



Persistent

SUREedge® DR 6.6.1

Installation Guide for Hyper-V

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The SUREedge products are available and support only the English language.

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Introduction

Welcome to SUREedge DR! Data migration can be a lengthy and difficult, although a necessary, process. SUREedge@DR is a proven enterprise-class Disaster Recovery solution that simplifies Disaster Recovery and DR Testing, taking advantage of system virtualization features to implement an easy-to-use DR infrastructure. SUREedge DR enables enterprises to implement a Disaster Recovery solution all the three level such as locally, at a remote site, or in the Cloud. Customers can start with local DR and seamlessly expand to a remote site or the Cloud simply by deploying a SUREedge instance at the target site. With SUREedge-DR's **Any-to-Any** Recovery capability, you can recover physical and virtual systems (any hypervisor) to an alternate hypervisor or your preferred Cloud. This flexibility allows you to avoid hardware, hypervisor, and Cloud lock-ins.

SUREedge DR Deployment Scenarios

SUREedge® DR supports many different deployment configurations to meet the needs of various situations:

- **Cloud-targeted DR:** The cloud is leveraged as a failover site for on-premise workloads or workloads in another cloud.
- **Site-to-site DR:** The source and target environments are non-cloud based.
- **Intra-cloud DR:** The goal is to protect against unavailability due to loss of resources in or connectivity to a region or zone within a public or private cloud.
- **Cloud-to-site DR:** Reverses the cloud-targeted scenario and uses a non-cloud, on-premise virtualization environment to protect cloud-based workloads.

In all these scenarios an instance of SUREedge DR is deployed in each of the source and target environments. The source SUREedge DR instance is responsible for capturing images of the protected systems and efficiently transferring them to the target instance. The target SUREedge DR instance receives and manages the system images and orchestrates the transformation and instantiation process when recoveries are performed.

Installation Overview

To set up an environment for Backup and Disaster Recovery you should first determine the location(s) where SUREedge DR should be installed according to the scenarios described above. You can then:

- Obtain the required documentation and software for the environment(s) you have identified. You should have an **Install Guide** (this document) for each environment and, if required, the software packages for installing SUREedge DR in those environment(s).
- Perform the installation of SUREedge DR software as instructed using the **Installation Guide**.
- License and configure SUREedge DR as appropriate for each environment as described in the Installation Guide and the User Guide.

This Installation Guide covers the steps necessary for installing an instance of SUREedge DR in a Windows Hyper-V virtualization environment. The following sections takes you

through the steps to obtain installation materials and to install, license and configure SUREedge DR to run in a Windows Hyper-V environment. You can then use the **User Guide** to configure and start using SUREedge DR for Backup and Recovery.

Pre-requisites

In the Windows Hyper-V environment SUREedge DR consists of two components:

- \\ A Management Console (“MC”) stack that runs directly on the Windows Hyper-V Server and a Storage Engine (“Store”) that runs as a virtual machine on the Hyper-V server.
- \\ The SUREedge DR Store virtual machine is automatically created as part of the MC installation process.

To install SUREedge DR you will need the following:

- A Windows Hyper-V server running Windows 2019, Windows 2016 or Windows 2012 R2 Datacenter or Standard.

Note: The minimum compute and storage requirements for a Windows Hyper-V virtual server to run SUREedge software are:

- 6 virtual CPU cores: 4 cores allocated to Store, and 2 cores allocated to MC
- 16GB of RAM: 12GB allocated to Store and 4GB allocated to MC
- Some storage space on the Windows Hyper-V Server is needed to contain the virtual storage for the SUREedge Store VM. This includes the space where captured system images will be stored. The size required for this storage will vary depending on the size and number of systems to be protected.

The space allocated for storing captured and instantiated systems is referred to as the *datastore*; by default, the installation process will look to use `d:\localdr` as the datastore, though this can be changed during the installation process.

Obtaining SUREedge Software and Documentation

SUREedge DR installers, tools and documentation are all available online for download. Deployment of an instance of SUREedge DR on-site (at the source where VMs being migrated currently reside) is normally preceded by deployment of DR at the target cloud site (such as in the Google Cloud Platform). Installation media for on-site deployment is normally obtained from the target-site DR instance; performing installs this way eases the deployment and avoids issues of version mismatch, simplifies configuration of the source-site instance, etc.

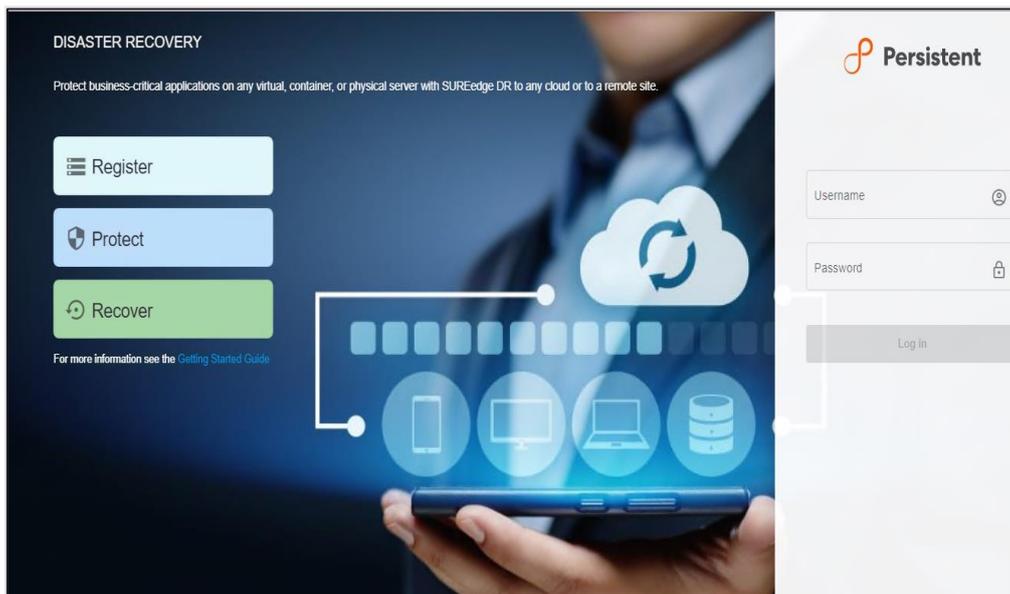
If you need to obtain site installation media without having deployed a target-side DR instance to supply it then contact your supplier or refer to the [Contacting Support](#) section to any kind of technical assistance

Obtaining SUREedge Installers

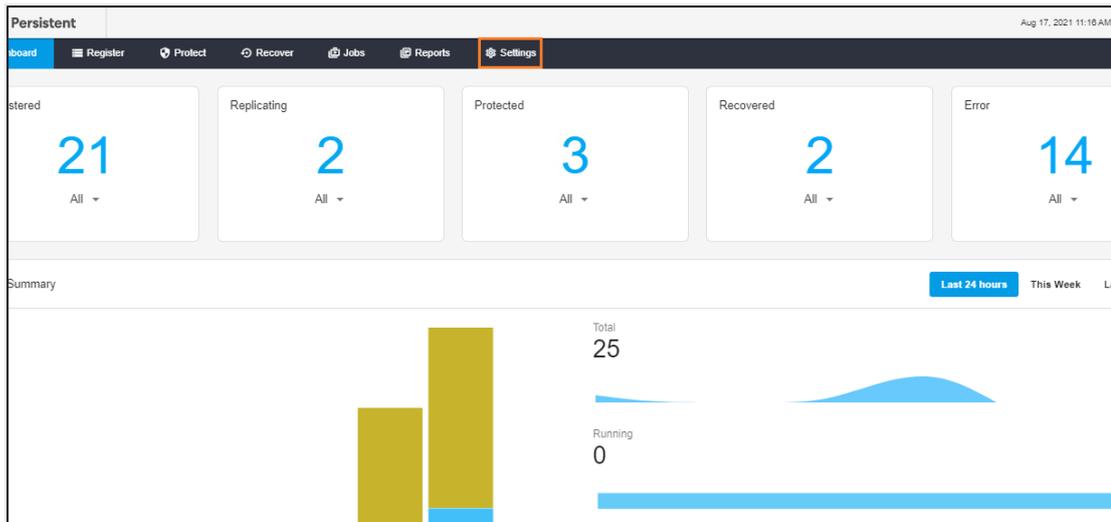
You can download the installation media for the DR Hyper-V onsite installer directly to an existing Windows VM on a Hyper-V server from the target-side DR instance.

To do this:

1. Access the newly deployed DR target instance via a web browser using the address of the Management Console (usually the *Windows Site Address* from the post-deployment page.) This login screen appears.
2. Enter the *Admin user* (from the post-deployment page) in the **Username** field and the *Admin Password* in the **Password** field:



3. Click **Login**.
SUREedge DR main user interface appears.
4. Navigate to the **Settings** tab to access the Hyper-V installer:



5. Click **Dual Instance** where you can download the SUREedge DR Instance Installer Media for Hyper-V:

6. Click **Hyper-V** button as shown below to download the DR Hyper-V onsite installer. Follow the steps in ["Installing SUREedge DR"](#) to perform the installation:

Obtaining Documentation

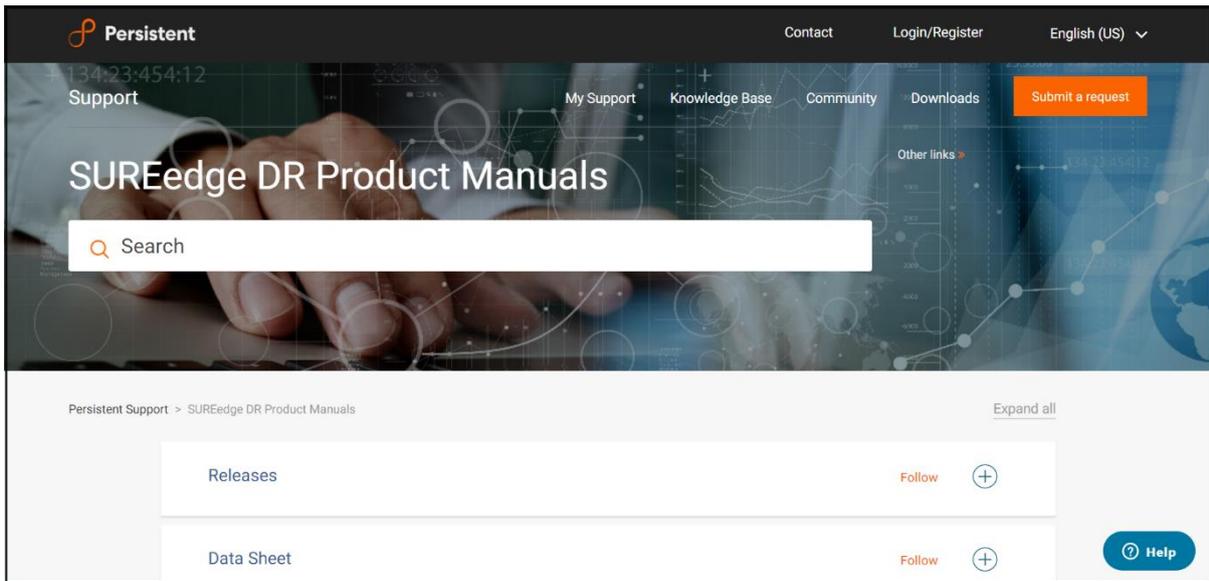
SUREedge DR documentation is available for download as PDF files from the Accelerite. To get access to SUREedge DR documentation, navigate to this URL in your browser:

<https://support.accelerite.com/hc/en-us/categories/4410194460941-SUREedge-DR-Product-Manuals>

You will need an account to log in and access the SUREedge DR documentation. If you are a new user, please click on **Login/Register**. After the request is approved, you can access the documents:

In the **Releases** section, select the software version.

Find the document and click the **PDF** to download the related documentation.

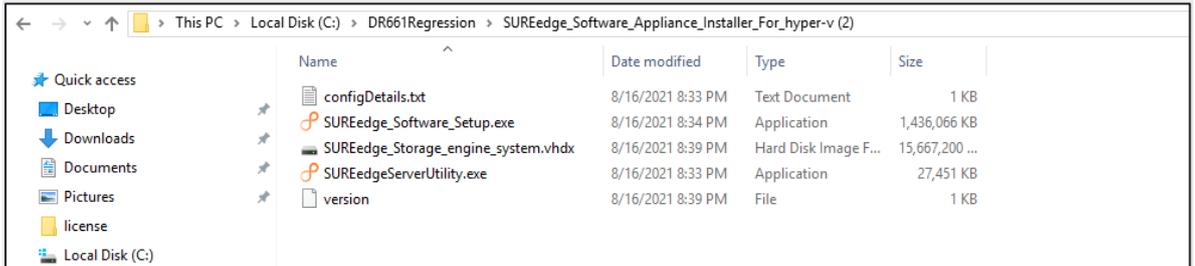


The screenshot shows the Persistent Support website interface. At the top, there is a navigation bar with the Persistent logo, 'Contact', 'Login/Register', and 'English (US)' with a dropdown arrow. Below the navigation bar, there is a header section with 'Support' and a search bar. The main content area is titled 'SUREedge DR Product Manuals' and features a search bar. Below the search bar, there is a breadcrumb trail: 'Persistent Support > SUREedge DR Product Manuals'. To the right of the breadcrumb trail is an 'Expand all' link. The main content area is divided into two sections: 'Releases' and 'Data Sheet'. Each section has a 'Follow' button and a plus sign icon. A 'Help' button is located in the bottom right corner of the main content area.

Installing SUREedge DR

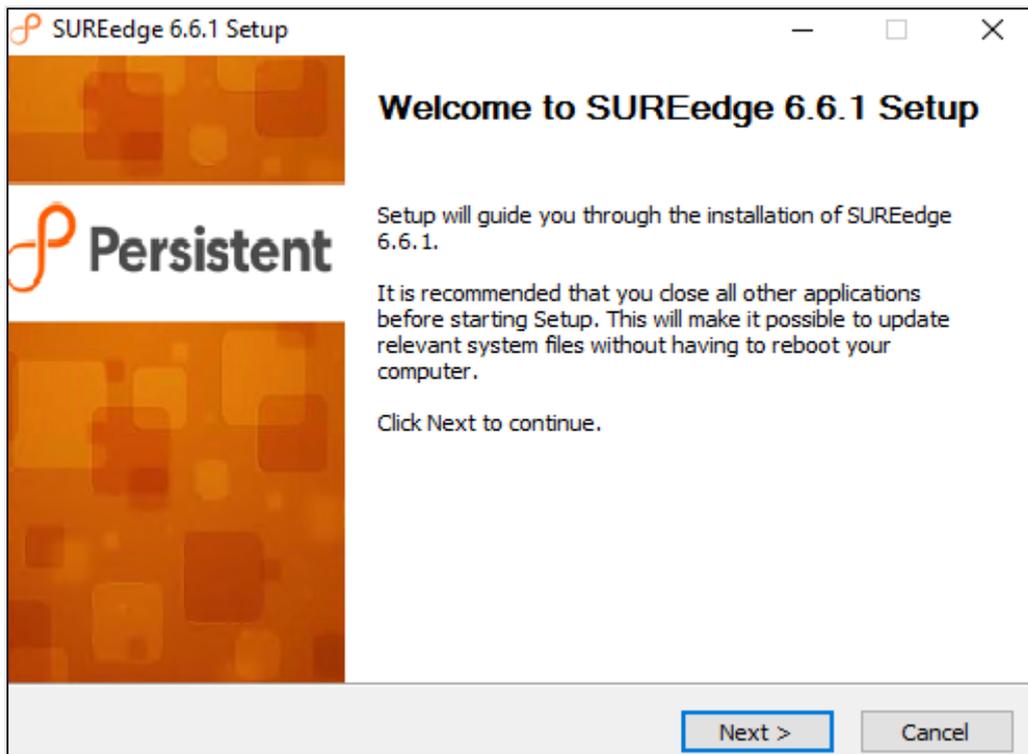
Once the Windows Hyper-V installer is downloaded and extracted, your Hyper-V server is ready and has the required pre-requisites installed/allocated the SUREedge DR software can be installed.

1. Copy or download the SUREedge DR installer package for Hyper-V and your license key to the Hyper-V server where it is to be installed and right click on the installer and select **Run as Administrator** for Installation:



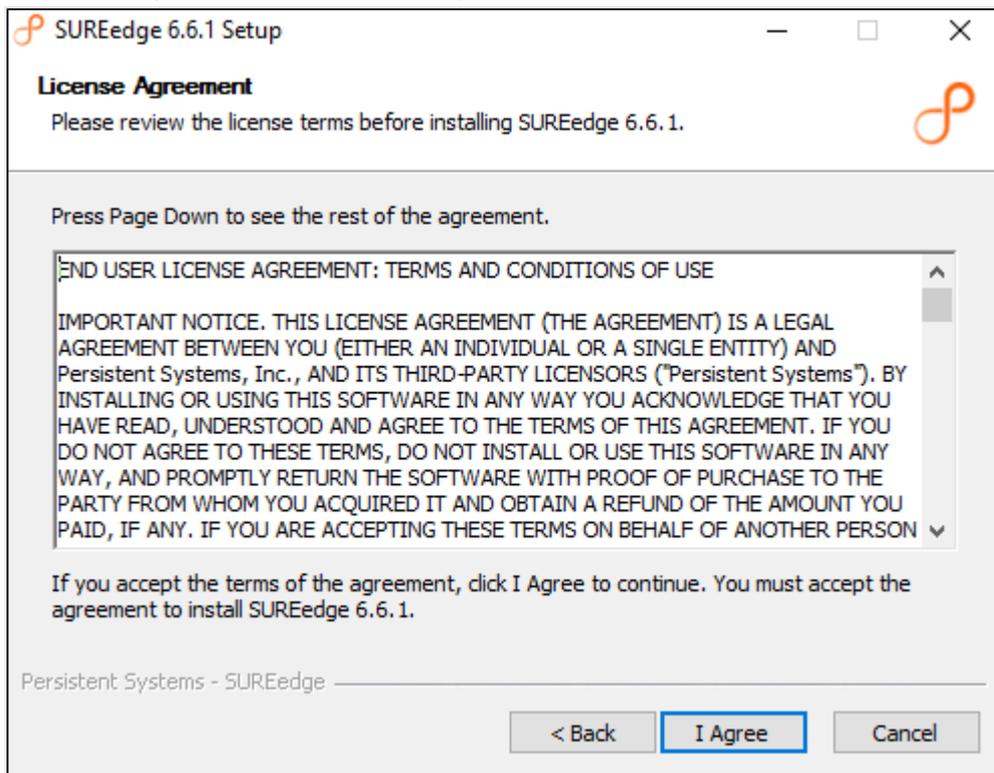
First, a welcome screen appears.

2. Click **Next** to continue:

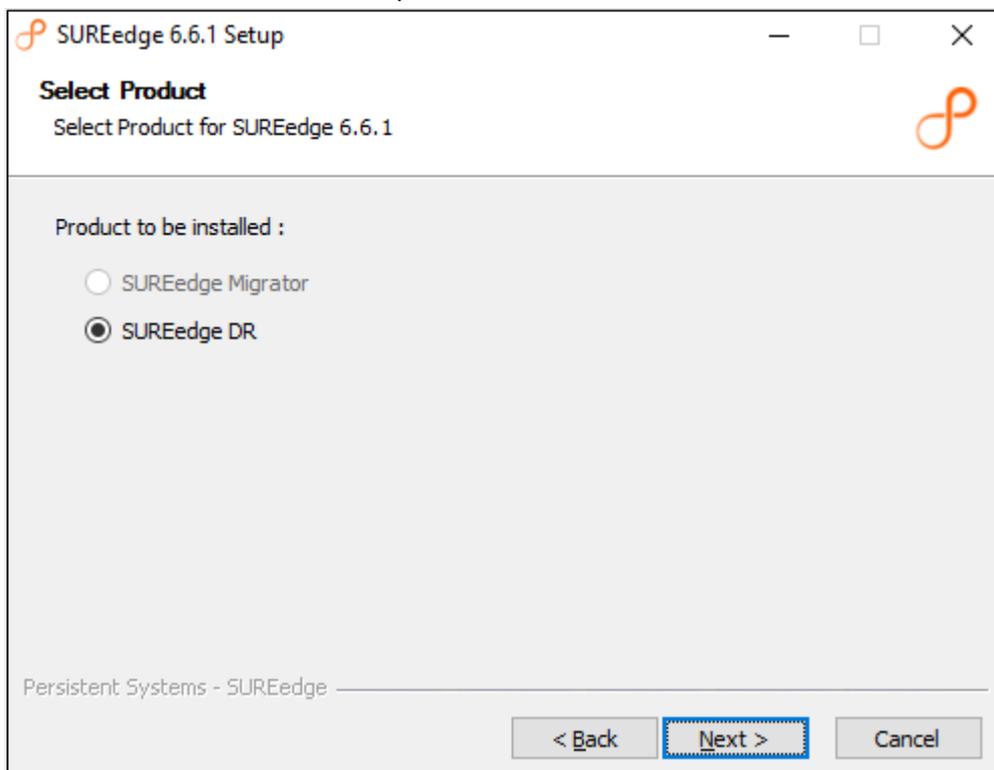


It displays your license agreement.

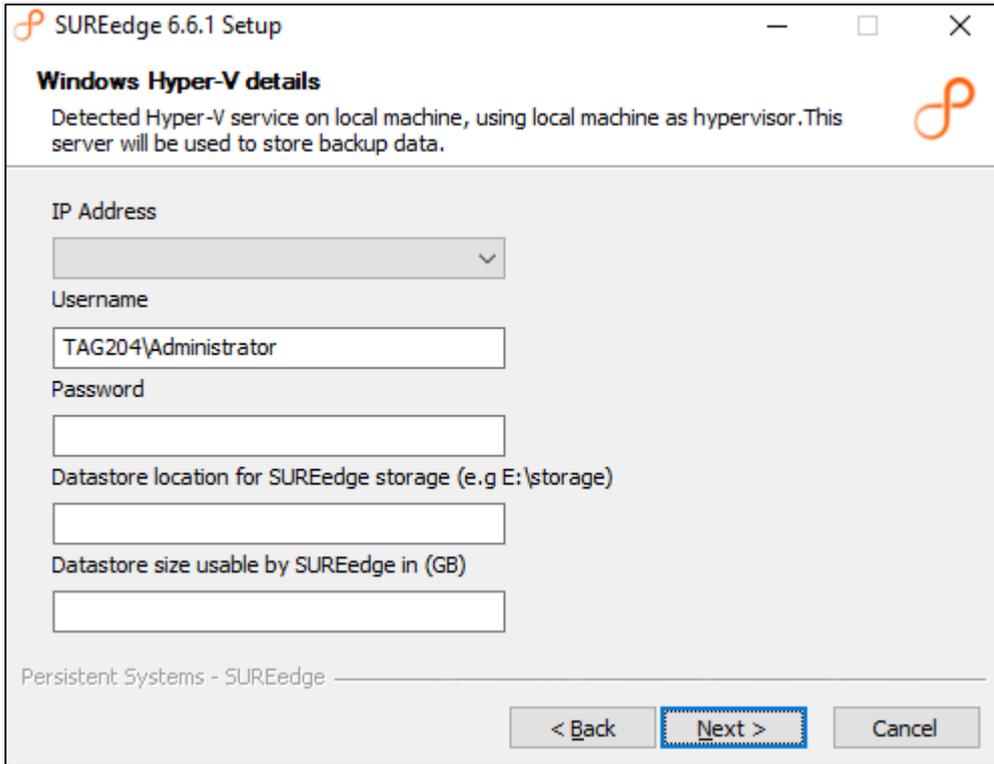
3. Read the agreement, and click **I Agree** to continue:



4. On the next screen select the product to be installed and click the **Next** to continue.



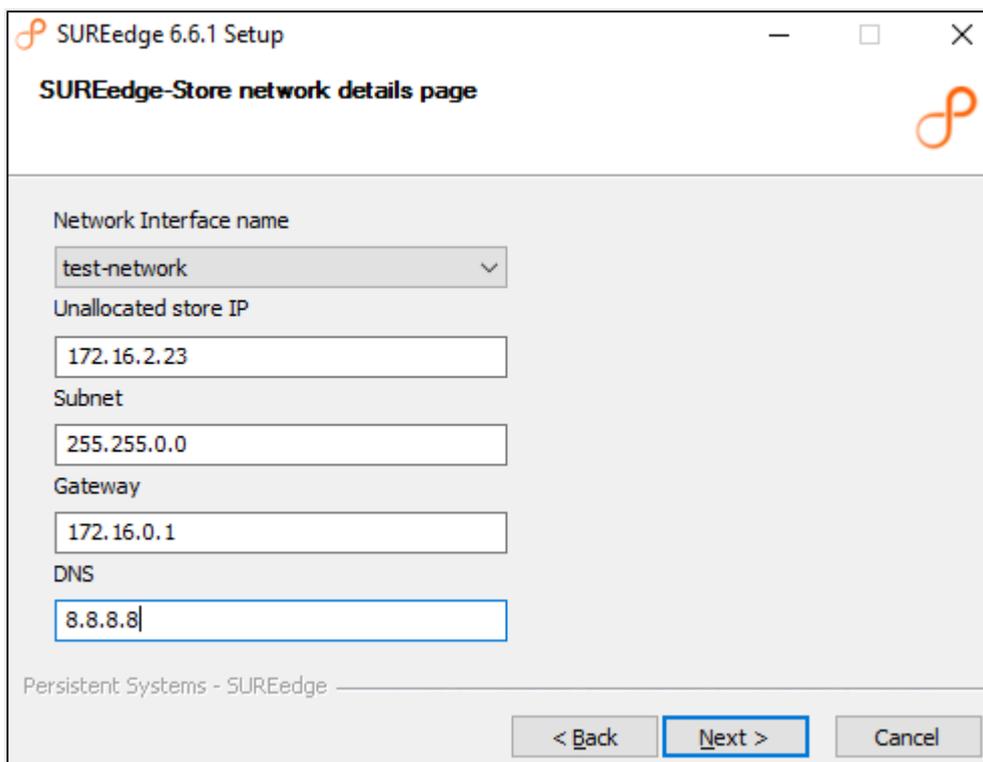
5. Specify details about the Windows Hyper-V server where SUREedge DR is being installed and click **Next**:



The fields should be filled in as follows:

- \ **IP Address:** The IP address of the Windows Hyper-V server will be filled in (192.168.20.25 in this example) and normally does not need to be changed.
- \ **Username and Password:** Specify the credentials for the Windows user account under which SUREedge DR will perform operations. This user should be in the *Local Administrators Group* and/or the *Hyper-V Administrators Group* or have equivalent permissions for creating and controlling virtual machines.
- \ **Datastore Location:** Specify the path on the Windows Hyper-V server which SUREedge DR will use as its datastore
- \ **Datastore Size:** Specify the maximum space that the datastore will use for storing captured system images. Please note that this should be at least equal to the size of server data to be protected.

6. Enter the (static) network details for the store VM, click **Next** to continue:

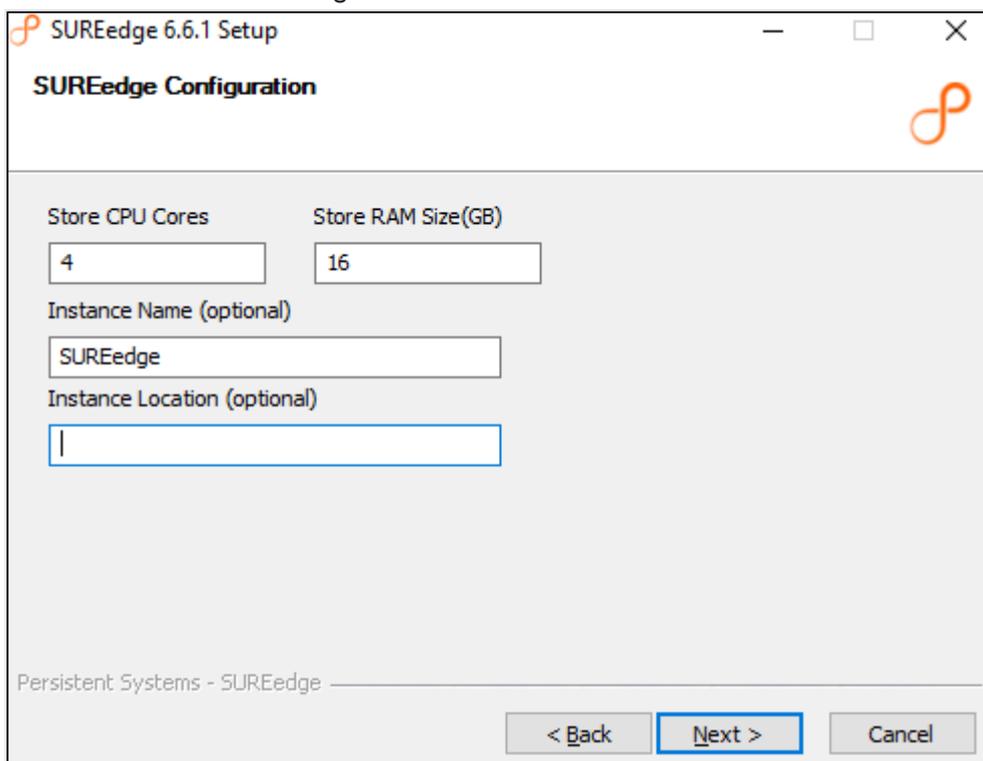


The screenshot shows the 'SUREedge-Store network details page' in the SUREedge 6.6.1 Setup window. The page contains several input fields for network configuration:

- Network Interface name: A dropdown menu with 'test-network' selected.
- Unallocated store IP: A text box containing '172.16.2.23'.
- Subnet: A text box containing '255.255.0.0'.
- Gateway: A text box containing '172.16.0.1'.
- DNS: A text box containing '8.8.8.8'.

At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

7. Enter the Store VM Configuration and instance details and click **Next** to continue:



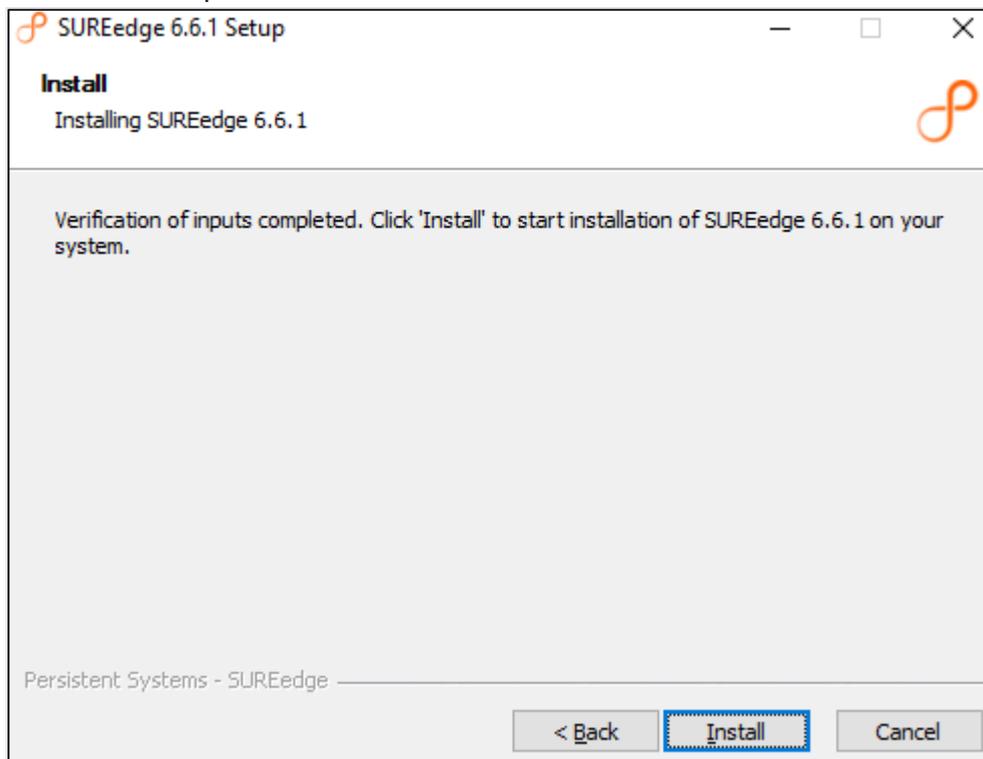
The screenshot shows the 'SUREedge Configuration' page in the SUREedge 6.6.1 Setup window. The page contains several input fields for VM configuration:

- Store CPU Cores: A text box containing '4'.
- Store RAM Size(GB): A text box containing '16'.
- Instance Name (optional): A text box containing 'SUREedge'.
- Instance Location (optional): An empty text box.

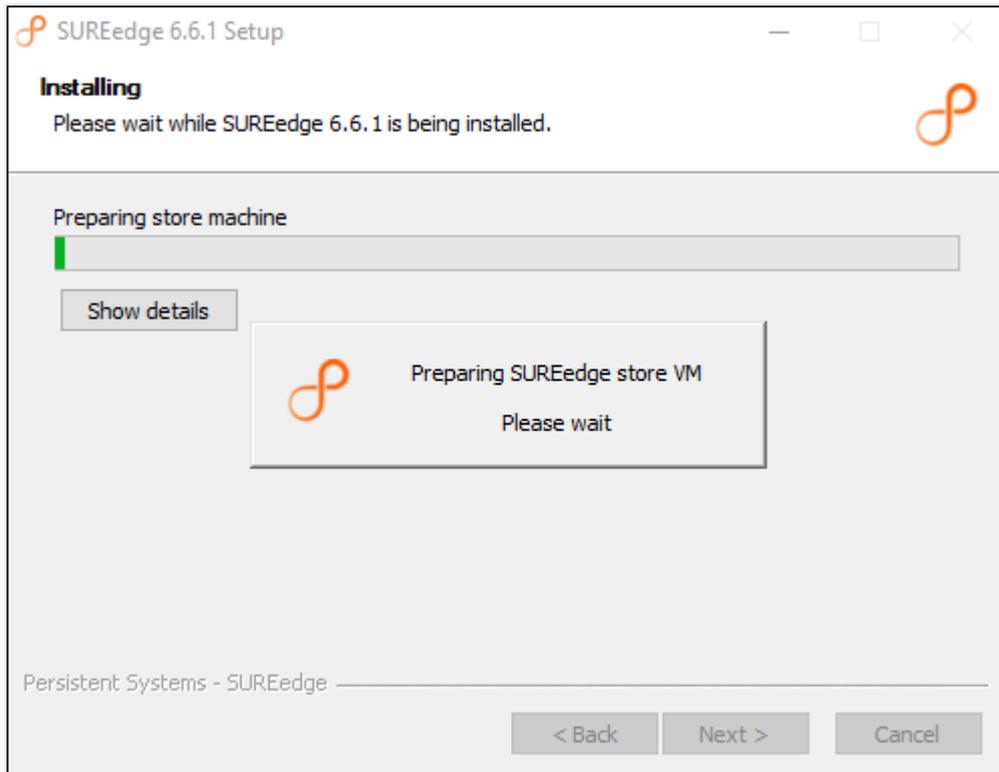
At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

The next screen is the final confirmation whether you wish to continue with the installation process.

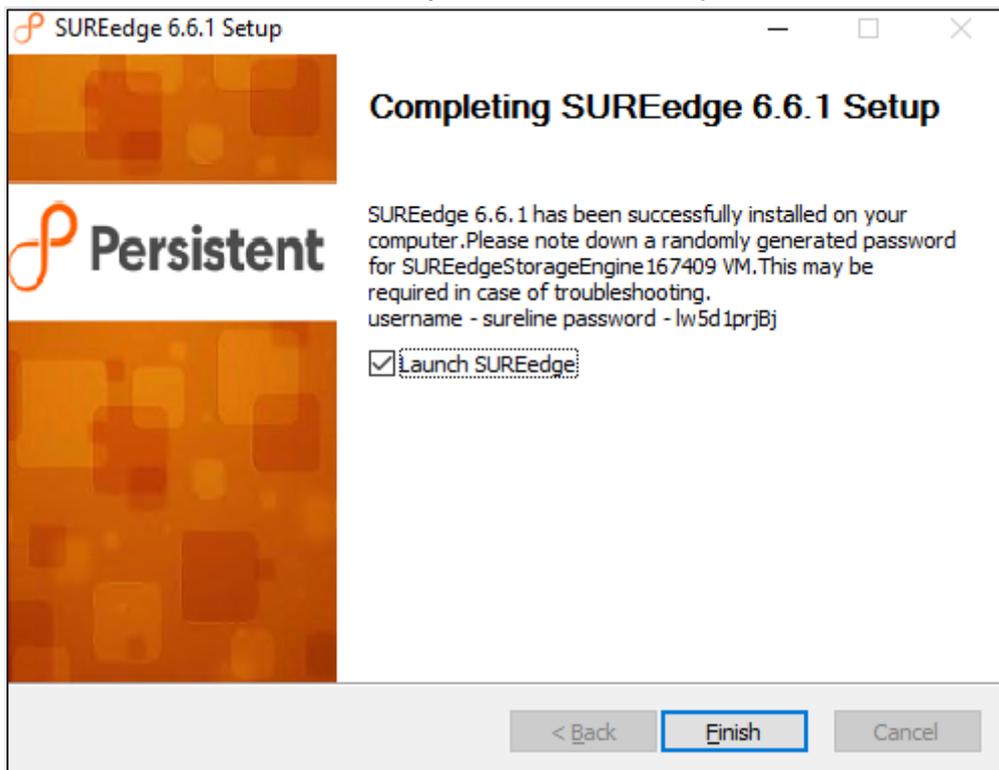
8. Click **Install** to proceed with the installation or **Cancel** to exit without installing:



The time required to complete the installation may vary depending on the performance and load of the system, the storage size(s) involved and so on. The progress of the installation process is displayed while the install is ongoing:



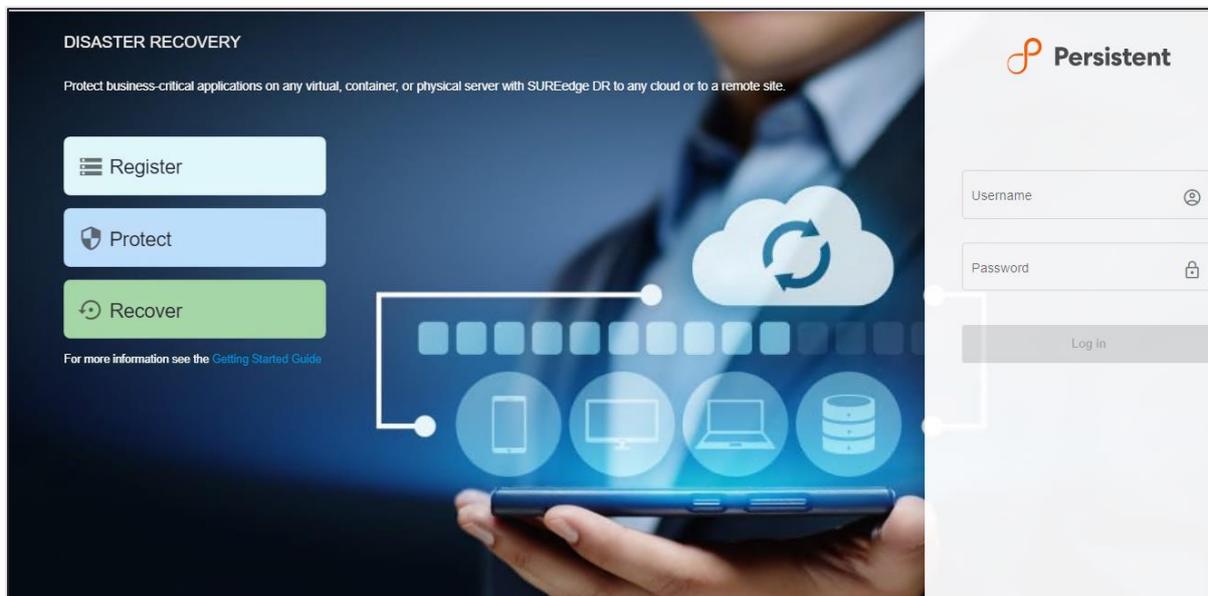
Once the installation is finished, you can see the completion screen:



9. Click on **Finish** to complete the installation.

SUREedge DR is now installed on the system. To connect to the SUREedge DR user interface, open a Google Chrome web-browser window and type the name or IP address of the Windows Hyper-V Machine where the SUREedge Management Console (MC) component have been just installed.

You can now log into the DR user interface using the credentials that you specified during the installation. It displays a login screen:



You are now all set to start backing up your servers and applications using **SUREedge DR**. Refer to the **SUREedge DR User Guide** for the next step to **Backup** and **Restore** your servers.

Obtaining Licenses

Each instance of SUREedge DR must be licensed to perform recovery. If you have not received your license(s) you can obtain it (them) through your designated contact at Accelerite Systems or by contacting the Accelerite Support Team at support@accelerite.com.

Once you purchase the SUREedge DR, you will get a permanent GUID license. These licenses are tied to a specific SUREedge DR instance. To obtain your GUID licenses you will need to supply the Appliance Serial Number to Persistent Systems for all your SUREedge DR instances after they have been installed. Detailed instructions on getting your Appliance Serial Number(s), obtaining your permanent licenses and applying them to your SUREedge DR instance(s) can be found in your *SUREedge DR User Guide(s)*.

Once you have license(s) for your SUREedge DR instance(s) they will need to be installed before you can perform recovery operations. Instructions for installing licenses on the SUREedge DR instances can be found in the **Settings** section of the *SUREedge DR User Guide*.

Contacting Support

Accelerite Software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by being able to:

- \ Search for knowledge documents of interest
- \ Submit and track support cases and enhancement requests
- \ Submit enhancement requests online
- \ Download software patches
- \ Look up Accelerite support contacts
- \ Enter into discussions with other software customers
- \ Research and register for software training

To access the Self-serve knowledge base, visit the Accelerite Support home page at

<https://support.accelerite.com/hc/en-us>

Most of the support areas require that you register on the Accelerite Support Portal. Many also require a support contract.

To register an account at the Accelerite Support Portal, visit

<https://support.accelerite.com/hc/en-us>

To know more about registration process at Accelerite support portal, visit

<https://support.accelerite.com/hc/en-us/articles/202042570-New-user-registration-process>

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