

# Ahsay Offsite Backup Server v5.1

## User's Guide

Version 5.1.0.5  
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# Ahsay Offsite Backup Server v5.1

## User's Guide

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# 1 Overview

## 1.1 Benefits

- Easy Backup of
  1. Microsoft Exchange Server 2000 / 2003
  2. Microsoft SQL Server 7.0 / 2000
  3. Lotus Domino/Notes 5.0 or above
  4. Oracle 8i or above
  5. MySQL 3.2.4 or above
  6. Windows System State
  7. Outlook and Outlook Express (i.e. \*.pst, \*.dbx and \*.wab)
  8. Important personal settings, e.g. Desktop, Favorite, My Documents and History etc
  9. Other common files (e.g. \*.doc, \*.xls)
- Support of backing up only changes within a file (using in-file delta technology)
- Support of backing up of open files on Windows XP/2003 (Volume Shadow Copy)
- (New in 5.1.0.6) Support of backing up of Windows NTFS access privileges, Linux access privilege and mode, Mac OS X metadata and resource forks
- Easy to use, deploy and maintain

## 1.2 Features

- (New in 5.1) User configurable incremental / differential in-file delta backup mode (i.e. backing up only changes within a file since last incremental backup (or last full backup) according to each user's preferences)
- (New in 5.1) Allow in-file delta backup mode to be overridden by each user individually according to backup time (e.g. enforcing full (or incremental or differential) backup of all files on every Sunday or the 1<sup>st</sup> day of every month)
- (New in 5.1) Single mail level exchange backup (brick level exchange backup)
- (OEM version only) All references to Ahsay can be removed or branded to your own company name, address, phone and email
- (OEM version only) Allow unlimited backup trial accounts to be created on the backup server (with unlimited backup quota for a trial period of 30 days)
- (OEM version only) Create branded installer for backup client software. No special setup is required to offer free trial subscriptions to potential users
- Volume Shadow Copy backup (i.e. backing up files even when they are exclusively open, e.g. Outlook.pst)
- Bandwidth Throttling at backup account level (new) In-File Delta backup (i.e. backing up only changes within files)
- Off-line backup mode and logout backup reminder
- Real time backup server replication allows backup server to be easily backup
- Customizable backup schedule allows backup to be scheduled at any time
- Compress and encrypt data automatically before sending them to the server (server stores only encrypted data)
- Increment backup strategy ensures that only new or updated files (or changes with last backup file) are sent to backup server
- Support both full backup (database backup) and incremental backup (transaction log backup) for Microsoft SQL Server 7.0/2000, Microsoft Exchange Server 2000/2003, Lotus Domino/Notes 5.0 and Oracle 8i or above
- Can integrate with external "Open File Manager" to provide open file backup support to all open files
- Access backup data anytime, anywhere by using a browser
- Comprehensive backup report lists all files being backup. Backup report will be delivered to user automatically via email when each backup job completed.
- Backup data are CRC validated before they are stored on server.
- Fully user customizable data retention policy allows users to have access to deleted files using the least possible storage space on server
- Select files to be backed up easily by using backup filter, e.g. selecting all \*.doc and \*.xls in your computer in a single operation
- Run any custom OS commands before/after a backup job.
- Run on Windows, Mac OS X, Linux, NetWare, Unix and all other platforms supporting a Java2 Runtime Environment.
- LiveUpdate allows patches to be deployed to hundreds of clients easily

- System activity report, showing all backup system information, will be delivered to system administrator via email everyday.
- Complete set of external APIs allow system integration with external systems (e.g. billing/payment system) to be done easily
- Periodic backup files validation on backup server ensures backup files are 100% valid and fully restorable when needed.

## 1.3 Security

- 128-bit point-to-point SSL communication between server and client
- Support HTTP/HTTPS Proxy and Socks v4/v5 firewall
- Data are 128-bit encrypted when stored on backup server
- Choice of different encryption algorithms, e.g. Twofish, Triple DES, Advanced Encryption Standard (AES)
- Choice of different encryption modes, e.g. Electronic Cook Book (ECB) and Cipher Block Chaining (CBC)
- An random initializing vector, salt and iteration count will be generated by the software automatically for each file when encrypting your data
- Each backup user can restrict online access to his files to his pre-defined list of IP addresses

## 1.4 System Requirements

### Server Software (AhsayOBS)

- **Operating System:**
  1. Windows 2000 / XP / 2003 \*
  2. Linux kernel 2.2 or above \*\* (e.g. RedHat Linux 6.x or above, though the use of Linux kernel 2.6.9-34 or above is recommended)
  3. Mac OS X 10.2 or above
  4. All other operating systems that supports Java2 Runtime Environment 1.4.1 or above
- **Memory:** 128MB (minimum), 512MB (recommended)
- **Disk Space:** 250MB
- **Network Protocol:** TCP/IP (http/https)

\* The use of Windows 2000 WorkStation and XP Professional is only recommended for backup system with less than 20 users. For 20 or more users, please use Windows 2000 or 2003 Server instead.

### Client Software (AhsayOBM)

- **Operating System:**
  1. Windows 95 / 98 / ME / NT / 2000 / XP / 2003
  2. Linux kernel 2.2 or above \*\* (e.g. RedHat Linux 6.x or above, though the use of Linux kernel 2.6.9-34 or above is recommended)
  3. Solaris 2.x or above
  4. Mac OS X 10.2 or above
  5. NetWare 5.1 or above
  6. All other operating systems that supports Java2 Runtime Environment 1.3.1 or above
- **Memory:** 128MB (minimum), 256MB (recommended)
- **Disk Space:** 100MB
- **Network Protocol:** TCP/IP (http/https)

\*\* Standard C++ libraries for backwards compatibility compiler (compat-libstdc++-x.x-y.y.y.i386.rpm) must be installed if you are not using a Linux 2.2 kernel. These libraries are required to run all Java applications.

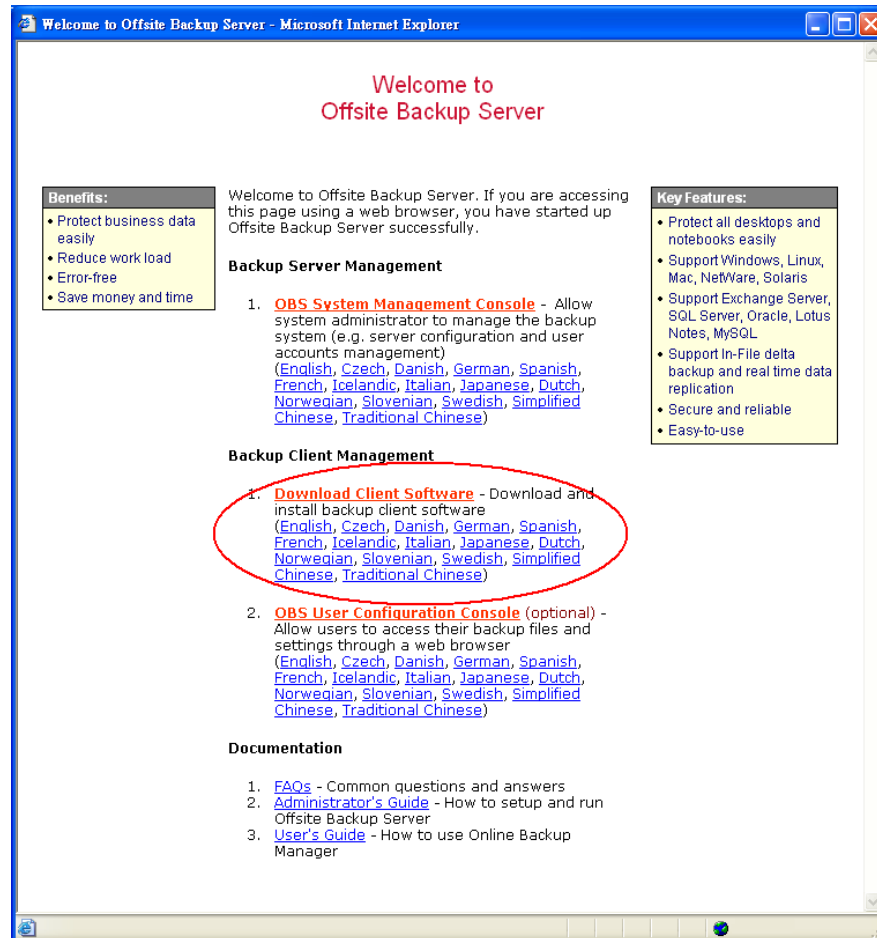
## 2 AhsayOBM Configuration

Before you can start backing up data to Ahsay Offsite Backup Server, you need to install AhsayOBM (AhsayOBM) onto your computer.

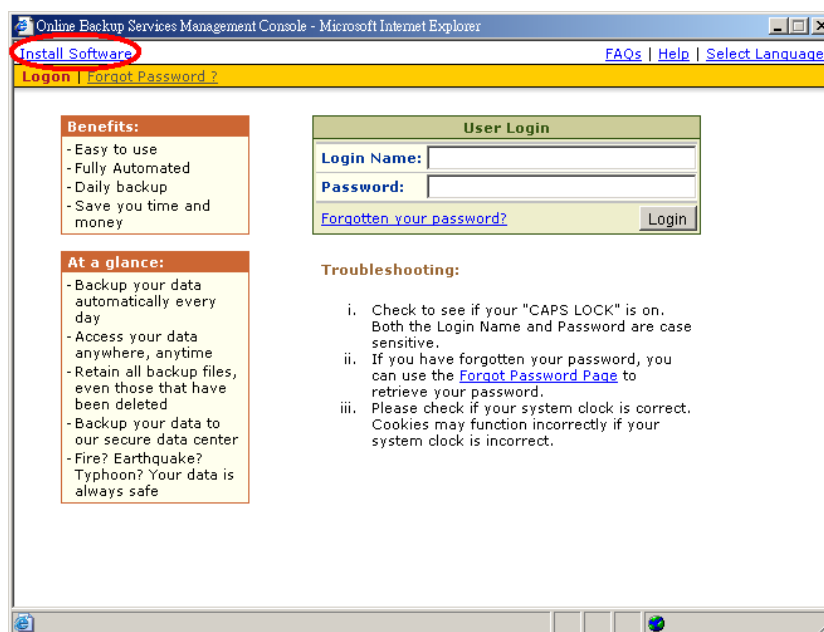
### 2.1 Installation

Please follow the instructions below to install AhsayOBM onto your computer.

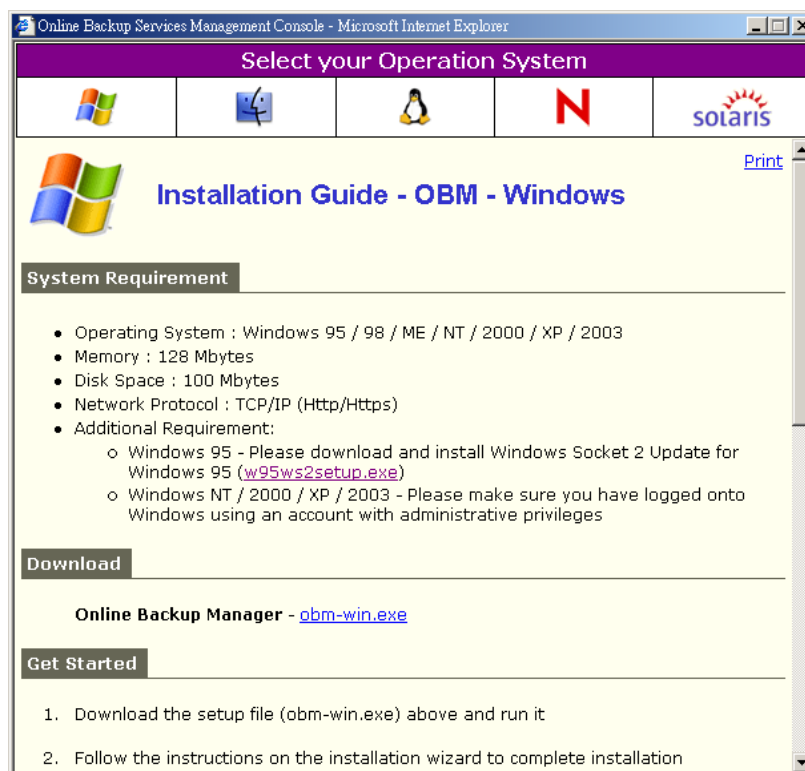
- i. Click the one of the language links under the [Download Client Software] section



Or click the [Install Software] link available at the top of the [Online Backup Services Management Console]




- ii. Select the operating system to which you want to install AhsayOBM

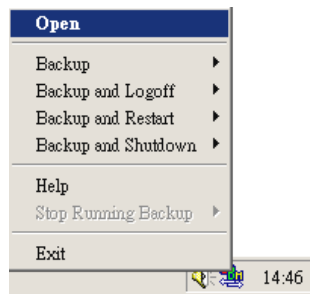


- iii. Follow the instructions on the installation guide to complete AhsayOBM installation

### **Notes on Windows Installation**

A quick launcher is now installed in the system tray (next to your system clock). To open AhsayOBM, just right click the quick launcher icon  and choose [Open].



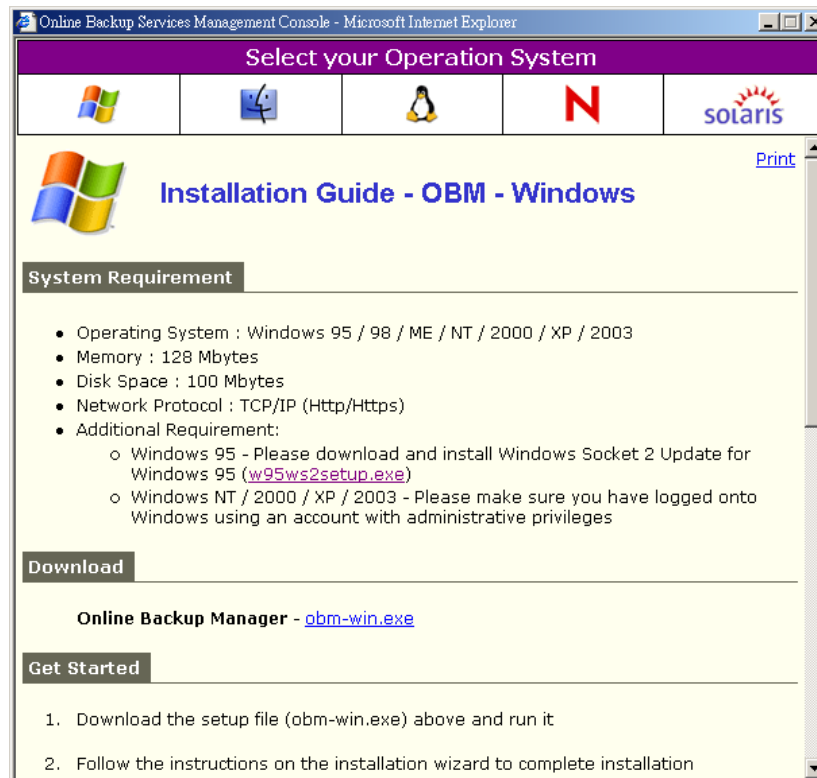


## 2.2 Upgrade

This section describes the software upgrade instructions required to upgrade AhsayOBM to the latest release.

### **Upgrade instructions of AhsayOBM on Windows**

Download the latest installer (obm-win.exe) from the web installation guide and install it over existing installation of AhsayOBM. It will upgrade the AhsayOBM to the latest version.

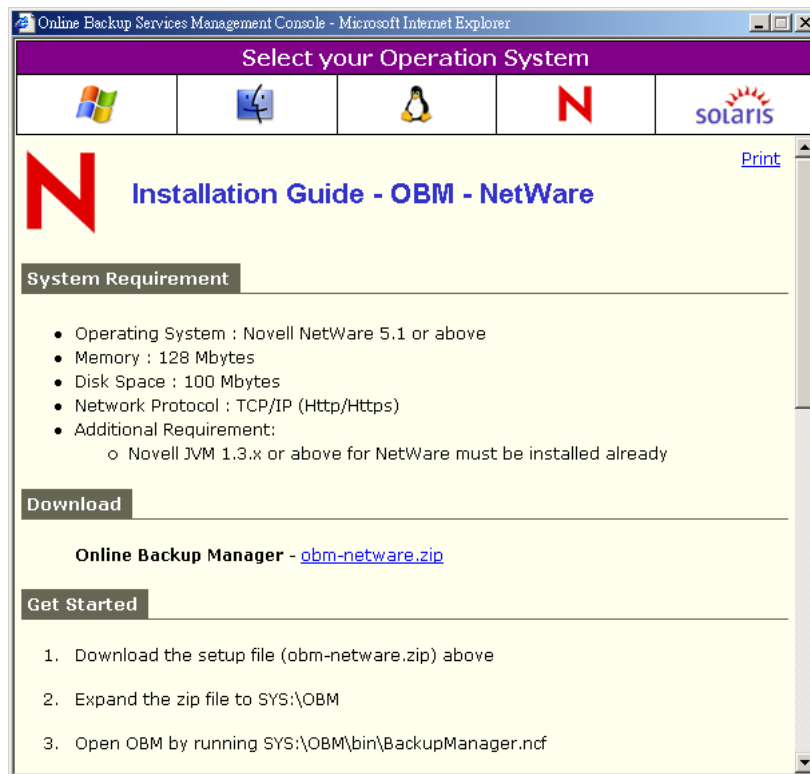


#### **Notes:**

You will only be prompted to reboot your computer if some files are locked and cannot be overwritten during upgrade.

### **Upgrade instructions of AhsayOBM on Netware**

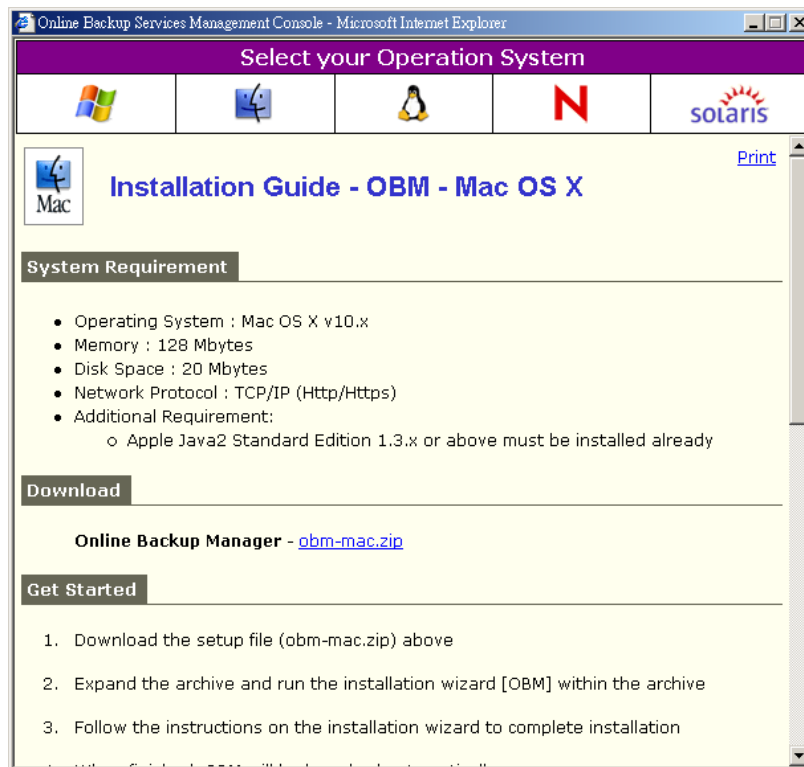
- a. Download the latest release bundle (obm-netware.zip) from the web installation guide.



- b. Backup existing installation by renaming SYS:\OBM to SYS:\OBM.bak
- c. Restarting backup scheduler by running SYS:\OBM\bin\Scheduler.ncf
- d. You can then open AhsayOBM by running SYS:\OBM\bin\BackupManager.ncf

**Upgrade instructions of AhsayOBM on Mac OS X**

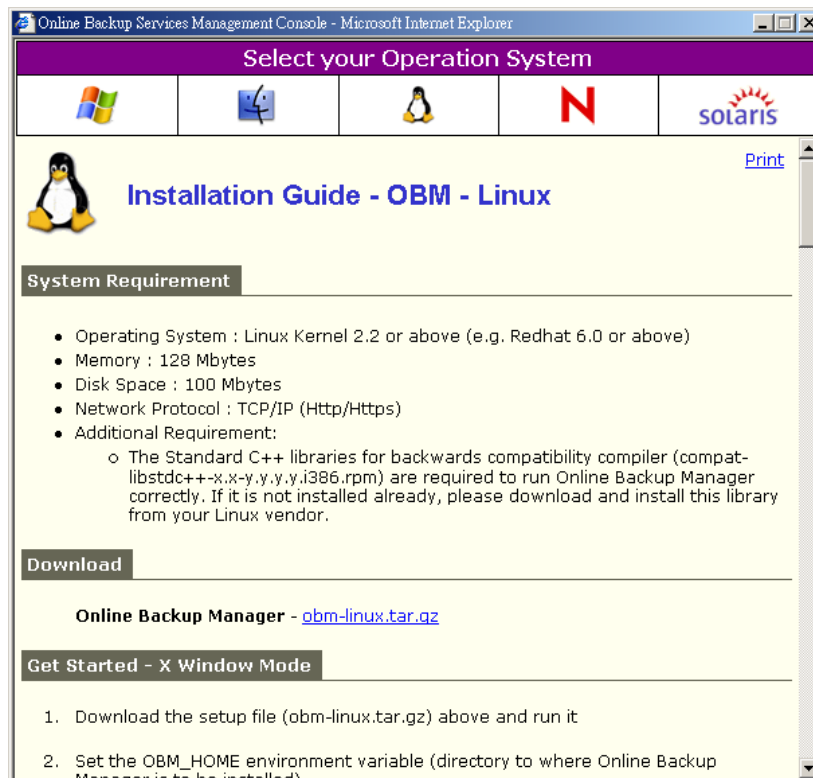
- a. Download the latest release bundle (obm-mac.zip) from the web installation guide.



- Expand the zip archive and run the AhsayOBM installer inside the archive

#### **Upgrade instructions of AhsayOBM on Linux**

- Download the latest release bundle (obm-linux.tar.gz) from the web installation guide



- b. Stop running backup scheduler by running  

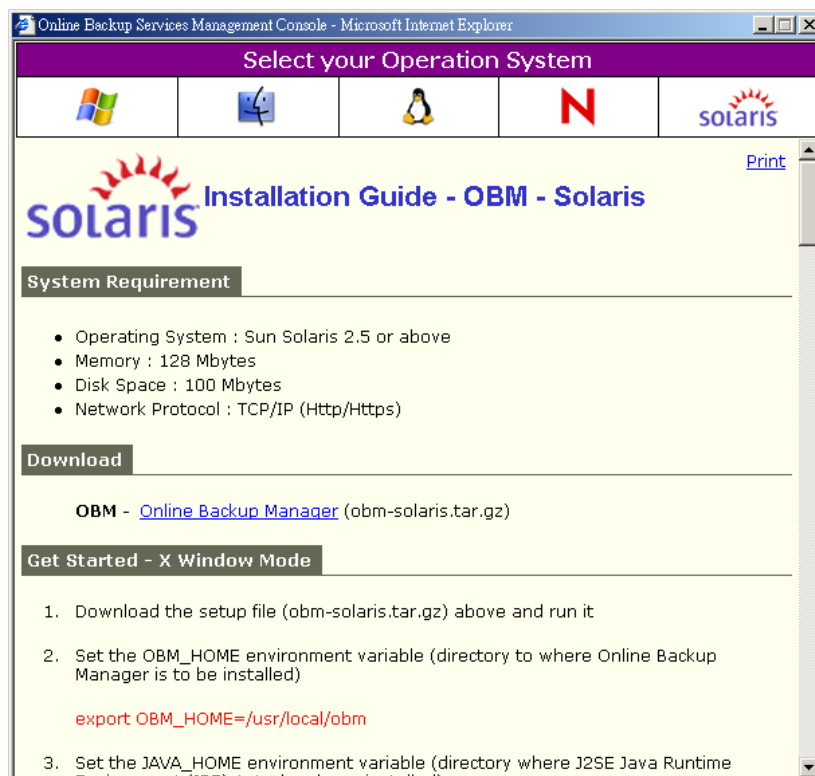
```
# touch $OBM_HOME/ipc/Scheduler/stop
```
- c. Backup existing installation by renaming \$OBM\_HOME (default directory is /usr/local/obm) to \$OBM\_HOME.bak  

```
# mv /usr/local/obm /usr/local/obm.bak
```
- d. Expand the new client software to \$OBM\_HOME  

```
# cd $OBM_HOME
# tar xvfz obm-linux.tar.gz
```
- e. Start backup scheduler by running \$OBM\_HOME\bin\Scheduler.sh
- f. You can then open AhsayOBM by running \$OBM\_HOME\bin\BackupManager.sh

#### **Upgrade instructions of AhsayOBM on Sun Solaris**

- a. Download the latest release bundle (obm-solaris.tar.gz) from the web installation guide



- b. Stop running backup scheduler by running  

```
# touch $OBM_HOME/ipc/Scheduler/stop
```
- c. Backup existing installation by renaming \$OBM\_HOME (default directory is /usr/local/obm) to \$OBM\_HOME.bak  

```
# mv /usr/local/obm /usr/local/obm.bak
```
- d. Expand the new client software to \$OBM\_HOME  

```
# cd $OBM_HOME
# tar xvfz obm-linux.tar.gz
```

- e. Start backup scheduler by running `$OBM_HOME\bin\Scheduler.sh`
- f. You can then open AhsayOBM by running `$OBM_HOME\bin\BackupManager.sh`

## 2.3 Un-installation

This section describes the steps required to uninstall AhsayOBM from your computer.

### **Uninstallation instructions of AhsayOBM on Windows**

- a. Open [Start] -> [Control Panel] -> [Add/Remove Programs]
- b. Select [AhsayOBM] from the list and press the [Remove] button

### **Uninstallation instructions of AhsayOBM on Netware**

- a. Stop running backup scheduler by running  
`SYS:\> touch SYS:\OBM\ipc\Scheduler\stop`
- b. Remove all program files by removing the directory `SYS:\OBM`
- c. Remove all backup settings by removing the directory `SYS:\.OBM`

### **Uninstallation instructions of AhsayOBM on Mac OS X**

- a. Stop running backup scheduler by running  
`# SystemStarter AhsayOBM stop`
- b. Remove all program files by removing `/Applications/OBM`  
`# rm -rf /Applications/OBM`
- c. Remove all backup setting by removing `~/obm`  
`# rm -rf ~/.obm`
- d. Remove backup scheduler service from system startup by  
`/System/Library/StartupItems/AhsayOBM`  
`# rm -rf /System/Library/StartupItems/AhsayOBM`

### **Uninstallation instructions of AhsayOBM on Linux**

- a. Stop running backup scheduler by running  
`# touch $OBM_HOME/ipc/Scheduler/stop`
- b. Remove all program files by removing `$OBM_HOME`  
`# rm -rf $OBM_HOME`
- c. Remove all backup setting by removing `~/obm`  
`# rm -rf ~/.obm`

### **Uninstallation instructions of AhsayOBM on Sun Solaris**

- a. Stop running backup scheduler by running

```
# touch $OBM_HOME/ipc/Scheduler/stop
```

- b. Remove all program files by removing \$OBM\_HOME

```
# rm -rf $OBM_HOME
```

- c. Remove all backup setting by removing ~/.obm

```
# rm -rf ~/.obm
```

## 2.4 AutoStartup on Linux

Please follow the instructions below to make AhsayOBM scheduler auto startup upon computer restart.

- i. Copy the startup script of AhsayOBM scheduler (obm-scheduler) to Linux startup script directory (/etc/rc.d/init.d)

```
[root]# cp $OBM_HOME/bin/obm-scheduler /etc/rc.d/init.d
```

- ii. Open /etc/rc.d/init.d/obm-scheduler with VI editor and make changes to the OBM\_HOME environment variable export statement (i.e. export OBM\_HOME=/usr/local/obm) if OBM\_HOME is not /usr/local/obm

- iii. Register the obm-scheduler startup script as system service by

```
[root]# chkconfig --add obm-scheduler
```

- iv. To startup AhsayOBM scheduler, please run

```
[root]# service obm-scheduler start
```

- v. (optional) To shutdown AhsayOBM scheduler, please run

```
[root]# service obm-scheduler stop
```

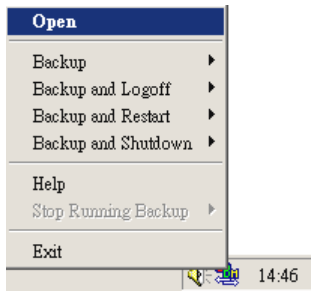
- vi. Setup completed

## 3 Using AhsayOBM

This chapter will describe all features available in AhsayOBM and outline how you can use the features of AhsayOBM to meet various backup needs.

### 3.1 System Tray Launcher

After you have successfully installed AhsayOBM to your computer, an OBM icon will be added to the system tray area (next to your system clock) automatically.

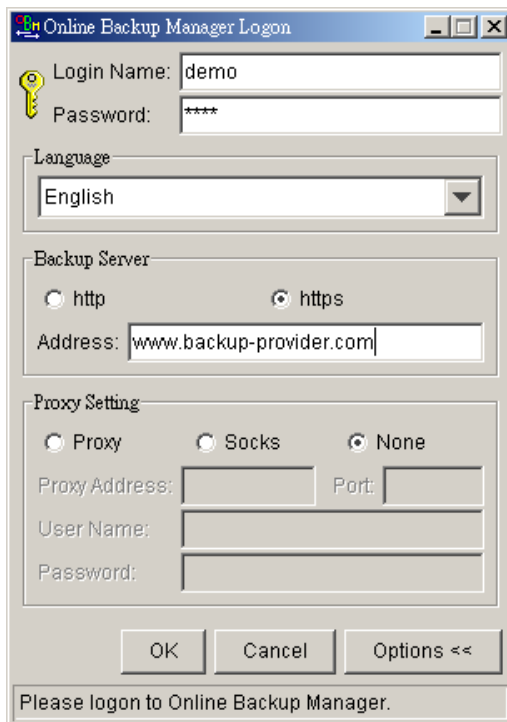


This icon is the entry point to AhsayOBM. Right clicking the icon will show a menu that provides the following functions:

Menu Item	What it does
Open	Run AhsayOBM
Backup	Run the backup set (or all backup sets) chosen in the sub-menu in background
Backup and Logoff	Run the backup set (or all backup sets) chosen in the sub-menu in background and logoff from Windows
Backup and Restart	Run the backup set (or all backup sets) chosen in the sub-menu in background and restart Windows
Backup and Shutdown	Run the backup set (or all backup sets) chosen in the sub-menu in background and shutdown this computer
Help	Show a help dialog
Stop running backup	Interrupt the running backup set (or all backup sets) chosen in the sub-menu
Exit	Close this system tray launcher application

### 3.2 Logon Dialog

Before you can use AhsayOBM, you have to be authenticated by the Ahsay Offsite Backup Server first. The logon dialog shown below will check if you have the right to access AhsayOBM by submitting the username and password you provided to the backup server.



For secure communication, you can choose to communicate with Ahsay Offsite Backup Server in SSL (Secure Socket Layer) by selecting the [https] option.

The [Address] field shows the Ahsay Offsite Backup Server to which AhsayOBM will connect to authenticate your username and password. You can use either a resolvable host name (e.g. backup.your-domain.com) or an IP address (e.g. 192.168.1.1).

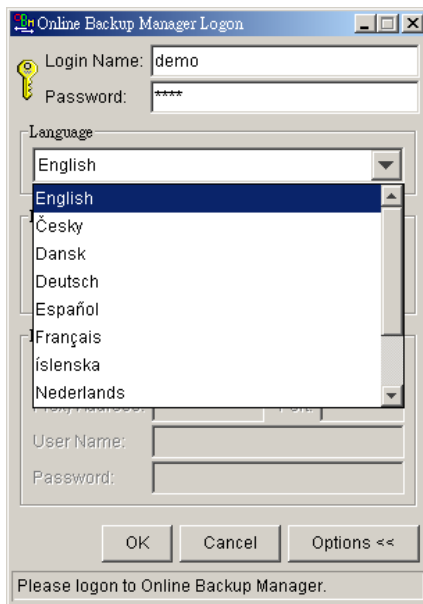
If the Ahsay Offsite Backup Server is not accepting connection from the standard ports (Port 80 and 443 for http and https respectively), you can append a semi-colon ":" and your custom port number to the host name of the [Address] field (e.g. www.backup-provider.com:8080) to connect to the server using the custom port number (port 8080 in this case).

If you need to connect to the server through proxy, just enter your proxy setting in the [Proxy Setting] section. For [SOCKS] proxy, both v4 and v5 without user authentication are supported.

### 3.3 Language Selection

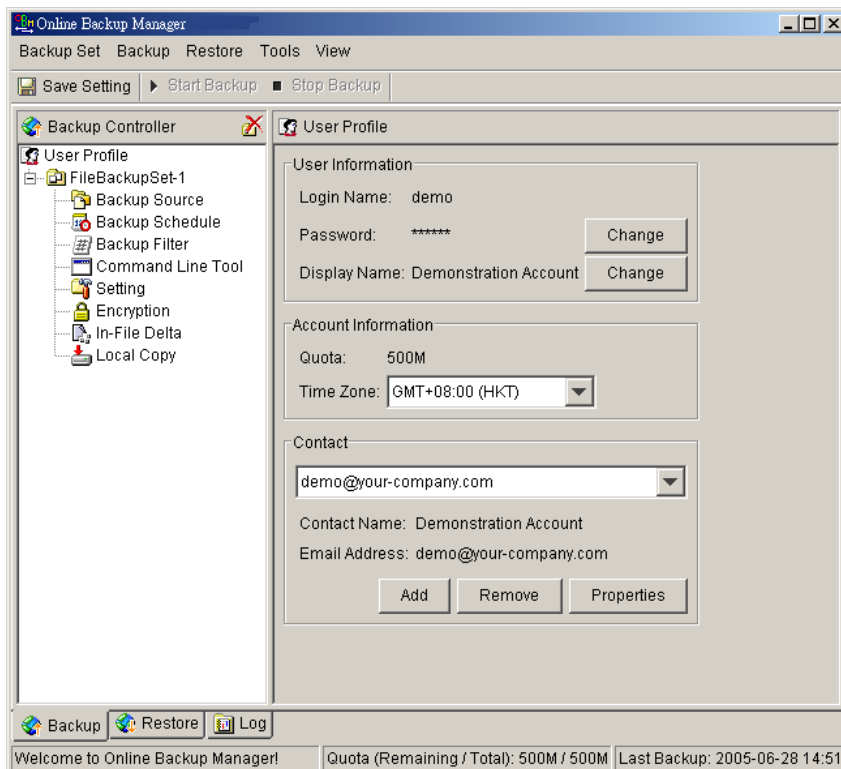
You can switch the language of the AhsayOBM user interface by choosing the desired language available from the [Language] drop down list. The languages available include **English, Czech, Danish, German, Spanish, Icelandic, Dutch, Swedish, Traditional Chinese and Simplified Chinese.**





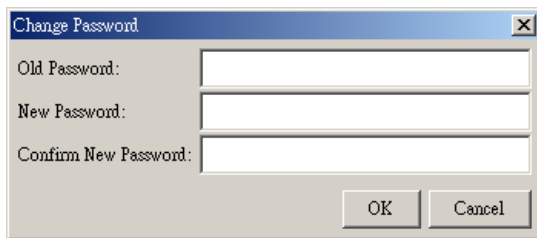
### 3.4 User Profile

After the backup server authenticates you successfully, AhsayOBM main window appears. You can then use AhsayOBM to update your user profile.



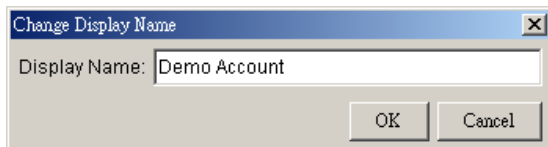
You can perform the following update to your user profile.

To change your [Password], press the [Change] button next to the password field. A Change Password dialog will appear. Enter your original password and new password into the text field of this dialog and press [OK].



A dialog box titled "Change Password" with a close button (X) in the top right corner. It contains three text input fields: "Old Password:", "New Password:", and "Confirm New Password:". At the bottom right, there are two buttons: "OK" and "Cancel".

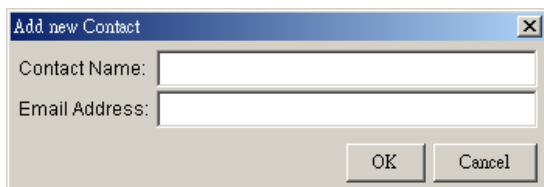
To change your [Display Name], press the [Change] button next to the display name field. A Change Display Name dialog will appear. Enter the new display name and press [OK].



A dialog box titled "Change Display Name" with a close button (X) in the top right corner. It contains a text input field labeled "Display Name:" with the text "Demo Account" entered. At the bottom right, there are two buttons: "OK" and "Cancel".

To change your [Time Zone], just select your time zone from the drop down list next to the time zone entry.

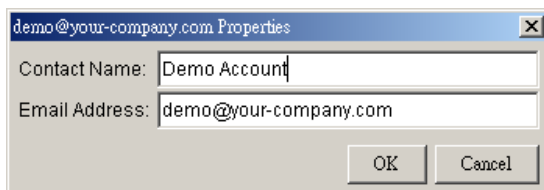
To add a new contact email to this account, press the [Add] button in the [Contact] section. A [Add New Contact] dialog will appear. Enter a name and an email address in the text field provided and then press the [OK] button.



A dialog box titled "Add new Contact" with a close button (X) in the top right corner. It contains two text input fields: "Contact Name:" and "Email Address:". At the bottom right, there are two buttons: "OK" and "Cancel".

To remove a contact email, select the email that is to be removed from the email list and press the [Remove] button. Press [OK] to confirm the removal.

To update a contact email, select the email that is to be updated from the email list and press the [Properties] button. A [Update Contact Property] dialog will appear. After you have made the changes that you want, press the [OK] button.



A dialog box titled "demo@your-company.com Properties" with a close button (X) in the top right corner. It contains two text input fields: "Contact Name:" with "Demo Account" entered, and "Email Address:" with "demo@your-company.com" entered. At the bottom right, there are two buttons: "OK" and "Cancel".

## 3.5 Backup Logs

All backup activities are logged to backup activity log files. They are available for reviewing from AhsayOBM.

### **How to review backup activities?**

You can review all your backup jobs by

- i. Select the [Log] tab available at the bottom of AhsayOBM
- ii. Select the Backup Job you want to review on the [Log Controller] panel



Online Backup Manager

Backup Set Backup Restore Tools View

Save Setting

Log Controller

FileBackupSet-1

2005-06-28-14-52-25.log

Log Table (2005-06-28-14-52-25.log)

Type	Log	Time
Start		[2005/06/28 14:52:26]
Start running pre-commands		[2005/06/28 14:52:26]
Finished running pre-commands		[2005/06/28 14:52:26]
Reading backup source from hard disk...		[2005/06/28 14:52:26]
Downloading server file list...		[2005/06/28 14:52:26]
Downloading server file list... Completed		[2005/06/28 14:52:27]
Reading backup source from hard disk... ..		[2005/06/28 14:52:28]
Getting all files which have been added...		[2005/06/28 14:52:28]
Getting all files which have been added... ..		[2005/06/28 14:52:28]
Getting all files which have been updated...		[2005/06/28 14:52:28]
Getting all files which have been updated....		[2005/06/28 14:52:28]
Getting all files which have been deleted...		[2005/06/28 14:52:29]
Getting all files which have been deleted... ..		[2005/06/28 14:52:29]
Getting all files which have been moved...		[2005/06/28 14:52:29]
Getting all files which have been moved... ..		[2005/06/28 14:52:29]
Total New Files = 353		[2005/06/28 14:52:29]
Total Updated Files = 0		[2005/06/28 14:52:29]
Total Deleted Files = 0		[2005/06/28 14:52:29]
Total Moved Files = 0		[2005/06/28 14:52:29]
[New File] Uploading 100% of 'C:\Docume...		[2005/06/28 14:52:31]
[New File] Uploading 100% of 'C:\Docume...		[2005/06/28 14:52:31]
[New File] Uploading 100% of 'C:\Docume...		[2005/06/28 14:52:31]
[New File] Uploading 100% of 'C:\Docume...		[2005/06/28 14:52:31]

Backup Restore Log

Welcome to Online Backup Manager! Quota (Remaining / Total): 500M / 500M Last Backup: 2005-06-28 14:51

## 4 Setting up backup set

A backup set contains all backup settings of a backup operation. This section will describe all features available within a backup set and explain how you can use each of them to achieve various tasks.

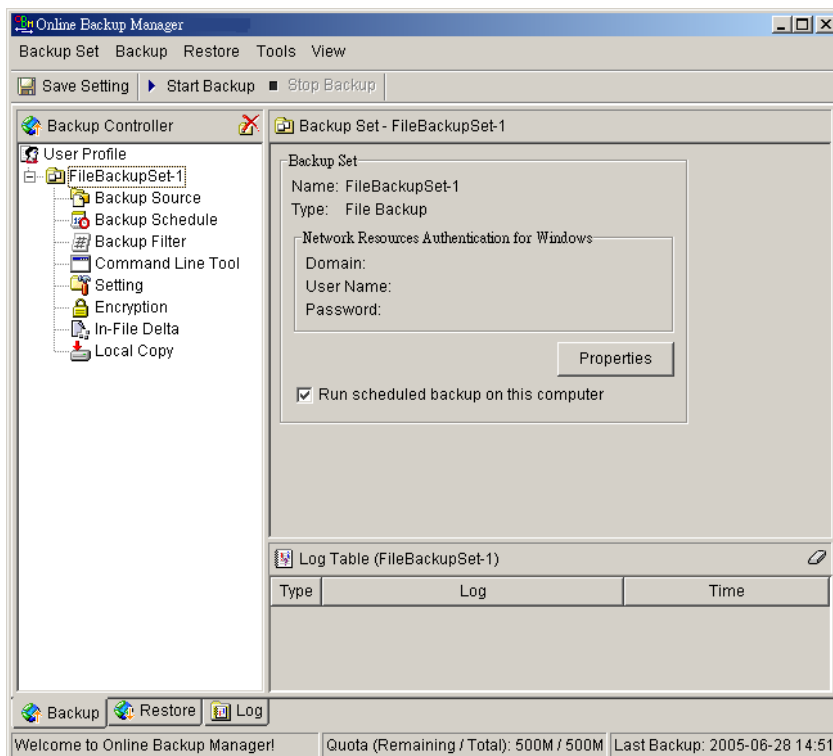
Each backup account can have multiple backup sets. Each backup set is an individual and independent entity. For example, if you want one directory to be backed up during the day and another directory to be backed up during the night, you can create two backup sets, each with a different backup schedule and backup source, to serve this need.

### 4.1 Backup Set Type

A backup set can be of one of the following types:

Backup Type	Description
File	Backup set type to backup common files/directories
Microsoft SQL Server	Backup set type to backup Microsoft SQL Server 7.0/2000
Oracle Database Server	Backup set type to backup Oracle 8i/9i database
Lotus Domino/Notes	Backup set type to backup Lotus Domino/Notes
Microsoft Exchange Server	Backup set type to backup Microsoft Exchange Server 2000 / 2003
MySQL	Backup set type to backup MySQL Server

Backup set type is defined at backup set creation and cannot be modified. If you want to change the backup set type, you have to create another backup set.



### 4.2 Backup Source

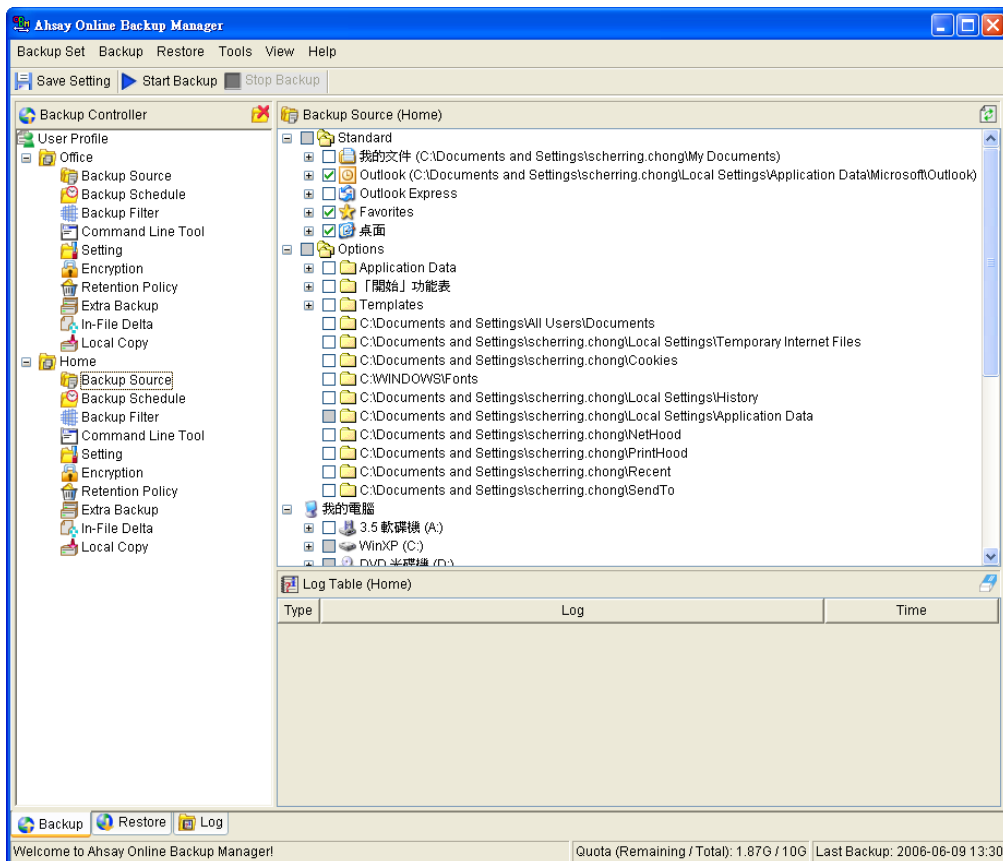
A backup source defines the files/directories that are to be included in a backup set. There are two types of backup source: Selected and Deselected. Selected backup source defines files/directories that are to be included in a backup set while deselected backup source defines files/directories that are to be excluded from a backup set. Online Backup Manager will generate appropriate backup source setting for you automatically when you make

your backup source selection on AhsayOBM.

From the [Standard] node available at the top of the [Backup Source] tree, you can easily select the following common folders to be backed up:

1. "My Documents" folder
2. "Outlook" and "Outlook Express" mail store folder
3. "Favorites" folder
4. "Desktop" folder

From the [Options] node available below the [Standard] node, you can easily select other common folders to be backed up as well. They include the "Application Data" folder, the "Start Menu" folder, the "Templates" folder, the "All Users' Documents" folder, the "Temporary Internet Files" folder, the "Cookies" folder, the "Font" folder, the "History" folder, the "Applications Data" folder, the "Nethood" folder, the "Printhood" folder, the "Recent" folder and the "Send to" folder.

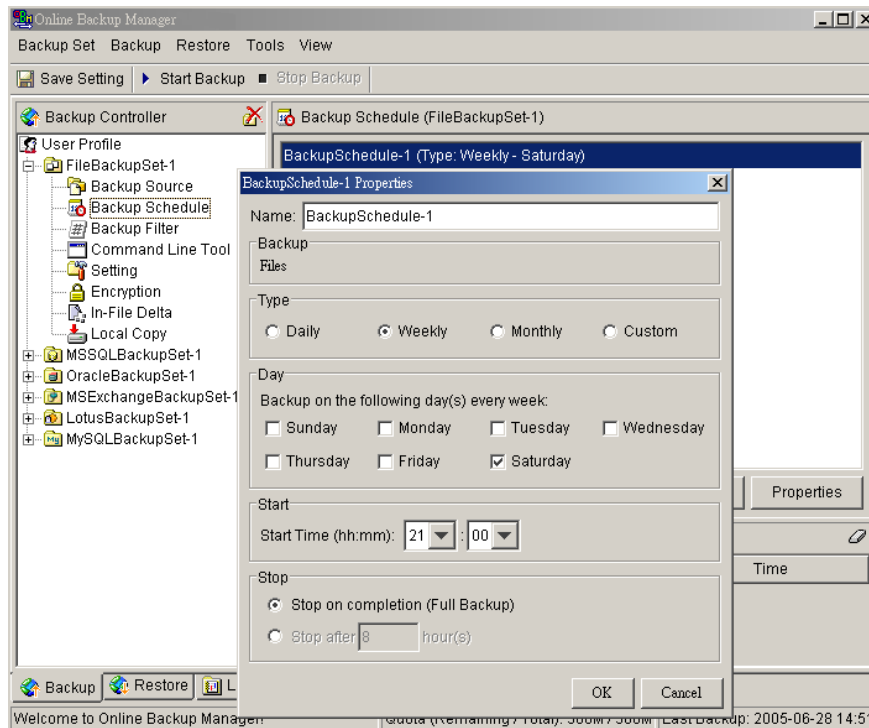


The checkbox next to the files/directories shown above can be in one of the following mode:

Mode	Description
<input checked="" type="checkbox"/>	All files/directories (recursively) under this directory will be backed up
<input checked="" type="checkbox"/>	All files/directories (recursively), except those explicitly excluded, under this directory will be backed up. If you add files/directories to this directory in the future, they will be backed up as well.
<input type="checkbox"/>	Only the checked files/directories under this directory will be backed up. If you add files/directories to this directory in the future, they will NOT be backed up.
<input type="checkbox"/>	Nothing under this directory will be backed up.

## 4.3 Backup Schedule

A backup schedule defines the frequency and the time backup will run automatically.



Backup schedule can be in one of the following types:

Type	Description
Daily	Backup jobs will run everyday
Weekly	Backup jobs will run on the specified day(s) of every week
Monthly	Backup jobs will run on the specified day or on a day with a given criteria (e.g. first weekend, last weekday) of every month
Custom	Backup job will run once on any particular date

For each type of schedule above, backup will run at scheduled time for a maximum of the duration specified (or until all data are backed up if [Stop on backup completion] option is chosen). If a backup job does not finish within the maximum duration specified, it will be interrupted.

Please note that you can have more than one schedule within a backup set. For example, you can have a daily backup schedule that runs at 13:00 at noon and another daily backup schedule that runs at 00:00 at midnight. The combination of both of these schedules effectively creates a backup schedule that runs daily at 00:00 and 13:00 everyday.

## 4.4 In-File Delta

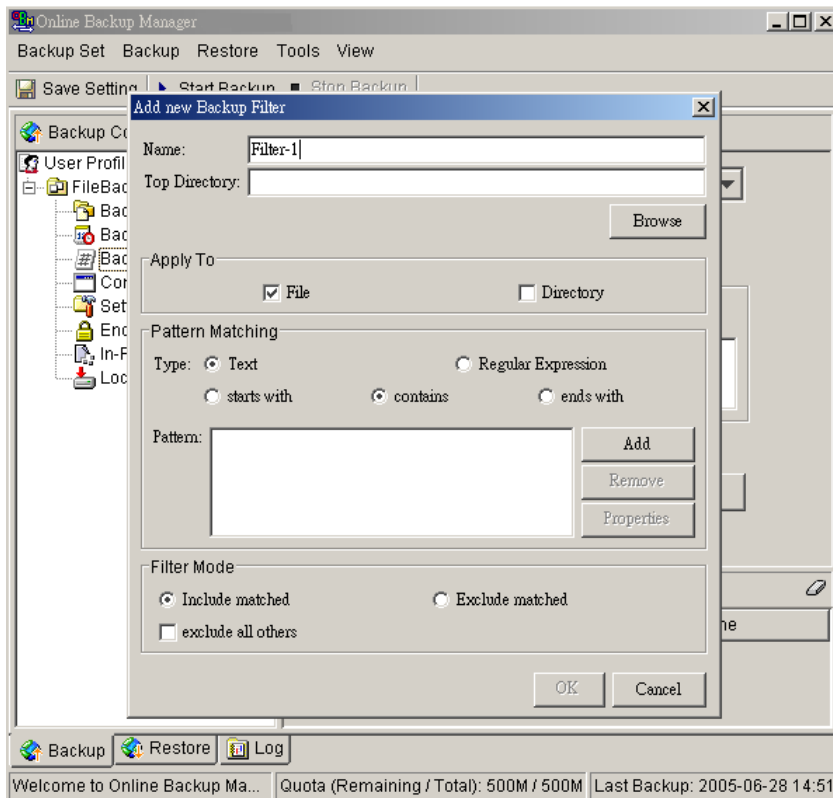
Please refer to the [in-file delta section](#) for more information on this topic.

## 4.5 Backup Filter

A backup filter defines the file selection rules that allow user to easily include/exclude files into/from the backup set by applying user defined criteria(s) to the file names or directory names.

There are some basic rule regarding backup filters:

- i. Filters are checked in creation order. Once inclusion/exclusion has been identified, the remaining filters won't be checked.
- ii. Inclusion/Exclusion made by filter always takes precedence over backup source selections
- iii. If all filters do not apply to a particular file, this file is then checked for inclusion/exclusion backup source selections



Key	Description
Name	The name of a filter
Top Directory	The top directory to which this filter is applied. Filtering rules will be applied to all files and/or directories under this directory.
Apply To	Define whether to apply the filtering rule to files and/or directories
Pattern Matching	It defines the filtering rules of a filter. A filtering rule can be of one of the following types: <ul style="list-style-type: none"> <li>[Start With] Include/Exclude all files/directories with name starting with a certain pattern. <u>For example:</u> You can use B* to match all files with name starting with a 'B' character</li> <li>[Contain] Include/Exclude all files/directories with name containing a certain pattern. <u>For example:</u> You can use *B* to match all files with name containing with a 'B' character</li> <li>[End With] Include/Exclude all files/directories with name ending with a certain pattern. <u>For example:</u> You can use *.doc to match all files with name ending with '.doc' (all Word documents)</li> <li>[Regular Expression] Include/Exclude all files/directories with name matching</li> </ul>

	a regular expression.
Filter Mode	Defines whether you want to include or exclude matched files into/from the backup set. Also, for those unmatched files, you can choose to exclude (if include filter type) or include (if exclude filter type) them into/from the backup set.

**Example 1:**

If you want to backup only Word, Excel and PowerPoint documents in your document directory (e.g. C:\My Documents), you should setup your backup filter as follows.

Top Directory = C:\My Documents  
 Apply To = File (true)  
 Matching Type = End With  
 Matching Patterns = \*.doc, \*.xls, \*.ppt  
 Filter Mode = Include  
 Exclude all others = True

**Example 2:**

If you want to backup all files, excluding all \*.exe, \*.dll and \*.tmp, in C:\Applications, you should setup your backup filter as follows.

Top Directory = C:\Applications  
 Apply To = File (true)  
 Matching Type = End With  
 Matching Patterns = \*.exe, \*.dll, \*.tmp  
 Filter Mode = Exclude  
 Include all others = True

**Example 3:**

If you have made your selection of files (all under C:\) from the backup source setting but you want exclude all images (e.g. \*.jpg and \*.gif) from your selection, you should setup your backup filter as follows.

Top Directory = C:\  
 Apply To = File (true)  
 Matching Type = End With  
 Matching Patterns = \*.jpg, \*.gif  
 Filter Mode = Exclude  
 Include all others = false

Please note that the [Include all others] setting is not enabled because you don't want to include all other files (NOT \*.jpg, \*.gif) under C:\ into the backup set.

**Example 4: (advanced)**

If you want to include everything, except the "log" directory, under C:\Applications into a backup set, you should setup your backup filter as follows.

Top Directory = C:\Applications  
 Apply To = Directory (true)  
 Matching Type = Regular Expression  
 Matching Patterns = ^log\$  
 Filter Mode = Exclude  
 Include all others = True

**Example 5: (advanced)**

If you want to include all directories named "log" from the backup set files with file name starting with "B" and ending with "\*.doc" under C:\My Documents into the backup set, you can use a regular expression of "^B.\*\doc\$" to do your selection. The filter backup can then be setup as follows.

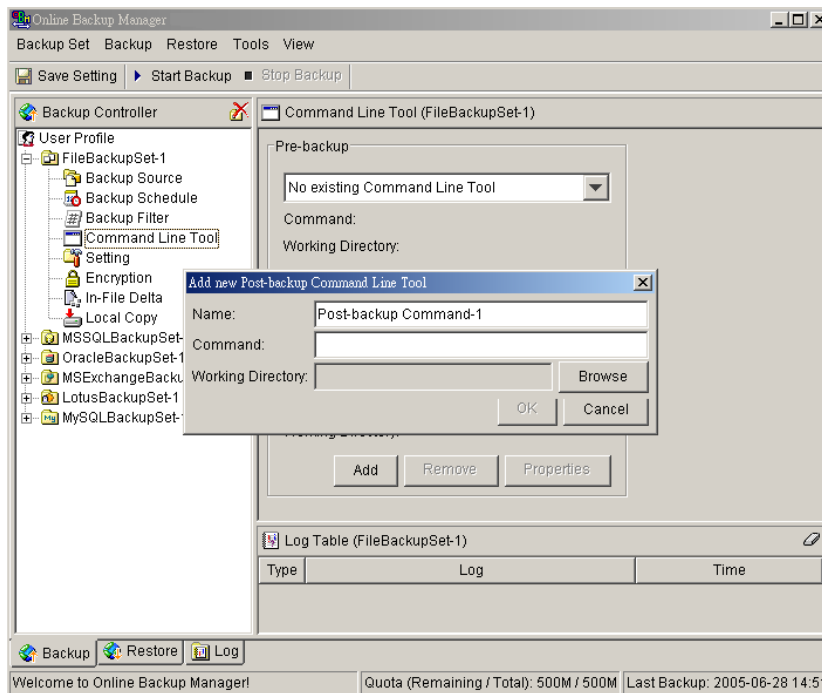
Top Directory = C:\My Documents  
 Apply To = File (true)  
 Matching Type = Regular Expression  
 Matching Patterns = ^B.\*\doc\$



Filter Mode = Include  
Exclude all others = True

## 4.6 Pre/Post-Backup Command

The command line tool feature has two major components, the [Pre-Backup] command and the [Post-Backup] command. You can use the [Pre-Backup] or [Post-Backup] commands to run any native OS (operating system) commands before or after running a backup job.



Both [Pre-Backup] and [Post-Backup] commands comprise of the following parameters:

Key	Description
Name	Name of this Command
Command	The command to be run (e.g. C:\My Documents\Application.exe or C:\My Documents\BatchJob.bat)
Working Directory	The directory at which this command will run

The backup set type affects the time at which [Pre-Backup] and [Post-Backup] commands run. The following table outlines when [Pre-Backup] and [Post-Backup] commands will run in different types of backup set.

Backup Set Type	When Pre-Backup Commands run?	When Post-Commands run?
File	Before uploading backup files	After uploading all backup files
Non-File Backup Sets (e.g. Microsoft SQL Server)	Before spooling backup files to temporary directory	After spooling backup files to temporary directory (i.e. before the first backup file is uploaded)

Note: You should never backup an application while it is running as this can result in inconsistent and unusable files getting backed up. Please use the Pre-Backup Command feature to shutdown your application before running a backup job and use the Post-Backup Command feature to restart your application after the backup job has completed.

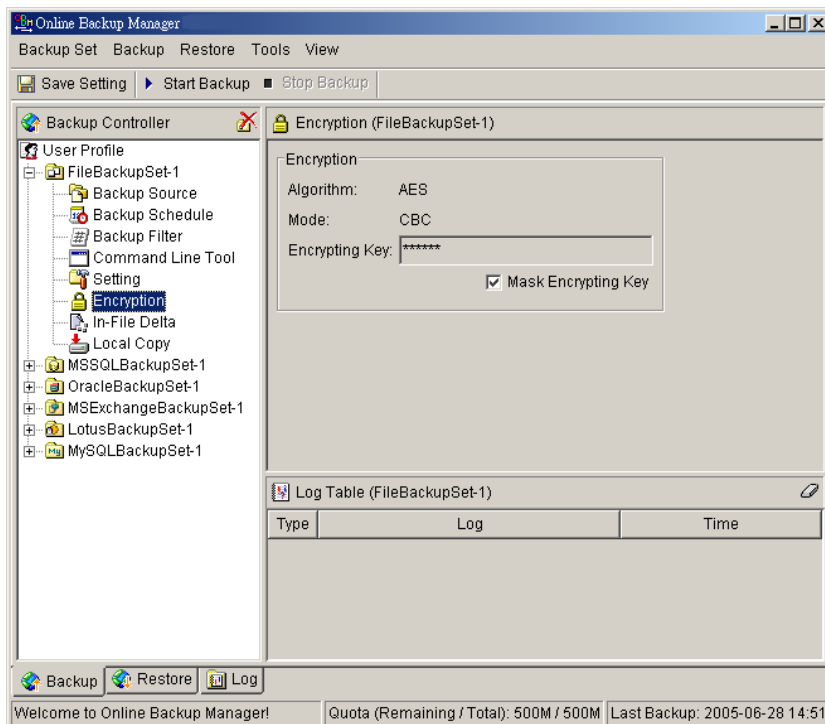
## 4.7 Encryption

Before your files are sent to Ahsay Offsite Backup Server, all your files are to be compressed and encrypted by your choice of encrypting algorithm, mode and key. The following table explains all encryption parameters

available within a backup set.

**Note:**

Encryption settings are set at backup set creation time and cannot be modified. You need to create a new backup set if you want to change your encryption settings for a backup set.



Parameter	Description
Encryption Algorithm	<p>It defines the encrypting algorithm used to encrypt your backup files. There are three encryption algorithms available:</p> <p>[AES]        Advanced Encryption Standard algorithm  [DESe]       Triple DES algorithm  [TwoFish]    Twofish algorithm</p> <p>We recommend the use of AES as it has been chosen as the encryption standard for commercial use. Please refer to references on Cryptography for more information on this area.</p>
Encryption Mode	<p>It defines the encrypting mode used to encrypt your backup files. There are two encryption modes available:</p> <p>[ECB]        Electronic Cook Book Mode  [CBC]        Cipher Block Chaining Mode</p> <p>We recommend the use of CBC mode as it offers better security. Please refer to references on Cryptography for more information on this area.</p>
Encrypting Key	<p>The key used to encrypt all files within a backup set. <b>Please write it down on paper and keep it in a safe place. If the key is lost, you will not be able to recover your files from the encrypted backup files.</b></p>

## 4.8 Retention Policy

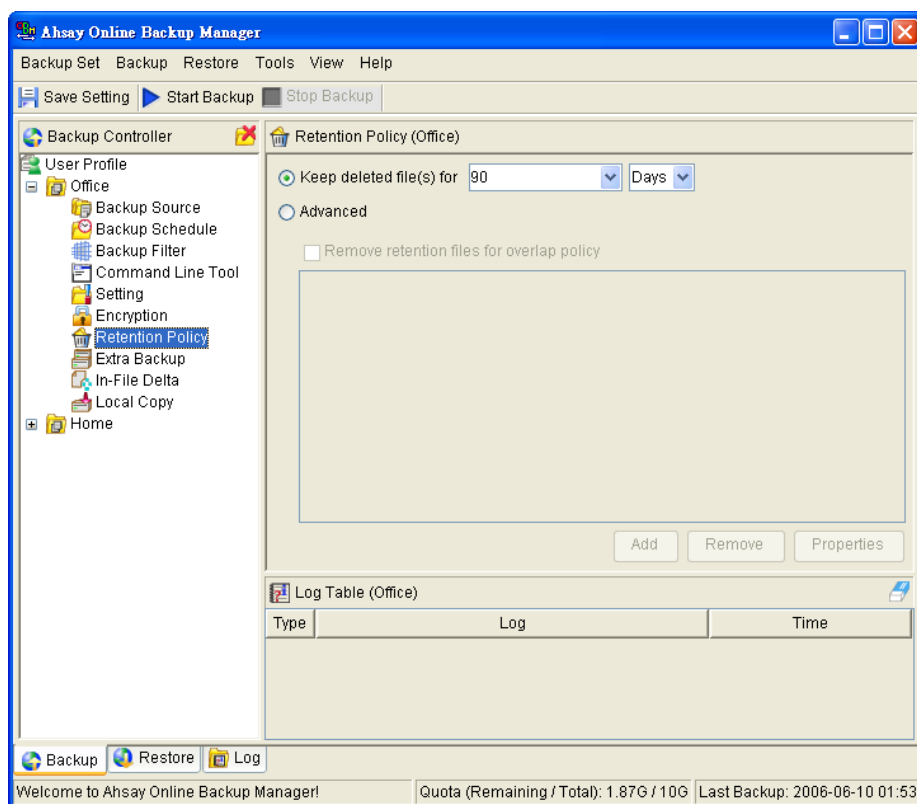
During backup, if AhsayOBM finds out that you have deleted a file (or updated a file) on your computer, it will put the corresponding deleted (or updated) file already backed up on the backup server into a retention area. The retention policy setting defines how long files inside the retention area will be kept on the backup server before

they are deleted automatically from the server.

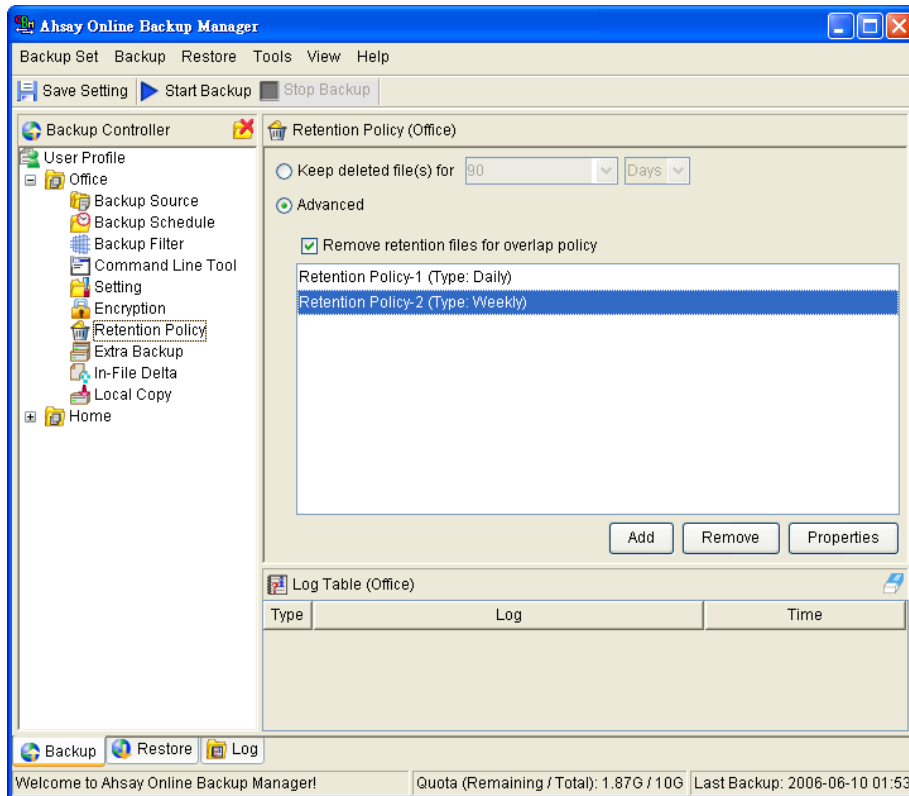
Retention policy will only affect "retained" file (i.e. files that have already been deleted or updated on your computer and thus are moved to the retention area of the backup server). For those files that have not been updated on your computer, the backup of these files is kept in the data area on the backup server and won't be affected by the setting of retention policy. These backup files of unchanged files will stay on the backup server forever until the original files are removed (or updated) from your computer.

### **Standard Retention Policy**

The [Standard] retention policy allows you to delete retained files automatically after a user defined number of days or after a user defined number of backup jobs. To change the retention policy setting of any backup set, please select the [Retention Policy] node on the left panel. You can then make changes to your retention policy under the [Retention Policy] section. After you have made your changes, just press the [Save Setting] button on the toolbar.



### **Advanced Retention Policy**



The [Advanced] retention policy allows you to configure a more flexible retention policy. It allows you to keep a set of snapshots of all backup files based on the time of the backup jobs. For example, you can configure the advanced retention policy to keep the following sets of backup files to mimic the retention policy back from the old days when you were still doing tape rotations:

- ◆ All files available within the last 7 days
- ◆ All files available on the last 4 Sundays within the last 28 days
- ◆ All files available on the 1<sup>st</sup> day of each month within the last 3 months
- ◆ All files available on the 1<sup>st</sup> day of each quarter within the last 12 months
- ◆ All files available on the 1<sup>st</sup> day of each year within the last 7 years

To do so, you need to setup your advanced retention policy as follows:

- ◆ Type = Daily; Number of copy to keep = 7
- ◆ Type = Weekly; Frequency = Sunday; Number of copy to keep = 4
- ◆ Type = Monthly; Frequency = Day 1; Number of copy to keep = 3
- ◆ Type = Quarterly; Frequency = Day 1 of Jan, Apr, Jul, Oct; Number of copy to keep = 4
- ◆ Type = Yearly; Frequency = Date 01-01; Number of copy to keep = 7

Assuming today is 17-Jan-2006, if [Remove retention files for overlap policy] is NOT enabled, a total of 25 snapshots (7+4+3+4+7, provided you have run backup daily for more than 7 years already) will be kept on the server accordingly, i.e.:

- ◆ Daily: 10-Jan-2006, 11-Jan-2006, 12-Jan-2006, 13-Jan-2006, 14-Jan-2006, 15-Jan-2006, 16-Jan-2006
- ◆ Weekly: 24-Dec-2005, 31-Dec-2005, 7-Jan-2006, 14-Jan-2006
- ◆ Monthly: 1-Nov-2005, 1-Dec-2005, 1-Jan-2006
- ◆ Quarterly: 1-Jan-2005, 1-Apr-2005, 1-Jul-2005, 1-Oct-2005
- ◆ Yearly: 1-Jan-2004, 1-Jan-2003, 1-Jan-2002, 1-Jan-2001, 1-Jan-2000, 1-Jan-1999

If [Remove retention files for overlap policy] is enabled, only the following snapshots are kept:

- ◆ Daily: 14-Jan-2006, 15-Jan-2006, 16-Jan-2006
- ◆ Weekly: 7-Jan-2006
- ◆ Monthly: 1-Nov-2005, 1-Dec-2005, 1-Jan-2006
- ◆ Quarterly: 1-Jan-2005, 1-Apr-2005, 1-Jul-2005, 1-Oct-2005
- ◆ Yearly: 1-Jan-2004, 1-Jan-2003, 1-Jan-2002, 1-Jan-2001, 1-Jan-2000, 1-Jan-1999

The weekly policy overrides the daily policy so the snapshots of 10-Jan-2006, 11-Jan-2006, 12-Jan-2006 and 13-Jan-2006 are removed. The monthly policy overrides the weekly policy so the snapshots of 24-Dec-2005, 31-Dec-2005 and 7-Jan-2006 are removed as well. The same applies to the quarterly and yearly policy but because there is no other overlapping of the dates above, the snapshots of dates specified by the monthly, quarterly and yearly policy remains the same.

## 4.9 Extra Backup (Off-line backup, Logout Reminder)

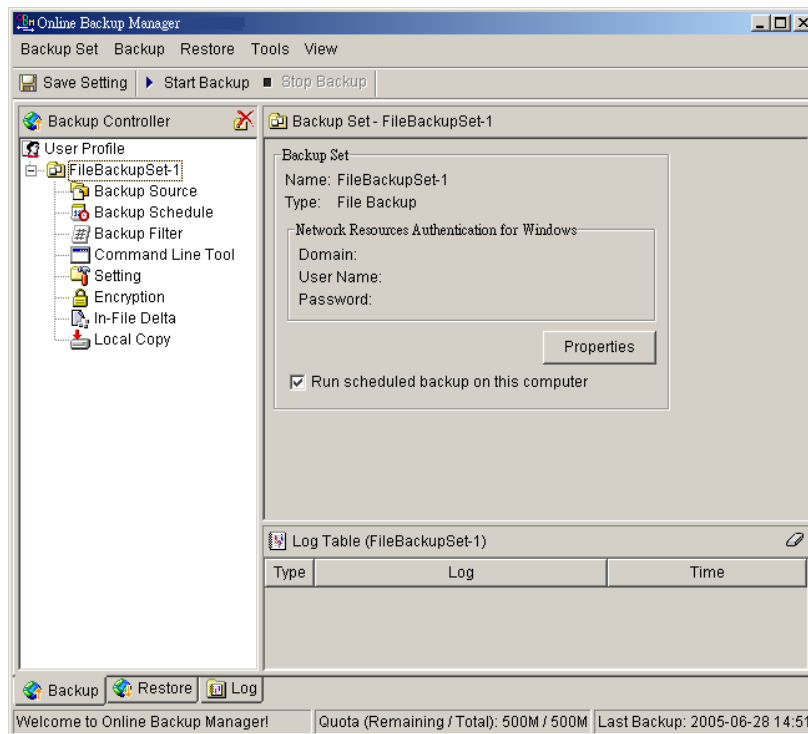
Off-line backup is basically designed for notebook users who are off-line most of the time and cannot rely on backup schedule to backup regularly. The "Backup Interval" allows notebook users to specify the interval that they would like their data to backup. If this interval has elapsed, backup will run automatically once this machine is online. The "Off-line Notification Day" setting is the number of days after the off-line backup interval when the backup server will send email notification to the client to remind him to run an off-line backup.

## 4.10 Network Mapped Drive

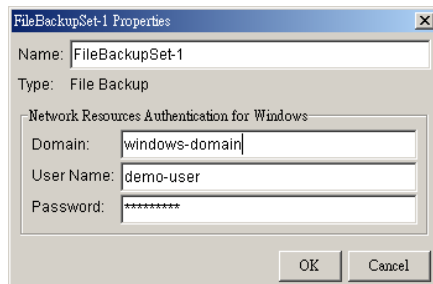
If you need to backup a network-mapped drive on Windows (it will only work in Windows NT/2000/XP/2003), you must enter your Windows domain, username and password into the [Network Resources Authentication for Windows] section as shown below. It is required because scheduled backups will always run under the context of windows LocalSystem account (which does not have the privilege required to access network resources) by default. AhsayOBM need to collect your Windows username, password and domain name to authenticate itself to the windows domain controller to acquire the required access privileges to the network files which are to be backed up. If you don't supply a username and password, AhsayOBM will have problem accessing network resources in its scheduled backup jobs.

If you need to backup network mapped drive in scheduled backup, please do this:

- i. Select the backup set from the left panel and press the [Properties] button



- ii. Enter your Windows domain, username and password into the dialog shown below



- iii. Press the [Save Setting] button on the toolbar

The steps above apply only to computers running in a Windows domain. If you don't have a windows domain with your network and you are using a workgroup or using a NetWare server instead, please use the "net use" command to authenticate the running backup process against the computer hosting the mapped drive. Otherwise, you will get "Access Denied" error from the backup report.

For example, if you want to backup \\SERVER\SHARE that is located on a NetWare server (or another computer is a windows workgroup) and you are getting "Network drive is not accessible" error message, please try adding the following command as a [Pre-backup command]

```
net use \\SERVER\SHARE [PASSWORD] /USER:[DOMAIN | MACHINE_NAME]\[USERNAME]
```

E.g.

```
C:\> net use \\Netware\Data password /USER:peter
```

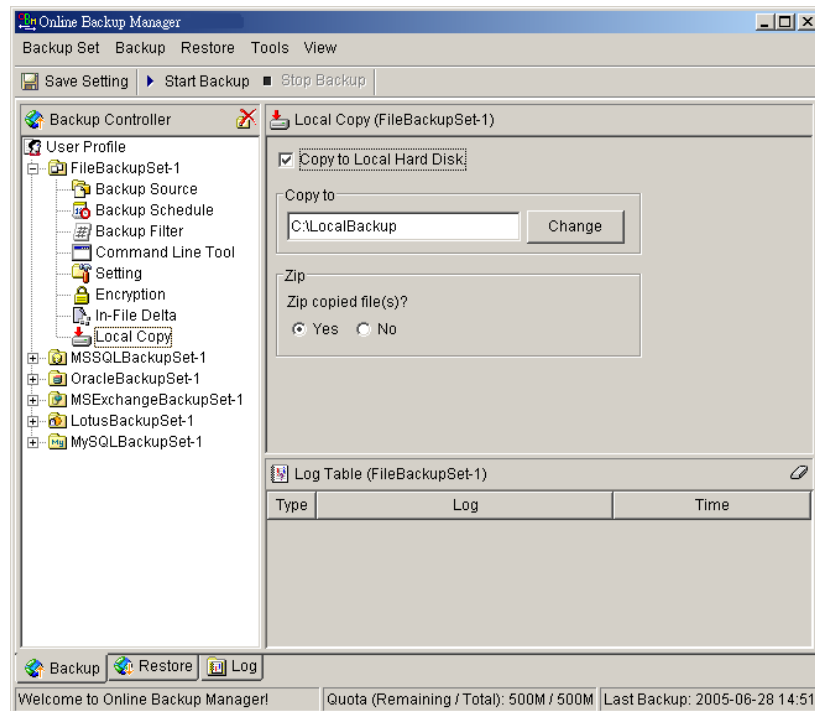
```
C:\> net use \\WorkgroupComputer1\Data password /USER:WorkgroupComputer1\peter
```

This will authenticate the current process with the NetWare server (or another computer is a windows workgroup). Backup will then be allowed to run correctly.

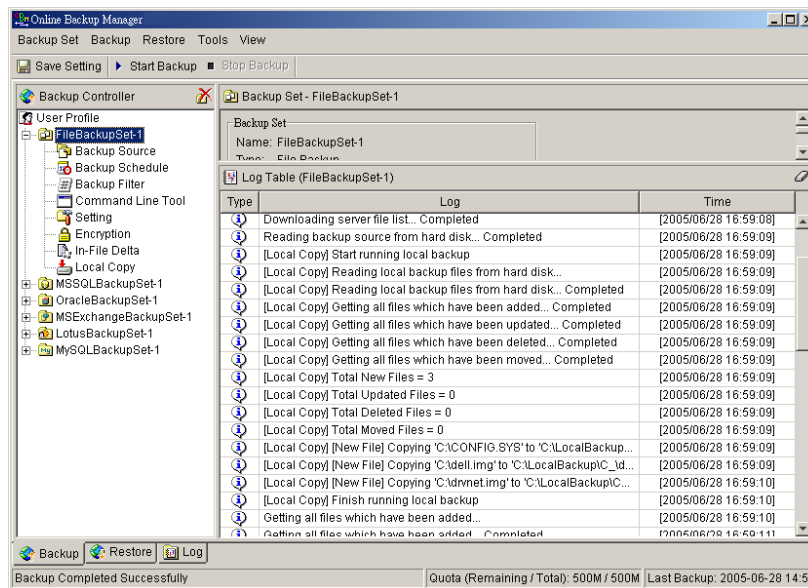
## 4.11 Local Copy

If you want to save an extra copy of backup data on your local disk (in addition to a copy of backup data stored on the backup server) to minimize file-restoring time and/or to provide an extra safety precaution, you can do the following:

- i. Open AhsayOBM from the System Tray (see previous sections for details)
- ii. Setup your backup set (see previous sections for details)
- iii. Select [Local Copy] under your backup set from the left panel



- iv. Check the [Copy to Local Hard Disk] checkbox
- v. Enter a directory to where you want an extra copy of your backup files to be stored in the [Copy to] field provided (preferably a directory under another hard disk)
- vi. (Optional) Select the [Yes] radio button if you want to store your backup files in compressed form to conserve free space usage
- vii. An extra copy of backup will be saved in the [Copy to] directory when you run your backup job



If you want to make local copy to a directory located on a NetWare server (or another computer is a windows workgroup) and you are getting "Network drive is not accessible" error message, please try adding the following command as a [Pre-backup command]

```
net use \\SERVER\SHARE [PASSWORD] /USER:[DOMAIN | MACHINE_NAME]\[USERNAME]
```

E.g.

```
C:\> net use \\Netware\Data password /USER:peter
C:\> net use \\WorkgroupComputer1\Data password /USER:WorkgroupComputer1\peter
```

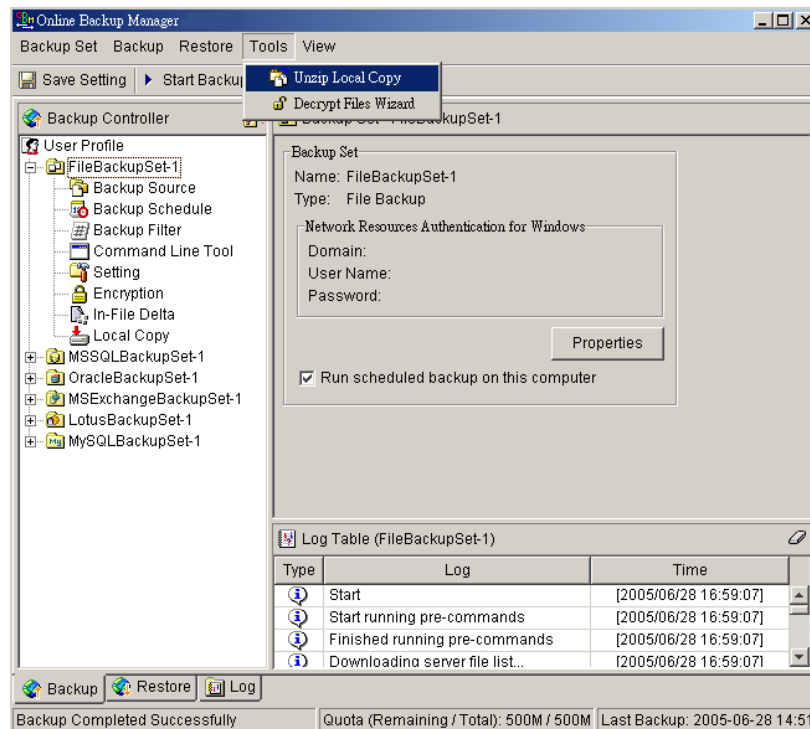
This will authenticate the current process with the NetWare server (or another computer is a windows workgroup). Backup will then be allowed to run correctly.

### **How to restore "Local Copy" files**

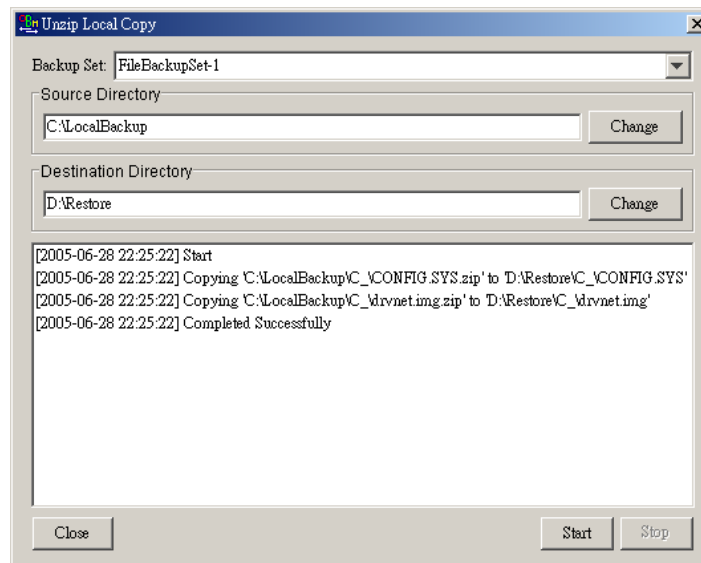
"Local copy" files are stored in the [Copy to] directory (under [Local Copy] setting) in encoded filenames (A ".nozip" extension is appended to all filenames if [Zip] setting is not enabled. A ".zip" extension is appended to all filenames if [Zip] is enabled). To restore backup files back to their original filenames (and to their original contents if [Zip] is enabled), please do the followings:

- i. Choose [Tools] -> [Unzip Local Copy]





- ii. Select the required [Backup Set] from the drop down list



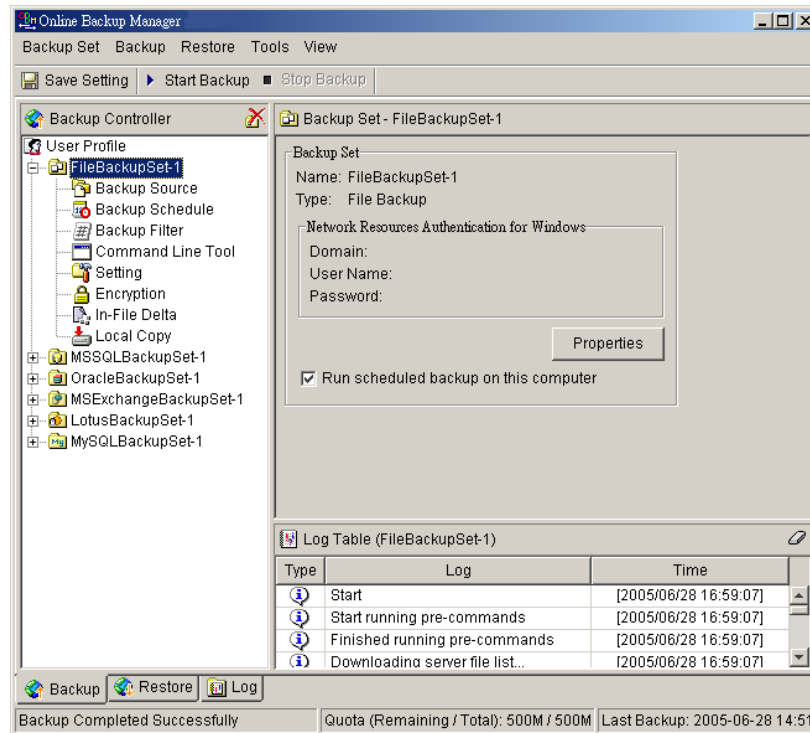
- iii. Fill in the [Source Directory] (directory where "Local Copy" files are stored) and [Destination Directory] (directory to where you want "Local Copy" files to be restored)
- iv. Completed

## 4.12 Multiple Computers using one backup account

If you want to backup multiple computers using a single backup account, you need to create different backup sets to backup each individual computer. Also, for each installed copy of AhsayOBM, you must configure AhsayOBM so that it only runs scheduled backup for its intended backup sets on its computer. If this is not being setup properly, scheduled backup job of the same backup set from different computers will both be started. This will result in lots of checksum errors and files being deleted on the backup server.

To allow multiple computers to be backed up under a single backup account, you are required to do the following **for each computer** that has been installed with AhsayOBM under the same backup account:

- Logon to one of the computers that has been installed with AhsayOBM under the same backup account
- Open AhsayOBM and select a backup set that is not intended to run on this computer from the left panel
- Uncheck the [Run scheduled backup on this computer] checkbox on the right panel



- Repeat the previous step for the rest of all backup sets that are not intended to run on this computer
- Repeat step ii to step iv for each computer that has been installed with AhsayOBM under the same backup account

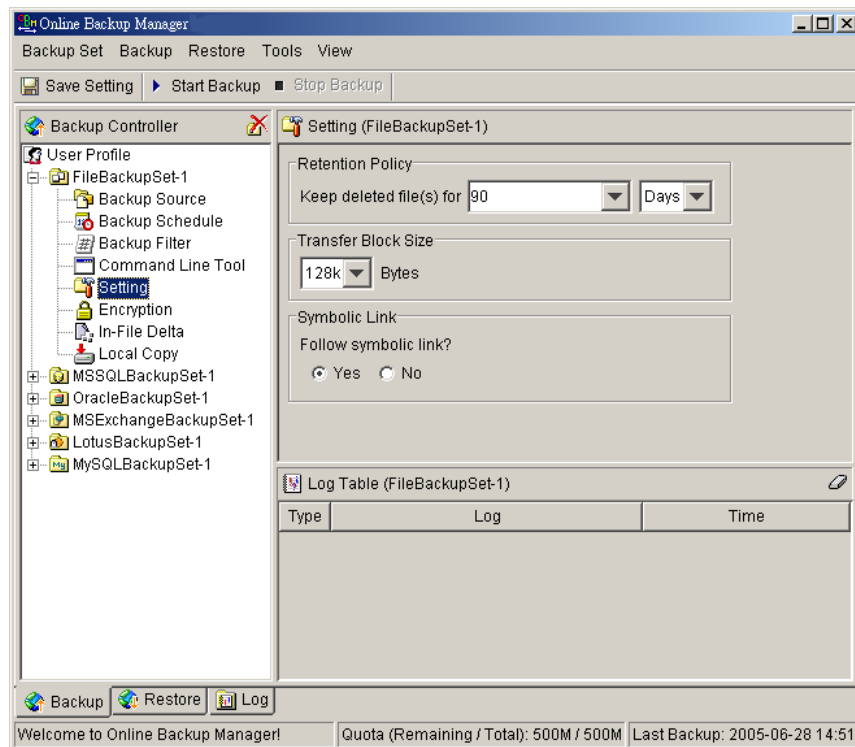
**IMPORTANT** If you want to backup an extra computer using the same backup account some time later (this implies that you need to create an additional backup set under this backup account for the new computer), please make sure to repeat the procedure above (unchecking the [Run scheduled backup on this computer] checkbox for the added backup set) for each computer

## 4.13 Transfer Block Size

Transfer block size defines the block size AhsayOBM will use to transfer your backup blocks. Generally, backup job using a larger block size would have a better performance, as there will be less roundtrip involved in connection initialization.

However, some firewalls or proxy servers may block out-going network traffic (HTTP/HTTPS POST method) with large block size for security reasons. If you are in a network with this type of restriction, please lower the transfer size value and try again.

To change the transfer block size of any backup set, please select the [Setting] node on the left panel to invoke the [Setting] panel on the right. You can then make changes to the [Transfer Block Size]. After you have made your changes, just press the [Save Setting] button on the toolbar.

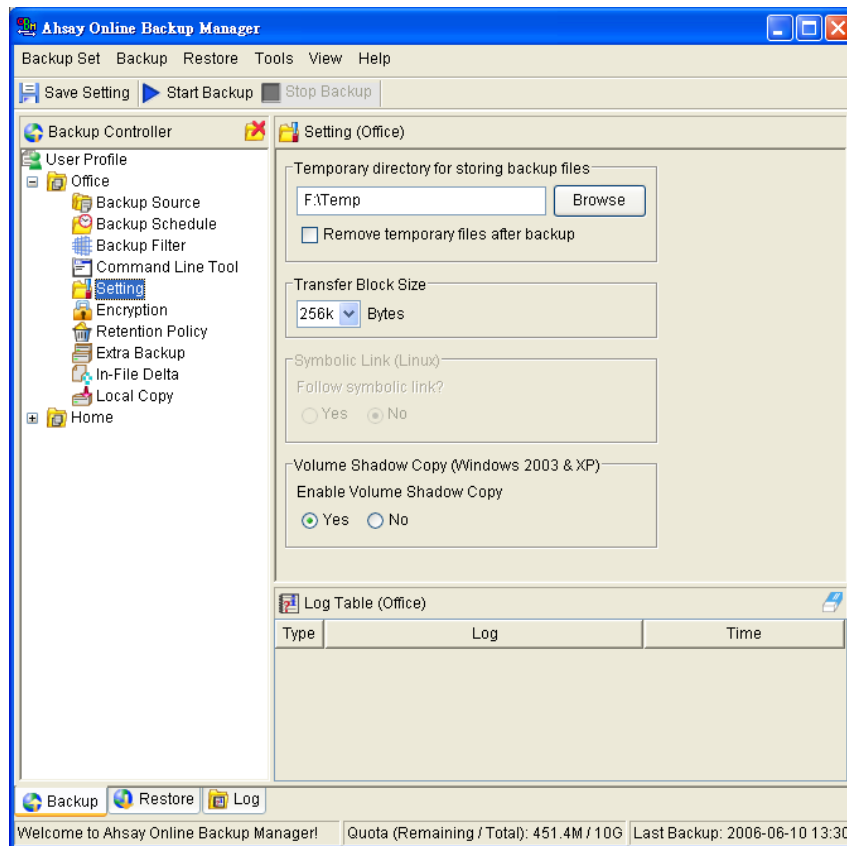


## 4.14 Temporary directory

If you are running a file backup job with in-file delta enabled or a database type backup job, temporary files will be generated by the backup job and directory that will be used to store all these files are defined by [Setting] -> [Temporary directory for storing backup files]. Please set this to a non-system disk partition that has enough free space to avoid problems.

You can set the [Temporary directory for storing backup files] to a network mapped drive. If you choose to do this, please use a UNC path (e.g. \\SERVER\SHARE) or don't forget to configure the [Backup Set] -> [Network Resources Authentication for Windows] setting.

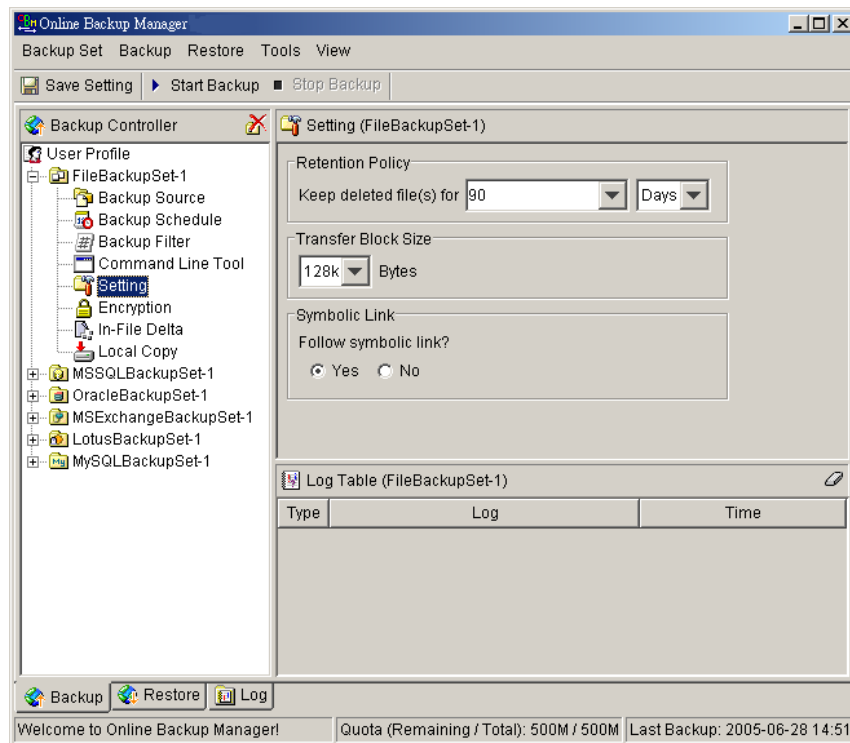
To conserve the use of disk space, you can use the [Remove temporary files after backup] option to delete the temporary files automatically after a backup job has finished.



## 4.15 Follow Symbolic Link (Linux/Unix/Mac only)

Under Unix/Linux, users can use symbolic link to create a simple link to a directory from another directory. This setting defines whether you want AhsayOBM to traverse any symbolic links encountered on your backup path.

To change the transfer block size of any backup set, please select the [Setting] node on the left panel to invoke the [Setting] panel on the right. You can then make changes to the [Follow Symbolic Link]. After you have made your changes, just press the [Save Setting] button on the toolbar.



## 4.16 Microsoft Volume Shadow Copy (VSS)

Microsoft Volume Shadow Copy Service (VSS) allow you to backup files that are exclusively opened. Without VSS, you will get the error message "The process cannot access the file because another process has locked a portion of the file" if you are trying to backup a file that is exclusively opened (e.g. Outlook PST file).

Please note that VSS is only available on Windows XP / 2003 and you must have administrative privileges to start the VSS service on a computer.

If you are running Windows 2003, please install the Windows 2003 VSS hot fix available in <http://support.microsoft.com/default.aspx?scid=kb;en-us;887827> before running VSS.

If you are running into problem with running VSS on Windows XP, Microsoft's recommendation is to try re-registering the Volume Shadow Copy Service again. Simply run the script [AhsayOBM Home]\bin\RegisterVSS.bat to do so.

For more information, please take a look at the following page for a technical introduction to Volume Shadow Copy Services (VSS):

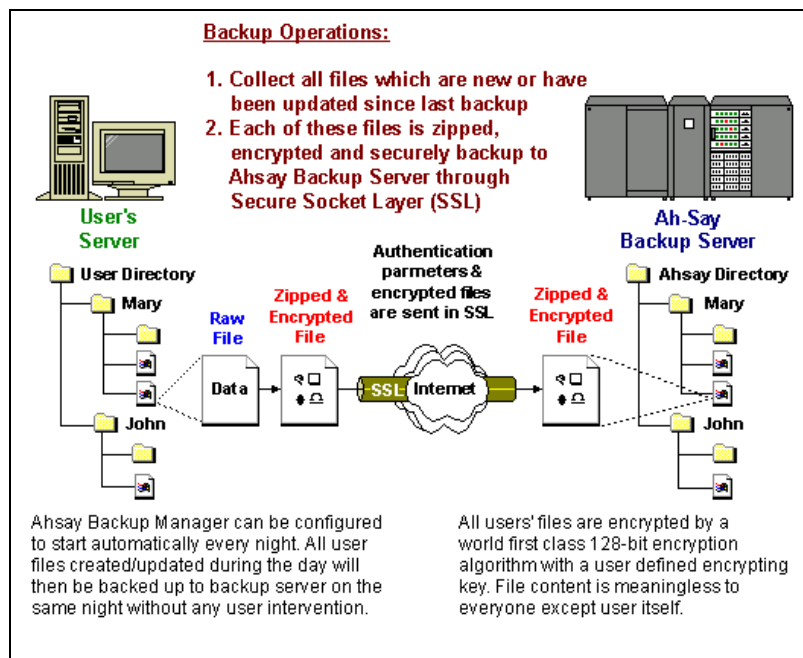
<http://technet2.microsoft.com/windowsserver/en/library/2b0d2457-b7d8-42c3-b6c9-59c145b7765f1033.msp>

## 5 Backing up files

This chapter describes how files are backed up by AhsayOBM to the backup server

### 5.1 How files are backed up

The diagram below describes how AhsayOBM backup your files.



#### **Run backup at scheduled time automatically**

Once you set your backup scheduled, a backup job will be started automatically to perform backup operation for you at your absence. You can have backup running at your scheduled time as often as you want (e.g. twice a day or hourly during office hour) without requiring doing any extra work.

#### **Incremental Backup**

Unchanged files are already backed up to server and need not to be backed up again. AhsayOBM will pick the new or updated files from your backup set files and upload only these files to the server. It significantly reduces the time required to perform the backup operation since most users update less than 5% of their total data each day.

#### **Compress and encrypt data automatically**

Data are compressed and encrypted before they are uploaded to the server. Not only does it reduce the storage space to keep your backup files, it also ensures the privacy of your data.

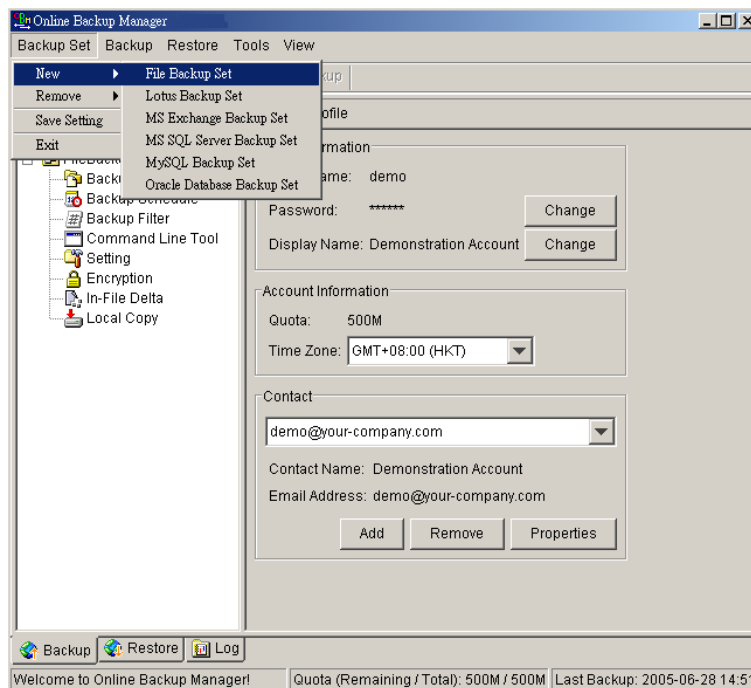
#### **File Retention Policy**

The built-in file retention policy allows you to access multiple versions of the same file or even deleted files from your backup set. Backup files are put into a retention area before they are removed from the server. If you want to get back a deleted file (or you want to get back the previous versions of an updated files) within the retention period, these files will always be available in the retention area. This feature is particularly useful when you have accidentally deleted a file or incorrectly updated a file within the file retention period (file retention period is user customizable).

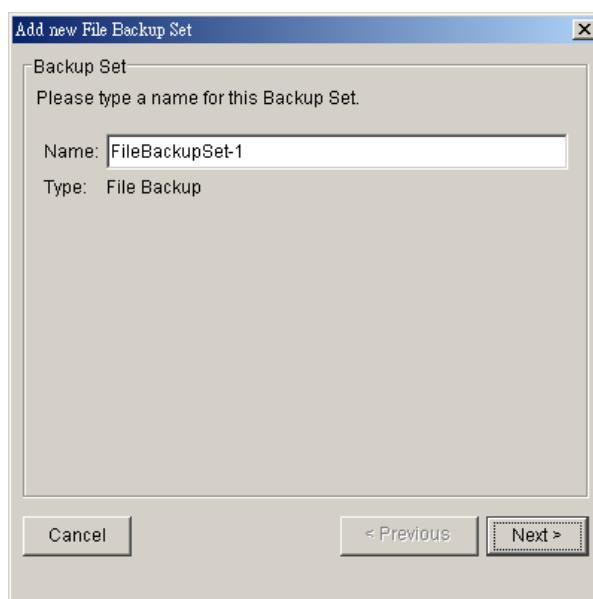
## 5.2 Backup files directly to the backup server

You can backup your data to an Ahsay Offsite Backup Server by following instructions below.

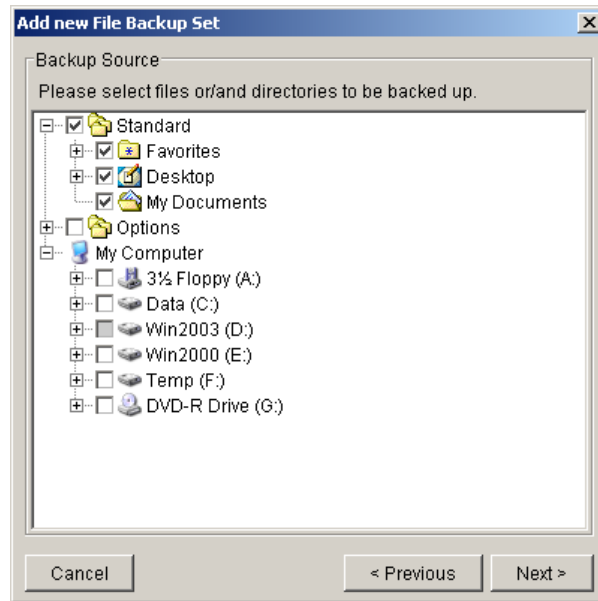
- i. Open AhsayOBM
- ii. Right click AhsayOBM icon available in the system tray and choose [Open]
  - a. Create a backup set
  - b. From the Menu, Choose [Backup Set] -> [New] -> [File Backup Set]



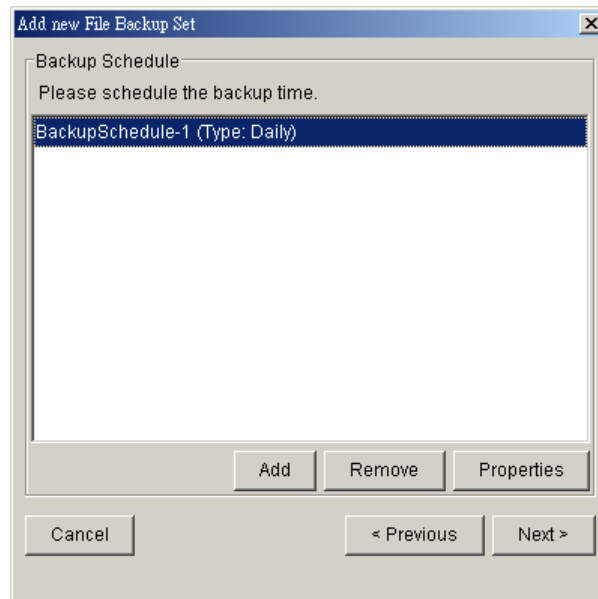
- c. Enter a name for your backup set



- d. Select the files/directories you want to backup



- e. Set the backup schedule (Note: You can have more than one schedule in a backup set)



- f. Set the encryption algorithm, encryption mode and encrypting key for this backup set  
 (Hint: For the sake of simplicity, just select the [Default] radio button (your encrypting key is set to be the same as your backup account password))



iii. Run Backup

- a. Select the backup set you want to run on the left panel and press the [Start Backup] button (►) on the toolbar
- b. Select [Off-site Backup Server] to start backing up your files to an Ahsay Offsite Backup Server.

**Note:**

1. You can have more than one backup set in backup account.
2. Please write the encrypting key down on paper and keep it in a safe place. If you lost your encrypting key is lost, you will not be able to restore your backup files.

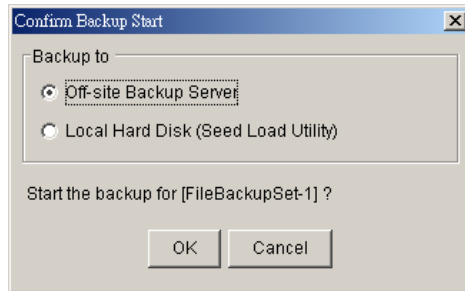
## 5.3 Backup files to removable hard disk (seed loading)

If you have a lot of data (e.g. 300GB) to backup to the backup server, it would take a considerable amount of time to perform the first full backup through the Internet. If you run into this problem, you can use the Seed Loading Utility to backup your backup set to local hard disk (instead of directly to the backup server) and then transport the backup data, using removable hard disk, to the offsite backup server. The administrator can then load all your backup files from your removable hard disk into your backup account. This could then save you days (even weeks) of performing your first full backup. Since subsequent backup will be incremental backup (only new or updated files will be uploaded to the server), you should have no problems finishing backing up all files afterwards.

To perform seeding loading, please do the following:

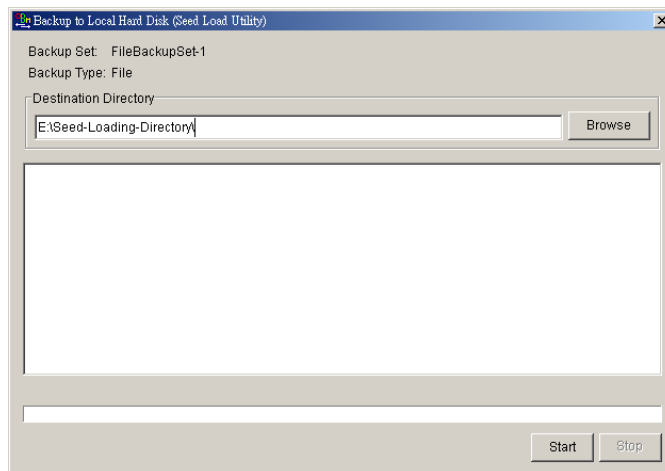
- i. Open AhsayOBM from the System Tray (see previous sections for details)

- ii. Setup your backup set (see previous sections for details)
- iii. Select the backup set you want to run on the left panel and press the [Start Backup] button (►) on the toolbar
- iv. Select [Local Hard Disk (Seed Load Utility)] to start backing up your files to local hard disk and press the [OK] button

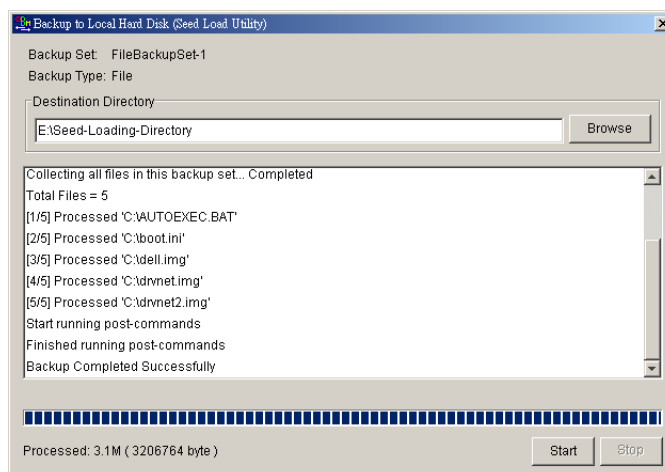


- v. Enter a directory where you want all backup files to be stored in the [Destination Directory] field and press the [Start] button.

Please make sure you have enough free space in the directory specified. If you are going to transport a removable hard disk to the offsite backup server, please enter a directory under your removable hard disk here.



- vi. You should get the message "Backup Completed Successfully" as shown below after all backup files are spooled to the directory you specified.





- vii. Transport the data specified in the [Destination Directory] field to the offsite backup server

## 6 Restoring files

This chapter describes different ways files can be restored from to the backup server

**It is important to write down your encrypting key on paper and keep it in a safe place because there will be no ways to restore your backup files if you lose your encrypting key.**

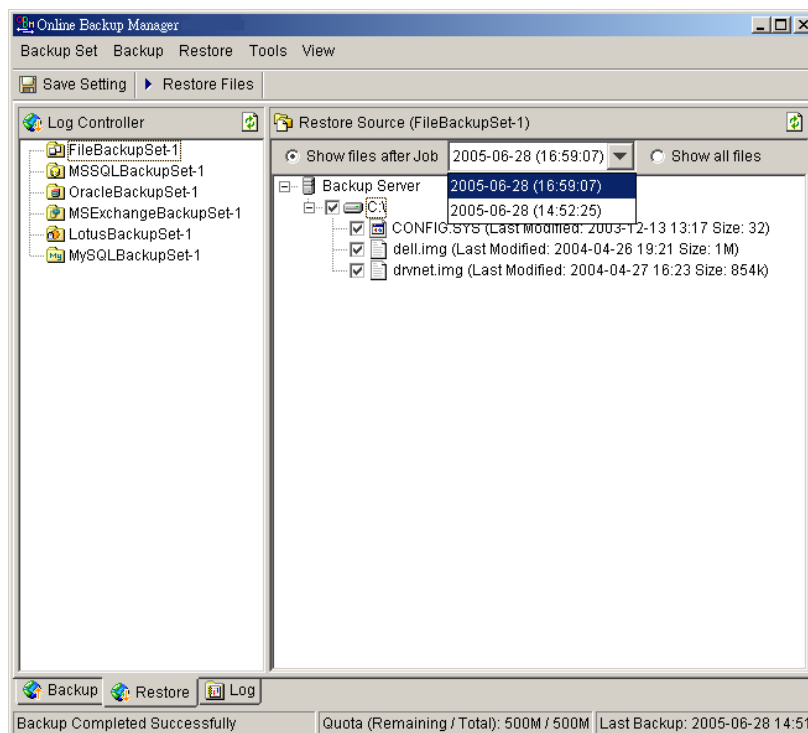
### 6.1 Restore backup files directly from backup server

You can use either AhsayOBM or the web restorer to restore backup files from the backup server.

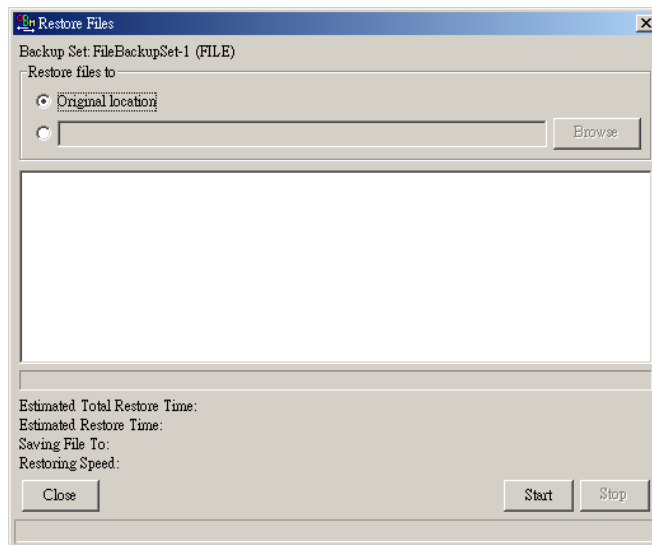
#### Using AhsayOBM

You can restore your data from the backup server Ahsay by following instructions below.

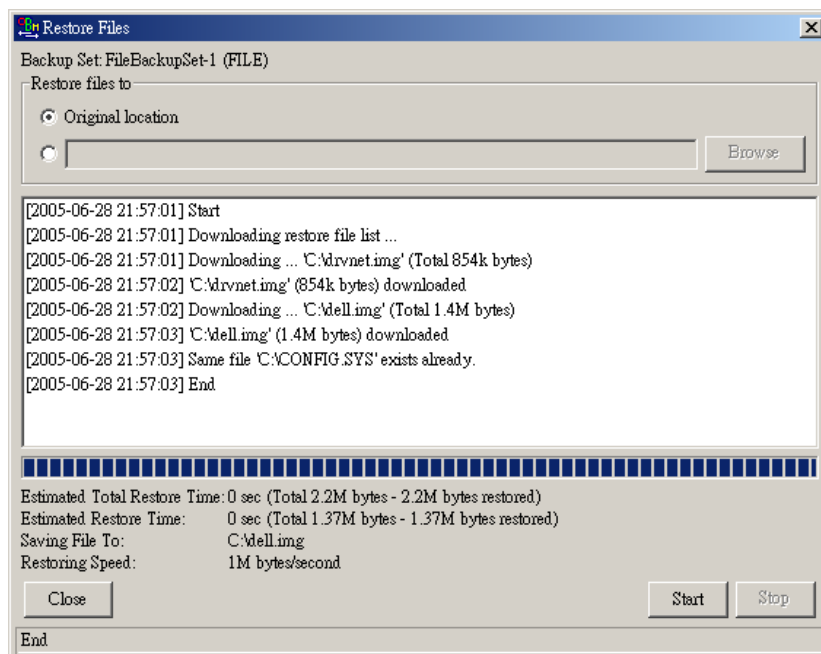
- i. Open AhsayOBM from the System Tray (see previous sections for details)
- ii. Select the [Restore] tab at the bottom part of AhsayOBM



- iii. Select the backup set from which you would like files to be restored from the left panel
- iv. Select the snapshot of your backup files that you would like to restore from the backup server by using [Show files after Job] drop down list
- v. Select the files that you would like to restore and press the [Restore Files] button on the toolbar



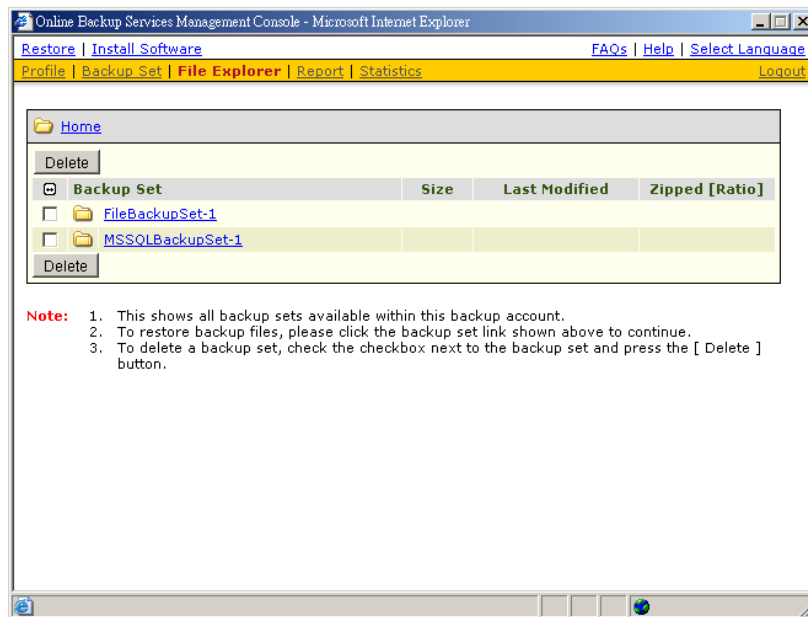
- vi. Use the [Browse] button to select the directory to where you want files to be restored (or simply select [Original location] to restore files to their original path)
- vii. Files will be restored automatically as shown below (a file won't be downloaded from the backup server again if an identical file exists on local path already)



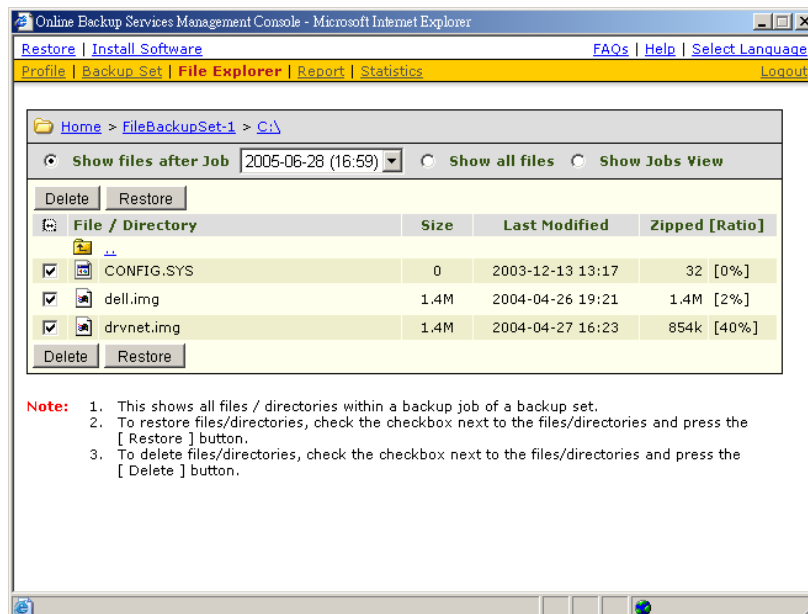
### **Using the web interface**

You can backup your data to an Ahsay Offsite Backup Server by following instructions below.

- i. Logon to the Ahsay Offsite Backup Server web interface
- ii. From the top menu, click [File Explorer]

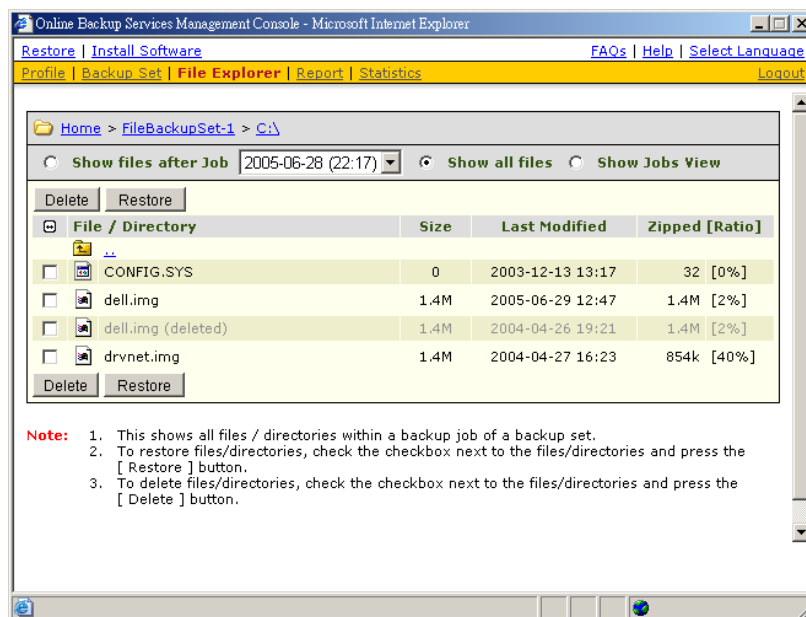


- iii. Click the [Backup Set] link that contains the files that you want to restore
- iv. Select the snapshot of your backup files that you would like to restore from the backup server by using [Show files after Job] drop down list

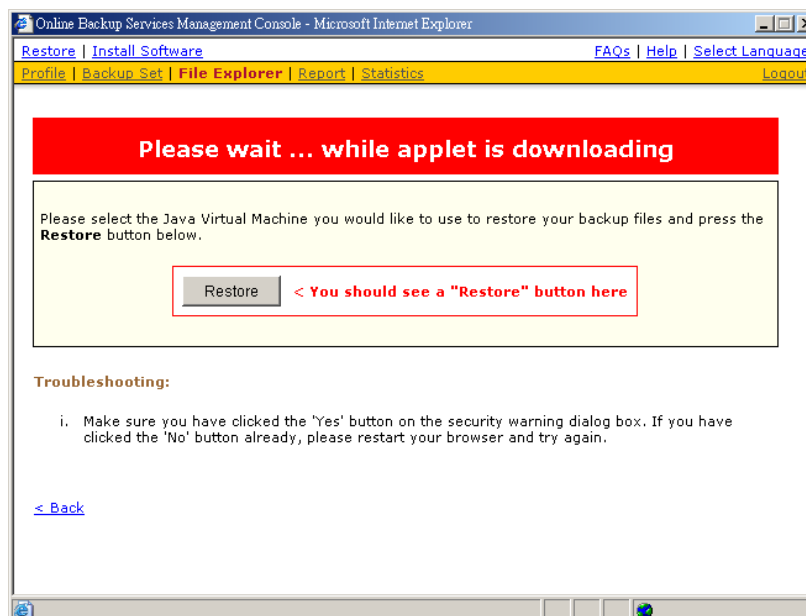


- v. If you want to see all different versions all files (shown as gray below), just choose the [Show all files] radio button on the [File Explorer] page.

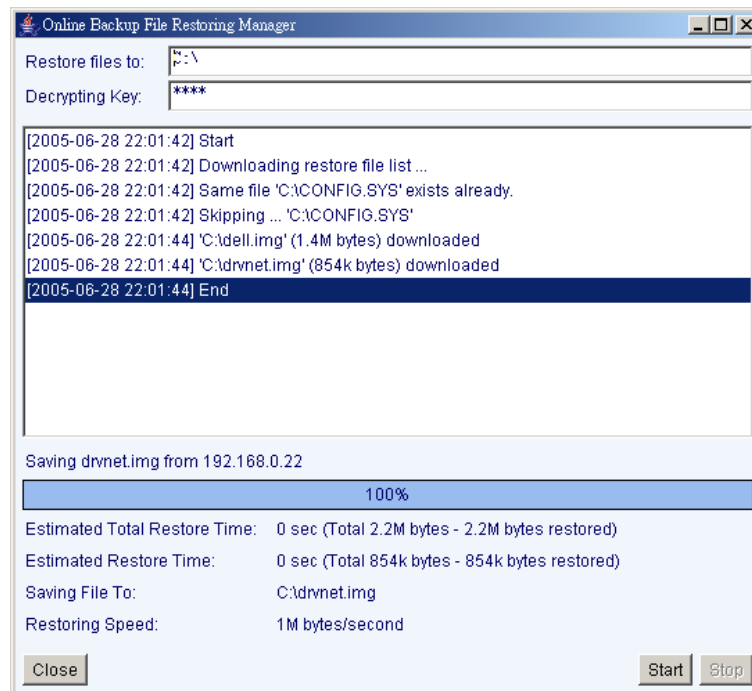
Files, which are shown in gray and marked as deleted below, e.g. dell.img (delete), are being stored in the retention area on the backup server but you can still restore these files from the backup server.



- vi. Select the files that you would like to restore and press the [Restore] button on the toolbar
- vii. A dialog shown below would appear



- a. Press the [Restore] button
- b. Enter the directories to which backup files should be restored in the [Restore File to] textbox



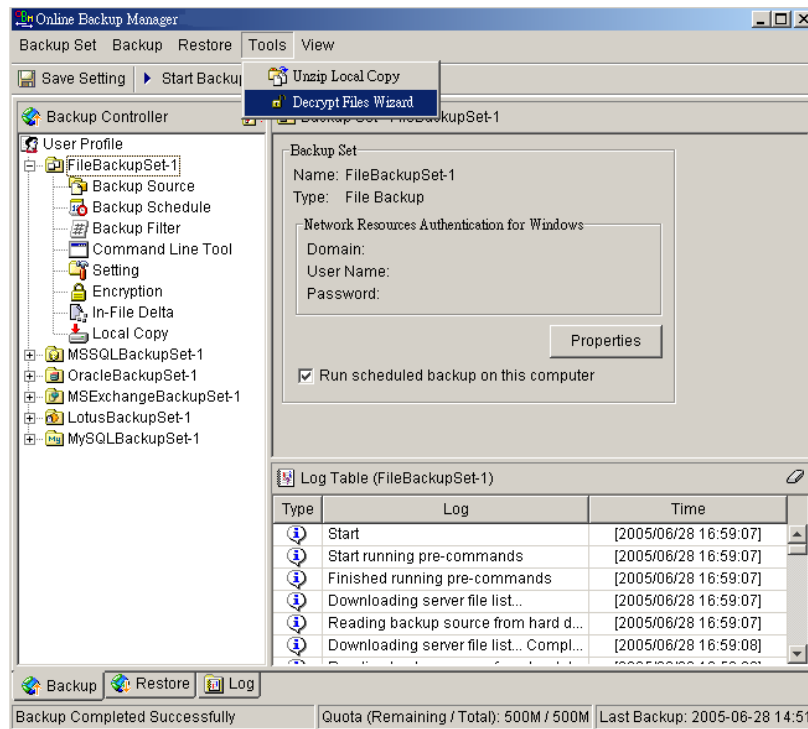
- c. Enter the encrypting key which will be used to decrypt your backup files upon restoring your backup files
- d. Press the [Start] button

## 6.2 Restore backup files from removable hard disk

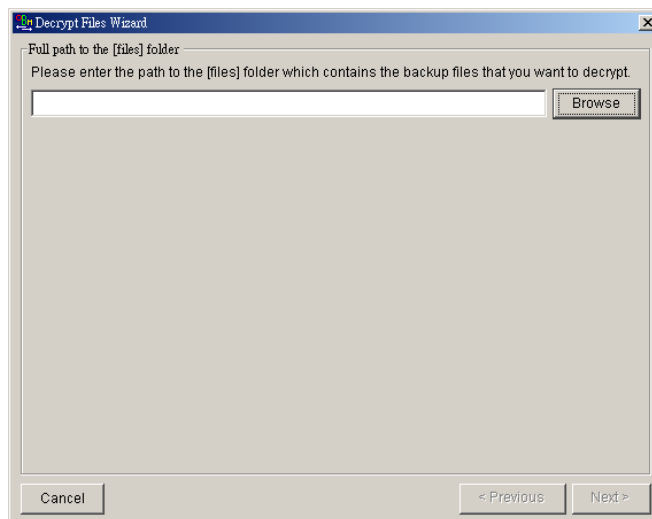
If you want to restore lots of backup files from the backup server and you find it too slow to restore all your backup files from the backup server through the internet. You can ask your backup services provider to send you all your backup files in removable hard disk (or CD/DVD). However, all backup files stored on backup server are in encrypted format. You need to decrypt them back to their original format before you can use them. To decrypt your backup files from removable media, please do the followings:

- i. Open AhsayOBM from the System Tray
- ii. Select the [Tools] -> [Decrypt Files Wizard] from the menu

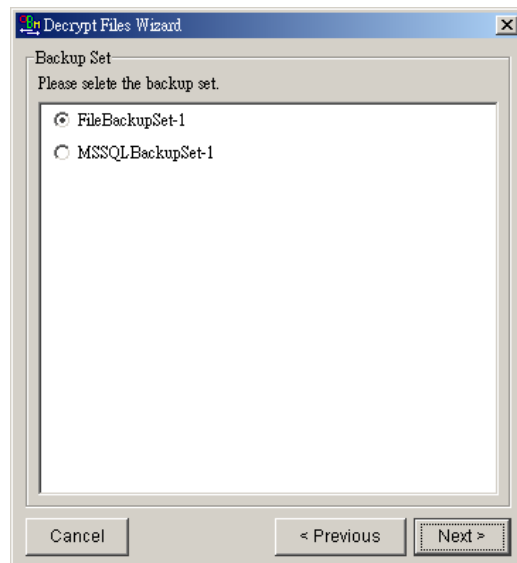




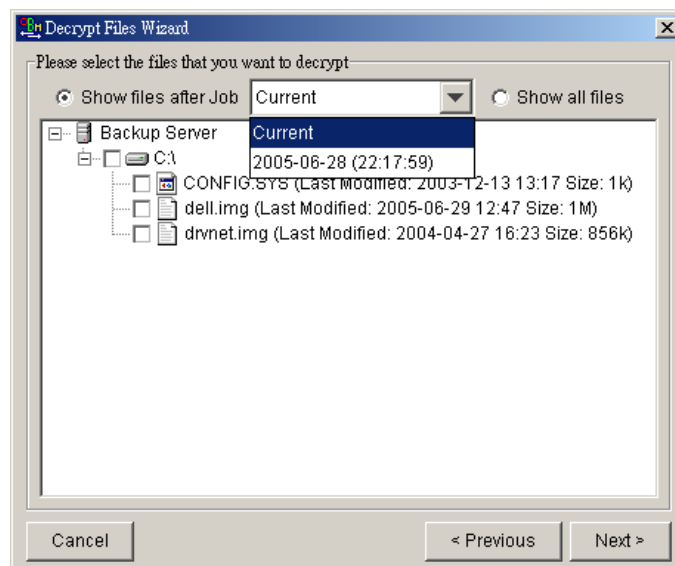
- iii. Use the [Browse] button to locate the "files" directory (provided by your backup provider in removable hard disk or DVD) which contains the backup files that you want to decrypt



- iv. If you have more than one backup set under the "files" directory, select the [Backup Set] which contains the backup files that you want to decrypt

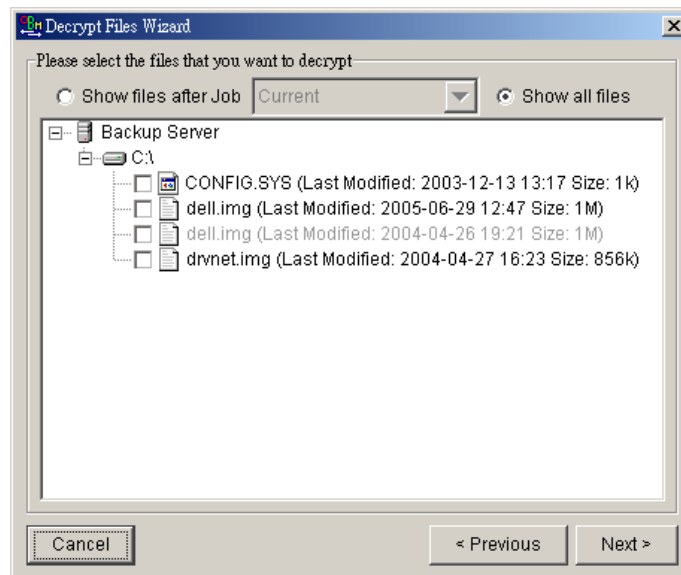


- v. Select the snapshot of your backup files that you would like to restore from the removable media by using [Show files after Job] drop down list

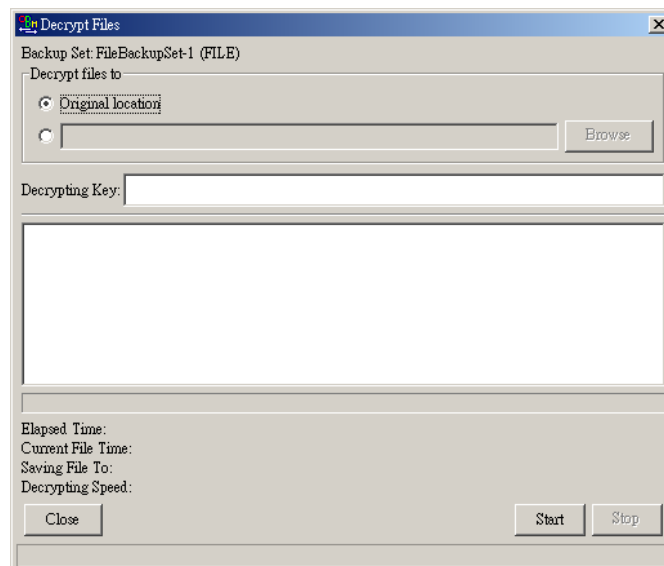


- vi. If you want to see all different versions all files (shown as gray below), just choose the [Show all files] radio button on the [Decrypt Files Wizard] dialog.

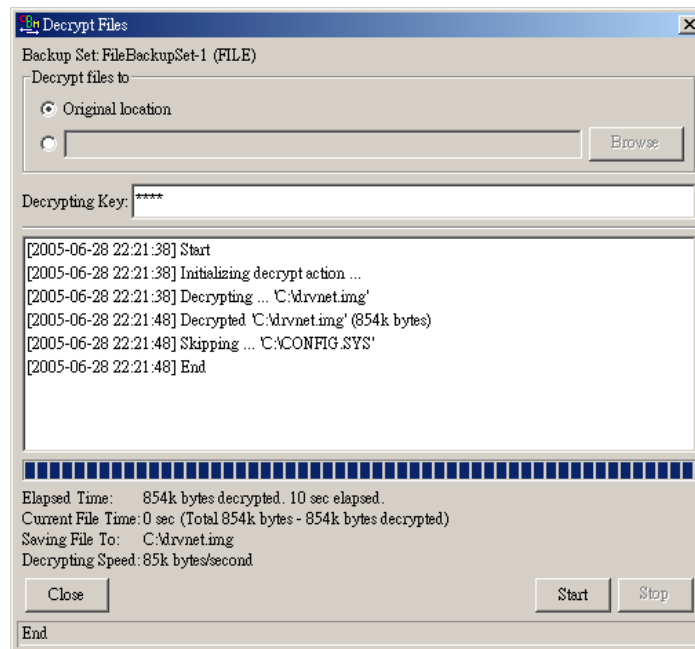
Files, which are shown in gray and marked as deleted below, e.g. dell.img (delete), are being stored in the retention area on the removable media (but you can still restore these files).



- vii. Enter the directories to which you want backup files to be restored in the [Decrypt Files to] section and enter the [Decrypting Key] (the same as the encrypting key of this backup set)



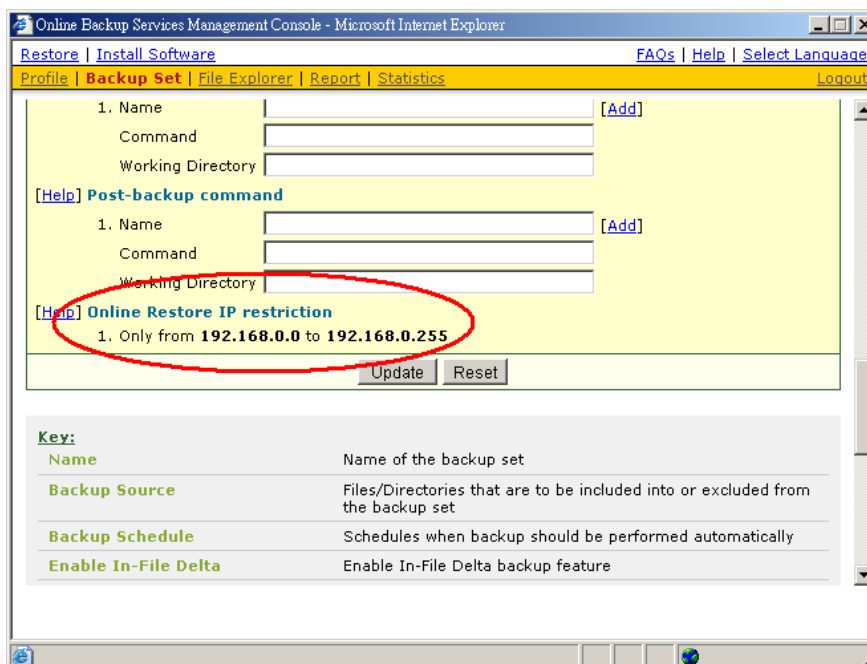
- viii. Press the [Start] button



## 6.3 Restrict restoring files by IP addresses

Online file restoring operation can be restricted by IP addresses. You can ask your backup provider to restrict online file restoring for your backup sets by IP addresses to allow people from authorized IP addresses to restore files from the backup server. To check if online file restore of any backup set is restricted this way, please take a look at the web interface of AhsayOBS, [Online Backup Services Management Console] -> [Backup Set] -> [Online Restore IP restriction] (shown below).

Users are not allowed to update the [Online Restore IP restriction] directly. Please ask your backup services provider to do the changes for you.



## 7 In-File Delta Technology

The chapter describes what in-file delta technology is and how in-file delta can be used to backup large database files (e.g. a 10GB Outlook.pst file) without uploading the whole database file everyday.

### 7.1 Overview

In-file delta technology is an advanced data block matching algorithm which has the intelligence to pick up changes (delta) of file content between two files when one of the files is not accessible and use the delta information between two files to rebuild one file from the other. Using this algorithm, daily backing up of large file (e.g. a 10GB Outlook.pst file) over low-speed internet connection is made possible because it requires only the changes of information (should be marginal) since last backup (or last incremental backup) to be sent over a low-speed internet connection to complete the backup of a large file (here we assume that the full backup of the file has been saved on the backup server already).

This is what would happen to the backup of a 10GB Outlook.pst file when it is backed up by AhsayOBM with in-file delta technology.

- i. The whole files (10GB), along with its checksum (128-bit) file, are backed up to the backup server. This can be done directly through the internet or indirectly using the [seed loading utility](#) on a removable hard disk.
- ii. When backup runs again later (normally the next day), AhsayOBM will download a checksum listing of all data blocks of the full backup file (or last incremental backup file) from the backup server and use it to pick up all changes that have been made to the current Outlook.pst file from the first full backup.
- iii. Changes detected are then saved in a delta file which is uploaded to the backup server. (This delta file is assumed to be small because the content of all PST files doesn't change lot of even after it has been updated)
- iv. Subsequent backups of this 10GB Outlook.pst file will go through step ii and step iii again. As explained, only a small delta file will be uploaded to the backup server.
- v. With in-file delta technology, daily backing up of large file over low-speed internet connection is now possible

#### **Incremental in-file delta type**

**Example 1:** If you are adding 200MB to Outlook.pst everyday, everyday after the first full backup job, AhsayOBM will detect what has been added since last daily backup and upload only 200MB of delta file to the backup server everyday. This will go on until Day 100 because it is the [Maximum number of delta] (default) allowed in this backup set and the whole Outlook.pst file will be uploaded again. You can set the [Maximum number of delta] setting to [Unlimited] if you don't want to upload the full file again.

All delta files are generated with respect to changes made since the last incremental backup. This means that the last full backup file and **ALL** incremental delta backup files are required to restore the latest snapshot of a backup file.

The full backup file, its checksum file and all incremental delta files stored on the server are always stored in the data area. This means that these files are not affected by the setting of the retention policy and will always be kept on the backup server. This is done this way because all these files are required to get the latest snapshot of the backup file and they should not be removed from the backup server by the retention area cleanup routine.

#### **Differential in-file delta type**

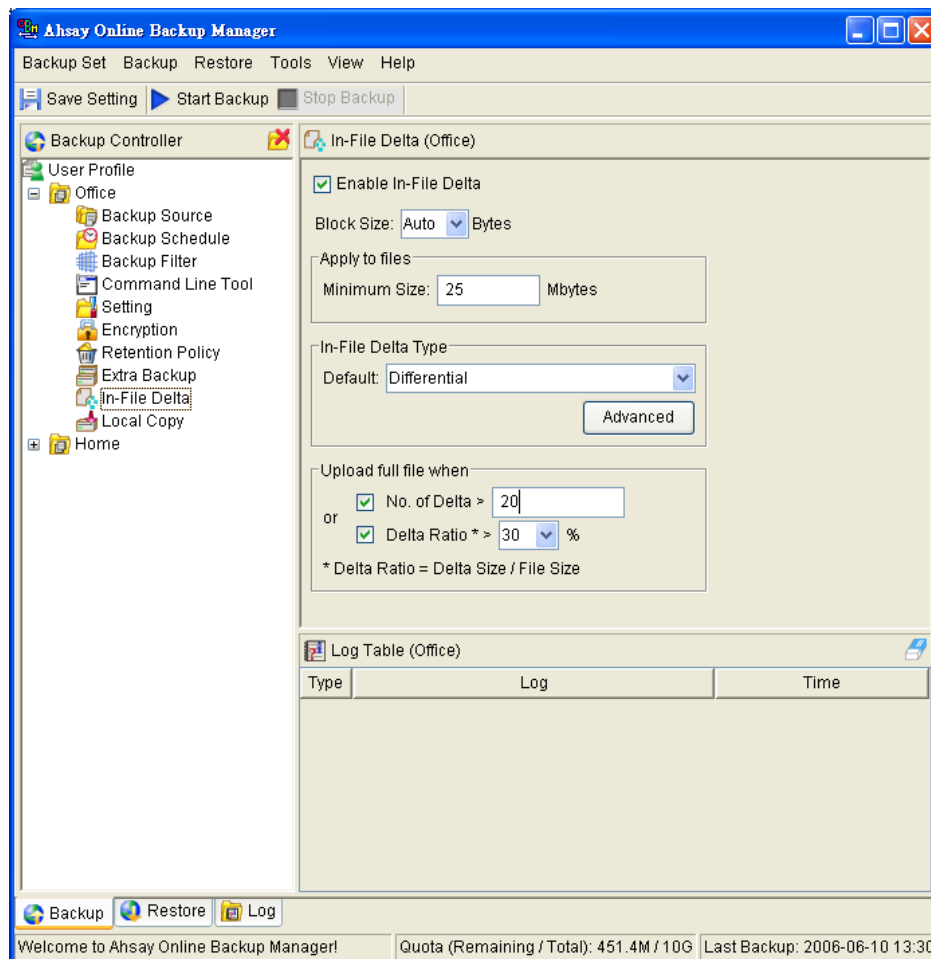
**Example 1:** If you are adding 200MB to 10GB Outlook.pst everyday, the first delta backup will upload a 200MB delta file and the next delta backup will upload another 200MB delta file. This will go on until Day 50 when the delta file required to be backed up reached 10GB. This delta file size (10GB) is now is 50% of the Outlook.pst that is 20GB (remember that you have added 100MB to this file everyday). If the [Delta Ratio] is set to be 50% (default), the whole Outlook.pst file will be uploaded again.

**Example 2:** If you are adding 50MB to a 10GB Outlook.pst everyday, the first delta backup will upload a 50MB delta file and the next delta backup will upload a 50MB delta file. This will go on until Day 100 because it is the [Maximum number of delta] (default) allowed in this backup set and the whole Outlook.pst file will be uploaded again.

All delta files are generated with respect to changes made since the last full backup file (i.e. differential backup). This means that only last full backup file and the last delta file are required to restore the latest snapshot of a backup file. This means that other intermediate delta files are only required if you want to restore other snapshots of a backup file.

Differential in-file delta backup has the benefits that a corrupted delta file would only make one particular version of a backup file non-recoverable and all other backups created by other delta files of the same file would still be intact.

The full backup file, its checksum file and the last delta file uploaded (if more than one delta files have been uploaded to the backup server) is always stored in the data area. This means that these files are not affected by the setting of the retention policy and will always be kept on the backup server. This is done this way because all these files are required to get the latest snapshot of the backup file and they should not be removed from the backup server by the retention area cleanup routine. All other intermediate delta files are stored in the retention area.



## 7.2 Block Size

The block size defines the size of data block being used to detect changes between last full backup file and the file sitting on the local computer right now. In general, the smaller the block size, the more likely a matched data block can be found between the last full backup file and the file on local computer. It, therefore, produces in a smaller delta file but it would require more processing power to detect these changes. On the other hand, in-file delta backup running with larger block size will run faster but this will generally produce a larger delta file.

In most case, the default setting [Auto] will choose the optimal block size for each file (depending on the size of the file) for you.

## 7.3 Minimum File Size

The [Minimum File Size] setting defines the smallest file size a file must have before the use and application of in-file delta backup technology.

If the size of a file that is being backed up is smaller than the [Minimum File Size] setting, in-file delta backup technology won't be applied to this file and the whole file, instead of just the delta file, will be uploaded to the backup server. It is not necessary to perform in-file delta backup on small files because backing up the whole file doesn't take too long anyway. Backing up the whole file instead reduces the time required to restore a backup file.

## 7.4 Uploading full file again

### No. of Delta

The [No. of delta] setting defines the maximum number of delta files from the same full backup file to be generated and backed up to the backup server before a full backup (the whole file) of this file is uploaded to the backup server instead.

For example, if you have created 100 delta files from the full backup file already and the [No. of delta] setting is 100, the next backup will upload a full backup file (the whole file) instead of just the delta file. However, if the [No. of delta] setting is unlimited, it will keep generating delta files and uploading these delta files to the backup server until any of the other delta setting conditions force a full backup (e.g. delta ratio is exceeded). This setting is here to make sure that there will always be a full backup file after a certain number of delta files have been generated.

### Delta Ratio

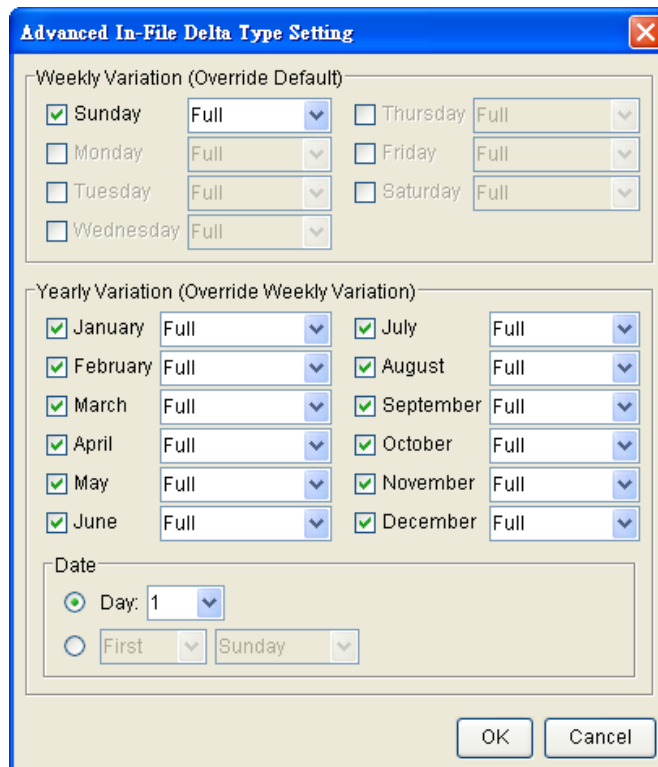
The [Delta Ratio] setting is defined to be the size of a delta file divided by the size of its full backup file (i.e. the percentage of changes detected between the last full backup file and the current file).

If delta ratio calculated from the size of the generated delta file and the size of the full backup is greater than the [Delta Ratio] setting, the whole file, instead of just the delta file, will be backed up to the backup server. It is done this way because the difference between backing up the whole file and the delta file is not significant and it is better to upload the whole file instead to reduce the time required to restore the file.

The default setting of [Delta Ratio] is 50%. This means that if more than 50% changes have been detected, the whole file, instead of just the delta file, will be backed up and uploaded to the backup server.

## 7.5 Advanced In-file delta type

The [In-file delta] -> [Advanced] setting allows user to override default in-file delta type when on a certain number of days (e.g. all Sundays or the 1<sup>st</sup> day of each month). This is useful if you want all in-file delta backups to be incremental but you always want to do full backup on Sundays as well as the 1<sup>st</sup> day of every month. If you want to do this, simply configure [In-file delta] -> [Advanced] -> [Advanced In-file Delta Type Setting] to what is shown below.



**Advanced In-File Delta Type Setting**

Weekly Variation (Override Default)

<input checked="" type="checkbox"/> Sunday	Full	<input type="checkbox"/> Thursday	Full
<input type="checkbox"/> Monday	Full	<input type="checkbox"/> Friday	Full
<input type="checkbox"/> Tuesday	Full	<input type="checkbox"/> Saturday	Full
<input type="checkbox"/> Wednesday	Full		

Yearly Variation (Override Weekly Variation)

<input checked="" type="checkbox"/> January	Full	<input checked="" type="checkbox"/> July	Full
<input checked="" type="checkbox"/> February	Full	<input checked="" type="checkbox"/> August	Full
<input checked="" type="checkbox"/> March	Full	<input checked="" type="checkbox"/> September	Full
<input checked="" type="checkbox"/> April	Full	<input checked="" type="checkbox"/> October	Full
<input checked="" type="checkbox"/> May	Full	<input checked="" type="checkbox"/> November	Full
<input checked="" type="checkbox"/> June	Full	<input checked="" type="checkbox"/> December	Full

Date

☒ Day: 1

☐ First Sunday

OK Cancel

With this setting, all backup jobs starts on Sundays or the 1<sup>st</sup> day of each month will run a full backup job. In this case, all backup files which have been backed up incrementally/differentially using in-file delta feature will be uploaded in full again. This ensures that all backup files will be backed up in full at a regular interval. One benefit of this is that restore time will run faster because of less delta merging. Another benefit is that the risk of a corrupted incremental delta file resulting in data loss is much lower because a full backup is always available periodically.



## 8 Backup/Restore Oracle 8i/9i

This chapter will describe in details how AhsayOBM backup your Oracle 8i/9i and how you can restore an Oracle 8i/9i database using the backup files.

### 8.1 Requirements

- i. AhsayOBM must be installed onto the computer that can connect to your Oracle 8i/9i server using TCP/IP protocol.
- ii. Data from Oracle 8i/9i database will be backed up to a temporary directory before they are sent to Ahsay Offsite Backup Server. Please make sure you have sufficient space on your computer to store these data when you run the backup job.
- iii. Database must be in archived log mode

To switch to archived log mode and enable automatic log archiving, please do the following:

- a. Set the parameters below in the PFILE to enable automatic archiving

```
log_archive_dest = [directory where archived logs will be stored]
log_archive_format = ARCH%S.LOG
log_archive_start = TRUE
```

- b. Switch to archived log mode

```
SVRMGRL> connect internal;
SVRMGRL> startup mount;
SVRMGRL> alter database archivelog;
SVRMGRL> alter database open;
```

- c. Enable Oracle JVM for Oracle 8i/9i, please do the following:

1. Please make sure shared pool size is larger than 50MB and java pool size is larger than 20MB in the PFILE. For example:

```
java_pool_size = 20971520
shared_pool_size = 52428800
```

2. Run the scripts below

For Oracle 8i

```
SVRMGRL> connect internal
SVRMGRL> @?/javavm/install/initjvm.sql;
SVRMGRL> @?/rdbms/admin/catalog.sql;
SVRMGRL> @?/rdbms/admin/catproc.sql;
SVRMGRL> @?/javavm/install/initdbj.sql;
```

For Oracle 9i

```
SQL> connect sys/change_on_install as sysdba
SQL> @?/javavm/install/initjvm.sql;
SQL> @?/xdk/admin/initxml.sql;
SQL> @?/xdk/admin/xmlja.sql;
SQL> @?/rdbms/admin/catjava.sql;
```

For Oracle 10g

Oracle JVM is enabled by default. No additional steps required.

- iv. JAVASYSPRIV role is granted to system account

You can grant this role to system account by executing:

```
SQL> grant JAVASYSPRIV to system;
```

## 8.2 Overview

AhsayOBM will backup your Oracle database by taking the following steps.

- i. Connect to the Oracle database using SQL\*NET over TCP/IP
- ii. Run all Pre-Commands of this backup set
- iii. If the backup type to run is [Database Backup type],
  - a. all data files in each of the tablespace(s) selected are copied to the temporary directory specified by this backup set
  - b. if there are temporary files in the database, the script to re-create the temporary files are generated to a file located in the temporary directory specified by this backup set
  - c. all non-default initialization parameters will be spooled to an initializing file located in the temporary directory specified by this backup set
  - d. all control files will be copied to the temporary directory specified by this backup set
  - e. all archived log files will be copied to the temporary directory specified by this backup set
- iv. If the backup type to run is [Archived Log Backup type],
  - a. all archived log files will be copied to the temporary directory specified by this backup set
- v. Run all Post-Commands of this backup set
- vi. Upload all files copied to the temporary directory to the Ahsay Offsite Backup Server
- vii. Remove temporary files from the temporary directory if [Setting] -> [Temporary Directory for storing backup files] is enabled

Note:

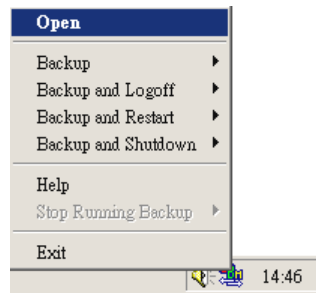
If your Oracle database is running on Windows, please install AhsayOBM onto the company running the Oracle database if AhsayOBM is to backup this Oracle database. This would shorten the time required to backup the Oracle database.

## 8.3 How to backup an Oracle Database

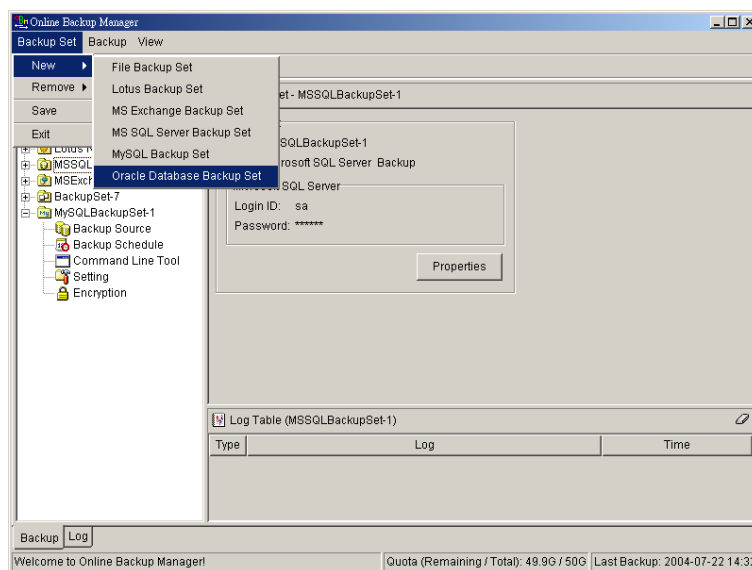
Please follow the instructions below to backup your Oracle database to the Ahsay Offsite Backup Server.

- i. Install AhsayOBM onto your computer
- ii. Open AhsayOBM

Right click AhsayOBM icon available in the system tray and choose [Open]



- iii. Create a backup set
  - a. From the Menu, Choose [Backup Set] -> [New] -> [Oracle Database Backup Set]



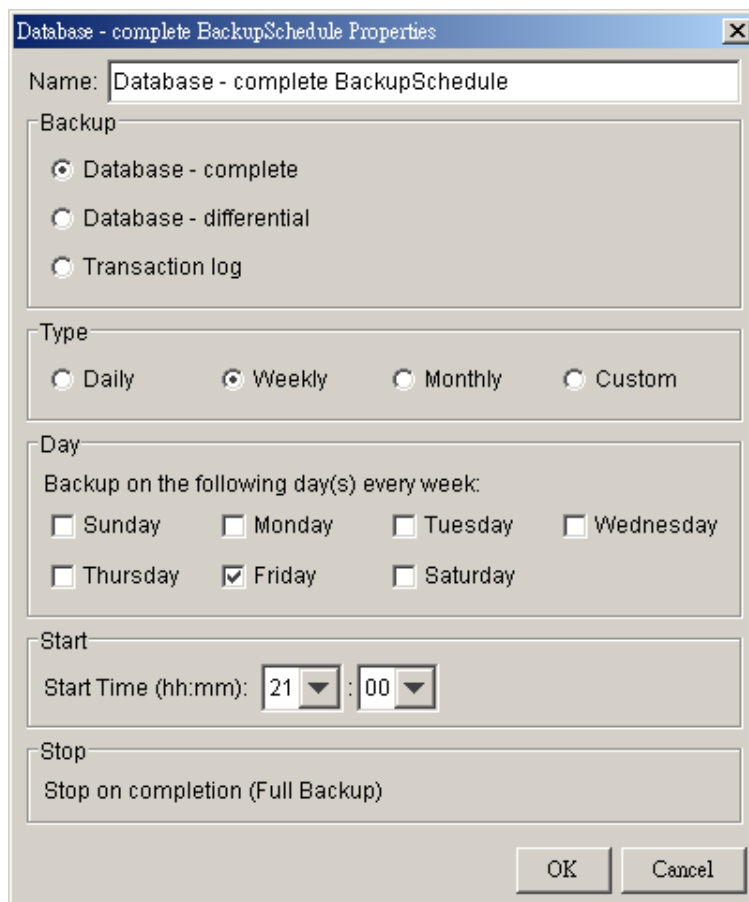
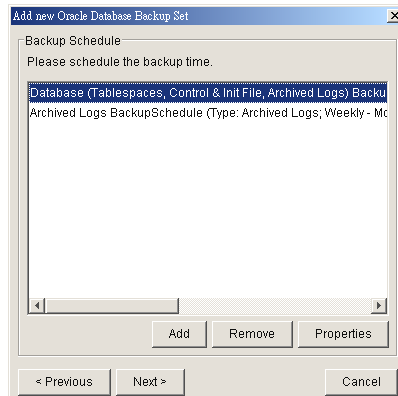
- b. Enter a name for your backup set

- c. Enter the system password, the Oracle Database Server Host Name, TNS Port and SID

- d. Select the tablespaces you want to backup

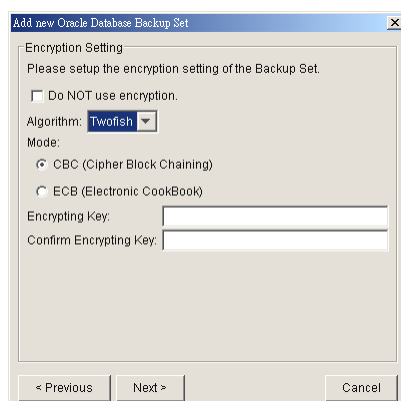
- e. Enter a temporary location to store the database file(s) before they are sent to an Ahsay Offsite Backup Server

- f. Set the backup schedule for database backup and archived log backup



Note: You can have more than one schedule in a backup set, i.e. you can perform intra-day transaction log backup by adding more than one daily transaction log backup schedule to your backup set.

- g. Set the encryption algorithm, encryption mode and encrypting key for this backup set

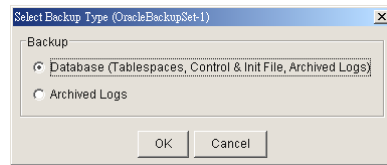


Hint: For maximum security, please select AES (Advanced Encryption Standard) Algorithm, CBC (Cipher Block Chaining) mode and use an encrypting key with more than 8 characters.

iv. Run Backup

- a. Select the backup set you want to run on the left panel and press the [Start Backup] button (▶)

- b. Select the backup type (e.g. Database Backup, Archived Log Backup) you would like to perform



- c. Select [Off-site Backup Server] to start backing up your files to an Ahsay Offsite Backup Server.



## 8.4 How to restore an Oracle Database

Please follow the instructions below to restore your Oracle 8i/9i databases from an Ahsay Offsite Backup Server.

- i. Download the backup files from the Ahsay Offsite Backup Server

Please refer to the [Quick Start - Backup File] section for information on how to download backup files from Ahsay Offsite Backup Server.

- ii. Put all data files back to their original locations

- iii. Control files, data files and archived logs are stored on Ahsay Offsite Backup Server along with their full path information. You just need to put all these files back to their original locations when performing a database restore.

- iv. Put the PFILE back to its default location

Oracle 8i: \$ORACLE\_HOME/dbs/init<SID>.ora  
Oracle 9i: \$ORACLE\_HOME/admin/<SID>/pfile/init.ora

- v. Restore Database

(if Oracle 8i) Use Server Manager to restore you database by doing the following:

- Run Oracle Server Manager (svrmgrl)
- Connect to the target database
- Startup mount
- Reapply all transactions from the archived log files
- Open database

Oracle 8i Example:	
<pre>\$ svrmgrl</pre>	
<pre>SVRMGR&gt; connect internal</pre>	
<pre>SVRMGR&gt; startup mount;</pre>	
<pre>ORACLE instance started.</pre>	
Total System Global Area	95874448 bytes
Fixed Size	64912 bytes



```

Variable Size                      52744192 bytes
Database Buffers                  40960000 bytes
Redo Buffers                      2105344 bytes
Database mounted.

SVRMGR> recover database using backup controlfile
ORA-00279: change 419671 generated at 06/14/03 02:51:49 needed for thread 1
ORA-00289: suggestion : /data/ora815/vin/archive/ARCH0000000225.LOG
ORA-00280: change 419671 for thread 1 is in sequence #225
ORA-00278: log file '/data/ora815/vin/archive/ARCH0000000224.LOG' no longer needed for this
recovery
Specify log: (<RET>=suggested | filename | AUTO | CANCEL)
AUTO
Log applied.
.....
ORA-00279: change 547222 generated at 06/18/03 19:58:26 needed for thread 1
ORA-00289: suggestion : /data/ora815/vin/archive/ARCH0000000384.LOG
ORA-00280: change 547222 for thread 1 is in sequence #384
ORA-00278: log file '/data/ora815/vin/archive/ARCH0000000383.LOG' no longer needed for this
recovery
ORA-00308: cannot open archived log '/data/ora815/vin/archive/ARCH0000000384.LOG'
ORA-27037: unable to obtain file status
Linux Error: 2: No such file or directory
Additional information: 3

SVRMGR> recover database using backup controlfile until cancel
ORA-00279: change 547222 generated at 06/18/03 19:58:26 needed for thread 1
ORA-00289: suggestion : /data/ora815/vin/archive/ARCH0000000384.LOG
ORA-00280: change 547222 for thread 1 is in sequence #384
Specify log: (<RET>=suggested | filename | AUTO | CANCEL)
CANCEL
Media recovery cancelled.
SVRMGR> alter database open resetlogs;
Statement processed.

```

(if Oracle 9i) Use Recovery Manager to restore you database by doing the following:

- Run Oracle Server Manager (rman)
- Connect to the target database
- Startup mount
- Reapply all transactions from the archived log files to the last sequence
- Open database

```

Oracle 9i Example:

C:\>rman nocatalog

Recovery Manager: Release 9.2.0.1.0 - Production

Copyright (c) 1995, 2002, Oracle Corporation. All rights reserved.

RMAN> connect target

connected to target database (not started)

RMAN> startup mount

connected to target database (not started)
Oracle instance started
database mounted

Total System Global Area      269556596 bytes

Fixed Size                    453492 bytes
Variable Size                 243269632 bytes
Database Buffers              25165824 bytes
Redo Buffers                   667648 bytes

RMAN> recover database until sequence=63 thread=1;

Starting recover at 24-JUN-03
allocated channel: ORA_DISK_1
channel ORA_DISK_1: sid=11 devtype=DISK

starting media recovery

archive log thread 1 sequence 56 is already on disk as file
C:\ORACLE\ORADATA\VIN\ARCHIVE\1_56.DBF
archive log filename=C:\ORACLE\ORADATA\VIN\ARCHIVE\1_56.DBF thread=1 sequence=56
archive log filename=C:\ORACLE\ORADATA\VIN\ARCHIVE\1_57.DBF thread=1 sequence=57
archive log filename=C:\ORACLE\ORADATA\VIN\ARCHIVE\1_58.DBF thread=1 sequence=58
archive log filename=C:\ORACLE\ORADATA\VIN\ARCHIVE\1_59.DBF thread=1 sequence=59
archive log filename=C:\ORACLE\ORADATA\VIN\ARCHIVE\1_60.DBF thread=1 sequence=60
archive log filename=C:\ORACLE\ORADATA\VIN\ARCHIVE\1_61.DBF thread=1 sequence=61
archive log filename=C:\ORACLE\ORADATA\VIN\ARCHIVE\1_62.DBF thread=1 sequence=62
media recovery complete
Finished recover at 24-JUN-03

```





```
RMAN> alter database open resetlogs;
```

```
database opened
```

## **9 Backup/Restore Microsoft SQL Server 7.0 / 2000**

This chapter will describe in details how to use AhsayOBM to backup your Microsoft SQL Server 7.0 / 2000 server and how you can restore your Microsoft SQL Server 7.0 / 2000 server from the backup files.

### **9.1 Requirements**

- i. AhsayOBM must be installed onto the computer running Microsoft SQL Server.
- ii. Data from Microsoft SQL Server will be backed up to a temporary directory before they are sent to Ahsay Offsite Backup Server. Please make sure you have sufficient space on your computer to store these data when you run the backup job.

### **9.2 Overview**

AhsayOBM will backup your Microsoft SQL Server database(s) by taking the following steps:

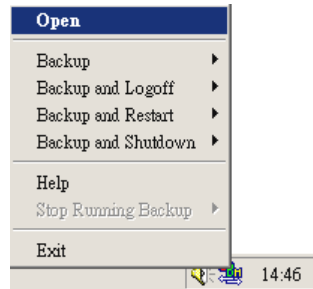
- i. Before running any backup activities, AhsayOBM will run all Pre-Commands of the backup set.
- ii. For each database that is to be backed up, AhsayOBM will issue a database / transaction log backup command to Microsoft SQL Server to backup each database to a Microsoft SQL Server database backup file (\*.bak file) and save it in the temporary directory you specified.
- iii. After all \*.bak files have been spooled to the temporary directories, AhsayOBM will run all Post-Commands of the backup set.
- iv. Upload all files copied to the temporary directory to the Ahsay Offsite Backup Server.
- v. Remove temporary files from the temporary directory if [Setting] -> [Temporary Directory for storing backup files] is enabled

## 9.3 How to backup Microsoft SQL Server database(s)

Please follow the instructions below to backup your Microsoft SQL Server databases using AhsayOBM.

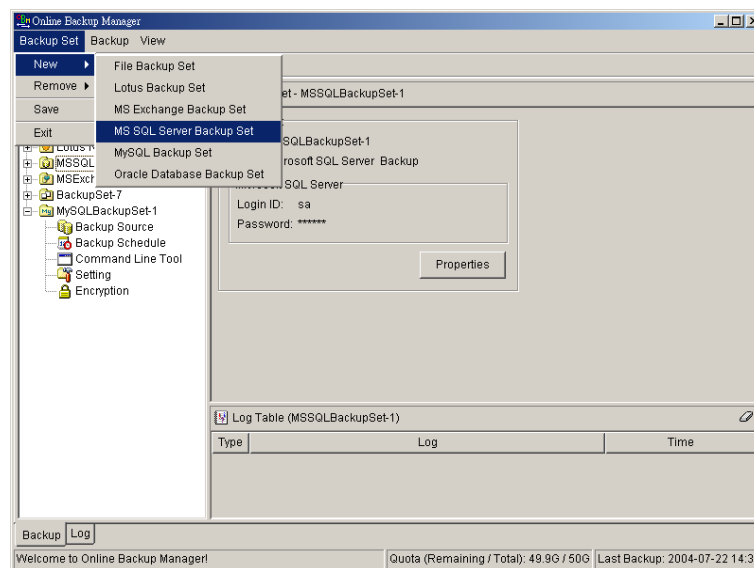
- vi. Open AhsayOBM

Right click AhsayOBM icon available in the system tray and choose [Open]

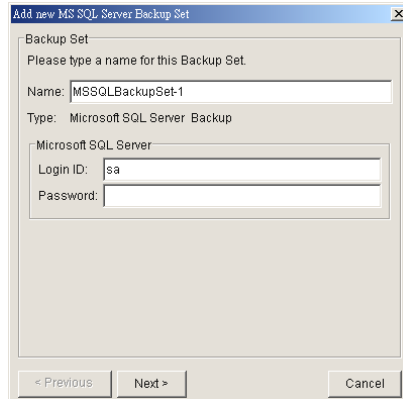


- vii. Create a backup set

- a. From the Menu, Choose [Backup Set] -> [New] -> [MS SQL Server Backup Set]

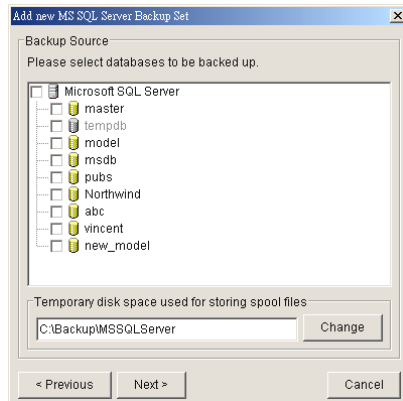


- b. Enter a name for your backup set



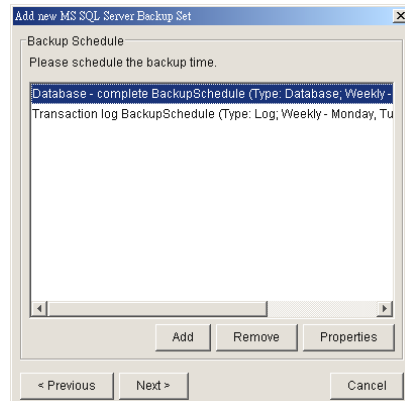
- c. Enter the Microsoft SQL Server administrator username and password

- d. Select the database(s) you want to backup



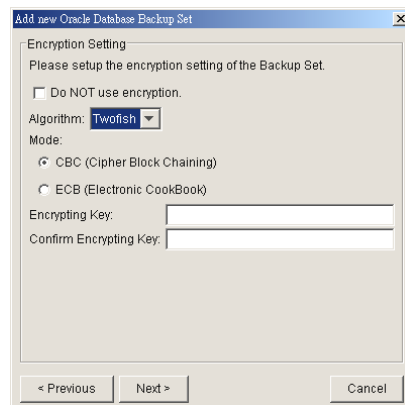
- e. Enter a temporary location to store the backup files before they are sent to an Ahsay Offsite Backup Server

- f. Set the backup schedule for full database backup and transaction log backup



(Note: You can have more than one schedule in a backup set, i.e. you can perform intra-day transaction log backup by adding more than one daily transaction log backup schedule to your backup set)

- g. Set the encryption algorithm, encryption mode and encrypting key for this backup set

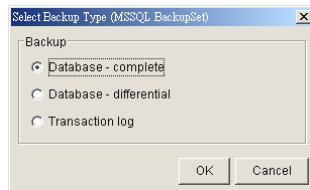


(Hint: For maximum security, please select AES (Advanced Encryption Standard) Algorithm, CBC (Cipher Block Chaining) mode and use an encrypting key with more than 8 characters.)

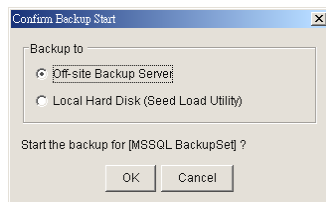
viii. Run Backup

- a. Select the backup set you want to run on the left panel and press the [Start Backup] button (▶)

- b. Select the backup type (e.g. Complete, Differential, Transaction Log) you would like to perform



- c. Select [Off-site Backup Server] to start backing up your files to an Ahsay Offsite Backup Server.



## 9.4 How to restore Microsoft SQL Server database(s)

Please follow the instructions below to restore your Microsoft SQL Server databases from an Ahsay Offsite Backup Server.

- i. Download the backup files (.bak) from the Ahsay Offsite Backup Server

Please refer to the [Quick Start - Backup File] section for information on how to download backup files from Ahsay Offsite Backup Server.

- ii. Open Microsoft SQL Enterprise Manager

You can open Microsoft SQL Enterprise Manager from [Start Menu] -> [Program] -> [Microsoft SQL Server] -> [Enterprise Manager]

- iii. (Optional) Restore "master" database

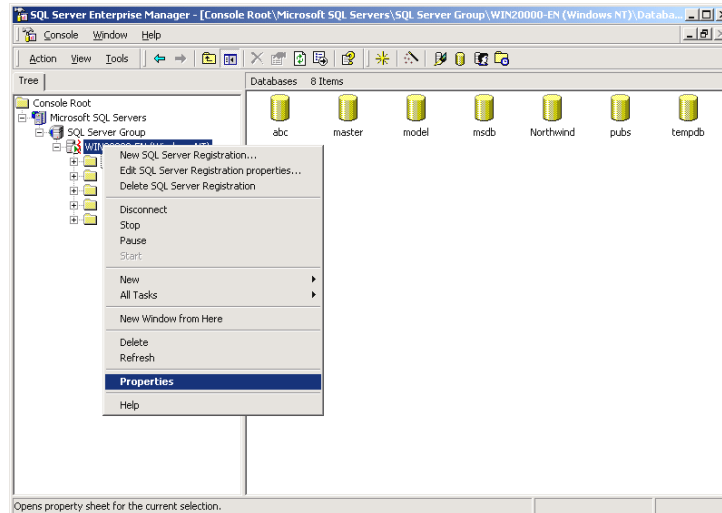
You need to restore "master" database if you:

- a. are rebuilding all your databases from scratch
- b. have changing any server-wide or database configuration options
- c. have added logins or other login security-related operations.
- d. have created or removed logical backup devices.
- e. have configured the server for distributed queries and remote procedure calls, such as adding linked servers or remote logins.

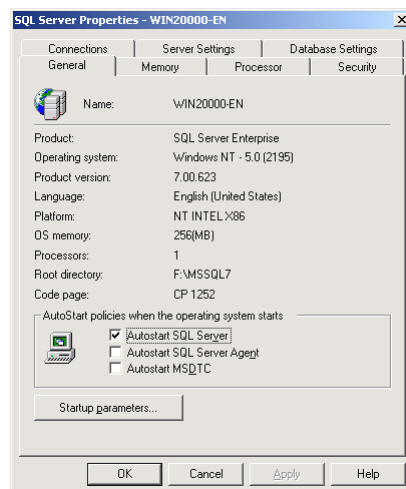
You do not need to restore your master database if you just want to restore a user database. For more information on Microsoft SQL Server "master" database, please visit <http://www.microsoft.com/sql/>.

To restore "master" database, please do the following:

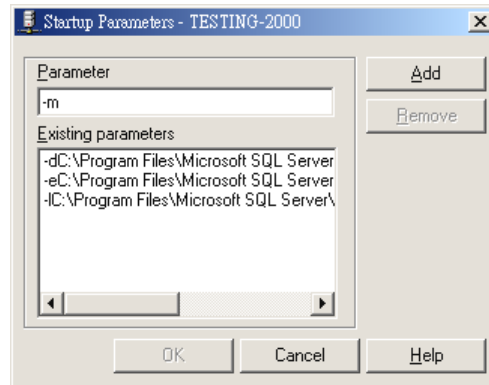
- a. Start Microsoft SQL Server in "Single User Mode"
  1. Right click your Microsoft SQL Server and select [Properties]



2. Press the [Startup Parameters] button

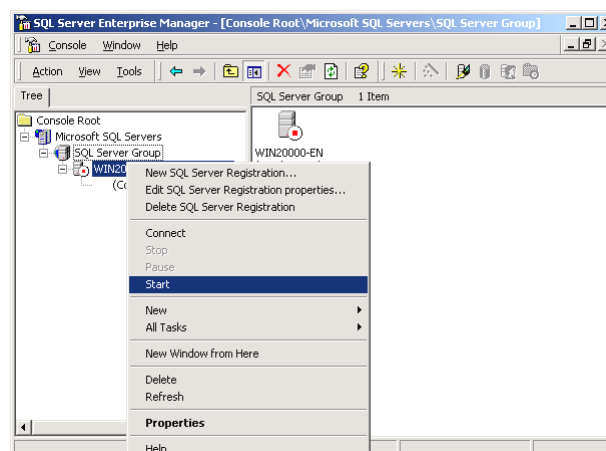
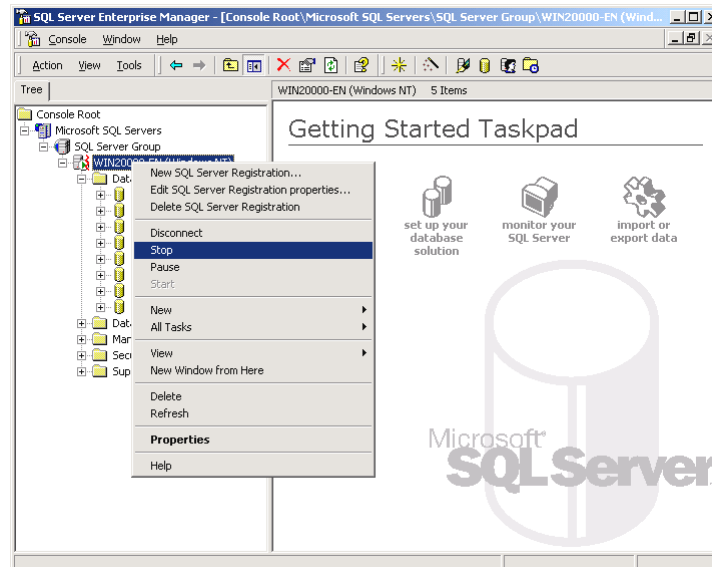


3. Add a "-m" parameter to the [Startup Parameters]



4. Restart Microsoft SQL Server

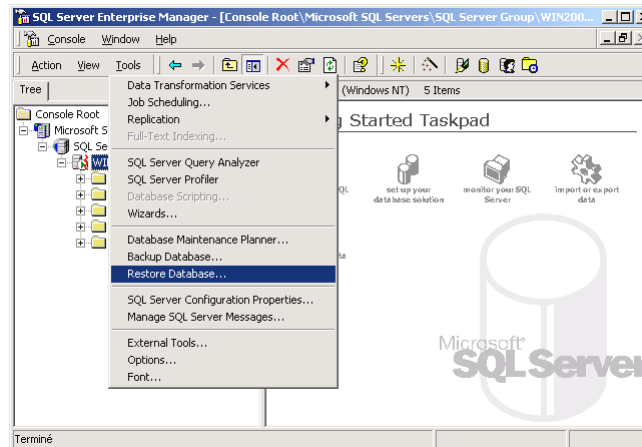
From [Enterprise Manager], right click your Microsoft SQL Server and select [Stop] and then [Start].



- b. Restore "master" database

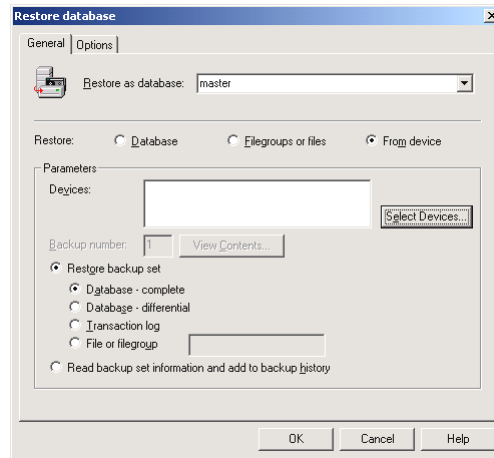


1. From [Enterprise Manager] -> [Tools] -> [Restore Database]

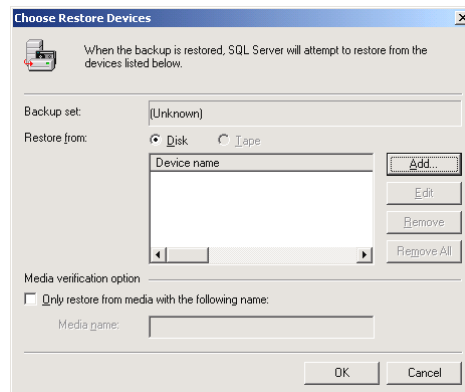


2. Select [master] in the [Restore as database] drop down list
3. Select the [From device] radio button.

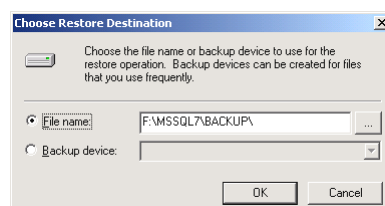
4. Press the [Select Devices] button.



5. From the [Choose Restore Devices], press the [Add] button.



6. From the [Choose Restore Destination] panel, press the [...] button to choose your master backup (\*.bak) from your backup files



7. Press the [OK] button, to start restoring the "master" database.

c. Restart Microsoft SQL Server in "Normal Mode"

1. Remove "-m" parameter from the [Startup Parameters] as in previous step
2. Restart your Microsoft SQL Server as in previous step

iv. (Optional) Restore "model", "msdb" and "distribution" database

You need to restore "model" database if you have changed the database template of your SQL Server.

You need to restore "msdb" database if you have changed the scheduling information or you want to restore the backup and restore history of your databases.

You need to restore "distribution" database if you are running the replication components of SQL Server.

You do not need to restore these databases if you just want to restore a user database. For more information on Microsoft SQL Server "model", "msdb" and "distribution" database, please visit <http://www.microsoft.com/sql/>.

You need to restore each of these databases one by one. To restore any of these databases, please do the following:

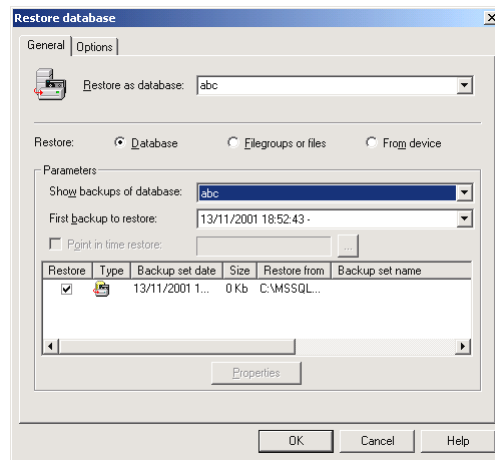
- a. From [Enterprise Manager] -> [Tools] -> [Restore Database]
- b. Select the database to be restored in the [Restore as database] drop down list
- c. Select the [From device] radio button.
- d. Press the [Select Devices] button
- e. Press the [...] button to choose your backup files (\*.bak) for the database to be restored
- f. Press the [OK] button

v. Restore user database(s)

For each of the database you would like to restore,

- a. From [Enterprise Manager] -> [Tools] -> [Restore Database]
- b. Select the database to be restored in the [Restore as database] drop down list

- c. Select the [Database] radio button.



- d. From the [Show backups of database] drop down list, select the database to be restored
- e. From the [First backup to restore] drop down list, select the snapshot of the database you would like to restore to.

You can restore your database to the snapshot of your database at any point of the time between the time you did your full backup and the time you did your last subsequent backup.

- f. Change the [Restore From] entry

If you backup files (\*.bak) are not in the default directory, you need to update the full path to your backup files by pressing the [Properties] button.

- g. Press the [OK] button

- vi. All database(s) restored successfully

## 10 Backup/Restore Lotus Domino / Notes

This chapter will describe in details how to use AhsayOBM to backup your Lotus Domino server / Notes client 5 / 6 / 6.5 and how you can restore your Lotus Domino server / Notes client 5 / 6 / 6.5 from the backup files.

### 10.1 Requirements

- i. AhsayOBM must be installed onto the computer running Lotus Domino server / Notes client.
- ii. Data from Lotus Domino server / Notes client will be backed up to a temporary directory before they are sent to Ahsay Offsite Backup Server. Please make sure you have sufficient space on your computer to store these data when you run the backup job.
- iii. Lotus Domino server must runs with archive transaction logging enabled

To set up transaction logging in archive style, please do the following:

- a. Ensure that all databases to be logged reside in the Domino data directory, either at the root or in subdirectories.
- b. From the Domino Administrator, click the Configuration tab.
  - a. In the "Use Directory on" field, choose the server's Domino Directory.
  - b. Click Server Configuration, and then click Current Server Document.
  - c. Click the Transactional Logging tab.
  - d. Complete these fields, and then save the document.

Field	Enter
Transactional Logging	Choose Enabled. The default is Disabled.
Log path	Path name location of the transaction log. The default path name is \LOGDIR in the Domino data directory, although it is strongly recommended to store the log on a separate, mirrored device, such as a RAID (Redundant Array of Independent Disks) level 0 or 1 device with a dedicated controller. The separate device should have at least 1GB of disk space for the transaction log. If you are using the device solely for storing the transaction log, set the "Use all available space on log device" field to Yes.
Maximum log space	The maximum size, in MB, for the transaction log. Default is 192MB. Maximum is 4096MB (4GB). Domino formats at least 3 and up to 64 log files, depending on the maximum log space you allocate.
Use all available space on log device	Choose one: <ul style="list-style-type: none"> <li>• Yes to use all available space on the device for the transaction log. This is recommended if you use a separate device dedicated to storing the log. If you choose Yes, you don't need to enter a value in the "Maximum log space" field.</li> <li>• No to use the default or specified value in the "Maximum log space" field.</li> </ul>
Automatic fixup of corrupt databases	Choose one: <ul style="list-style-type: none"> <li>• Enabled (default). If a database is corrupt and Domino cannot use the transaction log to recover it, Domino runs the Fixup task, assigns a new DBIID, and notifies the administrator that a new database backup is required.</li> <li>• Disabled. Domino does not run the Fixup task automatically and notifies the administrator to</li> </ul>

	run the Fixup task with the -J parameter on corrupt logged databases.
Runtime / Restart performance	<p>This field controls how often Domino records a recovery checkpoint in the transaction log, which affects server performance.</p> <p>To record a recovery checkpoint, Domino evaluates each active logged database to determine how many transactions would be necessary to recover each database after a system failure. When Domino completes this evaluation, it:</p> <ul style="list-style-type: none"> <li>• Creates a recovery checkpoint record in the transaction log, listing each open database and the starting point transaction needed for recovery</li> <li>• Forces database changes to be saved to disk if they have not been saved already</li> </ul> <p>Choose one:</p> <ul style="list-style-type: none"> <li>• Standard (default and recommended). Checkpoints occur regularly.</li> <li>• Favor runtime. Domino records fewer checkpoints, which requires fewer system resources and improves server run time performance.</li> <li>• Favor restart recovery time. Domino records more checkpoints, which improves restart recovery time because fewer transactions are required for recovery.</li> </ul>
Logging style	Choose Archive. The default is Circular.

**Notes:**

You can only run transaction log backup if you have transaction logging enabled and you are using archive mode. This command does not apply if you have transaction logging enabled not in archive mode or if transaction logging is not enabled at all. If you try to issue it, you will receive an error message.

## 10.2 Overview

AhsayOBM will backup your Lotus Domino server / Notes client by taking the following steps:

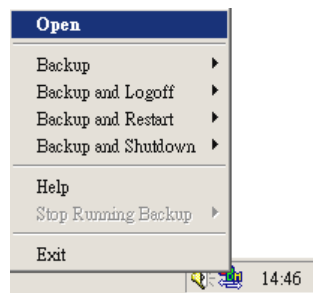
- i. Run all Pre-Commands of this backup set
- ii. If the backup type to run is [Database Backup type],
  - a. all file(s) / database(s) selected are copied to the temporary directory specified by this backup set
  - b. the notes.ini file, if selected, will be copied to the temporary directory
  - c. only filled log extents will be copied to the temporary directory, and the Domino server is notified of their availability for reuse (for Domino server only)
- iii. (for Domino server only) If the backup type to run is [Transaction Log Backup type],
  - a. only filled log extents will be copied to the temporary directory, and the Domino server is notified of their availability for reuse
- iv. Run all Post-Commands of this backup set
- v. Upload all files copied to the temporary directory to the Ahsay Offsite Backup Server
- vi. Remove temporary files from the temporary directory if [Setting] -> [Temporary Directory for storing backup files] is enabled

## 10.3 How to backup Lotus Domino / Notes database(s) / file(s)

Please follow the instructions below to backup your Lotus Domino server / Notes client databases / files using AhsayOBM.

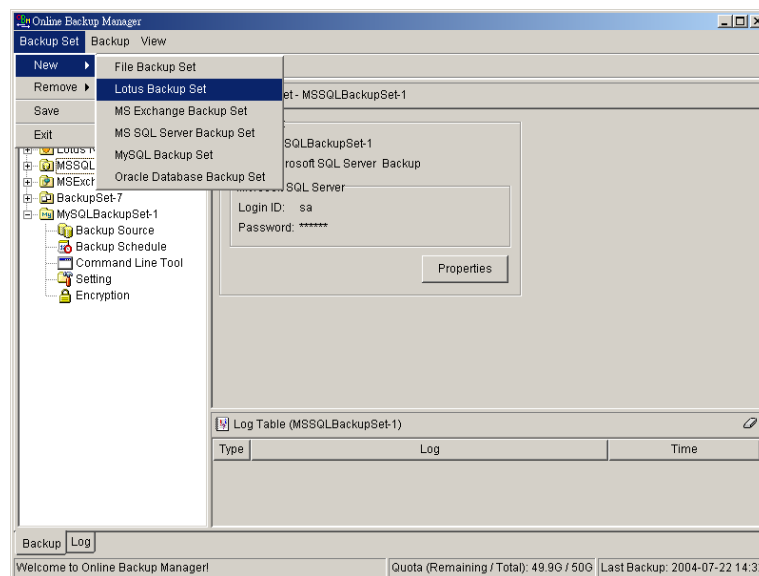
- i. Open AhsayOBM

Right click AhsayOBM icon available in the system tray and choose [Open]

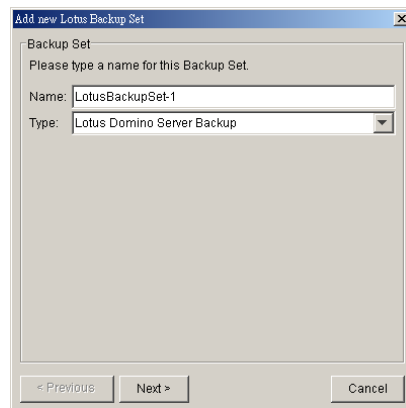


- ii. Create a backup set

- a. From the Menu, Choose [Backup Set] -> [New] -> [Lotus Backup Set]



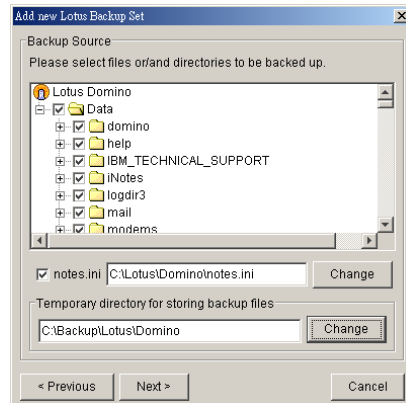
- b. Enter a name for your backup set



- c. Select the Backup Set Type (Lotus Domino Server Backup / Lotus Notes Client Backup)

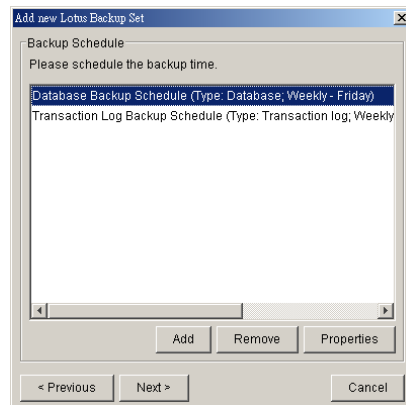


- d. Select the database(s) / file(s) you want to backup



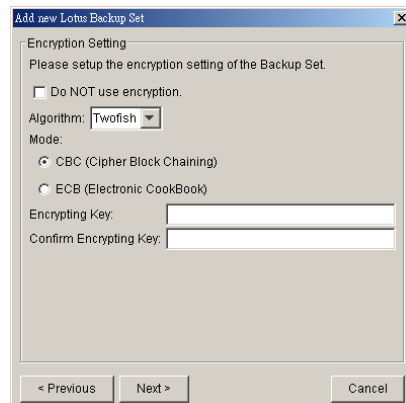
- e. Enter a temporary location to store the backup files before they are sent to an Ahsay Offsite Backup Server

- f. Set the backup schedule for Database Backup



- g. Set the backup schedule for Transaction Log Backup (for Domino server only)  
(Note: You can have more than one schedule in a backup set, i.e. you can perform intra-day transaction log backup by adding more than one daily transaction log backup schedule to your backup set)

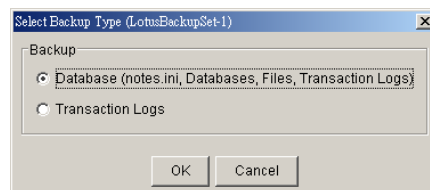
- h. Set the encryption algorithm, encryption mode and encrypting key for this backup set



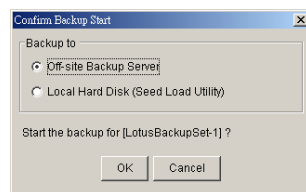
(Hint: For maximum security, please select AES (Advanced Encryption Standard) Algorithm, CBC (Cipher Block Chaining) mode and use an encrypting key with more than 8 characters.)

- iii. Run Backup

- a. Select the backup set you want to run on the left panel and press the [Start Backup] button (►)
- b. Select the backup type (e.g. Database, Transaction Log) you would like to perform (for Domino server only)



- c. Select [Off-site Backup Server] to start backing up your files to an Ahsay Offsite Backup Server.



## 10.4 How to restore Lotus Domino / Notes database(s) / file(s)

Please follow the instructions below to restore Lotus Domino server / Notes client database(s) / file(s) from an Ahsay Offsite Backup Server.

- i. Install Lotus Domino server / Notes client back to its original folder (if required)
- ii. Install AhsayOBM  
Please refer to the [Installation] section for information on how to install AhsayOBM onto your computer.
- iii. Copy LotusMediaRecovery.exe from the bin directory (default to C:\Program Files\AhsayOBM\bin) to Lotus Domino installation directory (default to C:\Lotus\Domino)
- iv. Shutdown Lotus Domino Server



- v. If you want to perform a full domino restore (restore all databases and files):
- Download the backup files to be restored from the Ahsay Offsite Backup Server and save them back to its original location. It includes notes.ini, all backup files from the lotus domino data directory and all archived transaction logs
  - Run LotusMediaRecovery.exe from the Lotus Domino installation directory (e.g. C:\Lotus\Domino\LotusMediaRecovery.exe) and press 'Y' to continue.

For example: **C:\Lotus\Domino> LotusMediaRecovery.exe**

This will run media recovery for all databases (\*.nsf and mail.box) found under the Lotus data directory (e.g. C:\Lotus\Domino\Data). You should see something similar to the screen below.

Media Recovery Example:
<pre>C:\Lotus\Domino&gt;LotusMediaRecovery Media Recovery Utility for Lotus Domino 5.0 or above  Please make sure that you have done the following: 1. Reinstall Lotus Domino on this computer in the same directory 2. Restore Notes.ini to the Lotus Domino installation directory    (e.g. C:\Lotus\Domino) 3. Restore Domino Data directory back to the directory defined    in Notes.ini (e.g. C:\Lotus\Domino\Data) 4. Restore all archived transaction logs to the directory defined    in Notes.ini (e.g. C:\Lotus\Domino\Data\logdir)  Continue ? (Y) or (N) y Running media recovery ... Please wait, creating new transaction logs in directory: C:\logdir\ 02/12/2003 14:39:19  Recovery Manager: Restart Recovery complete. (0/0 databases needed full/partial recovery) Media Recovery Replay (122 MB): 10% 20% 30% 40% 50% 60% 70% 80% 90% 100% 02/12/2003 14:39:22  Recovery Manager: Media Recovery complete for C:\Lotus\Domino\Data\admin4.nsf, last update applied .  Backup file C:\Lotus\Domino\Data\admin4.nsf recovered.  ..... Media Recovery Replay (122 MB): 10% 20% 30% 40% 50% 60% 70% 80% 90% 100% 02/12/2003 14:40:57  Recovery Manager: Media Recovery complete for C:\Lotus\Domino\Data\statrep.nsf, last update applied .  Backup file C:\Lotus\Domino\Data\statrep.nsf recovered.  C:\Lotus\Domino&gt;</pre>

- All content of all database(s) are now rolled forward to the last committed transaction found in the last archived transaction log.
  - Restart Lotus Domino server
- vi. If you just want to restore a single database:
- Download the database file to be restored from the Ahsay Offsite Backup Server and save them back to its original location.
  - (optional) If you need to perform media recovery on this database, please download all archived transaction logs and save them back to its original location
  - Run LotusMediaRecovery.exe from the Lotus Domino installation directory with an argument of the full path of database to be restored.

For example, if you want to restore C:\Lotus\Domino\data\admin4.nsf, please run:

**C:\Lotus\Domino> LotusMediaRecovery.exe C:\Lotus\Domino\data\admin4.nsf**

You should see something similar to the screen below.

Media Recovery Example:
<pre>C:\Lotus\Domino&gt;LotusMediaRecovery C:\Lotus\Domino\data\admin4.nsf Media Recovery Utility for Lotus Domino 5.0 or above  Running media recovery ...</pre>



```
Restart Analysis (0 MB): 100%
02/12/2003 14:42:15 Recovery Manager: Restart Recovery complete. (0/0
databases needed full/partial recovery)
Media Recovery Replay (122 MB): 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
02/12/2003 14:42:17 Recovery Manager: Media Recovery complete for
C:\Lotus\Domino\data\admin4.nsf, last update applied 01/12/2003 00:02:42.

Backup file C:\Lotus\Domino\data\admin4.nsf recovered.

C:\Lotus\Domino>
```

- d. All content of the database are now rolled forward to the last committed transaction found in the last archived transaction log.

- vii. Restart Lotus Domino Server

## 11 Backup/Restore Microsoft Exchange Server

This chapter will describe in details how to use AhsayOBM to backup your Microsoft Exchange Server 2000 / 2003 and how you can restore your Microsoft Exchange Server 2000 / 2003 from the backup files.

### 11.1 Requirements

- i. Microsoft Exchange Server 2000 with Services Pack 3 and post-SP3 update rollup installed. Please refer to <http://www.microsoft.com/exchange/> for more information.  
or  
Microsoft Exchange Server 2003.
- ii. AhsayOBM must be installed onto the computer running Microsoft Exchange Server 2000 / 2003.
- iii. Data from Microsoft Exchange Server will be backed up to a temporary directory before they are sent to Ahsay Offsite Backup Server. Please make sure you have sufficient space on your computer to store these data when you run the backup job.

### 11.2 Overview

A Microsoft Exchange Server 2000/2003 stores its data in Windows Active Directory as well as in its databases. To fully backup a Microsoft Exchange Server 2000/2003, you need to backup the following components:

- i. **Windows System State**

The Windows System State contains the information about your Windows system, including Windows Active Directory. A Microsoft Exchange Server 2000 / 2003 stores some of its configuration, e.g. email accounts and mailbox properties, inside Windows Active Directory. It is important that Windows Active Directory is backup properly when backing up a Microsoft Exchange Server.

Active Directory is stored inside a Windows Server running as Windows domain controller. If your Exchange Server is a domain controller, you can simply backup the Windows System State of your Exchange Server. If your Exchange Server is running as a member server, you will need to install another copy of AhsayOBM onto the domain controller to backup the Windows System State of inside the domain controller.

For more information on Active Directory, please refer to  
<http://www.microsoft.com/windows2000/technologies/directory/ad/default.asp>

- ii. **Microsoft Information Store**

Exchange Server stores all emails and documents inside its databases, which are grouped together as storage groups inside Microsoft Information Store. It is important that Microsoft Information Store is fully backup when backing your Exchange Server.

- iii. **Microsoft Site Replication Service**

Microsoft Site Replication Service is installed automatically when exchange server site replication feature is enabled. Microsoft Site Replication stores its runtime and configuration information inside its own database. If you are running your Exchange Server with Site Replication Service enabled, please make sure that you backup the site replication database as well.

- iv. **Microsoft Key Management Service (Exchange 2000 only)**

Similarly, if you have setup your Exchange Server with Key Management Services enabled, please make sure that you backup the key management database as well.

AhsayOBM will backup your Microsoft Exchange Server by taking the following steps:

- v. Run all Pre-Commands of this backup set
- vi. If the backup type to run is [Database Backup type],
  - a. Windows System State will be backed up to a temporary directory specified in its backup set



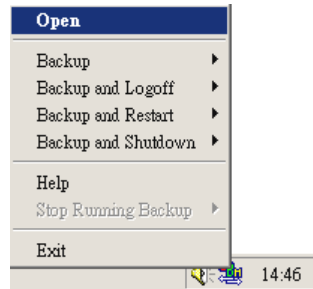
- b. All exchange database(s) selected are backed up to a temporary directory specified in its backup set
- vii. If the backup type to run is [Transaction Log Backup type],
  - a. New transaction log extents generated since last backup will be copied to the temporary directory
- viii. Remove transaction log extents backed up from the Exchange Server
- ix. Run all Post-Commands of this backup set
- x. Upload all backup files from the temporary directory to an Ahsay Offsite Backup Server
- xi. Remove temporary files from the temporary directory if [Setting] -> [Temporary Directory for storing backup files] is enabled

## 11.3 How to backup Microsoft Exchange Server

Please follow the instructions below to backup your Microsoft Exchange Server 2000 / 2003 using AhsayOBM:

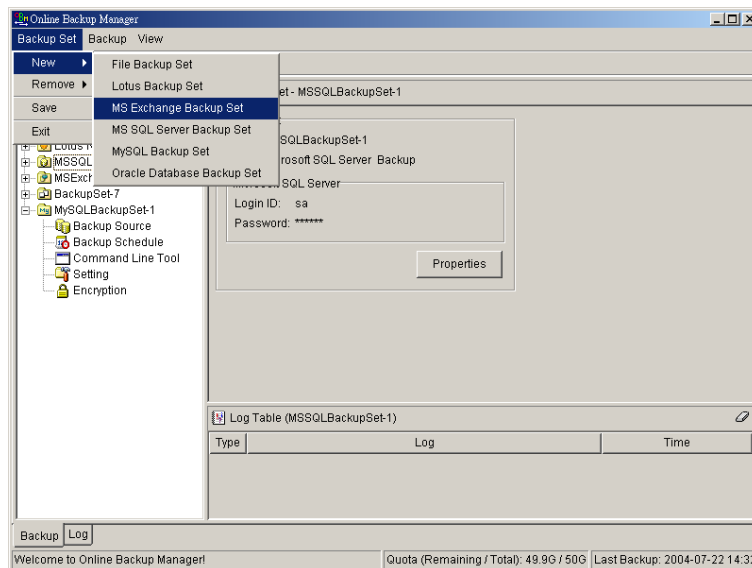
- i. Open AhsayOBM

Right click AhsayOBM icon available in the system tray and choose [Open]

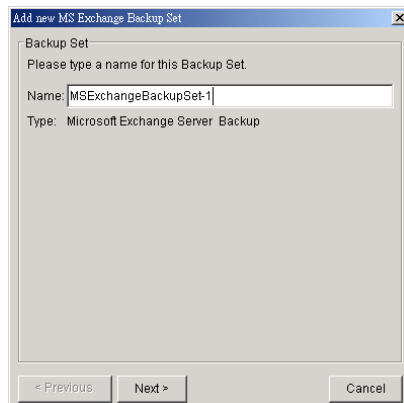


- ii. From the Menu, Choose [Backup Set] -> [New] -> [MS Exchange Backup Set]  
Create a backup set

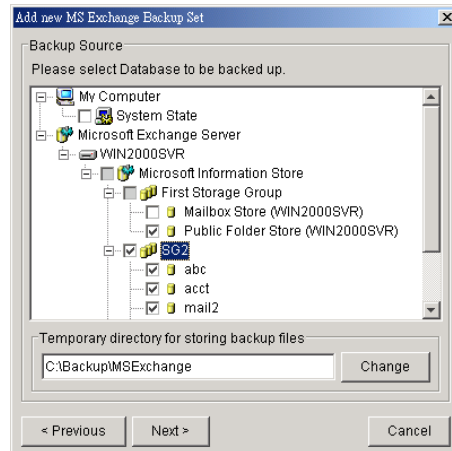
- b. From the Menu, Choose [Backup Set] -> [New] -> [MS Exchange Backup Set]



- c. Enter a name for your backup set

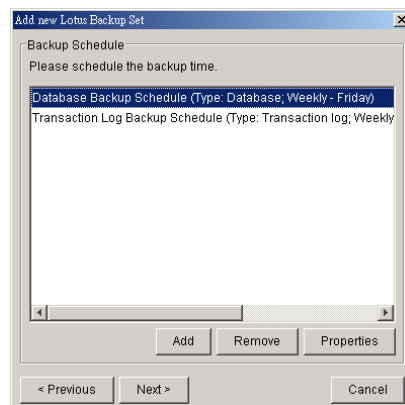


- d. Select the database(s) to be backup



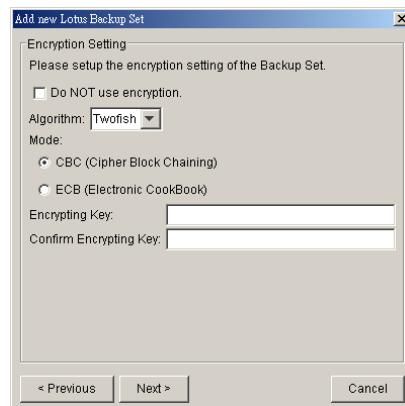
If this Exchange Server is also a domain controller of this Active Directory, select the [System State] checkbox as well. Otherwise, please install AhsayOBM to the domain controller of this Active Directory and select the [System State] checkbox on that computer

- e. Enter a temporary directory for storing the backup files before they are sent to an Ahsay Offsite Backup Server
- f. Set the backup schedule for Database Backup



- g. Set the backup schedule for Transaction Log Backup (for Domino server only)  
(Note: You can have more than one schedule in a backup set, i.e. you can perform intra-day transaction log backup by adding more than one daily transaction log backup schedule to your backup set)
- h. Set the encryption algorithm, encryption mode and encrypting key for this backup set



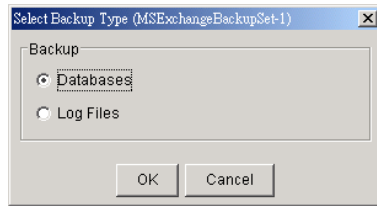


(Hint: For maximum security, please select AES (Advanced Encryption Standard) Algorithm, CBC (Cipher Block Chaining) mode and use an encrypting key with more than 8 characters.)

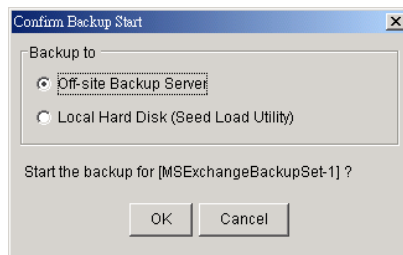
iii. Run Backup

- i. Select the backup set you want to run on the left panel and press the [Start Backup] button (►)

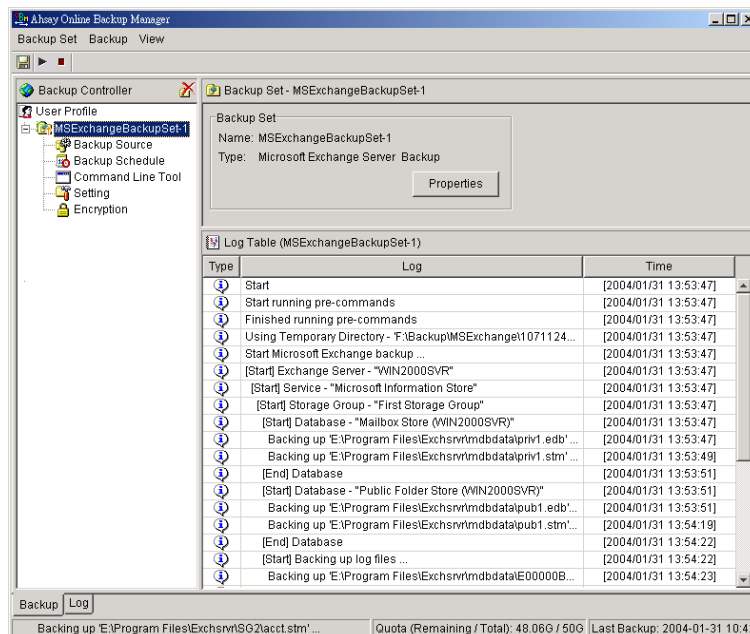
- j. Select the backup type (e.g. Database, Log Files) you would like to perform



- k. Select [Off-site Backup Server] to start backing up your files to an Ahsay Offsite Backup Server and press the [OK] button



- l. You should get something similar to the screen shot below.



## 11.4 How to restore Microsoft Exchange Server

Please follow the instructions below to restore Microsoft Exchange Server 2000 / 2003 from an Ahsay Offsite Backup Server.

- i. Prepare the system for your Exchange Server (if required)

Install the original version of Windows and Exchange Server (with the same level of service pack installed as in the original system) back to your computer

- ii. Restore Windows Active Directory (if required)

If you have re-installed Windows, please download the Windows System State backup file, named [SystemState.bkf], from Ahsay Offsite Backup Server and then use [NTBackup.exe] to restore

your Windows System State to its backup time from the backup file by following the instructions below:

- m. Run [NTBackup.exe] from [Start] -> [Run]
  - n. Press the [Restore Wizard] button and then press the [Next] button
  - o. Press the [Import] button and use the [Browse] button to select the backup file [SystemState.bkf] downloaded
  - p. Select the checkbox next to the description that matches your backup file
  - q. Press the [Next] button and then the [Finish] button
- iii. Install AhsayOBM (if required)
- Please refer to the [Installation] section for information on how to install AhsayOBM onto your computer.
- iv. Startup the [Microsoft Information Store] services from Windows Services
- v. Restore exchange database(s) from backup:
- a. Download the database backup files to be restored from the Ahsay Offsite Backup Server (or find the cached copy available in the temporary directory defined in your backup set) and save them to your hard disk (please make sure the directory structure is the same as it appears on the browser)
  - b. If the database to be restored exists on your computer already, please dismount it from the services using [Start] -> [Program] -> [Microsoft Exchange] -> [System Manager]
  - c. Use [ExchangeRestore.exe] from the [bin] directory under the installation directory of AhsayOBM (e.g. C:\Program Files\AhsayOBM\bin\ExchangeRestore.exe) to restore the exchange database(s).

Simply run [ExchangeRestore.exe] to print the usage

```

ExchangeRestore.exe Usage:
C:\Program Files\AhsayOBM\bin> ExchangeRestore.exe

Microsoft Exchange Server 2000/2003 Backup Recovery Utility

Usage:
ExchangeRestore DIR=path SERVER=server TEMP=tempDir [SERVICE=service [STORAGE=storage [DATABASE=database]]]

DIR      Directory containing all backup files
SERVER   Name of Exchange Server to be restored
TEMP     Temporary directory to be used during restore
         Please specify a path with plenty of free space
SERVICE Name of Exchange Service to be restored. It must be either
         "Microsoft Information Store", "Microsoft Key Management Service"
         or "Microsoft Site Replication Service"
STORAGE  Name of storage group to be restored
DATABASE Name of database to be restored

Examples:
1. To restore an exchange server:
   ExchangeRestore DIR="C:\Backup" SERVER="ExchangeServer" TEMP="C:\Temp"

2. To restore the information store:
   ExchangeRestore DIR="C:\Backup" SERVER="ExchangeServer" TEMP="C:\Temp"
   SERVICE="Microsoft Information Store"

3. To restore an exchange storage group:
   ExchangeRestore DIR="C:\Backup" SERVER="ExchangeServer" TEMP="C:\Temp"
   SERVICE="Microsoft Information Store" STORAGE="StorageGroup1"

4. To restore an exchange database:
   ExchangeRestore DIR="C:\Backup" SERVER="ExchangeServer" TEMP="C:\Temp"
   SERVICE="Microsoft Information Store" STORAGE="StorageGroup1"
   DATABASE="Database1"

where
"C:\Backup"      is the directory containing all backup files
"ExchangeServer" is the server name of an exchange server
"C:\Temp"        is the temporary directory to be used
"StorageGroup1"  is the name of a storage group
"Database1"      is the name of a database
  
```



- d. (Example 1) To restore all databases from backup available in [F:\Backup] to an exchange server named [WIN2000SVR] using the temporary directory [F:\Temp], you can use this command:

```
E:\Program Files\AhsayOBM\bin> ExchangeRestore DIR="F:\Backup" TEMP="F:\Temp"  
SERVER="WIN2000SVR"
```

Exchange Server Recovery Example:
<pre>E:\Program Files\AhsayOBM\bin&gt; ExchangeRestore DIR="F:\Backup" TEMP="F:\Temp" SERVER="WIN2000SVR"  Microsoft Exchange Server 2000/2003 Backup Recovery Utility  [Start] Exchange Server - 'WIN2000SVR' [Start] Service - 'Microsoft Information Store' [Start] Storage Group - 'First Storage Group' [Start] Database - 'Mailbox Store (WIN2000SVR)' Restoring file 'E:\Program Files\Exchsrvr\mdbdata\priv1.edb' ... Restoring file 'E:\Program Files\Exchsrvr\mdbdata\priv1.stm' ... [End] Database - 'Mailbox Store (WIN2000SVR)' [Start] Database - 'Public Folder Store (WIN2000SVR)' Restoring file 'E:\Program Files\Exchsrvr\mdbdata\pub1.edb' ... Restoring file 'E:\Program Files\Exchsrvr\mdbdata\pub1.stm' ... [End] Database - 'Public Folder Store (WIN2000SVR)' [Start] Restoring transaction log - 'First Storage Group' Restoring Log File 'F:\Temp\restore.tmp\First Storage Group\E00000B3.log' ... Restoring Log File 'F:\Temp\restore.tmp\First Storage Group\E00000B4.log' ... [End] Restoring transaction log - 'First Storage Group' [Start] Applying transaction log ... [End] Applying transaction log [End] Storage Group - 'First Storage Group'  [Start] Storage Group - 'SG2' [Start] Database - 'acct' Restoring file 'E:\Program Files\Exchsrvr\SG2\acct.edb' ... Restoring file 'E:\Program Files\Exchsrvr\SG2\acct.stm' ... [End] Database - 'acct' [Start] Restoring transaction log - 'SG2' Restoring Log File 'F:\Temp\restore.tmp\SG2\E0100072.log' ... Restoring Log File 'F:\Temp\restore.tmp\SG2\E0100073.log' ... [End] Restoring transaction log - 'SG2' [Start] Applying transaction log ... [End] Applying transaction log [End] Storage Group - 'SG2' [End] Exchange Server - 'WIN2000SVR'  E:\Program Files\AhsayOBM\bin&gt;</pre>

- e. (Example 2) To restore the database named [mail] in storage group [SG5] from backup available in [F:\Backup] to an exchange server named [WIN2000SVR] using the temporary directory [F:\Temp], you can use this command:

```
E:\Program Files\AhsayOBM\bin> ExchangeRestore DIR="F:\Backup" TEMP="F:\Temp"  
SERVER="WIN2000SVR" SERVICE="Microsoft Information Store" STORAGE="SG5"  
DATABASE="mail1"
```

Exchange Server Recovery Example:
<pre>E:\Program Files\AhsayOBM\bin&gt; ExchangeRestore DIR="F:\Backup" TEMP="F:\Temp" SERVER="WIN2000SVR" SERVICE="Microsoft Information Store" STORAGE="SG5" DATABASE="mail"  Microsoft Exchange Server 2000/2003 Backup Recovery Utility  [Start] Storage Group - 'SG5' [Start] Database - 'mail' Restoring file 'E:\Program Files\Exchsrvr\SG5\mail.edb' ... Restoring file 'E:\Program Files\Exchsrvr\SG5\mail.stm' ... [End] Database - 'mail' [Start] Restoring transaction log - 'SG5' Restoring Log File 'F:\Temp\restore.tmp\SG5\E0300012.log' ... Restoring Log File 'F:\Temp\restore.tmp\SG5\E0300013.log' ... [End] Restoring transaction log - 'SG5' [Start] Applying transaction log ... [End] Applying transaction log [End] Storage Group - 'SG5'  E:\Program Files\AhsayOBM\bin&gt;</pre>

- f. Repeat the same procedure for each database to be restored to the Exchange Server.
- g. You can use [Start] -> [Program] -> [Administrative Tools] -> [Event Viewer] to check if there are any errors generated from the exchange databases restoring activities.



vi. Completed

## 12 Backup/Restore Windows System State

This chapter will describe in details how to use AhsayOBM to backup Windows System State and how you can restore your Windows System State from backup.

### 12.1 Requirements

- i. Microsoft Windows NT / 2000 / XP / 2003
- ii. AhsayOBM must be installed onto the computer containing the system state you want to backup
- iii. Windows system state will be backed up to a temporary file before it is sent to AhsayOBS. Please make sure you have sufficient space on your computer to store the temporary file when you run the backup job.

### 12.2 Overview

AhsayOBM will backup your Microsoft Exchange Server by taking the following steps:

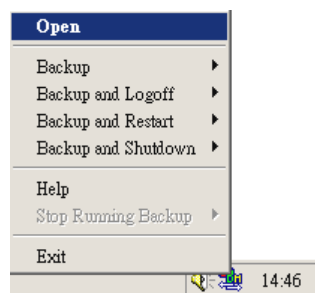
- i. Run all Pre-Commands of this backup set
- ii. Windows System State will be backed up to a temporary directory specified in its backup set
- iii. Run all Post-Commands of this backup set
- iv. Upload the Windows System State backup files from the temporary directory to an Ahsay Offsite Backup Server
- v. Remove the Windows System State temporary backup files from the temporary directory if [Setting] -> [Temporary Directory for storing backup files] is enabled

### 12.3 How to backup Windows System State

Please follow the instructions below to backup Windows System State using AhsayOBM:

- i. Open AhsayOBM

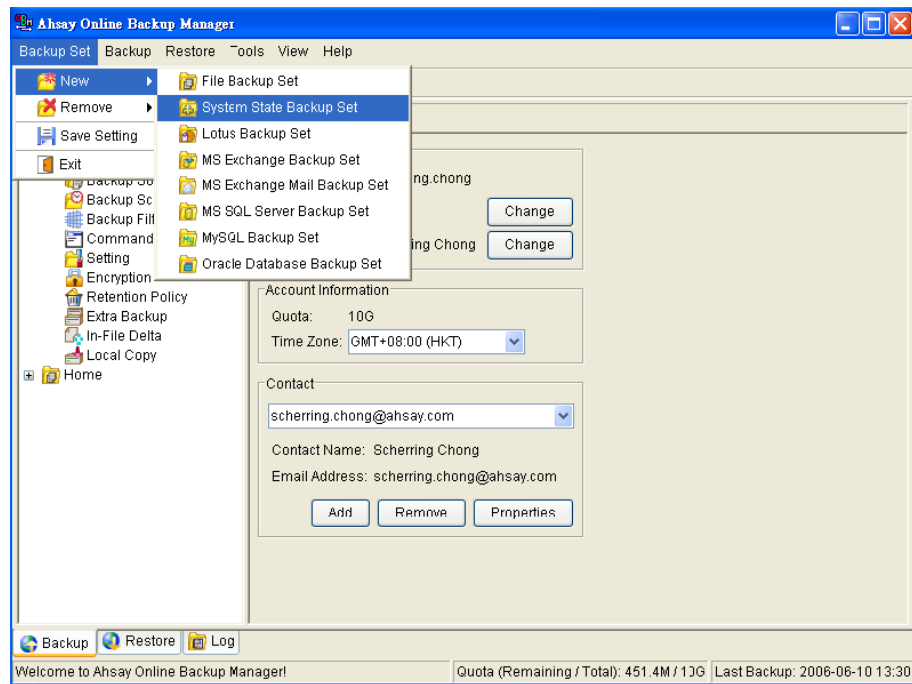
Right click AhsayOBM icon available in the system tray and choose [Open]



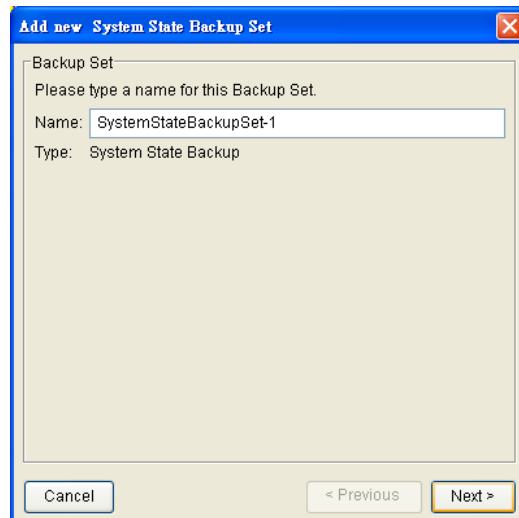
- ii. Create a backup set

From the Menu, Choose [Backup Set] -> [New] -> [System State Backup Set]

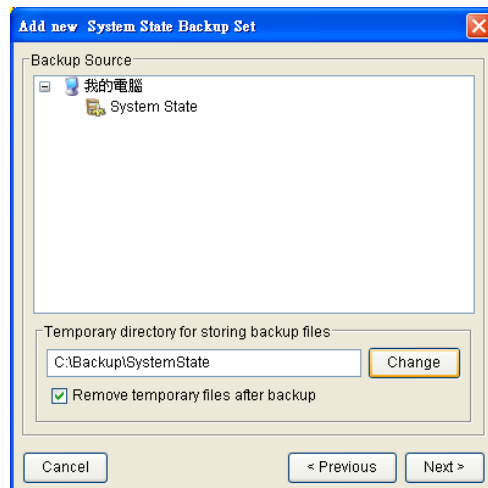
- a. From the Menu, Choose [Backup Set] -> [New] -> [System State Backup Set]



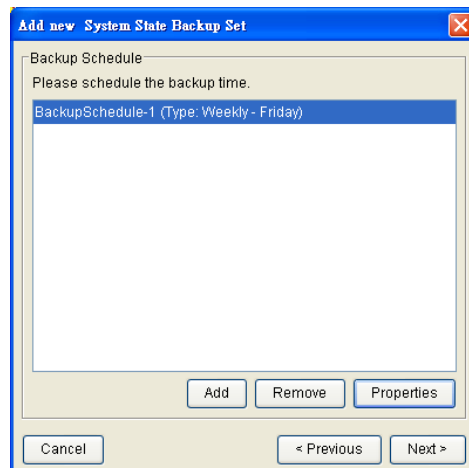
- b. Enter a name for your backup set



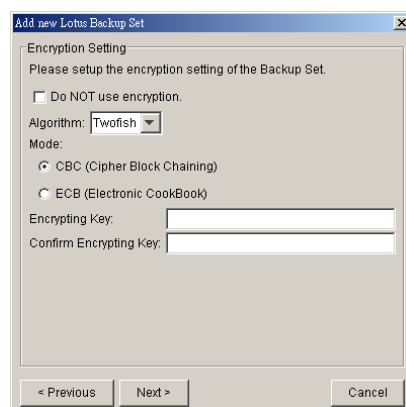
- c. Use the [Change] button to configure the [Temporary directory for storing backup files] setting and check the [Remove temporary files after backup] if you want temporary files to be removed automatically after backup



- d. Enter a temporary directory for storing the backup files before they are sent to an Ahsay Offsite Backup Server
- e. Set the backup schedule for this backup set



- f. Set the encryption algorithm, encryption mode and encrypting key for this backup set



(Hint: For maximum security, please select AES (Advanced Encryption Standard) Algorithm, CBC (Cipher Block Chaining) mode and use an encrypting key with more than 8 characters.)

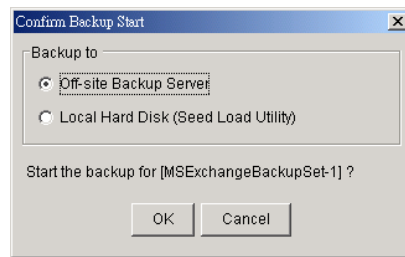
- iii. Run Backup



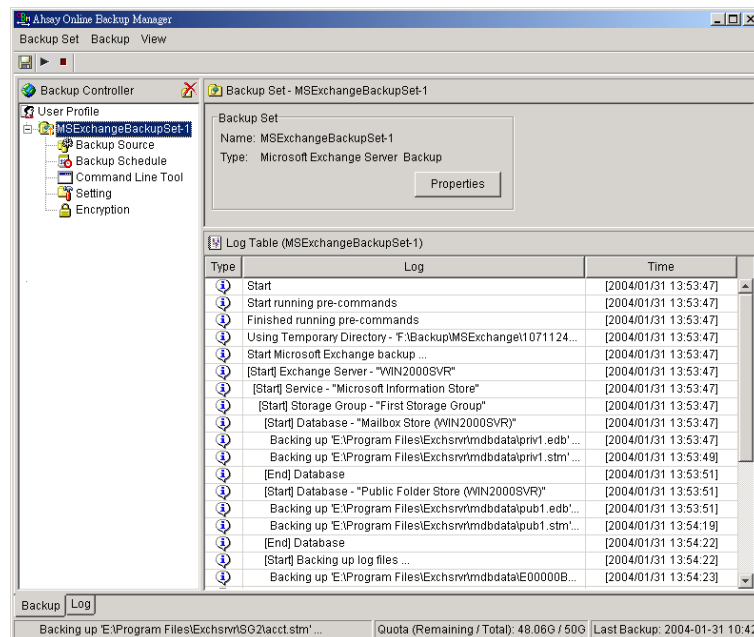


- a. Select the backup set you want to run on the left panel and press the [Start Backup] button (▶)

- b. Select [Off-site Backup Server] to start backing up your files to an Ahsay Offsite Backup Server and press the [OK] button



- c. You should get something similar to the screen shot below.



## 12.4 How to restore Windows System State

Please follow the instructions below to restore Windows System State from an Ahsay Offsite Backup Server.

- i. Install AhsayOBM (if required)
 

Please refer to the [Installation] section for information on how to install AhsayOBM onto your computer.
- ii. Restore the Windows System State Backup File (i.e. SystemState.bkf) from the backup server
- iii. Use [NTBackup.exe] to restore your Windows System State to its backup time from the backup file by following the instructions below:
  - a. Run [NTBackup.exe] from [Start] -> [Run]
  - b. Press the [Restore Wizard] button and then press the [Next] button
  - c. Press the [Import] button and use the [Browse] button to select the backup file [SystemState.bkf] downloaded
  - d. Select the checkbox next to the description that matches your backup file
  - e. Press the [Next] button and then the [Finish] button



iv. Completed



## **13 Backup/Restore Individual Mailbox for Microsoft Exchange Server**

Please refer to the [Ahsay Online Backup Suite Individual Mail for Exchange 2000 / 2003 Setup Guide](#) for more information.

## 14 Backup/Restore MySQL Server

This chapter will describe in details how to use AhsayOBM to backup your MySQL server and how you can restore your MySQL server from the database backup files.

### 14.1 Requirements

- i. AhsayOBM must be installed onto the computer running MySQL server.
- ii. Data from MySQL server will be backed up to a temporary directory before they are sent to Ahsay Offsite Backup Server. Please make sure you have sufficient space on your computer to store these data when you run the backup job.
- iii. There must be a MySQL account can be used to connect from localhost.

Add two new MySQL accounts for Ahsay Backup Manager

```
mysql> GRANT ALL PRIVILEGES ON *.* TO 'root'@'localhost'  
-> IDENTIFIED BY 'some_pass';  
mysql> GRANT ALL PRIVILEGES ON *.* TO 'root'@'localhost.localdomain'  
-> IDENTIFIED BY 'some_pass';  
mysql> FLUSH PRIVILEGES;
```

They are superuser accounts with full privileges to do anything with a password of some\_pass.

### 14.2 Overview

AhsayOBM will backup your MySQL server by taking the following steps:

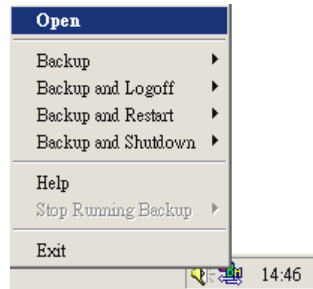
- i. Run all Pre-Commands of this backup set
- ii. All database(s) (either local or external) selected are backed up to a temporary directory specified in its backup set
- iii. Run all Post-Commands of this backup set
- iv. Upload all backup files from the temporary directory to an Ahsay Offsite Backup Server
- v. Remove temporary files from the temporary directory if [Setting] -> [Temporary Directory for storing backup files] is enabled

## 14.3 How to backup MySQL server on Windows

Please follow the instructions below to backup your MySQL server using AhsayOBM:

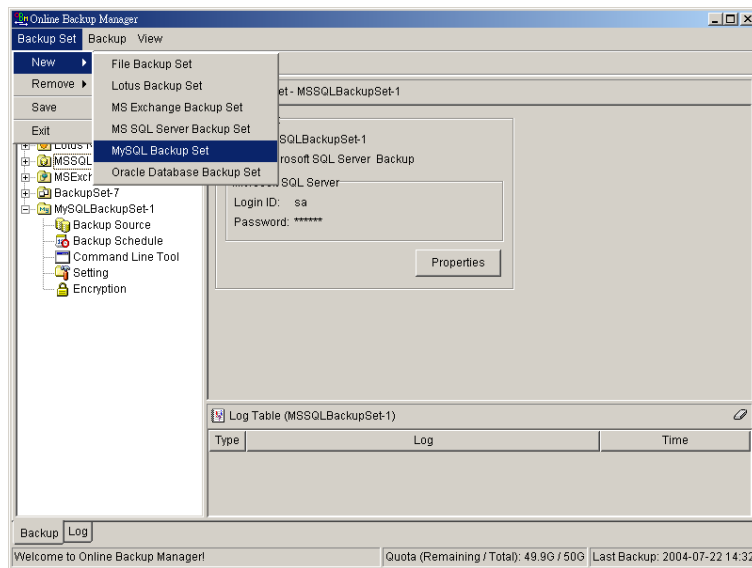
- i. Open AhsayOBM

Right click AhsayOBM icon available in the system tray and choose [Open]

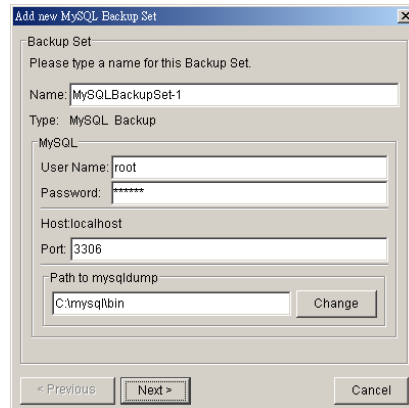


- ii. From the Menu, Choose [Backup Set] -> [New] -> [MySQL Backup Set]  
Create a backup set

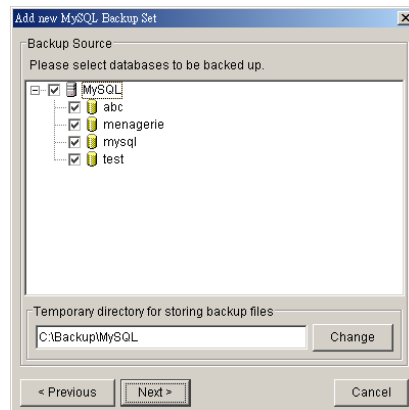
- a. From the Menu, Choose [Backup Set] -> [New] -> [MySQL Backup Set]



- b. Enter a name for your backup set

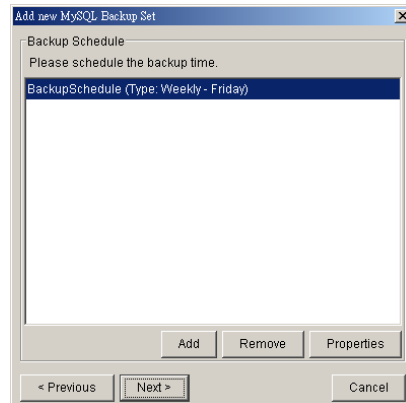


- c. Enter the root password, the MySQL server TCP/IP port number and the path to MySQL backup utility (mysqldump)
- d. Select the database(s) to be backup

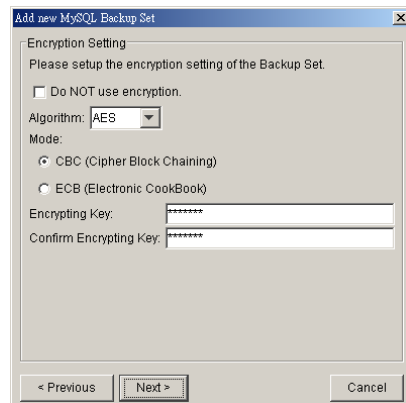


- e. Enter a temporary directory for storing the backup files before they are sent to an Ahsay Offsite Backup Server, e.g. C:\Backup\MySQL

- f. Set the backup schedule for Database Backup



- g. Set the encryption algorithm, encryption mode and encrypting key for this backup set

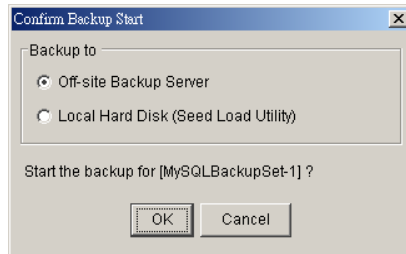


(Hint: For maximum security, please select AES (Advanced Encryption Standard) Algorithm, CBC (Cipher Block Chaining) mode and use an encrypting key with more than 8 characters.)

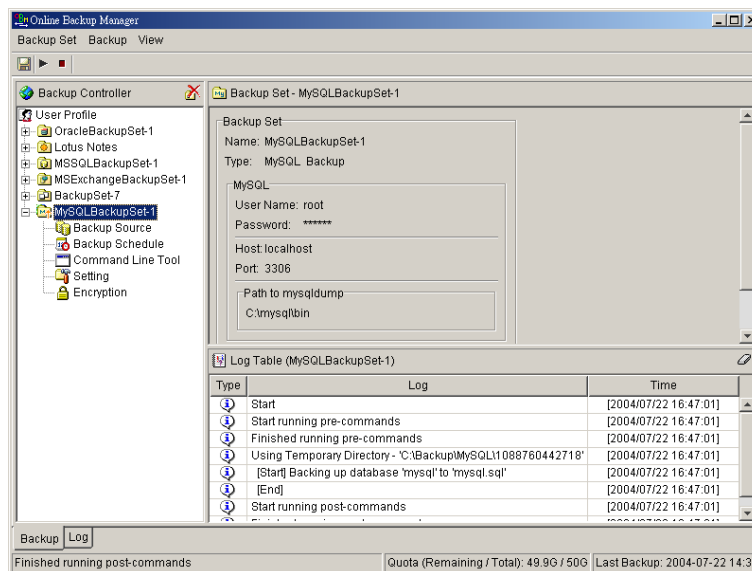


iii. Run Backup

- a. Select the backup set you want to run on the left panel and press the [Start Backup] button (►)
- b. Select [Off-site Backup Server] to start backing up your files to an Ahsay Offsite Backup Server and press the [OK] button



- c. You should get something similar to the screen shot below.



## 14.4 How to backup MySQL server on Linux (command line mode)

If you want to setup AhsayOBM to backup MySQL server running on Linux using command line mode, please do the followings:

- i. Create a backup account on AhsayOBS
- ii. Logon to the web interface of AhsayOBS using the backup account created in the previous step (doesn't matter if it is not from the Linux server running the MySQL server to be backed up)
- iii. Create a new backup set by pressing the [Backup Set] -> [Add] button
- iv. Select the [Backup Set] -> [Type] -> [MySQL Database Server] radio button and press the [Update] button (which can be found at the bottom of the page)
- v. Setup all [Backup Set] -> [Database Backup Setting]

Settings	Descriptions
MySQL Username (e.g. root)	A MySQL user account that has backup access to the databases to be backed up (e.g. root). Please refer to the <a href="#">[Requirements]</a> section for details
MySQL Password	Password of the MySQL user account being used
Host	IP address / Hostname of the MySQL Server
MySQL Connection TCP/IP Port	TCP/IP port used to access the MySQL Server (default: 3306)
Path to MySQL backup utility (mysqldump)	Full path to where mysqldump can be found (e.g. /usr/bin/mysqldump)
Temporary Spooling Directory	A temporary directory to be used to store all MySQL database dump files before they are uploaded to the backup server
Enable Delete Temp. File	Whether to delete the temporary MySQL database dump files after they are uploaded to the backup server

- vi. Setup the [Backup Set] -> [Backup Source] setting
  - Add an "MySQL" entry to the [Backup Source] if you want to backup all databases under this MySQL Server
  - Add two entries, "MySQL/database1" and "MySQL/database2", to the [Backup Source] if you want to backup both "database1" and "database2" under this MySQL Server  
 (Please use "\" instead of "/" if the MySQL server to be backed up is running on Windows instead of Linux)
- vii. Setup the [Backup Set] -> [Backup Schedule] by pressing the [Add] link next the the "Backup Schedule" sub-title
- viii. Install AhsayOBM onto the Linux server running MySQL server (Please refer to the [\[2.1 Installation of AhsayOBM\]](#) section for details. The command line mode installation instructions are available on the web interface)
- ix. Completed

If you have started up the AhsayOBM backup scheduler in the previous step, selected databases will be backed up automatically at scheduled time

## 14.5 How to restore MySQL server

Please follow the instructions below to restore MySQL server from an Ahsay Offsite Backup Server.

- i. Download the database backup files to be restored from the Ahsay Offsite Backup Server

Please refer to the [\[5.3 Restoring file\]](#) section for information on how to download backup files from Ahsay Offsite Backup Server.

- ii. Restore the database named [db\_name] from the database backup file [db\_name.sql]:

- a. Connect to the MySQL server

(Windows) C:\> mysql  
(Linux) [root@server ~]# mysql

- b. Create the database to be restored

mysql> CREATE DATABASE IF NOT EXISTS db\_name

- c. Restore the database backup file back into the MySQL server

mysql> use db\_name ;  
mysql> source db\_name.sql ;

If db\_name.sql is not located in the current directory, please specify the full path to the db\_name.sql file in the command above.

- iii. Repeat the same procedure for each database to be restored to the MySQL Server.
- iv. Completed

## 15 Email Reporting

Ahsay Offsite Backup Server makes use of the email system to keep you informed with the status of your backup activities. Please make sure your contact information within the backup system is correct to receive the reports described in this chapter.

### 15.1 New User Report

When a new backup account is added to the backup server, a new user report will be delivered to the contact email(s) of the new account. The New User Report contains the following information:

Sample Report																	
<p>Welcome to Online Backup Services</p> <p>Generated at: Sat Jun 21 09:32:36 HKT 2003</p>																	
<p><b>Getting started:</b></p> <ol style="list-style-type: none"> <li>1. <a href="#">Login</a> to our homepage</li> <li>2. Follow the "<a href="#">User's Guide</a>" to start using our backup services</li> </ol> <p><b>Further Information:</b>            If further assistance is necessary, please refer to the <a href="#">FAQs</a> section.</p>	<table border="1"> <thead> <tr> <th colspan="2">User Setting</th> </tr> </thead> <tbody> <tr> <td>Login Name</td> <td>: NewAccount</td> </tr> <tr> <td>Password</td> <td>: <b>pwd</b></td> </tr> <tr> <td>Alias</td> <td>: New Testing Account Name</td> </tr> <tr> <td>Language</td> <td>: English</td> </tr> <tr> <td>Contact</td> <td>: user@your-company.com</td> </tr> <tr> <td>Backup Quota</td> <td>: 50M</td> </tr> <tr> <td>Backup Server</td> <td>: backup.your-company.com</td> </tr> </tbody> </table>	User Setting		Login Name	: NewAccount	Password	: <b>pwd</b>	Alias	: New Testing Account Name	Language	: English	Contact	: user@your-company.com	Backup Quota	: 50M	Backup Server	: backup.your-company.com
User Setting																	
Login Name	: NewAccount																
Password	: <b>pwd</b>																
Alias	: New Testing Account Name																
Language	: English																
Contact	: user@your-company.com																
Backup Quota	: 50M																
Backup Server	: backup.your-company.com																

Key	Description
Login Name	Login name
Password	Password
Alias	Alias
Language	Preferred Language for your backup report
Contact	Email Address that will be used to contact you
Backup Quota	Backup quota
Backup Server	Backup server

## 15.2 Forgot Password Report

If you have forgotten your password, you can use the [Forgot Password] feature available on the web interface to have your password delivered to you through email. (Please refer to "Retrieve Forgotten Password" section in the next chapter for more information on how to retrieve your forgot password report.) The Forgot Password Report contains the following information:

Sample Report	
Request for forgotten password	
Generated at: Sat Jun 21 09:47:14 HKT 2003	
<b>FAQs:</b> <b>1. Why are you receiving this report?</b> When a user visits the <a href="#">forgot password page</a> and requests for the lost password of this backup account, all registered contacts of this particular account will receive a password reminder email. If none of the contact person has visited the page above and you are receiving this email in error, please contact us.	<b>User Setting</b> Login Name : NewAccount Password : <b>pwd</b> Alias : New Testing Account Name Language : English Contact : user@your-company.com
<b>2. What should you do after reading this email ?</b> Your current password is shown under the user setting. You are suggested to change your password to a more easily remembered password and delete this email to avoid any third party gaining your password.	

Key	Description
Login Name	Login name
Password	Password
Alias	Alias
Language	Preferred Language for your backup report
Contact	Email Address that will be used to contact you

## 15.3 Backup Job Report

For each backup job you have run, a backup job report will be sent to you by email. This report contains a summary for the backup job that was run and a full listing of all files being backed up by the backup job. The backup summary report contains the following information:

**Sample Backup Summary Report**

---

**Online Backup Job Report**

Generated at: Sat Jun 21 10:00:05 HKT 2003

Backup Job Summary		User Setting	
Backup Time	: 21-Jun-2003 09:57 - 21-Jun-2003 09:57	Login Name	: NewAccount
Status	: <b>Backup finished successfully</b>	Alias	: New Testing Account Name
New Files*	: 1 [ 9k]	Language	: English
Updated Files*	: 1 [ 9k]	Contact	: user@your-company.com
Deleted Files*	: 1 [ 4k]		
Moved Files*	: 1 [ 3k]		

\* Unit = No. of Files [Total Size]

A full listing of all backup files is available in the attached file.

**FAQs:**

**1. Why are you receiving this report?**  
 You are receiving this report because you are registered as one of the contacts of this Online Backup account and this particular account has performed a backup job recently.

**2. What if you have exceeded your quota?**  
 If your recycle bin size is not empty, you can empty your recycle bin to free up more space. Please contact us for more information on how to increase your storage quota.

If further assistance is necessary, please refer to the [FAQs](#) section.

Backup Setting	
Backup Source	: C:\My Document\

Backup Statistics	
Backup Data Size*	: 7 [ 314k]
Retention Area Size*	: 2 [ 13k]
Backup Quota	: 50M
Remaining Quota	: 49.7M

\* Unit = No. of Files [Total Size]

Key	Description
Backup Time	The time when the backup job ran
Backup Status	The overall status of the backup job. Normally, you should see "Backup finished successfully" in this field. If you happen to get something else, please consult the attached full report for more information.
New Files	Total number and size of backup files added to your backup set
Updated Files	Total number and size of backup files updated in your backup set
Deleted Files	Total number and size of backup files deleted from your backup set
Moved Files	Total number and size of backup files relocated in your backup set
Login Name	Login name
Alias	Alias
Language	Preferred Language for your backup report
Contact	Email Address that will be used to contact you
Backup Source	All files/directories that will be backed up
Backup Data Size	The total backup data stored in the data area
Retention Area Size	The total backup data stored in the retention area. Old copies of updated or deleted backup files are retained in the retention area for the number of days as specified by the retention policy of the backup set before they are removed from the system.
Backup Quota	Backup Quota
Remaining Quota	Remaining Quota



The full backup report, which contains a full listing of all files backed up by the backup job, is attached to the backup job report email as a zip file. You need to unzip it before you can read the full report.

Sample Report

Full Backup Report

Generated at: Sat Jun 21 10:00:05 HKT 2003

Backup Job Summary	
Backup Set	: BackupSet-0
Backup Job	: 2003-06-21 (09:58)
Backup Status	: Backup finished successfully
Backup Time	: 2003-06-21 09:57 - 2003-06-21 09:57

Backup Job Statistics	
New files*	1 [9k bytes]
Updated files*	1 [9k bytes]
Deleted files*	1 [4k bytes]
Moved files*	1 [3k bytes]

\* Unit = Number of files [Total file size]

Backup Logs			
No.	Type	Timestamp	Backup Logs
1	Info	2003-06-21 09:57	Start running pre-commands
2	Info	2003-06-21 09:57	Finished running pre-commands
3	Info	2003-06-21 09:57	Start running post-commands
4	Info	2003-06-21 09:57	Finished running post-commands

New Files			*compressed
No.	Files	Size*	Last Modified
1	C:\Test\lib\New DANIEL.DOC	9k	2003-06-21 09:57

Updated Files			*compressed
No.	Files	Size*	Last Modified
1	C:\Test\lib\ DANIEL.DOC	9k	2003-06-21 09:57

Deleted Files			*compressed
No.	Files	Size*	Last Modified
1	C:\Test\lib\ DANIEL_A.BAK	4k	1996-11-29 18:45

Moved Files			*compressed
No.	Files	Size*	Last Modified
1	C:\Test\KING1.BAK -> C:\Test\lib\KING1.BAK	3k	2003-06-05 12:35

Key	Description
Backup Set	The name of the backup set
Backup Job	The name of the backup job (which is the start time of the backup job)
Backup Status	The overall status of the backup job. Normally, you should see "Backup finished successfully" in this field. If you happen to get something else, please consult the attached full report for more information.
Backup Time	The time when the backup job ran
Backup Log	All messages logged when running this backup job
New Files	Total number and size of backup files added to your backup set
Updated Files	Total number and size of backup files updated in your backup set
Deleted Files	Total number and size of backup files deleted from your backup set
Moved Files	Total number and size of backup files relocated in your backup set
New File List	Full list of all backup files added to your backup set
Updated File List	Full list of all backup files updated in your backup set
Deleted File List	Full list of all backup files deleted from your backup set
Moved File List	Full list of all backup files relocated in your backup set

## 15.4 Setting Change Report

After you have updated your user profile or backup setting, a setting change report will be sent to you. This report allows you to track record of the changes that have been made to your backup account.

Sample Report																	
<b>Backup Setting Changes Report</b>																	
Generated at: Sat Jun 21 11:00:00 HKT 2003																	
<p><b>Why are you receiving this report ?</b></p> <p>You are receiving this report since your personal or backup setting has been updated. Please confirm the information shown on the right is correct. Please make sure your setting is not updated by someone on your contact list. If none of them makes this changes, change your password, correct your setting and see if this happens again. If this happens again, please contact us for further investigation.</p> <p>If further assistance is necessary, please refer to the <a href="#">FAQs</a> section.</p>	<table border="1"> <thead> <tr> <th colspan="2">User Setting</th> </tr> </thead> <tbody> <tr> <td>Login Name</td> <td>: NewAccount</td> </tr> <tr> <td>Alias</td> <td>: New Testing Account Name</td> </tr> <tr> <td>Language</td> <td>: English</td> </tr> <tr> <td>Contact</td> <td>: user@your-company.com</td> </tr> <tr> <td>Backup Quota</td> <td>: 50M</td> </tr> </tbody> </table>	User Setting		Login Name	: NewAccount	Alias	: New Testing Account Name	Language	: English	Contact	: user@your-company.com	Backup Quota	: 50M				
User Setting																	
Login Name	: NewAccount																
Alias	: New Testing Account Name																
Language	: English																
Contact	: user@your-company.com																
Backup Quota	: 50M																
<table border="1"> <thead> <tr> <th colspan="2">Backup Set - BackupSet-0</th> </tr> </thead> <tbody> <tr> <td>Source(s)</td> <td>: C:\My Document\</td> </tr> <tr> <td>Schedule(s)</td> <td>: None</td> </tr> <tr> <td>Filter</td> <td>: None</td> </tr> <tr> <td>Retention Policy</td> <td>: Keep deleted files for 7 days</td> </tr> <tr> <td>Transfer Size</td> <td>: 256k bytes</td> </tr> <tr> <td>Pre-Command(s)</td> <td>: None</td> </tr> <tr> <td>Post-Command(s)</td> <td>: None</td> </tr> </tbody> </table>		Backup Set - BackupSet-0		Source(s)	: C:\My Document\	Schedule(s)	: None	Filter	: None	Retention Policy	: Keep deleted files for 7 days	Transfer Size	: 256k bytes	Pre-Command(s)	: None	Post-Command(s)	: None
Backup Set - BackupSet-0																	
Source(s)	: C:\My Document\																
Schedule(s)	: None																
Filter	: None																
Retention Policy	: Keep deleted files for 7 days																
Transfer Size	: 256k bytes																
Pre-Command(s)	: None																
Post-Command(s)	: None																

Key	Description
Login Name	Login name
Alias	Alias
Language	Preferred Language for your backup reports
Contact	Email Address that will be used to contact you
Backup Quota	Backup Quota
Backup Source(s)	All backup sources of the backup set
Backup Schedule(s)	All backup schedules of the backup set
Filter(s)	All backup filters of the backup set
Retention Policy	The retention policy of the backup set
Transfer Size	The transfer block size of the backup set
Pre-Command(s)	All Pre-Command(s) of the backup set
Post-Command(s)	All Post-Command(s) of the backup set



## 15.5 Inactive User Reminder

You will receive an inactive user reminder in email if your account has been left inactive for the period of 7 days (or the period specified by the system administrator). This is to remain you that you have not been running backup for more 7 days. If you are a free trial user, your account will be removed from the system automatically if the system can track no records of your backup activities in the next 30 days after receiving this report.

Sample Report											
<b>Inactive User Reminder</b>											
Generated at: Sat Jun 21 11:53:38 HKT 2003											
<p><b>Why are you receiving this report ?</b></p> <p>You are receiving this report because this backup account has been inactive for 30 days. If this account stays inactive for another 30 days, this account will be removed from our system automatically without further notice. The following is the backup activity of this account:</p> <p><b>Last Login Time :</b> 2003-06-21 10:18 AM  <b>Last Backup Time :</b> 2003-06-21 09:57 AM</p> <p>If further assistance is necessary, please refer to the <a href="#">FAQs</a> section.</p>	<table border="1"> <thead> <tr> <th colspan="2">User Setting</th> </tr> </thead> <tbody> <tr> <td>Login Name</td> <td>: NewAccount</td> </tr> <tr> <td>Alias</td> <td>: New Testing Account Name</td> </tr> <tr> <td>Language</td> <td>: English</td> </tr> <tr> <td>Contact</td> <td>: user@your-company.com</td> </tr> </tbody> </table>	User Setting		Login Name	: NewAccount	Alias	: New Testing Account Name	Language	: English	Contact	: user@your-company.com
User Setting											
Login Name	: NewAccount										
Alias	: New Testing Account Name										
Language	: English										
Contact	: user@your-company.com										

Key	Description
Login Name	Login name
Alias	Alias
Language	Preferred Language for your backup reports
Contact	Email Address that will be used to contact you
Backup Quota	Backup Quota
Last Login Time	The last time you logon to the backup system
Last Backup Time	The last time you ran a backup job

## 16 Web Features

Other than the features of AhsayOBM described in the previous chapter, the web interface of Ahsay Offsite Backup Server provides you access to some additional features that are not available in AhsayOBM. This chapter describes each of these features in details.

### 16.1 Install AhsayOBM

Before you can use AhsayOBM, you have to use the web interface of Ahsay Offsite Backup Server to install AhsayOBM onto your computer. Please refer to the [installation section](#) (Chapter 2) for information on how to install AhsayOBM onto your computer.

### 16.2 Update User Profile

You can update your user profile by using the [Profile] panel available on the web interface. To change your profile, just make any changes to your profile on the panel shown below and press the [Update] button.

Online Backup Services Management Console - Microsoft Internet Explorer

[Restore](#) | [Install Software](#) [FAQs](#) | [Help](#) | [Select Language](#)

[Profile](#) | [Backup Set](#) | [File Explorer](#) | [Report](#) | [Statistics](#) [Logout](#)

**User Summary**

Quota	Data Area*	Retention Area*	Total Upload*	Total Restore*
500M	861k [ 3 ]	1.4M [ 1 ]	2.2M [ 4 ]	5.2M [ 5 ]

\* Unit : Compressed Size [Total No. of Files]

**User Profile [ demo ]**

**Alias** :

**Language** :

**Timezone** :

**Contact** :

1. Name  [\[Remove\]](#)  
 Email

2. Name  [\[Add\]](#)  
 Email

**Add-on Modules** : Microsoft Exchange Server (Enable) , Microsoft SQL Server (Enable)  
 Oracle Database Server (Enable) , MySQL Database Server (Enable)  
 Lotus Domino (Enable) , Lotus Notes (Enable) In-File Delta (Enable)

Key	Description
Quota	Backup Quota
Data Area	Total number and size backup files stored in the data area
Retention Area	Total number and size of backup files stored in the retention area
Total Upload	Total number and size of backup files uploaded to the backup server
Total Restore	Total number and size of backup files restored from the backup server
Login Name	Login name
Display Name	Alias of your backup account
Language	Preferred Language for your backup report
Time Zone	Your Time zone
Contact	Email Address that will be used to contact you

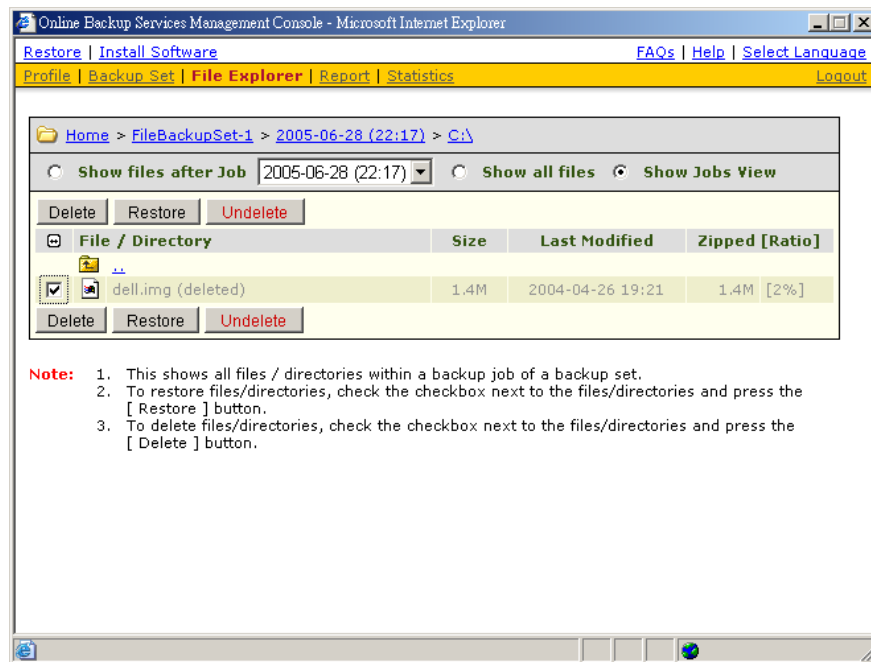
## 16.3 Request Forgotten Password

If you have forgotten your password, you can retrieve it by simply entering your login name or your registered email address on the [Password Request] form and press the [Request] button. Your password will be sent to your registered email address automatically.

The screenshot shows a web browser window titled "Online Backup Services Management Console - Microsoft Internet Explorer". The address bar shows "Install Software" and "FAQs | Help | Select Language". The main content area has a yellow header with "Login | Forgot Password?". Below this, there are two columns. The left column contains two sections: "Benefits:" with a list of four items (Easy to use, Fully Automated, Daily backup, Save you time and money) and "At a glance:" with a list of six items (Backup your data automatically every day, Access your data anywhere, anytime, Retain all backup files, even those that have been deleted, Backup your data to our secure data center, Fire? Earthquake? Typhoon? Your data is always safe). The right column contains a "Password Request" form with two input fields: "Login Name:" (containing "demo") and "Email:". Below these fields is a "Request" button. To the right of the form, there is a section titled "How to retrieve your forgotten password?" with three numbered steps: i. Enter either your "Login Name" or "Email" in the form above, ii. Press the [ Request ] button, iii. You should receive your password immediately via email.

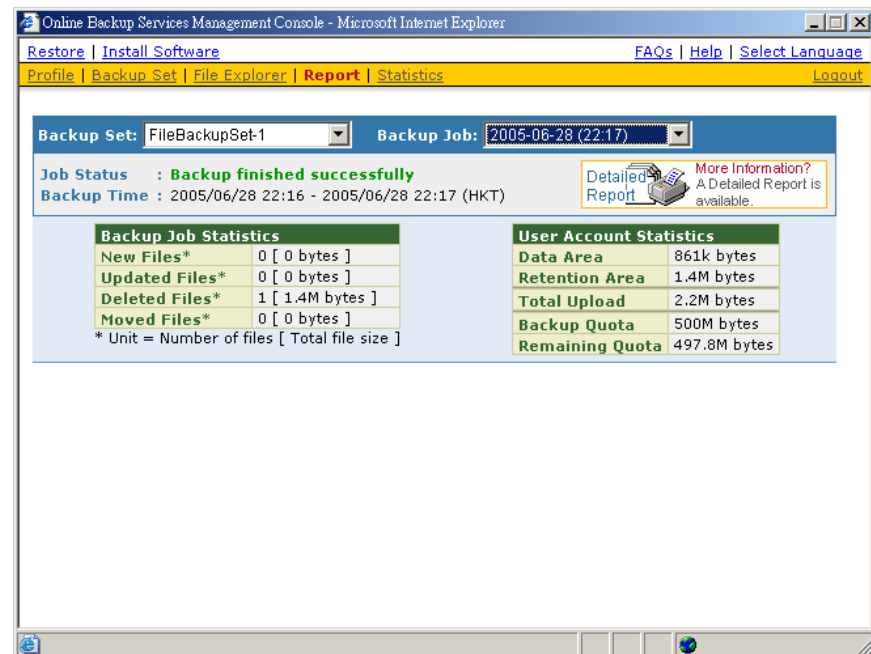
## 16.4 Delete/Undelete Backup Files

In addition to reviewing your backup activities from the email report and from AhsayOBM, you can also review any of your backup jobs by using the [Report] panel available on the web interface. To review a backup job, just select the required backup job from the [Backup Set] and [Backup Job] drop down list.



## 16.5 Review Backup Jobs

In addition to reviewing your backup activities from the email report and from AhsayOBM, you can also review any of your backup jobs by using the [Report] panel available on the web interface. To review a backup job, just select the required backup job from the [Backup Set] and [Backup Job] drop down list.



Key	Description
Job Status	The overall status of the backup job. Normally, you should see "Backup finished successfully" in this field. If you happen to get something else, please click the [Detailed Report] images on the page.
Backup Time	The time when the backup job ran
New Files	Total number and size of backup files added to your backup set
Updated Files	Total number and size of backup files updated in your backup set



Deleted Files	Total number and size of backup files deleted from your backup set
Moved Files	Total number and size of backup files relocated in your backup set
Backup Data Size	The total backup data stored in the data area
Retention Area Size	The total backup data stored in the retention area. Old copies of updated or deleted backup files are retained in the retention area for the number of days as specified by the retention policy of the backup set before they are removed from the system.
Total Upload	Total number and size of backup files uploaded to the backup server
Backup Quota	Backup Quota
Remaining Quota	Remaining Quota

You can open the [Full Backup Report] to review all information logged by a backup job by clicking the [Detailed Report] image on the [Report] panel.

Full Backup Report

Generated at: Sat Jun 21 10:00:05 HKT 2003

Backup Job Summary	
Backup Set	: BackupSet-0
Backup Job	: 2003-06-21 (09:58)
Backup Status	: Backup finished successfully
Backup Time	: 2003-06-21 09:57 - 2003-06-21 09:57

Backup Job Statistics	
New files*	1 [9k bytes]
Updated files*	1 [9k bytes]
Deleted files*	1 [4k bytes]
Moved files*	1 [3k bytes]

\* Unit = Number of files [Total file size]

Backup Logs			
No.	Type	Timestamp	Backup Logs
1	Info	2003-06-21 09:57	Start running pre-commands
2	Info	2003-06-21 09:57	Finished running pre-commands
3	Info	2003-06-21 09:57	Start running post-commands
4	Info	2003-06-21 09:57	Finished running post-commands

New Files			*compressed
No.	Files	Size*	Last Modified
1	C:\Test\lib\New DANIEL.DOC	9k	2003-06-21 09:57

Updated Files			*compressed
No.	Files	Size*	Last Modified
1	C:\Test\lib\ DANIEL.DOC	9k	2003-06-21 09:57

Deleted Files			*compressed
No.	Files	Size*	Last Modified
1	C:\Test\lib\ DANIEL_A.BAK	4k	1996-11-29 18:45

Moved Files			*compressed
No.	Files	Size*	Last Modified
1	C:\Test\KING1.BAK -> C:\Test\lib\KING1.BAK	3k	2003-06-05 12:35

Parameter	Description
Backup Set	The name of the backup set
Backup Job	The name of the backup job (which is the start time of the backup job)
Backup Status	The overall status of the backup job.
Backup Time	The time when the backup job ran
Backup Log	All messages logged when running this backup job
New Files	Total number and size of backup files added to your backup set
Updated Files	Total number and size of backup files updated in your backup set
Deleted Files	Total number and size of backup files deleted from your backup set
Moved Files	Total number and size of backup files relocated in your backup set
New File List	Full list of all backup files added to your backup set
Updated File List	Full list of all backup files updated in your backup set
Deleted File List	Full list of all backup files deleted from your backup set
Moved File List	Full list of all backup files relocated in your backup set

## 16.6 Review Storage Statistics

You can review the amount of data you have stored on the backup server and uploaded to the backup server on each day by opening the [Statistics] panel available on the web interface. To review your storage statistics for a different month, just select the month you are after by selecting from the [Month] drop down list.



Online Backup Services Management Console - Microsoft Internet Explorer

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[Profile](#) | [Backup Set](#) | [File Explorer](#) | [Report](#) | **Statistics** [Logout](#)

**Storage Usage Summary** Month (YYYY-MM): 2005-06

Date	Data Area*	Retention Area*	Uploaded Size*	Total Storage*
2005-06-01	9.7M [ 36 ]	816.5M [ 3076 ]	0 [ 0 ]	826.2M [ 3112 ]
2005-06-02	9.7M [ 30 ]	768.5M [ 3081 ]	0 [ 0 ]	778.2M [ 3111 ]
2005-06-03	9.7M [ 30 ]	768.5M [ 3081 ]	0 [ 0 ]	778.2M [ 3111 ]
2005-06-04	11.9M [ 35 ]	768.5M [ 3084 ]	2.2M [ 8 ]	780.4M [ 3119 ]
2005-06-05	209.7M [ 1394 ]	1,006.8M [ 4616 ]	436.2M [ 2891 ]	1.19G [ 6010 ]
2005-06-06	209.7M [ 1394 ]	868.3M [ 4518 ]	0 [ 0 ]	1.05G [ 5912 ]
2005-06-07	209.7M [ 1394 ]	868.3M [ 4518 ]	0 [ 0 ]	1.05G [ 5912 ]
2005-06-08	209.7M [ 1394 ]	868.3M [ 4518 ]	0 [ 0 ]	1.05G [ 5912 ]
2005-06-09	98.6M [ 1536 ]	1,000.2M [ 5289 ]	68.9M [ 914 ]	1.07G [ 6825 ]
2005-06-10	98.6M [ 1536 ]	875.2M [ 5288 ]	0 [ 0 ]	973.9M [ 6824 ]
2005-06-11	98.6M [ 1536 ]	875.2M [ 5288 ]	0 [ 0 ]	973.9M [ 6824 ]
2005-06-12	98.6M [ 1536 ]	875.2M [ 5288 ]	0 [ 0 ]	973.9M [ 6824 ]
2005-06-13	98.6M [ 1536 ]	875.2M [ 5288 ]	0 [ 0 ]	973.9M [ 6824 ]
2005-06-14	56.4M [ 843 ]	917.7M [ 6041 ]	186k [ 60 ]	974M [ 6884 ]
2005-06-15	56.4M [ 843 ]	917.7M [ 6041 ]	0 [ 0 ]	974M [ 6884 ]
2005-06-16	56.4M [ 843 ]	917.7M [ 6041 ]	0 [ 0 ]	974M [ 6884 ]
2005-06-17	66.7M [ 1140 ]	918.2M [ 6066 ]	10.9M [ 322 ]	984.9M [ 7206 ]
2005-06-18	66.7M [ 1140 ]	918.2M [ 6066 ]	0 [ 0 ]	984.9M [ 7206 ]
2005-06-19	66.7M [ 1140 ]	918.2M [ 6066 ]	0 [ 0 ]	984.9M [ 7206 ]
2005-06-20	66.7M [ 1140 ]	918.2M [ 6066 ]	0 [ 0 ]	984.9M [ 7206 ]
2005-06-21	66.5M [ 1075 ]	918.4M [ 6131 ]	0 [ 0 ]	984.9M [ 7206 ]
2005-06-22	66.5M [ 1075 ]	918.4M [ 6131 ]	0 [ 0 ]	984.9M [ 7206 ]

Key	Description
Date	The date the following statistics are collected
Data Area	Total number and size of backup files stored in the data area on a particular date
Retention Area	Total number and size of backup files stored in the retention area on a particular date
Uploaded Size	Total number and size of backup files uploaded to the backup server on a particular date
Total Storage	Total number and size of backup files stored under your backup account on a particular date

## 17 Further Information

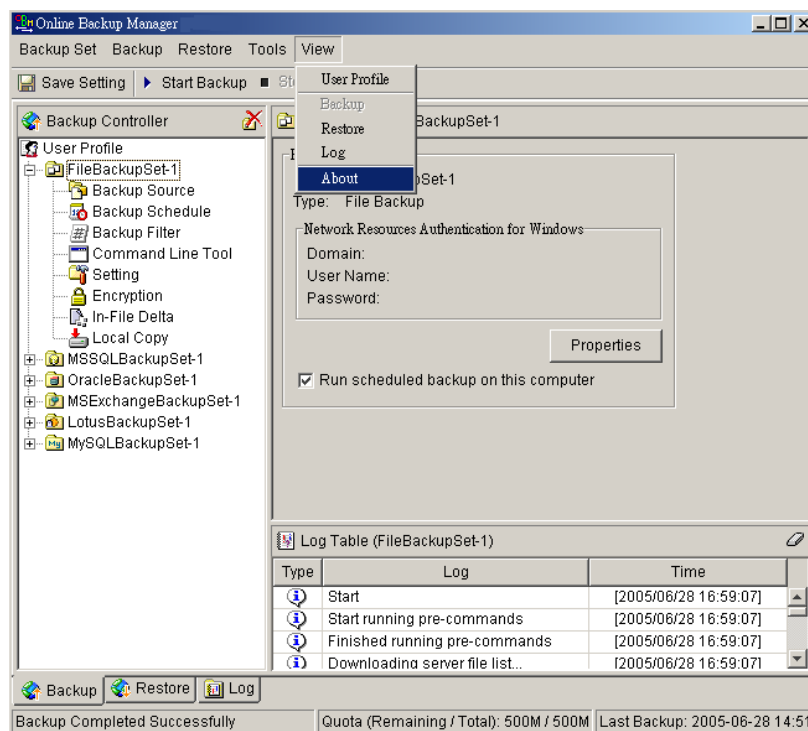
### 17.1 FAQs

Please see if your question has already been answered in our FAQs available on our website.

### 17.2 Contact Us

You can backup your data to an Ahsay Offsite Backup Server by following instructions below.

- i. Open AhsayOBM from the system tray
- ii. Choose [View] -> [About] from the top menu



- iii. Contact your backup service provider using the information shown in the [About] dialog box

