Backup App v7

Quick Start Guide for Mac OS X

Revision History

Date	Descriptions	Type of modification
30 Jun 2016	First Draft	New
10 Nov 2016	Modified Ch 7.3 Configure Backup Schedule for Automated Backup	Modification
25 Nov 2016	Added Backup Set Options to Ch 5 Create a File Backup Set, Advanced Options to Ch 7 Start a Manual Backup, and Restore Options to Ch 8 Restore Data; Modified Ch 3 Download Backup App, and Ch 3 Install Backup App; Combined "Technical Assistance" and "Documentation" as Ch 9 Contacting Backup App	Modification
16 Dec 2016	Modified Ch 5 Create a Backup Set, Ch 7 Run Backup Jobs and Ch 8 Restore Data; Corrected typo in Copyright Notice and Trademarks; Removed "-ing" verb form from all chapter titles for consistency	Modification
3 Feb 2017	Added instructions and screen shots for Encryption key handling in Ch. 5	New
5 Apr 2017	Added new Encryption Type option in Create a Backup Set section; Revised screen shot with larger field for entering backup sever IP at login	New

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1   Requirements for Backup App on Mac OS X

Hardware Requirements

- Dual Core architecture or above
- Minimum: 2 GB
  Recommended: 4 GB or more
- Minimum: 500 MB
- TCP/IP
- Java 1.7u76 or above

2 Get Started with Backup App

This quick start guide will walk you through the following 5 major parts to get you started with using Backup App.

Download and Install
Download and install Backup App on your Mac

Launch the App
Launch and log in to Backup App

Create a Backup Set
Create a backup set according to your preferences

Run Backup Jobs
Run the backup jobs to back up data

**Restore Data**
Restore backed up data to your system

3   Download and Install Backup App

Download Backup App

1. In a web browser, click the blue icon on the top right corner to open the download page for the Backup App installation package file from your backup service provider's website.

2. In the **Backup App** tab of the download page, you can choose the Backup App installer by operating system.
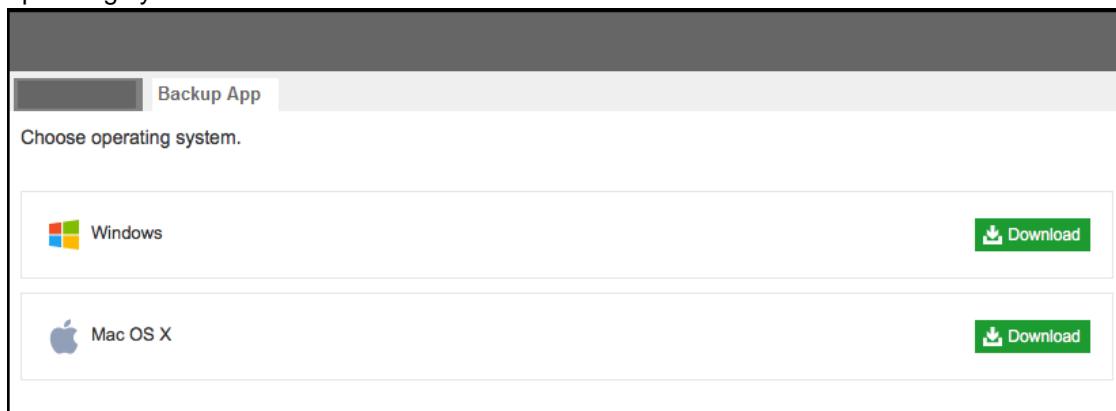

3. In the Mac OS X section, click the **Download** icon to download the Backup App installation package.


Install Backup App

1. Double-click the icon of the Backup App installation package **.dmg** file you have downloaded.


2. The Backup App A-Click Backup window will appear. You will see another file named **acb.pkg**.
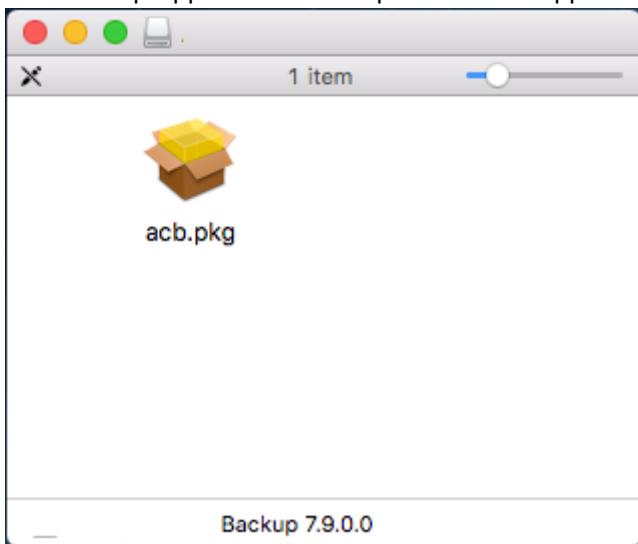
3. When the Backup App Installer wizard appears, click **Continue** to proceed.
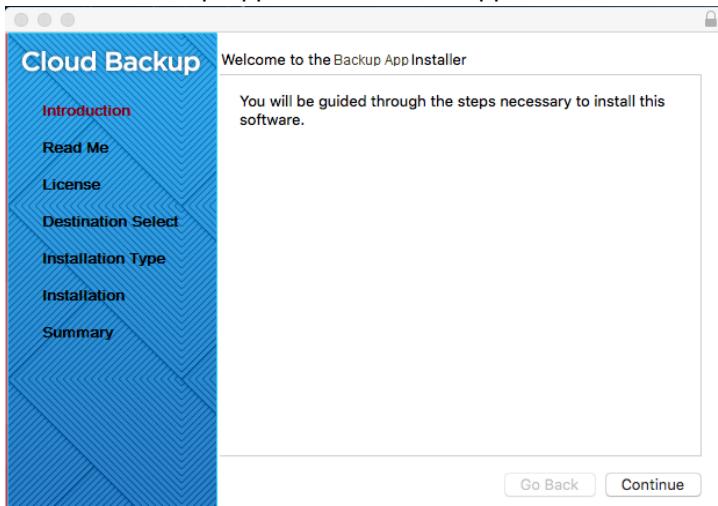
4. When the Important Information screen appears, read the information and then click **Continue** to proceed.
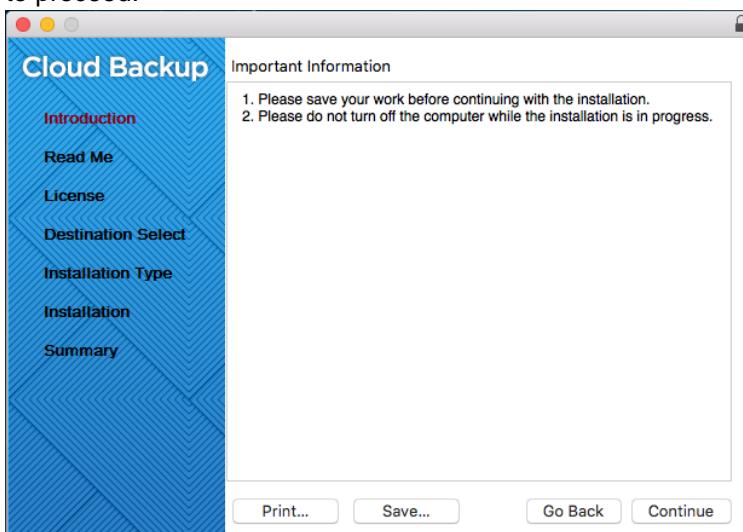
5. When the Software License Agreement appears, the agreement content will be displayed in English by default. If you prefer to read it in a different language, click the dropdown menu to change the language. After reading the agreement carefully, click **Continue** to proceed.
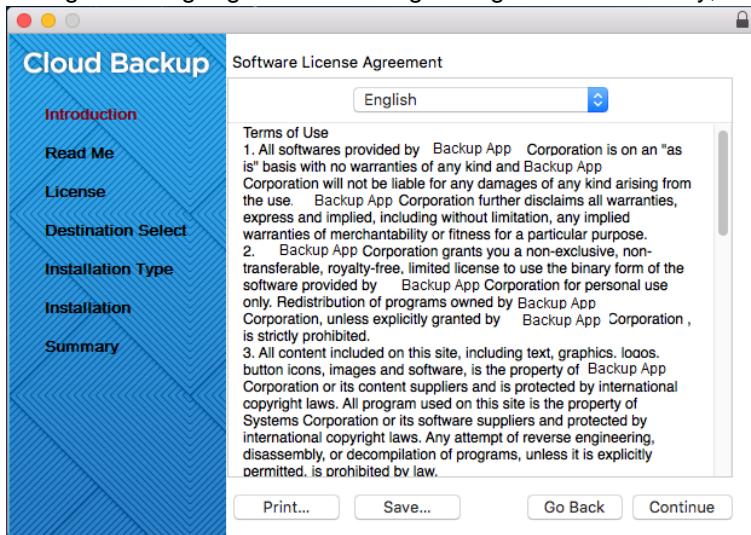

6. The following message will appear in a pop-up window. Click **Agree** to accept the software license agreement.
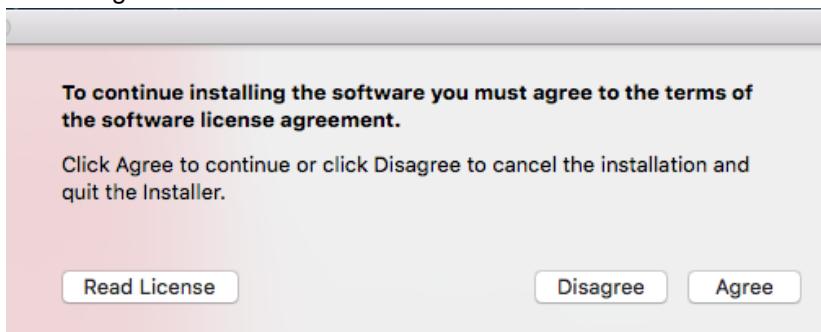
7. Click **Install** to start installing Backup App to the default location, i.e. "10.10 Yosemite" in this example. (Alternatively, you can click **Change Install Location…** to choose a different destination.)
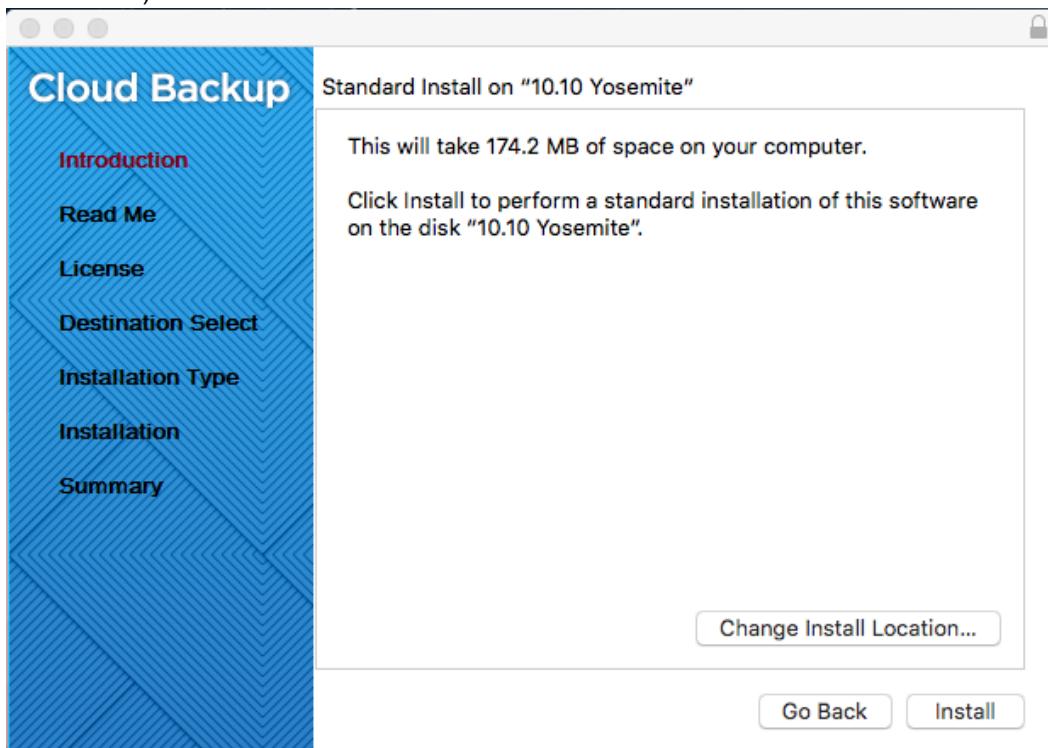
8. The following message will appear in a pop-up window. Enter your Mac OS X login credentials. Then, click **Install Software** to proceed with the installation.
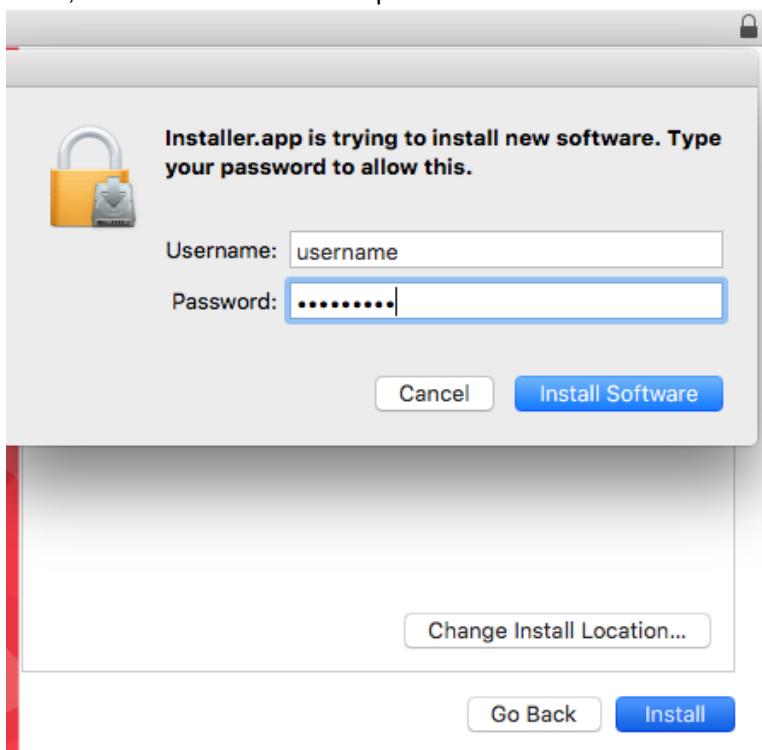
9. You will see the following screen when the installation of Backup App is completed.
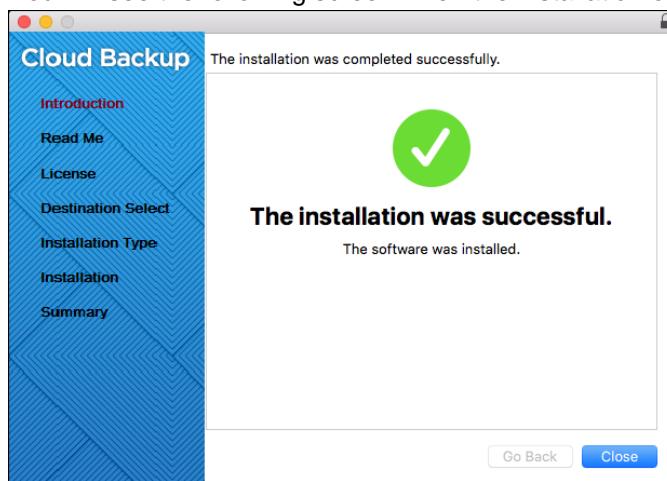
4   Start Backup App

Add an Backup App Shortcut Icon to the Desktop

1. Under the **Go** menu bar on the top of the screen, click the **Applications** option.
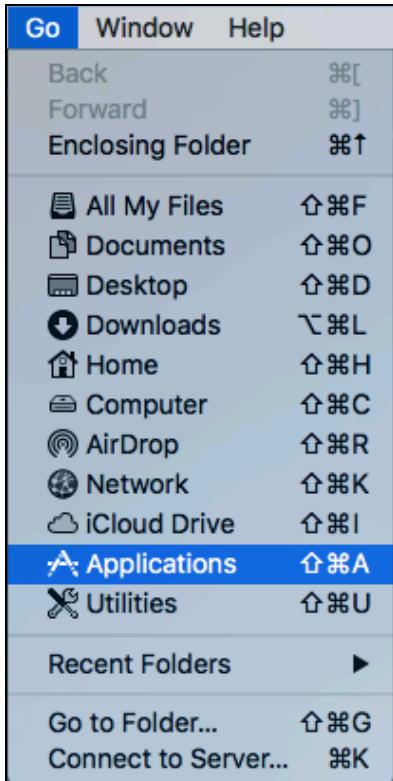
2. Look for the Backup App application icon as shown below.

3. Then, drag the Backup App icon to add a shortcut to the desktop.

Login to Backup App

1. Double-click the **Backup App** icon to launch the application.

2. The Free Trial Registration menu may be displayed when you log in for the first time. Click **Login** if you already have an Backup App account, or click **Free Trial** to register for a trial backup account.
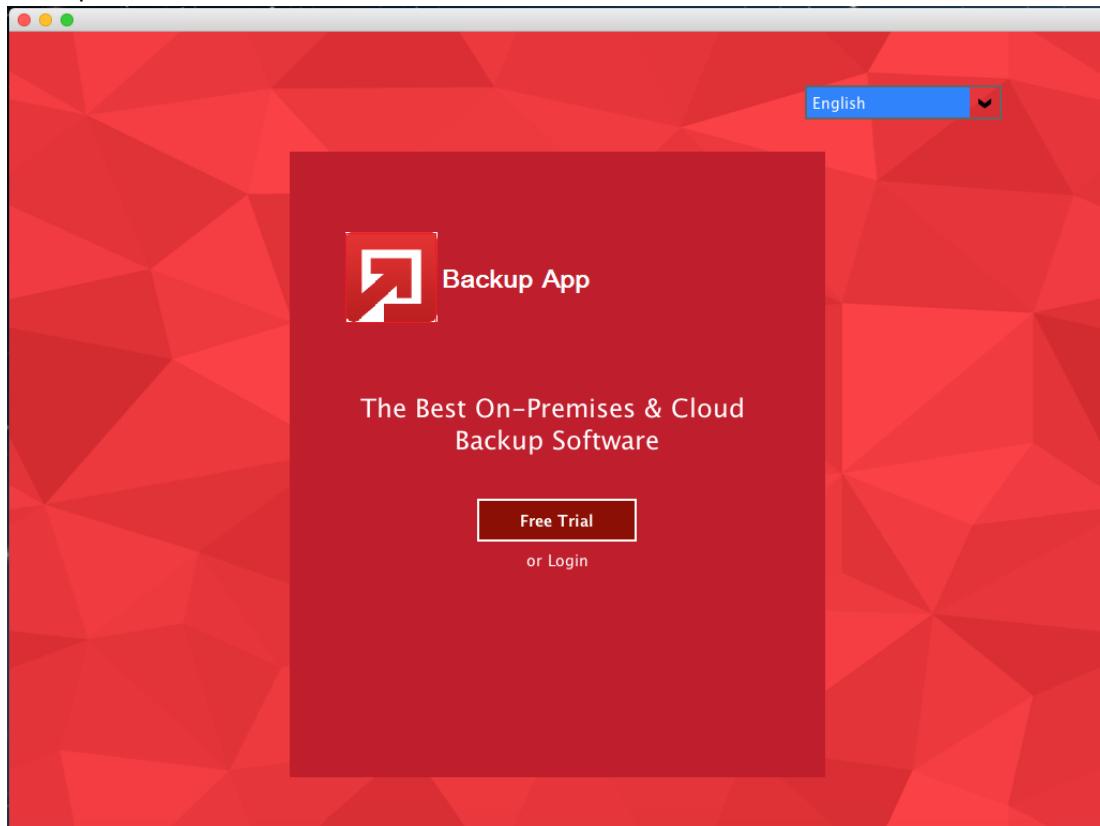
3. In case you want to enter the backup server setting provided by your backup service provider, click **Show advanced option** to enter the backup server settings provided by your backup service provider.
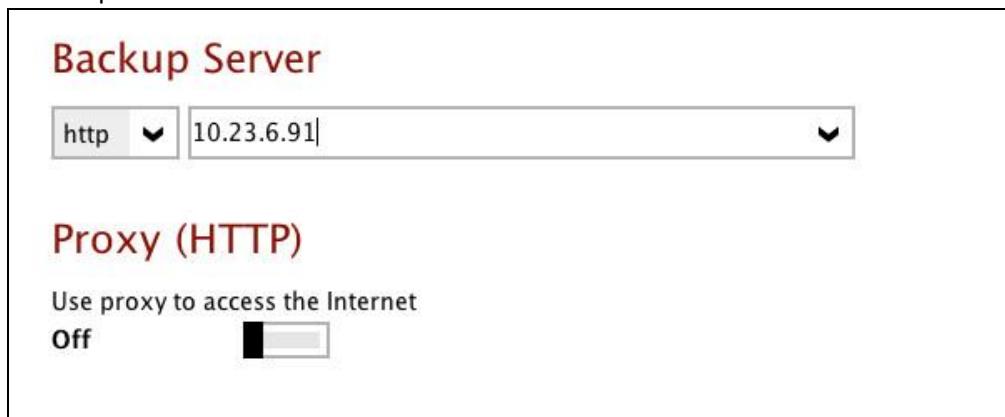
4. Enter the login name and password of your Backup App account provided by your backup service provider. Then, click **OK** to login.
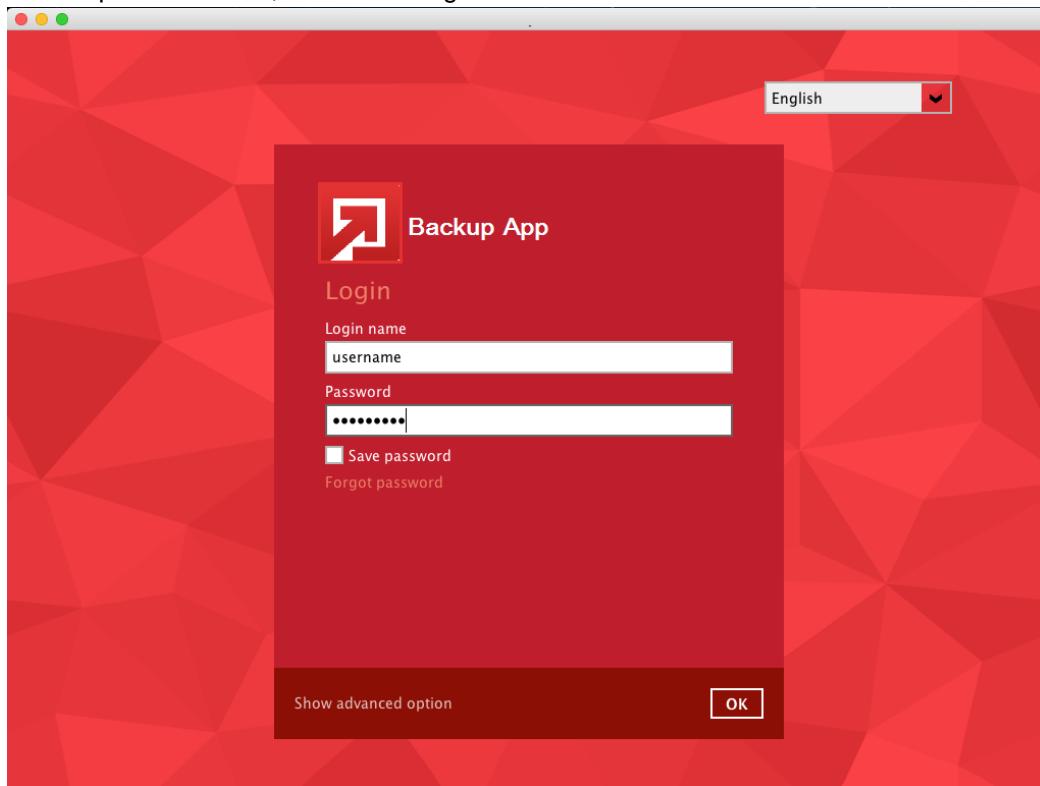

5. Upon successful login, the following screen will appear.
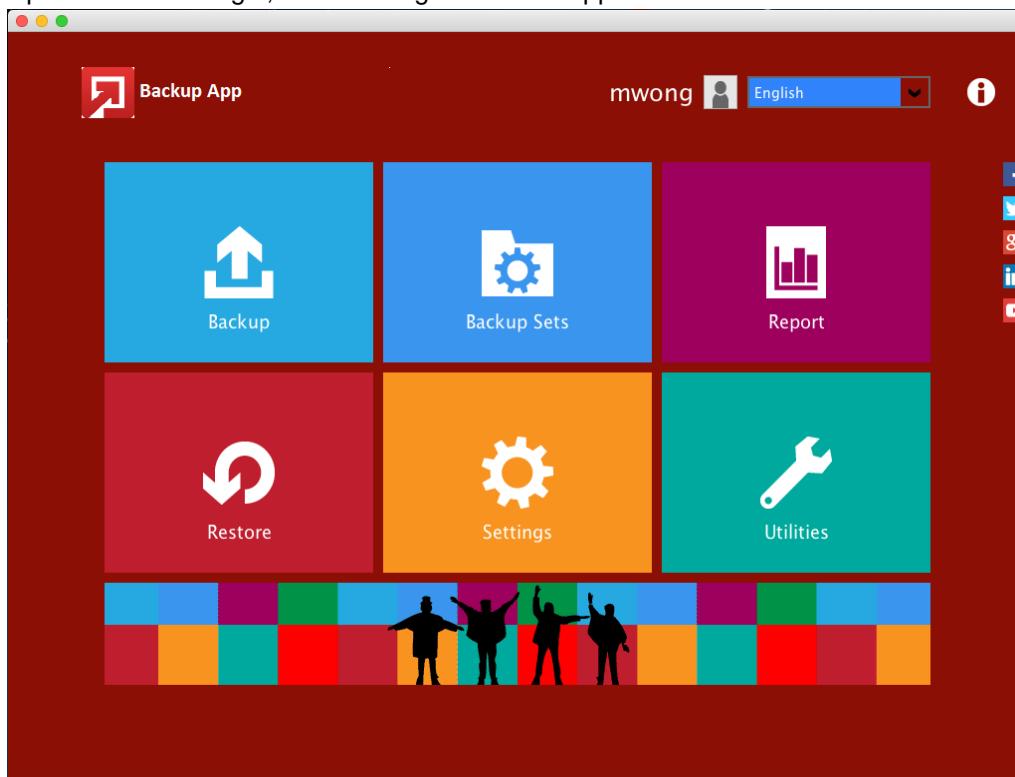
## 5   Create a Backup Set

1.   Click the **Backup Sets** icon on the main interface of Backup App.
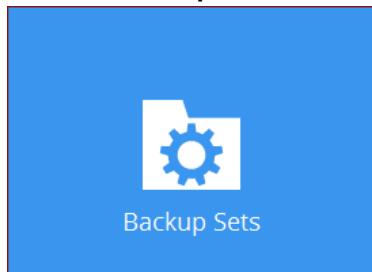

2.   Create a new backup set by clicking the "**+**" icon next to **Add new backup set**.

3.   When the Create Backup Set window appears, name your new backup set and select the **Backup set type**. Then, click **Next** to proceed.
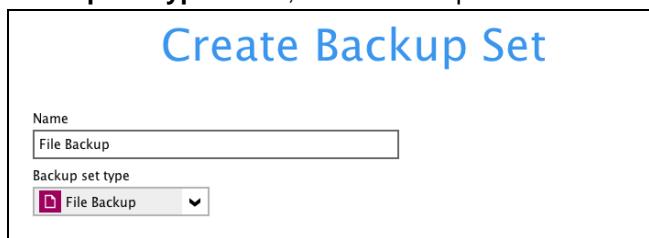
4. In the Backup Source window, select the source files and folders for backup. Click **I would like to choose the files to backup** to select individual files for backup.
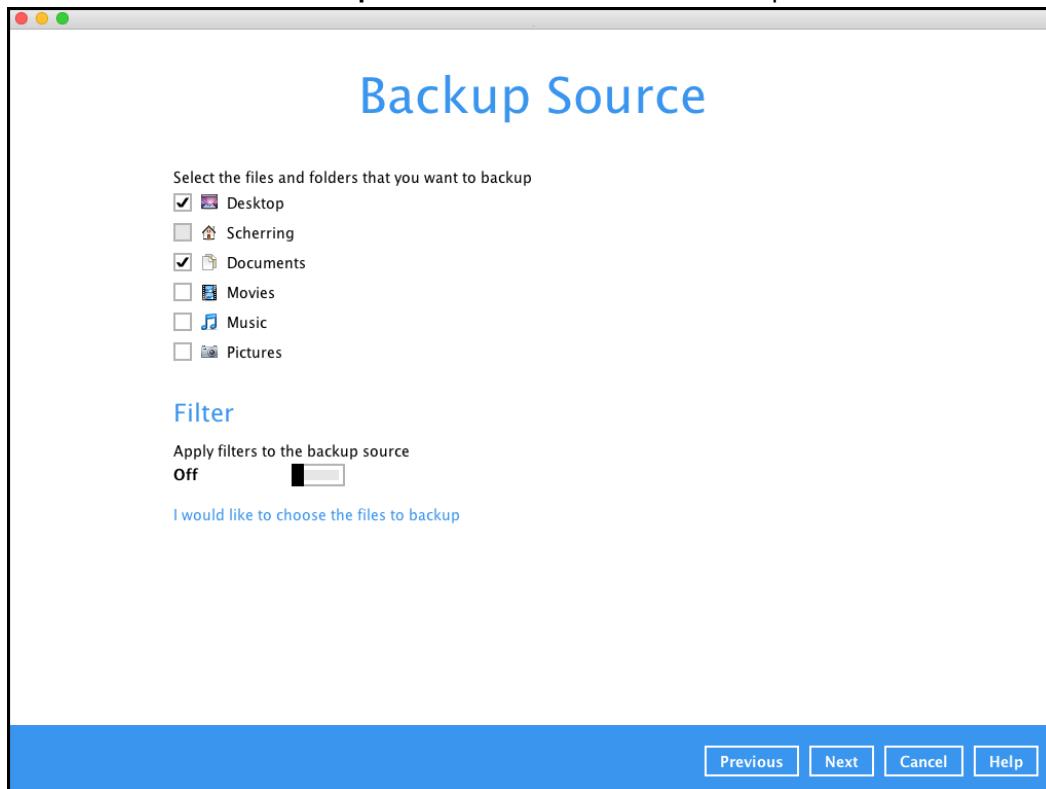
5. In the Advanced Backup Source window, select folder(s) to back up all files in the folder(s).
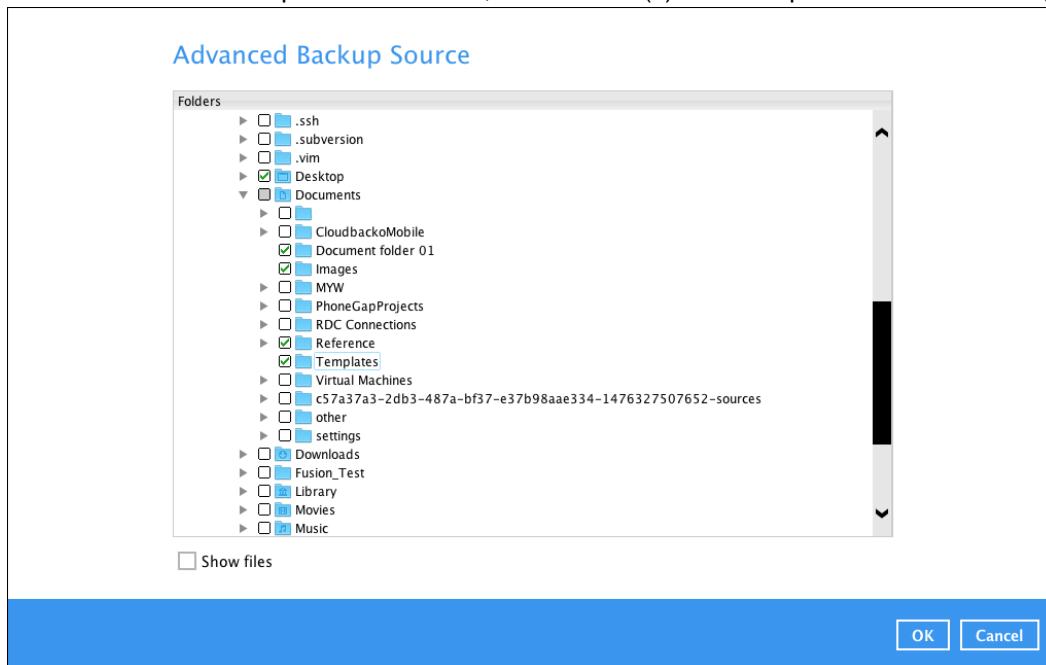

6. Alternatively, if you want to back up only specific files instead of all files in your selected folder(s), select the **Show files** checkbox at the bottom of the screen. A list of files will appear on the right hand side. Select the checkbox(es) next to the file(s) to back up. Then, click **OK** to

save your selections and close the Advanced Backup Source window.
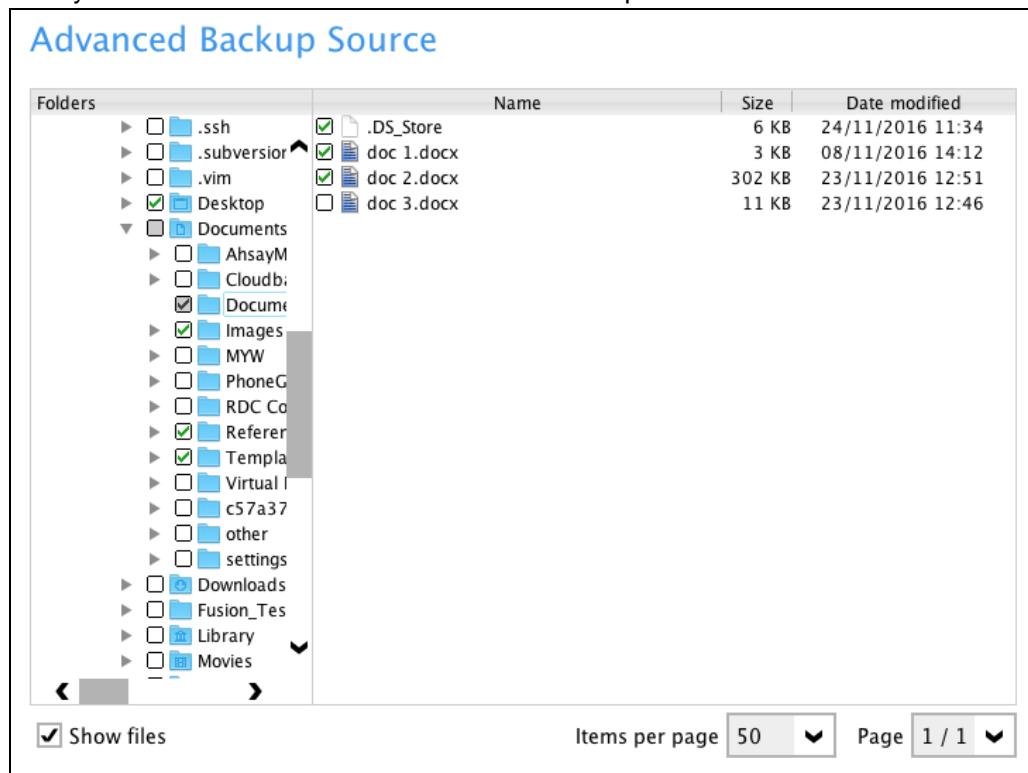
7. In the Backup Source window, click **Next** to proceed.

8. When the Schedule window appears, you can configure a backup schedule to automatically run a backup job at your specified time interval.

9. In the Schedule window, the Run scheduled backup for this backup set is **Off** by default.

    ◉   You can leave it as is if you want to add a schedule later.
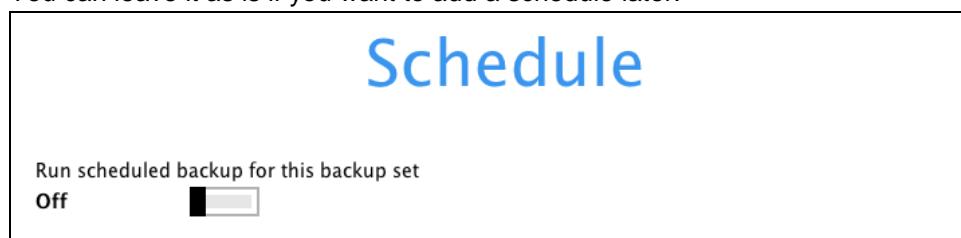
    ◉   If you want to add a schedule now, switch **On** Run scheduled backup for this backup set. Then, click "**+**" next to Add new schedule.
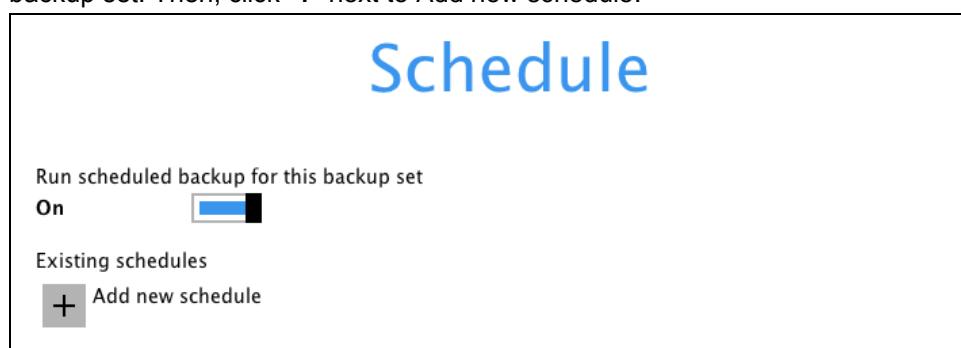
When the New Backup Schedule window appears, specify your backup schedule.

Then, click **OK** to save your changes and close the New Backup Schedule window.
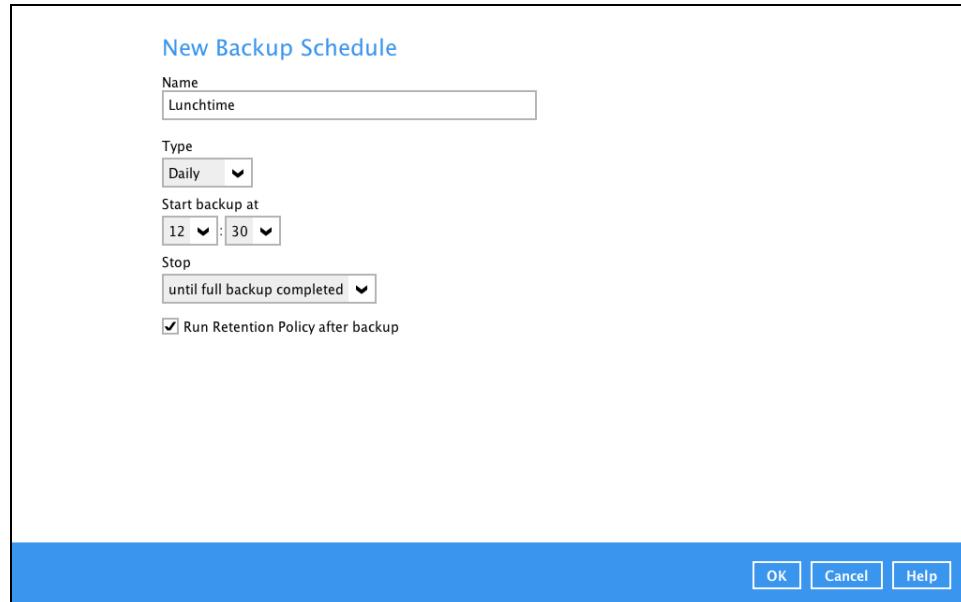
Note: For details about the options from the dropdown menus, please refer to chapter 7 Configure Backup Schedule for Automated Backup.

10. In case you have added a schedule, it will be shown in the Schedule window. Click **Next** to proceed when you are done setting.
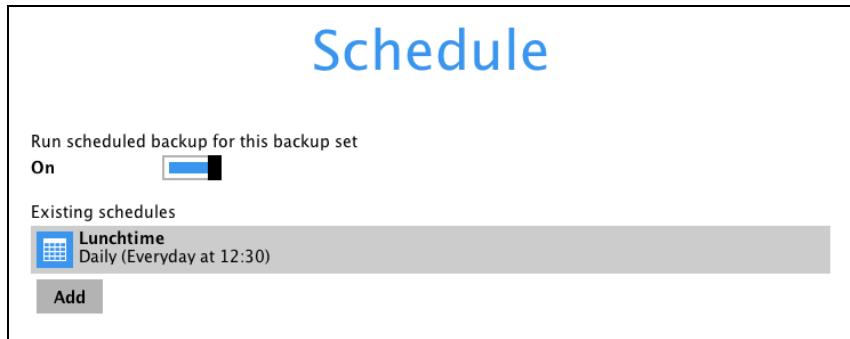
11. The Destination window will appear.
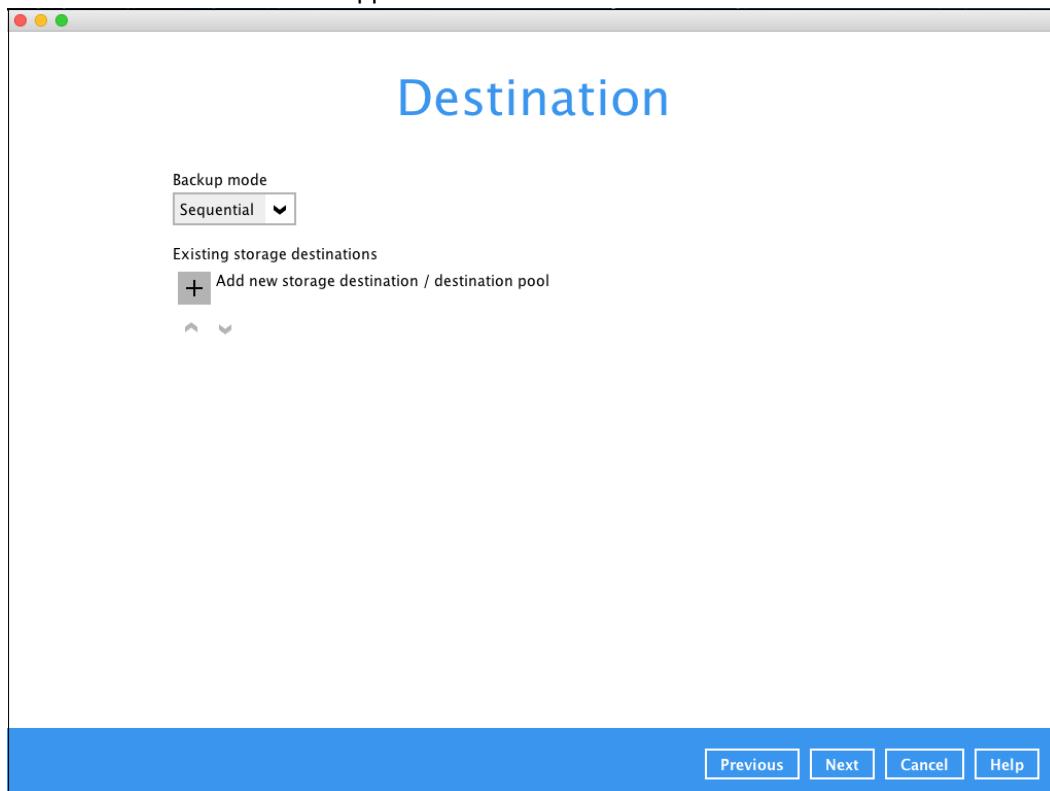
Select the appropriate option from the **Backup mode** dropdown menu.

- ⊙ **Sequential** (default value) – run backup jobs to each backup destination one by one

- ⊙ **Concurrent** – run backup jobs to all backup destinations at the same time

To select a backup destination for the backup data storage, click the "**+**" icon next to **Add new storage destination / destination pool**.

12. In the New Storage Destination / Destination Pool window, select the destination type and destination storage. Then, click **OK** to confirm your selection.
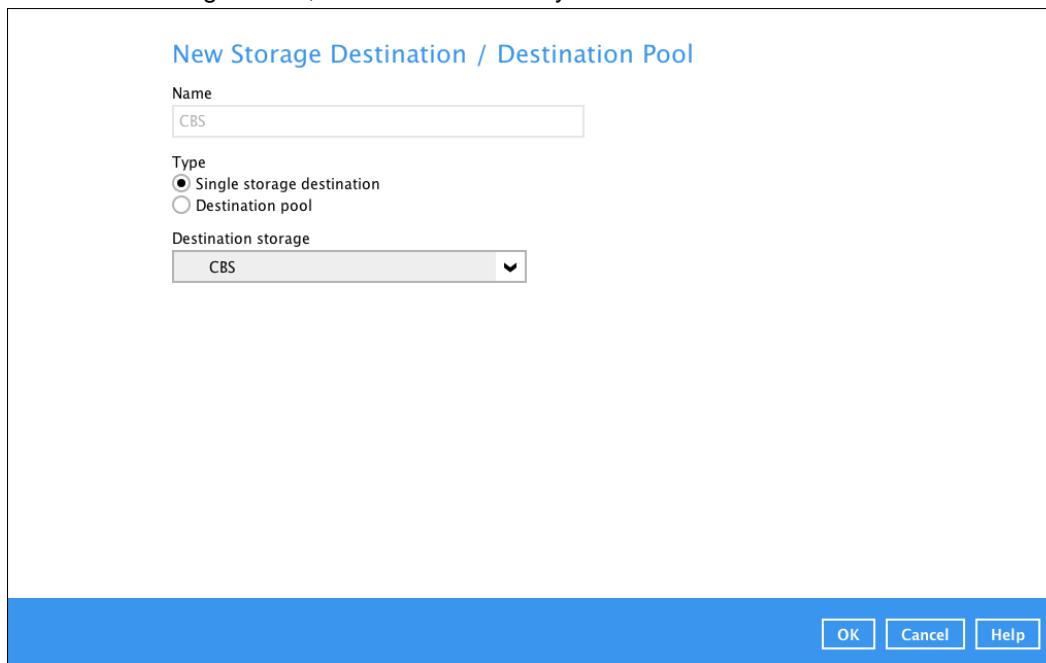
13. In the Destination window, your selected storage destination will be shown. Click **Next** to proceed.

14. In the Encryption window, the default **Encrypt Backup Data** option is enabled with an encryption key preset by the system which provides the most secure protection.
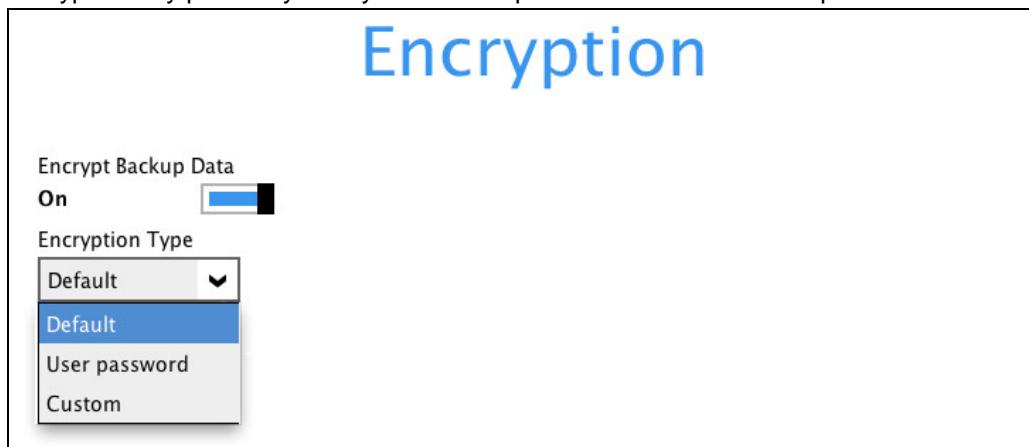
You can choose from one of the following three Encryption Type options:

➢ **Default** – an encryption key with 44 alpha numeric characters will be randomly generated by the system

➢ **User password** – the encryption key will be the same as the login password of your Backup App at the time when this backup set is created. Please be reminded that if you change the Backup App login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.

➢ **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method and key length.
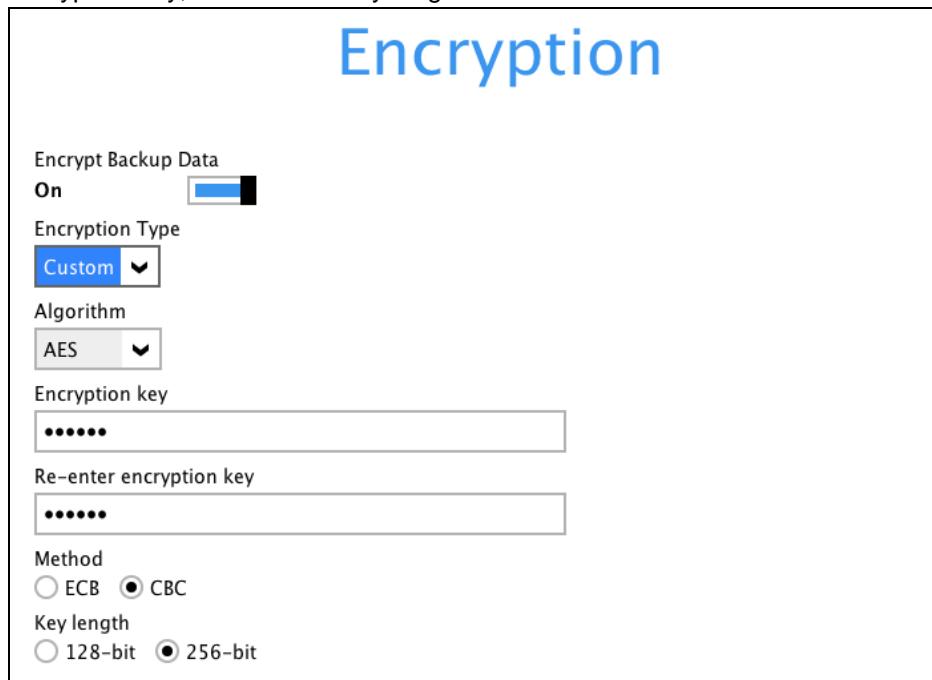
Click **Next** when you are done setting.

15. If you have enabled the Encryption Key feature in the previous step, the following pop-up
window shows, no matter which encryption type you have selected.
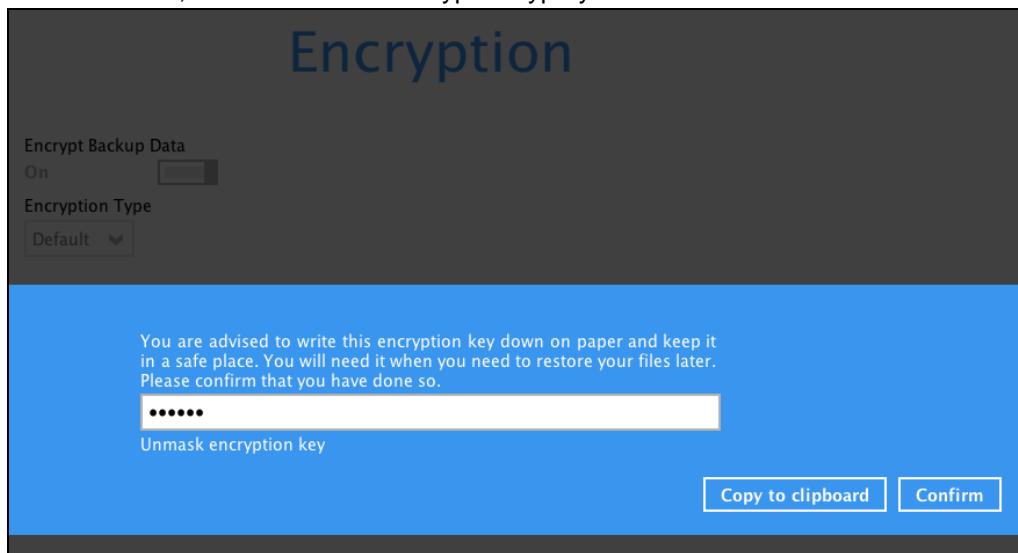
The pop-up window has the following three options to choose from:

➢ **Unmask encryption key** – The encryption key is masked by default. Click this option to show the encryption key.
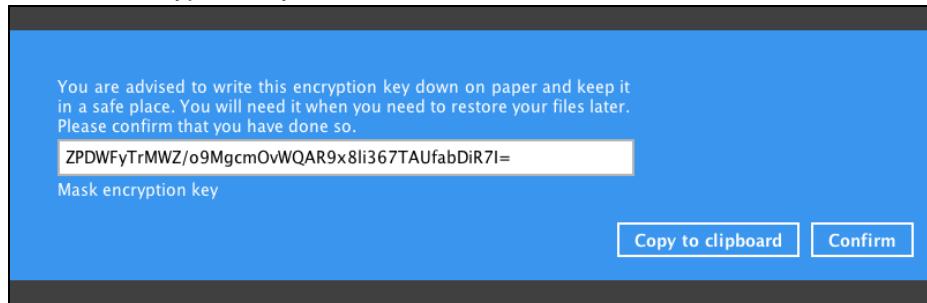
➢ **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.

➢ **Confirm** – Click to exit this pop-up window and proceed to the next step.

16. Upon successful creation of the backup set, the following screen will appear. You can click **Backup now** to back up your data or click **Close** to exit.
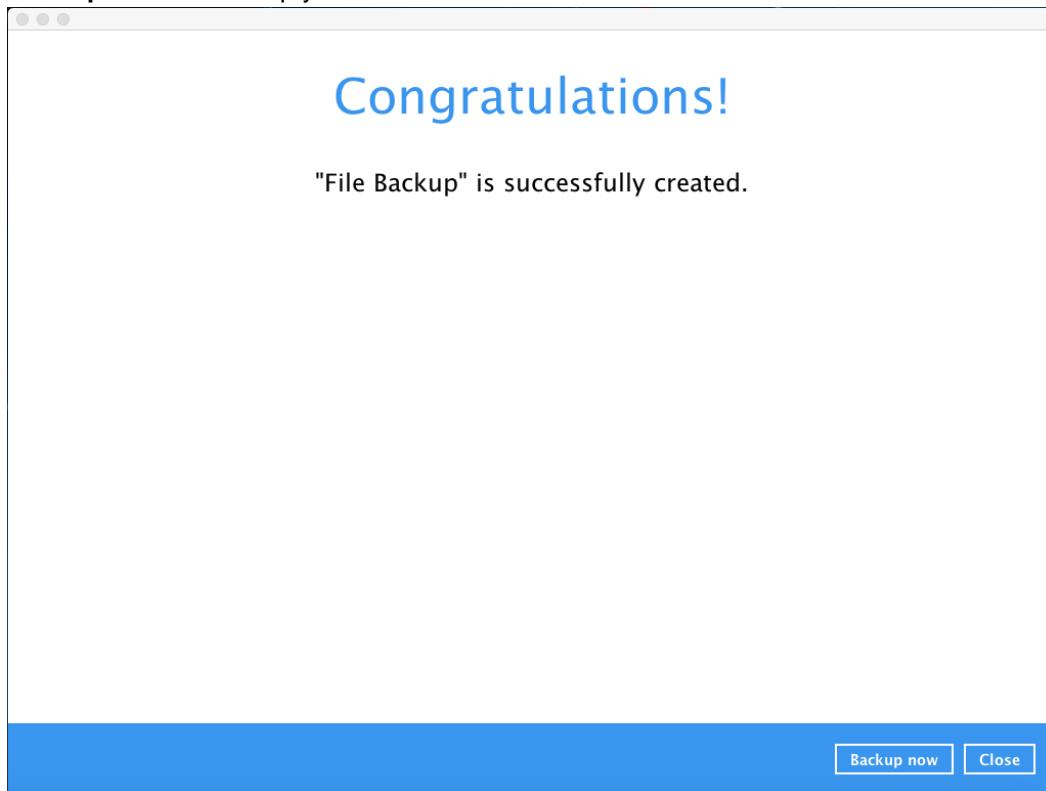
6   Overview on Backup Process

The following steps are performed during a backup job:

1 Establishing connection

Connection from the backup client to the backup server is established.

2 Running pre-backup command

Pre-backup command is run (if necessary).

3 Compiling file list

Local file list is compiled according to the backup source setting.

6 Generating delta files

Delta files are generated for modified files (if required).

5 Comparing files

Local and remote file lists are compared to identify new, updated, or deleted files and folders since the last backup job.

4 Downloading files

Remote file list and checksum files are downloaded from the backup destination.

7 Uploading files

Data are compressed, encrypted, divided into individual data block of size either 16 MB or 32 MB, and then uploaded to the backup destination(s).

8 Saving files

Latest index files on client computer are saved to the backup destinations.

9 Running post-backup command

Post-backup command is run (if necessary).

10 Removing temporary files

Temporary files are removed from the temporary directory.

Backup job completed

7   Run Backup Jobs

Login to Backup App

Login to the Backup App application according to the instructions in chapter 4 <u>Login to Backup App</u>.

Start a Manual Backup

1. Click **Backup** on the main interface of Backup App.
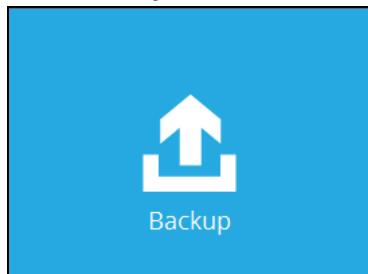

2. Select the backup set that you would like to create a backup schedule for. In case you want to modify the In-File Delta type, Destinations and Retention Policy settings, click **Show advanced option**.

    ## Please Select The Backup Set To Backup

    File Backup
    Owner: Scherrings-Mac-mini
    Last Backup: Thursday, 24 November 2016 15:11

    Close   Help

3. When advanced options are shown, it is recommended that you tick the checkbox next to **Run Retention Policy after backup** in the Retention Policy section at the bottom. This will help you save hard disk quota in the long run. In the In-File Delta type section, the following three options are available:

Backup set type
File

In-File Delta type
◉ Full
○ Differential
○ Incremental

Destinations
☑   CBS (Host: 10.3.1.8:443)

Retention Policy
☑ Run Retention Policy after backup

Hide advanced option

- ◉ **Full** – A full backup captures all the data that you want to protect. When you run a backup job for the first time, Backup App will run a full backup regardless of the in-file delta setting.

- ◉ **Differential** – A differential backup captures only the changes made as compared with the last uploaded full file only (i.e. changes since the last full backup, not since the last differential backup).

- ◉ **Incremental** – An incremental backup captures only the changes made as compared with the last uploaded full or delta file (i.e. changes since the last incremental backup).

4. Click **Backup** to start the backup job. The status will be shown.

CBS (Host: 10.3.1.8:443)
Downloading server file list... Completed   🔍 **X**
Estimated time left   0 sec
Backed up   0 (0 file, 0 directory, 0 link)
Elapsed time   2 sec
Transfer rate   0bit/s

5. When the backup is completed, the progress bar will be green in color and the message "Backup Completed Successfully will appear.

CBS (Host: 10.3.1.8:443)
✓ Backup Completed Successfully   🔍
Estimated time left   0 sec
Backed up   18.62k (6 files, 0 directory, 0 link)
Elapsed time   12 sec
Transfer rate   4.29kbit/s

6.   You can click the ⌕ **View** icon on the right hand side to check the log. A window will pop up to show the log. Close the pop-up window when you finish reading it.

Show All ▾

| Type	Log	Time
ⓘ	Start [Mac OS X 10.11.1 (Scherrings-Mac-mini), BackupApp v7.9.0.0]	24/11/2016 15:12:17
ⓘ	Saving encrypted backup set encryption keys to server...	24/11/2016 15:12:23
ⓘ	Start Backup ... [In-File Delta: Full]	24/11/2016 15:12:23
ⓘ	Using Temporary Directory /Users/Scherring/temp/1479952176042/OBS@1479970446499	24/11/2016 15:12:23
ⓘ	Downloading server file list...	24/11/2016 15:12:23
ⓘ	Downloading server file list... Completed	24/11/2016 15:12:27
ⓘ	Reading backup source from hard disk...	24/11/2016 15:12:30
ⓘ	Reading backup source from hard disk... Completed	24/11/2016 15:12:30
ⓘ	[New Directory]... /	24/11/2016 15:12:30
ⓘ	[New Directory]... /Users	24/11/2016 15:12:30
ⓘ	[New Directory]... /Users/Scherring	24/11/2016 15:12:30
ⓘ	[New Directory]... /Users/Scherring/Desktop	24/11/2016 15:12:30
ⓘ	[New Directory]... /Users/Scherring/Documents	24/11/2016 15:12:30
ⓘ	[New Directory]... /Users/Scherring/Documents/Document folder 01	24/11/2016 15:12:31
ⓘ	[New Directory]... /Users/Scherring/Documents/Templates	24/11/2016 15:12:31
ⓘ	[New Directory]... /Users/Scherring/Documents/Reference	24/11/2016 15:12:31
ⓘ	[New Directory]... /Users/Scherring/Documents/Images	24/11/2016 15:12:31
ⓘ	[New Directory]... /Users/Scherring/Desktop/======	24/11/2016 15:12:31
ⓘ	[New Directory]... /Users/Scherring/Desktop/======/Scherring	24/11/2016 15:12:31
ⓘ	[New Directory]... /Users/Scherring/Desktop/======/Scherring/Desktop	24/11/2016 15:12:31
ⓘ	[New Directory]... /Users/Scherring/Desktop/======/Scherring/Desktop/Sample_Test_Data	24/11/2016 15:12:31
ⓘ	[New Directory]... /Users/Scherring/Desktop/======/Scherring/Desktop/Sample_Test_Data/Internationalization	24/11/2016 15:12:31
ⓘ	[New Directory]... /Users/Scherring/Desktop/======/Scherring/Desktop/Sample_Test_Data/Internationalization/Intè...	24/11/2016 15:12:31
ⓘ	[New Directory]... /Users/Scherring/Desktop/CBK Mobile App Certs	24/11/2016 15:12:31

Logs per page 50 ▾   Page 1 / 4 ▾

Close

Configure Backup Schedule for Automated Backup

1. Click **Backup Sets** on the Backup App main interface.

2. All backup sets will be listed. Select the backup set that you would like to create a backup schedule for. A screen will pop up, showing the General tab.
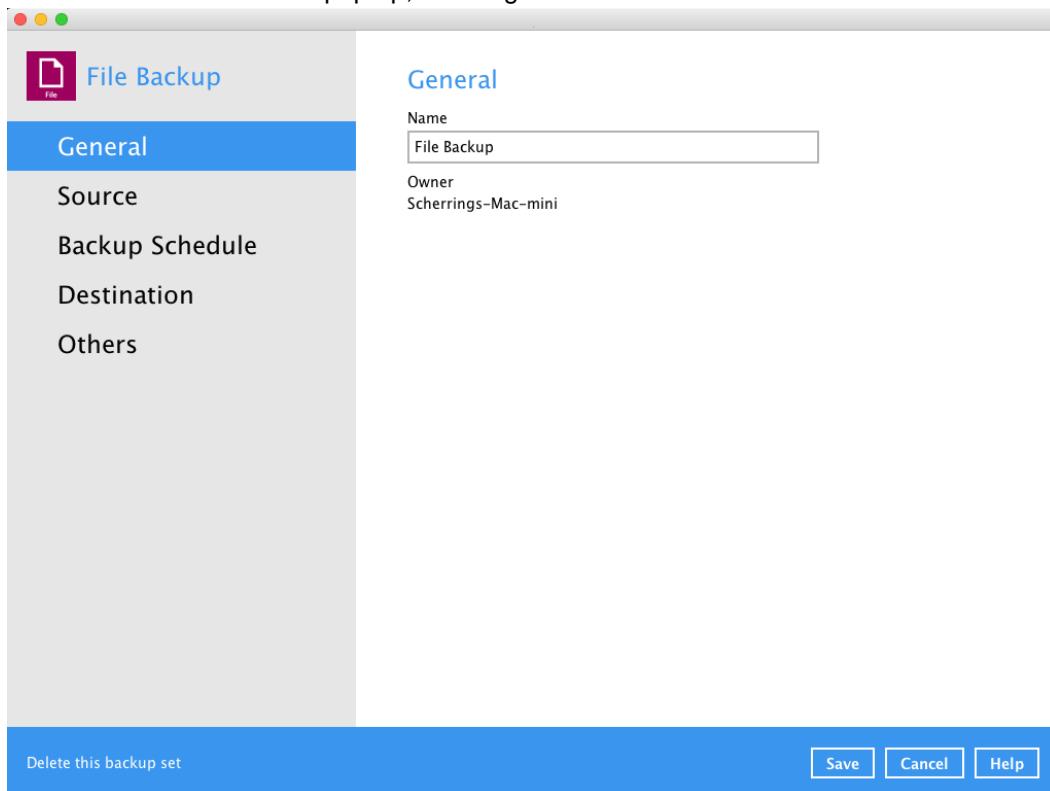
3. Go to the **Backup Schedule** tab. In case Run scheduled backup for this backup set is off, switch it **On**. Existing schedules will be listed at the bottom if any.
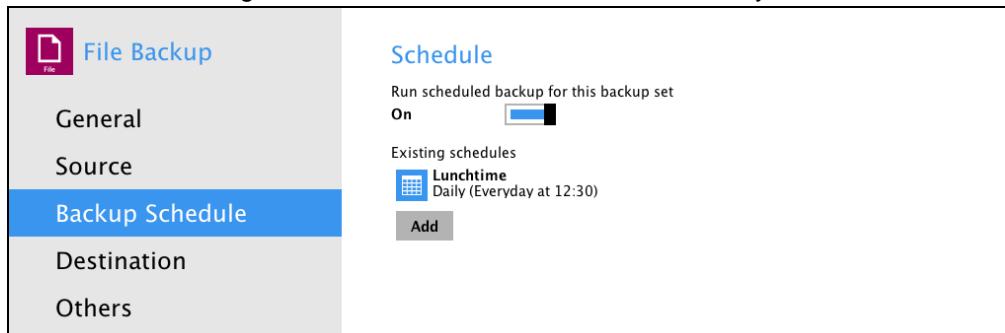
4. Click **Add** to add a backup schedule. The New Backup Schedule window will appear.
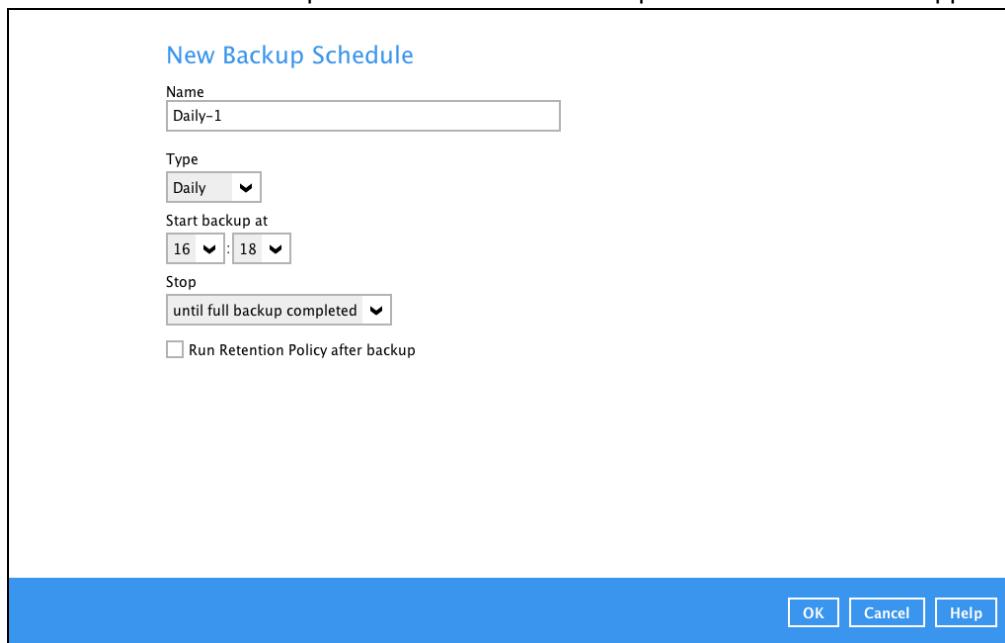
5. In the New Backup Schedule window, you can configure your backup schedule settings. To save hard disk quota in the long run, it is recommended that you tick the checkbox next to **Run Retention Policy after backup** at the bottom. The rest of the setting options will vary by which option you choose from the **Type** dropdown menu:

- **Daily** – when to start the backup job
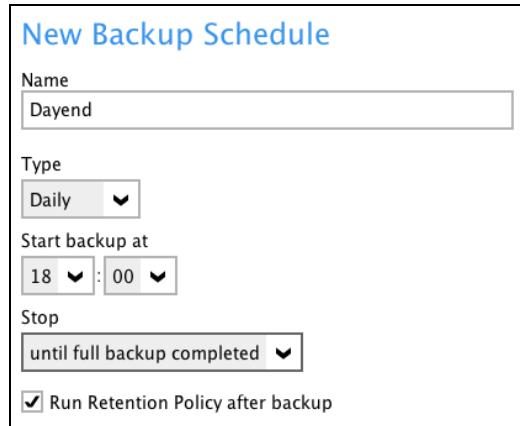
⊙   **Weekly** – which day of the week and what time that day to start the backup job

⊙   **Monthly** – which day of the month and what time that day to start the backup job

⊙   **Custom** – which particular date to start a one-off backup job

The **Stop** dropdown menu offers two options:

⊙ **until full backup completed** – in case you prefer a complete backup
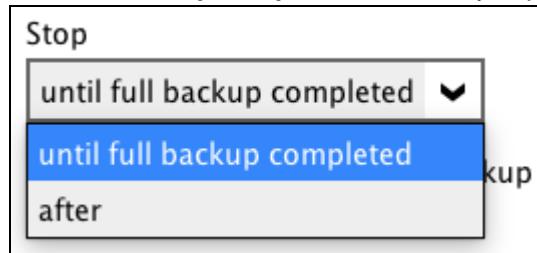
⊙ **after [how many] hr** – in case you prefer the backup job to stop after a certain number of hours regardless of whether or not the backup job is complete
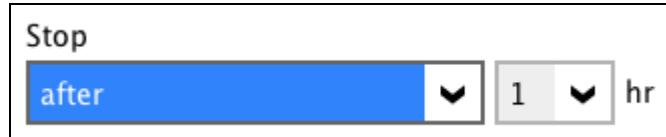
As an example, the four types of backup schedules may look like the following.

6. Click **Save** to confirm your settings. Then, click **Close** to exit Backup Sets.

8   Restore Data

Login to Backup App

Login to the Backup App application according to the instructions in section 4.2 Login to Backup App.

Restore Data

1. In the Backup App main interface, click the **Restore** icon.
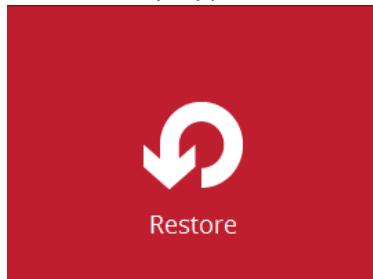
2. Select the backup set that you would like to restore data from.

3. Select where you would like to restore your data from.

4. Select to restore files from a specific backup job, or from all files available. Then, select the files or folders that you would like to restore.

There are two options from the **Select what to restore** drop-down menu:

- ⦿ **Choose from files as of job** – This option allows you to select a backup version from a specific date and time to restore.
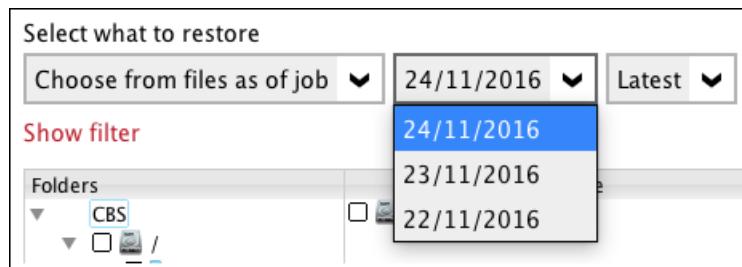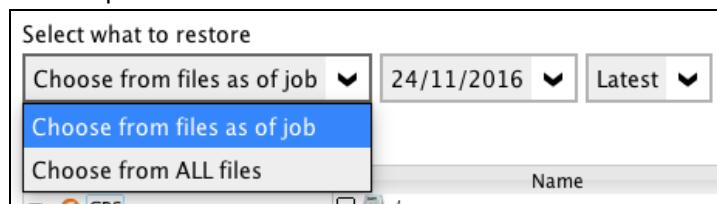
- ⦿ **Choose from ALL files** – This option allows you to restore all the available backup versions for this backup set. Among all the available backup versions, you can even select only some of the backup versions of a file to restore.
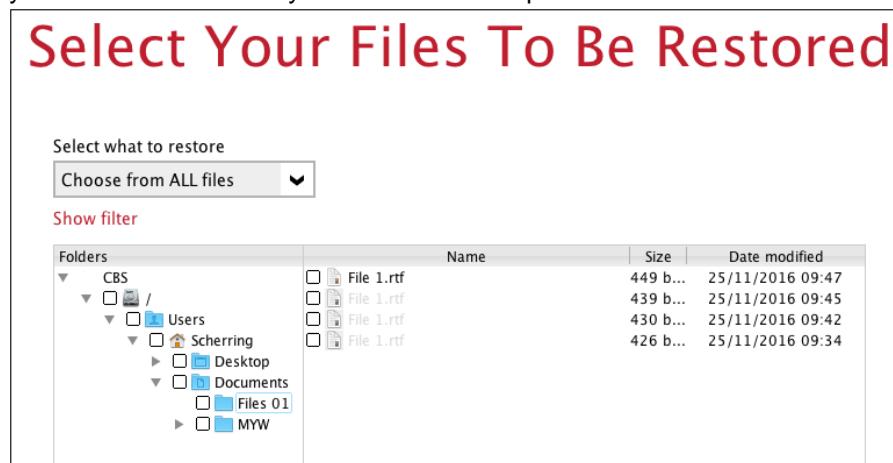
The following is an example showing all the available backup versions of the file **File 1.rtf**. The latest version is shown in solid black color and all the previous versions are shown in grey color. You can identify the file version from the **Date**

modified column.

Name	Size	Date modified
☐ 📄 File 1.rtf	449 b...	25/11/2016 09:47
☐ 📄 File 1.rtf	439 b...	25/11/2016 09:45
☐ 📄 File 1.rtf	430 b...	25/11/2016 09:42
☐ 📄 File 1.rtf	426 b...	25/11/2016 09:34

When the restore is done, you will see all the selected backup versions in the restore destination. The latest backup version has the file name as the original file, while the previous versions have the time stamps added to their file names for easy identification.

« Common ▸ KMT ▸ Steven ▸ Others ▸ File Snapshot

Name	Date modified
📄 File snapshot testing	11/7/2016 6:54 PM
📄 File snapshot testing_2016-11-07-18-39-11	11/7/2016 6:39 PM
📄 File snapshot testing_2016-11-07-18-51-55	11/7/2016 6:51 PM
📄 File snapshot testing_2016-11-07-18-53-26	11/7/2016 6:52 PM

5. Click **Next** to proceed when you are done with the selections.

6. Select to restore the files to their **Original location**, or to an **Alternate location**. Then, click **Next** to proceed.

- ⦿ **Original location** – the backed up data will be restored to the computer running the Backup App under the same directory path as on the machine storing the backup source. For example, if the backup source files are stored under **Users/[User's Name]/Downloads** folder, the data will be restored to **Users/[User's Name]/Downloads** as well on the computer running the Backup App.

Choose Where The Files To Be Restored

Restore files to
⦿ Original location
◯ Alternate location   [_____] Browse

Show advanced option

Previous   Next   Cancel   Help

⊙ **Alternate location** – you can choose to restore the data to a location of your choice on the computer where Backup App is running.
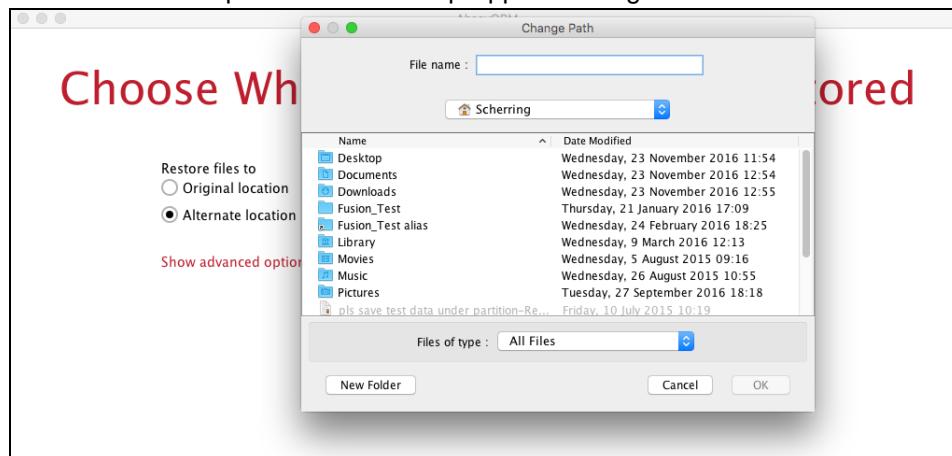
7. Click **Show advanced option** to configure other restore settings:
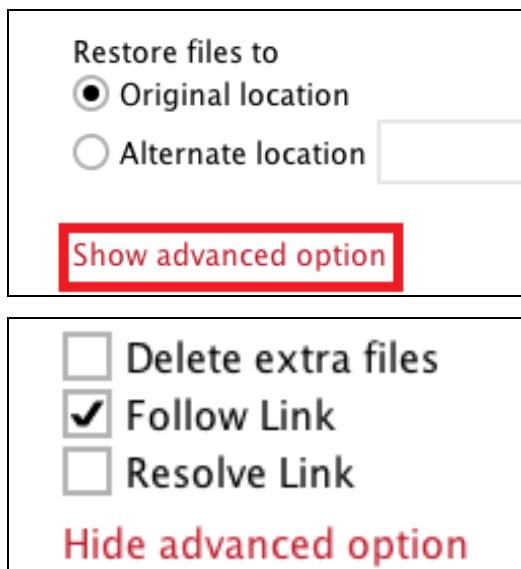
⊙ **Delete extra files**

By enabling this option, the restore process will attempt to synchronize the selected restore source with the restore destination, making sure the data in the restore destination is exactly the same as the restore source. Any data created after backup will be treated as "extra files" and will be deleted from the restore source if this feature is enabled.

Example:

i) Two files are created under the **Document folder 01**, namely doc 1 & doc 2.
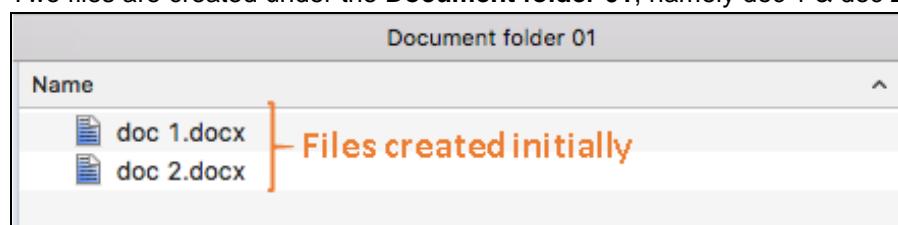
ii) A backup is performed for folder **Document folder 01**.

iii) Two new files are created, namely doc 3 & doc 4.

iv) A restore is performed for the **Document folder 01**, with **Delete extra files** option enabled.

v) Since doc 3 & doc 4 have never been backed up, therefore they will be deleted from **Document folder 01**, leaving only the two files that have been backed up.

WARNING

Please exercise extra caution when enabling this feature. Consider what data in the restore source has not been backed up and what impact it would cause if those data is deleted.

Prior to the data restore and synchronization, a warning message shows as the one shown below. Only clicking **Yes** will the "extra file" be deleted. You can click **Apply to all** to confirm deleting all the "extra files" at a time.

⊙ **Follow Link (Enabled by default)**
When this option is enabled, not only the symbolic link or junction point will be restored, the directories and files that the symbolic link or junction point links to will also be restored.

The table below summarizes the behaviors when a restore is performed with different settings.

Follow Link	Restore to	Behavior
Enabled	**Original location**	Symbolic link or junction point is restored to the original backup location. Target directories or files are also restored to the original backup location.
	Alternate location	Symbolic link or junction point is restored to the location specified. Target directories or files are also restored to

		the alternate location specified.
Disabled	**Original location**	Symbolic link or junction point is restored to the original backup location.
		Target directories or files are NOT restored to the original backup location.
	Alternate location	Symbolic link or junction point is restored to the location specified.
		Target directories or files are NOT restored to the alternate location specified.

- ◉ **Resolve Link (Only for restoring to Alternate Location)**
  This option must be used in conjunction with the **Follow Link** option. When this option is enabled, the symbolic link or junction point, as well as the directories and files that the symbolic link or junction point links to will also be restored in the alternate location you have chosen. That means the link or junction will point to the alternate location instead of the original location.

  The table below summarizes the behaviors when a restore is performed with this option turned on and off.

Resolve Link	Behavior
Enabled	Symbolic link or junction point is restored to the alternate location specified, with its target directories and files also restored to the same location in their relative path.
	Target of the link or junction is updated to the new relative path. In other word, the link or junction now points to the new alternate location.
Disabled	Symbolic link or junction point is restored to the alternate location specified, with its target directories and files also restored to the same location in their relative path.
	However, target of the link or junction is NOT updated to the new relative path. In other word, the link or junction still points to the original location.

8. Click **Next** to proceed when you are done with the settings.

9. Select the temporary directory for storing temporary files, such as delta files, when they are being merged.

   By default, the temporary files are stored under the temp directory of the user profile directory. In case the same directory path does not exist in the computer you are running Backup App, you have to click **Browse** to define a new location for storing the temporary files. Otherwise, you

will not be able to perform a restore.

Temporary Directory

Temporary directory for storing restore files

| /Users/Scherring/temp | **Browse** |

10. Click **Restore** to start the restore. The status will be shown.

CBS (Host: 10.3.1.8:443)

Restoring... \\LAUREL\Departments\Customer Services\Common\KMT\Steven\Graphic\...
Estimated time left   0 sec (1.76M)
Restored   1.52M (23 files)
Elapsed time   2 sec
Transfer rate   27.51Mbit/s

11. When the restore is completed, the progress bar will be green in color and the message "Restore Completed Successfully" will appear.

CBS (Host: 10.3.1.8:443)

✔ Restore Completed Successfully
Estimated time left   0 sec
Restored   8.86k (1 file)
Elapsed time   4 sec
Transfer rate   8.86kbit/s

You can click the 🔍 **View** icon on the right hand side to check the log. A window will pop up to show the log. Close the pop-up window when you finish reading it.

Show | All ▾ |

Type	Log	Time
ℹ	Start [Mac OS X 10.11.1 (Scherrings-Mac-mini), BackupApp v7.9.0.0]	24/11/2016 10:22:46
ℹ	Initializing decrypt action...	24/11/2016 10:22:46
ℹ	Initializing decrypt action... Completed	24/11/2016 10:22:46
ℹ	Downloading... "/Users/Scherring/Documents/Document folder 01/doc 1.docx" (Total 11k bytes)	24/11/2016 10:22:47
ℹ	"/Users/Scherring/Documents/Images/pic 1.jpg" contains the same file resource. Skip restore file resource.	24/11/2016 10:22:47
ℹ	"/Users/Scherring/Documents/Images/pic 2.jpg" contains the same file resource. Skip restore file resource.	24/11/2016 10:22:47
ℹ	"/Users/Scherring/Documents/Images/pic 4.jpg" contains the same file resource. Skip restore file resource.	24/11/2016 10:22:47
ℹ	"/Users/Scherring/Documents/Images/pic 3.jpg" contains the same file resource. Skip restore file resource.	24/11/2016 10:22:47
ℹ	"/Users/Scherring/Documents/Images" contains the same file resource. Skip restore file resource.	24/11/2016 10:22:47
ℹ	"/Users/Scherring/Documents/Document folder 01/doc 1.docx" contains the same file resource. Skip restore file resource.	24/11/2016 10:22:48
ℹ	Restore Completed Successfully	24/11/2016 10:22:49

Logs per page | 50 ▾ | Page | 1 / 1 ▾ |

12. In the Restore window, click **Cancel** to close the Restore window.

13. To exit Backup App, click the red "x" on the top left corner. A message will appear to ask for your confirmation. Click **Yes** to close the application. If you wish to use the Backup App again, you will then have to launch it again.
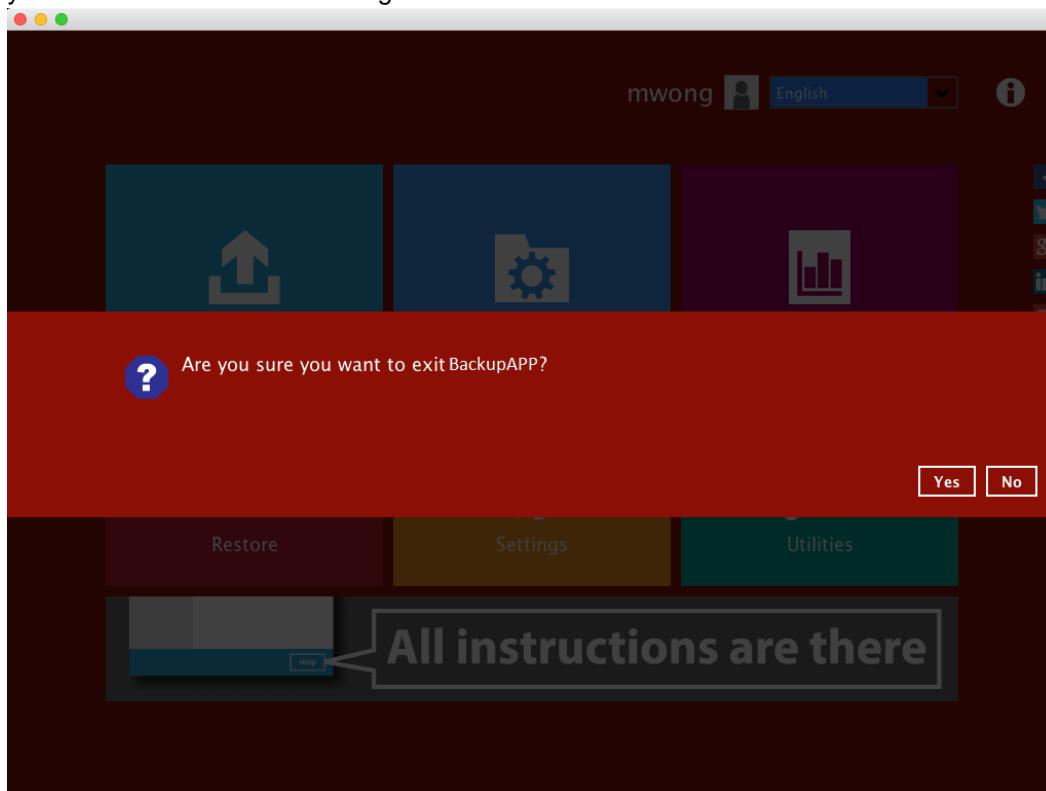
Appendix

Uninstall Backup App

1.   Click **Go** at the top menu bar and then select **Utilities**.
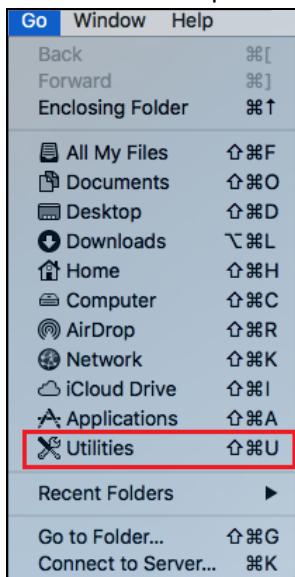
2.   Double-click the Terminal.app icon.

Terminal.app

3.   Use the command highlighted in red to enter the Applications folder.

```
#cd /Applications

#[user]-Mac-mini:Applications [user]$
```

4.   Use the command highlighted in red to enter the Backup App folder.

```
#[user]-Mac-mini:Applications [user]$ cd Backup App.app/bin

#[user]-Mac-mini:bin [user]$
```

5.   Use the command highlighted in red to execute the uninstallation. Enter the password for logging in to your Mac when prompted.

```
#[user]-Mac-mini:bin [user]$sudo sh uninstall.sh
#Password:
```

6.   The following scripts show when the uninstallation is completed.

```
#Shutdown Scheduler for Backup App A-Click Backup

#Wait 5 seconds before Scheduler exits
```

```
#Kill Process by Image Name:/Applications/Backup
App.app/jvm/bin/bJW

#Ignore Process by Image Name:

#Kill Process by Image Name: /Applications/Backup
App.app/jvm/bin/bschJW

#Ignore Process by Image Name:

#Kill Process by Image Name: /Applications/Backup
App.app/jvm/bin/java

#Ignore Process by Image Name:

#Remove LaunchDaemons for com.Backup App.scheduler from service

#Remove Backup App from Your Mac OS X

#[user]-Mac-mini:bin [user]$
```