# Setup Guide

## DR365 - Backup & Disaster Recovery

# Appliance

**DR365-1204 12-bay / 2U Model**

STONEFLY
www.stonefly.com
www.iscsi.com

This Page is intentionally left blank.

Copyright © 2006-2019 StoneFly, Inc.

All rights are reserved. No part of this document may be photocopied or reproduced without the prior written consent of StoneFly.

The information contained in this document is subject to change without notice. StoneFly shall not be liable for errors contained herein or for consequential damages in connection with the furnishing, performance, or use of this material.

StoneFly, the StoneFly logo, Storage Concentrator, Integrated Storage Concentrator, ISC, Modular Storage Concentrator, StoneFly Backup Advantage, StoneFusion, StoneFly Replicator CDP, ValueSAN, Unified Scale Out, USO, Super Scale Out, SSO, Twin Scale Out, TSO, Unified Storage & Server, USS, Unified Deduplicated Storage, UDS, Unified Encrypted Storage, UES, OptiSAN, StoneFly Voyager, DR365, DR365 Fusion, StoneFly Mirroring, Storage Concentrator Virtual Machine, SCVM, Software-Defined Unified Storage, SDUS, and StoneFly Cloud Drive are property of StoneFly, Inc.

Other brands and their products are trademarks or registered trademarks of their respective holders.

# Table of Contents

1.1 Introduction ..... 5
1.1.1 Icons ..... 6
2.1. Rack Installation Instructions ..... 8
2.2. Power Up & Initial Access ..... 13
2.3. Configuring IPMI KVM ..... 14
2.4. VMware Management Network Configuration ..... 19
2.5. Steps to Configure SCVM Management Port (VMware) ..... 26
2.6. Hyper-V Management Network Configuration ..... 30
2.7. Steps to Configure SCVM Management Port (Hyper-V) ..... 34
2.8 Citrix (Formerly XenServer) Management Network Configuration ..... 38
2.9 Steps to Configure SCVM Management Port (Citrix) ..... 41
2.10 Configuring the SCVM ..... 44
2.7 Configuring the Acronis Management VM ..... 51
2.7.1. Assigning a Static IP Address to the Acronis Management VM ..... 51
2.7.2 Enabling RDP on the Acronis Management VM ..... 55
2.7.3 Accessing Windows Server hosting Acronis ..... 57


©StoneFly Inc. 2019 | All rights reserved

# Chapter-1: Introduction


© StoneFly Inc. 2019 | All rights reserved

## 1.1 Introduction

This document is aimed for system administrators who would like to know how to get started with StoneFly DR365 Appliance. It describes initial steps for launching the appliance.

The StoneFly DR365 is the ideal purpose-built hyperconverged infrastructure solution for backup and disaster recovery which also allows you to consolidate all of your server and backup systems into one easy to manage appliance.

This guide gives an overview of the product, rack mounting instructions and initial installation procedure. Information for using the features of the StoneFusion software is found in the Storage Concentrator User Guide.

- StoneFly Resource Library
- The StoneFly SCVM™ Webpage

Each StoneFly DR365 comes preconfigured with VMware vSphere or Microsoft Hyper-V or Citrix (formerly XenServer) hypervisor, a StoneFly SCVM™ Virtual Storage Controller, and an Enterprise Backup Engine running on a second VM. Additional Virtual Machines can be installed on the DR365 as needed as long as adequate processing cores and system memory are available to support those VMs. Contact your StoneFly sales representative for details.

***DR365-1204 12-Bay / 2U Model***

The DR365 comes in five standard configurations:

- 12-bay / 2U model features maximum of 12 x 3.5” SAS drives
- 16-bay / 3U model features maximum of 16 x 3.5” SAS drives
- 24-bay / 2U model features maximum of 24 x 2.5” SAS drives
- 24-bay / 4U model features maximum of 24 x 3.5” SAS drives
- 36-bay / 4U model features maximum of 36 x 3.5” SAS drives


© StoneFly Inc. 2019 | All rights reserved

### 1.1.1 Icons

| Icon | Type | Description |
|---|---|---|
| | Note | Special instructions or information |
| | Warning | Risk of system damage or a loss of data |


© StoneFly Inc. 2019 | All rights reserved

# Chapter-2: Initial Installation


© StoneFly Inc. 2019 | All rights reserved

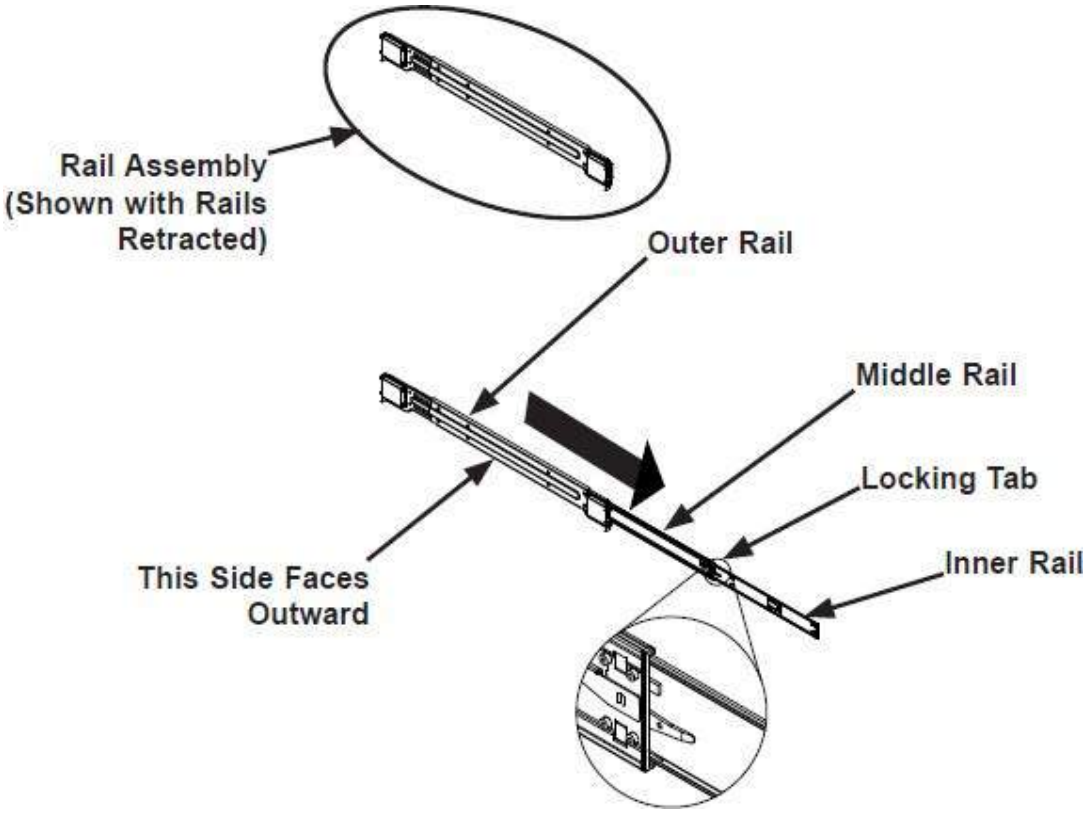
## 2.1. *Rack Installation Instructions*

This section provides information on installing the StoneFly DR365 appliance into a rack or cabinet with the rails provided. There are a variety of rack/cabinet units on the market, which may mean that the assembly procedure will differ slightly. You should also refer to the installation instructions that came with the rack unit you are using.

**NOTE:** This rail will fit a rack/cabinet between 26" and 33.5" deep.

### Identifying the Sections of the Rack Rails

The StoneFly DR365 chassis package includes two rack rail assemblies in the rack mounting kit. Each assembly consists of three sections: an inner rail that secures directly to the chassis, an outer rail that secures to the rack, and a middle rail which extends from the outer rail. These assemblies are specifically designed for the left and right side of the chassis.




**Identifying the Outer Rail, Middle Rail and Inner Rail**

(Left Rail Assembly Shown)

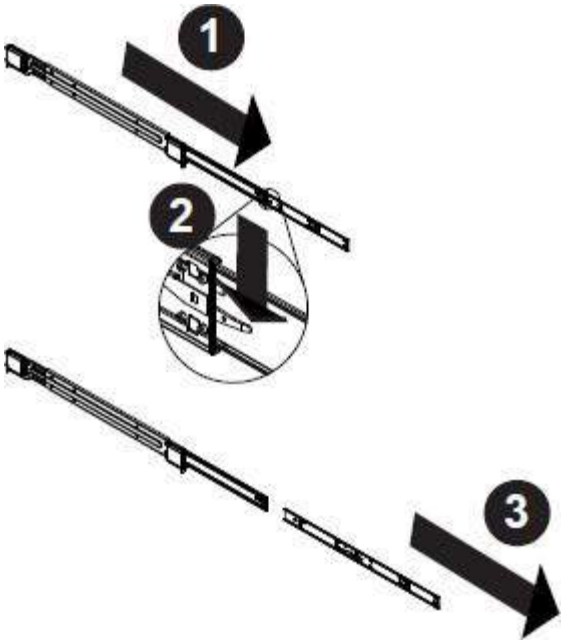

© StoneFly Inc. 2019 | All rights reserved

**Releasing the Inner Rail**

Each inner rail has a locking latch. This latch prevents the server from coming completely out of the rack when the chassis is pulled out for servicing. To mount the rail onto the chassis, first release the inner rail from the outer rails.

***Releasing the Inner Rail from the Outer Rails:***

1. Pull the inner rail out of the outer rail until it is fully extended as illustrated below.
2. Press the locking tab down to release the inner rail.
3. Pull the inner rail all the way out.
4. Repeat for the other outer rail.



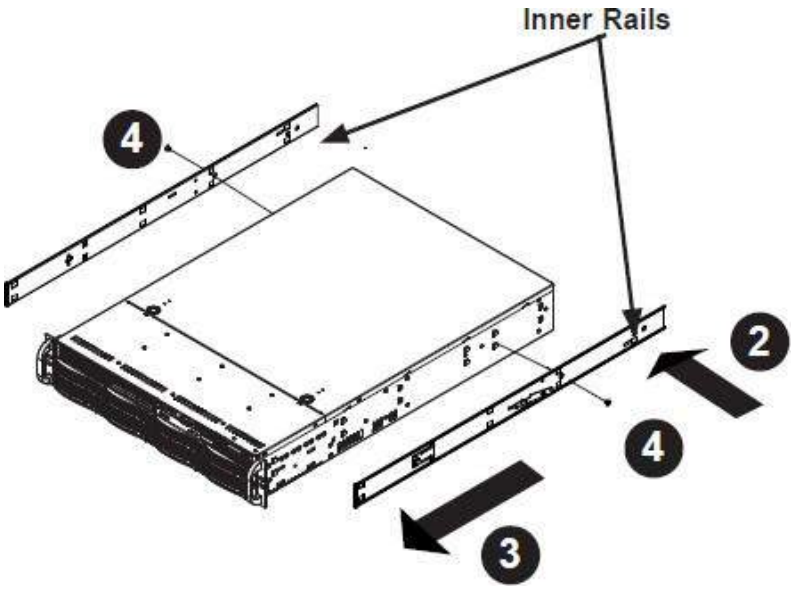

**Extending and Releasing the Inner Rail**


© StoneFly Inc. 2019 | All rights reserved

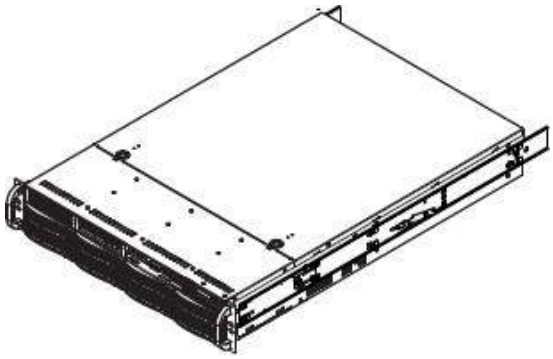
## Installing the Inner Rails on the Chassis

### *Installing the Inner Rails*

1. Identify the left and right inner rails. They are labeled.
2. Place the inner rail firmly against the side of the chassis, aligning the hooks on the side of the chassis with the holes in the inner rail.
3. Slide the inner rail forward toward the front of the chassis until the quick release bracket snaps into place, securing the rail to the chassis.
4. Optionally, you can further secure the inner rail to the chassis with a screw.
5. Repeat for the other inner rail.




**Installing the Inner Rails**



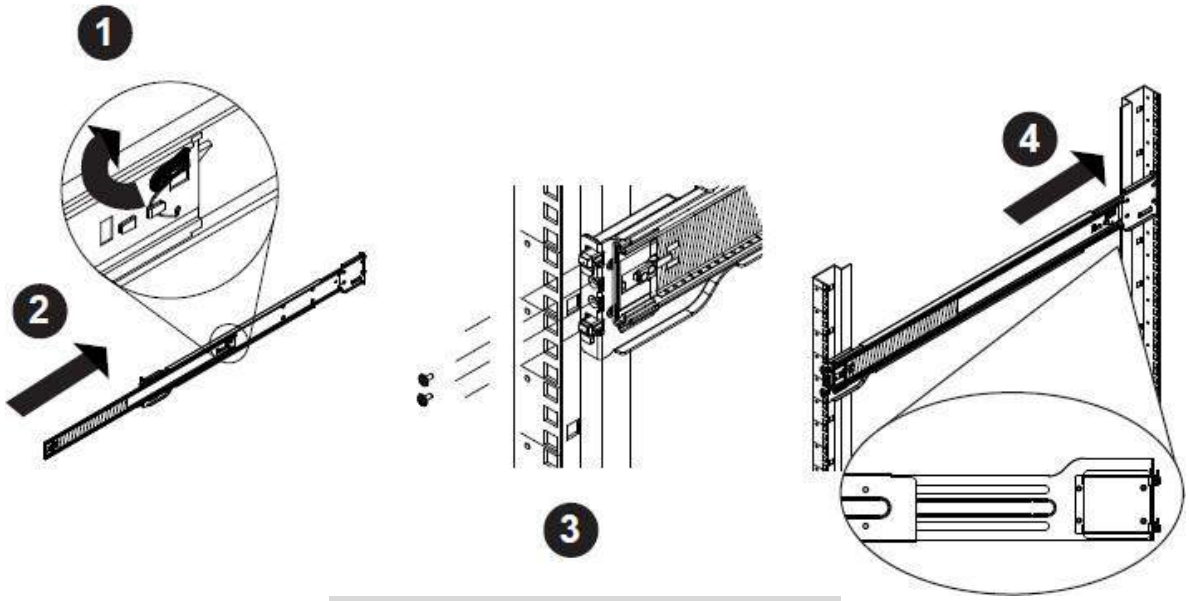
**Inner Rails Installed on the Chassis**


© StoneFly Inc. 2019 | All rights reserved

## Installing the Outer Rails onto the Rack

### *Installing the Outer Rails*

1. Press upward on the locking tab at the rear end of the middle rail.
2. Push the middle rail back into the outer rail.
3. Hang the hooks on the front of the outer rail onto the square holes on the front of the rack. If desired, use screws to secure the outer rails to the rack.
4. Pull out the rear of the outer rail, adjusting the length until it just fits within the posts of the rack.
5. Hang the hooks of the rear section of the outer rail onto the square holes on the rear of the rack. Take care that the proper holes are used so the rails are level. If desired, use screws to secure the rear of the outer rail to the rear of the rack.




**Extending and Mounting the Outer Rails**

The rack stabilizing mechanism must be in place, or the rack must be bolted to the floor before you slide the unit out for servicing.

Failure to stabilize the rack can cause the rack to tip over. Do not use a two post “telco” type rack.

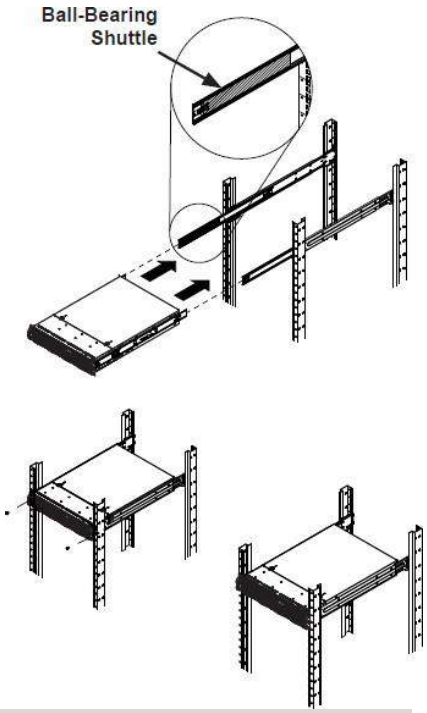

© StoneFly Inc. 2019 | All rights reserved

### Sliding the Chassis onto the Rack Rails

**Warning:** Mounting the system into the rack requires at least two people to support the chassis during installation. Please follow the safety recommendations printed on the rails.

### Installing the Chassis into a Rack

1. Extend the outer rails as illustrated above.
2. Align the inner rails of the chassis with the outer rails on the rack.
3. Slide the inner rails into the outer rails, keeping the pressure even on both sides. When the chassis has been pushed completely into the rack, it should click into the locked position.
4. Optional screws may be used to hold the front of the chassis to the rack.




**Installing the Chassis into a Rack**

**Note:** The figure above is for illustrative purposes only. Always install servers to the bottom of the rack first.

**Caution:** Do not pick up the server with the front handles. They are designed to pull the system from a rack only.

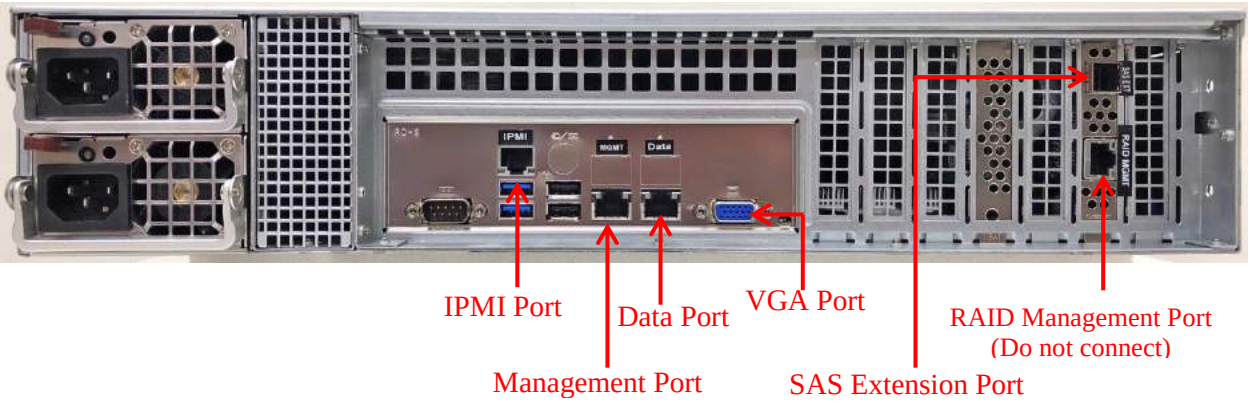

©StoneFly Inc. 2019 | All rights reserved

## 2.2. Power Up & Initial Access

These are the steps a user needs to follow in order to start using the StoneFly DR365 Hyperconverged Appliance:

1- Connect both power supply modules to a power outlet using the included power cords.

2- Connect Ethernet cables to the System Management, Network (iSCSI/NAS), and IPMI ports as shown in the diagram below:




**Back Panel Connections of the DR365**

3- If you purchased the appliance with additional network ports, then please connect those as well.

4- Connect a monitor to the VGA port.

5- Connect a keyboard and a mouse to the USB ports.

6- Power up any Expansion Units, then power up the DR365 appliance.

**NOTE:**

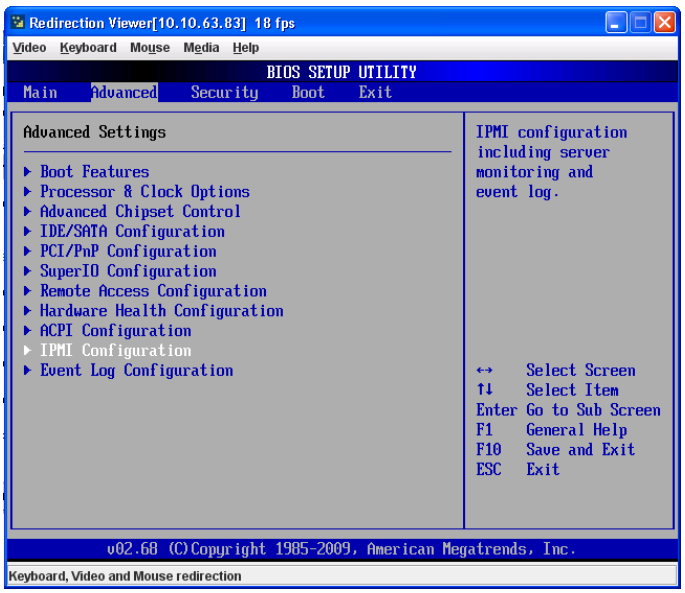
- Serial port is not used by the DR365 appliance.
- SAS Expansion port is only used when connecting StoneFly Expansion Units to the DR365 Appliance for additional storage capacity.
- Do not connect an Ethernet cable to the RAID port.
- There are different configurations for network ports. Make sure to follow the labeling on your system when connecting the Ethernet cables.


© StoneFly Inc. 2019 | All rights reserved

## 2.3. Configuring IPMI KVM

The Intelligent Platform Management Interface (IPMI) KVM configuration allows for **Remote Management** and **Power Control** of the StoneFly DR365 system. This configuration is optional to perform, but recommended.

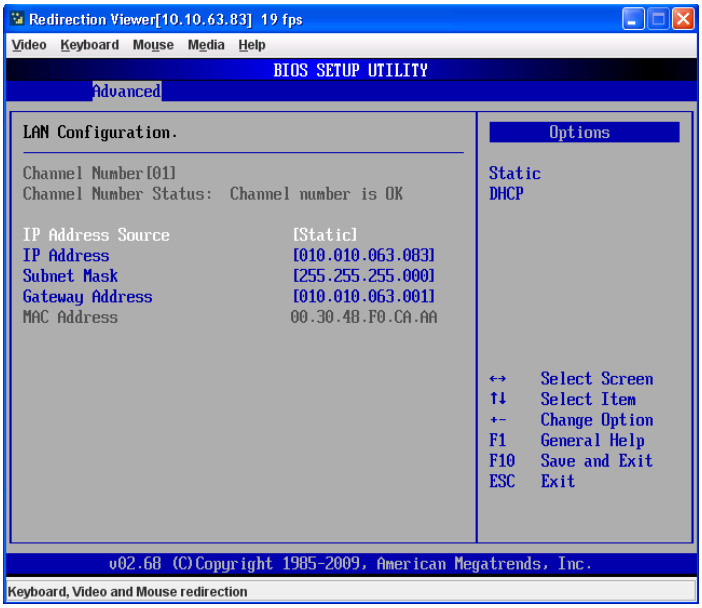
To configure the IPMI module, connect a Keyboard and Monitor to the System. Power on the system and press the "Del" key to enter the BIOS setup.




On the BIOS screen, navigate to the **Advanced** tab and select **IPMI Configuration**. The IPMI configuration screen will be displayed.

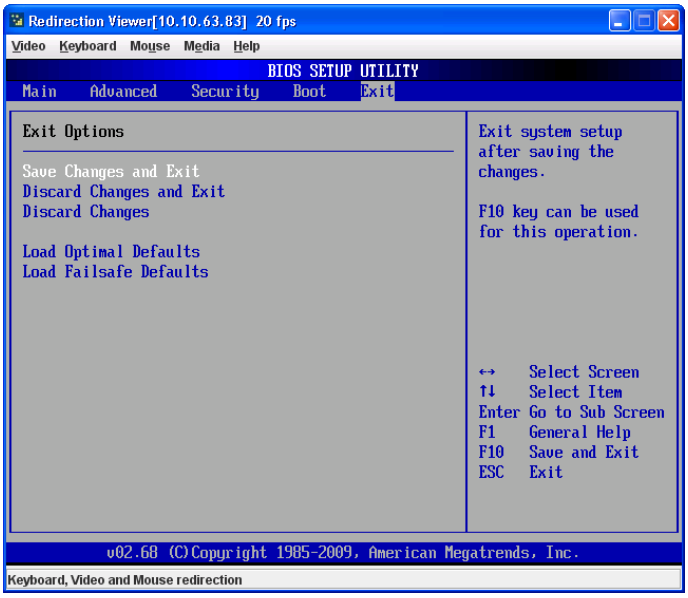
Select **LAN Configuration**. The network settings will be displayed.


© StoneFly Inc. 2019 | All rights reserved




Adjust the following as needed:

1. IP Address Source Choose “Static”
2. IP Address Must be on the same subnet as DR365’s Management port
3. IP Subnet Mask Same as DR365’s Management port
4. Default Gateway Same as DR365’s Management port
5. Update LAN Settings Yes




Press the “ESC” key to exit. Navigate to the **Exit** tab and select **Save Changes and Exit**.

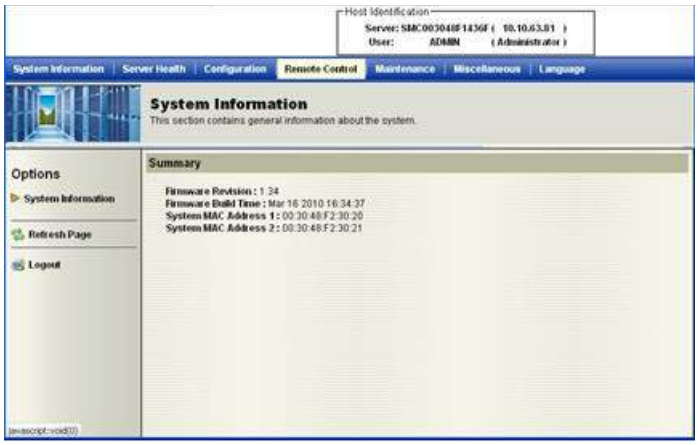
**Note**: The system will require power to be removed before IPMI IP Address will take effect.


© StoneFly Inc. 2019 | All rights reserved

Start a browser and navigate to the configured IP address.

Enter the following information in the login screen:

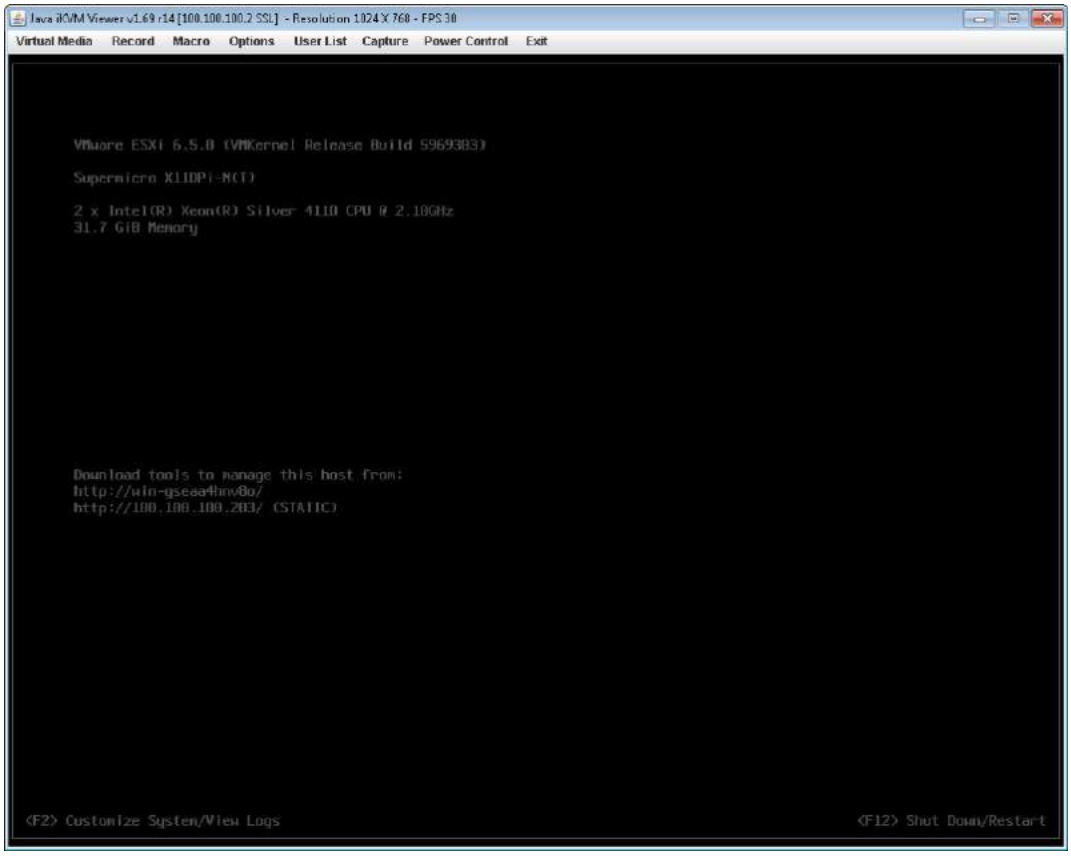
- Username: ADMIN
- Password: ADMIN




Select **Remote Control** tab to access system console.

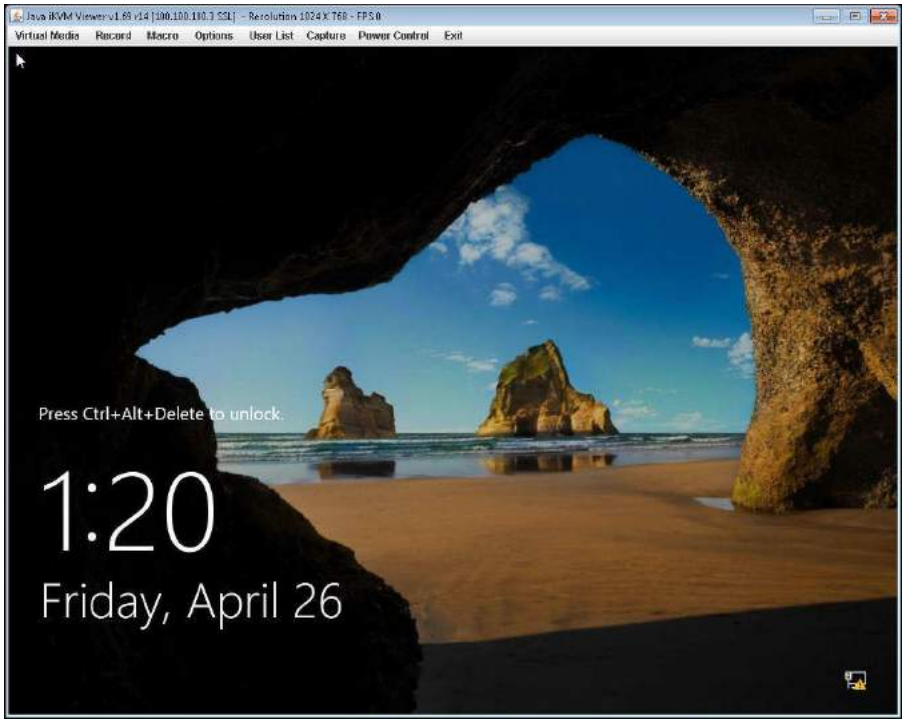

© StoneFly Inc. 2019 | All rights reserved

Select **Launch Console** to open system console.

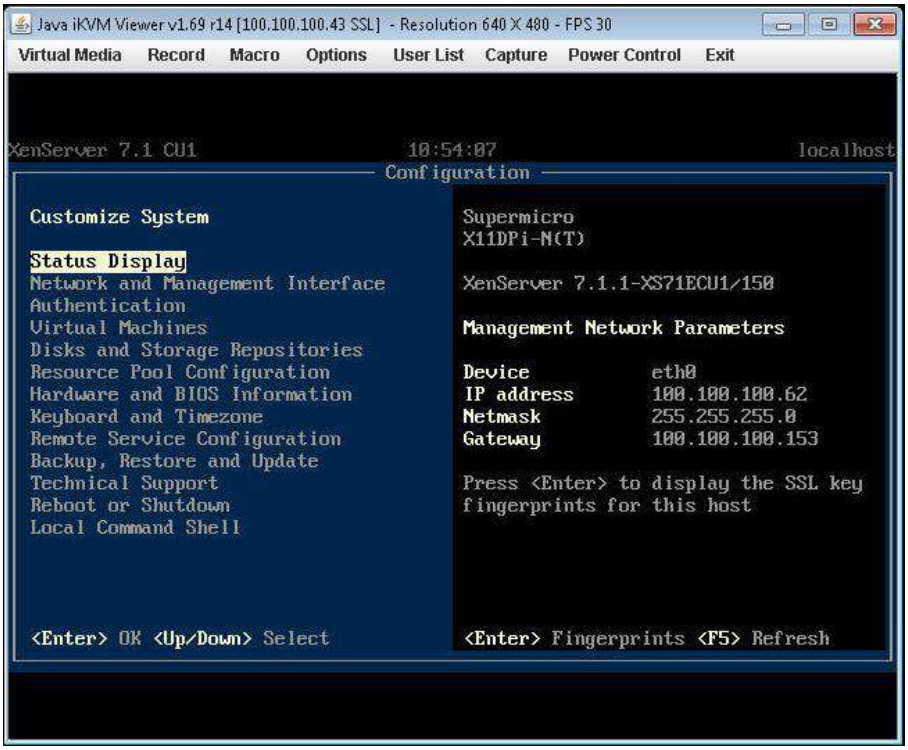



(For VMware Hypervisor)


© StoneFly Inc. 2019 | All rights reserved




(For Hyper-V Hypervisor)




(For Citrix Hypervisor)

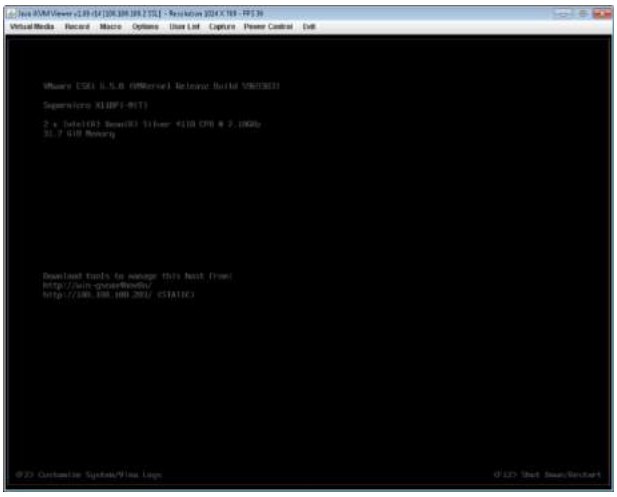
The system user console screen will appear.

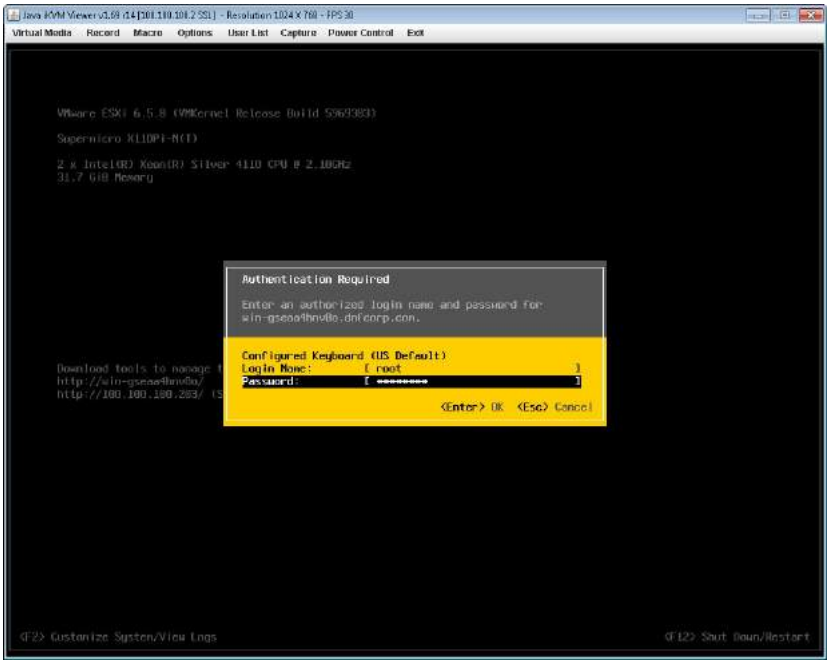

© StoneFly Inc. 2019 | All rights reserved

## 2.4. *VMware Management Network Configuration*

This section describes configuration of the ESXi Management Network. *IP Addresses* and *Hostnames* used in this section are for example only. Refer to Section 2.6 for Hyper-V Management Network Configuration.

Connect to System console. Attach a keyboard and monitor or use system IPMI KVM.

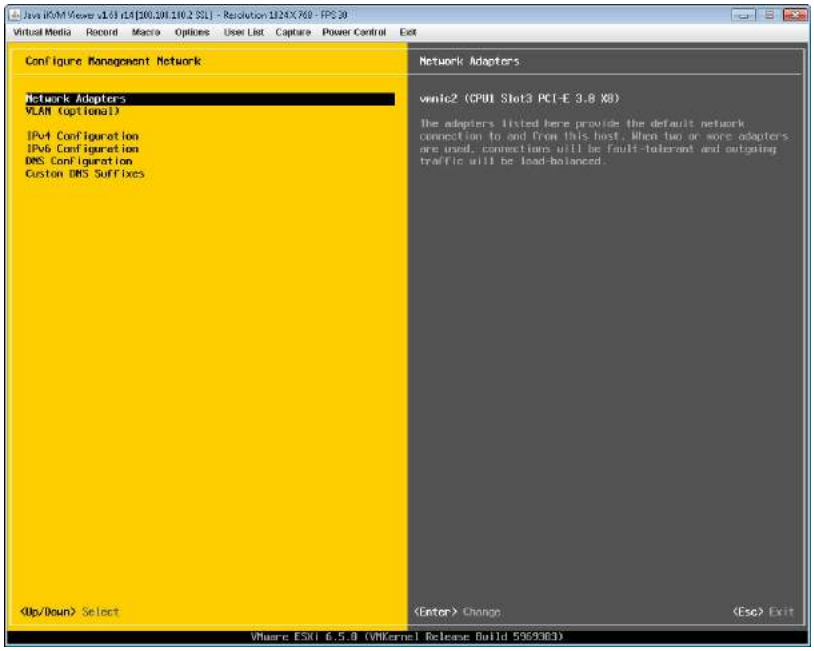




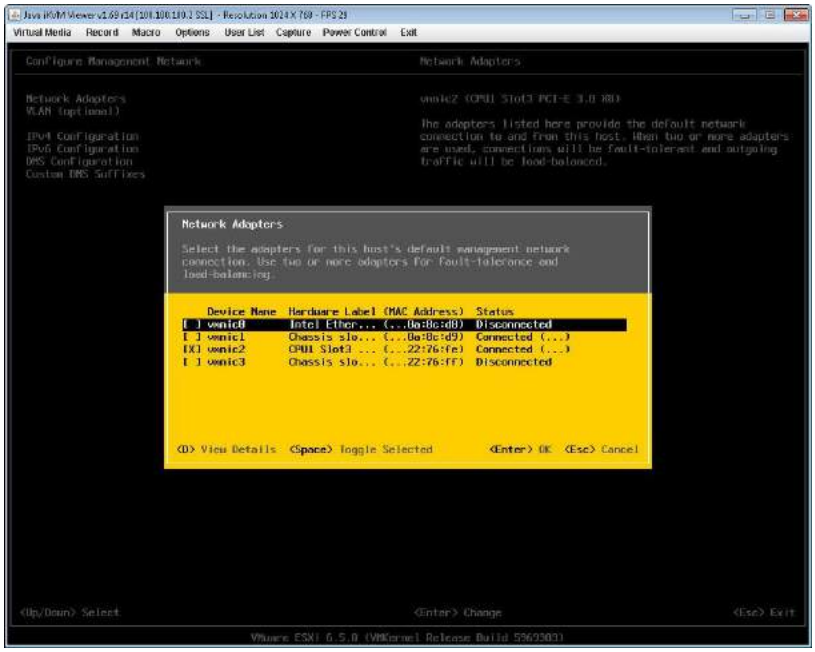

Press the “F2” key to customize system. Then enter **Login Name** and **Password** and hit the “Enter” key to continue. The default Login information is as follows:

- Log in Name: root
- Password: Stonefly1!


© StoneFly Inc. 2019 | All rights reserved

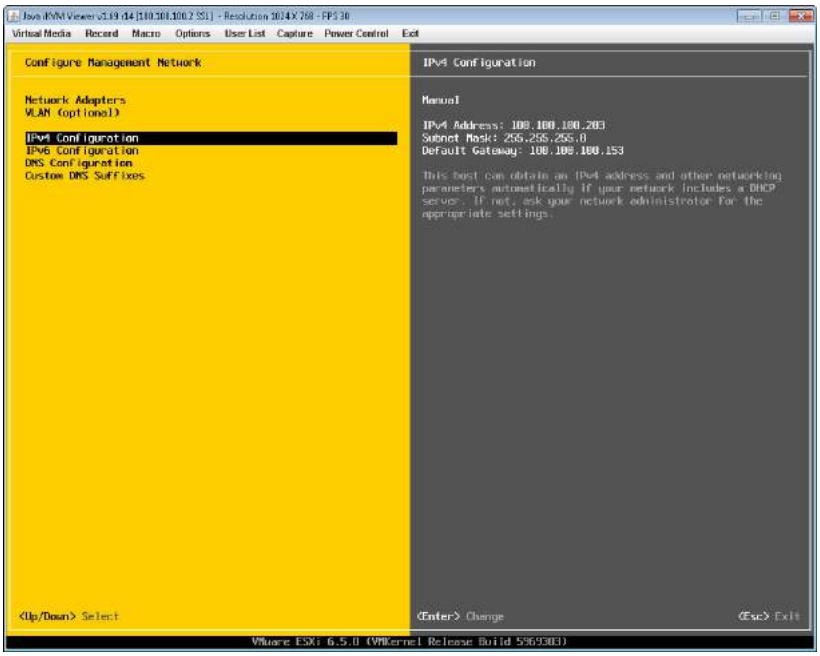



Select **Network Adapters** and press the "Enter" key.

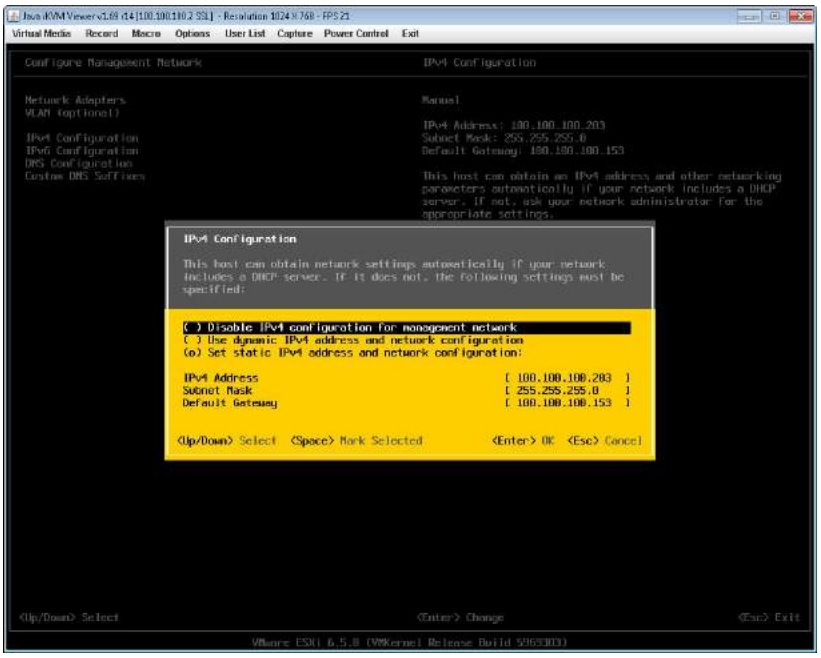



Select the **vmnic** to use for the management network for ESXi and press the "Enter" key. Press the "Esc" key when changes are complete.


© StoneFly Inc. 2019 | All rights reserved

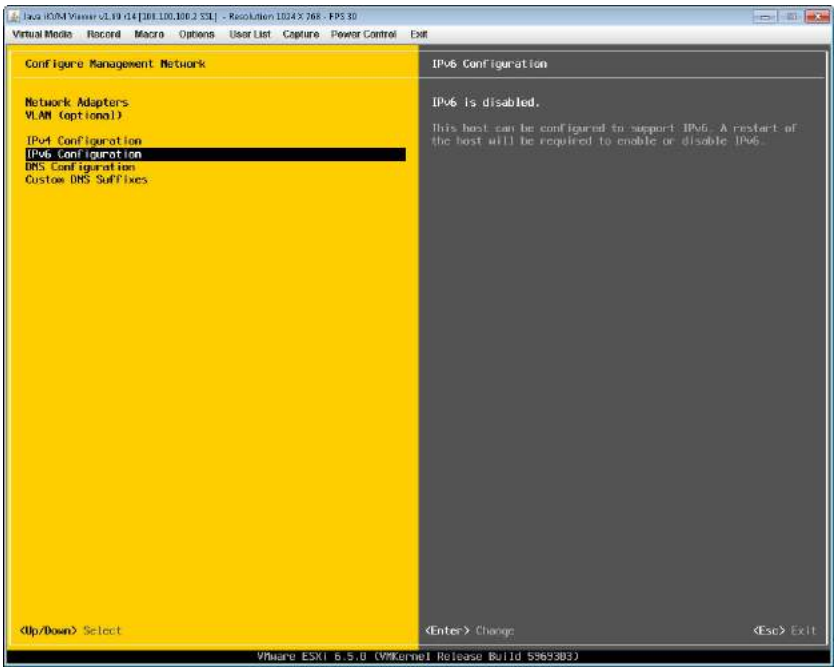



Select **IPv4 Configuration**, then hit the "Enter" key.

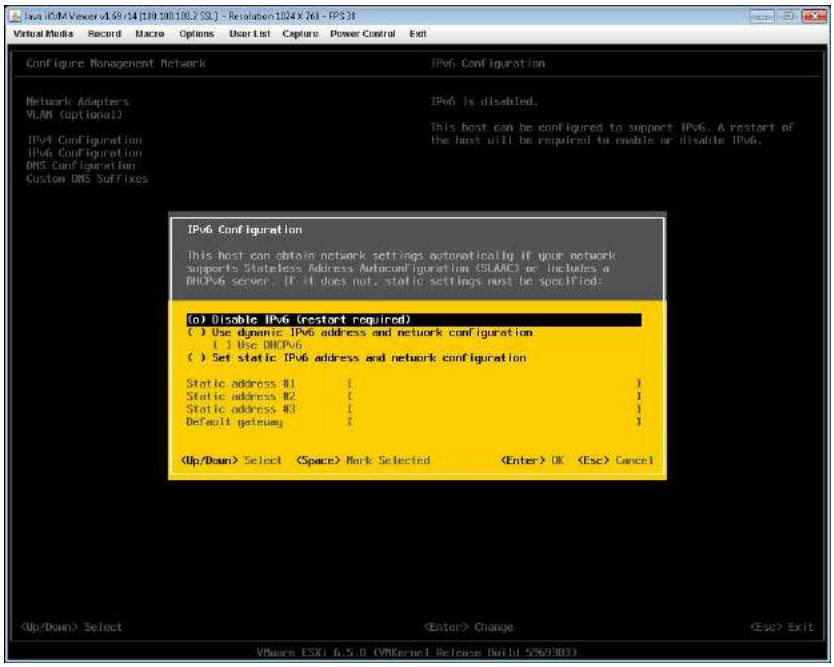



Select **Set static IPV4 address and network configuration**. Enter the IP Addresses as needed, then hit the "Esc" key to return.


© StoneFly Inc. 2019 | All rights reserved

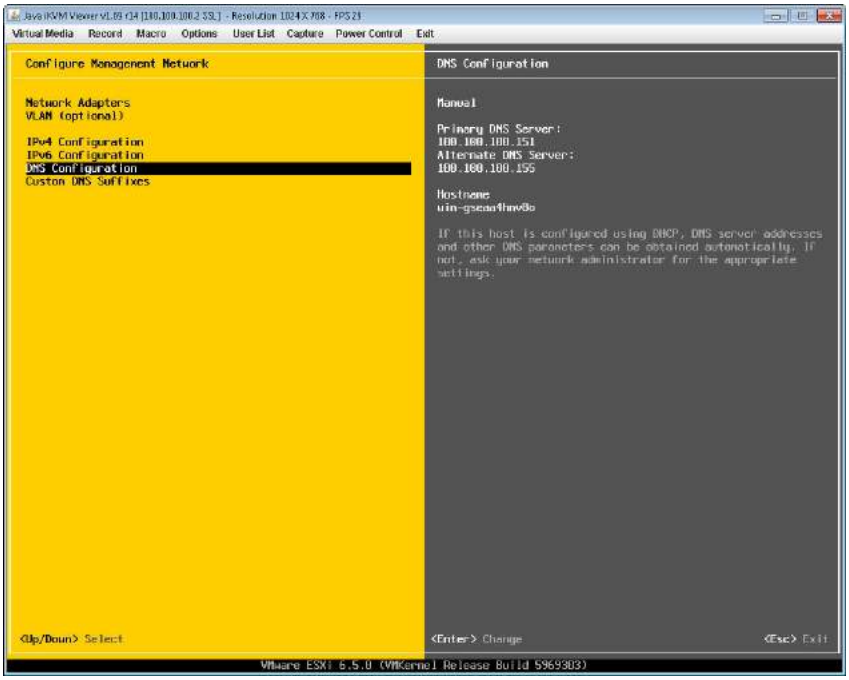



Select **IPv6 Configuration**, then hit the "Enter" key.

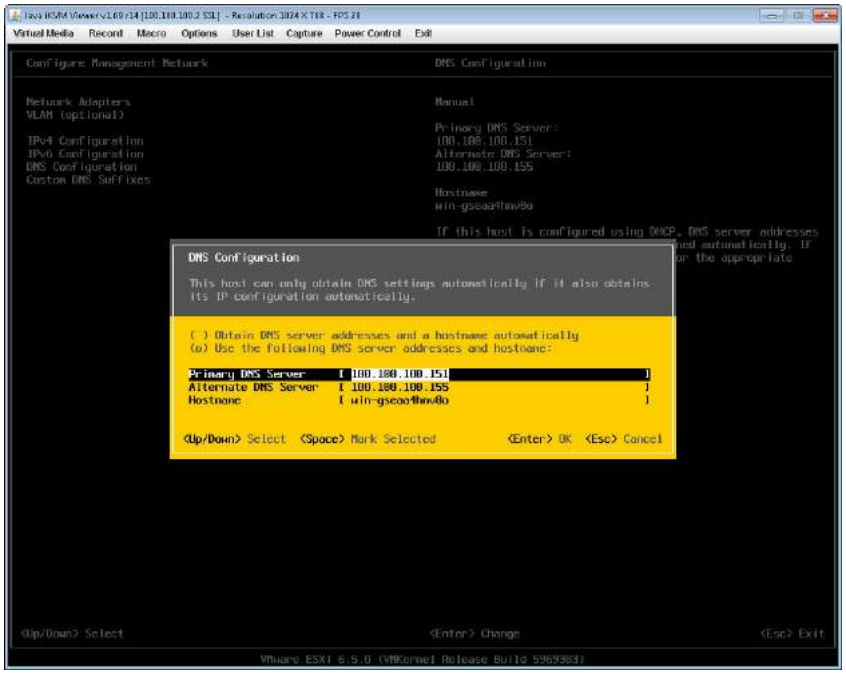



On the following screen, select **Disable IPv6 (restart required)**, then press the "Esc" key.


© StoneFly Inc. 2019 | All rights reserved

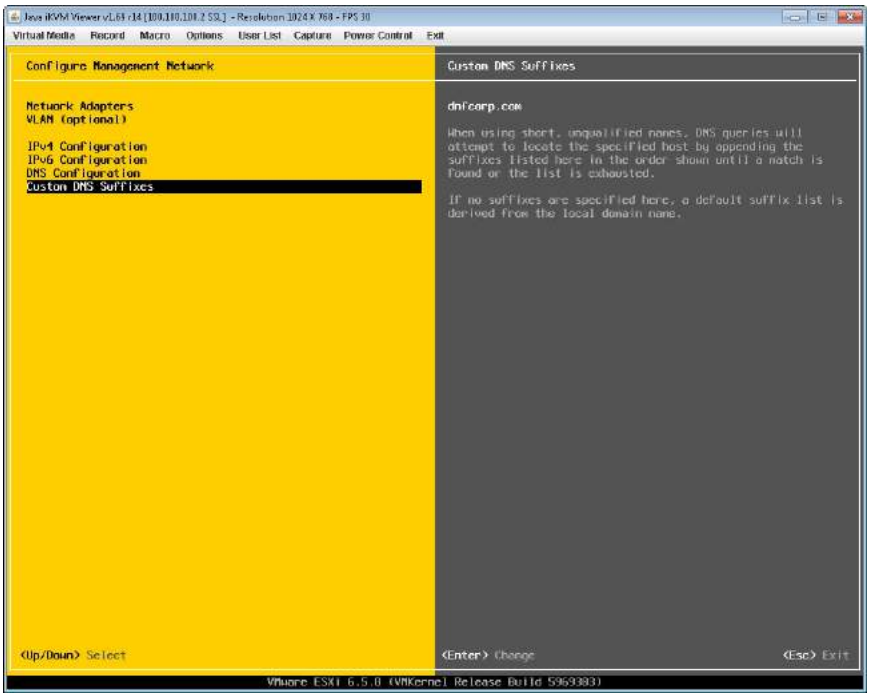



Select **DNS Configuration**, then press the “Enter” key.

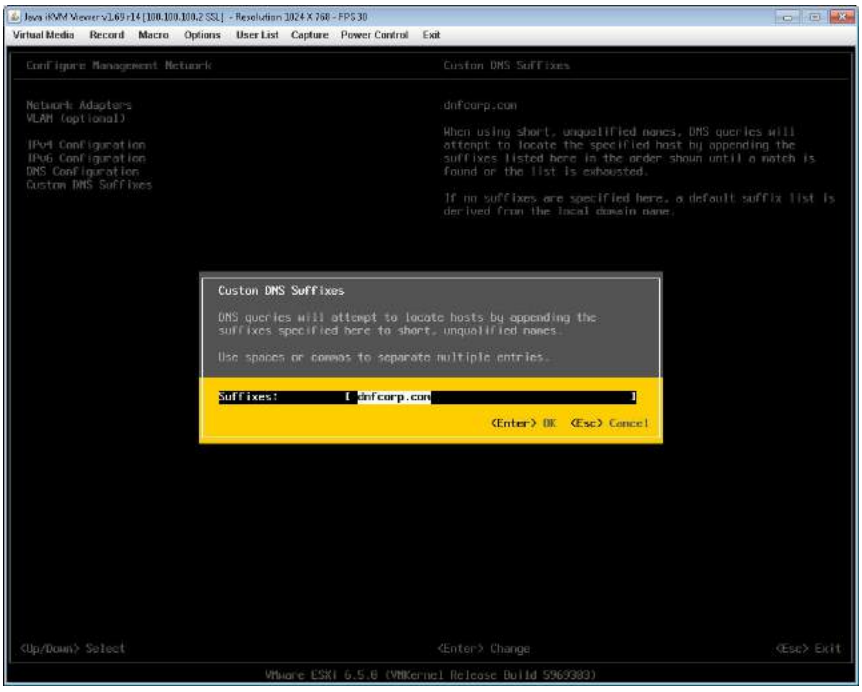



Enter information for DNS server and Hostname as needed then hit the “ESC” key to return.


© StoneFly Inc. 2019 | All rights reserved

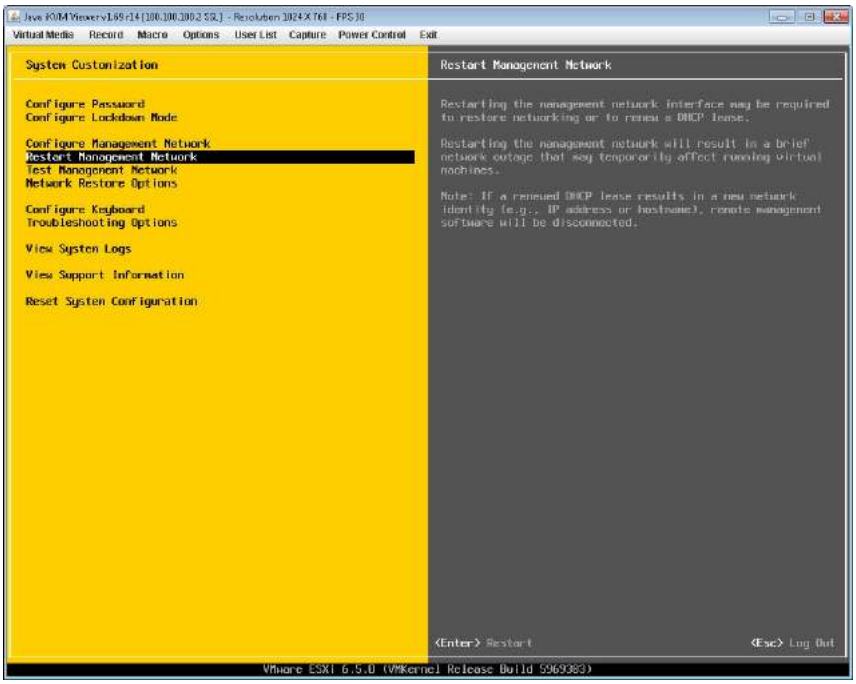



Select **Custom DNS Suffixes**, then hit the "ESC" key to return.




Enter DNS **Suffixes** as needed, then hit the "ESC" key to return.


© StoneFly Inc. 2019 | All rights reserved

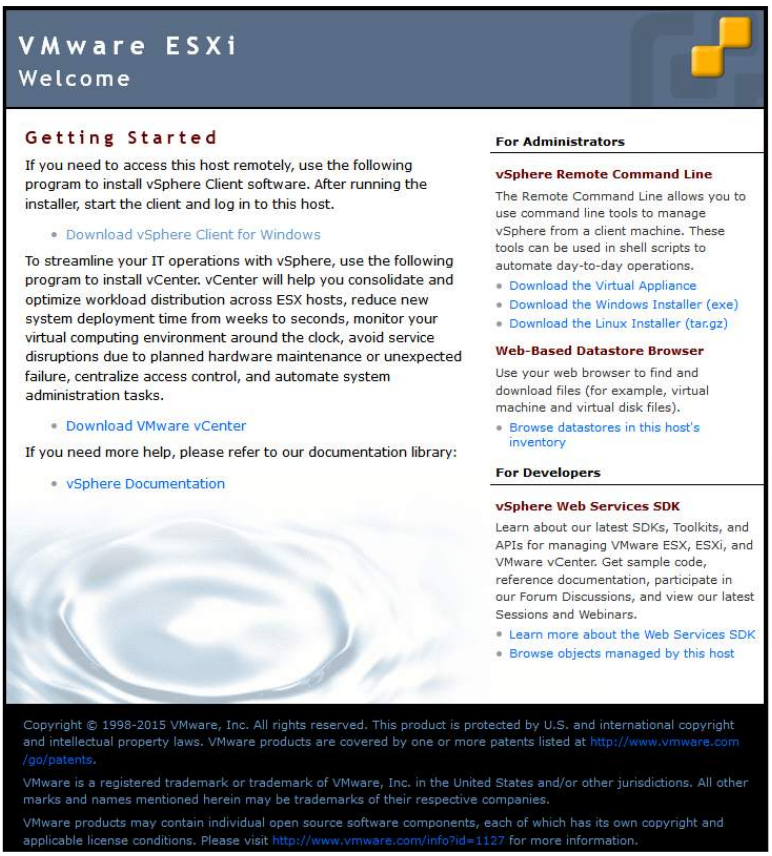



Select **Restart Management Network** to complete configuration of settings. Hit the “ESC” key to log out.


© StoneFly Inc. 2019 | All rights reserved

## 2.5. Steps to Configure SCVM Management Port (VMware)

1. You will need to configure a computer located on the same subnet as the StoneFly DR365 appliance to allow it to remotely manage the StoneFly DR365. Open a web browser on the remote system and in the address bar type in the IP address set in previous section "http://DR365_IP_ADDRESS" and press the **Enter** key. You will see a screen like the one shown below:




2. Click on the **Download vSphere Client** link. This will guide you to download and install the vSphere Client which will allow you to access your StoneFly DR365 via its VMware ESXi hypervisor.

3. After the VMware vSphere Client is installed, it will create an icon on your desktop. Double-click on the "vSphere Client icon" to launch the Client. Use the same credentials to log in to the system:

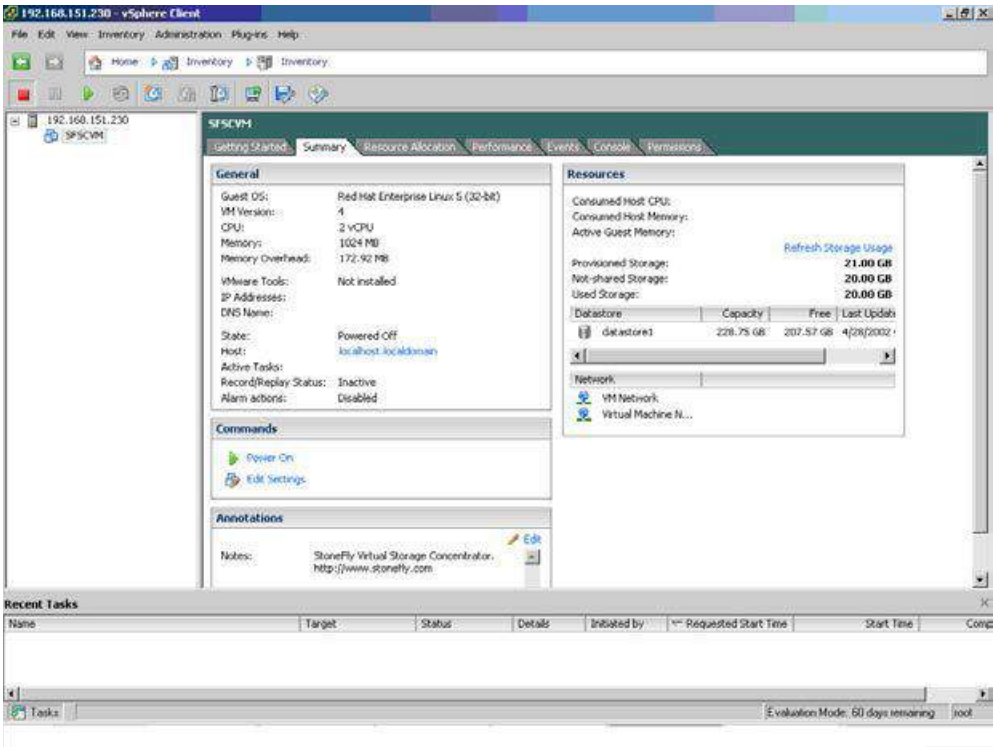
   IP address / Name: *<IP address you configured for the DR365>*

   **Username**: root

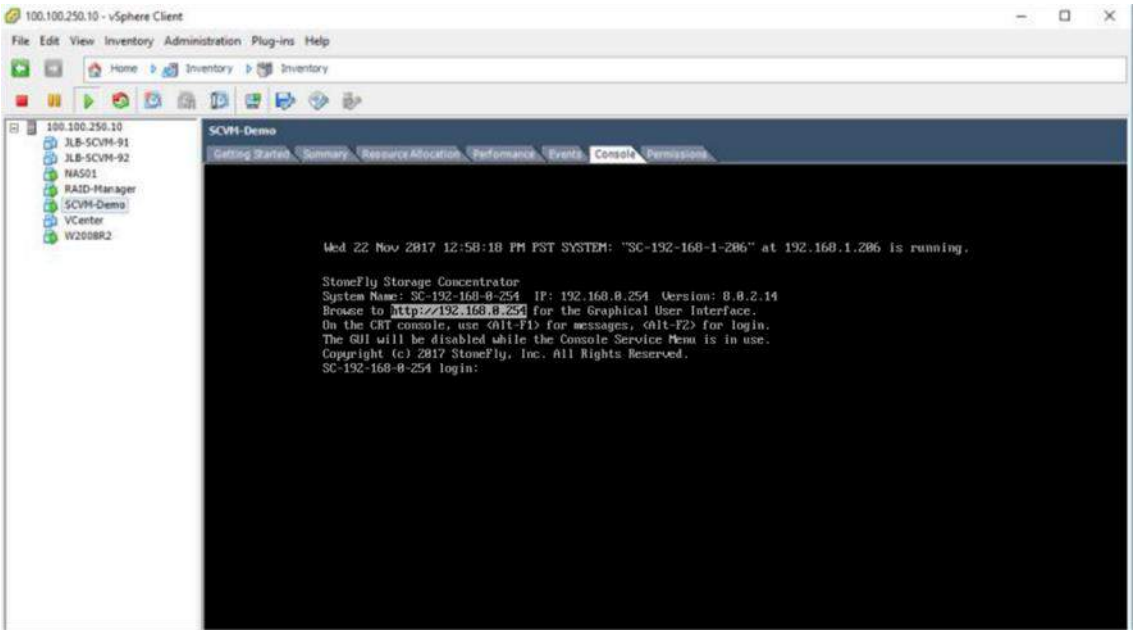
   **Password**: Stonefly1!

4. You will see a screen like the one shown below:


© StoneFly Inc. 2019 | All rights reserved




The screenshot above shows one SCVM is already installed. If you want to access the user interface for that particular SCVM, click on that SCVM first and then click on the **Console** Tab. You will see a screen like the one shown below:





© StoneFly Inc. 2019 | All rights reserved

**Steps to use the pre-installed SCVM:**

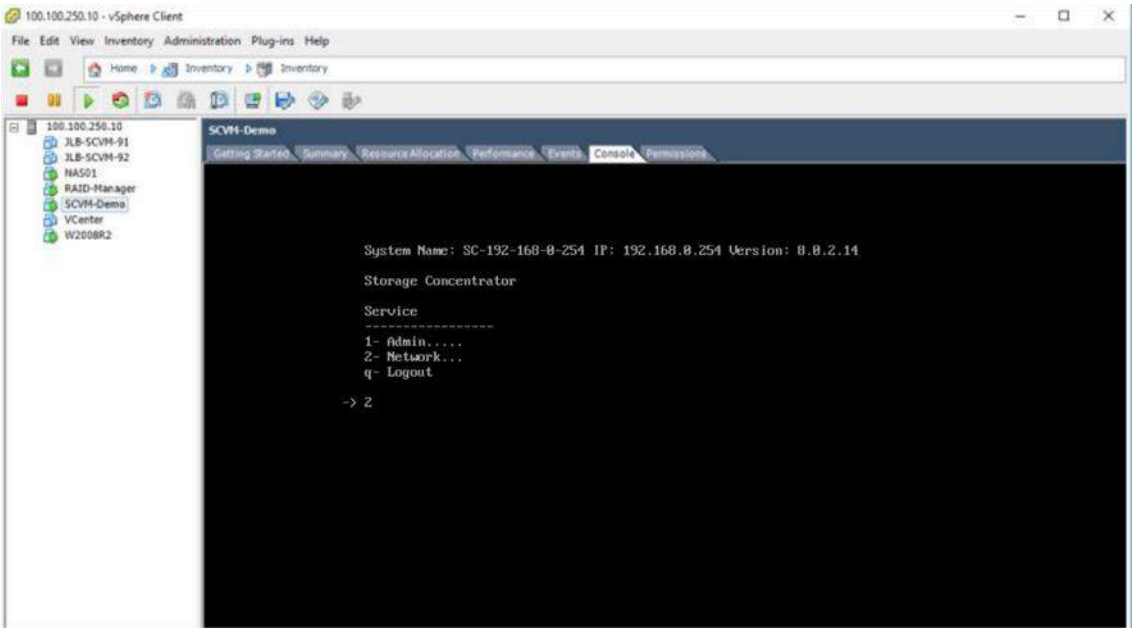
1. The SCVM management network interface is preconfigured with the default IP address of 192.168.0.254. This must be changed to a valid address for your LAN network. Login to the "SC Service" console using the VMware "Virtual Console" for the SCVM by doing the following:

   a. Press **Enter** to display the login prompt.

   b. At the User ID prompt type **console** and hit **Enter**.

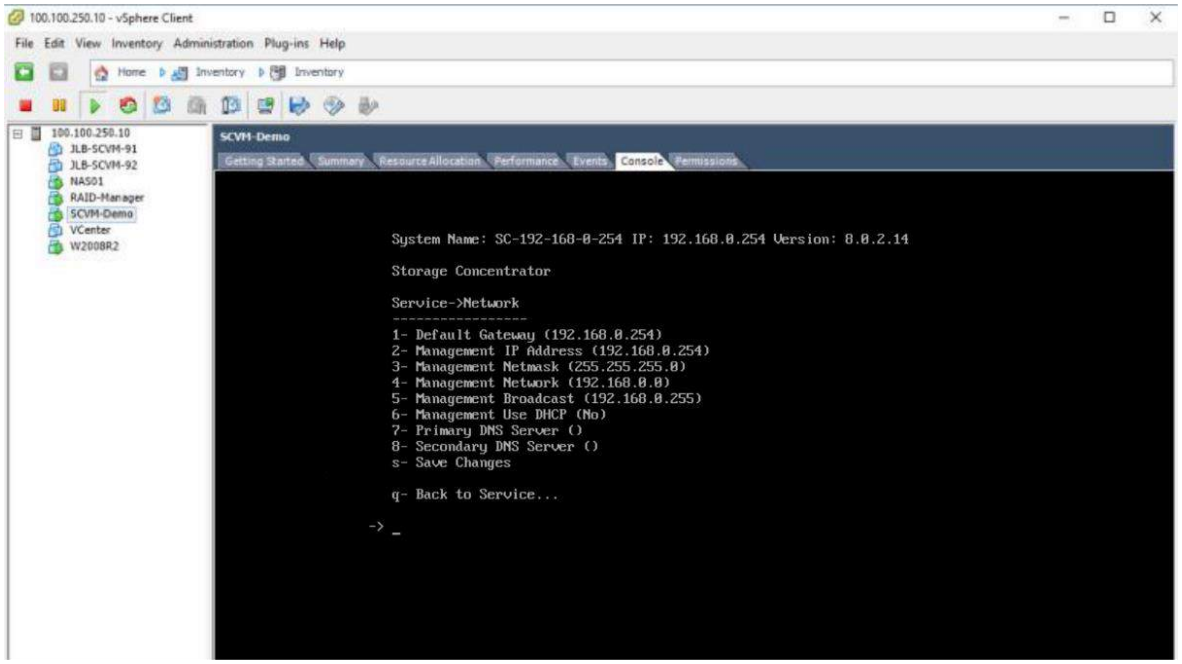
   c. At the password prompt type **coni100o** and hit **Enter**. Note that the User ID and password are case sensitive.

2. Using the **SC Service** menu, configure the management network by selecting option **2**, for **2 – Network**.

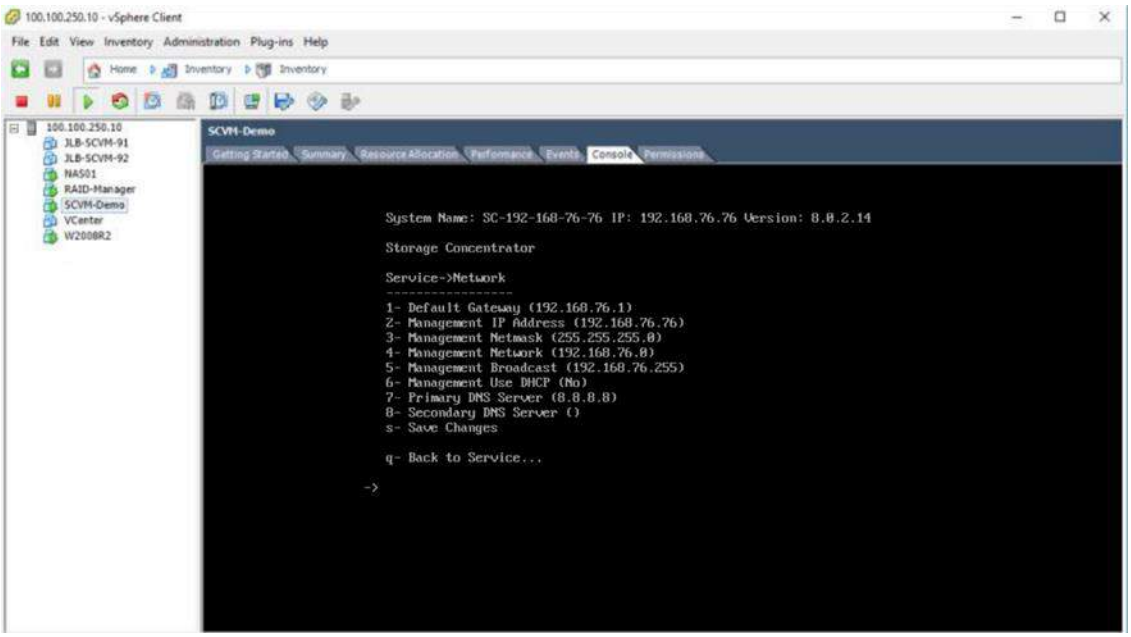



The default settings are shown below. Adjust settings as needed then **save** the changes.


© StoneFly Inc. 2019 | All rights reserved




Adjusted settings are shown below. Enter **q** at the command prompt to exit back to the service menu. Enter **q** again to exit out of the user console service.



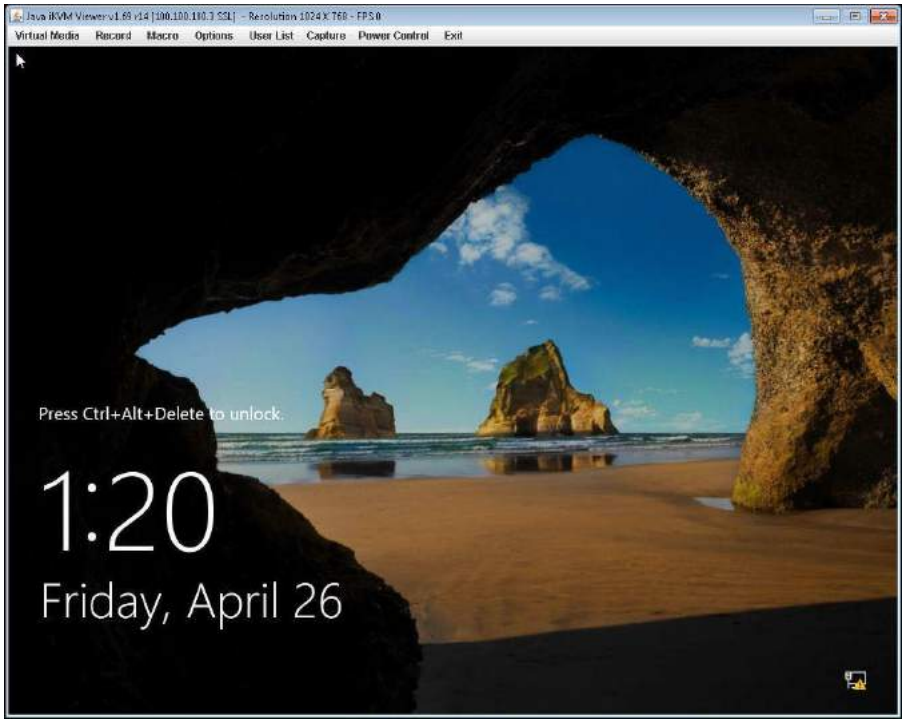

**Note**: the browser access to the SCVM Management GUI is blocked while the "SC Service" menu is active. Also note that there can be a short delay before the SCVM GUI becomes available.


© StoneFly Inc. 2019 | All rights reserved

## 2.6. Hyper-V Management Network Configuration

This section describes configuration of the Hyper-V Management Network. *IP Addresses* and *Hostnames* used in this section are for example only. Refer to Section 2.4 for VMware Management Network Configuration.

Connect to System console. Attach a keyboard and monitor or use system IPMI KVM.



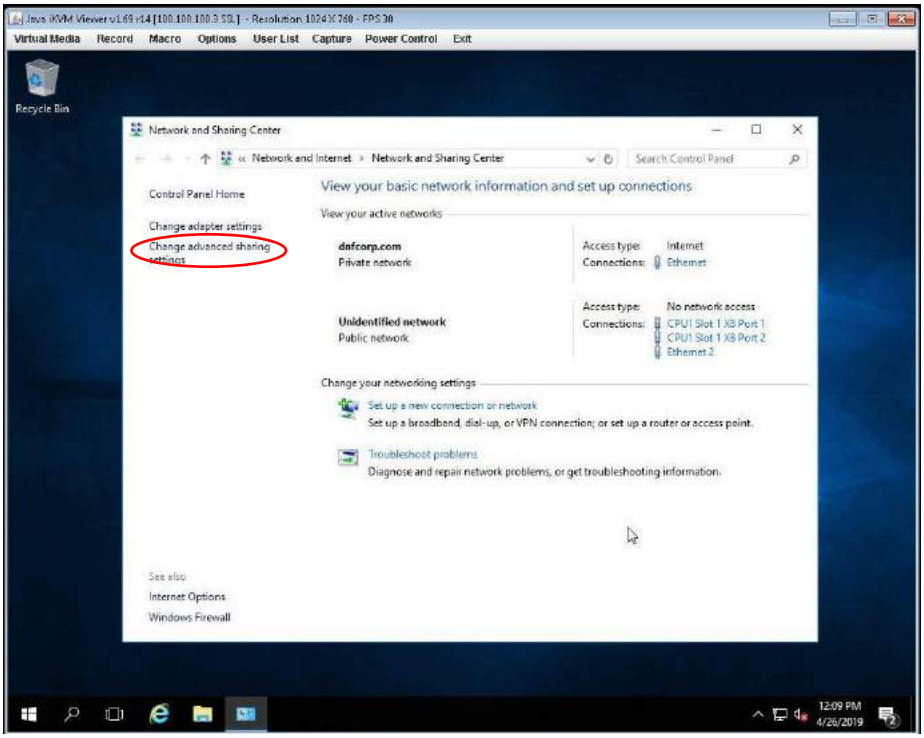

Launch the console, press **CTRL + ALT + DELETE** and enter the following credentials:

Username: **administrator**

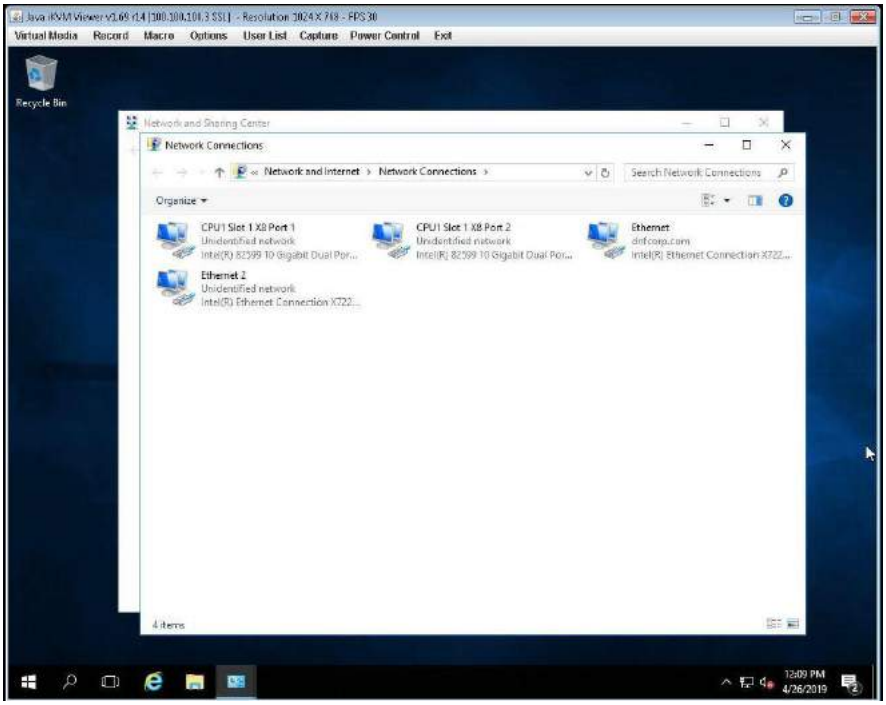
Password: **Stonefly1**

Go to the **Control Panel** and select **Network and Internet** and then **Network and Sharing Center**.


© StoneFly Inc. 2019 | All rights reserved

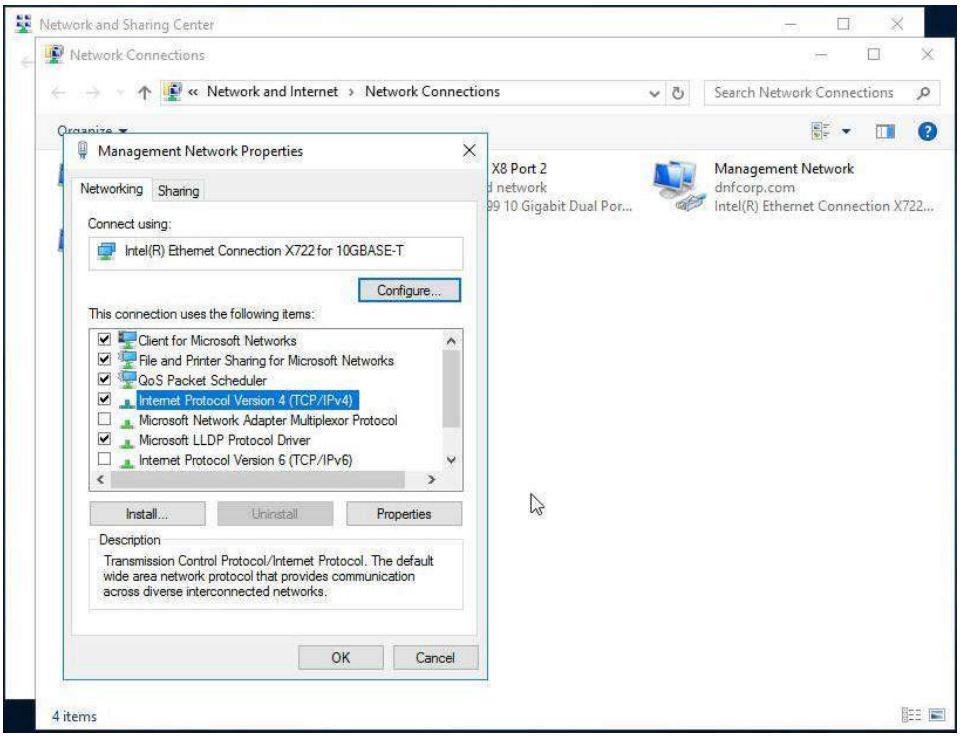



Click on **Change adapter settings** from the left menu.

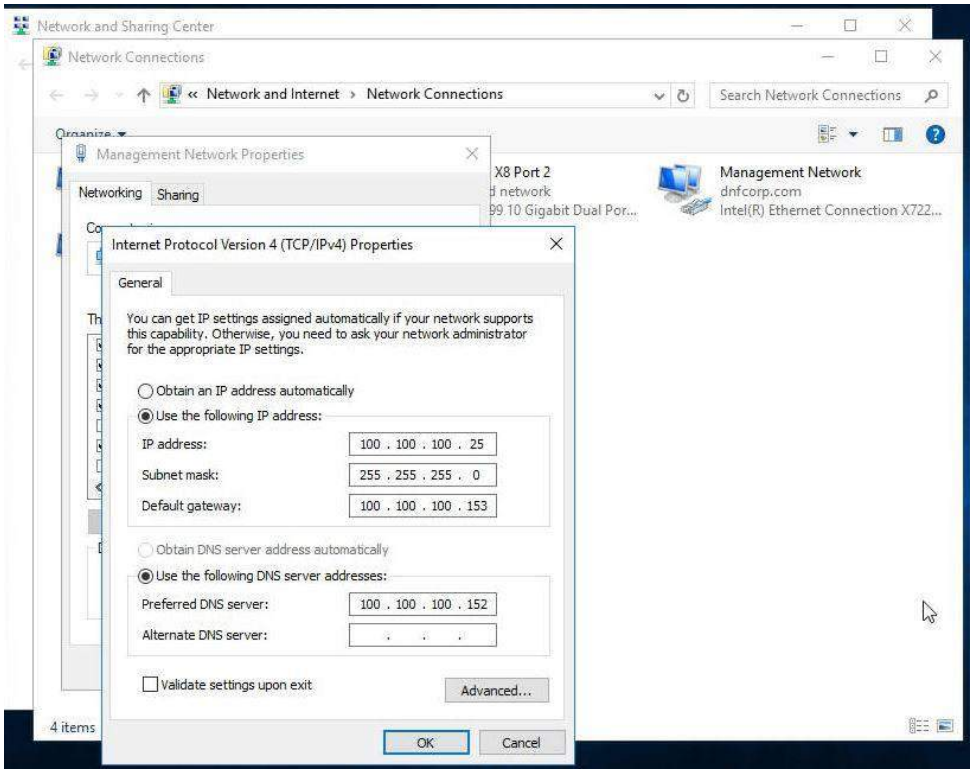



Right click on the appropriate management port and select properties. This will open the **Management Network Properties** window:


© StoneFly Inc. 2019 | All rights reserved



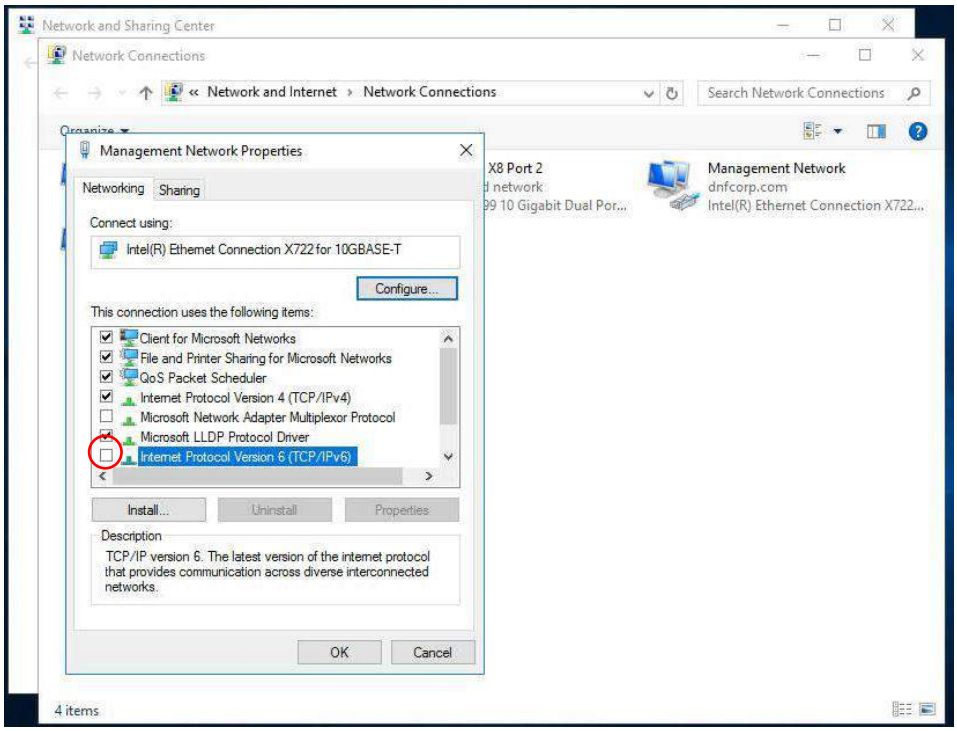

Left click on **Internet Protocol Version 4 (TCP/IPv4)** and then click **Properties:**




Assign **static IP and DNS server addresses**. Once you've assigned the values, click on **OK.**


© StoneFly Inc. 2019 | All rights reserved

Make sure to disable **Internet Protocol Version 6** from the **Management Network Properties** window by unchecking the box next to it.

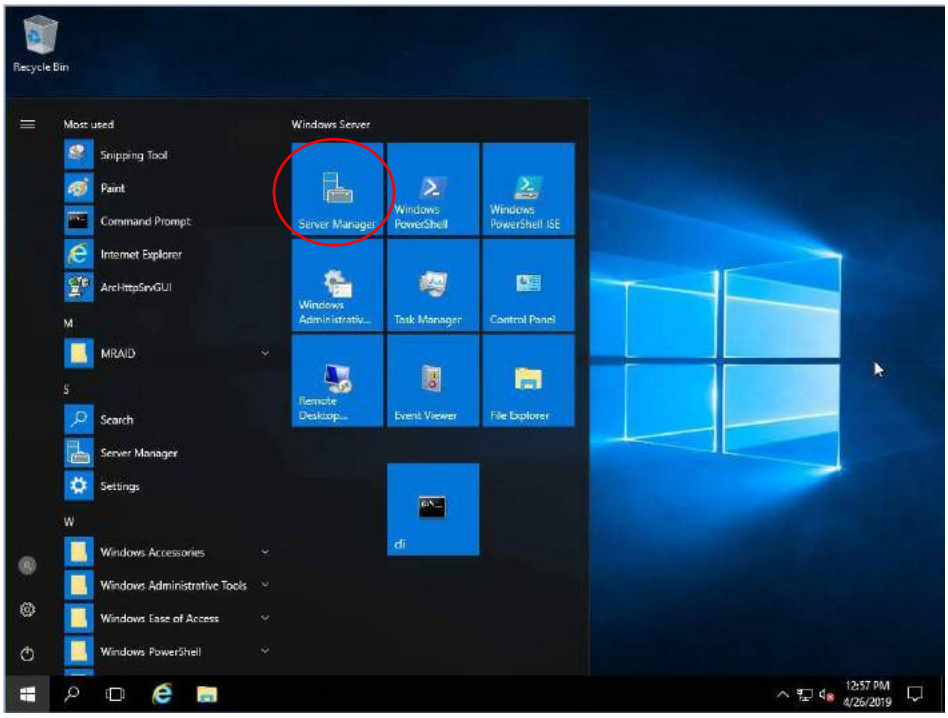



After disabling IPv6, click **OK.** This completes the network configuration process.

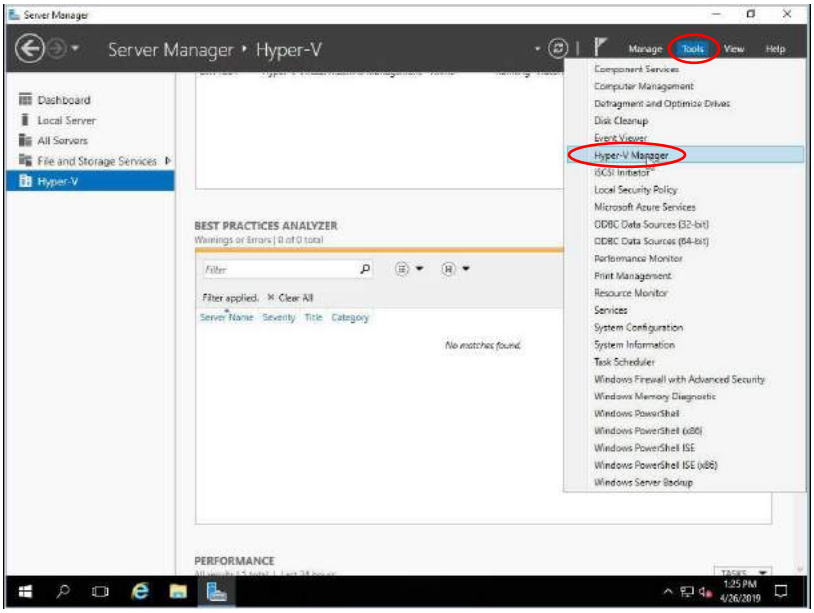

© StoneFly Inc. 2019 | All rights reserved

## 2.7. Steps to Configure SCVM Management Port (Hyper-V)

In order to configure the SCVM Management port for Hyper-V, you need to access Hyper-V manager, you can do that from the **Server Manager** window. To access the **Server Manager** on your Hyper-V, click on the Windows Tab and then click on **Server Manager,** as shown below:

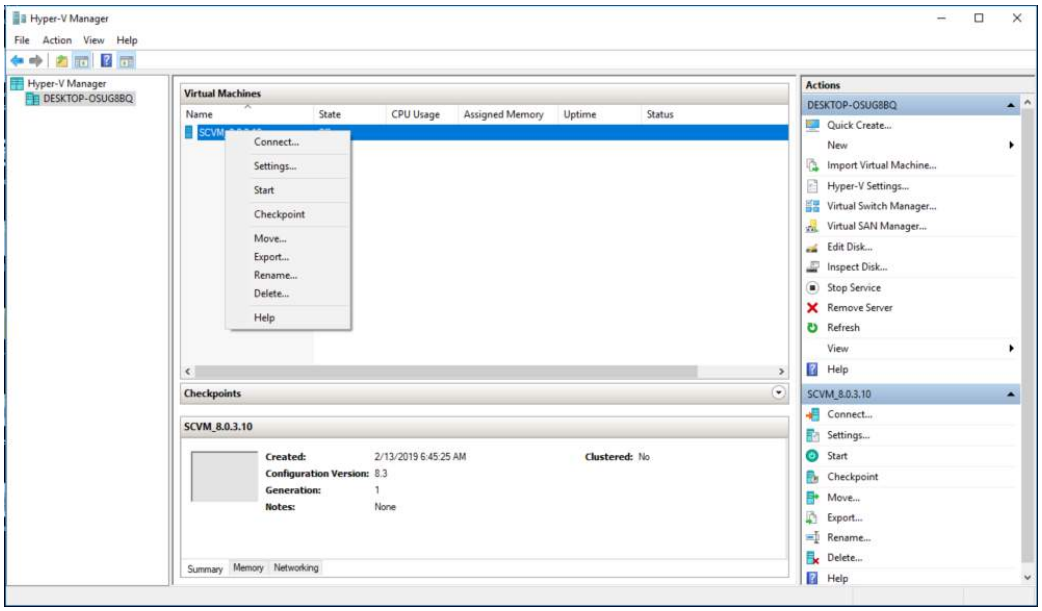



In the **Server Manager** dashboard, click on **Tools** and select **Hyper-V Manager.**

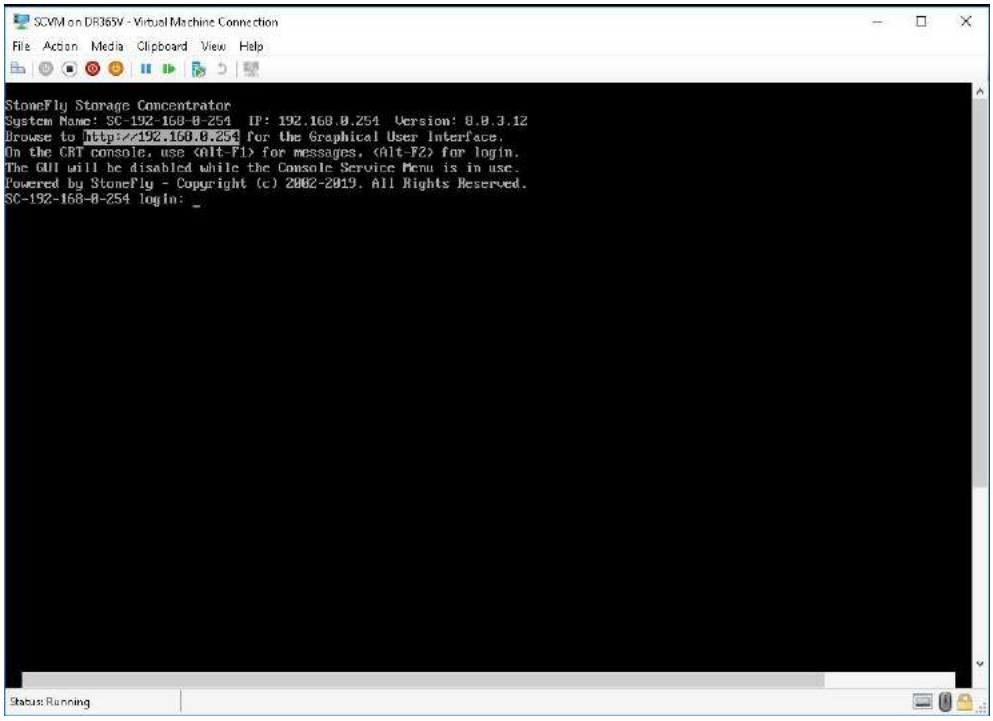



This will open the **Hyper-V Manager** with SCVM on it.


© StoneFly Inc. 2019 | All rights reserved




Right click on **SCVM,** and select **Connect** to access the user interface of the Virtual Machine. This will show a window like this:




**Steps to use the pre-installed SCVM:**

1. The SCVM management network interface is preconfigured with the default IP address of 192.168.0.254. This must be changed to a valid address for your LAN network. Login to the "SC Service" console using the Hyper-V "Virtual Console" for the SCVM by doing the following:

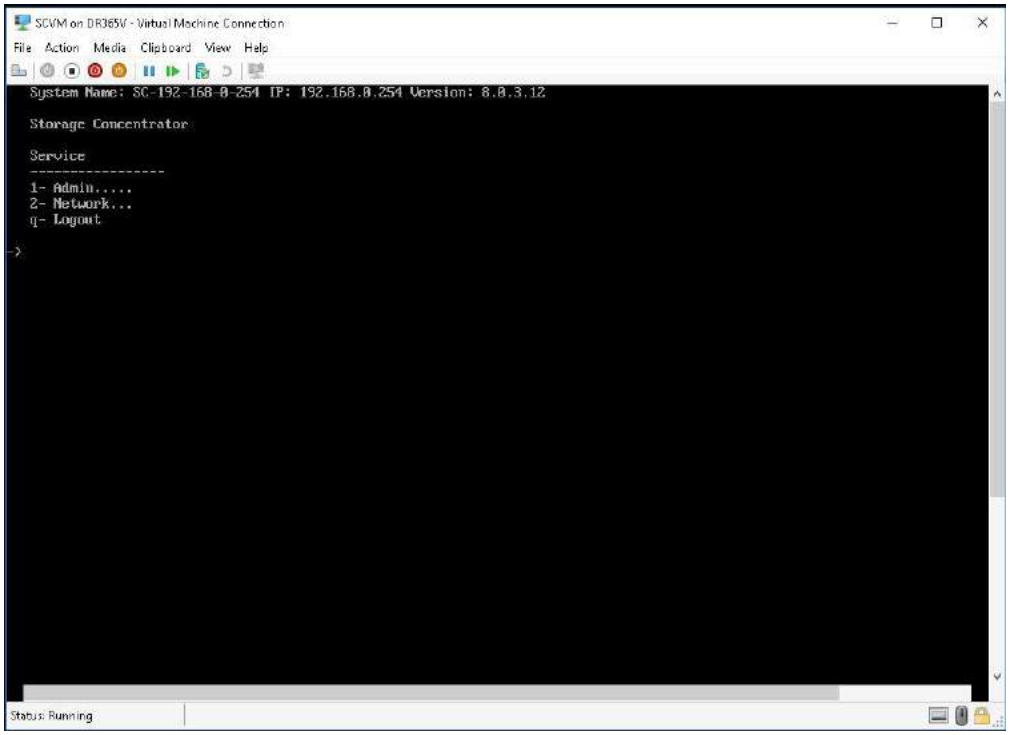
   a. Press **Enter** to display the login prompt.


© StoneFly Inc. 2019 | All rights reserved

b. At the User ID prompt type **console** and hit **Enter**.

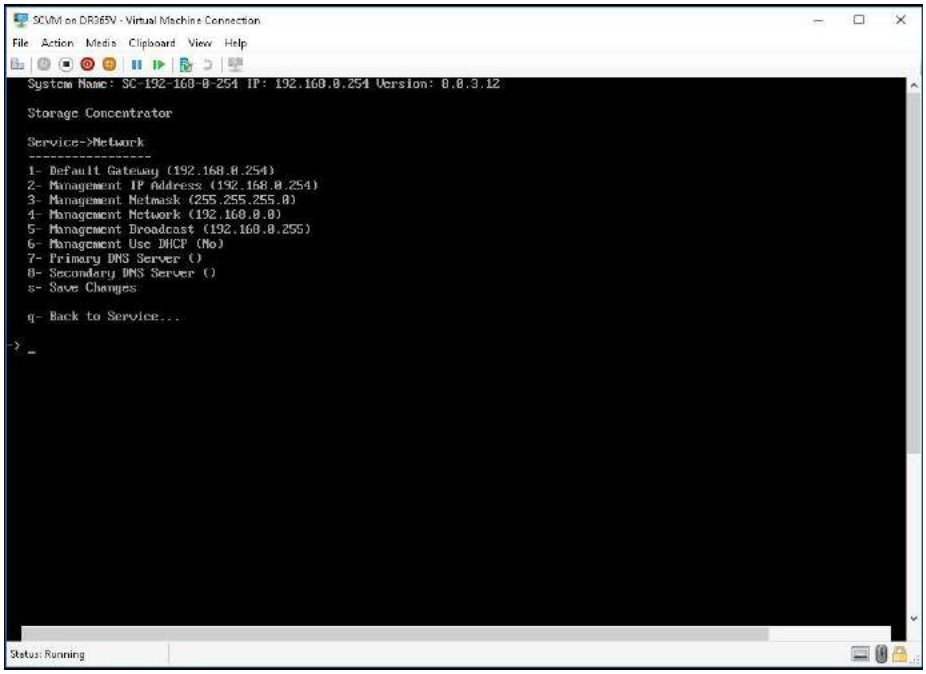
c. At the password prompt type **coni100o** and hit **Enter**. Note that the User ID and password are case sensitive.

2. Using the **SC Service** menu, configure the management network by selecting option **2**, for **2 – Network**.




The default settings are shown below. Adjust settings as needed then **save** the changes.


© StoneFly Inc. 2019 | All rights reserved




Adjusted settings are shown below. Enter **q** at the command prompt to exit back to the service menu. Enter **q** again to exit out of the user console service.

**Note:** the browser access to the SCVM Management GUI is blocked while the “SC Service” menu is active. Also note that there can be a short delay before the SCVM GUI becomes available.


© StoneFly Inc. 2019 | All rights reserved

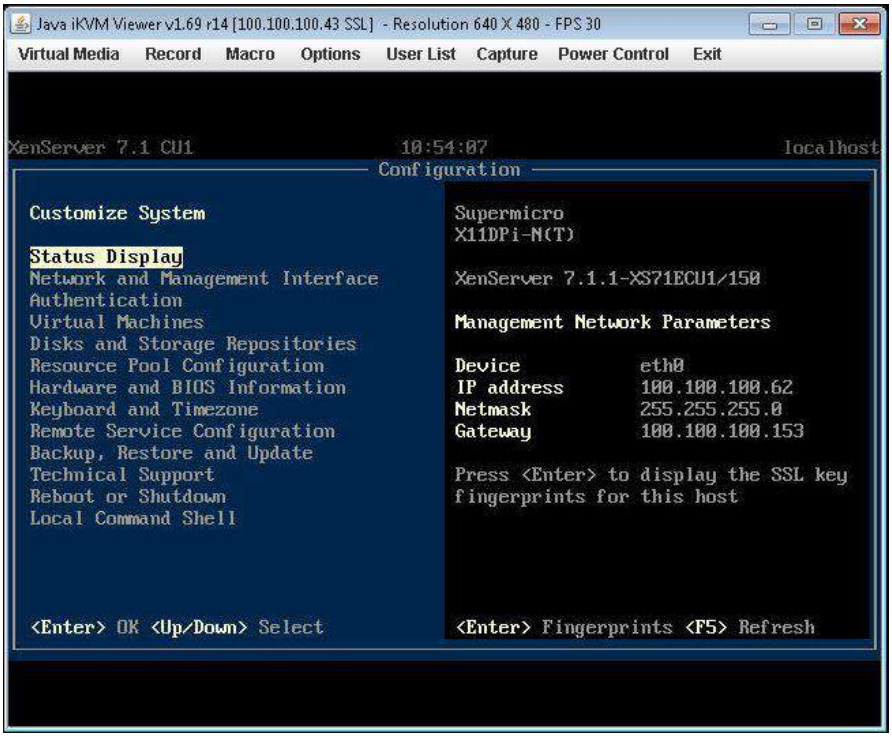
## 2.8 Citrix (Formerly XenServer) Management Network Configuration

This section describes configuration of the Citrix (formerly XenServer) Management Network. IP Addresses and Hostnames used in this section are for explanatory purposes only.

Refer to Section 2.4 for VMware Management Network Configuration.

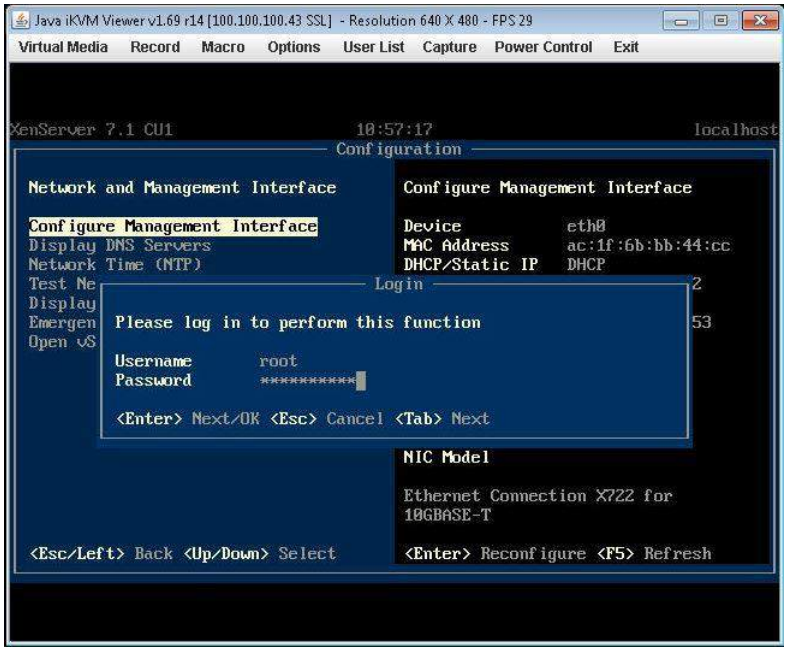
For Hyper-V Management Network Configuration, refer to Section 2.6.

Connect to the System console. Attach a keyboard and monitor or use system IPMI KVM.




Select **Network and Management Interface** and press **Enter.**


© StoneFly Inc. 2019 | All rights reserved

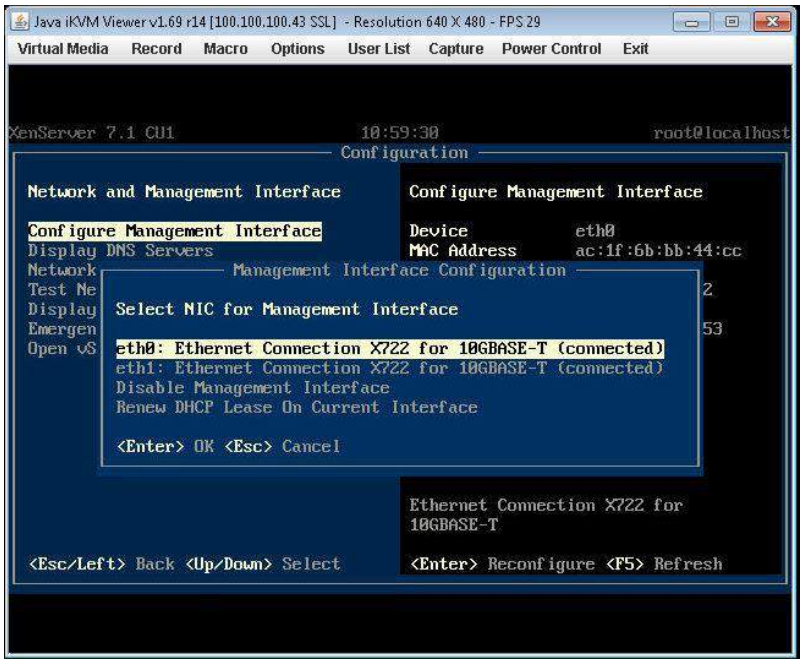



Select **Configure Management Interface** and press **Enter**. Then enter **Username** and **Password** using the following credentials:

Username: root

Password: Stonefly1!

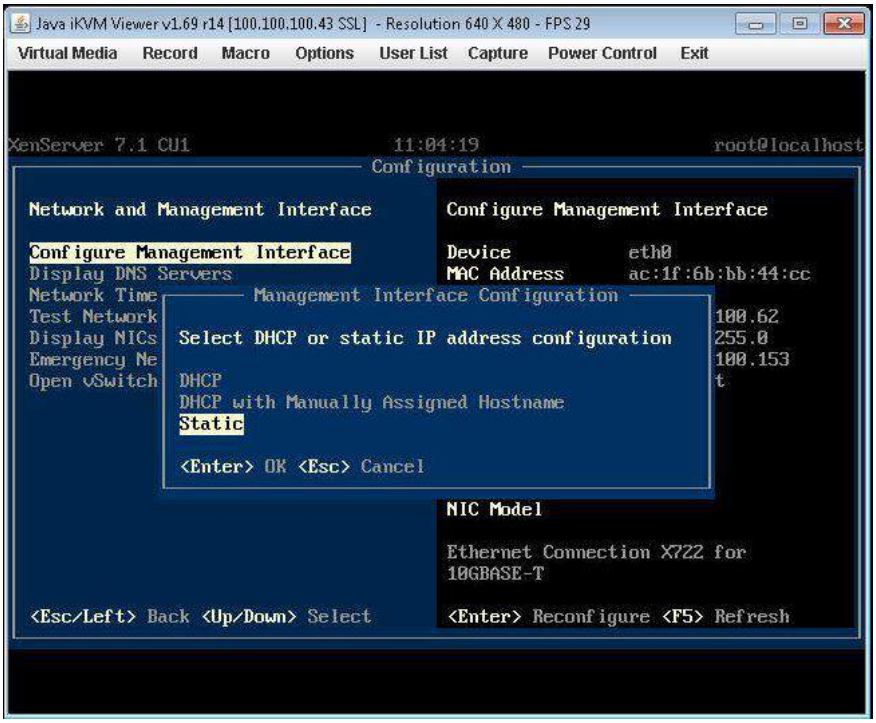
Once logged in, select the relevant **NIC** for the Citrix management network, choose the relevant Ethernet connection and press **Enter**.



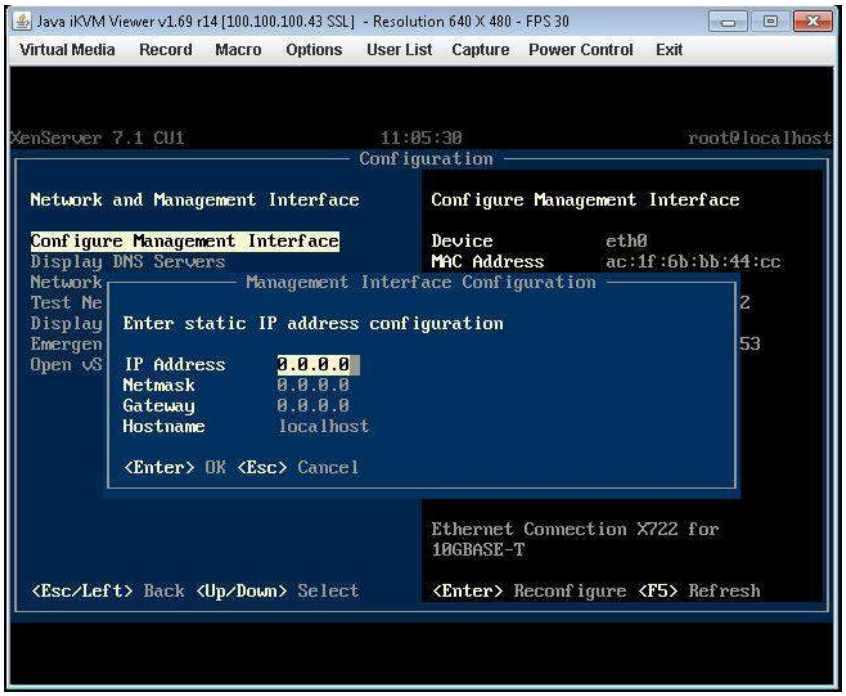


© StoneFly Inc. 2019 | All rights reserved

Select **Static** in the **Management Interface Configuration** menu and hit **Enter.**




Change the **IP address configuration** as per your network settings.



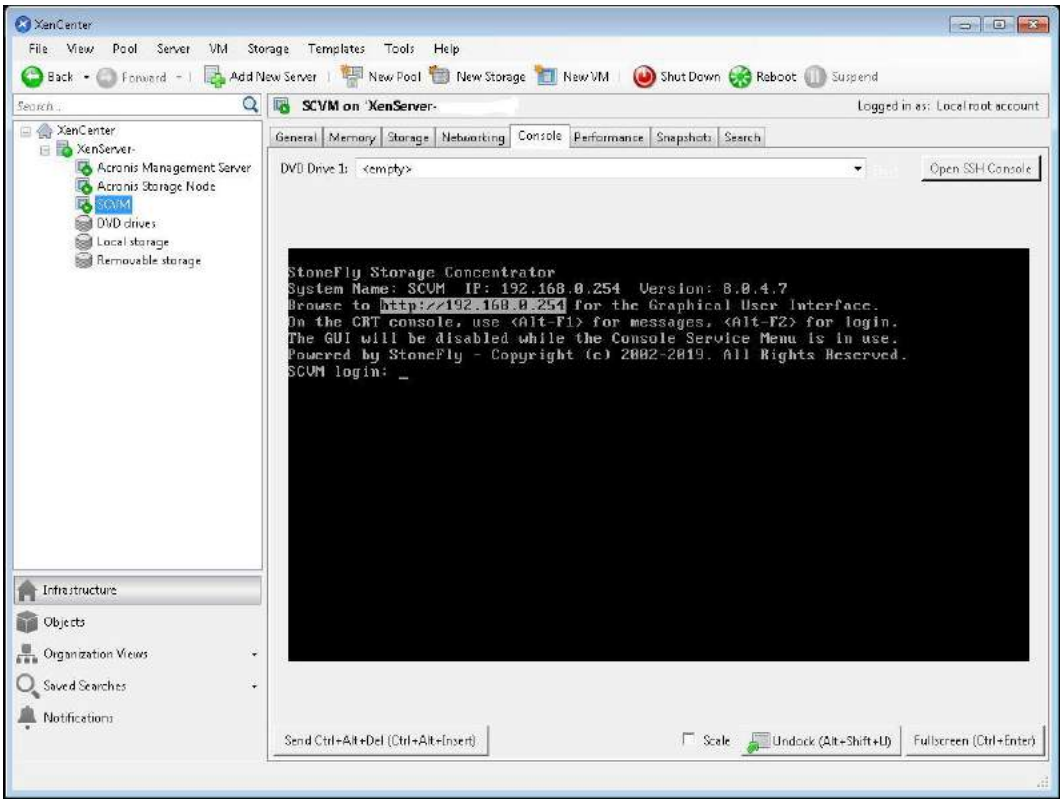

After you've entered the required network address, netmask, gateway, and hostname, press **Enter** to complete the network configuration process.


© StoneFly Inc. 2019 | All rights reserved

## 2.9 Steps to Configure SCVM Management Port (Citrix)

In order to configure the SCVM Management port for Citrix, you need to access the XenCenter of the Citrix hypervisor.

In the XenCenter, click on **SCVM**, and select the **Console** tab.




The SCVM management network interface is preconfigured with the default IP address of 192.168.0.254. This must be changed to a valid address of your LAN network.

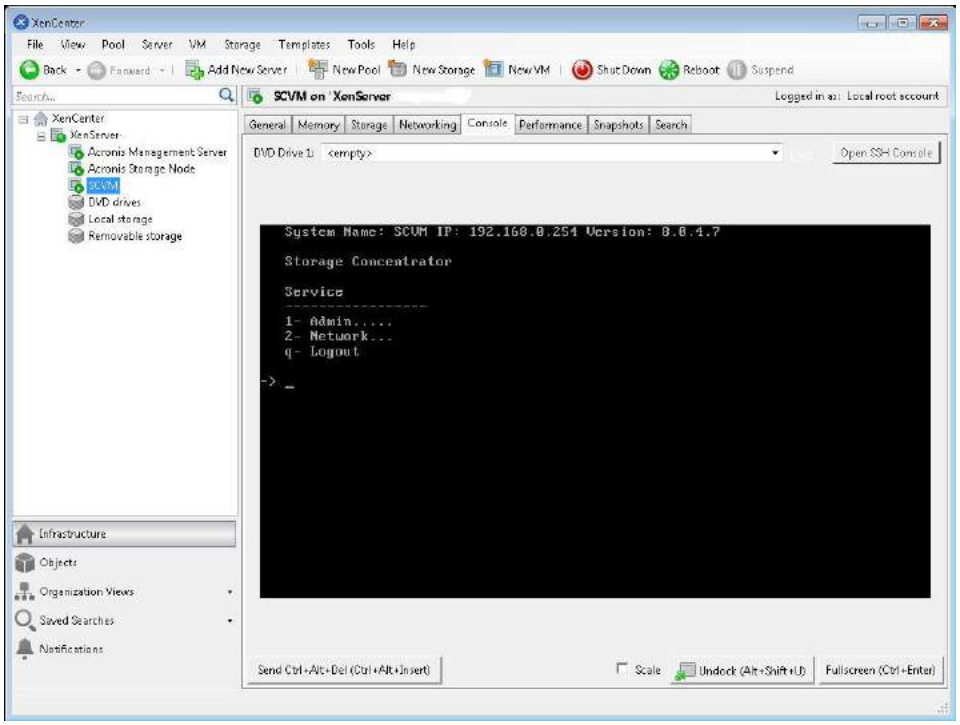
Login to the console by pressing **ALT + F2** and entering the following credentials:

a. At the User ID prompt type **console** and press **Enter.**
b. At the password prompt type **coni100o** and press **Enter.**

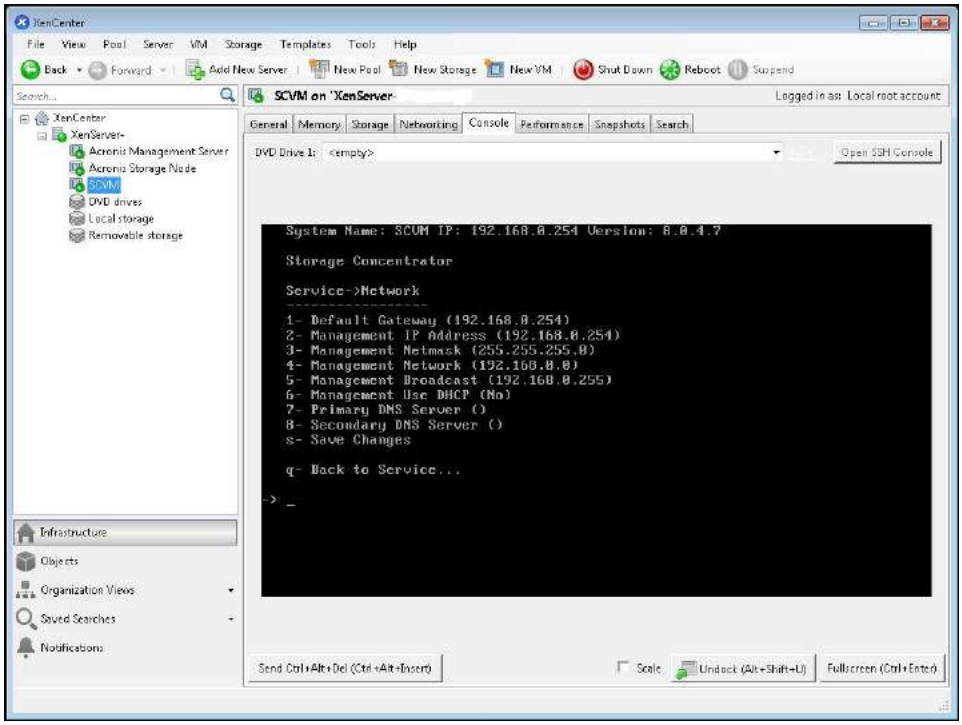
**Note:** the User ID and password are case sensitive.


© StoneFly Inc. 2019 | All rights reserved

Using the SC service menu, configure the management network by pressing **2** to select **2 – Network.**




The default settings are shown below. Adjust settings as needed then **save** changes.





© StoneFly Inc. 2019 | All rights reserved

Once you've adjusted the settings, enter **q** at the command prompt to exit back to the service menu and press **q** again to exit the user console.

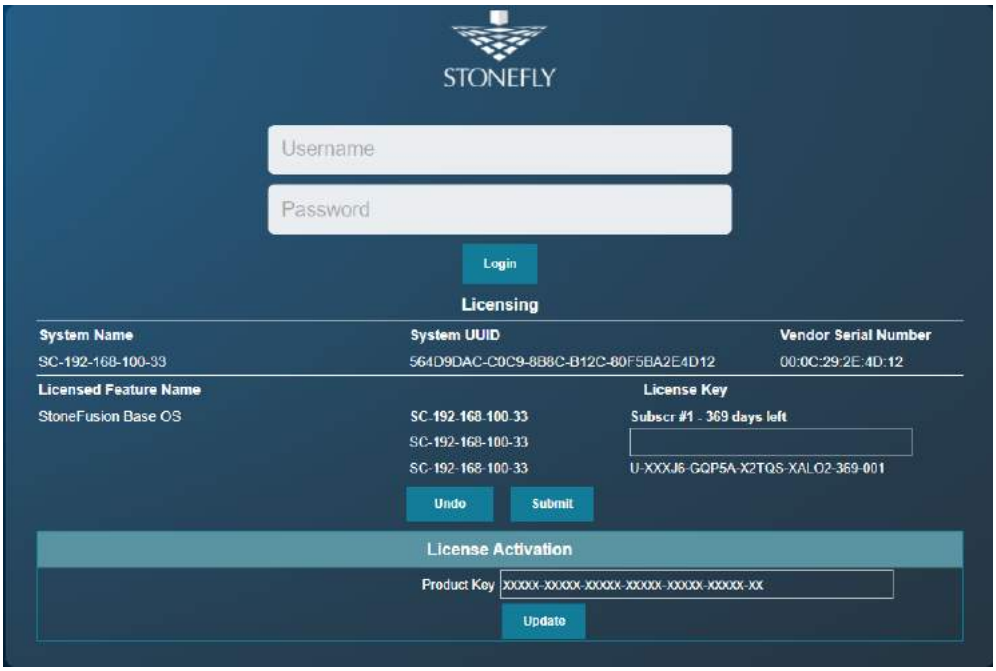
**Note:** the browser access to the SCVM Management GUI is blocked while the "SC Service" menu is active. Also note that there can be a short delay before the SCVM GUI becomes available.


© StoneFly Inc. 2019 | All rights reserved

## 2.10 Configuring the SCVM

**Note:** The process of SCVM configuration is the same for Hyper-V, VMware, and Citrix hypervisors.

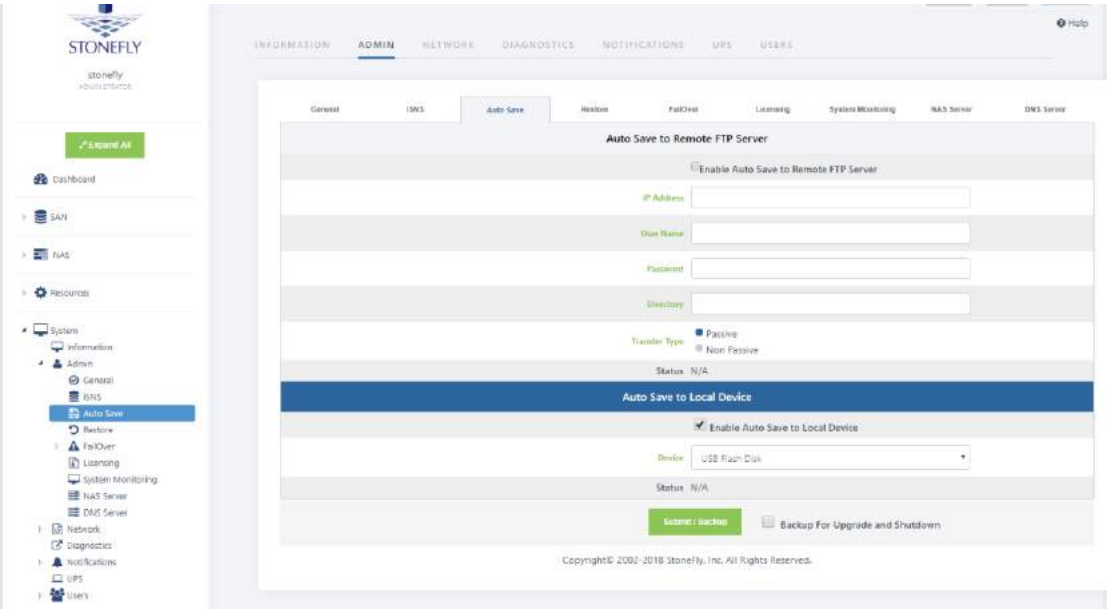
Launch a browser then navigate to https://<configured IP address>.




***DR365 Login Screen***

1. In the User ID field type: **admin**
2. In the Password field type: **M@n4g1ng**
3. Click **Submit**. The Home Page screen will appear.
4. Click **System**.
5. Click **Admin**.
6. Click **Auto Save**. The Auto Save screen will appear.

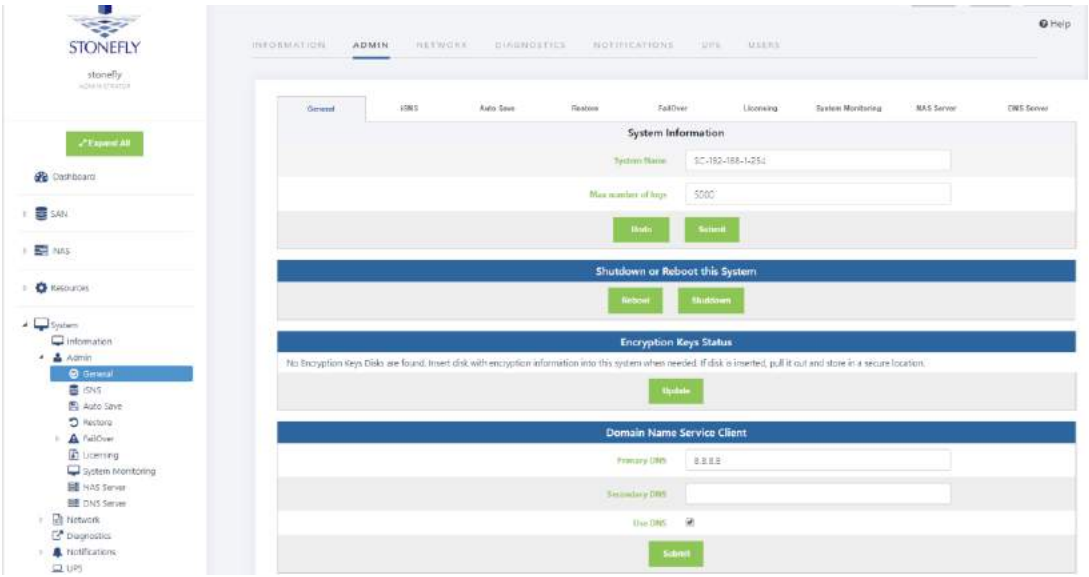

© StoneFly Inc. 2019 | All rights reserved




**DR365 System Auto Save Screen**

7. Select method(s) of saving the database. A USB Flash drive must be inserted into the USB port prior to Enabling. Checkmark **Enable Auto Save to Local Device** and select **USB Flash Disk** from the dropdown menu. Click **Submit**. For **Auto Save to Remote FTP Server** create a directory for each Storage Concentrator. Fill in the IP Address, User Name, Password and directory. Select **Passive** or **Non Passive** and click **Submit**. Both methods can be used, but at least one should be configured to ensure recovery if needed.

8. Navigate to **Admin > General**. The system admin screen will appear.



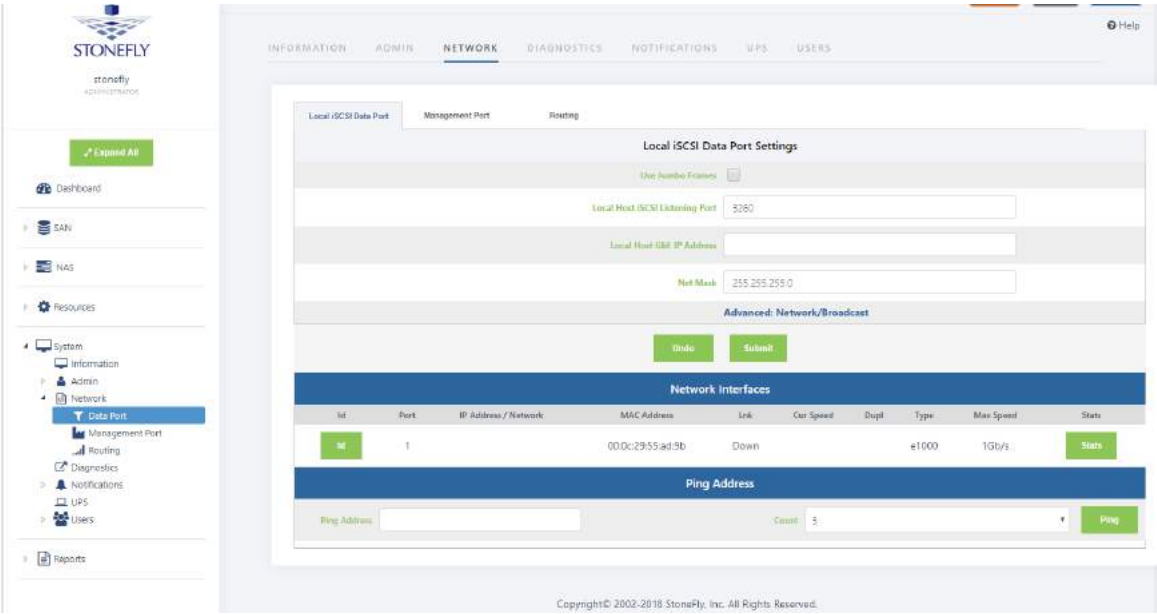

**DR365 System Admin Screen**


© StoneFly Inc. 2019 | All rights reserved

9. Enter a system name for the *DR365*.
10. Enter the number of log records for the database in the **Max number of logs** field.

The default number of log records is 2000, which is sufficient for most installations.

11. Click **Submit**.
12. Navigate to **Network > Data Port**. The Local iSCSI Data Port Settings screen will appear with the current system (factory) settings. Most fields are blank.



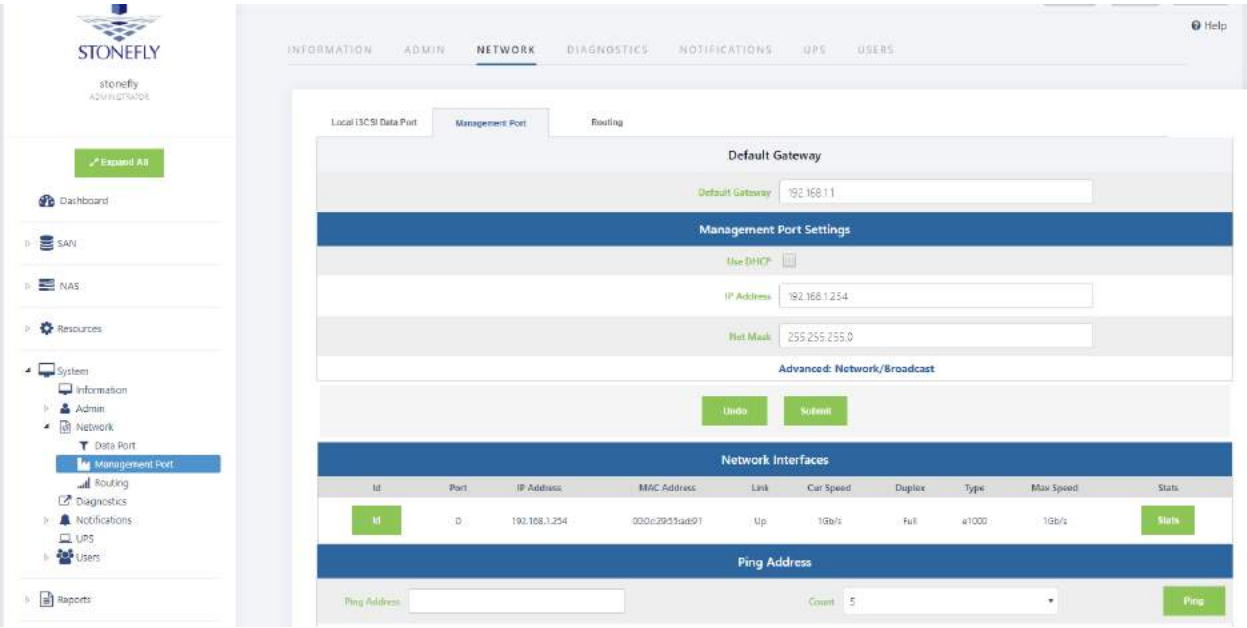

**DR365 Local iSCSI Data Port Settings Screen**

13. Enter the **IP Address** for the Local iSCSI Data Port.
14. Enter the **NetMask** setting for the Local iSCSI Data Port.
15. Click **Submit**.
16. Click **OK** to continue when the confirmation dialog box appears. The *DR365* automatically configures the Network and Broadcast settings based on the IP address and Netmask settings. Click on the **Advanced: Network/Broadcast** link to view or modify the Network and Broadcast settings. For more information, see "Chapter 2: Administrative Interface" in the Storage Concentrator User's Guide.
17. Review the status of all SAN Network Interfaces to select which ports will be used. It is not necessary to select all available ports. All ports selected must have cables attached to them to maintain the proper cluster configuration and operation. The **Id** button is used to flash the link light on a specific port. Select a port by clicking on the box in the **Bond** column. Changes are not enforced until the next reboot. At first power up a default


© StoneFly Inc. 2019 | All rights reserved

configuration is presented. Changing the default settings requires a reboot of the Storage Concentrator. Navigate to the **System > Admin > General** screen and click on **Reboot**. If no changes are desired continue to the next step to configure the Management Port.

18. Click on **Management Port**. The Management Port Settings screen will appear.




**DR365 Management Port Settings Screen**

19. Enter the **Default Gateway** setting.
20. Enter the **IP Address** for the Management port.
21. Enter the **NetMask** setting for the Management port. It is not necessary to select a Management Port as on the Local iSCSI Port screen. There is only one port assigned for this purpose.

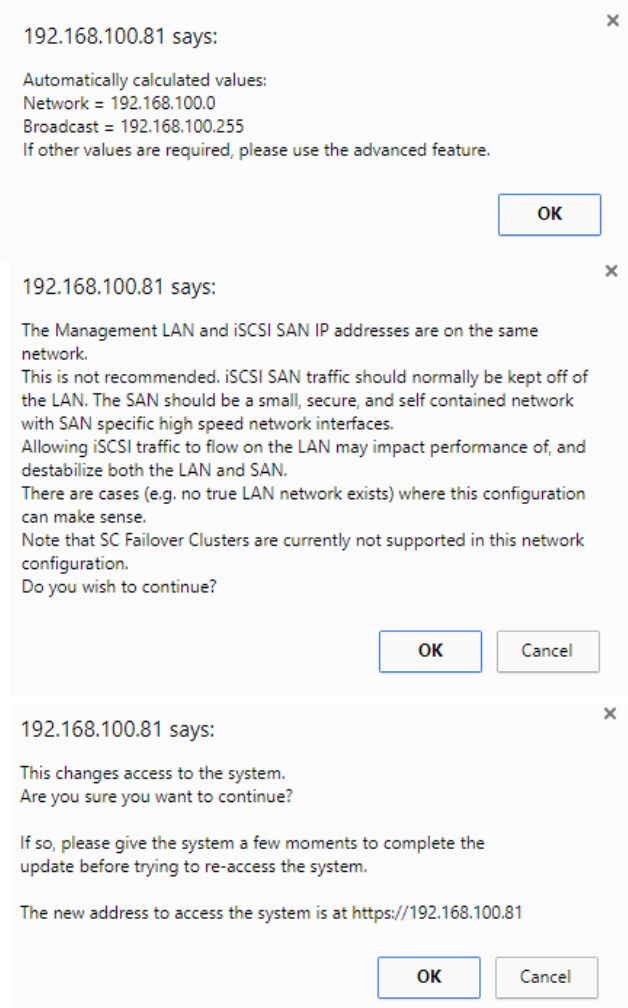
The *DR365* automatically configures the Network and Broadcast settings based on the IP address and Netmask settings. Click on the **Advanced: Network/Broadcast** link to view or modify the Network and Broadcast settings. For more information refer to "Chapter 2: Administrative Interface" in the Storage Concentrator User's Guide.

Changing the IP address of the Management port will cause your browser to lose its connection to the *DR365*. To access the *DR365*, set your browser's URL to point to the new IP address.

22. Click **Submit**. The following popups will appear.


© StoneFly Inc. 2019 | All rights reserved

Depending on the speed of your browser connection, you may not see this screen. Your changes will still take effect, however you will need to manually set your browser's URL to point to the new IP address.




**System Management LAN Port Change Screen**

23. Click on **OK** on each popup screen to continue.
24. Click on the new IP address to confirm the change to the Management Port setting.


© StoneFly Inc. 2019 | All rights reserved

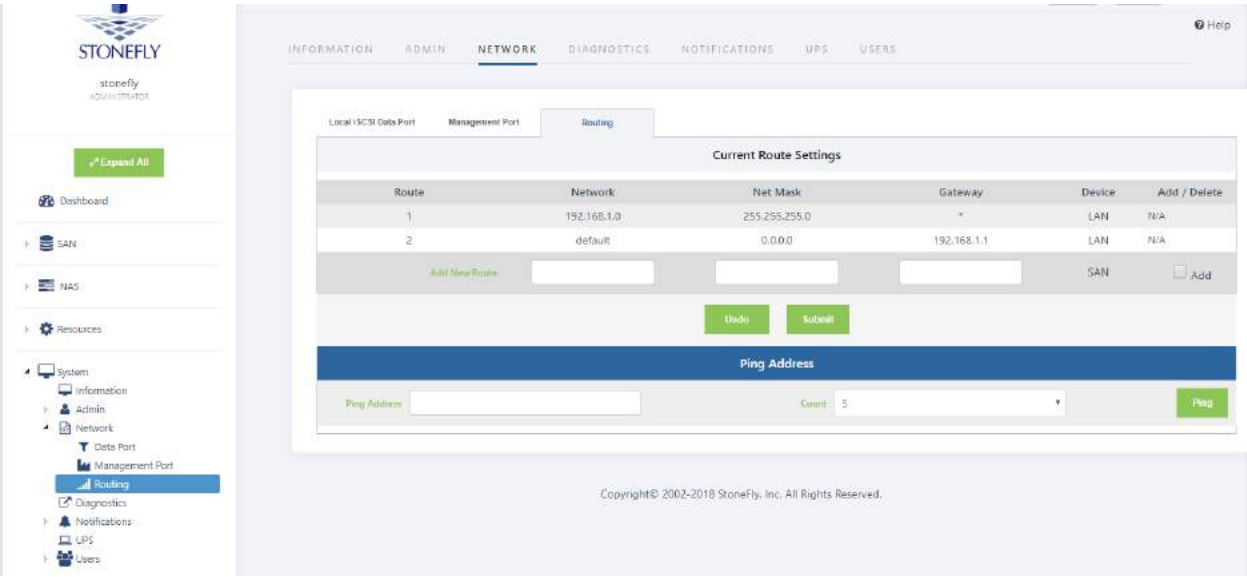
### Setting up Routing

To access a host on other networks, routing information to those networks must be configured in the System Management Network Routing screen. A route must be added if the host has a network setting that is different from the one listed in the iSCSI Host LAN Port Settings screen.

For example, if the *DR365* network setting is 26.34.128.50 and the host network setting is 106.39.212.6, a route to the host must be configured.

To configure the routing information, use the steps that follow:

1. Navigate to **System > Network > Routing**. The Routing screen will appear.




**DR365 System Management Network Routing Screen**

2. In the **Add New Route** fields, enter the **Network**, **Netmask**, and **Gateway** settings for the new route.
3. Click the **Add** check box.
4. Click **Submit**.
5. Navigate to **Admin > General**. The System Admin screen will appear. The *DR365* must be rebooted for the new routing settings to be recognized.
6. Click **Reboot**.


© StoneFly Inc. 2019 | All rights reserved

### Confirming Setup

To confirm that the *DR365* is configured properly, do the following:

1. Launch your web browser. In the URL address field, type the IP address you set up for the Management LAN port during the configuration process. Be sure to include **https://** in the address.

The browser will display an alert regarding the security certificate for the site. This occurs because the IP address for the *DR365* was changed from the factory default to one appropriate for your network.

2. Follow the screen prompts to accept the certificate. The number of screens will vary depending on which browser you are using. When the security certificate is accepted, the *DR365* administrative interface login screen will appear.

3. Click on **System** and then **Network** to confirm the network settings.
4. Click on **Data Port** and confirm the settings.
5. Click on **Management Port** and confirm the settings.
6. Click on **Routing** and confirm the settings.


© StoneFly Inc. 2019 | All rights reserved

## 2.11 Configuring the Acronis Management VM

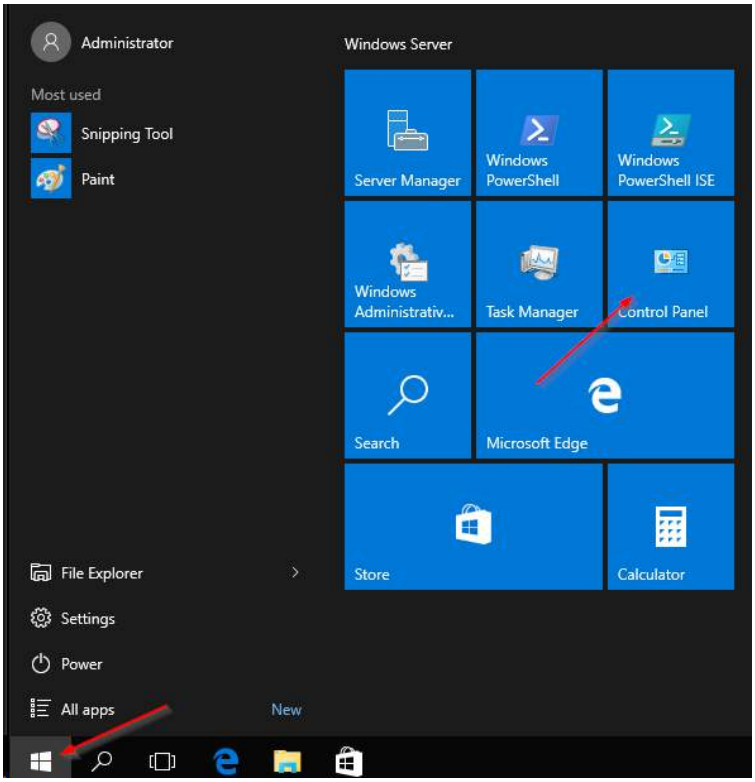
The Windows VM that will be used for Acronis Management cannot exist until the initial cluster is configured and a datastore provided. Your StoneFly engineer will walk you through the process.

Once you've configured the IPMI, SCVM, VMware, and cluster, you can create the Windows server VM that will run the Acronis Backup management software on the DR365-HA appliance. Your StoneFly engineer will walk you through the process during initial setup. Once the Windows VM is created, you must perform the following three step process:

- Setting a static IP address on the Acronis Management VM.
- Enabling RDP (Remote Desktop Protocol) on the Acronis Management VM.
- Accessing the Acronis Management VM using RDP.

### 2.11.1 Assigning a Static IP Address to the Acronis Management VM

Log into the Acronis Management Virtual Machine (VM) using **VMware remote console** and click on the **Start** button. Open the **Control Panel** from the taskbar.

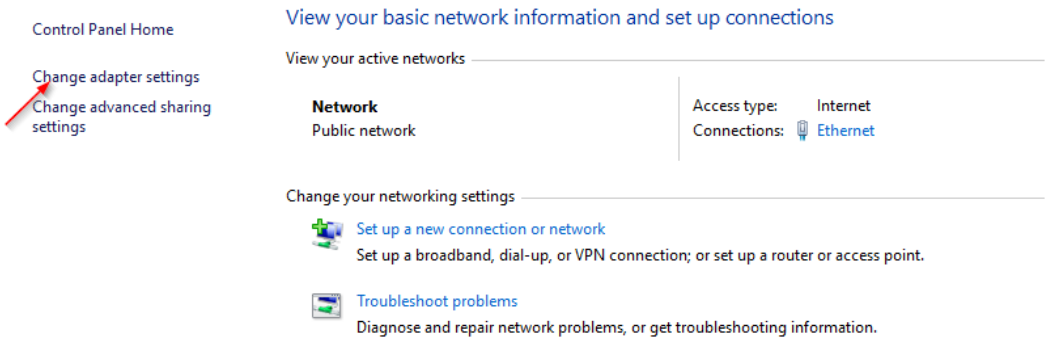



In the **Control Panel**, click on **View Network Status and tasks** under the **Network and**


© StoneFly Inc. 2019 | All rights reserved

**Internet** applet.

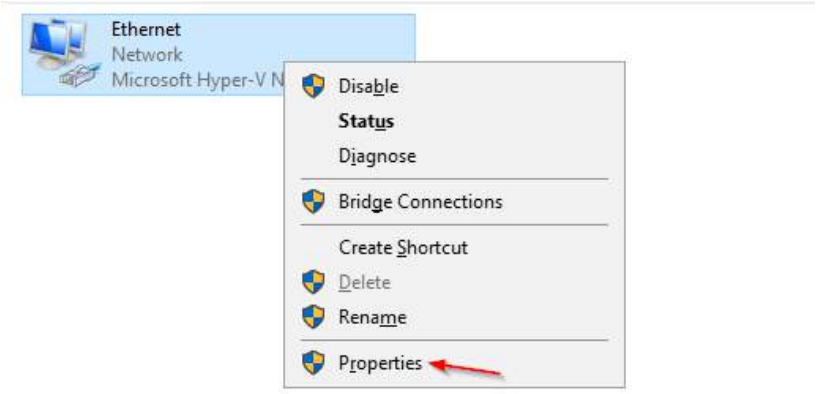
Find and click on **Change Adapter Settings** in the menu on the left.





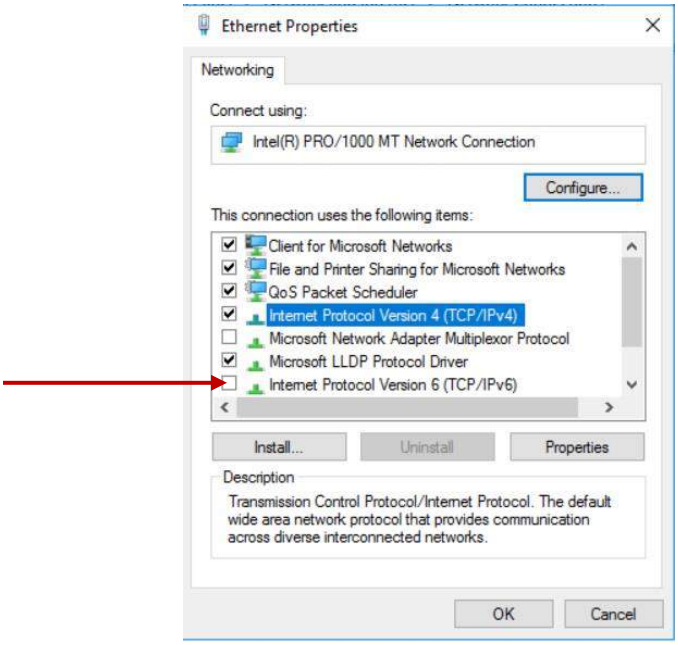
© StoneFly Inc. 2019 | All rights reserved

In the window that appears, right-click on your network connection and click on **Properties.**




This should open the **Ethernet Properties** window.

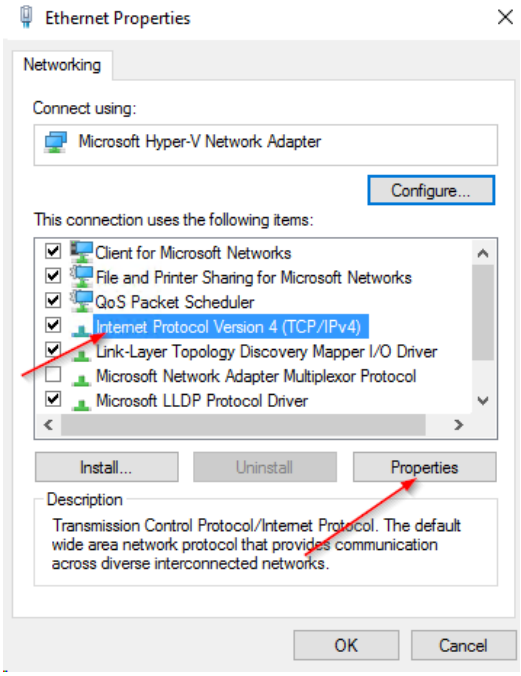
Remove the checkmark for **Internet Protocol Version 6 (TCP/IPv6)** to disable it.



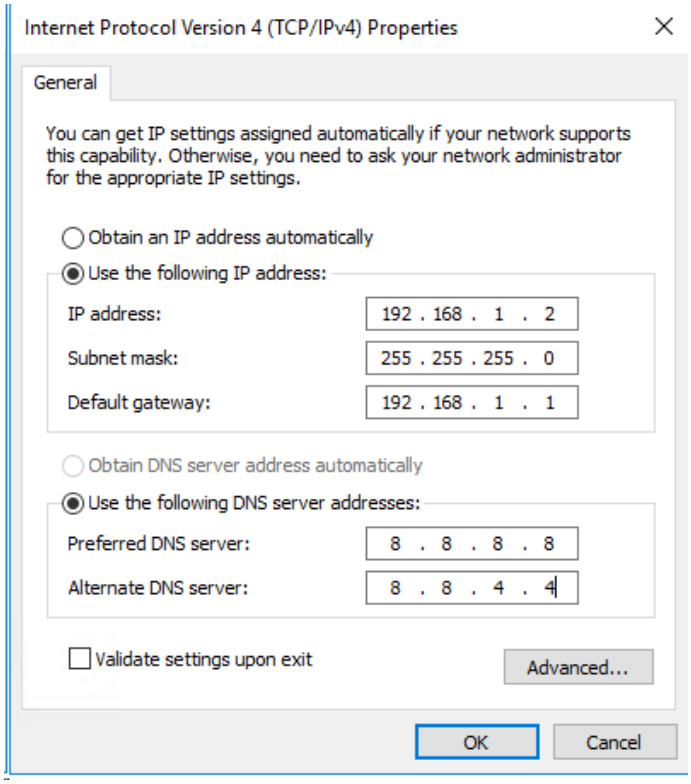


© StoneFly Inc. 2019 | All rights reserved

Select **Internet Protocol Version 4 (TCP/IPv4)** by left-clicking it once and then click on **Properties.**




Select **Use the following IP address** and assign a custom IP address to this server, the Network Mask, Default Gateway, and the DNS IP address.





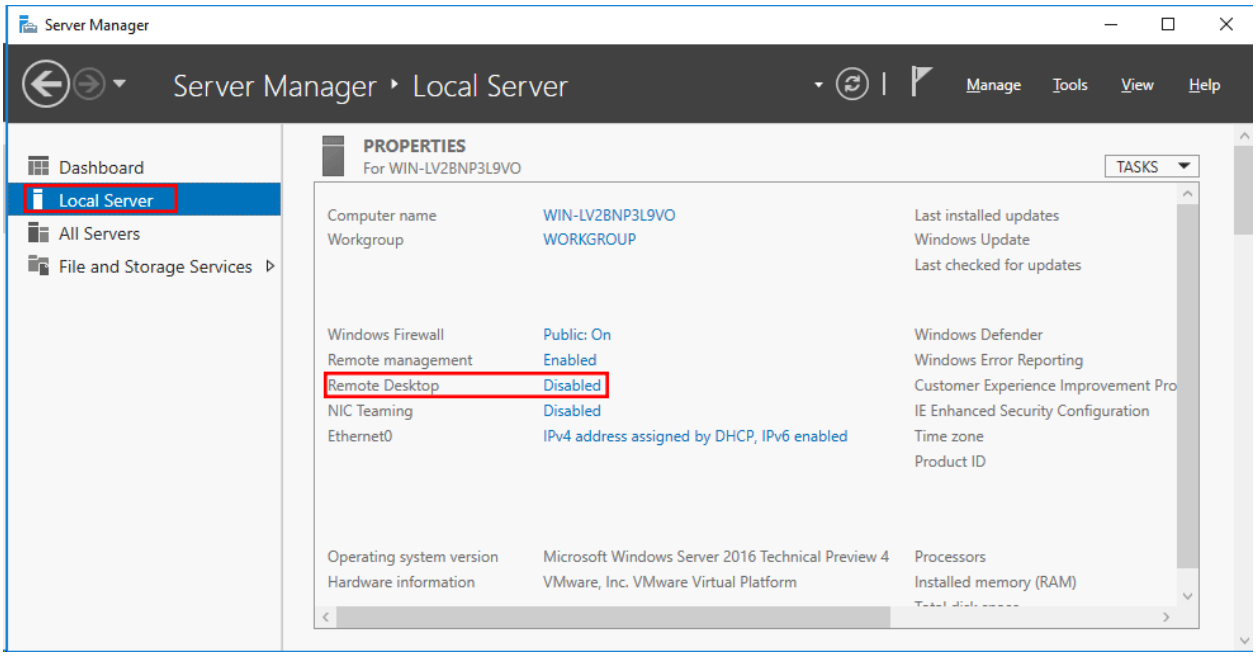
© StoneFly Inc. 2019 | All rights reserved

### 2.11.2 Enabling RDP on the Acronis Management VM

Open the **Server Manager** on the Windows VM**.** By default, the **Server Manager** should open when you log in to the GUI. You can also select it from the taskbar.

In the **Server Manager** window, click **Local Server** in the left pane. This may take several minutes to open the desired window.

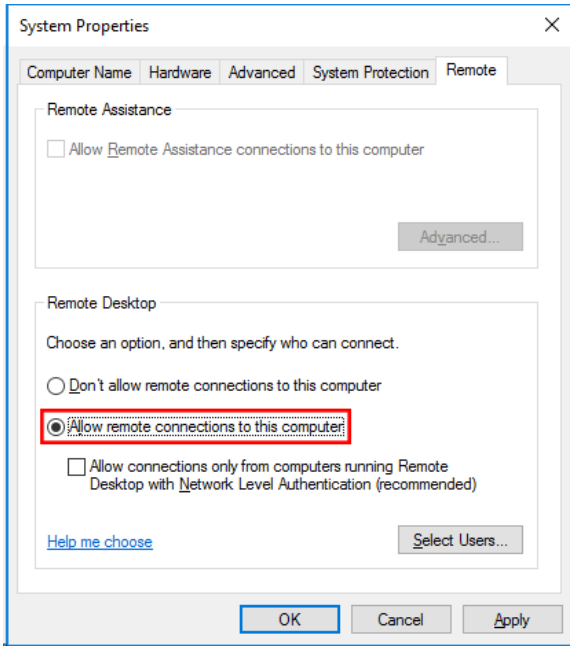
Once the window opens, you should see that the **Remote Desktop** (RDP) is disabled.



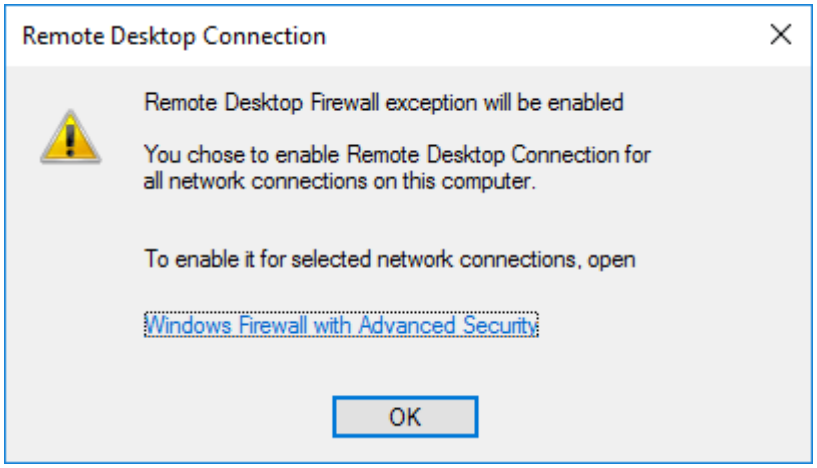

Click on **Disabled**, this should open the **System Properties** window. Left-click on the **Remote** tab and check the **Allow remote connections to this computer** option.


© StoneFly Inc. 2019 | All rights reserved

Also uncheck the **Allow connections only from computers running Remote Desktop with Network Level Authentication (recommended)**.




When you select the **Allow remote connections to this computer** option, a warning message should appear, as shown in the image below. Select **OK** to proceed.




You can now create specific user groups with permissions to connect to the server via Remote Desktop. To do so, click on **Select Users** and type in the relevant credentials of the users.

After you've enabled **Remote Desktop**, the **Server Manager** might still display **Disabled.** Refresh the window and wait a few minutes, it should change to **Enabled.**

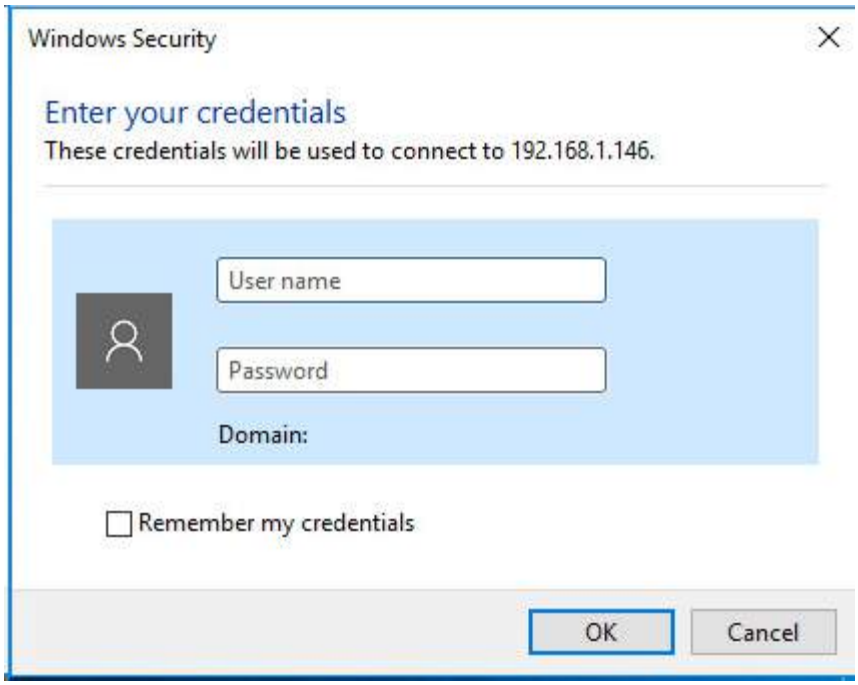

© StoneFly Inc. 2019 | All rights reserved

### 2.11.3 Accessing Windows Server hosting Acronis

On any Windows machine, search **Remote Desktop Connection** in the taskbar and click on **Remote Desktop Connection**. This should open a window like this:

In the **Computer** text field, type in the IP address you specified in Section 2.8.1 for the IP address of Acronis Management VM and click **Connect.**

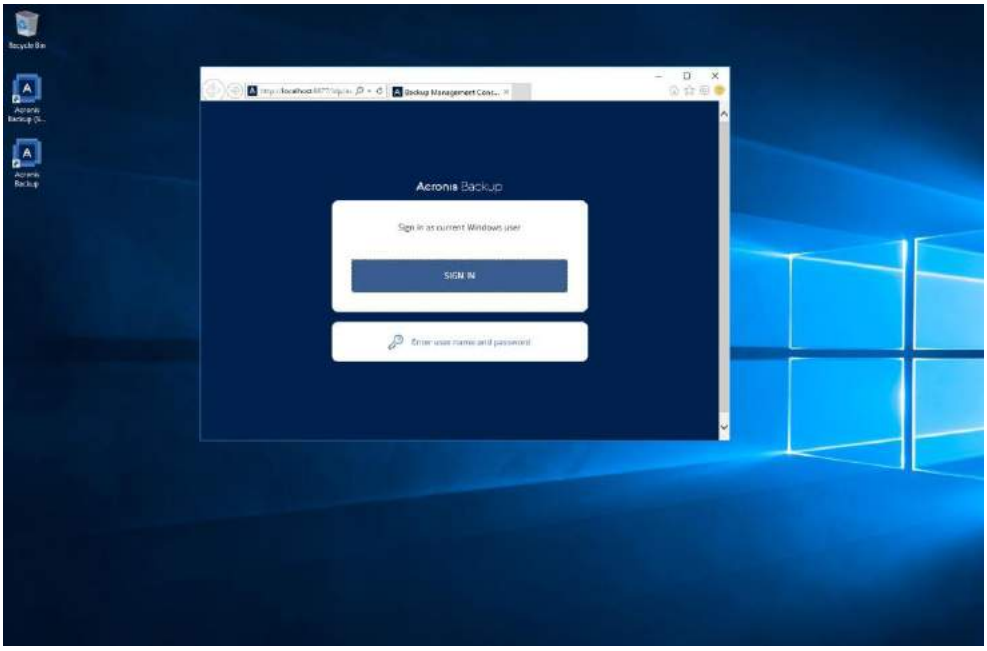
The system should prompt you for a username and password. Type in the credentials you created in the last section and click **OK** to start the RDP session.





© StoneFly Inc. 2019 | All rights reserved

Once the RDP connection is established, you should be able to access the Acronis management software by double-clicking the **Acronis** icon.




## Additional Configuration and System Management

For additional information regarding the configuration and use of the StoneFly Storage Concentrator Virtual Machine, please consult the StoneFly Storage Concentrator User Guide from the included documents CD.

For additional information regarding the configuration and use of the Acronis Backup software, please consult the Backup, Replication and Data Recovery User Guide from the included documents CD.

For additional information regarding the configuration and use of the VMware vSphere, Hyper-V, or Citrix (formerly XenServer) Hypervisor, please consult their respective websites.

## Technical Support

For further support, please call technical support at 1-510-265-1616 option 3. Or send email to technical support at Support@StoneFly.com.


© StoneFly Inc. 2019 | All rights reserved

# Chapter-3: Troubleshooting


©StoneFly Inc. 2019 | All rights reserved

Refer to the following table for helpful hints on solving some of the most common problems. If you cannot find a resolution to your problem here, contact StoneFly. Call (510) 265 1616 and select support from the menu.

| Problem | Possible cause | Solution |
|---|---|---|
| The DR365 administrative interface is not accessible from the computer. | The computer is not on the network. | Ensure that the computer is running a supported browser and is on the same network or subnet as the DR365. |
| | An incorrect IP address was typed in the address line of the browser. | Try the following:<br>• Verify and retype the IP address in the browser.<br>• Make sure the IP address begins with https. The IP address does not begin with http. |
| | Incorrect network settings were entered during installation. | For the correct settings, see "VMware Management Network Configuration". |
| | The network cable is not properly connected to the computer or the USO. | Try the following:<br>• Check all network cable connections.<br>• Make sure the network cable is not damaged. |


©StoneFly Inc. 2019 | All rights reserved

STONEFLY

www.stonefly.com

www.iscsi.com

**Eden Landing Road,**
**Hayward, CA 94545, USA.**
**(510) 265 1616**
**support@stonefly.com**