



DefendX Software Mobility™ Access Portal User Manual Version 7.2

This guide details the method for using DefendX Software Mobility Access Portal to search and recover files, from an administrator's perspective. Upon completion of the steps within this document, DefendX Software Mobility Access Portal can be used to manage your enterprise community.



Table of Contents

Executive Summary.....	3
System Overview	3
File Search and Recovery - Search.....	4
File Search and Recovery - Results	5
File Recovery Status.....	6
Access Portal Web Security.....	7
Enabling Windows Authentication:	7
Enabling SSL:	7
Allowing Authorization to specific users and groups:.....	7
Prompting for Credentials:.....	8
Enabling Windows, (NTLM), Authentication on FireFox:	8
About DefendX Software	9
DefendX Software Professional Services	9
Legal & Contact Information.....	10

Executive Summary

Thank you for your interest in DefendX Software Mobility. The latest addition to the DefendX Software product portfolio, DefendX Software Mobility enables employees to tier files; users can select from a predefined set of criteria such as file size, age of last access, or other criteria (Right-Click Data Movement™), and organizations can also establish policies that automatically tier files once users reach their storage limits (Event-Driven Data Movement™). Both methods enable companies to control storage and operating costs and to expedite backups by moving files from a primary storage environment to lower cost tiered storage.

DefendX Software Mobility, in its simplest form, moves the contents of a file to a storage medium and leaves behind a stub to identify where its contents are located so the file can later be restored by DefendX Software Mobility. This gives customers the ability to reduce storage requirements by providing old files only when they're needed.

System Overview

DefendX Software Mobility Access Portal allows domain users to recover tiered files when the primary file or its stub no longer exist.

Only files that are owned by or were tiered by the logged in user can be recovered. Files can be recovered back to their original locations on the primary storage. The file can be completely recovered with its original contents restored or the stub recreated. Original file security is restored. If the original directories were missing then they will be recreated as well but their security will be inherited from their parent folders. Aged files can be recovered (file version is recovered).

File Search and Recovery - Search

On the Search & Recovery - File Search & Recovery dialog, specify the criteria for searching files and click Find Files.

NOTES:

All search criteria are optional. However, more criteria entered will help with a quicker search being done and will minimize the results.

Select one or more hosts to search by pressing the browse button.

Field Name	Field Description
Shares	Select one or more shares to search by pressing the browse button. Note: if hosts were selected, then only the shares located on those hosts will appear. If no hosts were selected, then all shares for all hosts will appear up to 500.
Folders	Select one or more folders to search by pressing the browse button. Note: if hosts and/or shares were selected, then only the folders located on those hosts/shares will appear. If no hosts/shares were selected, then all folders for all hosts will appear up to 500.
User	The logged in user name is displayed here and cannot be changed. DefendX Software Mobility Access Portal recovers files that were tiered by the logged in user or by the owner of files that were tiered. You can also specify to search for files tiered by the logged in user or files owned by the logged in user by checking the corresponding checkboxes.
File Name	Optionally enter one or more files names, separated by a semi-colon, which you want to find. Wild cards can be used.
Platform	Optionally enter one or more platforms, separated by a semi-colon, from which you want to retrieve the files.

File Search and Recovery - Results

A tabular form is displayed with the files satisfying the search criteria.

Information about each file to recover is displayed. This includes the file's name, size, owner, who it was tiered by, the host, share and folder the file originally was located on and the secondary storage type the file was tiered to.

Multiples of the same file will also be displayed if the file was tiered and recalled more than once and was changed before being tiered again. To recover the most recently tiered version of a file, select the file that shows "Current" in the "Versioned On" column. If a date is shown in the "Versioned On" column then that indicates the file is an older version, and the date indicates when it was tiered.

<input type="checkbox"/>	File Name ^	Size	Owner	Tiered By	Tiered Date	Versioned On v	Host	Share	Original Location	Target Platform
<input type="checkbox"/>	data1.cab	838 KB	BUILTIN\Administrator	NTPGREAT\Administra	2016/03/09 07:46 AM	[Current]	VFMS1QA	Marketing	\	CIFS
<input type="checkbox"/>	data1.hdr	82 KB	BUILTIN\Administrator	NTPGREAT\Administra	2016/03/09 07:46 AM	[Current]	VFMS1QA	Marketing	\	CIFS
<input type="checkbox"/>	data2.cab	3 MB	BUILTIN\Administrator	NTPGREAT\Administra	2016/03/26 01:01 AM	[Current]	VFMS1QA	Marketing	\	CIFS
<input type="checkbox"/>	engine32.cab	448 KB	BUILTIN\Administrator	NTPGREAT\Administra	2016/03/09 07:46 AM	[Current]	VFMS1QA	Marketing	\	CIFS
<input type="checkbox"/>	setup.bmp	430 KB	BUILTIN\Administrator	NTPGREAT\Administra	2016/03/09 07:46 AM	[Current]	VFMS1QA	Marketing	\	CIFS
<input type="checkbox"/>	setup.exe	114 KB	BUILTIN\Administrator	NTPGREAT\Administra	2016/03/09 07:46 AM	[Current]	VFMS1QA	Marketing	\	CIFS
<input type="checkbox"/>	setup.ibt	366 KB	BUILTIN\Administrator	NTPGREAT\Administra	2016/03/09 07:46 AM	[Current]	VFMS1QA	Marketing	\	CIFS
<input type="checkbox"/>	setup.inx	238 KB	BUILTIN\Administrator	NTPGREAT\Administra	2016/03/09 07:46 AM	[Current]	VFMS1QA	Marketing	\	CIFS

<< < Page 1 of 1 (8 items) > >>

Note: Up to 500 files are shown in the results.

Restore Stub to Primary Storage

(Recall each file's stub back to its original location on primary storage)

Overwrite Existing Stubs: Do you want to overwrite existing stubs when restoring stubs back to their original locations?

Note: If the original non-stubbed file already exists then a stub will not be restored for it regardless of whether this is checked or not.

Restore Contents to Primary Storage

(Recall the contents of each file back to their original locations)

Note: If an original non-stubbed file already exists then the restore will not occur; however, if an original stub exists then the file will be restored.

Copy Contents for Download

(Each file will be copied to a download location and a download link will be provided)

For each file selected, you have the following options:

1. Restore Stub to Primary Storage.

Use this option to recall each file's stub back to its original location / on the primary storage.

2. Restore Contents to Primary Storage.

Use this option to recall each file's contents back to its original location on the primary storage.

3. Copy Contents to the Download Site.

Use this option to place a copy of each file to the DefendX Software Mobility file download site. The file recovery status page will have a "Download" link for you to download the file to local storage.

Note: The download location must be configured otherwise the downloads will fail. The download Location can be configured using DefendX Software Mobility Web Administration under "Additional Configuration – Default Download Location" or under "Primary Servers – Edit Servers" for defining a download location for a specific host.

Select the file(s) you wish to recover, and then click on the recovery option.

File Recovery Status

On the Search & Recovery – File Recovery Status dialog box, you can view the status of the recovered files.

Recover Date	Status	File Name	Size	Versioned On	Host	Share	Original Location	Type	Target Platform
2016/03/31 02:36 PM	Pending	setup.inx	238 KB	[Current]	VFM51QA	Marketing	\	Contents	CIFS

<< < Page of 1 (1 items) > >>

Refresh

Note: Mouse over the status text to view detailed status information if available.

NOTES:

If the file failed to be recovered, then a status of *“Failed”* will be displayed in the Status column. To display details as to why it failed, hover the mouse over the word *“Failed”*.

Once the access portal is closed, the files listed on the status page will no longer be viewable.

Access Portal Web Security

Enabling Windows Authentication:

1. Open IIS Manager.
2. Expand the default website and select the “**PTAccessPortal**” virtual directory.
3. Double click on **Authentication** and ensure Windows Authentication is enabled and all other authentication methods are set to disabled.

Enabling SSL:

1. Open IIS Manager.
2. Expand the Default website and click on the “**PTAccessPortal**” virtual directory.
3. Double click on SSL Settings and check the “Require SSL” checkbox.
4. NOTE: The Start Menu item for the Recovery Portal should be changed to reflect “https” and the optional port number.

Allowing Authorization to specific users and groups:

1. Go to the Access Portal’s installation folder, by default it is installed here:
“C:\Program Files (x86)\DefendXSoftware\Mobility\PTAccessPortal”
2. Open the Web.config file in a text editor
3. To allow specific users place the following xml directly underneath this tag:
<authentication mode="Windows"/>.
4. Separate each user account with a comma.
<authorization>
<allow users="domainname\user1,domainname\user2,domainname\user3" />
<deny users="*" />
</authorization>
5. To allow **specific groups** place the following xml directly underneath this tag:
<authentication mode="Windows"/>.
Separate each group account with a comma.

When allowing both users and groups then simply insert the “<allow roles” line under the “<allow users” line in the xml above **<authorization>**

```
<allow
roles="domainname\group1,domainname\group2,domainname\group3"
/>
<deny users="*" />
</authorization>
```

Prompting for Credentials:

1. When authorization to specific users and groups was configured above, then:
 - If a user is logged on as one of the accounts in the “allow users” list, then they should not be prompted for credentials when accessing the site, because Windows Authentication will automatically allow them access. This is usually the case when using Internet Explorer. Other browsers may still prompt for credentials unless specific NTLM settings are applied to the browser as described below.
 - If a user is logged on with an account that is not in the list, then they will be prompted for credentials.
2. When authorization to specific users and groups was not configured, then:
 - If the site’s authentication has Anonymous enabled, then users will not be prompted for credentials.
 - If the administration web site’s authentication has Windows Authentication enabled, then users may or may not be prompted for credentials.

Enabling Windows, (NTLM), Authentication on FireFox:

Firefox may always prompt for credentials, even when logged on as an account in the “allow users” list; however, the following options can be set to try to avoid the prompt:

1. Type “about:config” in Firefox’s address bar and then click OK.
2. In the search/filter type: “network.automatic-ntlm-auth.trusted-uris”
3. Double click the one item in the list and enter this into the dialog box (replacing servername with the name of your web server): <http://servername/MobilityAccessPortal>

Note: If SSL was configured for the web site then use “https” instead of “http”.

About DefendX Software

DefendX Software helps organizations secure their critical business files and maximize the value of their enterprise file storage resources. From comprehensive intelligence, modeling, costing and chargeback to seamless file movement, protection and archiving, DefendX provides industry-leading capabilities to eliminate waste and align the value of files with the storage resources they consume. With DefendX, important file locations and the users who access them can be monitored to provide governance, protect against theft and enforce compliance policies. For more than 20 years, DefendX Software has been helping public and private sector customers around the world save money and eliminate risk every day.

DefendX Software Professional Services

DefendX Software's Professional Services offers consulting, training, and design services to help customers with their storage management challenges. We have helped hundreds of customers to implement cost-effective solutions for managing their storage environments. Our services range from a simple assessment to in-depth financial analyses.

For further assistance in creating the most cost-effective Storage Management Infrastructure, please contact your DefendX Software Representative at 800-390-6937.

Legal & Contact Information

The information contained in this document is believed to be accurate as of the date of publication. Because DefendX Software must constantly respond to changing market conditions, what is here should not be interpreted as a commitment on the part of DefendX Software, and DefendX Software cannot guarantee the accuracy of any information presented after the date of publication.

This user manual is for informational purposes only. DefendX SOFTWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

DefendX Software and other marks are either registered trademarks or trademarks of DefendX Software in the United States and/or other countries. Other product and company names mentioned herein may be the trademarks of their respective owners.

DefendX Software products and technologies described in this document may be protected by United States and/or international patents.

DefendX Software
119 Drum Hill Road, #383
Chelmsford MA 01824
Phone: 1-800-390-6937
E-mail: info@DefendX.com
Web Site: <http://www.DefendX.com>

Copyright © 2018 DefendX Software. All rights reserved. All trademarks and registered trademarks are the property of their respective owners. Doc#DFX1153EF