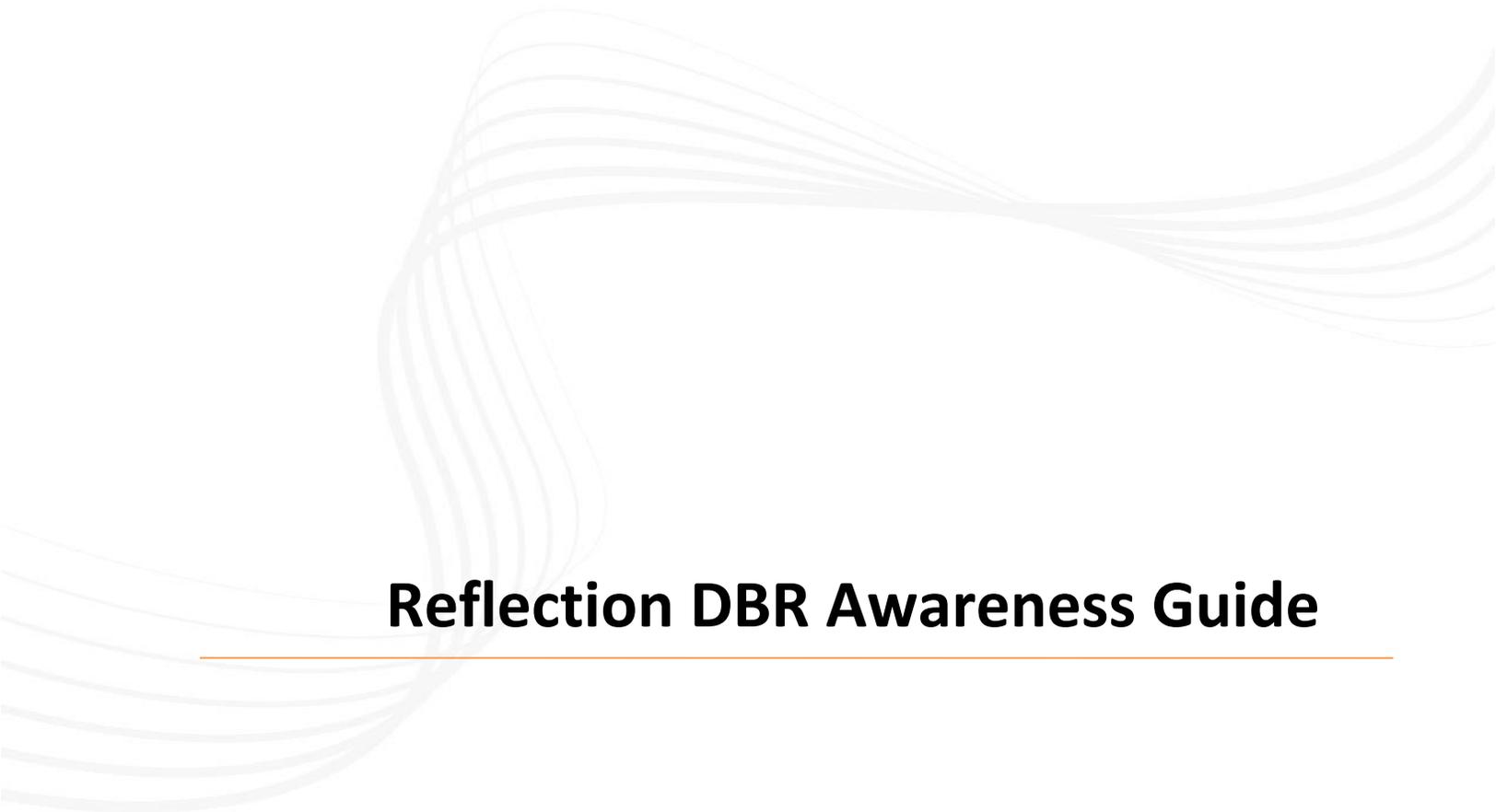


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THE CLOUD SERVICES COMPANY™



**Reflection DBR Awareness Guide**

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## Overview

As the administrative and/or technical contact for your organization, it is imperative that you understand that we are not simply attempting to replicate or mirror your company's old systems or processes. Instead we are implementing a new system and a new "evolved" way of communicating. The first step is awareness of change, followed by a willingness to evolve, and finally careful planning and execution. If you have any questions about the topics covered below or are looking for advice on how to best share this information with your users, please contact your Project Manager and we'll be happy to assist.

## Change Awareness

### Preparation

The person installing the Reflection DBR clients and agents should have administrator privileges on the systems that are being configured. It is good practice to clean up the file systems that you intend to backup to remove files that may no longer be needed in advance of initial seeding of the Reflection backup server.

### Backups

You must have the Cisco VPN client installed in order to browse file systems from the Reflection DBR Administrative console to perform on demand backups or create datasets for a client. Currently only a 32 bit version of this client is supported by Cisco. You have the option to bypass the need for the client by specifying absolute paths to your data when doing on demand backups and creating datasets from the Reflection DBR Administrative console. Your Project Manager will be happy to assist you in the best path for your business.

When scheduling backups do not schedule them between the hours of 7-8 AM and 7-8 PM, as this is the time when essential maintenance tasks run on the Reflection DBR system. Every user will have the ability to initiate on demand backups from their laptops, so it is recommended that the Reflection DBR administrator for your organization communicate to all users that there are certain times of the day that they should not execute backups. Alternatively, your Reflection DBR administrator should indicate that he/she should be the only one to initiate backups.

Evolve IP can assist with the setup of data sets, retention policies and schedules for you. When defining the datasets or data to be backed up, we would need to know the folders on a Windows system and the file systems on a Linux/Unix system to be backed up.

### Required Software

The Reflection DBR Administrative Console requires jre 1.5 in order to function properly. This can be downloaded from the "Reflection.Evolveip.net" website.