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## Acronis Cyber Backup Manual

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velia.net Internetdienste GmbH

**Address velia.net:**  
velia.net Internetdienste GmbH  
c/o WeWork Friesenplatz 4  
D-50672 Köln  
Germany

**Contact:**  
Telephone (Billing): +49 69 5880453 03  
Telephone (Sales): +49 69 5880453 02  
<https://www.velia.net>

**Management:**  
Arek Akilli  
Michele Lau  
Nicholas A. Daddario

**Commercial register:**  
Hanau HRB 7588, Germany

**VAT No (USt-IdNr):**  
DE 229787817

## Introduction

Data is one of the most important assets that a hosting provider should safe-keep. Not only important HTML and media files, but also the data the customer entrusted you with. In the age of cloud computing most people look at data backups only as an afterthought. Who can blame them? Have you ever thought of backing up your Facebook account? Probably not. Your clients may expect the same kind of data safety from you as from any other big hosting company. You, as a hosting provider, cannot afford to lose any of your client's data. On the other hand, you also want to recover quickly from a major data loss. This can happen due to faulty hardware or perhaps somebody accidentally deleting files. These things have happened to many hosting companies, large and small.

With Acronis Cyber Backup, we are not only offering a safe and reliable backup solution, but also a service that allows you to perform a bare-metal restore. In the event of a complete loss of your data the recovery time is limited by the time it takes to write all the data back to your server. This is a lot better and less stressful than having to re-install a naked OS and restore everything manually.

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D-50672 Köln  
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Nicholas A. Daddario

**Commercial register:**  
Hanau HRB 7588, Germany

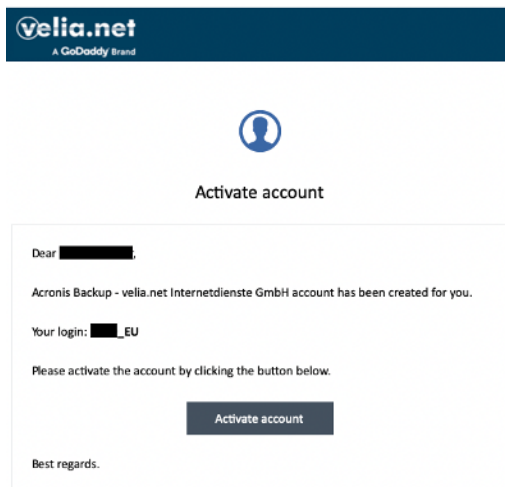
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## Update your backup plan

If you need more storage space for your backup, open a ticket in the velianet-backup area and tell us how much additional space you need.

## Acronis Cyber Backup Account Activation

After you placed an order for Acronis Cyber Backup you will receive an activation email within 24 hours.



This is to activate your Acronis Backup and to set your password.

**Please note that this account is different from your velia.net login.**

You will be redirected to an Acronis Cyber Backup Management Console for our EU or US territories.

## How to register your server with Acronis Cyber Backup

Before you can perform any backups, your server or servers need to install the Acronis Cyber Backup Agent and need to be registered with the Acronis Management Console. The server will automatically register with the Acronis Cyber Backup Management Console as soon as it is installed.

## Location where your data will be stored

EMEA – Frankfurt

US – Phoenix

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velia.net Internetdienste GmbH  
c/o WeWork Friesenplatz 4  
D-50672 Köln  
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Hanau HRB 7588, Germany

**VAT No (USt-IdNr):**  
DE 229787817

## How to install Acronis Cyber Backup Agent on a Linux Server

After you activated the Acronis account, you will be presented with a couple of download options. For Debian and Ubuntu, you can download the installer directly to your computer at home or the office and transfer it to your server. In this tutorial, we are downloading the software directly from Acronis to your server. You have to download the Acronis Cyber Backup agent from the Acronis Management Interface to your computer first, or simply run the command:

```
wget -4 http://smbserver.frankfurt.de.velia.net/tools/CyberProtect_AgentForLinux_x86_64.bin
```

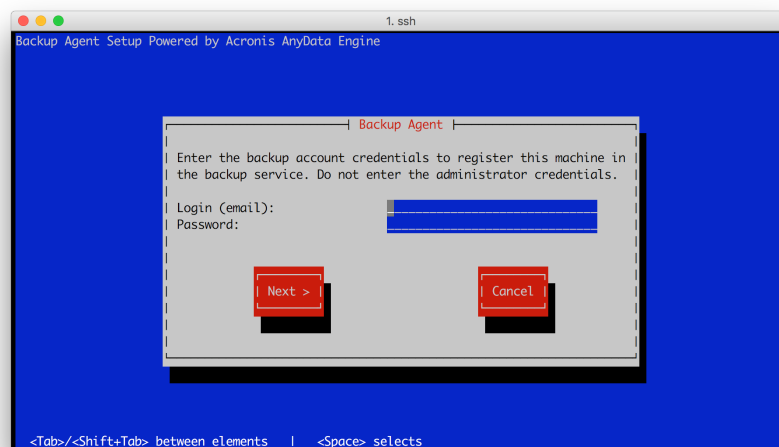
This application will work on Debian, Ubuntu, CentOS and Cloud Linux OS. Before to run the installation, please make sure that you've installed the current kernel headers. Example for Ubuntu and Debian you can find here: <https://www.tecmint.com/install-kernel-headers-in-ubuntu-anddebian/>

To run the installation, you have to execute the following commands:

```
chmod +x CyberProtect_AgentForLinux_x86_64.bin  
./CyberProtect_AgentForLinux_x86_64.bin
```

This script will first install a few packages that are necessary for Acronis Cyber Backup Agent to function. After this has finished you will be asked to provide your Acronis login credentials.

**Please note, they are not the same as your velia.net login.**



After the installation has finished nothing else needs to be done on the server itself. Your backups are now controlled by the Acronis Cyber Backup Management Console.

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velia.net Internetdienste GmbH  
c/o WeWork Friesenplatz 4  
D-50672 Köln  
Germany

**Contact:**  
Telephone (Billing): +49 69 5880453 03  
Telephone (Sales): +49 69 5880453 02  
<https://www.velia.net>

**Management:**  
Arek Akilli  
Michele Lau  
Nicholas A. Daddario

**Commercial register:**  
Hanau HRB 7588, Germany

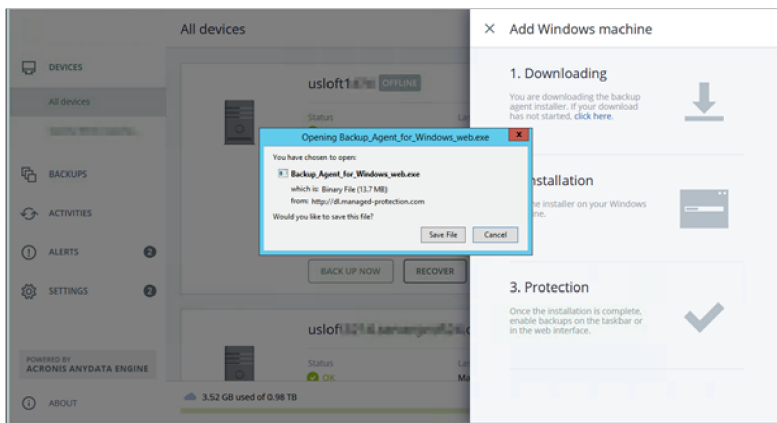
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## How to install Acronis Cyber Backup Agent on a Windows Server

After you have activated your Acronis Cyber Backup account you will be presented with a couple of download options. For Windows, you can download the installer directly to your computer at home or the office and transfer it to your server. In this tutorial, we are downloading the software directly from Acronis to your server. It is not necessary to download it from the Acronis Management Interface to your computer first.

Connect via Remoted Desktop (RDP) to your server and access the Acronis Management Console at <https://eu.backup.velia.net> or <https://us.backup.velia.net>

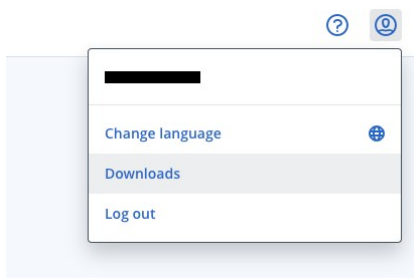
Select Add on the upper right and download the Windows installer to your server.



Once the download is complete simply run the installer and follow the instructions. Upon starting the installer, you will be asked to authenticate. You need to use the Acronis Cyber Backup login credentials to register your server.

## How to get the agents for all supported systems

You can find the links to all agents in the upper right corner as Link under your profile.



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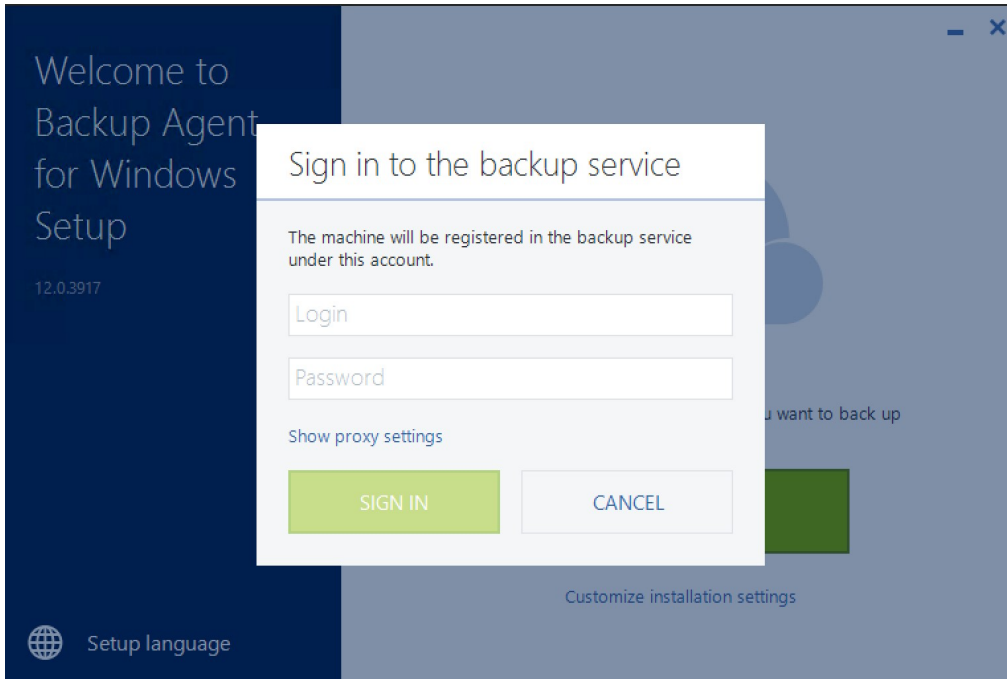
**Address velia.net:**  
 velia.net Internetdienste GmbH  
 c/o WeWork Friesenplatz 4  
 D-50672 Köln  
 Germany

**Contact:**  
 Telephone (Billing): +49 69 5880453 03  
 Telephone (Sales): +49 69 5880453 02  
<https://www.velia.net>

**Management:**  
 Arek Akilli  
 Michele Lau  
 Nicholas A. Daddario

**Commercial register:**  
 Hanau HRB 7588, Germany

**VAT No (UST-IdNr):**  
 DE 229787817



### How to verify if my server has been registered correctly

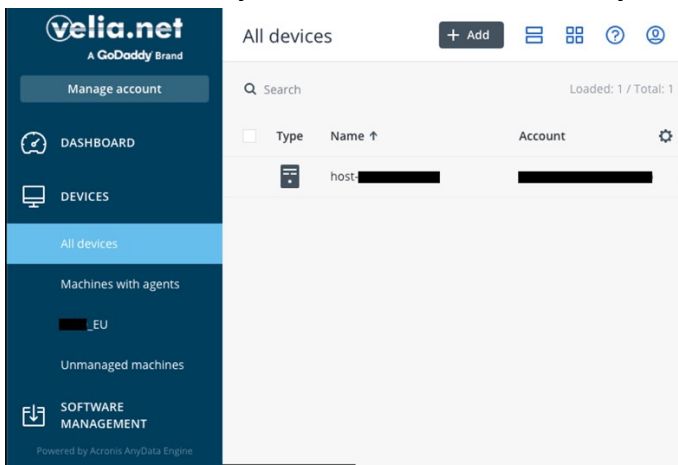
After installing the Acronis Cyber Backup Agent log on to the Acronis Cyber Backup Management Console

<https://eu.backup.velia.net>

<https://us.backup.velia.net>

Your server should now be listed under Devices.

**Please note, it may take a few minutes before your server appears in the list.**



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 Nicholas A. Daddario

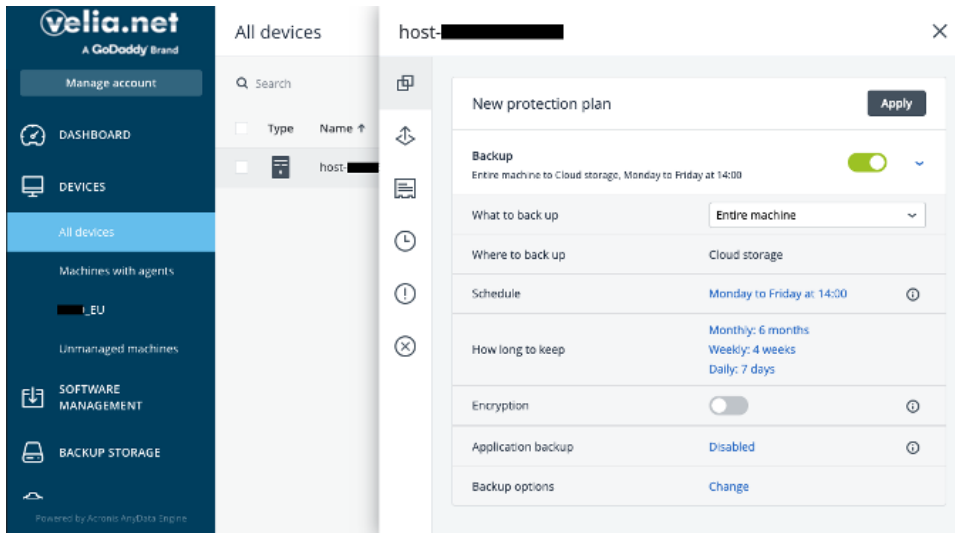
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 Hanau HRB 7588, Germany

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 DE 229787817

## How to perform a backup

On the Acronis Cyber Backup Management Console select your server and Backup from the left-hand menu that will open.

When you first create a backup, you will be asked to define a backup plan. You can define one for each server, or one for all your servers.



You will be given the option to name your backup plan and decide on its parameters

**What to back up:** Choose from Entire Machine, Disk/volumes or Files/folders.

**Where to back up:** Normally you would want to select Cloud Storage. This is the secure storage you received from us. Alternatively, you can provide your own storage. This is not covered in this document, however.

**Schedule:** By default, the backup is run only 5 days a week. We recommend performing the backups daily instead.

**How long to keep:** Acronis Cyber Backup performs incremental backups, i.e. after the initial backup only the changes are backed up. Depending on the amount of changes and storage space you have available, you might want to tweak the retention time to better suit your needs.

**Encryption:** Encryption is off by default, but we highly recommend enabling it. These are our recommended settings that should be ok for most scenarios.

**Please note:** If you lose your password, your data cannot be recovered!

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**Address velia.net:**  
 velia.net Internetdienste GmbH  
 c/o WeWork Friesenplatz 4  
 D-50672 Köln  
 Germany

**Contact:**  
 Telephone (Billing): +49 69 5880453 03  
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<https://www.velia.net>

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**Commercial register:**  
 Hanau HRB 7588, Germany

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New protection plan
Apply

---

**Backup**

Entire machine to Cloud storage, Monday to Friday at 14:00

v

---

What to back up

Entire machine v

---

Where to back up
Cloud storage

---

Schedule
Monday to Friday at 14:00 i

---

How long to keep

Monthly: 6 months

Weekly: 4 weeks

Daily: 7 days

---

Encryption

i

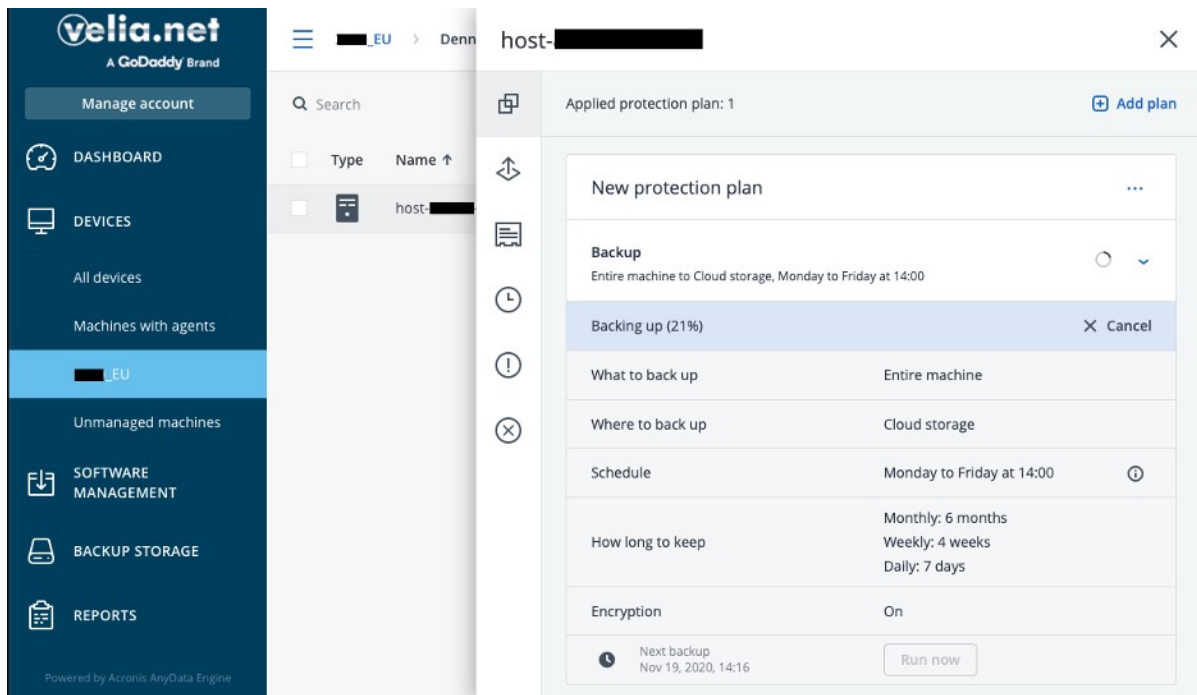
---

Application backup

Disabled
i

---

Backup options
[Change](#)



After applying the changes select Run Now and the backup will start immediately. Your backups will now be performed according to the schedule you defined.

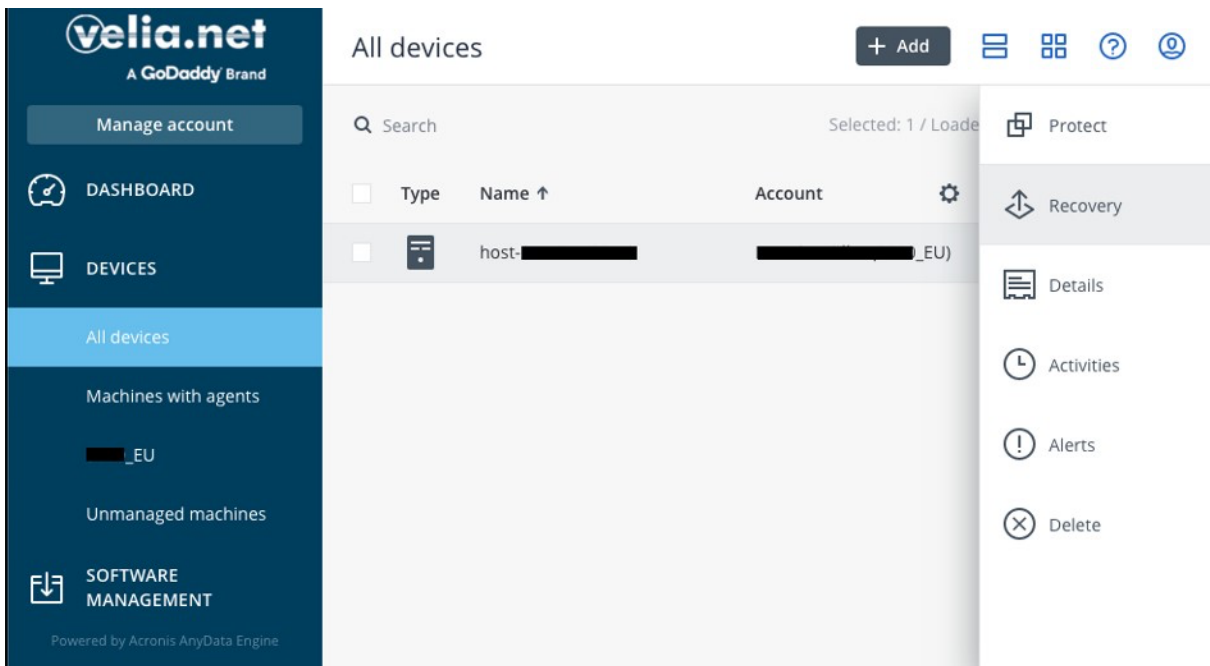


## How to perform a file restore

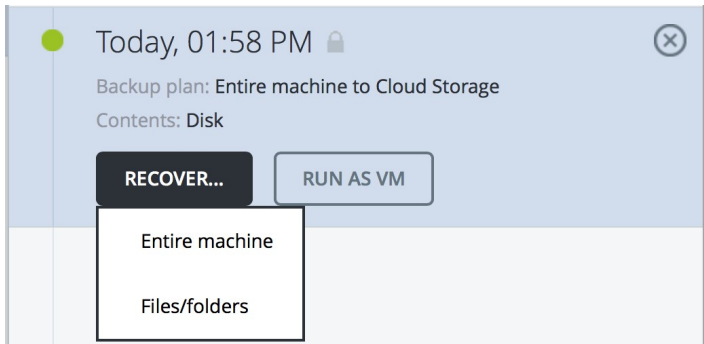
Regardless whether you perform a backup of the entire machine, volumes or files, you will always be able to retrieve a file from your existing backups.

To restore a file or multiple files, or download them to your computer, log on to the Acronis Cyber Backup Management Console and select the server you want to retrieve files for.

Then click the Recovery option in the right-hand menu that has opened.



Select RECOVER and Files/folders



If you have chosen to encrypt your backup, you will be asked to enter the password first.

Next you can browse through your file system and select the files you want to restore or download to your computer

<input type="checkbox"/>	Type ↑	Name	Size	Last change
<input type="checkbox"/>	Folder	boot		Mar 22 12:07 PM
<input type="checkbox"/>	Folder	dev		Mar 22 12:07 PM
<input type="checkbox"/>	Folder	etc		Mar 22 01:36 PM
<input type="checkbox"/>	Folder	home		Nov 05 10:38 AM
<input type="checkbox"/>	Folder	media		Nov 05 10:38 AM
<input type="checkbox"/>	Folder	mnt		Nov 05 10:38 AM
<input type="checkbox"/>	Folder	opt		Nov 05 10:38 AM
<input type="checkbox"/>	Folder	proc		Mar 22 12:07 PM
<input type="checkbox"/>	Folder	root		Mar 22 01:36 PM
<input type="checkbox"/>	Folder	run		Mar 22 12:07 PM

## How to perform a bare-metal restore

A bare-metal restore is necessary after a failure of the server hard drive disk(s). In this event, they are replaced with new ones, but your server is in fact still offline for your users. With Acronis Cyber Backup, you can restore your entire server from a backup and all data up until the backup was performed will be restored. Your server will be fully functional again after the restore.

**Please note, it is possible to restore a backup from one server to a different one. But additional steps not covered in this manual are necessary to change, for instance, the network configuration to the new IP address and network.**

## How to start the Acronis Bare-Metal Restore

You can use the ISO located at our SMB server to mount it via your IPMI/iLO.

### IPMI

**Share host:**

85.195.124.157 - Frankfurt + Strasbourg

173.201.17.4 - Phoenix

192.155.106.2 - Miami

207.38.90.6 – St. Louis

103.244.112.132 - Singapore

**Path to image:**

\iso\tools\acronis\_baremetal\_restore.iso

### HP iLO

Frankfurt + Strasbourg: [http://85.195.124.157/tools/acronis\\_baremetal\\_restore.iso](http://85.195.124.157/tools/acronis_baremetal_restore.iso)Phoenix: [http://173.201.17.4/tools/acronis\\_baremetal\\_restore.iso](http://173.201.17.4/tools/acronis_baremetal_restore.iso)Miami: [http://192.155.106.2/tools/acronis\\_baremetal\\_restore.iso](http://192.155.106.2/tools/acronis_baremetal_restore.iso)St. Louis: [http://207.38.90.6/tools/acronis\\_baremetal\\_restore.iso](http://207.38.90.6/tools/acronis_baremetal_restore.iso)Hongkong: [http://103.244.112.132/tools/acronis\\_baremetal\\_restore.iso](http://103.244.112.132/tools/acronis_baremetal_restore.iso)

You need to open the remote console and restart your server, by press F11 you get to the "Boot Menu" where you can start the ISO you just mounted.

**Please note, that your server has not been restored yet! You still need to perform the actual data transfer explained below.**

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**Address velia.net:**  
velia.net Internetdienste GmbH  
c/o WeWork Friesenplatz 4  
D-50672 Köln  
Germany

**Contact:**  
Telephone (Billing): +49 69 5880453 03  
Telephone (Sales): +49 69 5880453 02  
<https://www.velia.net>

**Management:**  
Arek Akilli  
Michele Lau  
Nicholas A. Daddario

**Commercial register:**  
Hanau HRB 7588, Germany

**VAT No (USt-IdNr):**  
DE 229787817

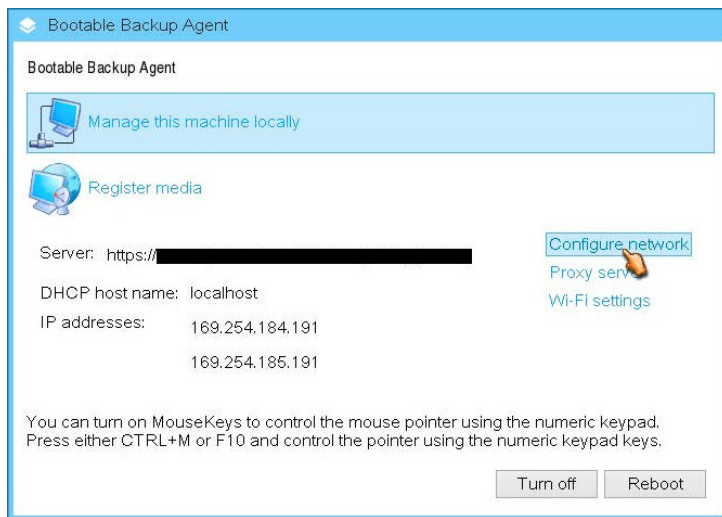
## How to use the Acronis Bare-Metal Restore system

### How to open the backup vault

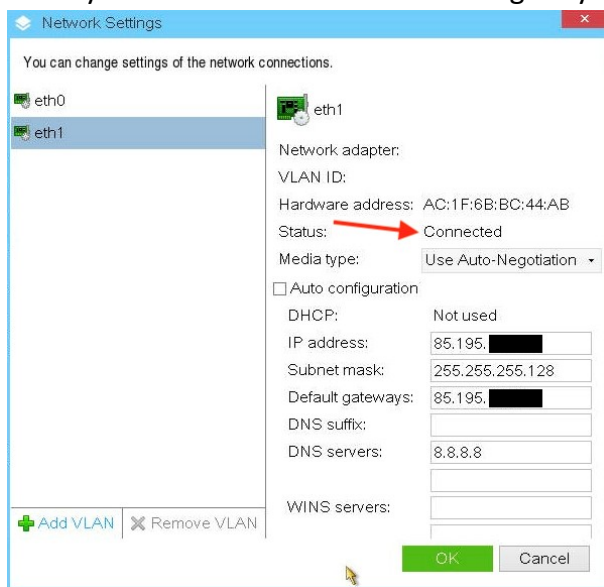
Once booted up the system, you will be greeted by the Bootable Backup Agent. Select Manage this machine locally.

On the screen that follows select Recover.

Next you have to configure the network interface



Select your Agent external interface and configure your IP address.



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**Address velia.net:**  
 velia.net Internetdienste GmbH  
 c/o WeWork Friesenplatz 4  
 D-50672 Köln  
 Germany

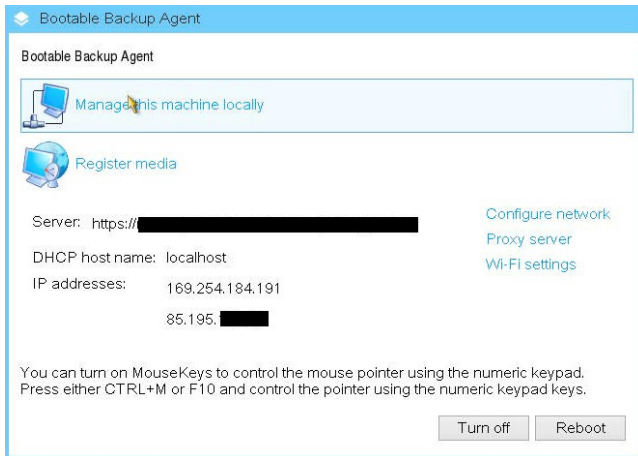
**Contact:**  
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**Commercial register:**  
 Hanau HRB 7588, Germany

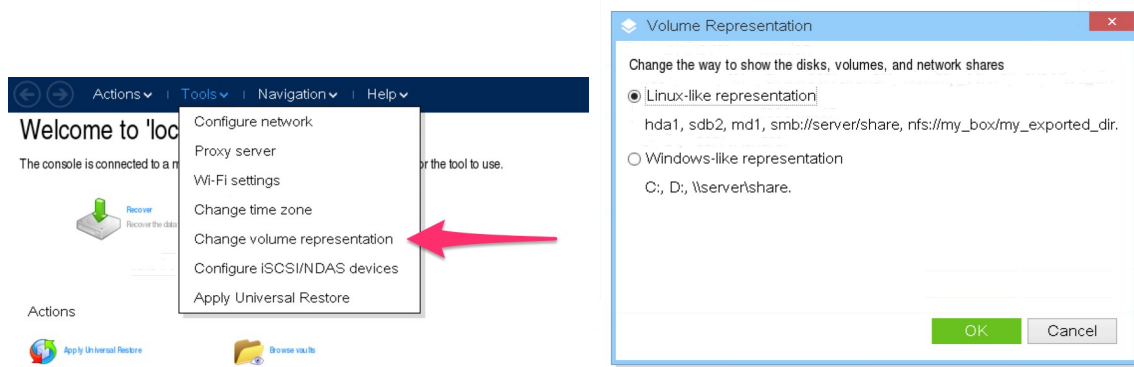
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Next, we start the recovery by clicking on "Manage this machine locally"



**Please note, for all Linux restores we highly recommend changing the volume representation to Linux-like. This is also a requirement to restore Linux md RAID 1's.**

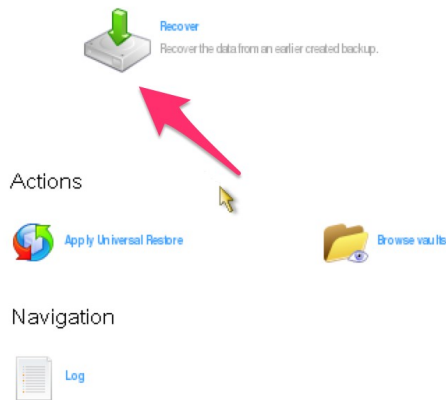
From the Tools menu, select Change volume representation as shown below.



After the Acronis Bare-Metal Restore has been started or restarted click the Recover icon.

## Welcome to 'localhost'

The console is connected to a managed machine. Choose the action to perform or the tool to use.



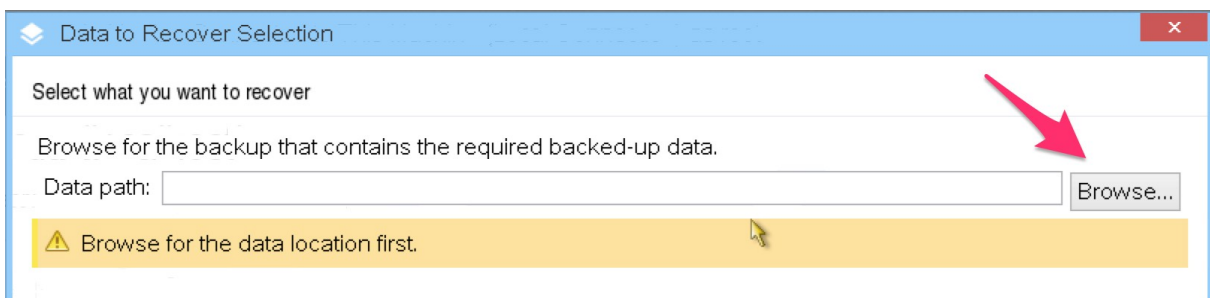
Before you can restore your server, you need to select Required under What to recover

## Recover data

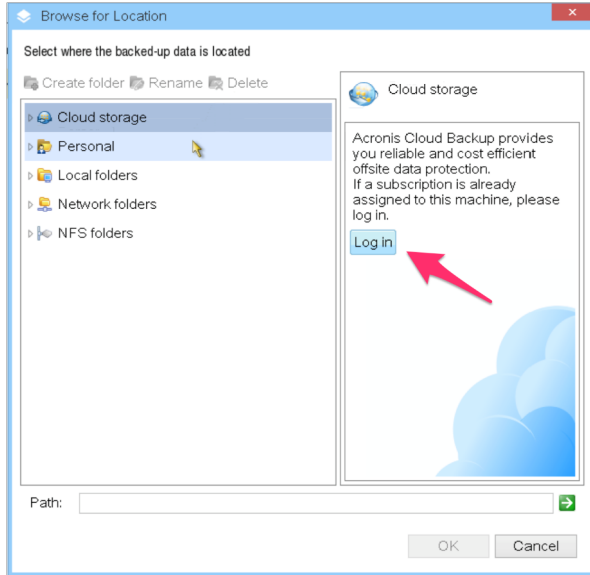
Configure the recovery operation that will start immediately after you click OK at the bottom of the page.



Select Browse from the next screen

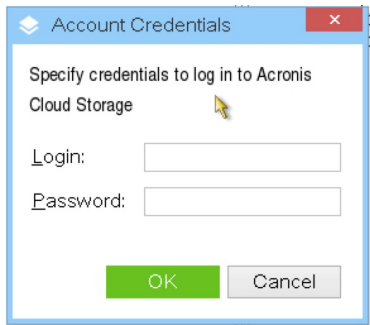


Next you need to log in to the Cloud Storage

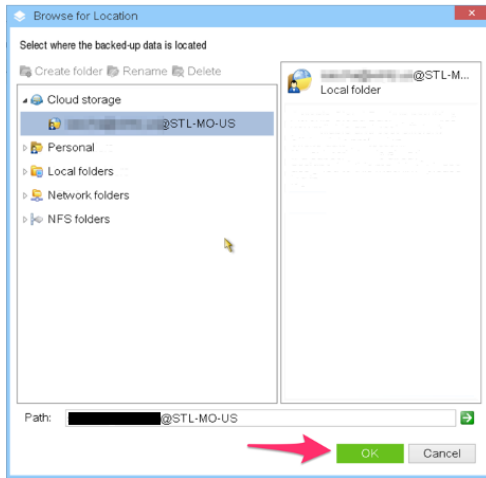


Enter the account details of the Acronis account from which you want to restore a backup. The booted media will then connect to the Acronis server of the relevant location.

**Please note, this is not your velia.net login.**

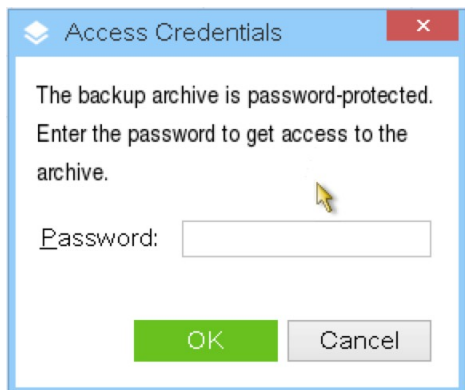


And confirm.



If your backup is encrypted, that is if you have selected Encryption when setting up your backups, you will be asked for the encryption password to unlock it. It is not possible to access an encrypted backup without your secret password.

**Please note:** If you lose your password, even Acronis can't recover your data!



Finally, you will be asked to select the backup that you want to restore. If you have multiple server backups, all of them will be listed here

Archive name	Owner	Locates on	Created ▲	Occu...	Back...	Back...	Comments
usloft1...	...	usloft1...	3/21/17 2:30:10...	1.634...	N/A		
Backup...			3/21/17 2:30:10...	N/A	N/A	Full	
usloft3...	...	usloft3...	3/22/17 6:58:01...	1.889...	N/A		
Backup...			3/22/17 6:58:01...	N/A	N/A	Full	

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 c/o WeWork Friesenplatz 4  
 D-50672 Köln  
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### How to initiate a restore

Because this is a bare-metal restore you need to not only restore all your data but also the Master Boot Record. The MBR is necessary for the server to boot the operating system. You can either create a new one or restore the one from the backup itself. In this example, we are restoring the MBR from the backup data.

Furthermore, the procedures for restoring an OS with a single drive or software RAID are slightly different.

At the bottom of the screen is a window that allows you to scroll through all the restore targets. Select MBR and Basic. All your drives will be included automatically. You do have the option however to deselect them.

Volume	Type	Capacity	Free space	File system
<input checked="" type="checkbox"/>	MBRs			

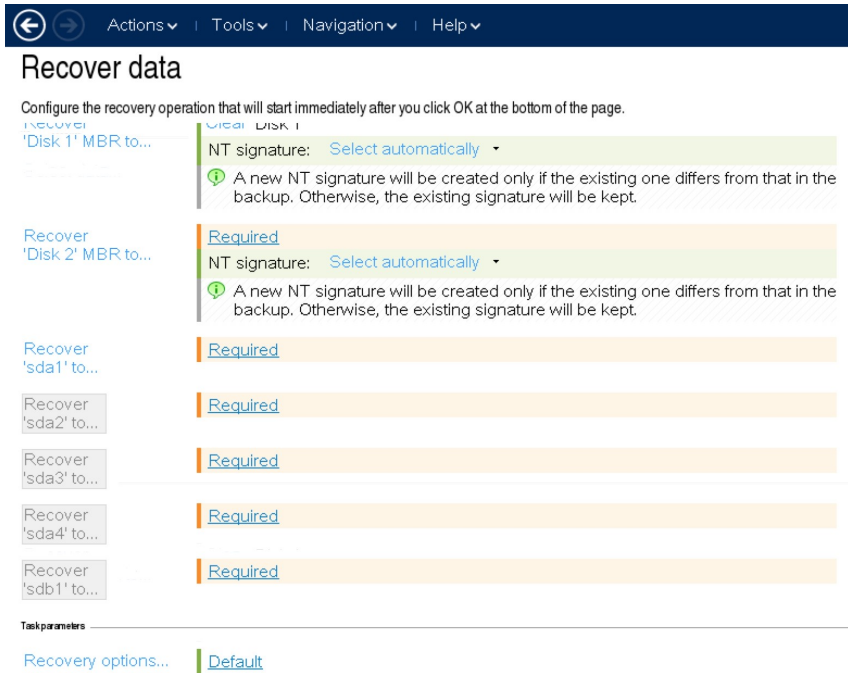
Volume	Type	Capacity	Free space	File system
<input checked="" type="checkbox"/>	Basic			

**Please note for installations with software RAID. In addition, you also need to select Dynamic. These are the md0, md1, etc. virtual volumes that need to be restored as well.**

Volume	Type	Capacity	Free space	File system
<input checked="" type="checkbox"/>	Dynamic			

Confirm the selection by clicking the Ok button.

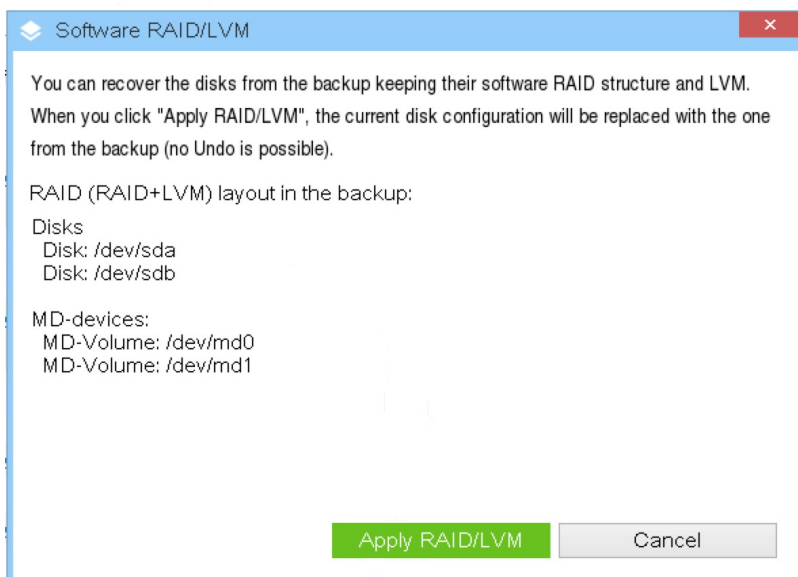
Next, we need to tell the Acronis Restore where to restore the data too. All lines that show Required must be answered. Go through of these and assign the stored data to the available disks.



MBR Disk 1 should be written on Disk 1 and MBR Disk 2 to Disk 2

**Please note, when restoring a software RAID. Additionally, you need to create your virtual volumes first, by selecting Apply RAID/LVM**

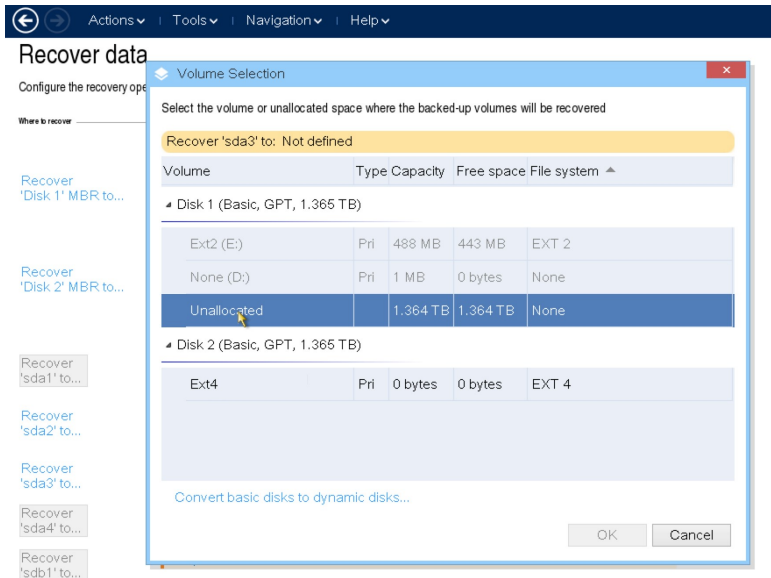
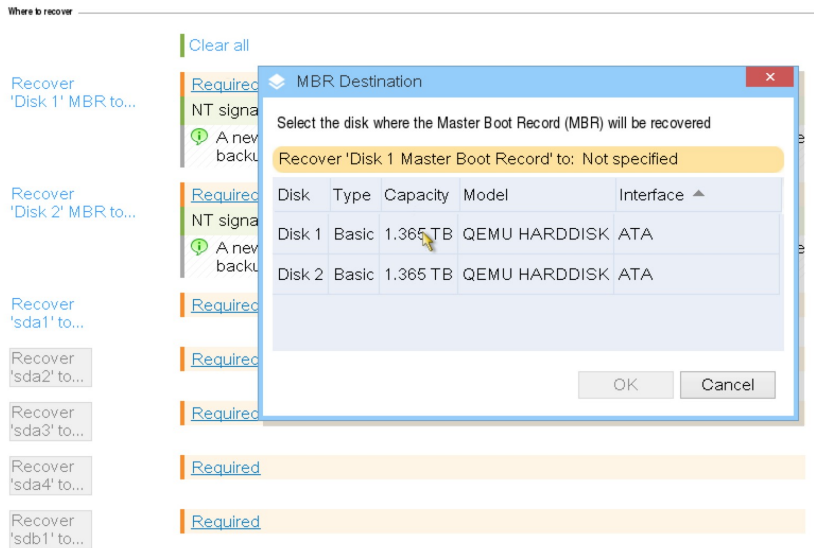
**Apply RAID/LVM** — Software RAID/LVM metadata has been detected in the backup.



All drives or partitions beginning with sda need to be assigned to Disk 1. All partitions on sdb need to go to Disk 2.

### Recover data

Configure the recovery operation that will start immediately after you click OK at the bottom of the page.



After this is done, no Required labels should be present anymore.

← → Actions ▾ | Tools ▾ | Navigation ▾ | Help ▾

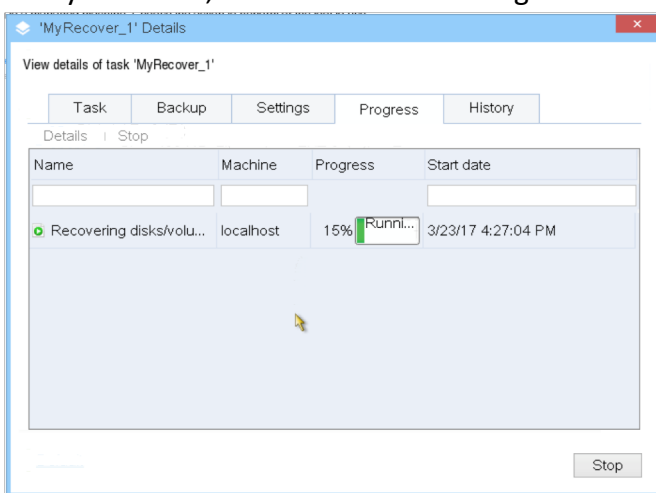
## Recover data

Configure the recovery operation that will start immediately after you click OK at the bottom of the page.

Where to recover

- Recover 'Disk 1' MBR to...
  - Clear Disk 1
  - NT signature: **Select automatically** ▾
  - A new NT signature will be created only if the existing one differs from that in the backup. Otherwise, the existing signature will be kept.*
- Recover 'Disk 2' MBR to...
  - Clear Disk 2
  - NT signature: **Select automatically** ▾
  - A new NT signature will be created only if the existing one differs from that in the backup. Otherwise, the existing signature will be kept.*
- Recover 'sda1' to...
  - Clear Disk 1 / None (D:)
  - Properties...** Size: 1 MB (original size); File system: None; Letter: D
- Recover 'sda2' to...
  - Clear Disk 1 / Ext2 (E:)
  - Properties...** Size: 488 MB; File system: EXT 2; Letter: E
- Recover 'sda3' to...
  - Clear Disk 1 / Linux Swap (F:)
  - Properties...** Size: 7.63 GB (original size); File system: LINUX SWAP; Letter: F
- Recover 'sda4' to...
  - Clear Disk 1 / Ext4 (G:)
  - Properties...** Size: 1.357 TB; File system: EXT 4; Letter: G

Finally select Ok, and the restore will begin



## How to restart my server?

After the Restore has finished the Acronis Bare-Metal Restore needs to be cancelled. To do this, please unmount the ISO which has been mounted before and restart the server.

velia.net Internetdienste GmbH

**Address velia.net:**  
velia.net Internetdienste GmbH  
c/o WeWork Friesenplatz 4  
D-50672 Köln  
Germany

**Contact:**  
Telephone (Billing): +49 69 5880453 03  
Telephone (Sales): +49 69 5880453 02  
<https://www.velia.net>

**Management:**  
Arek Akilli  
Michele Lau  
Nicholas A. Daddario

**Commercial register:**  
Hanau HRB 7588, Germany

**VAT No (USt-IdNr):**  
DE 229787817