


## Recovery Quick Start Guide

This document outlines the steps necessary to perform a Recovery for a Nasuni Filer. The optional Side Load feature transfers cache data directly from the source to the new Nasuni Filer. For assistance, contact Nasuni Technical Support ([support@nasuni.com](mailto:support@nasuni.com)). All documentation, including a full [Recovery Guide](http://www.nasuni.com/support/documentation), is at [www.nasuni.com/support/documentation](http://www.nasuni.com/support/documentation). If this is a disaster, and not a planned transition, skip down to the “Download and install” step.

- ✓ Before beginning the Recovery procedure, verify the following:
  - The source or old Nasuni Filer is installed and properly configured on your network.
  - Data has been added to a volume in the source or old Nasuni Filer.
  - At least one snapshot has been successfully completed on a volume with data.
  - If performing the Side Load procedure, the source Nasuni Filer must be running, not yet decommissioned, and using release 7.0 or above.
- ✓ Remove the Nasuni Filer from control of the Nasuni Management Console (NMC): Click **Services** → **Nasuni Management Console** → **disabled** → **Save**.
- ✓ On the source Nasuni Filer, download any generated encryption keys: Click **Configuration** → **Encryption Keys** → **Download Generated Keys**. Save file with a `.pgp` extension. Also obtain encryption keys for NMC. If you escrowed keys with Nasuni, contact Nasuni Technical Support.
- ✓ Click **Status** → **Subscription Status**. Note the Account Name and the Serial Number.
- ✓ Record information about any data migrations: Click **Services** → **View Migrations**.
- ✓ If performing a Side Load using the source Nasuni Filer, DO NOT shut down the Nasuni Filer. If NOT performing a Side Load procedure, perform a shutdown of the original Nasuni Filer:
  - Perform snapshots on all volumes: **Volumes** → select volume → “**Take snapshot now**”. Wait until **New Data in Cache** chart on Home page shows no unprotected data.
  - Click **Power**  on navigation bar at top of page. Enter **Username** and **Password**. Select **Perform snapshot before shutting down** → **Shutdown**.
- ✓ Download and install the Nasuni Filer software on the new or destination Nasuni Filer platform.
- ✓ Obtain the Serial Number and Authorization Code from [account.nasuni.com/account/login/](http://account.nasuni.com/account/login/)
- ✓ Open a Web browser and enter the IP address of the new or destination Nasuni Filer.
- ✓ Enter the Network Parameters for this Nasuni Filer.
- ✓ Rejoin any previously joined Active Directory or LDAP domains.
- ✓ If performing a Side Load procedure, access the console for the source Nasuni Filer. Press **Enter** to access the Service menu. The default username is `service`, and the default password is `service`. At the prompt, enter `preparedr`. After it finishes, enter `quit`.
- ✓ Enter the Serial Number and Authorization Code.
- ✓ In the **Confirmation** text box, enter “Perform Disaster Recovery”. Click **Continue**.
- ✓ If you escrowed encryption keys with Nasuni, and you have de-escrowed your keys, and you have received a key code, select **Yes** in the Wizard. If you have your keys ready to upload, select **No**.
- ✓ To start the Side Load process: On new or destination Nasuni Filer, click **Services** → **Side Load**. Enter **Host Address**, **Username**, **Password**. Click **Connect and Start**. When Side Load completes, **Complete** label appears. Record information to retain. Click **Done**.

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