

# SERVER YOU

## Acronis Backup Manual

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## 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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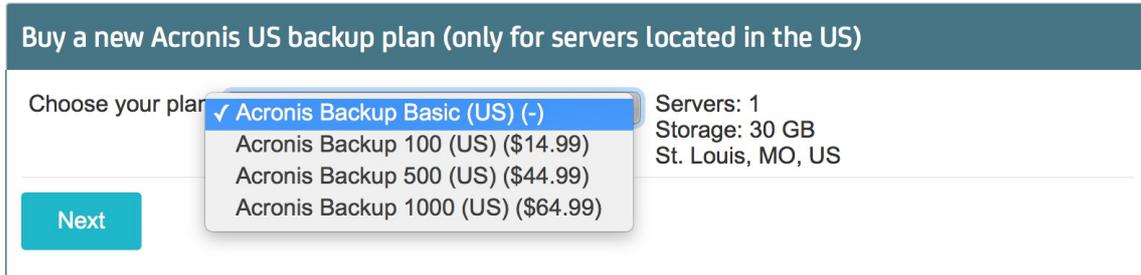
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## How to order Acronis Backup

### 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:



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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Update your Acronis EU backup plan

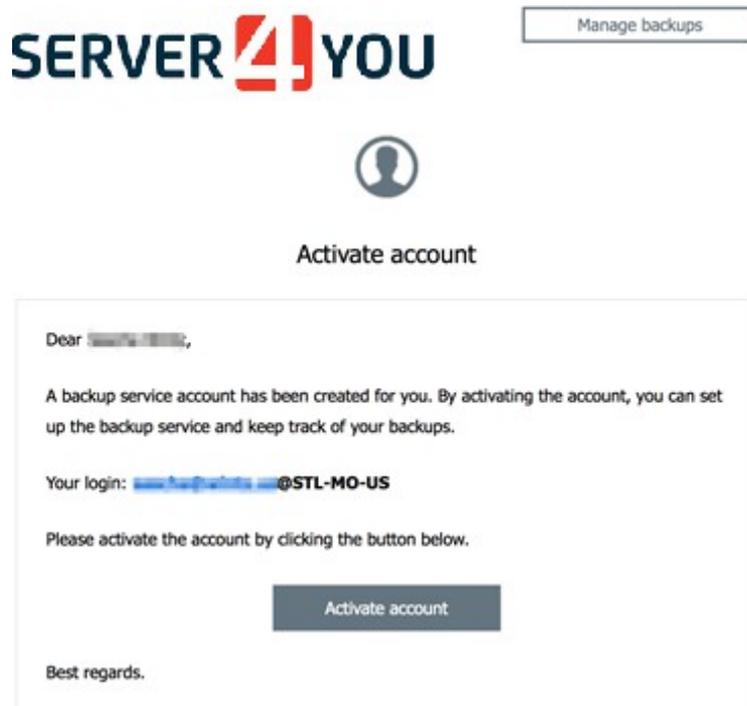
Choose your plan Acronis Backup 100 (EU) (\$14.99) Servers: 3  
 Storage: 100 GB  
 Strasbourg, FR, EU

Next

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.



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
```

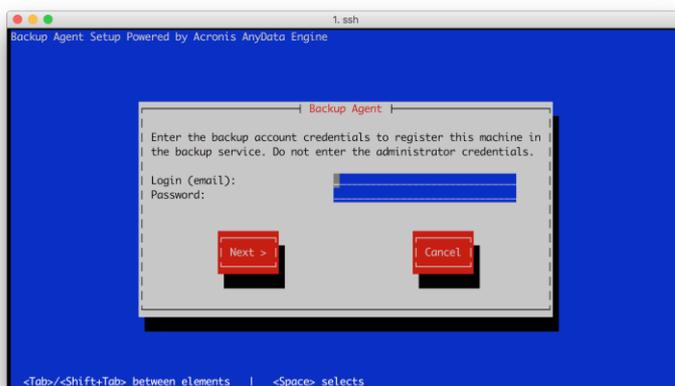
```
chmod +x installAcronis.sh
```

```
./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, they are not the same as your PowerPanel login.**



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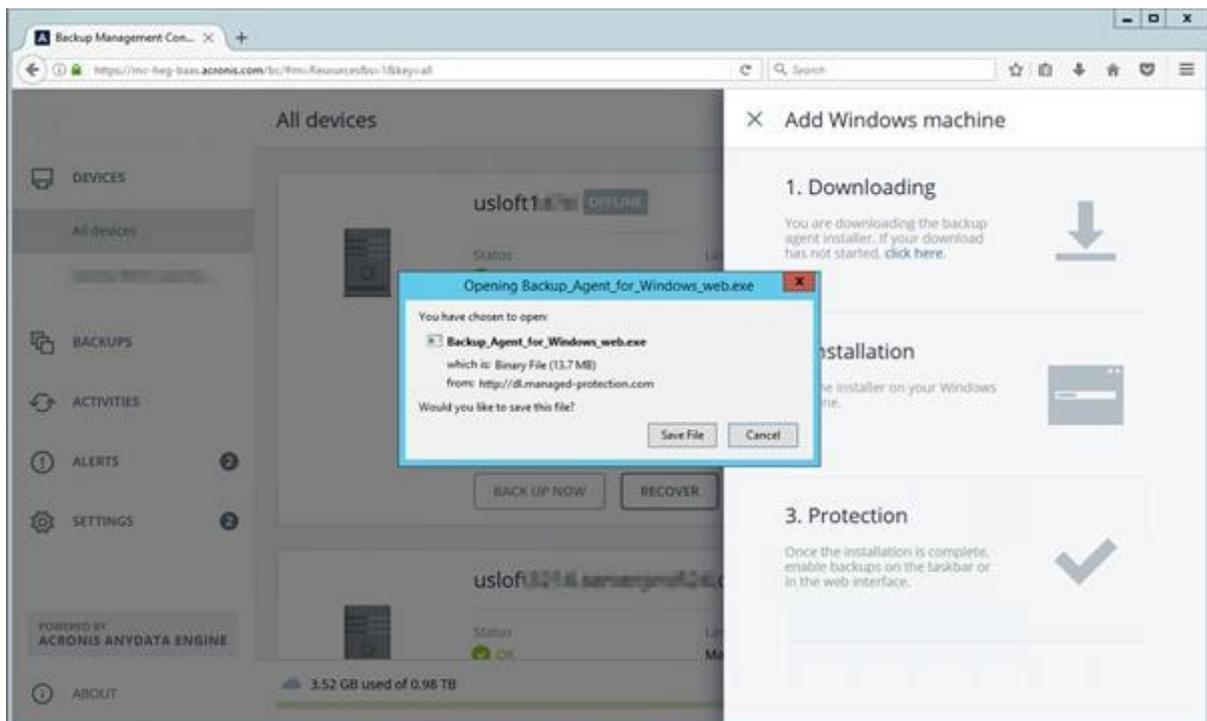
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## How to install Acronis Backup Agent on a Windows Server

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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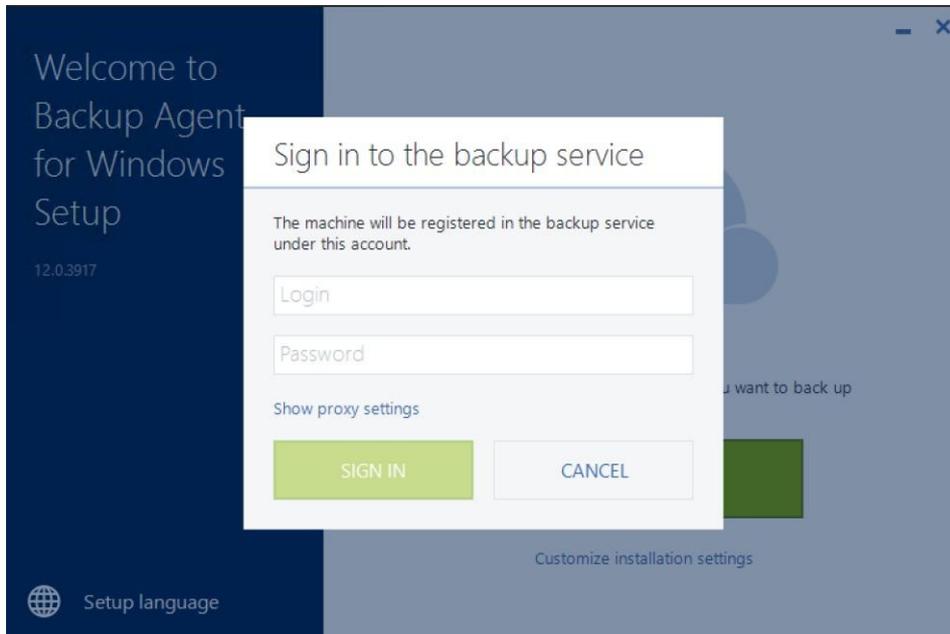
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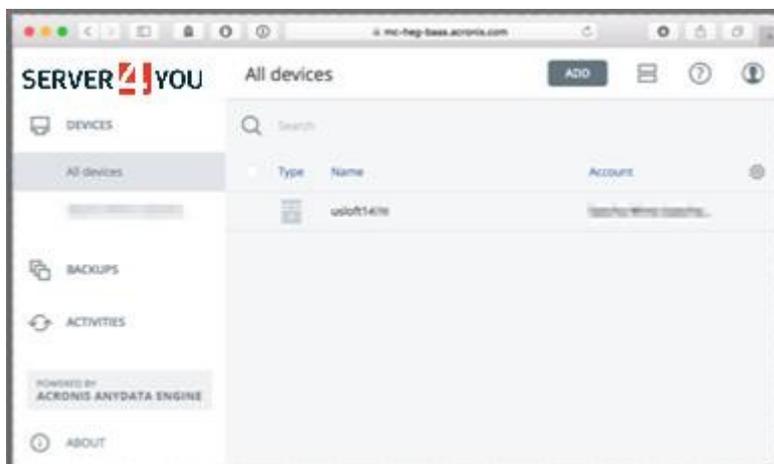


### How to verify if my server has been registered correctly

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.**



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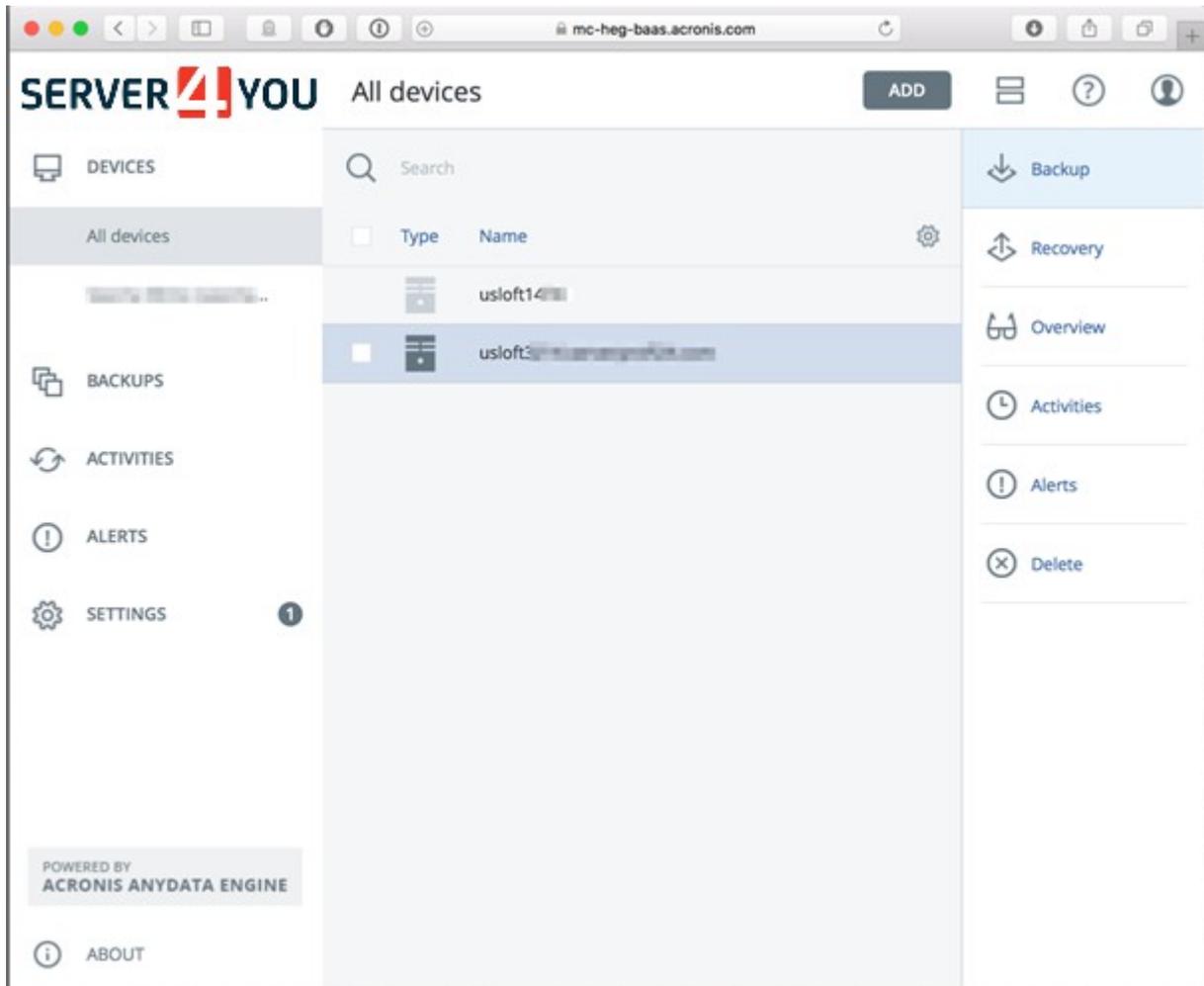
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## How to perform a backup

On the Acronis 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.

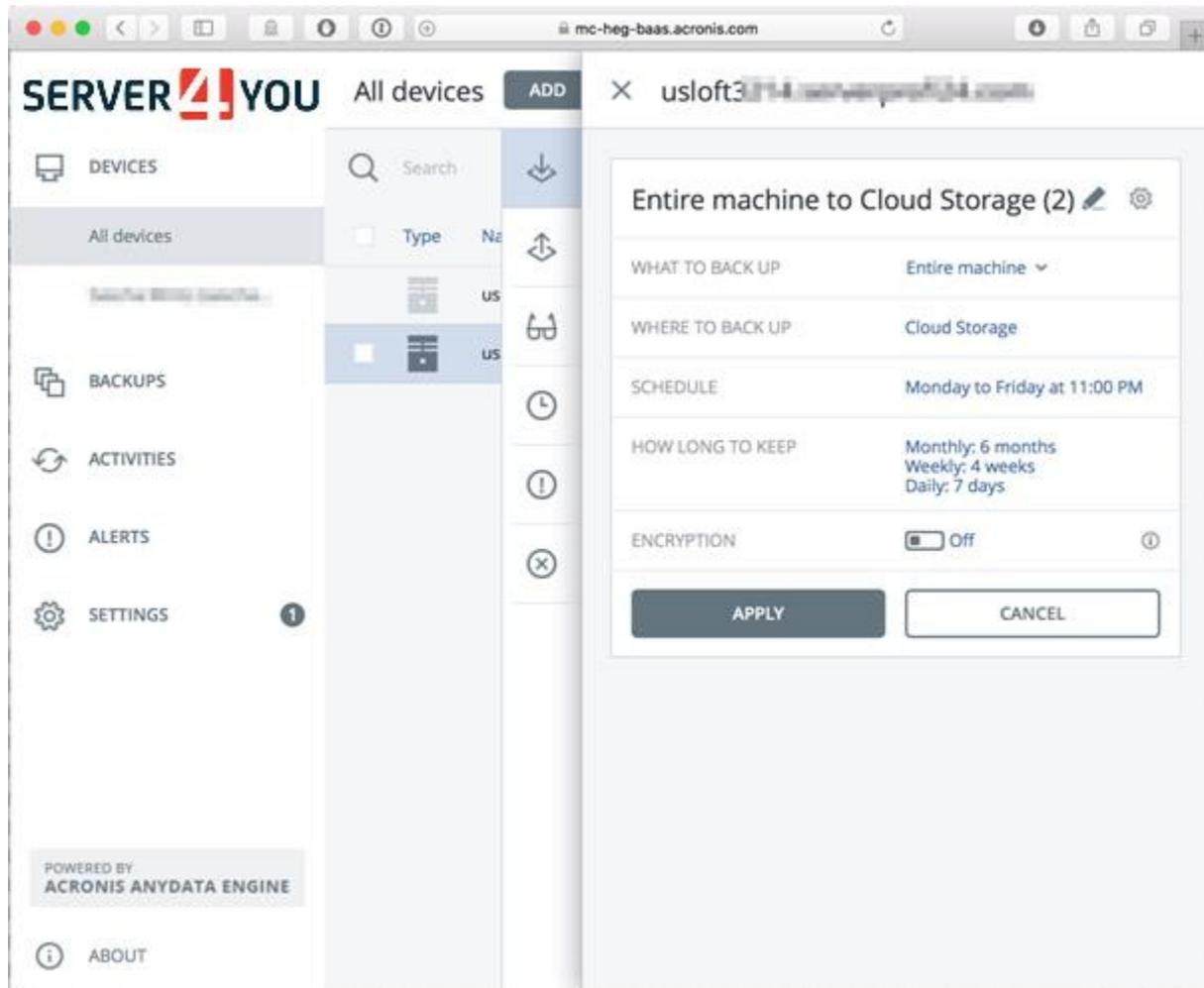
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You will be given the option to name your backup plan and decide on its parameters

**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 Plan 		
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	<input checked="" type="checkbox"/> On	
<input type="button" value="APPLY"/> <input type="button" value="CANCEL"/>		

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

Applied backup plans	
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	<input checked="" type="checkbox"/> On
<div style="border: 1px solid #ccc; padding: 5px; display: flex; align-items: center;">  Backing up (32%)           <input type="button" value="Cancel"/> </div>	
Next backup	<input type="button" value="RUN NOW"/>
Mar 22, 2017, 06:23 PM	

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

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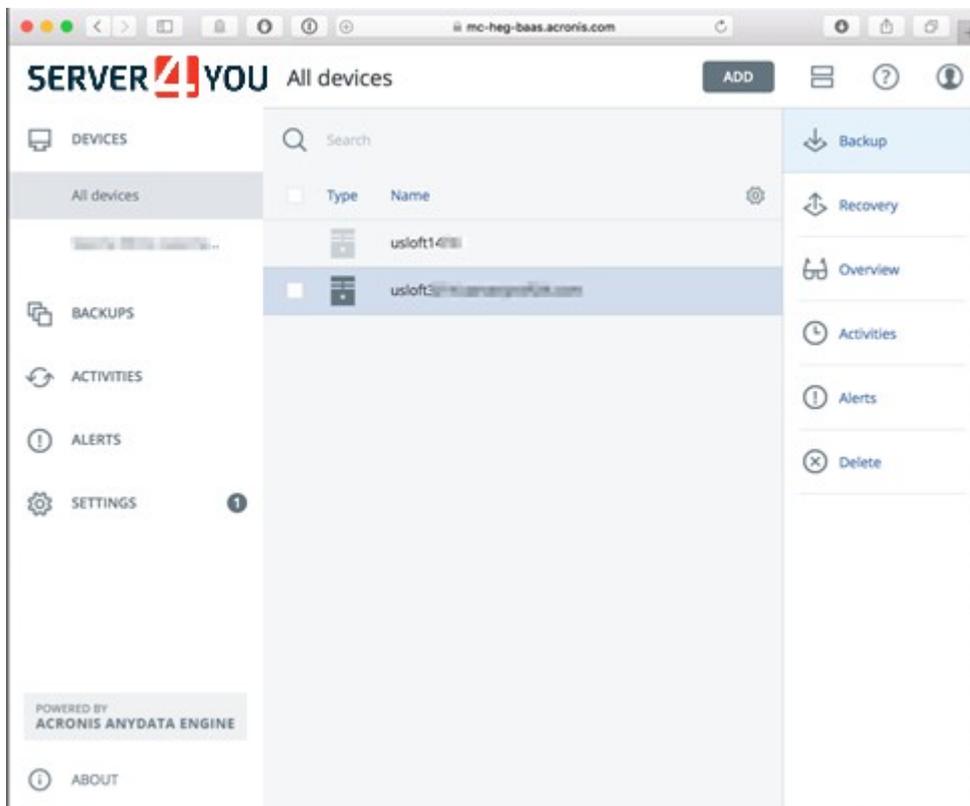
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## How to perform a file restore

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

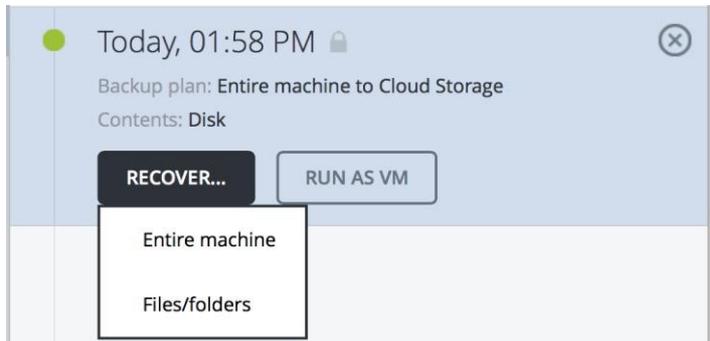
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If you have chosen to encrypt your backup, you will be asked to enter the password first.

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

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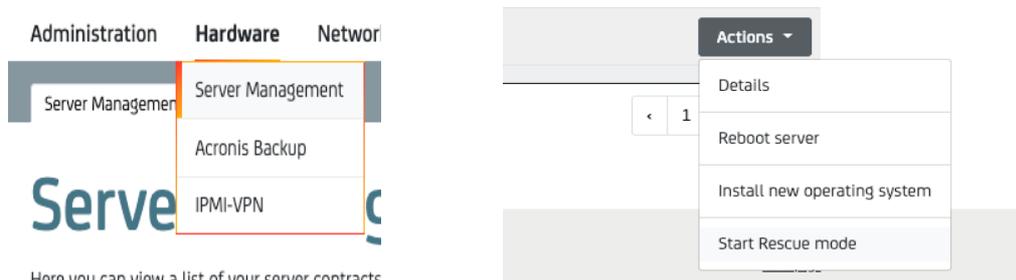
## How to perform a bare-metal restore

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 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.

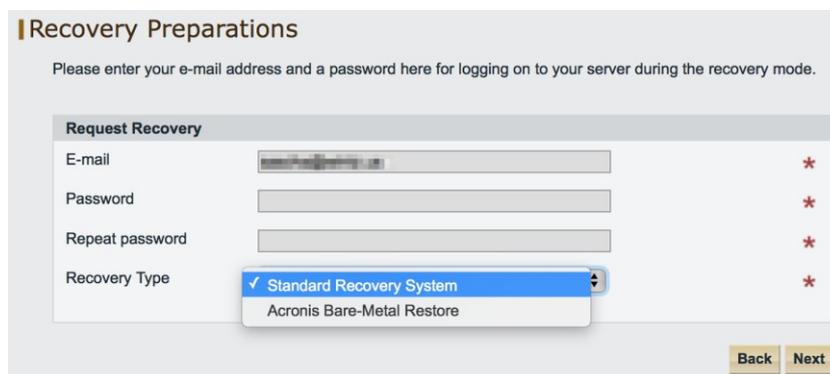
**Please note, it is possible to restore a backup from one server to a different one. But additional steps not covered in this manual are necessary to change, for instance, the network configuration to the new IP address and network.**

## 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.



**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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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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## 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.

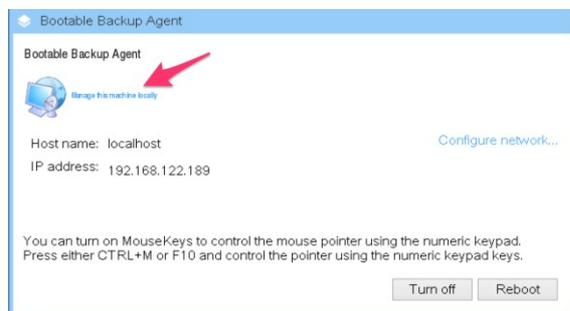
The address for your VNC client is the servers IP address and the port is always 5900.

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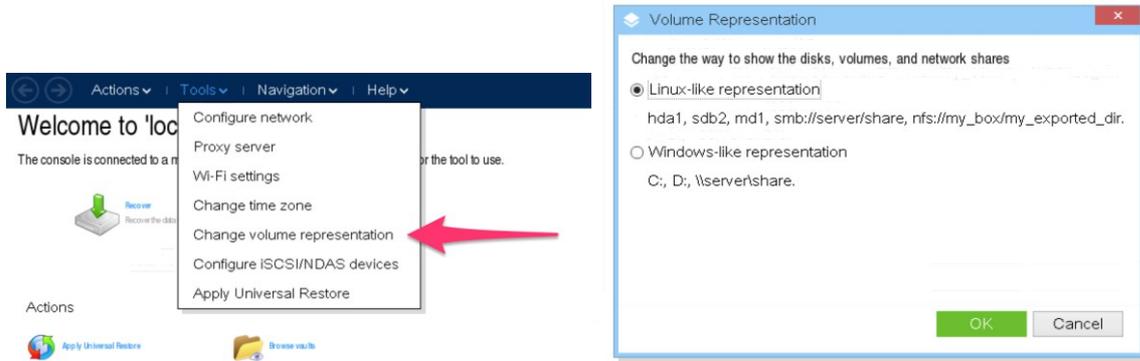
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After the Acronis Bare-Metal Restore has been started or restarted click the Recover icon..

## 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

## Recover data

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



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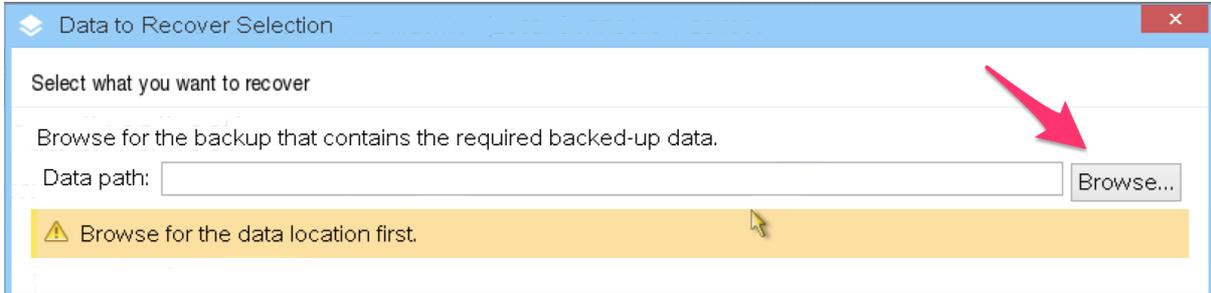
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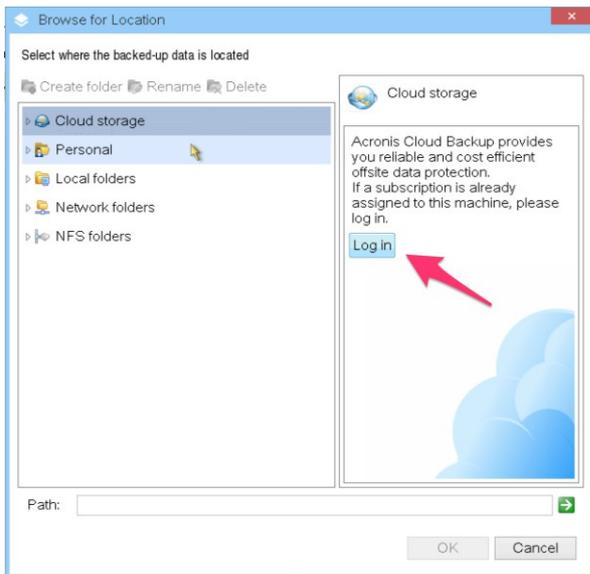
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Select Browse from the next screen



Next you need to log in to the Cloud Storage



Enter your Acronis log in credentials.

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



And confirm

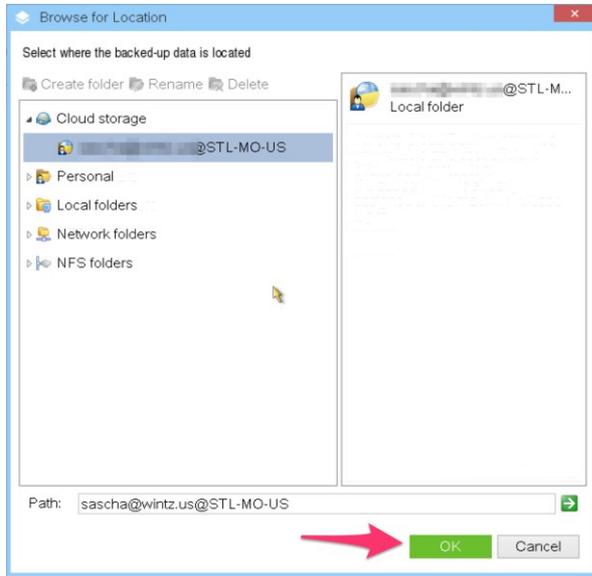
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If your backup is encrypted, that is if you have selected Encryption when setting up your backups, you will be asked for the encryption password to unlock it. It is not possible to access an encrypted backup without your secret password.



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...	sascha@wintz.us@STL-MO-US	usloft1...	3/21/17 2:30:10...	1,634...	N/A		
Backup...			3/21/17 2:30:10...	N/A	N/A	Full	
usloft...	sascha@wintz.us@STL-MO-US	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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### 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.

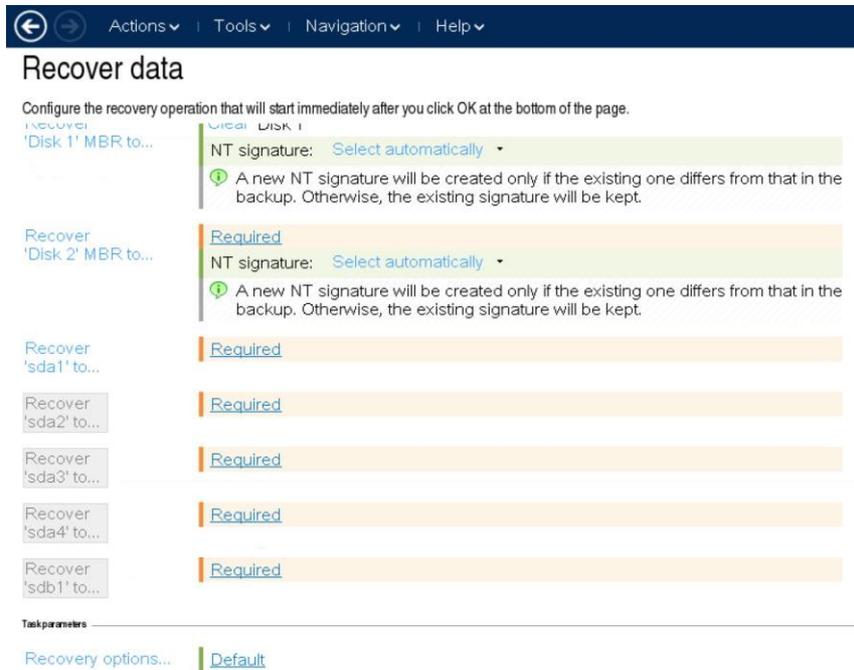
SERVER4YOU is a brand of HEG US Inc.

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 HEG US Inc.  
 210 North Tucker Blvd, Suite  
 910  
 St. Louis, MO 63101  
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 Email: info@server4you.com

**Management:**  
 Arek Akilli  
 Ridvan Kesgin  
 Micah McCarty

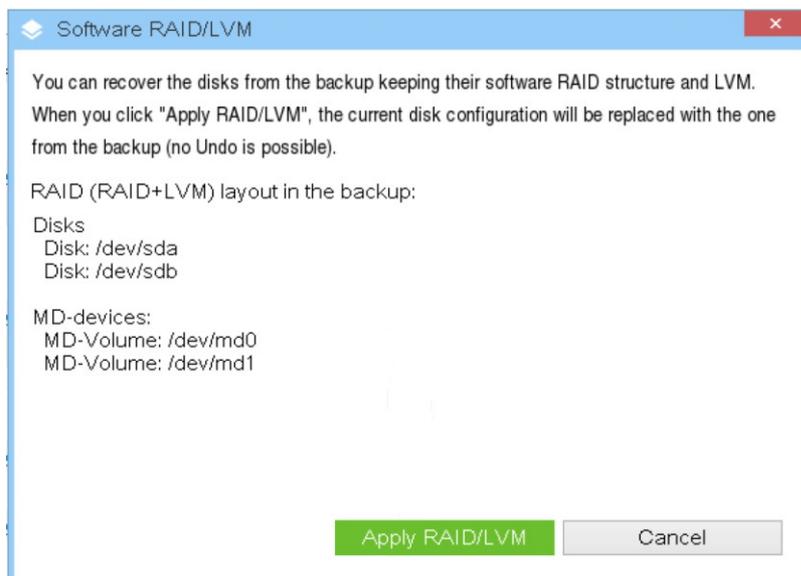
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 St. Louis, MO



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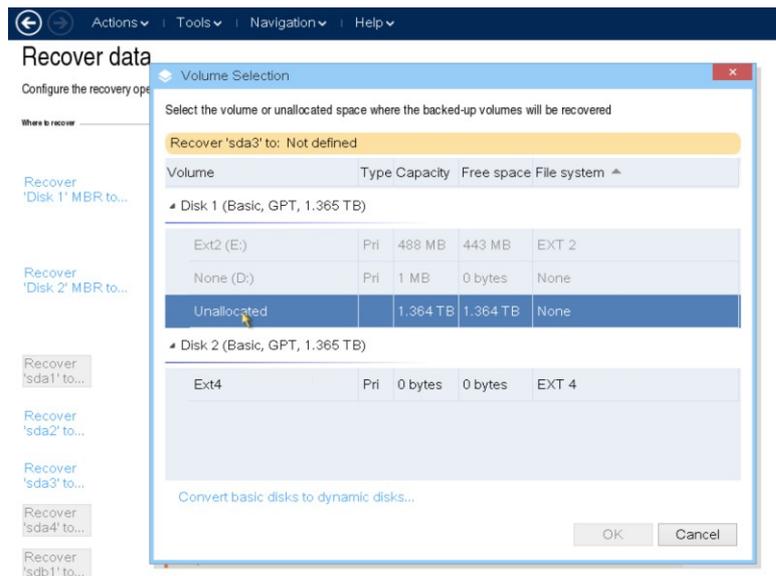
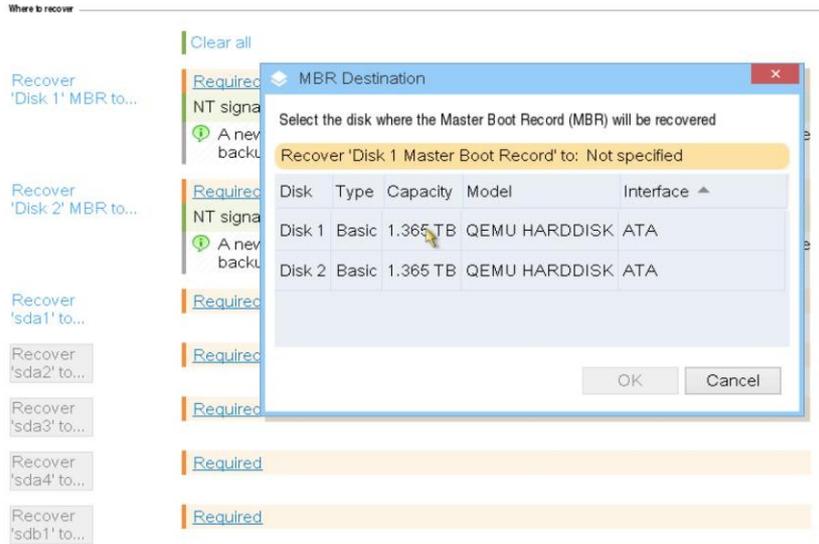
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All drives or partitions beginning with sda need to be assigned to Disk 1. All partitions on sdb need to go to Disk 2.

### Recover data

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



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

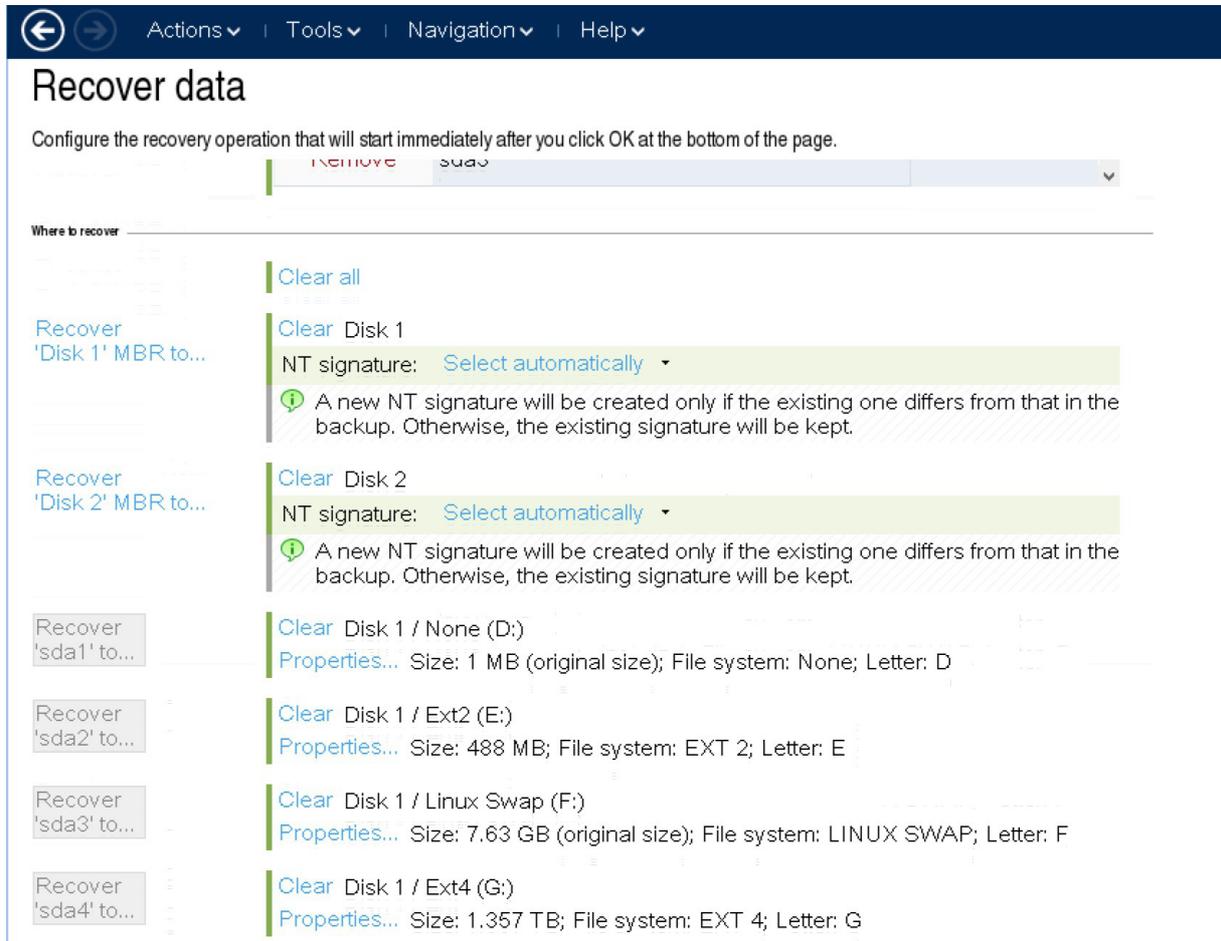
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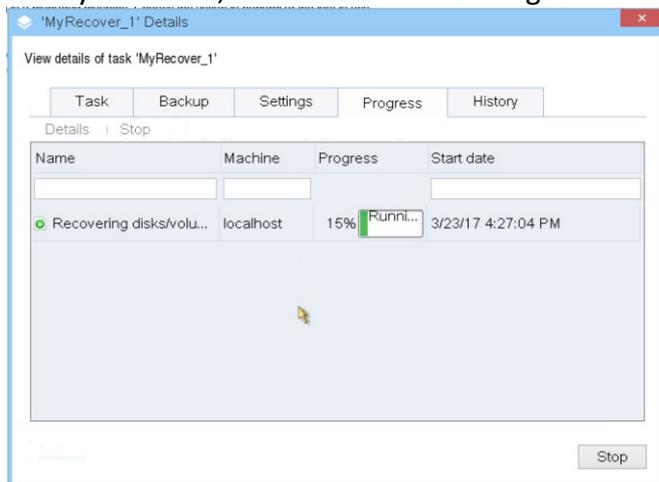
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Finally select Ok, and the restore will begin



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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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