Cloud Backup Software
BackupAgent®

Online Backup Client User Manual

For Mac OS X

Software version 4.1.7

Version 2.2

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2. Product Information

Product: Online Backup Client for Mac OS X

Version: 4.1.7

2.1 System Requirements

Operating System	○ Mac OS X Leopard (10.5.0 and higher) (PPC is not supported, Intel only) ○ Mac OS X Snow Leopard (10.6.0 and higher) ○ Mac OS X Lion
Hardware Resources	○ 1 GB memory ○ 25 MB of disk space ○ Internet connection (e.g. ADSL, SDSL)
Required software	○ Java 1.6 platform or higher is required

Note: A separate manual is available for the Online Backup Client for Microsoft Windows and Linux.

Note: There are two types of accounts: Workstation and Server. In case of a Mac OS X Server, a Server license is required to activate the client software.

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3. Features

The Online Backup Client has several features. It supports different kinds of data. It can backup normal data but also specific data.

- You can make one or more scheduled tasks to backup data automatically (e.g. daily, weekly).
- The Online Backup Client fully supports all Mac file formats, including user rights

The Online Backup Service also includes a Management Console, which can be accessed through an Internet browser (e.g. Safari). It has several functions:

- Change user settings (e.g. password)
- Overview of your backups through logs and reports

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4. Setup

4.1 Setup Wizard

The installation file has a size of 4,2 Mb. The installation file of the Online Backup Client is a 'DMG'-file, which will introduce a friendly installation program. The language of the installation program is automatically chosen and is the same as your system language.

Note: After the installation program, you can adjust the language of the Online Backup Client.

Figure 1: Welcome screen

Now you can:

- Read the release notes

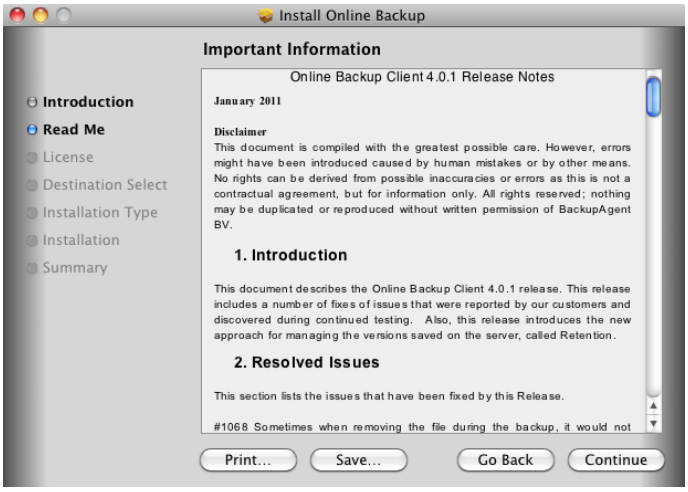

Figure 2: Release notes

- Accept the license agreement

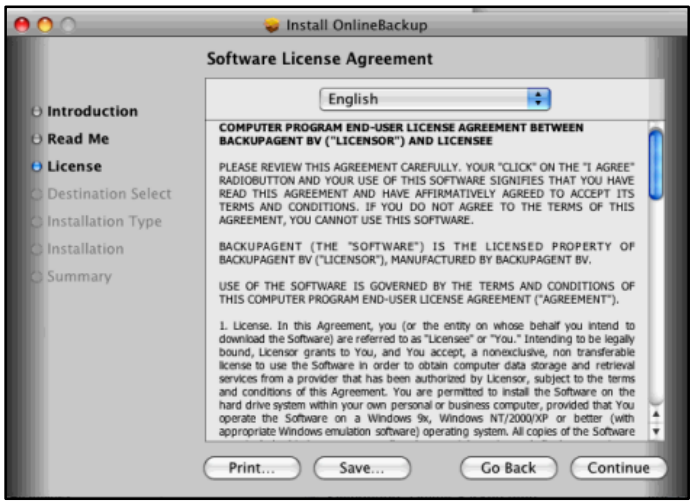

Figure 3: Accept the license agreement 1

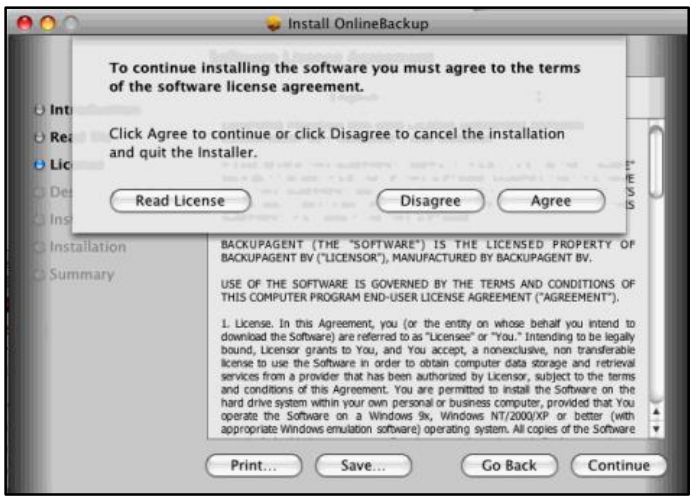

Figure 4: Accept the license agreement 2

- Choose the destination volume for installation

Figure 5: Choose destination volume

The installation program will ask for the login credentials of the administrator of the system.

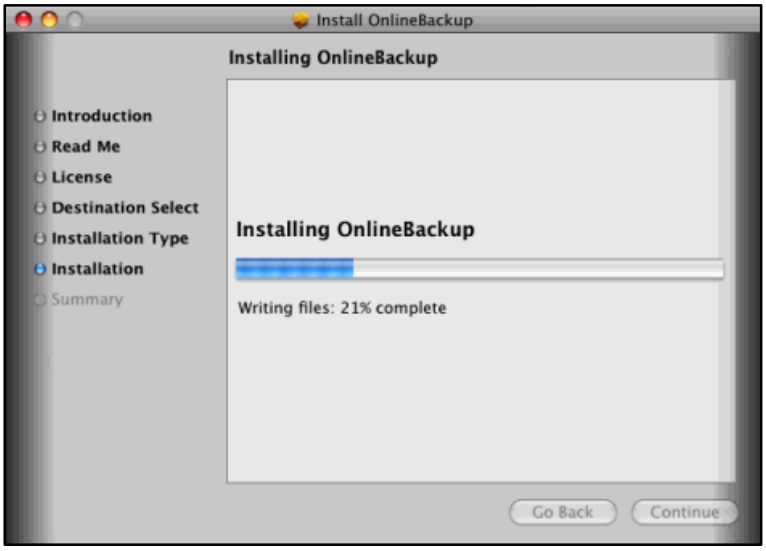

Figure 6: Installing Online Backup Client

The Online Backup Client is successfully installed on your computer.

Figure 7: Finishing installation program

4.2 Registration Wizard

When you start up the Online Backup Client for the first time, it will start with the Registration Wizard. The Registration Wizard guides you to enter the account information and encryption key. With the encryption key your data will be encrypted and decrypted.

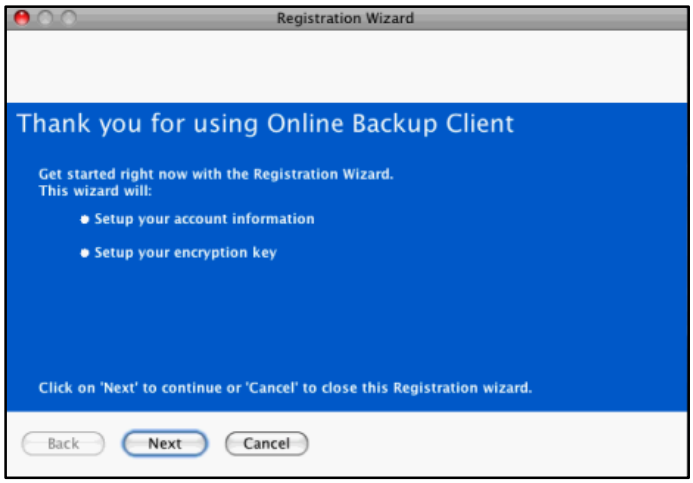

Figure 8: Registration wizard

You need to fill in the username and password that you created or obtained from your Online Backup Provider.

Note: You also have to enter a Computer name. This name will be registered at the Backup Server storage location to store all files.

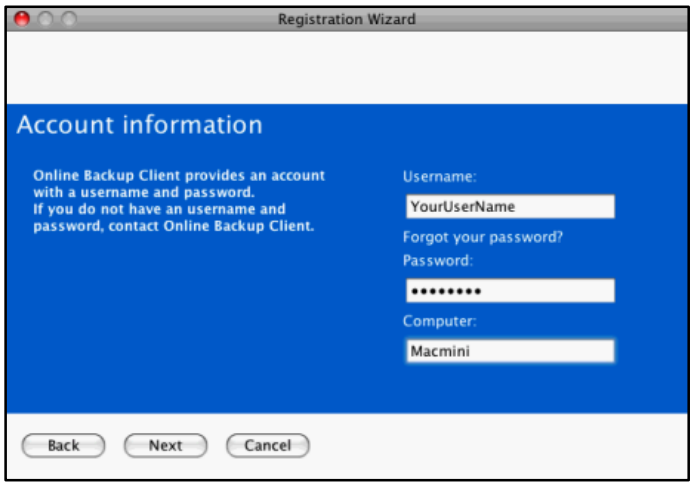

Figure 9: User account

Note: If you don't remember your password you can click on the link below the password text field. A reminder will then be sent to your registered e-mail address.

Note: If there is a problem with the username and password, the Online Backup Client will show a prompt that signing in is not possible. Several causes can apply to this:

- The username and/or password does not exist or is incorrect
- The time on the client machine differs very much from the real time (more than 24 hours)
- The Online Backup Client cannot access the online services while port 443 (SSL) is blocked by a firewall on the network

The next wizard page will ask you to set an encryption key. The purpose of this key is to encrypt all files before transferring them to the Backup Server and decrypt the files from the Backup Server when restoring them.

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Figure 10: Encryption Key

You must type an encryption key and then confirm this key. You can only set the encryption key once. After setting the encryption key it cannot be changed. If you forget the encryption key, the data encrypted with this key cannot be accessed anymore. Please write down the encryption key in a safe place.

IMPORTANT: **This key is unique and can only be chosen once and cannot be changed afterwards. Treat this key with great care, since it is required to restore your files after a system crash.**

Note: It is possible to store a reminder which can be sent to your personal e-mail address. In this wizard the field to enter the reminder will change into a link: 'Forgot your encryption key?'

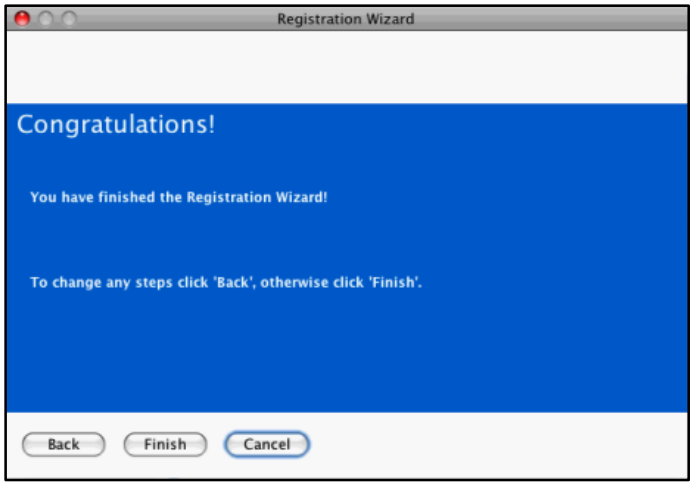

Figure 11: End of Registration Wizard

The wizard is now finished.

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5. Online Backup Client main interface

This is the main interface of the Online Backup Client. Several components are displayed in the figure below:

- Navigation panel
- Account Information
- Main panel (e.g. Home)

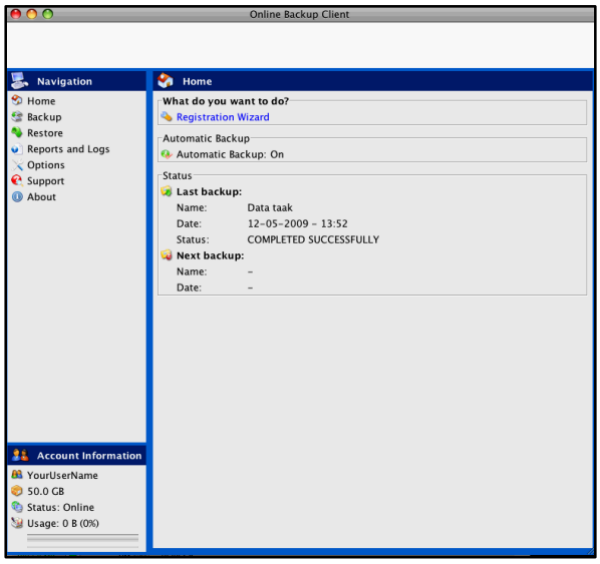

Figure 12: Online Backup Client main interface

Navigation panel

The Navigation panel is the main navigation through the Online Backup Client. The options:

- Home: Start View
- Backup: Select local data for a backup
- Restore: Select remote data for a restore
- Reports and Logs: View information on executed backups
- Options: Configure backup tasks
- Support: View contact information for support
- About: Additional information about the Online Backup Client

Account Information

Shows account details: account name, storage space, status and usage of storage space.

Main Panel

The main panel is the working space of the Online Backup Client. Depending on what you want to do, this panel will show the necessary views.

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5.1 Home

When you start the Online Backup Client it will show the Online Backup Client Home view. This view shows the status of the last and the next backup task.

Figure 13: Status of the last and next backup

5.2 Backup

You can backup data by clicking on “Backup” in the "Navigation" panel.

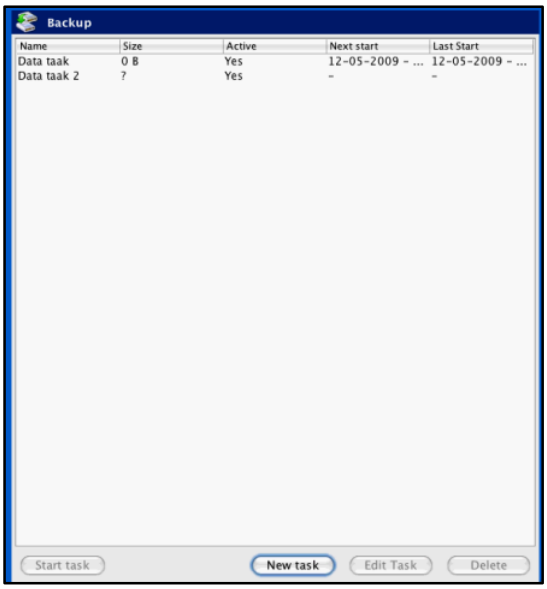

Figure 14: Backup

5.2.1 Create or change a backup task

Create task

- Here you can make a choice between an online backup or an offline backup
- Click on ‘New Task’ to create a new backup task.
- The Task Properties will open, and you can configure:
  - General
  - Schedule
  - Pre/Post scripts
  - File System

- MySQL

Change task

- Select the task in the tree view, and click on 'Edit Task'.
- The Task Properties will open, and you can configure:
  - General
  - Schedule
  - Pre/Post scripts
  - File system
  - MySQL

5.2.2 General

The 'General-tab' gives you a summary of the backup task. You can change the name of the backup task in this screen and choose between the type of backup: online or offline (local). More information about offline backup can be found in chapter 5.3.

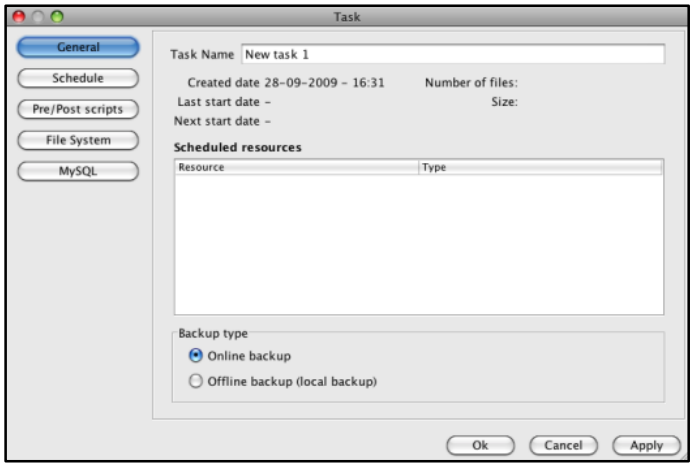

Figure 15: General view

5.2.3 Schedule

You can set a schedule for the backup task in the 'Schedule-tab' in the Task properties.

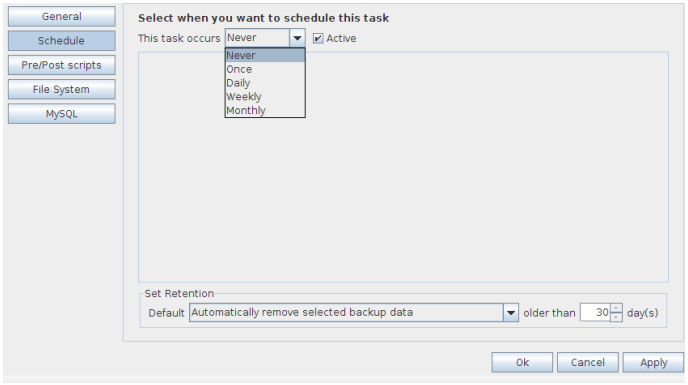

Figure 16: Set a schedule

The following schedule options are possible:

- Never Performs a backup only when you start it manually
- Once: Performs a backup once on the time that is inserted
- Daily: Performs a backup daily on the time that is inserted
- Weekly: Use this option to select which time and day(s) the backup must be performed
- Monthly: Use this option to select which part of the month and day of the week the backup must be performed

By checking 'Active', the backup task will be performed automatically on the scheduled times.

5.2.4 Set Retention

Retention allows you to set the number of days your backup data will be kept before it is removed. Data will be removed after set number of days in the following situations:

- If an existing full backup is replaced by a new full backup
  Example: *A full backup takes place when data is backed up for the first time, or when the difference in data is more than 66%. If a new full backup is made, the old full backup will be automatically removed after the set number of days.*
- If the task is no longer active for that period of time
  Example: *If you set retention to 7 days and stop the OnlineBackupService or shut down your computer for that period of time, the backup data will be automatically removed. The retention time will only become active the second time you run the backup task.*
- If the data is no longer located at the original location
  Example: *If you made a backup of certain folder and you remove, rename or replace that folder on your computer, the backup of the folder will be deleted after set number of days.*

You can also choose to set the retention of the selected backup data to permanent (0 days), in which case all backups of the data will be kept.

If you want to change the retention value of the current files on the storage and the current value is higher than what you want to set it to, you need to change the retention via the 'set retention' option in the restore view (see chapter 5.4.7). Remember that a retention value of zero days (permanent) counts as the highest value.

Note: When the task is set as an offline backup type (local backup), the option to set retention will be grayed out.

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Note: The retention value is changed for all files in the task, no matter whether they still exist on the user's computer or not.

5.2.5 Pre/Post scripts

Pre-Script

A Pre-Script is an advanced option to run certain operations before starting the backup task. You can simply browse a command or shell script which will be executed prior to the start of the backup task.

Continue processing if pre-script fails

When checked, the backup will be performed, even if the pre-script did not run properly.

Post-Script

A Post-Script is an advanced option to run certain operations after a backup task has run. You can simply browse a command or shell script which will be executed after the backup task is completed.

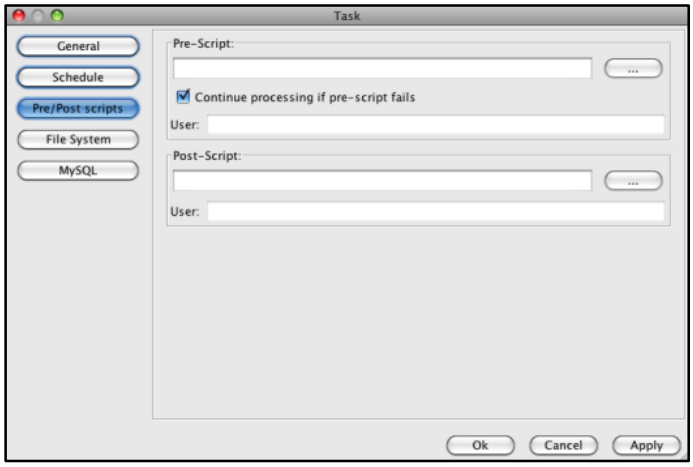

Figure 17: Pre/Post Scripts

5.2.6 File system

You can select data to backup in the 'Data' tab in the Task properties. You can easily expand and collapse the branches of the tree, by clicking the arrow signs displayed at the left. All items are displayed with their type.

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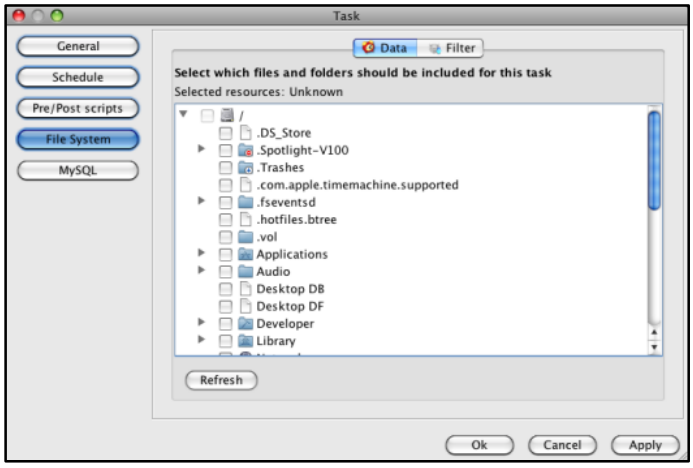

Figure 18: Select backup data

When a folder is selected for backup, underlying files and folders are automatically part of the selection, unless explicitly deselected.

Note: If a folder is checked with a grey background only a subset of this folder is part of the backup set.

Note: A light grey square in front of a file or folder means that it is not possible to adopt that item in the backup set.

5.2.7 Filter

You can add file filters or folder filters that are excluded or included in the backup task. You can also choose to include hidden files by checking the checkbox.

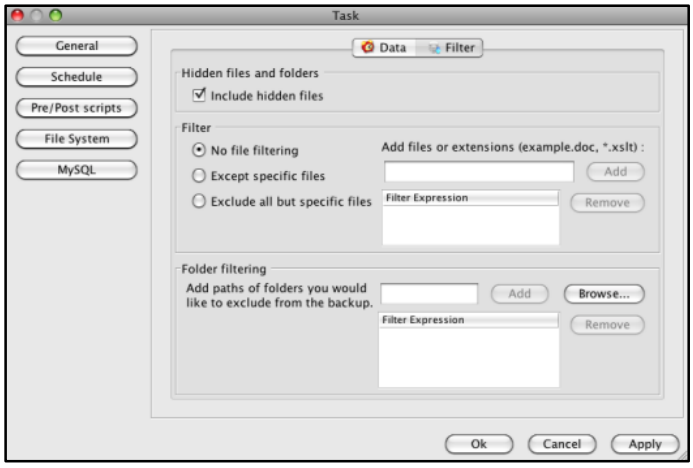

Figure 19: Set a file or folder filter

The various filter options are:

- No file filtering (default)
- Filter out files on file name/extension (‘Except specific files’)
- Filter out all files except with certain file name/extension (‘Exclude all but specific files’)
- Filter out folders by path pattern (e.g. Temp, Cookies, etc).

5.2.8 MySQL

Instead of a file backup you can select to make a MySQL backup.

Open the MySQL tab and you can see the MySQL backup plugin with the available servers and databases. Here you can select a database or even a table for the backup.

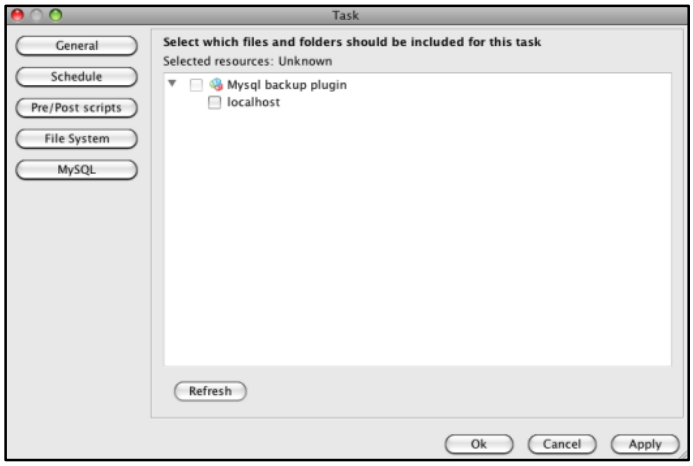

Figure 20: MySQL backup plugin

5.2.9 Backup progress

The backup process can be monitored by clicking on ‘Details’ on the bottom of the application during the process of a backup (the details-screen will pop-up automatically when a backup task is initiated).

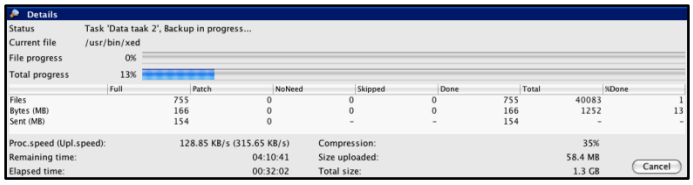

Figure 21: The detail screen while making a backup

The details regarding the backup of data:

Progress information

- File progress: The progress of the backup of the indicated file
- Total progress: The progress of the total backup task

In the table (the amount of files, the amount of selected MBs and the amount of sent MBs)

- Full: Full backed up files
- Patch: Patched backed up files (incremental backups)
- NoNeed: Unchanged files (unchanged compared to last backup)
- Skipped: Skipped files (details in the logs (explained later))
- Done: The total amount of processed data
- Total: The total amount of selected data
- %Done: The percentage of processed data

Other information

- Avg.upl.speed: The average upload speed
- Remaining time: The estimated remaining time
- Elapsed time: The elapsed time
- Compression: The average compression rate of the backed up data
- Size uploaded: The size of the uploaded data
- Total size: The total size of the selected data

5.3 Offline backup

You can create an offline backup task by clicking on ‘Backup’ in the ‘Navigation’ panel.

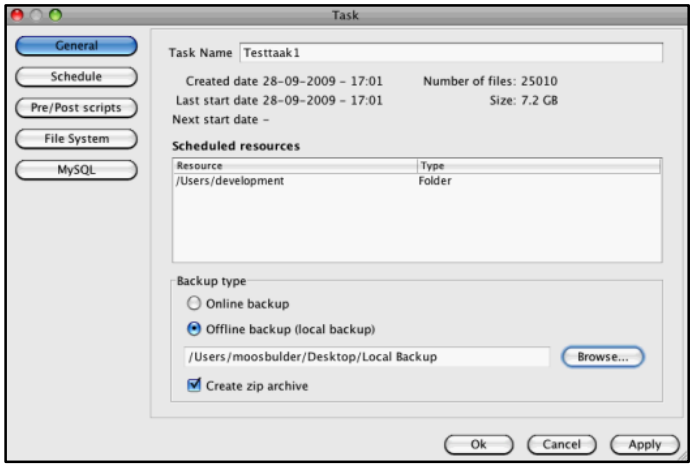

Figure 22: Summary view

Task Name

You can give the backup task a name.

Backup type

Set the backup type to ‘Offline backup’ and click on ‘Browse’ to select the storage location.

Here you can also decide whether to create a Zip archive or not.

A zip archive is smaller to save, but you do have to unzip the files on the backup server when this is an initial offline backup.

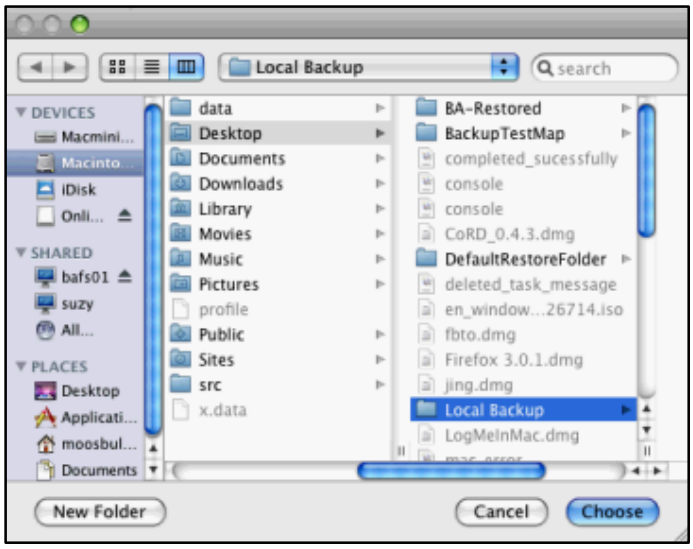

Figure 23: Select storage location for the Offline backup

All the next steps are the same as for an Online backup.

5.4 Restore

Your backed up data can be accessed by clicking “Restore” in the "Navigation" panel.

5.4.1 View backed up data

The view shows a collection of computers in the tree view. These computers are the base of the backup schedules. If the Online Backup Client is (or was previously) installed on a computer, this computer will be shown in this screen. Furthermore, the tree view shows all backed up data in the same structure as it was on your computer. In this view you can restore as well as delete data from the Backup Server.

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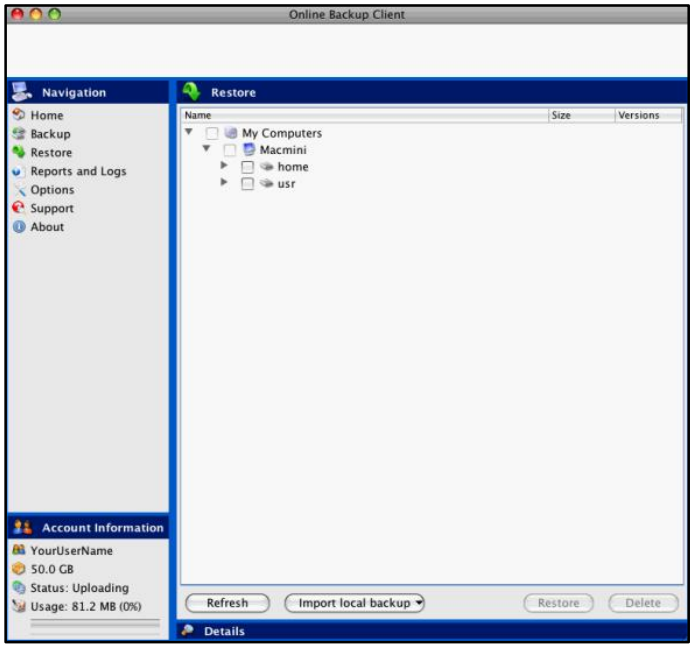

Figure 24: Restore

5.4.2 Restore latest versions of data

Data can be restored per file, folder or drive. Select files, folders or drives you want to restore, in the node tree. By clicking the 'Restore' button, the latest version will be restored automatically.

This is the most common option.

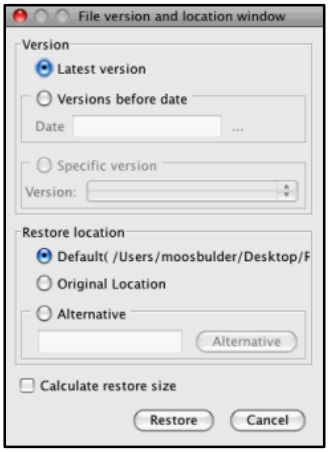

Figure 25: Restore screen

Before the restore starts, the client will ask you where you want to store the restored data. You can choose between the Default Location, the Original Location or a Selected Location.

Note: If a file already exists on the restore location, a prompt appears that allows you to skip, rename or overwrite the file.

5.4.3 Restore older versions of data

When a file has been changed within the period between two backups, the client will back up the file and notice that it is changed. The Online Backup Client will than create multiple versions of the file on the Backup Server (only if you have selected to store multiple versions, see later in this manual).

Restore at date

It is possible to restore a file or folder at a selected date in history. You select a file or folder in the 'Restore' view and click on 'Restore' in the lower main panel. In the 'Restore' view that appears, click on the 'Versions before date' button. Here you can select a date in history. The latest backed up versions of the selected files or folder before that date will be restored.

5.4.4 Deleting data from Backup Server

To delete data from the Backup Server, click on "Restore" in the "Navigation" panel. Select the data that needs to be deleted by checking the checkboxes (you can select multiple files or folders). Click on the "Delete" button in the lower main panel to delete the file(s). The client will ask you to confirm the delete action.

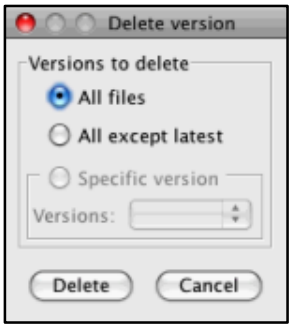

Figure 26: Confirm delete action

Note: You can choose to delete all data except the latest versions. This can be useful to clean up your backup account.

5.4.5 Restore process

The restore process can be monitored by clicking on 'Details' on the bottom of the application during the process of a restore (the details-screen will pop-up automatically when a restore is initiated).

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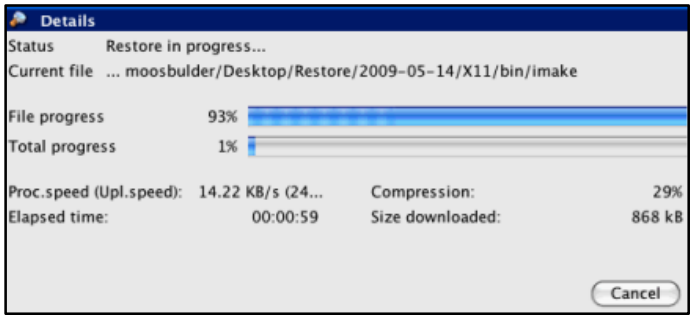

Figure 27: Restoring Data

The details regarding the restore of data:

Progress information

- File progress: The progress of the restore of the indicated file
- Total progress: The progress of the total restore
- Proc.speed (Upl.speed): The download speed in KB/s
- Compression: The compression of the files downloaded
- Elapsed time: The total time restoring
- Size downloaded: The size of the restored files

5.4.6 Import local backup

Within the Restore view it is possible to import your local backups. This allows you to restore data from e.g. a local hard disk to your computer. This data can be created by yourself (local backup), or delivered by your Online Backup Provider, for fast restoring purposes.

Select ‘Import local backup’ in the Restore view, and choose for ‘archive’ if the data was compressed into a ZIP file or choose ‘folder’ if the data was uncompressed (besides the standard compression that takes place). Keep in mind that you need to select the root folder of the folder structure you want to restore. Once the local backup is loaded in the tree of the Restore view, you can restore the data in the same way as your remote data.

5.4.7 Set retention

Within the Restore view it is also possible to set the retention per file, per folder or per computer for data on the storage. Note that altering retention will count for all subfolders, files and versions within those folders.

5.5 Options

You can set different kind of settings by clicking “Options” in the "Navigation" panel.

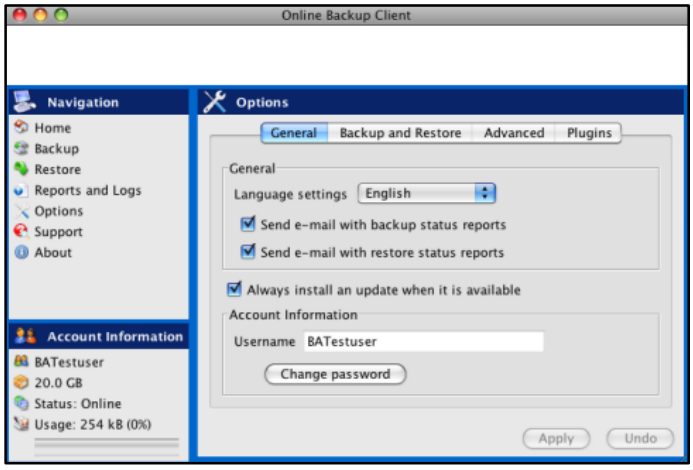

Figure 28: Options

5.5.1 General

In the “General”-tab, you can set general options of the Online Backup Client:

- You can change the language of the application
- You can able or disable the sending of backup and restore reports by e-mail
- You can able or disable to always install an update when it is available
- You can see your Username and change your password

Note: It might not be possible to change your password in the Online Backup client, since your Online Backup Provider can disable this option

Note: It is not possible to change the username or encryption key.

5.5.2 Backup and Restore

In the “Backup and Restore”-tab, you can set options that are specific for backing up and restoring with the Online Backup Client:

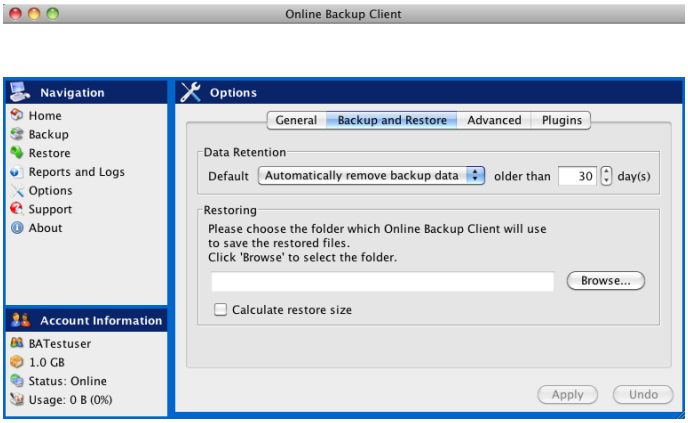

Figure 29: Default restore directory

Data Retention

In this view you can set the default data retention value. By default this is 30 days. This default value will be used when creating new backup tasks.

Restoring

In this view the default restore folder can be specified. This is the folder where data is restored by default when you don't choose a specified folder

Restoring

You can enable or disable to always calculate the restore size.

5.5.3 Advanced

In the "Advanced"-tab, you can set advanced options of the Online Backup Client:

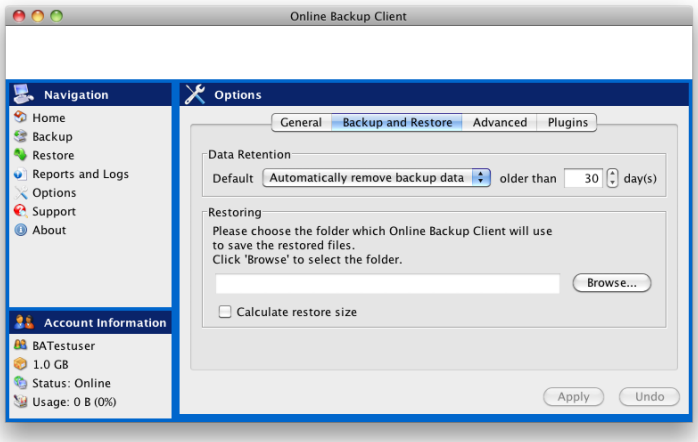

Figure 30: Advanced settings

- You can set the type of encryption of the data that will be backed up: AES 128 bits or 256 bits encryption.
- You can set the timeout for the service requests.
- You can set the log files location.
- Here is where you enable 'Detail logging' for trouble shooting Only enable this when support asks you to enable this.

5.5.4 Plugins

In the "Plugins-tab", you can set the options for all available plugins.

5.6 MySQL backup

Within the "Plugins-tab" you can activate the MySQL backup plugin. Once you have this activated you can set the plugin options like the URL, username and password.

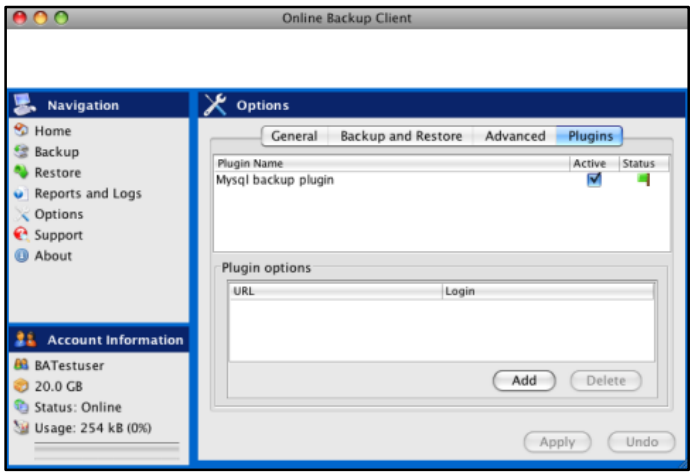

Figure 31: MySQL backup plugin

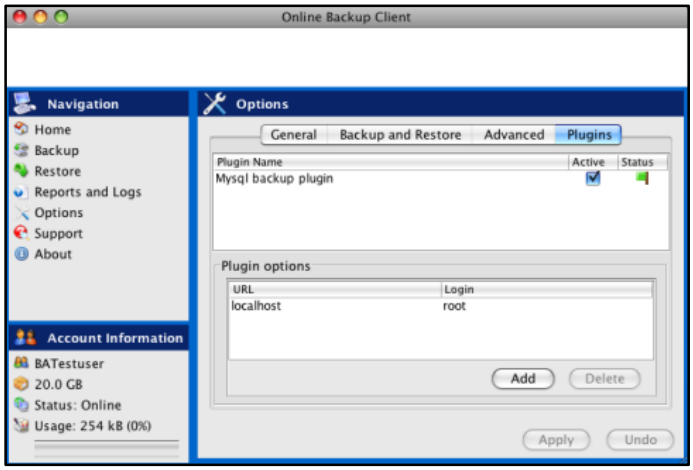

Figure 32: MySQL plugin Options

5.7 Report details

Click on “Reports and Logs” in the "Navigation" panel for a chronological overview of important events.

5.7.1 Reports

The “Reports”-view shows a history of reports. You can view the status of the past backups and restores:

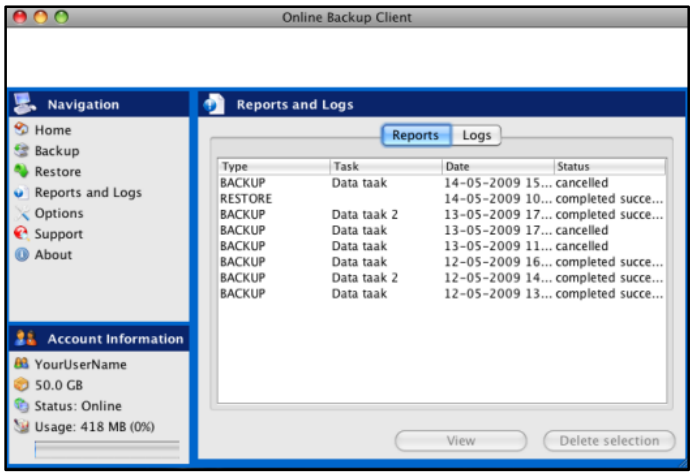

Figure 33: Report view

Double-clicking on a report will show report details.

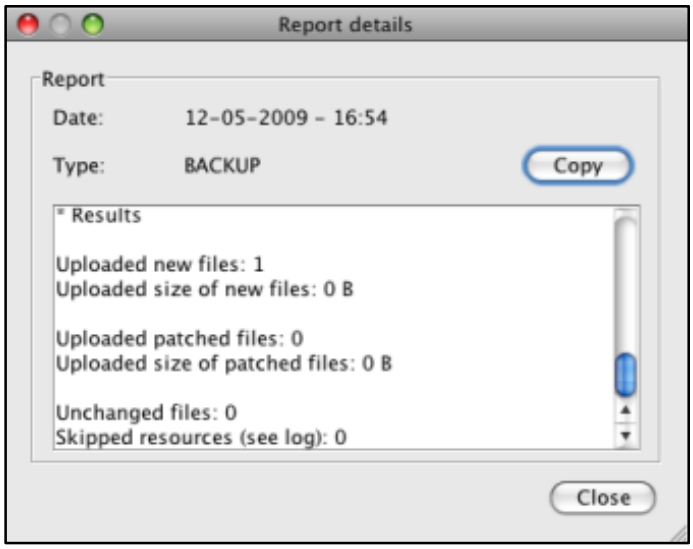

Figure 34: Report details

This report will also be sent to you be e-mail.

It is possible to clean the reports or logs list. In the list of reports or logs, click on the button ‘Delete selection’.

5.7.2 Logs

The ‘Logs’ view shows a history of log files.

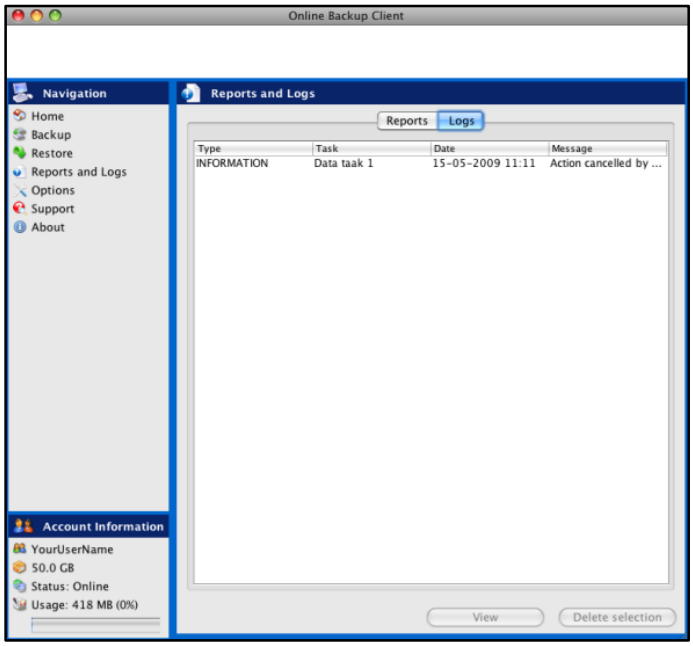

Figure 35: Log view

Three types of events can occur:

- Information: Information regarding the progress of the backup or restore procedure.
- Warning: Non-fatal errors occurred during backup or restore process.
- Error: A fatal error has occurred in the Online Backup Client.

Details of the log message can be viewed by clicking on [View]. This shows a dialog with detailed information of the message.

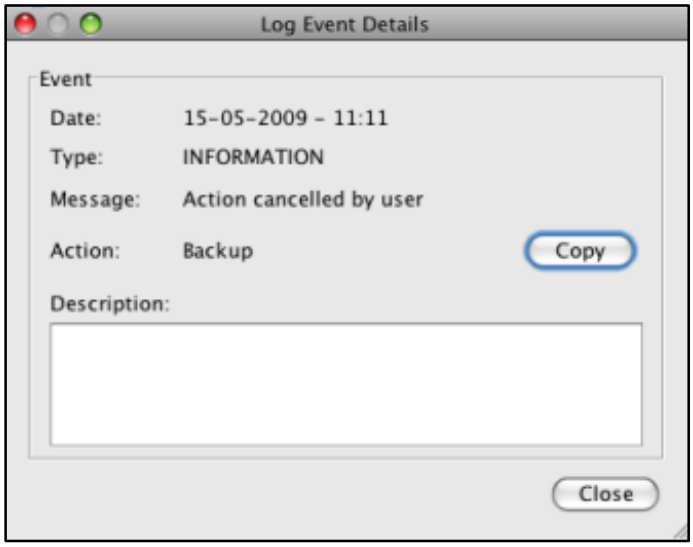

Figure 36: Log Event Details

5.8 Support

Clicking on “Support” in the "Navigation" panel will give contact details of your Online Backup Provider.

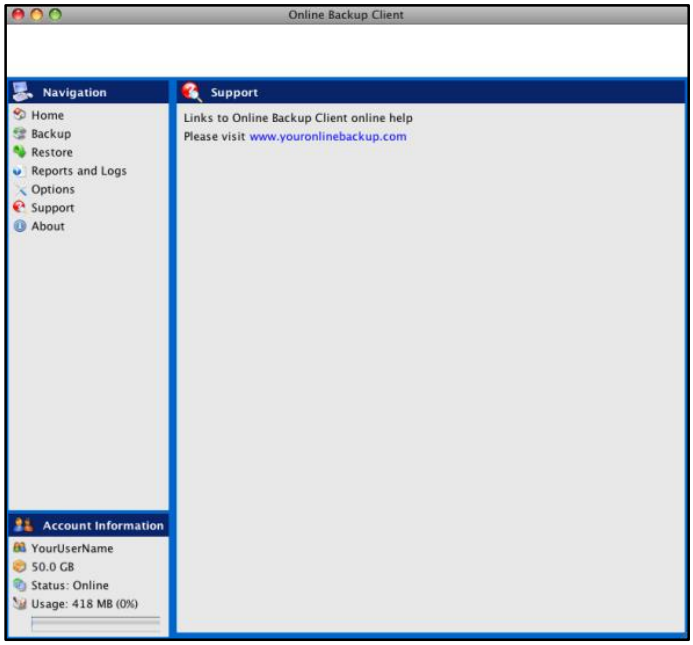

Figure 37: Support contact information

5.9 About

Clicking on “About” in the "Navigation" panel will give details on the version of the software and the license of the software.

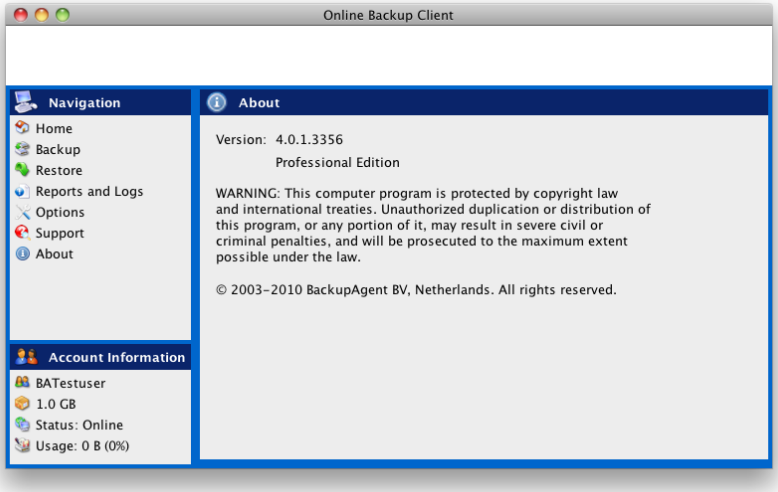

Figure 38: Online Backup Client about

6. Online Backup Client uninstallation

Normally applications can be removed by dragging the icon into the recycle bin. Because the Online Backup Client runs as a service component, this cannot be done. You can drag the icon to the recycle bin, but then the service part remains and must be removed manually afterwards.

The correct way to uninstall the Online Backup Client is to run the uninstall.sh from the application directory (Applications/'Client name'/Contents/Resources) through the terminal. First change to the mentioned directory and then run the following command:

```
sudo ./uninstall.sh
```

If this script doesn't exist anymore (because the user has dragged the icon to the recycle bin and emptied it), you need to manually remove the service part.

First try to remove by running the uninstall.sh from the application directory.

When this is not possible, follow the instructions below:

1. Log in as a user with administrative rights
2. Start terminal.app (via Applications->Utilities->Terminal)

In the new terminal window, apply the following commands:

3. sudo launchctl stop com.backupagent.agent
4. sudo launchctl unload /Library/LaunchDeamons/com.backupagent.agent.plist
5. sudo rm /Library/LaunchDaemons/com.backupagent.agent.plist

Enter your password when required.

6. Next, remove the installation package. This makes sure that the next installation performs a full installation and not an update. You need to know the name of the installation package. If the name is "OnlineBackupClient Installer.pkg" then the following command should be run: `sudo rm -fr "/Library/Receipts/OnlineBackupClient Installer.pkg"`
7. Remove the startup item (on Tiger OS only):
    - Open system preference
    - Navigate to users
    - Select your name
    - Select Startup Items
    - Delete the entry for the Online Backup Client

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