STONEFLY

Setup Guide

DR365V

Veeam-Ready Backup & DR Appliance

8-bay 2U Rackmount

© 2020 StoneFly, Inc. | All Rights Reserved

This Page is intentionally left blank.

Copyright © 2006-2020 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

Chapter-1: Introduction 4
1.1 Introduction 5
1.1.1 Icons 6
Chapter-2: Initial Installation 7
2.1. Rack Installation Instructions 8
2.2. Power Up & Initial Access 13
2.3. Configuring IPMI KVM 14
Accessing the IPMI Interface 18
2.4. VMware Management Network Configuration 20
2.5. Steps to Configure SCVM Management Port (VMware) 27
2.6. Hyper-V Management Network Configuration 31
2.7. Steps to Configure SCVM Management Port (Hyper-V) 35
2.8. Configuring the SCVM 39
2.9. Configuring the Veeam Management VM 45
2.7.1. Assigning a Static IP Address to the Veeam Management VM 46
2.7.2 Enabling RDP on the Veeam Management VM 49
2.7.3 Accessing Windows Server hosting Veeam 51
Chapter-3: Troubleshooting 54

© 2020 StoneFly, Inc. | All Rights Reserved

Chapter-1: Introduction

© 2020 StoneFly, Inc. | All Rights Reserved

1.1 Introduction

This document is aimed for system administrators who would like to know how to get started with StoneFly DR365V Appliance. It describes initial steps for launching the appliance.

The StoneFly DR365V 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
- Veeam Backup & Replication User Guide for VMware
- Veeam Backup & Replication User Guide for Hyper-V

Each StoneFly DR365V comes preconfigured with VMware vSphere or Microsoft Hyper-V 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 DR365V as needed as long as adequate processing cores and system memory are available to support those VMs. Contact your StoneFly sales representative for details.

DR365V 8-Bay / 2U Model

The DR365V 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

© 2020 StoneFly, Inc. | 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

© 2020 StoneFly, Inc. | All Rights Reserved

Chapter-2: Initial Installation

© 2020 StoneFly, Inc. | All Rights Reserved

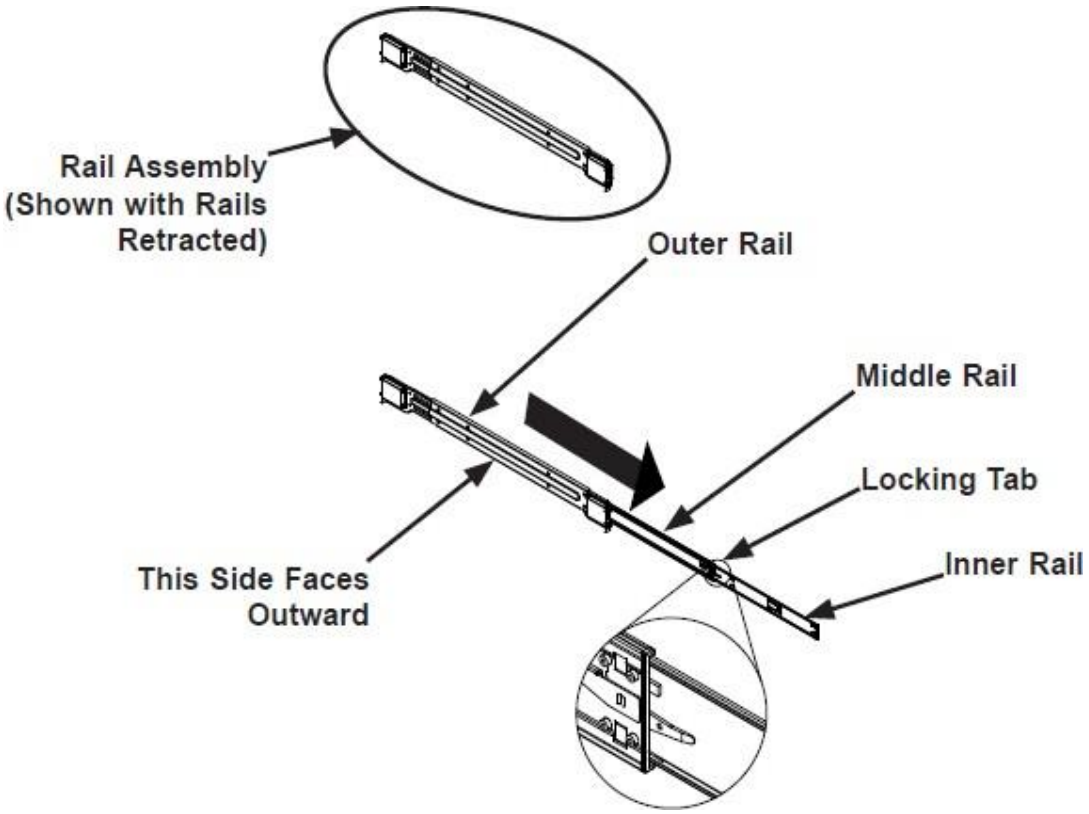
2.1. Rack Installation Instructions

This section provides information on installing the StoneFly DR365V 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 DR365V 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)

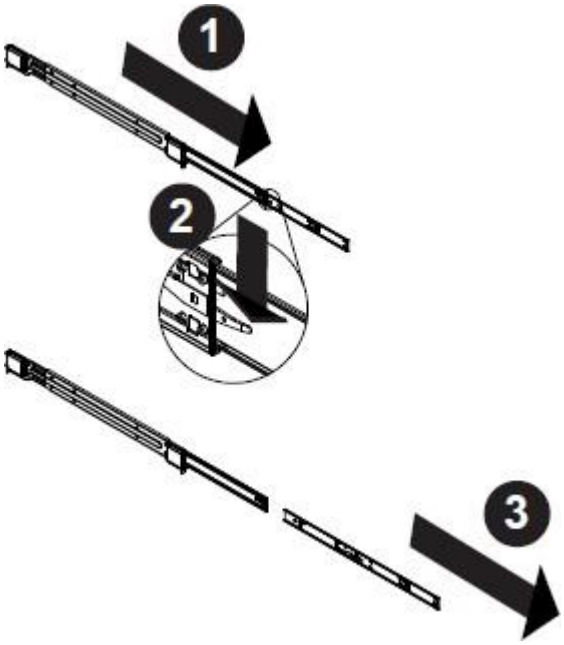
© 2020 StoneFly, Inc. | All Rights Reserved

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.



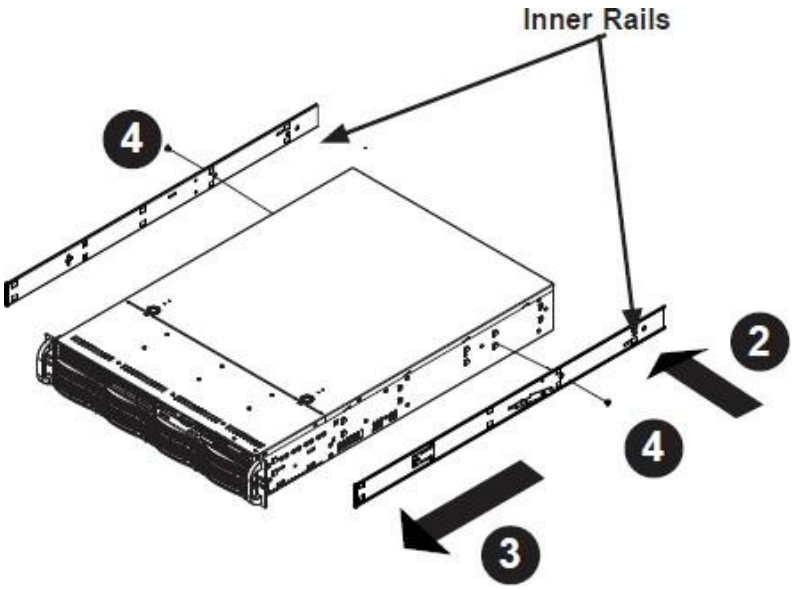
Extending and Releasing the Inner Rail

© 2020 StoneFly, Inc. | All Rights Reserved

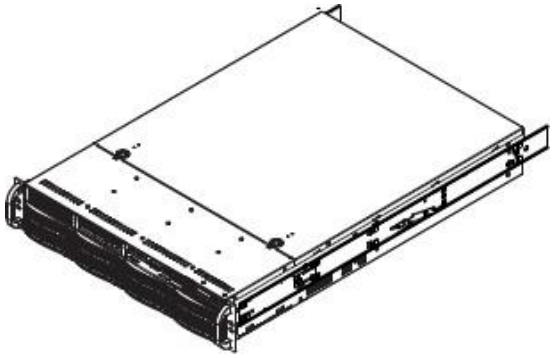
Installing the Inner Rails on the Chassis

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



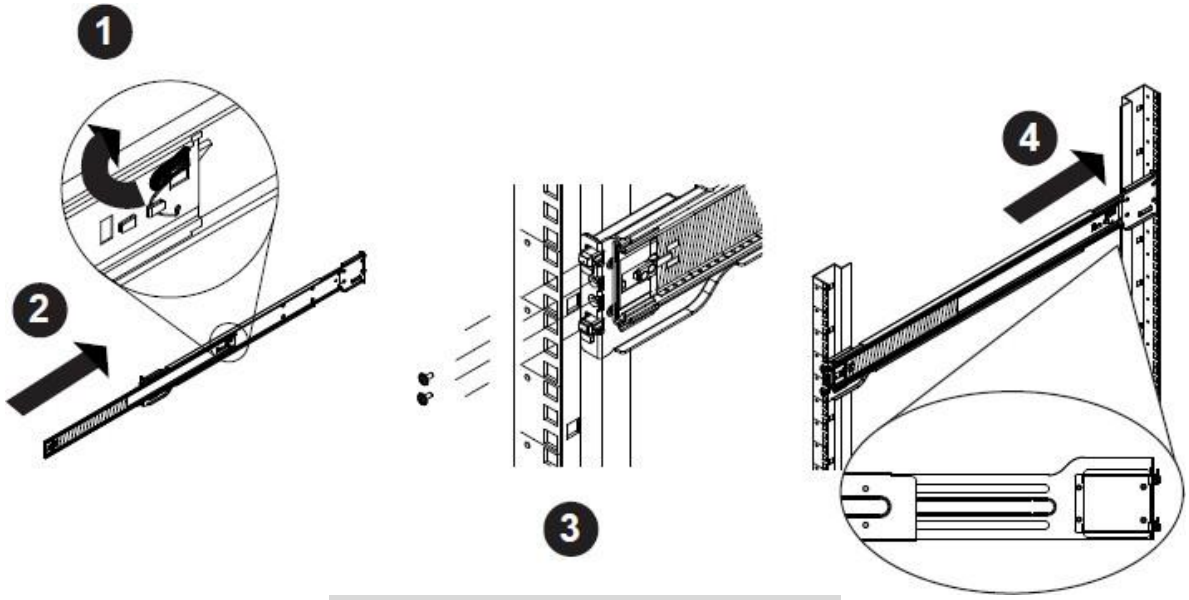
Inner Rails Installed on the Chassis

© 2020 StoneFly, Inc. | 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.

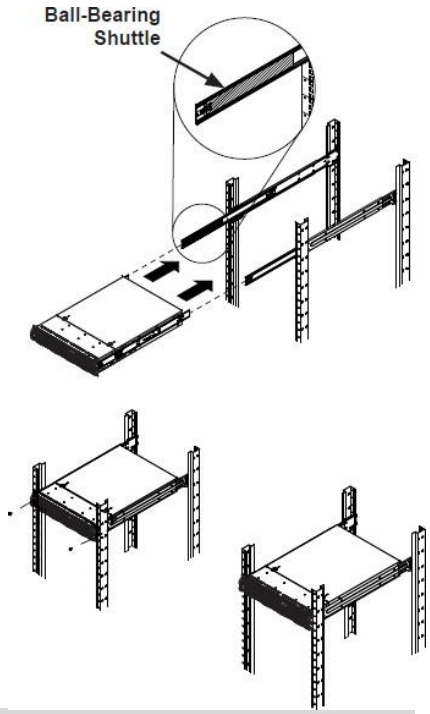
© 2020 StoneFly, Inc. | All Rights Reserved

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.

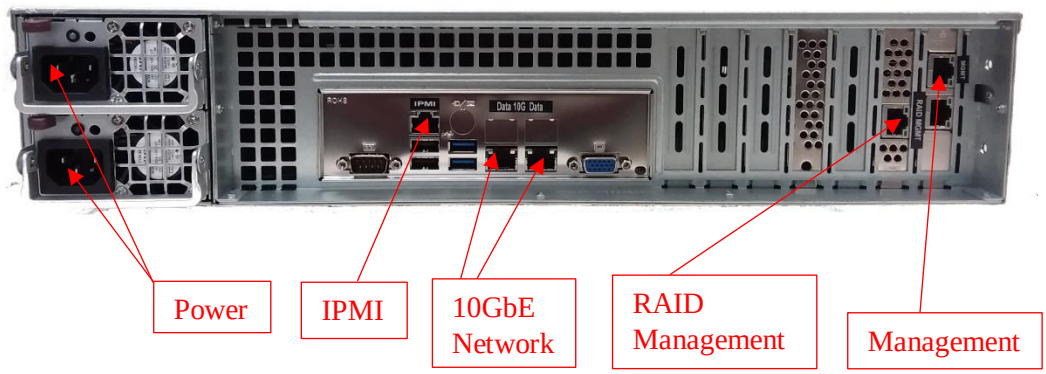
© 2020 StoneFly, Inc. | All Rights Reserved

2.2. Power Up & Initial Access

These are the steps a user needs to follow in order to start using the StoneFly DR365V 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 DR365V

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 DR365V appliance.

NOTE:

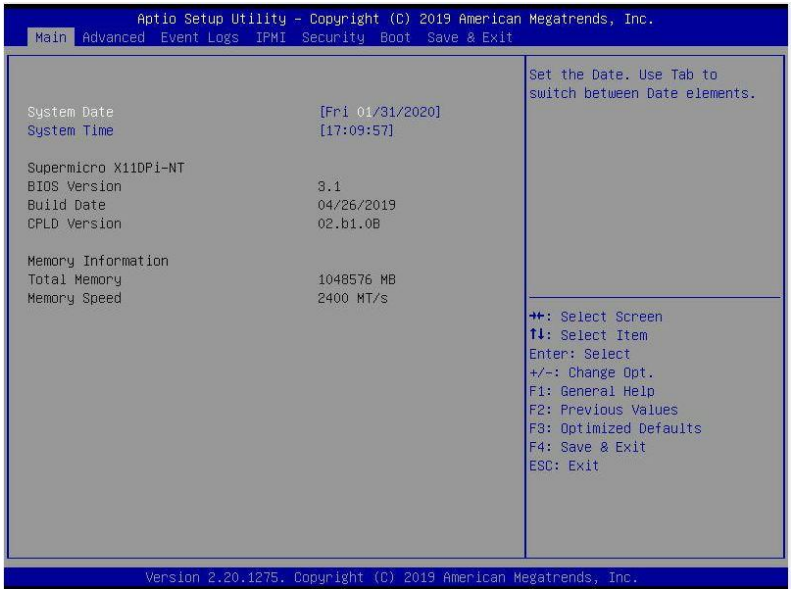
- Serial port is not used by the DR365V appliance.
- SAS Expansion port is only used when connecting StoneFly Expansion Units to the DR365V Appliance for additional storage capacity.
- Do not connect an Ethernet cable to the RAID port.
- There are different configurations for network ports. Make sure to follow the labeling on your system when connecting the Ethernet cables.

© 2020 StoneFly, Inc. | All Rights Reserved

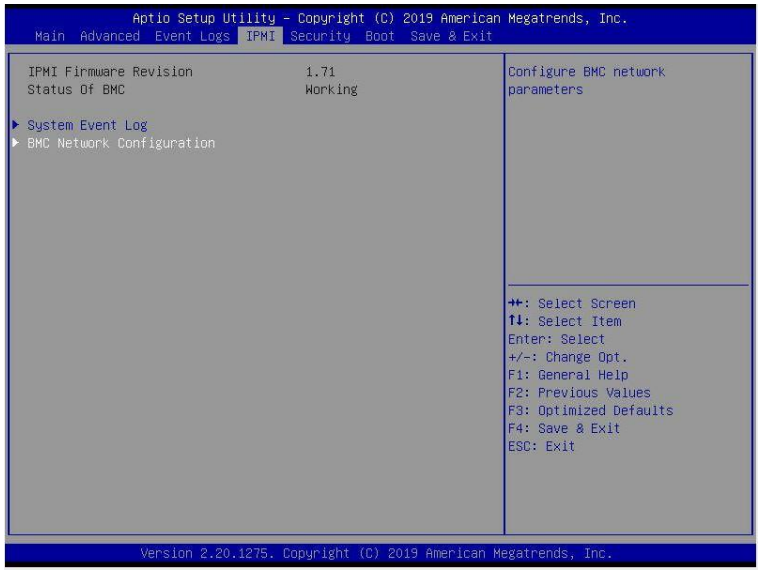
2.3. Configuring IPMI KVM

The Intelligent Platform Management Interface (IPMI) KVM configuration allows for **Remote Management** and **Power Control** of the StoneFly DR365V 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.

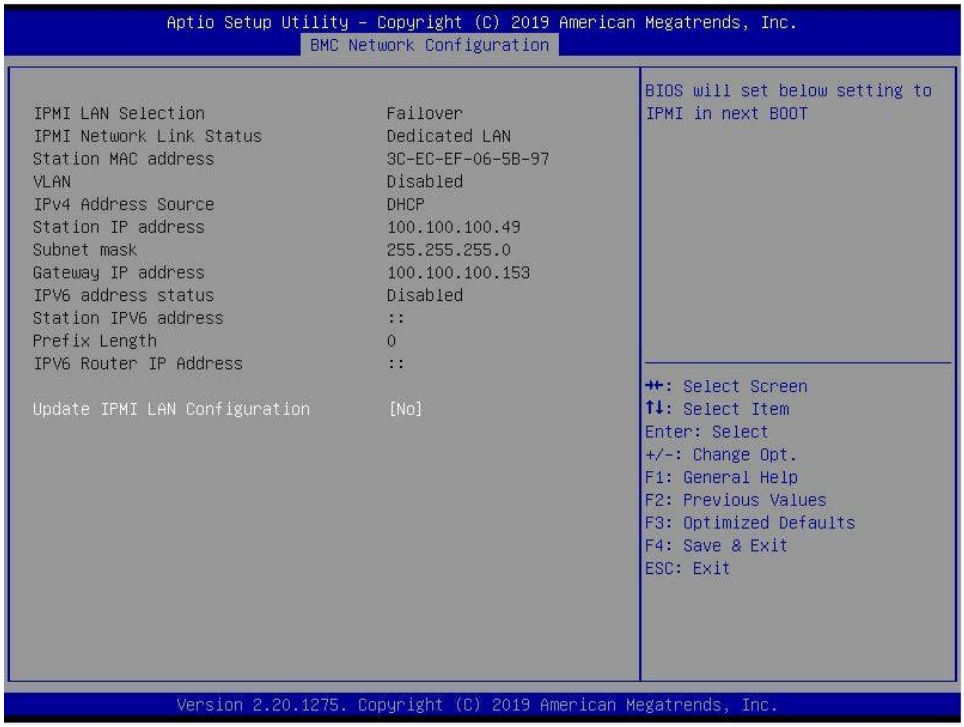


Navigate to **IPMI** tab and go to **BMC Network Configurations**:

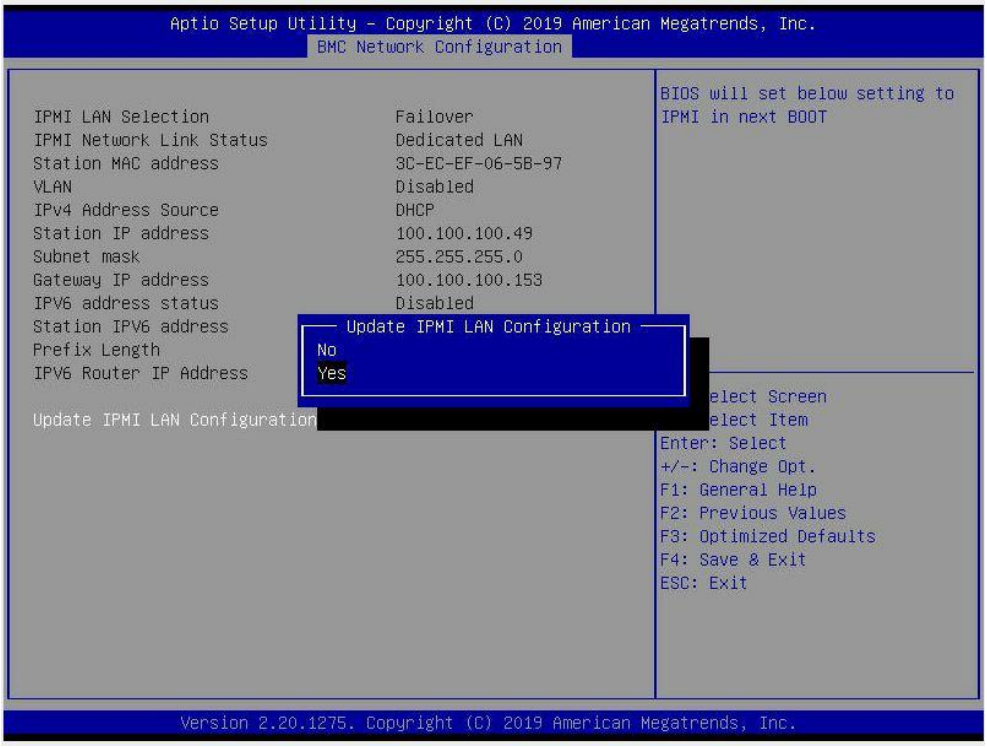


© 2020 StoneFly, Inc. | All Rights Reserved

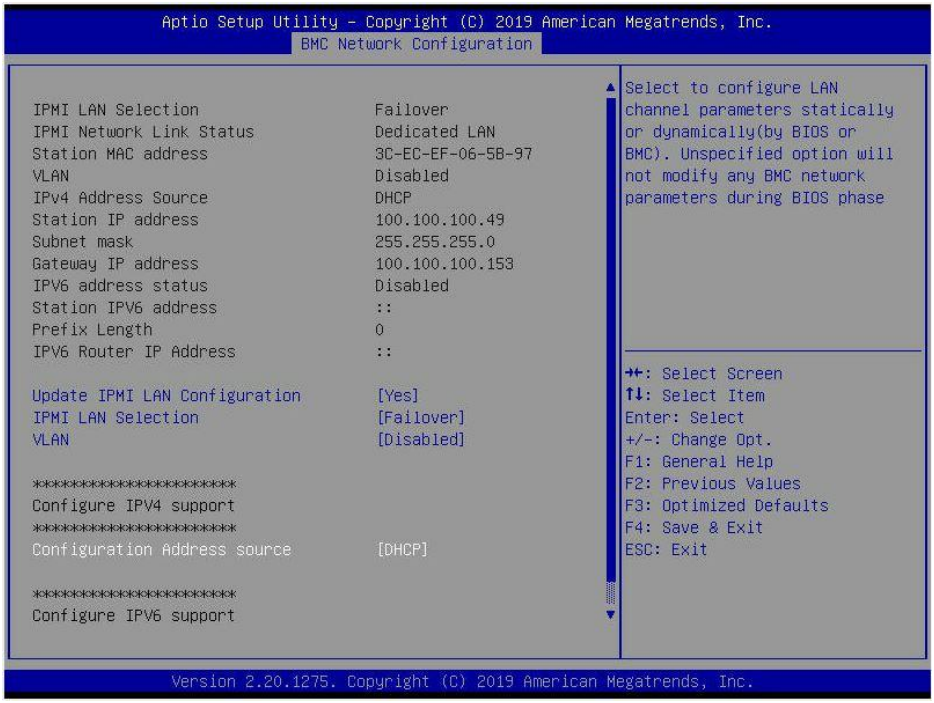
In the **BMC Network Configuration** tab, select **Update IPMI LAN Configuration** and press **Enter**:



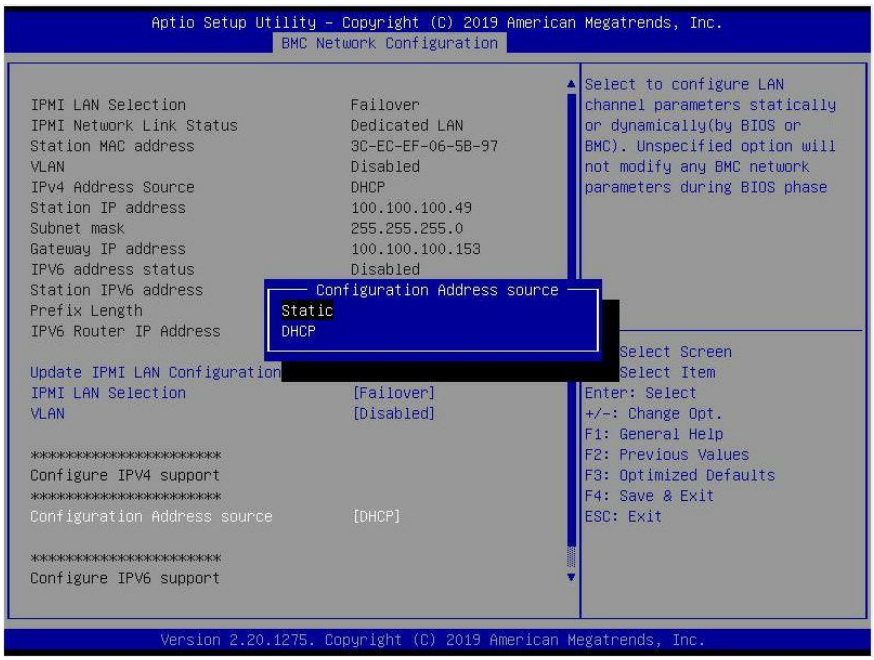
When prompted, select **Yes** and press **Enter**.



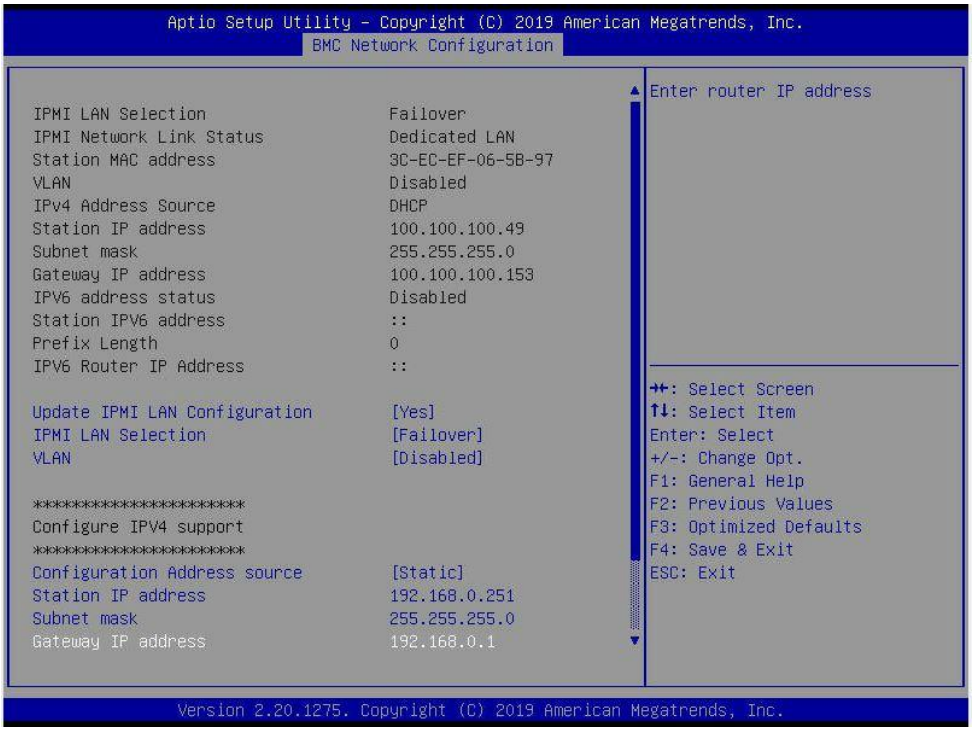
From the additional list of options, select **Configuration Address Source** and press **Enter**:



From the prompt, select **Static** and press **Enter:**



Enter the **Static IP Address, Subnet Mask** and **Gateway IP Address.**



When entering addresses, please note:

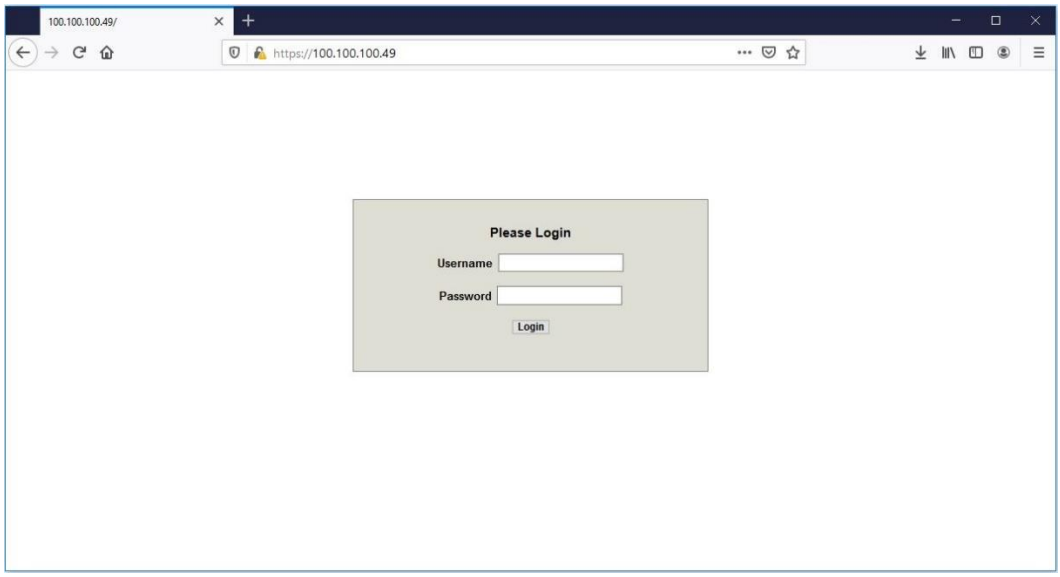
1. IP Address Must be on the same subnet as DR365V's Management port
2. IP Subnet Mask Same as DR365V's Management port
3. Default Gateway Same as DR365V's Management port

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.

Accessing the IPMI Interface

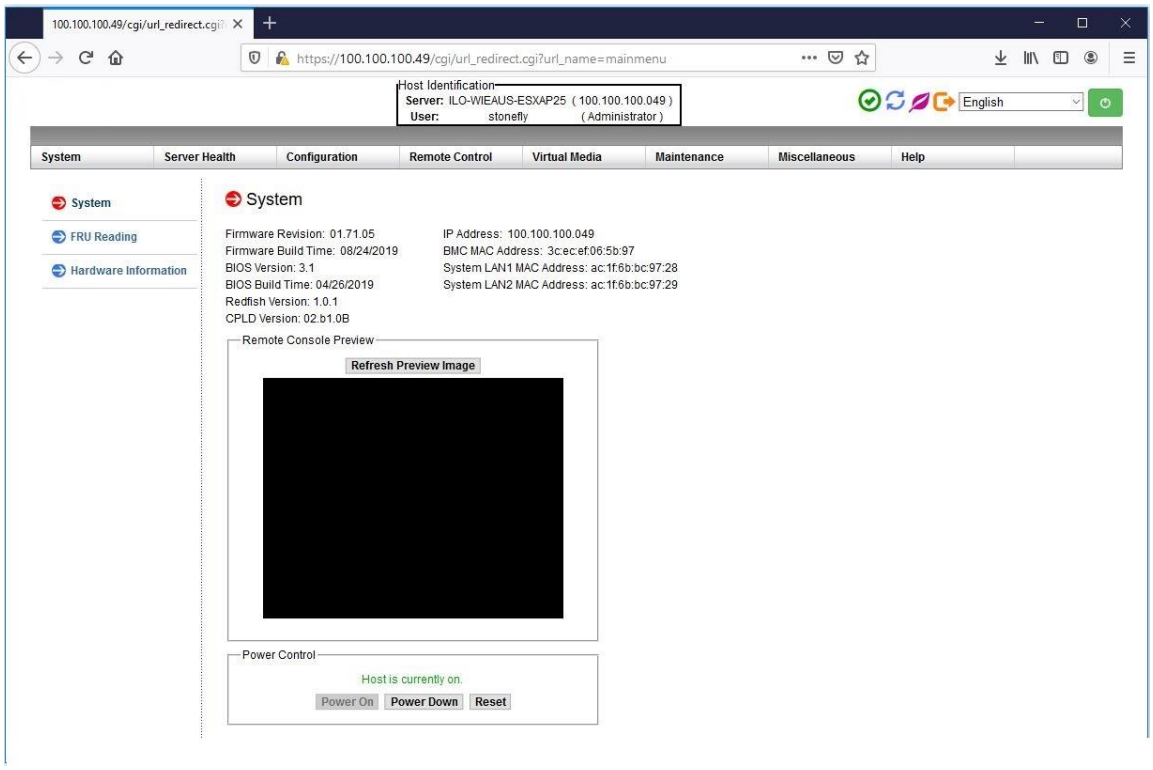
Start a browser and navigate to the configured IP address.



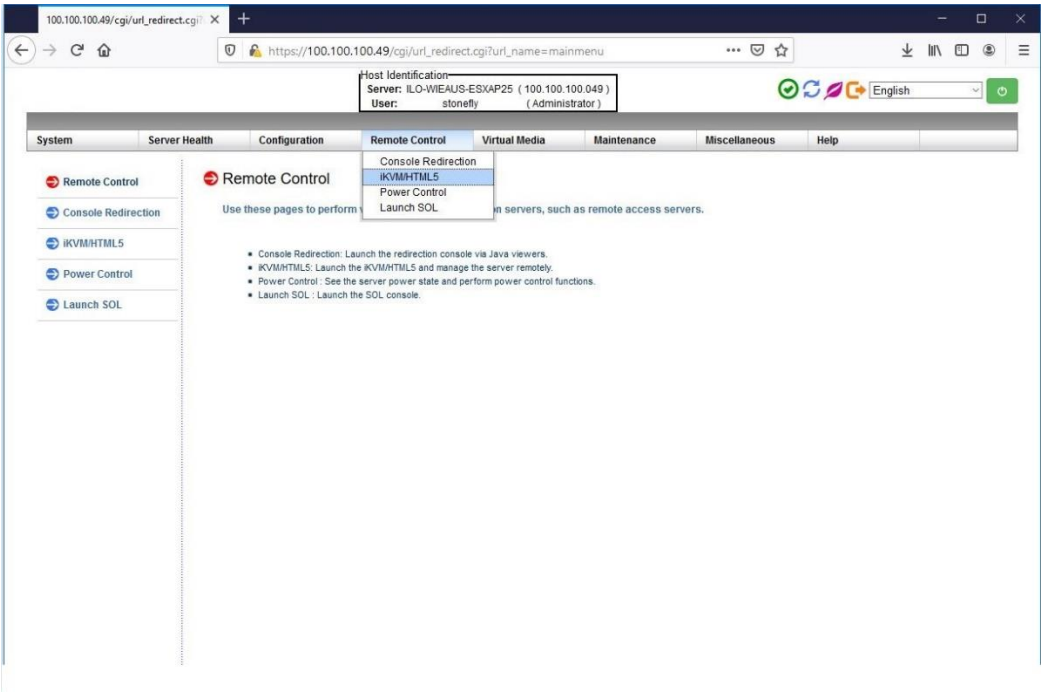
Enter the following information in the login screen:

- Username: stonefly
- Password: Stonefly1

© 2020 StoneFly, Inc. | All Rights Reserved

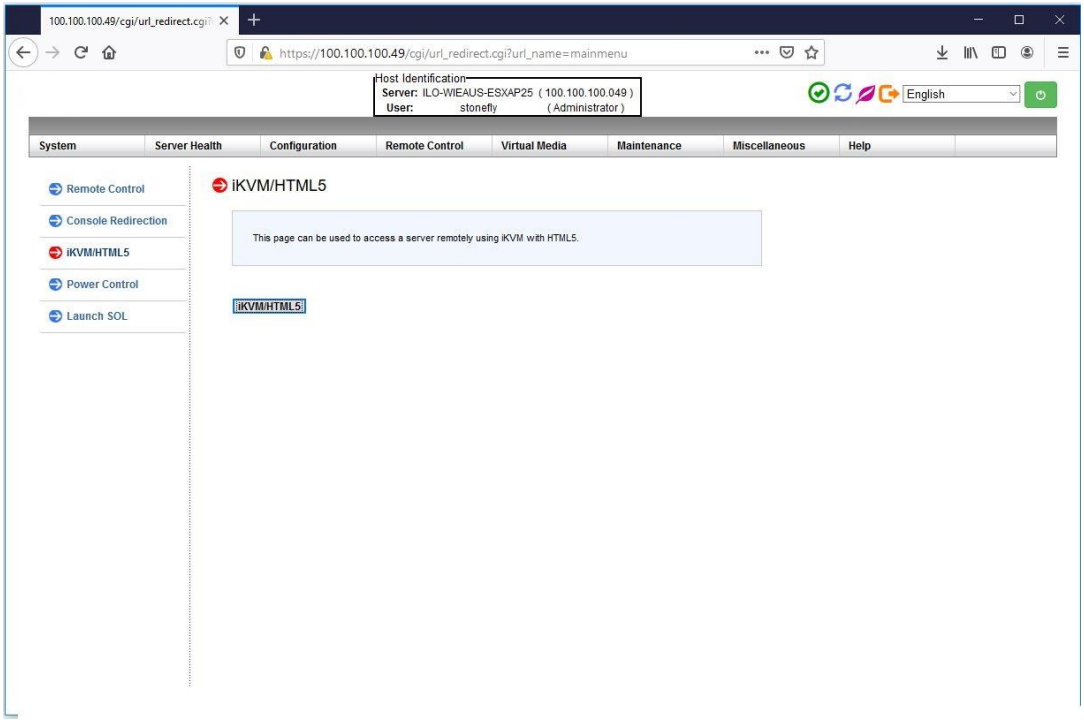


Navigate to **Remote Control** tab and select **iKVM/HTML5**:



Click on **iKVM/HTML5** to launch remote console:

© 2020 StoneFly, Inc. | All Rights Reserved

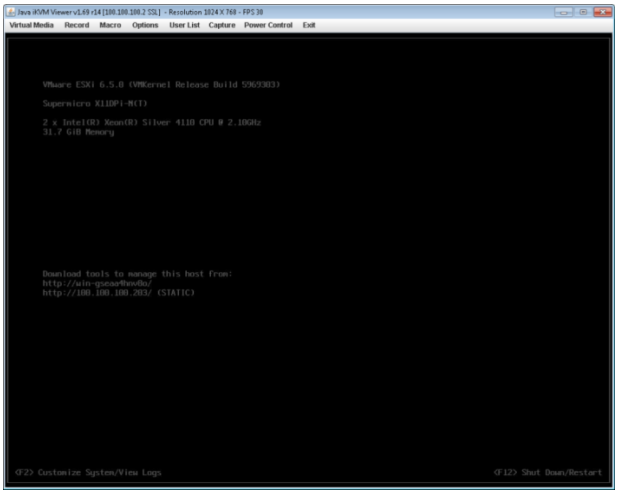


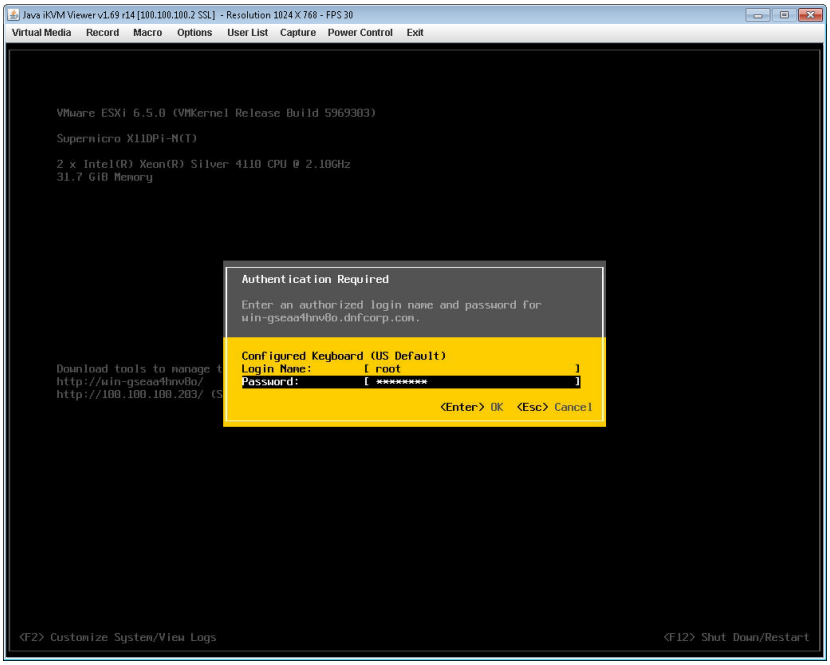
Select **Launch Console** to open the system console.

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.

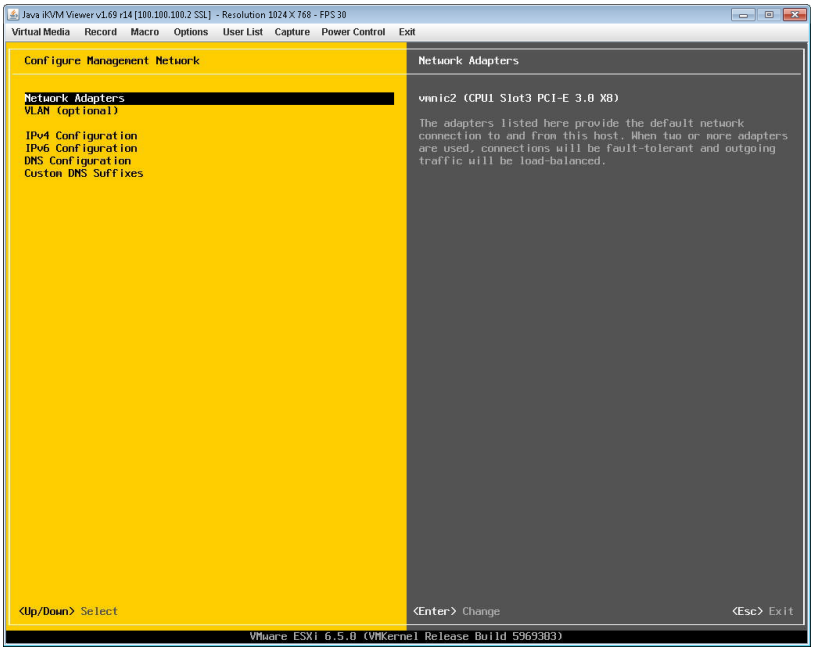
Connect to System console. Attach a keyboard and monitor or use system IPMI KVM.





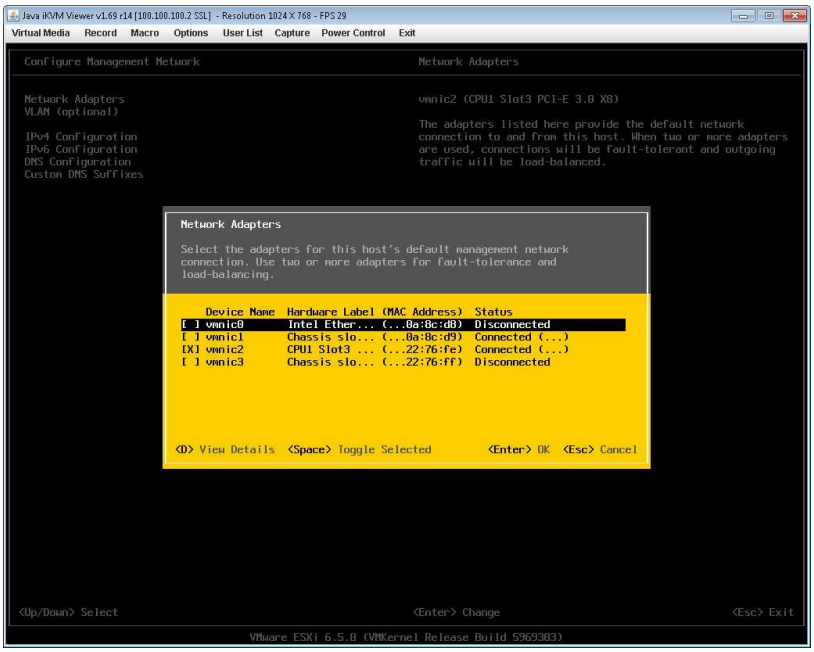
Press the "F2" key to customize system. Then enter **Login Name** and **Password** and hit the "Enter" key to continue. The default Login information is as follows:

- Log in Name: root
- Password: Stonefly1!

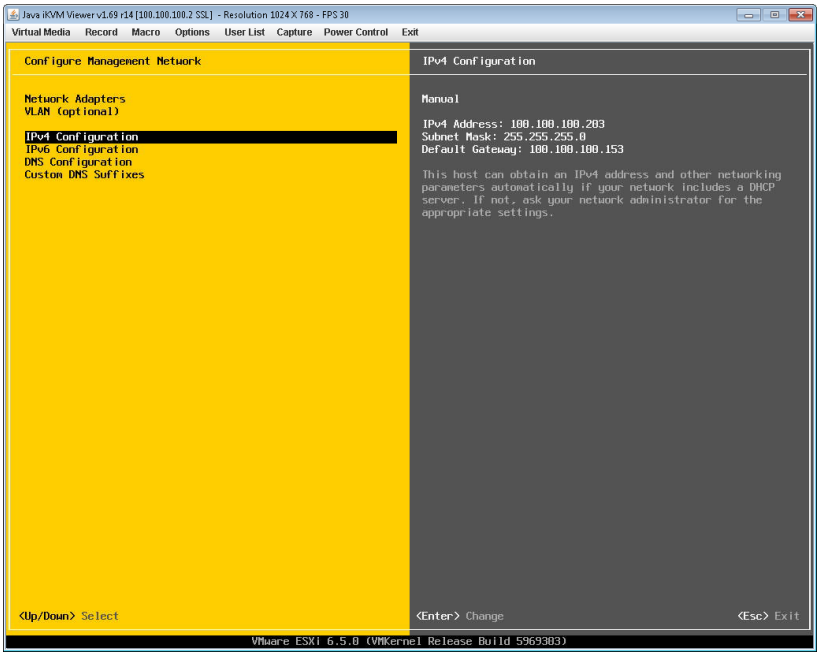


Select **Network Adapters** and press the "Enter" key.

© 2020 StoneFly, Inc. | All Rights Reserved

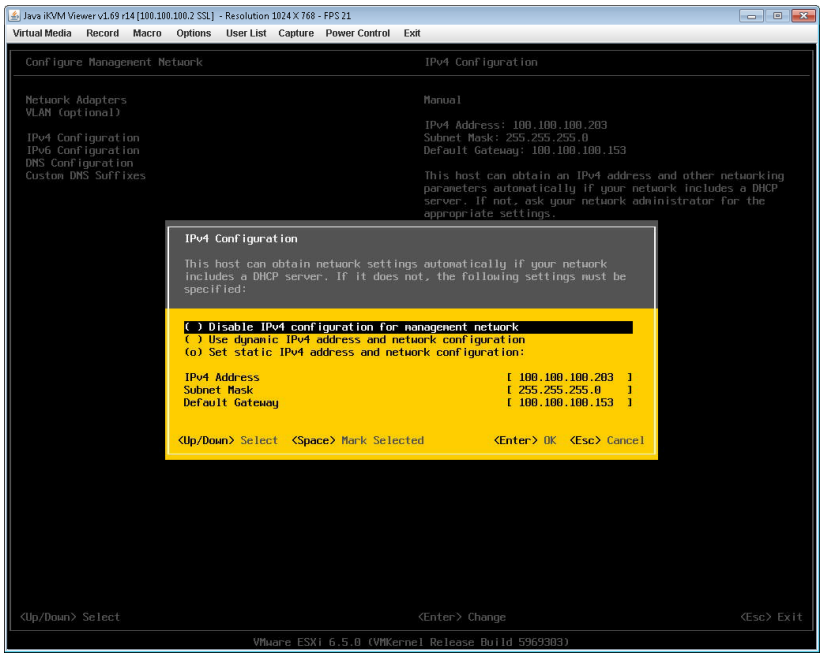


Select the **vmnic** to use for the management network for ESXi and press the "Enter" key. Press the "Esc" key when changes are complete.

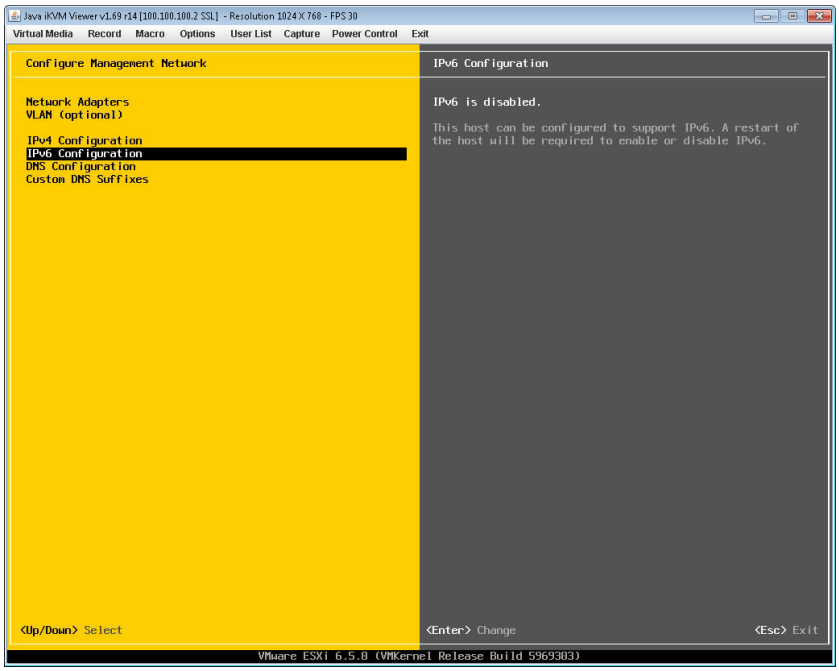


Select **IPv4 Configuration**, then hit the "Enter" key.

© 2020 StoneFly, Inc. | All Rights Reserved

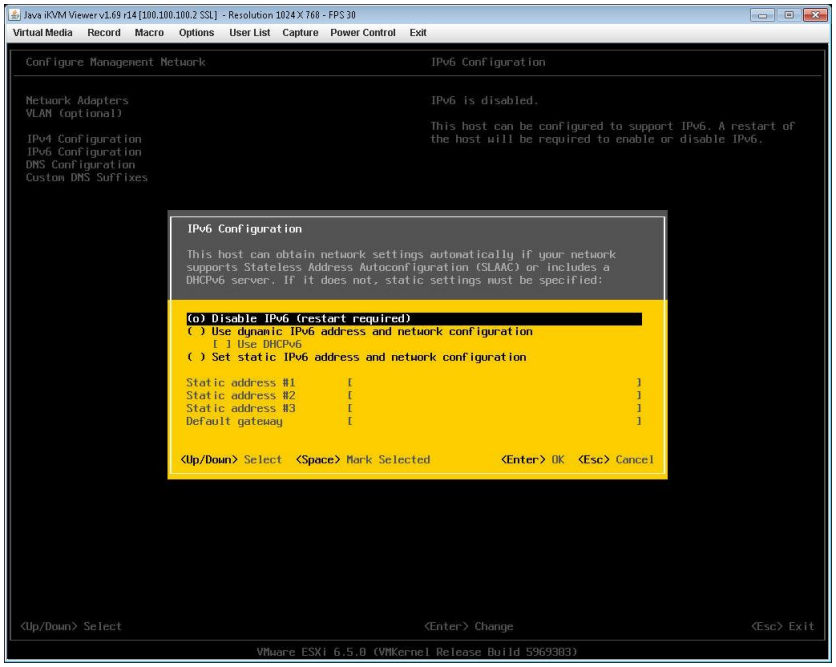


Select **Set static IPV4 address and network configuration**. Enter the IP Addresses as needed, then hit the “Esc” key to return.

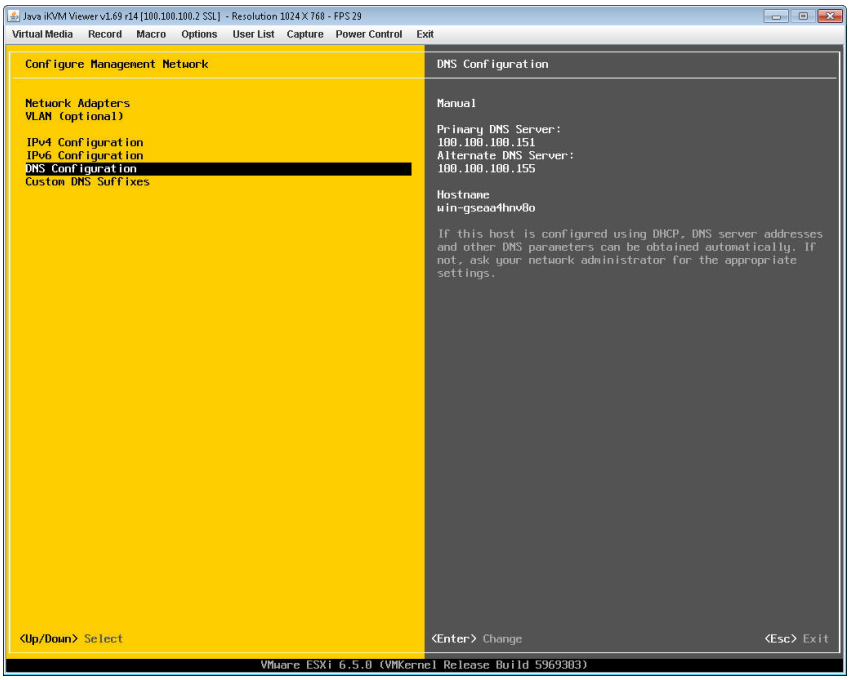


Select **IPv6 Configuration**, then hit the “Enter” key.

© 2020 StoneFly, Inc. | All Rights Reserved

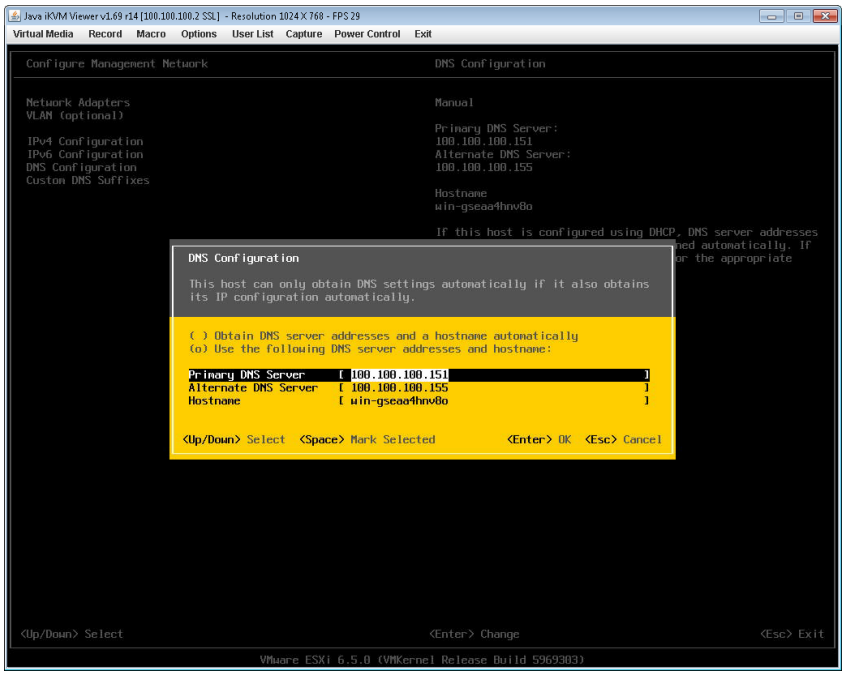


On the following screen, select **Disable IPv6 (restart required)**, then press the “Esc” key.

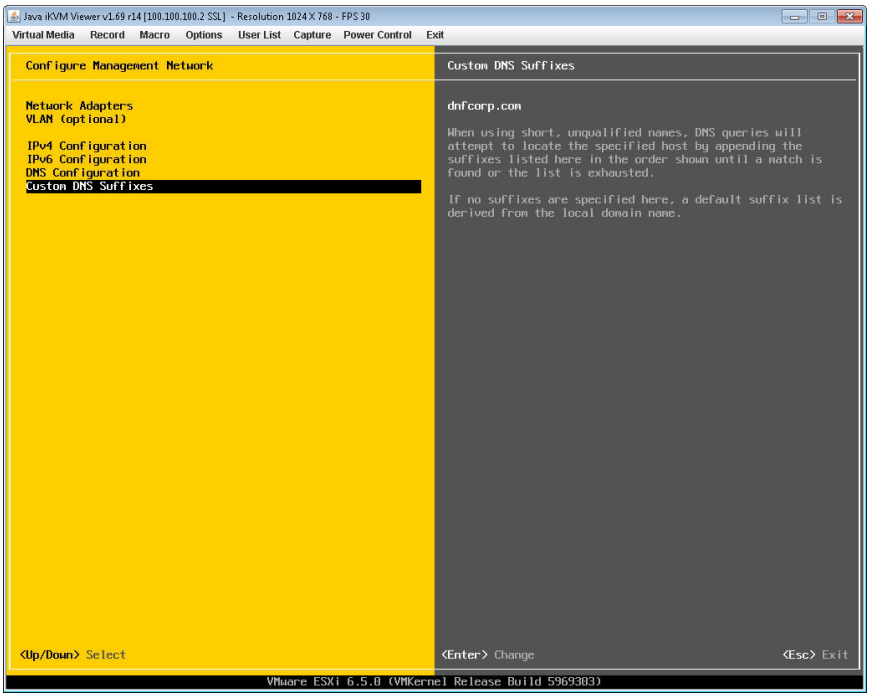


Select **DNS Configuration**, then press the “Enter” key.

© 2020 StoneFly, Inc. | All Rights Reserved

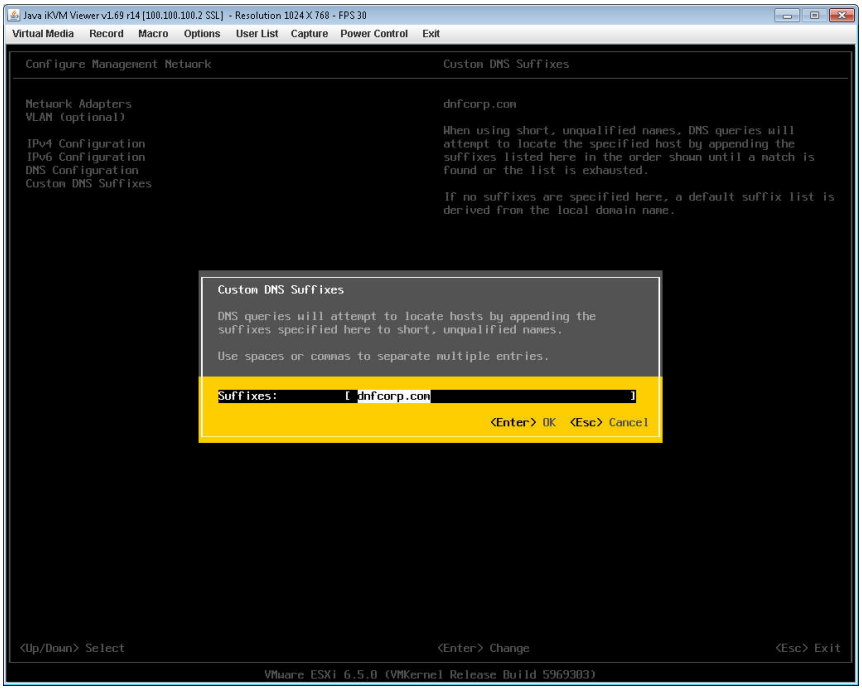


Enter information for DNS server and Hostname as needed then hit the “ESC” key to return.

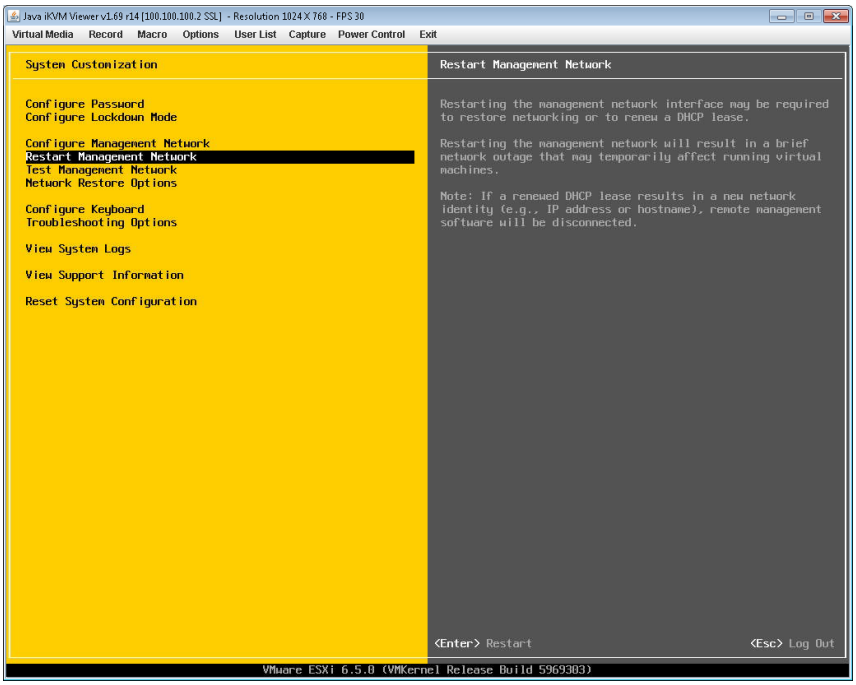


Select **Custom DNS Suffixes**, then hit the “ESC” key to return.

© 2020 StoneFly, Inc. | All Rights Reserved



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

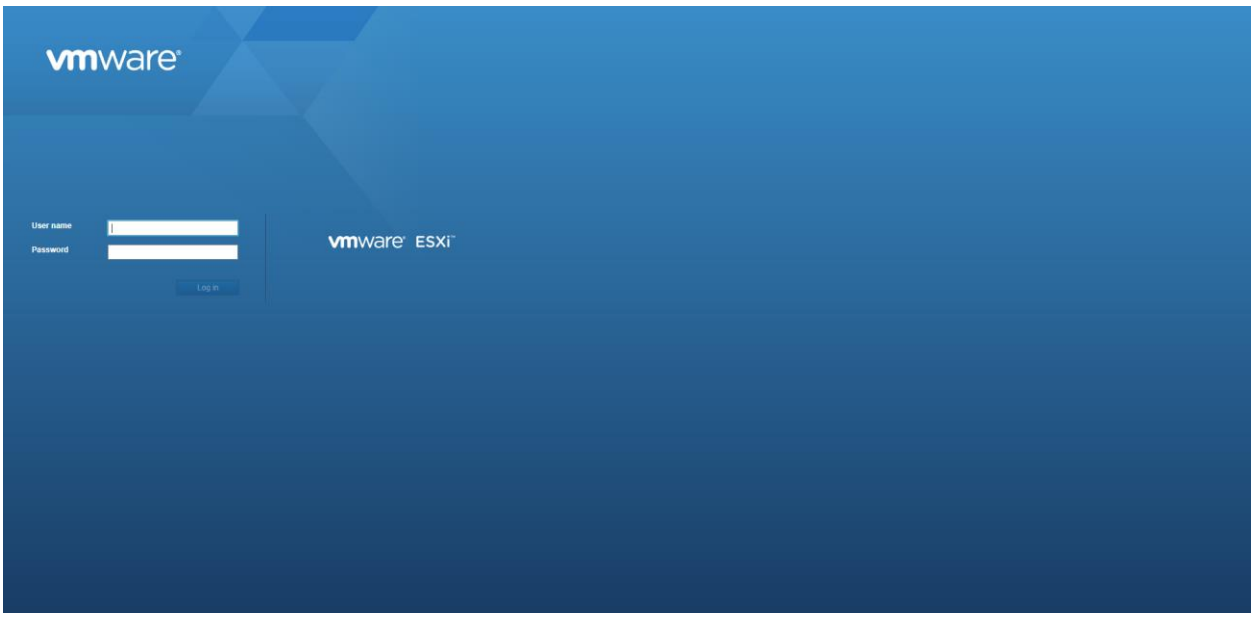


Select **Restart Management Network** to complete configuration of settings. Hit the "ESC" key to log out.

© 2020 StoneFly, Inc. | 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 DR365V appliance to allow it to remotely manage the StoneFly DR365V. Open a web browser on the remote system and in the address bar type in the IP address set in previous section "http://DR365V_IP_ADDRESS" and press the **Enter** key. You will see a screen like the one shown below:



2. Use the same credentials to log in to the system:

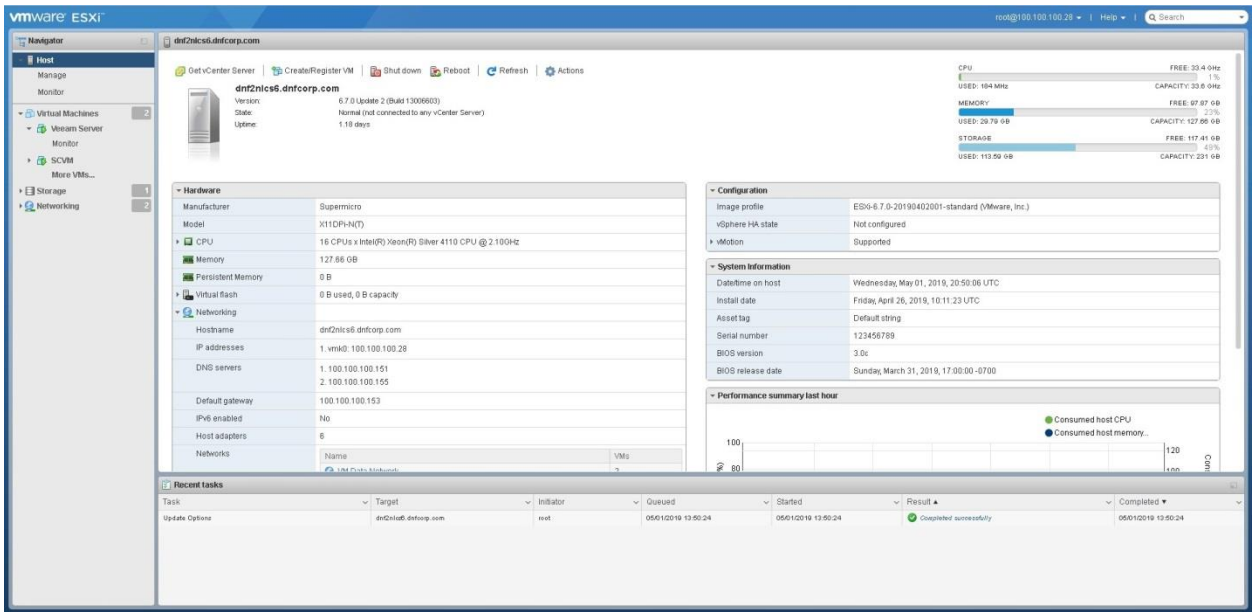
   IP address / Name: *<IP address you configured for the DR365V>*

   Username: root

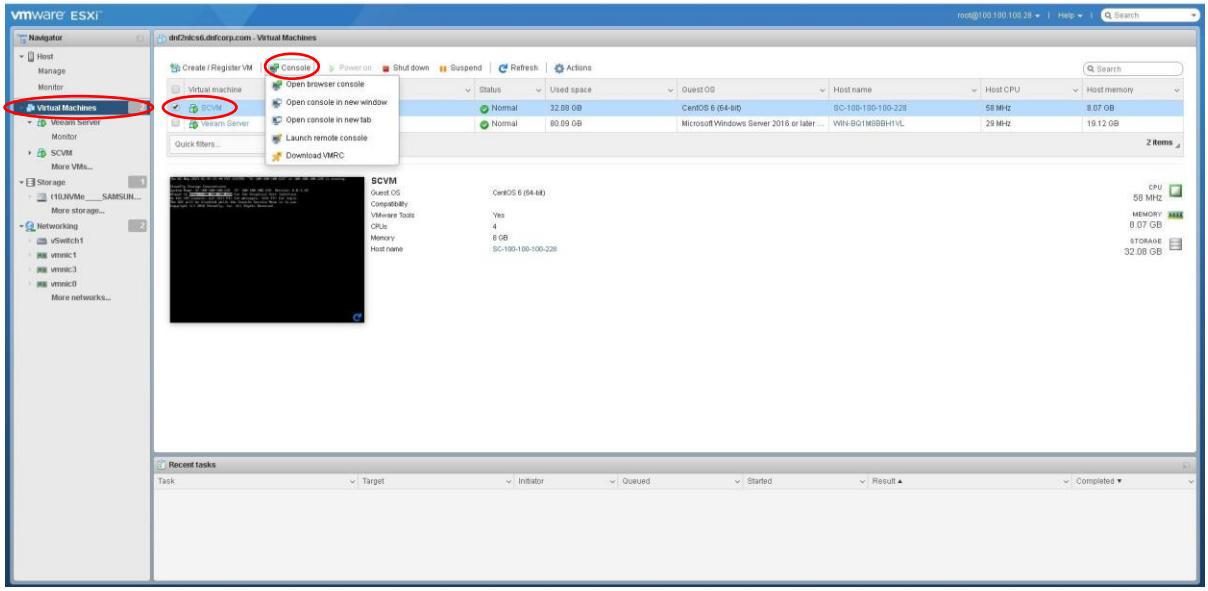
   Password: Stonefly1!

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

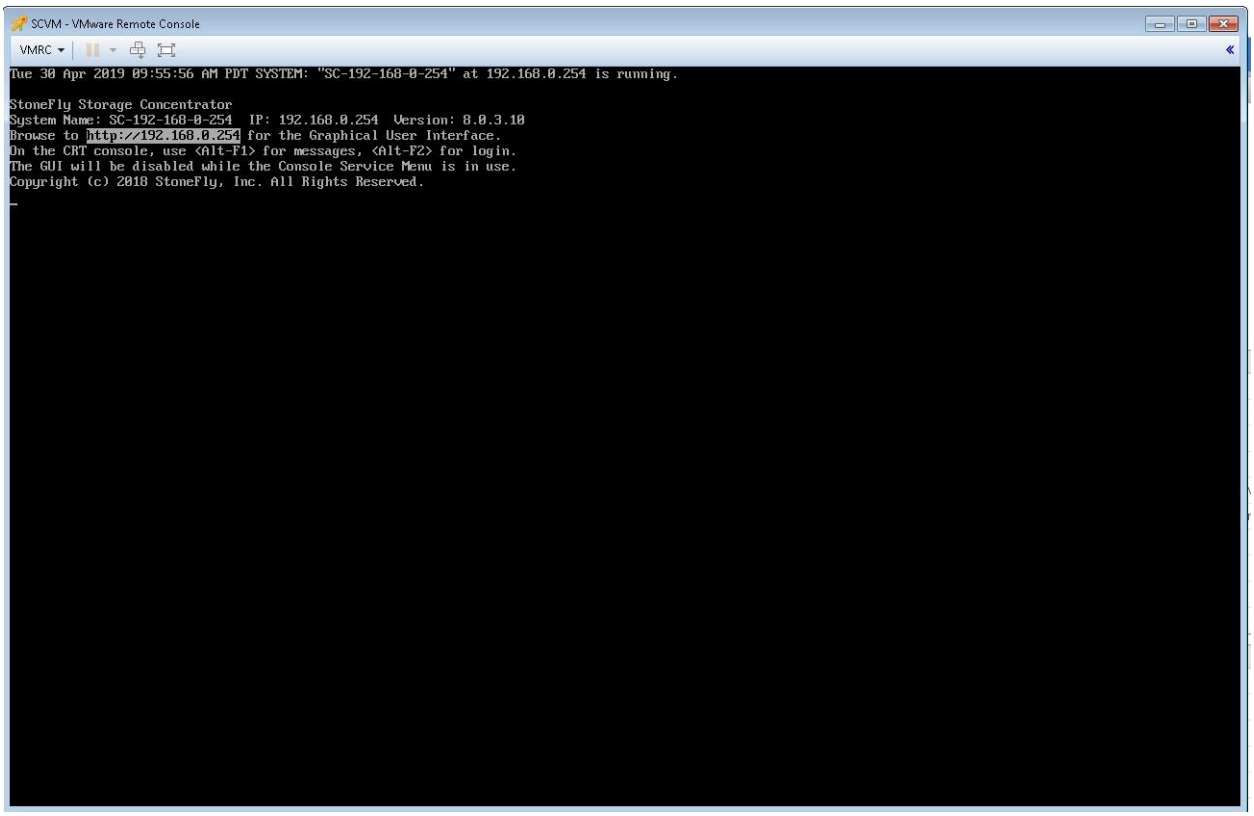
© 2020 StoneFly, Inc. | All Rights Reserved



The screenshot above shows one SCVM and a Windows VM for Veeam is already installed. If you want to access the user interface for a particular SCVM, click on **Virtual Machine** in the left menu, select the SCVM and then click **Console** to launch SCVM remote console.



Click on **Launch remote console** from the dropdown menu. You will see a screen like the one shown below:



Steps to use the pre-installed SCVM:

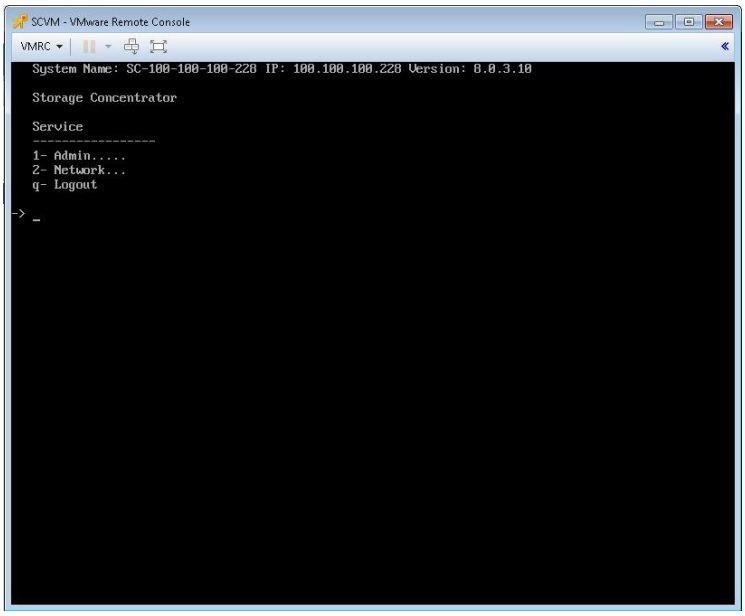
1. The SCVM management network interface is preconfigured with the default IP address of 192.168.0.254. This must be changed to a valid address for your LAN network. Login to the "SC Service" console using the VMware "Virtual Console" for the SCVM by doing the following:

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

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

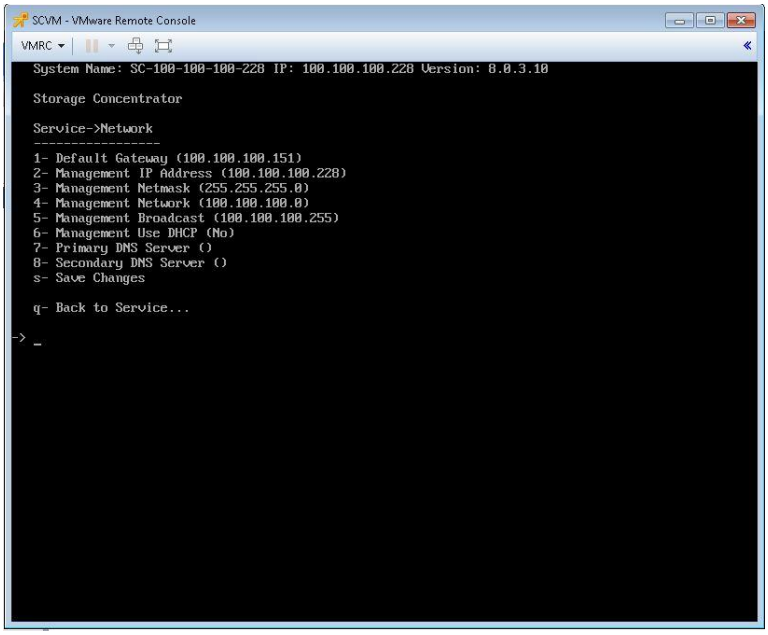
   c. At the password prompt type **coni100o** and hit **Enter**. Note that the User ID and password are case sensitive.

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.

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.



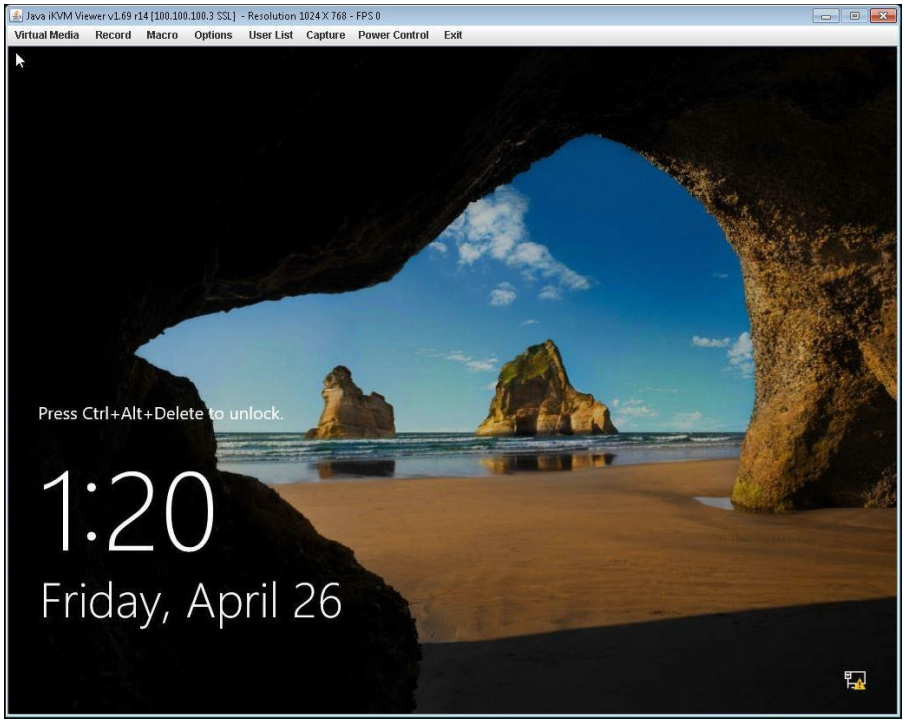
Note: the browser access to the SCVM Management GUI is blocked while the "SC Service" menu is active. Also note that there can be a short delay before the SCVM GUI becomes available.

© 2020 StoneFly, Inc. | 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.



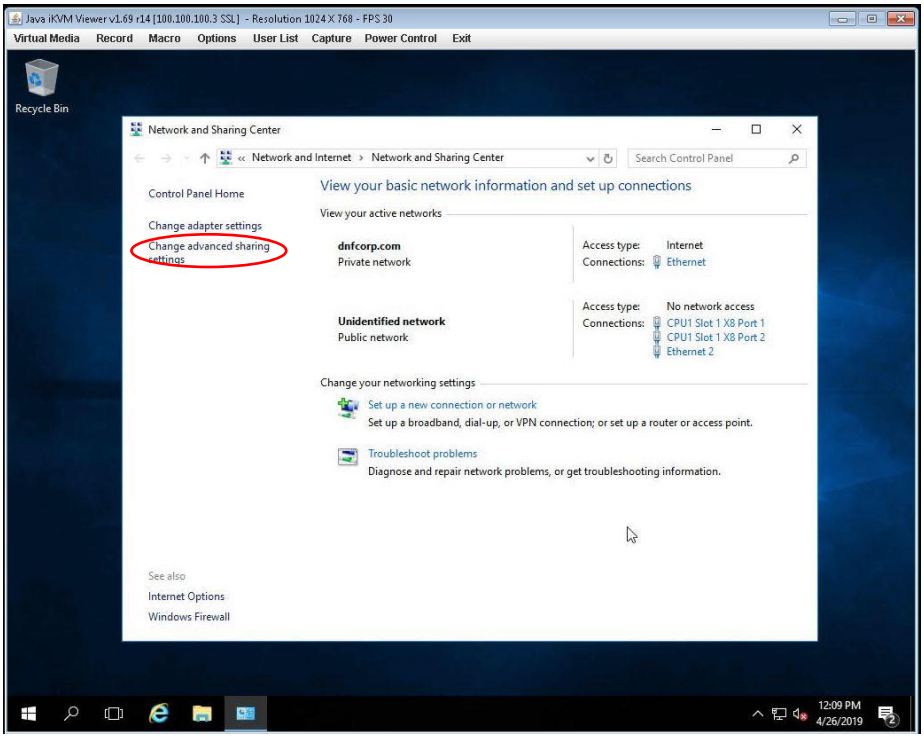
Launch the console, press **CTRL + ALT + DELETE** and enter the following credentials:

Username: **administrator**

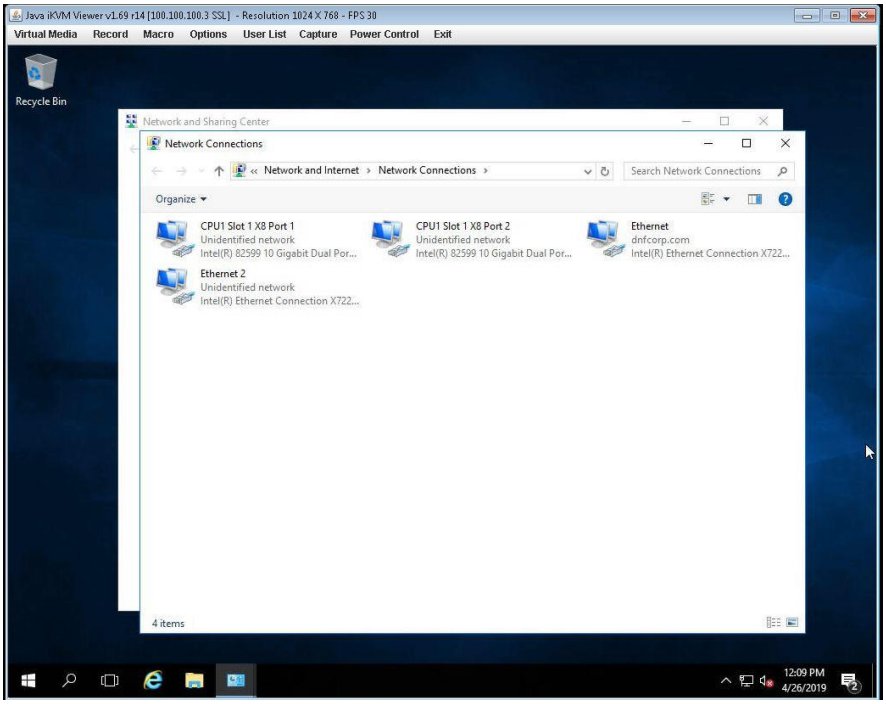
Password: **Stonefly1**

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

© 2020 StoneFly, Inc. | All Rights Reserved

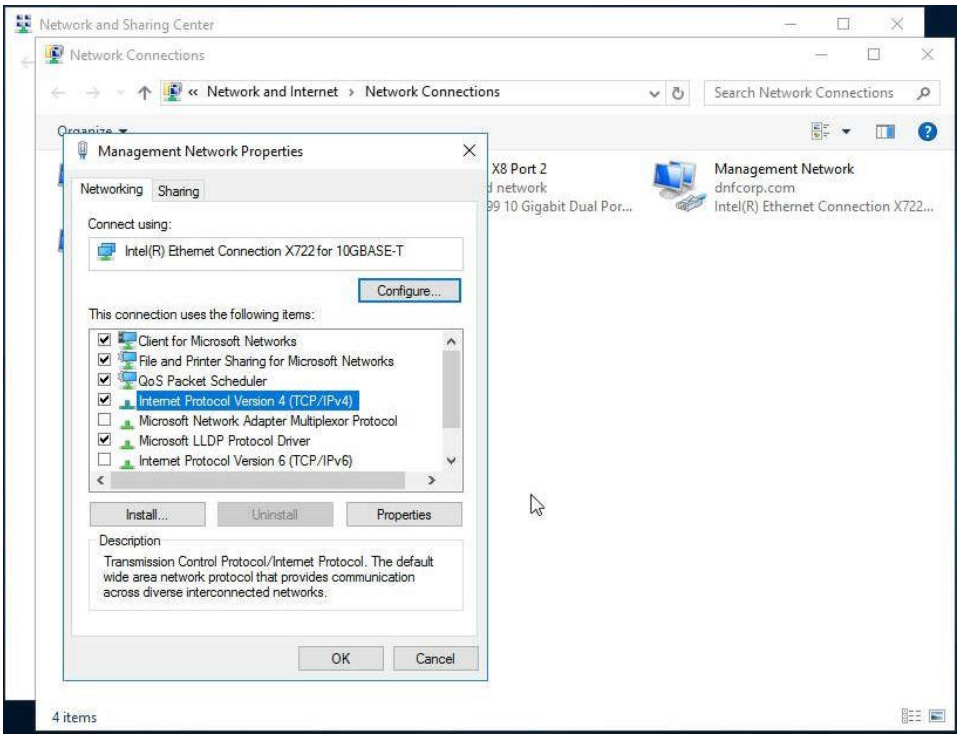


Click on **Change adapter settings** from the left menu.

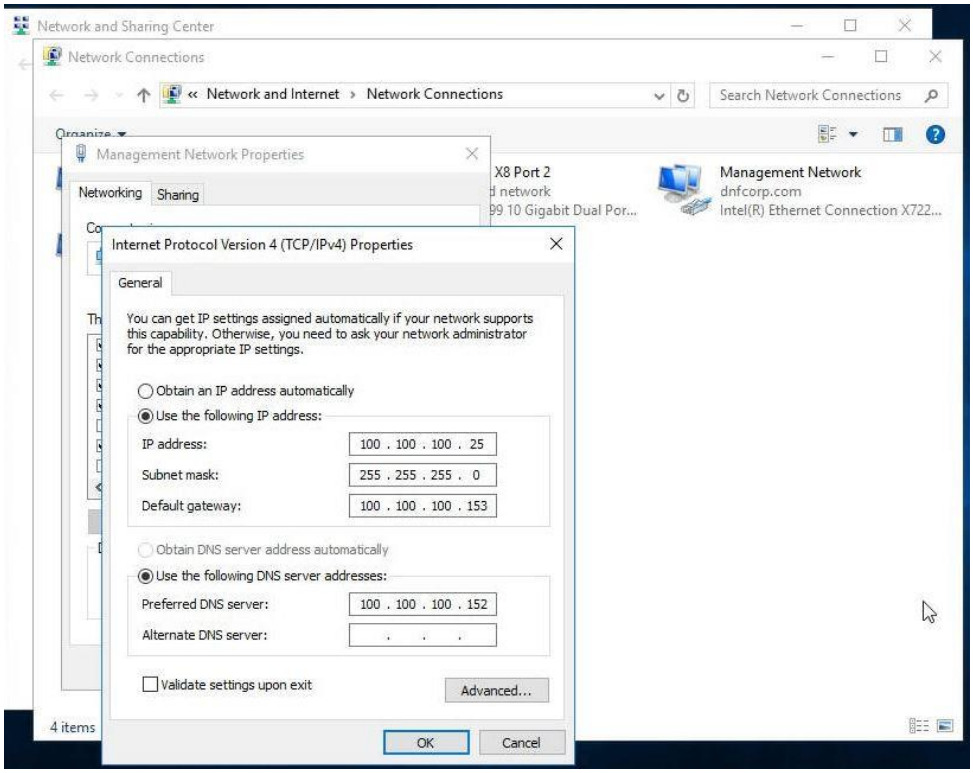


Right click on the appropriate management port and select properties. This will open the **Management Network Properties** window:

© 2020 StoneFly, Inc. | All Rights Reserved



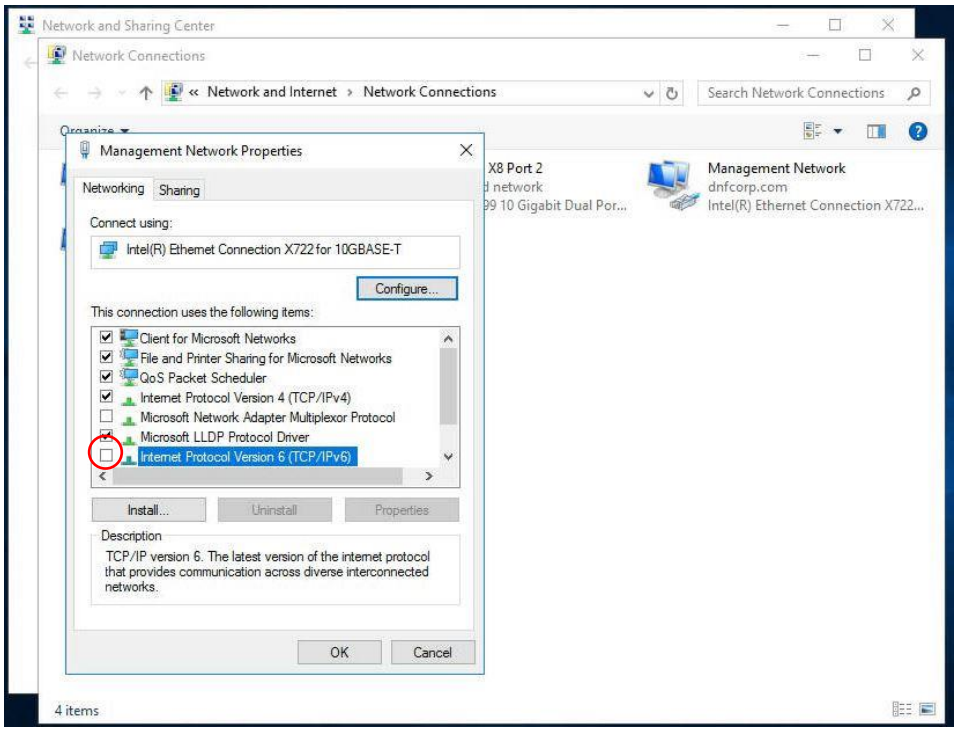
Left click on **Internet Protocol Version 4 (TCP/IPv4)** and then click **Properties:**



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

© 2020 StoneFly, Inc. | All Rights Reserved

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

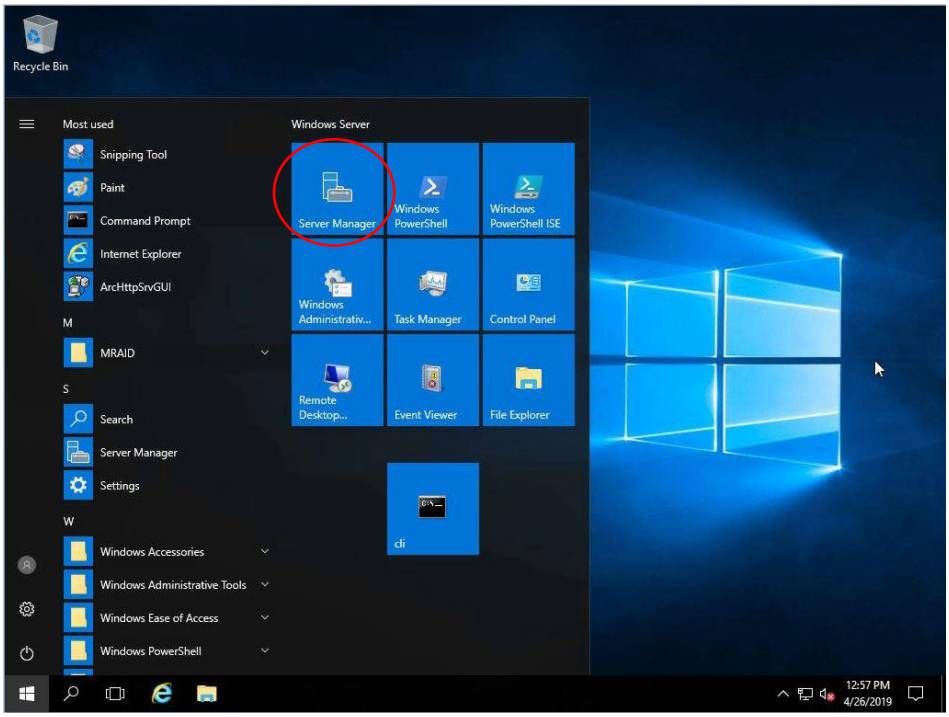


After disabling IPv6, click **OK.** This completes the network configuration process.

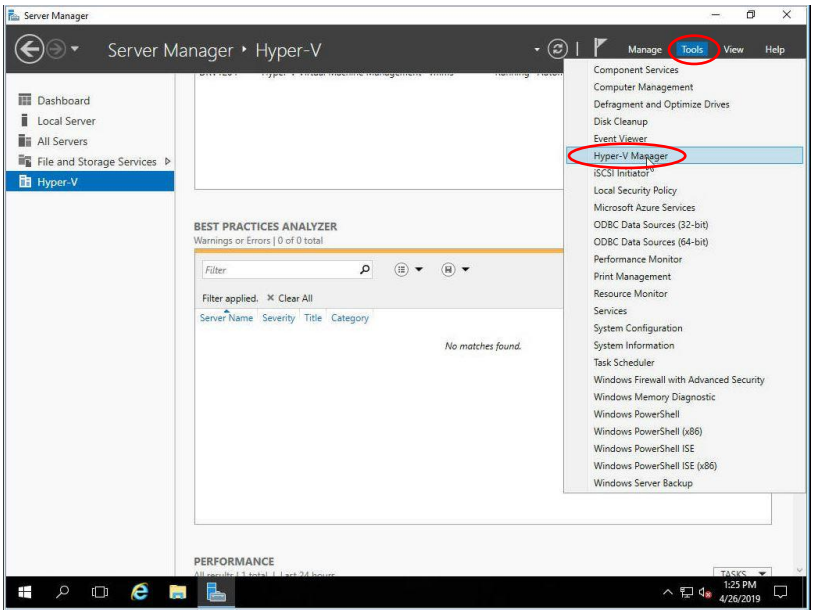
© 2020 StoneFly, Inc. | All Rights Reserved

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:

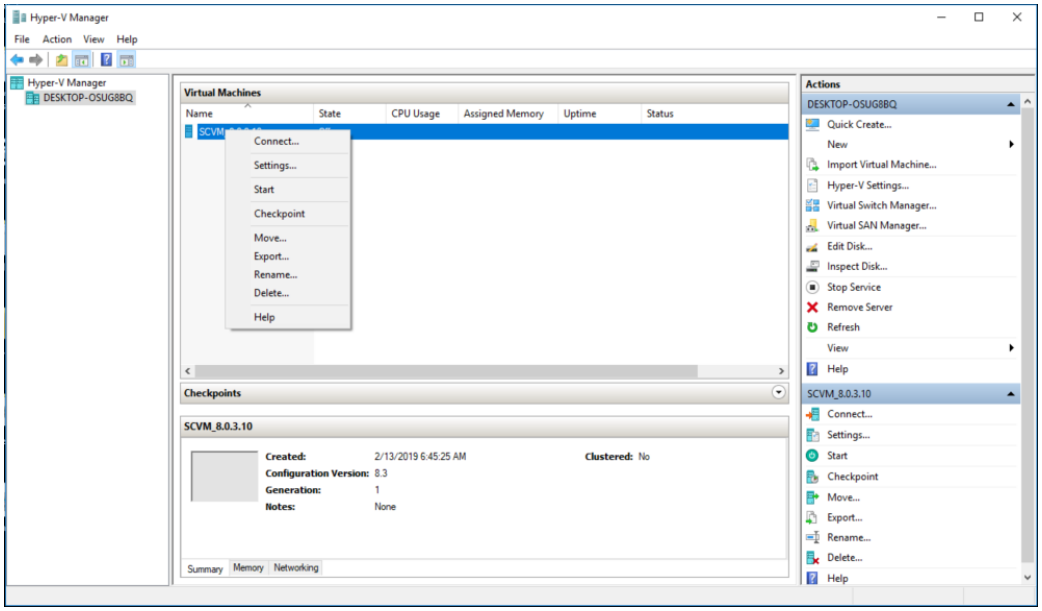


In the **Server Manager** dashboard, click on **Tools** and select **Hyper-V Manager.**

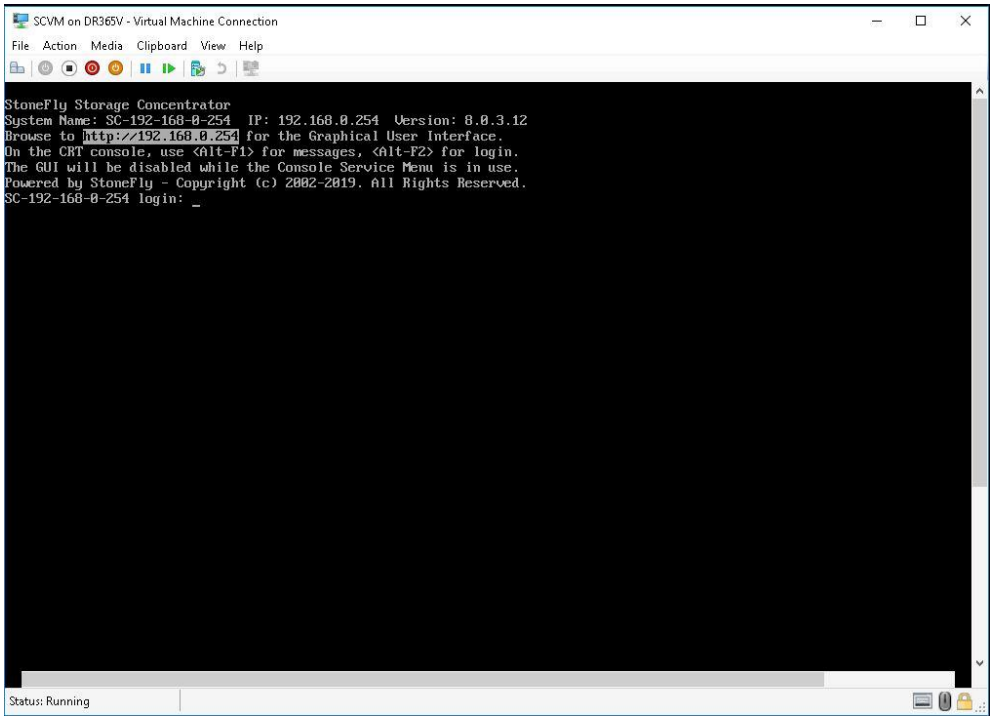


This will open the **Hyper-V Manager** with SCVM on it.

© 2020 StoneFly, Inc. | 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:

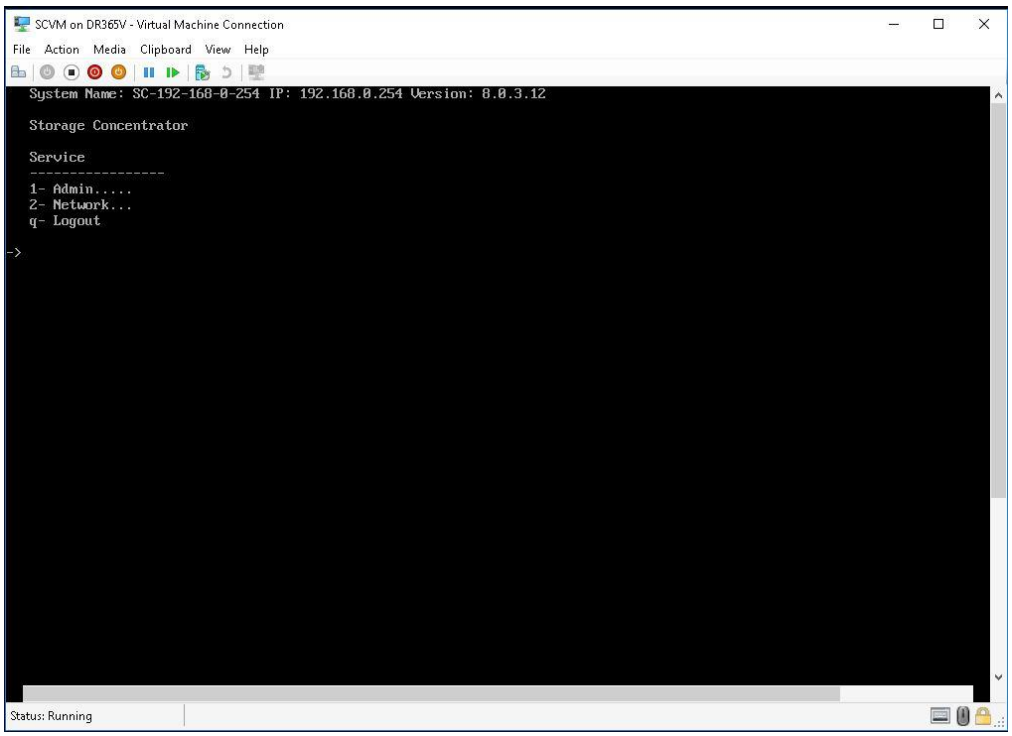
1. The SCVM management network interface is preconfigured with the default IP address of 192.168.0.254. This must be changed to a valid address for your LAN network. Login to the "SC Service" console using the Hyper-V "Virtual Console" for the SCVM by doing the following:

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

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

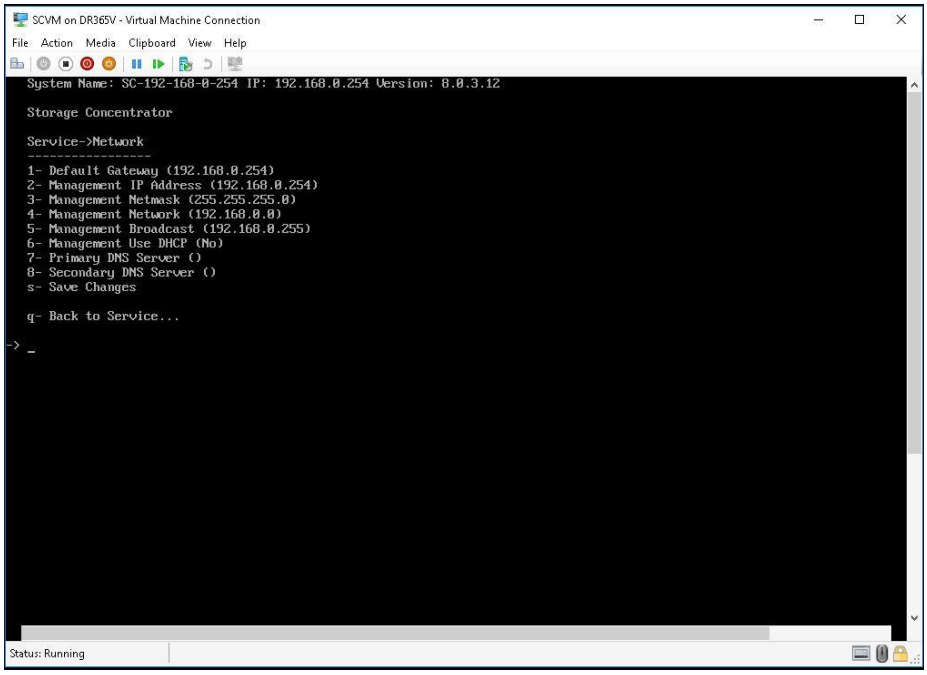
c. At the password prompt type **coni100o** and hit **Enter**. Note that the User ID and password are case sensitive.

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.

© 2020 StoneFly, Inc. | All Rights Reserved



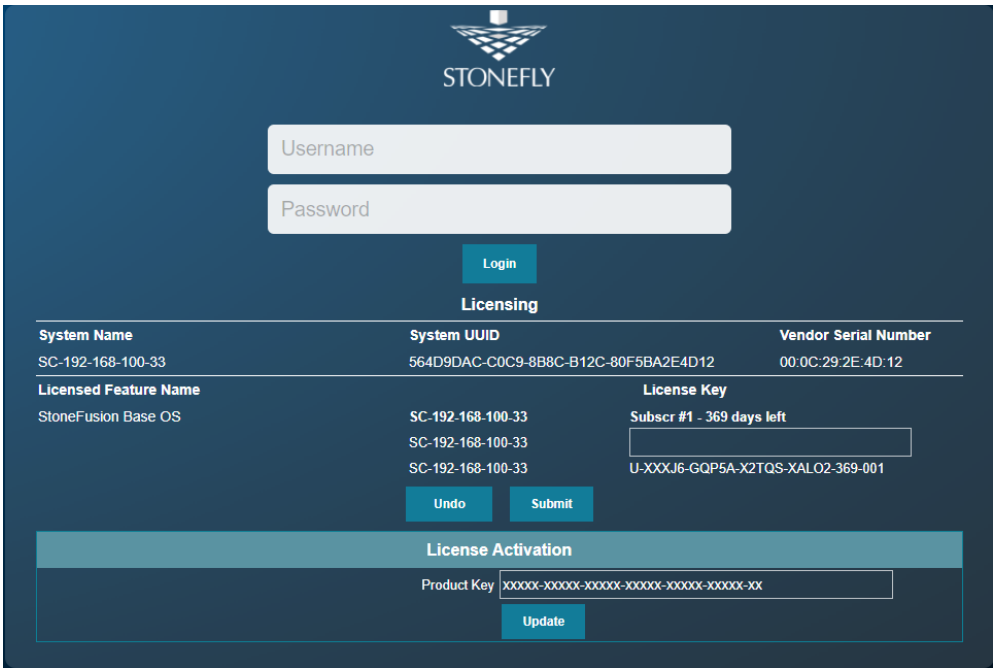
Adjusted settings are shown below. Enter **q** at the command prompt to exit back to the service menu. Enter **q** again to exit out of the user console service.

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.

© 2020 StoneFly, Inc. | All Rights Reserved

2.8. Configuring the SCVM

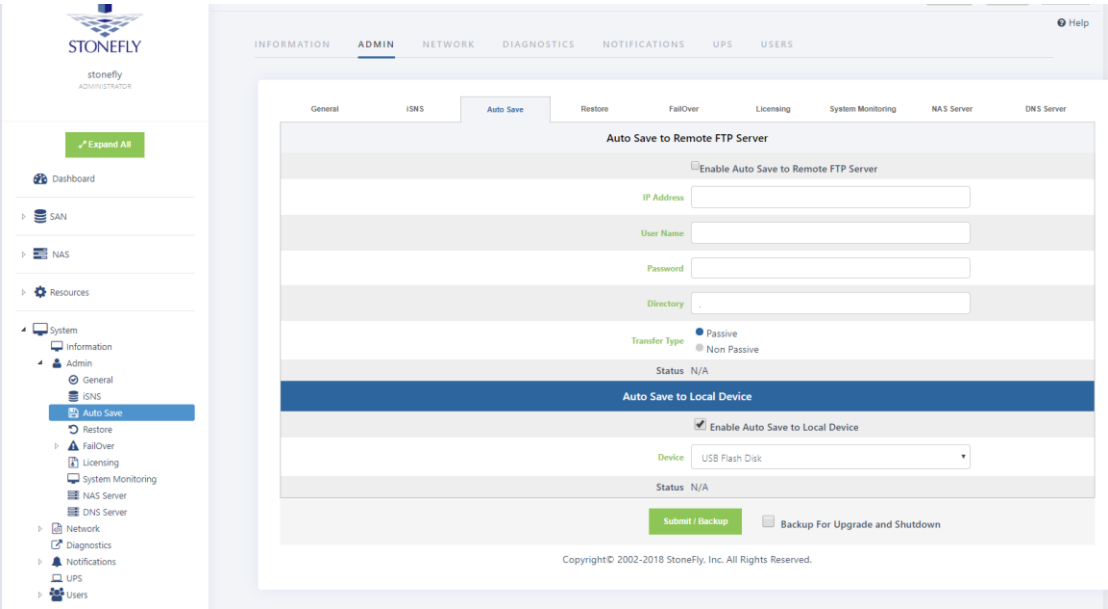
Note: The process of SCVM configuration is the same for Hyper-V and VMware hypervisors. Launch a browser then navigate to https://<configured IP address>.



DR365V 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.

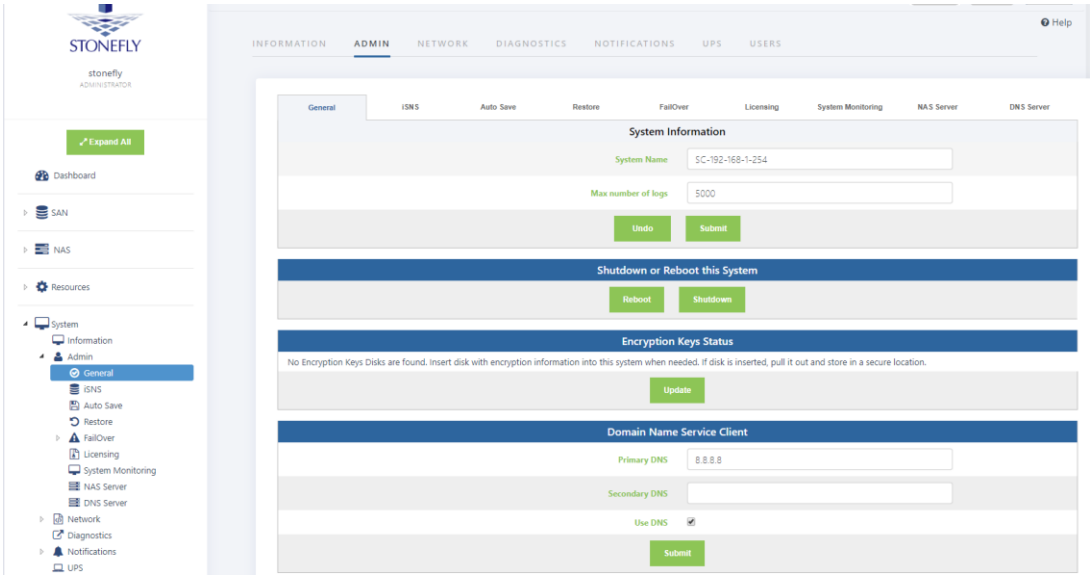
© 2020 StoneFly, Inc. | All Rights Reserved



DR365V 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.

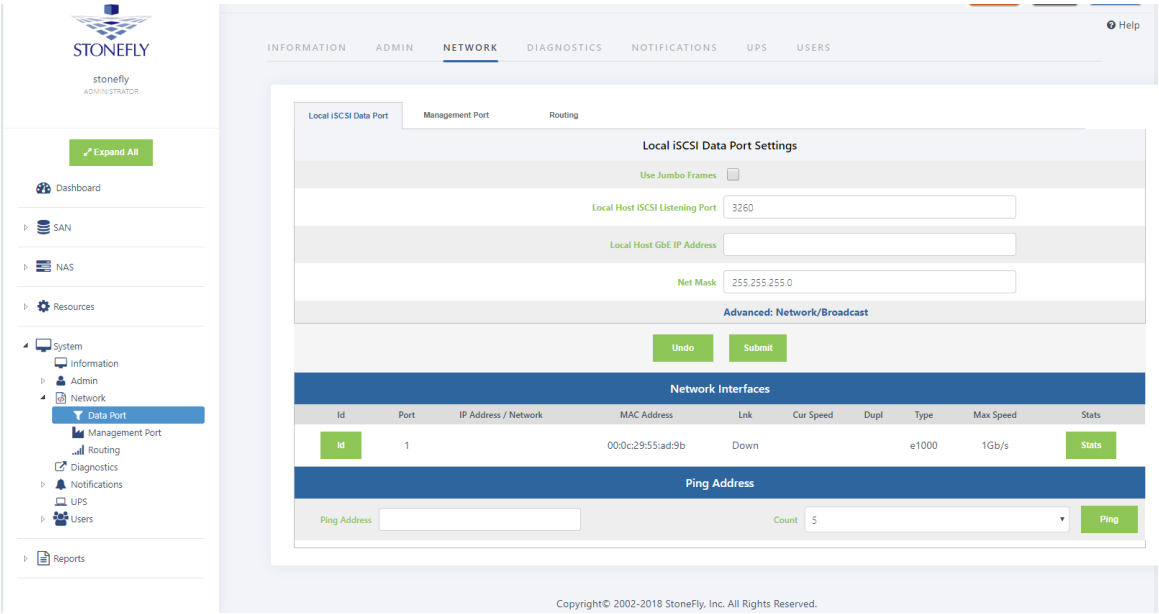


DR365V System Admin Screen

9. Enter a system name for the *DR365V*.
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.

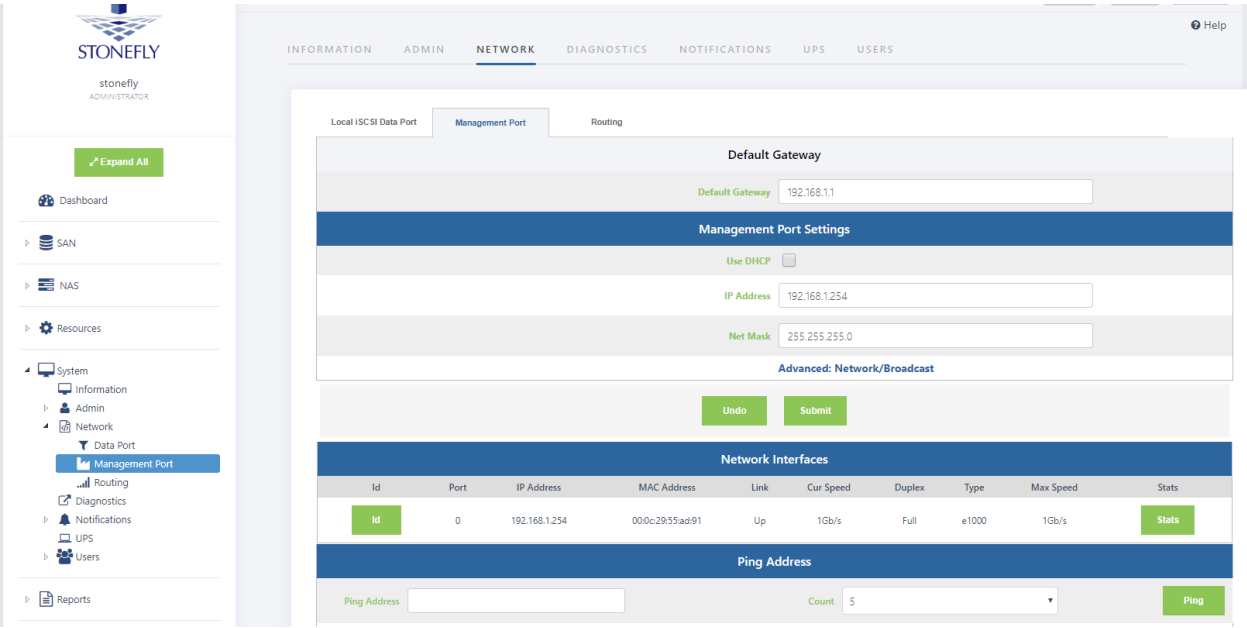


DR365V Local iSCSI Data Port Settings Screen

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 *DR365V* 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

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.



DR365V 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.

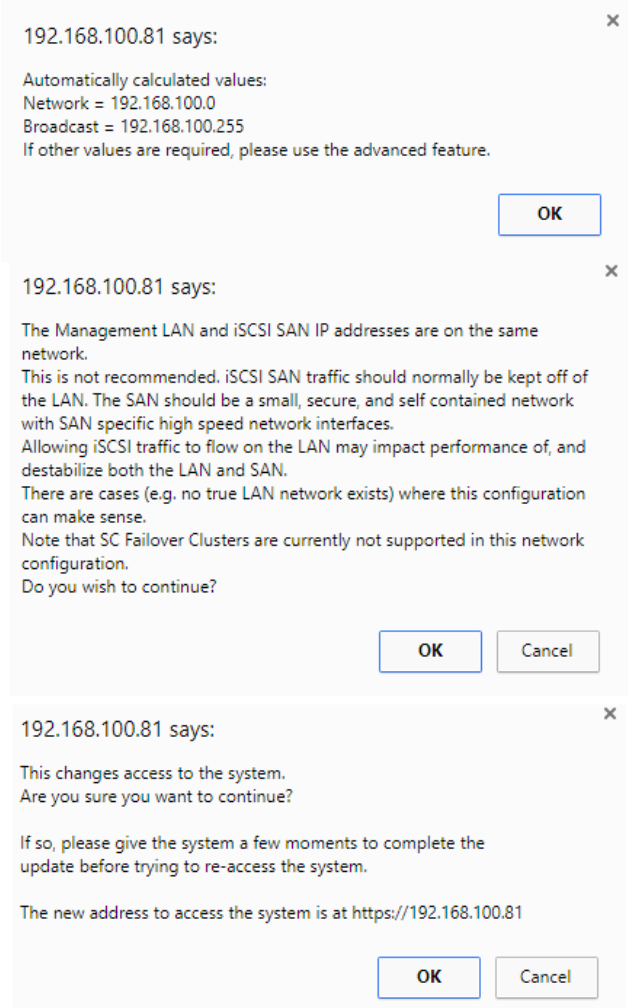
The *DR365V* automatically configures the Network and Broadcast settings based on the IP address and Netmask settings. Click on the **Advanced: Network/Broadcast** link to view or modify the Network and Broadcast settings. For more information refer to "Chapter 2: Administrative Interface" in the Storage Concentrator User's Guide.

Changing the IP address of the Management port will cause your browser to lose its connection to the *DR365V*. To access the *DR365V*, set your browser's URL to point to the new IP address.

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

© 2020 StoneFly, Inc. | 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.

© 2020 StoneFly, Inc. | All Rights Reserved

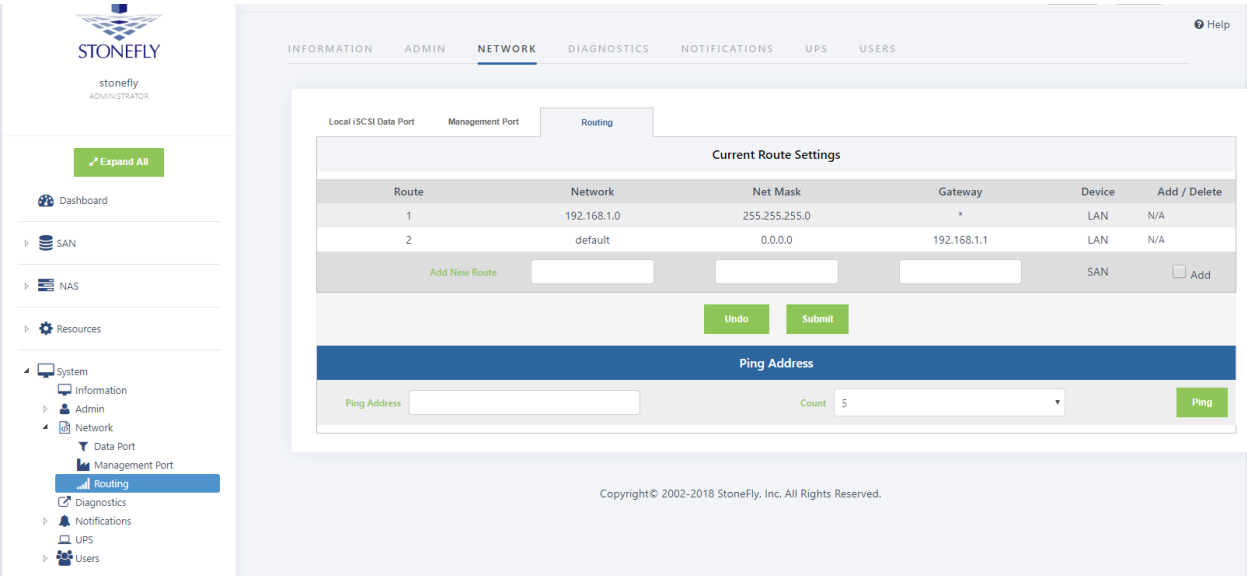
Setting up Routing

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 *DR365V* 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.



DR365V 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 *DR365V* must be rebooted for the new routing settings to be recognized.
6. Click **Reboot**.

Confirming Setup

To confirm that the *DR365V* 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 *DR365V* 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 *DR365V* 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.

2.9. Configuring the Veeam Management VM

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

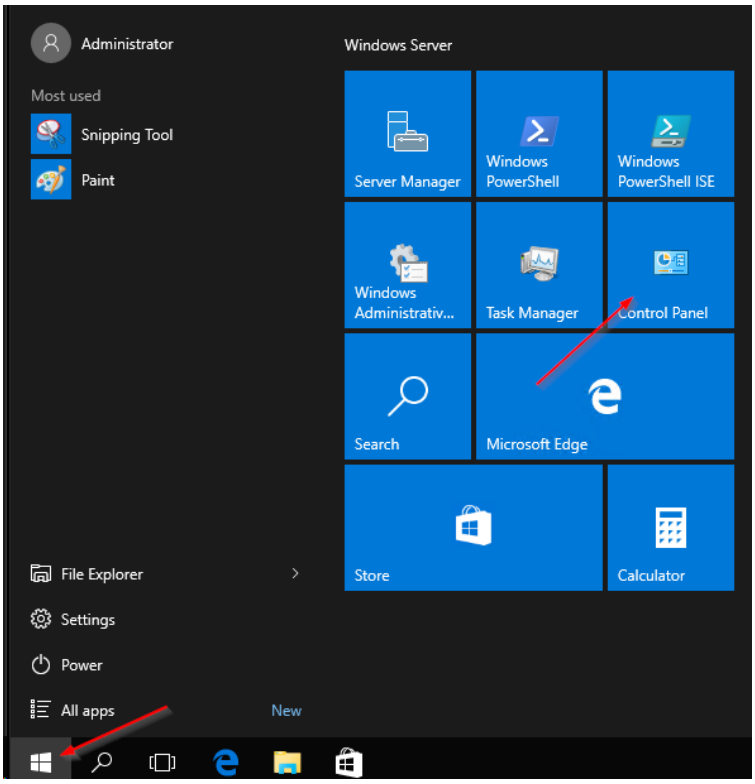
Once you've configured the IPMI, SCVM, VMware, and cluster, you can create the Windows server VM that will run the Veeam Backup & Replication management software on the DR365V-HA appliance. Your StoneFly engineer will walk you through the process during initial setup. Once the Windows VM is created, you must perform the following three step process:

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

© 2020 StoneFly, Inc. | All Rights Reserved

2.7.1. Assigning a Static IP Address to the Veeam Management VM

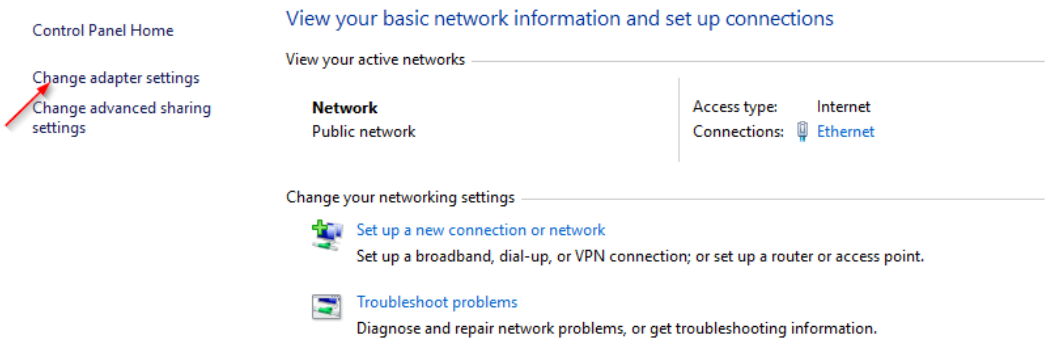
Log into the Veeam Management Virtual Machine (VM) using **VMware remote console** and click on the **Start** button. Open the **Control Panel** from the taskbar.



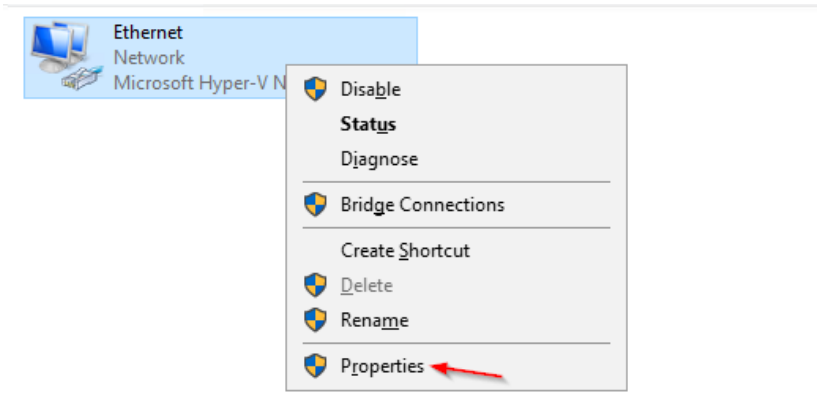
In the **Control Panel**, click on **View Network Status and tasks** under the **Network and Internet** applet.

© 2020 StoneFly, Inc. | All Rights Reserved

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



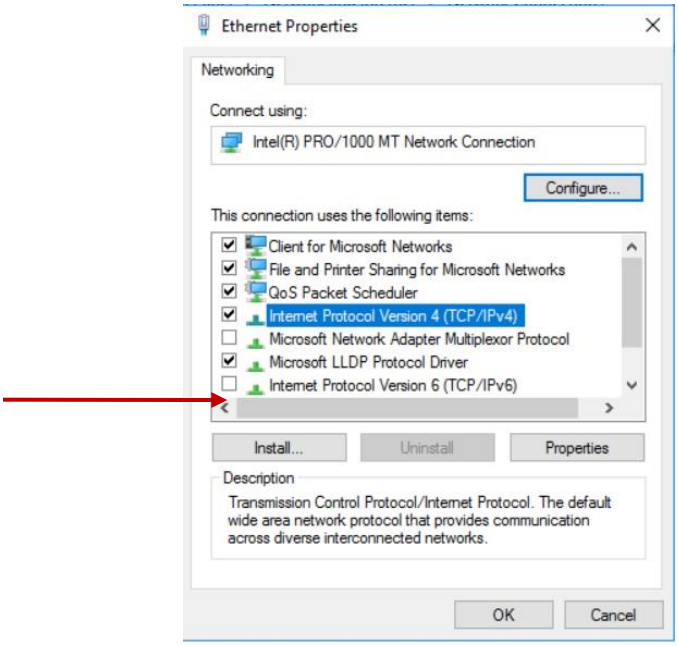
In the window that appears, right-click on your network connection and click on **Properties.**



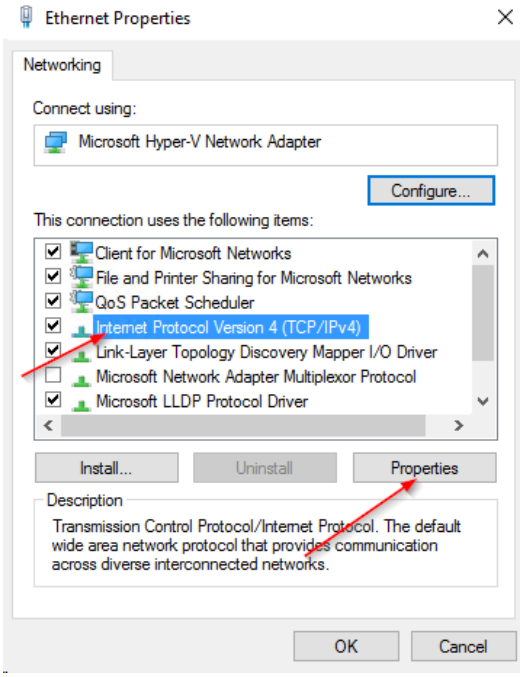
This should open the **Ethernet Properties** window.

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

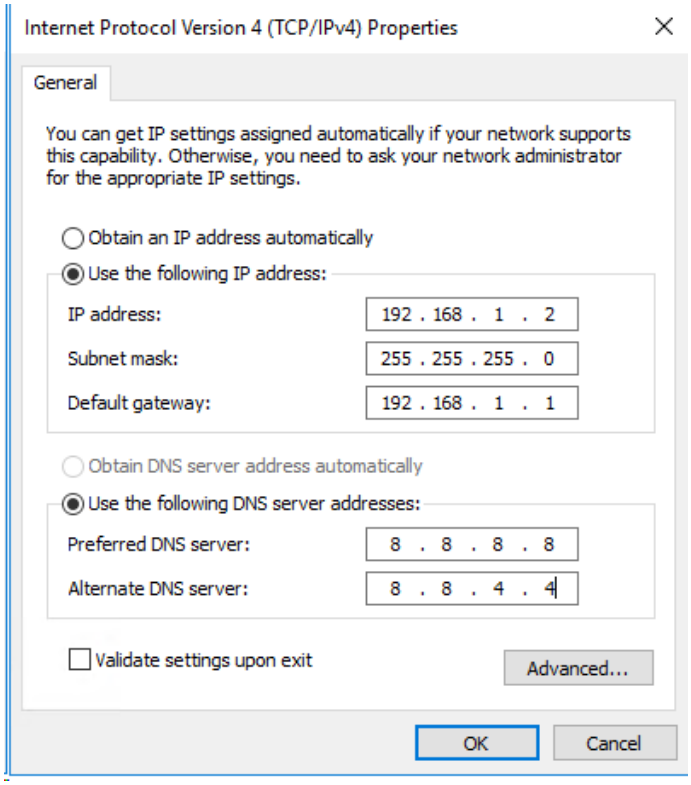
© 2020 StoneFly, Inc. | All Rights Reserved



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.



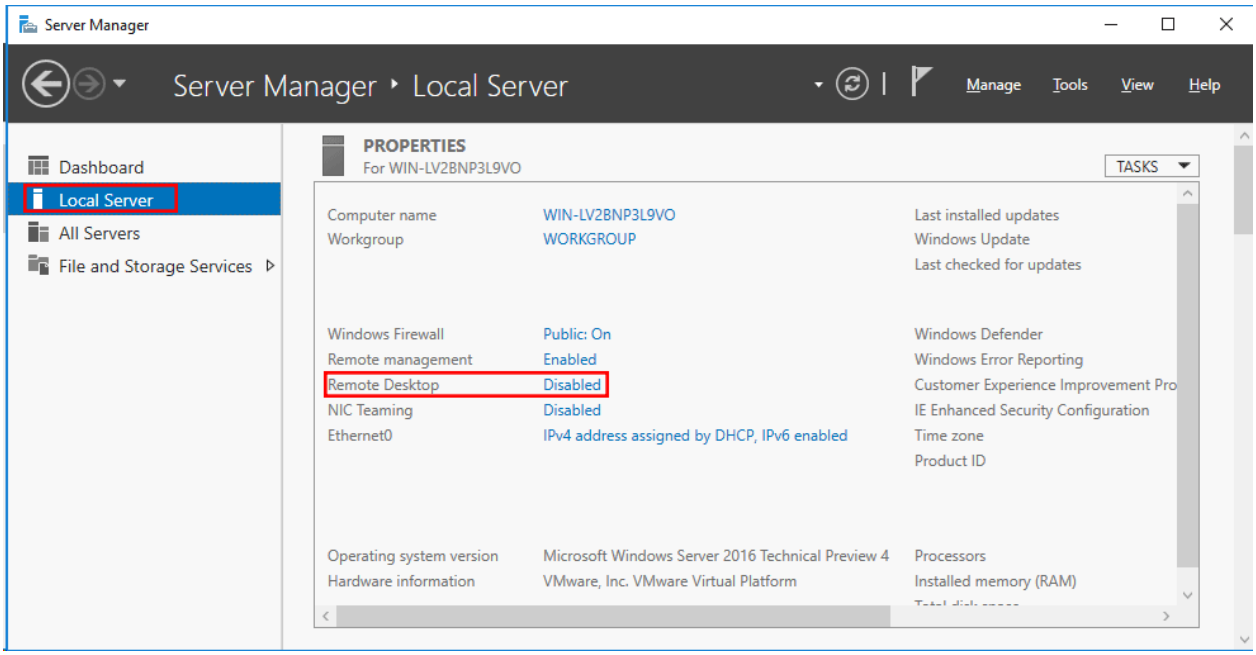
2.7.2 Enabling RDP on the Veeam Management VM

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.

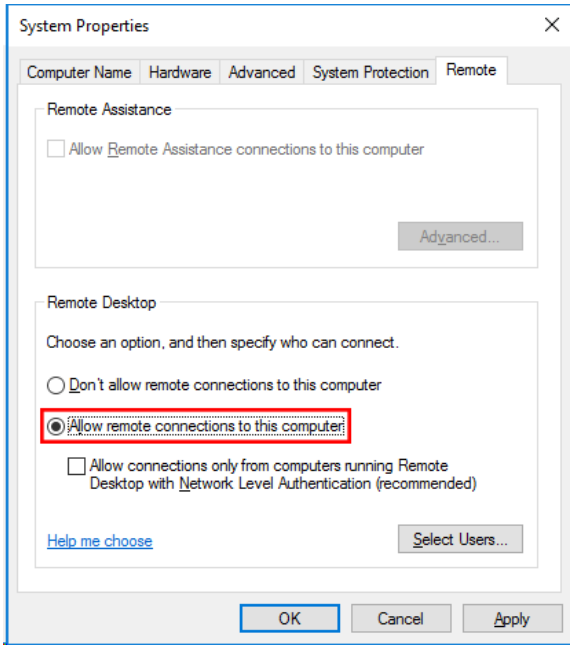
Once the window opens, you should see that the **Remote Desktop** (RDP) is disabled.

© 2020 StoneFly, Inc. | All Rights Reserved



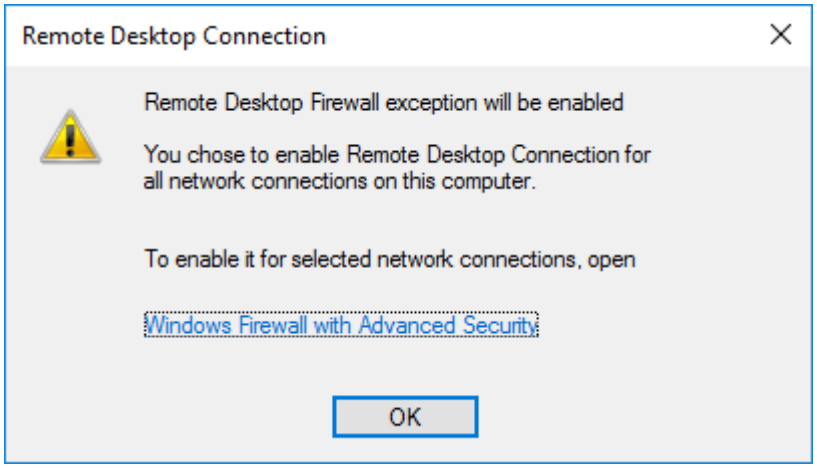
Click on **Disabled**, this should open the **System Properties** window. Left-click on the **Remote** tab and check the **Allow remote connections to this computer** option.

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.

© 2020 StoneFly, Inc. | All Rights Reserved



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.**

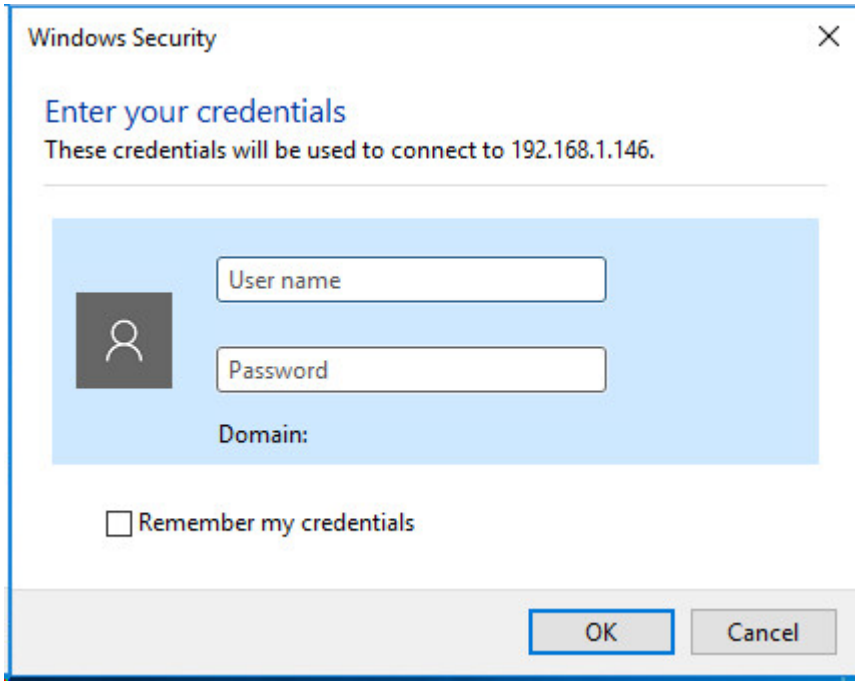
2.7.3 Accessing Windows Server hosting Veeam

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

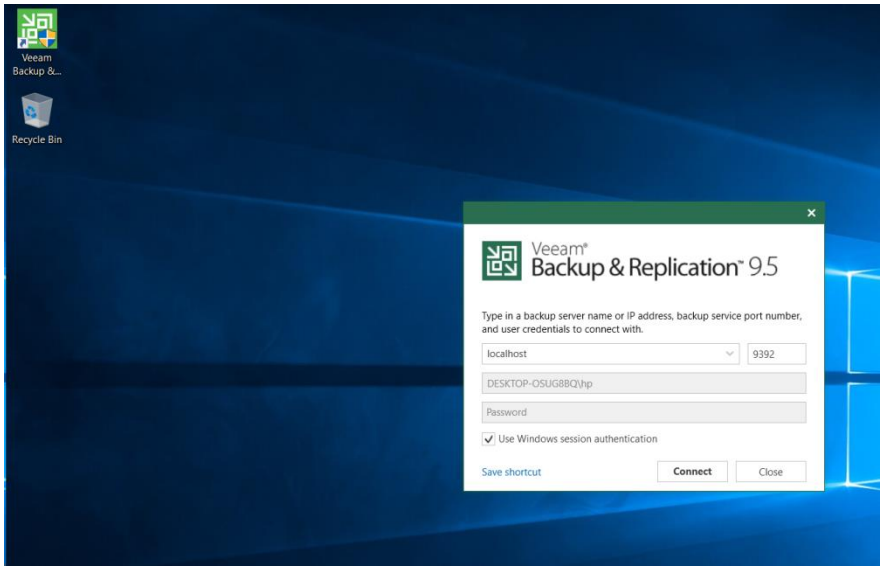
In the **Computer** text field, type in the IP address you specified in Section 2.8.1 for the IP address of Veeam Management VM and click **Connect.**

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.

© 2020 StoneFly, Inc. | All Rights Reserved



Once the RDP connection is established, you should be able to access the Veeam management software by double-clicking the **Veeam Backup & Replication** 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 Veeam Backup & Replication software, please consult the Backup, Replication and Data Recovery User Guide from the included documents CD or follow the link below:

https://helpcenter.veeam.com/docs/backup/vsphere/overview.html?ver=95u4

For additional information regarding the configuration and use of the VMware vSphere Hypervisor, please consult the VMware website.

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.

© 2020 StoneFly, Inc. | All Rights Reserved

Chapter-3: Troubleshooting

© 2020 StoneFly, Inc. | 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 DR365V 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 DR365V.
	An incorrect IP address was typed in the address line of the browser.	Try the following: • Verify and retype the IP address in the browser. • 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 DR365V.	Try the following: • Check all network cable connections. • Make sure the network cable is not damaged.

© 2020 StoneFly, Inc. | All Rights Reserved

STONEFLY

www.stonefly.com
26250 Eden Landing Rd,
Hayward, CA 94545, USA.
+1 (510) 265-1616
support@stonefly.com