



Persistent

SUREedge® DR 6.6.1

Installation Guide for AHV

Legal Notices

Warranty

The only warranties for products and services are set forth in the express license or service agreements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty of any kind, implied, statutory, or in any communication between them, including without limitation, the implied warranties of merchantability, non-infringement, title, and fitness for a particular purpose. Accelerite shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from Accelerite or its licensors required for possession, use or copying. No part of this manual may be reproduced in any form or by any means (including electronic storage and retrieval or translation into a foreign language) without prior agreement and written consent from Accelerite.

Copyright Notices

© Copyright 2021 Persistent Systems Ltd. All rights reserved.

Trademark Notices

Accelerite and Persistent are trademarks or trade name or service mark or logo of Accelerite/Persistent. All other brands or products are trademarks, trade name, service mark, logo or registered trademarks of their respective holders/owners thereof.

Disclaimer

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

Table of Contents

| | |
|--|-----------|
| Introduction | 4 |
| SUREedge DR Deployment Scenarios..... | 4 |
| Pre-requisites | 6 |
| Obtaining SUREedge Software and Documentation | 6 |
| Downloading SUREedge DR Installers..... | 7 |
| Obtaining Documentation..... | 7 |
| Installing SUREedge DR | 8 |
| Installation Media..... | 8 |
| Creating Images for Deployment..... | 9 |
| Creating a Windows 2019 ISO Image..... | 9 |
| Creating the virtIO Driver Image..... | 11 |
| Creating a SUREedge Store Engine Installation Image..... | 13 |
| Deploying the SUREedge DR MC..... | 16 |
| Deploying a Windows 2019 VM..... | 17 |
| Upload Packages..... | 19 |
| Installing Software Components..... | 19 |
| Configuration | 27 |
| Configuring Proxy..... | 27 |
| Configuring Linux Proxy Image..... | 27 |
| Configuring Windows Proxy Image..... | 30 |
| Configuration..... | 43 |
| Obtaining Licenses | 45 |
| Contacting Support | 46 |

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 DR Testing and DR, 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 — 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**, where the cloud is leveraged as a failover site for on-premise workloads or workloads in another cloud;
- **Site-to-site DR**, where the source and target environments are non-cloud based
- **Intra-cloud DR**, where 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**, which 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 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 an AHV 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 Windows AHV environment. You can then use the **User Guide** to configure and start using SUREedge DR for Backup and Recovery.

Pre-requisites

In the AHV environment SUREedge DR consists of two components: A Management Console (“MC”) component that runs on a Windows 2019 Datacenter or Standard VM within the AHV environment, and a Storage Engine (“Store”) which runs as a virtual machine within the AHV environment. To start deployment a Windows 2019 Datacenter or Standard VM must first be deployed; the deployment process will start by installing software on that Windows VM to make it the MC, and the SUREedge DR Store VM will be created and installed automatically as part of the MC installation process.

In order to deploy an instance of SUREedge DR you will need the following:

- \\ Nutanix AHV (from 5.15 to 5.19) with enough resources to run the SUREedge DR MC and SUREedge DR Store systems as virtual machines.
- \\ A Windows 2019 Datacenter or Standard virtual machine where the SUREedge DR MC can be installed. This should be a virtual machine running on the AHV environment where the Store will be running.
- \\ The recommended minimum resources for the MC VM are two CPU cores and 4GB of memory.
- \\ It is recommended that the Store VM be allocated a minimum of 4 CPU cores and 12GB of memory; be sure enough resources are set aside prior to starting the deployment process.
- \\ You will need to identify an AHV Storage Container in the AHV environment for use by SUREedge DR. This Storage Container will be used to store the compressed and deduplicated images of systems being protected.

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.

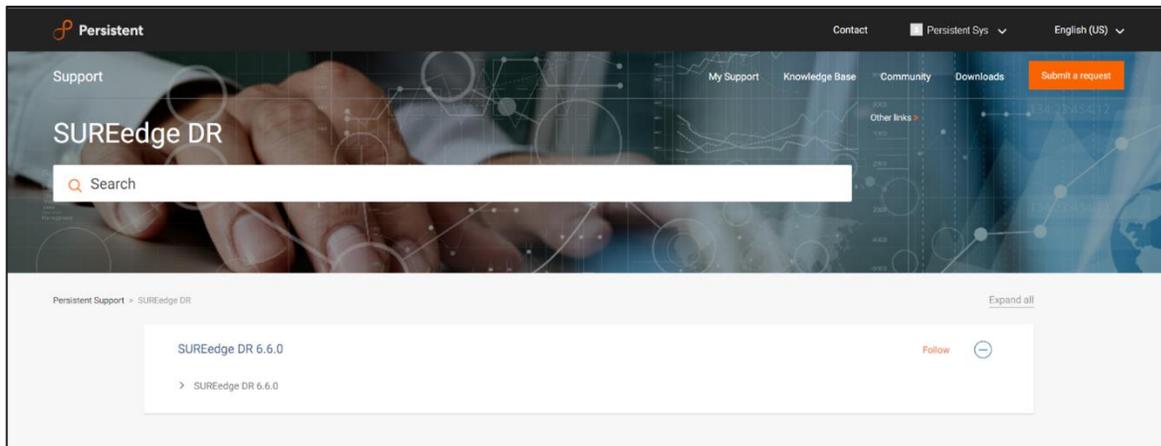
If you need to obtain site installation media without having deployed a target-side DR instance to supply it please contact your supplier or refer to Section [“Contacting Support”](#) for details on how to access DR installers.

Downloading SUREedge DR Installers

You can download the installation media from the Accelerite portal using the following URL:

<https://support.accelerite.com/hc/en-us/categories/4411552394381>

You will need an Accelerite account to access the SUREedge DR Installer. If you do not have a Accelerite account, please click on **Submit a request**. After the request is approved you will have access to the download area, where you will see a list of versions of SUREedge DR available for download:



Select the **software version** you wish to install from the list, then click **Download** to start your download.

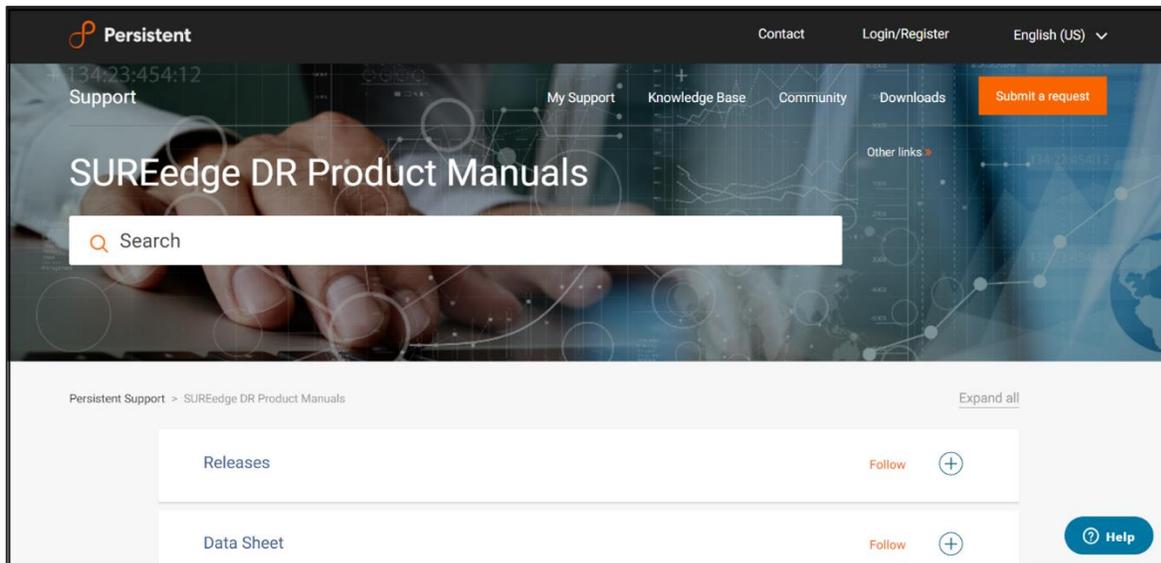
Obtaining Documentation

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:



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 you have obtained your installation media and documentation, you are ready to deploy your SUREedge DR instance in AHV.

A SUREedge DR instance consists of two VMs: a Linux based *Store* VM which stores and manages the images of systems being protected, and a Windows-based *Management Console* (MC) which is responsible for orchestrating all DR operations and presents the SUREedge DR user interface.

To deploy SUREedge DR you will first deploy a Windows VM to serve as the DR MC system and then install SUREedge DR software on it. During this software install process the SUREedge Store VM is automatically created and installed for you.

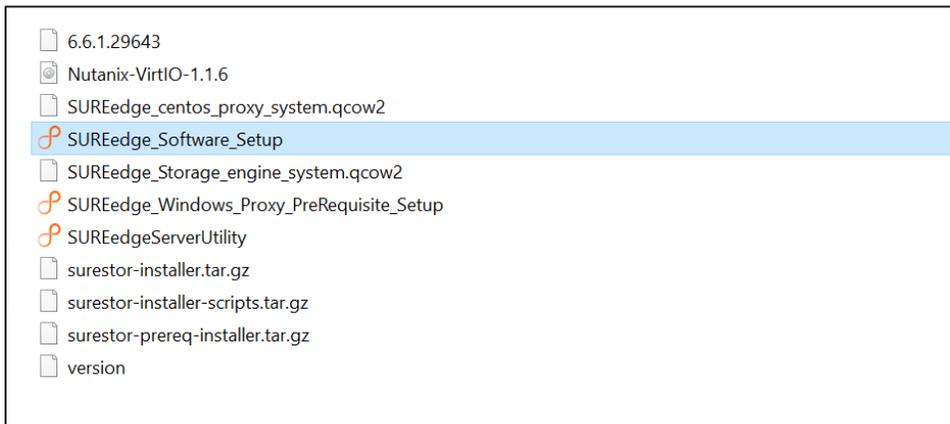
You will also need to prepare *Proxy VM Images* (one for Windows, one for Linux) which are used to launch *Proxy VMs*; these are virtual systems that perform transformation and other operations when captured system images are recovered in your AHV environment. Proxy Images are stored in the Prism Image Store and Proxy VMs are instantiated from them on-demand when recoveries are performed.

The following sections detail the steps to create the necessary images in the Prism Image Store, deploy the SUREedge DR MC VM in your AHV environment and install the SUREedge DR software components on it.

Installation Media

To obtain installation components needed to deploy SUREedge DR in your AHV environment please see Section [Downloading SUREedge DR Installers](#). This will instruct

you on how to download a zip file containing the required installation components. You should verify that the zipfile contains the following files:



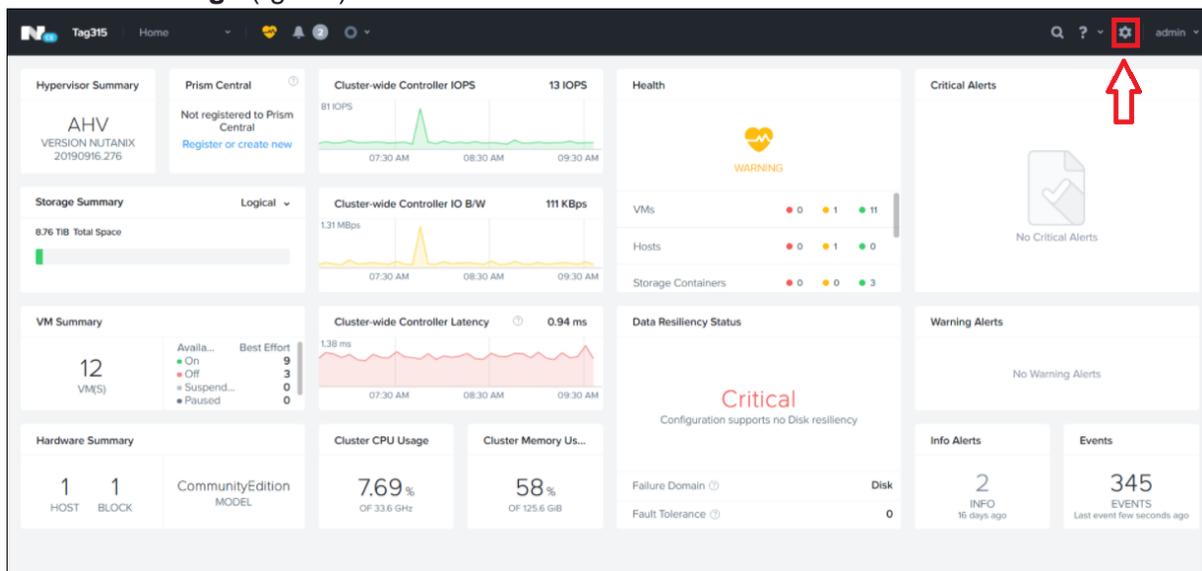
Creating Images for Deployment

In order to deploy a Windows VM on which to install the SUREedge DR software you will need several images in your Prism Image Store for use during SUREedge DR deployment. You will also need an image containing operating system driver software installers (the *virtIO drivers*) for use when systems are recovered. The following sections outline how to create the required images.

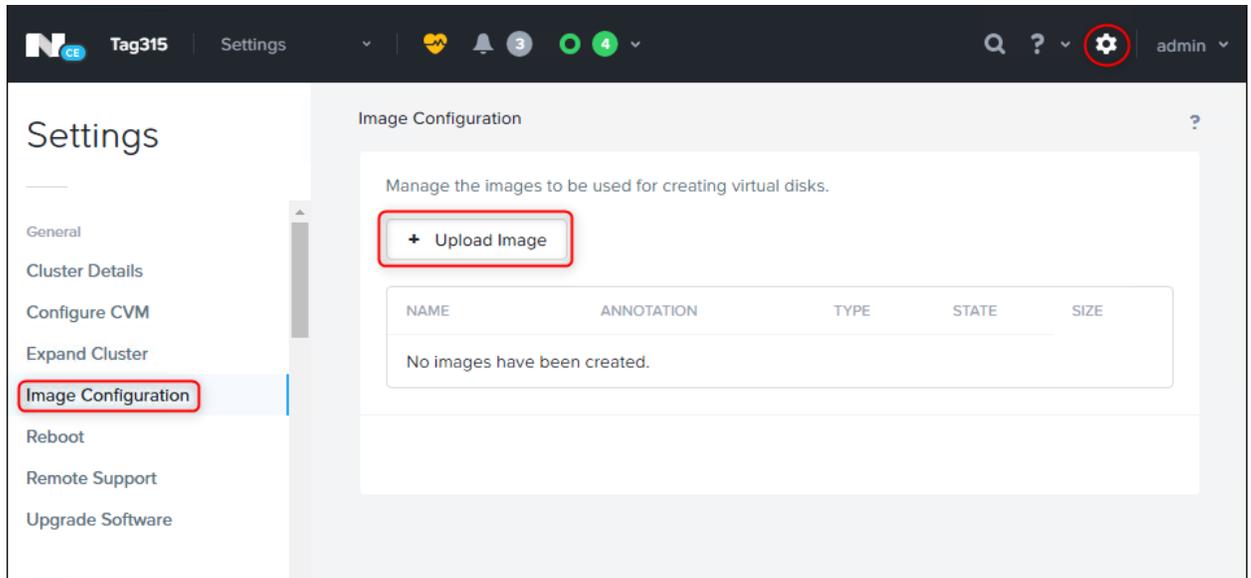
Creating a Windows 2019 ISO Image

If you have an image of a Windows 2019 (DataCenter or Enterprise) ISO installation disk already available for use in your Prism Image Store then, you can use that to deploy the DR MC VM and skip to Section 0 and create the virtIO ISO Image.

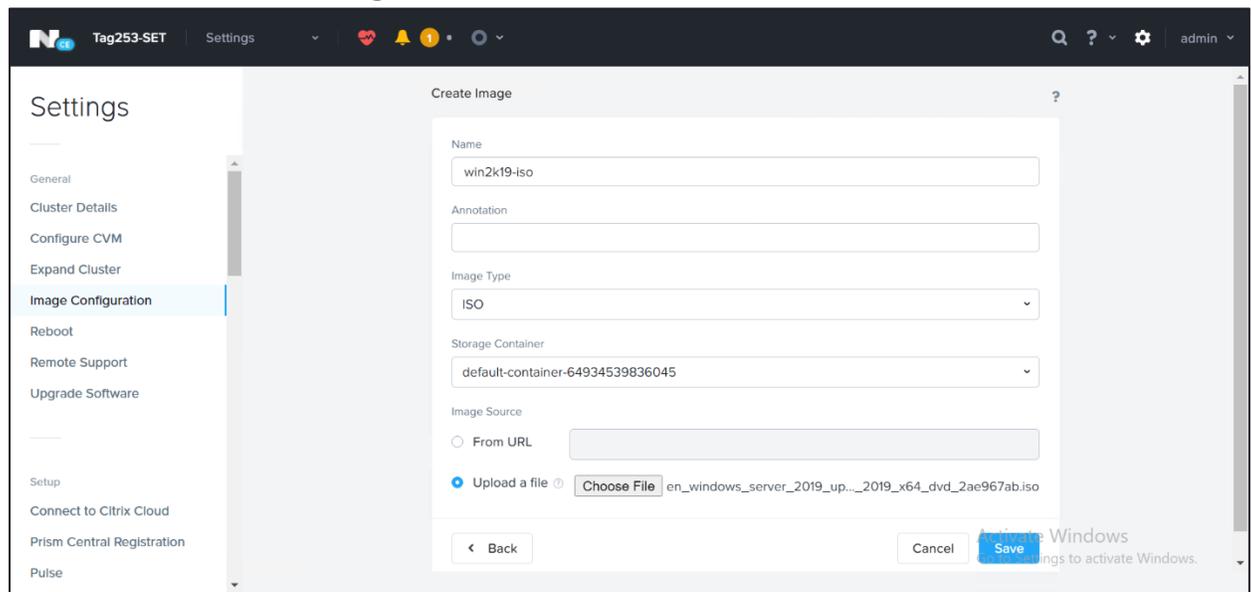
1. Click the **Settings** (“gear”) icon in the Prism main menu:



2. Select **Image Configuration** in the **Settings** pane and click **Upload Image**:



3. You will see the **Create Image** form:

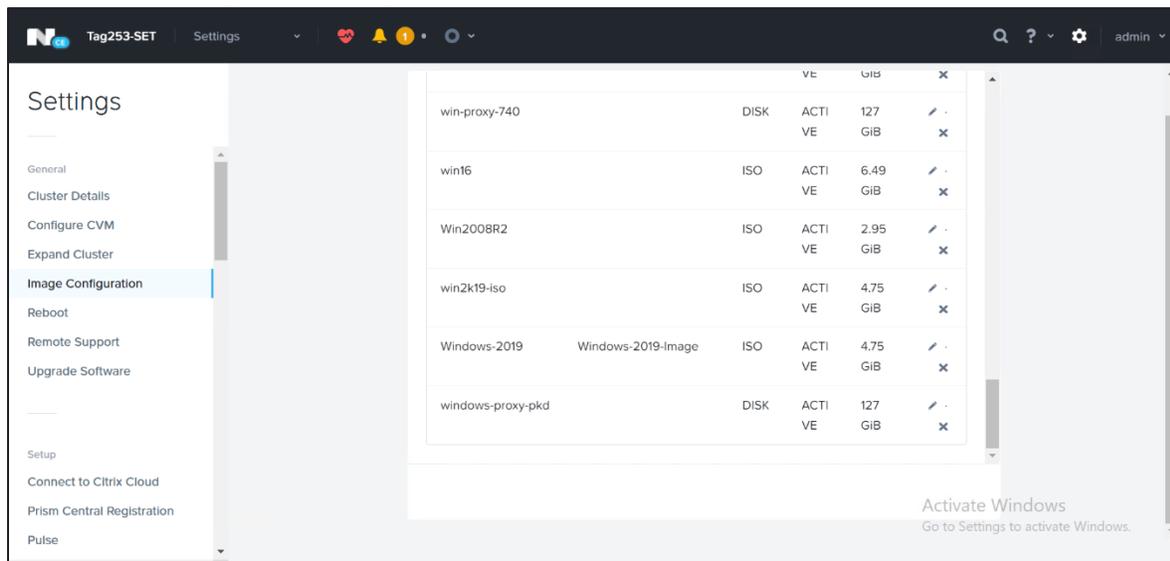


4. Fill in the fields as follows:

| | |
|--------------------------|--|
| Name | A descriptive name for the ISO image being uploaded (eg, Win2k19-ISO) |
| Annotation | A description (optional) |
| Image Type | Choose ISO from the pull-down selector |
| Storage Container | Select the storage container where the image should be stored |
| Image Source | Select Upload a file option and click the Choose File button, then navigate the open file dialog to select the Windows 2019 ISO installation image to upload |

- Click the **Save** button to start the image upload process.

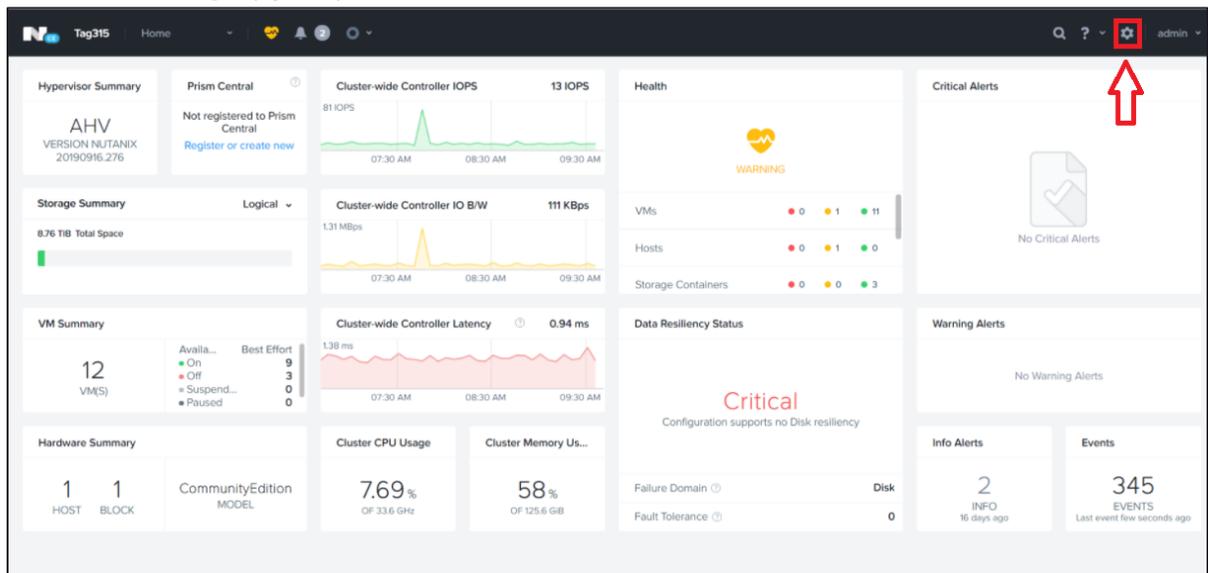
The Create Image window will close, and the **Image Configuration** window reappears with the new image appearing in the list.



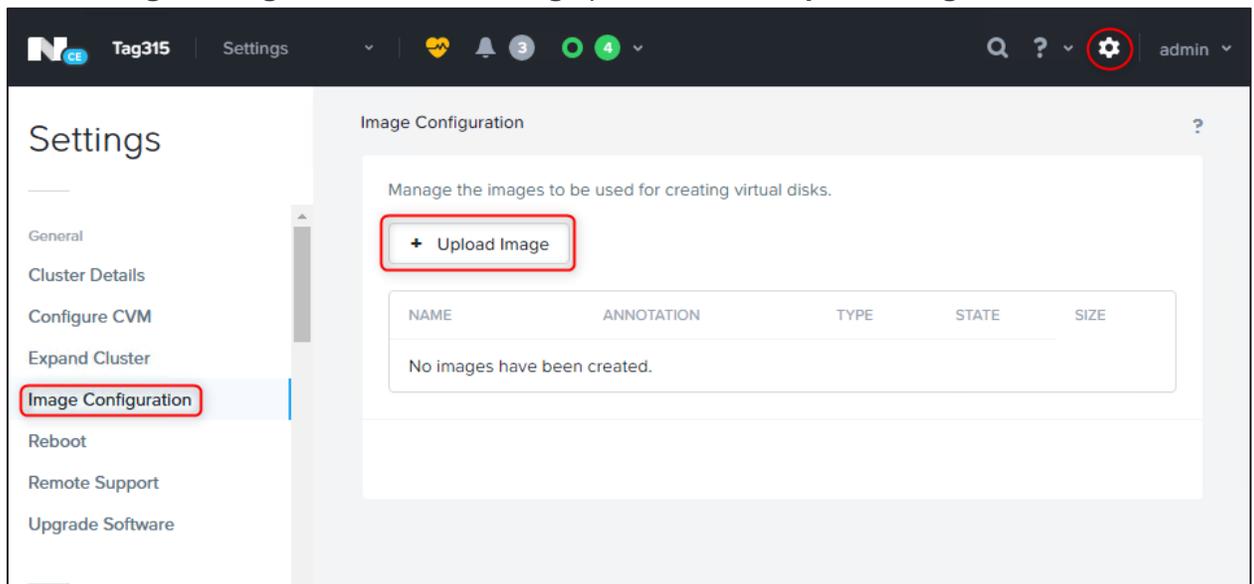
Creating the virtIO Driver Image

You will also need to create an image that contains driver software that is used during the transformation and recovery process; these drivers are installed on recovered systems to allow the resulting VMs to properly operate in the AHV environment.

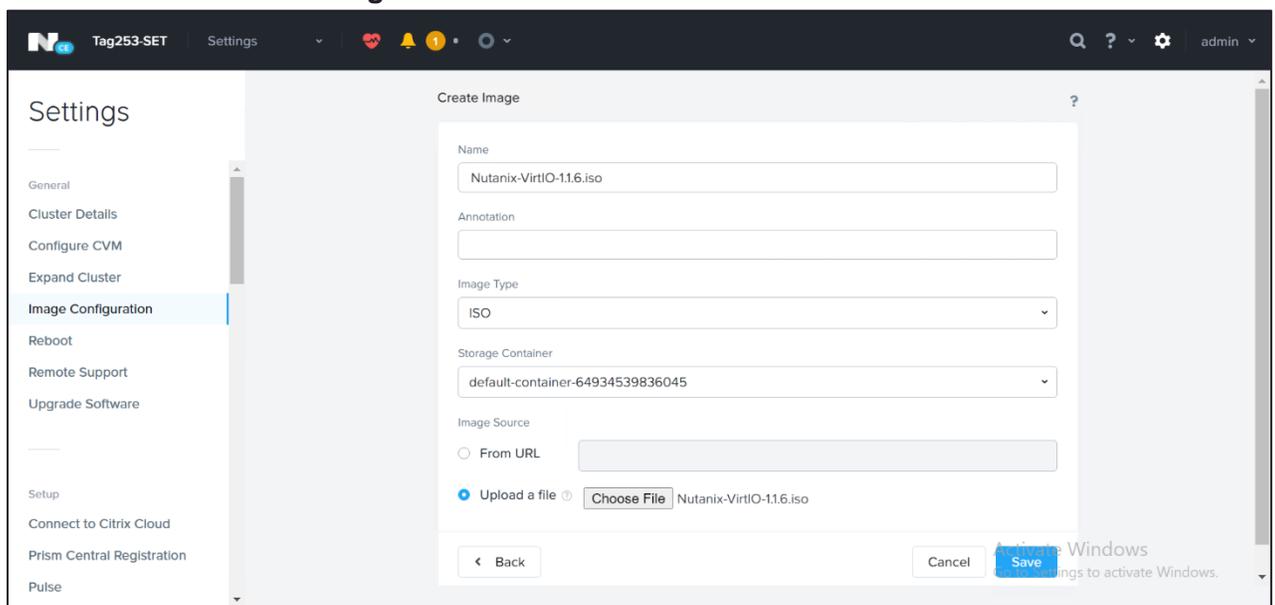
- Click the **Settings** (“gear”) icon in the Prism main menu:



2. Select **Image Configuration** in the **Settings** pane and click **Upload Image**:



3. You will see the **Create Image** form:

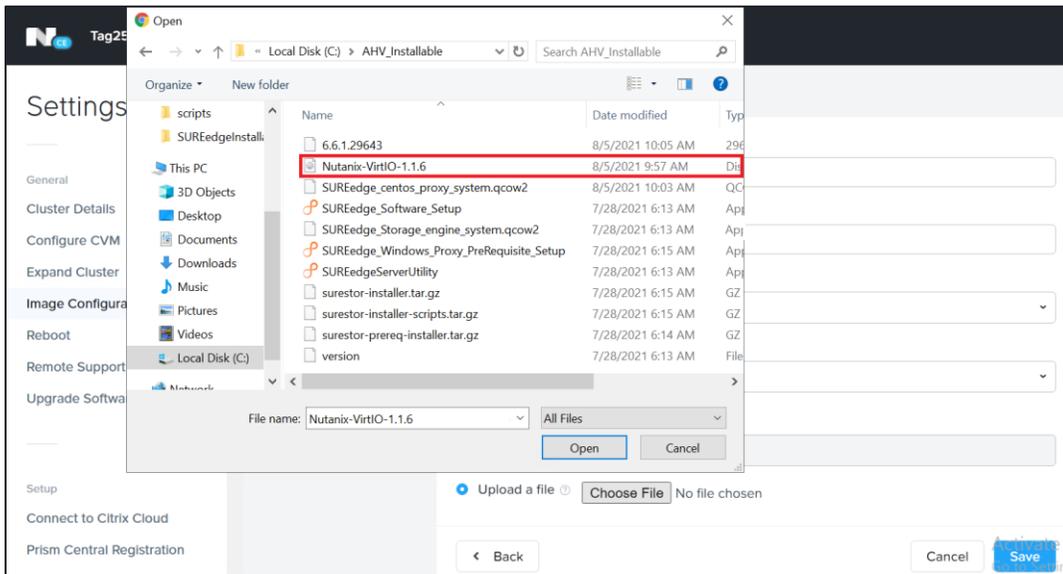


4. Fill in the fields as follows:

| | |
|-------------------|--|
| Name | A descriptive name for the ISO image being uploaded (eg, virtIO-1.1.6) |
| Annotation | A description (optional) |
| Image Type | Choose ISO from the pull-down selector |
| Storage Container | Select the storage container where the image should be stored |
| Image Source | Select the Upload a file option. |

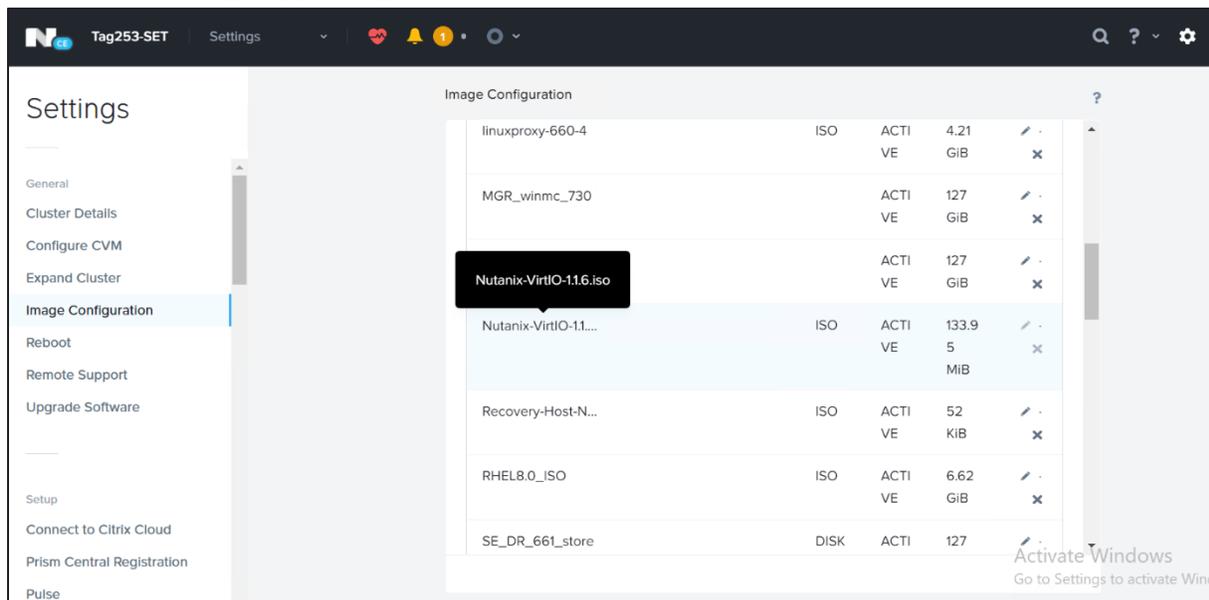
5. Click the **Choose File** button, then navigate the open file dialog to select the virtIO ISO installation image **Nutanix-VirtIO-1.1.6.iso** that you extracted from the DR

Installer zipfile (see Section Installation Media):



6. Click the **Save** button to start the image upload process.

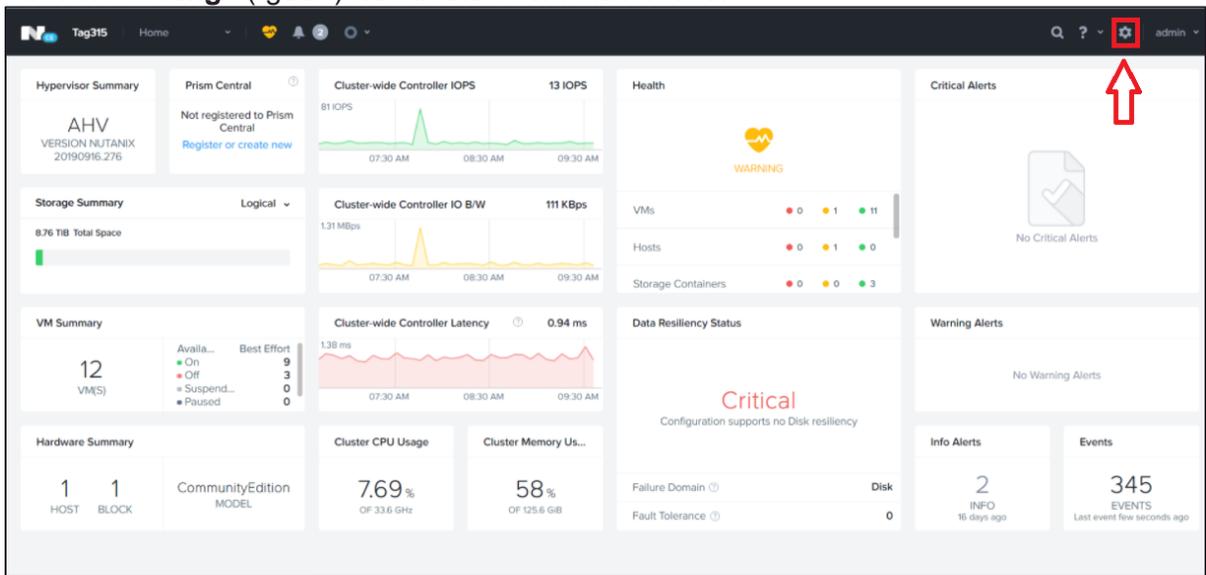
The Create Image window will close, and the **Image Configuration** window reappears with the new image appearing in the list.



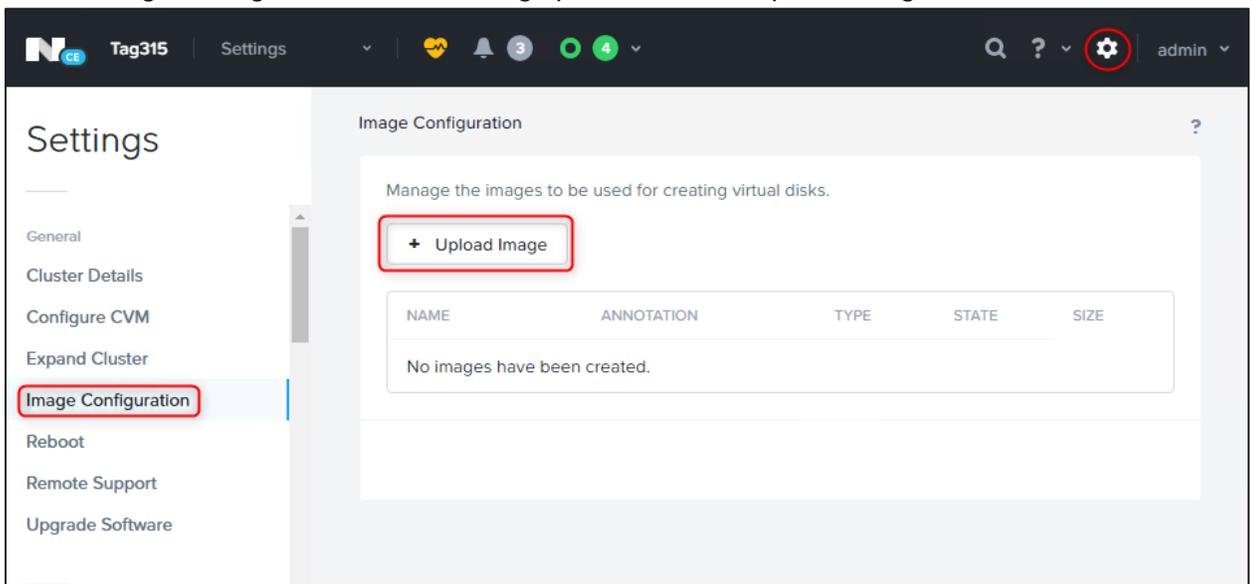
Creating a SUREedge Store Engine Installation Image

During the installation of SUREedge DR software on a Windows 2019 VM the installer will deploy a DR Store VM, which requires an installation image be available in the Prism Image Store.

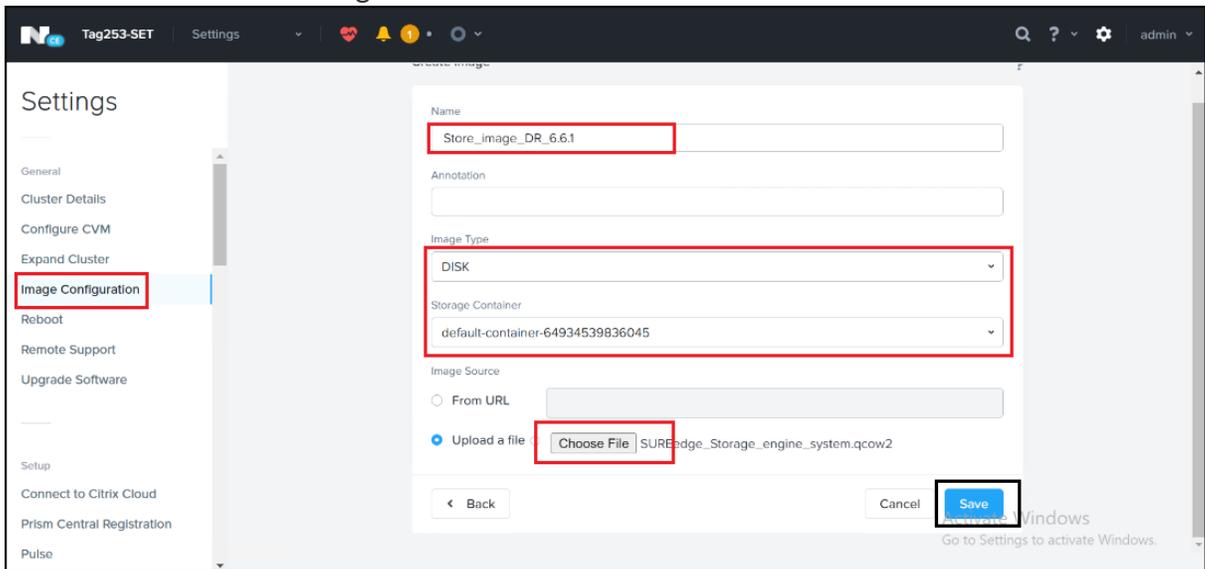
1. Click the **Settings** (“gear”) icon in the Prism main menu:



2. Select Image Configuration in the Settings pane and click Upload Image:



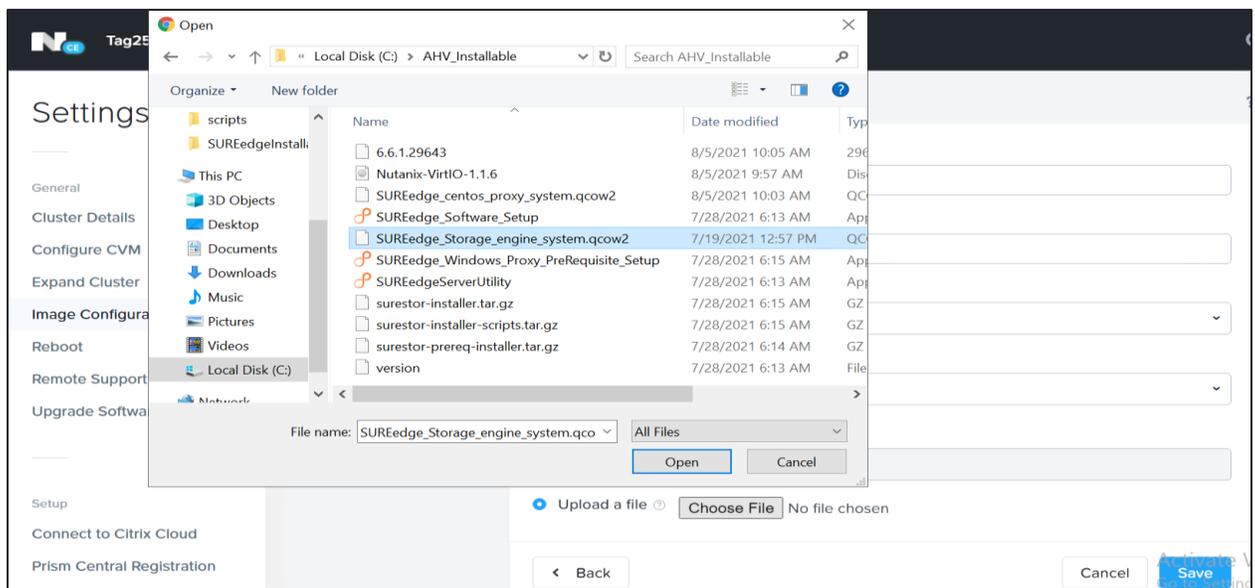
3. You will see the Create Image form:



Fill in the fields as follows:

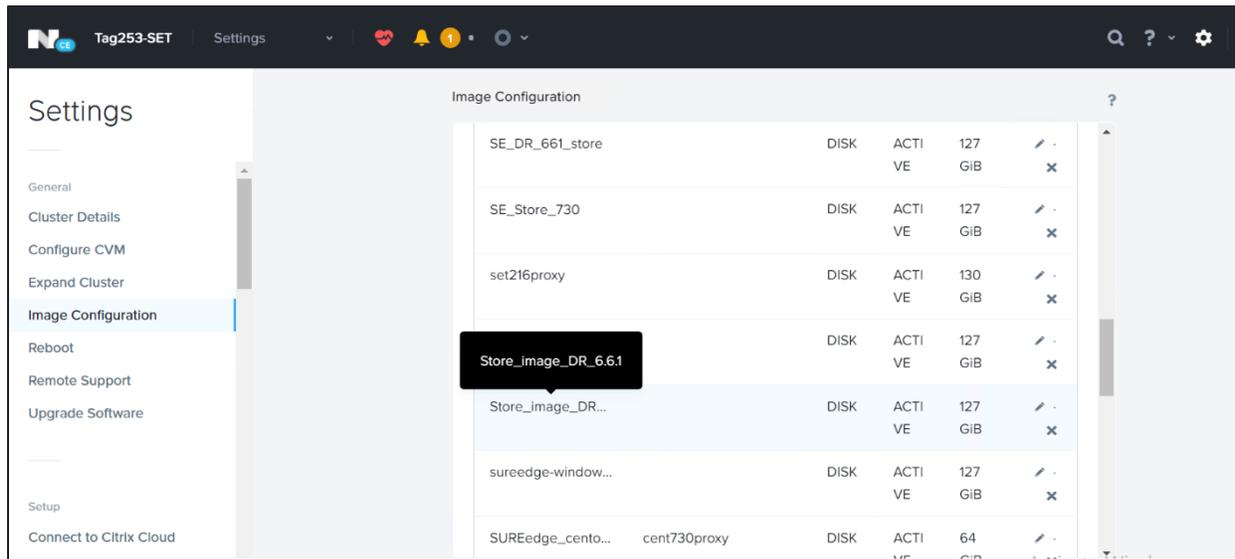
| | |
|--------------------------|--|
| Name | A descriptive name for the ISO image being uploaded (eg, sureedge-store-image) |
| Annotation | A description (optional) |
| Image Type | Choose DISK from the pull-down selector |
| Storage Container | Select the storage container where the image should be stored |
| Image Source | Select the Upload a file option. |

4. Click the **Choose File** button, then navigate the open file dialog to select the SUREedge Store qcow image **SUREedge_Storage_engine_system.qcow2** that you extracted from the DR Installer zipfile (see Section Installation Media):



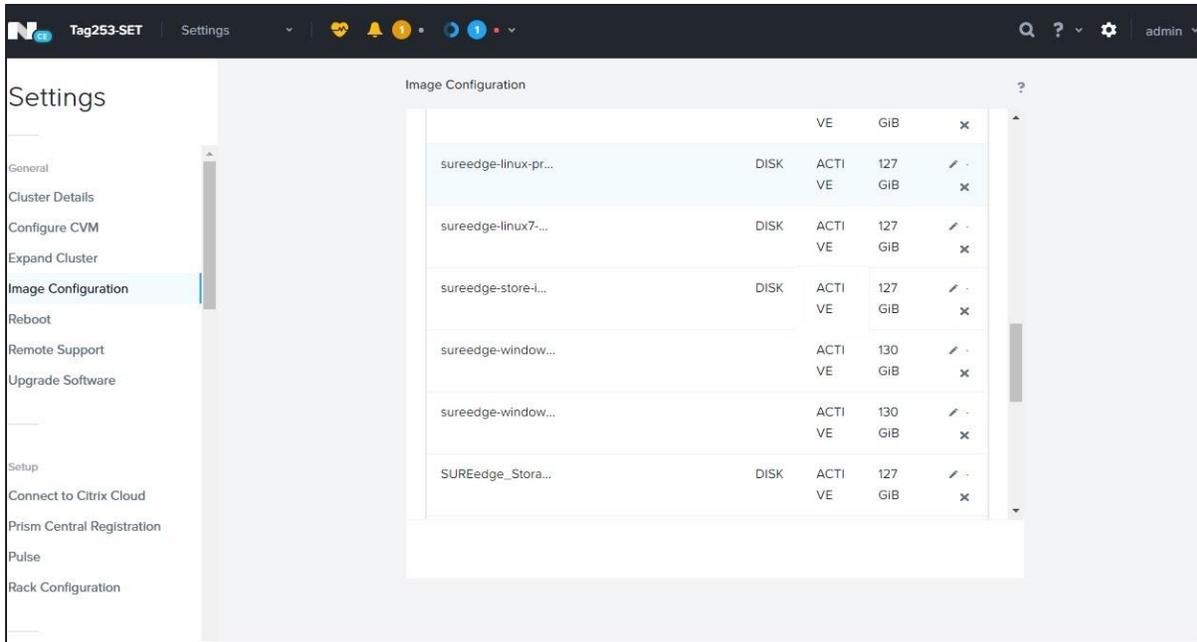
5. Click the **Save** button to start the image upload process.

The Create Image window will close, and the **Image Configuration** window reappears with the new image appearing in the list.



Deploying the SUREedge DR MC

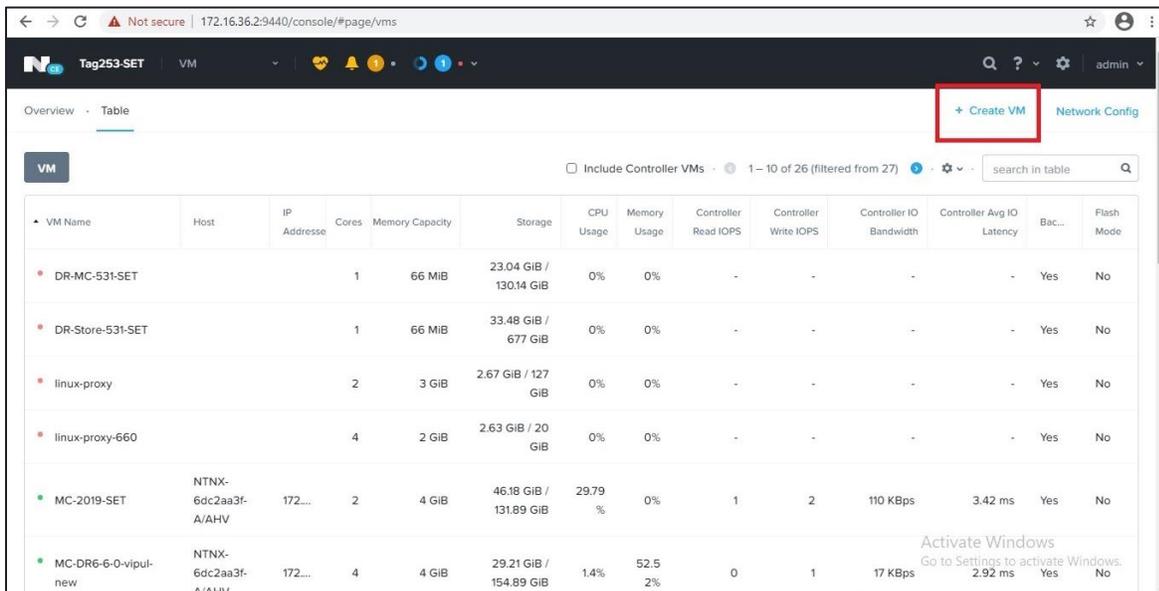
The next step is to create a Windows 2019 virtual machine in the Nutanix environment. This VM will become the DR MC system when the SUREedge DR software is installed. Before deploying the Windows 2019 VM make sure the installation media image is available in the Prism Image Store. On the prism console click on the **Settings** (“gear”) icon, then select **Image Configuration** in the **Settings** pane to bring up the list of available images:



Make sure that all the required images (the Windows 2019 Installation ISO, the virtIO drivers ISO and the DR Store Engine qcow image) are all listed and are in the **ACTIVE** state. If any images are missing, see Section Installation Media for instructions on installing them into the Prism Image Store. If an image is not in the **ACTIVE** state it may still be uploading to the Prism Image Store; you should wait until the process completes before proceeding to deploy the Windows 2019 VM.

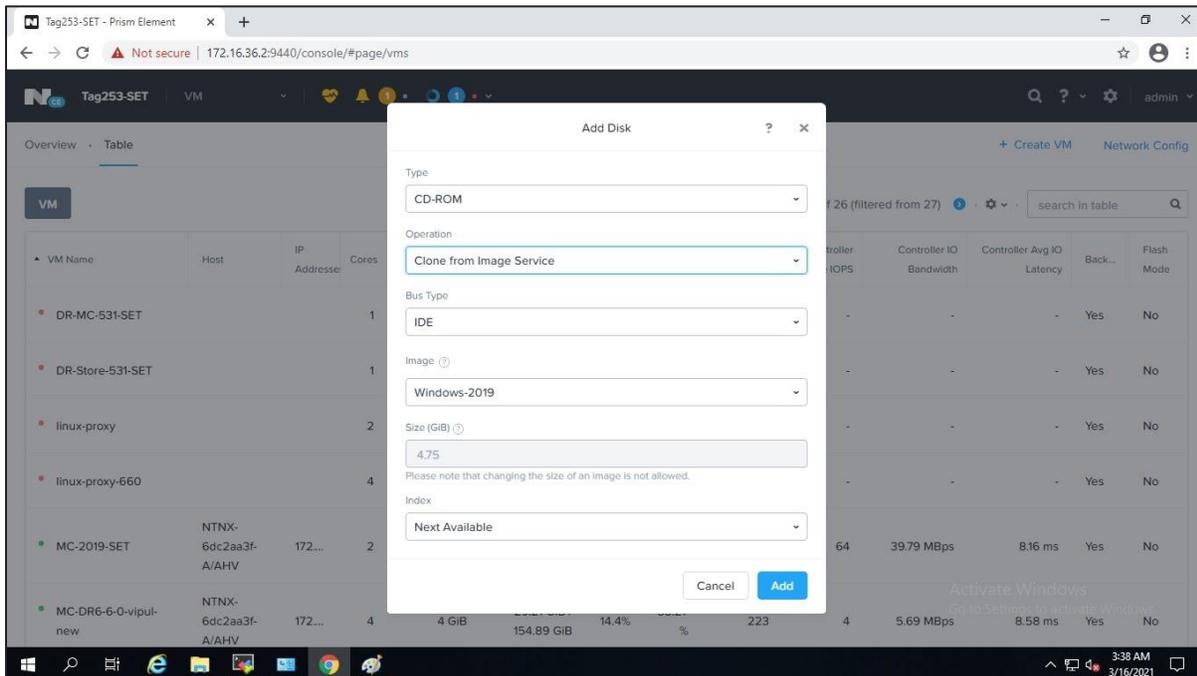
Deploying a Windows 2019 VM

1. Log in to Prism console.
2. Select **Home > VM** and click **Create VM**.

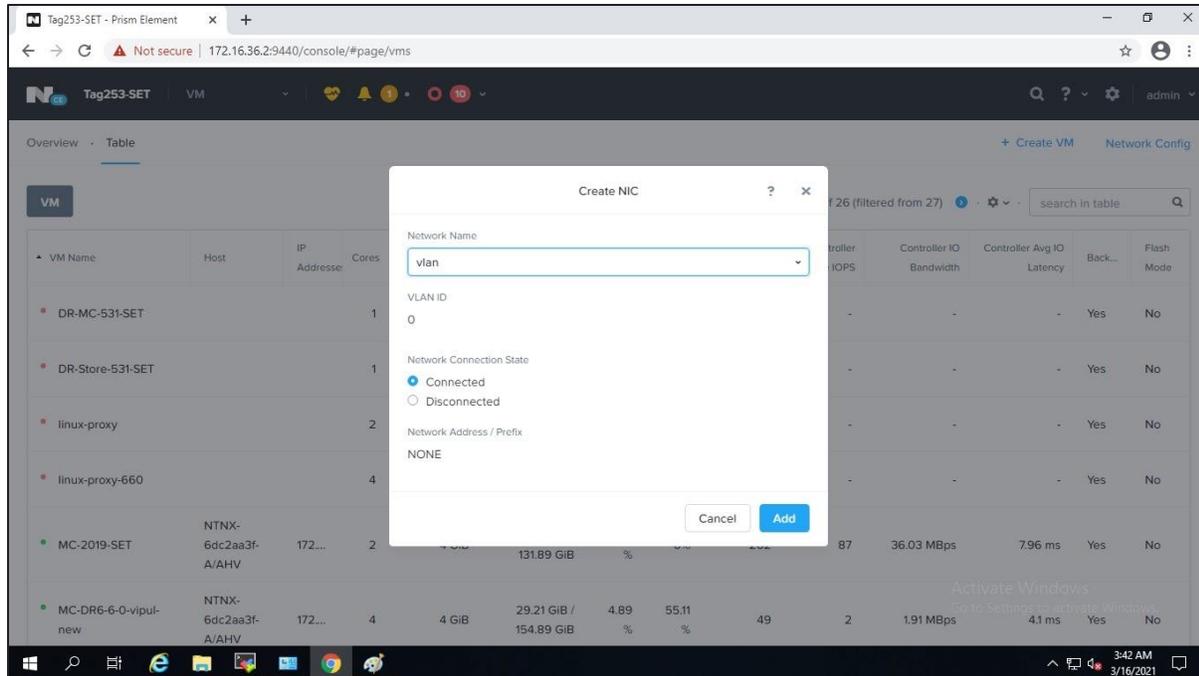


For **General Configuration** from **Create VM**,

- a. Provide **NAME** for MC.
 - b. Provide **DESCRIPTION** for MC.
 - c. Select **TIMEZONE** from drop down list.
3. For **Compute Details** from **Create VM**,
- a. Provide **vCPU(S)** value as 2.
 - b. Provide **NUMBER OF CORES PER vCPU** as 2.
 - c. Provide **MEMORY** as 4 GB.
4. For **Disks**,
- a. Edit existing CD-ROM type disk with - **OPERATION** as *Clone from Image Service*, **IMAGE** as *Win19ISO (Windows 2019)*, and click **Update** to update the disk.
 - b. Click **Add New Disk**. Select **TYPE** as *DISK*, **OPERATION** as *Allocate on Storage Container*, and provide **SIZE** as 130 GiB (Recommended size). Click **Add** to attach disk.
Note: Specify the same storage container where migration need to perform.
 - c. Click **Add New Disk**. Select **TYPE** as *CD-ROM*, **OPERATION** as *Clone from Image Service*, and **IMAGE** as *virtio-1.1.6*. Click **Add** to attach disk.



5. Add NIC.



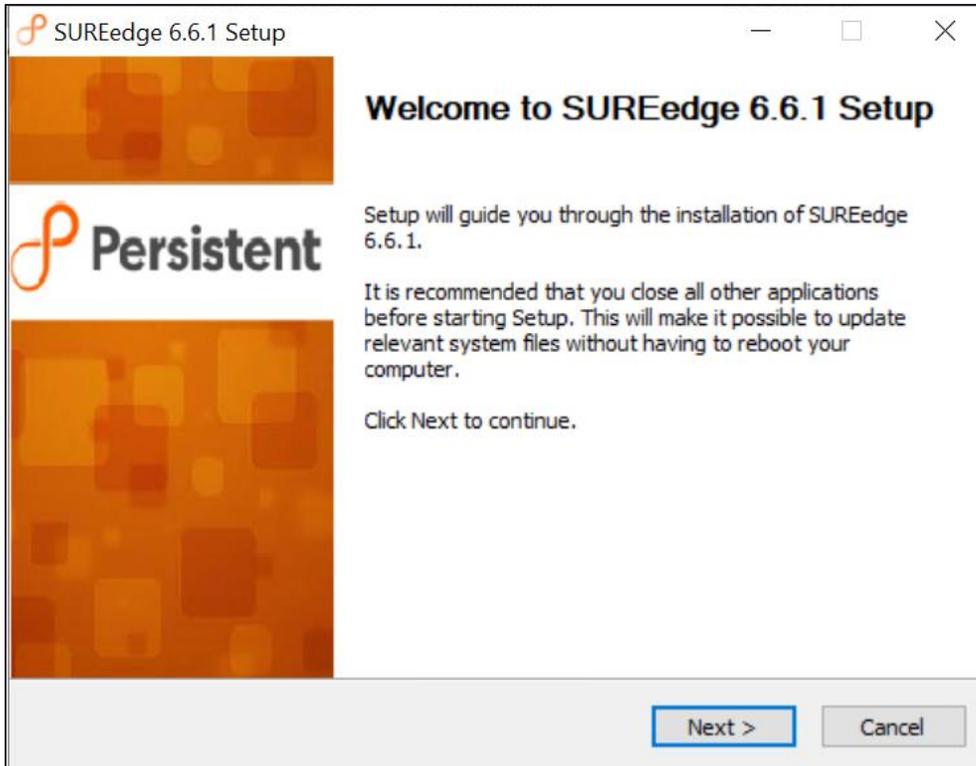
6. Click **Save**.

Upload Packages

1. **Power ON** the VM created above and install Windows.
2. RDP to windows machine created above.
3. Set the password for Admin user and re-login with Admin credentials.
4. Upload following packages to any folder on Windows machine.
 - 6.6.0.29446
 - Nutanix-VirtIO-1.1.6.iso
 - SUREedgeServerUtility.exe
 - SUREedge_Software_Setup.exe
 - surestor-installer.tar.gz
 - sureedge_server_utility.tar.gz
 - SUREedge_centos_proxy_system.qcow2
 - SUREedge_Storage_engine_system.qcow2
 - SUREedge_Windows_Proxy_PreRequisite_Setup.exe
 - version

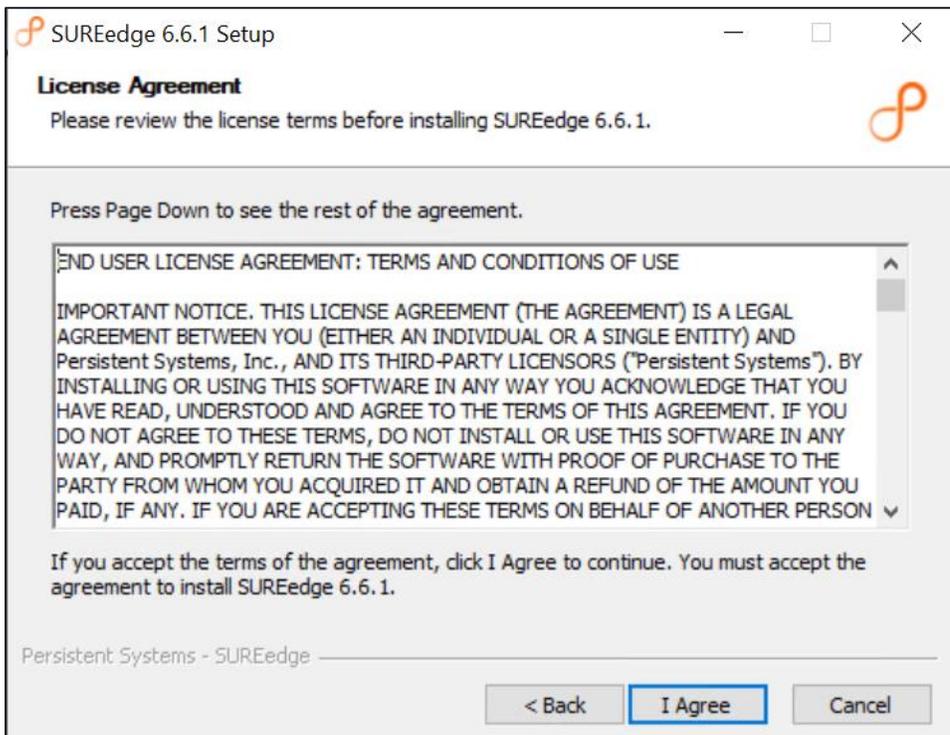
Installing Software Components

1. Access the installer file name as SUREedge_Software_Setup.exe and double click the file to start installation. The First Screen you'll see is welcome screen:

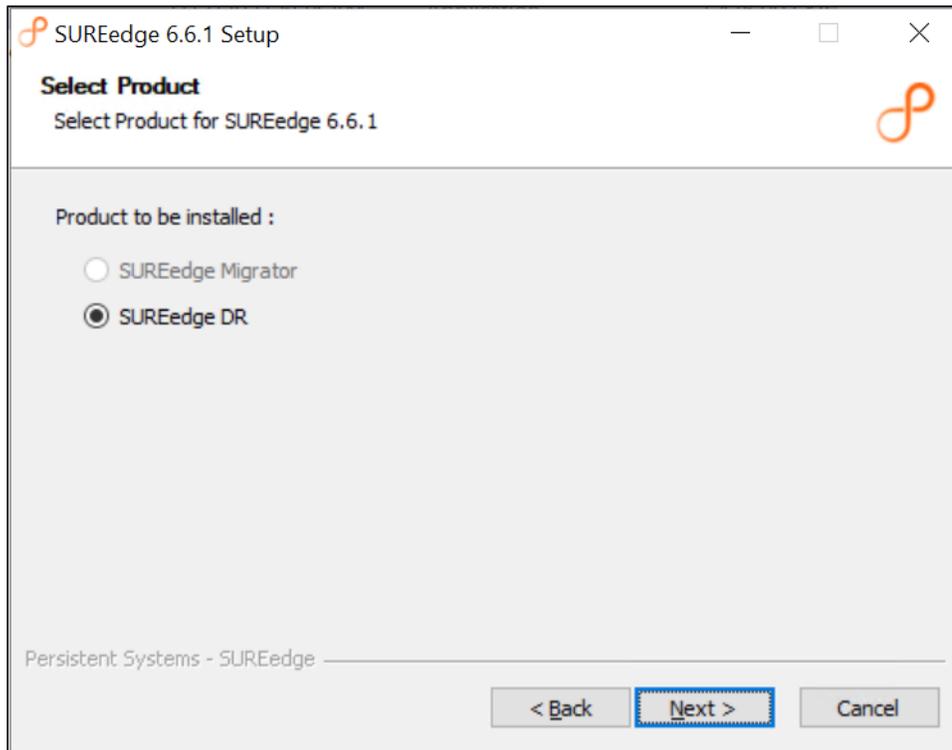


Click **Next** to continue.

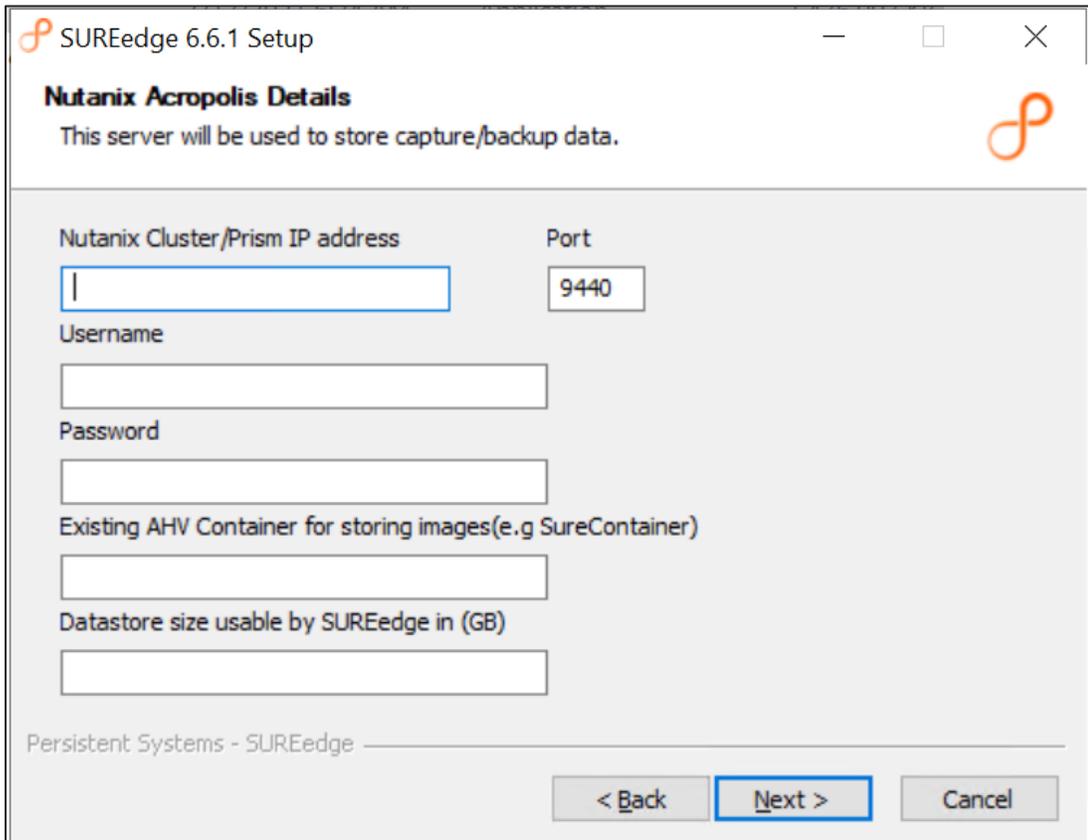
2. Read License Agreement and click **I Agree** to continue. The select product page opens.



3. Select the **SUREedge DR** radio button. Click **Next**. Nutanix Acropolis Details page opens.



- Specify details about nutanix acropolis. Click **Next**.



SUREedge 6.6.1 Setup

Nutanix Acropolis Details
This server will be used to store capture/backup data.

Nutanix Cluster/Prism IP address:

Port:

Username:

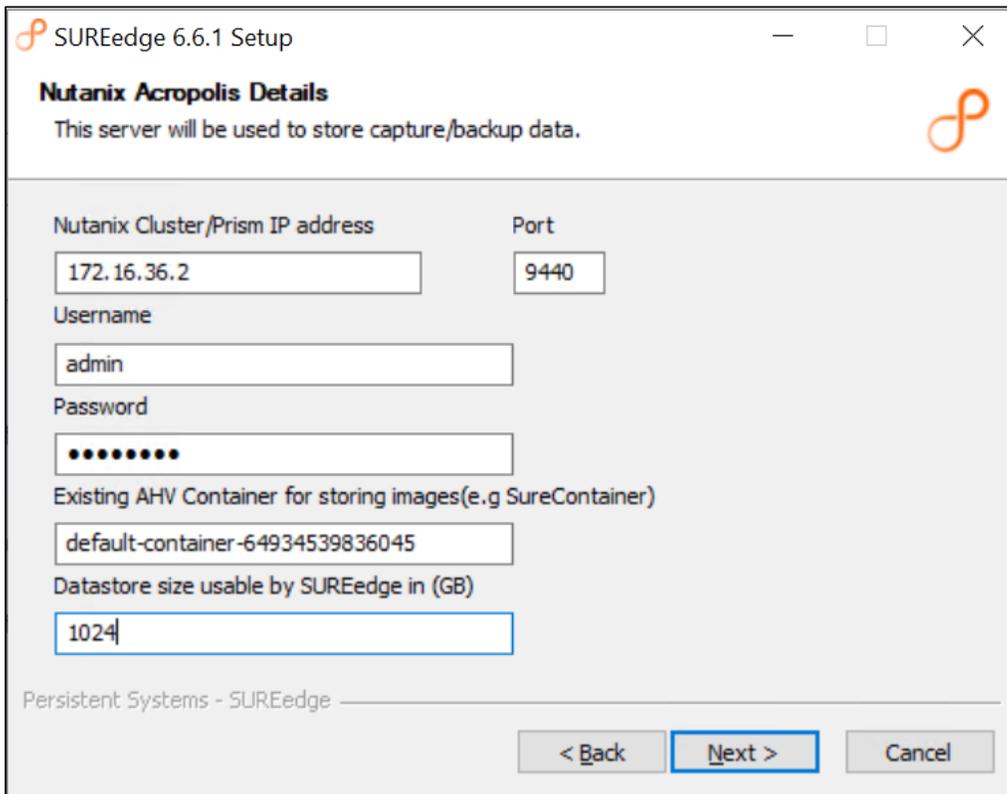
Password:

Existing AHV Container for storing images(e.g SureContainer):

Datastore size usable by SUREedge in (GB):

Persistent Systems - SUREedge

< Back **Next >** Cancel



SUREedge 6.6.1 Setup

Nutanix Acropolis Details
This server will be used to store capture/backup data.

Nutanix Cluster/Prism IP address:

Port:

Username:

Password:

Existing AHV Container for storing images(e.g SureContainer):

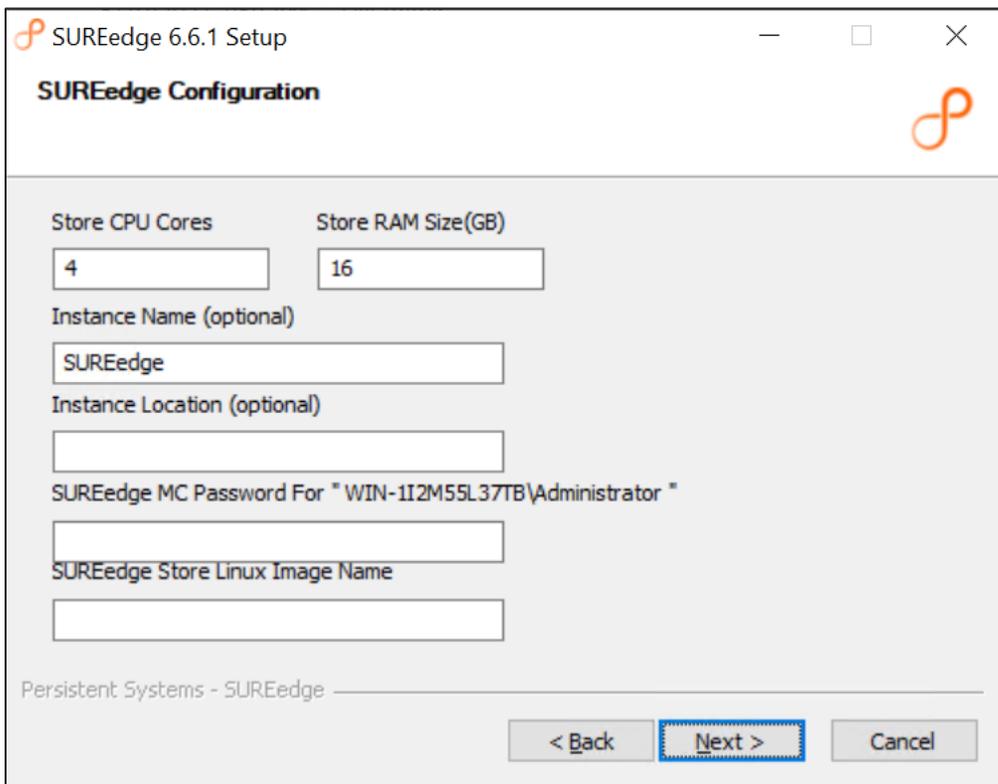
Datastore size usable by SUREedge in (GB):

Persistent Systems - SUREedge

< Back **Next >** Cancel

The inputs are validated for nutanix acropolis details and SUREedge configuration screen appears.

5. Enter SUREedge Configuration details and click **Next**:



SUREedge 6.6.1 Setup

SUREedge Configuration

Store CPU Cores: Store RAM Size(GB):

Instance Name (optional):

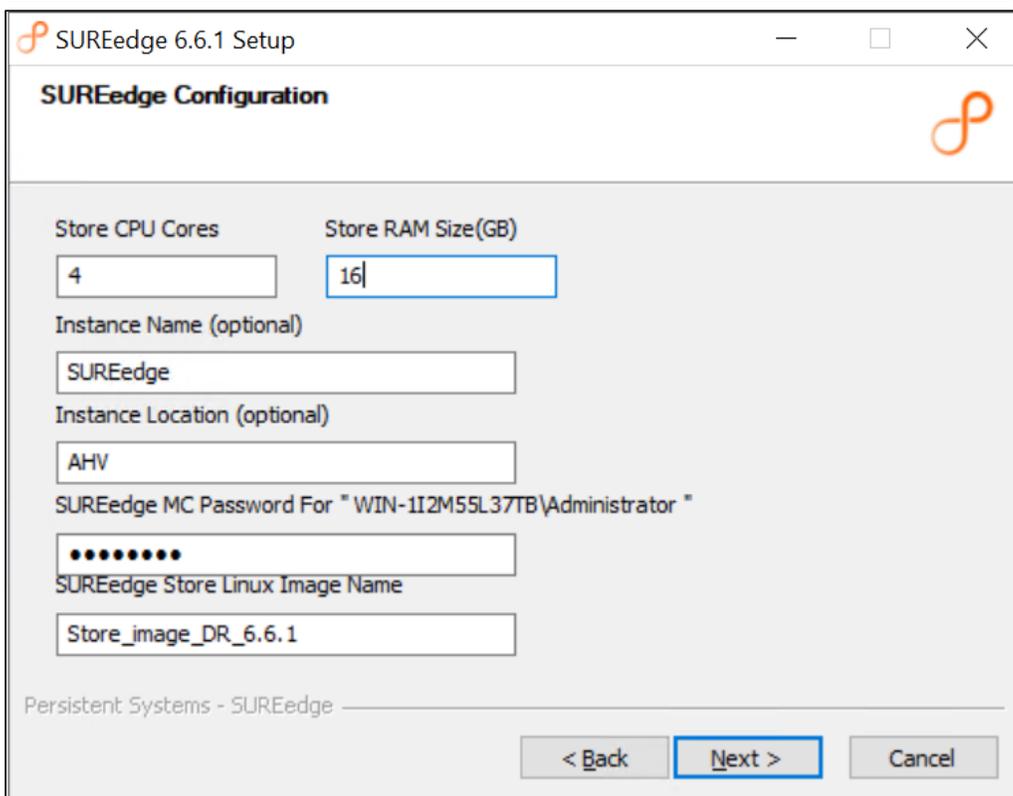
Instance Location (optional):

SUREedge MC Password For " WIN-1I2M55L37TB\Administrator ":

SUREedge Store Linux Image Name:

Persistent Systems - SUREedge

< Back **Next >** Cancel



SUREedge 6.6.1 Setup

SUREedge Configuration

Store CPU Cores: Store RAM Size(GB):

Instance Name (optional):

Instance Location (optional):

SUREedge MC Password For " WIN-1I2M55L37TB\Administrator ":

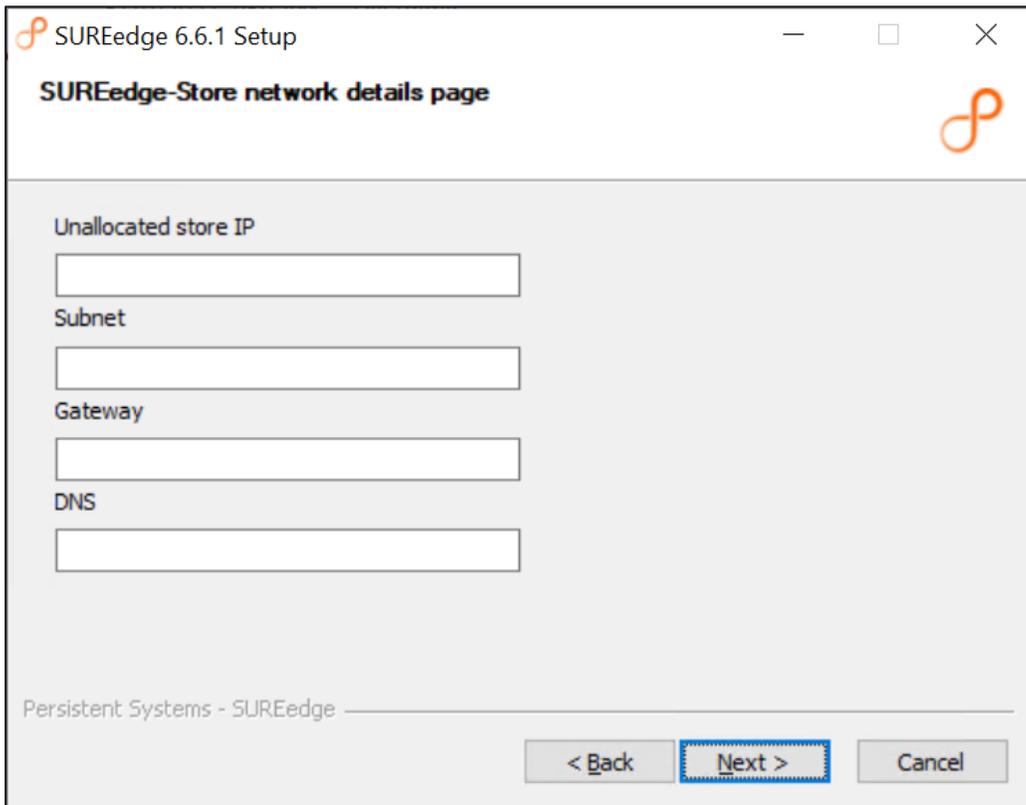
SUREedge Store Linux Image Name:

Persistent Systems - SUREedge

< Back **Next >** Cancel

Note: Type the image name created in SureStoreImage creation.

6. Enter SUREedge-Store network details and click **Next**:



SUREedge 6.6.1 Setup

SUREedge-Store network details page

Unallocated store IP

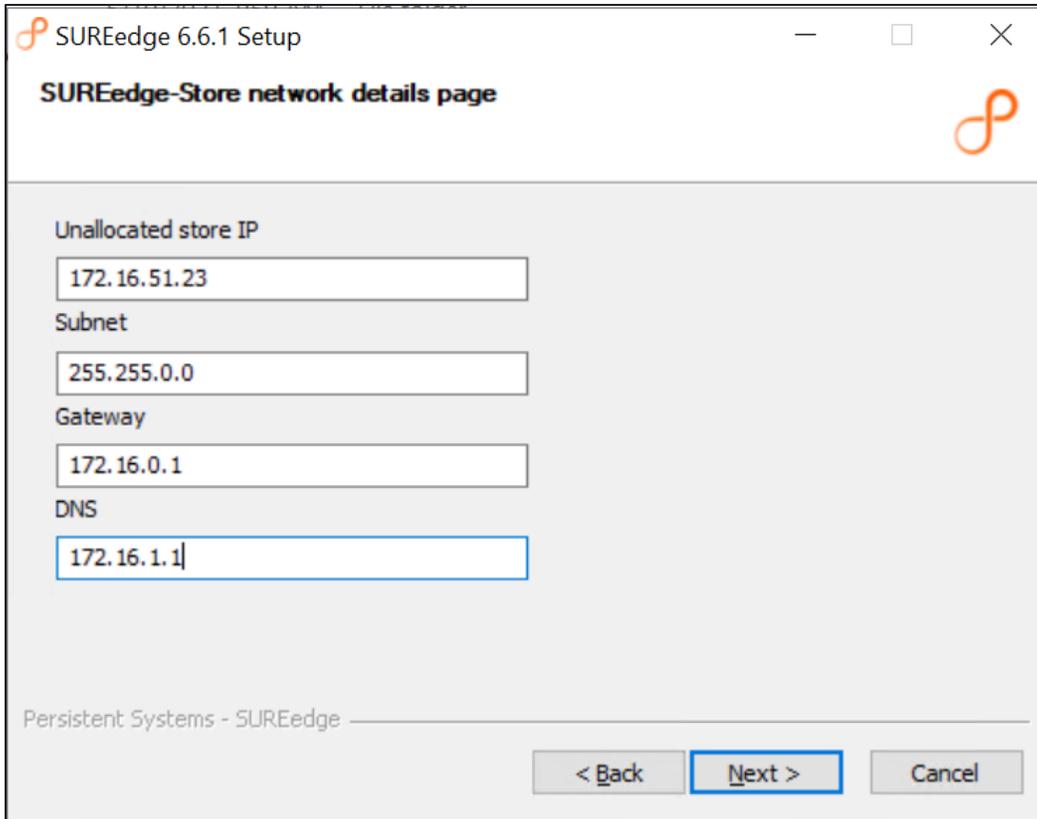
Subnet

Gateway

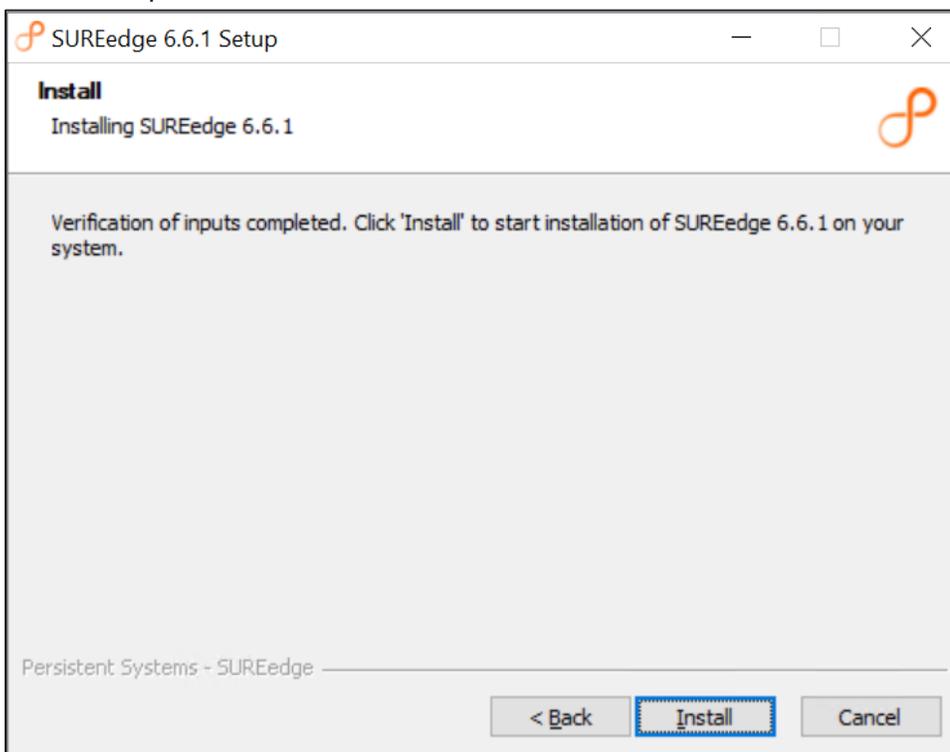
DNS

Persistent Systems - SUREedge

< Back **Next >** Cancel



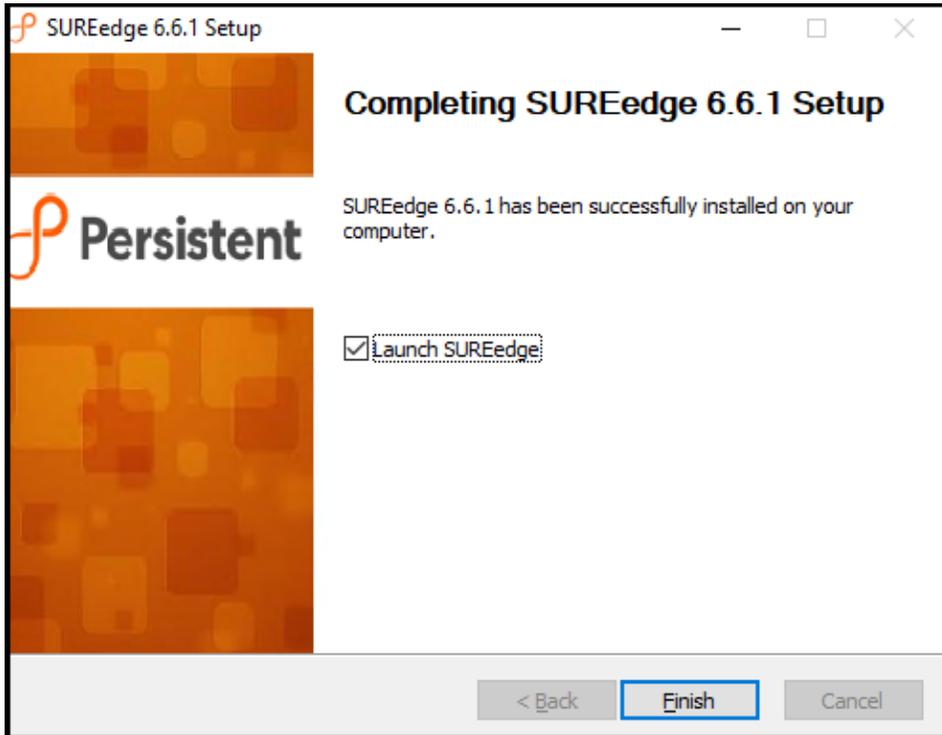
7. The next screen is the final confirmation that you wish to continue with the installation process:



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

The time required to complete the installation is depend on the performance, load of the system and storage size(s) involved.

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



8. Select **Launch SUREedge** and click **Finish** to complete the SUREedge 6.6.1 Setup.
9. SUREedge DR is now installed on the system. You can now log into the DR user interface using the credentials that you specified during the installation. It displays a login screen:



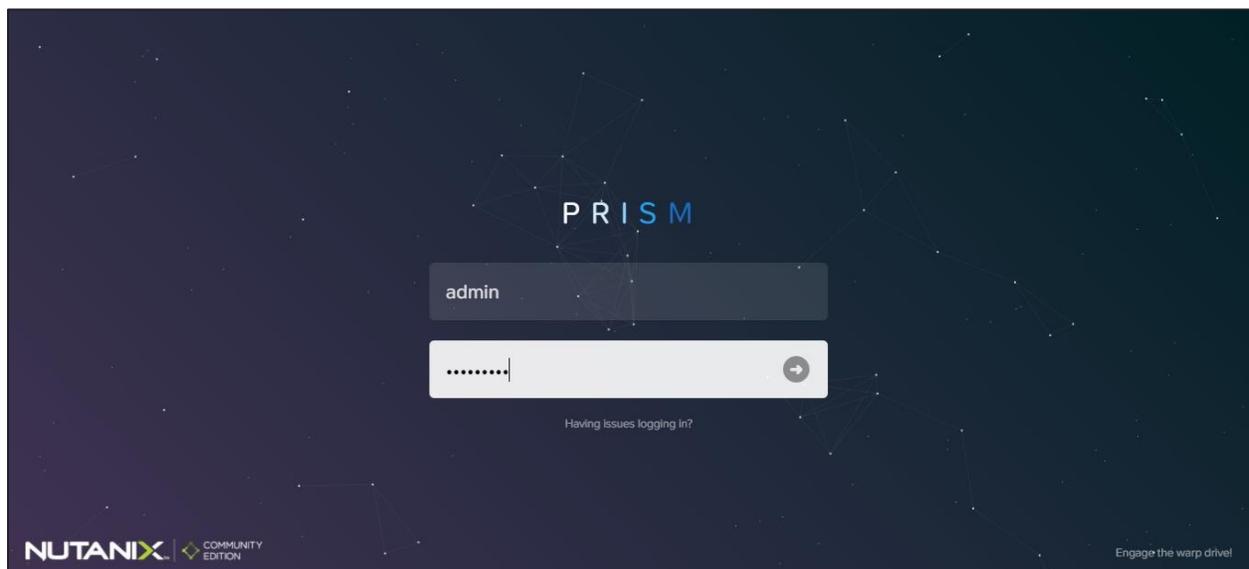
Configuration

Once installation is completed, you can launch SUREedge DR (<https://localhost/sureedge/index.php/>) and do various configurations as mentioned in the subsequent sections. Default home page after login displays like below:

Configuring Proxy

Note: This step is required only if you need to change the proxy or create new proxy.

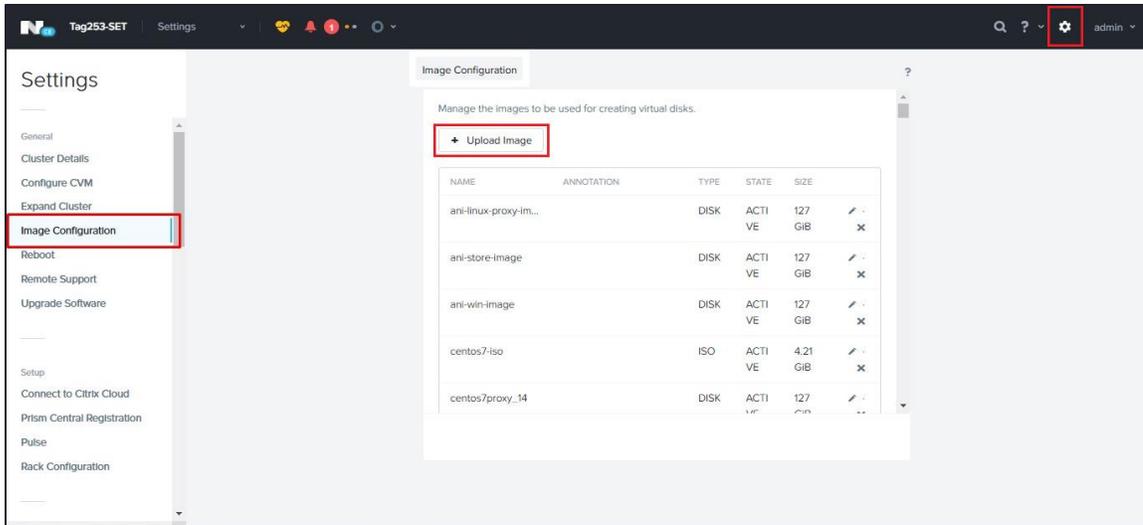
Sign In to AHV through browser. Login through credentials such as IP, Username, and Password.



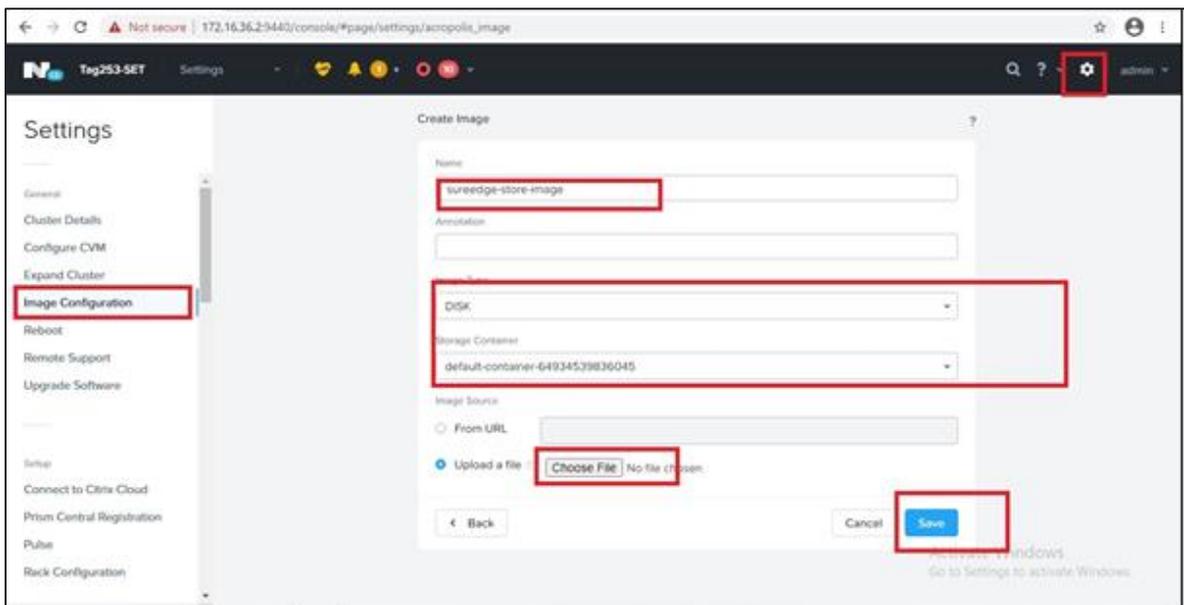
Configuring Linux Proxy Image

Creating Linux Proxy Image

1. Login to Prism console. Click on Settings icon at the top right and navigate to Image configuration.

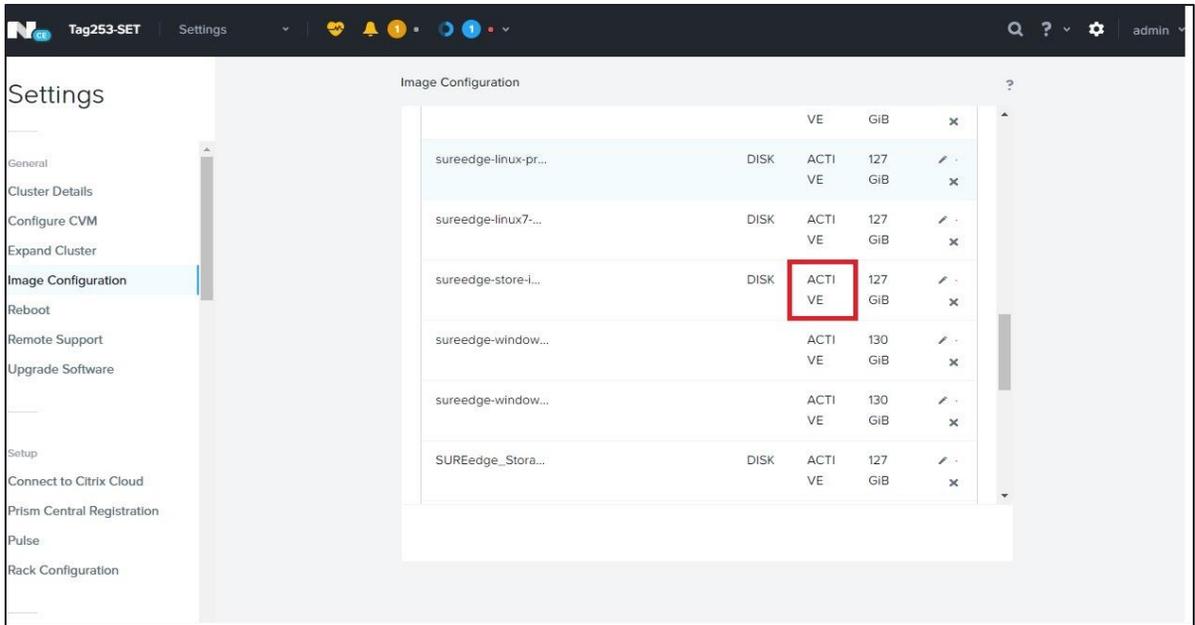


2. Click **Upload image** and provide a desired name to store image as below:

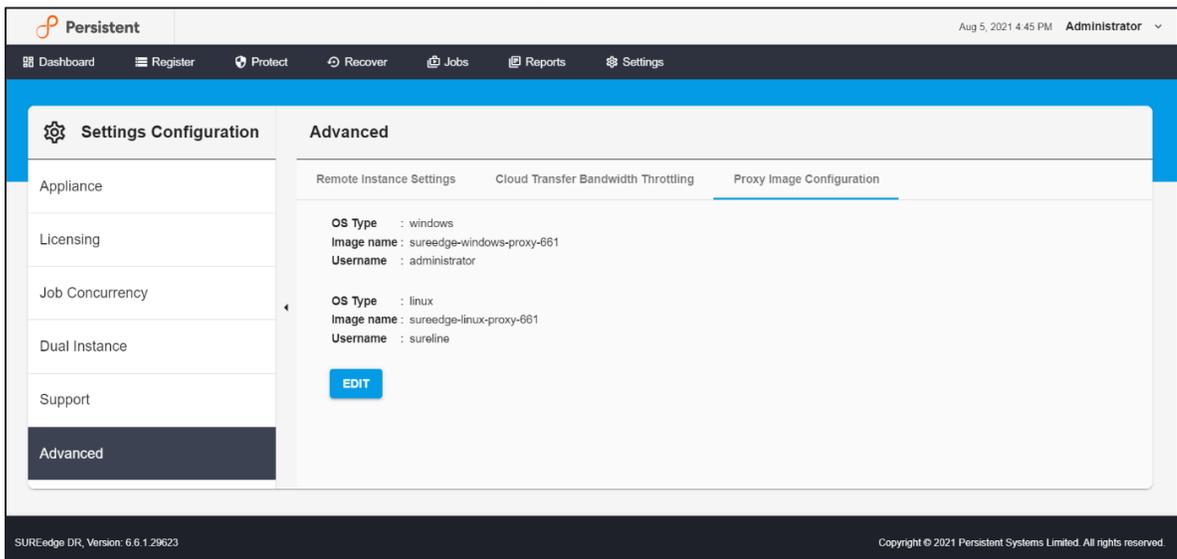


3. Upload the image named - SUREEdge_centos_proxy_system.qcow2 from the package.

4. Make sure the status of the disk shows ACTIVE.

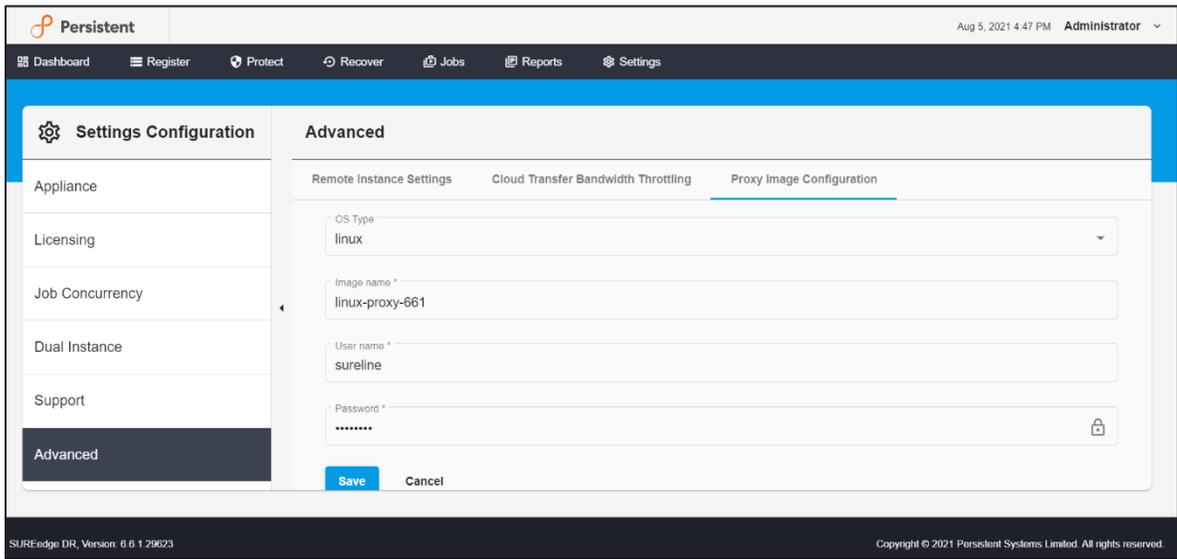


5. Configure the linux Image in SUREEdge. Login to SUREEdge DR Management Console (MC).
6. Go to **Settings** tab → **Advanced** → **Proxy Image Configuration**. Select **Edit** button to configure proxy image configuration.



7. Provide **Image Name**, **Username** and **Password** for Linux Proxy which was created after proxy creation.

- Click **Save** to store the setting.



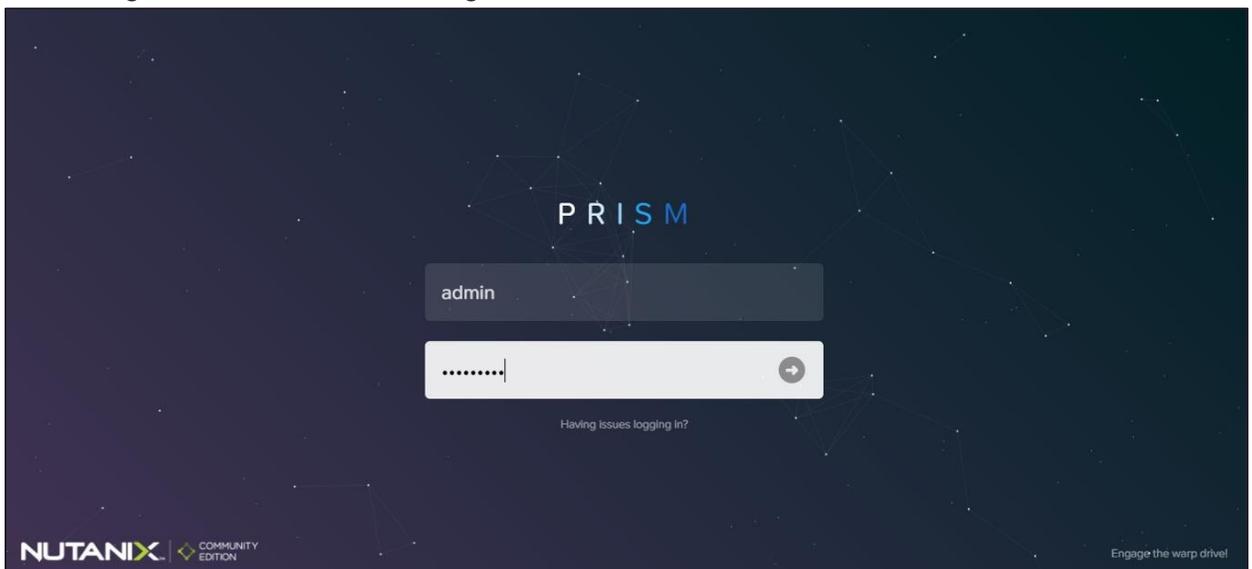
Configuring Windows Proxy Image

Note:

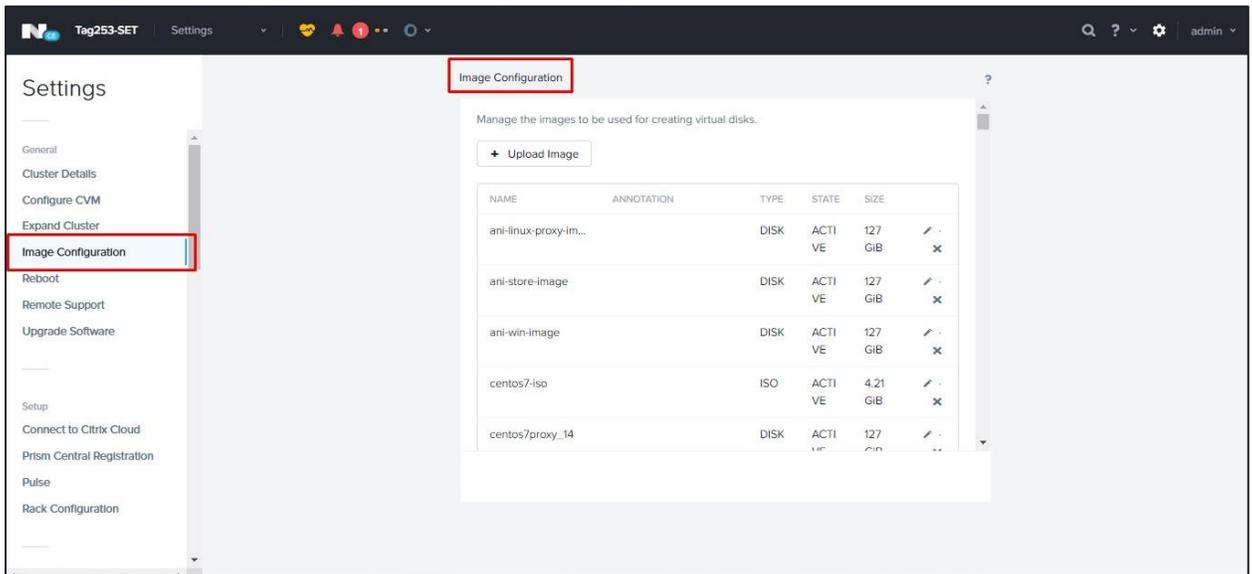
- If Windows 2019 ISO or disk is available, then windows installation is not needed otherwise windows installation need to be done.
- Nutanix-VirtIO-1.1.6.iso can be downloaded from nutanix website.

Creating Windows Proxy Image

- Create a Windows 2k19 VM for proxy.
 - Sign in to AHV PRISM through the browser



b. Go to settings, navigate to **Image Configuration**.

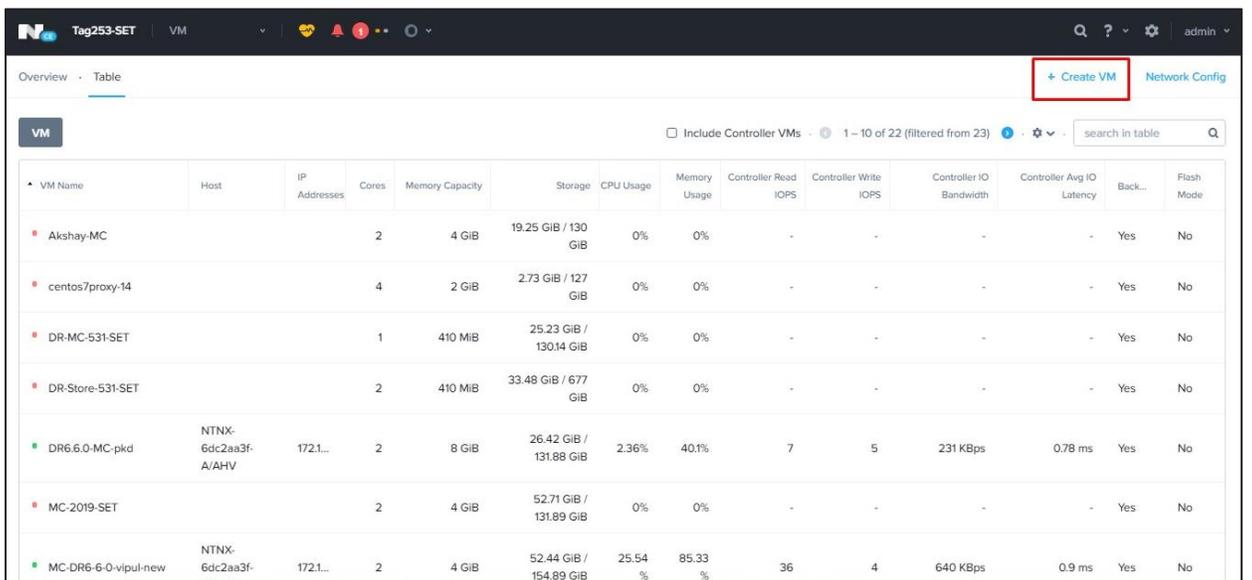


c. Click **Upload Image** and select the image.

2. Create a Windows VM.

a. Go to VM

b. Create VM



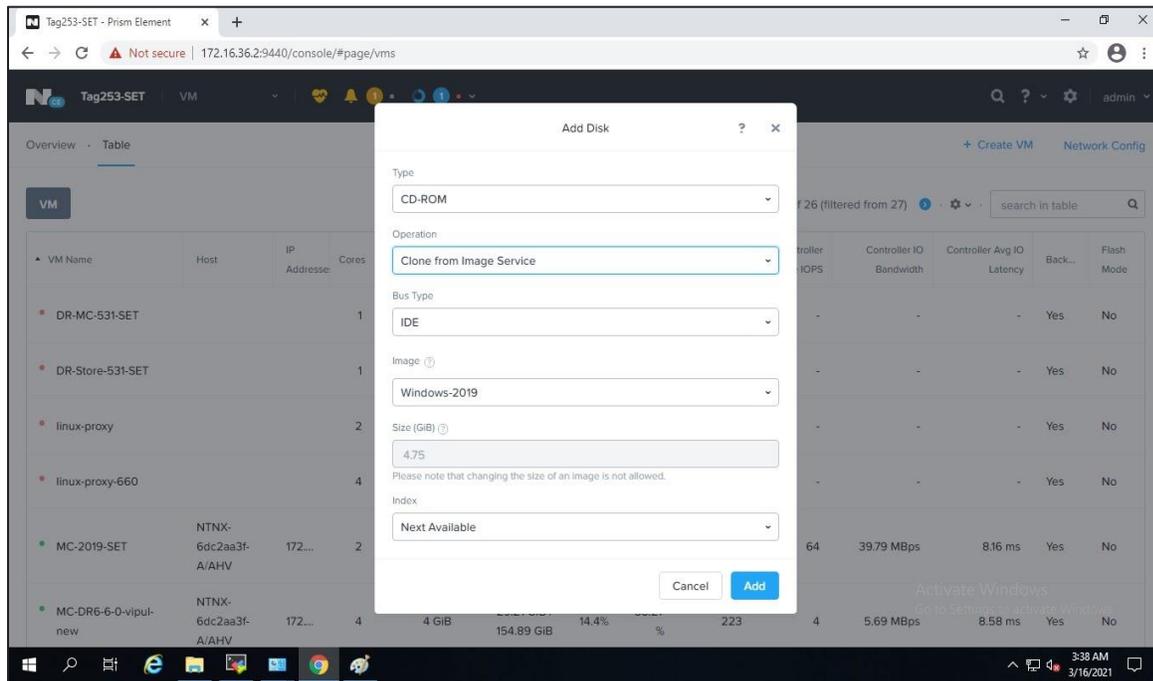
c. Fill in the details like Name.

3. Into Disk option,
 - In case of ISO
 - IDE:0 – CDROM with VirtIO drivers ISO (Use edit option if cd-rom is attached to IDE0)
 - SCSI:0 – OS disk (create disk of 127 GB on container and attach to SCSI refer point j)
 - IDE:1 – CDROM with Windows server 2019 ISO.
 - In case of disk (VHD or vmdk)
 - IDE:0 – CDROM with VirtIO drivers ISO (Use edit option if cd-rom is attached to IDE0)
 - SCSI:0 – OS disk (attach disk attach to SCSI)

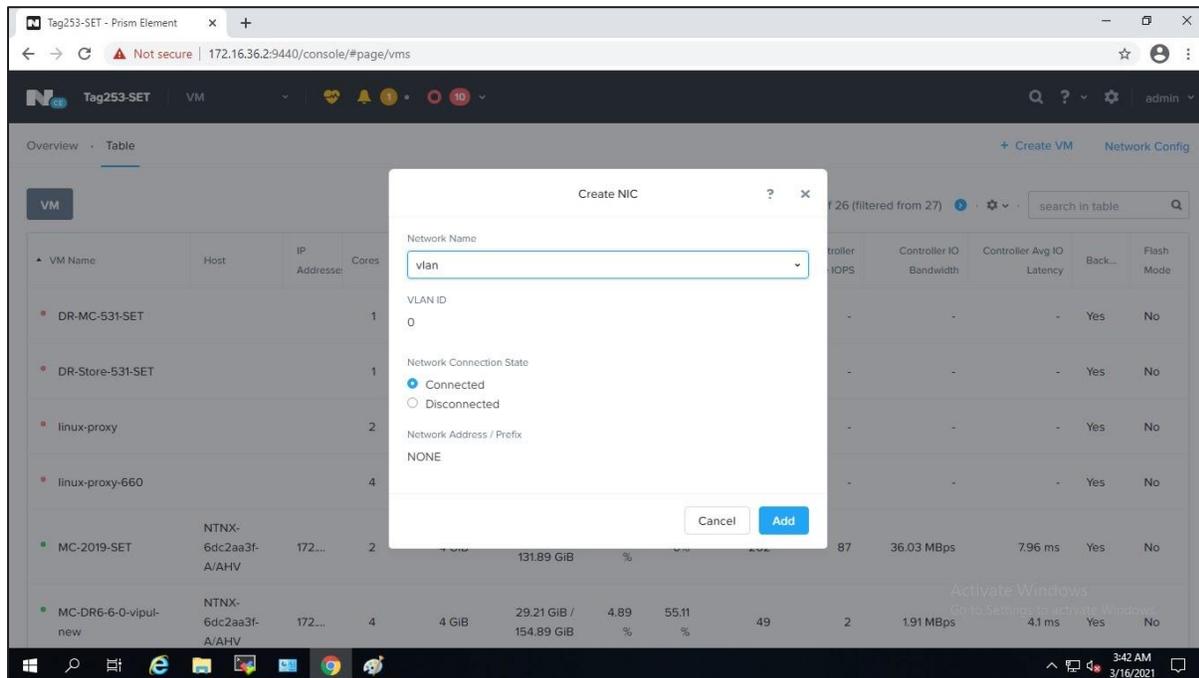
Note: For uploading steps, refer to the section on [Creating Image for SUREedge Store Engine](#).

4. Go to edit if already shown CD-ROM, Select CD-ROM, Clone from image Service, IDE, select your image from drop down and **Update**.

- Then **Add New Disk** and select as type as **disk**, operation as **Allocate on storage container** Bus Type **SCSI**, choose Storage Container, give size as 127 GB. Keep **Index** as Next available.



- Add **NIC** and set affinity to host and **save**.



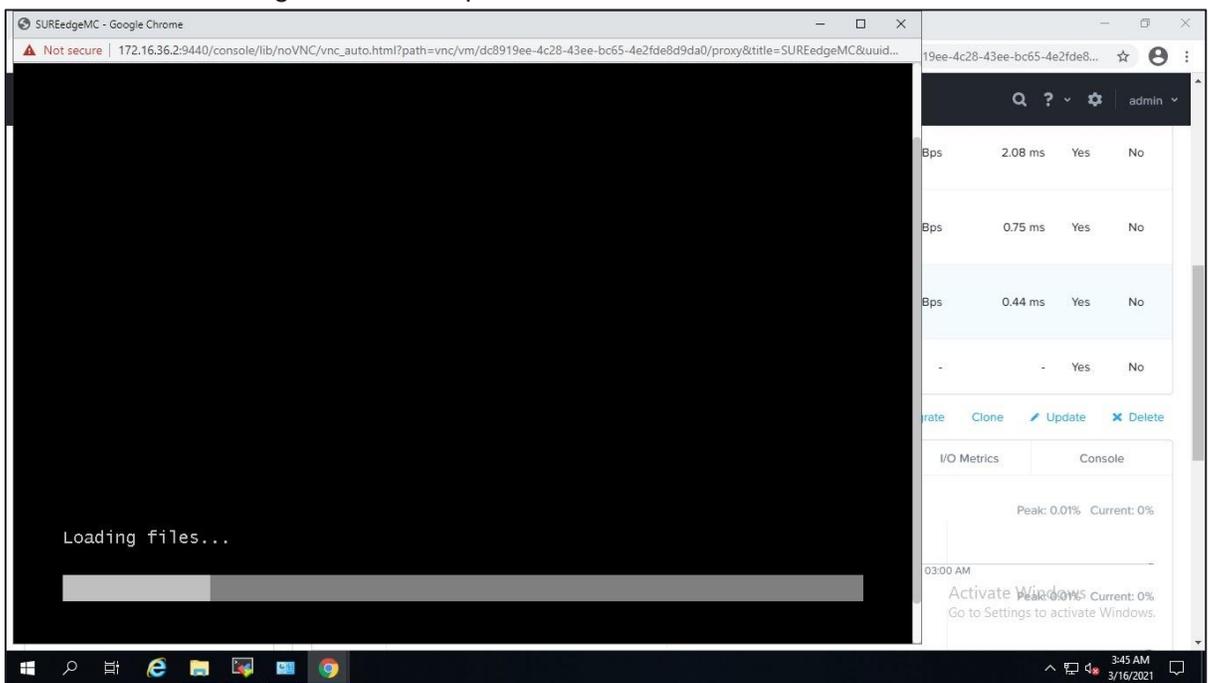
- Newly created vm will appear on PRISM UI.

| VM Name | Host | IP Addresses | Cores | Memory Capacity | Storage | CPU Usage | Memory Usage | Controller Read IOPS | Controller Write IOPS | Controller IO Bandwidth | Controller Avg IO Latency | Back... | Flash Mode |
|-------------------|---------------------|--------------|-------|-----------------|---------------------|-----------|--------------|----------------------|-----------------------|-------------------------|---------------------------|---------|------------|
| vm-win2k8r2-pkd21 | NTNX-6dc2aa3f-A/AHV | 172.1... | 1 | 2 GiB | 11.25 GiB / 30 GiB | 47% | 26.87 % | 0 | 0 | 1 KBps | 3.07 ms | Yes | No |
| win-proxy-21april | | | 2 | 8 GiB | - / 131.89 GiB | 0% | 0% | 0 | 0 | 0 KBps | 0 ms | Yes | No |
| winprof60-new | | | 1 | 2 GiB | 10.78 GiB / 127 GiB | 0% | 0% | - | - | - | - | Yes | No |

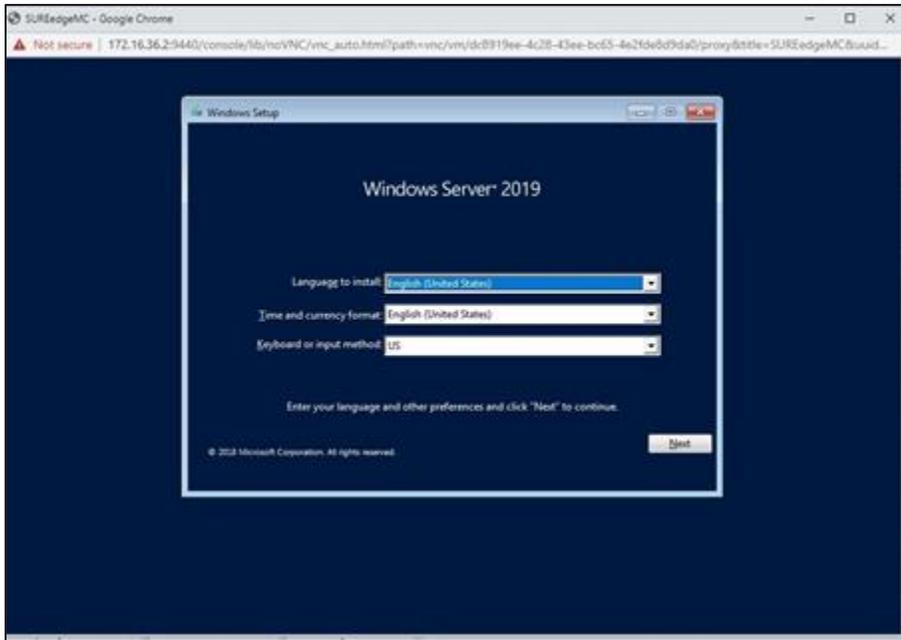
8. Start vm by right click on it, do installation, create user **administrator**.

Installation of Windows 2019

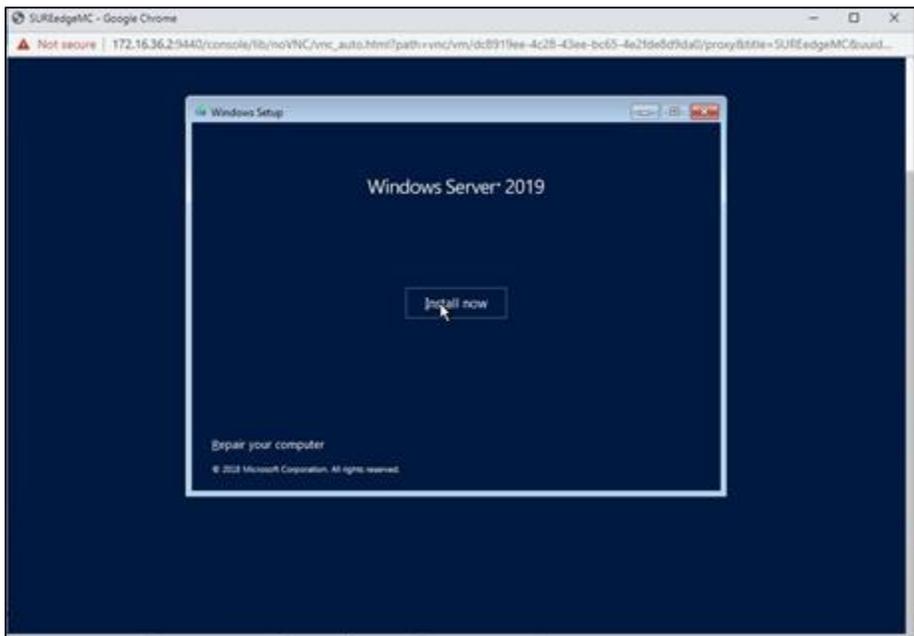
1. A screen with Loading files shows up.



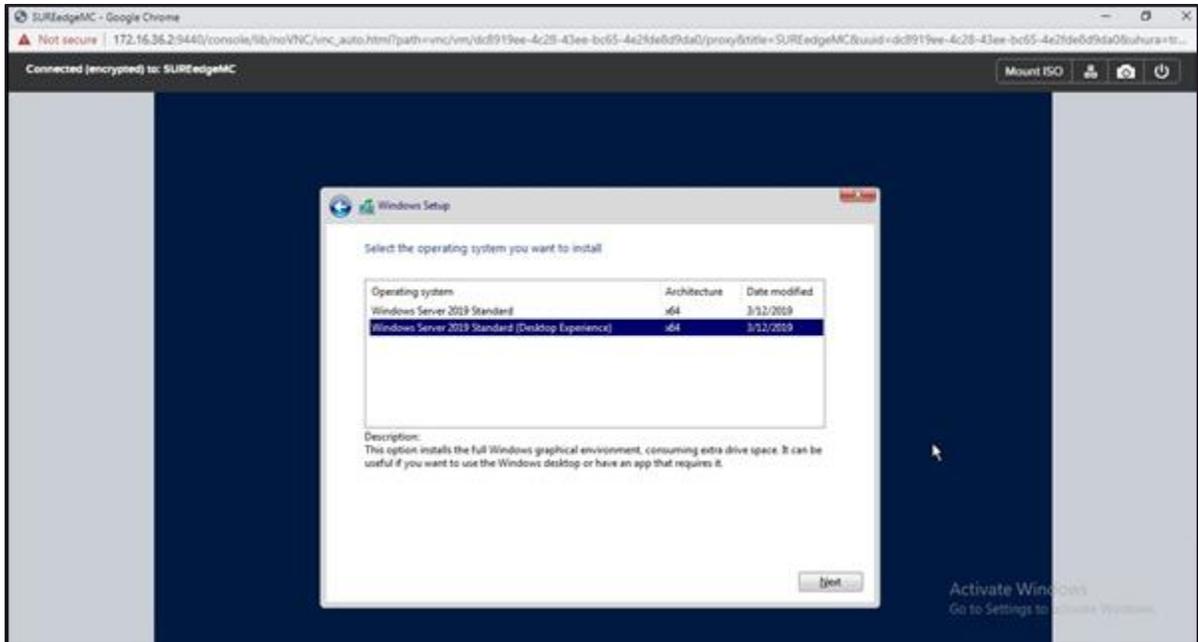
Windows Server 2019 screen appears with field.



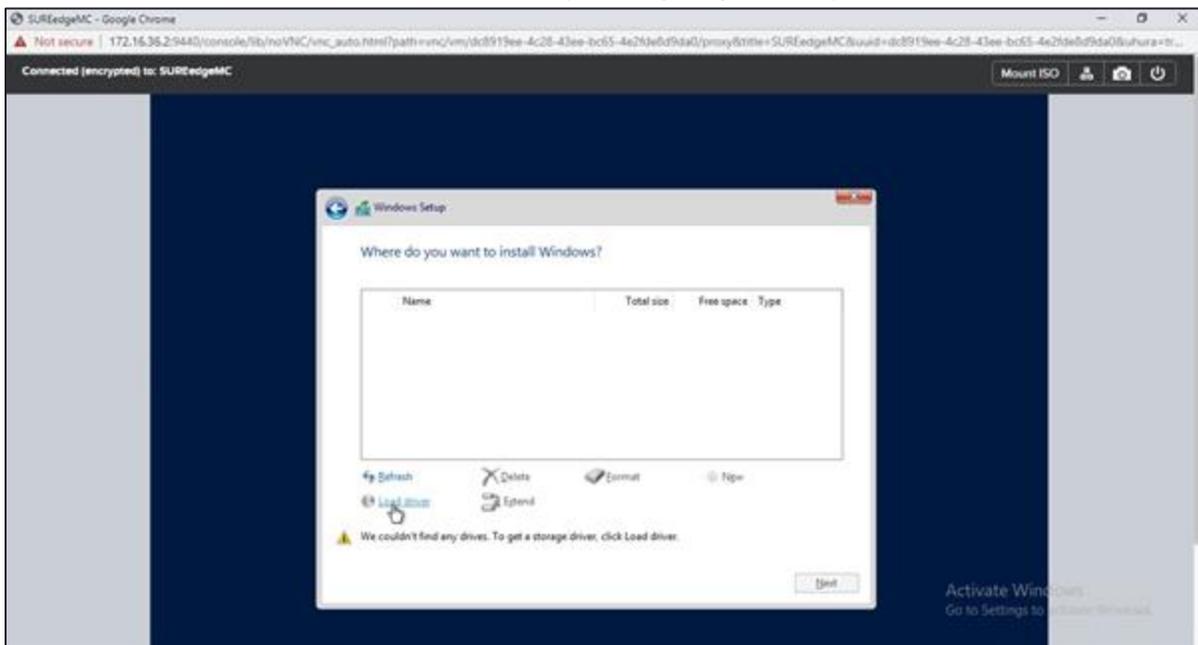
2. Enter the fields to complete installation.
3. Click **Next** to proceed to next screen after entering the correct information in the above-mentioned fields.



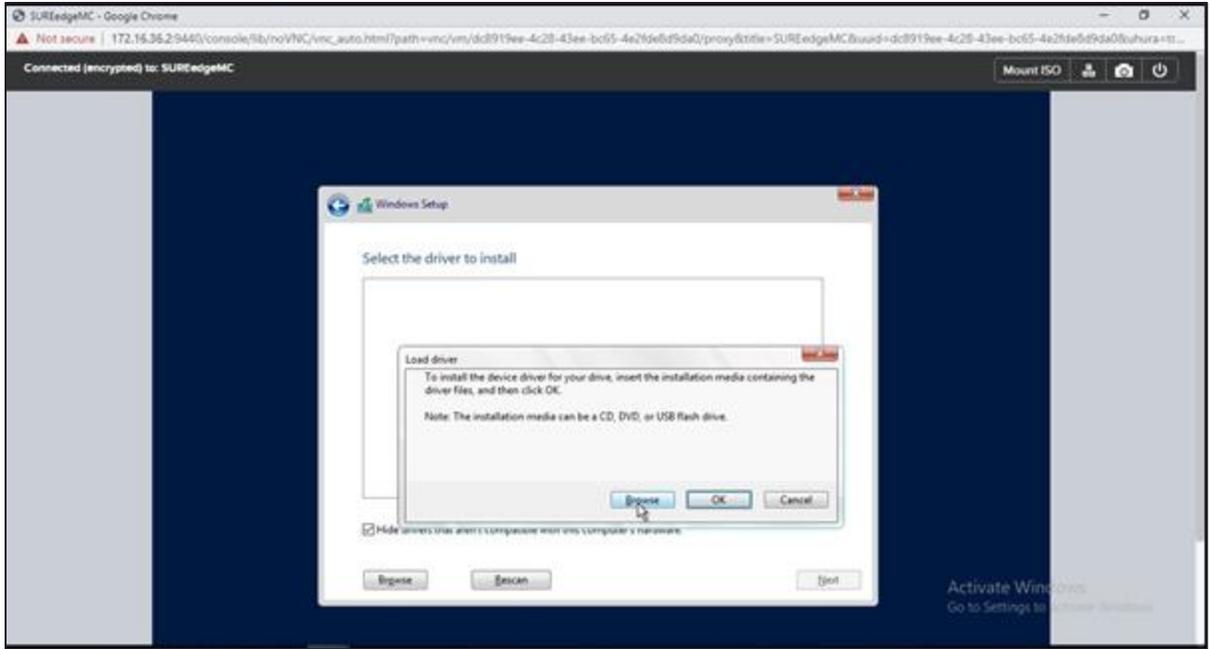
4. Click **Install now**.



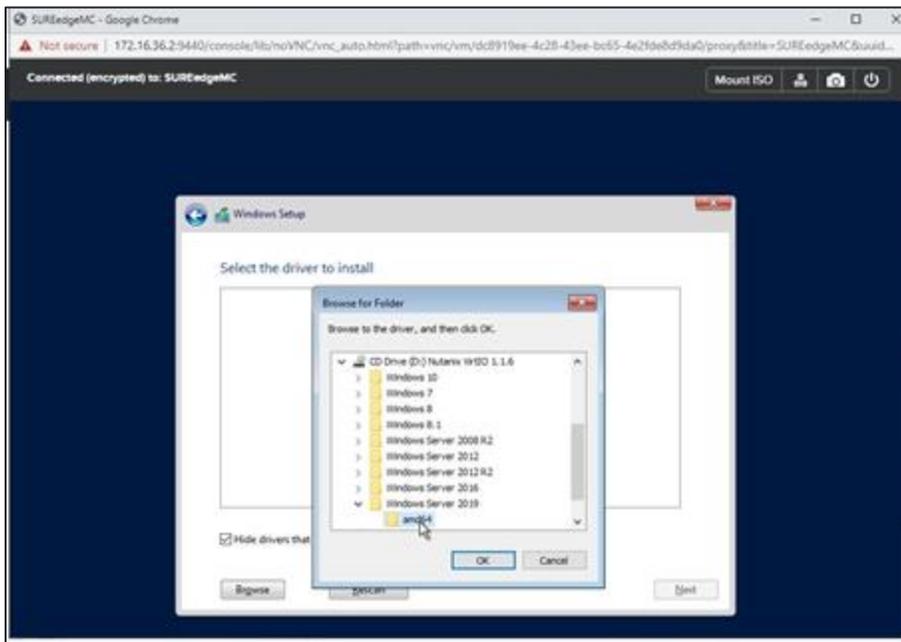
5. Select the Windows Server 2019 Standard (Desktop Experience) and Click **Next**.



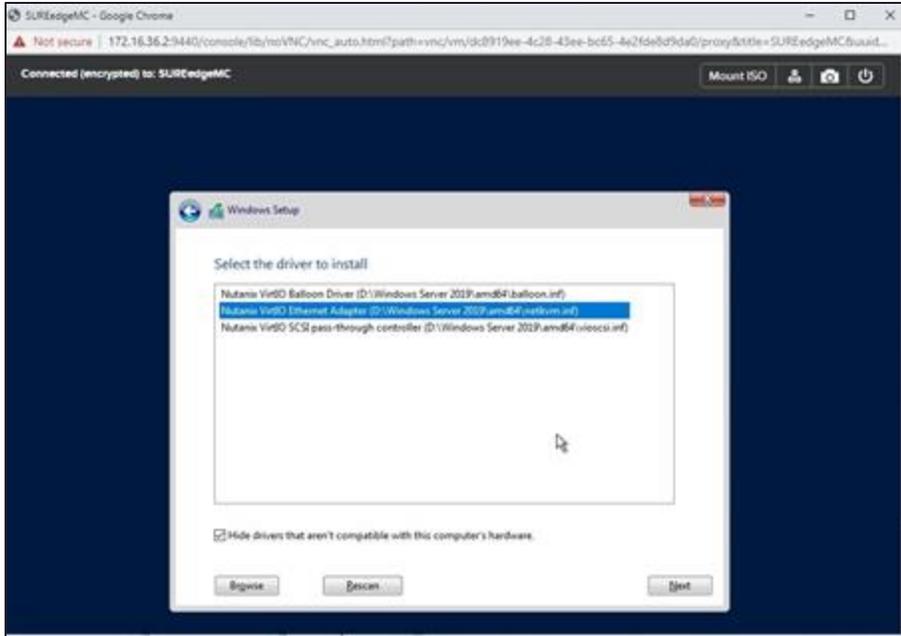
6. A screen will ask the location where you want to install the OS. Select **Load driver**.



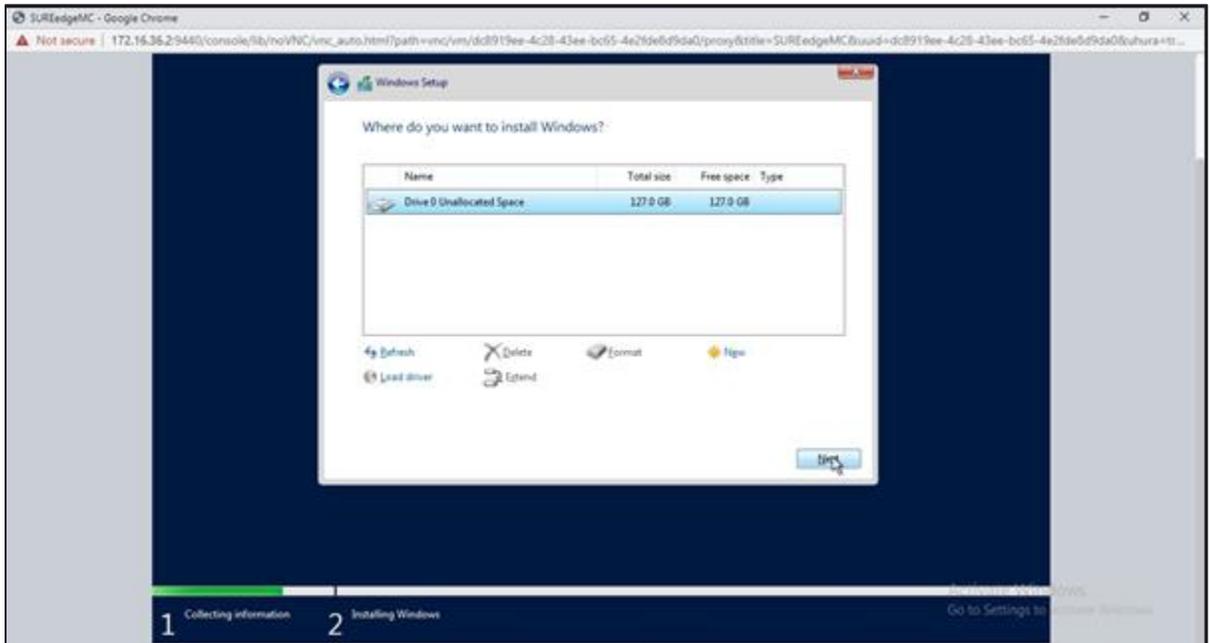
7. Click Browse to search for installation media for your device driver.

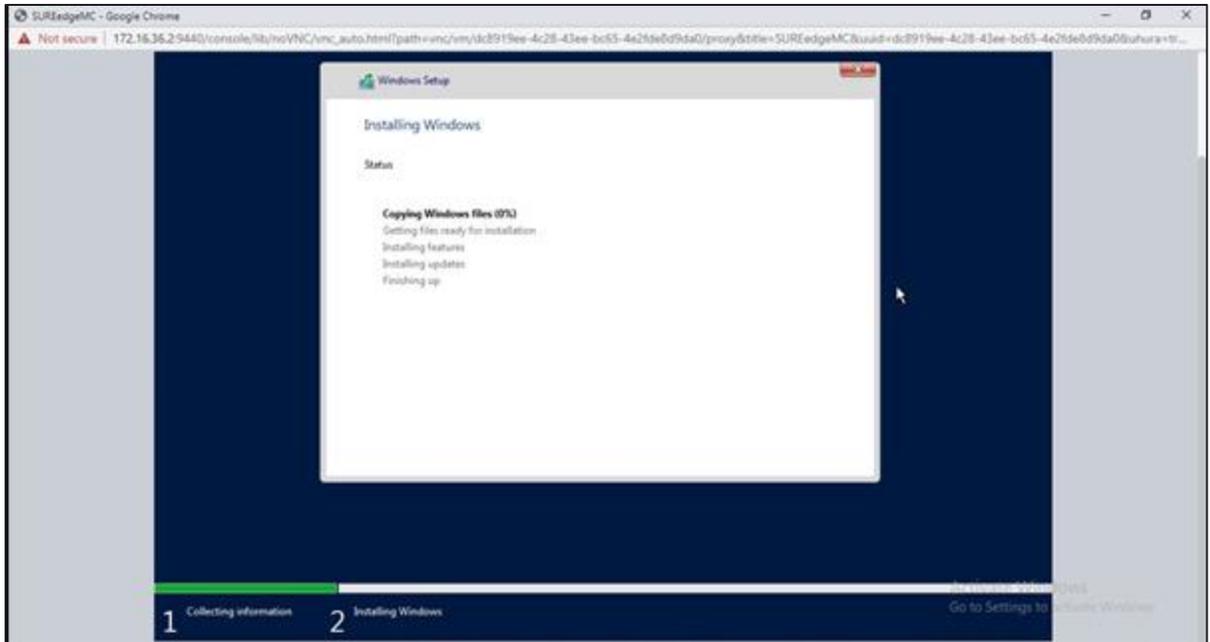


8. Select **amd64**.

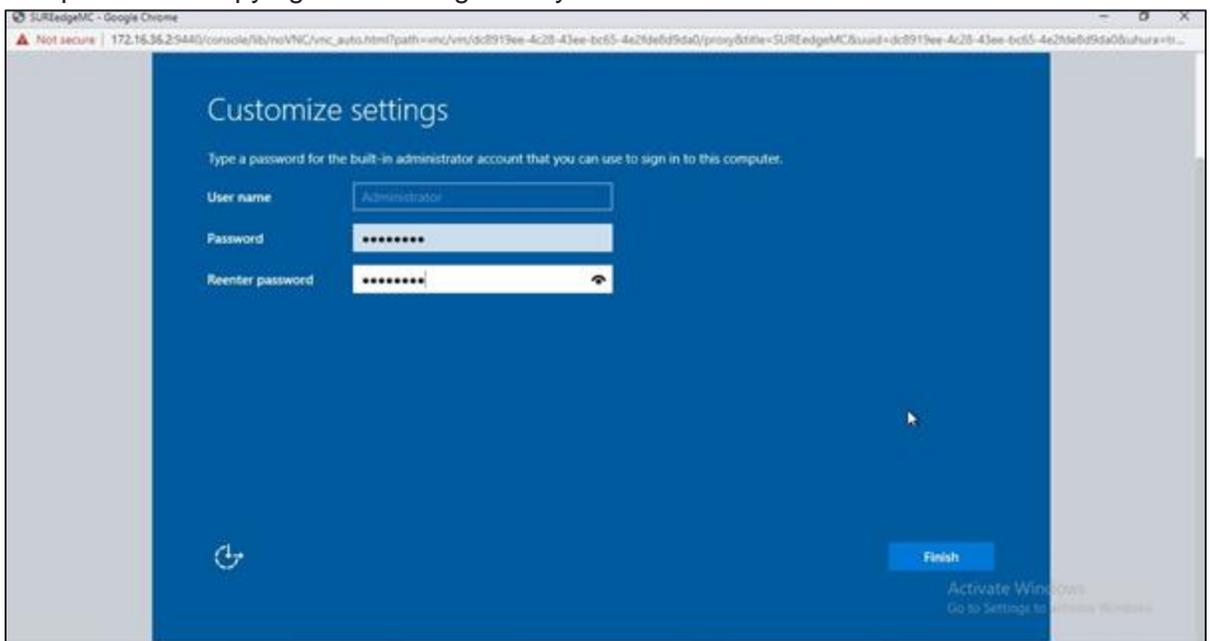


9. Again, Click on **Load Driver**, Browse to WIn2019 directory from ISO same as scsi and select **netkvm** from list.

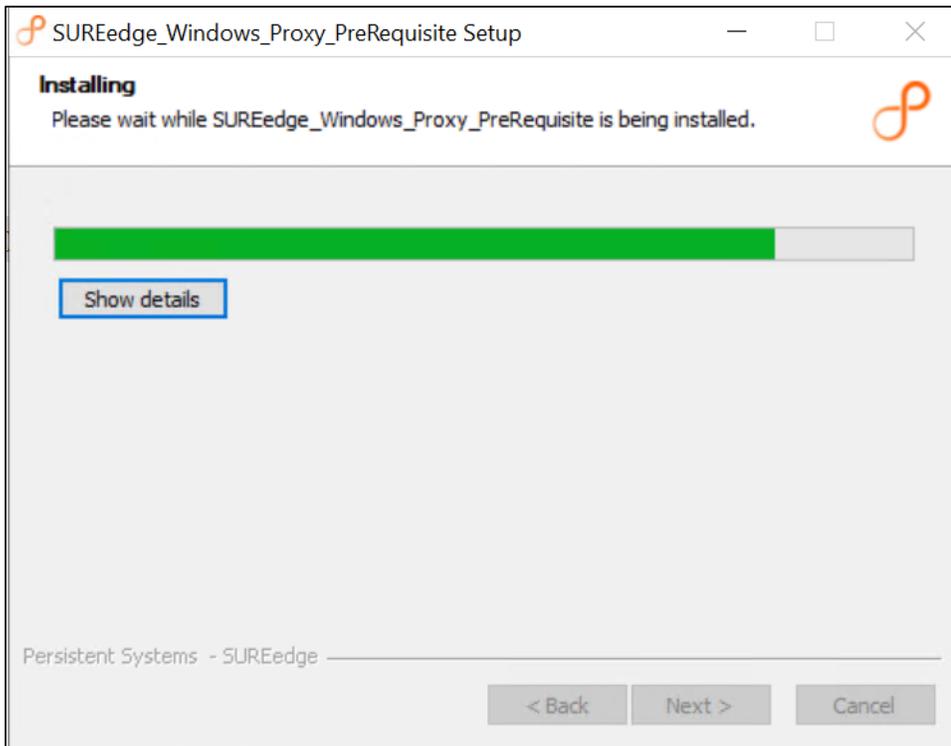


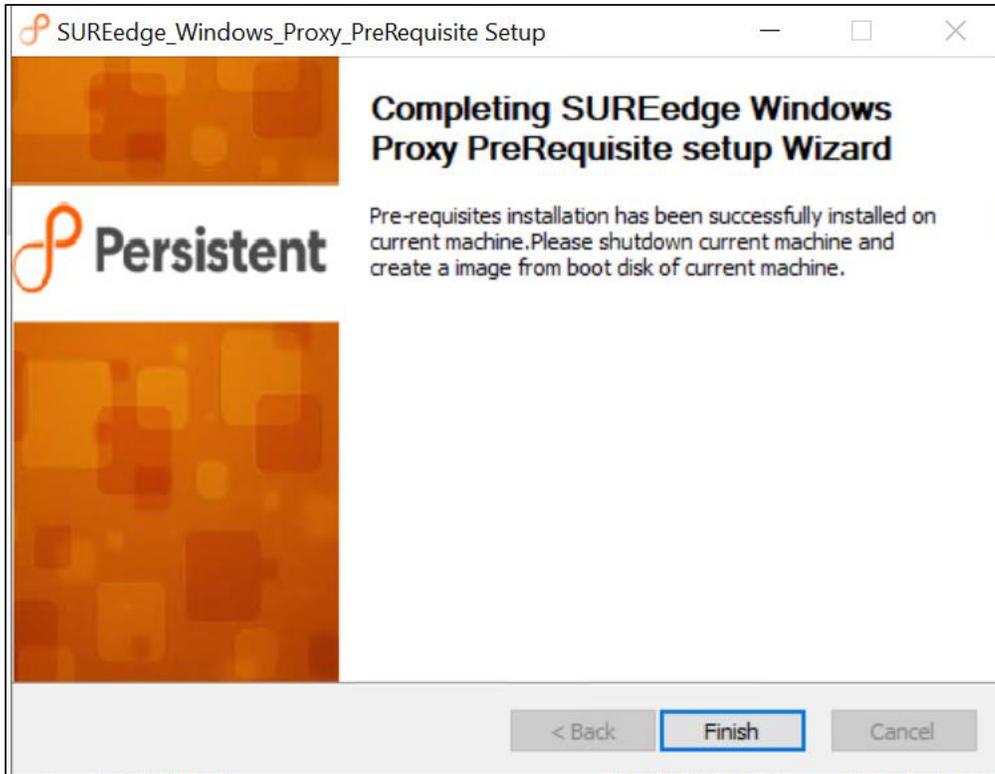


10. The process of copying the files begins as you select the location for installation.

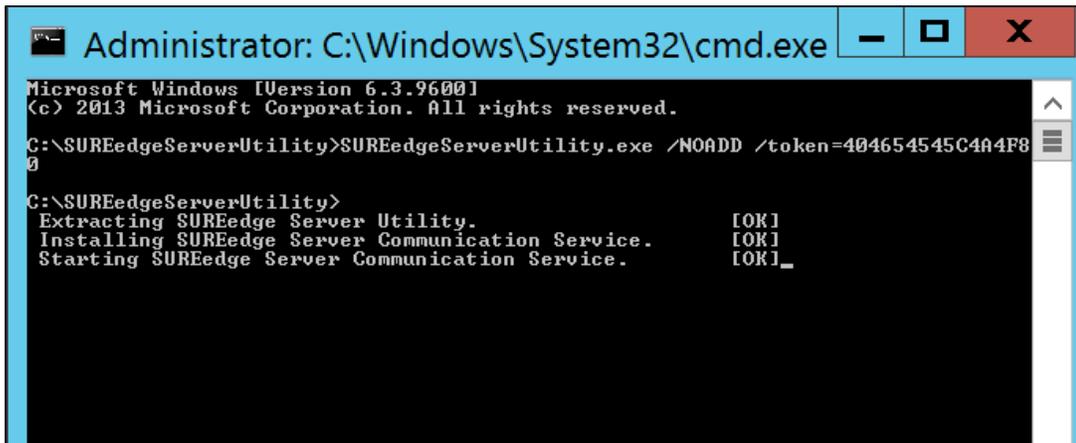


11. After the installation is complete, set your **Password**, and click **Finish**.
12. After installation completion, Go to VM, right click on created vm, select Launch Console.
13. Log in to vm and enable RDP. and access it by RDP.
14. Copy **SUREdge_Windows_Proxy_PreRequisite_Setup.exe** file from extracted folder and install it.





15. Download SUREedgeServerUtility.zip to this VM from MC register tab.
16. Get a token from MC from register server UIs.
17. Run this command in cmd from path where SUREedgeServerUtility.zip is extracted, SUREedgeServerUtility.exe /NOADD /token=<token of SUREedge MC>



18. Check if Nutanix-VirtIO folder present in C: if not Copy it to C:\Nutanix-VirtIO
C:\SUREedgeInstallationFiles
19. In Shutdown Options, select **Shutdown** and Click **OK**.
20. Connect to Nutanix CVM, and run below command,
acli vm.get <Name of Windows Proxy VM>
Note down / copy SCSI 0th disk UUID

```

admin@:172.16.36.2:~$ acli vm.get winproxy
winproxy {
  config {
    agent_vm: False
    allow_live_migrate: True
    boot {
      boot_device_order: "kCdrom"
      boot_device_order: "kDisk"
      boot_device_order: "kNetwork"
      uefi_boot: False
    }
    cpu_passthrough: False
    disable_branding: False
    disk_list {
      addr {
        bus: "scsi"
        index: 0
      }
      container_id: 4
      container_uuid: "8426ff06-10fa-4068-bfb7-f4dcb17620b1"
      device_uuid: "3329a484-4b1f-4933-9cd3-64cab13b7f1e"
      naa_id: "naa.6506b8d43f8977273ae82e2d5b91a82d"
      source_vmdisk_uuid: "c2be22c6-fc66-4186-b003-11bdc78b05e5"
      vmdisk_size: 136365211648
      vmdisk_uuid: "d1aebada-2269-4edd-bc9f-5a249e203e6c"
    }
    hwclock_timezone: "UTC"
    machine_type: "pc"
    memory_mb: 2048
    name: "winproxy"
    nic_list {
      connected: True
      mac_addr: "50:6b:8d:d0:a9:76"
      network_name: "vlan"
      network_type: "kNativeNetwork"
      network_uuid: "9fb4b860-2be8-4af5-9d22-5506164b413b"
      type: "kNormalNic"
      uuid: "15348d53-a8cd-4d62-a53e-650d53e41096"
      vlan_mode: "kAccess"
    }
    num_cores_per_vcpu: 1
    num_threads_per_core: 1
    num_vcpus: 2
    num_vnuma_nodes: 0
    vga_console: True
    vm_type: "kGuestVM"
  }
  logical_timestamp: 8
  state: "kOff"
}

```

21. Run the given command, `acli image.create <proxy image name to be> clone_from_vmdisk=<disk UUID> image_type=kDiskImage`

```

admin@:172.16.36.2:~$ acli image.create sureedge-windows-proxy-661 clone_from_vmdisk=d1aebada-2269-4edd-bc9f-5a249e203e6c image_type=kDiskImage
sureedge-windows-proxy-661: pending
sureedge-windows-proxy-661: complete
admin@:172.16.36.2:~$

```

22. Created proxy image name will be used as it is with given credentials.
`acli image.get sureedge-windows-proxy-661`

```

admin@:172.16.36.2:~$ acli image.get sureedge-windows-proxy-661
sureedge-windows-proxy-661 {
  architecture: "kX86_64"
  container_id: 4
  container_uuid: "8426ff06-10fa-4068-bfb7-f4dcb17620b1"
  create_time: "Thursday August 05 2021, 12:42:38 PM"
  file_uuid: "853da1df-39ea-4c58-8da7-e5a7616eea5f"
  image_source {
    source_vmdisk_uuid: "d1aebada-2269-4edd-bc9f-5a249e203e6c"
  }
  image_state: "kActive"
  image_type: "kDiskImage"
  logical_timestamp: 0
  name: "sureedge-windows-proxy-661"
  owner_cluster_uuid: "0005b9f2-05e6-3b95-458f-00259094f22a"
  update_time: "Thursday August 05 2021, 12:42:38 PM"
  uuid: "370537f0-59cf-4153-b1cb-e77a41a0def2"
  vmdisk_size: 136365211648
  vmdisk_uuid: "4200caa1-063b-4242-a423-91532dad81ce"
}
admin@:172.16.36.2:~$ █

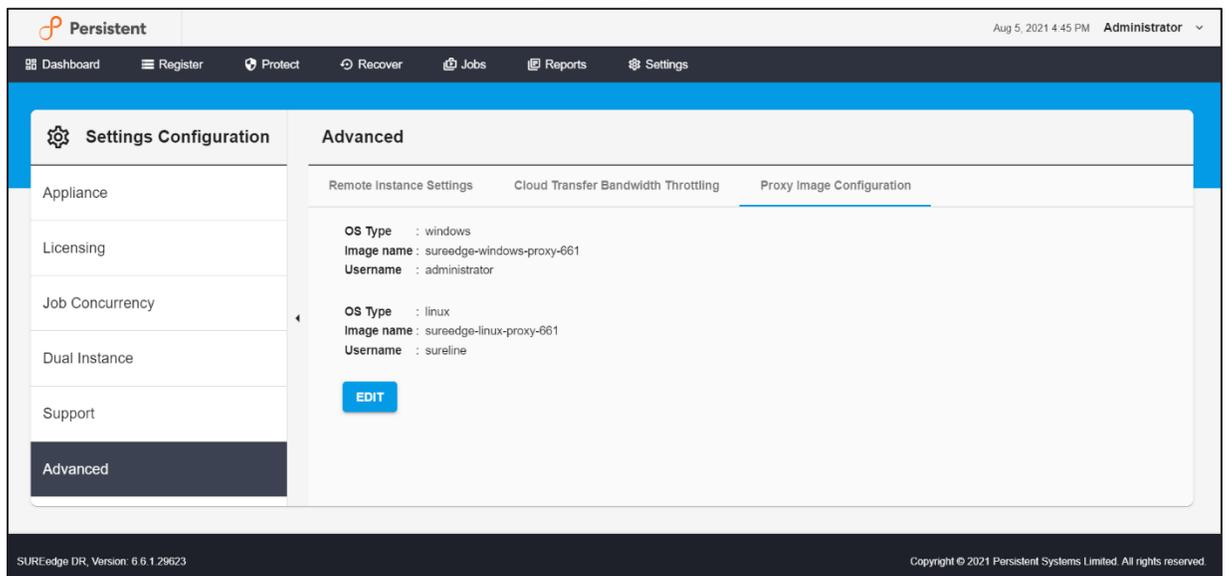
```

Delete VM from PRISM:

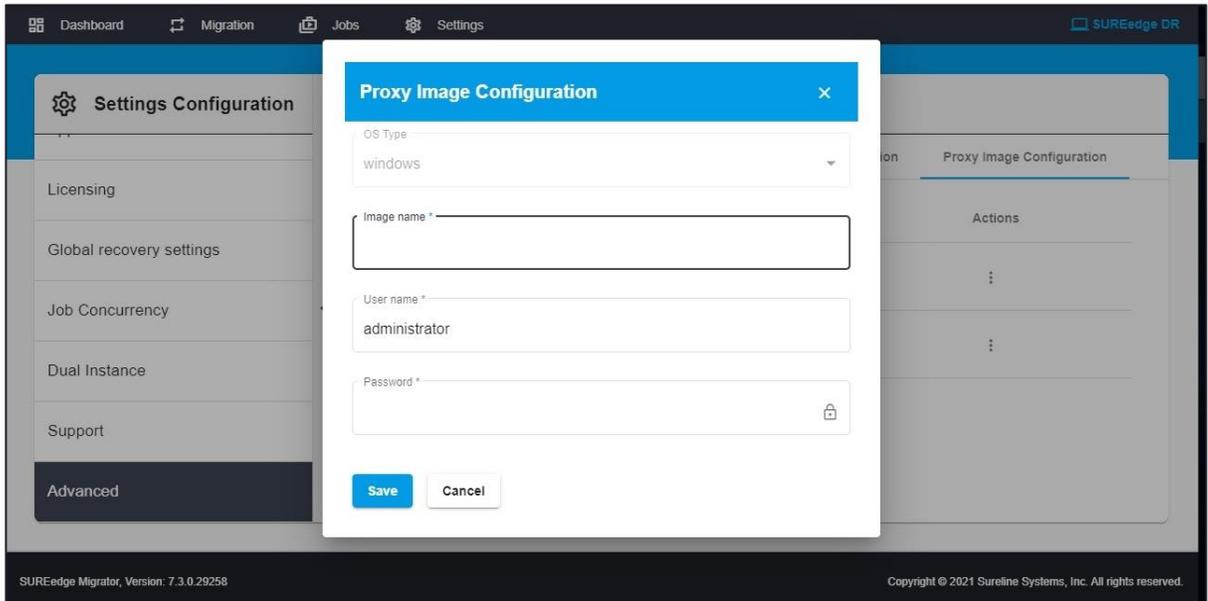
23. Delete server from PRISM UI by right clicking option
24. Configure the windows Image in SUREedge
25. Login to SUREedge DR Management Console (MC).

Configuration

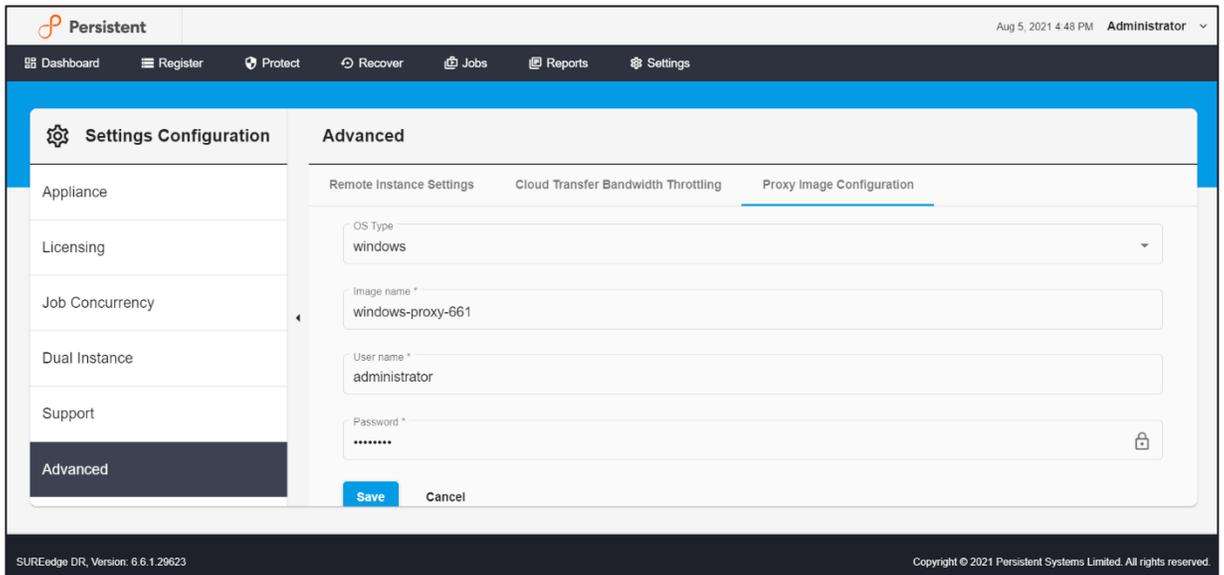
1. Go to **Settings** tab → **Advanced** → **Proxy Image Configuration**.
Select **Edit** button to configure proxy image configuration.



2. Provide **Image Name**, **Username** and **Password** for Windows Proxy which was created after proxy creation.



3. Click **Save** to save the settings.



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 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 SUREedge *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>