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IaaS Backup Reference Guide

Revision 1.0

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Purpose

The purpose of this document is to provide GreenCloud partners with a catalog of processes pertaining to GreenCloud's IaaS Backup service.

What is IaaS Backup

IaaS Backup takes daily backups of VMs hosted in GreenCloud's IaaS infrastructure, and enables partners and end users to restore files from those backups. Files can be downloaded to a local machine for immediate use, or restored to the live VM in the original location.

IaaS Backup Infrastructure

The IaaS Backup service leverages Veeam Backup and Replication software to take daily backups. This software interfaces directly with vCloud Director to access VMs hosted with GreenCloud, and performs after-hours backups to minimize performance impact. The Backup Enterprise Manager portal enables users to restore files to their live VM, or to their desktop through a local download.

Common IaaS Backup Procedures

Common procedures for IaaS Backup include logging into the Backup Enterprise Manager, downloading file restores, and restoring files to live VMs.

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Backup Enterprise Manager

Accessing Backup Enterprise Manager

The address for each customer's Backup Enterprise Manager instance is dependent on which datacenter holds their hosted VMs. Please see below for a list of Backup Enterprise Manager URLs.

Site	vCloud Director URL	Backup Enterprise Manager URL
Greenville	https://gsp2.grncld.com/cloud/<vOrg>	https://backup.grncld.com/vCloud/<vOrg>
Nashville	https://vcd2.grncld.com/cloud/<vOrg>	https://nashville.backup.grncld.com/vCloud/<vOrg>
Houston	https://houston.iaas.grncld.com/cloud/<vOrg>	https://houston.backup.grncld.com/vCloud/<vOrg>

In order to access Backup Enterprise Manager use the URL at the same site as the vCloud director for the customer's IaaS site. Replace the "<vOrg>" field with the name of the vCloud Org. The name of any customer's vCloud org can be found in vCloud, or by contacting GreenCloud support.

## Adding Servers to IaaS Backup

Before servers are available in Backup Enterprise Manager for restoration, GreenCloud Support must first set up backups for that server. If a server is missing from Backup Enterprise Manager, backups can be set up by submitting a ticket to GreenCloud Support (support@gogreencloud.com).

1. Log In

Navigate to the Backup Enterprise Manager URL as described above, and enter the username and password shared by GreenCloud staff after IaaS Backup was set up. Backup Enterprise Manager credentials can be retrieved by contacting GreenCloud support.
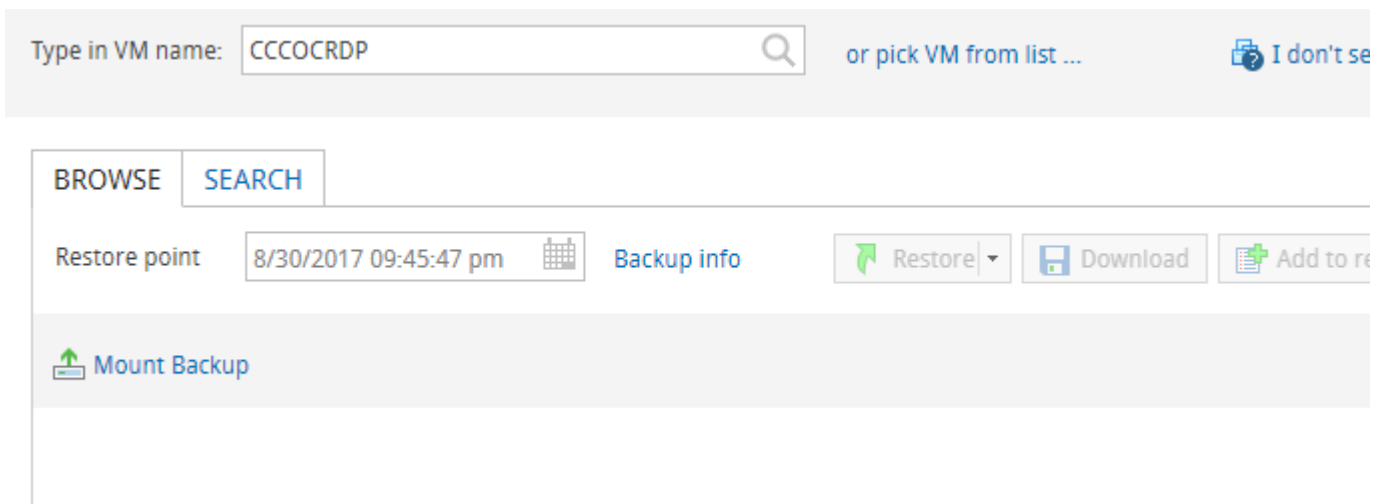
2. Select Server

After logging in, use the search bar (or the "Pick VM from list…" menu) to select the VM from which files need to be restored.
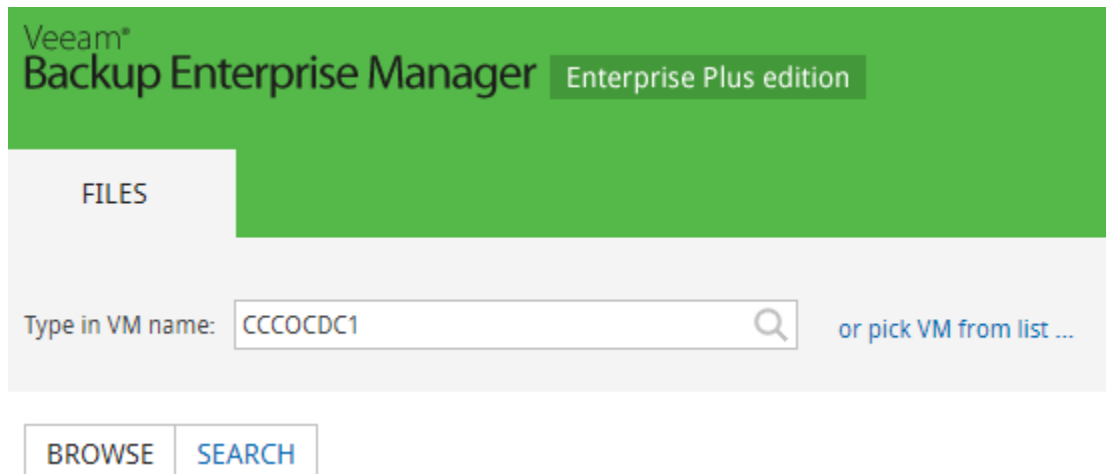
3. Mount Backup

Use the "Mount Backup" button to access the backup file and begin browsing the file tree for each drive on the selected server.

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4. Browse Files

Use the file tree on the left to expand the folder structure for each drive until the desired files are found. If files are missing, try looking in another Restore Point by changing the date in the Restore Point field above the file tree, and mounting the new backup.

5. Download or Restore Files

The files found in the backup browser can either be downloaded locally, or added to the restore list and restored to the live VM. Restores can either replace any current file with the same name, or keep the file on the live VM and rename the restored files. Restored files which are renamed will have a "_RESTORED" suffix.

File Restore Complete

At this point the files have been restored via the appropriate method. If the necessary files are missing from backups or are not restorable for some other reason, a ticket can be filed with GreenCloud support for further assistance.

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Appendix A – Revision History

AUTHOR	DATE	COMMENTS	VER.
Alex Reid	2017-08-31	Initial contributions	1.0