What is preloading (seeding)?

A preload (seed) data set contains all of the initial backup files you wish to send to the eFolder Cloud. Preloading your backup data is an alternative method of sending the initial backup to eFolder (when transferring over the Internet is too slow.) Once the bulk of your backup data has been preloaded, you can add new incremental backups, either manually or on a schedule based on the replication features of your backup product.

For more information, review this knowledge base article, How long will my initial backup take?

Which products and services can use preload (seed) USB drives or NAS devices?

When you request your preload drive, you will receive customized instructions for your specific type of preload. Here are some general instructions for using preload drives for:
- ❒ eFolder Backup for Files
- ❒ eFolder BDR for Acronis
- ❒ eFolder BDR for AppAssure – Rapid Recovery
- ❒ eFolder BDR for Replibit
- ❒ eFolder BDR for ShadowProtect
- ❒ eFolder Backup for Veeam

What are the options for preloading backup data?

eFolder provides two options for preloading data to the eFolder cloud.

- **Internet preloading** is the suggested method. We provide you with an SFTP account to our data center. You upload your preload data set from your own hard drive at a site with a fast internet connection. Internet preloading lets you take advantage of your fastest available upload capabilities, saving time with a more efficient internet connection than you might find on your customer's site.

- **USB hard drives or NAS devices** are a second option, if for some reason Internet preloading won't work in a given situation. We provide you with a USB hard drive or NAS device with free round trip shipping (UPS Ground shipping to you, UPS 2nd day air shipping back to eFolder).

For a fee, you can elect to speed up this process by having the drive shipped UPS 2nd day to you with a 2nd day return label to us. You can also choose to pay the additional freight costs to have the drive shipped UPS Overnight to you, with an UPS Overnight return label to us. In either case, you then use the hardware we ship to store your preload data set and return the hardware to an eFolder data center with the included return-shipping label.

NOTE: Round-trip preloading using an eFolder Preload Drive is only available within the United States. If you are an EMEA or Canadian partner, you must send us your own preload drive along with means to return it. Learn the details here:

What is involved with using USB hard drives or NAS devices for preloading?

eFolder now offers a round-trip preloading (seeding) service, which includes everything required for you to properly preload (seed) your account. The hard drives are 4TB in size and can be interfaced using USB 2.0/3.0 or SATA.

NOTE: Preload drives can only be requested for shipment within the United States.
If you require shipment outside of the US, please click here for more information.

- ❐ Using the preload (seed) drive provided by eFolder helps us with HIPAA compliance and increases the value of the services offered to our partners. Streamlining this important process means you will avoid some common, time-intensive issues and means that we can load your data even faster

Round Trip Preloading - Frequently Asked Questions

Can I preload multiple accounts on one drive?
Yes, you can preload multiple accounts on one drive as long as the total data is less than 4 TB.

How do I determine if the data exceeds 4 TB?
- If you are performing ShadowProtect or eFolder file-level backups using the eFolder Backup Manager, you can verify the size of your image backup by opening the Backup Manager, selecting the Folders page, and selecting the Visualize button. The total disk usage will be displayed at the bottom of the *Visualize* screen on the line that starts with *Amount to backup in all folders*.
- For AppAssure, Acronis, Veeam or Replibit, add up the total amount of local backup data for the agents you want to preload. Contact support@efolder.net if you need help.

Who do I contact if my preload data exceeds 4 TB?
If the backup data for all your accounts or agents exceeds 4 TB, submit a ticket to the eFolder support team at support@efolder.net. A support engineer will contact you to verify the amount of data and assess your needs.

How do I request a preload drive?

- Instructions for completing the request are at below.
- Or log in at eFolder Backup Portal and select the Request a Preload Drive link.

What does it cost to ship an eFolder preload drive?

Our default shipping option is free to partners. Your drive ships via UPS Ground, and a UPS 2nd-day return shipping label will be included. Limit is 10 drives per month per partner.

There are two expedited shipping options available for a fee:
- $50 = UPS 2nd day air to you | UPS 2nd day air back to eFolder
- $150 = UPS Overnight to you | UPS Overnight back to eFolder

When will drives be shipped?

Preload drives are shipped from our data center Monday through Friday, excluding all major US holidays. Requests for preload drives submitted after 3:00 pm MST/MDT will be processed the following business day. Preload drives requested before the cut-off time will usually be shipped the same day, barring any issues with UPS.

Please note that none of the shipping options deliver on Saturday. Drives shipped via UPS 2nd day on Thursday, or Overnight on Friday, will not be received by eFolder until the following Monday. eFolder Preloads shipped to our data centers are processed Monday through Friday, excluding all major US holidays.

What will be included in my preload drive shipment?

| In addition to the drive itself, you will receive a case similar to this one. | You will also receive some zip ties, which will be used to secure the case when you are ready to return the drive. (The zip ties can be hard to see in the case, so please locate them now and set them aside for use later.) |

Can I mount the preload drive instead of using the USB cable?
Yes, the 4 TB preload drives can be removed from the enclosure and interfaced directly via SATA.

Who do I contact if the shipment or equipment is missing or damaged?
If you do *not* receive the shipment by the date referenced on the tracking email, or if equipment is missing or damaged, submit a support ticket to the eFolder support team at support@efolder.net. Include the job identification number in the email.

How long do I have to return the preload drive once I receive it?

You have 14 days to return the drive from the date it is received.

Will I be charged if I do not return the preload drive or associated equipment?

Yes, your account will be charged for the cost of the missing preload drive or any associated equipment, if you do not return the equipment within 14 days from the date it is received. The charge is dependent on the size of the drive or device. For example, the cost for a 4 TB drive is $400.

How do I prepare and package the drive when it is ready to be returned?

After loading the data, you will return the preload drive using the return mailing label and shipping box.

Please carefully secure the preload drive inside the protective case. Be sure to use the zip tie included in your original shipment. The zip tie goes through the eyelet on the outside of the closed case. Locating the black zip ties inside the case can be difficult, but please take the time to find and use the ties, since sending the drive back physically unsecured will result in damage and delays.

What happens after I return the preload drive?

Make a note of the tracking number on the return label if you want to monitor the shipment status online with UPS. You will receive a notification from noreply@efolder.net when the preload drive arrives at an eFolder data center and a final notification once your data has been processed.

IMPORTANT: eFolder cannot provide another copy of the UPS return shipping label if yours is lost or damaged. If this occurs, you are responsible for using your own means to return the preload drive within 14 days.

What happens if the preload drive is loaded incorrectly or cannot be processed?

If the preload drive is loaded incorrectly or cannot be processed, you will receive an email from the eFolder support team.

Ready to place your preload drive request now?

Request a Preload Drive:

Need more help with requesting your drive?

The rest of this document contains step-by-step instructions on how to access and complete the eFolder Preload Drive Request Form.
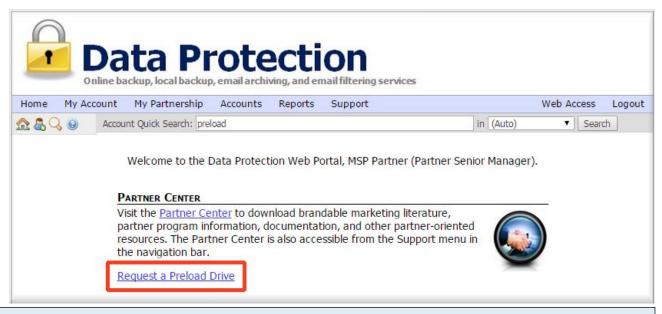
Additional Assistance:

- Have more questions about preloading? Review the Preload FAQ.
- Contact eFolder by emailing support@efolder.net.
- Call us at 800-352-0248.
- Review additional material at http://www.efolder.net/support/.
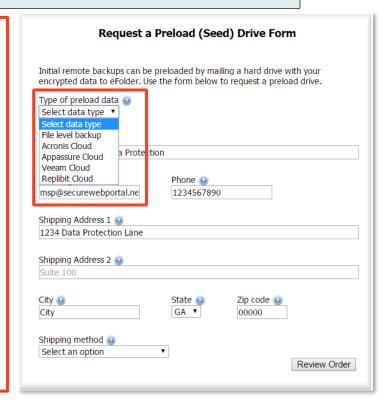- Browse the eFolder Partner Portal.

How to request a preload (seed) drive:

1. Log into the eFolder Backup Portal.
2. Select the Request a Preload Drive link.

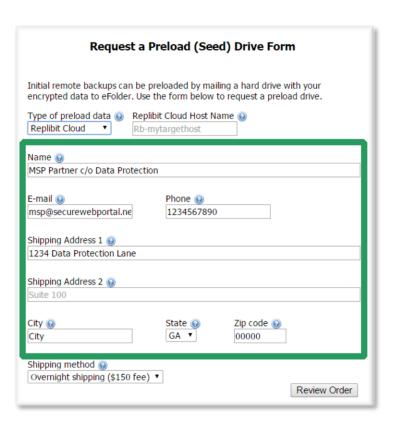## How to complete the Request a Preload (Seed) Drive form:

1. In the **Type of preload data** drop-down list, select your software.

   - If you are using **ShadowProtect** or **eFolder Backup,** select **File level backup** and enter your **eFolder Account Number**.

   - If you are using **Acronis Cloud,** enter the **Cloud Node Name** and the password to unlock the Seed-Vault.

   - If you are using **AppAssure Cloud,** enter the **Target Core Name**.

   - If you are using **Veeam Cloud,** enter the **Veeam Target Host Name**.

   - If you are using **Replibit Cloud,** enter the **Replibit Target Host Name**.

2. Enter your contact information and the location details where the drive should be shipped.
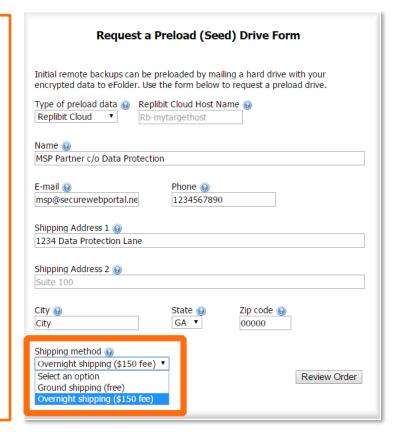
   The email address you enter will be used to send tracking updates on the status of the shipment.

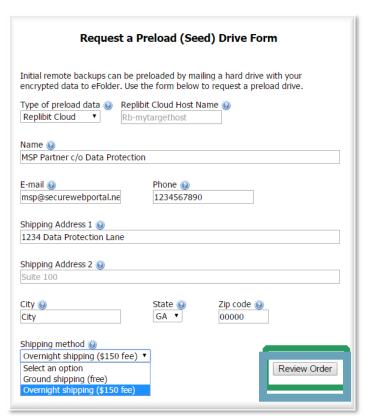3. In the **Shipping Method** drop-down list, select the shipping method.

   Ground Shipping is included at no additional charge.

   Overnight Shipping includes overnight air transit of the drive. If you select the **Overnight** shipment method, a $150 charge will be added to your monthly invoice.

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1. Select **Review Order** to verify your order.

2. Review your request carefully. Verify the information you have entered and then select Confirm Request.

What happens next?

When your preload drive is shipped, you will receive an email notification from noreply@efolder.net with a tracking number, a job identification number, and instructions for loading your data.

For additional information about the preload (seed) drive process:

• Contact your Account Manager.
• Call us at 800-352-0248.
• Browse our Knowledgebase.