

Quick Start Guide for Gen 10 Recovery Series Appliances

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Contents

Quick Start Guide for Recovery Series Appliances	4
Preparing to configure your appliance	4
Inspect the appliance	4
Network requirements	4
Ethernet ports	5
Power button and USB ports	6
Setting up your Recovery Series appliance	7
Step 1: Set up the appliance on the network	7
Step 2: (Recommended) Configure a network port for iDRAC	12
Step 3: Set up the appliance using the Quick Setup Wizard	14
Additional details	17

Quick Start Guide for Recovery Series Appliances

The following instructions detail how to configure your appliance, as well as how to prepare it to protect your data.

Preparing to configure your appliance

First, decide on a location for your appliance. Preferably, a clean, dry area containing power supply and networking capability. For detailed requirements, see the [Site Preparation Guide for Recovery Series Appliances](#).

Inspect the appliance

After unpacking the appliance, check for physical damage that may have occurred during shipping. To report shipping damage or missing items, please contact Support at one of the following numbers:

Location	Number
Unitrends Support North America	+1.888.374.6124
Unitrends International	+1.855.593.2861
Unitrends Support UK	+44 (0)808 101 7687
Unitrends Support Germany	+49 (0)080 0723 8445

Network requirements

There are several addresses you should permit for all deployments. All of these ports are outgoing connections from the Unitrends Appliance. We do not require incoming NAT of ports or exposing the unit to a public IP, only outgoing communication from a local source Unitrends appliance is needed.

IMPORTANT! Never expose the appliance Web UI or SSH connections to open external ports. Doing so may void your support agreement until the appliance can be secured properly. Never deploy the Unitrends appliance on a public IP. All incoming ports to a Unitrends appliance must be firewall protected. Privately operated hot backup copy targets should be deployed in such a way as to secure the VPN connection to only trusted source external IPs.

If DHCP is available in your environment, review these DHCP requirements and considerations before proceeding:

- If your environment goes offline for an extended period of time, your appliance may be assigned a new IP address from the DHCP server. This may cause a temporary loss of backup and recovery functionality. If this occurs, see [How to resolve recovery issues related to appliance IP address changes](#) for instructions on how to proceed.
- DHCP cannot be configured for more than one network adapter at any given time.
- A Unitrends appliance intended for use as a backup copy target must be assigned a static IP address.

Release 10.7.8 | October 2023

If DHCP is not available in your environment, or if you intend to use this appliance as a backup copy target, the following information is required for network configuration:

- An IP address to assign to the appliance.
- The netmask value for your organization.
- A gateway IP address.
- An IP address for networked DNS servers.
- A network domain name.

Note: You can obtain the above information from your network administrator.

Ethernet ports

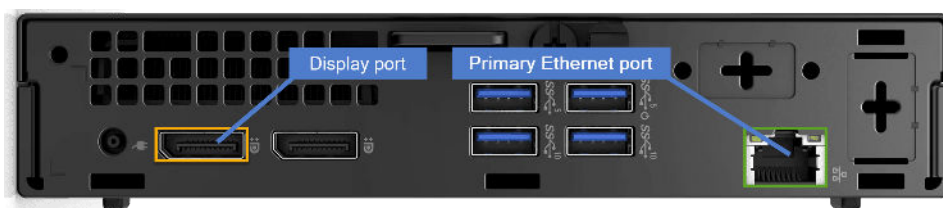
Ethernet ports are located on the back of the appliance. Connect Ethernet cables to these ports prior to powering on the appliance:

- Ethernet port (required) – Connect one cable to an Ethernet port. The primary Ethernet port is configured with DHCP by default. To use DHCP, you must connect to the primary port. See the images below to locate the primary Ethernet port on your appliance (outlined in green).
- iDRAC port (recommended) – Connect one cable to the iDRAC port. For increased security, we recommend that you keep the iDRAC connection inaccessible to the WAN. See the images below to locate the iDRAC Ethernet port on your appliance (outlined in red).

Note: The display port is also shown in the images below (outlined in orange). This port enables you to attach a display device (monitor),

- Appliance model 10002:

Note: This appliance model does not have an iDRAC port.



- Appliance models 10004, 10006, 10008, 10010, and 10012:



- Appliance models 10016, 10020, and 10024:



- Appliance models 10032, 10040, 10060, 10080, 10100, and 10120:



Power button and USB ports

The power button and USB ports are located on the front of the appliance.

- For desktop appliance model 10002, the power button and USB port are located here:



- For rack-mounted appliance models, the power button and ports are located in the right control panel, shown here:



Setting up your Recovery Series appliance

Use the following procedures to set up your appliance. These procedures assume you have attached a monitor, keyboard, and mouse to the appliance.

- "Step 1: Set up the appliance on the network".
- "Step 2: (Recommended) Configure a network port for iDRAC "
- "Step 3: Set up the appliance using the Quick Setup Wizard"

Step 1: Set up the appliance on the network

Your appliance ships with the required software already installed. In addition, the appliance is already registered with the correct license. You do not need to install anything on the appliance. To get started, simply power on the appliance and configure its network settings. Once you have configured network settings, you can perform all administration tasks from any workstation by connecting to the appliance User Interface (UI). Depending on the capabilities of your environment, choose one of the following procedures:

- "To set up the appliance with DHCP "
- "To set up the appliance with a static IP address"

To set up the appliance with DHCP

- 1 Ensure that Ethernet cables are connected to the iDRAC and primary Ethernet ports located on the back of the appliance. (See "Ethernet ports" for details.)
- 2 Power on the appliance.

- DHCP automatically assigns an IP address to the appliance when you power it on for the first time.
- When the appliance is powered on, you see a list of menu choices in the Unitrends Backup Console Interface.
- Note the appliance IP address. You will need it to connect to the appliance from a workstation or server on the network.

Note: You can find the appliance IP address at the bottom of the Unitrends Backup Console Interface screen or by using an IP scanner or looking at the DHCP service in your firewall or router.

3 Proceed to one of the following:

- "Step 2: (Recommended) Configure a network port for iDRAC "
- "Step 3: Set up the appliance using the Quick Setup Wizard"

To set up the appliance with a static IP address

- 1 Ensure that Ethernet cables are connected to the iDRAC and primary Ethernet ports located on the back of the appliance. (See "Ethernet ports" for details.)
- 2 Power on the appliance. When the appliance is powered on, you see a list of menu choices in the Unitrends Backup Console Interface. You will use the Unitrends Backup Console Interface to configure the appliance password and network settings.

Notes:

- As you complete each step, you are presented with the next configuration screen.
- You can press **Enter** to accept the default or current setting.

```

Unitrends Backup
Console Interface

1. Console Access Password Setup
2. Network Setup
3. Firewall Settings
4. Advanced Options

Please enter choice:1 Enter 1

Manage System using the web-based interface at one of the following:
    eno12399 - http://10.10.10.1
    eno12409d1 - http://unknown
    eno8303 - http://unknown
    eno8403 - http://unknown

```

- 3 To change the direct console password, enter a new password, then enter the password again to confirm.

Notes:

Release 10.7.8 | October 2023

- This is the root operating system password that accesses the console. This password does not access the UI. (You will change the UI password in "Step 3: Set up the appliance using the Quick Setup Wizard" on page 14.)
- The password cannot contain the word *Unitrend* (case insensitive).

```
Password should be at least 8 characters
Password should not contain the forbidden word Unitrend (case insensitive)

1 Enter new password
Changing password for user root.
New password:
Retype new password:
2 Enter new password again to confirm
passwd: all authentication tokens updated successfully.
```

- 4 On the Console Interface screen, enter **2** in the **Please enter choice** field.

```
Unitrends Backup
Console Interface

1. Console Access Password Setup
2. Network Setup
3. Firewall Settings
4. Advanced Options

Please enter choice:2 Enter 2

Manage System using the web-based interface at one of the following:
eno12399 - http://10.10.10.1
eno12409d1 - http://unknown
eno8303 - http://unknown
eno8403 - http://unknown
```

- 5 On the Initial System Setup Menu screen, enter **1** in the **Please enter choice** field.

```
Unitrends Backup
Initial System Setup Menu

1. Configure IP, Netmask and Gateway
2. Configure DNS
3. Configure IDRAC LAN
4. Configure DHCP
5. Network Test
6. Back

Please enter choice:1 Enter 1
```

- 6 Enter a number in the **Select a network adapter** field. For example, enter **0** to select *eno12399*.

```

0. eno12399
1. eno12409d1
2. eno8303
3. eno8403

Select a network adapter: 0

```

Enter a number to select an adapter. If your appliance has multiple adapters, each is listed.

- 7 Enter **Y** to configure the IP address, netmask, and gateway. Follow the prompts to enter each setting. Review your settings, then enter **Y** to commit the network configuration changes.

```

Network Adapter:   eno12399
Current IP address: 10.10.10.1
Current Netmask:   "255.255.255.0"
Current Gateway:   n/a

Edit network configuration? [n/Y]: Y

```

Enter Y

```

Current IP address: 10.10.10.1
Enter new System IP Address: 192.168.1.10

```

Enter an IP address for the Unitrends appliance

```

Current Netmask: "255.255.255.0"
Enter new System Netmask:

```

Enter new netmask or press Enter to accept the default

```

Current Gateway: n/a
Enter new Network Gateway: 192.168.1.1

```

Enter gateway IP address

```

Adapter:           eno12399
Current IP address: 10.10.10.1
Current Netmask:   "255.255.255.0"
Current Gateway:   n/a

New IP address:    192.168.1.10
New Netmask:       "255.255.255.0"
New Gateway:       192.168.1.1

Commit network configuration changes? [n/Y]: Y

```

Enter Y to save settings (or N to modify settings)

- 8 To configure DNS settings, enter **2**, then enter **Y** to edit. Enter the **Primary DNS** IP address, a **Secondary DNS** IP (optional), and a **DNS Domain**. Review the settings and enter **Y** to save.

```
Unitrends Backup
Initial System Setup Menu

1. Configure IP, Netmask and Gateway
2. Configure DNS
3. Configure IDRAC LAN
4. Configure DHCP
5. Network Test
6. Back

Please enter choice: 2
```

Enter 2

```
Current Primary DNS: n/a
Current Secondary DNS: n/a
Current DNS Domain:
Edit DNS configuration? [n/Y]: Y
```

Enter Y

```
Current Primary DNS: n/a
Enter new Primary DNS: 192.168.1.108
```

Enter IP of primary DNS server

```
Current Secondary DNS: n/a
Enter new Secondary DNS: 192.168.1.108
(Leave blank if no secondary DNS desired)
```

(Optional) Enter IP of secondary DNS server

```
Current DNS Domain:
Enter new DNS Search Domain: unitrends.com
```

Enter domain

```
Current Primary DNS: n/a
Current Secondary DNS: n/a
Current DNS Domain:
New Primary DNS: 192.168.1.108
New Secondary DNS: 192.168.1.108
New DNS Domain: unitrends.com
Commit DNS configuration changes? [n/Y]: Y
```

Enter Y to save settings (or N to modify settings)

9 To exit network setup, enter 6.

```
Unitrends Backup
Initial System Setup Menu

1. Configure IP, Netmask and Gateway
2. Configure DNS
3. Configure iDRAC LAN
4. Configure DHCP
5. Network Test
6. Back

Please enter choice:6 — Enter 6
```

10 Proceed to one of the following:

- "Step 2: (Recommended) Configure a network port for iDRAC "
- "Step 3: Set up the appliance using the Quick Setup Wizard"

Step 2: (Recommended) Configure a network port for iDRAC

Configuring a network port for iDRAC ensures timely warranty support and enables Unitrends Support to perform additional troubleshooting procedures. Unitrends recommends that you set up iDRAC on a port that is inaccessible to the WAN.

You will configure settings by using the Unitrends Backup Console Interface.

Notes:

- As you complete each step, you are presented with the next configuration screen.
- You can press **Enter** to accept the default or current setting.

1 On the Console Interface screen, enter **2** in the **Please enter choice** field.

```
Unitrends Backup
Console Interface

1. Console Access Password Setup
2. Network Setup
3. Firewall Settings
4. Advanced Options

Please enter choice:2 — Enter 2

Manage System using the web-based interface at one of the following:
eno12399 - http://10.10.10.1
eno12409d1 - http://unknown
eno8303 - http://unknown
eno8403 - http://unknown
```

- 2 On the Initial System Setup Menu screen, enter **3** in the **Please enter choice** field, then enter **Y** to edit.

```
Unitrends Backup
Initial System Setup Menu

1. Configure IP, Netmask and Gateway
2. Configure DNS
3. Configure IDRAC LAN
4. Configure DHCP
5. Network Test
6. Back

Please enter choice: 3 — Enter 3
```

```
Current IDRAC IP address: n/a
Current IDRAC Netmask: 255.255.255.0
Current IDRAC Gateway: n/a

Edit IDRAC configuration? [n/Y]: Y — Enter Y
```

- 3 Enter the iDRAC IP address, iDRAC Netmask, iDRAC Gateway, and an iDRAC Admin Password. Review the settings and enter **Y** to save.

```
Current IDRAC IP address: n/a
Enter new IDRAC IP Address: 100.100.100.107 — Enter an IP address
```

```
Current IDRAC Netmask: 255.255.255.0
Enter new IDRAC Netmask: — Enter a new netmask
or press Enter to accept the default
```

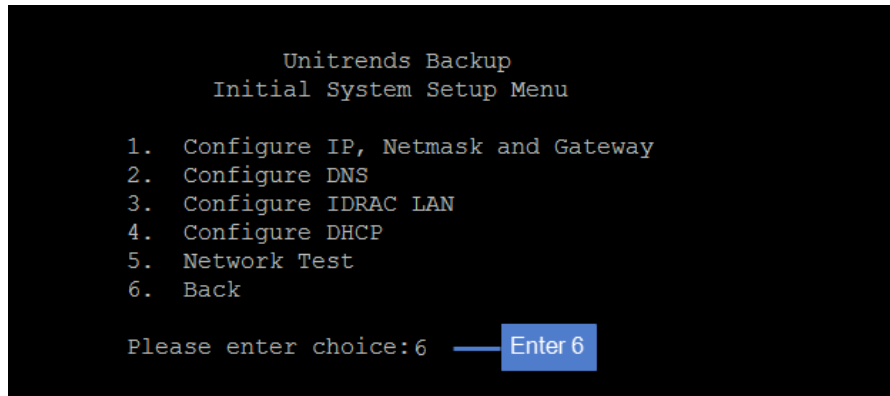
```
Current IDRAC Gateway: n/a
Enter new Network IDRAC Gateway: 100.100.100.1 — Enter gateway IP address
```

```
Enter new IDRAC ADMIN Password: — Enter iDRAC password
```

```
New IDRAC IP address: 100.100.100.107
New IDRAC Netmask: 255.255.255.0
New IDRAC Gateway: 100.100.100.1
New IDRAC ADMIN password: XXXXXX

Commit IDRAC configuration changes? [n/Y]: Y — Enter Y to save settings
(or N to modify settings)
```

- To exit network setup, enter **6**.



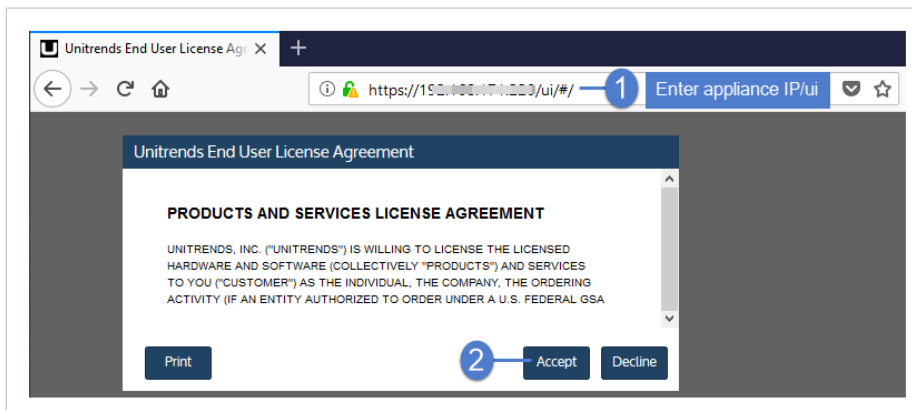
- Proceed to "Step 3: Set up the appliance using the Quick Setup Wizard".

Step 3: Set up the appliance using the Quick Setup Wizard

To start the setup process, you will log in to the appliance UI from any machine on the same network by opening a browser and entering the appliance's IP address followed by `/ui/`. The Quick Setup Wizard launches when you access the UI for the first time.

To set up the appliance

- Open a browser and connect to your appliance by entering: `https://<applianceIP>/ui`. For example: `https://10.10.10.1/ui`.
- Click **Accept** to accept the license agreement.



- Set the appliance date and time by doing one of the following, then click **Next**:
 - Select a **Timezone**. If needed, modify the appliance **Date** and **Time**.

OR

- Check the **Use an NTP Server** box to sync to an NTP server. (Optional) Enter your preferred NTP server address.

UNITRENDS

Date & Time Host Name & Password Email

Crazy-committed to helping you play IT safe.

Enter a date and time for your appliance

Date: 9/4/2019

Time: 16:05:03

Time Zone: America/New_York

Use an NTP Server

NTP Server Addresses: Add NTP Server Address (Optional) ?

- 0.centos.pool.ntp.org
- 1.centos.pool.ntp.org

Click to continue Next

- 4 Enter a **Host Name**, a **Domain**, and a new **UI Password** for the appliance. If you configured the network by using DHCP, enter a new **OS Password**. Confirm the password(s) by entering it again in the field to the right. Click **Next**.

Notes:

- The hostname can contain only alphanumeric characters, dashes, and underscores.
- The appliance has a UI root user and an OS root user. These are separate accounts. Changing the password of one root user account does NOT change the password of the other root user account. The UI root user is used to log in to the appliance UI. The OS root user is used to log in to the appliance console or for command line access.
- If you have already set the OS password, these fields are disabled in the Quick Setup Wizard.
- Passwords cannot contain the word *Unitrend* (case insensitive).
- All appliances are deployed with these default UI credentials: user *root*, password *unitrends1*. For appliance security, you must change this password in the Quick Setup Wizard. For increased security, ensure that the UI password you enter is different than the operating system password.
- After you finish the deployment procedures in this guide, you can set up additional UI users for the appliance at any time. For details, see *Users and roles* in the [Administrator Guide for Recovery Series, Recovery MAX, ION/ION+, and Unitrends Backup, Appliance settings](#) topic.

UNITRENDS

Date & Time Host Name & Password Email

Enter hostname, domain (optional), UI password, and OS password (if needed)

1

Host Name: Recovery-MAX4

Domain: unitrends.com

UI Password:

OS Password:

2 Confirm password(s)

We're obsessed with your success.

3

Previous Next

- 5 (Optional) To enable email from the appliance, check **Enable email reporting** and enter the following:
- The fully qualified domain name of the **SMTP server**.
 - (If needed) If the SMTP server requires authentication, select **Authentication required** and enter a **Username** and **Password**.
 - Click **+ Add Recipients** to add an email recipient. Enter an email address in the **Recipient** field and select one or more of the **System**, **Jobs**, and **Failures** options to specify which reports the appliance will send to the recipient. Repeat as needed to add more recipients.
- 6 Click **Finish**.

UNITRENDS

Date & Time | Host Name & Password | **Email**

Enable email reporting

SMTP Server: unitrends.com

Authentication Required

Username: _____

Password: _____

Confirm Password: _____

Recipients	System	Jobs	Failures	
jalvarez@unitrends.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
djones@unitrends.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

+ Add Recipients

Previous | **Finish**

When the dialog completes, a short tour begins to help you get started.

Additional details

Reference the [Administrator Guide for Recovery Series, Recovery MAX, ION/ION+, and Unitrends Backup](#) on the Unitrends website.

IMPORTANT! Record the appliance asset tag, which is a 10-11 digit string on the appliance. To see the string, select ? > **About** in the UI. When you contact support, you may need this information.

Appliance Asset Tag: _____

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