

Kroll Ontrack – RDR Services

Ontrack Remote Data Recovery

RDR Client download

Please download the remote software from

www.ontrack.com/connect

RDR Client

The RDR client installation will create a Windows user account with administrator rights and a complex random password on the customer's machine. When the RDR job is picked up by an engineer, a RDP (Remote Desktop) session is started with the new user account. The RDR engineer does not need to know the password. A reboot is not required for installation the RDR client.

Important. Kroll Ontrack must have exclusive rights to the remote client machine and the damaged storage device while the analysis and the recovery is going on. This means that is NOT possible to use the system until the whole process is completed.

The new RDR client installs the LSP and HASP drivers to support Data Recovery tools.

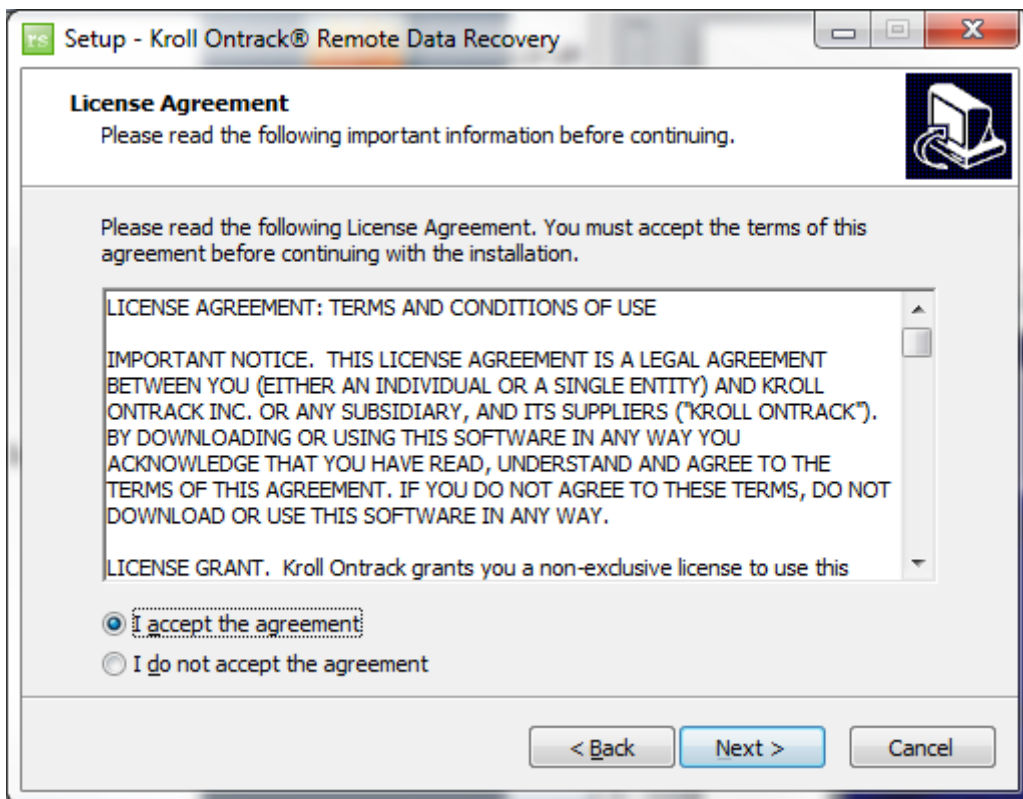
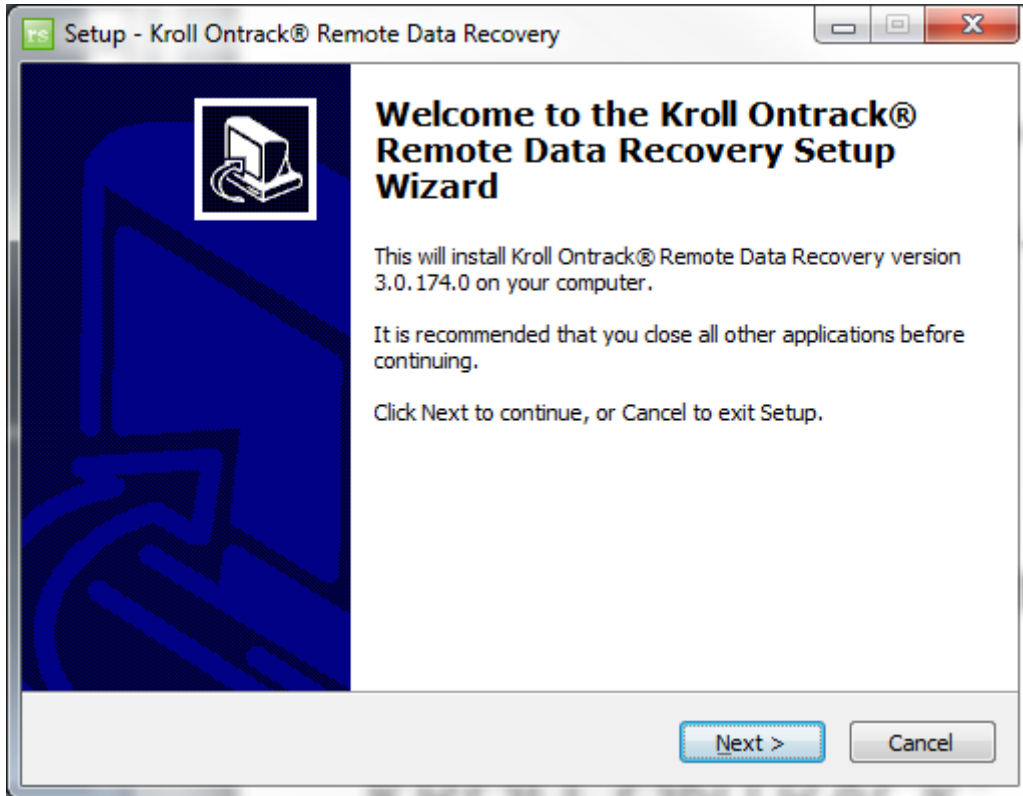
The screen resolution size used for RDP is set on the RDR server, and is currently set to 1024 x 768.

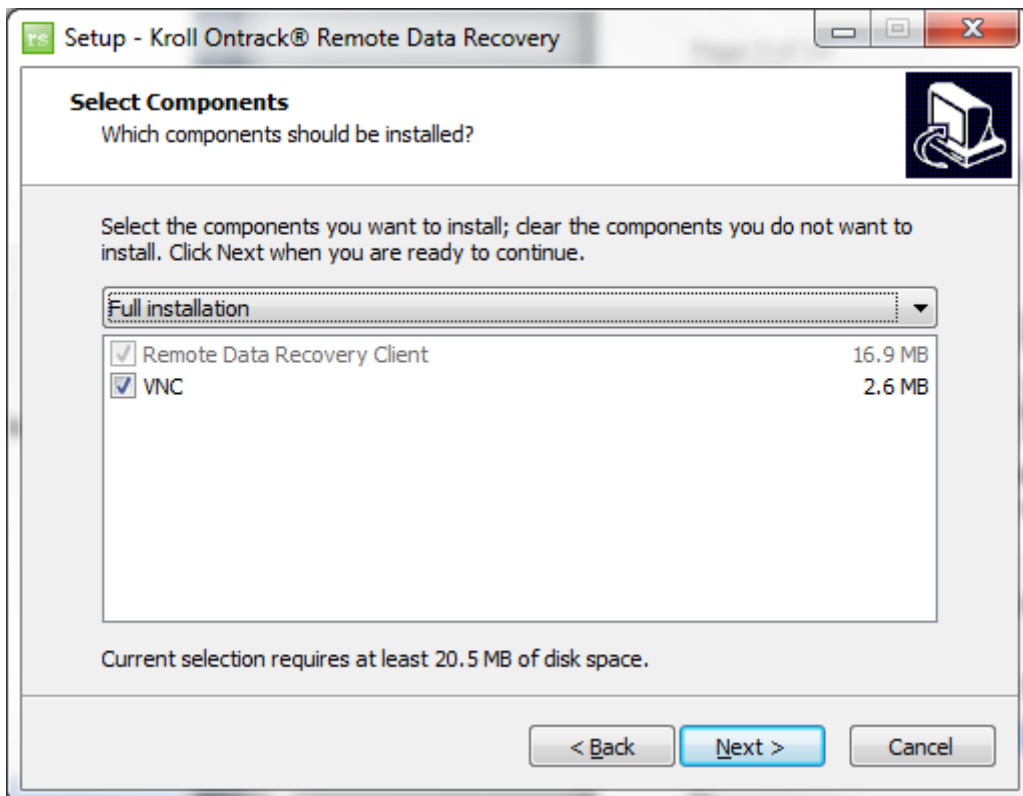
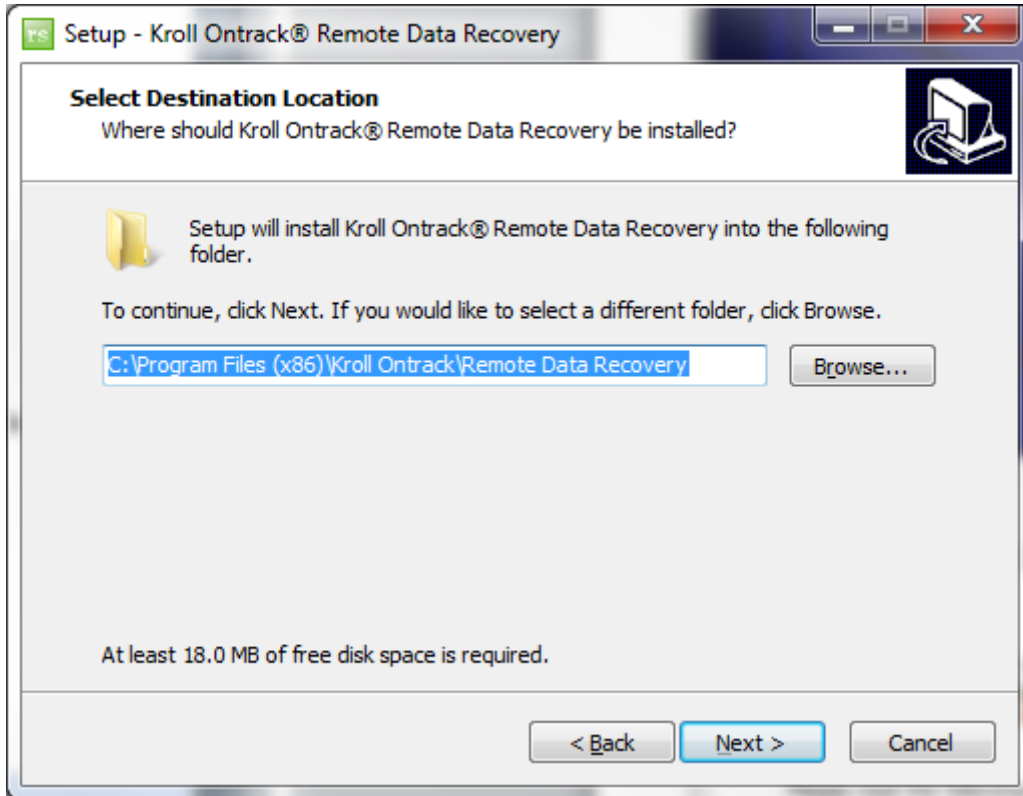
The RDR client now includes a service. The RDR client service automatically reconnects if a connection is lost, and does not stop trying to reconnect after a time out.

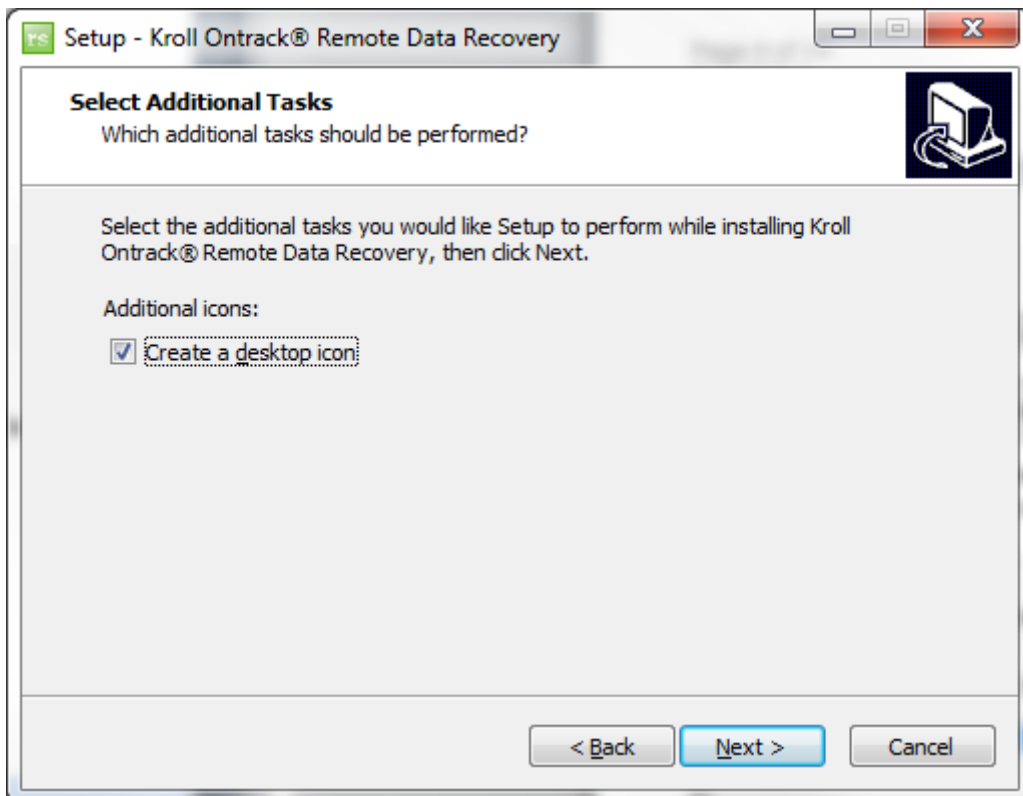
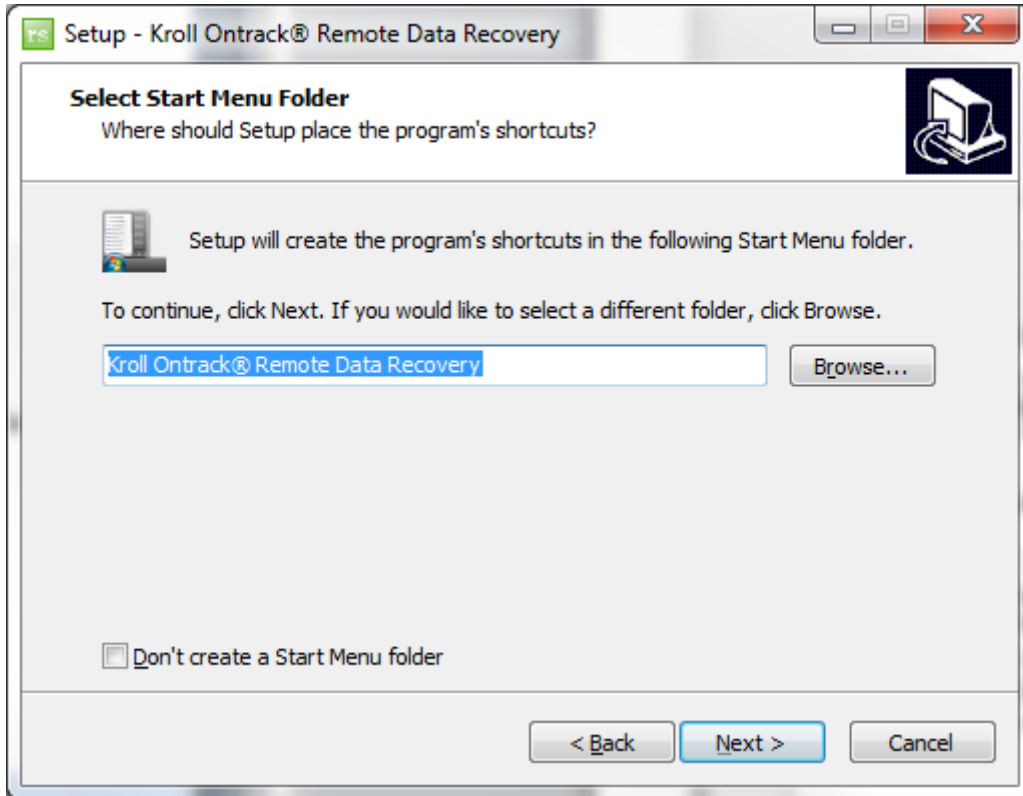
RDR Client Install

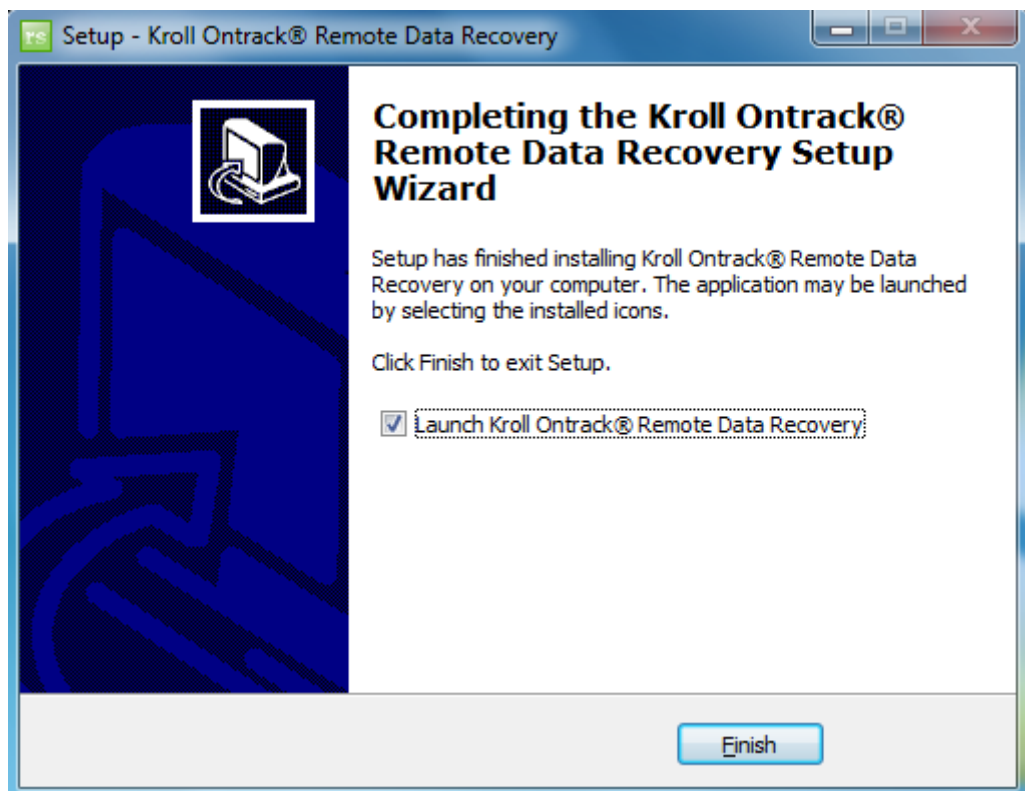
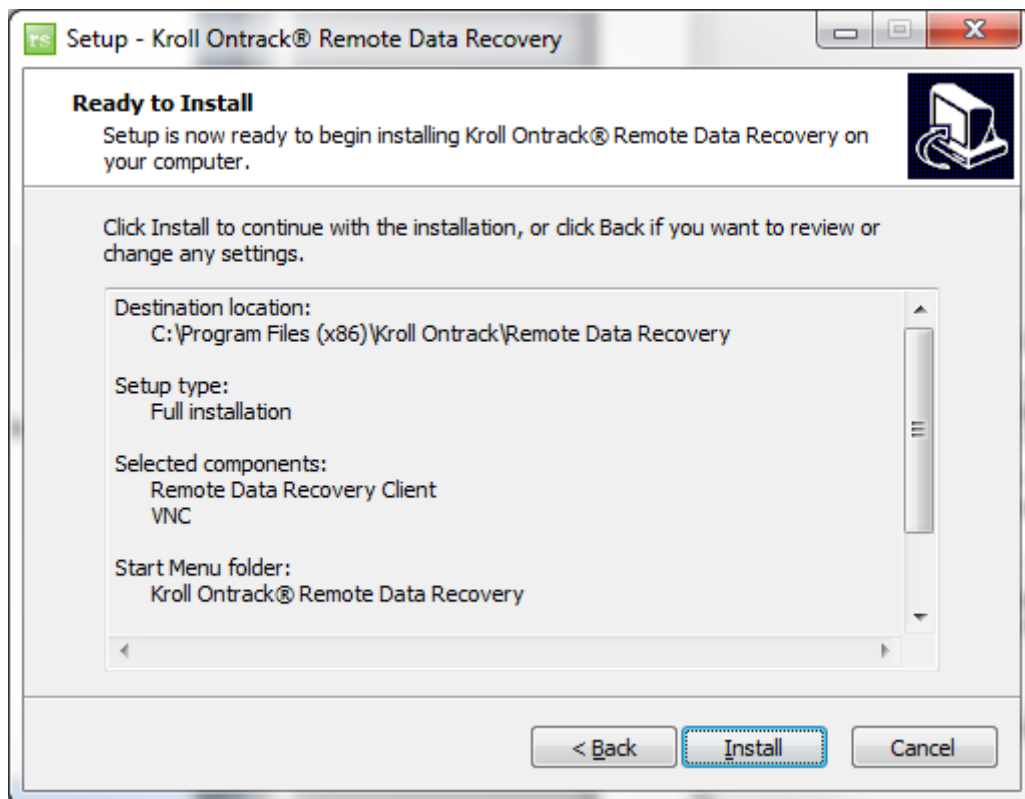
The customer needs to be logged into Windows with an administrator account to install the RDR software. The RDR software can be installed in an RDP session or any by using other type of remote control.

The customer should use the defaults on all the following screens to install the RDR Client. If their security requirements do not allow VNC it can be unchecked for the install, but then only one engineer can connect to the job at a time and we will not be able to share the desktop.









If the customer left the box checked in the last screen of the install (shown above) then the connection screens will come up automatically. Otherwise they will need to run the icon on their desktop to start the connection.

RDR Client Connection Screens

Job Number Screen

On the first screen, the customer enters the 3-digit office prefix and the job number.

1GA<jobnumber>

i.e. **201698765** which will look like **1GA201698765**

The prefix

1GA will connect using HTTP (port 80) to

DR-DE1-RDR2: **193.46.182.31** DNS = derdr.ontrack.com

The Job Number field requires a valid 3 character prefix, and is limited to 20 characters and only letters, numbers, and dashes are allowed.

Job Number

Ontrack® Data Recovery
Remote Services KROLL ONTRACK®

Welcome to Kroll Ontrack Remote Data Recovery.

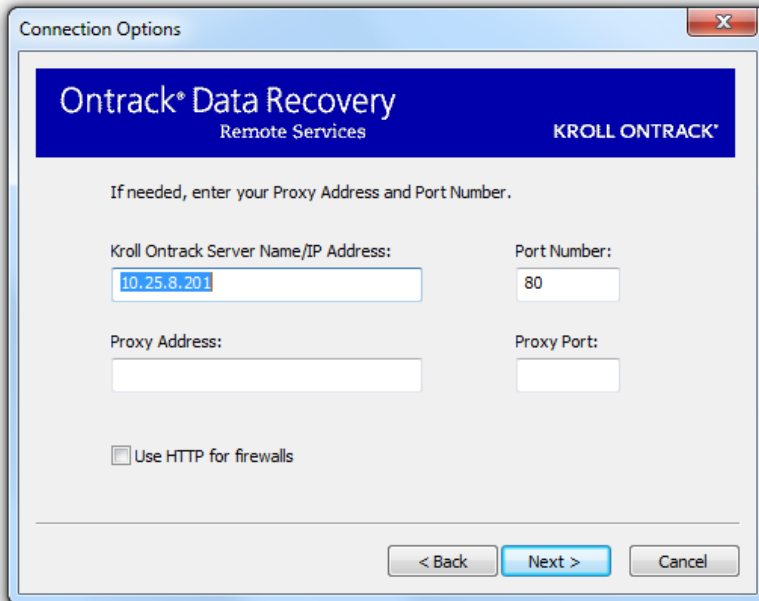
In order to continue, you will need a Job Number from Kroll Ontrack. If you do not have one, please contact your Kroll Ontrack Representative. Contact information can be found at <http://www.krollontrack.com/company/contact-us/>

Please enter your Job Number:

< Back Next > Cancel

Connection Options Screen

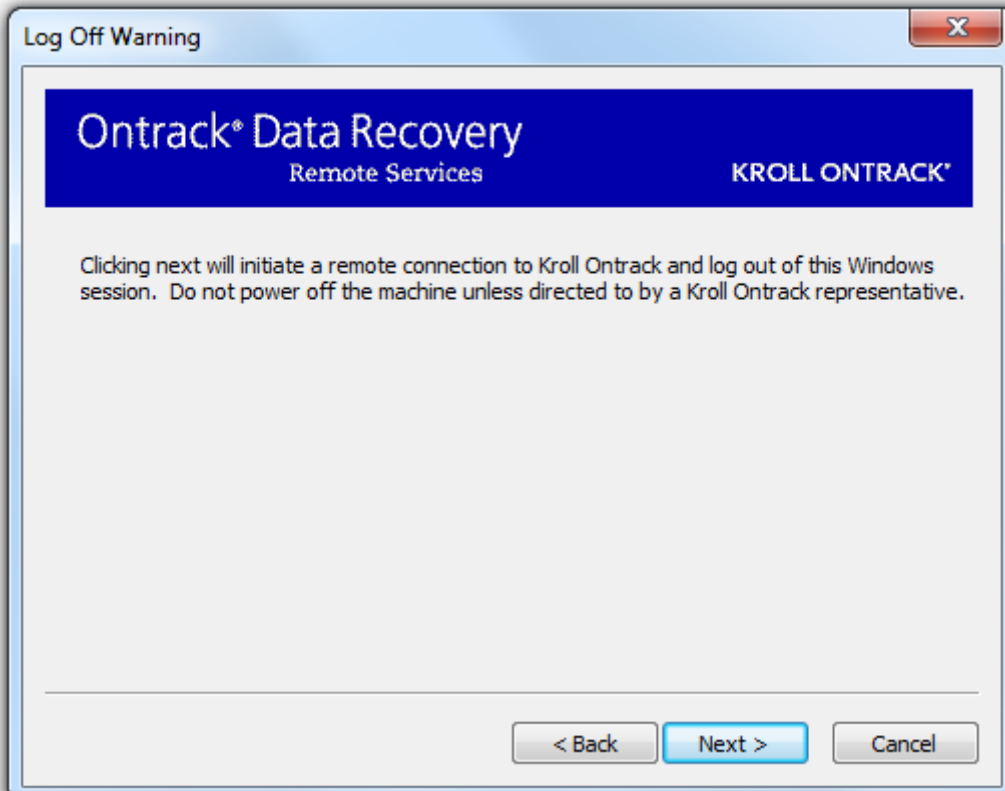
This screen will default to the DNS name of the server from the job number prefix.



The screenshot shows a Windows dialog box titled "Connection Options". At the top, there is a blue header bar with the text "Ontrack® Data Recovery Remote Services" and "KROLL ONTRACK®". Below the header, the text reads "If needed, enter your Proxy Address and Port Number." There are four input fields: "Kroll Ontrack Server Name/IP Address:" with the value "10.25.8.201", "Port Number:" with the value "80", "Proxy Address:" which is empty, and "Proxy Port:" which is empty. At the bottom left, there is a checkbox labeled "Use HTTP for firewalls" which is currently unchecked. At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

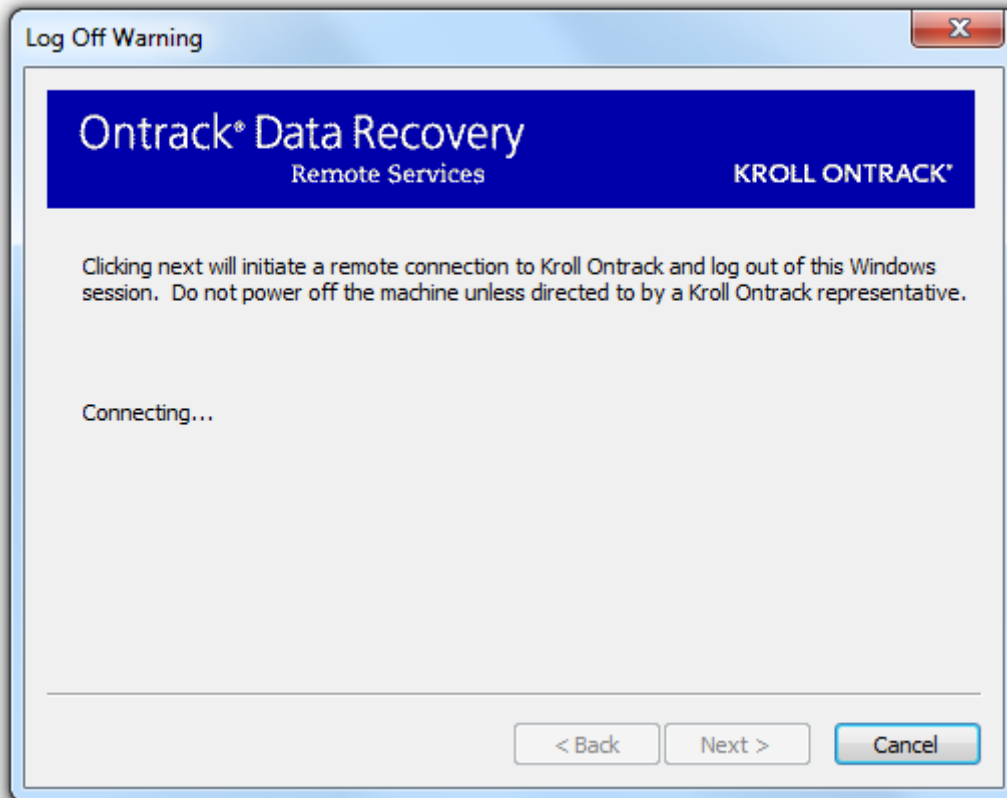
Log Off Warning Screen

This screen warns the customer that a connection is about to be made and they will be logged out. The log out will only occur on non-server versions of Windows



The screenshot shows a Windows dialog box titled "Log Off Warning". At the top, there is a blue header bar with the text "Ontrack® Data Recovery Remote Services" and "KROLL ONTRACK®". Below the header, the text reads "Clicking next will initiate a remote connection to Kroll Ontrack and log out of this Windows session. Do not power off the machine unless directed to by a Kroll Ontrack representative." At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

Once the customer hits next, the same screen will say "Connecting...".

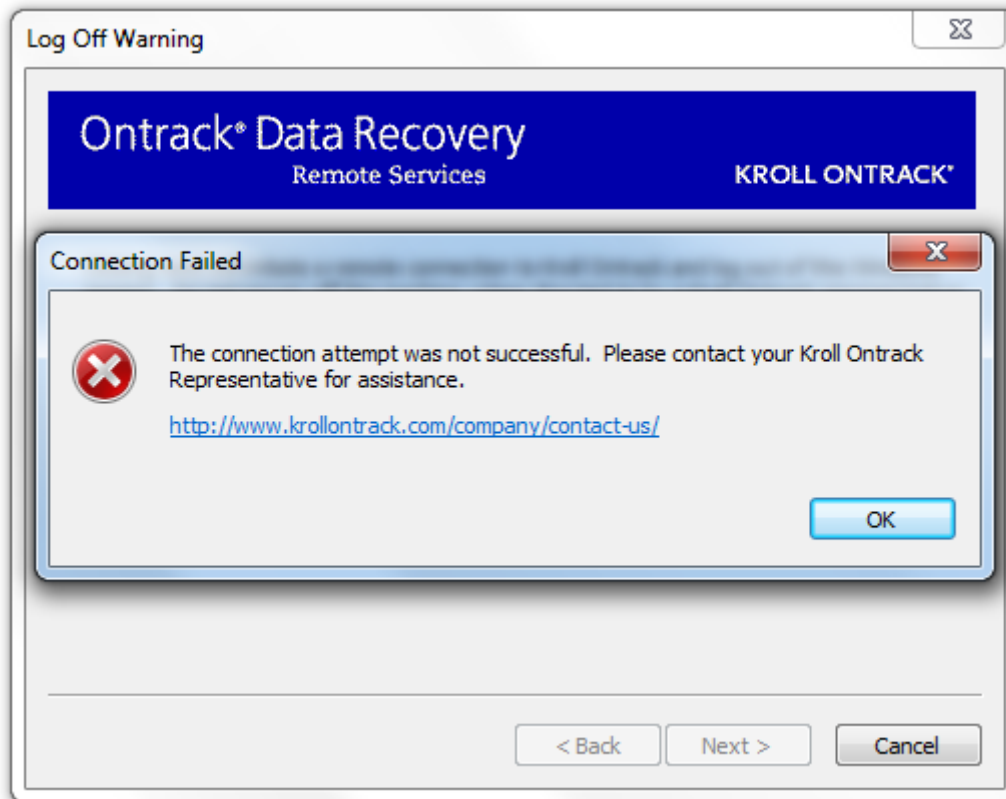


The client will now try all of the different connection settings, in this order:

- 1) Primary DNS name, Primary port
- 2) Secondary IP address, Primary port
- 3) Primary DNS name, Primary port, with HTTP
- 4) Secondary IP address, Primary port, with HTTP
- 5) Primary DNS name, Secondary port
- 6) Secondary IP address, Secondary port
- 7) Primary DNS name, Secondary port, with HTTP
- 8) Secondary IP address, Secondary port, with HTTP

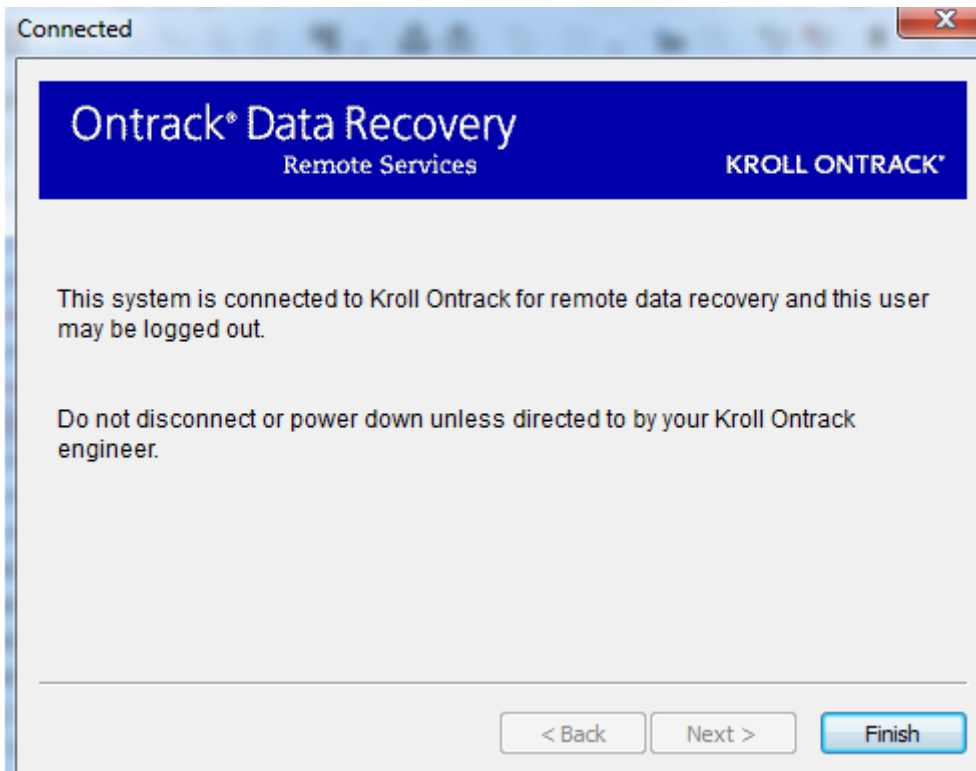
Connection Failed Screen

If all of the connection options have been attempted but none were successful, the following error window comes up:



Connected Screen

Once connected, this screen appears:



Issues connecting:

If any connection problems show up, it is a good advice to open up Port 80

i.e. for

1GA will connect to Germany using HTTP (port 80) to DR-DE1-RDR2: 193.46.182.31
DNS = derdr.ontrack.com

1AA will connect to USA using HTTP (port 80) to DR-EP1-RDR1: 208.71.238.51
DNS = eprdr1.ontrack.com

1NO will connect to Norway using HTTP (port 80) to DR-NO1-RDR2: 62.92.213.14
DNS = nordr.ontrack.com

For other prefixes see IP addresses it is trying to connect to and proceed as described above.