



Getting Started Guide

BCA License Code Serial Number: Activation Code:

SBS License Code Serial Number: Activation Code:

Welcome and thank you for your purchase of the HERO BCA – Backup Continuity Appliance. With this appliance, you will gain the peace of mind you need to be able to focus on your business and know your server is protected.

To get started with the setup of your new HERO BCA, you will need to ensure you have the following:

- A location chosen for your HERO BCA where it will be able to be connected to your network through a network cable and to a power outlet (110V). There is no wireless capability so you must connect the HERO BCA directly to your LAN.
- A keyboard, mouse and monitor available to connect to the HERO BCA for the configuration portion of the setup. Once setup, you will be able to connect to the HERO BCA remotely and will no longer need a keyboard, mouse or monitor connected directly to the appliance.
- A copy or access to the License Keys (above on this document) you should have received from HEROWare in your shipping box.
- The computer name and administrator login information for the Microsoft Small Business Server you wish to backup with the HERO BCA.
- About 30 minutes of time to complete the setup.

Now let's get started. At this point you should have the HERO BCA unpacked from its shipping box and ready for installation.

Follow these easy steps to complete the physical installation of the HERO BCA.

1. Download and install the client and server agent for your existing SBS server at www.heroware.com/content/clientlogin Username: client Password: download (Be sure to read the notice on this page regarding installation instructions) When the install client asks for a version, be sure to select "Availability" and install the client and server. Also ****DO NOT UPDATE – THIS VERSION IS THE CORRECT VERSION FOR YOUR BCA****
2. Connect the supplied power cord to the HERO BCA and then into an available power outlet.
3. Using the keyboard, mouse and monitor you have provided, connect each one into the appropriate ports on the back of the HERO BCA ensuring all connections are nice and solid.
4. Turn on the HERO BCA using the power button found on the front of the appliance with the power symbol.
5. Press the CTL-ALT-DEL key sequence to access the login dialog window.
6. You will be prompted with the login screen for Windows Storage Server. The login name is "Manager" and the password is "Heroware123" (case sensitive). Enter these and click the Login button.
7. Once you have logged in, you will be prompted with the HERO BCA End-User License Agreement dialog. Please read carefully and if you accept the terms, check the box indicating such and click the Next button. If you do not accept the terms, simply click the Decline button and the HERO BCA will shut down and contact HEROWare at support@heroware.com.
8. Once you have accepted the license terms, you will be prompted to enter a license key located above on this first page. Enter the license key provided in the HERO BCA License Key 1 field and click Activate. Ensure it is entered correctly.
9. Once activated you will be prompted with the HERO Control Center window which will provide you with access to all the documentation and functionality of the HERO BCA. To begin configuration of the HERO BCA in your environment, simply click on the Full-Server Failover Setup Guide and follow the instructions. You can also find a copy of all the documentation on our web site at <http://www.heroware.com/content/support> .

Thanks again for purchasing your HERO Backup Continuity Appliance. We appreciate your business and look forward to helping you and your business through our products and services.

If you have any questions or comments, please email us at support@heroware.com.