.2

arcserve®

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- You can use our Live Chat link to instantly launch a real-time conversation between you and the Arcserve Support team. With Live Chat, you can get immediate answers to your concerns and questions, while still maintaining access to the product.
- You can participate in the Arcserve Support Global User Community to ask and answer questions, share tips and tricks, discuss the best practices and participate in conversations with your peers.
- You can open a support ticket. By opening a support ticket online, you can expect a callback from one of our experts in the product area you are inquiring about.
- You can access other helpful resources appropriate for your Arcserve Support product.

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# Chapter 1: Understanding UDP Cloud Data Protection

This section contains the following topics:

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<a href="#">How to Add a Customer</a> .....	10
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## Introduction

The Arcserve UDP Cloud Direct solution helps you protect On-premises data in the Arcserve Cloud to guard against potential disruptions to their business operations. The solution provides data protection for physical and virtual (VMware and Hyper-V) servers running Windows or Linux operating systems. With UDP Cloud Direct, customers are able to achieve business continuity by restoring data from the Arcserve Cloud.

The Arcserve UDP Cloud Direct solution has three primary components:

- **UDP Cloud Direct Agent** – Lightweight software application that easily installs on a server, and enables the creation of backup tasks to protect the server data. The agent transfers the backup data to the Arcserve Cloud for off-site protection.
- **UDP Cloud Direct Portal** – Web-based interface that enables administration of backup tasks and backup data protected in the Arcserve Cloud.
- **Arcserve Cloud** – Cloud storage infrastructure managed by Arcserve that stores and protects customer data.



## How to Set up a UDP Cloud Direct Partner Account

In order to use UDP Cloud Direct, you need to have a UDP Cloud Direct Partner account. If you do not have an existing UDP Cloud Direct Partner account, your Arcserve Sales Representative will be able to assist you with this process.

Once the process of creating a new UDP Cloud Direct Partner account is initiated, you should receive an email at the email address provided in order to complete account setup. Click on the link provided in the email and you will be directed to the UDP Cloud Direct Portal where you can specify your new UDP Cloud Direct Partner account credentials. When completed, you can navigate to the [URL](#) and log into the UDP Cloud Direct Portal using your new credentials.

## How to Add a Customer

When you log into the UDP Cloud Direct Portal with your Partner account credentials, the **Customers** tab displays the list of all customers and their respective amount of cloud storage consumed.


# Customers

---

Sort by: Status | Name | Usage | Closest to Usage Threshold

All Customers	
PM Customer #2 – Trial	243.1GB
PM Customer #1 – Trial	30.4GB

To add a new customer, follow these steps:

1. Click  from the Customers page.

The Add Customer dialog opens.

2. Specify the following details:

**Customer Name**

Enter company name of the customer.

**Billing**

Specify the billing details as paid customer account or trial account.

**Data Backup Location**

Select the desired data backup location where you would like to store the backup data.

**Add Customer** ✕

---

**Customer Name**

This is the name of the company or organization you'll be providing backup services for.  
Ex: Acme Co.

**Billing**

 ▼

Add this customer to your existing aggregated billing plan

**Data Backup Location**

3. Click **Add Customer** to submit the specified details.

You have added the new customer successfully to the list of customers.

## How to Protect Customer Systems

The next step is to protect systems for the new customer. Protecting a customer's system requires deploying the UDP Cloud Direct Agent.

This section contains the following topics:

- [Deploying UDP Cloud Direct Agent](#)
- [Downloading UDP Cloud Direct Agent](#)
- [Installing UDP Cloud Direct Agent](#)
- [Registering UDP Cloud Direct Agent](#)

## Deploying UDP Cloud Direct Agent

UDP Cloud Direct Agent is a key component of UDP Cloud Direct. This backup agent must be installed on each system, which contains data that you want to protect in the Arcserve Cloud.

For VMware virtual environments, you can choose to deploy the UDP Cloud Direct Virtual Appliance. This virtual appliance enables agentless backup of VMware virtual machines. The UDP Cloud Direct Virtual Appliance eliminates the need to install the backup agent on each individual VMware virtual machine. For information about how to deploy the UDP Cloud Direct Virtual Appliance for VMware, click [here](#).

## Downloading UDP Cloud Direct Agent

The UDP Cloud Direct backup agent is available at the UDP Cloud Direct Portal.

**Follow these steps:**

1. Log into the UDP Cloud Direct Portal using your Partner account credentials.

**Login**

---

Account Email

Password

[Sign In](#)

[Click here for Ping Identity](#)  
[Forgot your password?](#)

2. Select a customer from the list of available customers.

All Customers	
PM Customer #2 – Trial	215.9GB
PM Customer #1 – Trial	30.5GB

3. Click the *Systems* link under the customer name.

**PM Customer #1**

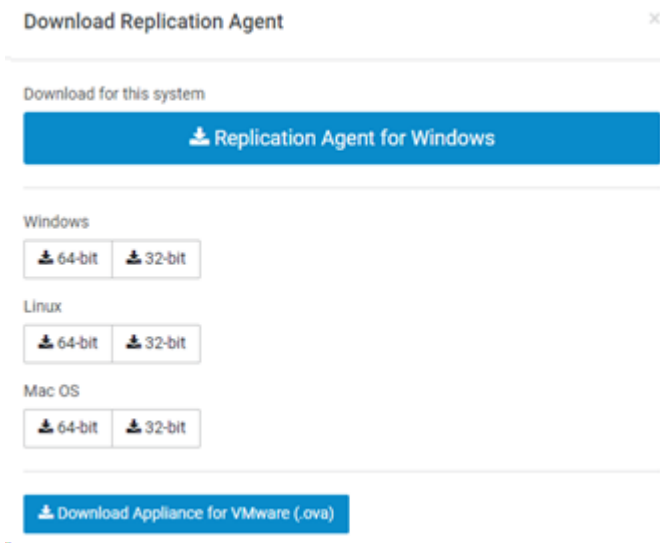
---

[2 Systems](#) | [VMware](#) | [Disaster Recovery](#) | [Usage](#) | [Volumes](#) | [Reports](#) | [Users](#)

3 Volumes | 30.25 GB Used as of 02/01/2017 16:00:00 PST

4. On the *Systems* tab, click [Download Replication Agent](#).
5. From the pop-up window, select download for the appropriate operating sys-

tem.




You have downloaded the UDP Cloud Direct Agent successfully.

## Installing UDP Cloud Direct Agent

For agent-based protection of system data, the UDP Cloud Direct Agent must be installed on each system that you want to protect.

**Follow these steps:**

1. Locate the downloaded file for the UDP Cloud Direct Agent. If necessary, copy the file to the system the you want to protect.
2. Launch the installer to begin installing the backup agent on the system to protect.

 ArcserveUDPCloudDirectSetup\_5.5.49873\_x64

9/29/2016 5:15 PM Windows Installer Package




## Registering UDP Cloud Direct Agent

After being installed on the system, the backup agent must be registered with the Arcserve Cloud. Once the installation completes, you will be prompted to register the backup agent.

**To register UDP Cloud Direct Agent, follow these steps:**

1. Once the installation is complete, the registration window opens.



The registration window contains the following fields and elements:

- System Name:** A text input field with a placeholder. Below it, the text reads: "Friendly name of this system as it will appear on admin.zetta.net".
- Email:** A text input field with a placeholder. Below it, the text reads: "e.g. user@company.com".
- Password:** A text input field with a placeholder. To its right is a blue link labeled "Forgot password?".
- Disclaimer:** A paragraph of text at the bottom of the form: "\*This account will be used to register this system and generate a machine credential that will be used after installation is completed."
- Buttons:** At the bottom of the window are three buttons: "Settings", "Cancel", and "Sign In".

2. At the prompt, enter a name for the system that you want to appear in the UDP Cloud Direct Portal or keep the default name.
3. Enter the email address and password of your UDP Cloud Direct Partner account credentials.
4. Click **Sign In**. The prompt will reappear and request you to select a customer to which to associate the system.

Please select the organization you want to register.

System Name   
Friendly name of this system as it will appear on admin.zetta.net

Email   
e.g. user@company.com

Password  [Forgot password?](#)

Organization   
PM Customer #1  
PM Customer #2  
PM Customer #3  
PM Customer #4  
PM Customer #5



5. Select the customer from the drop-down menu to associate the system with the customer.
6. Click **Sign In** again to register the system.

The UDP Cloud Direct Portal displays the system added to the **Systems** tab for the specified customer.

## Systems

---

Sort by: Status | Name | Most Recent Backup

 PM Cust 1 Demo ✔ Last backup 5 hours ago	PM Customer #1 <input type="button" value="Start Backup"/>
 PM Cust 1 Open MRS ✔ Last backup 6 hours ago	PM Customer #1 <input type="button" value="Start Backup"/>

You have registered the UDP Cloud Direct Agent successfully.

## How to Set up UDP Cloud Direct Virtual Appliance

For VMware virtual environments, the UDP Cloud Direct Virtual Appliance can be deployed to enable agentless protection of one or more VMware virtual machines. The virtual appliance eliminates the need to install the UDP Cloud Direct agent on each virtual machine.

This section contains the following topics:

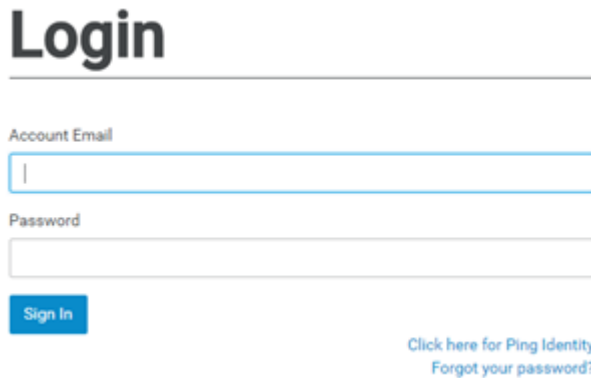
- [Downloading UDP Cloud Direct Virtual Appliance](#)
- [Deploying UDP Cloud Direct Virtual Appliance](#)
- [Registering UDP Cloud Direct Virtual Appliance](#)

## Downloading UDP Cloud Direct Virtual Appliance

The UDP Cloud Direct Virtual Appliance is available as a .ova file from the UDP Cloud Direct Portal.

To download UDP Cloud Direct Virtual Appliance, follow these steps:

1. Log into the UDP Cloud Direct Portal using your Partner account credentials.



**Login**

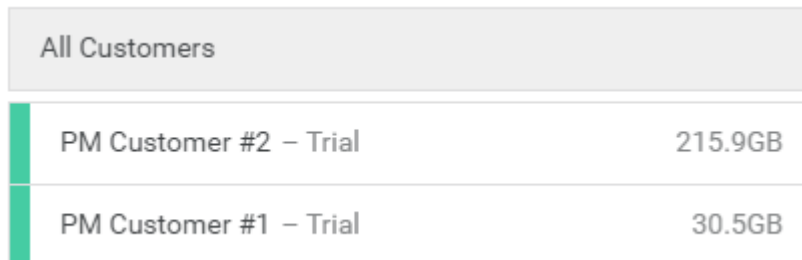
Account Email

Password

Sign In

[Click here for Ping Identity  
Forgot your password?](#)

2. Select a customer from the list of available customers.



All Customers	
PM Customer #2 - Trial	215.9GB
PM Customer #1 - Trial	30.5GB



3. Click the *Systems* link under the customer name.



**PM Customer #1**

[2 Systems](#) | [VMware](#) | [Disaster Recovery](#) | [Usage](#) | [Volumes](#) | [Reports](#) | [Users](#)

3 Volumes | 30.25 GB Used as of 02/01/2017 16:00:00 PST

4. On the **Systems** tab, click .
5. From the pop-up window, click .
6. Make a note of the file name and directory where you saved the download.

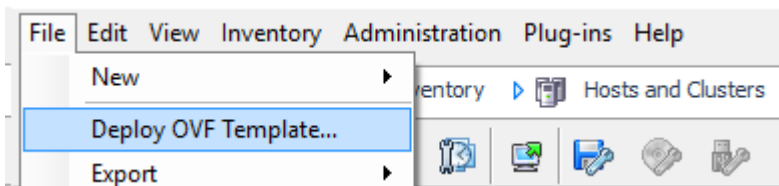
You have downloaded the UDP Cloud Direct Virtual Appliance successfully.

## Deploying UDP Cloud Direct Virtual Appliance

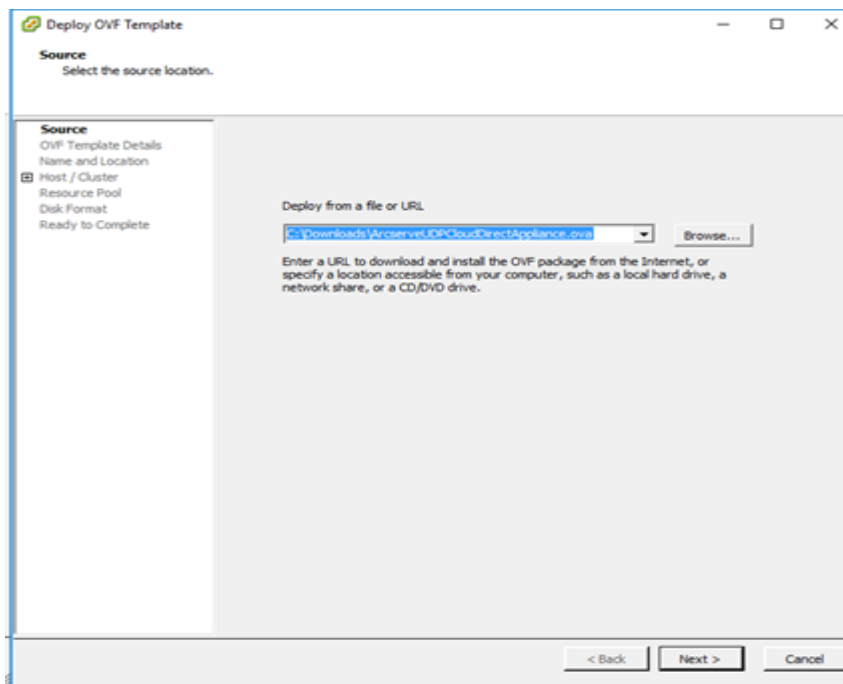
Use the VMware vSphere Web Client to deploy the UDP Cloud Direct Virtual Appliance into your VMware vSphere environment.

### Follow these steps:

1. Launch the VMware vSphere Web Client and log in.
2. In the vSphere Web Client, click **File**, and then select **Deploy OVF Template**.



3. Click *Browse* and navigate to the location where you downloaded the *.ova* file. After selecting the file, click **Next >**.



4. Proceed through the rest of the setup process until you get to *Ready to Complete*, and then click **Finish**. The UDP Cloud Direct Virtual Appliance is deployed. Once completed, click **Close**.
5. Navigate to *Getting Started* and select the UDP Cloud Direct Virtual Appliance.

ance, and then click **Power on the virtual machine**.

The screenshot shows a help page with a navigation bar at the top containing tabs: Getting Started, Summary, Resource Allocation, Performance, Tasks & Events, Alarms, Console, Permissions, and Maps. The main content area is titled "What is a Virtual Machine?" and includes the following text:

A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. An operating system installed on a virtual machine is called a guest operating system.

Because every virtual machine is an isolated computing environment, you can use virtual machines as desktop or workstation environments, as testing environments, or to consolidate server applications.

In vCenter Server, virtual machines run on hosts or clusters. The same host can run many virtual machines.

Below the text is a diagram of a vSphere architecture. It shows a "vSphere Client" connected to a "vCenter Server" in a "Datacenter". The vCenter Server manages a "Cluster" of "Hosts". One "Host" is shown running several "Virtual Machines".

Under the heading "Basic Tasks", there are two links:

- [Power on the virtual machine](#)
- [Edit virtual machine settings](#)

At the bottom, there is an "Explore Further" section with two links:

- [Learn more about virtual machines](#)
- [Learn how to install an operating system](#)

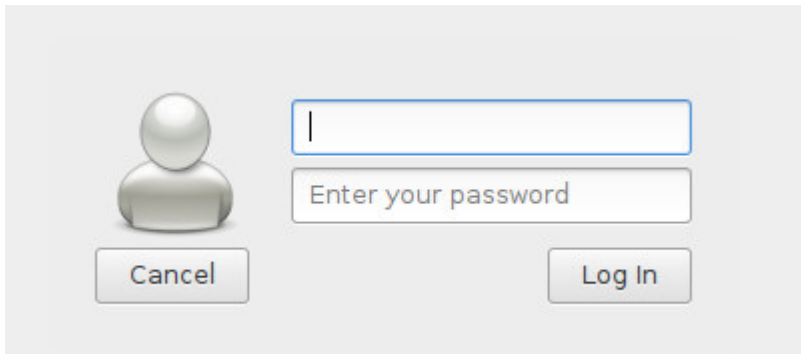
You have deployed the **UDP Cloud Direct Virtual Appliance** successfully.

## Registering UDP Cloud Direct Virtual Appliance

Once the Virtual Appliance is installed and powered on, you need to register the UDP Cloud Direct Virtual Appliance with the Arcserve Cloud.

### Follow these steps:

1. In the VMware vSphere Web Client, navigate to the *Console* tab for the virtual appliance.



2. Enter the default user name *zetta*, the default password *zettazetta*, and click **Log In**.
3. Enter the user account credentials (email/password) of a user that was created under the customer account and leverages the virtual appliance, and then click **Continue to vCenter Configuration**.

**Note:** You need to create a user under the customer account to complete this step.

Configure

---

Email	<input type="text"/>
Password	<input type="password"/>
System Name	<input type="text"/>

---

[Continue to vCenter Configuration](#)

4. Enter your **vCenter Server** address, vCenter **Username**, and vCenter **Password**, and then click **Complete Configuration**.

## Configure vCenter

---

vCenter Server	<input type="text"/>	Check Certificate
Username	<input type="text"/>	
Password	<input type="password"/>	

---

Complete Configuration

You should get confirmation that the registration was successfully completed. It could take up to 5 minutes for data to become available in the UDP Cloud Direct Portal.

## Success!

Please login to [admin.zetta.net](https://admin.zetta.net) to configure the virtual machines you want to backup. You may have to wait about 5 minutes before the data becomes available.

5. **Optional** Click **Change Appliance Password** to change the password for UDP Cloud Direct Virtual Appliance using your current default password.

You have registered the UDP Cloud Direct Virtual Appliance successfully.



## How to Configure the Backup Task

Protecting system data involves creating one or more backup tasks. You need to configure the backup tasks configured for systems where the UDP Cloud Direct Agent is installed. When using the UDP Cloud Direct Virtual Appliance, a single backup tasks is used to backup up one or more virtual machines.

**To create the backup task for a system, follow these steps:**

1. Log into the UDP Cloud Direct Portal using your Partner account credentials.

2. Select the customer from the list of available customers.

All Customers	
PM Customer #2 – Trial	215.9GB
PM Customer #1 – Trial	30.5GB

3. Click the *Systems* link under the customer name.

### PM Customer #1

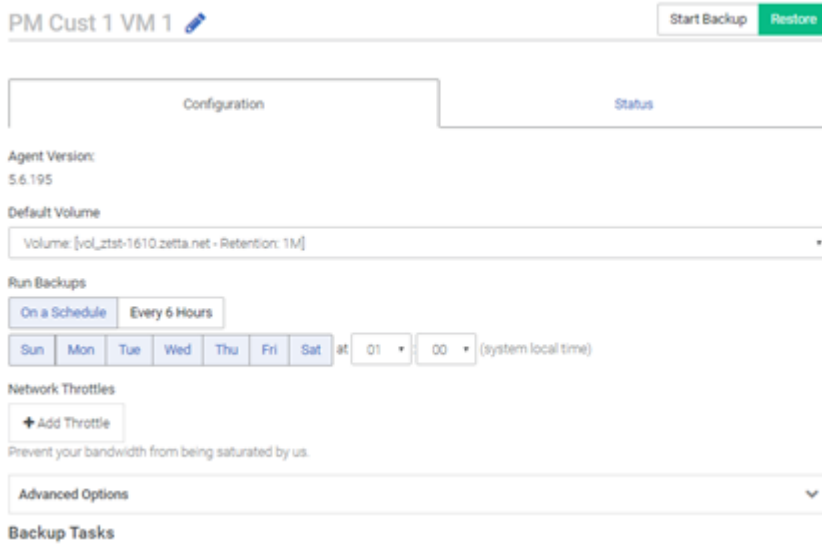
[2 Systems](#) | [VMware](#) | [Disaster Recovery](#) | [Usage](#) | [Volumes](#) | [Reports](#) | [Users](#)  
 3 Volumes | 30.25 GB Used as of 02/01/2017 16:00:00 PST

You are presented with the *System* tab for the customer. You should see the list of the registered systems.

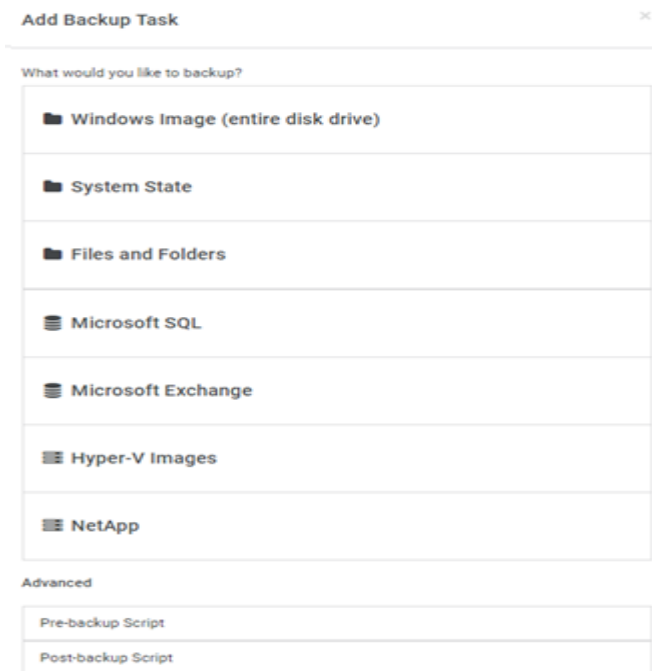
4. Click the *Configuration* link to view the backup settings for the system.

[Configuration](#) [Restore](#)

Backup settings window opens.



5. Click **+ Add Backup Task** under the *Backup Tasks* section to create a new task.
6. From the pop-up window, select the desired type of task by selecting the appropriate icon.



The types of tasks available include:

**Windows Image (entire disk drive)** – backup a disk image of the system

**System State** – backup the system state of Windows systems

**Files and Folders** – backup selected files and/or folders

**Microsoft SQL** – backup a Microsoft SQL Server database

**Microsoft Exchange** – backup a Microsoft Exchange Server database

**Hyper-V images** – backup disk image files of Microsoft Hyper-V virtual machines

**NetApp** – backup data stored on Network Appliance storage

**Pre-backup Script** – run a specified script before a backup task is run

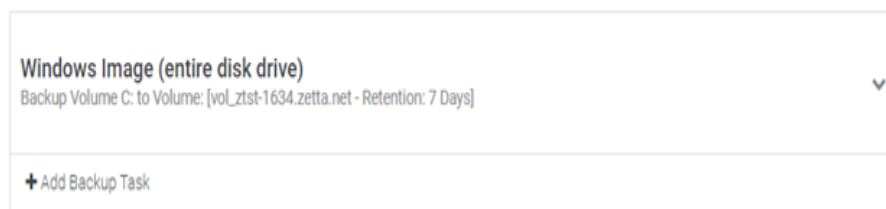
**Post-backup Script** – run a specified script after a backup task is run

7. Specify the necessary parameters for the selected task.
8. Click **Done** on the task pop-up screen.

The newly added task appears under the Backup Tasks section.

### Backup Tasks

---



**Note:** It is possible to create multiple tasks for each system. It is important to note that a single schedule applies to all of the tasks created for the system.

You have created and configured the backup task successfully.

## How to Configure the Backup Using UDP Cloud Direct Virtual Appliance

The UDP Cloud Direct Virtual Appliance allows to protect VMware virtual machines. Once deployed, the virtual appliance will discover all the virtual machines associated with the specified VMware vCenter server. The deployed virtual appliances and the discovered virtual machines will be listed on the *VMware* tab for a customer.

**To configure the UDP Cloud Direct Virtual Appliance to backup VMware virtual machines, follow these steps:**

1. Log into the UDP Cloud Direct Portal using your Partner account credentials.

**Login**

Account Email

Password

[Sign In](#)

[Click here for Ping Identity  
Forgot your password?](#)

2. Select the customer from the list of available customers.

## Customers

---

Sort by: Status | Name | Usage | Closest to Usage Threshold

All Customers	
PM Customer #2 – Trial	243.1GB
PM Customer #1 – Trial	30.4GB

3. Click the *VMware* link under the customer name.

## PM Customer #1

[2 Systems](#) | [VMware](#) | [Disaster Recovery](#) | [Usage](#) | [Volumes](#) | [Reports](#) | [Users](#)  
 3 Volumes | 30.25 GB Used as of 02/01/2017 16:00:00 PST

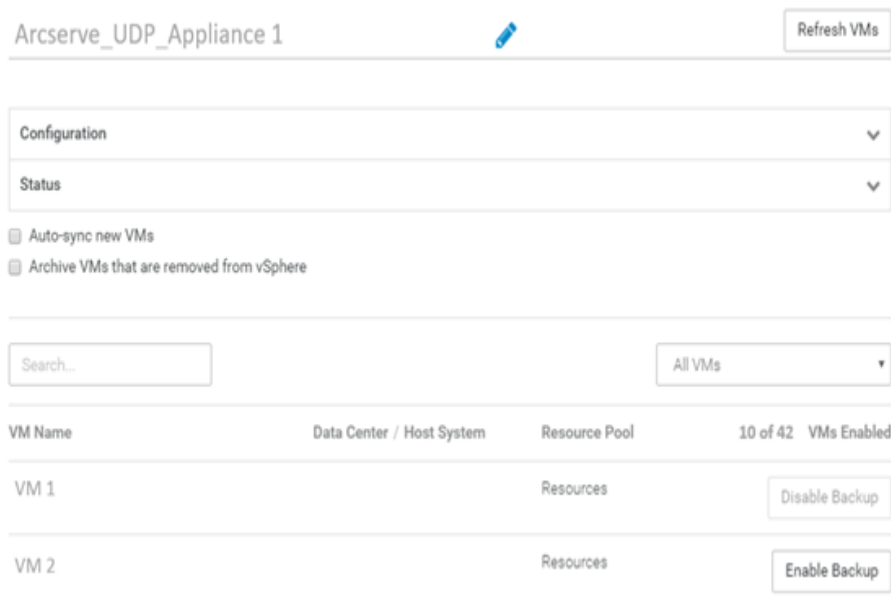
You are presented with the *VMware* tab for the customer. You will see a list of the registered UDP Cloud Direct Virtual Appliances.

# VMware



- Click the desired UDP Cloud Direct Virtual Appliance from the list.

The virtual machines visible to the Virtual Appliance is listed.



- Click [Enable Backup](#) for each virtual machine that you want the UDP Cloud Direct Virtual Appliance to backup.

Once enabled for backups, the virtual machine will appear listed on the *Systems* tab.

You have configured the Backup using UDP Cloud Direct Virtual Appliance successfully.

## How to Run the Backup Task

The data of a system is not protected until the backup tasks have run at least once. The backup tasks configured for a system will run according to the configured schedule. It is also possible to initiate the backup tasks to run manually.

**To manually initiate the backup tasks of a system to run, follow these steps:**

1. Log into the UDP Cloud Direct Portal using your Partner account credentials.

2. Select the customer from the list of available customers.

All Customers	
PM Customer #2 – Trial	215.9GB
PM Customer #1 – Trial	30.5GB

3. Click the *Systems* link under the customer name.

### PM Customer #1

[2 Systems](#) | [VMware](#) | [Disaster Recovery](#) | [Usage](#) | [Volumes](#) | [Reports](#) | [Users](#)  
 3 Volumes | 30.25 GB Used as of 02/01/2017 16:00:00 PST

You are presented with the *Systems* tab for the customer. You will see a list of the registered systems.

4. Click on the *Configuration* link to view the backup settings for the system.

[Configuration](#) [Restore](#)

Backup Settings window opens.

The screenshot shows the configuration page for a system named "PM Cust 1 VM 1". At the top right, there are two buttons: "Start Backup" (highlighted in a dark grey box) and "Restore" (green). Below the system name, there are two tabs: "Configuration" (selected) and "Status". The configuration section includes:

- Agent Version:** 5.6.195
- Default Volume:** A dropdown menu showing "Volume: [vol\_ztst-1610.zetta.net - Retention: 1M]"
- Run Backups:** A section with two tabs: "On a Schedule" (selected) and "Every 6 Hours". Below the tabs is a schedule selector with buttons for days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat) and time fields for "at 01 : 00 (system local time)".
- Network Throttles:** A section with a "+ Add Throttle" button and the text "Prevent your bandwidth from being saturated by us."
- Advanced Options:** A dropdown menu.
- Backup Tasks:** A section header.

5. Click **Start Backup** to manually start all of the backup tasks configured for the system. The tasks will also run according to the configured schedule. The configured schedule applies to all tasks configured for the system.

**Note:** To manually start a backup, you can click **Start Backup** for the system on the *Systems* tab.

You have started the backup task successfully.



## How to Run the Backup Using UDP Cloud Direct Virtual Appliance

The UDP Cloud Direct Virtual Appliance will perform a backup of all its associated virtual machines where backup has been enabled. The virtual appliance will perform that backups according to the configured scheduled or backups can be manually initiated.

**To initiate the virtual appliance to backup all enabled virtual machines manually, follow these steps:**

1. Log into the UDP Cloud Direct Portal using your Partner account credentials.



**Login**

Account Email

Password

[Sign In](#)

[Click here for Ping Identity  
Forgot your password?](#)

2. Select the customer from the list of available customers.

## Customers

---

Sort by: Status | Name | Usage | Closest to Usage Threshold

All Customers	
PM Customer #2 – Trial	243.1GB
PM Customer #1 – Trial	30.4GB

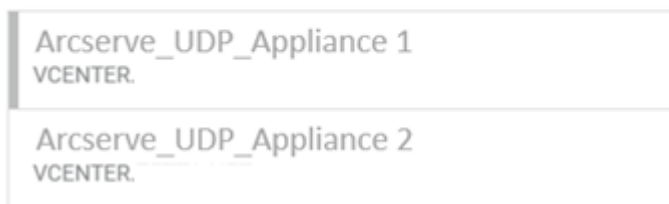
3. Click the *VMware* link under the customer name.

## PM Customer #1

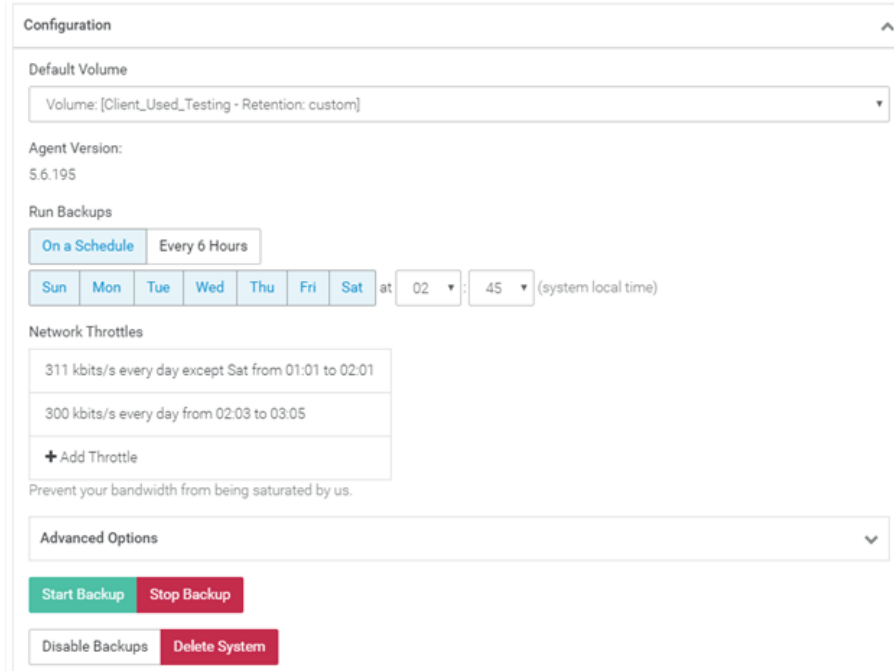
[2 Systems](#) | [VMware](#) | [Disaster Recovery](#) | [Usage](#) | [Volumes](#) | [Reports](#) | [Users](#)  
3 Volumes | 30.25 GB Used as of 02/01/2017 16:00:00 PST

The *VMware* tab for the customer is displayed. You will see a list of the registered UDP Cloud Direct Virtual Appliances.

# VMware



4. Click the desired UDP Cloud Direct Virtual Appliance from the list. The virtual machines visible to the Virtual Appliance is listed.
5. Expand the *Configuration* section for the selected Virtual Appliance.



6. Verify if the virtual appliance is backing up the virtual machines to the desired volume.

7. Click **Start Backup** to initiate the UDP Cloud Direct Virtual Appliance to backup all of its associated virtual machines for which backups have been enabled.

You have started the backup using UDP Cloud Direct Virtual Appliance successfully.



---

## Chapter 2: Restoring Data

The data protected with the UDP Cloud Direct solution is securely stored offsite in the Arcserve Cloud. The data can be restored using the UDP Cloud Direct Portal.

The following are the common approaches to restore the data:

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<a href="#">How to Restore the Virtual Machine Disk Image</a> .....	42
<a href="#">How to Restore the Virtual Machine Disk Image to vCenter</a> .....	44

## How to Restore File/Folder

To restore the file/folder from a restore point, follow these steps:

1. Log into the UDP Cloud Direct using your Partner account credentials.

### Login

---

Account Email

Password

[Sign In](#)

[Click here for Ping Identity](#)  
[Forgot your password?](#)

2. Select the customer from the list of available customers.

All Customers	
PM Customer #2 – Trial	215.9GB
PM Customer #1 – Trial	30.5GB

3. Click the *Systems* link under the customer name.

### PM Customer #1

---

[2 Systems](#) | [VMware](#) | [Disaster Recovery](#) | [Usage](#) | [Volumes](#) | [Reports](#) | [Users](#)  
3 Volumes | 30.25 GB Used as of 02/01/2017 16:00:00 PST

4. Click on the *Restore* link for the system the system that you want to restore.

[Configuration](#) [Restore](#)

5. Select the backup task from which to restore.

There is an entry for each task configured for the system.

# Restore

## Restore Job Details

System: System 1

## Select Tasks to Restore

C:\Documents on Volume 1 (1 month)

- From the lists of restore points presented, click the *Restore Restore Point* link.

**Note:** It is also possible to browse the data contained within a restore point, and download a subset of its data. This can be done by clicking the *Browse Restore Point*, and navigating the restore point using the file browser presented.

Select Restorable Version	
Current	<a href="#">Restore Current</a>   <a href="#">Browse Current</a>
Wed, Nov 23, 2016 2:09 PM	<a href="#">Restore Restore Point</a>   <a href="#">Browse Restore Point</a>
Mon, Sep 12, 2016 4:16 PM	<a href="#">Restore Restore Point</a>   <a href="#">Browse Restore Point</a>

- Specify the destination system and the path on that system to download the data from the Cloud.

Restore Destination Details

Destination System: System 1

Destination Path: C:\Documents

User Email: admin@domain.com

User Password:

[Start Restore](#) [Back to Version Selection](#)

- Click [Start Restore](#) to start downloading the data from the cloud.

A notification will be sent to the configured email address providing a status of the restore process.

You have initiated the File/Folder Restore successfully.

## How to Restore System Disk Image

To restore the system disk image from a restore point, follow these steps:

1. Log into the UDP Cloud Direct Portal using your Partner account credentials.

**Login**

Account Email

Password

[Sign In](#)

[Click here for Ping Identity  
Forgot your password?](#)

2. Select the customer from the list of available customers.

All Customers	
PM Customer #2 - Trial	215.9GB
PM Customer #1 - Trial	30.5GB

3. Click the *Systems* link under the customer name.

**PM Customer #1**

[2 Systems](#) | [VMware](#) | [Disaster Recovery](#) | [Usage](#) | [Volumes](#) | [Reports](#) | [Users](#)

3 Volumes | 30.25 GB Used as of 02/01/2017 16:00:00 PST

4. Click on the *Restore* link for the system the system that you want to restore.

[Configuration](#) [Restore](#)

5. Select the backup task from which to restore.

There is an entry for each task configured for the system.



# Restore

## Restore Job Details

System: System 1

## Select Tasks to Restore

C:\Documents on Volume 1 (1 month)


- From the lists of restore points presented, click the *Restore Restore Point* link.

**Note:** It is also possible to browse the data contained within a restore point, and download a subset of its data. This can be done by clicking the *Browse Restore Point*, and navigating the restore point using the file browser presented.

Select Restorable Version	
Current	<a href="#">Restore Current</a>   <a href="#">Browse Current</a>
Wed, Nov 23, 2016 2:09 PM	<a href="#">Restore Restore Point</a>   <a href="#">Browse Restore Point</a>
Mon, Sep 12, 2016 4:16 PM	<a href="#">Restore Restore Point</a>   <a href="#">Browse Restore Point</a>

- Specify the destination system, the path on that system to download the data from the cloud, and the format of the image file.

Restore Destination Details	
Destination System	System 1
Destination Path	C:\
Image Format	- SELECT - <small>Output Filename: C:\img</small>
User Email	admin@domain.com
User Password	
<input type="button" value="Start Restore"/> <input type="button" value="Back to Version Selection"/>	

- Click  to begin downloading the data from the cloud.

A notification will be sent to the configured email address providing a status of the restore process.

You have started the System Disk Image restore successfully.

## How to Restore the Virtual Machine Disk Image

To restore a virtual machine disk image or some of its content from a restore point, follow these steps:

1. Log into the UDP Cloud Direct Portal using your Partner account credentials.

**Login**

Account Email

Password

[Sign In](#)

[Click here for Ping Identity  
Forgot your password?](#)

2. Select the customer from the list of available customers.

All Customers	
PM Customer #2 – Trial	215.9GB
PM Customer #1 – Trial	30.5GB

3. Click the *Systems* link under the customer name.

**PM Customer #1**

[2 Systems](#) | [VMware](#) | [Disaster Recovery](#) | [Usage](#) | [Volumes](#) | [Reports](#) | [Users](#)

3 Volumes | 30.25 GB Used as of 02/01/2017 16:00:00 PST

4. Click on the *Restore* link for the virtual machine that you want to restore.

**VM**

[Configuration](#) [Restore](#)

5. Click *Restore a VM disk image as a raw image file (.img) ....*

Restore a VM disk image as a raw image file (.img) or restore some part (file / folder) of a VM disk image's data to a system in your organization
Restore a VM disk image to vCenter

- From the list of restore points presented, click *Launch File Browser* link.

Select Restorable Version

Wed, Feb 1, 2017 1:57 AM	<a href="#">Launch File Browser</a>
Tue, Jan 31, 2017 1:59 AM	<a href="#">Launch File Browser</a>

- Browse to locate the file image (.img) of the selected virtual machine.

**Note:** Double click the image file to browse the data contained within the virtual machine image file and using the file browser to navigate. This approach enables you to download a subset of data contained in the image file.

File Browser

Up Show/Hide Folders Panel Restore Using Replication Agent Views

Address: |

Name	Size	On Disk Size	Date Modified	Type
------	------	--------------	---------------	------

- Click **Restore Using Replication Agent**.
- Select a destination system, specify the path on that system to download the data from the cloud, and specify the name to save the image file.

Restore Destination Details

Destination System System 1

Destination Path C:\ diskimage.img

User Email admin@domain.com

**Start Restore** Back to Version Selection

- Click **Start Restore** to begin downloading image file from the cloud.

A notification will be sent to the configured email address providing a status of the restore process.

You have restored the Virtual Machine disk image successfully.

## How to Restore the Virtual Machine Disk Image to vCenter

To restore a virtual machine disk image to vCenter from a restore point, follow these steps:

1. Before performing the restore of virtual machine disk image, verify the following:
  - ◆ The virtual machine to which you want to restore the disk image must already exist in vSphere
  - ◆ The virtual machine to which you want to restore must have a hard drive. This is to ensure that an SCSI controller exists.
  - ◆ The virtual machine must not already have a disk file (.vmdk) with the same name.
2. Log into the UDP Cloud Direct Portal using your Partner account credentials.

### Login

---

Account Email

Password

Sign In

[Click here for Ping Identity](#)  
[Forgot your password?](#)

3. Select the customer from the list of available customers.

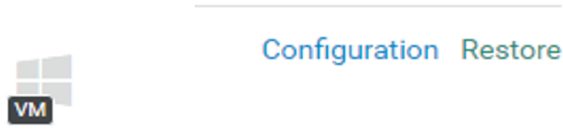
All Customers	
PM Customer #2 – Trial	215.9GB
PM Customer #1 – Trial	30.5GB

4. Click the *Systems* link under the customer name.

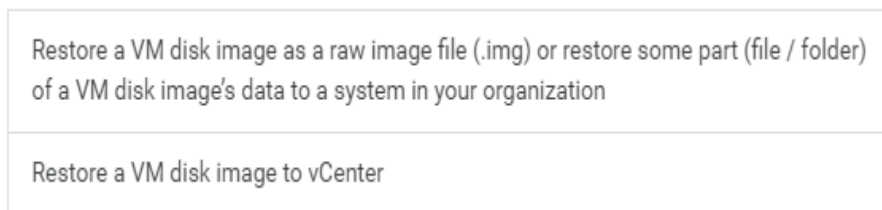
## PM Customer #1

2 Systems | VMware | Disaster Recovery | Usage | Volumes | Reports | Users  
 3 Volumes | 30.25 GB Used as of 02/01/2017 16:00:00 PST

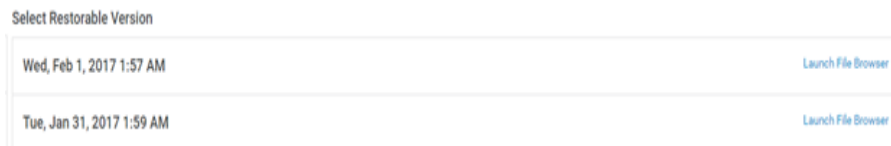
- Click on the *Restore* link for the virtual machine that you want to restore.



- Click *Restore a VM disk image as a raw image file (.img) ...*

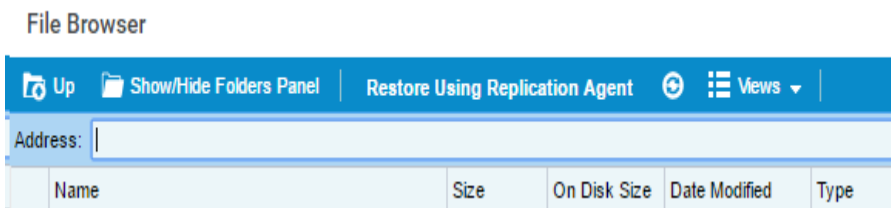


- From the lists of restore points presented, click *Launch File Browser* link.



- Browse to locate the file image (.img) of the selected virtual machine.

**Note:** Double click the image file to browse the data contained within the virtual machine image file and using the file browser to navigate. This approach enables you to download a subset of data contained in the image file.



- Click **Restore Using Replication Agent**.
- Select the desired UDP Cloud Direct Virtual as the destination system.
- Select the desired vSphere Datastore to store the disk image.
- Specify the name of the virtual machine in vCenter to associate this disk image.

Restore Destination Details

Destination Server	Arcserve_UDP_Appliance 1
vSphere Datastore	Datastore 1
Destination VM Name	VM 1 - Restored
User Email	admin@domain.com

[Start Restore](#) [Back to Version Selection](#)

13. Click [Start Restore](#) to begin downloading image file from the cloud.

A notification will be sent to the configured email address providing a status of the restore process.

You have restored the Virtual Machine Disk Image to vCenter successfully.

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## Chapter 3: Exploring Tabs

The UDP Cloud Direct solution protects the data of on-premises systems in the Arcserve Cloud. Within the Arcserve Cloud, the system data is stored in volumes. There are a few different types of volumes including Normal and ZeroCopy (for Disaster Recovery), and each volume is identified by its name, retention policy, and Arcserve data center location.

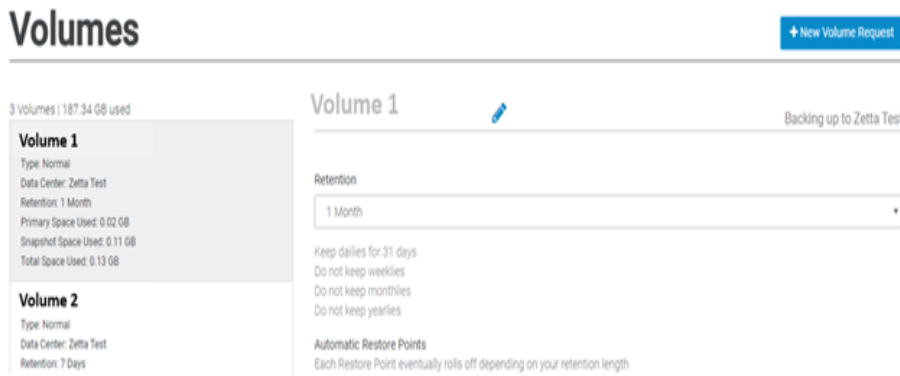
This section contains the following topics:

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<a href="#">How to Use Volume Tab</a> .....	48
<a href="#">How to Use the Usage Tab</a> .....	50
<a href="#">How to Use the Reports Tab</a> .....	51
<a href="#">How to Use the Alerts Tab</a> .....	53
<a href="#">How to Use the Users Tab</a> .....	54

## How to Use Volume Tab

The *Volumes* tab lists details of the volumes associated with a customer. On this tab, it is possible to rename the volume, as well as change its retention policy. It is also possible to request that a new volume be created.



To create a new volume, follow these steps:

1. Click [+ New Volume Request](#).
2. Specify a name for the new volume.
3. Specify a data center location.
4. Specify the retention policy for the volume.

5. Click [Request New Volume](#).

**Note:** The new volume request is received and processed by the Arcserve Team. After the request is successfully processed, the new volume will



appear among the list on the *Volumes* tab. The new volume is available as a destination for configured backup tasks.

You have created the new volume successfully.

## How to Use the Usage Tab

The *Usage* tab provides a visual display of the storage being used to protect system data of a customer in the Arcserve Cloud over a period of time. There is a graph for each volume that can be viewed by Day, Month, or Year for the present time, or a time period in the past. Storage usage for a particular date and time may be viewed by moving the mouse over the graph. Additional usage data for a specific volume can be viewed by clicking on the volume name.

### Usage

---

13 Volumes | 1161.15 GB Used as of 02/01/2017 15:00:00 PST

< Jan 1 – Feb 1, 2017 >  
Day | Month | Year

Usage by Volume

Charts Relative to Largest | [Expand All Charts](#)



## How to Use the Reports Tab


The Reports tab lists the available types of reports and alerts. Each report type can be configured for scheduled delivery, or can be generated On Demand. Each alert type will send an email notification when the specified event occurs. Multiple instances of each report and alert can be created. The number of each report and alert type that is configured is displayed.


All reports are delivered through email, and all except the Daily Digest report are delivered with a Comma Separated Value (CSV) file attached that contains job details.

Reports and alerts can be generated to include all systems, or only selected systems.

It is possible to configure reports and alerts at the Partner level and/or at the customer level.

### To create a report, follow these steps:

1. Click on the desired report type.
2. Click on  to create a new instance of the report.

**Note:** Clicking  On Demand generates a report that is delivered as soon as possible to the email address of the current user.

3. Configure the report by providing a report name, the delivery time, the delivery frequency, report recipients, and the protected systems to include in the report.

**Create New Backup Report** ×

**Report Settings**

Name

Delivery Time (America/Los\_Angeles)

Frequency

**Who will get this report?**

Portal Users

Email Additional Recipients (Optional)

Seperate each email with a comma. jdoe@example.com, jsmith@example.com

Report All Systems  
 Report Select Systems

**Create Report**

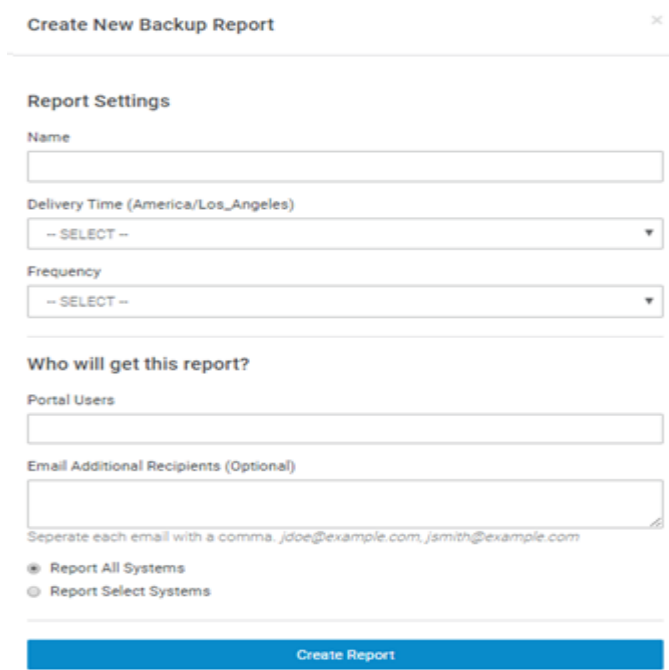
4. Click **Create Report** to create an instance of the report.

You have created the report successfully

## How to Use the Alerts Tab

To create an alert, follow these steps:

1. Click on the desired alert type.
2. Click **+ Add Alert** to create a new instance of the alert.
3. Configure the alert by providing a name, specifying the criteria, specifying the recipients, and specifying the protected systems for which to generate the alert.



The screenshot shows a form titled "Create New Backup Report" with a close button (X) in the top right corner. The form is divided into several sections:

- Report Settings**
  - Name:** A text input field.
  - Delivery Time (America/Los\_Angeles):** A dropdown menu with "-- SELECT --" selected.
  - Frequency:** A dropdown menu with "-- SELECT --" selected.
- Who will get this report?**
  - Portal Users:** A text input field.
  - Email Additional Recipients (Optional):** A text input field with a small icon in the bottom right corner. Below the field, there is a note: "Seperate each email with a comma. jdoe@example.com, jsmith@example.com".
  - Report All Systems:** A radio button that is selected.
  - Report Select Systems:** A radio button that is not selected.

At the bottom of the form is a blue button labeled "Create Report".

4. Click **Create Alert** to create an instance of the alert.

You have created the alert successfully.

## How to Use the Users Tab

The *Users* tab allows you manage the users who can access the UDP Cloud Direct Portal. Users may be configured at the Partner level or at the customer level.

This section contains the following topics:

- [Using Partner Level Role Types](#)
- [Using Customer Level Role Types](#)
- [Adding a User from the Users Tab](#)

## Using Partner Level Role Types

A user may be added to the account and given a particular role. Each role provides different access rights and administrative capabilities. The user role types are as follows:

- **Partner Admin** – users have all privileges including system, volume, user, and support ticket management.
- **Partner Group Admin** – users have privileges for select group of accounts including system, user, and support ticket management. They may also access and recover the data stored by systems of the accounts they manage.
- **Partner Sales** – users are restricted to account management (adding, removing and converting) and support ticket management.

## Using Customer Level Role Types

A user may be added to the account and given a particular role. Each role provides different access rights and administrative capabilities. The user role types are as follows:

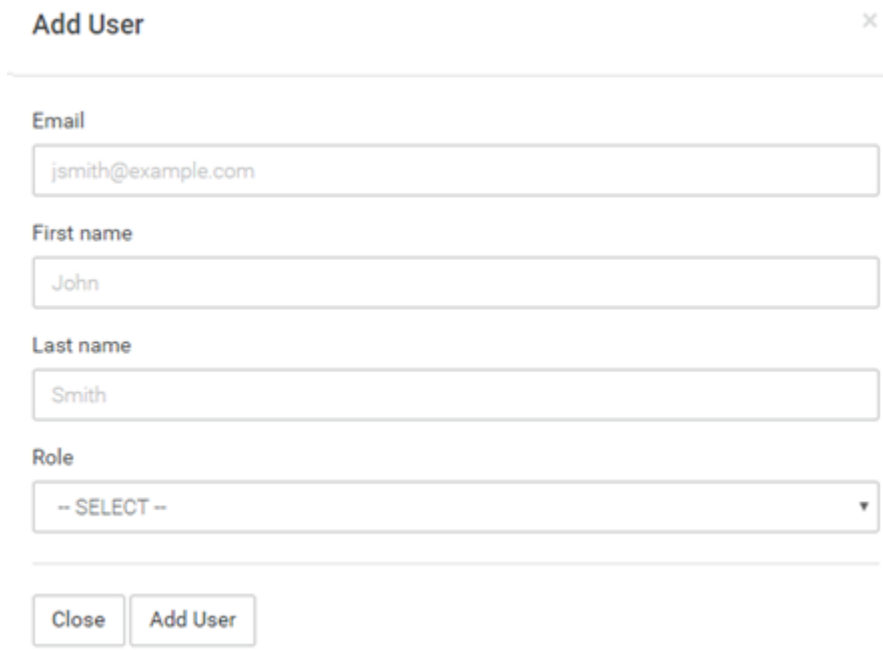
- **Admin** – users have all privileges including system, volume, user, and support ticket management. They may also access and recover the data stored by every system in their organization
- **Billing** – users may view invoices and manage an organization's payment information. They may also create and edit support tickets and view an organization's retention information (e.g. usage, volume retention).
- **Storage** – users are allowed to manage storage details (for example, volume retention, manual restore points) and create and edit support tickets.
- **Restore** – users may access and recover the data stored by systems that they have been granted access and the ability to manage support tickets.



## Adding a User from the Users Tab

To add a user from the Users tab, follow these steps:

1. Click **+ Add User**.



The screenshot shows a modal dialog box titled "Add User" with a close button in the top right corner. The dialog contains the following fields:

- Email:** A text input field containing "jsmith@example.com".
- First name:** A text input field containing "John".
- Last name:** A text input field containing "Smith".
- Role:** A dropdown menu with the text "-- SELECT --" and a downward arrow.

At the bottom of the dialog, there are two buttons: "Close" and "Add User".

2. Enter email address for the new user.
3. Enter user's **First name**.
4. Enter user's **Last name**.
5. Select the desired role for the user.
6. Click **Add User** to save the new user.

**Note:** An email is sent to the new user to verify the email address and complete the process. Upon receiving the email, the user will create their account credentials.

You have added the user from the *Users* tab successfully.



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## Chapter 4: Using PSA Integration

UDP Cloud Direct Data Protection supports integration with Autotask and ConnectWise PSA solutions. Integration is configured through the *PSA Integration* tab.



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## Chapter 5: Using Branding

UDP Cloud Direct Portal supports branding of the name and email address for emails delivered to customers. It is also possible to specify the URLs to view logs and configure the backup agent.



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## Chapter 6: Using Billing Tab

The *Billing* tab provides information regarding invoices and payment information for the UDP Cloud Direct Partner Account.





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
## Chapter 7: Using Arcserve Knowledge Base

Arcserve [Knowledge Base](#) provides a repository of product documentation and helpful articles. You can search on key terms, and will be presented with related information to provide help and guidance.



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## Chapter 8: Accessing Release Notes

The release notes provide information on new features and functionality added to the product. The release notes may be found by clicking on the  icon.

