



DRaaS VE BaaS Self-Service Portal

Reference Guide

Contents

Overview	3
Portal URLs.....	3
Creating a Job.....	3
Starting, Stopping, Editing a Job	7
Viewing Past Jobs.....	7
Viewing Job Logs	8
Restoring a Backup Job	9
Restoring a VM.....	9
Restoring vApps	10
Restoring Files	10
Viewing Dashboard Statistics.....	12

Overview

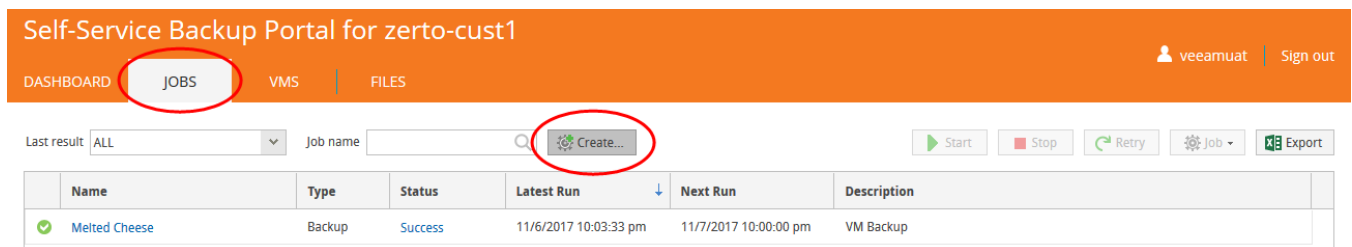
DRaaS VE BaaS is a backup service that meet the needs of customers with larger datasets and longer retention requirements. All backups are performed at the image level within the customer's availability zone (Evolve IP East/ Evolve IP West). Customers can purchase additional backup disk space as needed. All backups are taken using a VMWare snapshot against the VMWare target server. Below will show you how to navigate the Self-Service Backup Portal.

Portal URL

Your portal URL is specific to your company. It will be provided by a member of the ProServ team during onboarding. If you're already onboarded and not sure of your portal URL then please open a ticket by emailing help@evolveip.net and one of our ITaaS Help Desk technicians can provide it to you.

Creating a Job

1. Go to the **Jobs** tab, and then select **Create**



Self-Service Backup Portal for zerto-cust1

DASHBOARD **JOBS** VMS FILES

Last result: ALL Job name: **Create...** Start Stop Retry Job Export

Name	Type	Status	Latest Run	Next Run	Description
✓ Melted Cheese	Backup	Success	11/6/2017 10:03:33 pm	11/7/2017 10:00:00 pm	VM Backup

2. Add in a Job name, Description for your backup, and set a Retention policy. Then select **Next**.
Note: The retention policy refers to how many restore points should be stored in repository for future restores. By default, this number is set to 14.

EDIT BACKUP JOB

Job
Specify the job name, description and retention policy.

Job name: Evolve IP

Description: Evolve IP Demo Backup

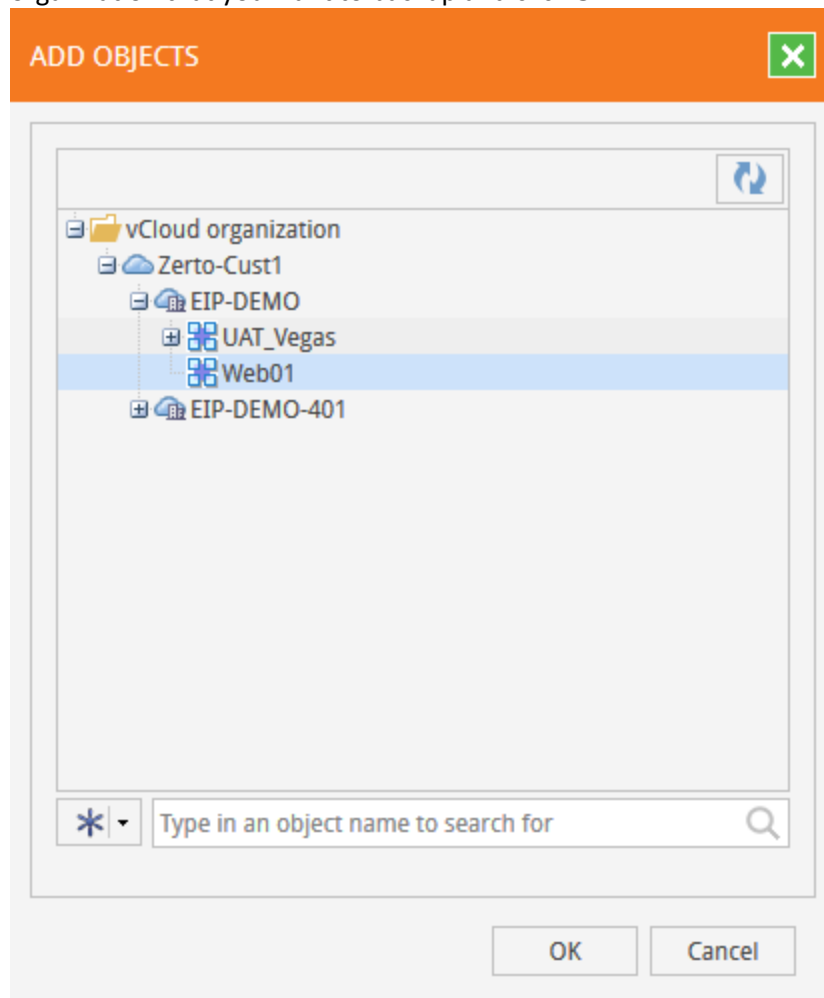
Retention policy:

Restore points to keep on disk: 14

< Previous Next > Cancel

3. The “Edit Backup Job” window will open. Click the **Add** button. The “Add Objects” window will open, listing the vApps and VMs within your organization. Choose the vApps or VMs from the vCloud Director

organization that you want to backup and click **OK**.



4. You will see the "Edit Backup Job" window. Click **Next**.
5. Choose additional processing options as described.

Note: When specifying guest OS access credentials, consider that vCloud Director Organization administrators can access guest processing credentials available for their organizations. They can also supply new credentials for guest OS processing.

EDIT BACKUP JOB

Guest processing

Choose additional processing options available for Microsoft Windows guests.

Enable application-aware image-processing
Detects and prepares applications for consistent backup, performs transaction logs processing, and configures the OS to perform required application restore steps upon first boot.
Customize application handling options for individual VMs and applications Applications

Enable guest file system indexing
Indexes guest OS files inside processed VM to enable browsing and searching for guest files in backup. Indexing is completely optional, and not required to be able to perform instant file level recovery.
Customize advanced guest file system indexing options for individual VMs Indexing

Guest OS credentials:
Credentials: ▼ 🔑
Customize guest OS credentials for individual VMs and operating systems Credentials

< Previous Next > Cancel

- Specify the schedule you want this job to run on, and retry/termination settings. Click **Next**.

EDIT BACKUP JOB

Job schedule

Specify the job scheduling options.

Run the job automatically:

Daily at this time: 09:00 pm ▲▼ Everyday ▼ Days

Monthly at: 09:00 pm ▲▼ Fourth ▼ Saturday ▼ Months

Periodically at: 1 ▲▼ Hours ▼ Schedule

After this job: Melted Cheese ▼

Automatic retry:

Retry failed VM processing: 3 ▲▼ times

Wait before each attempt for: 10 ▲▼ minutes

Backup window:

Terminate job if it gets out of allowed backup window Window...

< Previous Next > Cancel

7. Specify who should receive email notifications for job status types (such as successes and failures) Click **Finish**.

EDIT BACKUP JOB ✕

Email Notifications

Specify recipients and settings for the job status emails

Enable e-mail notifications

Recipients:

Subject:

Notify on success

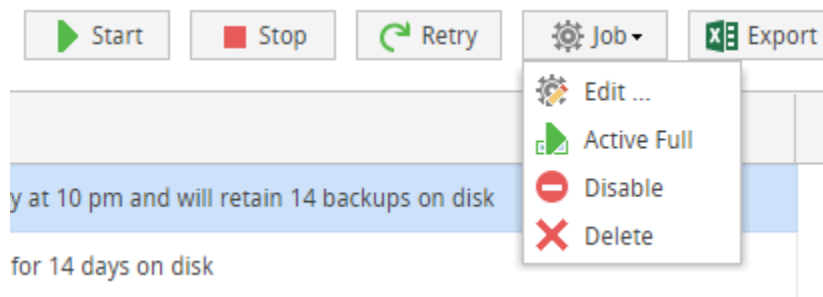
Notify on warning

Notify on error

Suppress notifications until the last retry

Starting, Stopping, Editing a Job

1. After you have created a job, you can select the job and preform the following actions: Start, Stop, Retry, Edit, Active Full, Disable, Delete, Export.



Viewing Past Jobs

1. By clicking into your already created job, you will see all backup jobs preformed under that set.

Self-Service Backup Portal for zerto-cust1

DASHBOARD | **JOB**S | VMS | FILES

veeamuat | Sign out

Jobs » Evolve IP

Refresh Export

	Start Time	End Time	Status	Performance Rate	Data Transferred
✓	11/7/2017 10:00:01 pm	11/7/2017 10:03:29 pm	Success	0 KB/s	40.5 MB
✓	11/6/2017 10:00:19 pm	11/6/2017 10:03:33 pm	Success	0 KB/s	19.4 MB
✓	11/5/2017 10:00:17 pm	11/5/2017 10:03:33 pm	Success	0 KB/s	20.7 MB
✓	11/4/2017 10:00:11 pm	11/4/2017 10:07:22 pm	Success	0 KB/s	27.7 MB
✓	11/3/2017 10:00:22 pm	11/3/2017 10:03:57 pm	Success	0 KB/s	20.0 MB
✓	11/2/2017 10:00:11 pm	11/2/2017 10:03:41 pm	Success	0 KB/s	22.2 MB

2. You can click on the **status** of each job to see more detail

Evolve IP

1 of 1 VMs processed (0 errors, 0 warnings) ✓ Details

Total size: **50.0 GB** Processed size: **50.0 GB**
 Processing rate: **0 KB/s** Total time: **2 minutes**

	Object	Start Time	End Time	Status	Performance Rate	Data Transferred
✓	vApp_Replication	11/8/2017 05:08:30 pm	11/8/2017 05:10:34 pm	Success	0 KB/s	17.8 MB
✓	Melted.Cheese	11/8/2017 05:08:50 pm	11/8/2017 05:10:32 pm	Success	0 KB/s	17.8 MB

Viewing Job Logs

1. From the status page above, select the **details** button and you will your job logs for that particular job

JOB LOG ✕		
<div style="display: flex; justify-content: space-between;"> Refresh Export </div>		
Time	Status	Information
11/8/2017 04:07:53 pm	✓ Success	Job started at 11/8/2017 5:07:52 PM
11/8/2017 04:07:54 pm	✓ Success	Building vApp list
11/8/2017 04:08:13 pm	✓ Success	Total size: 50.0 GB
11/8/2017 04:08:18 pm	✓ Success	Processing Melted.Cheese
11/8/2017 04:08:30 pm	✓ Success	Processing vApp_Replication
11/8/2017 04:08:48 pm	✓ Success	All VMs have been queued for processing
11/8/2017 04:10:40 pm	✓ Success	Load: Source 96% > Proxy 27% > Network 9% > Target 0%
11/8/2017 04:10:40 pm	✓ Success	Primary bottleneck: Source
11/8/2017 04:10:40 pm	✓ Success	Job finished at 11/8/2017 5:10:40 PM
Close		

Restoring a Backup Job

The self-service portal allows users to restore vCloud Director VM's, vApps, files and application items (currently, SQL Server databases, and Oracle databases).

- **NOTE:** It is not best practice to restore a VM on top of an existing VM

Restoring a VM

1. From the **VMS** tab, select the VM you want to restore, then select the **Restore VM** button.

Self-Service Backup Portal for zerto-cust1 veeamuat | Sign out

DASHBOARD | JOBS | **VMS** | FILES

Name Restore VM Restore vApp Delete View history Export

VM	vApp	Job name	Restore points	Last success
Melted.Cheese	vApp_Replication	Melted Cheese	19 points	11/8/2017 05:08:59 pm

- Select the restore point, additionally you can select Power On, Quick Rollback, and Restore VM Tags. Then click **Restore**
 - You can view VM restore progress in the VMs tab after you click **View History**

RESTORE VM
✕

Restore point

Select VM restore point.

Backup date	Type	Job name
11/8/2017 04:08:59 pm	Increment	Melted Cheese
11/7/2017 09:01:16 pm	Increment	Melted Cheese
11/6/2017 09:01:27 pm	Increment	Melted Cheese
11/5/2017 09:01:26 pm	Increment	Melted Cheese
11/4/2017 09:01:23 pm	Full	Melted Cheese
11/3/2017 09:01:36 pm	Increment	Melted Cheese
11/2/2017 09:01:36 pm	Increment	Melted Cheese

Power on VM after restoring
 Quick rollback (restore changed blocks only)
 Restore VM tags

Restore
Cancel

Restoring vApps

- Follow steps under “Restoring a VM” above, except select **Restore vApp** instead of **Restore VM** from the VMS tab

Self-Service Backup Portal for zerto-cust1 veeamuat | Sign out

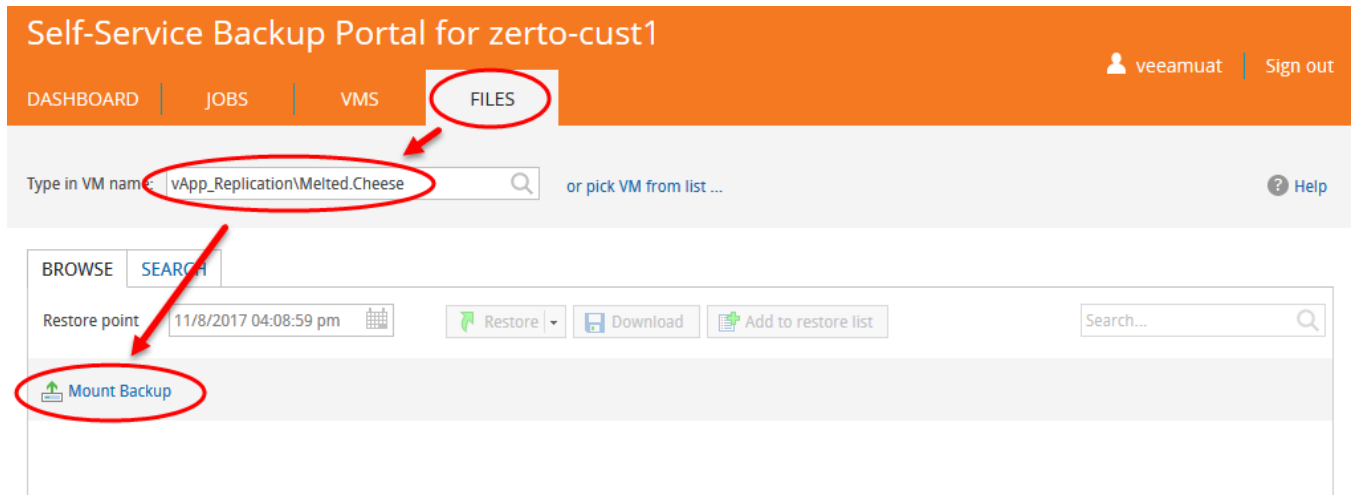
DASHBOARD | JOBS | **VMS** | FILES

Name Restore VM Restore vApp Delete View history Export

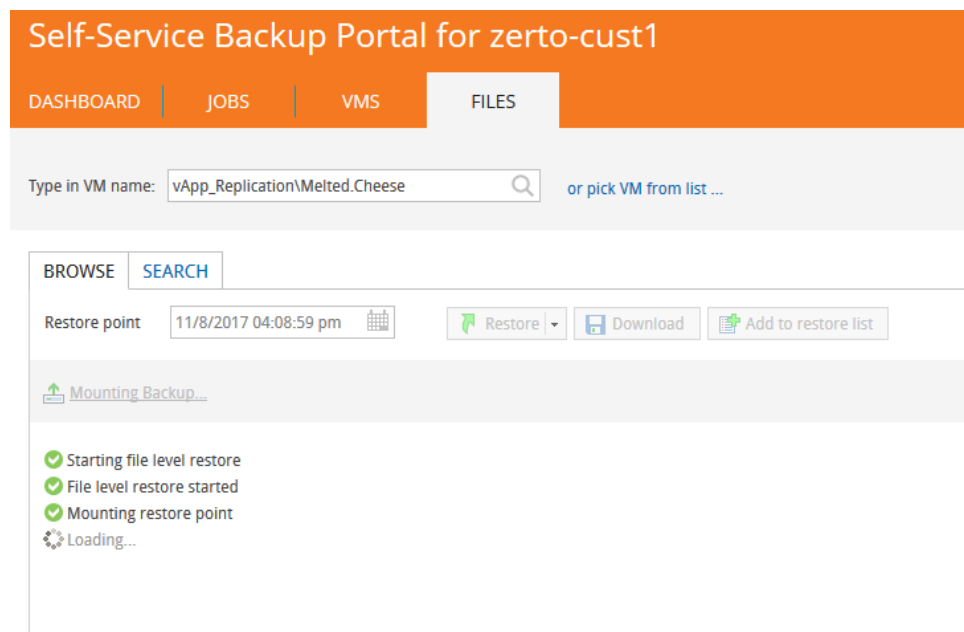
VM	vApp	Job name	Restore points	Last success
Melted.Cheese	vApp_Replication	Melted Cheese	19 points	11/8/2017 05:08:59 pm

Restoring Files

- Go to the **Files** tab, type in or search for the VM containing the file you’re looking for, and then select **Mount Backup**



Note: If you plan to restore from non-indexed VM guest, consider that mount operation will be performed using mount server assigned to the corresponding backup repository.



2. After your VM mounts, you can then search for the file, and then click **Restore**, **Download**, or **Add to restore list**

Self-Service Backup Portal for zerto-cust1

DASHBOARD | JOBS | VMS | **FILES** | [veeamuat](#) | [Sign out](#)

Type in VM name: or [pick VM from list ...](#) [Help](#)

BROWSE | SEARCH

Restore point: 11/8/2017 04:08:59 pm [Restore](#) [Download](#) [Add to restore list](#)

Name	Date Modified	Size	Owner
NTUSER.DAT	11/8/2017 03:49:45 pm	512.0 KB	Administrators
ntuser.dat.LOG1	11/8/2017 03:49:45 pm	256.0 KB	SYSTEM
ntuser.dat.LOG2	5/7/2013 12:19:06 pm	0.0 B	SYSTEM
NTUSER.DAT{016888bd-...	5/7/2013 12:19:31 pm	64.0 KB	SYSTEM
NTUSER.DAT{016888bd-...	5/7/2013 12:19:31 pm	512.0 KB	SYSTEM
NTUSER.DAT{016888bd-...	5/7/2013 12:19:31 pm	512.0 KB	SYSTEM
ntuser.ini	5/7/2013 12:19:06 pm	100.0 B	SYSTEM

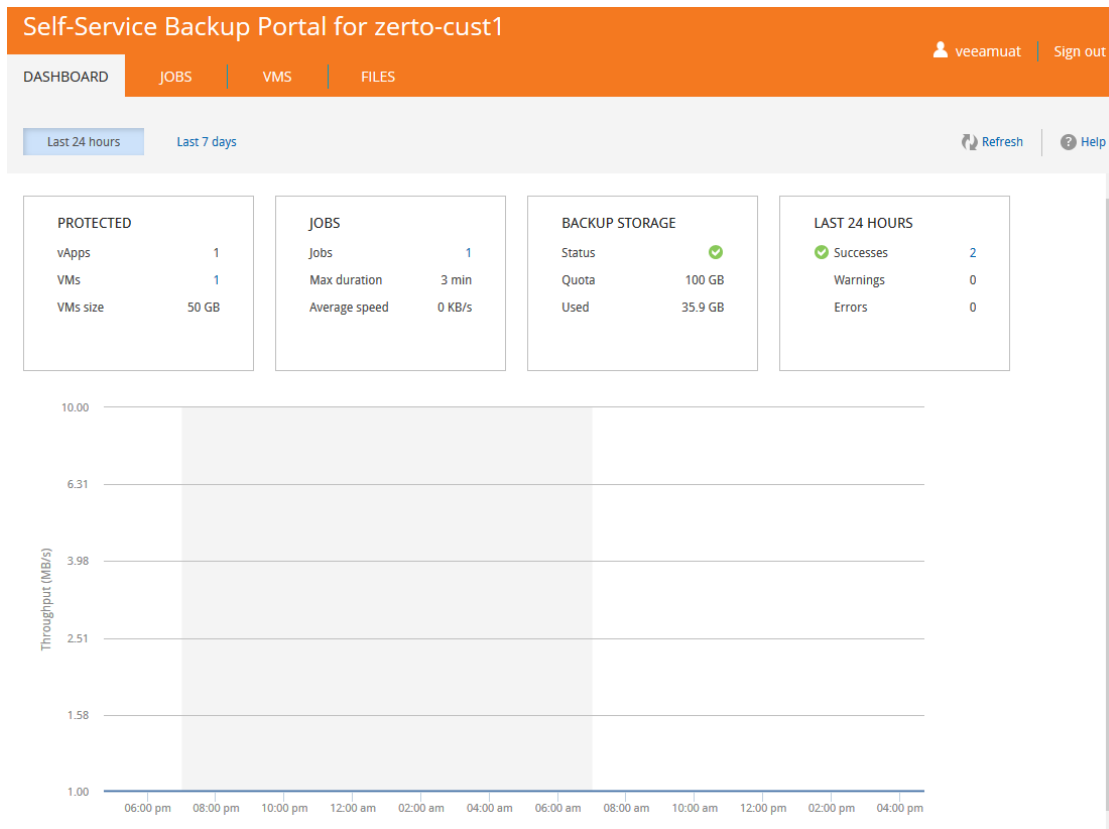
Note: In the screenshot, the 'Restore' button, the 'NTUSER.DAT' file, and the 'eipadmin' folder in the left-hand navigation pane are circled in red. A red arrow points from the 'eipadmin' folder to the 'NTUSER.DAT' file.

What are the differences?

- **Restore** will allow you to restore files to their original location
 - **Download** will allow you to download local files to your machine
 - **Add to restore list** will allow you to restore multiple files at once
3. After your files have successfully restored, go to the **View History** link in the bottom right corner. Select the appropriate restore option. Then, open the log and click **Download**.

Viewing Dashboard Statistics

1. The dashboard shows you an overview of your current set-up within the self-service portal



The Protected widget reports on:

- **vApps** – displays the number of vApps for which restore points were successfully created during the specified period
- **VMs** – displays the number of VMs for which restore points were successfully created during the specified period
- **VMs size** – total size of source VMs successfully processed

The Jobs widget reports on:

- Number of jobs created by currently logged in administrator
- Max job duration
- Average data transfer speed

The Backup Storage widget reports on status of the backup storage assigned to the organization, on the storage quota assigned, and on the storage size used. Status indicators are as follows:

- Green – more than 10% of storage space is free
- Yellow – less than 10% of storage space is free
- Red – no free space on backup storage

The Last 24 hours \ Last 7 days widget reports on the job session results for the corresponding period.