Acronis Cyber Backup Manual

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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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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.

Velia.net A GoDaddy Brand
Activate account
Dear .
Acronis Backup - velia.net Internetdienste GmbH account has been created for you.
Your login:EU
Please activate the account by clicking the button below.
Activate account
Best regards.

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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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: <u>https://www.tecmint.com/install-kernel-headers-in-ubuntu-and-debian/</u>)

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.

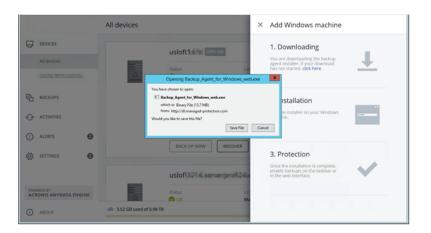
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How to install Acronis Cyber Backup Agent on a Windows Server

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 <u>https://eu.backup.velia.net</u> or <u>https://us.backup.velia.net</u>



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.

	?	0
Change language		•
Downloads		
Log out		

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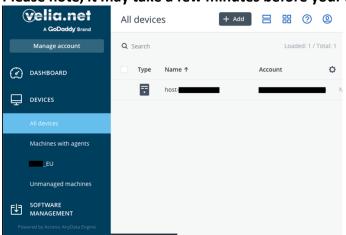
Welcome to Backup Agent		-	×
for Windows	Sign in to the backup service		
Setup 12.03917	The machine will be registered in the backup service under this account.		
	Login		
	Password u want to back up		
	Show proxy settings		
	SIGN IN CANCEL		
Setup language	Customize installation settings		

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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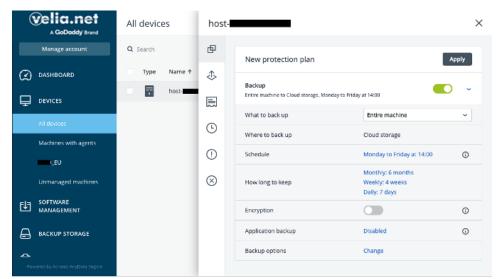
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How to perform a backup

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.

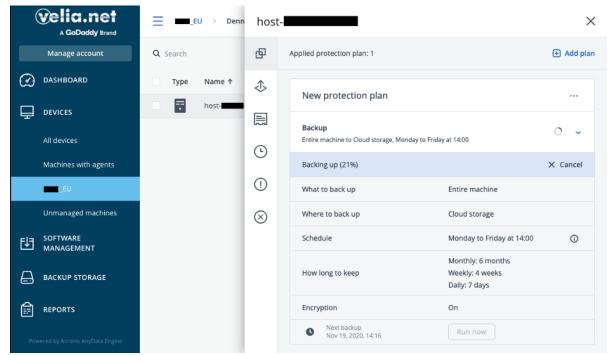
Encryption: Encryption is off by default, but we highly recommend enabling it. These are our recommended settings that should be ok for most scenarios.

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

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New protection plan	A	pply
Backup Entire machine to Cloud storage, Monday to Frid	ay at 14:00	~
What to back up	Entire machine	~
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		(j)
Application backup	Disabled	()
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.

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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.

Velia.net	All devices	+ Add 🗄 🎛 🕐 🔘
Manage account	Q Search	Selected: 1 / Loade 🗗 Protect
🕜 dashboard	Type Name ↑	Account 🗘 🛧 Recovery
	thost-	Details
All devices		
Machines with agents		L Activities
_EU		(!) Alerts
Unmanaged machines		🚫 Delete
SOFTWARE MANAGEMENT		
Powered by Acronis AnyData Engine		

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Select RECOVER and Files/folders

•	Today, 01:58 PM 🔒	\otimes	
Backup plan: Entire machine to Cloud Storage Contents: Disk			
	RECOVER RUN AS VM		
	Entire machine		
	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

Туре 🕇	Name	Size	Last change
	boot		Mar 22 12:07 PM
	dev		Mar 22 12:07 PM
	etc		Mar 22 01:36 PM
	home		Nov 05 10:38 AM
	media		Nov 05 10:38 AM
	mnt		Nov 05 10:38 AM
	opt		Nov 05 10:38 AM
	proc		Mar 22 12:07 PM
	root		Mar 22 01:36 PM
	run		Mar 22 12:07 PM

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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 + SXB 192.155.106.2 - Miami 207.38.90.6 – STL 103.244.112.132 - SIN

Path to image: \iso\tools\acronis_baremetal_restore.iso

HP iLO

Frankfurt + SXB: <u>http://85.195.124.157/tools/acronis baremetal restore.iso</u> Miami: <u>http://192.155.106.2/tools/acronis baremetal restore.iso</u> STL: <u>http://207.38.90.6/tools/acronis baremetal restore.iso</u> Singapore: 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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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

🔶 Bootable Backu	p Agent		
Bootable Backup Ager	ıt		
Manage th	is machine locally		
Register m	edia		
Server: https://		Configure_net	vork
DHCP host name	e: localhost	Proxy serve Wi-Fi settings	
IP addresses:	169.254.184.191		
	169.254.185.191		
You can turn on MouseKeys to control the mouse pointer using the numeric keypad. Press either CTRL+M or F10 and control the pointer using the numeric keypad keys.			
		Turn off Reb	oot

Select your external interface and configure your IP address.

🖥 eth0	eth1	
🖲 eth1	eun eun	
	Network adapter:	
	VLAN ID:	
	Hardware address:	AC:1F:6B:BC:44:AB
	Status:	Connected
	Media type:	Use Auto-Negotiation 🔹
	Auto configuration	
	DHCP:	Not used
	IP address:	85.195.
	Subnet mask:	255.255.255.128
	Default gateways:	85.195.
	DNS suffix:	
	DNS servers:	8.8.8.8
Add VLAN 🔀 Remove VLAN	WINS servers:	

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Address:

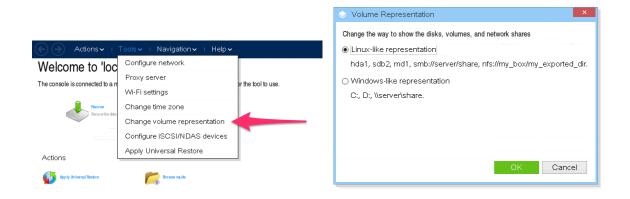
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Next, we start the recovery by clicking on "Manage this machine locally

lootable Backup Ager	is machine locally	
Register m	edia	
Server: https://		Configure network
DHCP host nam	e: localbost	Proxy server
IP addresses:	169.254.184.191	Wi-Fi settings
	85.195.	
	ouseKeys to control the mouse poi	nter using the numeric keypad. Jsing the numeric keypad keys.

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.



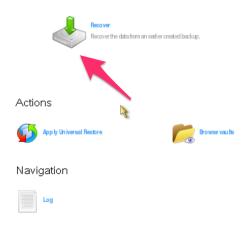
After the Acronis Bare-Metal Restore has been started or restarted click the Recover icon..

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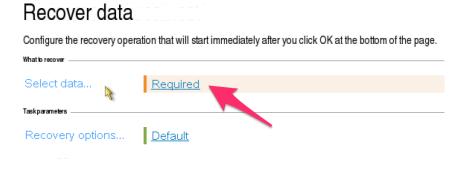
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Welcome to 'localhost'

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



Select Browse from the next screen

Data to Recover Selection	
Select what you want to recover	
Browse for the backup that contains the required backed-up data.	a. 📜
Data path:	Browse
🛆 Browse for the data location first.	D ₂

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Next you need to log in to the Cloud Storage

S Browse for Location	×
Select where the backed-up data is located	
🕞 Create folder 🐌 Rename 牍 Delete	Cloud storage
⊳ 😔 Cloud storage	
🛚 🍺 Personal 🛛 👌	Acronis Cloud Backup provides you reliable and cost efficient
🛚 🤖 Local folders	offsite data protection. If a subscription is already
🛛 😓 Network folders	assigned to this machine, please log in.
▶ i P NFS folders	Log in
Path:	→
	OK Cancel

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.

Account Credentials
Specify credentials to log in to Acronis Cloud Storage 🏾 💦
Login:
Password:
OK Cancel

And confirm

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Browse for Location	×
Select where the backed-up data is located	
🛤 Create folder 🐌 Rename 🗟 Delete	@STL-M
⊿ 😔 Cloud storage	Local folder
STL-MO-US	
Personal	
Local folders	
> 😓 Network folders	1 ····
▷ INFS folders	
2	
Path: @STL-MO-US	Ð
_	OK Cancel
	-

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!

🔶 Access (Credentials		×
The backup a Enter the pase archive.		•	
Password:	ОК	Cance	èl

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
a 📷 usloft'	and again.	usloft1	3/21/17 2:30:10	1.634	N/A		
🅃 Backup			3/21/17 2:30:10	N/A	N/A	Full	
a 📷 usloft 💷	san hağınını,	usloft3	3/22/17 6:58:01	1.889	N/A		
🅃 Backup			3/22/17 6:58:01	N/A	N/A	Full	
	2						



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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	Туре	Capacity	Free space	File system
4	✓ MBRs				^
	4				×
	Volume	Type	Capacity	Free space	File system

Volume	Туре	Capacity	Free space	File system
🗕 🙀 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	Туре	Capacity	Free space	File system	
🛛 🗹 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.

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Recover data	
Configure the recovery oper	ration that will start immediately after you click OK at the bottom of the page.
'Disk 1' MBR to	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	Required
Disk 2' MBR to	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	Required
Recover sda2' to	Required
Recover sda3' to	Required
Recover sda4' to	Required
Recover 'sdb1' to	Required

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.

Software RAID/LVM	×
You can recover the disks from the backup keeping their software RAID structure an When you click "Apply RAID/LVM", the current disk configuration will be replaced wit from the backup (no Undo is possible).	
RAID (RAID+LVM) layout in the backup:	
Disks Disk: /dev/sda Disk: /dev/sdb	
MD-devices: MD-Volume: /dev/md0 MD-Volume: /dev/md1	
Apply RAID/LVM Cance	I

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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.

Where to recover							
	Clear all						
Recover	Required	🔶 МВР	R Desti	nation		×	
'Disk 1' MBR to	NT signa	Select t	he disk v	vhere the Ma	ster Boot Record (MBR)	will be recovered	1
	A nev boold				. ,		е
	backu	Recov	er 'Disł	<1 Master	Boot Record' to: Not	specified	ł
Recover 'Disk 2' MBR to	<u>Requirec</u>	Disk	Туре	Capacity	Model	Interface 🔺	
DISK 2 WIDTY W	NT signa	Disk 1	Basic	1.365 TB	QEMU HARDDISK	ATA	a,
	backu	Disk 2	Basic	1.365 TB	QEMU HARDDISK	ATA	2
Recover 'sda1' to	Required						ŀ
Recover 'sda2' to	Required					OK Cancel	
Recover 'sda3' to	Required						J
Recover 'sda4' to	Required						
Recover 'sdb1' to	Required						

🗲 🌖 🛛 Actions 🗸	⊤ Tools 🗸 ⊤ Navigatio	n∨ ∣ Help∙	,				
Recover data							
Configure the recovery ope	Select the volume or unalloc	ated space whe	re the backe	i-up volumes	will be recovered		
	Recover 'sda3' to: Not	defined					
Recover	Volume	Туре	Capacity	Free space	e File system 🔺		
'Disk 1' MBR to	 Disk 1 (Basic, GPT, 1 	.365 TB)					
	Ext2 (E:)	Pri	488 MB	443 MB	EXT 2		
Recover 'Disk 2' MBR to	None (D:)	Pri	1 MB	0 bytes	None		
	Unallocated		1.364 T B	1.364 TB	None		
Recover	Disk 2 (Basic, GPT, 1	.365 TB)					
'sda1' to	E×t4	Pri	0 bytes	0 bytes	EXT 4		
Recover 'sda2' to							
Recover 'sda3' to							
Recover 'sda4' to	Convert basic disks to	o dynamic dis	ks		OK Cancel		
Recover 'sdb1' to							

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

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← → Actions ✓ I Tools ✓ I Navigation ✓ I Help ✓

Recover data

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

	V State				
Where to recover					
	Clear all				
Recover	Clear Disk 1				
'Disk 1' MBR to	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	Clear Disk 1 / None (D:)				
'sda1' to	Properties Size: 1 MB (original size); File system: None; Letter: D				
Recover	Clear Disk 1 / Ext2 (E:)				
'sda2' to	Properties Size: 488 MB; File system: EXT 2; Letter: E				
Deserver					
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:)				
Sudt to	Properties Size: 1.357 TB; File system: EXT 4; Letter: G				

Finally select Ok, and the restore will begin

N' 🔶 🛛	♦ 'MyRecover_1' Details								
View details of task 'MyRecover_1'									
	Task Backup		Settings	Progress	History				
D	Details Stop								
Na	Name		Machine	Progress	Start date				
•	Recovering disks/volu		localhost	15% Runni	3/23/17 4:27:04 F	°M			
	*								
						Stop			

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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.

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