DefendX Software

DefendX Software Mobility ™ Recovery Portal User Manual

Version 7.5

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

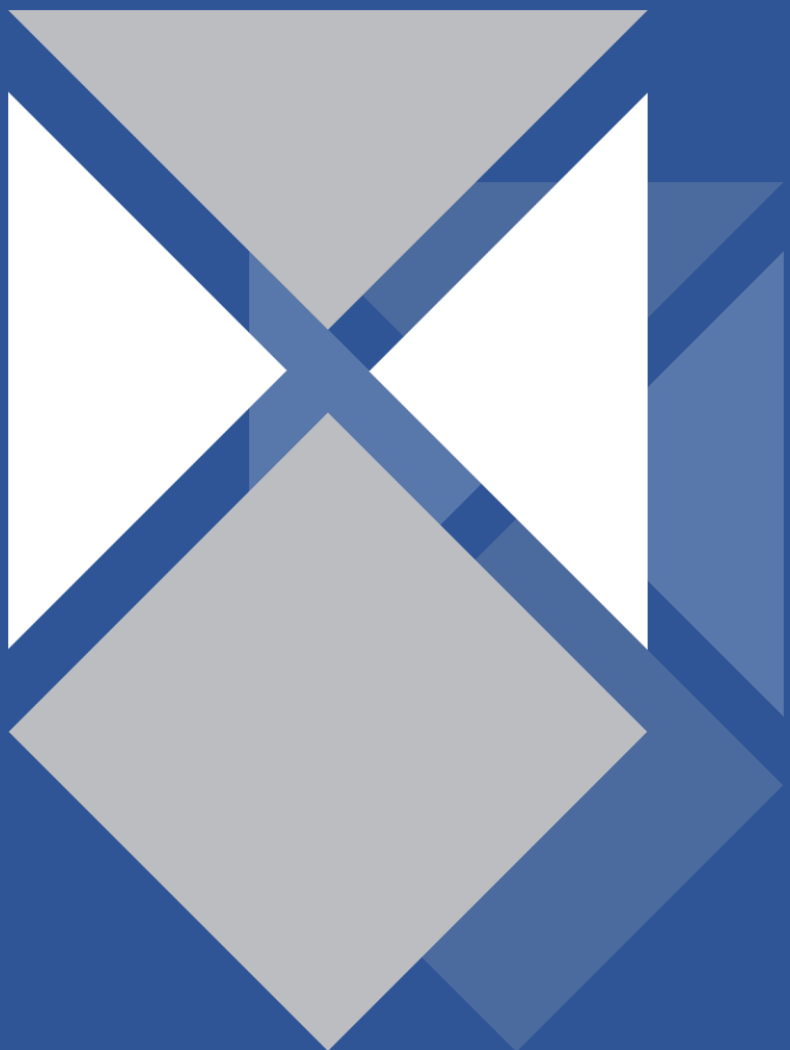


Table of Contents

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 archive 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 archive 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.

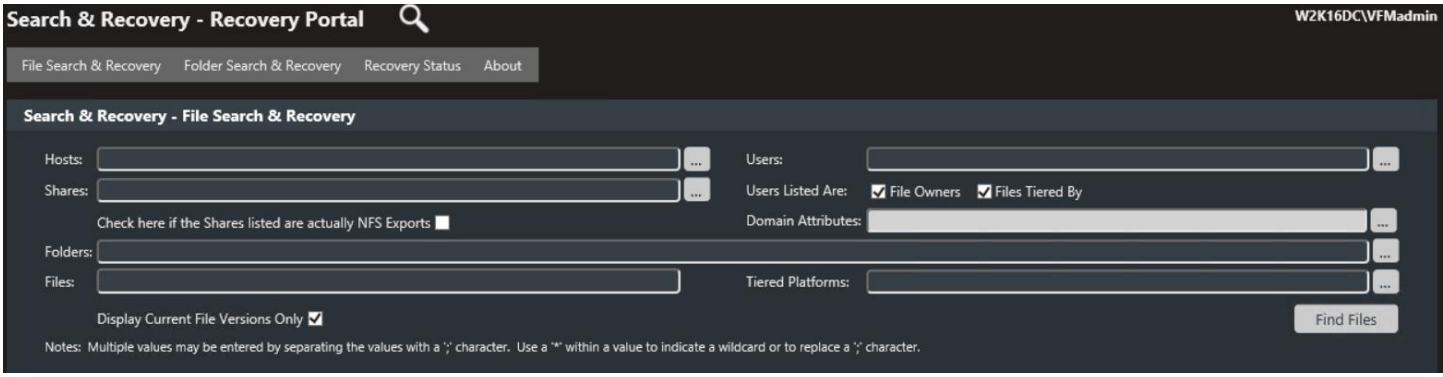
DefendX Software Mobility, in its simplest form, moves the contents of a file to a storage medium and leaves behind a stub to identify where its contents are located so the file can later be restored by DefendX Software Mobility. This gives customers the ability to reduce storage requirements by providing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

System Overview

DefendX Software Mobility Recovery Portal is meant for use by administrators to find any tiered file no matter who tiered it or who owns it. The Recovery portal has search criteria that can be input into the UI to help find files. It gives the option to recover a stub, if the stub file was deleted from the source. It also gives the option to recover the contents of a tiered file, if the stub or original file was deleted from the source. The recovery portal gives the option to download the contents of a tiered file without disturbing the stub or original source file. It allows you to recover or download an “aged” file so you can view the different file versions for a particular tiered file.

File Search and Recovery - Search

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



Notes:	All search criteria are optional. However, the more criteria you enter the more specific results you will get.

2. Select one or more hosts by clicking the **Browse** button.

The following helps you enter the needed criteria:

Field Name	Field Description
Hosts	Select one or more hosts by clicking the browse button.
Shares	Select one or more shares by clicking the browse button. Note: if hosts were selected then only the shares located on those hosts will appear. If no hosts were selected then up to 500 shares for all hosts will appear.
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 up to 500 folders for all hosts will appear.
User	The user can be selected by clicking the browse button to locate files that were either owned by the user or tiered by the user depending on the File Owned by and Files Tiered by checkboxes.
File Name	Optionally enter one or more files names.
Domain Attributes	Optionally domain attributes from the files you would like to recover.

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 where the file was originally located 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.

NOTE: 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.

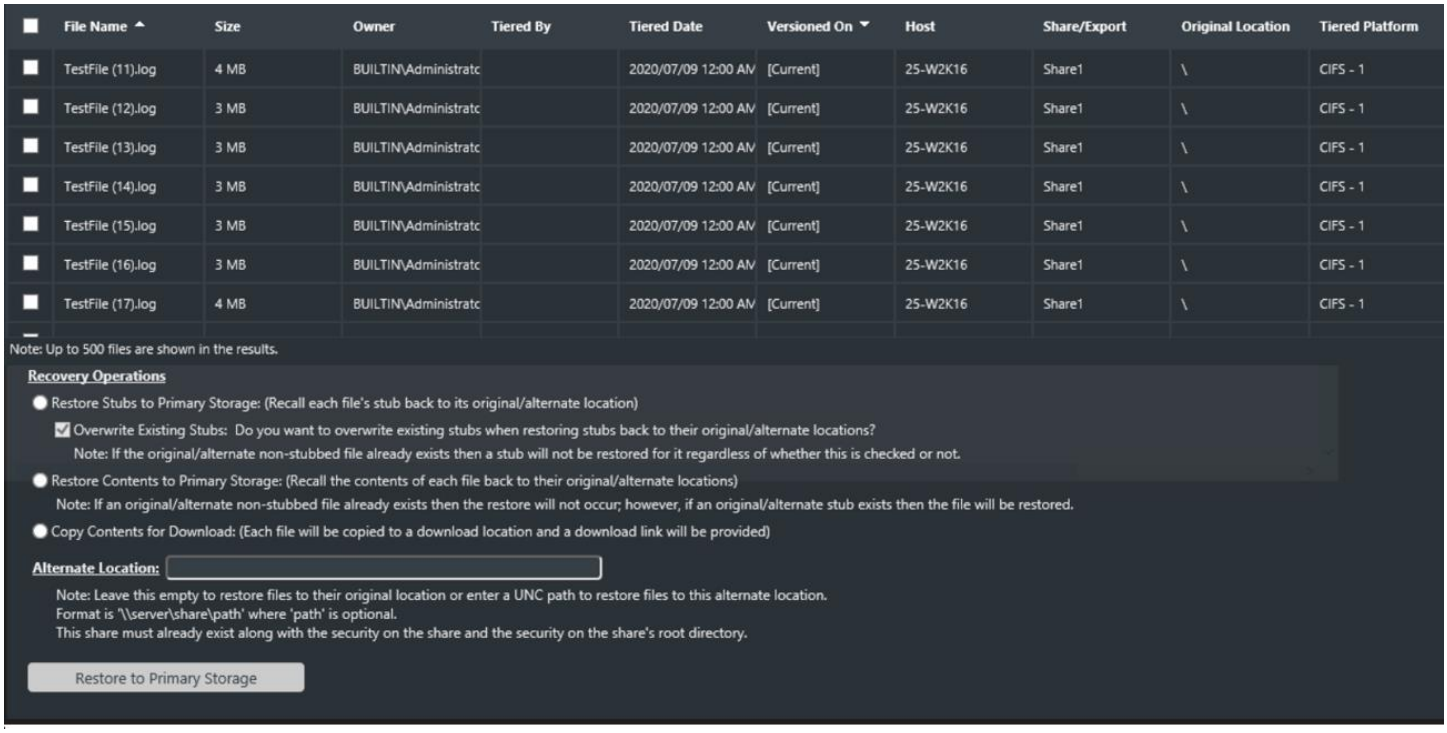
2. **Restore Contents to Primary Storage**.

   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.

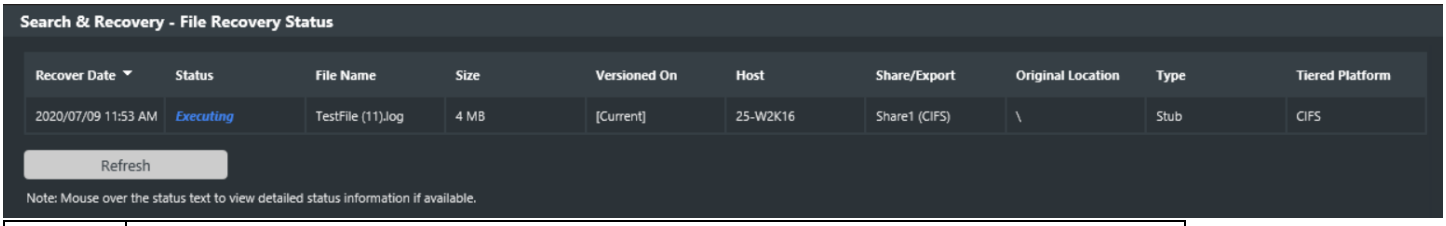
   Note: The download location must be configured otherwise the downloads will fail. The download Location can be configured using DefendX Software Mobility Web Administration under "Additional Configuration – Default Download Location" or under "Primary Servers – Edit Servers" for defining a download location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



Select the file(s) you wish to recover and then click the **recovery** option

File Recovery Status

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



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

Recovery Portal Web Security

Enabling Windows Authentication:

1. Open IIS Manager
2. Expand the default website and select the "**PTRecoveryPortal**" 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 "PTRecoveryPortal" 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 Recovery Portal's installation folder, by default it is installed here: "C:\Program Files (x86)\DefendXSoftware\Mobility\PTRecoveryPortal"
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:
   - When 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.
   - When 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 and 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/PTRecoveryPortal

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

Updating the License Keys

A new license key will be issued if you increase your license capacity for your DefendX Mobility product. Updating your license key is very straightforward. The "VFM License Key Utility" is provided during the install of Mobility and will allow you to manage your license keys. Simply input your new key in the license key field and press the "Activate" button. When you are done, press the "Commit" button and close the utility. Confirm your license capacity within the Mobility Administration page.

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.

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