AdaCopy 1-Click Backup

v6

User's Guide

Adanova Sistemas, S.L.L.

30 November 2012

1-Click Backup

User's Guide

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Revision History

Date	Descriptions
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5 July 2011	**Updated:** **1.3 System Requirements**
30 July 2011	**Rebrand**
14 Feb 2012	**Updated:** **2.4 Power options - plan settings consideration**

Date	**Descriptions**	**Type of modification**
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1 Overview

1.1 Conventions

Convention	Descriptions	Example
Bold	**Important information**	Important: The encrypting key is independent from a backup account's password.
Italic	**Folder path or file path**	***C:\Program Files\ACB***
[]	**Graphical Interface Elements**	**[Backup]**
%%	**File path in Windows format**	**%ACB_HOME%**
$	**File path in Mac OS X format**	**$ACB_HOME**
Italic	**Command**	*sudo ./uninstall.sh*

1.2 Definitions, Acronyms and Abbreviations

Term/Abbreviation	Definition
OBM	**Online Backup Manager**
ACB	**1-Click Backup**
OBS	**Offsite Backup Server**
ACB_HOME	**The install location of ACB:** **Windows** ***C:\Program Files\ACB*** **Mac OS X** ***/Applications/ACB***
USERPROFILE	**The location where the operating system stores the user account information.** **Windows XP/2003** ***C:\Documents and Settings*** **Windows Vista/2008/7** ***C:\Users*** **Mac OS X** ***~/.acb***

1.3 System Requirements

The following is a list of Operating Systems supported by ACB:

Operating System	Bit	General Availability	End of Support
Windows platforms:			
Windows XP Home / Professional	32 / 64 Bit	12-31-2001	04-08-2014
Windows Vista Basic / Premium / Business / Enterprise / Ultimate	32 / 64 Bit	01-25-2007	04-11-2017
Windows 7 Basic / Premium / Professional / Enterprise / Ultimate	32 / 64 Bit	10-22-2009	01-14-2020
Windows 8 Pro / Enterprise	32 / 64 Bit	10-30-2012	01-10-2023
Windows Server 2003 Standard / Enterprise / Datacenter	32 / 64 Bit	05-28-2003	07-14-2015
Windows Server 2003 R2 Standard / Enterprise / Datacenter	32 / 64 Bit	03-05-2006	07-14-2015
Windows Server 2008 Standard / Enterprise / Datacenter	32 / 64 Bit	05-06-2008	01-14-2020
Windows Server 2008 R2 Standard / Enterprise / Datacenter	64 Bit	10-22-2009	01-14-2020
Windows Server 2012 Standard / Essentials / Datacenter	64 Bit	10-30-2012	01-10-2023
Windows Small Business Server 2003 Standard / Premium	32 / 64 Bit	12-28-2003	-
Windows Small Business Server 2008 Standard / Premium	64 Bit	11-07-2008	-
Windows Small Business Server 2011 Standard / Essentials / Premium	64 Bit	03-09-2011	-
Mac OS X platforms:			
Mac OS X 10.5 - Leopard [1]	-	10-26-2007	-
Mac OS X 10.6 - Snow Leopard [1]	-	08-28-2009	-
Mac OS X 10.7 - Lion [1, 2]	-	07-20-2011	-
Mac OS X 10.8 - Mountain Lion [1, 3]	-	07-25-2012	-

[1] Support client agent only.
[2] Support client agent version 6.3.0.0 or above only.
[3] Support client agent version 6.11.0.0 or above only.

The following is the Requirements for OBM / ACB:

ACB
CPU: N/A [10]
Memory: Minimum: 512 MB Recommended: *1 GB or above*
Disk space: Minimum 300 MB required for program installation
Network Protocol: TCP/IP
Java Version: Minimum: Java 1.5u22 [9] Recommended: *Java 1.6u23 or above*

[10] Multiple thread support is available for backup and restore, including Local Copy, Seed Load, and Decrypt functions.

Note:
The maximum number of threads supported is determined by the number of logical CPU's on a client machine:
Maximum number of threads = Number of Logical CPU x 2 (up to a maximum of 8 threads)

Multiple threading will result in increased memory usage, which will be proportion to the number of threads. In order to fully leverage this feature, it is recommended a client machine should be installed with multiple core processors and sufficient free memory.

1.4 Important Notes

Images, workflow or description in this document may be different from your installation. If you are uncertain about any of the instructions provided, please contact your service provider for advices.

2 Best Practices and Recommendations

This chapter describes the best practices for your backup client application.

2.1 Storage size for the ACB user profile folder

Your backup user profile folder (.acb) is stored under the operating system user profile location %UserProfile%.

This folder is used for various purposes, such as storage of your backup logs, user configuration files, temporary delta file and other files of temporary nature.

Ensure that sufficient disk space is present on the partition which contains the backup user profile.

2.2 Encryption

The encryption key is very important that it is recommended to write down, and make additional copies of the key.

Please store the key in safe location so that it is readily available when needed to restore data.

In some cases, encryption key is administrated by your service provider. Please consult your service provider for further details.

For maximum security, please select an encryption key with more than 8 characters, containing at least two of the following three character groups:

- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Numerals (0 through 9)

If you lose the encryption key, the data is irretrievable.

2.3 Backup schedule

In general, it is recommended that a daily backup be performed for a server or desktop. For mission critical server, a backup schedule should be configured according to the requirement of your recovery plan.

2.4 Power options - plan settings consideration

Windows' power options are configured to put a computer to low power mode (sleep or hibernate mode) automatically after a user specified time of inactivity (no usage of mouse or keyboard).

- If a computer is in low power mode when a scheduled backup should execute, OBM will not start up the computer to execute the backup.

  When the computer moves out of the low power state, OBM will not execute the missed backup job. This can lead to missed backup.

- If a backup job is running when the computer enters low power state, OBM cannot prevent the computer from going into hibernation.

To prevent the above events, consider disabling or changing the client machine's power options to allow scheduled backup to be triggered, and to allow the backup job to be completed.

2.5 Recovery plan and routine recovery test

Have a recovery plan ready, and perform routine recovery test

Consider performing routine recovery test to ensure your backup is setup and performed properly. Performing recovery test can also help identify potential issues or gaps in your recovery plan.

For best result, it is recommended that you keep the test as close as possible to a real situation. Often times when a recovery test is to take place, user will plan for the test (e.g. reconfigure the test environments, restoring certain data in advance). For real recovery situation, you will not get a chance to do that.

3 Installing ACB

This chapter describes how to install the backup client application.

3.1 Installing ACB on Windows platforms

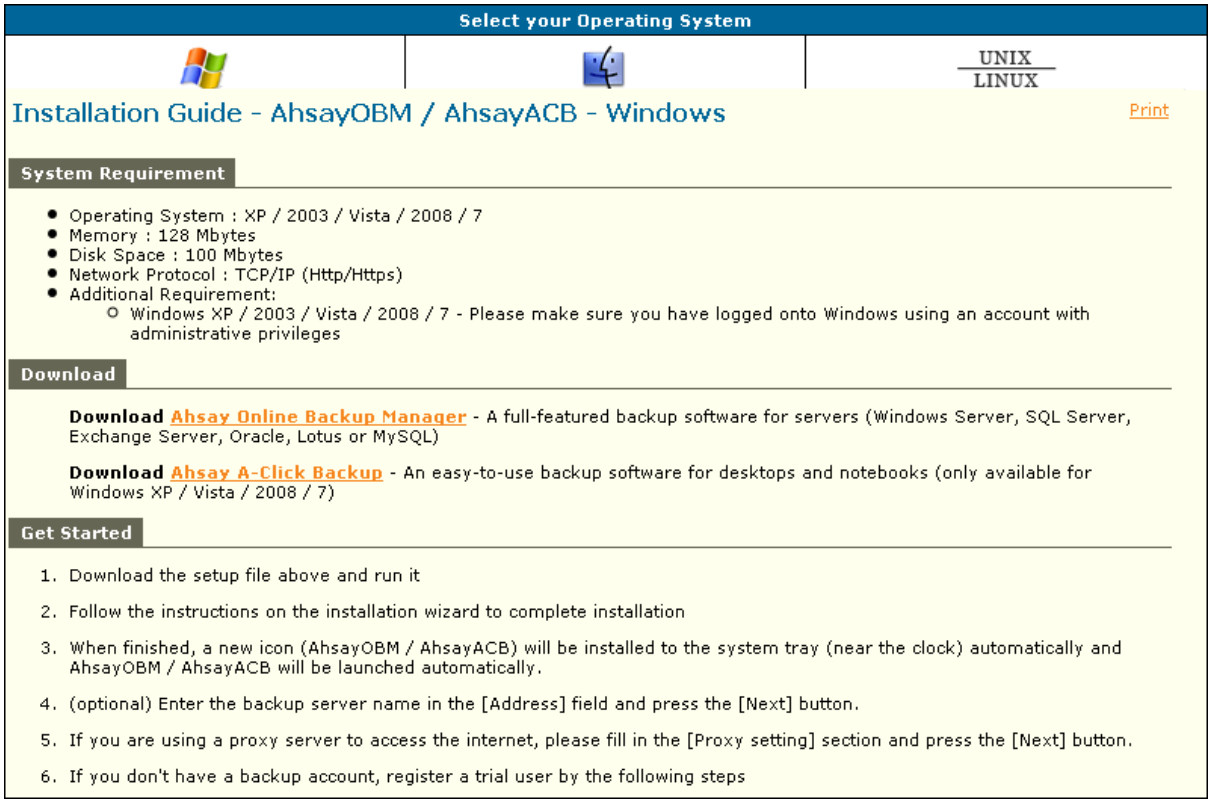
There are two installation methods available:

- Method 1 - Use the Installation Wizard, which guides you through the installation process.
- Method 2 - Use the command line, which is called Silent Mode Installation.

Note: For VMware Fusion virtual machine installation on Windows platform, if the mirrored desktop option (http://kb.vmware.com/kb/1014127) is enabled, OBM cannot be started after its installation because this option is not supported by OBM / ACB.
To resolve the issue, please disable the 'Shared Folders (Mirrored Folders)' option to allow OBM / ACB to start.

3.1.1 Installing ACB

1. Download the ACB installer (acb-win.exe) from the OBS web interface.

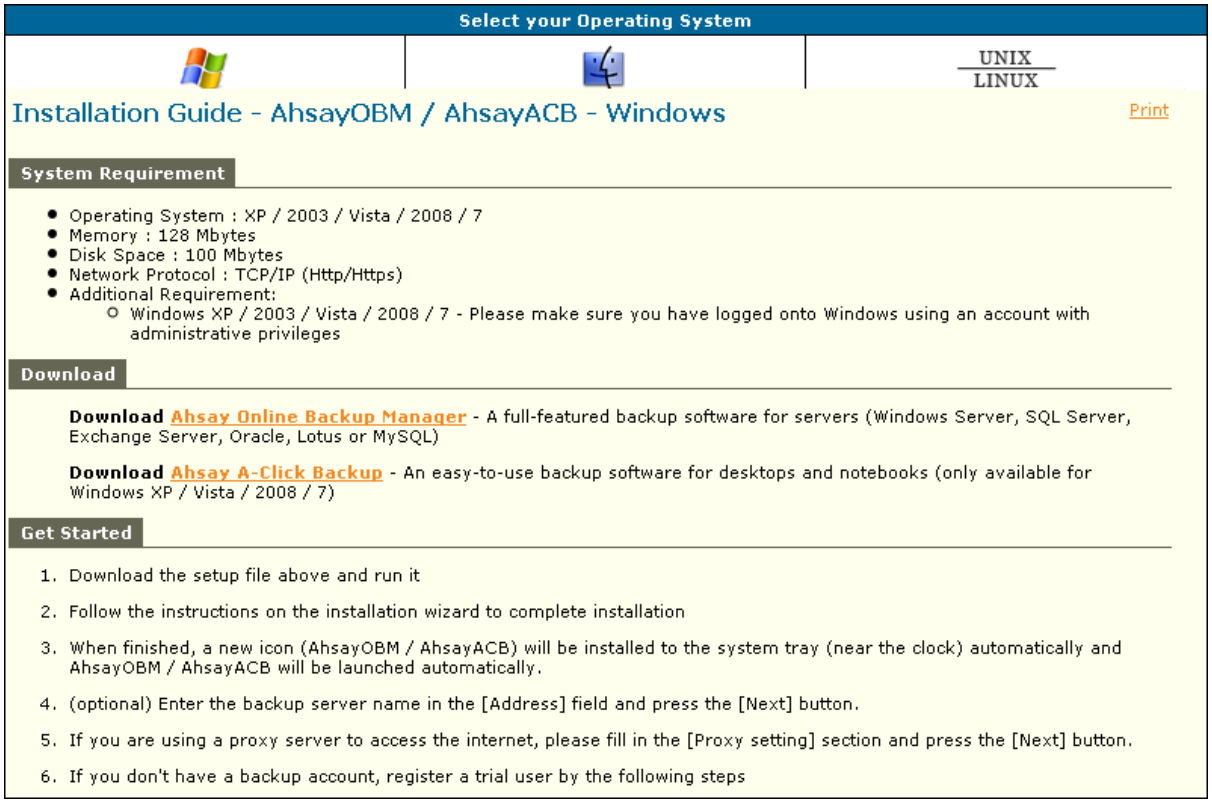


2. Follow the instructions provided by Installation Wizard to complete the installation.

3. When completed, a system tray icon for ACB will be installed, and ACB will be launched automatically.

3.1.2 Installing ACB using the command line (silent mode)

1. Download the ACB installer (acb-win.exe) from the OBS web interface.



2. Open a Windows command prompt (with an administrative user account on the machine).

3. Change to the directory containing the acb-win.exe file.

   Type in *acb-win.exe* and the appropriate switches, for example:

```
>acb-win.exe /VERYSILENT /LANG=en /TASKS="Everyone"
```

   Syntax:
   acb-win.exe [{/SILENT | /VERYSILENT}] [{/LANG=xx}] [{/TASK="option"}]

Parameter	Description
/SILENT	**Install the backup application showing the installation process.**
/VERYSILENT	**Install the backup application hiding the installation process.**
/LANG=xx	**Install the backup application in the language Selected.**

/TASK="option"	**Install the backup application available to all users or one user only (e.g. me only).**

Value	Description
xx	**Abbreviations of the language to install the backup application in (e.g. en, it, fr).**
option	**Everyone or MeOnly.**

4. Press Enter.

3.1.3 Configuring ACB

1. Launch the ACB user interface by double-clicking on the desktop icon.
2. Enter the backup server hostname in the [Backup Server] field.
3. Optional - For machine that requires Internet connection through proxy, select the [Use proxy to access the backup server] option, and fill in the [Proxy setting] setting
4. Press the [Next] button afterward.
5. Optional - If you do not have a backup user account, you can register for a trial user account with the following steps:
   - Enter the [Login Name] and [Password] of your choice.
   - Enter your [Email] address in the textbox provided.
   - Press the [Submit] button.
6. If you already have a backup user account, select [Already a user?] and logon to the server with your existing login credentials.
7. For first time login, you will be guided to create a backup set:
   - Select the [Backup Source] for the backup set.
   - Configure a backup schedule for unattended backups.
   - Select an encryption setting for your backup set. Accept the default encryption settings (using the backup user account's password string as encrypting key) if no change is necessary.

Important: Even with the default encryption setting selected, the encryption key is independent from a backup account's password.

Since encryption settings are set at a backup set's creation time, even if the password is changed afterward, the encryption key remain the same.

It is VERY IMPORTANT that the encryption key is written down, and additional copies of the key are made, and stored in safe places so that it is readily available when needed to restore data.

If you lose the encryption key, the data is irretrievable.

- Press the [OK] button to complete the configuration of backup set.
- Scheduled backup will run automatically if you leave your computer on.

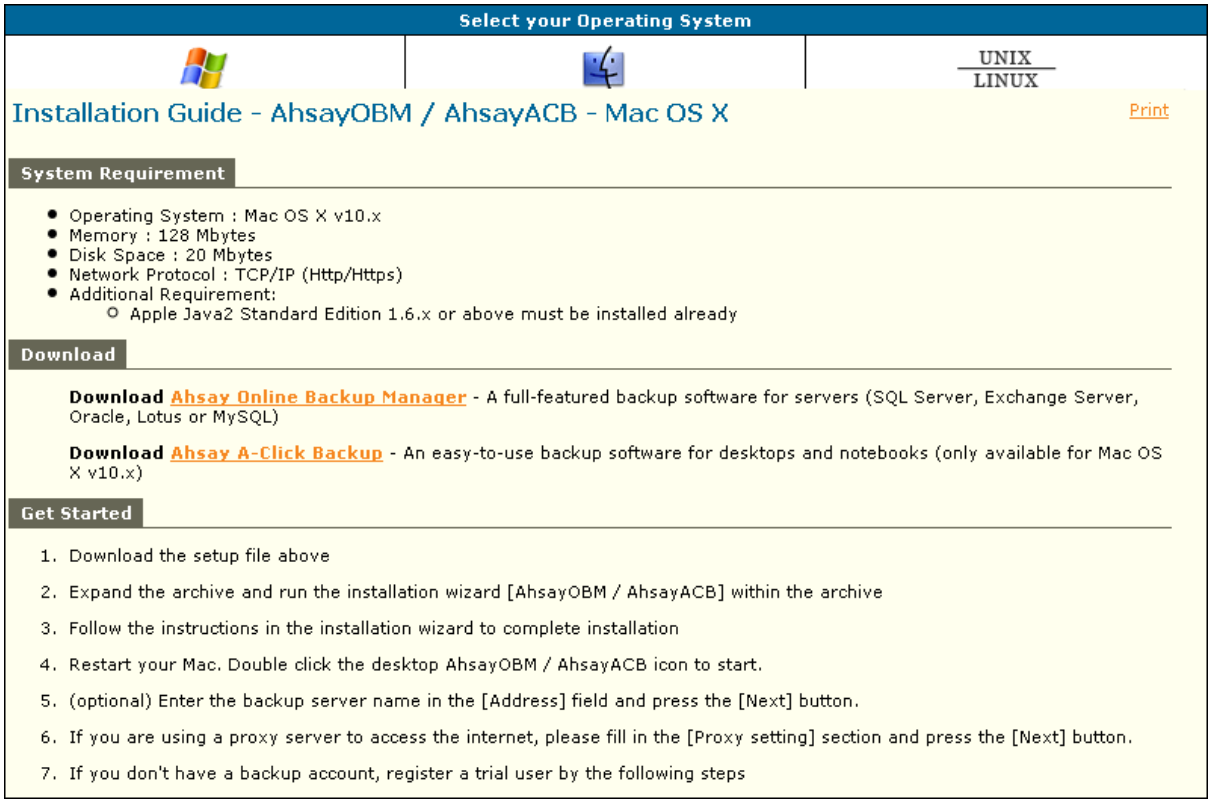
8. To perform a backup immediately, click [Backup] button on the left panel.

9. Setup is now completed.

3.2 Installing ACB on Mac OS X platforms

Please note that the steps below assume that the Mac OSX installation is already using JRE. If this is not installed on the system, you will be prompted by the Mac OSX to install the Java SE 6 runtime.

1. Download the ACB installer (acb-mac.zip) from the from the OBS web interface.



2. Expand the archive and execute the ACB package.

3. Follow the instructions provided by Installation Wizard to complete the installation.

4. Launch the ACB user interface by double-clicking on the desktop icon.

5. Enter the backup server hostname in the [Backup Server] field.

6. Optional - For machine that requires Internet connection through proxy, select the [Use proxy to access the backup server] option, and fill in the [Proxy setting] section

7. Press [Next] afterward.

8. Optional - If you do not have an backup user account, you can register for a trial user account with the following steps:

   - Enter the [Login Name] and [Password] of your choice.

     Note: Minimum length of the password is 6 characters

   - Enter your [Email] address in the textbox provided.

   - Press the [Submit] button.

9. If you have a backup user account already, select [Already a user?] and logon to the server with your existing login credentials.

10. For first time login, you will be guided to create a backup set:

    - Select the [Backup Source] for the backup set.

    - Configure a backup schedule for unattended backups.

    - Select an encryption setting for your backup set. Accept the default encryption settings (using the backup user account's password string as encrypting key) if no change is necessary.

    Important: Even with the default encryption setting selected, the encryption key is independent from a backup account's password.

    Since encryption settings are set at a backup set's creation time, even if the password is changed afterward, the encryption key remain the same.

    It is VERY IMPORTANT that the encryption key is written down, and additional copies of the key are made, and stored in safe places so that it is readily available when needed to restore data.

    If you lose the encryption key, the data is irretrievable.

    - Press the [OK] button to complete the configuration of backup set.

    - Scheduled backup will run automatically if you leave your computer on.

11. To perform a backup immediately, click [Backup] button on the left panel.

12. Setup is now completed.

*For further details of each step, please refer to the following chapters.

4 Uninstalling ACB

This chapter describes how to uninstall the backup client application.

4.1 Uninstalling ACB on Windows platforms

1. On the Windows machine with ACB installed.
2. Open Start menu, select [Control Panel] and [Add or Remove Programs].
3. Select [1-Click Backup] from the list and press the [Remove] button.

4.2 Uninstalling ACB on Mac OS X platforms

1. On the Mac OS X machine with ACB installed.
2. Remove all program files by running the following command in terminal:

```
>cd $ACB_HOME/bin
>sudo ./uninstall.sh
```

3. Remove all backup setting files by running the following command in terminal:

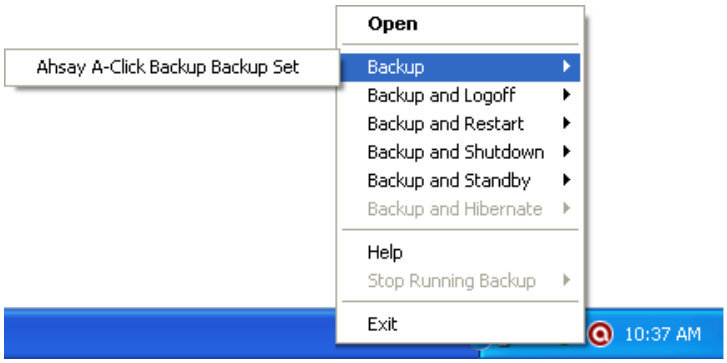
```
>rm -rf ~/.acb
```

5 Using ACB

This chapter describes the various features available in the backup client application.

5.1 System Tray Launcher (Windows Only)

After a successful installation of ACB, a system tray icon will be installed, and displayed under the Windows system tray area.



Right clicking on the ACB system tray icon will display a menu, providing the following functions:

Menu Item	Description
Open	**Click to open ACB's logon dialog.**
Backup	**Click to perform backup for a specific backup set in silent background mode.**
Backup and Logoff	**Click to perform backup for a specific backup set in silent background mode and logoff from Windows when the job is completed.**
Backup and Restart	**Click to perform backup for a specific backup set in silent background mode and restart Windows when the job is completed.**
Backup and Shutdown	**Click to perform backup for a specific backup set in silent background mode and shutdown Windows when the job is completed.**
Backup and Standby	**Click to perform backup for a specific backup set in silent background mode and enter the Standby mode of Windows when the job is completed.**

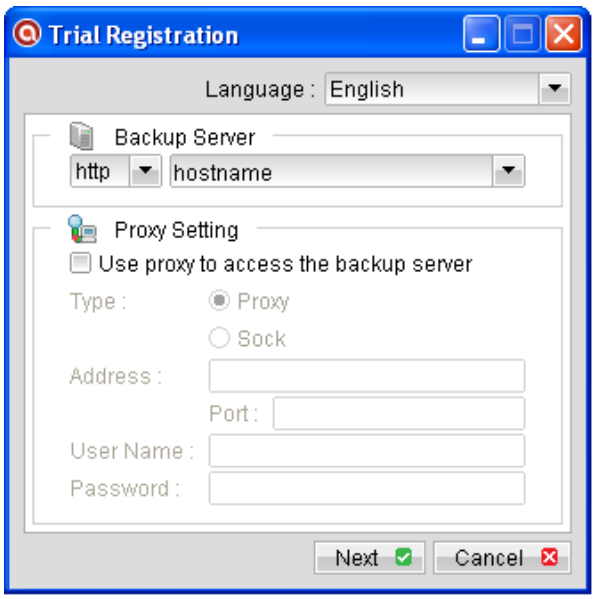
Backup and Hibernate	**Click to perform backup for a specific backup set in silent background mode and enter the Hibernate mode of Windows when the job is completed**
Help	**Open the help dialog.**
Stop running backup	**Click to stop a running backup job chosen from the sub-menu.**
Exit	**Click to closes this system tray launcher application.**

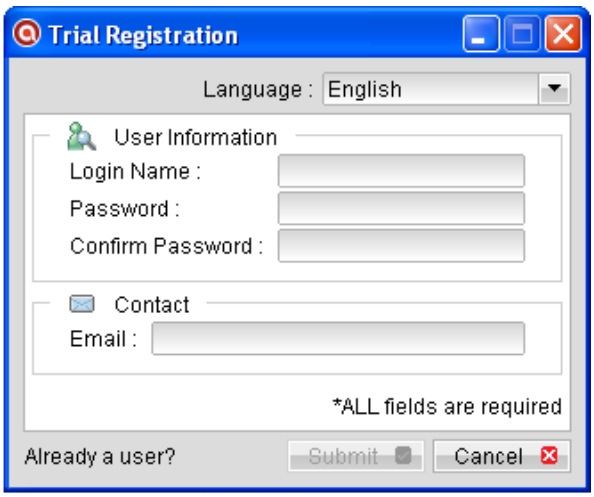
*The availability of options listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

5.2 Logon Dialog

Double-click on the application desktop icon or system tray icon to open the logon dialog or trial registration dialog.

For initial login, the trial registration dialog will be displayed.



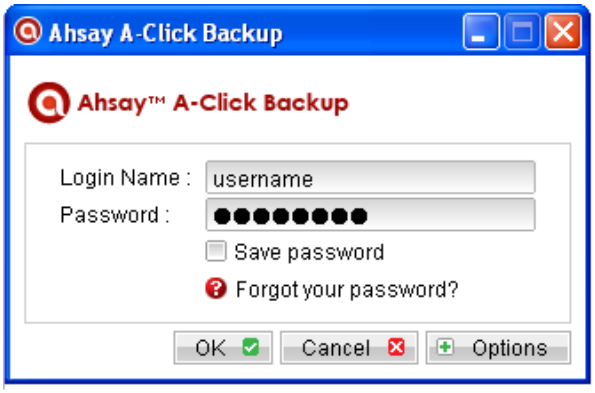


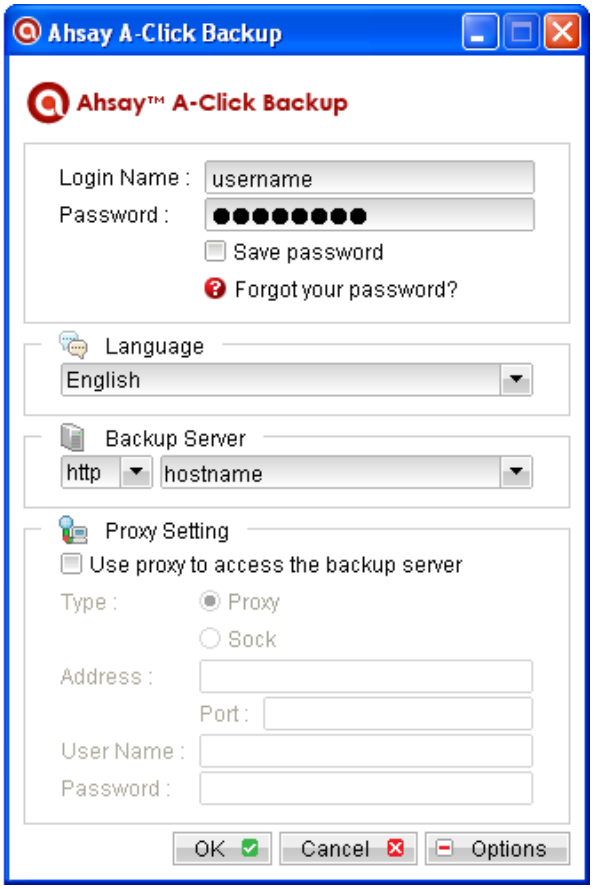
Menu Item	Description
Language	**Drop down menu for selecting language to start the backup application.**

Backup Server	**Input box for entering hostname or IP address of the backup server.**
http / https	**Drop down menu for selecting http or https protocol when connecting to the backup server.**
Proxy Setting	**Input area for entering proxy setting such as address, port, proxy username and password.**
Login Name	**Input box for entering trial backup user login name.**
Password	**Input box for entering trial backup user password.**
Contact	**Input box for entering trail backup user email contact.**
Submit	**Click to create the trial backup user account.**
Already a user?	**Click to access the login dialog, for user with backup user account already.**

*The availability of options listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

For sub-sequence login, the login dialog will be displayed.





Menu Item	Description
Login Name	**Input box for entering backup user account login name.**
Password	**Input box for entering backup user account password.**
Save password	**Checkbox to enable or disable password saving.**
Forgot your password?	**Click to request for lost password.**
Options	**Click to access advance option such as [Language], [Backup Server] and [Proxy Setting].**
Language	**Drop down menu for selecting language to start the backup application.**
Backup Server	**Input box for entering hostname or IP address of the backup server.**

http / https	**Drop down menu for selecting protocol when connecting to the backup server.**
Proxy Setting	**Input area for entering proxy setting such as address, port, proxy username and password.**

*The availability of options listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Press the [Option] button to access the [Language], [Backup Server] and [Proxy setting] settings.

Configure the backup server information by entering the server hostname (e.g. backup.server.com) or IP address (e.g. 192.168.1.1) of the backup server in the [Backup Server] field.

For backup server that accepts connection on custom port only, append the hostname or IP address in the [Backup Server] field, by adding a semi-colon (:) and the custom port number at the end. For example:

backup.server.com:8080 or 192.168.1.1:8443

For security concerns, you can configure the backup client application to communicate with the backup server in SSL protocol (Secure Socket Layer), select [https] from the dropdown menu at the [Backup Server] section.

Enter your login credentials in the [Login Name] and [Password] fields.

If you do not remember your password, press the [Forgot your password?] button to retrieve a forgotten password email.

Please do not attempt to login with an incorrect password, as a backup user account will be locked after 3 bad password attempts. Backup job cannot be run for backup user account with status as locked.

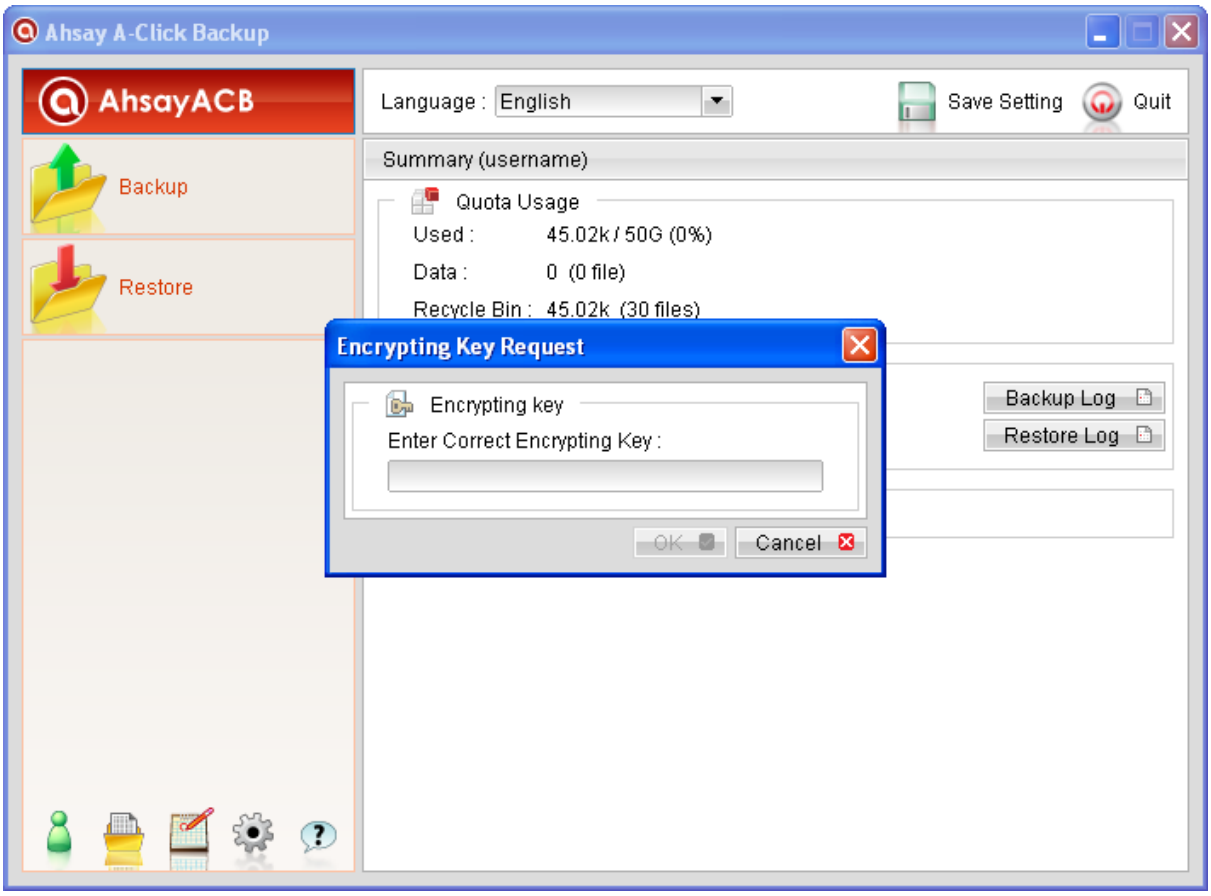
Please contact your service provider to unlock your account if it is locked.

Configure which language to start the backup application in by select the language of your choice under the [Language] drop down menu. For the list of supported languages, please refer to Appendix A.

To enable [Proxy setting], select the [Use proxy to access the backup server] checkbox button, and enter the corresponding proxy information. For [Sock] proxy, both v4 and v5 without user authentication are supported.

Press [OK] to login when all configurations are entered.

For initial login of existing backup user on new computer, you will be prompted for the encrypting key of all existing backup set.

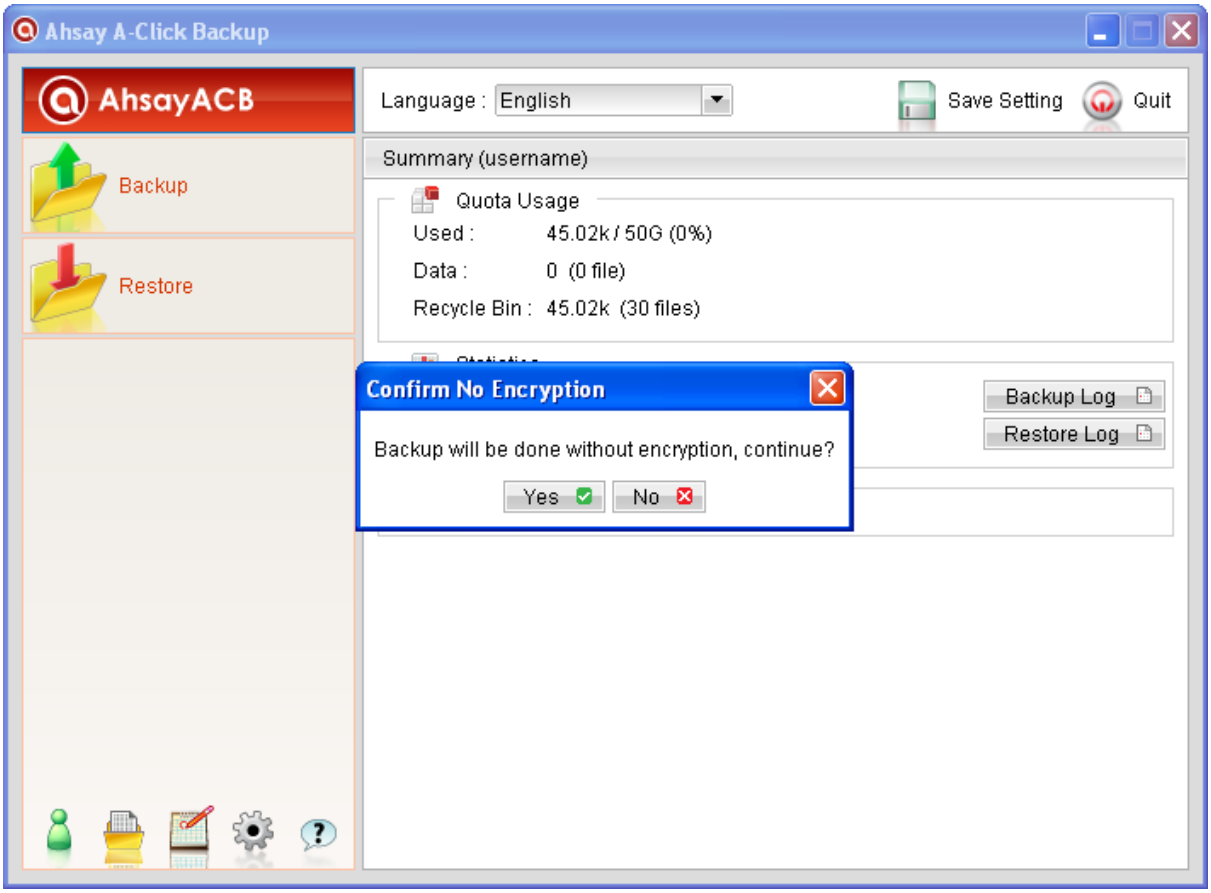


Menu Item	Description
Enter Correct Encrypting Key	**Input box for entering encrypting key of existing backup set.**
OK	**Click to confirm on encrypting key.**
Cancel	**Click to proceed without using encrypting key.**

Enter the correct encrypting key and click [OK] to proceed.

Alternatively, if the encrypting key is lost, press [Cancel] to proceed without encryption (e.g. for all backup job performed afterward).

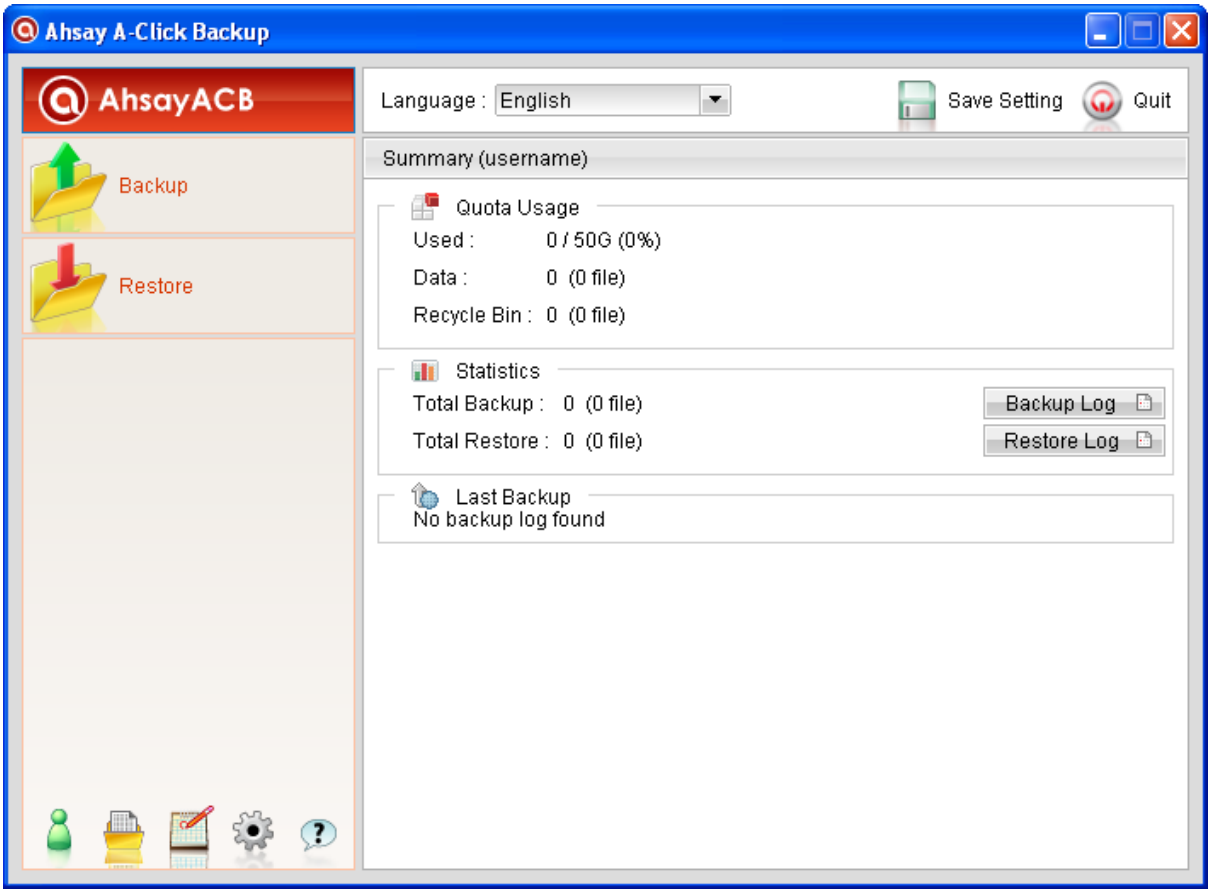
This would allow data backed up in the future to be restore-able (as they are no longer encrypted), but existing data that are already encrypted by the lost encrypting key would not be restore-able.



In case of encrypting key lost, it is strongly recommended that a new backup set be created, to ensure that data backed up in the future is encrypted and restore-able.

5.3 ACB Main Window

The main window will be displayed after a successful login.



Icon	Menu Item	Description
	Backup	**Click to perform backup for an existing backup set.**
	Restore	**Click to access the restore menu, for restoring backed up data.**
	Save Setting	**Click to save settings.**
	Quit	**Click to exit out of the backup application.**
	User Profile	**Click to access the user profile menu.**
	Backup Source	**Click to access the backup source menu.**

	Backup Schedule	**Click to access the backup schedule menu.**
	Backup Setting	**Click to access the backup setting menu.**
	About 1-Click Backup	**Click to access the About 1-Click Backup dialog.**
	Language	**Drop down menu for selecting language to be displayed.**
	Backup Log	**Click to view previous backup log.**
	Restore Log	**Click to view previous restore log.**

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

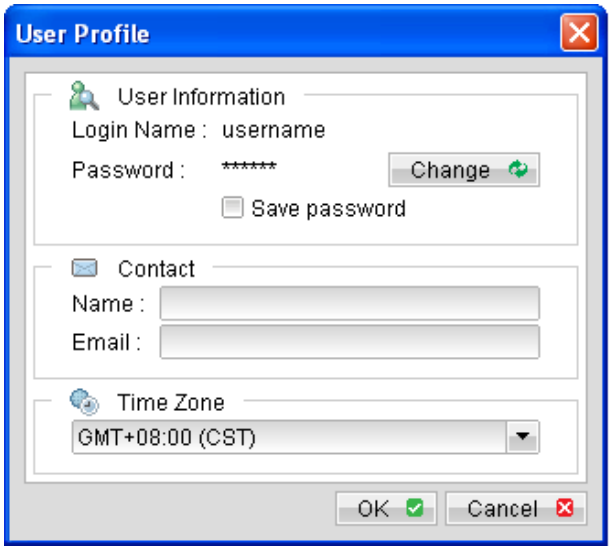
Click on the [Backup] button to perform a backup for an existing backup set.

Click on the [Restore] button to restore backed up data from the backup server to the client machine.

Other options will be discussed in the following chapters.

5.4 User Profile

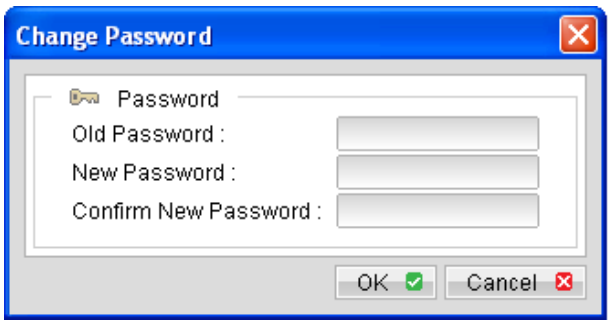
To access the user profile dialog, click on the [User Profile] button at the application's main window.



Menu Item	Description
Change	**Click to access the change password dialog.**
Save password	**Checkbox to enable or disable password saving.**
Name	**Input box for entering contact name of the backup user account.**
Email	**Input box for entering contact email address of the backup user account.**
Time Zone	**Dropdown menu for time zone setting.**

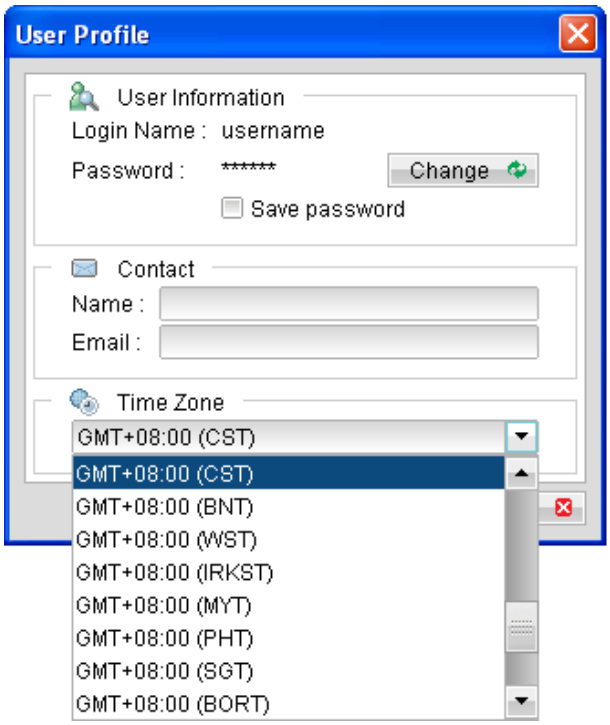
*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

You can change the backup user account's password, by pressing the [Change] button to open the [Change Password] dialog.



Enter your [Old Password] (e.g. existing password) and [New Password] into the corresponding textbox and press [OK].

To change the backup user account's time zone setting, select the corresponding time zone from the [Time Zone] drop down menu.



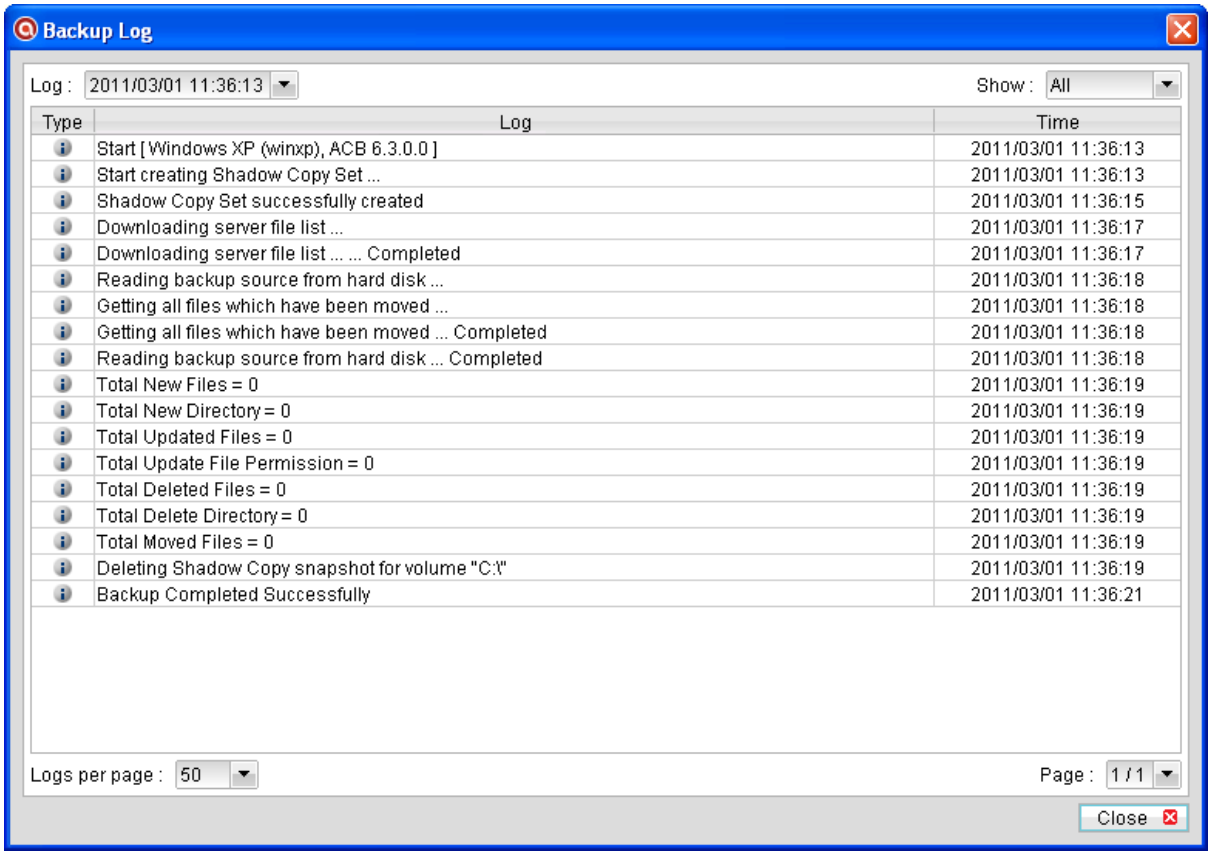
To update the contact information of the backup user account, you can enter the corresponding information such as [Name] and [Email] in the corresponding field, and press [OK].

5.5 About 1-Click Backup

Click on the [About 1-Click Backup] button to view information of your backup application, such as the application version, and backup service provider's information like company name, website, email address and server hostname or IP address.

5.6 Backup Log

All backup activities are logged to a corresponding log files. To review them, click on the [Backup Log] button.

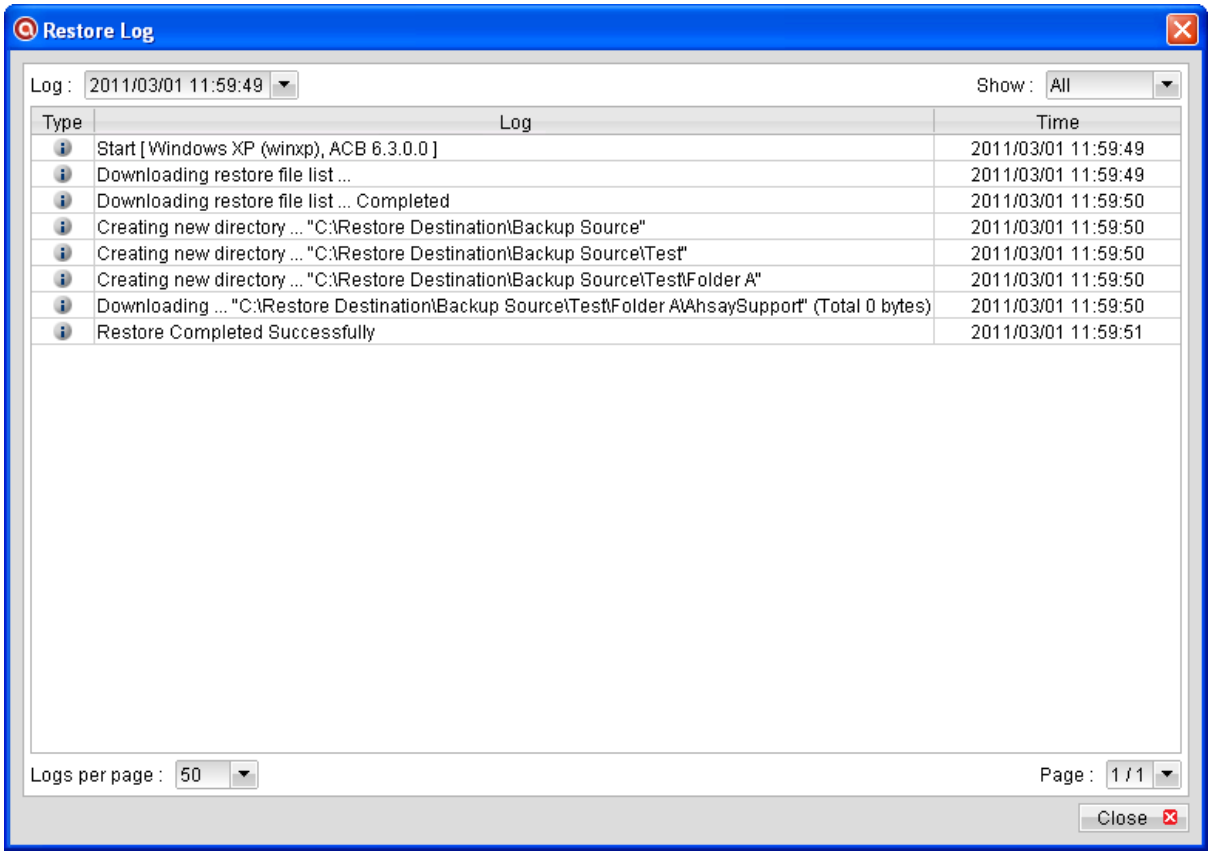


Menu Item	Description
Log	**Drop down menu for selecting which log to review (in YYYY/MM/DD hh:mm:ss format).**
Show	**Drop down menu to filter display of only Information, Warning, Error, or all log entries.**
Logs per page	**Drop down menu for selecting the number of log entries to display per page.**
Page	**Drop down menu to switch the page number.**

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

5.7 Restore Logs

Similar to backup, all restore activities are also logged to a corresponding log files. To review them, click on the [Restore Log] button.



Menu Item	Description
Log	**Drop down menu for selecting which log to review (in YYYY/MM/DD hh:mm:ss format).**
Show	**Drop down menu to filter display of only Information, Warning, Error, or all log entries.**
Logs per page	**Drop down menu for selecting the number of log entries to display per page.**
Page	**Drop down menu to switch the page number.**

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

6 Configure Backup Sets

This chapter describes how to configure a backup set.

A backup set defines the configuration of a backup routine, such as backup schedule, backup source and encryption setting as well as other options.

6.1 Backup Source

Click on the [Backup Source] button at the application's main window to configure the backup source of a backup set.

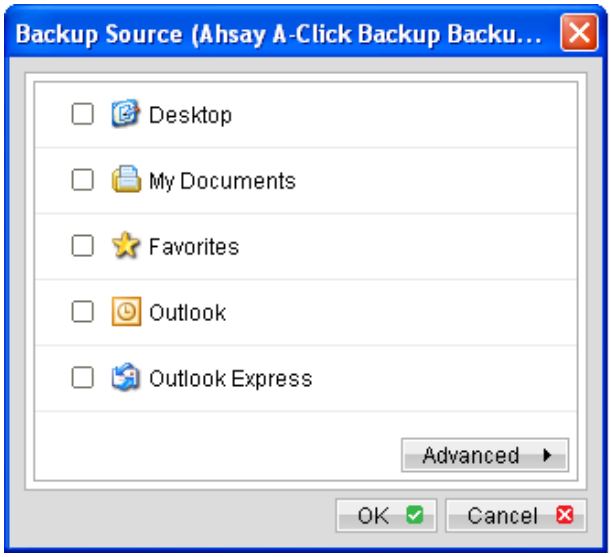
A Backup Source defines the files and directories to be included for backup.

There are two types of backup source: Selected and Deselected.

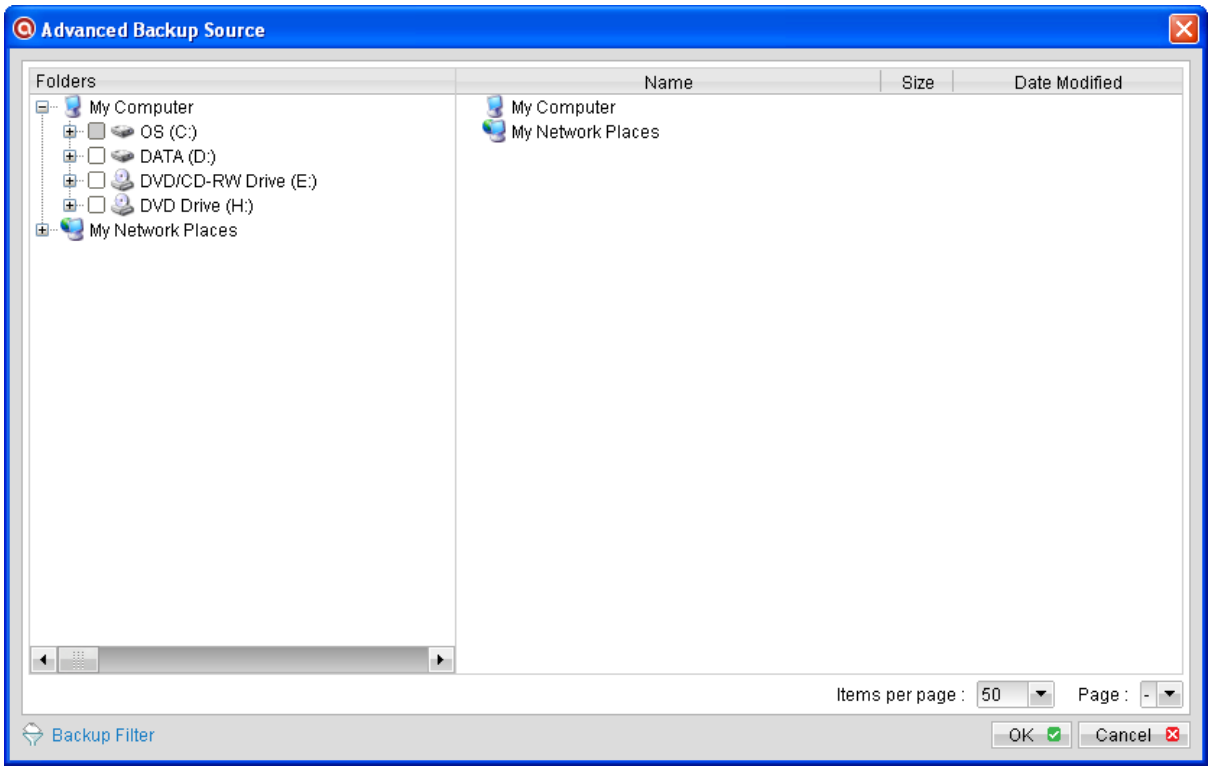
- Selected backup source defines files and directories that are to be included in a backup set.
- Deselected backup source defines files and directories that are to be excluded from a backup set.

On the basic backup source selection dialog, you can select directories that are commonly selected as backup source for backup:

- Desktop folder
- My Documents folder
- Favorites folder
- Outlook and Outlook Express folder



Click on [Advanced] button to access the advanced backup source dialog to select other directories for backup.



The checkbox beside a root drives, directory or file can be in one of the following mode:

Mode	Description
☑	**All directories and files under this directory will be backed up.**
☑	**All directories and files under this directory except those explicitly excluded will be backed up.** **Directories and files selected to this directory in the future will be backed up as well.**
☐	**Only the checked directories and files under this directory will be backed up.** **Directories and files selected to this directory in the future will not be backed up.**
☐	**No directory or file under this directory will be backed up.**

Note: For installation on Windows platforms, hidden directories and files will be displayed only if the [Hide protected operating files] setting of Windows Explorer is disabled.

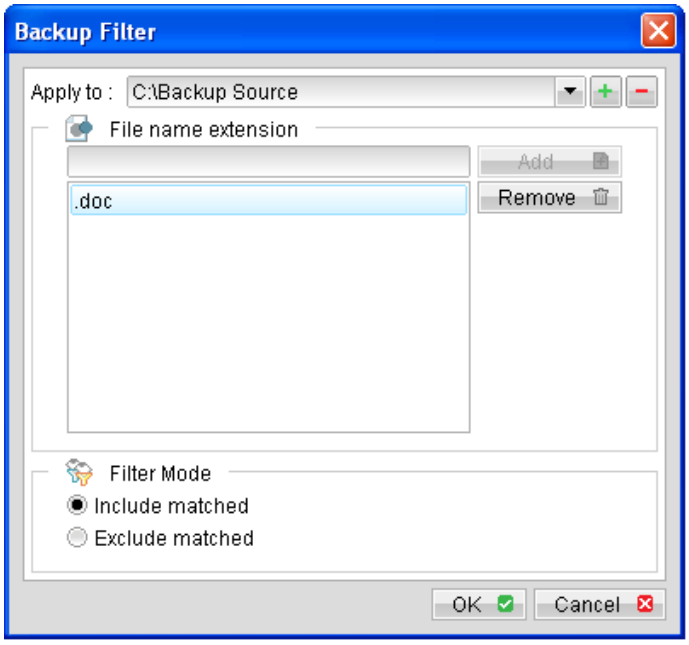
By selecting a parent directory as backup source, all child directories and files including any hidden directories or files would be backup as well.

To avoid backing up hidden directories such as the Recycle Bin folder, please select the corresponding directories or files required as backup source directly, instead of selecting the parent directory or root drive letter.

6.1.1 Backup Filter

Backup Filter is a set of user defined criteria to include or exclude directories and files as backup source of a backup set.

Click on the [Backup Filter] button at the advanced backup source dialog to configure the backup filter of a backup set.



Apply to	**Click to browse to the directory that the filter applies to.**
File name extension	**Textbox to enter the file name extension to include or exclude as backup source.** **Click [Add] to add new file name extension or [Remove] to delete existing file name extension.**
Filter Mode	**Include match - Radio button to include all files matching the file name extension specified as backup source.** **Exclude match - Radio button to exclude all files matching the file name extension specified as backup source.**
OK	**Click to apply filter. Once applied, the files matching the file name extension will be include or exclude as backup source automatically.**

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Click on the button and browse to the directory which the filter is intended for.

For example, to automatically include all Words document files within the selected directory, enter the file extension of Words document (e.g. .doc) in the File name extension field and press [Add].

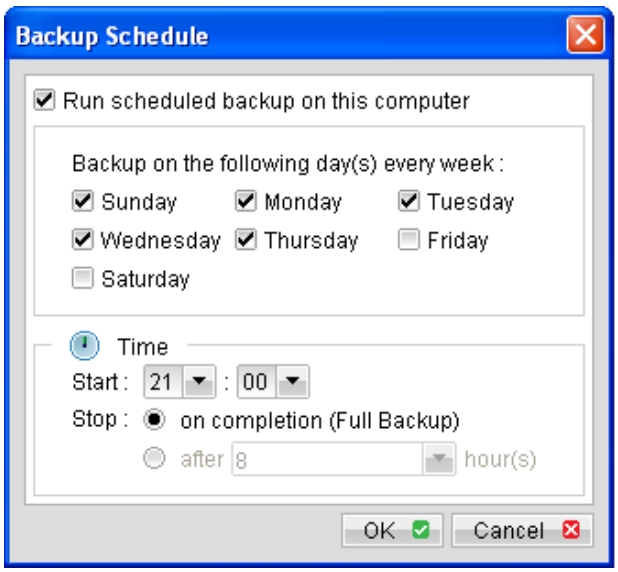
Select [Include matched] as filter mode and then click on the [OK] button, and all Words document files within the corresponding directory will be included as backup source automatically.

There is no need to select each Word document files within the advanced backup source dialog manually.

6.2 Backup Schedule

Click on the [Backup Schedule] button at the application's main window to configure the backup schedule of a backup set.

A Backup Schedule defines the time, time period allowed, and frequency that backup job for an existing backup set should be run automatically.



Menu Items	Description
Run scheduled backup on this computer	**Checkbox to enable or disable the corresponding backup set to run on this computer.**
[Sunday] to [Saturday]	**Checkbox to select the day(s) of a week to perform the backup job.**

Time (At)	**To start backup job at a specific time.** **Start - Dropdown menu to select the start time of the backup job.** **Stop – Option to allow the backup job to run to completion, or to stop the running backup job after a specified hour.**
Time (Periodically)	**To start backup job at regular intervals of time.**

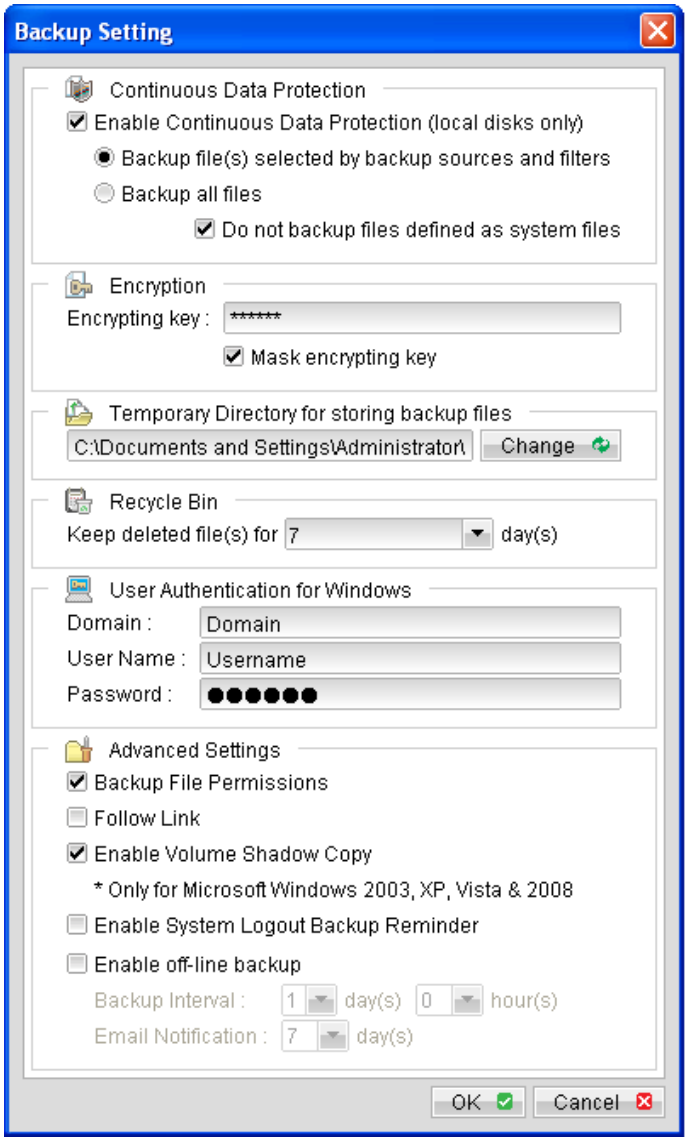
*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Only a weekly backup schedule can be configured in the backup schedule setting dialog.

When the [Stop after ${number} hour(s)] option is enabled, the corresponding scheduled backup job will be allowed to run until the specified hour (e.g. 8 hours) is reached.

6.3 Backup Setting

Click on the [Backup Setting] button at the application's main window to configure the backup settings of a backup set.



Menu Items	Description
Enable CDP	**Checkbox to enable or disable Continuous Data Protection.**
Encryption key	**Text box displaying the encryption key for the corresponding backup set.** **Note: Encryption is masked when the [Mask encrypting key] option is enabled.**
Temporary Directory	**Input box for specifying the**

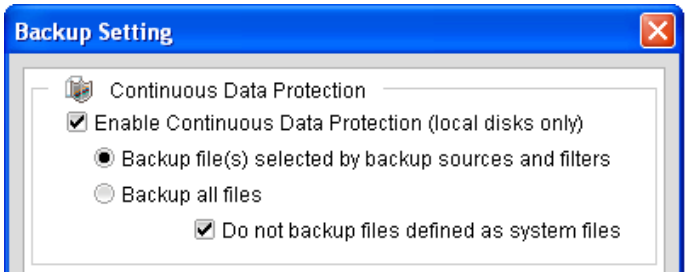
	temporary directory used.
Recycle Bin	**Input box for retention policy configuration.**
User Authentication for Windows	**Input area for entering user authentication information.**
Backup File Permission	**Checkbox to enable or disable backup of file permission.**
Follow Link	**Checkbox to enable or disable the option of following link.**
Enable Volume Shadow Copy	**Checkbox to enable or disable Volume Shadow Copy.**
Enable System Logout Backup Reminder	**Checkbox to enable or disable system logout Backup reminder.**
Enable off-line backup	**Checkbox to enable or disable off-line backup reminder.**

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

6.3.1 Continuous Data Protection

Continuous Data Protection (CDP) is a feature providing backup for selective data whenever any change is made. Depending on the option selected, every version of a file is backed up close to real time.

To enable CDP, click on the [Enable Continuous Data Protection] checkbox.



Menu Items	Description
Enable Continuous Data Protection	**Checkbox to enable or disable CDP.** **Note: CDP will only backup directories and files on local drive, but not on floppy drive, removable drive or network drive.**
Backup file(s) selected by backup sources and filters	**Radio button to select if CDP will only backup modified directories or files selected as backup source.**
Backup all files	**Radio button to select if CDP will back up all modified directories or files on all local drive.**
Do not backup files defined as system files	**When this option is enabled, CDP will automatically exclude the following files from its backup:** **C:\hiberfil.sys** **C:\Pagefile.sys** **C:\Program Files*** **C:\RECYCLER** **C:\System Volume Information** **C:\Windows*** **${App_Data}\Avg7** **${App_Data}\Avg8** **${App_Data}\Kaspersky Lab** **${App_Data}\McAfee** **${App_Data}\McAfee.com** **${App_Data}\Microsoft** **${App_Data}\Sophos** **${App_Data}\Symantec** ****.tmp** ***\Application**

	Data\Macromedia* *\Application Data\Mozilla* *\Local Settings\Application Data\Microsoft* *\ntuser.dat

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

To configure CDP for backup of the directories and files selected as backup source, select the [Backup file(s) selected by backup sources and filters] option.

To configure CDP for backup of all local drive(s) (all files that are updated after CDP is enabled), select the [Backup all files] option.

Some advantages of using CDP include:

1. It prevents loss of data as the modified contents of the files are backed up automatically in close to real-time.

2. Frequently modified data is backed up in almost real-time. Thus, you can accurately restore an earlier version created on the same day.

Although CDP can be a helpful feature, the protection offered by CDP is often heralded without consideration of the disadvantages that it can present. Specifically, the continuous CPU, memory and bandwidth usage can adversely affect the corresponding machine's performance.

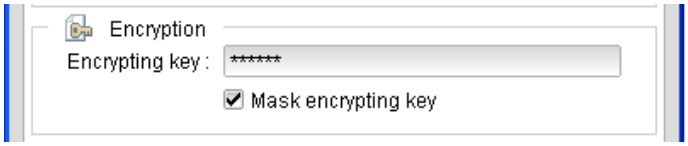
Also note that CDP is not a replacement for the traditional schedule backup feature but works along with the scheduled backup to provide timely protection for your data.

CDP will automatically be stopped when a manual or scheduled backup is started, and will resume when the job is completed.

Note: It is not possible to run multiple CDP backup sets on the same machine with different backup user accounts.

6.3.2 Encryption

Before files are uploaded to the backup server, they are first compressed and encrypted with a key of your choice.



Menu Items	Description
Encryption key	**Text box displaying the encryption key for the corresponding backup set.**
Mask encryption key	**Checkbox to enable or disable masking of the encrypting key.**

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Encryption settings are set at a backup set's creation time and cannot be modified afterward. **It is not possible to modify encrypting key afterward.**

Menu Items	Description
Do not use encryption	**Checkbox to disable encryption (not recommended).**
Default	**Radio button to select using default encrypting key.**
Encrypting key	**Input box for entering your choice of**

	encrypting key.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

By selecting the [Default] encryption setting, you will be using the backup **user account's password string as the encrypting key** for this backup set.

Important: Even with the default encryption setting selected, the encryption key is independent from a backup account's password.

Since encryption settings are set at a backup set's creation time, even if the password is changed afterward, the encryption key remain the same.

It is VERY IMPORTANT that the encryption key is written down, and additional copies of the key are made, and stored in safe places so that it is readily available when needed to restore data.

If you lose the encryption key, the data is irretrievable.

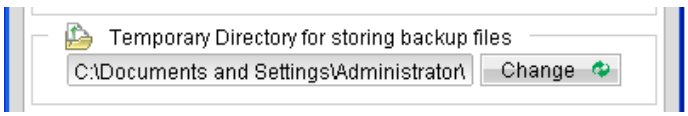
If you are entering your own encrypting key, please considering selecting an encryption key with more than 8 characters, containing at least two of the following three character groups:

- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Numerals (0 through 9)

6.3.3 Temporary Directory

Temporary files such as the local file list, remote file list and temporary delta files may be generated during backup by the backup application.

These temp files are stored in the directory specified under [Temporary Directory for storing backup files].



Menu Items	Description
Change	**Click to change the directory for storing temporary files.**

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

To change the directory storing these temp files, click on the [Change] button. The temporary directory configured can be a local drive as well as a network drive.

For network shared drive configuration, specify the UNC path (e.g. \\${Server-name}\share) to the network location, and enter the login credentials of a Windows account with sufficient permission to access the network drive in the [User Authentication for Windows] field.

Please ensure that there is sufficient disk space on the partition which contains the ACB user profile folder.

6.3.4 Retention Policy

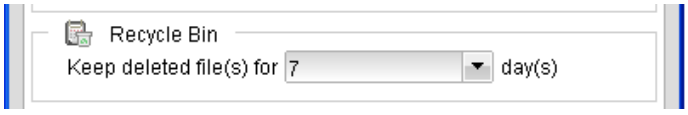
Retention policy defines the time period which files are kept in the retention area, before they are automatically removed from the backup server.

When a backup job is performed, if it is determined that a file was deleted, or modified on your computer, the backup server will place these corresponding deleted or pre-modified file already on the backup server into the retention area.

Retention policy will only affect retained files, for example files that have already been deleted or updated from your computer.

For those files that have not been updated on your computer, they will be kept in the current area on the backup server and they will not be affected by the setting of retention policy.

These backup copies of unchanged files will stay on the backup server until the original files are removed or modified from your computer.



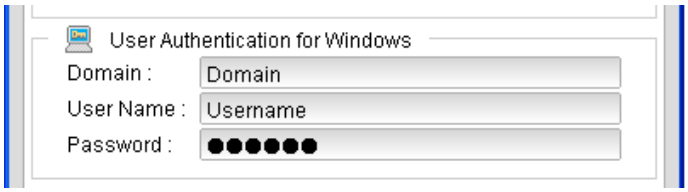
Menu Items	Description
Keep deleted file(s) for	**Input box for entering the retention policy setting.**

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

To change the retention policy setting of a backup set, input the required number of days, or select the number of days available under the drop down menu.

6.3.5 User Authentication for Windows

For backup of network shared drive, you need to specify a Windows domain account for the backup client application with sufficient permission to access the network location to allow the backup application to access the data for backup (by default the backup application services run as Local System, which does not have permission for network resource).



Menu Items	Description
Domain	**Input box for entering domain of the Windows domain account.**
User Name	**Input box for entering username of the Windows domain account.**
Password	**Input box for entering password of the Windows domain account.**

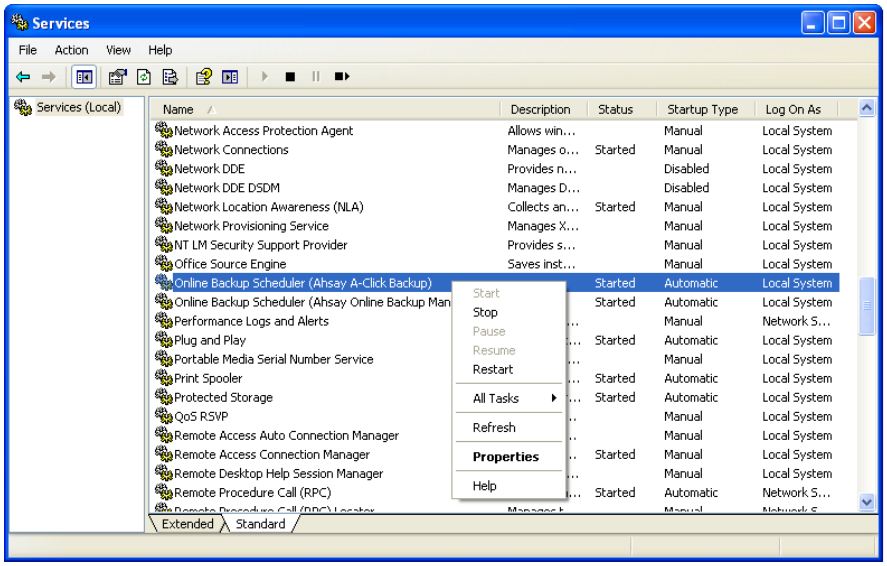
*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Enter the login credentials of a Windows domain account with sufficient permission to access the network shared drive to allow access for ACB.

Please also modify the Log On account of the backup application's scheduler service.

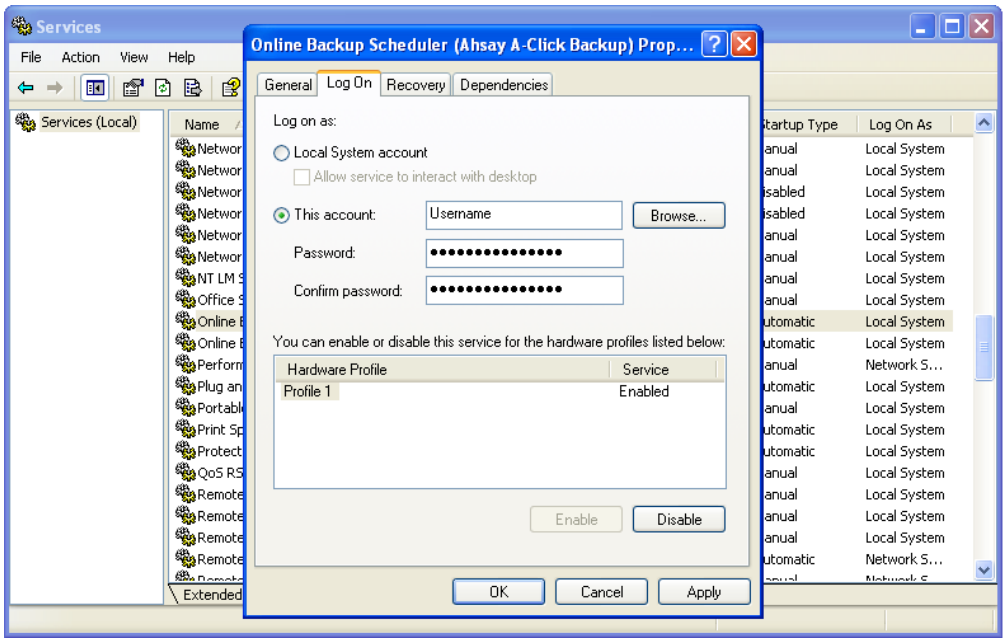
1. Under [Control Panel], select [Administrative Tools] and [Services].

2. Right click on [Online Backup Scheduler (1-Click Backup)].



3. Select [Properties], and the [Log On] tab.

4. Select [This account], and enter the login credentials of a Windows domain account with sufficient permission to access the network shared drive.

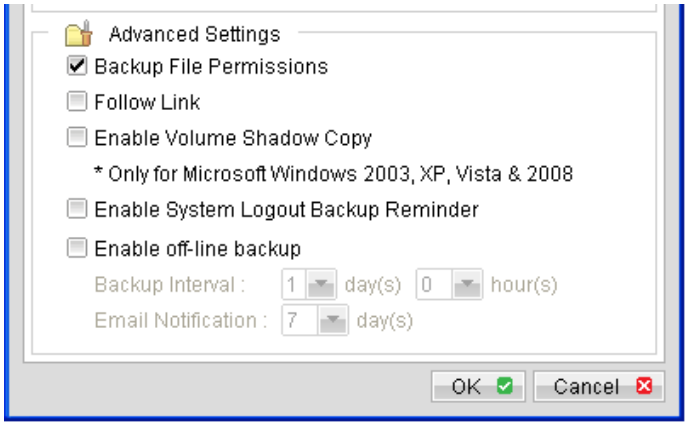


This will allow the backup application to access the network shared drive for backup.

6.3.6 Advanced Settings

6.3.1.6 Backup File Permissions

Backup File Permissions defines whether to backup file permissions for directories and files selected as backup source.



Backup File Permissions	Action
Enabled	Backup the files selected as backup source with their file permission.
Disabled	Backup the files selected as backup source without their file permission.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Note that file permission may not be restore-able depending on the restore destination (e.g. on the same computer or on a different computer with different operating system or different user setup).

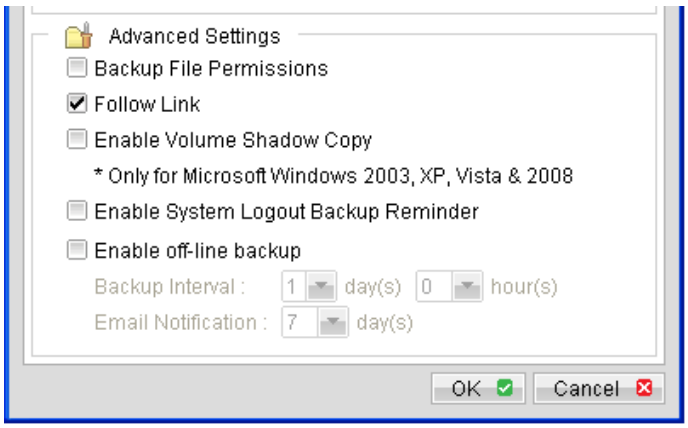
The following table summarizes the outcome when a restore is performed with different options and on different location.

Backup File Permissions	Restore to	Action
Enabled	Original computer	Directories and files, with their respective file permissions are restored to the original computer.
	Alternate computer	Directories and files are restored to an alternate computer. File permission may not be

		restore-able, depending on the alternate computer's operating system or user's setup.
Disabled	Original computer	Directories and files are restored to the original computer.
	Alternate computer	Directories and files are restored to the original computer.

6.3.2.6 Follow Link

Follow Link defines whether to follow an NTFS junction point or NTFS symbolic link during backup.



Follow Link	Action
Enabled	Backup junction point or symbolic link as well as the directories and files that it links to (even if the target data are not located under the backup source).
Disabled	Backup junction point or symbolic link only.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

When the follow link option is enabled, not only is the symbolic link or junction point backed up, but directories and files that the junction point links to will also be backed up.

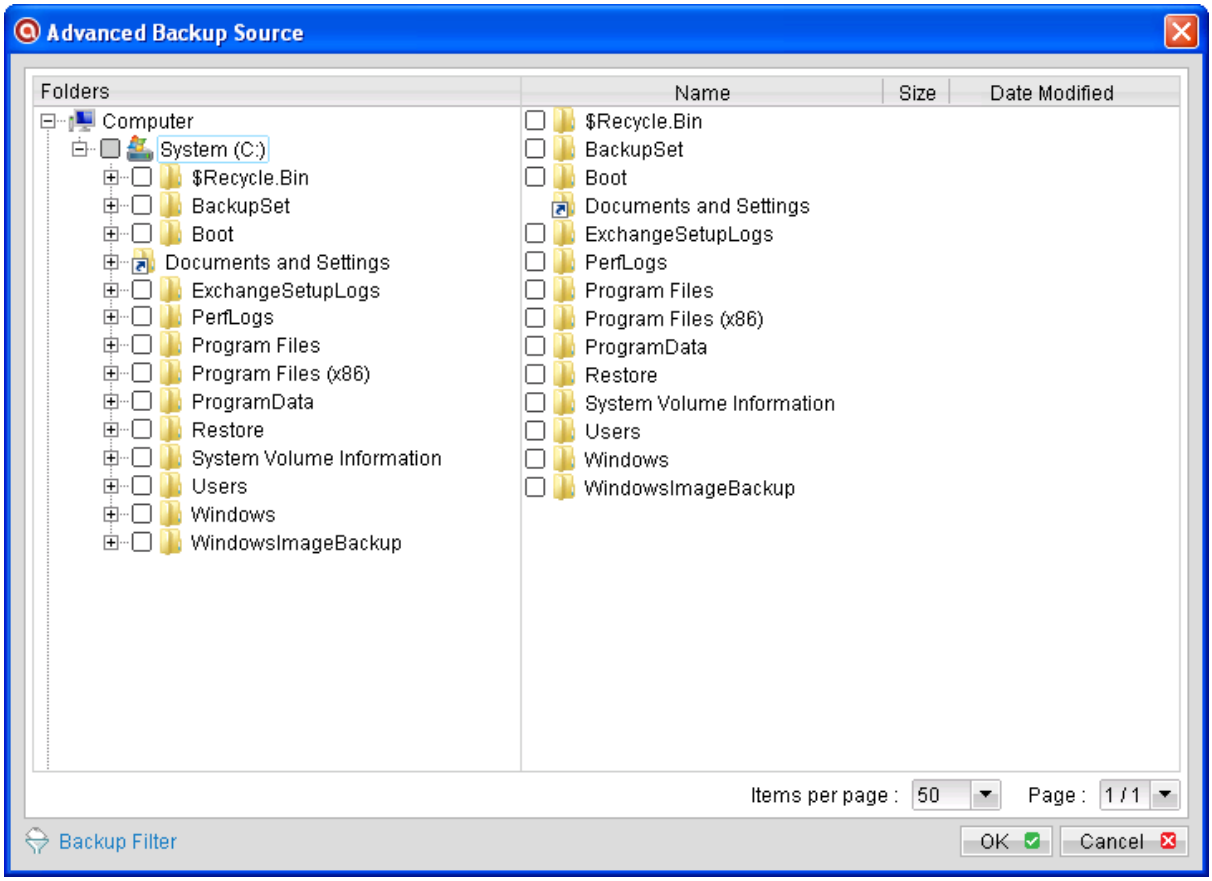
Restore outcome would be different with the different setting used during backup and during restore (e.g. there is a follow link option for backup and a follow link option in the restore menu).

The following table summarizes the outcome when a restore is performed with different options:

Follow Link	Restore to	Action
Enabled	Original Location	Junction points are restored to the original location. Restore follow link option enabled - Target directories and files are restored to the original location. Restore follow link option disabled - Target directories and files are not restored.
	Alternate Location	Junction points are restored to the location specified. Restore follow link option enabled - Target directories and files are restored to the location specified. Restore follow link option disabled - Target directories and files are not restored.
Disabled	Original Location	Junction points are restored to the original location. No data is restored to the junction point's destination.
	Alternate Location	Junction points are restored to the location specified. No data is restored to the junction point's destination.

To enable the [Follow Link] option, select the checkbox beside the follow link option.

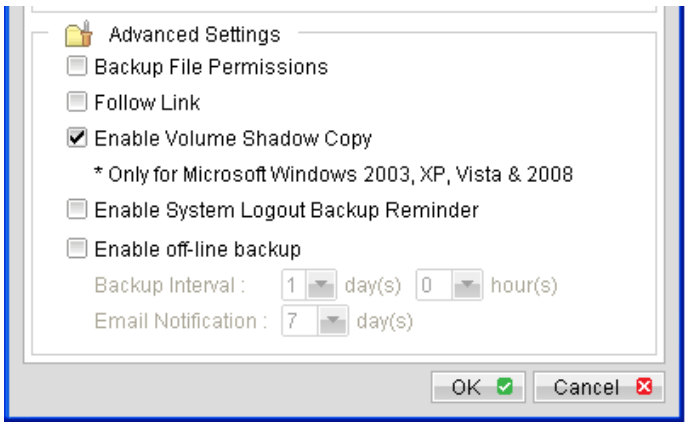
Note that system protect junction point such as the Documents and Settings junction on Windows 2008 server cannot be selected as backup source under the advanced backup source dialog (e.g. there is no select-able checkbox beside system protected junction point).



To manually select system protected junction points for backup; please select the parent directory of the junction point, or contact your service provider for assistance.

6.3.3.6 Enable Volume Shadow Copy

Enable Volume Shadow Copy defines whether to enable Microsoft Volume Shadow Copy Service (VSS) for the backup set.



Enable Volume Shadow Copy	Action
Enabled	Create a snapshot of the data to be backed up for exclusively opened file.
Disabled	Do not create a snapshot of the data to be backed up for exclusively opened file. Error message will be shown for files that are opened during the backup process.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Enabling the Volume Shadow Copy option will allow backup of local files that are exclusively opened during the backup process (e.g. Outlook PST file).

Some requirements of the Volume Shadow Copy option include:

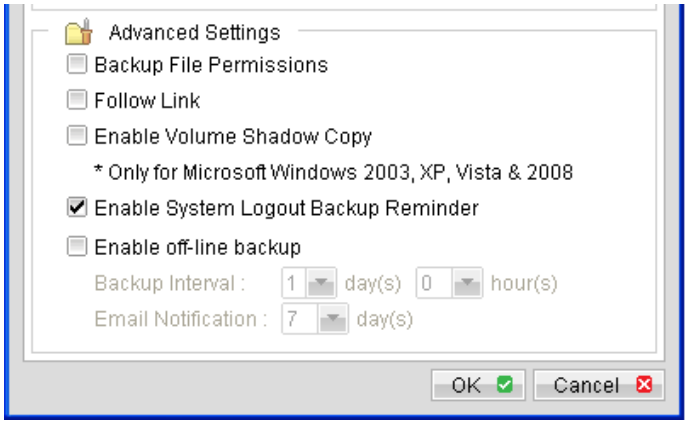
- Volume Shadow Copy can only be applied for local drive; exclusively opened file on network shared drive cannot be backed up even with the Volume Shadow Copy option enabled.
- Volume Shadow Copy is only available on Windows platforms released after Windows 2000 (e.g. XP / 2003 / Vista … etc).
- The user using the backup application must have administrative privileges to access the Volume Shadow Copy service on a computer.
- At least one of the partitions on the machine must be in NTFS format.

For more technical information on Volume Shadow Copy, please refer to following page from Microsoft for details:

http://technet.microsoft.com/en-us/library/cc785914(WS.10).aspx

6.3.4.6 Enable System Logout Backup Reminder

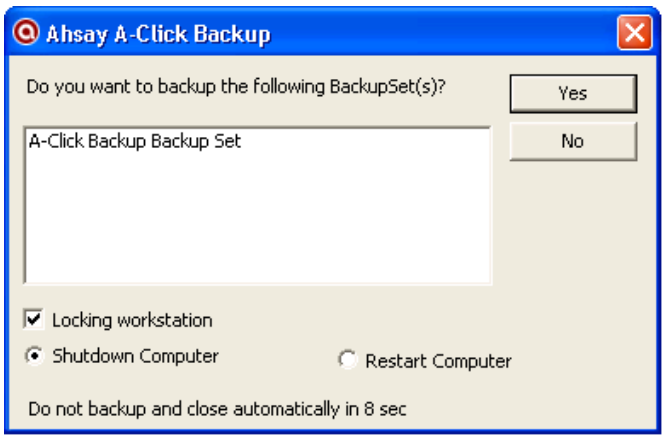
Enable System Logout Backup Reminder defines whether to enable the [System Logout Backup Reminder] feature.



Enable System Logout Backup Reminder	Action
Enabled	Prompt for backup before logging out or shutting down.
Disabled	Do not prompt for backup.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

When the [System Logout Backup Reminder] setting is enabled, a pop up logout reminder menu will be prompted, requesting for backup before the user logs out of the system or before shutting down Windows.



Menu Items	Description
Yes	Click to perform a backup for the backup set before logging out or shutting down.
No	Click to proceed to logout or shutdown directly.

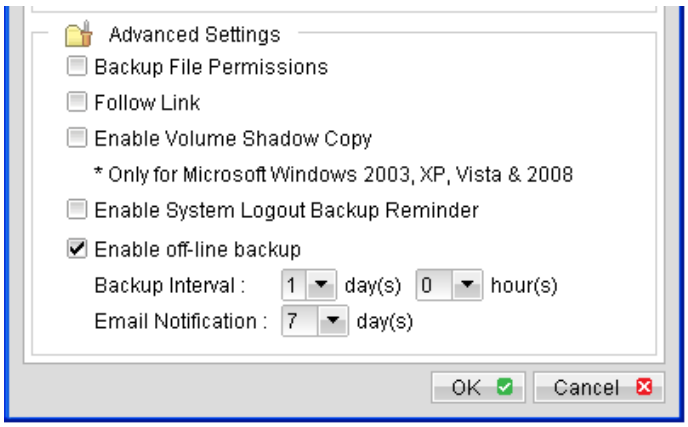
Locking workstation	Checkbox to lock the corresponding machine when the backup is being performed.
Shutdown Computer	Radio button to shutdown computer after the backup job is completed.
Restart Computer	Radio button to restart computer after the backup job is completed.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

6.3.5.6 Enable off-line backup

Enable off-line backup defines whether to enable the [off-line backup] feature.

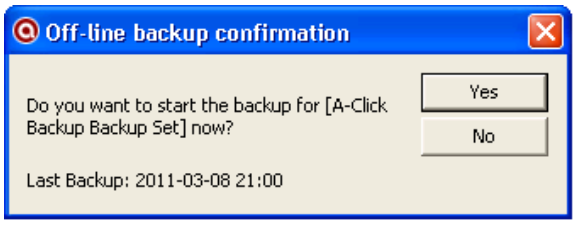
The [off-line backup] feature is designed for notebook users who may be off-line most of the time, and cannot rely on backup scheduled for regular backup of their data.



Enable off-line backup	Action
Enabled	Prompt for backup if the time between the last backup to the current time exceeded the [Backup Interval].
Disabled	Do not prompt for backup.
Backup Interval	Time interval between each backup job.
Email Notification	Time interval when email would be sent for backup reminder.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

With the [off-line backup] setting is enabled, when the computer is connected online and the time between the last backup to the current time elapsed the [Backup Interval], a pop up off-line backup confirmation menu will be prompted, reminding the user to perform a backup.



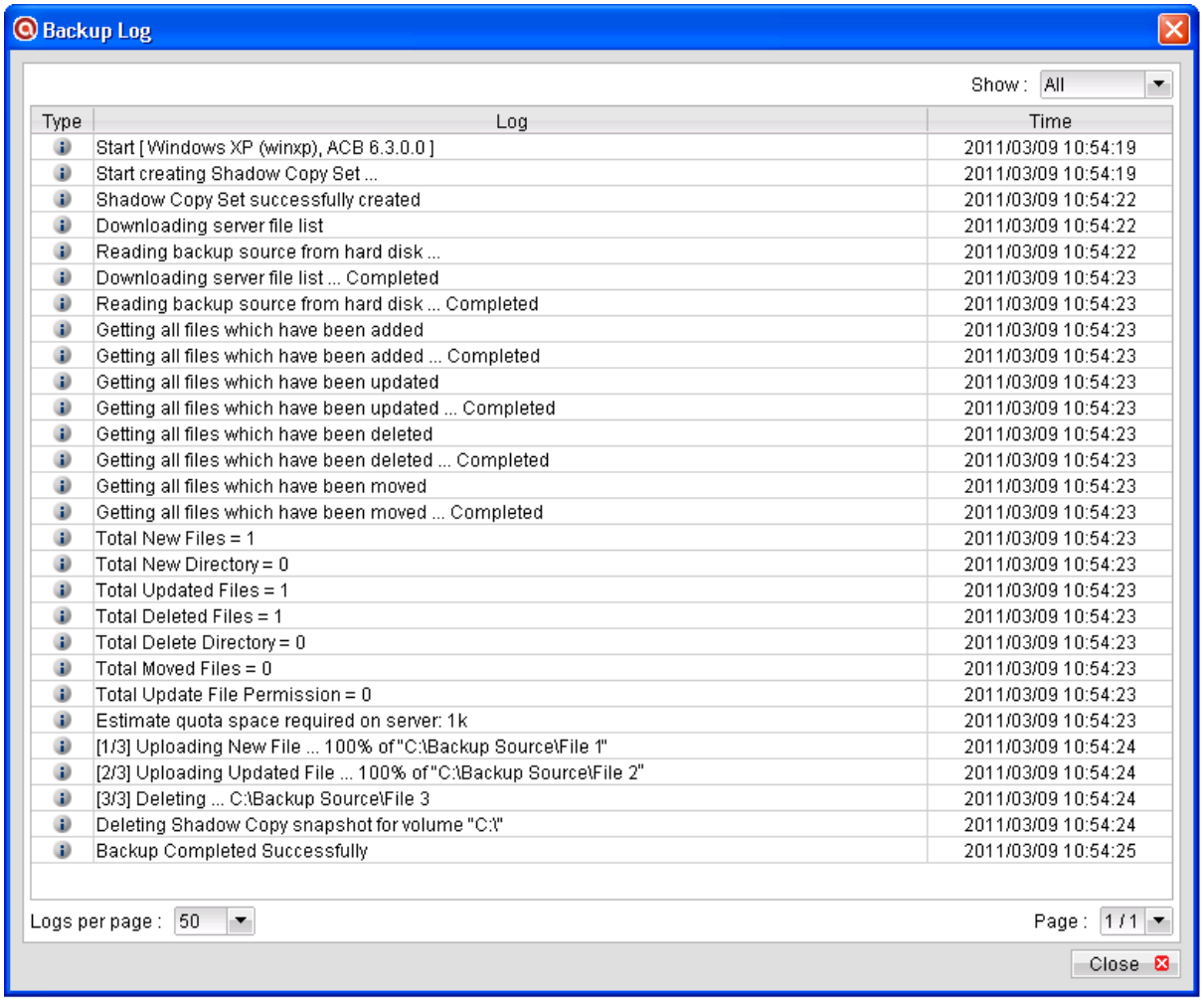
Menu Items	Description
Yes	Perform the backup job immediately.
No	Do not perform the backup job.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

7 Backup

This chapter describes how to perform a backup job using the backup client application.

7.1 How data are backed up



Stages of a backup job are outlined below:

1. A connection from the backup client application to the backup server is established.

2. A Shadow Copy set of the backup source volume is created (if available).

3. Download the server file list from the backup server.

4. Data of the backup source is compared with the server file list to compile the following file lists:

   - New file list
   - Modified file list
   - Deleted file list

5. Delta file is generated for modified file (if necessary).

   Note: Only modified part of a file (delta file) is uploaded to the backup server, reducing the time required to complete the backup job.

6. Data are encrypted, compressed, and then uploaded onto the backup server.

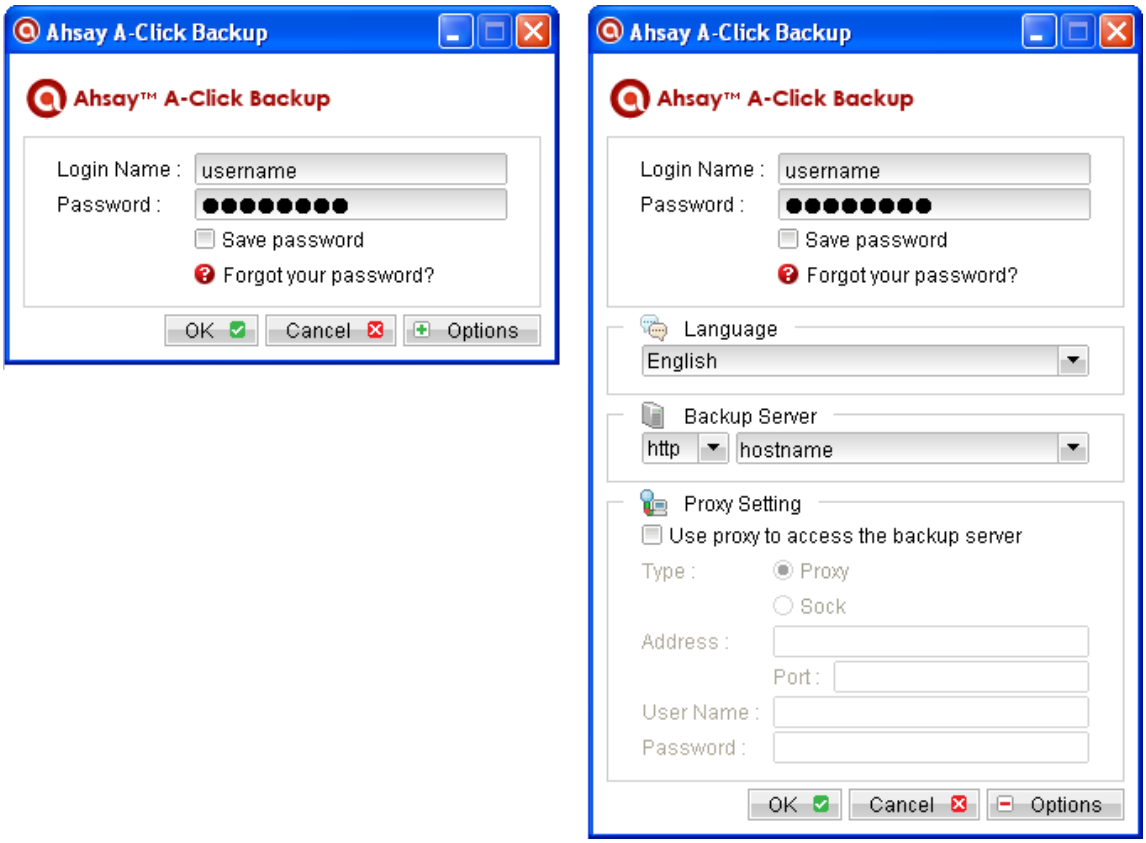
7. The Shadow Copy set of the backup source is removed (if necessary).

8. Backup is completed successful.

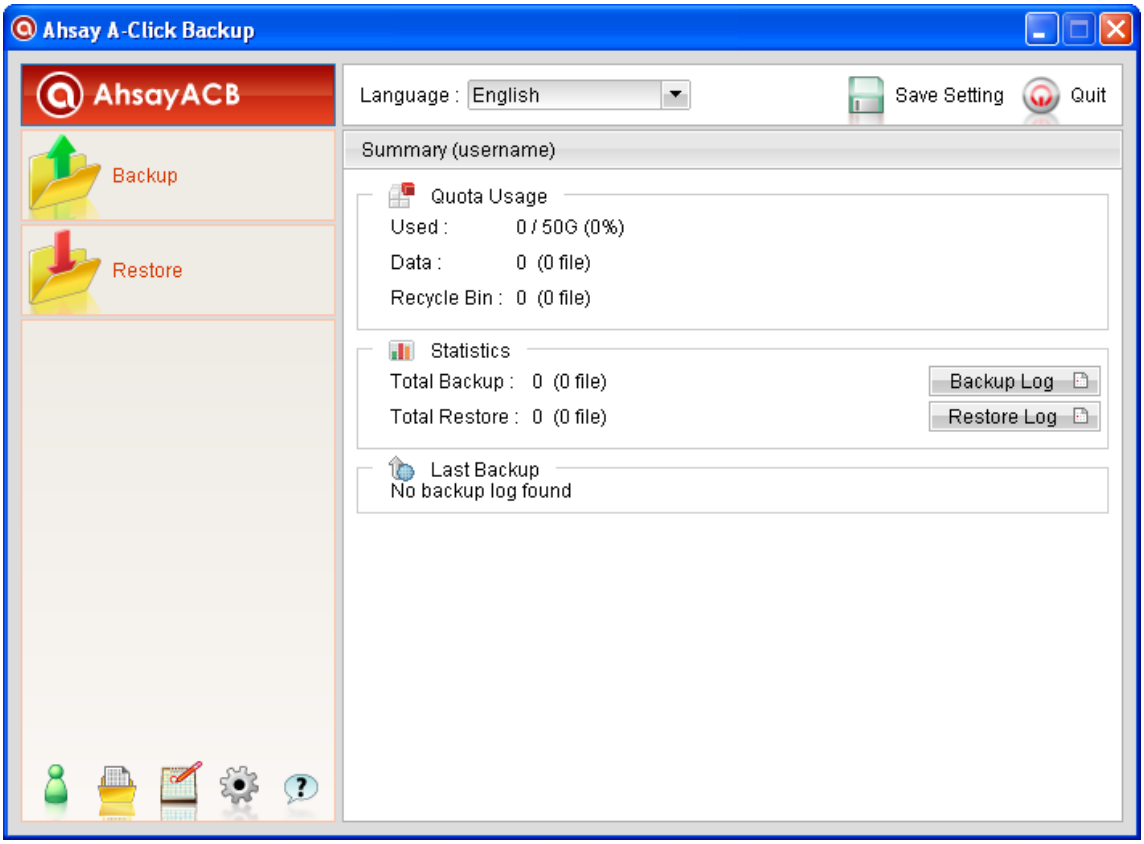
7.2 How to start a backup

Please refer to the following steps for starting a backup:

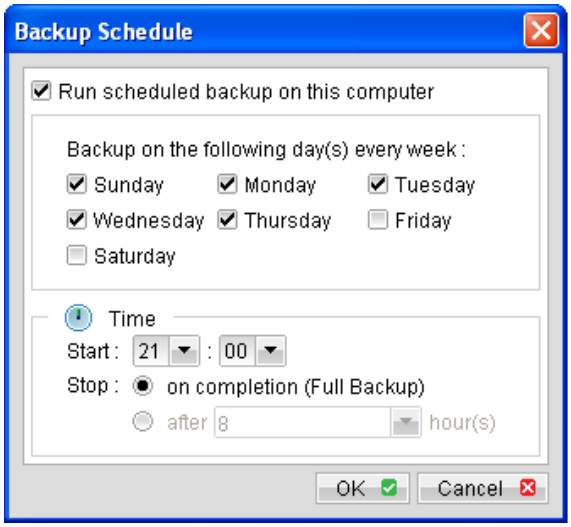
1. Login to the backup application's user interface.



2. Click on the [Backup] button on the backup application's main window to perform a backup manually.



3. For scheduled backup, a backup job would be automatically performed at the scheduled time specified.

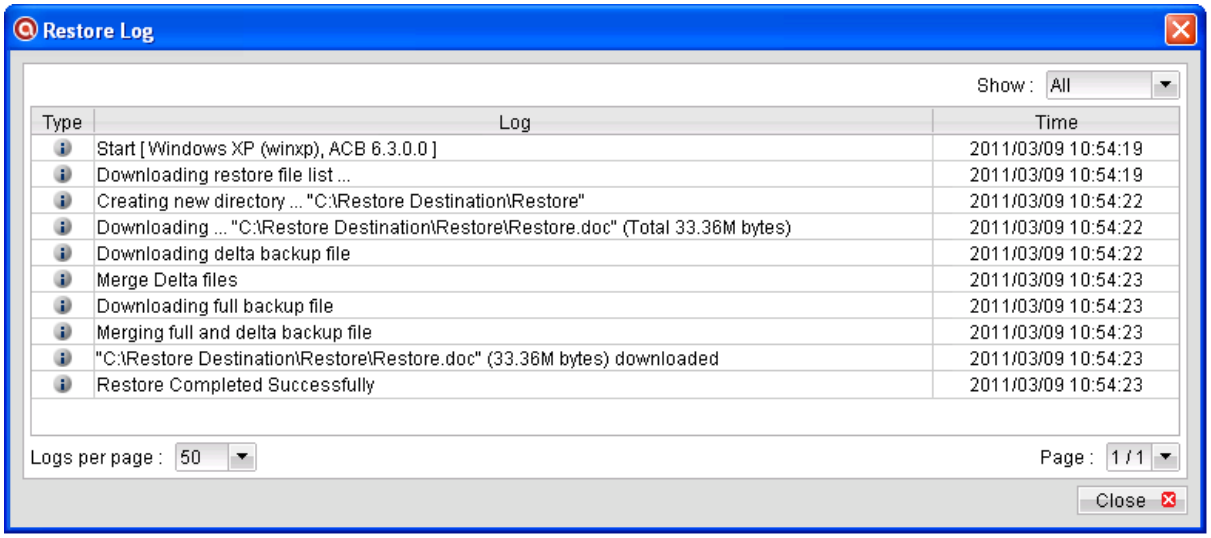


Note: Scheduled backup job may be missed if the client computer is switched off, in hibernated, standby mode. Please ensure that the computer is not in the mode stated above at the scheduled backup time.

8 Restore

This chapter describes how to perform a restore using the backup client application or web console.

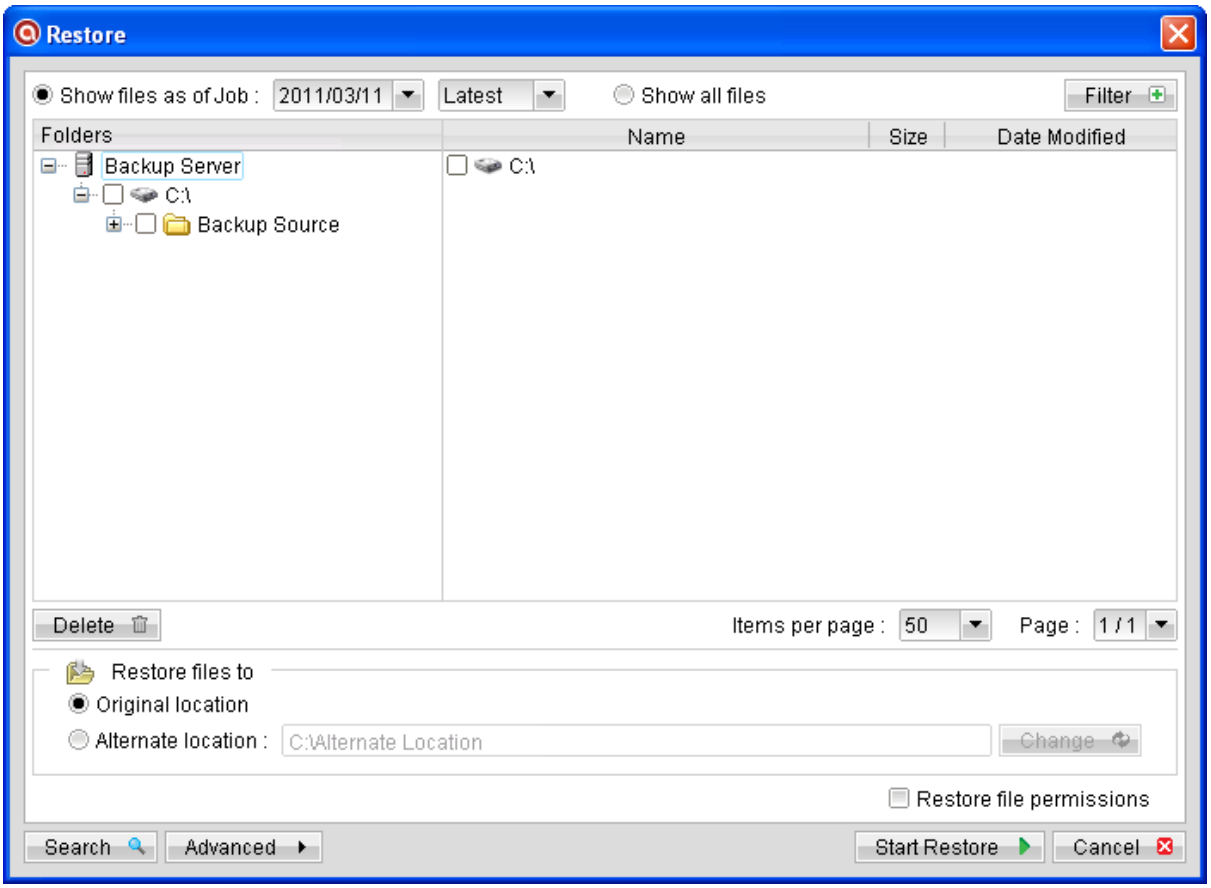
8.1 How data are restored



Stages of a restore are outlined below:

1. A connection from the backup client application to the backup server is established.
2. Download the restore file list from the backup server.
3. Create the directory path for the restoration (if necessary).
4. Download the backup data from the backup server.
5. All the data will be decompressed and decrypted on the backup client computer.
6. Merging of delta files (for file with multiple delta files, if necessary).
7. Merging of combined delta file with full file.
8. Restore is completed successfully.

8.1.1 Restore Menu



Menu Items	Description
Show files as of Job	Radio button to display files available for restore as of which backup job.
[YYYY/MM/DD]	Dropdown menu to select the date of a backup job (used with the [Show files as of Job] option).
[hh/mm/ss]	Dropdown menu to select the time of a backup job (used with the [Show files as of Job] option).
Show all files	Radio button to display all files available for restore.
Filter	Click to open the filter option.
Delete	Click to delete the selected file from the backup server. **Important: Files will no longer be available for restore after they are deleted from the backup server.**

Original location	Restore directories and files to their original location.
Alternate location	Restore directories and files to an alternate location specified.
Change	Click to change the directory path of the restore destination.
Restore file permissions	Checkbox to enable or disable restore of file permission.
Search	Click to open the Search option.
Advanced	Click to open advanced option: Delete extra files - Click to synchronize the selected restore source with the restore destination during the restore process. Follow Link – Click to restore link destination's data.

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Select the [Show files as of Job] to display files available as of a particular backup job.

For example, to display the files available for restore since the backup job performed on 11:00am Mar 11th, 2011. Select [Show files as of Job], [2011/03/11] and [11/00/00]

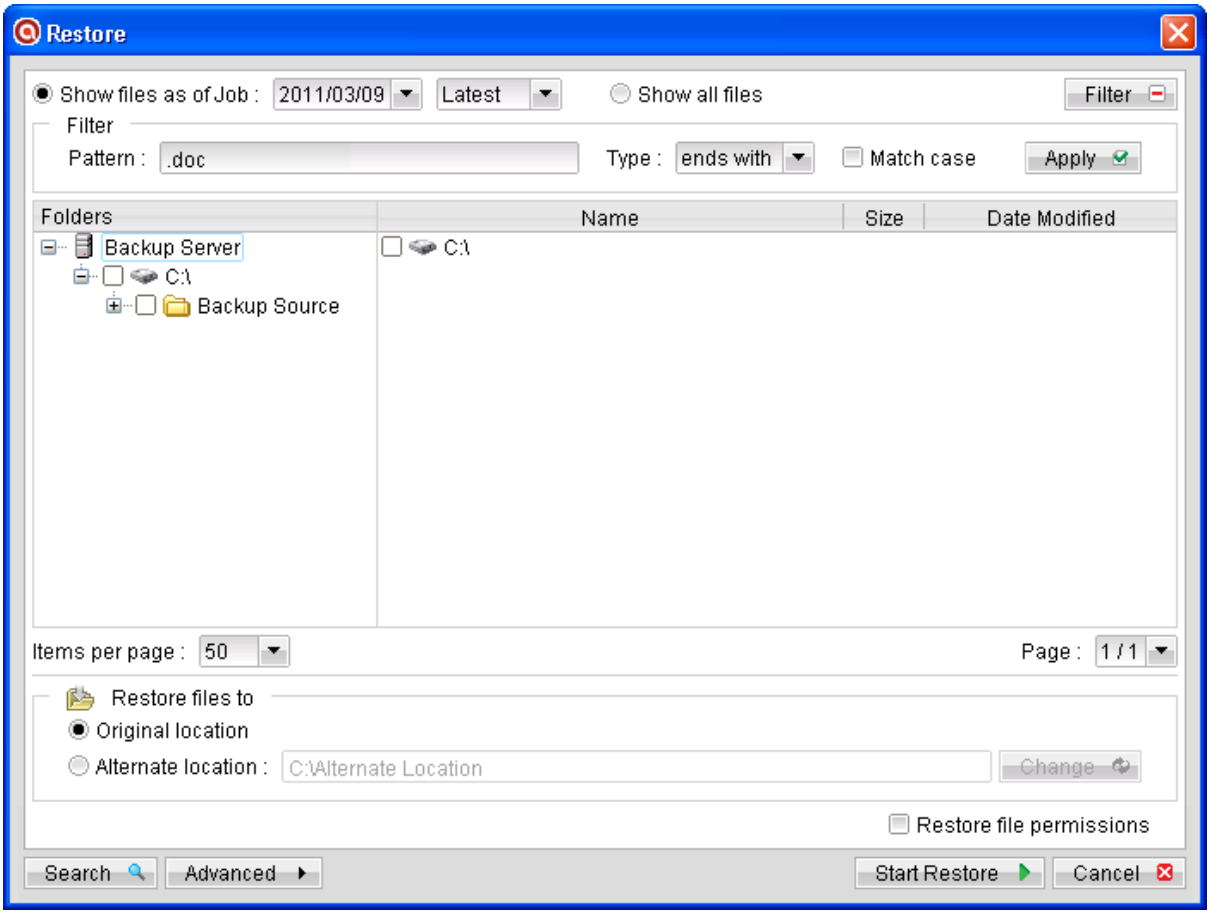
Alternatively, select the [Show all files] to display all files available for restore.

For restore to the original location on the client machine, select the [Original location] radio button.

For restore to an alternate location, select the [Alternate location] radio button, and click [Change] to change the directory path which you would like to restore to.

8.1.1.1 Filter

Click on the [Filter] button to expand the filter option.



Menu Items	Description
Pattern	Input box for entering the pattern of files that you would like to show.
Type	Dropdown menu for selecting the type of pattern, they includes: [contains] [exact] [starts with] [ends with]
Match case	Checkbox to enable or disable case sensitivity.
Apply	Click to apply the filter settings.

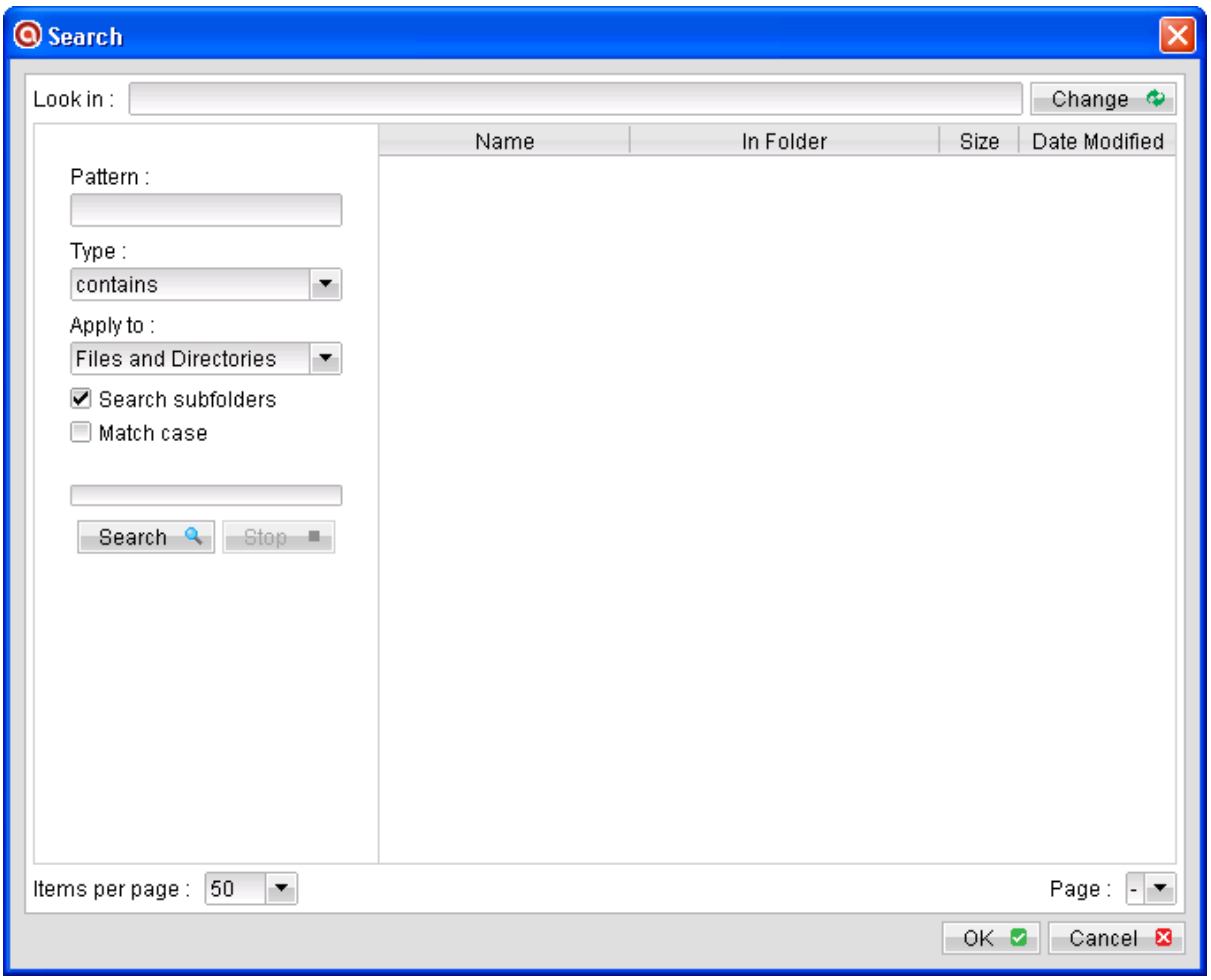
*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

The [Filter] option is useful when you want to restore only files that follow a certain pattern. For example, Microsoft Words document file that ends with .doc only.

Enter the pattern .doc into the [Pattern] textbox, select type [ends with] from the [Type] dropdown menu, and click [Apply].

8.1.2.1 Search

Click on the [Search] button to open the filter menu.



Menu Items	Description
Look in	Click on the [Change] button to browse to the search destination.
Pattern	Input box for entering the pattern of files that you would like to search for.
Type	Dropdown menu for selecting the type of pattern, they includes: [contains]

	[exact] [starts with] [ends with]
Apply to	Dropdown menu for selecting if the search is applied to: [Files and Directories] [Files only] [Directories]
Search subfolders	Click to enable or disable search on the subfolders of the selected [Look in] directory.
Match case	Checkbox to enable or disable case sensitivity.
Search	Click to begin the search.
Stop	Click to stop the search process.

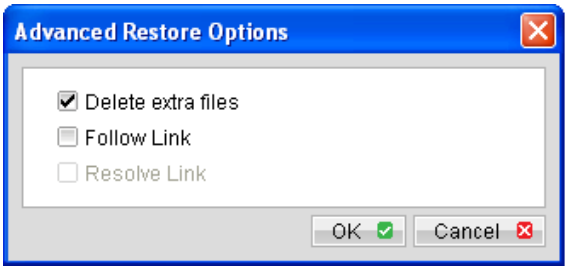
*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

The [Search] option can be used to locate a directory or file within a backup set with large amount of data. When the search is completed, user can select the data for restore in the search menu.

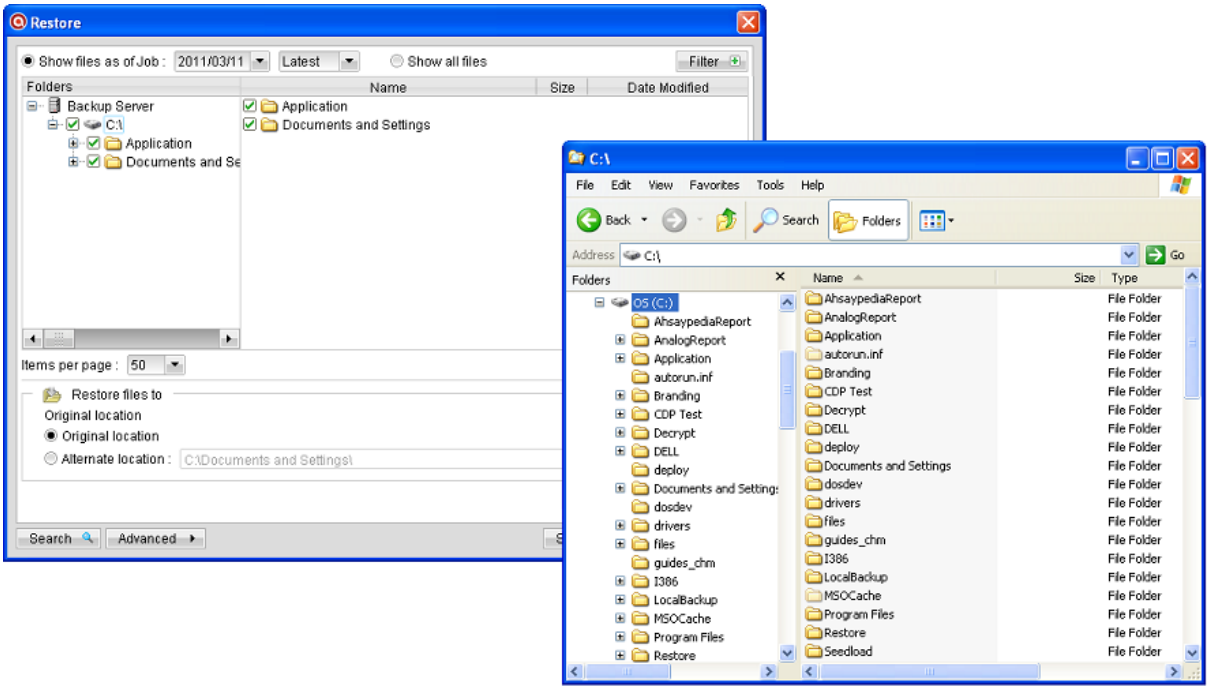
For restore that follow a certain pattern, for example, Microsoft Words document file that ends with .doc only. Enter the pattern .doc into the [Pattern] textbox, select type [ends with] from the [Type] dropdown menu, and click [Apply].

8.1.3.1 Delete extra files

Click on the [Advanced] button, select the [Delete extra files] checkbox to enable the delete extra file option.



When the [Delete extra files] option is enabled, the restore process will attempt to synchronize the selected restore source with the restore destination.

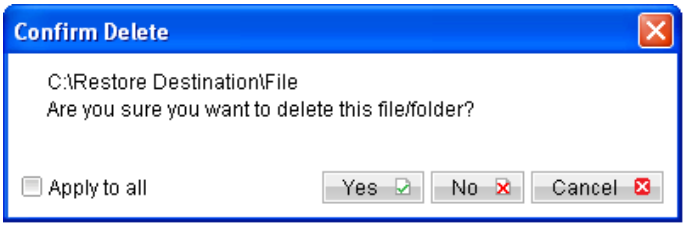


In the image above, where C:\ is selected as the restore source, and [Original location] is selected as the restore destination.

The restore process will attempt to synchronize the restore destination (current C:\ on the client machine) with the restore source (C:\ that is backed up on the backup server).

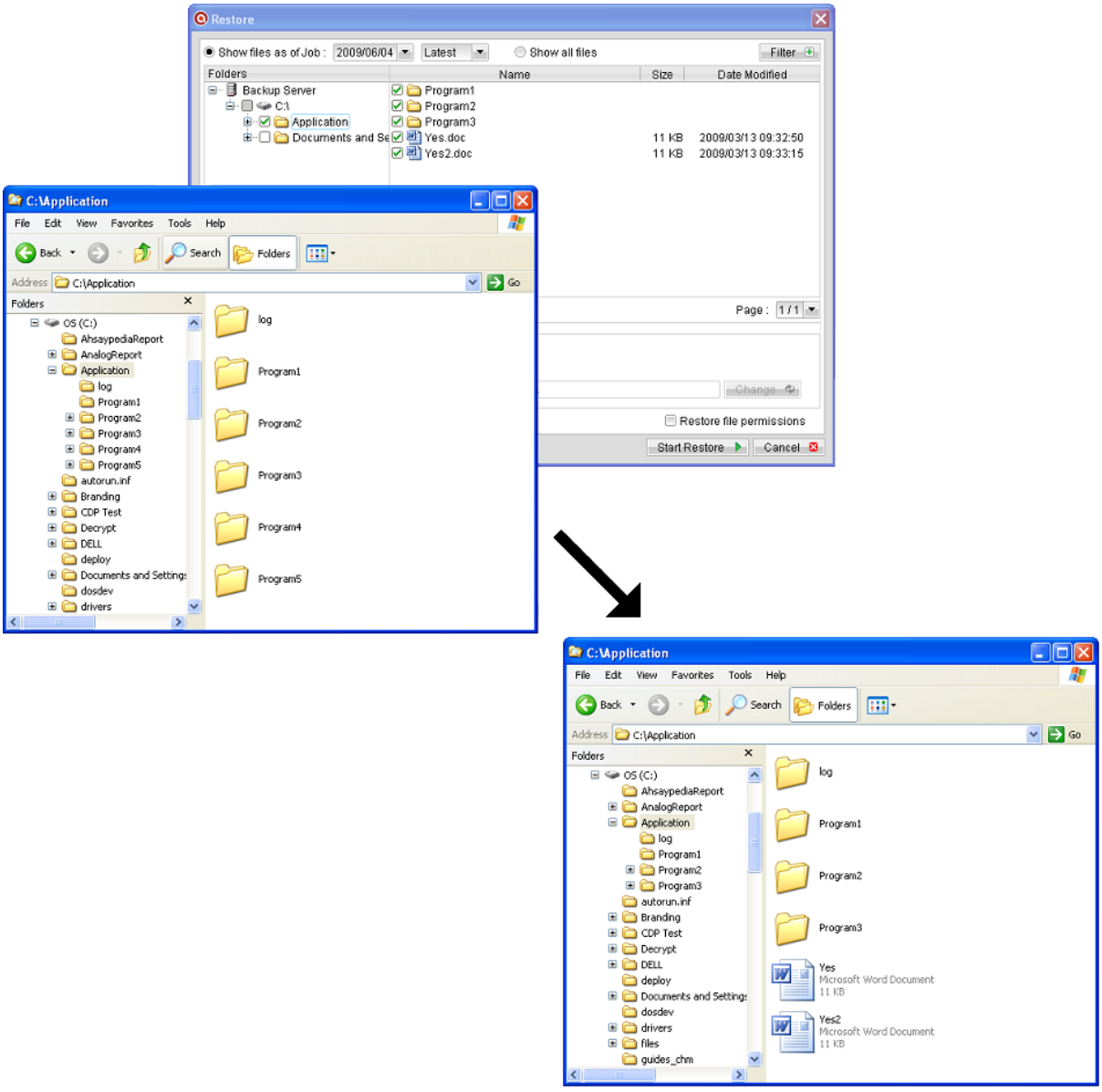
Specifically, the restore process will restore the Application, Documents and Settings folders and the data within, and then delete all other data on C:\ to mirror the restore source and destination.

Prior to the data synchronization, the backup application will prompt for confirmation:



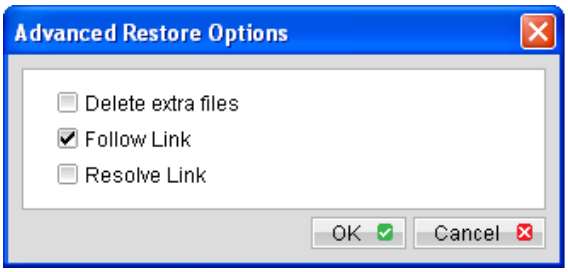
When using the [Delete extra files] option, please select the lowest possible child directories or files, instead of the highest parent directories for synchronization.

To demonstrate, assuming that you want to synchronize the restore destination (e.g. C:\Application) with the backed up C:\Application folder (restore source), select the Application folder, instead of the C:\ for restore.



8.1.4.1 Follow Link

Click on the [Advanced] button, select the [Follow Link] checkbox to enable the follow link option.



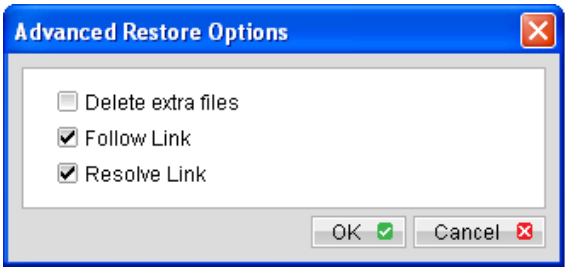
When the follow link option is enabled, not only is the symbolic link or junction point restored, but directories and files that the junction point links to will also be restored.

The following table summarizes the outcome when a restore is performed with different options.

Follow Link	Restore to	Action
Enabled	Original Location	Junction points are restored to the original location. Follow Link option enabled for backup - Target directories and files are restored to the original location. Follow Link option disabled for backup - Target directories and files are not restored.
	Alternate Location	Junction points are restored to the location specified. Follow Link option enabled for backup - Target directories and files are restored to the location specified. Follow Link option disabled for backup - Target directories and files are not restored.
Disabled	Original Location	Junction points are restored to the original location. No data is restored to the junction point's destination.
	Alternate Location	Junction points are restored to the location specified.

		No data is restored to the junction point's destination.

8.1.5.1 Resolve Link



Note that the resolve link option is only available when the restore destination is configured to [Alternate location], and [Resolve Link] must be used in conjunction with the [Follow Link] option.

When the resolve link option is enabled, the junction point would be restored, and directories and files that the junction point links to will also be restored.

The following table summarizes the outcome when a restore is performed with different options.

Resolve Link	**Action**
Enabled	Junction points are restored to the alternate location specified, with its target directories and files also restored to the location specified in their relative path. Target of the junction is updated to the new relative path. In other words, junction now points to the new alternate location).
Disabled	Junction points are restored to the alternate location specified, with its target directories and files also restored to the location specified in their relative path. Target of the junction is not updated to the new relative path. In other words, junction now points to the original location.

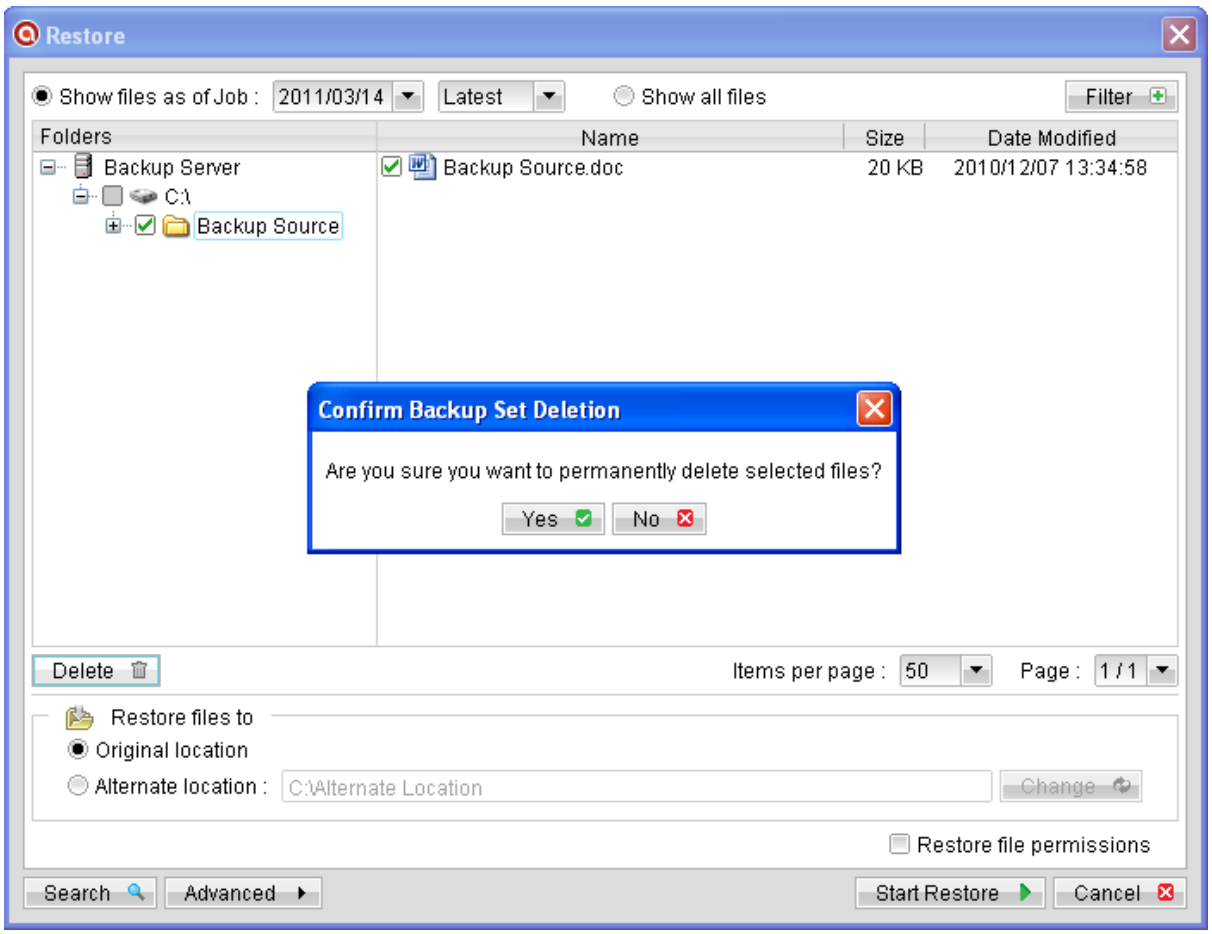
8.1.6.1 Delete backed up directories and files on backup server

Click on the [Delete] button to delete backed up data that reside on the backup server.

This option is useful for removing backed up directories or files on server that is no longer required.

Select the checkboxes beside the corresponding directories or files that you would like to delete, and click [Delete].

Prior to the data removal, the backup application will prompt for confirmation:



Important: Files will no longer be available for restore after they are deleted from the backup server.

8.2 How to start a restore

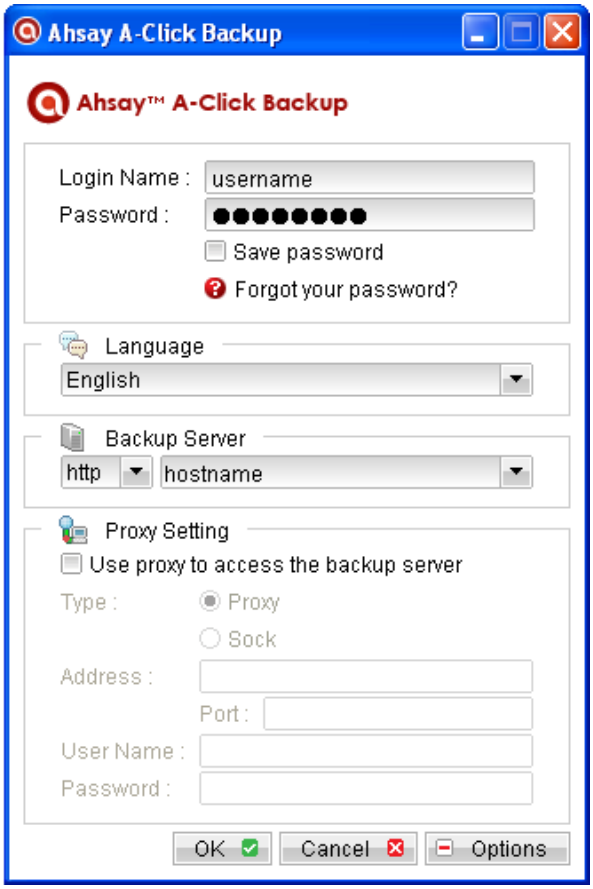
There are two methods for restoring data:

- Method 1 - Use of the backup client application's user interface for restore on the client machine.
- Method 2 - Use of the web console interface for restore anywhere.

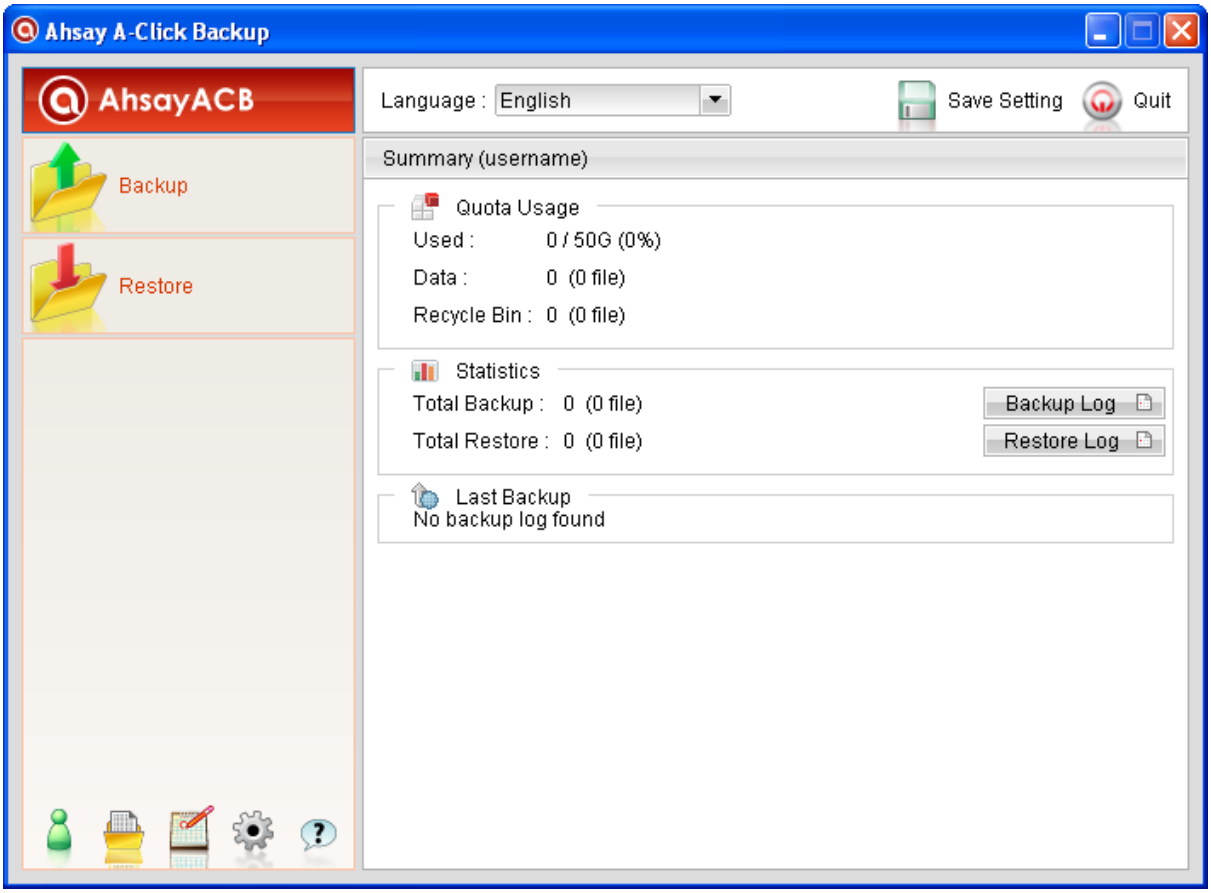
8.2.1 Restore using the ACB user interface

Refer to the following steps for restore using the backup application's user interface:

1. Login to the backup application's user interface.



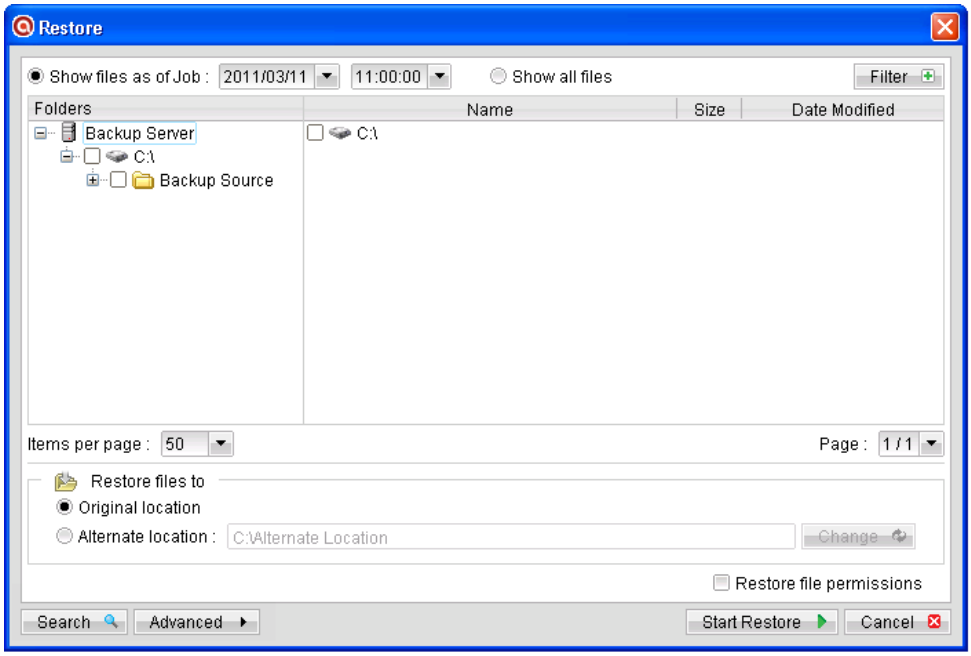
2. Click on the [Restore] button on the backup application's main window to open the Restore Menu.



3. Select the [Show files as of Job] to display files available as of a particular backup job.

   For example, to display the files available for restore since the backup job performed on 11:00am Mar 11th, 2011. Select [Show files as of Job], [2011/03/11] and [11/00/00]

   Select the [Show all files] to display all files available for restore.



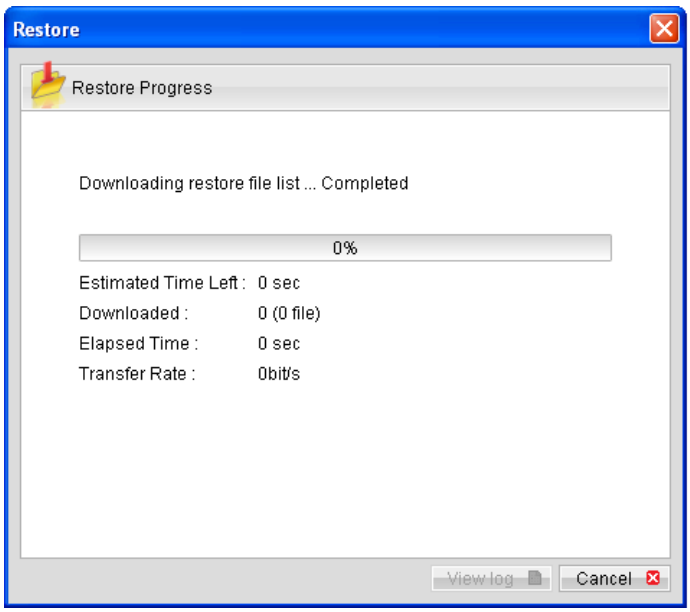
4. Expand the directories by selecting the ⊞ button beside a folder.

5. Make use of the other options such as [Filter], [Search] and [Advanced] option available, more details can be found in the sections above.

6. For restore to the original location on the client machine, select the [Original location] radio button.

   For restore to an alternate location, select the [Alternate location] radio button, and click [Change] to change the directory path which you would like to restore to.

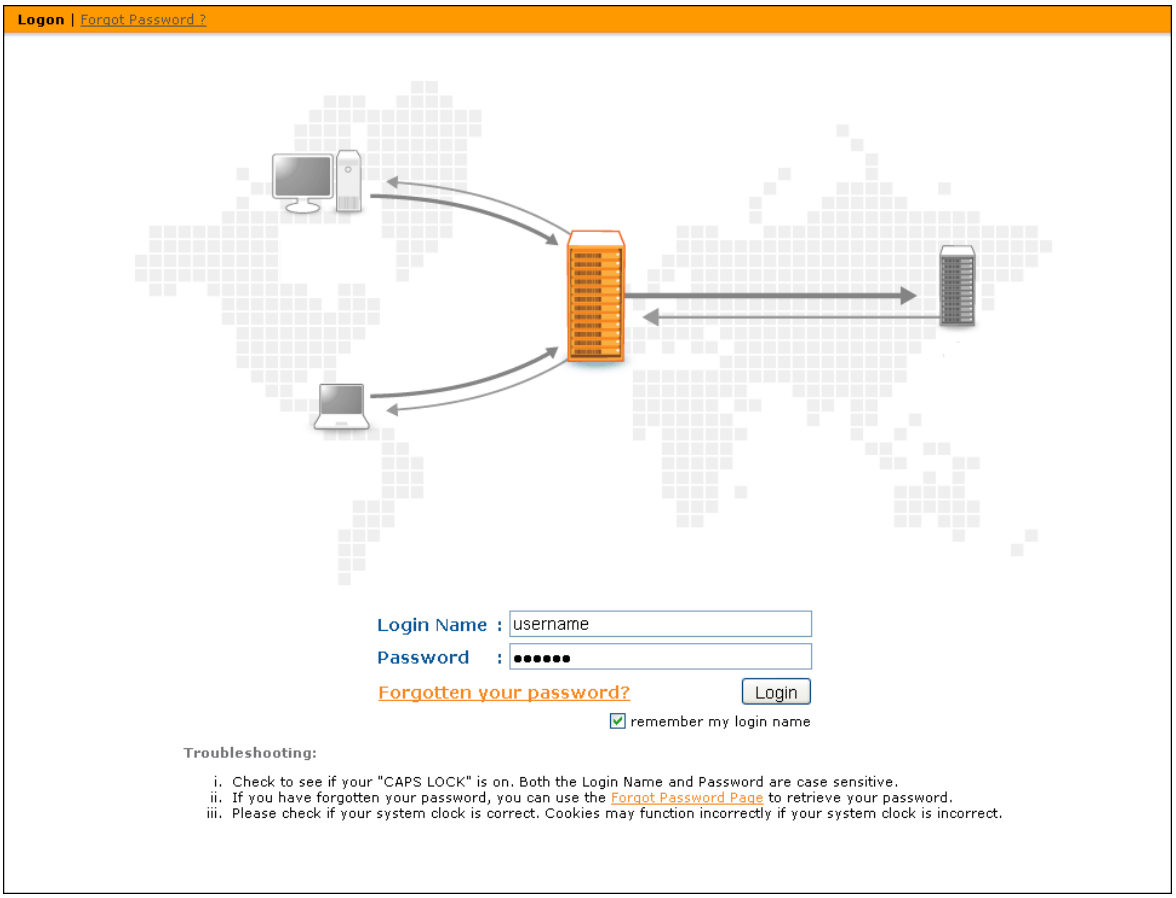
7. Click [Start Restore] to begin the restore process.



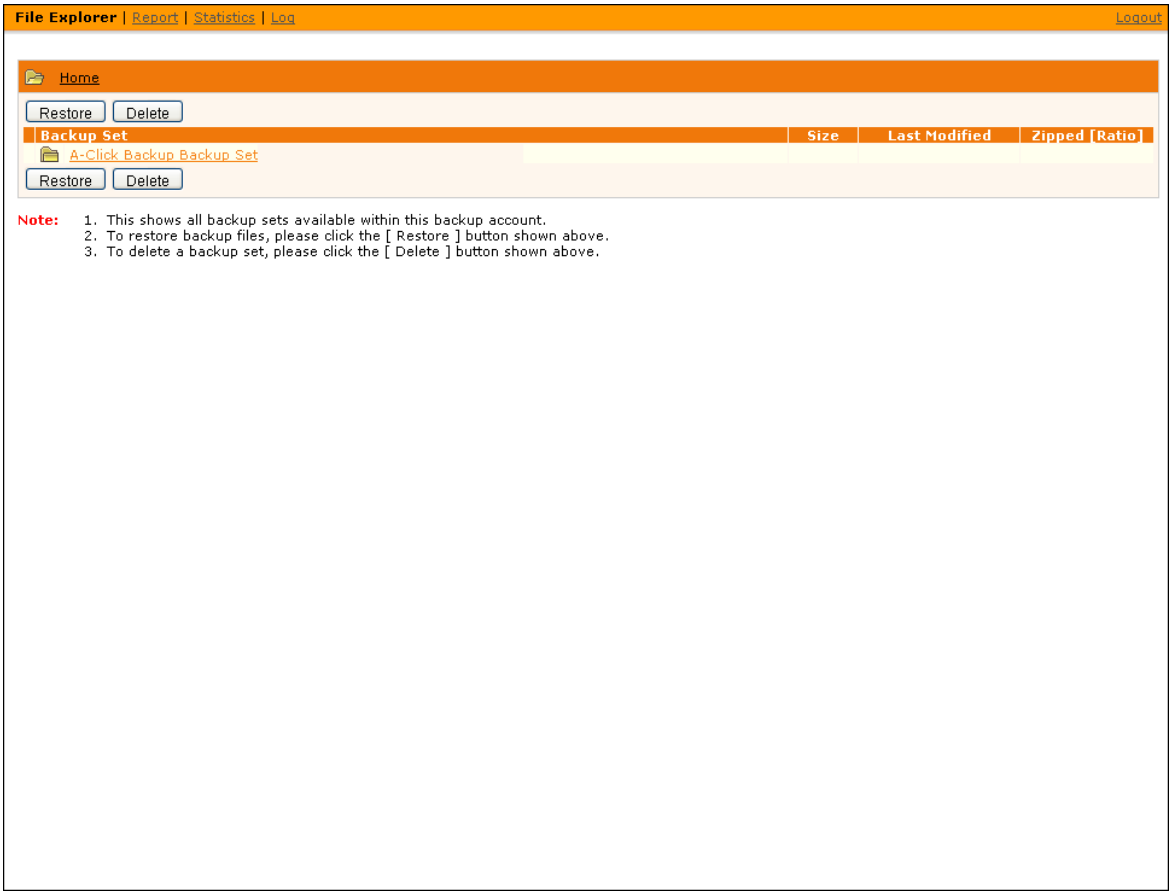
8.2.2 Restore using the web interface

Refer to the following steps for restore using the web interface:

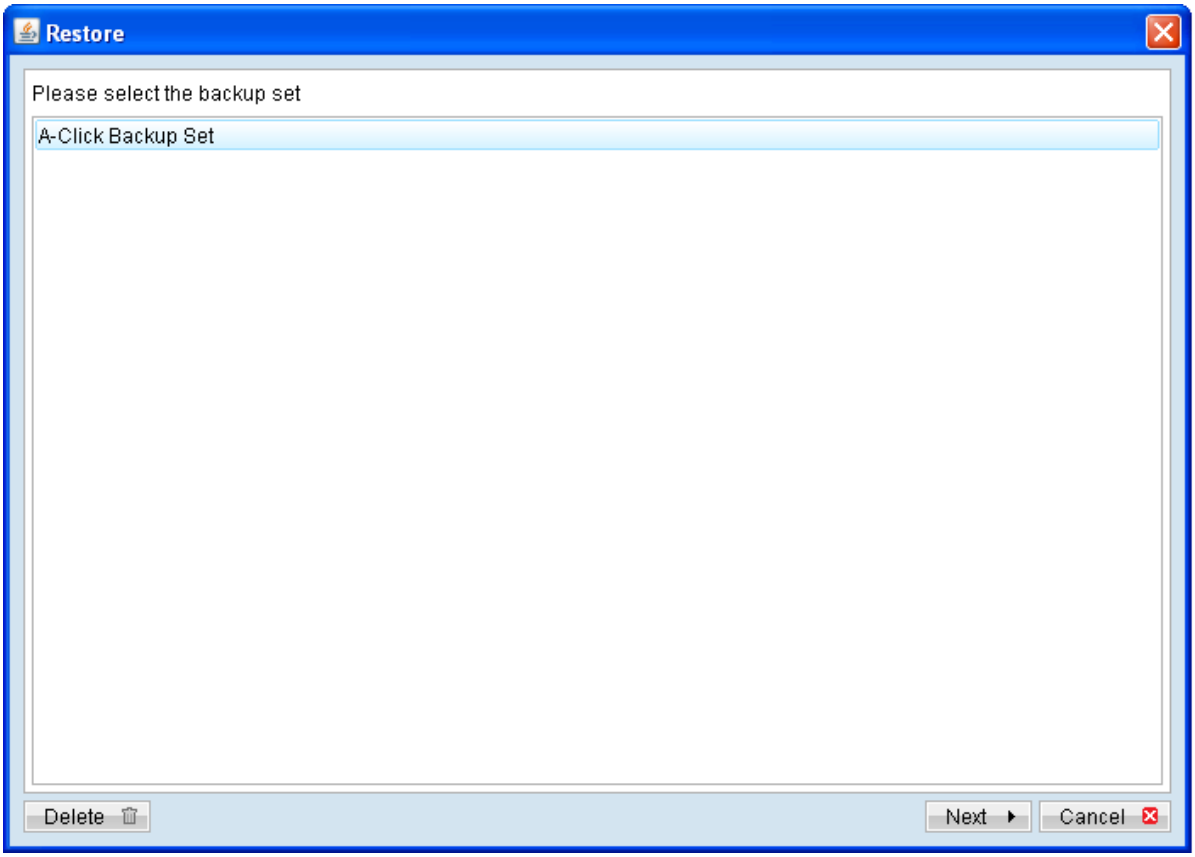
1. Login to the web interface.



2. Click on the [File Explorer] tab at the top menu of the web interface.



3. Click on the [Restore] button to open the web restorer applet:

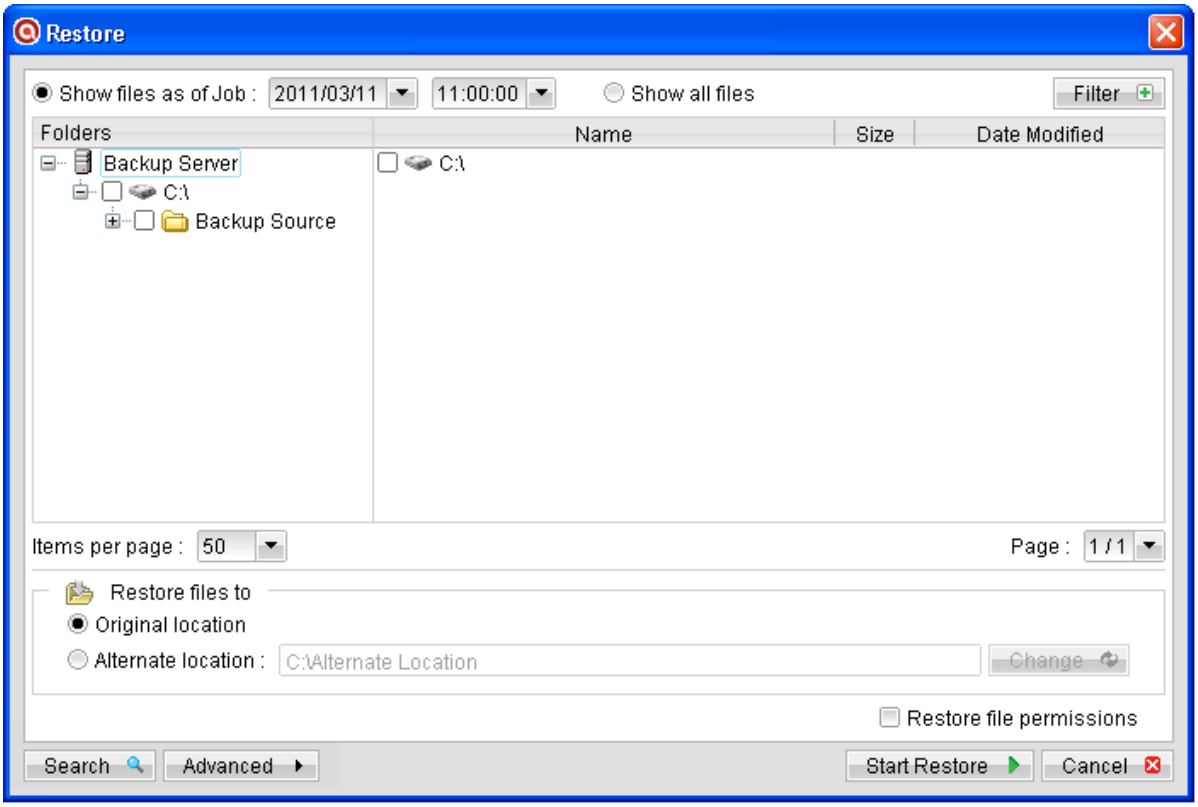


4. Select the corresponding backup set and press [Next]

5. Select the [Show files as of Job] to display files available as of a particular backup job.

   For example, to display the files available for restore since the backup job performed on 11:00am Mar 11th, 2011. Select [Show files as of Job], [2011/03/11] and [11/00/00]

   Select the [Show all files] to display all files available for restore.



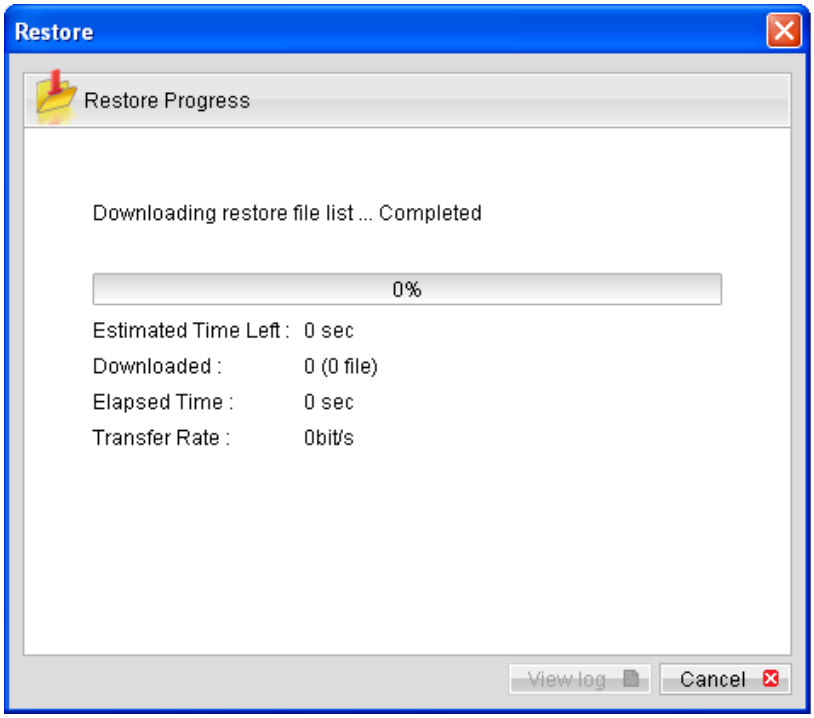
6. Expand the directories by selecting the ⊞ button beside a folder.

7. Make use of the other options such as [Filter], [Search] and [Advanced] option available, more details can be found in the earlier sections of this guide.

8. For restore to the original location on the client machine, select the [Original location] radio button.

   For restore to an alternate location, select the [Alternate location] radio button, and click [Change] to change the directory path which you would like to restore to.

9. Click [Start Restore] to begin the restore process.



8.3 IP restriction for restore using the web interface

IP address restriction can be imposed on the backup server to restrict computer with un-authorized IP address from restoring data using the web interface.

This can only be done by the administrator of the backup server. Please consult your service provider for more information on this option.

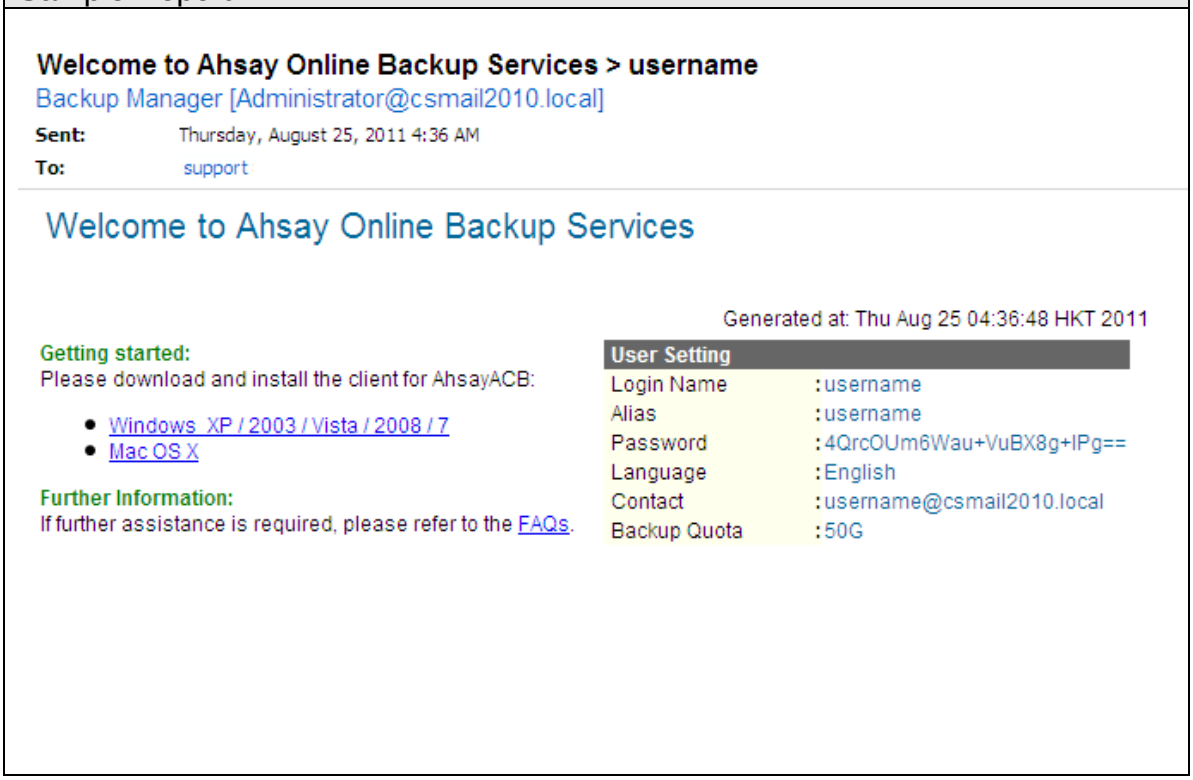
9 Email Reporting

This chapter describes the various email reports sent by the backup server to the backup user.

9.1 Welcome email

Welcome email is sent to the contact email address of newly created backup user account.

Sample Report



A welcome email contains the following information:

Key	Description
Getting started	**Download link to download the backup application.**
Further Information	**Download link to the Frequently Asked Questions document of the backup application.**
User Setting	**User setting information including:** **Login Name – Login name of the newly created user account.** **Alias - Alias of the newly created backup user**

	account. **Password – Password (in hashed format) of the newly created backup user account.** **Language - Preferred language for all email reports sent to the newly created backup user account.** **Contact - Contact email address of the newly created backup user account.** **Backup Quota - Backup quota assigned for the newly created backup user account.**

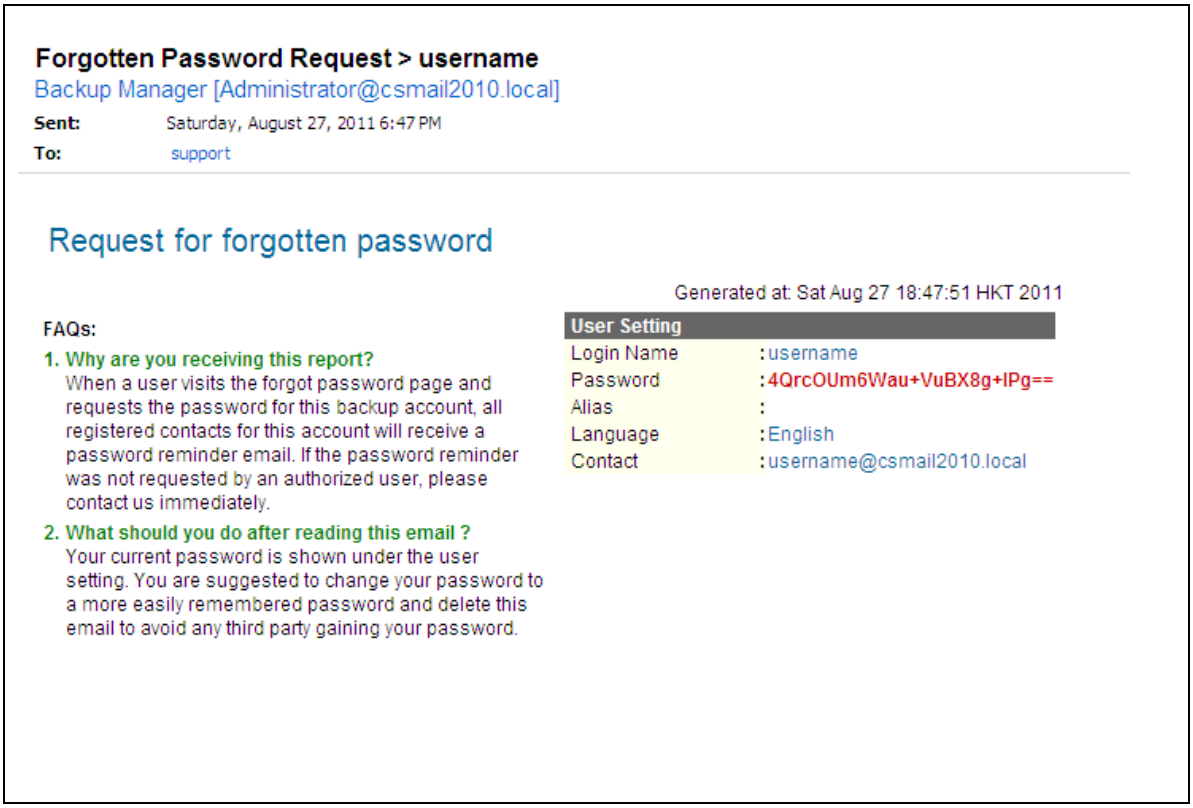
*The availability of report listed above may be service provider dependent. If a report is not available, please check with your service provider for further details and availability.

9.2 Forgotten password email

A backup account user can retrieve his / her password by requesting for a forgotten password email, which is sent to the contact email address of a backup user account.

User can request for a forgotten password email by clicking on the [Forgot your password?] button on the backup application's login dialog, or the [Forgotten your password?] button on the web console login page.

Sample Report



Forgotten Password Request > username
Backup Manager [Administrator@csmail2010.local]
Sent: Saturday, August 27, 2011 6:47 PM
To: support

Request for forgotten password

Generated at: Sat Aug 27 18:47:51 HKT 2011

FAQs:

1. Why are you receiving this report?
When a user visits the forgot password page and requests the password for this backup account, all registered contacts for this account will receive a password reminder email. If the password reminder was not requested by an authorized user, please contact us immediately.
2. What should you do after reading this email ?
Your current password is shown under the user setting. You are suggested to change your password to a more easily remembered password and delete this email to avoid any third party gaining your password.

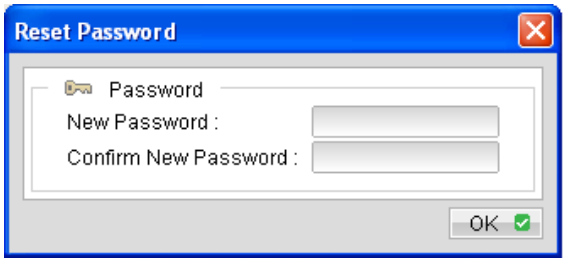
User Setting	
Login Name	:username
Password	:4QrcOUm6Wau+VuBX8g+IPg==
Alias	:
Language	:English
Contact	:username@csmail2010.local

A forgotten password email contains the following information:

Key	Description
User Setting	**User setting information including:** **Login Name – Login name of the backup user account.** **Password –Password (in hashed format) of the backup user account.** **Alias - Alias of the backup user account.** **Language - Preferred language for all email reports sent to the backup user account.** **Contact - Contact email address of the backup user account.**

The hashed password can be used for login to the web console, or the backup application user interface.

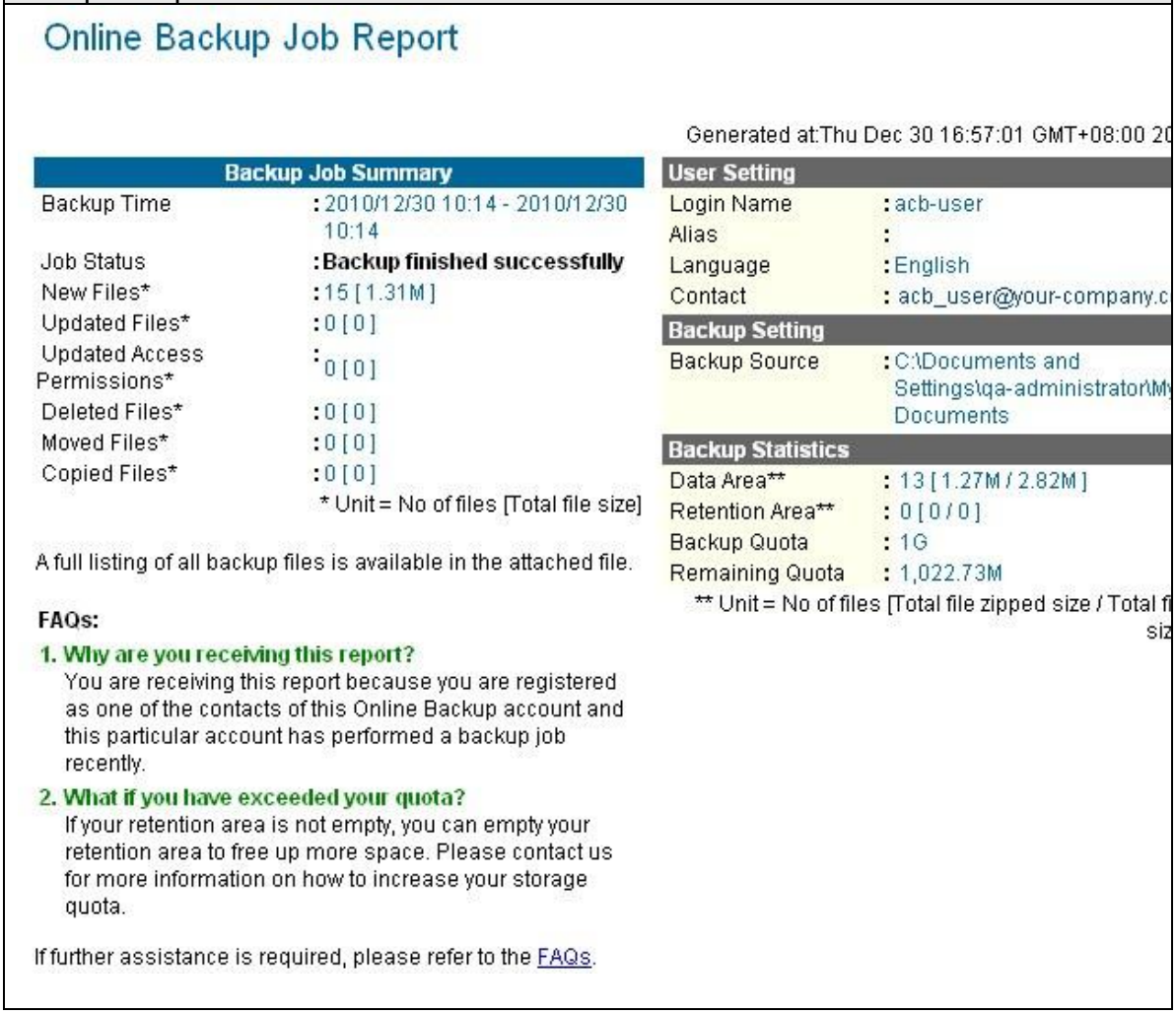
After logging into the backup application, the user will be prompted to reset the password.


Reset Password
Password
New Password :
Confirm New Password :
OK

9.3 Backup Job Report

For each backup job that you have run, a backup job report will be sent to you by email. This report contains a summary for the backup job that was run and a full listing of all files being backed up by the backup job. The backup summary report contains the following information:

Sample Report



Online Backup Job Report

Generated at:Thu Dec 30 16:57:01 GMT+08:00 20

Backup Job Summary

Backup Time	: 2010/12/30 10:14 - 2010/12/30 10:14
Job Status	: **Backup finished successfully**
New Files*	: 15 [1.31M]
Updated Files*	: 0 [0]
Updated Access Permissions*	: 0 [0]
Deleted Files*	: 0 [0]
Moved Files*	: 0 [0]
Copied Files*	: 0 [0]

* Unit = No of files [Total file size]

A full listing of all backup files is available in the attached file.

FAQs:

1. **Why are you receiving this report?**
   You are receiving this report because you are registered as one of the contacts of this Online Backup account and this particular account has performed a backup job recently.
2. **What if you have exceeded your quota?**
   If your retention area is not empty, you can empty your retention area to free up more space. Please contact us for more information on how to increase your storage quota.

If further assistance is required, please refer to the FAQs.

User Setting

Login Name	: acb-user
Alias	:
Language	: English
Contact	: acb_user@your-company.c

Backup Setting

Backup Source	: C:\Documents and Settings\qa-administrator\My Documents

Backup Statistics

Data Area**	: 13 [1.27M / 2.82M]
Retention Area**	: 0 [0 / 0]
Backup Quota	: 1G
Remaining Quota	: 1,022.73M

** Unit = No of files [Total file zipped size / Total fi siz

A forgotten password email contains the following information:

Key	Description
Backup Time	**The time when the backup job ran.**
Job Status	**The overall status of the backup job. Normally, you should see "Backup finished successfully" in this field. If you happen to get something else, please consult the attached full report for more information."**
New Files	**Total number and size of backup files added to your**

	backup set.
Updated Files	**Total number and size of backup files updated in your backup set.**
Updated Access Permissions.	**Total number and size of backup files with file permission updated in your backup set.**
Deleted Files	**Total number and size of backup files deleted from your backup set.**
Moved Files	**Total number and size of backup files relocated in your backup set.**
Copied Files	**Total number and size of backup files copied to another location in your backup set**
Login Name	**Login Name**
Alias	**Alias**
Language	**Preferred Language for your backup report.**
Contact	**Email Address that will be used to contact you.**
Backup Source	**All files/directories that will be backed up.**
Data Area	**The total backup data stored in the data area.**
Retention Area	**The total backup data stored in the retention area. Old copies of updated or deleted backup files are retained in the retention area for the number of days as specified by the retention policy of the backup set before they are removed from the system.**
Backup Quota	**Backup quota**
Remaining Quota	**Remaining quota**

The full backup report, which contains a full listing of all files backed up by the backup job, is attached to the backup job report email as a zip file. You need to unzip it before you can read the full report.

Sample Report

Full Backup Report

Generated at: Thu Dec 30 16:57:01 GMT+08:00 2010

Backup Job Summary	
Login Name	acb-user
Backup Set	Ansay A-Click Backup Backup Set (1293675240829)
Backup Job	2010-12-30 (10:14)
Job Status	Backup finished successfully
Backup Time	2010/12/30 10:14 - 2010/12/30 10:14 (HKT)

Backup Job Statistics	
New Files*	15 [1.3M / 3.1M (58%)]
Updated Files*	0 [0 / 0 (0%)]
Permission Updated Files*	0 [0 / 0 (0%)]
Deleted Files*	0 [0 / 0 (0%)]
Moved Files*	0 [0 / 0 (0%)]
Copied Files*	0 [0 / 0 (0%)]

* Unit = No of files [Total file zipped size / Total file size (ratio)]

Backup Logs

No.	Type	Timestamp	Backup Logs
1	Info	2010/12/30 10:14	Start [Windows 2003 (qa-w3x-sql08-ld85), AnsayACB 6.2.2.0]
2	Info	2010/12/30 10:14	Start creating Shadow Copy Set ...
3	Info	2010/12/30 10:14	Shadow Copy Set successfully created
4	Info	2010/12/30 10:14	Deleting Shadow Copy snapshot for volume "C:\"

New Files

No.	Dirs / Files	Zipped / Size [Ratio]	Last Modified
1	C:\	1.5k / 0 [0%]	-
2	C:\Documents and Settings	1.5k / 0 [0%]	-
3	C:\Documents and Settings\qa-administrator	1.5k / 0 [0%]	-
4	C:\Documents and Settings\qa-administrator\My Documents	1.5k / 0 [0%]	-
5	C:\Documents and Settings\qa-administrator\My Documents\admin.ld	4.1k / 4.4k [5%]	2010/06/23 18:48
6	C:\Documents and Settings\qa-administrator\My Documents\admindata.xml	1.9k / 714 [0%]	2010/12/30 09:12
7	C:\Documents and Settings\qa-administrator\My Documents\afrikaan.dic	392.6k / 565.1k [31%]	2009/05/27 03:40
8	C:\Documents and Settings\qa-administrator\My Documents\AgentRunner.ns*	35.4k / 320k [89%]	2010/12/30 09:07
9	C:\Documents and Settings\qa-administrator\My Documents\alog4.ntf	21k / 320k [93%]	2010/12/30 09:07
10	C:\Documents and Settings\qa-administrator\My Documents\arabic.dic	255.3k / 437.6k [42%]	2009/05/27 03:40
11	C:\Documents and Settings\qa-administrator\My Documents\archlg50.ntf	109.9k / 402k [73%]	2010/12/21 17:29
12	C:\Documents and Settings\qa-administrator\My Documents\aus.dic	454.4k / 677.6k [33%]	2009/05/27 03:40
13	C:\Documents and Settings\qa-administrator\My Documents\autosave.ntf	30k / 320k [91%]	2010/12/30 09:07
14	C:\Documents and Settings\qa-administrator\My Documents\billing.ntf	25.3k / 164.5k [85%]	2010/12/21 17:29
15	C:\Documents and Settings\qa-administrator\My Documents\desktop.ini	1.6k / 87 [0%]	2010/06/22 14:55

Updated Files

No.	Files	Zipped / Size [Ratio]	Last Modified
No files have been updated.			

Permission Updated Files

No.	Dirs / Files	Zipped / Size [Ratio]	Last Modified
No Permissions have been updated.			

Deleted Files

No.	Dirs / Files	Zipped / Size [Ratio]	Last Modified
No files have been deleted.			

Moved Files

No.	Files	Zipped / Size [Ratio]	Last Modified
No files have been moved.			

Copied Files

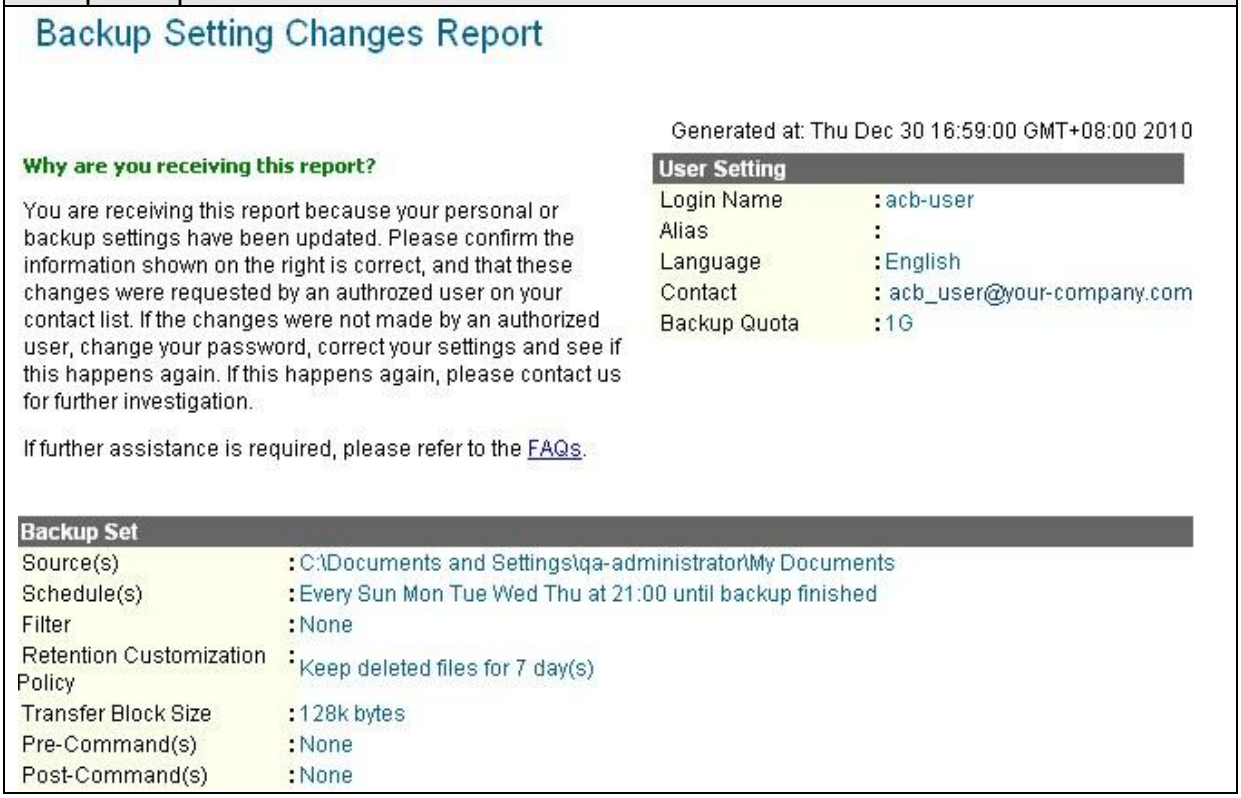
No.	Dirs / Files	Zipped / Size [Ratio]	Last Modified
No files have been copied.			

Key	Description
Login Name	**Login name**
Backup Set	**The name of the backup set.**
Backup Job	**The name of the backup job (which is the start time of the backup job).**
Job Status	**The overall status of the backup job. Normally, you should see "Backup finished successfully" in this field. If you happen to get something else, please consult the attached full report form more information.**
Backup Time	**The time when the backup job ran.**
Backup Logs	**All messages logged when running this backup job.**
New Files	**Total number and size of backup files added to your backup set.**
Updated Files	**Total number and size of backup files updated in your backup set.**
Permission Update Files	**Total number and size of backup files with file permission updated in your backup set.**
Deleted Files	**Total number and size of backup files deleted from your backup set.**
Moved Files	**Total number and size of backup files relocated in your backup set.**
Copied Files	**Total number and size of backup files copied to another location in your backup set.**
New File List	**Full list of all backup files added to your backup set.**
Updated File List	**Full list of all backup files updated in your backup set.**
Permission Updated File List	**Full list of all backup files with file permission updated in your backup set.**
Deleted File List	**Full list of all backup files deleted from your backup set.**
Moved File List	**Full list of all backup files relocated in your backup set.**
Copied File list	**Full list of all backup files copied to another location in your backup set.**

9.4 Setting Change Report

After you have updated your user profile or backup setting, a setting change report will be sent to you. This report allows you to track record of the changes that have been made to your backup account.

Sample Report



Backup Setting Changes Report

Generated at: Thu Dec 30 16:59:00 GMT+08:00 2010

Why are you receiving this report?

You are receiving this report because your personal or backup settings have been updated. Please confirm the information shown on the right is correct, and that these changes were requested by an authrozed user on your contact list. If the changes were not made by an authorized user, change your password, correct your settings and see if this happens again. If this happens again, please contact us for further investigation.

If further assistance is required, please refer to the FAQs.

User Setting

Login Name	: acb-user
Alias	:
Language	: English
Contact	: acb_user@your-company.com
Backup Quota	: 1G

Backup Set

Source(s)	: C:\Documents and Settings\qa-administrator\My Documents
Schedule(s)	: Every Sun Mon Tue Wed Thu at 21:00 until backup finished
Filter	: None
Retention Customization Policy	: Keep deleted files for 7 day(s)
Transfer Block Size	: 128k bytes
Pre-Command(s)	: None
Post-Command(s)	: None

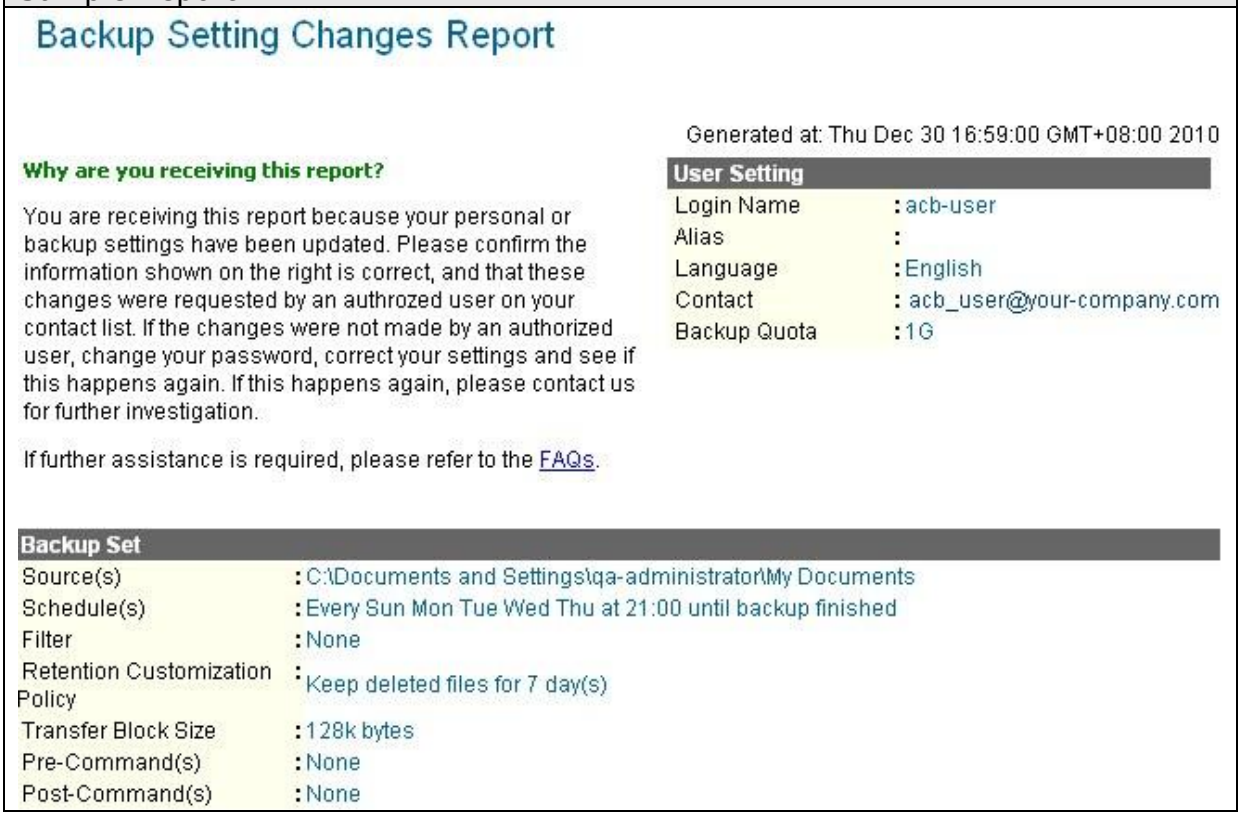
Key	Description
Login Name	**Login Name**
Alias	**Alias**
Language	**Preferred Language for your backup reports**
Contact	**Email Address that will be used to contact you.**
Backup Quota	**Backup Quota**
Source(s)	**All backup sources of the backup set.**
Schedule(s)	**All backup schedules of the backup set.**
Filter	**All backup filters of the backup set.**
Retention Customization Policy	**The retention policy of the backup set.**
Transfer Block Size	**The transfer block size of the backup set.**
Pre-Command(s)	**All Pre-Command(s) of the backup set.**

Post-Command(s)	**All Post-Command(s) of the backup set.**

9.5 Inactive User Reminder

You will receive an inactive user reminder in email if your account has been left inactive for the period of 7 days (or the period specified by the system administrator). This is to remind you that you have not been running backup for more than 7 days. If you are a free trial user, your account will be removed from the system automatically if the system can track no records of your backup activities in the next 30 days after receiving this report.

Sample Report



Backup Setting Changes Report

Generated at: Thu Dec 30 16:59:00 GMT+08:00 2010

Why are you receiving this report?

You are receiving this report because your personal or backup settings have been updated. Please confirm the information shown on the right is correct, and that these changes were requested by an authrozed user on your contact list. If the changes were not made by an authorized user, change your password, correct your settings and see if this happens again. If this happens again, please contact us for further investigation.

If further assistance is required, please refer to the FAQs.

User Setting

Login Name	: acb-user
Alias	:
Language	: English
Contact	: acb_user@your-company.com
Backup Quota	: 1G

Backup Set

Source(s)	: C:\Documents and Settings\qa-administrator\My Documents
Schedule(s)	: Every Sun Mon Tue Wed Thu at 21:00 until backup finished
Filter	: None
Retention Customization Policy	: Keep deleted files for 7 day(s)
Transfer Block Size	: 128k bytes
Pre-Command(s)	: None
Post-Command(s)	: None

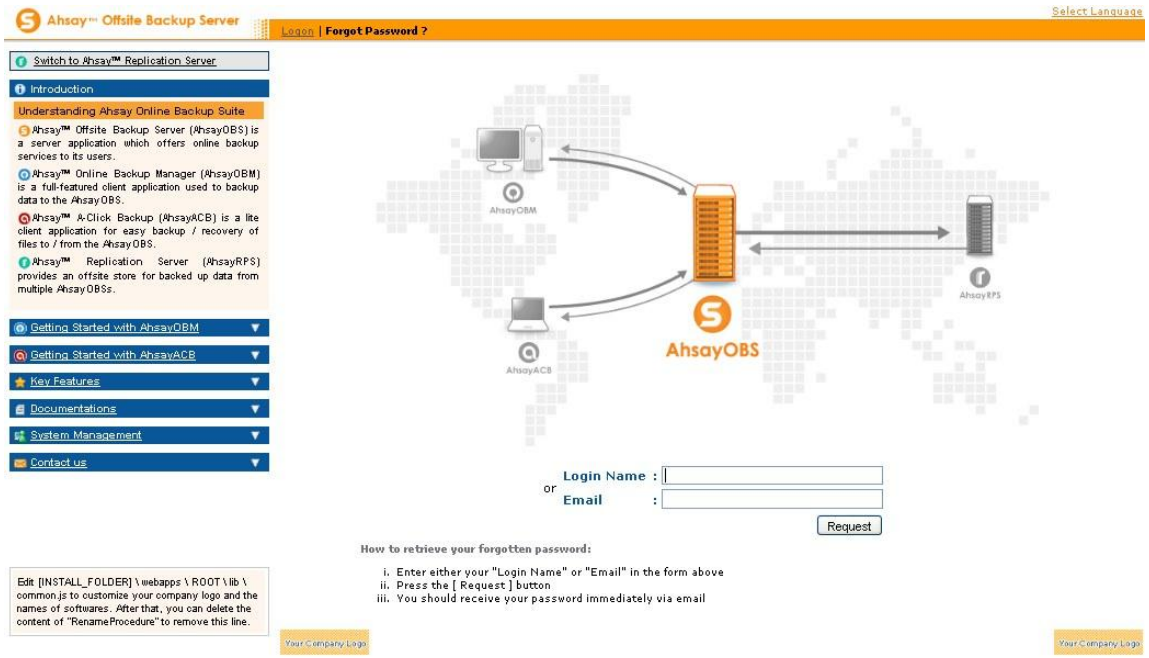
Key	Description
Login Name	**The login name of the user.**
Alias	**Alias**
Language	**Preferred Language for your backup reports.**
Contact	**Email Address that will be used to contact you.**
Last Login Time	**The last time you logon to the backup system.**
Last Backup Time	**The last time you ran a backup job.**

10 Web Features

Other than the features of ACB described in previous chapters, the web interface of OBS provides you access to some additional features that are not available in ACB. This chapter describes each of these features in details.

10.1 Request Forgotten Password

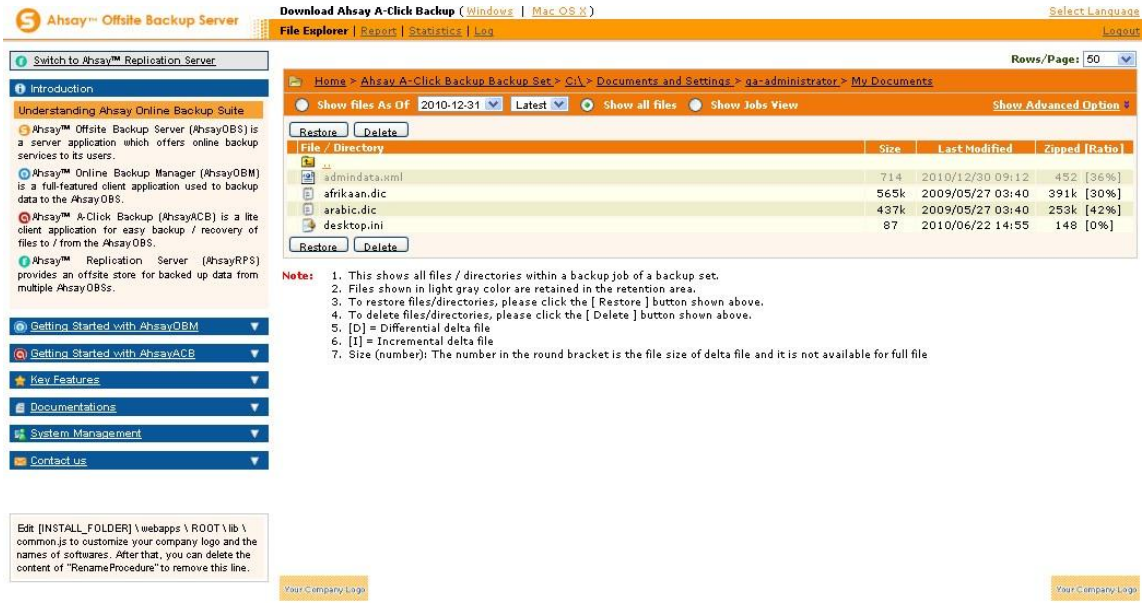
If you have forgotten your password, you can retrieve it by simply entering your login name or your registered email address on the [Password Request] form and press the [Request] button. Your password will be sent to your registered email address automatically.



10.2 Restore/Delete/Undelete Backup Files

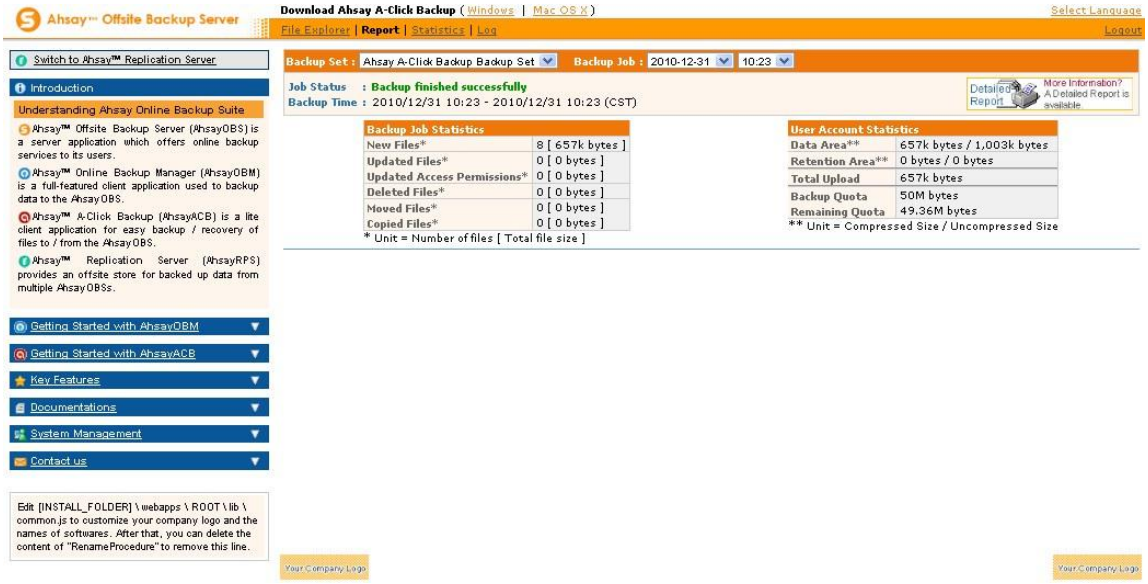
Using the [File Explorer], you can browse through the backup data (both current and previous versions) on OBS. You can select any current backup files to Restore or Delete. You can also select any deleted backup files (in gray) to Undelete.

Note: Restore of native features, e.g. file attributes/file permission/symbolic links/junction points are not supported by the Web Restore Applet.



10.3 Review Backup Jobs

In addition to reviewing your backup activities from the email report and from ACB, you can also review any of your backup jobs by using the [Report] panel available on the web interface. To review a backup job, select the required backup job from the [Backup Set] and [Backup Job] drop-down lists.



Key	Description
Job Status	**The overall status of the backup job. Normally, you should see "Backup finished successfully" in this field. If you happen to get something else, please click the [Detailed Report] image on the page.**
Backup Time	**The time when the backup job ran.**

New Files	**Total number and size of backup files added to your backup set.**
Updated Files	**Total number and size of backup files updated in your backup set.**
Permission Updated File	**Total number and size of backup files with file permission updated in your backup set.**
Deleted Files	**Total number and size of backup files deleted from your backup set.**
Moved Files	**Total number and size of backup files relocated in your backup set.**
Copied Files	**Total number and size of backup files copied to another location in your backup set.**
Data Area	**The total backup data stored in the data area.**
Retention Area	**The total backup data stored in the retention area. Old copies of updated or deleted backup files are retained in the retention area for the number of days as specified by the retention policy of the backup set before they are removed from the system**
Total Upload	**Total number and size of backup files uploaded to the backup server.**
Backup Quota	**Backup Quota**
Remaining Quota	**Remaining Quota**

You can open the [Full Backup Report] to review all information logged by a backup job by clicking the [Detailed Report] image on the [Report] panel.

Full Backup Report

Full Backup Report

Generated at: Fri Dec 31 10:24:04 GMT+08:00 2010

Backup Job Summary	
Login Name	NewAccount
Backup Set	Ahsay A-Click Backup Backup Set (1293762195313)
Backup Job	2010-12-31 (10:23)
Job Status	Backup finished successfully
Backup Time	2010/12/31 10:23 - 2010/12/31 10:23 (CST)

Backup Job Statistics	
New Files*	8 [657.4k / 1,003.5k (34%)]
Updated Files*	0 [0 / 0 (0%)]
Permission Updated Files*	0 [0 / 0 (0%)]
Deleted Files*	0 [0 / 0 (0%)]
Moved Files*	0 [0 / 0 (0%)]
Copied Files*	0 [0 / 0 (0%)]

* Unit = No of files [Total file zipped size / Total file size (ratio)]

Backup Logs

No.	Type	Timestamp	Backup Logs
1	Info	2010/12/31 10:23	Start [Windows 2003 (qa-w3x-sql08-ld85), AhsayACB 6.2.2.0]
2	Info	2010/12/31 10:23	Start creating Shadow Copy Set ...
3	Info	2010/12/31 10:23	Shadow Copy Set successfully created
4	Info	2010/12/31 10:23	Deleting Shadow Copy snapshot for volume "C:\"

New Files

No.	Dirs / Files	Zipped / Size [Ratio]	Last Modified
1	C:\	1.5k / 0 [0%]	-
2	C:\Documents and Settings	1.5k / 0 [0%]	-
3	C:\Documents and Settings\qa-administrator	1.5k / 0 [0%]	-
4	C:\Documents and Settings\qa-administrator\My Documents	1.5k / 0 [0%]	-
5	C:\Documents and Settings\qa-administrator\My Documents\admindata.xml	1.9k / 714 [0%]	2010/12/30 09:12
6	C:\Documents and Settings\qa-administrator\My Documents\afrikaan.dic	392.6k / 565.1k [31%]	2009/05/27 03:40
7	C:\Documents and Settings\qa-administrator\My Documents\arabic.dic	255.3k / 437.6k [42%]	2009/05/27 03:40
8	C:\Documents and Settings\qa-administrator\My Documents\desktop.ini	1.6k / 87 [0%]	2010/06/22 14:55

Updated Files

No.	Files	Zipped / Size [Ratio]	Last Modified
No files have been updated.			

Permission Updated Files

No.	Dirs / Files	Zipped / Size [Ratio]	Last Modified
No Permissions have been updated.			

Deleted Files

No.	Dirs / Files	Zipped / Size [Ratio]	Last Modified
No files have been deleted.			

Moved Files

No.	Files	Zipped / Size [Ratio]	Last Modified
No files have been moved.			

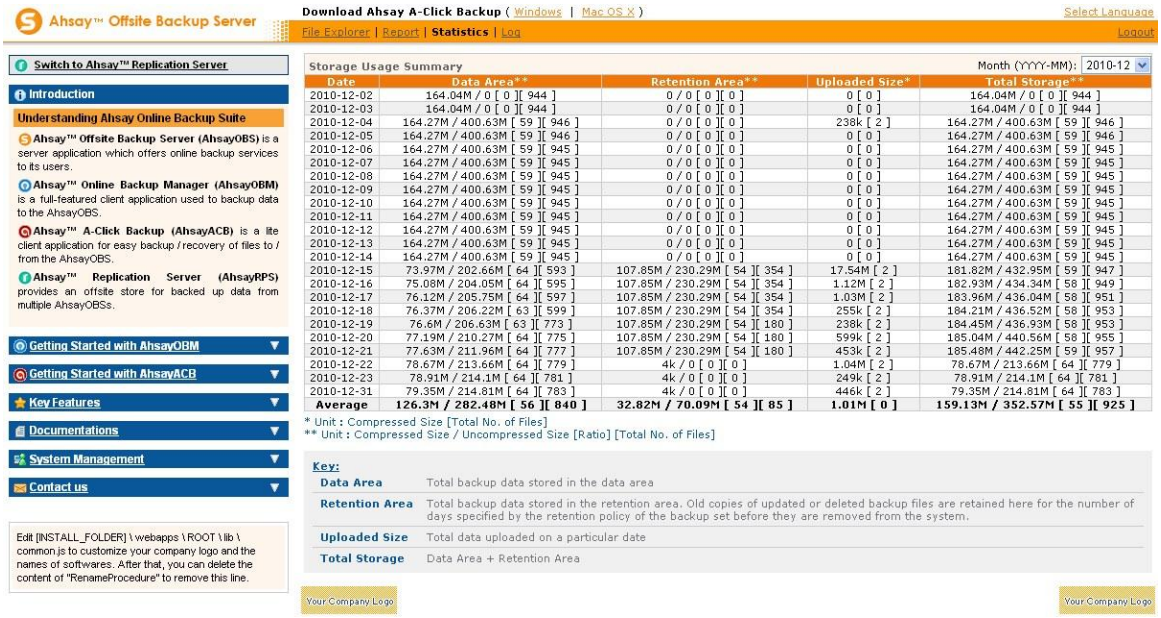
Copied Files

No.	Files	Zipped / Size [Ratio]	Last Modified
No files have been copied.			

Key	Description
Login Name	**The login name of the user.**
Backup Set	**The name of the backup set.**
Backup Job	**The name of the backup job (which is the start time of the backup job).**
Job Status	**The overall status of the backup job.**
Backup Time	**The time when the backup job ran.**
Backup Logs	**All messages logged when running this backup job.**
New Files	**Total number and size of backup files added to your backup set.**
Updated Files	**Total number and size of backup files updated in your backup set.**
Permission Updated Files	**Total number and size of backup files with file permission updated in your backup set.**
Deleted Files	**Total number and size of backup files deleted from your backup set.**
Moved Files	**Total number and size of backup files relocated in your backup set.**
Copied Files	**Total number and size of backup files copied to another location in your backup set.**
New File List	**Full list of all backup files added to your backup set.**
Updated File List	**Full list of all backup files updated in your backup set.**
Permission Updated File List	**Full list of all backup files with file permission updated in your backup set.**
Deleted File List	**Full list of all backup files deleted from your backup set.**
Moved File List	**Full list of all backup files relocated in your backup set.**
Copied File List	**Full list of all backup files copied to another location in your backup set.**

10.4 Review Storage Statistics

You can review the amount of data you have stored on the backup server and uploaded to the backup server on each day by opening the [Statistics] panel available on the web interface. To review your storage statistics for a different month, just select the month from the [Month] drop-down list.



Key	Description
Date	**The date that the following statistics are collected.**
Data Area	**Total number and size of backup files stored in the data area on a particular date.**
Retention Area	**Total number and size of backup files stored in the retention area on a particular date.**
Uploaded Size	**Total number and size of backup files uploaded to the backup server on a particular date.**
Total Storage	**Total number and size of backup files stored under your backup account on particular date.**

Appendix

Appendix A Supported Languages

Language Code	Language
bg	**Bulgarian**
ca	**Catalan**
cs	**Czech**
da	**Danish**
de	**German**
el	**Greek**
en	**English**
el	**Spanish**
eu	**Basque**
fi	**Finnish**
fr	**French**
hu	**Hungarian**
is	**Icelandic**
it	**Italian**
iw	**Hebrew**
ja	**Japanese**
ko	**Korean**
lt	**Lithuanian**
nl	**Dutch**
no	**Norwegian**
po	**Polish**
pt_BR	**Portuguese (Brazil)**
pt_PT	**Portuguese (Portugal)**
ro	**Romanian**
ru	**Russian**
sl	**Slovenian**
sv	**Swedish**
th_th	**Thai (Thai Digit)**
tr	**Turkish**
zh_CN	**Chinese (Simplified)**
zh_TW	**Chinese (Traditional)**