



Persistent

SUREedge® DR 6.6.1

Installation Guide for VMware

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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 locally, at a remote site, in the Cloud, or even all three. Customers can start with local DR and seamlessly expand to a remote site or the Cloud 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 describe 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 VMware virtualization environment. The following sections will take you through the steps to obtain installation materials and to install, license and configure SUREedge DR to run in a VMware environment. You can then use the **User Guide** to configure and start using SUREedge DR for Backup and Recovery

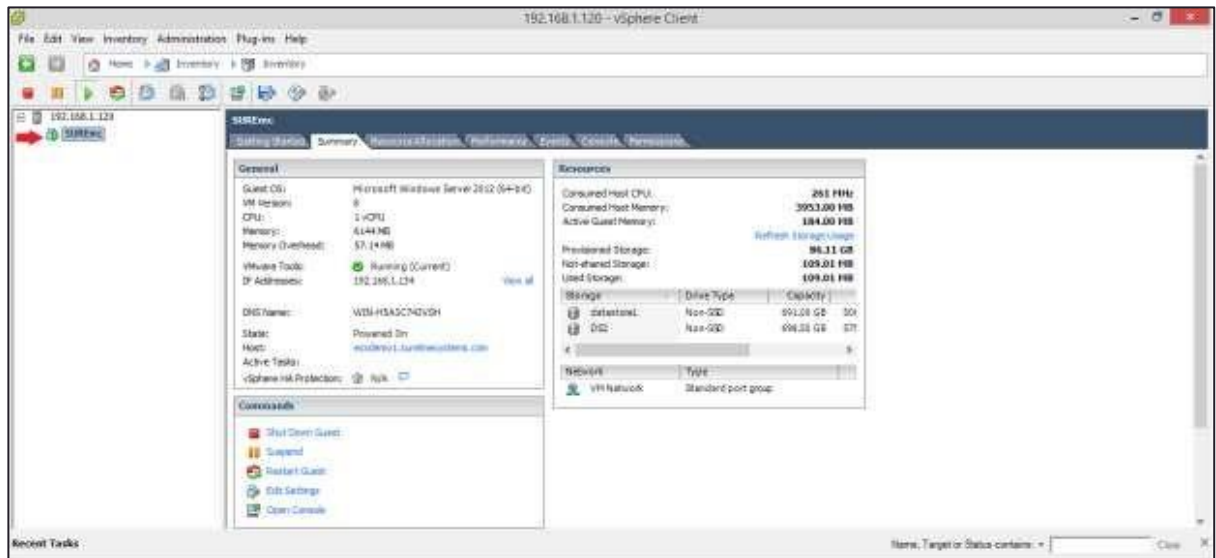
Pre-requisites

In the VMware environment SUREedge DR consists of two components: A Management Console (“MC”) component that runs on a Windows 2019 Datacenter or Standard system (either as a VM within the VMware environment or as a standalone system), and a Storage Engine (“Store”) which runs as a virtual machine within the VMware environment. The SUREedge DR Store VM will be created and installed automatically as part of the MC installation process. In order to create an instance of SUREedge DR you will need the following:

- \\ A Windows 2019, Datacenter or Standard system where the SUREedge DR Management Console can be installed.
- \\ This can be a virtual machine or physical machine on the same network as the VMware environment where the Store will be running.
- \\ The minimum requirement is a system with 2 CPU cores and 4GB of memory.
- \\ A VMware ESXi (5.x/6.x) server with enough resources to run the SUREedge DR Store as a virtual machine.
- \\ It is recommended that the Store VM be allocated a minimum of 4 CPU cores and 12GB of memory.
- \\ You will need to identify a VMware datastore in the VMware environment for use by SUREedge DR. This datastore will be used to store the compressed and deduplicated images of systems to be migrated.

Below is a screenshot of a VMware ESXi server management console displaying a Windows 8.1 virtual machine that will be used as the SUREedge DR MC:

- \ 192.168.1.120 is the IP address of the ESXi 5.5 server.
- \ datastore1 is the VMware datastore for use by the SUREedge DR Store VM.
- \ SureMC is the name of the Windows virtual machine where SUREedge DR will be installed.



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 installation in this way eases the deployment and avoids issues of version mismatch, simplifies configuration of the source-site instance, etc.

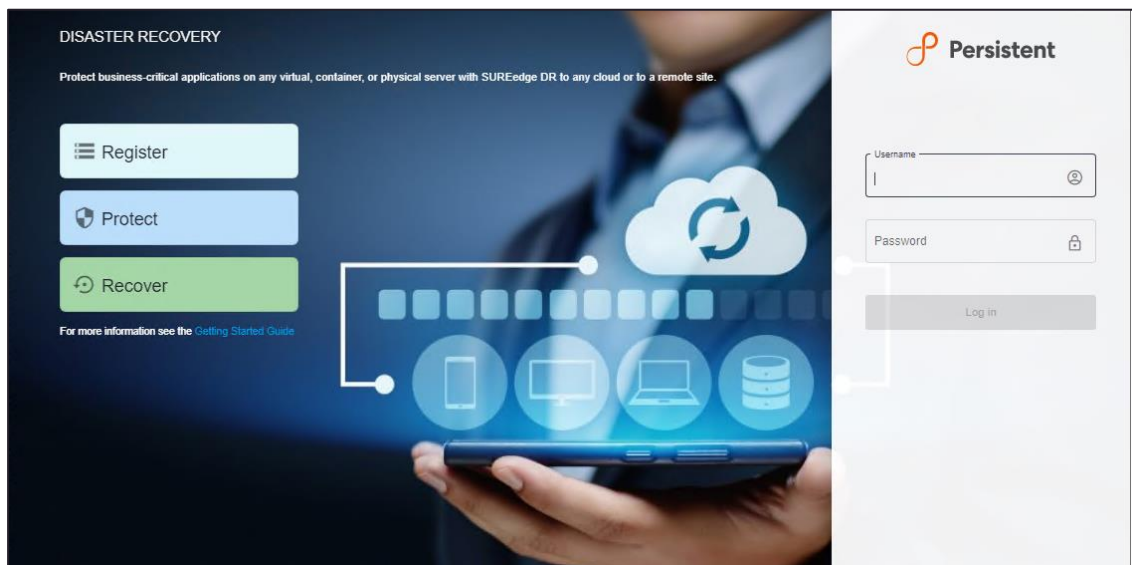
If you need to obtain site installation media without having deployed a target-side DR instance to supply it then contact your supplier or refer to the [“Contacting Support”](#) section for details on how to access DR installers and related technical assistance.

Obtaining SUREedge Installers

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

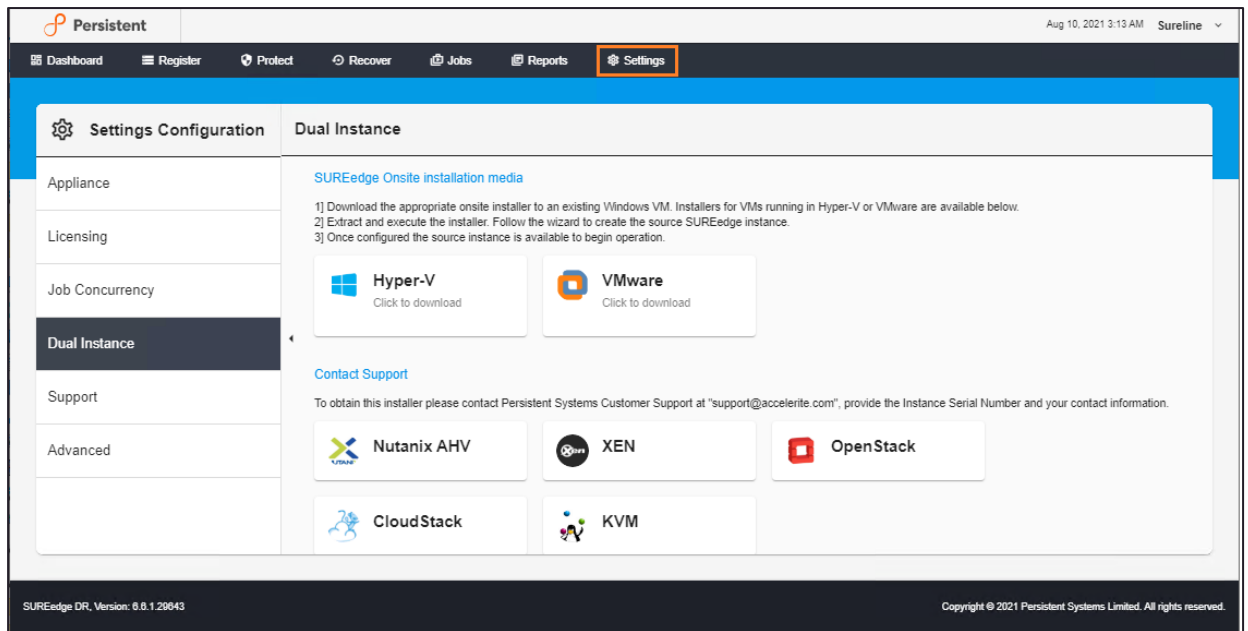
To do this:

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.) The login screen appears.
2. Enter the Admin username (from the post-deployment page) in the **Username** field and the Admin Password in the **Password** field, and click **Login**.

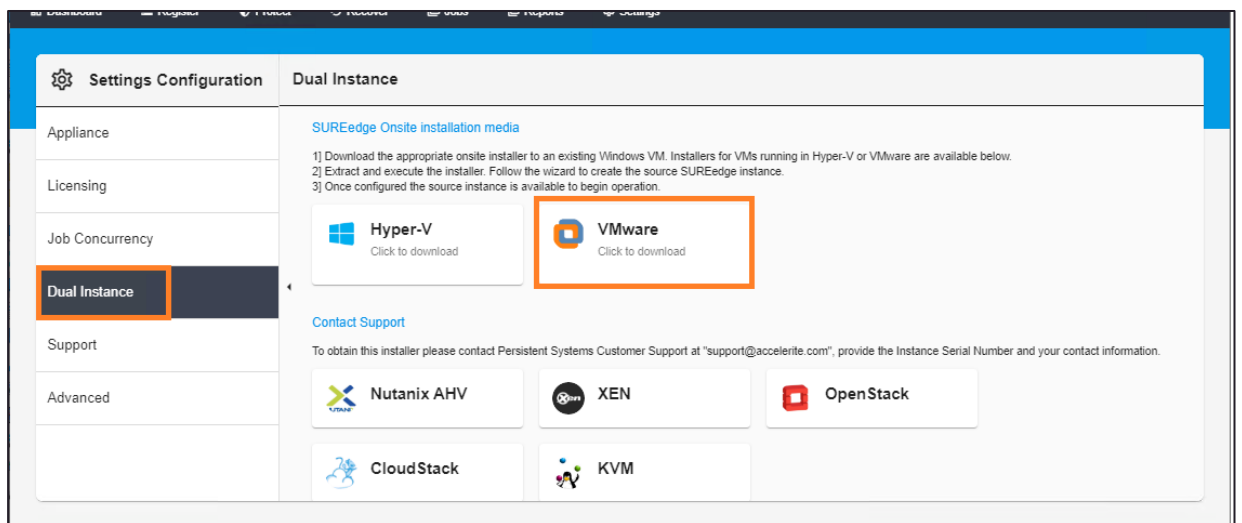


The SUREedge DR main user interface appears.

3. Navigate to the Settings tab to access the VMware installer:



4. Click **Dual Instance** where you can download the SUREedge DR Instance Installer Media for VMware:



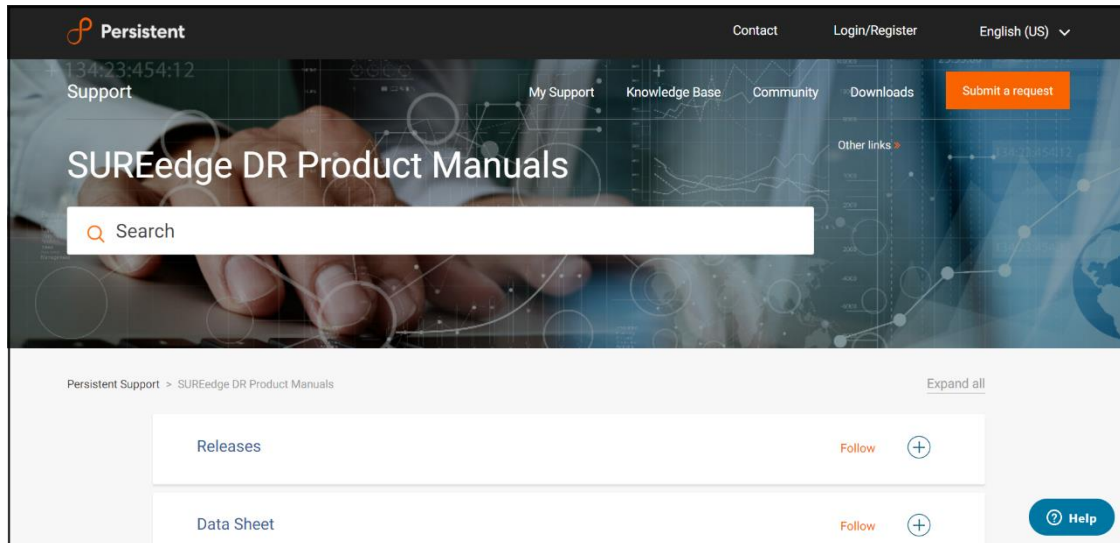
5. Click **VMware** as shown below to download the DR VMware onsite installer. Then follow the steps in the "[Installing SUREedge DR](#)" section to perform the installation.

Obtaining Documentation

SUREedge DR documentation is available for download as PDF files from the Accelerite portal. 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:



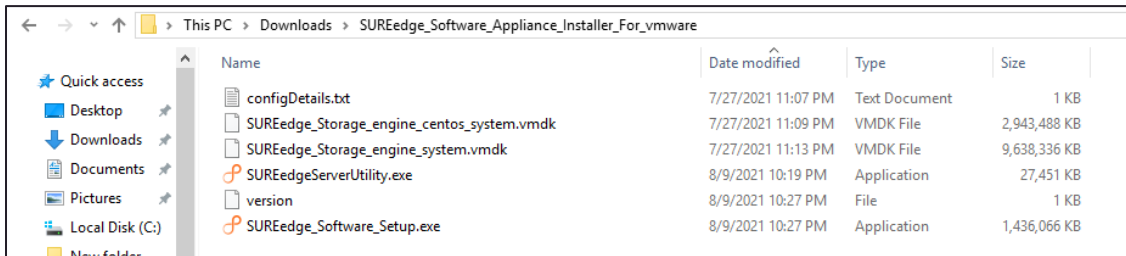
The screenshot shows the Persistent Support portal interface. At the top, there is a navigation bar with the Persistent logo, a user ID '134:23:454:12', and links for 'Support', 'My Support', 'Knowledge Base', 'Community', 'Downloads', and 'Submit a request'. Below the navigation bar, the main heading is 'SUREedge DR Product Manuals' with a search bar. The breadcrumb trail reads 'Persistent Support > SUREedge DR Product Manuals'. There are two main sections: 'Releases' and 'Data Sheet', each with a 'Follow' button and a plus sign. A 'Help' button is located in the bottom right corner.

Select the **Releases** section and then click the software version; then locate document you wish to download and click the **PDF** button.

Installing SUREedge DR

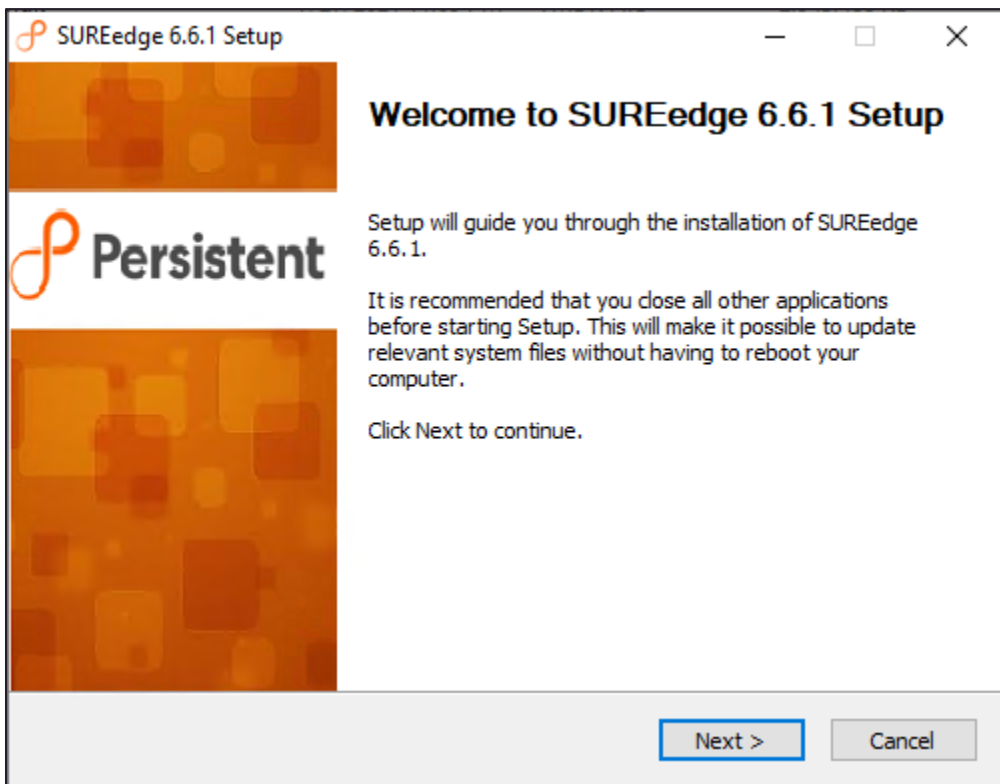
Once the VMware installer is downloaded and extracted, your VMware server is ready and has the required pre-requisites installed/allocated the SUREedge DR software can be installed.

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

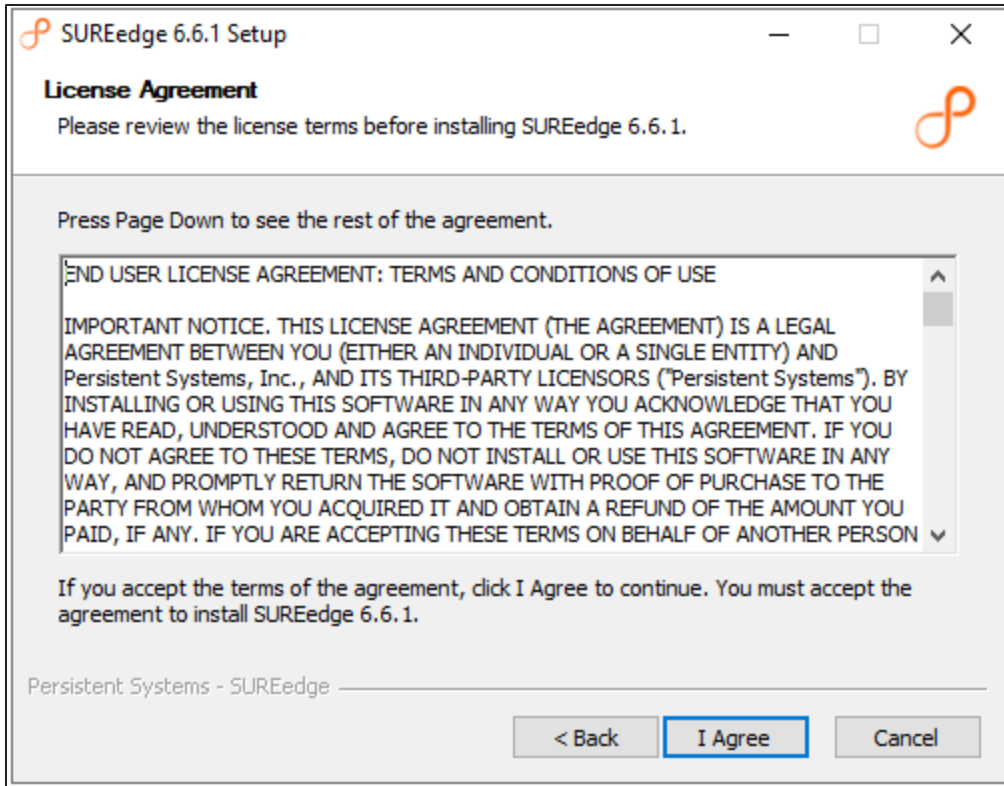


A welcome screen appears.

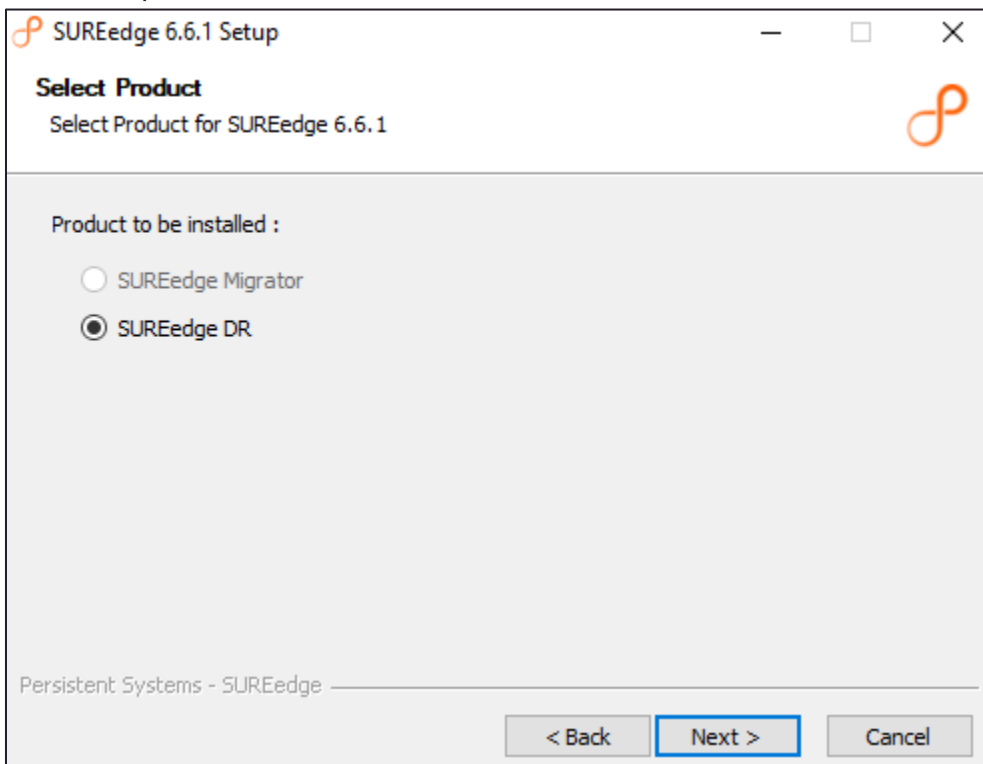
2. Click **Next** to continue:



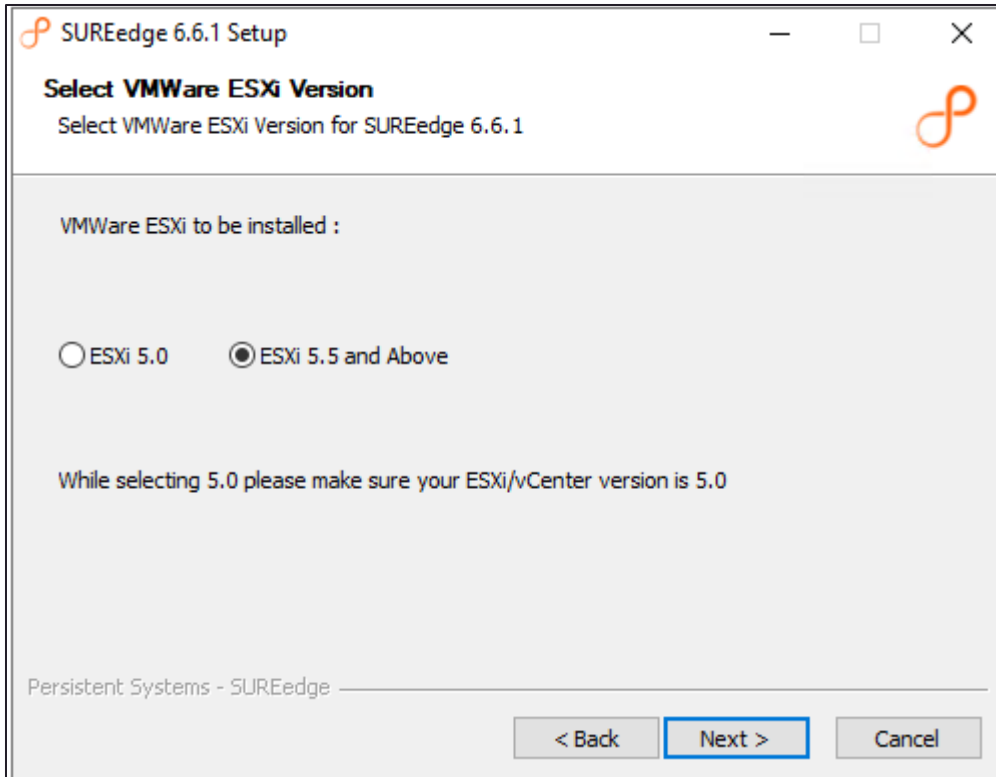
3. The next page displays your license agreement. Please read the agreement and click **I Agree to continue**:



4. Select the product to be installed and click the **Next** to continue:



5. Specify details about VMware ESXi server and click **Next**:



SUREedge 6.6.1 Setup

Select VMWare ESXi Version
Select VMWare ESXi Version for SUREedge 6.6.1

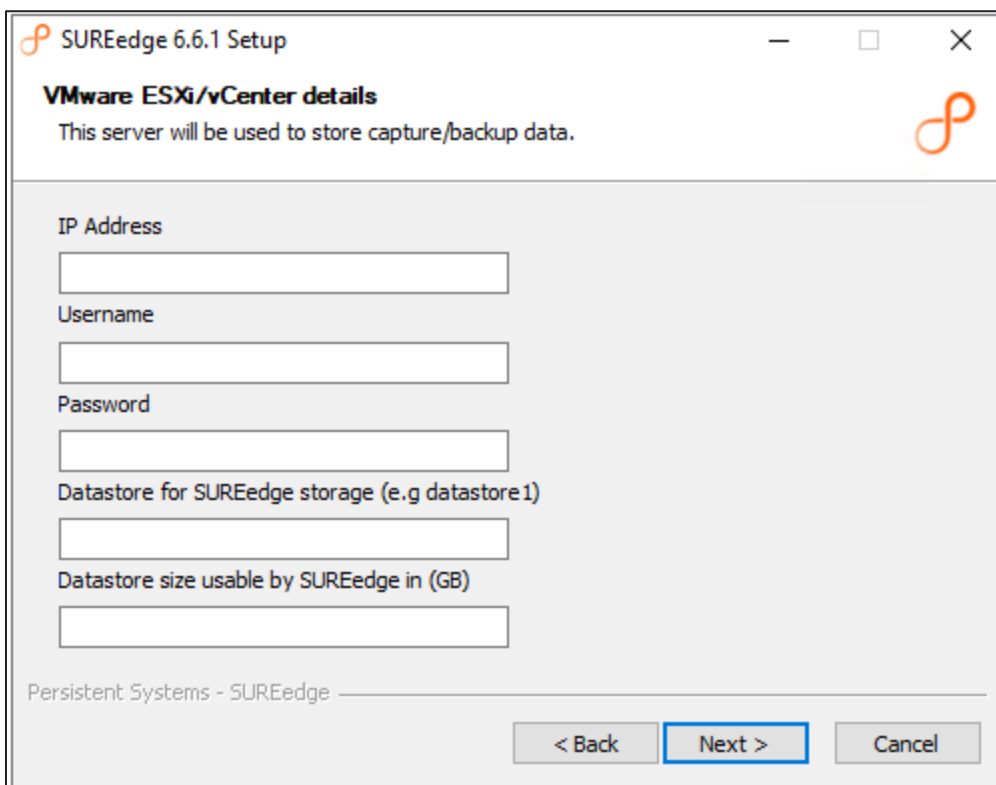
VMWare ESXi to be installed :

ESXi 5.0 ESXi 5.5 and Above

While selecting 5.0 please make sure your ESXi/vCenter version is 5.0

Persistent Systems - SUREedge

< Back **Next >** Cancel



SUREedge 6.6.1 Setup

VMware ESXi/vCenter details
This server will be used to store capture/backup data.

IP Address

Username

Password

Datastore for SUREedge storage (e.g datastore1)

Datastore size usable by SUREedge in (GB)

Persistent Systems - SUREedge

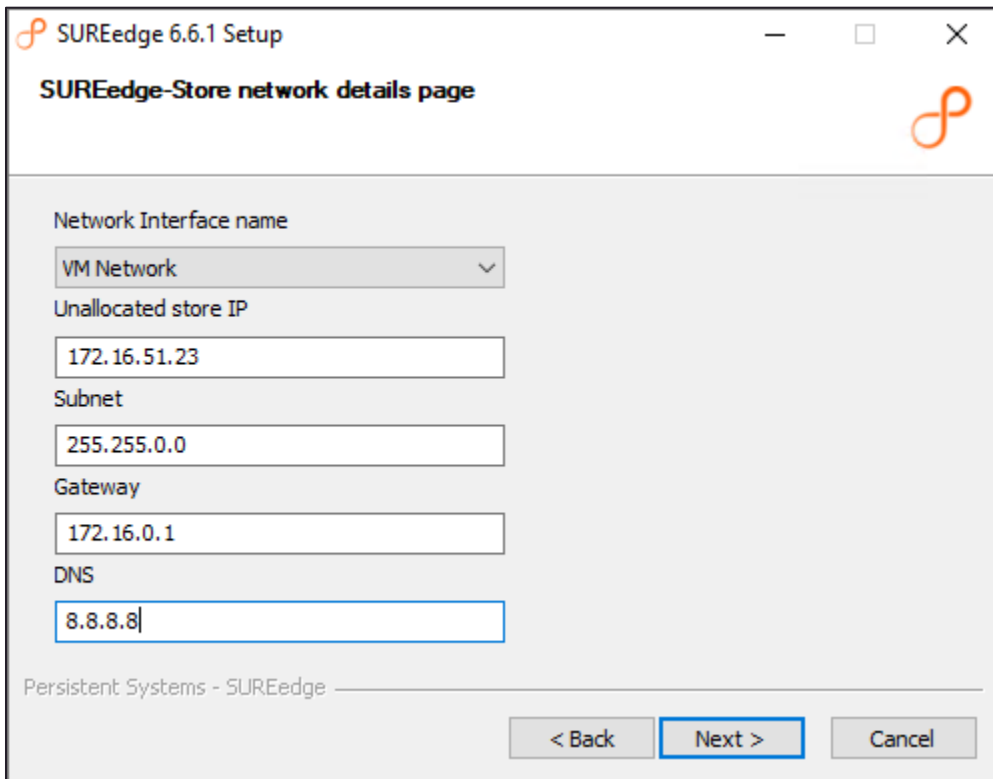
< Back **Next >** Cancel

These fields should be filled in as follows:

- **IP address:** enter the IP address or DNS name of the VMware ESXi server where the SUREedge DR Store VM should be installed.
- **Username and Password:** enter the credentials for an administrative account on the ESXi server.
- **Datastore for SUREedge storage:** enter the datastore on the ESXi server where the storage for the SUREedge DR Store should be allocated, and where storage for any locally recovered system images should be allocated.
- **Datastore size:** Specify the maximum size (in GB) that the SUREedge DR Store VM should be allowed to consume for storing captured system images.

Note: If you are using VCenter to manage your ESXi system(s) then use the IP address and user credentials for the VCenter system in the IP Address, Username and Password fields.

6. Enter the (static) network configuration for SUREedge store VM and click **Next** to continue:

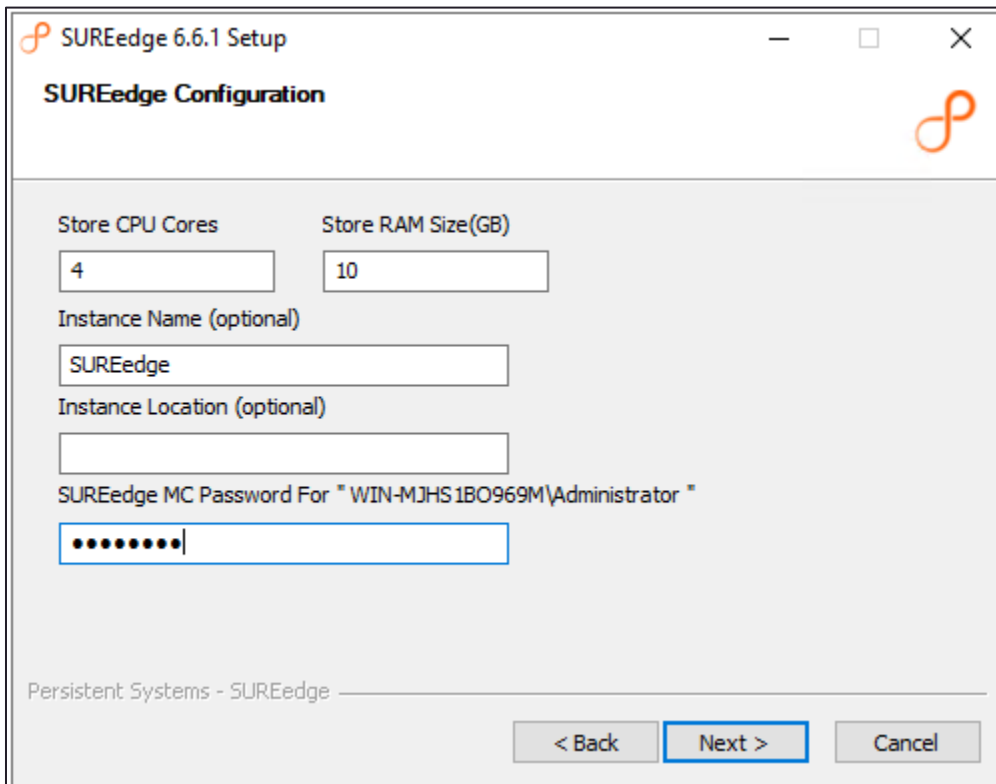


The screenshot shows a window titled "SUREedge 6.6.1 Setup" with a sub-header "SUREedge-Store network details page". The window contains the following fields and values:

- Network Interface name: VM Network (dropdown menu)
- Unallocated store IP: 172.16.51.23
- Subnet: 255.255.0.0
- Gateway: 172.16.0.1
- DNS: 8.8.8.8

At the bottom of the window, there are three buttons: "< Back", "Next >" (which is highlighted with a blue border), and "Cancel". The footer of the window reads "Persistent Systems - SUREedge".

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



SUREedge 6.6.1 Setup

SUREedge Configuration

Store CPU Cores: 4

Store RAM Size(GB): 10

Instance Name (optional): SUREedge

Instance Location (optional):

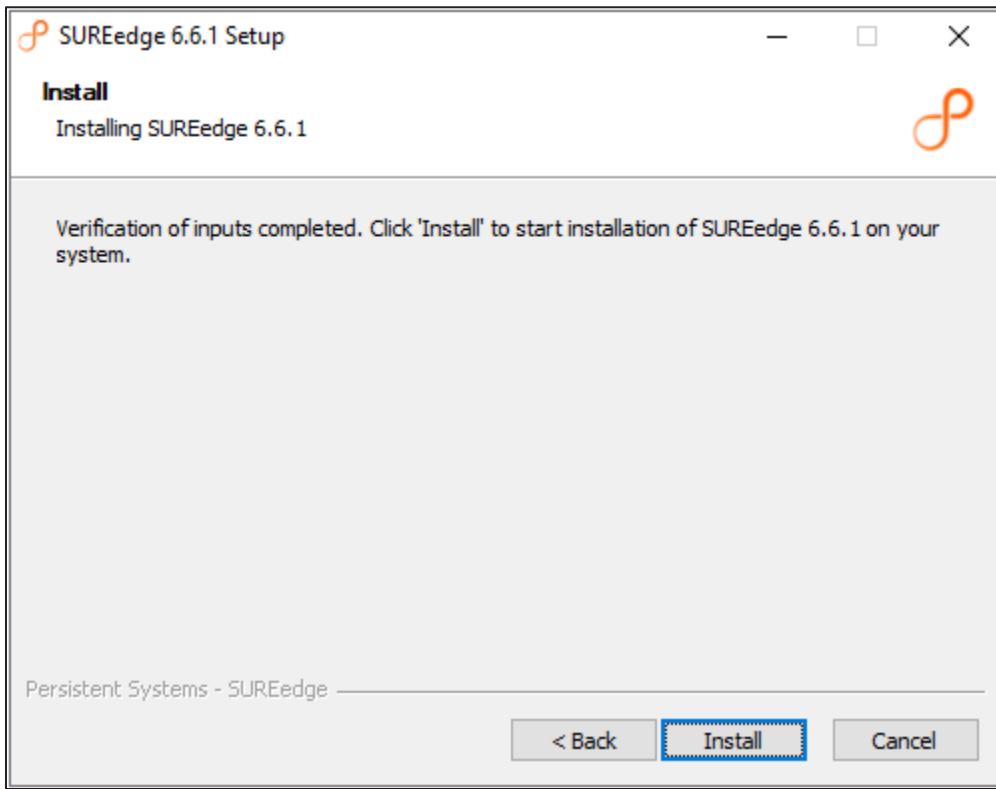
SUREedge MC Password For " WIN-MJHS1BO969M\Administrator "

Persistent Systems - SUREedge

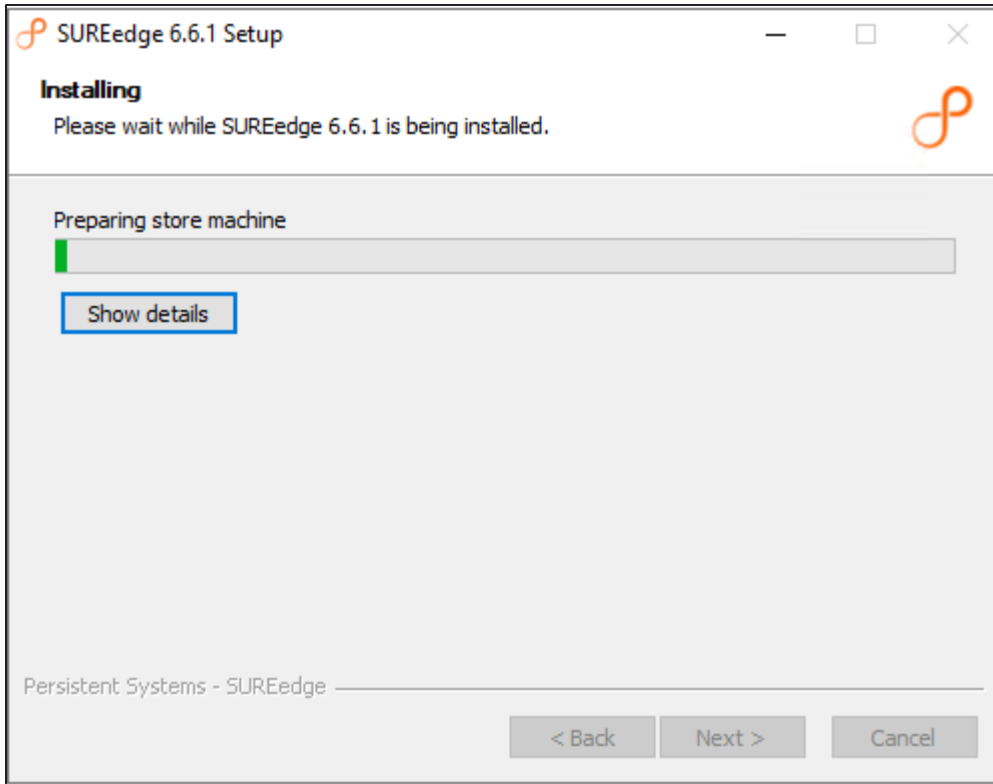
< Back **Next >** Cancel

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

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

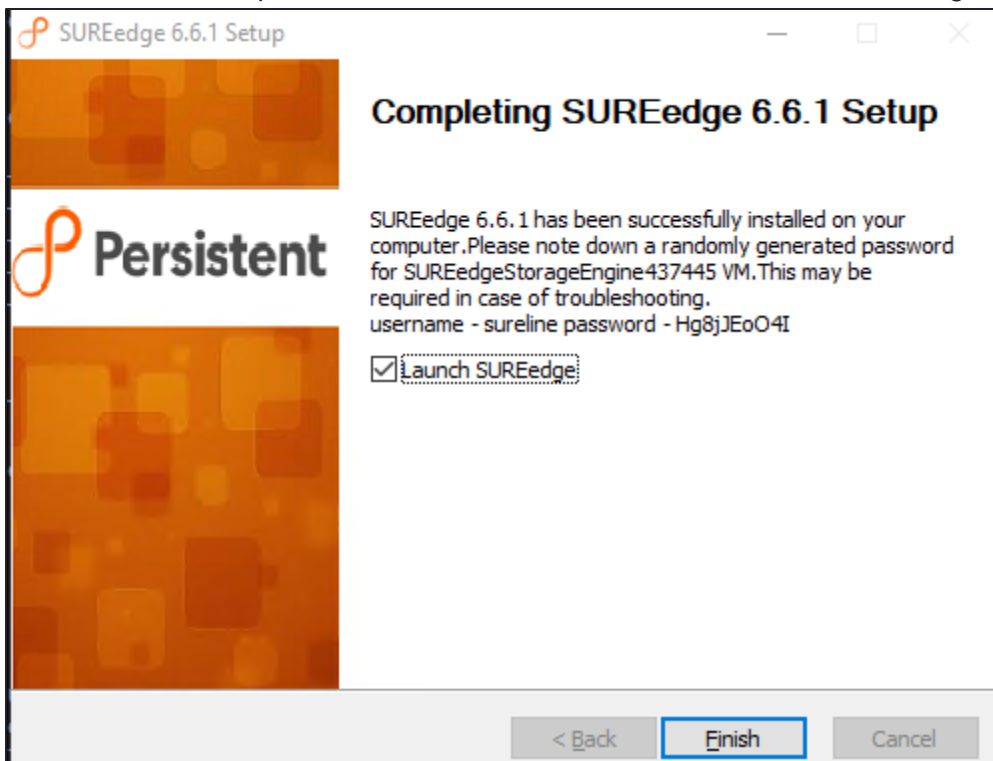


The time required to complete the installation may vary depending on the performance and load of the system, storage size, and so on. Installation progress bar is displayed:

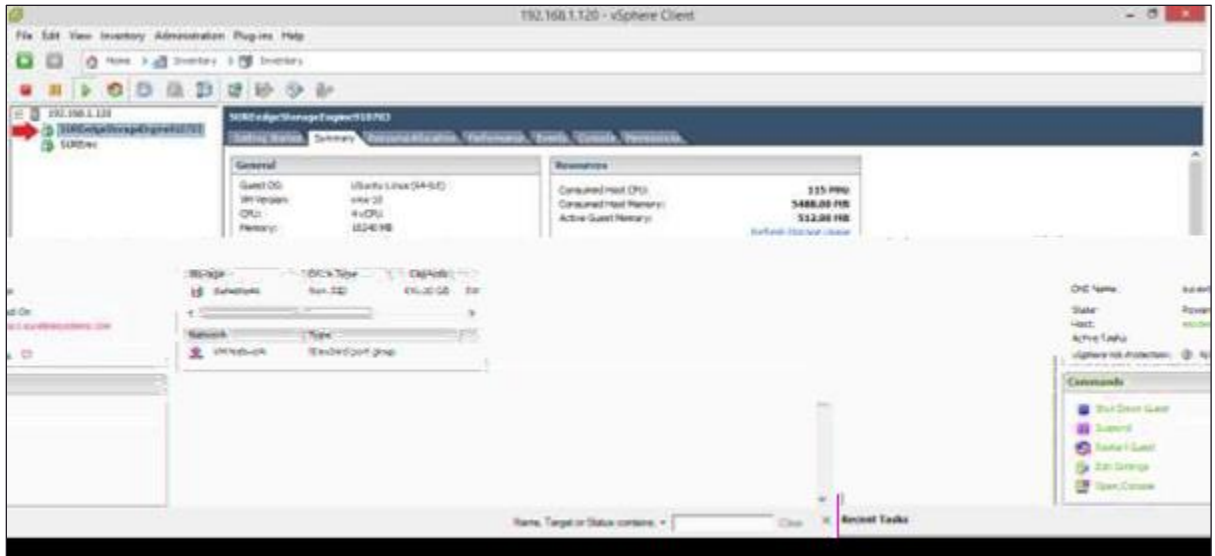


Once the installation is finished you will see the completion screen:

9. Click **Finish** to complete the installation or **Cancel** to exit without installing:



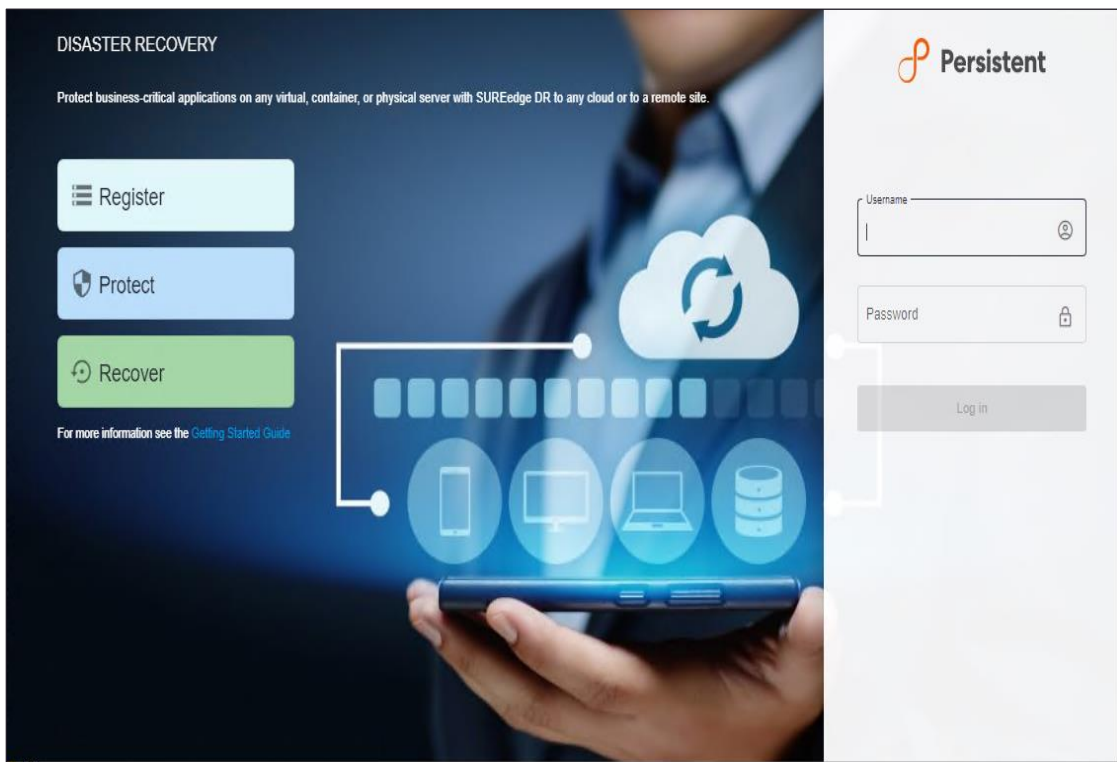
As part of the installation, the SUREedge DR Store VM gets created in the VMware environment:



Here, the Store VM's name is SUREEdgeStorageEngine587514.

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 VMware Machine where SUREedge Management Console was just installed.

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



Once you log in, you are all set to start backup your servers and applications using

SUREedge DR. Refer to the SUREedge DR User Guide for the next steps 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 or by contacting the Accelerite Support Team at support@accelerite.com. Once you purchase the SUREedge DR, you get a permanent GUID license. These licenses are tied to a specific SUREedge DR instance. To obtain your GUID licenses, you need to supply the Appliance Serial Number to Accelerite 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*. Once you get the license(s) for your SUREedge DR instance(s), imply that before you 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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