



## Server Edition (SE) – Installation notes

### Pre-installation warnings:

- If running antivirus software, please ensure that all Attix5 Pro folders are excluded from antivirus scans to avoid data corruption.
- Both antivirus software scans and backup processes are resource-intensive. It is advised not to run a backup and virus scan at the same time as this will significantly decrease machine performance.
- Windows will check whether you are running the MSI file suited to the installed operating system (i.e. 32-bit or 64-bit) and will not allow you to install the wrong version.

1. **Software** - the user guides and software are at: <http://www.datasafehaven.co.uk/id36.html>
  - Check that the server specification complies with the Minimum installation requirements.
  - Firewall Management point - TCP ports 443 and 8443 need to be open.
  - Plug-ins – You will need to download the plug-in installer for optional plug-ins such as VSS (Use for Exchange full recovery and can be used for MS SQL Server), MS SQL Server, Exchange Single Item Recovery Plus (SIR Plus) and VMWare. Email notification and System State are included with the SE software (these 2 and Script are non-chargeable items).
2. **Backup Account name** – Ensure that the name includes business name and identifies the specific server.
3. **Encryption key** - The encryption key that required is vital. If forgotten, data will be unrecoverable. **Ensure that a record of this is kept securely** (NB – the same password and encryption key can be used for multiple servers). You will be prompted to enter a ‘reminder’ during installation.
4. **Storage limit** – After data backup selection, click on the ‘SIZE’ button to calculate limit required (NB - excludes plug-in data). **Before the 1<sup>st</sup> backup takes place**, contact us [support@datasafehaven.co.uk](mailto:support@datasafehaven.co.uk) 020 8871 4070 to set the appropriate storage limit (the default limit is only 1GB).
5. **Options** – Click on Options button for:
  - Backup Account details, and settings for:
  - Backup Schedule
  - Communications
  - Performance, and
  - Logging
6. **Snapshot to disk** –For backing up large amounts of data (contact Data Safehaven before use). Initial backup done to USB drive to be delivered to primary storage site
  - After backup selection, select ‘Snapshot’ from the ‘Tools’ menu and click on ‘Export Backup Snapshot’. Enable the checkbox next to ‘The next backup must be a snapshot backup’. Specify drive location.
  - Initiate a backup. The backup account is automatically disabled after a Snapshot backup to ensure that the data can be moved to the Storage Platform before the next backup is initiated. On receipt of the Snapshot disk, the Snapshot data is moved to the Storage Platform and the account is re-enabled for scheduled and manual backups.

### Please also note the following: -

- If you choose an automatic backup time between 19:00hrs (the default) and 06:00hrs, the automatic backup will happen at the specified time, but the transfer of data will occur at a random time between the time chosen and 06:00hrs.

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**ATTIX<sup>5</sup>**  
**BACKUP PROFESSIONAL**

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