Business Continuum

Operations Guide

V2.1

IntraLAN Group plc

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IntraLAN

Introduction:

Business Continuum is a fully managed service whereby IntraLAN will:

1. Check that the back-up for each server is successful
2. Address any failures and re-run the back-up where possible[1]
3. Perform all necessary hardware & software updates to maintain the Service
4. Provide Test Restores at the frequency contracted
5. Provide routine help-desk support for any questions and/or ad hoc file recoveries
6. [Separately chargeable] Ultimately provide the support in a DR situation to fully recover a server(s), including the loan of server hardware where appropriate

It is your singular responsibility to remove take the removable drive off-site on a daily basis. For more information on the BC Service, please review section J: of the Services Handbook (available from http://www.intralan.co.uk/documents/ServicesHandbookv4.21.pdf)

BC Password:

It is imperative that you know your BC password as the data on the LDM and removable disk are 256AES encrypted for your security (there is no "back-door"). You will also need the password in the event of an out-of-hours full Disaster Recovery situation.

LDM

Scope of this guide:

This guide is limited to:

1. Checking status of your back-ups
2. Restoring an individual *user* file

In the event that you need a *system* file or an entire server restored, then this needs to be discussed with your CAM first as this will require an IntraLAN engineer.

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[1] Issue may lay outside BC

Checking your back-up status:

Most customers are happy to work with the daily email confirmation. However, if you would like to have an overview (of all servers, of last few days etc), then you will need to access the Dashboard.

To access the Dashboard, you first need to access the LDM:
1. Start>Remote Desktop Connection>*LDMname*
2. Log on as the network Administrator
3. Double click the *BC* icon

You should now see your Dashboard, similar to:
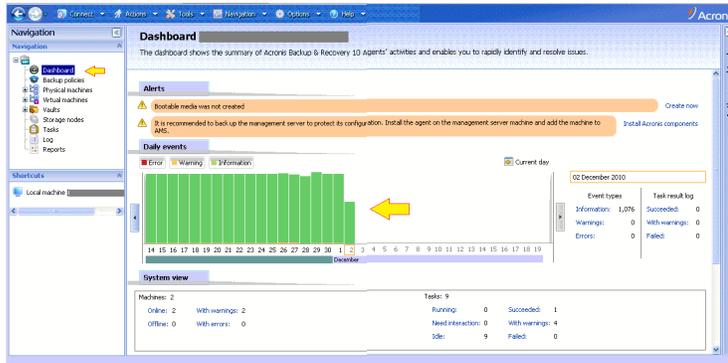
In the example above, you can see the last 19 days' back-ups have been successfully (green) <u>for all your servers</u> (note you can scroll left to see older daily reports).

There are 3 colours of bars:
- Green: Success
- Orange: Warning (but actually succeeded)
- Red: Failure

If you want to look at what happened on an Orange/Red day, highlight the day of interest and then click on Tasks in the Navigation pane which will show you which server(s) had a problem and why.
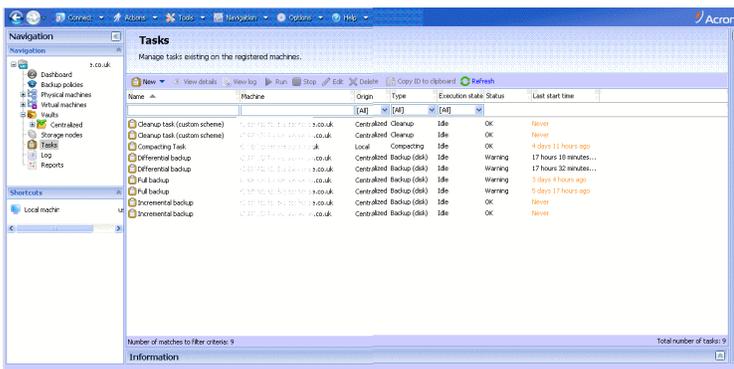
Note some areas of the screen-shot have been deliberately blanked out.

You can now drill down on any event for yet more information.

Contacting us
- Please do not call us for Orange. There are numerous "OK reasons" such as network too busy, a previous back-up still running, server rebooting (hence each job is scripted to retry). We will not be logging a help-desk case for Oranges as they ultimately worked.
- Please only call us for Reds if we have not contacted you by mid afternoon.

Restoring an individual file:

You need to log into the LDM to view your files:

1. Start>Remote Desktop Connection>*LDMname*
2. Log on as the network Administrator
3. Double click the *BC Restore* folder icon (if you have more than 1 internal disk, there will be 2 icons)

This will present a screenshot similar to:
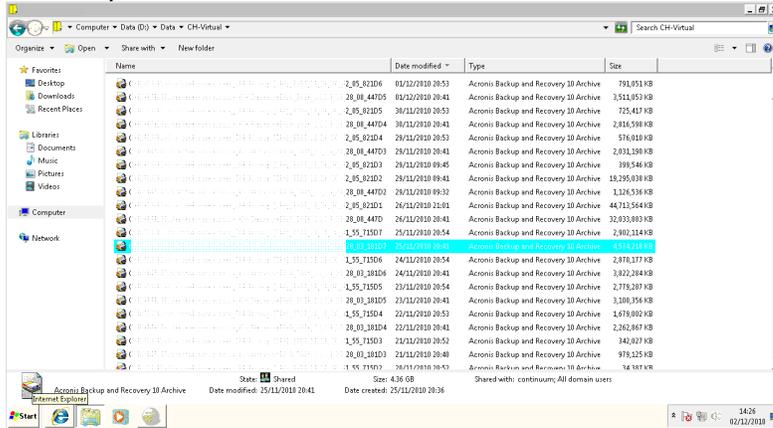
Each row represents an entire server backup for that date and all previous Differentials to the last Full back-up (generally a week). On double-clicking a server, you will see:

Each row now represents a specific day for that server. When you double click on the day of interest, you will be asked for your BC Password. On (correct) authentication, you will now see your server drives >folders>files as usual.

Once you have selected your user file (please do not attempt to restore system files), you can copy and paste back to your real-time server (recommend you don't attempt to directly overwrite an existing file – rather we suggest you create a "My restored files" folder).

Note you cannot delete a file on the BC back-up itself (for security reasons).

Need more help?
Please remember that the help-desk is available to assist you with any queries or file restores. If it's genuinely urgent, please indicate this when the call (otherwise will be triaged as a Severity 3).