Continuity Cloud Guide

for ShadowProtect

Revised June 2016

CONTENTS

TECHNICAL INSTRUCTIONS

Process Overview

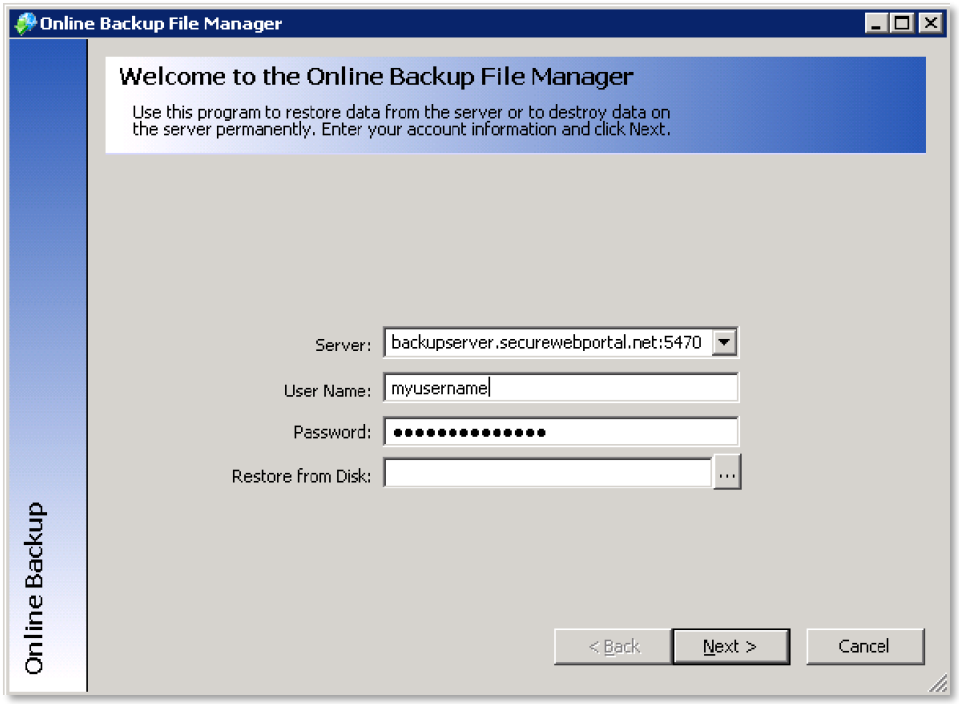
1. The eFolder file manager tool decrypts the encrypted bare-metal backup images used to store ShadowProtect files (e.g., *.spf, *.spi) onto an eFolder Continuity Cloud node's local storage.
2. StorageCraft VirtualBoot then quickly virtualizes each server (in less than 5 minutes.)
3. The virtual firewall can now be configured to properly setup the desired networking and port forwarding.

Decrypting and Restoring the ShadowProtect Backup Images

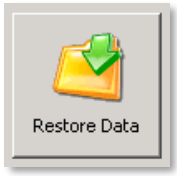
In this step, eFolder's file manager tool decrypts your backed up ShadowProtect data. Communication will happen across eFolder's internal data center network, resulting in much faster transfer speeds than when restoring over the Internet.

To begin, start the online backup file manager on the desktop:

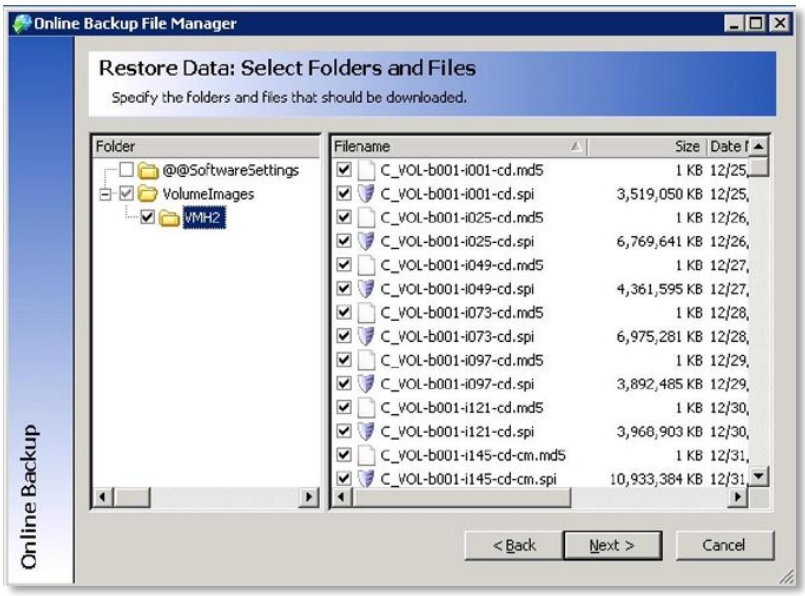
Login to the eFolder Online Backup File Manager with the account username and password associated with the BDR you want to restore data from. (If you have multiple BDRs, repeat this section of instructions for each BDR from which you are restoring).



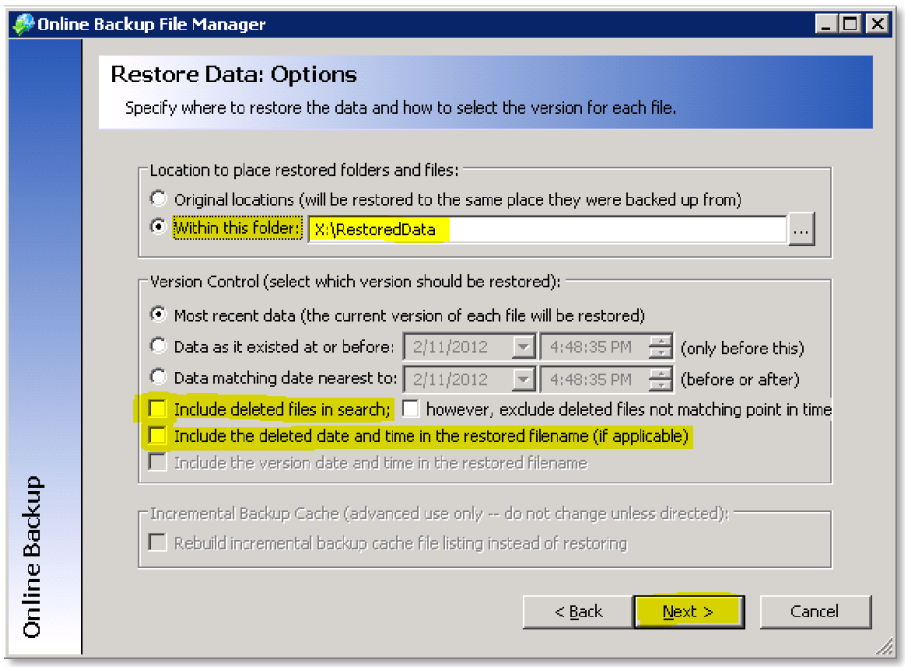
Click **Next**, and then choose **Restore Data**:



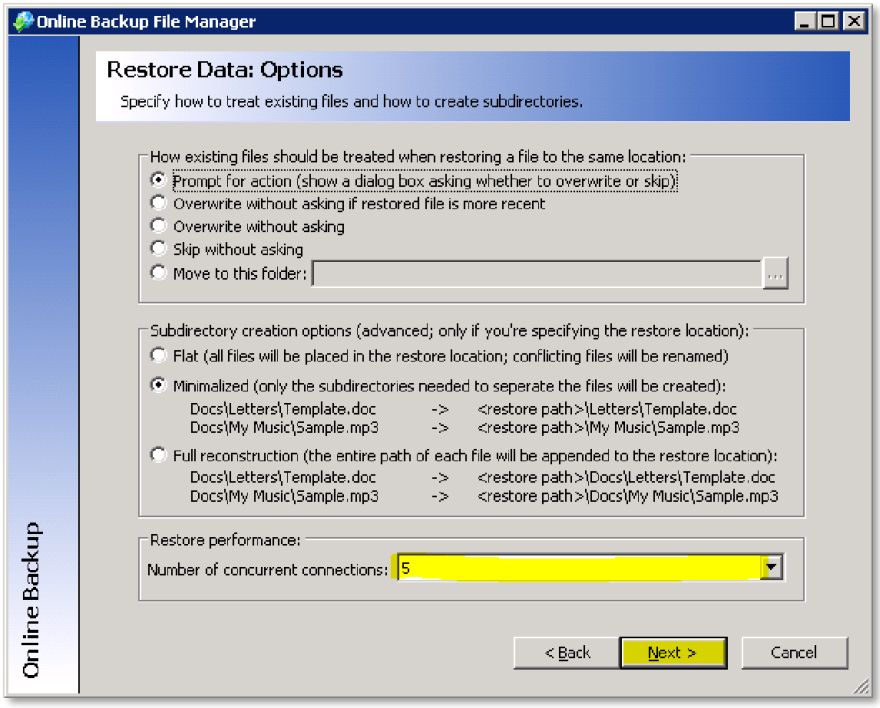
Check the server(s) that you want to restore data for and click **Next**:



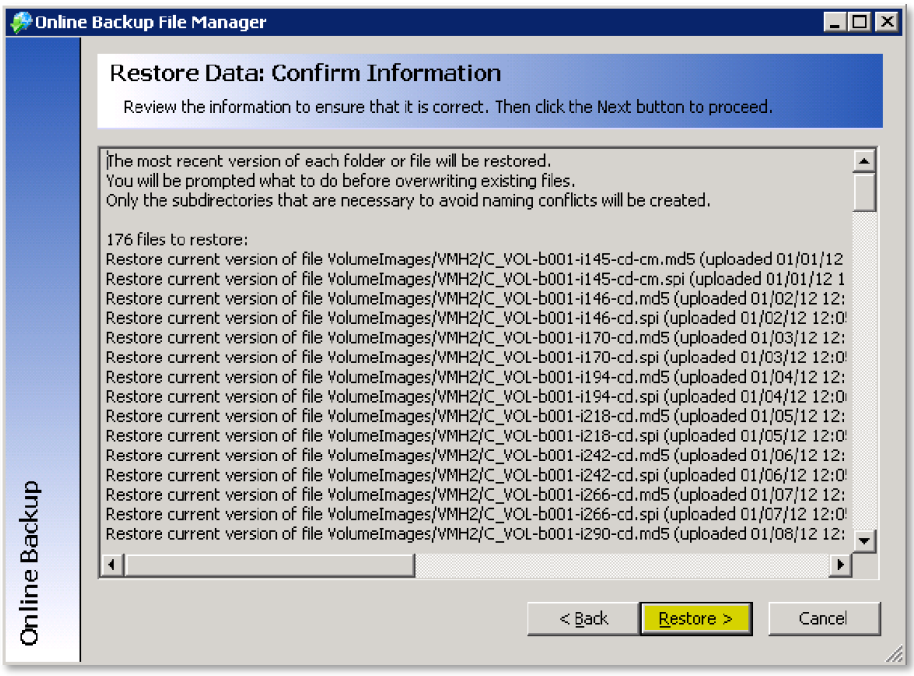
Adjust the options to restore all data to the X:\RestoredData folder. Uncheck the options to **Include deleted files in search** and to **Include the deleted date and time in the restored filename**:



Click **Next**, and change the number of concurrent connections to **5**:



Click **Next**, and wait for the list of files to be restored to appear:

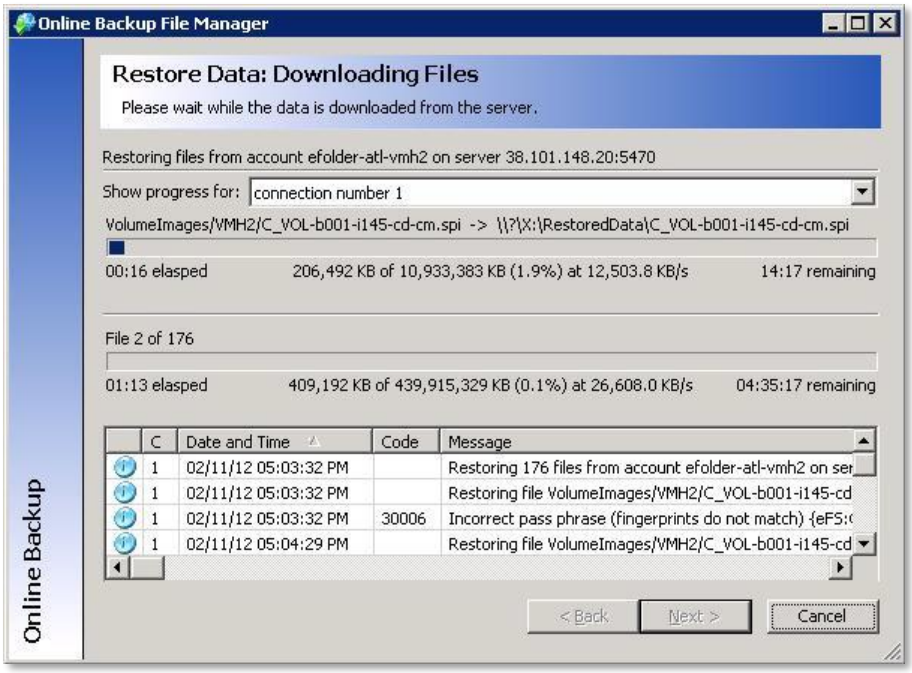


To start the restore (decrypt) process, click **Restore**.

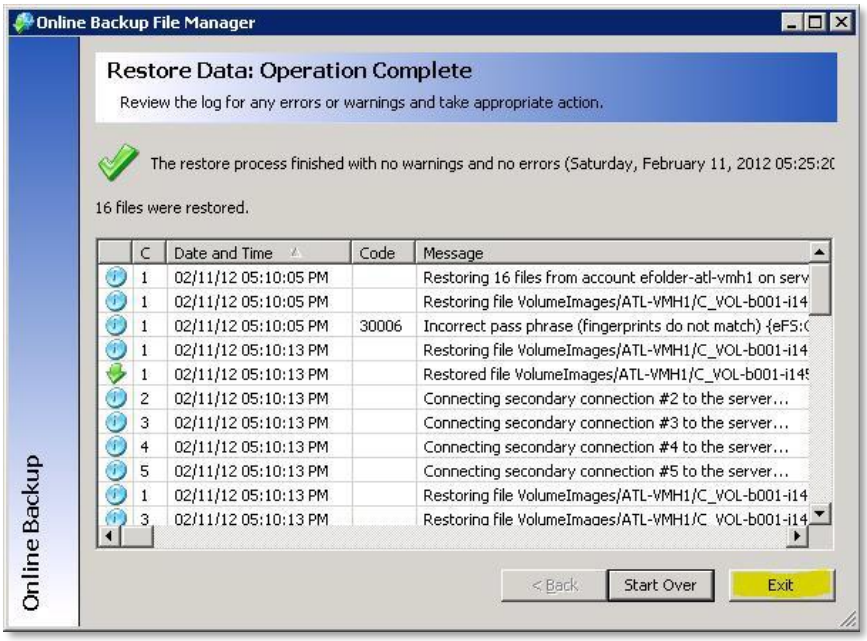
You will then immediately be prompted for your encryption **Pass Phrase.**

Enter the correct encryption pass phrase for that account, and click **OK**. If you do not know your encryption pass phrase, use the online backup manager to initiate the pass phrase recovery. (This recovery option is available only if you chose to allow pass phrase recovery when you setup the online backup account).

Now wait for the data to be decrypted:



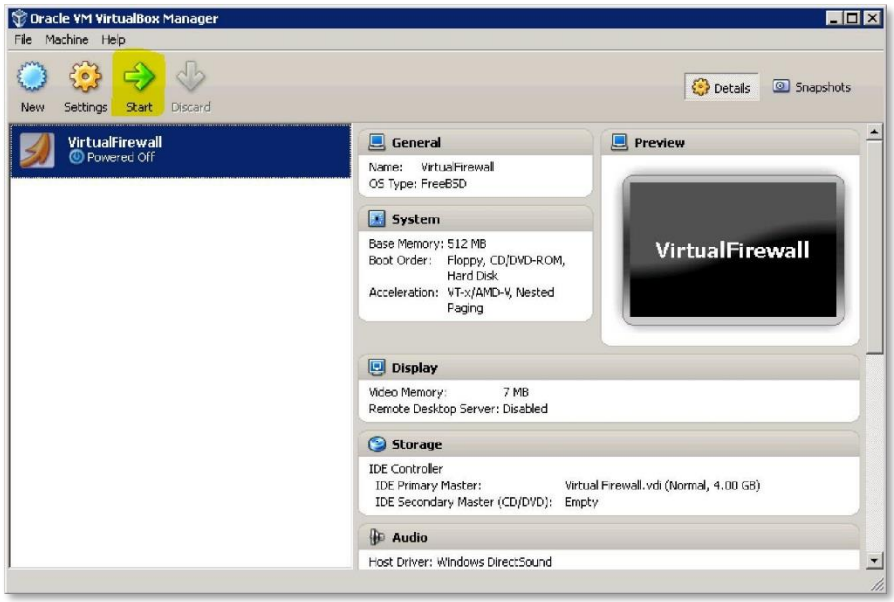
Once decryption is finished, click **Exit** to close the file manager:



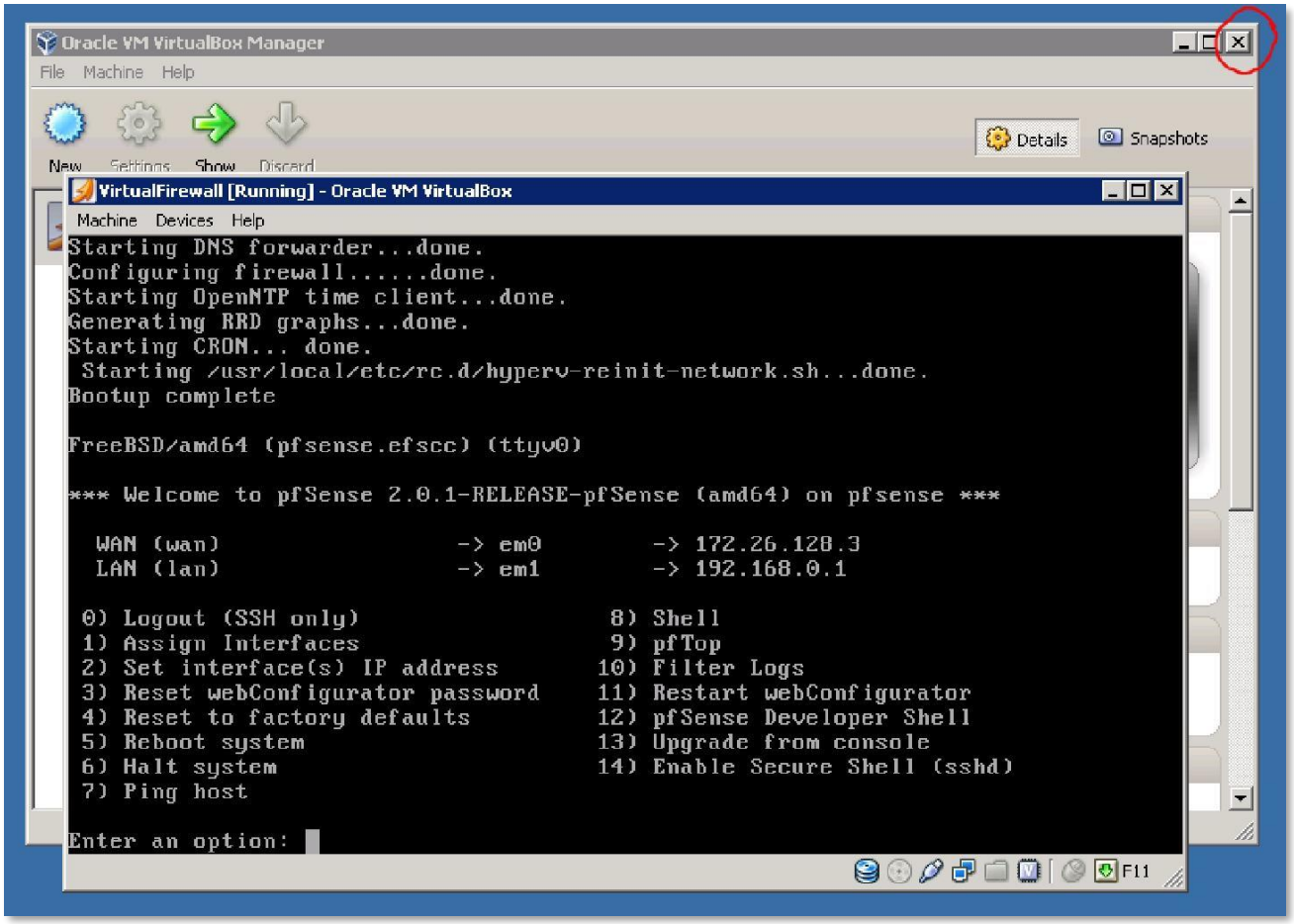
Starting the Virtual Firewall

To start the virtual firewall, on the desktop click the **VirtualBox icon:**

Highlight the **Virtual Firewall VM** and click **Start:**



The virtual firewall will take about 60 seconds to boot. When it's booted, you should see a menu similar to the example below. Close the VirtualBox Manager GUI, but do not close the window for the Virtual Firewall VM itself:



VERY IMPORTANT: You must stay logged into Windows for the Virtual Firewall (and any other VirtualBox VMs) to continue to run. Do not log out when you are finished with your remote desktop session, but rather disconnect from the remote desktop session instead. This will allow the VMs to continue to run.

Managing the Virtual Firewall

Now that the Virtual Firewall VM is running, click the icon on the desktop to access the management interface.

For help with this step, please see the Continuity Cloud Virtual Firewall Guide.

Once the virtual LAN network settings and firewall policies are configured, resume the next step.

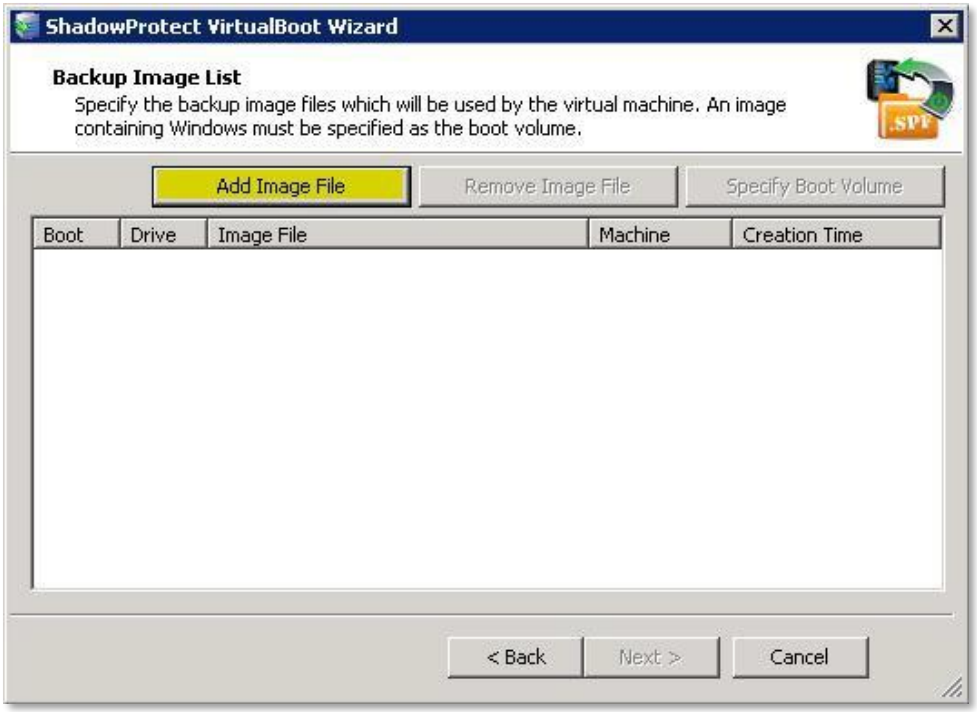
Virtualizing Restored Servers

Once your ShadowProtect data has been fully decrypted, it is ready for near-instant virtualization. To do this, use the StorageCraft VirtualBoot feature to create a VM for each server you want to virtualize.

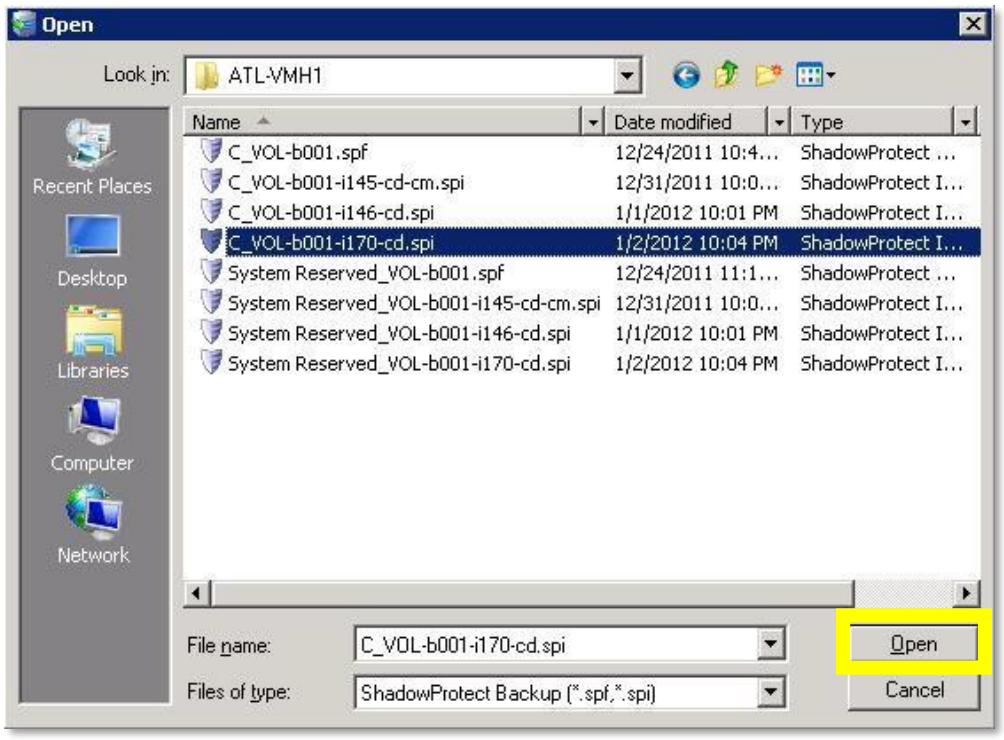
First, click the **VirtualBoot** desktop icon to start the program:

Click **Next** to begin:

Click **Add Image File**.

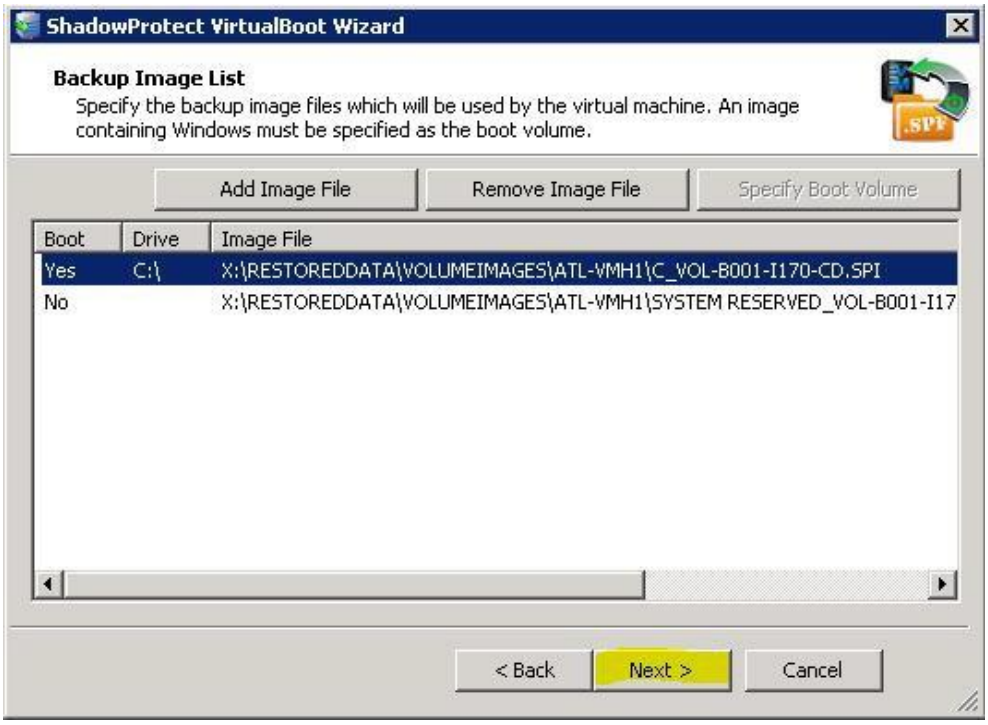


Browse to the **X:\RestoredData\VolumeImages\ServerName folder** and select the incremental file that corresponds to the operating system volume for the desired point in time you want to virtualize:

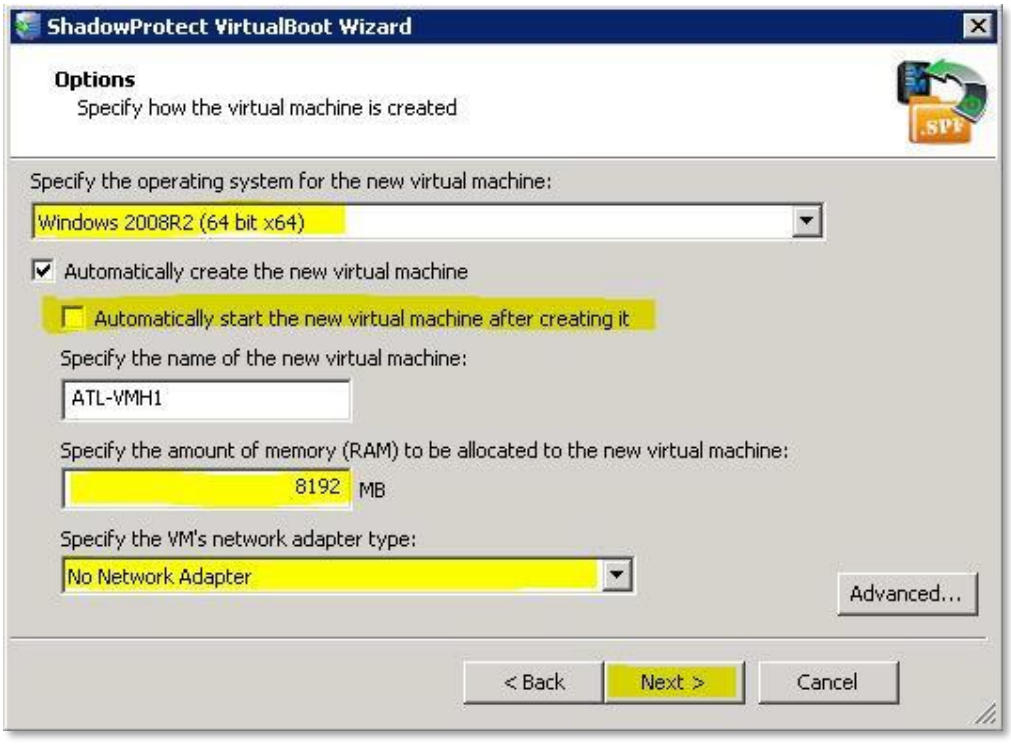


Once you click the **Open** button, any dependent volumes should be automatically add

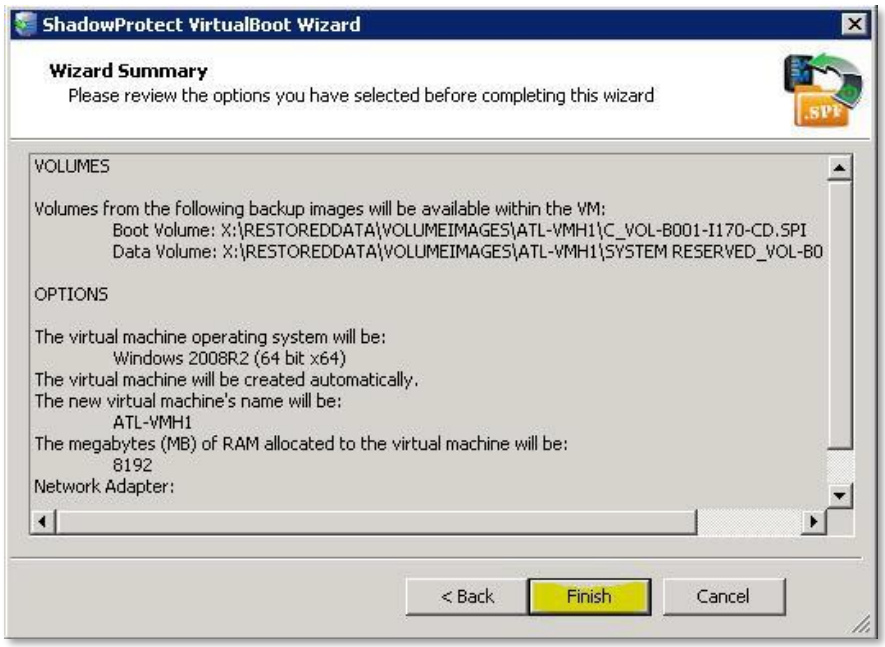
Make sure that no drive is listed more than once. Click **Next**.



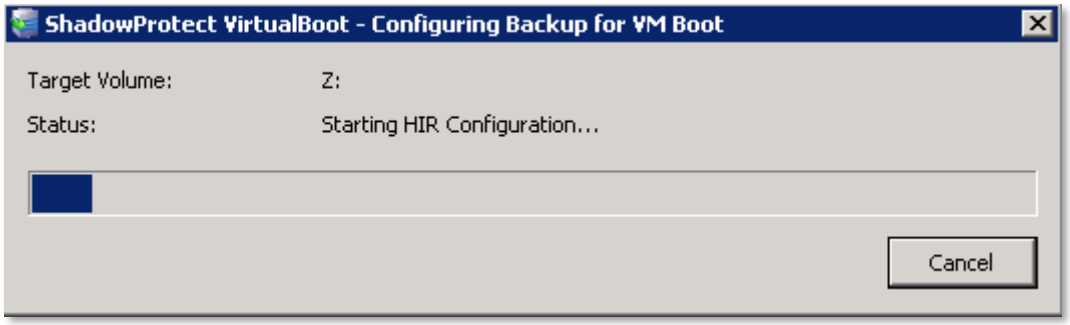
Specify the operating system, uncheck the **Automatically start the new virtual machine** option, choose how much RAM is to be allocated to the new VM, and specify that you do not want a network adapter. Then, click **Next**.



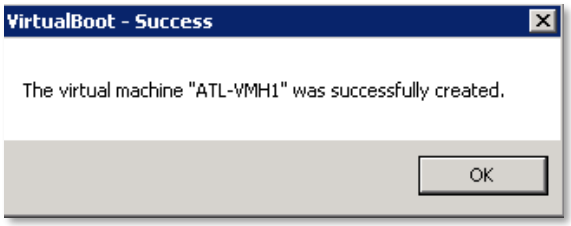
A summary will appear:



Finally, click **Finish**. The new VM will be prepared for booting. This should only take a minute

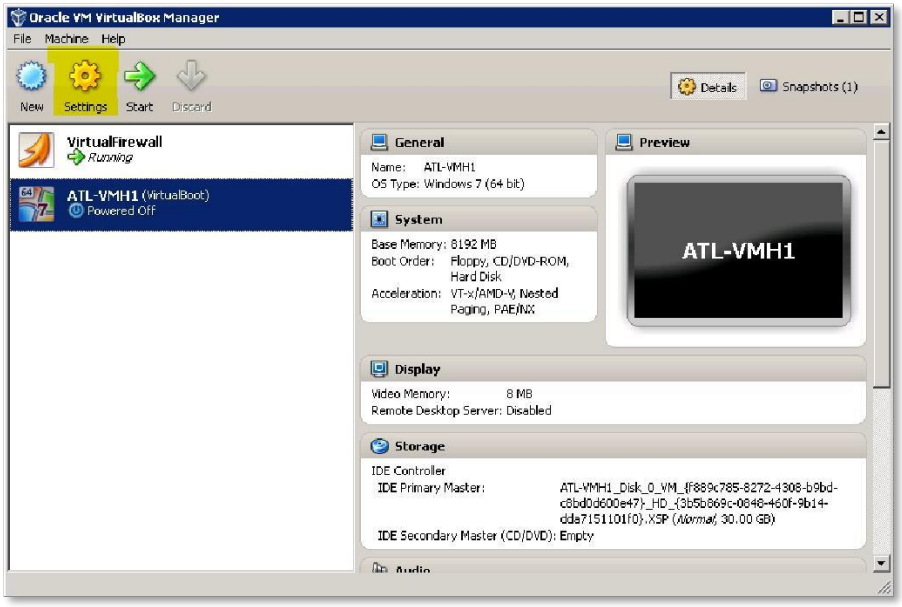


Once it's finished, you should see a success message:



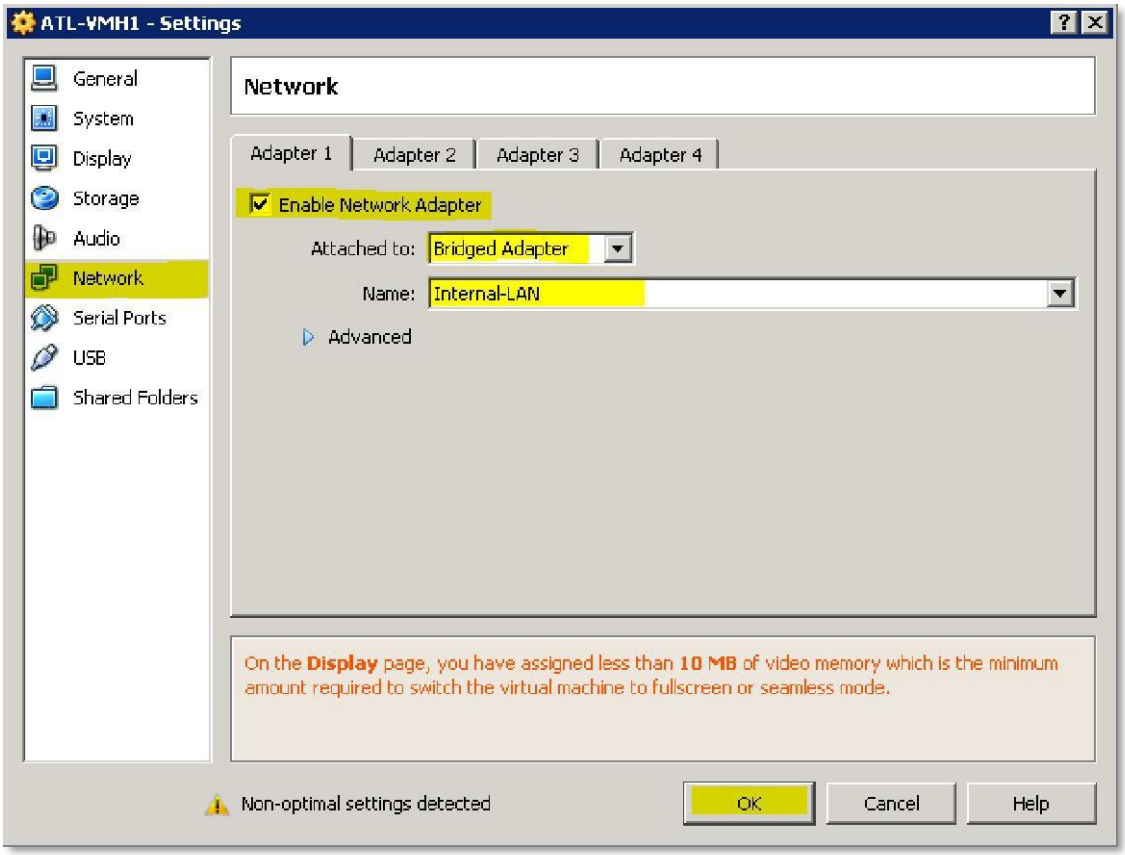
After you have gone through the VirtualBoot process for all servers that you want to virtualize, start VirtualBox by clicking the icon:

Select each server and choose **Settings**:

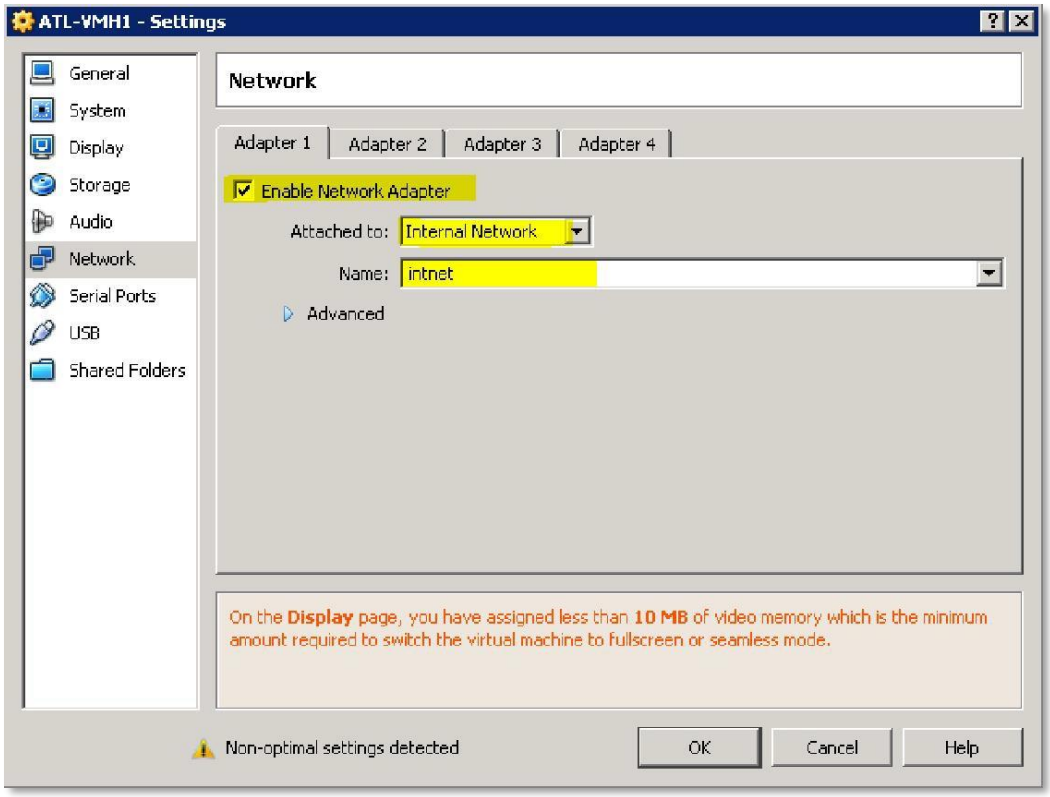


Go to the *Network* settings, and click **Enable Network Adapter** for the first adapter.

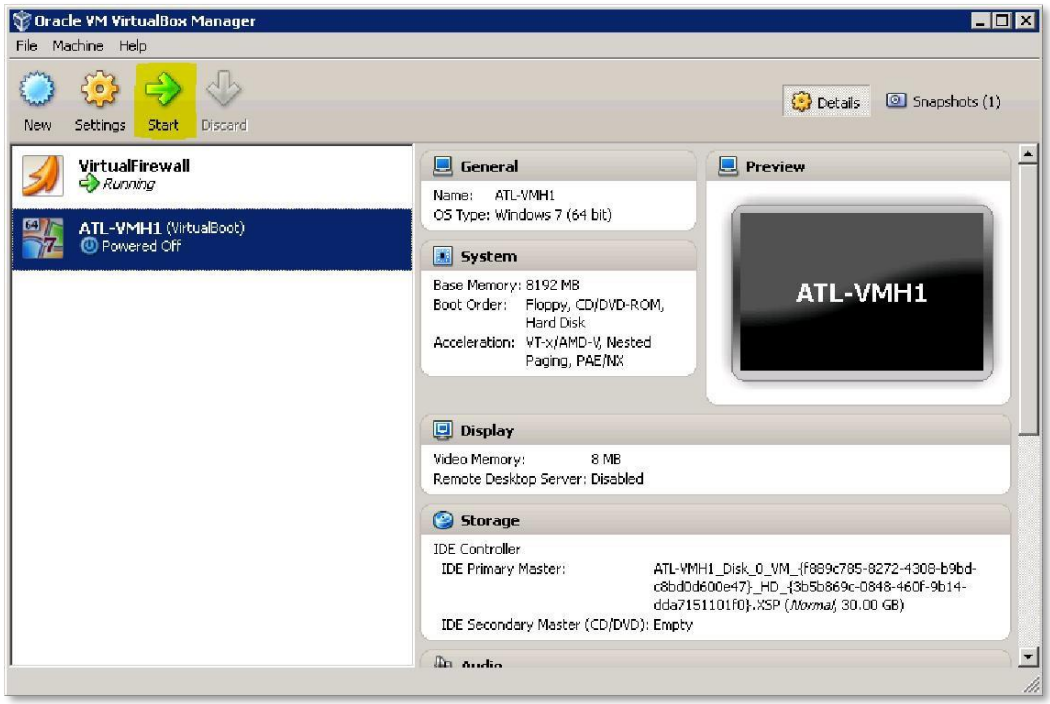
To enable the VM to talk to the Virtual Firewall, choose **Bridged Adapter** and select **Internal-LAN**. Then click **OK**.



Note: If you want to completely isolate the VM (including isolating the VM from the virtual firewall), choose **Internal Network** and attach it to the **intnet** internal network:



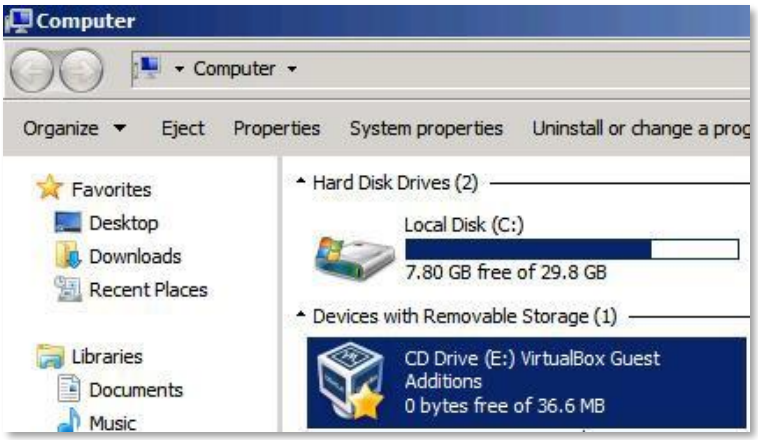
To start the VMs, select each VM and choose **Start**.



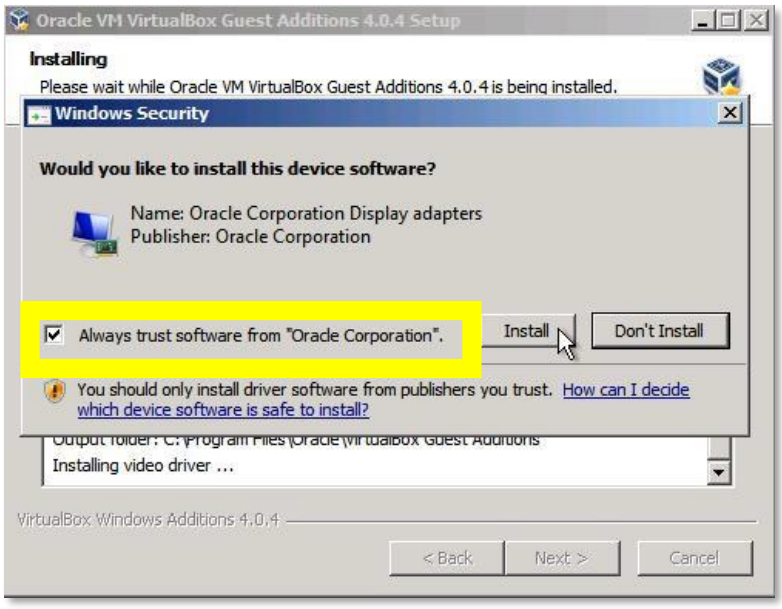
Once the VMs have booted, you may want to install the guest additions for improved performance.

In the VM's window, on the *Devices* menu, choose **Install Guest Additions**:

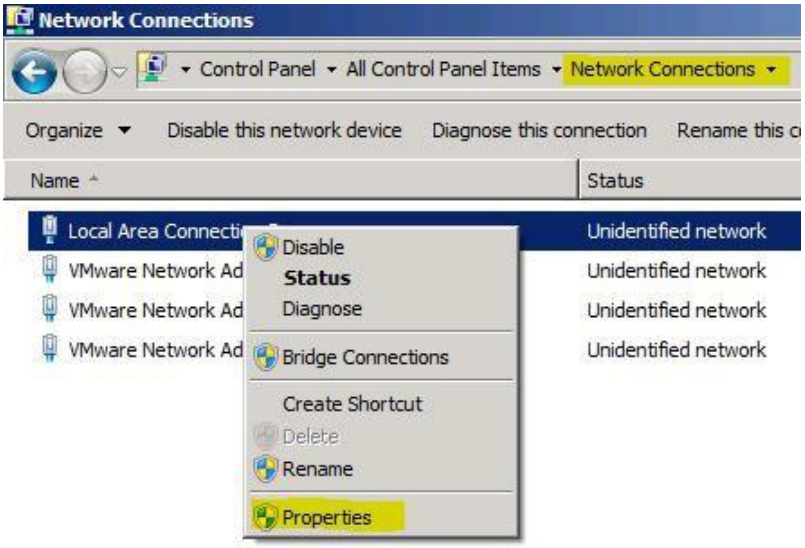
Inside the VM login, go to the CDROM drive and run the setup:



When asked to confirm the installation of device drivers, check **Always trust software from Oracle**:



Finally, reset the IP address of the server. Open *Network Connections,* find **Intel Pro/1000 MT Desktop Adapter connection,** right click it and choose **Properties.**



Then setup an IP address as you normally would.
You may need to reboot for all changes to take effect.

Very Important! If you are virtualizing an SBS server or domain controller, the first time the server boots, when the Windows boot menu appears, **immediately press F8 and choose Active Directory Restore Mode or Directory Services Restore Mode.** Once the server comes up, login as the local Administrator (.\Administrator) using the Directory Services Restore Mode password, edit the settings for the network adapter to reset the static IP and the DNS server address. For SBS servers, the DNS server address will be the same as the static IP (or 127.0.0.1).

At this point your servers should be running and accessible to users through forwarded ports or any VPN you've setup

Very Important! You must stay logged into Windows for the Virtual Firewall and any other VirtualBox VMs to continue to run. Do not log out when you are finished with your remote desktop session, but rather disconnect from the remote desktop session instead. This will allow the VMs to continue to run.

Cleaning Up

When you have finished with the eFolder Continuity Cloud, the best practice is to delete any of your data on the X: (using windows explorer), and then securely erase all of the free space on the drive.

To do this, you can open a command prompt and run the command "sdelete -c X:" .
This will securely erase any files you have deleted.

To ensure that you are no longer billed for the eFolder Continuity Cloud service, you must update or submit a ticket indicating that you are finished with the node(s) that have been provisioned for you.

Please note that once you have submitted a ticket indicating you are finished with the node, you will no longer have access to the machine and eFolder will wipe and reimage the machine from bare metal.

Please make sure you have any needed data before submitting a ticket indicating that you are finished with the nodes.

Questions

For specific questions about this eFolder product, please contact us directly:

- Submit all eFolder questions to www.efolder.net/help
- Call us at 800-352-0248
- Browse our Knowledgebase

The People Behind Your Cloud