

Server Installation Procedure - Load Balanced Environment

1. Introduction

This document explains a step-by-step procedure in case BackupAgent BV performs an installation of the BackupAgent Server Software on the hardware of a customer. The document also describes which conditions must be met by the customer before BackupAgent can perform an installation.

Note: This specific document applies to the situation where the software is installed on two or more machines.

2. Prerequisites met by customer

A BackupAgent engineer will reserve a time slot for the performance of the installation. This time will be communicated with the customer. Therefore is very important that the following conditions are met by the customer before the BackupAgent engineer starts with the installation procedure.

Note: In case the customer does not meet the prerequisites as described in this document, BackupAgent will not start with or discontinue the installation procedure as soon as this failure is detected.

Note: A discontinued installation is considered to be completed in case no continuation of the installation procedure was possible within four hours after the discontinuation.

2.1 Hardware requirements

The hardware on which the BackupAgent Server Software will be installed must comply with the following minimal requirements:

- 3 Ghz Quad Core or higher/comparable processor
- 4 GB available RAM

- 300 MB of disk space

2.2 Software requirements

The following software must be installed on the machine, before the BackupAgent engineers will start the installation:

- Windows Server 2008 R2 SP1 Standard 64bit or Windows Server 2012 (English language only)
- Latest updates and service packs of Windows
- IIS 7.0
- .Net 3.5 Service Pack 1 and ASP.Net (Windows component)

2.3 Infrastructure requirements

The following infrastructure requirements should be in place:

- Registered DNS name, which resolves to an IP address of the local server
- Internet connection (e.g. ADSL, SDSL) with ports 80 and 443 open
- Mail server available in network, which does not demand authentication

2.4 Configuration

All machines for should be configured as follows:

- All machines should be configured to support a shared IP address using Network Load Balancing (NLB).
- Settings for NLB should be as followed:
 - NLB status of primary machine should be 'started', status on other machines should be 'stopped'.
 - All machines should have a dedicated IP address
 - NLB should be configured as 'multicast'
 - NLB should be configured to run in Class C mode (alternatively, you can choose to go for single IP affinity)

Note: You can use a hardware load-balancer or Linux-based load-balancer alternatively, as long as the 'multicast' and 'single or Class C affinity' requirements are still honored.

2.5 Information required

The customer must provide the following information to BackupAgent:

- The domain name (DNS) (e.g. secure.mydomain.com) or IP address on which the backup services will be hosted, which is equal to the shared IP address used by NLB
- The standard 'BackupAgent Software Partner Form' as provided by BackupAgent should be completed and returned to the BackupAgent (for white label purposes and DNS settings)
- The remote connections for the BackupAgent engineer (including login credentials) to connect to the machine remotely (RDP connection is recommended).
- The location of the first storage location.
- The domain name or IP address of the mail server for outbound e-mails

2.6 Network connectivity

The machine should meet these conditions considering network connectivity:

- A unique domain name should be available on the machine and should resolve to the machine for port 80 and 443.
- The remote connection for the installation procedure should be available for the BackupAgent employee (For RDP connections port 3389 is the default port) (The source IP addresses of BackupAgent are 31.223.163.33 and 83.163.40.89).
- An SSL certificate should be installed on the machine in IIS for the domain name provided by the customer.

2.7 Additional responsibilities

Additional requirements in case of installing the BackupAgent database in an existing SQL Server 2005 instance:

- Additionally BackupAgent can install the BackupAgent database on an existing database instance (single or clustered) on customer's request. For this service additional requirements should be met by the customer:
 - SQL Server 2005/2008 instance installed on Windows 2008 or Windows 2012 machine.
 - SQL Server 2005/2008 instance is available on the network by TCP/IP.
 - Administrative access to this database instance for the BackupAgent support employee and possibility to perform backups and restores on the target SQL Server 2005/2008 instance

Note: In case of installing the BackupAgent Server Software in a load-balanced environment using an existing SQL Server 2005/2008 instance, this instance should not be installed on one of the machines on which BackupAgent Server Software will be installed.

2.8 Other responsibilities of the customer

- The customer makes sure that no other software is installed on the machine before installation. This is especially the case for MS SQL Server 2005/2008.
- The customer also makes sure that no network firewall or security software can interrupt any activities during the installation procedure.
- The technical staff of the customer is available by phone to answer questions of the BackupAgent engineer during the installation procedure.

3. Installation steps performed by BackupAgent

3.1 Default installation

The BackupAgent engineer will perform the following steps during the installation procedure:

1. Installation of the BackupAgent Server Software
2. Copy and install SSL certificates from primary machine to other machines
3. Installation of database on primary machine
4. Installation of the Software license
5. Configuration of the settings as specified in the 'BackupAgent Software Partner Form'

6. Copy settings of primary machine to other machines
7. Set NLB status of all machines to 'Started'.
8. Acceptance test for a single test user, to test the configuration:
 1. Creation of an test user account
 2. Connecting to the Server installation with the Online Backup Client over the internet, while using the test user account.
 3. Receipt of an email report (sent by the Backup Server)

3.2 Additional steps for installing in existing SQL Server instance

1. Backup the 'CloudBackupService' database on the primary machine, including logins and ownership.
2. Restore the 'CloudBackupService' database on the target existing SQL Server 2005/2008 instance.
3. Change settings on all machines to access the 'CloudBackupService' database on existing SQL Server 2005/2008 instance.

4. Result and delivery by BackupAgent

BackupAgent will deliver a fully operational Backup Server. The following is meant by 'fully operational':

- All steps as specified above have been completed successfully
- In a browser on the local machine, the Management Console is visible when browsing to 'https://localhost/managementconsole' and logging in to this Management Console as an Administrator
- One created test-user is visible in the Management Console.

5. Statement of Work

A Statement of Work is provided by BackupAgent to the customer summarizing the installation activities.

Note: The customer has 5 business days to respond to this Statement of Work in order not to accept the delivery of the installation. If BackupAgent has not received negative feedback within 5 business days after the installation, the installation is considered accepted.

6. Additional remarks

BackupAgent offers additional consultancy, for many purposes, for example for helping to integrate the Server Software in existing infrastructure and databases. Consultancy hours are available, on site or remote. Please look into our pricing sheets for the prices.