



# VMcom User Guide

BACKUP APPLIANCE 6.5

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# Overview

## Intended Audience

The target audience for this guide includes mainly VMcom Backup Appliance users and tenant users. For system administration tasks, advanced configuration and installation instructions please refer to VMcom Administration Guide available at the VMcom website.

## System Users vs. Tenant Users

VMcom Backup Appliance recognizes two types of users. Please refer to the following comparison for details.

### System Users

Non-tenant (system) users can see all objects in the vSphere inventory. They may perform backup and restore operations on any virtual machine. This is similar to common backup solutions.

- Unlimited scope of the vSphere inventory
- Privileges defined by user role only

Use the following URL to log in:

`https://<hostname>/`

### Tenant Users

Tenant users' scope of the vSphere inventory is limited to selected objects only. This arrangement is often used for end customers in shared environments.

- Scope limited to selected objects
- Privileges defined by both role and scope

Use the following URL to log in:

`https://<hostname>/tenant/<tenantname>`

## User Roles

### Admin (system only)

Typically the person who has installed the VMcom Backup Appliance or members of the same team. Admins manage tenants and other users. They also have the privilege to manage all backup jobs and perform system configuration tasks.

### Tenant Admin (tenant only)

Configures backup jobs and other users for the needs of their organizations. Commonly assigned to IT managers or administrators responsible for backup settings. Cannot affect other tenants.

### VM Restore Operator

Usually owners or administrators of guest VMs. Entitled to perform both file- and VM-level recovery. Cannot manage backup plans. Non-tenant operators also have the privilege to restore a VM into a new location, thus effectively cloning the original VM.

### File Restore Operator

Very basic privileges to verify the state of backups and download selected files from individual VM backups. Cannot disturb running VMs in any way.

# Backup Jobs

## Create Backup Job

REQUIRED ROLES: ADMIN, TENANT ADMIN

Select the *Backup Jobs* menu item. Click *Create vSphere Job* button, fill-in *Job Name*, select source *vSphere Host* and confirm with *OK*.

New backup job will appear in the overview. Expand detailed view by clicking on *Open* button in the *Actions* column. Add one or more *vSphere Objects* that will be protected by this job. You can check individual virtual machines in this job in the *Protected VMs* panel.

Next, add a *Target Storage* that will be used for storing backups. You can add multiple storage targets here, however only the most recently added storage will be marked as *Primary target*. This arrangement enables the possibility of changing the *Primary target* in the future without losing backups stored on previous targets.

At this point, your backup job is ready. You can run it manually by clicking the *Run now* button or schedule automated backups with *Edit schedule* button.

## Edit Backup Job

REQUIRED ROLES: ADMIN, TENANT ADMIN

Backup job name and description can be modified simply by clicking the *Edit* button in the *Actions* column of the overview table.

To modify job's detailed setting, expand the job using the *Open* button.

Adding or removing *Selected Objects* will affect only future backups. Existing backups will remain unchanged.

Removing *Target Storage* from job will also delete any job's backups stored on the storage, thus freeing disk space. If you wish to merely choose a new storage for future backups while keeping the old ones, simply add a new *Target Storage* without removing the previous one.

## Delete Backup Job

REQUIRED ROLES: ADMIN, TENANT ADMIN

Backup jobs can be removed using the *Delete* button in the *Actions* column.

Deleting a backup job also deletes all backups created by this job and thus freeing disk space.

If you wish to keep old backups but prevent creating new ones, simply edit the job's scheduler to *Never* run automatically.

# Restore Operations

## Browse Backups

Select the *Browse Backups* left menu item. You will see individual virtual machines with available backups. Expand selected virtual machine by clicking the *Browse* button in the *Action* column.

Now select a restore point from the list and display its content using the right arrow button. A list of virtual disks will appear.

## Restore Individual Files

Navigate to virtual disk you wish to restore from (see *Browse Backups*). Click the *Browse files* button next to the selected virtual disk. A file tree will appear. Select one or more items to restore and click *Download selected*.

By performing these steps, you will create a ZIP archive which will be available for download for 24 hours. Creating the archive can be a time consuming operation and you may want to come back later.

If you need to restore a large amount of data, consider restoring the entire virtual machine into a new location (more details in *Restore VM into a New Location* chapter).

Please note that browsing the file tree requires the virtual disk to contain a valid partition table and healthy file system. Failing to display the file tree does not mean that the backup is corrupted. Full VM restore can still be performed, as full restores are performed on block level, independent on the file system used.

## Restore Entire VM

**REQUIRED ROLES: ADMIN, TENANT ADMIN, VM RESTORE OPERATOR**

Restoring entire virtual machine into original location requires the source virtual machine to be powered off before starting the restore operation. This arrangement helps to prevent accidental outages or data loss.

As the very first step of the restore process, current VM state is saved into a new snapshot which will be kept for 72 hours. During this time, you can safely revert the restore process using vSphere snapshot manager.

Navigate VMcom appliance to restore point you wish to reinstate (see *Browse Backups*). Click *Restore entire VM* button and confirm the dialog by clicking *OK*.

After the restore process is complete, use vSphere client to power-on the VM.

Please note that this action is not available for partial backups.

## Restore VM into a New Location

**REQUIRED ROLES: ADMIN, VM RESTORE OPERATOR (SYSTEM ONLY)**

This operation creates a new virtual machine based on original configuration and virtual disks. Since unlimited scope of the vSphere inventory is required, only non-tenant users with *Admin* or *VM Restore Operator* roles can perform this task.

It is possible to restore VMs onto any vCenter or ESXi Host in your *VMware Infrastructure*. If you combine multiple vSphere versions, please verify that VM's virtual hardware will be supported on target host.

Navigate VMcom appliance to restore point you wish to reinstate (see *Browse Backups*). Click the *Restore VM into a new location* button. Enter new placement data and confirm the dialog by clicking *OK*.

After the restore process is complete, use vSphere client to power on the VM. As the newly created VM is an exact copy of the original VM, it is safe to answer "I copied this VM" if vSphere asks.

# User Settings

## Password Change

Select *My Settings* item in the left menu. Fill in *Current password*, *New password* and *New password (verify)* form items and click the *Change password* button.

Changes are immediate, however current session will not be interrupted.

Users with *Tenant Admin* role have the privilege to modify other tenant users' passwords by selecting *Tenant Users* left menu item and then clicking the *Edit* button at selected user.

## Email Reporting

REQUIRED ROLES: ADMIN, TENANT ADMIN

For reporting settings click *My Settings* item in your left menu. Adjust the *E-mail* and *Send reports* form elements to suit your needs and click *Save*.

Setting the *Send reports* option to *Immediate* will make the application to send an email with detailed log of every successful or failed backup attempt immediately after the operation finishes.

Select *Daily* or *Weekly* options for summary reports of all backup runs in given day / week.

Note that *Admin* users receive reports about all tenant and also non-tenant backups. With large number of backup jobs this can cause a lot of email chatter and changing the reporting setting to *Daily* or *Weekly* is advised.

## Log Out

To log out from the application, click your user name in the upper right corner of the browser and select the *Log Out* option.

Close your browser window for maximum safety.



## **CONTACT US**

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