

# How to Install the Backup Client on a Windows Server



## IMPORTANT

Prerequisite Windows Hotfixes need to be installed before installing the backup client on a windows server

For detailed information refer to [Cloud Backup V4.7 Customer Release Notes](#)



## Description

This article describes the method to install the Backup Client on a Windows server

## Prerequisites:

1. Ensure Windows Volume Shadow Copy is enabled on the Windows Server. [Cloud Backup - Pre-requisites for Volume Shadow Copy on a Windows Server](#)
2. The Server must be enabled for backups and the the Windows File Client added to that server as described in this article: [Cloud Backup - Provisioning Cloud Backup for a Server \(step by step\)](#)
3. The Windows server should be enabled with Dot Net 3.5 and Dot Net 4.0
4. Cloud Backup doesn't support IPV4 on MCP2.0, The end user must enable IPV6 on client-server before Cloud backup installation.

## Content / Solution:

1. **The Backup Client download link section will provide the download link. Copy the URL to your clipboard.**

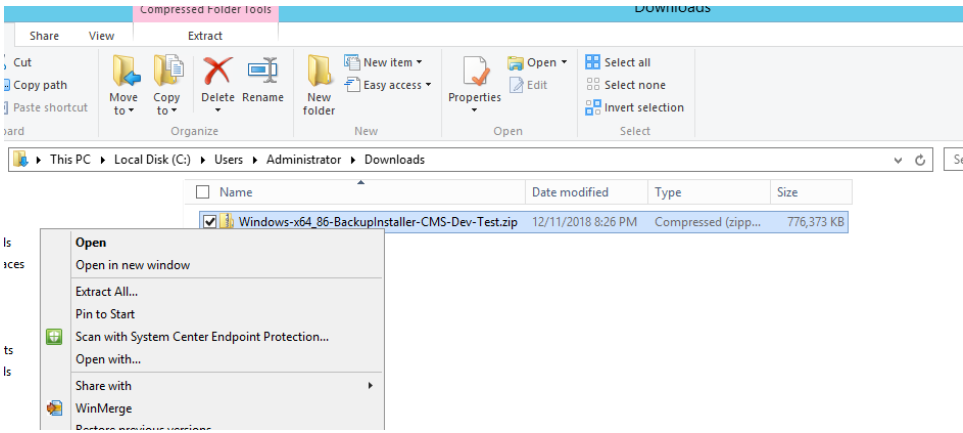
The screenshot shows the 'Backup Client Download' section in the Cloud Backup interface. It includes a text box with the following URL: `https://backups-na.cloud-vpn.net/PCS/BackupClientInstallerDownload/fa162c0fb8cccf6d96d8746c2c9df89c4125aed3`. Below the text box is a table with the following columns: Type, Status / Job, Last Backup, and Schedule Policy. The table contains one row for 'Windows File Agent' with the following details:

Type	Status / Job	Last Backup	Schedule Policy
Windows File Agent	Active	Jun 14, 2016 12:11 AM	12AM - 6AM

2. **Remote Desktop to your Windows server**
3. **Open Internet Browser.**
  - a. **Note: You may need to adjust your Internet Explorer security settings by adding the download URL to the listed of trusted sites. If you have issues downloading the file, please make sure IE “Enhanced Security Configuration” is disabled.**
4. **Paste the Backup Client download link into the address bar and download the zip file**

The screenshot shows a web browser window with the address bar containing the URL: `https://backups-na.cloud-vpn.net/PCS/BackupClientInstallerDownload/6472185e614708c1a5d1f72087bb2fac0d0d42f6`. Below the address bar, there is a download notification for a file named 'Windows-x64\_86-B...zip'.

5. **Extract the zip file**



**6. Navigate into the CVInstaller folder**

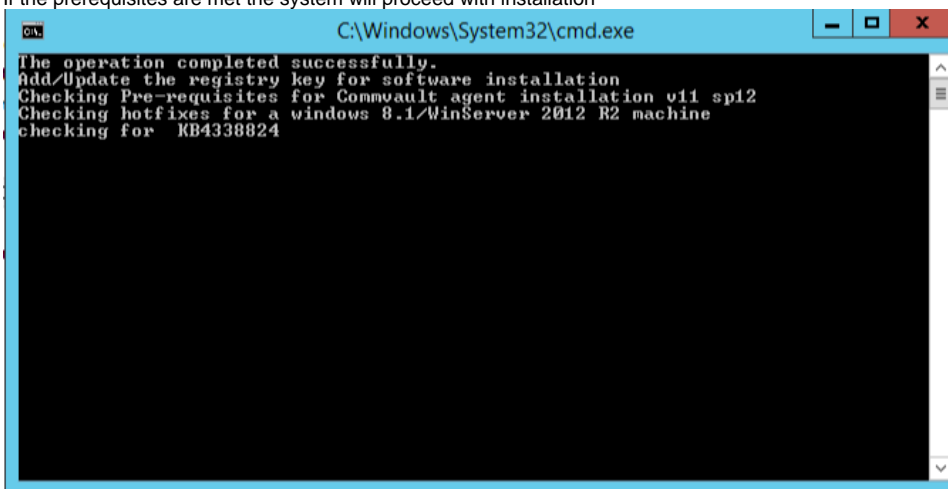
Name	Date modified	Type	Size
CVInstaller	10/23/2018 9:57 PM	File folder	
RestoreClient	10/23/2018 9:57 PM	File folder	

**7. Click install.bat file to begin the installation.**

Name	Date modified	Type	Size
BinaryPayload	10/23/2018 9:57 PM	File folder	
Common	9/7/2018 12:27 AM	File folder	
ThirdParty	9/7/2018 12:27 AM	File folder	
7z.dll	10/23/2018 9:57 PM	Application extens...	1,111 KB
BinaryInfo	10/23/2018 9:57 PM	XML File	3,342 KB
BinaryInfo.xml.description	10/23/2018 9:57 PM	DESCRIPTION File	1 KB
Brandlist	10/23/2018 9:57 PM	TXT File	1 KB
cv7z	10/23/2018 9:57 PM	Application	939 KB
install - Shortcut	10/23/2018 10:05 ...	Shortcut	2 KB
install	10/23/2018 9:57 PM	Windows Batch File	4 KB
install	10/23/2018 10:04 ...	XML File	5 KB
LaunchInstaller	10/23/2018 9:57 PM	Application	189 KB
QInstaller	10/23/2018 9:57 PM	Application	174 KB
README	10/23/2018 9:57 PM	TXT File	1 KB
Setup	10/23/2018 9:57 PM	Application	17,510 KB
version	10/23/2018 9:57 PM	TXT File	1 KB
WinPackages	10/23/2018 9:57 PM	XML File	67 KB

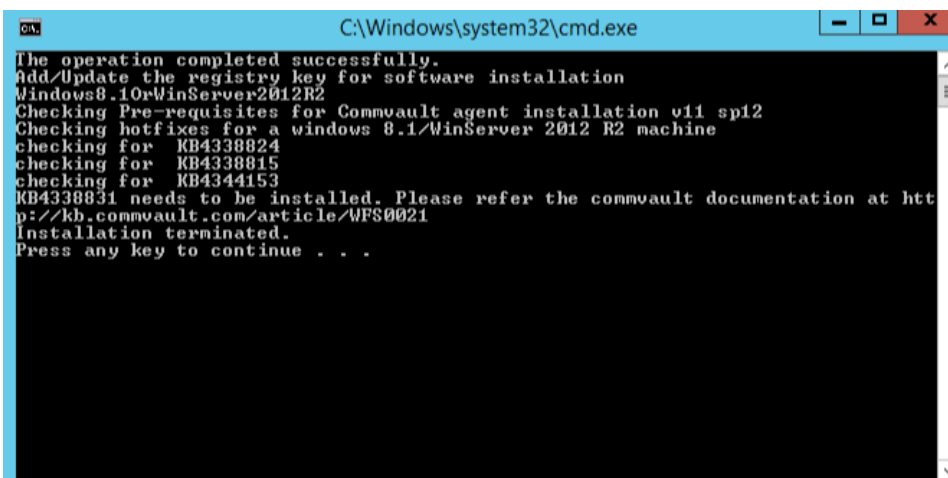
**8. The Install.bat runs prerequisite checks**

- a. If the prerequisites are met the system will proceed with installation



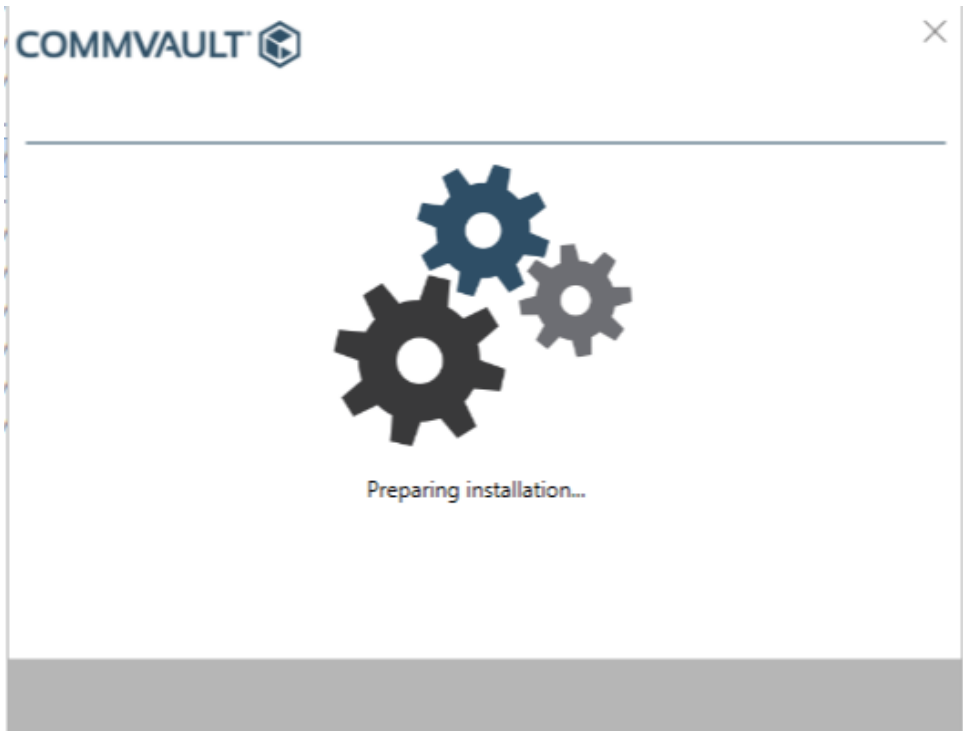
```
C:\Windows\System32\cmd.exe
The operation completed successfully.
Add/Update the registry key for software installation
Checking Pre-requisites for Commvault agent installation v11 sp12
Checking hotfixes for a windows 8.1/WinServer 2012 R2 machine
checking for KB4338824
```

- b. If there are missing prerequisites the system will display a message advising the action to be taken and the install will terminate

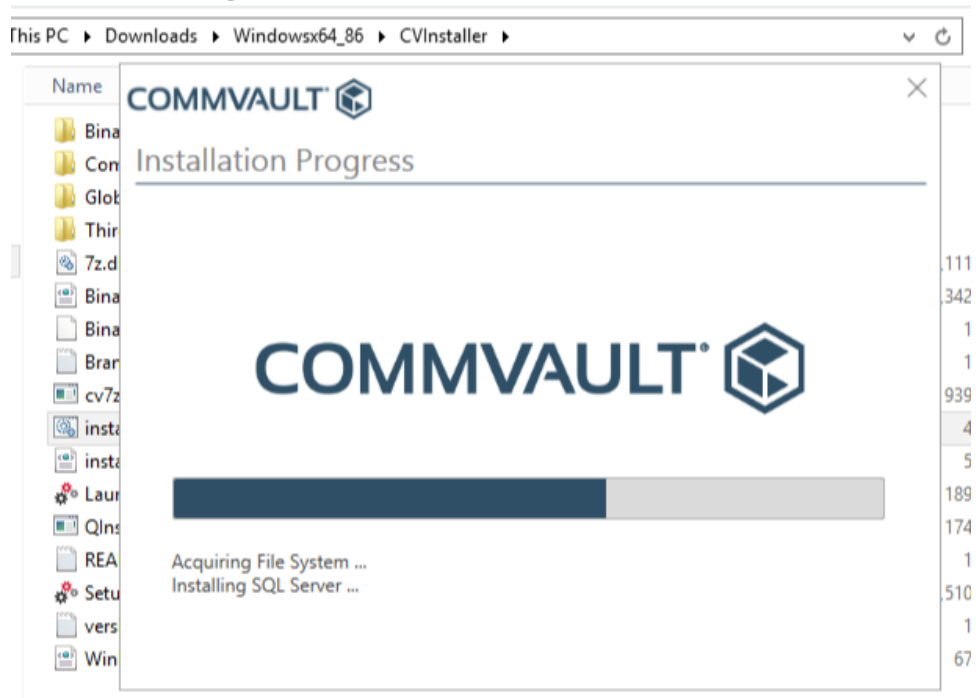


```
C:\Windows\system32\cmd.exe
The operation completed successfully.
Add/Update the registry key for software installation
Windows8.1OrWinServer2012R2
Checking Pre-requisites for Commvault agent installation v11 sp12
Checking hotfixes for a windows 8.1/WinServer 2012 R2 machine
checking for KB4338824
checking for KB4338815
checking for KB4344153
KB4338831 needs to be installed. Please refer the commvault documentation at http://kb.commvault.com/article/WFS0021
Installation terminated.
Press any key to continue . . .
```

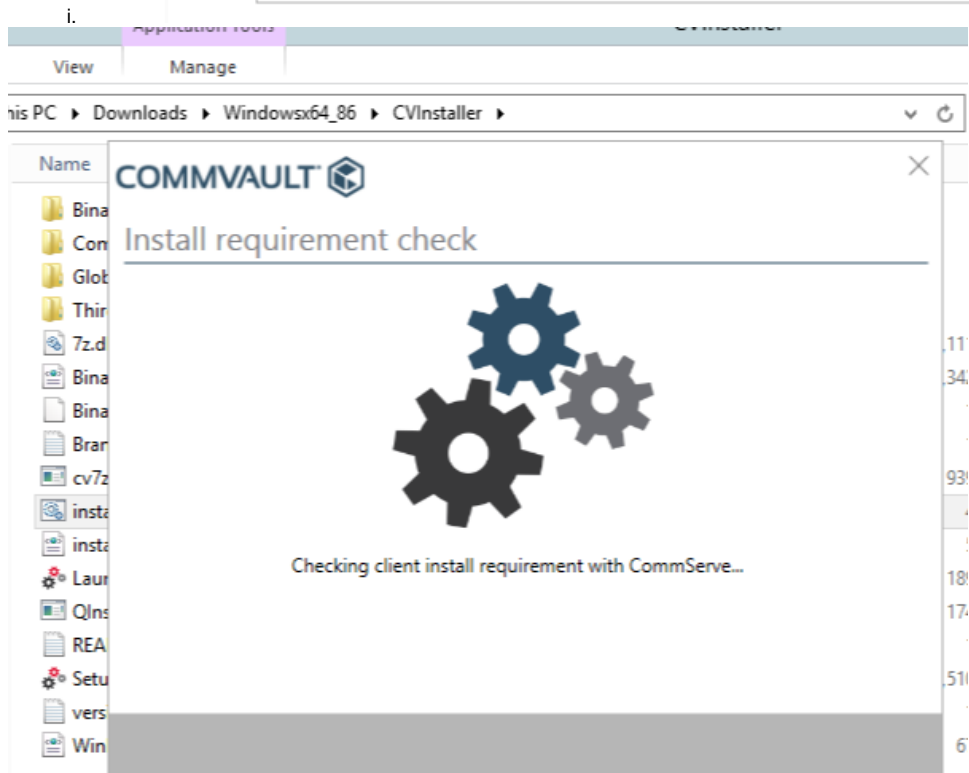
9. The commvault agent installer will begin automatically

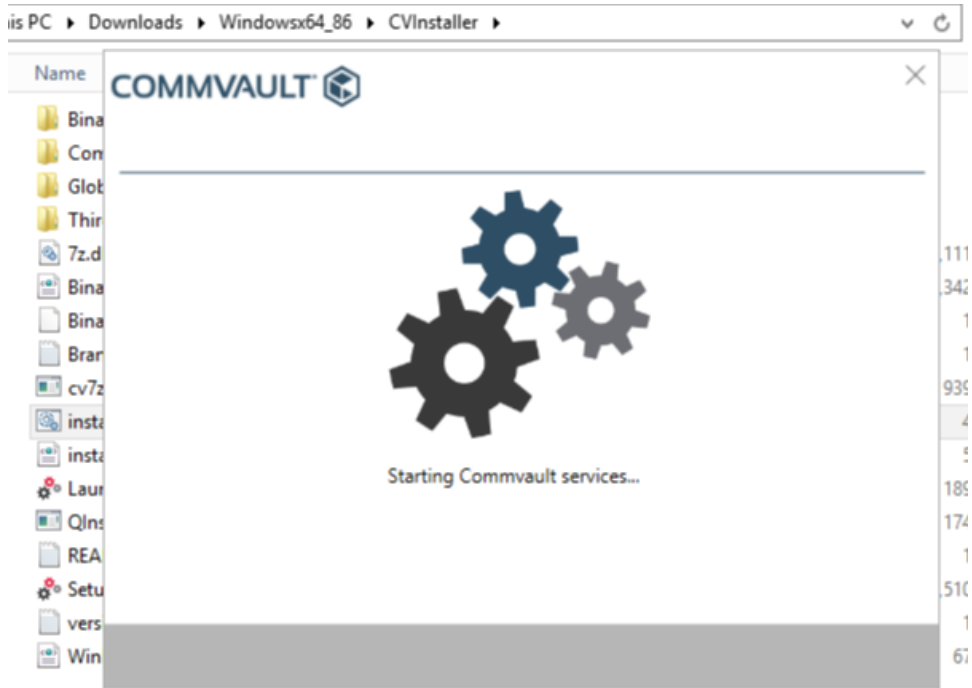


10. The Installer will continue to install the relevant backup clients



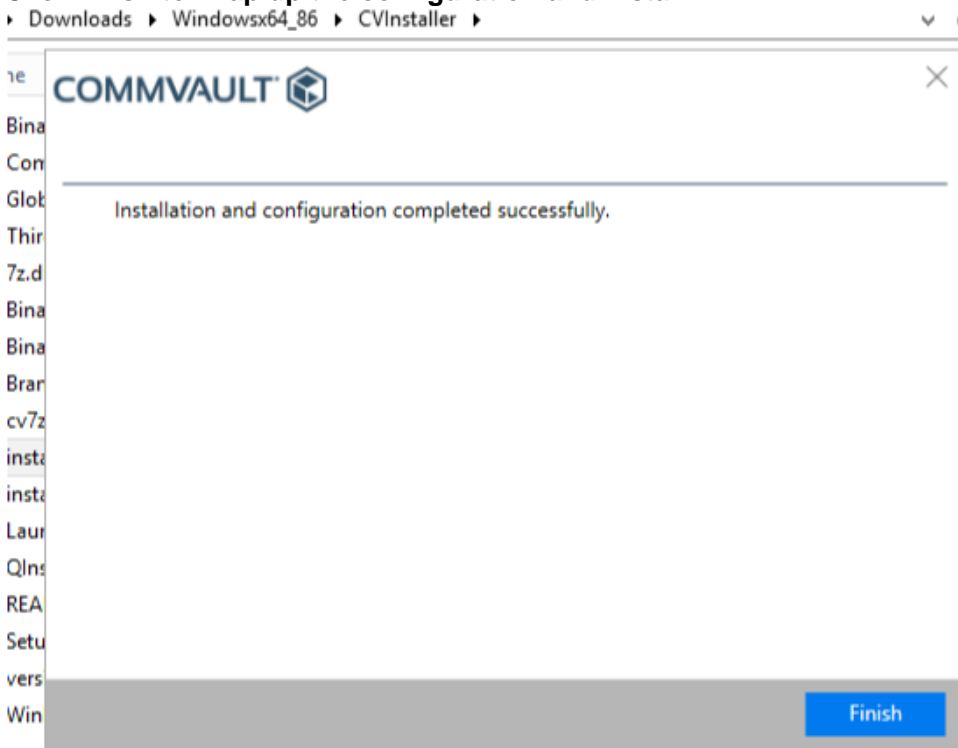
a.



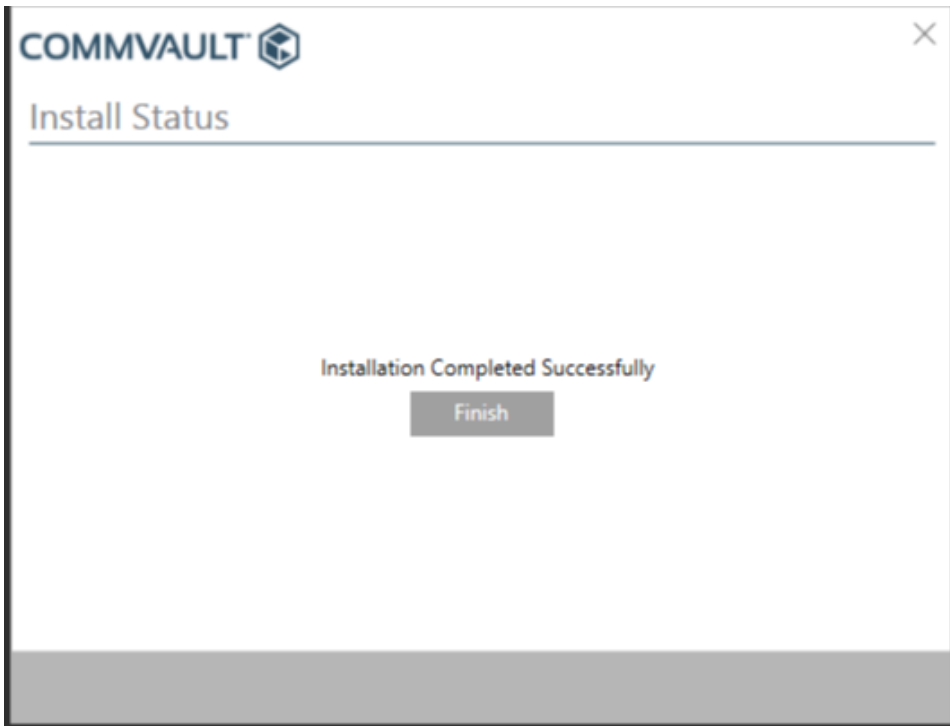


a.

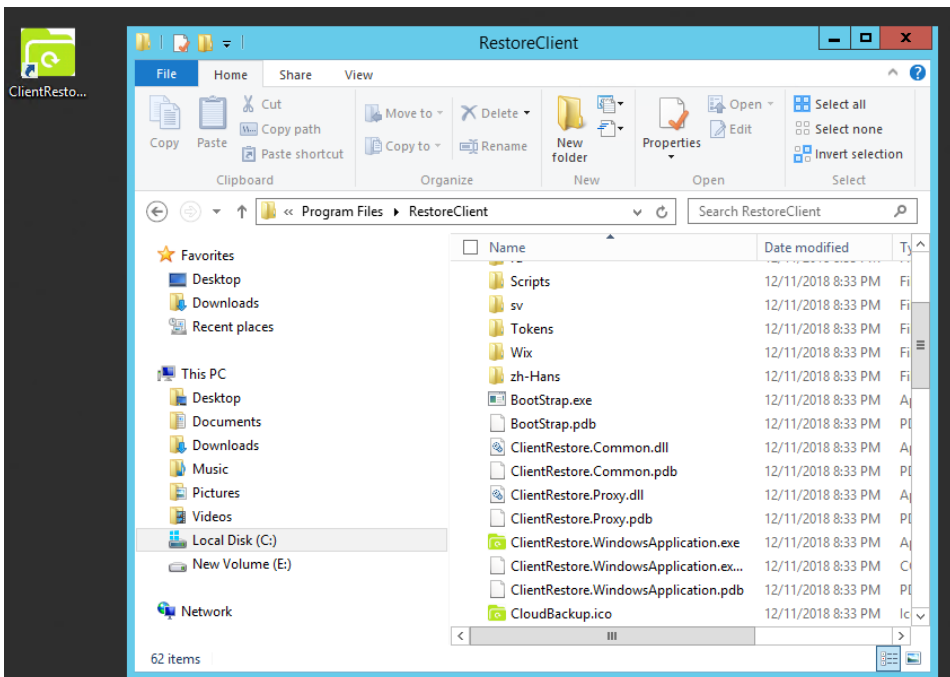
11. **Click finish to wrap up the configuration and install**



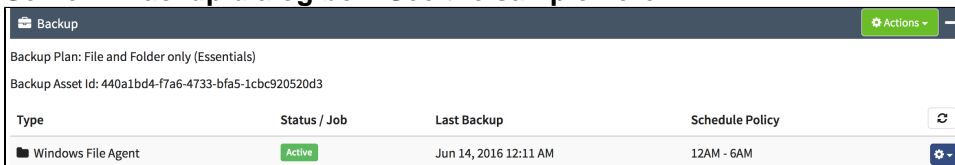
12. **Click finish one more time finish the Commvault installer program. This concludes the installation of the backup agent.**



- Confirm that the Restore Client application has been copied into C:\Program Files\Restore Client and a desktop shortcut for the same has also been added.



- The backup client will now show a status of Active in the Backup Client list of the Manage Server – Backup dialog box. See the sample here:



## Recently Updated

- [Cloud Backup - How Scheduled Maintenance is Performed](#)
- [Cloud Backup - Introduction](#)
- [How to Notify CloudControl of a Change to the IP Addresses of a NIC in a MCP 2.0 Data Center](#)
- [Cloud Backup - How to Create a Backup Usage Report](#)
- [Introduction to Cloud Backup Metering and Billing](#)

<https://docs.mcp-services.net/display/CCD/How+to+Upgrade+the+Restore+Helper+Application+on+a+Windows+Server>