

Server Installation Procedure

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 one machine.

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
- 8 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 2012 (English language only)
- Latest updates and service packs of Windows
- IIS 7 or IIS 8
- .Net Framework 3.5 Service Pack 1 and ASP.Net (Windows component)
- .Net Framework 4.5

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, with or without authentication

2.4 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.
- The standard 'BackupAgent Software Partner Form' as provided by BackupAgent should be completed and returned to the BackupAgent.
- 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

2.5 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 of BackupAgent is 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.

2.6 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

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

1. Installation of the BackupAgent Server Software
2. Installation of the Software license
3. Configuration of the settings as specified in the 'BackupAgent Software Partner Form'
4. 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)

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.