



InstantData

USER MANUAL

For Microsoft Windows

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Instruction Symbols

The following icons appear in the document:



Note: *Important additional information.*



Example: *Practical illustration of a process or procedure.*



Tip: *Suggestion or hint to guide or assist users performing a task.*



Warning: *Warning against potential mistakes and actions that could cause critical error.*

Contents

| | |
|---|----|
| INTRODUCTION | 3 |
| Why use InstantData? | 3 |
| How to start using InstantData | 3 |
| A. GAINING TEMPORARY ACCESS TO FILES | 4 |
| 1. Open the App | 4 |
| a) <i>I have access to the SP Console (for Backup Administrators)</i> | 4 |
| b) <i>Someone sent me the InstantData link</i> | 7 |
| c) <i>I don't have the SP Console or the InstantData link (Technical)</i> | 8 |
| 2. Connect to the Backup Account | 10 |
| 3. Recover your files | 11 |
| 4. After having used temporary file access | 12 |
| a) <i>I'd like to keep the changes I made</i> | 12 |
| b) <i>I'm done with the files</i> | 12 |
| B. RECOVERING YOUR FILES PERMANENTLY | 13 |
| 1. Open the App | 13 |
| a) <i>I have access to the SP Console (for Backup Administrators)</i> | 13 |
| b) <i>Someone sent me the InstantData link</i> | 16 |
| c) <i>I don't have the SP Console or the InstantData link (Technical)</i> | 17 |
| 2. Connect to the Backup Account | 18 |
| 3. Recover your files | 19 |
| <i>How to know when a file has been restored completely</i> | 20 |
| 4. After restoring files permanently | 21 |
| C. RECOVERING AN ENTIRE SYSTEM | 23 |
| 1. Open the App | 23 |
| a) <i>I have access to the SP Console (for Backup Administrators)</i> | 23 |
| b) <i>Someone sent me the InstantData link</i> | 26 |
| c) <i>I don't have the SP Console or the InstantData link (Technical)</i> | 27 |
| 2. Connect to the Backup Account | 29 |
| 3. Recover your files | 30 |
| APPENDIX A | 32 |
| Sharing InstantData as a link | 32 |
| Setting up InstantData | 34 |
| Limitations of InstantData | 35 |
| Temporary File Access – Advanced settings | 35 |
| Other tips for Backup Administrators | 36 |
| Restore files by using the command-line | 36 |

Introduction

Why use InstantData?

With a traditional recovery methods of large files (e.g. databases) from a backup server, you need to wait for all data to be restored completely before you can access the file. Not with InstantData. This innovative technology allows you to access your backed-up files almost immediately.

Key benefits:

- Rapid recovery time (low RTO)
- Recover to local disk or access files without requiring disk space
- Recover full servers into a bootable state

How to start using InstantData

First, choose a recovery option then follow the step as described for that option. In each instance, the InstantData app will connect you to your Backup Account in order to access backed up data.

A. Gain temporary access to files

Access your backups on a virtual drive which is created temporarily. Simply use Windows Explorer to browse to the file you need and double-click to open it. It works just like accessing files on a network drive.

Click here to see how: [Gaining temporary access to files](#)

B. Permanently recover your files

Drag and drop the required files from the InstantData Backup Browser to Windows Explorer and start using them immediately. InstantData will restore the bits that you use first while doing the rest in the background.

Click here to see how: [Recovering your files permanently](#)

C. Fully recover an entire system

Restore the data of an entire machine into a bootable virtual disk for use in a VM.

Click here to see how: [Recovering an entire system](#)

Since InstantData is a supplementary measure to recovering from a disaster, we recommending testing all disaster recovery steps before implementing them.



***Tip:** Backup Administrators can also use the command-line interface to automate certain tasks during a disaster recovery. See Appendix A, “[Restore files by using the command-line](#)” for details. Also see “[Other tips for Backup Administrators](#)” in Appendix A.*

A. Gaining temporary access to files

1. Open the App

You'll need to choose one of three methods of opening InstantData:

(click the option in this document to see its steps)

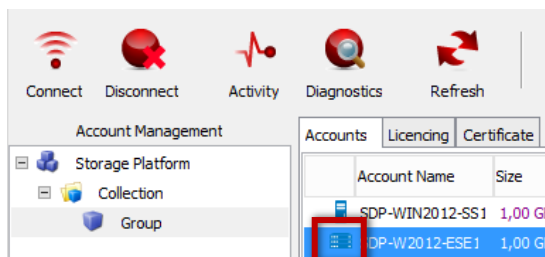
- [I have access to the SP Console \(for Backup Administrators\)](#)
- [Someone sent me the InstantData link](#)
- [I don't have the SP Console or the InstantData link \(Technical\)](#)

a) I have access to the SP Console (for Backup Administrators)

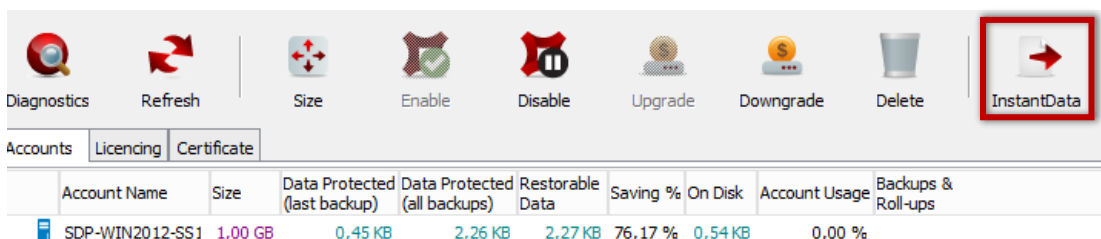
With the SP Console open:

- Select the appropriate ESE Backup Account in the **Account Management** view.

(indicated by the appropriate icon )

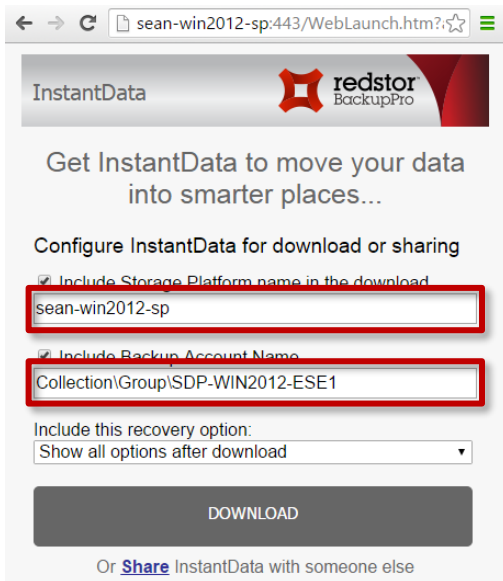



- Right-click the account and click **InstantData**. Alternatively, click the **InstantData** button in the toolbar:



Note: If the option/button is not available, see [“Setting up InstantData”](#) and [“Limitations of InstantData”](#) in Appendix A later in this document.

- The InstantData start page will be opened in your web browser with the relevant **Backup Account's name** and **Storage Platform** already provided:



InstantData 

Get InstantData to move your data into smarter places...

Configure InstantData for download or sharing

☒ Include Storage Platform name in the download
sean-win2012-sp

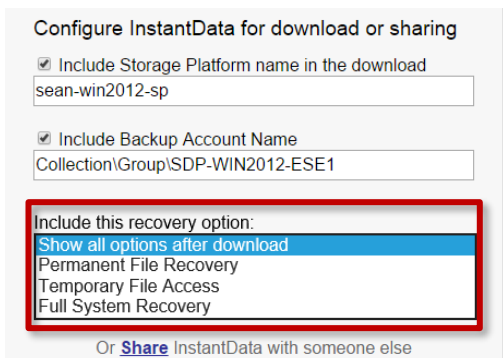
☒ Include Backup Account Name
Collection\Group\SDP-WIN2012-ESE1

Include this recovery option:
Show all options after download

DOWNLOAD

Or [Share](#) InstantData with someone else

4. Choose which **recovery option** you need:



Configure InstantData for download or sharing

☒ Include Storage Platform name in the download
sean-win2012-sp

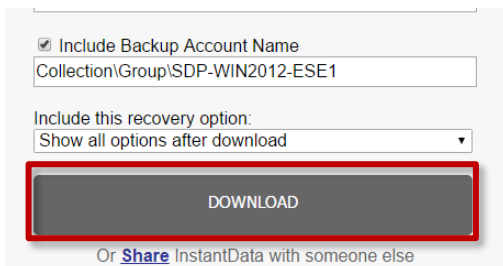
☒ Include Backup Account Name
Collection\Group\SDP-WIN2012-ESE1

Include this recovery option:
Show all options after download
Permanent File Recovery
Temporary File Access
Full System Recovery

Or [Share](#) InstantData with someone else

- a) Permanent File Recovery
- b) Temporary File Access
- c) Full System Recovery

5. Click the **Download** button.



☒ Include Backup Account Name
Collection\Group\SDP-WIN2012-ESE1

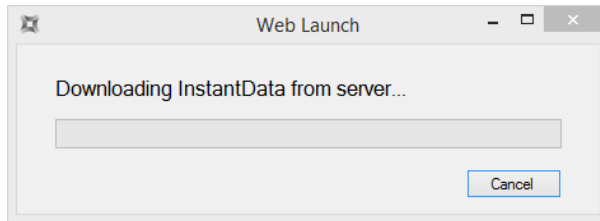
Include this recovery option:
Show all options after download

DOWNLOAD

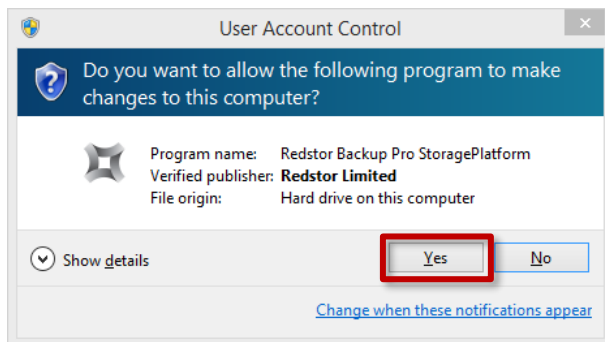
Or [Share](#) InstantData with someone else

6. Run the "InstantData..." file downloaded by your browser.

- The following message will be displayed confirming that the InstantData app will be downloaded from the Storage Platform.



- In some cases, Windows will ask you for permission to run InstantData. Click **Yes**.



The InstantData application window will appear.



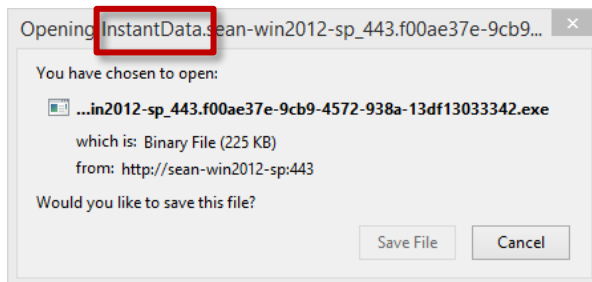
Tip: As a Backup Administrator you can also share the InstantData link with someone who doesn't have access to the SP Console. See Appendix A, "[Sharing InstantData as a link](#)" for details.

b) Someone sent me the InstantData link

If you were sent the InstantData link by your Backup Administrator, most information is already configured and you can start recovering files almost immediately.

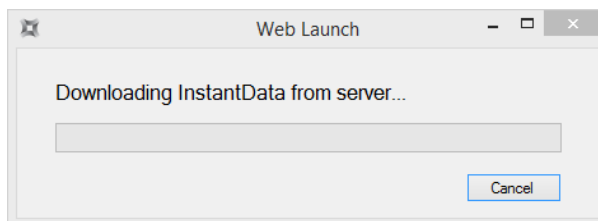
To open the InstantData app:

1. Open the received link in your web browser.
2. You will then be prompted to open a file that has a name starting with "InstantData...":

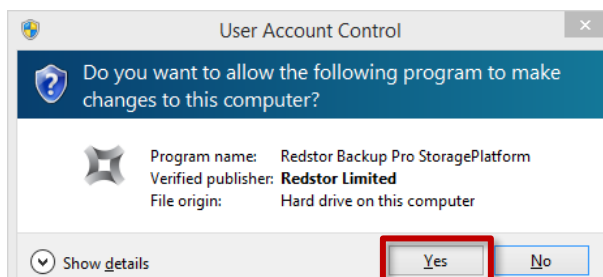


Click **Save File**

3. Run the "InstantData..." file downloaded by your browser.
4. The following message will be displayed confirming that the InstantData app will be downloaded from the Storage Platform.



5. In some cases, Windows will ask you for permission to run InstantData. Click **Yes**.



The InstantData application window will appear.



Note: To recover an entire system in a bootable format, and having performed a "Full System Backup" with the ESE Backup Client, proceed to Step 5 below, "[Recovering an entire system](#)".

c) I don't have the SP Console or the InstantData link (Technical)

If you don't have access to an SP Console, InstantData can also be downloaded remotely. This is achieved by opening the appropriate web address for your Storage Platform (AccountServer).

1. Open either of these links in your web browser:

<https://<Storage Platform>/WebLaunch.htm>

Example: <https://MyPlatform/WebLaunch.htm>

<http://<Storage Platform>:443/WebLaunch.htm>


Example: <http://MyPlatform:443/WebLaunch.htm>



Tip: The name of your Storage Platform can be found in the **Options and Settings** of your Backup Client on the **Backup Account** page:

| Options and Settings | |
|----------------------|--|
| Backup Account | Backup Account |
| Backup Schedule | Details |
| Global Exclusions | Backup Account: SDP-W2012-ESE1 |
| Communications | Backup Group: COLLECTION\GROUP |
| Performance | Storage Platform: SNAN-WIN2012-SP |
| | Backup Account limit: 1024 MB |

2. On the InstantData page that appears in your web browser, enter your **Backup Account name** prefixed by the Group details (the Account resides in a Group on the Storage Platform):

InstantData


Get InstantData to move your data into smarter places...

Configure InstantData for download or sharing

☒ Include Storage Platform name in the download
sean-win2012-sp

☒ Include Backup Account Name
Collection\Group\SDP-WIN2012-ESE1

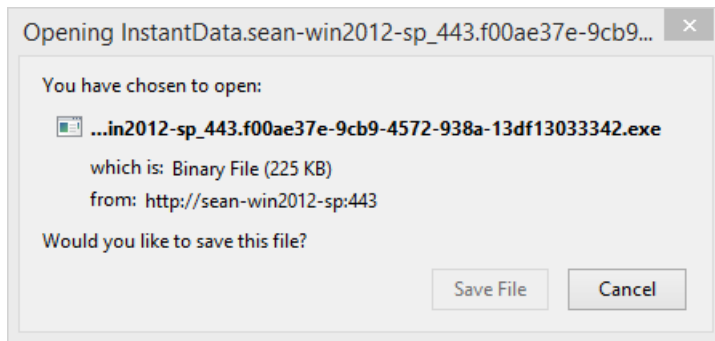
Include this recovery option:



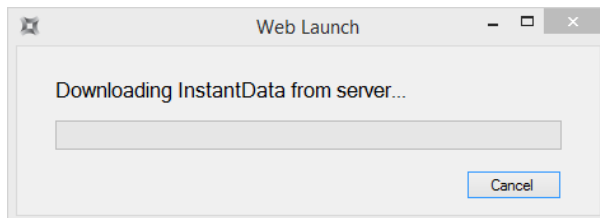
Tip: Your Backup Account and Group details can be found in the **Options and Settings** of your Backup Client on the **Backup Account** page:

| Options and Settings | |
|----------------------|---------------------------------------|
| Backup Account | Backup Account |
| Backup Schedule | Details |
| Global Exclusions | Backup Account: SDP-W2012-ESE1 |
| Communications | Backup Group: COLLECTION\GROUP |
| | Storage Platform: SNAN-WIN2012-SP |

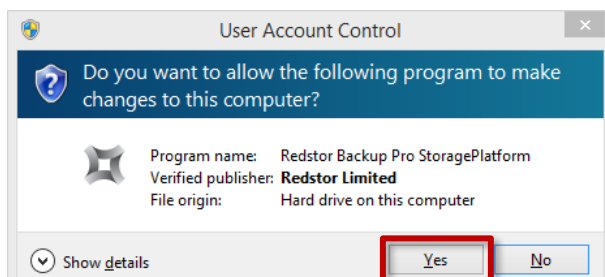
3. Save the “InstantData...” file when prompted



4. Run the “InstantData...” file downloaded by your browser.
5. The following message will be displayed confirming that the InstantData app will be downloaded from the Storage Platform.



6. In some cases, Windows will ask you for permission to run InstantData. Click **Yes**.



The InstantData application window will appear.



Note: To recover an entire system in a bootable format after having performed a “Full System Backup” with the ESE Backup Client, proceed to Step 5 below, “Recovering an entire system”.

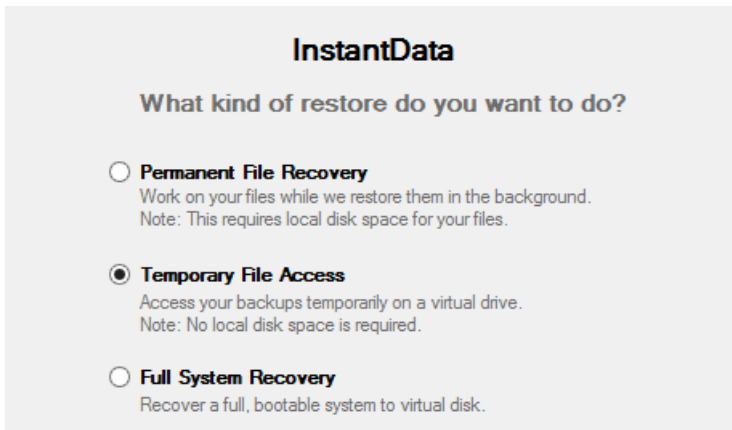


Tip: As a Backup Administrator you can also share the InstantData link with someone who doesn’t have access to the SP Console. See Appendix A, “Sharing InstantData as a link” for details.

2. Connect to the Backup Account

With the InstantData application window open, you may connect the app to your Backup Account:

1. Select the **Temporary File Access** option and click **Next**.

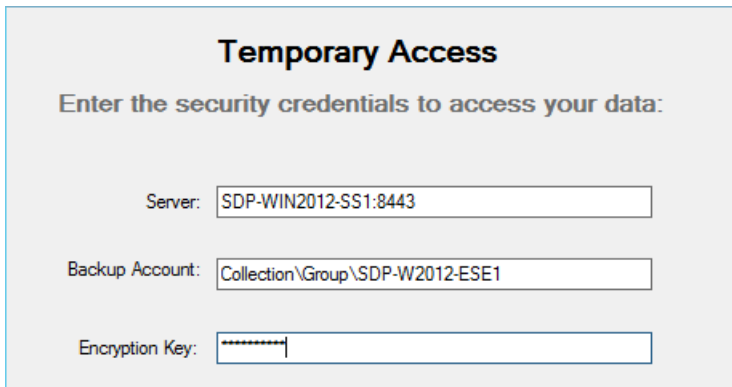


The screenshot shows the 'InstantData' application window. At the top, it asks 'What kind of restore do you want to do?'. There are three radio button options: 'Permanent File Recovery' (with a note about local disk space), 'Temporary File Access' (which is selected, with a note about virtual drive access), and 'Full System Recovery' (with a note about bootable system recovery).

2. Confirm that the **Server** (Storage Platform) and **Backup Account** you'll be connecting to is correct.



Note: These details will already be entered if you're running the app from the SP Console and won't need to be changed.



The screenshot shows the 'Temporary Access' application window. It prompts the user to 'Enter the security credentials to access your data:'. There are three input fields: 'Server' (containing 'SDP-WIN2012-SS1:8443'), 'Backup Account' (containing 'Collection\Group\SDP-W2012-ESE1'), and 'Encryption Key' (containing a series of asterisks).

3. Enter your **Encryption Key** and click **Next**.
4. Determine whether the last backup contains the data you'll need to access and select **Last Backup**. Otherwise, select **All Backups** to browse through all backups later.

Temporary Access

Which backup do you need?

☒ Last Backup
☐ All Backups

Pick a drive letter to use:

Z:

This is where we will show you your data, please pick a drive you do not currently use.

[Show advanced settings...](#)

5. Pick a drive letter that is available on your system – it's the drive letter that will be used to browse your files on.
6. Click **Show advanced settings** to configure additional settings. (This is typically not required. See Appendix A, “Temporary File Access – Advanced settings” for details on these settings.)
7. Click **Mount**.

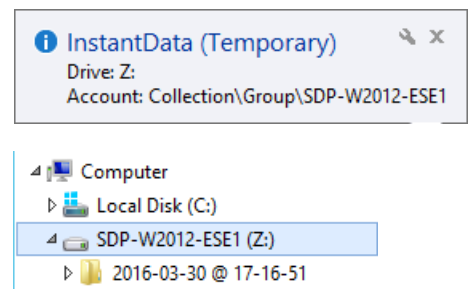


Note: On first use only, you will be presented with confirmation to install software by the publisher “EldoS Corporation”. Click **Install** to proceed.

3. Recover your files

A notification will appear in your system tray confirming that InstantData has connected to your Backup Account and the relevant backup data. An InstantData icon will also be visible.

The drive letter selected earlier can now be browsed in your Windows Explorer. You may view and update files as necessary for the duration of the current InstantData session.



Caution: To ensure you don't lose important changes, when done using InstantData, proceed to, “After having used temporary file access” to safely terminate access to your files.



Tip: For more complex scenarios, additional InstantData connections can be made by repeating the steps above. Additional icons will appear in the system tray for each connection made.



4. After having used temporary file access

Follow steps of options a) OR b) below.

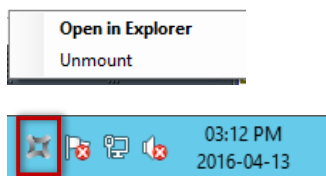
a) I'd like to keep the changes I made

Copy any modified files to an alternative location on a drive letter other than the one created by InstantData.

b) I'm done with the files

1. Ensure no other application has any files open on the InstantData drive letter.
2. Perform just **one** of the following steps to disconnect InstantData from your backup and to stop using the app:

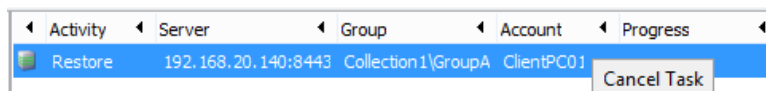
- a. System tray icon: Right-click the InstantData icon and select **Unmount**:



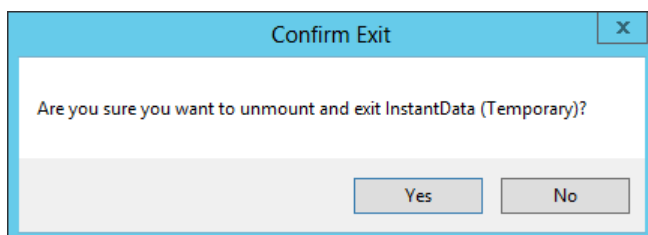
- b. Click the **Safely Remove Hardware** or **Eject Media** icon in the system tray.

(This option is only available if a backup was mounted as a removable disk.)

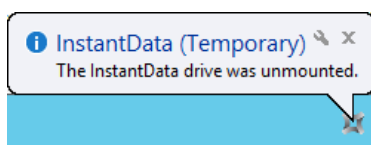
- c. With access to the SP Console: Right click on the *Restore* activity in the **Activity View** and select **Cancel Task**:



3. Confirm that InstantData should exit and click **Yes**:



A confirmation will be shown in the system tray.



B. Recovering your files permanently

1. Open the App

You'll need to choose one of three methods of opening InstantData:

(click the option in this document to see its steps)

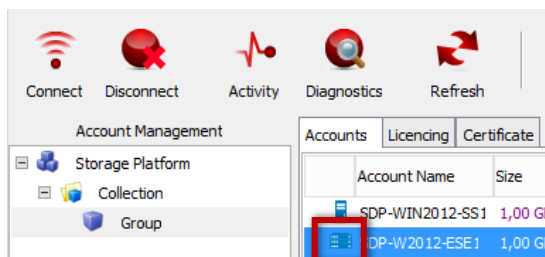
- [I have access to the SP Console \(for Backup Administrators\)](#)
- [Someone sent me the InstantData link](#)
- [I don't have the SP Console or the InstantData link \(Technical\)](#)

a) I have access to the SP Console (for Backup Administrators)

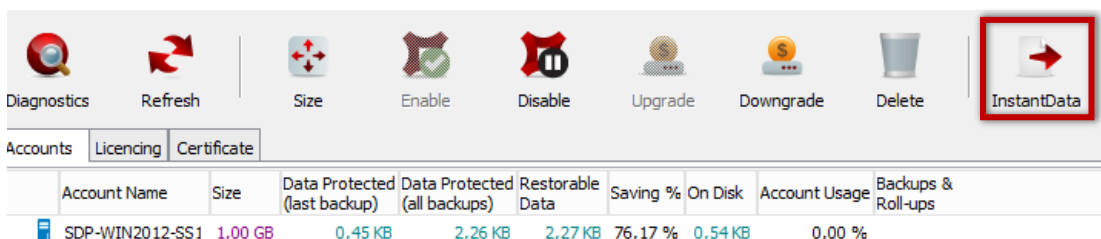
With the SP Console open:

- Select the appropriate ESE Backup Account in the **Account Management** view

(indicated by the appropriate icon ).

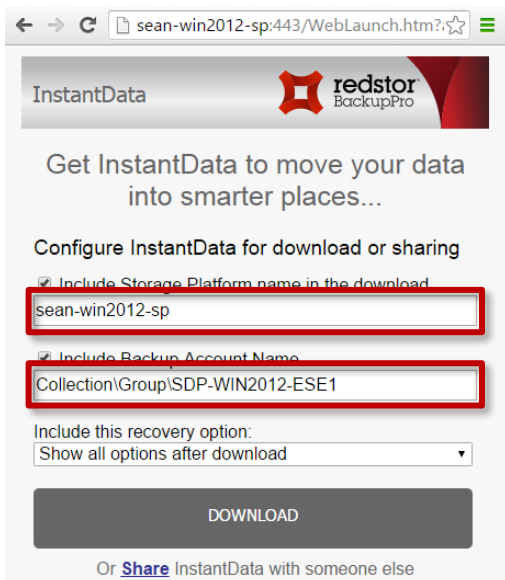



- Right-click the account and click **InstantData**. Alternatively, click the **InstantData** button in the toolbar:



Note: If the option/button is not available, see "[Setting up InstantData](#)" and "[Limitations of InstantData](#)" in Appendix A later in this document.

- The InstantData start page will be opened in your web browser with the relevant **Backup Account's name** and **Storage Platform** already provided:



InstantData 

Get InstantData to move your data into smarter places...

Configure InstantData for download or sharing

☒ Include Storage Platform name in the download
sean-win2012-sp

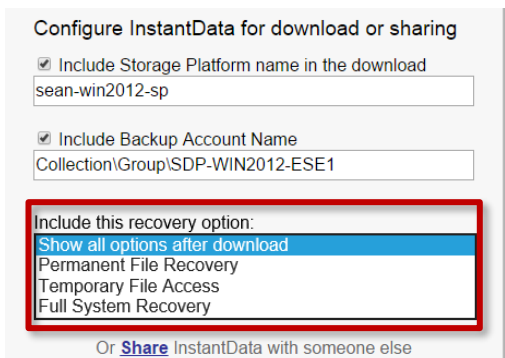
☒ Include Backup Account Name
Collection\Group\SDP-WIN2012-ESE1

Include this recovery option:
Show all options after download

DOWNLOAD

Or [Share](#) InstantData with someone else

4. Choose which **recovery option** you need:



Configure InstantData for download or sharing

☒ Include Storage Platform name in the download
sean-win2012-sp

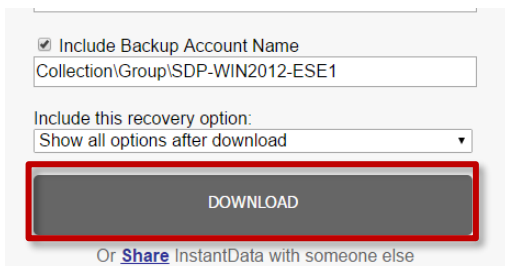
☒ Include Backup Account Name
Collection\Group\SDP-WIN2012-ESE1

Include this recovery option:
Show all options after download
Permanent File Recovery
Temporary File Access
Full System Recovery

Or [Share](#) InstantData with someone else

- a) Permanent File Recovery
- b) Temporary File Access
- c) Full System Recovery

5. Click the **Download** button.



☒ Include Backup Account Name
Collection\Group\SDP-WIN2012-ESE1

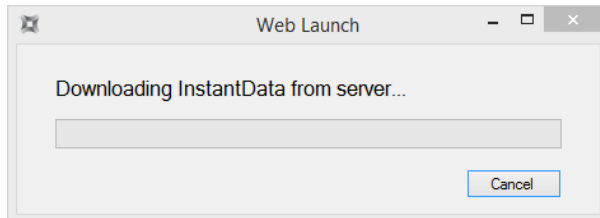
Include this recovery option:
Show all options after download

DOWNLOAD

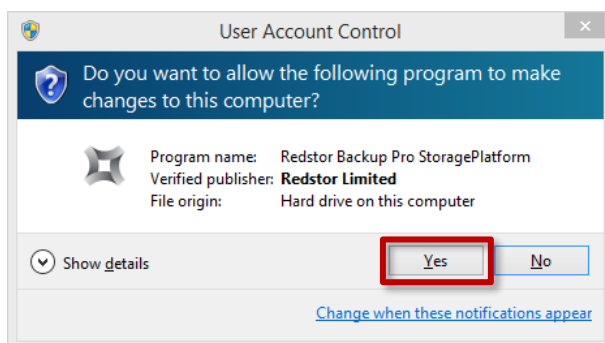
Or [Share](#) InstantData with someone else

6. Run the "InstantData..." file downloaded by your browser.

7. The following message will be displayed confirming that the InstantData app will be downloaded from the Storage Platform.



8. In some cases, Windows will ask you for permission to run InstantData. Click **Yes**.



The InstantData application window will appear.



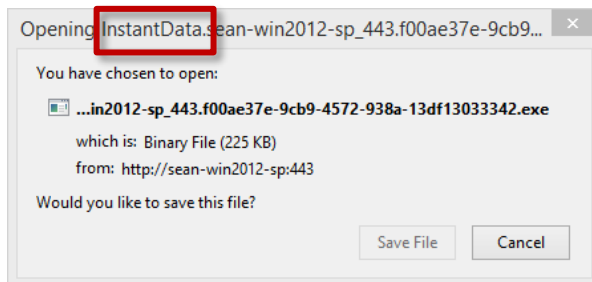
Tip: As a Backup Administrator you can also share the InstantData link with someone who doesn't have access to the SP Console. See Appendix A, "[Sharing InstantData as a link](#)" for details.

b) Someone sent me the InstantData link

If you were sent the InstantData link by your Backup Administrator, most information is already configured and you can start recovering files almost immediately.

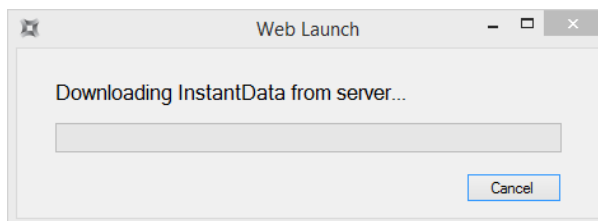
To open the InstantData app:

6. Open the received link in your web browser.
7. You will then be prompted to open a file that has a name starting with "InstantData...":

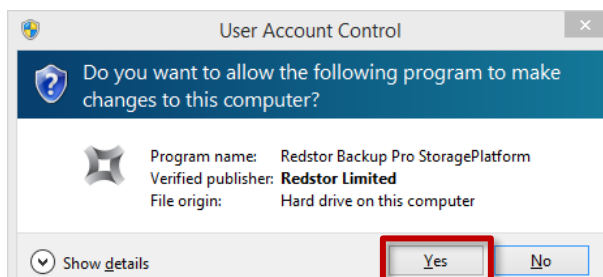


Click **Save File**

8. Run the "InstantData..." file downloaded by your browser.
9. The following message will be displayed confirming that the InstantData app will be downloaded from the Storage Platform.



10. In some cases, Windows will ask you for permission to run InstantData. Click **Yes**.



The InstantData application window will appear.



Note: To recover an entire system in a bootable format, and having performed a "Full System Backup" with the ESE Backup Client, proceed to Step 5 below, "[Recovering an entire system](#)".

c) I don't have the SP Console or the InstantData link (Technical)

If you don't have access to an SP Console, InstantData can also be downloaded remotely. This is achieved by opening the appropriate web address for your Storage Platform (AccountServer).

- Open either of these links in your web browser:

<https://<Storage Platform>/WebLaunch.htm>

Example: <https://MyPlatform/WebLaunch.htm>

<http://<Storage Platform>:443/WebLaunch.htm>


Example: <http://MyPlatform:443/WebLaunch.htm>



Tip: The name of your Storage Platform can be found in the **Options and Settings** of your Backup Client on the **Backup Account** page:

| Options and Settings | |
|----------------------|--|
| Backup Account | Backup Account |
| Backup Schedule | Details |
| Global Exclusions | Backup Account: SDP-W2012-ESE1 |
| Communications | Backup Group: COLLECTION\GROUP |
| Performance | Storage Platform: SNAN-WIN2012-SP |
| | Backup Account limit: 1024 MB |

- On the InstantData page that appears in your web browser, enter your **Backup Account name** prefixed by the Group details (the Account resides in a Group on the Storage Platform):

InstantData


Get InstantData to move your data into smarter places...

Configure InstantData for download or sharing

☒ Include Storage Platform name in the download
sean-win2012-sp

☒ Include Backup Account Name
Collection\Group\SDP-WIN2012-ESE1

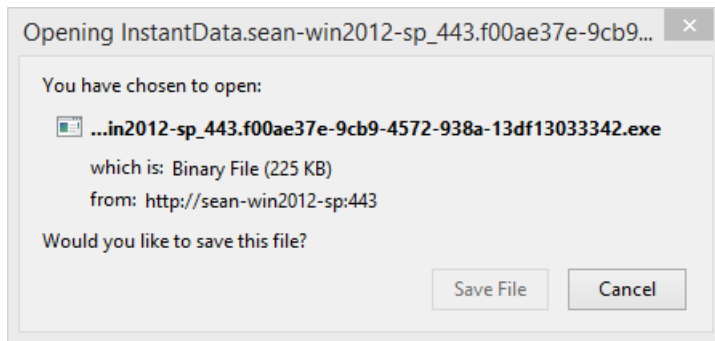
Include this recovery option:



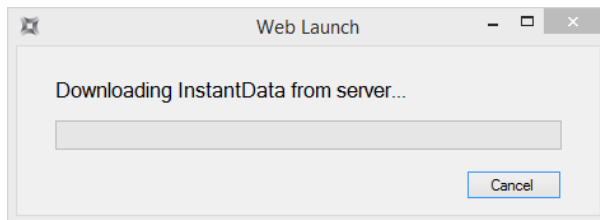
Tip: Your Backup Account and Group details can be found in the **Options and Settings** of your Backup Client on the **Backup Account** page:

| Options and Settings | |
|----------------------|---------------------------------------|
| Backup Account | Backup Account |
| Backup Schedule | Details |
| Global Exclusions | Backup Account: SDP-W2012-ESE1 |
| Communications | Backup Group: COLLECTION\GROUP |
| | Storage Platform: SNAN-WIN2012-SP |

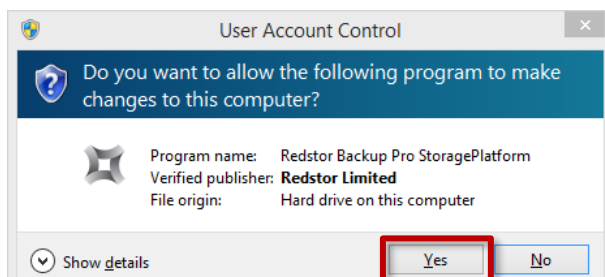
9. Save the “InstantData...” file when prompted



10. Run the “InstantData...” file downloaded by your browser.
11. The following message will be displayed confirming that the InstantData app will be downloaded from the Storage Platform.



12. In some cases, Windows will ask you for permission to run InstantData. Click **Yes**.



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Note: To recover an entire system in a bootable format after having performed a “Full System Backup” with the ESE Backup Client, proceed to Step 5 below, [“Recovering an entire system”](#).

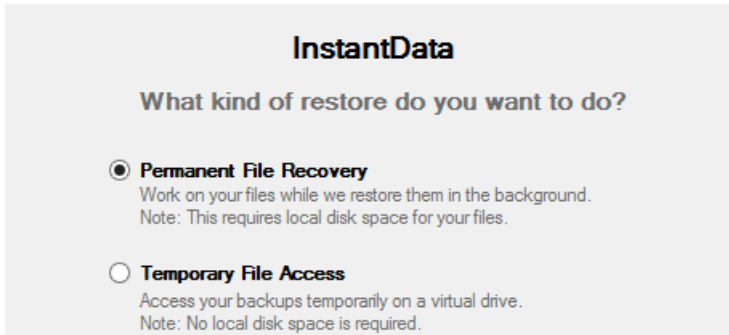


Tip: As a Backup Administrator you can also share the InstantData link with someone who doesn’t have access to the SP Console. See Appendix A, [“Sharing InstantData as a link”](#) for details.

2. Connect to the Backup Account

With the InstantData application window open, you may proceed:

1. Select the **Permanent File Recovery** option and click **Next**.



InstantData

What kind of restore do you want to do?

☒ **Permanent File Recovery**
Work on your files while we restore them in the background.
Note: This requires local disk space for your files.

☐ **Temporary File Access**
Access your backups temporarily on a virtual drive.
Note: No local disk space is required.

2. Confirm that the **Server** (Storage Platform) and **Backup Account** you'll be connecting to is correct.



Note: These details will already be entered if you're running the app from the SP Console or if you were sent an InstantData link – typically they shouldn't need to be changed.



Permanent Recovery

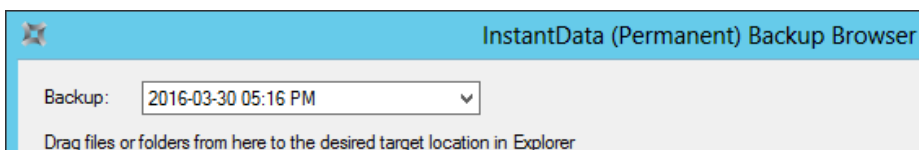
Enter the security credentials to access your data:

Server:

Backup Account:

Encryption Key:

3. Enter your **Encryption Key** and click **Next**. The InstantData Backup Browser window will appear:



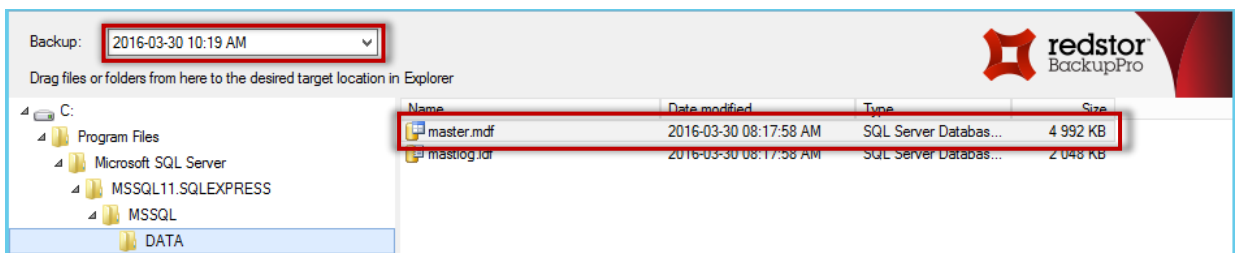
InstantData (Permanent) Backup Browser

Backup:

Drag files or folders from here to the desired target location in Explorer

3. Recover your files

1. In the Backup Browser window, identify the backup date that contains your files from the **Backup** list and then browse for your files in the tree-structure below it.



Backup:

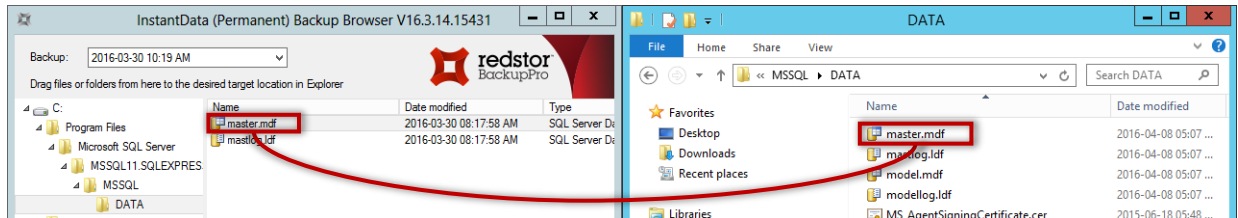
Drag files or folders from here to the desired target location in Explorer

C:

- Program Files
- Microsoft SQL Server
 - MSSQL11.SQLEXPRESS
 - MSSQL
 - DATA

| Name | Date modified | Type | Size |
|-------------|------------------------|-----------------------|----------|
| master.mdf | 2016-03-30 08:17:58 AM | SQL Server Databas... | 4 992 KB |
| mastlog.ldf | 2016-03-30 08:17:58 AM | SQL Server Databas... | 2 048 KB |

- Open a Windows Explorer window alongside the InstantData Backup Browser. Now drag-and-drop the desired files to an appropriate location for use by other applications. For example:



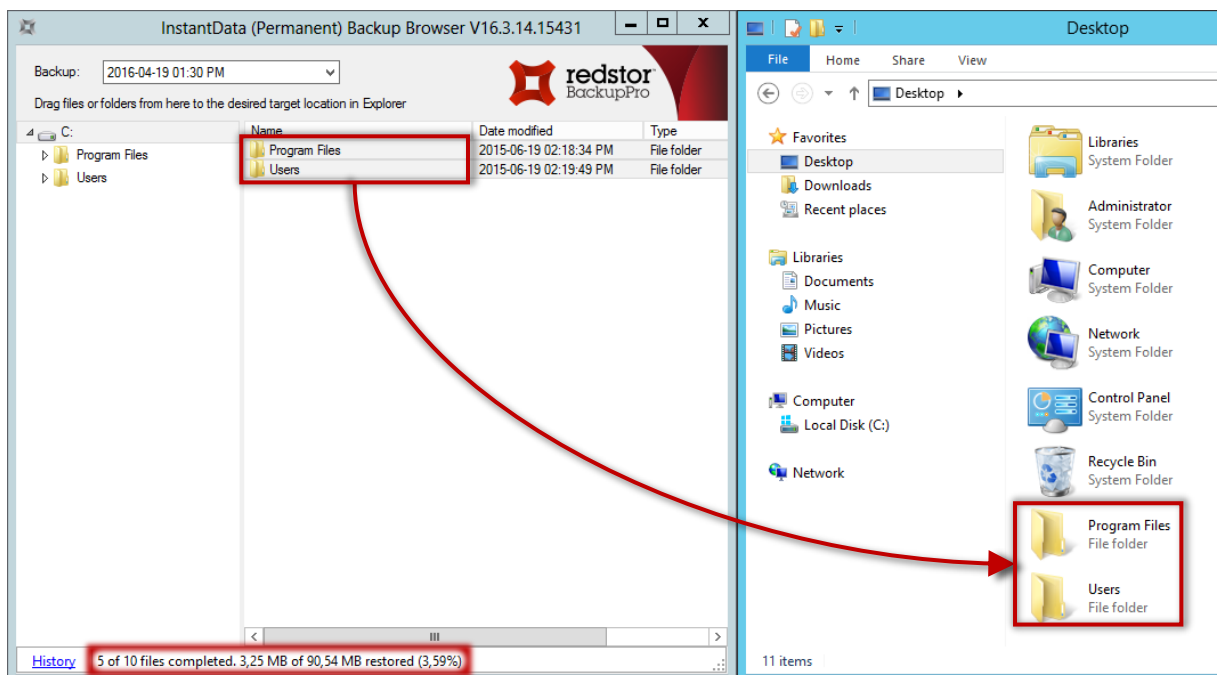
The files can be used immediately – especially large files that take a while to restore. Remember, each file will continue to be restored in the background until it's complete.



Caution: To avoid losing data, when done using InstantData, proceed to “After restoring files permanently” to safely disconnect from your Backup Account.

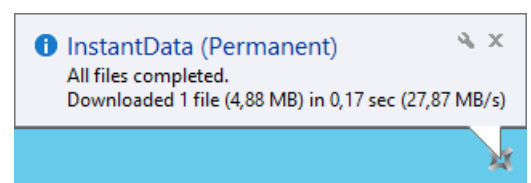


Tip: If you have many large files you can restore several of them simultaneously. Just drag and drop a set of files to their desired location and InstantData will do the rest:



How to know when a file has been restored completely

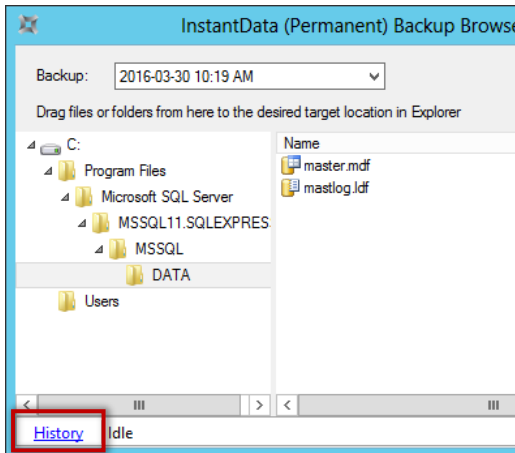
- Be on the lookout for the following:
 - A confirmation that will appear in the system tray once a file has been restored completely:



- A progress bar at the bottom of the InstantData Backup Browser:



- If you missed the system tray notification, click the **History** link in the InstantData Backup Browser window to see a full list of files that have been restored.



A Restore History window will appear:

| Restore History | | | | |
|------------------------|-----------------|------------------|------------|-------------|
| Restore | Completed Files | Size Transferred | Speed | Description |
| 2016-04-13 04:26:36 PM | 1 | 4,88 MB | 27,87 MB/s | Success |
| 2016-04-13 04:26:18 PM | 1 | 4,88 MB | 4,80 MB/s | Success |

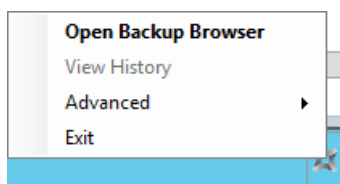
4. After restoring files permanently



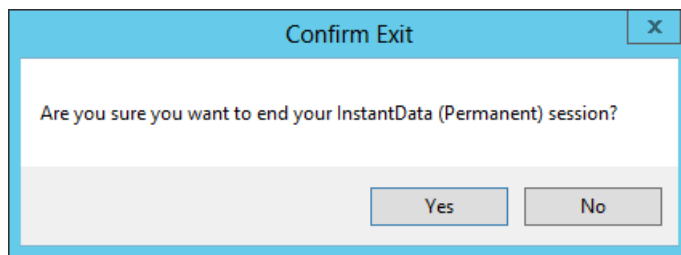
Note: All changes made to files **restored** from the Instant Data Backup Browser will remain after the InstantData app has disconnected from the Backup Account.

To ensure all your files have been restored completely:

1. Ensure all your files have been restored completely. Confirm this by following the steps in Section 3, "How to know when a file has been restored completely".
2. Right-click the InstantData system tray icon and click **Exit**.



3. Confirm that InstantData should exit and click **Yes**:



The InstantData icon will disappear from the system tray.

C. Recovering an entire system

Since InstantData is a supplementary measure to recovering from a disaster, we recommend testing all disaster recovery steps before implementing them.

1. Open the App

You'll need to choose one of three methods of opening InstantData:

(click the option in this document to see its steps)

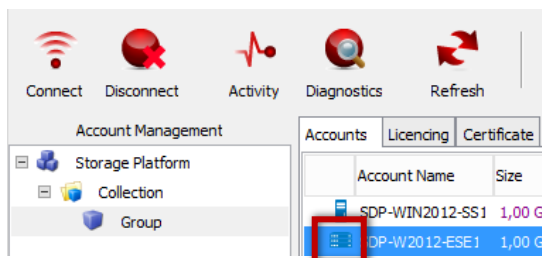
- [I have access to the SP Console \(for Backup Administrators\)](#)
- [Someone sent me the InstantData link](#)
- [I don't have the SP Console or the InstantData link \(Technical\)](#)

a) I have access to the SP Console (for Backup Administrators)

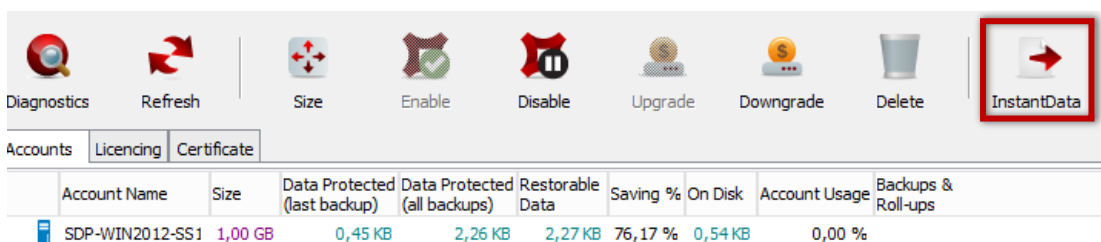
With the SP Console open:

- Select the appropriate ESE Backup Account in the **Account Management** view

(indicated by the appropriate icon ).

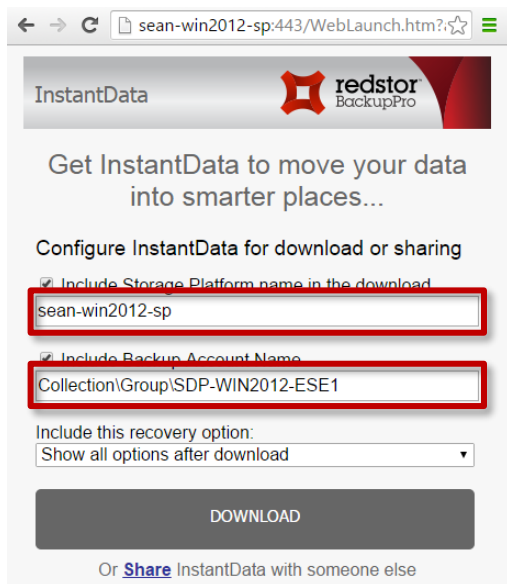


- Right-click the account and click **InstantData**. Alternatively, click the **InstantData** button in the toolbar:

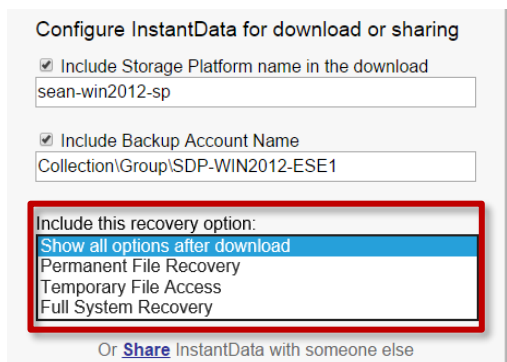


Note: If the option/button is not available, see "[Setting up InstantData](#)" and "[Limitations of InstantData](#)" in Appendix A later in this document.

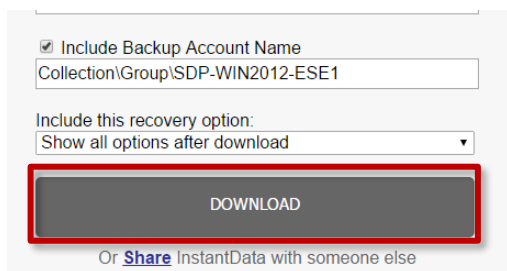
- The InstantData start page will be opened in your web browser with the relevant **Backup Account's name** and **Storage Platform** already provided:



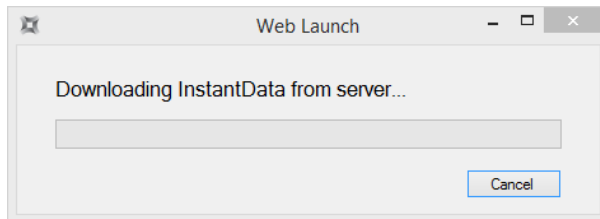
- Choose which **recovery option** you need:



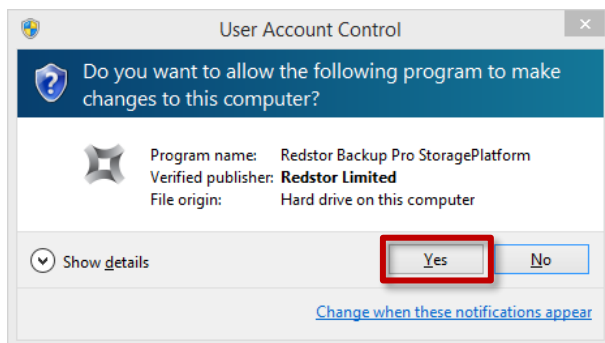
- Permanent File Recovery
 - Temporary File Access
 - Full System Recovery
- Click the **Download** button.



6. Run the “InstantData...” file downloaded by your browser.
7. The following message will be displayed confirming that the InstantData app will be downloaded from the Storage Platform.



8. In some cases, Windows will ask you for permission to run InstantData. Click **Yes**.



The InstantData application window will appear.



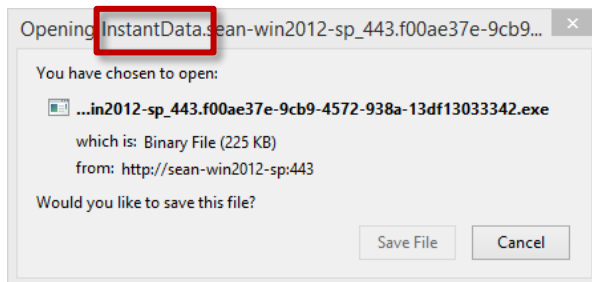
Tip: As a Backup Administrator you can also share the InstantData link with someone who doesn't have access to the SP Console. See Appendix A, "[Sharing InstantData as a link](#)" for details.

b) Someone sent me the InstantData link

If you were sent the InstantData link by your Backup Administrator, most information is already configured and you can start recovering files almost immediately.

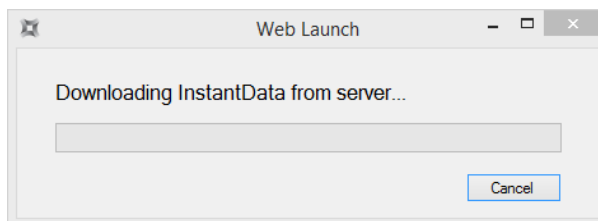
To open the InstantData app:

1. Open the received link in your web browser.
2. You will then be prompted to open a file that has a name starting with "InstantData...":

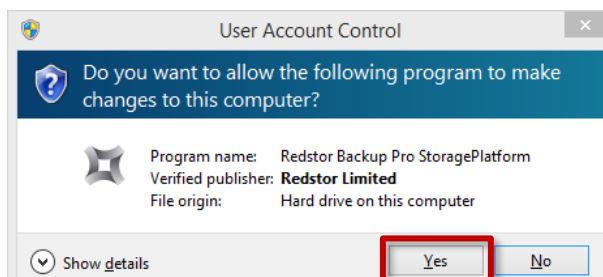


Click **Save File**

3. Run the "InstantData..." file downloaded by your browser.
4. The following message will be displayed confirming that the InstantData app will be downloaded from the Storage Platform.



5. In some cases, Windows will ask you for permission to run InstantData. Click **Yes**.



The InstantData application window will appear.



Note: To recover an entire system in a bootable format, and having performed a "Full System Backup" with the ESE Backup Client, proceed to Step 5 below, "[Recovering an entire system](#)".

c) I don't have the SP Console or the InstantData link (Technical)

If you don't have access to an SP Console, InstantData can also be downloaded remotely. This is achieved by opening the appropriate web address for your Storage Platform (AccountServer).

1. Open either of these links in your web browser:

<https://<Storage Platform>/WebLaunch.htm>

Example: <https://MyPlatform/WebLaunch.htm>

<http://<Storage Platform>:443/WebLaunch.htm>


Example: <http://MyPlatform:443/WebLaunch.htm>



Tip: The name of your Storage Platform can be found in the **Options and Settings** of your Backup Client on the **Backup Account** page:

| Options and Settings | |
|----------------------|--|
| Backup Account | Backup Account |
| Backup Schedule | Details |
| Global Exclusions | Backup Account: SDP-W2012-ESE1 |
| Communications | Backup Group: COLLECTION\GROUP |
| Performance | Storage Platform: SNAN-WIN2012-SP |
| | Backup Account limit: 1024 MB |

2. On the InstantData page that appears in your web browser, enter your **Backup Account name** prefixed by the Group details (the Account resides in a Group on the Storage Platform):

InstantData


Get InstantData to move your data into smarter places...

Configure InstantData for download or sharing

☒ Include Storage Platform name in the download
sean-win2012-sp

☒ Include Backup Account Name
Collection\Group\SDP-WIN2012-ESE1

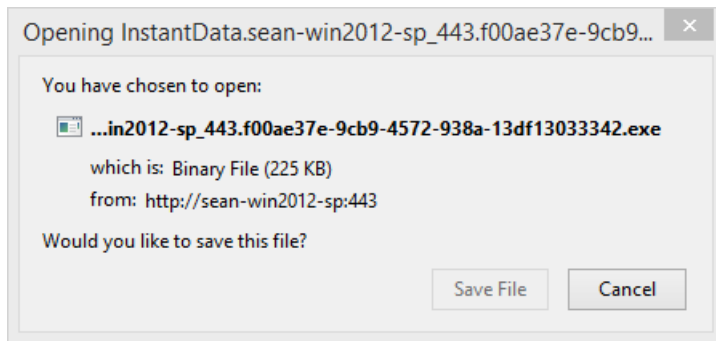
Include this recovery option:



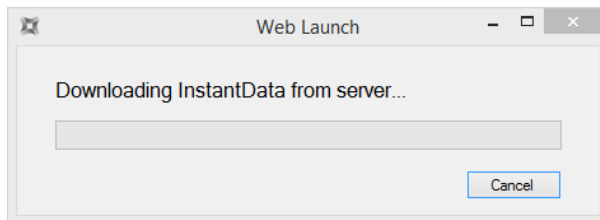
Tip: Your Backup Account and Group details can be found in the **Options and Settings** of your Backup Client on the **Backup Account** page:

| Options and Settings | |
|----------------------|-----------------------------------|
| Backup Account | Backup Account |
| Backup Schedule | Details |
| Global Exclusions | Backup Account: SDP-W2012-ESE1 |
| Communications | Backup Group: COLLECTION\GROUP |
| | Storage Platform: SNAN-WIN2012-SP |

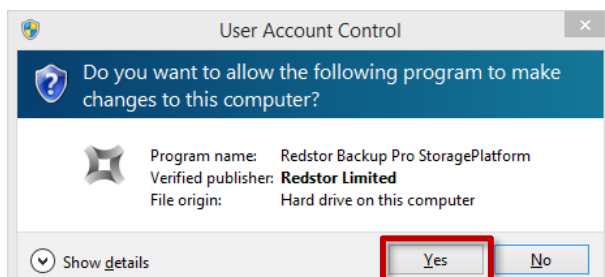
3. Save the “InstantData...” file when prompted.



4. Run the “InstantData...” file downloaded by your browser.
5. The following message will be displayed confirming that the InstantData app will be downloaded from the Storage Platform.



6. In some cases, Windows will ask you for permission to run InstantData. Click **Yes**.



The InstantData application window will appear.

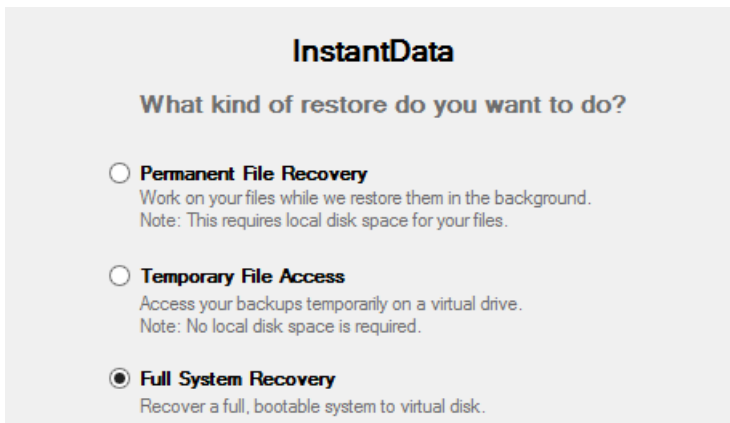


Tip: As a Backup Administrator you can also share the InstantData link with someone who doesn't have access to the SP Console. See Appendix A, “[Sharing InstantData as a link](#)” for details.

2. Connect to the Backup Account

With the InstantData application window open, you may proceed:

1. Select the **Full System Recovery** option and click **Next**.

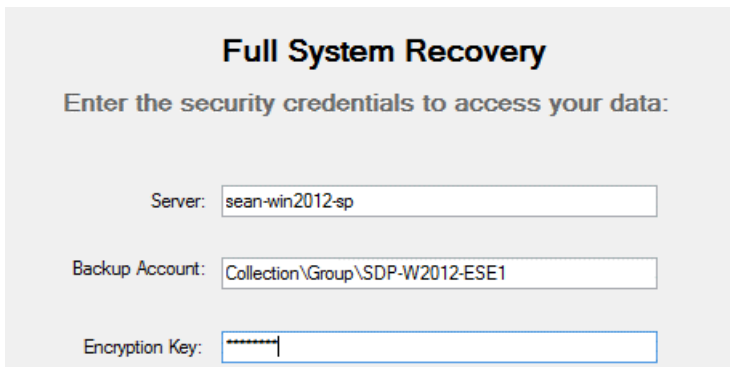


The screenshot shows the 'InstantData' application window. The title bar says 'InstantData'. Below the title bar, the text 'What kind of restore do you want to do?' is displayed. There are three radio button options: 'Permanent File Recovery' (unselected), 'Temporary File Access' (unselected), and 'Full System Recovery' (selected). Each option has a brief description and a note. For 'Full System Recovery', the description is 'Recover a full, bootable system to virtual disk.'

2. Confirm that the **Server** (Storage Platform) and **Backup Account** you'll be connecting to is correct.



Note: These details will already be entered if you're running the app from the SP Console or if you were sent an InstantData link – typically they shouldn't need to be changed.



The screenshot shows the 'Full System Recovery' application window. The title bar says 'Full System Recovery'. Below the title bar, the text 'Enter the security credentials to access your data:' is displayed. There are three input fields: 'Server:' with the value 'sean-win2012-sp', 'Backup Account:' with the value 'Collection\Group\SDP-W2012-ESE1', and 'Encryption Key:' with a masked value '*****'.

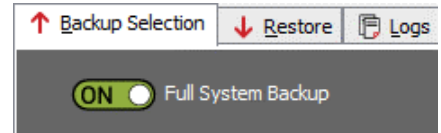
3. Enter your **Encryption Key** and click **Next**.

3. Recover your files



Note: Only if a suitable backup is available – one taken with the “Full System Backup” option in the ESE Backup Client – will you be able to proceed.

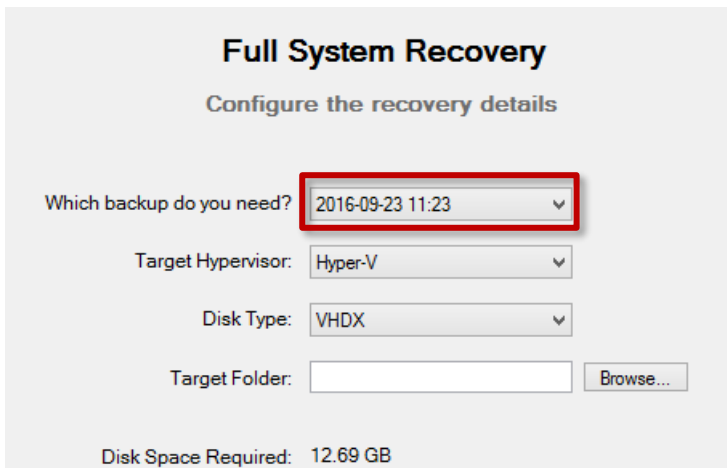
See the Enterprise Server Edition User Manual for details.



The Full System Backup switch in ESE

The next step is to select the appropriate backup and determine the format it should be restored as:

1. Select the desired backup from the list:



Full System Recovery
Configure the recovery details

Which backup do you need? 2016-09-23 11:23

Target Hypervisor: Hyper-V

Disk Type: VHDX

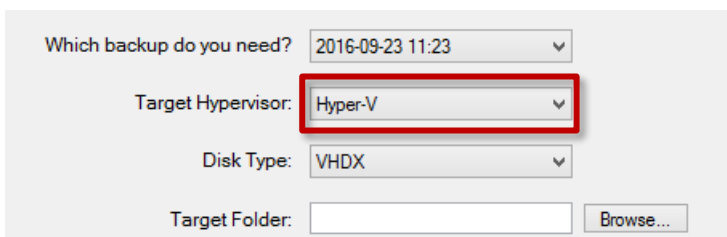
Target Folder: Browse...

Disk Space Required: 12.69 GB

2. Select the **Target Hypervisor** in which your virtual machine will be running:



Note: Only Hyper-V and VMware are currently available.



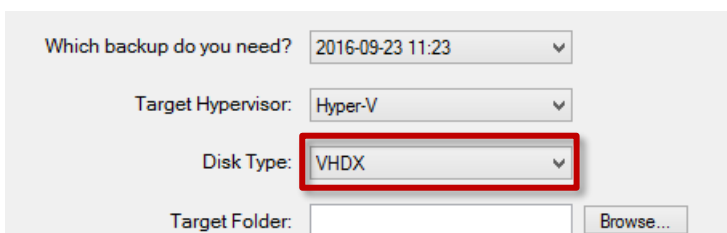
Which backup do you need? 2016-09-23 11:23

Target Hypervisor: Hyper-V

Disk Type: VHDX

Target Folder: Browse...

3. Choose a corresponding **Disk Type** (the virtual disk's format) to be used by your virtual machine:



Which backup do you need? 2016-09-23 11:23

Target Hypervisor: Hyper-V

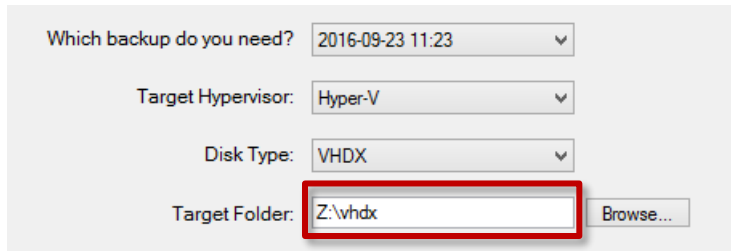
Disk Type: VHDX

Target Folder: Browse...



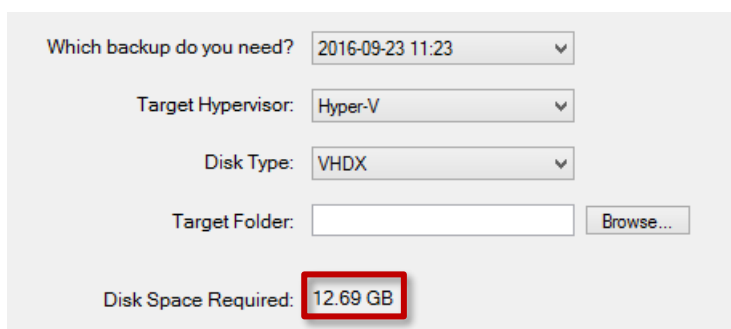
Note: The VHD format has a 2TB limit.

4. Enter the **Target Folder**, the location where the virtual disk is to be saved:



Note: Ideally, the target folder should be empty to prevent existing files from being overwritten.

5. Take note of the amount of disk space required for this recovery.



6. Click **Start**.

The recovery will begin with a progress indicator displayed. Once complete, the virtual disk can be used in an existing virtual machine or converted to a physical disk format for physical machine recovery.



Note: To cancel the recovery, click **Cancel**.



Limitations to booting the virtual disk:

- The resulting virtual disk will only be bootable if no operating system-critical files were excluded from the backup selection during backup.
- The disk will be given the same bootloader that was used on the original machine i.e. BIOS or UEFI. However, Generation 2 Hyper-V VMs only support the UEFI bootloader.

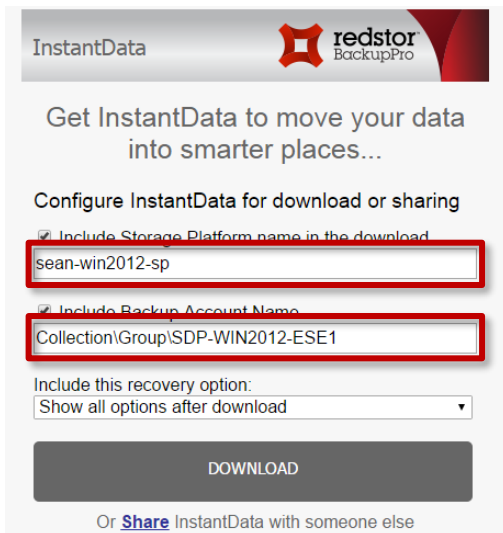
Appendix A

Sharing InstantData as a link

As a Backup Administrator you can share a link that will provide access to InstantData to someone who does not have access to the SP Console or is unable to determine their Backup Account or Storage Platform.

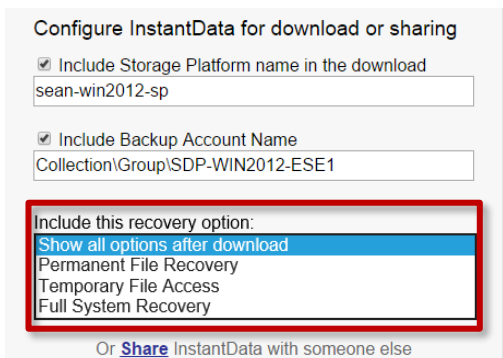
To share an InstantData link:

1. Open the InstantData page in your web browser (through either options A, B or C above).
2. Enter the details of the Backup Account and Storage Platform the data is to be recovered from.

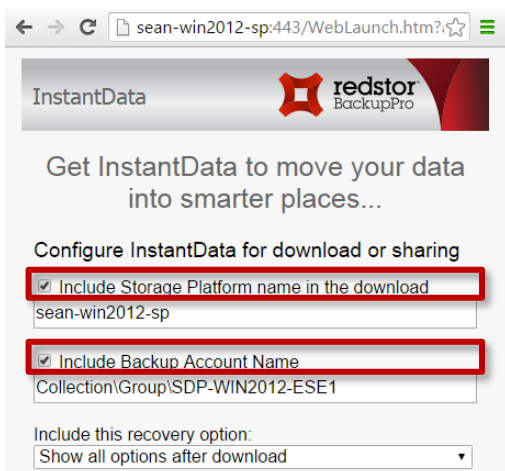



3. Choose which **recovery option** will be used to recover the data:
 - a) Permanent File Recovery
 - b) Temporary File Access
 - c) Full System Recovery

Alternatively, select **Show all options after download** to let the recipient choose the recovery option:



4. Ensure that boxes for applicable details are selected:



InstantData 

Get InstantData to move your data into smarter places...

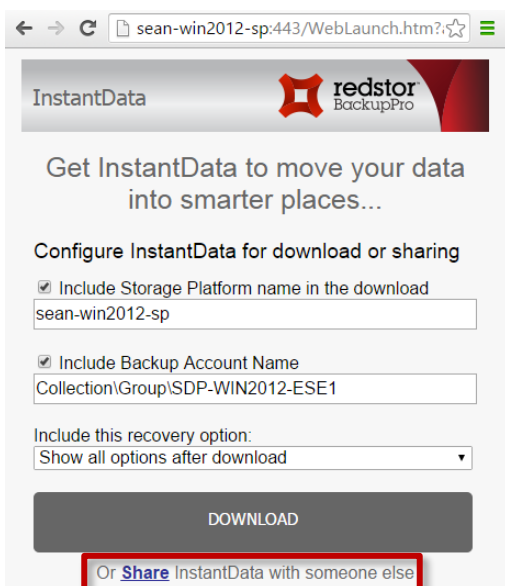
Configure InstantData for download or sharing


☒ Include Storage Platform name in the download
sean-win2012-sp

☒ Include Backup Account Name
Collection\Group\SDP-WIN2012-ESE1

Include this recovery option:
Show all options after download

5. Click the **Share** link below:



InstantData 

Get InstantData to move your data into smarter places...

Configure InstantData for download or sharing

☒ Include Storage Platform name in the download
sean-win2012-sp

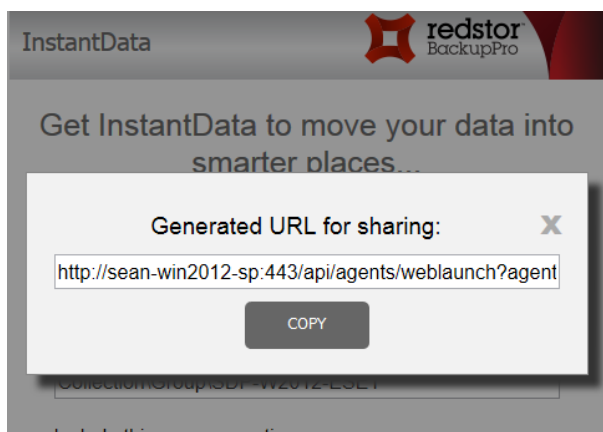
☒ Include Backup Account Name
Collection\Group\SDP-WIN2012-ESE1


Include this recovery option:
Show all options after download

DOWNLOAD

Or [Share](#) InstantData with someone else

A weblink/URL will be displayed that can be copied and shared.



InstantData 

Get InstantData to move your data into smarter places...

Generated URL for sharing: X

<http://sean-win2012-sp:443/api/agents/weblaunch?agent>

COPY

Setting up InstantData

The steps below need to be performed by the Backup Administrator to enable access to InstantData.

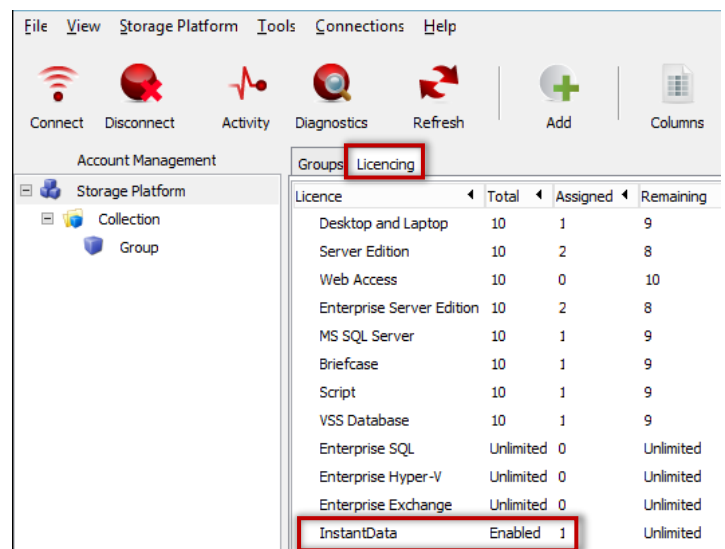
1. Install supporting software

- Install version 16 (or newer) of the Storage Platform Console.
- Ensure .NET 4.5 is installed on the machine that will be running InstantData.
- Ensure that the Windows user account executing the program has elevated privileges.

2. Check your activation

The appropriate Redstor activation is required on your AccountServer. This can be seen in the SP Console when clicking on the **Licensing** tab for the Storage Platform.

Contact your Redstor Backup Pro reseller to arrange an activation if required.

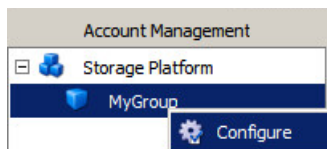


3. Check your licencing

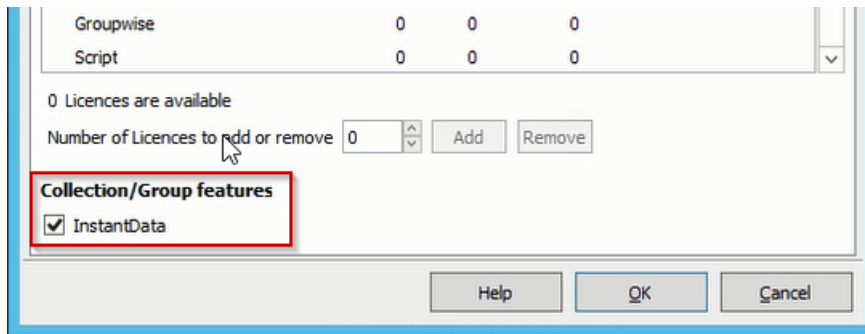
If the relevant activation exists for your AccountServer, InstantData can be enabled on appropriate Backup Groups. (For more information on the AccountServer's activation information, see "Viewing activation information" in Chapter 7 of the *Storage Platform Console User Manual*).

To check your licencing:

1. In the SP Console, while in the **Account Management** view, right-click on the appropriate group and click **Configure**.

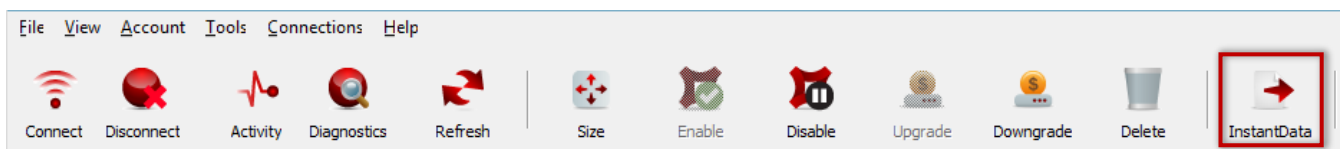


2. In the **Configure Group** window, navigate to the **Licences** tab and tick the **InstantData** box.



3. Click **OK**.

Now, when right-clicking on a Backup Account within the group, the InstantData button will be visible and will also appear on the toolbar:



The Group's setting will also be updated immediately on StorageServers and MirrorServers affected by this group. This allows InstantData to be run without the SP Console.

Limitations of InstantData

Take note of these caveats:

- The InstantData button is *only enabled in the SP Console for Enterprise Server Edition (ESE) Backup Accounts* (identified by the "📁" icon), and not for SE and DL Backup Accounts.
- Only Group Administrators (or higher level administrators) can open the InstantData app in the SP Console.
- Backups using the Windows "Backup Operators" group are not supported.
- A Windows limitation exists where security and ownership settings of files in paths longer than 260 characters cannot be restored.

Temporary File Access – Advanced settings

1. Enable **Cache read requests** to speed up repetitive read requests.



Note: This will consume local disk space.

2. Choose one of the following options for **Mount virtual disk as**:

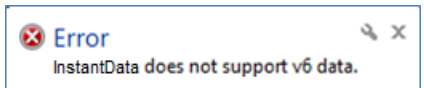
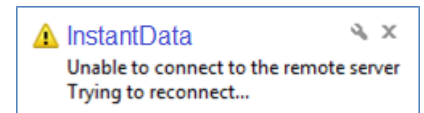


Note: The mount choice is dictated by the type of backup you are mounting. For instance, you will not be able to mount an Exchange database as a removable disk due to restrictions in Microsoft Exchange.

- “Fixed Disk”
- “Removable Disk”
- “Mapped Network Drive”

Other tips for Backup Administrators

- The InstantData app will handle connection breaks by automatically attempting to reconnect to the relevant StorageServer. Notifications appear in the system tray.
- InstantData will provide data compatibility feedback when accessing data that is not accessible through the app. Notifications appear in the system tray.
- All logs will be kept under %AppData%\Roaming\Redstor Backup Pro\InstantData\logs



Restore files by using the command-line

By using the InstantData.exe file's parameters (see “[InstantData command-line parameters](#)” below), InstantData can be automated to restore data by means of a scripted disaster recovery plan.

As a minimum, the parameters required for this are *Server*, *Account*, *Key*, *Path*, & *Target*.



Example: This example will restore all files backed up in C:\Database Files\ to C:\Restore:

`InstantData.exe Server=previewsp.redstor.com Account=collection\group\myserver key=mysecret Path="C:\Database Files\" Target="C:\Restore"`

InstantData command-line parameters

| Parameter | Temporary access or Permanent recovery | Default value | Purpose |
|-----------|--|---------------|--------------------------------------|
| Server | (Temp.), (Perm.) | | |
| Port | (Temp.), (Perm.) | 443 | |
| Account | (Temp.), (Perm.) | | Use "<group>\<name>" or account GUID |

| Parameter | Temporary access or Permanent recovery | Default value | Purpose |
|------------------------------|--|---------------------|--|
| Key | (Temp.), (Perm.) | | User encryption key |
| TimeOut | (Temp.), (Perm.) | 90 | Seconds |
| Backup | (Temp.), (Perm.) | AllBackups | Also allowed "Last" or specific backup date (as in <Account>\<Backups> folder) |
| VersionToReport | (Temp.), (Perm.) | | Report agent version as specified version |
| VersionPassword | (Temp.), (Perm.) | (sp-admin-password) | The SP admin password. get version from SP and report that version to SP as agent version |
| BlockSizeKB | (Perm.) | 32 | Smallest unit that InstantData keeps track of i.t.o. downloads and writes |
| BlocksPerRequest | (Perm.) | 1024 | Per BlockSizeKB, i.e. 1MB for background thread, combines blocks into one request for speed |
| DownloaderCount | (Perm.) | 10 | Number of threads downloading from server |
| MaxDownloadersPerFile | (Perm.) | 2 | As above but per single file i.e. 20 files selected, 5 at a time |
| MaxQueuedWritesMB | (Perm.) | 256 | Queue size control |
| MaxKBperWrite | (Perm.) | 4096 | Writes to disk |
| MsToWaitForReads | (Perm.) | 50 | Period to wait for more foreground requests before servicing background requests. |
| BrandLogo | (Perm.) | | Path to logo to put on toolbar |
| ShowDownloadRatio | (Perm.) | FALSE | |
| MaxFileCount | (Perm.) | 1000 | Limit of single drag-and-drop batch. |
| DeleteCorruptFiles | (Perm.) | true | Whether to schedule deletion of partial files in registry for next reboot (in case machine crashes). |
| DownloadOnDemandOnly | (Perm.) | FALSE | |

| Parameter | Temporary access or Permanent recovery | Default value | Purpose |
|-------------------|--|---------------------------------|---|
| Path | (Perm.) | | Source path for command line restore. To restore a folder ensure the last character is "\", e.g. "Path=C:\Temp\" or a filename is assumed |
| Target | (Perm.) | | Restore target for command line restore, e.g. "Target=C:\Restore" |
| Temp | (Temp.) | %Temp%\InstantData\{new guid} | |
| MountPoint | (Temp.) | Z: | |
| Path | (Temp.) | | Filter downloaded index(es) to those entries that start with this value |
| IgnoreCase | (Temp.) | true | Only used if Path is specified |
| ReadOnly | (Temp.) | false | Prohibit writes to the virtual drive |
| Label | (Temp.) | InstantData's Temporary restore | Volume label of the mounted drive |
| CacheDate | (Temp.) | false | Whether to store data downloaded from the SS in a local cache (writes are always cached) |
| DriveType | (Temp.) | FixedDisk | Alternatives are RemovableDisk and NetworkDrive |