

3xLOGIC

Server Recovery User Guide

BEFORE YOU BEGIN

These instructions apply to units that contain the following wallpaper in the 3xLOGIC Recovery Environment.



Within the 3xLOGIC Recovery Environment you can:

- Restore the 3xLOGIC Factory Image
- Create a User Backup
- Restore a User Backup
- Use the GSmartControl Hard Drive Test Utility to Verify the Integrity of a Drive
- Launch the Remote Support Tool for Factory Restore Assistance



You are in the 3xLOGIC Recovery Boot Partition.

Press F12 during the bootup cycle and choose UBUNTU from the Boot Menu Options.

The 3xLOGIC Recovery Environment is built on the Ubuntu Operating System. It's in this environment that specific tasks involving the primary boot partition can be run.



HELPFUL HINT

Although the Restore to Factory Image option does not affect data or failover partitions, it will be necessary after the factory restore process is complete, to boot back into Windows, and run the database utility to re-index recorded footage and it may be necessary to change the Windows Time Zone.

Any folders or files added to C:\ will be lost during this recovery.

It may also be necessary to reapply anything that was not part of the original Factory Image. These include additional licenses, some 3xLOGIC settings and add cameras, users, etc.



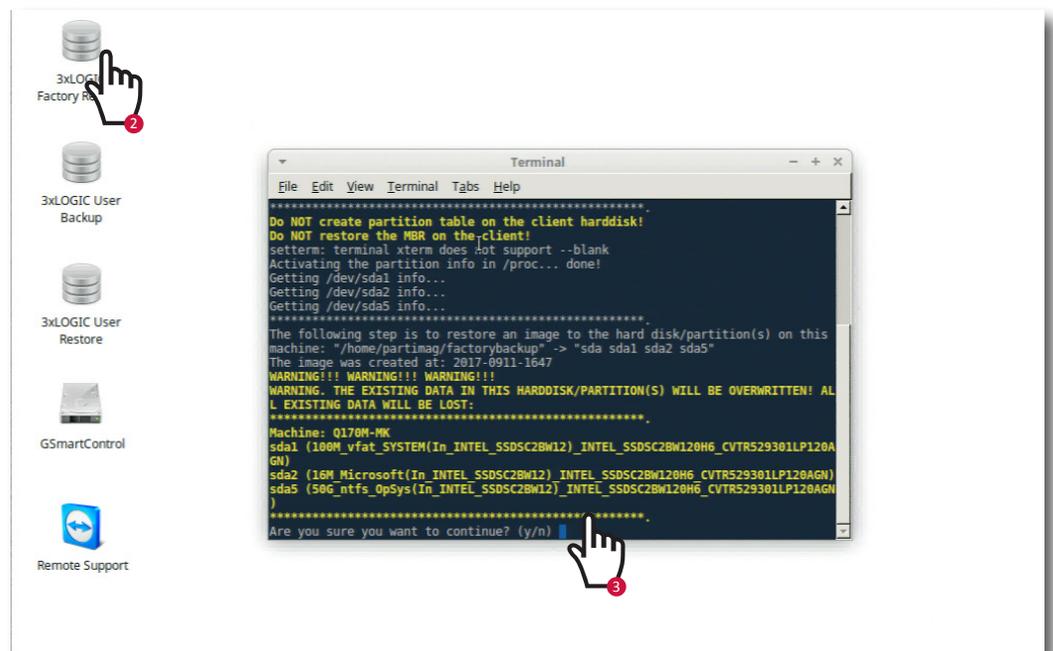
REMEMBER

Once the process is successfully completed, the system will shut down. You will have to manually power the system on to begin recording again.

1.0 Restoring the System to the 3xLOGIC Factory Image

The recovery process only restores the core Windows partitions and any data contained on those drives will be restored to the original original factory state, including all software licenses. Data contained on the Exports, Failover, and Data partitions will not be effected.

1. Boot to the 3xLOGIC Recovery environment by pressing **F12** during the boot cycle. **Choose UBUNTU** from the boot options menu.
2. Double Click the desktop icon labeled **3xLOGIC Factory Restore**.
3. Type the letter **Y** to continue or **N** to cancel then press the **Enter** key.
4. You'll be prompted a 2nd time to confirm that you wish to perform a restore. **Press Y again** and press the **Enter** key.



5. Once the recovery process completes the system will power off and is fully restored to the Factory backup state. **Power the system back to on.**

**HELPFUL HINT**

3xLOGIC recommends that you create a User Backup after the system has been completely configured. This backup will include all server settings.

You can only make one (1) user backup. Any sequential user backup will overwrite the previous.

This method DOES NOT alter the 3xLOGIC Factory Image. This image will remain intact for use at a later date if needed.

**REMEMBER**

Once the process is successfully completed, the system will shut down. You will have to manually power the system on to begin recording again.

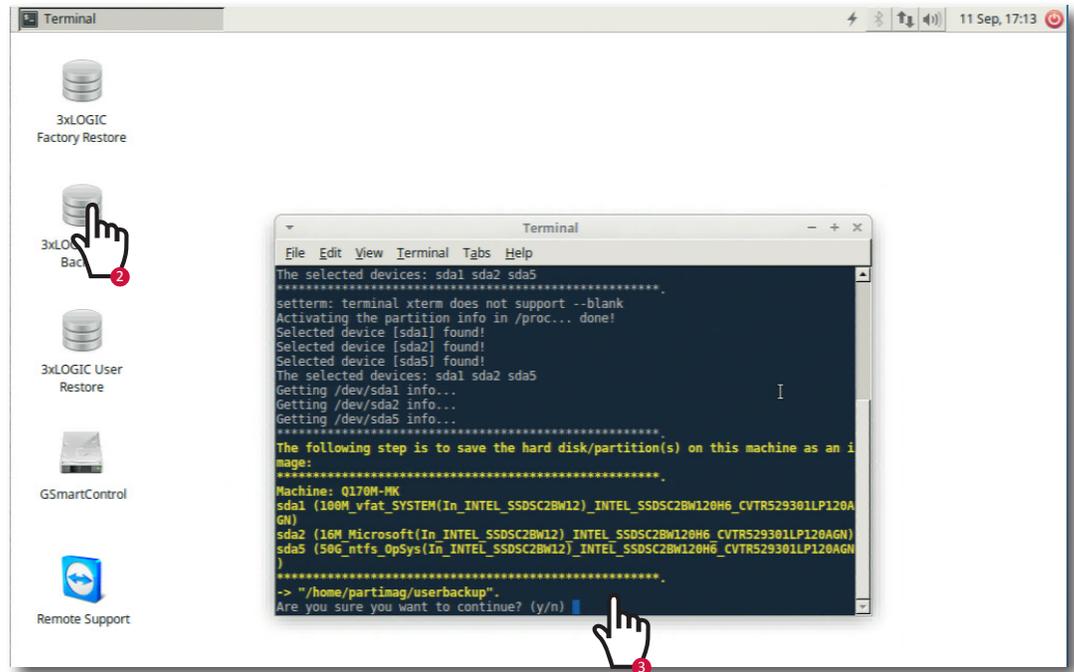
**REMEMBER**

3xLOGIC Technical Support is available via email at helpdesk@3xlogic.com, or via phone at 1.877.395.6442

2.0 Creating a User Backup

This process makes a complete backup of the current state of the operating system drive and is useful to create a backup of the server in a configured state.

1. Boot to the 3xLOGIC Recovery environment by pressing **F12** during the boot cycle. Choose **UBUNTU** from the boot options menu.



2. Double Click the desktop icon labeled **3xLOGIC User Backup**.
3. Type the letter **Y** to continue or **N** to cancel and press the **Enter** key.
4. Once the backup process completes the system will power off.

The user backup is stored on the first data drive in the partition labeled IMAGE01. If you desire to save the user image to an external drive, other than our default location, then please contact a 3xLOGIC Support Representative.

**HELPFUL HINT**

Before you can restore to a User Backup State, you must have created a User Backup.

**HELPFUL HINT**

Although the Restore to a user Backup option does not affect data or failover partitions, it will be necessary after the factory restore process is complete, to boot back into Windows, and run the database utility to re-index recorded footage.

Any folders or files added to C:\ added after a User Backup is created will be lost.

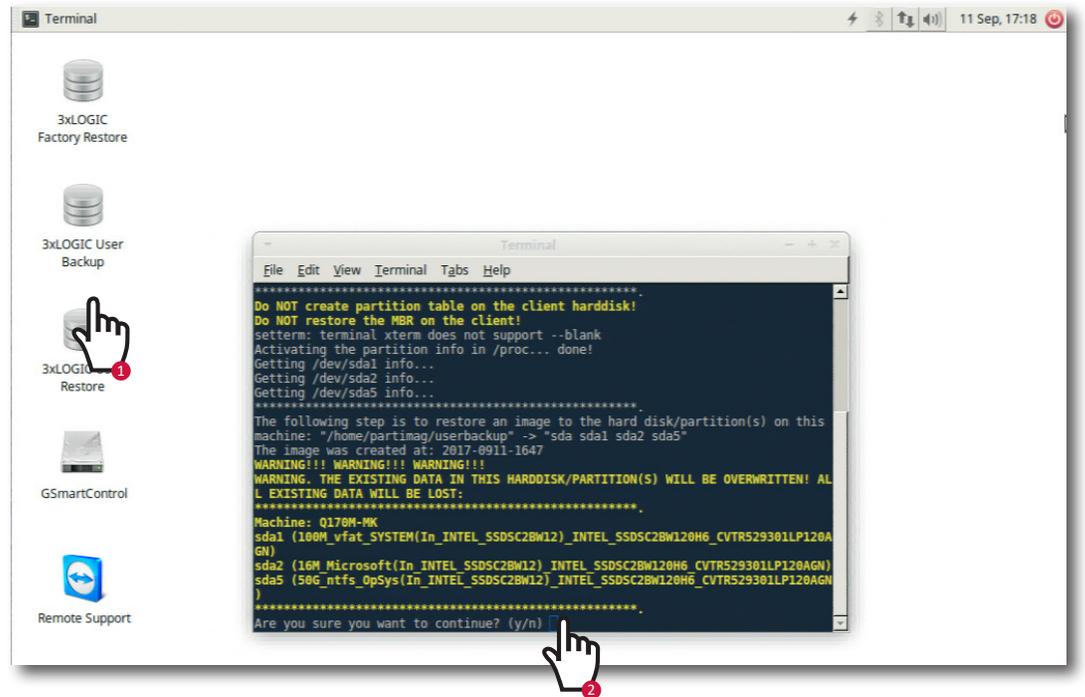
**REMEMBER**

Once the process is successfully completed, the system will shutdown. You will have to manually power the system on to begin recording again.

3.0 Restoring a User Backup

This process will overwrite any data contained on the core Windows partitions to the state of when the user backup was captured. Data contained on the Exports, Failover, and Data partitions will not be effected.

1. Boot to the 3xLOGIC Recovery environment by **pressing F12** during the boot cycle. **Choose UBUNTU** from the boot options menu.
2. Double Click the desktop icon labeled **3xLOGIC User Restore**.
3. Type the letter **Y** to continue or **N** to cancel and press the **Enter** key
4. You'll be prompted a 2nd time to confirm that you wish to perform a restore. **Press Y again and then press the Enter key.**



5. Once the recovery process completes the system will power off and is fully restored to the user backup state. **Power the system back to on.**



You are in the
3xLOGIC Disaster
Recovery USB.

Press F12 during the bootup cycle and choose UEFI "USB" from the Boot Menu Options.

The 3xLOGIC Disaster Recovery Environment is built on the Ubuntu Operating System. It's in this environment that specific tasks involving the primary boot partition can be run.



HELPFUL HINT

Although the Restore to Factory Image option does not affect data or failover partitions, it will be necessary after the factory restore process is complete, to boot back into Windows, and run the database utility to re-index recorded footage and it may be necessary to change the Windows Time Zone.

It may be necessary to reapply anything that was not part of the original Factory Image. These include additional licenses, specific settings and add devices, users, etc.



REMEMBER

Once the process is successfully completed, the system will shutdown. You will have to manually power the system on to begin recording again.

4.0 Performing a Disaster Recovery

1. Press **F12** continually at boot to enter the boot menu.
2. Choose the option labeled **UEFI: "USB"**
Note: *This varies based on what USB drive supplier we are currently using, it may say PNY or SANDISK, or be a generic USB flash device.*
3. Once booted choose the option for 3xLOGIC Disaster Recovery. This recovery is only to be used in the case of operating system drive replacement ONLY. In all other cases use of the on-board recovery tools is recommended. This will delete all data on the operating system hard drive installed in the system.



4. User will be asked to continue twice. Must choose **Y** and press **Enter** at both prompts.
5. Process is automated after this. Once the backup is complete the system will power off and be back in the factory default shipping state.
6. This recovery also restores the on-board recovery environment and copies the original factory backup onto the correct partition.

```

Getting the TERM as linux
Starting /usr/sbin/ocfs-sr at 2017-10-11 22:10:11 UTC...
*****
Clonezilla Image dir: /home/partimag
*****
Do NOT create partition table on the client harddisk!
Failed to stop mksuapfile.service: Unit mksuapfile.service not loaded.
Shutting down the Logical Volume Manager
Finished Shutting down the Logical Volume Manager
*****
Do NOT create partition table on the client harddisk!
Activating the partition info in /proc... done!
Getting /dev/sda1 info...
Getting /dev/sda2 info...
Getting /dev/sda3 info...
Getting /dev/sda4 info...
Getting /dev/sda5 info...
Getting /dev/sda6 info...
Getting /dev/sda7 info...
*****
The following step is to restore an image to the hard disk/partition(s) on this machine: "/home/partimag/factorybackup" -> "sda sda1 sda2 sda3 sda4 sda5 sda6 sda7"
The image was created at: 2017-10-10-2136
WARNING!!! WARNING!!! WARNING!!!
WARNING: THE EXISTING DATA IN THIS HARDISK/PARTITION(S) WILL BE OVERWRITTEN! ALL EXISTING DATA WILL BE LOST!
*****
Machine: Q170H-MK
sda1 (100M_vfat_SYSTEM(In_INTEL_SSDSC2BH12)_INTEL_SSDSC2BH120H6_CVTRS29301LP120AGN)
sda2 (16M_MS_Reserved_Partition(In_INTEL_SSDSC2BH12)_INTEL_SSDSC2BH120H6_CVTRS29301LP120AGN)
sda3 (8G_ext4(In_INTEL_SSDSC2BH12)_INTEL_SSDSC2BH120H6_CVTRS29301LP120AGN)
sda4 (18_76_ext4(In_INTEL_SSDSC2BH12)_INTEL_SSDSC2BH120H6_CVTRS29301LP120AGN)
sda5 (50G_ntfs_0090(In_INTEL_SSDSC2BH12)_INTEL_SSDSC2BH120H6_CVTRS29301LP120AGN)
sda6 (18_76_ntfs_Exports(In_INTEL_SSDSC2BH12)_INTEL_SSDSC2BH120H6_CVTRS29301LP120AGN)
sda7 (18_76_ntfs_Failover(In_INTEL_SSDSC2BH12)_INTEL_SSDSC2BH120H6_CVTRS29301LP120AGN)
*****
Are you sure you want to continue? (y/n) _

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