



NBMR For Linux

Bare Machine Recovery for Dell EMC NetWorker™

User Guide

Version 9.5.1 released March 2023

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Contents

1	Document Conventions	4
2	Introduction	5
	2.1 Limitations	5
	2.2 Further Information	5
3	System Requirements	6
4	Supported Filesystems	7
5	uEFI and MBR BIOS Support	8
6	Using NBMR For Disaster Recovery	9
	6.1 Saving the System Configuration	9
	6.2 NBMRcfg	9
7	NetWorker Client Backup	11
	7.1 Housekeeping	12
8	Performing a Recovery	13
	8.1 Build Custom ISO	24
	8.2 Command Line Recoveries	27
9	Post Recovery Options	29
	9.1 Copy Log Files	29
	9.2 Show Log Files	32
10	Cristie Technical Support	33



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
Next >	used to signify clickable buttons on a GUI dialogue
Note:	describes something of importance related to the current topic



2 Introduction

Bare Machine Recovery for Dell EMC NetWorker™ (NBMR) provides disaster recovery capability for Dell EMC NetWorker™ protected Linux Intel hosts.

It is possible to recover the original system to the same or dissimilar hardware. To protect a system, backups can be taken periodically, along with configuration information, which includes details of hard disks, network interfaces, etc.

This Guide shows the user how to save system configuration information, backup and recover a Linux Intel machine using NBMR. More detailed information is available from `man` pages for the NBMR components. The `man` pages are available after installation of NBMR.

This guide relates to NBMR for Linux Intel version 9.5.1 only.

Note: NBMR can only be used in conjunction with EMC NetWorker.

This guide describes how to:

- *Save Configuration data using nbmrcfg*
- *Configure and run your Dell EMC NetWorker™ Client backup*
- *Perform a Disaster Recovery*

2.1 Limitations

There are limits to what this version of NBMR for Linux Intel will support. It will NOT support:

- *Platforms other than Intel*
- *Multi-boot operating systems*
- *Recovery of files that are being written to at the time of backup.*

2.2 Further Information

Further information and advice on using NBMR may be found in the **Cristie Knowledge Base** (<https://kb.cristie.com>) or the **Cristie Forum** (<https://forum.cristie.com>).



3 System Requirements

NBMR for Linux Intel can only be installed on a x86_64 Linux Intel (i.e. 64-bit) machine.

NBMR requires that EMC NetWorker 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 NetWorker™ client/server support for NBMR Version 9.5.1.

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



4 Supported Filesystems

Please refer to this web page <https://www.cristie.com/support/matrix/> to determine the latest file system support for NBMR Version 9.5.1.



5 uEFI and MBR BIOS Support

Note: recovery support is provided for conversion from uEFI to MBR BIOS. Conversion from legacy MBR BIOS to uEFI is not currently supported.

The recovery ISO is configured for both MBR (legacy) and uEFI boot. It can therefore boot into either environment. There are no special considerations that need to be made by the customer for uEFI machines. If your machine boots with elilo, prior to performing a backup please run:-

```
nbmrcfg -b elilo
```

All Cristie Bare Metal Recovery software handles the recreation of the uEFI partitions during the recovery of the machine, this is transparent to the user.

When recovering an uEFI enabled OS you must recover to uEFI capable hardware.

When recovery is to a different machine, you may need to manually configure the uEFI boot stanza in order to boot the recovered uEFI OS. Please refer to the Cristie Knowledgebase for further information on editing the boot stanza.

Note: when recovering an uEFI enabled OS, it is recommended that the recovery environment is booted in uEFI mode.



6 Using NBMR For Disaster Recovery

This section describes the steps involved in using Dell EMC NetWorker™ in conjunction with NBMR for disaster recovery.

This description assumes that the Dell EMC NetWorker™ client software has already been installed and configured.

To ensure your system is protected observe the following steps:

1. *Install NBMR on the system you wish to protect.*
2. *Use the `nbmrcfg` program to capture and store the configuration of the system.*
3. *Backup the system with the Dell EMC NetWorker™ client to a Dell EMC NetWorker™ server as normal.*

6.1 Saving the System Configuration

Configuration is always saved to `/NBMRCFG` - it can't be saved anywhere else. This guarantees it is always stored in the backup.

When saving the configuration information to the backup location, this must be done **before** the backup is run.

To save the configuration information for each machine, the supplied command line program `nbmrcfg` is used. It is recommended that this is run prior to running each backup to ensure the configuration is up to date.

6.2 NBMRcfg

To use the command line configuration saving program, type `nbmrcfg`. The configuration will automatically detect the machine boot loader and boot partition, however, if either are incorrectly detected you may specify additional options.

The available options of `nbmrcfg` can be shown using:

```
nbmrcfg --help
```

There is a full manual page for `nbmrcfg` available by typing `man nbmrcfg`.

Note: Do not use any flags with `nbmrcfg` because the recovery will fail if `nbmrcfg` is used with arguments.

This is a full list of options:

Option	Description
<code>-b<name>, --bootloader=<name></code>	Set boot loader to <name> (default is grub)
<code>-d<name>, --bootdevice=<name></code>	Set boot device name to <name>
<code>-l<file>, --logfile=<file></code>	Set log file (default is cbmrcfg.log)



-o<file>, --output=<file>	Set output file (default is disrec.ini)
-p<permissions>	Set output file permissions (default 0600)
-v, --verbose	Verbose mode
--autorelabel=<n>	Automatically relabel SELinux if <n> != 0
--disk_pattern=<pattern>	Only include disks matching <pattern>
--disk_regex=<regex>	Only include disks matching <regex>
--disk_skip=<pattern>	Don't include disks matching <pattern>
--disk_skip_regex=<regex>	Don't include disks matching <regex>
--disshw=<n>	Use dissimilar hardware support if <n> != 0
--filedev_mount_options=<string>	Set file device mount options
--filedev_mount_target=<string>	Set file device mount target
--format_pattern=<pattern>	Only format devices matching <pattern>
--format_regex=<regex>	Only format devices matching <regex>
--format_skip=<pattern>	Don't format devices matching <pattern>
--format_skip_regex=<regex>	Don't format devices matching <regex>
--mpath=<n>	Don't scan for mpath devices if <n> = 0
--partition_pattern=<pattern>	Only partition devices matching <pattern>
--partition_regex=<regex>	Only partition devices matching <regex>
--partition_skip=<pattern>	Don't partition devices matching <pattern>
--partition_skip_regex=<regex>	Don't partition devices matching <regex>
--local_fs	Don't include remote filesystems
--local_disks	Don't include remote disks, e.g. iscsi
--rc=<n>	Set return code to <n>
--rescale_pattern=<pattern>	Only rescale devices matching <pattern>
--rescale_regex=<regex>	Only rescale devices matching <regex>
--rescale_skip=<pattern>	Don't rescale devices matching <pattern>
--rescale_skip_regex=<regex>	Don't rescale devices matching <regex>
--save_mpath_list	Save mpath details
--vg_pattern=<pattern>	Only create VGs matching <pattern>
--vg_regex=<regex>	Only create VGs matching <regex>
--vg_skip=<pattern>	Don't create VGs matching <pattern>
--vg_skip_regex=<regex>	Don't create VGs matching <regex>
--help, --usage	Print this message and exit
--version	Print the version and exit



7 NetWorker Client Backup

The backup is performed using the command line `saveefs`, for example:

```
saveefs -v -s <hostname> <filesystem>
```

Where `<hostname>` is the host name or IP address of the EMC NetWorker server that the backup will be stored upon and `<filesystem>` is the name of the file system you wish to backup. The backup command should be repeated for each file system that will need to be recovered in the event of a disaster recovery. As a minimum Cristie recommends backing up the root (`'/'`) and boot (`'/boot'`) file systems. For example, the following screenshot shows the backup of root being initiated.

Note: Please ensure you backup all file systems that are involved in the boot process. If any are missing your restored system may not boot correctly.

Note 2: If the system is uEFI, ensure that the `'/boot/efi'` filesystem has been included in your backup.

```
/nsr/logs/adhoc/save/288833.log
/nsr/logs/adhoc/save/
/nsr/logs/adhoc/
/nsr/logs/daemon.raw
/nsr/logs/
/nsr/cache/cloudboost/
/nsr/cache/
/nsr/applogs/
66135:save: NSR directive file (/nsr/cores/nsrexecd/.nsr) parsed
/nsr/cores/nsrexecd/.nsr
/nsr/cores/nsrexecd/
/nsr/cores/.nsrcorelist.txt
/nsr/cores/
66135:save: NSR directive file (/nsr/run/.nsr) parsed
/nsr/run/.nsr
/nsr/run/
/nsr/
/
174917:save: Step (6 of 6) for PID-35268: Backup has succeeded. Save is exiting.
np-rhel83: /                               level=full,   4332 MB 00:01:23 126484 files
94694:save: The backup of save set '/' succeeded.
90071:savefs: The save for '/' exited with 0.
```

Please refer to your NetWorker User documentation for a full discussion of the backup options.

Alternately use `save -v -s <hostname> <filesystem>` where filesystem could be `/` to backup everything from root.

For Dell EMC NetWorker™ version 19.4 or later you must save the **NetWorker Authentication** database. Without this file it will not be possible to authenticate the server during a recovery sequence. Please copy the database to a suitable location on the network accessible to a potential disaster recovery using NBMR.

To save the database and after the first backup with NBMR installed, run the following script:

```
nbmr_save_authdb <directory>
```

Where `<directory>` can be a mounted share or say `/tmp`. In the latter case manually copy



the database to a network share afterwards. This will create a file called `nsrladb-<hostname>.tgz` which you can later load from the recovery environment.

```
[root@np-rhel83 /]# nbmr_save_authdb /mnt/cristie/nigelp/NBMR/Linux/  
Saving NBMR authentication data to /mnt/cristie/nigelp/NBMR/Linux/nsrladb-np-rh  
el83.tgz
```

*It is important to note that the NetWorker Authentication database should be saved **after** the first backup. Doing it immediately after installing the NBMR will not produce a useable authentication database file.*

7.1 Housekeeping

In order to ensure that you can recover to the latest version of the operating system that was installed on your Linux Intel machine, you must ensure that a Dell EMC NetWorker™ backup is performed every time the operating system files change. In addition you should also configure a run of the NBMRcfg.exe program using a pre-script on the server (if supported) prior to the backup.

This is not always possible, so **Cristie Software Ltd.** recommends that the Dell EMC NetWorker™ backup be performed regularly. However, you should choose a period which reflects the rate of change of data in your own organisation. Although the configuration data will change less frequently than the operating system, it is a wise precaution to update this regularly. For example, this can be achieved by creating a cron job for your schedule or by defining a scheduled backup for the required client machine on the Dell EMC NetWorker™ server.



8 Performing a Recovery

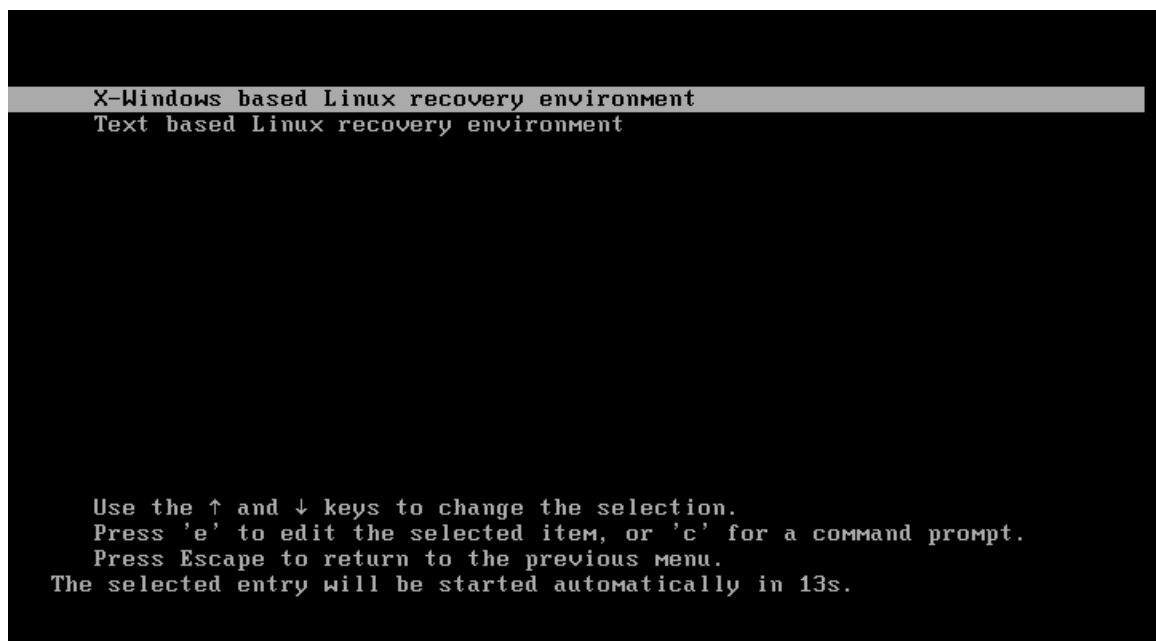
When a machine has failed, it can be recovered using the XBMR bootable product CD/DVD-ROM or DR ISO (if your host supports this capability). XBMR is a separate product to NBMR. It is a generic Recovery Environment for all Cristie Linux BMR products.

You should ensure your machine's BIOS is set up to boot from CD/DVD-ROM or ISO as appropriate.

The process encompasses the following stages:

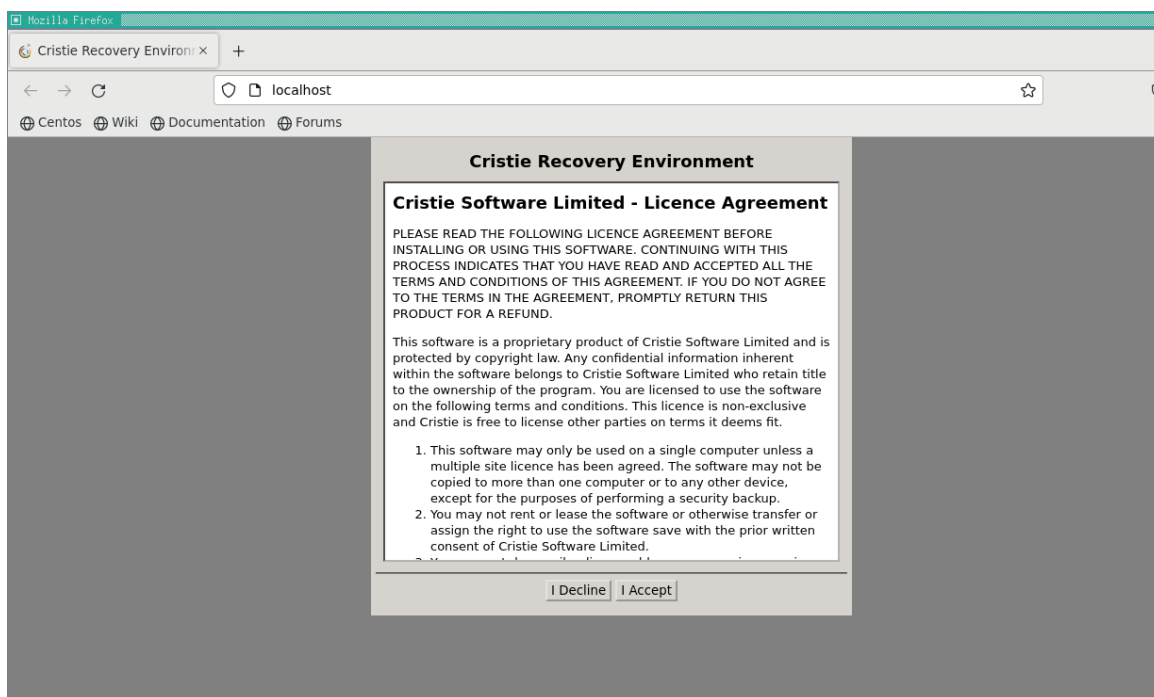
- **Boot** into XBMR Recovery Environment and configure as required
- **Read** Configuration Data from your backup
- **Restore** Files from your backup
- **Load** additional drivers (if necessary)
- **Reboot** into recovered OS

Boot the machine using the **XBMR** bootable CD ROM or ISO. You will then be presented with the screen below:

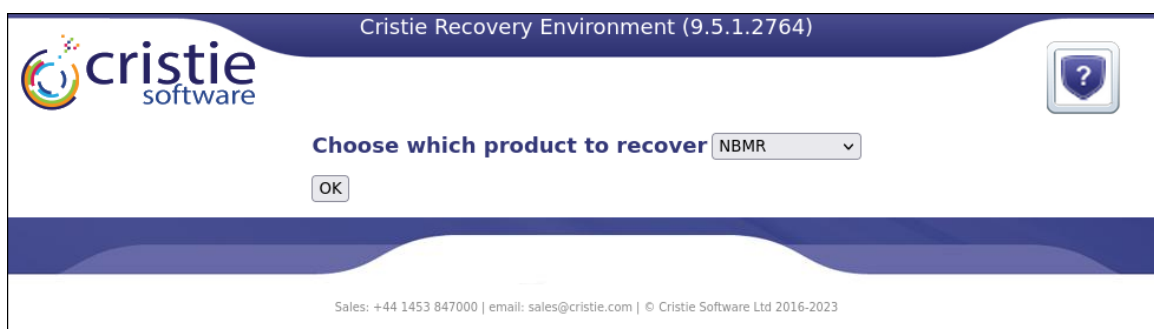


Cristie recommends that you choose the graphical X-Windows recovery environment mode which loads the **Cristie Recovery Environment**. You will be presented with the **license** screen. Click **Accept** if you agree with the licencing terms.





The Product Selection drop-down menu will then be shown. Now select the Cristie product used during the backup - NBMR in this case.



Click **OK**. You will then see the **NBMR Recovery Environment** main menu.





Cristie recommends selecting the **Automatic Recovery Wizard** option from the **Recovery Environment** main menu. This will then display the **Setup NBMR Location** dialogue box, where you can specify the Dell EMC NetWorker™ Server information.

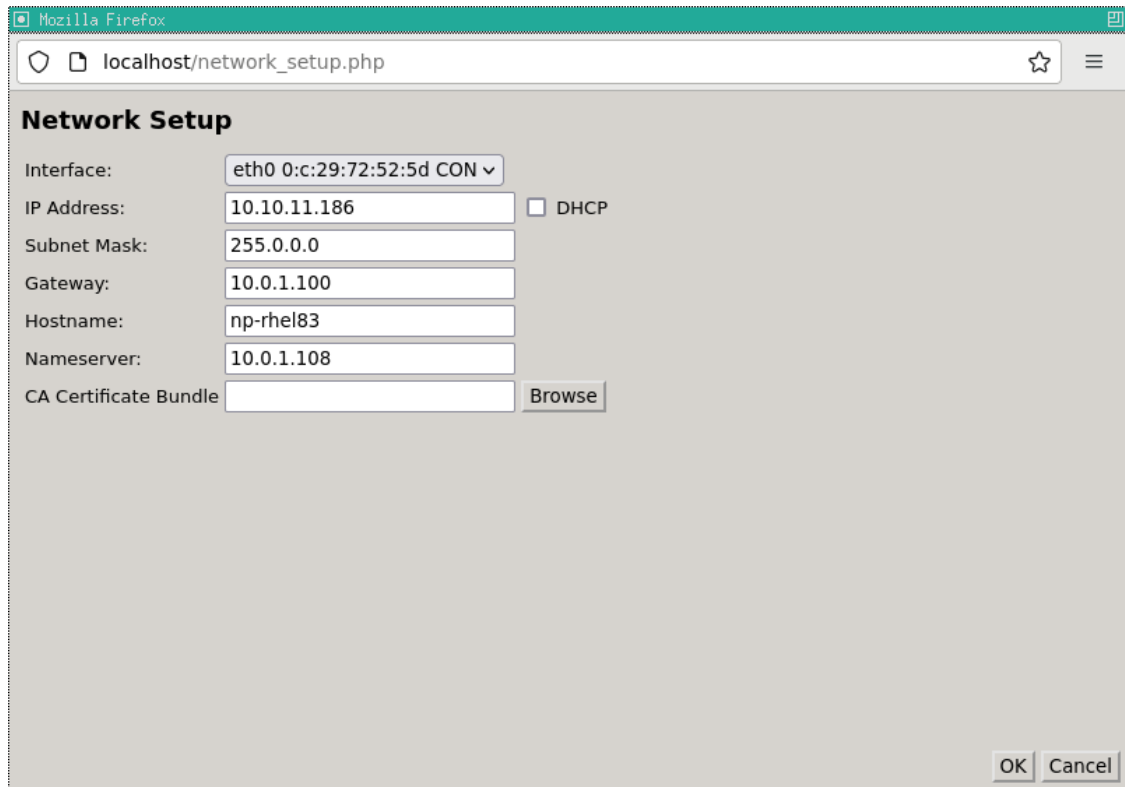
The screenshot shows a Mozilla Firefox browser window displaying the 'Setup NBMR Location' web page. The address bar shows 'localhost/nbmr_setup_location.php'. The page title is 'Setup NBMR Location'. Below the title, it says 'Provide NetWorker Server information.' and 'This wizard will take you through the steps to fully recover your system from a backup.' There are three input fields: 'Server Hostname:' with the value 'EMC-SRV1', 'Server IP Address:' with the value '10.10.16.42', and 'Authentication Database' with the value '/mnt/authdb/nigelp/NBMR/Lin'. To the right of the last field is a 'Browse' button. Below these fields are two tabs: 'Network Setup' and 'Setup Networker Hosts'. At the bottom right, there are 'Next >' and 'Cancel' buttons.

Now enter the Server details (of the Dell EMC NetWorker™ Server where the backup resides). Enter the Server hostname and IP address. If your server is version 19.4 or later and **old authentication** is disabled on the server, you must include a path to the authentication database. It will not be possible to recover any files without this database



when old authentication is disabled. Contact your Dell EMC NetWorker™ administrator if you are unsure of any of the settings.

If it is required to configure the local network settings (i.e. the XBMR Recovery Environment), click the [Network Setup](#) button. Now enter your new network settings. You must set the IP and hostname of the original host for NBMR recoveries.

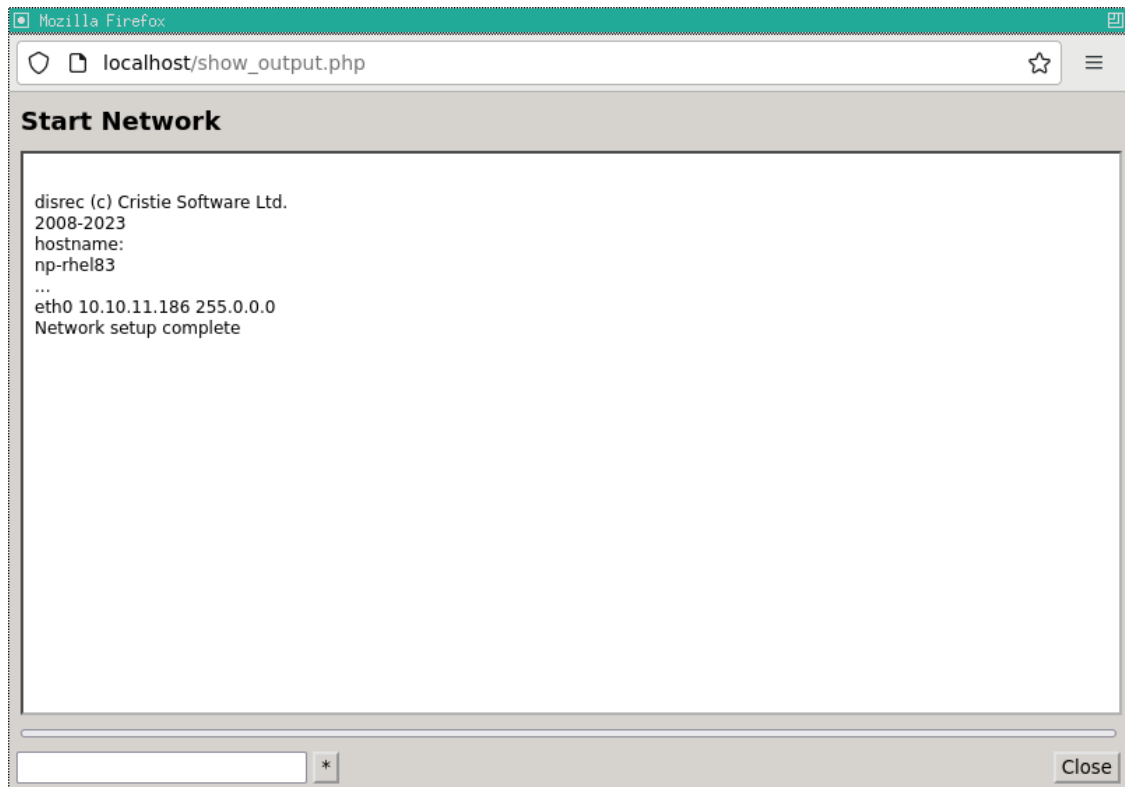


The screenshot shows a web browser window titled "Mozilla Firefox" with the address bar displaying "localhost/network_setup.php". The page content is titled "Network Setup" and contains the following fields and controls:

- Interface:** A dropdown menu showing "eth0 0:c:29:72:52:5d CON".
- IP Address:** A text input field containing "10.10.11.186".
- Subnet Mask:** A text input field containing "255.0.0.0".
- Gateway:** A text input field containing "10.0.1.100".
- Hostname:** A text input field containing "np-rhel83".
- Nameserver:** A text input field containing "10.0.1.108".
- CA Certificate Bundle:** A text input field followed by a "Browse" button.
- DHCP:** An unchecked checkbox labeled "DHCP".
- Buttons:** "OK" and "Cancel" buttons are located at the bottom right of the form.

Select [OK](#) to save your changes. The Start Network screen will then display the network changes being implemented.





Click [Close](#) to return to the [Setup NBMR Location Wizard](#). Now click [Next >](#) and the [Get Configuration](#) dialogue will be shown. Entering a recovery date and time will restore an available backup nearest (but earlier) to the specified date/time.

A screenshot of a web form titled 'Get Configuration'. The form is located at 'localhost/nbmr_restore_configuration.php'. It contains the instruction 'Specify the restore settings here.' and three input fields: 'Recovery Date' with a placeholder '(mm/dd/yyyy)', 'Recovery Time' with a placeholder '(HH:MM)', and 'NetWorker recover options'. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

If you wish to recover a backup other than the latest (the default) select a particular date/time - a Point-in-Time (PIT). Click the Date field and a calendar will pop-up like this:



Get Configuration

Specify the restore settings here.

Recovery Date (mm/dd/yyyy)

Recovery Time (H:MM)

NetWorker recover options

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

< Back Next > Cancel

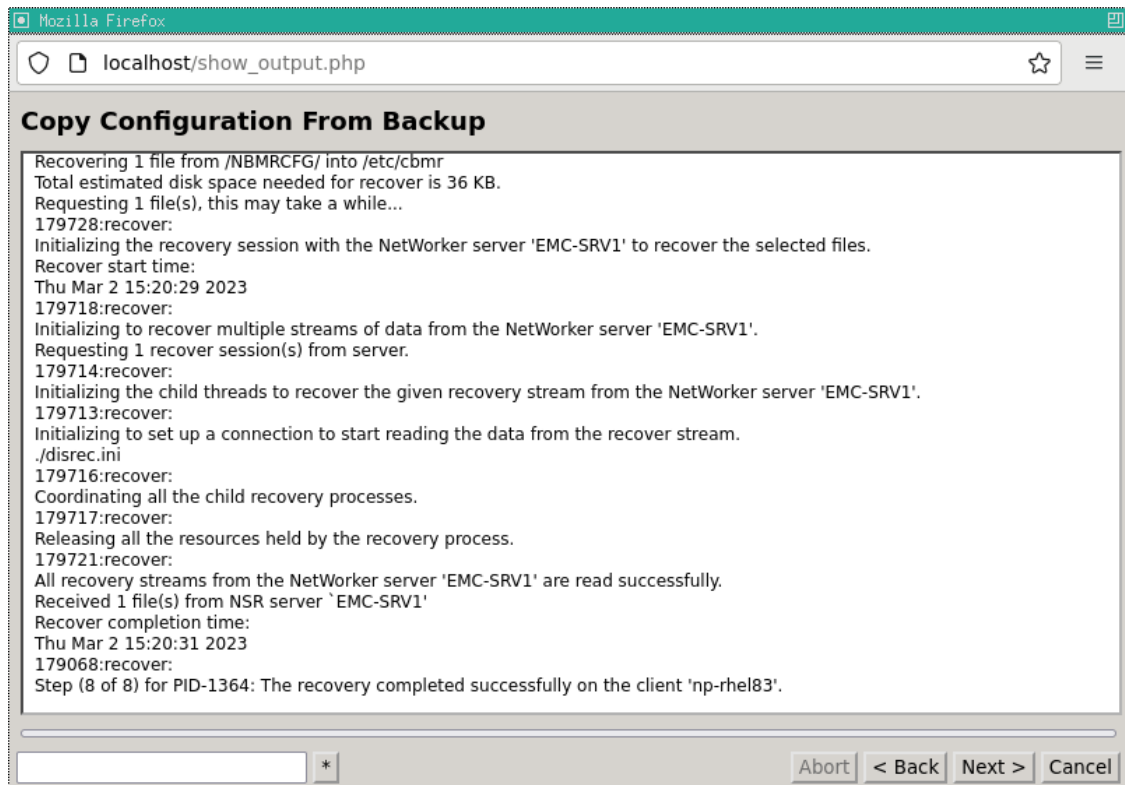
In this example this would recover a backup closest to 32 March 2023 00:00am. Note Dell EMC NetWorker™ will find the closest incremental backup looking backwards in time.

Normally, nothing needs to be entered under **NetWorker recover options**. If you do need to enter any parameters, it will probably be standard Dell EMC NetWorker™ options. Any parameters entered will be passed to the Dell EMC NetWorker™ server unchanged, but they must be prefixed with a '-'. For example **-resourceutilization=2**. Please consult your Dell EMC NetWorker™ User Manual for full details.

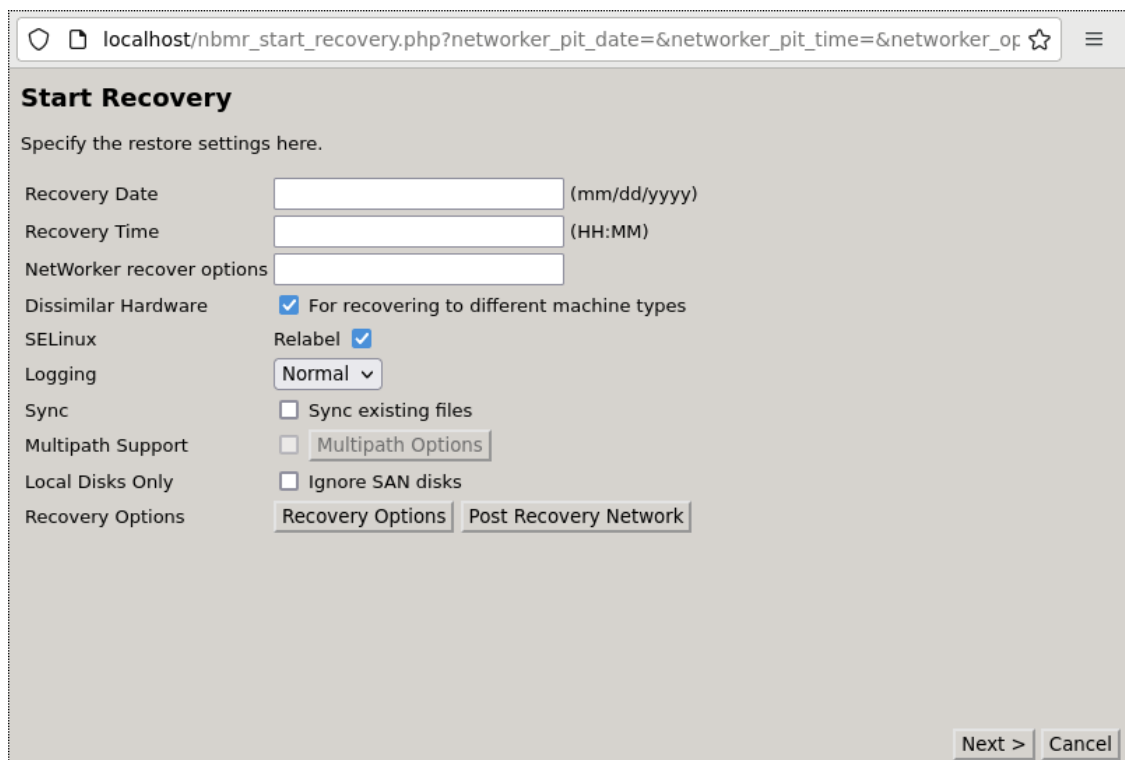
Note: for a list of these parameters and how to use them you should consult the relevant Dell EMC NetWorker™ User Guide.

Click **Next >** to continue. This will then restore the configuration from the backup.





Click **Next >** to continue to the **Start Recovery** phase. You will then be presented with the Start Recovery options. Here you can change the configuration of the system being restored.



Ensure that you **un-tick** the **SELinux Relabel** option, to ensure that your original SELinux settings are maintained. Only leave this box ticked, if you know that your SELinux settings need to be reset.



Select the **Sync** tick-box if you wish to sync existing files. This option will then run a recovery sequence of everything from the restore phase onwards - so a file restore, then a dissimilar hardware step and finally a make bootable step. If the client supports incremental restores, this will save a lot of time.

If you are recovering Multipath disks, you must check the box for **Multipath Support**. Not doing so will cause the disks to be treated as non-Multipath disks. You can then select and customise your Multipath disk layout by clicking on the **Multipath Options** button. Note this option is only enabled if multipath disks are set in the configuration.

Recover	Original device	New device
<input checked="" type="checkbox"/>	boot 3600c0ff000d70ba1a95c0c5a01000000 20G /dev/sda, /dev/sdc	3600c0ff000d70ba16c7d0c5a01000000 20G /dev/sda, /dev/sdd
<input checked="" type="checkbox"/>	mpathb 3600c0ff000d70ba1c4dc435a01000000 17G /dev/sdb, /dev/sdd	3600c0ff000d70ba1a95c0c5a01000000 20G /dev/sdb, /dev/sdc

If you wish, you may customise your disk layout, volume group or filesystem selection by clicking on the **Recovery Options** button.

Recovery Options

Map Disks

The original and new disks are shown below. If required, drag a new disk to a different row to customise the proposed layout. Dragging a new disk onto a row which already has a new disk will swap those entries.

Recover	Original disk	New disk
<input checked="" type="checkbox"/>	/dev/sda 40GB	/dev/sda 30GB

Volume Groups

☒ cl

Filesystems

☒ / (xfs)

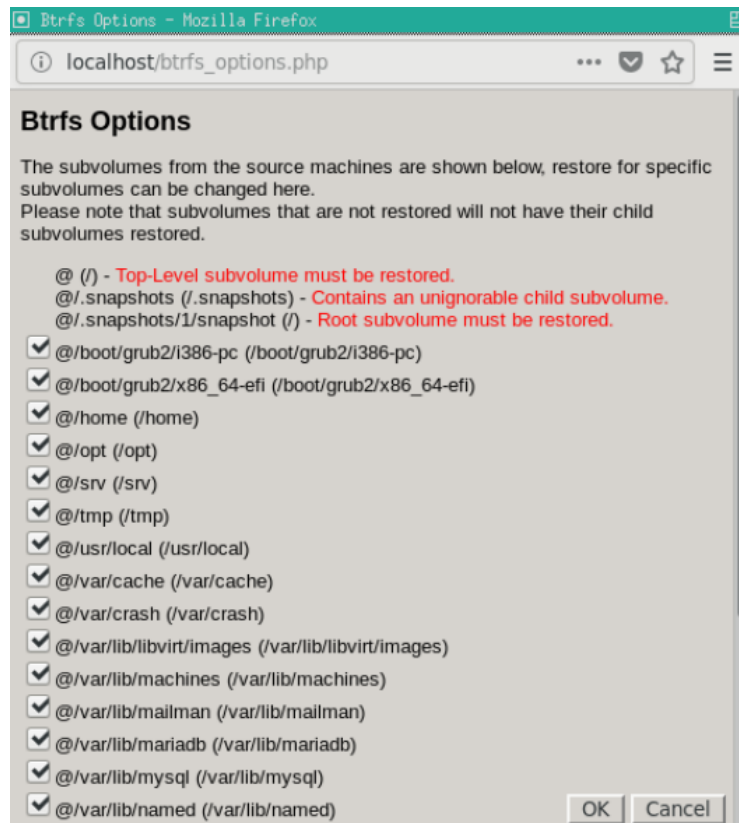
☒ /boot (ext4)

Note: disks that have been configured in the Multipath Options menu will not be

visible on the Recovery Options menu.

Note: de-selecting a filesystem will disable filesystem creation and file restore.

If the system to be recovered contains BTRFS subvolumes you may configure whether they are recreated during recovery. Click the [Btrfs Options](#) button to bring up the menu (note this option is only displayed if BTRFS volumes are present).



De-selecting a checkbox will prevent the recovery from recreating the subvolume. Click [OK](#) to save and continue.

Note: Some subvolumes can not be de-selected due to a child subvolume dependency or if it is a root subvolume.

If you wish to change the Network Settings in advance of recovery, select **Post Recovery Network**. This option is only available for SLES 11 or later, and Red Hat 6 or later.



Post Recovery Network

This dialog allows the post recovery network settings to be changed. Each interface may be given a static IP address and subnet mask, or allocated a DHCP address. The hostname, default gateway and nameserver may also be changed. Empty fields will be left unchanged on the recovered system. If network information is tied to the original hardware addresses, details should be added here for each interface required after recovery, even if the network details are not to be changed.

Enabled Interface	MAC Address	IP Address	Subnet Mask	DHCP
<input checked="" type="checkbox"/> eth0	00:0c:29:72:52:5d			<input checked="" type="checkbox"/>

Hostname

Gateway

Nameserver

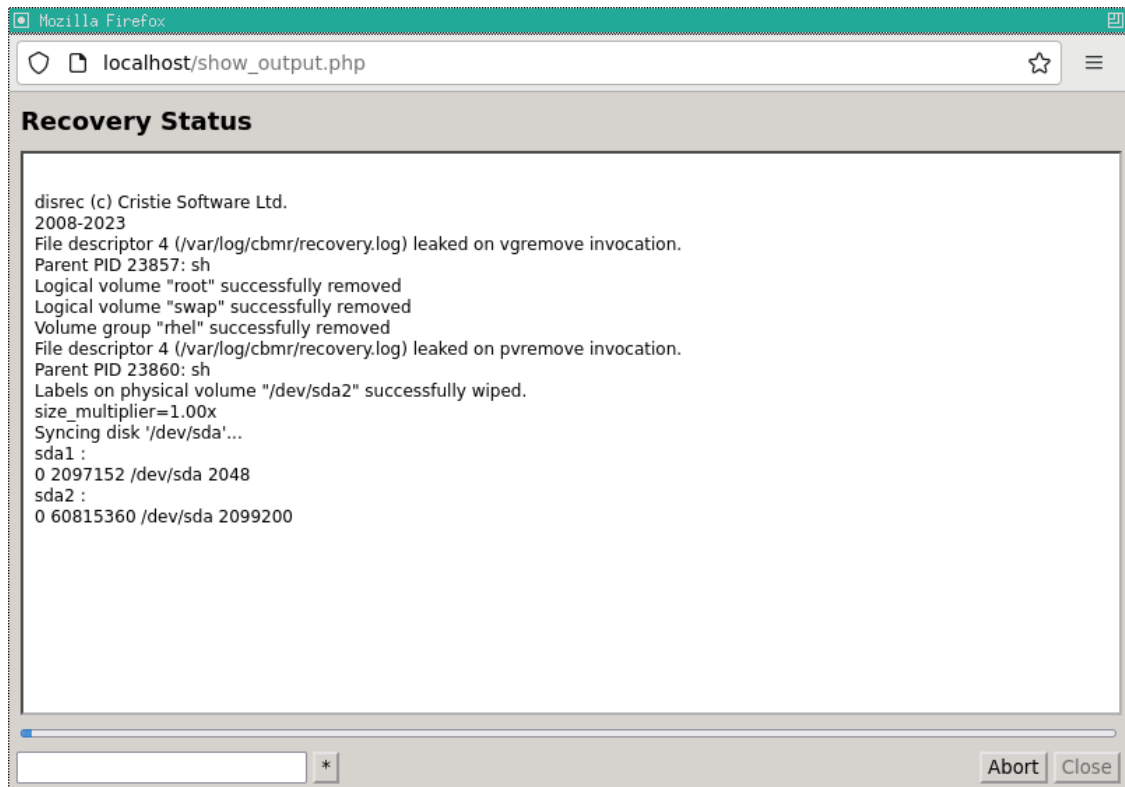
Post Recovery Script

OK Cancel

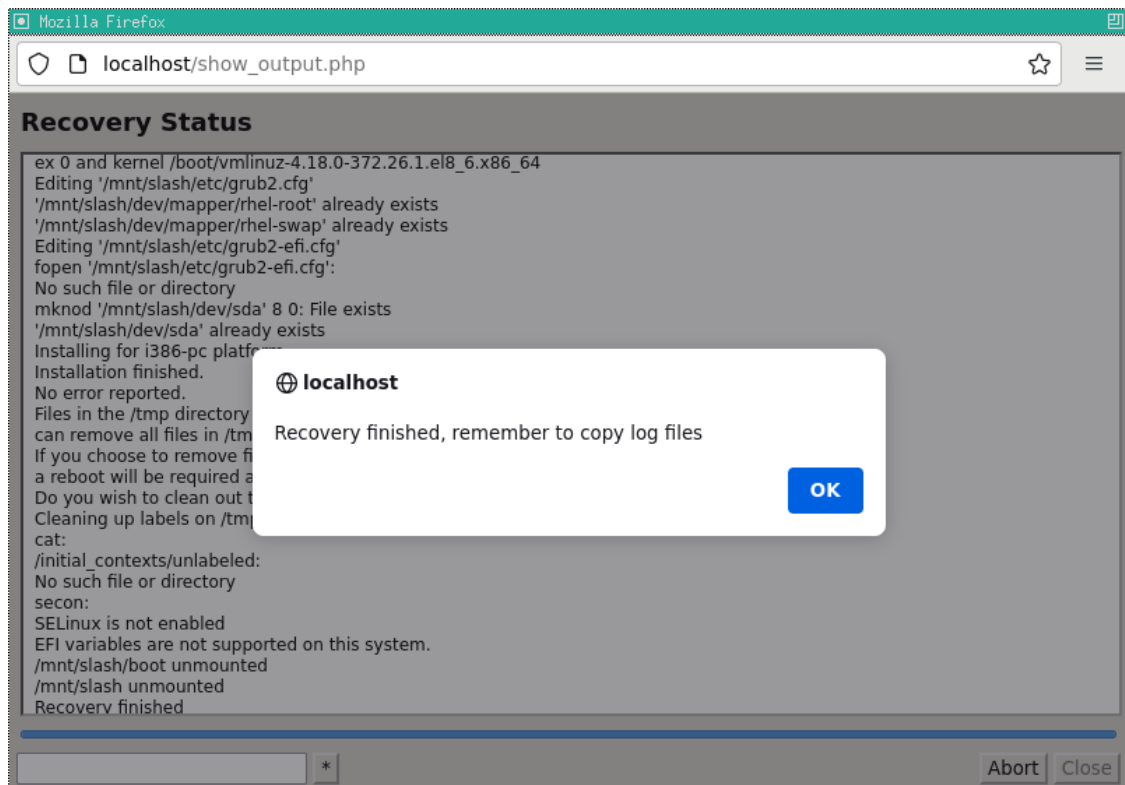
When you are satisfied that all options are correct, click **OK** to confirm.

Note: The Post Recovery Network button will only be displayed if the functionality of this feature can actually be performed on the restored system.

When you are satisfied that all options are correct, click **OK** to confirm and return to the **Start Recovery** dialogue. Finally select **Next >** to start the recovery, which will begin with a dialog like this:



The completion of the recovery is signified with a pop-up box like this:



Cristie recommends that the log files are always saved. If the machine fails to boot after the restore Cristie Support will require copies of the log files to diagnose any problems. Details on how to save log files are described in the section [Copy Log Files](#).



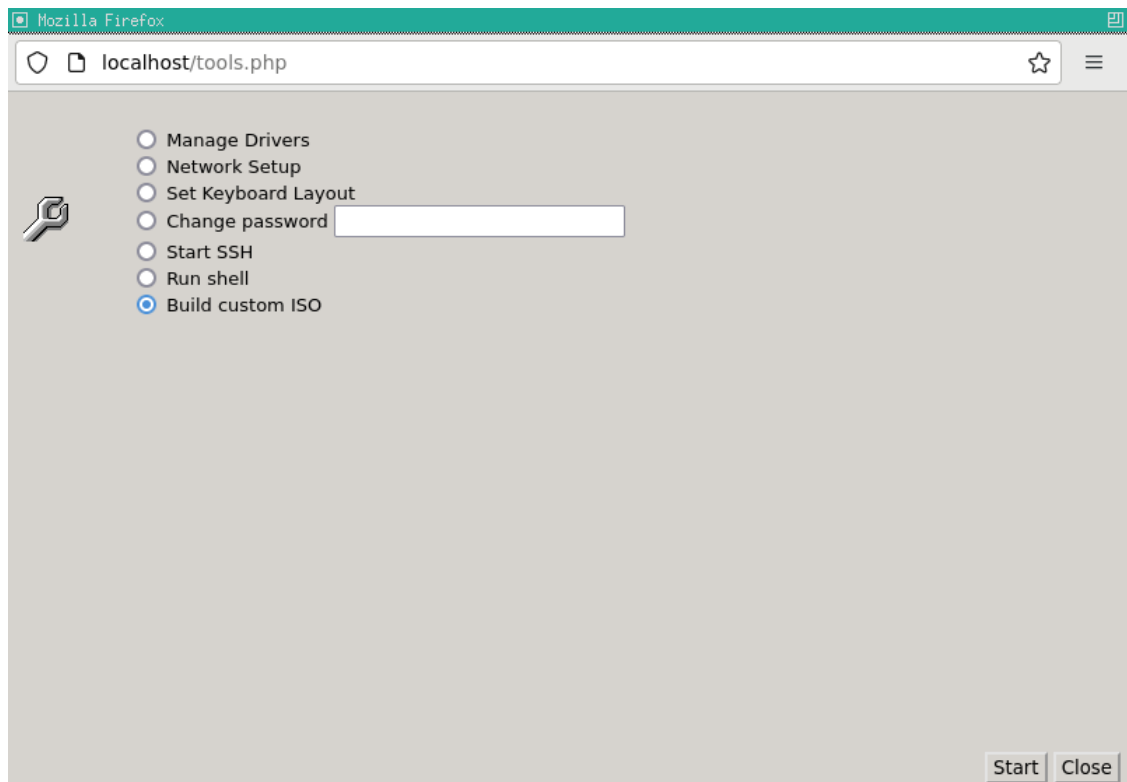
Note: if you are recovering to dissimilar hardware: NBMR will find the required module(s) automatically. Normally this will happen with no further user intervention.

Click **OK** to close the pop-up box, followed by the **Close** button to return to the Main Menu.

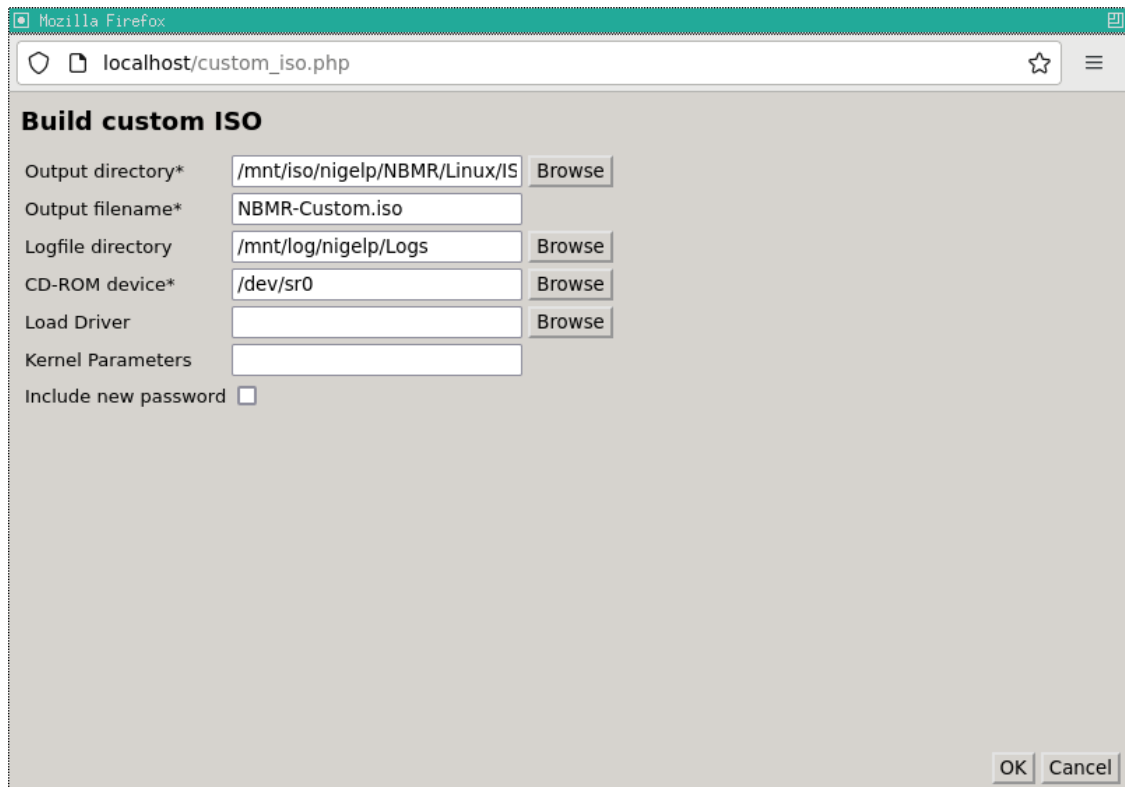
Finally select **Reboot** from the Main Menu to boot the restored machine, if post recovery options are not required.

8.1 Build Custom ISO

To create a custom recovery ISO, firstly boot the supplied XBMR DR ISO on a suitable host system and select the appropriate XBMR product. Then select the **Tools** menu.



Now select **Build custom ISO** and click **Start**. The main build ISO dialogue is shown:



The screenshot shows a web browser window titled 'Mozilla Firefox' with the address bar displaying 'localhost/custom_iso.php'. The main content area is titled 'Build custom ISO' and contains several form fields and buttons:

- Output directory***: Text input field containing '/mnt/iso/nigelp/NBMR/Linux/IS', followed by a 'Browse' button.
- Output filename***: Text input field containing 'NBMR-Custom.iso'.
- Logfile directory**: Text input field containing '/mnt/log/nigelp/Logs', followed by a 'Browse' button.
- CD-ROM device***: Text input field containing '/dev/sr0', followed by a 'Browse' button.
- Load Driver**: Text input field, followed by a 'Browse' button.
- Kernel Parameters**: Text input field.
- Include new password**: A checkbox that is currently unchecked.

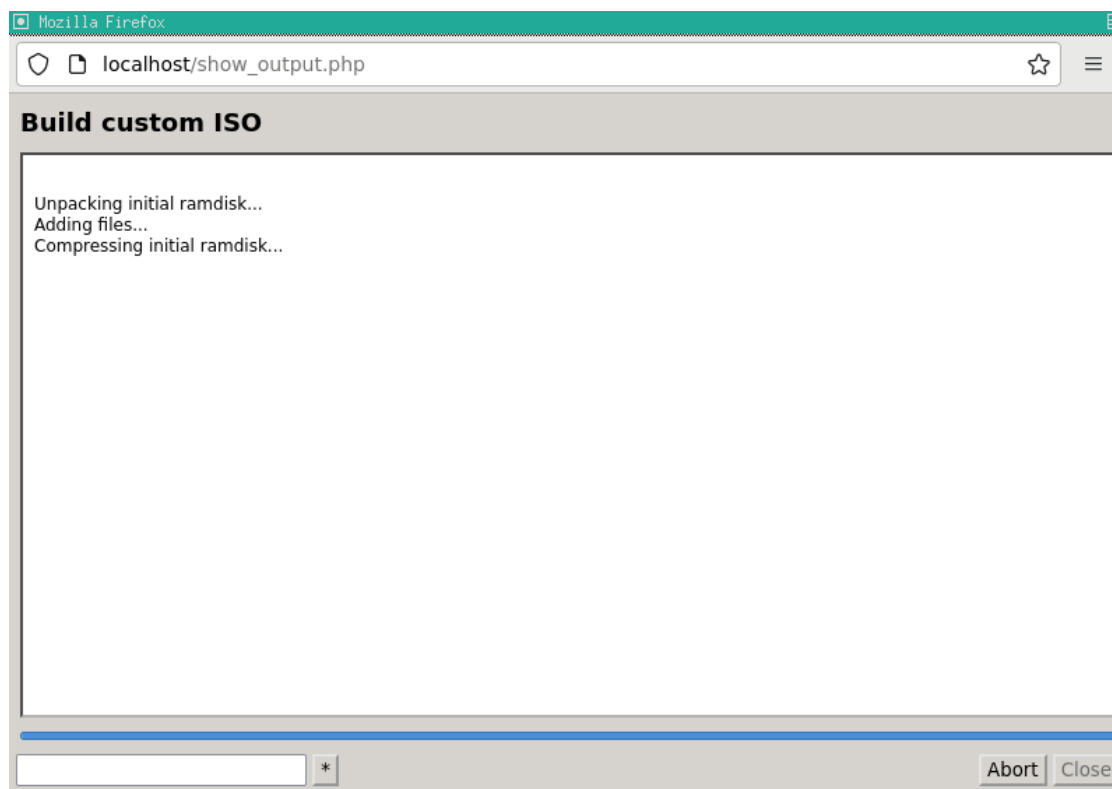
At the bottom right of the form, there are 'OK' and 'Cancel' buttons.

You will need to configure the following fields:

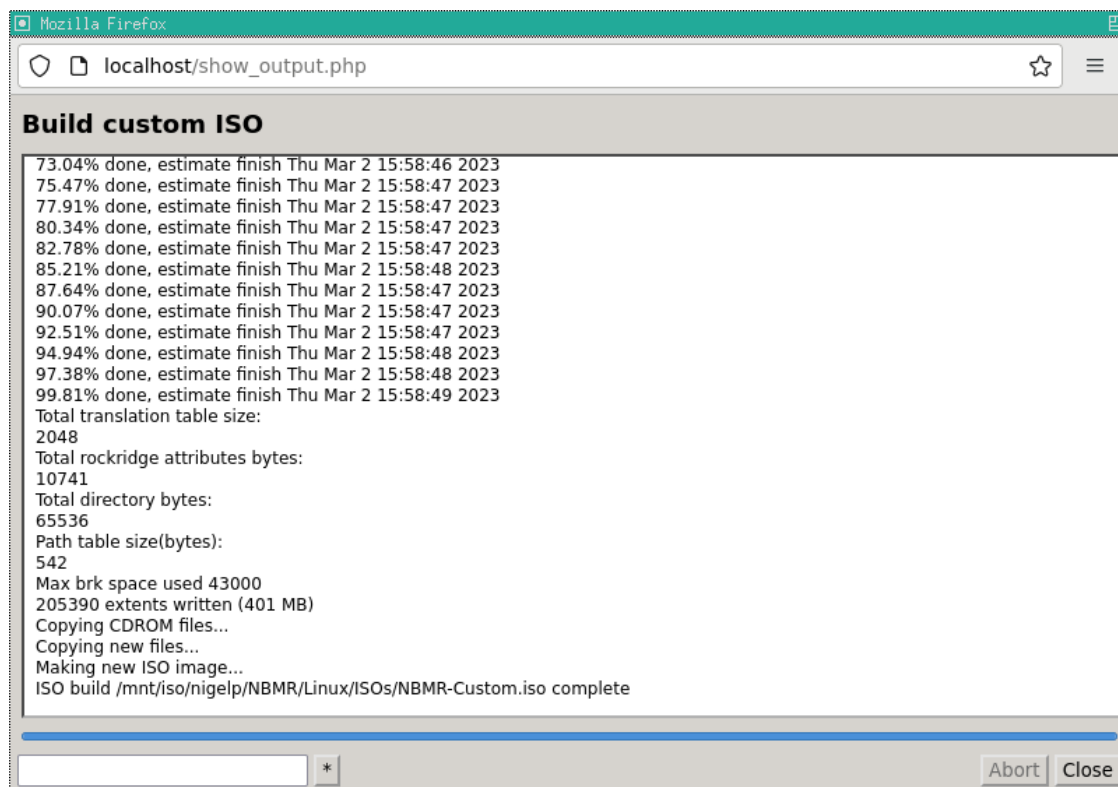
- **Output directory** is a network share (use [Browse](#) to select and mount a share).
- **Output filename** must include the .iso extension.
- **Logfile directory** is a network share (use [Browse](#) to select and mount a share).
- **CD-ROM device** (use [Browse](#) to select a CD/DVD-ROM device from /dev).
- **Load Driver** select the path to an optional driver file. Ensure this is compatible with the system being recovered.
- **Kernel Parameters** specify any extra parameters to be passed to the kernel at boot time. Be careful - this is not syntax checked.
- **Include new password** option will include your new ssh/http password if you have changed it in the tools menu prior to building the custom ISO.

Populate the fields as required, for example. Then click [OK](#) to begin the ISO creation.





The following progress screen will show when the ISO is successfully built.



Click [Close](#) to complete the operation. At this point you may either cancel the recovery operation or continue as required.

The created ISO may now be used to directly recover the host from the backup. However

operator intervention will be required to specify the backup location details.

8.2 Command Line Recoveries

XBMR also has the ability to control all aspects of a DR sequence without using the web or curses based GUIs. To do this it uses a script based command line manually run from the built-in bash prompt. This is an advanced feature and should not be used until the User becomes familiar with NBMR DR principles and procedures.

The command line parameters supplied to the script are divided into 3 groups, **Network**, **Mount**, **Networker** and **General**, as follows:

Network options:

```
--network_number=<number> Set network number (default is 0)
--route_number=<number>   Set route number (default is 0)
--ip_address=<ip_address>  Set recovery environment IP address
--netmask=<ip_address>     Set recovery environment network mask
--hostname=<string>        Set recovery environment hostname
--gateway=<ip_address>     Set recovery environment default gateway
--ethtool=<command>        Pass options to ethtool
```

Mount options:

```
mount_number=<number>     Set mount number (default is 0)
mount_path=<path>          Set mountpoint
mount_share<device>       Set mount device
mount_username=<name>      Set mount username
mount_passwd=<passwd>      Set mount password
mount_ip_address<ip_address> Set mount IP address
>
```

Networker options:

```
--                               Set Networker server IP address
networker_ip_address=<ip_address>
ss>
--networker_hostname=<string> Set Networker server hostname
--networker_authdb=<path>     Specify path to the NetWorker server authentication database
```

General options:

```
--help                       Show help message and exit
--sshd=<1|0>                 Start ssh daemon if value=1
--reload=<string>             Reload module with options
--passwd=<string>             Set password for SSH and HTTP
--find_multipaths=<yes/no>    Set find_multipaths option in multipath.conf
--disshw=<1|0>               Turn on dissimilar hardware support if value=1
```



<code>--m path=<1/0></code>	Turn on multipath support if value=1
<code>--sleep=<number></code>	Sleep for <number> seconds
<code>--log_dir=<path></code>	Copy logs to mounted <path>
<code>--bootloader=<name></code>	Set bootloader to <name>
<code>--autorelabel=<1/0></code>	Turn on SELinux autorelabel if value=1
<code>--convert_to_mbr</code>	Supply when recovering an EFI system to an MBR target
<code>--product=<type></code>	One of abmr, cbmr, cobmr, nbmr or tbmr

Example (a TBMR recovery)

```
restore --product=tbmr --reload="ibmveth old_large_send=1" --ethtool="-K eth0 tso c
--ip_address="10.10.10.186" --netmask="255.0.0.0" --hostname="cristiel"
--gateway="10.0.1.100" --tsm_ip_address="10.10.11.98" --convert_to_mbr
--tsm_node="chrisw-sles11-hyperv-mpath" --tsm_passwd="chrisw"
--find_multipaths="no" --mpath="1" --disshw="1" --sshd="1"
--log_dir="/mnt/log/log" --bootloader="yaboot" --autorelabel="0"
--mount_path="/mnt/log" --mount_share="//10.1.1.26/chris$"
--mount_username="chris" --mount_passwd="mypassword"
```

Since this is a complex command line, and easy to get wrong during data entry, we advise preparing the command line in an editor elsewhere and pasting it into the bash prompt.



9 Post Recovery Options

After performing a recovery, it is possible to undertake the following actions:

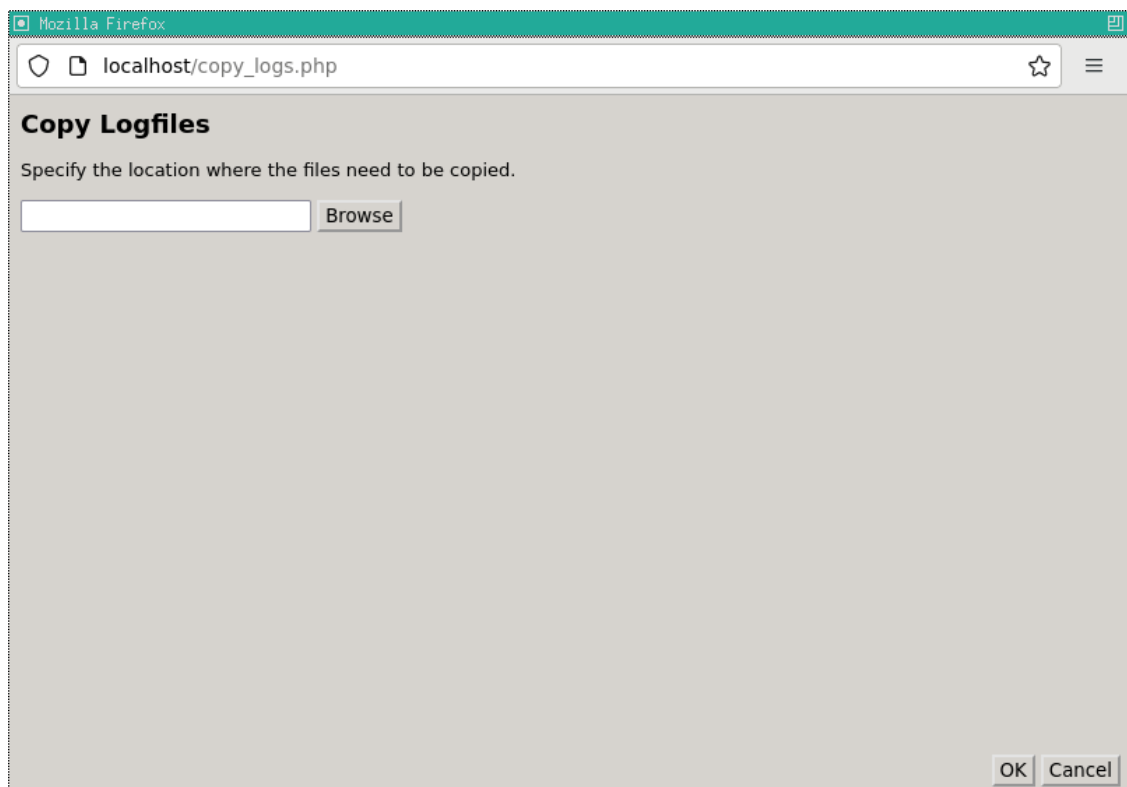
- *Copy Log Files* (Cristie recommends that this action is always undertaken after a recovery)
- *View Log Files*

9.1 Copy Log Files



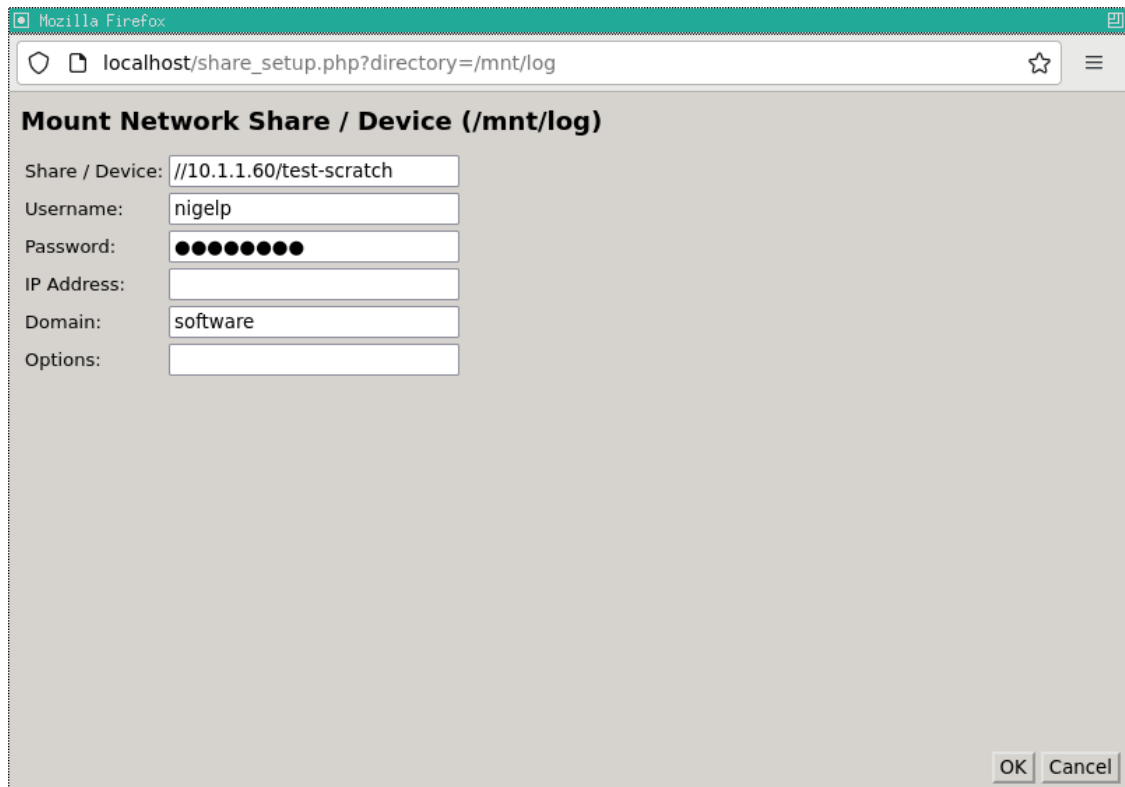
Select the  icon from the **Cristie Recovery Environment** main menu.

Click **Browse** to select a location to copy the log files to.



Select **Browse** to mount a network drive.





Mozilla Firefox

localhost/share_setup.php?directory=/mnt/log

Mount Network Share / Device (/mnt/log)

Share / Device:

Username:

Password:

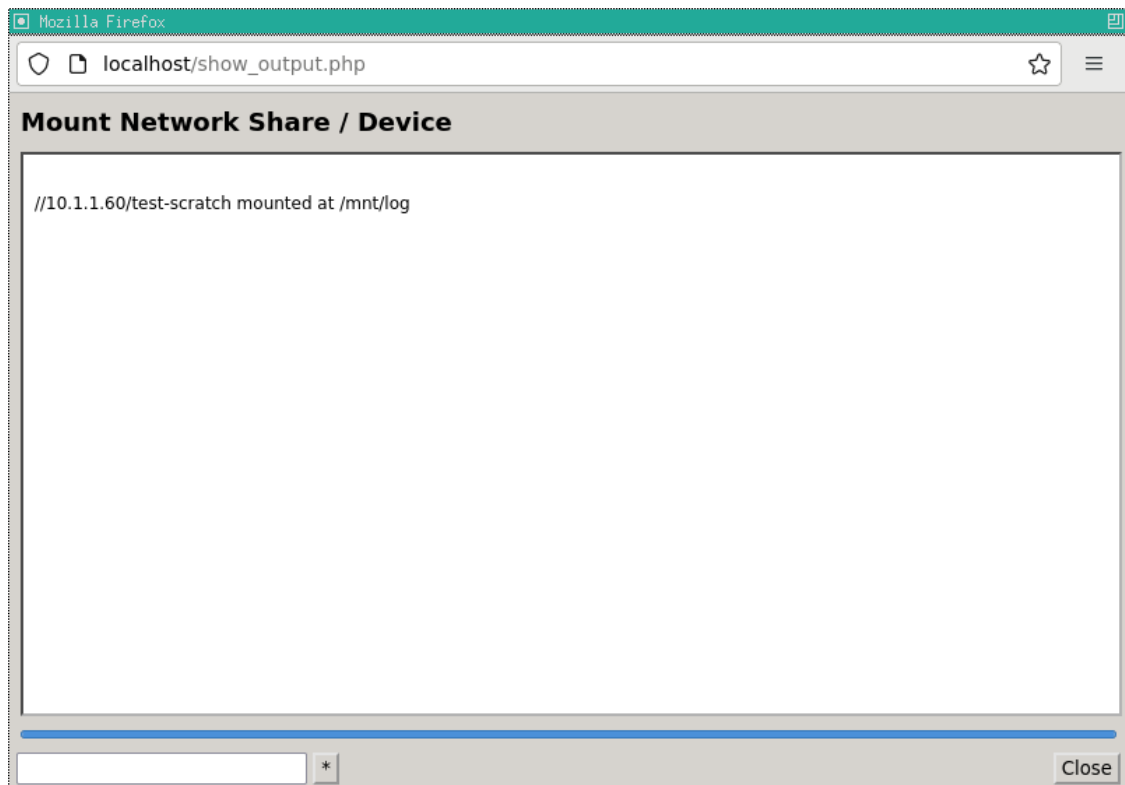
IP Address:

Domain:

Options:

OK Cancel

A successful mount is signified by:



Mozilla Firefox

localhost/show_output.php

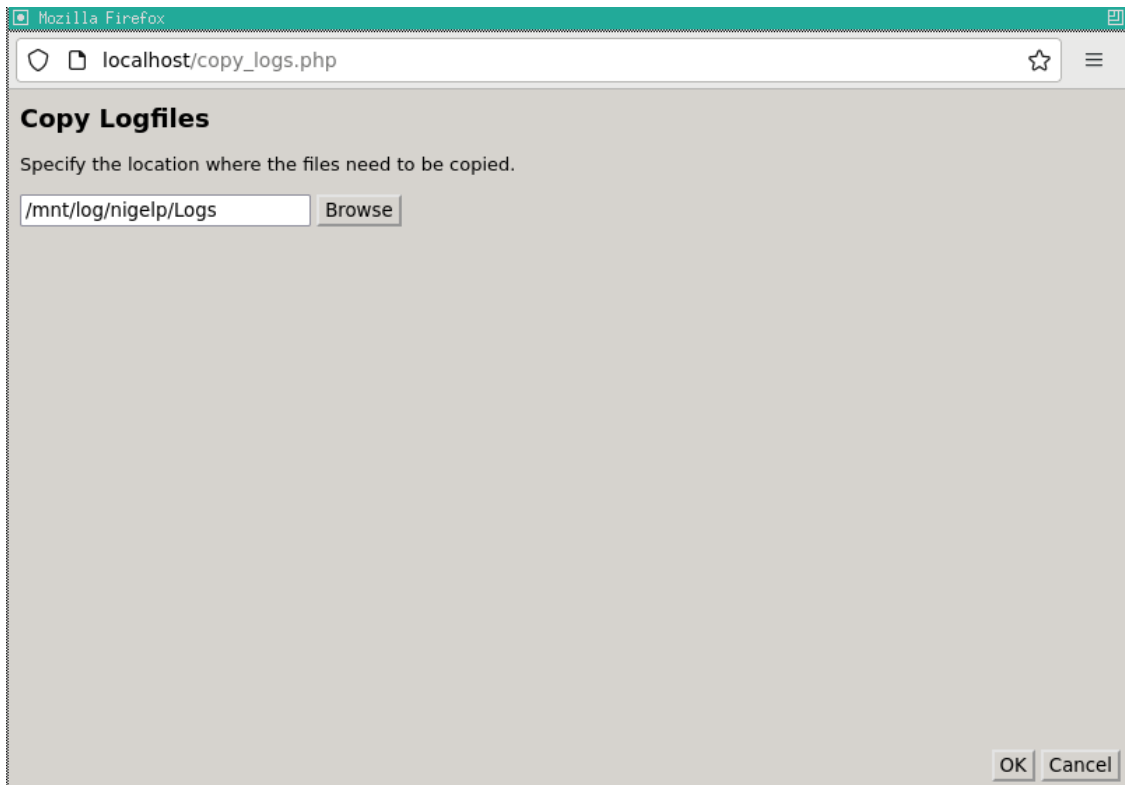
Mount Network Share / Device

//10.1.1.60/test-scratch mounted at /mnt/log

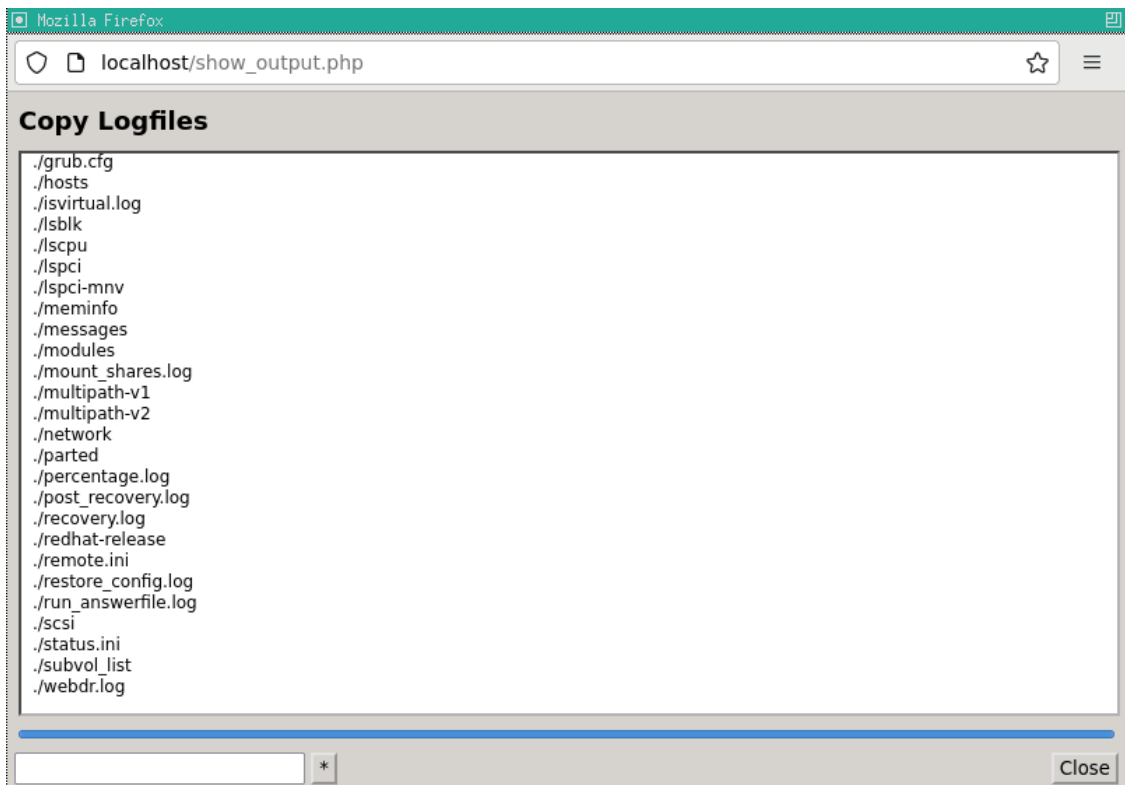
Close

Select a directory on the mounted share:





Click **OK** to copy the logfiles.



Ensure this is a location which can be easily accessed in case there is a need to email the log files to Cristie for support purposes.


Click **Close** to return to the **Recovery Environment** Main Menu.

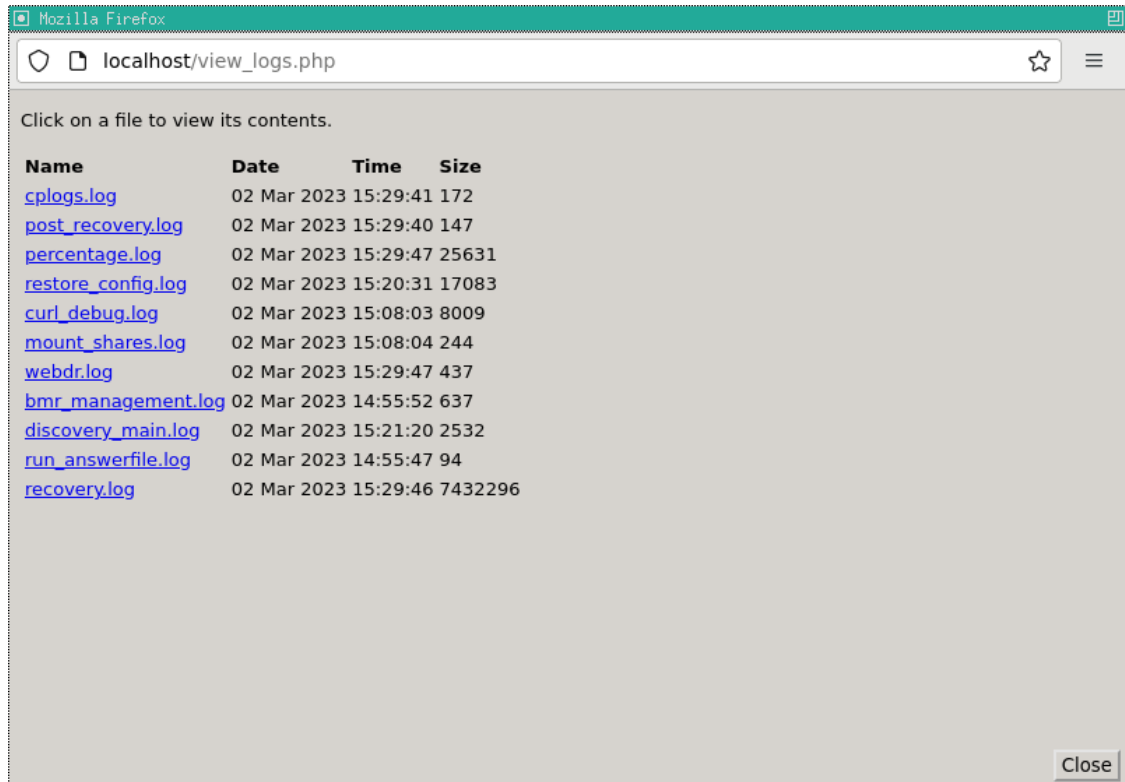


Note: log files are essential if you require support from Cristie. They detail exactly what has happened during the recovery on your system. Without them, it is very difficult for Cristie to offer meaningful support.

9.2 Show Log Files



To view log files, select the  icon from the Main Menu. This will display the list of available logfiles:



Click on the log you wish to view. Check the summary information at the bottom of the recovery status report for any errors.

Click [Close](#) to finish.



10 Cristie Technical Support

If you have any queries or problems concerning your Bare Machine Recovery for Dell EMC NetWorker™ 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:

- NBMR 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

Technical Support	+44 (0) 1453 847 009
Toll-Free US Number	1-866-TEC-CBMR (1-866-832-2267)
Knowledgebase	kb.cristie.com
Forum	forum.cristie.com
Sales Enquiries	sales@cristie.com
Email	support@cristie.com
Web	www.cristie.com

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/

Cristie Software Ltd. are continually expanding their product range in line with the latest technologies. Please contact the Cristie Sales Office for the latest product range.

