



Syneto OS User Guide

Version 4.0.1

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DEFAULT USERNAMES AND PASSWORDS

Thank you for using a Syneto product. For a quick reference, are the default usernames and passwords for the various management interfaces.

ESXi management interface

Username: root

Password: syneto123

SynetoOS management interface

Username: admin

Password: admin

IPMI management interface

Username: ADMIN

Password: ADMIN

ABOUT THIS PRODUCT

What is it?

Syneto HYPER is a modern hyperconverged product specifically designed for the needs of the small and medium business. It features built-in virtualization (using industry leading hypervisor ESXi), NAS file sharing (SMB for Windows networks and AFP for Mac networks) and an embedded backup and disaster recovery service that protects both virtual machines and datastores. The operating system is called **SynetoOS** and it runs as a controller VM on top of the hypervisor.

Version

This document is for SynetoOS version **4.0.1**.

Document updates

As we release new software versions and learn more about the way our customers use HYPER and SynetoOS, we update and expand the documentation with new chapters and new information.

To download the latest version of the product documentation, we highly recommend that you periodically check the Central¹ account associated with your HYPER machine.

Product licensing

HYPER does not require the explicit installation of Syneto license files. The product is automatically activated based on your support subscription by our Syneto Central server at the first time you log in. See [Activate using a Central account](#) for more details.

NOTE: You will need to procure and install a VMware vSphere license. **vSphere essentials** is the minimum required license.

VMware vSphere support

Syneto products integrate both with standalone ESXi servers and within VMware vCenter deployments.

Each Syneto HYPER comes with an ESXi local hypervisor and it can serve data to any other VMware ESXi from your existing network (standalone or in or vCenter clusters).

From now on, we will refer to the ESXi or vCenter as "vSphere". For example "**vSphere management interface**" will refer to either ESXi or vCenter configuration interface. When a distinction is necessary, the document will refer to the particular product.

¹ The official Syneto support portal: <https://central.syneto.eu>.

GATHERING REQUIRED INFORMATION

Before starting to use Syneto HYPER, there are several pieces of information you need to acquire:

- A valid serial number for VMware vSphere
- Networking settings for the hypervisor and controller VM
- Credentials for accessing existing ESXi hosts or vCenter servers
 - If you want to host on HYPER datastores for existing hosts
- Active Directory credentials
 - For creating SMB shares in a Windows network

vSphere license

HYPER machines come preinstalled with a temporary ESXi license (valid 60 days) and you need to install a final VMware license for continued use of the product. While the temporary license is active, all product features are enabled. During this time frame, you should contact the person administering your VMware licenses, and ask for a **vSphere essentials** license key.

NOTE: The format of the license is: XXXXX-XXXXX-XXXXX-XXXXX-XXXXX.

More information about how to use the vSphere license can be found in the chapter [Install ESXi license](#).

IP addresses

To function properly, HYPER needs three IPs in the management network. These can be self-assigned via DHCP, or they can be statically configured. If you don't have a DHCP server on your network, ask your network administrator for the following IP addresses:

- Allocate three IPs in the **management network**, for:
 - IPMI (machine management)
 - ESXi (hypervisor management)
 - SynetoOS (controller VM)
- **DNS server** IP address - you can configure between one and three DNS servers in the management network.
- **Gateway** IP address - you will need this to access the UI and the Central Portal

NOTE: HYPER uses an internal virtual network (172.16.254.1/24) for communication between the controller VM and the hypervisor. Changing this network is not recommended.

vCenter and ESX hosts credentials

HYPER can provision datastores for an unlimited number of existing ESXi hosts: both standalone and managed by vCenter. To provide storage for ESXi/vCenter, you will need for the following informations:

- IP address / hostname
- Username
- Password

When adding a vCenter, you will be able to mount the datastores on all the ESXi hosts on that vCenter.

For more information about connecting to vCenter, can be found in the [Join vCenter](#) chapter.

Active Directory credentials

You need Active Directory credentials for provisioning SMB shares in a network managed by Active Directory.

You will need to get from your system administrator the following information:

- Domain name

NOTE: The domain name is case sensitive.

NOTE: The format is: `domain.mycompany`.

- Domain controller (a server that responds to security authentication requests within the Windows Server domain)

NOTE: The format is: `dc.dn.mycompany.com`. Alternatively, an IP address can be provided.

- Username - for a user with sufficient privileges to add computers to the domain
- Password

More information about when and how to configure Active Directory integration can be found in the [Shares](#) chapter.

ACTIVATE THE WEB MANAGEMENT INTERFACE

Administration of the appliance is performed via one of the web management interfaces. There are three interfaces:

- **IPMI:** through this interface you can connect to the ESXi console, the same way as if you connected a monitor and keyboard to the machine. You can change the ESXi password or network configuration. In case of a reinstall, you can attach the SynetoOS ISO and start the installation from your desk.
- **ESXi:** from this interface, you can create new virtual machines and upload ISOs. You can power off, power on or suspend a virtual machine. You can also mount iSCSI volumes.
- **Management VM:** the SynetoOS interface. You can monitor and provision datastores for virtual machines, AFP and SMB shares and iSCSI volumes. You can also backup these entities and replicate them to be able to recover in case of a disaster.

This chapter describes the activation procedure for each of the interfaces. The detailed sequence of steps is the following:

1. Get physical access to HYPER using monitor and keyboard
2. Activate the ESXi web console
3. Configure basic networking of the management VM
4. Activate machine with online Syneto Central service
5. Get access to the HYPER Management VM web console.
6. Activate IPMI remote system management interface

Access ESXi web console

After your Syneto HYPER is connected to the physical infrastructure, power it on and attach a monitor and a keyboard. The monitor will display the ESXi console.

Press **F2** and enter the default ESXi username and password (username: `root`; password: `syneto123`). A menu will open, where you can modify different options, set a new password, take troubleshooting actions and more.

At this point you can configure static ESXi networking (recommended).



```
VMware ESXi 6.5.0 (VMKernel Release Build 5310538)
VMware, Inc. VMware Virtual Platform
4 x Intel(R) Xeon(R) CPU E5-2618L v2 @ 2.00GHz
16 GiB Memory

Download tools to manage this host from:
http://syneto-esxi-039a3038/
http://192.168.5.20/ (DHCP)
http://[fe80::250:56ff:fe87:7a10]/ (STATIC)

<F2> Customize System/View Logs
<F12> Shut Down/Restart
```

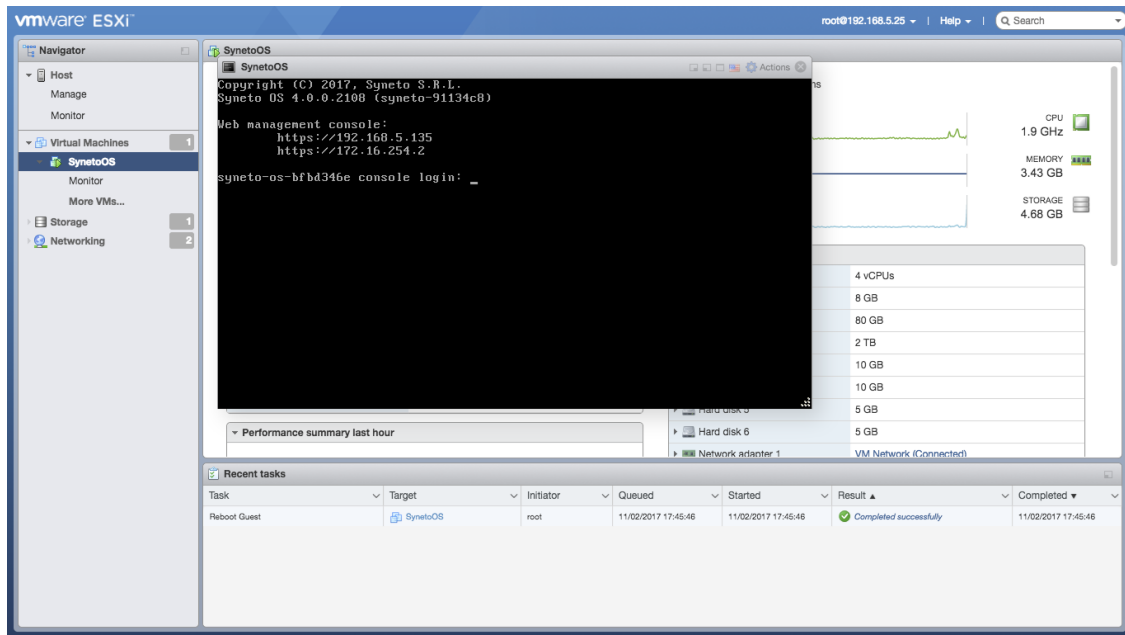
On the ESXi console, you can see the IP address to the ESXi UI. Insert the address in a browser (of your choice) and log in to the UI with the default credentials (default username: `root`; password: `syneto123`).

You now have access to the ESXi web console.

Note: For more information about ESXi configuration, please review the [Configure ESXi networking](#) chapter.

Configure basic Management VM networking

After accessing the ESXi web console, go to *Virtual Machines* → *SynetoOS*. Open its console and log in with the default credentials (username: `admin`; password: `admin`). If DHCP has been enabled on your network, you will see that there are already two IP addresses assigned to the SynetoOS virtual machine. If HYPER was connected to a network without a DHCP server, only the internal network will be configured (`172.16.254.2`).



If you do not have DHCP, or want to override the default values for IP, DNS and gateway, run the following commands:

```
net ip edit vmxnet3s0 address <IPv4_address>/<netmask>
net dns add <IPv4_address>
net gateway set <IPv4_address>
```

To review the current settings for IP, gateway and DNS, run the following commands:

```
net ip show
net gateway show
net dns show
```

Take a note of the IP for `vmxnet3s0` as we'll be using it later on.

Finally, let's configure the domain name:

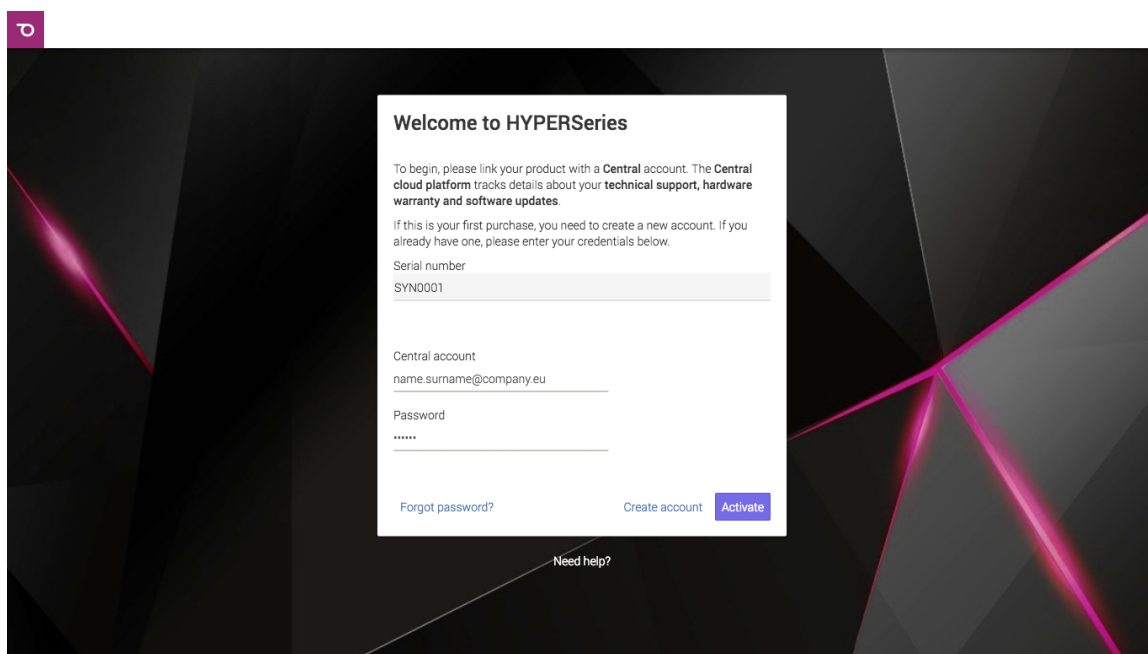
```
net dns setdomain <domain>
```

At this point, we can access the management VM web interface at `https://<IP_address>`. The IP is the one configured for `vmxnet3s0`. At the login screen, enter the default credentials (user:admin; password: admin).

Activate the appliance

Every product has an attached support service, which entitles it to software updates and remote technical support. This support service is managed using an online portal called Syneto Central.

When you try to log in for the first time on the management VM, a Central account activation screen will appear. This chapter shows you how to activate your product.



NOTE: Log in to the management UI is not possible without registering the product to Syneto Central first.

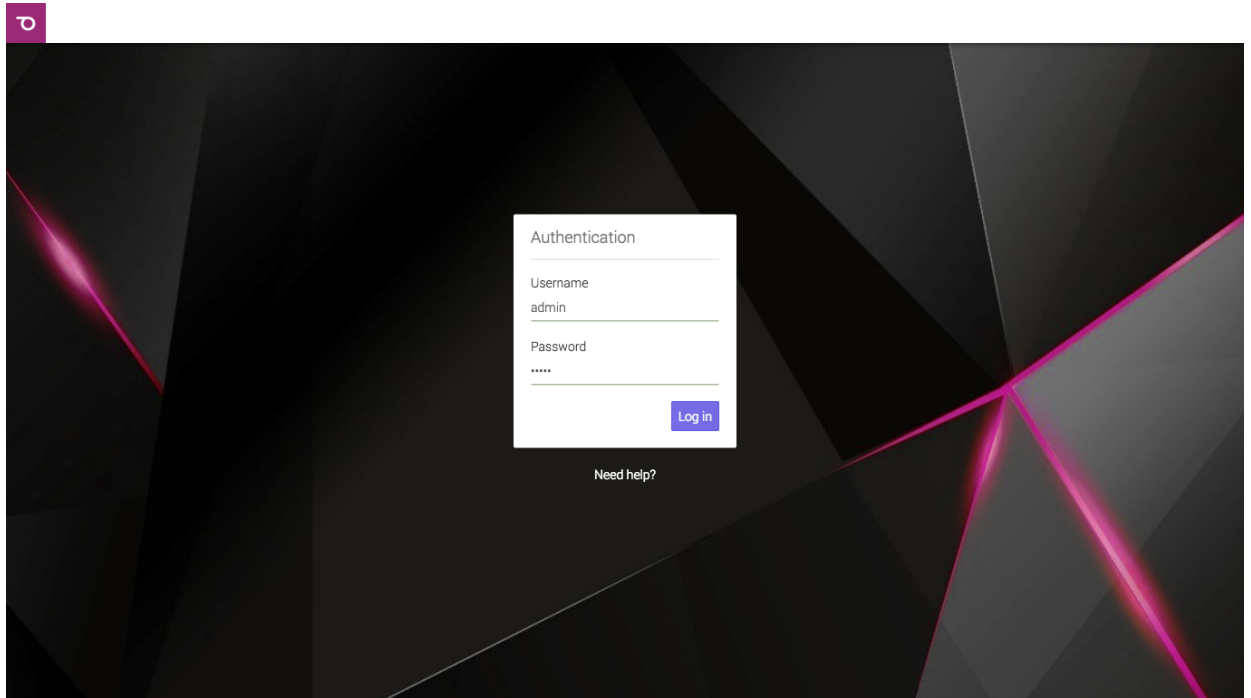
Upon receiving your Syneto HYPER, it will already be registered with Central, but in order to work on it you must create a Central account. Please read [Appendix A](#) to learn how to create a Central account.

After creating the account, enter its email address and password and click *Activate*.

After the product is successfully activated, you will be able to log in to the management interface. If the activation fails, it's likely that HYPER can't connect to the Central online service. Please make sure that a valid DNS and gateway are configured, and that there are no firewall rules blocking the access to `central.api.syneto.eu` on port 443.

Access the management interface

Go to any browser you want and write the management IP address using the default credentials (user: `admin`; password: `admin`). At this point, you should have already activated your product with Central, as shown in the chapter above.



Configure using IPMI

Each Syneto HYPER comes with IPMI (or similar) remote management support.

In order to have access to the IPMI interface, make sure a network cable is connected to the IPMI ethernet port.



The IPMI interface will acquire a network address over DHCP.

Make sure a display is connected to the Syneto HYPER and note the management IP address shown during boot. See bottom right in the image below: `BMC IP:`



Default credentials

Once you know the IP, open a browser on your computer, and connect to it over the HTTP or HTTPS protocol. The default IPMI credentials are: `ADMIN/ADMIN` (all caps).



Management interface main components



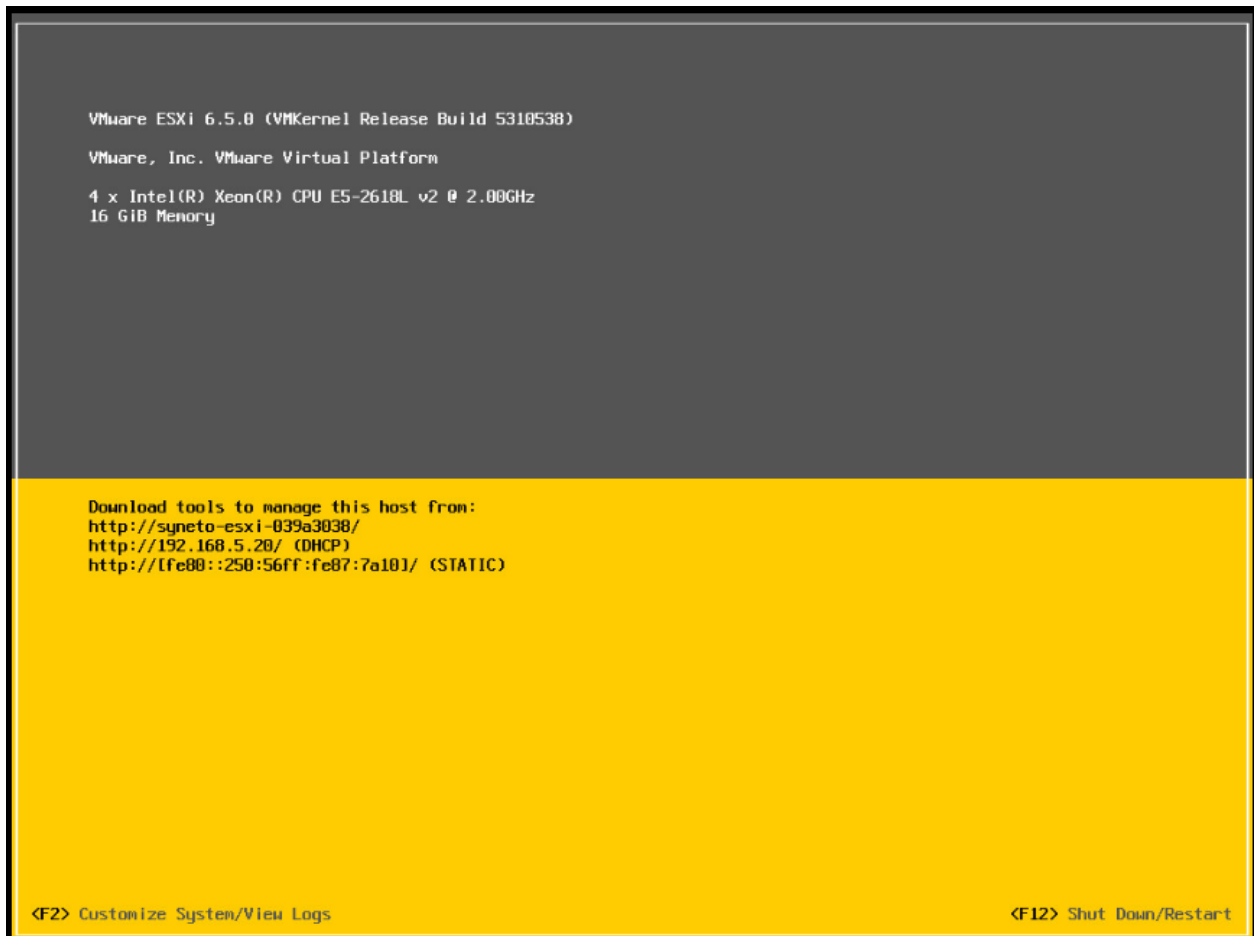
These are the main components of the management interface:

1. **Main menu** - contains the most important items related to the Syneto HYPER management. Expect to use it frequently.
2. **Action bar** - presents actions related to the current page, and a set of notifications on the right for update, alarms, expired license, missing central connection. Finally there is a button to open the secondary menu.
3. **Secondary menu** - expect to find here the rarely used options. We included the things that you will usually do once.
4. **Main area** - the biggest portion of the screen is dedicated for the area where you will be performing all the administrative tasks of the HYPER machine.

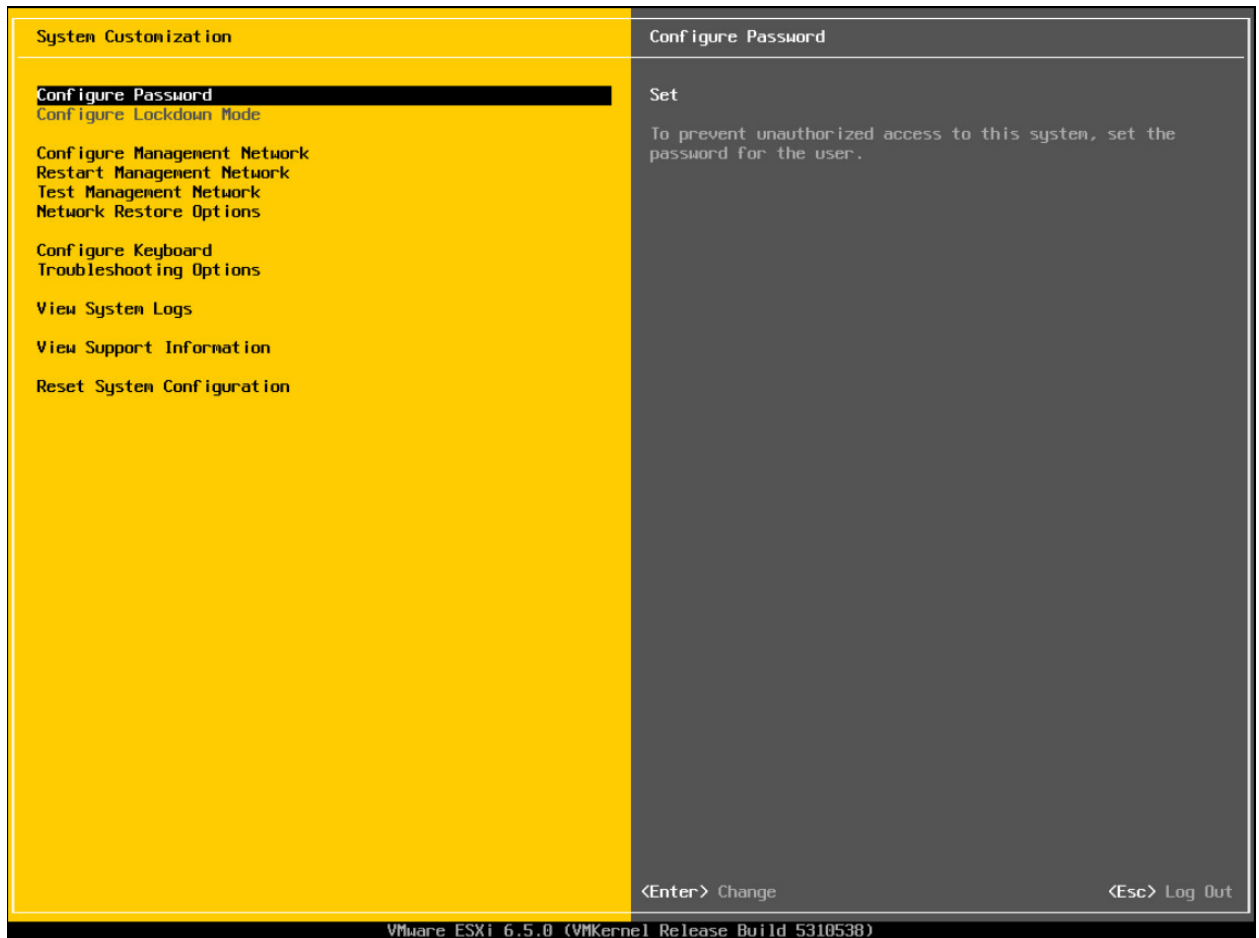
INITIAL CONFIGURATION

Configure ESXi networking

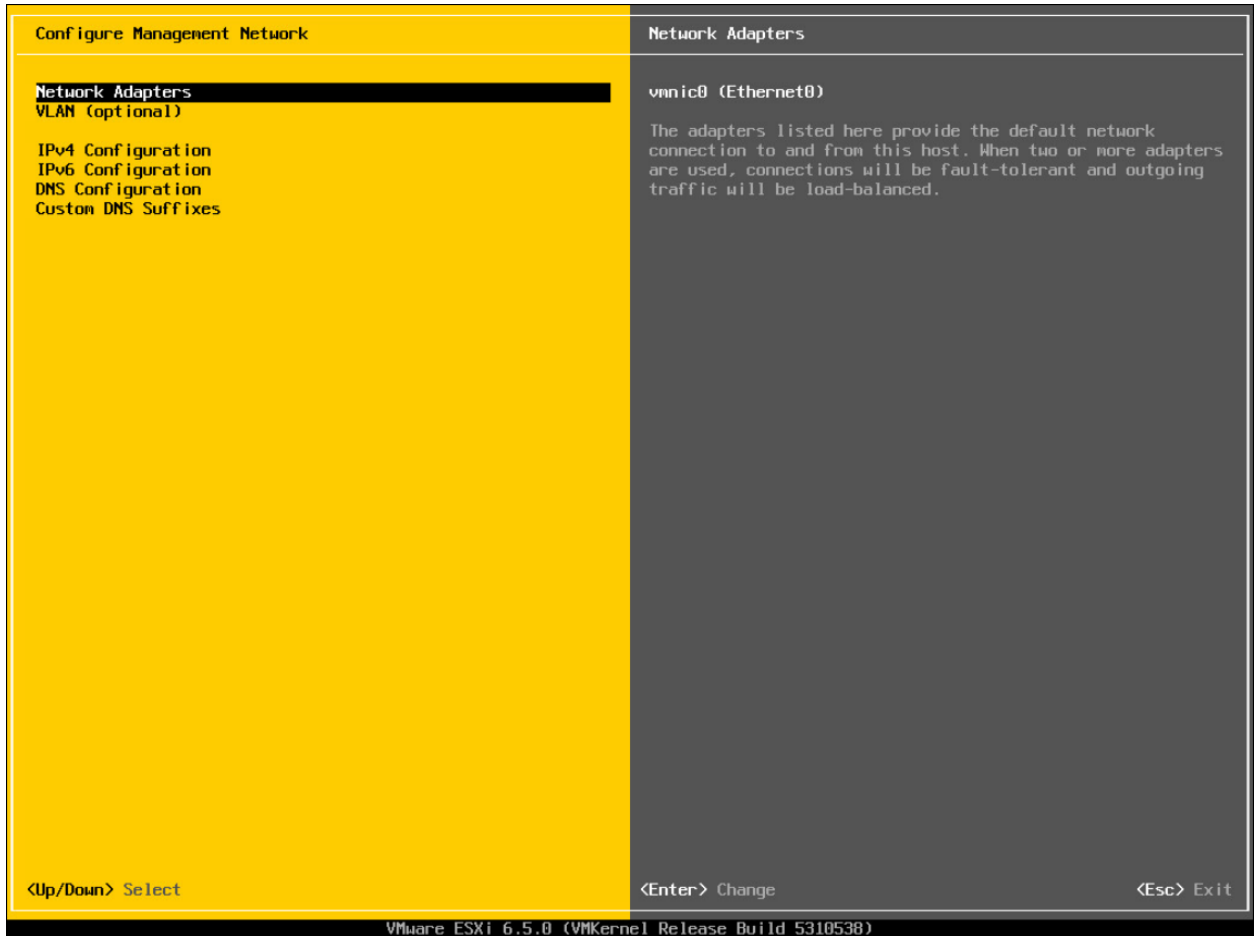
Access the ESXi console. This can be done by manually connecting a monitor and keyboard to the physical machine or through IPMI.



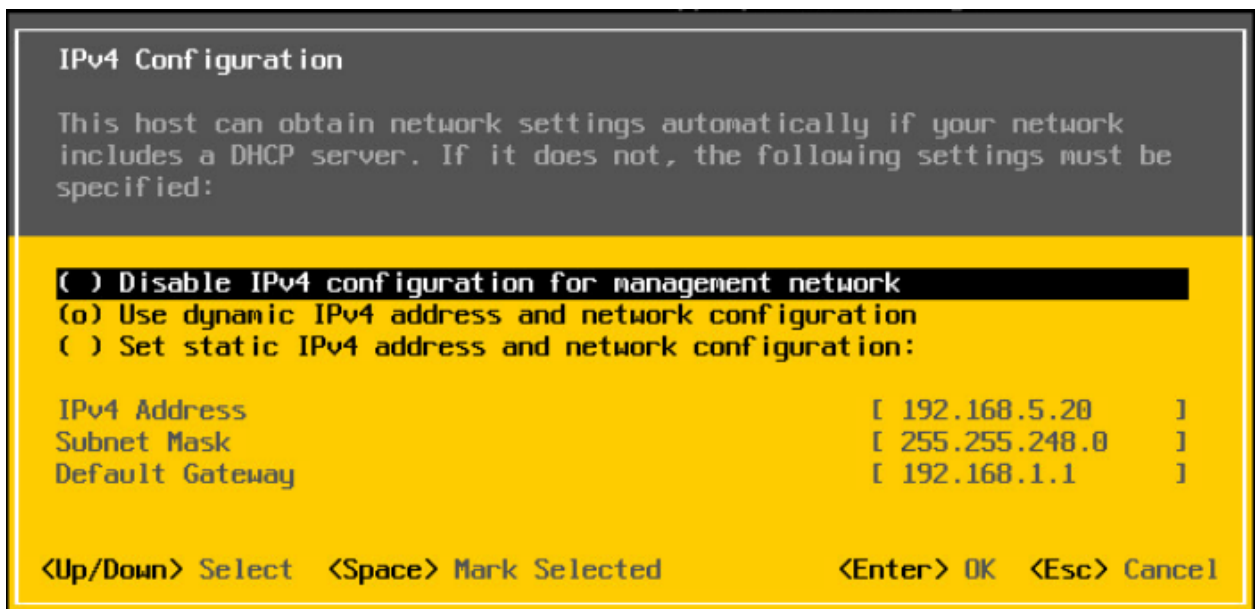
Press *F2* and then enter the *username* and *password* of the ESXi. A menu with different actions will open.



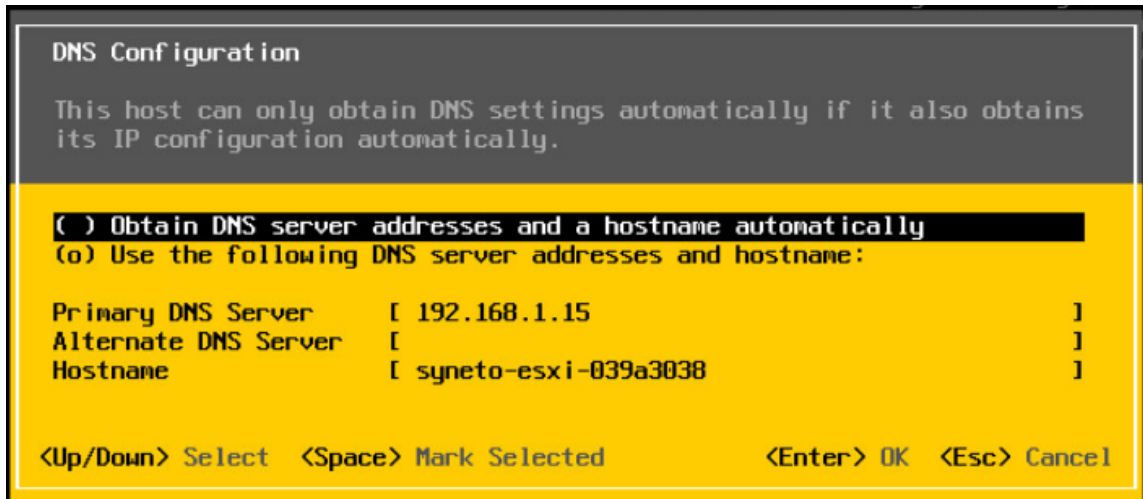
Select *Configure Management Network* and press *Enter*. A menu with network configuration options will open.



Select *IPv4 Configuration* and press *Enter*. A dialog for IPv4 Configuration will open.



You can select a dynamic or static IP. By default, the dynamic IP option is selected. Also, the *gateway* can be set from this dialog. After you have finished configuring , press *Enter* to save and exit. Select *DNS Configuration* and press *Enter*.



```
DNS Configuration

This host can only obtain DNS settings automatically if it also obtains
its IP configuration automatically.

( ) Obtain DNS server addresses and a hostname automatically
(o) Use the following DNS server addresses and hostname:

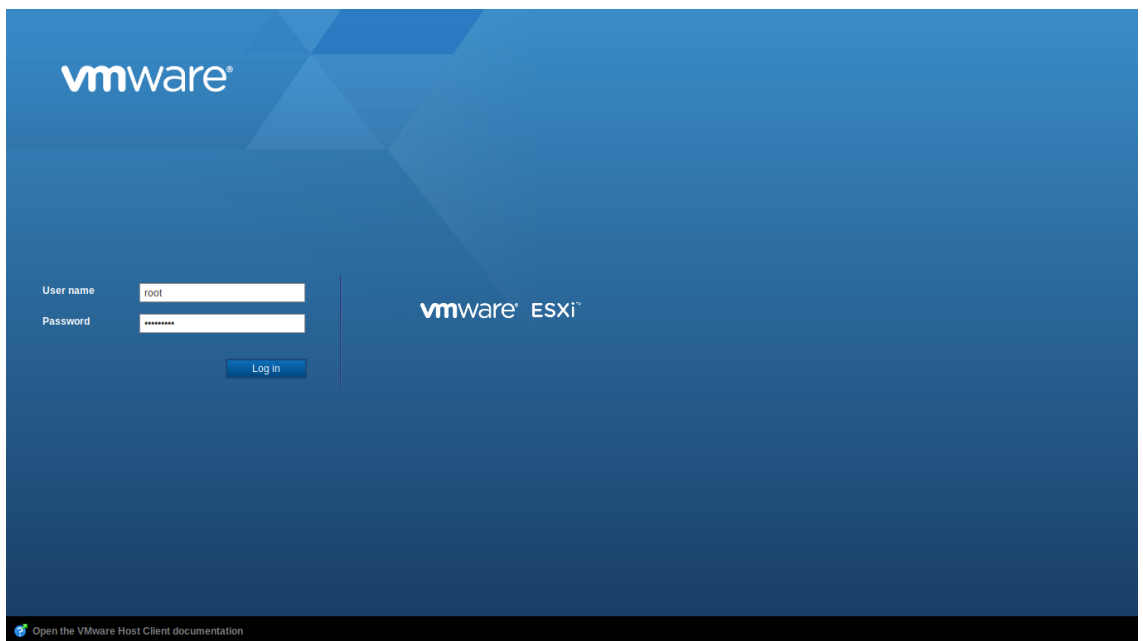
Primary DNS Server      [ 192.168.1.15          ]
Alternate DNS Server    [                    ]
Hostname                [ syneto-esxi-039a3038 ]

<Up/Down> Select  <Space> Mark Selected      <Enter> OK  <Esc> Cancel
```

You can select a dynamic or static DNS and hostname. If you select static, fill the *Primary DNS Server* and *Hostname* fields. The *Alternate DNS Server* field is optional. Press *Enter* to save and exit.

Install ESXi license

Go to the ESXi management interface. Log in with your username and password.

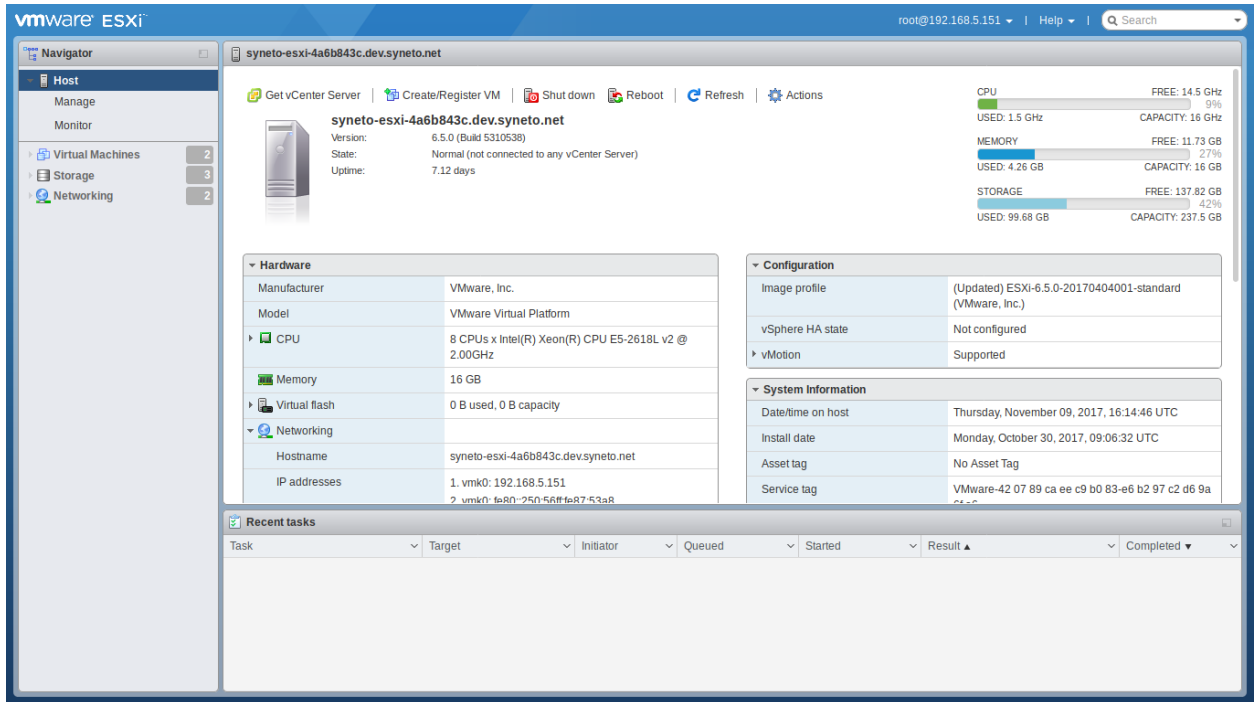


```
vmware

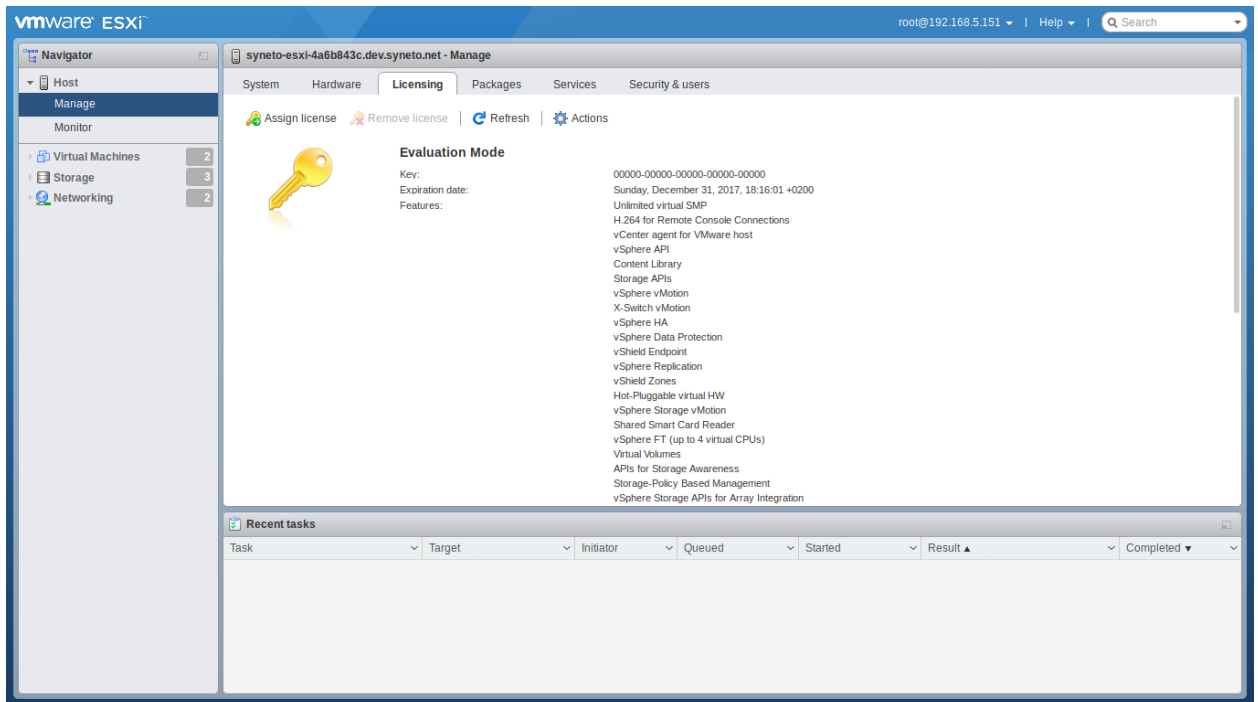
User name: root
Password: *****
Log in

vmware ESXi

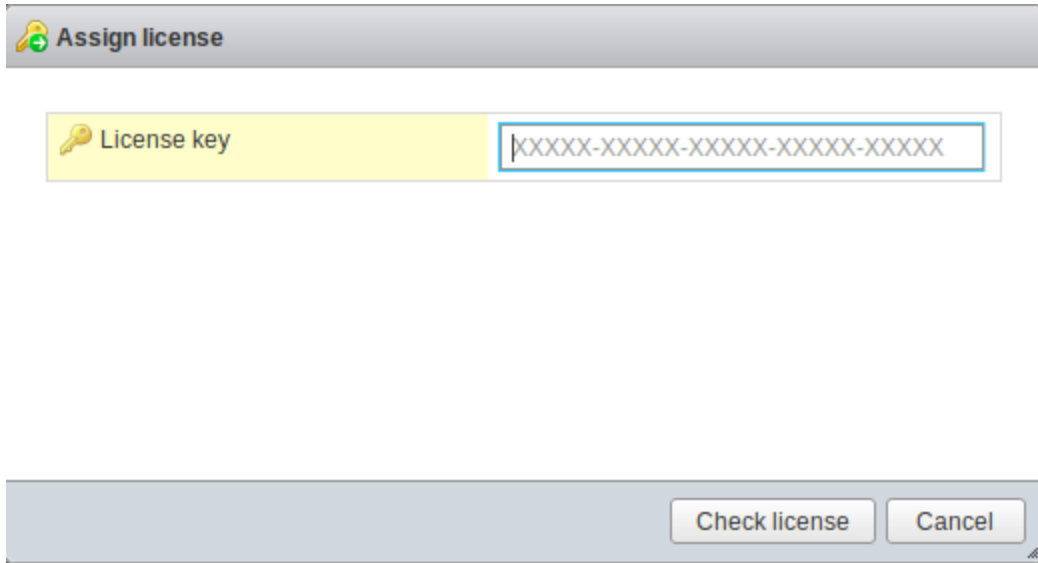
Open the VMware Host Client documentation
```



Select *Host* from the *Navigator* on the left and click on *Manage*.



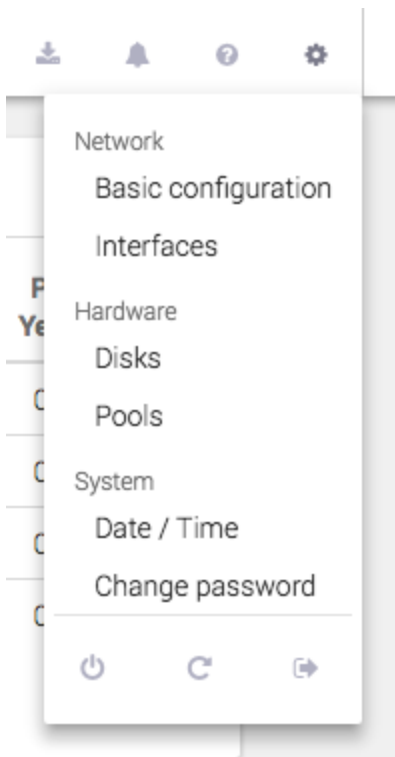
Select *Licensing* tab → *Assign License*.



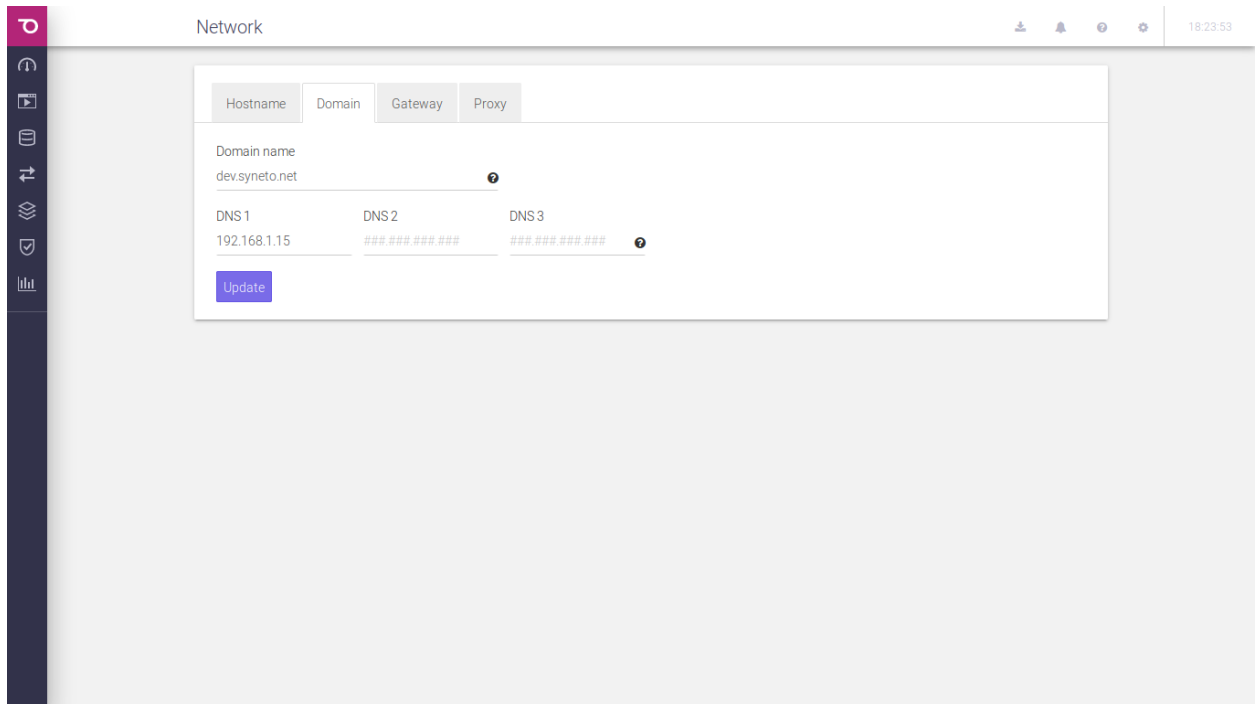
Type or paste the ESXi license key. Click *Check License*.

Configure Management VM networking

Log in to SynetoOS Management Interface. Go to *Secondary Menu* → *Network* → *Basic Configuration*.



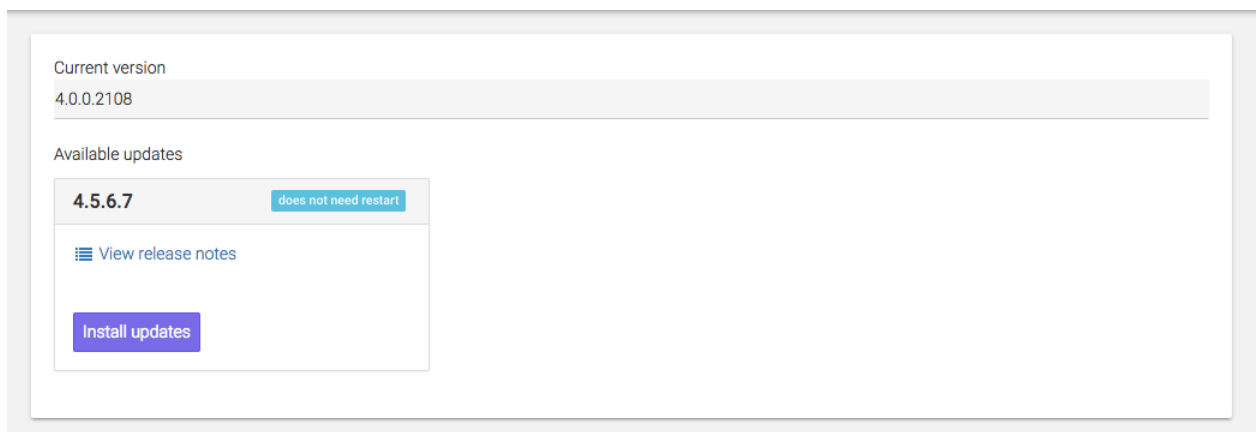
The *Network* page will open. Here you can set the hostname, domain name, DNS, gateway and proxy server.



For more information, [check the networking section](#).

Update Syneto HYPER to latest version

Click on the *Software Update* button, in the action bar. It is the first button from the left. A new page will be opened. SynetoOS will automatically check for a new version. If there is a new version, a button *Update* will appear. Click on it and the update will start.

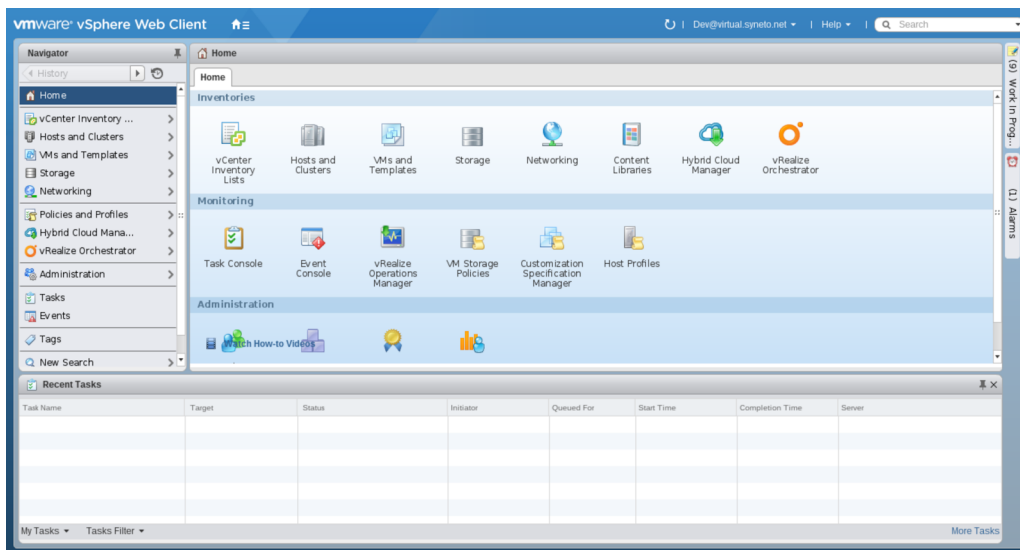


For more information, check [the software update section](#).

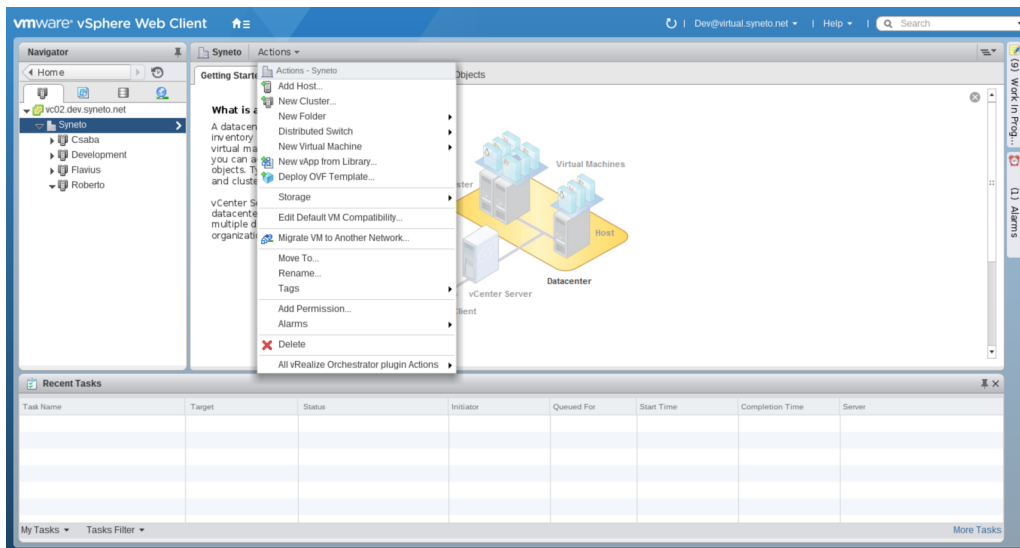
Join vCenter

WARNING: This feature is not available on Syneto HYPER 2000 Series.

If you have a vCenter you can join our solution to it for easier management. Log in to vCenter Management Interface. In the left menu, select *Hosts and Clusters*.

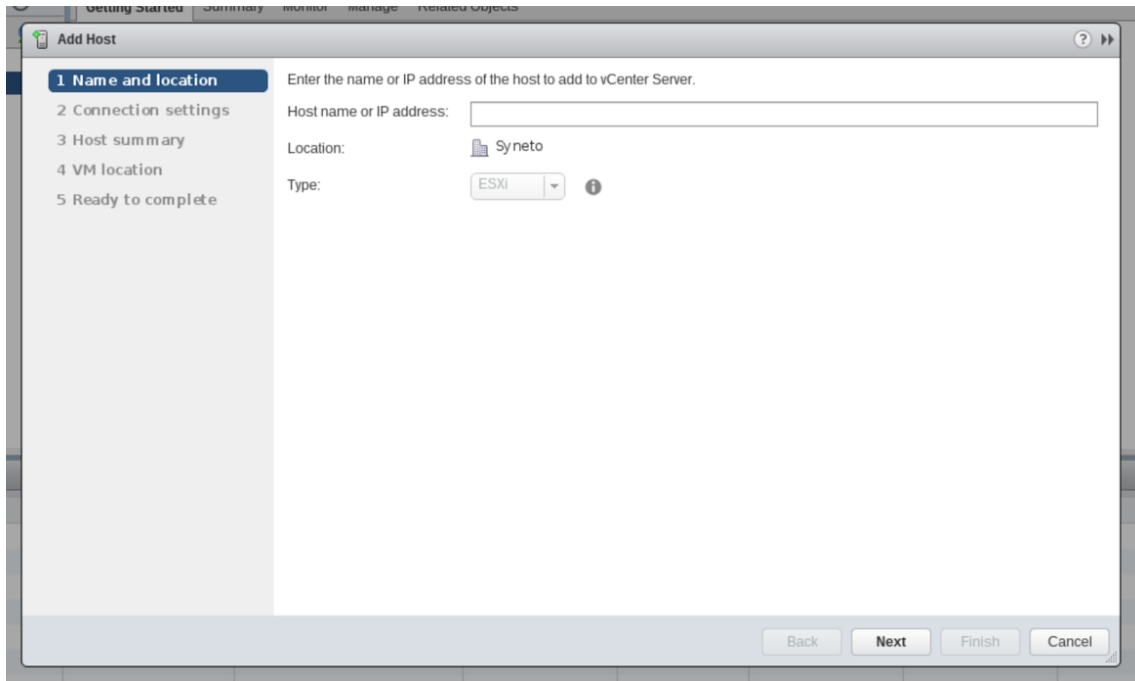


Select *Actions* → *Add Host*.




A dialog will open which will guide you through the process of adding a host.

Enter the hostname or IP of the Syneto ESXi. Click *Next*.

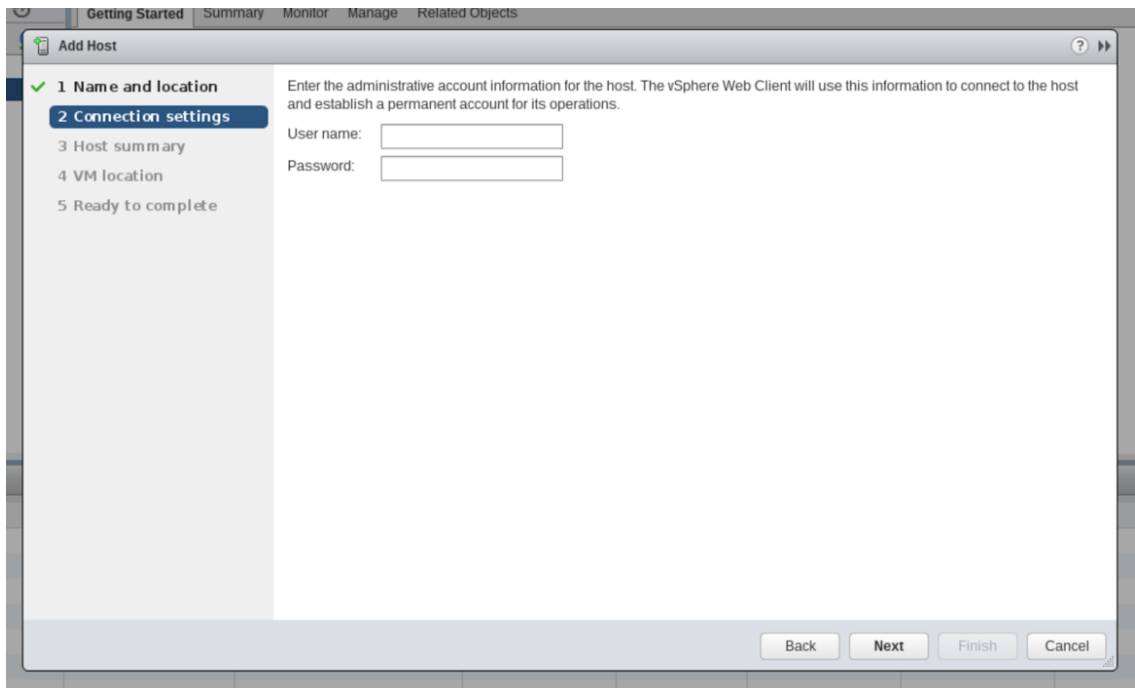


The screenshot shows the 'Add Host' wizard in a vSphere environment. The window title is 'Add Host'. On the left, a navigation pane lists five steps: 1 Name and location (selected), 2 Connection settings, 3 Host summary, 4 VM location, and 5 Ready to complete. The main area contains the following text and fields:

- Enter the name or IP address of the host to add to vCenter Server.
- Host name or IP address:
- Location:  Syneto
- Type: ⓘ

At the bottom right, there are four buttons: Back, Next, Finish, and Cancel.

Enter the username and password of the Syneto ESXi. Click *Next*. If a security alert opens, click *OK*.

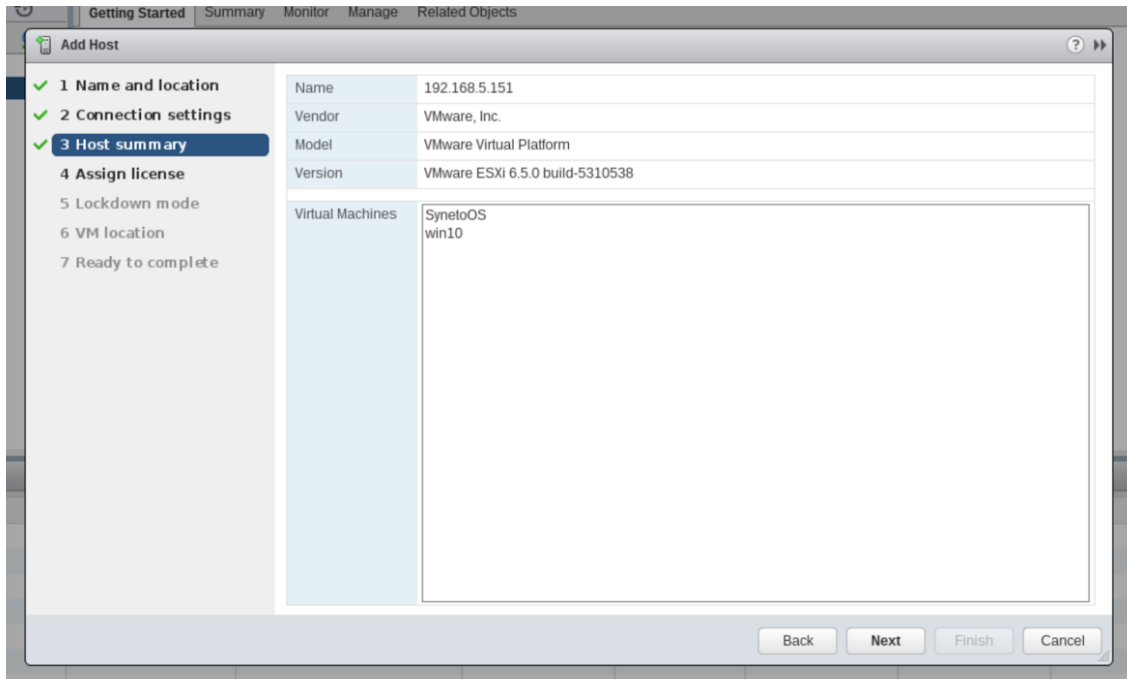


The screenshot shows the 'Add Host' wizard in a vSphere environment. The window title is 'Add Host'. On the left, a navigation pane lists five steps: 1 Name and location (checked), 2 Connection settings (selected), 3 Host summary, 4 VM location, and 5 Ready to complete. The main area contains the following text and fields:

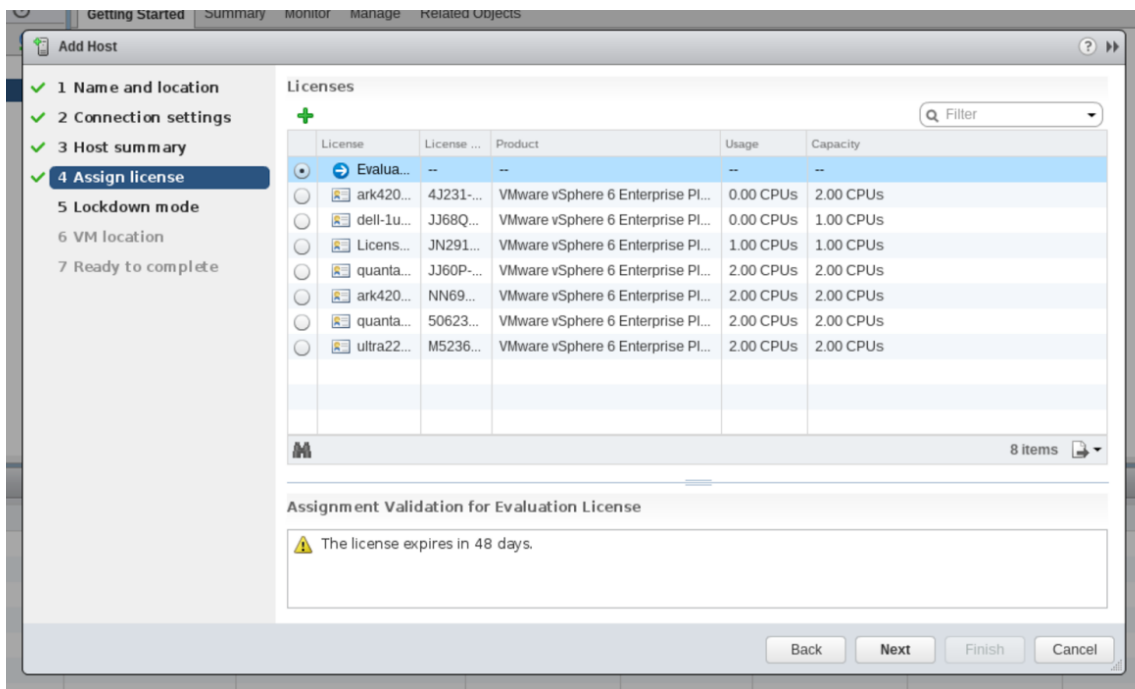
- Enter the administrative account information for the host. The vSphere Web Client will use this information to connect to the host and establish a permanent account for its operations.
- User name:
- Password:

At the bottom right, there are four buttons: Back, Next, Finish, and Cancel.

In this view, you can review the host configuration. After that, click *Next*.



You will see a list of available licenses. You can assign one of those or add a new one by clicking on the *green plus*.

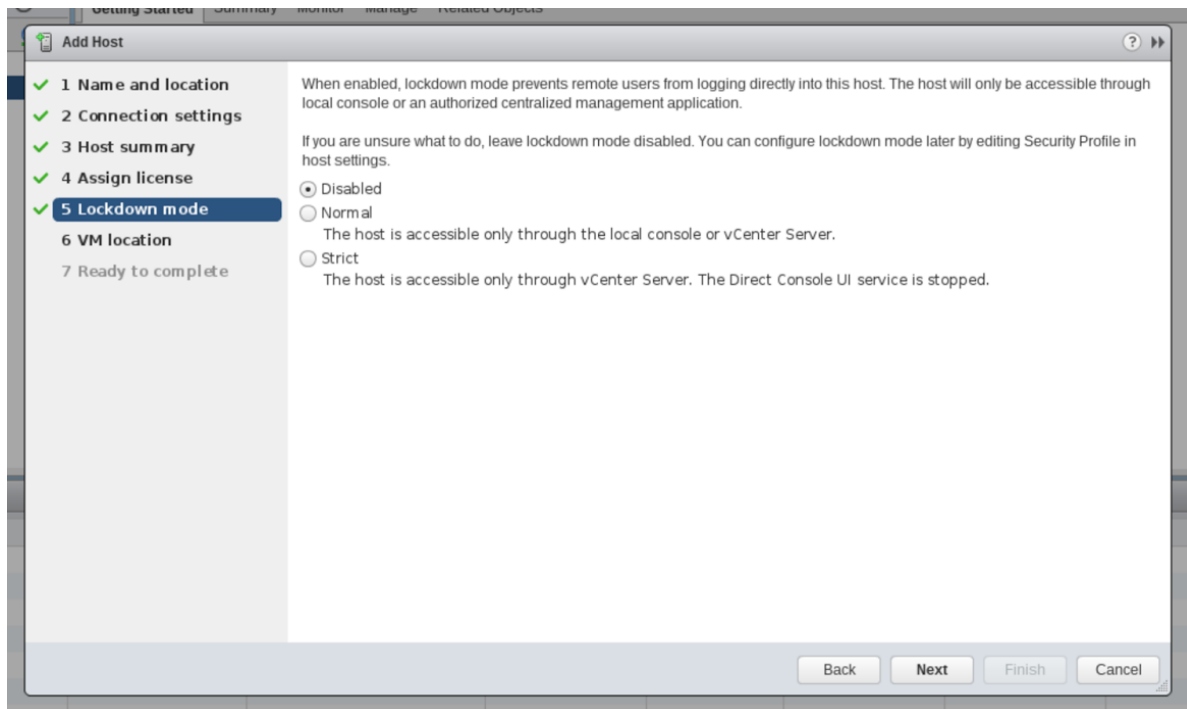


This window lets you configure the lockdown mode.

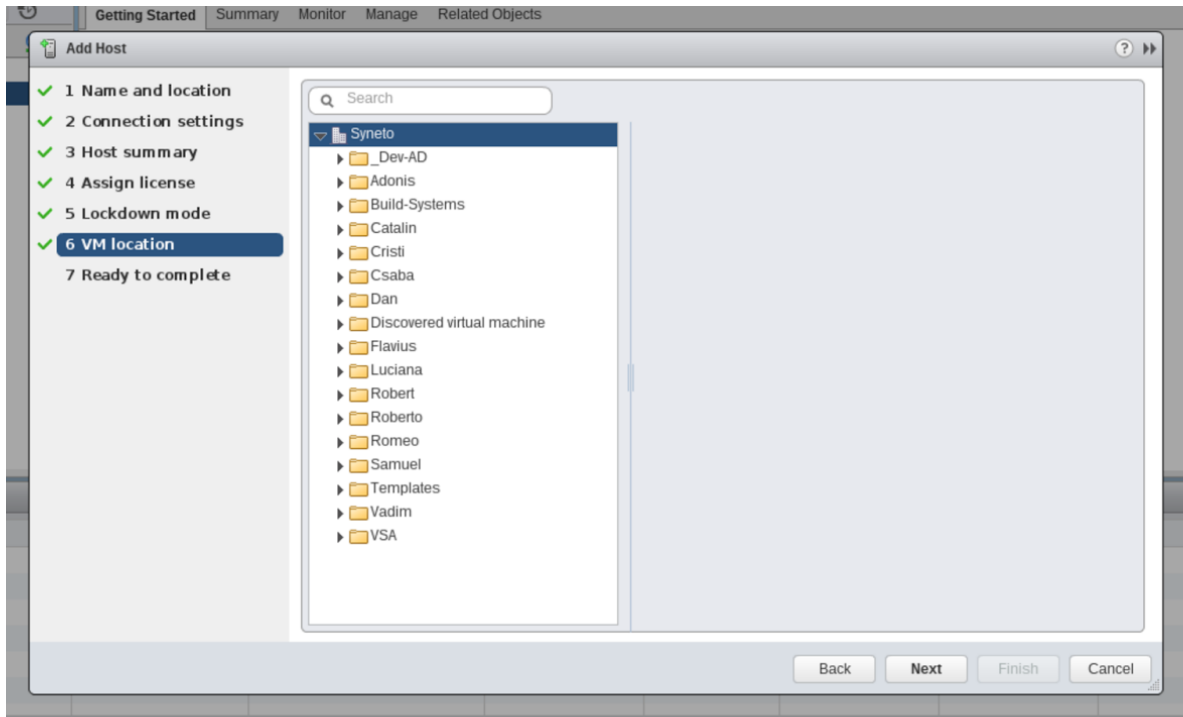
When enabled, lockdown mode prevents remote users from logging directly into this host. The host will only be accessible through local console or an authorized centralized management application.

If you are unsure what to do, leave lockdown mode disabled. You can configure lockdown mode later by editing Security Profile in host settings.

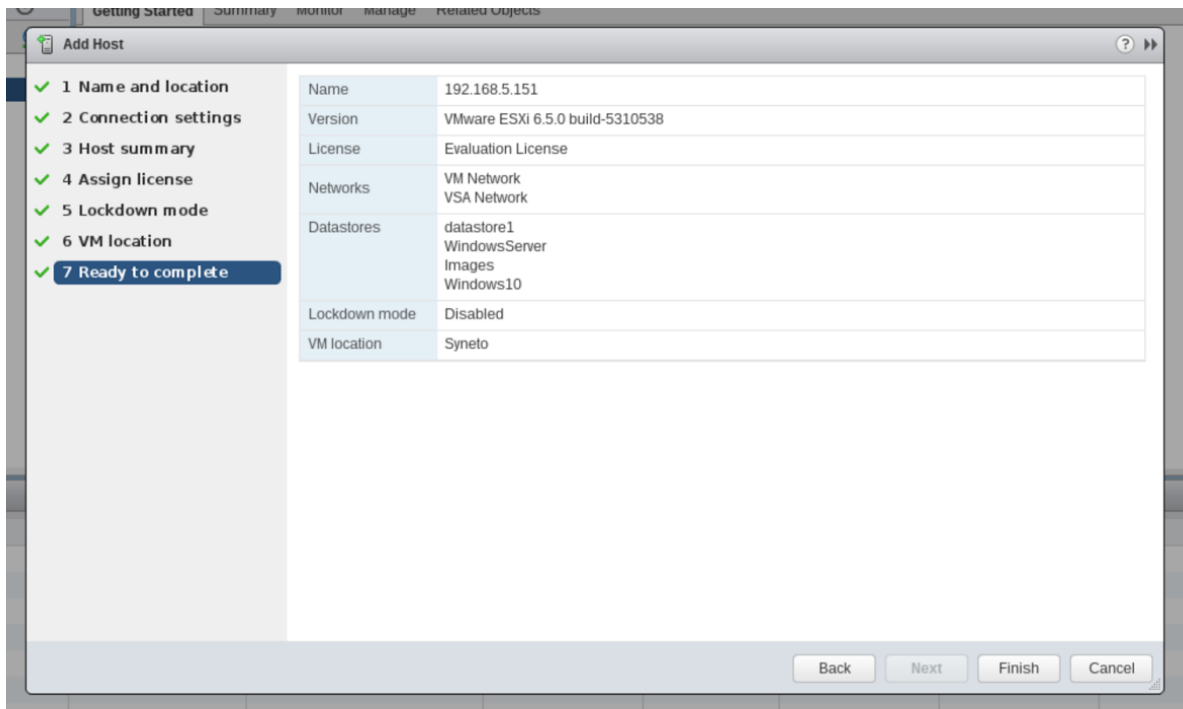
After you finish, click *Next*.



Select the virtual machine location. Click *Next*.



Review your selections and if you do not want to modify anything, click *Finish*.



Now, we need to add vCenter to SynetoOS. Go to SynetoOS Management Interface, on *Datastores* page.

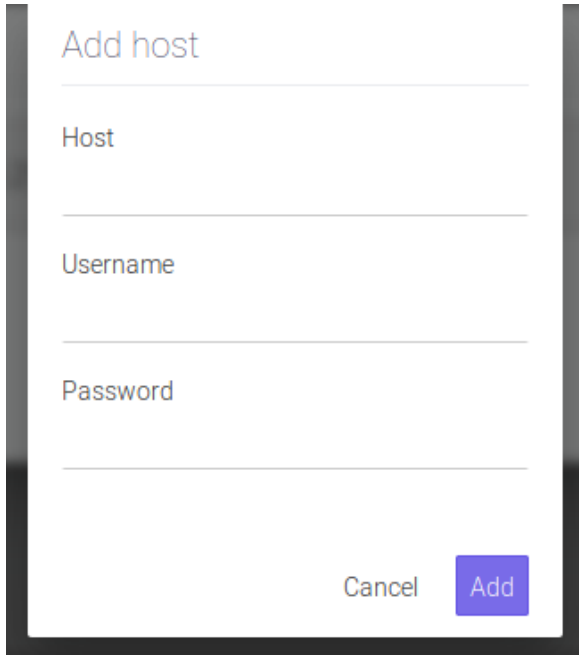
The screenshot displays the SynetoOS Management Interface for the 'Windows_virtual_machines' datastore. At the top, there is a search bar and a '1-1 of 1' indicator. Below this is a table with columns for Name, VMs, Used space, and Protection. The table contains one entry: 'Windows_virtual_machines' with 0 VMs, 4.4 GB of used space, and a 'NOT PROTECTED' status. Below the table, there is a detailed view for 'Windows_virtual_machines' with a 'Delete' button. This view includes:

- Virtual machines: 0
- Protection: NOT PROTECTED (with a help icon)
- Snapshots: 9 (with a 'Browse' button)
- Space effective used: 7.7 GB (with a progress bar showing 4.4 GB used out of 7.7 GB total)
- Data: 4.0 GB (blue bar), Snapshots: 386.5 MB (teal bar)
- Compression: 1.74x, Saved: 3.3 GB
- Status: Not mounted on any host (with a 'Change' button)

Click on *Hosts* in the action bar, top of the page. A dialog listing the registered host will open.

The screenshot shows a 'Hosts' dialog box. At the top, the title is 'Hosts'. Below the title is a search bar. A list of hosts is displayed, with one host visible: '172.16.254.1' with a 'local' tag. Below the list is an 'Add host' button. At the bottom right of the dialog is a 'Close' button.

Click on *Add host*. A form will open. In the *host* field, enter the hostname or IP of the vcenter. Enter a *username* and its *password*. Click *Add*.



Add host

Host

Username

Password

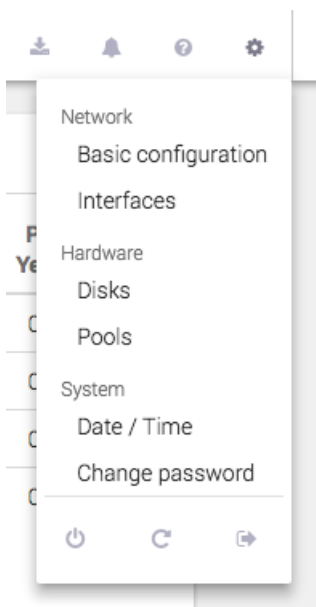
Cancel Add

This will add the vCenter to SynetoOS. Now, you will be able to mount datastores on any of the vCenter's hosts.

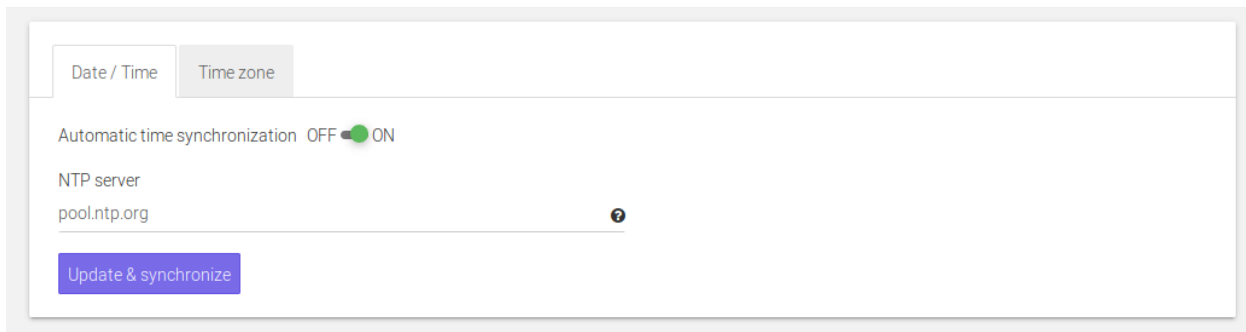
For more information about managing non-Syneto hosts, see chapter [Serving non-Syneto hosts](#)

Configure date/time

Log in SynetoOS Management Interface. Go to *Secondary Menu*.



Click on *Date / Time* option. The *Time* page will open. Here you can set the date, time, and timezone. We recommend setting *Automatic time synchronization* on.




For more information, [check the date/time section](#).

Email server and Alert thresholds

Syneto wants to keep you well informed about what goes around with your machine. Alerts and email notifications are very useful in managing the few errors that may appear.

It is highly recommended that you introduce at least one email address in order to receive emails in case there are any issues on your machine.

You can either use your local email service, if there is no firewall blocking it, or you can use an SMTP server.

To add an email addresses, go to the *Alerts* page, the bell icon  from the action bar.

To learn more about adding email addresses to receive fast and accurate alerts and notifications, please go to [Alerts and notification](#) chapter.

NOTE: Some email servers may mark these emails as spam, please also check your spam folder.

Alternatively, an SMTP server can be used to send notifications emails. In case you have an SMTP server please use this option.

Recommended thresholds

Keep disk pool space under 80% utilization for best performance. Disk pool performance can degrade when it is close to full.

WARNING: Keep in mind that even with mostly static content in the 95-96% range, write, read, and resilvering performance might suffer.

Define recurring integrity check intervals

Syneto products have a built-in mechanism for protecting against silent data corruption. Data corruption means that data being read is different from the data previously written to a drive. Some errors go unnoticed, without being detected by the disk firmware or the host operating system; these errors are known as silent data corruptions.

To prevent silent data corruption, Syneto uses self-healing which happens behind the scenes as blocks are being read into memory.

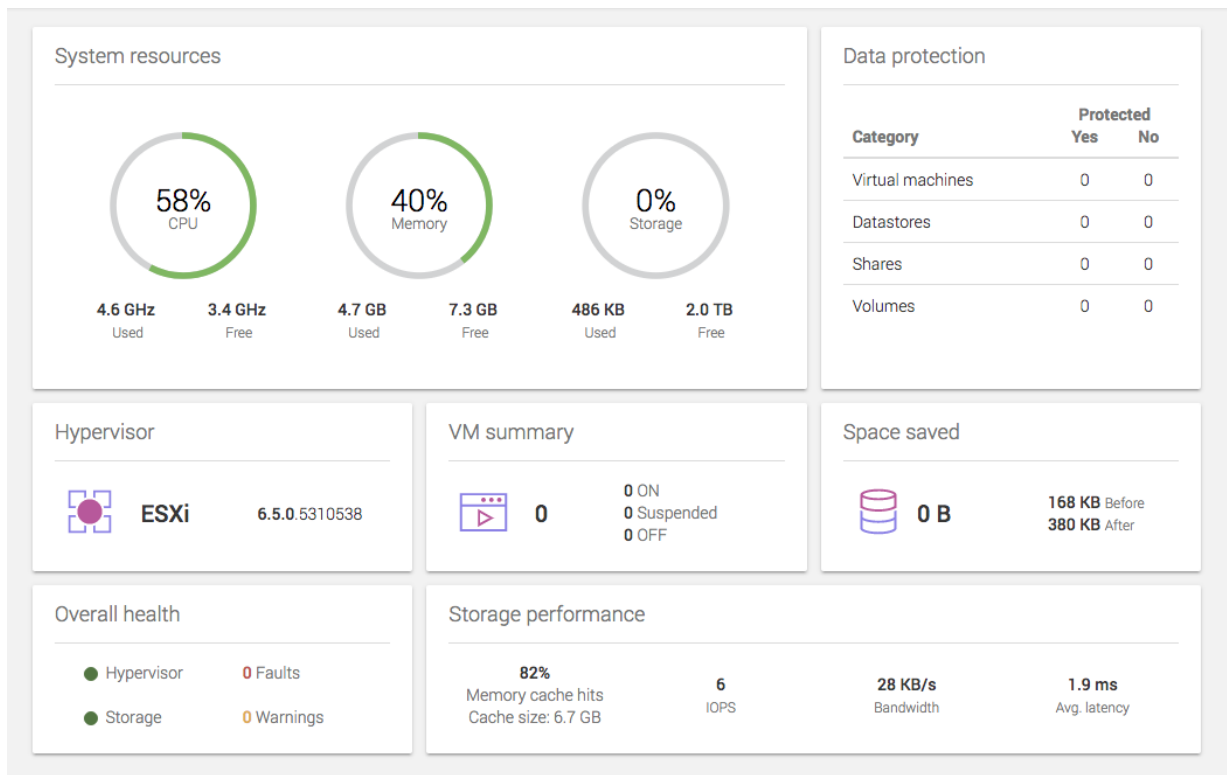
Self-healing protects especially hot data, which is accessed frequently and thus checked frequently for its consistency/integrity. Less frequently accessed (cold) data is at a larger risk because its blocks may accumulate multiple errors, which could render checksums useless. To protect cold data, the system is configured by default to periodically run a scan of the drives and fix corruptions. This process can also be initiated manually.

To see more about Integrity check, please go to [Protecting against silent data corruption](#) chapter.

THE DASHBOARD

After you log in to the UI, you will be greeted by the *Dashboard*.

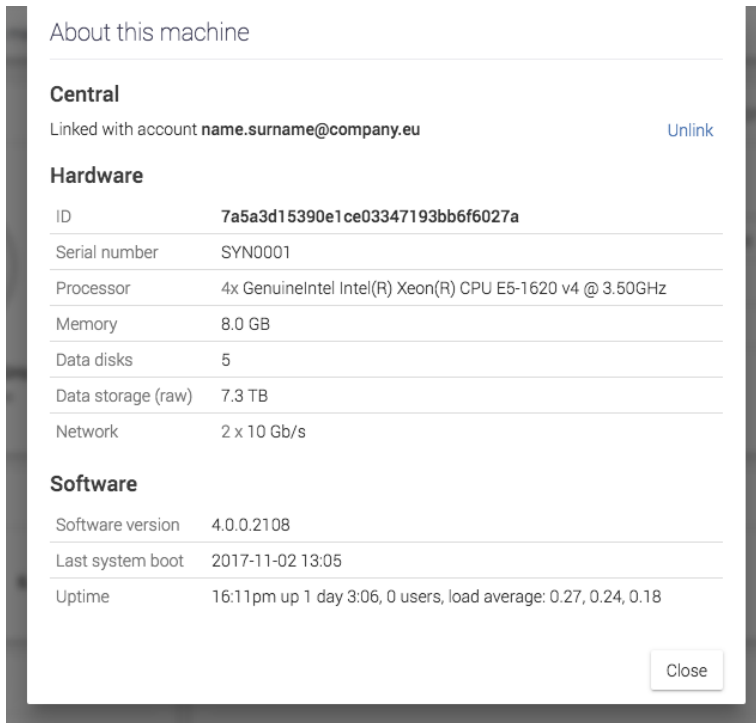
Here you will have a quick overview of the *System resources*, *Data protection*, *Hypervisor*, *VM summary*, *Space saved*, *Overall health*, and the *Storage performance*. By following the links on each widget, you can explore all the functionalities of Syneto HYPER.



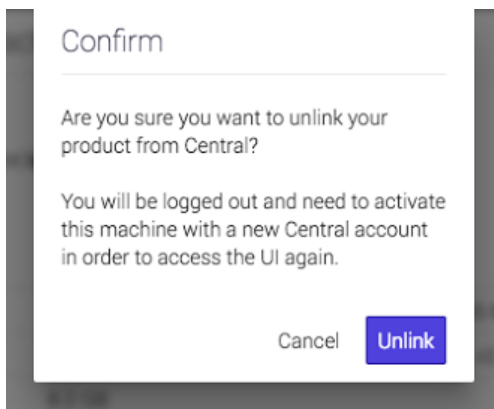
As you populate your machine with data (*Virtual machines*, *Volumes*, *Shares*, *Datastores*), the *Dashboard* will reflect the real time changes.

Here you can easily track the protection level of your data, the health of the system, as you will receive real time feedback from the *Hypervisor* and the storage. You can track the *CPU* and easily manage the space handled by the machine.

On the *Actions bar*, you can see information about the machine with a simple click on *About this machine*: The Central status and detailed software and hardware info will be shown.



From the *About this machine* dialog, you can also *Unlink* from Central by clicking *Unlink*. A confirmation dialog will pop out saying: “You will be logged out and need to activate this machine with a new Central account in order to access the UI again.” Should you agree with the terms, the product will be unlinked from the account.



You will be redirected to a form in order to insert the new central account you want the product to be linked to. Complete the new email address and the password. Press *Activate*. You can now log in to your product again.

Welcome to HYPERSeries

To begin, please link your product with a **Central** account. The **Central cloud platform** tracks details about your **technical support, hardware warranty and software updates**.

If this is your first purchase, you need to create a new account. If you already have one, please enter your credentials below.

Serial number
SYN0001

Central account
name.surname@company.eu

Password

[Forgot password?](#) [Create account](#) [Activate](#)

WARNING: If there is no gateway server set, a working DNS configured, or network connection, the Central portal will not be reachable.

DATASTORES

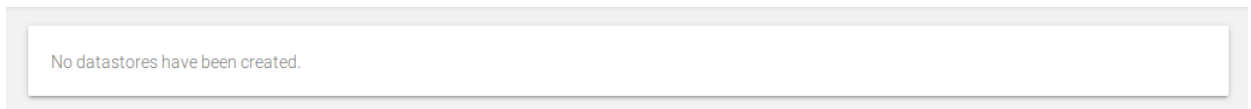
Introduction

Datastores are entities that allow you to share storage with VMware. When you create a new datastore on SynetoOS, a series of entities are created automatically. There will be underlying file system, a network share, and a VMware datastore.

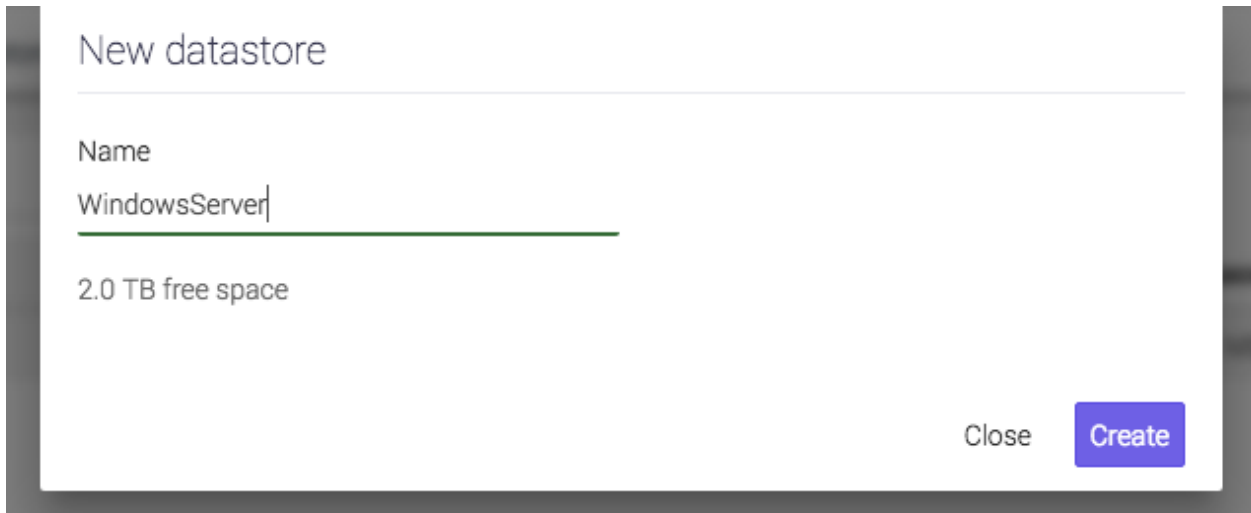
Provisioning and managing

Provision new datastore

Your new storage comes with no predefined datastores. When you go to *Main menu* → *Datastores* you will see an empty list.



To create a new datastore click *New datastore* in the action bar.



Provide a name for the datastore and click *Create*.

The screenshot displays a web interface for managing virtual machines. At the top, there is a search bar and a page indicator '1-1 of 1'. Below this is a table with columns: Name, VMs, Used space, and Protection. The table contains one entry: 'WindowsServer' with 1 VM, 395.3 MB used space, and a 'NOT PROTECTED' status.

Below the table, there is a detailed view for the 'WindowsServer' VM. It includes a 'Delete' button, a 'View' button, and a 'Space effective used' section with a progress bar. The progress bar shows 744.8 MB total space and 395.3 MB used space. A legend indicates that the used space consists of 395.3 MB of Data and 0.0 B of Snapshots. Below the progress bar, it shows 'Compression 1.88x' and 'Saved 349.6 MB'. At the bottom, it shows the VM is 'Mounted on' the host 'syneto-esxi-e9059210.dev.syneto.net' with a 'Change' button.

Name	VMs	Used space	Protection
WindowsServer	1	395.3 MB	NOT PROTECTED

WindowsServer Delete

Virtual machines	1	View	Space effective used	744.8 MB
Protection	NOT PROTECTED	?	<div style="display: flex; align-items: center;"> <div style="width: 100px; height: 10px; background-color: #ccc; margin-right: 5px;"></div> 395.3 MB </div> <div style="display: flex; align-items: center; margin-top: 2px;"> <div style="width: 100px; height: 10px; background-color: #007bff; margin-right: 5px;"></div> 0.0 B </div>	395.3 MB
Snapshots	0		Compression 1.88x	Saved 349.6 MB
		Mounted on	• syneto-esxi-e9059210.dev.syneto.net	Change

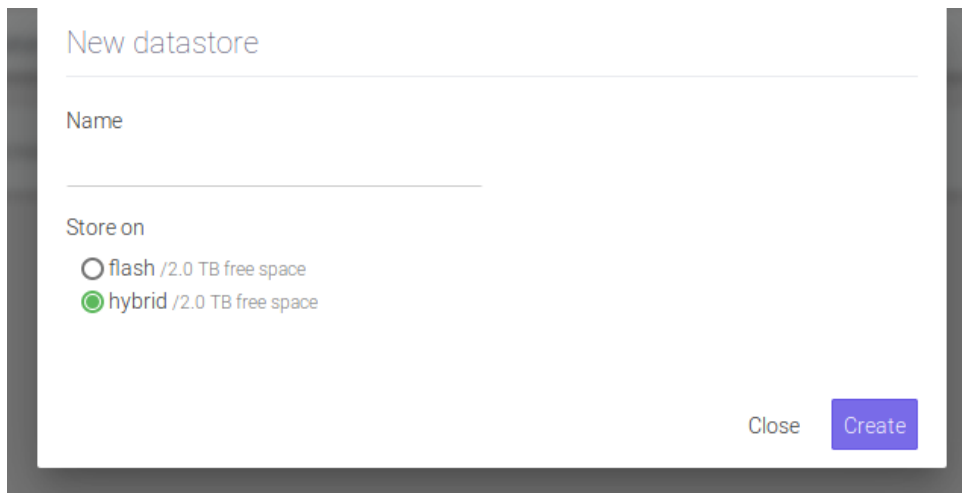
The new datastore will be added to the list, and preselected for you. Under the lists you will see the details about it. In the details section you will be able to perform a set of actions:

1. Change on which ESX hosts the datastore is mounted on
2. Browse snapshots related to this datastore
3. Delete datastore

Provisioning new datastore when multiple pools are available

Your device may come preconfigured with two data pools: hybrid and flash.

The new datastore form will allow you to choose on which of these to create the datastore.



New datastore

Name

Store on

flash /2.0 TB free space

hybrid /2.0 TB free space

Close Create

Depending on which pool do you select, you will see the available space. Usually, flash pools are very fast but small. Hybrid pools are slower but provide a large amount of space.

Here are some tips what to choose based on your expected workload:

- Flash pool
 - High IO virtual machines
 - VDI
 - Database servers with many write operations
- Hybrid pool
 - Normal workload virtual machines
 - Email servers
 - Active directory
 - DHCP servers
 - Database servers with many read and few write operations

Deleting a datastore

There may be cases when you want to completely remove a datastore and all its data. Open the details view of the datastore and click on the *Delete* button.

The screenshot shows a table with the following data:

Name	VMs	Used space	Protection
WindowsServer	1	395.3 MB	NOT PROTECTED

Below the table, the details for 'WindowsServer' are shown:

- Virtual machines:** 1
- Protection:** NOT PROTECTED
- Snapshots:** 0
- Space effective used:** 744.8 MB (Total), 395.3 MB (Data), 0.0 B (Snapshots)
- Compression:** 1.88x, Saved 349.6 MB
- Mounted on:** syneto-esxi-e9059210.dev.syneto.net

After you click *Delete* a confirmation dialog will explain you that snapshots and virtual machines related to this datastore will be also deleted. You will need to confirm it in order to proceed further.

The confirmation dialog box contains the following text:

Confirm

Are you sure you want to delete **WindowsServer**?

This **will** delete:

- 1 virtual machine
- 6 snapshots

Buttons: Cancel, Delete

NOTE: Only datastores with no clones can be deleted

NOTE: Only datastores with no running virtual machines can be deleted

Protecting

Please refer to [Configuring the snapshot schedules for the datastore](#) for more details.

Monitoring

You can list all your datastores by going to *Main menu* → *Datastores*. The page will load a table containing various information about the datastores.



Name	VMs	Used space	Protection
EmailServer-Linux	1	23 KB	NOT PROTECTED
OracleServer	1	23 KB	NOT PROTECTED
WindowsServer	1	8.4 GB	M

The list contains several columns highlighting the most important information about each datastore: number of virtual machines, used space, protection.

Virtual machines

The *VMs* column shows how many virtual machines are running on each datastore. By clicking this column title you can sort the list ascending or descending by the number of virtual machines.

Name	VMs ↓	Used space	Protection
EmailServer-Linux	2	27 KB	NOT PROTECTED
OracleServer	1	23 KB	NOT PROTECTED
WindowsServer	1	8.4 GB	M

NOTE: We recommend one virtual machine per datastore.

Used space

This column allows you to spot the datastores, and virtual machines that using the most space. The column represents the space allocated by the virtual machines by VMware on the datastore.

Name	VMs	Used space ↓	Protection
WindowsServer	1	8.4 GB	M
EmailServer-Linux	2	27 KB	NOT PROTECTED
OracleServer	1	23 KB	NOT PROTECTED

NOTE: This helps you spot virtual machines, or groups of virtual machines that are using up a lot of space.

Recovering data from a snapshot

Get access to a previous version of the datastore

Sometimes, it happens that you loose some data. Maybe a virus corrupted something, maybe a user deleted a file. Or simple maybe your virtual machine crashed and it won't start any more.

The screenshot shows a Syneto OS interface. At the top, there is a search bar and a page indicator '1-3 of 3'. Below is a table listing datastores:

Name	VMs	Used space	Protection
EmailServer-Linux	2	27 KB	NOT PROTECTED
OracleServer	1	23 KB	NOT PROTECTED
WindowsServer	1	8.4 GB	M

Below the table, the 'WindowsServer' datastore is selected, showing a detailed view:

- Virtual machines:** 1 (View)
- Protection:** M (Info icon)
- Snapshots:** 6 (Browse)
- Space effective used:** 14.0 GB (Data: 8.3 GB, Snapshots: 27.8 MB)
- Compression:** 1.68x (Saved 5.7 GB)
- Mounted on:** syneto-esxi-e9059210.dev.syneto.net (Change)
- Delete** button

For all these, and many more cases, you can simply click browse in the snapshots section of the detailed view of a datastore.

The screenshot shows the 'Snapshots' section of the Syneto OS interface. It features a calendar for November 2017 with the 8th highlighted. To the right, a list of snapshots for November 8, 2017, is displayed:

Time	Size
14:40	139.5 KB
14:39	2.4 MB
14:38	1.9 MB
14:37	2.1 MB
14:36	1.7 MB
14:35	6.2 MB

Below the list is a 'Summary' section:

- Datastore:** WindowsServer
- Oldest snapshot on:** 2017/11/08
- Total snapshots:** 6

A 'Close' button is located at the bottom right of the snapshots view.

Pick a date from the calendar, and click on the contextual menu for a snapshot.

The screenshot shows a 'Snapshots' interface. On the left is a calendar for November 2017, with the 8th highlighted. On the right, a list of snapshots for November 8, 2017, is displayed. A contextual menu is open over the 14:40 snapshot, showing 'Clone' and 'Delete' options. Below the list is a 'Summary' section with the following details:

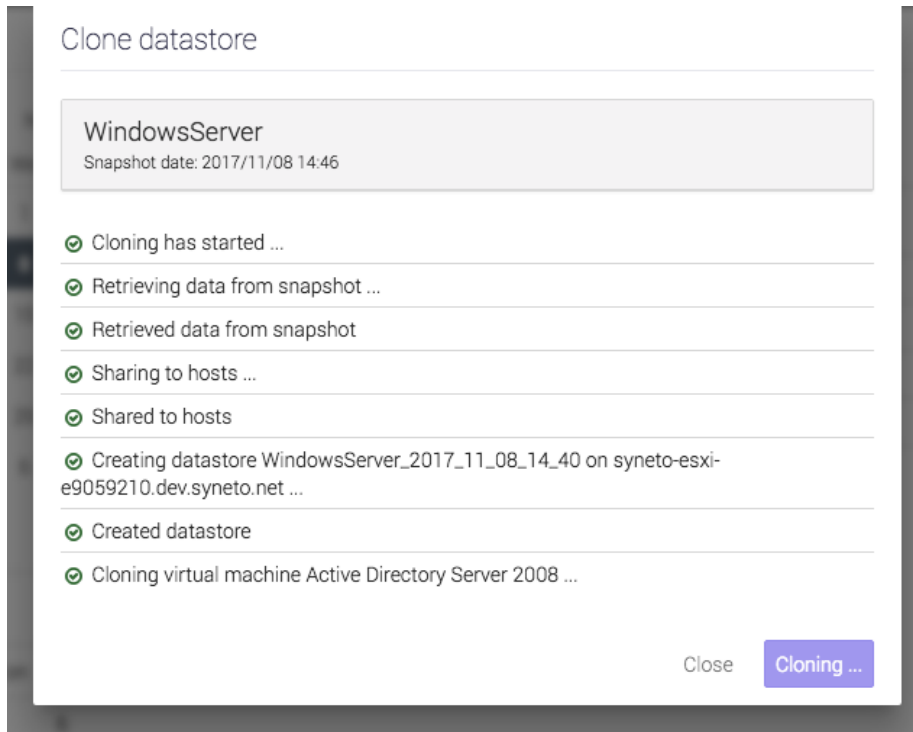
Datastore	WindowsServer
Oldest snapshot on	2017/11/08
Total snapshots	6

A 'Close' button is located at the bottom right of the interface.

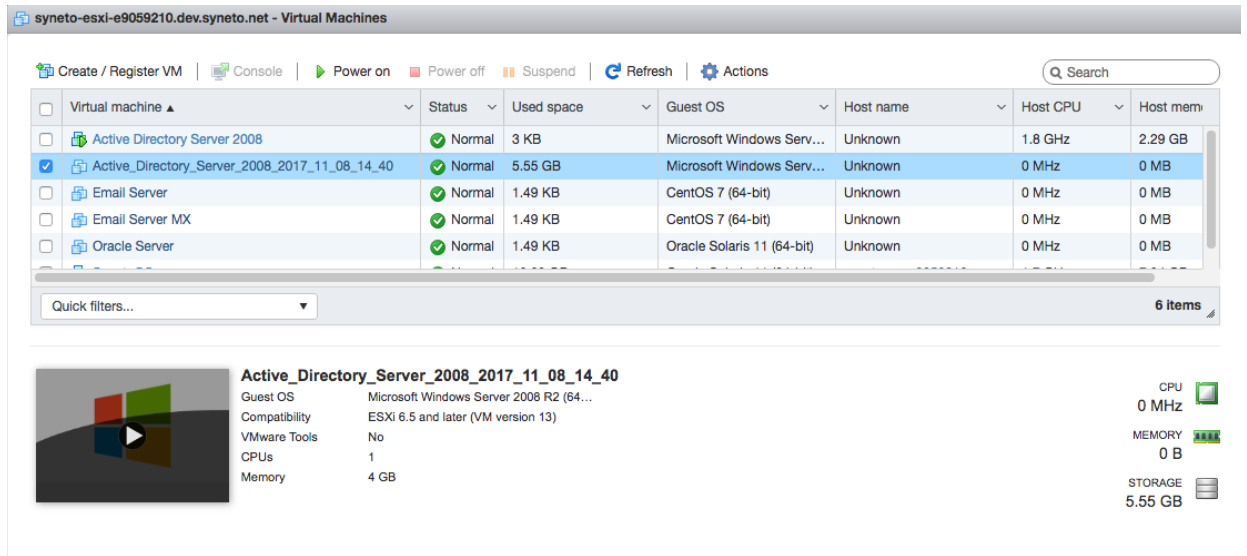
Click *clone* and select the virtual machines you want to recover.

The screenshot shows a 'Clone datastore' dialog box. The source is 'WindowsServer' with a snapshot date of '2017/11/08 14:46'. The target name is 'WindowsServer_2017_11_08_14_40'. Under the 'Virtual machines' section, 'Active Directory Server 2...' is selected with a green checkmark. At the bottom right, there are 'Close' and 'Clone' buttons.

Click *clone* and wait for the process to finish.



Connect to your vSphere configuration interface and note that a new virtual machine was created for you.



From here you can start the virtual machine and recover/copy the data you need.

Clean up when you are done

One of the more tedious tasks after recovering data is cleaning up after you. Finding, stopping, deregistering virtual machines, removing VMware datastores, deleting storage clones can be a complex operation. And because it is time consuming and difficult, many people just let it there... forever.

With Syneto HYPER the whole cleanup process is just one click away. And we take care to clean up only what we created.

Go to *Main menu* → *Datastores* and select a datastore that has cloned snapshots. Click *Browse* in the snapshot section.

Search
1-4 of 4

Name	VMs	Used space	Protection
EmailServer-Linux	2	27 KB	NOT PROTECTED
OracleServer	1	23 KB	NOT PROTECTED
WindowsServer	1	8.7 GB	M
📁 WindowsServer_2017_11_08_14_40	1	26 KB	NOT PROTECTED

WindowsServer

Virtual machines 1 View

Protection M ?

Snapshots 7 Browse

Space effective used

14.8 GB

8.7 GB

■ Data: 8.4 GB — ■ Snapshots: 359.7 MB

Compression 1.69x Saved 6.1 GB

Mounted on • syneto-esxi-e9059210.dev.syneto.net Change

Delete

You will see that all cloned snapshots are marked with a label. Click the context menu for a cloned snapshot and select *Clean up clone*.

The screenshot displays the 'Snapshots' interface. On the left, a calendar for November 2017 shows the 8th as the selected date. To the right, a list of snapshots for November 8, 2017, is shown. The snapshots are listed with their creation times and sizes. The most recent snapshot, at 14:46, is marked as 'cloned' and has a size of 106.5 MB. A context menu is open over this snapshot, showing the option 'Clean up clone'. Below the list, a 'Summary' section provides details: Datastore: WindowsServer, Oldest snapshot on: 2017/11/08, and Total snapshots: 7. A 'Close' button is located at the bottom right of the interface.

Time	Size
14:56	2.9 MB
14:55	1.9 MB
14:54	1.9 MB
14:53	2.7 MB
14:52	1.7 MB
14:51	1.7 MB
14:46	106.5 MB

The system will ask you to confirm the process and it will explain all the things that will happen, such as virtual machines will be removed, datastore unmounted from VMware, etc.

The screenshot shows a confirmation dialog box titled 'Confirm'. The text inside the dialog asks: 'Are you sure you want to delete the cloned datastore with its virtual machines?'. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Clean up clone'. The 'Clean up clone' button is highlighted in red.

The process takes a little time, you will see a step by step progress.

That's it, all that was created, shared, connected, imported for that snapshot clone was reverted. No more mess left behind by the recovery process.

Serving non-Syneto hosts

In the bottom right of a newly created datastore's details section you can see that the newly created datastore is automatically mounted on the local hypervisor (ESX host).

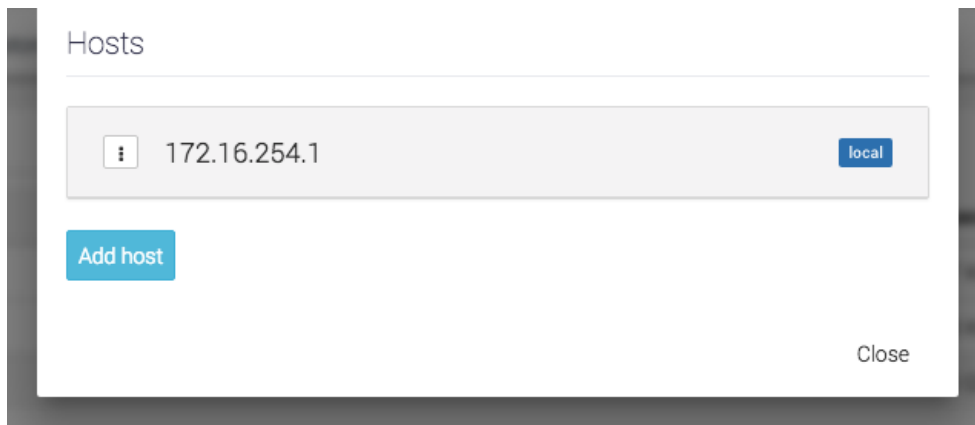
If you click *Change* you will be able to unmount it from this local hypervisor.

But there are infrastructures that already have ESXi hosts, independent or managed by a vCenter. For these architectures, you can mount a datastore on any ESX(i) host.

WARNING: This feature is not available on Syneto HYPER 2000 Series.

Defining external hosts

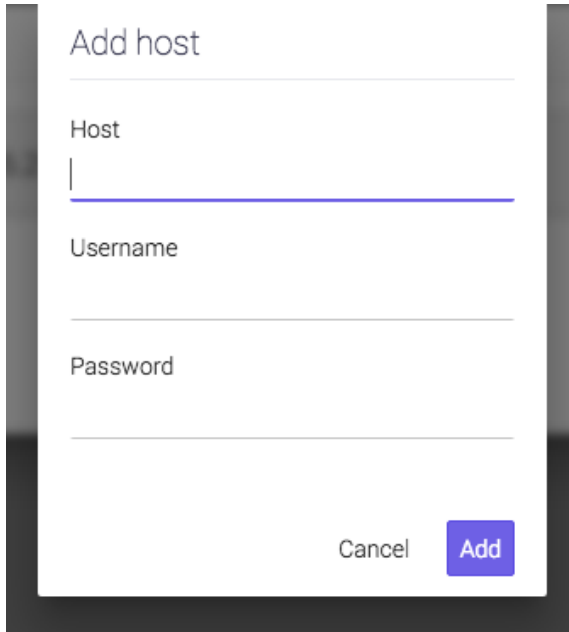
Go to *Main menu* → *Datastores*. On the action bar you will see a button named *Hosts*.



By default the dialog will show you only the local hypervisor.

NOTE: Local hypervisor cannot be removed

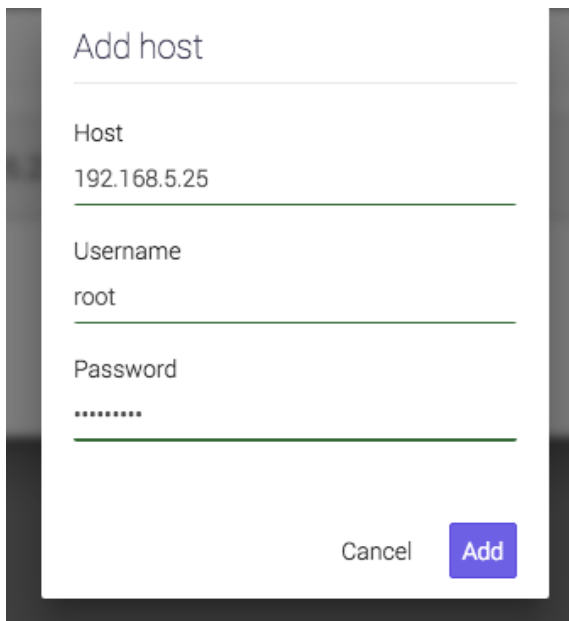
Clicking the *Add host* button will show a form where you can add another host.



The screenshot shows a dialog box titled "Add host". It contains three input fields: "Host", "Username", and "Password". The "Host" field has a blue underline. At the bottom right, there are two buttons: "Cancel" and "Add".

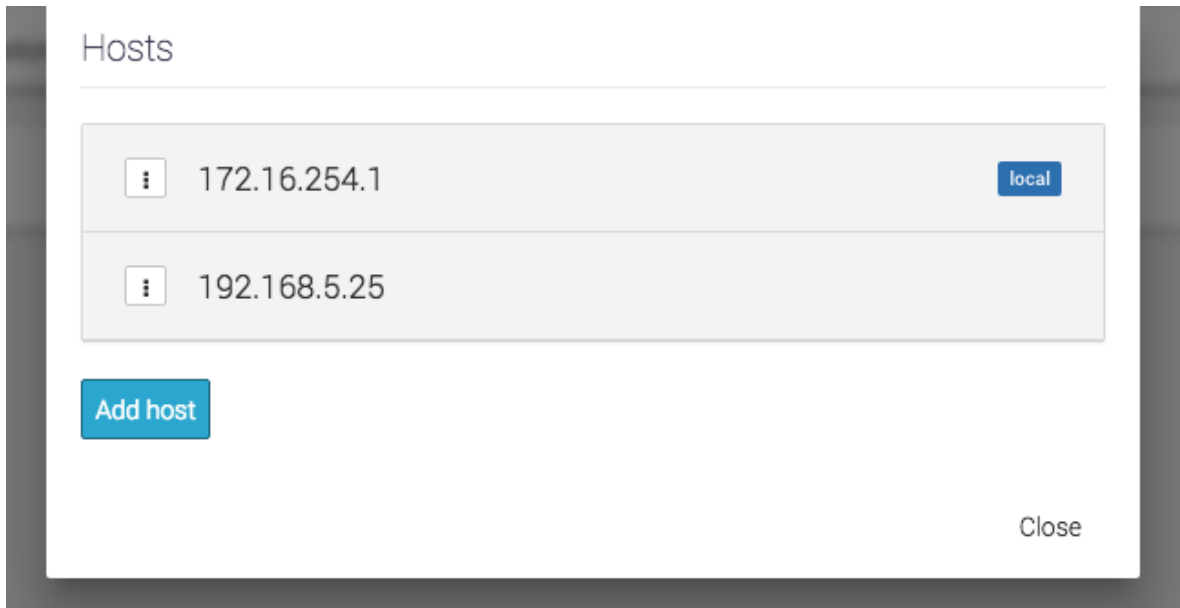
The *Host* field specifies an IP address or a DNS resolvable FQDN (host name).
The *Username* field must be filled with user having full VMware administrative privileges.

WARNING: If your ESX is managed by a vCenter, you must specify the vCenter at the *Host* field. Adding the ESX host may lead to partial or unexpected interaction between the Syneto HYPER and VMware.



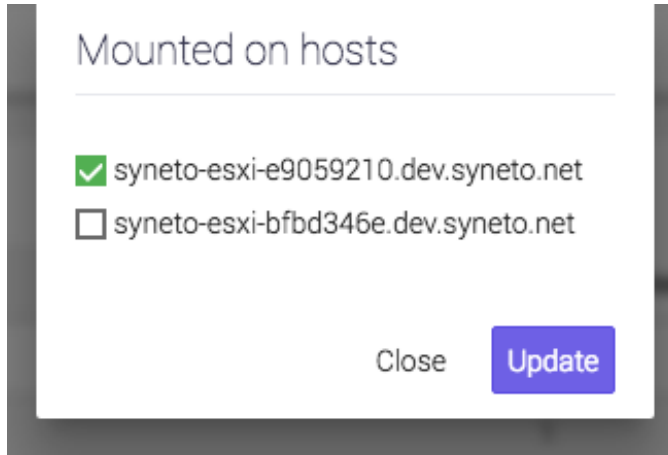
The screenshot shows the same "Add host" dialog box, but now the input fields are filled. The "Host" field contains "192.168.5.25", the "Username" field contains "root", and the "Password" field contains a series of asterisks. The "Add" button is highlighted in blue.

After clicking *Add* the host will appear in the list



Mounting datastore to additional hosts

Go to *Main menu* → *Datastores* and click a datastore. In the details section click on *Change* (bottom right).



If you added a standalone ESXi to *Hosts*, it will be on the list. You will be able to mount the datastore on this host by checking it and clicking *Update*.

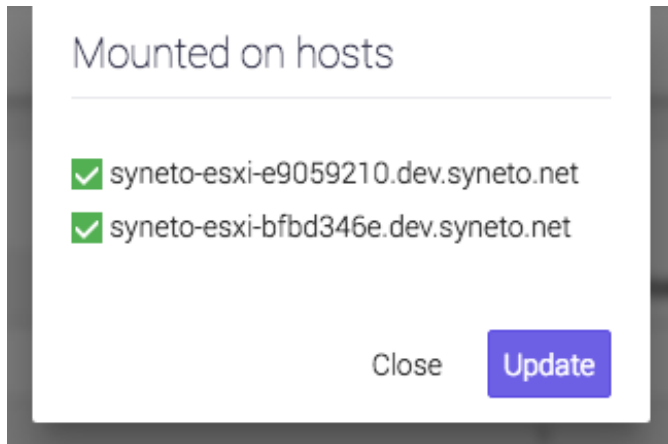
If you added a vCenter server to *Hosts*, you will find in this list all the ESX hosts managed by the specified vCenter server. You will be able to mount the datastore on these hosts by checking then and clicking *Update*.

NOTE: All ESX hosts are listed by their name. In case you didn't set up a hostname for your hosts and you add several of them, you may see "localhost" listed here several times. We recommend you set up a unique hostname on each of your ESX hosts.

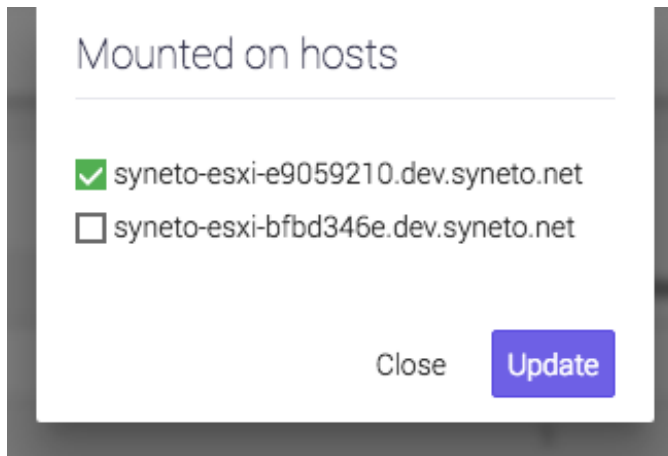
NOTE: In some cases VMware reports the host name as an IP address. In these cases you will see the IP address of the host, regardless of the way you specified it in the *Hosts* dialog.

Unmounting datastore from hosts

Using the same workflow as for mounting a datastore to additional hosts, you can unmount them as well.



Simply uncheck the hosts you want the datastore to be unmounted from.



Click *Update*.

VIRTUAL MACHINES

Introduction

Virtual machines are virtual computers that run on a hypervisor. Syneto HYPER comes preconfigured with a VMware ESXi local hypervisor. You can provision, manage, run, protect, analyze virtual machines on the device itself.

Provisioning and managing

Adding virtual machines to your infrastructure is done using vSphere management interface.

NOTE: You can quickly connect to your local ESX hypervisor web management interface by clicking *Login to UI* on the *Hypervisor* widget on the dashboard. See [THE DASHBOARD](#) for more details.

After completing the previous chapter you will see one or several new datastores provided by Syneto HYPER.

All you have to do is provision a new virtual machine on vSphere management interface. Specify that it resides on a datastore provided by Syneto HYPER.

New virtual machine - Email Server MX2 (ESXi 6.5 virtual machine)

- ✓ 1 Select creation type
- ✓ 2 Select a name and guest OS
- ✓ 3 **Select storage**
- 4 Customize settings
- 5 Ready to complete

Select storage

Select the datastore in which to store the configuration and disk files.

The following datastores are accessible from the destination resource that you selected. Select the destination datastore for the virtual machine configuration files and all of the virtual disks.

Name	Capacity	Free	Type	Thin pro...	Access
datastore1	152.5 GB	106.66 GB	VMFS5	Supported	Single
ds-vm-not-showing	0 B	0 B	NFS	Supported	Single
EmailServer-Linux	1.91 TB	1.91 TB	NFS	Supported	Single
OracleServer	1.91 TB	1.91 TB	NFS	Supported	Single
OS Images	6.57 TB	6.09 TB	NFS	Supported	Single
WindowsServer	1.92 TB	1.91 TB	NFS	Supported	Single

6 items

vmware

Back Next Finish Cancel

NOTE: For granular protection and performance analyses we recommend creating **one virtual machine per datastore**.

WARNING: While it is technically possible to attach several datastores to a single virtual machine, Syneto HYPER doesn't support this configuration. Data protection will not work properly on virtual machines connected to several datastores.

All further virtual machine management is done using the vSphere management interface.

Protecting

Please refer to [Configuring the type of snapshots for the virtual machines](#) for more details.

Consistency levels

Each virtual machine can be protected by three types of snapshot consistency levels:

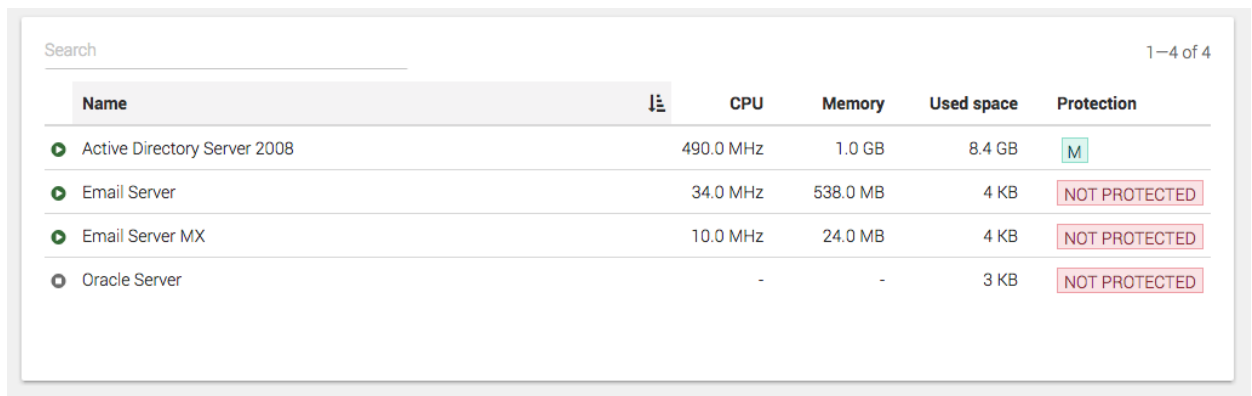
1. *Crash consistent* - When restoring, the virtual machine will be in a state similar after a power outage.
Recommended for virtual machines resilient to forced reboots. (ie. Linux or Solaris servers or workstations)
2. *Application consistent* - Before taking the snapshot, a message will be sent to the operating system. This will instruct compatible applications to flush all their data to the disk. The snapshot will be taken after the flush operation finishes. Disk consistency for the application supporting the protocol will be consistent. When restoring, the virtual machine will be powered off.
Recommended for Microsoft servers (Active Directory, MS-SQL, etc)
3. *Live snapshot* - Before taking a snapshot all operations on the virtual machine will be suspended and saved to the disk. This includes waiting for disk flush operations, persisting RAM, persisting current running state. Unfortunately, during this operation the virtual machine is not accessible. The process can take up to 5 minutes, or even longer for large servers.
Recommended for mission critical system and only on a daily or weekly schedule, run overnight, so that work is not interrupted.

WARNING: Live snapshot is not available on Syneto HYPER 2000 Series.

WARNING: While it is technically possible to attach several datastores to a single virtual machine, Syneto HYPER doesn't support this configuration. Data protection will not work properly on virtual machines connected to several datastores.

Monitoring

The main virtual machines page can be accessed by *Main menu* → *Virtual machines*. This page offers a list of virtual machines. The list contains virtual machines from all connected ESX hosts. You will see that only the virtual machines that are on datastores served by the Syneto HYPER will be included in the list.



The screenshot shows a web interface for monitoring virtual machines. At the top left is a search bar labeled "Search". At the top right, it indicates "1-4 of 4" items. Below this is a table with the following columns: Name, CPU, Memory, Used space, and Protection. The table contains four rows of data:

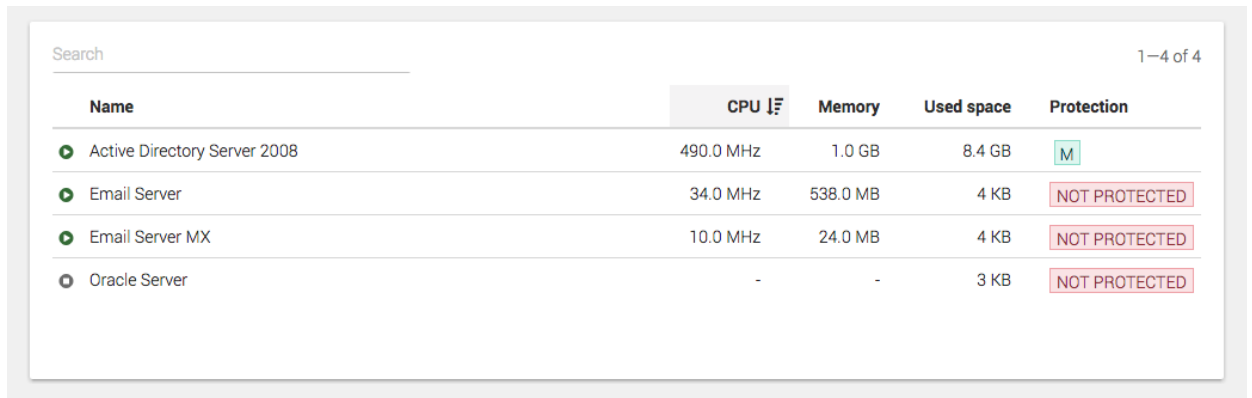
Name	CPU	Memory	Used space	Protection
Active Directory Server 2008	490.0 MHz	1.0 GB	8.4 GB	M
Email Server	34.0 MHz	538.0 MB	4 KB	NOT PROTECTED
Email Server MX	10.0 MHz	24.0 MB	4 KB	NOT PROTECTED
Oracle Server	-	-	3 KB	NOT PROTECTED

The list has several columns with information about the virtual machine: CPU usage, memory usage, used space, and protection status.

CPU

This column shows how much processing power is used right now by the virtual machine. The value is presented in GHz.

For detailed information click the virtual machine and in the details section on the bottom you will see current CPU usage in GHz, maximum allocated to the virtual machine in GHz, and the percentage of the current value.



The screenshot shows a table with the following columns: Name, CPU, Memory, Used space, and Protection. The CPU column is sorted in descending order. The first row, 'Active Directory Server 2008', has a CPU usage of 490.0 MHz. The other rows are 'Email Server' (34.0 MHz), 'Email Server MX' (10.0 MHz), and 'Oracle Server' (-). The Protection column shows 'M' for the first row and 'NOT PROTECTED' for the others. A search bar is at the top left, and '1-4 of 4' is at the top right.

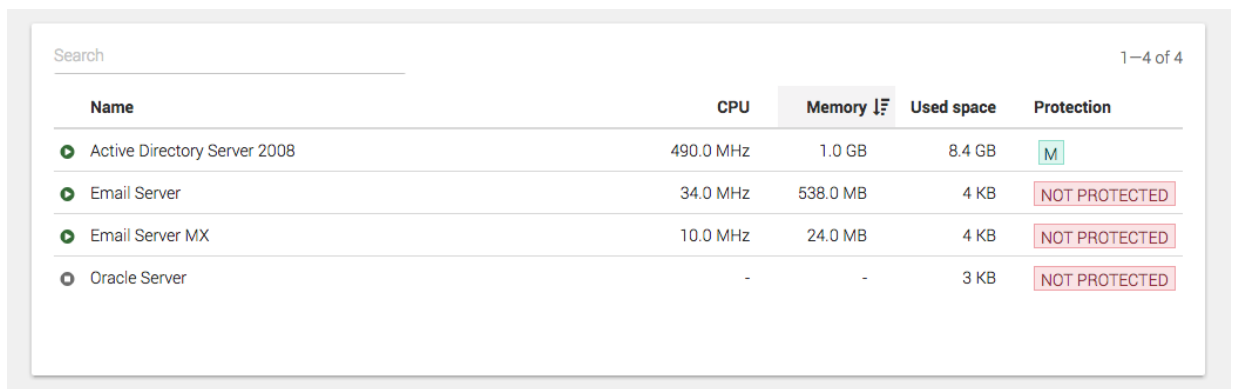
Name	CPU ↓	Memory	Used space	Protection
Active Directory Server 2008	490.0 MHz	1.0 GB	8.4 GB	M
Email Server	34.0 MHz	538.0 MB	4 KB	NOT PROTECTED
Email Server MX	10.0 MHz	24.0 MB	4 KB	NOT PROTECTED
Oracle Server	-	-	3 KB	NOT PROTECTED

NOTE: it is useful to sort the list descending by *CPU* when you want to spot virtual machines using too much CPU. For example when you observe a virtual machine is very slow, it is a good practice to come here and quickly check its CPU usage.

Memory

This column show how much memory is currently used by the virtual machines. The value is presented in GB (or other multiples of bytes).

For detailed information click the virtual machine and in the details section on the bottom you will see current Memory usage in GB, maximum memory that the virtual machine can use, and a percentage of the the current value.



The screenshot shows a table with the following data:

Name	CPU	Memory	Used space	Protection
Active Directory Server 2008	490.0 MHz	1.0 GB	8.4 GB	M
Email Server	34.0 MHz	538.0 MB	4 KB	NOT PROTECTED
Email Server MX	10.0 MHz	24.0 MB	4 KB	NOT PROTECTED
Oracle Server	-	-	3 KB	NOT PROTECTED

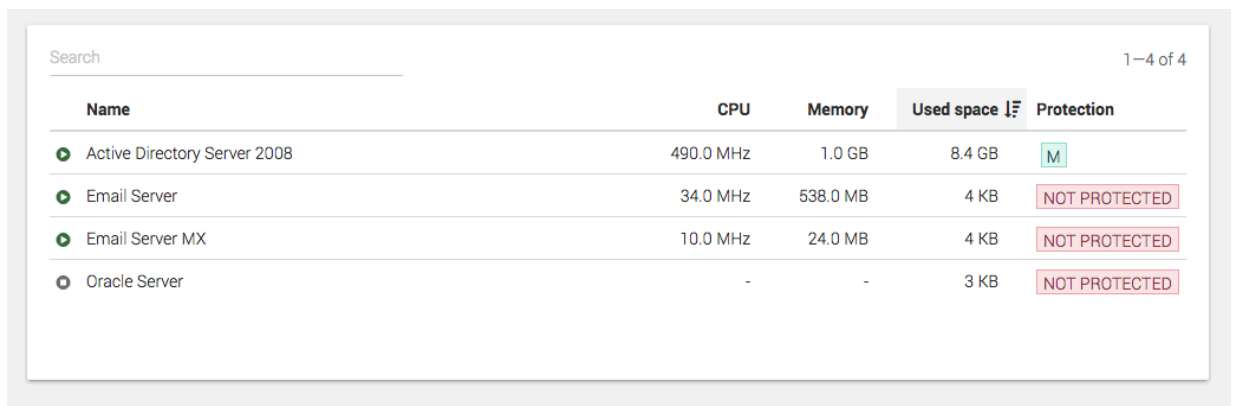
NOTE: it is useful to sort the list descending by *Memory* when you want to spot virtual machines using too much memory. For example when you observe a virtual machine is very slow, it is a good practice to come here and quickly check its memory usage.

NOTE: virtual machines with all their memory reserved will always show 100% memory usage.

Used space

This column show how much disk space is currently used by the virtual machines. The value is presented in GB (or other multiples of bytes).

For detailed information click the virtual machine and in the details section on the bottom you will see current disk usage in GB, maximum disk space available for the virtual machine, and a percentage of the current value.



The screenshot shows a search bar at the top left and a page indicator '1-4 of 4' at the top right. Below is a table with the following data:

Name	CPU	Memory	Used space	Protection
Active Directory Server 2008	490.0 MHz	1.0 GB	8.4 GB	M
Email Server	34.0 MHz	538.0 MB	4 KB	NOT PROTECTED
Email Server MX	10.0 MHz	24.0 MB	4 KB	NOT PROTECTED
Oracle Server	-	-	3 KB	NOT PROTECTED

NOTE: it is useful to sort the list descending by *Used space* when you want to spot virtual machines using too much disk space. For example when you observe a virtual machine cannot write new data or it is very slow with disk operation you may want to check this column.

Additional information

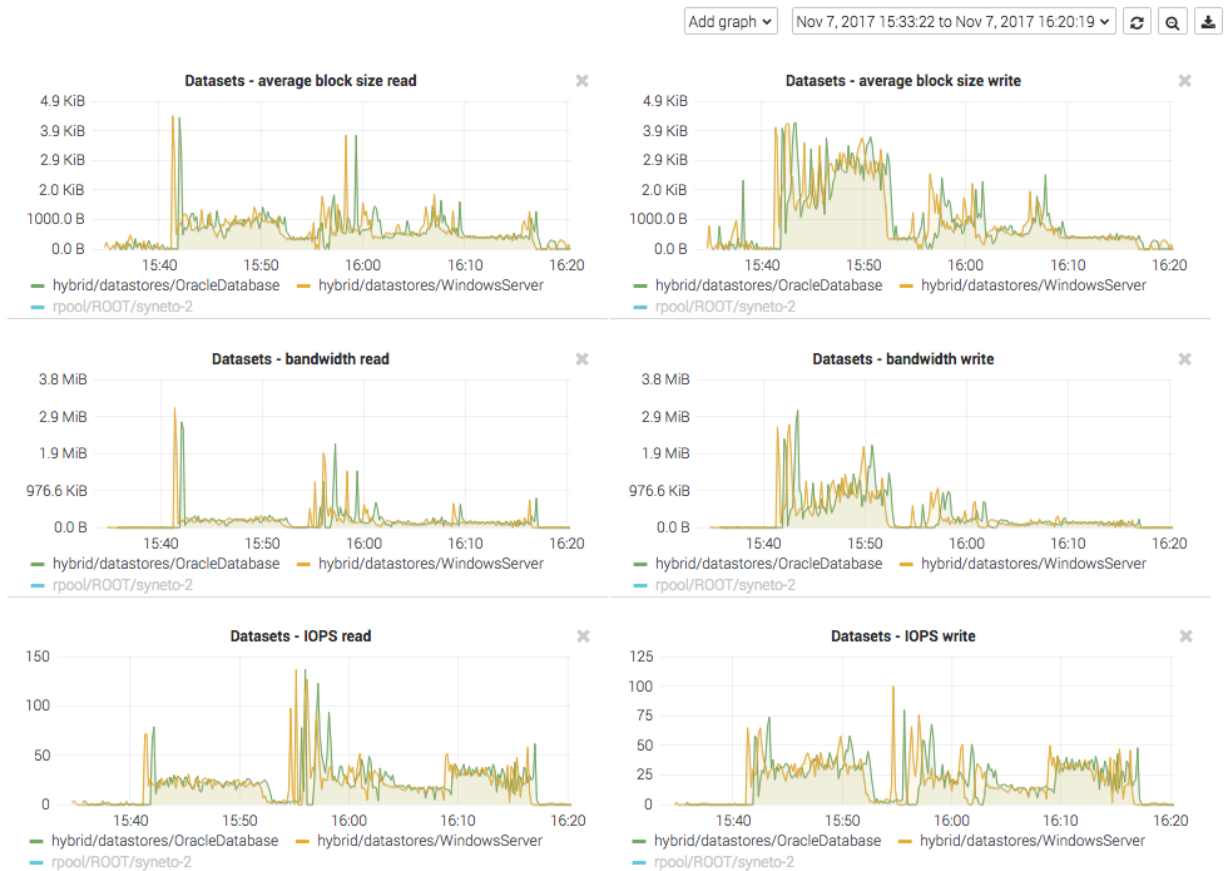
The detailed information box for each virtual machine show essential data about like operating system, datastore, disk pool, network adapter, ip address, protection type and snapshots with quick access to clone and restore.

The current version of Syneto OS does not allow the modification of these properties. To change them, please login to the ESXi web console.

Analyzing performance

With one virtual machine per datastore you can retrieve some interesting data to analyze.

Dataset IOPS



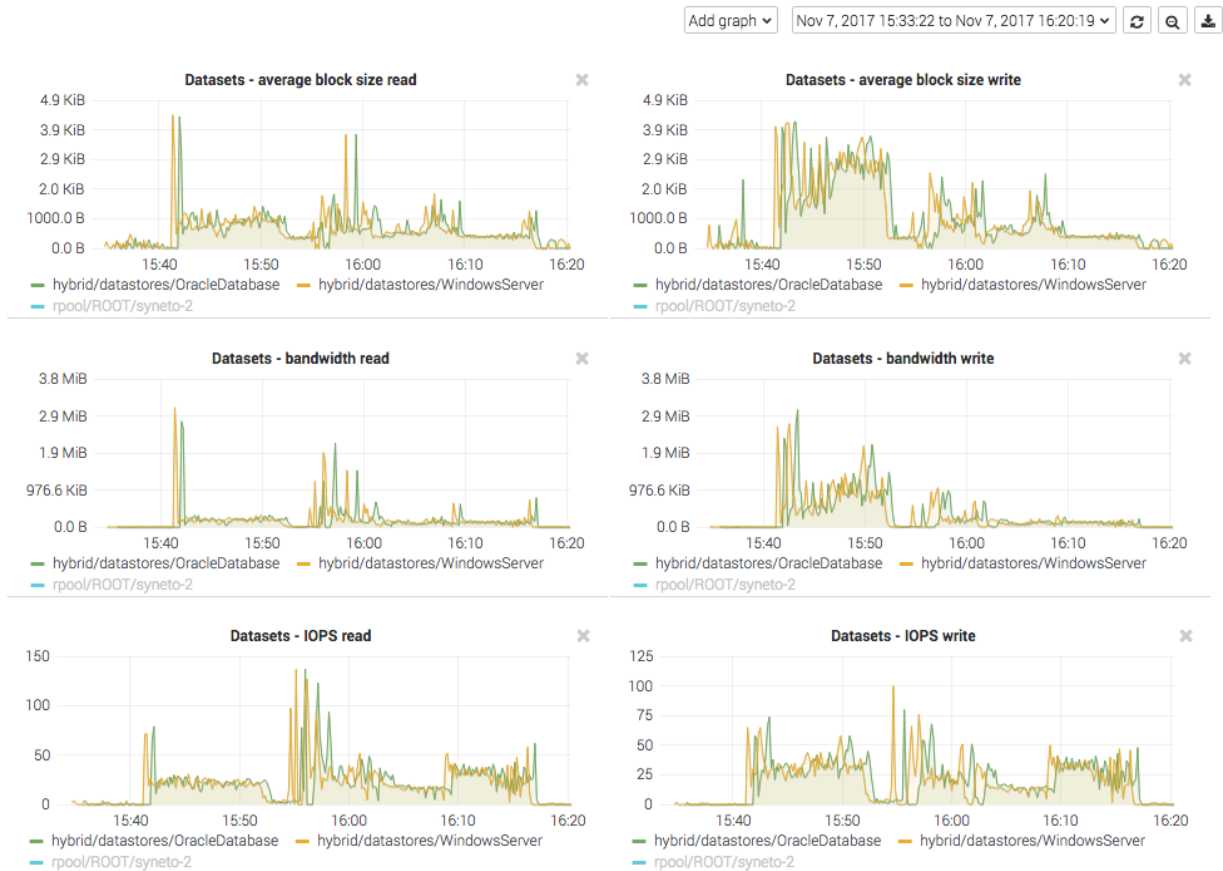
Go to *Main menu* → *Analytics*, click *Add graph*, select *Dataset* → *IOPS*.

These graphics show the IOPS happening on the datastore from the Syneto HYPER's perspective.

NOTE: If you create one virtual machine per datastore, this is the IOPS produced by the virtual machine.

Dataset bandwidth

Go to *Main menu* → *Analytics*, click *Add graph*, select *Dataset* → *Bandwidth*.

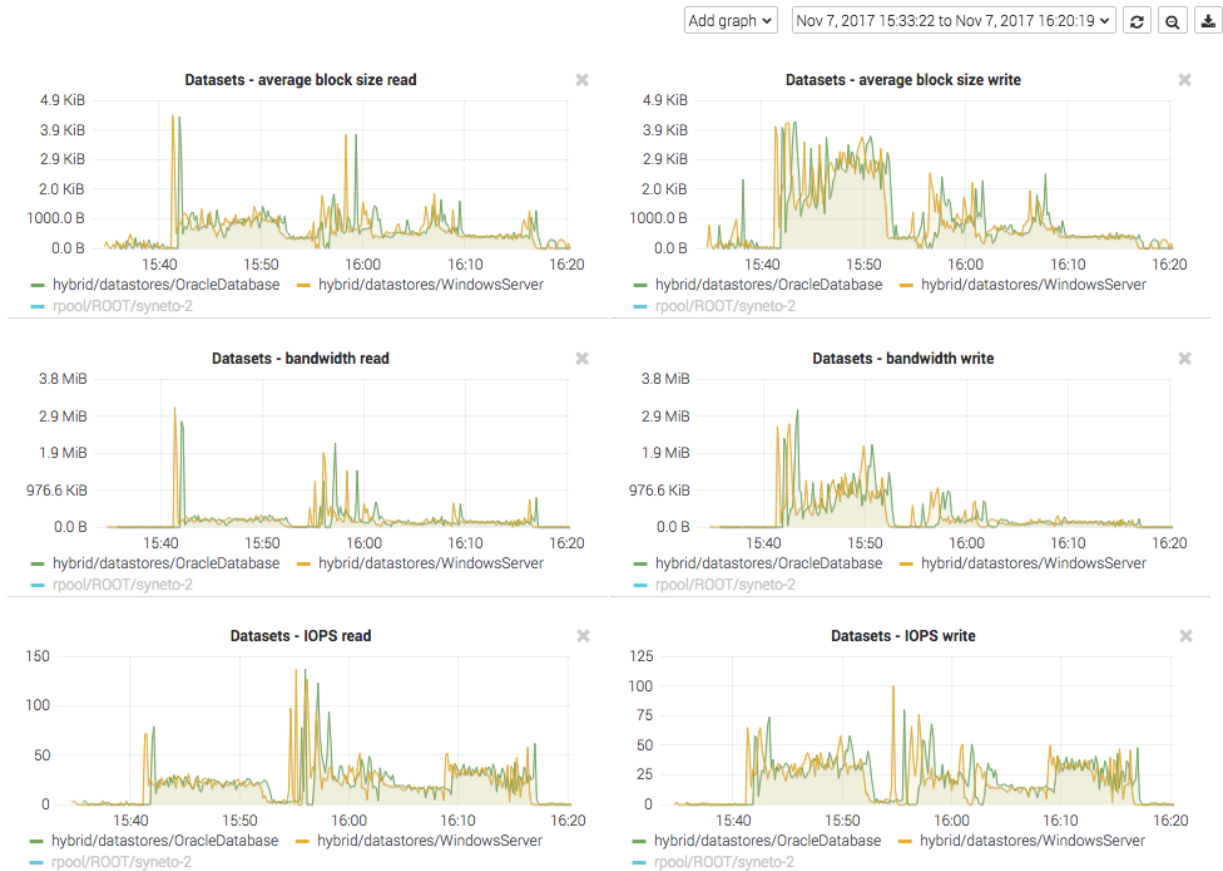


These graphics show the data transfer speed on the datastore from the Syneto HYPER's perspective.

NOTE: If you create one virtual machine per datastore, this is the bandwidth produced by the virtual machine.

Dataset average block size

Go to *Main menu* → *Analytics*, click *Add graph*, select *Dataset* → *Average block size*.



These graphics show the average block size of the data on the datastore from the Syneto HYPER's perspective.

NOTE: If you create one virtual machine per datastore, this is the average block size of the data produced by the virtual machine.

Recovering data from a snapshot

Get access to a previous version of the virtual machine

Sometimes, it happens that you lose some data. Maybe a virus corrupted something, maybe a user deleted a file. Or simply your virtual machine crashed and it won't start any more.

The screenshot displays the Syneto OS interface. At the top, there is a search bar and a page indicator '1-4 of 4'. Below this is a table listing virtual machines with columns for Name, CPU, Memory, Used space, and Protection. The 'Active Directory Server 2008' VM is selected, and its detailed configuration is shown below. The detailed view includes fields for Datastore (WindowsServer), Network adapters (1), IP address (Not available), Guest OS (Microsoft Windows Server 2008 R2 (64-bit)), Protection (M), and Snapshots (6). Progress bars for CPU (1% of 2.5 GHz), Memory (100% of 1.0 GB), and Storage (20% of 42.7 GB) are also visible.

Name	CPU	Memory	Used space	Protection
Active Directory Server 2008	34.0 MHz	1.0 GB	8.4 GB	M
Email Server	23.0 MHz	538.0 MB	4 KB	NOT PROTECTED
Email Server MX	7.0 MHz	24.0 MB	4 KB	NOT PROTECTED
Oracle Server	-	-	3 KB	NOT PROTECTED

Active Directory Server 2008	
Datastore	WindowsServer
Network adapters	1
IP address	Not available
Guest OS	Microsoft Windows Server 2008 R2 (64-bit)
Protection	M
Snapshots	6

For all these, and many more cases, you can simply click *Browse* in the snapshots section of the detailed view of a virtual machine.

Snapshots

November 2017

Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

November 9, 2017 6 snapshots

i	11:12	crash consistent	87.0 KB
i	11:11	crash consistent	87.0 KB
i	11:10	crash consistent	87.0 KB
i	11:09	crash consistent	87.0 KB
i	11:08	crash consistent	87.0 KB
i	11:07	crash consistent	87.0 KB

Summary

VM name	Active Directory Server 2008
Oldest snapshot on	2017/11/09
Total snapshots	6

Close

Pick a date from the calendar, and click on the contextual menu for a snapshot.

Snapshots

November 2017

Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

November 9, 2017 6 snapshots

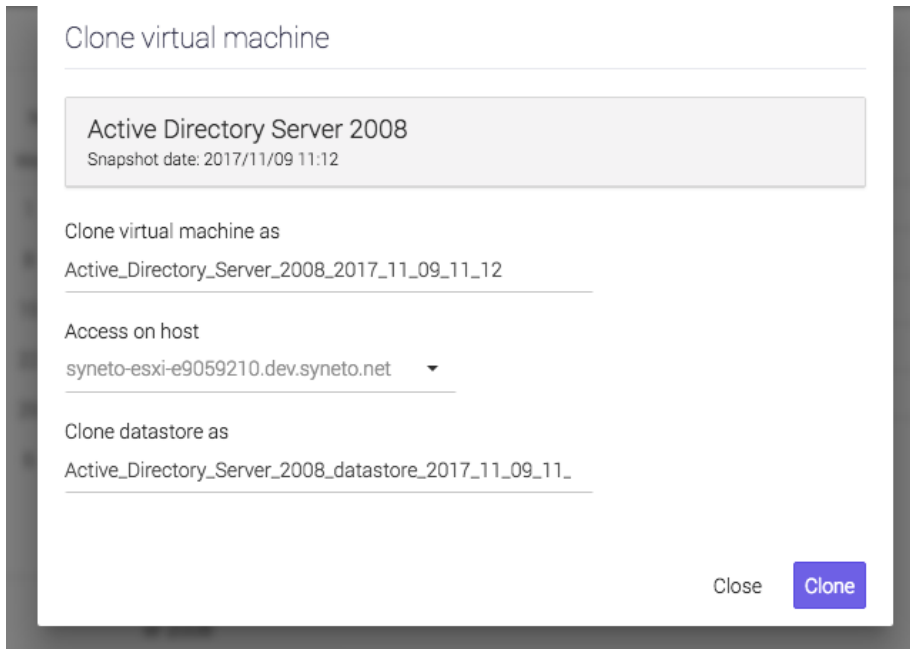
i	11:12	crash consistent	87.0 KB
i	11:11	crash consistent	87.0 KB
i	11:10	crash consistent	87.0 KB
i	11:09	crash consistent	87.0 KB
i	11:08	crash consistent	87.0 KB
i	11:07	crash consistent	87.0 KB

Summary

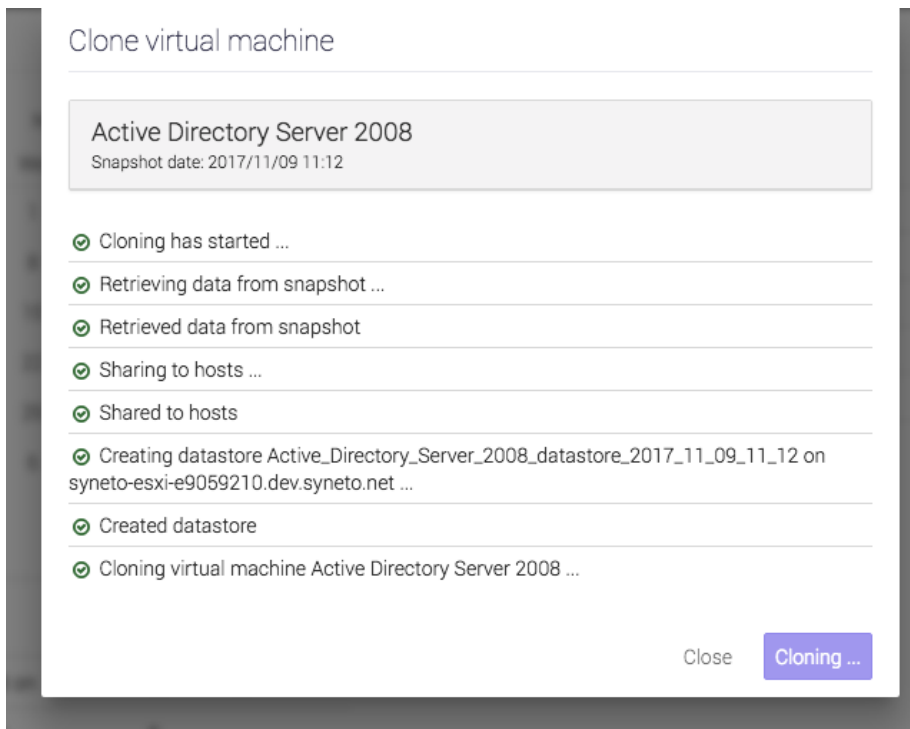
VM name	Active Directory Server 2008
Oldest snapshot on	2017/11/09
Total snapshots	6

Close

Click clone. The virtual machines will be preselected for you.



Click clone and wait for the process to finish.



On the *Virtual machines* page we note that a new virtual machine was created. Using the ESXi web interface you can start the virtual machine and recover/copy the data you need.

Search 1 – 5 of 5

Name	CPU	Memory	Used space	Protection
Active Directory Server 2008	40.0 MHz	1.0 GB	8.4 GB	M
Active_Directory_Server_2008_2017_11_09_11_12	-	-	5.8 GB	NOT PROTECTED
Email Server	24.0 MHz	538.0 MB	4 KB	NOT PROTECTED
Email Server MX	12.0 MHz	24.0 MB	4 KB	NOT PROTECTED
Oracle Server	-	-	3 KB	NOT PROTECTED

Active_Directory_Server_2008_2017_11_09_11_12

Datastore	Active_Directory_Server_2008_datastore_2017_11_09_11_12	CPU	<div style="width: 100%;"><div style="width: 0%;"></div></div> 0% – 0.0 Hz of 2.5 GHz
Network adapters	1	Memory	<div style="width: 100%;"><div style="width: 0%;"></div></div> 0% – 0.0 B of 1.0 GB
IP address	Not available	Storage	<div style="width: 100%;"><div style="width: 14%;"></div></div> 14% – 5.8 GB of 41.2 GB
Guest OS	Microsoft Windows Server 2008 R2 (64-bit)		
Protection	NOT PROTECTED		
Snapshots	0		

syneto-esxi-e9059210.dev.syneto.net - Virtual Machines

Create / Register VM | Console | Power on | Power off | Suspend | Refresh | Actions Search

Virtual machine	Status	Used space	Guest OS	Host name	Host CPU	Host memory
Active Directory Server 2008	✓ Nor...	8.45 GB	Microsoft Windows Ser...	Unknown	38 MHz	1.03 GB
Active_Directory_Server_2008_2017_11_09_11_12	✓ Nor...	5.82 GB	Microsoft Windows Ser...	Unknown	0 MHz	0 MB
Email Server	✓ Nor...	4.47 KB	CentOS 7 (64-bit)	Unknown	18 MHz	538 MB
Email Server MX	✓ Nor...	4.44 KB	CentOS 7 (64-bit)	Unknown	7 MHz	24 MB
Oracle Server	✓ Nor...	2.93 KB	Oracle Solaris 11 (64-bit)	Unknown	0 MHz	0 MB
SynetoOS	✓ Nor...	43.59 GB	Oracle Solaris 11 (64-bit)	syneto-os-e9059210	1 GHz	3.54 GB

Quick filters... 6 items

Active_Directory_Server_2008_2017_11_09_11_12

Guest OS	Microsoft Windows Server 2008 R2 (64-bit)	CPU	0 MHz
Compatibility	ESXi 6.5 and later (VM version 13)	MEMORY	0 B
VMware Tools	No	STORAGE	5.82 GB
CPUs	1		
Memory	1 GB		

Recent tasks

Task	Target	Initiator	Queued	Started	Result	Completed
Power On VM	Active_Directory_Server_2...	root	11/09/2017 11:17:16	11/09/2017 11:17:16	❌ Failed - Transport (VMDB) error -45: Fa...	11/09/2017 11:17:16
Register VM	vm	root	11/09/2017 11:17:04	11/09/2017 11:17:04	✅ Completed successfully	11/09/2017 11:17:15
Create Nas Datastore	syneto-esxi-e9059210.dev.syn...	root	11/09/2017 11:17:04	11/09/2017 11:17:04	✅ Completed successfully	11/09/2017 11:17:04

Clean up when you are done

One of the more tedious tasks after recovering data is cleaning up after you. Finding, stopping, deregistering virtual machines, removing VMware datastores, deleting storage clones can be a complex operation. And because it is time consuming and difficult, many people just let it there... forever.

With Syneto HYPER the whole cleanup process is just one click away. And we take care to clean up only what we created.

Go to *Main menu* → *Virtual machines* and select a virtual machine that has cloned snapshots. Click *Browse* in the snapshot section.

The screenshot displays the Syneto HYPER interface. At the top, there is a search bar and a page indicator '1-5 of 5'. Below this is a table listing virtual machines with columns for Name, CPU, Memory, Used space, and Protection. The 'Active Directory Server 2008' VM is selected, and its details are shown below the table. The details include Datastore (WindowsServer), Network adapters (1), IP address (Not available), Guest OS (Microsoft Windows Server 2008 R2 (64-bit)), Protection (M), and Snapshots (6). Progress bars indicate CPU usage (2% of 2.5 GHz), Memory usage (100% of 1.0 GB), and Storage usage (20% of 42.7 GB).

Name	CPU	Memory	Used space	Protection
Active Directory Server 2008	40.0 MHz	1.0 GB	8.4 GB	M
Active_Directory_Server_2008_2017_11_09_11_12	-	-	5.8 GB	NOT PROTECTED
Email Server	24.0 MHz	538.0 MB	4 KB	NOT PROTECTED
Email Server MX	12.0 MHz	24.0 MB	4 KB	NOT PROTECTED
Oracle Server	-	-	3 KB	NOT PROTECTED

Active Directory Server 2008

Datastore	WindowsServer	CPU	2% – 40.0 MHz of 2.5 GHz
Network adapters	1	Memory	100% – 1.0 GB of 1.0 GB
IP address	Not available	Storage	20% – 8.4 GB of 42.7 GB
Guest OS	Microsoft Windows Server 2008 R2 (64-bit)		
Protection	M		
Snapshots	6	Browse	

You will see that all cloned snapshots are marked with a label. Click the context menu for a cloned snapshot and select *Clean up clone*.

Snapshots

November 2017

Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Summary

VM name	Active Directory Server 2008
Oldest snapshot on	2017/11/09
Total snapshots	7

November 9, 2017 7 snapshots

11:35	crash consistent	87.0 KB
11:34	crash consistent	87.0 KB
11:33	crash consistent	87.0 KB
11:32	crash consistent	87.0 KB
11:31	crash consistent	87.0 KB
11:30	crash consistent	97.0 KB
11:12	crash consistent cloned	721.0 KB

Clean up clone

Close

The system will ask you to confirm the process and it will explain all the things that will happen, such as virtual machines will be removed, datastore unmounted from VMware, etc.

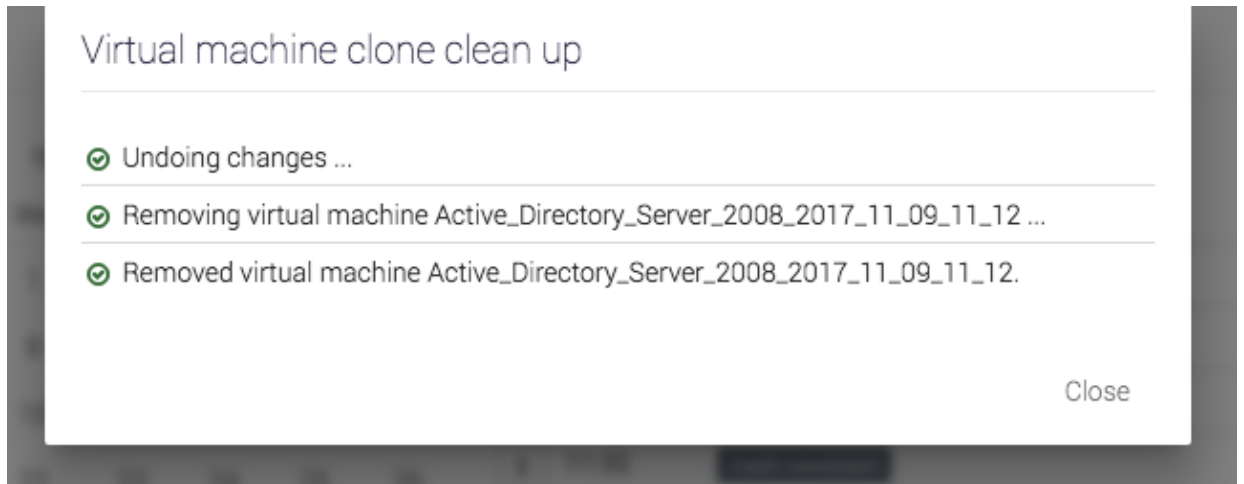
Confirm

Are you sure you want to delete the cloned virtual machine?

This will power off and unregister the virtual machine.

Cancel Clean up clone

The process takes a little time, you will see a step by step progress.



That's it, all that was created, shared, connected, imported for that snapshot clone was reverted. No more mess left behind by the recovery process.

SHARES

Syneto HYPER products offer traditional file sharing over the SMB and AFP protocols. We know that hyperconverged solutions are the trend, but classic, old school sharing isn't dead either. So, let's see how to configure file sharing on Syneto HYPER.

User management

When we need to share files to several users, the first question that comes to mind is "Who can access the files?" Syneto HYPER offers user management and file access management in two context: Microsoft Active Directory integration or local users on the device itself.

Active Directory integration

To join Active Directory go to *Main menu* → *Shares* and select *Workgroup / Domain* in the action bar.

The screenshot shows a 'Join to' dialog box with two tabs: 'Workgroup' (which has a green 'joined' indicator) and 'Active Directory'. The 'Active Directory' tab is selected, and the following fields are visible:

- Domain name: DN.MYCOMPANY (with a help icon)
- Domain controller: dc.dn.mycompany (with a help icon)
- Username: Administrator
- Password: (masked with dots)
- LAN manager authentication level: Radio buttons for 0, 1, 2, 3, 4 (selected), and 5 (with a help icon). Below this, it says "Select Imauth level 4 if using Windows 2008 SP2."
- Limit organizational units access

At the bottom right, there are 'Close' and 'Join' buttons.

Click on the *Active Directory* tab. Fill in the form with the required data and click *Join*. Once joined you manage your users from the Active Directory server. File permissions are also set from Windows.

NOTE: *Username* must be an Active Directory user name with sufficient rights to join hosts to Active Directory.

WARNING: You must make sure DNS is set to the *Domain controller's* IP address. Otherwise joining the Active Directory will fail. See [Networking](#) for details about how to configure DNS server on the Syneto HYPER.

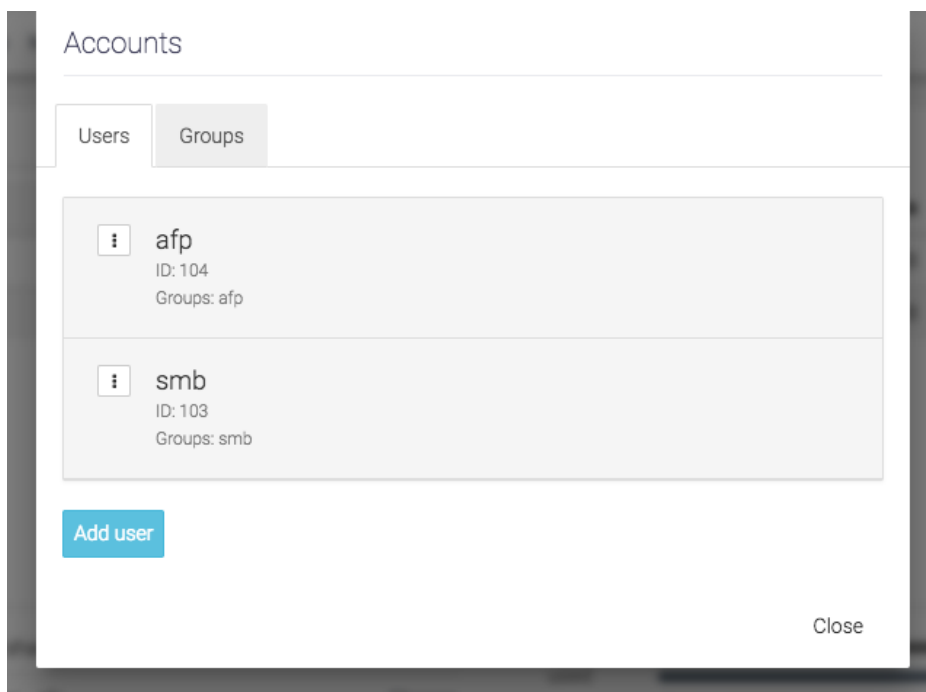
Managing local users and groups

In case you are not using an Active Directory server, or you simply wish to control access to shares with users local to the Syneto HYPER, you have the option to do so.

First, go to *Main menu* → *Shares* and select *Workgroup / Domain*. Click the *Workgroup* tab and join a workgroup.

NOTE: *Workgroup* is the default setting.

When you are joined to a workgroup, you can manage local users and groups. Click on *Accounts* in the action bar. The dialog will present two tabs: *Users* and *Groups*.



NOTE: By default there are two users created: **afp** with default password **afp** and user **smb** with default password **smb**.

The default users are created for simple networks. They provide a simple preconfigured security option. Just make your users use the smb or afp user with the default passwords.

But, of course, this may not be enough. Just click *Add user* and add a new user.

New user

Username
jane

Password
.....

Re-type password
.....

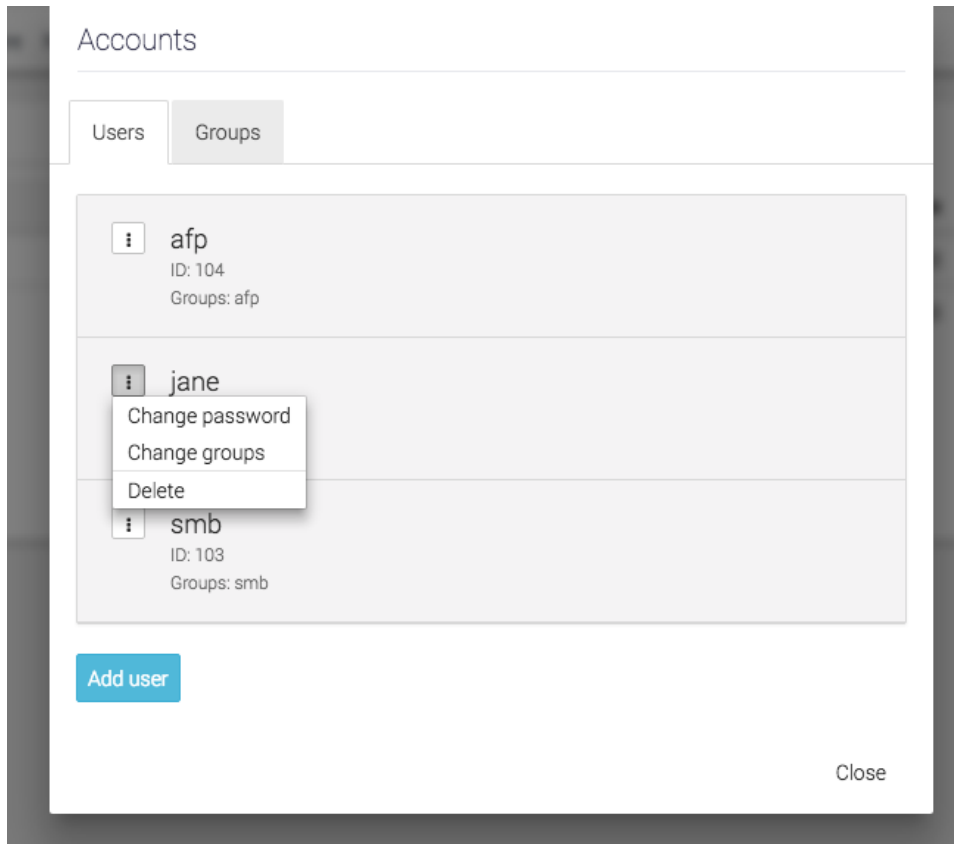
Groups

- accounting
- afp
- smb

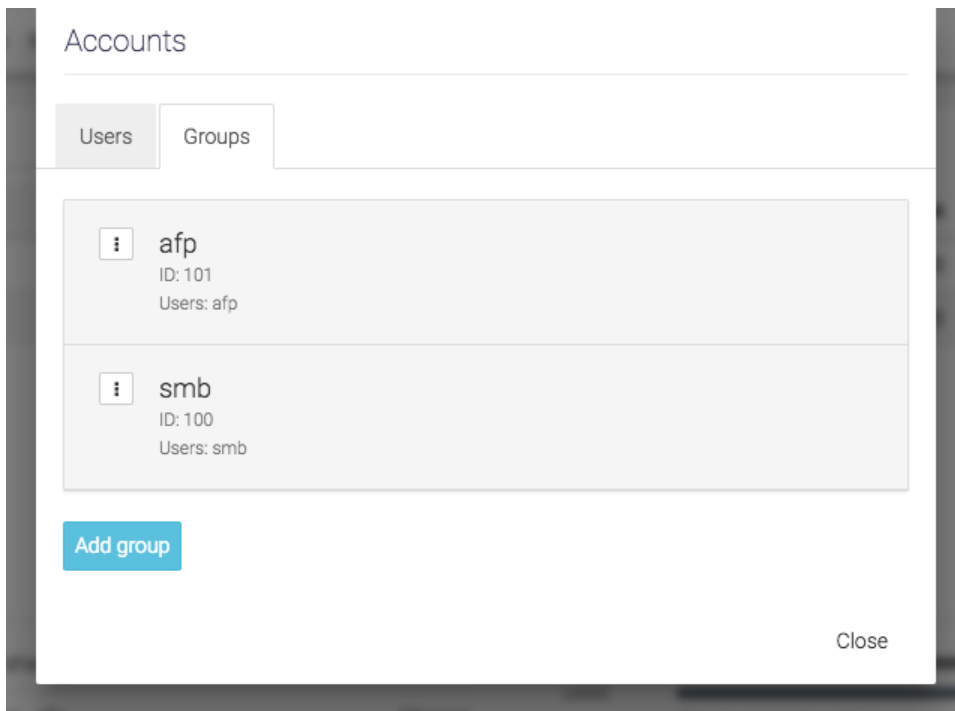
Close Create

NOTE: each user will be created with a default group having the same name as the user. You can select secondary group for each user from the existing groups.

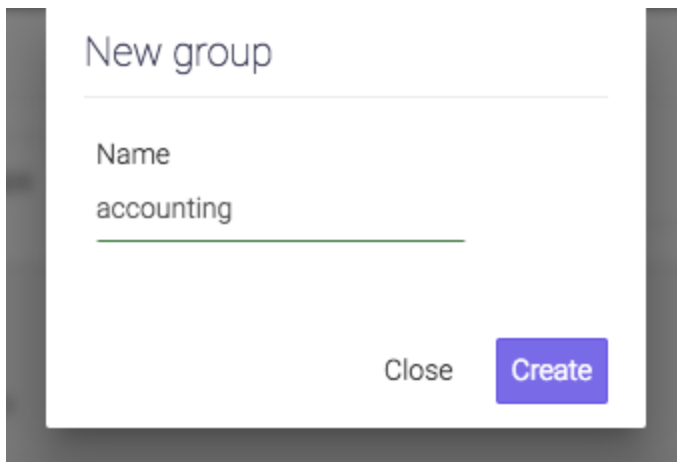
In the user list you can click the context menu and manage the user's groups, password, and delete the user.



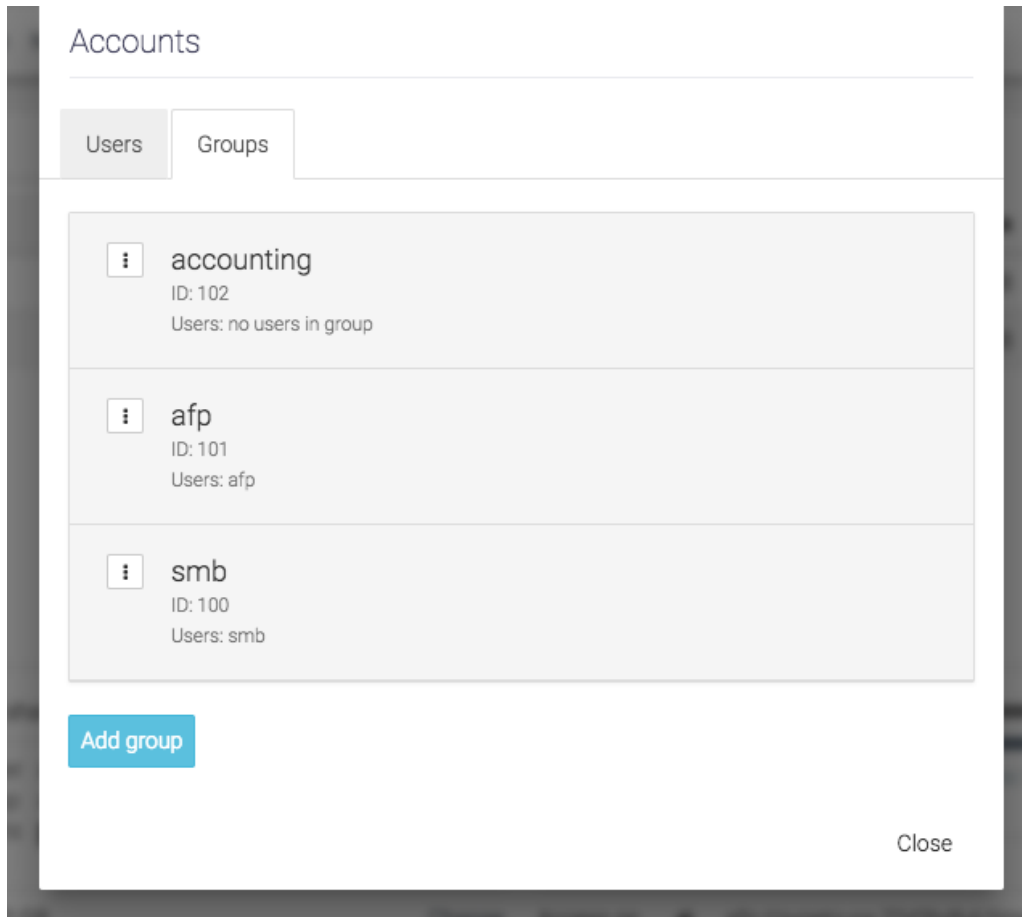
Adding and removing groups is similar to users.



Just click *Add group* and fill in a name fill in a name for the group.



And then, click *Create* to create the group.

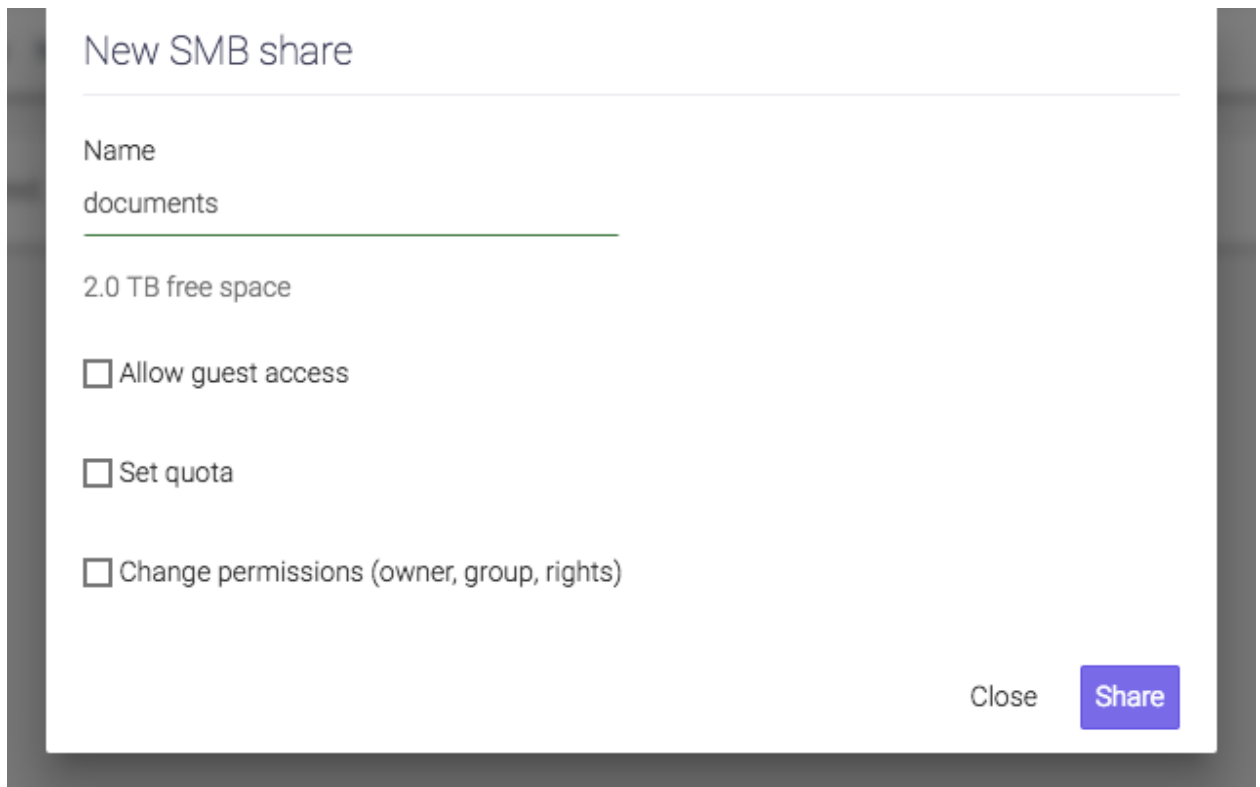


The new group will appear in the list.

Provisioning and managing

SMB - Create share

To create a new SMB share go to *Main menu* → *Shares* and click on *New SMB share*.



New SMB share

Name
documents

2.0 TB free space

Allow guest access

Set quota

Change permissions (owner, group, rights)

Close

Provide a name for the share and optionally set one or more of the additional parameters:

- *Allow guest access* - makes the share public. Anybody can read, write, and modify anything.

NOTE: After creating or setting a SMB share's guest access, you must also set the rights to everybody read/write/execute. See below.

- *Set quota* - sets a quota on a share. In other words, how much data can be written into it.
- *Change permissions* - allows setting a user, group, and UNIX type file permissions.

New SMB share

Name

documents

2.0 TB free space

Allow guest access

Set quota _____ GB

Change permissions (owner, group, rights)

Owner

Group

smb



smb



Rights	Read	Write	Execute
Owner	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Group	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Others	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Close

Share

SMB - Manage share

After the share was created you can see it in the list.

The screenshot displays the Syneto OS interface for managing SMB shares. At the top, there is a search bar and a '1-1 of 1' indicator. Below this is a table listing shares. The table has columns for Name, Type, Used space, Quota, and Protection. The 'documents' share is listed with Type 'SMB', Used space '20 KB', Quota '1.0 GB', and Protection 'NOT PROTECTED'.

Below the table, the details for the 'documents' share are shown. The details section includes:

- Type:** SMB share
- Permissions:** Owner smb, Group smb, Rights rwx for owner, group, and others.
- Space effective used:** A bar chart showing 10.0 KB used (Data: 20.0 KB, Snapshots: 0.0 B) and 20.0 KB total.
- Compression:** 1.00x, Saved 0.0 B.
- Quota:** 1.0 GB.
- Protection:** NOT PROTECTED.
- Access on:** \\syneto-os-e9059210\documents.
- smb://:** smb://syneto-os-e9059210/documents.
- Snapshots:** 0.
- Guest access:** OFF (ON).

Click on it and you can see its details. From the details section you can perform a set of management actions:

- *Pause* - will temporarily disable the share. You won't lose any data, but access to it will be impossible.

The screenshot displays the Syneto OS interface for managing SMB shares. At the top, there is a search bar and a '1-1 of 1' indicator. Below this is a table with columns: Name, Type, Used space, Quota, and Protection. The 'documents' share is listed with Type 'SMB', Used space '20 KB', Quota '1.0 GB', and Protection 'NOT PROTECTED'. An orange pause icon is next to the share name. Below the table, the details for the 'documents' share are shown. The 'Type' is 'SMB share'. The 'Permissions' section shows Owner 'smb', Group 'smb', and Rights 'rwx' for owner, group, and others. The 'Quota' is '1.0 GB'. The 'Protection' is 'NOT PROTECTED'. The 'Snapshots' count is '0'. The 'Space effective used' section shows a bar chart with 'Data: 20.0 KB' and 'Snapshots: 0.0 B'. The 'Compression' is '1.00x' and 'Saved 0.0 B'. The 'Guest access' is 'OFF'.

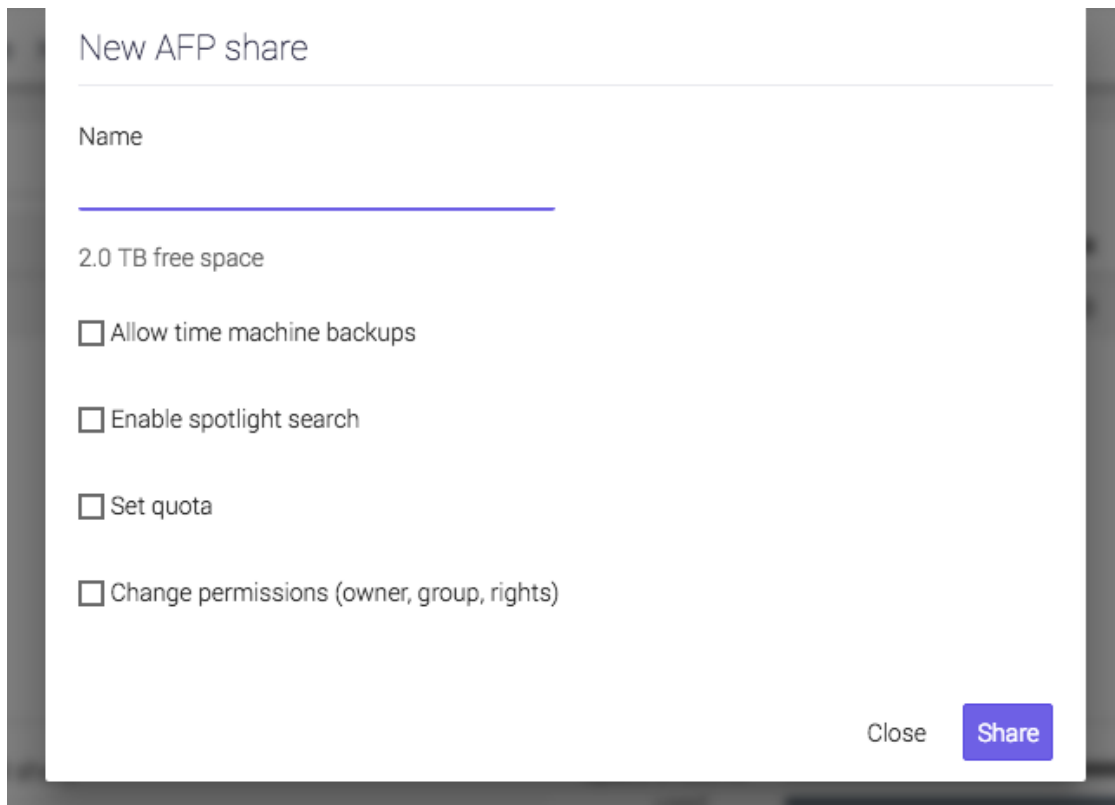
When a share is paused its icon changes from the green triangle into an orange pause sign.

- *Delete* - will permanently remove the share and all its data.
- *Permissions* → *Change* - allows changing owner (user), group, and UNIX file permissions.
- *Quota* → *Change* - allows changing the quota of the share. You can increase or decrease the value. Minimum is 1GB. Set it to 0 for unlimited.
- *Guest access* → *OFF / ON* - toggles the guest access state of the share.

NOTE: After setting a SMB share's guest access, you must also set the rights to everybody read/write/execute. See above.

AFP - Create share

To create a new AFP share go to *Main menu* → *Shares* and click on *New AFP share*.



New AFP share

Name

2.0 TB free space

Allow time machine backups

Enable spotlight search

Set quota

Change permissions (owner, group, rights)

Close Share

Provide a name for the share and optionally set one or more of the additional parameters:

- *Allow time machine backups* - enables support for MacOS to send Time Machine backups to this location.
- *Enable spotlight search* - enables server side indexing of this folder so you can search for files in your Mac's Spotlight.
- *Set quota* - sets a quota on a share. In other words, how much data can be written into it.
- *Change permissions* - allows setting a user, group, and UNIX type file permissions.

New AFP share

Name
videos

2.0 TB free space

Allow time machine backups

Enable spotlight search

Set quota

Change permissions (owner, group, rights)

Owner Group

Rights	Read	Write	Execute
Owner	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Group	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Others	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Close

AFP - Manage share

After the share was created you can see it in the list.

The screenshot shows a web interface for managing shares. At the top, there is a search bar and a page indicator '1-2 of 2'. Below is a table listing shares:

Name	Type	Used space	Quota	Protection
documents	SMB	19 KB	1.0 GB	NOT PROTECTED
videos	AFP	19 KB	200.0 GB	NOT PROTECTED

The 'videos' share is selected, and its details are shown below. The details section includes:

- videos** (with 'Pause' and 'Delete' actions)
- Type:** AFP share
- Space effective used:** 9.5 KB (Data: 19.0 KB, Snapshots: 0.0 B)
- Permissions:** Owner: afp, Group: afp, Rights: rwx (owner), rw- (group), r-- (others)
- Quota:** 200.0 GB
- Protection:** NOT PROTECTED
- Access on:** afp://syneto-os-e9059210/videos
- Time machine:** OFF (ON)
- Spotlight search:** OFF (ON)

Click on it and you can see its details. From the details section you can perform a set of management actions:

- *Pause* - will temporarily disable the share. You won't lose any data, but access to it will be prohibited.

When a share is paused its icon changes from the green triangle into an orange pause sign.

- *Delete* - will permanently remove the share and all its data.
- *Permissions* → *Change* - allows changing owner (user), group, and UNIX file permissions.
- *Quota* → *Change* - allows changing the quota of the share. You can increase or decrease the value. Minimum is 1GB. Set it to 0 for unlimited.
- *Time machine* → *OFF / ON* - toggles the time machine functionality.
- *Spotlight search* → *OFF / ON* - toggles the server side Spotlight integration.

Protecting

Please refer to [Configuring snapshotting without virtual machines](#) for more details.

Monitoring

The main shares page can be accessed by *Main menu* → *Shares*. This page offers a list of shares. The table combines SMB and AFP shares into a single list.

The screenshot displays the 'Shares' monitoring page in Syneto OS. At the top, there is a search bar and a page indicator '1-4 of 4'. Below is a table listing shares:

Name	Type	Used space	Quota	Protection
documents	SMB	343.3 MB	1.0 GB	NOT PROTECTED
jane-backup	AFP	686.9 MB	unlimited	NOT PROTECTED
marketing-materials	SMB	90.9 MB	unlimited	NOT PROTECTED
videos	AFP	74.4 MB	200.0 GB	NOT PROTECTED

Below the table, the 'jane-backup' share is selected, showing a detailed configuration panel. The share name 'jane-backup' is highlighted, with 'Pause' and 'Delete' actions available. The configuration includes:

- Type:** AFP share
- Permissions:** Owner: jane, Group: afp, Rights: rwx (owner), rw- (group), r-- (others). A 'Change' button is present.
- Space effective used:** A progress bar shows 686.9 MB used out of a 1.4 GB quota. Data: 686.9 MB, Snapshots: 0.0 B.
- Compression:** 2.12x, Saved 758.7 MB.
- Quota:** unlimited, with a 'Change' button.
- Protection:** NOT PROTECTED, with a help icon.
- Snapshots:** 0.
- Access on:** afp://syneto-os-e9059210/jane-backup, with a share icon.
- Time machine:** OFF (toggle to ON).
- Spotlight search:** OFF (toggle to ON).

The list has several columns with information about the share: Type, Used space, Quota

Type

Specifies the share type: SMB or AFP. It can be used to quickly determine a share's type.

Used space

Show the amount of data written to the share. It can be used to determine space pressure on the Syneto HYPER.

Quota

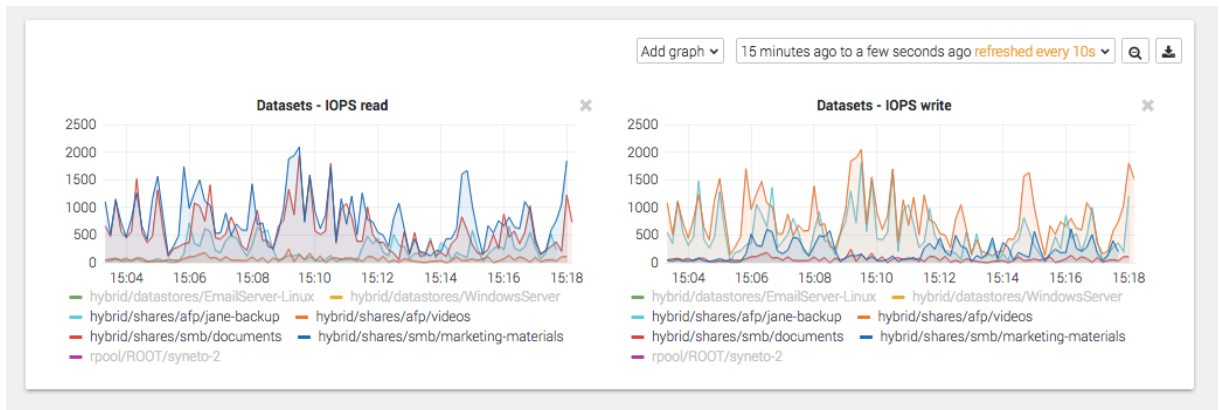
Shows the quota set on the share. It can be used along with *Used space* to determine if space limits are reached.

Analyzing performance

Syneto HYPER collects performance data and saves them for later analyzes. This chapter will describe what analytics can be visualized for shares.

Dataset IOPS

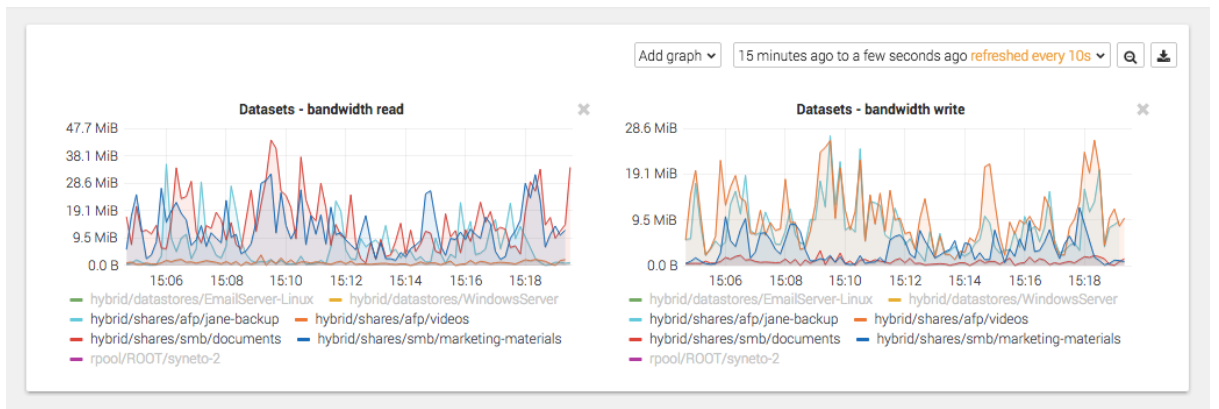
Go to *Main menu* → *Analytics*, click *Add graph*, select *Dataset* → *IOPS*.



These graphics show the IOPS happening on the share from the Syneto HYPER's perspective.

Dataset bandwidth

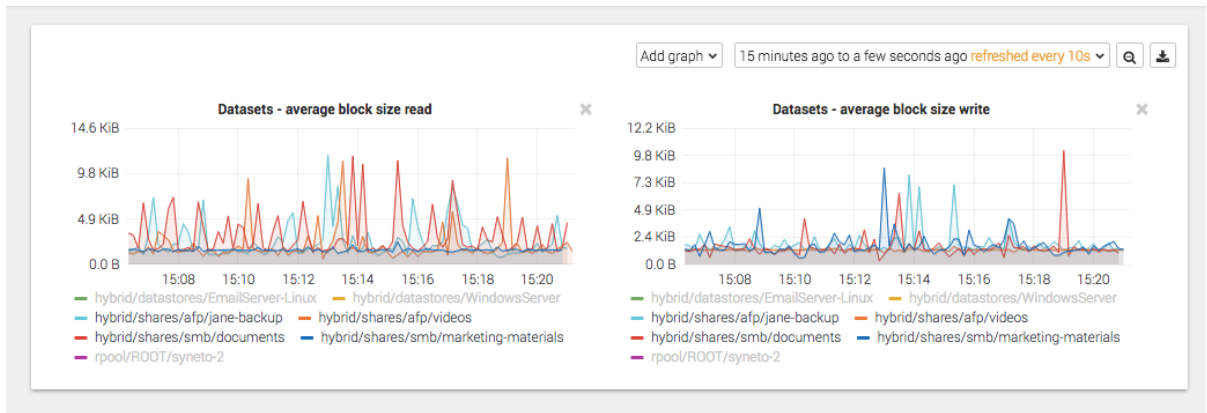
Go to *Main menu* → *Analytics*, click *Add graph*, select *Dataset* → *Bandwidth*.



These graphics show the data transfer speed on the share from the Syneto HYPER's perspective.

Dataset average block size

Go to *Main menu* → *Analytics*, click *Add graph*, select *Dataset* → *Average block size*.



These graphics show the average block size of the data on the share from the Syneto HYPER's perspective.

Recovering data from a snapshot

Access a previous version of your share

Sometimes, it happens that you loose some data. Maybe a virus corrupted something, maybe a user deleted a file.

Search 1-4 of 4







Name	Type	Used space	Quota	Protection
documents	SMB	409.3 MB	1.0 GB	NOT PROTECTED
jane-backup	AFP	950.9 MB	unlimited	M
marketing-materials	SMB	170.8 MB	unlimited	NOT PROTECTED
videos	AFP	132.6 MB	200.0 GB	NOT PROTECTED

jane-backup Pause Delete

Type	AFP share	Space effective used	2.0 GB 950.9 MB
Permissions	Owner jane Group afp Rights rwx rw- r-- <small>owner group others</small>	<div style="display: flex; align-items: center;"> <div style="width: 100px; height: 10px; background: linear-gradient(to right, #007bff, #6c757d);"></div> <div style="margin-left: 10px;"> Data: 950.7 MB Snapshots: 260.0 KB </div> </div>	Compression 2.13x Saved 1.0 GB
Quota	unlimited Change	Access on	afp://syneto-os-e9059210/jane-backup
Protection	M Change	Time machine	OFF <input checked="" type="checkbox"/> ON
Snapshots	5 Browse	Spotlight search	OFF <input checked="" type="checkbox"/> ON

For all these, and many more cases, you can simply click *Browse* in the snapshots section of the detailed view of a share.

Snapshots

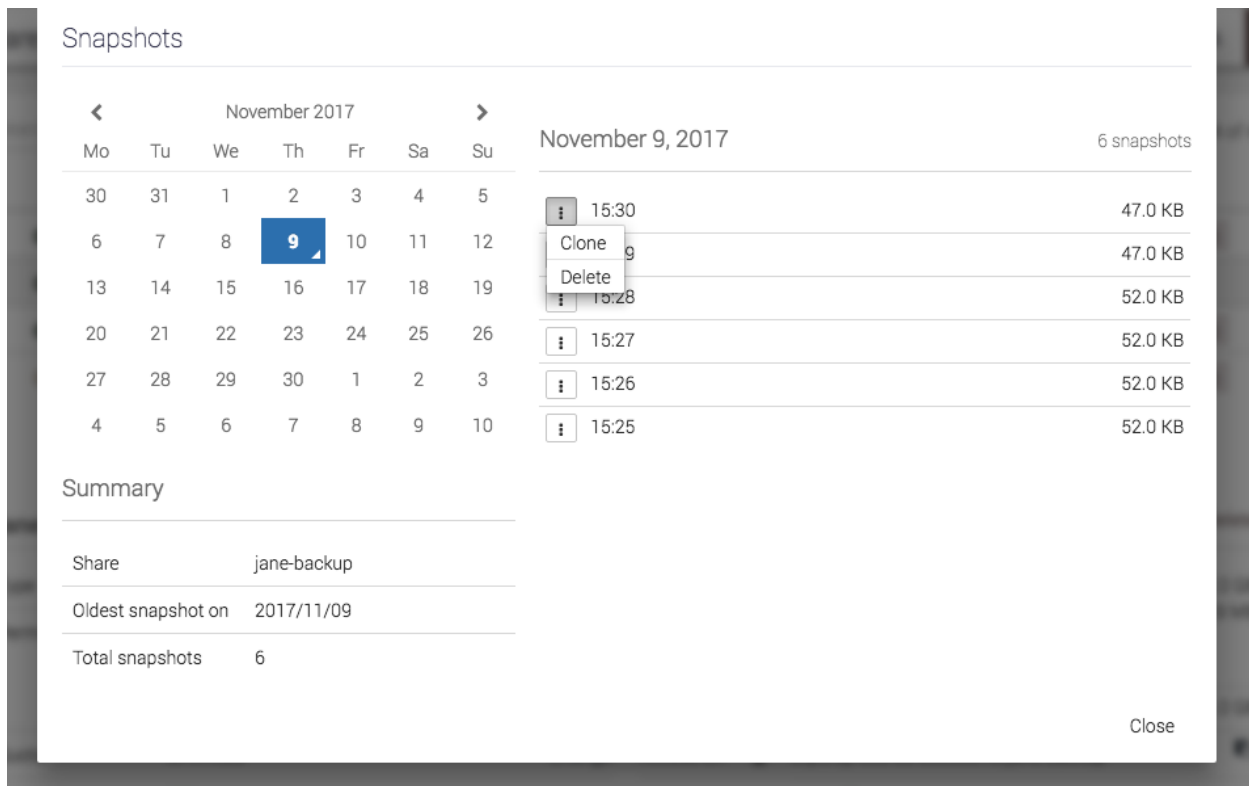
November 2017							November 9, 2017		6 snapshots
Mo	Tu	We	Th	Fr	Sa	Su			
30	31	1	2	3	4	5		15:30	47.0 KB
6	7	8	9	10	11	12		15:29	47.0 KB
13	14	15	16	17	18	19		15:28	52.0 KB
20	21	22	23	24	25	26		15:27	52.0 KB
27	28	29	30	1	2	3		15:26	52.0 KB
4	5	6	7	8	9	10		15:25	52.0 KB

Summary

Share	jane-backup
Oldest snapshot on	2017/11/09
Total snapshots	6

Close

Pick a date from the calendar, and click on the contextual menu for a snapshot.



Snapshots

November 2017

Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

November 9, 2017 6 snapshots

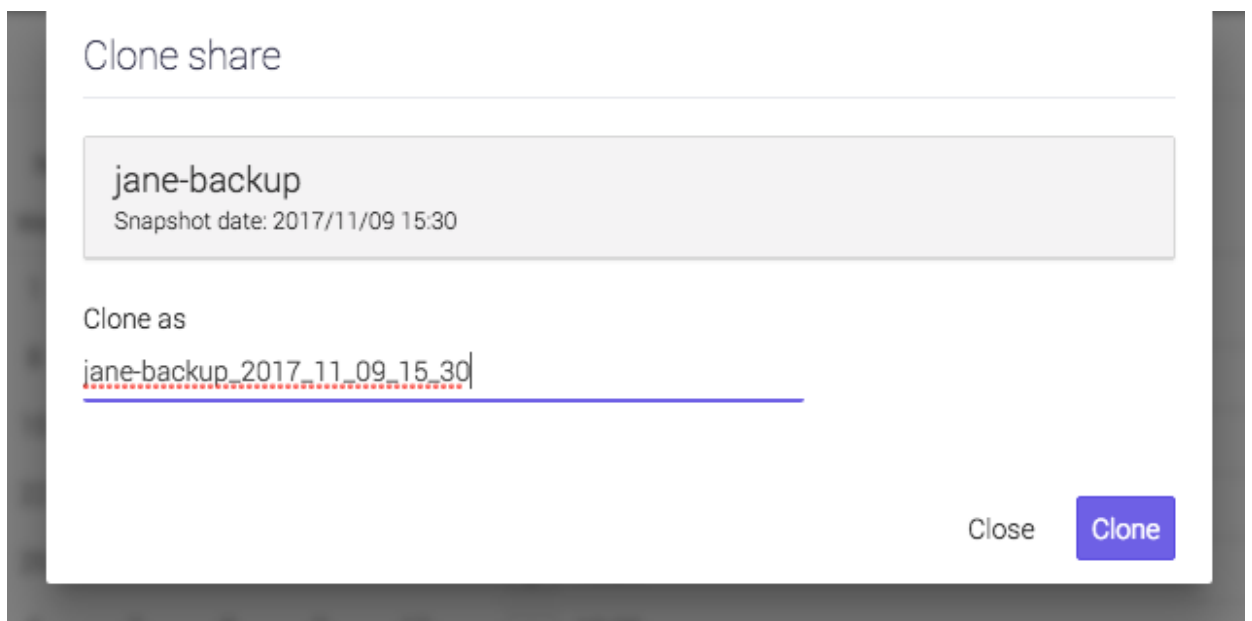
15:30	47.0 KB
15:28	47.0 KB
15:27	52.0 KB
15:26	52.0 KB
15:25	52.0 KB

Summary

Share	jane-backup
Oldest snapshot on	2017/11/09
Total snapshots	6

Close

Select clone.



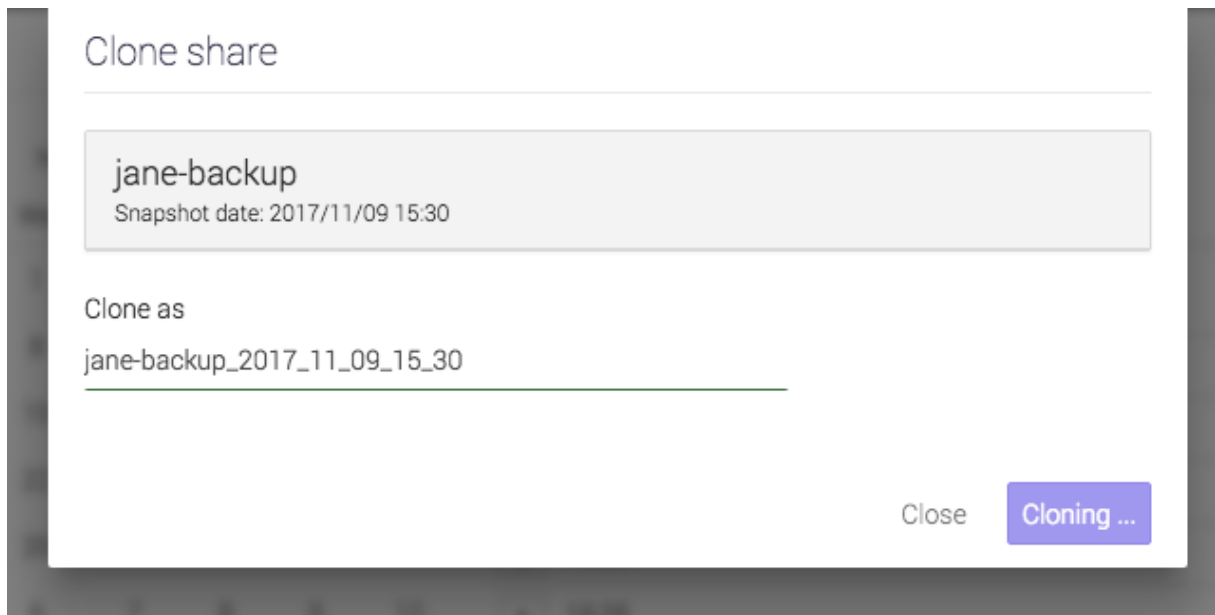
Clone share

jane-backup
Snapshot date: 2017/11/09 15:30

Clone as
jane-backup_2017_11_09_15_30

Close Clone

Click clone and wait for the process to finish.



Now you can access a share with the name specified at the clone step. It will contain the data as it was present at the moment of taking the snapshot.

WARNING: Do not change data on the clones. Clones cannot be protected, and after the Cleanup process (see below), all changes will be deleted.

Windows previous versions

Microsoft Windows users can benefit from built-in integration between Syneto HYPER and Microsoft's "Previous Versions" functionality.

On your Windows machine, on any given share, you can right click a folder or file and choose "Previous Versions". This will show a list with all the versions of the selected folder or file that are part of Syneto HYPER snapshots.

You can see the content for these folders or files directly from your Windows machine, no need to do anything on the Syneto HYPER.

Clean up when you are done

One of the more tedious tasks after recovering data is cleaning up after you. Deleting storage clones and shares can be a tedious operation. And because it is time consuming and difficult, many people just let them there... forever.

With Syneto HYPER the whole cleanup process is just one click away. And we take care to clean up only what we created.

Go to *Main menu* → *Shares* and select a share that has cloned snapshots. Click *Browse* in the snapshot section.

The screenshot shows a table of shares with columns: Name, Type, Used space, Quota, and Protection. Below the table, the 'jane-backup' share is selected, showing its configuration details.

Name	Type	Used space	Quota	Protection
documents	SMB	409.3 MB	1.0 GB	NOT PROTECTED
jane-backup	AFP	960.5 MB	unlimited	M
jane-backup_2017_11_09_15_30	AFP	31 KB	unlimited	NOT PROTECTED
marketing-materials	SMB	170.8 MB	unlimited	NOT PROTECTED
videos	AFP	132.6 MB	200.0 GB	NOT PROTECTED

jane-backup Pause Delete

Type: AFP share

Space effective used: 2.0 GB (960.5 MB used)

Permissions: Owner jane, Group afp, Rights: owner (rwx), group (rw-), others (r--)

Quota: unlimited

Protection: M

Snapshots: 6

Access on: afp://syneto-os-e9059210/jane-backup

Time machine: OFF (ON)

Spotlight search: OFF (ON)

You will see that all cloned snapshots are marked with a label. Click the context menu for a cloned snapshot and select *Clean up clone*.

The screenshot shows the 'Snapshots' section for the 'jane-backup' share. It includes a calendar for November 2017 and a list of snapshots.

Snapshots

November 2017

Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Summary

Share: jane-backup

Oldest snapshot on: 2017/11/09

Total snapshots: 7

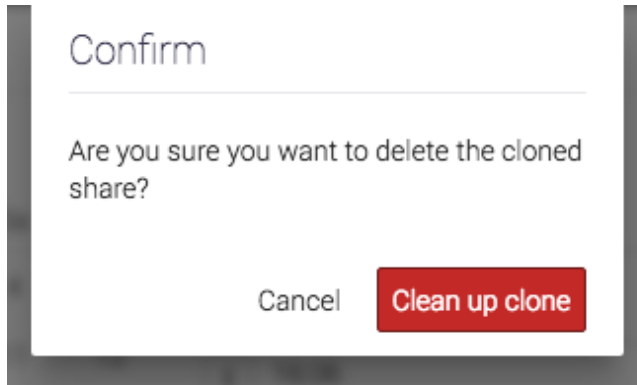
November 9, 2017 (7 snapshots)

16:07	46.0 KB
16:06	46.0 KB
16:05	46.0 KB
16:04	46.0 KB
16:03	46.0 KB
16:02	46.0 KB
15:30 (cloned)	9.8 MB

Context menu for 15:30 (cloned): Clean up clone

Close

The system will ask you to confirm the process and it will explain all the things that will happen.



The process takes only a second, you will see a little spinner in the list. That's it, all that was created and shared for that snapshot clone was reverted. No more mess left behind by the recovery process.

VOLUMES

Introduction

Volumes are virtual block devices shared over the iSCSI protocol. Such volumes can be accessed from VMware and from Microsoft Windows or Linux servers.

WARNING: This feature is not available on Syneto HYPER 2000 Series.

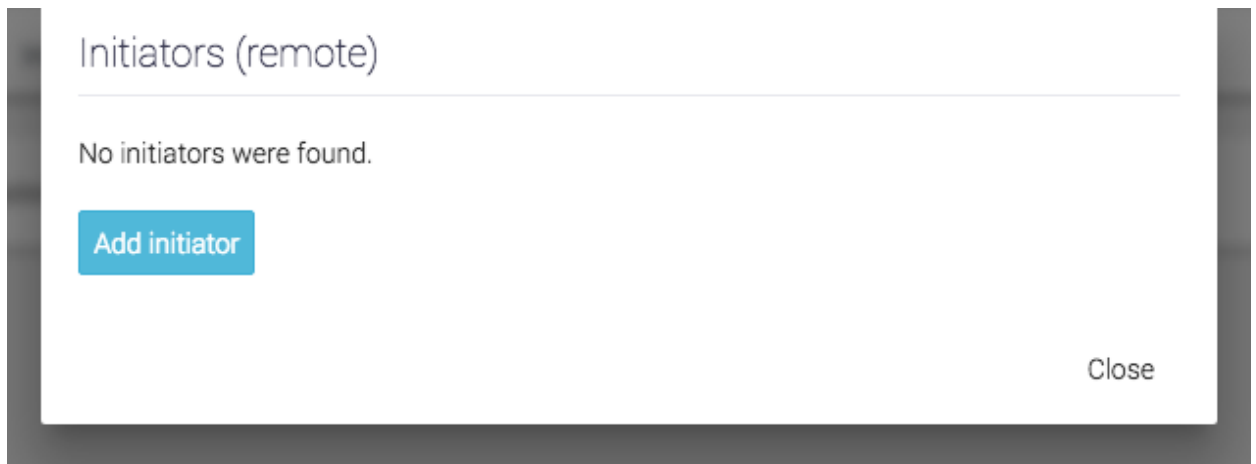
Access management

iSCSI remote initiators

Before provisioning a new volume, we need to specify at least one initiator. An iSCSI initiator is an IQN or EUI from a host that will try to connect to Syneto HYPER. You can define any number of initiators and you can organize them by groups.

Go to *Main menu* → *Shares* → *Initiators*.

This will show a dialog with the currently defined initiators.



By default, no initiators are defined. To add a new initiator click *Add initiator* and specify the group name and identifier.

Add initiator

Group
Create new group

New group name
mygroup

Identifier
iqn.2015-01.com...

Close Add

NOTE: each identifier must be in a group named by you. This is necessary even if there is only one initiator in the group.

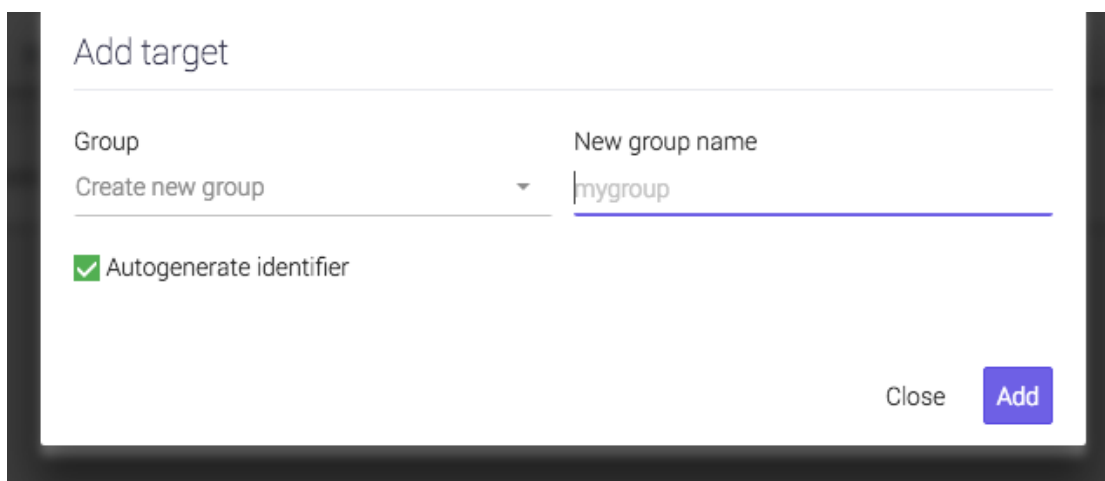
Once you are done, click *Add*. The new initiator will be shown in the list. From this list you can manage the initiators, move them from one group to another, or delete them.

iSCSI local targets

By default no local targets are defined on Syneto HYPER. Defining targets is optional. Volumes can be provisioned without specifying them.

In case you wish more granular access control, you can specify local targets and groups by going to *Main menu* → *Shares* → *Targets*.

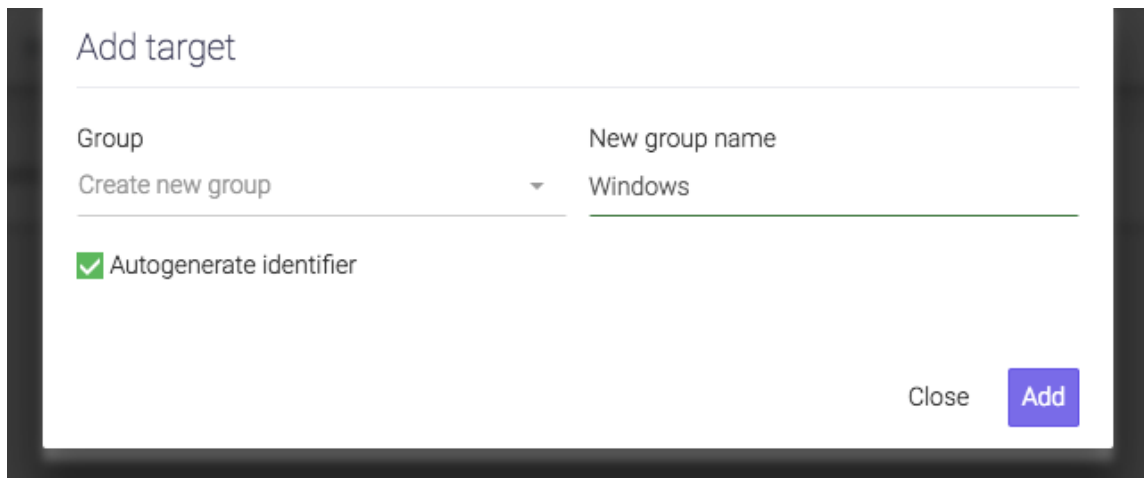
By default a list with an empty group named *unassigned* will be shown. This is a group containing targets that are not assigned to any target group. While initiators must be part of group always, targets do not need to. All these targets are part of the virtual *All* group.



The screenshot shows a modal window titled "Add target". It contains a "Group" dropdown menu with "Create new group" selected. To the right of the dropdown is a text input field labeled "New group name" containing the text "mygroup". Below the dropdown menu is a checked checkbox labeled "Autogenerate identifier". At the bottom right of the modal are two buttons: "Close" and "Add".

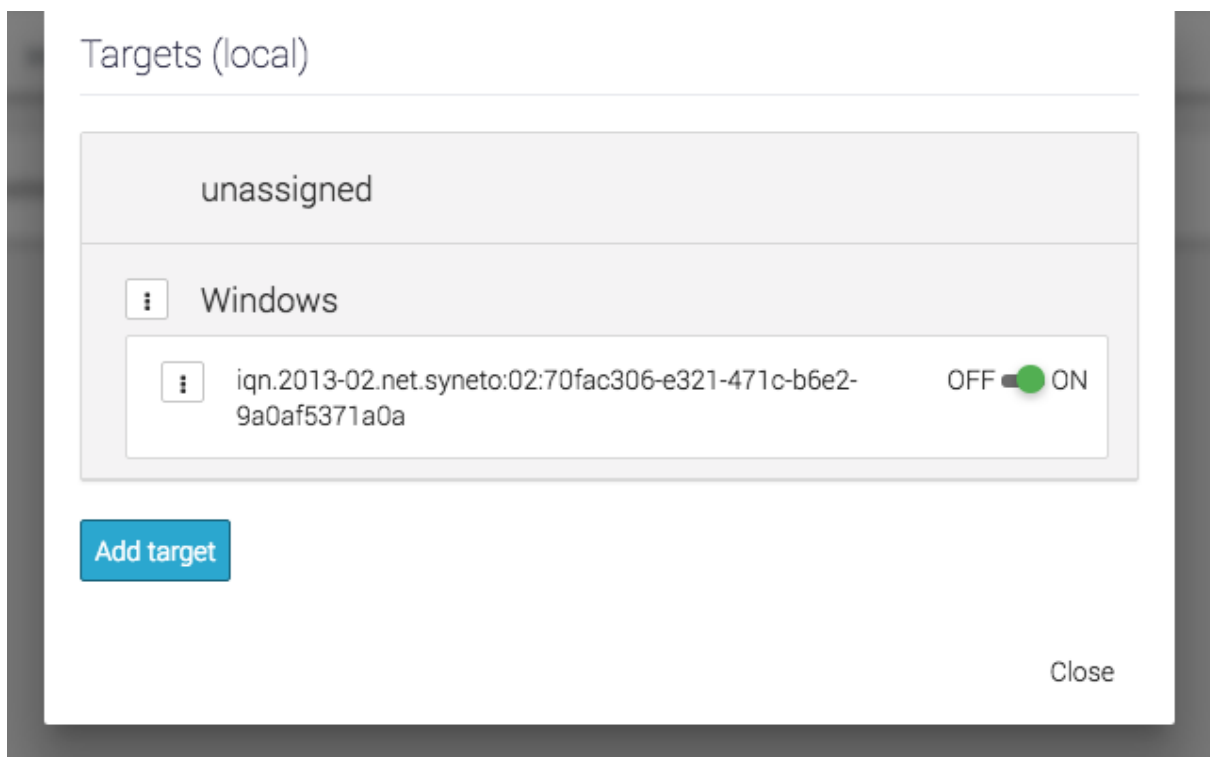
To create a new target click *Add target*. The form will ask you the group. Options are:

1. *Create new group* - creates a new group with the given name
2. *Unassigned* - adds the target to no group, accessible through the virtual *All* group
3. *No group* - same as *unassigned*



The screenshot shows a dialog box titled "Add target". It has two columns: "Group" and "New group name". Under "Group", there is a dropdown menu with "Create new group" selected. Under "New group name", there is a text input field containing "Windows". Below these fields, there is a checked checkbox labeled "Autogenerate identifier". At the bottom right, there are two buttons: "Close" and "Add".

By default the *Autogenerate identifier* option will be selected. Optionally, you can uncheck it and specify an IQN yourself.



The screenshot shows a dialog box titled "Targets (local)". It has a header "unassigned" and a list of targets. The first target is "Windows". Below it, there is a target with the IQN "iqn.2013-02.net.syneto:02:70fac306-e321-471c-b6e2-9a0af5371a0a" and a toggle switch labeled "OFF" and "ON", which is currently turned on. At the bottom left, there is a blue button labeled "Add target". At the bottom right, there is a "Close" button.

Once you are done, click *Add*. The new target will be show in the list. From this list you can manage the targets, move them from one group the another, turn them on or off, or delete them.

Provisioning and managing

Provisioning a new volume is done on the *Main menu* → *Volumes* page. In the action bar click *New volume*.

New volume

Name

2.0 TB free space

Size

GB

Block size

32 KB (recommended)

Provisioning Thin Thick

Enable write back cache

iSCSI access

Initiator	Target	LUN
test	All	#####

Close Create

NOTE: An initiator must be defined before provisioning a new volume.

The dialog will require to fill in a set of information:

- *Name* - the name of the volume
- *Size* - the size in GB for the volume
- *Block size* - the block size for the volume. By default is 32KB as that is a common value. However, you should choose one to accommodate the type of traffic your

applications are using. For example, database with many write operation may prefer an 8KB block size. A file server for video would run much better on high block size like 128KB.

- *Provisioning* → *Thin / Thick* - specifies if the whole virtual disk should be immediately reserved. Thin provisioned volumes allows you to over-provision the space you have available on your pool. Thick provisioned disks guaranties that there will be always enough underlying storage space up to the size specified by you.

WARNING: Be careful when creating snapshots of a thick provisioned volume. In order to guarantee the provisioned size, each snapshot will be as big as the provisioned space for the volume. The space will be used from the available space on the pool.

- *Enable write back cache* - enable an iSCSI protocol integration that will receive data to the memory first, confirm to the sender that the data is written, and flush the data to the disk at specific time intervals. This speeds up write operations a lot, but it may lead to data loss at sudden power failures.
- *iSCSI access* - requires you to specify the initiator group that can access this volume, and the local targets to which it is addressed. You must also provide a logical unit number (LUN).

New volume

Name
disk1

2.0 TB free space

Size
100 GB

Block size
32 KB (recommended) ▼

Provisioning Thin Thick

Enable write back cache ⓘ

iSCSI access

Initiator	Target	LUN
Windows ▼	Windows ▼	22

Close [Create](#)

After you are done, click *Create*. The Syneto HYPER will create the local volume, it will reserve the space if you requested thick provisioning, it will set up all the iSCSI configuration for it so that it will be immediately accessible from your network.

Once a new volume is created you will be able to find it on the *Main menu* → *Volumes* page.

The screenshot displays the Syneto OS Volumes management interface. At the top, there is a search bar and a pagination indicator '1--1 of 1'. Below this is a table with columns: Name, Used space, Provisioning, and Protection. A single volume 'disk1' is listed with 8 KB used space, thin provisioning, and a 'NOT PROTECTED' status.

Below the table, a detailed view for 'disk1' is shown. It includes a 'Delete' button, a 'Size' of 100.0 GB with an 'Expand' button, and a 'Space effective used' bar chart showing 4.0 KB used (8.0 KB total). The bar chart also indicates 'Data: 8.0 KB' and 'Snapshots: 0.0 B'. Other settings include 'Block size: 32.0 KB', 'Provisioning: THICK / THIN' (with a slider), 'Write back cache: OFF / ON', 'Protection: NOT PROTECTED', and 'Snapshots: 0'. There is also an 'iSCSI access' section with a 'Grant access' button and a table listing initiators and targets.

Initiator	Target	LUN
test	Windows	22

Volumes can be clicked in the list, and a detailed box in the bottom will appear. Here you can take a few volume management steps:

1. *Delete* - deletes the volume, all the iSCSI shares related to it, all its data and snapshots.

NOTE: Volumes with clones cannot be deleted. See more about clones below.

2. *Expand* - a volume's size can be increased, but not decreased. So we recommend you start with the minimum or nominal size your user will need and expand as necessary.
3. *Provisioning* → *thick / thin* - you can change the provisioning type any time. Changing a volume from thin to thick provisioned will immediately "consume" the space from the pool up to the provisioned size. Switching a volume from thick to thin will release the space reserved for the the thick volume that is not used.
4. *Writeback cache* - change the writeback cache type. See details above about this is.
5. *iSCSI access* - this section allows you to allow access for other initiator groups by clicking *Grant access* or revoke access from an initiator group by clicking the context menu and selecting *Revoke access* in the *iSCSI access* list.

Protecting

Please refer to [Configuring snapshotting without virtual machines](#) for more details.

Monitoring

The main volumes page can be accessed by *Main menu* → *Volumes*. This page offers a list of volumes.

The screenshot displays the 'Volumes' page in Syneto OS. At the top, there is a search bar and a page indicator '1-2 of 2'. Below this is a table listing volumes:

Name	Used space	Provisioning	Pool	Protection
disk1	8 KB	thin	hybrid	M H D W
disk2	8 KB	thin	flash	NOT PROTECTED

Below the table, the configuration for 'disk2' is shown. It includes a 'Delete' button and various settings:

- Pool:** flash
- Size:** 100.0 GB (with an 'Expand' button)
- Block size:** 32.0 KB
- Provisioning:** THICK (selected) / THIN
- Write back cache:** OFF (selected) / ON
- Protection:** NOT PROTECTED
- Snapshots:** 0

On the right side of the configuration, there is a 'Space effective used' bar chart showing 4.0 KB of data and 8.0 KB of snapshots. Below this, 'Compression 1.00x' and 'Saved 0.0 B' are displayed. At the bottom, there is an 'iSCSI access' section with a 'Grant access' button and a table:

Initiator	Target	LUN
Windows	All	321

The list has two columns that can help you monitor what is happening: Used space and Provisioning

Used space

How much data is written on the volume.

Provisioning

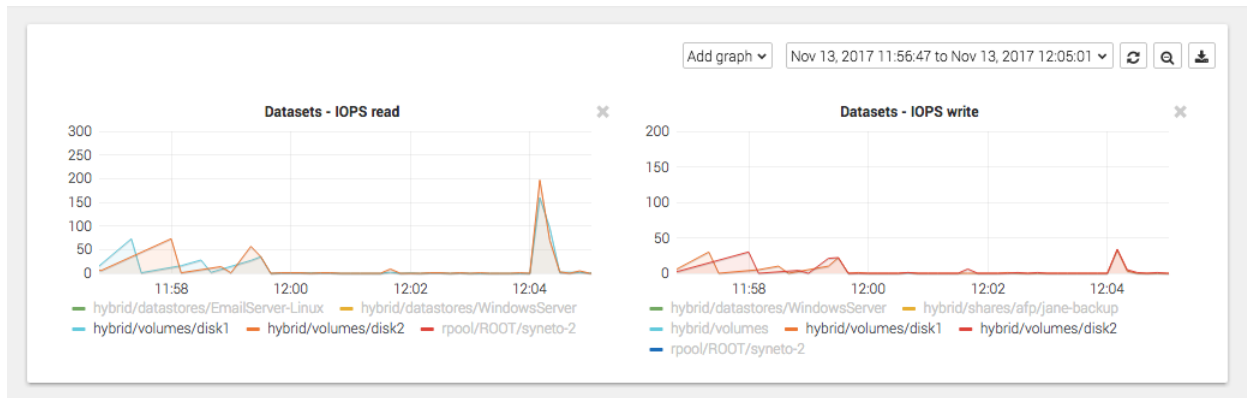
Thick or thin, this value, combined with *Used space* can help you spot issues. For example if a user cannot write to a volume, but the user sees there is enough free space, you can check the *Provisioning* volume. Maybe your system is over-commissioned and there is no space left on the underlying storage.

Analyzing performance

Syneto HYPER collects performance data and saves them for later analyzes. This chapter will describe what analytics can be visualized for volumes.

Dataset IOPS

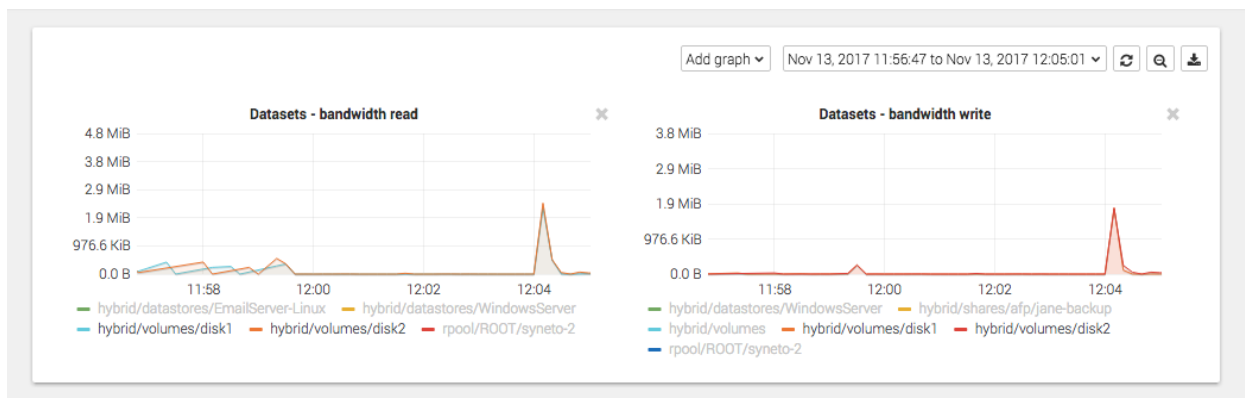
Go to *Main menu* → *Analytics*, click *Add graph*, select *Dataset* → *IOPS*.



These graphics show the IOPS happening on the volume from the Syneto HYPER perspective.

Dataset bandwidth

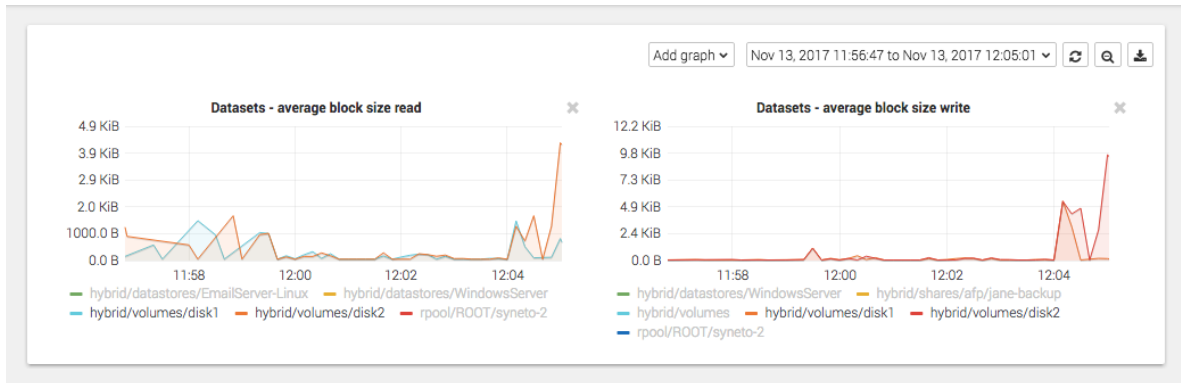
Go to *Main menu* → *Analytics*, click *Add graph*, select *Dataset* → *Bandwidth*.



These graphics show the data transfer speed on the volume from the Syneto HYPER's perspective.

Dataset average block size

Go to *Main menu* → *Analytics*, click *Add graph*, select *Dataset* → *Average block size*.



These graphics show the average block size of the data on the volume from the Syneto HYPER's perspective.

Recovering data from a snapshot

Access a previous version of your volume

Sometimes, it happens that you loose some data. Maybe a virus corrupted something, maybe a user deleted a file.

Search 1-2 of 2

Name	Used space	Provisioning	Protection
disk1	8 KB	thin	M H D W
disk2	8 KB	thin	NOT PROTECTED

disk1 Delete

Size	100.0 GB	Expand	Space effective used	<div style="border: 1px solid #ccc; width: 100%; height: 10px; position: relative;"> <div style="background-color: #6c757d; width: 40%;"></div> <div style="position: absolute; right: 0; top: -10px; font-size: 8px;">4.0 KB</div> <div style="position: absolute; right: 0; bottom: -10px; font-size: 8px;">8.0 KB</div> </div>
Block size	32.0 KB			<div style="display: flex; align-items: center; font-size: 8px;"> <div style="width: 10px; height: 10px; background-color: #007bff; margin-right: 5px;"></div> Data: 8.0 KB <div style="width: 10px; height: 10px; background-color: #17a2b8; margin-left: 10px; margin-right: 5px;"></div> Snapshots: 0.0 B </div>
Provisioning	THICK <input type="radio"/> THIN <input checked="" type="radio"/>			Compression 1.00x Saved 0.0 B
Write back cache	OFF <input type="radio"/> ON <input checked="" type="radio"/>			
Protection	M H D W			
Snapshots	6	Browse		

iSCSI access Grant access

Initiator	Target	LUN
i Windows	Windows	22

For all these, and many more cases, you can simply click *Browse* in the snapshots section of the detailed view of a volume.

The screenshot shows the 'Snapshots' section of the Syneto OS interface. It features a calendar for November 2017 on the left, with the 9th highlighted in blue. To the right, a list of snapshots for November 9, 2017, is displayed, showing six snapshots with their respective times and sizes (0.0 B). Below the calendar and snapshot list is a 'Summary' section with the following details:

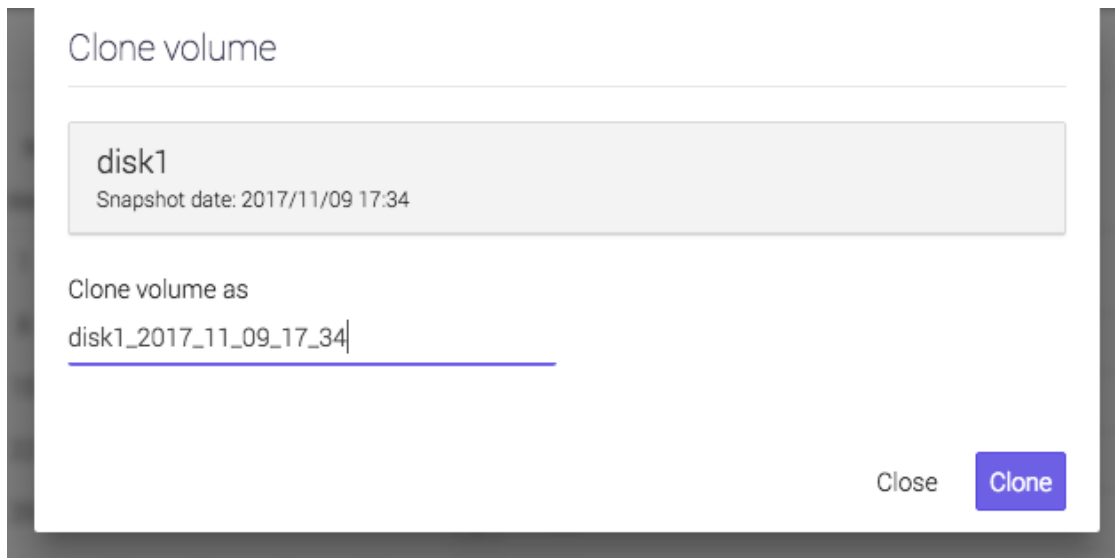
Volume	disk1
Oldest snapshot on	2017/11/09
Total snapshots	6

A 'Close' button is located at the bottom right of the interface.

Pick a date from the calendar, and click on the contextual menu for a snapshot.

This screenshot is identical to the previous one, but with a contextual menu open over the snapshot at 17:32. The menu options are 'Clone' and 'Delete'. The 'Clone' option is highlighted, indicating it is the selected action.

Select *Clone*.



Click clone and wait for the process to finish.

Search 1-3 of 3

Name	Used space	Provisioning	Protection
disk1	8 KB	thin	M H D W
disk1_2017_11_09_17_34	1 KB	thin	NOT PROTECTED
disk2	8 KB	thin	NOT PROTECTED

disk1_2017_11_09_17_34 Delete

Size	100.0 GB	Expand	Space effective used	<div style="width: 50%;"><div style="background-color: #0070c0; height: 10px;"></div></div>	512.0 B 1.0 KB
Block size	32.0 KB			■ Data: 1.0 KB ■ Snapshots: 0.0 B	
Provisioning	THICK <input checked="" type="radio"/> THIN			Compression 1.00x	Saved 0.0 B
Write back cache	OFF <input checked="" type="radio"/> ON				

iSCSI access [Grant access](#)

Volume not accessible via iSCSI.

Now you can access a volume with the name specified at the clone step. It will contain the data as it was present at the moment of taking the snapshot.

WARNING: Do not change data on the clones. Clones cannot be protected, and after the Cleanup process (see below), all changes will be deleted.

Clean up when you are done

One of the more tedious tasks after recovering data is cleaning up after you. Deleting storage clones and volumes can be a tedious operation. And because it is time consuming and difficult, many people just let them there... forever.

With Syneto HYPER the whole cleanup process is just one click away. And we take care to clean up only what we created.

Go to *Main menu* → *Volumes* and select a share that has cloned snapshots. Click *Browse* in the snapshot section.

The screenshot displays the Syneto OS interface. At the top, there is a search bar and a page indicator '1-3 of 3'. Below this is a table listing disks:

Name	Used space	Provisioning	Protection
disk1	8 KB	thin	M H D W
disk1_2017_11_09_17_34	1 KB	thin	NOT PROTECTED
disk2	8 KB	thin	NOT PROTECTED

Below the table, the details for 'disk1' are shown. It includes a 'Delete' button and various configuration options:

- Size:** 100.0 GB (with an 'Expand' button)
- Block size:** 32.0 KB
- Provisioning:** THICK (selected) / THIN
- Write back cache:** OFF (selected) / ON
- Protection:** M H D W (with a help icon)
- Snapshots:** 6 (with a 'Browse' button)
- Space effective used:** A progress bar showing 4.0 KB used out of 8.0 KB total. A legend indicates 'Data: 8.0 KB' and 'Snapshots: 0.0 B'.
- Compression:** 1.00x (with 'Saved 0.0 B')
- iSCSI access:** Grant access (with a help icon)

The iSCSI access section includes a table:

Initiator	Target	LUN
Windows	Windows	22

You will see that all cloned snapshots are marked with a label. Click the context menu for a cloned snapshot and select *Clean up clone*.

Snapshots

< November 2017 >

Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

November 9, 2017 7 snapshots

17:40	0.0 B
17:39	0.0 B
17:38	0.0 B
17:37	0.0 B
17:36	0.0 B
17:35	0.0 B
17:34	0.0 B

Summary

Volume	disk1
Oldest snapshot on	2017/11/09
Total snapshots	7

Close

The system will ask you to confirm the process.

Confirm

Are you sure you want to delete the cloned volume?

Cancel Clean up clone

Wait a few seconds for cleanup to finish. A green notification in the bottom right will tell you when it's done.

Search
1-2 of 2

Name	Used space	Provisioning	Protection
disk1	8 KB	thin	M H D W
disk2	8 KB	thin	NOT PROTECTED

disk1 Delete

Size	100.0 GB	Expand	Space effective used	4.0 KB						
Block size	32.0 KB		<div style="width: 100%; height: 10px; background: linear-gradient(to right, #007bff 4.0KB, #6c757d 4.0KB);"></div>	8.0 KB						
Provisioning	THICK <input type="radio"/> THIN <input checked="" type="radio"/>		<div style="display: flex; align-items: center;"> <div style="width: 100%; height: 10px; background: linear-gradient(to right, #007bff 8.0KB, #6c757d 8.0KB);"></div> </div>							
Write back cache	OFF <input type="radio"/> ON <input checked="" type="radio"/>		Compression 1.00x	Saved 0.0 B						
Protection	M H D W	?	iSCSI access Grant access							
Snapshots	7	Browse	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Initiator</th> <th style="width: 30%;">Target</th> <th style="width: 40%;">LUN</th> </tr> </thead> <tbody> <tr> <td>i Windows</td> <td>Windows</td> <td style="text-align: right;">22</td> </tr> </tbody> </table>		Initiator	Target	LUN	i Windows	Windows	22
Initiator	Target	LUN								
i Windows	Windows	22								

That's it, all that was created and shared for that snapshot clone was reverted. No more mess left behind by the recovery process.

DISKS AND POOLS

Introduction

In the secondary menu, we have the *Hardware* section. This contains *Disks* and *Pools*.

On the *Disks* page you can monitor the health of the disks and replace a faulted disk. By clicking on a disk, more details will be shown.

HYPER 2100 Series
1U · 6bays

front rear

HYPER 2100 Series Expand all / Collapse all

top

65535_0	OS	93.2 GB
65535_1	OS	93.2 GB

front

c3t50014EE262F14BB6d0	hybrid	1.8 TB
c3t50014EE262F05780d0	hybrid	1.8 TB
c3t50014EE20D9B1DD4d0	hybrid	1.8 TB
c3t50014EE262A253E4d0	hybrid	1.8 TB

Unmapped

c1t1d0	hybrid	8.0 GB
--------	--------	--------

Pools are used to group disks together in order to build redundancy, prevent data corruption and provide read cache and write acceleration.

On the *Pools* page you can monitor the health of the pools and do different actions related to pools. By clicking on a pool, more details will be shown.

The pool is automatically configured. It can be hybrid(HDD and SSD) or flash (only SSD). The hybrid pool on DR-Play and Hyper2000 Series uses an 8GB virtual disk for write acceleration and has no read cache.

You can graphically see how much space is being occupied on the pool. Pools with more than 80% of space usage might suffer fragmentation and slower access times.

Operating system Expand all / Collapse all

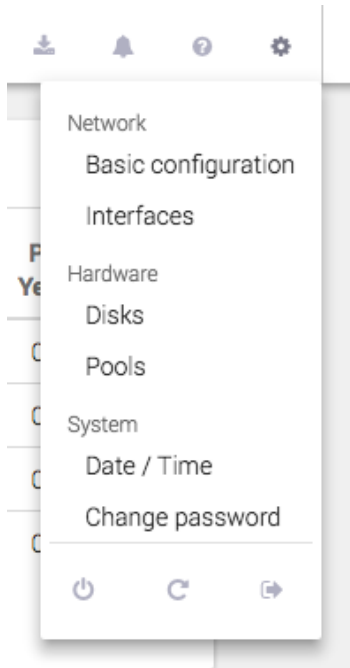
OS	HEALTHY	7.9 GB / 79.5 GB
----	---------	------------------

Data

hybrid	HEALTHY	18.9 GB / 2.0 TB
--------	---------	------------------

Replacing a Faulted disk

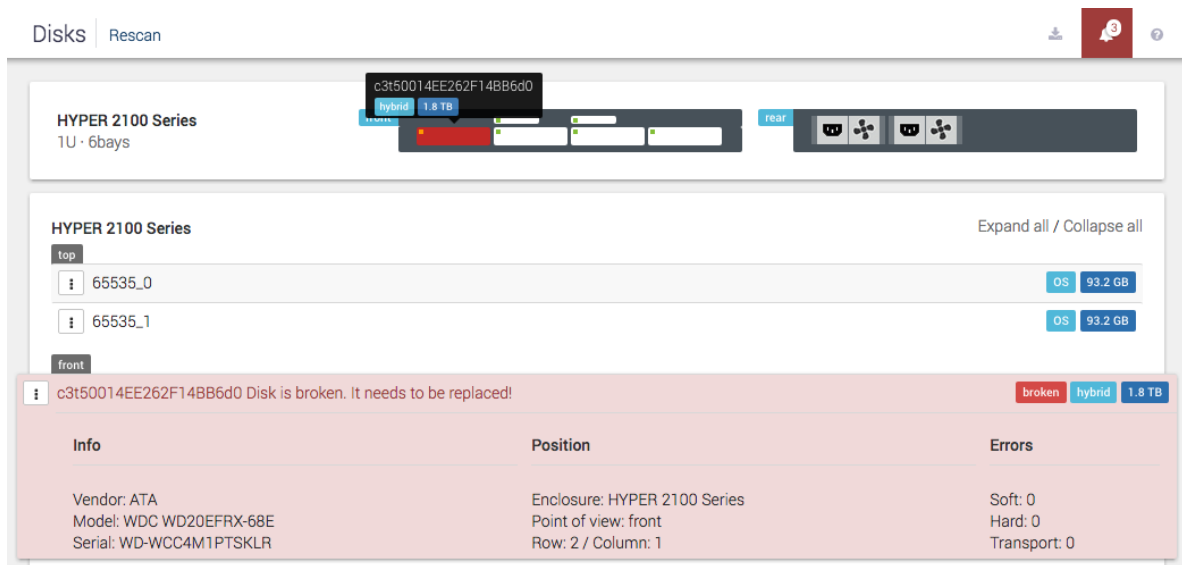
Go to *Secondary Menu* → *Disks*.



The *Disks* page will open. The faulted disk will be highlighted

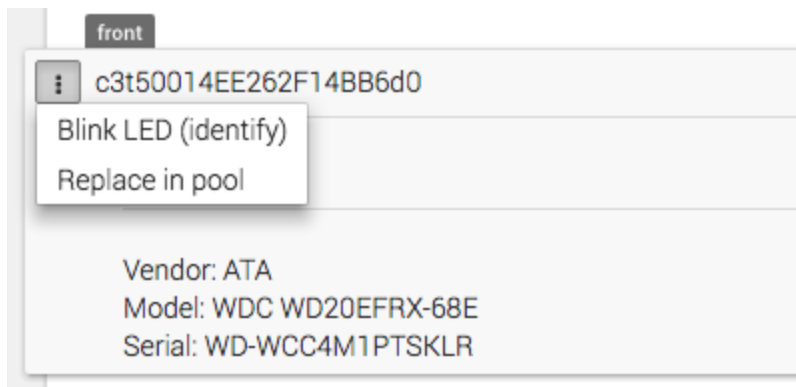
- **yellow:** it has errors, but still works
- **red:** it does not work anymore

A screenshot of the Syneto OS Disks page. The page title is 'Disks' with a 'Rescan' button. The main content area shows a 'HYPER 2100 Series' enclosure with a '1U · 6bays' configuration. A diagram of the enclosure shows the front and rear views. The front view shows a disk in the second bay highlighted in yellow, indicating it is degraded. The rear view shows the disk's location. Below the enclosure diagram, there is a table of disks. The table has columns for 'Info', 'Position', and 'Errors'. The first two rows show disks with 'OS' and '93.2 GB' capacity. The third row shows a disk with 'hybrid' and '1.8 TB' capacity. The fourth row shows a disk with 'hybrid' and '1.8 TB' capacity, which is highlighted in yellow and has a message: 'c3t50014EE262F05780d0 Disk is degraded. It is recommended to be replaced!'. Below the table, there is a detailed view of the degraded disk, showing its vendor, model, serial, position, and error counts.



Click on the disk for more details. See in which bay it is placed. Our machines have support for blink, so you can detect the disk easily. To activate the blink for a disk, click on *Context Menu* → *Blink*.

NOTE: OS disks do not have support for blinking.

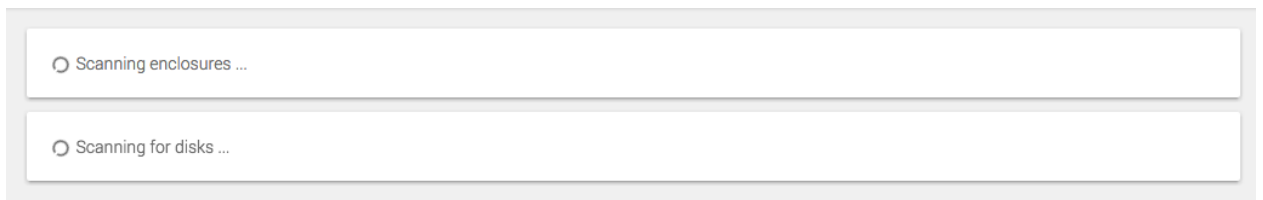


Go to the physical machine. Identify the faulted disk, take the bay out. Replace the disk in the bay with a new disk.

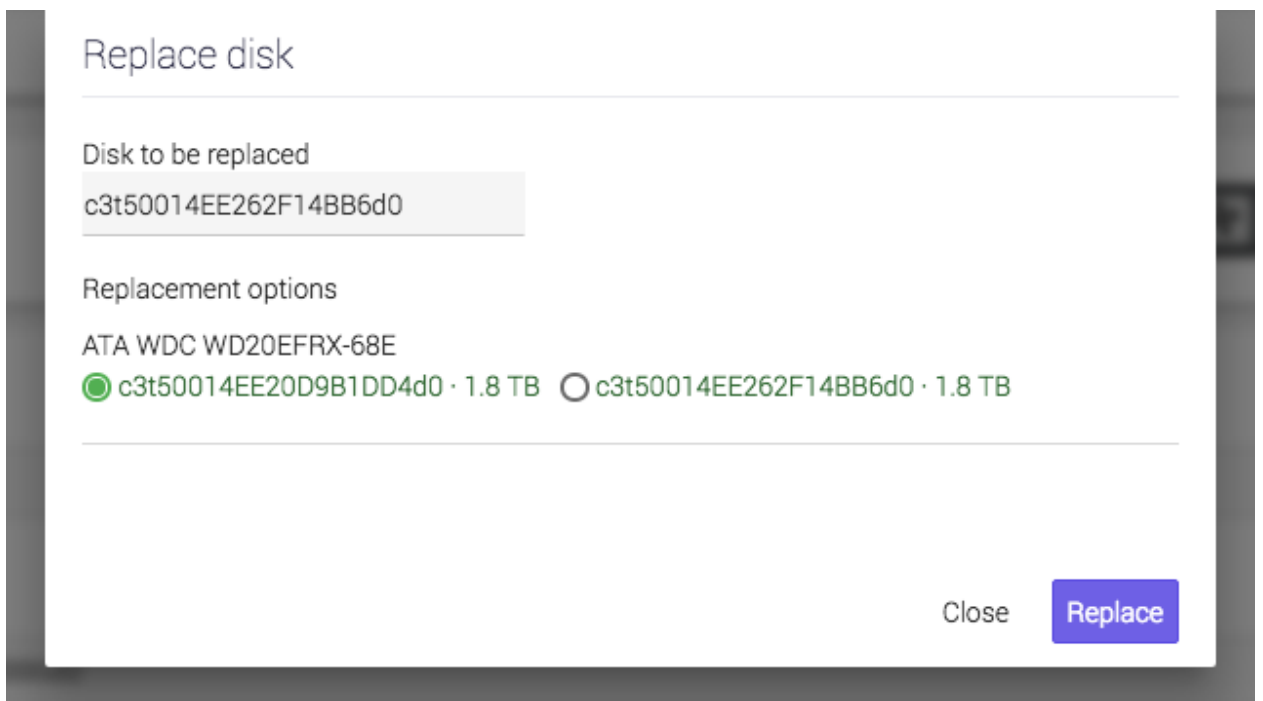
NOTE: Make sure that the replacement disk is of the same size as the one faulted.

Place the bay in the machine.

Go to *Disks* page again. Click the *Rescan* button, found in the action bar.

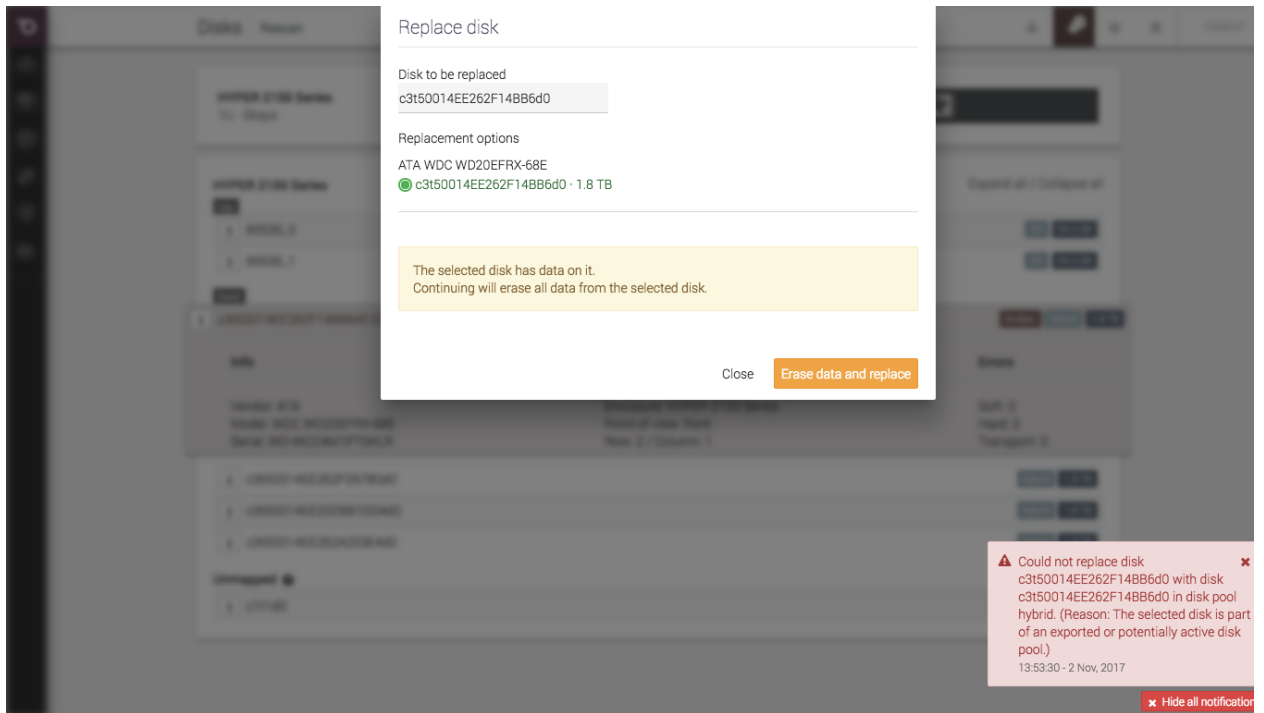


Click on *Context Menu* → *Replace in pool*.



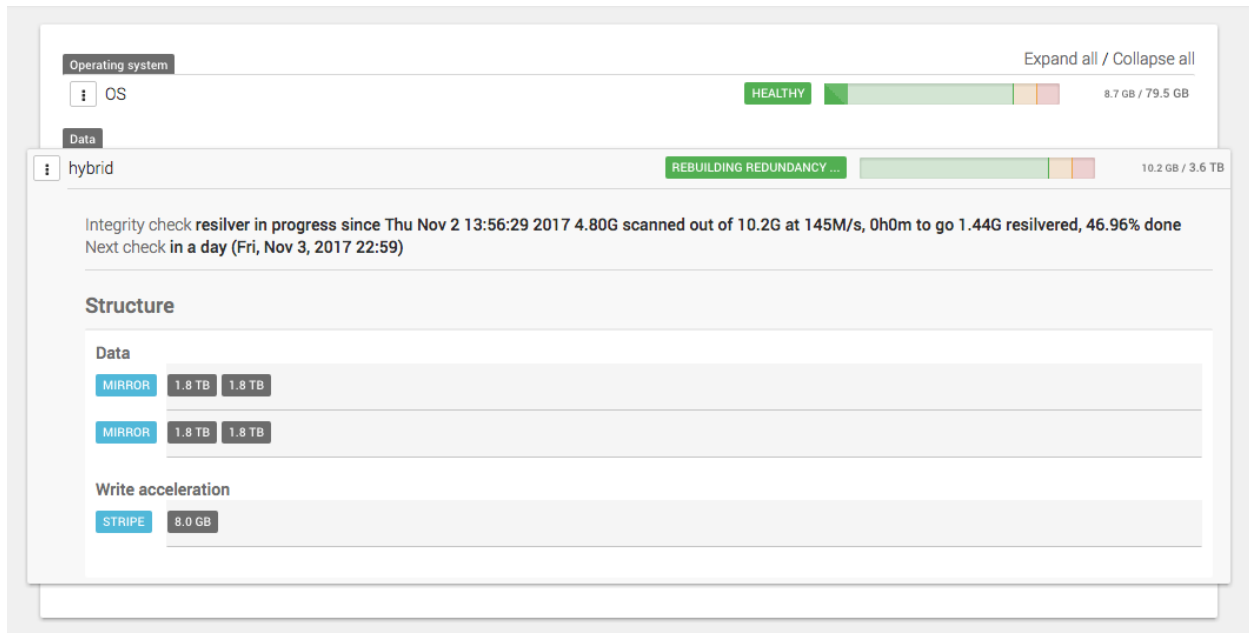
There will be a list with the available disks for replacement. Select the newly introduced one and click *Replace*. Now, the faulted disk is being replaced with the new disk. The system will automatically start restoring the data on the new disk.

If there was data on the newly introduced disk, a warning will appear.



WARNING: If you are sure there is no important data on the disk, click on Erase data and replace.

You can see the building redundancy progress on the *Pools* page.



Replacing a Faulted OS Disk

Extract the faulted disk and replace it with a new disk.

The rest of the operation is done automatically by the hardware RAID.

Replacing a Faulted cache disk

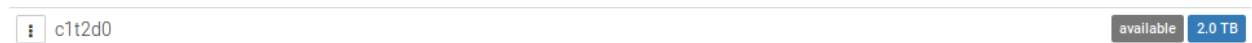
Go to *Secondary Menu* → *Pools* click on the context menu for the pool that has the faulted cache disk and click *Manage Cache*. Remove the faulted disk from cache and add the new disk that replaced it.

Attaching an expansion shelf

If the space on your machine is not sufficient for your needs, you can always expand it using a JBOD.

NOTE: Hyper2000 series and DR-Play do not support expansion.

Connect the JBOD to the Syneto machine. Go on *Disks* page and click *Rescan*. The new disks will appear on the page with the tag *available*.

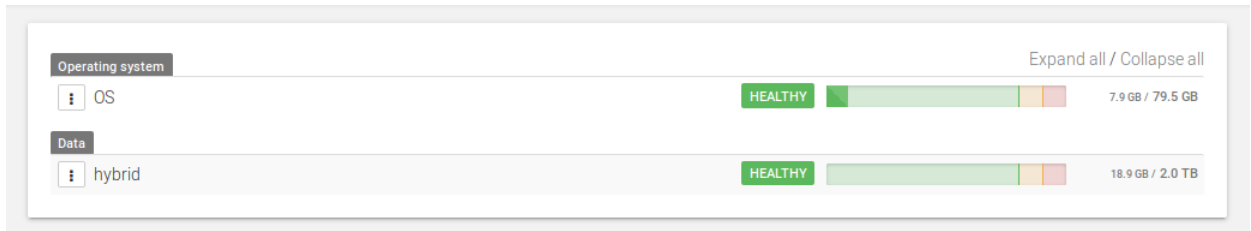


You can either create a new pool or expand an existing one with the newly available disks.

WARNING: Disks in JBOD need to be mapped manually.

Creating a pool

Go to *Secondary Menu* → *Hardware* → *Pools*. The *Pools* page will open.



Click on the *New Pool* button in the action bar, top of the page. A dialog for creating a new pool will open.

Create disk pool

Name
myData

Redundancy 0 1 2 3 *Number of drives that can fail per group before data is lost.*

Data disks group [New data group](#)

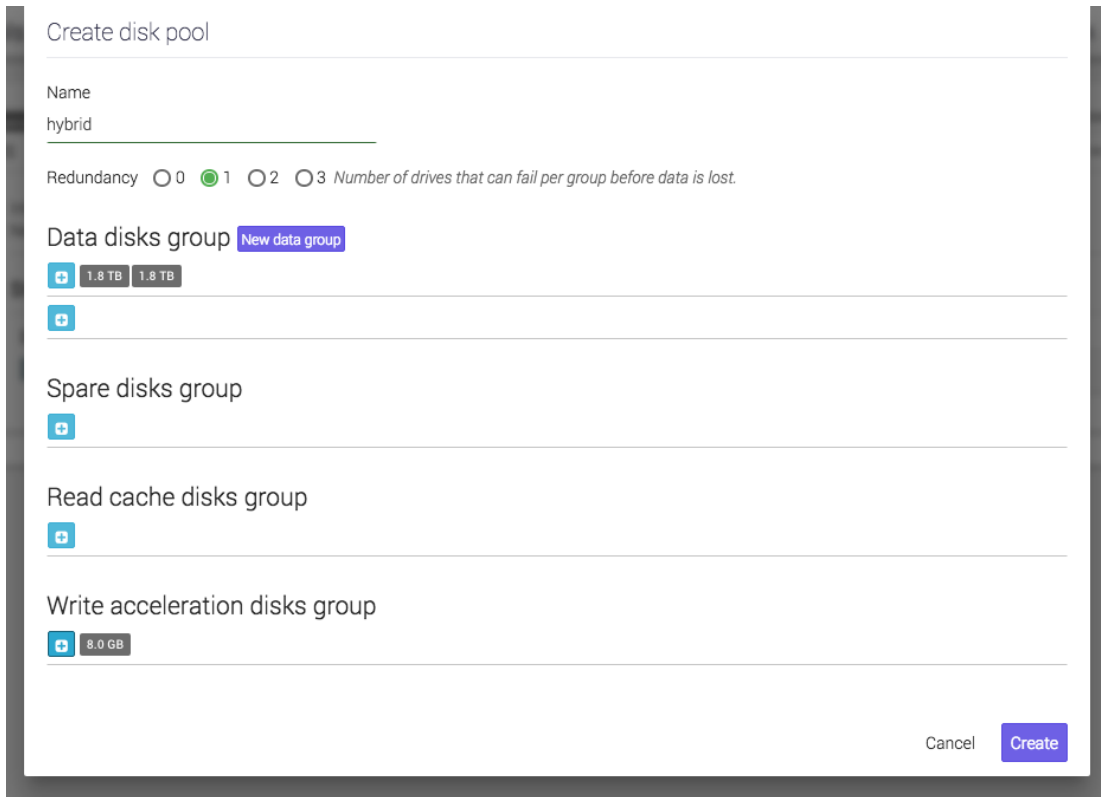
Spare disks group

Read cache disks group

Write acceleration disks group

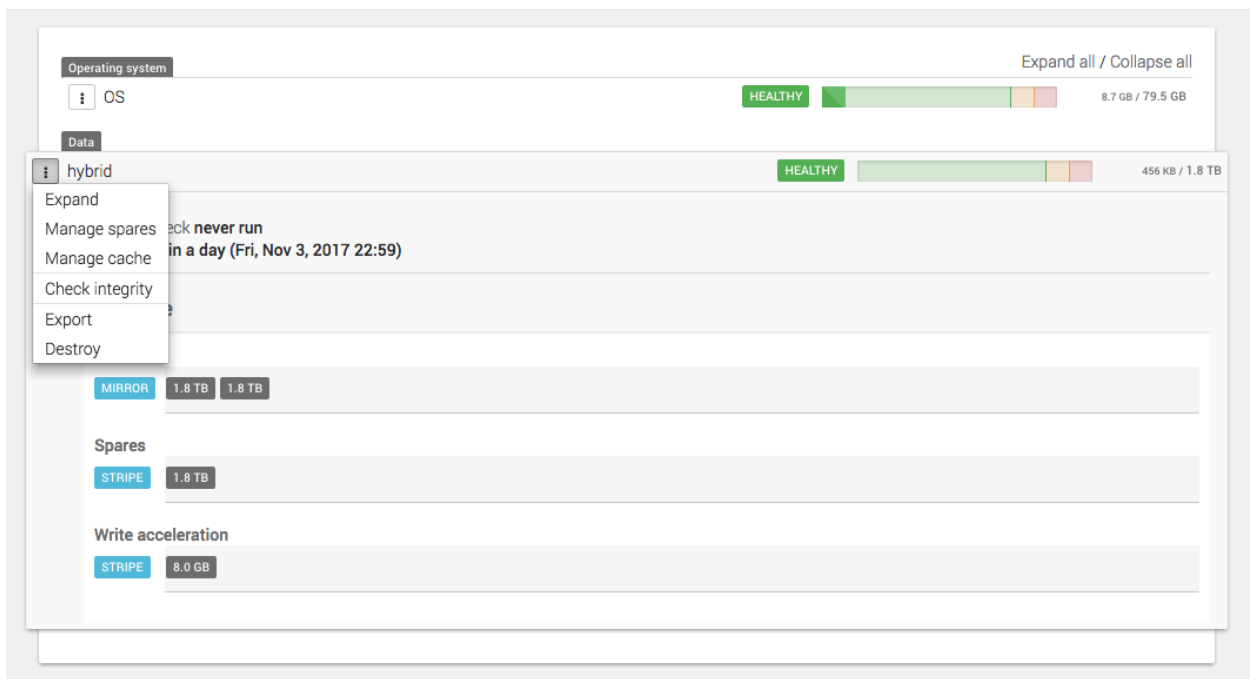
Cancel [Create](#)

You will have to give a name to the pool.



Expanding a pool

Go to *Secondary Menu* → *Hardware* → *Pools*. Select *Expand* from the pool's context menu.



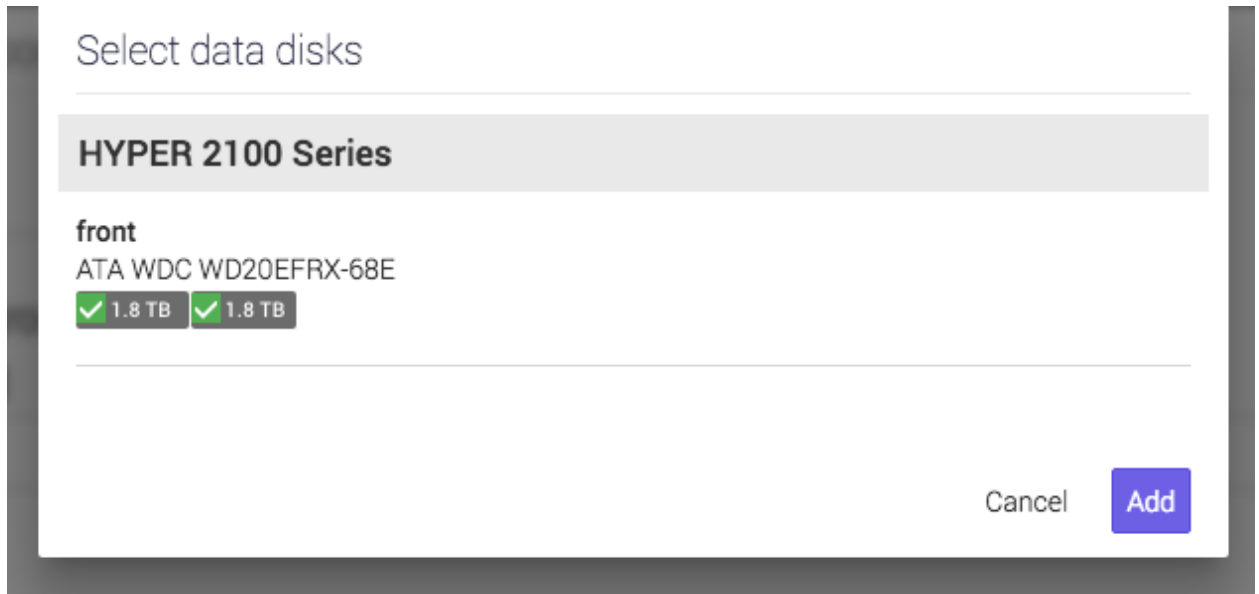
This will only expand the data disks.

The screenshot shows a dialog box titled "Expand disk pool". It has a text input field for "Name" containing the word "hybrid". Below this is a section for "Data disks group" with a "New data group" button. Underneath, there are two "1.8 TB" labels. A blue square button with a white plus sign is located below the "Data disks group" section. At the bottom right of the dialog, there are "Cancel" and "Expand" buttons.

For adding disks, click the *Plus* button.

The screenshot shows a dialog box titled "Select data disks". It features a grey header bar with the text "HYPER 2100 Series". Below the header, the word "front" is displayed, followed by the model number "ATA WDC WD20EFRX-68E". Underneath, there are two "1.8 TB" labels, each with a small square checkbox to its left. At the bottom right of the dialog, there are "Cancel" and "Add" buttons.

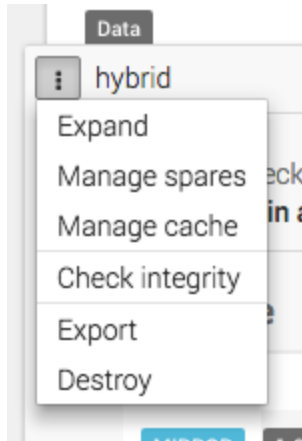
Select the ones you want by clicking on them.



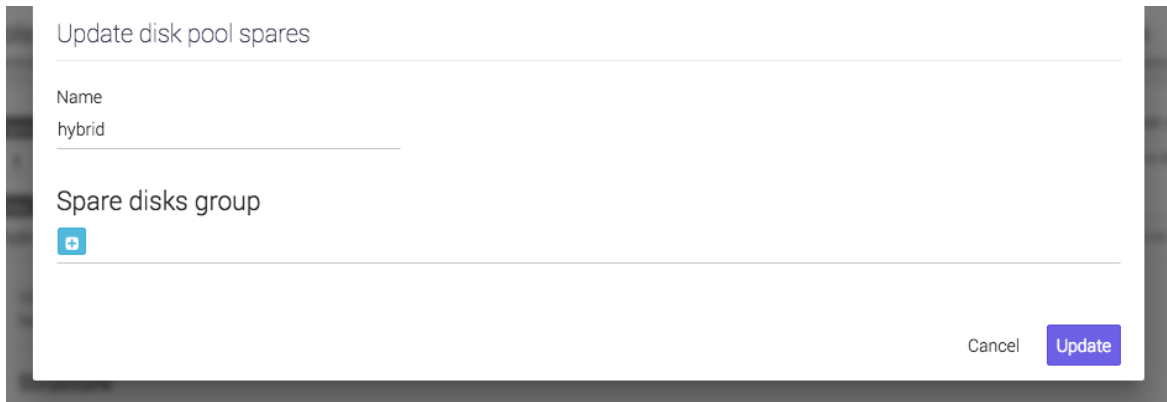
After you finished selecting, click *Add*.

NOTE: The new *data disk groups* must be the same size as the ones in the current pool.

To expand a pool with *spares disks*, click on *Context Menu* → *Manage spares*.



A dialog for adding *spare disks* will open.



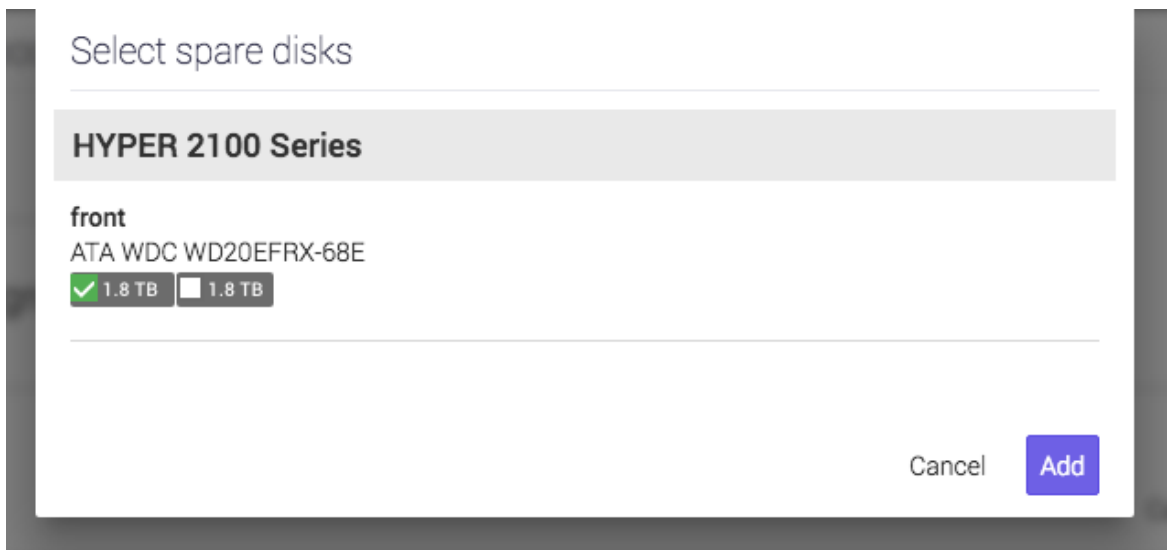
Update disk pool spares

Name
hybrid

Spare disks group

Cancel

Click on the *Plus* button. A dialog will open where you can select which disks to be used.



Select spare disks

HYPER 2100 Series

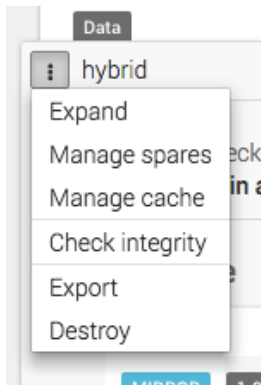
front
ATA WDC WD20EFRX-68E

1.8 TB 1.8 TB

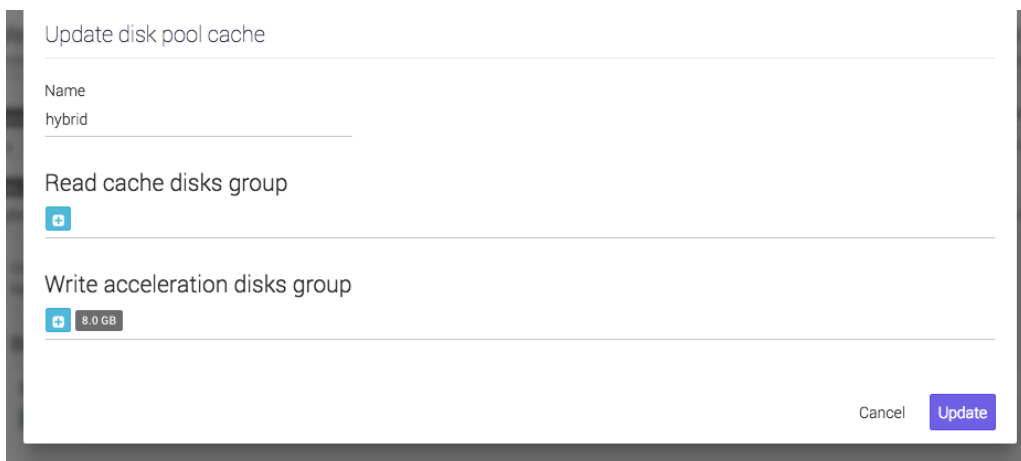
Cancel

After selecting the disks you want click *Add*.

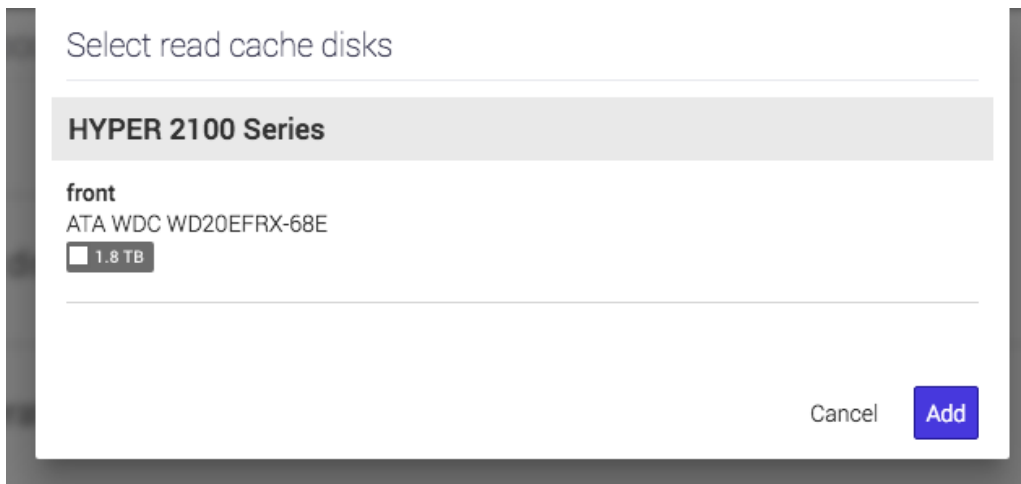
To expand a pool with *cache disks*, click on *Context Menu* → *Manage cache*.



A dialog will open where you can add *read cache disks* and *write acceleration disks*.



Click on the *Plus* button. A dialog will open where you can select which disks to be used.

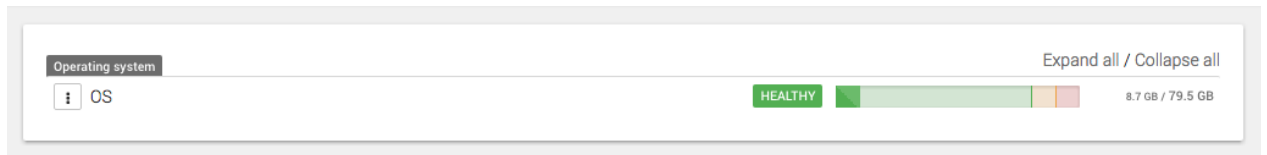


After you finish your selection, click *Add*.

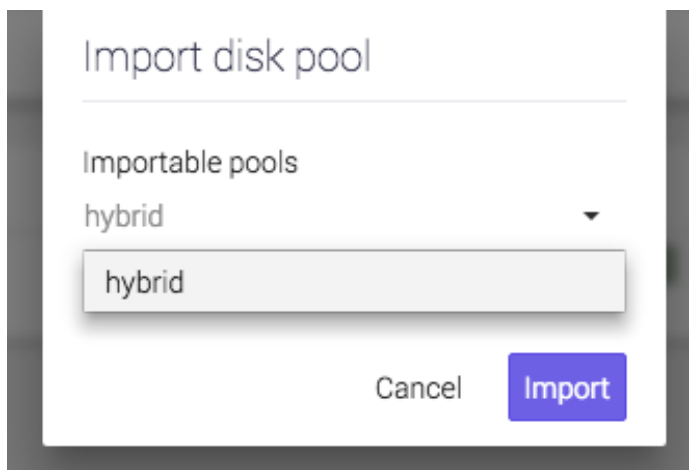
Importing a disk pool

If you reinstall SynetoOS or you have introduced disks from another Syneto machine, you will want to access the data on them. This can be done by *importing the pool*.

Go to *Secondary Menu* → *Hardware* → *Pools*. The *Pools* page will open.



Click *Import existing* in the action bar. If there are disk pools that can be imported a list will be shown.



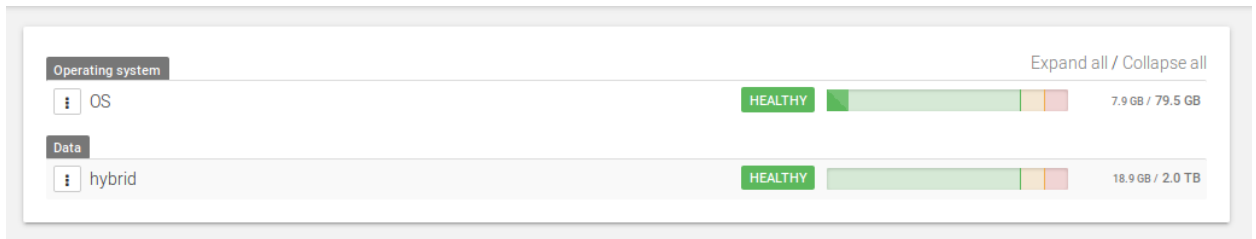
Select the disk pool to be imported and click *Import*.

If a disk pool was previously used in another machine, a warning will appear. You will need to force import it. This option will be offered to you when clicking *Import*.

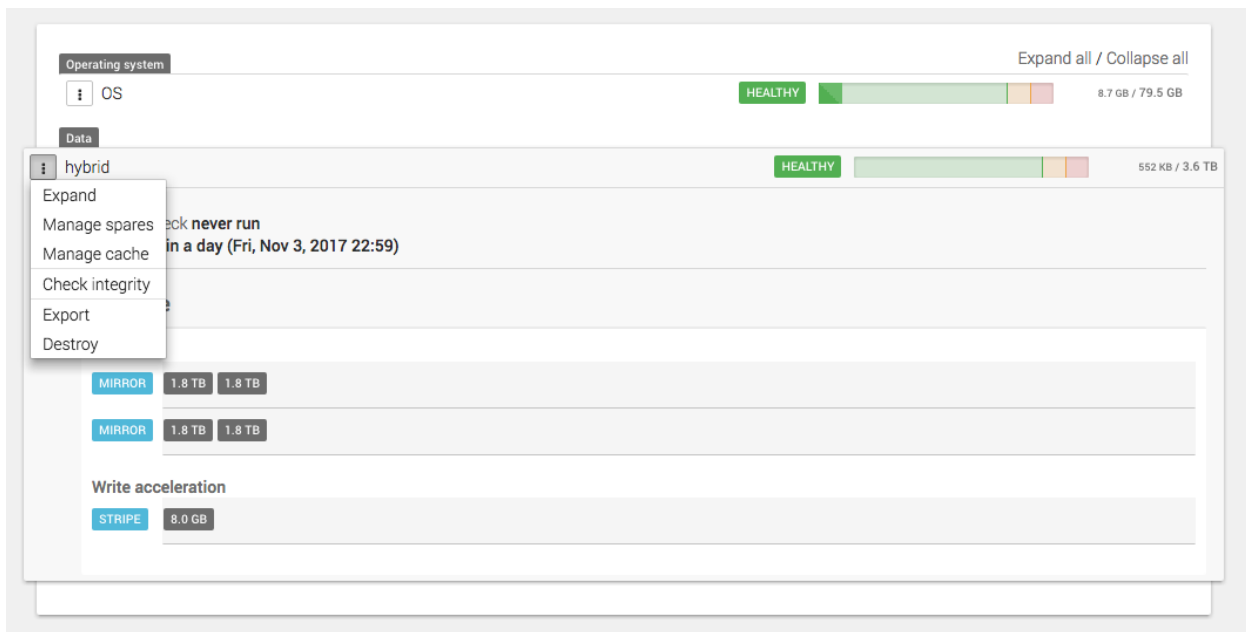
Exporting a disk pool

If you reinstall SynetoOS or you want to move disks to another Syneto machine, you will want to be able to access the data. In order for the data to be saved properly, you need to *export the pool*.

Go to *Secondary Menu* → *Hardware* → *Pools*. The *Pools* page will open.



To export a pool, click on *Context Menu* → *Export*.



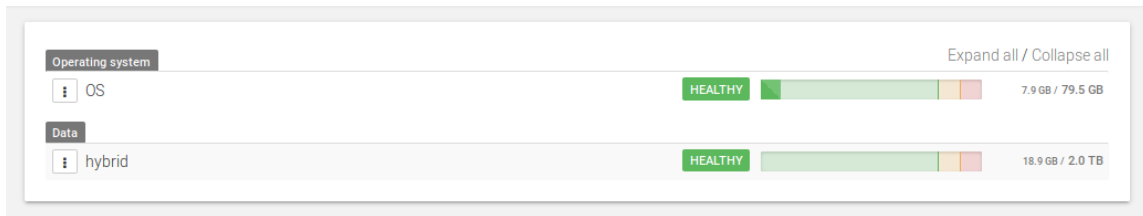
NOTE: The OS pool can not be exported.

WARNING: All virtual machines and datastores related to this pool from all connected ESX hosts will be removed.

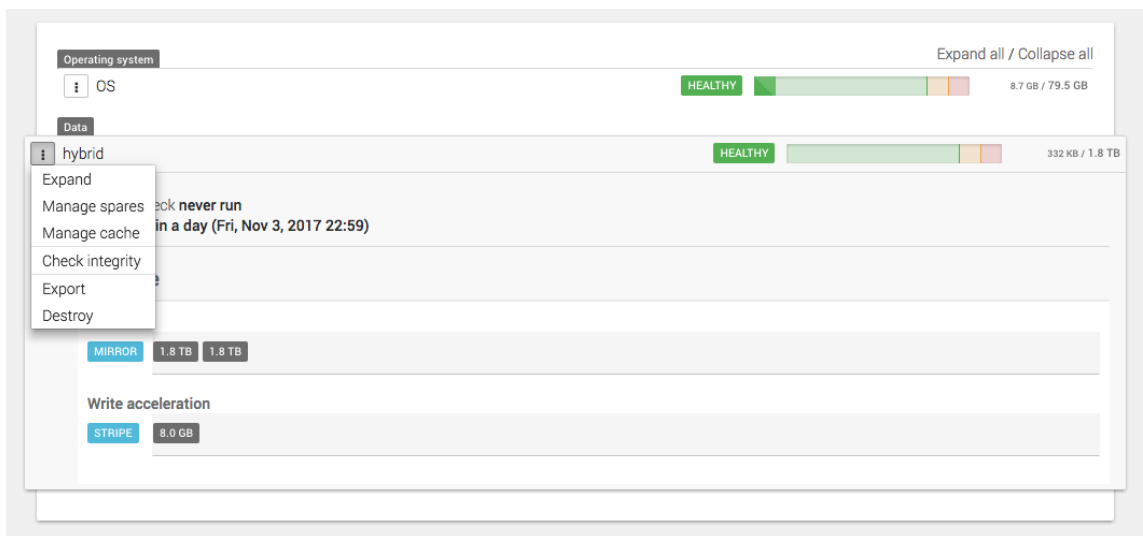
Protecting against silent data corruption

Syneto products have a built-in mechanism for protecting against silent data corruption. Silent data corruption means that data being read is different from the data previously written to a drive. There are several ways this could happen, from controller firmware errors all the way to natural events like cosmic radiation.

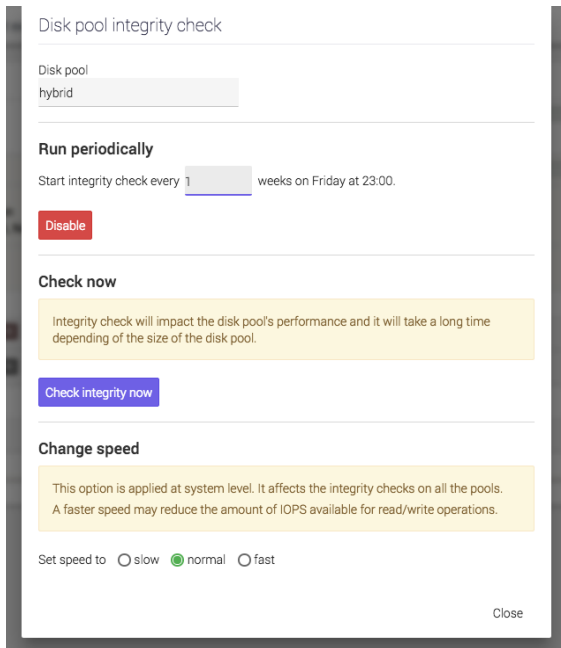
Go to *Secondary Menu* → *Hardware* → *Pools*. The *Pools* page will open.



To set *integrity check*, click on *Context Menu* → *Check Integrity*.



A dialog will open with different configuration options for integrity checking.



The screenshot shows a dialog box titled "Disk pool integrity check". It contains the following sections:

- Disk pool:** A dropdown menu showing "hybrid".
- Run periodically:** A section with the text "Start integrity check every 1 weeks on Friday at 23:00." and a red "Disable" button.
- Check now:** A section with a yellow warning box stating "Integrity check will impact the disk pool's performance and it will take a long time depending of the size of the disk pool." and a blue "Check integrity now" button.
- Change speed:** A section with a yellow warning box stating "This option is applied at system level. It affects the integrity checks on all the pools. A faster speed may reduce the amount of IOPS available for read/write operations." and radio buttons for "slow", "normal" (selected), and "fast".

A "Close" button is located at the bottom right of the dialog.

Run periodically section allows you to set a schedule. By default, it is enabled every week on Friday, at 23:00. You can change the week interval. First, you have to *Disable* the current schedule.

The screenshot shows a configuration window titled "Disk pool integrity check". It contains the following sections:

- Disk pool:** A dropdown menu showing "hybrid".
- Run periodically:** A section with a text input field containing "2" and the text "Start integrity check every 2 weeks on Friday at 23:00." Below this is a blue "Enable" button.
- Check now:** A section with a yellow warning box stating "Integrity check will impact the disk pool's performance and it will take a long time depending of the size of the disk pool." Below this is a blue "Check integrity now" button.
- Change speed:** A section with a yellow warning box stating "This option is applied at system level. It affects the integrity checks on all the pools. A faster speed may reduce the amount of IOPS available for read/write operations." Below this is a "Set speed to" label followed by three radio buttons: "slow", "normal" (which is selected), and "fast".

A "Close" button is located in the bottom right corner of the window.

Write the new value you want in the field, between *every* and *weeks*. Click *Enable*.

Change speed section allows you set the speed of integrity check. It can be set to *slow*, *normal* and *fast*. Just select the one you want and SynetoOS will change it for future checks.

NOTE: A faster speed will consume more resources making the system perform slower.

WARNING: This option also affects the speed of rebuilding redundancy after a disk is changed.

Disk pool integrity check

Disk pool
hybrid

Run periodically
Start integrity check every 2 weeks on Friday at 23:00.

Disable

Check now

Integrity check will impact the disk pool's performance and it will take a long time depending of the size of the disk pool.

Check integrity now

Change speed

This option is applied at system level. It affects the integrity checks on all the pools. A faster speed may reduce the amount of IOPS available for read/write operations.

Set speed to slow normal fast

Close

If you want to run an integrity check in this moment, click on *Check integrity now* button. This will perform with the selected speed.

Disk pool integrity check

Disk pool
hybrid

Run periodically
Start integrity check every 1 weeks on Friday at 23:00.

Disable

Check now

Integrity check will impact the disk pool's performance and it will take a long time depending of the size of the disk pool.

Stop integrity check

Change speed

This option is applied at system level. It affects the integrity checks on all the pools. A faster speed may reduce the amount of IOPS available for read/write operations.

Set speed to slow normal fast

Close

DATA PROTECTION AND REPLICATION

Introduction

One of the main features of Syneto HYPER is the disaster recovery solution. Virtual machines, datastores, shares and volumes can all be protected and replicated to another Syneto machine. In case of a disaster your infrastructure can be up in 15 minutes.

Configuring replication targets

In case of a machine's failure, you will want to be able to recover from a backup. This can be done by replicating the snapshots to another machine. To replicate to a machine, you will have to add it in the *replication target* list.

Add a replication target

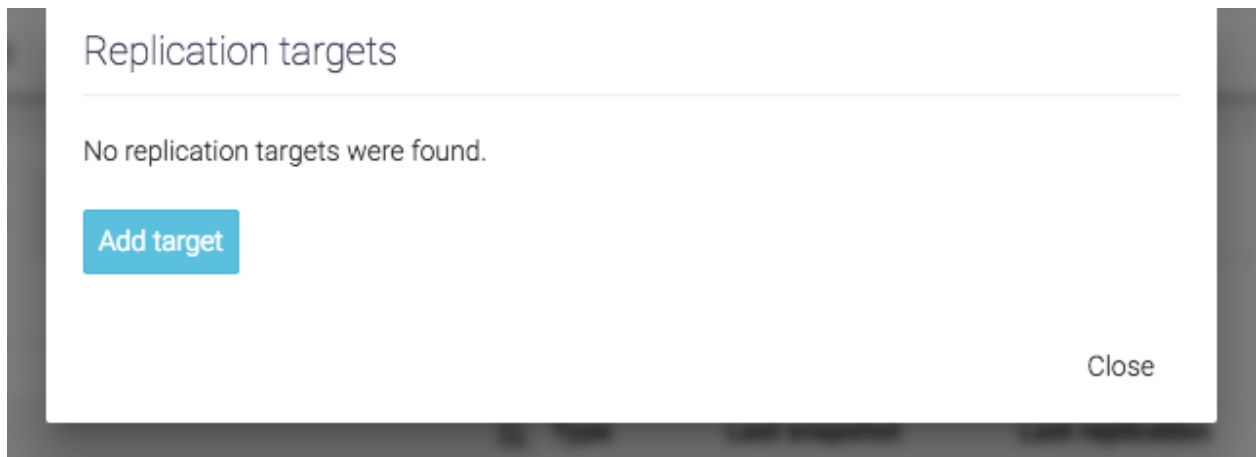
The screenshot displays the Syneto OS interface for managing replication targets. At the top, there are tabs for 'Datastores', 'Shares', and 'Volumes'. Below the tabs, there is a search bar and a 'Show All' dropdown menu. The main content is a table with the following columns: Name, Type, Last snapshot, Last replication, and Protection. The table contains two entries:

Name	Type	Last snapshot	Last replication	Protection
documents	SMB	never	never	NOT PROTECTED
time_machine	AFP	never	never	NOT PROTECTED

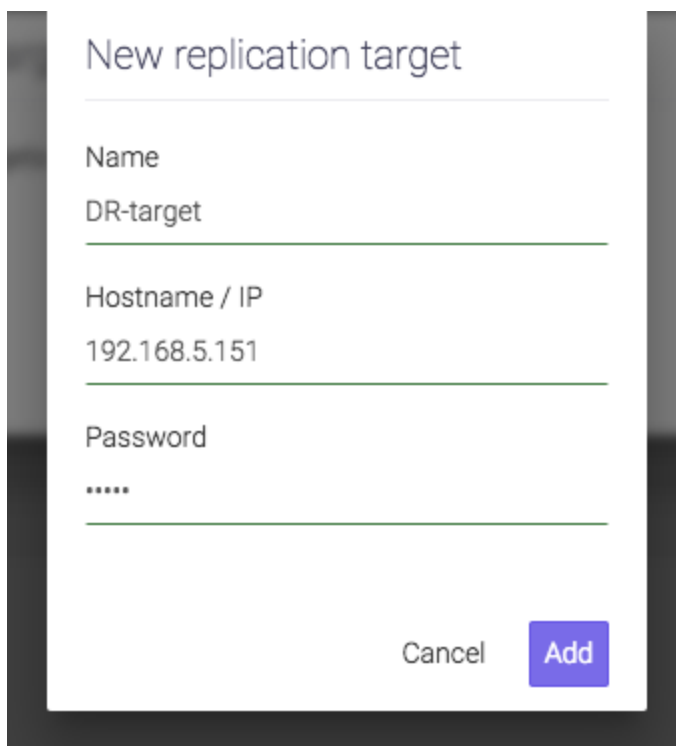
Below the table, there is a section for 'time_machine' with the following details:

- Snapshots: 0
- Schedules: No protection schedules have been defined yet.
- Protect: [Protect](#)

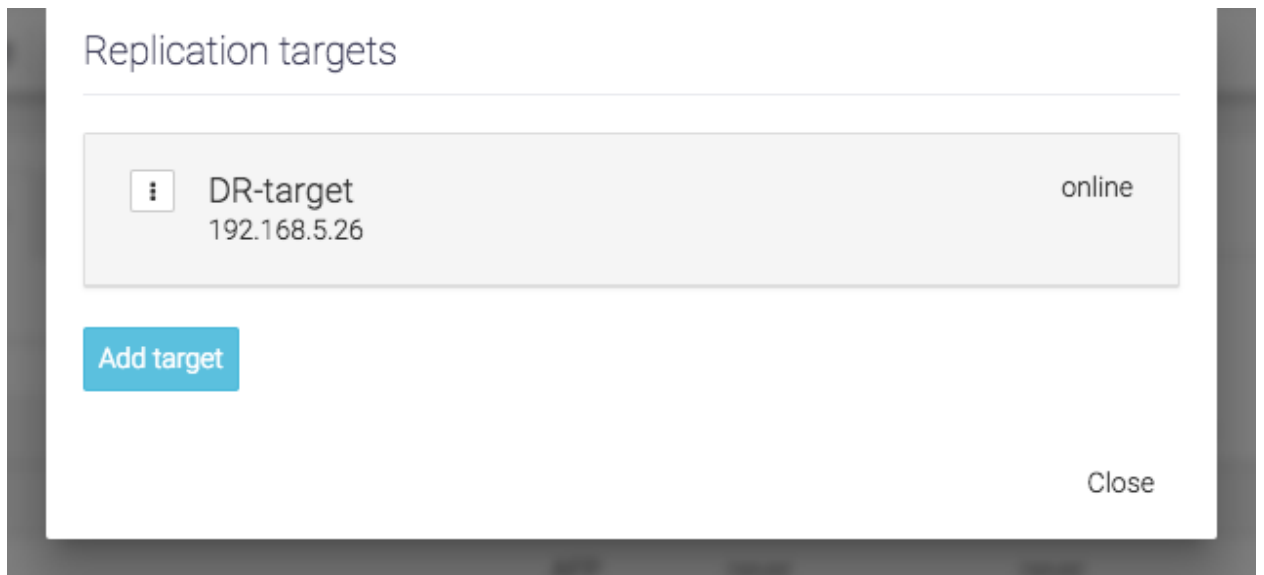
On the *Protect and replicate* page, click *Replication targets* in the action bar. A dialog will open listing the available replication targets.



Click *Add target*. A dialog will open where you can enter the configuration for the *new replication target*. In the field *name* write the name you want to give to the target. In the field *Hostname / IP* write the hostname or IP of the replication target. In the *Password* field write the admin's password.

A screenshot of a dialog box titled "New replication target". The dialog has a white background and a dark grey border. At the top, the title "New replication target" is displayed in a dark grey font. Below the title, there are three input fields, each with a dark grey label and a green underline. The first field is labeled "Name" and contains the text "DR-target". The second field is labeled "Hostname / IP" and contains the text "192.168.5.151". The third field is labeled "Password" and contains five asterisks "*****". At the bottom of the dialog, there are two buttons: a "Cancel" button in a dark grey font and an "Add" button in a blue font with a white background.

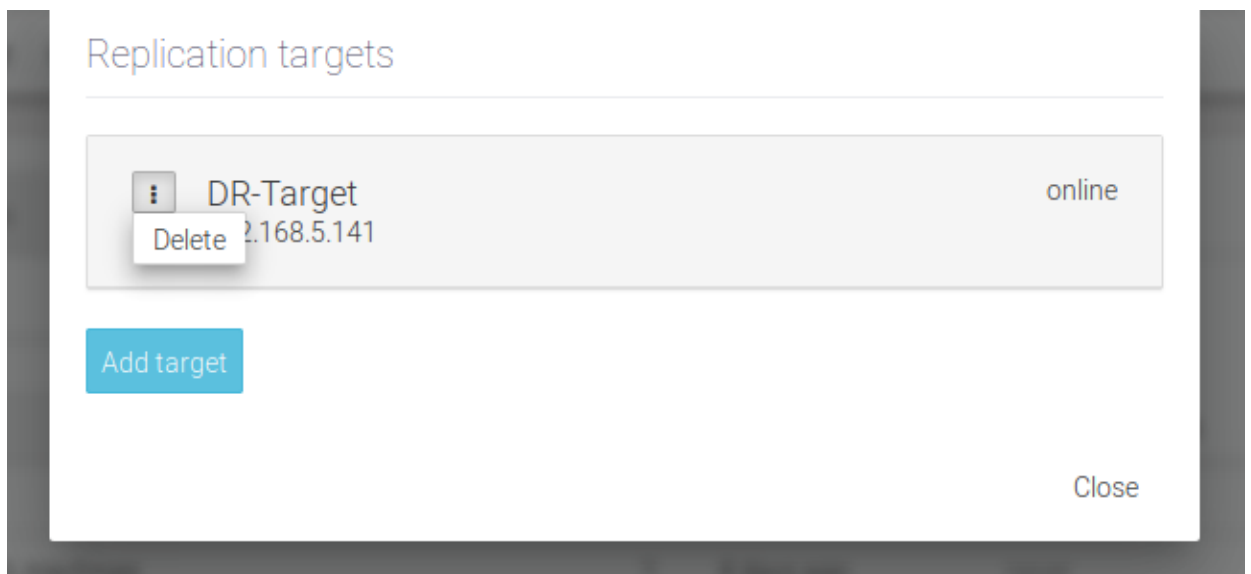
After filling the form and clicking *Add*, the list should be updated with the replication target.



Remove a replication target

On the *Protect and replicate* page, click *Replication targets* in the action bar. A dialog will open listing the available replication targets. For the replication target you want to remove, click on *Context Menu* → *Delete*.

WARNING: Deleting a replication target, will also remove it from the snapshot schedules.



Protecting a datastore

The *Protect and replicate* page contains 3 tabs: *Datastores*, *Shares* and *Volumes*. Select *Datastores*.

The screenshot shows the 'Datastores' tab selected. The table below lists the datastores:

Name	VMs	Last snapshot	Last replication	Protection
Images	0	never	never	NOT PROTECTED
Windows_virtual_machines	1	never	never	NOT PROTECTED

Below the table, there are sections for 'Images' (0 snapshots) and 'Schedules' (No protection schedules have been defined yet). A 'Protect' button is visible in the bottom right.

The table lists all the datastores. There is a *Search* bar, useful for searching for a specific datastore by specifying its name.

The screenshot shows the 'Datastores' tab with a search filter applied. The search bar contains 'Win', and the table now only shows the 'Windows_virtual_machines' datastore:

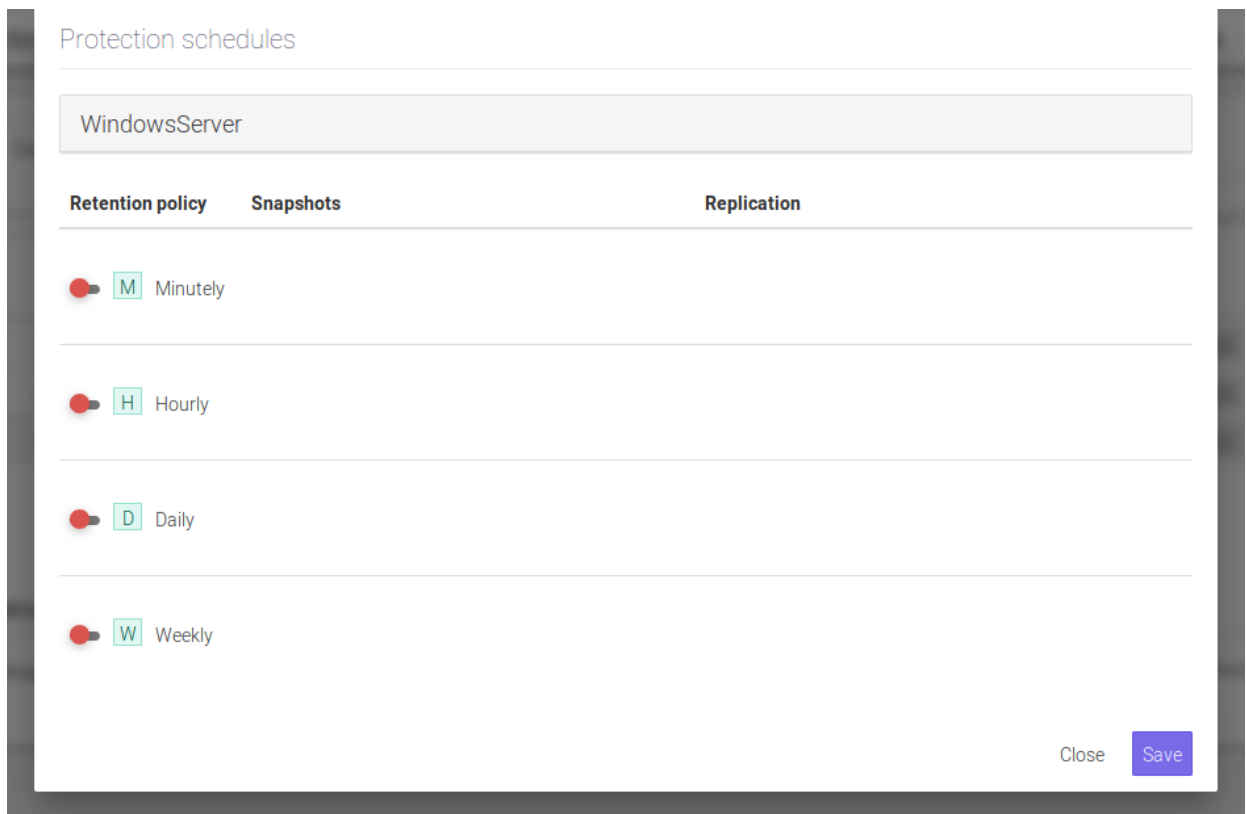
Name	VMs	Last snapshot	Last replication	Protection
Windows_virtual_machines	1	never	never	NOT PROTECTED

Below the table, there are sections for 'Images' (0 snapshots) and 'Schedules' (No protection schedules have been defined yet). A 'Protect' button is visible in the bottom right.

If you click on a datastore, more details about its protection will be shown.

Configuring the snapshot schedule for the datastore

In the details section, there is *Schedules*. Click on the *Protect* button. A dialog will appear where you can configure the snapshot policy for the selected datastore.



The first column shows the four frequencies a user can choose: *Minutely*, *Hourly*, *Daily* and *Weekly*. By default, they are disabled. To enable one schedule type, switch of the desired interval. After clicking, it will turn green.

Protection schedules

WindowsServer

Retention policy	Snapshots	Replication
<input checked="" type="checkbox"/> M Minutely	Every 10 minutes	Keep 6 Target Don't replicate
<input checked="" type="checkbox"/> H Hourly	Every 1 hours at minute 00	Keep 24 Target Don't replicate
<input type="checkbox"/> D Daily		
<input type="checkbox"/> W Weekly		

Close Save

The fields from the *Snapshots* column will appear. Here you can specify how often you want the schedule to perform by changing the *Every* field.

To the right of the *Every* field, there is the *Keep* field. Here you can specify how many snapshots should be kept on the Syneto HYPER. If more snapshots accumulate, older ones will be deleted.

NOTE: The retention policy applies to a type of interval only and for the selected datastore.

The third column, *Replication*, allows you to select to which replication target to replicate to. By default no replication is set. If you click on the *Target* field, a list of the defined replication targets will be shown. After you select the desired replication target, two more options will appear.

Protection schedules

WindowsServer

Retention policy	Snapshots	Keep	Replication	Encrypt	Keep
<input checked="" type="checkbox"/> M Minutely	Every 10 minutes	6	Target Don't replicate		
<input checked="" type="checkbox"/> H Hourly	Every 1 hours at minute 00	24	Target DR-Target	<input type="checkbox"/>	48
<input checked="" type="checkbox"/> D Daily	Every 1 days at hour 03:00	30	Target Don't replicate		
<input type="checkbox"/> W Weekly					

Close Save

If you want the replication to be encrypted, click on the box below the *Encrypt* field.

NOTE: Non-encrypted replication is faster than encrypted one, but less secure. If the replication target is off-site, we recommend encryption.

You can specify how many replicated snapshots should be kept on the replication target under the *Keep* field.

NOTE: The retention policy applies to a type of interval only and for the selected datastore.

NOTE: We recommend a lower retention policy on the primary unit, and a higher one on the replication target (DR unit)

After you finish all the configuration, click *Save*. Your schedules should appear in the details section, in *Schedules*. You have two buttons for each schedule type, *Pause* and *Run*.

Configuring the type of snapshots for the virtual machines

If a datastore has virtual machines on it, on the left of the details view there is a section *Protection Level*.

The screenshot displays a table of virtual machines and their protection details. The 'WindowsServer' VM is selected, showing its protection level and schedules.

Name	VMs	Last snapshot	Last replication	Protection
Images	0	never	never	NOT PROTECTED
WindowsServer	1	never	never	M H D

WindowsServer

Snapshots	0			
Protection level	Crash consistent (1)	Change		

Schedules Edit

Icon	Schedule	Action
M	every 10 minutes, keep locally 6	Pause Run
H	every 1 hours at minute 00, keep locally 24 replicate to DR-Target, keep remotely 48	Pause Run
D	every 1 days at 03:00, keep locally 30 replicate to DR-Target, keep remotely 60	Pause Run

Replication

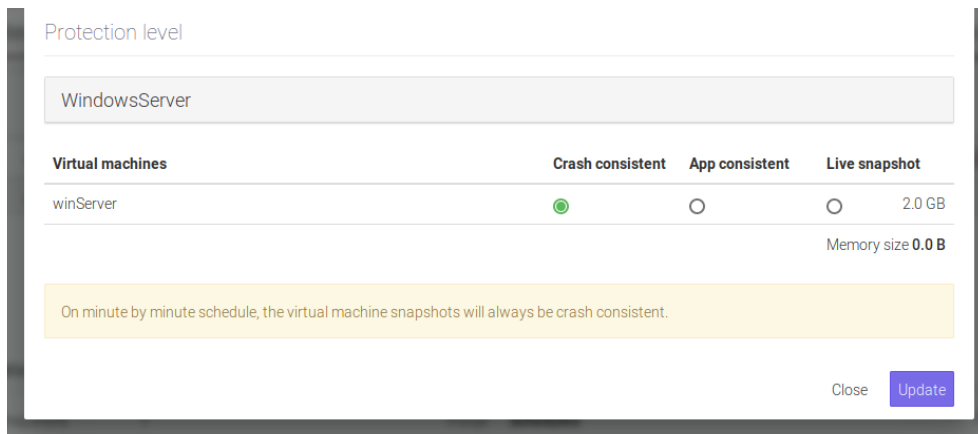
Icon	Target	Last replication
H	DR-Target	never
D	DR-Target	never

There are three types of protection levels for a virtual machine:

- *Crash consistent* - When restoring, the virtual machine will be in a state similar to a restart after a power outage.
Recommended for virtual machines resilient to forced reboots. (ie. Linux or Solaris servers or workstations)
- *Application consistent* - Before taking the snapshot a message will be sent to the operating system. This will instruct compatible applications to flush all their data to the disk. The snapshot will be taken after the flush operation finishes. Disk consistency for the application supporting the protocol will be consistent. When restoring, the virtual machine will be in a state similar with a power off.
Recommended for Microsoft servers (Active Directory, MS-SQL, etc)
- *Live snapshot* - Before taking a snapshot all operations on the virtual machine will be suspended and saved to the disk. This includes waiting for disk flush operations, persisting RAM memory, persisting current running state. Unfortunately, during this operation the virtual machine is not accessible. The

process can take up to 5 minutes or more for large servers.
Recommended for mission critical system and only on a daily or rarer schedule, run overnight, so that work is not interrupted.

By default, the protection level of a virtual machine is set to *crash-consistent*. If you want to change it, click on the *Change* button. A dialog will open where you can select the protection level you want for the virtual machine.



It will contain a list with all the virtual machines contained by the selected datastore. Each virtual machine can have one of the three available protection levels: *Crash consistent*, *App consistent* and *Live snapshot*. Select your desired options and then click on *Update*.

WARNING: Live snapshot is not available on Syneto HYPER 2000 Series.

Name	VMs	Last snapshot	Last replication	Protection
Images	0	never	never	NOT PROTECTED
WindowsServer	1	2 minutes ago	never	M H D

WindowsServer		Purge	Schedules	Edit												
Snapshots	2															
Protection level	App consistent (1)	Change	<table border="1"> <thead> <tr> <th>M</th> <th>H</th> <th>D</th> </tr> </thead> <tbody> <tr> <td>every 10 minutes , keep locally 6</td> <td>Pause Run</td> <td></td> </tr> <tr> <td>every 1 hours at minute 00 , keep locally 24 replicate to DR-Target, keep remotely 48</td> <td>Pause Run</td> <td></td> </tr> <tr> <td>every 1 days at 03:00 , keep locally 30 replicate to DR-Target, keep remotely 60</td> <td>Pause Run</td> <td></td> </tr> </tbody> </table>	M	H	D	every 10 minutes , keep locally 6	Pause Run		every 1 hours at minute 00 , keep locally 24 replicate to DR-Target, keep remotely 48	Pause Run		every 1 days at 03:00 , keep locally 30 replicate to DR-Target, keep remotely 60	Pause Run		
M	H	D														
every 10 minutes , keep locally 6	Pause Run															
every 1 hours at minute 00 , keep locally 24 replicate to DR-Target, keep remotely 48	Pause Run															
every 1 days at 03:00 , keep locally 30 replicate to DR-Target, keep remotely 60	Pause Run															
Replication																
		Target	Last replication													
		H DR-Target	never													
		D DR-Target	never													

The details section will be updated with the new information. The following snapshots will take the virtual machine snapshots with the new configuration.

NOTE: For the minutely schedule, the protection level will always be crash consistent.

Protecting a share

The *Protect and replicate* page contains three tabs: *Datastores*, *Shares* and *Volumes*. Select *Shares*.

The screenshot displays the 'Shares' tab in the Syneto OS interface. At the top, there are navigation tabs for 'Datastores', 'Shares', and 'Volumes'. Below these is a search bar and a 'Show All' dropdown menu. The main content is a table with the following columns: Name, Type, Last snapshot, Last replication, and Protection. Two shares are listed: 'documents' (SMB) and 'time_machine' (AFP). Both shares have 'never' for both 'Last snapshot' and 'Last replication' and are marked as 'NOT PROTECTED'. Below the table, the 'time_machine' share is selected, showing 'Snapshots: 0' and a 'Schedules' section with the message 'No protection schedules have been defined yet.' and a 'Protect' button.

Name	Type	Last snapshot	Last replication	Protection
documents	SMB	never	never	NOT PROTECTED
time_machine	AFP	never	never	NOT PROTECTED

time_machine

Snapshots: 0

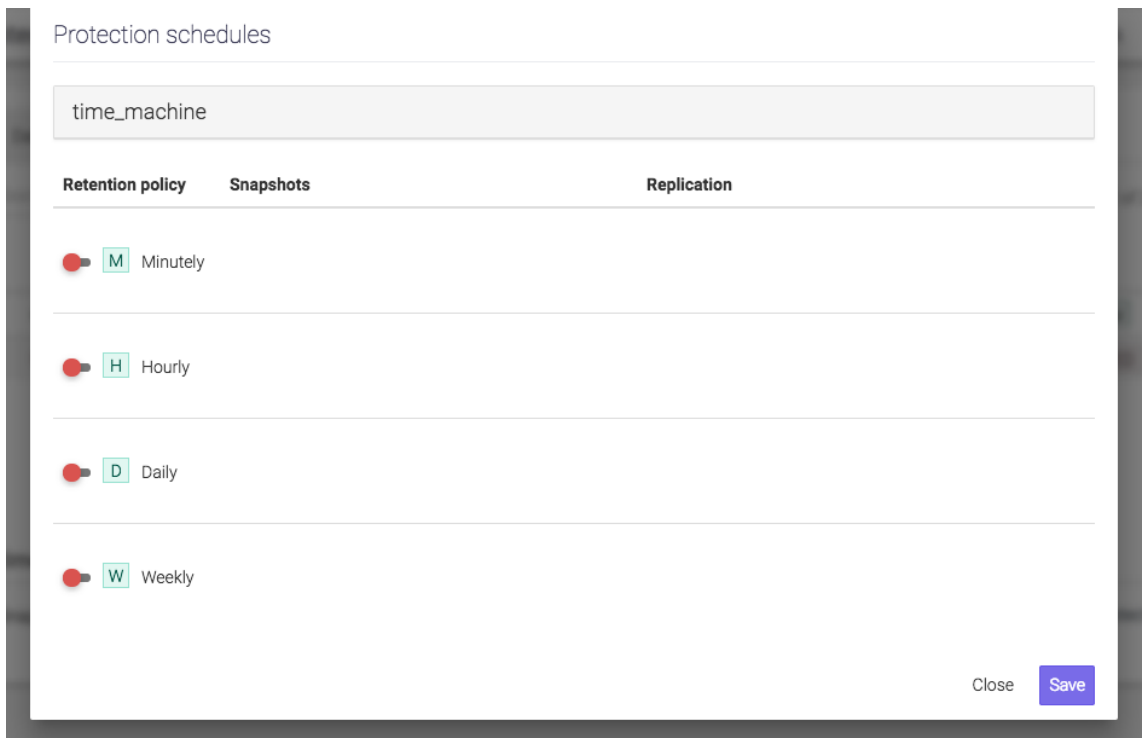
Schedules [Protect](#)

No protection schedules have been defined yet.

The table lists all the shares. There is a *Search* bar, useful for searching for a specific share by specifying its name.

Select the share you want to protect by clicking on it. In the details section there is *Schedules*. Click on the *Protect* button.

A dialog will appear where you can configure the snapshot policy for the selected share.



The first column shows the four frequencies a user can choose: *Minutely*, *Hourly*, *Daily* and *Weekly*. By default, they are disabled. To enable one schedule type, click on the switch on the left of the desired interval.

After clicking, it will turn green.

Protection schedules

time_machine

Retention policy	Snapshots	Replication
<input type="checkbox"/> M Minutely		
<input type="checkbox"/> H Hourly		
<input checked="" type="checkbox"/> D Daily	Every 1 days at hour 03:00 Keep 30	Target Don't replicate
<input checked="" type="checkbox"/> W Weekly	Mo Tu We Th Fr Sa Su at hour 23:00 Keep 30	Target DR-target - hybrid Encrypt <input type="checkbox"/> Keep 60

Close Save

The fields from the Snapshots column will appear. Here you can specify how often you want the schedule to perform under the Every field.

NOTE: We recommend spacing out snapshot taking time at least 5 minutes. If all schedules run at the same time, and then replicate, it can lead to high network traffic and high disk IOPS on the replication target.

The second field of the Snapshots column is the Keep field, to the right of the Every field. Here you can specify how many snapshots should be kept on the machine. SynetoOS will keep the most recent ones and will delete the older ones, if there are more snapshots than you specified.

NOTE: The retention policy applies to a type of interval only and for the selected share.

The third column, *Replication*, allows you to select to which replication target to replicate. By default, no replication is set. If you click on the *Target* field, a list of the replication targets will be shown. After you select the desired replication target, two more options will appear.

If you want the replication to be encrypted, click on the box below the *Encrypt* field.

NOTE: Non-encrypted replication is faster than encrypted one, but less secure. If the replication target is off-site, we recommend encryption.

You can specify how many replicated snapshots should be kept on the replication target under the *Keep* field.

NOTE: The retention policy applies to a type of interval only and for the selected share.

After you finish all the configuration, click on *Save*. Your schedules should appear in the details section, in *Schedules*. You have two buttons for each schedule type, *Pause* and *Run*.

The screenshot displays the Syneto OS interface for managing shares. At the top, there are tabs for 'Datastores', 'Shares', and 'Volumes'. Below the tabs is a search bar and a 'Show All' dropdown menu. The main content area shows a table of shares with columns for Name, Type, Last snapshot, Last replication, and Protection. Two shares are listed: 'documents' (SMB) and 'time_machine' (AFP). The 'documents' share is protected, while 'time_machine' is not. Below the table, the details for the 'documents' share are shown, including the number of snapshots (0) and a list of schedules. Each schedule has a letter icon (M, H, D, W) and a description of the replication interval and retention policy. There are 'Pause' and 'Run' buttons for each schedule. At the bottom, a 'Replication' section shows the target and last replication status for each schedule type.

Name	Type	Last snapshot	Last replication	Protection
documents	SMB	never	never	M H D W
time_machine	AFP	never	never	NOT PROTECTED

documents

Snapshots: 0

Schedules [Edit](#)

Letter	Description	Buttons
M	every 20 minutes , keep locally 6	Pause Run
H	every 1 hours at minute 00 , keep locally 24	Pause Run
D	every 1 days at 03:00 , keep locally 30 replicate to DR-target, keep remotely 60	Pause Run
W	every Thursday, Friday at 23:00 , keep locally 30 replicate to DR-target, keep remotely 60	Pause Run

Replication

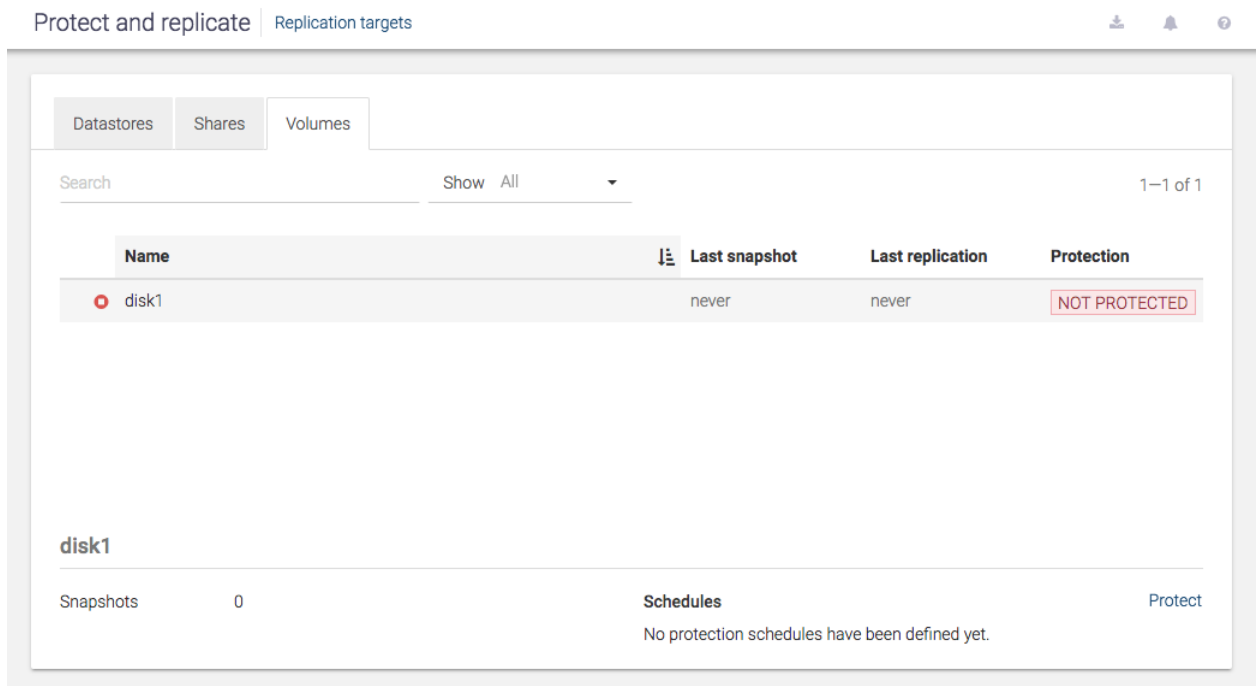
Letter	Target	Last replication
D	DR-target	never
W	DR-target	never

A schedule, that is not replicating right now, can be paused. This will also pause the replication. If you want to resume it, just click on the *Resume* button.

If you want to run a schedule now, click on *Run*. This will start the selected schedule. It will also replicate if it has replication set.

Protecting a volume

The *Protect and replicate* page contains 3 sections: *Datastores*, *Shares* and *Volumes*. Select *Volumes*.



Protect and replicate | Replication targets

Datastores | Shares | Volumes

Search Show All 1-1 of 1

Name	Last snapshot	Last replication	Protection
disk1	never	never	NOT PROTECTED

disk1

Snapshots 0

Schedules [Protect](#)

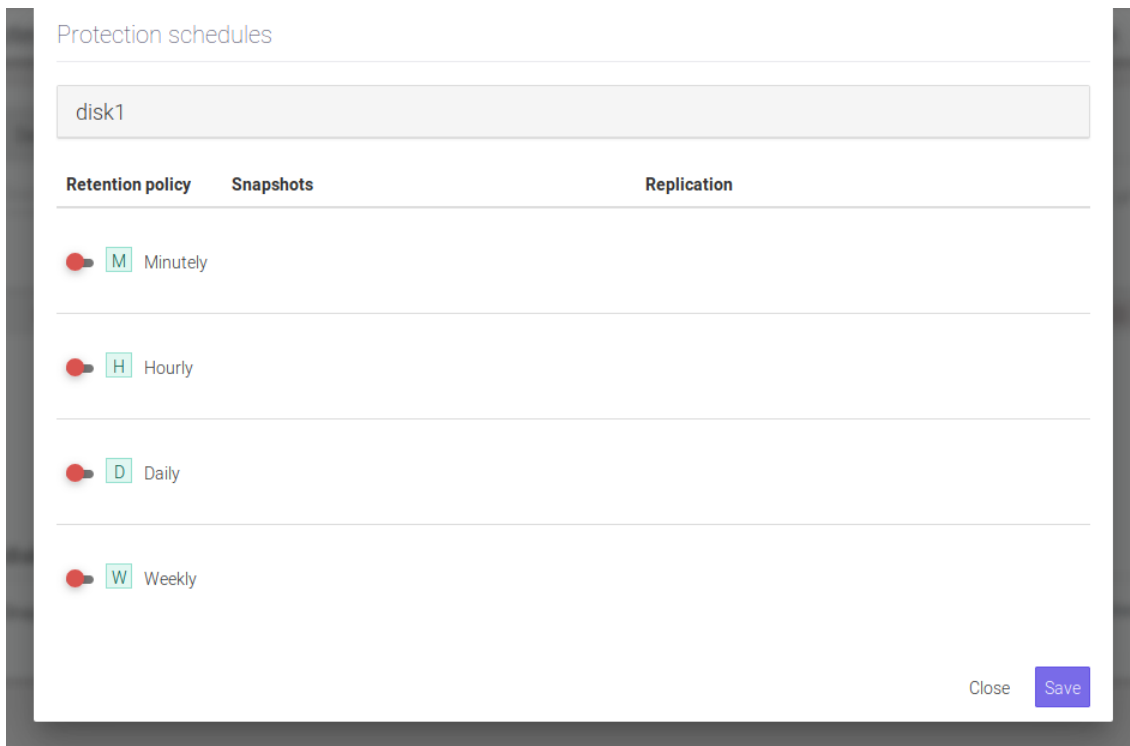
No protection schedules have been defined yet.

The table lists all the volumes. There is a *Search* bar, useful for searching for a specific volume by specifying its name.

Select the volume you want to protect by clicking on it.

On the details section, there is *Schedules*. Click on the *Protect* button.

A dialog will appear.



The first column shows the four frequencies a user can choose: *Minutely*, *Hourly*, *Daily* and *Weekly*. By default, they are disabled. To enable one schedule type, click on the switch on the left of the desired interval.

After clicking, it will turn green.

Protection schedules

disk1

Retention policy	Snapshots	Replication
<input checked="" type="checkbox"/> M Minutely	Every 10 minutes Keep 6	Target Don't replicate
<input checked="" type="checkbox"/> H Hourly	Every 1 hours at minute 00 Keep 24	Target Don't replicate
<input checked="" type="checkbox"/> D Daily	Every 1 days at hour 03:00 Keep 30	Target Don't replicate
<input checked="" type="checkbox"/> W Weekly	Mo Tu We Th Fr Sa Su <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> at hour 23:00 Keep 30	Target DR-target - hybrid Encrypt <input type="checkbox"/> Keep 60

Close

The fields from the Snapshots column will appear. Here you can specify how often you want the schedule to perform under the Every field.

The second field of the Snapshots column is the Keep field, to the right of the Every field. Here you can specify how many snapshots should be kept on the machine. SynetoOS will keep the most recent ones and will delete the older ones, if there are more snapshots than you specified.

NOTE: The retention policy applies to a type of interval only and for the selected volume.

The third column, *Replication*, allows you to select to which replication target to replicate. By default, no replication is set. If you click on the *Target* field, a list of the replication targets will be shown. After you select the desired replication target, two more options will appear.

If you want the replication to be encrypted, click on the box below the Encrypt field.

NOTE: Non-encrypted replication is faster than encrypted one, but less secure. If the replication target is off-site, we recommend encryption.

You can specify how many replicated snapshots should be kept on the replication target under the Keep field.

NOTE: The retention policy applies to a type of interval only and for the selected volume.

After you finish all the configuration, click on save. Your schedules should appear in the details section, in *Schedules*. You have two buttons for each schedule type, *Pause* and *Run*.

The screenshot displays the Syneto OS interface for configuring a volume. At the top, there are tabs for 'Datstores', 'Shares', and 'Volumes'. Below the tabs is a search bar and a 'Show All' dropdown menu. A table lists the volume 'disk1' with columns for 'Name', 'Last snapshot', 'Last replication', and 'Protection'. Below the table, the details for 'disk1' are shown, including 'Snapshots' (0), 'Schedules' (4), and 'Replication' (1).

Name	Last snapshot	Last replication	Protection
disk1	never	never	M H D W

disk1

Snapshots 0

Schedules Edit

M	every 10 minutes , keep locally 6	Pause Run
H	every 1 hours at minute 00 , keep locally 24	Pause Run
D	every 1 days at 03:00 , keep locally 30	Pause Run
W	every Friday at 23:00 , keep locally 30 replicate to DR-target, keep remotely 60	Pause Run

Replication

Target	Last replication
W DR-target	never

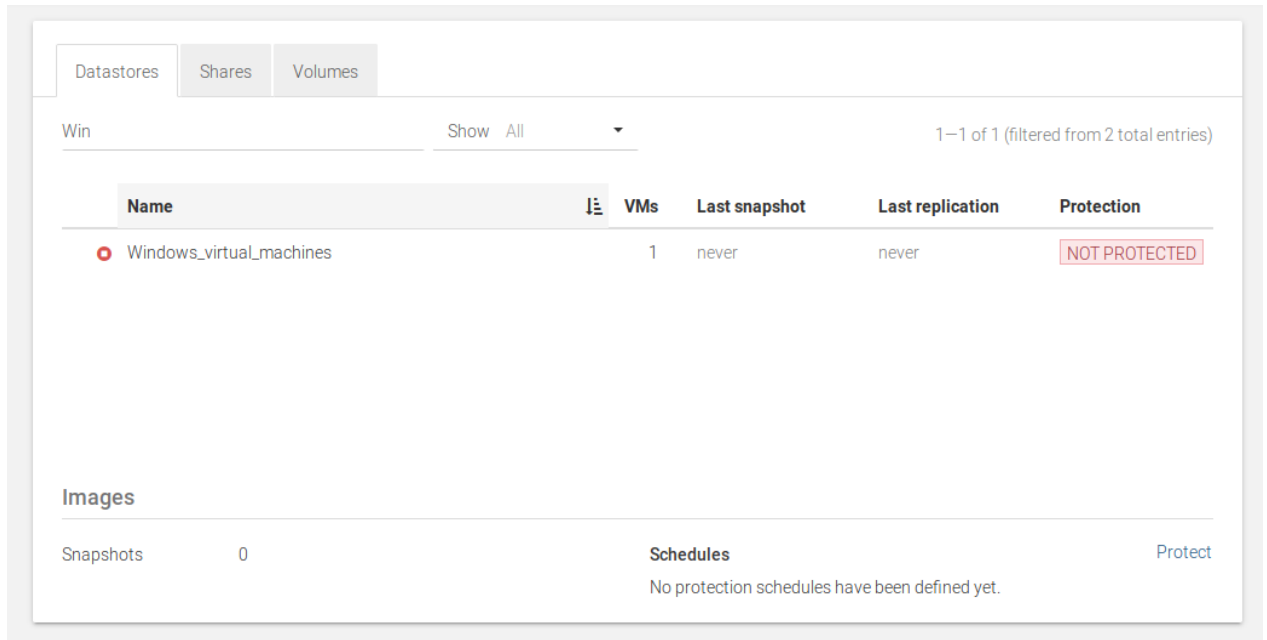
A schedule can be paused. This will also pause the replication. If you want to resume it, just click on the *Resume* button.

If you want to run a schedule now, click on *Run*. This will start the selected schedule. It will also replicate if it has replication set.

Monitoring

To get an overview of the protection status of the datstores, shares or volumes, select the tab you desire on the *Protect and Replicate* page.

The table can be filtered using the *Search* and *Show* bars. *Search* bar lets you search for a specific name or parts of a name.



Name	VMs	Last snapshot	Last replication	Protection
Windows_virtual_machines	1	never	never	NOT PROTECTED

Images

Snapshots 0

Schedules

No protection schedules have been defined yet.

Protect

Show bar has three options: *Protected*, *Unprotected* and *All*. *Protected* option will show you only the ones which have at least one schedule set. *Unprotected* option will show only the ones that have no protection schedule set. The *All* option shows both the protected and unprotected entities.

The left icon in a row represents the state of protection. It can be *ON*, *OFF* or *paused*. *ON* means there is at least one schedule set for it which is not paused. *OFF* means there is no schedule set for it. *Paused* means it has schedules set on it, but they are all paused.

Name	VMs	Last snapshot	Last replication	Protection
Images	0	never	never	NOT PROTECTED
Windows10	1	never	never	H D
WindowsServer	1	5 minutes ago	never	M H D

Images

Snapshots: 0

Schedules: No protection schedules have been defined yet.

Protect

In the *Last Snapshot* column we can see how much time has passed since the last successful local snapshot. If it is colored red, it means the last scheduled snapshot failed.

In the *Last replication* column we can see how much time has passed since the last successful replication. If it is colored red, it means the last scheduled replication failed.

In the *Protection* tab, we can see what schedules have been defined for that datastore.

For more details of a specific entity protection status, click on the entity in the table.

Name	VMs	Last snapshot	Last replication	Protection
Images	0	never	never	NOT PROTECTED
WindowsServer	1	never	never	M H D

WindowsServer

Snapshots	0				Schedules	Edit
Protection level	Crash consistent (1)	Change	M	every 10 minutes , keep locally 6		Pause Run
			H	every 1 hours at minute 00 , keep locally 24 replicate to DR-Target, keep remotely 48		Pause Run
			D	every 1 days at 03:00 , keep locally 30 replicate to DR-Target, keep remotely 60		Pause Run

Replication

	Target	Last replication
H	DR-Target	never
D	DR-Target	never

In the details section, there is *Schedules* on the right. There you can find info about all the snapshot schedules set on that entity. Below it, there is the *Replication* section. For each schedule with replication, there will be a row showing the *Target* to which it replicates to and when was the *Last replication*. If the last replication failed, it will be highlighted with red.


If the replication is currently in progress, a progress bar with relevant information will be shown.

The screenshot displays the configuration for a replication job. It is divided into two main sections: Schedules and Replication.

Schedules

- Schedule:** every **1 days** at 03:00 , keep locally **30** replicate to **DR-unit**, keep remotely **60**
- Actions:** Edit, Pause, Run

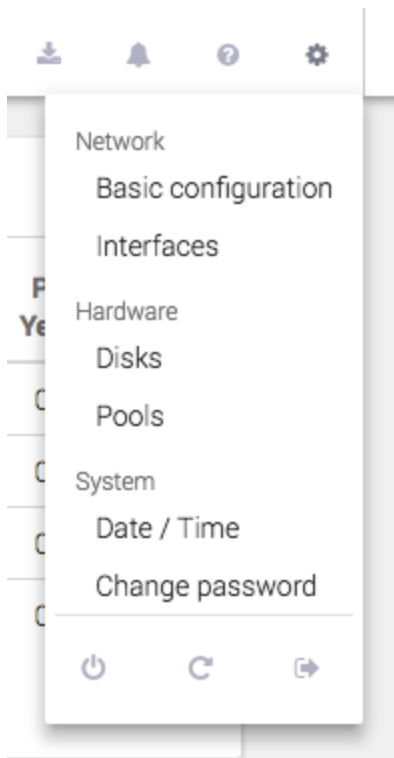
Replication

Target	Last replication
D DR-unit	 a few seconds left, 38.6 MB/s

SYSTEM CONFIGURATION

Networking

Select *Secondary menu* → *Basic configuration*, in the *Network* section.



The network page allows you to configure the following:

- *Hostname*

WARNING: This will require a reboot.

The screenshot shows the 'Hostname' configuration page. At the top, there are four tabs: 'Hostname', 'Domain', 'Gateway', and 'Proxy'. Below the tabs is a yellow warning box that reads: 'After you click update, the storage device will need to reboot in order to apply the new hostname.' Underneath, the 'Hostname' field is set to 'syneto-os' and has a help icon. A blue 'Update' button is located at the bottom left of the form.

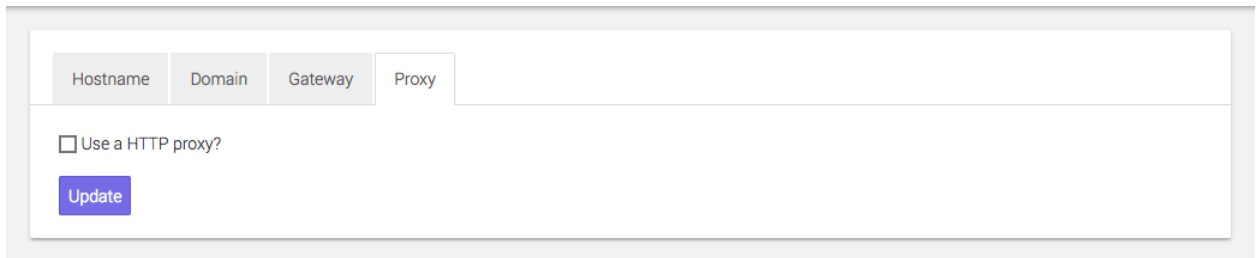
- *Domain* - Up to three domain name servers to be used when resolving internet names and a domain name to append to hostnames during DNS name resolution

The screenshot shows the 'Domain' configuration page. At the top, there are four tabs: 'Hostname', 'Domain', 'Gateway', and 'Proxy'. Below the tabs, the 'Domain name' field is set to 'company.domain' and has a help icon. Below that, there are three fields for DNS servers: 'DNS 1' is set to '192.168.1.15', 'DNS 2' is set to '###.###.###.###', and 'DNS 3' is set to '###.###.###.###' with a help icon. A blue 'Update' button is located at the bottom left of the form.

- *Gateway* - a router used by the storage to connect to the internet

The screenshot shows the 'Gateway' configuration page. At the top, there are four tabs: 'Hostname', 'Domain', 'Gateway', and 'Proxy'. Below the tabs, the 'Default gateway' field is set to '192.168.1.1' and has a help icon. A blue 'Update' button is located at the bottom left of the form.

- *Proxy* - the host and port of the HTTP proxy server



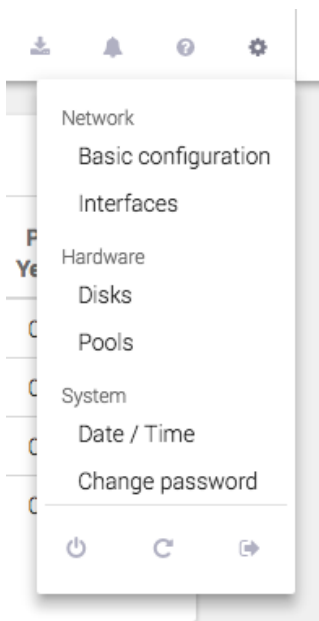
Hostname Domain Gateway Proxy

Use a HTTP proxy?

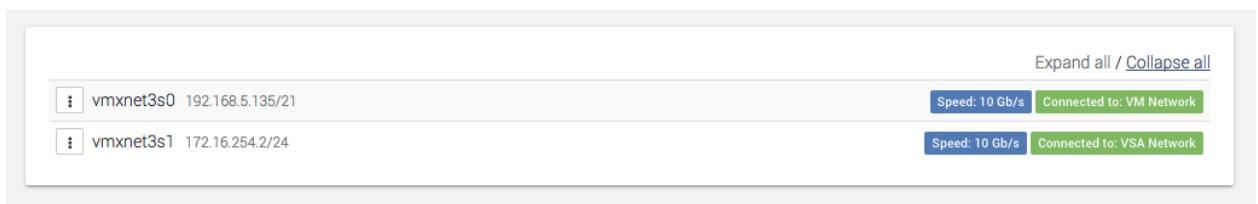
Update

Ethernet interfaces

Select *Secondary menu* → *Interfaces*, in the *Network* section.



Syneto HYPER comes preconfigured with two network interfaces. The first one is the management and the second one is used for interaction with the ESX host. These are not physical interfaces, they are virtualized interfaces provided by the local ESX.

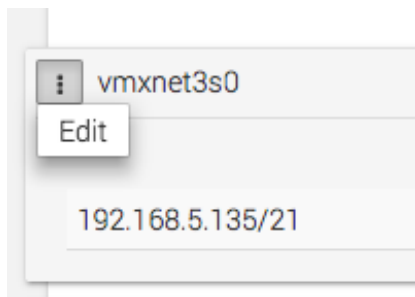


Expand all / [Collapse all](#)

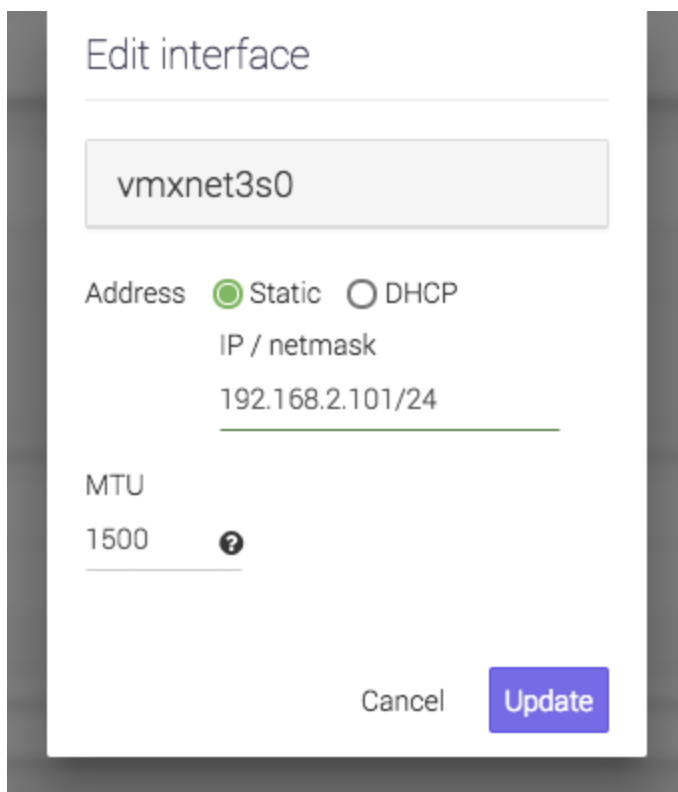
<i>i</i>	vmxnet3s0	192.168.5.135/21	Speed: 10 Gb/s	Connected to: VM Network
<i>i</i>	vmxnet3s1	172.16.254.2/24	Speed: 10 Gb/s	Connected to: VSA Network

The *Network interfaces* page allows you to configure the available ethernet interfaces.

Click the *Edit* option in the context menu.



A dialog will open where you can configure the network interface. You can have a *dynamic* or *static* IP. Also, you can configure a limit for the data being transmitted through that interface in the *MTU* field.



Edit interface

vmxnet3s0

Address Static DHCP

IP / netmask
192.168.2.101/24

MTU
1500 ?

Cancel Update

NOTE: SynetoOS 4.0.0 does not offer support for aggregates or VLANs.

Missing or broken interfaces

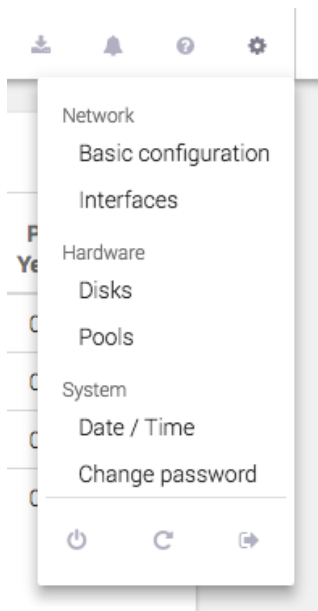
In case one or more of the ethernet interfaces are faulted, the system will display the message: *missing: removed or broken!*

If **the interface was intentionally removed**, click on delete.

If **the interface was replaced with another type of virtualized network**, the system will detect the new interface. The faulted interface will still be shown and can be removed by clicking on *Delete*, in the *Context menu*.

Date/time and timezones

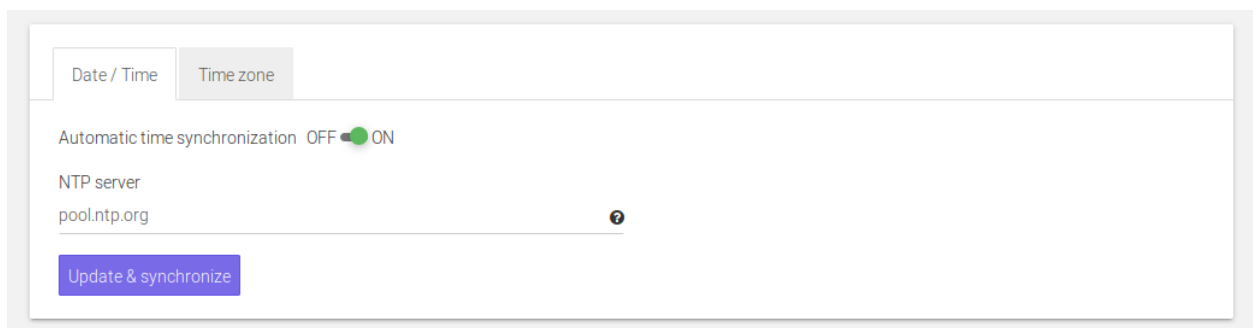
Select *Secondary menu* → *Date / Time*, in the *System* section.

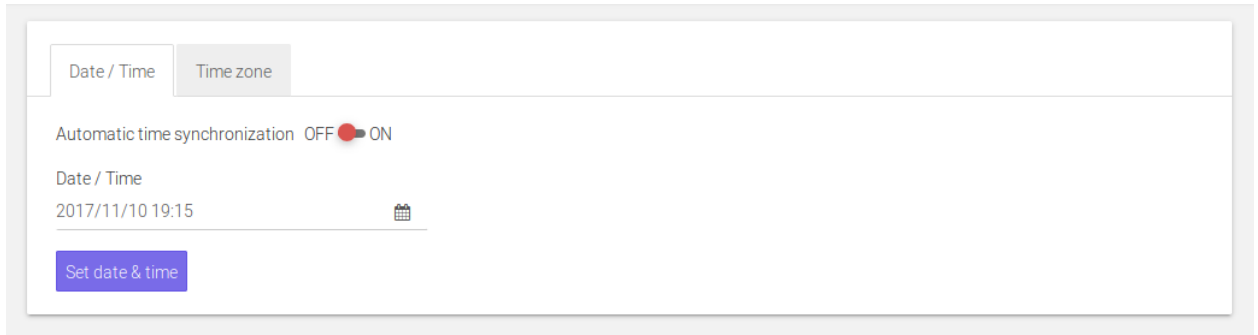


The time page allows you to configure the following:

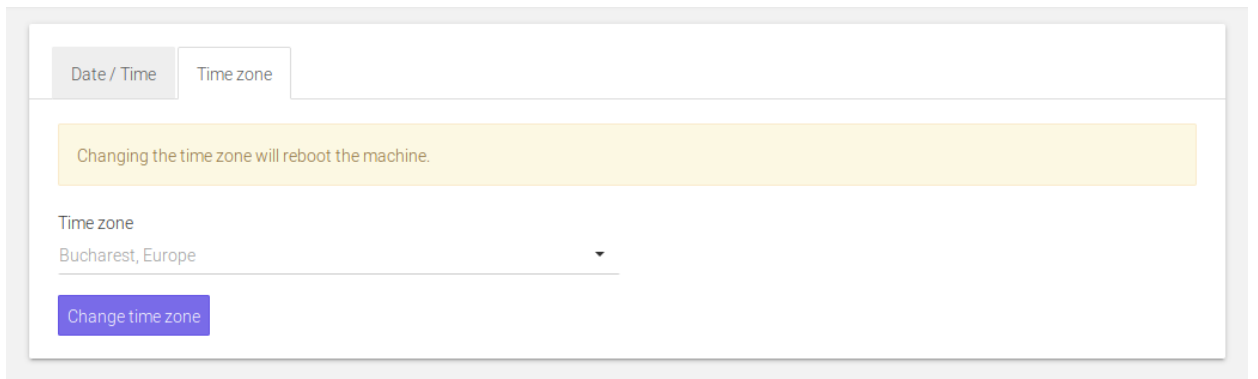
- *Date / Time*: The date and time can be automatically synchronized with a NTP server or set manually.

Recommended: Enable *automatic time synchronization*.





- *Timezone*



WARNING: This will require a reboot.

Password change

There are two sets of users and passwords that you need to manage regarding Syneto HYPER: local ESXi password, and SynetoOS management interface password.

NOTE: We highly recommend changing default password for obvious security reasons.

Changing local ESXi password

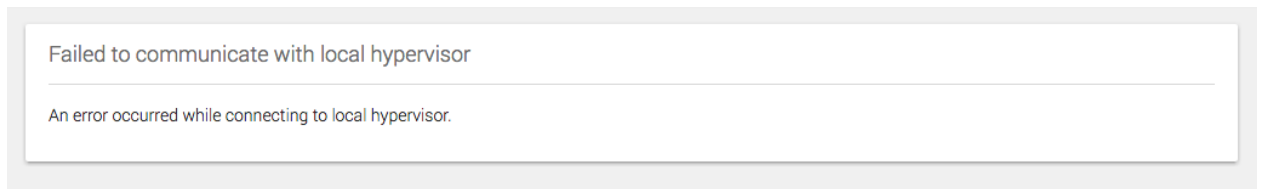
There is a tight integration between SynetoOS and the local ESXi hypervisor. The ESXi password can be easily changed from the vSphere management interface. However, because of this tight integration, a password change will create the following issues:

1. Reboot of ESXi will not autostart the SynetoOS virtual machine
2. NFS mount points will not be remounted, even after the admin powers on the SynetoOS virtual machine manually
3. The rest of the virtual machines added to the autostart sequence will not be started automatically

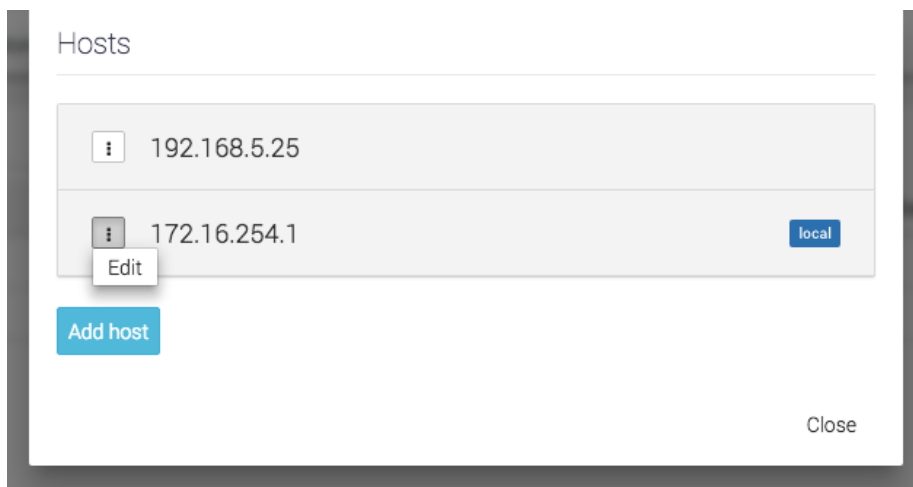
To fix these issues, there are two places where the new ESXi password needs to be written:

1. On ESXi ssh CLI, edit `/bootbank/syneto-hc.conf` and edit the `hypervisor_password` entry. In this case the password is clear text.
2. On SynetoOS update the local ESXi password.

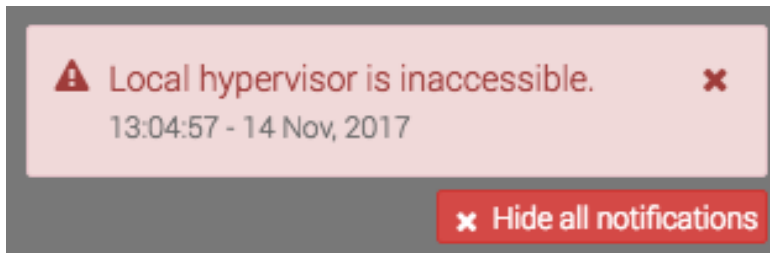
Connect to the Syneto HYPER management interface and log in. The *Dashboard* will be replaced with a message telling you that the local hypervisor cannot be reached.



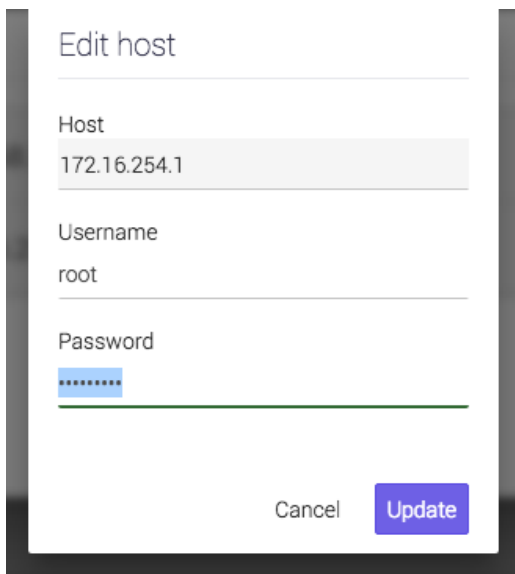
This is an expected message. Go to *Datastores* → *Hosts*. And click on the context menu for the local hypervisor. Local ESXi is labeled with a blue "local" tag.



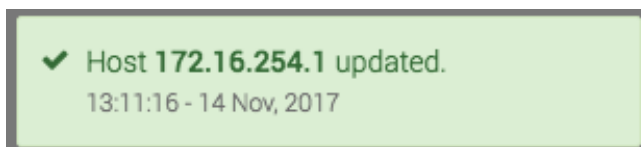
During these steps, you may see error notifications in the bottom right of the screen. This is normal until we change the password.



Now, click *Edit* in the context menu of the local hypervisor, type in the new password, and click *Update*.

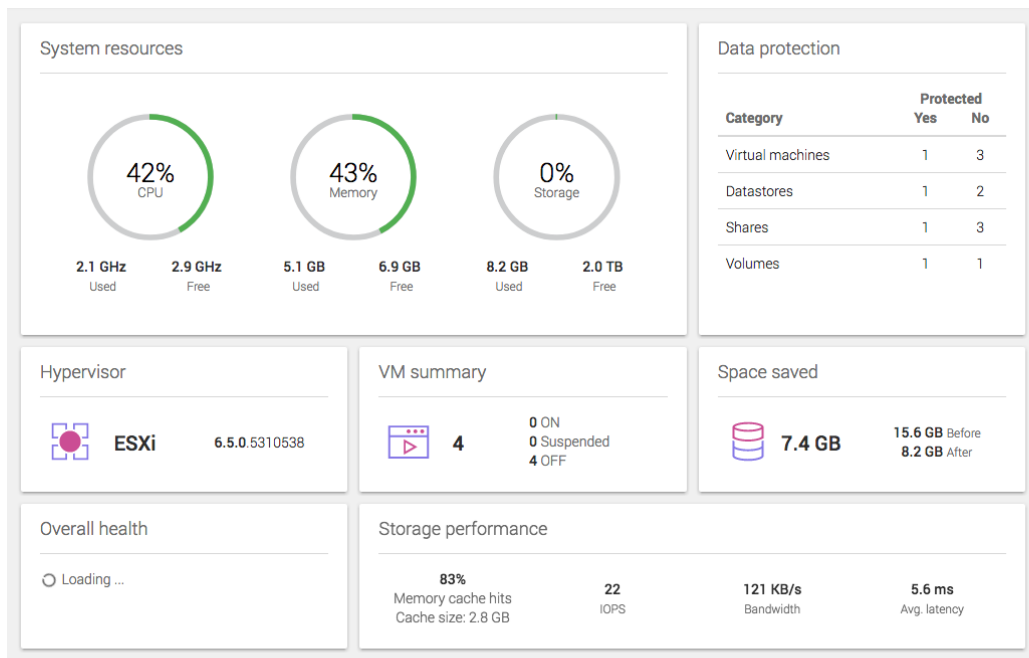


After the hypervisor settings are updated successfully, a green confirmation notification will be shown.



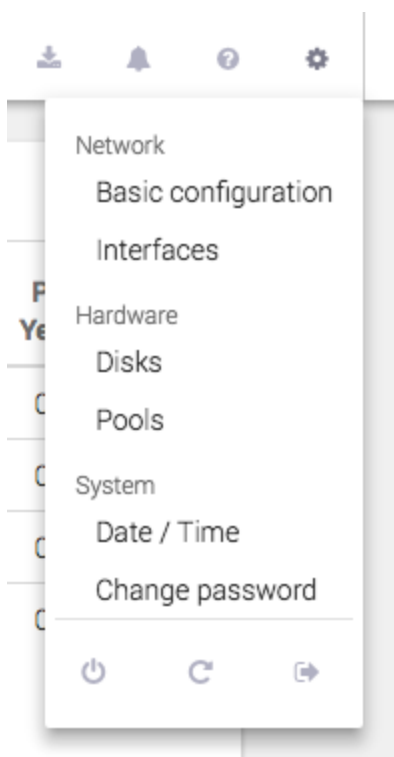
Now you can dismiss any previous error messages that may be still on your screen.

You can confirm access to the local ESXi hypervisor is working by going to the dashboard again.

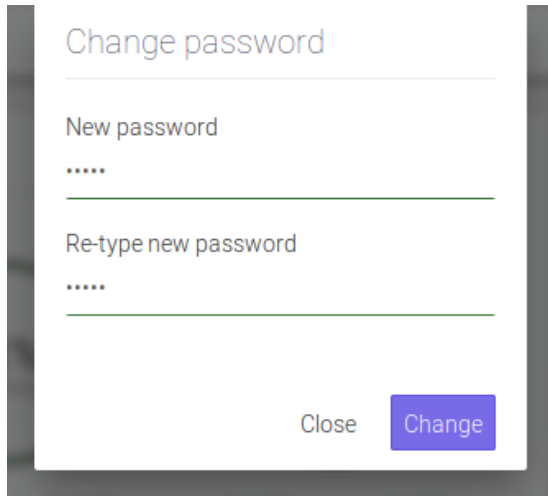


Changing SynetoOS management interface password

Select *Secondary menu* → *Change password*, in the *System* section.



A dialog will open where you can type the new password. It must be typed twice for confirmation.

A screenshot of a 'Change password' dialog box. The dialog has a white background and a dark grey border. At the top, the title 'Change password' is displayed in a light blue font. Below the title, there are two input fields. The first is labeled 'New password' and contains five dots. The second is labeled 'Re-type new password' and also contains five dots. At the bottom of the dialog, there are two buttons: a 'Close' button in a light grey color and a 'Change' button in a purple color.

Alerts and notifications

Syneto wants to keep you well informed about what goes around with your machine. Alerts and email notifications are very useful in managing the few errors that may appear. We feel it is important that you receive feedback for every action you take, at all times. Also, you are the first to see when a new software version is available.

Alerts Page

Alerts are important because they let you know when something went wrong. There can be *Warnings (Orange Alerts)* or *Errors (Red Alerts)*. You will also be shown the number of issues on your machine.

The screenshot displays the Alerts Page interface. At the top, there is a 'System errors' section with a header and a 'Expand all / Collapse all' link. Below the header, there are two error entries, each with an information icon (i), a title 'SMF-8000-YX', a unique ID in parentheses, and a timestamp '18 Oct 2017, 11:27:58'. The error entries are:

- SMF-8000-YX (0b36e44b-ca7e-6879-c66f-d1ef2ee01aa6)
- SMF-8000-YX (497ad370-78cb-c2ff-be0c-b349f76880ed)

Below the error list, there are six health status cards arranged in a grid:

- CPU health**: Includes a 'Get help' link and a green checkmark with the text 'Everything works fine'.
- Memory health**: Includes a 'Get help' link and a green checkmark with the text 'Everything works fine'.
- Disks health**: Includes a 'See more' link and three red links: '/hybrid/a', '/hybrid/b', and '/hybrid/c'.
- Storage health**: Includes a 'See more' link and a green checkmark with the text 'Everything works fine'.
- Virtual machines health**: Includes a 'See more' link and a green checkmark with the text 'Everything works fine'.
- Sensors health**: Includes a 'Get help' link and a green checkmark with the text 'Everything works fine'.


To see the *Alerts* page, go to action bar and select the bell



Here, you will find information about the *System errors*, *CPU health*, *Memory health*, *Disks health*, *Storage health*, *Virtual machines health* and *Sensors health*.

The screenshot displays a dashboard titled "Alerts" with navigation links for "Email recipients" and "Email sender service". In the top right corner, there are icons for a user profile, a notification bell, and a help icon. The main content area is divided into several sections, each representing a different system health category. Each section has a title, a "Get help" or "See more" link, and a status indicator. All status indicators show a green checkmark and the text "Everything works fine".

- System errors**: Status: Everything works fine.
- CPU health**: Status: Everything works fine. Link: Get help.
- Memory health**: Status: Everything works fine. Link: Get help.
- Disks health**: Status: Everything works fine. Link: See more.
- Storage health**: Status: Everything works fine. Link: See more.
- Virtual machines health**: Status: Everything works fine. Link: See more.
- Sensors health**: Status: Everything works fine. Link: Get help.

You can access support by following the *Get help* links , or you can go directly to the advised page by following the *See more* links.

Some issues don't need support help. You can clear them by going on the *alert* → *more* → *Mark as repaired*.

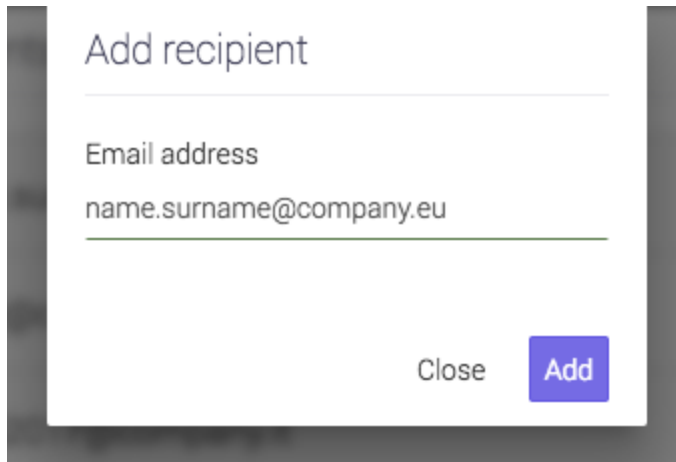
NOTE: *Mark as repaired* is not recommended unless you know and understand what the problem was, and you cleared it first.

The screenshot displays the 'System errors' section of the Syneto OS interface. At the top, there is a header 'System errors' with a link 'Expand all / Collapse all' on the right. Below this, a specific alert is shown: 'SMF-8000-YX (ec1c4143-d247-4646-89bc-808c7119f90b)' with a timestamp '08 Nov 2017, 15:29:57' and a 'Mark as repaired' button. The main content area is divided into several health check panels, each with a 'Get help' or 'See more' link and a status indicator: 'CPU health' (Everything works fine), 'Memory health' (Everything works fine), 'Disks health' (Everything works fine), 'Storage health' (Everything works fine), 'Virtual machines health' (Everything works fine), and 'Sensors health' (Everything works fine).

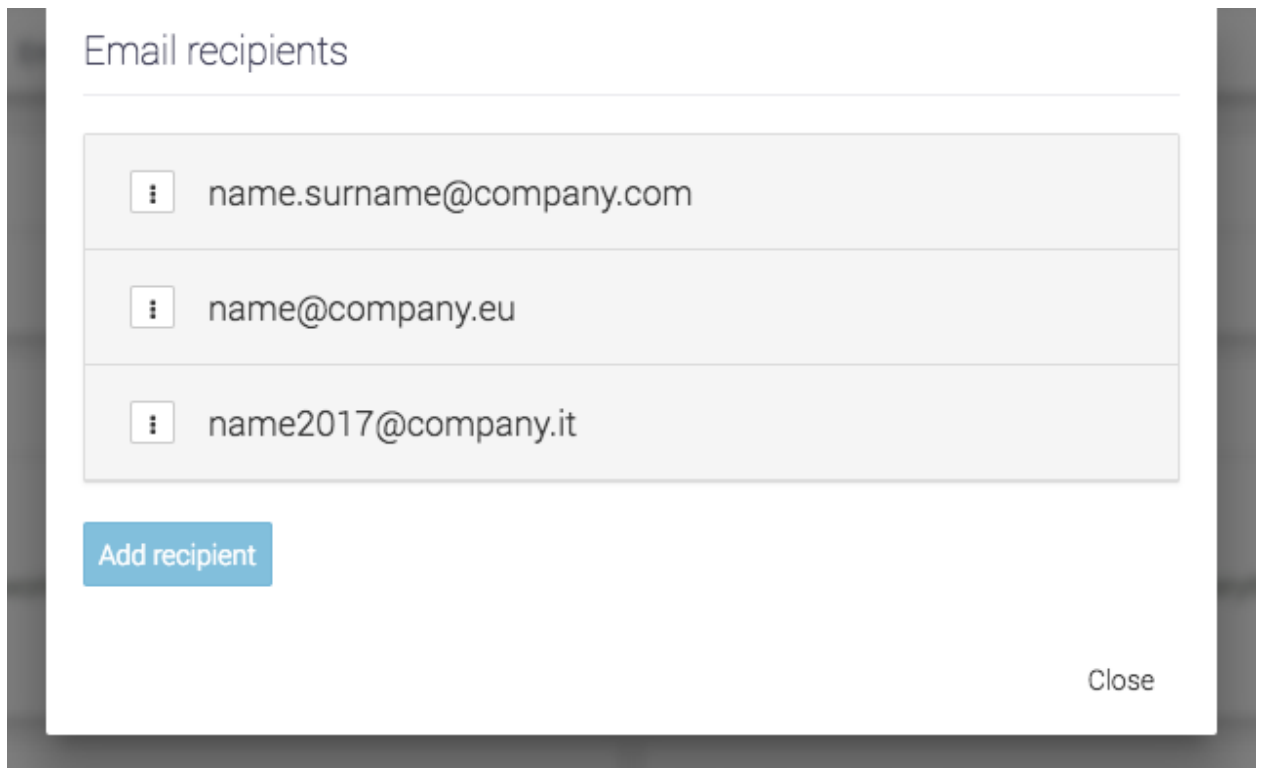
The screenshot shows a 'Confirm' dialog box with the following text: 'A fault should be marked as repaired only after the repaired procedure was completed.' At the bottom, there are two buttons: 'Cancel' and 'Mark as repaired'.

NOTE: It is highly recommended that you introduce at least one email address in order to receive fast and accurate emails in case there are any issues on your machine.

To add an email address, go to *Email recipients* → *Add recipient*. A form will open, where you can add as many valid email addresses as you need.



The screenshot shows a dialog box titled "Add recipient". It features a text input field labeled "Email address" containing the text "name.surname@company.eu". At the bottom right of the dialog, there are two buttons: "Close" and "Add".

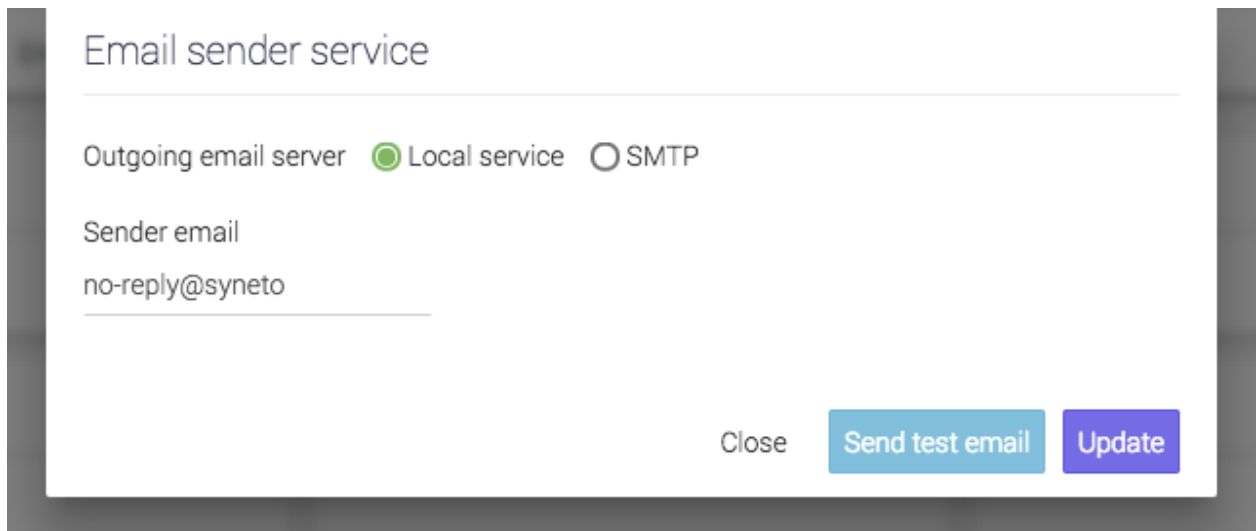


The screenshot shows a window titled "Email recipients". It contains a list of three email addresses, each with an information icon (i) to its left:

- name.surname@company.com
- name@company.eu
- name2017@company.it

At the bottom left of the window, there is a blue button labeled "Add recipient". At the bottom right, there is a "Close" button.

In order to check that your email can be reached, go to *Email sender service* → *Send test email*.



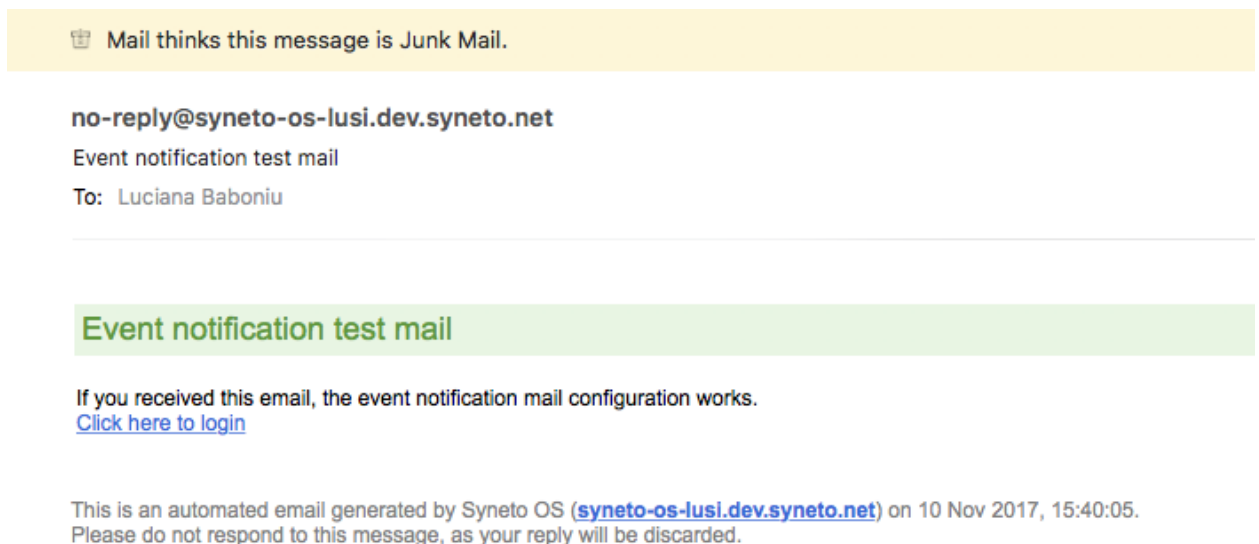
Email sender service

Outgoing email server Local service SMTP

Sender email
no-reply@syneto


Close Send test email Update

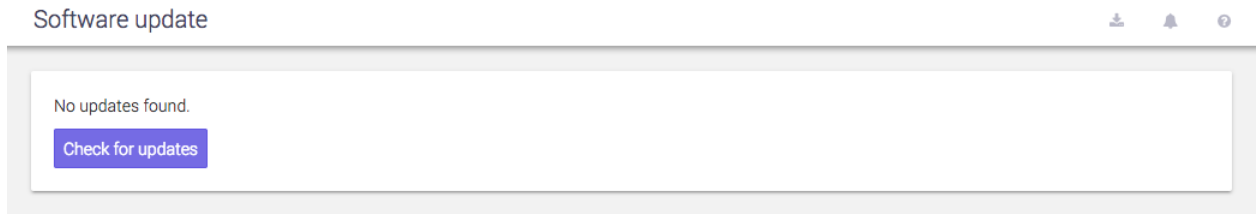
You will receive an email on all added addresses.



New Software Update

When there is a new software version available, you will see, besides receiving an email,

that the *Software update* icon in the *Action Bar* turns blue . After update, the color will change back to grey.



You can read more information about New Software Update in [Software updates](#) Chapter.

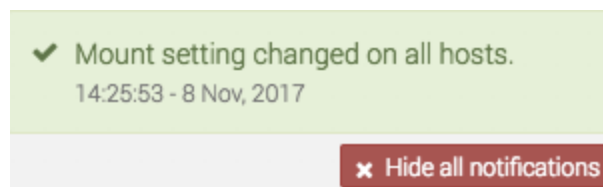
Notification boxes

With every action you take, there will be a feedback, a confirmation box in the bottom right corner of the screen.

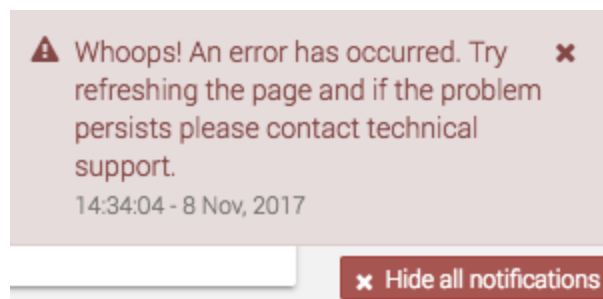
This box lets you know what has changed with your action, if the operation was successful or not, if there is a process about to start (for example: replications, snapshots).

There are four types of notification boxes in Syneto HYPER:

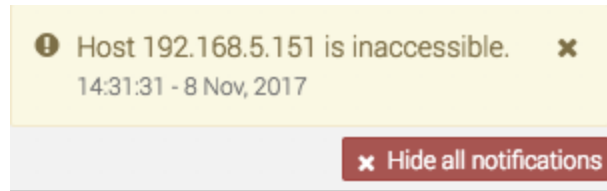
- *Green boxes* - when an action is successful.



- *Red boxes* - when an action is not successful.



- *Yellow boxes* - when there is a connectivity issue or when the session expired, and the user will be redirected to the authentication page.



- *Blue boxes* - when an action is received and underway.



After several seconds, the notification boxes (except errors) will disappear, but you can also remove them from the screen manually. You can remove the notification boxes either one by one, by clicking the *Close* button on each box, or you can remove all boxes at once by clicking *Hide all notifications* button under all notifications on a page.

Notification emails

Notification emails will be sent when:

- Snapshot or replication fails
- Maintenance expires or becomes invalid
- New updates are available
- Network IP state changes
- Disk pool and datastores usage is above defined limits
- Operating system faults occur

ANALYTICS

Introduction

Analyzing the performance and the correct behavior of your Syneto HYPER is an essential task. There are many scenarios when you want to look at performance data. For example you may want to check to graphs to confirm your device is working within specified parameters. In other cases there may be some issues that are not obvious and you need to take a look at the analytics to pinpoint the issue.

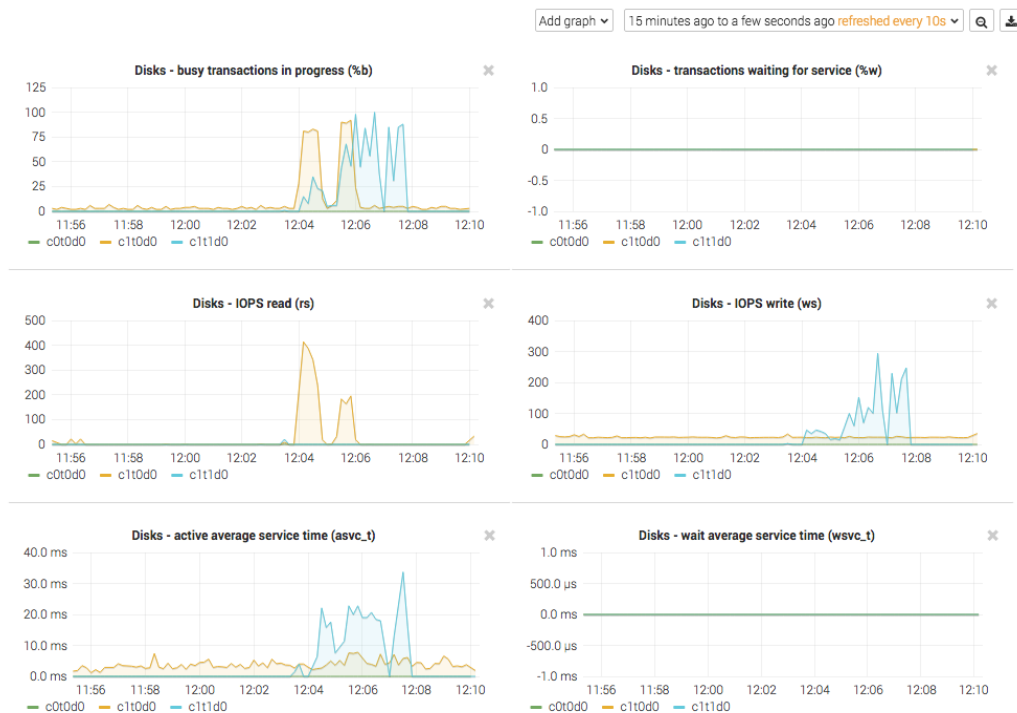
Low level analytics

The lowest level of analytics concern physical HDDs or SSDs.

Most of the time when drives fail, they do so immediately and fatally. In these cases it is easy to figure out what went wrong, and the disk is simply replaced.

However, in some cases, problems are more subtle. The drive may appear healthy and in working order, but it works at a much slower speed as it should. Even more, it may behave erratically only from time to time.

In order to analyze these cases, go to *Main menu* → *Analytics* → *Add graph* and select *Disks* → *Average service time*. Then add the *Disks* → *IOPS* graphics. Then add the *Disks* → *Transactions* graphics.



The most important indicator is the *Disks - active average service time (asvc_t)*. This represents the time required to process active transactions. But looking at it in isolation is not enough. There are legitimate cases for this value to be high. That is why we need other graphs as well. We need context.

In the images above we are interested in the blue lines on the graphs. We need to correlate *asvc_t* with *Disks - IOPS write (ws)* and with *Disks - busy transactions in progress (%b)*.

Usually a high *asvc_t* will determine a high *%b* as well. In other words, it takes a long time to process active transactions so the disk is busy.

The key indicator for a problem is the correlation with *ws*. A sudden burst of write will normally determine a higher *%b* and *asvc_t*. The images above depict a normal situation.

When a drive misbehaves, you will see high *asvc_t* and *%b* but unchanged or low *IOPS*. Most of the times another indicator is the rise of *Disks - wait average service time (wsvc_t)* alongside with *asvc_t* but no high *IOPS*.

In a simplified way, if you see increased time to process transactions, and the disk is busy, but it is not doing a large amount of reads or writes, something seems to be wrong. The disk may need to be replaced.

Mid level analytics

Disks are organized in pools on Syneto HYPER. The overall performance of a pool depends on the type of data it writes or reads, and its structure.

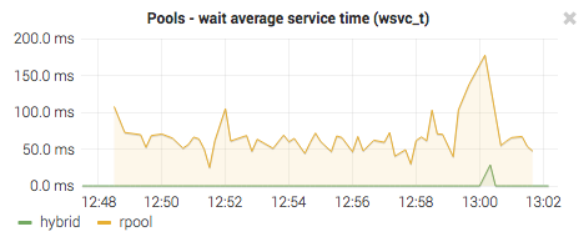
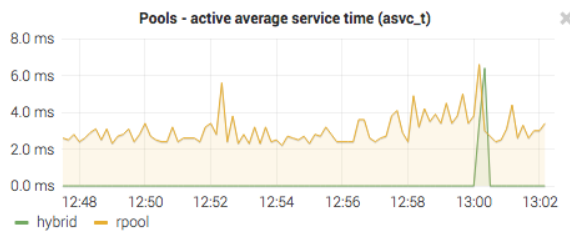
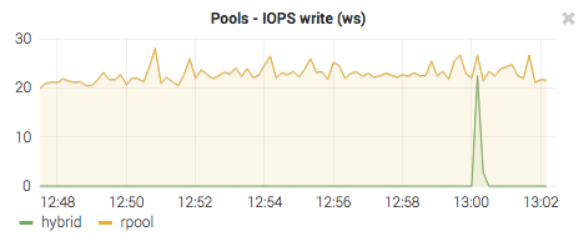
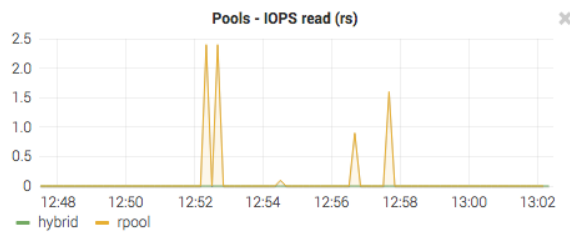
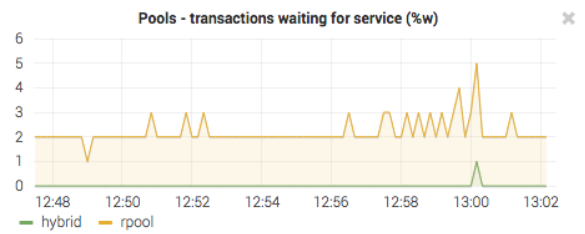
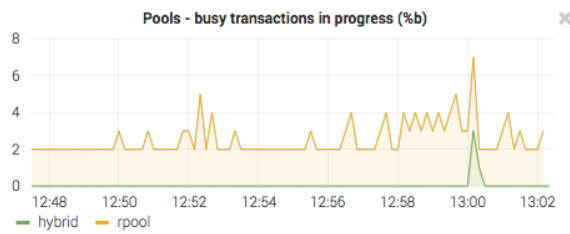
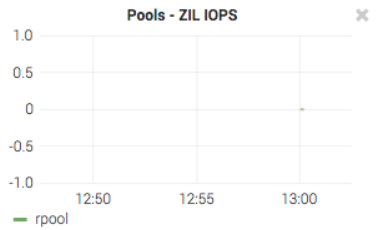
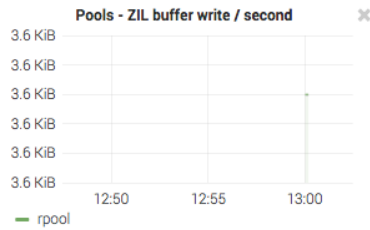
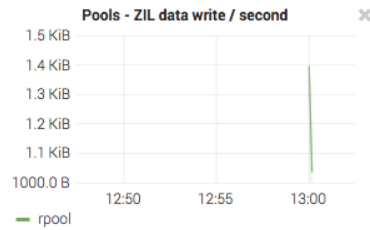
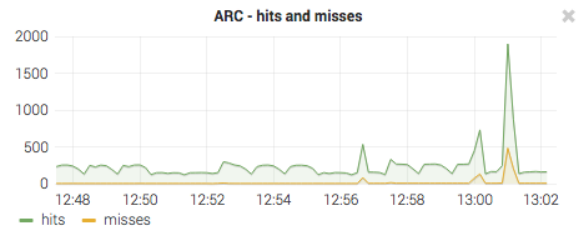
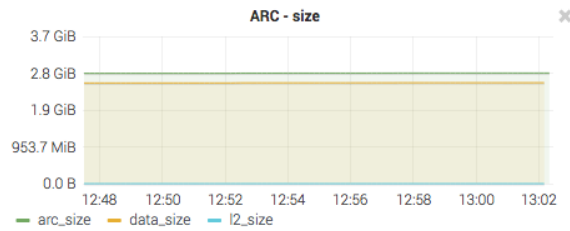
Similar to disks, you can analyze pool performance with several graphics and correlate between them.

The most important indicators are similar to disks: service time, IOPS, and transaction.

But pools are more complex than simple disks, so additional indicators must be taken into account for particular cases: *Pool* → *ZIL operations*, *System* → *ARC size and hit ratio* are two sets of graphics that can help correlate observed behavior with recorded data.

In this document we will present some typical cases only, for detailed performance analysis services contact Syneto Technical Support.

Add graph 15 minutes ago to a few seconds ago refreshed every 10s



Case 1 - I read a lot of data, but I don't see any read activity in analytics

Syneto HYPER employs read cache (called ARC in the graphs) all the time. By default all our products come with ARC placed in RAM, and L2ARC on an SSD drive.

NOTE: HYPER DR Play and HYPER 2000 Series products don't have L2ARC caching.

When you access recently or frequently used data, you will not see any read IOPS on the pool itself. You will see on the ARC or L2ARC graphics.

Case 2 - I write continuously to my Syneto HYPER, but pool graphics show write IOPS in spikes instead of a continuous line

All our products come with write acceleration (ZIL) preconfigured. The disk assigned to write acceleration, a fast SSD, takes over all the write operations and data from the clients. Every few seconds the system takes the data from the ZIL, optimizes it for writing, and writes it to the pool.

The pool write IOPS may show spikes instead of continuous writing.

Using a ZIL has significant performance benefits even with all flash pools.

Case 3 - I want to make sure my pool can read data fast enough from the disks

If you have an infrastructure that need to read very different data from a large pool, the read caches may not be effective for you. In these cases you need a the pool to be able to provide a certain read IOPS for you.

To run such a test, generate a large quantity of random data. Reboot the Syneto HYPER to clear any caches. Read the data generated before the reboot, for example by copying it over the network to another device.

Then follow the *Pools → IOPS read (rs)* graphics to confirm the pool is capable retrieving data as fast as the client can consume it over the network.

Case 4 - I have several disk pools and one is very slow

Correlate the pools IOPS graphs with *asvc_t*. If there is high traffic on the pool, see High level analytics. If there is normal traffic on the pool, but you have high *asvc_t* go one step down and check Low level analytics. Probably a disk is misbehaving or broken.

High level analytics

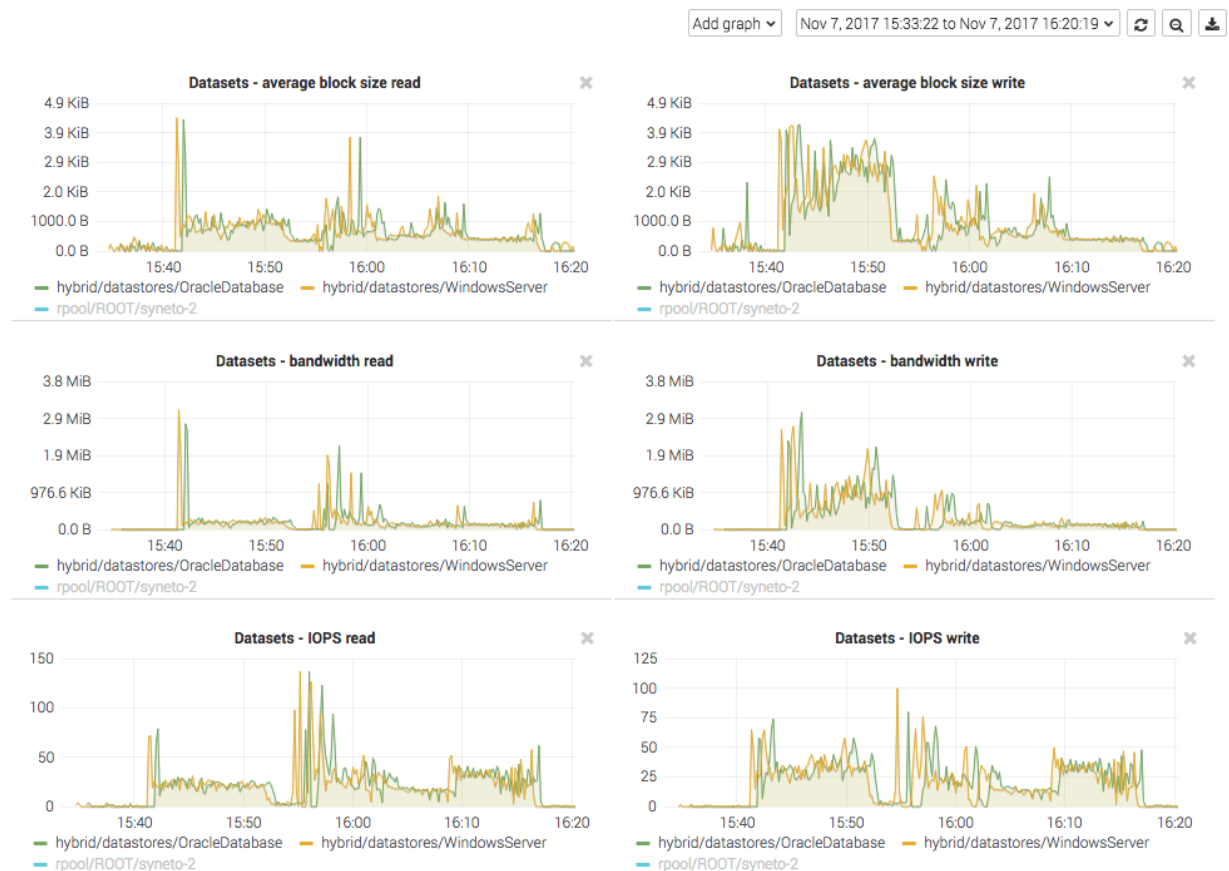
Until now we were talking mostly about hardware issues with the Syneto HYPER. However most issues are not related to the Syneto HYPERS functionality or performance. Rather they are problems with misconfiguration or misbehaving of some infrastructure components.

As these systems are very complex, interaction between virtual machines, or a wrong sharing of resources between virtualized components can lead to unexpected behavior.

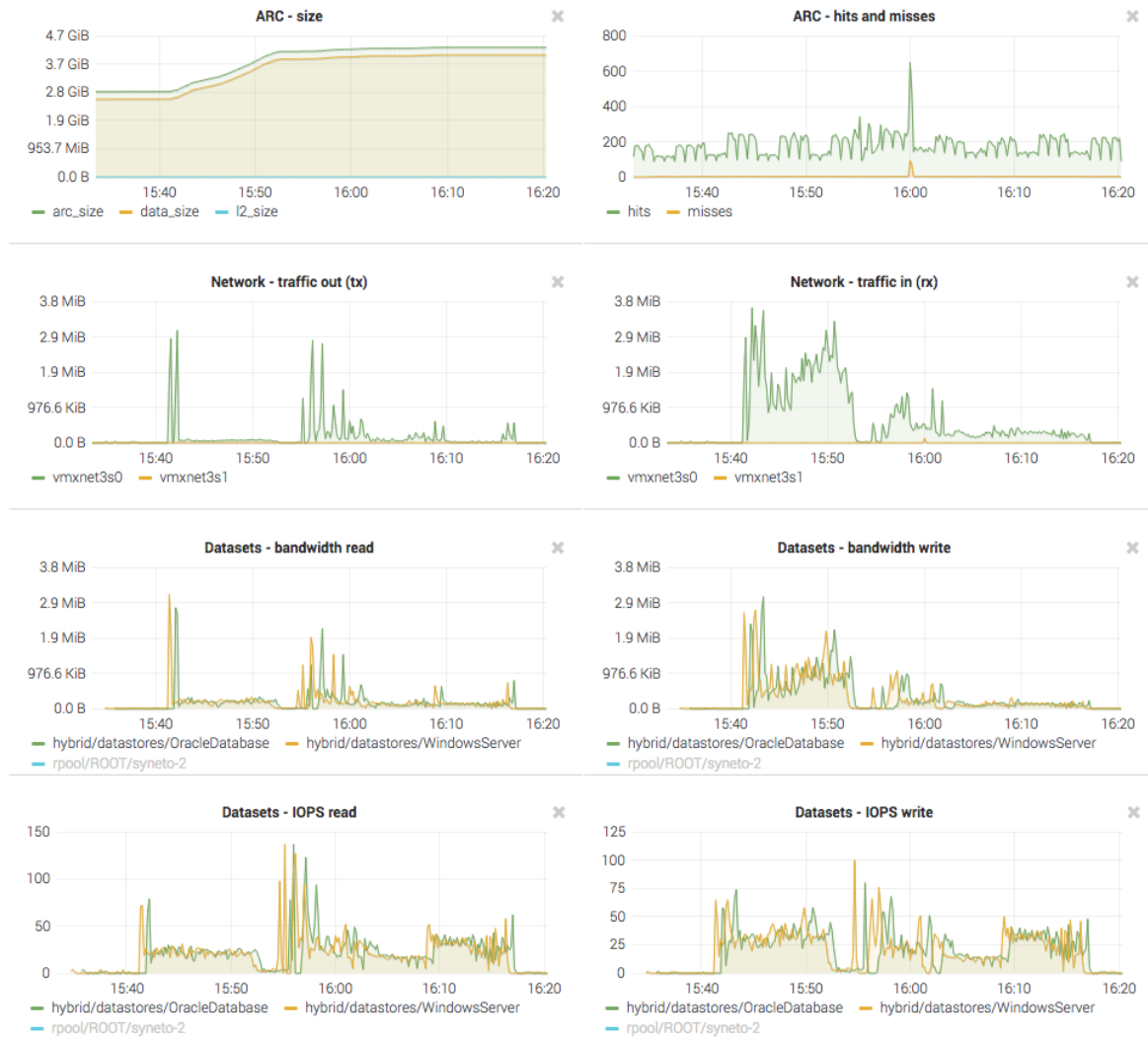
For example one virtual machine can consume all available resources and make other virtual machines starve for resources as well, leading to general slowness of the whole infrastructure.

NOTE: For easy analyzes of such situations, we recommend creating one virtual machine per datastore.

From a storage perspective, a datastore is a dataset. And the analytics page has a set of tools to monitor dataset performance. The *Dataset* → *IOPS*, *Dataset* → *Bandwidth*, and *Dataset* → *Average block size* graphs will help you spot virtual machines monopolizing disk activity.



In the image you can see two virtual machines competing for dataset IOPS and bandwidth. If one of those virtual machine would take all IOPS, the other would have no resources left to operate properly.



Additionally you can add networking graphs and correlate virtual machine activity with network activity and ARC size and hits graphs.

In these images you can see that at about the same time the two virtual machines started to read data, the ARC cache size started to increase. It just happens that these two virtual machine were reading the same thing, and you can observe a slight increase in ARC hits for the same time period.

Miscellaneous analytics

Finally we will mention another set of graphics that can help pinpoint software issues with the SynetoOS operating system running on a Syneto HYPER product.

These are in the *Add graph* → *System* category. The most important graphs are *Load*, *CPU and memory*, *CPUs idle and wait*, and *CPUs system and user*.

You can check these to ensure that storage part of the Syneto HYPER is not overloaded.

SOFTWARE UPDATES

SynetoOS checks for updates automatically once every night and will notify the administrator via email when a new update is available.

You can see the current software version either by going mouse-over the Syneto | HYPERSeries tag, or by going to *Dashboard* → *About this machine* → *Software version*.

About this machine

Central

Linked with account `name.surname@company.eu` [Unlink](#)

Hardware

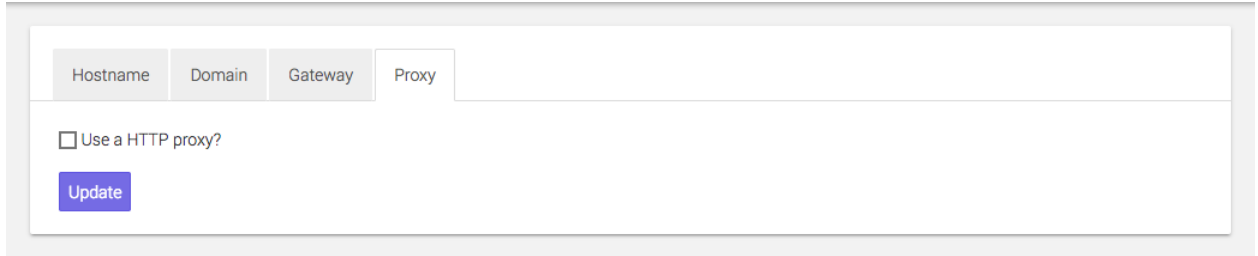
ID	7a5a3d15390e1ce03347193bb6f6027a
Serial number	SYN0001
Processor	4x GenuineIntel Intel(R) Xeon(R) CPU E5-1620 v4 @ 3.50GHz
Memory	8.0 GB
Data disks	5
Data storage (raw)	7.3 TB
Network	2 x 10 Gb/s

Software

Software version	4.0.0.2108
Last system boot	2017-11-02 13:05
Uptime	16:11pm up 1 day 3:06, 0 users, load average: 0.27, 0.24, 0.18

Close

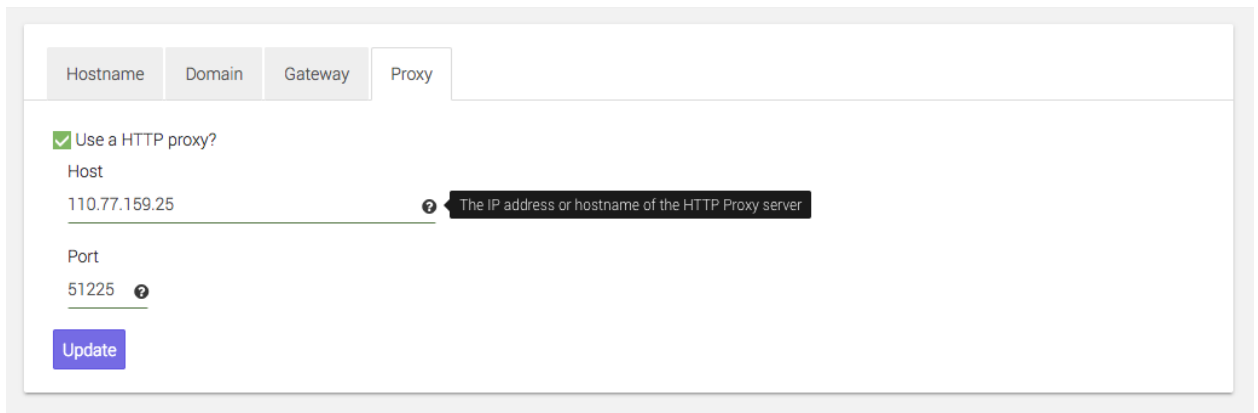
Internet access is required to check for updates. If the storage needs a *HTTP proxy* to access the internet, configure the proxy on the *Network* → *Basic configuration* page.



Hostname Domain Gateway Proxy

Use a HTTP proxy?

Update




Hostname Domain Gateway Proxy

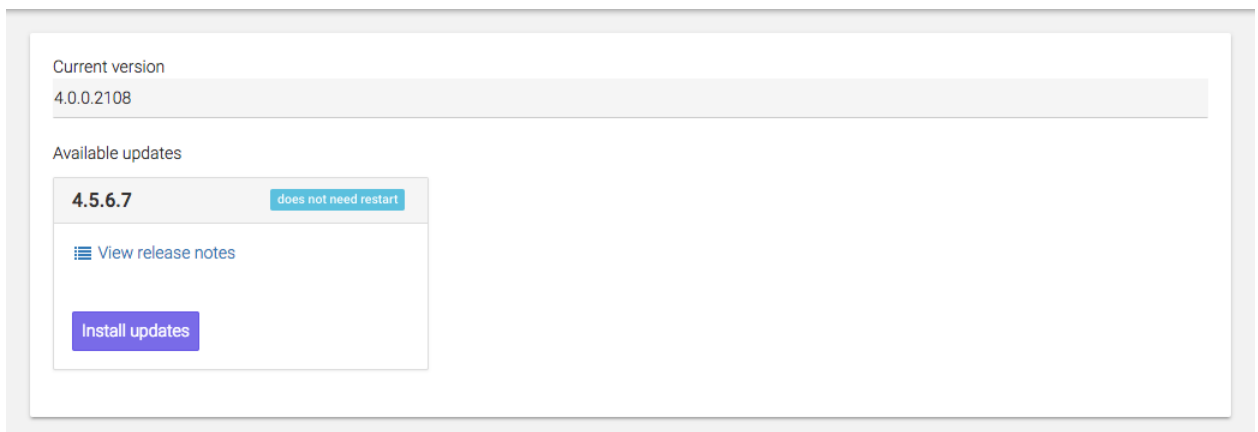
Use a HTTP proxy?

Host
110.77.159.25 ? The IP address or hostname of the HTTP Proxy server

Port
51225 ?

Update

When updates are available, the icon in the top right menu will be highlighted . Click it in order to start the update process. If a reboot is required, you will be told so by a tag next to the update option.



Current version
4.0.0.2108

Available updates

4.5.6.7 does not need restart

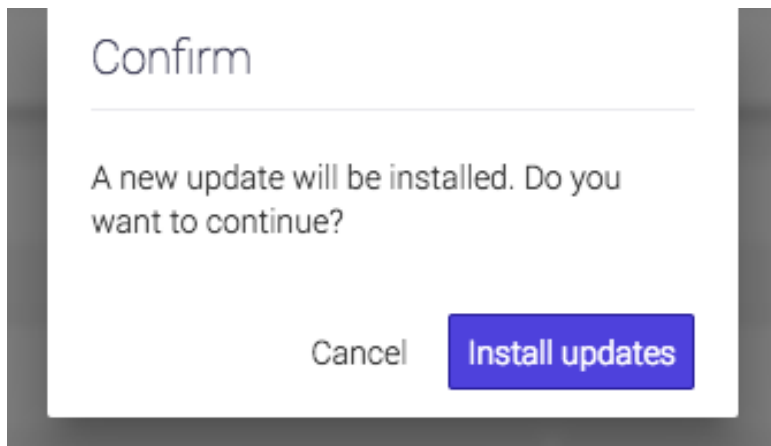
[View release notes](#)

Install updates

Update without restart

There are two types of updates. If the changes in the new version do not apply to the core of the operating system, the update will be installed without needing to reboot the machine.

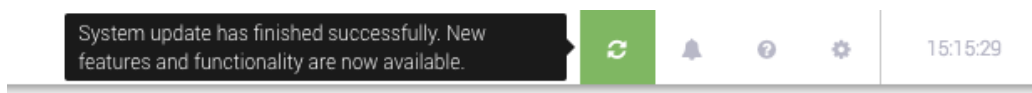
1. Click *View release notes* to read the list of changes provided by the new version.
2. Click *Install updates* and confirm your action.



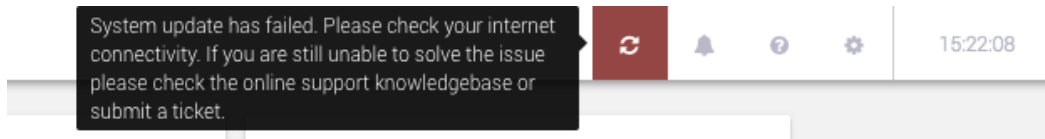
3. The update to the new version starts. Based on your internet speed, downloading the new version can take up to tens of minutes.



4. Wait for the update to finish.



5. If the software update was not successfully finished, you will be notified. This could happen if there are some issues with the connectivity. Check your internet connection and try again. Please contact support if you need any assistance.



Update with restart

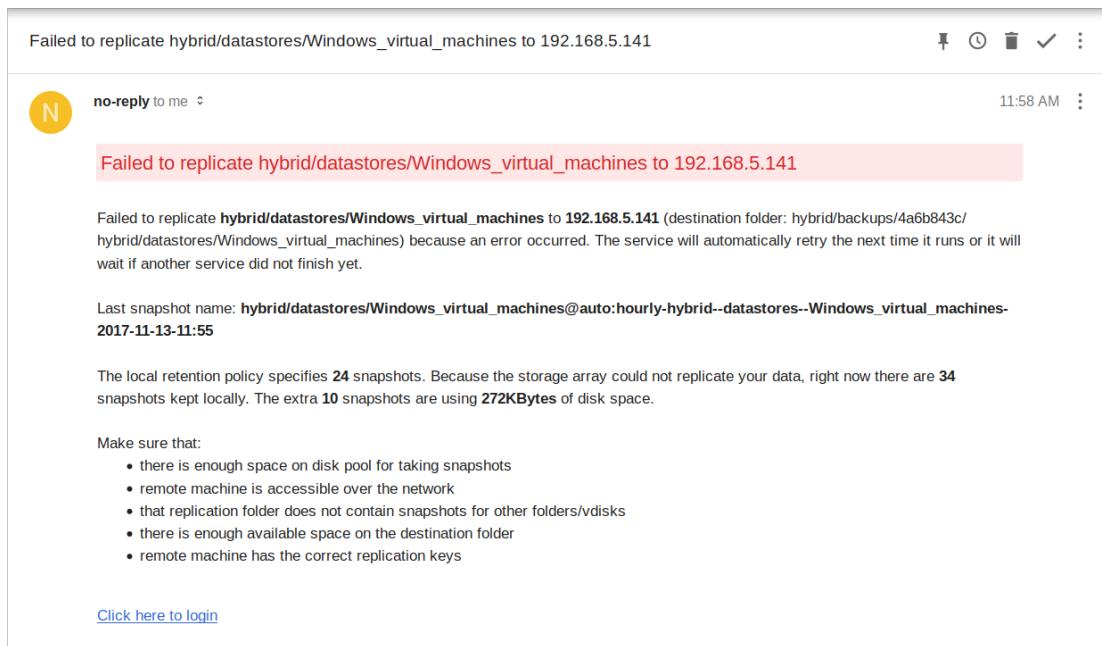
New versions that contain changes which touch the core of the operating system will require a reboot. Versions requiring reboot are marked with a red warning label. We recommend the scheduling of this type of update outside working hours.

1. Click *View release notes* to read the list of changes provided by the new version.
2. Click *Install updates* and in the next dialog confirm you would like to continue.
3. The update to the new version starts. Based on your internet speed, downloading the new version can take up to several tens of minutes.
4. For the update to finish please *Restart*.
5. Wait for Syneto HYPER to restart.

TROUBLESHOOTING

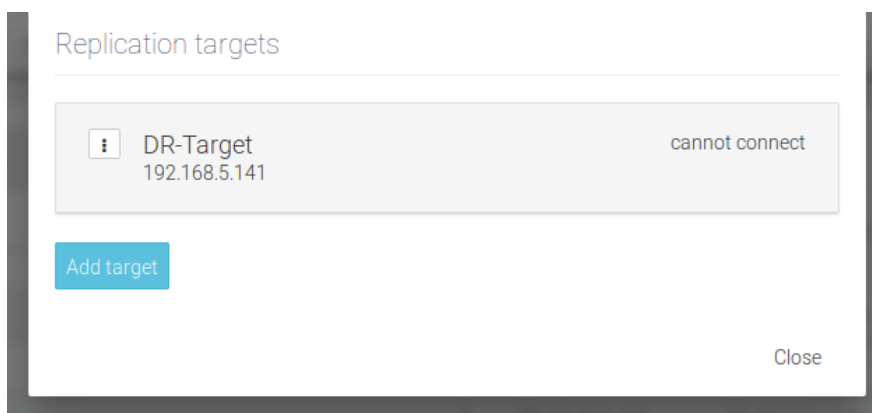
A snapshot replication fails

If you have received the following email or you have seen the *Last Replication* field highlighted with red on the *Protect and Replicate* page, it means a replication has failed.

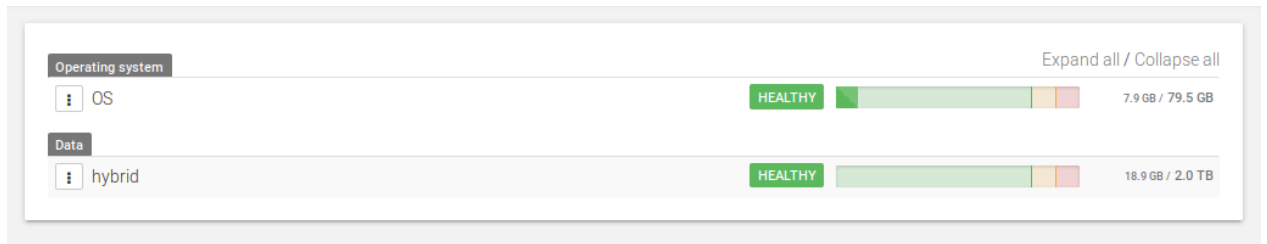


First of all, check the replication target is up. It may be offline (power outage, hardware failure, system error).

If it is up, check that the machine which replicates can connect to it. You can go to the replication targets list and you will see on the right the status, online or offline. If the status is offline, but the machine is up it means there is a network connectivity problem between the 2 machines.



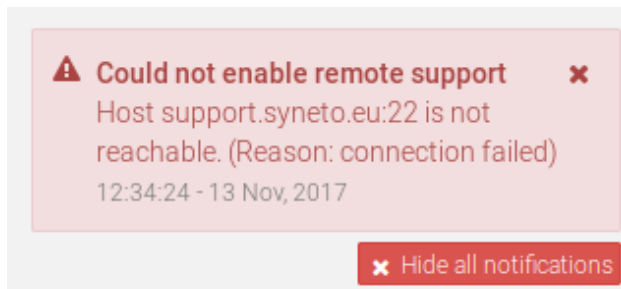
If it can connect to it, check the available space on the machines (both the primary and disaster-recovery). This can be done by checking the *Pools* page.



If it has enough space, remove the replication target and try adding it again. Wait for the next scheduled replication or click on *Run* for the desired schedule to start now.

If it still fails, please contact support.

Cannot enable technical support

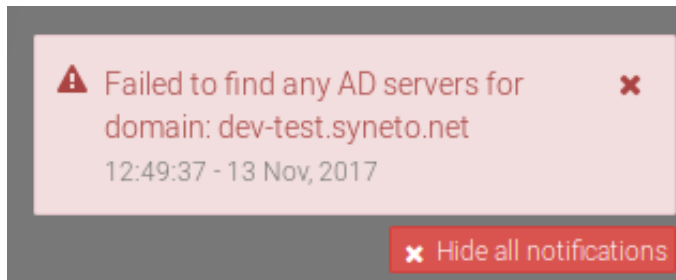


If you can't enable remote access for Syneto support, it means there is a network connectivity problem. First of all, check the internet connection is up. If you are on the same network as the machine, you can simply try to connect to a website.

If the internet connection is up, check the network configuration of the SynetoOS. Verify you have the correct domain name, DNS server and gateway set. Also, if your network uses proxy be sure you have specified the right address of the proxy server and port. Check the [network configuration section](#).

If network configuration checks out, contact your network administrator and ask them to verify the network firewall.

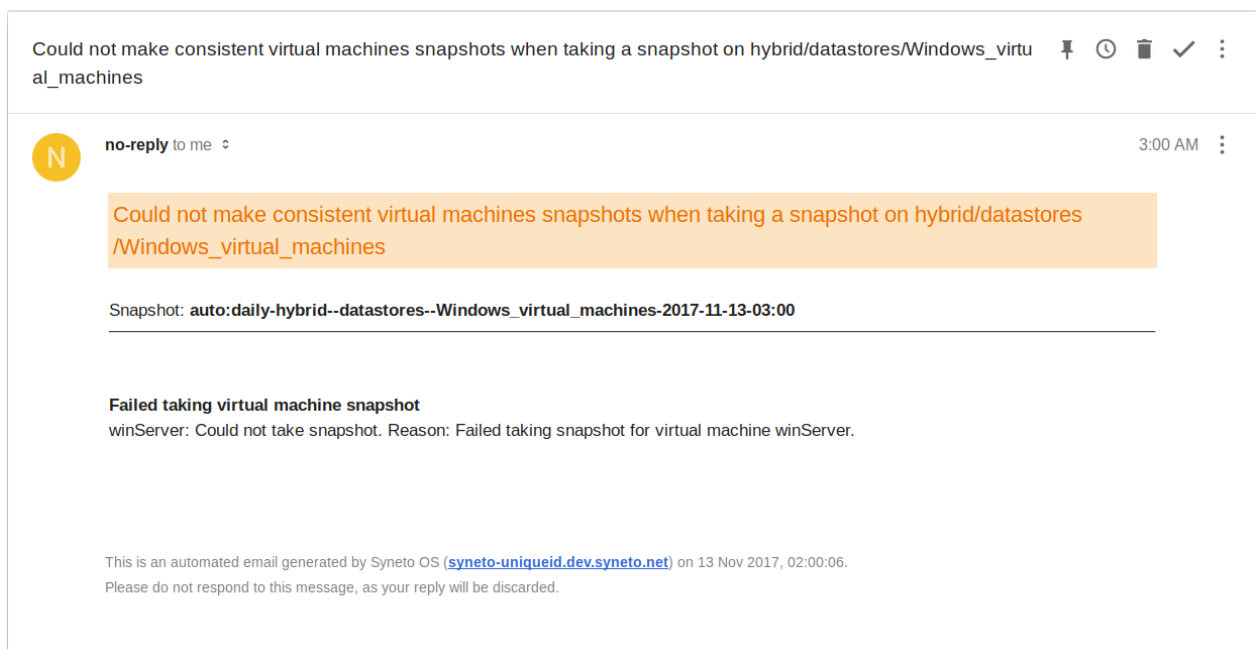
Can't connect to Active Directory



If a notification error is displayed when trying to connect to Active Directory, or if the SynetoOS lost the connection ensure the following network configurations are set in the right way:

- **The DNS must be configured** to a DNS server part of the Windows domain. In most of the cases the **AD server also acts as a DNS server**
- **The Domain Name** of the SynetoOS must be identical with the AD domain name.

Can't create app-consistent/live snapshots because existing VMware snapshot



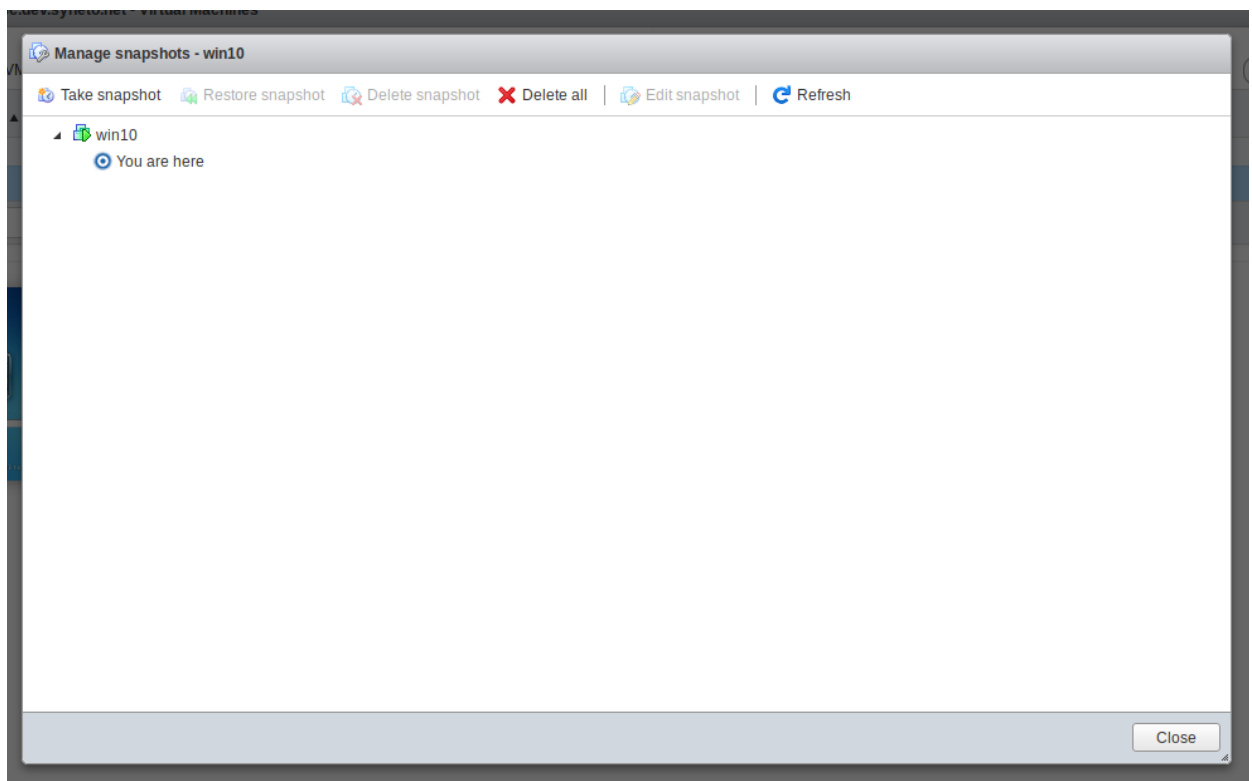
There are two situations that can cause this problem.

First one, if the user creates VMware snapshots intentionally. In this case, if the user wants to manage the virtual machine snapshots himself, SynetoOS will not interfere. To

not receive emails with the warning, select crash-consistent state for the virtual machine snapshots from *SynetoOS Management Interface, Protect and Replicate* page.

Second one, if a VMware snapshot fails it will remain attached to the virtual machine. In this case, it will have to be deleted manually. Enter the *vSphere Management Interface*, select the virtual machine and right click on it. A menu will appear with the *Snapshots* sub-menu. Place the mouse over (don't click on it) and another menu will appear. Click on *Manage snapshots*.

A dialog will open listing the virtual machine's snapshots. On the upper section of the dialog, there are a few buttons. Click on *Delete all*. This will remove the snapshots and SynetoOS will be able to make app-consistent/live snapshots of the virtual machine.



After reinstall data pool cannot be imported

This affects **Syneto HYPER 2000 Series** and **Syneto HYPER DR Play Series**. The write acceleration disk is a virtual one, and after a reinstall it will be recreated. As a consequence, the pool cannot find the old disk.

Connect to CLI, switch to unsupported shell by running this command:

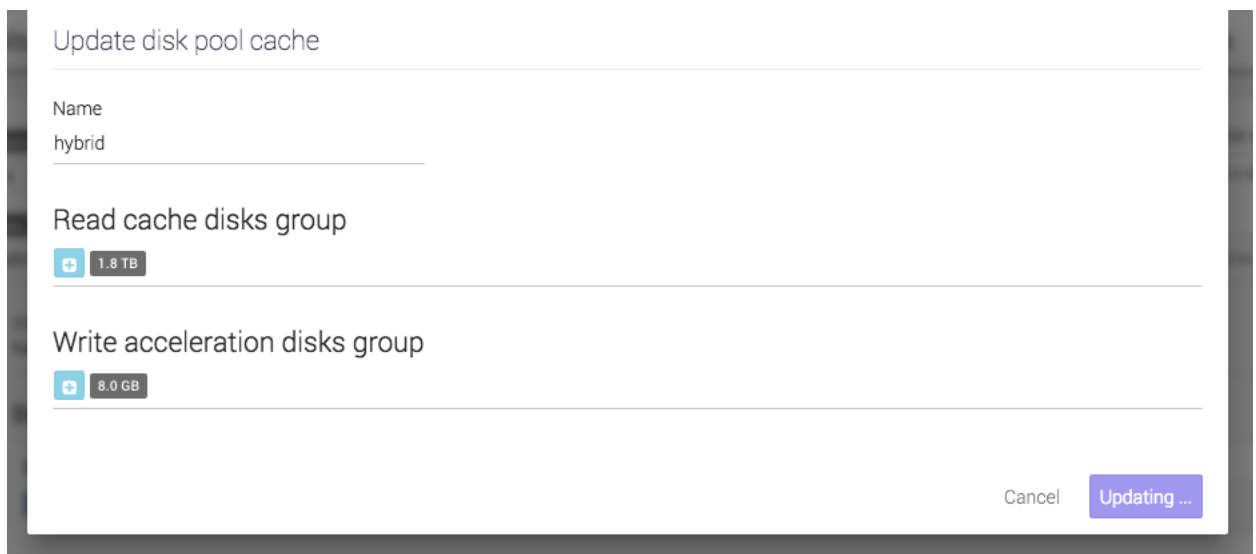
```
un s
```

Import the pool without write acceleration:

```
zpool import -m hybrid
```

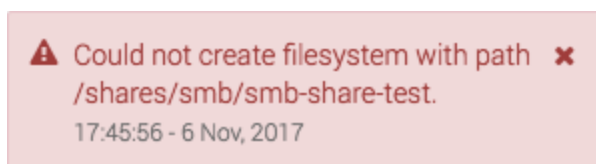
By default the pool is named *hybrid*. If you created your own pool, replace *hybrid* with the name of the pool.

Go to *Secondary menu* → *Pools* and select the data pool (hybrid). Click the context menu button and select *Manage caches*. From the *Write acceleration disk group* remove all disks. Click *Update*. Go to *Manage caches* again and select the disk that has 8GB (usually c1t1d0) and then click *Update*.



Error when creating a datastore, share, or volume

When you try to create a datastore, share, or volume, you may see an error similar to this:



Make sure there is a data pool imported. Go to *Secondary menu* → *Pools* and confirm you can see data pools (other than the OS pools). If no data pool is present, please create a new one or import an existing one.

If the problem persists, contact technical support.

Datastores are not accessible on vSphere management interface after Syneto HYPER IP change

If this happens, go to *Main menu* → *Datastores*, unmount and mount again the affected datastores.

Datastores are not accessible on vSphere management interface after ESX host IP change

If this happen, go to *Main menu* → *Datastores*, unmount and mount again the affected datastores.

I don't know if Syneto Central is accessible

My Syneto HYPER was activated before, but I want to know the Syneto Central connectivity status.

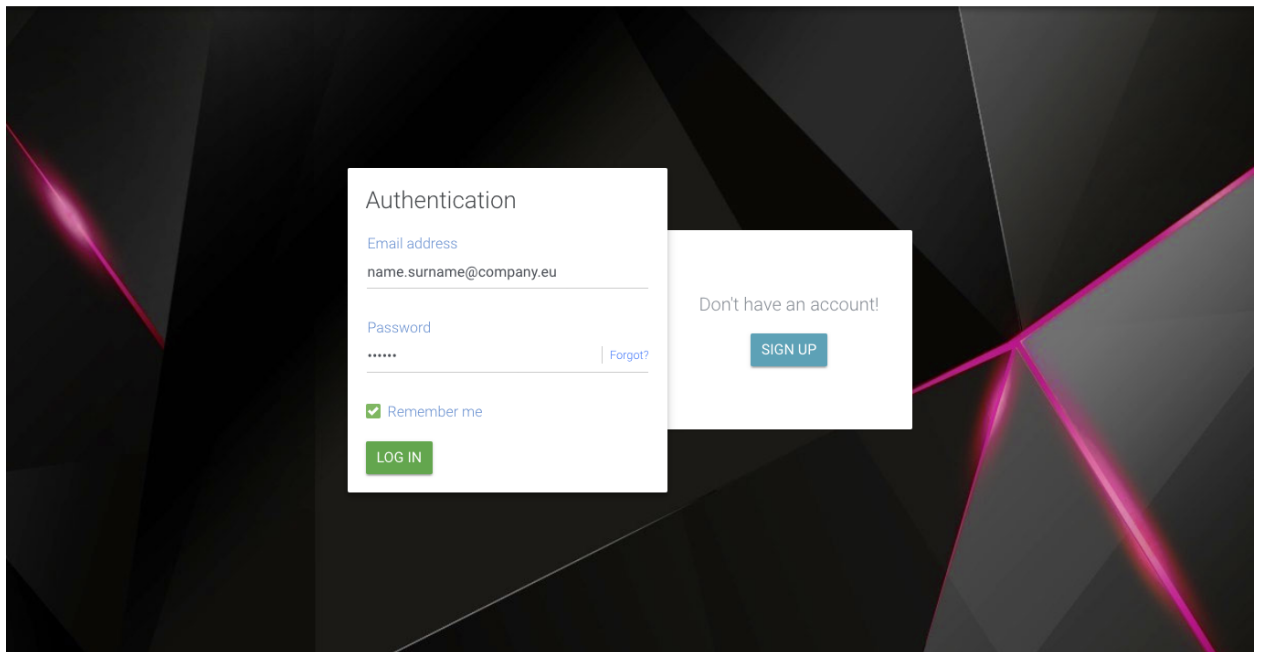
Go to *Main menu* → *Dashboard* → *About this machine*. The first section in the dialog is called *Central*. If something is wrong it will be shown there.

APPENDIX A: CREATING A CENTRAL ACCOUNT

In order to create a Central account, you must follow the link to the Central Portal (<http://central.syneto.eu/>).

On the page that opens, go to *Don't have an account* → *Sign up*. A form will open, where you have to configure your profile.

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The screenshot shows a dark-themed web interface for Syneto Central. On the left, there is an 'Authentication' form with fields for 'Email address' (containing 'name.surname@company.eu'), 'Password' (masked with dots), and a 'Remember me' checkbox. A 'LOG IN' button is at the bottom. To the right, a 'Don't have an account!' panel features a 'SIGN UP' button. A 'Forgot?' link is visible next to the password field.

Type in the email address of the person who will be using the product and choose a password. Also insert a backup email address. Complete the name and phone number for the person in charge with this account, but also complete the information fields for your company.

WARNING: Please make sure that you completed all fields correctly. Failure to do so might prevent you from obtaining full support on your product.

Welcome,
your account is **almost ready**.

We just need a few details about yourself and your company, to properly activate your product. To obtain full support, please make sure all data is correct.

1. Account	Email address	Company email address
	name.surname@company.eu	company_name@company.eu
2. Contact details	Password	Re-type password

3. Company	First name	Last name
	Name	Surname
	Phone number	
	00303203556179	
Name	Market sector	
	Company	Education
City	Country	
Bologna	Italy	
Address	Number of employees	
Mirafiori 25	1-20 employees	

SIGN UP

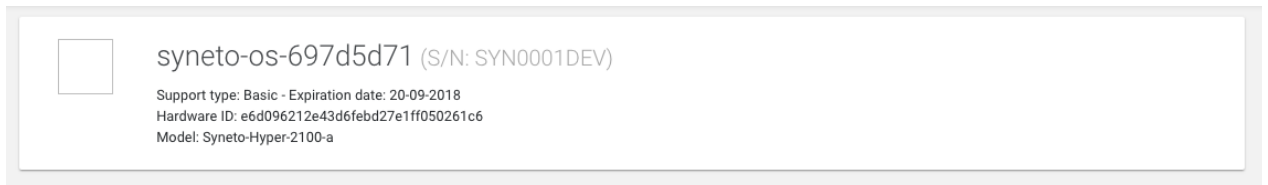
After all the required fields are completed, press *Sign up*. Your Central account is now ready. You can start activating your products.

For more information about activating a product with Central, please go to [Activate using a Central account](#) chapter.



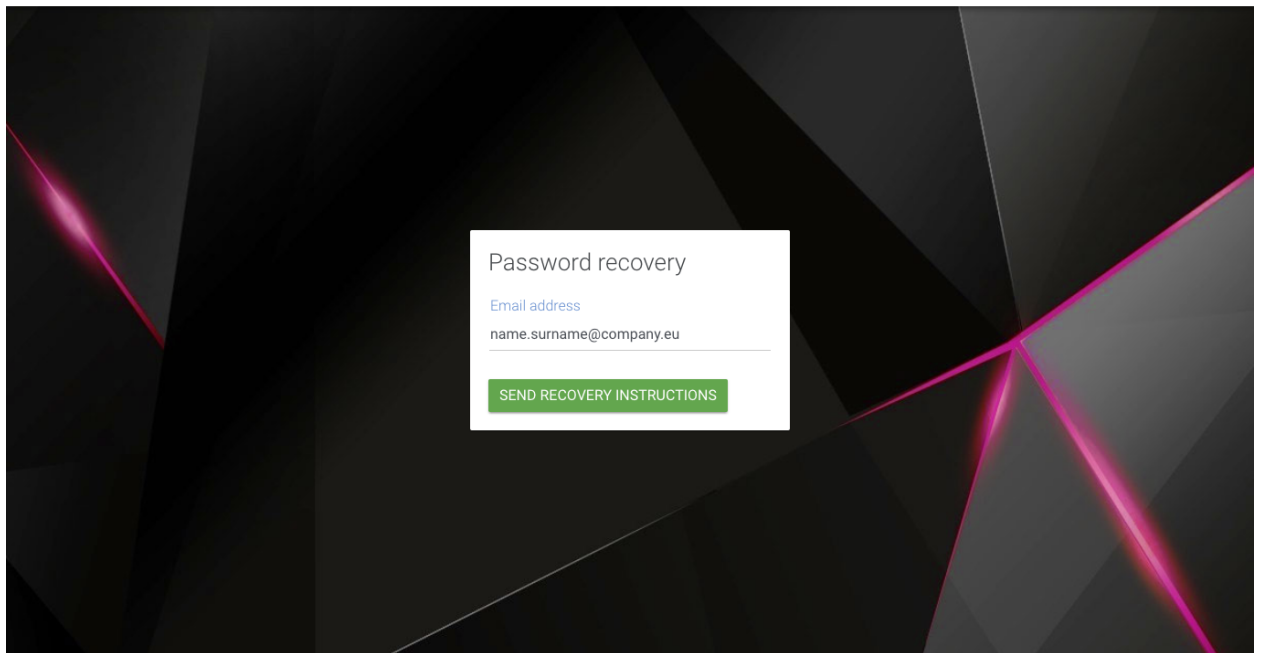
There are no machines in your list yet. Go on Hyper and activate your first one.

After you start activating products, they will all show up on the page with information about their *Name*, *Support type*, *Expiration date*, *Hardware ID* and *Model* .

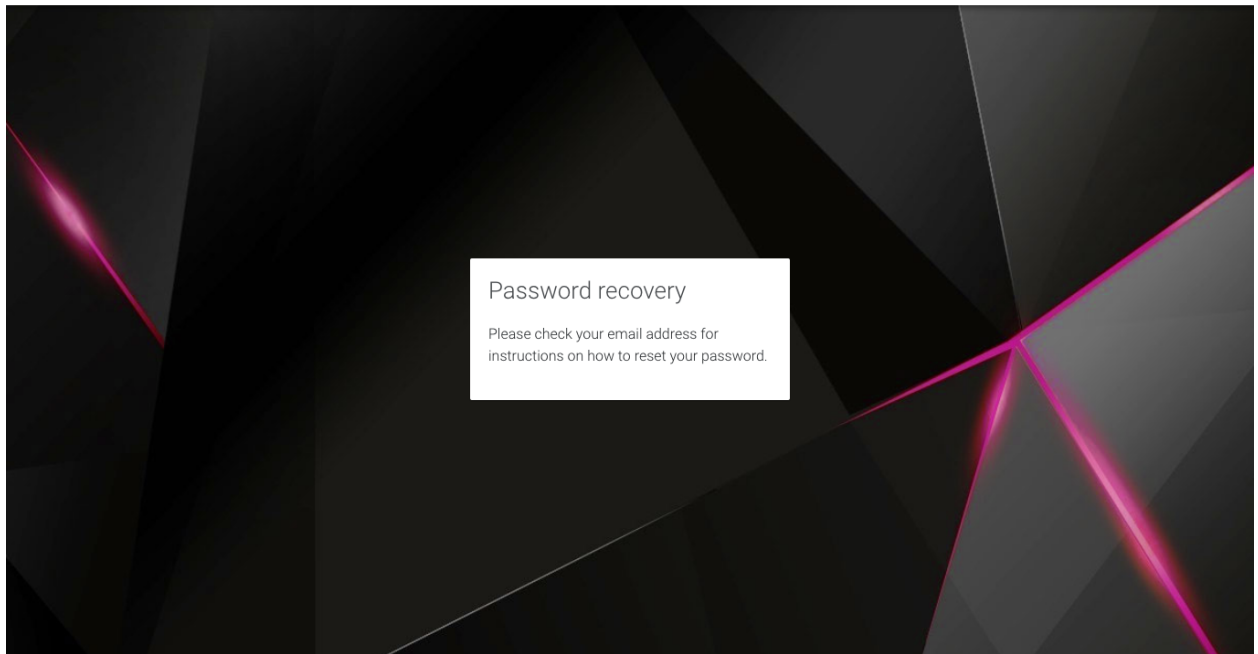


If you forgot your password to the Central account, from the login page, go to *Forgot? Link* . A new page will open , where you insert your email address and click on **SEND RECOVERY INSTRUCTIONS**.

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An email with password recovery instructions will be sent to the provided email address.

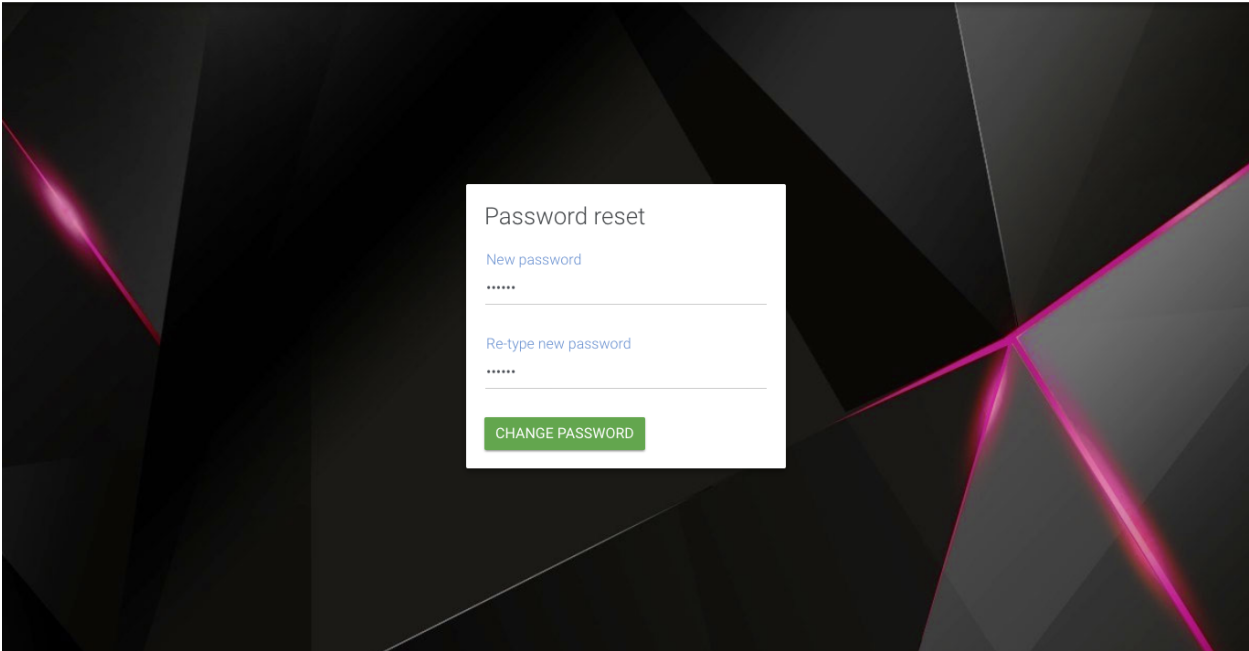
no-reply@syneto.eu
Central: password reset request
To: luciana.baboniu@syneto.net




You are receiving this because you (or someone else) have requested the reset of the password for your account.
To reset the password [click here](#).

If you did not request this, please ignore this email and your password will remain unchanged.

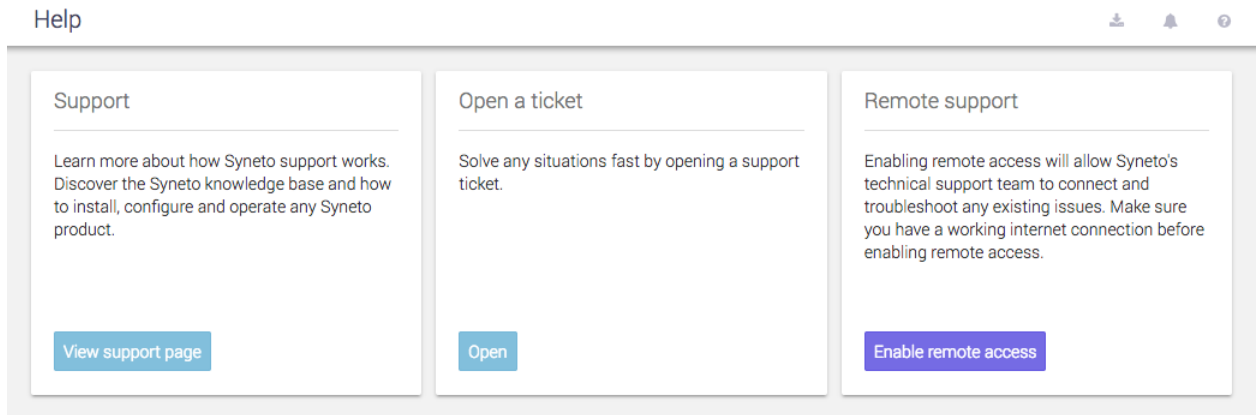
Follow the *click here* link in the email, and you will be redirected to a new page, here you can insert a new password. Make sure you confirm it by inserting it twice and then click on CHANGE PASSWORD. You can now log in to your Central account with the same username and the newly changed password.



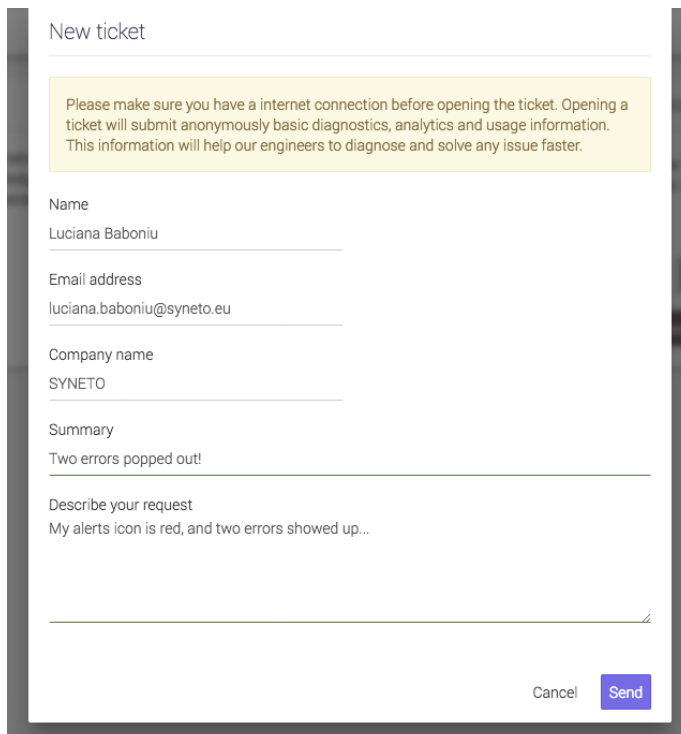
APPENDIX B: ACCESSING TECHNICAL SUPPORT

With Syneto HYPER it is very easy to get in touch with support. There is a  *Help* icon in the *Actions* bar that you can follow.

Here, you can *View support page*, *Open a ticket*, or *Enable/Disable remote access*.



Because your product is registered with Central, when opening a ticket, the data will be already filled with the information provided in your *Central profile*. All you have to do now, is *Describe your request*.




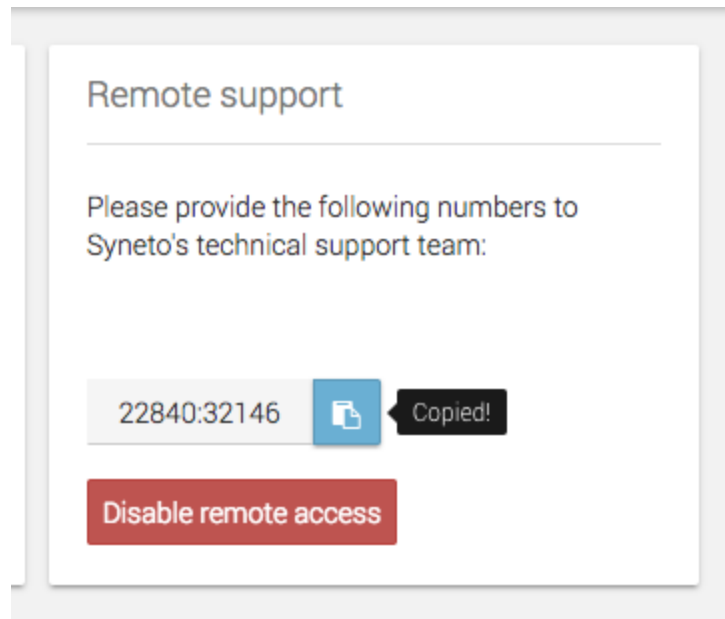
The 'New ticket' form is pre-filled with user information:

- Name**: Luciana Baboniu
- Email address**: luciana.baboniu@syneto.eu
- Company name**: SYNETO
- Summary**: Two errors popped out!
- Describe your request**: My alerts icon is red, and two errors showed up...

At the bottom right, there are 'Cancel' and 'Send' buttons.

Enabling remote access, will allow our support engineers to connect and troubleshoot any existing issues. Make sure you have a working internet connection before enabling remote access. You can disable the remote access anytime you want.

After enabling remote access, just click the  button in order to copy to clipboard the numbers provided, and paste them (ctrl + v) to your open conversation with our support engineers.



You can also access support when you see *Alerts*, by simply following the *Get help* links you can find on the *Alerts page*.

NOTE: Please note that the Support services differ with the Maintenance type you have.

Contacting Syneto Technical Support

- Via the web <https://syneto.eu/support/>
- Via e-mail support@syneto.eu
- Via phone +39 0809 080 522
- Via customer support portal <https://helpdesk.syneto.eu>

NOTE: In order to have support access, you need a Maintenance plan and a Central activated product.