ORIXCLOUD BACKUP CLIENT USER MANUAL MAC OS

1. Product Information

Product: Orixcloud Backup Client for Mac OS X

Version: 4.1.7

1.1 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
	1 GB memory
Hardware Resources	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 Orixcloud 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.

2. Features

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

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

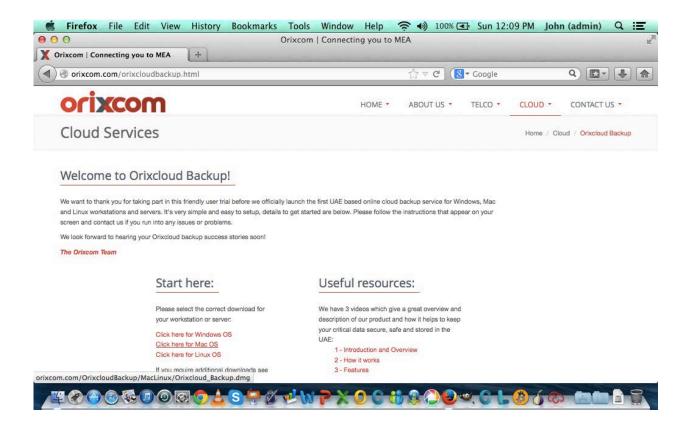
The Orixcloud Backup Service also includes a Management Console, which can be accessed through an Internet browser (e.g. Safari). It has several functions:

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

3. Setup

3.1 Setup Wizard

The installation file has a size of 4,2 Mb. The installation file of the Orixcloud 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. You can download the installer from a location provided by your administrator or from the Orixcloud web pages:



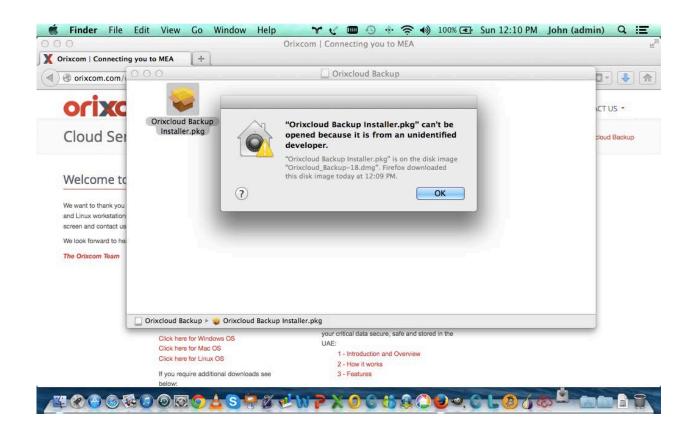
When you download the Mac OS client, select the "DiskImageMounter" option:

0 0		Orixcom Connecting you to MEA
Orixcom Connecting you t	o MEA +	
) 🕙 orixcom.com/orixclou	idbackup.html	K ♥ C Gogle
Welcome to	Orixcloud Backup!	
and Linux workstations		ally launch the first UAE based online cloud backup service for Windows, Mac ils to get started are below. Please follow the instructions that appear on your Opening Orixcloud_Backup.dmg
We look forward to hea	ring your Orixcloud backup success stories soon!	You have chosen to open:
The Orixcom Team	Start here: Please select the correct download for	 Orixcloud_Backup.dmg which is: Document (5.8 MB) from: http://orixcom.com What should Firefox do with this file? Open with DiskImageMounter (default) ‡
	your workstation or server: Click here for Windows OS Click here for Mac OS Click here for Linux OS	 Save File Do this automatically for files like this from now on.
	If you require additional downloads see below:	Cancel OK
	Microsoft .NET Downloads	

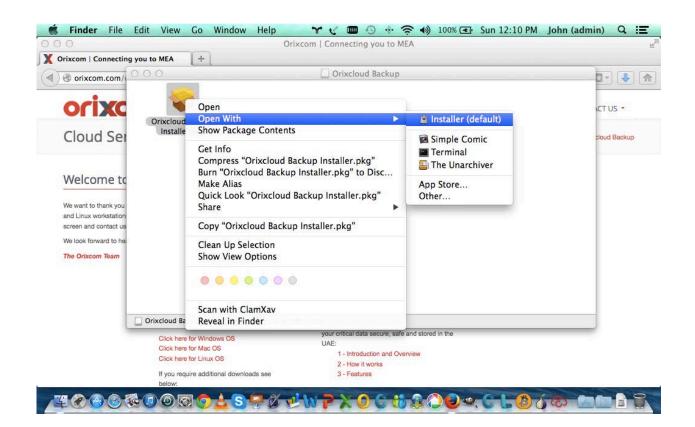
This will open up a window with the Orixcloud Backup Installer.pkg in it.



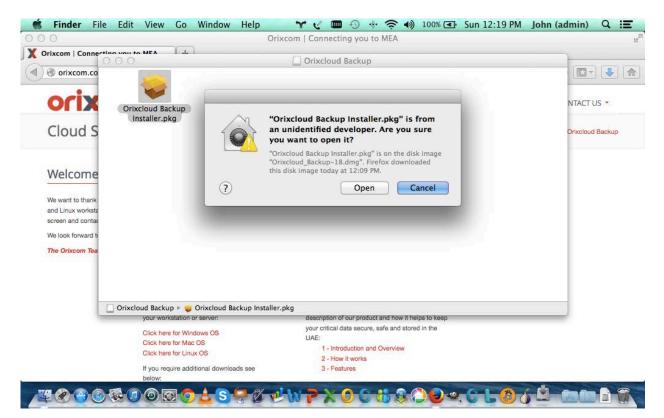
Note: The Orixcloud Backup Installer is unsigned by the developer. If you try to double-click the installer you will get an error message:

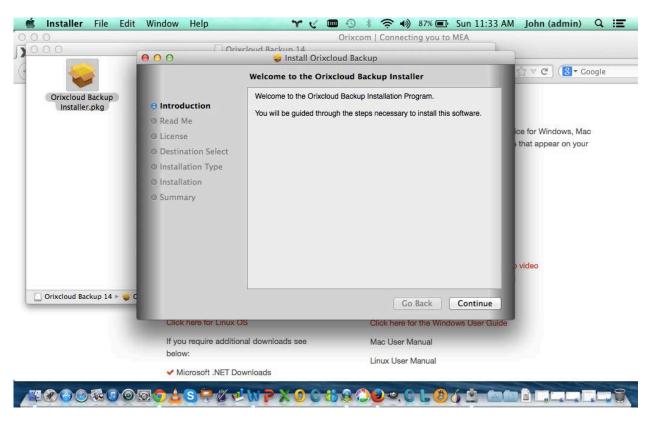


All you need to do is navigate using Finder to the download location of the "DMG'-file mentioned above, "Double-Click" that and then "Right-Click" the *Orixcloud Backup Installer.pkg* file to open it and begin the installation:



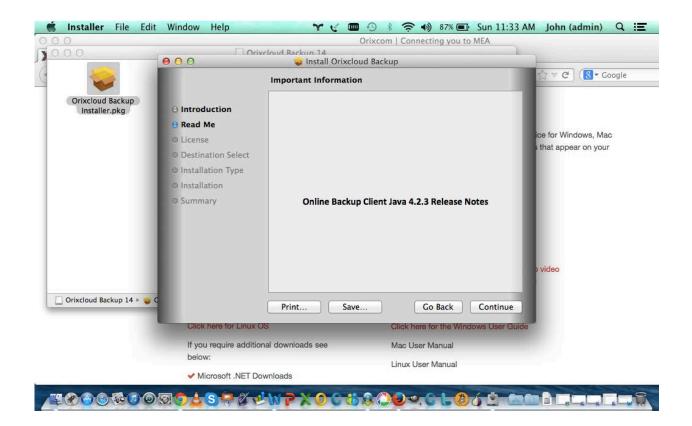
Go ahead and open the installer:



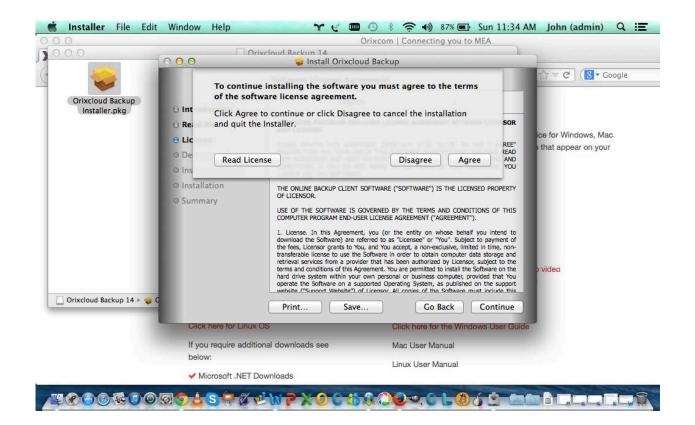


Note: After the installation program, you can adjust the language of the Orixcloud Backup Client.

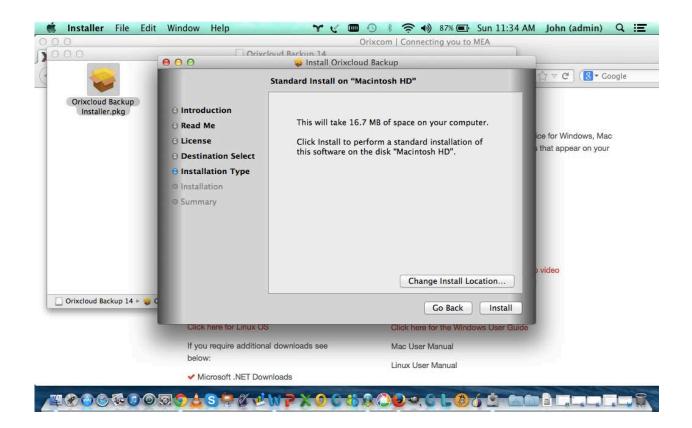
Now you can read the release notes if you would like:



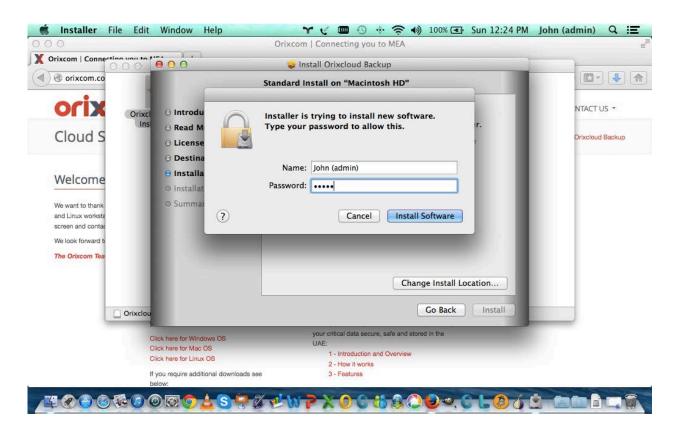
Go ahead and accept the license agreement:



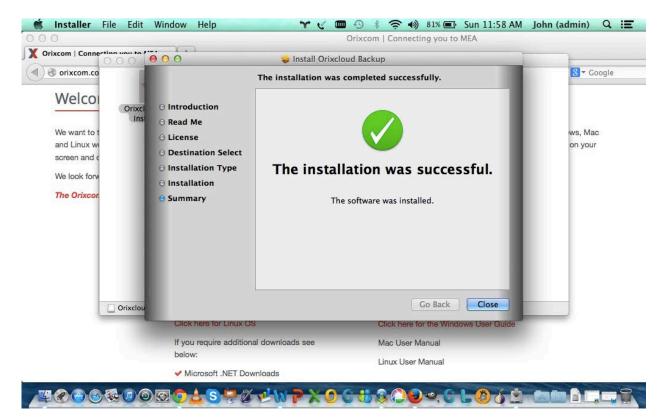
Choose a different destination location for installation or just press install if you'd like to put it in your Applications folder:



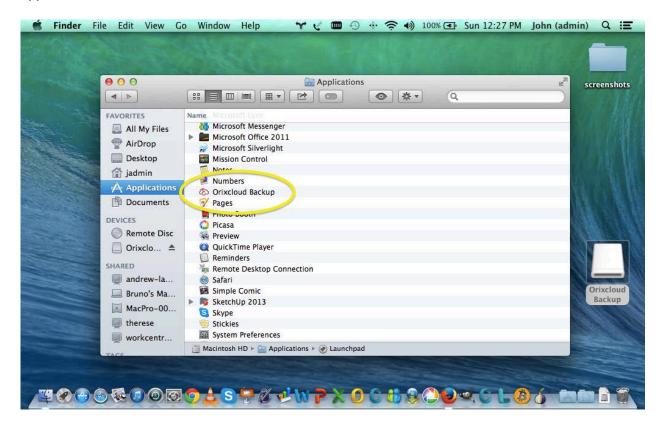
The installation program will ask for the login credentials of the administrator of the system:



And the Orixcloud Backup Client is successfully installed on your computer:



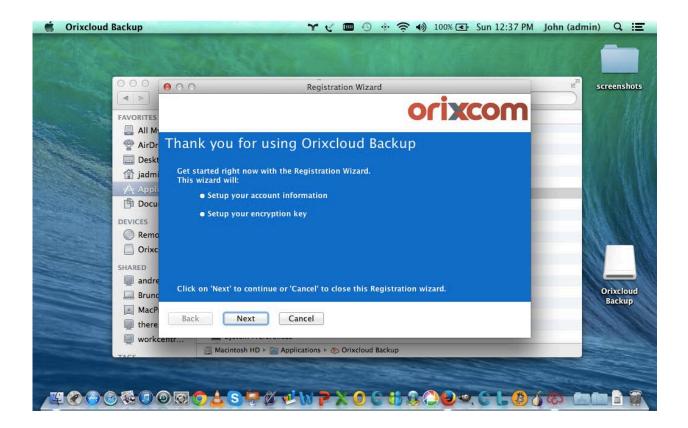
Now, navigate using Finder to your Applications folder and "double-click" the Orixcloud Backup application client Client:



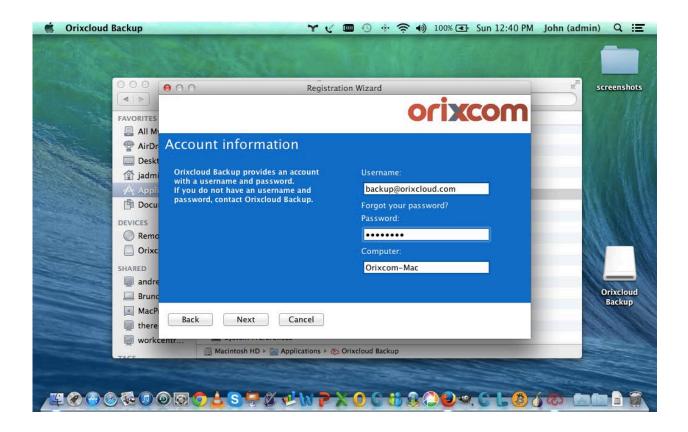
This will start the Orixcloud Backup client registration process or "wizard".

3.2 Registration Wizard

When you start up the Orixcloud 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.



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

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 Orixcloud 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 Orixcloud 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.

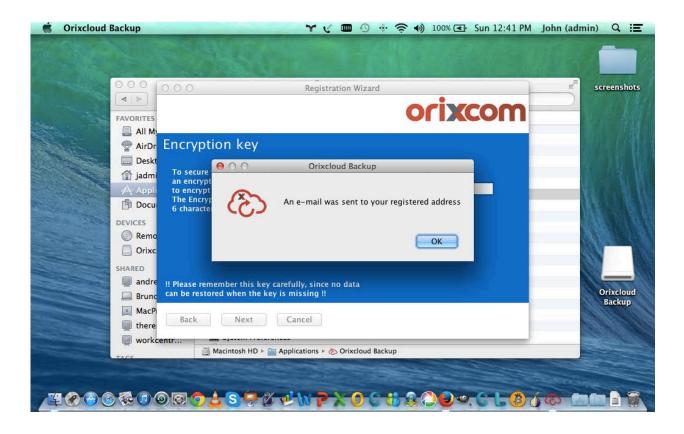


You must type an encryption key and then confirm this key. You can only set the encryption key once. After setting the encryption key it cannot be changed.

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?':



The wizard is now finished.

Ś	Orixcloud Backup	🌱 💕 🎟 🕙 🚸 🎅 🐠 100% 💽 Sun 12:42 PM John (admin) 🔍 🗮
	000	e O O Registration Wizard screenshots
		ociveom
	FAVORITES	orixcom
	And the second se	Congratulations!
	Deskt	
	😭 jadmi	You have finished the Registration Wizard
	Appl	
	Contraction of the second	
	DEVICES	To change any steps click 'Back', otherwise click 'Finish'.
	SHARED	
	Bruno	Orixcloud
	MacP	
	📃 🗐 there	Back Finish Cancel
	worke	centr
	TACE	Macintosh HD > Applications > (2) Orixcloud Backup
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4. Orixcloud Backup Client main interface

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

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

	Orixcloud Backup
FAVO Navigation Image: Status Image: Status Image: Status	Wines do you want to do? Registration Wizard Automatic Backup Automatic Backup: Automatic Backup: Name: Date: Name: Date: Date: Date:
TAPE	

Navigation panel

The Navigation panel is the main navigation through the Orixcloud 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 Orixcloud 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 Orixcloud Backup Client. Depending on what you want to do, this panel will show the necessary views.

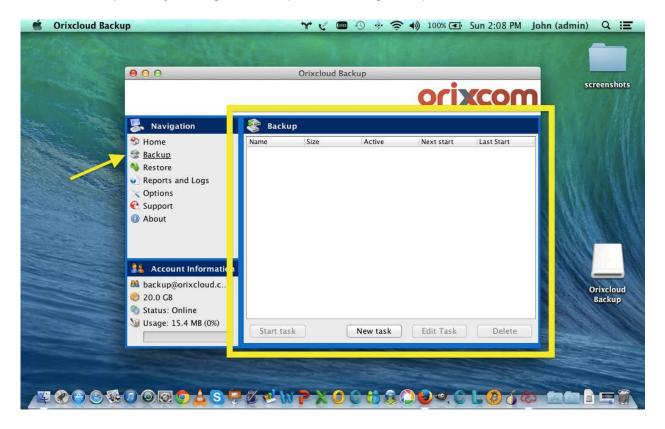
4.1 Home

When you start the Orixcloud Backup Client it will show the Orixcloud Backup Client Home view.

This view shows the status of the last and the next backup task.

000	Orixcloud Backup
 Navigation Home Backup Restore Reports and Logs Options Support About About Account Information backup@orixcloud. 20.0 GB Status: Online Usage: 15.4 MB (0%)	What do you want to do? Registration Wizard Automatic Backup Automatic Backup: Automatic Backup: Name: Date: Status: Name: Date: Date: Date: Date: Date: Date: Pate:

4.2 Backup



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

4.2.1 Create or change a backup task

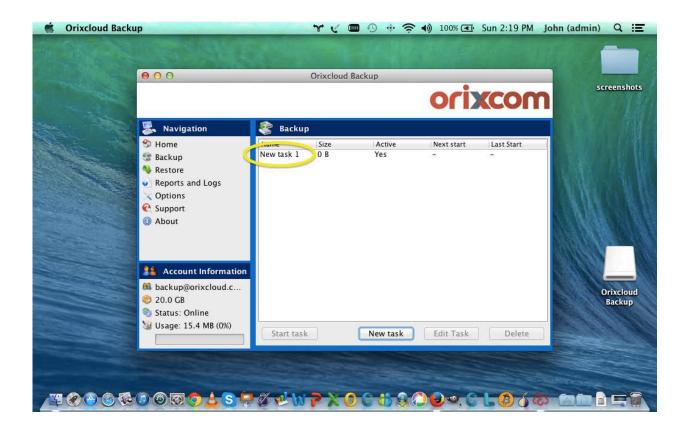
Create task

- Here you can make a choice between an online backup or an offline backup
- Click on 'New Task' to create a new backup task.

000	Task	
Ceneral Schedule Pre/Post scripts File System MySQL	Task Task Name New task 1 Created date 2/9/14 2:11:48 PM Number of files: 0 Last start date - Size: 0 B Next start date - Size: 0 B Scheduled resources Type	reenshots
	Ok Cancel Anniv	
	Pre/Post scripts File System MySQL	Pre/Post scripts Last start date - Size: 0 B File System Scheduled resources

- The Task Properties will open, and you can configure:
 - General
 - Schedule
 - Pre/Post scripts
 - File System
 - MySQL

For familiarization purposes, go ahead and press 'Ok' to create "New task 1". That will create the task and bring you back to the main "Backup" screen:



Edit task

Select the task in the tree view, and click on 'Edit Task'.

	Orixcloud I	Backup		
			oria	KCON
😵 Backu	D			
Name	Size	Active	Next start	Last Start
New task 1	0 B	Yes		
1				
	Name	Backup	Name Size Active	Backup Name Size Active Next start

- The Task Properties will open, and you can configure:
 - General
 - Schedule
 - Pre/Post scripts
 - File system
 - MySQL

4.2.2 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.

General	Task Name New task 1		
Schedule	Created date 2/9/14 2:11:48 PM	Number of files: 0	
Pre/Post scripts	Last start date - Next start date -	Size: O B	
File System	Scheduled resources		
MySQL	Resource	Туре	
		Ok Cancel	App

4.2.3 Schedule

You can set a schedule for the backup task in the 'Schedule-tab' in the Task properties. Here we are scheduling New task 1 to run daily:

	Select when you want to schedule this task
Schedule	This task occursNever
Pre/Post scripts	Daily Weekly
File System	Montniy
MySQL	
	Set Retention
	Set Retention Default Automatically remove selected backup data \$

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.

4.2.4 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 50%. 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 OrixcloudBackupService 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 not remove the selected backup data, in which case all backups of the data will be kept.

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

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.

4.2.5 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.

General	Pre-Script:	
Schedule		•
Pre/Post scripts	Continue processing if pre-script fails	
	User:	_
File System	Post-Script:	
MySQL		
	User:	
	Ok Cancel A	\ppl

4.2.6 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.

General	🙆 Data 🛛 🙀 Filter
Schedule	Select which files and folders should be included for this task Selected resources:
Pre/Post scripts File System MySQL	 Users Jocalized Folo Guest OrbuserTextEncoding Or
	Ok Cancel Ap

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.

4.2.7 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.

General		🕘 Data 🚺 🖀 Filter	
Schedule	Hidden files and folders		
Pre/Post scripts	Include hidden files		
File System	Filter		
File System	 No file filtering 	Add files or extensions (example.doc, *.xs	lt) :
MySQL	O Except specific files		Add
	O Exclude all but specific files	Filter Expression	Remove
	Folder filtering		
	Add paths of folders you would like to exclude from the backup.	Add	Browse
		Filter Expression	Remove
	L		
		Ok C	ancel Ap

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).

4.2.8 MySQL

Instead of a file backup you can select to make a MySQL backup, if you have MySQL installed on your Mac.

Open the MySQL tab and *if you don't* have MySQL installed, you won't see any resources:

General	Select which files and folders should be included for this task Selected resources:
Schedule	
Pre/Post scripts	
File System	
MySQL	
	Refresh
	Ok Cancel App

If you do have MySQL installed, you can see the MySQL backup plugin with the available servers and databases:

$\Theta \cap \Theta$	Task
General	Select which files and folders should be included for this task Selected resources: Unknown
Schedule Pre/Post scripts File System MySQL	 Mysql backup plugin localhost
	Refresh
	Ok Cancel Apply

. Here you can select a database or even a table for the backup.

4.2.9 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).

Details			2					
Status	Task 'Data taak 2	, Backup in progres	\$5					
Current file	/usr/bin/xed							
File progress	0%							
Total progress	13%							
	Full	Patch	NoNeed	Skipped	Done	Total	%D	lone
Files	1111111	755	0	0	0	755	40083	1
Bytes (MB)		166	0	0	0	166	1252	13
Sent (MB)		154	0	-	-	154	-	-
Proc.speed (Upl.	speed):	128.85 KB/s (315.65 KB/s)	Compression:			35%	
Remaining time:			04:10:41	Size uploaded:			58.4 MB	
Elapsed time:			00:32:02	Total size:			1.3 GB	(Cancel)

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

4.3 Offline backup

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

Task				
Task Name Testtaak1				
Created date 28-09-2009 - 17:01	Number of files: 25010			
Last start date 28-09-2009 - 17:01	Size: 7.2 GB			
Next start date -				
Scheduled resources				
Resource	Type Folder			
Backup type				
O Online backup				
Offline backup (local backup)				
/Users/moosbulder/Desktop/Local Backup Browse				
Create zip archive				
	Created date 28-09-2009 - 17:01 Last start date 28-09-2009 - 17:01 Next start date - Scheduled resources Resource /Users/development Backup type Online backup Offline backup (local backup)			

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.



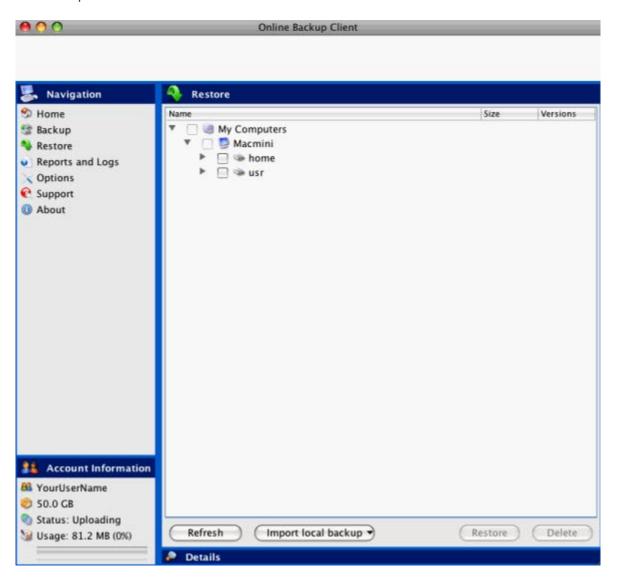
All the next steps are the same as for an Online backup.

4.4 Restore

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

4.4.1 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 Orixcloud 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.



4.4.2 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.

O Versions before date	
Date	
O Specific version	
ersion:	÷
Default(/Users/moosbulder/Des Original Location Alternative	
Alternative	ve

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.

4.4.3 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 Orixcloud 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.

4.4.4 Deleting data from Backup Server

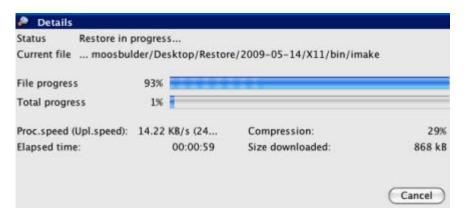
To delete data from the Backup Server, click on "Restore" in the "Navigation" panel. Select the data that needs to be deleted by checking the checkboxes (you can select multiple files or folders). Click on the "Delete" button in the lower main panel to delete the file(s). The client will ask you to confirm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

ersions to dele	te
 All files 	
O All except	latest
O Specific ve	rsion —
/ersions:	4

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

4.4.5 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).



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

4.5 Options

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

😹 Navigation	X Options
 Home Backup Restore Reports and Logs Options Support 	General Backup and Restore Advanced Plugins General Language settings English Image: Send e-mail with backup status reports
About Account Information	Send e-mail with restore status reports Always install an update when it is available Account Information Username BATestuser
A BATestuser 20.0 GB Status: Online Usage: 254 kB (0%)	Change password

4.5.1 General

In the "General"-tab, you can set general options of the Orixcloud 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 Orixcloud Backup client, since your Orixcloud Backup Provider can disable this option

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

4.5.2 Backup and Restore

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

00	Online Backup Client

😹 Navigation	X Options
 Home Backup Restore Reports and Logs Options Support About 	General Backup and Restore Advanced Plugins Data Retention Default Automatically remove backup data Image: older than 30 image: day(s) Restoring Please choose the folder which Online Backup Client will use to save the restored files. Click 'Browse' to select the folder. Browse
Account Information	Calculate restore size
 BATestuser 1.0 GB Status: Online Usage: 0 B (0%) 	Apply Undo

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.

4.5.3 Advanced

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

- 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.

4.5.4 Plugins

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

4.6 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.

00

Online Backup Client

😹 Navigation	Coptions						
🕉 Home	General Backup and Restore Advanced Plugins						
😨 Backup	Plugin Name Active Status						
🐓 Restore	Mysql backup plugin						
Reports and Logs							
Coptions							
C Support							
About	Plugin options						
	URL Login						
Account Information							
BATestuser							
📁 20.0 GB	(Add) (Delete)						
Status: Online	1 the						
📓 Usage: 254 kB (0%)	(Apply) (Undo						
-	(http://						
900	Online Backup Client						
🛃 Navigation	Online Backup Client Options General Backup and Restore Advanced Plugins						
Navigation Home Backup	General Backup and Restore Advanced Plugins						
Navigation Home Backup Restore	X Options						
Navigation Home Backup Restore Reports and Logs	Options General Backup and Restore Advanced Plugins Plugin Name Active Status						
Navigation Home Backup Restore Reports and Logs Options	Options General Backup and Restore Advanced Plugins Plugin Name Active Status						
Navigation Home Backup Restore Reports and Logs Options Support	Ceneral Backup and Restore Advanced Plugins Plugin Name Active Status Mysql backup plugin Image: Compare the status Image: Compare the status						
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4.7 Report details

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

4.7.1 Reports

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

S Home	Reports a	nd Logs	orts Logs	
 Backup Restore Reports and Logs Options Support About 	Type BACKUP RESTORE BACKUP BACKUP BACKUP BACKUP BACKUP	Task Data taak Data taak Data taak Data taak Data taak Data taak Data taak Data taak Data taak	Date 14-05- 14-05- 13-05- 13-05- 13-05- 12-05- 12-05-	Status 2009 15 cancelled 2009 10 completed succe 2009 17 completed succe 2009 17 cancelled 2009 11 cancelled 2009 16 completed succe 2009 14 completed succe 2009 13 completed succe
Account Information Account Information YourUserName 50.0 GB Status: Online Usage: 418 MB (0%)			View	Delete selection

Double-clicking on a report will show 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'.

4.7.2 Logs

The 'Logs' view shows a history of log files.

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Online Backup Client

D Home		R	eports Logs	
 Backup Restore Reports and Logs Options Support About 	Type INFORMATION	Task Data taak 1	Date 15-05-2009 1	Message 1:11 Action cancelled by
Account Information A YourUserName S 50.0 GB Status: Online Usage: 418 MB (0%)			View) (Delete selection

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 Orixcloud Backup Client.

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

$\bigcirc \bigcirc$	Log Event Details	
Event		
Date:	15-05-2009 - 11:11	
Type:	INFORMATION	
Message:	Action cancelled by user	
Action:	Backup	Сору
Description	E	
		Close

4.8 Support

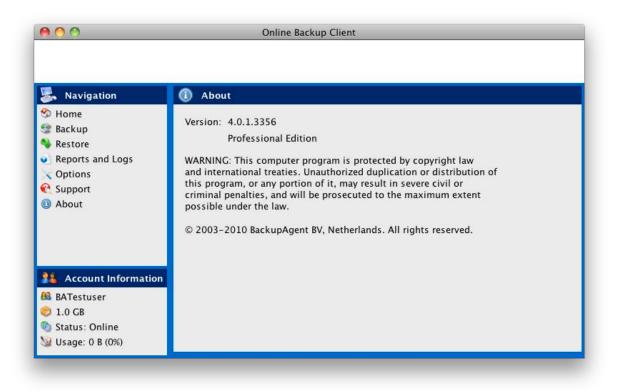
Clicking on "Support" in the "Navigation" panel will give contact details of your Orixcloud Backup Provider.

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😹 Navigation	🕄 Support
 Home Backup Restore Reports and Logs Options Support About 	Links to Online Backup Client online help Please visit www.youronlinebackup.com
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🥨 Usage: 418 MB (0%)	

4.9 About

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



5. Orixcloud Backup Client uninstallation

Normally applications can be removed by dragging the icon into the recycle bin. Because the Orixcloud 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 Orixcloud 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:

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

In the new terminal window, apply the following commands:

- sudo launchctl stop com.backupagent.agent
- sudo launchctl unload /Library/LaunchDeamons/com.backupagent.agent.plist
- sudo rm /Library/LaunchDaemons/com.backupagent.agent.plist

Enter your password when required.

- 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 "OrixcloudBackupClient Installer.pkg" then the following command should be run: sudo rm -fr "/Library/Receipts/OrixcloudBackupClient Installer.pkg"
- 2. 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 Orixcloud Backup Client