

How to restore a server from Scratch using Storage Craft Recovery Environment

In this document, we are demonstrating how to restore a Bare Metal Backup to a new server. We are using a VM Guest Server and images created earlier to a local NAS device on the same network.

If you have no local backup images due to a total disaster, log into your FTP account and download your offsite copies. If the data is too large to download and estimates more than two days to download, please let us know and we will send it to you your data via USB drive. Please remember, we still have to copy the data from our servers to USB first which will take some time before we can start shipping it to you. There are no speed restrictions on any of our accounts or servers, so you should be able to download your files as fast as your internet connection allows you to.

The server we are restoring is a Windows 2012 Server with just a primary partition. The procedure will be the same for adding additional drives; you just need to make sure you have the extra partitions setup in Disk Map first.



- Download the latest Shadow Protect Recover Environment by logging into your FTP account at <u>http://ftp.onlinedatastorageuk.co.uk</u>. Download the "Storage Craft Recovery Environment" link, and then double click. This will download the latest Recover console ISO file for you to use either as an ISO or for you to burn to CD to boot your new server.
- 2. Boot the new server using recovery CD
- 3. If you're local backup images are stored on the network select yes for network support. If it's on a local USB drive plugged directly into the server you're restoring, select no. In this example I'm restoring from a NAS device so I will click yes.

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| | | | | | S | | B | ECRAFT. PE Network Manager 0.58.B1 Stat network support now? ack Yes Yes No IECC aster Initializing | |
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4. Select Time zone. This is important otherwise your local backup files will have the wrong time stamp when you select the image to restore.





5. Because you have a new drive(s), you need to initialize it before it can be used. Highlight the disk and select Initialize. If it's a boot partition, use MBR. Once initialized close the box.

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| Restore Volume | | Back | un Wizard | | | |
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| Verify Backup Image | 9- | | | | | |
| | | Dent. | MP1 | | | |
| Tools | 2 | | In | itialize Disks | EX | |
| Network Configuration | Check | the disks you would like to initi | alize and hit the Initiali | ze button | | |
| Doad Drivers | | | | | | |
| 🥥 File Browser | # | Name | Style | Id | Initialized | |
| Select Time Zone Keyboard Settings | 0 | VMware Virtual disk | RAW | | No | |
| 2 Refresh Volumes Info | | | | | | |
| 0 | | | | | | |
| Info | | | | | | |
| Computer Name: minint-urp0f94 | | | | | | |
| Ip Address: 169.254.34.48 | | | | | | |
| Time Zone: GMT Standard | | | | Set riggab re | Clean Initialize ¥ | |
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- 6. As we are restoring from a NAS, we next need to go into "Network Configuration" to map a drive to the NAS share where my local backups are stored. If you are restoring from USB, skip to step #10
- 7. If you have a DHCP server on your network, you should now have an IP address when you click on Info. If you don't, manually set an IP address. The two pictures below show using DHCP and when clicking on "Info" (which failed for this example with the 169.x.x.x IP address, so I clicked on "Obtain an IP Address" and entered an IP address

| Q | PE Network Manag | er 0.58.B11 | |
|----------------|-----------------------|------------------------------------|----------------------|
| Properties | Intel(R) 82574L Gig | gabit Network Connection | ~ |
| Computer | State: 🚅 | Speed: 1000 MBit/s MA | C: 00-0C-29-87-23-31 |
| . Sharing | Force scanning for ne | ew devices on adapter list refrest | n |
| Retwork Drives | IP-Settings 🗔 WiFi | Advanced | |
| Profiles | | Obtain an IP address automatica | lly |
| Other | Info | Release | Renew |
| ? About | | | |
| - | 🖞 😏 🛛 Neti | ork connection details | |
| | Property | Value | |
| | Device | Intel(R) 82574L Gigabit I | Network Conne |
| | IP Address | 169.254.34.48 | |
| | Subnet Mask | 255.255.0.0 | |
| | Default Gateway | | |
| | DHCP Server | 255.255.255.255 | |
| | Lease Obtained | 01.01.1970 00:00:00 | |
| | Lease Expires | 01.01.1970 00:00:00 | |
| | DNS Server | | |
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| Profiles | | Use static IP address: |
| Other | IP Address: | 10 . 0 . 0 . 167 |
| P About ⇒ | Subnet Mask: | 255 . 255 . 255 . 0 |
| | Default Gateway: | 10 . 0 . 0 . 100 |
| | | Use static DNS address: |
| | DNS address: | 10 . 0 . 0 . 99 |
| | | Use static WINS address: |
| | WINS address: | · · · · · |
| [| → <u>Aq(hy</u> | V QK Close |
| Ready | | |



8. Click Network drives and enter your NAS IP address, then share name in the Path section, along with user credentials to enable access and click connect. If you want to specify a drive letter select this from the drop down box for Drive Letter, otherwise it will auto assign a drive

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| Tasks 8 | 🌮 Wizards 🗇 Disk Map 🚺 Task Manager | | |
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| 🐼 Restore Volume | Backup Wirard | | |
| Explore Backup Image | Select this wizard to guide you throu | unh creating a backup image of the entire computer or specific volu | mes |
| Verify Backup Image | PE Network Manager | r 0.58.B11 🗆 🖾 | |
| | Drive letter: | · · Connect | |
| Tools 🛞 | Computer Path: | \\10.0.28\e\$ | |
| Network Configuration | Usemame: | administrator | |
| HIR Configuration | Password: | | |
| ile Browser | Browse network | | |
| Select Time Zone | 2 About INF | | |
| Keyboard Settings Refresh Volumes Info | | hit incl | |
| | Successfully mapped " | \\10.0.28\e\$" to local drive "Z:" . | |
| linfo 🛞 | | | |
| Computer Name: | | OK | |
| minint-9ndridt Ip Address: 10.0.0.168 | | | |
| Time Zone: GMT Standard | | | |
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- 9. Click Ok, then OK again to get you back to your main Wizard Screen
- 10. Click Restore Wizard, then Next



11. In this example, we are restoring from scratch so click select Restore and click next. If you have been using Head Start restore (Select Finalize an HSR Restore) and click Next

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| File Tasks View Tool | s Help | |
| Tasks | Wizards Disk Map Task Manager | |
| Backup Volume Restore Volume Explore Backup Image Dismount Backup Image Verify Backup Image | Backup Wizard Select this wizard to guide you through creating a backup image of the entire computer or specific volumes | |
| | Restore Wizard | |
| Vetwork Configurati | Restore type Specify the restore type | |
| HIR Configuration Load Drivers File Browser Select Time Zone | Restore Resume aborted restore Restore subsequent incrementals | |
| Refresh Volumes Info | O Finalize an HSR restore | |
| Computer Name: minint-9ndridt Ip Address: 10.0.0.168 Time Zone: GMT Standar Time | | |
| Status | < Back Next > Cancel | |
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12. Click browse and locate your local backup images and select the image you want to restore from, then

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| Tasks | Wizards | 🎾 Disk Map 🚺 Task Manager | |
| Backup Volume Restore Volume Explore Backup Image Dismount Backup Image | e (F | Backup Wizard Select this wizard to guide you through creating a backup image of the entire computer or specific volumes | |
| Verify Backup Image | Tel I | Restore Wizard | |
| Tools | Backup Image To R | store | |
| Network Configurati | Select the backup im | 🤊 Open 📰 🚺 | |
| HIR Configuration | | Look in: 🎽 SDSL_RD 🗸 🧿 🥬 🖾 🗸 | |
| G File Browser | Z: \FTP\LocalUser\SDSL | Name Date modified Ty Browse | |
| Select Time Zone | handisarian | lincrementals 2/17/2014 4:45 PM Fi | |
| Keyboard Settings | Image File Proper | SDSL_RD_C_VOL-6001.spf 2/17/2014 4:33 PM SF | |
| C Refresh Volumes Info | Volume Size | SDSL_RD_C_VOL-B001-i127-cd-cw.spi 2/22/2014 11:00 PM SF | |
| | Used space | SDSL_RD_C_VOL-b001-i294-cd-cw.spi 3/1/2014 11:00 PM SF | |
| Into | Creation Time | SDSL_RD_C_VOL-b001-i3 _ccd-cw.spi 3/4/2014 2:00 AM SF | |
| Computer Name: | Image creation me | Compared Service Se | |
| Ip Address: 10.0.0.168 | Free space exclusion | File name: CDSL RD C W Date modified: 3/4/2014 2:00 AM | |
| Time Zone: GMT Standar | | | |
| Time | | Files of type: ShadowProtect files V Cancel | |
| | | < Back Next > Cancel | |
| Status | _ | | |
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click open.

13. You will be prompted with a password box. This is the encryption key you set when creating your backup. You MUST enter this correctly. You will not be able to go any further without this key.

| | Re | store Wizard | | | |
|--|-----------------|--|--|--------|--|
| Backup Image To Restore Select the backup image you | want to restore | | | 8 | |
| 2: \FTP\LocalUser\SD | S | hadowProtect | | Browse | |
| Image File Prope | Please enter | | | | |
| Volume Size | | | | | |
| Used space | | | | | |
| Creation Time | | OK | | | |
| Backup type | | All and a second se | | | |
| Image creation method | Uni | Unknown | | | |
| intege creation method | | | | | |



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| | | | | | | | | |
| Z:\FTP\LocalUser\SDSLServe | ers\SDSL_RD\SDSL_RD_C_VOL-b001-i345- | -cd-cw.spi | Browse | | | | | |
| | | | | | | | | |
| Image File Properties | Image File Properties | | | | | | | |
| Volume Size | 199.66 GB | | | | | | | |
| Used space | 21.14 GB | | | | | | | |
| 200.00 GB | 3/4/2014 2-00 | 3/4/2014 2:00:26 AM | | | | | | |
| NTFS 350.00 | MB 199.66 GB | | | | | | | |
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15. Verify the image chain files and click next

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| 😚 Backup Volume | | | |
| Explore Backup Image | 🎾 🖉 Backup Wizard | | |
| Dismount Backup Image | Select this wizard to guide | you through creating a backup image of the entire computer or spe | cific volumes |
| 🜏 Verify Backup Image | | | |
| e la | R | estore Wizard | |
| Tools Bac | ckup Image Dependencies | | |
| Network Configuration | en y carrent selection of select another point in ane | • | 2 |
| HIR Configuration | Name Constinu Time / | 🖂 Image File Properties | |
| G File Browser SDSL | L RD C VO 2/17/2014 4:17:16 PM | Volume Size 199.66 GB | |
| Select Time Zone SDSL | L_RD_C_VO 2/22/2014 11:00:28 PM | Used space 21.14 GB | |
| Keyboard Settings SDSL SDSL | L_RD_C_VO 2/28/2014 11:00:26 PM L_RD_C_VO 3/1/2014 11:00:22 PM | Creation Time 3/4/2014 2:00:26 AM Backup type Weekly | - |
| Refresh Volumes Info | L_RD_C_VO 3/4/2014 2:00:26 AM | | - v |
| | | | |
| | | | _ |
| Computer Name: 200 minint-9ndridt | 0.00 GB | NTEC* | |
| lp Address: 10.0.0.168 | 350.00 MB | 199.66 GB | |
| Time Zone: GMT Standar | 1 | | |
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| Status | | Carter Carter | ai and a second second |
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16. Right click on the Unallocated Space and select the partition that best suits your requirements. If in doubt, just select create primary partition using all of the unallocated disk space

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|--------------|--------------------|---------------|-----------|---------|----------------|-----------------|
| Drive Letter | Volume | File System | Size | Used | Partition Type | Partition Flags |
| Disk 0: VMw | are Virtual disk | | | | | |
|] ?\ | 📀 Unallocated spa. | Not Formatted | 250.00 GB | 08 | | ****** |
| Disk : Unkno | wn Disk | | | | | |
| ⊐ X:\ | Soot Soot | NTFS | 32.67 MB | 2.43 MB | Unknown | |
| | | | 5 | | | |
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17. Select the drive then click next

| | Resto | ore Wizard | | | |
|---------------------------------|--|--|--|--|---|
| ation me or free space where | e you want to restore | your backup | | | |
| | | | | | 2 💷 🖬 |
| Volume | File System | Size | Used | Partition Type | Partition Flags |
| re Virtual disk | | | | line of second second | and the second second |
| S Unknown | Unrecognized | 250.00 GB | 250.00 GB | NTFS | Pri |
| vn Disk | | | | | |
| Soot | NTFS | 32.67 MB | 2.43 MB | Unknown | |
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| lick on a volume and de | elete it to create free s | pace. | | | |
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| | ation me or free space where Volume re Virtual disk Onknown vn Disk Boot | ation me or free space where you want to restore y Volume File System re Virtual disk Onknown Unrecognized vn Disk Soot NTFS dick on a volume and delete it to create free s | Restore Wizard ation me or free space where you want to restore your backup Volume File System Size re Virtual disk Size Size Image: Size Unknown Unrecognized 250.00 GB vn Disk Size Size Size Image: Size Size Size < | Restore Wizard ation me or free space where you want to restore your backup Volume File System Size Used re Virtual disk Size Used Volume Size Used Image: Wirtual disk Size Used Size Used Size Used Image: Wirtual disk Size Used Size Used Size Used Size Used Image: Wirtual disk Size Used Size Size Size Used Size Size | Restore Wizard ation me or free space where you want to restore your backup Volume File System Size Used Partition Type re Virtual disk Unknown Unrecognized 250.00 GB NTES vn Disk Unknown Unknown Size Used NTES dick on a volume and delete it to create free space. Each Name |



18. Select Finalize the volume and click next



19. As we are restoring the primary partition, select options as below

| 3 | Restore Wizard | | × |
|--------------------------------------|---------------------------------------|--------|-----------|
| Specify the restoration options | | | \$ |
| MBR and Track Zero Options | | | |
| Set partition active | | | |
| Restore MBR | | | |
| Restore MBR from the image file | | | |
| O Restore original Windows MBR | | | |
| Restore disk signature | | | |
| Restore Disk Hidden Track | | | |
| Hardware Independent Restore Options | | | |
| Use Hardware Independent Restore (w | en restoring to a different computer) | | |
| Advanced | | | |
| | | | |
| | < Back | Next > | Cancel |
| | | 12 | |



20. Clicking next shows you the wizard Summary, and finish will start your restore

| 3 | Restore Wizard | × |
|--------------------------------|--|---|
| Wizard Su Please re | eview the options you have selected before the wizard will finish | 5 |
| Image Files C Destination V | Chain: Z:\FTP\LocalUser\SDSLServers\SDSL_RD\SDSL_RD_C_VOL-b001.spf Z:\FTP\LocalUser\SDSLServers\SDSL_RD\SDSL_RD_C_VOL-b0014270-cd-cm.spi Z:\FTP\LocalUser\SDSLServers\SDSL_RD\SDSL_RD_C_VOL-b0014294-cd-cw.spi Z:\FTP\LocalUser\SDSLServers\SDSL_RD\SDSL_RD_C_VOL-b0014345-cd-cw.spi /olume: C:\ (Unknown) | ^ |
| Restore optio | ons: [X] Set Partition Active [X] Restore MBR from the image file [] Restore Disk Signature [X] Restore disk hidden track Click finish to start restore ope | v |
| | < Back Finish Cancel | |

21. The restore will now start. You can view the job progress in task manager. Click show details to show more information.

| | | | Shadou | Protect |
|-------------------------|----------------------|------------------|---------------|--|
| | | | Shauow | Protect |
| e Tasks View Tools Helj | p | | | |
| Tasks | P Wizards Di | ik Map 🎑 Ti | ask Manage | Volume Restore - 0% completed |
| | Sources: | C_VOL-b001 | .spf, SDSL_F | RD_C_VOL-b0014270-cd-cm.spi, SDSL_RD_C_VOL-b0014294-cd-cw.spi, SDSL_RD_C_VOL-b0014345-cd-cv |
| Backup Volume | Destination: | C:\(Unknown | (1 | |
| Restore Volume | | TOTAL CONTRACTOR | 1000000 | |
| Explore Backup Image | Timing | Module | Code | Message |
| Dismount Backup Image | 27-Mar-2014 10:43:37 | (loader) | 195 | 5.0.236.31826 5.1.3.31826 |
| Verify Backup Image | 27-Mar-2014 10:43:37 | sbrest | 101 | successfully opened volume \/?\Volume{90fbcb60-b5db-11e3-ac1a-000c2987233b} |
| | 27-Mar-2014 10:43:37 | sbset | 113 | compression mode of smb://\\?\Z:\FTP\LocalUser\SDSLServers\SDSL_RD\SDSL_RD_C_VOL-b001.spf is 6 |
| 100 | 27-Mar-2014 10:43:37 | sbset | 113 | encryption mode of smb://\/?\Z:\FTP\LocalUser\SDSLServers\SDSL_RD\SDSL_RD_C_VOL-b001.spf is 3 |
| Tools | 27-Mar-2014 10:43:37 | sbset | 112 | file opened smb://\/?\Z:\FTP\LocalUser\SDSLServers\SDSL_RD\SDSL_RD_C_VOL-b001.spf |
| Network Configuration | 27-Mar-2014 10:43:37 | sbset | 113 | compression mode of smb://\\?\Z:\FTP\LocalUser\SDSLServers\SDSL_RD\SDSL_RD_C_VOL-b001-1270-cd |
| Network Configuration | 27-Mar-2014 10:43:37 | sbset | 112 | file opened smb://\\?\Z:\FTP\LocalUser\SDSLServers\SDSL_RD\SDSL_RD_C_VOL-b001+i270-cd-cm.spi |
| HIR Configuration | 27-Mar-2014 10:43:37 | sbset | 113 | compression mode of smb://\/?\Z:\FTP\LocalUser\SDSLServers\SDSL_RD\SDSL_RD_C_VOL-b001-1294-cd |
| Load Drivers | 27-Mar-2014 10:43:37 | sbset | 112 | file opened smb://\\?\Z:\FTP\LocalUser\SDSLServers\SDSL_RD\SDSL_RD_C_VOL-b001-i294-cd-cw.spi |
| File Browser | 27-Mar-2014 10:43:37 | sbset | 113 | compression mode of smb://\/?\Z:\FTP\LocalUser\SDSLServers\SDSL_RD\SDSL_RD_C_VOL-b0014345-cd |
| Select Time Zone | 27-Mar-2014 10:43:37 | sbset | 112 | file opened smb://\\?\Z:\FTP\LocalUser\SDSLServers\SDSL_RD\SDSL_RD_C_VOL-b001+345-cd-cw.spi |
| Keyboard Settings | 27-Mar-2014 10:43:37 | sbset | 109 | module started |
| Pofresh Volumes Info | 27-Mar-2014 10:43:37 | sbset | 601 | Please enter the decryption password |
| Kerresh volumes into | 27-Mar-2014 10:43:37 | sptask | 101 | Answer was sent as UNICODE string |
| | 27-Mar-2014 10:43:38 | sbrest | 109 | image created at 04-Mar-2014 02:00:26 GMT-0:00 |
| Info 🎓 | 27-Mar-2014 10:43:38 | sbrest | 109 | imaged volume had 418709504 sectors, 512 bytes each |
| | 27-Mar-2014 10:43:38 | sbrest | 109 | image GUID (E420190B-1788-4529-A471-07D027E83DF0) |
| mputer Name: | 27-Mar-2014 10:43:38 | sbrest | 109 | image has no comment |
| nint-9ndridt | 27-Mar-2014 10:43:38 | sbrest | 109 | mount point UID of the original volume: {EA0E4D61-93F3-11E3-80B3-806E6F6E6963} |
| Address: 10.0.0.168 | 27-Mar-2014 10:43:38 | sbrest | 109 | original disk C/H/S = 26108/255/63 partition #2 |
| ne Zone: GMT Standard | 27-Mar-2014 10:43:38 | sbrest | 109 | image created on: |
| ne | 27-Mar-2014 10:43:38 | sbrest | 109 | - OS version 6.02 build 9200 |
| | 27-Mar-2014 10:43:38 | sbrest | 109 | - machine SDSL_RD (10.0.0.99) MAC 00:0C:29:32:71:BA |
| | 27-Mar-2014 10:43:38 | sbrest | 109 | - corelogic version 5.0.236.31826 |
| Status 👻 | 27-Mar-2014 10:43:38 | sbrest | 109 | - mount point list: C:\ |
| | 27-Mar-2014 10:43:38 | sbrest | 107 | partition type for a target: 7 |
| | < | | | |
| | | | | P |
| | Time Remaining: | 25 minu | ite(s),7 seco | nd(s) |
| | Throughput: | 8.04 M | B/s | |
| | | | | |
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22. Once finished, you can reboot the server and your server will boot.



Note. We have been caught out when the restore process shows 100% complete but it's actually still running Hardware Independent restore. Just make sure this has 100% finished before rebooting.

23. Restored server booted

| Restore Demo on VML | on2.safedatastorage.london | × |
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| File View VM | | |
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| Press Ctrl+Alt+Delete to sign in. | | |
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24. If your server fails to boot, restart the server with the recovery console, and click on HSR Configuration, select the boot primary partition and click advance and add drivers for our disk controller, or select a better match, click OK then start.

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| ShadowProtect HIR Configuration - Advanced Options Oct-000.1spf is 3 Network Config This tool will attempt to automatically install optimal drivers for the storage controllers on this computer. You can override the driver(s) that this tool droves to result by specifying fidders containing the driver(s) of your droves. City did droves to the stallation (be part to you storage controllers to the storage controller to the storage controllers to the storage controllers to the storage controllers to the storage controller to the storage controler to the storage controller to the storage controller to the sto | Verify Backup In | | | ShadowProte | ect HIR Co | onfiguration | | 8 | VOL-b001.spf is 6 |
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| Add File Add Dir Delete DOWN UP Volb001345-cd-cm. Select Time Zon Kefresh Volume Kefresh Volume While precedence will always be given to the best matching driver, you can specify how tolerant this tool will be if it cannot find exact matching driver and instead uses generic drivers. a) b) Image: Status UW matches will be installed if no better matches are found GOV matches will be installe | Network Configuration HIR Configuration Load Drivers | This tool will attempt to chooses to install by s (.INF) files. If the Sto controller's driver here | o automatically instal becifying folders con rageCraft knowledge | l optimal drivers for the taining the driver(s) of y e-base indicates that yo | storage contr /our choice. (ur storage coi | ollers on this comput Only add folders to th ntroller is not support | er. You can override the e list which contain both ted, then you must add th | driver(s) that this tool river and installation e path to your storage | _VOL-b001-1270-cd-cm. 1+1270-cd-cm.spi _VOL-b001-1294-cd-cw. 1+1294-cd-cw.spi |
| Select Time Zone: GMT Status While precedence will always be given to the best matching driver, you can specify how tolerant this tool will be if it cannot find exact matching drivers and instead uses generic drivers. UW matches will be installed if no better matches are found Condy install drivers that EXACTLY match the storage devices EXAC | G File Browser | | Add File | Add Dir | | Delete | DOWN | UP | _VOL-b001-i345-cd-cw. |
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