



# ABMR For Linux

## Bare Machine Recovery for Dell EMC Avamar™

### Installation And Licensing Guide

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# Contents

<b>1</b>	<b>Document Conventions</b>	<b>4</b>
<b>2</b>	<b>Introduction</b>	<b>5</b>
<b>3</b>	<b>ABMR Installation and Removal</b>	<b>6</b>
	3.1 Install ABMR .....	6
	3.1.1 Upgrade Install .....	7
	3.1.2 Existing Installations of other Cristie BMR products .....	8
	3.2 Remove ABMR .....	8
<b>4</b>	<b>Product Licensing</b>	<b>9</b>
	4.1 Trial License .....	9
	4.2 Full License .....	10
	4.2.1 Setting up a Cristie Licensing Portal account .....	10
	4.2.2 Manual activation .....	11
<b>5</b>	<b>Cristie Technical Support</b>	<b>13</b>



# 1 Document Conventions

The following typographical conventions are used throughout this guide:

<code>/etc/passwd</code>	represents command-line commands, options, parameters, directory names and filenames
<a href="#">Next &gt;</a>	used to signify clickable buttons on a GUI dialogue
<b>Note:</b>	describes something of importance related to the current topic



## 2 Introduction

ABMR for Linux can only be installed on a x86\_64 Linux (i.e. 64-bit) machine.

*ABMR requires that EMC Avamar client version 19.1 or later is already installed.*

A minimum memory of **6 GB RAM** is required for booting the recovery environment and running a recovery.

Please refer to this web page <https://www.cristie.com/support/matrix/> to determine the latest OS and Dell EMC Avamar™ client/server support for ABMR Version 9.6.1.

Before ABMR can be used it must also be correctly licensed. Cristie provides a 30 day trial license with the product.



## 3 ABMR Installation and Removal

The ABMR distribution media is provided for x86\_64 Linux (i.e. 64-bit) machine only.

**Note:** ABMR should be installed and run by a user that has **root** access privileges.

### 3.1 Install ABMR

The required installation files can be downloaded as follows:

#### Trial Version:

A Trial Version of the software can be obtained by completing a form on the Cristie website.

<http://www.cristie.com/request-a-trial/>

#### Existing Customers:

The software can be downloaded after logging into the Cristie licensing portal

<https://portal.cristie.com/login/>

The installation files can be found in the download package in the path `linux/install/` on the ABMR installation CD, DVD or ISO.

#### Installation Process RPM:

Log in as: `root`

Open a terminal and copy the installation file to say `/tmp`. Then to install from an RPM package enter:

```
[root@ABMR]# rpm -ivh abmr-9.6.1.3302-1.x86_64.rpm
```

#### Installation Process DEB:

Log in as: `root`

Copy the installation file to say `/tmp`. Then to install from a DEB package enter:

```
[root@ABMR]# dpkg -i abmr_9.6.1.3302-1_amd64.deb
```

#### Installation Process Tar File:

Copy the installation files from the installation CD to the temporary directory:

```
[root@ABMR install]# cp abmr-9.6.1.3302-1.linux.x86_64.tar.gz /tmp
```

Navigate to the temporary directory:

```
[root@ABMR install]# cd /tmp
```

Extract the tar file with the following command:



```
[root@ABMR tmp]# tar xvzf abmr-9.6.1.linux.x86_64.tar.gz
```

To install ABMR enter:

```
[root@ABMR abmr]# ./install
```

This will install all the relevant files and licenses.

ABMR is installed with a 30 day trial license. To extend this license, contact Cristie at [support@cristie.com](mailto:support@cristie.com).

### 3.1.1 Upgrade Install

It is possible to upgrade an existing version of ABMR (6.x.x) to Version 9.6.1

#### Upgrading RPM installations

To upgrade install using an RPM package enter:

```
[root@ABMR]# rpm -U abmr-9.6.1.3302-1.x86_64.rpm
```

#### Upgrading DEB installations

This uses the same syntax as running a clean install, i.e.:

```
[root@ABMR install]# dpkg -i abmr_9.6.1.3302-1_amd64.deb
```

#### Upgrading tar file installations

To upgrade previous ABMR tar based installations, copy the installation files from the installation CD to the temporary directory:

```
[root@ABMR /]# cp abmr-9.6.1.3302-1.x86_64.tar.gz /tmp
```

Navigate to the temporary directory:

```
[root@ABMR /]# cd /tmp
```

Extract the tar file with the following command:

```
[root@ABMR tmp]# cd /abmr
```

To install ABMR enter:

```
[root@ABMR abmr]# ./install
```

When prompted, confirm that is is OK to overwrite files.



### 3.1.2 Existing Installations of other Cristie BMR products

ABMR cannot be installed alongside any other Cristie BMR product.

## 3.2 Remove ABMR

### Uninstall RPM installations

To uninstall the RPM package, use:

```
[root@ABMR /]#  
[root@ABMR /]# rpm -e abmr
```

### Uninstall DEB installations

To uninstall the RPM package, use:

```
[root@ABMR /]#  
[root@ABMR /]# dpkg -P abmr
```

### Uninstall tar file installations

To uninstall the package, navigate to the directory where ABMR was installed and run the install script with the *-u* option.

```
[root@ABMR /]# cd /tmp/abmr  
[root@ABMR /]# ./install -u
```





## 4 Product Licensing

When first installed, ABMR may be used for a trial period of 30 days. During that period ABMR is fully functional. If the software is subsequently un-installed and later re-installed on the same system, the 30 day period continues from the date of the first installation.

If you wish to use the software beyond the trial period, you must register and purchase a license from Cristie Software Ltd.. Alternatively, and in special circumstances, Cristie Software Ltd. may extend the license period if you wish to trial the software beyond that period.

If you purchase the product, then contract and license activation codes will be available on the Cristie Licensing Portal. Together these codes will enable you to fully activate the product.

The following sections discuss this in more detail.

### 4.1 Trial License

A 30-day trial license commences from the date of installation. The ABMR configuration file generator `abmrcfg` will not run after this period expires.

You may use the Cristie License Manager to add or inspect license details at any time. This is achieved by opening a terminal and entering:

```
#  
# licmgr -p abmr
```

Entering this command, will display the Cristie License Manager. This shows Machine attributes, Contract ID, the installed host System signature, the current product (ABMR in this case), the product version, the trial end date and the current license Status.

```
[root@IY-RHEL-9-EFI iyabmr]# licmgr -p abmr  
=====  
Cristie License Manager Version  
9.6  
Copyright (C) 2012-2024 Cristie Software Limited  
=====  
Machine attributes : {virtual, server}  
Contract ID : 0  
Signature : KB7NQECU-CKTFTZVU-79R3SV2D-FCP7KX99  
Product : Bare Machine Recovery for EMC Avamar (ABMR)  
Version : 9.6  
Trial ends on : 2024-05-24  
  
Status : Trial licence
```

The ABMR configuration file generator will become active again when a full license has been purchased from Cristie Software Ltd. and the new contract and activation code entered via the Cristie License Manager.



## 4.2 Full License

A Full license entitles the Customer to product support and upgrades for the duration of the license period.

To upgrade from the trial license to a full license, you need to apply for a full license activation code either via the Cristie Licensing Portal website or via the product Cristie License Manager. In either case you will need to first register an account on the Cristie Licensing Portal (located at <https://portal.cristie.com/login>). A Contract ID will be created and provided to you when you purchase a license.

These are the various codes used in the Cristie licensing process:

**Contract ID:** A 4-digit number supplied by Cristie Software Ltd. Sales during the license purchase process.

**Agreement Number:** Same as *Contract ID* at the moment.

**Contract Code:** 35-character contract code obtained from the Cristie Licensing Portal

**Activation Code:** 35-character support activation code obtained from the Cristie Licensing Portal

In special circumstances a 'bulk license' may be issued by Cristie Software Ltd. for customers that order a significant number of product licenses. Please contact your Cristie sales representative if you wish to discuss this service.

*Note this discussion assumes that ABMR is already installed on a Customer production machine.*

### 4.2.1 Setting up a Cristie Licensing Portal account

To setup a new account on the Cristie Licensing Portal follow the following steps. To do this you will need your 4-digit Contract ID and contract setup password. These will be provided by email from Cristie Software Ltd. when you purchase a product license.

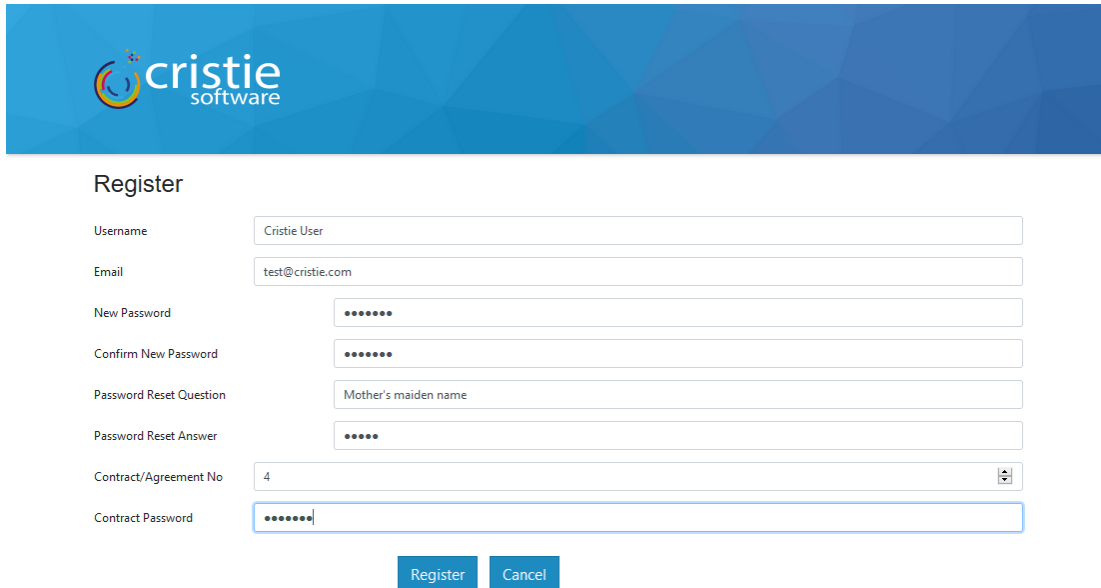
*Note: Your Contract ID may have been supplied to you as your contract Agreement Number. In that case please use your Agreement number in place of the Contract ID throughout.*

1. On a suitable machine that has Internet access run a browser (such as Microsoft Internet Explorer on Windows) and navigate to the Cristie Licensing Portal web page at <https://portal.cristie.com/login>.



The image shows the login page for the Cristie Licensing Portal. It features the Cristie Software logo at the top left. Below the logo are two input fields: one for 'Email' and one for 'Password'. Underneath these fields are three buttons: a blue 'Login' button, a red 'Reset Password' button, and a dark blue 'Register' button.

Select [Register](#) to create a new account. Enter your new account details (note this is an example):

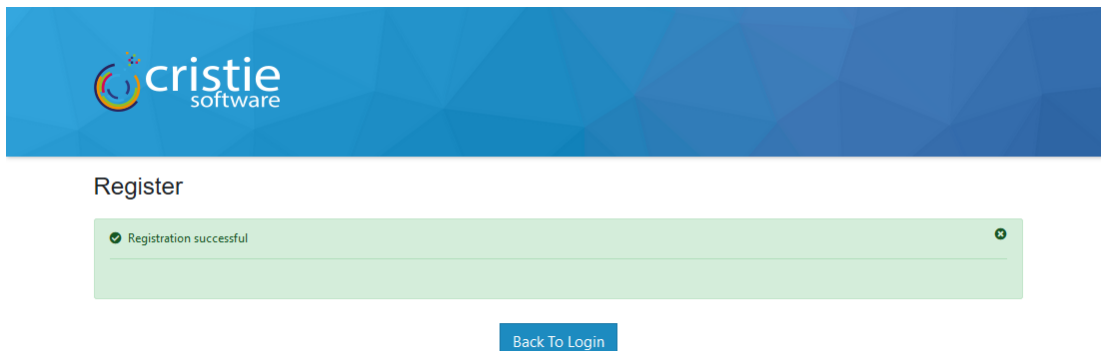


The screenshot shows the 'Register' form for Cristie Software. The form includes the following fields:

- Username: Cristie User
- Email: test@cristie.com
- New Password: [masked]
- Confirm New Password: [masked]
- Password Reset Question: Mother's maiden name
- Password Reset Answer: [masked]
- Contract/Agreement No: 4
- Contract Password: [masked]

At the bottom of the form are two buttons: 'Register' and 'Cancel'.

Then click [Create](#). If successful the following is shown.



The screenshot shows the 'Register' page for Cristie Software. A green message box at the top indicates 'Registration successful'. Below the message box is a 'Back To Login' button.

At this point you may now log in to the Cristie Licensing Portal using the E-mail ID and password setup in the previous steps.

## 4.2.2 Manual activation

This involves activating using the Cristie Licensing Portal as follows. This discussion assumes your contract is already setup on the Cristie Licensing Portal.

Assign your Activation code on the ABMR host machine by opening up a terminal and entering:

```
#  
# licmgr -p abmr --act xxxxxxxx-xxxxxxx-xxxxxxx-xxxxxxx
```

(where xxxxxxxx-xxxxxxx-xxxxxxx-xxxxxxx is your Activation code, which can be obtained by signing into the Cristie Licensing Portal) and use the **Activate Licenses** option. You will need your host's IP address, hostname and license signature. The latter can be obtained from the `licmgr -p abmr` output.



```
=====  
Cristie License Manager Version  
9.6  
Copyright (C) 2012-2024 Cristie Software Limited  
=====  
Machine attributes : {virtual, server}  
Contract ID : 0  
Signature : KB7NQECU-CKTFTZVU-79R3SV2D-FCP7KX99  
Product : Bare Machine Recovery for EMC Avamar (ABMR)  
Version : 9.6  
Trial ends on : 2024-05-24  
  
Status : Trial licence
```

The Cristie License Manager will be refreshed showing your Contract ID, the new Activation code and your contract support end date.

```
=====  
Cristie License Manager Version  
9.6  
Copyright (C) 2012-2024 Cristie Software Limited  
=====  
Successfully applied the activation code.  
Machine attributes : {virtual, server}  
Contract ID : 6  
Signature : KB7NQECU-CKTFTZVU-79R3SV2D-FCP7KX99  
Product : Bare Machine Recovery for EMC Avamar (ABMR)  
Version : 9.6  
Maintenance ends on : 2024-12-31  
  
Activation code : AS745825-DTSG468W-8EEF6JKE-9KTWE3W6  
Activation type : Product activation  
Maintenance ends on : 2024-12-31  
Attributes : {virtual, server}  
  
Status : Full licence
```



## 5 Cristie Technical Support

If you have any queries or problems concerning your Bare Machine Recovery for Dell EMC Avamar™ product, please contact Cristie Technical Support. To assist us in helping with your enquiry, make sure you have the following information available for the person dealing with your call:

- ABMR Version Number
- Installed OS type and version
- Any error message information (if appropriate)
- Description of when the error occurs
- All Cristie log files relating to the source or recovery machine. This is very important to help us provide a quick diagnosis of your problem

### **Contact Numbers - Cristie Software (UK) Limited**

<b>Technical Support</b>	+44 (0) 1453 847 009
<b>Toll-Free US Number</b>	1-866-TEC-CBMR (1-866-832-2267)
<b>Knowledgebase</b>	<a href="http://kb.cristie.com">kb.cristie.com</a>
<b>Forum</b>	<a href="http://forum.cristie.com">forum.cristie.com</a>
<b>Sales Enquiries</b>	<a href="mailto:sales@cristie.com">sales@cristie.com</a>
<b>Email</b>	<a href="mailto:support@cristie.com">support@cristie.com</a>
<b>Web</b>	<a href="http://www.cristie.com">www.cristie.com</a>

### **Support Hours**

05:00 to 17:00 Eastern Standard Time (EST) Monday to Friday

Out-of-Hours support available to customers with a valid Support Agreement - Severity 1 issues\* only

UK Bank Holidays\*\* classed as Out-of-Hours - Severity 1 issues only.

\*Severity 1 issues are defined as: a production server failure, cannot perform recovery or actual loss of data occurring.

\*\*For details on dates of UK Bank Holidays, please see [www.cristie.com/support/](http://www.cristie.com/support/)

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