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About rebuildXpress

What is rebuildXpress



Introduction: rebuildXpress is an add-on to Hosting Controller that provides a rigorous and proactive backup and restoration mechanism for Windows based hosting servers. It is a revolutionary tool that takes backup of business critical data (accounts, e-mails, DNS, customer data, etc) on set intervals and in case of an outage quickly restores all services and customer data to last known good state.

rebuildXpress maintains a list of tasks to control which files, folders, and critical data to back up and when to back up. It has a built-in FTP client that takes incremental backups which means that 1st time all data will be backedup and subsequently only the changed files will backup. Backup copies can be stored on local or you can tell rebuildXpress to transport backup on a remote server through FTP or UNC path.

You can use rebuildXpress either manually or automatically. If you want to back up files manually, simply right click on Backup Configuration tray icon and click on "Start Backup".

If you want automated backups, then you should make sure that "Hosting Controller Backup" service is running. Once service is running, rebuildXpress then monitors the source files and keeps the backup store updated with the source files. It runs in the background with no user interaction. So, once the service is enabled, you always have a backup copy of your data.

When rebuildXpress is needed? rebuildXpress is particularly useful for three purposes:

1. System Migration: Consider a scenario where you are shifting to a new datacenter or planning to migrate to a newer and better hosting machine.

Two simple steps will create a replica of your server in 20-60 minutes (depending on number of websites).

- a. Install & configure Hosting Controller.
- b. Install rebuildXpress and click 'Rebuild Server' under Programs group.

2.

System Recovery: Consider scenario where your server hard drive is suddenly crashed. In such situation, first preference is restoration of hosting services and user data in shortest possible time. rebuildXpress plays vital role in such situations by helping you quickly restore all the services.

Two simple steps will rebuild your server in 20-60 minutes (depending on number of websites).

- a. Install & configure Hosting Controller.
- b. Install rebuildXpress and click 'Rebuild Server' under Programs group.

3.

Mail Server Migration: Have you decided to switch your mail server but can't find migration software? rebuildXpress is here for rescue. You can use rebuildXpress to migrate from one mail server to another. This migration is however possible for those mail servers which are supported by Hosting Controller.

Two simple steps will migrate your mail server.

- a. Install & configure Hosting Controller and select the new mail server to which you wish

- to migrate.
- b. Install rebuildXpress and click 'Rebuild Server' under Programs group. Select to rebuild mail service only.

Components of rebuildXpress: rebuildXpress consists of two utilities:

Backup Configuration Utility: This utility is used to configure backup settings such as backup interval, physical storage for backup, etc. After installation, it automatically opens to let you configure the backup configurations.



Server Rebuild - The Rebuild Utility: This is the main utility used to rebuild server. You will need it only when server migration or rebuild is required. This utility cannot work without the backedup data therefore at the time of rebuild you will have to provide the path to backedup data.



How rebuildXpress works? Working of rebuildXpress is quite simple. The backup component takes regularly backups of your system. The backups are securely stored on local server or transported to remote storage facility through FTP or UNC path. When disaster recovery or server migration is required, 'Server Rebuild' application is run and provided the path of backedup data. It then creates replica of server to the point where last known good backup was taken.

What does it backup? The backup module takes regular backup of following items:

1. Hosting Controller Database: This database is instrumental in server rebuild process therefore its backup is automatically taken.
2. User Accounts: The backup of Windows Accounts (SAM) is taken. The purpose of taking User Account backup is to let you restore user passwords using a 3rd party software. This backup is stored in a specially formatted file which can be provided to IDEAL Migration, a 3rd party software, which then sets previous passwords of all accounts. Remember that user accounts are created by rebuildXpress but their passwords are different and IDEAL Migration is capable of restoring their original passwords.
Note: IDEAL Migration is not an affiliate of Advanced Communications.
3. Mail Domains and Mail Boxes: The backup of all mail domains and mailboxes is taken. At the time of server rebuild the mail domains and mailboxes are regenerated with their original passwords. Please see the limitations sections for limitation discussion.
4. User Data: User data backup is also taken (optional).

rebuildXpress Limitations



There are few limitations to note before using rebuildXpress:

1. rebuildXpress is an add-on to Hosting Controller therefore it requires licensed version of

- Hosting Controller prior to its own installation.
2. rebuildXpress automatically takes Hosting Controller database backup because this database is instrumental in rebuild process. At the time of server rebuild, you will be required to provide the path where backedup Hosting Controller database is present.
 3. When rebuildXpress is used for server rebuild, it regenerates mail domains & mailboxes and sets the old passwords for every mailbox. This feature is however not supported for the users of VOPMail, Post.Office, and SendMail server.

Frequently Asked Questions



General Questions

1. **What is rebuildXpress?** rebuildXpress is an add-on to Hosting Controller that provides a rigorous and proactive backup and restoration mechanism for Windows based hosting servers. It is a revolutionary tool that takes backup of business critical data (accounts, e-mails, DNS, customer data, etc) on set intervals and in case of an outage quickly restores all services and customer data to last known good state. rebuildXpress is particularly useful for server migration and server rebuild purposes.
2. **How do I rebuild my server?** rebuildXpress rebuilds your server in minutes. It will rebuild all the services including IIS (Web/FTP), DNS, Mail, Databases, and ODBC DSN. It can also restore user data.

It is important to note that rebuildXpress is totally dependent on your Hosting Controller preferences. It will backup only those services (DNS, Mail, etc) which are enabled in Hosting Controller preferences and whose record was found in its database.

Server Rebuild Pre-Requisite:

- Install rebuildXpress and run Backup Configuration tool at least once to take the system backup in current state. Backup is taken in selected folder and it is important to keep that folder secure.

How to Rebuild Server:

- Install and configure Hosting Controller. Select your DNS server, Mail server, etc.
- Install rebuildXpress and run 'Rebuild Server' from Programs group. Follow the on screen instructions.

3. **How do I use rebuildXpress to migrate from one mail server to another?** rebuildXpress can easily help you migrate your mail server. The migration is however possible for the mail servers supported by Hosting Controller.

Three simple steps will migrate your mail server.

- Install rebuildXpress and run Backup Configuration tool at least once to take the system backup in current state.
 - In Hosting Controller preferences select the mail servers to which the migration is required.
 - Run 'Rebuild Server' from Programs group and select to rebuild mail service only.
4. **I am migrating all websites to a new machine. On the old machine I was using MS DNS while on new machine I will use Simple DNS Plus. Because of this configuration change, is there a chance that rebuildXpress won't work?** No, there

won't be any problem. rebuildXpress does not require you to keep the settings same as they were on old machine. Instead, it will read your current Hosting Controller configuration to determine which DNS server you are using. It will then configure all the websites in the DNS server of your choice.

5. ***I am migrating all websites to a new machine. On the new machine I will change my mail server software. Because of this configuration change, is there a chance that rebuildXpress won't work?*** No, there won't be any problem. rebuildXpress does not require you to keep the settings and software same as they were on old machine. Instead, it will read your current Hosting Controller configuration to determine which mail server you are using. It will then configure all the websites & mailboxes in the mail server of your choice. It is important to note that mailbox passwords will not change which means you user's won't even know that you have changed the server!
6. ***I am migrating all websites to a new machine. On old machine I was keeping websites data on 'C:' drive while on the new machine I will keep the websites data on 'D:' drive.. Because of this configuration change, is there a chance that rebuildXpress won't work?*** No, there won't be any problem. rebuildXpress does not require you to keep the settings and software same as they were on old machine. Instead, it will read your current Hosting Controller configuration to determine the new location for website's data storage. It will then restore the data of each website from the backup location with the creation of each website.
7. ***When rebuilding a server, does rebuildXpress restore the old passwords of every mailbox?*** Yes, rebuildXpress restores old passwords of every mailbox. Please refer to limitations sections to confirm that your mail server is supported. If your mail server is not supported then rebuildXpress will not be able to handle the setup and password restore of mailboxes.
8. ***When rebuilding a server, does rebuildXpress restore the old passwords of Windows Accounts?*** No, rebuildXpress is not capable of restoring old Windows account passwords. It only creates the Windows accounts with new password and gives you an option to e-mail new password to each user.

If you want to restore original Windows Password also then you may do it using a 3rd party tool IDEAL Migration. IDEAL Migration manages the consolidation of your Windows NT, 2000, and 2003 domains and enables reliable migration to Windows 2000/2003. After rebuilding your server with rebuildXpress, you will install and run IDEAL Migration and provide it the path of "SystemAccounts.csv" file which was created by rebuildXpress and is present in your data backup folder. IDEAL Migration will read this file and restores the original passwords of all of your Windows user accounts.

9. ***Are Windows accounts also migrated?*** Yes, Windows accounts are also migrated but these accounts are limited to only those which were created by Hosting Controller.
10. ***Are folder permissions also set?*** Yes, rebuildXpress knows the best folder permissions for shared hosting environment and it will automatically set them.
11. ***Is there a backup log generated somewhere?*** Yes, a date wise backup log is generated. This log is created in 'logs\BackupLogs' folder in the rebuildXpress installation directory.

Licensing Questions

1. ***If I were to setup a new server (Server B) and move all sites from old server (Server***

A) to new server (Server B), will this require 2 licensed copies of rebuildXpress? You need only 1 license but you must deactivate Hosting Controller on the retiring server (Server A) and then activate Hosting Controller on newly commissioned server (Server B). To deactivate Hosting Controller, open Settings program on retiring server and click the 'Deactivate' button under General tab. After this, following the same procedure activate Hosting Controller license on newly commissioned server.

Backup configuration settings

Backup configurations dialog: General options



This dialog shows summary if items it will backup along with the current licensing status.

Backup now button: Starts the backup process. When this button is clicked, the Backup Configuration dialog is minimized to tray icon and backup is started in background. You may find the backup progress by clicking the tray icon or by pointing your mouse over it.



Backup configurations dialog: Backup options



This dialog contains following options:

Backup accounts: This grayed out checkbox indicates compulsory backup of NT accounts.

Backup mail passwords: This grayed out checkbox indicates compulsory backup of mailboxes password.

Backup Hosting Controller database: This grayed out checkbox indicates compulsory backup of the Hosting Controller database.

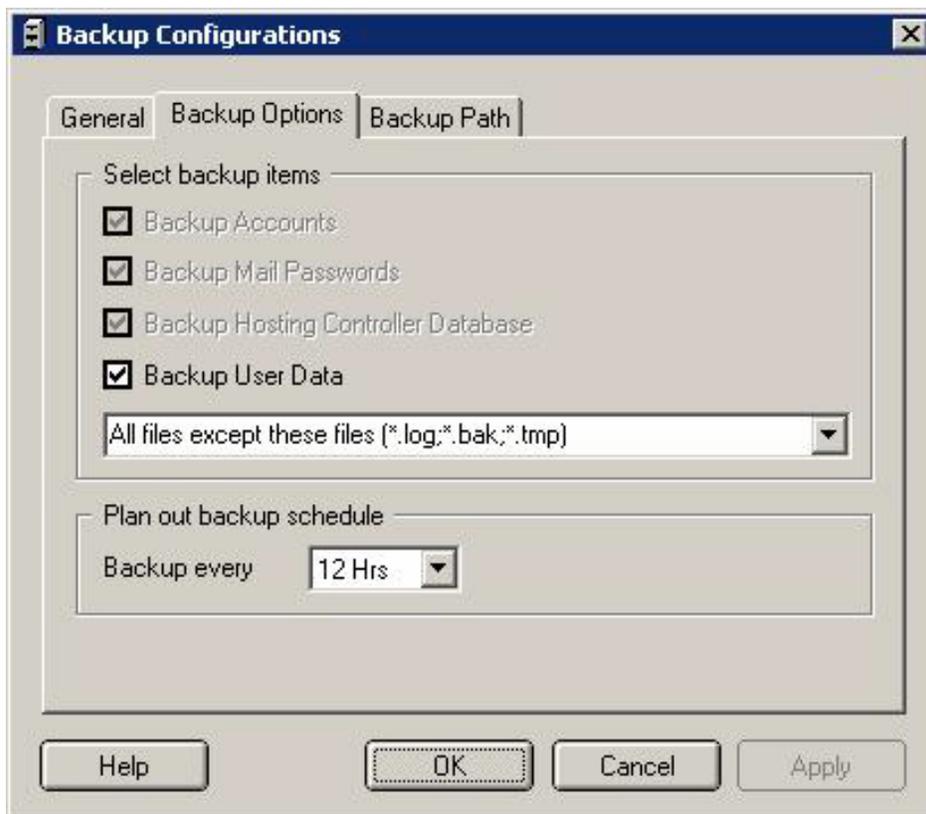
Backup user data: Checking this checkbox instructs rebuildXpress to backup user data also. The path of user data folder is taken from Hosting Controller configuration.

With the file masks you are able to filter files you want to back up. To limit your files to a restricted set, simply type in corresponding file masks, separated by semi-colon. File masks may contain "*" (asterix).

There are two built-in mask templates provided and you may edit them.

- All files (*.*) : All the files and folders will be backedup without applying any filter.
- All files except these files (*.log;*.bak;*.tmp) : All files and folders will be backedup except those with the extensions in bracket. You may add more extensions separated with semi-colon.

Plan out backup schedule: This select box allows to select the backup interval. The default backup interval is 12 hours. If you wish to start backup at a specific time then click the 'Backup now' button under General tab at the desired time. This will tell rebuildXpress to always start backup at the same time.



Backup configurations dialog: Backup path options

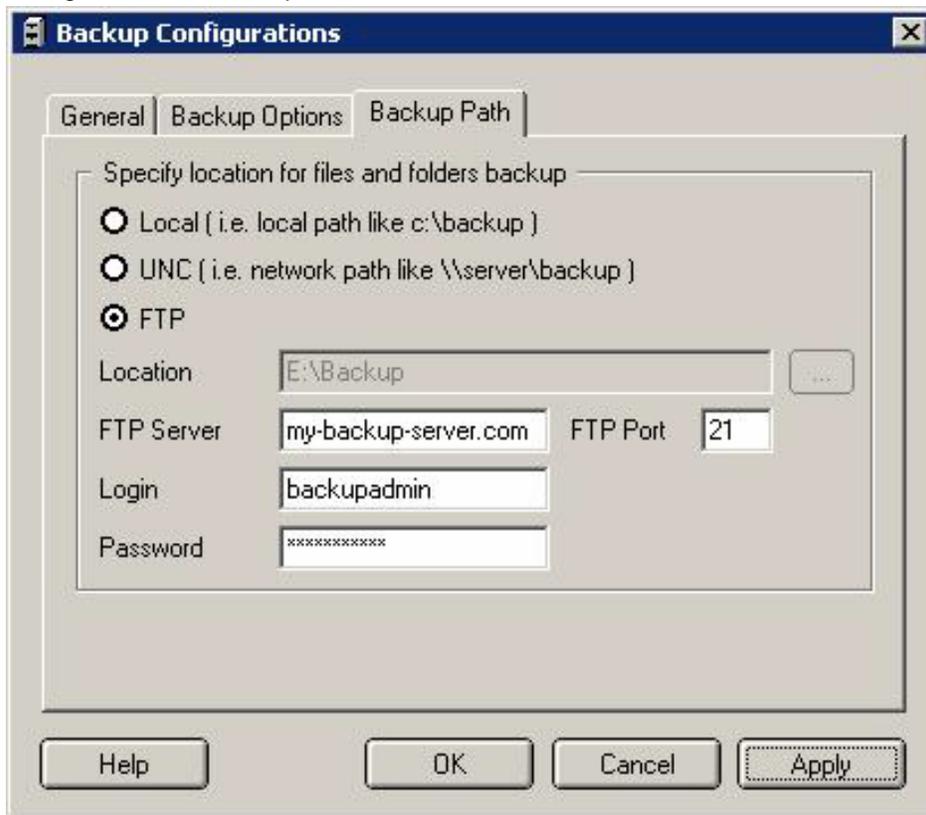


This dialog allows you to set the location for backup. The backup can be stored on local drive or on a remote machine through FTP or UNC.

Local option: Select this option to store backup on local drive. Enter the path in location box or click on  to browse your drive.

UNC option: Select this option to store backup data on a remote server on same network. Enter UNC path in Location box, e.g. \\backup-server\hosting. You will need to enter a Login & Password in the box below. This login account should have permissions to write on the UNC path.

FTP option: Select this option to FTP the backup data on a remote server. Enter the FTP server address, FTP Login, and Password in FTP Server, Login, and Password boxes respectively. It is important to note that FTP option takes incremental backup to save precious bandwidth & CPU time. Incremental backup means that 1st time all data will be backedup and subsequently only the changed files will backup and FTP.



Rebuild settings

rebuildXpress dialog: General options



This dialog shows a check list which should be checked prior to the proceeding to step 2 of rebuild process.

There are two most important check list items:

1. Before starting rebuild process, you should install Hosting Controller and configure its basic settings such as specifying Mail Server, DNS server, Statistics server, FTP server, etc.
2. You should have the backedup data available on your or remote server. rebuildXpress can not rebuild server without the backedup data.

Once the check list is complete, you may proceed to step 2.



rebuildXpress dialog: Data path options



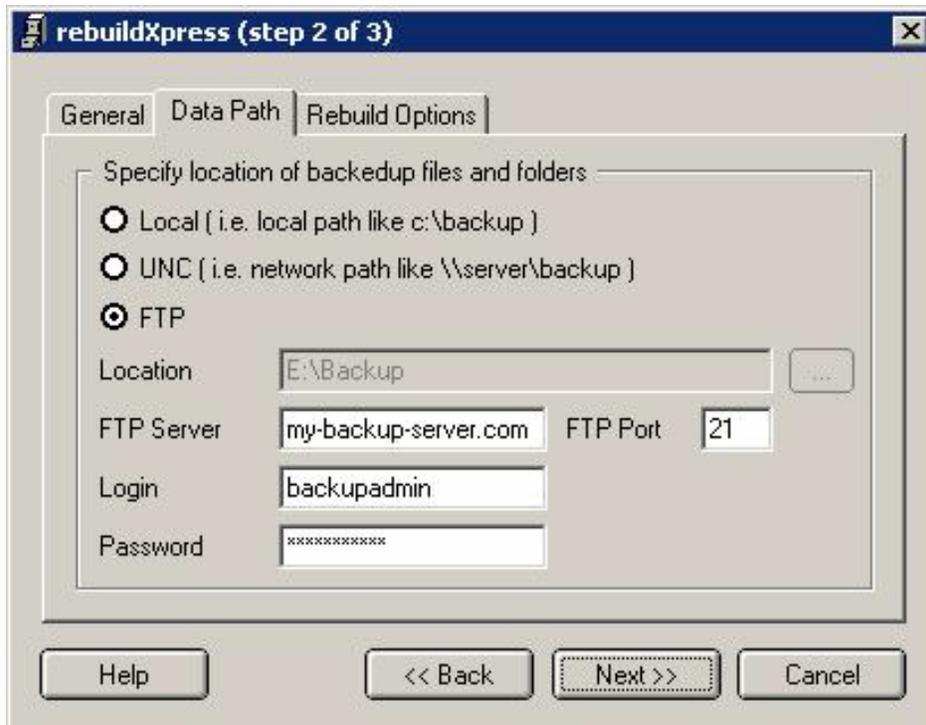
In this dialog, specify the path where the backup data is available. rebuildXpress cannot work without the backup data therefore the backup data should be available and path given here.

This dialog contains following items:

Local option: Select this option if backup is on local drive. Enter the path in location box or click on  to browse your drive.

UNC option: Select this option if backup data is on a remote server on same network. Enter UNC path in Location box, e.g. \\backup-server\hosting. You will need to enter a Login & Password in the box below. This login account should have permissions to read from the UNC path.

FTP option: Select this option if backup data is on a remote server and is accessible through FTP. Enter the FTP server address, FTP Login, and Password in FTP Server, Login, and Password boxes respectively.



rebuildXpress dialog: Rebuild options



This dialog displays options related to the services rebuild. You may elect to rebuild essential services such as DNS, Mail, ODBC in addition to core services including Windows Account, Websites, FTP Accounts, and restoration of website's data.

Advanced button: This button takes you to advanced rebuild options. When it is clicked, it will show a dialog where you will see list of websites and you will be able to set rebuild options for each website.

Send new password notification to each user: rebuildXpress can restore all services to last known good state but during this process Windows Accounts passwords are reset. rebuildXpress will email new password to each user.

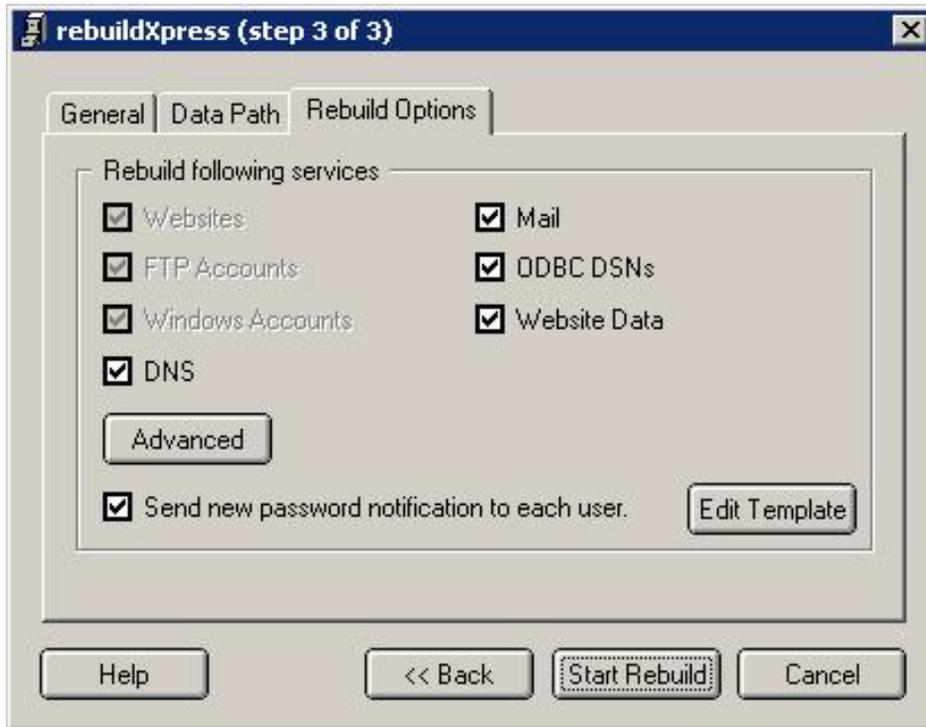
If you want to restore original Windows Password also then you may do it using a 3rd party tool IDEAL Migration. IDEAL Migration manages the consolidation of your Windows NT, 2000, and 2003 domains and enables reliable migration to Windows 2000/2003. After rebuilding your server with rebuildXpress, you will install and run IDEAL Migration and provide it the path of "SystemAccounts.csv" file which was created by rebuildXpress backup tool and is present in your data backup folder. IDEAL Migration will read this file and restores the old passwords of all of your Windows user accounts.

Note: You should not enable this check box if you intend to user IDEAL Migration.

Edit template button: Click on this button to edit the e-mail template for the passwords e-mail. You may edit the template but make sure that the text in brackets remains intact.

Start rebuild button: Click this button to start server rebuild. This process can take several hours

depending on number of websites.



Notices

Online Ordering



Please go directly to the online ordering page to buy our software online using any major credit card. Please be as accurate as possible while filling in the form with your details as our automated online ordering system is very sensitive to mistakes and mistypes. We will activate your personal license key shortly after payment approval. You can get more information about ordering at the ordering page of our web-site.

Our ordering system uses 128bit secure socket layer transactions, ensuring that your confidential information stays strictly confidential. In case you have a difficulty accessing the secure site of order processor, please feel free to contact us. We will be happy to help you.

Benefits



Why should you register?

Simply because of the license terms you agreed before installing our product on your computer. Although the software itself never expires, once the test period is over you must register or stop using it.

We highly recommend to register as we provide lifetime free technical support, take your comments and suggestions into account for future releases, maintain a good personal attitude. Although at

present we try to provide the same level of service to unregistered users, registering gives you the respect, raises your priority, and makes you more important to us. We try to help as fast as possible, usually within one business day.

Contacts



We constantly research users' feedback, read and answer every mail we receive. If you have any ideas for improvements or enhancements to functionality or graphical user interface of rebuildXpress, please tell us. It is very likely we will take your hints in consideration for future releases. If you encounter a problem, feel free to contact our support team at support@hostingcontroller.com.

Links



Get more information about Hosting Controller and rebuildXpress through these links:
<http://hostingcontroller.com> - Explore Hosting Controller web site.
<http://www.pointdev.com/us.htm> - Explore IDEAL Migration website to find lots of useful information.

Legal Notes



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