

Overview

IDrive offers the most cost effective BMR functionality with onsite disk image backup for SMBs. Store entire data of hard disks including the operating system (OS) and application configurations in an external server and retrieve them in case of catastrophic failure. For a better disaster recovery plan, Virtualization lets you create the virtual instance of your clients on the BMR server and access them without losing any data if any physical damage to your systems. Also, maintain a ready-to-use, bare metal restore (BMR) capability with each file-based backup.

You can also transfer backups stored on your IDrive BMR server to an offsite location (Cloud replication). You have to enable the cloud replication feature by providing the IDrive account credentials. Once enabled, you are provided with necessary interface to configure cloud replication schedule settings and monitor the backup status through the centralized console.

Login to BMR Server

Login to IDrive BMR web console to manage local backups and schedule cloud replication of the registered clients. For initial login, use "support123" as the password. We highly recommend you to change the default password from 'Settings' tab after the initial login to the web interface.

Forgot password

This option lets you reset the password that you use to log in if you do not remember it. To change the password,

- 1 On the 'Login' page, click 'Forgot Password'.
- 2 Click 'Confirm' in the confirmation window.

An email with the security code will be sent to the registered email address.

- 3 Enter the security code and click 'Verify'.
- 4 Enter the new password, confirm the same and click 'Reset password'.

A confirmation message will be displayed on the top.

Note: If you do not get the email with security code, click 'Resend security code' to resend the email. If you still did not receive the mail, this could be because of the following reasons:

- You may be checking the wrong email address. The default email address to which the notification will be sent to, is the address provided during the request for the device.
- Your incoming email server might be rejecting the message.

Overview

Displays the system performance status (like CPU Load, RAM usage, storage and so on). Also, you can get the IP address to access the server.

FAQs

This option redirects you to frequently asked questions on BMR.

Support

This section provides support options available for our product. You can find the contact phone number, email and chat support information.

Dashboard

The Dashboard tab displays important information about backup status, activities, registered clients and devices mounted for restore. Also, provides overview on storage used, virtualization, cloud replication, health status of the devices and you can enable cloud manage from the Dashboard tab.

Raid and Hard Drive health status

The 'Raid and Hard Drive health status' displays the health status of raid devices and the individual health status of hard drive (OS and storage).

Health status of raid devices can be any of the following:

- ✔ Devices are working fine
- ⚠ Contact support team immediately

Note: The status 'Warning' doesn't always imply there is a critical problem with the raid storage array. Once you contact the support team, they will analyze the required reports and let you know if there is any issue and provide necessary information on resolving them.

Health status of hard drive can be any of the following:

- ✔ Working fine
- ⚠ Contact support team immediately
- ⚠ Contact support team immediately

Note: A unique serial number will be provided to each storage device to identify and replace them if the health status is bad.

Storage used

The 'Storage used' displays the consumed storage space of the BMR server.

Backup Devices

This section displays the total number of registered clients and also the number of clients that are currently online.

Virtualization

This section displays the total number of virtual instances created and the number of virtual instances powered on.

Restore

You can see the number of restore points created for the clients to access backed up data from the 'Restore' section.

Cloud Manage

This Section lets you enable cloud manage and access IDrive BMR server remotely. You can manage local backup operations and cloud replication of your local backups from anywhere.

To enable cloud manage,

- 1 Click the slider under 'Cloud Manage' section to enable. The 'Cloud Manage' window appears.
- 2 Enter the IDrive account credentials and click 'Enable cloud manage'.

Cloud manage is successfully enabled and you can now access server interface from an external network.

Cloud Replication

This section displays information such as date and time of the recent backup of the local data to the cloud. You can click on this section to go to 'Cloud Replication' tab.

Download Backup Agent

Download the agent software from this section and install it on the computer you want to backup. IDrive BMR server detects the agent and starts image backup automatically for the first time. For more information on image backup refer [Backup Instructions](#).

System Requirements for IDrive BMR

IDrive BMR currently supports Bare-Metal backup only from client computers running on Windows OS.

Following are the system requirements for IDrive BMR:

Operating Systems:

- ✓ Windows Vista (with all windows updates installed)
- ✓ Windows Server 2008 (with all windows updates installed)
- ✓ Windows Server 2008 R2
- ✓ Windows 7
- ✓ Small Business Server 2011 (with all windows updates installed)
- ✓ Windows 8
- ✓ Windows 8.1
- ✓ Windows 10
- ✓ Windows Server 2012
- ✓ Windows Server 2012 R2

Filesystem

IDrive BMR supports backup from only NTFS formatted volumes

Disk Partition Style

- ✓ MBR
- ✓ GPT

Note: you can backup dynamic or logical volumes in MBR disk. However, Bare-Metal Restore of these volumes is not supported. You can still recover data from these backed up volumes by using the 'File Restore' option. [Refer steps to recover backed up data using file restore option.](#)

Clients

This section displays the below information for the registered clients:

- **Hostname:** Name of the client added for backup
- **Status:** Displays the online or offline status of the clients
- **Last seen:** Displays the date and time of the last connectivity check made by the server with the client
- **Last backup time:** Displays the date and time of the recent backup for the client
- **Last Integrity Status:** Displays the integrity status of the client
- **Local backup status:** Displays the overall backup per client.

Status can be any of the following:



Backups are running fine



No recent backup, if there is no backup from long time

Add client

The server is designed in a such a way that, it automatically detects and registers a client if the agent software is installed in the client. However, If the server has not detected the client you can use 'Add client' option to manually add the client by its IP address.

To add client manually,

- 1 On the 'Dashboard' tab, click 'Add client'.
- 2 In the 'Add client' page, enter the IP address of the client to be added and click 'Add client'.

Once the client is added manually it will be displayed in the 'Discover new client via IP' section.

Groups

A group is a collection of client machines organized together by the Admin. You can create up to 30 groups and one client machine cannot be added to more than one group.

This section displays the created groups and the number of client machines added to the group. You can apply local backup settings to the created group and perform full or incremental image backup of the created groups.

Create Group

This option lets you create groups and add client machines to them. A group can have up to 25 client machines and you can create maximum of 30 groups.

To create a group,

- 1 Login to IDrive BMR server web interface and click 'Groups' on the 'Dashboard' tab.
- 2 Click 'Create Group'.
- 3 Enter the name of the group in the 'Group Name' field.
- 4 Select the client machines from the list displayed in the 'Choose host machines' section.
- 5 Click 'Create group'.



Group Operations

You can perform the following operations for the created group:

- Add and remove client machines.
- Full or incremental image backup.

- Apply local backup settings
- Rename and delete the group.

To add client machines to an existing group,


- 1 Login to IDrive BMR server web interface and click 'Groups' on the 'Dashboard' tab. The created groups appear in the 'Groups' tab. Click  in the required group section. The 'Manage User Groups' page appears.
- 2 Click  in the required group section. The 'Manage User Groups' page appears.
- 3 Select client machines from the list displayed in the 'Choose host machines' section under the 'Add' tab.
- 4 Click 'Save'.

To perform full or incremental image backup,

- 1 Login to IDrive BMR server web interface and click 'Groups' on the 'Dashboard' tab. The created groups appear in the 'Groups' tab.
- 2 Click 'Full Image Backup'/'Incremental Backup' in the required group to start the backup.

You can see the status of the backup in the 'Activities' section.


To apply local backup settings,


- 1 Login to IDrive BMR server web interface and click 'Groups' on the 'Dashboard' tab. The created groups appear in the 'Groups' tab.
- 2 Click  in the required group section. The backup settings page appears.
- 3 Select the group from the 'Choose your Groups' drop-down list.

Note: You can even apply settings for the individual client machine. Select 'Clients' option and choose the required client machine from 'Choose your Clients' drop-down.


- 4 Specify bandwidth throttle in the 'Max backup speed for local network' field to set the local network usage during backup.
- 5 To schedule full and incremental image backup, set the following options in the respective tab:
 - **Set the interval backup:** Specify the interval between last and the next image backup from the drop-down.
 - **Schedule Backup:** Schedule the backup on daily/weekdays/weekends. You can even customize the backup schedule by selecting the required days and hours as required from this section.
 - **Number of full image backups:** Use the slider to set the minimum and maximum number of full image backups server should retain for a client.
- 6 Click 'Save'.

To rename a group,


- 1 Login to IDrive BMR server web interface and click 'Groups' on the 'Dashboard' tab. The created groups appear in the 'Groups' tab.
- 2 Click  in the required group section and go to the 'Edit' tab.
- 3 Enter the new name in 'Edit the group Name' field and click 'Update'.

Note: You can also rename the group from the 'Dashboard' tab. In the 'Group' tab, click  in the required group section, enter the new name and click 'Confirm'.

To remove client machines from the group,

- 1 Login to IDrive BMR server web interface and click 'Groups' on the 'Dashboard' tab. The created groups appear in the 'Groups' tab.
- 2 Click  in the required group section and to go to the 'Remove' tab.
- 3 Select the client machines to remove from the the 'Choose host machines' section.
- 4 Click 'Remove'.

To delete a group,

- 1 Login to IDrive BMR server web interface and click 'Groups' on the 'Dashboard' tab. The created groups appear in the 'Groups' tab.
- 2 Click  in the required group section.
- 3 Click 'Yes' in the confirmation window.

Note: When you delete a group, the applied settings will be lost and all the client machines of that group will adopt global backup settings.

Activities

This section displays information about ongoing local backup or restore operations. During a backup operation you will be provided with the following options:

- 1 **Stop** - Click to force stop the ongoing local backup
- 2 **Show Logs** - Click to view the detailed information of local backup

Discover new client via IP

This section displays the list of manually added clients and its connection status. If the connection status is 'No' this could be because of the following reasons:

- The client and the server are not in the same LAN
- The agent software is not installed on the client
- There could be firewall restrictions on the client blocking the server from detecting the agent software

Logs

This tab displays information about activities performed in the server. For user convenience, logs are divided into backup, restore, system and group logs. These logs will help support team to analyze the cause of backup failure.

Backup Logs

This tab displays the information about local backups of the registered clients. Click on the required log to view the detailed information of the activity.

Live Log

This section displays the real-time server activities. This will help support team to analyze and address issues when you contact us. You can select the individual clients and view their logs as well.

Restore Logs

This tab displays the information about local restores of the registered clients. Click on the required log in the 'Restore Logs' tab to view the detailed information of the activity.

System Logs

This tab displays the information about system activities such as login, logout and so on. Click on the required log in the 'System Logs' tab to view the detailed information of the activity.

Groups Logs

This tab displays the information about activities performed on the client machines such as creating groups, adding client machines to the group and so on. Click on the required log in the 'Groups Logs' tab to view the detailed information of the activity.

Export

This option allows you to download the logs in CSV, Excel and PDF format or you can even print the logs. Click 'Export' in the respective tab and click the required format from the drop-down to download the logs.

Statistics

This tab displays information about backup statistics, storage usage and allocation for all the registered clients.

Storage usage

This section displays overview of storage usage in the form of a graph for all the registered clients or any required client. The graph will by default display for all the clients. To view the the graph for individual clients, select the required client from drop-down list.

Backup Statistics

This section displays the information about the storage used by each client. You can also search for the required client. Type the client name in 'Search' field to view the backup statistics.

Note: The size displayed for each client is not the actual amount of data physically stored. Because of de-duplication mechanism employed in the backend, the storage space for storing full and incremental backups is utilized in an efficient manner.

Storage allocation

This section displays a pie chart which will help you identify the portion of storage space consumed by clients.

Settings

From this tab you can change the server and network settings, apply local backup settings and schedule local backup as required. You can also power operations such as shutdown and restart of the server.

Global Server Settings

This tab allows you to configure server settings.

You can change the following server settings from this tab:

- **Max simultaneous backups** - This option will limit the maximum number of backups allowed at a time.
- **Max recently active clients** - Set this option to limit the maximum number of clients allowed to connect and backup.
- **Total max backup speed for local network** - Specify the bandwidth throttle to set the local network usage during backup.
- **Global soft file system quota** - Set the value to delete old backups from active and inactive clients to reduce the storage usage. For more information, refer [FAQ](#)
- **Cleanup time window** - Schedule the cleanup operation from this section. You can schedule on daily/weekdays/weekends or even customize by selecting the days and hours as required.

Backup Settings

You can schedule full/incremental image backup from this section. Also, you can apply separate settings to the created groups, which will be applicable to all the associated client machines.

To schedule full/incremental image backup,

- 1 In the 'Backup Settings' tab, by default all client machines and groups will be selected. You can also apply settings for the individual groups/client machine. Select 'Groups'/'Clients' option and choose the required group/client machine from 'Choose your Groups'/'Choose your Clients' drop-down.
- 2 Specify bandwidth throttle in the 'Max backup speed for local network' field to set the local network usage during backup.
- 3 Specify volumes to backup in 'Volumes' field. Select 'All' to include all volumes or select 'Custom' and enter the required volumes separated by comma (,).
- 4 To schedule full and incremental image backup, set the following options in the respective tab:
 - **Set the interval backup:** Specify the interval between last and the next image backup from the drop-down.
 - **Schedule Backup:** Schedule the backup on daily/weekdays/weekends. You can even customize the backup schedule by selecting the required days and hours as required from this section.
 - **Number of full/incremental image backups:** Use the slider to set the minimum and maximum number of full/incremental image backups server should retain for a client.
- 5 Click 'Save'.

Mail

You can change the mail server settings as per your requirements from this tab. Also, you can set the email addresses to which the local backup status notification will be sent.

Mail Server Settings

change the mail server settings from this section.


To change the mail server settings,

- 1 Login to the IDrive BMR server web interface.
- 2 Go to the 'Settings' tab and click 'Mail'.
- 3 Select the mail server option from the 'Mail Relay Server' drop-down.
- 4 Define the other required parameters and click 'Save'.

Local Email Notification

In this section you can set the email addresses to which the local backup status notification will be sent. Also, you can filter the log information to be sent using the status of the backup and log level drop-down.

To add email address,

- 1 In the 'Local Backup Notifications' section, enter the email address in 'Add Email Address' field and click  .
- 2 Select the backup status and log level from 'Send' and 'Minimum log level' drop-down respectively.
- 3 Click 'Save'.

Control Panel

This tab allows you to configure or change the network settings and perform power operations of the server. You can even change the time settings of the server depending on your location from this tab.

Network Settings

Change the network settings of your server from this tab.

Network Settings

During the initial login, by default the server will be configured to DHCP mode. You can change the default settings from the 'Network Settings' tab.

To change the network settings,

- 1 Login to the IDrive BMR server web interface.
- 2 Go to the 'Settings' tab and click 'Control Panel'.
- 3 Click against the required ethernet port entry. The 'Network settings' window appears.
- 4 Select 'IP Mode' as 'Static' and provide the required information such as IP address, Netmask and Gateway in the respective fields.
- 5 Click 'Apply Settings'.

You can click the 'Reset Network' button to reset the network settings. When you reset the network settings, the following actions take place:

- Both the network interfaces on this server will be set to DHCP mode.
- Server will reboot to apply the changes. Ensure no backups are in progress at this time.
- After reboot, the server will try to obtain DHCP provided IP from your network.

DNS Settings

You can change the default DNS settings from this section.

To change the DNS settings,

- 1 In the 'Control Panel' tab, select 'Use the following DNS server address' under 'DNS settings'.
- 2 Provide primary and secondary DNS server address in the respective fields and click 'Apply'.

Time Zone

Change the time zone settings of your server as per your location from this tab.

To change the time zone,

- 1 Login to the IDrive BMR server web interface.
- 2 Go to the 'Settings' -> 'Control Panel' and click 'Time Zone'.
- 3 Choose your region from the 'Select Time Zone' drop-down list.
- 4 Select your country and zone.
- 5 Click 'Save'

Power Options

You can perform the power operations of IDrive BMR server from this tab. Following are the two available power options:

- **Restart** - Click this to restart the server
- **Shutdown** - Click this to shutdown the server

Restore

This tab lets you restore the backed up data to the clients through recovery points.

File Restore

You can access all the backed up data by using file restore option. Create recovery points and gain access to the backed up data of the clients from this section.

To create a file level recovery point access,

- 1 On the 'File Restore' tab, select the client from 'Choose a System' drop-down.
- 2 Select the recovery point from 'Choose a Recovery Point' drop-down.
- 3 By default 'Enable user authentication' will be selected as 'No'. This will create an open share that is accessible on the network. However, if you want the share to be secured, we recommend you to create with username and password. To create a secure share, select 'yes' and perform the following steps:
 - Select the username from 'Mount username' drop-down.
 - Enter the mount password.
- 4 Click create.

Note: You can create a maximum of 5 simultaneous recovery points irrespective of authentication type selected.

Mount Path Summary

Once the recovery point is successfully created, a summary of it will be displayed in the 'Mount Path Summary' table. You can use the path displayed under 'Mount Path' to access your backed up data.

Virtualization


This tab allows you to create a virtual instance of the backed up clients on your BMR server in case of any physical damage or disaster. You can create maximum of four virtual machines at a time.

Local Virtualization

You can create virtual instance of your client from this section.

To create virtual instance,

- 1 Login to IDrive BMR web interface and go to the 'Restore' tab.
- 2 Click 'Virtualization' in the menu bar.
- 3 Select the required client from 'Choose a System' drop-down list.
- 4 Choose the recovery points for the given volumes.
- 5 Select the number of processors for the virtual machine from the 'Processor(s)' drop-down list.
- 6 Enter the memory value in the 'Memory' field.

Note: Memory value should be greater than 1024 MB. You can decide the memory value depending on the available memory displayed below the 'Memory' field. Click  to recalculate the available memory.


- 7 Select the required storage controller. By default 'SATA' will be selected.
- 8 Select 'Yes' to enable user authentication for the virtual machine.

Note: By default 'Enable user authentication' will be selected as 'No'

- 9 Select username from the 'Username' drop-down list, and enter the password.
- 10 Click 'Build Virtual Machine'

You have successfully created the virtual machine. You can now connect to it and access data.

To connect,



- 1 In the 'Virtual Machines' section, click  against the virtual machine.
- 2 Open the downloaded '.rdp' connection file.
- 3 Click 'Connect'.
- 4 Click 'Yes' in the 'Remote Desktop Connection' popup window.


Remote connection to the virtual machine is established.

Virtual Machines

This section displays the created virtual machines of your client. you can perform power operations on the virtual machine. Also, you can restart the machine, send the keyboard inputs such as windows, Ctrl+Alt+Del, Alt+Tab and F8 to the virtual machine.

To perform power operations,

- 1 Login to IDrive BMR web interface and go to the 'Restore' tab.
- 2 Click 'Virtualization' in the menu bar and perform either of the following:
 - Click  to power on the machine.
 - Click  to power off the machine.
- 3 Click 'Yes' in the respective confirmation window.

To restart virtual machine, click  in the menu of the required virtual machine. Click the required icons (windows, Ctrl+Alt+Del, Alt+Tab and F8) in the menu, to send the keyboard inputs to virtual machine.

All the created virtual machines will be unmounted when you restart your IDrive BMR server.

You can also click  to unmount the created virtual machine manually.

System Restore

This section will provide the instructions to perform the Bare-metal restore to the system.

Cloud Replication

You can replicate the data backed up in your server to the IDrive cloud account from this tab. You can also schedule the cloud replication based on your requirement.

Activities

This section displays ongoing cloud replication status. Information such as client name, drive selected for replication, Recovery Point, amount of data transferred to the cloud, time taken so far to backup, internet speed and the estimated time for backup are displayed.

Cloud Replication Settings

You can schedule the cloud replication from this section. Following are the options available to schedule cloud replication:

- **Select clients to backup** - You can select the required clients to schedule the backup. Click 'Select All' to select all the computers.
- **Scheduled backup time** - Set the time at which your scheduled backup should start. Select 'Daily' to perform the backup everyday or you can even select the days for the backup to run.

- **Backup Cut-off time** - Enable this option to stop the scheduled backup.

Note: The scheduled backup will not stop exactly at the cut-off time, if there is a backup of recovery point currently in progress. It will stop after completing that recovery point backup, and before the next scheduled backup.

- **Bandwidth throttle** - Enter the bandwidth throttle value to set the internet usage for your backups. By default this value will be set to 100.

Note: Bandwidth throttle value should be between 1-1000.

- **Email Notification** - Add email address to receive notifications on cloud replication status.

Schedule summary

This section displays the summary of the schedule backup. Information such as computers selected for backup, day and time of the next scheduled backup will be displayed.

Disable cloud replication

This option will disable the scheduled cloud replication and set the options to default value. Click this button if you want to disable the scheduled replication.

IDrive Account Information

This section provide information about IDrive cloud account to which the data will be transferred. Information such as username and account status will be displayed.

Cloud Replication Status

This section displays the status of the last backup. Information such as computer name, date and time of the last backup. The amount of data transferred over the internet is displayed in the 'Data Transferred' column. You can even search for the required clients by using search field.

Events

The 'View' option here would take you to a page with comprehensive log for the cloud replication activities. You will be able to view the status of cloud replication and information such as the name of client, the volume, recovery point and so on. Along with this, you will also be informed of the integrity status of your backups that is replicated in the cloud server.

System Health

This tab provides information about the health status of raid devices and hard drives. You can also perform the cleanup operation if the storage utilization reaches 80%.

Raid health status

This section displays the health status of raid devices. If one device stops working the other will be working as backup.

Status can be any of the following:

- Clean: Devices are working fine
- Warning: Contact support team immediately

Contact support team immediately if any of the raid device stops working. Our team will analyze the problem and send a replacement device after processing. Once you receive the device, our team will assist in replacing the device over chat or phone support. After the device is successfully replaced and identified by the server, the rebuild operation will start. You can see the rebuild operation status in 'Raid health status' section.

Hard drive health status

You can check the individual health status of hard drive (OS and storage) under 'Hard drive health status' section.

Health status can be any of the following:

- GOOD: Working fine
- BAD: Contact support team immediately
- Predicted to Fail: Contact support team immediately

Storage volume usage

The 'Storage volume usage' displays information about storage space of IDrive BMR server. The utilized and remaining storage space is displayed in percentage so that you can track your utilization and allows you to perform manual cleanup after 80% usage.

To perform manual cleanup,

- 1 Login to IDrive BMR web interface and click 'System Health' displayed on the menu bar.
- 2 Select the percentage of storage space to cleanup from 'CleanUp Percentage' drop-down list.
- 3 Click 'Cleanup'.
- 4 Click 'Confirm' in the confirmation window.

Admin

You can update the profile information such as email and password from this option.

Change Email

Change the registered email address using this option.

To change the email address,

- 1 On the 'Settings' tab, go to 'Profile' and click 'Change email address'.
- 2 Enter the new email address and click change.

Your email address is successfully changed.

Change Password

Change the password of the BMR server using this option.

To change Password,

- 1 Login to the IDrive BMR server web interface.
- 2 Go to the 'Settings' tab and click 'Profile'.
- 3 Click 'Change password'.
- 4 Enter the new password, confirm the same and click 'Change'.

A successful message will be displayed.