

CloudBond™ 365

Backup and Restore Functionality

Version 9.5 – Update 4

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Document Name
Veeam Endpoint Backup User Guide Version 1.1 http://veeampdf.s3.amazonaws.com/guide/veeam_endpoint_backup_1_1_userguide.pdf or https://s3.eu-central-1.amazonaws.com/downloads-audiocodes/CB365Backup/CB365_Backup_Docs.zip
Veeam Backup & Replication User Guide Hyper V Environments Version 9.5 update 4 https://helpcenter.veeam.com/docs/backup/hyperv/overview.html?ver=95u4 or https://s3.eu-central-1.amazonaws.com/downloads-audiocodes/CB365Backup/Docs+for+Veeam+Backup+version+9.5+Update+4.zip

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Documentation Feedback

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1 Introduction

This document describes how to configure and use the CloudBond backup and restore functionality.

The functionality uses two third-party components:

- **Veeam Agent:** A designated tool installed on the host server to back up the host itself, without its virtual machines (i.e., Front End and Edge servers).
- **Veeam Backup and Replication (VBR):** A designated tool installed on the CloudBond host server or on an external server, to back up the CloudBond virtual machines (VM) only.

CloudBond products are divided to two main topologies, and two different hardware types:

- Main Topologies:
 - Standalone configuration
 - Pool-paired branch - Branch Pool Appliance (BPA)
- Hardware:
 - Mediant 800
 - HP Server (host)

Some procedures require a different setup, depending on hardware and topology. If a different setup is required, the correct hardware and topology is noted.



Note: Backup and restore are critical functions. It is important to follow all steps described in the procedures in this document. Do not skip any steps when performing Backup or Restore.

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2 Backup Architecture

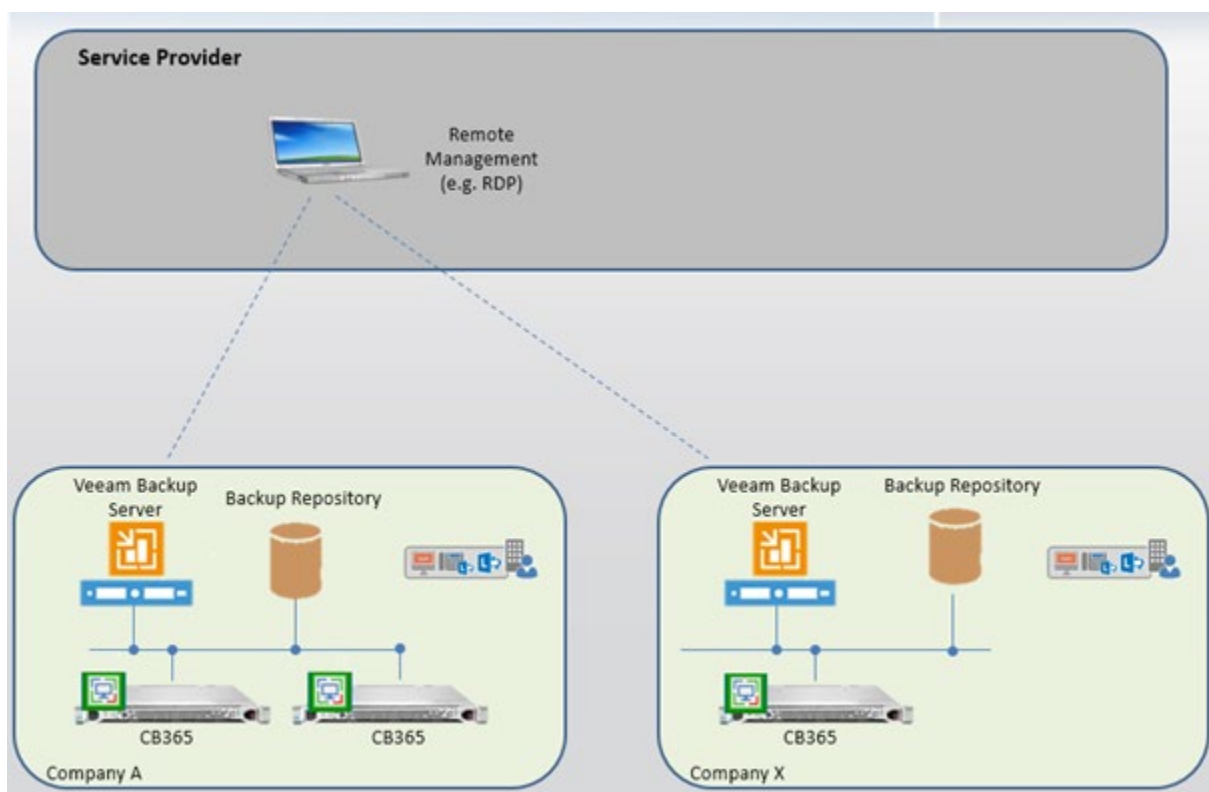
This section describes the different backup architecture options and components which are used for CloudBond 365. Veeam components consist of the following:

- Veeam Agent
- VBR Manager
- Backup Repository

One of the important issues regarding backup and restore procedures is the location of CloudBond 365 – whether it is at the Service Provider or at the customer premises. The backup and restore infrastructure must be on the same local network as the CloudBond 365.

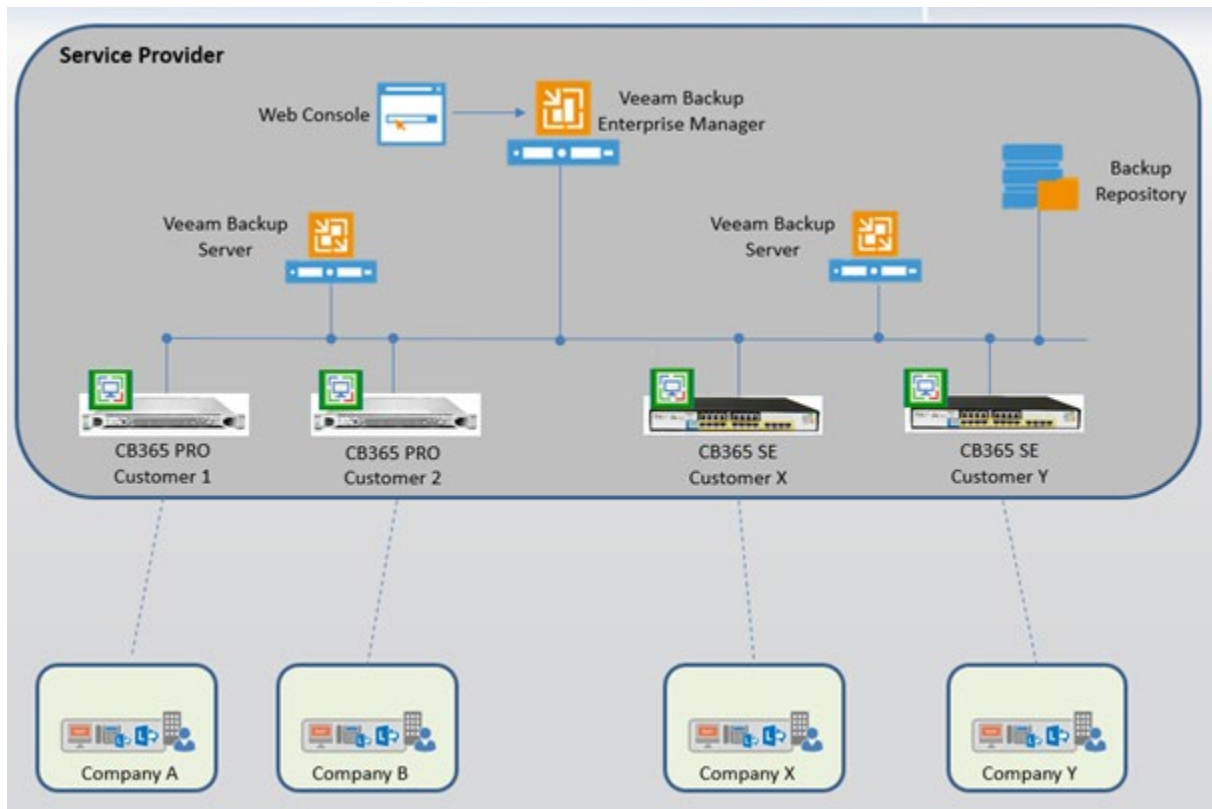
This document does not distinguish between the different locations of the CloudBond 365. The setup is similar for both locations. You must design your architecture with the limitation that the backup and restore infrastructure must be on the same LAN as the CloudBond 365 (except for the cloud repository that is always on the cloud).


Figure 2-1: Backup Architecture on Premises



= Veeam Agent

Figure 2-2: Backup Architecture on Service Provider



 = Veeam Agent

2.1 Using Veeam Products

The following Veeam products are discussed below:

- Veeam Agent
- VBR

2.1.1 Veeam Agent

Veeam Agent software is installed on every CloudBond 365. This software only backs up the Host server. For standalone configurations, the system volume and extra volume/files are also backed up. For BPA topology, there is usually no database for the paired CloudBond 365 server and therefore the system volume and extra volume/files are not backed up.

2.1.2 VBR

VBR is a distributed system. CloudBond uses only part of the available components. The Veeam Backup Server is the VBR management component and can be run on the CloudBond Host or it can be run on external server. If the Backup Repository is external and it is a Windows server, it is recommended to run the VBR Manager so that it can back up several CloudBond systems on the same branch.

2.2 Using VBR Components

The following describes how to use VBR components.

2.2.1 VBR Manager

The VBR manager can be run on the CloudBond 365 host or on an external server. The external server can run the backup repository and the VBR Manager. To run the VBR Manager on an external server, refer to the server requirements in the *Veeam Backup & Replication User Guide* under **Planning and Preparation > Requirements > System Requirements > Veeam Backup Server**.

2.2.2 Backup Repository

The Backup Repository can be external. There are several types of Backup Repositories which are supported and can be used:

- Microsoft Windows server with local or directly attached storage
- Linux server with local, directly attached storage or mounted NFS
- Common Internet File System (CIFS)

For more information, refer to the *Veeam Backup & Replication User Guide* under **Overview > Solution Architecture > Components > Backup Repository**.



Note: The repository can be a local disk connected to CloudBond 365. However, this document does not describe this topology in details.

2.2.2.1 Backup Repository Size

The following lists backup repository size requirements per CloudBond 365 type:

- **Standard Box Edition:** 150 GB
- **Standard Plus Box Edition:** 200 GB
- **Pro Box Edition:** 300 GB
- **Enterprise Box Edition:** 300 GB



Note: It is not intended for the Backup tool to back up the CloudBond 365 SBC. To back up the CloudBond 365 SBC, it is recommended to manually backup the SBC Settings INI files and VM. The VM can also be found on the CloudBond 365 USB. For more information, refer to the Saving Configuration sub-section of the *AudioCodes SBC User's Manual*.

2.3 Firewall

There are several ports used between the CloudBond 365 server and the Veeam components that must be open if the Firewall is used on the network. Refer to the list of ports requirements in the *Veeam Endpoint Backup User Guide* under **System Requirements > Used Ports**.

3 Installing Veeam Agent and VBR

This section describes how to install and configure Veeam Agent and VBR. Version 9.5 - Update 4 backup and setup files can be downloaded from:

- https://s3.eu-central-1.amazonaws.com/downloads-audiocodes/CB365Backup/Version+9.5/VeeamBackup%26Replication_9.5.4.2615.Update4.iso
- https://s3.eu-central-1.amazonaws.com/downloads-audiocodes/CB365Backup/Version+9.5/VeeamAgentWindows_3.0.0.748.zip

When selecting this hyperlink, the following files appear in the WinZip window:

- Veeam Agent for Windows 3.0.0.748.zip
- VeeamBackup&Replication_9.5.4.2615.Update4.iso

3.1 Installing Veeam Agent on the Host Server



Note: This document is applicable to Veeam Agent version **3.0.0.748**.

The Veeam Agent should be installed on the host server. If you already have the current version 3.0.0.748 installed, skip this procedure.

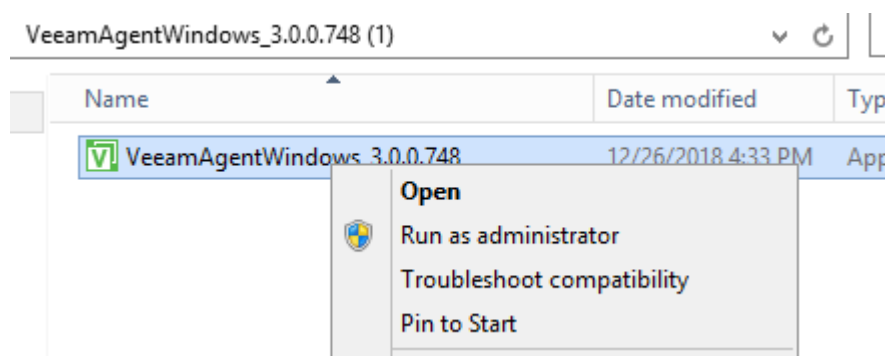
If you have an older version, install the new one and follow the upgrade instructions. This requires two re-boots.

To confirm that Veeam Agent has been installed, search for Veeam Endpoint backup on the **Start** window.

To confirm which version is installed on your system, open **Veeam Endpoint Backup** and navigate to the **Update** menu.

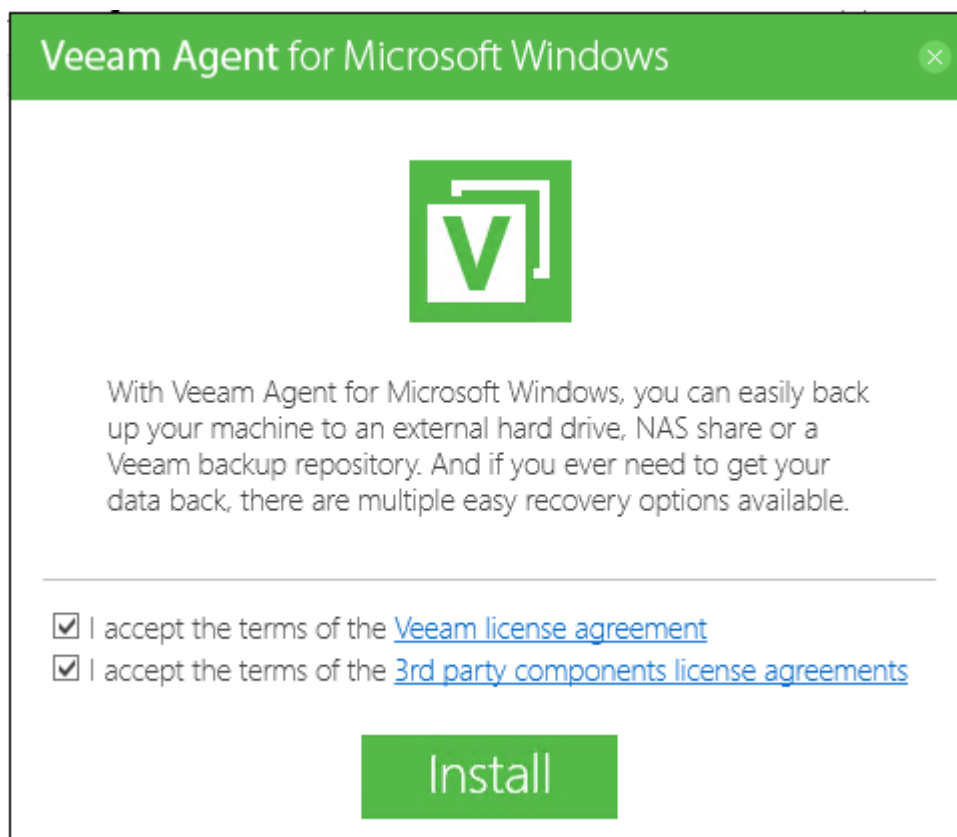
- **To install Veeam Agent on the host server:**
- 1. Unzip *VeeamAgentWindows_3.0.0.748.zip* file
- 2. Run the *VeeamAgentWindows_3.0.0.748.exe* file.

Figure 3-1: WinZip Security Warning



- 3. When the following screen appears, select the 'I accept...' checkboxes.

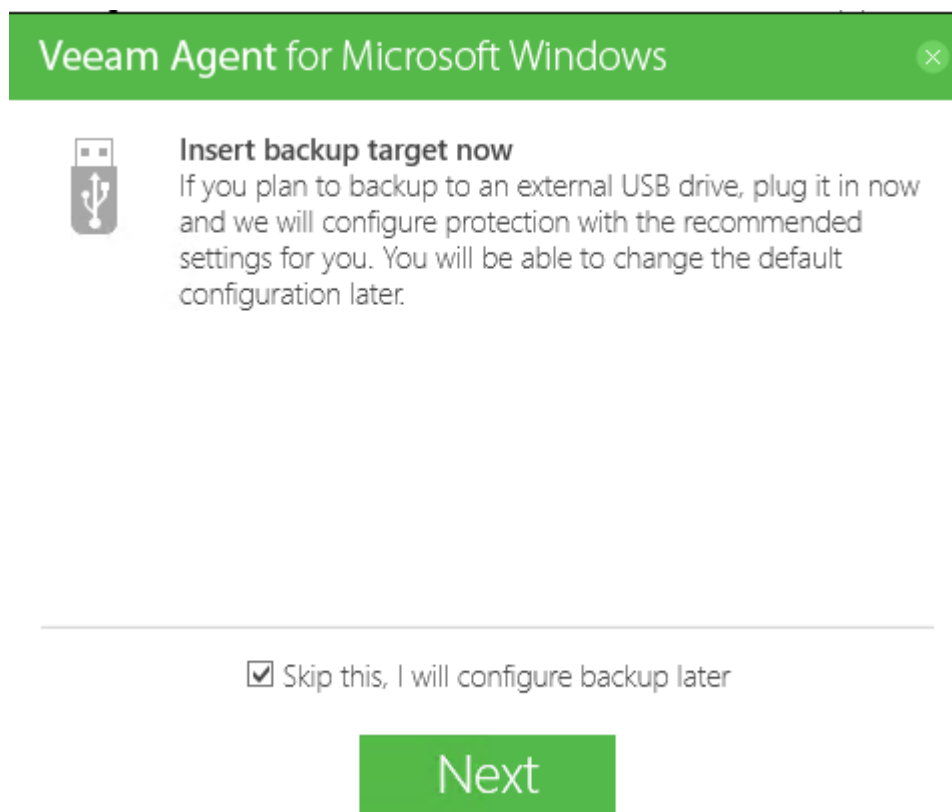
Figure 3-2: Veeam Endpoint Backup



- 4. Click **Install**.

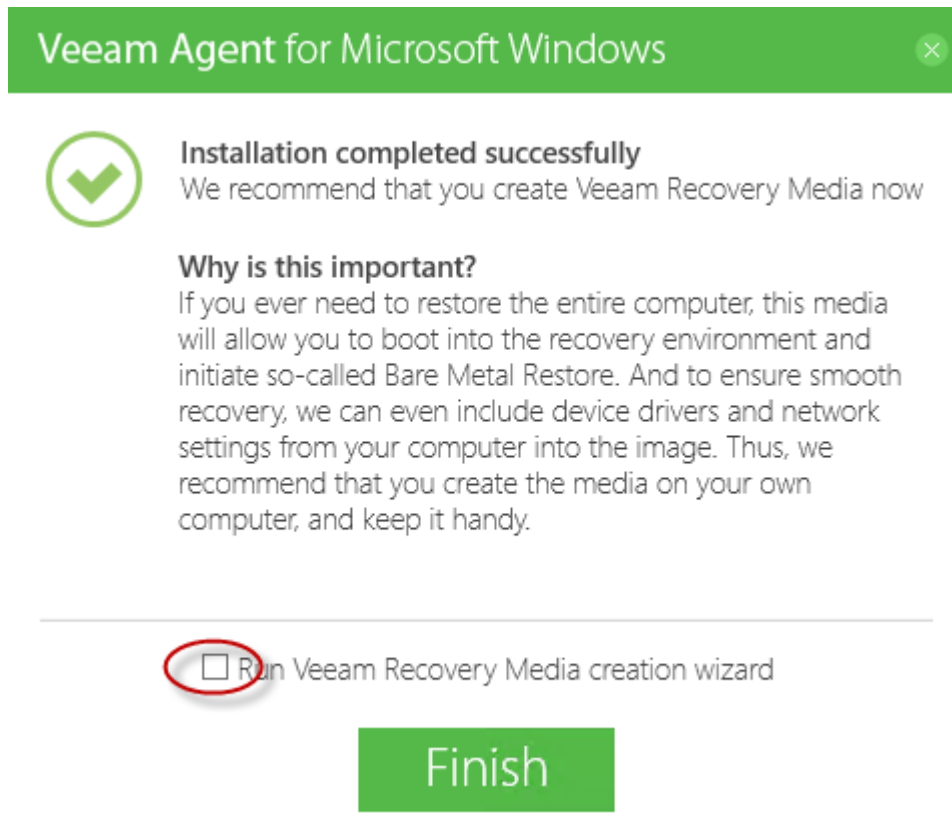
5. Select the 'Skip this, I will...' checkbox.

Figure 3-3: Veeam Endpoint Backup - Next



6. Click **Next**.
7. Clear the 'Run Veeam Advanced Recovery creation wizard' check box.
8. Click **Finish**.

Figure 3-4: Veeam Endpoint Backup - Finish

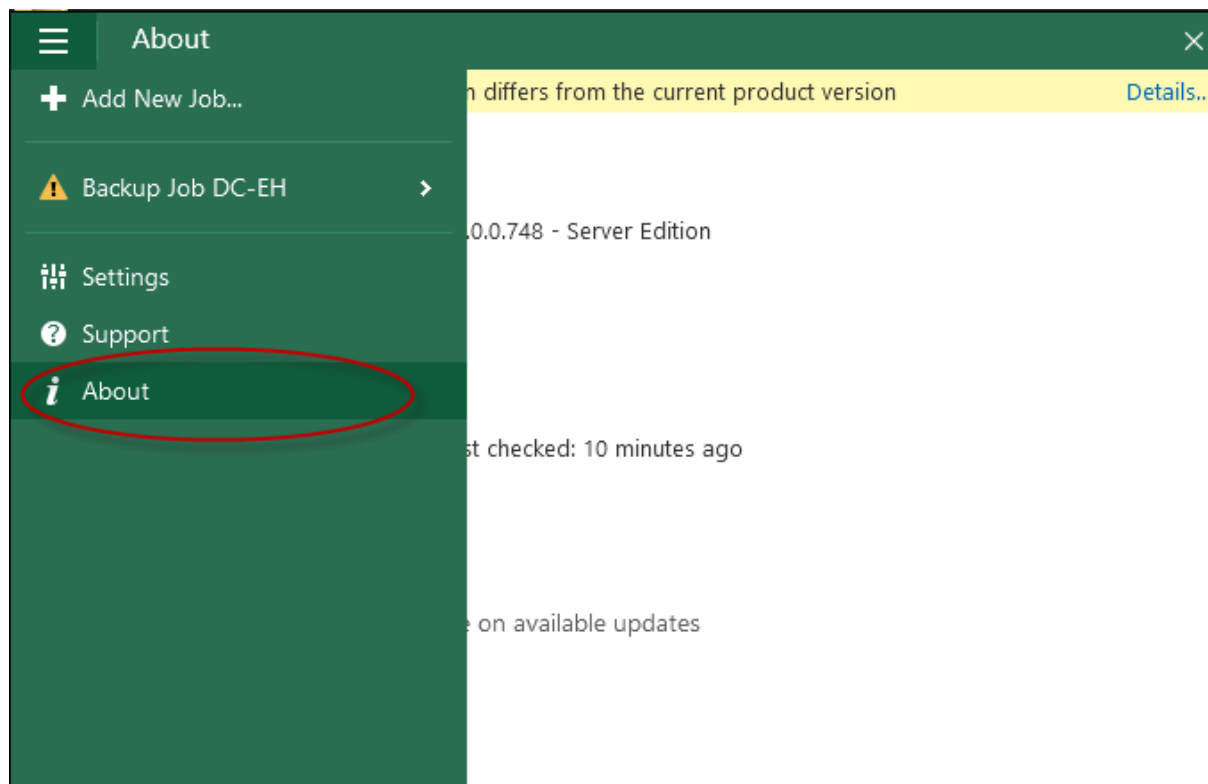


9. If the old version (2.0.x) was initially installed for Veeam Agent, a **Reboot** is required.

3.2 Installing the license for Veeam Agent

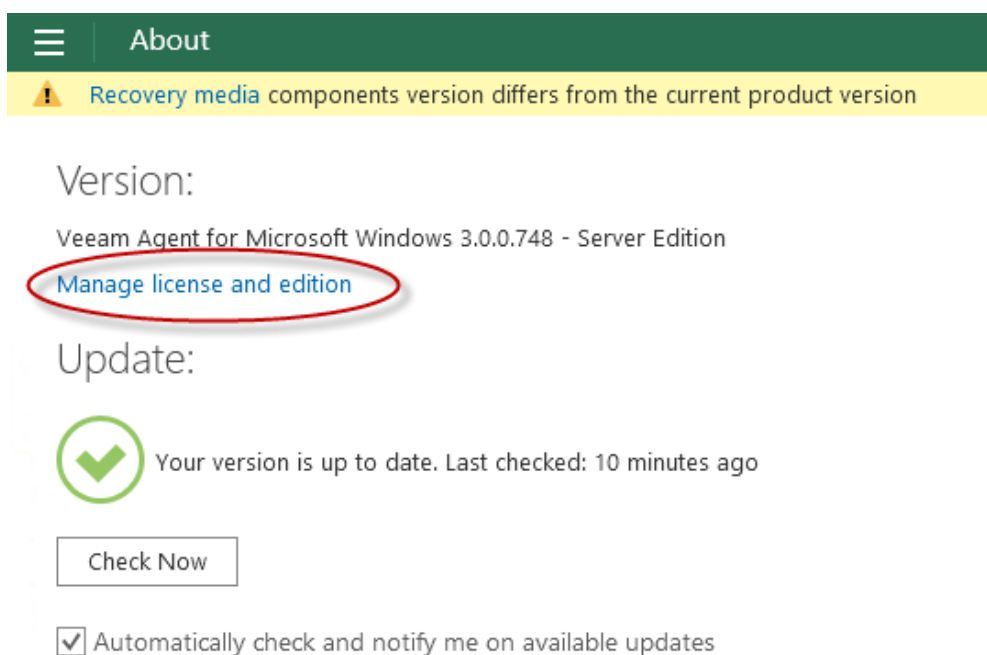
1. Select the About screen.

Figure 3-5: About screen



2. Click **Manage license and edition**.

Figure 3-6: Manage License and Edition



3. Click **Install**, and then navigate to the *.lic file* you received from AudioCodes.

Figure 3-7: Manage License and Edition - Install

Edition:

- ☒ **Free.** Provides a simple solution for backing up Windows-based desktops and laptops. Ideal for, but not limited to personal use.
- ☐ **Workstation.** Entitles you for 24.7.365 technical support and adds features for mobile users protection and support for remote management.
- ☐ **Server.** All features of Workstation edition, plus full server support via application-aware processing and server-focused job scheduler.

License:

Free edition. Do you want to [compare editions](#) or [request a license](#)?



4. When this step has finished, click **Close**.

Figure 3-8: Manage License and Edition - Close

Edition:

- ☐ **Free.** Provides a simple solution for backing up Windows-based desktops and laptops. Ideal for, but not limited to personal use.
- ☐ **Workstation.** Entitles you for 24.7.365 technical support and adds features for mobile users protection and support for remote management.
- ☒ **Server.** All features of Workstation edition, plus full server support via application-aware processing and server-focused job scheduler.

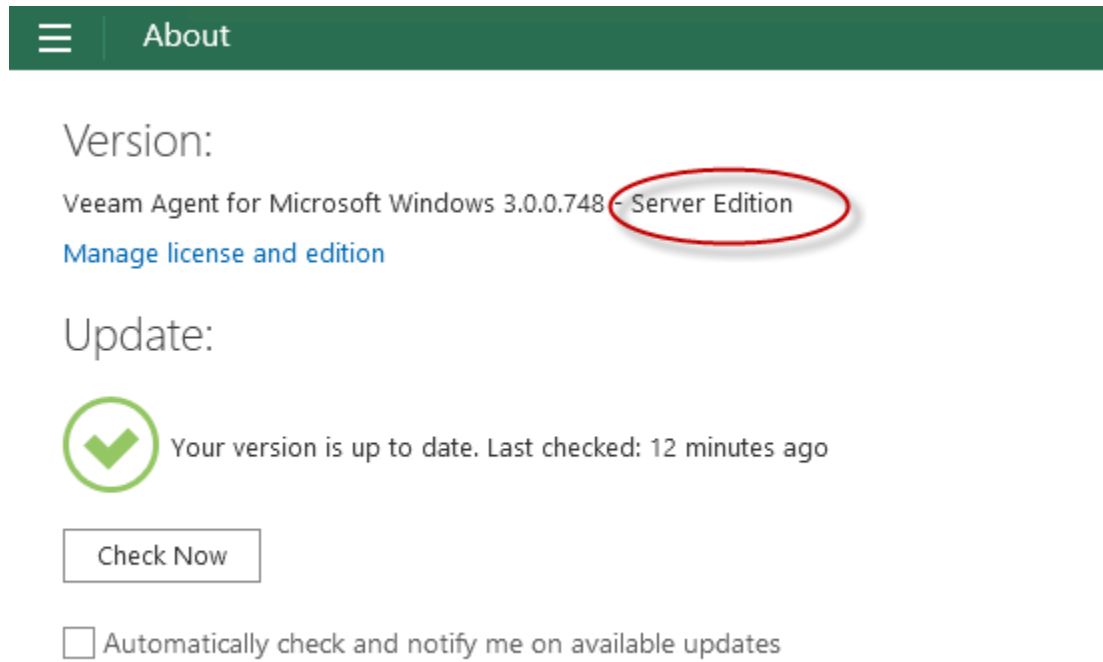
License:

License expiration: 2/17/2029 12:00:00 AM (3628 days left)
 Issued to: Tal Itzhaki (tal.itzhaki@audiocodes.com)
 Workstations: 300
 Servers: 100
 Support ID: 01735914



5. Verify that the license was installed.

Figure 3-9: Verification - About



3.3 Installing VBR

The VBR can be installed on every CloudBond 365 Host or on the recommended external server (the same server that can be used as the backup repository).

Before you begin the installation process, check the following prerequisites:

- The computer on which you plan to install Veeam Backup & Replication must meet the system requirements. Refer to the server requirements in the *Veeam Backup & Replication User Guide* under **Planning and Preparation > Requirements > System Requirements > Veeam Backup Server**.
- Communication between components requires a number of ports to be open. Refer to the **Requirements > Used Ports** section in the *Veeam Endpoint Backup User Guide*.

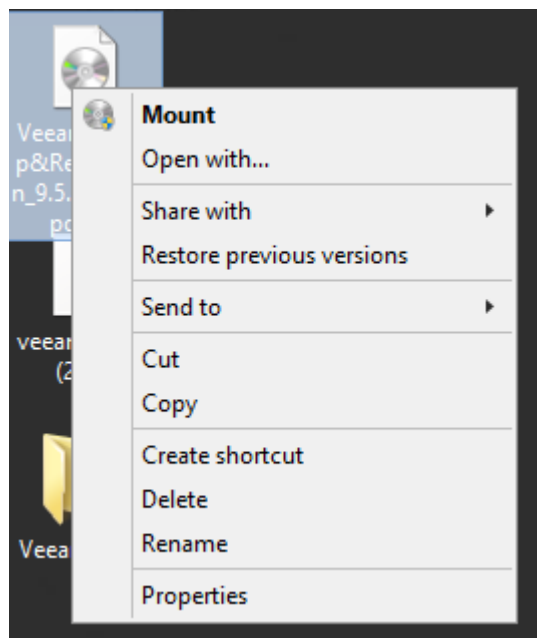


Note: The VBR installation requires a server restart.

➤ **To install the VBR:**

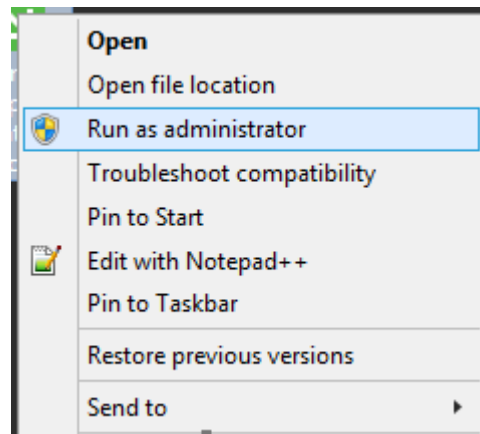
1. Right-click the *VeeamBackup&Replication_9.5.4.2615.Update4.iso*, and then from the menu, select **Mount**.

Figure 3-10: Menu Options - Mount



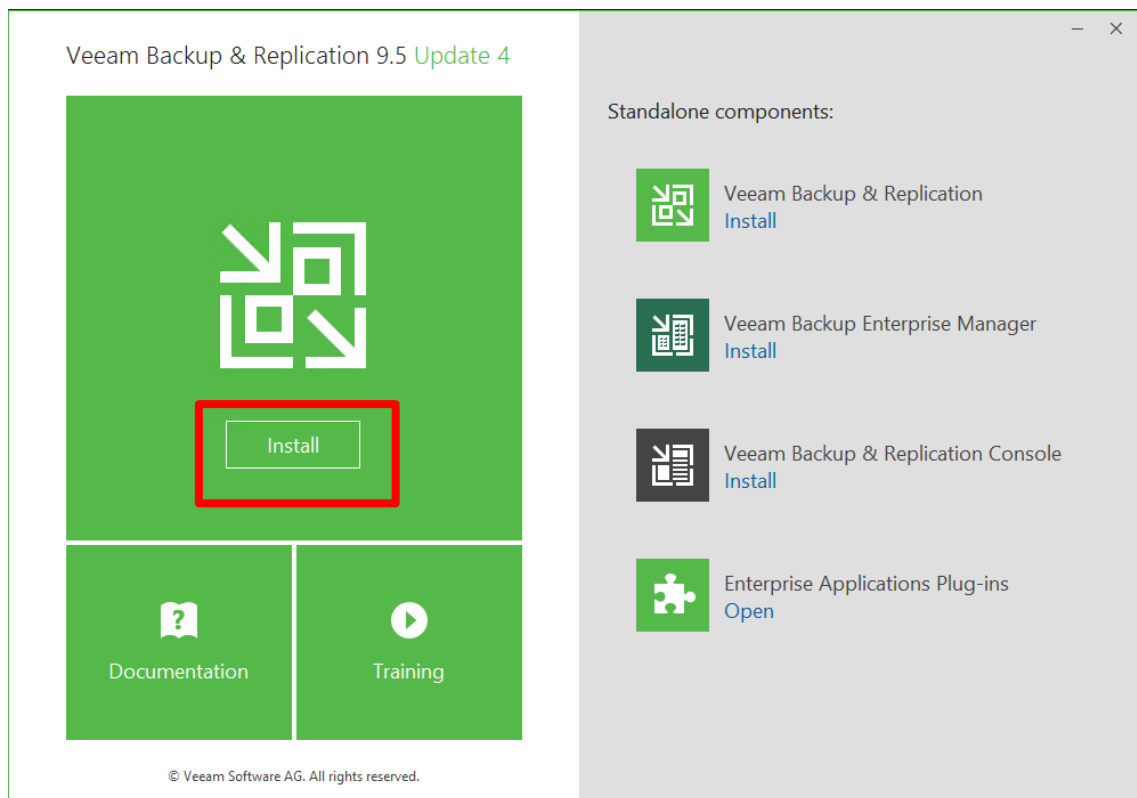
2. In the 'Veeam Backup & Replication 9.5' Setup file, select **Run as administrator**.

Figure 3-11: Run as Administrator



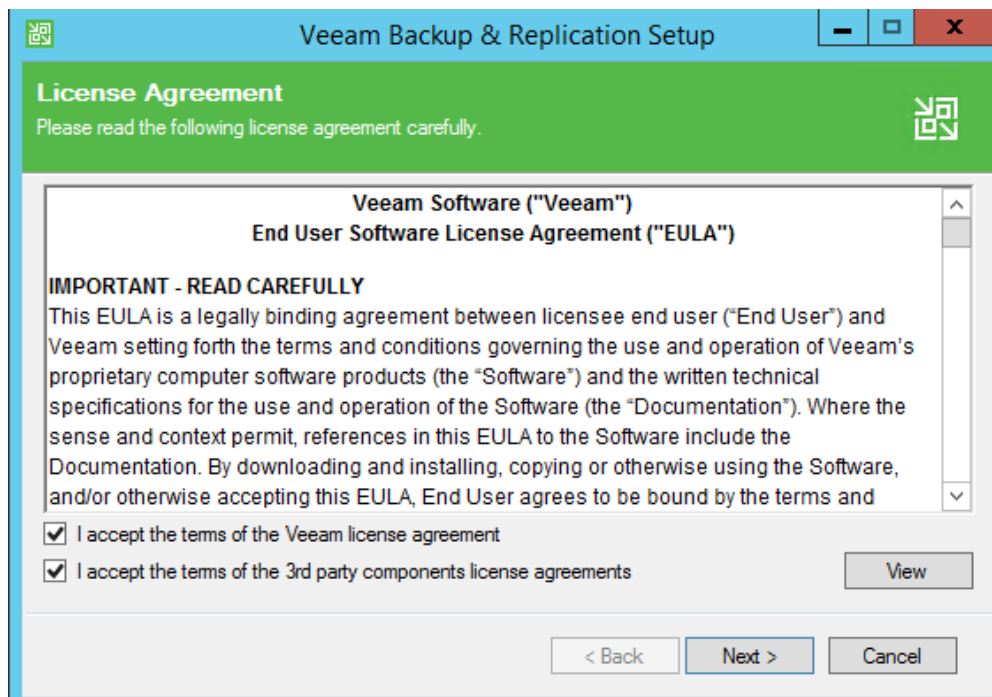
3. On the **Welcome** step of the wizard, click **Install** to start the installation.

Figure 3-12: Welcome



4. Read the license agreement and then accept the terms for both the Veeam License Agreement and the 3rd party components license agreements.
5. Click **Next**.

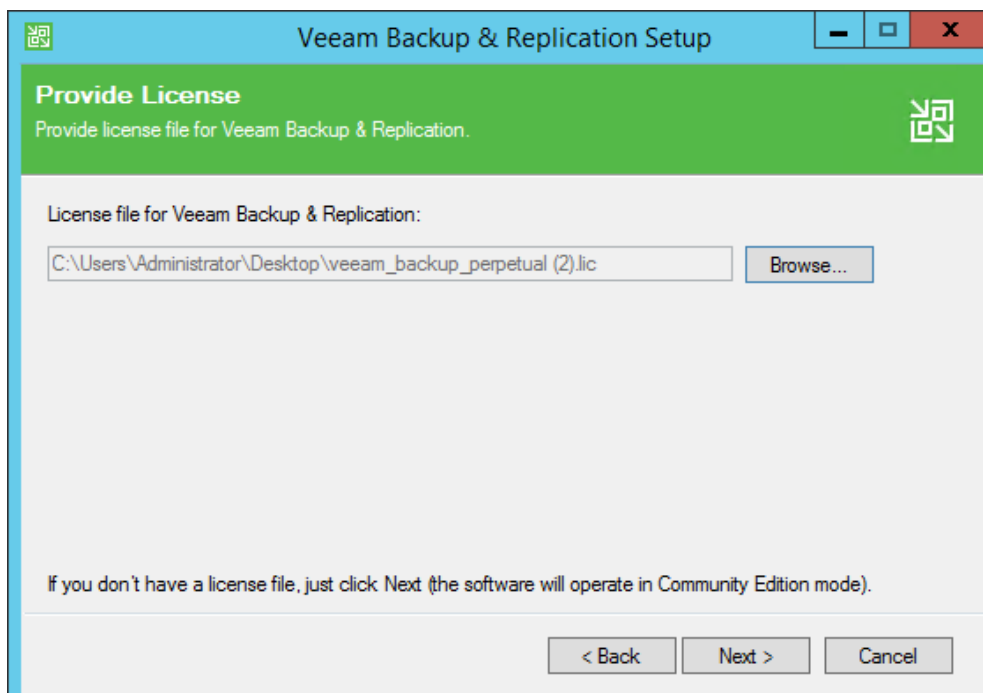
Figure 3-13: Veeam Backup and Replication Setup



Note: You must have a valid trial license or full paid license for Veeam Backup & Replication.

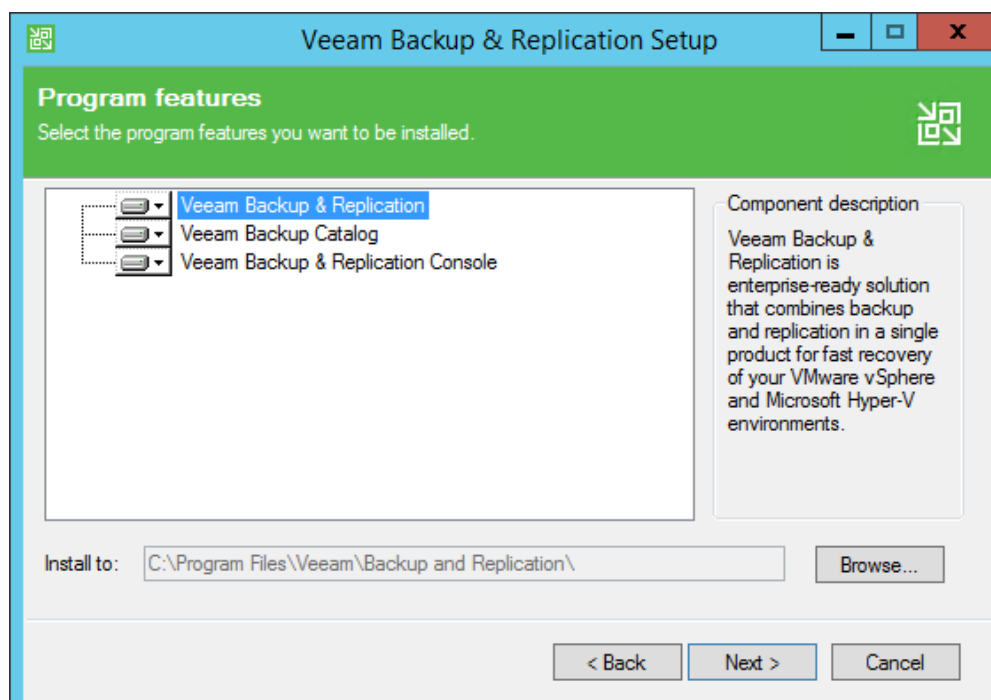
6. If you have the full license, click on **Browse** to locate it, and then click **Next**.

Figure 3-14: Provide License



7. Select the three features to be installed (as shown in the figure below), and then click **Next**.

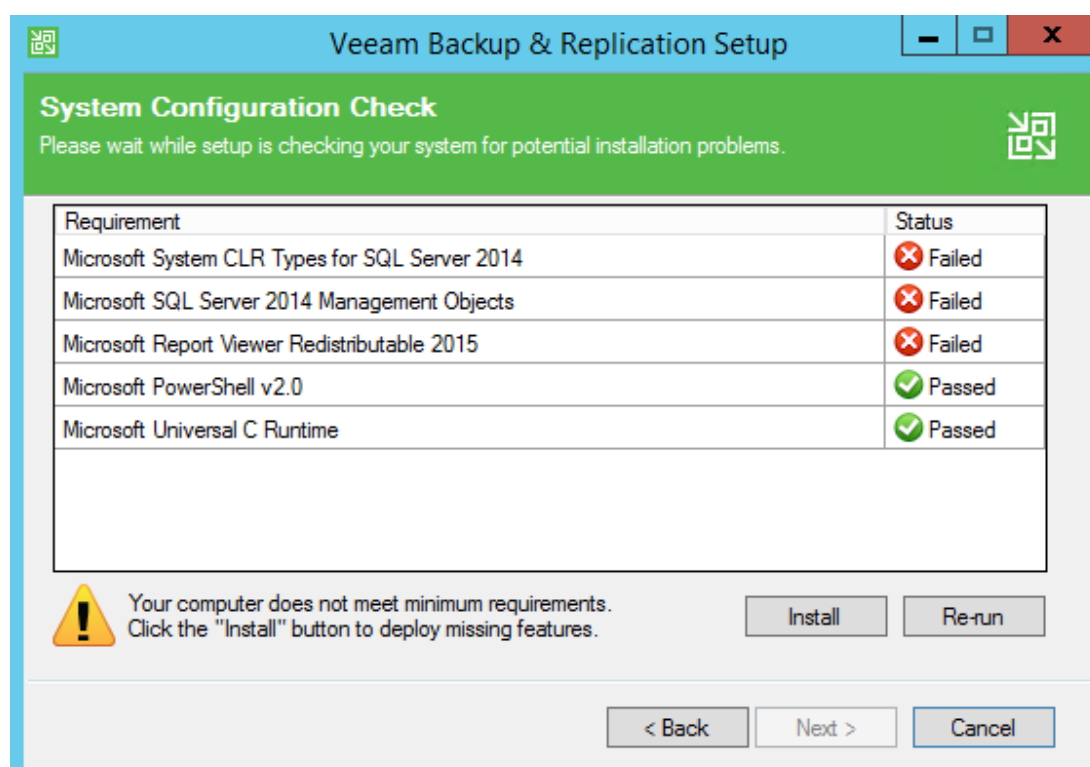
Figure 3-15: Program Features



The setup checks your system for potential installation problems.

8. Click **install**.

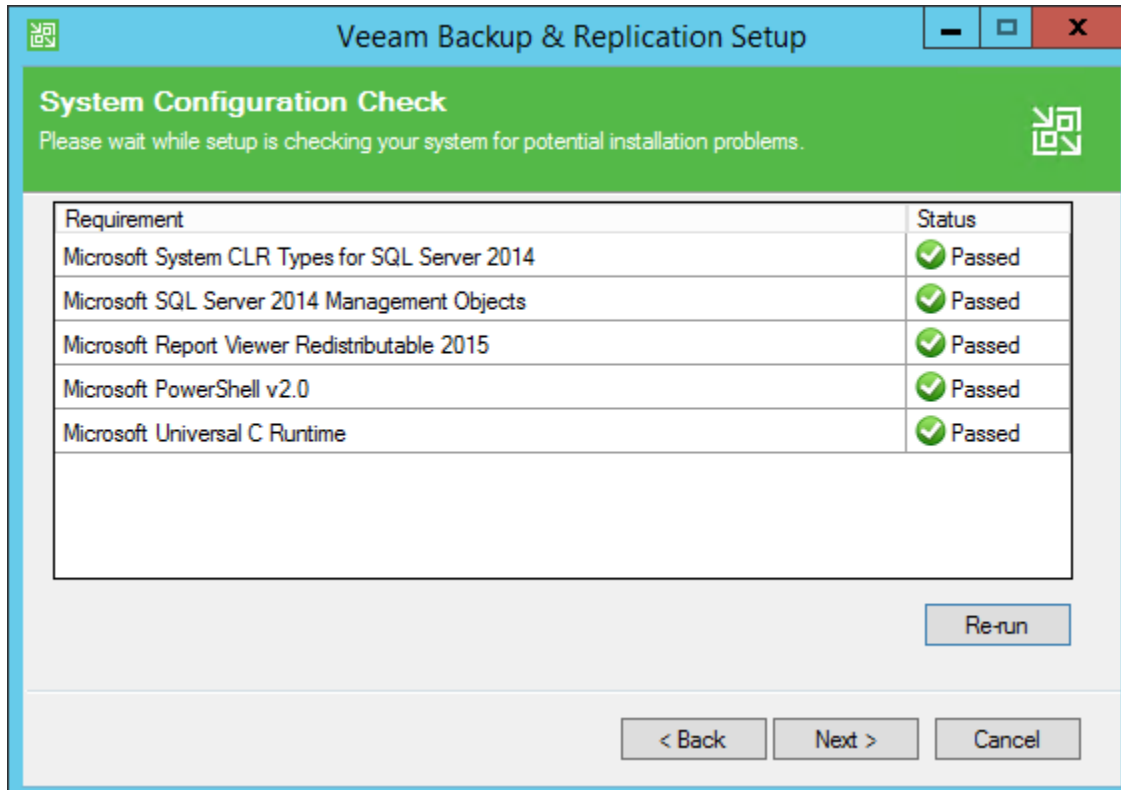
Figure 3-16: System Configuration Check



The missing components are installed.

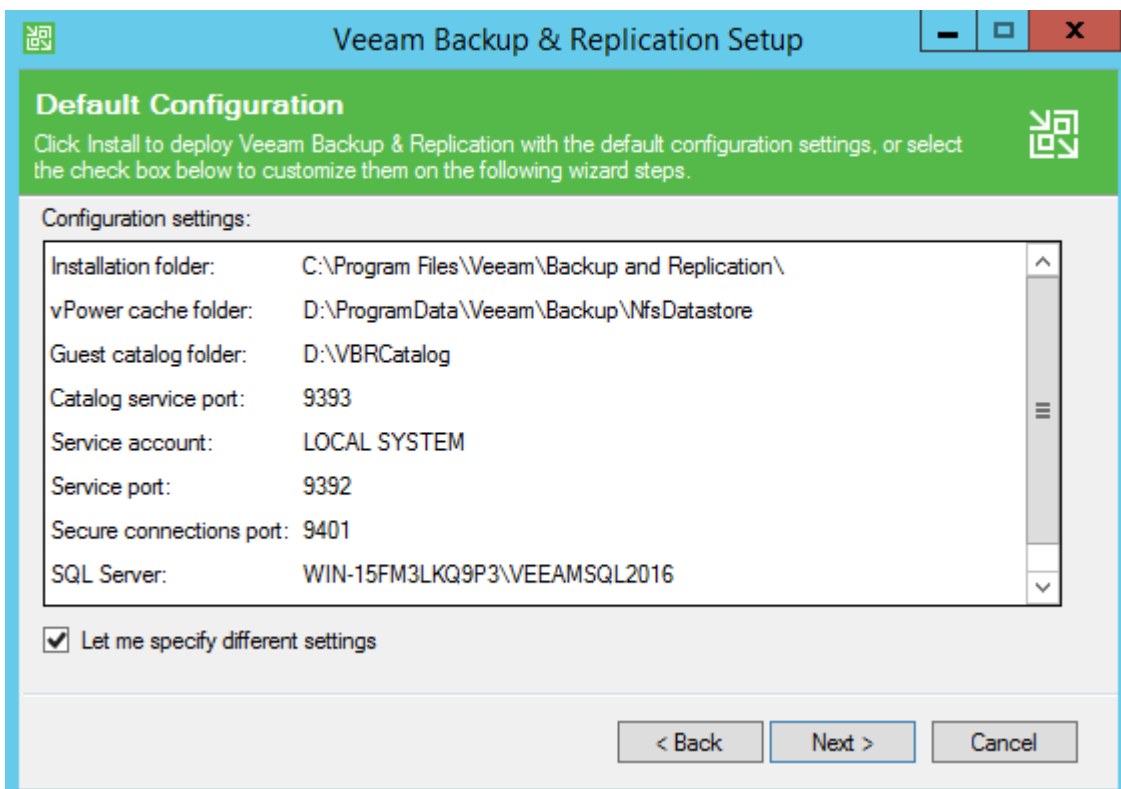
9. Click **Next**.

Figure 3-17: System Configuration Check



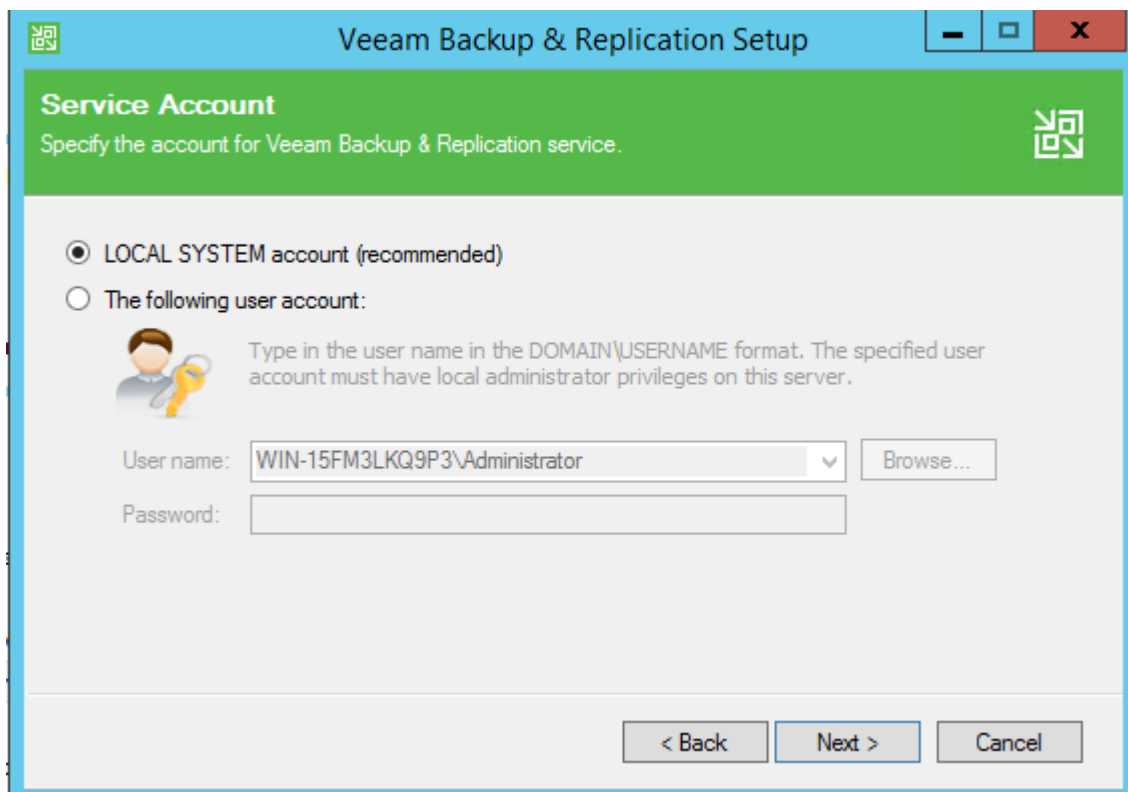
10. Select the 'Let me specify different settings' check box, and then click **Next**.

Figure 3-18: Default Configuration



11. Click the **Local System account** option, and then click **Next**.

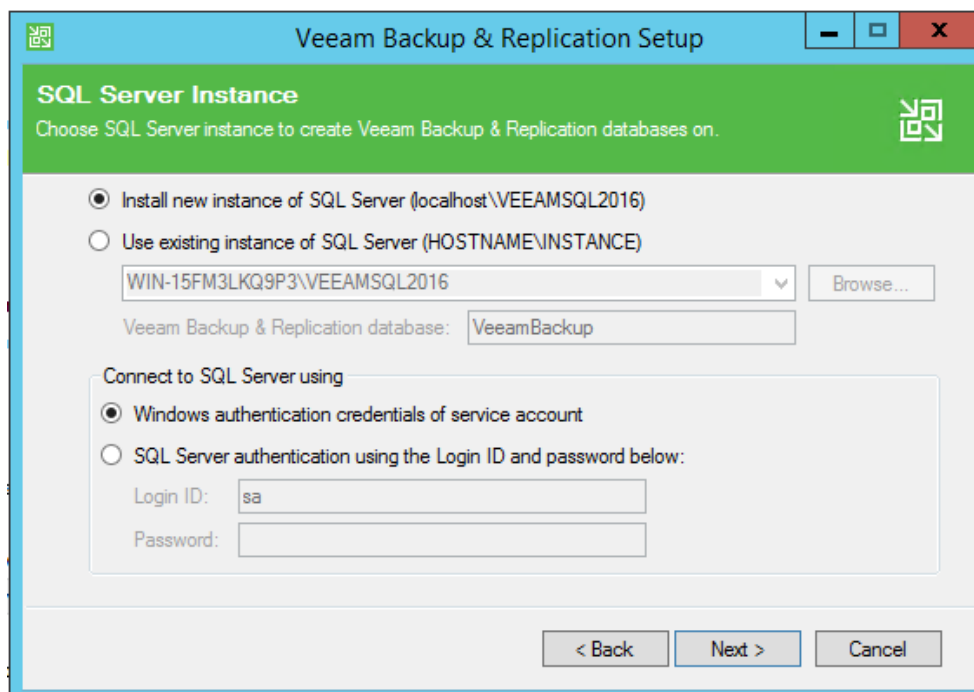
Figure 3-19: Service Account



The screenshot shows the 'Service Account' step of the Veeam Backup & Replication Setup wizard. The window title is 'Veeam Backup & Replication Setup'. The main heading is 'Service Account' with a subtitle 'Specify the account for Veeam Backup & Replication service.' There are two radio button options: 'LOCAL SYSTEM account (recommended)' which is selected, and 'The following user account:'. Below the second option is a text box for 'User name' containing 'WIN-15FM3LKQ9P3\Administrator' and a 'Browse...' button. There is also a 'Password:' text box. At the bottom are '< Back', 'Next >', and 'Cancel' buttons.

12. Select the default settings, and then click **Next**.

Figure 3-20: SQL Server Instance



The screenshot shows the 'SQL Server Instance' step of the Veeam Backup & Replication Setup wizard. The window title is 'Veeam Backup & Replication Setup'. The main heading is 'SQL Server Instance' with a subtitle 'Choose SQL Server instance to create Veeam Backup & Replication databases on.' There are two radio button options: 'Install new instance of SQL Server (localhost\VEEAMSQL2016)' which is selected, and 'Use existing instance of SQL Server (HOSTNAME\INSTANCE)'. Below the second option is a text box for the instance name containing 'WIN-15FM3LKQ9P3\VEEAMSQL2016' and a 'Browse...' button. Below that is a text box for 'Veeam Backup & Replication database:' containing 'VeeamBackup'. There is a section 'Connect to SQL Server using' with two radio button options: 'Windows authentication credentials of service account' which is selected, and 'SQL Server authentication using the Login ID and password below:'. Below the second option are text boxes for 'Login ID:' containing 'sa' and 'Password:'. At the bottom are '< Back', 'Next >', and 'Cancel' buttons.

13. Select the default settings, and then click **Next**.

Figure 3-21: Port Configuration

Veeam Backup & Replication Setup

Port Configuration
Specify port configuration to be used by Veeam Backup & Replication.

Catalog service port: 9393

Veeam Backup service port: 9392

Secure connections port: 9401

< Back Next > Cancel

14. For the 'Catalog folder', click **Browse** to select "C:\VBRCatalog".



Note: You first need to create this folder.

15. Click **Next**.

Figure 3-22: Data Locations

Veeam Backup & Replication Setup

Data Locations

Specify where guest file system catalog (persistent data), and vPower NFS write cache (non-persistent data) should be stored.

vPower NFS

Write cache folder:
D:\ProgramData\Veeam\Backup\NfsDatastore Browse...

Dedicated volume is recommended. The write cache temporarily stores data written to virtual disks of VMs running from backup file. Make sure the selected volume has sufficient free disk space, otherwise instantly recovered VMs will stop due to being unable to perform a disk write.

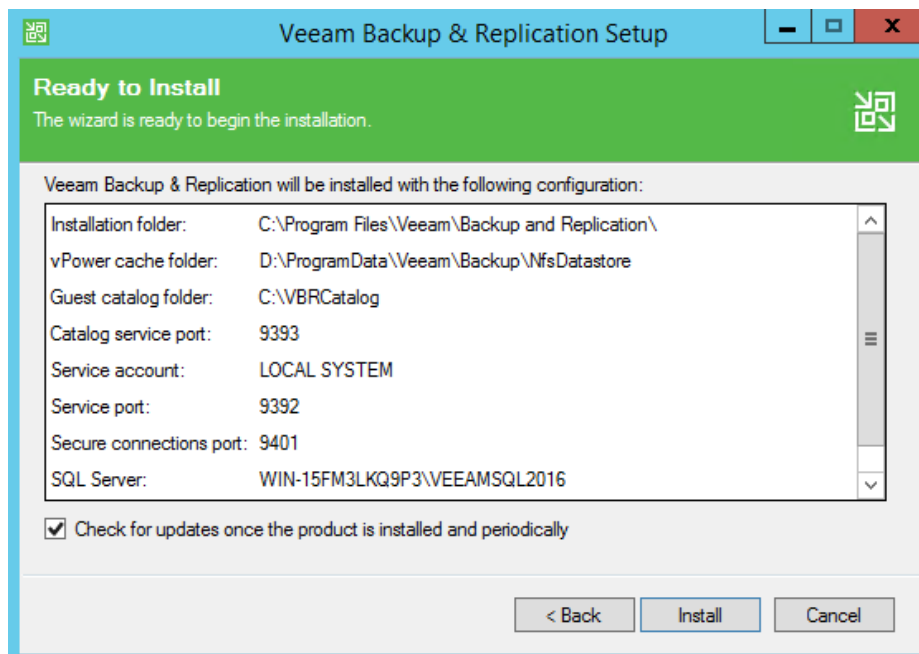
Guest file system catalog

Catalog folder:
C:\VBRCatalog Browse...

< Back Next > Cancel

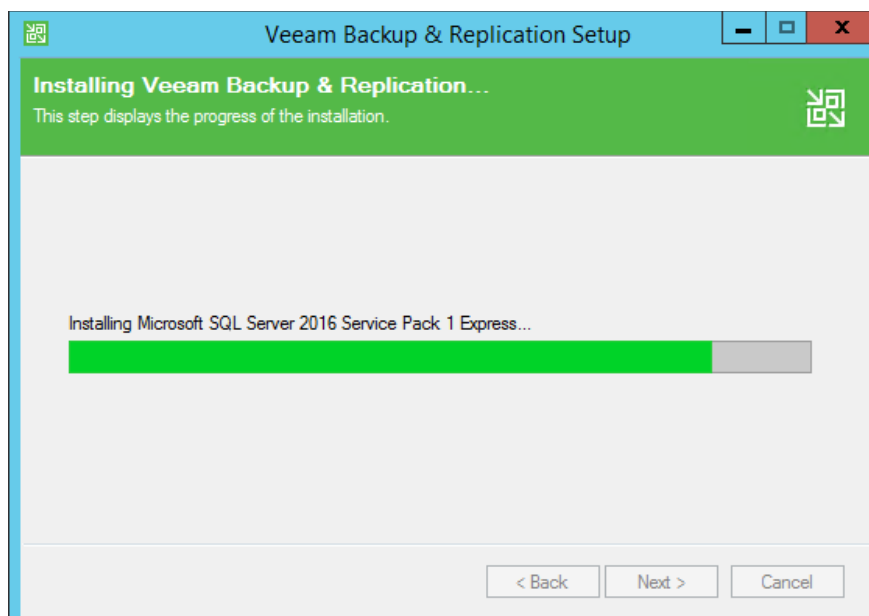
16. Click **Install**.

Figure 3-23: Ready to Install



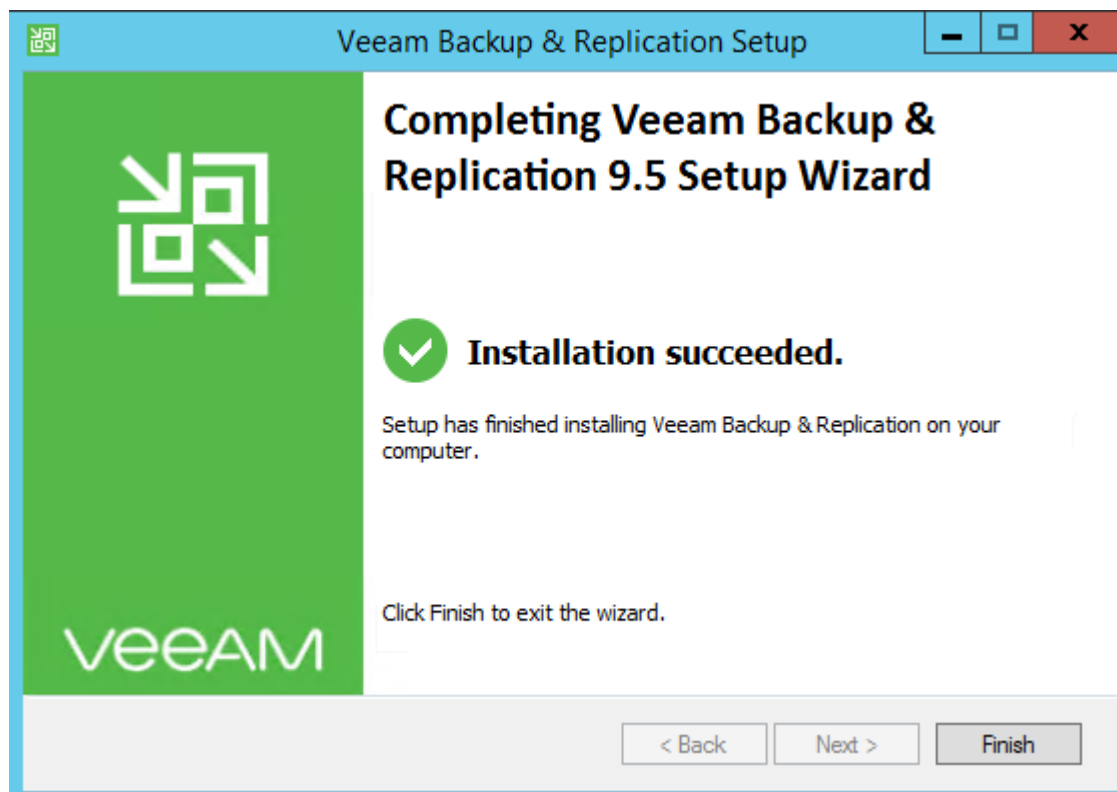
The installation process begins.

Figure 3-24: Installing Veeam Backup & Replication



17. Click **Finish**, and then close the above screen.

Figure 3-25: Completing Veeam Backup and Replication Wizard



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4 Configuring License and Credentials

The following procedure describes how to configure the license and credentials.

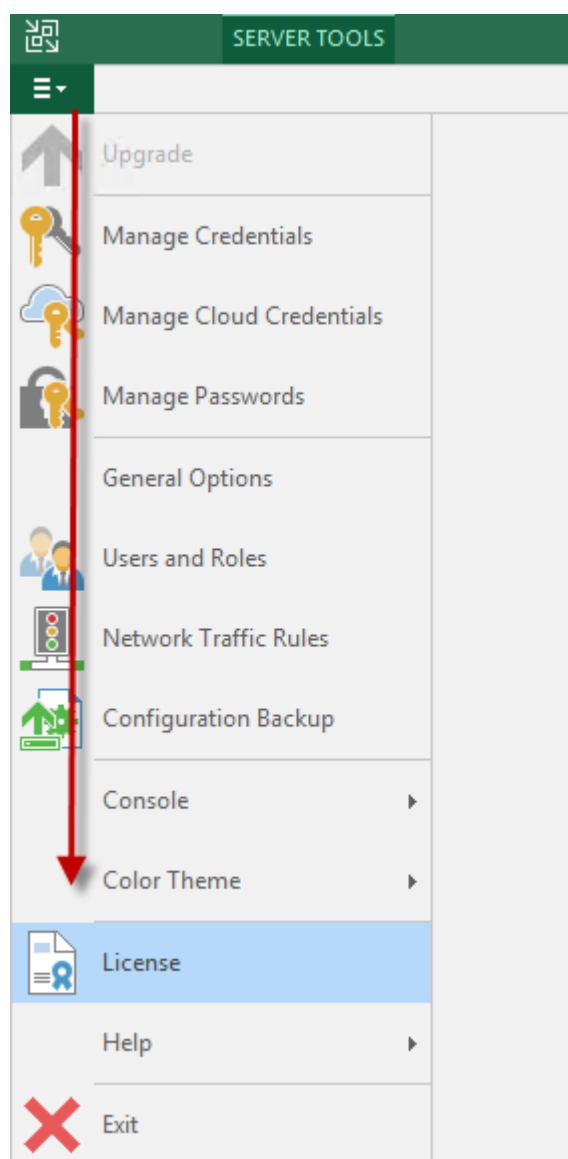
4.1 Installing the License

If the license was not supplied during the Installation step, you must install a license.

➤ **To install the license:**

1. Open the VBR Console from the desktop by double-clicking the Veeam Backup menu icon.
2. Open the **Help** menu and navigate to the **License** sub-menu.

Figure 4-1: Help – License Menu



3. From the **License** menu click **Install License**, and then select the license file.

Figure 4-2: License Information

LICENSE INFORMATION
×

License

Instances

Status	Valid	<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;">Install License</div>
Expiration date	2/17/2029 (3950 days left)	<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;">Update Now</div>
Type	Rental	<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;">Report...</div>
Edition	Standard Edition	
Licensed to	AudioCodes	
Contact person	Tal Itzhaki	
Instances	300 (0 used + 0 new)	
Monitoring	No	
Support ID	01735914	
Support expiration date	12/27/2019 (610 days left)	

4.2 Assigning VBR Console Credentials and VBR Roles

The account used to start the VBR console must have the Local Administrator permissions on the Veeam backup server.

You can assign one of the following roles to users or groups of users:

- Veeam Backup & Replication
- Veeam Restore Operator
- Veeam Backup Viewer
- Veeam Backup Operator
- Veeam Backup Administrator

A role assigned to the user defines the user activity scope and what operations in Veeam Backup & Replication the user can perform. Role security settings affect the following operations:

- Starting and stopping jobs
- Performing restore operations

By default, during installation the Veeam Backup Administrator role is assigned to users in the Local Administrators group. If you change the default settings, make sure that you assign the Veeam Backup Administrator role to the necessary user account. Changing the role is done through the Users and Roles menu option accessible from the main menu.

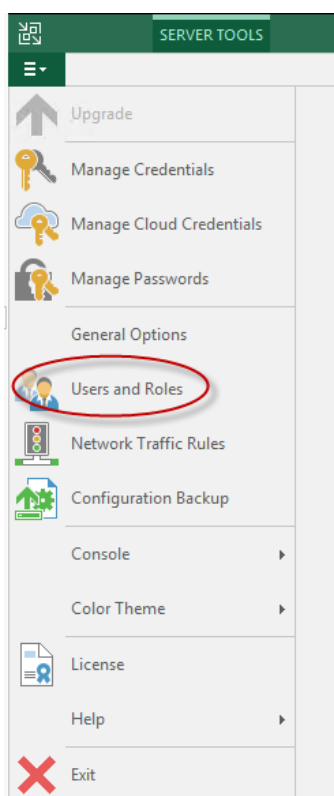
By default, the Local Administrators group is defined as the Veeam Backup Administrator.

You can confirm this by following this procedure.

➤ **To confirm the Veeam Backup Administrator:**

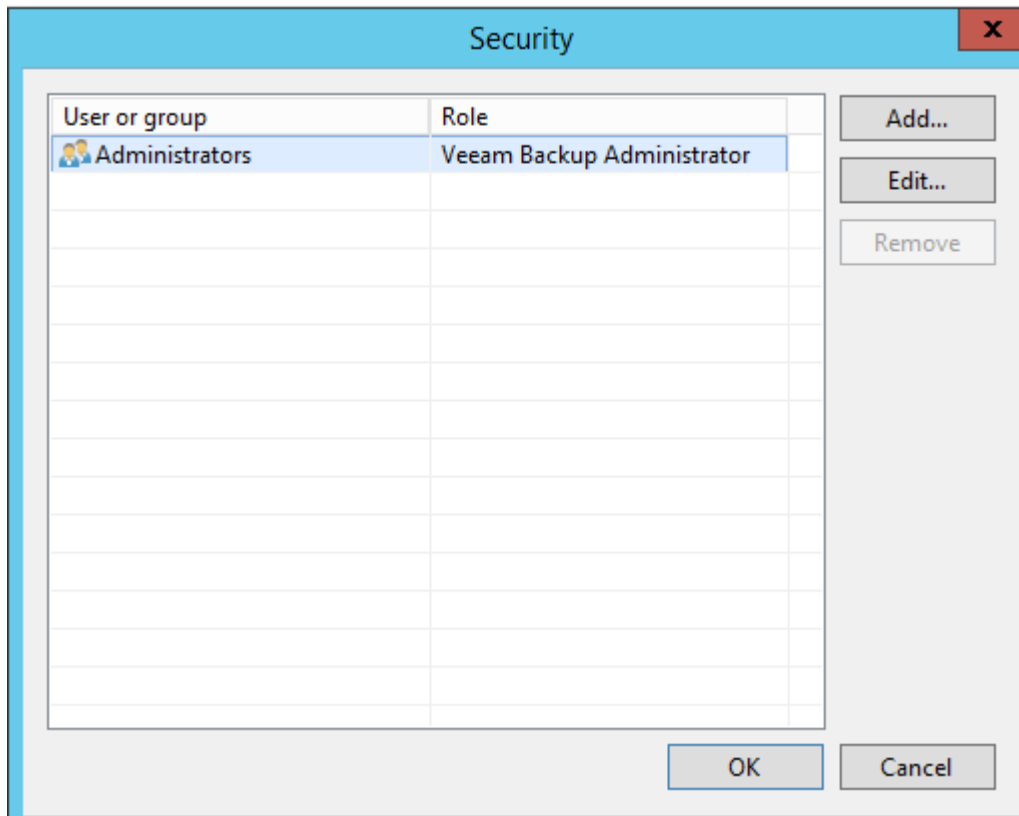
1. From the VBR main console screen, click the **Menu** icon (in the top-left corner of the screen); the following menu options appear:

Figure 4-3: Users and Roles



2. Select **Users and Roles**; the following screen appears.

Figure 4-4: Security



Note: On the Mediant 800, where the host is the Domain Controller (DC), this is the CloudBond 365 domain Administrator group and not the local server Administrator group.

3. Select the User or Group, and then click **Edit**.
4. Confirm that the role is correct, and then click **OK**.

4.2.1 Adding a User and Role for Veeam Agent

You need to add a user for the Veeam Agent and assign a role to it.



Notes:

- Every CloudBond 365 must have a different user (with a different user name) for the Veeam Agent because the name of the user is part of the directory path on the backup file system. Add a user that has local Administrator credentials e.g., CloudBondVEB1.
- If you have several CloudBond 365 devices that use the same backup repository, even if they are standalone, you must allocate different user names for the Veeam Agent.

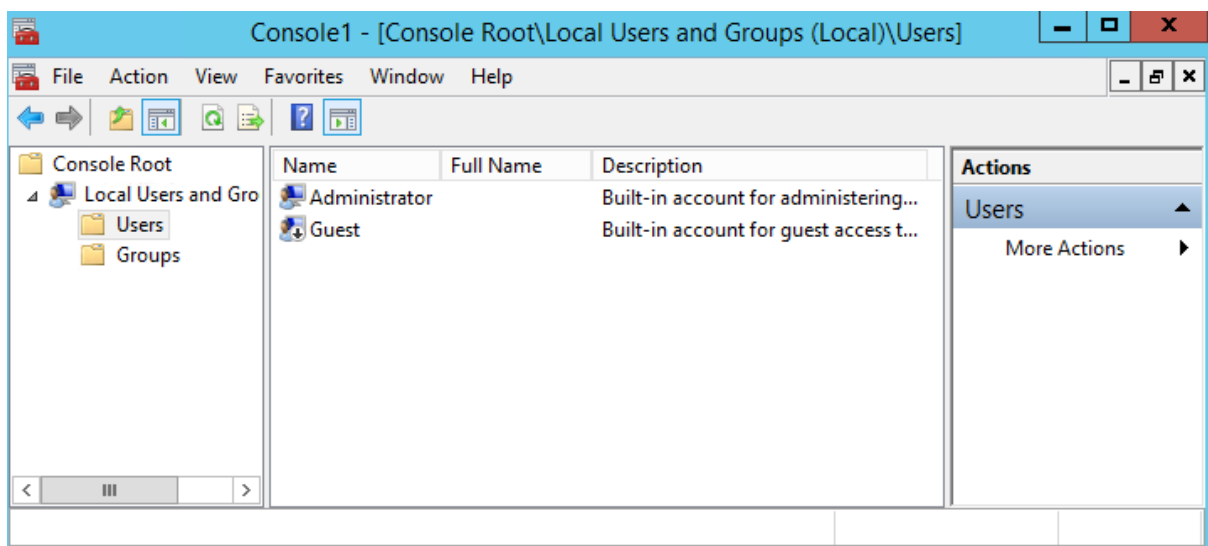
4.2.1.1 For CloudBond 365 Pro Box / Enterprise Box Editions (or VBR on External Server)

The following procedure describes how to add a new user for CloudBond 365 Pro Box / Enterprise Box Editions.

➤ **To add a new user for CloudBond 365 Pro Box / Enterprise Box Editions:**

1. Create the user as a local Administrator that belongs to the Local Server Administrators group.
2. Open the Local User and Groups using Microsoft Management Console (MMC).

Figure 4-5: Local User and Groups



3. Enter the new user details on the New User screen.
4. Click **Create**.

Figure 4-6: Creating a New User

New User

User name: CloudBondVEB1

Full name: CloudBondVEB1

Description: CloudBond Backup 1

Password:

Confirm password:

☐ User must change password at next logon

☐ User cannot change password

☒ Password never expires

☐ Account is disabled

Help Create Close

5. On the CloudBondVEB1 Properties screen, click the **Member of** tab.
6. Add the new user to the Local Administrators Group, and then click **Add**.
7. Click **OK**.

Figure 4-7: Adding to Administrators

CloudBondVEB1 Properties

Remote control Remote Desktop Services Profile Dial-in

General Member Of Profile Environment Sessions

Member of:

- Administrators
- Users

Add... Remove

Changes to a user's group membership are not effective until the next time the user logs on.

OK Cancel Apply Help

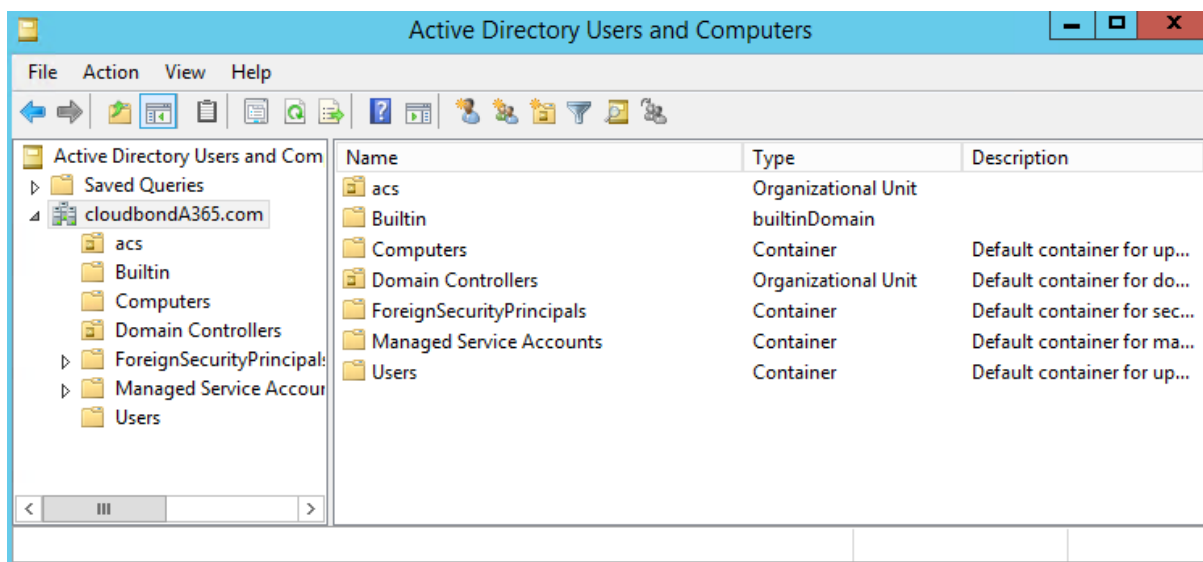
4.2.1.2 For CloudBond 365 Standard Box Edition

The following procedure describes how to add a new user for CloudBond 365 Standard Box Edition.

➤ **To add a new user for CloudBond 365 Standard Box Edition:**

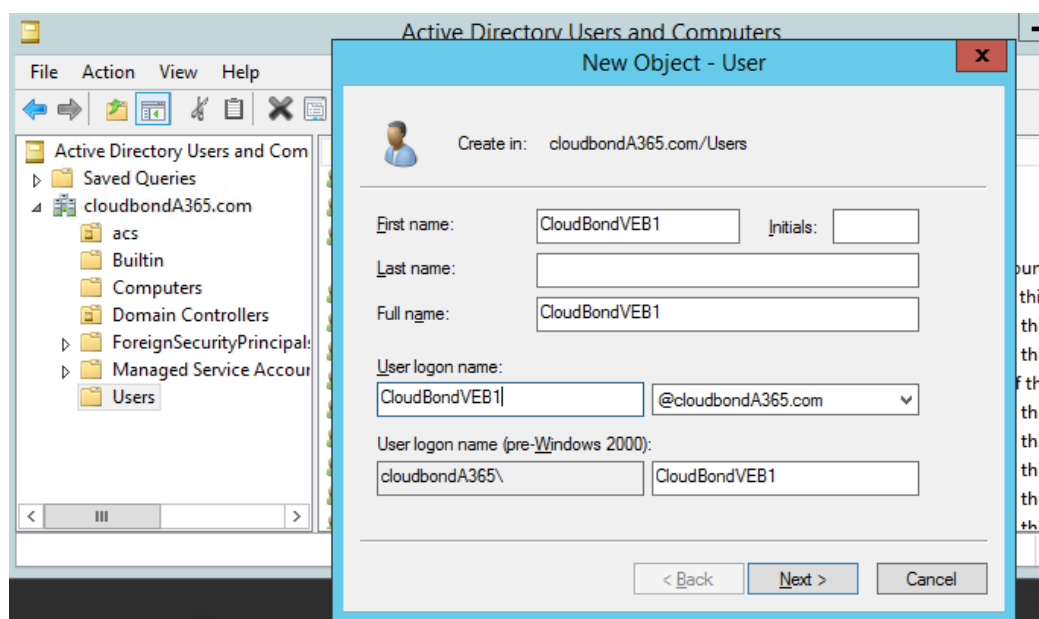
1. Create the new user on the CloudBond 365 domain which belongs to the CloudBond 365 domain Administrators group.
2. Open the **Active Directory User and Computers** tool.

Figure 4-8: Active Directory Users and Computers



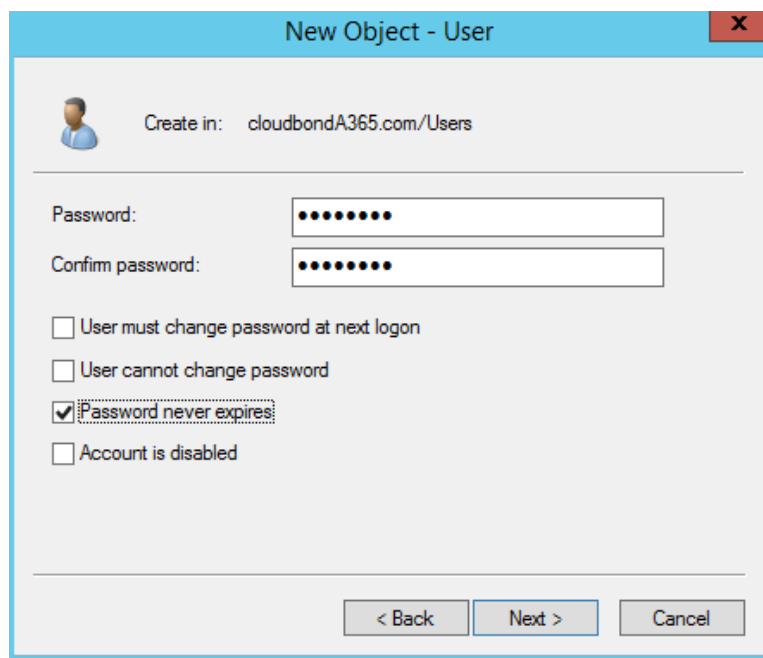
3. Select the **Users** folder and create a new user.
4. On the New Object – User screen, enter the name details, and then click **Next**.

Figure 4-9: New Object – Name Details



5. Enter the password credentials, and then click **Next**.

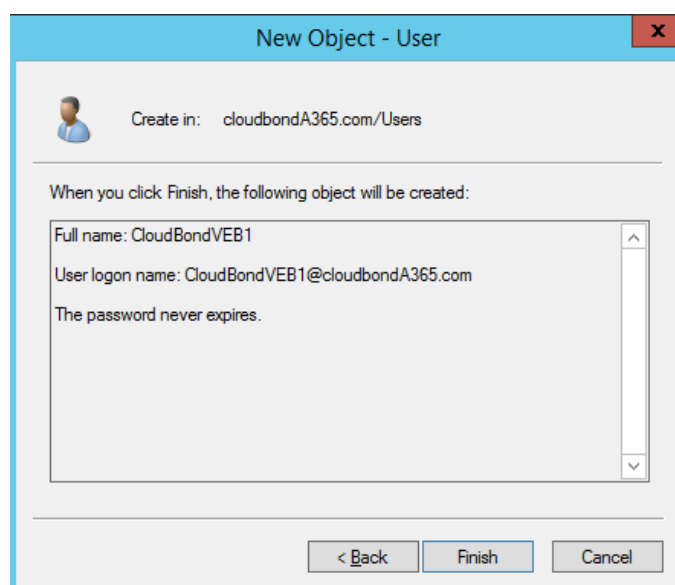
Figure 4-10: New Object – Password Details



The screenshot shows a dialog box titled "New Object - User" with a close button (X) in the top right corner. Inside the dialog, there is a user icon and the text "Create in: cloudbondA365.com/Users". Below this, there are two password input fields: "Password:" and "Confirm password:", both containing masked characters (dots). Underneath the password fields are four checkboxes: "User must change password at next login", "User cannot change password", "Password never expires" (which is checked), and "Account is disabled". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

6. Click **Next**.

Figure 4-11: New Object – Finish



The screenshot shows the same "New Object - User" dialog box, but now it displays the summary of the object to be created. The text "When you click Finish, the following object will be created:" is followed by a scrollable area containing the following information: "Full name: CloudBondVEB1", "User login name: CloudBondVEB1@cloudbondA365.com", and "The password never expires." At the bottom of the dialog, the buttons are "< Back", "Finish", and "Cancel".

7. Click **Finish**.

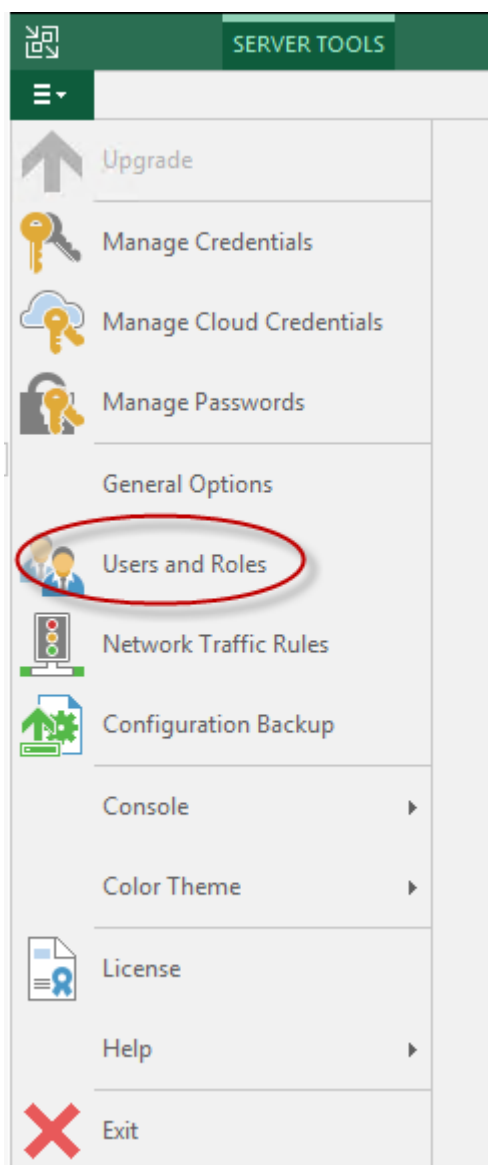
4.2.2 Assigning a Role for the Veeam Agent User

The following procedure below describes how to assign a role for the Veeam Agent user.

➤ **To assign a role for the Veeam Agent user:**

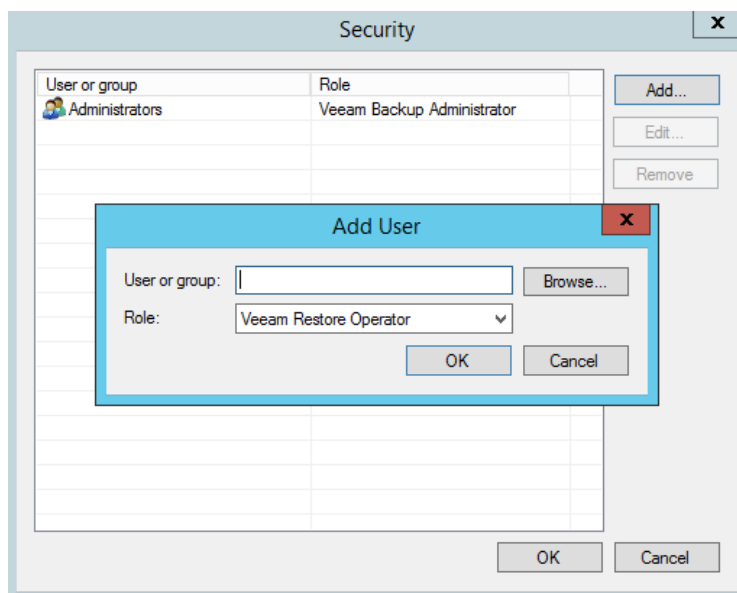
1. From the VBR main console screen, click the **Menu** icon (in the top-left corner of the screen); the following menu options appear:

Figure 4-12: Users and Roles



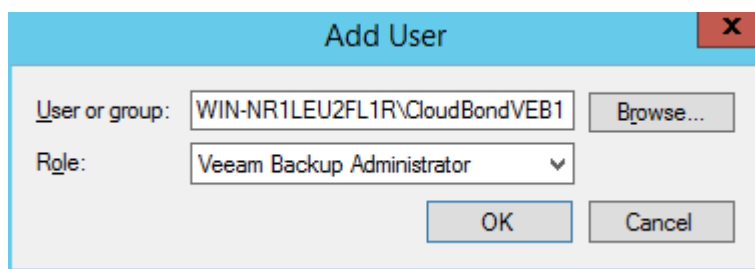
2. Select **Users and Roles**; the following screen appears.

Figure 4-13: Security



3. Click **Add**.
4. In the 'user or group' field, enter the user that was created before for the Veeam Agent or use **Browse** to select it.
5. From the 'Role' drop-down list, select **Veeam Backup Administrator**.

Figure 4-14: Add User



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5 Backing up the Repository

The following procedures describe how to setup the backup repository.

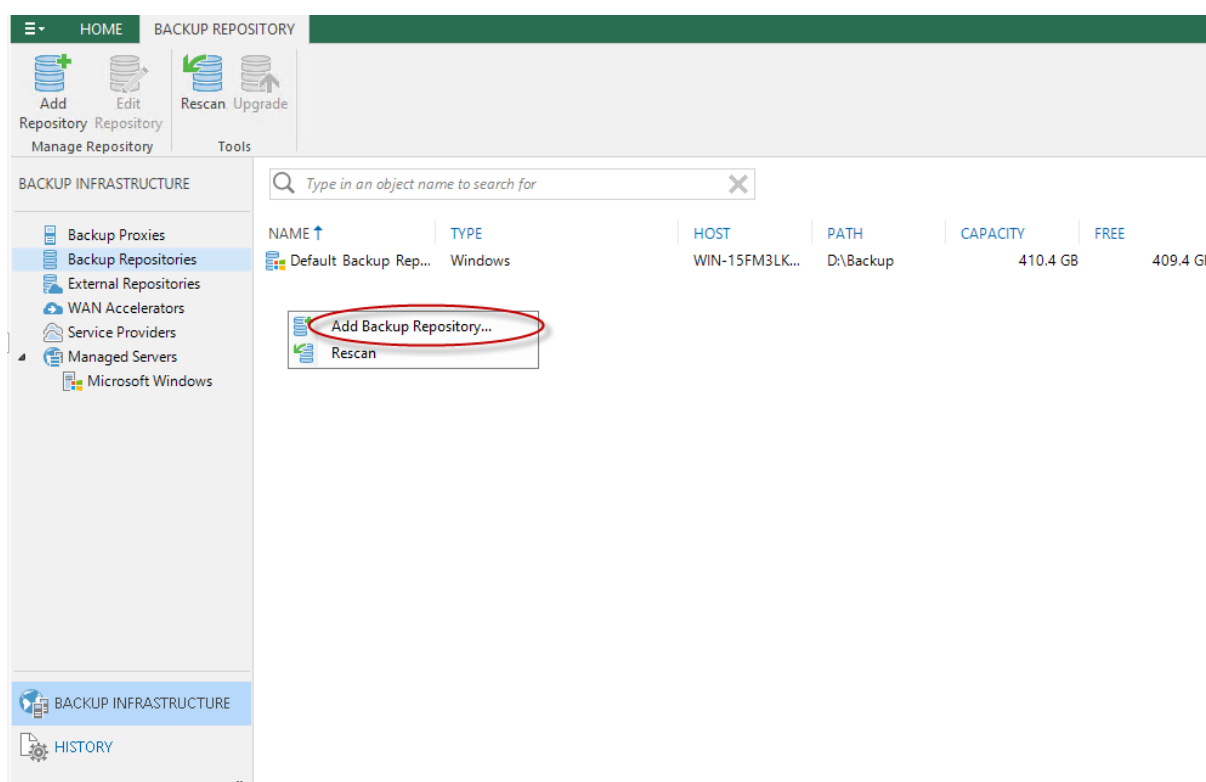
5.1 Adding Backup Repository

The following procedure describes how to add a backup repository in VBR.

➤ **To add a backup repository:**

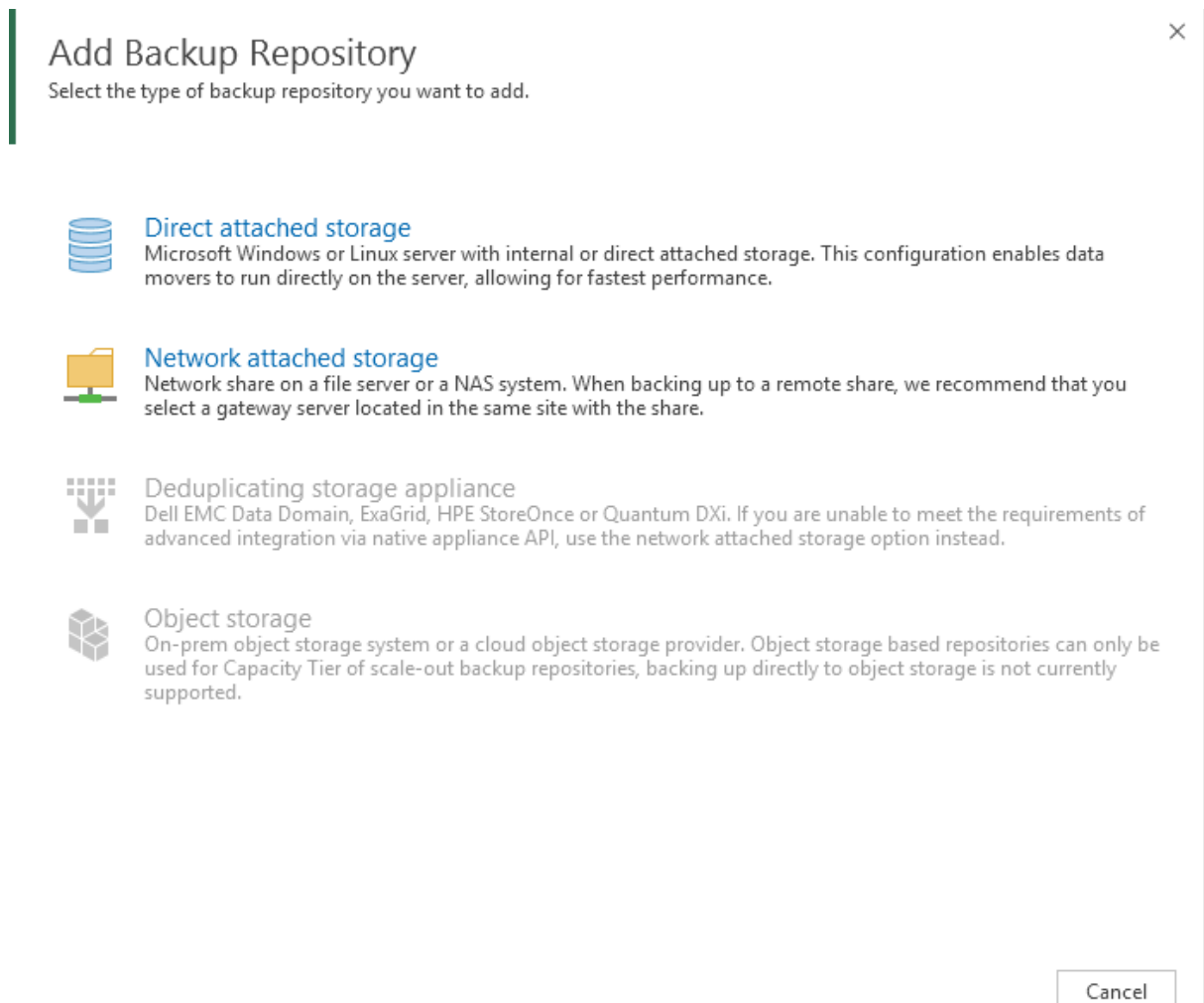
1. Open the VBR main console screen.
2. From the menu options on the left-side of the screen, select **Backup Infrastructure** and navigate to **Backup Repositories**.
3. Right-click on the repository and then, select **Add Backup Repository**.

Figure 5-1: VBR Backup Repository



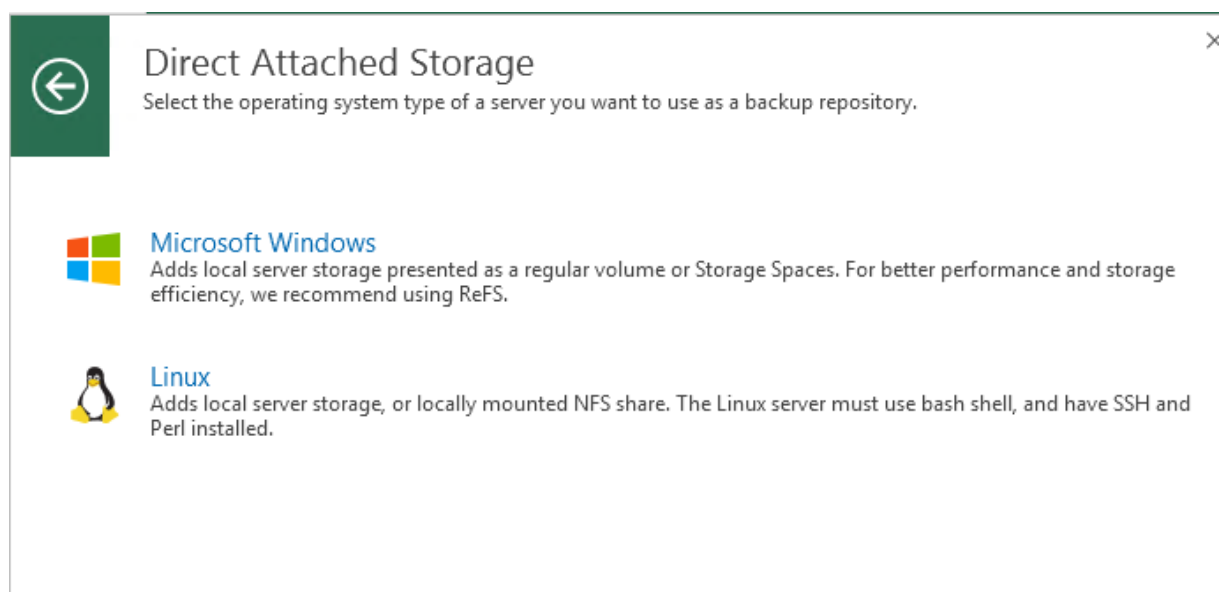
4. Select the type of backup repository you wish to add. (in this example it would be **Direct attached storage**).

Figure 5-2: Add Backup Repository



5. Select the Operating System type. (Microsoft Windows).

Figure 5-3: Direct Attached Storage



- On the New Backup Repository screen, enter the **Name** and **Description** of the repository, and then click **Next**.

Figure 5-4: New Backup Repository - Name

New Backup Repository

Name
Type in a name and description for this backup repository.

Name:
Backup Repository 1

Description:
Created by WIN-15FM3LKQ9P3\Administrator at 4/26/2018 7:56 AM.

< Previous Next > Finish Cancel

- On the New Backup Repository - Server screen, click **Add New**.

Figure 5-5: New Backup Repository - Server

New Backup Repository

Server
Choose repository server. You can select server from the list of managed servers added to the console.

Repository server:
WIN-15FM3LKQ9P3 (Backup server) Add New...

Path Capacity Free Populate

< Previous Next > Finish Cancel

8. In the 'DNS name or IP address' field, enter the IP address/DNS Name, and then click **Next**.

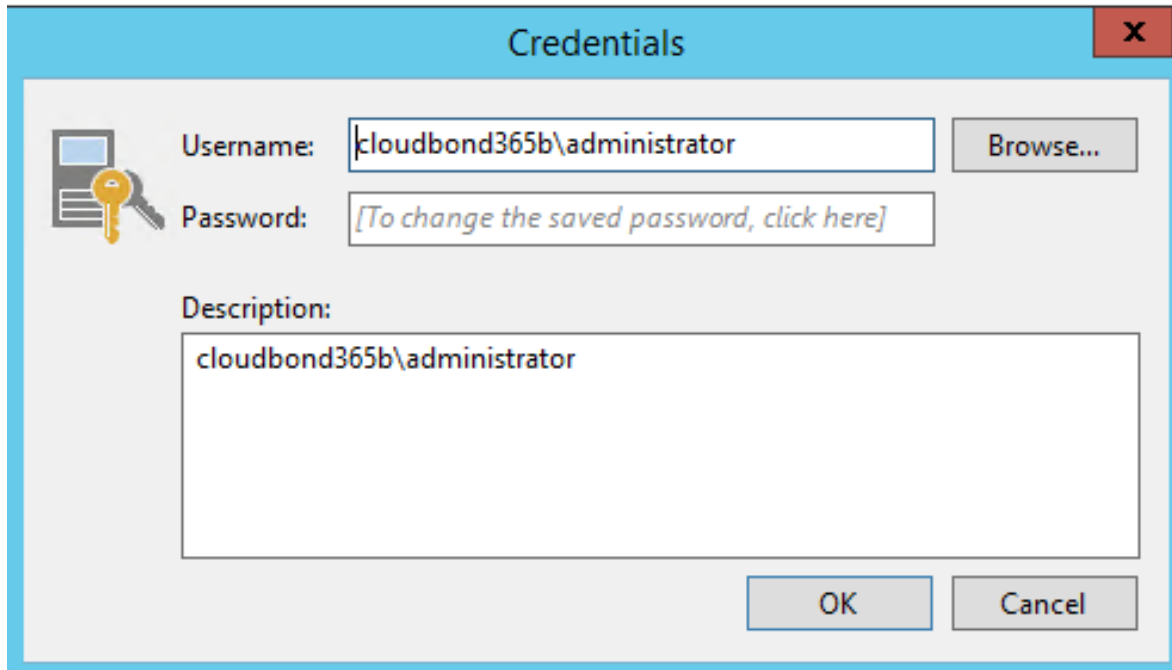
Figure 5-6: New Windows Server

9. Select the Repository Credentials (which must be a local Administrator on the Repository) and then click **Next**.
10. If you do not have the credentials and you wish to add the credentials, click **Add**.

Figure 5-7: New Windows Server - Credentials

11. Enter the **Username** and **Password**, and then click **OK**.

Figure 5-8: Credentials



The screenshot shows a Windows-style dialog box titled "Credentials". On the left side of the dialog is a yellow key icon. The "Username:" label is followed by a text box containing "cloudbond365b\administrator" and a "Browse..." button. The "Password:" label is followed by a text box containing the text "[To change the saved password, click here]". Below the password field is a "Description:" label followed by a larger text box containing "cloudbond365b\administrator". At the bottom right of the dialog are "OK" and "Cancel" buttons.

12. The Repository server is analyzed to see if you need to install the agent. You are informed which agents are going to be installed on the Repository.



Note: The required ports must be open between the VBR server and the Repository server.

13. Click **Next**.

Figure 5-9: New Windows Server - Review

Review
Please review your settings and click Apply to continue.

Due to these modifications the following components will be installed or removed on the target host:

Component name	Status
Transport	already exists

After you click Apply missed components will be installed on the target host.

< Previous Apply Finish Cancel

14. Please wait while the required operations are being performed. When the installation has completed, click **Next**

Figure 5-10: New Windows Server - Apply

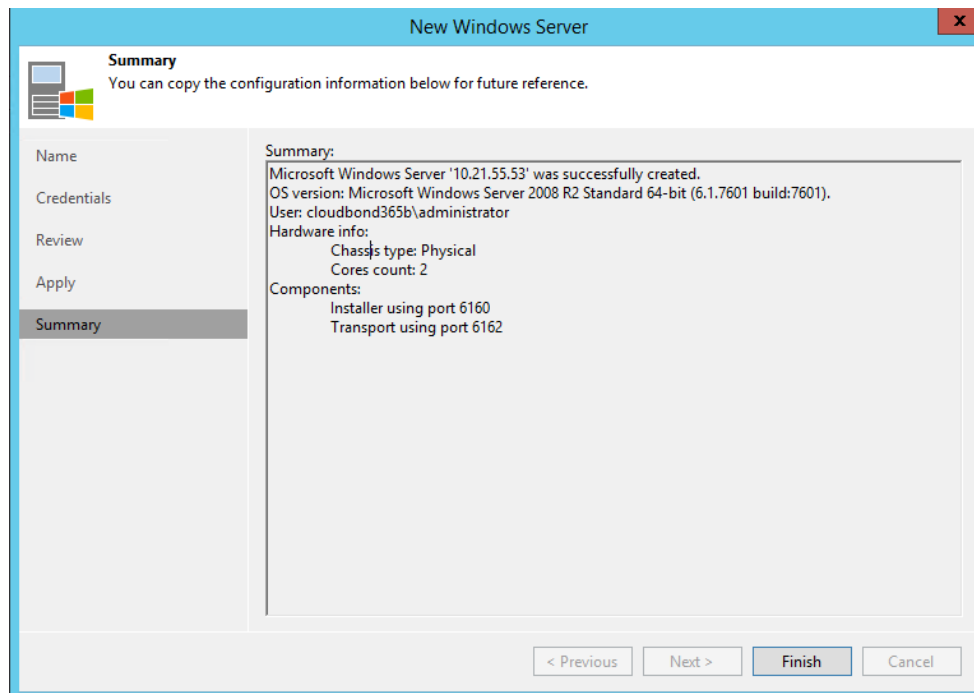
Apply
Please wait while required operations are being performed. This may take a few minutes...

Message	Duration
✓ Starting saving job	0:00:01
✓ Collecting hardware info	
✓ Detecting operating system	
✓ Detecting OS version	0:00:09
✓ Registering client WIN-15FM3LKQ9P3 for package Transport	
✓ Discovering installed packages	
✓ All required packages have been successfully installed	
✓ Creating database records for server	0:00:09
✓ Detecting server configuration	
✓ Creating configuration database records for installed packages	
✓ Collecting disks and volumes info	0:00:13
✓ Microsoft Windows server saved successfully	

< Previous Next > Finish Cancel

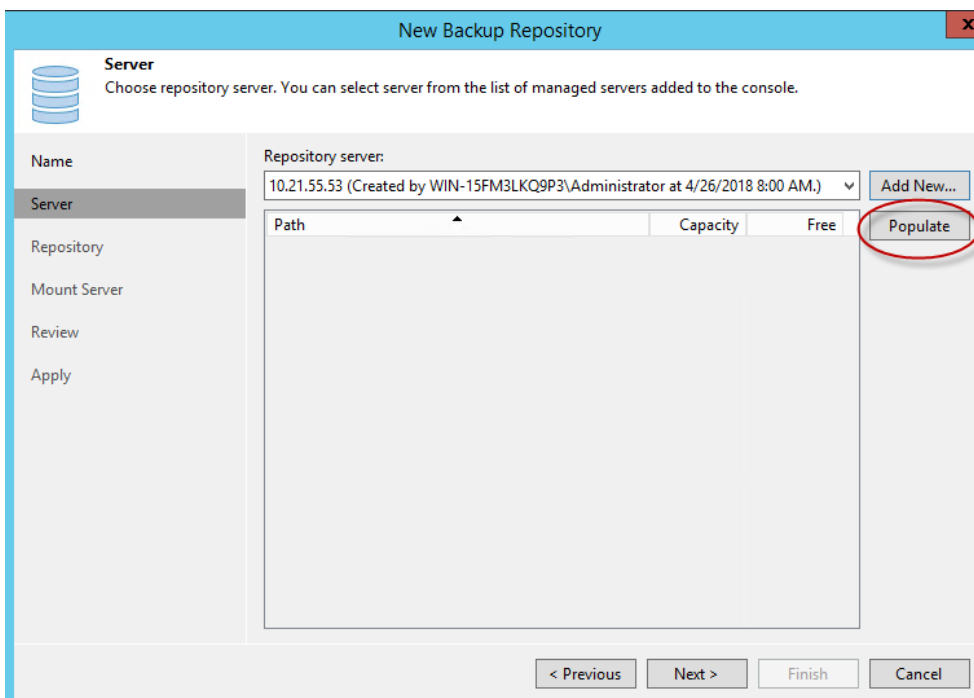
15. Click **Finish**.

Figure 5-11: New Windows Server - Summary



16. Click **Populate** to select the volume for the repository, and then click **Next**.

Figure 5-12: New Backup Repository - Server



17. In the 'Path to folder' field, select the path to be used as the root for the repository.

Figure 5-13: New Backup Repository – Server C:\ Path

New Backup Repository

Server

Choose repository server. You can select server from the list of managed servers added to the console.

Name

Server

Repository

Mount Server

Review

Apply

Repository server:

10.21.55.53 (Created by WIN-15FM3LKQ9P3\Administrator at 4/26/2018 8:00 AM.) ▾

Path	Capacity	Free
C:\	97.7 GB	62.7 MB

Add New...
Populate

< PreviousNext >FinishCancel

18. Click **Populate** to see available free space.
19. You can limit the number of concurrent tasks to the Repository, depending on the hardware resources, or limit the data rate, if needed. If you are running the repository on the CloudBond 365, you need to limit concurrent tasks to 1.

20. Click **Next**.

Figure 5-14: New Backup Repository - Repository

21. Clear the 'Enable vPower NFS server' check box to disable vPower NFS.

22. Click **Next**.

Figure 5-15: New Backup Repository - vPowerNFS

23. Click **Apply**.

Figure 5-16: New Backup Repository - Review

New Backup Repository

Review
Please review the settings, and click Apply to continue.

Name	Repository type:	Windows
Server	Mount host:	10.21.55.53
Repository	Account:	cloudbond365b\administrator
Mount Server	Backup folder:	C:\Backup\VBR9.5
	Write throughput:	Unlimited
	Max parallel tasks:	4

The following components will be processed on server 10.21.55.53:

Component name	Status
Transport	already exists
Mount Server	already exists

☐ Import existing backups automatically
☐ Import guest file system index

< Previous Apply Finish Cancel

24. Click **Finish**.

Figure 5-17: New Backup Repository - Apply

New Backup Repository

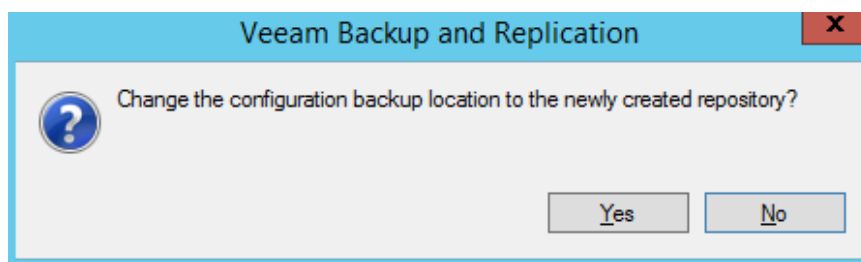
Apply
Please wait while backup repository is created and saved in configuration. This may take a few minutes...

Message	Duration
✓ Starting saving job	
✓ Discovering installed packages	
✓ Registering client WIN-15FM3LKQ9P3 for package Transport	
✓ Registering client WIN-15FM3LKQ9P3 for package Mount Server	
✓ Discovering installed packages	
✓ All required packages have been successfully installed	
✓ Detecting server configuration	
✓ Creating configuration database records for installed packages	
✓ Creating database records for repository	
✓ Backup repository has been added successfully	

< Previous Next > Finish Cancel

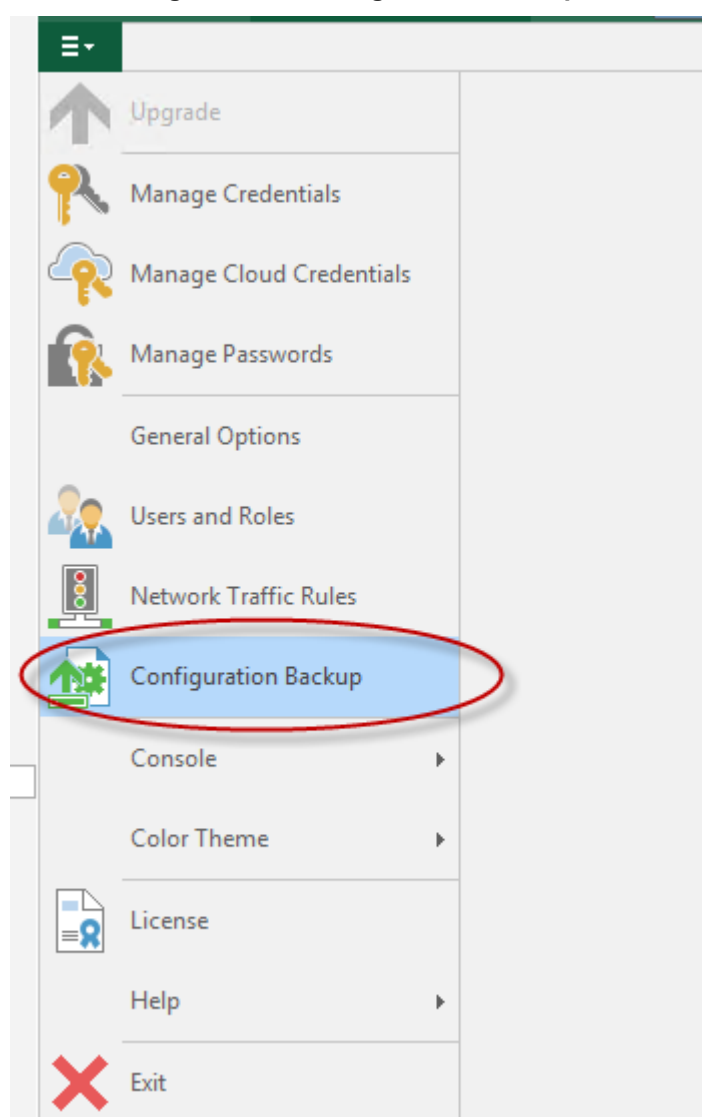
25. Set the new Repository as the default for configuration backup, and then click **Yes**.

Figure 5-18: VBR – Change Backup Location



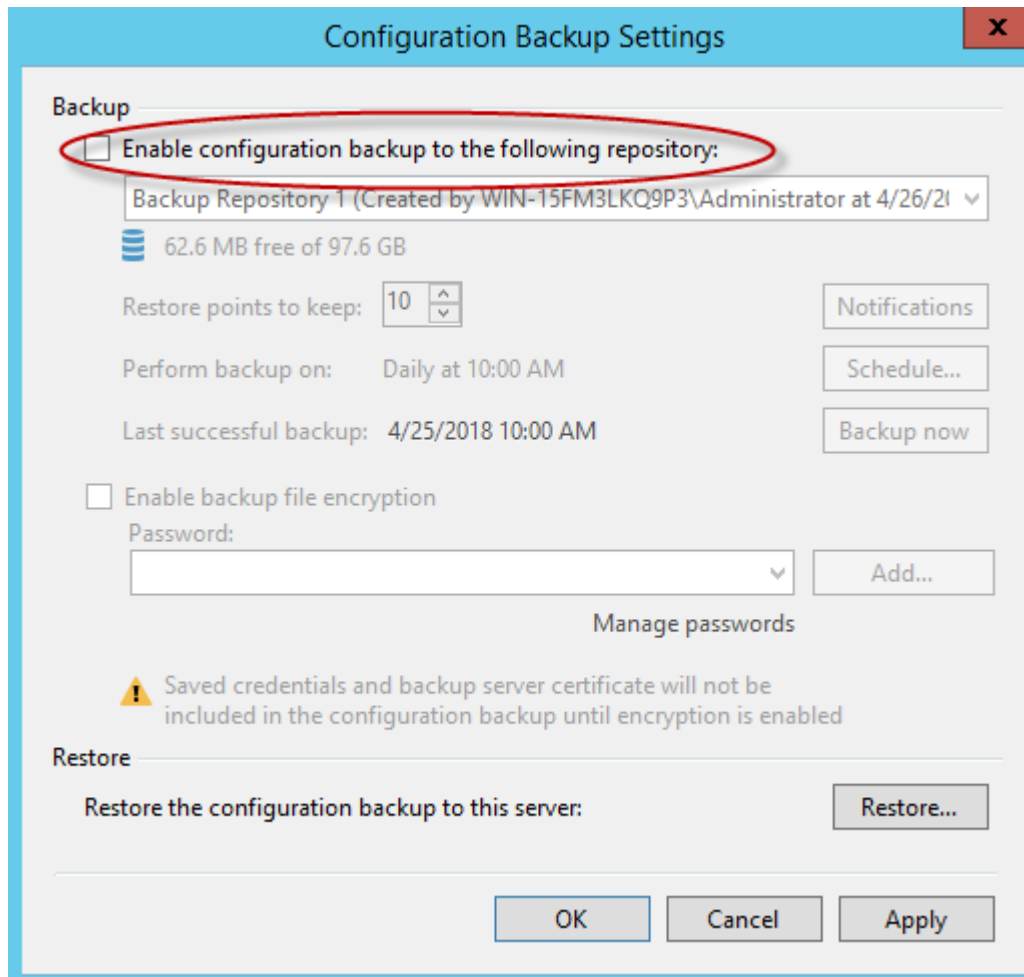
26. If the VBR is installed on the CloudBond 365, disable the configuration backup by doing the following:
- From the VBR main console screen, click the Menu icon (in the top-left corner of the screen).
 - Select the **Configuration Backup** menu.

Figure 5-19: Configuration Backup



- c. Clear the 'Enable configuration backup to the following repository' check-box.

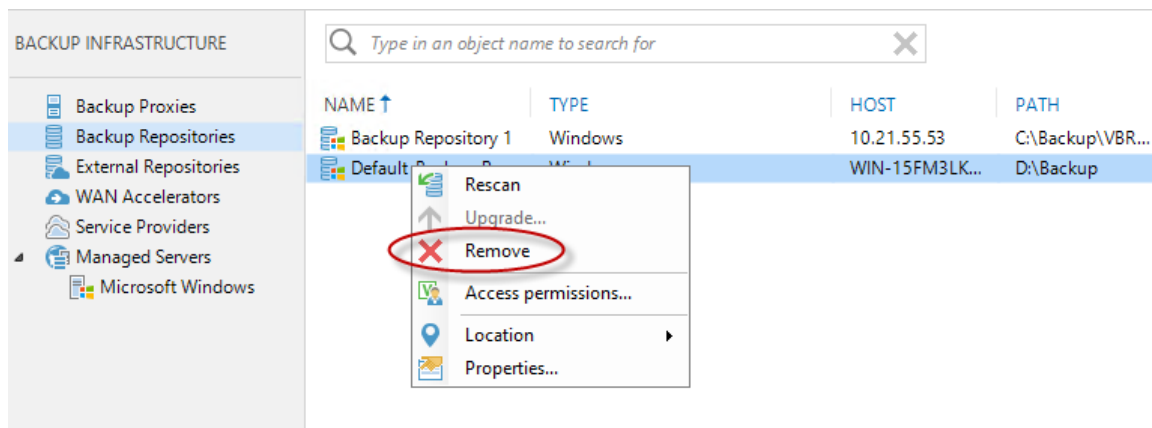
Figure 5-20: Configuration Backup Settings



27. Delete the old Default repository by right-clicking it as shown in the screen below.

28. Select **Remove**.

Figure 5-21: Removing Old Repository



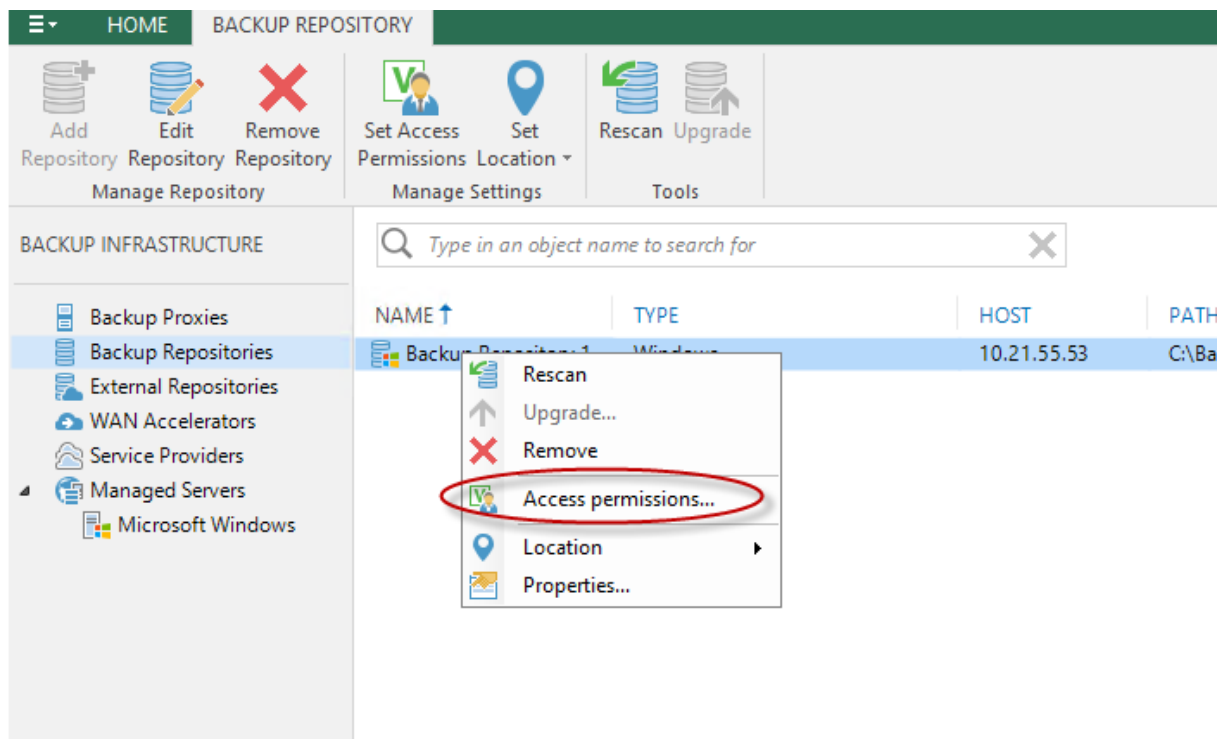
5.2 Configure Backup Repository Permissions

The following procedure describes how to configure Backup Repository permissions.

➤ **To configure Backup Repository permissions.**

1. Open the VBR main console screen.
2. Press **Ctrl** and right-click on the External Repository that was previously added.
3. Select **Permissions**.

Figure 5-22: Backup Infrastructure



By default, the Repository is blocked for everyone. However, you can change the permissions to allow access to everyone as shown in the example below. Alternatively, you can define which users or groups can have access. For more information, refer to the *Veeam Endpoint Backup User Guide*.

Figure 5-23: Endpoint Backup Permissions

Access Permissions

Repository access:

☐ Deny to everyone

☒ Allow to everyone

☐ Allow to the following accounts or groups only:

Account or group

Add

Remove

☐ Encrypt backups stored in this repository

Password:

Add...

Manage passwords

OK

Cancel

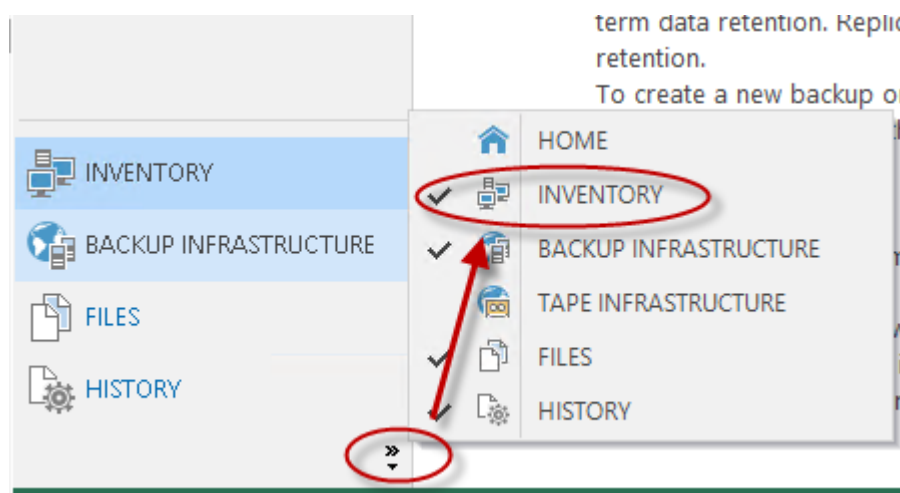
4. Select the 'Encrypt backup stored in this repository' check-box to define that all the data on the repository should be encrypted. If you want to do this, you need to define a password for the encryption. For more information, refer to the *Veeam Endpoint Backup User Guide Version*.
5. Click **OK**.

6 Adding CloudBond 365 Hyper-V to VBR

The following procedure describes how to add CloudBond 365 Hyper-V to VBR.

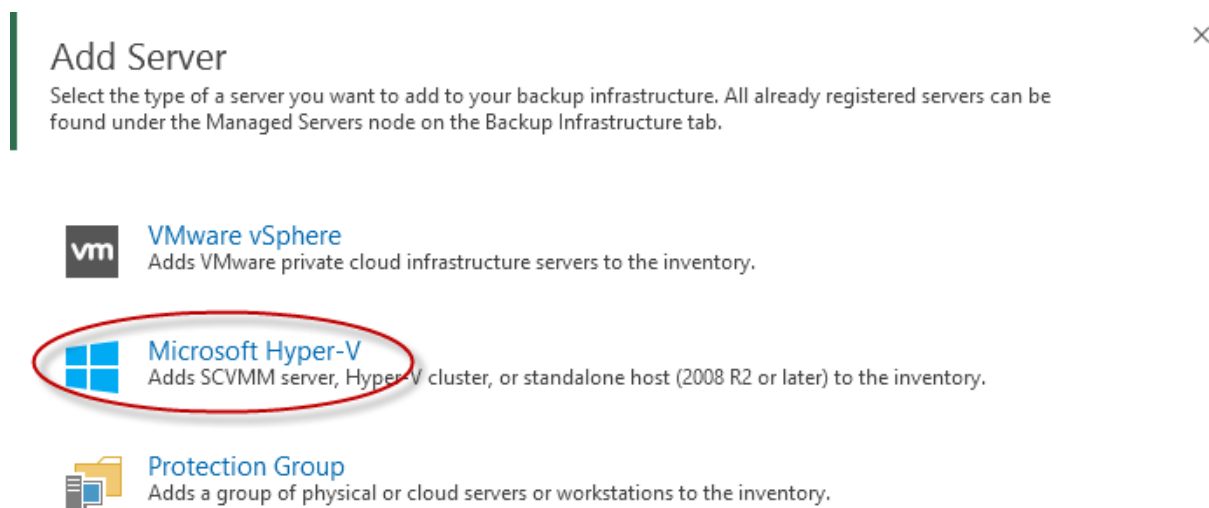
➤ **To add CloudBond 365 Hyper-V to VBR:**

1. Add the **INVENTORY** option to the left pane through the drop down menu at the bottom left screen:



2. From the **INVENTORY** main console screen, select **Virtual Infrastructure**.
3. Select **Add Server**.
4. Select **Microsoft Hyper-V**.

Figure 6-1: Add Server



5. In the 'DNS name or IP address' field, enter the CloudBond 365 Host IP address.
6. In the 'Description' field add a description of the new Hyper-V server.

Figure 6-2: New Hyper-V Server

New Hyper-V Server

Name
Specify DNS name or IP address of Microsoft Hyper-V server.

Name DNS name or IP address:
10.21.55.60

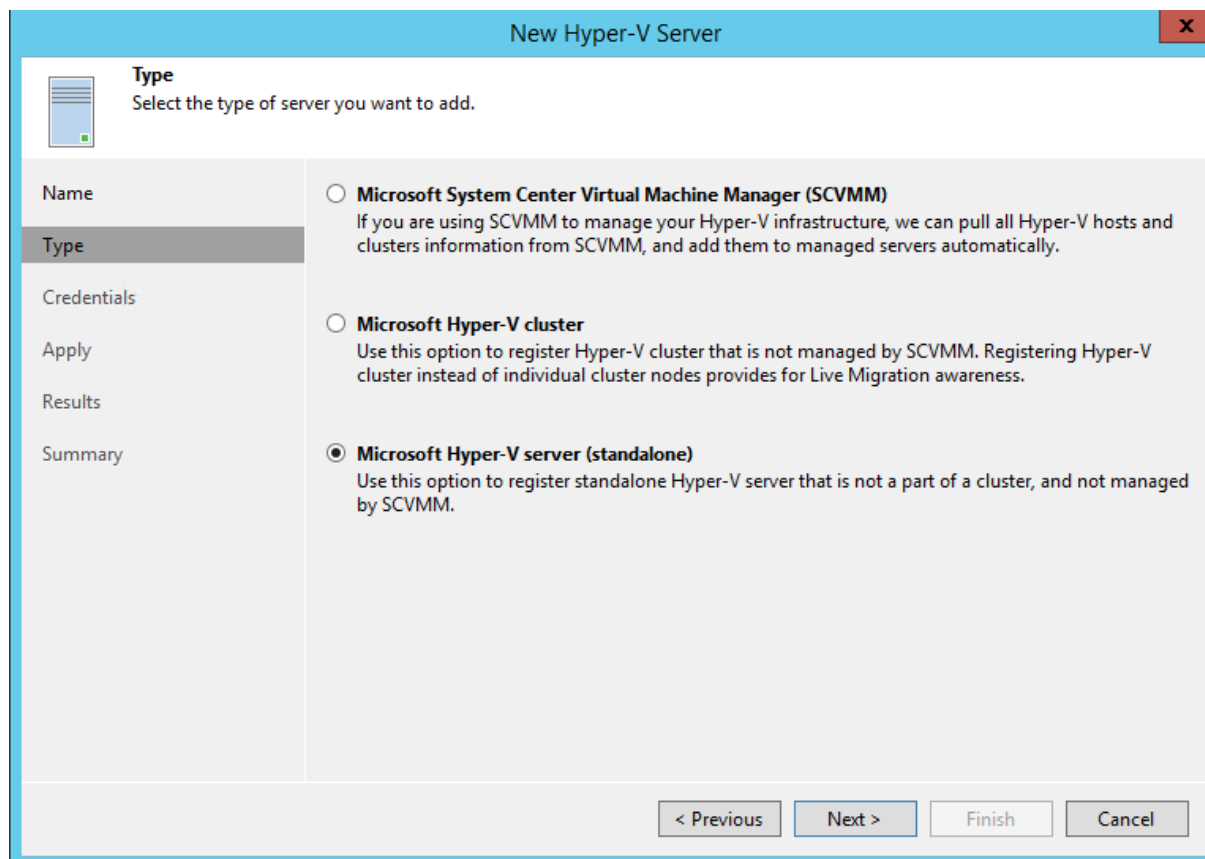
Description:
Created by WIN-15FM3LKQ9P3\Administrator at 4/26/2018 8:32 AM.

< Previous **Next >** Finish Cancel

7. Click **Next**.

8. Click the **Microsoft Hyper-V Server (standalone)** option, and then click **Next**.

Figure 6-3: New Hyper-V Server - Type



The screenshot shows the 'New Hyper-V Server' wizard, specifically the 'Type' step. The window title is 'New Hyper-V Server'. On the left is a navigation pane with a tree view containing 'Name', 'Type' (selected), 'Credentials', 'Apply', 'Results', and 'Summary'. The main area is titled 'Type' with the instruction 'Select the type of server you want to add.' It contains three radio button options: 'Microsoft System Center Virtual Machine Manager (SCVMM)' (unselected), 'Microsoft Hyper-V cluster' (unselected), and 'Microsoft Hyper-V server (standalone)' (selected). Each option has a descriptive paragraph. At the bottom right are four buttons: '< Previous', 'Next >', 'Finish', and 'Cancel'.

Type
Select the type of server you want to add.

Name

Type

Credentials

Apply

Results

Summary

- ☐ **Microsoft System Center Virtual Machine Manager (SCVMM)**
If you are using SCVMM to manage your Hyper-V infrastructure, we can pull all Hyper-V hosts and clusters information from SCVMM, and add them to managed servers automatically.
- ☐ **Microsoft Hyper-V cluster**
Use this option to register Hyper-V cluster that is not managed by SCVMM. Registering Hyper-V cluster instead of individual cluster nodes provides for Live Migration awareness.
- ☒ **Microsoft Hyper-V server (standalone)**
Use this option to register standalone Hyper-V server that is not a part of a cluster, and not managed by SCVMM.

< Previous Next > Finish Cancel

9. You must have local Administrator credentials on the server.

10. From the 'Credentials' drop-down list, select an existing or add credentials to access the Hyper-V host.

Figure 6-4: New Hyper-V Server - Credentials



Notes:

- If CloudBond 365 is backed up, the host can be a Domain Controller. If so, use a User which belongs to the Domain Administrators (e.g., CloudBond 365/Administrator).
- If the HyperV host is not a Domain Controller, use the following format for the user name: <computer Name>\<user>

11. On the Credentials screen, click **OK**, and then click **Next**. The VBR examines the Target server, which can take several minutes.

12. In the 'task limit' field, select **1**, and then click **Next**.

Figure 6-5: New Hyper-V Server - Apply

Apply
Please review your settings and click Apply to continue.

Name
Type
Credentials
Apply
Results
Summary

Due to these modifications the following components will be installed or removed on the target host:

Component name	Status
Transport	already exists
Hyper-V Integration	already exists

This Hyper-V server will act as the backup proxy for jobs running in the on-host backup mode.
Task limit:
1

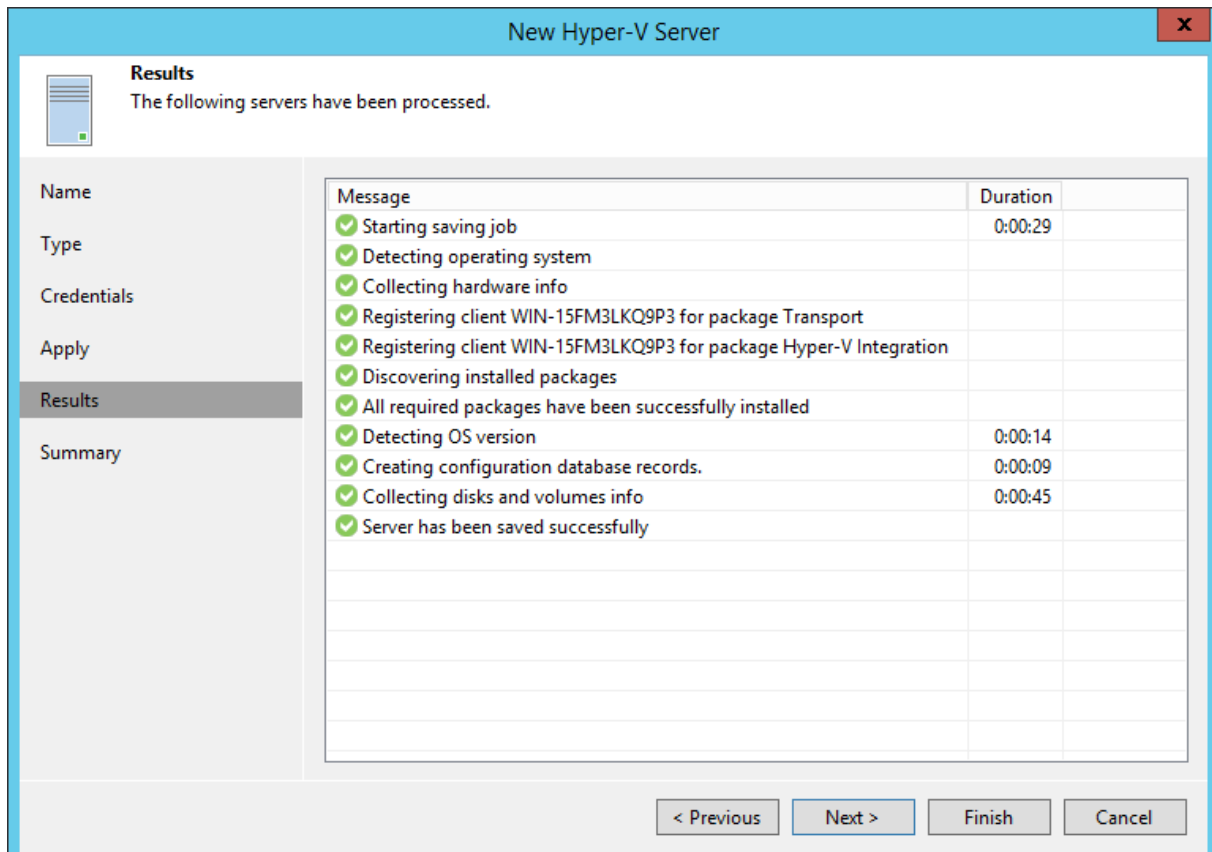
After you click Apply missed components will be installed on the target host.

< Previous Apply Finish Cancel

13. The missing components are installed on the CloudBond 365. This takes several minutes.

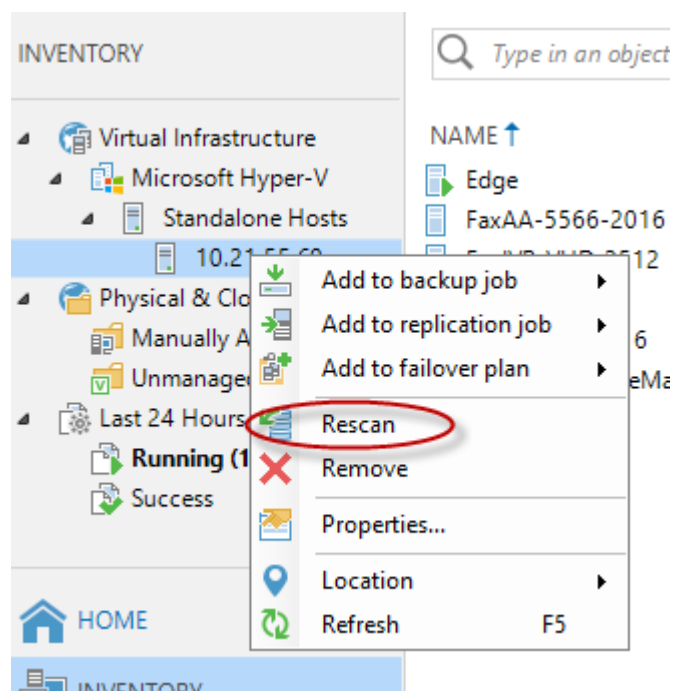
14. On the Results screen, click **Next**.

Figure 6-6: New Hyper-V Server - Results



15. On the Summary screen, click **Finish**.
16. In case that the virtual servers does not appear on the screen, click to **Rescan**.

Figure 6-7: Rescan



17. The VBR informs you which Windows updates are missing and need to be installed.
18. The Microsoft Hyper-V server with its Virtual Machines appears on the screen.

Figure 6-8: Microsoft Hyper-V Server

INVENTORY		<input type="text" value="Type in an object name to search for"/>			
		NAME ↑	USED SIZE	PROVISION...	HOST
<ul style="list-style-type: none"> Virtual Infrastructure <ul style="list-style-type: none"> Microsoft Hyper-V <ul style="list-style-type: none"> Standalone Hosts <ul style="list-style-type: none"> 10.21.55.60 Physical & Cloud Infrastructure <ul style="list-style-type: none"> Manually Added Unmanaged Last 24 Hours <ul style="list-style-type: none"> Success 		Edge	50.0 GB	50.0 GB	10.21.55.60
		FaxAA-5566-2016	25.1 GB	28.0 GB	10.21.55.60
		FaxIVR_VHD_2512	0.0 B	0.0 B	10.21.55.60
		Front-End	80.0 GB	80.0 GB	10.21.55.60
		ProC-5564-2016	21.8 GB	30.0 GB	10.21.55.60
		W2012R2-VoiceMail	43.8 GB	85.0 GB	10.21.55.60
HOME					
INVENTORY					
BACKUP INFRASTRUCTURE					

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7 Configuring Backup Jobs

The following procedures describe how to configure backup jobs.

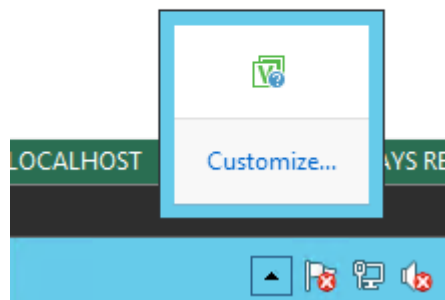
7.1 Configuring Veeam Agent Host Backup

The following procedure describes how to configure the backup for the host server.

➤ **To configure the backup for the host server:**

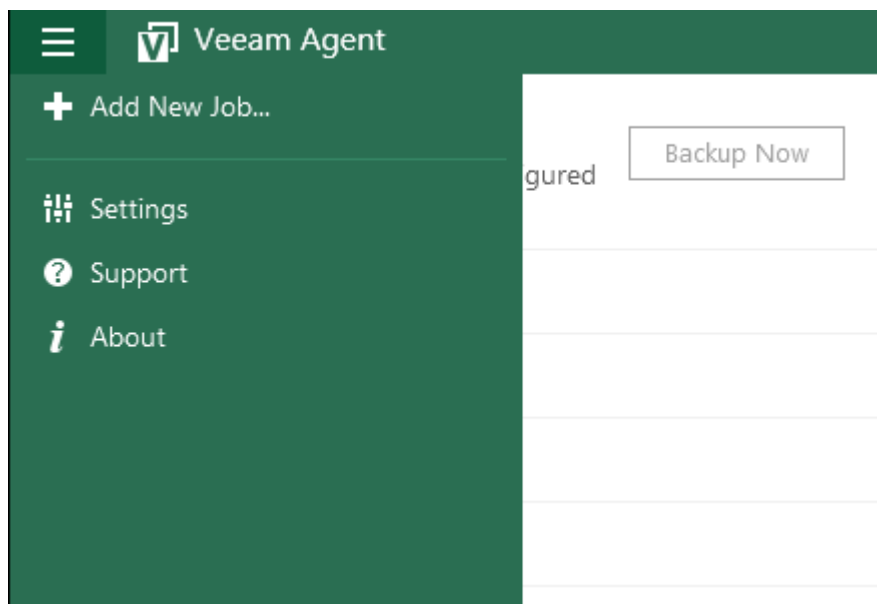
1. From the Notifications Area icons, double-click on the Veeam Agent.

Figure 7-1: Notifications Area Icons



2. Click **Add New Job**.

Figure 7-2: Configure Backup



3. In the 'Name' field, enter a name.

Figure 7-3: New Backup Job

Name
Type in a name and description for this backup job.

Name:
Job

Description:
Created by WIN-15FM3LKQ9P3\Administrator at 4/26/2018 8:48 AM.

< Previous Next > Finish Cancel

4. Click the **File level backup (slower) mode** option, and then click **Next**.

Figure 7-4: Configure Backup

Backup Mode
Choose what data you want to backup from this computer.

Backup Mode

☐ **Entire computer (recommended)**
Back up your entire computer image for fast recovery on any level. Deleted, temporary and page files are automatically excluded from the image to reduce the backup size.
☐ Include external USB drives

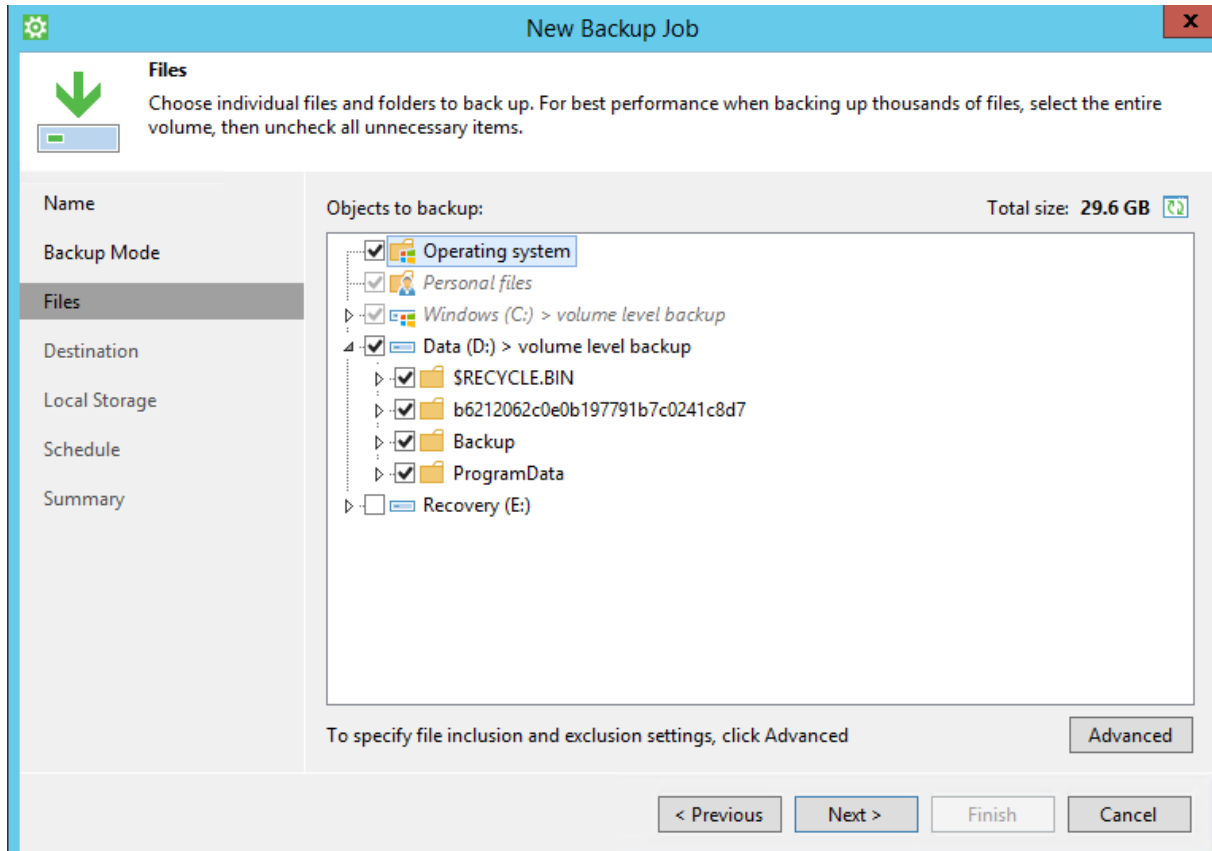
☐ **Volume level backup**
Back up images of selected volumes, for example only data volumes. Deleted, temporary and page files are automatically excluded from the image to reduce the backup size.

☒ **File level backup (slower)**
Back up individual files and folders by mask. This mode produces an image-based backup with only selected files included in the image.

< Previous Next > Finish Cancel

5. Select the 'Operating system' check box (automatically checks Volume C and personal files),
6. Select 'Volume D'.
7. The Backup Agent tool recognizes the Hyper-V folder and doesn't display its subfolders.
8. Click **Next**.

Figure 7-5: Configure Backup - Files



Note: Volume E: is used only when installing the CloudBond 365. All its information exists on the CloudBond 365 USB. If you want to back it up, select the Volume E check box as well.

9. Select the **Veeam Backup & Replication repository** option as the Destination (alternatively, select '**Local Storage**' if you wish to keep the backup on external HDD), and then click **Next**.

Figure 7-6: Configure Backup - Destination

Destination
Choose where you want to backup your data to. We highly recommend that you do not store your backups on the same computer that you are protecting.

Name

Backup Mode

Files

Destination

Backup Server

Backup Repository

Schedule

Summary

☐ **Local storage**
Choose this option to back up to a locally attached storage device such as USB, Firewire or eSATA external hard drive. Backing up to internal hard drives is not recommended.

☐ **Shared folder**
Choose this option to back up to an SMB (CIFS) share on a Network Attached Storage (NAS) device, or on a regular file server.

☒ **Veeam backup repository**
Choose this option to back up to a backup repository managed by Veeam Backup & Replication 9.5 Update 4 or later server.

< Previous Next > Finish Cancel

10. On the Backup Server screen, enter the VBR IP address that runs on the CloudBond 365 host or on the external one (if you selected to run it on an external server).
11. Enter the Veeam Agent credentials that you defined in Section 4.2.1, and then click **Next**.

Figure 7-7: Configure Backup – Backup Server

Backup Server
Specify a Veeam Backup & Replication server to query for backup repositories available to you.

Name

Backup Mode

Files

Destination

Backup Server

Backup Repository

Schedule

Summary

Veeam backup server name or IP address: 10.21.55.53 Port: 10001

☒ **Specify your personal credentials:**

Username: cloudbond365b\administrator

Password: ••••••••

< Previous Next > Finish Cancel

12. Select the Backup Repository from the drop-down list.
13. In the 'backups to retain' field, select how many backups should be retained, and then click **Next**.

Figure 7-8: Configure Backup – Backup Repository

The screenshot shows the 'New Backup Job' wizard with the 'Backup Repository' step selected. The left sidebar lists steps: Name, Backup Mode, Files, Destination, Backup Server, Backup Repository (selected), Backup Cache, Guest Processing, Schedule, and Summary. The main area has a title 'Backup Repository' with a green arrow icon and a description: 'Choose backup repository to backup to. You can only select between backup repositories you were granted access to. Please contact your Veeam Backup & Replication administrator for in case of disk space and backup repository availability issues.' Below this is a 'Backup repository:' dropdown menu showing 'Default Backup Repository (Created by Veeam Backup)' with a sub-item '62.4 MB free of 97.7 GB'. At the bottom, there is a 'Restore points to keep on disk' spinner set to 14, a description 'Click Advanced to enable periodic full backups, configure encryption and other backup file settings', and an 'Advanced' button. Navigation buttons at the bottom are '< Previous', 'Next >', 'Finish', and 'Cancel'.

14. Click **Next**.

Figure 7-9: Backup Cache

The screenshot shows the 'New Backup Job' wizard with the 'Backup Cache' step selected. The left sidebar lists steps: Name, Backup Mode, Files, Destination, Backup Server, Backup Repository, Backup Cache (selected), Guest Processing, Schedule, and Summary. The main area has a title 'Backup Cache' with a green arrow icon and a description: 'Local backup cache allows backups to continue on schedule even if remote backup target is temporarily unavailable.' Below this is an unchecked checkbox 'Enable backup cache' with a description: 'Backups remain in the cache until a connection to the backup target can be established. Once that happens, cached backups are automatically uploaded to the backup target and then deleted from the cache.' There is a 'Location:' text box with a 'Browse' button and a status 'no location specified'. At the bottom, there is a 'Maximum size:' spinner set to 10 GB. Navigation buttons at the bottom are '< Previous', 'Next >', 'Finish', and 'Cancel'.

15. Click **Next**.

Figure 7-10: Guest Processing

New Backup Job

Guest Processing
Choose guest OS processing options.

Name

Backup Mode

Files

Destination

Backup Server

Backup Repository

Backup Cache

Guest Processing

Schedule

Summary

☐ **Enable application-aware 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 applications [Applications...](#)

☐ **Enable file system indexing**
Creates catalog of files to enable browsing, searching and 1-click restores of individual files. Indexing is optional, and is not required to perform instant file level recoveries.
Customize advanced file system indexing options [Indexing...](#)

< Previous Next > Finish Cancel

16. Set the time to perform the backup. (The preferred time is at night when the system is less loaded.)

17. Click **Next**.

Figure 7-11: Configure Backup – Schedule

New Backup Job

Schedule
Choose when you want backup job to be started automatically.

Name

Backup Mode

Files

Destination

Backup Server

Backup Repository

Backup Cache

Guest Processing

Schedule

Summary

☒ **Run the job automatically**

☒ **Daily at this time:** 12:30 AM [Days...](#) **Everyday**

☐ **Monthly at this time:** 10:00 PM [Months...](#) **Fourth** **Saturday**

☐ **Periodically every:** 1 [Schedule...](#) **Hours**

Automatic retry

☒ **Retry failed job** 3 [times](#)

Wait before each retry attempt for: 10 [minutes](#)

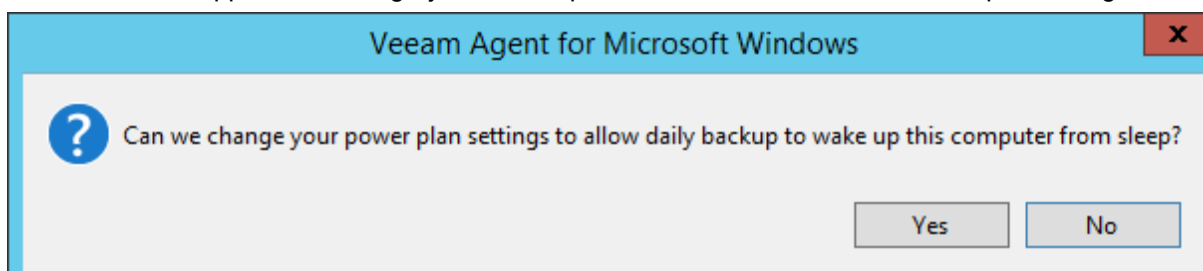
Backup window

☐ **Terminate job if it exceeds allowed backup window** [Window...](#)

If the job does not complete within allocated backup window, it will be terminated to prevent snapshot commit during production hours.

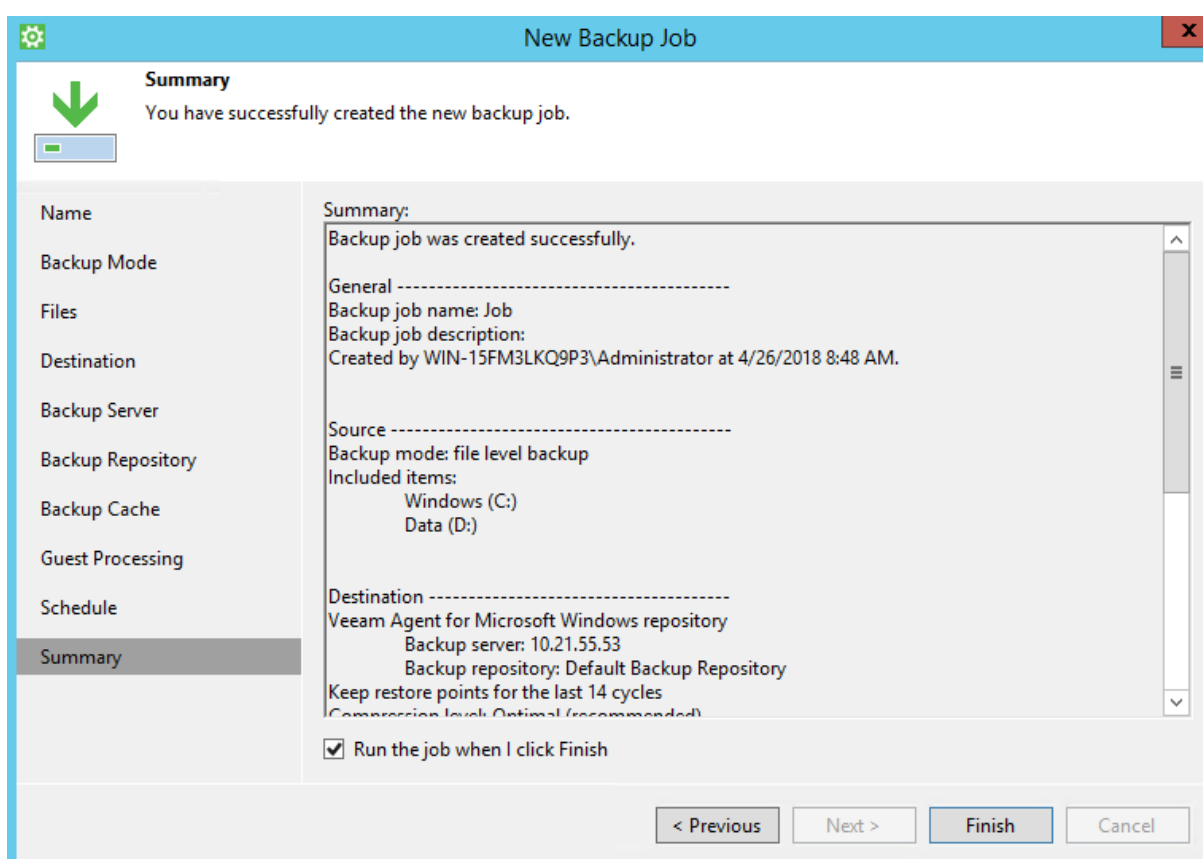
< Previous Apply Finish Cancel

18. Approve to change your Power plan, in case it is scheduled to Sleep at midnight.



19. You can check the 'Run the job when I click Finish' check box, to perform a full backup now. This is recommended so you can check that the backup is correctly set.
20. Click **Finish**.

Figure 7-12: Configure Backup – Summary



21. If you selected to perform a backup now, you can monitor the backup from:
- Veeam Agent Control Panel: Navigate to Start > Control Panel.

Figure 7-13: Monitoring Backup with Veeam Agent Control Panel

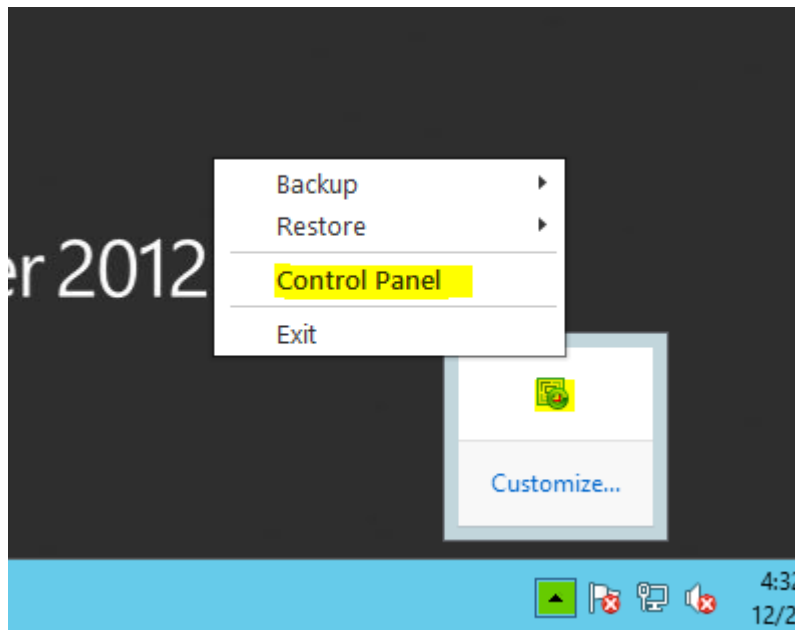


Figure 7-14: Monitoring Backup with Veeam Agent Control Panel - Status

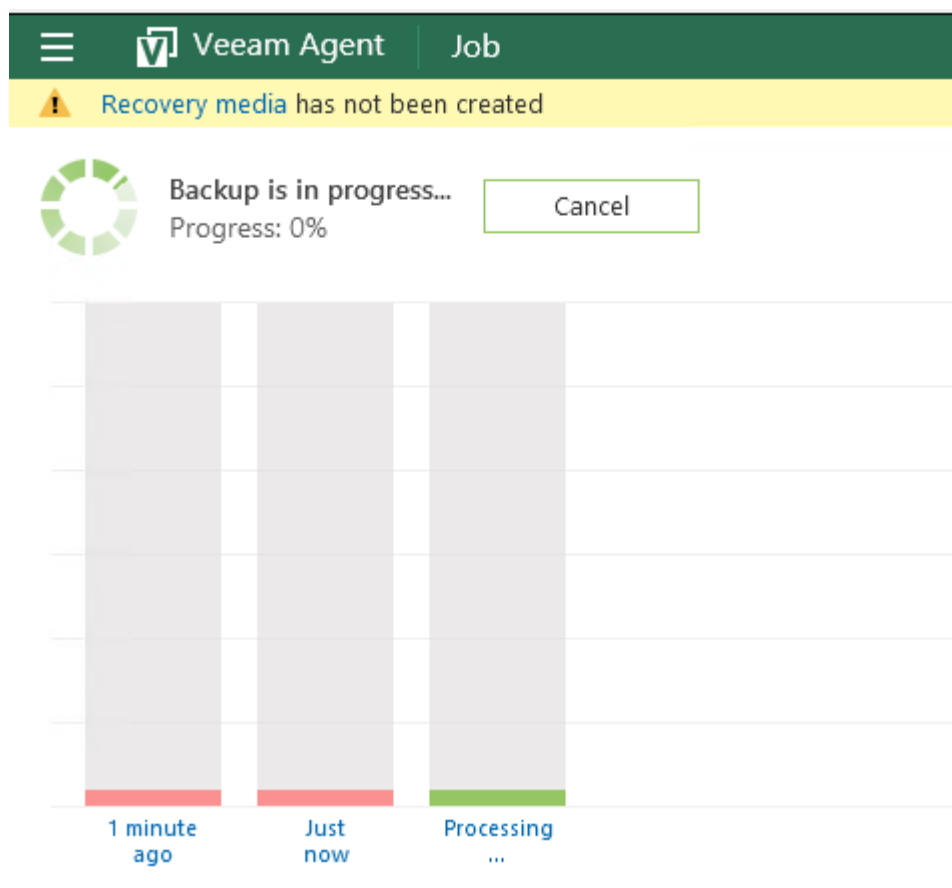
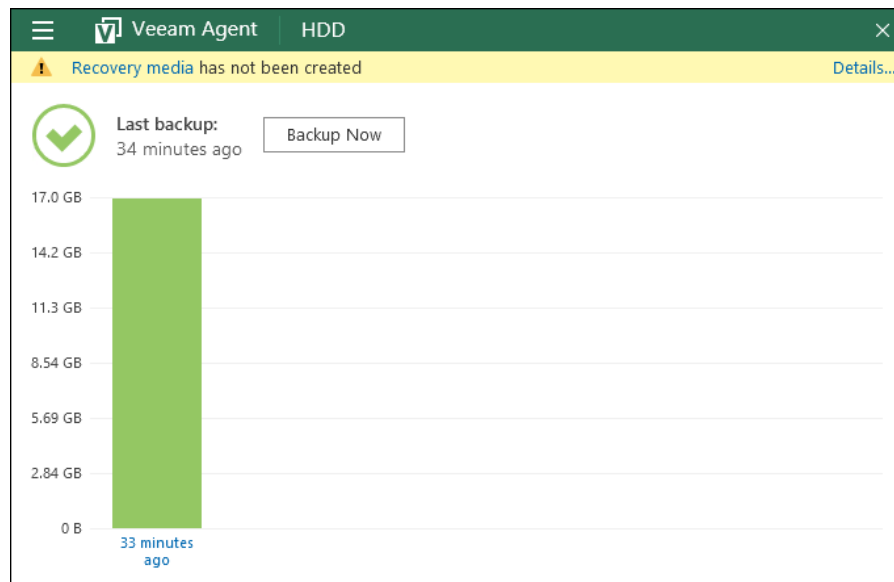
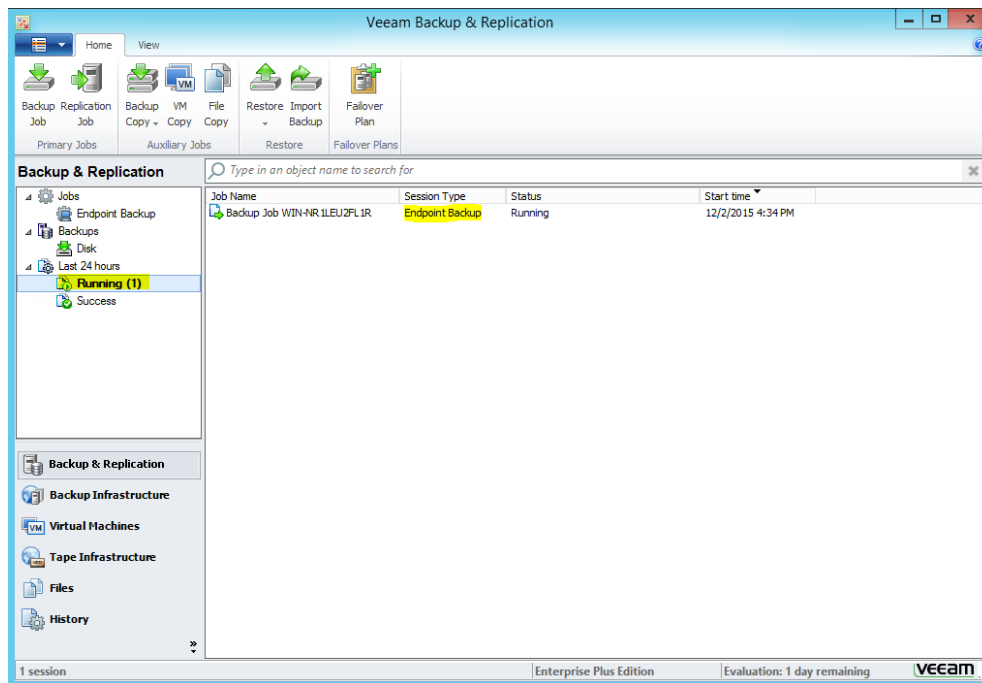


Figure 7-15: Last Backup



- **VBR Jobs:** Click **Running** to view display.

Figure 7-16: Monitoring Backup with VBR Jobs



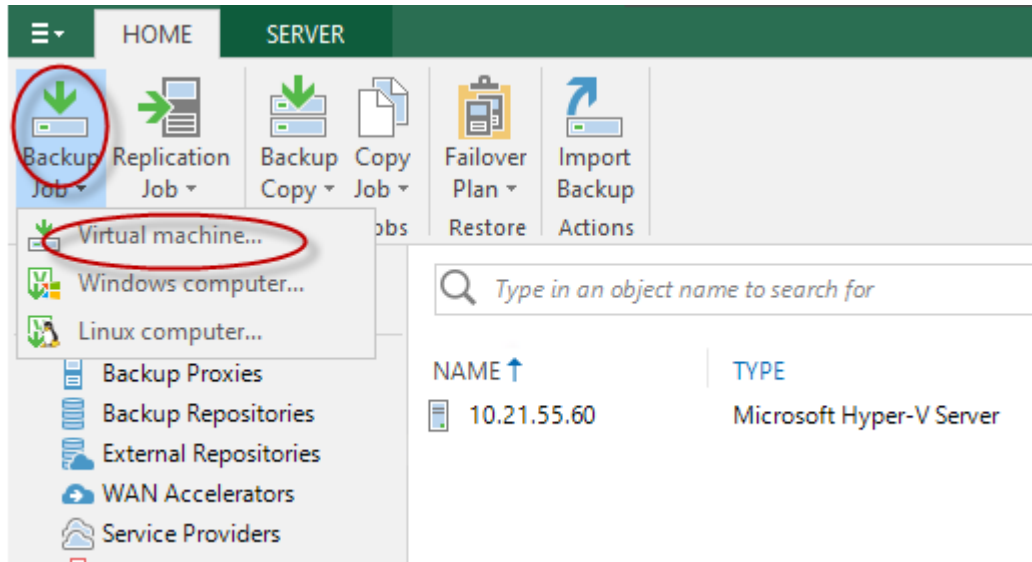
7.2 Configuring VBR VMs Backup

The following procedure describes how to configure the VBR backup for the VMs.

➤ To set the backup for the Virtual Machines on the CloudBond 365 server:

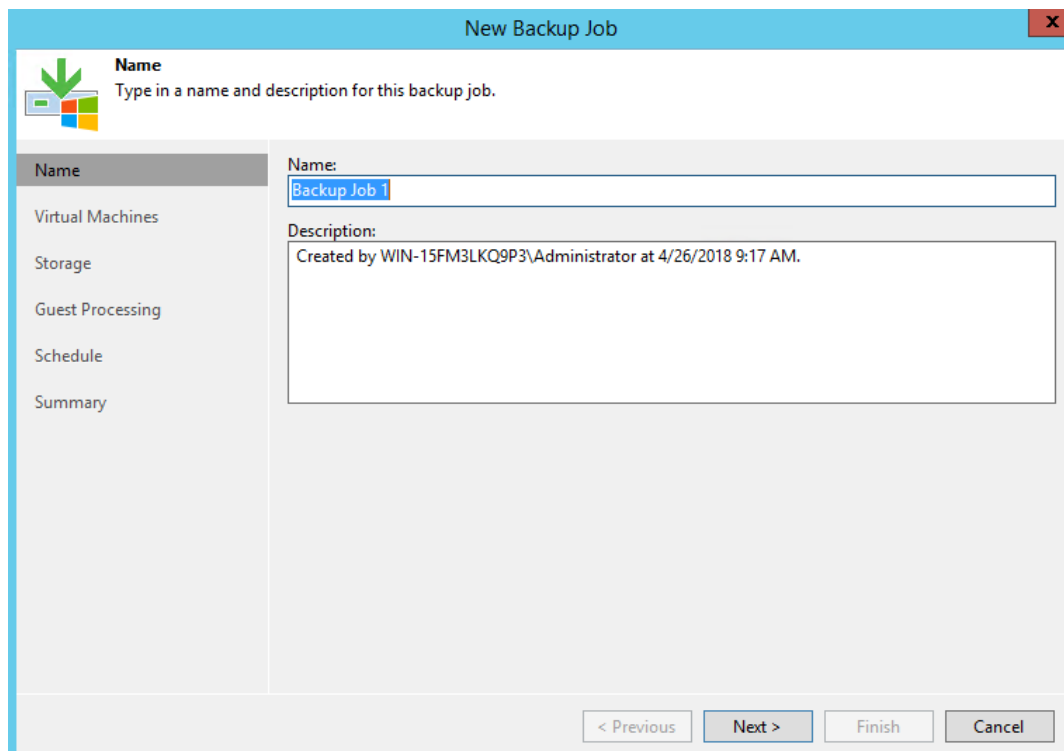
1. Run Veeam Backup and Replication (VBR).
2. Create a backup job from the **Home** menu or by right-clicking the **Backup Job** window.

Figure 7-17: VBR Jobs - Backup



3. Enter the name and description and then click **Next**.

Figure 7-18: New Backup Job



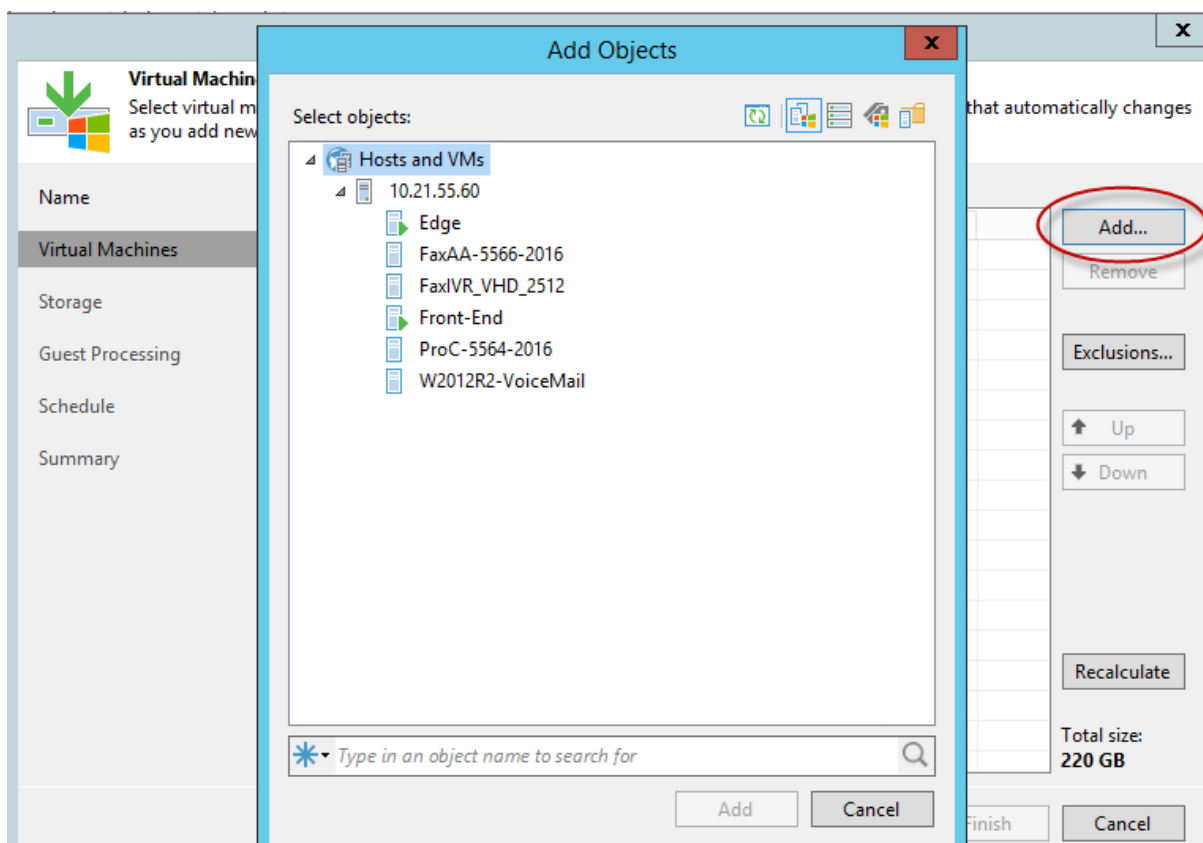
4. Select **Add** to add VMs to the job.
5. Select all the VMs **except the SBC**. The VMs list is according to the CloudBond 365 model and setup that was selected. The number of VMs that are allowed to be backed up is calculated according to your license.



Note: To back up the SBC, it is recommended to manually back up the SBC Settings INI file. For more information, refer to the Saving Configuration sub-section of the *AudioCodes SBC User's Manual*.

6. Click **Add**.

Figure 7-19: Add Objects



7. Click **Next**.

Figure 7-20: New Backup Job – Virtual Machines

Virtual Machines
Select virtual machines to process via container, or granularly. Container provides dynamic selection that automatically changes as you add new VM into container.

Name	Type	Size
Edge	VM	50.0 GB
FaxAA-5566-2016	VM	25.0 GB
FaxIVR_VHD_2512	VM	...
Front-End	VM	...
ProC-5564-2016	VM	...

Buttons: Add..., Remove, Exclusions..., Up, Down, Recalculate, Total size: Calculating...

Navigation: < Previous, Next >, Finish, Cancel

8. Confirm that the correct repository has been selected and that the number of restore points to keep is correct.
9. Click **Next**.

Figure 7-21: New Backup Job – Storage

Storage
Specify processing proxy server to be used for source data retrieval, backup repository to store the backup files produced by this job and customize advanced job settings if required.

Backup proxy: Off-host backup (automatic proxy selection) Choose...

Backup repository: Backup Repository 1 (Created by WIN-15FM3LKQ9P3\Administrator at 4/26/2018 7) Map backup

62.3 MB free of 97.6 GB

Restore points to keep on disk: 14 ⓘ

☐ Configure secondary destinations for this job
Use the backups produced by this job to satisfy backup requirement by archiving backups to tape, or efficiently creating remote backups and replicas over WAN.

Advanced job settings include backup mode, compression and deduplication, block size, notification settings, automated post-job activity and other settings. Advanced

Navigation: < Previous, Next >, Finish, Cancel

10. Click **Next**.

Figure 7-22: New Backup Job – Guest Processing

New Backup Job

Guest Processing
Choose guest OS processing options available for running VMs.

Name

Virtual Machines

Storage

Guest Processing

Schedule

Summary

☐ **Enable application-aware 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 items and applications [Applications...](#)

☐ **Enable guest file system indexing**
Creates catalog of guest files to enable browsing, searching and 1-click restores of individual files. Indexing is optional, and is not required to perform instant file level recoveries.
Customize advanced guest file system indexing options for individual items [Indexing...](#)

Guest OS credentials

[Add...](#)

[Manage accounts](#)

Customize guest OS credentials for individual items and operating systems [Credentials...](#) [Test Now](#)

[< Previous](#) [Next >](#) [Finish](#) [Cancel](#)

11. Select the 'Backup window' check box to terminate the job if it exceeds the allowed backup window.



Note: If the job does not complete within the allocated backup window, it is terminated to prevent a snapshot commit during production hours.

12. Define the schedule for the job and click **Create**.



Note: It is recommended to schedule this backup job at least 60 minutes later than the Veeam Agent backup scheduled time.

Figure 7-23: New Backup Job – Schedule

New Backup Job
✕

Schedule

Specify the job scheduling options. If you do not set the schedule, the job will need to be controlled manually.

Name

Virtual Machines

Storage

Guest Processing

Schedule

Summary

☒ Run the job automatically

☒ Daily at this time: 2:00 AM Everyday Days...

☐ Monthly at this time: 10:00 PM Fourth Saturday Months...

☐ Periodically every: 1 Hours Schedule...

☐ After this job:

Automatic retry

☒ Retry failed items processing: 3 times

Wait before each retry attempt for: 10 minutes

Backup window

☐ Terminate job if it exceeds allowed backup window Window...

If the job does not complete within allocated backup window, it will be terminated to prevent snapshot commit during production hours.

< Previous
Apply
Finish
Cancel

13. Click **Finish**.

14. It is recommended to select the 'Run the job when I click Finish' check box, so that you can run the job immediately to test the backup.

Figure 7-24: New Backup Job – Summary

Summary
The job's settings have been saved successfully. Click Finish to exit the wizard.

Name
Virtual Machines
Storage
Guest Processing
Schedule
Summary

Summary:
Name: Backup Job 1
Target Path: C:\Backup\VBR9.5
Type: Hyper-V Backup
Source items:
Edge (10.21.55.60)
FaxAA-5566-2016 (10.21.55.60)
FaxIVR_VHD_2512 (10.21.55.60)
Front-End (10.21.55.60)
ProC-5564-2016 (10.21.55.60)
Target repository: Backup Repository 1
Target repository host: 10.21.55.53
Target repository path: C:\Backup\VBR9.5

Command line to start the job on backup server:
"C:\Program Files\Veeam\Backup and Replication\Backup\Veeam.Backup.Manager.exe" backup 09eec74d-7242-496f-9c2d-8f85e1cbe5c7

☒ Run the job when I click Finish

< Previous Next > Finish Cancel

15. You can monitor the job using the VBR.

Figure 7-25: VBR - Monitoring

HOME VIEW SESSION

Stop Statistics Report

Actions Details

HOME

Jobs
Backup
Last 24 Hours
Running (1)
Success

HOME
INVENTORY
BACKUP INFRASTRUCTURE
TAPE INFRASTRUCTURE
FILES
HISTORY

Search: Type in an object name to search for

JOB NAME	SESSION TYPE	STATUS	START TIME ↓
Backup Job 1	Backup	0% completed	4/26/2018 9:22 AM

Job progress: 0% 0 of 0

SUMMARY		DATA		STATUS		THROUGHPUT
Duration:	01:01	Processed:	0.0 B (0%)	Success:	0	
Processing rate:	0 KB/s	Read:	0.0 B	Warnings:	0	
Bottleneck:	Detecting	Transferred:	0.0 B	Errors:	0	

NAME	STATUS	ACTION	DURATI...
		Job started at 4/26/2018 9:22:39 AM	

7.3 Monitoring Backup

You can monitor the backup process using either:

- Email
- SNMP

The setup is done using the VBR: Refer to *Veeam Backup & Replication User Guide*. You can receive notification on the status of backup jobs and on system parameters.

7.4 Using the 3-2-1 Backup Rule

In making back up files, use the 3-2-1 rule:

- Have at least **three copies of your data**.
- Store the copies on **two different media**.
- Keep **one backup copy offsite**.

The above procedure provides the ability to create one local backup. Creating another two copies and one offsite is not described in this document. The VBR tool can be used for creating extra jobs to copy the backup to another place and to store the backup offsite using the Veeam cloud. For more information, contact AudioCodes.

7.5 Backing up the SBC

The SBC (software and hardware SBC) can be backed up by saving its *ini* files. For more information on how to save the *ini* files, refer to the *SBC User Manual*.

For Pro Box and Enterprise Box editions, where software SBC is used, you must restore the SBC VM first and then configure it with the *ini* files. We recommend you export the SBC VM after setting it to the C: drive, so that the Veeam Agent will back it up.

8 Keeping Information after Defining the Backup

A restore can be done years after you defined the backup. It is recommended to enter the following information per CloudBond 365, so it will be available if needed for recovery.

- **Location of the recovered USB:** It is recommended to update the USB using your server as explained in Appendix on page 113 to keep your system drivers.
- **Architecture used:** Note what architecture is used for VBR on the CloudBond 365 or on an external server. Either the repository is external or on the CloudBond (attached USB Disk)
- **Password used:** Note the password used if you encrypt the backup.
- **CloudBond 365 topology:** (with Domain Controller or without).
- **D: and E: drive/files:** If you backed up D: and E: drives, you will need to restore them.
- **IP address:** Note the IP address of the Repository server.
- **Network Settings:** Note the network settings, IP address and which virtual network is associated with a physical network card.
- **Username and Password of the Repository server:**
- **Username and Password of the Veeam Agent:** (for every CloudBond 365 it is a different user)
- **The full network path of the Veeam Agent backup**
- Network setup for all Network interfaces – Host and VM
- Hyper-V Virtual Network switch configuration

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9 Restoring a CloudBond 365 Backup

The Restore procedure is for a full system restore and not one virtual machine, even though that the Backup system supports it. When restoring to different hardware, a new license may be required (CB365 version 7.2 will not need a new license, older version will require new license). The basic system functionality works without the new license. If you change your hardware and you use old version, you need a new license for CloudBond 365 SysAdmin, because the license is based on the device's hardware IDs.



Note: Please contact AudioCodes to obtain this license.

Before you begin the restore process, check that the date and time on the CloudBond 365 server BIOS are correct.



Note: The Restore procedure is divided into several Restore tasks. It is recommended that when restoring, the same Restore date for all tasks is used.

9.1 Booting the CloudBond 365

The following procedures describe two different ways of how to boot the CloudBond 365:

- From Veeam Recovery Media USB
- Remotely from .iso using HP iLO

9.1.1 Booting CloudBond 365 from Veeam Recovery Media USB

The following procedure below describes how to boot the CloudBond 365 from a Veeam Recovery Media USB.

➤ **To boot the CloudBond 365 from a Veeam Recovery Media USB:**

1. Plug the Veeam Recovery Media USB into the CloudBond 365.



Notes:

- The Veeam Recovery Media USB comes with the CloudBond 365. If you don't have the Veeam Recovery Media USB, see Appendix A on page 139 for instructions on how to create it.
- If the Veeam software was updated on your server, it is recommended to update the USB. See Appendix A on page 139 for more information.
- The Veeam Recovery Media USB is a different USB than the CloudBond 365 Recovery USB. The CloudBond Recovery USB is used for a clean system re-install using the CloudBond 365 Installation wizard.

2. Start the server and boot from the USB:
 - **On CloudBond Standard and Standard+ Editions:** From the BIOS, select **Save and Exit Menu** and select to boot from USB.
 - **On CloudBond 365 Pro Box and Enterprise Box Editions:** While booting, click F11. Select Option 3 to boot once from the USB

9.1.2 Booting CloudBond 365 Remotely from .iso using HP iLO

The recovery can be performed remotely using HP Integrity Integrated Lights-Out (iLO) management for CloudBond 365 Pro Ent (HP server). You need to boot the CloudBond 365 from an *.iso* file, instead of a USB.

The *.iso* file can be downloaded from:

<https://s3.eu-central-1.amazonaws.com/downloads-audiocodes/CB365Backup/Version+9.5/VeeamRecoveryMedia.iso>

Another option is to put the USB with the *.iso* file and set the iLO to boot from the *.iso* on the USB. This *.iso* file can be prepared the same way as preparing the USB in Appendix A, but you need to select the *.iso* boot type.

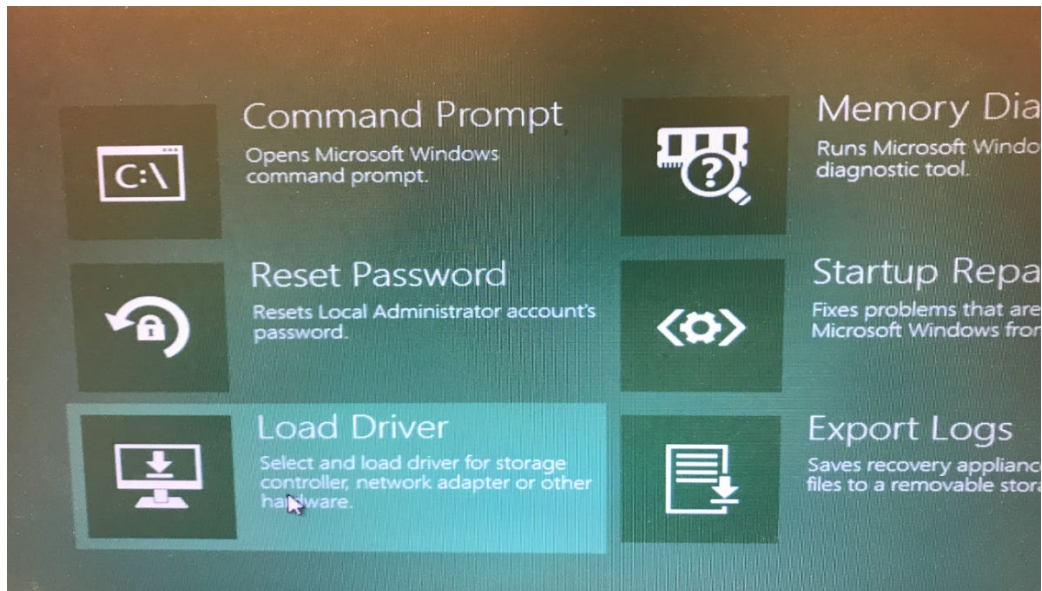
9.2 Restoring Volume C: Using Veeam Agent

The procedure below describes how to restore Volume C using the Veeam Agent.

➤ **To restore Volume C: using Veeam Agent:**

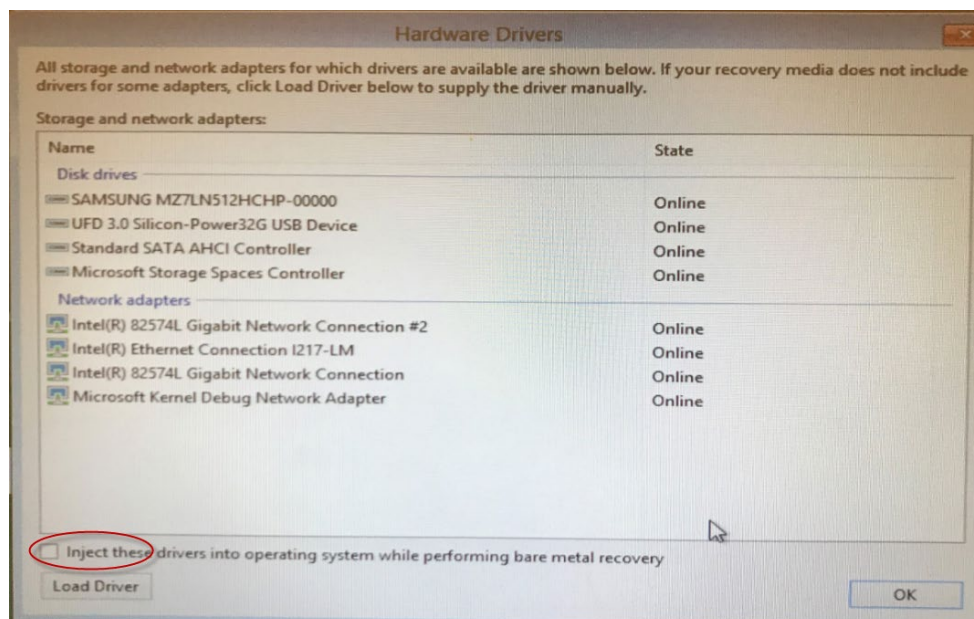
1. Boot the system using either a USB or .iso file.
2. From the main menu, select **Tools**, and then select the **Load Driver** menu option.

Figure 9-1: Hardware Drivers



3. Clear the 'Inject these drivers...' check box, and click **OK**.

Figure 9-2: Storage and Network Adapters



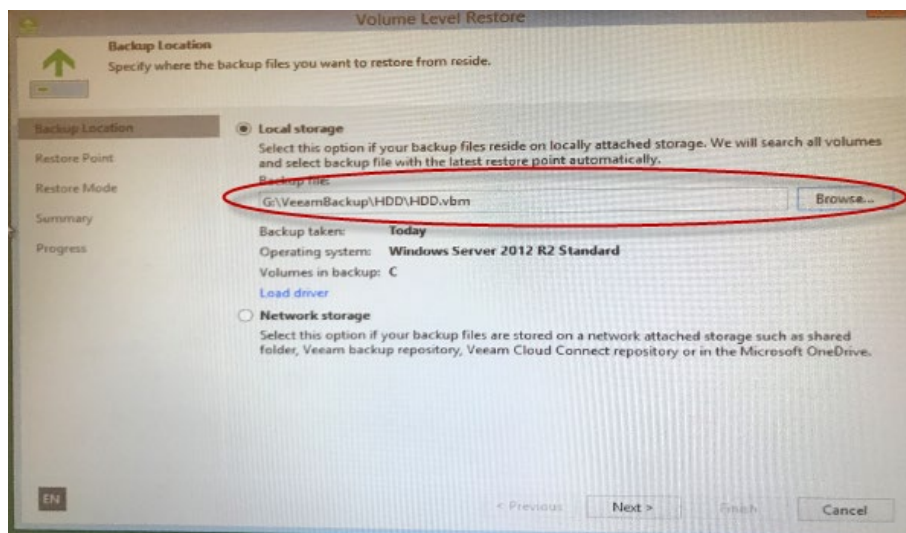
4. Return to the main screen.
5. On the Veeam Endpoint Recovery screen, select the **Bare Metal Recovery** option.

Figure 9-3: Veeam Endpoint Recovery – Bare Metal Option



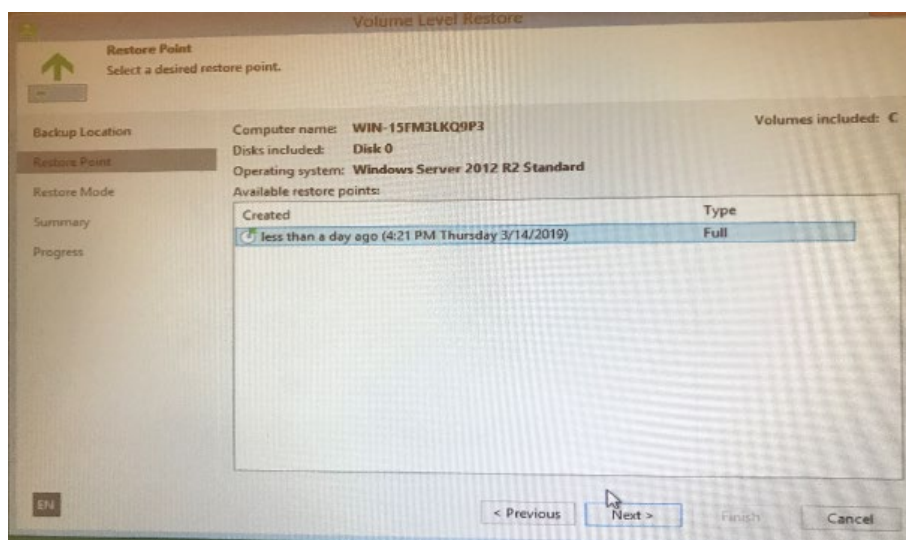
6. Click the **Local storage** option to restore from a backup copy which was kept on an external HDD, and then click **Browse** to point to the backup file.

Figure 9-4: Backup Location



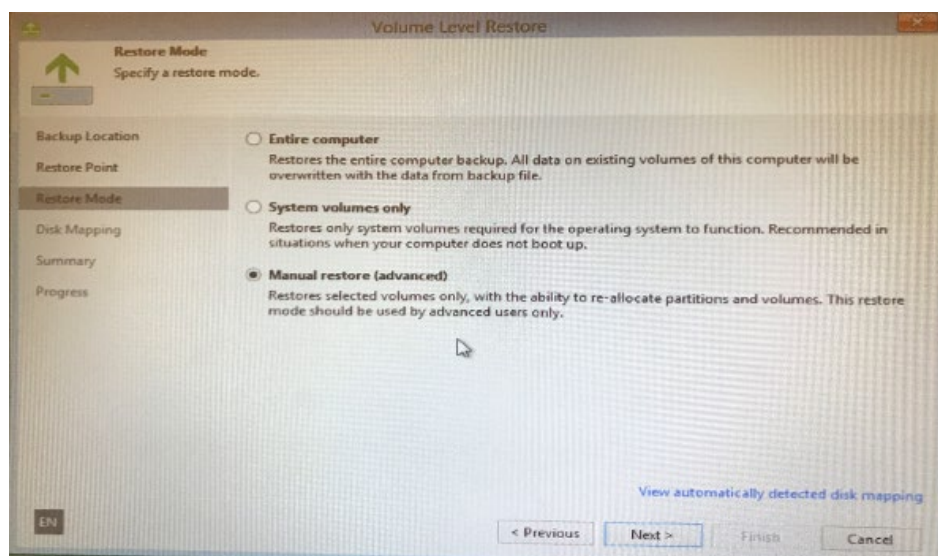
7. Point to the relevant restore point with the date you wish to restore from (it will use the full backup file and the delta from the specific date).

Figure 9-5: Backup Location



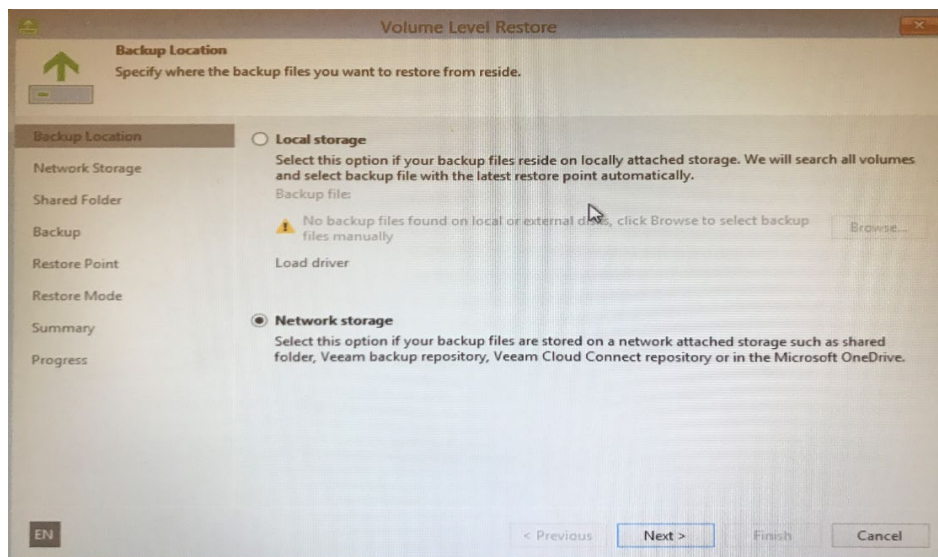
8. Select the **Manual restore** option.

Figure 9-6: Manual Restore



9. You can map volumes that you want to restore from the backup to disks on the target computer. To map volumes:
 - a. Select the check box of the volume that you want to restore from the backup.
 - b. By default, Veeam Agent restores all volumes to their initial location. To map the restored volume to another computer disk, click **Customize disk mapping** on the bottom of the wizard.
 - c. In the **Disk Mapping** window, specify which volumes must be restored.
 - d. Right-click the target disk on the left side of the screen, and then select the necessary disk layout.
 - ◆ **Apply Backup Layout:** Select this option if you want to apply the settings that were used on your computer when you performed the backup.
 - ◆ **Apply Disk Layout:** Select this option if you want to apply the current disk settings of another disk.
 - ◆ **Erase** - Select this option if you want to discard the current disk settings.
10. Click the **Network storage** option, to restore from the Backup Repository that resides on the network.

Figure 9-7: Veeam Endpoint Recovery – Backup Location



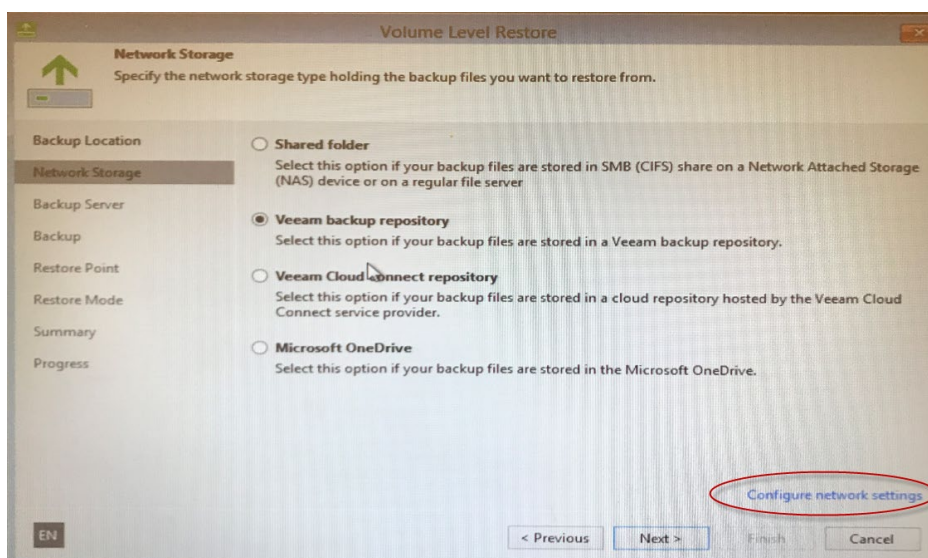
Notes:



- It is possible to perform a restore by using the **Local Storage** (USB Disk) option. To do so, copy the appropriate directory from the backup repository to the USB Disk. Connect it to the CloudBond 365, and then select **Local Storage** on the Backup Location screen.
- If the backup topology is connecting the local USB disk to the CloudBond 365, select the Local storage option (Shared folder option) and browse to the relevant directory to select the *vbm* file. In this case, the steps below are not relevant.

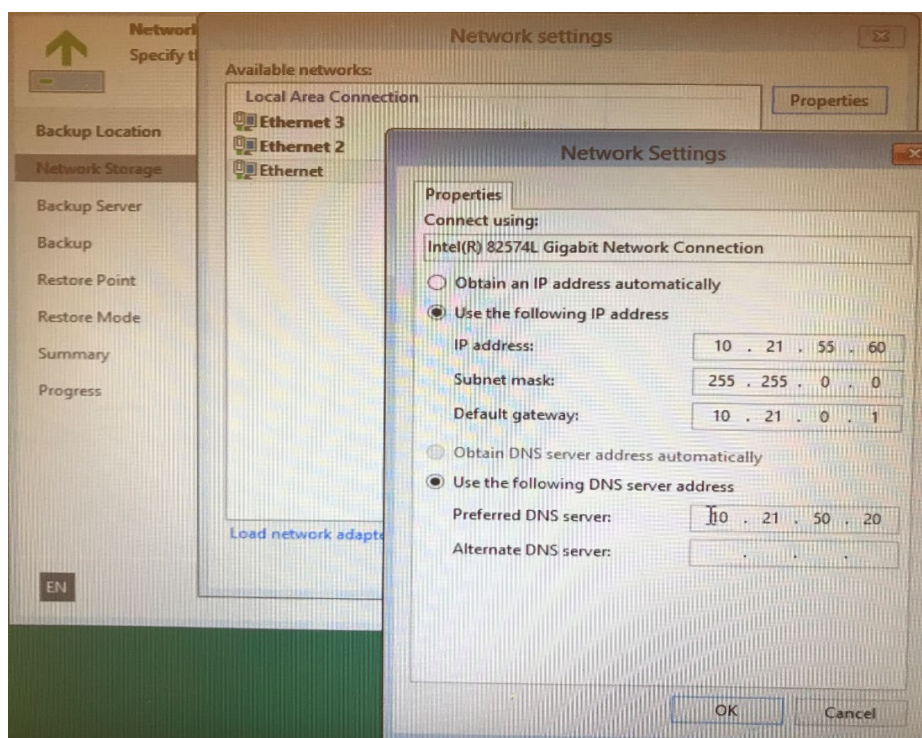
11. Set the IP address for the recovery session by selecting **Configure Network Settings**.

Figure 9-8: Network Storage



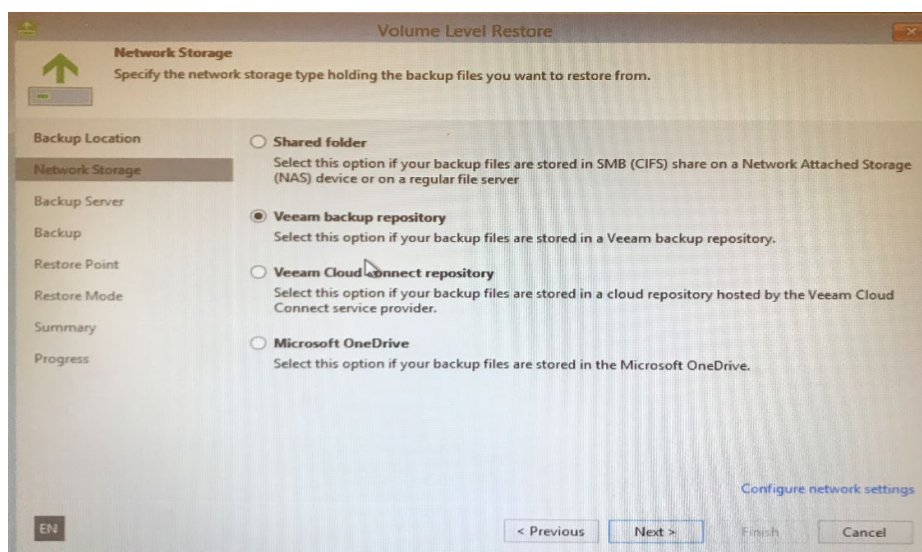
12. On the Network Settings screen, select the correct network adapter with the valid IP address, and then click **OK**.

Figure 9-9: Network Settings



13. On the Network Storage screen:
 - If the VBR is running on a CloudBond 365 host, click the **Shared folder** because the VBR cannot be accessed.
 - If the VBR is running on an external server, click the **Veeam backup repository** option.
14. Click **Next**.
15. The **Veeam backup repository** option is selected.

Figure 9-10: Veeam Endpoint Recovery – Network Storage



16. Provide the Veeam Agent credentials that you defined when you configured the backup, and then click **Next**.

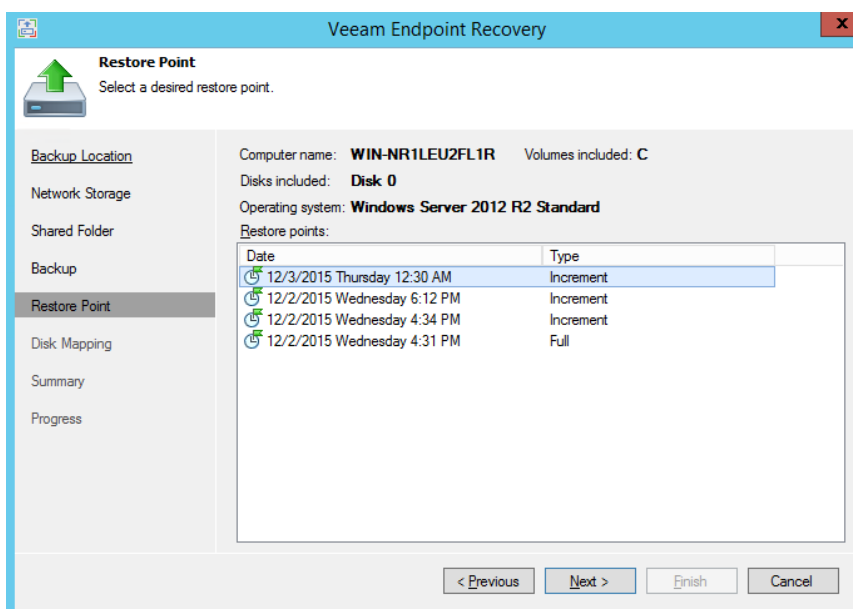
Figure 9-11: Veeam Endpoint Recovery – Backup Server

17. You need to provide the full path to the Veeam Agent backup that is on the repository server. The name of the directory of the Veeam Agent backup is a combination of the *server name* and the Veeam Agent *user name*. Browse to the backup repository using another server to see what the full path name is.
18. Select the backup server to recover from, and then click **Next**.

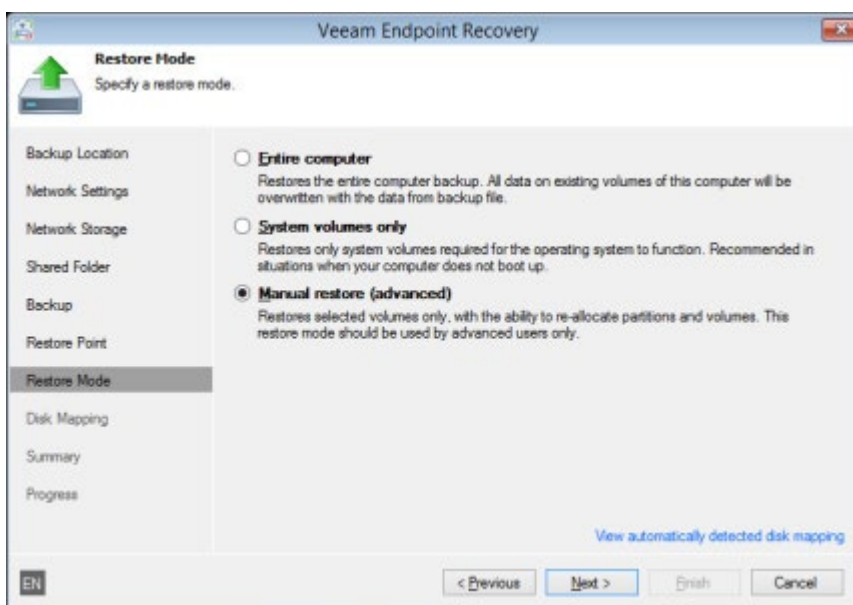
Figure 9-12: Veeam Endpoint Recovery – Backup

Name	Last backup	Restore points
Backup Job WIN-NR1LEU2FL1R	12/3/2015 12:30 AM	
WIN-NR1LEU2FL1R	12/3/2015 12:30 AM	4

19. From the Restore Point screen, select the appropriate restore point, and then click **Next**.

Figure 9-13: Veeam Endpoint Recovery – Restore Point

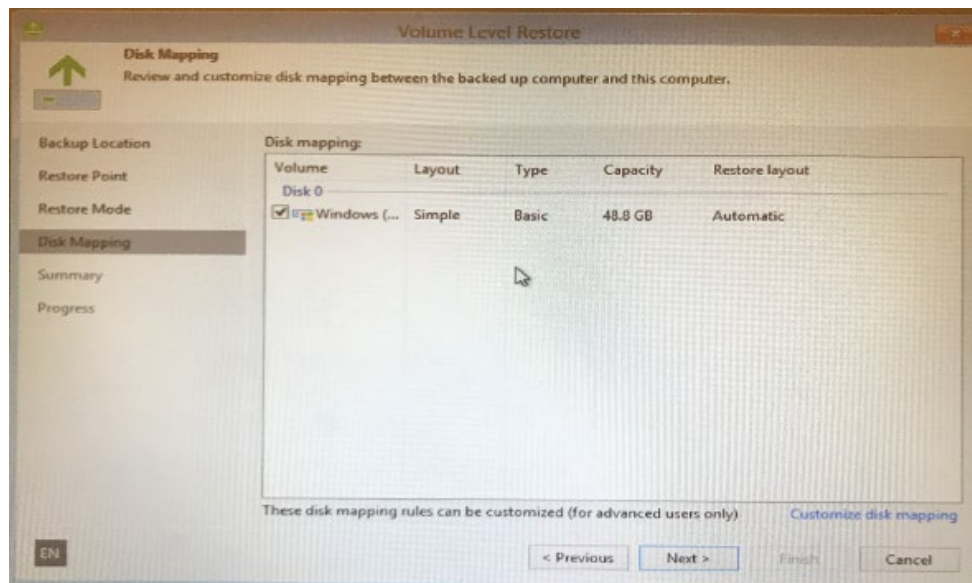
20. Select the **Manual restore (advanced)** option, to choose what computer volumes you want to restore and manually allocate disk space on the restored volumes, and then click **Next**. (To view the current disk allocations settings on your computer, click **View automatically detected disk mapping** on the bottom of the screen. Delete unwanted volumes on that screen.)

Figure 9-14: Veeam Endpoint Recovery – Restore Mode

21. You can map volumes that you want to restore from the backup, to disks on the target computer. To map volumes:
- Select the check box of the volume that you want to restore from the backup.
 - By default, Veeam Agent restores all volumes to their initial location. To map the restored volume to another computer disk, at the bottom of the wizard click **Customize disk mapping**. In the **Disk Mapping** window, specify which volumes must be restored:
 - Right-click the target disk on the left side of the screen and select the necessary disk layout.

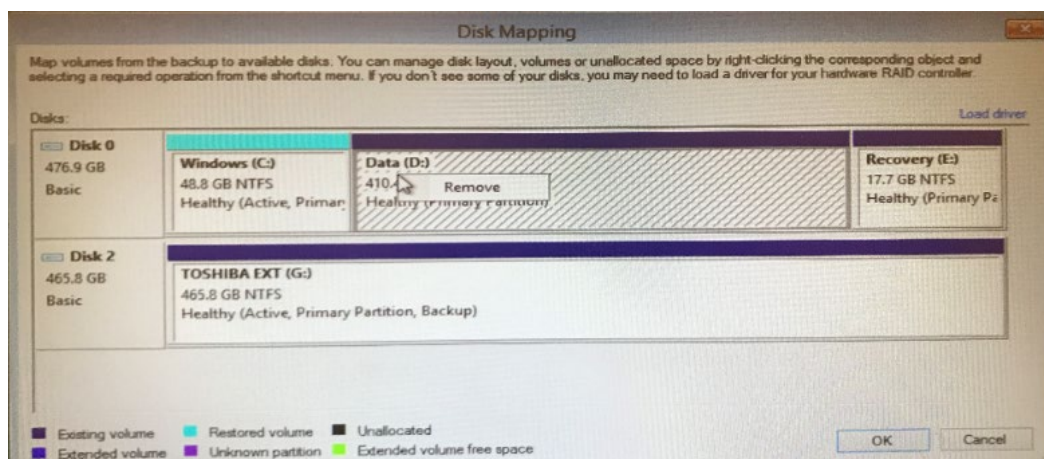
- ◆ **Apply Backup Layout:** Select this option if you want to apply to the disk, the settings that were used on your computer when you performed the backup.
- ◆ **Apply Disk Layout:** Select this option if you want to apply to the current disk settings of another disk.
- ◆ **Erase** - Select this option if you want to discard the current disk settings.

Figure 9-15: Disk Mapping

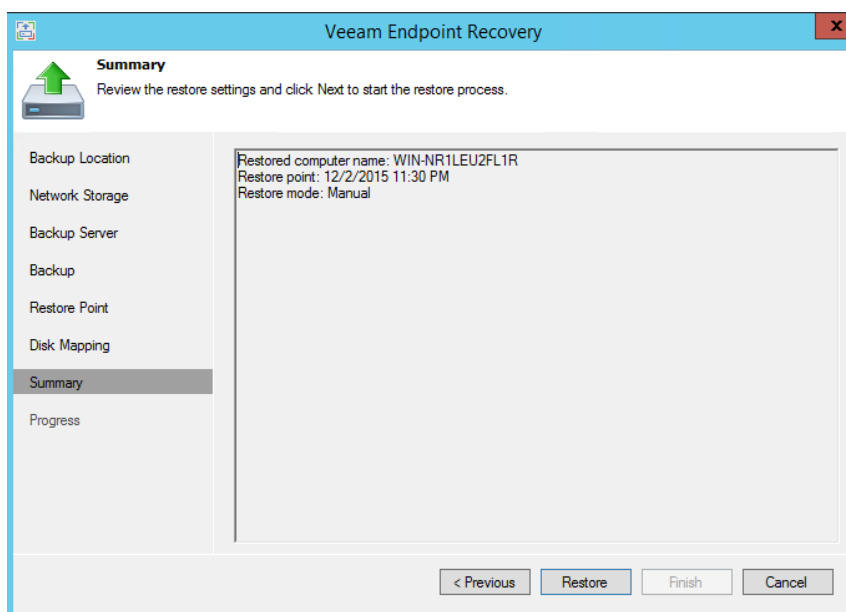


22. On the Disk Mapping screen, click **OK**, and then **Next**.

Figure 9-16: Veeam Endpoint Recovery – Disk Mapping



23. On the Veeam Endpoint Recovery – Summary screen, click **Restore** to start the recovery.
24. When the Restore process ends, re-start the server.

Figure 9-17: Veeam Endpoint Recovery – Summary

9.3 Performing Post-Restore – Exiting Domain Controller Safe Mode

If the host is a Domain Controller, log in with Safe boot mode. If the host is not a Domain Controller, skip this procedure.

After performing a full Virtual Machine restore, the Domain Controller computer boots up in what appears to be Safe mode. When the Domain Controller boots for the first time, it is actually in Active Directory Services Restore mode as you are booting from a backup file. However it should automatically re-boot.

➤ To exit the Domain Controller in Safe mode:

1. Log in with the Directory Services Restore mode account (typically `.\administrator`).
2. Open a command prompt and run the following:

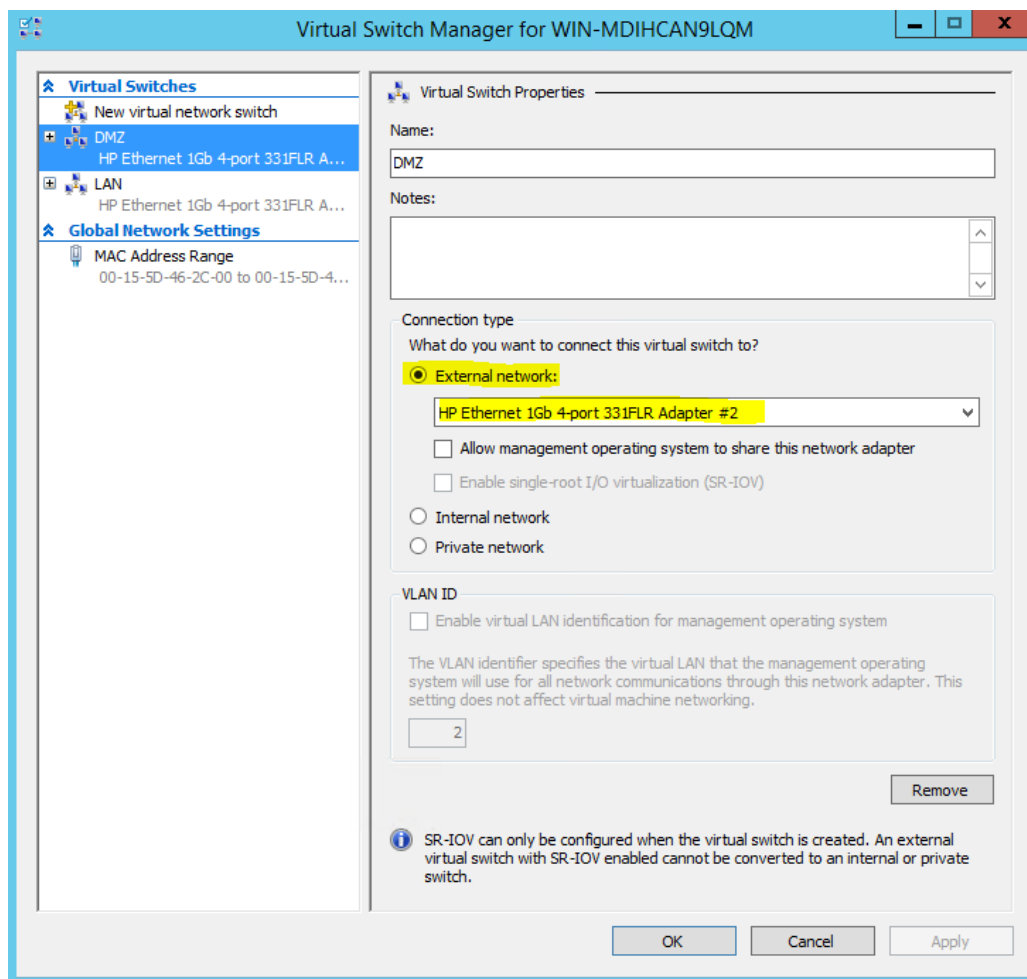

```
bcdedit /set safeboot dsrepair
bcdedit /deletevalue safeboot
shutdown -t 01 -r
```
3. CloudBond 365 should then re-boot in Normal mode.
4. Log in to the Domain Controller as the Domain Administrator
5. For more information, refer to the Microsoft Knowledge Base article in [http://technet.microsoft.com/en-us/library/cc816897\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc816897(WS.10).aspx).

9.4 Validating Network Settings

You need to confirm that **all** network cards are valid and have the correct IP addresses. (You can only check the host network and not the VM in this step). Compare it to the information you saved when you defined the backup (See Section 8 on page 81).

Validate that the Hyper-V virtual network switch is set correctly. Every virtual network is connected to a real physical card. Compare it to the information you saved when you defined the backup.

Figure 9-18: Virtual Switch Manager



- If the Network cards are not functioning correctly, see the Troubleshooting section in Appendix C 5 on page 117.

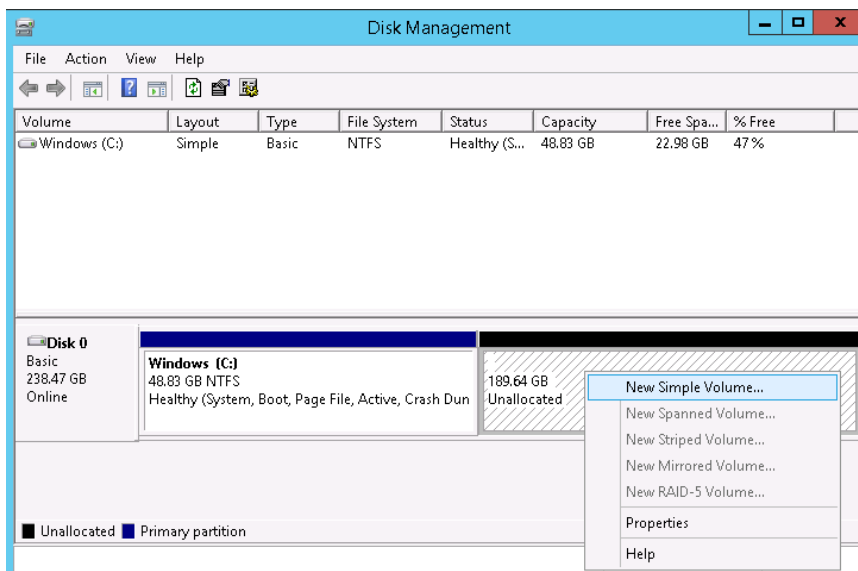
9.5 Preparing Volume D: for Restoring VMs from the VBR

The following procedure describes how to prepare Volume D: for restoring the VMs from the VBR, as described in Section 9.8 on page 102.

➤ **To prepare Volume D: for restoring the VMs from the VBR:**

1. Log in to the host in **Normal** mode.
2. Open the Disk Management screen and create Volume D:, if it does not exist.
Volume D: should use all the free disk size, depending on the CloudBond 365 type.

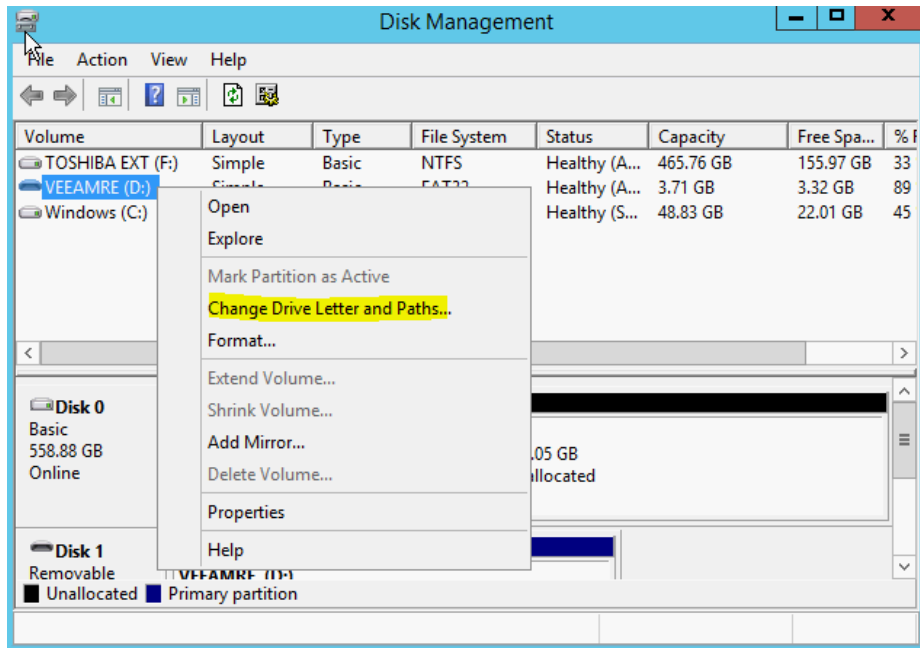
Figure 9-19: Disk Management



Notes:

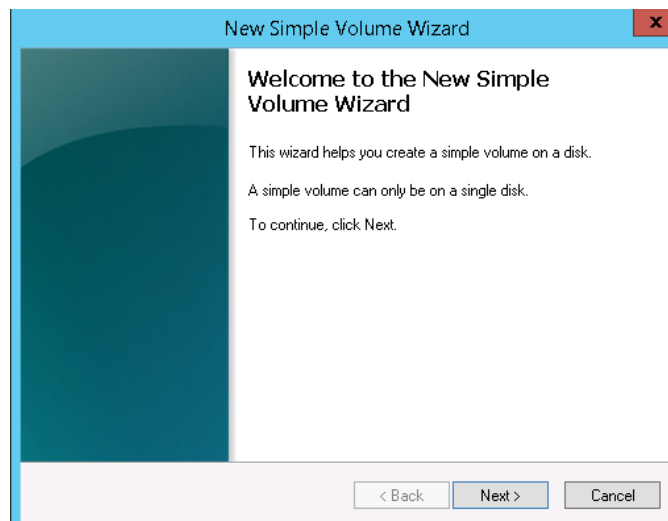
- If the D: drive is already assigned to USB storage, change the drive letter to something else before you continue.
- If you wish to also restore Volume E:, make sure you have 32 GB of available disk space.

Figure 9-20: Disk Management – Change Drive Letter and Paths



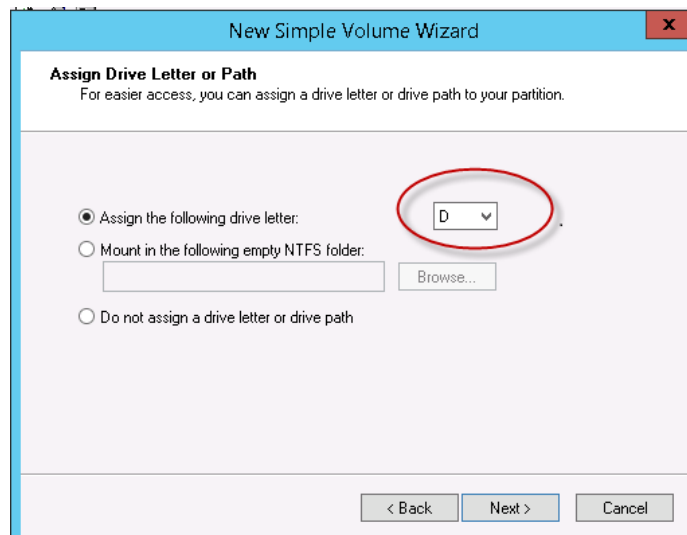
3. Right-click on the disk.
4. Select **New Simple Volume**; the Welcome New Simple Volume Wizard appears.
5. Click **Next**.

Figure 9-21: New Simple Volume Wizard - Welcome



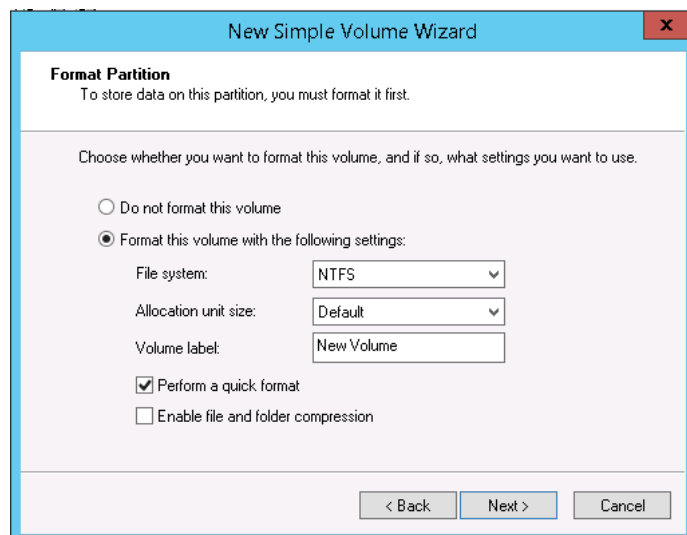
6. Click the **Assign the following drive letter** option.
7. From the drop-down list, select the drive letter, and then click **Next**.

Figure 9-22: New Simple Volume Wizard – Assign Drive Letter or Path



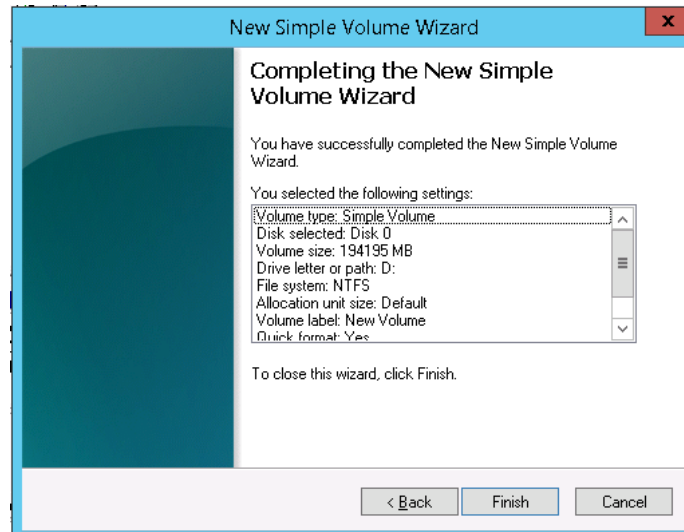
8. Click the **Format this volume with the following settings** option.
9. Enter the appropriate values as shown in the screen below, and then click **Next**.

Figure 9-23: New Simple Volume Wizard – Format Partition



10. Click **Finish**.

Figure 9-24: New Simple Volume Wizard – Finish



9.6 Updating Host Virtual NIC MAC Address After Restore

When CloudBond 365 is working correctly, its vEthernet (VLAN) NIC interface receives one of the physical MAC addresses of the server and uses it. After a Restore, the vEthernet NIC interface receives a unique MAC address, which needs to be updated. After a Restore, the MAC addresses appear as follows:

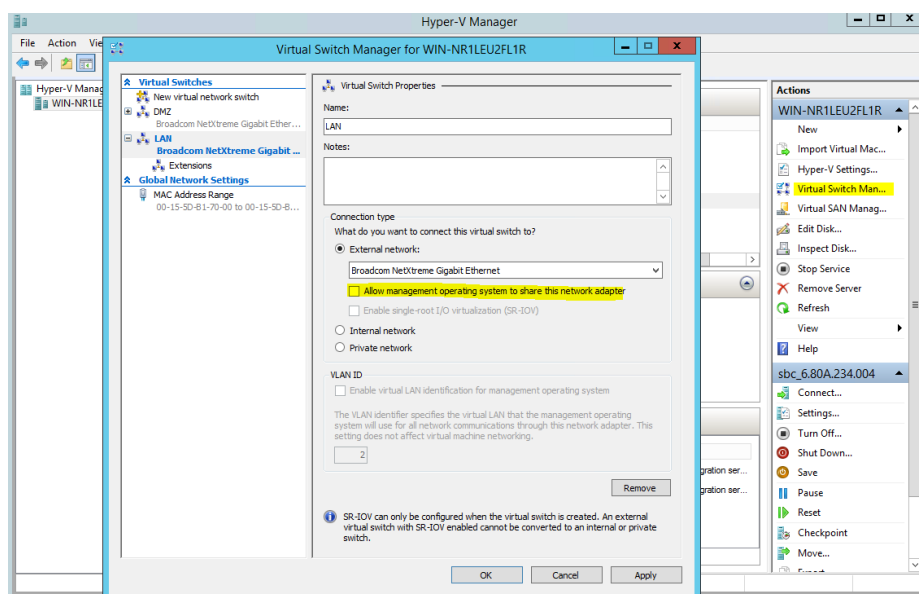
Figure 9-25: MAC Addresses After Restore

Name	InterfaceDescription	ifIndex	Status	MacAddress	LinkSpeed
vEthernet (LAN)	Hyper-V Virtual Ethernet Adapter #2	19	Up	00-90-FB-50-9B-D9	10 Gbps
Ethernet 3	Intel(R) 82574L Gigabit Network Co...#2	14	Disconnected	00-90-8F-5F-03-C2	0 bps
Ethernet 2	Intel(R) 82579LM Gigabit Network Con...	13	Up	00-90-FB-4F-AA-2B	100 Mbps
Ethernet	Intel(R) 82574L Gigabit Network Conn...	12	Disconnected	00-90-8F-5F-03-C3	0 bps

➤ To update the Host Virtual NIC MAC Address After Restore

1. Open the **Hyper-V Manager**.
2. Navigate to the Virtual Switch Manager.
3. Under **Connection type**, clear the 'Allow management operating system to share this network adapter' check box, and then click **Apply**.

Figure 9-26: Hyper-V Manager



4. Click **OK**.
5. After the update, the MAC address should look like **00-90-FB-50-9B-D9**.

Figure 9-27: MAC Addresses After Update

```
PS C:\Users\Administrator> Get-NetAdapter
```

Name	InterfaceDescription	ifIndex	Status	MacAddress	LinkSpeed
vEthernet (LAN)	Hyper-V Virtual Ethernet Adapter #2	22	Up	00-90-FB-50-9B-D9	10 Gbps
Ethernet 3	Intel(R) 82574L Gigabit Network Co...#2	14	Disconnected	00-90-8F-5F-03-B4	0 bps
Ethernet	Intel(R) 82579LM Gigabit Network Con...	12	Up	00-90-FB-50-9B-D9	100 Mbps
Ethernet 2	Intel(R) 82574L Gigabit Network Conn...	13	Disconnected	00-90-8F-5F-03-B5	0 bps

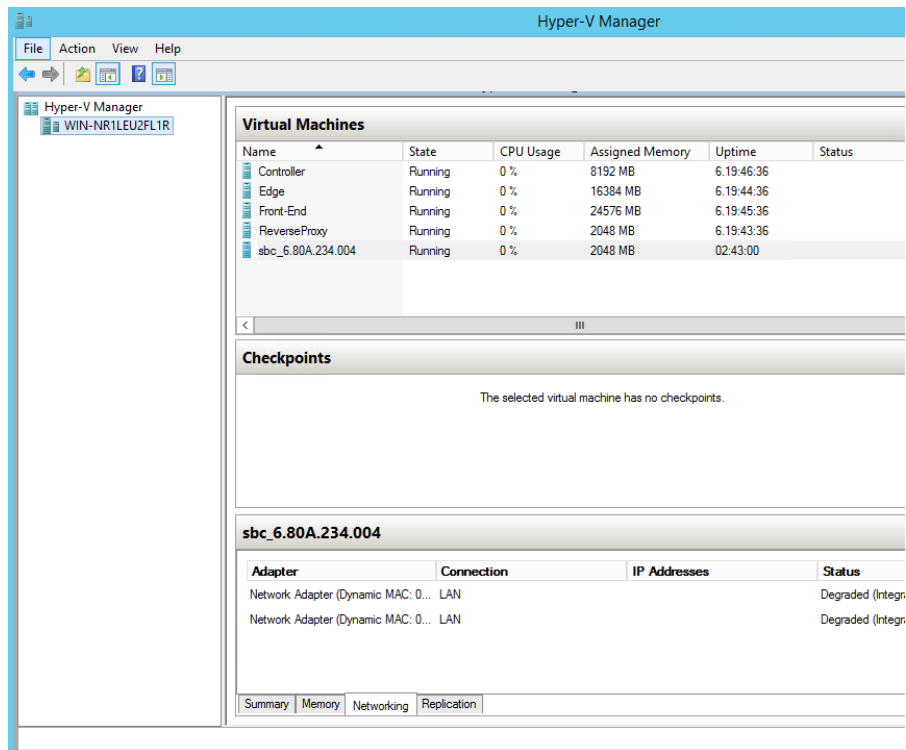
9.7 Clearing Old Virtual Machine Data

The procedure below describes how to clear old Virtual Machine (VM) data.

➤ **To clear old Virtual Machine data:**

1. Open the Hyper-V Manager.
2. From the Hyper-V main page, delete all the VMs including checkpoints.

Figure 9-28: Hyper-V Manager – Virtual Machines



3. You need a clean Hyper-V Manager without any VMs before restoring the VMs.

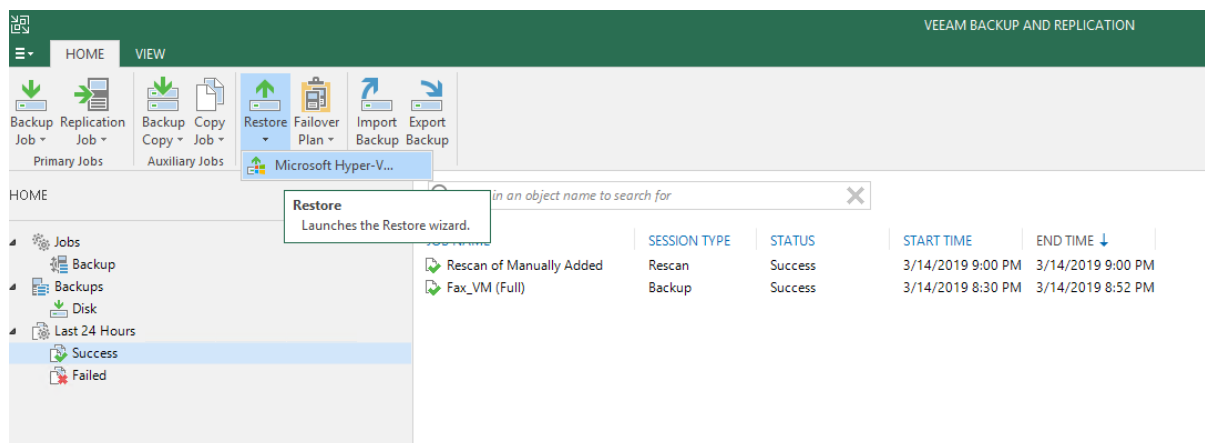
9.8 Restoring all VMs from the VBR

The procedure below describes how to restore all VMs from the VBR.

➤ **To restore all VMs from the VBR:**

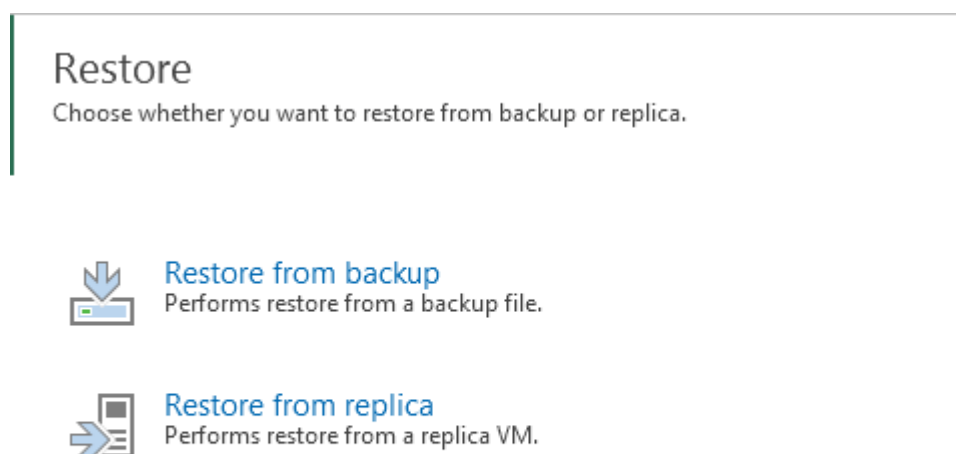
1. Open the VBR console.
2. Launch the Restore wizard (**Home** tab > **Restore** menu > **Microsoft Hyper-V**).

Figure 9-29: VBR – Hyper-V

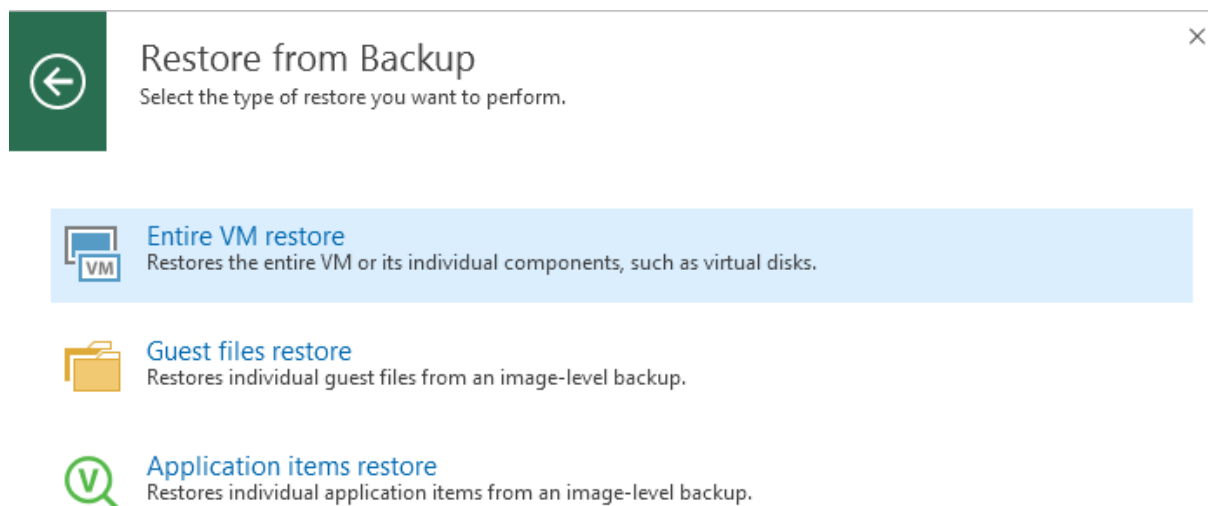


3. Select **Restore from backup** and then click the **Entire VM** option.
4. Click **Next**.

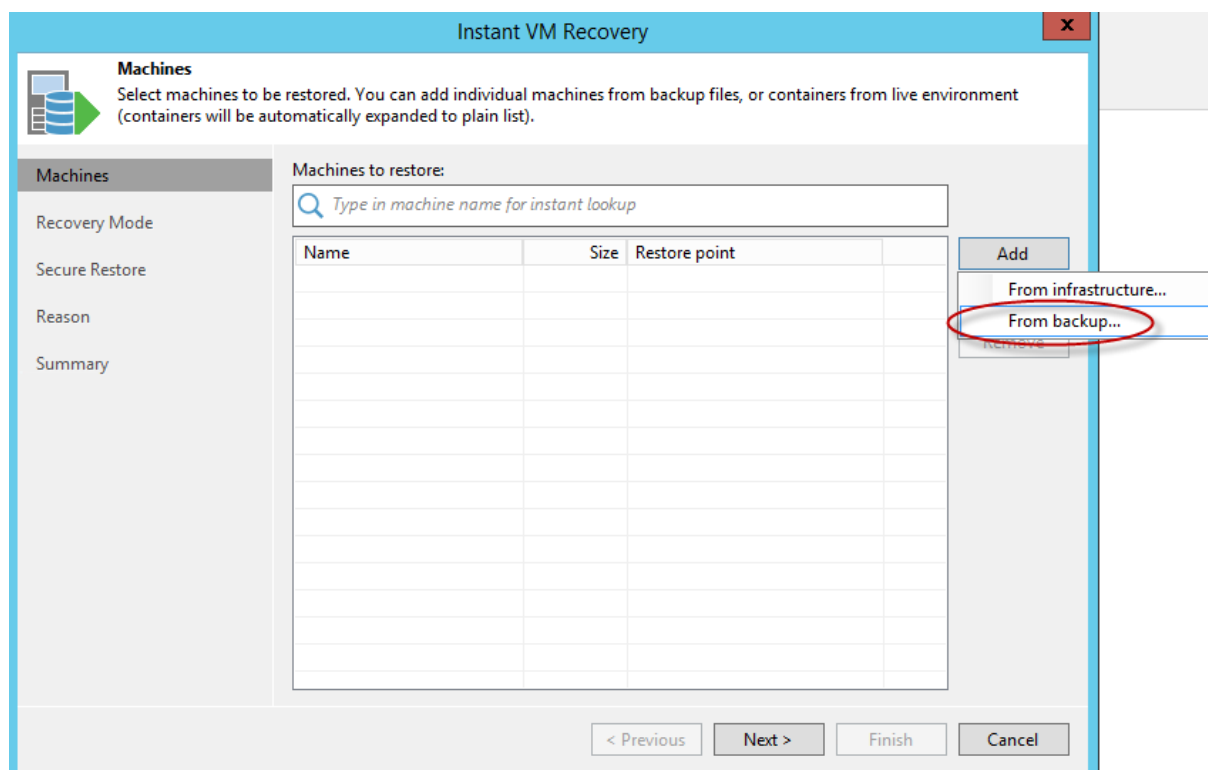
Figure 9-30: Hyper-V – Restore Type



5. Select Entire VM Restore.

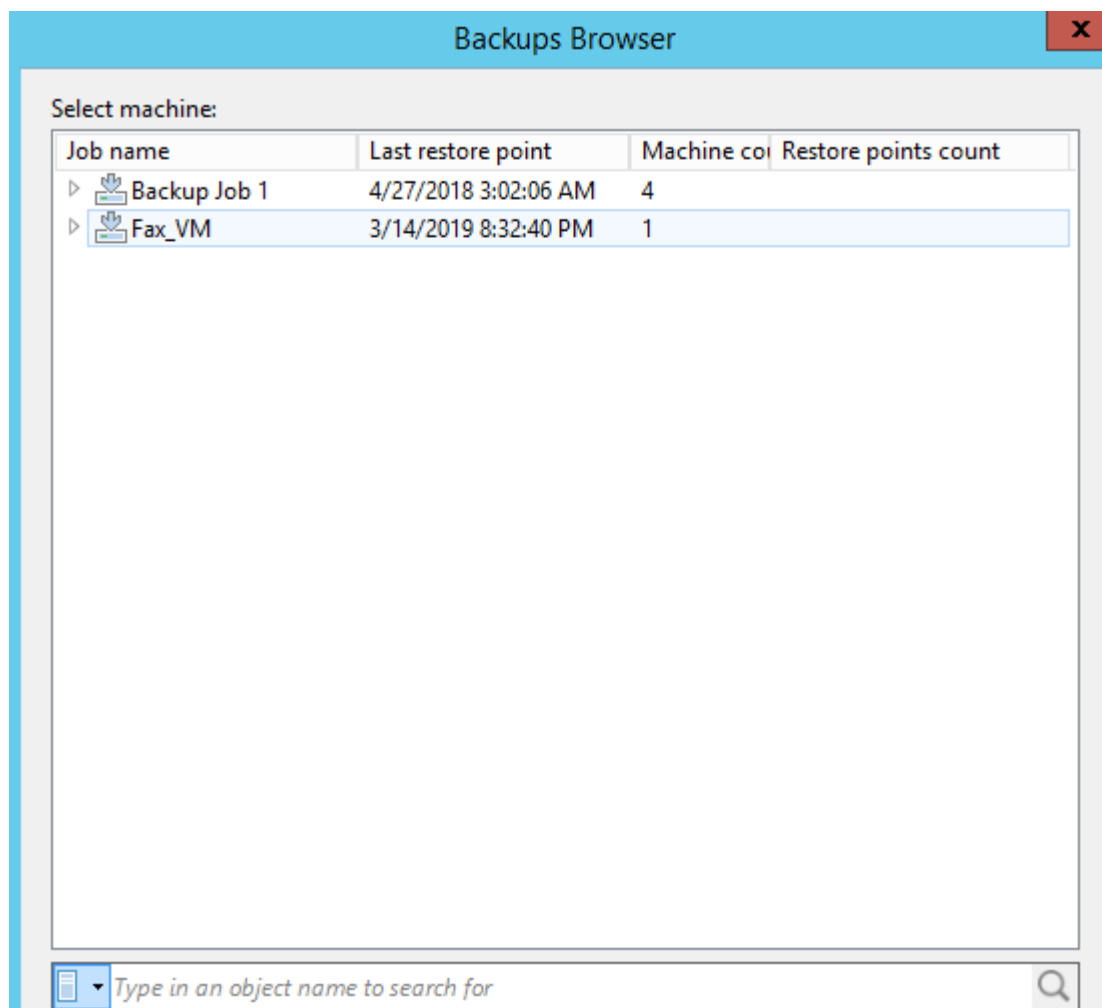
Figure 9-31: Restore from Backup

6. Click **Add**, and then select the **From backup** option.
7. Click **Next**.

Figure 9-32: Full VM Restore Wizard – Virtual Machines

8. Select the server you wish to restore (e.g., Fax_VM), and then click **Add**.

Figure 9-33: Backup Browser



- 9. Click Next.**


Figure 9-34: Full VM Restore Wizard – Virtual Machines

[illegible]

- 10.** Click the **Restore to the original location** option, and then click **Next**.

Figure 9-35: Full VM Restore Wizard – Restore Mode

Full VM Restore

**Restore Mode**
Specify the desired restore mode.

Virtual Machines

Restore Mode

Secure Restore

Reason

Summary

☒ **Restore to the original location**
Quickly initiate the restore of selected VM to its original location, with the original name and settings. This option minimizes the chance of user input error.

☐ **Restore to a new location, or with different settings**
Customize the restored VM location, and change its settings. The wizard will automatically populate all controls with the original VM settings as the defaults.

☐ **Quick rollback (restore changed blocks only)**
Allows for quick VM recovery in case of guest OS software problem, or user error. Do not use this option when recovering from disaster caused by hardware or storage issue, or power loss.

< Previous

Next >

Finish

Cancel

11. Click **Next** to skip the Secure Restore.

Figure 9-36: Secure Restore

The screenshot shows the 'Full VM Restore' wizard window. The title bar is 'Full VM Restore'. The left sidebar has a tree view with 'Virtual Machines', 'Restore Mode', 'Secure Restore' (selected), 'Reason', and 'Summary'. The main area is titled 'Secure Restore' and contains the following text: 'Scan the selected backup for malware, such as computer viruses or ransomware, prior to performing the restore. This requires a compatible antivirus installed on the mount server specified for the corresponding backup repository.' Below this, there are two checkboxes: 'Scan the restored machine for malware prior to performing the recovery' (unchecked) and 'Scan the entire image' (unchecked). The 'Scan the restored machine...' checkbox is expanded, showing two options: 'Proceed with recovery but disable network adapters' (selected) and 'Abort VM recovery' (unselected). Below these, there is a note: 'Continue scanning remaining files after the first malware has been found.' At the bottom right, there are four buttons: '< Previous', 'Next >', 'Finish', and 'Cancel'.

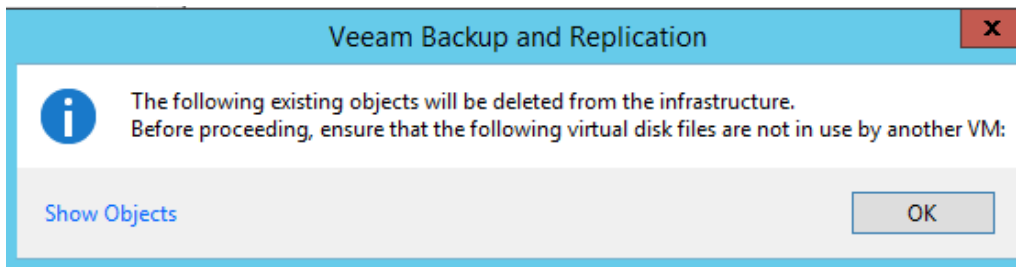
12. Add the **Restore reason**, and then click **Next**.

Figure 9-37: Full VM Restore Wizard – Reason

The screenshot shows the 'Full VM Restore' wizard window. The title bar is 'Full VM Restore'. The left sidebar has a tree view with 'Virtual Machines', 'Restore Mode', 'Secure Restore', 'Reason' (selected), and 'Summary'. The main area is titled 'Reason' and contains the following text: 'Type in the reason for performing this restore operation. This information will be logged in the restore sessions history for later reference.' Below this, there is a large text area labeled 'Restore reason:'. At the bottom left, there is a checkbox labeled 'Do not show me this page again' (unchecked). At the bottom right, there are four buttons: '< Previous', 'Next >', 'Finish', and 'Cancel'.

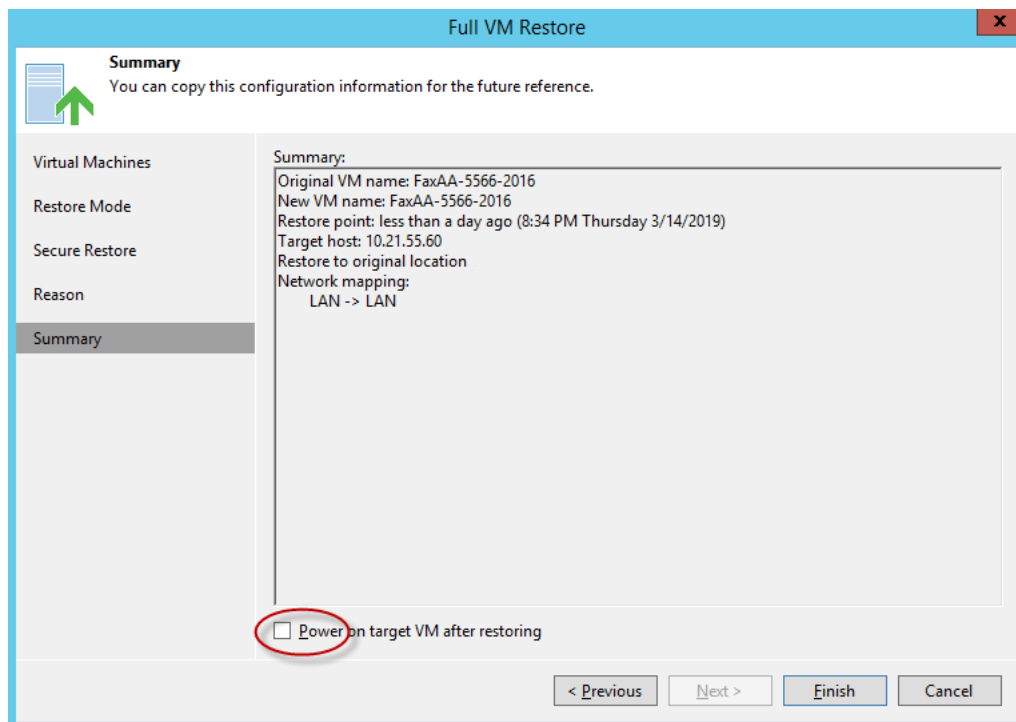
13. Approve to delete the object from the infrastructure.

Figure 9-38: Veeam Backup Replication



14. Make sure the 'Power on VM after restoring' check box is cleared.

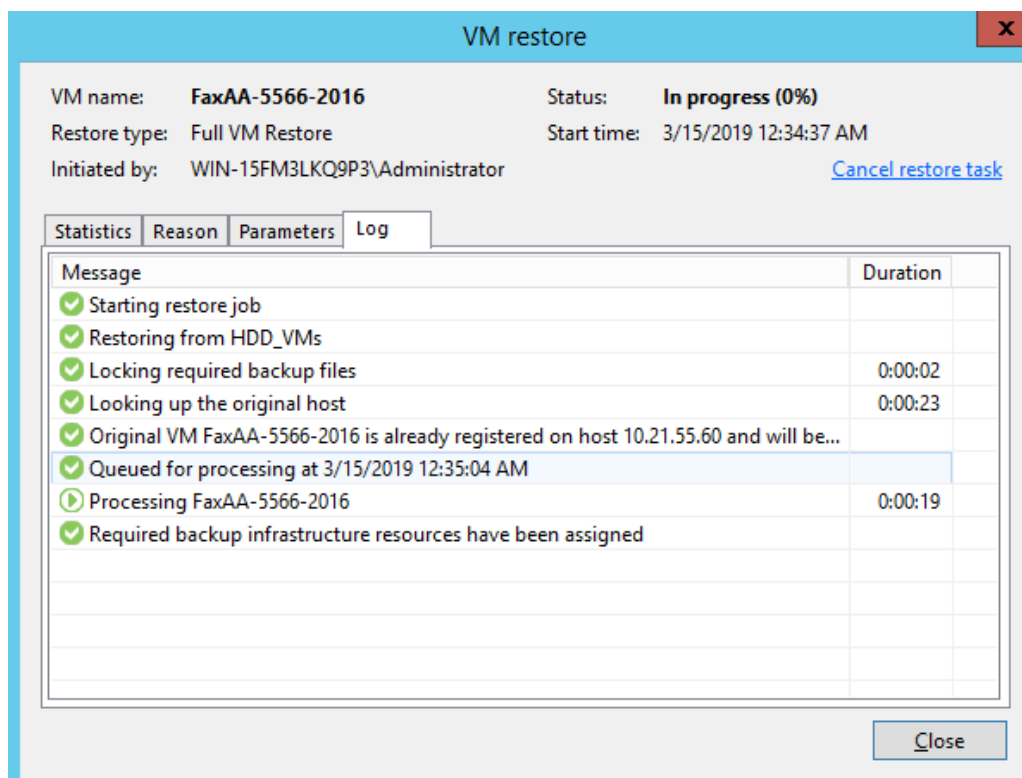
Figure 9-39: Full VM Restore - Summary



15. Click **Finish**, and then wait for the Restore process to end.

16. On the VM Restore screen, click **Close**.

Figure 9-40: VM Restore



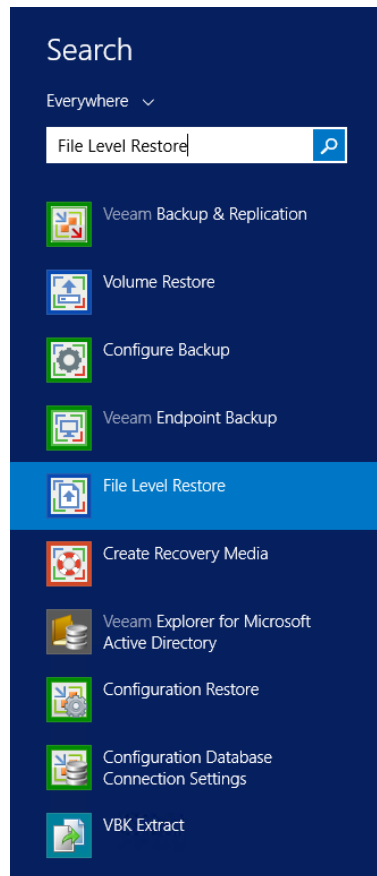
9.9 Restoring D: and E: Drives and Files

If the D: and E: drives were backed up, you need to restore them.

➤ **To restore D: and E: Drives and files:**

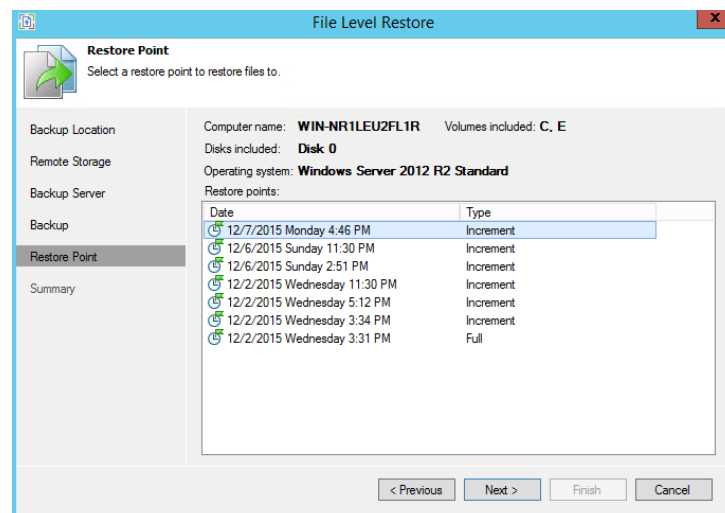
1. From the Veeam main screen, run the **File Level Restore** menu option.

Figure 9-41: File Level Restore



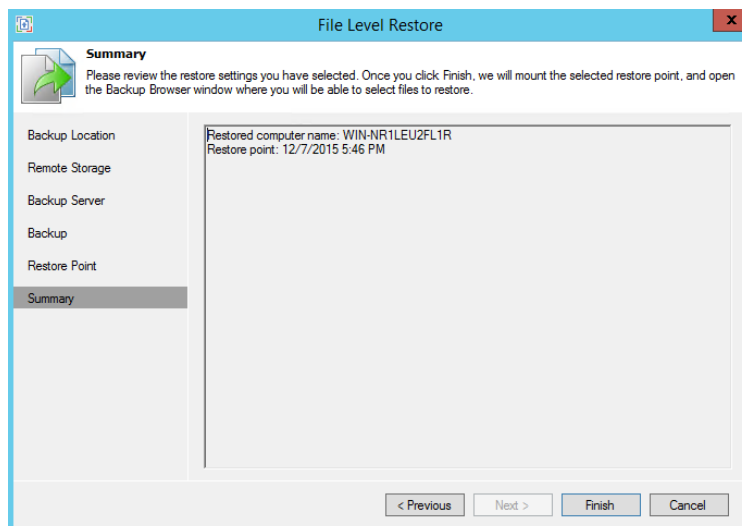
2. Select the restore point, and then click **Next**.

Figure 9-42: File Level Restore – Restore Point



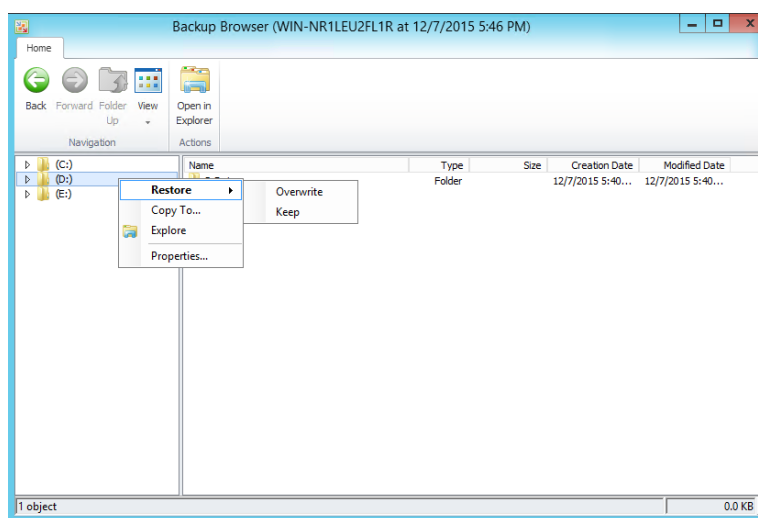
3. Click **Finish**.

Figure 9-43: File Level Restore - Summary



4. On the Backup Browser, select the drive you wish to restore.
5. Right-click the appropriate drive.
6. Select **Restore > Overwrite**.

Figure 9-44: Backup Browser



9.10 Starting the Virtual Domain Controller

If the Domain Controller is a Virtual Machine, it automatically starts in **Safe** mode. If it does not, skip this procedure.

When the Domain Controller boots for the first time, it is actually in Active Directory Services Restore mode as you are booting from a backup file. However it should automatically re-boot.

➤ **To Start the Virtual Domain Controller:**

1. Log in with the Directory services restore mode account (typically .\administrator)
2. Open the command prompt and run the following:

```
bcdedit /set safeboot dsrepair  
bcdedit /deletevalue safeboot
```
3. Re-boot the virtual Domain Controller. It should re-boot in Normal mode.
4. Log in to the Domain Controller with the domain administrator.
5. For more information, refer to the Microsoft Knowledge Base Article below for further details [http://technet.microsoft.com/en-us/library/cc816897\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc816897(WS.10).aspx).

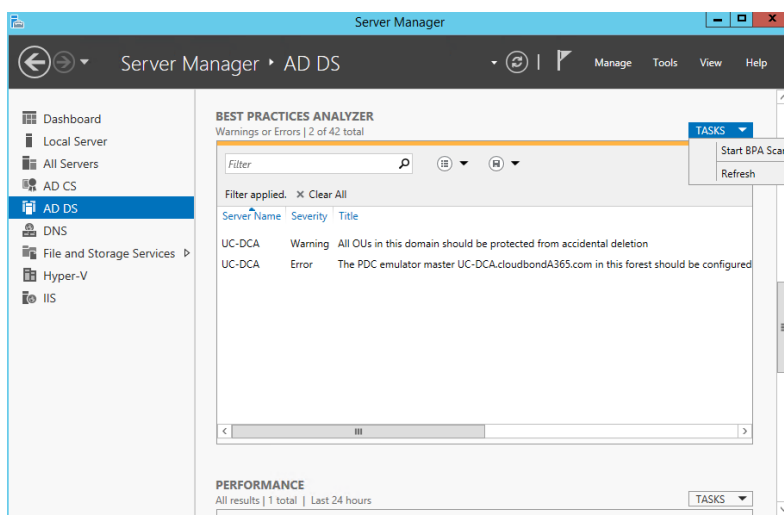
9.11 Restarting the CloudBond 365 Server and Testing the Restore

The procedure below describes the tests the need to perform to validate the restoreLog in and perform the following tests to confirm successful restore. These tests must be done to check that the restore process successfully completed.

➤ **To confirm that the restore process was successful:**

1. Restart the CloudBond 365 server.
2. If the Virtual Machine belongs to the domain, log in to every Virtual Machine as the Domain Administrator. If not, log in as the local Administrator. If a Trust error message appears, reset the computer account using the Active directory.
3. Check that all services are running.
4. Confirm that the date and time are correct and if necessary update them..
5. Check that the Windows License has been activated. If not activate it according to the instructions on the sticker.
6. Log in to SysAdmin and confirm that SysAdmin is working.
7. From the Server Manager, select the **AD DS** menu option.
8. From the 'TASKS' drop-down list, run the Best Practices Analyzer by selecting **Start BPA Scan**. Confirm that there are no errors which are as a result of the recovery.

Figure 9-45: Server Manager



9. From the command line, run the **dclddiag** command on the Domain Controller. All tests should pass (ignore if the MSDFS test fails).
10. One day after the Restore process has completed, confirm that the backup process still works automatically.
11. For BPA / Pool Pairing, run **repadmin /showreps** from the command line and then confirm that the DC was replicated.
12. If the system was installed in Resource Forest mode, confirm that the trust with the company forest is valid.
13. Confirm that the VBR Job has been enabled. If not, re-scan the repository (right-click the repository – and select Re-scan) when finishing enabling the job.
14. Run the backup job and confirm that you are able to backup.
15. One day after the restore, confirm that the backup is still working automatically for the Veeam Agent.
16. Validate that all VMs don't have Checkpoints – in case they have need to delete it.

A Creating the Veeam Recovery Media USB

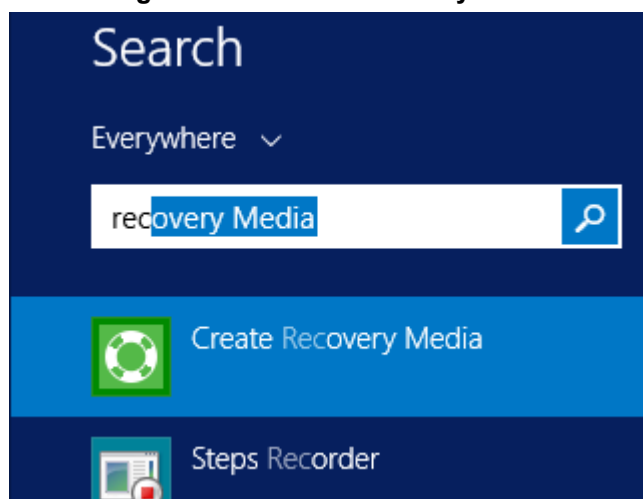
It is recommended to update the Restore Recovery USB that you get with the system, according to the following procedure. It keeps several settings which are relevant for your server (Drivers/IP). The USB minimum required size 4 GB.

This appendix describes how to create a Veeam Recovery Media USB.

➤ **To create a Veeam Recovery Media USB:**

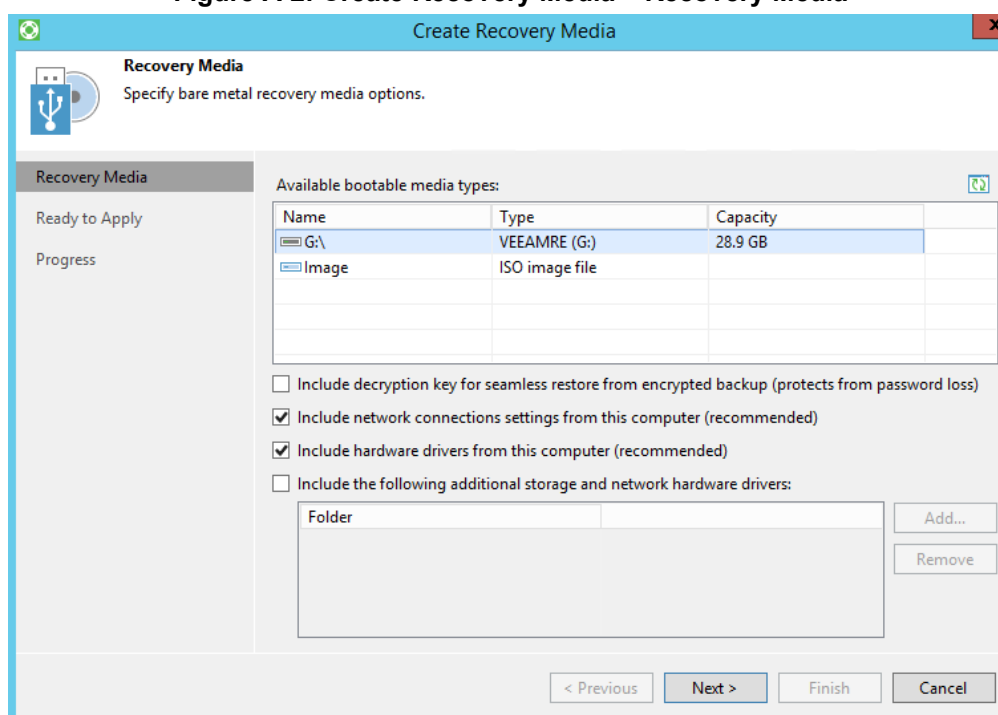
1. Insert the USB in to the CloudBond 365 device.
2. From the Start menu, run the Veeam Create Recovery Media.

Figure A-1: Create Recovery Media



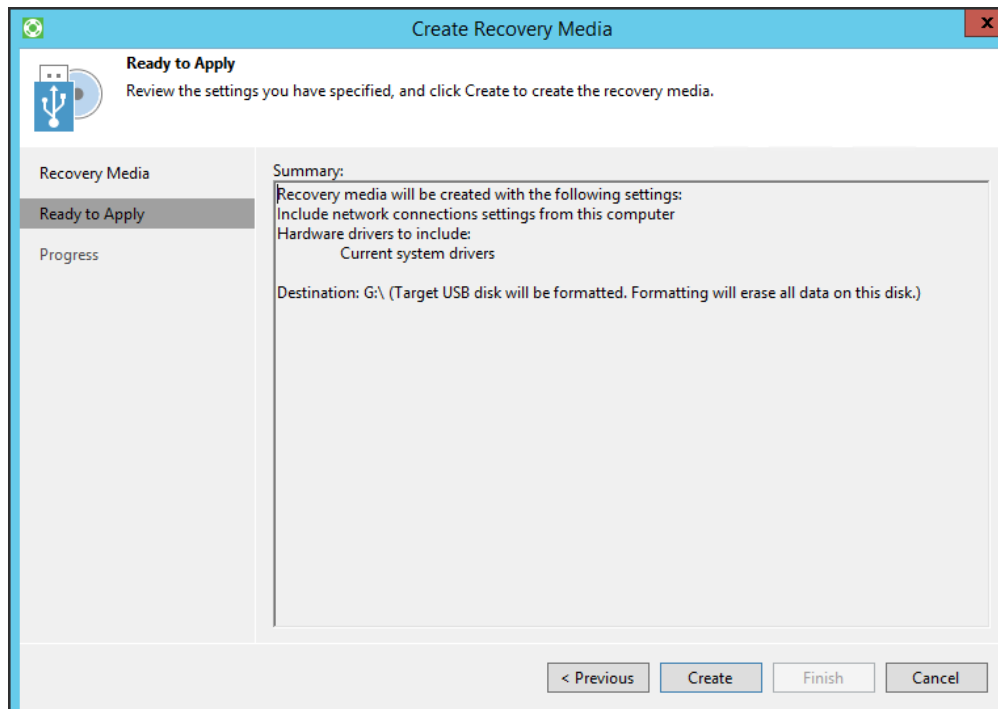
3. On the Recovery Media screen, select the USB drive.

Figure A-2: Create Recovery Media – Recovery Media



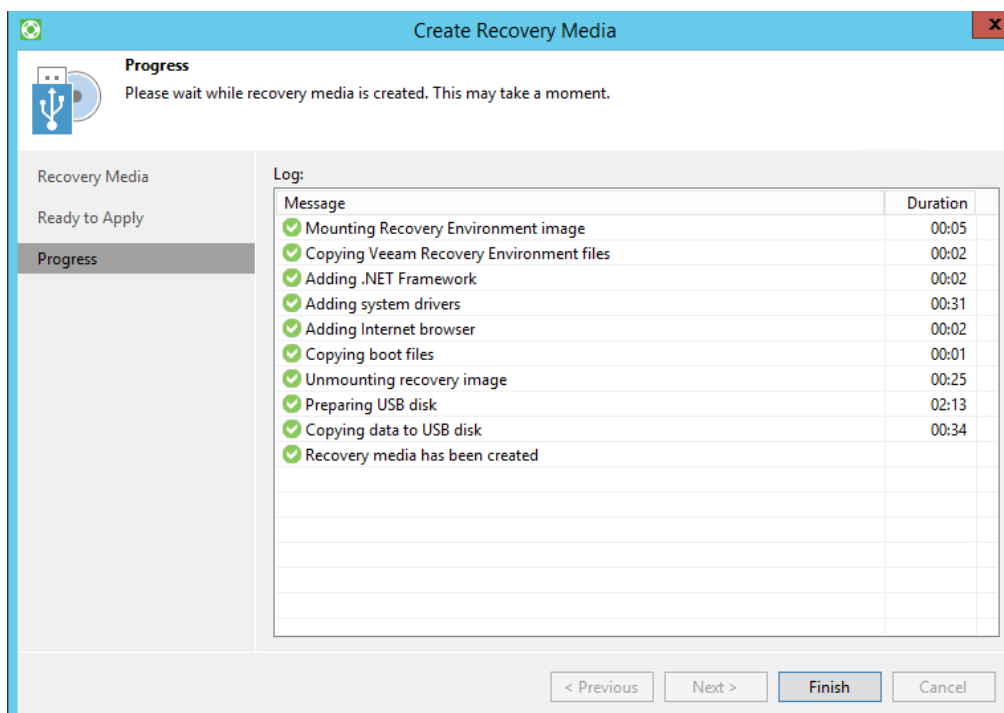
4. Click **Next** until the Progress step is displayed.
5. Approve the prompt to **Proceed**.
6. Click **Create** to make the recovery media.

Figure A-3: Create Recovery Media – Recovery Media



7. When the process has completed, click **Finish**.

Figure A-4: Create Recovery Media – Progress



8. Remove the USB from the device.

B Preparing for Veeam's Software Installation on CloudBond 365 Server

The following must be done before installing Veeam's software on the CloudBond 365 server.



Note: Installing backup may require a server restart.

Before installing Veeam's Software on CloudBond 365 Server, do the following:

1. Decide which backup architecture is required according to the available options.
2. Confirm that all servers are working (up and running).
3. To install Veeam software, you must use the Remote Desktop Connection to the CloudBond 365 and to the Backup server (VBR).
4. Download the software on the VBR server.
5. CloudBond 365 may require Windows updates to support the backup.

This page is intentionally left blank.

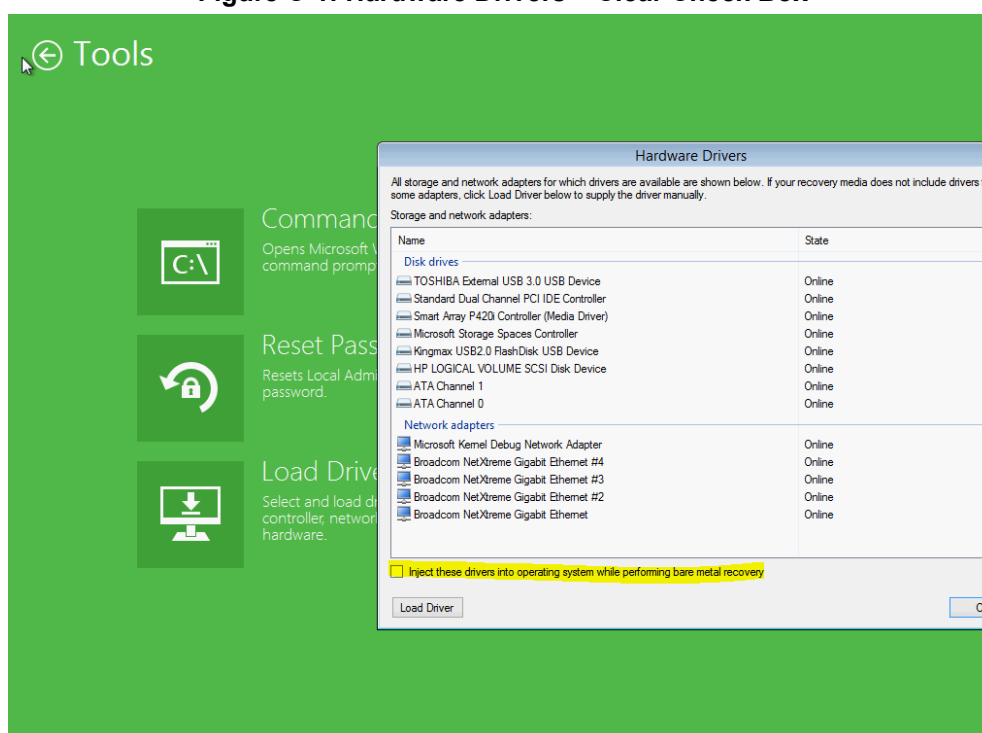
C Troubleshooting

The following provides information to assist you in troubleshooting issues.

C.1 Restoring Host Server using Veeam Agent if no or some Network Cards are Available

Make sure that when you are restoring the Host server using Veeam Agent, you first clear the 'Inject these drivers...' checkbox. If you didn't do this, perform the restore procedure again correctly.

Figure C-1: Hardware Drivers – Clear Check Box



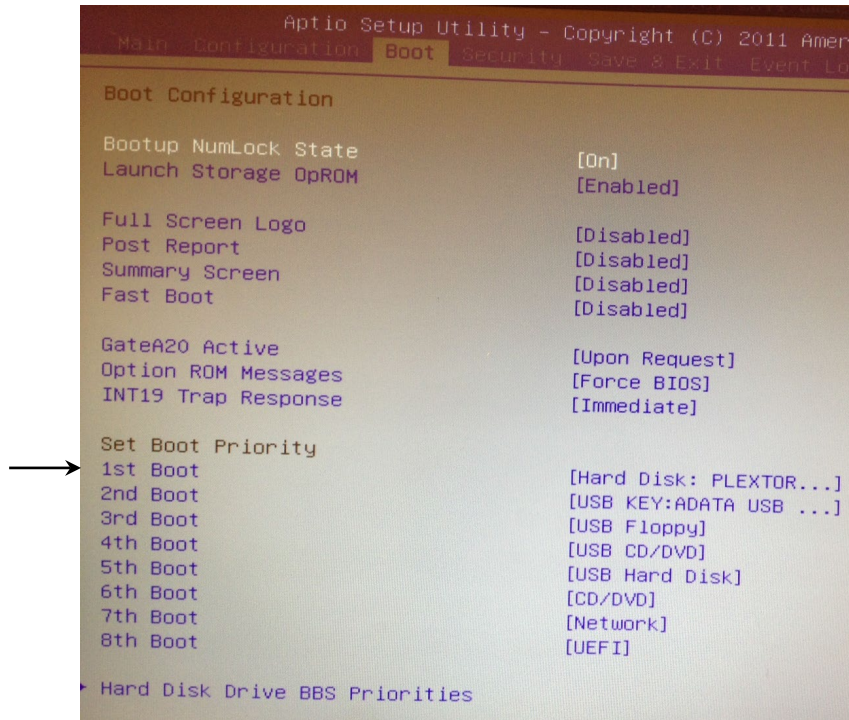
➤ **To restore the Host Server using Veeam Agent if no or some network cards are available:**

1. Open the device manager and enable the 'Shown hidden device' option from the **View** menu.
2. Delete all the network cards which are marked with an error flag.
3. From **Action** menu select the **Scan** option.
4. Ensure that all networks are available now.
5. Restart the server.
6. Define the HyperV virtual switch again, using the same names as was done previously (e.g., LAN and DMZ).

C.2 No Boot Device Error – Setting Boot Priority

If a USB (Key or Disk) is connected to the server, confirm that the boot order in the BIOS is correct and that the hard disk is set as the first priority, as shown in the figure below.

Figure C-2: Hardware Drivers – Setting Boot Priority

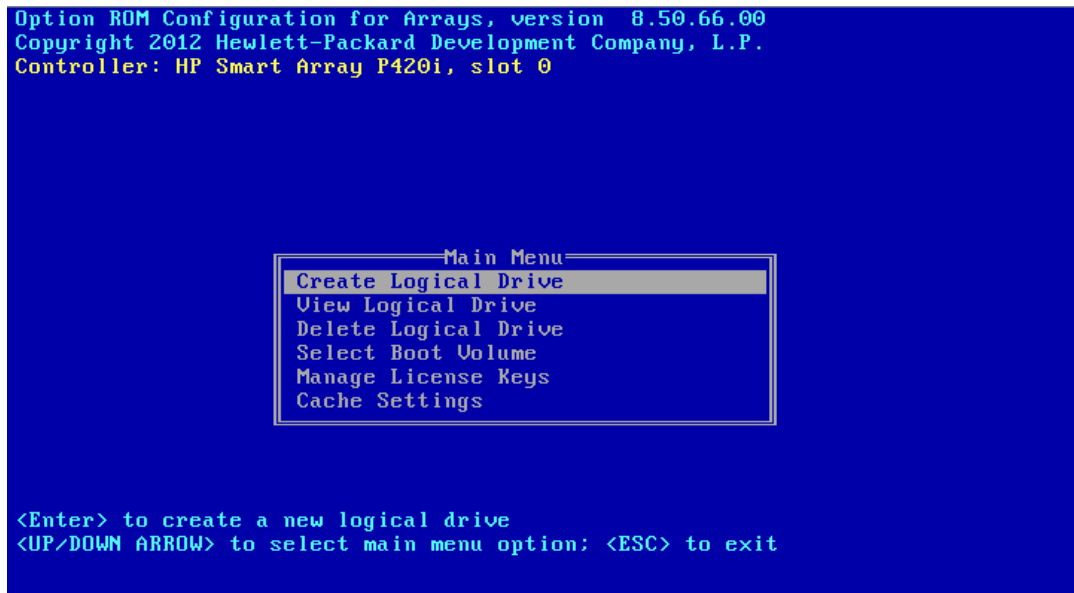


C.3 No Boot Device Error - How to Define Logical Drive and Selecting Boot Volume

This section is relevant only for CloudBond 365 Pro Box and Enterprise Box editions.

- To define the logical drive and select the boot volume:
- Re-boot the CloudBond 365 server, and then press **F8**; the following screen appears:

Figure C-3: Defining a Logical Drive



From this menu you can:

- View a logical drive. For the Pro Box edition, the name of the drive should be **RAID 1**. For the Enterprise Box edition it should be **RAID 5**.
- Delete the current logical Drive
- Create a logical drive
- Select the boot volume

If the RAID setup is incorrect, delete the current one and define the correct one. If you see a Boot Error message, select the boot volume as the logical drive that attaches to the server.

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Website: <https://www.audiocodes.com/>

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