Enterprise Edition Common Questions

Below is a list of common questions specific to using your R1Soft CDP Server Enterprise Edition. Each set of questions is categorized for you to quickly find what you need. Each question is linked to a document for further information.

Preparation and Installation | Getting Started | Users and Groups | CDP Agents | Volumes | Disk Safes | Devices | Data Protection Policies | Hosting Control Panels | Recovery Points | Archiving | Task History | Reporting | Databases Add-On | Configuration | Administrating | API | Replicate and Restore

---

Preparation and Installation

- What are the major functions and features of the Enterprise Edition?
- What are the Enterprise Edition System Requirements?
- How do I migrate from CDP 2.0 to CDP 3.0?
- How do I install the Enterprise Trial Edition?
- What is the safest Deployment? Can I replicate the machine with CDP Server installed on?

Linux users:

- How do I obtain the CDP Enterprise Edition?
- How do I install Enterprise Edition?
- How do I configure Enterprise Edition after installation?
- How do I install Agent?
- How do I upgrade Enterprise Edition?
- How do I upgrade Agent?
- How do I uninstall Enterprise Edition?
- How do I uninstall Agent?

Windows users:

- How do I determine if my Windows is 32-bit or 64-bit (x86 or x64)?
- How do I obtain the CDP Enterprise Edition?
- How do I obtain the CDP Agent?
- How do I install Enterprise Edition?
- How do I install Agent?
- How do I configure Enterprise Edition after installation?
- How do I upgrade Enterprise Edition?
- How do I upgrade Agent?

- How do I uninstall Enterprise Edition?
- How do I uninstall Agent?

Getting Started

- How do I access the Enterprise Edition Web Interface?
- How do I activate CDP Enterprise Edition?
- How do I access the Dashboard?
- What are Dashboard blocks used for?
- How do I add users?
- How do I add user groups?
- How do I create Volumes?
- How do I create Disk Safes?
- How do I add the Agent to the CDP Server?
- How do I add the Server Key to Linux Agent?
- How do I add the Server Key to Windows Agent?
- How do I create Policies?
- How do I uninstall Enterprise Edition?
- How do I uninstall Agent?
- How do I uninstall Enterprise Edition?
- How do I uninstall Agent?

Users and Groups

- What should I know about users and user groups?
- How do I add users (in CDP interface)?
- How do I add users (in Windows CDP Configuration Utility)?
- How do I add users (using Linux API)?
- How do I access users?
- How do I change user password (in CDP Interface)?
- How do I change user password (in Windows CDP Configuration Utility)?
- How do I edit user properties?
- How can I add an Administrator for a User?
- How can I change the User's email?
- How do I change admin login name and password?
- How do I change the Windows User to run the CDP Server as?
- How do I delete users?
- How do I use the "Users" list?
- How do I customize, filter, and sort the "Users" list?
- How do I add user groups?
- How do I access user groups?

- How do I edit group properties?
- How do I delete groups?
- How do I use the "Groups" list?
- How do I customize, filter, and sort the "Groups" list?

CDP Agents

- What should I know about CDP Agents?
- How do I access CDP Agents?
- How do I add the Agent to the CDP Server?
- How do I add the Server Key to Linux Agent?
- How do I add the Server Key to Windows Agent?
- How do I change CDP Agent properties?
- How do I delete CDP Agents?
- How do I customize, filter, and sort the "Agents" list?

Volumes

- What should I know about Volumes?
- How do I create Volumes?
- How do I access Volumes?
- How do I change Volumes?
- How do I assign Users and Groups to a Volume?
- How do I delete Volumes?
- How do I import existing Volumes?
- How do I use the "Volumes" list?
- How do I customize, filter, and sort the "Volumes" list?

Disk Safes

- What should I know about Disk Safes?
- Do you have examples of Disk Safes usage?
- How do I create Disk Safes?
- How do I access Disk Safes?
- How do I edit Disk Safes?
- How do I close Disk Safes?
- How do I open Disk Safes?
- How do I remove Disk Safes?
- How do I delete Disk Safes?
- How do I copy and move Disk Safes?

- How do I vacuum Disk Safes?
- How do I store Disk Safe on disk-based storages and Network Shares?
- How do I use the "Disk Safes" list?
- How do I customize, filter, and sort the "Disk Safes" list?

Devices

- What should I know about Devices?
- How do I add Devices?
- How do I access Devices?
- How do I disable Devices?
- How do I remove Devices?

Data Protection Policies

- What should I know about Policies?
- How do I create Policies?
- How do I access Policies?
- How do I edit Policies?
- How do I disable Policies?
- How do I exclude files and folders from replication?
- How do I delete Policies?
- How do I run Policies?
- How do I use the "Policies" list?
- How do I customize, filter, and sort the "Policies" list?

Hosting Control Panels

- What should I know about Hosting Control Panels?
- How do I schedule Control Panel Replication?
- How do I add Control Panel Instances?
- How do I edit Control Panel Instances?
- How do I enable Control Panel Instances?
- How do I verify Control Panel Instances?
- How do I delete Control Panel Instances?
- How do I access Control Panel Accounts Backup?
- How do I restore user data?
- How do I download user data?
- Where do I get user data archives?
- How do I access account backup?

- How do I download account backup?

Recovery Points

- What should I know about Recovery Points?
- How do I access Recovery Points?
- How do I browse Recovery Points?
- How do I lock Recovery Points?
- How do I merge\delete Recovery Points?
- How do I restore or export data from Recovery Points?
- How do I use the "Recovery Points" list?
- How do I customize, filter, and sort the "Recovery Points" list?

Archiving

- What should I know about Archiving?
- How do I create archiving policy?
- How do I schedule archiving?
- How do I access Archive Points?
- How do I customize the Archive Points list?
- How do I browse through files and folders in Archive Points?
- How do I restore from Archive Points?
- How do I store Archive Points?
- How do I restore my system configuration from Archive Points?

Task History

- How do I access running and finished Tasks?
- How do I cancel Tasks?
- How do I view Task Summary?
- How do I view Task Alerts?
- How do I view Log Messages?
- How do I download Task Details?
- How do I use the "Task Scheduler"?
- How do I use the "Task History" list?
- How do I customize, filter, and sort the "Task History" list?

Reporting

- How do I access running and finished Reports?
- How do I create a new Report?
- How do I edit Report?
- How do I delete Report?
- How do I disable Report?
- How do I preview Report?
- How do I run Report?

Databases Add-On

- How do I enable Databases Add-On?
- How do I configure Databases (MySQL) Add-On Options?
- How do I add MySQL Instance to the Policy?
- How do I edit MySQL Instance?
- How do I enable/disable MySQL Instance?
- How do I test MySQL Instance Connection?
- How do I delete MySQL Instance?
- How do I browse MySQl Instance?
- How do I restore a MySQL Database?
- How do I restore a MySQL Database to an alternate location?

Configuration

- How do I access the "Configuration" screen in CDP Interface?
- How do I change admin login name and password?
- How do I reset a Public Key for an Agent?
- How do I set Hard and Soft Quotas?
- How do I set Task History clean-up?
- How do I set HTTP and HTTPS ports in Web Interface?
- How do I set HTTP and HTTPS ports?
- How do I view Server version information?
- How do I view License information?
- How do I view system details?
- How do I use the "Task Scheduler"?
- How do I configure API Server Options?
- How do I configure Databases (MySQL) Add-On Options?

Linux users:

- What should I know about Linux CDP Server configuration?
- How do I configure Heap memory?

- How do I change CDP configuration?
- How do I change Agent configuration?
- How do I add the Server Key to Agent?
- How do I view server keys installed on Agent?
- How do I uninstall the server key from Agent?

Windows users:

- What should I know about Windows CDP Server configuration?
- What should I know about Windows CDP Configuration Utility?
- What should I know about Windows CDP Agent Configuration Utility?
- How do I launch the CDP Configuration Utility?
- How do I launch the Windows CDP Agent Configuration Utility?
- How do I change the Windows User to run the CDP Server as?
- How do I configure CDP Agent Port in Windows CDP Configuration Utility?
- How do I add the Server Key to Agent?
- How do I view server keys installed on Agent?
- How do I uninstall the server key from Agent?
- How do I change Agent configuration?

Administrating

- How do I restart CDP Server?
- How do I restart CDP Agent?
- How do I run CDP over SSL (HTTPS)?
- How do I uninstall Enterprise Edition?
- How do I uninstall Agent?
- How do I uninstall Enterprise Edition?
- How do I uninstall Agent?

API

- How do I configure API Server Options?
- How do I access API documentation?

Replicate and Restore

- How do I create Replication schedule?
- How do I start Replication?
- How do I browse Replicas?
- How do I restore files and folders?
- How do I run Bare-Metal Restore?
- How do I restore a MySQL Database?
- How do I check the restore results?