eFolder BDR for Veeam Cloud Connection Guide

Setup
Connect
Preload Data

bdr for Veeam

VEEAM

Version 2.0

April 2016

INTRODUCTION

Thank you for choosing the eFolder Cloud for Veeam. Using the eFolder Cloud for Veeam, you can replicate Veeam V8.0 data to the eFolder enterprise storage cloud, effortlessly scaling from terabytes to petabytes. In addition to providing turn-key Veeam replication, you also have access to the eFolder Continuity Cloud that provides fast off-site virtualization of your replicated servers and networks.

This guide describes how to deploy and configure the Veeam Cloud Connect infrastructure and use cloud repositories to store data with eFolder using Veeam Backup & Replication software. The guide is divided into three sections:

1) Setup eFolder,
2) Connect to eFolder, and
3) Preload Data to eFolder.

In Section 1, you will enter your credentials in the Veeam console using an RD Web Access gateway. After creating a user account for each client's backup server, identifying resources, and configuring infrastructure settings, proceed to Section 2 for connecting eFolder as a service provider.

To complete Section 2, you will need specific information sent from eFolder. If you plan to preload data,

Section 3 provides details for preparing and sending data. After eFolder preloads your seed data, you will be notified to complete the remaining steps for accessing and synchronizing your backup copy job. Work through each section in the order they are presented.

Customer Support

At eFolder, we value feedback from our customers. Not only do we want to help you quickly resolve your technical issues, but we value your input and build products that incorporate your suggestions. To contact eFolder Technical Support, call **678-373-0109/1-800-352-0248** or submit questions to VeeamSupport@eFolder.net.

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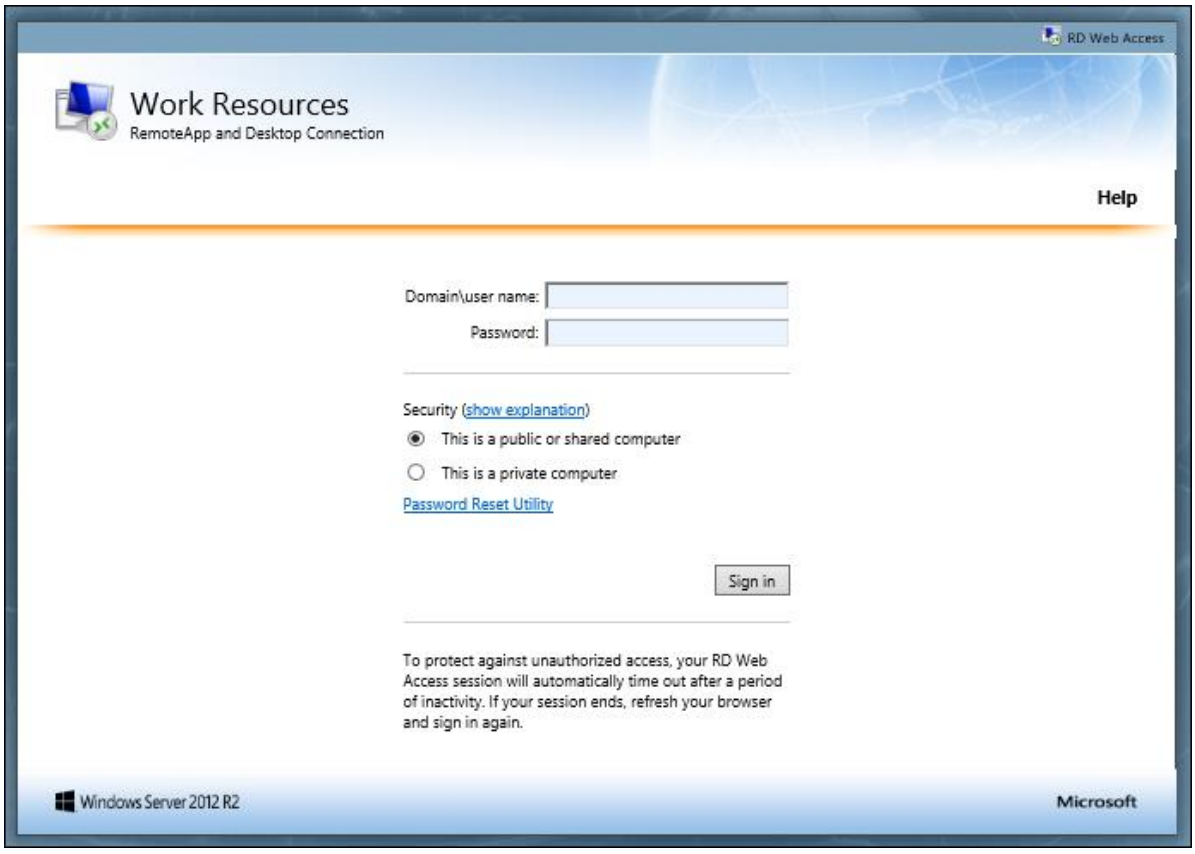
SECTION 1: SETUP eFOLDER

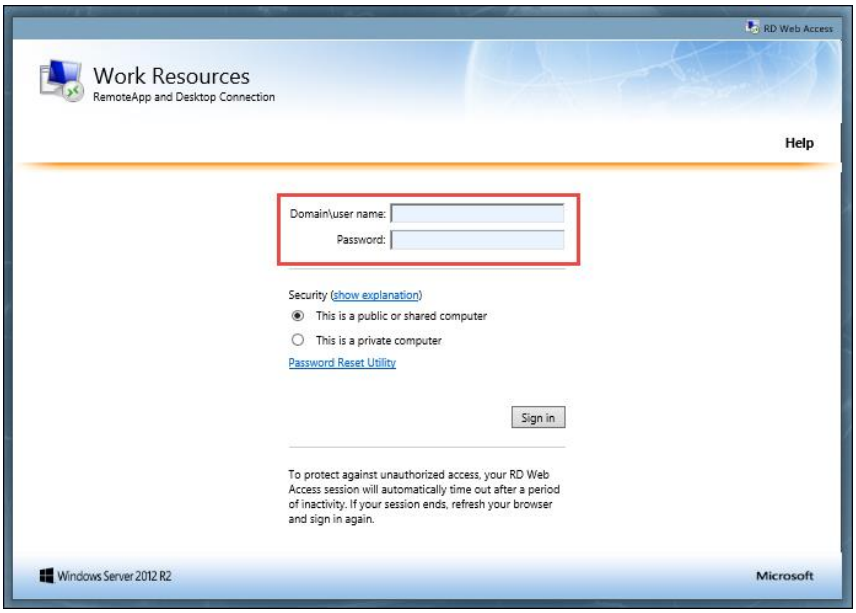
In this section, you will configure the eFolder Cloud as a replication target for a Veeam source machine by creating a user account for each client on the Veeam target server and adding the Veeam target server as a service provider on the source Veeam server.

1. To access the console of your Veeam target, use a Windows web browser to access the gateway located at the datacenter where your data resides:

   Salt Lake City, UT
   https://appgw.efscloud.net
   Atlanta, GA
   https://appgw.atl.efscloud.net
   Kelowna, Canada
   https://appgw.ylw.efscloud.net
   Amsterdam, Netherlands
   https://appgw.ams.efscloud.net

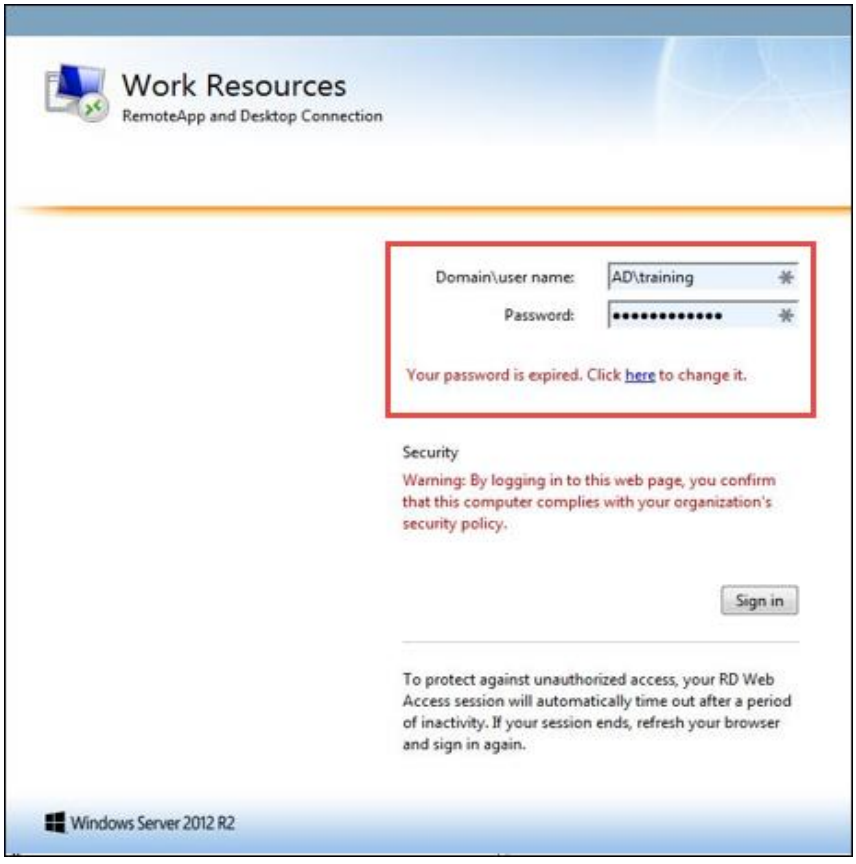


2. Then, type the credentials you received from eFolder.

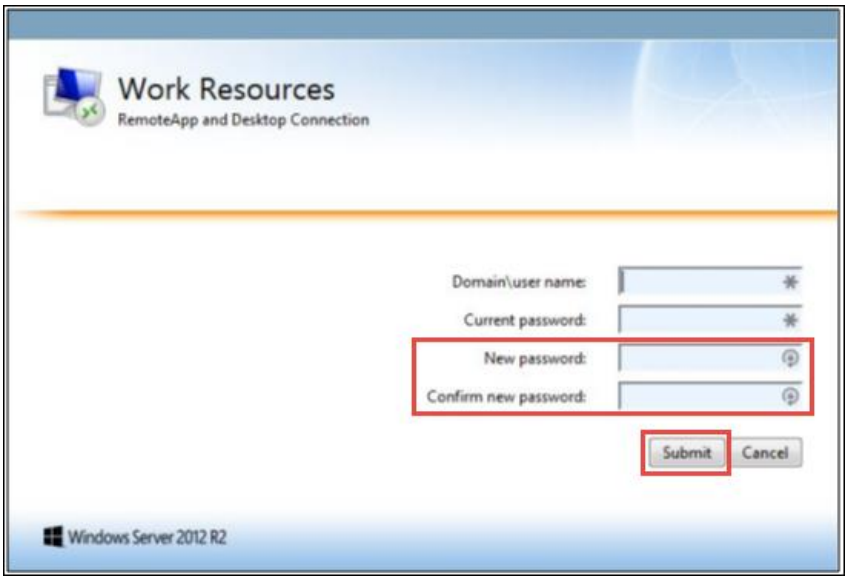


3. The first time you login, you will receive the message, "*Your password is expired. Click here to change it.*"

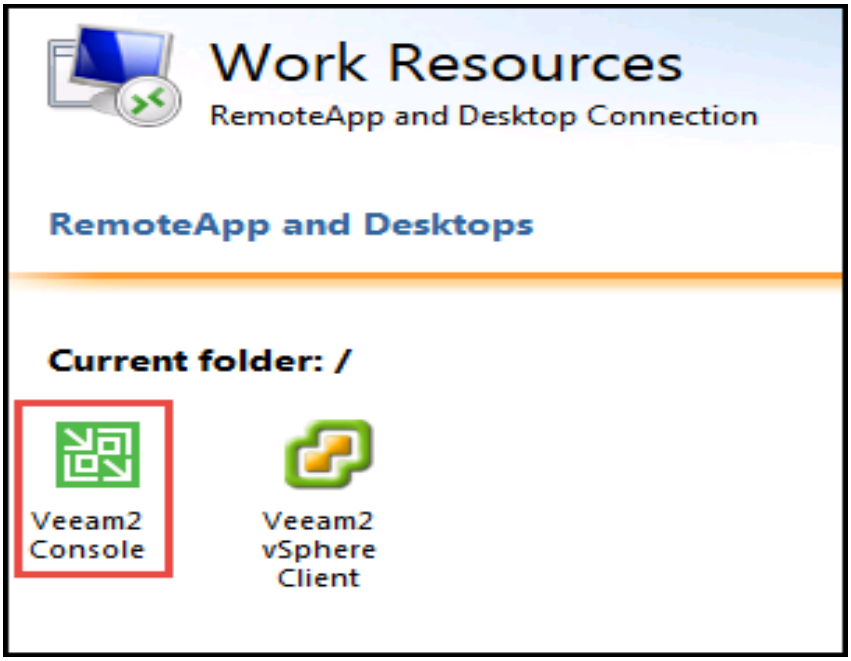
   Click the link to change your password.



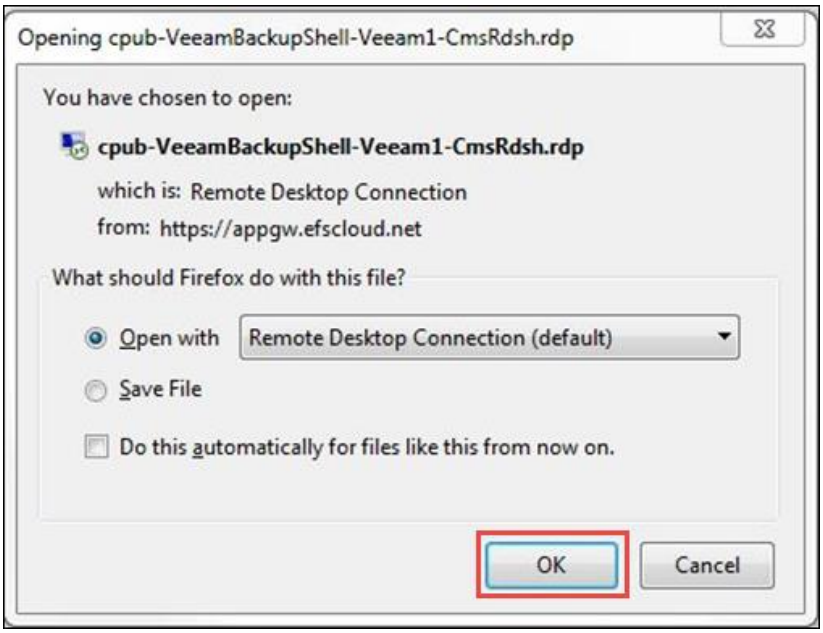
4. Type your login information, including your new password, confirm your new password, and click **Submit**.



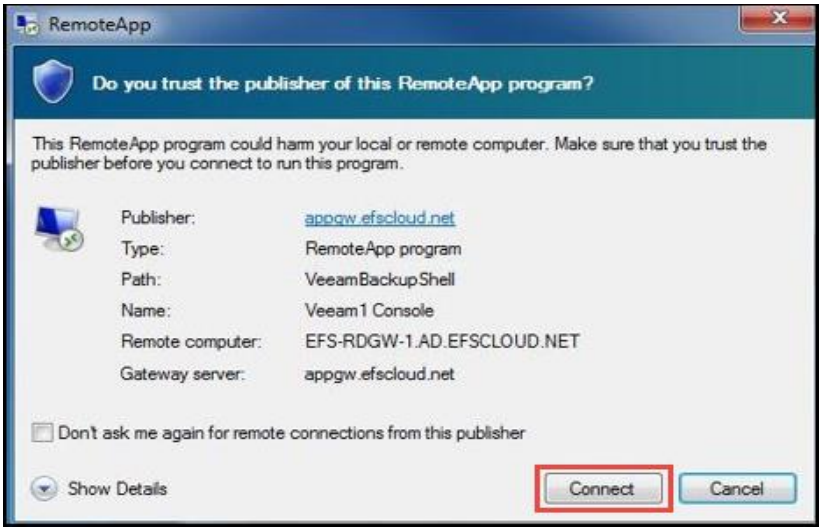
5. After you sign in to the RD Web Access gateway, click the console you want to access.



6. Click **OK**.

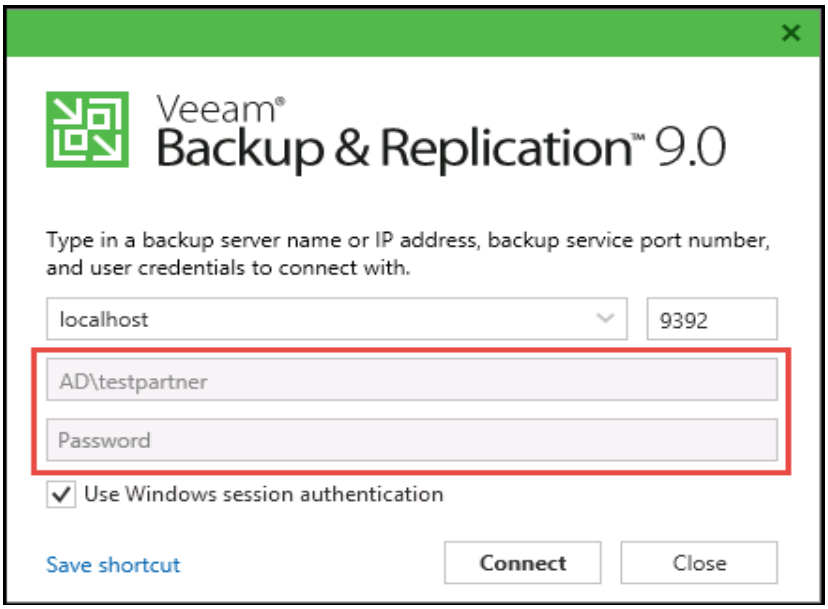


7. Click **Connect** to continue.



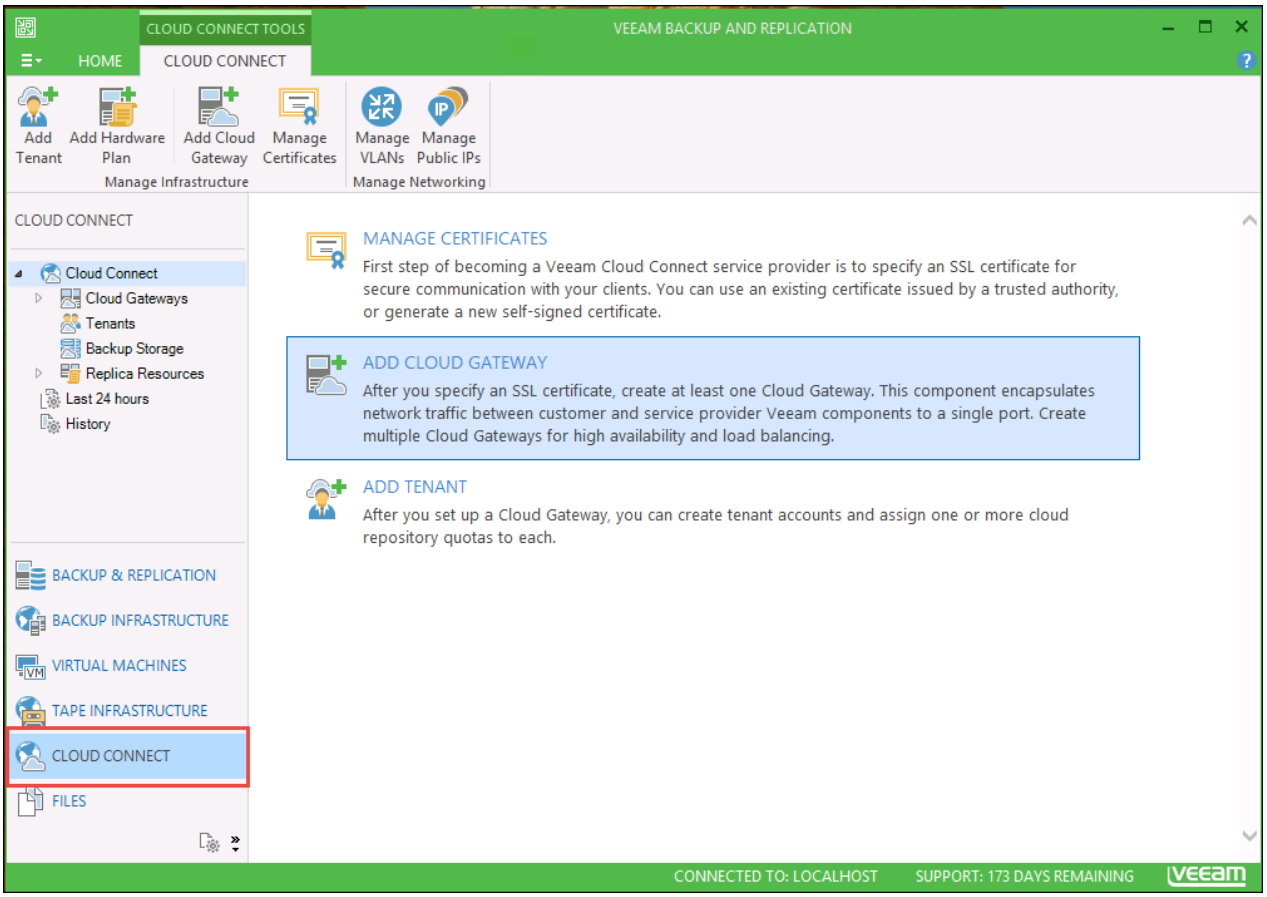
8. Type the same credentials you used to sign in previously to the RD Web Access Gateway with your *new* password, then click **OK**.

9. Verify that the "*Use Windows session authentication*" box is checked and then click **Connect**.

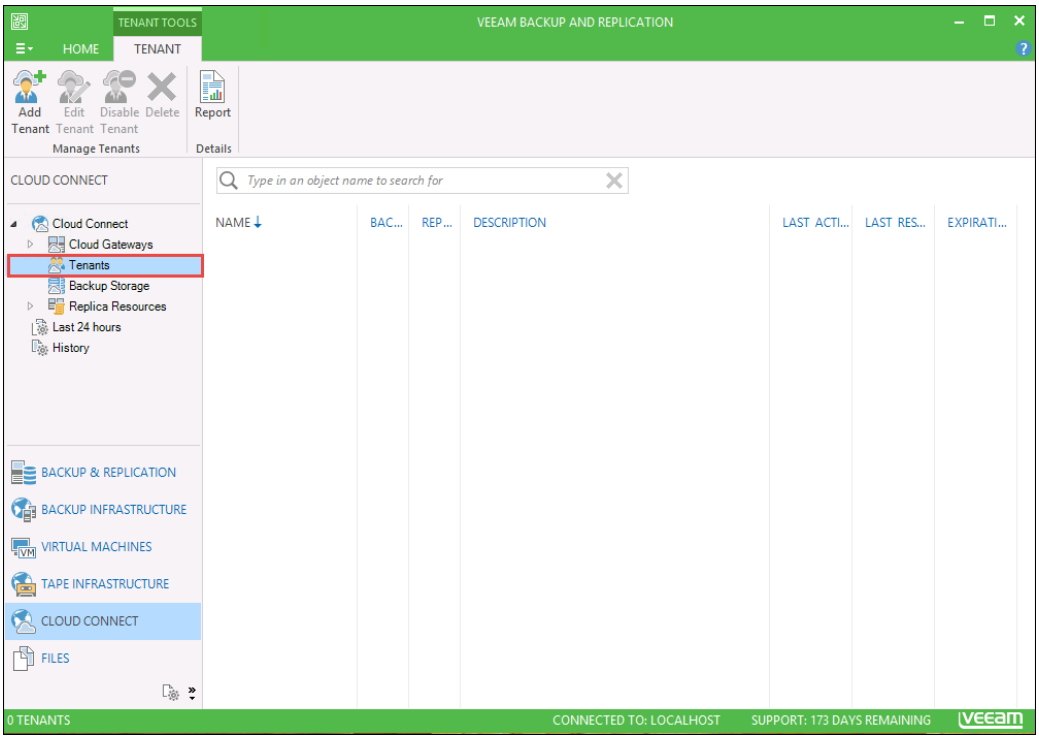


10. You will then be connected to the Cloud Veeam Server console.

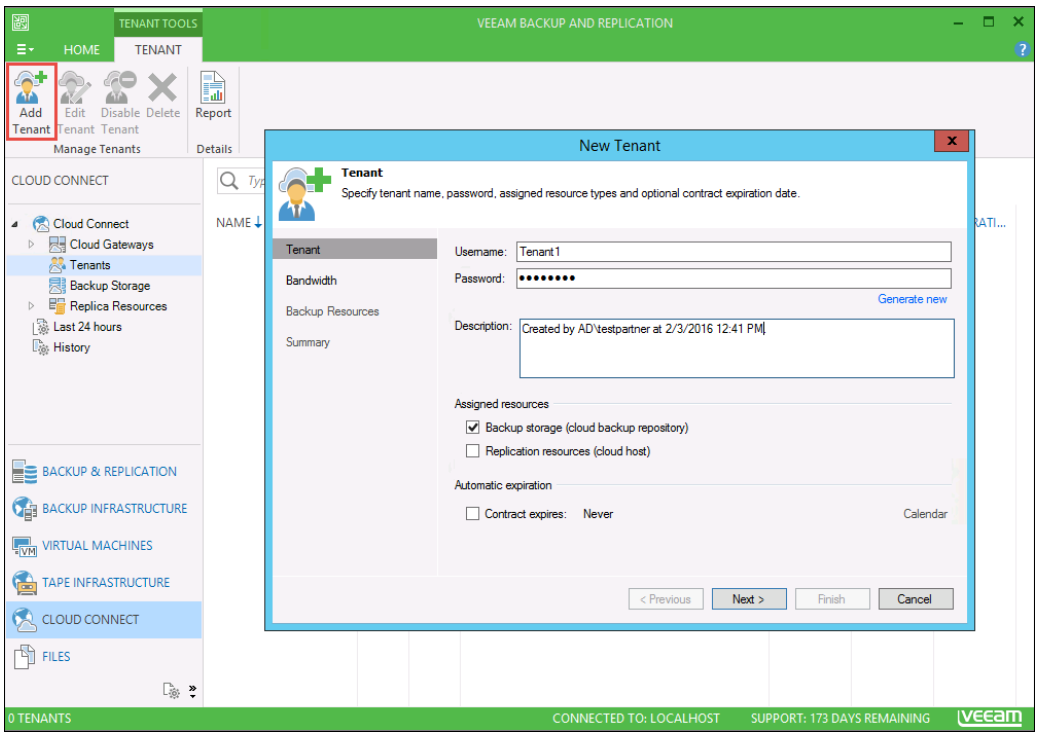
    Select the **Cloud Connect Infrastructure** tab on the left.



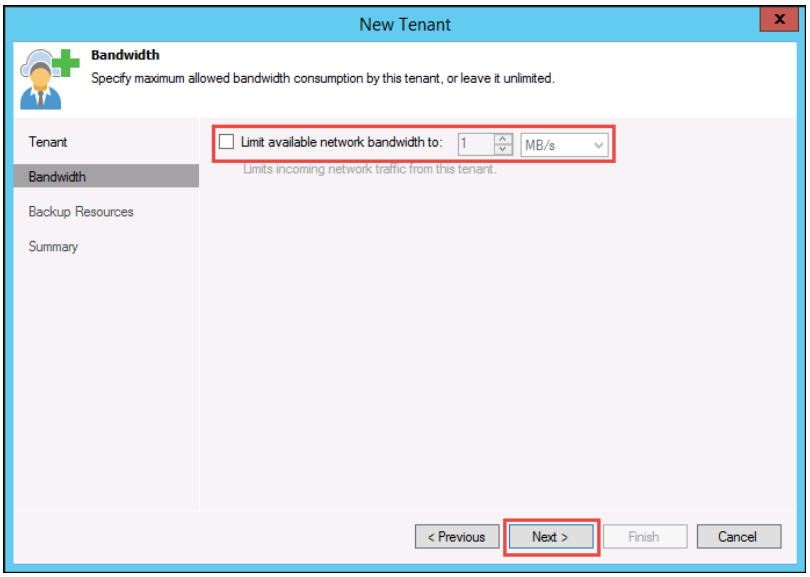
11. Select the **Cloud Connect** Infrastructure option, then select **Tenants**.



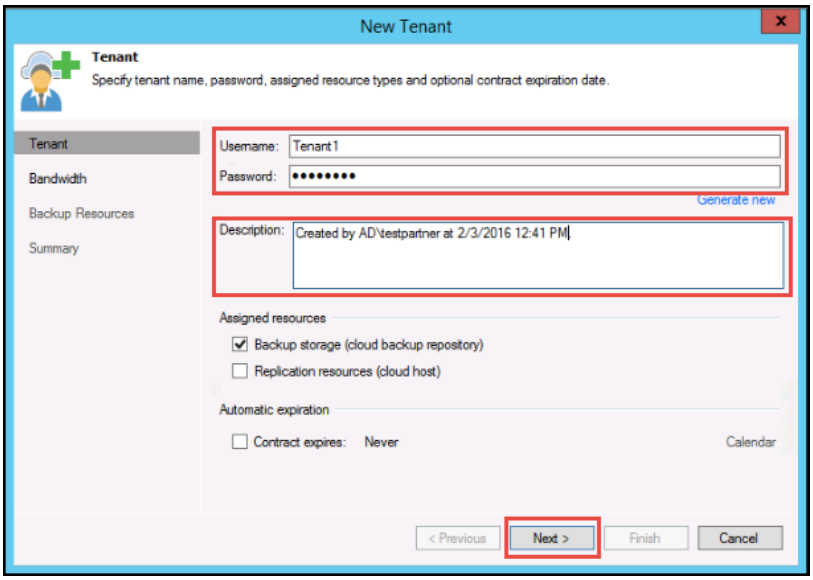
12. Click **Add Tenant** on the menu bar then enter the Username and Password. Please ensure to check the box next to "*Backup storage*" then click **Next.**



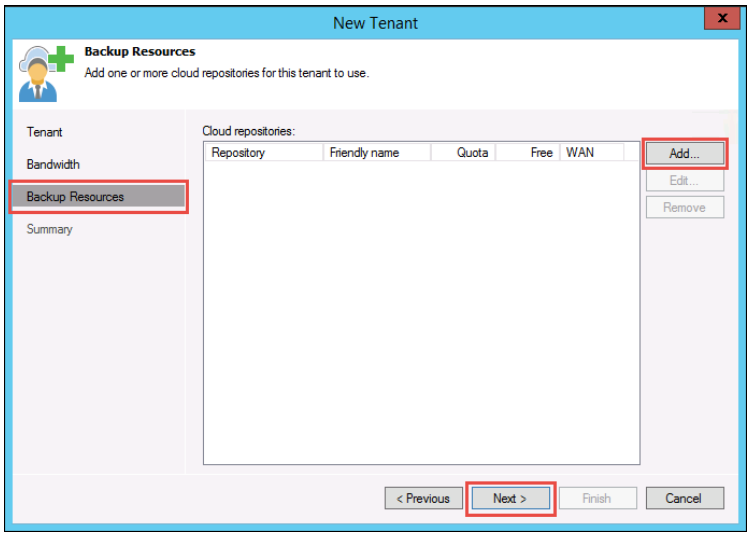
13. Please leave this box unchecked (there is no need to limit the bandwidth usage on the target side); click **Next.**



14. For each new customer, type their **Username**, **Password**, and a brief **Description** in the respective fields. Click **Next**.



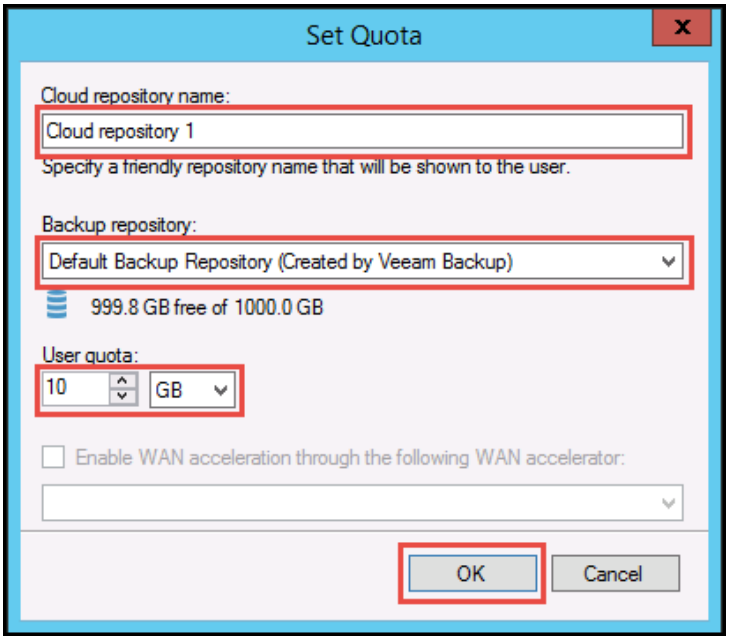
15. Click **Add** on the **Backup Resources** page.



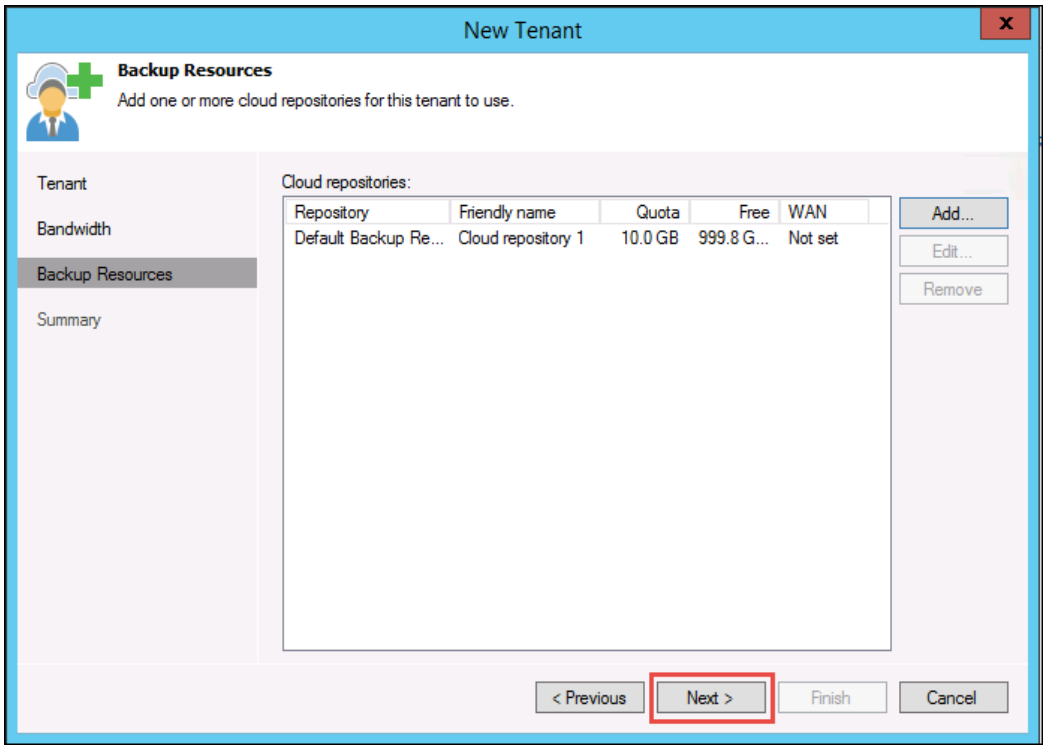
16. Type a **Cloud repository name** in the *Cloud repository name* field.

17. Select your **Backup repository** from the drop-down list.

18. Select the **User quota** size in the *User quota* field, then click **OK**.

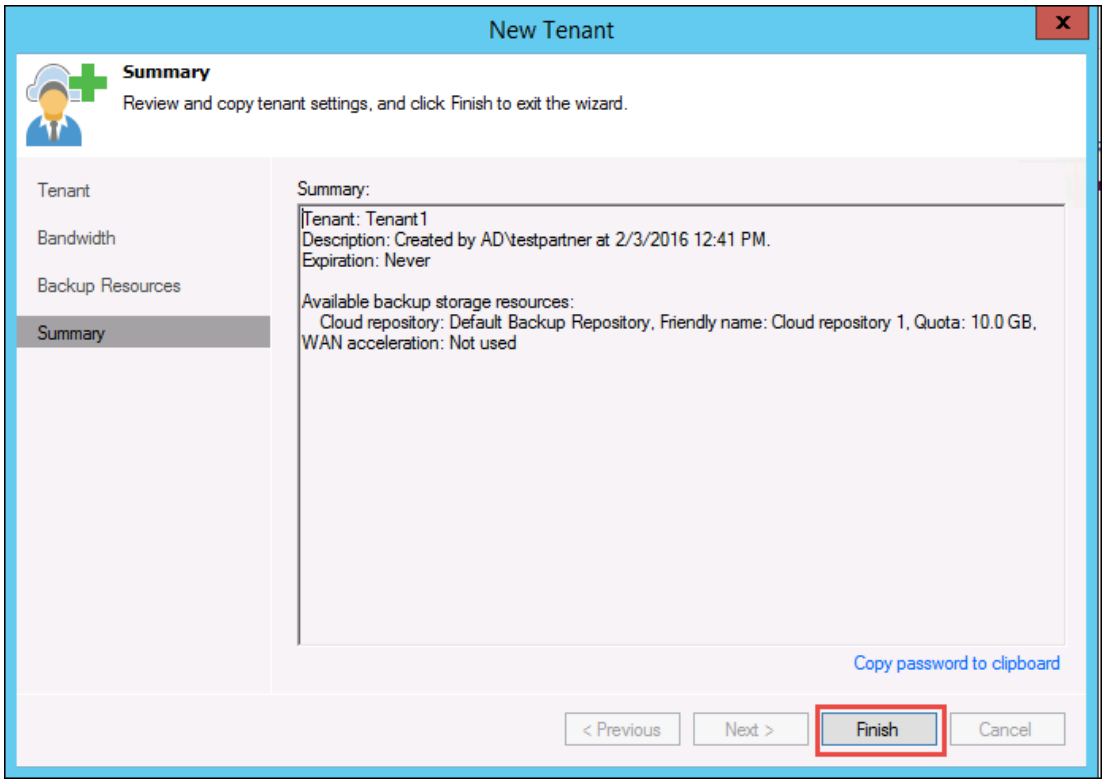


19. With the new cloud repository listed in the *New Tenant* window, click **Next** to continue.



20. After verifying that your cloud information is correct in the *Summary* box, click **Finish**.

    This concludes the setup process. Continue with Section 2 to add eFolder as a service provider.



SECTION 2: CONNECT TO eFOLDER

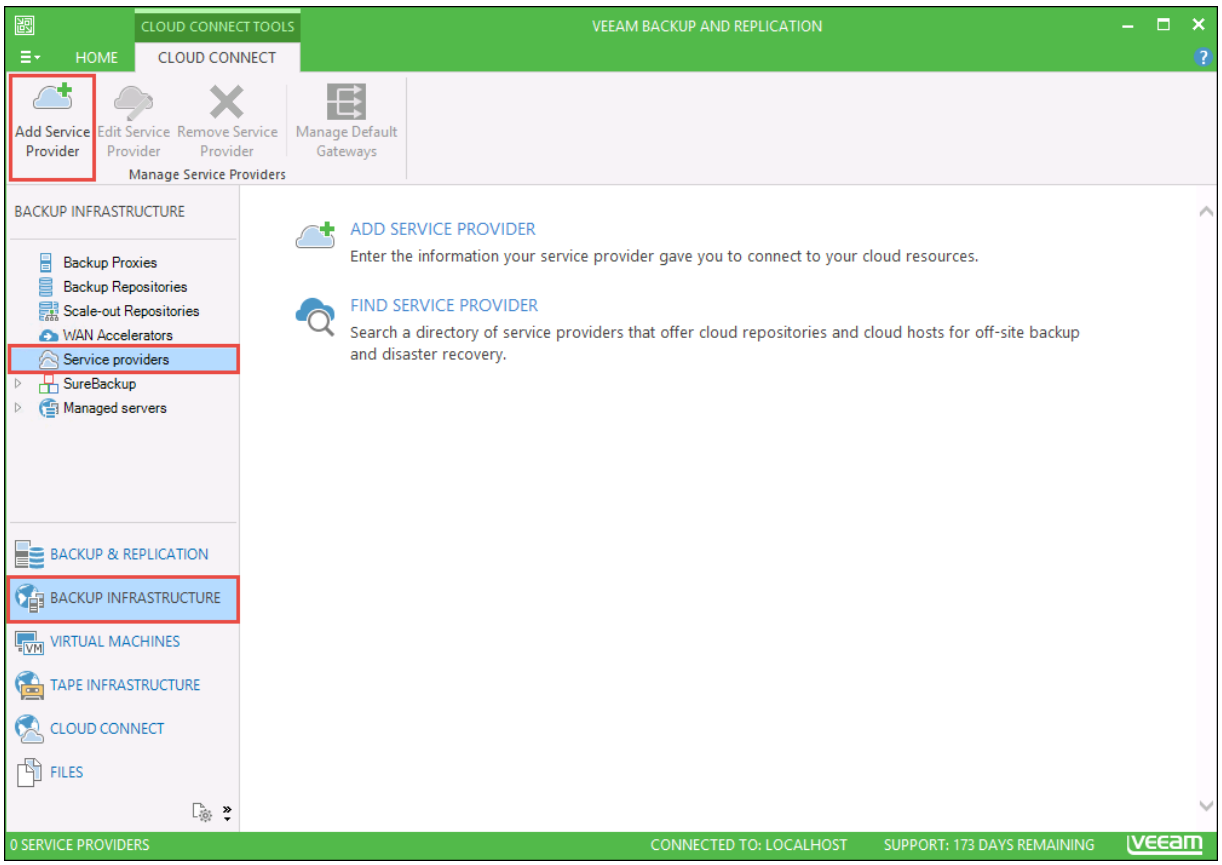
To use your new eFolder Cloud Repository, you must add eFolder as a service provider on the Veeam backup server. First, verify that you have documented the following information:

- The *user name* and *password* for your customer's user account that you created on the eFolder Cloud Repository.
- The *DNS name* of the cloud gateway that is being used to communicate with the Veeam cloud connect infrastructure.

  For example: *eFolder.aa.sc.efscloud.net*

To add eFolder as a service provider:

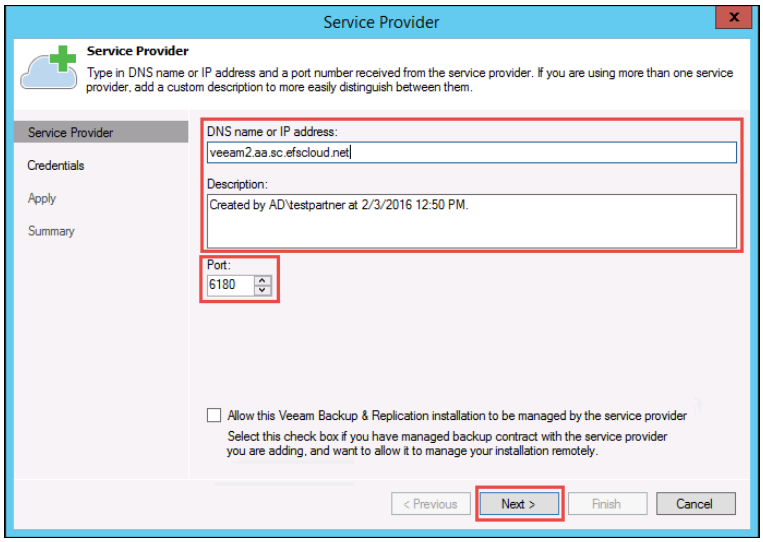
1. Click the **Backup Infrastructure** tab on the left and select the **Service Providers** option, then click **Add Service Provider**.


CLOUD CONNECT TOOLS
VEEAM BACKUP AND REPLICATION
HOME
CLOUD CONNECT
Add Service Provider
Edit Service Provider
Remove Service Provider
Manage Default Gateways
Manage Service Providers
BACKUP INFRASTRUCTURE
Backup Proxies
Backup Repositories
Scale-out Repositories
WAN Accelerators
Service providers
SureBackup
Managed servers
BACKUP & REPLICATION
BACKUP INFRASTRUCTURE
VIRTUAL MACHINES
TAPE INFRASTRUCTURE
CLOUD CONNECT
FILES
ADD SERVICE PROVIDER
Enter the information your service provider gave you to connect to your cloud resources.
FIND SERVICE PROVIDER
Search a directory of service providers that offer cloud repositories and cloud hosts for off-site backup and disaster recovery.
0 SERVICE PROVIDERS
CONNECTED TO: LOCALHOST
SUPPORT: 173 DAYS REMAINING
VEEAM

2. Type the **DNS name** in the *DNS Name* field that was sent to you for your cloud server, such as *eFolder.aa.sc.efscloud.net*, then type a **description** in the *Description* field, such as *eFolder*.

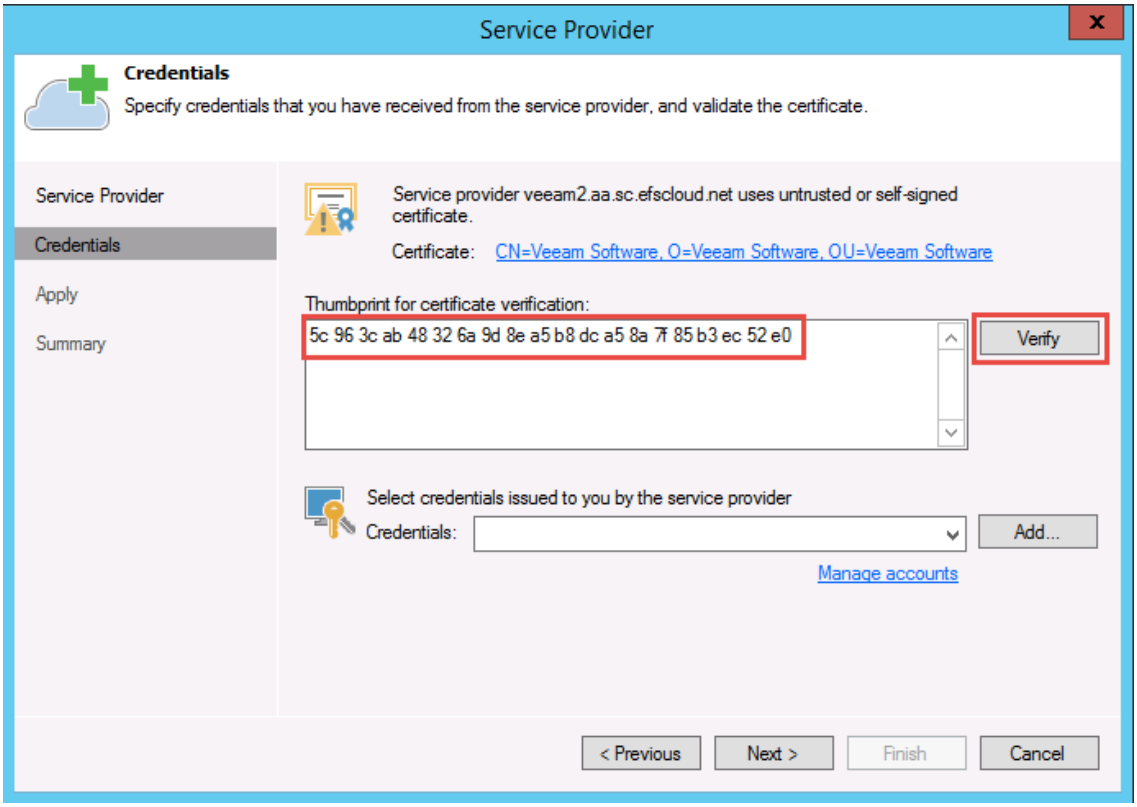
3. Verify that the Port field is set to **6180**. This will be used to communicate with the eFolder cloud gateway.

4. Click Next.

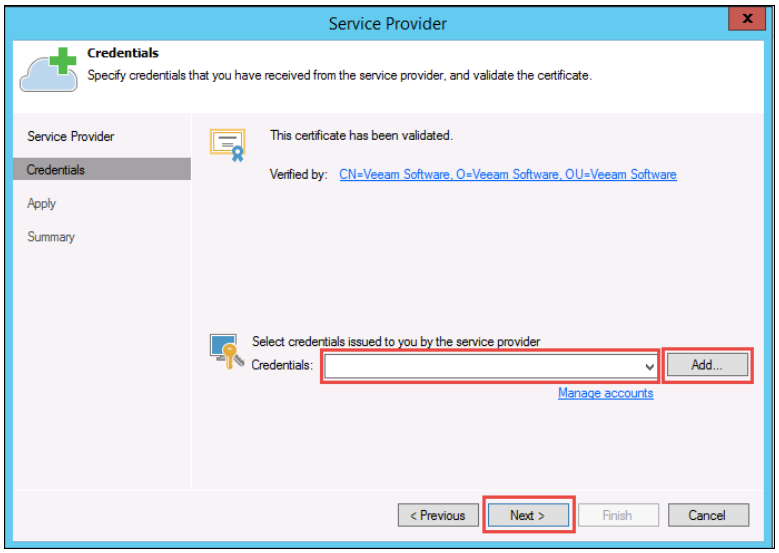


Note: SSL certificate verification is required by eFolder. For the credentials, you will need to verify the SSL certificate settings and type the user account that connects to the cloud repository.

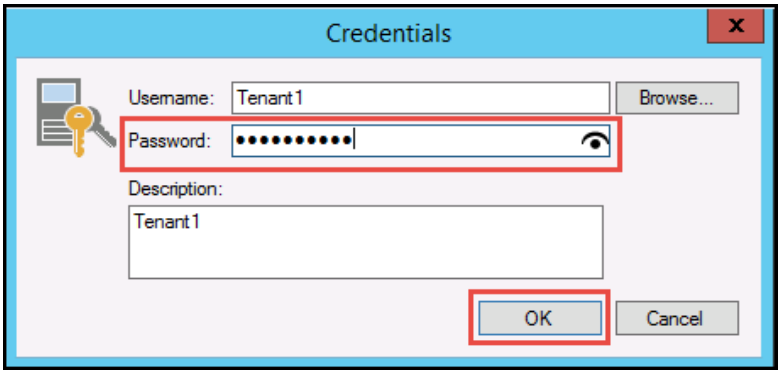
5. Copy the thumbprint you received from eFolder into the *Thumbprint for certificate verification* field. Click **Verify** to confirm that the thumbprint matches your SSL certificate.



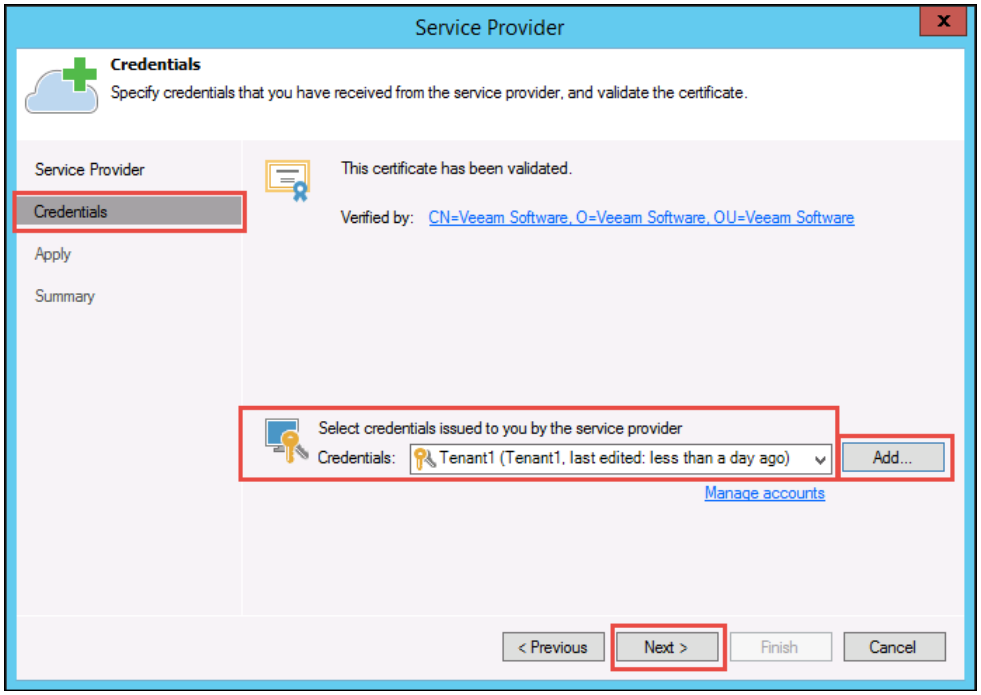
6. If you have already added the user account that you created on the cloud server, select the account from the *Credentials* drop-down list; otherwise, click **Add.**



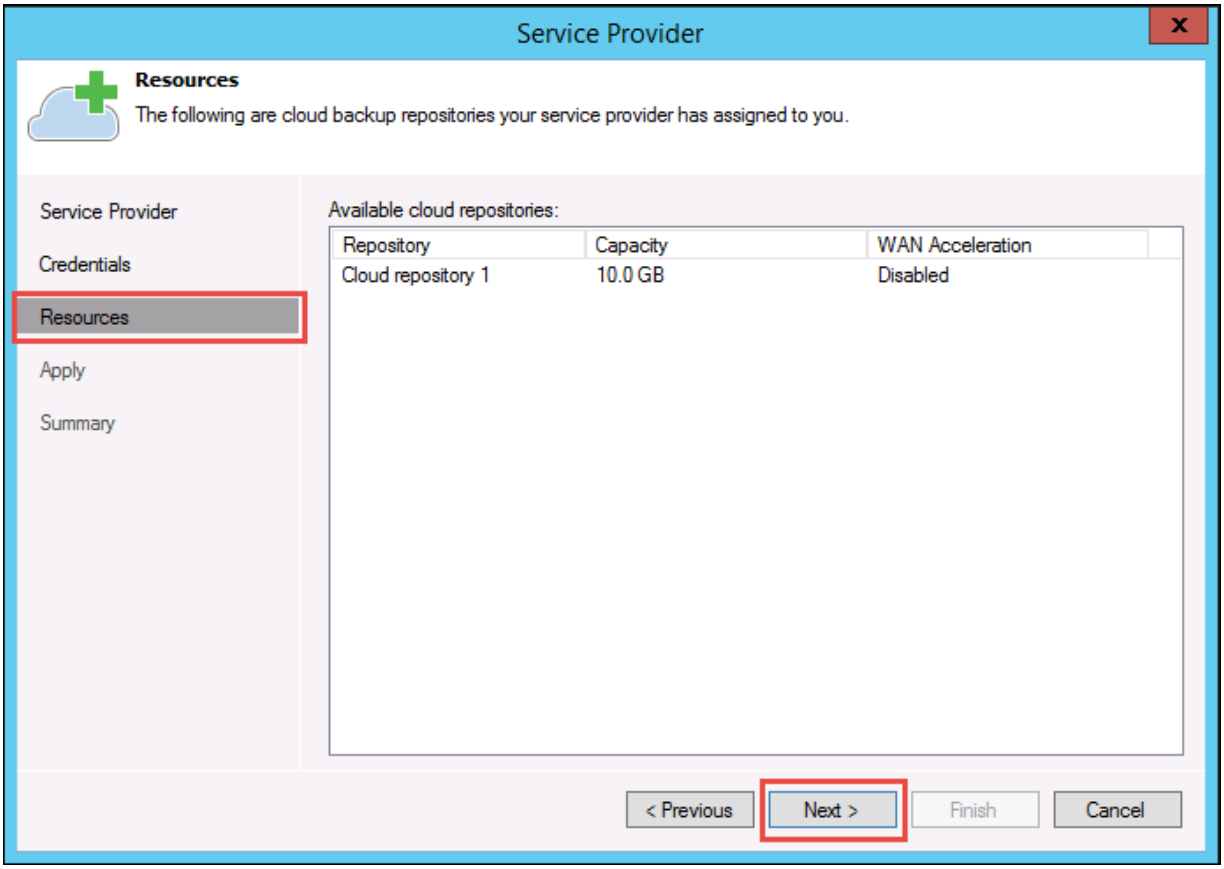
7. Type in your credentials and then click **OK.**



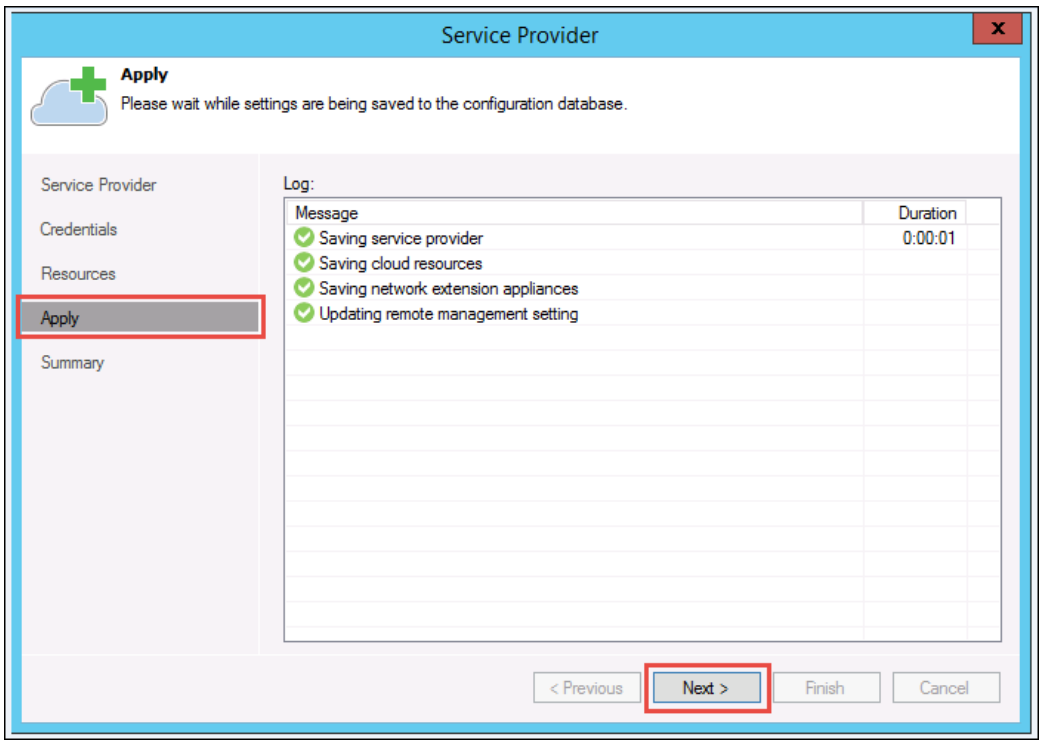
8. Verify the new credentials are selected in the drop-down list and then click **Next**.



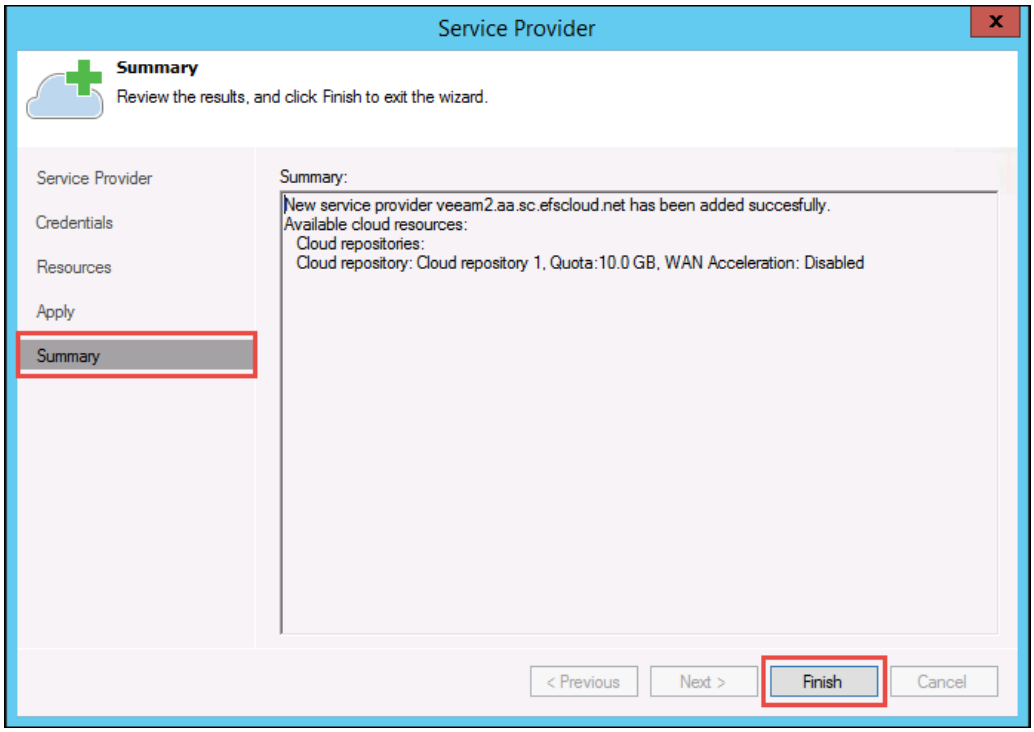
9. The list of Available cloud repositories is now displayed. Please wait for the processing to complete, then click **Next**.



10. Click **Next** to apply the changes.



11. Review the summary information to ensure that eFolder has been added as a service provider and is properly configured, then click **Finish**.



SECTION 3: PRELOAD BACKUP DATA TO eFOLDER

If you have a large amount of backup data in your Veeam backup infrastructure that you want to back up to eFolder's cloud, you may want to request a "preload" or "seed." To determine if you should preload your data, please refer to this Knowledgebase article. This will help you estimate the time required for sending the initial replication job data via the Internet. Usually, we recommend sending a preload when backing up more than 50GB of data with a standard Internet connection.

If you determine that you do require a preload (seed) drive, eFolder offers a preloading service, which includes everything required for you to properly preload (seed) your account. Click on How To Request a Preload (Seed Drive) for instructions.

Federal Health Insurance Portability and Accountability Act (HIPAA)

In compliance with the updated 2013 Federal Health Insurance Portability and Accountability Act (HIPAA) regulations, eFolder is implementing additional steps to mitigate the risk of violating this law for our partners and ourselves as follows:

- Before preload drives leave the eFolder facility, they will be wiped of their data to avoid the risk of a data breach in transit, regardless of whether we have cause to believe the drive was encrypted or contained PHI (Protected Health Information).

- If we receive a drive that is defective, or cannot successfully complete a wipe for any reason, it will *not* be returned and will be physically destroyed. If you want to receive back your own or your customer's disk, you must send us reliable disk media that has been shipped with adequate packaging materials to protect it during transport.

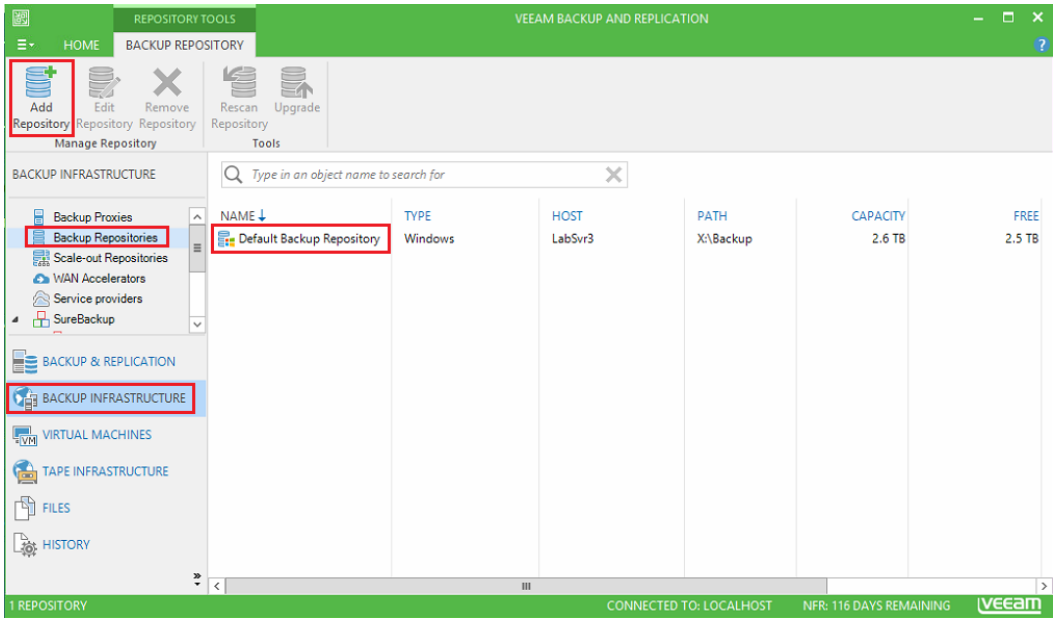
- You are responsible for ensuring that the disk media contains ONLY fully-encrypted data created by the software and tools supported by eFolder. Disk media that may have at some point contained unencrypted PHI must be erased using an approved method before being sent to eFolder. This is for your protection and ours.

After you receive the preload (seed) drive from eFolder, you will copy this backup data to an external hard drive.

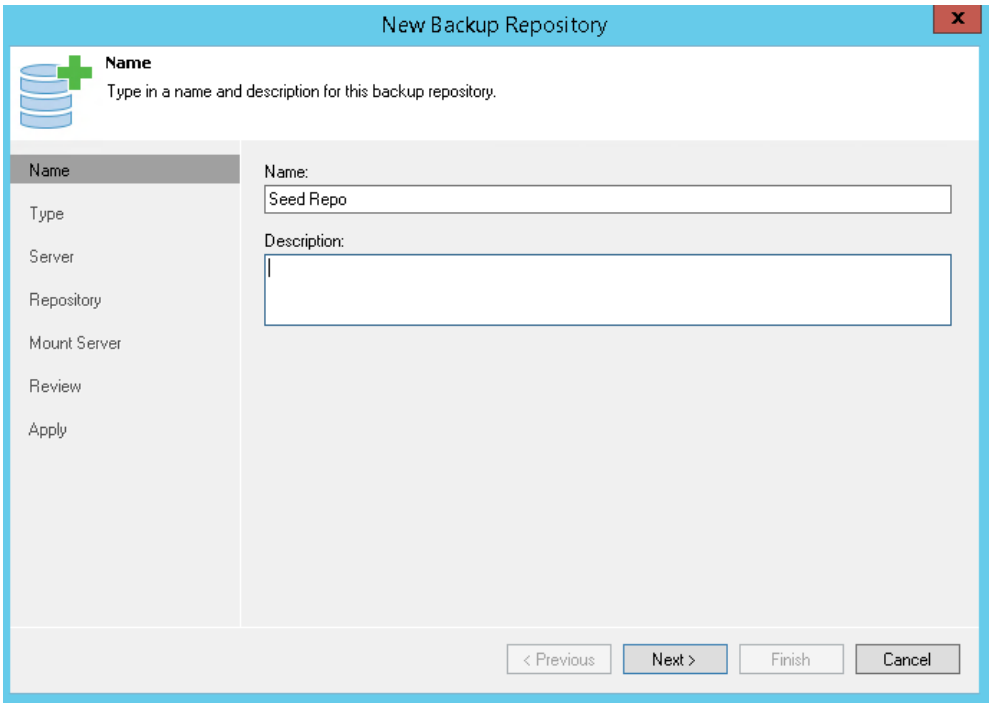
Copy Veeam Backup Data to an External Hard Drive

The following instructions describe how to preload your Veeam backup data to an external hard drive.

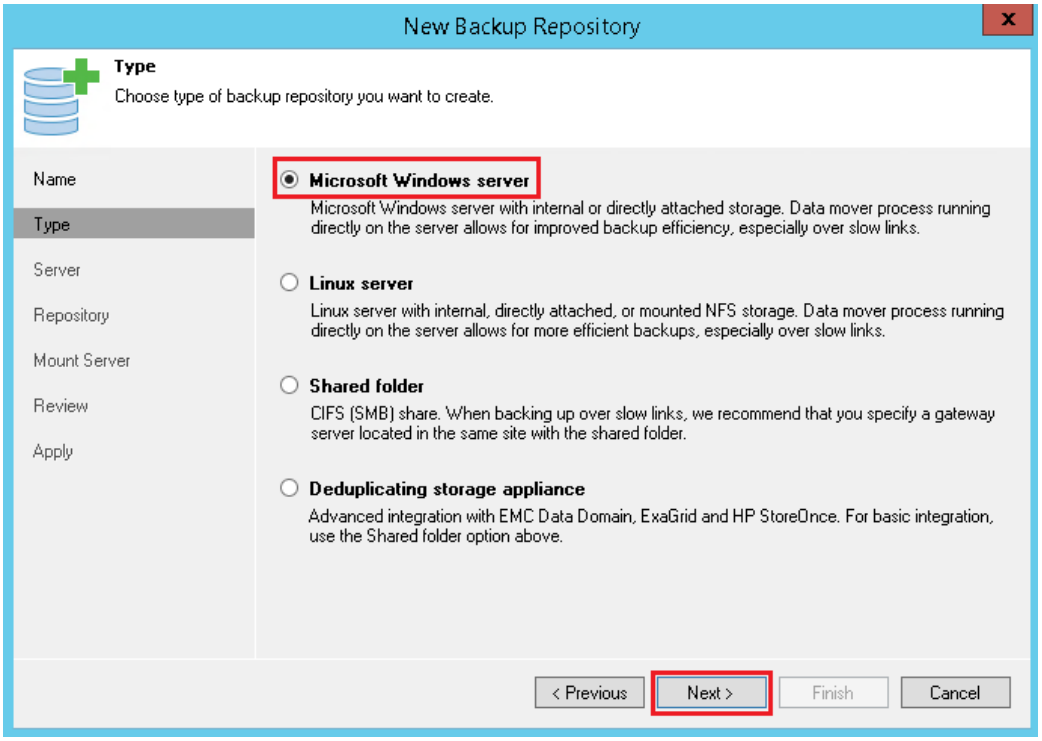
1. Click the **Backup Infrastructure** tab and select the **Backup Repositories** option.
2. Select your backup copy job in the list, then click **Add Repository** on the menu bar.



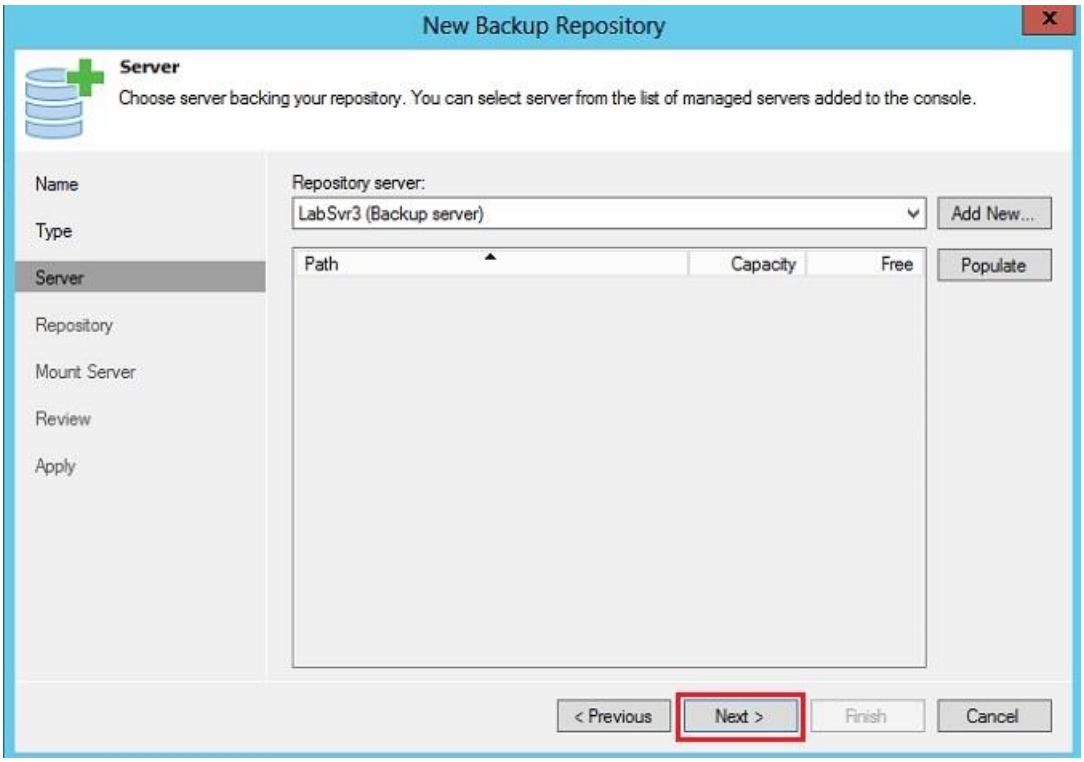
3. Type a **name** and a **description** of the repository in their respective fields, then click **Next.**



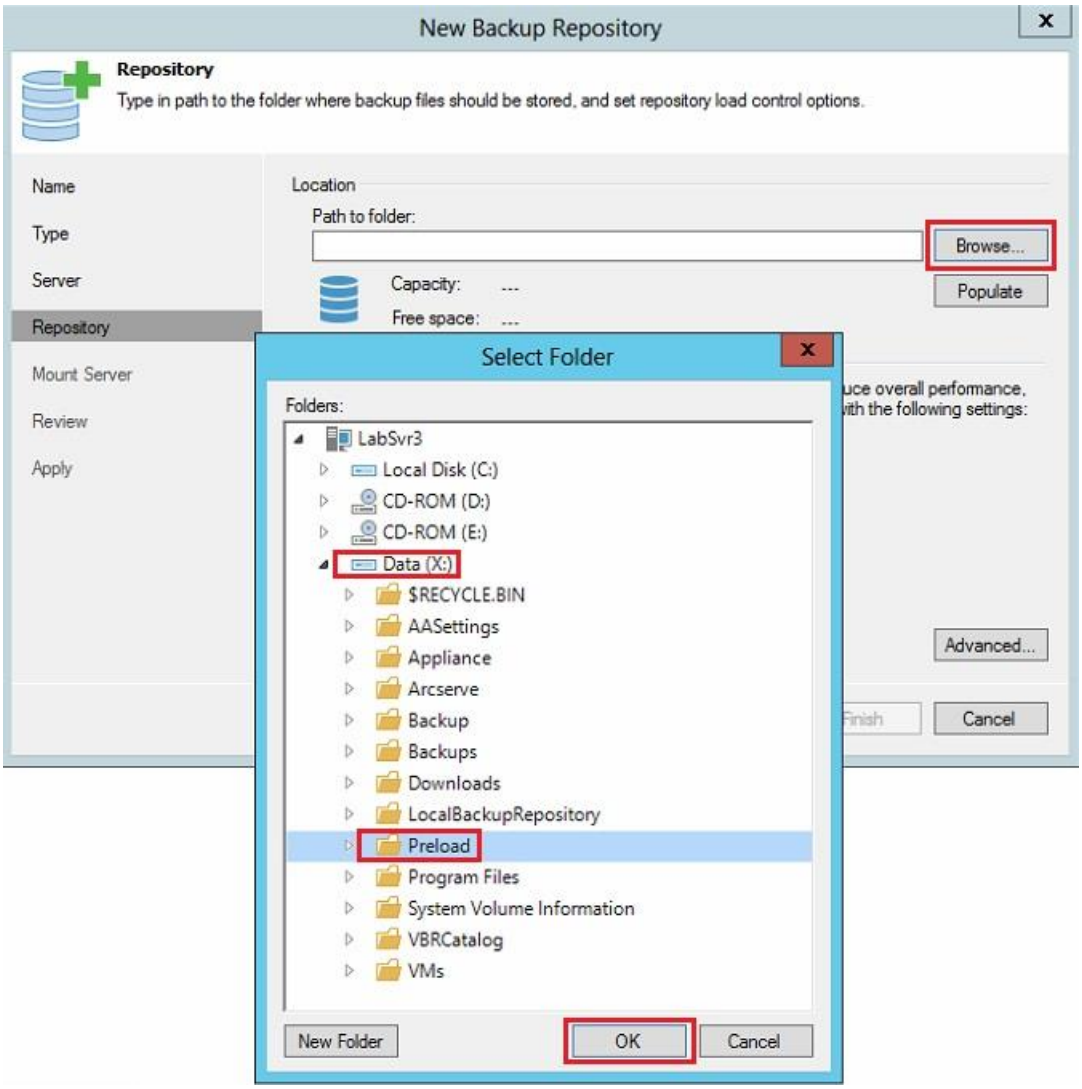
4. Select **Microsoft Windows server** on the type of backup repository and click **Next**.



5. Click **Next** to continue on the Server screen.

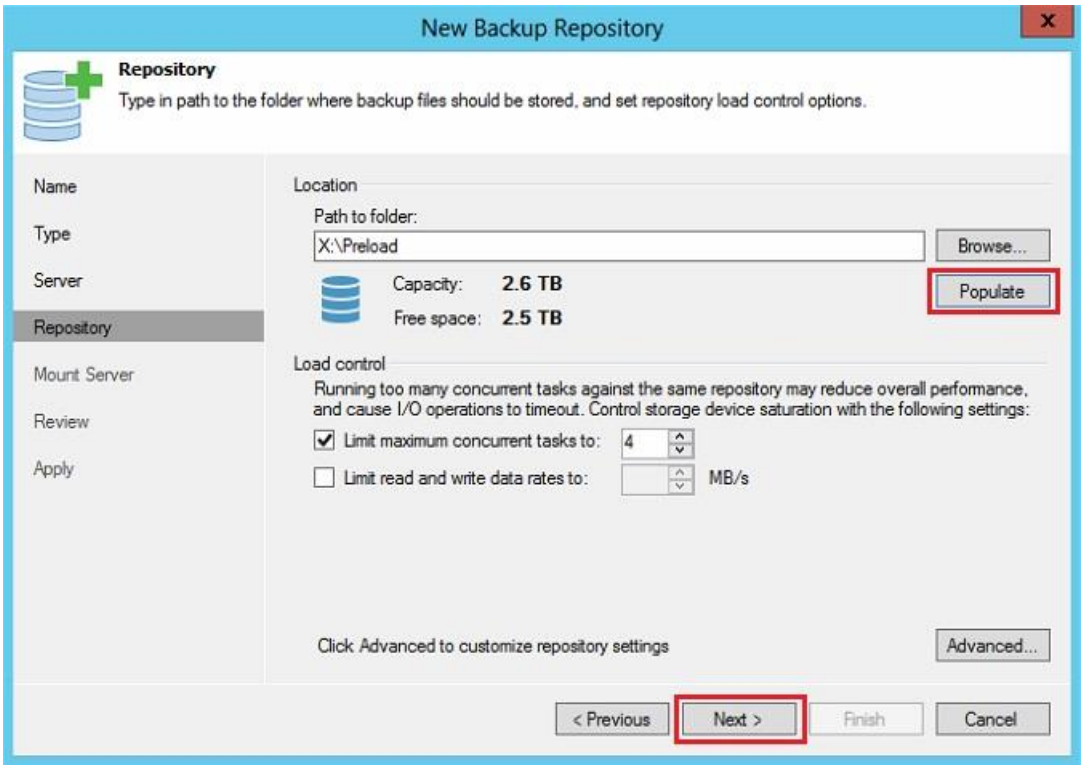


6. Click **Browse** and select the external drive **Data (X:)** from the browser list.
7. Then, select the target path folder **Preload** or create a new folder.
8. Click **OK**, then click **Next** on the *Repository* page.

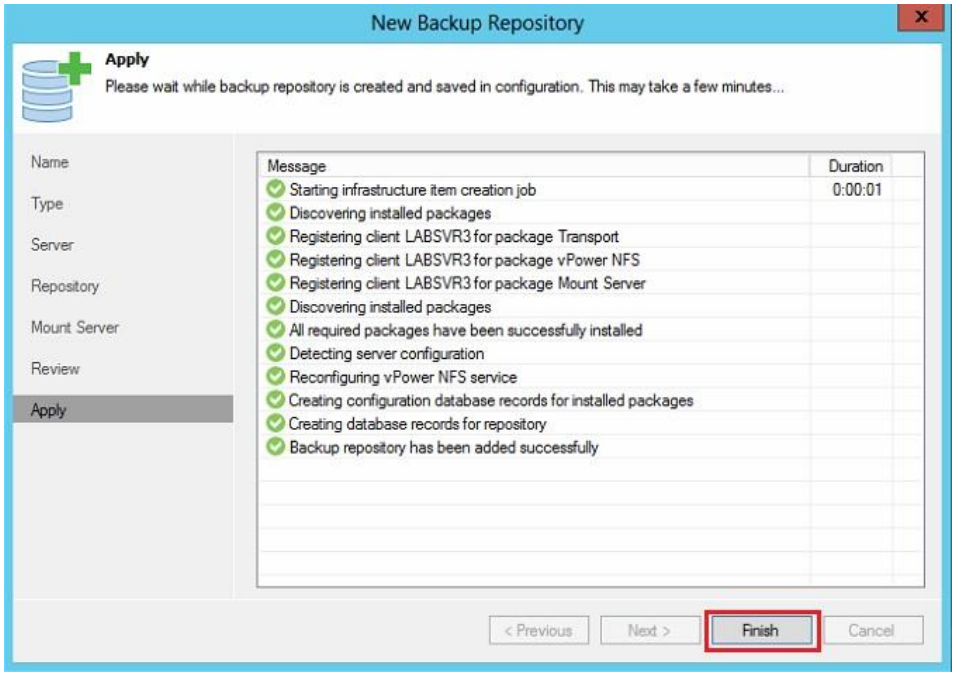

New Backup Repository
Repository
Type in path to the folder where backup files should be stored, and set repository load control options.
Name
Type
Server
Repository
Mount Server
Review
Apply
Location
Path to folder:
Browse...
Capacity: ...
Free space: ...
Populate
Advanced...
Finish
Cancel
Select Folder
Folders:
LabSvr3
Local Disk (C:)
CD-ROM (D:)
CD-ROM (E:)
Data (X:)
$RECYCLE.BIN
AASettings
Appliance
Arcserve
Backup
Backups
Downloads
LocalBackupRepository
Preload
Program Files
System Volume Information
VBRCatalog
VMs
New Folder
OK
Cancel

9. Click **Populate** to view the capacity and free space for the selected path.

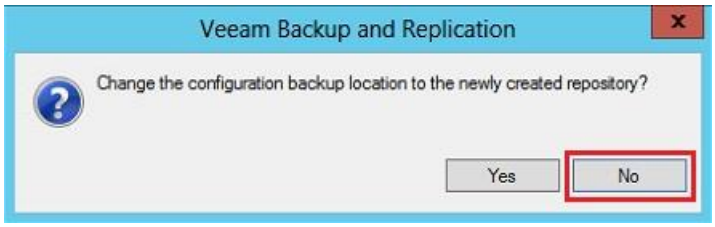
10. Accept the defaults and click **Next**.



11. Continue clicking **Next** until the **Finish** button is no longer grayed out, then click **Finish**.

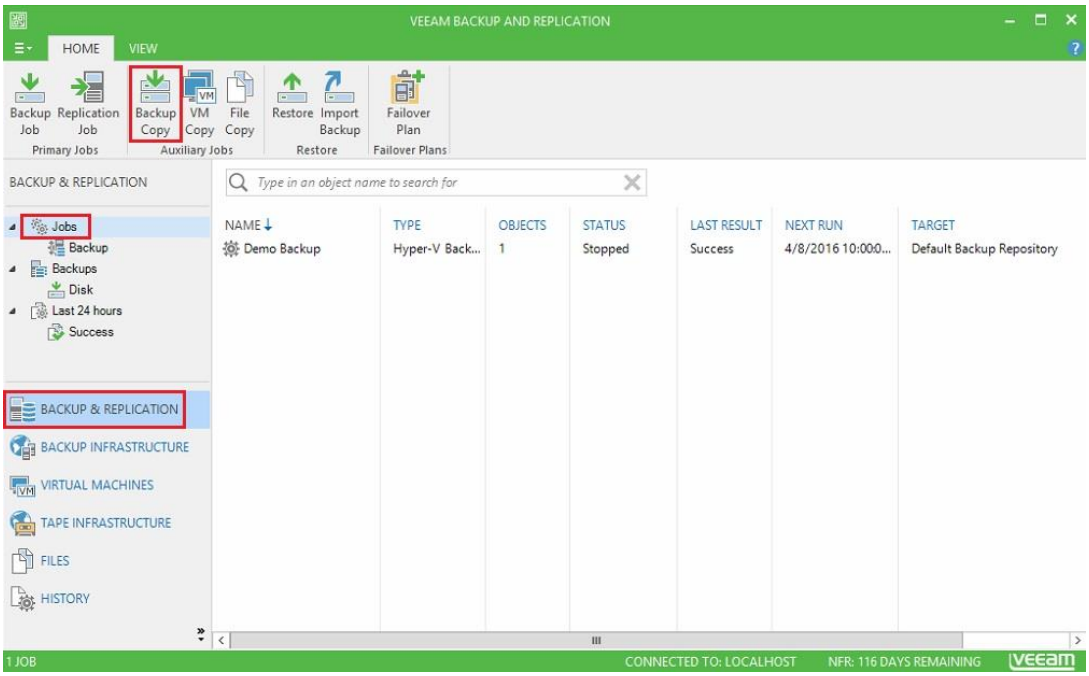


12. If you receive a popup asking to change the configuration backup location, select **No**.



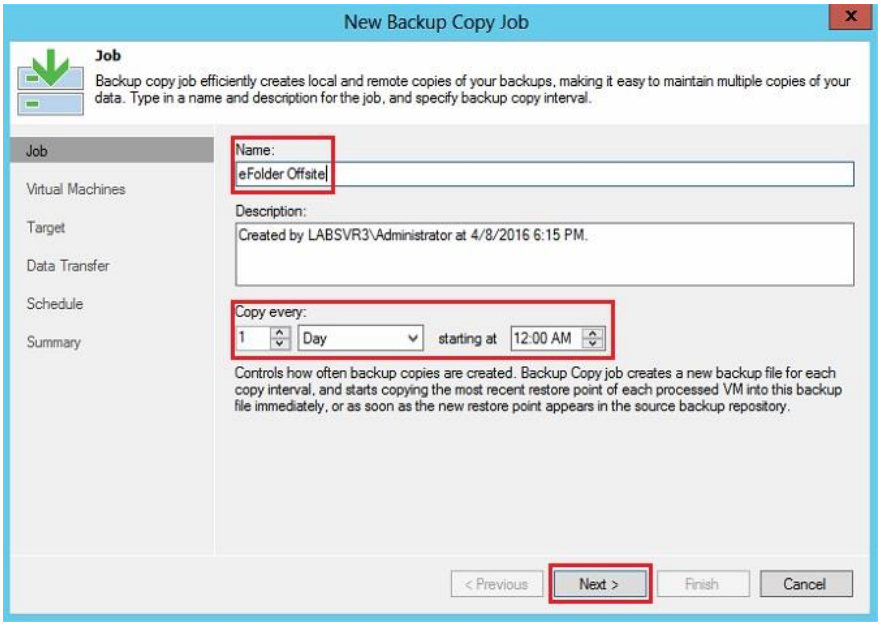
Note: A backup copy job is required for the seed process. Please complete the following steps to create a backup copy job.

13. Select **Backup & Replication** on the left, then click the **Jobs** option.
14. Select **Backup Copy** on the menu bar to create a backup copy job.

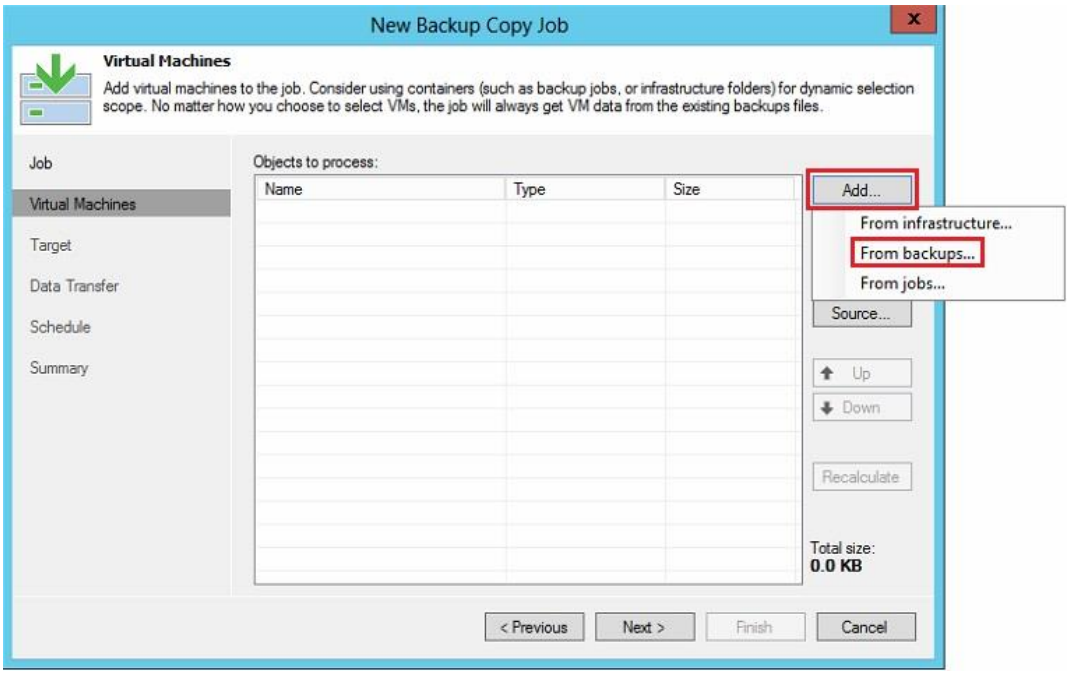


15. Type a name for the job in the *Name* field.

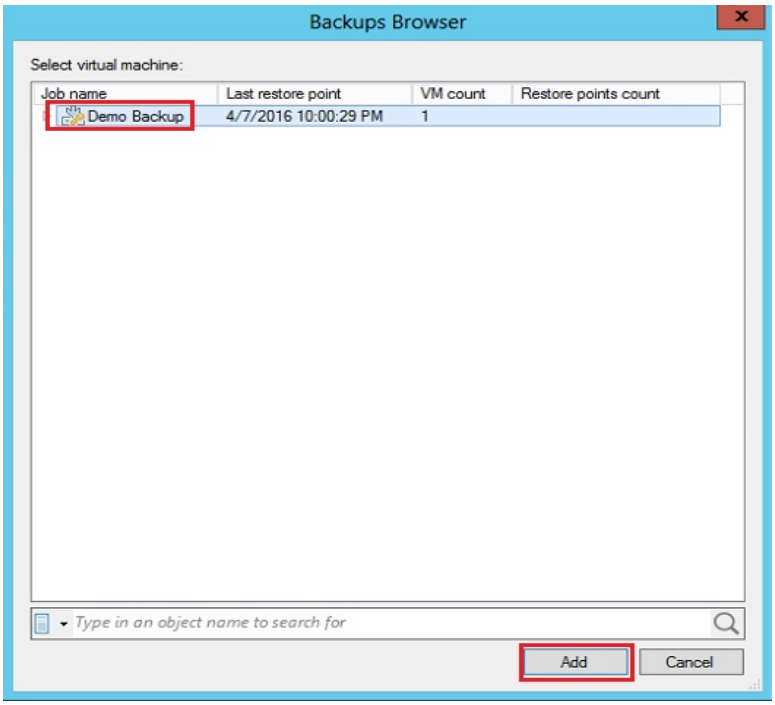
16. Select the frequency, day, and time schedule in their respective fields for the backup job, then click **Next**.



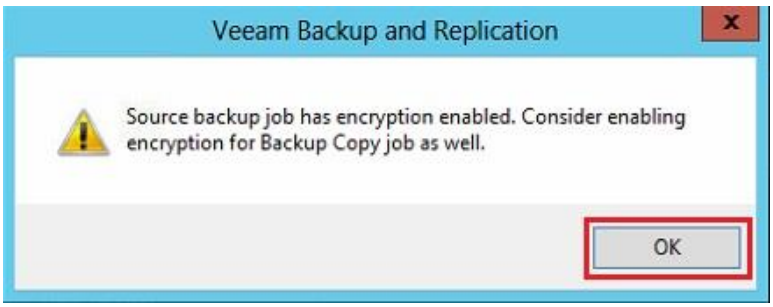
17. Click **Add** and select **From Backups…** on the drop-down list.



18. Select the backup you want to preload and click **Add**.



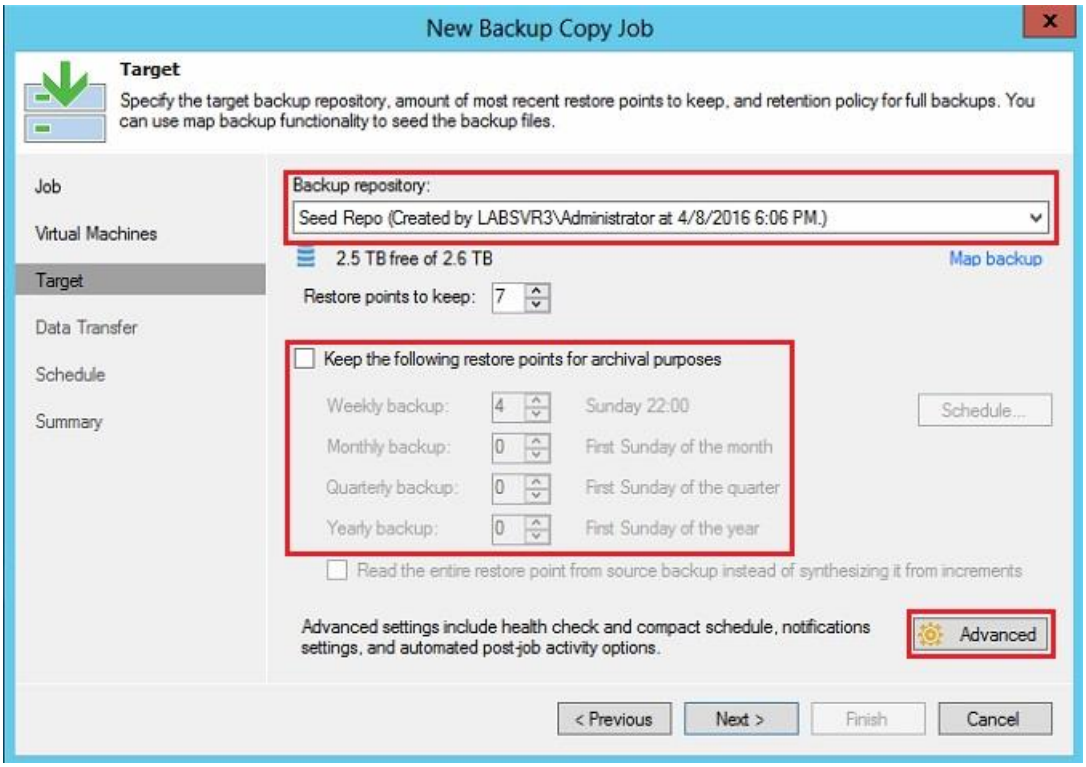
19. After reading the encryption notice, click **OK** to continue.



20. Select the repository that you created on your external disk in the *Backup repository* drop-down list.

    Then, choose the number of restore points you want to keep offsite in the eFolder Cloud. The recommended maximum retention rate for off-site data is 60 days.

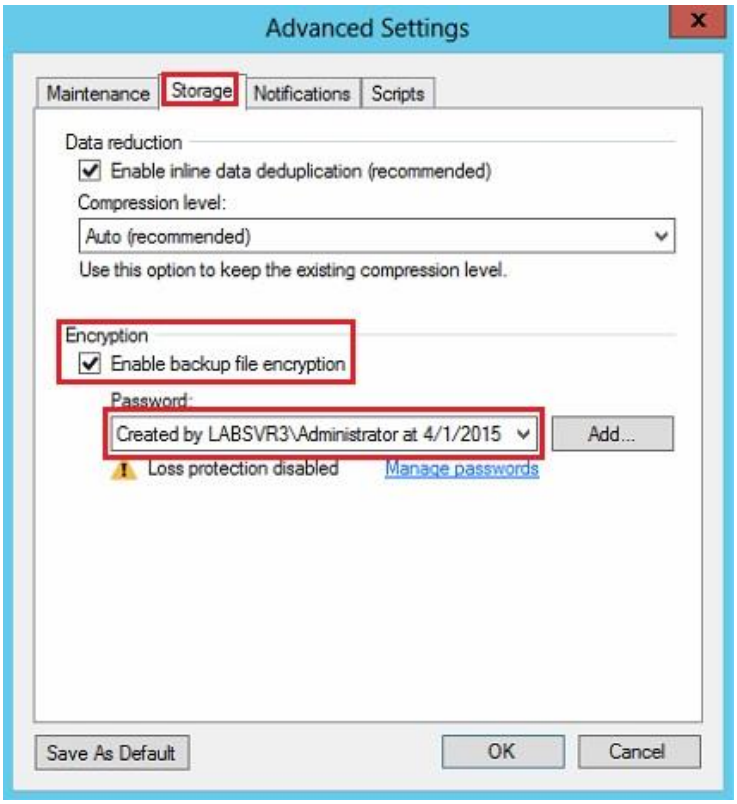
    To change the settings, select the checkbox for *Keep the following restore points for archival purposes*, change the settings, then click **Advanced**.



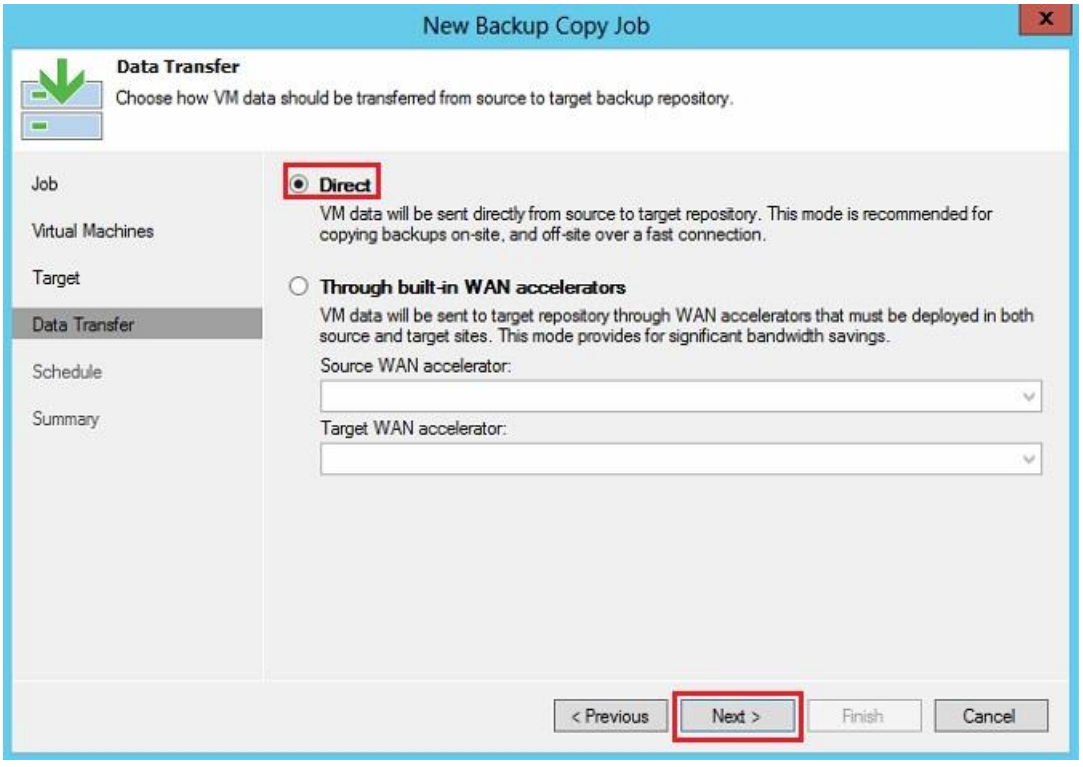
21. On the *Advanced Settings* page, click the **Storage** tab.

22. Check the **Enable backup file encryption** checkbox and select the encryption password that matches the local backup job in the **Password** drop-down list.

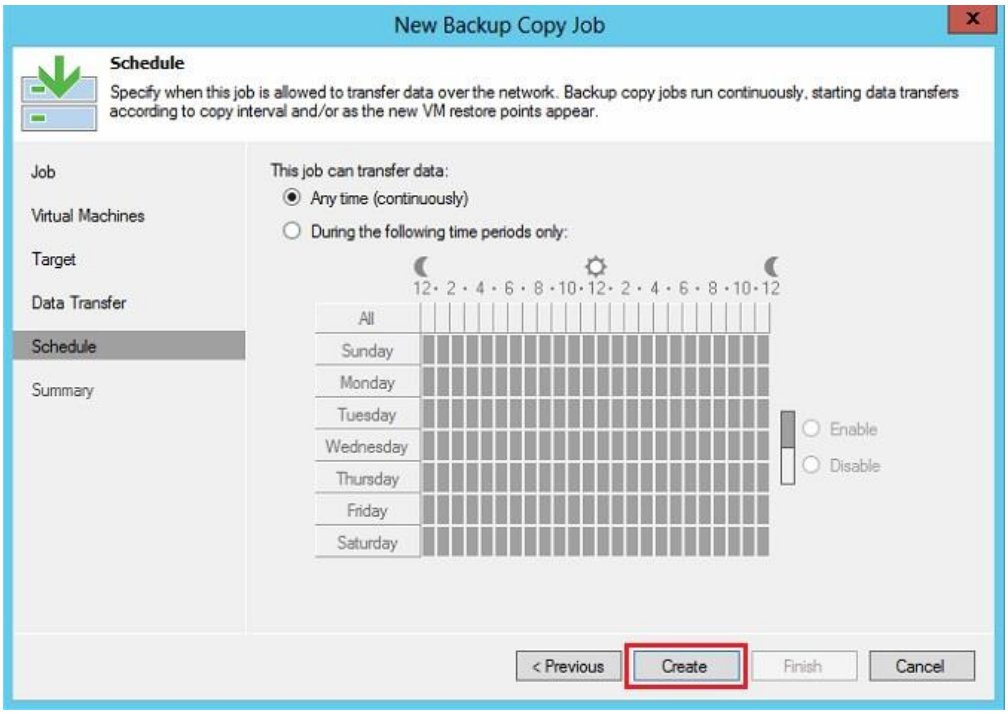
23. Click **OK** to close the *Advanced Settings* window, then click **Next** on the *Target* page.



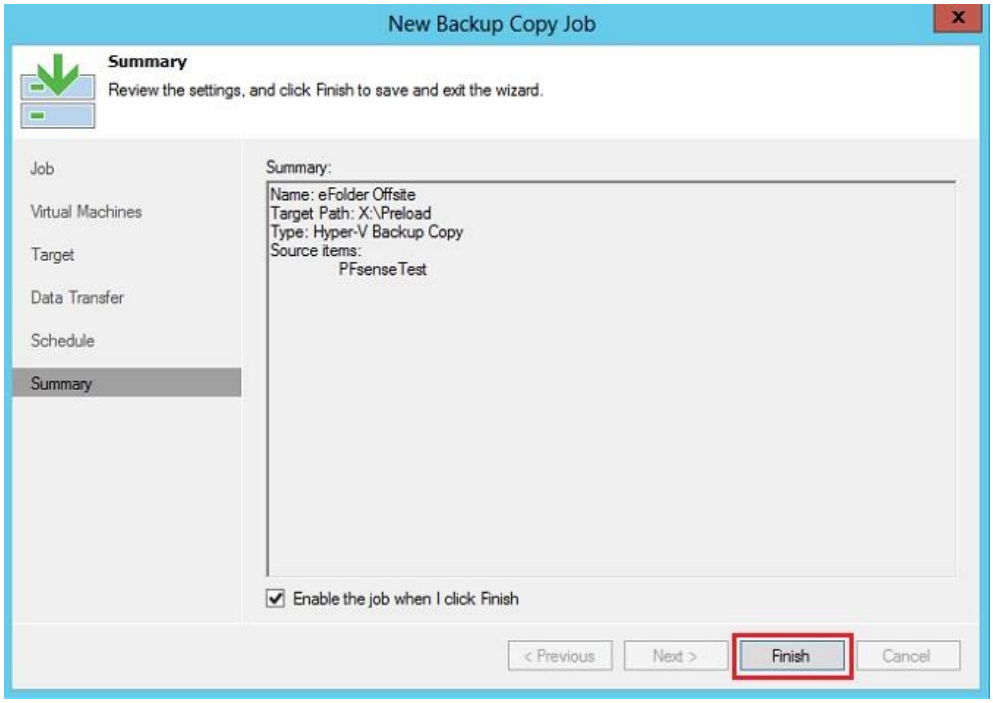
24. Select **Direct** for the data transfer method, then click **Next**.



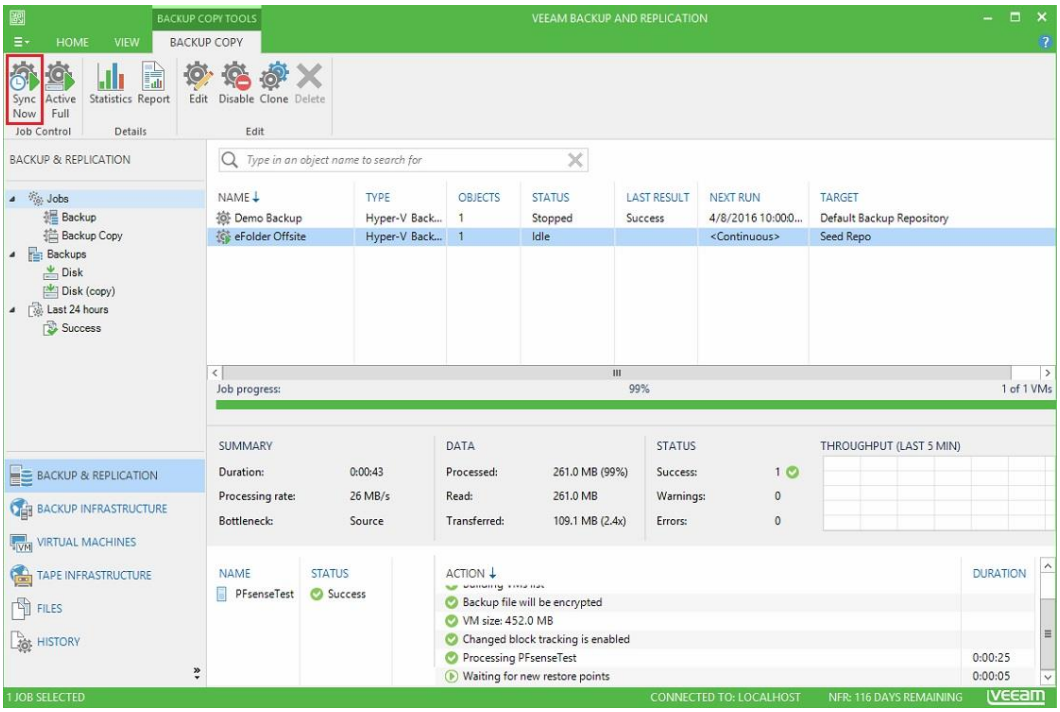
25. Enter your *Backup Copy Job* schedule and click **Create**.



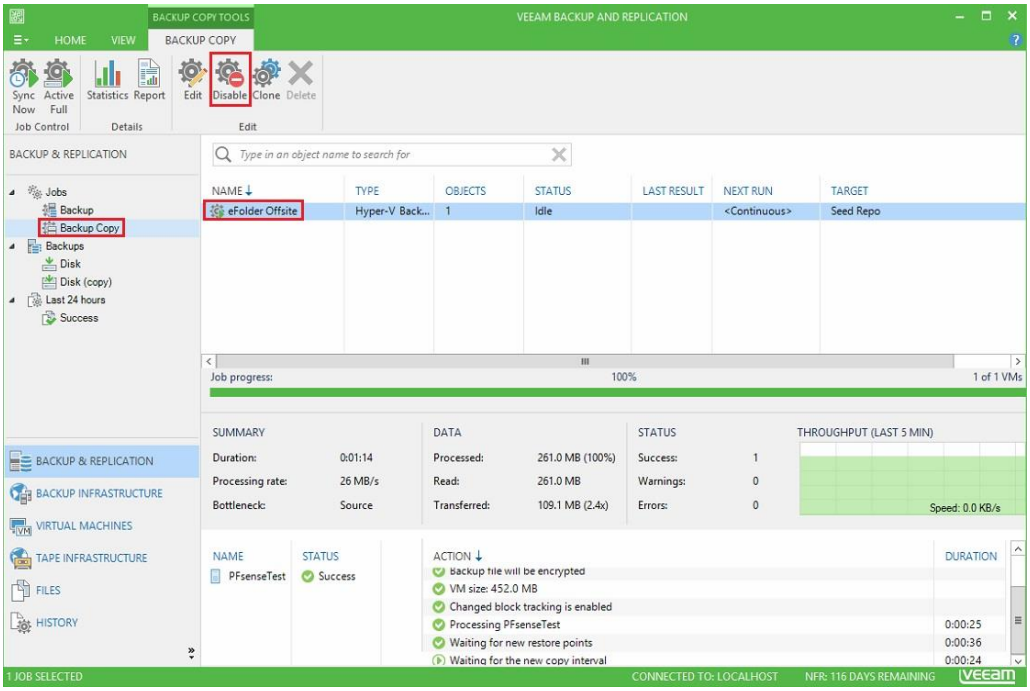
26. Review the *Summary* page to ensure that the correct options have been selected, then click **Finish.**



27. The backup copy job should now begin. If it does not start, select your backup copy job name from the list and click **Sync Now** on the menu bar.



28. After the backup copy job completes, select your backup copy job name on the list and click **Disable** on the menu bar. This completes the backup of the seed data to your external drive.



29. Disconnect the external drive and contact Technical Support at eFolder by email at **VeeamSupport@eFolder.net** or call **678-373-0109**/**1-800-352-0248** to open a ticket before sending your drive.

    After the eFolder Data Center has received your drive, they will upload the data from your external drive to your cloud repository and notify you by email when the process is completed.

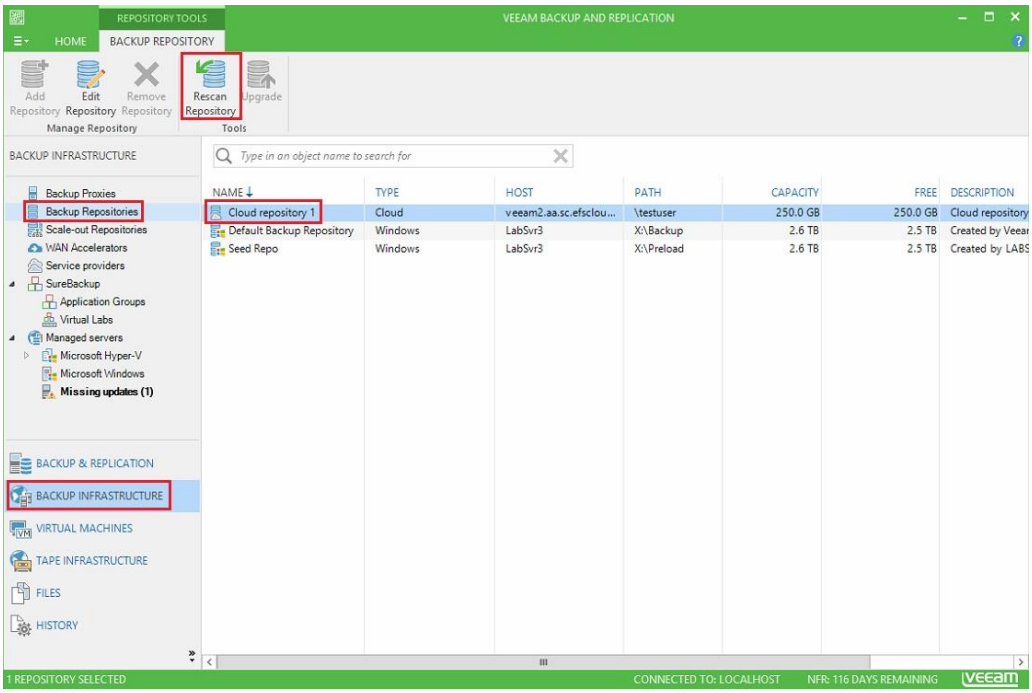
    You may then proceed with the instructions in the next section of this guide entitled, "*Access Seed Data*."

Access Seed Data

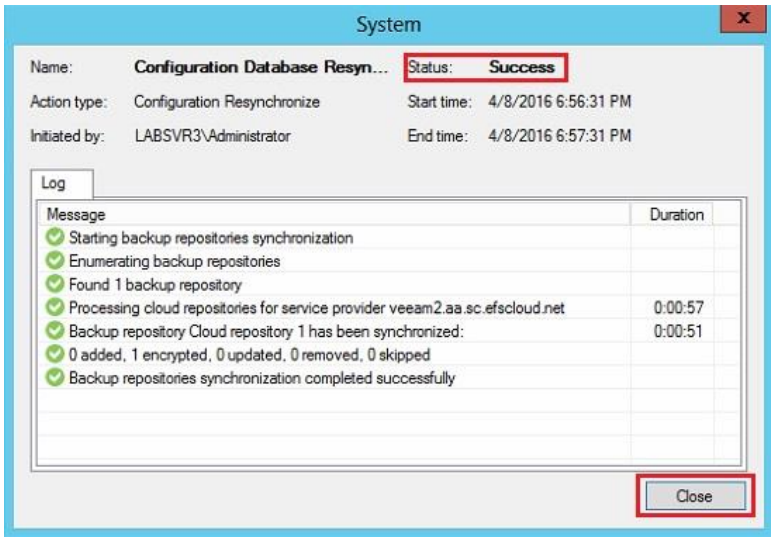
The following instructions describe how to access the seed data after the eFolder Data Center has preloaded your data.

Wait for notification from eFolder that your preload process has been completed before accessing your data. You may then complete these steps on the source Veeam server:

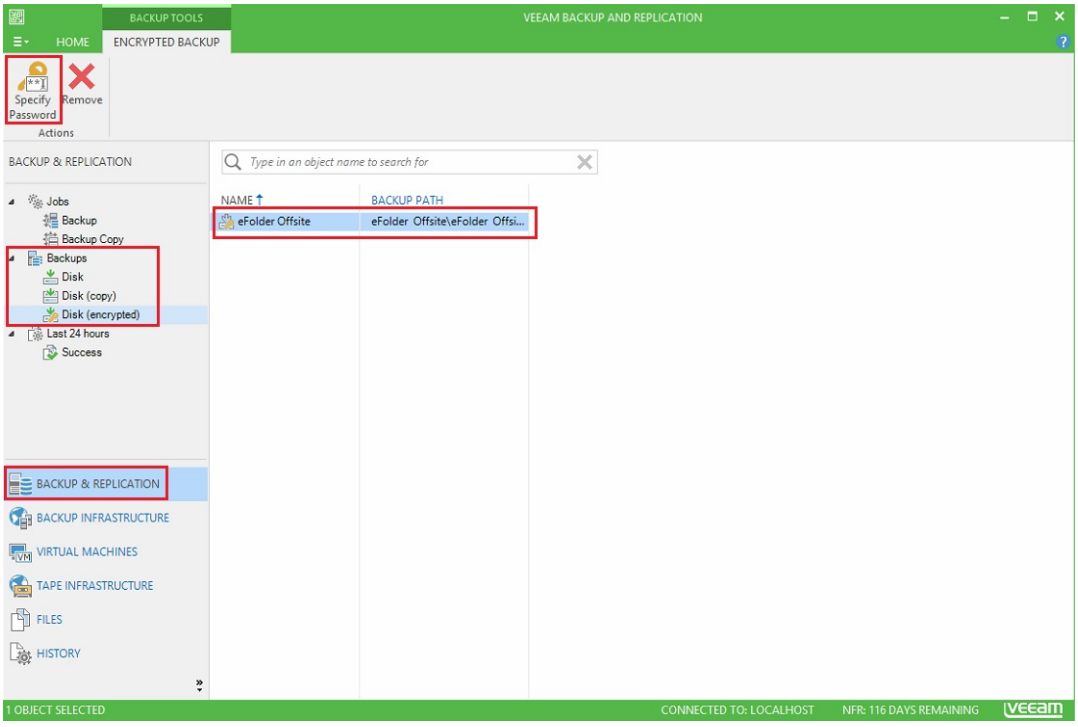
1. Click the **Backup Infrastructure** tab and select the **Backup Repositories** option.
2. Select your cloud repository in the list and click **Rescan Repository** on the menu bar.



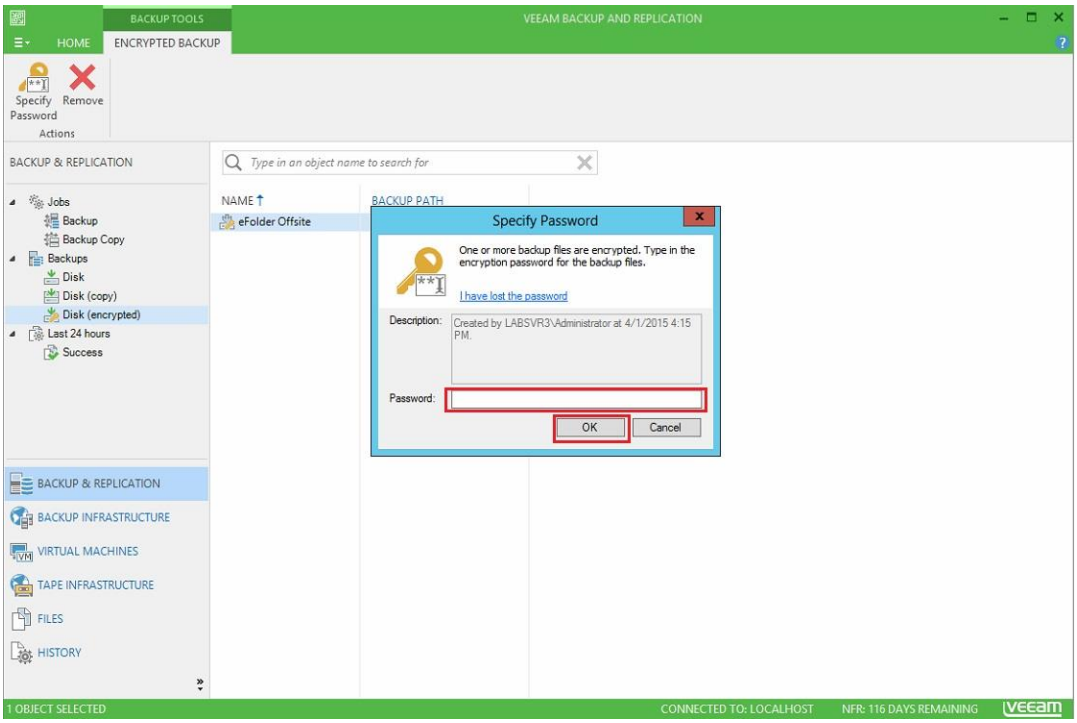
3. After the rescan process has completed, click **Close**.



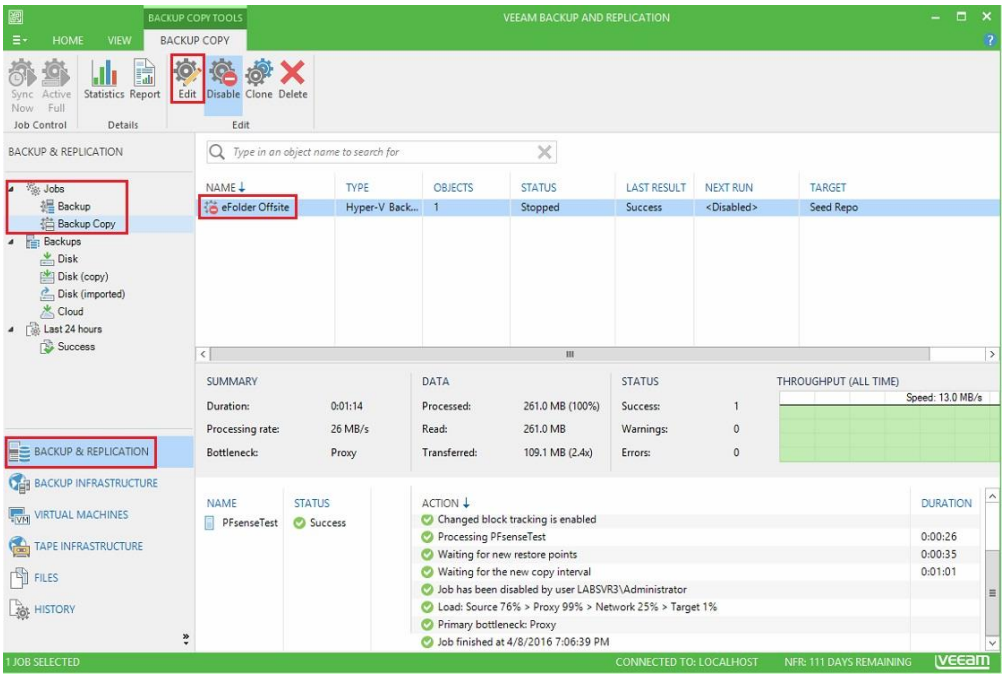
4. Click the **Backup & Replication** tab, then click the **Backups** option.
5. Select the **Encrypted** option, then select the backup copy job name in the list, then click **Specify Password** on the menu bar.



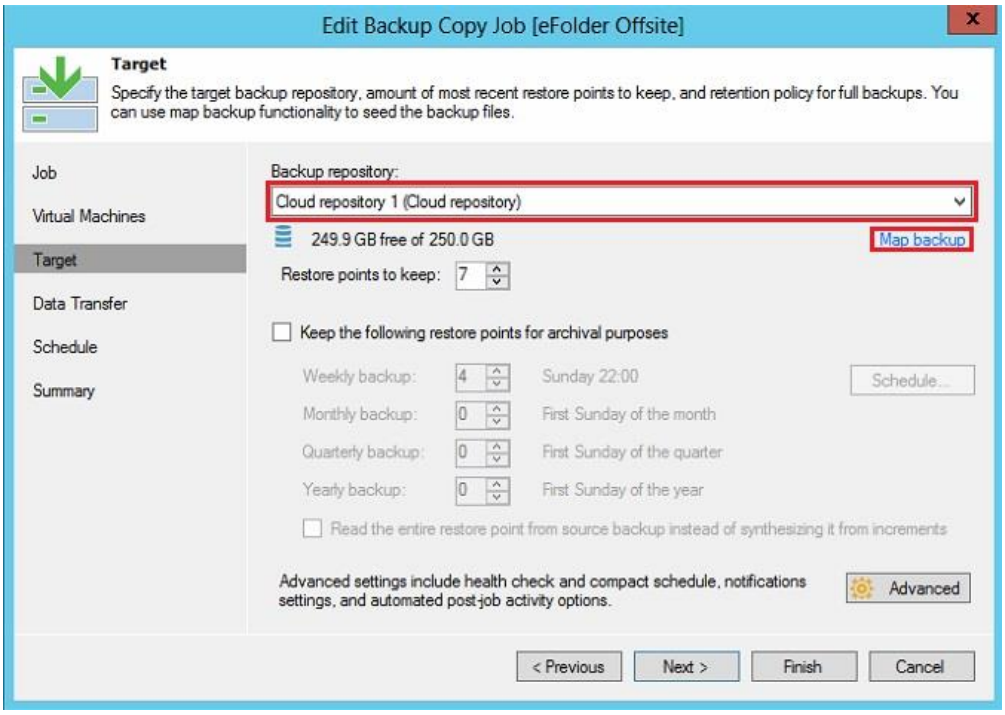
6. Type your encryption password and click **OK**.



7. Click the **Backup & Replication** tab and select the **Jobs** option. Then, select **Backup Copy**.
8. Select the backup copy job name in the list and click **Edit** on the menu bar.

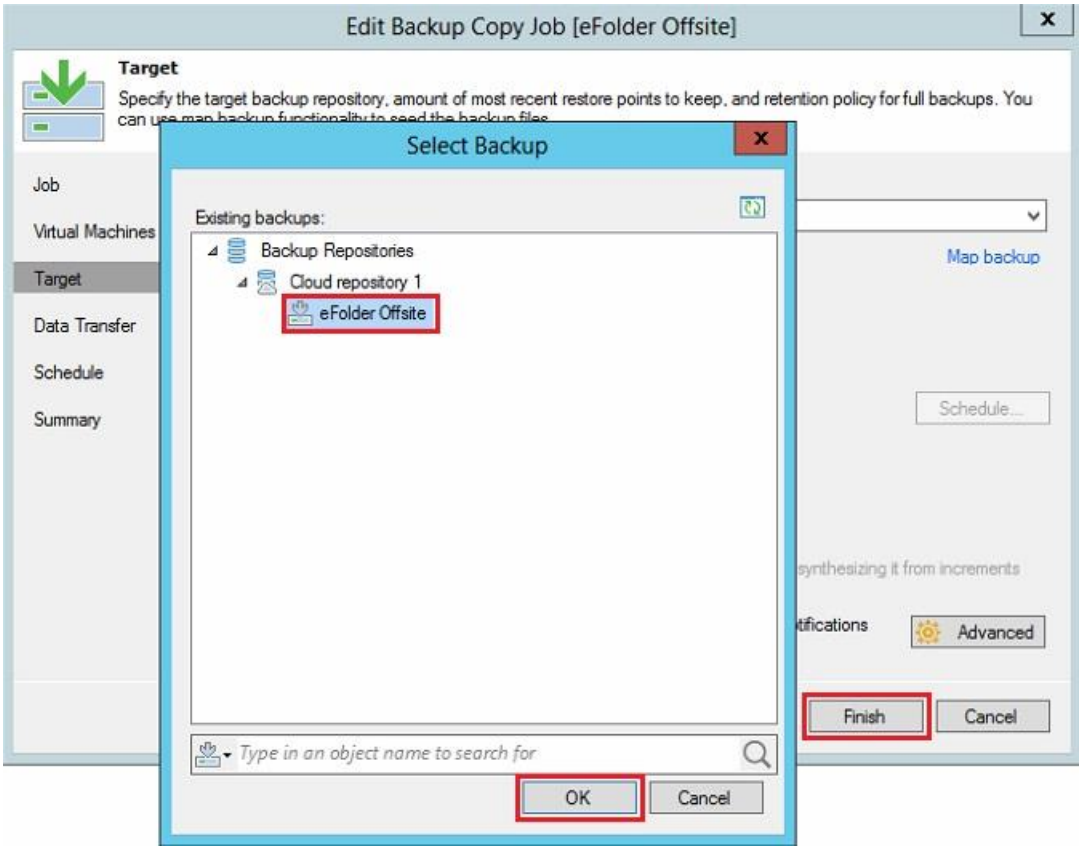


9. Select your cloud repository from the *Backup repository* drop-down list and click the **Map backup** link.

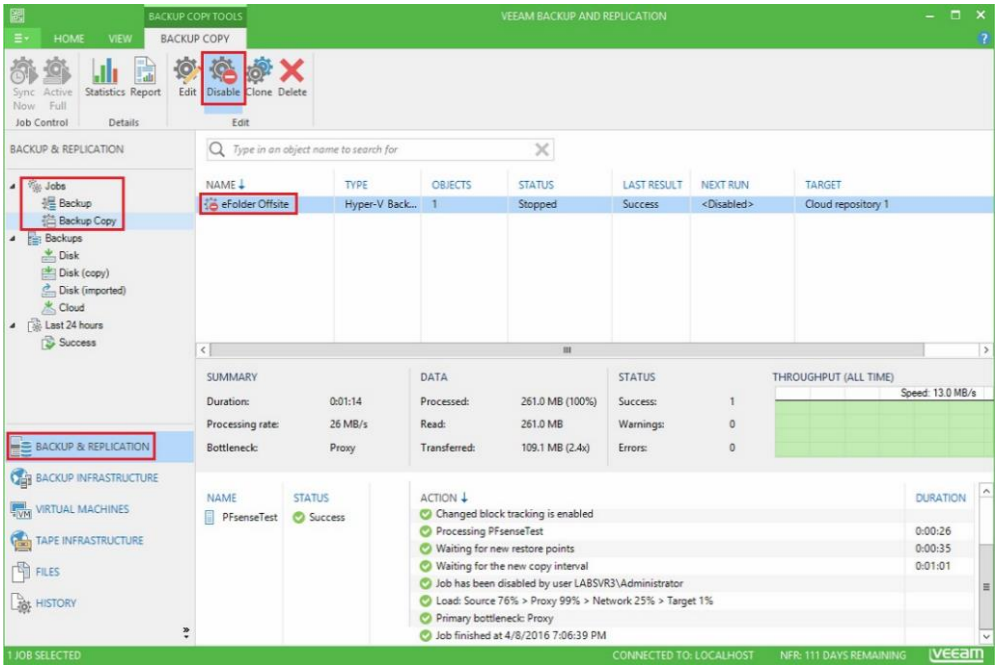

Edit Backup Copy Job [eFolder Offsite]
Target
Specify the target backup repository, amount of most recent restore points to keep, and retention policy for full backups. You can use map backup functionality to seed the backup files.
Job
Virtual Machines
Target
Data Transfer
Schedule
Summary
Backup repository:
Cloud repository 1 (Cloud repository)
249.9 GB free of 250.0 GB
Map backup
Restore points to keep: 7
Keep the following restore points for archival purposes
Weekly backup: 4 Sunday 22:00
Schedule...
Monthly backup: 0 First Sunday of the month
Quarterly backup: 0 First Sunday of the quarter
Yearly backup: 0 First Sunday of the year
Read the entire restore point from source backup instead of synthesizing it from increments
Advanced settings include health check and compact schedule, notifications settings, and automated post-job activity options.
Advanced
< Previous
Next >
Finish
Cancel

10. Select the backup copy job name and click **OK**.

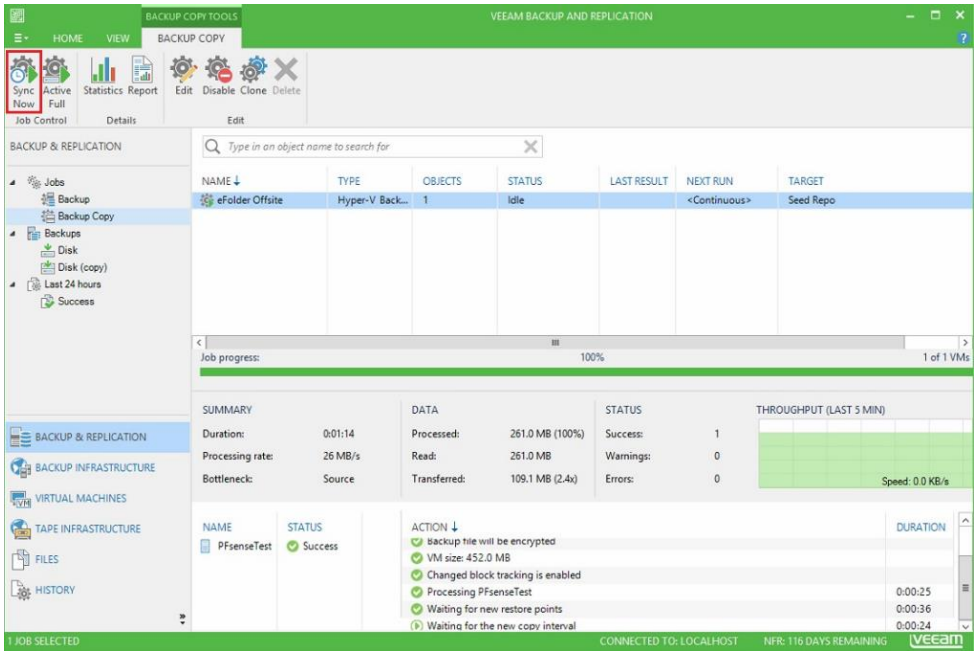
11. Then, click **Finish** on the *Edit Backup Copy Job* page.



12. Click the **Backup & Replication** tab on the left and select the **Jobs** option.
13. Select the backup copy job name in the list and click **Disable** to enable the backup copy job.



14. Click **Sync Now** on the menu bar.



Your backups are now synchronized to the eFolder cloud storage!

If you have any problems during this procedure or notice errors in the log file, please call eFolder Technical Support at **678-373-0109/1-800-352-0248** or submit questions to

VeeamSupport@eFolder.net.

VEEAM BACKUP & REPLICATION GUIDE

Refer to the following sections in the *Veeam Backup & Replication Guide* to perform various tasks on your eFolder BDR for Veeam: http://www.veeam.com/documentation-guides-datasheets.html

CLOUD REPOSITORY
- Limitations
- Backup, Backup Copy, and Restore
- File Operations

DATA ENCRYPTION AND THROTTLING
- Console Versions

MANAGING USER ACCOUNTS and DATA
- Disabling and Enabling User Accounts
- Deleting User Accounts
- Quotas
- Using Cloud Repositories

Creating Backup Jobs
Creating Backup Copy Jobs
Performing Full VM Restore
Restoring VM Files
Restoring VM Disks
Restoring VM Guest OS Files
Copying Backups from Cloud Repositories
Managing Backups
Removing from Backups
Removing from Disks

If you need support for any of these topics or general questions, contact eFolder Technical Support at **678-373-0109/1-800-352-0248** or submit questions to **VeeamSupport@eFolder.net**.

For known problem resolutions, open a browser and navigate to:

Veeam Support: https://www.veeam.com/support.html

FREQUENTLY ASKED QUESTIONS

What kind of licensing do I need?

The local Veeam licensing can be anything. Veeam V8 has Cloud Connect built-in and can replicate to our cloud service.

What is the connectivity like?

Our cloud service has several dedicated 10-gigabit Internet connections that are redundantly routed using route-optimized BGP. We do not throttle incoming or outgoing bandwidth in any way. As fast as you can send the data to us, we can receive it.

Can I choose which VMs will replicate?

You can choose the VMs that will replicate to our cloud. Keep your local Veeam backup job and create a separate backup copy (new type of job in V8) that efficiently pushes the data for only those VMs you want in our cloud to our cloud.

How secure is this service?

The data is client-side encrypted and stored encrypted in our cloud.

Can I push data from multiple clients to a single cloud connect instance in our cloud?

The cloud connect server is multi-tenant, so you can send data from multiple clients to the same cloud connect instance in the eFolder cloud.

Can the local backups and the remote backups run on different schedules?

The backup copy job can run on a different schedule than the local backup job. For example, it is possible to run the backup copy job only once per day. It efficiently transmits the equivalent of one recovery point per day to our cloud, instead of all recovery points. Also, you can transmit all recovery points.