



Zenith ARCA

Advanced Recovery and Continuity Appliance



**Near-Line Business
Continuity & Recovery** at Affordable Prices



Standby Server
Mailbox & Message Level Recovery
Centralized Management Console
Bare Metal Restore
ARCA to ARCA Replication

Getting Started Guide

Zenith ARCA Getting Started Guide

This Getting Started Guide provides instructions for basic installation and configuration of the Zenith Advanced Recovery & Continuity Appliance (ARCA) 100t/200t/2100r/3100r running the Zenith Business Continuity System software. After you complete this guide, computers on your Local Area Network (LAN) will have network access to the appliance.

Document Contents

This document contains the following sections:

- Zenith ARCA Series
- Pre-Configuration Tasks
- Package Contents
- Preinstall Precautions
- Hardware Diagram of each model
- Support Portal
- Deployment Scenarios
- Initial Setup
- Connecting to the Network
- Accessing the Appliance
- Network Connectivity & Remote Access
- Licensing
- Additional Setup & Configuration - Precautions



Zenith ARCA
Advanced Recovery and Continuity Appliance

Zenith ARCA Series

Tower



Rack-Mount



Model Number	100t	200t	2100r	3100r
Dimensions	7.5 x 16.7 x 15.7 in 19 x 42.5 x 40 cm	18.3 x 7.8 x 16.7 in 46.5 x 19.8 x 42.5 cm	16.9 x 26 x 3.5 in 43 x 66 x 8.8 cm	19 x 27 x 3.5 in 48.3 x 68.6 x 8.9 cm
Weight	24 lbs/10.9 kg	44 lbs/20 kg	60 lbs/27.3 kg	64 lbs/29.1 kg

Pre-Configuration Tasks

In this Section:

This section provides pre-configuration information. Review this section before setting up your ARCA appliance.

- Check Package Contents - Tower Models
- Check Package Contents - Rack-Mount Models
- Precautions before installing
- Front Panel – Tower Models
- Front Panel – Rack-Mount Models
- Back Panel – Tower Models
- Back Panel – Rack-Mount Models

Check Package Contents

Tower Models

You should have received:

- The Device itself
- 1 power cord*
- 1 Boot CD – Bare Metal Restore to servers
- **200 Series only:** Door Key included - DO NOT LOSE THIS KEY
- Instruction Sheet

If you did not receive all of the contents in the package please contact our technical support team.

<https://support.zenitharca.net>

*The included power cord is intended for use in North America only. For European Union (EU) customers, a power cord is not included.

Check Package Contents

Rack-Mount Models

You should have received:

- The Device itself
- 1 power cord*
- 1 Boot CD – Bare Metal Restore to servers
- Rail Kit with screws
- Instruction Sheet

If you did not receive all of the contents in the package please contact our technical support team.

<https://support.zenitharca.net>

*The included power cord is intended for use in North America only. For European Union (EU) customers, a power cord is not included.

Obtain Configuration Information

Please record and keep the following setup information for future reference:

Registration Information

Model Number:	Record the serial number found on the bottom panel of your ARCA appliance.	
Service Tag:	Record the service tag number found on your ARCA appliance.	

Networking Information

IP Address:	Select a static IP address for your ARCA appliance that is within the range of your local subnet. If you are unsure check with your local administrator.	
Subnet Mask:	Record the subnet mask for the local subnet where you are installing your ARCA appliance.	
Default Gateway:	Record the default gateway of your local subnet where you are installing your ARCA appliance.	

User Account Information

Name:	(Default accounts are administrator and restore)	
Password:	(Default password is <i>arca</i>)	

*Restore account recommended for performing virtualization tasks.

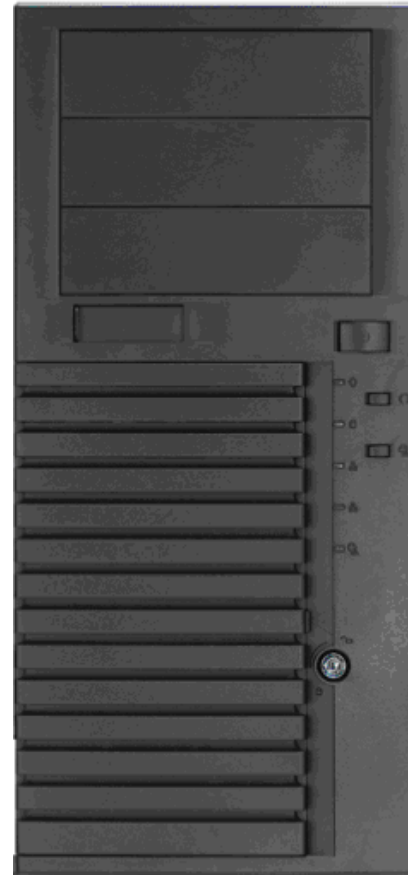


Note Please refer to the Network Configuration section of this guide for instructions on configuring your network settings.

Front Panel – Tower Models



ARCA 100t



ARCA 200t

**Actual model may not look like model pictured*

Front Panel – Rack-Mount Models



ARCA 2100r



ARCA 3100r

**Actual model may not look like model pictured*

Back Panel – Tower Models



ARCA 100t



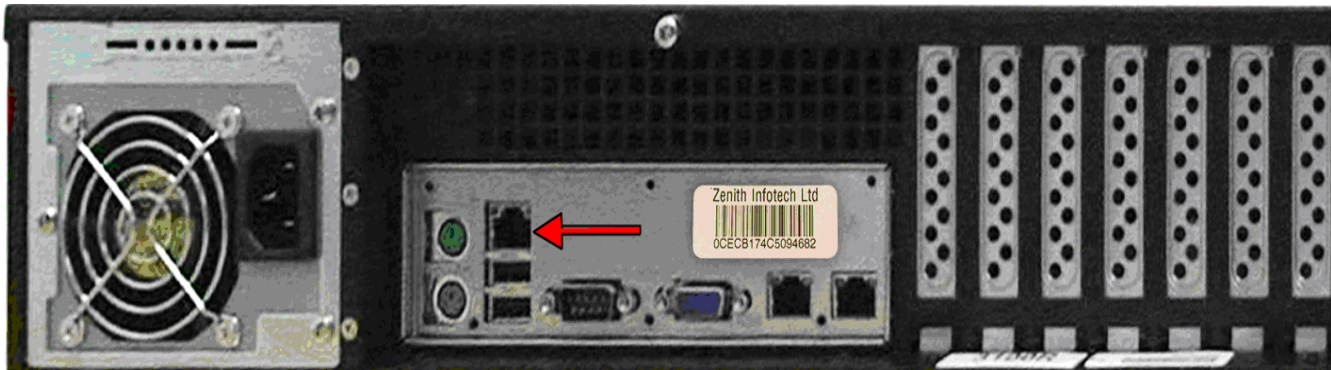
ARCA 200t

**Actual model may not look like model pictured*

Back Panel – Rack-Mount Models



ARCA 2100r



ARCA 3100r

The third network port is used for network management – Zenith does not support this port configuration.

**Actual model may not look like model pictured*

Registering Your Appliance

In this Section:

This section provides instructions for ordering & registering your ARCA appliance.

- Support Information
- Logging into your Support Account

Support Information

Support site: <https://support.zenitharca.net>.

- Users in Support Portal are created by email address and are sent to the support user.
- Support User or Admin can login to Support portal.
- Chat support via LogMeIn Rescue is available in the Support portal.

Support

To view the latest support documentation, visit our website <http://www.zenitharca.com/>. Documentation is available under the Support menu.

For live technical support and warranty requests, please navigate to our support portal <https://support.zenithara.net>. Your login credentials for the support portal have been emailed to you. If you have not received login credentials please contact your authorized Zenith ARCA reseller.

You will need the Zenith ARCA service tag number located on the device for support and warranty requests.

Support

Default ARCA Login Credentials

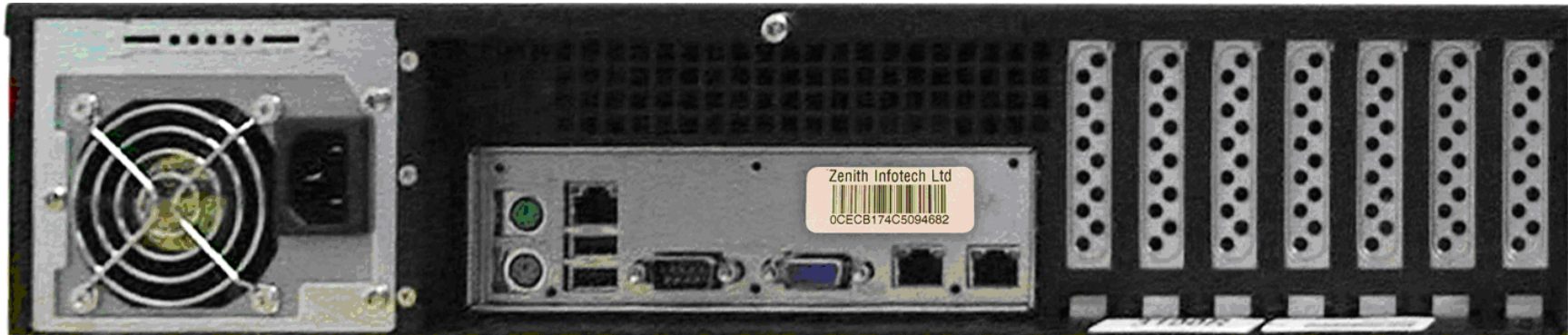
Default Name: administrator

Default Password: *arca*

Default Support Login Credentials

Default Name: email address provided to reseller

Default Password: *arcasupport*



Support

The following products and services are available for the Zenith ARCA:

Software

*Antivirus software not included

- Microsoft Windows Storage Server - OEM license sticker on appliance (activated)
- Storagecraft ShadowProtect – Backup Agent License
- OnTrack Powercontrols – Exchange Mail Recovery License
- Sun Virtual Box – no license required
- Breakthrough Replication Software – Replication License

Support Services - <https://support.zenitharca.net>

*Add the support URLs to your trusted sites list in your browser

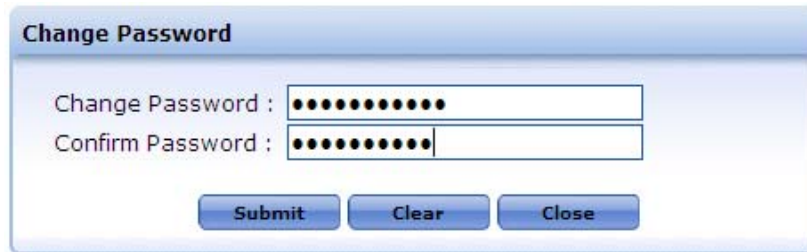
- Support ticketing
- Chat support
- Software updates

Do not use the “Chat with a Representative” link on www.zenitharca.com for technical support.

This is for general sales questions. You must login to <https://support.zenitharca.net> for live tech support.

Logging into your Support Account

1. You are prompted to change your password on first login.
2. Change and confirm your password and Submit.



A dialog box titled "Change Password" with a light blue header. It contains two text input fields. The first is labeled "Change Password :" and the second is labeled "Confirm Password :". Both fields contain ten black dots, indicating masked text. Below the fields are three buttons: "Submit", "Clear", and "Close".

3. You are returned to the support homepage <https://support.zenitharca.net>.



A dialog box titled "ARCA Support Sign-in" with a light blue header. It contains two text input fields. The first is labeled "Email ID : *" and the second is labeled "Password:". To the right of the "Email ID" field is the text "Required Email-ID" in red. Below the fields is a checkbox labeled "Remember me on this computer." Below the checkbox are three buttons: "Submit", "Clear", and "Close". At the bottom of the dialog is a link labeled "Forgot Password?".

Logging into your Support Account

4. Re-login to the support portal.


a. You will be able to perform support requests against your ARCA appliances. In this screen you will see:

- **Ticket**
 - Create Service Ticket
 - Pending Service Tickets
 - **History**
 - Service Tickets History
 - **User**
 - Create Support User
 - Support User(s) Created
 - **ARCA Warranty**
 - Warranty Request
 - Immediate Full System
 - Standard Full System
 - Immediate HDD (hard drive – rack models)
 - Standard HDD (rack models)
 - Warranty History
 - **Support**
 - ARCA Online Support
 - Forum
 - FAQ
 - Support Guide
- Enter new service tickets through Tickets > “Create Service Ticket”. You must select your ARCA Service Tag to continue.

Logging into your Support Account

Ticket

- ▶ Create Service Ticket
- ▶ Pending Service Tickets

Service Ticket	
*Service Tag	<-----Select-----> ▼
*Subject	<input type="text"/>
*Description	<input type="text"/>
Priority	Low ▼
Attach File	<input type="text"/> Browse... 
<input type="button" value="Generate"/>	

- View pending service tickets through Tickets > “Pending Service Tickets”. Select your ARCA Service Tag to continue. You can also search by Ticket ID.

Logging into your Support Account

Filter (Pending Service Tickets)

Service Tag : <-----select-----> Search Ticket Id :

Service Ticket List (Pending)

Online Support	Ticket Id	Service Tag	Created On	Latest Updated On	Subject	Assign To	Status
No records found .							

- View existing service tickets through History > “Pending Service Tickets”. Select your ARCA Service Tag to continue. You can also search by Ticket ID.

History

▶ Service Tickets History

Filter (Service Tickets History)

Service Tag : <-----select-----> Search Ticket Id :

Service Ticket List (History)


Ticket Id	Service Tag	Created On	Latest Updated On	Subject	Assign To	Status
No records found .						


Logging into your Support Account

5. To open an online chat support session select Support > “ARCA Online Support”. Select your ARCA Service Tag to continue. After all information is entered, click “Submit”.

Support

- ▶ ARCA Online Support
- ▶ RMA Request
- ▶ RMA History

ARCA Online Support (using LogMeIn Rescue) 

* Service Tag	<-----Select-----> 
* Subject	<input type="text"/>
* Description	<input type="text"/>
* Do you want to change your current contact number?	<input type="text" value="555-555-5555"/>

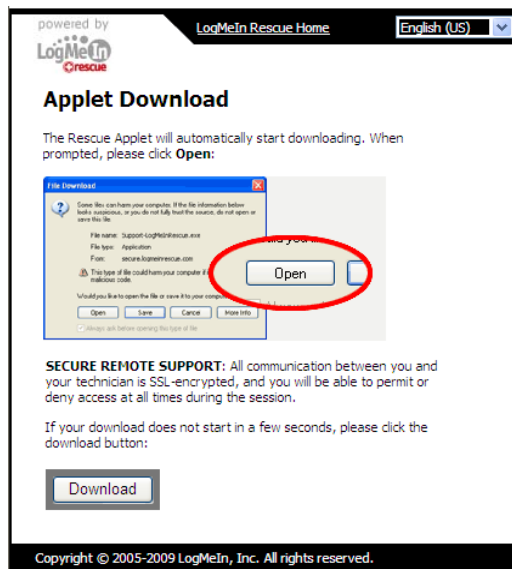
Logging into your Support Account

6. Note your session ID and click “Continue”.

Kindly note this ticket id : 2009/03/15-0000001 for future conversations.

Continue

7. You will start a LogMeIn session. If you do not have LogMeIn Rescue installed, it will automatically download. If it does not automatically download, click “Open”.




Logging into your Support Account

8. A LogMeIn chat window appears and a technician will connect to the session.
 - Create additional support users and view current support user information under the User section of the site.
9. To create a support user select User > “Create Support Portal User”. Enter a valid email address and click “Create User”.

Create Support Portal User

* Email Id :	<input style="width: 95%;" type="text"/>
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 Note : Use a comma to add multiple email addresses.

Create User

10. A user registration confirmation prompt appears that the support portal user was successfully registered and that they will receive a confirmation email regarding support login information.

User Registration

Arca support portal user(s) has been registered successfully.
You will receive a mail on the configured email id shortly.

Close

Logging into your Support Account

- To view created support users select User > “Support User(s) Created”. You can view and delete support portal user accounts from this screen.

Support Portal User List

Note : The support portal user(s) created by [redacted]@zenithinfotech.com

<input type="checkbox"/>	Support User Email Id List
<input type="checkbox"/>	test@test.com
<input type="checkbox"/>	test2@test.com

Total Record: 2

- Perform warranty requests and warranty history under the ARCA Warranty section of the site. The ARCA Service Tag is required for warranty requests.

ARCA Warranty

- ▶ Warranty Request
- ▶ Warranty History

RMA Request

* Enter Service Tag :

Submit

Logging into your Support Account

11. To open a live support session using LogMeInRescue select “ARCA Online Support” under the Support section of the site. Select your ARCA Service Tag to continue. After all information is entered, click “Submit”.

Support

- ▶ ARCA Online Support
- ▶ Forum
- ▶ FAQ
- ▶ Support Guide

ARCA Online Support (using LogMeIn Rescue) 

Service Tag	<input type="text"/>
* Subject	<input type="text"/>
* Description	<input type="text"/>
* Enter your current contact number?	<input type="text"/>

Logging into your Support Account

12. Ticket ID prompt appears. Please keep this ticket number for future conversations and click “Continue” to connect to live chat support, download LogMeIn when prompted.

Kindly note this ticket id : **2009/04/20-0000002** for future conversations.

Continue

ARCA Online Support (using LogMeIn Rescue)

Download Chat Application and close this window. [Close](#)

13. Other support options:

- Select “Forum” under Support to launch and register for the Zenith ARCA Forums.
- Select “FAQ” under Support to view and submit questions to the ARCA FAQ database.
- Select “Support Guide” under to Support to directly link you to the latest ARCA documentation.

In this Section:

This section provides a detailed overview of configuration instructions for connecting your Zenith ARCA appliance.

- **Selecting a Deployment Scenarios**
 - Scenario A: Single ARCA
 - Scenario B: Two ARCA unidirectional replication
 - Scenario C: Two ARCA bidirectional replication
- **Initial Setup**
- **Network Configuration & Configuring Remote Access**
- **Licensing & Dashboard**

Selecting a Deployment Scenario

Before continuing, select a deployment scenario that best fits your needs. Please reference the following chart for help in choosing a scenario.

Desired Configuration	Use Scenario
One subnet - no replication	A - Single ARCA
Multiple subnets – no replication	A - Single ARCA
One subnet - unidirectional replication	B – Two ARCA unidirectional replication
Multiple subnets - unidirectional replication	B – Two ARCA unidirectional replication
One subnet - bidirectional replication	C - Two ARCA bidirectional replication
Multiple subnets - bidirectional replication	C - Two ARCA bidirectional replication

Selecting a Deployment Scenario

Scenario A: Single ARCA

In this scenario, there is one Zenith ARCA appliance configured on one or multiple network subnet(s). Because only a single ARCA is deployed, replication is not available.

To deploy this scenario, follow the steps covered in the Initial Setup section. If you have completed setup procedures in that section, continue to the Configuring Remote Access section.



Scenario A

Selecting a Deployment Scenario

Scenario B: Two ARCA unidirectional replication

Scenario C: Two ARCA bidirectional replication

In these scenarios, there are two Zenith ARCA appliances configured on one or multiple network subnet(s). Because two ARCA appliances are deployed, you have the choice of one to one replication. The physical network setup is the same and replication is defined through the software.

To set up this scenario, follow the steps covered in the Initial Setup section. If you have completed setup procedures in that section, continue to the Configuring Remote Access. To configure replication, please see the ARCA Replication Guide.



Scenario B



Scenario C

Initial Setup

This section provides initial configuration instructions for connecting your Zenith ARCA appliance. Follow these steps if you are setting up Scenario A, B, or C.

This section contains the following sub-sections:

- System Requirements
- Connecting the Keyboard, Mouse, and Monitor
- Connecting the LAN port(s)
- Applying Power
- Accessing the appliance
- Connecting to your network
- Testing your connection
- Activating licenses
- Additional Setup & Configuration

System Requirements

Before you begin the setup process, check to verify that you have:

- Keyboard
- Mouse
- Monitor
- An internet connection

Connecting the Keyboard, Mouse, and Monitor

The first time you boot up the Zenith ARCA, you will need a keyboard, video, and mouse. After enabling remote access you will not need to connect via KVM.

1. Connect your keyboard to the appliance USB or keyboard port.

2. Connect your mouse to the appliance USB or mouse port.
3. Connect your monitor to the appliance video port.

Connecting the LAN port(s)

1. Connect one end of an Ethernet cable to the network switch or hub on your network that you will be using for backups.
2. Connect the other end to the LAN port(s) on the Zenith ARCA.
 - 100t - one LAN port
 - 200t 2100r 3100r – two LAN ports

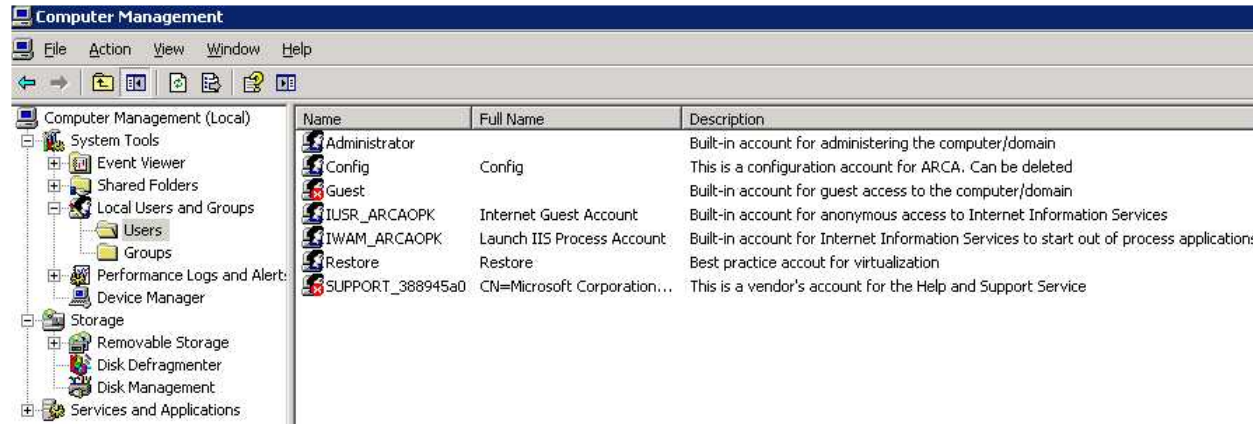
Applying Power

1. Plug one end of the power cord into an appropriate power outlet. A UPS (Uninterruptible Power Supply) is recommended.
2. Plug the other end of the power cord in the Zenith ARCA.
3. Press the power button on the ARCA. The power LEDs on the front of the ARCA will turn on and the appliance will boot. The appliance is ready for configuration. If nothing happens, recheck cables and cycle power.

Accessing the Appliance

1. Once the appliance is booted, login to Windows with one of the built-in accounts. They are
 - administrator (default password: *arca*)
 - restore (default password: *arca*)
2. Additional user accounts can be added to administer the ARCA. The only requirement is that they are added to the local or domain administrator's group.
3. The restore account is a default account recommended for performing virtualization tasks. The virtual machine runs under the user account, not local system. Virtual servers can be corrupted if they are not shut down properly.

Accessing the Appliance



4. The ARCA can be added to a domain before backups are started.
5. You will be prompted to name the Zenith ARCA. Once the backup jobs are up and running, do not rename the ARCA after this step, otherwise you will need to redeploy any backup agents and start the configuration process again.

Accessing the Appliance



6. After the ARCA is booted press **<Ctrl-Alt-Del>** to login to Windows with the administrative user.

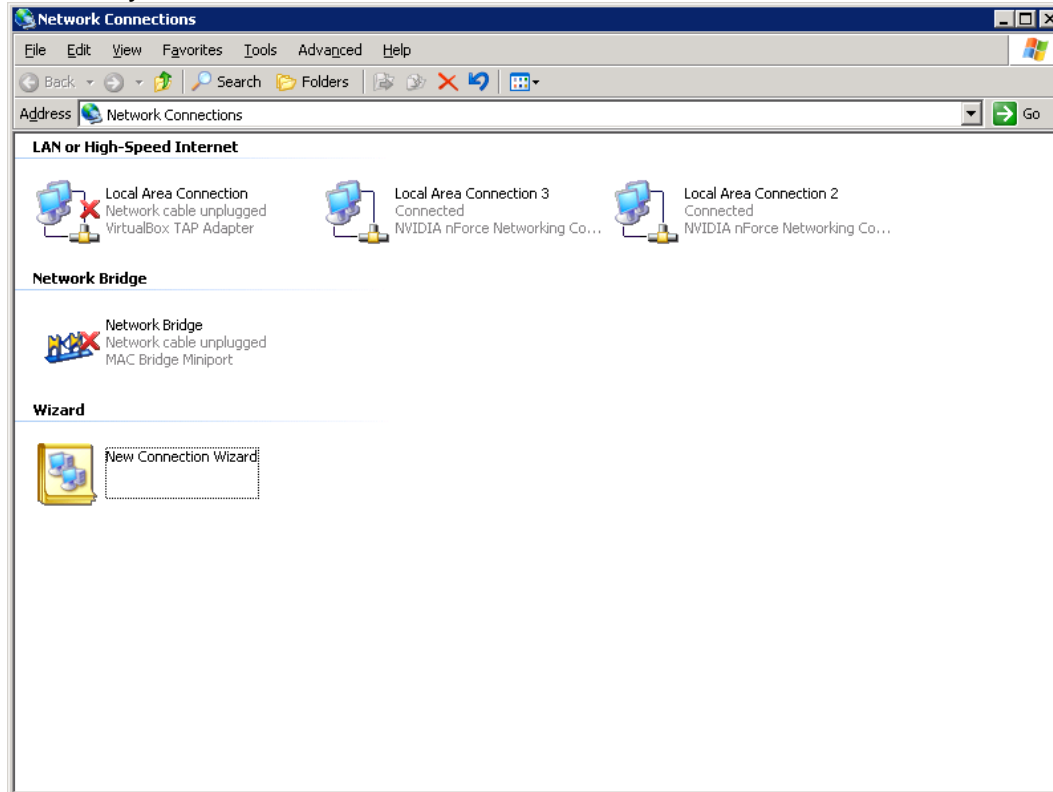
Accessing the Appliance



7. After the user account is logged in verify network settings and connectivity.
***Change the computer name and time zone before starting ARCA Backup Configuration**

Network Connectivity

From “My Network Places”



Network Connectivity

1. Assign static IP addresses to the LAN connections:

- **For Models with only one NIC card:**

- a. Local Area Connection

- **For Models with two NIC cards:**

- a. 2 Physical Adapters: Local Area Connection & Local Area Connection 2

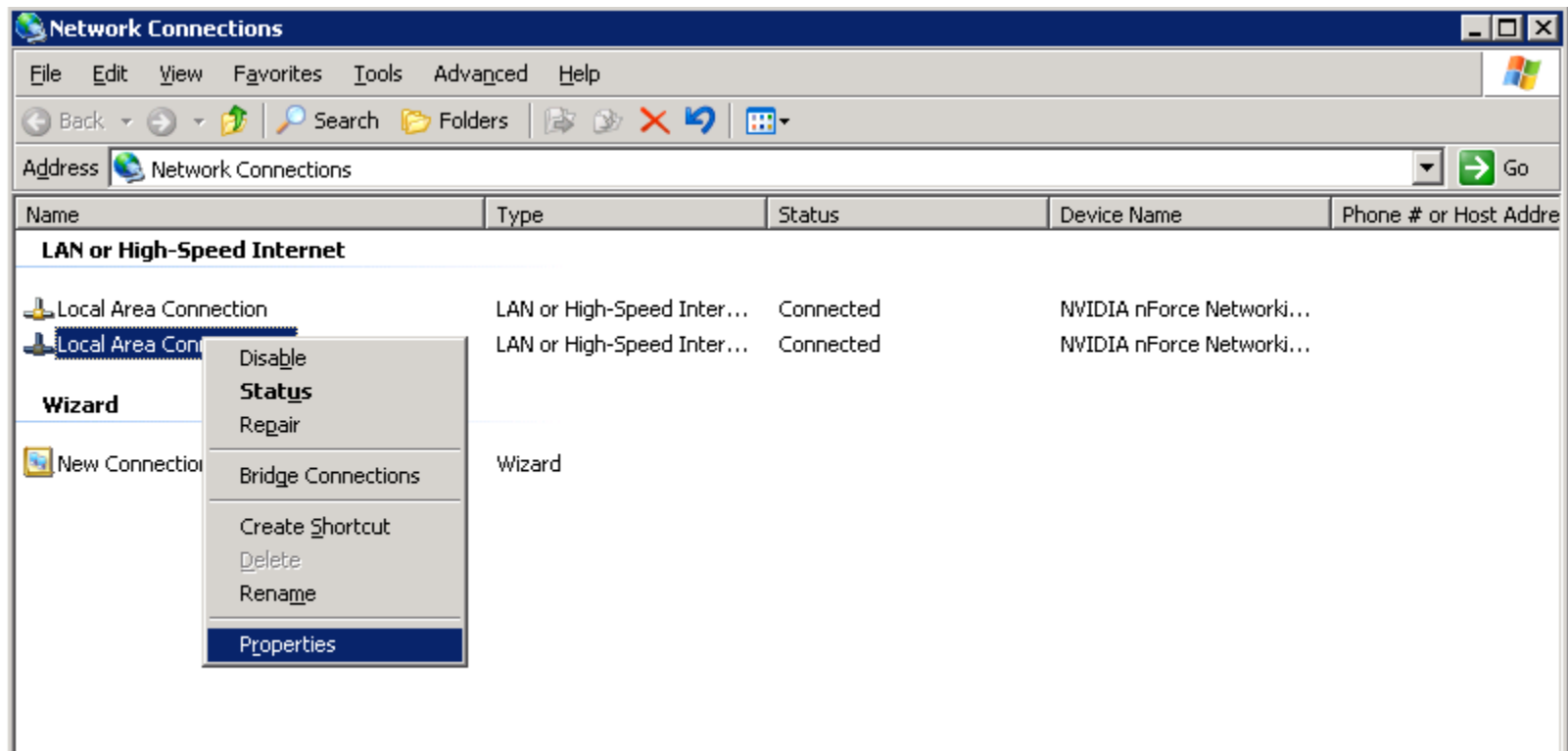
- b. You will need 2 free static IP addresses. Assign a Static IP Address to Local Area Connection and Local Area Connection 2

- c.

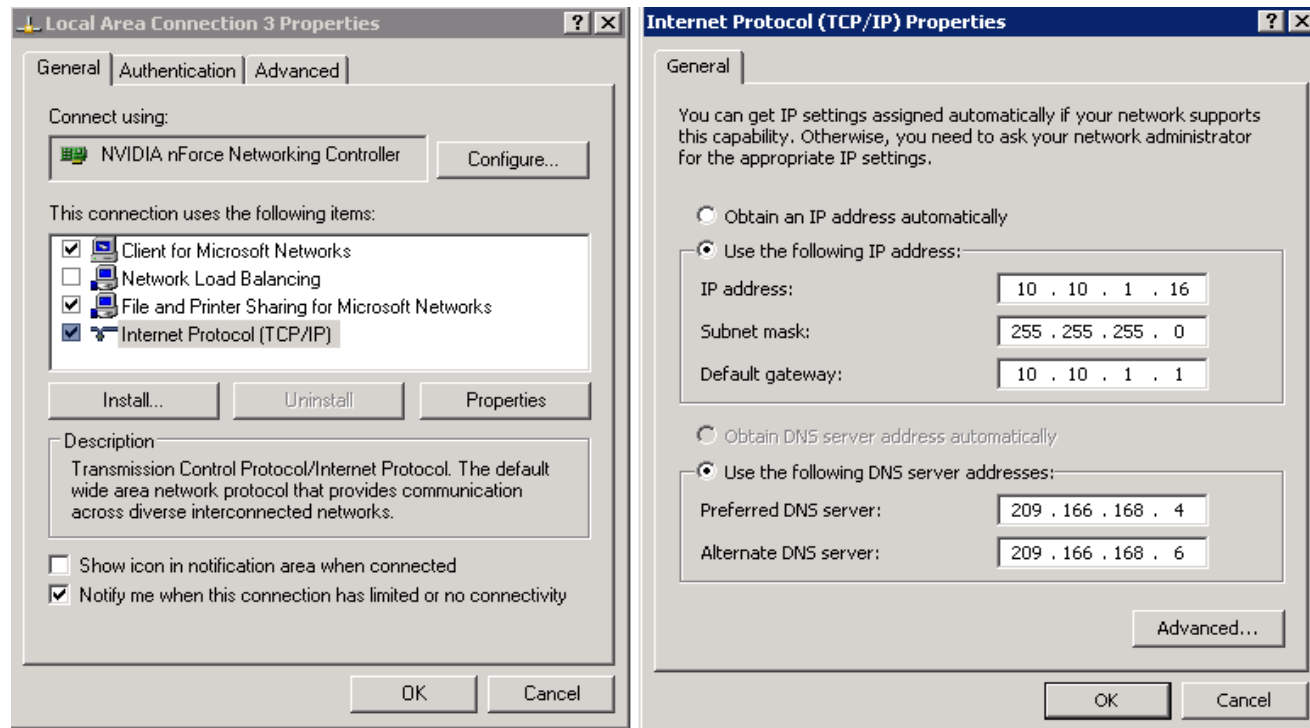
- To ensure your physical NIC cards are connected Right click each NIC and select “Properties”. Your Local Area Connection Properties open. Double click “Internet Protocol (TCP/IP)”. This will open its properties.

- To assign static IP Addresses, select the “Use the following IP address” radio button and enter your IP address, Subnet Mask, and Default gateway. You should also configure your DNS servers by selecting the “Use the following DNS server addresses”. You must specify at least one. If you do not know these settings contact your Network Administrator.

Network Connectivity



Network Connectivity



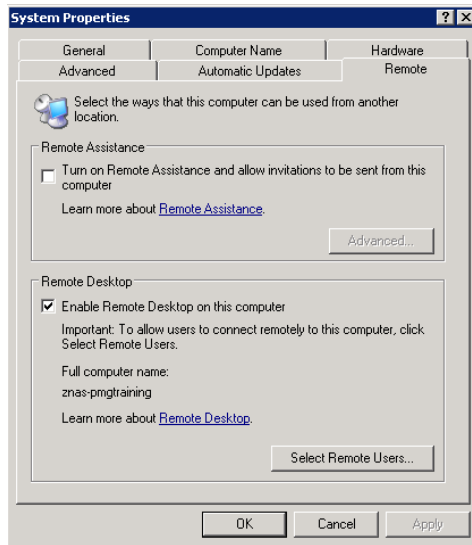
2. After your TCP/IP settings are defined, press OK. Repeat steps for additional NIC cards.



Note We recommend assigning a static IP to your physical NIC cards. You can configure this now, or later by going to System -> Network Properties. This will bring up your Network Connections. If you have more than one physical NIC, they can be configured with different IP's, and the same default gateway.

Configuring Remote Access

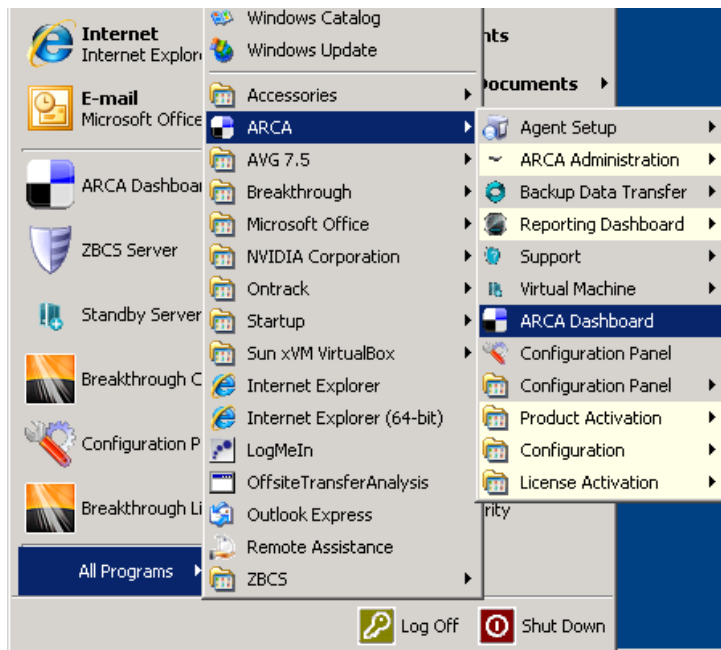
Ensure “Enable Remote Desktop on this computer” is checked under Windows System properties, “Remote” tab and that the account that you will use to administer the ARCA has access.



After Remote Access is enabled, configure licensing.

Licensing

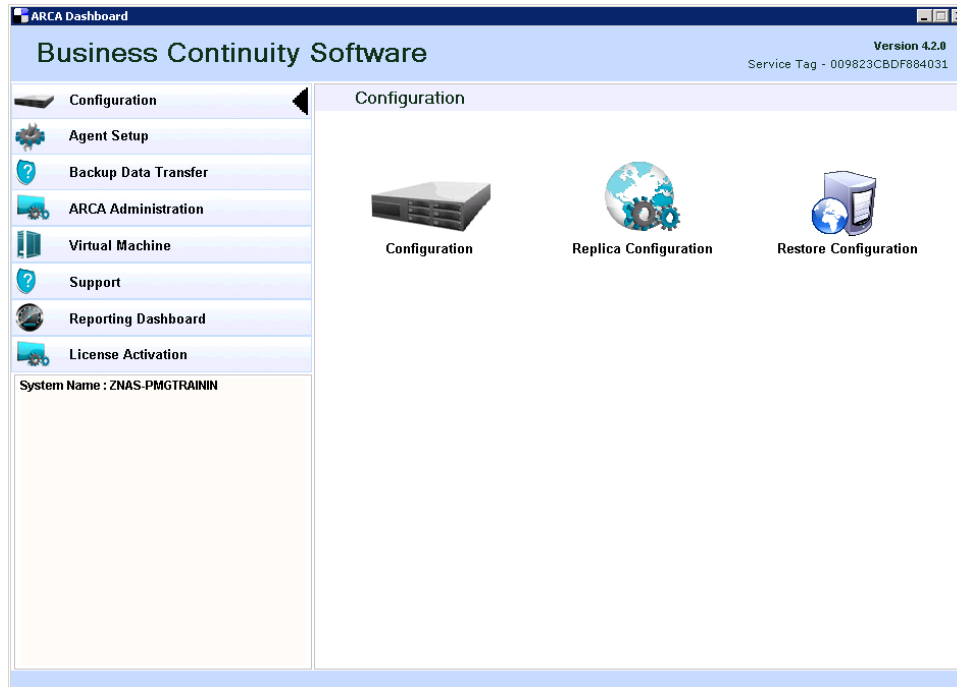
Licensing is viewed via the ARCA Dashboard “License Activation” section icons. You can also access licensing through the start menu shortcuts.



The ARCA Dashboard is the interface where all backup configuration and administration is performed.

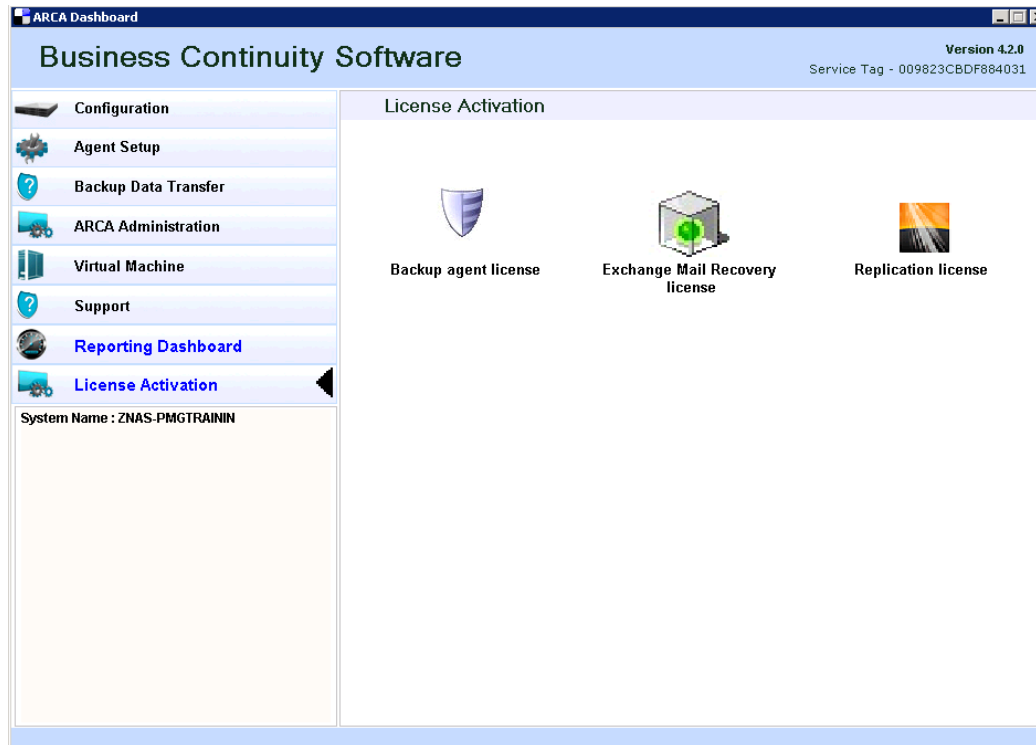
Licensing

1. Go to Start > All Programs > ARCA > ARCA Dashboard.
2. ARCA Dashboard launches.



3. Go to the "License Activation" section.

Licensing



There are 3 license types:

- **Backup Agent License** – each model comes with a specific number upon order, these licenses are taken up after a server is added to the ARCA
- **Exchange Mail Recovery License** – required for granular recovery of Exchange objects – click this icon to activate **additional** recovery licenses.
 - Each model comes with a specific number, these included licenses do not need reactivated
 - You will receive an error if you attempt to reactivate existing licenses

Additional Setup Information

- **Replication License**– click this icon to register your vault and configuration licenses – these licenses are already activated
 - Configuration - setup and configure replication
 - Vault - setup and configure shares

The ARCA does not come preinstalled with remote access or antivirus software.

- If 3rd party antivirus software is installed:
 - Disable scheduled scanning (high disk I/O – especially when virtual machines are running)
 - Disable Symantec Tamper Protection – ARCA executables are detected
- **ARCA Side Antivirus Exclusions**
 - Exclude the following folders:
 - C:\BDRTemplates
 - C:\BMRTools
 - C:\Sparse
 - C:\Windows\IIS Temporary Compressed Files
 - C:\Windows\system32\inetsrv
 - C:\Program Files\Sun\VirtualBox
 - C:\Program Files (x86)\Breakthrough
 - C:\Program Files (x86)\Zenith
 - C:\Program Files (x86)\ZenithARCA
 - Exclude the following processes:
 - C:\Program Files (x86)\Breakthrough\BTCopy
 - C:\Program Files (x86)\Breakthrough\BTService.exe
 - C:\Program Files (x86)\Breakthrough\BTVault.exe
 - C:\Program Files (x86)\Zenith\ImageManager\ImageManager.exe
 - C:\Program Files (x86)\Zenith\ImageManager\sbhard.exe
 - C:\Program Files (x86)\ZenithARCA\ARCAScheduler.exe200

Additional Setup Information

- **Server Side Antivirus Exclusions** – operating system and architecture dependant (x32 / x64)
 - Exclude the following folders:
 - C:\Program Files (x86)\Zenith\Zenith Infotech
 - C:\Program Files (x86)\ZenithARCA

 - Exclude the following processes:
 - C:\Program Files (x86)\Zenith\Zenith Infotech
 - C:\Program Files (x86)\ZenithARCA
 - C:\Windows\System32\vsnapvss.exe
 - C:\WINDOWS\SysWOW64\vsnapvss.exe
 - C:\Windows\System32\vssvc.exe
 - C:\Windows\System32\dfssvc.exe
 - C:\Program Files (x86)\Zenith\Zenith Infotech\sbrun.exe
 - C:\Program Files (x86)\Zenith\Zenith Infotech\ShadowProtectSvc.exe
 - C:\Program Files (x86)\Zenith\Zenith Infotech\vssins64.exe
 - C:\Program Files (x86)\ZenithARCA\ARCAScheduler.exe

Additional Setup Information - Precautions

- Incompatibility List
 - Additional VSS Backup Software
 - Examples: Acronis, Sonicwall CDP
 - Cannot perform virtualizations on dual-boot operating systems
 - BIOS Locked Operating System virtualization may fail due to 3rd party licensing limitations

- Before installing the backup agent on a server
 - Run a check disk & defragmentation to verify disk integrity
 - Ensure all drivers & firmware are updated
 - Install the latest Microsoft VSS Hot fix
 - Exchange Server Log Settings (VSS):
 - Exchange 2000 – enable circular logging
 - Exchange 2003 and above – disable circular logging

- Backup Agent
 - Cannot be installed on ARCA
 - Windows Server Operating Systems 2000 and above are supported
 - Windows Desktop Operating Systems are not supported
 - Intel Itanium IA64 bit architecture is not supported
 - Reboot required after installation.
 - 2003 Small Business Server - Microsoft Exchange Store may stop, starts after reboot

Please refer to the ARCA Implementation Guide to continue setup. If you have any setup issues please contact support through <https://support.zenitharca.net>.