



Attix5 Pro

Your guide to protecting data with Attix5 Pro Desktop & Laptop Edition

V6.0 User Manual for Mac OS X

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Instruction Symbols

The following icons are used in this user manual:



The information icon precedes important information.



The example icon indicates a practical illustration of a process or procedure.



The hint icon indicates a suggestion or hint to guide or assist you with performing a task.



The warning icon provides a warning against potential mistakes and actions that could cause critical error.

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Introduction

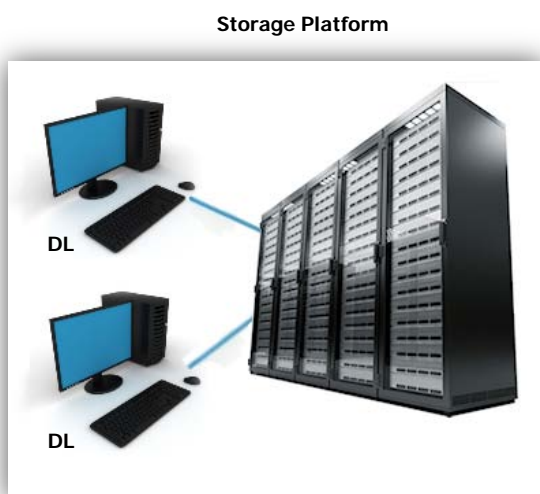
Congratulations on choosing Attix5 Pro Desktop & Laptop Edition. Attix5 Pro minimises risk, maximises productivity and allows businesses to regain control of their most valuable asset - their data.

For technical support, please go to **Attix5 Pro > About Attix5 Pro**, and then use the contact details provided.

Product overview

With Attix5 Pro Desktop & Laptop Edition (DL), data stored on desktop and laptop computers can be backed up to a Storage Platform quickly, securely and automatically.

The following diagram illustrates the scenario:



Files and folders stored on desktop or laptop computers running Attix5 Pro DL can be backed up to a Storage Platform. In the event of data loss or corruption, you can retrieve data from the Storage Platform and restore it to the original or another computer in just a few easy steps.

A Backup Administrator can manage the entire backup environment (DL Clients and the Storage Platform) remotely, using the Attix5 Pro Storage Platform Console. For more information, please refer to the **Attix5 Pro Storage Platform Console User Manual**.

1 Getting started

Enabling manual or automatic backups is easy with Attix5 Pro Desktop & Laptop Edition:



2 Installation

Below are the system requirements for Attix5 Pro Desktop & Laptop Edition.



Note: For the latest system requirements and compatibility information, please refer to the *Requirements-Compatibility.pdf* (provided with each release of the Attix5 Pro software).

System requirements

Operating System

DL is available for the following Macintosh operating systems:

- MAC OS X 10.4 (Tiger)
- MAC OS X 10.5 (Leopard)
- MAC OS X 10.6 (Snow Leopard)

Processor & Memory

- **Required:** PowerPC G3, G4 or G5/Intel Core processor with 128 MB memory above operating system requirements.
- **Recommended:** 256 MB above operating system requirements.

Disk Space

- **Required:** 50 MB plus space for local cache.



Note: Please ensure that the drive on which the Backup Client will be installed has enough free space to store copies of the selected files.

- **Recommended:** Amount of free space equal to the Backup Account limit. The local cache can be as large as the total size of all files included in the backup selection.



Example: A file inclusion of 100 MB needs up to 100 MB extra disk space for the cache.

Other

- **Minimum video requirements:** 800 x 600 Resolution, 256 colours

Installing Attix5 Pro DL

The DL DMG file contains pre-configured information to make installing DL quick and easy.



Note: *The options available during the installation process depend on the settings enabled by the administrator when the DMG file was created. These options range from advanced install settings to specifying the install location.*



Pre-installation warnings:

If running antivirus software, please ensure that all Attix5 Pro folders are excluded from being scanned to avoid data corruption.

Both antivirus software scans and backup processes are resource-intensive. It is advised not to run a backup and virus scan at the same time as this will significantly decrease machine performance.

Please ensure that you run the DMG file suited to the installed operating system (i.e. 32-bit or 64-bit). The filename should indicate the target platform. If unsure, please contact your Backup Administrator.

To install Attix5 Pro DL:

- Run the DMG file.
- Run the PKG file.
- In the Attix5 Pro Installer that appears, follow the steps to completion. See below.

Attix5 Pro Installer

The Attix5 Pro Installer typically consists of four steps to guide you through the installation in a simple, step-by-step manner. These steps also make it possible to undo previous operations by navigating backward.



Note: *Some of the settings encountered in the installer may have been removed when the DMG was created. Furthermore, the installer may contain additional steps. Please read each window carefully before continuing.*

Step 1 of 4: Welcome

The Welcome page will outline the task to be performed.

To start the installer:

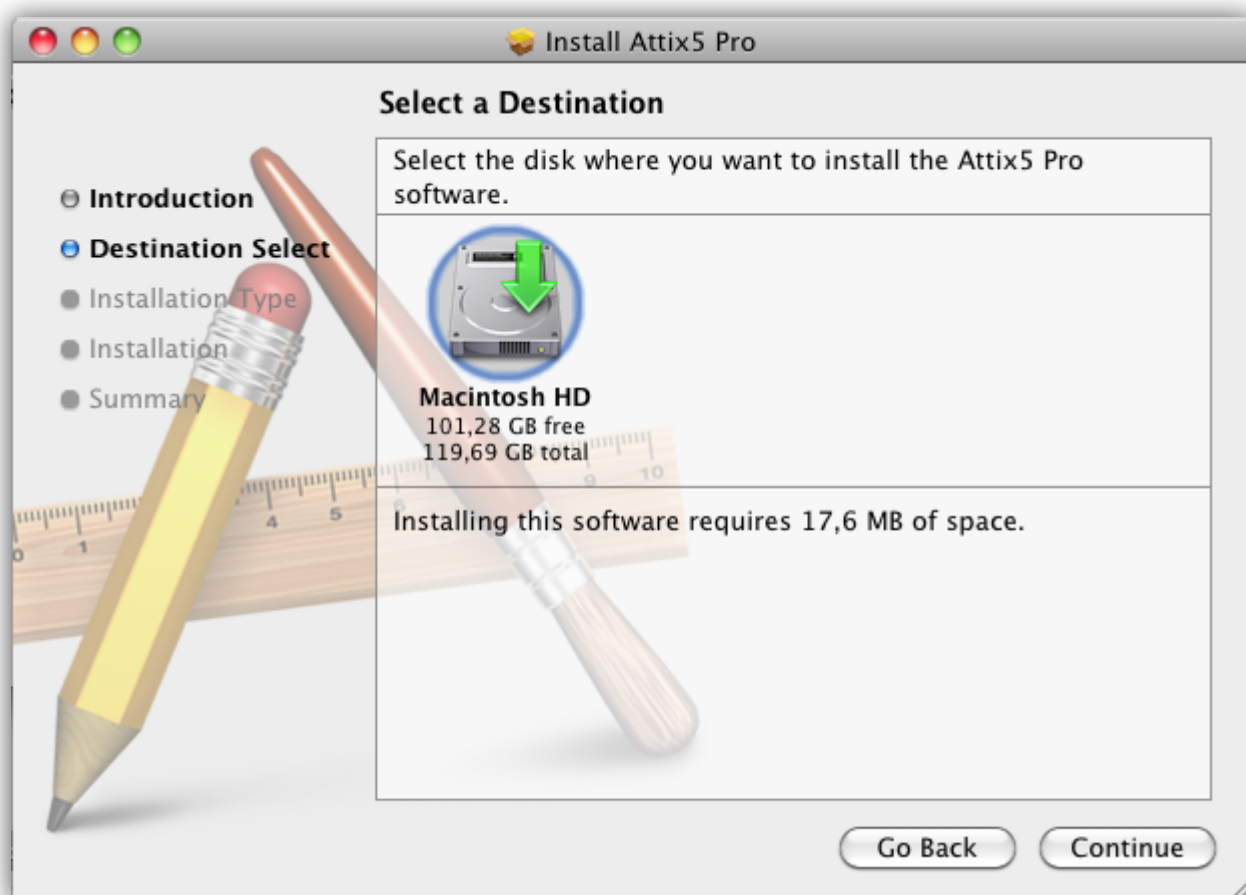
Click **Continue**.



Step 2 of 4: Select an install destination

To select a destination for the DL application files and folders:

- Select the disk on which you wish to install DL.
- Click Continue.



Step 3 of 4: Install

To begin the DL installation:

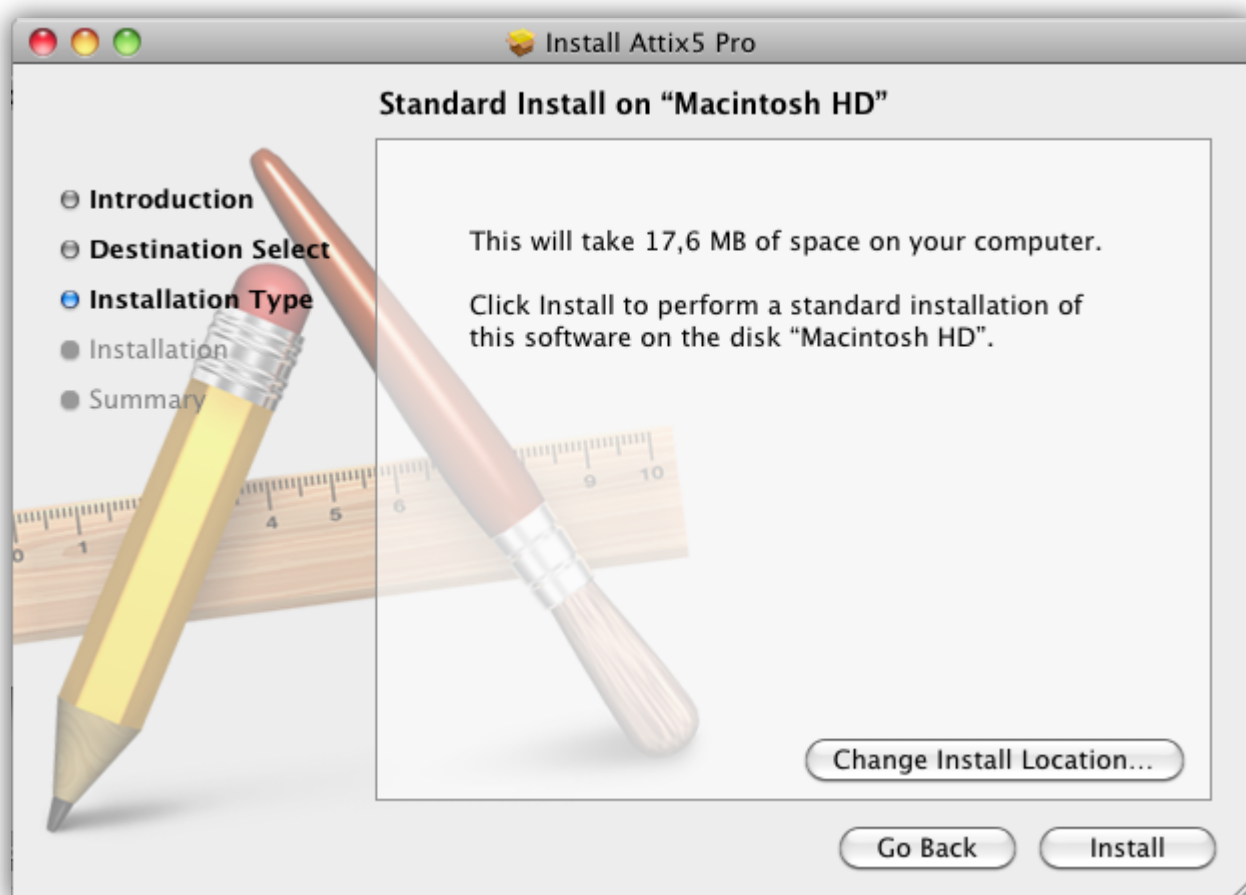
Click **Install**.



Tip: Should you wish to change the install location, you can use the **Change Install Location** button.



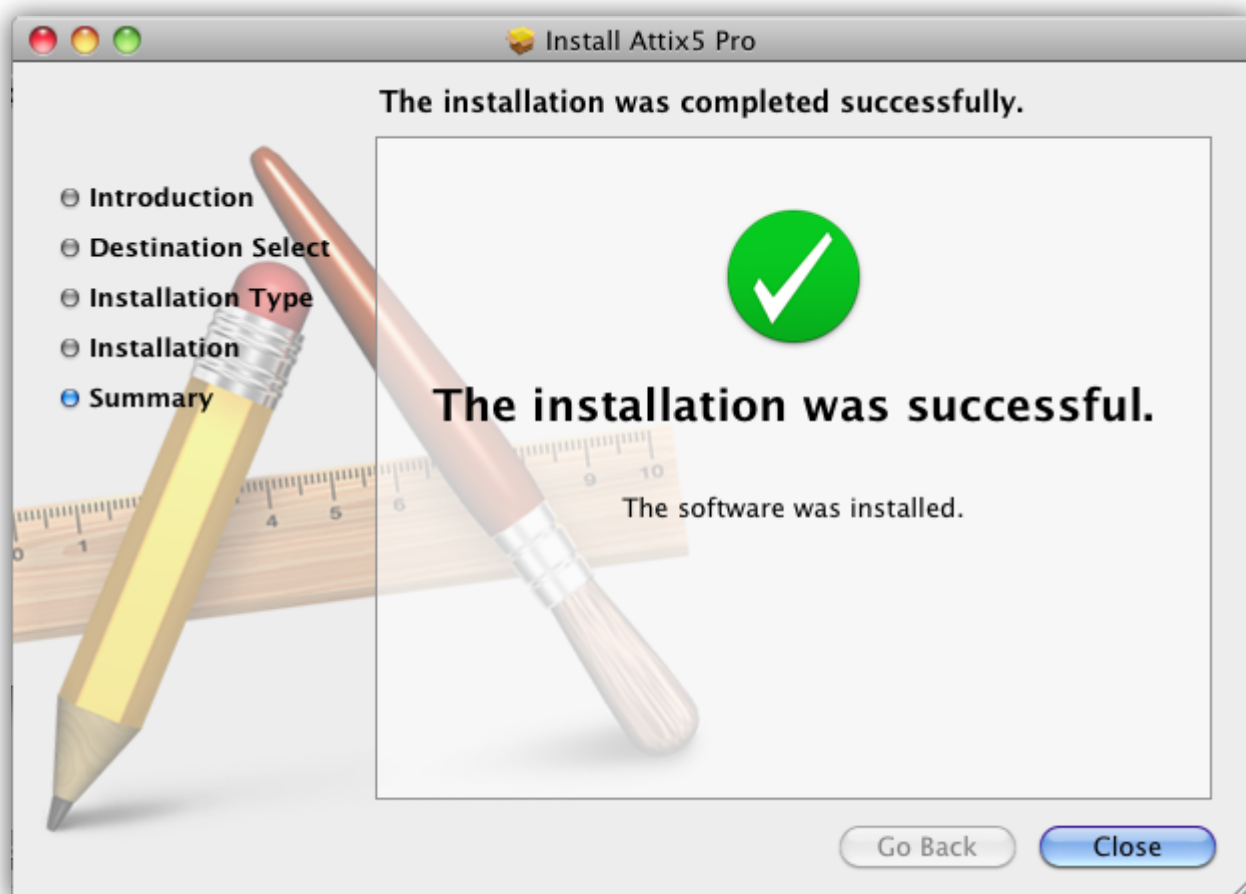
Note: At this point, you may be prompted to provide a password to allow the installer to make the required changes to the operating system. Supply your Mac username and password in the boxes provided, and then click **OK**.



Step 4 of 4: Close the installer

To close the installer:

Click **Close**.



After clicking **Close**, Attix5 Pro DL will be installed on the machine.


Upon opening the DL Client for the first time, the **Backup Account Setup Wizard** will launch, enabling you to create a Backup Account. Follow the wizard steps as described in Chapter 3, "Account setup."

3 Account setup

To be able to back up or restore data using the Backup Client, a Backup Account is required.


Setting up a Backup Account

The Account Setup Wizard will launch when the Backup Client is opened for the first time (for more information, see *Opening the Backup Client* in Chapter 4, “Graphical User Interface”).


 **Note:** To run the Account Setup Wizard at any other time: On the **Tools** menu, click **Account Setup Wizard**. In the warning box that appears, click the **Run Account Setup Wizard** button and follow the instructions below from **Step 2** onwards.

Account Setup Wizard

The Account Setup Wizard typically consists of seven steps to guide you through the Setup task in a simple, step-by-step manner. These steps also make it possible to undo previous operations by navigating backward.

 **Note:** Some of the settings encountered in the wizard may have been removed when the *Installation DMG* was created. Furthermore, the wizard may contain additional steps. Please read each window carefully before continuing.

Step 1 of 7: Specify Storage Platform connection settings

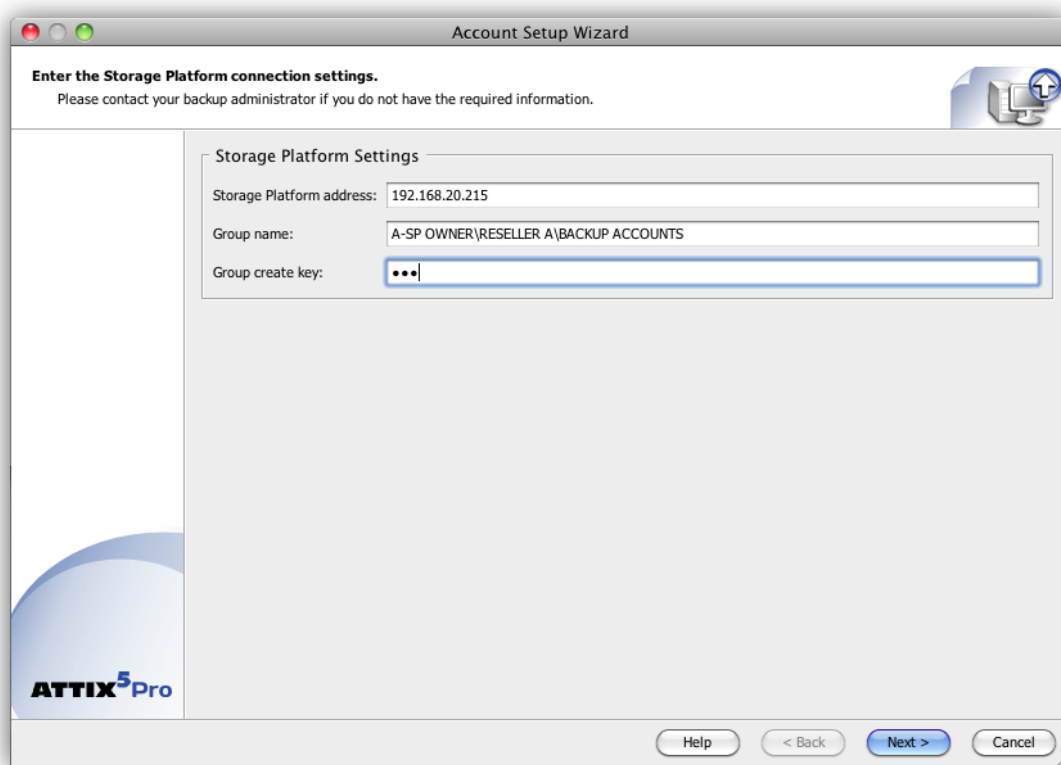
 **Note:** This step displays when the wizard is run directly after the DL Client installation. If accessing the wizard at a later stage (via the **Tools** menu), this step will not display as the Storage Platform settings will already have been configured.

To specify the Storage Platform connection settings:

- In the **Storage Platform address** box, type the IP address or DNS name of the Storage Platform where the Backup Account resides.
- In the **Group name** field, specify which Backup Group the Account belongs to.
- In the **Group create key** field, specify the preconfigured Group create key for the applicable Group. If you do not have access to this key, please contact your Storage Platform administrator.

 **Note:** This key is case sensitive.

- Once all the correct settings have been entered, click **Next**.



The screenshot shows a window titled "Account Setup Wizard" with the following content:

- Header: "Enter the Storage Platform connection settings." with a sub-note: "Please contact your backup administrator if you do not have the required information."
- Section: "Storage Platform Settings" containing three input fields:
 - "Storage Platform address:" with the value "192.168.20.215"
 - "Group name:" with the value "A-SP OWNER\RESELLER A\BACKUP ACCOUNTS"
 - "Group create key:" with a masked input field containing three dots "..."
- Bottom left corner: "ATTIX⁵Pro" logo
- Bottom right corner: "Help", "< Back", "Next >", and "Cancel" buttons

Step 2 of 7: Create or connect to a Backup Account



Notes:

*This wizard step is typically the first to be displayed if you access the wizard via the **Tools** menu.*

*You can select **I want to connect to an existing Backup Account** to:*


Connect to an Account that has been opened for use by this computer.

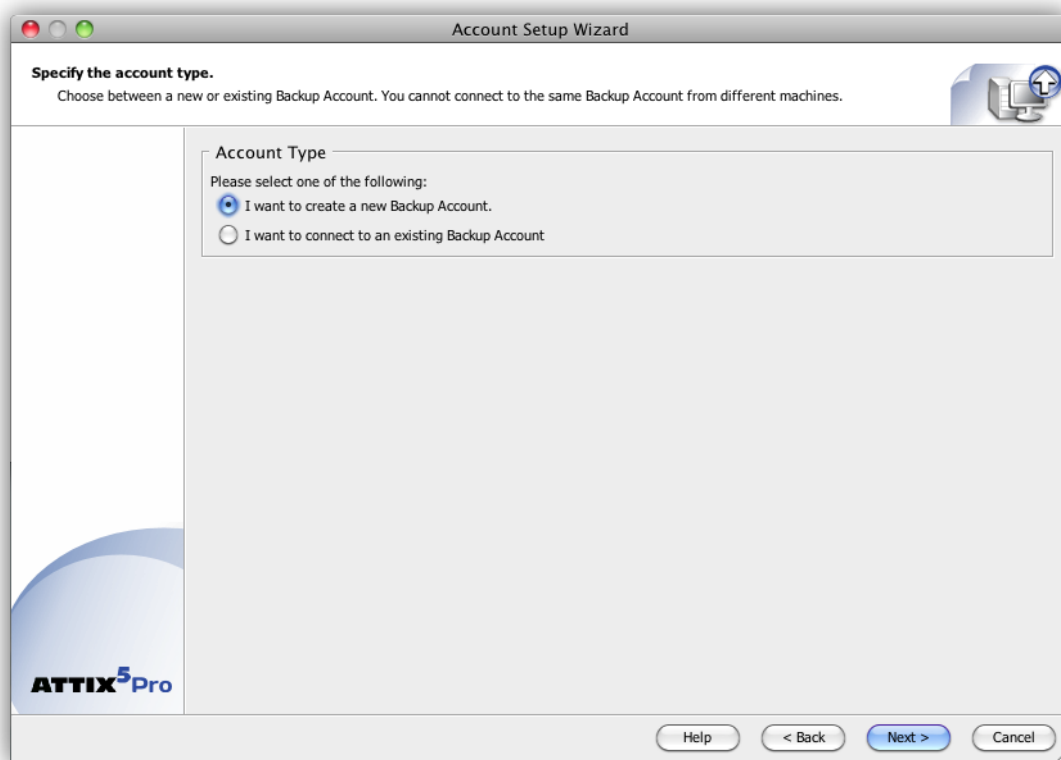
Reconnect to an Account to recover data from the computer that had previously backed up to this Account.

To create a new Backup Account:

- Select **I want to create a new Backup Account**.
- Click **Next**.

To connect to an existing account:

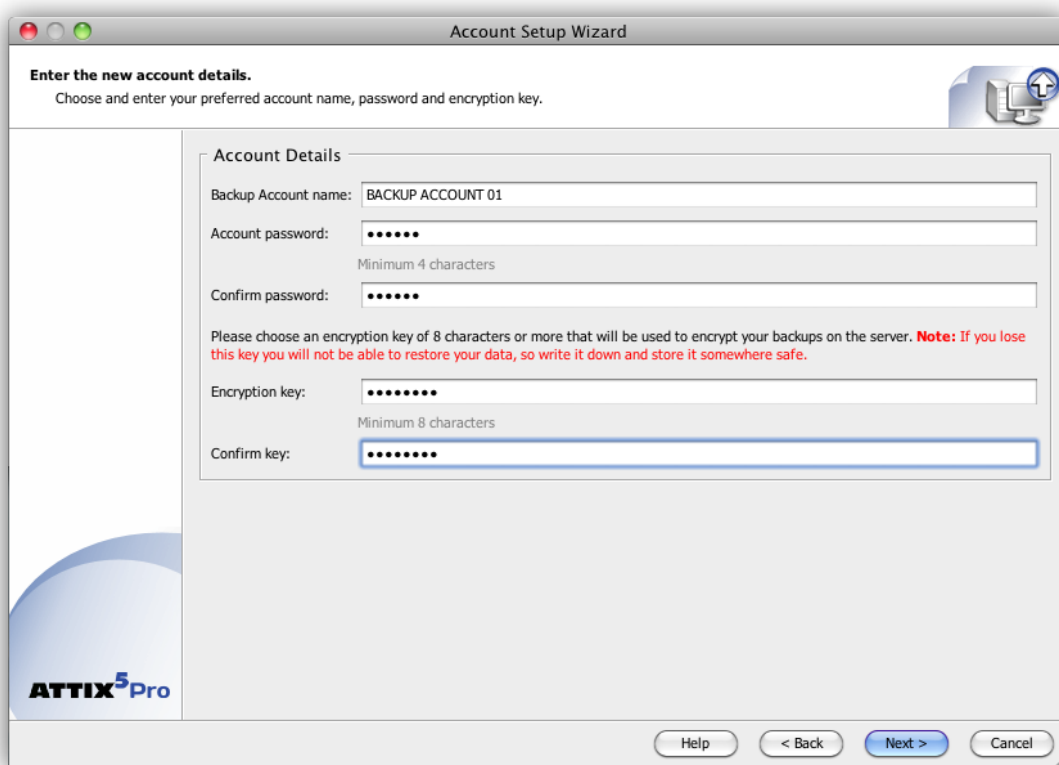
- Select **I want to connect to an existing Backup Account**.
-  **Warning:** *Different users cannot back up to the same Backup Account. A separate Backup Account needs to be created for each user.*
- Click **Next** to continue.



Step 3 of 7: Specify Account details

When connecting to an existing Account:

- In the **Backup Account name** box, type the Account name.
- In the **Account password** box, type the Backup Account password.
- In the **Encryption key** box, type the encryption key chosen when the Backup Account was created.

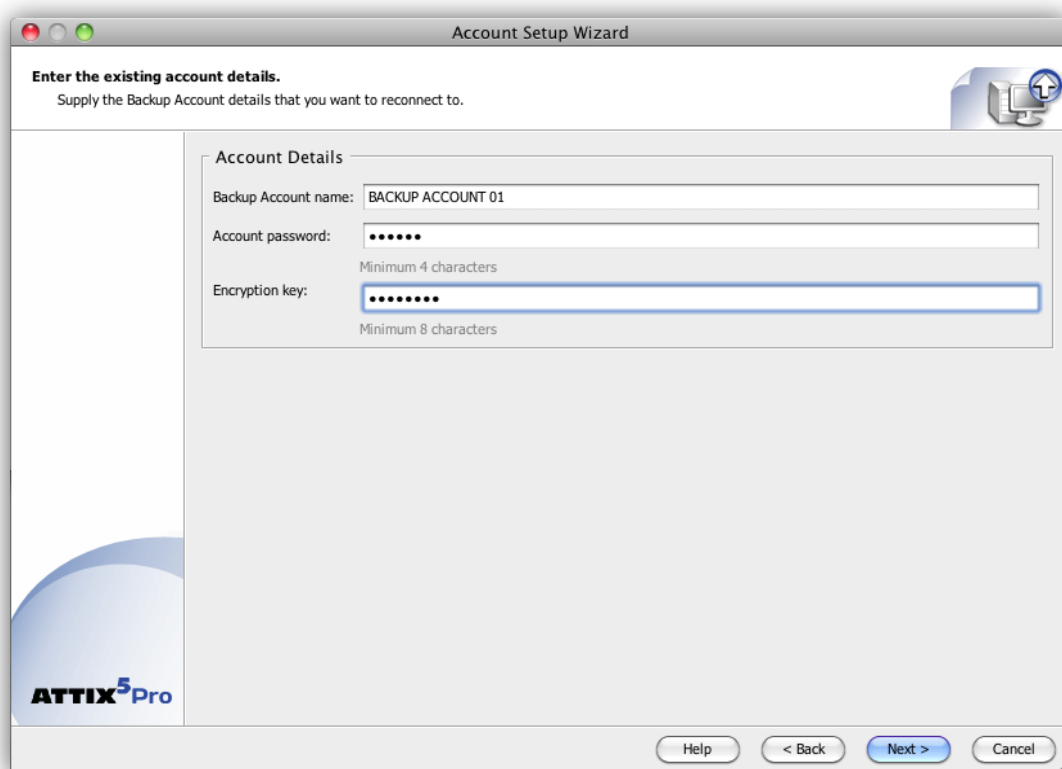


To specify the new Account details:

1. In the **Backup Account name** box, type an Account name that consists of a minimum of 4 characters.
2. In the **Account password** box, type a password that consists of a minimum of 4 characters.
3. In the **Confirm password** box, repeat the Account password entered in the **Account password** box above.
4. In the **Encryption key** box, type an encryption key that consists of a minimum of 8 characters.
5. Click **Next**.



Warning: Disaster recovery is not possible without the encryption key. Please ensure that this key is kept in a safe place. THE ENCRYPTION KEY IS NOT STORED ON THE STORAGE PLATFORM AND CANNOT BE RECOVERED OR RESET IF LOST.



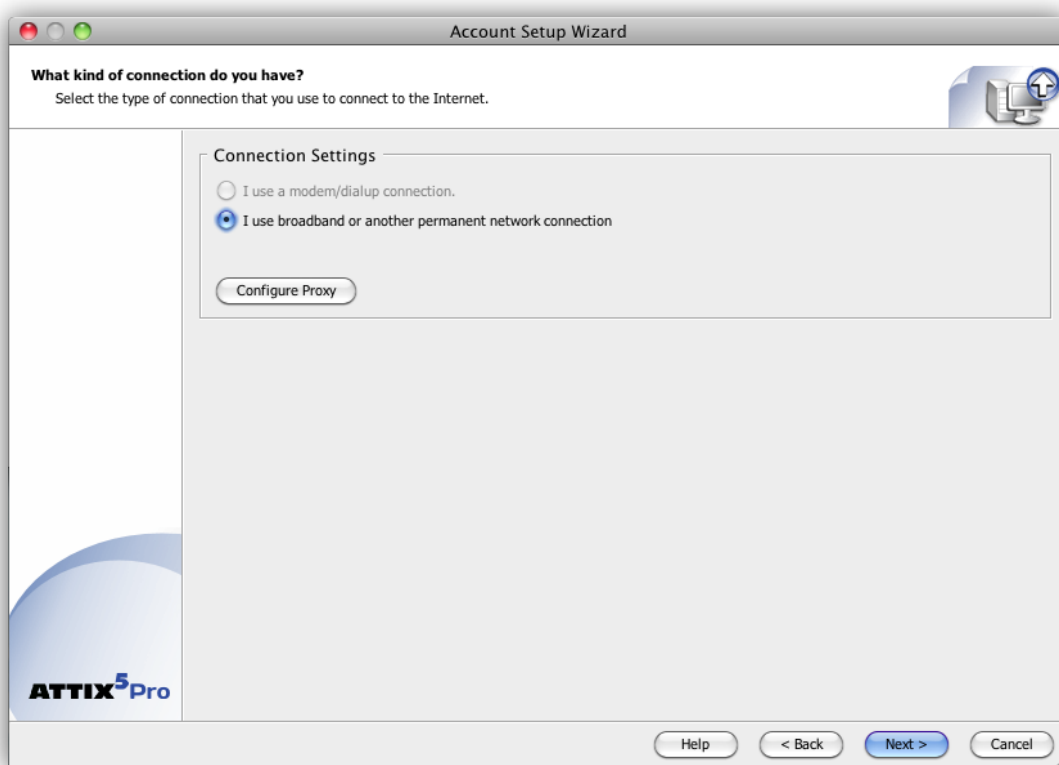
The screenshot shows a window titled "Account Setup Wizard" with the following content:

- Header: "Enter the existing account details. Supply the Backup Account details that you want to reconnect to."
- Section: "Account Details" containing:
 - Backup Account name:
 - Account password:
Minimum 4 characters
 - Encryption key:
Minimum 8 characters
- Bottom left: "ATTIX⁵Pro" logo
- Bottom right: "Help", "< Back", "Next >", "Cancel" buttons

Step 4 of 7: Specify connection settings


To specify the connection settings:

- In the Connection Settings area, select **I use broadband or another permanent network connection**.
- Click the **Configure Proxy** button.
- In the **Proxy Setup** dialog box that appears, select a proxy type.
- If **Use SOCKSv5 Proxy** or **Use HTTP Proxy** is selected, fill in the **Proxy Host** and **Proxy Port** boxes.
- If login details are required, select the **Proxy server requires authentication** check box and type the username and password in the boxes provided.
- Click **OK** to close the **Proxy Setup** dialog box.
- Click **Next** to move to the next step in the wizard.




Step 5 of 7: Schedule backup process

Attix5 Pro can run backups on included files and folders either upon request (manually) or automatically. This step enables you to set up a backup schedule.

 **Tip:** It is advised to back up at night when the machine is running and the Backup Client is not in use. The machine must be switched on at the time(s) specified for scheduled backups, but the Mac user does not need to be logged in.

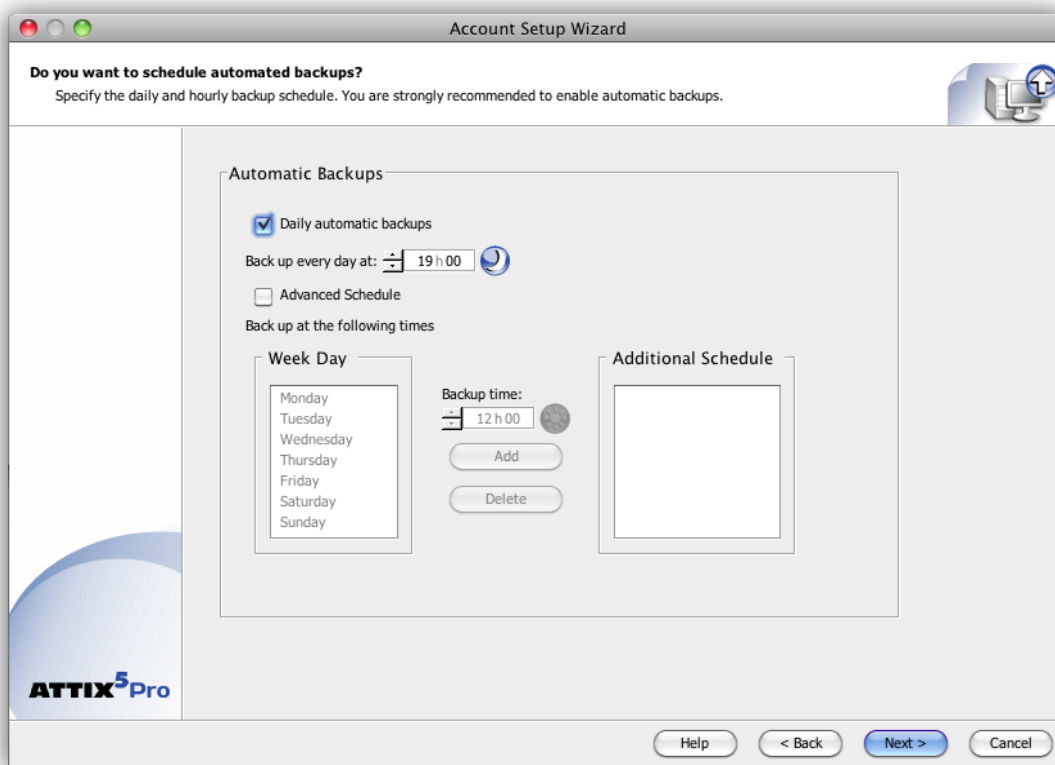
To configure the Backup Client to run only manual backups:

- Clear the **Daily automatic backups** check box.
- Click **Next** to move to the next step in the wizard.

 **Warning:** This option is not recommended. If an automated backup schedule is not created, backups will have to be run manually. Enabling automatic backups is strongly advised.

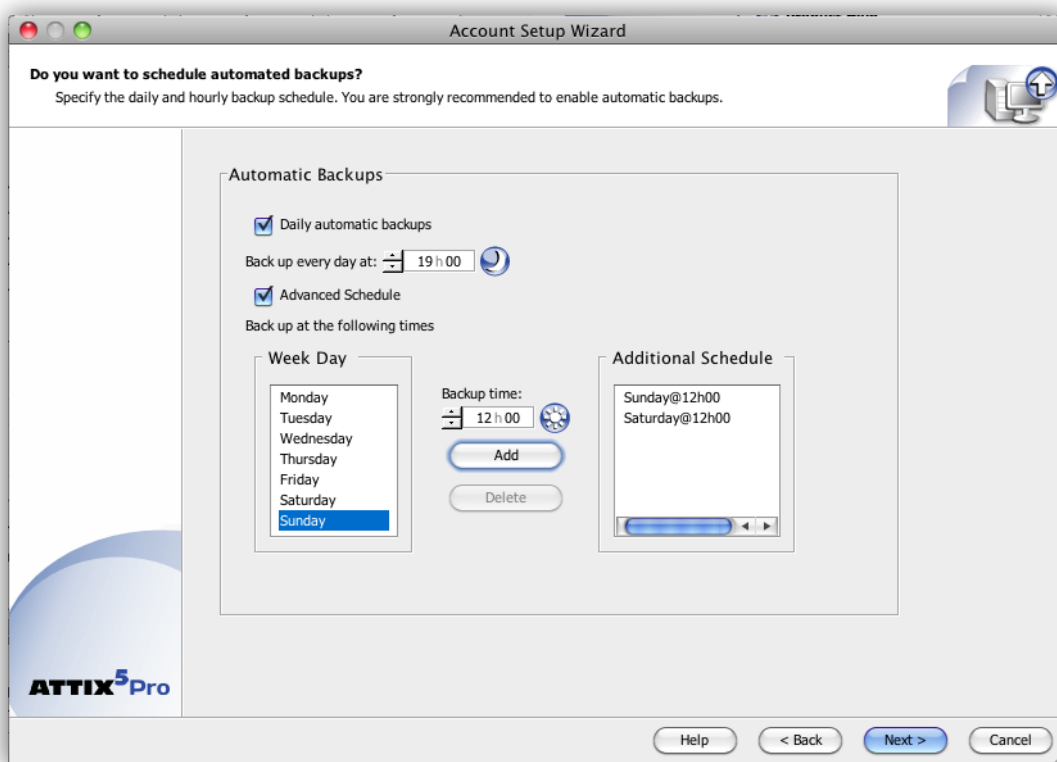
To schedule daily automatic backups:

- Select the **Daily automatic backups** check box.
- In the **Back up every day at** box, specify a backup time.
- Click **Next** to move to the next step in the wizard or schedule additional advanced backups as described below.




To schedule advanced backups:

- Select the **Advanced Schedule** check box.
- In the Week Day area, select a day on which a backup should be initiated.
- Specify the time in the **Backup time** box.
- Click the **Add** button to add the day and time to the **Additional Schedule** box.
- Repeat the steps above until you have added all desired schedules to the **Additional Schedule** box.
- Click **Next** to move to the next step in the wizard.



Step 6 of 7: Specify working folder locations

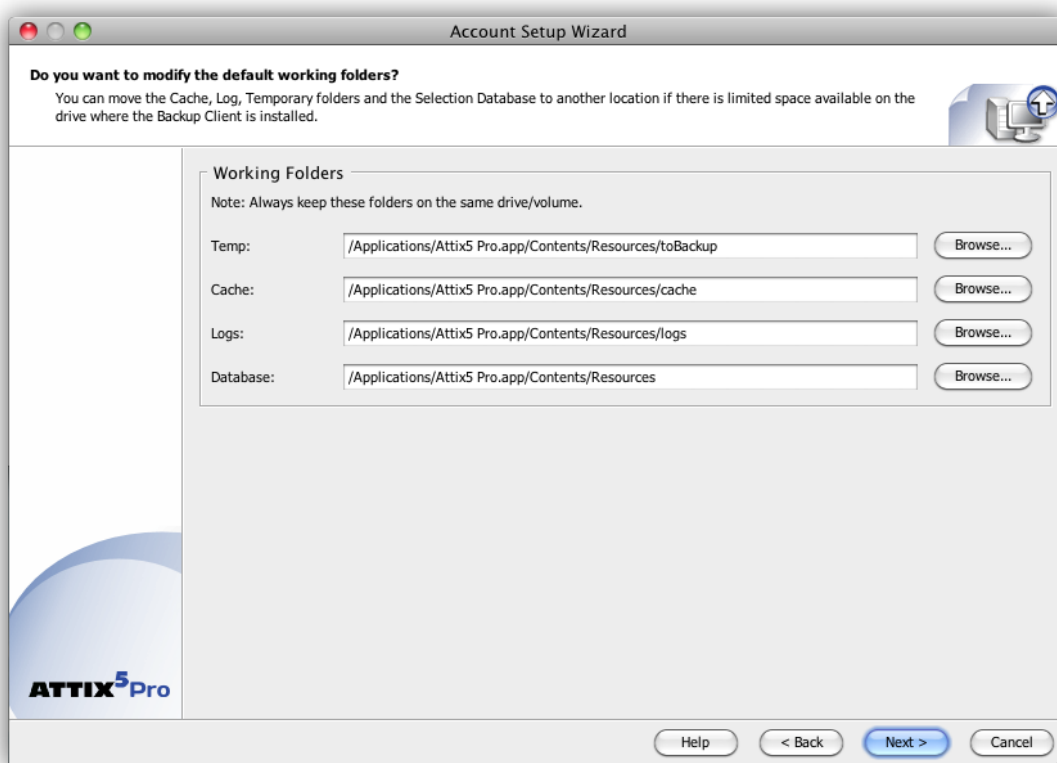
Under normal circumstances, the default **Temp**, **Cache**, **Logs** and **Database** folder locations can be accepted and you can click **Next** without making any modifications. If, however, the drive on which the Backup Client is installed has limited space available, you can move the folders and selection database to another location.

 **Warning:** Please ensure that these folders are located on a drive with sufficient free space.

To change the temp, cache, logs and/or database folder locations:

- Click the **Browse** button next to the appropriate box (e.g. **Temp**), and then select a different location for that folder.
- Repeat step 1 above until all folder locations are correctly specified.
- Click **Next** to continue with the installation process.

 **Warning:** The **Cache** and **Temp** folders must reside on the same drive/volume.

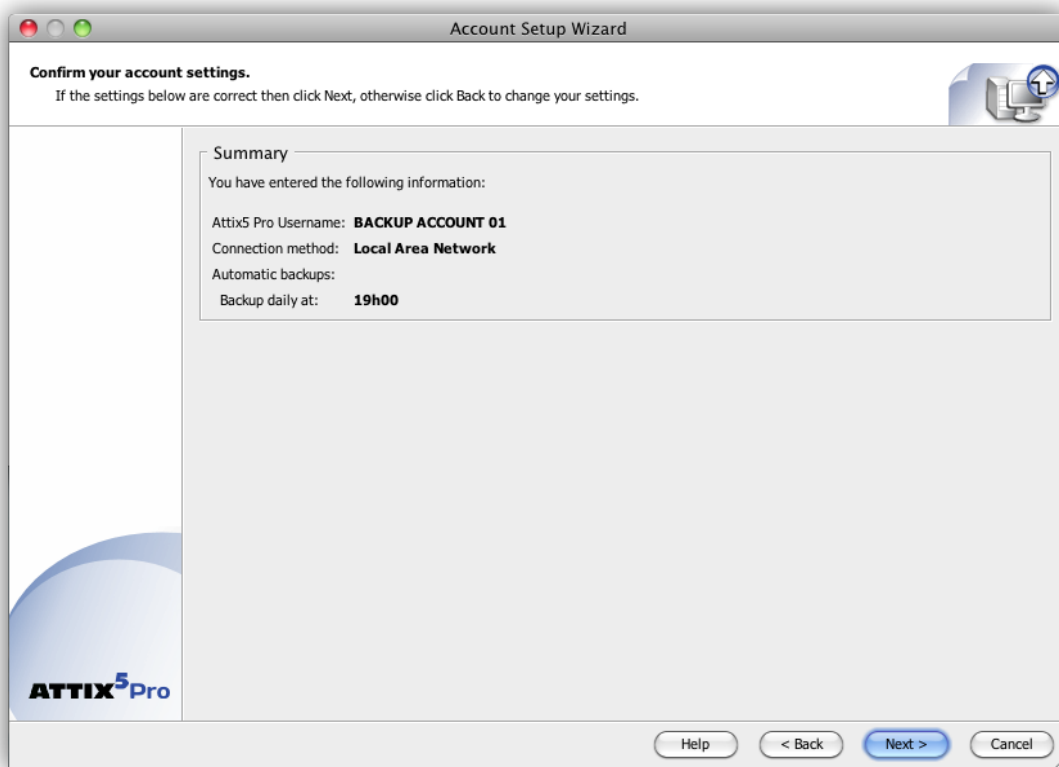


Step 7 of 7: Confirm configuration and exit the wizard

In the final step of the Account Setup Wizard, a Summary screen displays a list of the configured settings.

To confirm the Setup information:

- Read and verify that the information is correct, and then click **Next**.
- The Backup Client will connect to the Storage Platform and configure the Backup Account. A message will be displayed to confirm that the Account was set up successfully.
- Click **OK** to close the message box.



Now that a Backup Account has been configured/you have connected to an Account on the Storage Platform, you can select the files and folders you wish to back up.

4 Graphical User Interface (GUI)

You can use the Graphical User Interface (GUI) to:

- Select files for backup
- Launch backups
- Schedule automatic backups
- Find files in previous backups
- Restore files and folders from previous backups

Opening the Backup Client interface

To open the DL Client interface:

Click the Attix5 Pro icon in the Dock.

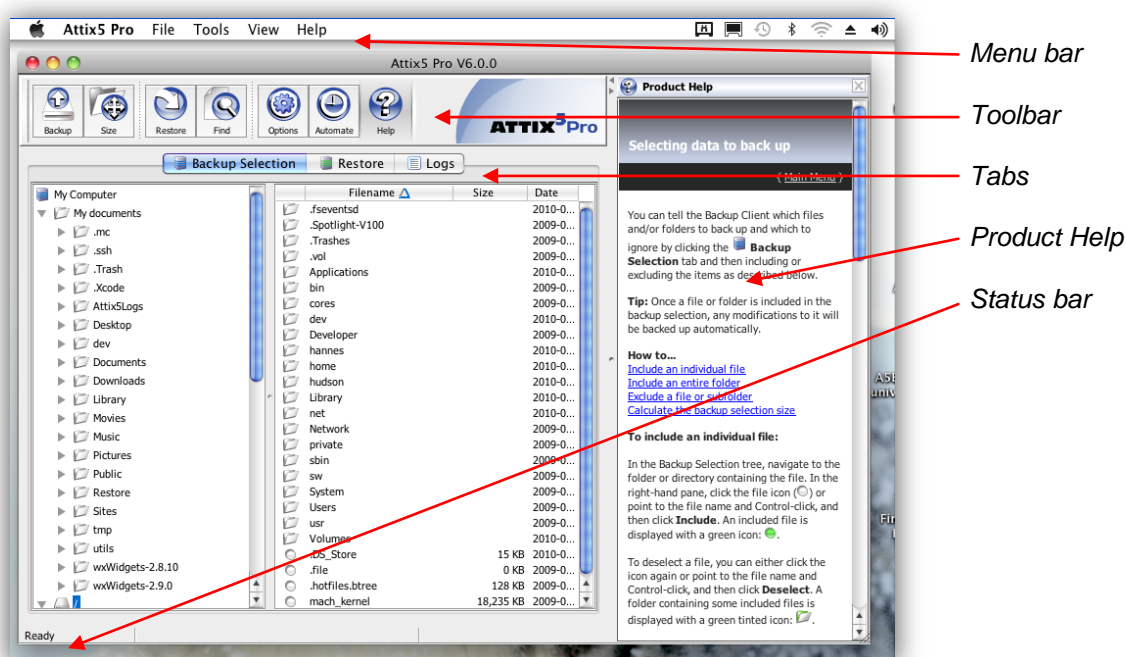
Note: The first time you open the Backup Client, the Account Setup Wizard launches automatically. For more information on creating a Backup Account, see Chapter 3, “Account setup.”

The Client interface explained

You can manage and monitor backups using the Backup Client application window.

Application window

The Backup Client application window contains the following areas:





Menu bar and toolbar buttons

All Backup Client functions can be performed from the menu bar. Shortcuts to the most commonly used menu bar functions are also available on the toolbar and shortcut (Control-click) menus.

Menu bar

Each menu on the menu bar contains one or more options. The tables below describe the Attix5 Pro options available.

Attix5 Pro menu	
Option	Click the option to...
About Attix5 Pro	Access the product information and support contact details.
Preferences	Opens the Options and Settings dialog box that enables you to modify a range of Client settings. For more information, see Chapter 8, "Options and Settings."
Hide Attix5 Pro	Hides the Attix5 Pro application window.  Note: This will not stop the Attix5 Pro service from running scheduled backups.
Quit Attix5 Pro	Closes the Attix5 Pro application.

File menu	
Option	Click the option to...
Backup Now	Initiate a Backup immediately.
Restore	Switch to the Restore view in the Client.  Tip: For faster access to the Restore view, click the Restore tab instead of using the File menu.
Calculate Size	Determine the total size of the data included in the backup selection. For more information, see Determining the backup selection size in Chapter 5, "Backups."

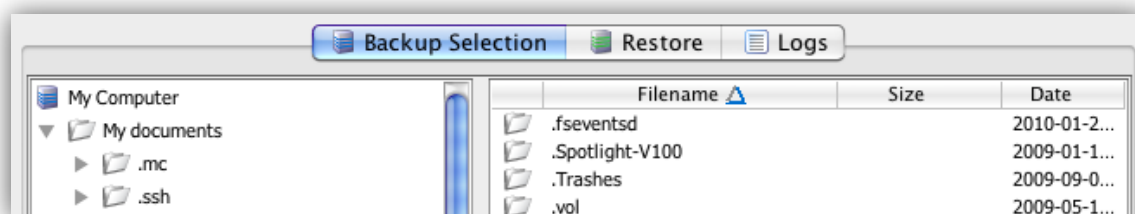
File menu continued...	
Option	Click the option to...
Find Files in Backups	Access the Find Files in Backups dialog box. This box enables you to search for particular files in your backups. For more information, see Finding files in backups in Chapter 6, "Restores."
Export Selection	Export a list of all backup inclusions and exclusions to an html file for future reference. For more information, see Exporting a selection report in Chapter 5, "Backups."

Tools menu	
Option	Click the option to...
Automatic Backups	Access the Backup Schedule settings in the Options and Settings dialog box. Configure the settings in the Automatic Backups area to set up one or more automatic backups. For more information, see Scheduling automatic backups in Chapter 5, "Backups."
Account Setup Wizard	Launch the Account Setup Wizard, which enables you to change the Backup Account settings. For more information, see Account Setup Wizard in Chapter 3, "Account setup."
Remote Management	Access the Remote Management Settings dialog box. Using the settings available, you can enable Remote Management of the Client via the SP Console. For more information, see Remote Management in Chapter 8, "Options and Settings."
Health Check	Access the Health Check dialog box. Performing a Health Check enables you to highlight possible issues. For more information, see Health Check in Chapter 8, "Options and Settings."
Snapshot > Export Backup Snapshot	Access the Export Backup Snapshot dialog box, which enables you to configure the next backup to be a Snapshot backup to a specific location. For more information, see Backup Snapshots in Chapter 8, "Options and Settings."
Option	Click the option to...
Snapshot > Import Restore Snapshot	Access the Import Backup Snapshot dialog box, which enables you to configure Restore Snapshot settings. For more information, see Restore Snapshots in Chapter 8, "Options and Settings."

View menu	
Option	Click the option to...
Language > [English/German/Defau It]	Access the GUI language options available.

Help menu	
Option	Click the option to...
Icon Legend	Access a list of the icons used in the Attix5 Pro Client and the statuses they indicate.
Product Help	Access the Product Help.

Tabs



There are three tabs available in the Backup Client:

- **Backup Selection:** This tab displays the files and folders on the computer, enabling you to select the items to be backed up. For more information, see *Selecting data to back up* in Chapter 5, “Backups.”
- **Restore:** Use this tab to browse previous backups and restore files and folders.
- **Logs:** Use this tab to view detailed information on each backup and restore.



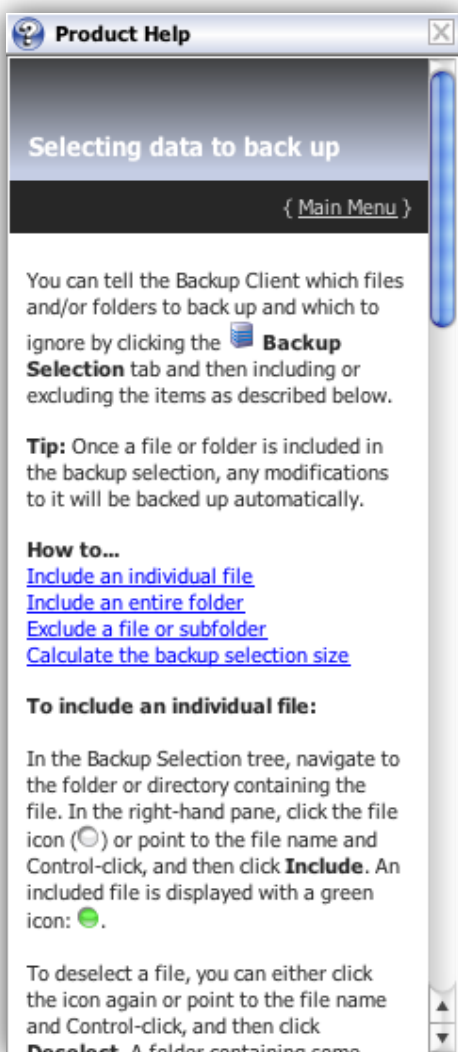
Tip: When the **Backup Selection** and **Restore** tabs are selected, you can click any of the column headings in the right-hand pane to sort the contents accordingly.

Product Help



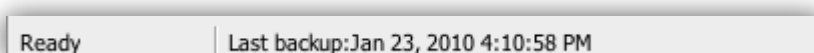
You can access the Backup Client Help by clicking **Product Help** on the **Help** menu. Alternatively, click the **Help** button on the toolbar.

As you navigate the Client, the Help pane will display information relevant to the selected tab.




Status bar

This area displays the date and time of the last backup performed by the system.



5 Backups

After installing Attix5 Pro Desktop & Laptop Edition (DL) and creating a Backup Account, you can tell the Backup Client which files and/or folders to back up and which to ignore by creating a backup selection (see “Selecting data to back up” below). You can then start a backup manually or schedule automatic backups (see “Performing a manual backup” and “Scheduling automatic backups” below).

 **Note:** Any changes, additions or deletions to included files and folders will be backed up intelligently with every manual or scheduled backup.

How to back up

The following sections describe how to:


- Select data to back up
- Use filters to specify files and/or folders to be excluded from the backup selection.
- Determine the backup selection size
- Start backups (automatically and manually)
- Cancel a backup
- Resume a failed or cancelled backup


Selecting data to back up

You can make your first backup selection or modify a backup selection at any time using the **Backup Selection** tab as described below.



To select files and folders for backup:


- Click the **Backup Selection** tab.
- In the Backup Selection tree, navigate to the folder or directory containing the file or folder.
- Include or exclude files and/or folders, as described below.

 **Tip:** Once a file or folder is included in the backup selection, any modifications to it will be backed up automatically.



 **Warning:** If you have limited space on the drive running the Backup Client, it is recommended that you move the **Cache**, **Logs** and **Temporary** folders as well as the selection database to another location. For more information, see Disk Usage in Chapter 8, “Options and Settings.”

To include an individual file:

In the Backup Selection tree, navigate to the folder or directory containing the file. In the right-hand pane, click the file icon () or point to the file name and Control-click, and then click **Include**. An included file is displayed with a green icon: .

To deselect a file, you can either click the icon again or point to the file name and Control-click, and then click **Deselect**. A folder containing some included files is displayed with a green tinted icon: .

To include an entire folder:

Point to the folder icon () and Control-click, and then click **Include Folder**. Alternatively, you can select the folder in the Backup Selection tree, and then click **Include Folder** on the **Selection** menu. Included folders are displayed with a green icon: .






Note: All files in the included folder and its subfolders will be included in the next backup. Any changes made within this folder or its subfolders will automatically be included as well.

To deselect a folder:

Point to the folder icon, Control-click, and then click **Deselect Folder**.

To exclude a file or subfolder:

If an entire folder is included but you wish to exclude a particular file or subfolder, point to the file or folder icon and Control-click, and then click **Exclude** or **Exclude Folder**. Excluded items are displayed with red icons:  or . Folders that have been included but have some files or subfolders excluded are green with a red tint: .



Tips:


You can use filters to automate file selection based on file types. Once you have selected all files to be included and excluded, it may be useful to check the size of your backup selection before initiating your first backup. For more information, see *Using Filters* later in this chapter.



Note: Some directories (and their contents) are forcefully excluded from the backup selection. On Mac machines, these are the **/dev** and **/proc** directories.

Using filters

You can use filters to automate file inclusions or exclusions within a folder, based on file types.


 **Example:** A *.pdf filter will include or exclude all PDF files within a folder, as well as any new PDF files that are added to that folder later.

To apply a predefined filter to a specific folder:

- In the Backup Selection tree, point to the folder icon and Control -click.
- Point to **Filters**.
- Point to one of the available filters in the list (e.g. **MS Office documents**).
- Click **Include** or **Exclude**.

To modify an existing filter:

- In the Backup Selection tree, point to the folder icon and Control-click, point to Filters, and then click Edit filters.
- Select one of the filters and then modify its properties in the Edit filter box.
- Click OK.

 **Tip:** To add a new filter from within the **Edit filters** dialog box, click the **New** button, supply a name that describes the filter, enter the file type(s), and then click **OK**.

To add a new filter via the Backup Selection tree:


- Point to the folder icon, Control-click, and then click **New filter**.
- In the **Filter name** box, type a name to be used in the Filters menu.
- In the **Filter** box, specify the file extensions to which the filter will apply.
- Click **OK**.

The filter will be added to the Filters menu and you will be able to use it to include or exclude all files matching its criteria.

To remove filters from a folder:

- Point to the folder icon and Control-click.
- Point to **Filters**.
- Point to the name of the filter you wish to remove.
- Clear the check mark next to the selection (**Include** or **Exclude**).







To identify files and folders selected by filters:


Look at the icon state. Files and folders included in the backup selection by filters display with icons containing blue check marks:  and .

Profiled inclusions and exclusions

Some inclusions and exclusions are enforced at administration level on the Storage Platform. This is called “profiling”. For more information, see *Profiling* in Chapter 8, “Options and Settings.”

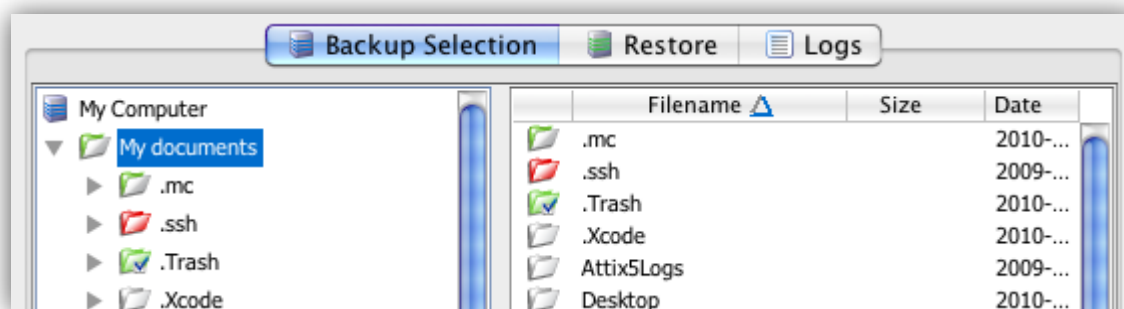
Files and folders affected by profiling display with the following icons:

Icon	Status
	File inclusion
	Filtered file inclusion
	File exclusion
	Folder inclusion
	Filtered folder inclusion
	Folder exclusion


 **Note:** Profiled selections cannot be modified from within the Backup Client and can only be changed on the Storage Platform. For more information, please refer to the **Attix5 Pro Storage Platform Console User Manual**.







Icon legend












On the **Backup Selection** tab, each file and folder is displayed with an associated icon. The colour of the icon indicates the file or folder's backup selection status. (For more information on backup selections, see "Selecting data to back up" earlier in this chapter.)







The following icon legend lists the Attix5 Pro icons and the statuses they indicate. You can access this legend by clicking **Icon Legend** on the **Help** menu.

 **Note:** For more information, see *Profiled selections* in Chapter 4, "Graphical User Interface (GUI)" and *Plug-ins* in Chapter 9, "Plug-ins."

Icon legend		
Icon	Status	Description
	File (not selected)	The file exists in the folder or directory but is not included in the backup selection (neither included nor excluded).
	Selected by user	The Backup Client user has included the file in the backup selection.
	Selected by user filter	The Backup Client user has applied a filter to the parent folder or directory. That filter has included the file in the backup selection.
	Excluded by user	The Backup Client user has excluded the file from being backed up to the Storage Platform.
	Excluded by administrator	The Backup or Storage Platform Administrator has excluded this file or its file type. Files displaying this icon will not be backed up to the Storage Platform.
	Included by profiling	The Backup or Storage Platform Administrator has included this file or file type. Files displaying this icon will be backed up to the Storage Platform and cannot be deselected from within the Backup Client.

Icon legend continued...		
Icon	Status	Description
	Included by profiling filter	The Backup or Storage Platform Administrator has applied a filter to the parent folder or directory. That filter has included the file in the backup selection. Files displaying this icon cannot be deselected or excluded from within the Backup Client.
	Included by profiling	The Backup or Storage Platform Administrator has included this file or file type. Files displaying this icon will be backed up to the Storage Platform and cannot be deselected from within the Backup Client.
	Included by profiling filter	The Backup or Storage Platform Administrator has applied a filter to the parent folder or directory. That filter has included the file in the backup selection. Files displaying this icon cannot be deselected or excluded from within the Backup Client.
	Excluded by profiling	The Backup or Storage Platform Administrator has excluded this file or its file type. Files displaying this icon will not be backed up to the Storage Platform and cannot be included in the backup selection from within the Backup Client.
	Folder (not selected)	The folder exists in the directory but it is not included in the backup selection.
	Some files selected by user	The Backup Client user has included some files in the backup selection.
	All files selected by user	The Backup Client user has included all files in the backup selection.
	All files selected by user, some excluded	The folder contains no unselected files. Each file is either included or excluded.
	All files excluded by the user	The Backup Client user has excluded all files in the folder from being backed up to the Storage Platform.
	Filter applied by user	The Backup Client user has applied a filter to the folder. The filter has included one or more files within the folder.
	Filter applied by user, some excluded	The Backup Client user has applied a filter to the folder that has included and excluded files within it.

Icon legend continued...		
Icon	Status	Description
	All files included by profiling	The Backup Administrator has included all the files contained in the folder. All files will be backed up to the Storage Platform. These inclusions cannot be changed by the Backup Client user.
	Filter applied by profiling	The Backup Administrator has applied a filter to the folder. This filter cannot be removed by a Backup Client user.
	Filter applied by profiling, all items excluded	The Backup Administrator has applied a filter to the folder, resulting in the folder being excluded from the backup selection. This filter cannot be removed by a Backup Client user.
	Filter applied by profiling, some items included by user	The Backup Administrator has applied a filter to this folder using profiling and some items have been manually included by the Backup Client user (see “Selecting data to back up” earlier in this chapter).
	Filter applied by profiling, some items included and some items excluded by user.	The Backup Administrator has applied a filter to this folder using profiling. Some items have been excluded and others included by the Backup Client user (see “Selecting data to back up” earlier in this chapter).
	Filter applied by profiling but items excluded by user.	Items in the folder have been included using filters (see “Using filters” earlier in this chapter.)
	Folder excluded by Global Filter.	The folder has been excluded using Global Filters. For more information, see Global Filters in Chapter 8, “Options and settings.”
	All files excluded by profiling	The Backup Administrator has excluded all files in the folder. These excluded files cannot be included by a Backup Client user.
	Plug-in node (not selected)	The plug-in exists but is not selected for backup to the Storage Platform.
	Some items selected by user	The Backup Client user has selected some of the items in the plug-in for backup to the Storage Platform.
	All items selected by user	The Backup Client user has selected all items in the plug-in for backup to the Storage Platform.

Icon legend continued...		
Icon	Status	Description
	All items selected by user, some excluded	The Backup Client user has included and excluded items in the plug-in.
	All items excluded by user	The Backup Client user has excluded all items in the plug-in from being backed up to the Storage Platform.
	Filter applied by user	The Backup Client user has applied a filter to the plug-in; specifying that certain file types must be included for backup to the Storage Platform.
	Filter applied by user, some excluded	The Backup Client user has applied a filter to the plug-in; specifying that certain file types be included for backup to the Storage Platform but some items have been excluded either through the use of an exclusion filter or by manual exclusion.

Determining the backup selection size

It is useful to determine the backup selection size before starting the backup process to avoid Over Limit errors.

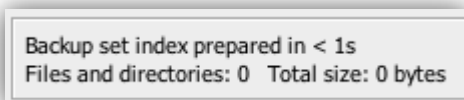
Note: The Backup Client compares your backup selection size with the Backup Account limit (specified by your Backup Administrator) at the beginning of the backup process. If the selection size exceeds the Account limit, the backup process will stop and an Over Limit error message will be displayed.

To calculate the backup selection size:

- On the **File** menu, click **Calculate Size**.
- Alternatively, click the **Size** button on the toolbar:



The **Backup Selection Size** dialog box that appears displays total size of your backup selection (i.e. all files included for backup).



Warning: If your backup selection size exceeds your Account limit, you need to remove some items from the selection or ask your Backup Administrator to upgrade your Account limit.

To remove a file from the backup selection:

- In the **Size** dialog box, point to file's icon:  and Control-click. The icon will turn red to indicate that it is excluded: .

Note: To exclude multiple files at once, click a file name in the list, hold down the **Shift** key and drag the mouse pointer to highlight the files. Place the mouse pointer over the selection, Control-click, and then click **Exclude**.

- Alternatively, on the **Backup Selection** tab, deselect or exclude files or folders that are currently selected for backup. For more information, see *Selecting data to back up* in Chapter 5, "Backups."

Exporting a selection report

After creating a backup selection, you can export a list of all backup inclusions and exclusions to an html file for future reference.

The selection report will specify:

- Files and folders included in the backup
- Files and folders excluded from the backup
- How each item was selected (user-selected, filters, profiling or mandatory patching)
- Where each item is located on the machine
- The total number of items in the backup selection

To export a selection report:

- On the **File** menu, click **Export Selection**.
- In the **Save As** dialog box, select the location in which to save the file, type a file name in the **File name** box, and then click **Export**.

The file will be saved to the specified location and can be viewed in any Internet browser.

Starting a backup manually



Tip: It is recommended that you run a backup manually after creating your backup selection to ensure immediate data transmission to the Storage Platform. Thereafter, automatic backups will ensure hassle-free continuous backups. For more information, see “Scheduling automatic backups” later in this chapter.

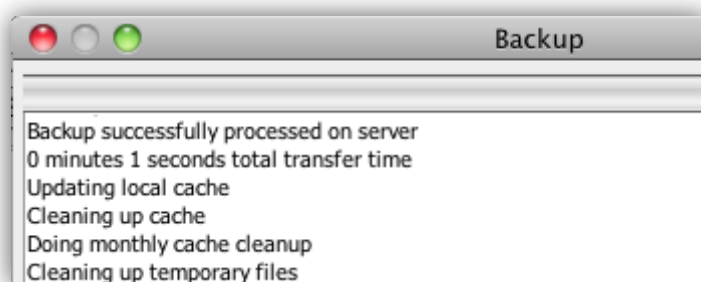
To start a backup manually:

- On the **File** menu, click **Backup Now**. Alternatively, click the **Backup** button on the toolbar.



Backup

The **Backup** dialog box appears and displays the progress of the backup:



- To close the Backup Client after the backup process has started, click the **Hide** button. This will **not** cancel the backup process and the Backup Client can be re-opened at any time to view the progress of the backup.



Tip: To view backup logs, click the **Logs** tab. Backup log dates are displayed in *blue*.

Scheduling automatic backups

Automatic backups are usually enabled and configured during the Account Setup process (see *Step 5 of 7: Schedule Backup Process* in Chapter 3, “Account Setup”) but you can enable and schedule them at any point in time using the **Options and Settings** dialog box.

To schedule daily automatic backups:

- On the **Attix5 Pro** menu, click **Preferences**. Alternatively, click the **Options** button on the toolbar.
- In the **Options and Settings** dialog box, click **Backup Schedule**.
- Select the **Daily Automatic Backups** check box, and then specify a backup time in the **Back up every day at** box.
- Click **OK**.

To schedule advanced backups:

- On the **Attix5 Pro** menu, click **Preferences**.
- In the **Options and Settings** dialog box, click **Backup Schedule**.
- Select the **Advanced Schedule** check box.
- In the **Week Day** box, select a day on which a backup should be initiated.
- Specify the time in the **Backup time** box.
- Click the **Add** button to add the day and time to the **Additional Schedule** box.
- Repeat steps 5 to 7 above until you have added all desired schedules to the **Additional Schedule** box.

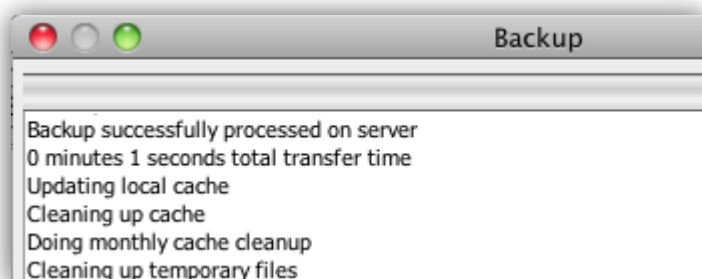


Tips:

You are advised to back up at night when the machine running the Backup Client is not in use. It must be switched on at the scheduled backup time(s), but the Mac user does not need to be logged in.

Configuring automatic backups ensures that all selected data is backed up automatically, without the need for any user interaction. This is a safer alternative to relying on manual backups.

Backups will initiate at the scheduled times and the **Backup** dialog box will appear displaying the progress of the backup:

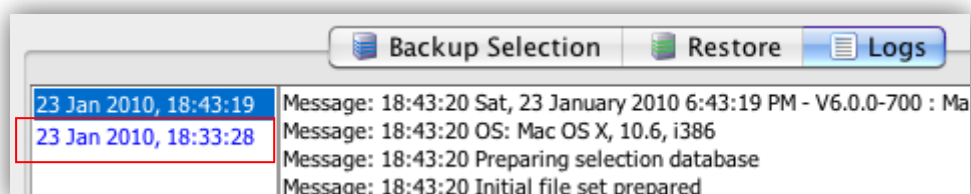




Tips:

To close the Backup Client after the backup process has started, click the **Hide** button. This will **not** cancel the backup process and you can re-open the Backup Client at any time to view the progress of the backup.

To view backup logs, click the **Logs** tab. Backup log dates are displayed in **blue**.



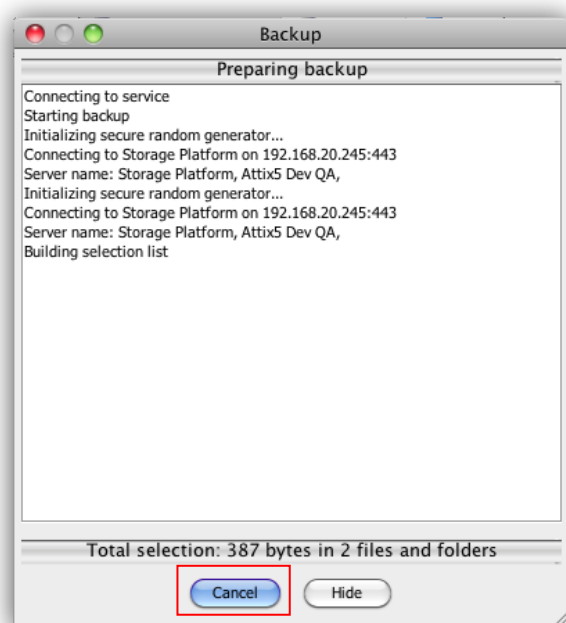
Backups will be stored on the Storage Platform and accessible via the **Restore** tab. For more information on restoring data, see Chapter 6, “Restores.”

Cancelling a backup

Once a backup is in progress, you can cancel the process via the Backup progress window or using the system tray icon.

To cancel a backup:


In the **Backup** progress window, click the **Cancel** button.



The backup will be cancelled.

Resuming a backup

By default, the Backup Client tries to connect to the Storage Platform four times before cancelling the backup process. If, however, the previous backup was not successful and a manual backup is initiated, the Backup Client will display the prompt: “**Do you want to resume the failed backup...?**” with a 30 second countdown. Click **Yes** to instruct the Backup Client to try to continue from where the process failed during the previous backup. Click **No** to initiate a new backup or **Cancel** to return to the Backup Client application window.

 | *Note: A new backup will be initiated automatically after the countdown has elapsed.*

6 Restores

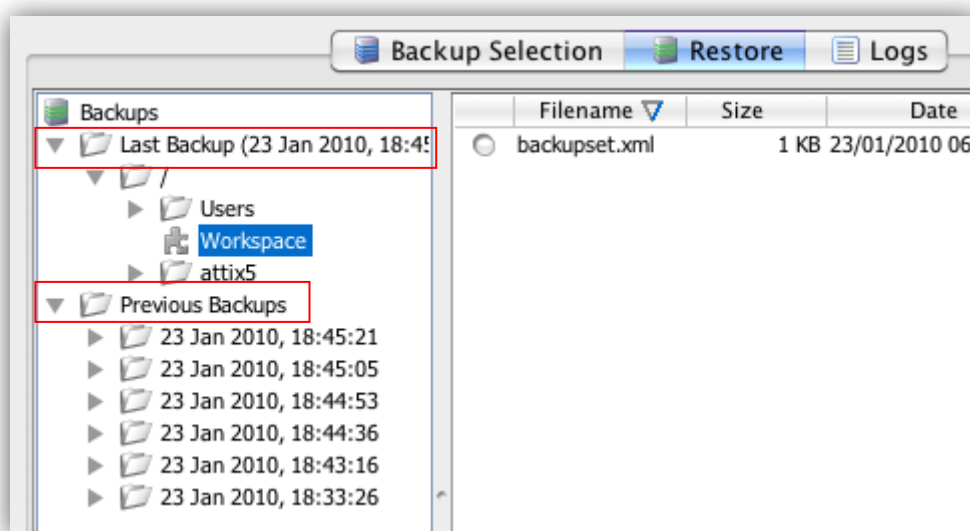
On the **Restore** tab, you can browse a tree structure representation of all successful backups and their files and folders.

How to restore

The following sections describe how to select data to restore, start the restore process, and search for specific backed up files.

Selecting data to restore

On the **Restore** tab, the Restore tree gives you access to backed up files via two main nodes: **Last Backup** and **Previous Backups**.









The **Last Backup** node contains the file/folder structure of the last successful backup and displays the date and time it occurred in parentheses “()”.







Note: Restores done from the **Last Backup** node are typically faster than those done from the **Previous Backups** node as the Backup Client may be able to retrieve the data from the cache instead the Storage Platform.

When you expand the **Previous Backups** node, the Backup Client retrieves the list of previous backups from the Storage Platform and displays them in the tree.

To select and restore data from the last backup:

- Click the **Restore** tab.
- Expand the **Last Backup** node to view the files/folders.
- Include a single file by clicking the  icon next to the file or by pointing to the file name, Control-clicking, and then clicking **Include**. Each included file is displayed with a green icon: .
- Include an entire folder by pointing to the folder, Control-clicking, and then clicking **Include folder**. Each included folder is displayed with a green folder icon: .
- If an entire folder is included but you wish to exclude a particular file or subfolder, point to the file or folder icon, Control-click, and then click **Exclude** or **Exclude Folder**. Excluded items are displayed with red icons:  or . Included folders that have some files or subfolders excluded are green with a red tint: .
- Once all the files and folders to be restored are selected, start the restore process by clicking **Restore** on the **File** menu or the **Restore** button on the toolbar. For information on the restore options available, see “Restoring data” later in this chapter.

To select and restore data from previous backups:

- Click the **Restore** tab.
- Expand the **Previous Backups** node to connect to the Storage Platform and retrieve a list of all previous backup dates.
- Expand the relevant backup node, and then click the folder/directory containing the data.
- Include a single file by clicking the  icon next to the file or by pointing to the file name, Control-clicking, and then clicking **Include**. Each included file is displayed with a green icon: .
- Include an entire folder by pointing to the folder, Control-clicking, and then clicking **Include folder**. Each included folder is displayed with a green folder icon: .
- If an entire folder is included but you wish to exclude a particular file or subfolder, point to the file or folder icon and Control-click, and then click **Exclude** or **Exclude Folder**. Excluded items are displayed with red icons:  or . Included folders that have some files or subfolders excluded are green with a red tint: .
- Once all the files and folders to be restored are selected, start the restore process by clicking **Restore** on the **File** menu or the **Restore** button on the toolbar. For information on the restore options available, see “Restoring data” below.

Restoring data

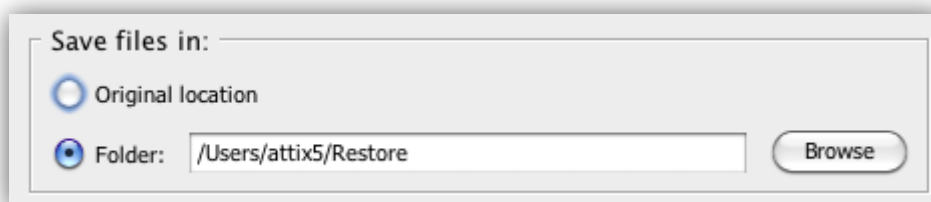
After you have selected the files and folders to restore, you can start the restore process as described below.

To start the restore process:

- On the **File** menu, click **Restore**. Alternatively, click the **Restore** button on the toolbar:



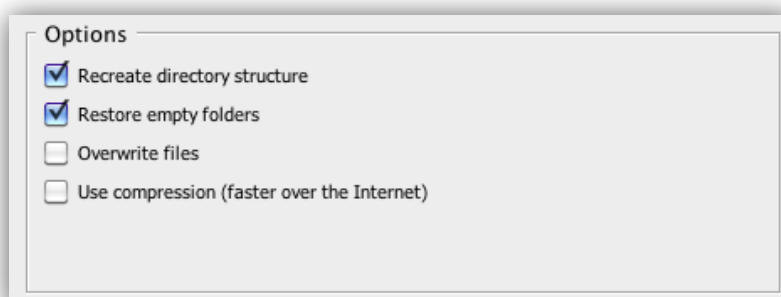
The **Restore** dialog box will prompt you for a restore location:







- Select **Original location** to restore the files to the same location that they were backed up from or select **Folder** and then browse to a new location.


Warning: If **Original location** is selected, the restored files will overwrite any existing files with the same name in that location. A warning will, however, be displayed before the Backup Client overwrites any files.

- In the Options area, specify the restore options.



- For more information on restore options, see the “Restore options” table below.
- Click **OK**.

Restore options	
Option	Description
Recreate directory structure	<p>By default, the folder structure is recreated in the Restore folder. To specify that all files be restored to one location, clear the Recreate folder structure check box.</p> <p> Note: If restoring files from different folders with the same file names, you need to recreate the folder structure to prevent overwriting the files.</p>
Restore empty folders	<p>To restore all empty folders within the directory structure, select the Restore empty folders check box. Clear the check box to restore only those folders containing backed up files.</p> <p> Note: This option is only available when Recreate directory structure is selected.</p>
Overwrite files	<p>Select this option to prevent the Backup Client displaying a prompt before overwriting existing files.</p> <p> Warning: If this check box is selected, files with matching filenames in matching directories will be overwritten without warning.</p>
Use compression	<p>Select the Use compression check box to enable the Storage Platform to compress files before transmitting them to the Backup Client.</p> <p> Tip: You are advised to enable this setting when restoring over a slow Internet connection as it will reduce the size of the files, making the transfer process faster.</p>

 **Note:** You can view restore logs on the **Logs** tab. Restore log dates are displayed in **green**.

Finding files in backups

To find a specific backed up file, it may be easier to use the **Find** function than to browse the Restore tree.

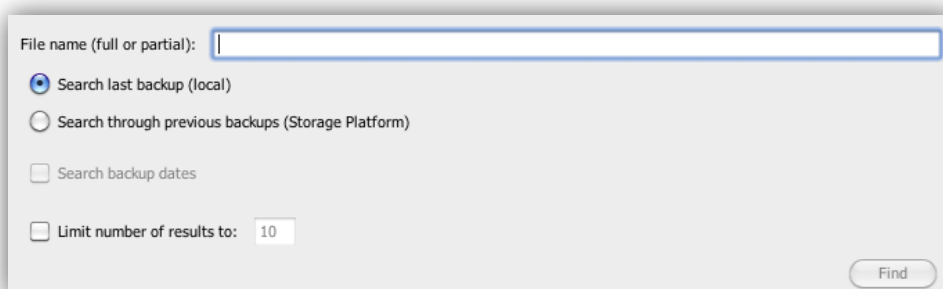
You have the option to scan only your last backup (locally), or you can connect to the Storage Platform and search through previous backups.

To search for a file in your latest backup:

- On the **File** menu, click **Find files in backups**. Alternatively, click the **Find** button on the toolbar:



- Type the file name or part thereof in the **File name** box, and then click **Find**.




File name (full or partial):


Search last backup (local)

Search through previous backups (Storage Platform)

Search backup dates

Limit number of results to:

 **Example:** If “stats” is searched for, the Backup Client will display a list of all files in the last backup containing “stats” in the filename.

 **Tip:** Use the * and ? wildcards for advanced search queries.

To search for a file in previous backups:

- On the **File** menu, click **Find files in backups**. Alternatively, click the **Find** button on the toolbar:



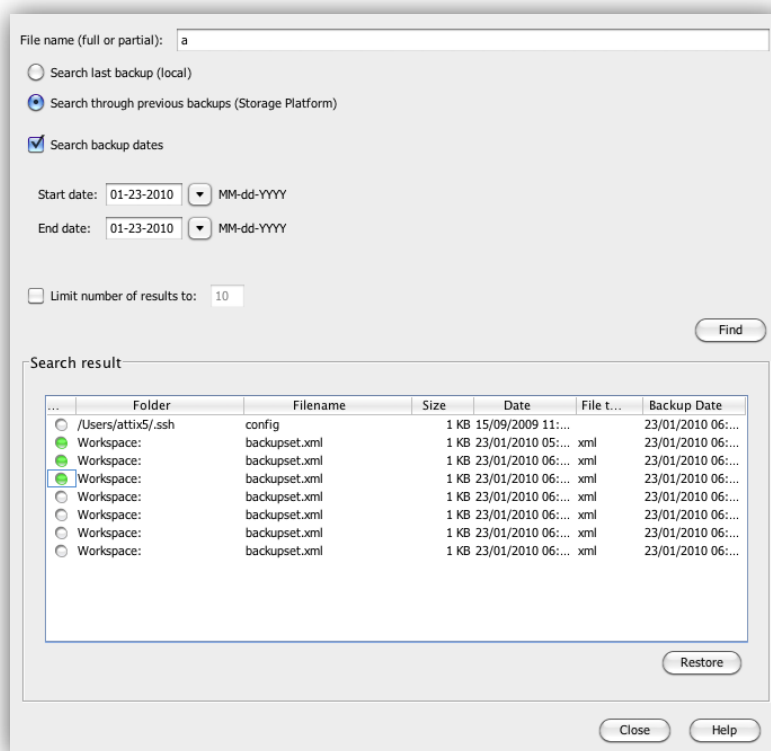
- Type the file name or part thereof in the **File name** box.
- Select the **Search through previous backups (Storage Platform)** check box.
- If you wish to limit the search to particular dates, select the **Search backup dates** check box and then use the **Start date** and **End date** boxes to specify a time period.
- To limit the number of results that display, select the **Limit number of results to check** box and then type a number in the box provided.
- Click **Find**.

 **Tip:** Use the * and ? wildcards for advanced search queries.

 **Note:** If **Search backup dates** is selected, the **backup date** is used for the search instead of the **file create** or **file modified** date.

To restore files from the Find Files in Backup dialog box:

- In the search results list, include the files to restore by clicking the icons next to the file names or by Control-clicking each file name and then clicking **Include**.
- Click the **Restore** button.



The **Restore Options** dialog box will appear, enabling you to specify the location in which to save the restored files. For more information on restore options, see “Selecting data to restore” earlier in this chapter.

Restoring a backup selection

By default, with every backup performed, a copy of the backup selection is saved on the Storage Platform. For more information on backup selection, see “Selecting data to back up” earlier in this chapter.

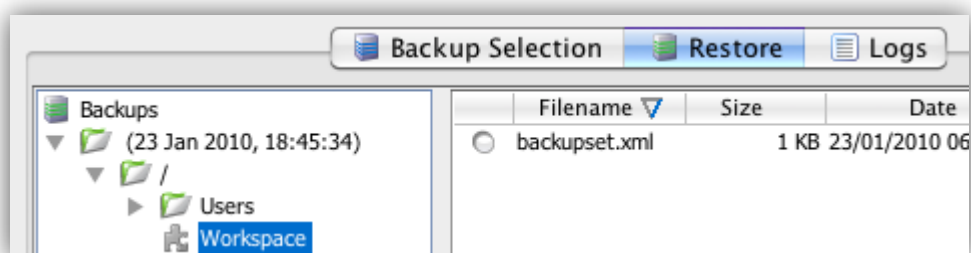
This enables you to restore, not only your backed up files and folders, but the selection you used to back them up as well.



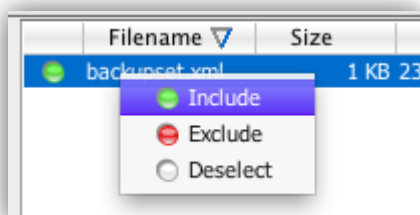
Note: This is especially useful in disaster recovery cases, as it enables you to restore your entire backup setup to perform exactly as it did at the last backup.

To restore a backup selection:

- Click the **Restore** tab.
- Expand the relevant backup folder, and then click the **Workspace** node.



- In the right-hand pane, click the icon next to the name of the backup set to include it for restore. Include the **backupset.xml** entry.

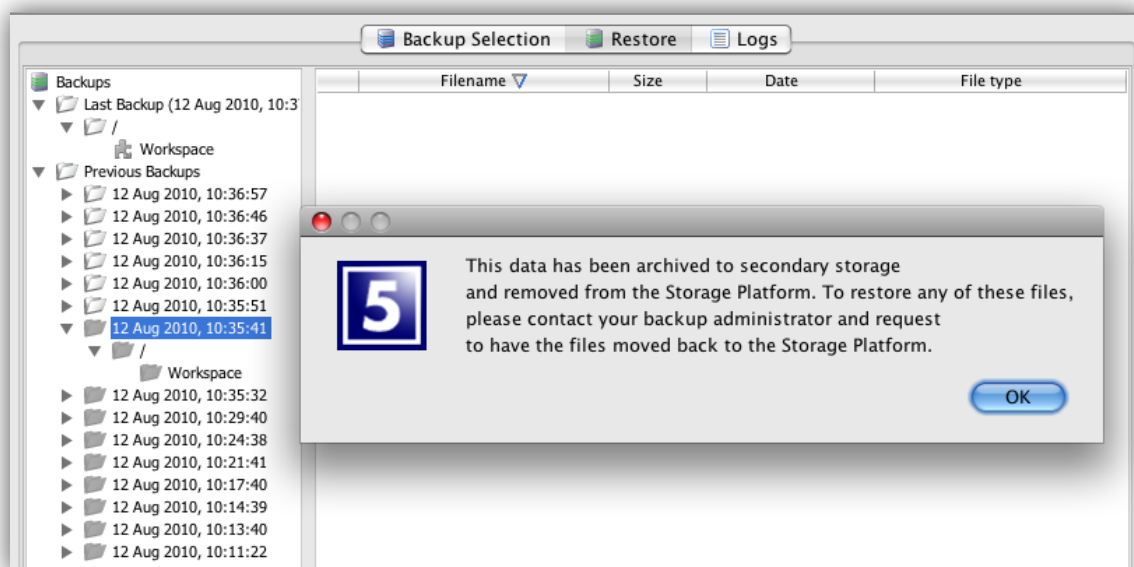


- Click the **Restore** button on the toolbar.
- Select the appropriate restore options. (See “Selecting data to restore” earlier in this chapter.)
- Click **OK**.

The backup selection will be restored to the location specified in the restore options.

Restoring archived data

Attix5 Pro allows Backup Administrators to archive Backup Clients' data to tape or another disk drive using the Hierarchical Storage Management (HSM) feature. Once data has been archived, the backups will display in the Restore tree as greyed out folders, allowing you to browse the file/folder structure of the backups. However, if you try to restore archived data, you may receive a message informing you that the data has been archived to secondary storage, as illustrated in the screenshot below.



Note: Grey folders indicate archived data. However, if you do not see these folders in the **Restore** tree, it does not mean that no archived backups are available. In such cases, please consult your Backup Administrator for further details about archived backups.

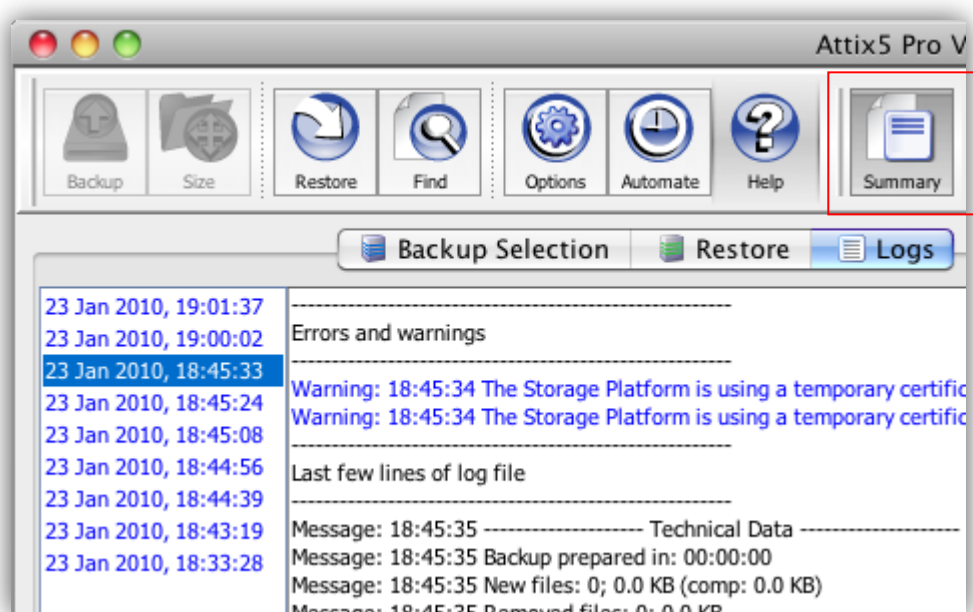
You can access archived data by requesting that your Backup Administrator import the HSM data to the Storage Platform. Once the data has been imported, it will be available for restore in the same manner as all other backups.

7 Logs

The Backup Client logs all backup and restore processes and their results in log files that you can view on the **Logs** tab. The following sections describe how to access log files and modify their settings.

Accessing log files

The **Logs** tab in the Backup Client provides detailed information about each backup and restore. An additional toolbar button appears when the **Logs** tab is opened: the **Summary** button. Use the button to view only errors and warnings and the last 14 lines in the log file.



Changing log file settings

You can specify your logging preferences on the Logging page in the **Options and Settings** dialog box.

Modifiable settings include:

- level of detail included
- date inclusion/exclusion in time stamp
- log file retention period

For information on configuring the log file settings, see *Logging* in Chapter 8, "Options and settings."


8 Options and settings

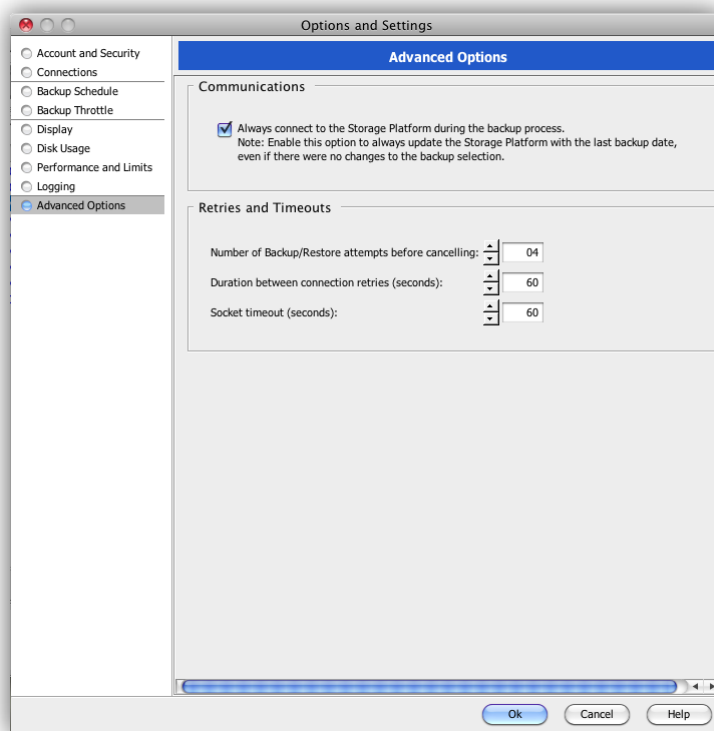
To access the Options and Settings dialog box:


- On the **Attix5 Pro** menu, click **Preferences**.
- Alternatively, click the **Options** button on the toolbar:



The various options and settings are grouped in the left-hand pane according to their functions. Click an item on the left to view the full set of options related to that function.

 **Example:** Click **Advanced Options** in the left-hand pane to view all advanced options on the right:

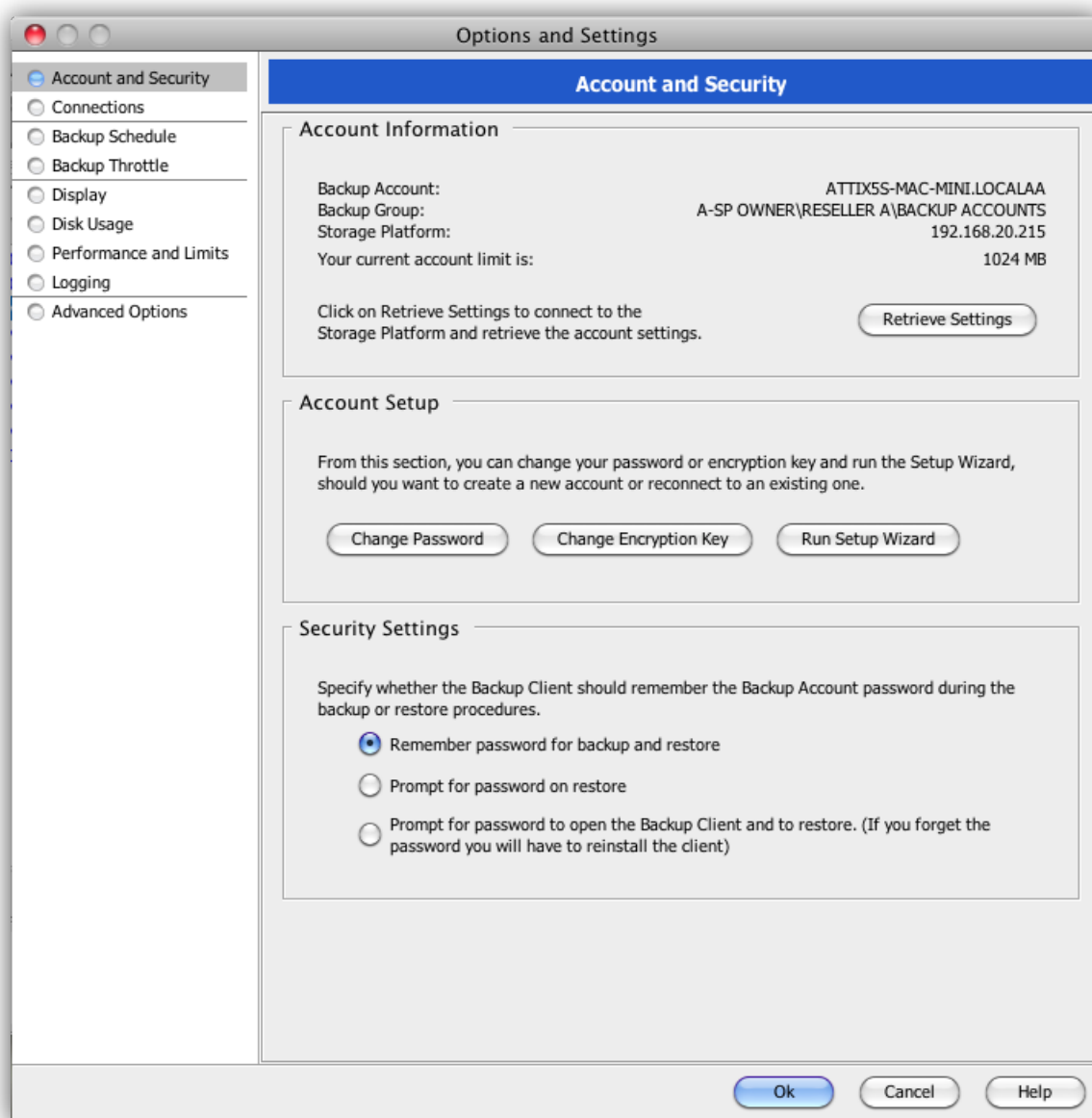


 **Warning:** The **Options and Settings** dialog box controls advanced features in the Backup Client. Please read through this section carefully before changing any settings. Incorrect settings could cause critical errors.

Account and Security

You can use the Account and Security page in the **Options and Settings** dialog box to:

- Update Account information
- Change your password, encryption key or Backup Account properties
- Modify Client security settings



The Account and Security page consists of the following areas:

- Account Information area
- Account Setup area
- Security Settings area

Account Information area

This area displays your Backup Account information as it is configured on the Storage Platform. You can use the **Retrieve Settings** button to update your Account settings.



***Tip:** This button is useful to verify that the Account limit has been modified after requesting a change from the Backup Administrator or to update Backup Group Profiling settings.*

Account Setup area

You can use the **Change Password** and **Change Encryption Key** buttons to overwrite the current password and encryption key. To change your Backup Account settings, click the **Run Setup Wizard** button. For more information, see *Account Setup Wizard* in Chapter 3, “Account setup.”



Warnings:

Changing the encryption key involves intensive processing on the Storage Platform and may take several minutes. You should avoid doing this unless the encryption key has been compromised.

Disaster recovery is not possible without the encryption key. Please ensure that this key is kept in a safe place. THIS ENCRYPTION KEY IS NOT STORED ON THE STORAGE PLATFORM AND CANNOT BE RECOVERED OR RESET IF LOST.

Security Settings area

In the Security Settings area, you can select whether or not the Backup Client should remember the Backup Account password when running a backup or a restore.

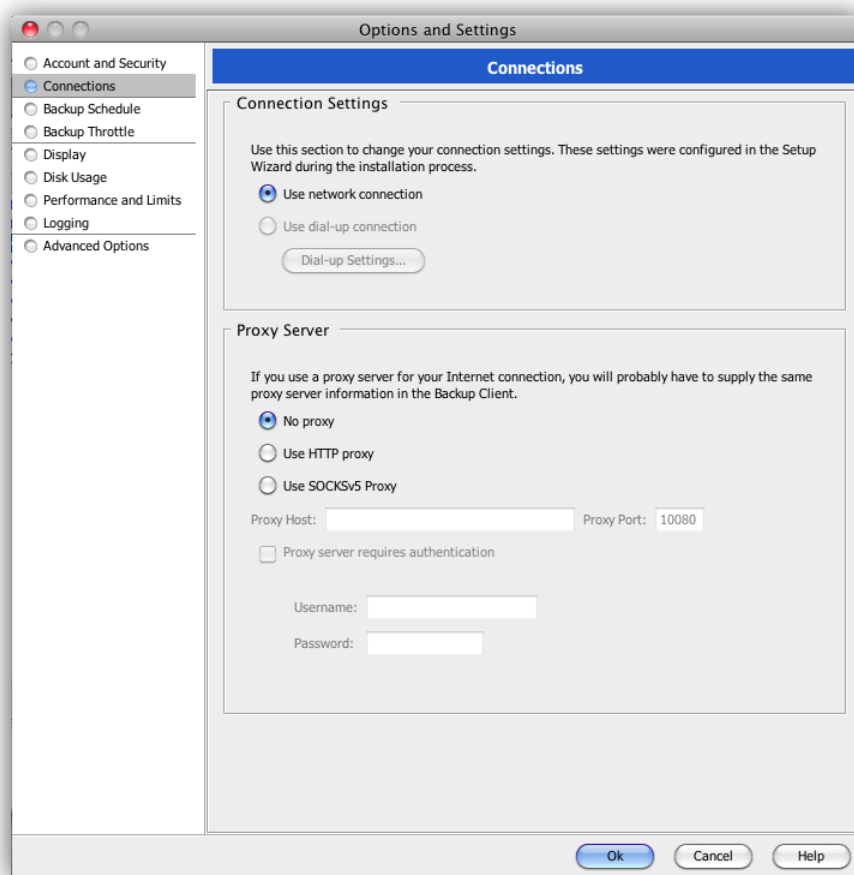
There are three options available:

- **Remember password for backup and restore:** The Backup Client remembers the Backup Account password when doing a backup or restore. This is the default setting.
- **Prompt for password on restore:** The Backup Client prompts for the Backup Account password during the restore process.
- **Prompt for password to open the Backup Client and to restore:** The Backup Client prompts for the Backup Account password when opening the Backup Client and the **Restore** tab.

Connections

You can use the Connections page in the **Options and Settings** dialog box to:

- Modify Storage Platform connection settings
- Enable/disable/configure proxy server details



The Connections page consists of the following areas:

- Connection Settings area
- Proxy Server area

Connection Settings area

In this area, you can change the type of connection that the Backup Client uses to connect to the Storage Platform. You can choose between a network or dial-up connection.



Note: The **Dial-up Settings** button is enabled if you select **Use dial-up connection**. Click this button to select an existing dial-up connection configured on the computer and then supply the username and password for that Internet connection.

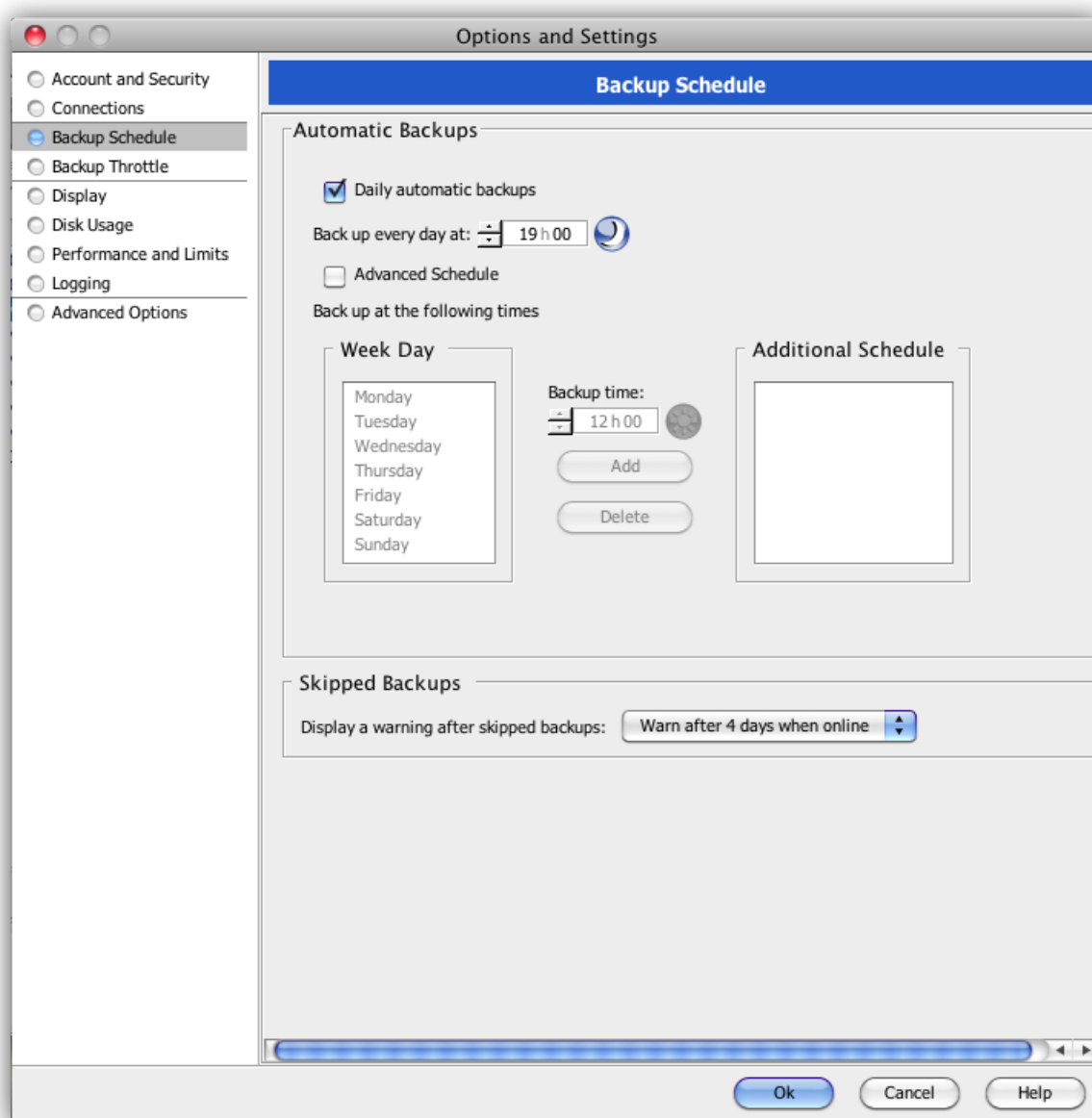
Proxy Server area

In this area, you can specify whether or not the Backup Client should connect to a proxy server when connecting to the Internet. If you select that it should, you can specify the proxy server details in the relevant boxes.

Backup Schedule

You can use the Backup Schedule page in the **Options and Settings** dialog box to:

- Enable/disable daily automatic backups
- Create advanced automatic backup schedules
- Configure Backup Client reactions to skipped backups



The Backup Schedule page consists of the following areas:

- Automatic Backups area
- Skipped Backups area

Automatic Backups area

In this area, you can enable or disable automatic backups.



Tip: Daily automatic backups are enabled by default unless disabled during the Backup Account setup. If disabled, you can enable it by following the instructions below.

To enable automatic backups:

- Select the **Daily automatic backups** check box.
- Specify a time in the **Backup every day at** box
- Click **Ok**.

To disable automatic backups (not recommended):

- Clear the **Daily automatic backups** and **Advanced Schedule** check boxes.
- Click **Ok** to close the Options and Settings dialog box.



Warning: This option is not recommended. If an automated backup schedule is not created, backups will have to be run manually. Enabling automatic backups is strongly advised.

For detailed instructions on how to enable and schedule automatic backups, see *Scheduling automatic backups* in Chapter 5, "Backups."

Skipped Backups area

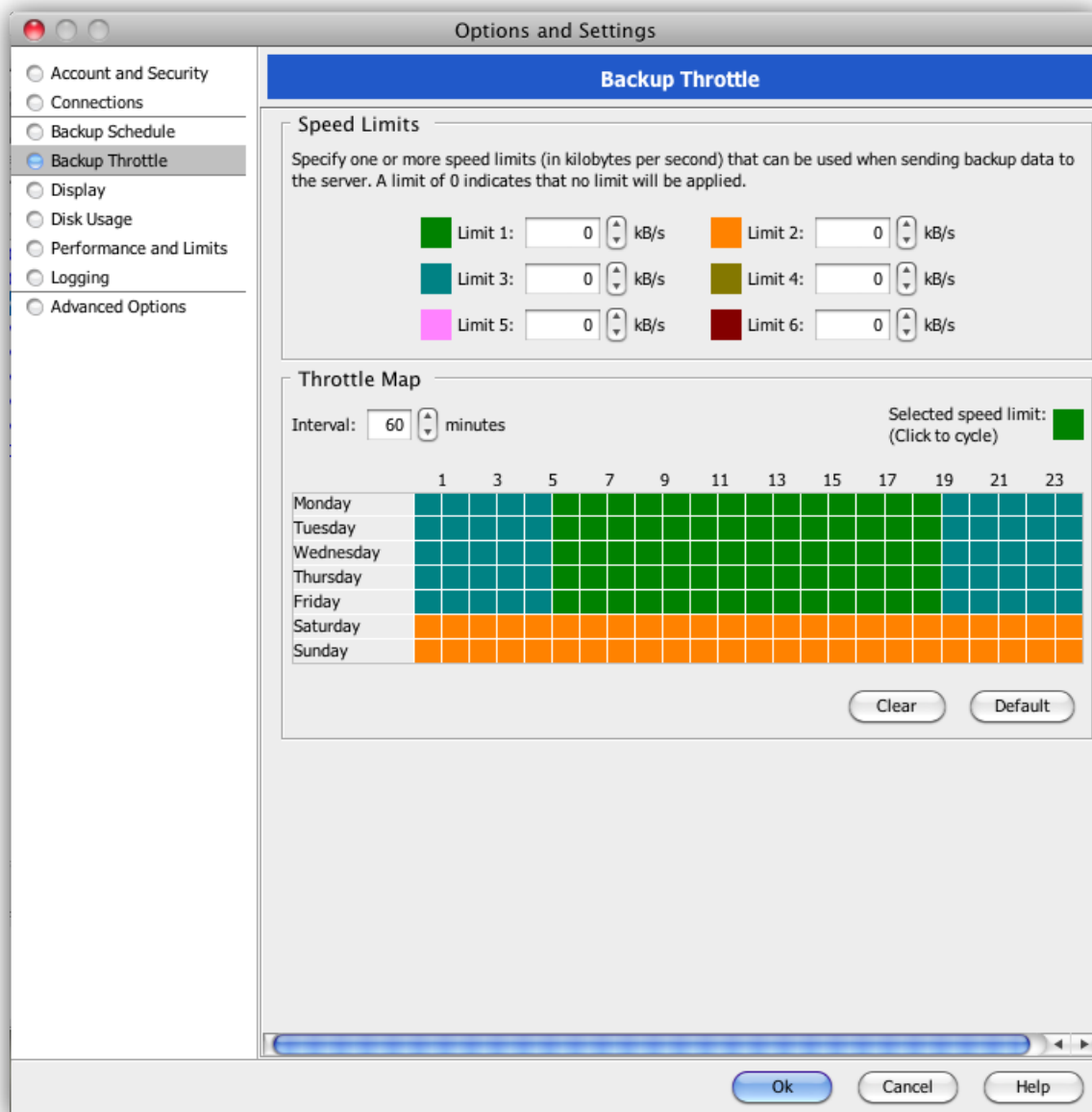
In this area, you can specify what action the Backup Client should take in the event of skipped backups.

The following options are available:

- Do not display a warning
- Warn after 4 days when online
- Warn immediately when online

Backup Throttle

The Backup Throttle page in the **Options and Settings** dialog box enables you to specify the Client's bandwidth usage speed limits. You can do this by creating a backup throttle schedule. Backed up data will then only be transferred at the specified speed limits during each interval.



The Backup Throttle page consists of the following areas:

- Speed Limits area
- Throttle Map area

Speed Limits area

In this area, you can specify one or more speed limits (in kilobytes per second) that can be applied when sending backup data to the Storage Platform.


To specify a speed limit:

Choose a colour to represent the limit and specify the limit in that colour's **Limit** box. You can now schedule the speed limits in the Throttle Map area as described below.

 **Note:** A limit of 0 indicates that no limit will be applied.

Throttle Map area

In this area, you can indicate when the speed limits specified in the Speed Limits area should apply by creating a throttle map.

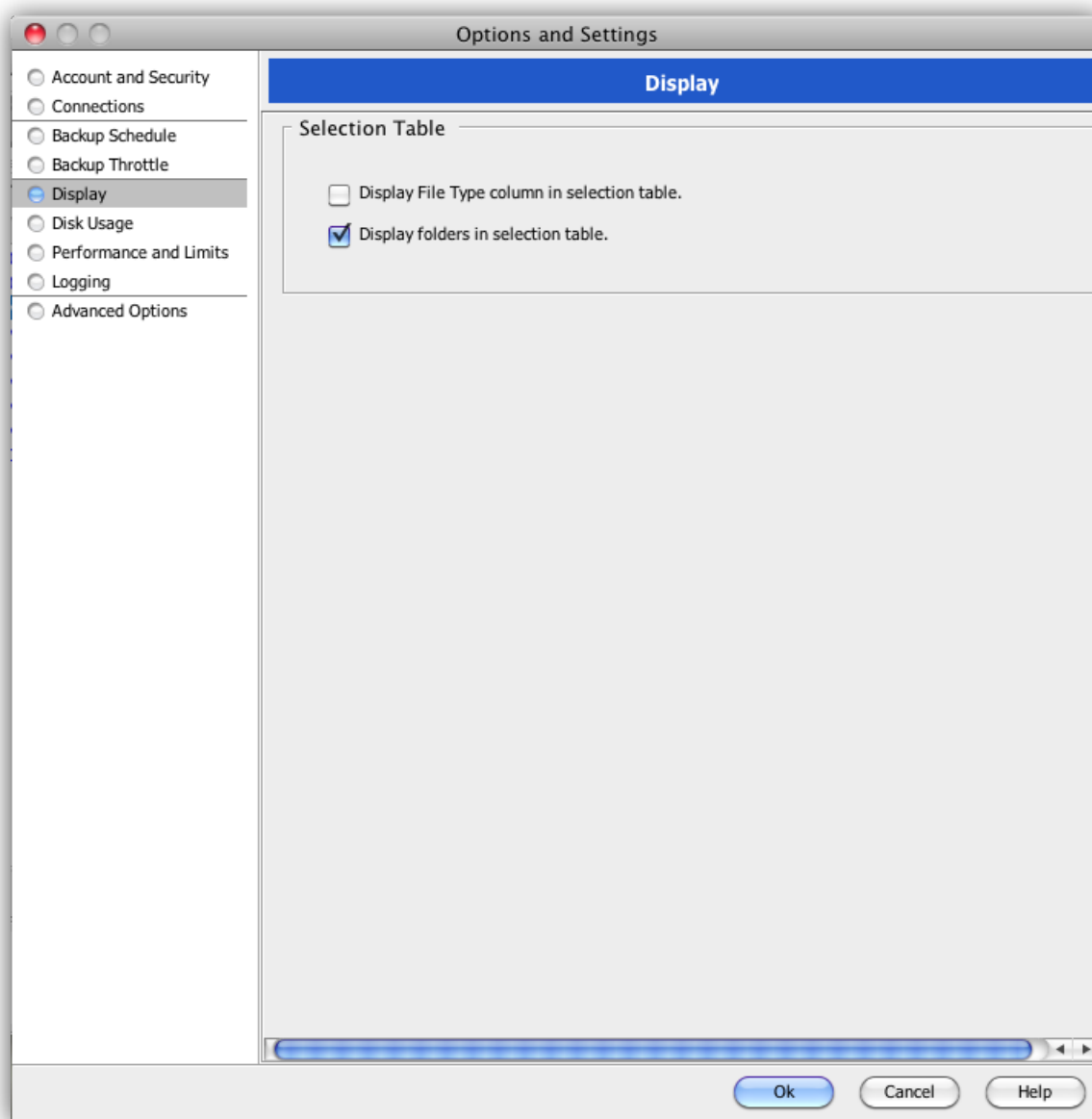
 **Tip:** By default, a throttle map is provided with different colours indicating week day office hours, out-of-office hours and weekends (using intervals of 60 minutes). You can either set speed limits for the colours used in this default map or you can click the **Clear** button and create a new map by following the instructions below.

To create a throttle map:

- In the **Interval** box, specify the number of minutes that each block in the graph should represent.
- In the Speed Limits area, click a speed limit colour.
- In the Throttle Map area, click the schedule interval boxes you wish to apply the limit to. The colour of the selected interval boxes will change to match that of the chosen limit.

Display

You can use the Display page in the **Options and Settings** dialog box to select your Backup Client display preferences.



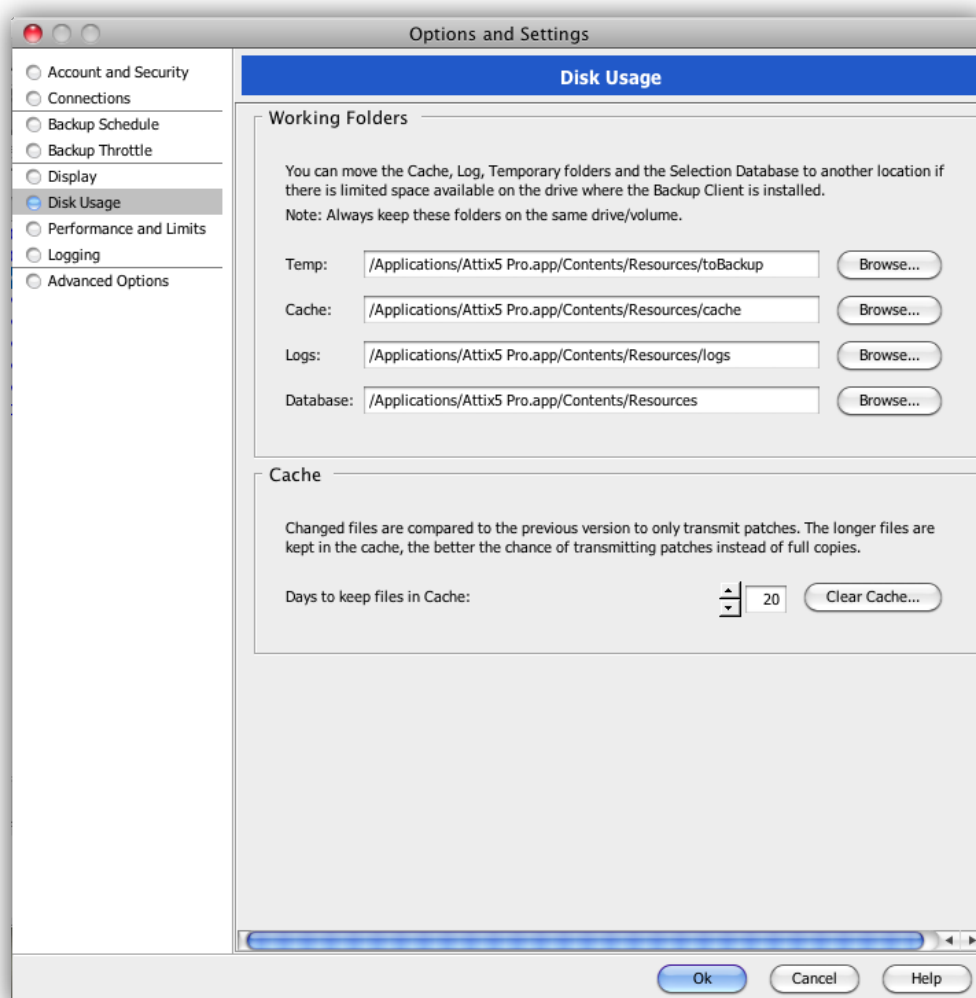
The Display page consists of a Selection Table area that provides you with the following options:

- **Display File Type column in selection table** - Adds a **File Type** column to the right-hand pane of the **Backup Selection** and **Restore** tabs.
- **Display folders in selection table** - Enables the **Backup Selection** tab's right-hand pane to display subfolders.

Disk Usage

You can use the Disk Usage page in the **Options and Settings** dialog box to:

- Move the working folders and cache to a different location
- Specify the number of days that files are to be kept in the cache



The Disk Usage page consists of the following areas:

- Working Folders area
- Cache area

Working Folders area

If you have limited space on the drive running the Backup Client, you can move the **Cache**, **Logs** and **Temporary** folders as well as the selection database to another location.

The following locations are configurable in this area:

- **Temp** - Used as temporary workspace when the files are patched, compressed and encrypted.
- **Cache** - Keeps a local, compressed and encrypted, copy of the selected files for a specified number of days.
- **Logs** - Stores all backup and restore logs.
- **Database** - Compares the latest backup selection with the previous backup to determine the changes.



Warnings:

The **Cache** and **Temp** folders must reside on the same drive/volume.

If the database or any of the folders are stored on a network share, please ensure that the Backup Service has the correct permissions to connect and write to that share.

Cache area

When modifications are made to a file, the Backup Client only transmits changes to that file, as opposed to transmitting the complete file again. This is accomplished by the use of a local cache.

By default, recently modified files are kept in the Cache for 20 days, after which they will be deleted. Once a file has been flushed from the cache, a full copy will be backed up when any modifications are made to the file. The longer files are kept in the Cache, the better the chance of only transmitting patches instead of full copies and thus reducing the amount of data that needs to be transmitted. If there is limited disk space available, consider shortening the time files are kept in the cache.

Note: If you specify 0 days for caching, patching is disabled. All files in the Cache will be deleted, and full copies of changed files will be transmitted to the Storage Platform during each backup.

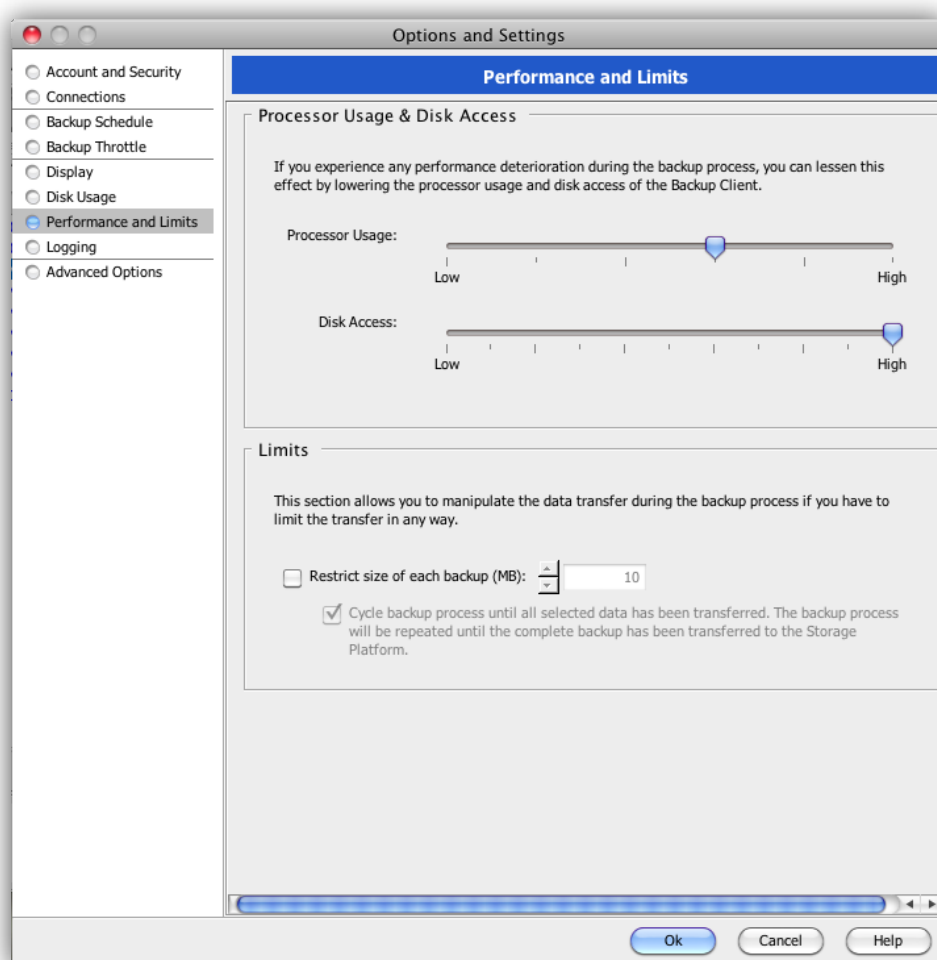
To delete the current cache, use the **Clear Cache** button. If the cache is deleted, full copies of the selected files will be re-sent to the Storage Platform during the next backup.

Note: *The Backup Client will log the message **Doing monthly cache cleanup once a month. This maintenance task is to ensure that there are no redundant files in the Cache.***

Performance and Limits

You can use the Performance and Limits page in the **Options and Settings** dialog box to:

- Increase/decrease Backup Client processor usage
- Increase/decrease Backup Client disk access usage
- Restrict backup size



The Performance and Limits page consists of the following areas:

- Processor Usage & Disk Access area
- Limits area

Processor Usage & Disk Access area

The Backup Client uses a fair portion of available processor power to patch, compress and encrypt files during the backup process. If you use the computer at the same time, you may experience some performance deterioration. To lessen this effect, you can lower the **Processor Usage**.



Warning: *If you use the highest **Processor Usage** setting, it will affect machine's performance during the backup.*

Disk Access is another setting that you can modify to limit performance deterioration. If you use the **High** setting, the Backup Client will continuously use all available disk access to read and write to the disk, ensuring that the process completes as quickly as possible. The process will take longer if this setting is lowered but other disk-intensive applications will perform better.

Limits area

Select the **Restrict size of each backup (MB)** check box and specify a maximum value to limit the total amount of data that may be transmitted to the Storage Platform during each backup.



Note: *If this option is enabled, it may take several backups before all files are transmitted to the Storage Platform. This feature is especially useful when using a slow Internet connection and there are problems with transmitting large backups.*

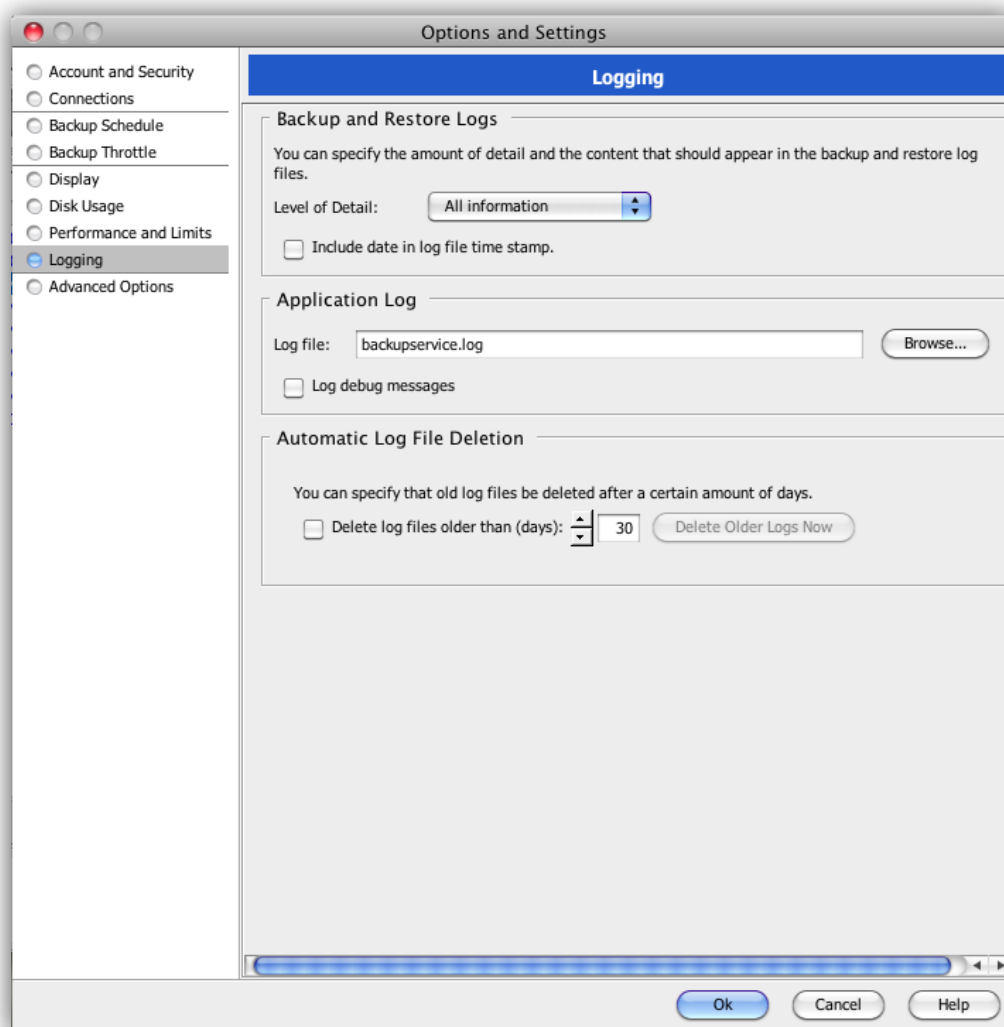
Cycle backup process... – You can use this setting in conjunction with the backup size restriction to cycle backups successively until all data included in the backup selection has been transmitted to the Storage Platform. This setting can only be enabled if a backup size restriction has been specified.

Logging

You can use the Logging page in the **Options and Settings** dialog box to specify your logging preferences.

Modifiable logging settings include:

- Level of detail included
- Date inclusion/exclusion in time stamp
- Application log location and debug inclusion/exclusion
- Log file retention period



The Logging page in the **Options and Settings** dialog box consists of the following areas:

- Backup and Restore Logs
- Application Log
- Automatic Log File Deletion

Backup and Restore Logs area

In this area, you can specify the level of information to be included in the log files by selecting one of the options provided:

- All information (logs all messages)
- Suppress detail
- Log warnings and errors (logs *only* warnings and errors)

Select the **Include date in log file time stamp** check box to add the date to every line in each log file.

Application Log area

In this area, you can specify where the Backup Client's application log file should be saved and whether or not debug messages should be logged.

Automatic Log File Deletion area

In this area, you can enable a log file retention period by specifying that the Backup Client delete files older than a particular number of days. To do this, select the **Delete log files older than** check box, and then specify the number of days in the box provided.

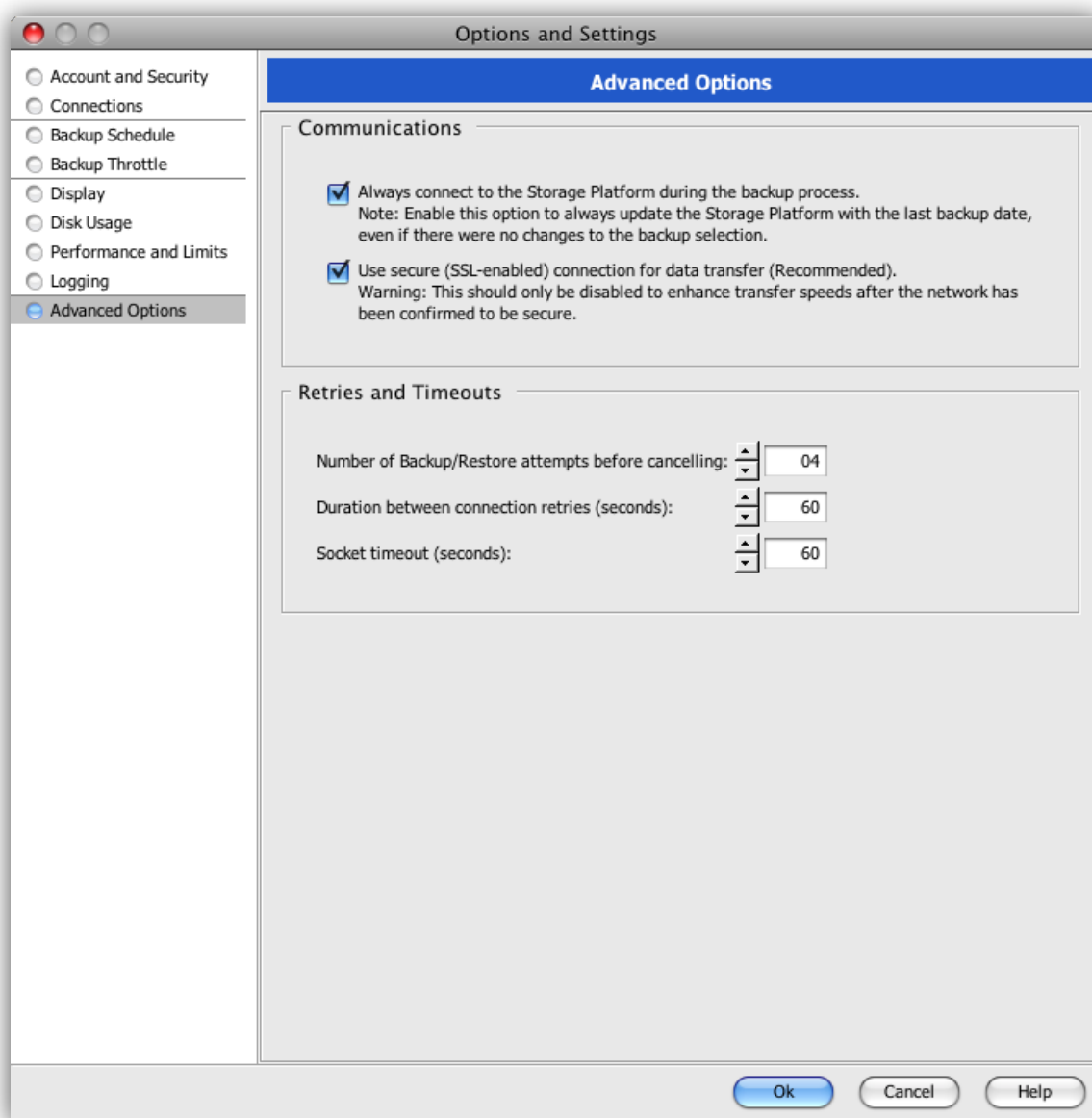


Tip: To delete all logs older than the specified number of days immediately, click the **Delete Older Logs Now** button.

Advanced Options

You can use the Advanced Options page in the **Options and Settings** dialog box to configure the following Backup Client options:

- Storage Platform communication
- Retries and timeouts



The Advanced Options page in the **Options and Settings** dialog box consists of the following areas:

- Communications area
- Retries and Timeouts area

Communications area

Always connect to the Storage Platform during the backup process

When the **Always connect to the Storage Platform...** check box is selected, the Backup Client will connect to the Storage Platform during each backup, whether or not changes were made. This updates the Last Backup date stamp, even if there were no changes made to the backup set, ensuring that the Storage Platform always reflects the latest backup date.

Use secure (SSL-enabled) connection for data transfer...

This option is selected by default, enabling SSL encryption for Client-to-StorageServer data transfers. Deselecting this option disables SSL encryption for data transfer. This enhances transfer speeds but should only be done within a secure network environment.



Notes:

Disabling this feature will only have an effect on security for the actual data transfer and not the encryption of the data on the Storage Platform.

Secure data transfer connections can only be disabled if the StorageServer has been configured to accept non-secure connections. If the StorageServer cannot accept non-secure connections, an SSL-enabled connection will automatically be used instead.



Warning: *If you wish to disable SSL encryption, please ensure that the backup environment is secure.*

Retries and Timeouts area

Number of Backup/Restore attempts before cancelling

By default, the Backup Client tries to connect to the Storage Platform four times before cancelling the backup process. You are advised to increase the number of attempts when using a slow Internet connection. The backup will continue from the previous point of failure and not resend the entire backup.

Duration between connection retries

By default, if the connection is dropped, the Backup Client will try to reconnect to the Storage Platform after 60 seconds. This setting enables you to increase/decrease the duration between the retries.

Socket timeout

If the Backup Client is connected to the Storage Platform and there is no communication between the two, the time specified in this box (in seconds) is how long the Backup Client will stay connected before dropping the connection. The default socket timeout is 60 seconds.

Advanced tools

DL includes tools that allow advanced users to modify, enhance and streamline the Backup Client.

Remote management

Remote Management enables the Backup Administrator to remotely access and configure the Backup Client using the Storage Platform Console.

To enable Remote Management:

- On the Tools menu, click Remote Management.
- In the **Remote Management Settings** dialog box that appears, select the **Enable Remote Management** check box.
- In the Connection area, ensure that the port number in the **Port** box is correct (9091 is specified by default). If incorrect, modify as required.
- If the machine has multiple IP addresses available, you can specify whether the Remote Service must bind to all available IP addresses or to only one IP address.
- In the Access area, select the access credentials to be allowed.



Notes:

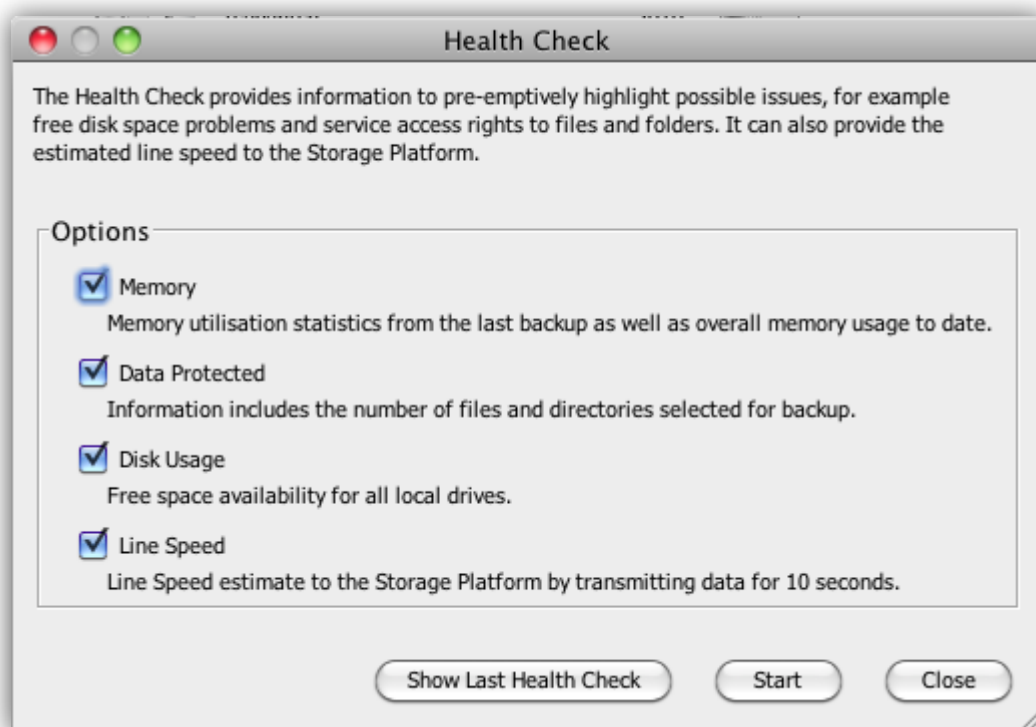
Allow SP controlled access enables Backup Administrators with the correct access permissions to use their Storage Platform User Access Management usernames and passwords to connect to and administer this Backup Client. If you clear this check box, Storage Platform administrators will not have remote access.

Select **Allow custom access** and supply a username and password if you do not wish to make use of the above-mentioned Storage Platform Access Accounts. These custom access credentials must be specified in the Storage Platform Console for its user to gain remote access.

- Click **OK** to save the settings. Services will restart automatically to apply the settings.

Health Check

The Backup Client Health Check provides information to highlight possible issues before backup (e.g. free disk space or file/folder access problems). It can also provide the estimated line speed to the Storage Platform.



The following options are available:

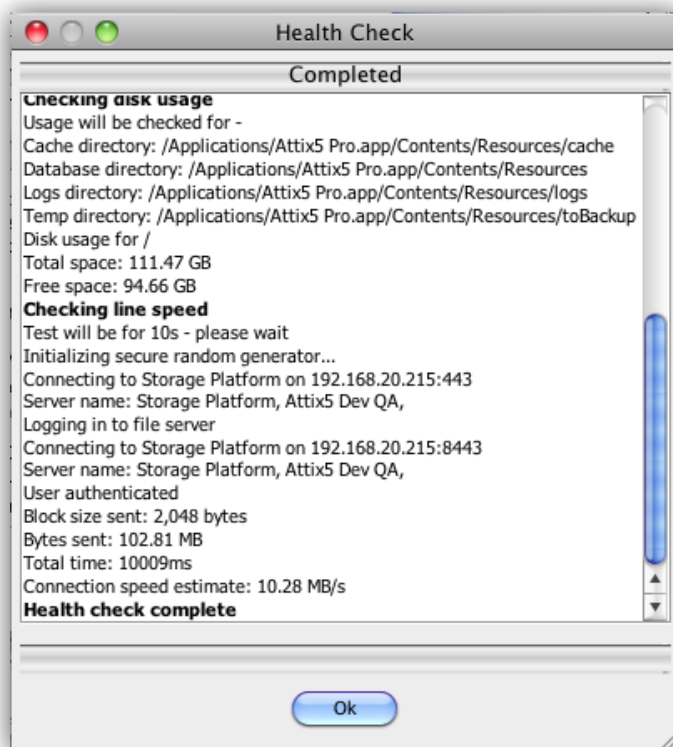
- **Memory** - Memory utilisation statistics from the last backup as well as overall memory usage to date.

- **Data Protected** - Information includes the number of files and directories included in the backup selection.
- **Disk Usage** - Free space availability for all local drives.
- **Line Speed** - Line Speed estimate to the Storage Platform (determined by transmitting data for 10 seconds).

You can specify which checks to run by selecting or clearing the relevant check boxes in the Options area. Use the **Show Last Health Check** button to see the last report. You can **Print** and/or **Export** the Health Check reports.

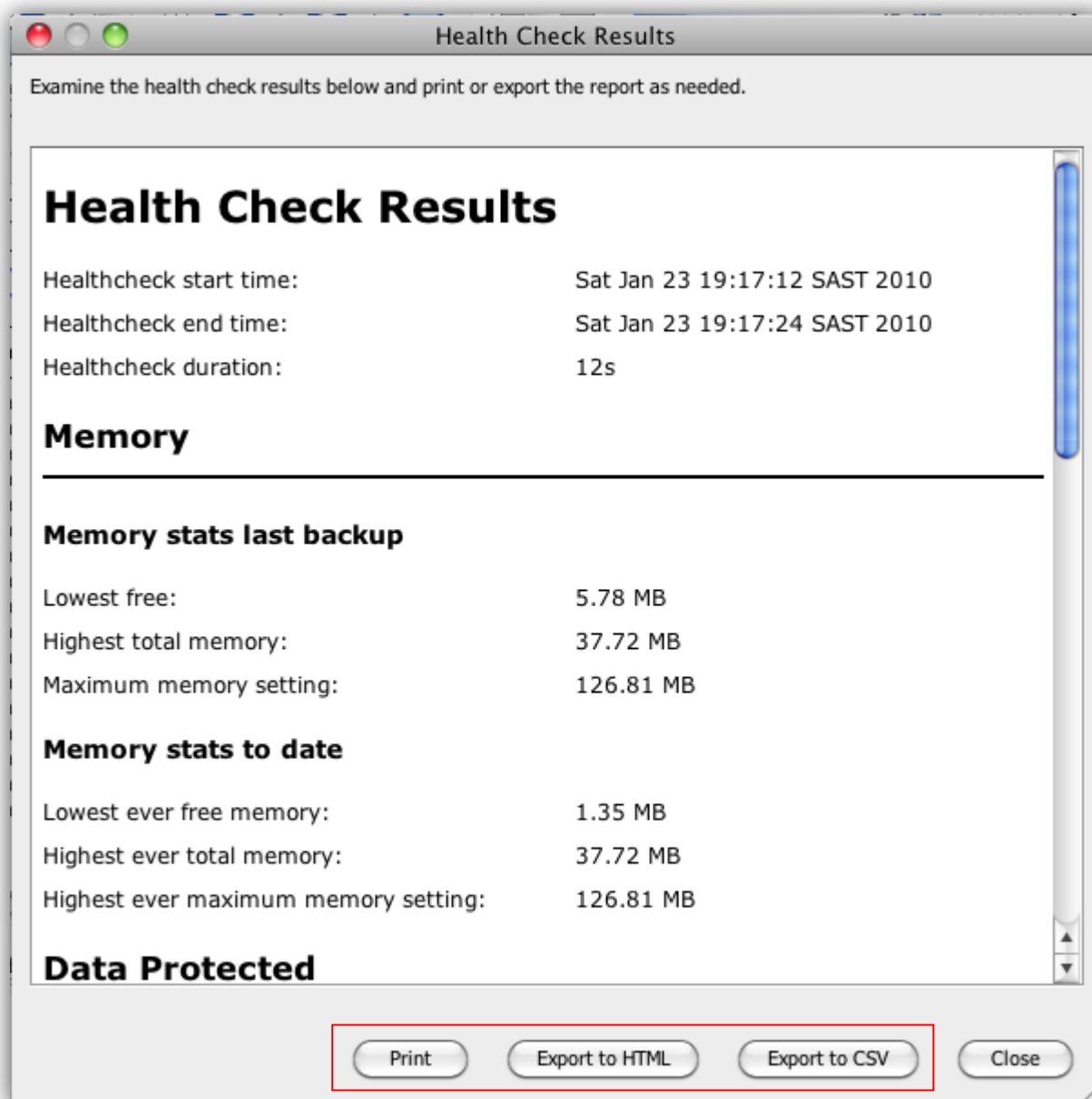
To run a health check:

- On the **Tools** menu, click **Health Check**.
- In the dialog box that appears, specify which checks to run by selecting or clearing the check boxes next to the options. Four checks are available (see above).
- Click the **Start** button to begin the health check process. The **Health Check** dialog box appears, displaying the progress of the health check until completion.



- When the message: "Health check complete" displays, click **OK**.

The Health Check results display in a new dialog box with options to print, export to HTML and export to CSV.



Backup Snapshots

The Backup Snapshot feature enables you to create a backup of all items included in your backup selection and send it to a disk drive. This Snapshot data can then be moved to the Storage Platform.

You can use this feature to reduce the initial backup window if there is a large amount of data to be transferred, typically over a slow Internet/network connection. A similar procedure enables you to restore a large amount of data (e.g. during a disaster recovery).



Note: A snapshot backup uses Blowfish 448 encryption and the backup encryption key to encrypt the data.



Warnings:

This procedure should only be performed with the assistance of the Backup Administrator.

Ensure that you have an active Backup Account.

Before beginning the Backup Snapshot process, it is best to perform a test backup, transferring only a small amount of data, to ensure that the StorageServer connection is successful.

To export a Backup Snapshot:

- On the **Tools** menu, point to **Snapshot**, and then click **Export Backup Snapshot**.
- Select The next backup must be a Snapshot backup.
- Specify a destination in the box provided.
- Click **OK**.
- Initiate a backup.

The Snapshot data is now stored in the location specified in step 3 above and can be moved to the Storage Platform. The Backup Administrator can then import the snapshot data to the StorageServer using the Storage Platform Console. (For more information, please refer to the Storage Platform Console User Manual.)



Note: The Backup Account will be disabled at this point to ensure that the Snapshot data is the most recent. Once the data has been successfully imported to the Storage Platform, the Account will be enabled automatically and backups can proceed as usual.

Restore Snapshots (Disaster recovery)

The Restore Snapshot feature enables you to restore large amounts of data from a locally connected device to a machine via the Backup Client.



Notes:

Before you can perform the steps outlined below, the snapshot data needs to be exported from the StorageServer to a mobile storage device by a Backup Administrator. For more information, please refer to the Storage Platform Console User Manual.

A snapshot restore uses Blowfish 448 encryption and the backup encryption key to encrypt the data.

To restore data from a Snapshot:

- Connect the mobile storage device containing the snapshot data to the Client machine or to a Local Area Network so that it has access to the Client machine.
- On the **Tools** menu, point to **Snapshot**, and then click **Import Restore Snapshot**.
- Select whether you wish to restore the data from a disk drive or recovery server.
 - a. If restoring from disk, select the **Show Restore Snapshot(s) in Restore panel** check box and then specify the path to the data in the **Snapshot location** box.



Warning: The default snapshot location specified is: `\Backups\Import\Snapshot-Restore`. If you wish to use this location, you need to create the folder structure on the machine and then paste the snapshot data onto the **Snapshot-Restore** folder. This folder is not created automatically. Alternatively, you can use the **Browse** button to browse to the location in which you have saved the snapshot data.



Note: You need to specify the snapshot data's parent folder, NOT the snapshot folder itself. (E.g. If your snapshot data folder is called **20100506124347** and you've copied it to `\Backups\Import\Snapshot-Restore`, you need to specify **`\Backups\Import\Snapshot-Restore`** in the **Snapshot location** box, NOT **`\Backups\Import\Snapshot-Restore 20100506124347`**.)

- b. If restoring from a recovery server, select the **Do restores from recovery server** check box and then specify the server address and port number in the boxes provided. If using a proxy server, select the **Use proxy settings for recovery** check box.
 - Click **OK**.



Note: This option can only be used if the Backup Administrator has prepared a recovery server.

The Snapshot data will display as an entry in the Restore tree, enabling you to browse a directory of its contents and restore files and folders. For more information, see Chapter 6, “Restores.”

Profiling

Profiling enables your Backup Administrator to propagate certain client-side settings from the Storage Platform to your Backup Client.

It can be used to enforce the following settings:

- Backup schedules
- Inclusions and exclusions
- Filters
- Most options and settings accessible via the **Tools** and **Attix5 Pro** menus



***Note:** Profiled settings take priority over settings specified in the Backup Client. When the Backup Client connects to the Storage Platform, it receives a list of all profiled settings. These changes are implemented in the Backup Client. You can, however, connect to the Storage Platform and update profiled settings manually.*

To update profiled settings manually:

- On the **Attix5 Pro** menu, click **Preferences**.
- On the Account and Security page of the Options and Settings dialog box, click the Retrieve Settings button.




The Backup Client will retrieve any profiled settings from the Storage Platform and update its options and settings accordingly.






***Note:** Profiled settings are greyed out, and cannot be modified from within the Backup Client.*

Inclusions /exclusions applied by profiling are displayed with yellow icons in the Backup Client:

File icons:

-  Included file
-  File included by filter
-  Excluded file

Folder icons:

-  Included folder
-  Folder included by filter
-  Excluded folder

9 Reference

Keyboard shortcuts and hotkeys

Keys	Action
F5	Refresh active window
SPACEBAR x1	Include selected file/folder
SPACEBAR x2	Exclude selected file/folder
SPACEBAR x3	Clear inclusion/exclusion
SHIFT+↑/↓	Select multiple files