

Partner Support Services

Initial Seed Services

100 Apollo Drive

Chelmsford

MA 01824

# Formatting of Local Seed Drive

* Initial seed drives must be formatted as NTFS prior to seeding data to the drive.  This is required to ensure the integrity of the data being copied to the drive.
* File systems formatted as FAT32 have restrictions on the number of files in a folder. This can cause problems when performing a seed.
* Drives that are not formatted as NTFS or are flagged by our antivirus software will be returned to our partners for proper initial seed drive processing.
* **Any initial seed drives that are not on a portable USB 3.x hard formatted as NTFS will be returned. No thumb drives please. Also, we cannot run a seed from a NAS or network device for security reasons.**

Using the Initial Seed Services
 **All data should be backed up through the Barracuda MSP software to a portable USB 3.x hard drive formatted as NTFS as per the directions provided in this Knowledge Base article “**[***How To Perform An Initial Seed***](https://support.intronis.com/30_Knowledge_Base/97_Initial_Seed_//_Restore_Drive/How_to_Perform_an_Initial_Seed)**”.**

**We are not able to seed raw data copied straight to the drive.** The data must be backed up using Barracuda MSP software to the following path in the seed drive.

**X:\Intronis\<*username*>\<*computer ID* e.g. 0000>** Username must be lowercase.

## Where x: is the drive letter, *username* refers your customer’s user name and *computer ID* is the 4-digit computer number associated with the customer’s computer.

**NOTE:** ALL the seed content for a computer ID should be written to this same path on the seed drive, even if you are doing the initial seed backups one backup set after another.

* If you are doing more than one computer ID, then each separate computer ID should have its own 4-digit folder off \Intronis\<username>.
* You can also have more than one client username on a seed drive. There’s no limit other than room on the drive. So your folder structure might look like this:

X:\Intronis\username1\0000

X:\Intronis\username1\0001

X:\Intronis\username2\0000

X:\Intronis\username2\0001

X:\Intronis\username2\0002

## Below are the guidelines on when you should make use of this service. It is dependent on the available bandwidth and the size of the backup.

## For example, if you have bandwidth of 5 Mbps, and your backup size is greater than 500 GB, we would recommend that you use the initial seed service, otherwise it might be faster to back up the data directly to the cloud.

|  |  |
| --- | --- |
| **Bandwidth** | **Size of Account** |
| 1 Mbps | >100 GB |
| 5 Mbps | >500 GB |
| 10 Mbps | >1 TB |
| 20 Mbps | >2 TB |

# Packaging of the Seed Drive

Once you have completed the seeding process, please follow the steps below for packaging:

1. **Label the USB drive with your Case Number, Partner Username and Customer Username.**
2. **Label the cable with the same information as Step 1.**
3. Complete the form in the next section and include a printed copy together with the labelled seed drive and cable.
4. Email a copy of the completed form to Support with the case.
5. Mail the package to the appropriate address below.
6. Typical turnaround for processing an initial seed is 10 – 15 working days.

**U.S Initial Seeds:** **Canada Initial Seeds:**
Please send to the address: Please send to the address

|  |  |
| --- | --- |
| Barracuda MSP SeedsATTN: Partner Support – [case number]100 Apollo DriveChelmsford, MA 01824 | Barracuda MSP Seedsc/o Canada15Edge Data Centers Inc.75 Horner Avenue #14Toronto, Ontario M8Z 4X5 |

**Once the drive has been shipped please reply to the case with the tracking number.**

Currently, there is no charge for the initial seed drive service. However, you are responsible for the charges associated with shipping us the drive.

Once the seed is completed, we will return your drive via UPS Ground shipping.

# Initial Seed Request Form

*Please include a copy when shipping the drive and attach a copy to the support case.*

|  |  |
| --- | --- |
| Case Number(s) of Seed Request | Click here to enter text. |
| Partner Username | Click here to enter text. |
| Customer Username | Click here to enter text. |
| Computer IDs in Seed | Click here to enter text. |

|  |  |
| --- | --- |
| USB Drive Information |  |
| Drive Make | Click here to enter text. |
| Drive Model | Click here to enter text. |
| Serial Number | Click here to enter text. |
| Size of the Drive | Click here to enter text. |
| Size of the Seed (including all computers) | Click here to enter text. |
| Power / USB cable included? |[ ]

|  |  |
| --- | --- |
| Date Shipped to Barracuda MSP | Click here to enter a date. |
| Tracking Number | Click here to enter text. |

|  |  |  |
| --- | --- | --- |
| Return Shipping Address |  |  |
| Attention To | Click here to enter text. |
| Company Name | Click here to enter text. |
| Address 1 | Click here to enter text. |
| Address 2 | Click here to enter text. |
| City | Click here to enter text. |
| State | Click here to enter text. |
| Zip code | Click here to enter text. |
| Additional Notes |  |  |  |  |
| Click here to enter text. |

## For Barracuda MSP Use Only

|  |  |
| --- | --- |
| Date Received |  |
| Date Uploaded |  |
| Date Verified |  |
| Date Sent Back |  |
| Outbound Tracking # |  |