

# Backup App v7

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## Cloud File Backup & Restore Guide for Windows

## Revision History

Date	Descriptions	Type of modification
18 Sept 2016	First Draft	New
3 Feb 2017	Added instructions and screen shots for Encryption key handling in Ch. 4.1	New
28 Feb 2017	Added Encryption Type option in Ch. 5 Create a Backup Set section	New
5 Apr 2017	Added Backup Destination for Run-on-Server Backup Set related info; 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 / Modification

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# 1 Overview

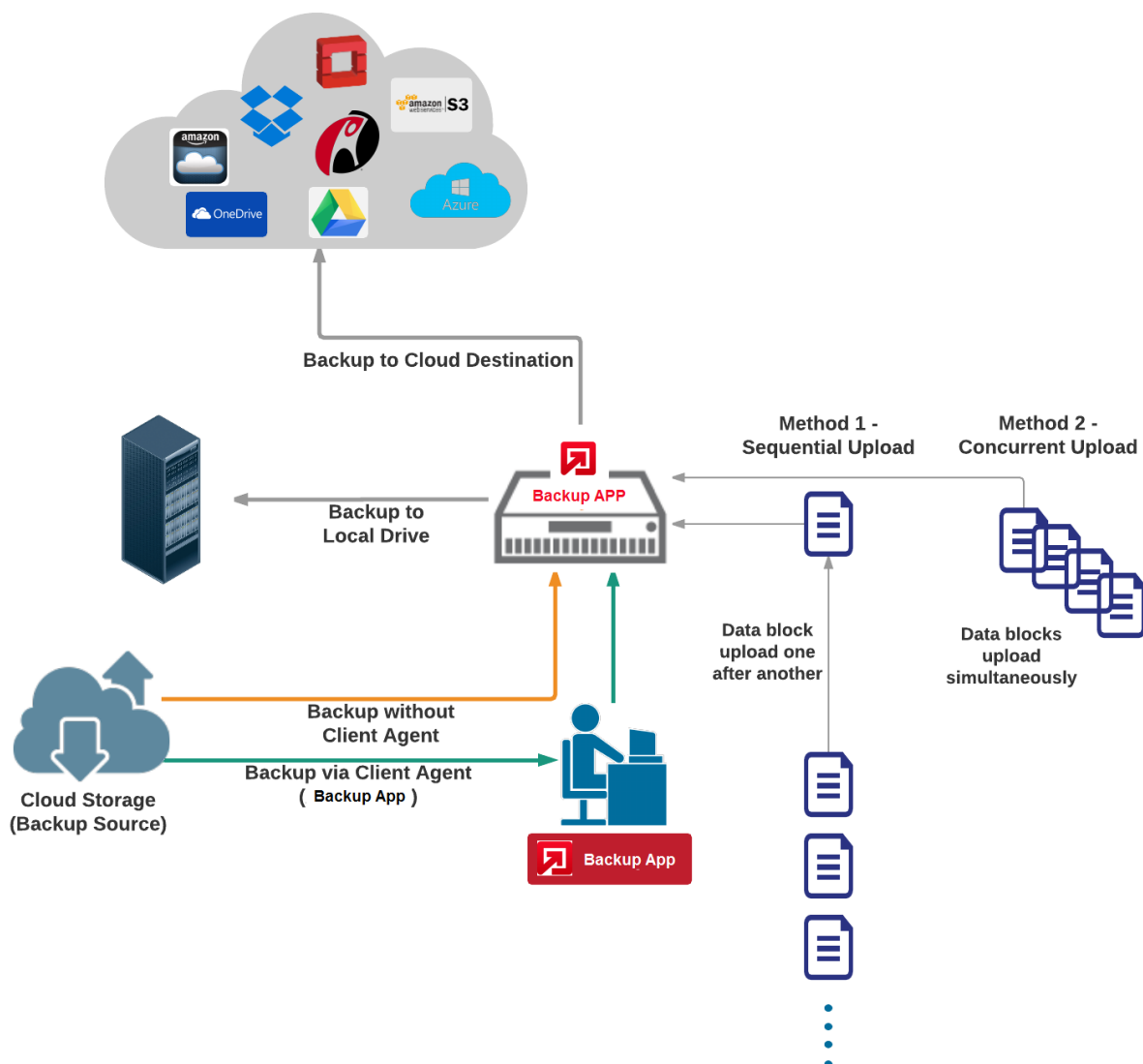
## *What is this software?*

Backup App brings you specialized client backup software, namely Backup App, to provide a set of tools to protect your data on cloud storage. This includes backup and recovery of individual files with versioning and retention policy to protect your data on cloud storages.

## *System Architecture*

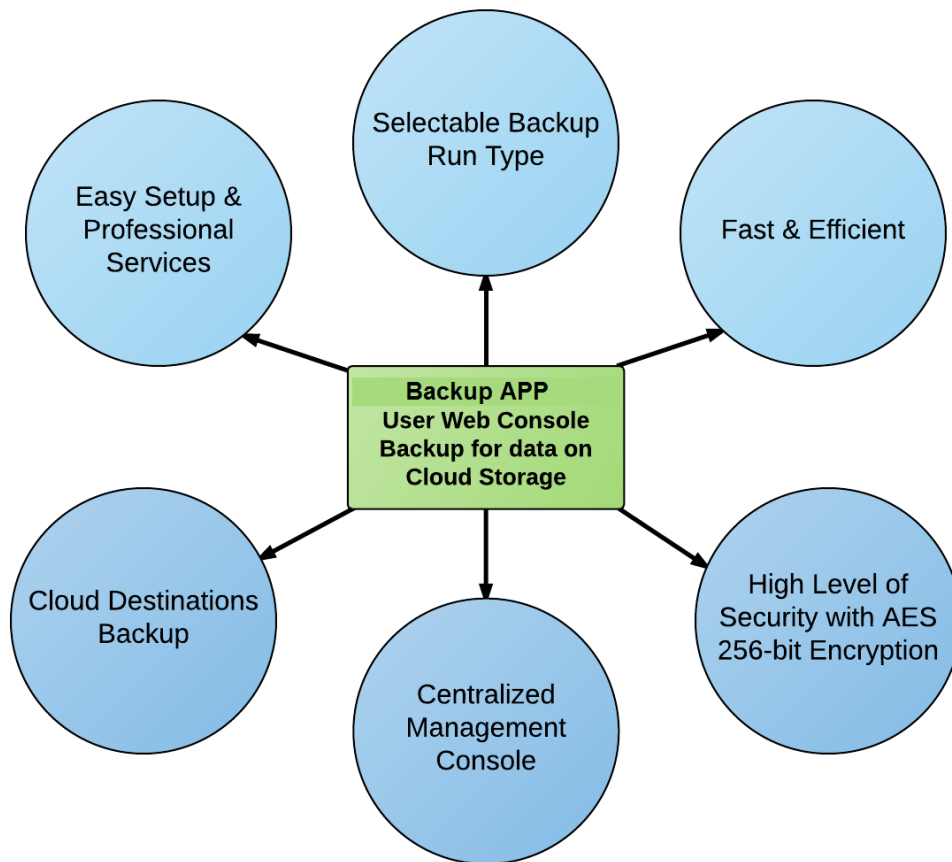
Below is the system architecture diagram illustrating the major elements involved in the backup process among the Cloud Storage, Backup App and Backup App.

In this user guide, we will focus on the software installation, as well as the end-to-end backup and restore process using both the Backup App (Client Agent) and Backup App User Web Console (Agentless).



### *Why should I use Backup App or Backup App User Web Console to back up my data on Cloud Storage?*

We are committed to bringing you a comprehensive cloud storage backup solution with Backup App. Below are some key areas we can help making your backup experience a better one.



### **Easy Setup & Professional Services**

**Setup is a few clicks away** - our enhanced Backup App v7 can be easily downloaded and installed in just a few clicks. The refined user interface also provides user-friendly instructions to guide you through installation, configuration, backup and restore. The intuitive setup procedures together with instructions in this user guide makes the software installation and operations easy even for layman users. That being said, if you do run into any problems during setup, we are here to help out. Visit

#### **Professional Services**

##### **Backup App Installation and Configuration Service**

If you would like to save the time of reading through this document for setup, we have introduced this service to take care of all the installation and setup for you. On top of the installation and setup services, we also have a whole series of premium after-sales services to provide you with the best user experiences possible.

##### **Valid Maintenance**

Our Valid Maintenance provides you with professional and timely customer support along the way. You are entitled to the Valid Maintenance for free during the first year of your service subscription, and recurring annual fee at 20% of your annual subscription fee.

Refer to our [Professional Services](#) webpage for further details and subscription.



## Selectable Backup Run Type

You can choose to either run the backup set you created on **Server** (Backup App) or **Client** (Backup App).

The run type of a cloud file backup set can only be set if you create a backup set via the Backup App Admin / User Web Console. For backup set created via the backup client application (i.e. Backup App), the run type is set to Run on Client by default.

### Run on Server

A Run on Server cloud file backup set provides you with an agentless backup solution. Manual or scheduled backup job is performed on the backup server (i.e. Backup App); you do not need to install a backup agent on your personal computer in order to backup your data on cloud storages.

#### *What are the benefits?*

- **Physical Machine not Required**

Since the whole backup and restore process is done over the CBS server and therefore you do not need a physical machine at all.

- **Simplified Installation**

Unlike agent-based backup, you do not need to install the client backup agent on your computer or upgrade it when a newer version becomes available.

- **Simplified Administration**

With one software to manage (Backup App, the backup server application), this allows administrator / user to manage backup and restore operations from a centralized console with lower time investment.

- **Compliance**

Some organizations cannot install client agents due to regulatory requirements. An agentless solution allows for compliance during backup or restore.

- **Consistency and Recoverability**

Backup client agent could interfere with the processing power of core applications of the machines that it is installed on. Run on Server cloud file backup job is performed on the backup server, which does not consume resources on client computer during a backup job.

The advantages of agentless backup technology make it a good option for administrators / users who want to simplify the backup and restore management.

### Run on Client

A Run on Client cloud file backup set provides you with an agent-based backup solution. Manual or scheduled backup job is performed on the client computer (i.e. Backup App); you need to install a backup agent on your personal computer in order to back up your data on cloud storages.

#### *What are the benefits?*

- **Robustness**

In the event of a failure to a single backup agent, it fails in isolation to other users' environment.

- **Industry standard requires minimal learning curve**

Agent-based backup is the traditional backup approach that is well understood by most administrators and end users whom would only need minimal effort and time to understand the backup and restore process and operations.

#### • Performance

Unlike an agentless backup, where backup / restore operations of all users are performed on the backup server which may have multiple jobs to run at the same time, resulting in slower performance. Agent-based backup is performed on your computer with resources that is dedicated for your own backup and restores.

The advantages of agent-based backup technology make it a good option for users who want to have more control on individual backup / restore and resources management.

With both **Run on Server** (agentless) and **Run on Client** (agent-based) backup options available and the freedom to use different setting on different backup sets according to your needs, our backup solution offers you with high level of flexibility and efficiency for cloud file backup and restore.

#### Differences between a Run on Server and Run on Client Backup Set

The following table summarizes the differences in backup options available for a Run on Server or Client cloud file backup set, and the tool to use (client agent or web console) when performing a backup and restore:

	Run on Server Cloud File Backup Set	Run on Client Cloud File Backup Set
General Settings	Yes	Yes
Backup Source	Yes	Yes
Backup Schedule	Yes	Yes
Continuous Backup	Yes	Yes
Destination	Yes (Restricted to Backup App only)	Yes
In-File Delta	Yes	Yes
Retention Policy	Yes	Yes
Command Line Tool	N/A	Yes
Reminder	N/A	Yes
Bandwidth Control	Yes	Yes
IP Allowed for Restore	N/A	Yes
Other	Yes	Yes
<b>To Run a Backup</b>	Backup App User Web Console Only	Backup App / Backup App
<b>To Run a Restore</b>	Backup App User Web Console Only	Backup App / Backup App



## Fast and Efficient

We understand that backup could be a time and resources consuming process, which is why Backup App is designed with advanced technologies to make backup a fast and efficient process.

We also understand that you may wish to run backup at a specified time interval of your choice, that's why we also allow you to set your own backup schedules so that you can take full control of the time when to perform backup.

- **Multi-threading** – this technology utilizes the computing power of multiple CPU cores for creating multiple backup and restore threads to produce fast backup and restore performance.
- **Block Level Incremental Backup** – this technology breaks down the backup files into multiple blocks and only the changed blocks will be backed up each time.



## Centralized Management Console

Our enriched features on the centralized web console offers you a one-stop location for monitoring and managing your backup and restore, whether you are a system administrator or backup user. Below is an overview of what you can do with it.

- Create backup set
- Restore backup
- Configure user settings
- Configure backup settings
- View and download backup and restore reports
- Monitor backup and restore live activities





## Cloud Destinations Backup

To offer you with the highest flexibility of backup destination, you can now back up mail objects to a wide range of cloud storage destinations. Below is a list of supported cloud destinations.

Amazon S3	Amazon Cloud Drive	AWS S3 Cloud Storage	Google Cloud Storage
Google Drive	OneDrive	Microsoft OneDrive / OneDrive for Business	Rackspace
OpenStack	Microsoft Azure	Dropbox	FTP
SFTP			

Cloud backup gives you **two major advantages**:

- Cloud to Cloud Backup** – you can back up your data on cloud storage to another cloud destination of your choice. This gives you an extra layer of protection in the event of a local drive corruption, where you will still be able to retrieve data from the cloud destination.
- Eliminate Hardware Investment** – with the increasingly affordable cloud storage cost, you can deploy on cloud platform and utilize cloud storage as your centralized data repository, or simply expand your cloud storage as a backup destination without having to invest on hardware.

### Note

Cloud destination backup applies only to agent-based backup sets. The backup destination is restricted to Backup App for all agentless backup sets.



## High Level of Security

We understand the data on your cloud storage may contain sensitive information that requires to be protected, that is why your backup data will be encrypted with the highest level of security measure.

- Un-hackable Encryption Key** – to provide the best protection to your backup data, you can turn on the encryption feature which will be default encrypt the backup data locally with AES 256-bit truly randomized encryption key.
- Encryption Key Recovery** – Furthermore, we have a backup plan for you to recover your encryption key in case you have lost it. You backup service provider can make it mandatory for you to upload the encryption key to the centralized management console, the encryption key will be uploaded in hashed format and will only be used when you request for a recovery.

## 1.1 About This Document

### *What is the purpose of this document?*

This document aims at providing all necessary information for you to get started with setting up your system for Cloud File backup and restore, followed by step-by-step instructions on creating backup set, running backup job and restoring backed up data, using both the Backup App and Backup App Web User Console.

The document can be divided into 3 main parts.

### **Part 1: Preparing for Cloud File Backup & Restore**

#### **Requirements**

Requirements on hardware & software for installation

#### **Best Practices and Recommendations**

Items recommended to pay attention to before backup and restore

### **Part 2: Performing Cloud File Backup**

#### **Logging in to Client Agent or User Web Console**

Log in to Backup App or User Web Console

#### **Creating a Backup Set**

Create a backup set using Backup App and User Web Console

#### **Running a Backup Set**

Run a backup set using the Backup App and User Web Console

#### **Configuring an Automated Backup**

Configure backup schedule for automated backup

### **Part 3: Restoring Cloud File Backup**

#### **Restoring a Backup Set using Backup App & User Web Console**

Restore a backup using the Backup App and User Web Console

### *What should I expect from this document?*

After reading through this documentation, you can expect to have sufficient knowledge to set up your system to backup data on Cloud storage using Backup App and User Web Console, as well as to carry out an end-to-end backup and restore process.

### *Who should read this document?*

This documentation is intended for backup administrators and IT professionals who are responsible for the Cloud File backup and restore.

## 2 Preparing for Backup and Restore

### 2.1 Hardware Requirement

- Dual Core architecture or above <sup>[1]</sup>
- Minimum: 2 GB
- Recommended: 4 GB or more
- Minimum: 500 MB
- TCP/IP
- Java 1.7u76 or above

### 2.2 Software Requirement

- **Windows platforms:**

- Vista Home Basic / Home Premium / Business / Enterprise / Ultimate
- 7 Home Basic / Home Premium / Professional / Enterprise / Ultimate
- 8 Pro / Enterprise
- 8.1 Pro / Enterprise
- 10 Pro / Enterprise
- Server 2008 Standard / Enterprise / Datacenter
- Server 2008 R2 Standard / Enterprise / Datacenter
- Server 2012 Standard / Essentials / Datacenter
- Server 2012 R2 Standard / Essentials / Datacenter
- Server 2016 Standard / Premium
- Small Business Server 2008 Standard / Essentials / Datacenter
- Small Business Server 2011 Standard / Essentials / Datacenter

- **Linux platforms:**

- CentOS 6
- CentOS 7
- Red Hat Enterprise Linux 6
- Red Hat Enterprise Linux 7

- **Unix platforms:**

- FreeBSD 9.0 / 9.1 / 9.2 / 10.0 [9]
- FreeBSD 10.1
- Solaris 10 x64
- Solaris 11 Express x64
- Solaris 11 x64

- **Mac OS X platforms:**

- Mac OS X 10.7.3 or above [10]
- OS X 10.8
- OS X 10.9
- OS X 10.10
- OS X 10.11
- macOS 10.12

### 2.3 Other Requirement and Recommendation

Ensure that the following requirements are met:

- **Backup App Installation**

Make sure that Backup App is installed on a computer with Internet access for connection to the cloud storage.

- **Access for Backup App User Web Console**

It is now possible to perform agentless backup and restore, which can be done via the Backup App User Web Console without using the Backup App client agent. In order to

access the User Web Console, make sure you have Internet connection and a web browser installed on your computer or mobile device.

❶ **Backup Quota Requirement**

Make sure that your Backup App user account has sufficient quota assigned to accommodate the storage for the Cloud File backup. Contact your backup service provider for details.

## 2.4 Best Practices and Recommendations

The following are some best practices or recommendations we strongly recommend you to follow before you start any Cloud File backup and restore.

❶ **Temporary Directory Folder Location (For backup and restore running on Backup App only)**

Temporary directory folder is used by Backup App for storing backup set index files and any incremental or differential backup files generated during a backup job. To ensure optimal backup/restoration performance, it is recommended that the temporary directory folder is set to a local drive.

❶ **Performance Recommendations**

Consider the following best practices for optimized performance of the backup operations:

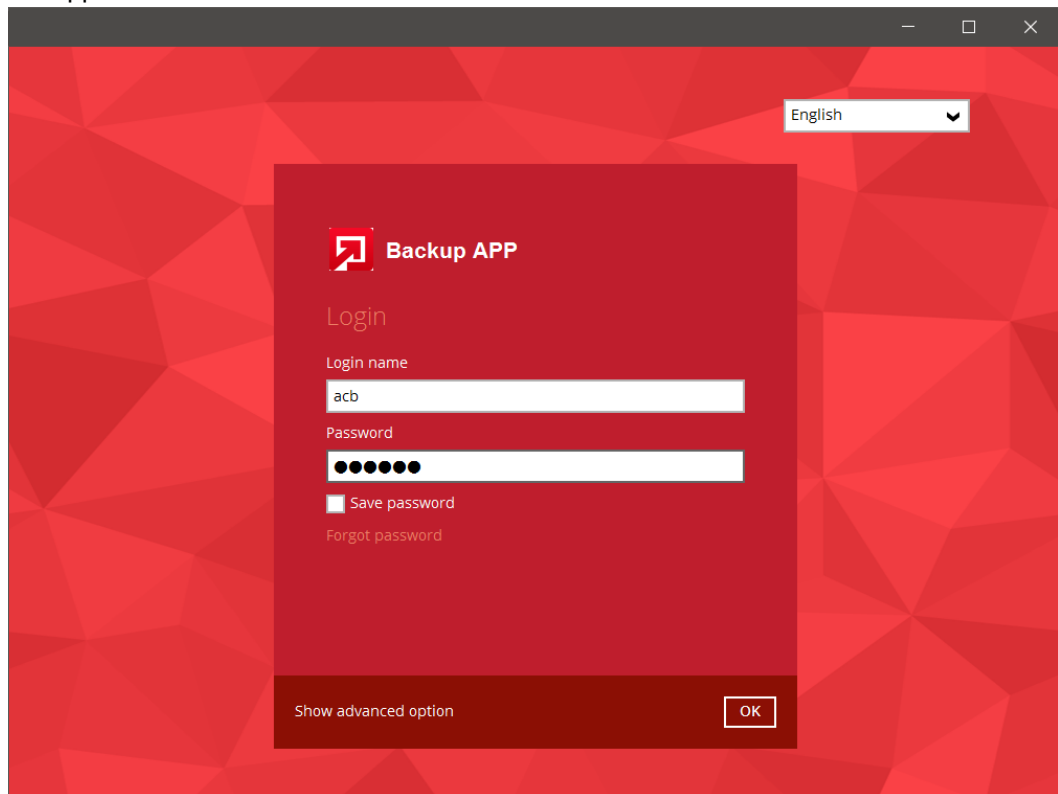
- Schedule backup jobs when system activity is low to achieve the best possible performance.
- Perform test restores periodically to ensure your backup is set up and performed properly. Performing recovery test can also help identify potential issues or gaps in your recovery plan. It's important that you do not try to make the test easier, as the objective of a successful test is not to demonstrate that everything is flawless. There might be flaws identified in the plan throughout the test and it is important to identify those flaws.

## 3 Login to Backup App / Backup App User Web Console

### 3.1 Login to Backup App

1. Login to the Backup App application user interface.

For client installation on Windows, double click the Backup App desktop icon to launch the application.



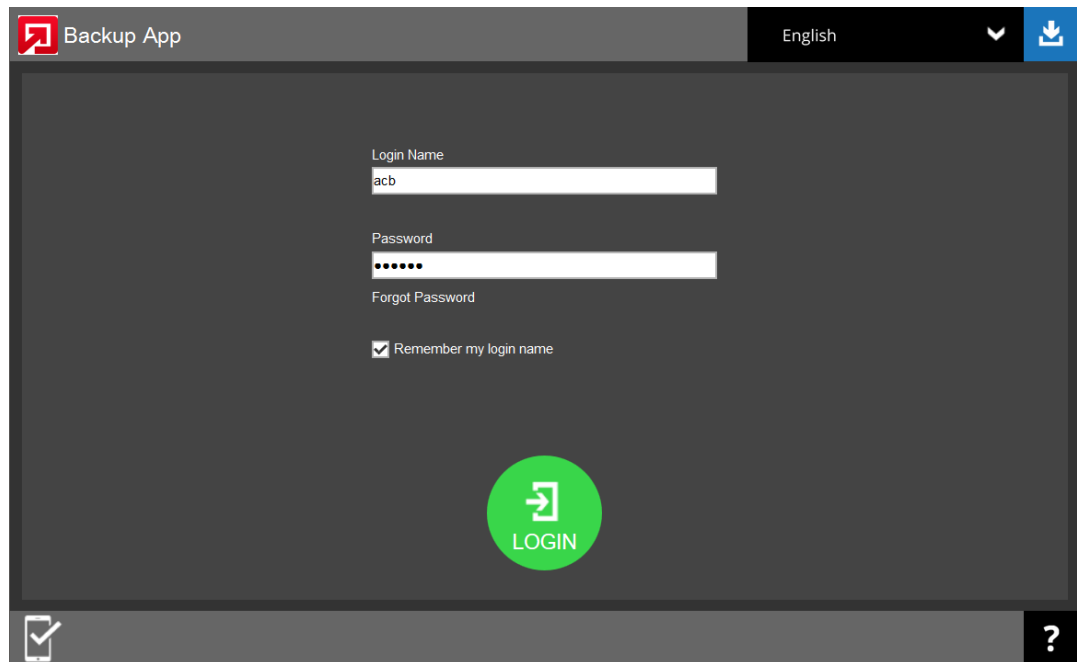
2. Enter the **Login name** and **Password** of your Backup App account.
3. Click **Show advanced option** to configure the **Backup Server** and **Proxy** details if necessary.
4. Click **OK** afterward to login to Backup App.

## 3.2 Login to the Backup App Web Console

1. Login to the Backup App web console at

`https://backup_server_hostname:port`

**Note:** Contact your service provider for the URL to connect to the web console if necessary.

The screenshot shows the Backup App login interface. At the top, there is a header bar with the Backup App logo on the left, the text "Backup App" in the center, and a language dropdown set to "English" on the right. Below the header, the main content area has a dark gray background. It contains a login form with the following elements: a "Login Name" label above a text input field containing "acb"; a "Password" label above a password input field with masked characters "\*\*\*\*\*"; a "Forgot Password" link below the password field; and a checkbox labeled "Remember my login name" which is checked. A large green circular button with a white login icon and the word "LOGIN" is centered below the form. At the bottom of the page, there is a footer bar with a mobile app icon on the left and a help icon (question mark) on the right.

2. Enter the **Login Name** and **Password** of your Backup App account.
3. Click **Login** afterward to login to the web console.

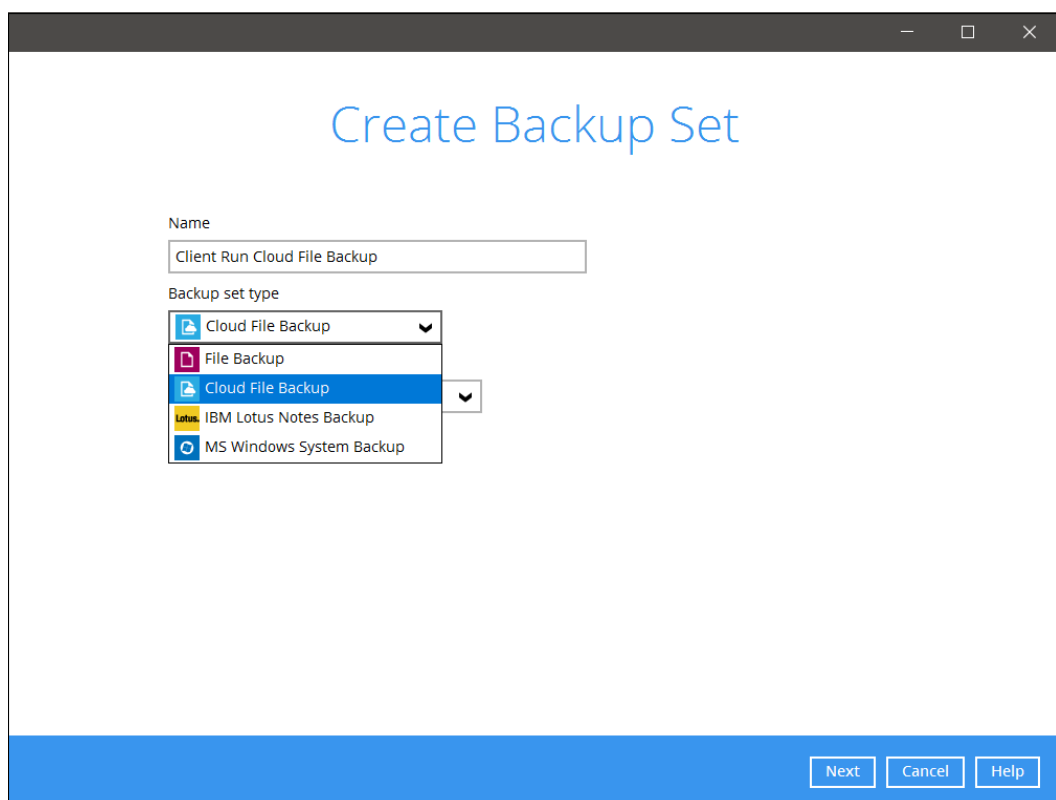
## 4 Creating a Cloud File Backup Set

### 4.1 Create a Cloud File Backup Set in Backup App

1. In the Backup App main interface, click **Backup Sets**.



2. Create a Cloud File backup set by clicking the “+” icon next to **Add new backup set**.
3. Enter a **Name** for your backup set and select **Cloud File Backup** as the **Backup set type**.

A screenshot of a window titled "Create Backup Set". The window has a white background and a blue footer bar. At the top, the title "Create Backup Set" is displayed in blue. Below the title, there is a "Name" label and a text input field containing "Client Run Cloud File Backup". Underneath, there is a "Backup set type" label and a dropdown menu. The dropdown menu is open, showing five options: "Cloud File Backup" (selected), "File Backup", "Cloud File Backup", "IBM Lotus Notes Backup", and "MS Windows System Backup". Each option has a small icon to its left. At the bottom right of the window, there are three buttons: "Next", "Cancel", and "Help".

4. Select the **Cloud type** of the cloud storage that contain the data that you want to backup:

Create Backup Set

Name  
Client Run Cloud File Backup

Backup set type  
Cloud File Backup

Cloud type

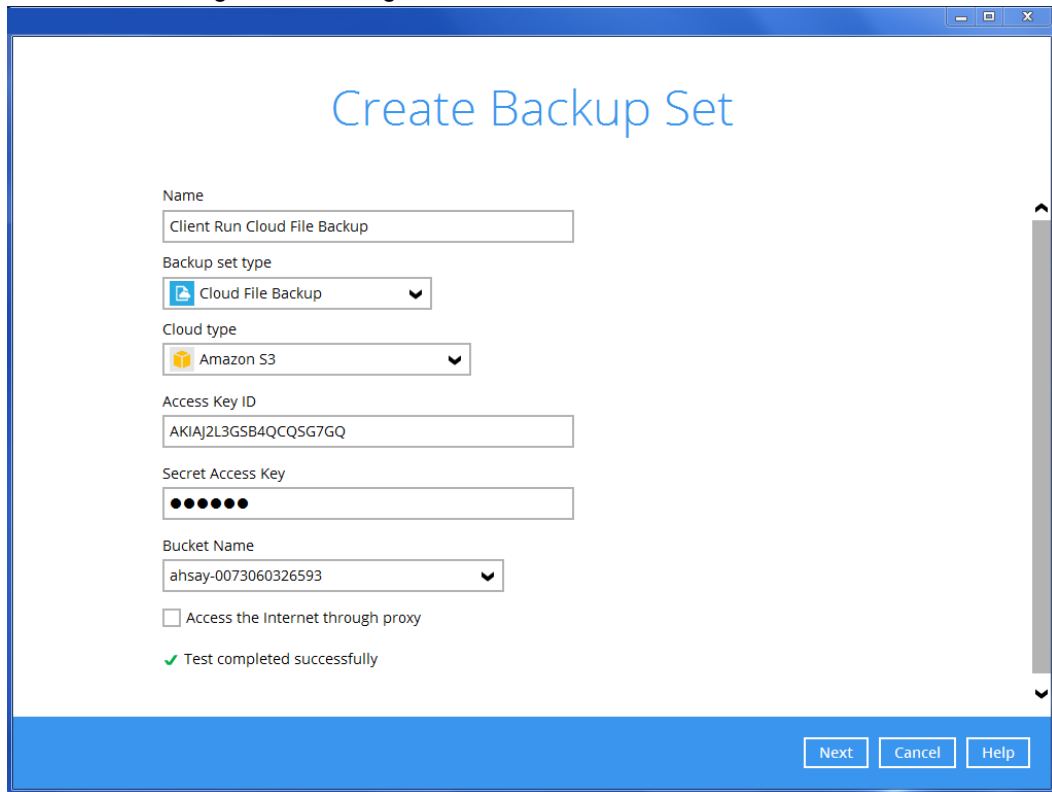
- Google Drive
- Amazon Cloud Drive
- Amazon S3
- AWS S3 Compatible Cloud Storage
- Google Cloud Storage
- Google Drive
- Microsoft Azure
- OneDrive
- OneDrive for Business

Next Cancel Help

5. Depending on the cloud type you have selected, you will be prompted to enter the cloud service login details in either way below.
  - Enter the login details on the current page in Backup App, then click **Test** to validate your account information. A confirmation text **Test completed successfully** shows when Backup App is connected to the cloud service successfully. If you need to route through proxy server to access the Internet, enable the **Access the Internet through proxy**



checkbox to configure the settings.

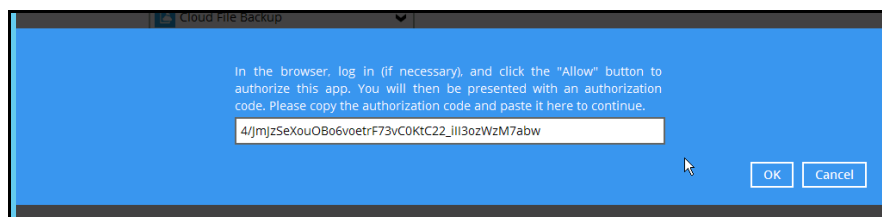
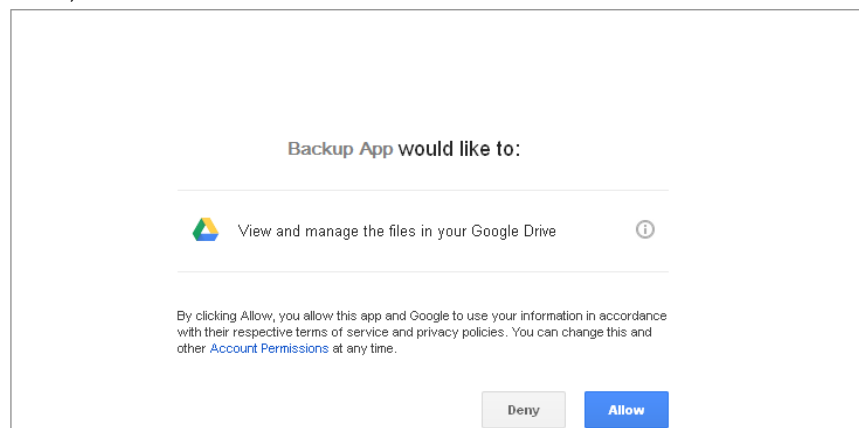


The 'Create Backup Set' window is a blue-themed dialog box. It contains the following fields and options:

- Name:** A text box containing 'Client Run Cloud File Backup'.
- Backup set type:** A dropdown menu with 'Cloud File Backup' selected.
- Cloud type:** A dropdown menu with 'Amazon S3' selected.
- Access Key ID:** A text box containing 'AKIAJ2L3G5B4QCQ5G7GQ'.
- Secret Access Key:** A text box with masked characters (dots).
- Bucket Name:** A dropdown menu with 'ahsay-0073060326593' selected.
- Access the Internet through proxy:** An unchecked checkbox.
- Test completed successfully:** A green checkmark icon followed by the text.
- Buttons:** 'Next', 'Cancel', and 'Help' buttons at the bottom right.

**-OR-**

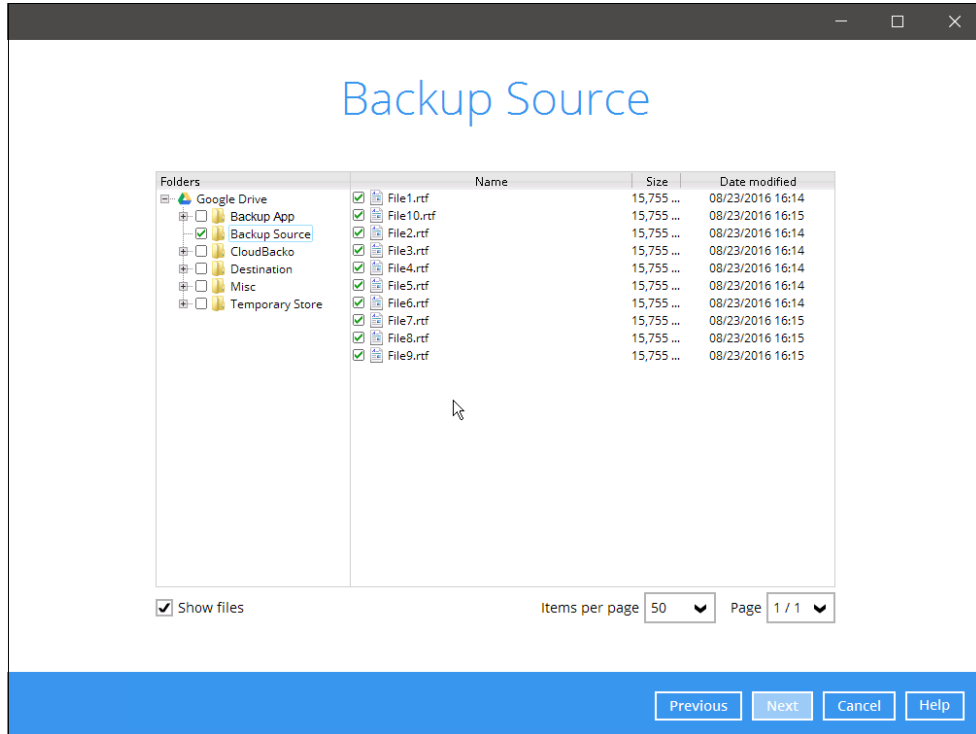
- Click **Test** to get redirected to the login page of the cloud service provider on your default browser, then enter the login details there. Click **Allow** to permit Backup App to access the cloud storage. Copy and paste the code generated by the cloud service provider to Backup App where you will be prompted to enter, then click **OK** to confirm.



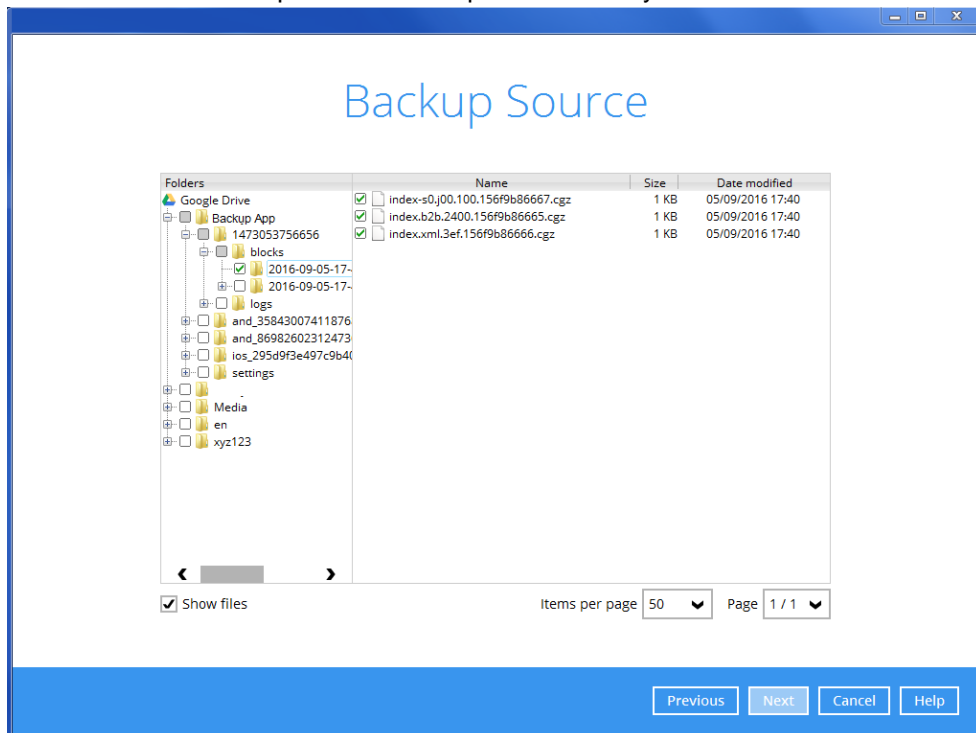
**IMPORTANT**

The authentication request will be opened in a new tab / window on the browser, ensure that the pop-up tab / window is not blocked (e.g. pop-up blocker in your browser).

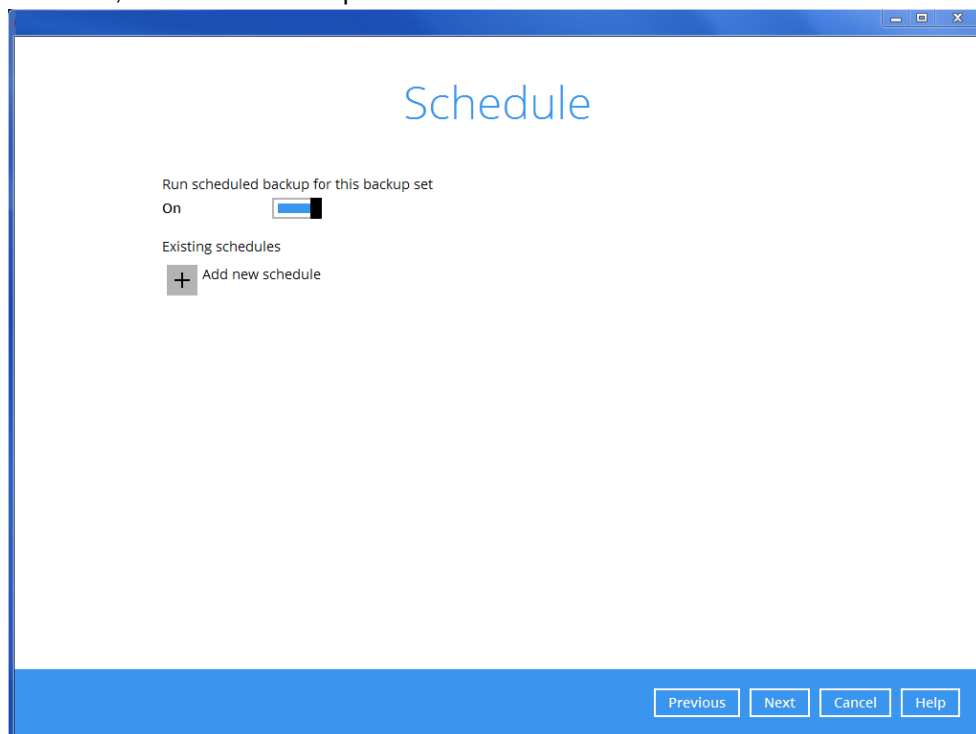
6. In the **Backup Source** menu, select the folder / files that you would like to backup.



Enable the **Show files** checkbox at the bottom left corner if you would like to choose individual file for backup. Click **Next** to proceed when you are done with the selection.

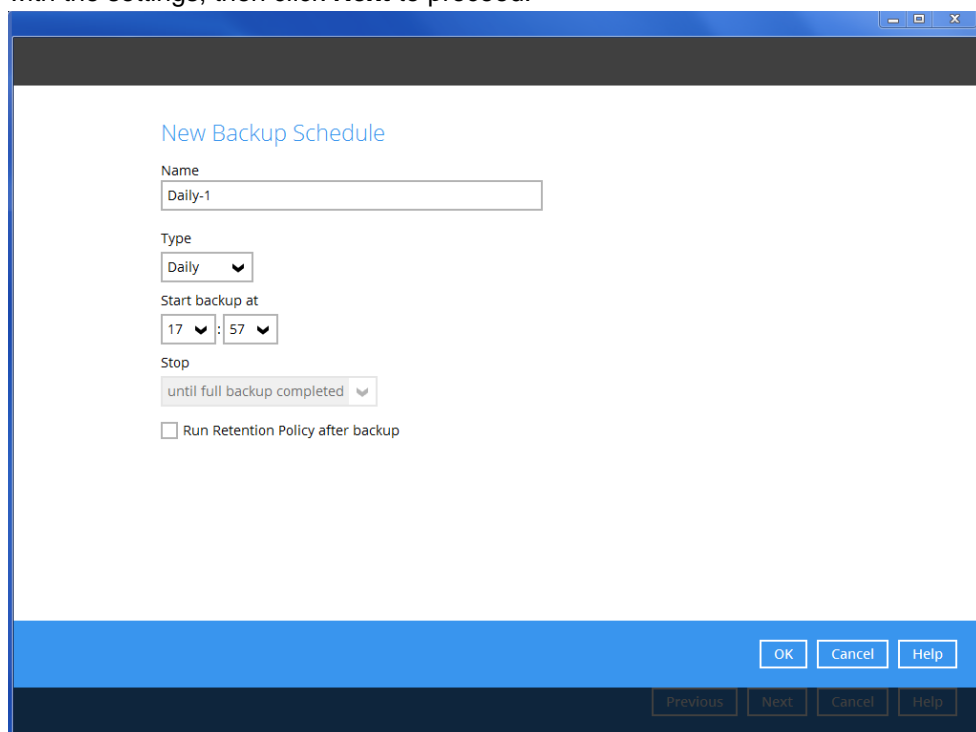


7. In the **Schedule** menu, configure a backup schedule for backup job to run automatically at your specified time interval. Click **Add new schedule** to add a new schedule, then click **Next** to proceed afterward.



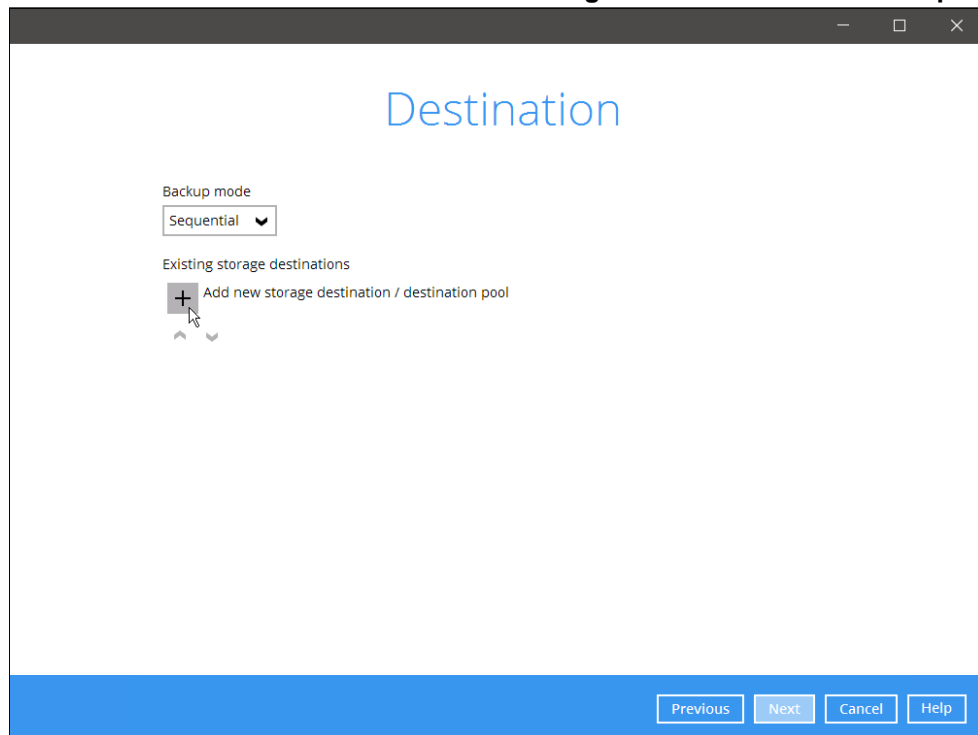
The screenshot shows a window titled "Schedule". Inside, there is a section "Run scheduled backup for this backup set" with a toggle switch labeled "On" that is currently turned on. Below this is a section "Existing schedules" with a button labeled "+ Add new schedule". At the bottom of the window, there are four buttons: "Previous", "Next", "Cancel", and "Help".

Configure the backup schedule settings on this page, then click **OK** when you are done with the settings, then click **Next** to proceed.



The screenshot shows a window titled "New Backup Schedule". It contains several input fields and a checkbox. The "Name" field is filled with "Daily-1". The "Type" dropdown menu is set to "Daily". The "Start backup at" field shows "17" for the hour and "57" for the minute. The "Stop" dropdown menu is set to "until full backup completed". There is a checkbox labeled "Run Retention Policy after backup" which is currently unchecked. At the bottom of the window, there are two rows of buttons: the top row has "OK", "Cancel", and "Help"; the bottom row has "Previous", "Next", "Cancel", and "Help".

8. In the **Destination** menu, select a backup destination where the backup data will be stored. Click the “+” icon next to **Add new storage destination / destination pool**.



### Note

For more details on Backup Destination, refer to the following KB article for details:  
<https://forum.Backup App.com/viewtopic.php?f=186&t=14049>

9. Select the storage type.
- **Single storage destination** – the entire backup will be uploaded to one single destination you selected under the **Destination storage** drop-down list. By default,

the destination storage is selected as **CBS**.

New Storage Destination / Destination Pool

Name  
CBS

Type  
☒ Single storage destination  
☐ Destination pool

Destination storage  
CBS

OK Cancel Help

Previous Next Cancel Help

- **Destination pool** – the backup will be spread over on the destinations you have selected. Enter a **Name** for the destination pool and then click **Add new storage destination to the pool** to select the desired storage destinations.

New Storage Destination / Destination Pool

Name  
DestinationPool-1

Type  
☐ Single storage destination  
☒ Destination pool

Add the cloud (e.g. Google Drive or Dropbox) or local storage that you would like to pool together for backup. You can always add more storage to this pool in the future.

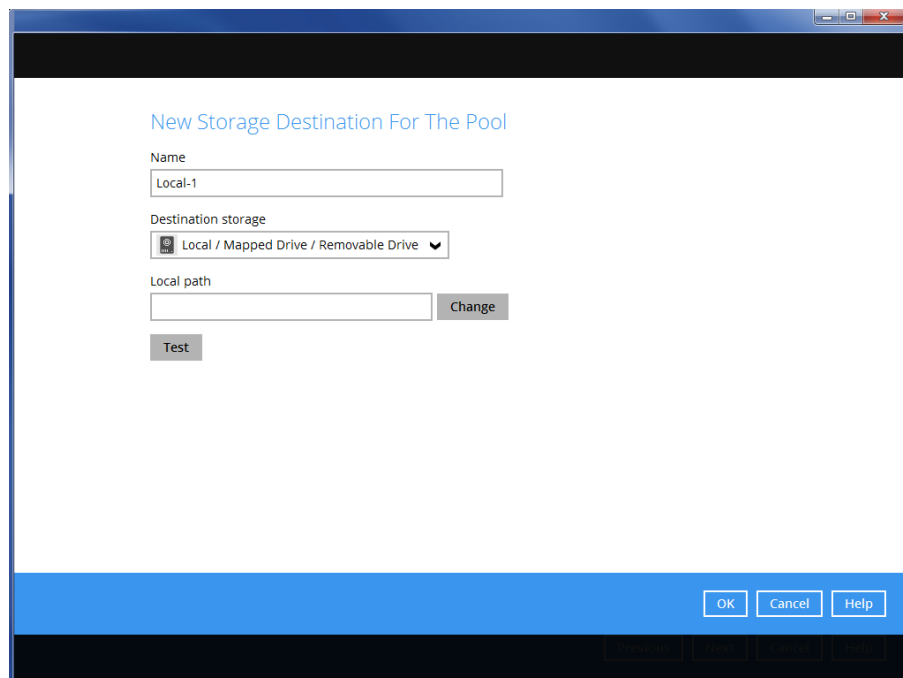
Existing storage destinations in the pool  
+ Add new storage destination to the pool

OK Cancel Help

Previous Next Cancel Help

You can choose a storage combination of the Local/Mapped drive/Removable Drive, Cloud storage or FTP. Click **OK** to proceed when you are done with the settings.

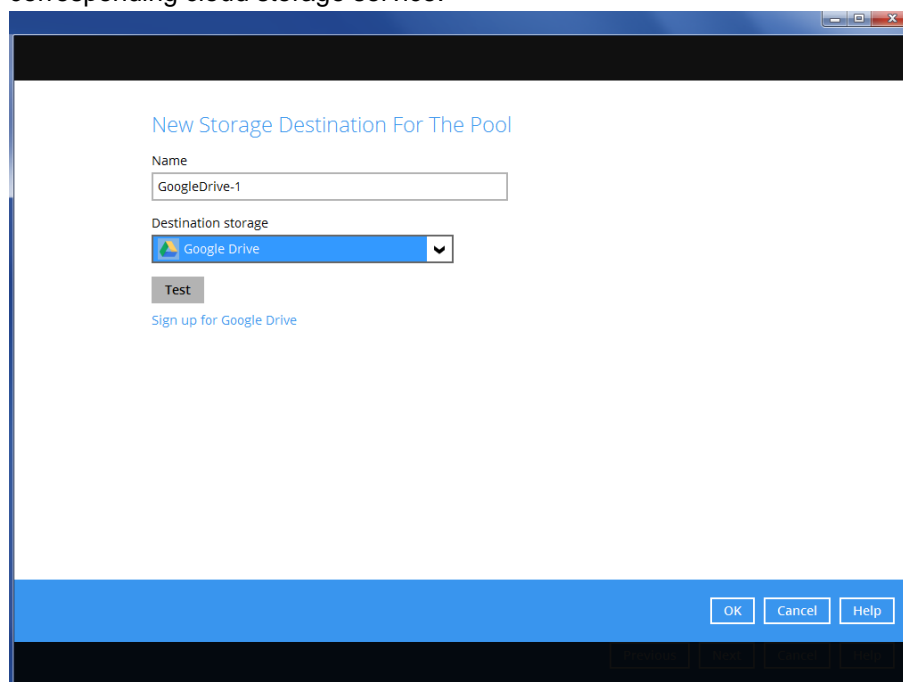
- If you have chosen the Local/Mapped Drive/Removable Drive option, click **Change** to browse to a directory path where backup data will be stored, then click **Test** to validate the path. **Test completed successfully** shows when the validation is done.



The screenshot shows a dialog box titled "New Storage Destination For The Pool". It contains the following fields and buttons:

- Name:** A text input field containing "Local-1".
- Destination storage:** A dropdown menu with the selected option "Local / Mapped Drive / Removable Drive".
- Local path:** A text input field that is currently empty.
- Change:** A button next to the Local path field.
- Test:** A button below the Local path field.
- Footer:** A blue bar at the bottom containing "OK", "Cancel", and "Help" buttons.

- If you have chosen the Cloud Storage, click **Test** to log in to the corresponding cloud storage service.



The screenshot shows the same dialog box, but with the following changes:

- Name:** A text input field containing "GoogleDrive-1".
- Destination storage:** A dropdown menu with the selected option "Google Drive".
- Test:** A button is present, but the "Local path" field and "Change" button are absent.
- Footer:** A blue bar at the bottom containing "OK", "Cancel", and "Help" buttons.
- Link:** A link labeled "Sign up for Google Drive" is located below the "Test" button.

- If you have chosen the FTP as the destination, enter the the Host, Username and Password details.

New Storage Destination For The Pool

Name  
FTP-1

Destination storage  
FTP FTP

Host Port

Username



Password

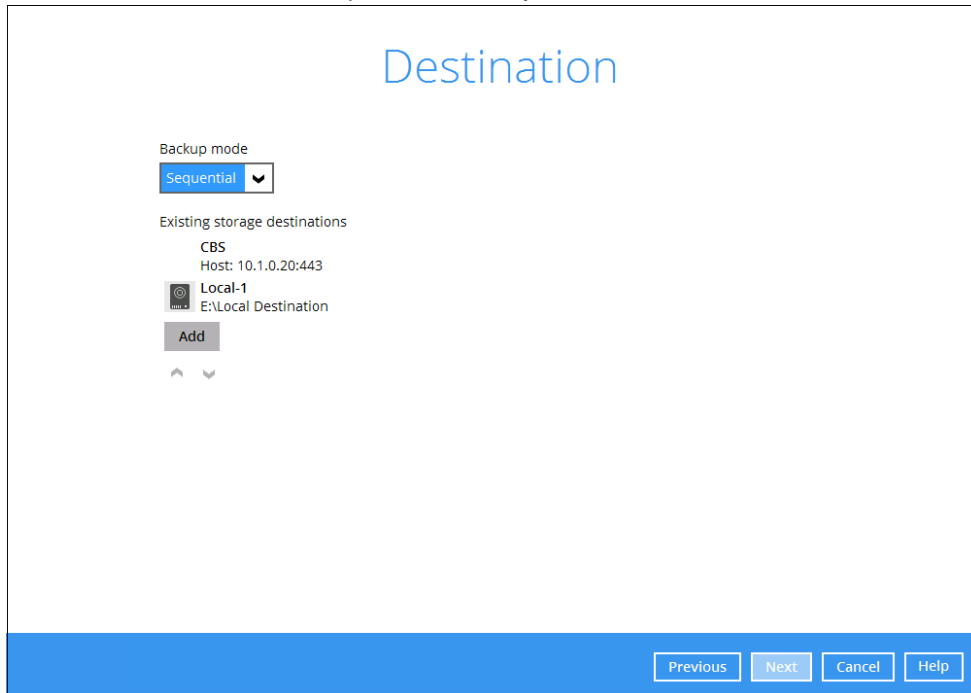
(optional) FTP directory to store backup data (default to ~/AhsayCSV)

☐ Connect with SSL/TLS (explicit only)

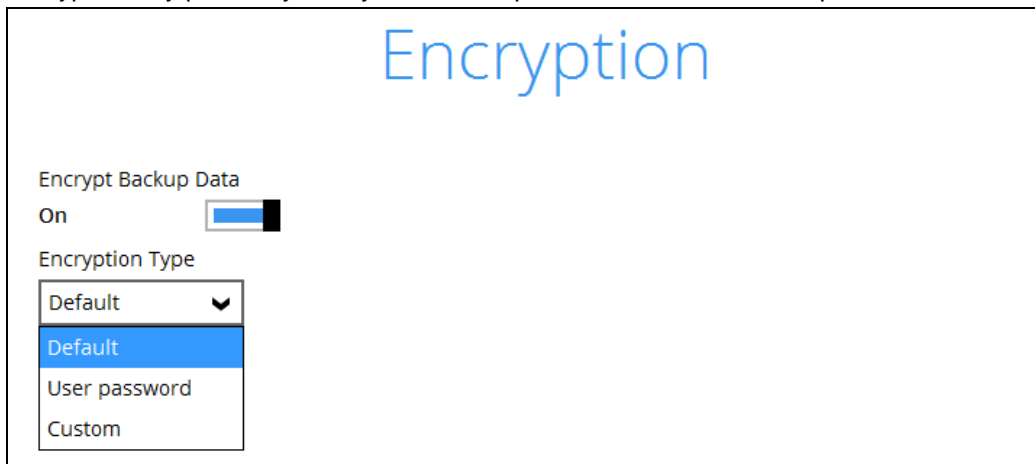
☐ Access the Internet through proxy

OK Cancel Help

10. You can add multiple storage destinations. The backup data will be uploaded to all the destinations you have selected in the order you added them. Press the   icon to alter the order. Click **Next** to proceed when you are done with the selection.



11. 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.

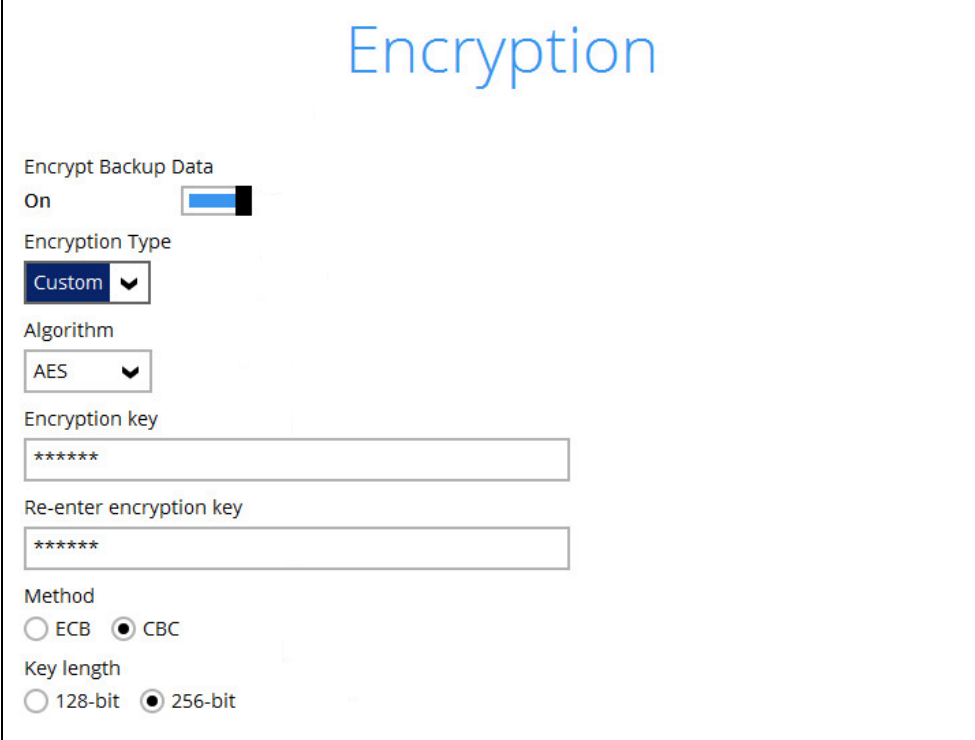


You can choose from one of the following three Encryption Type options:

- **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.



Encryption

Encrypt Backup Data  
On ☒

Encryption Type  
Custom ▼

Algorithm  
AES ▼

Encryption key  
\*\*\*\*\*

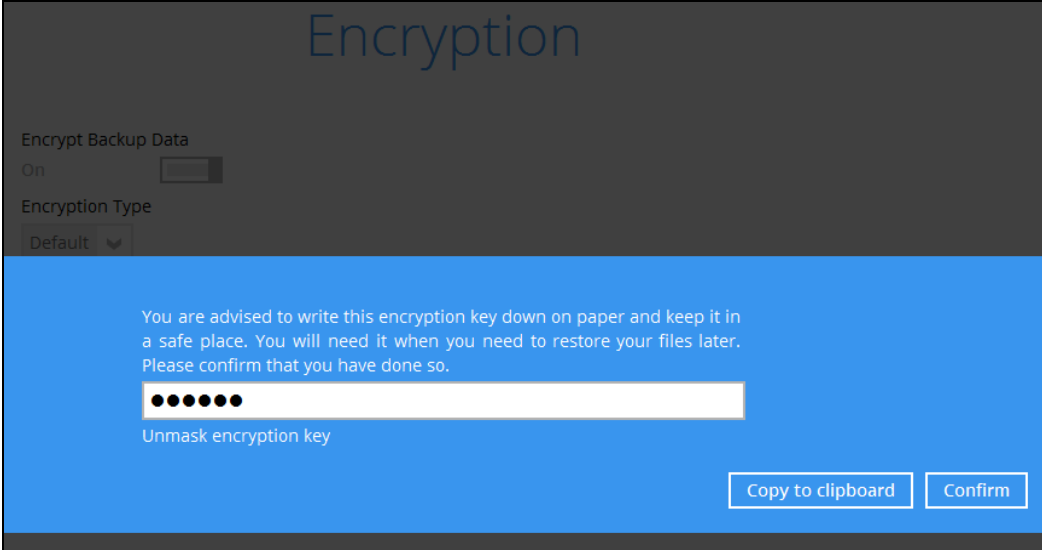
Re-enter encryption key  
\*\*\*\*\*

Method  
☐ ECB ☒ CBC

Key length  
☐ 128-bit ☒ 256-bit

Click **Next** when you are done setting.

12. 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.



Encryption

Encrypt Backup Data  
On ☒

Encryption Type  
Default ▼

You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so.

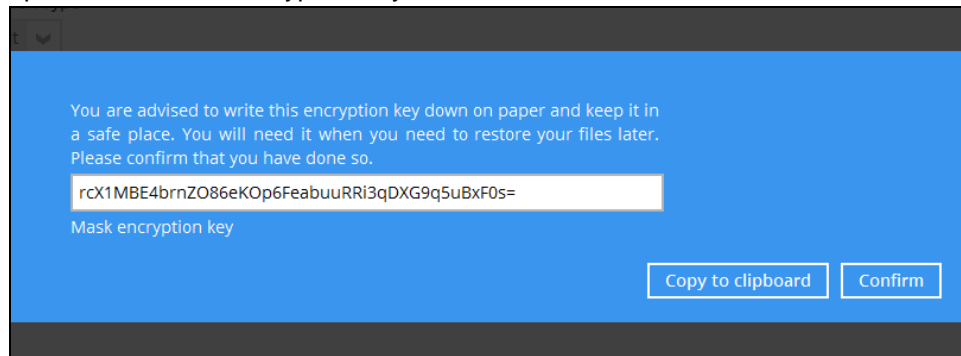
\*\*\*\*\*

Unmask encryption key

Copy to clipboard Confirm

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.

13. Enter the **Domain Name / Host Name**, **User Name** and **Password** of the Windows account that will be running the backup.

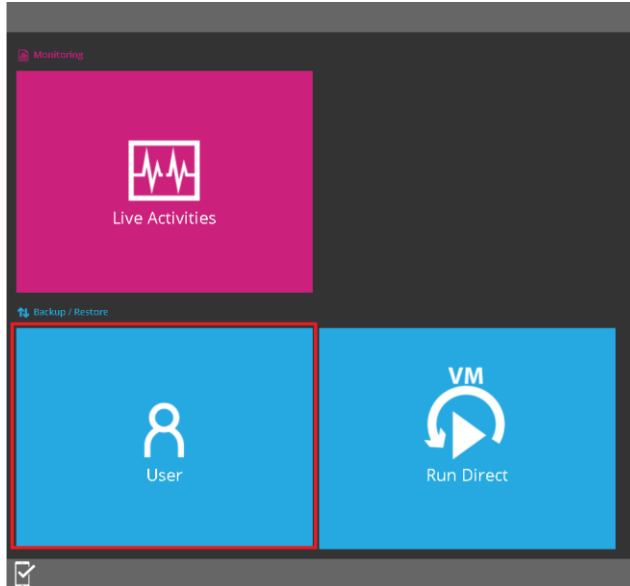
A white dialog box with a blue title bar and a blue footer. The title "Windows User Authentication" is in blue. It contains three input fields: "Domain Name (e.g. Ahsay.com) / Host Name" with the value "local", "User name" with the value "Administrator", and "Password" with masked characters. At the bottom right are four buttons: "Previous", "Next", "Cancel", and "Help".

**Note:** This menu will only be displayed for backup set with backup schedule configured (for installation on Windows).

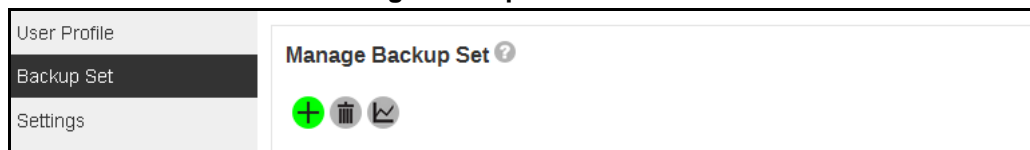
14. Click **Next** to create the backup set.

## 4.2 Create a Cloud File Backup Set on the Web Console

1. Log in to the User Web Console according to the instructions in [Login to the Backup App User Web Console](#).
2. Click the **User** icon on the User Web Console landing page.



3. Select **Backup Set** from the left panel, then create a Cloud File backup set by clicking the circular “+” icon under **Manage Backup Set**.



4. Select **Cloud File Backup** as the **Type**, and enter a **Name** for the backup set.

### Add New Backup Set

**General**

Name

Server Run Cloud File Backup

Owner

Type

Cloud File Backup

Run on

☒ Server ☐ Client

Backup From

Google Drive

Test

[Sign up for Google Drive](#)

→

X

?

5. On the same menu under **Run on**, select **Server** to create a run on server (agentless backup) backup set or **Client** to create a run on client (agent-based backup) backup set.
- ◉ **Server** - If you choose to run the backup set on the CBS server, you won't be able to back up, restore or manage your backups on the Backup App once the backup set is created.
  - ◉ **Client** - If you choose to run the backup set on the Backup App, you won't be able to back up, restore or manage your backups on the Backup App Web Management Console once the backup is created.



Run on

☒ Server ☐ Client

**Notes**

1. This setting **CANNOT** be altered once the backup set is created. If you wish to change the backup method later, you will have to create a new backup set and start over the configurations again.
2. For backup sets created in **Run-on-Server** backup type, the backup destination is restricted to Backup App by default and cannot be altered. If you wish to back up to other destinations, backup sets should be created in **Run-on-Client** backup type instead.

6. Select the cloud storage that contains the data that you want to backup under **Backup From**. Click **Test** afterward to authenticate Backup App / Backup App to access the cloud storage.



Backup From

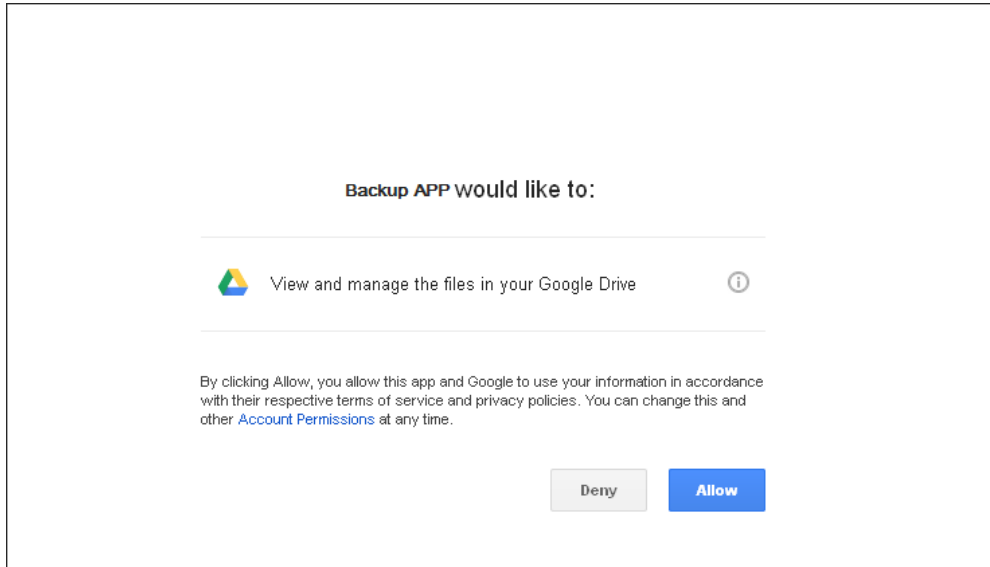
Google Drive ▼

Test

**IMPORTANT**

The authentication request will be opened in a new tab / window on the browser, ensure that the pop-up tab / window is not blocked (e.g. pop-up blocker in your browser).

7. Click **Allow** to permit access the cloud storage.



Enter the **Authentication code** returned on the web console to complete the authentication setup.

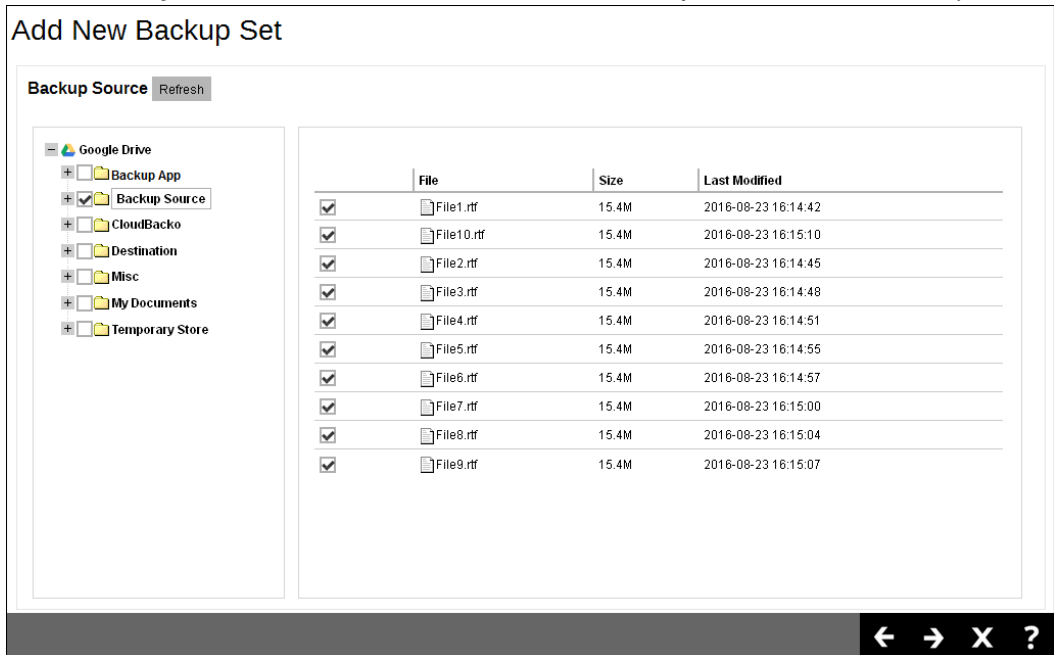
Run on  
☐ Server ☒ Client

Backup From  
 Google Drive

Authorization code  
 4t3CXN3N0HCQjmgiv291ha\_94Pgzc6HnNm6DA

Test

8. In the **Backup Source** menu, select the folder / files that you would like to backup.



9. In the **Schedule** menu, configure a backup schedule for backup job to run automatically at your specified time interval. Click **Add** to add a new schedule, then click **Next** to proceed afterward.

10. For **Run on Client** Cloud File backup set, select a predefined backup destination where the backup data will be stored. Click the “+” icon under **Predefined Destination**.

#### IMPORTANT

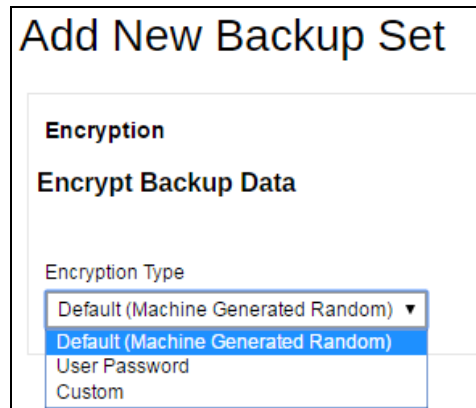
The **Destination** menu will only be displayed for **Run on Client** Cloud File backup set. For **Run on Server** Cloud File backup set, the destination will automatically be set to the backup server (Backup App), the destination is not configurable.

If you would like to create a **Run on Client** Cloud File backup set with a standard backup destination, please create the backup set via the Backup App user interface instead.


Select the corresponding predefined destination, and then click **Add**. Click **Next** to proceed afterward.


If you would like to choose other backup destination other than the Predefined Destination, proceed to the next step without making any setting here. You will have to complete this backup set creation first, then log in to the Backup App and configure the backup destination from there. For further details, refer to [Appendix A Setting Backup Destination on Backup App for Backup Created on User Web Console](#).

11. In the Encryption section, 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 (Machine Generated Random)** – 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.

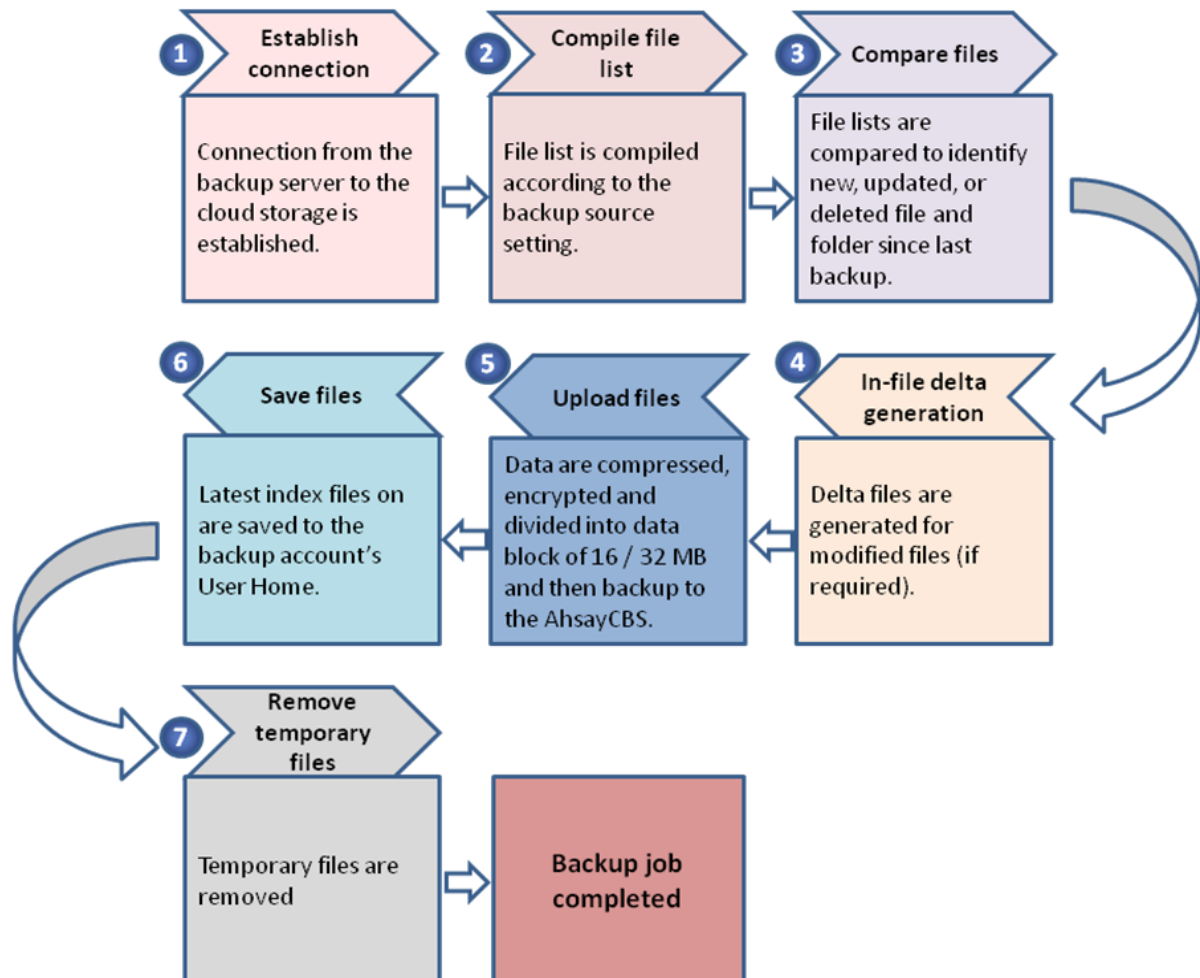
Click the green  icon at the bottom right corner to confirm the backup schedule once you finish setting.

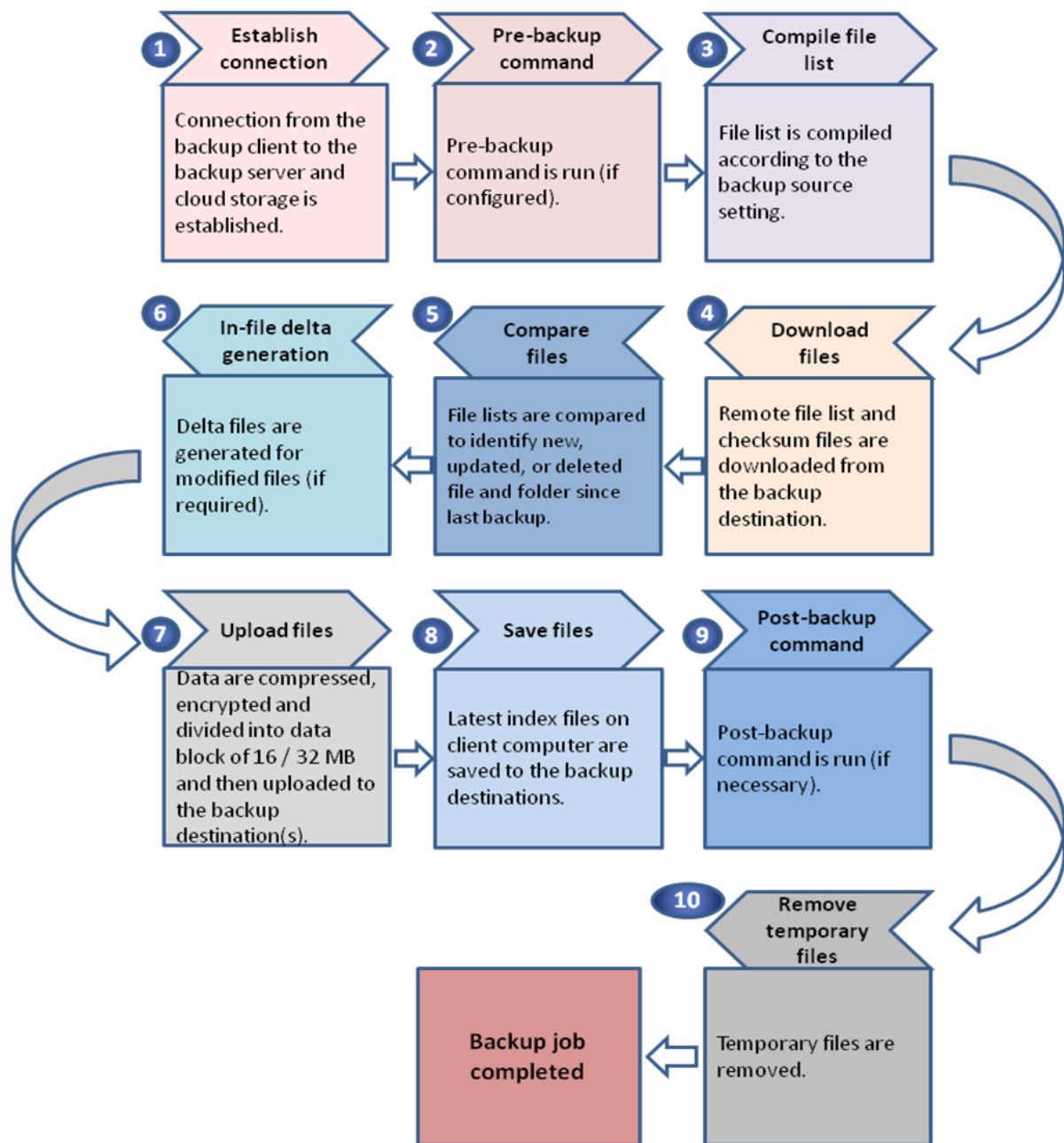
12. Click the  icon at the bottom right corner to confirm creating this backup set.

## 5 Overview of Cloud File Backup

The following steps are performed during a cloud file backup job:

### Run on Server Cloud File Backup



**Run on Client Cloud File Backup**



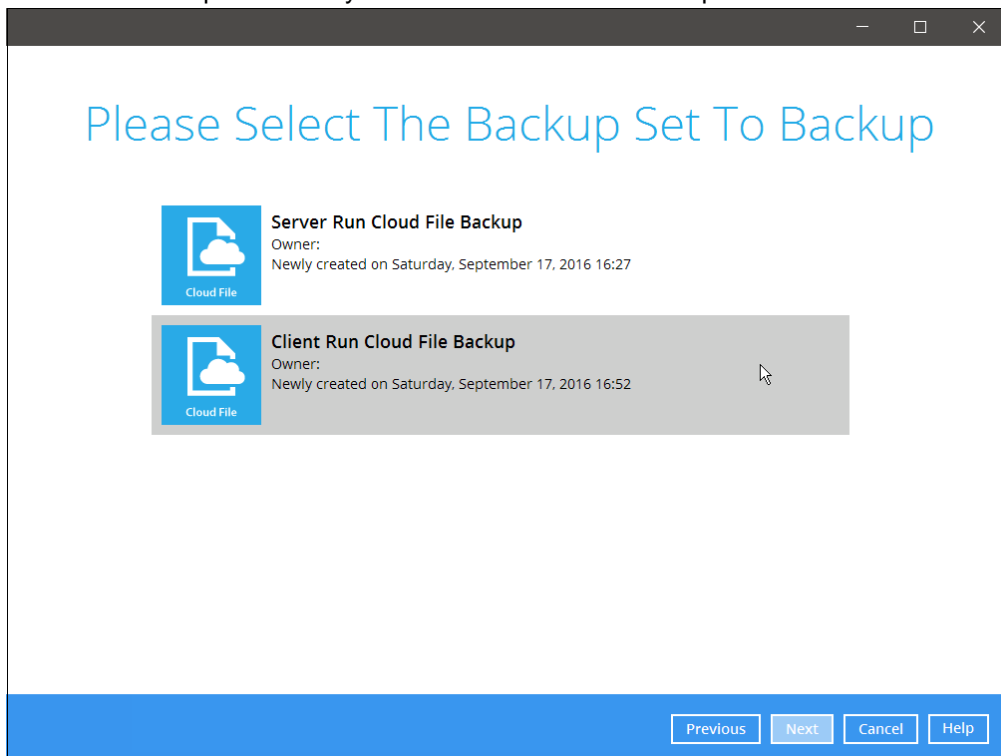
## 6 Running a Backup

### 6.1 Start a Manual Backup in Backup App

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



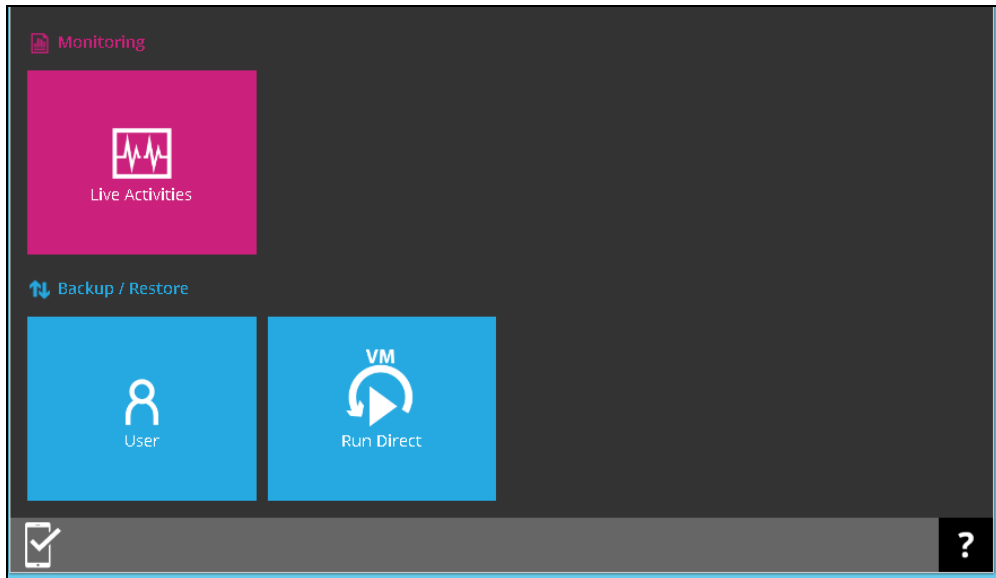
2. Select the backup set which you would like to start a backup for.



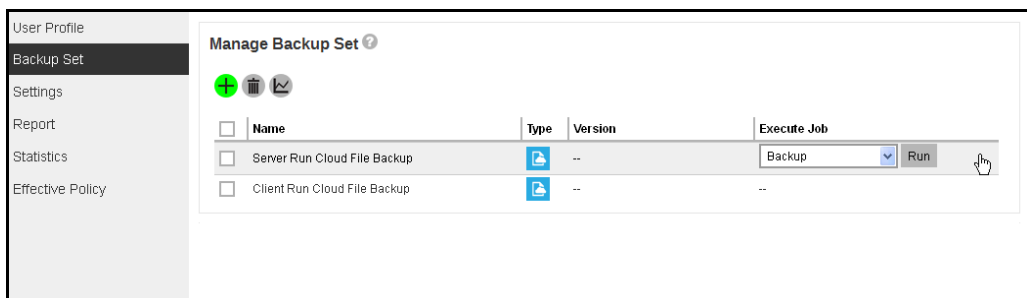
3. If you would like to modify the In-File Delta type, Destinations and Retention Policy Settings, click **Show advanced option**.
4. Click **Backup** to start the backup.

## 6.2 Start a Manual Backup on the User Web Console

1. Log in to the User Web Console according to the instructions in [Login to the Backup App User Web Console](#).
2. Click on the **User** icon.

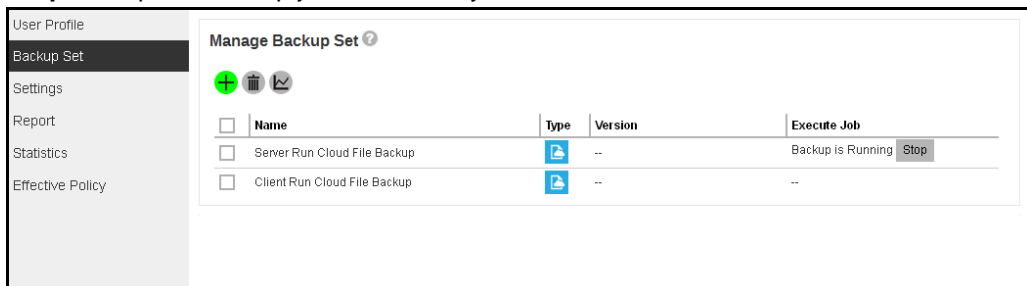


3. Select **Backup Set** from the left panel, then select **Backup** under **Execute Job** drop down menu.



Click **Run**.

4. Modify the **In-File Delta type** and **Retention Policy** setting if necessary.
5. Click **Run Backup** to start the backup job.
6. When a backup job is running, the status **Backup is Running** will be displayed. Click **Stop** to stop the backup job if necessary.

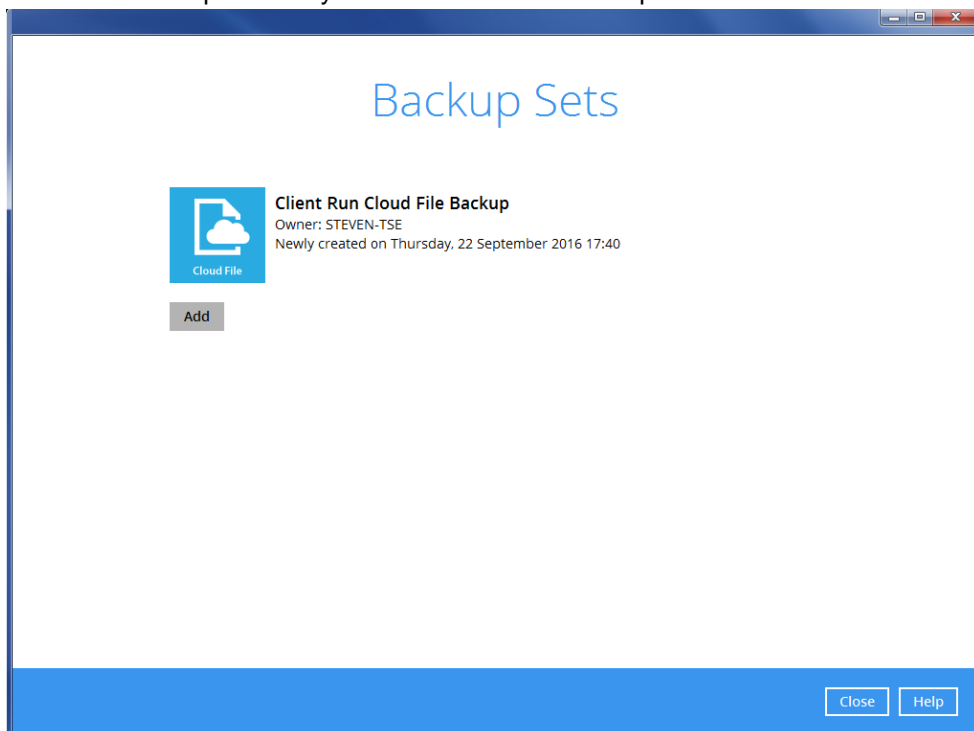


## 6.3 Configure Backup Schedule for Automated Backup in Backup App

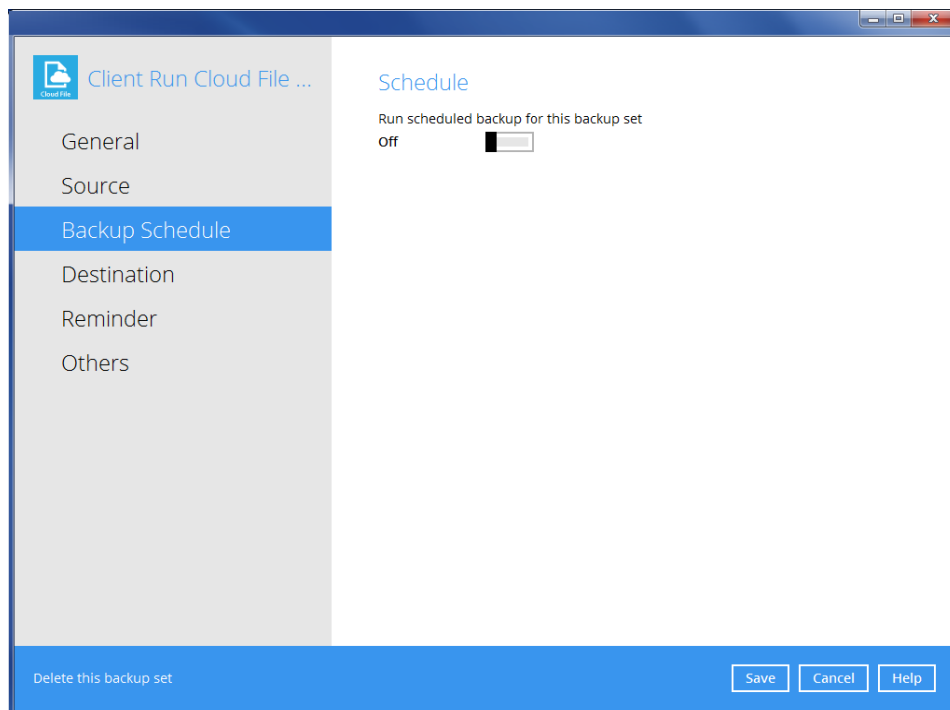
1. Click the **Backup Sets** icon on the Backup App main interface.



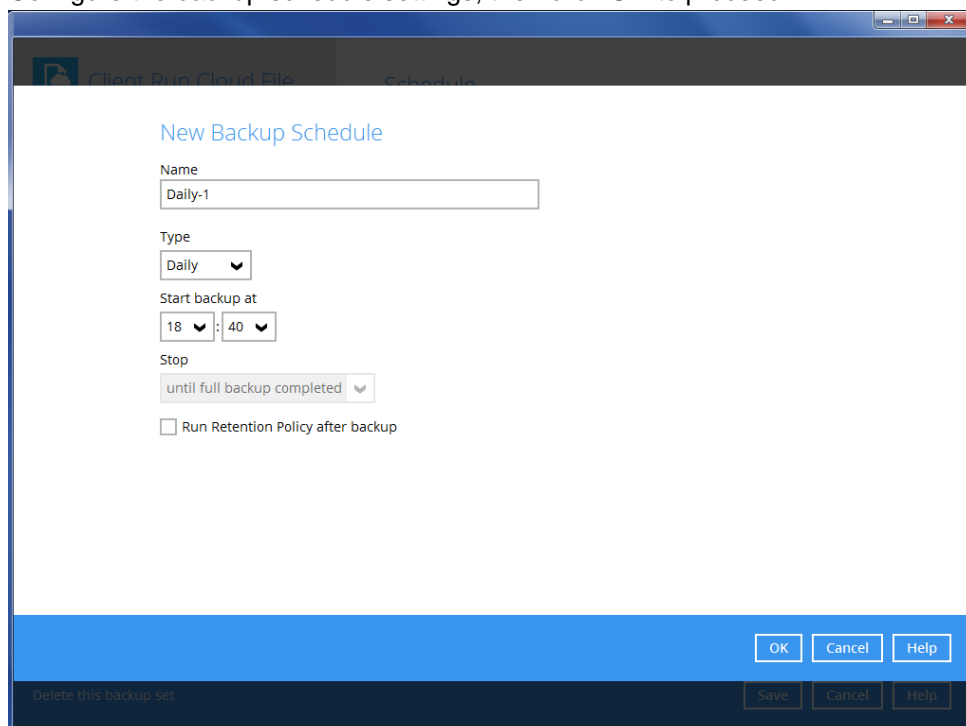
2. Select the backup set that you want to create a backup schedule for.



- Click **Backup Schedule**, switch on the **Run scheduled backup for this backup set** button and click **Add new schedule**.



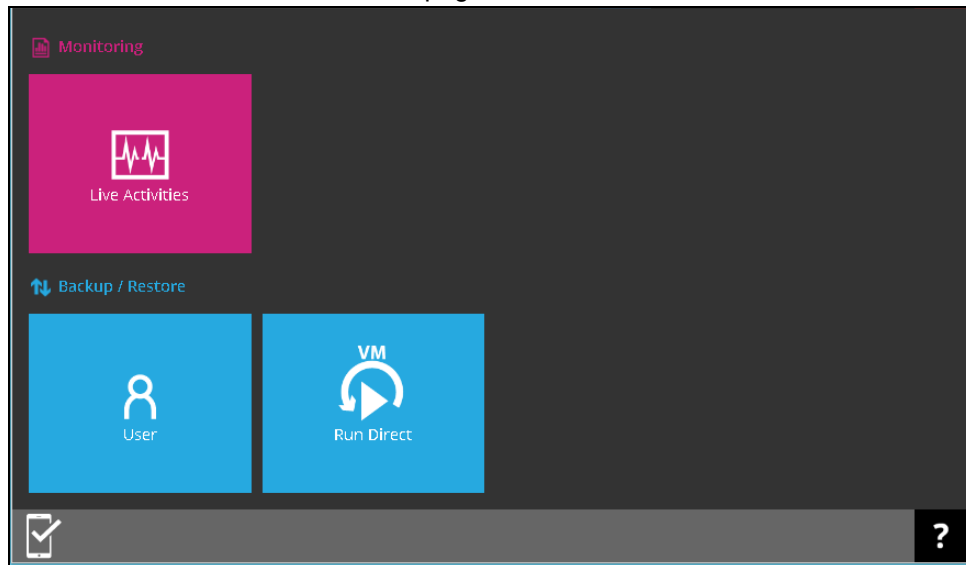
- Configure the backup schedule settings, then click **OK** to proceed.





- Click **Save** to confirm your settings.

## 6.4 Configure Backup Schedule for Automated Backup on the Web Console

1. Click on the **User** icon on the main page of the User Web Console.



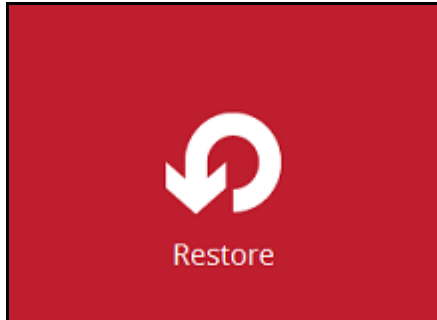
2. Select **Backup Set** from the left panel, then click on the corresponding backup set.
3. Click on **Backup Schedule**, then the “+” icon under **Manage schedule** to create a new backup schedule.
4. Click the  icon and then the  icon to confirm the setting.

## 7 Restoring with a Cloud File Backup Set

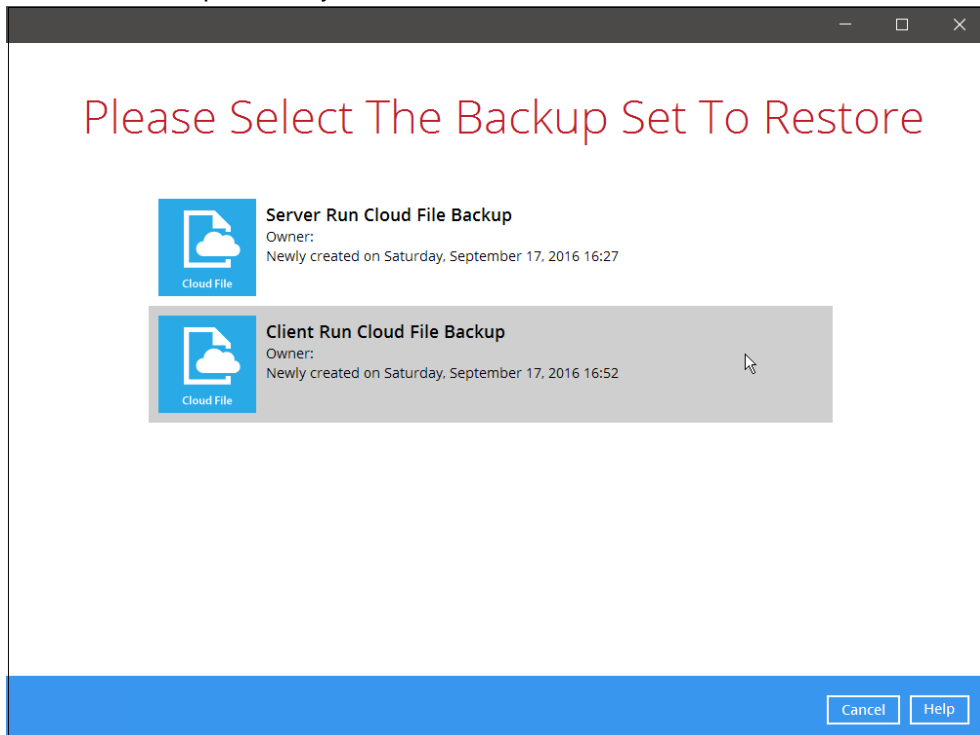
### 7.1 Restore with Backup App

Login to the Backup App application according to the instruction provided in the chapter on [Login to Backup App](#).

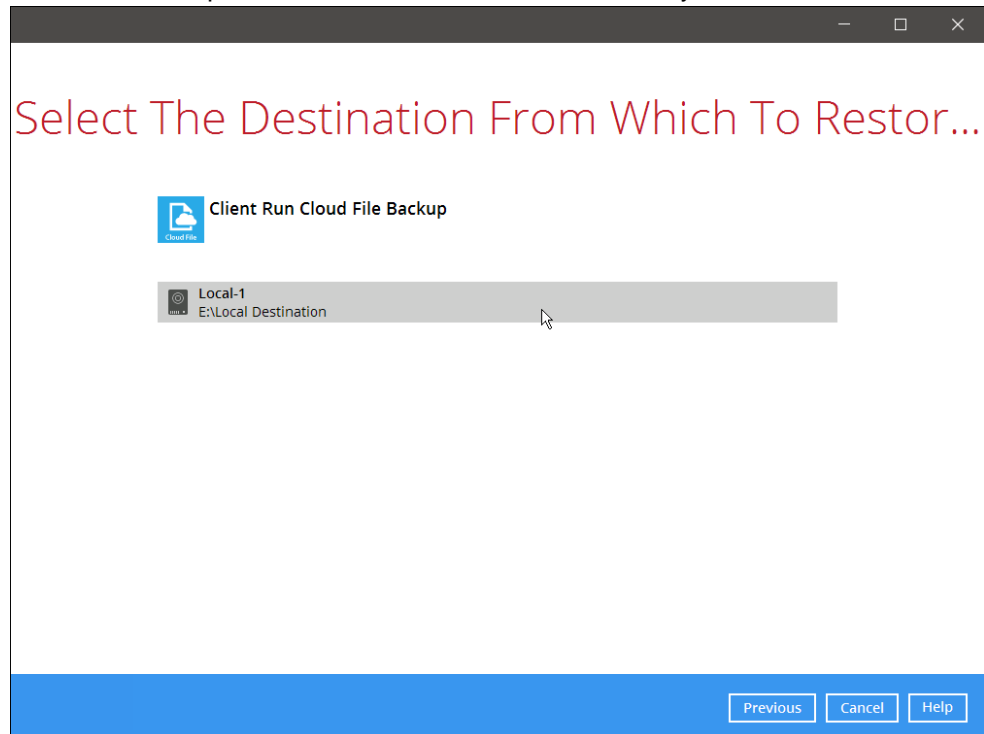
1. Click the **Restore** icon on the main interface of Backup App.



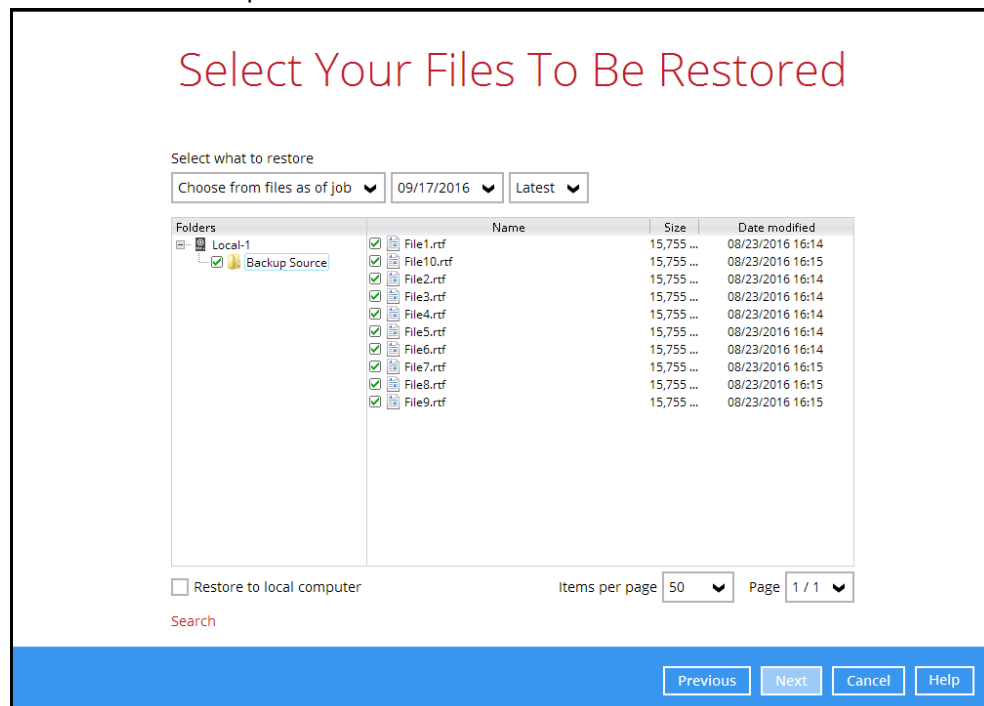
2. Select the backup set that you would like to restore from.



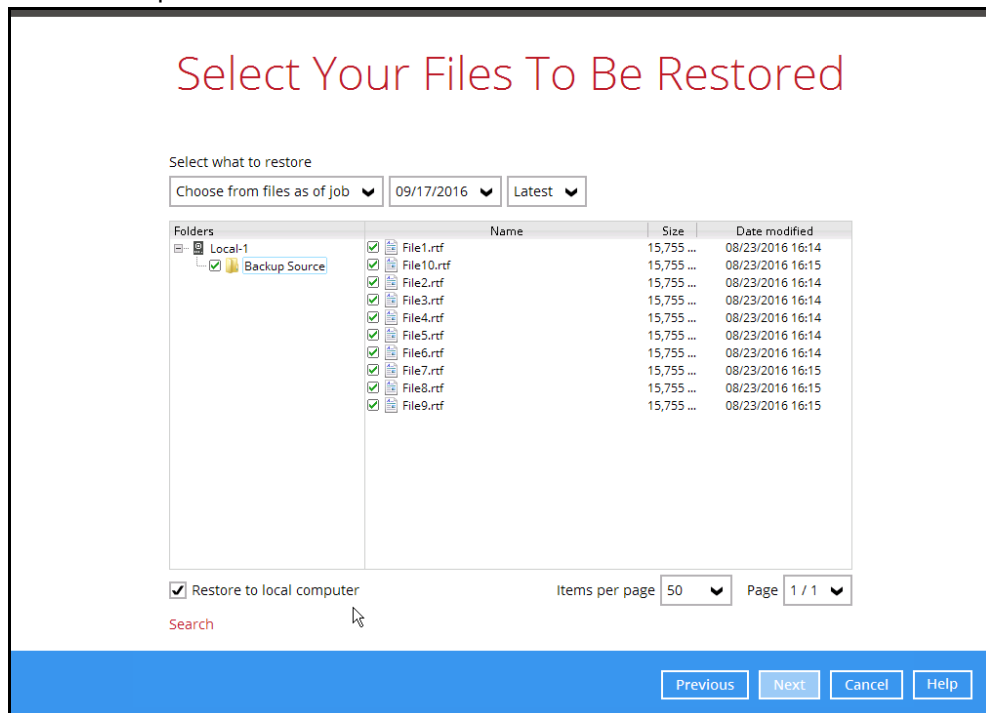
3. Select the backup destination that contains the data that you would like to restore.



4. Select to restore from a specific backup job, or the latest job available from the **Select what to restore** drop down menu.

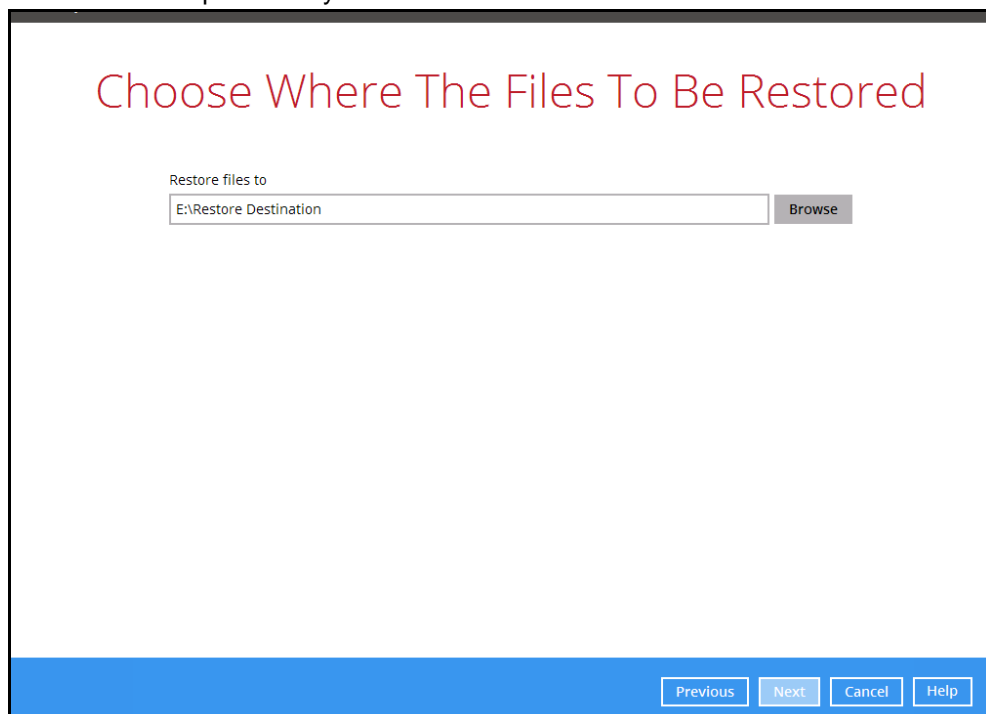


5. Select **Restore to local computer** if you want to restore the backed up data to the location computer.



Click **Next** to continue.

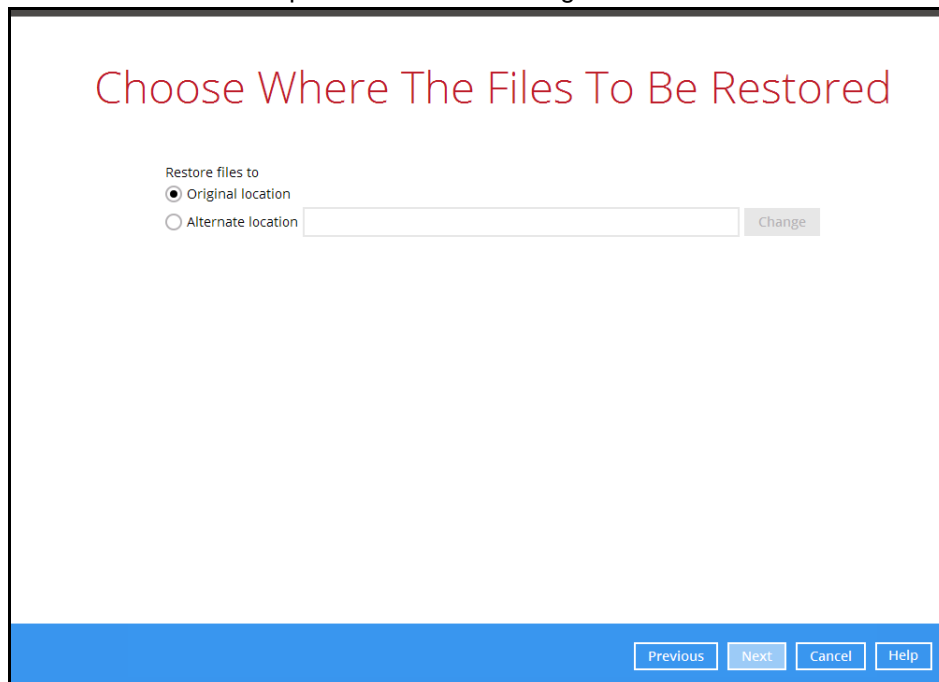
6. If **Restore to local computer** is enabled, browse to the corresponding directory path on the local computer that you want the data to be restored to.





-OR-

If **Restore to local computer** is disabled, select **Original location** to restore the data to the original directory path on the cloud storage, or **Alternate location** to restore to the data to an alternate path on the cloud storage.

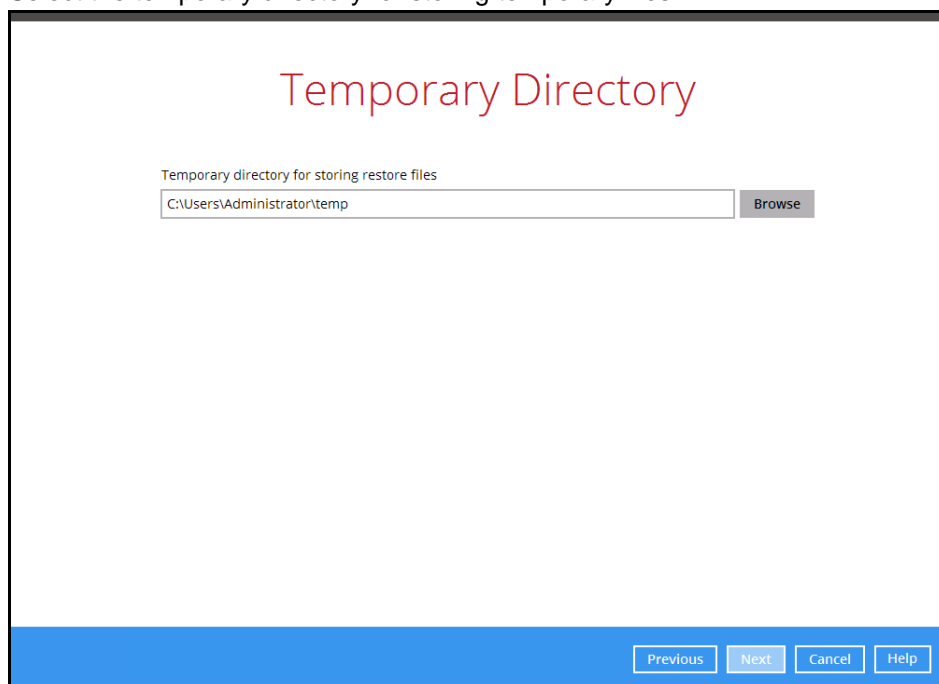


The dialog box is titled "Choose Where The Files To Be Restored" in a large, red, sans-serif font. Below the title, the text "Restore files to" is followed by two radio button options: "Original location" (which is selected) and "Alternate location". To the right of the "Alternate location" radio button is a text input field and a "Change" button. At the bottom of the dialog, there is a blue bar containing four buttons: "Previous", "Next", "Cancel", and "Help".

Click **Change** to browse to the alternate path on the cloud storage.

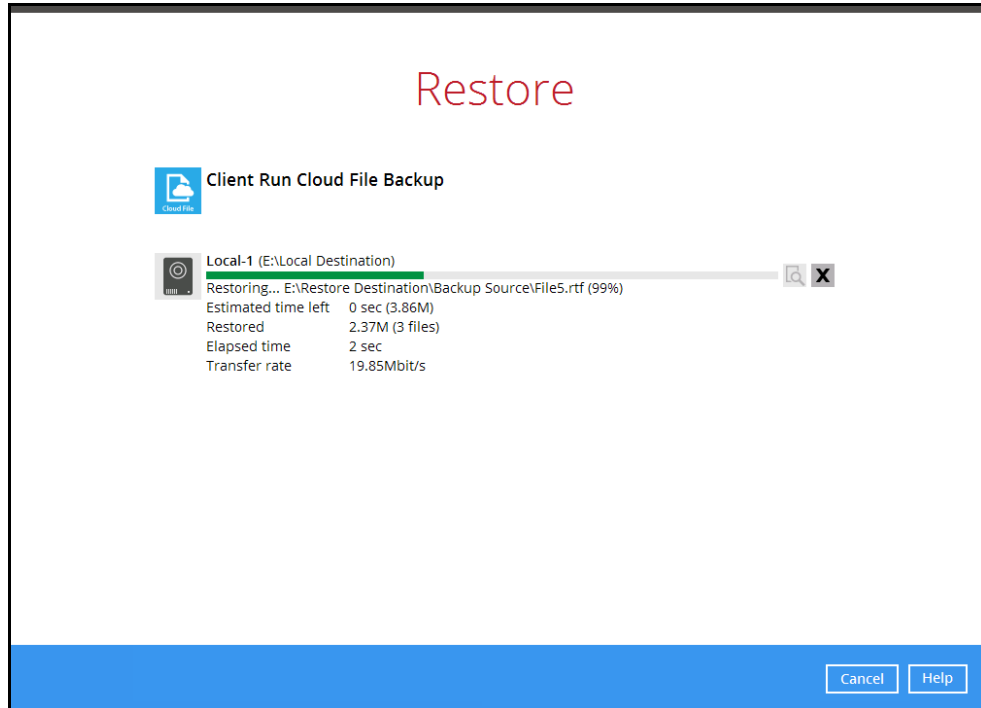
**Important:** Data can only be restored to a local computer, or to the original cloud storage that the data was backed up from (e.g. same cloud storage provider and same account). You cannot restore the data to a different cloud storage (e.g. a different cloud storage provider or different account)

7. Select the temporary directory for storing temporary files.



The dialog box is titled "Temporary Directory" in a large, red, sans-serif font. Below the title, the text "Temporary directory for storing restore files" is followed by a text input field containing the path "C:\Users\Administrator\temp" and a "Browse" button. At the bottom of the dialog, there is a blue bar containing four buttons: "Previous", "Next", "Cancel", and "Help".

- Click **Restore** to start the restoration.



**Important:** Data of a **Run on Server** Cloud File backup set can only be restored via the Backup App web console.

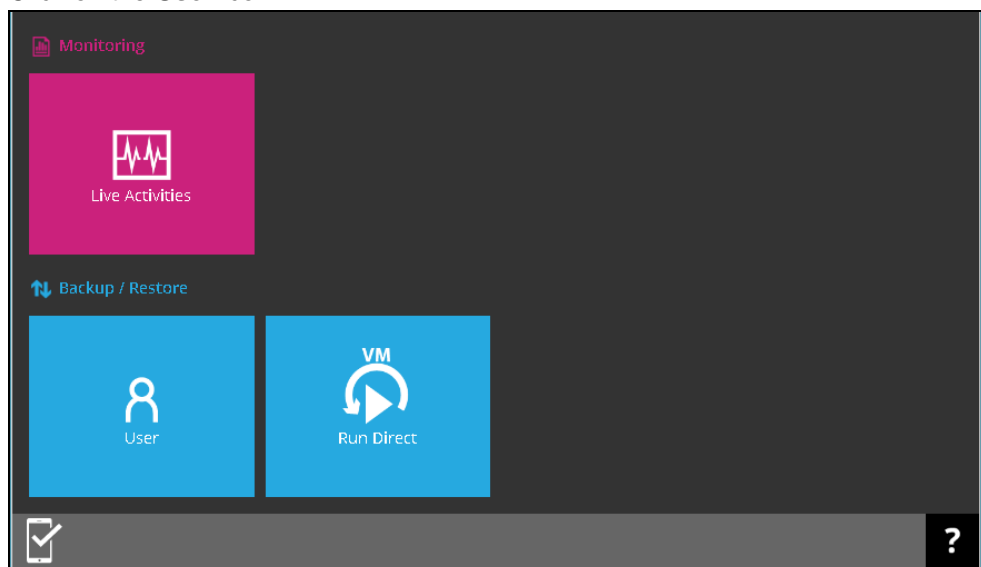
Refer to the chapter on [Restore with the Backup App Web Console](#) for instruction on how to restore data for a **Run on Server** Cloud File backup set.

## 7.2 Restore with the Backup App Web Console

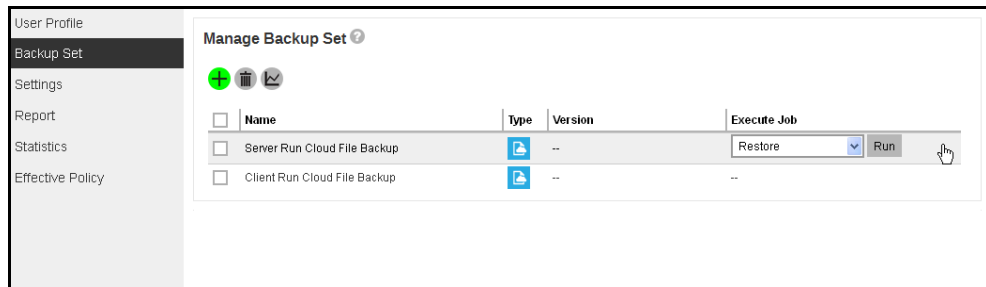
Login to the web console according to the instruction provided in the chapter on [Login to the Backup App Web Console](#).

**Note:** Data of a **Run on Server** Cloud File backup set can only be restored via the Backup App web console.

- Click on the **User** icon.

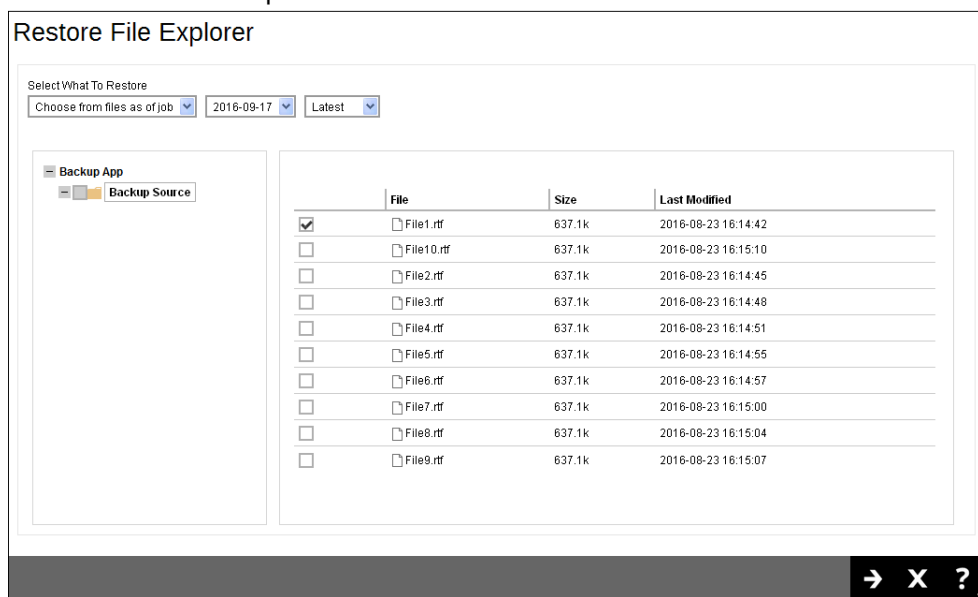


2. Select **Backup Set** from the left panel, then select **Restore** under **Execute Job** drop down menu.



Click **Run**

3. Select to restore from a specific backup job, or the latest job available from the **Select What To Restore** drop down menu.

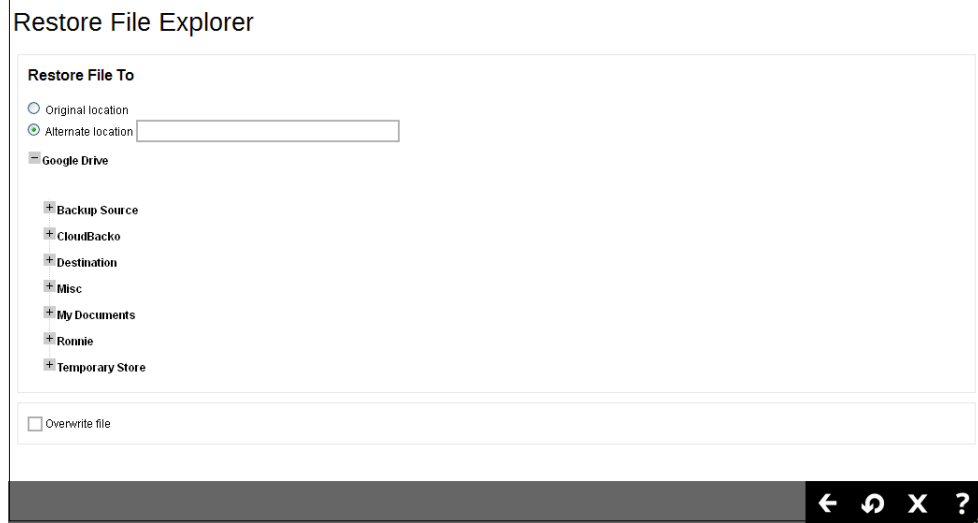


Click **Next** to proceed.


4. Select **Original location** to restore the data to the original directory path on the cloud storage, or **Alternate location** to restore the data to an alternate path on the cloud storage



Expand the directory path to browse to the alternate location on the cloud storage.



**Important:** Data can only be restored to the original cloud storage that the data was backed up from (e.g. same cloud storage provider and same account).

5. Click the  icon to start the restoration.
6. You will see the status showing **Restore is Running** when the restore is in progress.

## Appendix

### Appendix A Setting Backup Destination on Backup App for Backup Created on User Web Console

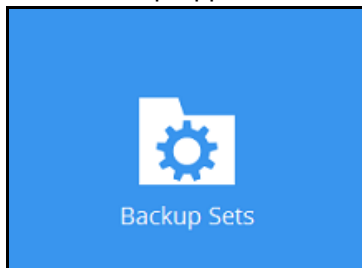
You need to read the instructions below only if you:

- Have created a backup set on Backup App User Web Console; **AND**
- Selected the backup set to Run on Client; **AND**
- Have not selected any Predefined Destination in the backup creation process on the User Web Console

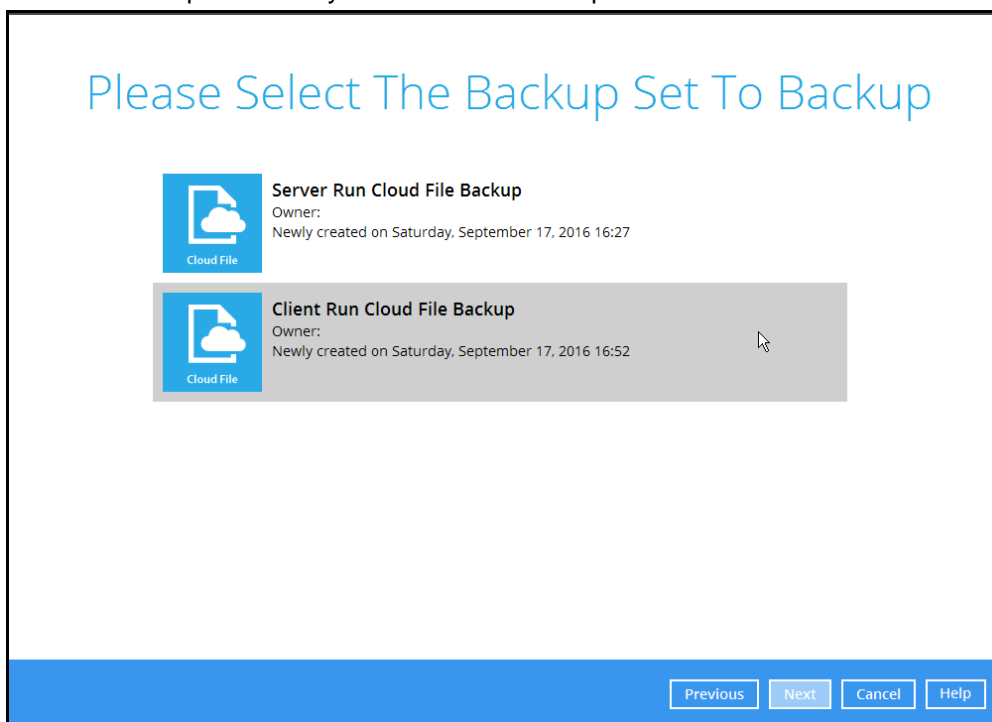
**-OR-**

Have selected a Predefined Destination in the backup creation process on User Web Console but wish to add additional backup destination other than the predefined destination

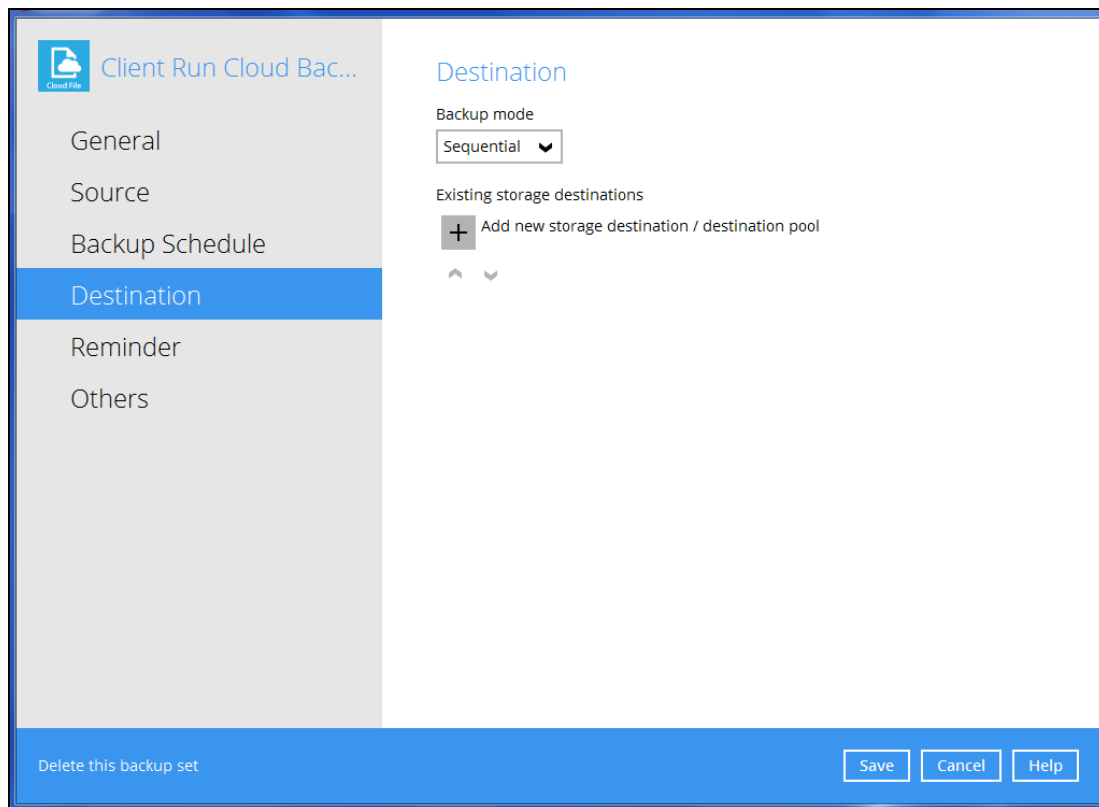
1. Log in to Backup App according to the instructions in [Login to Backup App](#).
2. In the Backup App main interface, click **Backup Sets**.



3. Click the backup set which you wish to add backup destination to.

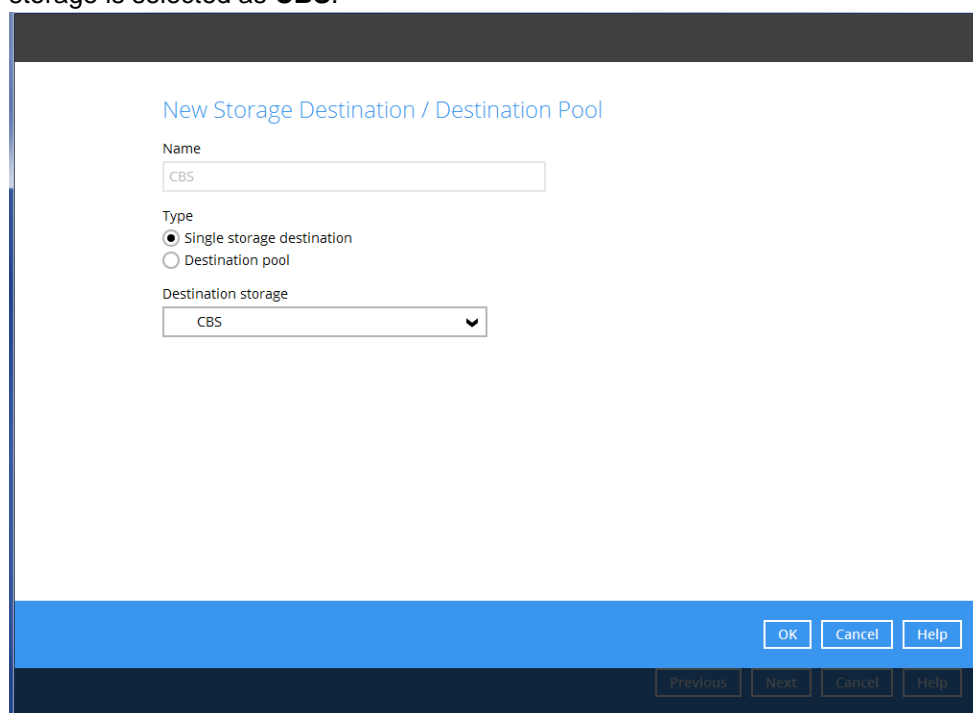


- Click the **Destination** menu on the left side, then click the **Add** button on the right to add backup destination.

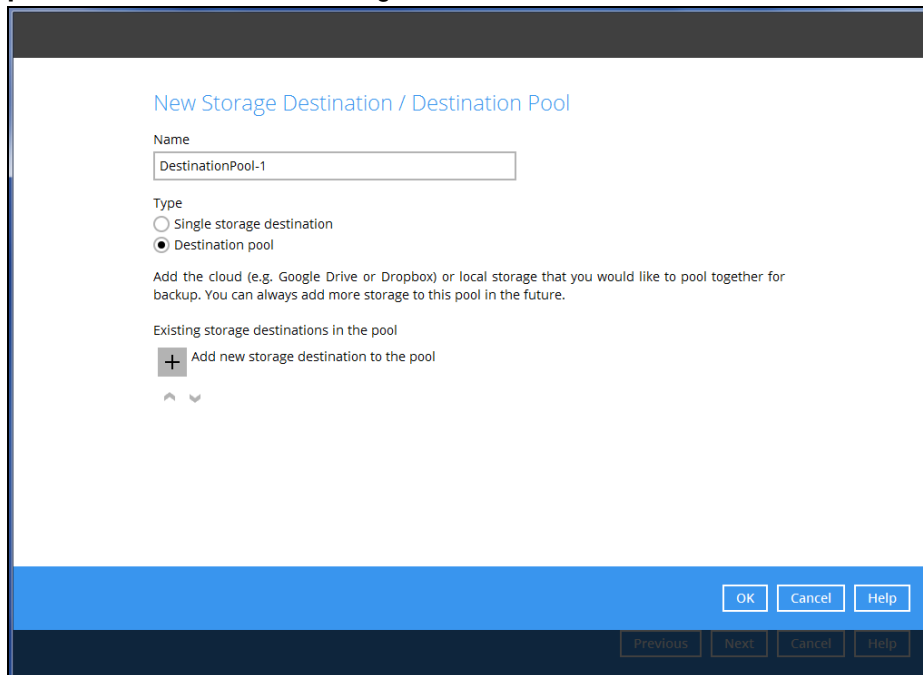


- Select the storage type.

- **Single storage destination** – the entire backup will be uploaded to one single destination you selected under the **Destination storage** drop-down list. By default, the destination storage is selected as **CBS**.



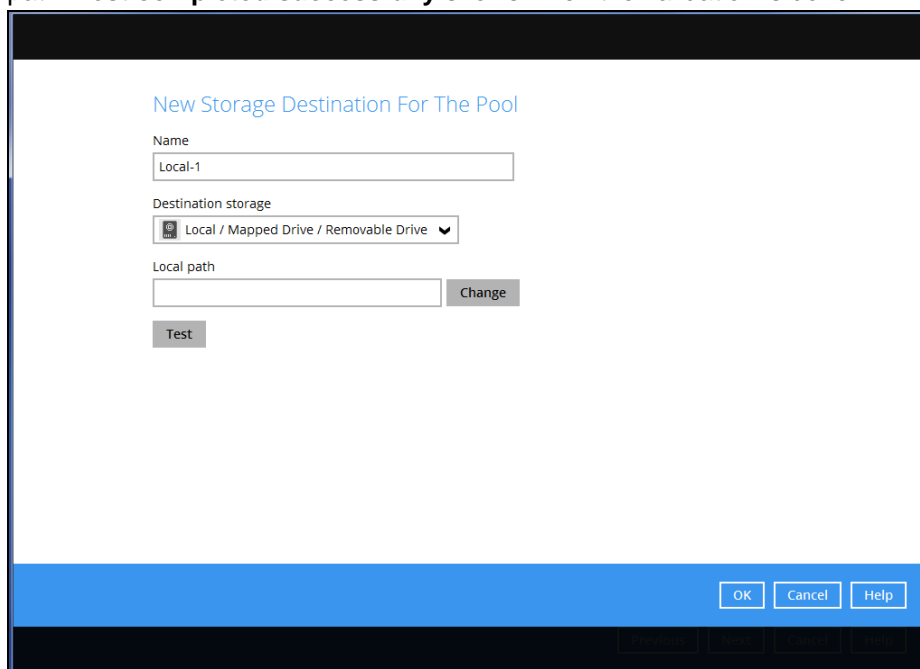
- ➊ **Destination pool** – the backup will be spread over on the destinations you have selected. Enter a **Name** for the destination pool and then click **Add new storage destination to the pool** to select the desired storage destinations.



The screenshot shows a dialog box titled "New Storage Destination / Destination Pool". It has a "Name" field with the text "DestinationPool-1". Below it, the "Type" section has two radio buttons: "Single storage destination" and "Destination pool", with the latter being selected. A descriptive text states: "Add the cloud (e.g. Google Drive or Dropbox) or local storage that you would like to pool together for backup. You can always add more storage to this pool in the future." Below this, it says "Existing storage destinations in the pool" and shows a "+ Add new storage destination to the pool" button. At the bottom right, there are "OK", "Cancel", and "Help" buttons. A dark blue bar at the very bottom contains "Previous", "Next", "Cancel", and "Help" buttons.

You can choose a storage combination of the Local/Mapped drive/Removable Drive, Cloud storage or FTP. Click **OK** to proceed when you are done with the settings.

- ➋ If you have chosen the Local/Mapped Drive/Removable Drive option, click **Change** to browse to a directory path where backup data will be stored, then click **Test** to validate the path. **Test completed successfully** shows when the validation is done.



The screenshot shows a dialog box titled "New Storage Destination For The Pool". It has a "Name" field with the text "Local-1". Below it, the "Destination storage" section has a dropdown menu with the text "Local / Mapped Drive / Removable Drive". Below this, the "Local path" section has a text field and a "Change" button. At the bottom left, there is a "Test" button. At the bottom right, there are "OK", "Cancel", and "Help" buttons. A dark blue bar at the very bottom contains "Previous", "Next", "Cancel", and "Help" buttons.



- If you have chosen the Cloud Storage, click **Test** to log in to the corresponding cloud storage service.

The screenshot shows a dialog box titled "New Storage Destination For The Pool". It contains a text field for "Name" with the value "GoogleDrive-1". Below it is a "Destination storage" dropdown menu with "Google Drive" selected. A "Test" button is visible below the dropdown. At the bottom right of the dialog are "OK", "Cancel", and "Help" buttons. A link "Sign up for Google Drive" is located below the "Test" button.

- If you have chosen the FTP as the destination, enter the the Host, Username and Password details.

The screenshot shows the same dialog box titled "New Storage Destination For The Pool", but with "FTP" selected in the "Destination storage" dropdown. The "Name" field contains "FTP-1". Below the dropdown are fields for "Host", "Port", "Username", and "Password". There is also an optional field for "FTP directory to store backup data (default to ~/AhsayCSV)". At the bottom, there are two checkboxes: "Connect with SSL/TLS (explicit only)" and "Access the Internet through proxy". The "OK", "Cancel", and "Help" buttons are at the bottom right.



6. You can add multiple storage destinations. The backup data will be uploaded to all the destinations you have selected in the order you added them. Press the   icon to alter the order. Click **Next** to proceed when you are done with the selection.

