Rapid Recovery 6.2

Third-Party Integration Guide

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Introduction to Rapid Recovery Add-on for Kaseya

Rapid Recovery Add-on for Kaseya features increase third-party integration with Kaseya Virtual System Administrator (VSA). Kaseya VSA is a broad-based information technology (IT) system management framework for IT departments and managed service providers (MSPs).

Topics include:

- About the Rapid Recovery Add-on for Kaseya
- Rapid Recovery Add-on for Kaseya system requirements
- Preparing to protect machines using the Rapid Recovery Add-on for Kaseya
- Installing the Rapid Recovery Add-on for Kaseya
- Navigating the Rapid Recovery Add-on for Kaseya

About the Rapid Recovery Add-on for Kaseya

The Rapid Recovery Add-on for Kaseya is a software plug-in that integrates with the Kaseya Virtual System Administrator (VSA) system management interface. Kaseya VSA is broad-based information technology (IT) system management framework for IT departments and managed service providers (MSPs) to install and monitor machines protected by the Rapid Recovery Core.

With the Rapid Recovery Add-on for Kaseya, you can do the following:

- Deploy the Rapid Recovery Agent and Core software
- Protect machines
- Set up replication
- Add or change repository storage locations
- View recovery points
- Perform consolidated reporting

The Add-on for Kaseya is a means of managing Rapid Recovery environments from the Kaseya VSA user interface. Not all Rapid Recovery features are available from the Add-on for Kaseya. For example, to restore data, you must use the Rapid Recovery Core Console. For more information about using the Rapid Recovery Core Console, see the *Rapid Recovery User Guide*.

Rapid Recovery Add-on for Kaseya system requirements

The system requirements for the Rapid Recovery Add-on for Kaseya relate to the version of Kaseya VSA with which the Add-on for Kaseya is installed. The Rapid Recovery Add-on for Kaseya is compatible with the following Kaseya VSA releases:

- Kaseya VSA v7.x

- Kaseya VSA R8

- Kaseya VSA R9.0

For system requirements for Rapid Recovery, see the *Rapid Recovery System Requirements Guide*. For information about installing or upgrading Rapid Recovery, see the *Rapid Recovery Installation and Upgrade Guide*. All Rapid Recovery product documentation can be located on the Quest Technical Documentation website at https://support.quest.com/rapid-recovery/technical-documents/ .

Preparing to protect machines using the Rapid Recovery Add-on for Kaseya

After you install the Rapid Recovery Add-on for Kaseya, there is a multi-step process for preparing the environment to protect machines with Rapid Recovery.

To prepare the Rapid Recovery Add-on for Kaseya for protecting machines, complete the following tasks:

- Go to the Rapid Recovery License Portal at https://licenseportal.com to create an account and download the Rapid Recovery installation packages. For more information, see the *Rapid Recovery License Portal User Guide*.

- Use the license key you obtained from the Rapid Recovery License Portal to create a license.

- Create and assign a repository for storing the backed-up data.

- Deploy the Rapid Recovery installation deployment packages.

- Set up the credentials for the Core and protected machines.

- Enjoy using the Add-on for Kaseya to protect and manage your machines.

Related concepts
See also: Managing credentials for Rapid Recovery Core and Agent
See also: Configuring repositories
See also: About protecting machines using the Rapid Recovery Add-on for Kaseya
Related tasks
See also: Installing the Rapid Recovery Add-on for Kaseya
See also: Adding a Rapid Recovery license to the Add-on for Kaseya
Related reference
See also: Installing Rapid Recovery using the Add-on for Kaseya

Installing the Rapid Recovery Add-on for Kaseya

The installation of the Rapid Recovery Add-on for Kaseya involves installing the Rapid Recovery Add-on for Kaseya software on your Kaseya server as described in this section, and then installing and deploying the Rapid Recovery Core and Agent services on Windows machines.

i | **NOTE:** The Rapid Recovery Add-on for Kaseya requires Kaseya server version 7 or later.

1. To download the Rapid Recovery Add-on for Kaseya, navigate to the URL you received from Quest. You can also download Rapid Recovery software from the **Downloads** page of the Data Protection Portal at https://dataprotection.quest.com/ or from the Rapid Recovery License Portal at https://licenseportal.com .

2. Navigate to and double-click the Rapid Recovery Add-on for Kaseya installer file on your system. The InstallShield Wizard starts.

   • If you experience an **Open File — Security Warning** window, click **Run** to continue.

3. On the **Welcome** page, click **Next** to continue with the installation.

4. On the **License Agreement** page, select **I accept the terms in the license agreement**, and then click **Install**.

   i | **NOTE:** In the rare case that your instance of Microsoft Internet Information Services (IIS) serves other websites, those sites are temporarily unavailable until the Rapid Recovery installation completes.

   A page appears showing the status and progress of the installation.

5. Click **Finish**.

   You can now log on to Kaseya to select the Rapid Recovery Add-on for Kaseya and deploy the Rapid Recovery software to your compatible servers.

Related reference
   See also: Installing Rapid Recovery using the Add-on for Kaseya

Navigating the Rapid Recovery Add-on for Kaseya

The Rapid Recovery Add-on for Kaseya lets you perform several Rapid Recovery functions directly from the Kaseya VSA Management Console. Use the navigation tree in the Rapid Recovery Server Backup column of the console to access the various Rapid Recovery pages.

The Rapid Recovery navigation tree includes the following root nodes:

- **Welcome to Rapid Recovery.** An overview of the product.
- **Rapid Recovery Deployment.** Upload Rapid Recovery software packets, manage Rapid Recovery user licenses, and deploy the Rapid Recovery software.
- **Configure Management.** View and manage credentials, repositories, and protected machine volume information.
- **Manage Protection.** Protect machines using the Rapid Recovery software, manage their protection, and view recovery points.
- **Manage Replication.** Begin replicating the protected machines from a source Core to a target Core for disaster recovery preparation.
- **Monitor.** View the machines and the events that the Core and Agent software performs.
- **Reports.** Create, view, and send reports of machine information and events.

Rapid Recovery overview and system requirements

This section includes an introduction to Rapid Recovery and where you can find its system requirements.

Topics include:

- Introduction to Rapid Recovery
- Where to find Rapid Recovery system requirements

Introduction to Rapid Recovery

Rapid Recovery is a backup, replication, and recovery solution that offers near-zero recovery time objectives and recovery point objectives. Rapid Recovery offers data protection, disaster recovery, data migration and data management. You have the flexibility of performing bare-metal restore (to similar or dissimilar hardware), and you can restore backups to physical or virtual machines, regardless of origin. Rapid Recovery can also archive to the cloud, to a DL series backup and recovery appliance, or to a supported system of your choice. With Rapid Recovery, you can replicate to one or more targets for added redundancy and security.

Rapid Recovery offers:

- **Flexibility**. You can perform universal recovery to multiple platforms, including restoring from physical to virtual, virtual to physical, virtual to virtual, and physical to physical.

- **Cloud integration**. You can export a VM, archive and replicate to the cloud, and perform bare metal restore from archives in the cloud. Compatible cloud services include Microsoft Azure, Amazon Web Services (AWS), any OpenStack-based provider (including Rackspace), and Google Cloud. US government-specific platforms include AWS GovCloud (US) and Azure Government.

- **Intelligent deduplication**. You can reduce storage requirements by storing data once, and referencing it thereafter (once per repository or encryption domain).

- **Instant recovery**. Our Live Recovery feature allows you to access critical data first, while remaining restore operations complete in parallel.

- **File-level recovery**. You can recover data at the file level on-premises, from a remote location, or from the cloud.

- **File-level search**. Using criteria you specify, you can search a range of recovery points for one or more files. From the search results, you can then select and restore the files you want to the local Core machine directly from the Core Console.

- **Virtual support**. Rapid Recovery supports one-time virtual export, letting you generate a bootable VM from a recovery point; and virtual standby, in which the bootable VM you generate is continually updated after each backup. You can even perform virtual export to Microsoft Hyper-V cluster-shared volumes.

- **Rapid Snap for Virtual support**. Enhanced support for virtualization includes agentless protection for vCenter/ESXi VMs and for Hyper-V VMs. Rapid Snap for Virtual includes protection and autodiscovery for VMware ESXi 5.5 and higher with no agent software installed. Host-based protection supports installing Rapid Recovery Agent on a Microsoft Hyper-V host only, letting you agentlessly protect all its guest VMs.

- **Application support**. Rapid Recovery Agent is built with application support for Microsoft Exchange, SQL Server, and Oracle. When you protect these application servers in your Core, the backup snapshots are automatically application-aware; open transactions and rolling transaction logs are completed and caches

are flushed to disk before creating snapshots. Specific application features are supported, including SQL attachability (for SQL Server) and database integrity DBVERIFY checks (for Oracle). Application awareness also extends to agentless protection for SQL Server and Exchange Server.

See the following resources for more information about Rapid Recovery.

- The Rapid Recovery product support website at https://support.quest.com/rapid-recovery/.

- The documentation website at https://support.quest.com/rapid-recovery/technical-documents/.

Where to find Rapid Recovery system requirements

As of Rapid Recovery release 6.2, system requirements are documented in the *Rapid Recovery System Requirements Guide*. Use this document as your single authoritative source for system requirements, which are always release-specific.

System requirements and all other documentation is found at the technical documentation website at https://support.quest.com/rapid-recovery/technical-documents/.

i | **NOTE:** The default view of the technical documentation website shows documentation for the most recent generally available version of the Rapid Recovery software. Using the filters at the top of the page, you can view documentation for a different software release or for a Quest DL series backup and recovery appliance. You can also filter the view by guide category.

Installing Rapid Recovery using the Add-on for Kaseya

Rapid Recovery Core stores and manages the backups of all protected machines on which the Rapid Recovery Agent is installed. This section includes the tasks necessary to install Rapid Recovery Core and Agent using the Add-on for Kaseya.

i | **NOTE:** The Rapid Recovery Add-on for Kaseya supports versions 6.0.1 and later of the Rapid Recovery Core and Agent.

Topics include:

- Downloading the Rapid Recovery deployment package
- Uploading a Rapid Recovery installation package to the Kaseya server
- Installing the Rapid Recovery Core from the Add-on for Kaseya
- Installing Rapid Recovery Agent software from the Add-on for Kaseya

Downloading the Rapid Recovery deployment package

To begin installing Rapid Recovery using the Add-on for Kaseya, you must first download the Rapid Recovery Core Web and Agent Web installer packages from the Rapid Recovery License Portal. Save this file on your system in an accessible location so you can later upload it to the Kaseya Server.

1. Go to https://licenseportal.com.
2. From the main page of the License Portal, click **Downloads**.
3. On the **Downloads** page, click **Rapid Recovery**.
4. In the Windows Based Applications table, do the following:

   - To download the software for the Rapid Recovery Core, in the **Core Web Installer** row, click **Download**.

   - To download the software for the Rapid Recovery Agent, in the **Windows Agent Web Installer** row, click **Download**.

5. As necessary, follow the prompts specific to your operating system and web browser to save the package or packages in an accessible location.

Related tasks
See also: Uploading a Rapid Recovery installation package to the Kaseya server
Related reference
See also: Installing Rapid Recovery using the Add-on for Kaseya

Uploading a Rapid Recovery installation package to the Kaseya server

After you install the Rapid Recovery Add-on for Kaseya, you can use it to deploy the Rapid Recovery Core and Agent to the machines you want to use and protect.

i | **NOTE:** The Rapid Recovery Add-on for Kaseya supports versions 6.0.1 and later of the Rapid Recovery Core and Agent.

1. Navigate to the Rapid Recovery Deployment section in Kaseya, and then click **Upload Packages**.
2. To locate and open the Rapid Recovery Core-Web or Agent-Web installation package file on your system, click **Browse for a file**.
3. In the dialog box, select the installation package on your system, and then click **Open**.
4. Click **Upload File**.

   The package file appears in the table as Core or Agent, depending on which package you uploaded. The release build number for the package appears in the Installation Package Version column of the table.

Related tasks

See also: Downloading the Rapid Recovery deployment package
See also: Installing the Rapid Recovery Core from the Add-on for Kaseya
See also: Installing Rapid Recovery Agent software from the Add-on for Kaseya

Installing the Rapid Recovery Core from the Add-on for Kaseya

Before you can complete this task, you must first upload the Rapid Recovery Core installation package and add the license to the Manage Licenses page.

You can use the Rapid Recovery Add-on for Kaseya interface to deploy and install the Rapid Recovery Core to networked servers. Complete the following procedure to deploy the Rapid Recovery Core.

i | **NOTE:** When upgrading a machine to a newer version of AppAssure or to Rapid Recovery, always upgrade the Core before the protected machine. If you have replication enabled, it is important that you upgrade in the following order: target Core, then source Core, and then protected machines.

1. In the left navigation tree, expand the Rapid Recovery Deployment section, and then click **Install Cores** .
2. On the Install Rapid Recovery Cores page, select the machine that you want to use as the Core machine, and then click **Install/Reinstall**.

   The **Install/Reinstall** window opens.
3. Specify the following options to define when and how to install the Rapid Recovery software.

Table 1. Rapid Recovery installation options

Option	Description
Run on	Select this option to run the installation on the date and time specified in the text box.

Option	Description
Run now	Select this option to run the installation immediately.
Stagger by	Optional. Enter the amount of minutes to wait between deploying the Rapid Recovery Core to multiple machines to even the load on file servers and the network connection.
Skip if machine offline	Optional. Select this option when installing the package at a specified time. If the machine is offline, the Add-on for Kaseya attempts the installation again during the next stagger interval. Keep this check box clear to install the update as soon as the machine is online, regardless of the specified time.
Choose Rapid Recovery installation package	Use the drop-down list to select the upload version of Rapid Recovery Core that you want to install. **i** **NOTE:** When upgrading, verify the Core that protects each protected machine and that you are not upgrading a protected machine before a Core, by viewing the Protect Machines page in the navigation tree.
Choose a license	Use the drop-down list to select the appropriate license for this installation of the Rapid Recovery Core.

4. Click **OK**.

   The Rapid Recovery Core software is sent to and installed on the selected machines.

Related concepts

See also: Managing your Rapid Recovery licenses

Related tasks

See also: Uploading a Rapid Recovery installation package to the Kaseya server

See also: Installing Rapid Recovery Agent software from the Add-on for Kaseya

Installing Rapid Recovery Agent software from the Add-on for Kaseya

Before you can complete this task, you must first upload the Rapid Recovery Agent installation package and have installed the Rapid Recovery Core on a dedicated machine.

This section describes the steps for installing and deploying the Rapid Recovery Agent software to the machines in your environment.

i **NOTE:** If the Rapid Recovery Core or Agent software is already installed on the target machine, an upgrade or repair is performed. Also note that downgrading an installation to a previous version is not supported.

i **NOTE:** When upgrading a machine to a newer version of AppAssure or Rapid Recovery, always upgrade the Core before the protected machine. If you have replication enabled, it is important that you upgrade in the following order: target Core, then Source Core, then protected machines.

1. In the left navigation tree, expand the Rapid Recovery Deployment section, and then click **Install Agents** .

2. On the Install Rapid Recovery Agents page, select the machine or machines that you want to protect, and then click **Install/Reinstall**.

   The **Install/Reinstall** window opens.

3. Specify the following options to define when and how to install the Rapid Recovery software.

Table 2. Rapid Recovery installation options

Option	Description
Run on	Select this option to run the installation on the date and time specified in the text box.
Run now	Select this option to run the installation immediately.
Stagger by	Optional. Enter the amount of minutes to wait between deploying the Agent to multiple machines to even the load on file servers and the network connection.
Skip if machine offline	Optional. Select this option when installing the package at a specified time. If the machine is offline, the Add-on for Kaseya attempts the installation again during the next stagger interval. Keep this check box clear to install the update as soon as the machine is online, regardless of the specified time.
Choose Rapid Recovery installation package	Use the drop-down list to select the upload version of Rapid Recovery Agent that you want to install. **ⓘ NOTE:** When upgrading, verify the Core that protects each protected machine and that you are not upgrading a protected machine before a Core, by viewing the Prepare Replication page in the navigation tree.

4. Click **OK**.

The Rapid Recovery Agent software is sent to and installed on the selected machines.

Related tasks

See also: Uploading a Rapid Recovery installation package to the Kaseya server
See also: Installing the Rapid Recovery Core from the Add-on for Kaseya

Using the Rapid Recovery Add-on for Kaseya

This section includes topics that describe how to use the Rapid Recovery Add-on for Kaseya after it is installed and the Rapid Recovery Core and Agent software applications have been deployed to their respective machines.

Topics include:

- Managing your Rapid Recovery licenses
- Managing credentials for Rapid Recovery Core and Agent
- Configuring repositories
- About protecting machines using the Rapid Recovery Add-on for Kaseya
- Managing replication in the Rapid Recovery Add-on for Kaseya
- Monitoring Rapid Recovery activity in the Add-on for Kaseya
- Managing Rapid Recovery Core reports in the Add-on for Kaseya

Managing your Rapid Recovery licenses

Before you download the Rapid Recovery Core and Agent installation packages, you must log on to the Rapid Recovery License Portal at https://licenseportal.com and register for an account. You can then download the installer and obtain a license key to enable the software. For more information about the Rapid Recovery License Portal, see the *Rapid Recovery License Portal User Guide*, found on the Rapid Recovery documentation website at https://support.quest.com/rapid-recovery/technical-documents.

After you install the Rapid Recovery Core, you can download the Rapid Recovery Agent installer from the Core or the Rapid Recovery License Portal for each machine that the Core protects.

Adding a Rapid Recovery license to the Add-on for Kaseya

Complete the following procedure to enter the license key necessary to deploy the Rapid Recovery software from Kaseya.

1. In the left navigation tree, expand the Rapid Recovery Deployment section, and then click **Manage Licenses**.
2. On the **Manage Rapid Recovery Licenses** page, click **Add**.
3. In the **Add License Key** window, enter the following information for your license.

Table 3. License information

Text Box	Description
License name	A descriptive name to identify the license.
License key	The license key you received from the Quest Software Group licensing team.
Description	Optional. A description for this license key.

4. Click **Add**.
5. Repeat Step 2 through Step 4 for each license you want to enter.

    The licenses added appear in the table on the Manage Rapid Recovery Licenses page.

Related tasks

See also: Removing Rapid Recovery licenses from the Add-on for Kaseya

Removing Rapid Recovery licenses from the Add-on for Kaseya

Complete the following procedure to remove one or more licenses from the Rapid Recovery Add-on for Kaseya.

1. Navigate to the Rapid Recovery Deployment section, and then select **Manage Licenses**.
2. In the table, select the license or licenses that you want to delete.
3. Click **Remove**.
4. In the **Confirmation** dialog box, click **Yes**.

Related tasks

See also: Adding a Rapid Recovery license to the Add-on for Kaseya

Managing credentials for Rapid Recovery Core and Agent

A Rapid Recovery Core provides the essential services for backup, replication, archiving, and management. A protected machine is a machine on which the Rapid Recovery Agent software is installed that is managed and protected by a specific Core. Repositories are set up through the Core to store the snapshots that are captured from the protected machines. Repositories are configured by specifying a storage location associated with the Core server to store the data.

Managing Agent credentials

You must set credentials for all machines on which the Rapid Recovery Agent is installed for the Add-on for Kaseya to communicate with them. Complete the following steps to set the credentials for a Rapid Recovery protected machine.

1. Navigate to the Configure Management section, and then click **Manage Agent Credentials**.
2. Select a machine from the table, and then click **Set credentials**.
3. Enter the information for your Rapid Recovery protected machine described in the following table.

Table 4. Agent credentials and information

Text Box	Description
Login	Enter the user name used to connect to this machine; for example, administrator.
Password	Enter the password associated with the login.
Domain	Enter the domain for this machine, if applicable. If the machine is not in a domain, leave this text box empty.

4. Click **OK**
5. To confirm whether the saved credentials are correct and have the required privileges to communicate with the protected machine, select a machine, and the click **Verify**.

Related tasks

See also: Managing Core credentials

Managing Core credentials

You must set credentials for all machines on which the Rapid Recovery Core is installed for the Add-on for Kaseya to communicate with them. Complete the following steps to set the credentials for a Rapid Recovery Core machine.

1. Navigate to the Configure Management section, and then click **Manage Core Credentials**.
2. Select a machine from the table, and then click **Set credentials**.
3. Enter the information for your Rapid Recovery Core machine described in the following table.

Table 5. Core credentials and information

Text Box	Description
Login	Enter the user name used to connect to this machine; for example, administrator.
Password	Enter the password associated with the login.
Domain	Enter the domain for this machine, if applicable. If the machine is not in a domain, leave this text box empty.

4. Click **OK**
5. To confirm whether the saved credentials are correct and have the required privileges to communicate with the Core machine, select a machine, and the click **Verify**.

Related tasks

See also: Managing Agent credentials

Configuring repositories

A repository is used to store the snapshots that are captured from the protected servers. Before creating a repository, verify that you have set the credentials for logging on to the associated Rapid Recovery Core.

ℹ **NOTE:** Rapid Recovery repositories should be stored on primary storage devices. Archival storage devices such as Data Domain are not supported due to performance limitations. Similarly, repositories should not be stored on NAS filers that tier to the cloud as these devices tend to have performance limitations when used as primary storage.

For more information about repositories, see the topic "Understanding Repositories" in the *Rapid Recovery User Guide*.

Adding a repository

Complete the steps in this procedure to add a repository.

1. Navigate to the Configure Management section, and then click **Manage Core Repositories**.
2. In the list of machines on this page, select the Core machine to which you want to add a repository.
3. Click **Add new repository**.
4. Enter the information in the text boxes as described in the following table.

Table 6. Repository information

Text Box	Description
Repository Name	Enter the display name of the repository.
	By default, this text box consists of the word Repository and an index number, which corresponds to the number of the new repository. You can change the name as needed, and you can enter up to 150 characters.
Concurrent Operations	Define the number of concurrent requests that the repository supports. By default, the value is 64.
Comments	(optional) When configuring repositories, network and local storage locations must be similar and not a combination of local and network file locations. Configure the storage location for the repositories as either all local or all network.
	Enter a descriptive note about this repository.

5. Click **Add Storage Location** to define a specific location or volume for the repository.

   ℹ **NOTE:** If the Rapid Recovery repository that you are creating in this step is later removed, all files at the storage location of your repository are also deleted. If you do not define a dedicated folder to store the repository files, then those files are stored in the root. Deleting the repository also deletes the entire contents of the root, resulting in catastrophic data loss.

   ℹ **NOTE:** Rapid Recovery repositories should be stored on primary storage devices. Archival storage devices such as Data Domain are not supported due to performance limitations. Similarly, repositories should not be stored on NAS filers that tier to the cloud as these devices tend to have performance limitations when used as primary storage.

   The **Add Storage Location** dialog box appears.

6. Specify how to add the file for the storage location and where. You can choose to add the file on local disk or on CIFS share.

   ℹ **NOTE:** When configuring repositories, you cannot intermix network and local locations for a repository. The storage location must contain either all local files or all network files.

   • Click **Add file on local disk** to specify a local machine and then enter the information as described in the following table.

Table 7. Local disk paths

Text Box	Description
Metadata Path	Enter the location for storing the protected metadata.
	For example, type: `X:\Repository\Metadata`.
	When specifying the path, use only alphanumeric characters, the hyphen, and the period (only to separate host names and domains). The letters a to z are case-insensitive. Do not use spaces. No other symbols or punctuation characters are permitted.
Data Path	Enter the location for storing the protected data.
	For example, type: `X:\Repository\Data`.
	The same limitations to the path apply; use only alphanumeric characters, hyphen, or period, with no spaces or special characters.

- Or, click **Add file on CIFS share** to specify a network share location and then enter the information as described in the following table.

Table 8. CIFS share information

Text Box	Description
UNC Path	Enter the path for the network share location.
	If this location is at the root, define a dedicated folder name (for example, `Repository`).
	The path must begin with \\. When specifying the path, use only alphanumeric characters, the hyphen, and the period (only to separate host names and domains). The letters a to z are case-insensitive. Do not use spaces. No other symbols or punctuation characters are permitted.
User Name	Specify a user name for accessing the network share location.
Password	Specify a password for accessing the network share location.

7. In the More Details pane, enter the details for the storage location as described in the following table.

Table 9. Storage location details

Text Box	Description
Bytes per Sector	Specify the number of bytes you want each sector to include. The default value is 512.
Average Bytes per Record	Specify the average number of bytes per record. The default value is 8192.
Write Caching Policy	The write caching policy controls how the Windows Cache Manager is used in the repository and helps to tune the repository for optimal performance on different configurations.
	Set the value to one of the following:
	• On
	• Off
	• Sync
	If set to On, which is the default, Windows controls the caching.

Text Box	Description
	i NOTE: Setting the write caching policy to On could result in faster performance. If you are using a version of Windows Server older than Server 2012, the recommended setting is Off.
	If set to Off, Rapid Recovery controls the caching. If set to Sync, Windows controls the caching as well as the synchronous input/output.
Size	Set the size or capacity for the storage location. The default is 250 GB. You can choose from the following: • GB • TB **i** NOTE: The size that you specify cannot exceed the size of the volume. If the storage location is a New Technology File System (NTFS) volume using Windows XP or Windows 7, the file size limit is 16TB. If the storage location is an NTFS volume using Windows 8, 8.1 or Windows Server 2012, 2012 R2, the file size limit is 256TB. **i** NOTE: For Rapid Recovery to validate the operating system, Windows Management Instrumentation (WMI) must be installed on the intended storage location.

8. Click **Save**.

   The Repositories page displays the newly added storage location.

9. Repeat Step 5 through Step 8 to add additional storage locations for the repository.

10. Click **Create** to create the repository.

   • If you need to edit the storage location, click **Edit**.

   • If you need to delete the storage location, click **Delete**.

Performing a repository audit

Performing a repository audit is helpful for getting and viewing information about the repositories configured for a Rapid Recovery Core.

1. Navigate to the Configure Management section, and then click **Manage Core Repositories**.

2. Select the machine for the audit, and then click **Get Rapid Recovery Core Repositories**.

3. To confirm the selection and acknowledge that this task queries all selected Core machines for their repository parameters, click **Yes**.

   Any associated repositories, including allocated size (in GB or TB), appears in the Repositories column for the selected machine.

Viewing Agent volume information in the Rapid Recovery Add-on for Kaseya

You can view information about the volumes for machines that are being protected by the Rapid Recovery software. To get updated Rapid Recovery Agent volume information, verify that you have set the credentials for logging on to the protected machine.

1. Navigate to the Configure Management section, and then click **Agent Volumes Information**.
2. To refresh the information in the list about known Rapid Recovery Agent volumes, click **Get Rapid Recovery Agent Volumes**.

About protecting machines using the Rapid Recovery Add-on for Kaseya

You can protect the volumes of data from the machines and Windows Servers on which you have installed the Rapid Recovery Agent software. When a machine is protected, full and incremental snapshots of data are captured from and stored in the repository associated with the Core.

From the Rapid Recovery Add-on for Kaseya, you can protect a machine, update the protection and replication status of a machine, and remove a machine from protection.

Related tasks
    See also: Protecting a machine using the Rapid Recovery Add-on for Kaseya
    See also: Updating protection and replication status
    See also: Removing a machine from the Rapid Recovery Add-on for Kaseya

Protecting a machine using the Rapid Recovery Add-on for Kaseya

Before you protect a machine, be sure to have on hand the information for the machine volumes and the Rapid Recovery Core repositories.

Complete the following steps to protect a machine with Rapid Recovery.

1. Navigate to the Manage Protection section, and then click **Protect Machines**.
2. In the table, click the **Protect Agent** icon for the machine that you want to protect.

    The Protect Machine dialog box opens.
3. On the Select Core page, select the Core that protects and manages this machine, and then click **Next**.
4. On the Options page, use the **Repositories** drop-down list to select a repository for storing the backed up data.

    A message appears in the Managed by Core column, alerting you that the setup of protection is in progress. After the setup, the name of the Core appears in this column. The default interval for protection is one hour.
5. Under **Volumes**, select the volumes on the machine that you want to protect.
6. Click **Protect**.

Related tasks
    See also: Installing Rapid Recovery Agent software from the Add-on for Kaseya

See also: Managing Agent credentials
See also: Viewing Agent volume information in the Rapid Recovery Add-on for Kaseya
See also: Viewing machine activity in the Rapid Recovery Add-on for Kaseya
Related reference
See also: Managing replication in the Rapid Recovery Add-on for Kaseya

Updating protection and replication status

When you update the protection and replication status for a machine, you get the latest status of all protected machines associated with the known Cores. This feature is helpful if you need to verify that you have the latest version of protected data.

1. Navigate to the Manage Protection section, and then click **Protect Machines**.
2. Click **Update Protection and Replication Status**.

Editing a protected machine in the Rapid Recovery Add-on for Kaseya

Complete the following steps to make changes to the settings of a machine protected by the Rapid Recovery Core from the Add-on for Kaseya.

1. Navigate to the Manage Protection section, and then click **Protect Machines**.
2. In the table, click the **Edit** icon for the machine that you want to edit.

   The Agent Volumes dialog box opens.
3. Select the volumes that you want to protect or clear the volumes that you no longer want to protect.
4. Click **Protect**.

Removing a machine from the Rapid Recovery Add-on for Kaseya

When you remove a machine from protection, Rapid Recovery stops collecting backups of the machine in the repository.

> **i** | **NOTE:** This task removes a machine from protection, but it does not uninstall Rapid Recovery Agent software from the machine.

1. Navigate to the Manage Protection section, and then click **Protect Machines**.
2. In the list of machines on this page, click the **Remove** icon for the machine that you want to remove.

   The confirmation dialog box opens.
3. To remove the machine, in the confirmation dialog box, click **Yes**.

   A message displays in the Managed by Core column for the selected machine to indicate that the removal is in progress.

Related tasks
See also: Protecting a machine using the Rapid Recovery Add-on for Kaseya
See also: Editing a protected machine in the Rapid Recovery Add-on for Kaseya
See also: Updating protection and replication status

Managing replication in the Rapid Recovery Add-on for Kaseya

Replication is the managing and transference of data (recovery points) between a source and target core. A snapshot of the recovery points on the source core is captured and then transmitted to a target core for redundancy. There are multiple ways in which replication can be configured; for example, between two cores at the same site or across two locations on a per machine basis. Rapid Recovery asynchronously transmits the snapshot of the replicated data (recovery points) to the target core for storage. Outbound replication can also be configured to a Managed Service Provider (MSP) providing off-site backup and disaster recovery service, or to a self-managed core.

The Rapid Recovery Add-on for Kaseya supports two types of replication. Replication by request is useful when you know the name but do not know the credentials for the Core to which you want to replicate; for example, an MSP-hosted core. On-demand replication is replication for a self-managed core, that is, a core that you own.

In the Rapid Recovery Add-on for Kaseya, the following list describes the replication tasks you can perform:

- When you prepare for replication, you create a link between two cores, that is, one source and one target. For more information, see Preparing for replication.

- When you establish replication, you establish on-demand replication. For more information, see Establishing replication.

- When viewing pending requests, you can accept or deny replication requests. For more information, see Viewing pending replication requests in the Rapid Recovery Add-on for Kaseya.

- You can also remove replication. For more information, see Removing replication in the Rapid Recovery Add-on for Kaseya.

Related tasks
See also: Preparing for replication
See also: Establishing replication
See also: Viewing pending replication requests in the Rapid Recovery Add-on for Kaseya
See also: Removing replication in the Rapid Recovery Add-on for Kaseya

Preparing for replication

Use Prepare Replication to configure replication and pair (establish a connection) between two Cores, that is, one source and one target.

1. Navigate to the Manage Replication section, and then click **Prepare Replication**.
2. On the Pair Cores for Replication page, select the machine you want to pair to another Core, and then click **Prepare Replication**.

   The Prepare Replication dialog box opens.

3. On the **Select remote Core** tab, do one of the following:

   - For replication by request, select **I have a subscription to a third-party providing off-site backup and disaster recovery services and wish to replicate my backups to that service (generate replication request)**, and then enter the information described in the following table.

Table 10. Replication request settings

Text Box	Description
Host Name	Enter the fully qualified domain name (FQDN) for the Core.

Text Box	Description
Port	Enter the port number that you received from the service provider. The default port number is 8006.

- For on-demand replication, select **I have my own remote Core I wish to replicate to (establish replication on-demand)**, and then enter the credentials for the target core as they are described in the following table.

Table 11. On-demand replication settings

Text Box	Description
Host Name	Enter the host name for the target (remote) Core.
Port	Enter the port number. The default port number is 8006.
User Name	The user name for logging on to the Core.
Password	The password associated with this user name.

4. Click **Continue**.
5. If you selected the option for replication by request, in the Prepare Replication Wizard, do the following:
   a. Enter your subscription email address and (optional) customer ID that you received from the service provider.
   b. Click **Finish** to close this dialog box and submit the replication request.

   On the Prepare Replication page, a message displays in the State column indicating that replication by request is in progress, followed by a status of Pending. If the request is approved, this status changes to Established. For replication on demand, the State column displays the text, Pairing.
6. If you selected the option for on-demand replication, proceed to the Establish Replication section.

Related tasks

See also: Establishing replication

Establishing replication

Use Establish Replication to configure on-demand replication when you have credentials for both source and target Cores. For example, you own the Cores and do not need to send a request or get approval to establish replication.

1. Navigate to the Manage Replication section, and then click **Establish Replication**.
2. In the list of machines on this page, select the machine you have prepared for replication and for which you want to establish replication.

   The machine should have the status of Pairing in the State column, or a status of Validated on the Events page.

3. Click the **Review** icon.

The **Establish Replication** dialog box opens.

4. Under **Choose the protected machine(s) whose backups you want to replicate to, and on which repository each Agent should be stored**, do one of the following:

   - Select **Replace an existing replicated Core on**, and then select an existing target core from the drop-down list.

   - Select **Create a new replicated Core on**, and then enter the name of the new target core.

5. In the table, select the protected machine or machines and a repository in which you want to store replicated data from the drop-down list for each machine.

6. Click **Start Replication**.

   On the **Establish Replication** page, the State column for the selected Core machine displays the status of Pending. When replication is established, the status changes to Established.

Viewing pending replication requests in the Rapid Recovery Add-on for Kaseya

If you have protected machines for which others can send replication requests, this page lets you get and view the requests that have been submitted for those protected machines. The list of protected machines includes the following information:

- **Machine.** The name of the machine that has the Core installed.

- **Credentials.** The user name associated with that machine.

- **Source Core.** The Core that protects the machines that have the Agent installed.

- **Target Core.** The Core to whose repository the request wants to send replicated data.

- **Machine.** The means by which you can select a machine.

- **Customer Id.** The identification number for the customer who made the replication request.

- **Email Address.** The contact information for the customer who requested replication to this core.

- **Core Name.** The name of the source core from which the customer wants to replicate.

- **Status.** The state of replication between the cores (for example, Pending or Approved.)

You can then review those requests and accept or deny them as appropriate. If you accept, replication is established and recovery points are sent from the source to the target cores.

1. Navigate to the Manage Replication section, and then click **Pending Requests**.

2. On the Pending Requests page, in the Machine column, expand the Core from which the replication request was sent.

3. To refresh the list, click **Update Status**, and then click Yes in the dialog box to confirm.

4. Select the Core again, and then click **Review**.

   The Pending Request dialog box opens.

5. If you want to approve the request, under Review Replication Request, do the following:

   a. Select the target machine to which you want to replicate, or enter a new remote core for this replication by entering the following information:

      ▪ Core name

      ▪ Subscription email address

      ▪ (Optional) customer ID for this machine

   b. Select the protected machines and associated repositories for the replication.

      c.   Optionally, enter a comment for the customer to see.

      d.   Click **Send Response** to establish replication.

6.   To deny the request, click **Deny**.

On the Pending Requests page, the Status column updates to display the status as either Approved or Denied as appropriate.

Removing replication in the Rapid Recovery Add-on for Kaseya

When you remove replication, you stop further replication of recovery points from a protected machine. After you remove replication in the add-on console, the pairing between the source Core and target Core continues to exist. To remove replication completely, you must do so using the Core Console on each core machine. For more information about removing replication from the Rapid Recovery Core Console, see the *Rapid Recovery User Guide*.

1.   Navigate to the Manage Replication section, and then click **Remove Replication**.

2.   Select the protected machine or machines for which you want to remove replication, and then click **Remove Replication**.

The **Remove Replication** dialog box opens.

3.   To also remove associated recovery points, click **Delete Recovery Points**.

4.   Click **Yes**.

Related tasks

    See also: Preparing for replication
    See also: Establishing replication
    See also: Viewing pending replication requests in the Rapid Recovery Add-on for Kaseya

Monitoring Rapid Recovery activity in the Add-on for Kaseya

Within the Rapid Recovery Add-on for Kaseya, you can view pertinent event information about all of the machines in your environment. The pages offer details such as machine name, IP Address, version of Rapid Recovery software, and machine type (Core or Agent), identify each machine, which the start and end times and the status of each event conducted by Rapid Recovery help you monitor relevant activity.

Viewing machine activity in the Rapid Recovery Add-on for Kaseya

Complete the following steps to view the tasks for individual protected machines.

1.   Navigate to the Monitor section, and then click **Machines**.

2.   To view a list of all associated tasks for a particular machine, expand the machine.

3.   To view more information about a particular task, in the Message column, click **View Details** for that task.

Viewing events in the Rapid Recovery Add-on for Kaseya

Complete the following steps to view all events for a Rapid Recovery environment.

1. Navigate to the Monitor section, and then click **Events**.
2. To view the details of a particular event, click the **View Details** icon in the row for that event .

   The Log Details window opens and shows important information regarding the event status and any errors that may have occurred.

Managing Rapid Recovery Core reports in the Add-on for Kaseya

The Rapid Recovery Add-on for Kaseya lets you generate reports for one or more Cores. It does not generate reports for individual protected machines; however, the reports include information about the protected machines that the selected Cores protect.

With the Add-on for Kaseya, you can generate the following reports:

- Core Summary report
- Critical Event report

The Core Summary report provides details about jobs performed and the status of those jobs. It also generates a Core Status report. Together, the reports include the following information:

- **Core.** The Core for which you ran the report.
- **Agent.** The name of the protected machine that the Core protects.
- **Type.** The type of job performed (for example, Transfer).
- **Summary.** A brief description of the actions that the job performed.
- **Status.** The status of the job (for example, Succeeded or Failed).
- **Error.** The type of error that caused the failure if a failure occurred.
- **Start Time.** The time at which the job began.
- **End Time.** The time at which the job ended.
- **Time.** The duration of the job (for example, 2m 16s for 2 minutes and 16 seconds).
- **Total Work.** The amount of data affected. For example, a transfer job could have a Total Work of 53.7MB.

The Critical Event report also generates a Core Status report. Together, the reports include the following information:

- **Core.** The Core for which you ran the report.
- **# of Failures.** The number of jobs that failed to complete for the Core you selected.
- **Type.** The type of job performed. For example, Transfer.
- **Summary.** A brief description of the actions that the job performed.
- **Status.** The status of the job. For example, Succeeded or Failed.
- **Error.** If a failure occurs, the error that caused the failure.
- **Start Time.** The time at which the job began.

The following procedures describe how to create and view reports.

Creating reports in the Rapid Recovery Add-on for Kaseya

The Rapid Recovery Add-on for Kaseya provides a consolidated reporting feature that lets you create summary reports for selected Rapid Recovery Cores and activities for Rapid Recovery protected machines that the Core protects.

1. Navigate to the Reporting section, and then click **Create Report**.
2. Select the Core or Cores for which you want to create the report.
3. (Optional) In the **Description** text box, enter a text description.
4. To designate a time span of data that should be included in the report, use the **Start time** and **End time** calendars.
5. Click **Run report**.
6. In the dialog box, click **OK** to acknowledge that the report has been scheduled.

   In the Most Recent Report Status column, the status of In Progress appears. This status changes to Completed when the report has been created.

Related tasks

    See also: Viewing reports in the Rapid Recovery Add-on for Kaseya

Viewing reports in the Rapid Recovery Add-on for Kaseya

The reports you can create for Rapid Recovery Core machines are useful for compliance. They contain information about the Rapid Recovery Core and protected machine activities associated with the Core.

Complete the steps in following procedure to view the summary reports.

1. Navigate to the Reporting section, and then click **View Reports**.
2. Click the link for the report you want to view (for example, View Core Summary Report).

   The View Reports page refreshes with the full report details.

   On the View Reports page, you can view the status of the Core in the report (for example, Available).

Under Core Summary Report, you can view a detailed list of the protected machine activities associated with the Core in the report. These details include the type of activity, summary description, status, start and end time, duration for the activity, and amount of disk space required for the activity.

3. If the report spans multiple pages, click the page numbers or the arrow buttons at the bottom of the report results to page through the results.

4. To export the report results to a different format, select a format for the export from the drop-down list and click **Save**.

   • Available formats include PDF, XLS, XLSX, CSV, and HTML.

Related tasks

See also: Creating reports in the Rapid Recovery Add-on for Kaseya

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