Arcserve® Cloud

Arcserve Cloud Getting Started Guide

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Contents

Chapter 1: Getting Started with Arcserve Cloud

Welcome to the Arcserve Cloud Getting Started Guide. This guide provides the overview instructions necessary to help you get started with setting up and accessing the Arcserve Cloud.

This section contains the following topics:

Introduction

The Arcserve Cloud empowers SMBs and mid-sized organizations to complete their data protection strategy with a seamless means to achieve disaster recovery and business continuity. With Arcserve Cloud, you can restore and back up data, as well as stand up virtual machines from an instance of Arcserve Virtual Standby running in the cloud. It ensures that your valuable systems and data are fully protected and available off-site so that your business can remain "always on." Having this service helps minimize the need to maintain hardware resources such as tape or storage devices at on-site locations which provides ease of accessibility to the cloud. It also provides the ability to easily increase your storage capacity when necessary.

With seamless integration, you can manage your data in Arcserve Cloud by simply connecting the on-premise recovery point server (RPS) or Arcserve UDP Appliance to the cloud RPS where the data is automatically replicated. For more information about replicating one RPS to another, please visit our Knowledge Center at www.arcserve.zendesk.com and select the Arcserve UDP Solutions Guide in the Documentation section.

Simply connect your Arcserve Appliance to the Arcserve Cloud and go!

Prerequisites

Before accessing the Arcserve Cloud, verify the following prerequisites:

- You have an Arcserve UDP Appliance. (any model)

- You have received a generated email from Arcserve Support with the following items to help access your Arcserve Cloud:

  - URL to the Arcserve UDP Console

  - Host name (Node name)

  - User name and Password

  - URL to set encryption password for your data store

    Note: This link can be used only once.

Chapter 2: Replicating Data to the Arcserve Cloud Recovery Point Server

This section contains the following topics:

How to Replicate Data using Shared Plan

You can replicate your backup data to another recovery point server located in Arcserve Cloud that is managed from a different Arcserve UDP Console.

Before performing this task, consider the amount of data that is replicated to the Arcserve Cloud. Based on the size and bandwidth, you may benefit by using the Arcserve UDP Jumpstart feature, which allows the RPS data stores to be exported to a high-performance, self-encrypting, portable disk drive that is shipped and imported locally in the Arcserve Cloud. For more details on the Arcserve UDP Jumpstart feature, see Arcserve UDP Jumpstart (see page 13).

Alternatively, you can create a new plan and move the nodes over time into the plan that replicates to the Arcserve Cloud.

To replicate your backup data to the Arcserve Cloud recovery pointer server, follow these steps:

1. Log in to the Arcserve UDP Console in the Arcserve Cloud with the credentials provided in the email you received.

2. Create or modify an Arcserve UDP plan on your local Arcserve UDP appliance and add the task **Replicate to a remotely-managed RPS** after the Agent or Agentless Backup task.

   There are two options to consider when replicating data:

   ■ Arcserve UDP provides an offline data replication method called Arcserve UDP Jumpstart where it lets you replicate a large data store quickly. See Arcserve UDP Jumpstart (see page 13) for more details.

   ■ Create a new job to move nodes from the production job to control or monitor the initial amount of data being replicated.

   Note: Arcserve UDP uses the native **Share Plan** feature to replicate to the Arcserve Cloud. For more details on the **Share Plan** feature, see the Arcserve UDP Solutions Guide in the Arcserve UDP Knowledge Center.

3. In the **Destination** tab of the **Replicate to a remotely-managed RPS** task, use the information in the email you received to add the remote console, user name and password. Port is 8015 and Protocol is HTTPS.

   Note: These credentials are validated on the remote console located in the Arcserve Cloud.

4. Check **Enable Proxy** if your network uses an internet proxy and configure to your network specifications.

   Note: This information may vary and is similar to configuring a browser to access the internet from the local network.

5. Click the **Connect** button to validate the connection to the RPS server in the Arcserve Cloud.

6. From the **Plan** drop-down list, select the Replication plan from the Arcserve Cloud RPS server.

   Note: This is the Share Plan from the Arcserve Cloud RPS server for your company.

7. Click **Save** and the data is replicated after the next backup.

By default, node replication begins after the backup completes and the recovery points from the nodes are replicated to the Arcserve Cloud RPS server but this can change by adding a Replication schedule.

How to Replicate the Protected Linux Node Data using Shared Plan

Arcserve UDP v6.0 lets you create a plan and store your Linux backup sessions to a recovery point server. Also, Arcserve UDP allows the replication of Linux recovery points to another RPS located in Arcserve Cloud in the same way as v5.

To replicate your Linux backup data to the Arcserve Cloud recovery pointer server, follow these steps:

1. Log in to the Arcserve UDP Console in the Arcserve Cloud with the credentials provided in the email you received.

2. Create or modify an Arcserve UDP plan on your local Arcserve UDP appliance and add the task Replicate to a remotely-managed RPS after the Agent or Agentless Backup task.

   There are two options to consider when replicating data:

   ■ Arcserve UDP provides an offline data replication method called Arcserve UDP Jumpstart where it lets you replicate a large data store quickly. See Arcserve UDP Jumpstart (see page) for more details.

   ■ Create a new job to move nodes from the production job to control or monitor the initial amount of data being replicated.

   Note: Arcserve UDP uses the native Share Plan feature to replicate to the Arcserve Cloud. For more details on the Share Plan feature, see the Arcserve UDP Solutions Guide in the Arcserve UDP Knowledge Center.

3. In the Destination tab of the Replicate to a remotely-managed RPS task, use the information in the email you received to add the remote console, user name and password. Port is 8015 and Protocol is HTTPS.

   Note: These credentials are validated on the remote console located in the Arcserve Cloud.

4. Check Enable Proxy if your network uses an internet proxy and configure to your network specifications.

   Note: This information may vary and is similar to configuring a browser to access the internet from the local network.

5. Click the Connect button to validate the connection to the RPS server in the Arcserve Cloud.

6. From the Plan drop-down list, select the Replication plan from the Arcserve Cloud RPS server.

    Note: This is the Share Plan from the Arcserve Cloud RPS server for your company.

7. Click Save and the data is replicated after the next backup.

By default, node replication begins after the backup completes and the recovery points from the nodes are replicated to the Arcserve Cloud RPS server but this can change by adding a Replication schedule.

How to Replicate Data by Replication across Sites

Arcserve UDP v6.0 enhances the protection of servers that are behind NAT firewall and run the Console in public cloud. The Console uses the gateway to communicate with servers that are in a client network.

Follow the steps in How to Add and Manage a Site to configure the gateway and manage your sites.
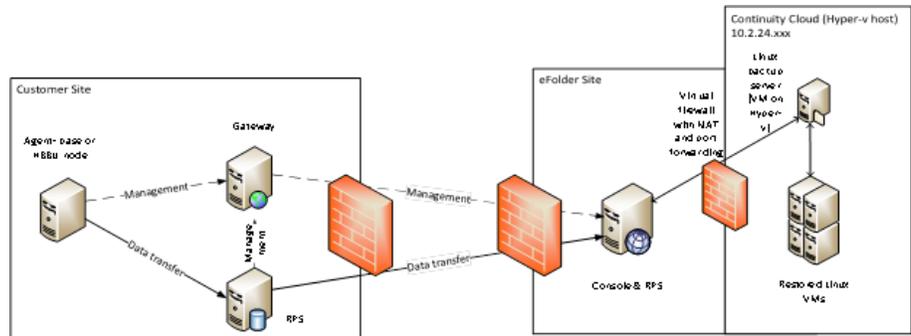
After the gateway is configured and the site is added, follow these steps to create a plan for replication across sites.

1. In the site in your LAN, which is the source RPS, create one backup task as Task1.

2. Add a Replicate task to the same plan.

3. In the Destination tab, select the other site (Site 2 in the example) where the destination RPS or data store is located.

4. (Optional) Enable the Proxy details (server, port and authentication).

   Note: Before you enable the proxy details, you must configure the proxy server between Site 1 and the Console.

5. (Optional) Enable the NAT details.

   Note: Before you enable the NAT details, you must configure the NAT server and port redirection between the Console and Site 2.

6. Configure the other tabs such as Schedule and Advanced and save the plan.

7. When the job runs, verify the monitor and log status for backup, replication (out) and replication (in).

Arcserve UDP Jumpstart

Replicating a large data store to another recovery point server (managed from a different UDP Console) is time consuming over a network (LAN, WAN, Internet). To replicate a large data store quickly, Arcserve UDP provides an offline data replication method. This method is the Arcserve UDP Jumpstart.

To use Arcserve UDP Jumpstart, follow these steps:

1. Contact Arcserve Support to begin the Jumpstart process. The support team gathers your information and ships you a pelican case containing a high-performance, self-encrypting portable disk drive.

2. Connect the portable disk drive to the local appliance and create a data store on the disk drive.

3. Use Arcserve UDP Jumpstart to copy the data from one data store to the other.

    Note: Deleting the temporary data store on the local appliance is recommended. This will not delete the copy on the pelican case portable disk drive.

4. After copying your data, return the case with the provided return label.

Note: If you prefer to use your own portable device, Arcserve Support can provide you with the shipping address. After loading your data to the Arcserve Cloud, your device is then returned.

Chapter 3: Recovering Protected Data from Arcserve Cloud

This section contains the following topics:

How to Recover Files and Folders from the Arcserve Cloud

Arcserve provides the ability to restore your data from Arcserve Cloud to a mounted recovery point created on your local Arcserve UDP console using an SFTP client.

To recover files and folders from the Arcserve Cloud, follow these steps:

Connect to the Arcserve UDP Console server SFTP client, such as Filezilla

1. Create a new site to connect to.

2. Specify the RPS host name, port, user name, and password provided in your Welcome email.

3. Click **Connect**.

Mount a recovery point

1. Minimize the SFTP client and from the Arcserve UDP Cloud Console, log on to Arcserve UDP Agent for Windows to mount a recovery point.

   Mounting a recovery point provides the ability to mount a recovery point to a drive letter or volume to view, browse, copy or open the backup files from the Arcserve Cloud.

2. From the Arcserve UDP Agent for Windows, select **Mount Recovery Point**.

3. Click **Change** and select the recovery point server in the Arcserve Cloud.

4. **Select Recovery Point Server** and specify the credentials provided in the Welcome email from Arcserve Support.

5. Click **Refresh** and the data store and node information is displayed.

6. Select the data store and node and click **OK**.

7. Select the calendar date for the backup image you want to mount.

8. Select the recovery point that you want to mount.

9. Locate the volume or drive that you want to mount and click **Mount**.

   Note: You can mount the drive to volume Z.

10. Specify the encryption password and click OK.

    The selected volume is mounted and displayed in the list of Mounted Volumes on the **Mount Recovery Point** dialog.

Recover files and folders from Arcserve Cloud

1. With the recovery point mounted on volume Z, open the SFTP client and select the site you created to connect to the mounted recovery point.

2. Select the files or folders from the Arcserve Cloud to recover by dragging them to the mounted recovery point.

The files and folders are recovered from the Arcserve Cloud.

How to Recover in the Arcserve Cloud Using Cloud Virtual Standby

Arcserve provides the ability to stand up virtual machines running in the Arcserve Cloud using an instance called Cloud Virtual Standby. For more details, see Cloud Virtual Standby (see page 20).

Note: For those who are maintaining a hypervisor 24x7, the following procedure can only be done once.

To recover in the Arcserve Cloud using Cloud Virtual Standby, follow these steps:

1. Open a ticket with Arcserve Support and specify that an Arcserve Cloud Virtual Standby VM needs to be provisioned.

   Note: Information is sent to you to set up the Arcserve Cloud Virtual Standby VM and remote access to the recovery node.

2. Log on to the Arcserve UDP Cloud Console to set up your Virtual Standby task.

   Note: For login and credential information to the Arcserve UDP Cloud Console, please see your Welcome email.

3. From the Arcserve UDP Cloud Console **Resources** tab, select the node for the Virtual Standby task from Nodes/All Nodes to set the backup password.

   Note: Setting up the backup password Virtual Standby and Restore tasks is required since the Arcserve UDP Cloud Console has not performed any backups yet.

4. Right-click the node and select **Set Backup Passwords**. The **Set Backup Passwords for Node XXX** dialog opens.

5. Add one or more backup passwords and then click **Save**.

6. From the **Resources** tab, select Plans/All Plans and edit the Replication plan to add Task 2 as the Arcserve Cloud Virtual Standby VM.

7. Specify the IP address provided in you Welcome email when configuring the hypervisor in the **Destination** tab.

8. **Pause and resume** the Replication plan to start the recovery point conversion for all nodes attached to the hypervisor on the recovery node.

9. After Arcserve Cloud Virtual Standby (Task 2) completes converting the recovery points to virtual machines, you can then start or stop the Arcserve Cloud Virtual Standby VM from the Virtual Standby menu located on the left pane of the Arcserve UDP console.

The virtual standby VM is now up and running.

Note: You can now access the running virtual machines and use them as part of a scheduled disaster recovery test or if you want to use these machines as part of your production network, remote desktop to access to the recovery server and use the pfsense firewall to perform the task.

Best practices:

■   Perform a disaster recovery test. (recommended)

■   Configure the virtual machine network on the Arcserve Cloud Console virtual standby UI.

How to Protect the Production Virtual Standby VM Running in the Cloud

To protect the production virtual standby VM running in the Arcserve Cloud, follow these steps:

1. Log on to the Arcserve UDP Cloud Console.

2. Specify the IP address for the hypervisor provided in your Welcome email to add or discover the virtual standby VMs or nodes.

3. Create a new plan (for example, Cloud Backup plan) using Task 1 for an Agentless Backup.

    Note: To avoid inadvertent recovery points, consider removing the production node from the local job.

4. Add the nodes from the hypervisor.

5. Use the RPS data store in Arcserve Cloud as the destination.

6. Review the schedule and other settings for the backup job.

7. Click **Save**.

How to Recover the Production Virtual Standby VM Running in the Cloud to a Local Server

In the event to rebuild or restore virtual standby machines that are running in Arcserve Cloud to your local environment, you can request a copy of your replicated data store to rebuild the virtual standby VM.

To recover the production virtual standby VM running in Arcserve Cloud to a local server, follow these steps:

1. Perform a final backup of the virtual standby VM to ensure data integrity.

    Note: Shutting down the production virtual standby VM is recommended until the local node is recovered.

2. Open a ticket with Arcserve Support and specify the nodes you need to recover.

    Note: The Arcserve Support team will send a pelican case with a portable disk drive containing the replicated data store.

3. Use Jumpstart to import the data store.

4. Use BMR (Bare Metal Recovery) to recover the local server.

5. Add the local server back to the production backup job.

The production virtual standby VM is now recovered on your local server.

Cloud Virtual Standby

Cloud Virtual Standby is an instance of Arcserve Virtual Standby running in the Arcserve Cloud. It runs for one full week for each initiated unit of Cloud Virtual Standby. As many virtual machines that can be supported will run on that hypervisor, until the hypervisor is turned down at the end of the week.

Note: Contact Arcserve Support to request that the hypervisor be enabled for the week.

The option of purchasing additional weeks of Cloud Virtual Standby is available to help provide the flexibility to support demanding SLAs. For example, the additional weeks can be used for testing purposes or extending emergency recoveries.

The following table displays the number of weeks of Cloud Virtual Standby for the different Cloud models that is purchased:

	Cloud Model 7100-C	Cloud Model 7200-C	Cloud Model 7200V-C	Cloud Model 7300-C	Cloud Model 7300V-C
Cloud Storage Ceiling: Unlimited capacity allowed for upload/deletion/download up to this terabyte limit	3TB	6TB	6TB	9TB	9TB
Weeks of Cloud Virtual Standby – Small: Max Spec: 4 cores, 32GB ram, 2TB RAID1	1	1	6	1	6
Weeks of Cloud Virtual Standby – Medium: Max Spec: 12 cores, 64GB ram, 4TB RAID1			3		3
Weeks of Cloud Virtual Standby – Large: Max Spec: 20 cores, 192GB ram, 16TB RAID1			3		3

Note: Virtual Standby machines run in weekly increments; one week minimum.

How to Create Cloud Instant Virtual Machine

Instant virtual machine (Instant VM) creates a virtual machine in the hypervisor and runs the backup session inside the virtual machine without any prior conversion.

Advantages of Instant virtual machine:

■ Provides an immediate access to data and applications present in the Arcserve UDP backup sessions.

■ Eliminates the downtime associated with a traditional restore or conversion of the backup session to a physical or virtual machine.

You can create an Instant VM from the following backup sessions on the RPS server in Arcserve Cloud:

■ Agent-based Windows backup

■ Agent-based Linux backup

■ Host-based agentless backup

To create an Instant VM:

1. Open the Instant VM wizard in Arcserve Cloud (see page 22)

2. Configure an Instant VM using the Instant VM Wizard (see page 23)

3. Create the Instant VM (see page 24)

Open the Instant VM Wizard in Arcserve Cloud

You can configure and create an Instant VM from the Instant VM wizard in Arcserve Cloud. There are two ways to open the Instant VM wizard:

- From the Node Management

- From the Destination Management: Recovery Point Server

Open the Wizard from the RPS console Node management view in Arcserve Cloud

1. Click the resources tab.

2. From the left pane, select the proper site and then navigate to Nodes and click All Nodes.

3. All the nodes are displayed on the center pane.

4. Right-click a node and select Create an Instant VM.

   The Instant VM wizard opens.

   Note: If a node is not associated with any plan, such node does not have the Create an Instant VM option.

Open the Wizard from the RPS console Destination management view in Arcserve Cloud

1. From Destinations: Recovery Point Server

2. Click the **resources** tab.

3. From the left pane, select the proper site and then navigate to Destinations, and click Recovery Point Servers.

   If you have added any data stores, these data stores are displayed in the center pane.

4. Click the data store.

   If you have already backed up data to the RPS, all the source node are listed in the pane.

5. Right-click a node and select Create an Instant VM.

   The Instant VM wizard opens.

Configure an Instant VM using the Instant VM Wizard

Using the Instant VM wizard, you can configure the Instant VM by entering details before creating. Follow these stps to configure the Instant VM:

1. Select a Recovery Point

2. Select a VM Location

3. Select the Recovery Server

4. Specify the Instant Virtual Machine Details

Select a Recovery Point

The Console will automatically recognize the location of the recovery point and pre-selects the Location Type, Recovery Point Server in Arcserve Cloud, and Data Store.

Expand the Date list, select the required recovery point from the list, and click Next. The VM Location page opens.

Select a VM Location

Specify the location of the virtual machine where you want to create the Instant VM. You can specify Microsoft Hyper-V virtual machine in Arcserve cloud.

Follow these steps:

a. Select Hyper-V as the Hypervisor Type and click Add button.

b. In Specify the VM Destination dialog, specify the Hyper-V server's IP address and credentials provided in you Welcome email and click OK.

c. Click Next.

The Recovery Server page opens.

Select a Recovery Server

The recovery server hosts the core module of the Instant VM. The default recovery server is the RPS provided to you in Arcserve Cloud.

For Linux backup sessions, the recovery server is the Linux Backup Server provided to you in the Continuous Cloud.

Click Next and The Instant VM Details page opens.

Specify the Instant Virtual Machine Details

Follow these steps:

a. Specify the name and description of the Instant VM.

b. Specify the folder location of the Instant VM on the recovery server. (Optional)

c. Specify the Instant VM settings including:

- CPU Count that specifies the number of CPU that you would require in the Instant VM.

- Memory Size that specifies the size of memory that you would require in the Instant VM.

a. Add network adapters.

    Note: For a Linux Instant VM, at least one virtual NIC can be used to connect to Linux Backup Server.

b. Update DNS.

    Note: This feature is only available for Windows Instant VM.

c. Change the Instant Virtual Machine hostname. (Optional)

Now you are ready to <u>submit</u> the job and create the Instant VM.

Create the Instant VM

After completing the configuration, you can submit the job to create the Instant VM.

Submit the Instant VM job to create the Instant VM. After the job is complete, you can see the Instant VM in resources, Infrastructure, Instant Virtual Machine.

To submit, click Create VM.

The Create VM dialog opens. Select one of the following options:

Boot Now

Submits a job to create the Instant VM. After the VM is created, it automatically starts the VM.

Boot Later

Creates an Instant VM. You have to manually start the VM. You can start the VM after the Instant VM job is complete.

Cancel

Closes the Create VM dialog without creating any VM. You are returned to the Create VM page.

The Instant VM job is successfully created.

How to Manage Cloud Instant Virtual Machine

You can manage the Instant VM from Console in Arcserve Cloud. You can power-on or power-off an Instant VM from the Console. Also, you can delete any Instant VM.

Note: The Console displays only those Instant VM that are created from the recovery points managed from the selected Site.

- Start or Stop an Instant Virtual Machine (see page 25)

- Delete an Instant Virtual Machine (see page 25)

Start or Stop an Instant Virtual Machine

You can start or stop an Instant VM after it is created. The start or stop button displays depending on the status of the VM. **Follow these steps:**

1. From the Console, click resources.

2. Navigate to Infrastructures and click Instant Virtual Machines.

3. Select the virtual machine from the center pane and click Actions.

4. Select Power On or Power Off depending on the status of the virtual machine.

The virtual machine successfully starts or stops.

Delete an Instant Virtual Machine

You can delete any Instant VM that you do not require anymore.

Follow these steps:

1. From the Console, click resources.

2. Navigate to Infrastructures and click Instant Virtual Machines.

3. Select the virtual machine from the center pane and click Actions.

4. Click Delete.

   A confirmation dialog opens.

5. Click OK.

   The virtual machine is successfully deleted.

Chapter 4: Service Termination and Return Policy

Contact Arcserve Support and request a full copy of your data which is shipped on a portable disk drive. There is a nominal flat fee for this service.

Note: A full copy of data can be requested at any time, not just at the end of a service contract, but the same flat fee applies.

Chapter 5: Contact Arcserve Support

There are several ways to get help and support for Arcserve Cloud, please select any of the following options:

- Support site: www.arcserve.com/support

- Phone (USA): 1-844-765-7043; (Canada): 1-844-300-4712

- LIVE Chat: www.arcserve.com/livechat

- Call me: www.arcserve.com/call-me