**Acronis Backup Manual** 

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#### Address SERVER4YOU:

#### Contact:

Management:

Local court:

HEG US Inc 210 North Tucker Blvd, Suite 910 St. Louis, MO 63101 United States of America

Backoffice and Invoices: +49 6181 3696 184 Arek Akilli Fax: +49 6181 3696 189 Ridvan Kest Email: info@server4you.com

Ridvan Kesgin Micah McCarty St. Louis, MO



# Introduction

Data is one of the most important assets that a hosting provider should safekeep. 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 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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Arek Akilli Ridvan Kesgin Micah McCarty

# How to order Acronis Backup

# First time order

To order a new Acronis Backup plan, please go to SERVER4YOU's PowerPanel -> Hardware -> Acronis Backup. The first time you order Acronis Backup will look something like this:

Buy a new Acronis US backup plan (only for servers	located in the US)
Choose your plar  Acronis Backup Basic (US) (-) Acronis Backup 100 (US) (\$14.99) Acronis Backup 500 (US) (\$44.99) Acronis Backup 1000 (US) (\$64.99)	Servers: 1 Storage: 30 GB St. Louis, MO, US

In the drop-down menu, you will find all our current plans and monthly prices. The number of servers that can be backed up and what the storage limitation is.

You will need to select the initial backup and the corresponding location for the backup service. If you have servers from SERVER4YOU in the US, then you need to book a plan for the US. For servers in Europe select an EU plan. The backup service is only available for the continent your server is in. It is for instance not possible to back up a server in Germany to the US backup storage.

In addition to the freely available 30GB plan, we are also offering plans for 100GB, 500GB and 1TB. It is possible to order multiple backup plans for more storage. If you should require even more storage, please contact sales for a custom plan

After you have chosen a backup plan move to the next page by selecting Next.

# Update your backup plan

The following screen asks you to confirm your order. Please review the information before you submit the order. If this is a paid plan, then you will be charged for it upon submitting the order.

If you need to add more storage you will now be able to update your storage plan.

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		_		
choose your plan	Acronis Backup 100 (EU) (\$14.99)	\$	Servers: 3	
	e		Storage: 100 GB	
			Strasbourg, FR, EU	

Any storage plan update will add the additional storage and the number of servers that can be backed up with it.

# Acronis Backup Account Activation

After you placed an order for Acronis Backup you will receive an activation email within 60 minutes.

ERVER	Manage backups
Activate account	
Dear,	
A backup service account has been created for you. By activ up the backup service and keep track of your backups.	rating the account, you can set
Your login:	
Please activate the account by clicking the button below.	
Activate account	l I
Best regards.	

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

# Please note that this account is different from your PowerPanel login.

You will now be directed to the Acronis Backup Management Console.

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# How to register your server with Acronis Backup

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

# How to install Acronis 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. It is not necessary to download it from the Acronis Management Interface to your computer first.

For easier installation, we are providing a bash script to simplify this process. Alternatively, you can simply follow the instructions below. This script will work on Debian, Ubuntu, CentOS, AlmaLinux and Cloud Linux OS.

wget http://69.64.45.119/others/scripts/installAcronis.sh

chmod +x installAcronis.sh ./installAcronis.sh

If you prefer to install the Agent manually, please refer to the Manual Installation Guide.

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

Please note, tl	hey are not the	same as your	PowerPanel log	gin.
,				

H Backup Agent H
Enter the backup account credentials to register this machine in     the backup service. Do not enter the administrator credentials.
Login (email): Password:
Next > 1

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

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# How to install Acronis Backup Agent on a Windows Server

After you have activated your Acronis 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 Remote Desktop (RDP) to your server and access the Acronis Management Console at https://mc-heg-baas.acronis.com/



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 Backup login credentials to register your server.

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Welcome to Backup Agent		-	×
for Windows	Sign in to the backup service		
Setup 12.0.3917	The machine will be registered in the backup service under this account.		
	Login		
	Password		
	Show proxy settings		
	SIGN IN CANCEL		
Getup language	Customize installation settings		

# How to verify if my server has been registered correctly

After installing the Acronis Backup Agent log on to the Acronis Backup Management Console https://mc-heg-baas.acronis.com/

Your server should now be listed under Devices.

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

	0 0 i no hep bass across con	c 0 6	0
SERVER VOU	All devices	A30 🗄 🔞	•
	Q texts		
Al devices	Type Name	Account	
-	wishtikin	lands when bands	
R MOURS			
↔ ACTIVITIES			
ACRONIS ANYDATA ENGINE			
O ABOUT			

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Backoffice and Invoices: +49 6181 3696 184 Fax: +49 6181 3696 189 Email: info@server4you.com

Management:

Arek Akilli Ridvan Kesgin Micah McCarty



# How to perform a backup

On the Acronis Backup Management Console select your server and Backup from the lefthand 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.

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			the second se	× usloft3	erpedide o	collin.
	F1. 31 / F / F	0				
	EVICES	Q Search	*	Entire machine to	Cloud Stor	age (2) 🗶 💿
Al	ll devices	Type Na	٩	WHAT TO BACK UP	Entire mac	hine 🗸
54	eche Millo Sancha ;	us	63	WHERE TO BACK UP	Cloud Stora	age
¢g ⊮	ACKUPS	us us	~	SCHEDULE	Monday to	Friday at 11:00 PM
CA AL	CTIVITIES		0	HOW LONG TO KEEP	Monthly: 6 Weekly: 4 w	months
	1 FORTE		0		Daily: 7 day	5
0 ~	LERIS		$\otimes$	ENCRYPTION	(e_) O#	0
ැලි SE	ETTINGS 1			APPLY		CANCEL

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 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.

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Encryption: Encryption is off by default, but we highly recommend enabling it.

These are our recommended settings that should be ok for most scenarios.

My Server Backup	o Plan 🗶	ŝ
WHAT TO BACK UP	Entire machine 🐱	
WHERE TO BACK UP	Cloud Storage	
SCHEDULE	Every day at 03:00 AM	
HOW LONG TO KEEP	Monthly: 6 months Weekly: 4 weeks Daily: 7 days	
ENCRYPTION	On On	(i)
APPLY	CANCEL	

After applying the changes select Run Now and the backup will start immediately.

Entire machine to (	Cloud Storage 🛛 🌼
WHAT TO BACK UP	Entire machine
WHERE TO BACK UP	Cloud Storage
SCHEDULE	Monday to Friday at 11:00 PM
HOW LONG TO KEEP	Monthly: 6 months Weekly: 4 weeks Daily: 7 days
ENCRYPTION	• On
O Backing up (32%)	Cancel
Next backup	RUN NOW

Your backups will now be performed according to the schedule you defined.

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 Address SERVER4YOU:
 Contact:

 HEG US Inc.
 Backoffice and Invoices: +49 6181 3696 184

 210 North Tucker Blvd, Suite
 Fax: +49 6181 3696 189

 910
 Email: info@server4you.com

Management: Arek Akilli Ridvan Kesgin Micah McCarty



# How to perform a file restore

Regardless of 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 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

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Arek Akilli Ridvan Kesgin Micah McCarty





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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#### Management:

Arek Akilli Ridvan Kesgin Micah McCarty



# 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 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

In the Hardware Menu choose Server Management. In that page, next to the server you want to Bare-Metal Restore, choose Actions -> Start Rescue mode



From the Rescue Type drop-down select Acronis Bare-Metal Restore and enter the desired password for accessing it later.

Recovery Prepa	arations	
Please enter your e-m	ail address and a password here for logging on to your server during	the recovery mode.
Paguant Panavaru		
Request Recovery		
E-mail	amita@etiti.a	*
Password		*
Repeat password		*
Recovery Type	Standard Recovery System	*
	Acronis Bare-Metal Restore	
		Back Next

Users with foreign keyboard layouts that have an AltGr key, please avoid using special characters that require this key combination. Currently it is not possible to enter any characters in the VNC portion of the Bare-Metal restore that require AltGr. We apologize for the inconvenience.

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HEG US Inc. 210 North Tucker Blvd, Suite 910 St Louis MO 63101 United States of America

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Arek Akilli Ridvan Kesgin Micah McCarty St. Louis, MO



The Acronis Bare-Metal Restore will start in about 10 minutes. You will receive a confirmation email once it is ready.

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 SERVER4YOU:
 Contact:

 HEG US Inc.
 Backoffice and Invoices: +49 6181 3696 184

 210 North Tucker Blvd, Suite
 Fax: +49 6181 3696 189

 910
 Email: info@server4you.com

Management:

Arek Akilli Ridvan Kesgin Micah McCarty



# How to use the Acronis Bare-Metal Restore system

### How to access it

After the Acronis Bare-Metal Restore system has loaded, you need to access it via VNC. VNC is a remote desktop application that allows you to navigate in the graphical user interface of the Acronis user interface. It is not possible to restore a backup using the command line interface.

We have tested VNCviewer from RealVNC and Chicken of the VNC. Others should work as well.

The address for your VNC client is the servers IP address and the port is always 5900.

Password is the one you specified when starting the Acronis Bare-Metal Restore on the PowerPanel.

### How to open the backup vault

Once connected via VNC you will be greeted by the Bootable Backup Agent. Select Manage this machine locally.

On the screen that follows select Recover.



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.

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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





### Select Browse from the next screen

Select what you want to recover       Browse for the backup that contains the required backed-up data.         Data path:       Browse	Solution Data to Recover Selection	×
Browse for the backup that contains the required backed-up data.	Select what you want to recover	
Data path: Browse	Browse for the backup that contains the required backed-up data.	
Diowsen	Data path:	Browse
A Browse for the data location first.	🛆 Browse for the data location first.	

# 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	If a subscription is already
Network folders	log in.
▶ In FS folders	Log in
Path:	⇒
	OK Cancel

Enter your Acronis log in credentials.

### Please note, this is not your PowerPanel login.

Specify credentials	to log in	to Acronis
Cloud Storage	2	
Login:		
Password:		
OI	<	Cancel

# And confirm

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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.

🔶 Access C	Credentials		×
The backup al Enter the pass archive.	rchive is pas sword to get a	sword-prote access to th R	cted. ne
Password:	ок	Cance	:

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
🖌 🎆 usloft	sand-adjoint.	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: 📰	sanhagain,.	usloft3	3/22/17 6:58:01	1.889	N/A		
🎯 Backup			3/22/17 6:58:01	N/A	N/A	Full	
	3						

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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	
▲ 🗹 MBRs					<b>~</b>
-					
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	
Dvnamic				· · · · · · · · · · · · · · · · · · ·	^
					,

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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E Actions -	⊤Toolsマ ⊤ Navigationマ ⊤ Helpマ
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
Taskparameters	
Recovery options	Default

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.



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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	1.000					
	Clear all					
Recover 'Disk 1' MBR to	Required	I MBI	R Desti	nation		×
	NT signa	Select t	he disk v	where the Ma	ster Boot Record (MBR)	will be recovered
	A nev backu	Recov	er 'Disł	<1 Master	Boot Record' to: Not	specified
Recover	Requirec	Disk	Туре	Capacity	Model	Interface 🔺
'Disk 2' MBR to	NT signa	Disk 1	Basic	1.365 TB	QEMU HARDDISK	ATA
	backu	Disk 2	Basic	1.365 TB	QEMU HARDDISK	ATA
Recover sda1' to	Required					
Recover 'sda2' to	Required					OK Cancel
Recover 'sda3' to	Required					
Recover 'sda4' to	Required					
Recover 'sdb1' to	Required					

	Volume Selection				×
here to recover	Select the volume or unalloc	ated space whe	re the backed	d-up volumes w	vill be recovered
	Recover 'sda3' to: Not	defined			
Recover	Volume	Туре	Capacity	Free space	File system A
Disk 1' MBR to	<ul> <li>Disk 1 (Basic, GPT,</li> </ul>	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 TB	1.364 TB	None
	A Disk 2 (Basic, GPT,	1.365 TB)			
Recover sda1'to	Ext4	Pri	0 bytes	0 bytes	EXT 4
Recover sda2' to					
Recover sda3' to					
Recover	Convert basic disks t	o dynamic disl	ks		

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

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 Address SERVER4YOU:
 Contact:
 Managem

 HEG US Inc.
 Backoffice and Invoices: +49 6181 3696 184
 Arek Akilli

 210 North Tucker Blvd, Suite
 Fax: +49 6181 3696 189
 Ridvan Kesg

 910
 Email: info@server4you.com
 Micah McC

Management: Ridvan Kesgin Micah McCarty

( → Actions →	⊢ Tools∨ ⊢ Navigation∨ ⊢ Help∨
Recover data	
Configure the recovery ope	ration that will start immediately after you click OK at the bottom of the page.
	I CEITIOY C SUAS
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
Recover	Clear Disk 1 / Linux Swap (F:)
'sda3' to	Properties Size: 7.63 GB (original size); File system: LINUX SWAP; Letter: F
Recover	Clear Disk 1 / Ext4 (G:)
'sda4' to	Properties Size: 1.357 TB; File system: EXT 4; Letter: G

# Finally select Ok, and the restore will begin

Task Backup		Setting	gs Progress	s History
Details   St	op			
Name		Machine	Progress	Start date
			Ruppi	
Recovering disks/volu		localhost	15%	3/23/17 4:27:04 PM
		01	1	

#### SERVER4YOU is a brand of HEG US Inc.

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### How to restart my server?

After the Restore has finished the Acronis Bare-Metal Restore needs to be cancelled. This is done on the PowerPanel, and not from the Acronis Restore. Rebooting the Acronis Restore will reboot the Restore, but not the server itself.

Cancelling the Acronis Bare-Metal Restore is done from the same place you started it - in the PowerPanel under Hardware -> Server Management -> Actions -> Abort Rescue.

Select the server that is currently running the Rescue and stop it. Your server will now reboot from hard drive disk.

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#### Management:

Arek Akilli Ridvan Kesgin Micah McCarty