

Fully automated, disk-to-disk-to-cloud backup



Getting started and installation

Step 1 Download and install BackupAssist ER

Download the installer program from our website at <https://www.backupassist.com/er/downloads>

You will receive a 30-day trial key in your email inbox. Enter the trial key into the software, and you will get unlimited functionality for 30 days.

Or if you prefer to trial it anonymously, you can skip that step and get 7 days of full usage.

System requirements:

- > Windows operating system 2012R2 or newer, or Windows 10
- > 8 GB RAM
- > Storage for your backups – we recommend a minimum of 1.5x the size of your tenant.

Step 2 Choose your cloud destination

BackupAssist ER can perform disk-to-disk or disk-to-disk-to-cloud backups. We recommend including the cloud destination as an additional "air gap" against ransomware.

Here are some guides on how to configure different storage locations:

- > [Amazon S3](#)
- > [Microsoft Azure](#)
- > [Wasabi Storage](#)
- > [QNAP Zenko](#)
- > [Synology MiniIO](#)
- > [Windows MiniIO](#)



Setting up your backup jobs

Local backups

- > Select either a fixed local media like an internal hard drive, or a USB drive that will not be removed.
- > Network locations can also be used for your local backup.

Helpful hints:

- > By choosing an iSCSI target as a destination, you can mount it with Windows as a local drive so that it appears as an internal hard drive.

Backup history

Under the 'Schedule' tab you can set local and cloud backup retention.

- > Local backups have configurable retention between a minimum number of backups that will always be retained, and a maximum number of backups to be kept. These options allow effective use of often limited local disk space.
- > Cloud backups have a configurable maximum number of backups to keep, allowing you to reduce cloud usage and its associated cost.

Helpful hints:

- > Dedicate an entire disk to local backups and set the maximum to a large number. Old backups will automatically be removed if disk space runs low.
- > Set the cloud maximum to the number of days you may need to recover to in case of a disaster.

What about encryption?

When transferring data to the cloud, security is always a concern. BackupAssist requires all cloud backups to be encrypted. They are broken down into encrypted chunks locally and then transferred to the cloud where they are stored encrypted at rest as an extra layer of protection.

Helpful hints:

- > You can also encrypt your local backups by checking the encryption box in the 'General' tab. Currently the VM Instant Boot feature will not work if your local backup is encrypted.



Scheduling, backup windows and your first backup

Scheduling and backup windows

- > Backups should be scheduled outside of normal work hours if possible.
- > The initial backup will take the longest. Subsequent backups will only add changes, so will take less time; allow time for that first backup to run over a weekend if possible.

How long will the first backup take?

Backups to local media usually run 100 – 200 GB/h on average, depending on the destination speed.

Backups to cloud will take longer depending on your upload speed and the provider you are backing up to. 1TB of data on a 20 Mb/s upload speed would take at least 5 days.

Helpful hints:

- > Many providers allow you to send them a seeded drive. You should check with your provider and see what their policies and procedures are.



Data recovery

File and folder granular restore

Individual file and folder restores can be performed from either the local or cloud backup.

Granular recovery of Exchange can only be done from the local backup or from an EDB file that has been fully restored from the cloud.

- > [File and Application Recovery](#)
- > [Exchange Granular Restore](#)

Disaster recovery

VM Instant Boot

BackupAssist ER allows you to recover a backup to a bootable Hyper-V image that will let you run from the backup in minutes to a local or cloud-based Hyper-V host.

- > [VM Instant Boot - Local](#)
- > [VM Instant Boot - Cloud](#)

Full Bare Metal Recovery

BackupAssist ER can recover your system to the original or new hardware if needed, for both physical and virtual environments. You just need to boot from our Lifeline recovery media.

- > [Create Lifeline media](#)

Once you have booted from the Lifeline media you will be able to locate your backup media and start the recovery. Cloud backups must be downloaded to a local media first.

- > [Bare Metal Recovery using local backup](#)
- > [Bare Metal Recovery using cloud backup](#)



Technical support and feedback

Online Support

BackupAssist offers documentation and KB articles on our support page to assist with self-troubleshooting most issues.

- > [BackupAssist ER support](#)

Contact Support

You can also contact our Support team directly through the software by clicking the 'Help' button in the upper right corner and selecting 'Contact Support'. This will send us diagnostics to help us solve your query.

Getting support

- > Request support using the automated diagnostics submission system. Click on "Contact Support" from the Help menu.
- > We will reply within 1 business day.

Providing feedback

- > Do you have a feature request?
- > A business use-case you want us to solve?
- > Email us at support@backupassist.com