



Ahsay Online Backup Manager

v6

User's Guide

**Ahsay Systems
Corporation Limited**

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Ahsay Online Backup Manager

User's Guide

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1 Overview

1.1 Conventions

| Convention | Descriptions | Example |
|---------------|------------------------------|---|
| Bold | Important information | Important: The encrypting key is independent from a backup account's password. |
| <i>Italic</i> | Folder path or file path | C:\Program Files\AhsayOBM |
| [] | Graphical Interface Elements | [Backup] |
| %% | File path in Windows format | %AhsayOBM_HOME% |
| \$ | File path in Mac OS X format | \$AhsayOBM_HOME |
| <i>Italic</i> | Command | <i>sudo ./uninstall.sh</i> |

1.2 Definitions, acronyms and abbreviations

| Term/Abbreviation | Definition |
|-------------------|--|
| AhsayOBM | Ahsay™ Online Backup Manager |
| AhsayOBS | Ahsay™ Offsite Backup Server |
| AhsayOBM_HOME | The install location of AhsayOBM: <u>Windows</u> C:\Program Files\AhsayOBM <u>Mac OS X</u> /Applications/AhsayOBM |
| USERPROFILE | The location where the operating system stores the user account information. <u>Windows XP/2003</u> C:\Documents and Settings <u>Windows Vista/2008/7</u> C:\Users <u>Mac OS X</u> ~/obm |

1.3 System requirements

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the system requirements of AhsayOBM.

1.4 Important notes

Images, workflow or description in this document may be different from your installation. If you are uncertain about any of the instructions provided, please contact your service provider for advices.

2 Best practices and recommendations

This chapter describes the best practices for your backup client application.

2.1 Recommended hardware specification

AhsayOBM is recommended to be installed on a 64 bit machine, with multiple CPUs and cores, especially for environment setup with application specific backup module such as virtual machine, MS Exchange, or bare metal backup.

When installing the backup client application, please thoroughly evaluate the computer's specification before the installation to ensure it meets the minimum hardware requirements and recommendations.

For existing users, the backup process may take up a higher amount of CPU and may slow down the client computer due to the multi-thread implementation since version 6. Please consider upgrading your existing client computer to cope with the higher specification demand.

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the system requirements of AhsayOBM.

2.2 JVM (Java Virtual Machine) memory allocation

For resource intensive backup modules such the following:

- MS Exchange Server backup
- MS VM backup
- MS Windows System backup
- ShadowProtect System backup
- System State backup
- VMware VM backup

If you are experiencing performance issues with the backup application, a common cause is insufficient JVM (Java Virtual Machine) memory allocated for the backup application. The default setting of the maximum heap size is 768 MB.

Consider increasing the JVM (Java Virtual Machine) memory allocation to improve performance of the backup operation.

Note:

The maximum memory allocated should not exceed 70% of the total memory available for the system.

You can increase the maximum heap size of the application by referring to the instruction provided in [FAQ: How do I modify the Java heap size setting of AhsayOBM or AhsayACB? \(2438\)](#).

2.3 Storage size for user folder of your operating system

Your backup user profile folder (*.obm*) is stored under the operating system user profile location `${UserProfile}`.

This folder is used for various purposes, such as storage of your backup logs, user configuration files, temporary delta file and other files of temporary nature.

Ensure that sufficient disk space is present on the partition which contains the backup user profile.

2.4 Temporary directory for AhsayOBM

For database or application backup modules such as the following:

- MS Exchange Server backup
- MS Windows System backup
- ShadowProtect System backup
- System State backup

Corresponding data are spooled to a temporary directory before they are compressed, encrypted and uploaded onto the backup server.

It is highly recommended that the temporary directory or volume used for these modules is not a system volume (e.g. not the same partition which the operating system is installed on).

It is also recommended that the temporary directory or volume configured to have at least storage space of 150% of the expected backup size.

Regular checks on the temporary directory, for left over files due to previous unsuccessful backup are also recommended.

Note:

Administrators need to pay attention to the maximum file size limitation of different file system format, so that data can be backed up to the Local Copy destination (for local copy backup), or database file can be spooled to the temporary directory (for off-site / local database type backup).

2.5 Encryption

The encryption key is very important that it is recommended to write down, and make additional copies of the key.

Please store the key in safe location so that it is readily available when needed to restore data.

In some cases, encryption key is administrated by your service provider. Please consult your service provider for further details.

For maximum security, please select an encryption key with more than 8 characters, containing at least two of the following three character groups:

- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Numerals (0 through 9)

If you lose the encryption key, the data is irretrievable.

2.6 Backup schedule

In general, it is recommended that a daily backup be performed for a server or desktop. For mission critical server, a backup schedule should be configured according to the requirement of your recovery plan.

For computer with multiple backup sets configured, please configure their schedule to different time period to evenly balance the loads of the backup operation on the computer.

2.7 Differential and incremental In-file delta backup

Consider your restore requirements before setting up your In-file delta settings:

A full backup backs up all files in full, providing the fastest restore time as the restore would only require one set of data. But it is the most time-consuming, storage space-intensive and the least flexible of all three types.

A differential In-file delta backup backs up only modified parts of a file since the last full back. Differential In-file delta backup is quicker than full backup because less data are being backed up, but the amount of data being backed up grows with each differential In-file delta backup until the next full backup is performed.

An incremental In-file delta backup also backs up modified parts of a file. The difference is it only backs up the changes that occurred since the last backup, be it full, differential or incremental backup. The result is a smaller and faster backup.

While incremental backups give much greater flexibility, data backed up by long chain of incremental In-file delta backup will take a lot longer to restore, and is prone to data lost (e.g. broken delta chain).

The following table summarizes the benefits and drawbacks of the 3 backup types:

| Type | Benefits | Drawbacks |
|--------------|--|---|
| Full | Restoration is the fastest of all three types. | Backup process is the slowest of all three types. Highest storage requirement. |
| Differential | Backup speed is faster than full backup. Restoration is faster than data backup with incremental In-file delta. Less storage space is need than a full backup. | Restoration is slower than data backup with full backup. Backup process is slower than incremental In-file delta backup. |
| Incremental | Backup process is fastest of all three types. Least storage space is required. | Restoration is the slowest of all three types. Prone to data lost. |

Assuming that a daily backup job is performed, the following In-file delta setting is recommended for your backup operation:

| Weekday | Backup Type |
|---------|--------------|
| Day 1 | Full |
| Day 2 | Incremental |
| Day 3 | Incremental |
| Day 4 | Incremental |
| Day 5 | Differential |
| Day 6 | Incremental |
| Day 7 | Incremental |

2.8 Difference between Local Copy and Seed Load

The Local Copy and Seed Load features are very similar in terms of what they do.

While the Local Copy feature is designed for user who wants to an extra copy of the backup data locally, at the client site, the Seed Load feature is designed for initial backup of large data (e.g. initial backup of large MS Exchange database).

A Seed Load backup is performed onto a removable storage device to be imported on the backup server physically, bypassing the bottleneck of Internet backup.

The major differences between Local Copy and Seed Load are:

| Feature | Local Copy | Seed Load |
|------------------|---|---|
| Retention Policy | Retention policy can be applied on local copy backup. | No retention policy is applied on seed load backup. |
| In-file Delta | Advance In-file Delta type setting can be applied on local copy backup. | No In-file Delta type setting is applied on seed load backup. |
| Backup Schedule | Local copy backup can be performed manually or by schedule. | Seed load backup can only be performed manually. |

For performance consideration, it is highly recommended that the local copy backup be performed on a local hard disk, and not to a network location.

2.9 Recommended backup exclusions

Backing up system, system cache, redundant or non-essential files, such as Windows page file can cause unnecessarily high data change rates and excessive use of network bandwidth, affecting backup operations negatively.

Consider excluding the following files when configuring your backup source location.

| Operating system | Directory path |
|------------------|--|
| Windows | C:\hiberfil.sys C:\Pagefile.sys C:\Program Files\ C:\RECYCLER C:\System Volume Information C:\Windows\ \${App_Data}\Avg7 \${App_Data}\Avg8 \${App_Data}\Kaspersky Lab \${App_Data}\McAfee \${App_Data}\McAfee.com \${App_Data}\Microsoft \${App_Data}\Sophos \${App_Data}\Symantec *\.tmp *\Application Data\Macromedia* |

| | |
|-------|---|
| | *\Application Data\Mozilla* *\Local Settings\Application Data\Microsoft* *\ntuser.dat |
| Linux | /dev /lost+found /proc /sys /tmp /var/empty /var/lock /var/run /var/spool /var/tmp |

2.10 Disable SELinux (Security-Enhanced Linux)

For backup client installation on Linux, it is recommended to disable the SELinux (Security-Enhanced Linux) feature to avoid error during your backup operation.

2.11 Single backup user account for multiple computers

For backup of multiple computers with a single account, separate backup set for each computer must be created, because backup set cannot be shared for multiple computers.

For administrative concerns and considerations (e.g. data lost due to incorrect configuration), it is not recommended that a backup user account to have more than 10 backup sets for backup of multiple computers.

Incorrect configuration can lead to data lost.

2.12 Power options - plan settings consideration

Windows's power options are configured to put a computer to low power mode (sleep or hibernate mode) automatically after a user specified time of inactivity (no usage of mouse or keyboard).

- If a computer is in low power mode when a scheduled backup should execute, AhsayOBM will not start up the computer to execute the backup.

When the computer moves out of the low power state, AhsayOBM will not execute the missed backup job. This can lead to missed backup.

- If a backup job is running when the computer enters low power state, AhsayOBM cannot prevent the computer from going into hibernation.

To prevent the above events, consider disabling or changing the client machine's power options to allow scheduled backup to be triggered, and to allow the backup job to be completed.

2.13 Consideration when using Continuous Data Protection (CDP)

Some advantages of using CDP include:

- CDP prevents loss of data as the modified contents of the files are backed up automatically in close to real-time.
- Frequently modified data is backed up in almost real-time. Thus, you can accurately restore an earlier version created on the same day.

Although CDP can be a helpful feature, the protection offered by CDP is often heralded without consideration of the disadvantages that it can present.

Specifically, the continuous CPU, memory and bandwidth usage can adversely affect the corresponding machine's performance.

Please consider the limitations imposed by CDP before utilizing such feature.

CDP is not a replacement for traditional schedule backup, but is a complimentary backup, which works along with the scheduled backup to provide timely protection for your data.

2.14 Size of your backup source

The total number of files selected as backup source and the relative size of each file impacts backup performance. Fastest backups occur when the source contains fewer large size files, while slowest backups occur when the source contains millions of small files.

For backup set with huge amount of files, please consider splitting the set into multiple sets with smaller source to improve the speed of the backup operation.

2.15 Recovery plan and routine recovery test

Consider performing routine recovery test to ensure your backup is setup and performed properly. Performing recovery test can also help identify potential issues or gaps in your recovery plan.

For best result, it is recommended that you keep the test as close as possible to a real situation. Often times when a recovery test is to take place, administrators will plan for the test (e.g. reconfigure the test environments,

restoring certain data in advance). For real recovery situation, administrator will not get a chance to do that.

It's important that user does not try to make the test easier, as the objective of a successful test is not to demonstrate that everything is flawless. There might be flaws identified in the plan throughout the test and it is important to identify those flaws.

3 Installing AhsayOBM

This chapter describes how to install the backup client application.

3.1 Installing AhsayOBM on Windows platforms

There are three installation methods available:



- Installation wizard
- Command line
- Command line (Silent installation)

Note: For VMware Fusion virtual machine installation on Windows platform, if the mirrored desktop option is enabled. AhsayOBM cannot be started after its installation. For more information, please refer to [ISSUE: Cannot start AhsayOBM / AhsayACB on Windows guest VM on VMware Fusion server with mirrored desktop folder \(2925\)](#) for reference.

3.1.1 Installing AhsayOBM (Installation wizard)

1. Download the AhsayOBM installer (obm-win.exe) from the AhsayOBS web interface.

Select your Operating System

[UNIX
LINUX](#)

Installation Guide - AhsayOBM / AhsayACB - Windows

[Print](#)

System Requirement

- Operating System : XP / 2003 / Vista / 2008 / 7
- Memory : 128 Mbytes
- Disk Space : 100 Mbytes
- Network Protocol : TCP/IP (Http/Https)
- Additional Requirement:
 - Windows XP / 2003 / Vista / 2008 / 7 - Please make sure you have logged onto Windows using an account with administrative privileges

Download

Download [Ahsay Online Backup Manager](#) - A full-featured backup software for servers (Windows Server, SQL Server, Exchange Server, Oracle, Lotus or MySQL)

Download [Ahsay A-Click Backup](#) - An easy-to-use backup software for desktops and notebooks (only available for Windows XP / Vista / 2008 / 7)

Get Started

- Download the setup file above and run it
- Follow the instructions on the installation wizard to complete installation
- When finished, a new icon (AhsayOBM / AhsayACB) will be installed to the system tray (near the clock) automatically and AhsayOBM / AhsayACB will be launched automatically.
- (optional) Enter the backup server name in the [Address] field and press the [Next] button.
- If you are using a proxy server to access the internet, please fill in the [Proxy setting] section and press the [Next] button.
- If you don't have a backup account, register a trial user by the following steps

- Follow the instructions provided by Installation Wizard to complete the installation.
- When completed, a system tray icon for AhsayOBM will be installed, and AhsayOBM will be launched automatically.

3.1.2 Installing AhsayOBM (Command line)

This method is especially useful for installation on Windows Server 2008 Core.

- Download the AhsayOBM installer from AhsayOBS.

```
>wget http://obm-download-link/obm-win.exe
```

- Execute the installation file with the appropriate switches:

```
>obm-win.exe /LANG=en /TASKS="Everyone"
```

Syntax:

```
obm-win.exe [{/LANG=xx}] [{/TASK="option"}]
```

| Parameter | Description |
|-----------|-------------|
|-----------|-------------|

| | |
|-----------------------------|--|
| <code>/LANG=xx</code> | Install the backup application in the language Selected. |
| <code>/TASK="option"</code> | Install the backup application available to all users or one user only (e.g. me only). |

| Value | Description |
|---------------------|---|
| <code>xx</code> | Abbreviations of the language to install the backup application in (e.g. en, it, fr). |
| <code>option</code> | Everyone or MeOnly. |

3. Press Enter.

3.1.3 Installing AhsayOBM (Command line - Silent installation)

1. Open a Windows command prompt (with an administrative user account on the machine).
2. Download the AhsayOBM installer from the AhsayOBS.

```
>wget http://obm-download-link/obm-win.exe
```

3. Execute the installation file with the appropriate switches:

```
>obm-win.exe /VERYSILENT /LANG=en /TASKS="Everyone"
```

Syntax:

```
obm-win.exe [{/SILENT | /VERYSILENT}] [{/LANG=xx}]  
[/{TASK="option"}]
```

| Parameter | Description |
|-----------------------------|--|
| <code>/SILENT</code> | Install the backup application showing the installation process. |
| <code>/VERYSILENT</code> | Install the backup application hiding the installation process. |
| <code>/LANG=xx</code> | Install the backup application in the language Selected. |
| <code>/TASK="option"</code> | Install the backup application available to all users or one user only (e.g. me only). |

| Value | Description |
|--------|---|
| xx | Abbreviations of the language to install the backup application in (e.g. en, it, fr). |
| option | Everyone or MeOnly. |

4. Press Enter.

3.1.4 Configuring AhsayOBM

1. Launch the AhsayOBM user interface by double clicking on the desktop icon.
2. Enter the backup server hostname in the [Backup Server] field.
3. *Optional* - For machine that requires Internet connection through proxy, select the [Use proxy to access the backup server] option, and fill in the settings within the [Proxy setting] section.
4. Press the [Next] button afterward.
5. *Optional* - If you do not have a backup user account, you can register for a trial user account with the following steps:
 - Enter the [Login Name] and [Password] of your choice.
 - Enter your [Email] address in the textbox provided.
 - Press the [Submit] button.
6. If you already have a backup user account, select [Already a user?] and logon to the server with your existing login credentials.
7. For first time login, you will be guided to create a backup set:
 - Select the [Backup Source] for the backup set.
 - Configure a backup schedule for unattended backups.
 - For backup set with backup schedule and network shared drive selected as backup source, the [User Authentication for Windows] is a **mandatory field**.
 - Select an encryption setting for your backup set.
 - Accept the default encryption settings (using the backup user account's password string as encrypting key) if no change are necessary.

Important:

Even with the default encryption setting selected, the encryption key is independent from a backup account's password.

Encryption settings are set at a backup set's creation time, even if the password is changed afterward, the encryption key remain the same.

It is **very important** that the encryption key is written down, and additional copies of the key are made, and stored in safe places so that it is readily available when needed to restore data.

If the encryption key is lost, the data is irretrievable.



- Press the [OK] button to complete the configuration of backup set.
 - Scheduled backup will run automatically at the configured schedule time.
8. Click [Backup] button on the left panel to perform a backup immediately.
 9. Setup is now completed.

3.2 Installing AhsayOBM on Mac OS X platforms

Please note that the steps below assume that the Mac OSX installation is already using JRE. If this is not installed on the system, you will be prompted by the Mac OSX to install the Java SE 6 runtime.

1. Download the AhsayOBM installer from the website.

Select your Operating System

UNIX
LINUX

Installation Guide - AhsayOBM / AhsayACB - Mac OS X

Print

System Requirement

- Operating System : Mac OS X v10.x
- Memory : 128 Mbytes
- Disk Space : 20 Mbytes
- Network Protocol : TCP/IP (Http/Https)
- Additional Requirement:
 - Apple Java2 Standard Edition 1.6.x or above must be installed already

Download

Download [Ahsay Online Backup Manager](#) - A full-featured backup software for servers (SQL Server, Exchange Server, Oracle, Lotus or MySQL)

Download [Ahsay A-Click Backup](#) - An easy-to-use backup software for desktops and notebooks (only available for Mac OS X v10.x)

Get Started

1. Download the setup file above
2. Expand the archive and run the installation wizard [AhsayOBM / AhsayACB] within the archive
3. Follow the instructions in the installation wizard to complete installation
4. Restart your Mac. Double click the desktop AhsayOBM / AhsayACB icon to start.
5. (optional) Enter the backup server name in the [Address] field and press the [Next] button.
6. If you are using a proxy server to access the internet, please fill in the [Proxy setting] section and press the [Next] button.
7. If you don't have a backup account, register a trial user by the following steps

2. Expand the archive and execute the AhsayOBM package.
3. Follow the instructions provided by Installation Wizard to complete the installation.
4. Launch the AhsayOBM user interface by double-clicking on the desktop icon.
5. Enter the backup server hostname in the [Backup Server] field.
6. *Optional* - For machine that requires Internet connection through proxy, select the [Use proxy to access the backup server] option, and fill in the settings within the [Proxy setting] section
7. Press [Next] afterward.
8. *Optional* - If you do not have an backup user account, you can register for a trial user account with the following steps:
 - Enter the [Login Name] and [Password] of your choice.

Note:

Minimum length of the password is 6 characters.

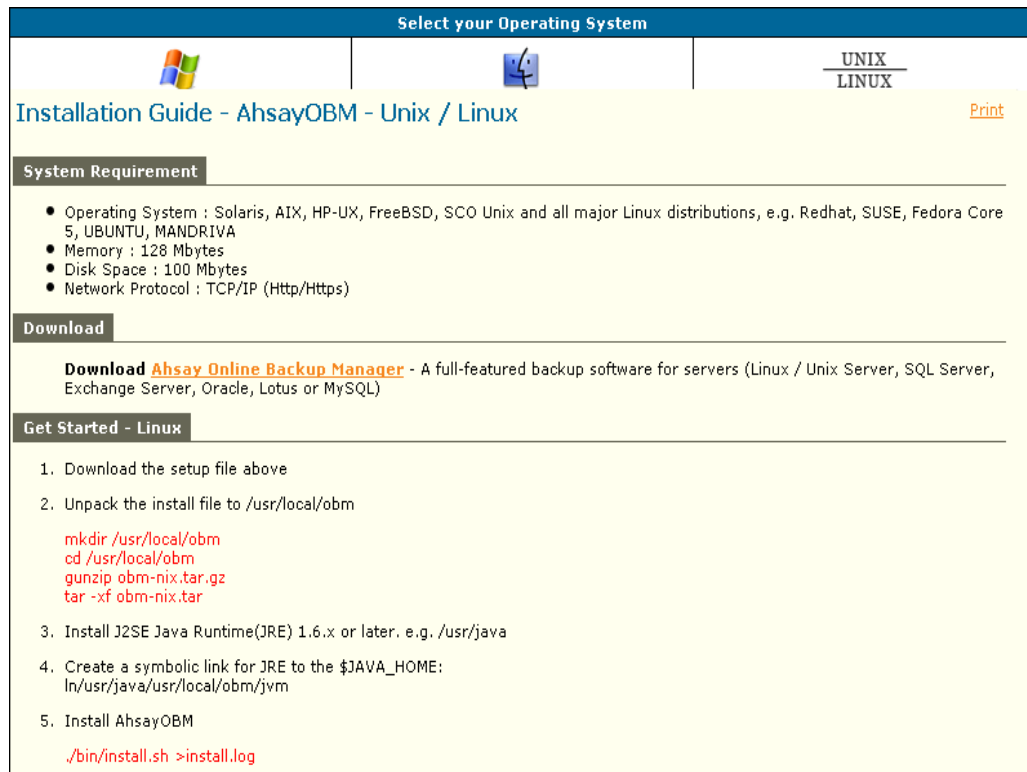
- Enter your [Email] address in the textbox provided.
 - Press the [Submit] button.
9. If you have a backup user account already, select [Already a user?] and logon to the server with your existing login credentials.
10. For first time login, you will be guided to create a backup set:
- Enter a backup set name and select the backup module type.
 - Assuming that is a file backup set; select the [Backup Source] for the backup set.
 - Configure a backup schedule for unattended backups.
 - Select an encryption setting for your backup set.
 - Accept the default encryption settings (using the backup user account's password string as encrypting key) if no change is necessary.
- Important:**
Even with the default encryption setting selected, the encryption key is independent from a backup account's password.
- Encryption settings are set at a backup set's creation time, even if the password is changed afterward, the encryption key remain the same.
- It is **very important** that the encryption key is written down, and additional copies of the key are made, and stored in safe places so that it is readily available when needed to restore data.
- If the encryption key is lost, the data is irretrievable.
- Press the [OK] button to complete the configuration of backup set.
 - Scheduled backup will run automatically at the configured schedule time.
11. Click [Backup] button on the left panel to perform a backup immediately.
12. Setup is now completed.

*For further details of each step, please refer to the following chapters.

3.3 Installing AhsayOBM on Linux / FreeBSD / OpenBSD / Solaris

3.3.1 Installing AhsayOBM on Linux

1. Download the AhsayOBM tarball release from the AhsayOBS web console.



Select your Operating System

Installation Guide - AhsayOBM - Unix / Linux [Print](#)

System Requirement

- Operating System : Solaris, AIX, HP-UX, FreeBSD, SCO Unix and all major Linux distributions, e.g. Redhat, SUSE, Fedora Core 5, UBUNTU, MANDRIVA
- Memory : 128 Mbytes
- Disk Space : 100 Mbytes
- Network Protocol : TCP/IP (Http/Https)

Download

Download Ahsay Online Backup Manager - A full-featured backup software for servers (Linux / Unix Server, SQL Server, Exchange Server, Oracle, Lotus or MySQL)

Get Started - Linux

1. Download the setup file above
2. Unpack the install file to /usr/local/obm


```
mkdir /usr/local/obm
cd /usr/local/obm
gunzip obm-nix.tar.gz
tar -xf obm-nix.tar
```
3. Install J2SE Java Runtime(JRE) 1.6.x or later. e.g. /usr/java
4. Create a symbolic link for JRE to the \$JAVA_HOME:


```
ln /usr/java/usr/local/obm/jvm
```
5. Install AhsayOBM


```
./bin/install.sh >install.log
```

2. Logon as root user in the Linux machine.
3. Create a new \$AhsayOBM_HOME directory (e.g. /usr/local/obm):

```
# mkdir -p /usr/local/obm
```

4. Unpack the install package to \$AhsayOBM_HOME:

```
# cd /usr/local/obm
# gunzip obm-nix.tar.gz
# tar -xf obm-nix.tar
```


5. For custom JRE - Install JRE v1.6 or above, and make note of the JRE installation path (e.g. /usr/java).

Note:

Custom JRE is only required for client machine not running on x86 or x64.

- Create a symbolic link for JRE:

```
# ln -sf /usr/java /usr/local/obm/jvm
```

- Set the \$JAVA_HOME environment variable:

```
# export JAVA_HOME=/usr/java
```

6. Install AhsayOBM and its related services by using the following commands:


```
# cd /usr/local/obm  
# ./bin/install.sh > install.log
```


Details of the installation can be found under the install.log file.

3.3.2 Installing AhsayOBM on Solaris

1. Download the AhsayOBM tarball release from the AhsayOBS web console.

Select your Operating System





UNIX

LINUX

Installation Guide - AhsayOBM - Unix / Linux

[Print](#)

System Requirement

- Operating System : Solaris, AIX, HP-UX, FreeBSD, SCO Unix and all major Linux distributions, e.g. Redhat, SUSE, Fedora Core 5, UBUNTU, MANDRIVA
- Memory : 128 Mbytes
- Disk Space : 100 Mbytes
- Network Protocol : TCP/IP (Http/Https)

Download

Download [Ahsay Online Backup Manager](#) - A full-featured backup software for servers (Linux / Unix Server, SQL Server, Exchange Server, Oracle, Lotus or MySQL)

Get Started - Linux

- Download the setup file above
- Unpack the install file to /usr/local/obm


```
mkdir /usr/local/obm
cd /usr/local/obm
gunzip obm-nix.tar.gz
tar -xf obm-nix.tar
```
- Install J2SE Java Runtime(JRE) 1.6.x or later. e.g. /usr/java
- Create a symbolic link for JRE to the \$JAVA_HOME:


```
ln/usr/java/usr/local/obm/jvm
```
- Install AhsayOBM


```
./bin/install.sh >install.log
```

- Logon as root user in the Solaris machine.
- Install the *SUNWgtar* package from the Solaris Installation Media which contain the GNU tar util.
- Create a new \$AhsayOBM_HOME directory (e.g. /usr/local/obm):

```
# mkdir -p /usr/local/obm
```

- Unpack the install package to \$AhsayOBM_HOME:

```
# cd /usr/local/obm
# gtar -zxf obm-nix.tar.gz
```

- Remove the bundled Java JRE:

```
# rm -rf /usr/local/obm/jre32
# rm -rf /usr/local/obm/jre64
```

- Install JRE v1.6 or above, and make note of the JRE installation path (e.g. /usr/java).
- Create a symbolic link for JRE:

```
# ln -s /usr/java /usr/local/obm/jvm
```

9. Set the \$JAVA_HOME environment variable:

```
# JAVA_HOME=/usr/java;export JAVA_HOME
```

10. Install AhsayOBM and its related services by using the following commands:

```
# cd /usr/local/obm  
# ./bin/install.sh > install.log
```

Details of the installation can be found under the install.log file.

3.3.3 Installing AhsayOBM on FreeBSD

Please note that the steps below assume that the FreeBSD installation is already using OpenJDK version 6. If this is not installed on the system, OpenJDK version 6 can be downloaded from:

For FreeBSD 7 (amd64):

<ftp://ftp.freebsd.org/pub/FreeBSD/ports/amd64/packages-7-stable/Latest/openjdk6.tbz>

For FreeBSD 7 (i386):

<ftp://ftp.freebsd.org/pub/FreeBSD/ports/i386/packages-7-stable/Latest/openjdk6.tbz>

For FreeBSD 8 (amd64):

<ftp://ftp.freebsd.org/pub/FreeBSD/ports/amd64/packages-8-stable/Latest/openjdk6.tbz>

For FreeBSD 8 (i386):


<ftp://ftp.freebsd.org/pub/FreeBSD/ports/i386/packages-8-stable/Latest/openjdk6.tbz>


For more reference, please refer to the following link:

<http://www.freebsdoundation.org/downloads/java.shtml>

1. Download the AhsayOBM tarball release from the AhsayOBS web console.

Select your Operating System





UNIX

LINUX

Installation Guide - AhsayOBM - Unix / Linux
[Print](#)

System Requirement

- Operating System : Solaris, AIX, HP-UX, FreeBSD, SCO Unix and all major Linux distributions, e.g. Redhat, SUSE, Fedora Core 5, UBUNTU, MANDRIVA
- Memory : 128 Mbytes
- Disk Space : 100 Mbytes
- Network Protocol : TCP/IP (Http/Https)

Download

Download [Ahsay Online Backup Manager](#) - A full-featured backup software for servers (Linux / Unix Server, SQL Server, Exchange Server, Oracle, Lotus or MySQL)

Get Started - Linux

- Download the setup file above
- Unpack the install file to /usr/local/obm

```
mkdir /usr/local/obm
cd /usr/local/obm
gunzip obm-nix.tar.gz
tar -xvf obm-nix.tar
```
- Install J2SE Java Runtime(JRE) 1.6.x or later. e.g. /usr/java
- Create a symbolic link for JRE to the \$JAVA_HOME:

```
ln /usr/java/usr/local/obm/jvm
```
- Install AhsayOBM

```
./bin/install.sh >install.log
```

2. Logon as root user in the FreeBSD machine.
3. Create a new \$AhsayOBM_Home directory (e.g. /usr/local/obm):

```
# mkdir -p /usr/local/obm
```

4. Unpack the install package to \$AhsayOBM_Home:

```
# cd /usr/local/obm
# gunzip obm-nix.tar.gz
# tar -xf obm-nix.tar
```

5. Remove the bundled Java JRE:

```
# rm -rf /usr/local/obm/jre32
# rm -rf /usr/local/obm/jre64
```

6. Create a symbolic link for JRE:

```
# ln -sf "/usr/local/diablo-jre1.6.0" "/usr/local/obm/jvm"
```

If you are using csh shell, you need to type rehash and hit [Enter] for the symbolic link to take effect.

For other shell, please use the following command:

```
# setenv JAVA_HOME "/usr/local/diablo-jre1.6.0"
```

7. Install AhsayOBM and its related services by using the following commands:

```
# cd /usr/local/obm
# ./bin/install.sh > install.log
```

Details of the installation can be found under the install.log file in \$AhsayOBM_HOME/bin.

8. Enable the backup scheduler and auto upgrade services at machine startup by adding the following entries in the system file `/etc/rc.conf`:

```
obmaua_enable="YES"  
obmscheduler_enable="YES"
```

Run the following scripts:

```
# /usr/local/etc/rc.d/obmscheduler start &  
# /usr/local/etc/rc.d/obmaua start &
```

3.3.4 Installing AhsayOBM on OpenBSD

Please note that the steps below assume that the OpenBSD installation is already using JRE. If this is not installed on the system, please follow the below command to install JRE on your OpenBSD,

For OpenBSD 4.7 (i386):

```
pkg_add ftp://ftp.openbsd.org/pub/OpenBSD/4.7/packages/i386/jre-  
1.7.0.00b72p0.tgz
```

For OpenBSD 4.8 (i386):

```
pkg_add ftp://ftp.openbsd.org/pub/OpenBSD/4.8/packages/i386/jre-  
1.7.0.00b72p1.tgz
```

For OpenBSD 4.8 (amd64):

```
pkg_add ftp://ftp.openbsd.org/pub/OpenBSD/4.8/packages/amd64/jre-  
1.7.0.00b72p1.tgz
```

For OpenBSD 4.9 (i386):

```
pkg_add ftp://ftp.openbsd.org/pub/OpenBSD/4.9/packages/i386/jre-  
1.7.0.00beta122p0v0.tgz
```

For OpenBSD 4.9 (amd64):

```
pkg_add ftp://ftp.openbsd.org/pub/OpenBSD/4.9/packages/amd64/jre-  
1.7.0.00beta122p0v0.tgz
```

For OpenBSD 5.0 (i386):


```
pkg_add ftp://ftp.openbsd.org/pub/OpenBSD/5.0/packages/i386/jre-  
1.7.0.00beta122p1v0.tgz
```


For OpenBSD 5.0 (amd64):

```
pkg_add ftp://ftp.openbsd.org/pub/OpenBSD/5.0/packages/amd64/jre-  
1.7.0.00beta122p1v0.tgz
```

1. Download the AhsayOBM tarball release from the AhsayOBS web console.

Select your Operating System





UNIX
LINUX

Installation Guide - AhsayOBM - Unix / Linux

[Print](#)

System Requirement

- Operating System : Solaris, AIX, HP-UX, FreeBSD, SCO Unix and all major Linux distributions, e.g. Redhat, SUSE, Fedora Core 5, UBUNTU, MANDRIVA
- Memory : 128 Mbytes
- Disk Space : 100 Mbytes
- Network Protocol : TCP/IP (Http/Https)

Download

Download [Ahsay Online Backup Manager](#) - A full-featured backup software for servers (Linux / Unix Server, SQL Server, Exchange Server, Oracle, Lotus or MySQL)

Get Started - Linux

- Download the setup file above
- Unpack the install file to /usr/local/obm


```
mkdir /usr/local/obm
cd /usr/local/obm
gunzip obm-nix.tar.gz
tar -xf obm-nix.tar
```
- Install J2SE Java Runtime(JRE) 1.6.x or later. e.g. /usr/java
- Create a symbolic link for JRE to the \$JAVA_HOME:

ln /usr/java/usr/local/obm/jvm
- Install AhsayOBM

./bin/install.sh >install.log

- Logon as root user in the OpenBSD machine.
- Create a new \$AhsayOBM_Home directory (e.g. /usr/local/obm):

```
# mkdir -p /usr/local/obm
```

- Unpack the install package to \$AhsayOBM_Home:

```
# cd /usr/local/obm
# gunzip obm-nix.tar.gz
# tar -xf obm-nix.tar
```

5. Remove the bundled Java JRE:

```
# rm -rf /usr/local/obm/jre32
# rm -rf /usr/local/obm/jre64
```

6. Create a symbolic link for JRE:

```
# ln -sf "/usr/local/jre-1.7.0" "/usr/local/obm/jvm"
```

7. If you are using csh shell, you need to type rehash and hit [Enter] for the symbolic link to take effect.

8. For other shell, please use the following command:

```
# setenv JAVA_HOME "/usr/local/jre-1.7.0"
```

9. Install AhsayOBM and its related services by using the following commands:

```
# cd /usr/local/obm
# ./bin/install.sh > install.log
```

Details of the installation can be found under the install.log file in \$AhsayOBM_HOME/bin.

10. Enable the backup scheduler and auto upgrade services at machine startup

For OpenBSD 4.9 or lower:

Enable the backup scheduler and autoupgrade services at machine startup by adding these entries in the system file /etc/rc.local:

```
if [ -x /etc/obmaua ] ; then
/etc/obmaua start
fi

if [ -x /etc/obmscheduler ] ; then
/etc/obmscheduler start
fi
```


Run the following scripts.

```
/etc/obmscheduler start &  
/etc/obmaua start &
```

For OpenBSD 5.0 or higher:

Enable the backup scheduler and autoupgrade services at machine startup by adding this entry in the system file `/etc/rc.conf.local`:

```
pkg_scripts="obmaua obmscheduler"
```

or append to the existing entry, e.g. `pkg_scripts="xxx yyy obmaua obmscheduler"`

Run the following scripts.

```
/etc/rc.d/obmscheduler start &  
/etc/rc.d/obmaua start &
```

The backup scheduler and autoupgrade services are automatically installed. Backup sets can now run at their scheduled times automatically.

3.4 Configure AhsayOBM via X-Windows

1. Set the DISPLAY environment variables.

sh, bash:

```
DISPLAY=IP_ADDRESS_OF_XTERMINAL[:0.0]; export DISPLAY
```

For example:

```
DISPLAY=:0.0; export DISPLAY  
or DISPLAY=127.0.0.1; export DISPLAY  
or DISPLAY=127.0.0.1:0.0; export DISPLAY
```

```
or DISPLAY=192.168.0.2; export DISPLAY  
or DISPLAY=192.168.0.2:0.0; export DISPLAY
```

csh:

```
# setenv DISPLAY IP_ADDRESS_OF_XTERMINAL[:0.0]
```

For example:

```
setenv DISPLAY :0.0  
or setenv DISPLAY 127.0.0.1  
or setenv DISPLAY 127.0.0.1:0.0  
or setenv DISPLAY 192.168.0.2  
or setenv DISPLAY 192.168.0.2:0.0
```

2. Launch the AhsayOBM user interface.

```
# sh /usr/local/obm/bin/RunOBC.sh &
```

3. Enter the backup server hostname in the [Backup Server] field.
4. *Optional* - For machine that requires Internet connection through proxy, select the [Use proxy to access the backup server] option, and fill in the [Proxy setting] section.
5. Press [Next] afterward.
6. *Optional* - If you do not have an backup user account, you can register for a trial user account with the following steps:

- Enter the [Login Name] and [Password] of your choice.

Note:

Minimum length of the password is 6 characters.

- Enter your [Email] address in the textbox provided.
 - Press the [Submit] button.
7. If you have a backup user account already, select [Already a user?] and logon to the server with your existing login credentials.
 8. For first time login, you will be guided to create a backup set:
 - Select the [Backup Source] for the backup set.
 - Configure a backup schedule for unattended backups.

- Select an encryption setting for your backup set.
- Accept the default encryption settings (using the backup user account's password string as encrypting key) if no change is necessary.

Important:

Even with the default encryption setting selected, the encryption key is independent from a backup account's password.

Encryption settings are set at a backup set's creation time, even if the password is changed afterward, the encryption key remain the same.

It is very important that the encryption key is written down, and additional copies of the key are made, and stored in safe places so that it is readily available when needed to restore data.

If the encryption key is lost, the data is irretrievable.

- Press the [OK] button to complete the configuration of backup set.
 - Scheduled backup will run automatically at the configured schedule time.
9. Click [Backup] button on the left panel to perform a backup immediately.
 10. Setup is now completed.

*For further details of each step, please refer to the following chapters.

3.5 Command line mode

1. Backup set cannot be created in command line mode.

Before accessing the backup application in command line mode, please use the web interface to create the initial backup set:

- Login to the web interface.
- To **create** the initial backup set:
 - Select the [Backup Set] tab, and [Add].
 - Select the corresponding backup type, and [Update].
 - Configure the backup set by entering the corresponding information in the available fields, such as backup set name, source, and schedule.
 - Click [Update] when complete.
- To modify an existing backup set.
 - Select the [Backup Set] tab, and the corresponding set from the [Backup Set] drop down menu.
 - Modify the backup set setting as required.
 - Click [Update] when complete.
- To remove an existing backup set:
 - Select the [Backup Set] tab, and the corresponding set from the [Backup Set] drop down menu.
 - Click [Remove]

2. Access the backup application in command line mode with the Backup Configurator:

```
# sh /usr/local/obm/bin/Configurator.sh
```

3. Enter the login credentials, backup server URL, connection protocol, and proxy settings as requested:

```
Login Name: Username
Password: *****
Backup Server URL: backup.server.com
Which Protocol? (1)Http (2) Https: 1
Use proxy? (Y)es or (N)o: Y
Proxy Type? (1)Http/Https Proxy (2) SOCKS: 1
```

```
Enter proxy server: proxy.server.com
Enter proxy port: 123
Enter proxy username (optional): username
Enter proxy password (optional): *****
```

4. Configure the encryption setting and schedule setting (e.g. if the backup set should run on this computer) of the initial or a newly created backup set as requests:

```
Found new backup set 'BackupSetName'
Please enter the following values for this backup set:

Encrypting Algorithm?
(1) Twofish (2) AES (3) Triple DES (4) No Encryption: 1
Encrypting Key: *****
Re-Enter Encrypting Key: *****
Encrypting Mode? (1)ECB (2) CBC: 1
Run scheduled backup on this computer? (Y)es or (N)o: Y
```

5. The Backup Configurator can also be used to modify configuration settings of existing backup set:

```
Main Menu:
-----
(1). List Backup Setting
(2). Change Password
(3). Change Network Setting
(4). Change run scheduled backup setting
(5). Toggle Masked Field (Password, Encryption Key)
(6). Generate Configuration Report (text format)
(7). Quit

Your Choice:
```

6. To perform a backup immediately, execute the command below.

```
# sh /usr/local/obm/bin/RunBackupSet.sh [BackupSetName]
```

7. Setup is now completed.

*For further details of each step, please refer to the following chapters.

4 Uninstalling AhsayOBM

This chapter describes how to uninstall the backup client application.

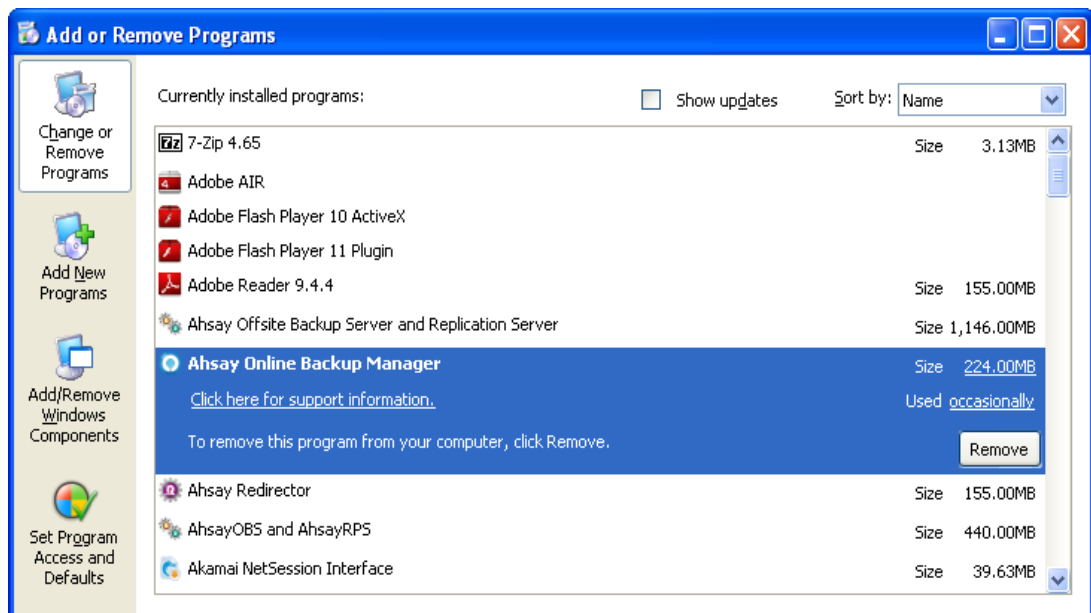
4.1 Uninstalling AhsayOBM on Windows platforms

There are two un-installation methods available:

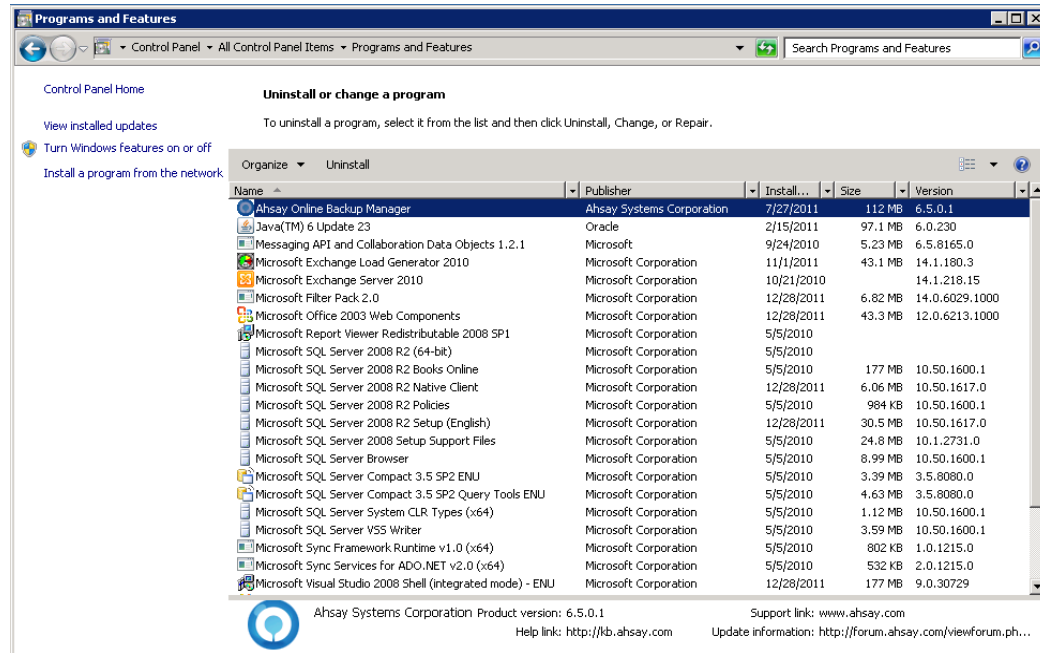
- Add or Remove Programs (Control Panel)
- Command line

4.1.1 Uninstalling AhsayOBM (Control Panel)

1. Open Start menu, select [Control Panel].
 - Select [Add or Remove Programs] for Windows XP / 2003



- Select [Programs and Features] for Windows Vista or above



2. Select [Ahsay Online Backup Manager] from the list and press the [Remove] or [Uninstall] button.

4.1.2 Uninstalling AhsayOBM (Command line)

1. Open a Windows command prompt (with an administrative user account on the machine).
2. Uninstall AhsayOBM by running the following command:

```
>cd C:\Program Files\AhsayOBM
>unins000.exe
```

4.2 Uninstalling AhsayOBM on Mac OS X platforms

1. Uninstall AhsayOBM by running the following command in terminal:

```
>cd $AhsayOBM_HOME/bin
>sudo ./uninstall.sh
```

2. Remove all backup setting files by running the following command in terminal:

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

4.3 Uninstalling AhsayOBM for Linux / FreeBSD / OpenBSD / Solaris

1. Uninstall the backup application by running the uninstall scripts:

```
# sh /usr/local/obm/bin/uninstall.sh
```

2. Remove all installation files by running the following command:

```
# rm -rf /usr/local/obm
```

3. Remove all backup setting files by running the following command:

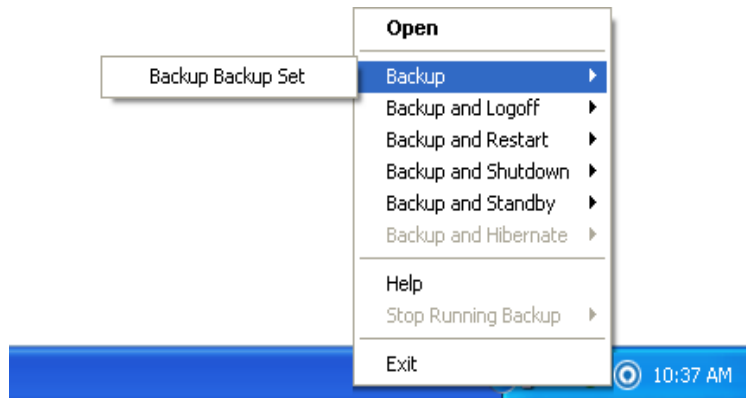
```
# rm -rf ~/.obm
```


5 Getting started with AhsayOBM

This chapter describes the various features available in the backup client application.

5.1 System tray launcher (Windows only)

After a successful installation of AhsayOBM, a system tray icon will be installed, and displayed under the Windows system tray area.



Right clicking on the AhsayOBM system tray icon will display a menu, providing the following functions:

| Menu Item | Description |
|----------------------|--|
| Open | Click to open the logon dialog. |
| Backup | Click to perform backup for a specific backup set in silent background mode. |
| Backup and Logoff | Click to perform backup for a specific backup set in silent background mode and logoff from Windows when the job is completed. |
| Backup and Restart | Click to perform backup for a specific backup set in silent background mode and restart Windows when the job is completed. |
| Backup and Shutdown | Click to perform backup for a specific backup set in silent background mode and shutdown Windows when the job is completed. |
| Backup and Standby | Click to perform backup for a specific backup set in silent background mode and enter the Standby mode of Windows when the job is completed. |
| Backup and Hibernate | Click to perform backup for a specific backup set in silent background mode and enter the Hibernate |

| | |
|---------------------|--|
| | mode of Windows when the job is completed |
| Help | Open the help dialog. |
| Stop running backup | Click to stop a running backup job chosen from the sub-menu. |
| Exit | Click to closes this system tray launcher application. |

*The availability of options listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

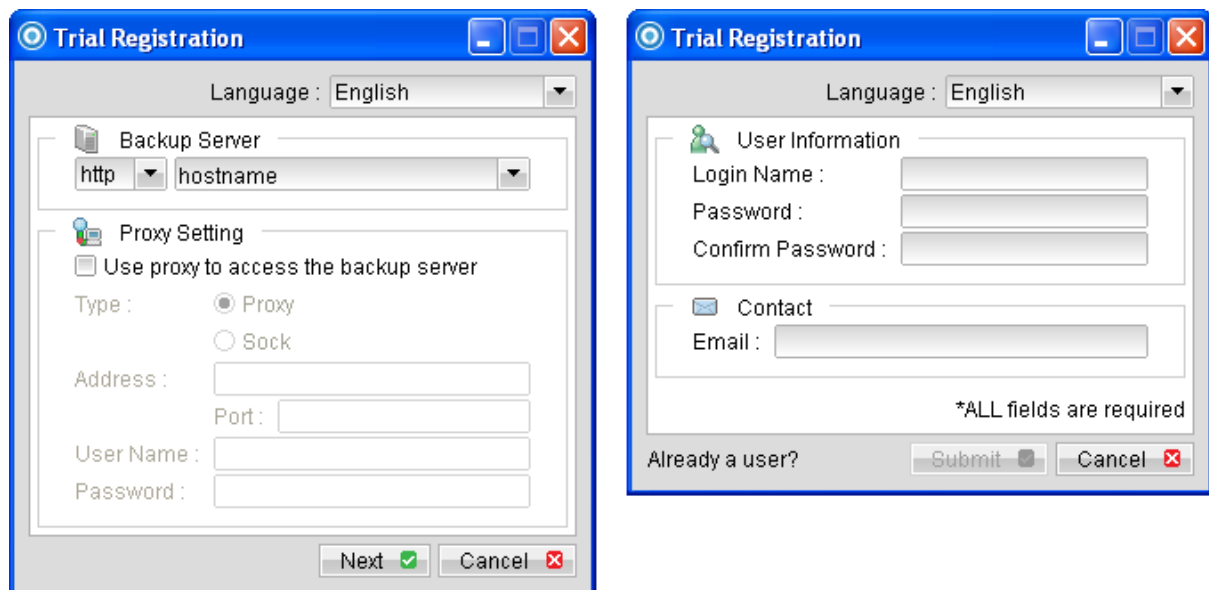
5.2 Logon dialog

For backup client computer on Windows, double-click on the AhsayOBM desktop icon or right-click on the system tray icon:

For backup client computer on Linux, enter the following command to start the AhsayOBM graphical user interface:

```
# sh /usr/local/obm/bin/RunOBC.sh &
```

For initial login, the trial registration dialog will be displayed.



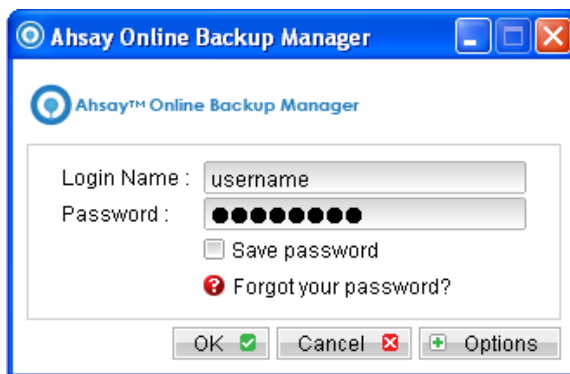
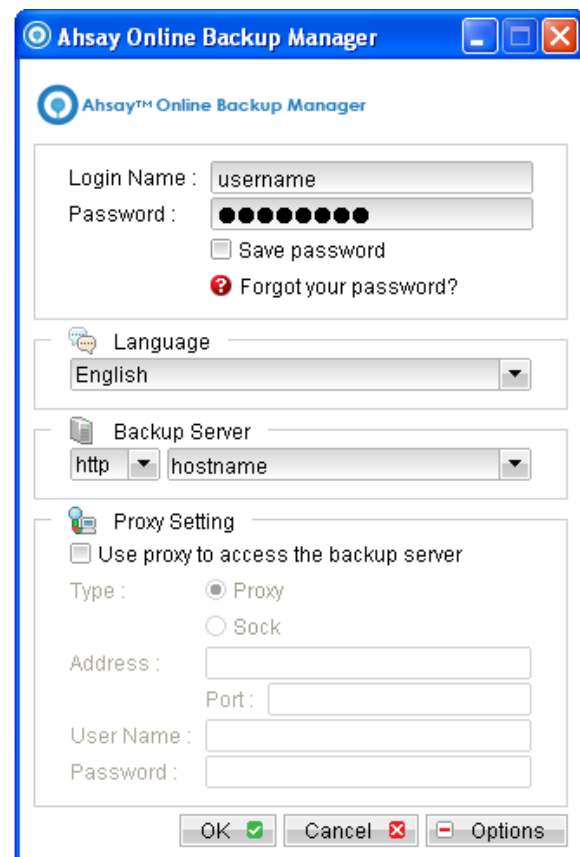
The image shows two screenshots of the 'Trial Registration' dialog box. The left screenshot displays the 'Backup Server' section with a dropdown menu for 'http' and 'hostname', and the 'Proxy Setting' section with a checkbox for 'Use proxy to access the backup server', radio buttons for 'Type' (Proxy selected, Sock), and input fields for 'Address', 'Port', 'User Name', and 'Password'. The right screenshot displays the 'User Information' section with input fields for 'Login Name', 'Password', and 'Confirm Password', and the 'Contact' section with an input field for 'Email'. Both screenshots have a 'Language' dropdown set to 'English' and 'Next' and 'Cancel' buttons at the bottom.

| Menu Item | Description |
|-----------|--|
| Language | Drop down menu for selecting language to start the backup application. |

| | |
|-----------------|---|
| Backup Server | Input box for entering hostname or IP address of the backup server. |
| http / https | Drop down menu for selecting http or https protocol when connecting to the backup server. |
| Proxy Setting | Input area for entering proxy setting such as address, port, proxy username and password. |
| Login Name | Input box for entering trial backup user login name. |
| Password | Input box for entering trial backup user password. |
| Contact | Input box for entering trail backup user email contact. |
| Submit | Click to create the trial backup user account. |
| Already a user? | Click to access the login dialog, for user with backup user account already. |

*The availability of options listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

For sub-sequence login, the login dialog will be displayed.

| Menu Item | Description |
|-----------------------|---|
| Login Name | Input box for entering backup user account login name. |
| Password | Input box for entering backup user account password. |
| Save password | Checkbox to enable or disable password saving. |
| Forgot your password? | Click to request for lost password. |
| Options | Click to access advance option such as [Language], [Backup Server] and [Proxy Setting]. |
| Language | Drop down menu for selecting language to start the backup application. |
| Backup Server | Input box for entering hostname or IP address of the backup server. |
| http / https | Drop down menu for selecting protocol when connecting to the backup server. |
| Proxy Setting | Input area for entering proxy setting such as address, port, proxy username and password. |

*The availability of options listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Press the [Option] button to access the [Language], [Backup Server] and [Proxy setting] settings.

Configure the backup server information by entering the server hostname (e.g. backup.server.com) or IP address (e.g. 192.168.1.1) of the backup server in the [Backup Server] field.

For backup server that accepts connection on custom port only, append the hostname or IP address in the [Backup Server] field, by adding a semi-colon (:) and the custom port number at the end.

Example:

backup.server.com:8080 / 192.168.1.1:8443

For security concerns, you can configure the backup client application to communicate with the backup server in SSL protocol (Secure Socket Layer), select [https] from the dropdown menu at the [Backup Server] section.

Enter your login credentials in the [Login Name] and [Password] fields.

If you do not remember your password, press the [Forgot your password?] button to retrieve a forgotten password email.

Please do not attempt to login with an incorrect password, as a backup user account will be locked after 3 bad password attempts. Backup job cannot be run for backup user account with status as locked.

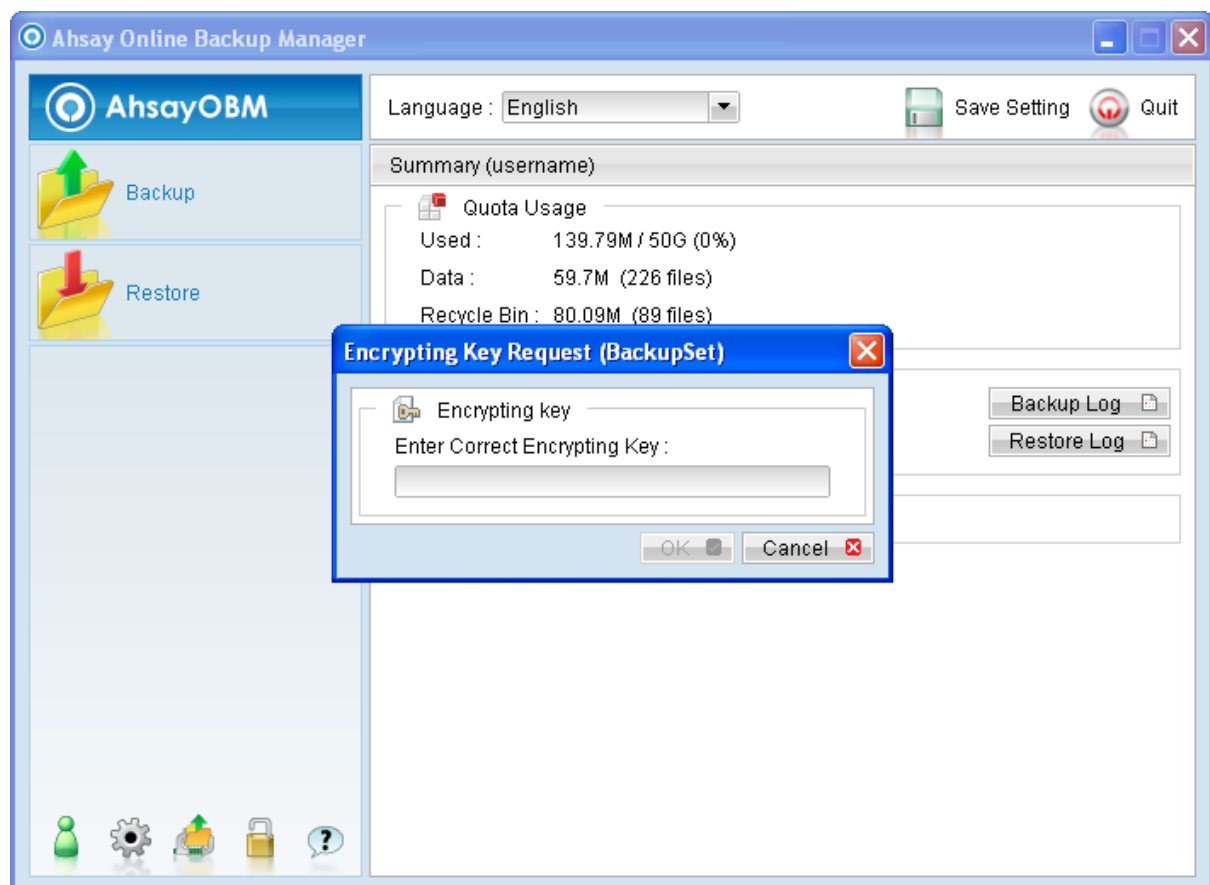
Please contact your service provider to unlock your account if it is locked.

Configure which language to start the backup application in by select the language of your choice under the [Language] drop down menu. For the list of supported languages, please refer to Appendix A.

To enable [Proxy setting], select the [Use proxy to access the backup server] checkbox button, and enter the corresponding proxy information. For [Sock] proxy, both v4 and v5 without user authentication are supported.

Press [OK] to login when all configurations are entered.

For initial login of existing backup user on new computer, you will be prompted for the encrypting key of all existing backup set.



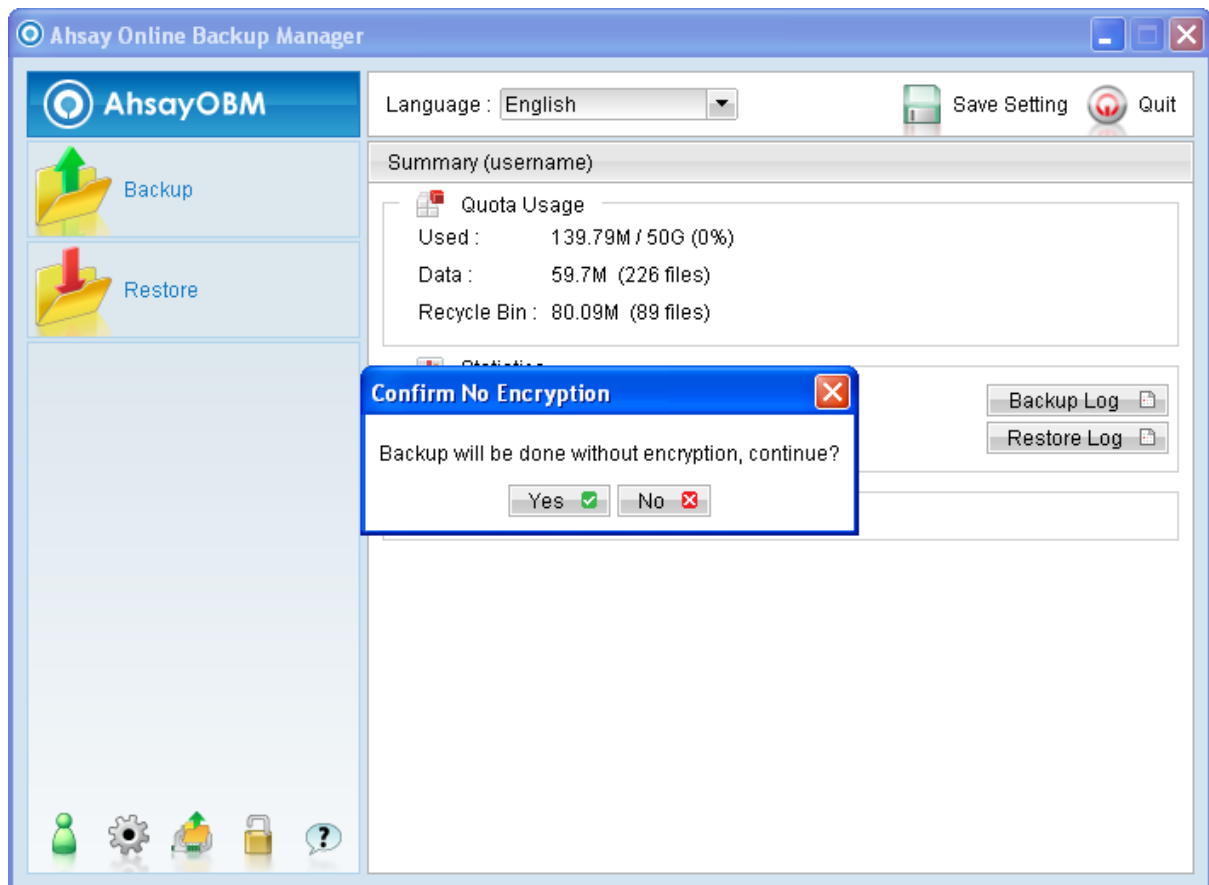
| Menu Item | Description |
|------------------------------|---|
| Enter Correct Encrypting Key | Input box for entering encrypting key of existing |

| | |
|--------|--|
| | backup set. |
| OK | Click to confirm on encrypting key. |
| Cancel | Click to proceed without using encrypting key. |

Enter the correct encrypting key and click [OK] to proceed.

Alternatively, if the encrypting key is lost, press [Cancel] to proceed without encryption (e.g. for all backup job performed afterward).

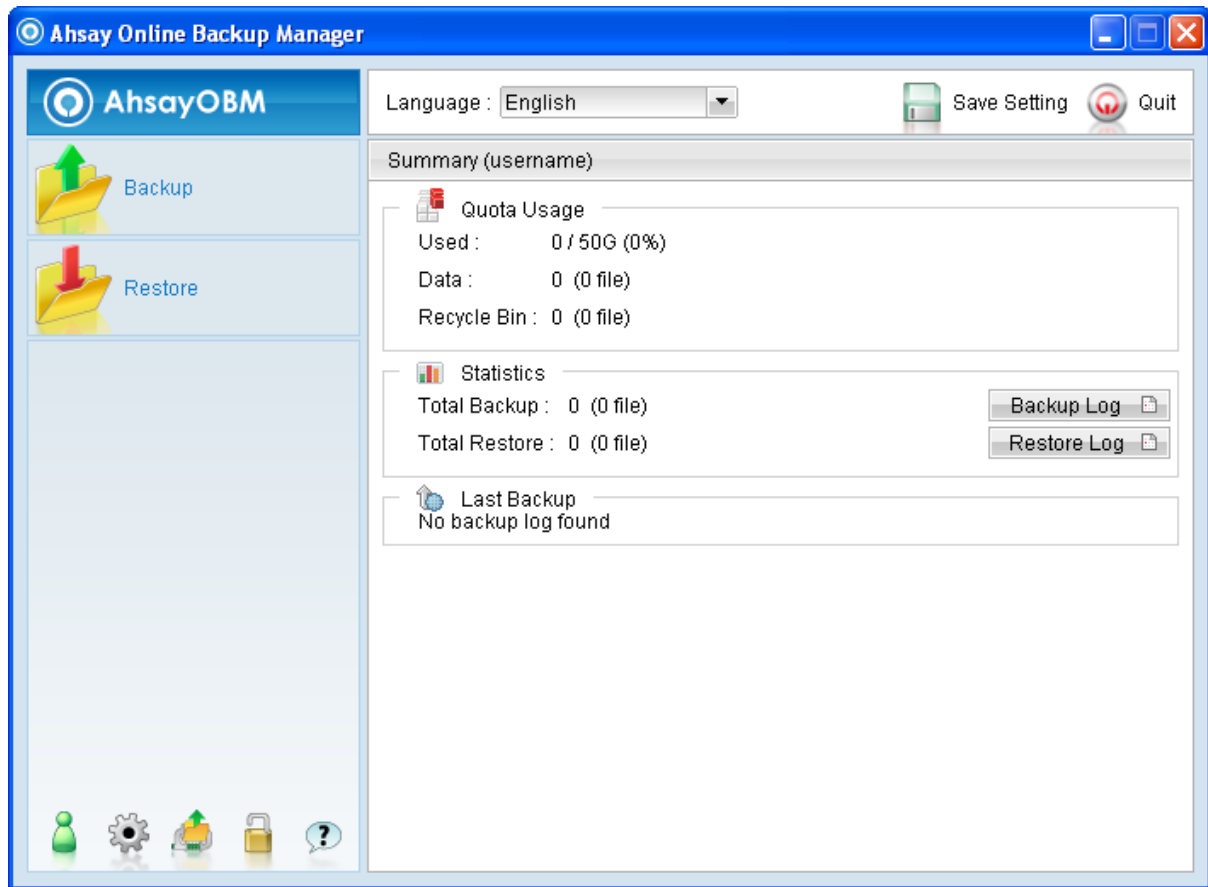
This would allow data backed up in the future to be restore-able (as they are no longer encrypted), but existing data that are already encrypted by the lost encrypting key would not be restore-able.












In case of encrypting key lost, it is strongly recommended that a new backup set be created, to ensure that data backed up in the future is encrypted and restore-able.

5.3 AhsayOBM main window

The main window will be displayed after a successful login.



| Icon | Menu Item | Description |
|---|--------------|---|
|  | Backup | Click to perform backup for an existing backup set. |
|  | Restore | Click to access the restore menu, for restoring backed up data. |
|  | Save Setting | Click to save settings. |
|  | Quit | Click to exit out of the backup application. |
|  | User Profile | Click to access the user profile menu. |

| | | |
|---|----------------------------|--|
|  | Backup Setting | Click to access the backup setting menu. |
|  | Decrypt Local Copy Wizard | Click to access the decrypt local copy wizard. |
|  | Decrypt File Wizard | Click to access the decrypt file wizard. |
|  | About Ahsay A-Click Backup | Click to access the About Ahsay A-Click Backup dialog. |
| | Language | Drop down menu for selecting language to be displayed. |
| | Backup Log | Click to view previous backup log. |
| | Restore Log | Click to view previous restore log. |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.



Click on the [Backup] button to perform a backup for an existing backup set.



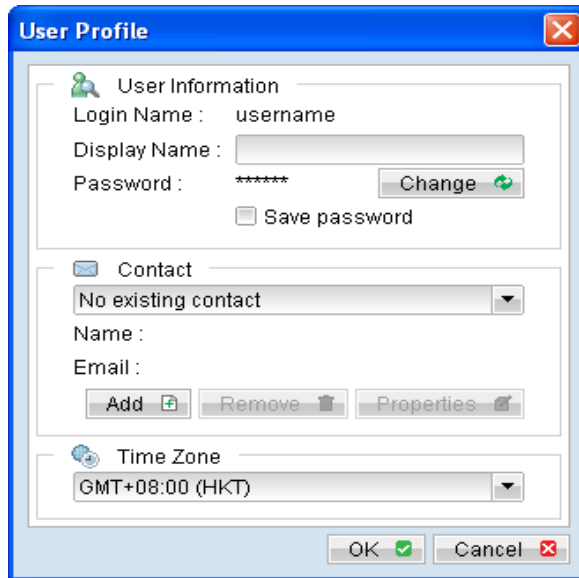
Click on the [Restore] button to restore backed up data from the backup server to the client machine.

Other options will be discussed in the following chapters.

5.4 User Profile



To access the user profile dialog, click on the [User Profile] button at the application's main window.



The 'User Profile' dialog box is divided into three sections: 'User Information', 'Contact', and 'Time Zone'. The 'User Information' section includes fields for 'Login Name' (username), 'Display Name' (empty), and 'Password' (masked with asterisks), along with a 'Change' button and a 'Save password' checkbox. The 'Contact' section features a dropdown menu showing 'No existing contact', and fields for 'Name' and 'Email'. Below these are 'Add', 'Remove', and 'Properties' buttons. The 'Time Zone' section has a dropdown menu set to 'GMT+08:00 (HKT)'. At the bottom are 'OK' and 'Cancel' buttons.

| Menu Item | Description |
|---------------|--|
| Display Name | Input box for entering alias of the backup user account. |
| Change | Click to access the change password dialog. |
| Save password | Checkbox to enable or disable password saving. |
| Add | Click to add contact information. |
| Remove | Click to remove contact information. |
| Properties | Click to edit existing contact information. |
| Name | Input box for entering contact name of the backup user account. |
| Email | Input box for entering contact email address of the backup user account. |
| Time Zone | Dropdown menu for time zone setting. |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

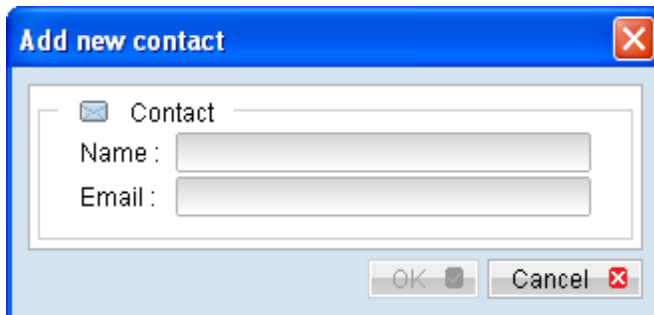
You can change the backup user account's password, by pressing the [Change] button. A change password dialog will be displayed afterward.



The 'Change Password' dialog box has a blue title bar with a close button (X). Inside, there is a 'Password' section with a key icon. It contains three text input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom right, there are 'OK' and 'Cancel' buttons with green and red icons respectively.

Enter your [Old Password] (e.g. existing password) and [New Password] into the corresponding textbox and press [OK].

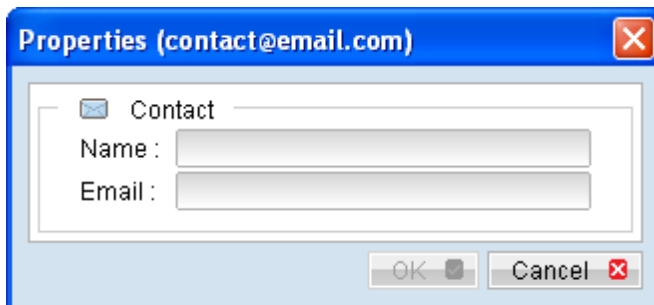
To add new contact information for the backup user account, select [Add] to open the [Add new contact] dialog.



The 'Add new contact' dialog box has a blue title bar with a close button (X). It features a 'Contact' section with an envelope icon. Below it are two text input fields: 'Name' and 'Email'. At the bottom right, there are 'OK' and 'Cancel' buttons with green and red icons respectively.

Enter the corresponding information such as [Name] and [Email] in the corresponding field, and press [OK].

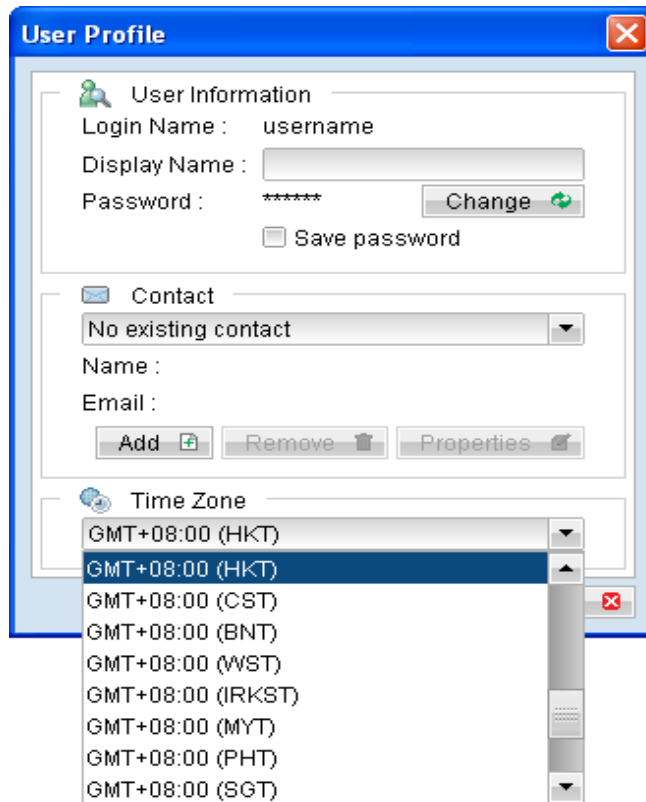
To update existing contact of the backup user account, select the corresponding contact from the [Contact] drop down menu, and select [Properties].



The 'Properties (contact@email.com)' dialog box has a blue title bar with a close button (X). It features a 'Contact' section with an envelope icon. Below it are two text input fields: 'Name' and 'Email'. At the bottom right, there are 'OK' and 'Cancel' buttons with green and red icons respectively.

To delete existing contact of the backup user account, select the corresponding contact from the [Contact] drop down menu, and select [Remove].

To change the backup user account's time zone setting, select the corresponding time zone from the [Time Zone] drop down menu.




User Profile

User Information

Login Name : username

Display Name :




Password : ***** 

☐ Save password

Contact

Name :

Email :

Time Zone

GMT+08:00 (HKT)

GMT+08:00 (HKT)

GMT+08:00 (CST)

GMT+08:00 (BNT)

GMT+08:00 (WST)

GMT+08:00 (IRKST)

GMT+08:00 (MYT)

GMT+08:00 (PHT)

GMT+08:00 (SGT)

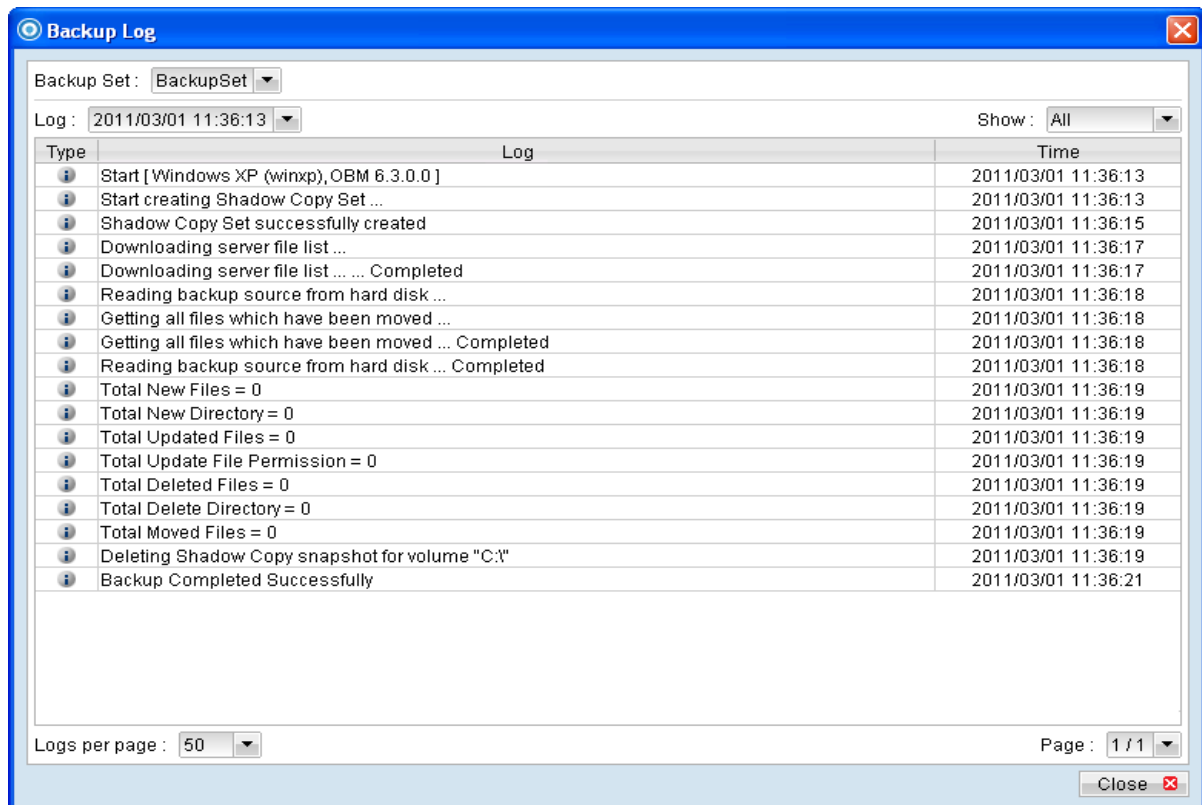
5.5 About Ahsay Online Backup Manager



Click on the [About Ahsay Online Backup Manager] button to view information of your backup application, such as the application version, and backup service provider's information like company name, website, email address and server hostname or IP address.

5.6 Backup Log

All backup activities are logged to a corresponding log files. To review them, click on the [Backup Log] button.

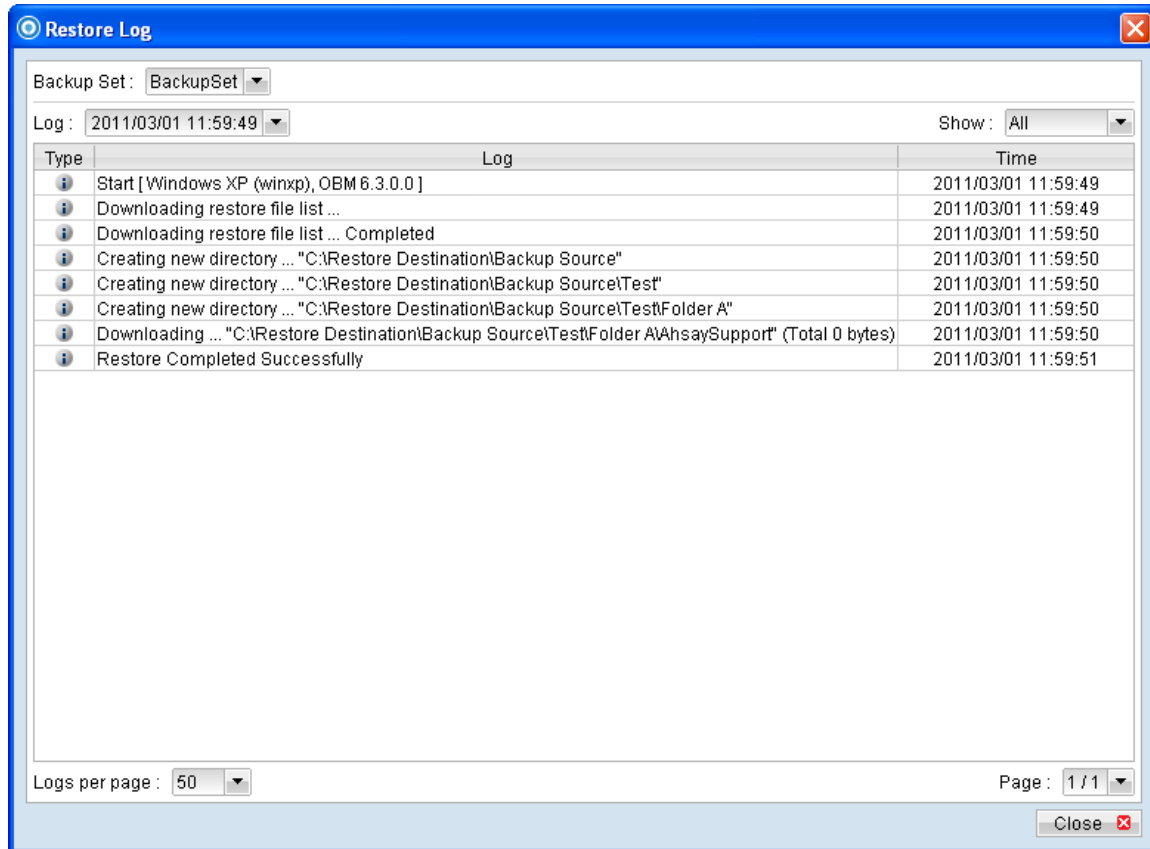


| Menu Item | Description |
|---------------|---|
| Backup Set | Drop down menu for selecting which backup set. |
| Log | Drop down menu for selecting which log to review (in YYYY/MM/DD hh:mm:ss format). |
| Show | Drop down menu to filter display of only Information, Warning, Error, or all log entries. |
| Logs per page | Drop down menu for selecting the number of log entries to display per page. |
| Page | Drop down menu to switch the page number. |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

5.7 Restore Log

Similar to backup, all restore activities are also logged to a corresponding log files. To review them, click on the [Restore Log] button.



| Menu Item | Description |
|---------------|---|
| Backup Set | Drop down menu for selecting which backup set. |
| Log | Drop down menu for selecting which log to review (in YYYY/MM/DD hh:mm:ss format). |
| Show | Drop down menu to filter display of only Information, Warning, Error, or all log entries. |
| Logs per page | Drop down menu for selecting the number of log entries to display per page. |
| Page | Drop down menu to switch the page number. |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

6 Configure backup sets

This chapter describes how to configure a backup set.


A backup set defines the configuration of a backup routine, such as backup schedule, backup source and encryption setting as well as other options.

6.1 Backup Setting




Click on the [Backup Setting] button to:

-  Create new backup set –

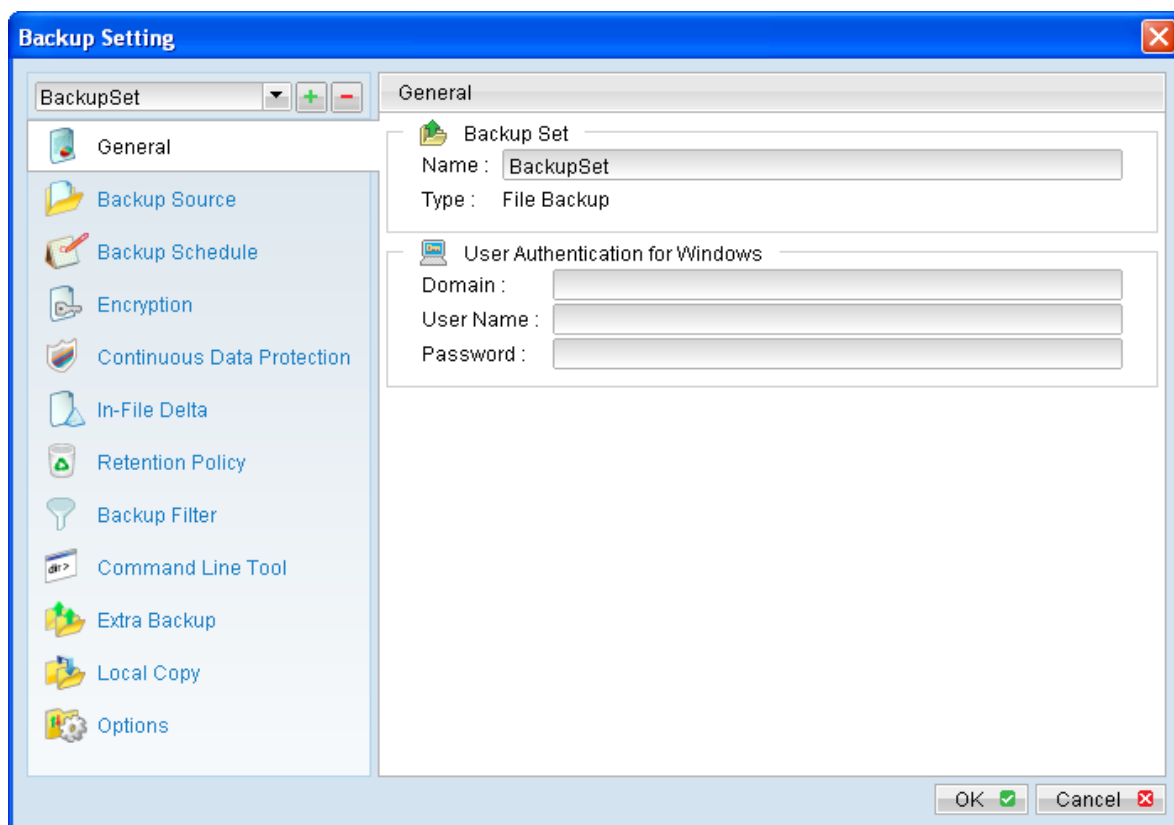
Select the  button to add a new backup set.









-  Delete existing backup set –





Select a backup set from the drop down menu, and the  button to remove corresponding backup set.

- Modify existing backup set –

Select a backup set from the drop down menu, and other options from the left panel to modify the backup set.




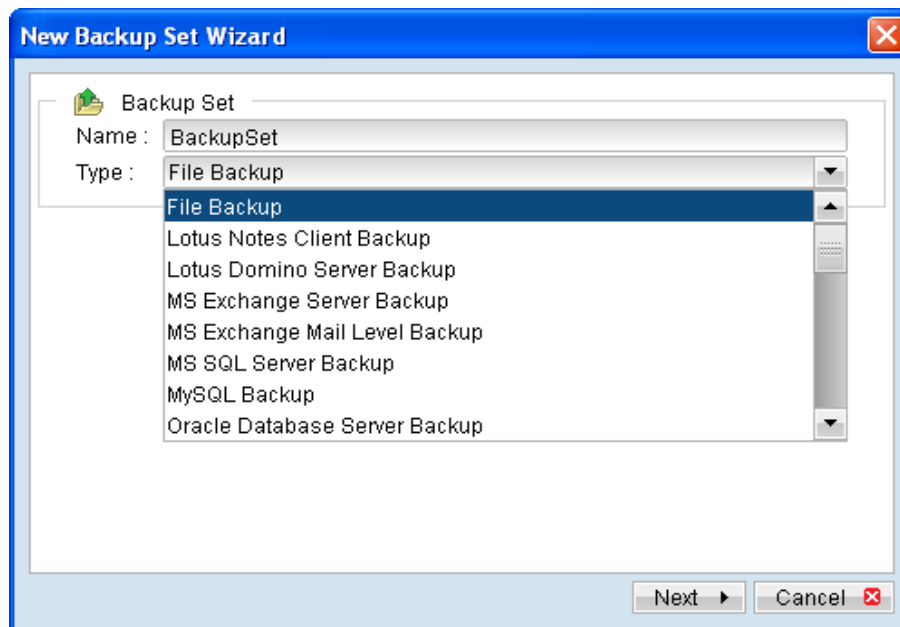
| Icon | Menu Item | Description |
|---|----------------------------|--|
|  | General | Click to access the general backup set menu. |
|  | Backup Source | Click to access the backup source selection menu. |
|  | Backup Schedule | Click to access the backup schedule setting menu. |
|  | Encryption | Click to access the encryption setting menu. |
|  | Continuous Data Protection | Click to access the continuous data protection menu. |
|  | In-File Delta | Click to access the In-file delta menu. |
|  | Retention Policy | Click to access the retention policy menu. |
|  | Backup Filter | Click to access the backup filter menu. |

| | | |
|---|-------------------|--|
|  | Command Line Tool | Click to access the pre post command line tool menu. |
|  | Extra Backup | Click to access the extra backup setting menu. |
|  | Local Copy | Click to access the local copy backup menu. |
|  | Options | Click to access the option menu. |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

6.1.1 New Backup Set Wizard

Select the  button to start the New Backup Set Wizard.



Select the corresponding backup type, in this case, a file backup set.

A backup set can be one of the following types:

| Backup Type | Description |
|---------------------|--|
| File | Backup set type for backup of normal files. |
| Lotus Domino Server | Backup set type for backup of Lotus Domino server. |

| | |
|------------------------|--|
| Lotus Notes Client | Backup set type for backup of Lotus Notes client. |
| MS Exchange Server | Backup set type for backup of Microsoft Exchange server. |
| MS Exchange Mail Level | Backup set type for backup of individual emails (brick level backup). |
| MS SQL Server | Backup set type for backup of Microsoft SQL server. |
| MySQL Server | Backup set type for backup of backup MySQL server. |
| Oracle Database Server | Backup set type for backup of Oracle database server |
| System State | Backup set type for backup of Microsoft Window's System State. |
| ShadowProtect System | Backup set type for Bare-Metal backup of your system using StorageCraft's ShadowProtect. |
| Windows System | Backup set type for Bare-Metal backup of your system using Microsoft's WBAdmin. |
| MS VM | Backup set type for backup of Virtual Machine on Microsoft Hyper-V server. |
| VMware VM | Backup set type for backup of Virtual Machine on VMware server (VM Server, ESX, ESXi ... etc). |

*The availability of backup type listed above may be service provider dependent. If a backup type is not available, please check with your service provider for further details and availability.

For exact application support list, please contact your service provider for further details.

Note:

Backup set type is defined at the backup set creation time, and **cannot be modified afterward.**

Next few steps of a new backup set creation process, including Backup Source, Backup Schedule and Encryption setting configuration are discussed in the following sections of the guide.

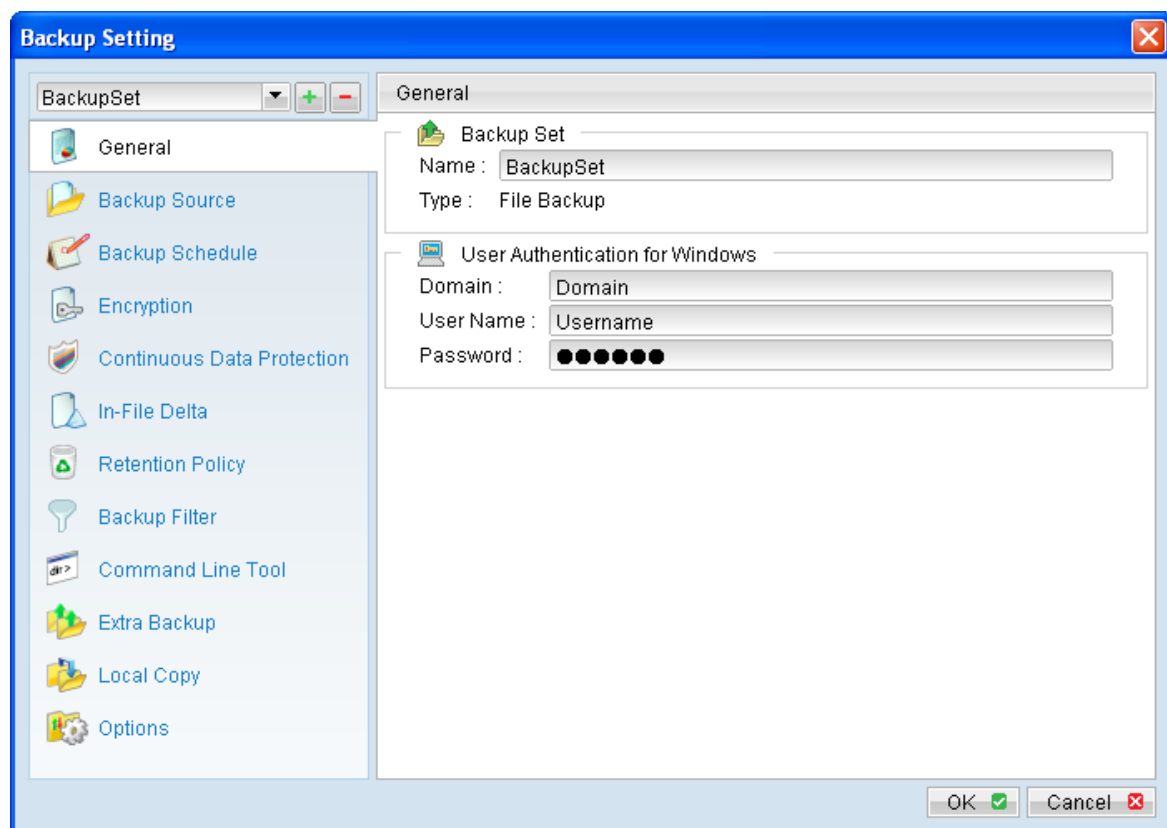
6.1.2 General



Click on the [General] tab to modify the [Backup Set Name] or [User Authentication for Windows] setting.

For backup set with backup schedule and network shared drive selected as backup source, the [User Authentication for Windows] is a **mandatory field** that must be filled in.

Please specify a Windows domain account for the backup client application with sufficient permission to access the network location.



The screenshot shows the 'Backup Setting' dialog box with the 'General' tab selected. The left sidebar contains icons for General, Backup Source, Backup Schedule, Encryption, Continuous Data Protection, In-File Delta, Retention Policy, Backup Filter, Command Line Tool, Extra Backup, Local Copy, and Options. The main area displays the 'General' settings for a backup set named 'BackupSet'. The 'Backup Set' section shows 'Name: BackupSet' and 'Type: File Backup'. The 'User Authentication for Windows' section contains three input fields: 'Domain: Domain', 'User Name: Username', and 'Password: [masked]'. At the bottom right are 'OK' and 'Cancel' buttons.

| Menu Items | Description |
|------------|--|
| Domain | Input box for entering domain of the Windows domain account. |
| User Name | Input box for entering username of the Windows domain account. |
| Password | Input box for entering password of the Windows domain account. |



*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

6.1.3 Backup Source



Click on the [Backup Source] tab to configure backup source of a backup set.

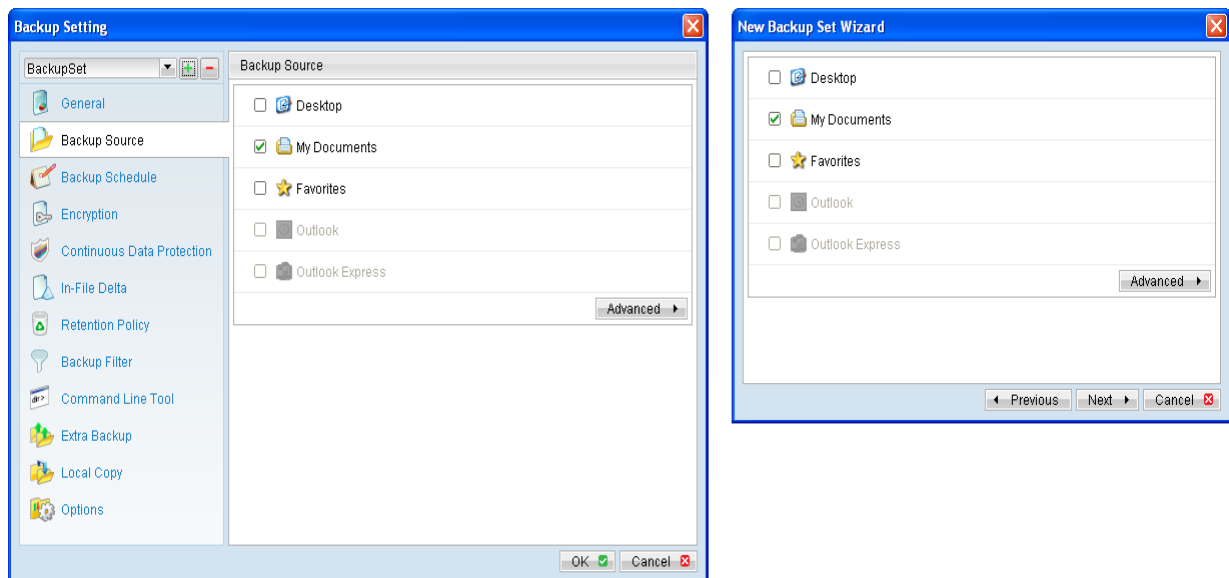
A Backup Source defines the files and directories to be included for backup.

There are two types of backup source: Selected and Deselected.

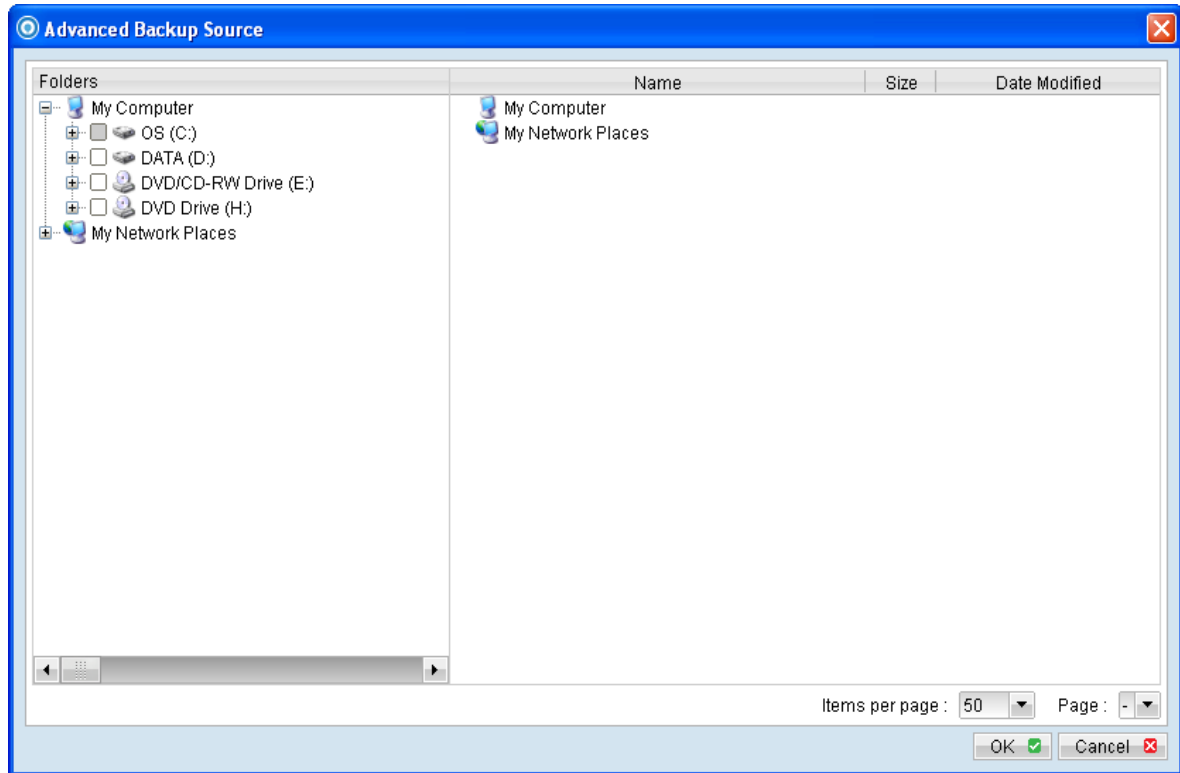
- Selected backup source defines files and directories that are to be included in a backup set.
- Deselected backup source defines files and directories that are to be excluded from a backup set.

On the basic backup source selection dialog, you can select directories that are commonly selected as backup source for backup:

- Desktop folder
- My Documents folder
- Favorites folder
- Outlook and Outlook Express folder



Click on [Advanced] button to access the advanced backup source dialog to select other directories for backup.



The checkbox beside a root drives, directory or file can be in one of the following mode:

| Mode | Description |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | All directories and files under this directory will be backed up. |
| <input checked="" type="checkbox"/> | All directories and files under this directory except those explicitly excluded will be backed up. Directories and files selected to this directory in the future will be backed up as well. |
| <input type="checkbox"/> | Only the checked directories and files under this directory will be backed up. Directories and files selected to this directory in the future will not be backed up. |
| <input type="checkbox"/> | No directory or file under this directory will be backed up. |

Note:

For installation on Windows platforms, hidden directories and files will be displayed only if the [Hide protected operating files] setting of Windows Explorer is disabled.

By selecting a parent directory as backup source, all child directories and files including any hidden directories or files would be backup as well.

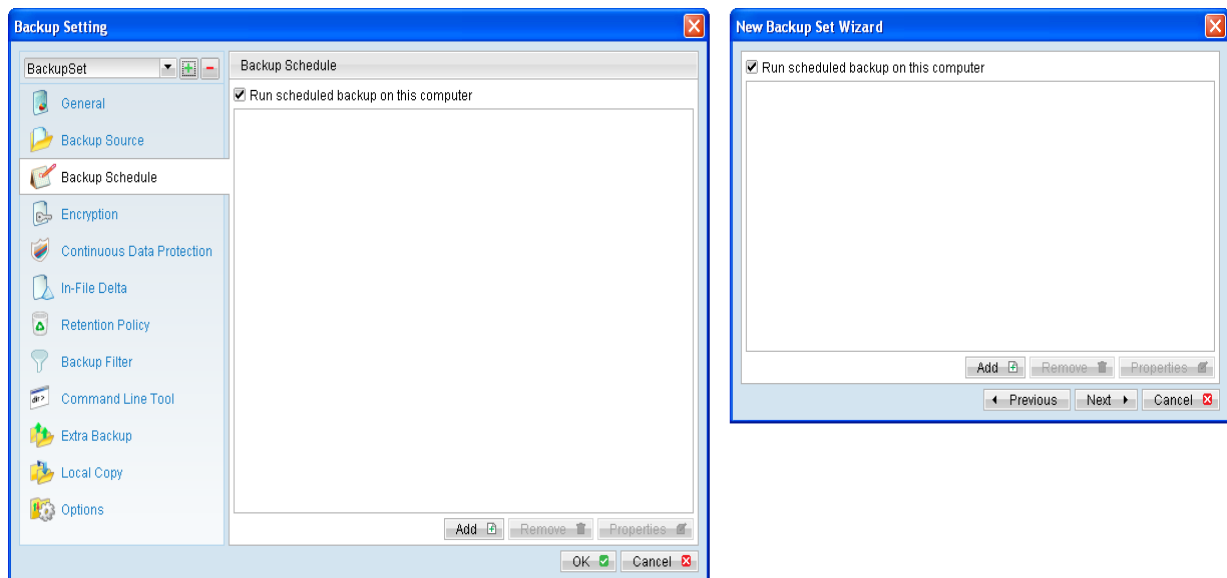
To avoid backing up hidden directories such as the Recycle Bin folder, please select the corresponding directories or files required as backup source directly, instead of selecting the parent directory or root drive letter.

6.1.4 Backup Schedule



Click on the [Backup Schedule] tab of the backup setting menu to configure backup schedule of a backup set.

A Backup Schedule defines the time, time period allowed, and frequency that backup job for an existing backup set should be run automatically.



| Menu Items | Description |
|---------------------------------------|---|
| Run scheduled backup on this computer | Checkbox to enable or disable the corresponding backup set to run on this computer. |
| Add | Click to add a new backup schedule. |
| Remove | Click to remove an existing backup schedule. |
| Properties | Click to modify an existing backup schedule. |

Add new backup schedule

Name : New Backup Schedule

Backup File

Type Daily

Backup everyday

Time At

Start : 23 : 00

Stop : ☒ on completion (Full Backup)
☐ after 8 hour(s)

OK Cancel

Add new backup schedule

Name : New Backup Schedule

Backup File

Type Weekly

Backup on the following day(s) every week :

☐ Sunday ☐ Monday ☐ Tuesday
☐ Wednesday ☐ Thursday ☐ Friday
☒ Saturday

Time At

Start : 23 : 00

Stop : ☒ on completion (Full Backup)
☐ after 8 hour(s)

OK Cancel

Add new backup schedule

Name : New Backup Schedule

Backup File

Type Monthly

Backup on the following day every month :

☒ Day : 1
☐ First Sunday

Time At

Start : 23 : 00

Stop : ☒ on completion (Full Backup)
☐ after 8 hour(s)

OK Cancel

Add new backup schedule

Name : New Backup Schedule

Backup File

Type Custom

Backup on the following day once :

Date (yyy-mm-dd) : 2011 - 03 - 18

Time At

Start : 23 : 00

Stop : ☒ on completion (Full Backup)
☐ after 8 hour(s)

OK Cancel

| Menu Items | Description |
|------------|---|
| Name | Input box for entering backup schedule name. |
| Type | <p>Checkbox to select schedule type.</p> <p>Daily - Backup job will run everyday at a specific time under this schedule type</p> <p>Weekly - Backup job will run on specific day(s) of a week, at a specific time under this schedule type.</p> <p>Monthly - Backup job will run on specific day of a month (date, or special criteria such as first weekend, last weekday), at a specific time under this schedule type.</p> |

| | |
|---------------------|--|
| | Custom - Backup job will run on specific day of a year (date), at a specific time under this schedule type. |
| Time (At) | <p>To start backup job at a specific time.</p> <p>Start - Dropdown menu to select the start time of a backup job.</p> <p>Stop – Option to allow a backup job to run to completion, or to stop the running backup job after a specified hour.</p> |
| Time (Periodically) | To start backup job at regular intervals of time. |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

To configure a Daily backup schedule where backup job will run everyday at 8:00pm:

1. Select [Add] to open the [Add new backup schedule] dialog.
2. Enter name of the backup schedule.
3. Select [Daily] from the schedule [Type] dropdown menu.
4. Select [At] from the [Time] dropdown menu.
5. Configure start time to be 20:00
6. Configure the stop option according to your requirement.

To configure a Weekly backup schedule where backup job will run on Friday every week at 8:00pm:

1. Select [Add] to open the [Add new backup schedule] dialog.
2. Enter name of the backup schedule.
3. Select [Weekly] from the schedule [Type] dropdown menu.
4. Select the checkbox beside [Friday].
5. Select [At] from the [Time] dropdown menu.
6. Configure start time to be 20:00
7. Configure the stop option according to your requirement.

To configure a Monthly backup schedule where backup job will run on first weekend of every month at 8:00pm:

1. Select [Add] to open the [Add new backup schedule] dialog.
2. Enter name of the backup schedule.
3. Select [Monthly] from the schedule [Type] dropdown menu.
4. Select [First], [Weekend].
5. Select [At] from the [Time] dropdown menu.
6. Configure start time to be 20:00

7. Configure the stop option according to your requirement.

To configure a Custom backup schedule where backup job will run on Jan 1st of 2012 (2012-01-01) at 8:00pm:

1. Select [Add] to open the [Add new backup schedule] dialog.
2. Enter name of the backup schedule.
3. Select [Custom] from the schedule [Type] dropdown menu.
4. Enter the date when the backup should be performed (YYYY-MM-DD).
5. Configure start time to be 20:00
6. Configure the stop option according to your requirement.

Note that multiple backup schedules of different type (e.g. daily, weekly) can also be configured for a single backup set.

For example:

- Daily backup schedule at 00:00
- Daily backup schedule at 12:00
- Weekly backup schedule on Friday at 18:00

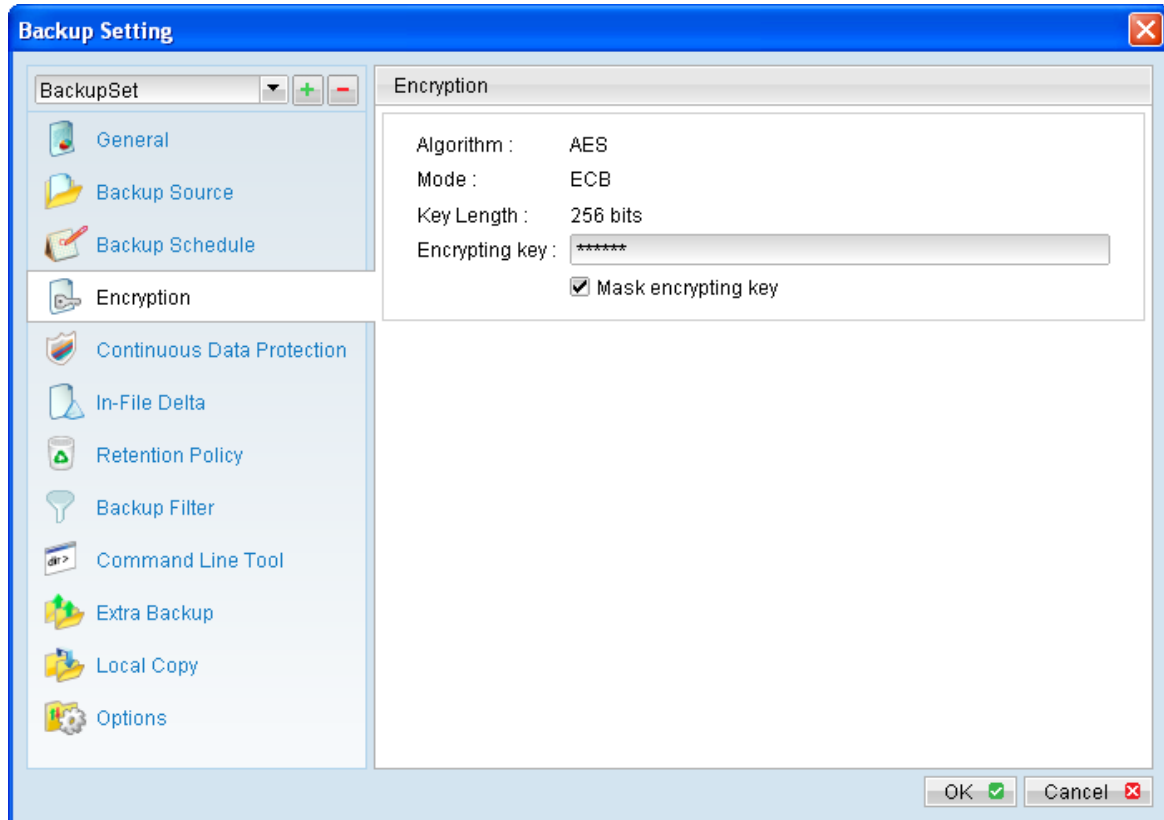
Combination of these schedules effectively creates a schedule for backup at 00:00 and 13:00 everyday, and 18:00 every Friday.

6.1.5 Encryption



Before files are uploaded to the backup server, they are first compressed and encrypted with an algorithm, mode and key of your choice.

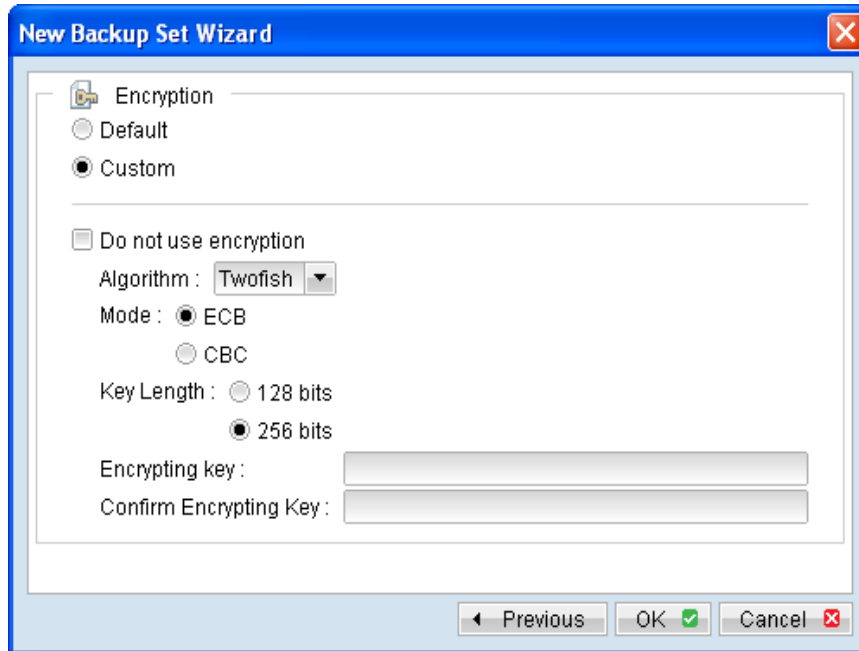
Select the [Encryption] tab to view the current encryption setting of an existing backup set.



| Menu Items | Description |
|---------------------|--|
| Encryption key | Text box displaying the encryption key for the corresponding backup set. |
| Mask encryption key | Checkbox to enable or disable masking of the encrypting key. |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Encryption settings are set at a backup set's creation time in the New Backup Set Wizard.



| Menu Items | Description |
|------------------------------|---|
| Default | Radio button to select default encrypting key. Default encryption setting - Encryption algorithm: AES Encryption mode: ECB Key Length: 256 bits Encrypting key: Same as current password |
| Custom | Radio button to select your custom encryption setting, including: Encryption algorithm Encryption mode Key Length Encrypting key |
| Do not use encryption | Checkbox to disable encryption (not recommended). |
| Algorithm (used with Custom) | Dropdown menu to select the encryption algorithm setting: Twofish - Twofish algorithm DESede - Triple DES algorithm AES - Advanced Encryption Standard algorithm |
| Mode (used with Custom) | Radio button to select ECB or CBC encryption mode: |

| | |
|-----------------------------------|---|
| | ECB - Electronic Cook Book mode CBC - Cipher Block Chaining mode |
| Key Length (used with Custom) | Radio button to select 128 bit or 256 bit key length. |
| Encrypting key (used with Custom) | Input box for entering your choice of encrypting key. |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Select [Default] encryption setting if you are not familiar with encryption algorithm or mode. The default encryption setting is:

Encryption Algorithm: AES
Encryption Mode: ECB
Key Length: 256 bits
Encrypting Key: Same as current password

Encryption settings are set at a backup set's creation time and cannot be modified afterward.

If custom encrypting key is used, please considering the following to create a strong encrypting key:

- Length
Make sure the encryption key is at least eight or more characters.
- Complexity
Include lowercase, uppercase letters and numbers, use the entire keyboard not just the letters and characters you use or see most often.

Avoid creating encryption key that uses:

- Dictionary words.
- Words spelled backwards, common misspellings and abbreviations.
- Sequence or repeated characters.
- Personal information, your name, your birthday, or similar information. Include letters and numbers, use the entire keyboard not just the letters and characters you use or see most often.

Important:

By selecting default encryption setting, password string of the backup account will be configured as encrypting key for the corresponding backup set.

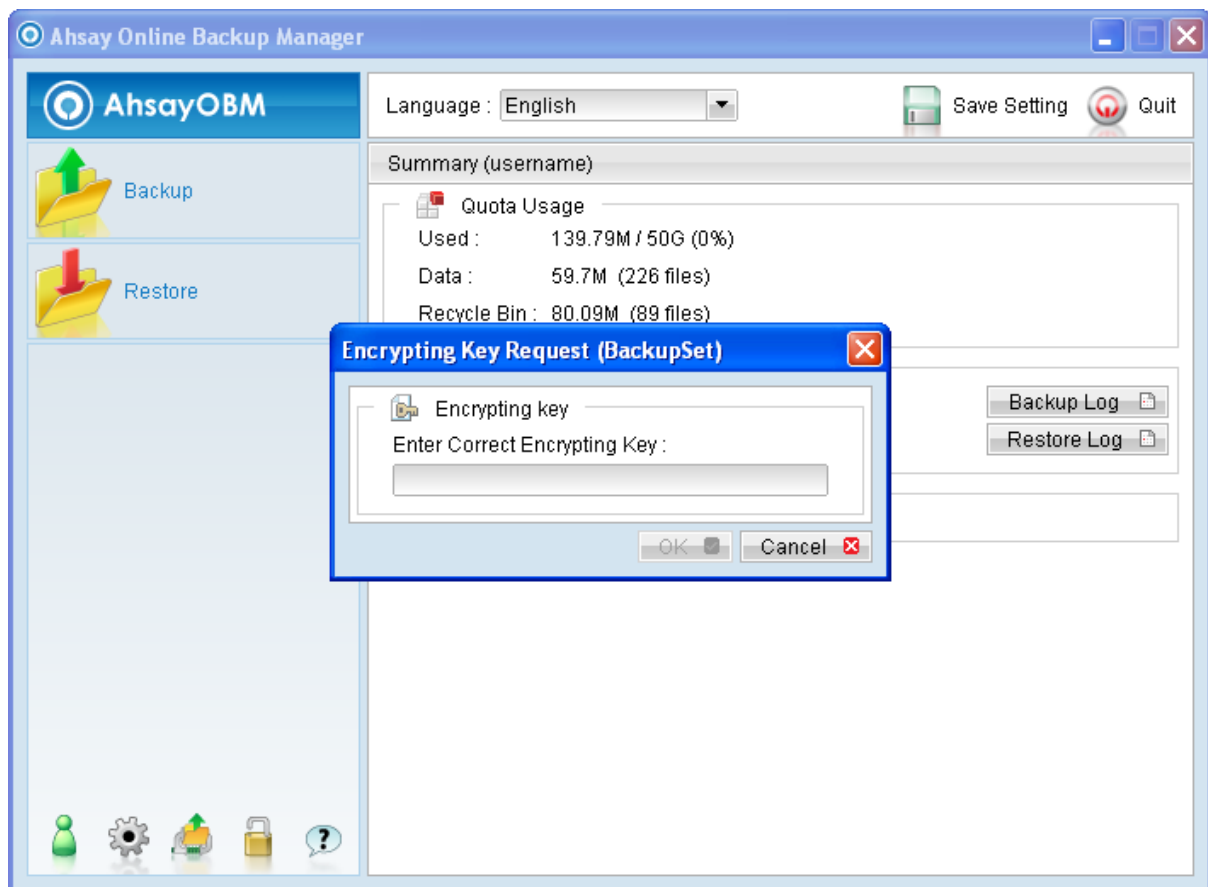
The encryption key is independent from a backup account's password.

Encryption settings are set at a backup set's creation time, even if the password is changed afterward, the encryption key remain the same.

It is **very important** that the encryption key is written down, and additional copies of the key are made, and stored in safe places so that it is readily available when needed to restore data.

If the encryption key is lost, the data is irretrievable.

For initial login of existing backup user on new computer, you will be prompted for the encrypting key of all existing backup set.



| Menu Item | Description |
|------------------------------|---|
| Enter Correct Encrypting Key | Input box for entering encrypting key of existing backup set. |
| OK | Click to confirm on encrypting key. |
| Cancel | Click to proceed without using encrypting key. |

Enter the correct encrypting key and click [OK] to proceed.

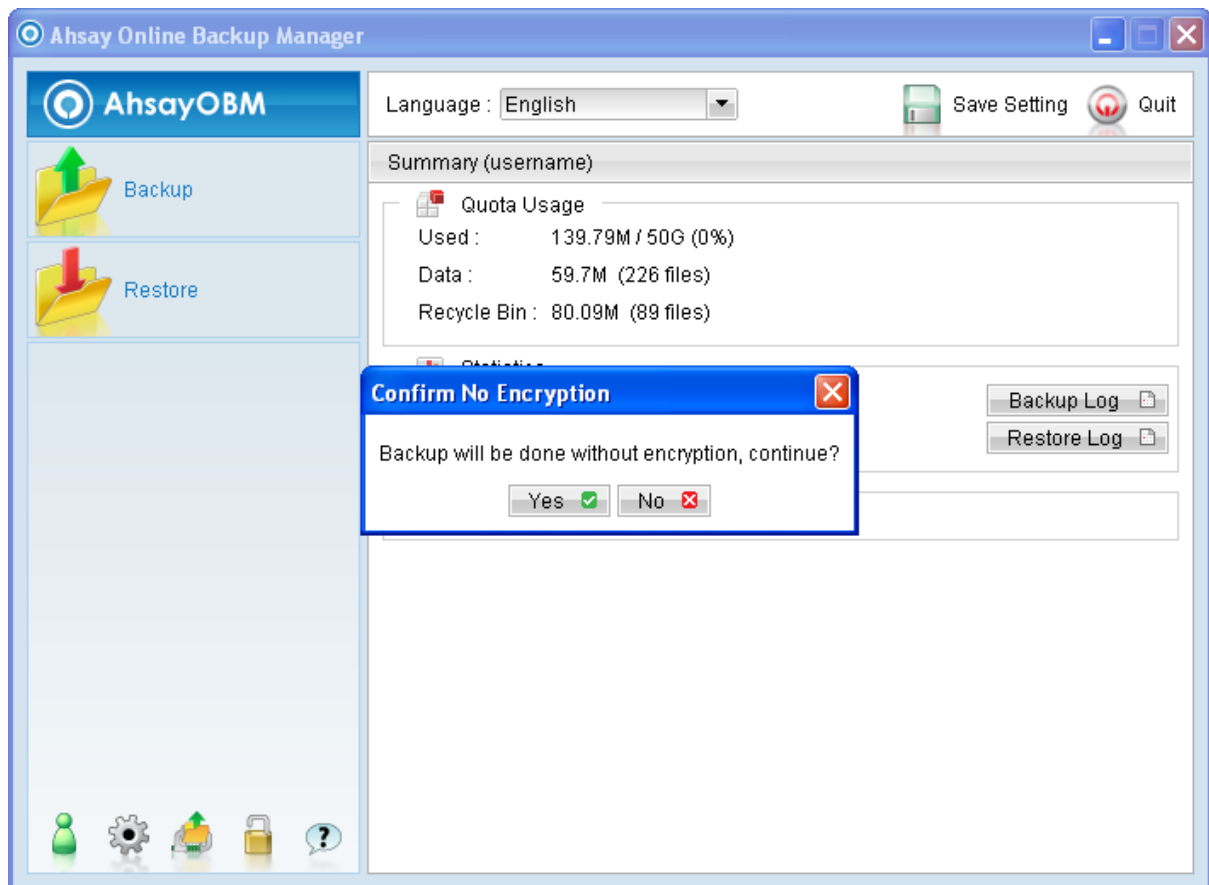
Alternatively, press [Cancel] to proceed (e.g. if the encrypting key is lost) without encryption, for all backup job performed afterward.

A confirmation box will be prompted to confirm.



By continuing without encryption, it allows data backed up in the future to be restorable (they are no longer encrypted).

However, existing data that are encrypted by the lost encrypting key would not be restorable.



Important:

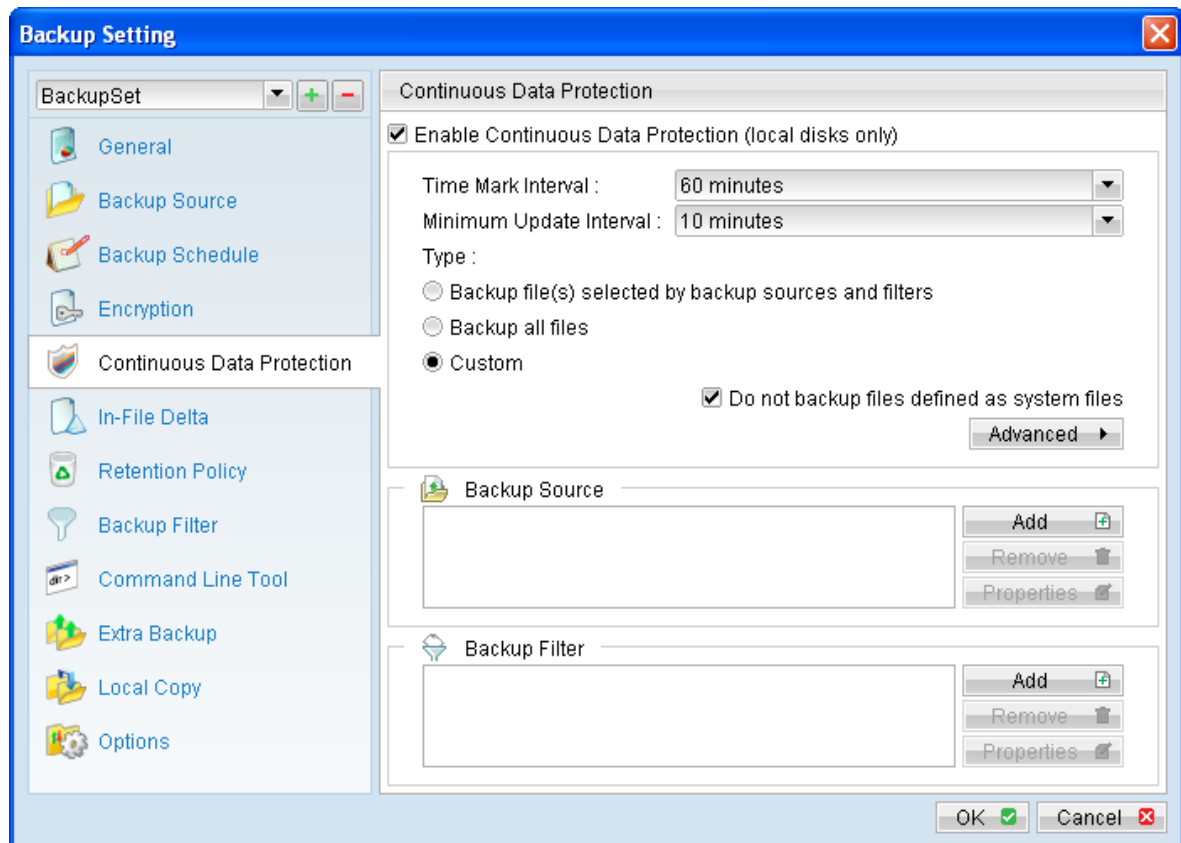
In the event of lost encrypting key, it is strongly recommended that a new backup set be created. This ensures that data backed up in the future are both encrypted and restorable.

6.1.6 Continuous Data Protection (CDP)



Continuous Data Protection (CDP) is a feature providing backup for selective data whenever change is made. Depending on the option selected, every version of a file is backed up close to real time.

To enable CDP, click on the [Continuous Data Protection] tab and select the [Enable Continuous Data Protection] checkbox.



| Menu Items | Description |
|-----------------------------------|--|
| Enable Continuous Data Protection | <p>Checkbox to enable or disable CDP.</p> <p>Note: CDP will only backup directories and files on local drive, but not on floppy drive, removable drive or network drive.</p> |
| Time Mark Interval | Defines a regular interval of time (e.g. every x minutes), with each interval containing one snapshot (the first backup of each interval) |

| | |
|---|---|
| | <p>available for restore.</p> <p>For example, for [Time Mark Interval] set to 60 minutes, with the file updated every 5 minutes. A restore-able snapshot of the file will be available for each interval:</p> <p>00:05, 01:05, 02:05, 03:05 ... etc.</p> |
| Minimum Update Interval | <p>Defines how often an updated file is backed up to the backup server.</p> <p>For example, for [Minimum Update Interval] set to [Always], file will be backed up to the server as they are updated.</p> |
| Backup file(s) selected by backup sources and filters | <p>Radio button to select if CDP will only backup modified directories or files selected as backup source.</p> |
| Backup all files | <p>Radio button to select if CDP will back up all modified directories and files on all local drive.</p> |
| Custom | <p>Radio button to select if CDP will backup a custom set of directories and files.</p> <p>Note: This custom set of directories and files can be different than the backup source selected for the backup set.</p> |
| Backup Source (used with Custom) | <p>Add – Click to select a custom set of directory or file as backup source for CDP backup.</p> <p>Remove – Click to remove a selected directory or file as backup source for CDP backup.</p> <p>Properties – Click to modify a selected directory or file as backup source for CDP backup.</p> |
| Backup Filter (used with Backup all files or Custom) | <p>Add – Click to create a backup filter for CDP backup.</p> <p>Remove – Click to remove a backup</p> |

| | |
|---|---|
| | <p>filter for CDP backup.</p> <p>Properties – Click to modify a backup filter for CDP backup.</p> <p>Note: Backup filter is case sensitive.</p> |
| Do not backup files defined as system files | <p>When this option is enabled, CDP will automatically exclude the following files from its backup:</p> <p>C:\hiberfil.sys C:\Pagefile.sys C:\Program Files* C:\RECYCLER C:\System Volume Information C:\Windows* \${App_Data}\Avg7 \${App_Data}\Avg8 \${App_Data}\Kaspersky Lab \${App_Data}\McAfee \${App_Data}\McAfee.com \${App_Data}\Microsoft \${App_Data}\Sophos \${App_Data}\Symantec **.tmp *\Application Data\Macromedia* *\Application Data\Mozilla* *\Local Settings\Application Data\Microsoft* *\ntuser.dat</p> |
| Advanced | <p>Click to access advanced CDP backup control to backup only when:</p> <p>CPU usage is less than a specific percentage. Network traffic is less than a specific Megabyte per second.</p> <p>No keyboard or mouse input exceeding a specific time (in minute).</p> |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Note:

The [Continuous Data Protection] tab is only available for AhsayOBM installation in Windows platforms.

Configure the [Time Mark Interval] and [Minimum Update Interval] according to your recovery requirement.

Time mark interval defines a regular interval of time, where each interval contains one snapshot available for restore.

For example, when [Time Mark Interval] is configured to 60 minutes. 24 intervals would be marked per day, with each interval spanning across 60 minutes:

Interval 1 – 00:00 to 01:00

Interval 2 – 01:00 to 02:00

Interval 3 – 02:00 to 03:00

Interval 4 – 03:00 to 04:00

To

Interval 23 – 22:00 to 23:00

Interval 24 – 23:00 to 24:00

Assuming that a file is backed up multiple times (by CDP) within each interval, the first backup (e.g. snapshot) of each interval would be available for restore.

Minimum update interval defines the minimum period of time before an updated file is backed up to the backup server.

For example, when [Minimum Update Interval] is configured to 10 minutes, updated file would be backed up to the backup server every 10 minutes. To ensure that updated files are always uploaded to the server immediately, you can consider setting the [Minimum Update Interval] as Always.

To configure CDP for backup of the **directories and files selected as backup source**:

1. Select the [Backup file(s) selected by backup sources and filters] radio button for [Type].

To configure CDP for backup of **all local drive(s)**:

1. Select the [Backup all files] radio button for [Type].
2. Configure [Backup Filter] for inclusion or exclusion of file if necessary.

To configure CDP for backup of a **custom set of directories or files**:

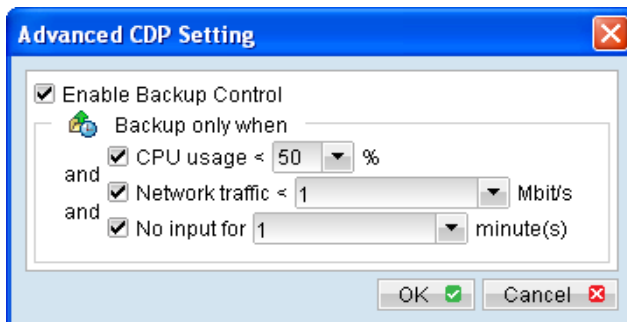
1. Select the [Custom] radio button for [Type].
2. Click [Add] beside the [Backup Source] section (within the CDP tab).
3. Select the custom set of data for backup.
4. Configure [Backup Filter] for inclusion or exclusion of file if necessary.

Note that the backup filter function is only available for CDP type [Backup all files] or [Custom].

Although CDP can be a helpful feature, the protection offered by CDP is often heralded without consideration of the disadvantages that it can present.

Specifically, the continuous CPU, memory and bandwidth usage can adversely affect the corresponding machine's performance.

To enable backup control for CDP backup, select [Advanced] to open the advanced CDP setting dialog:



To allow CDP backup only when CPU usage is under 50%:

1. Select the checkbox beside [CDP usage].
2. Select the corresponding percentage from the [%] dropdown menu.

To allow CDP backup only when network traffic is under 10 Mbit/s:

1. Select the checkbox beside [Network traffic]
2. Enter the corresponding number in the [Mbit/s] textbox.

To allow CDP backup only when there is no keyboard or mouse input for 5 minutes:

1. Select the checkbox beside [No input for].
2. Enter the corresponding number (in minutes) in the [minute(s)]

Important:

Continuous Data Protection (CDP) will only backs up data selected as backup source after the CDP module is enabled. Existing data that are not updated will not be backed up by the CDP module.

Furthermore, CDP is not a replacement for the traditional schedule backup but works along with the scheduled backup to provide timely protection for your data.

CDP will automatically be stopped when a manual or scheduled backup is started, and will resume when the job is completed.

Note: It is not possible to run multiple CDP backup sets on the same machine with different backup user accounts.

6.1.7 In-File Delta

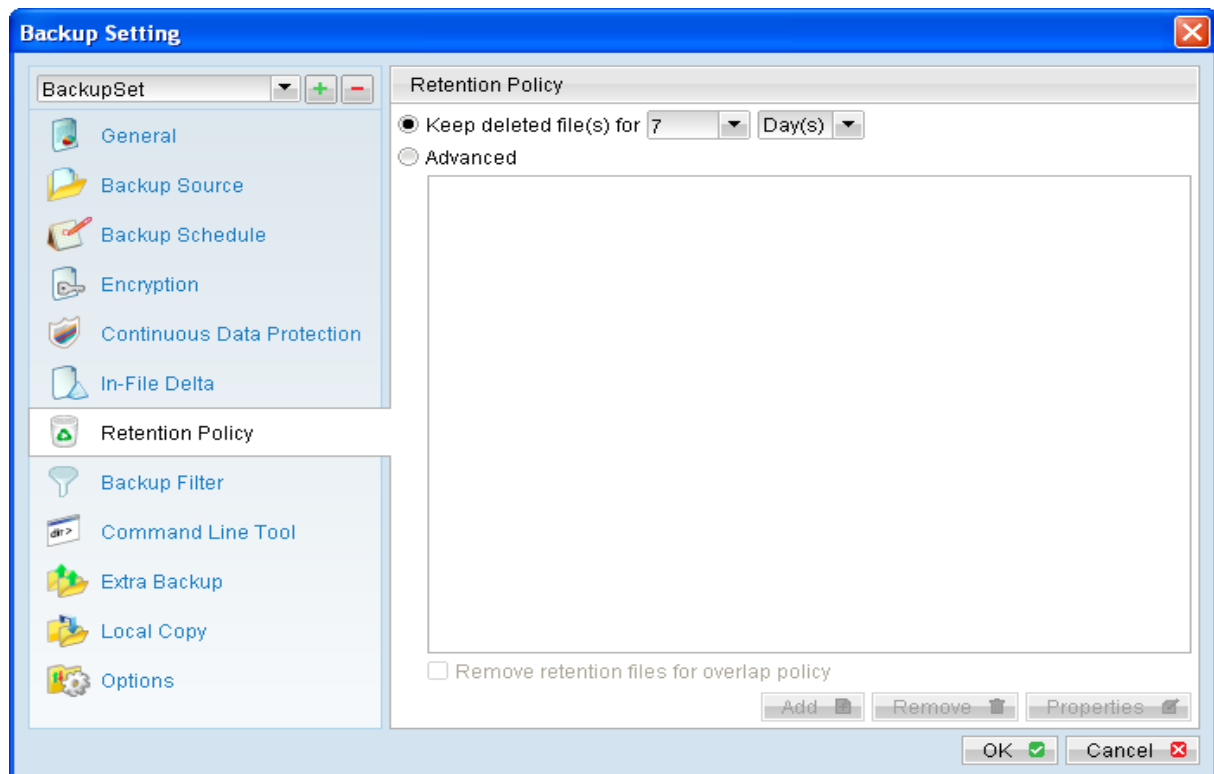


For more details about the In-file delta technology, please refer to the In-File Delta Technology section to be followed in this guide.

6.1.8 Retention Policy



Click on the [Retention Policy] tab to modify the retention policy of an existing backup set.



Retention policy defines the policies of persistent data management for meeting business data archival requirements.

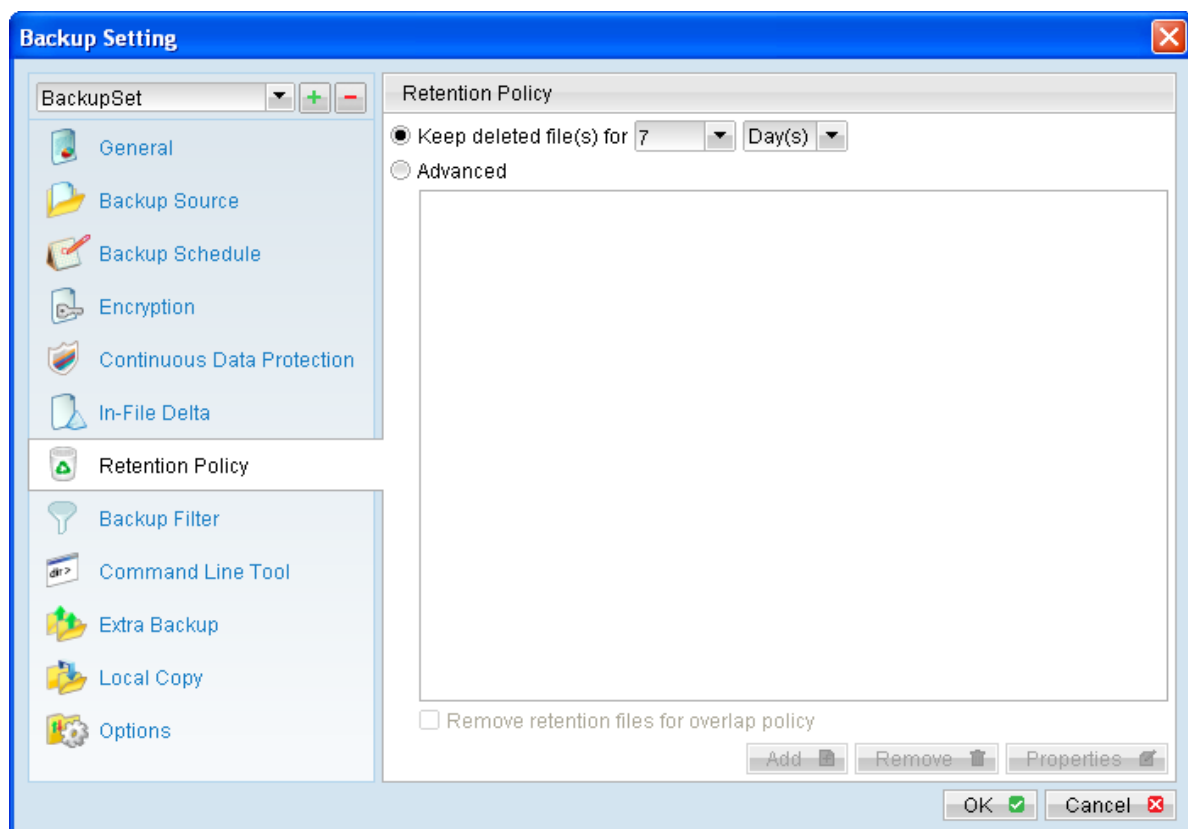
When a backup job is performed, for data that are modified or deleted on the client computer, their existing version on the backup server (backed up previously) would be moved into retention area, while newly backed up file would be placed in the current data area.

Specifically, retention policy setting defines how long are these data kept within the retention area before they are deleted permanently from the backup server.

For backed up data that have not been updated or deleted from the client computer, they are kept in the data area on the backup server and remain untouched.

A **standard retention policy** defines a basic policy where retained file (in the retention area) are removed automatically after a user specific number of days or backup jobs.

To define a standard retention policy, simply modify the [Keep delete file(s) for] drop down menu to your required days or jobs. Press [OK] and save before exiting the backup application to confirm the changes.



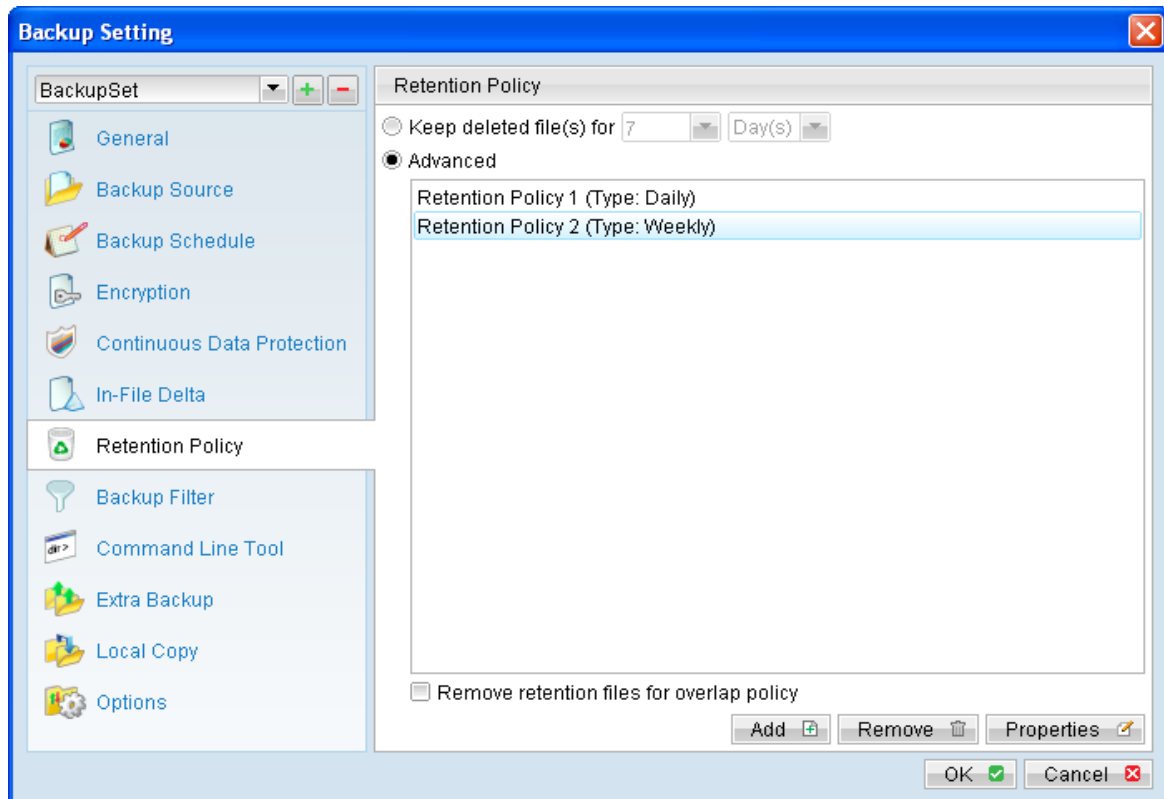
An **advanced retention policy** defines a more advanced and flexible policy where retained file (in the retention area) are removed automatically after a combination of user defined policy, such as:

- A specific number of days
- A specific number of weeks, including the day of the week
- A specific number of months, including the day of the month
- A specific number of years, including the day of the year

To define an advanced retention policy, select the [Advanced] button, and press the:

- [Add] button to add new policy
- [Remove] button to remove existing policy
- [Properties] to edit existing policy

Press [OK] and save before exiting the backup application to confirm the changes.



For example, you can configure the advanced retention policy to keep all data backed up:

- In the last 7 days.
- In the last 4 Saturdays.
- In the 1st day of each month in the last 3 months.
- In the 1st day of each quarter in the last 12 months.
- In the 1st day of each year in the last 7 years.

To achieve the above example policy, configured the advanced retention policy as follows:

- Type: **Daily**
Number of snapshots to keep: **7**
- Type: **Weekly**

Keep retention files for the following days: **Friday**
Number of snapshots to keep: **4**

- Type: **Monthly**
Keep retention files for the following days: **Day 1**
Number of snapshots to keep: **3**
- Type: **Quarterly**
Keep retention files for the following days:
Month - January, April, July, October
Day 1
Number of snapshots to keep: **4**
- Type: **Yearly**
Keep retention files for the following days: **01-01**
Number of snapshots to keep: **7**

Assuming that a file is updated and being backed up everyday for the past 7 years, and today is January 17, 2011.

If the option [Remove retention files for overlap policy] is not enabled, a total of 22 snapshots (previous version) of the file would be available for restore:

| Daily | Weekly | Monthly | Quarterly | Yearly |
|-------------|-------------|-------------|-------------|-------------|
| 16-Jan-2011 | 14-Jan-2011 | 01-Jan-2011 | 01-Jan-2011 | 01-Jan-2011 |
| 15-Jan-2011 | 07-Jan-2011 | 01-Dec-2010 | 01-Oct-2010 | 01-Jan-2010 |
| 14-Jan-2011 | 31-Dec-2010 | 01-Nov-2010 | 01-Jul-2010 | 01-Jan-2009 |
| 13-Jan-2011 | 24-Dec-2010 | | 01-Apr-2010 | 01-Jan-2008 |
| 12-Jan-2011 | | | | 01-Jan-2007 |
| 11-Jan-2011 | | | | 01-Jan-2006 |
| 10-Jan-2011 | | | | 01-Jan-2005 |

If the option [Remove retention files for overlap policy] is enabled, the overlapping snapshots would be removed, with the following snapshots available:

| Daily | Weekly | Monthly | Quarterly | Yearly |
|------------------------|------------------------|------------------------|------------------------|-------------|
| 16-Jan-2011 | 14-Jan-2011 | 01-Jan-2011 | 01-Jan-2011 | 01-Jan-2011 |
| 15-Jan-2011 | 07-Jan-2011 | 01-Dec-2010 | 01-Oct-2010 | 01-Jan-2010 |
| 14-Jan-2010 | 31-Dec-2010 | 01-Nov-2010 | 01-Jul-2010 | 01-Jan-2009 |
| 13-Jan-2010 | 24-Dec-2010 | | 01-Apr-2010 | 01-Jan-2008 |
| 12-Jan-2010 | | | | 01-Jan-2007 |
| 11-Jan-2010 | | | | 01-Jan-2006 |
| 10-Jan-2010 | | | | 01-Jan-2005 |

The weekly policy overrides the daily policy so the snapshots of 10-Jan-2011, 11-Jan-2011, 12-Jan-2011, 13-Jan-2011 and 14-Jan-2011 are removed.

The monthly policy overrides the weekly policy so the snapshots of 24-Dec-2010 and 31-Dec-2010 are removed.

The same applies to the monthly, quarterly and yearly policy giving a total of 11 snapshots.

Important:

The Retention Policy and Delta Merge feature is closely related, as the criteria for file merging is governed by the retention policy setting configured for a backup set.

Please refer to the Delta Merge section in this guide for further details.

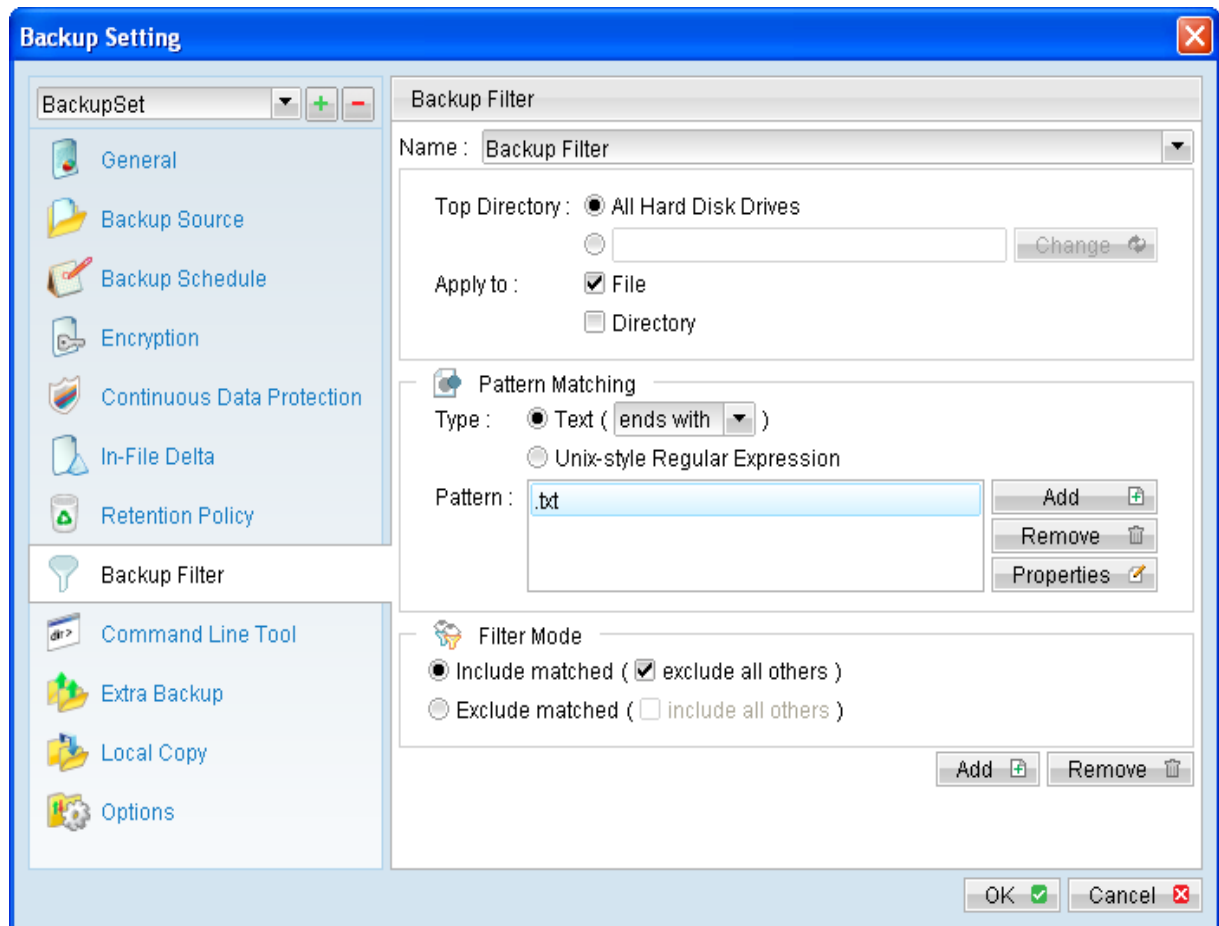
6.1.9 Backup Filter

Backup Filter is a set of user defined criteria to include or exclude directories and files as backup source of a backup set.

There are some basic rules regarding backup filters:

1. Filters are applied in creation order.
2. Inclusion or exclusion made by filter takes precedence over backup source selections.

To add a new filter, press the [Add] button at the bottom of the right panel.



| Menu Item | Description |
|------------------|---|
| Name | The name of a filter. |
| Top Directory | <p>The top directory to which this filter is applied. Filtering rules will be applied to all files and/or directories under this directory.</p> <p>All Hard Disk Drives – select all local hard drives as the top directory automatically.</p> |
| Apply To | Define whether to apply the filtering rule to files and/or directories. |
| Pattern Matching | <p>It defines the filtering rules of a filter. A filtering rule can be one of the following types;</p> <p>[Starts With] Include/Exclude all files/directories with name starting with a certain pattern.</p> <p>Example: You can use B* to match all file with name starting with a</p> |

| | |
|-------------|--|
| | <p>B character.</p> <p>[Contains] Include/Exclude all files/directories with name containing a certain pattern.</p> <p>Example: You can use *B* to match all files with name containing with a B character.</p> <p>[Ends With] Include / Exclude all files / directories with name ending with a certain pattern. e.g. You can use *.doc to match all files with name ending with .doc (all Word Documents)</p> <p>[Regular Expression] Include/Exclude all files/directories with name matching a regular expression.</p> <p>To add a new pattern, press the [Add] button in the [Pattern Matching] area.</p> <p>Note: Backup filter is case sensitive.</p> |
| Filter Mode | <p>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.</p> |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

The following are a list of examples with different filter settings.

Example 1:

To backup only Word, Excel and PowerPoint documents in the document directory (e.g. C:\My Documents), setup the 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:

To backup all files, excluding all *.exe, *.dll and *.tmp, in C:\Application, setup the backup filter as follows.

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

Example 3:

If C:\ was selected as backup source, to exclude all images (e.g. *.jpg and *.gif) from the backup source selection, setup the 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

Note that the [Include all others] setting is not enabled because it is not necessary to include all other file types under C:\ into the backup set.

Example 4:

To include everything, except the log directory, under C:\Applications, setup the 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:

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, the filter backup can be setup as follows.

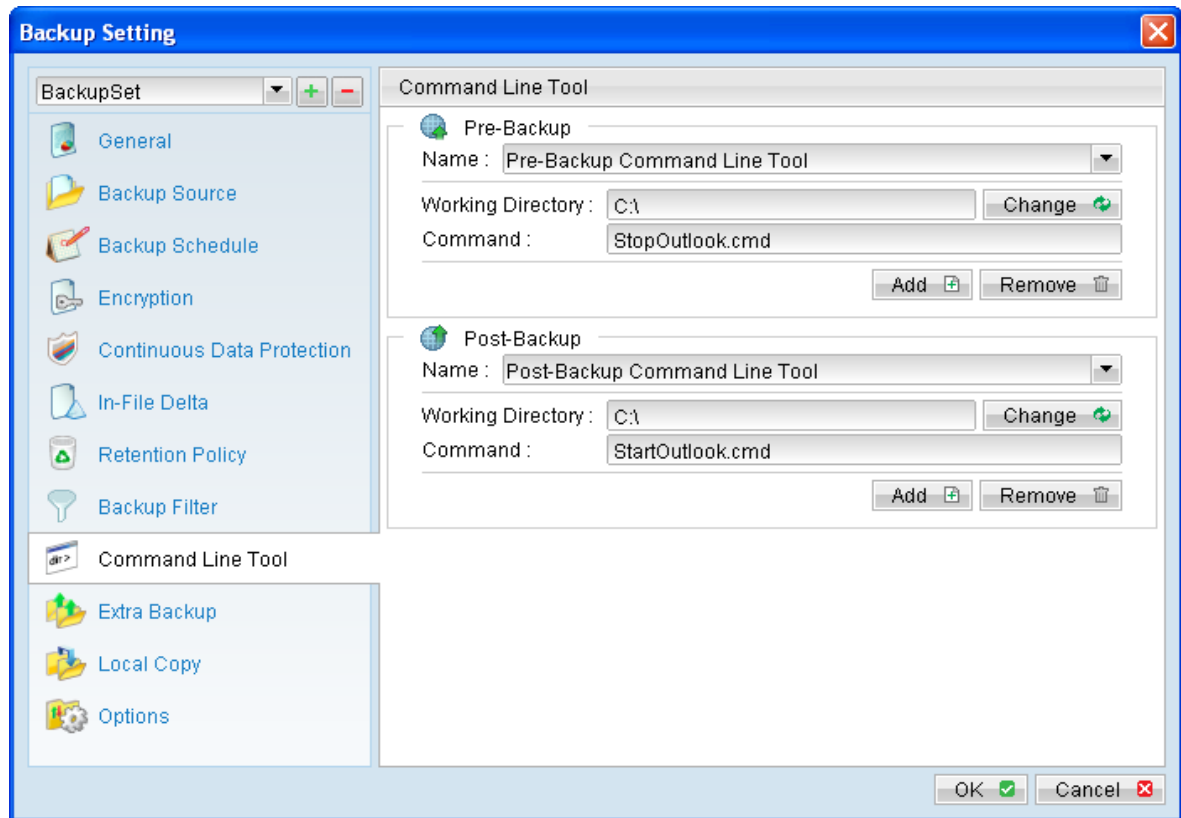
Top Directory = C:\My Documents
Apply To = File (true)
Matching Type = Regular Expression
Matching Patterns = ^B.*\..doc\$
Filter Mode = Include
Exclude all others = True

6.1.10 Command Line Tool



Click on the [Command Line Tool] tab to configure a Pre-Backup or Post-Backup command.

Command to execute batch file to stop and start an application before and after a backup job, or other command to shutdown the computer when a backup job is complete can be configured.



| Menu Item | Description |
|-------------------|---|
| Add | Click to add new pre or post backup command. |
| Remove | Click to remove existing pre or post backup command. |
| Name | Input box to enter name of a pre or post backup command. |
| Working Directory | Directory which the pre or post backup command will run at. |
| Command | <p>Input box to enter pre or post backup command to be run.</p> <p><u>For Windows:</u> Native command or command to execute a batch, command or VBScript file can be configured:</p> <p>shutdown -s -t 60 batch.bat command.cmd</p> |

| | |
|--|--|
| | <p>script.vbs</p> <p><u>For Linux:</u> Command to execute a script file must be configured:</p> <p>/usr/local/command.sh</p> <p><u>For FreeBSD / Solaris:</u> Command to execute a script file must be configured:</p> <p>./usr/local/command.sh</p> <p><u>Note:</u> For all platforms, please ensure that control is returned to the backup application once the command is executed.</p> |
|--|--|

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

For AhsayOBM installation on Linux / FreeBSD / Solaris platform (without GUI environment installed), you can setup the pre and post backup command on the web console:

| |
|---|
| Manage System Manage Log Manage User Manage Group Policy Manage System User [username] Select Language |
| Add User List User Run Backup User Profile Backup Set File Explorer Report Statistics User Log Logout |
| <p>[Help] Pre-backup command</p> <p>1 . Name <input type="text" value="Pre-backup command name"/> [Add]</p> <p>Command <input type="text" value="/usr/local/command-1.sh"/></p> <p>Working Directory <input type="text"/></p> <p>[Help] Post-backup command</p> <p>1 . Name <input type="text" value="Post-backup command name"/> [Add]</p> <p>Command <input type="text" value="/usr/local/command-2.sh"/></p> <p>Working Directory <input type="text"/></p> |

| Menu Item | Description |
|-----------|--|
| Add | Click to add new pre or post backup command. |
| Remove | Click to remove existing pre or post backup command. |
| Name | Input box to enter name of a pre or post backup command. |
| Command | Input box to enter pre or post backup command to be run. |

| | |
|-------------------|--|
| | <p>Pre and post command must be put into a script file. It is also recommended to add the absolute path location of the script, such as:</p> <p><code>/pathname/scriptname.sh</code></p> <p>Note: Please ensure that control is returned to the backup application once the command is executed.</p> |
| Working Directory | <p>Location the script would be working from.</p> <p>This field can be left empty, but please note that any output from the script would be stored under the AhsayOBM installation folder.</p> |
| Update | Click to save the changes. |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

The pre and post backup command will run at different stages of a backup according to its backup type.

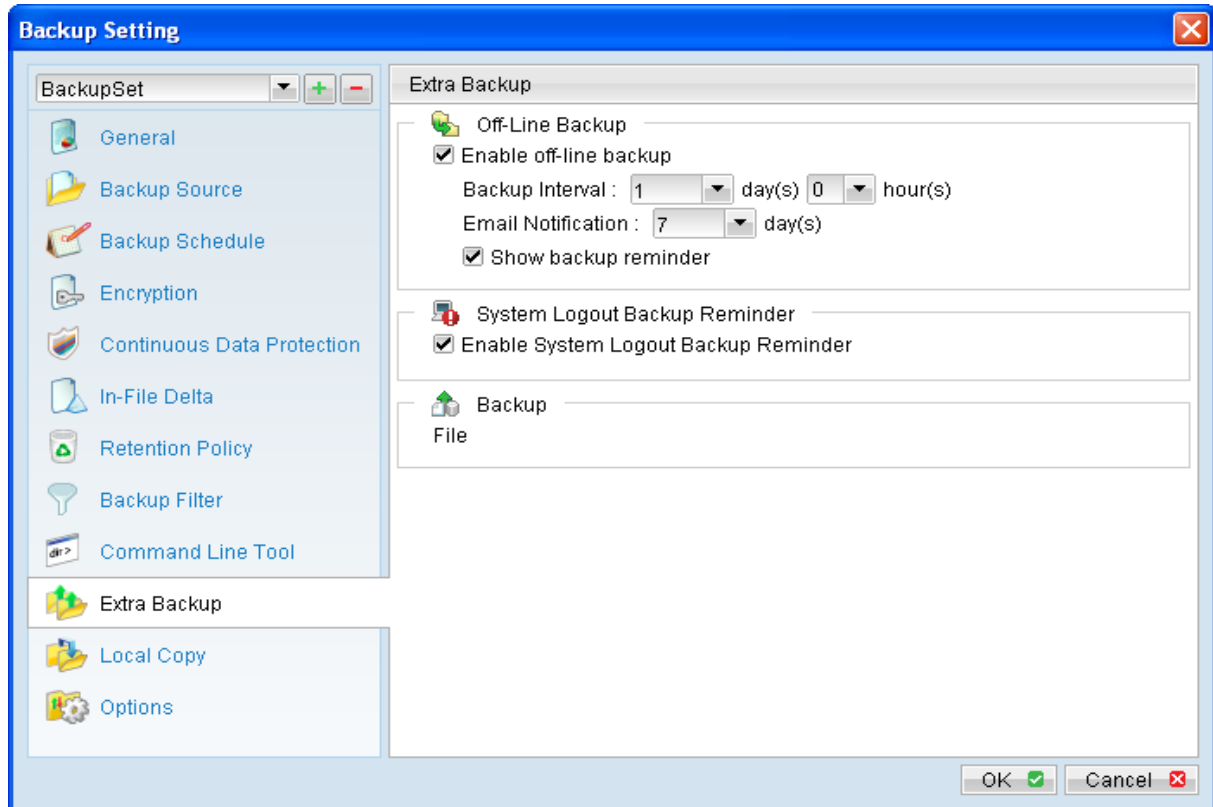
The following table outlines when they would be run:

| Backup type | Pre-Backup command | Post-Backup command |
|----------------------|--|---|
| File backup type | Run before any file is backed up (uploaded) to the backup server. | Run when the backup (upload) of all files are completed. |
| Non-file backup type | Run before any database file is spooled to the designated temporary directory. | Run after spooling backup files to temporary directory (e.g. before the first backup file is uploaded). |

6.1.11 Extra Backup



Click on the [Extra Backup] tab to enable the Off-Line Backup and System Logout Backup Reminder option.



Note:

[Extra Backup] tab is only available for AhsayOBM installation on Windows platforms.

6.1.11.1 Enable off-line backup

Enable off-line backup defines whether to enable the [off-line backup] feature.

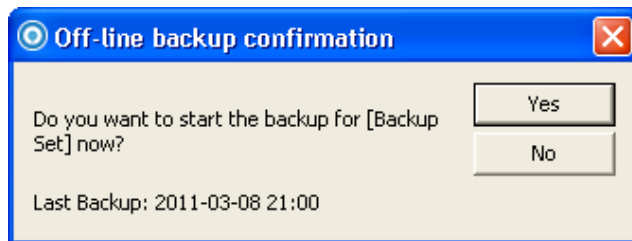
The [off-line backup] feature is designed for notebook users who may be off-line most of the time, and cannot rely on backup scheduled for regular backup of their data.

| Enable off-line backup | Action |
|------------------------|---|
| Enabled | Prompt for backup if the time between the last backup to the current time exceeded the [Backup Interval]. |
| Disabled | Do not prompt for backup. |
| Backup Interval | Time interval between each backup job. |
| Email Notification | Time interval when email would be sent for backup reminder. |
| Show backup reminder | To display or hide the confirmation dialog for backup. |

| | |
|--|---|
| | If the confirmation dialog is disabled, backup will be performed automatically when connection to the Internet is re-established. |
|--|---|

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

With the [off-line backup] setting is enabled, when the computer is connected online and the time between the last backup to the current time elapsed the [Backup Interval], a pop up off-line backup confirmation menu will be prompted, reminding the user to perform a backup.



| Menu Items | Description |
|------------|-------------------------------------|
| Yes | Perform the backup job immediately. |
| No | Do not perform the backup job. |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

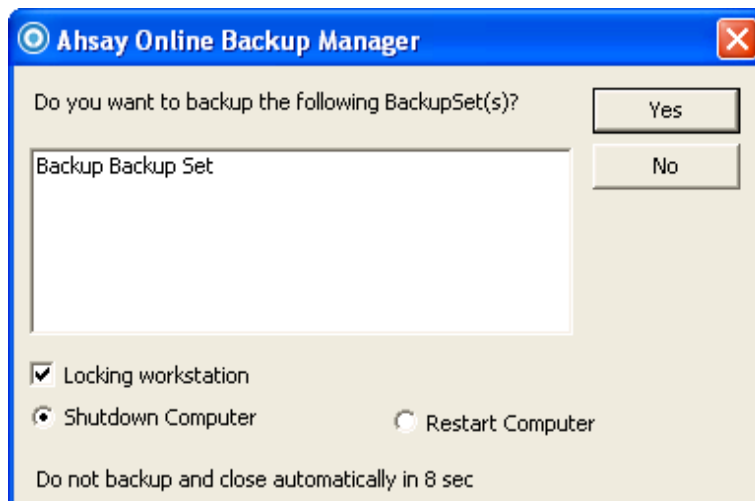
6.1.11.2 Enable System Logout Backup Reminder

Enable System Logout Backup Reminder defines whether to enable the [System Logout Backup Reminder] feature.

| Enable System Logout Backup Reminder | Action |
|--------------------------------------|--|
| Enabled | Prompt for backup before logging out or shutting down. |
| Disabled | Do not prompt for backup. |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

When the [System Logout Backup Reminder] setting is enabled, a pop up logout reminder menu will be prompted, requesting for backup before the user logs out of the system or before shutting down Windows.



| Menu Items | Description |
|---------------------|---|
| Yes | Click to perform a backup for the backup set before logging out or shutting down. |
| No | Click to proceed to logout or shutdown directly. |
| Locking workstation | Checkbox to lock the corresponding machine when the backup is being performed. |
| Shutdown Computer | Radio button to shutdown computer after the backup job is completed. |
| Restart Computer | Radio button to restart computer after the backup job is completed. |

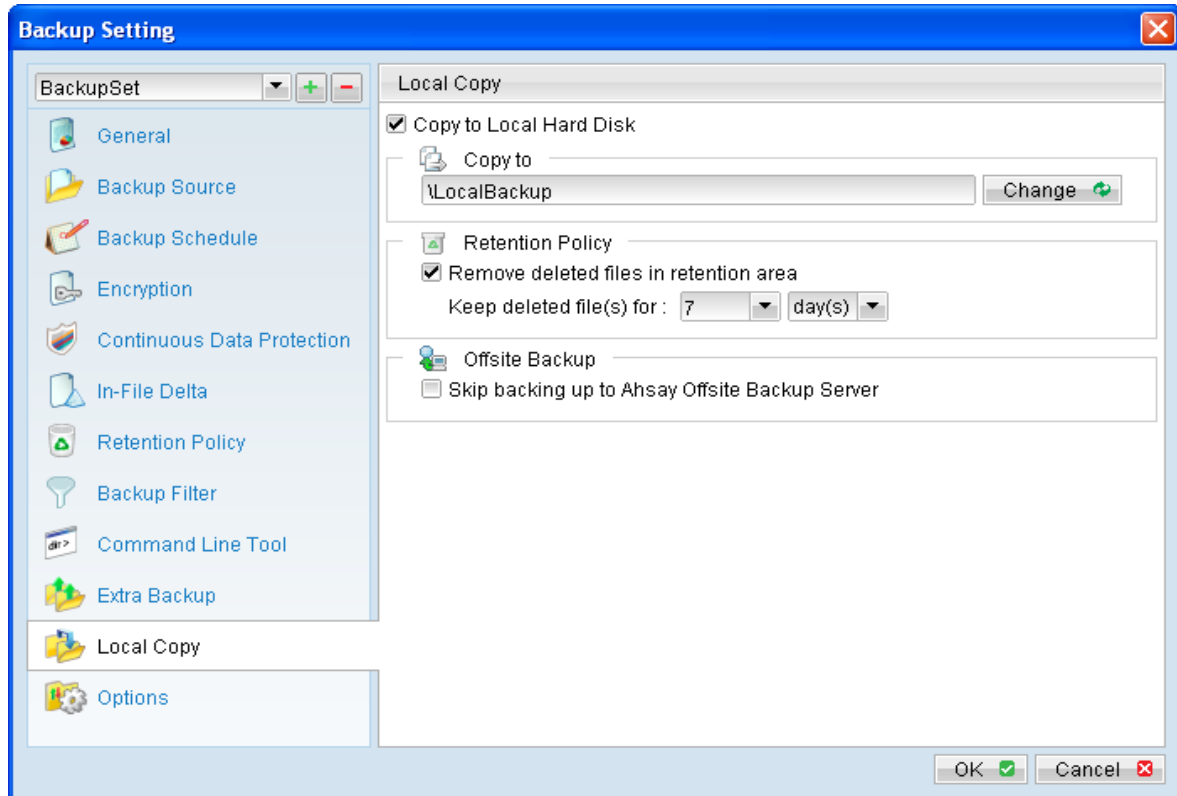
*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

6.1.12 Local Copy



To save a copy of back up data locally on the client computer, simply enable the local copy feature of the backup client application.

Click on the [Local Copy] tab to configure a local copy backup.



| Menu Items | Description |
|--|--|
| Copy to Local Hard Disk | Checkbox to enable or disable local copy backup. |
| Copy to | Directory which the local copy data are stored. |
| Remove deleted files in retention area | Checkbox to enable or disable the retention policy of the local copy backup. |
| Keep deleted file(s) for | Dropdown menu to select a basic retention policy. Note: For local copy backup, only basic retention policy can be applied. |
| Skip backing up to Ahsay Offsite Backup Server | Checkbox to skip or to perform off-site backup for the corresponding backup set. |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Select the corresponding backup set from the drop down menu, and click on the [Local Copy] tab.

Select the checkbox beside [Copy to Local Hard Disk], click the [Change] button and browse to the directory path which you would like to store the local copy backup.

You can enable retention policy for the local copy backup (if necessary). However, note that only basic retention policy can be configured for local copy.

Retention policy of the local copy backup is separate from the retention policy configured for the off-site backup (configured in the [Retention Policy] tab).

For backup set that is intended for local copy backup only, select the checkbox beside [Skip backing up to Ahsay Offsite Backup Server].

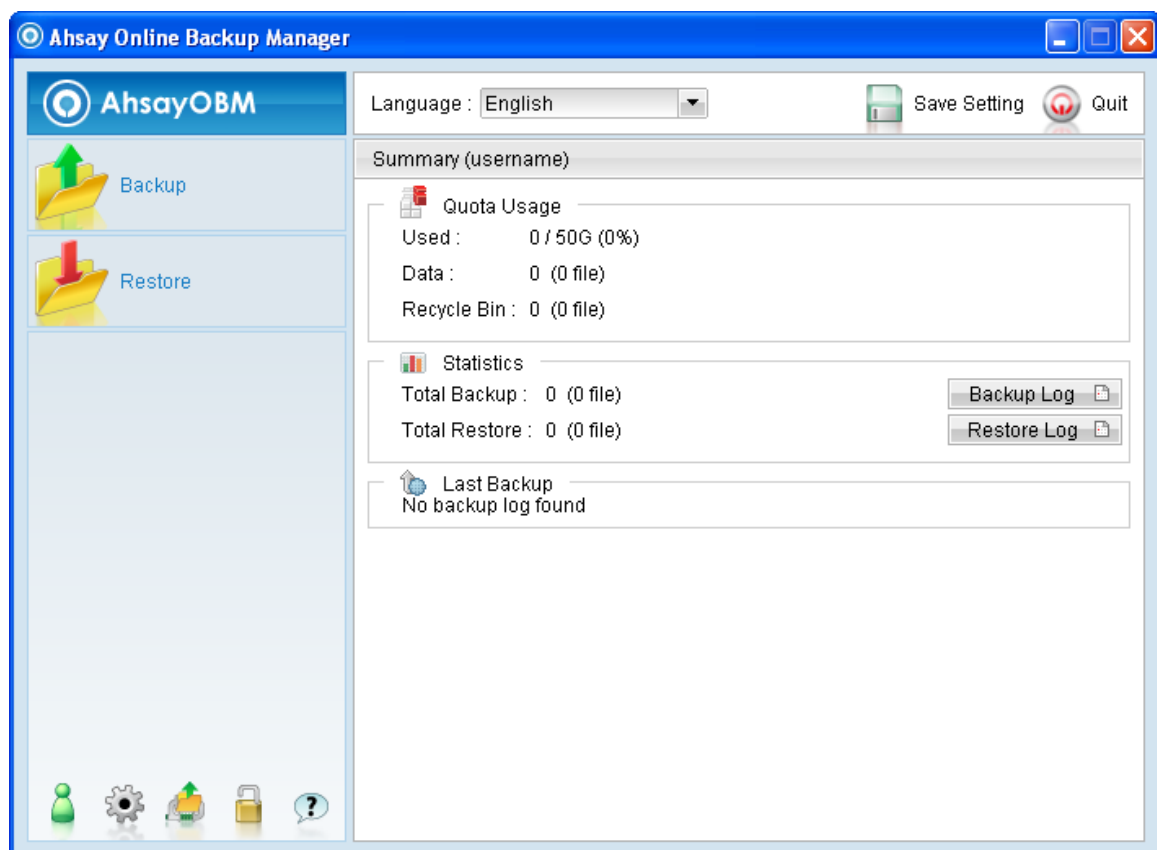
Note:

Administrators need to pay attention to the maximum file size limitation of different file system format, so that data can be backed up to the Local Copy destination, or database file can be spooled to the temporary directory for local database backup.

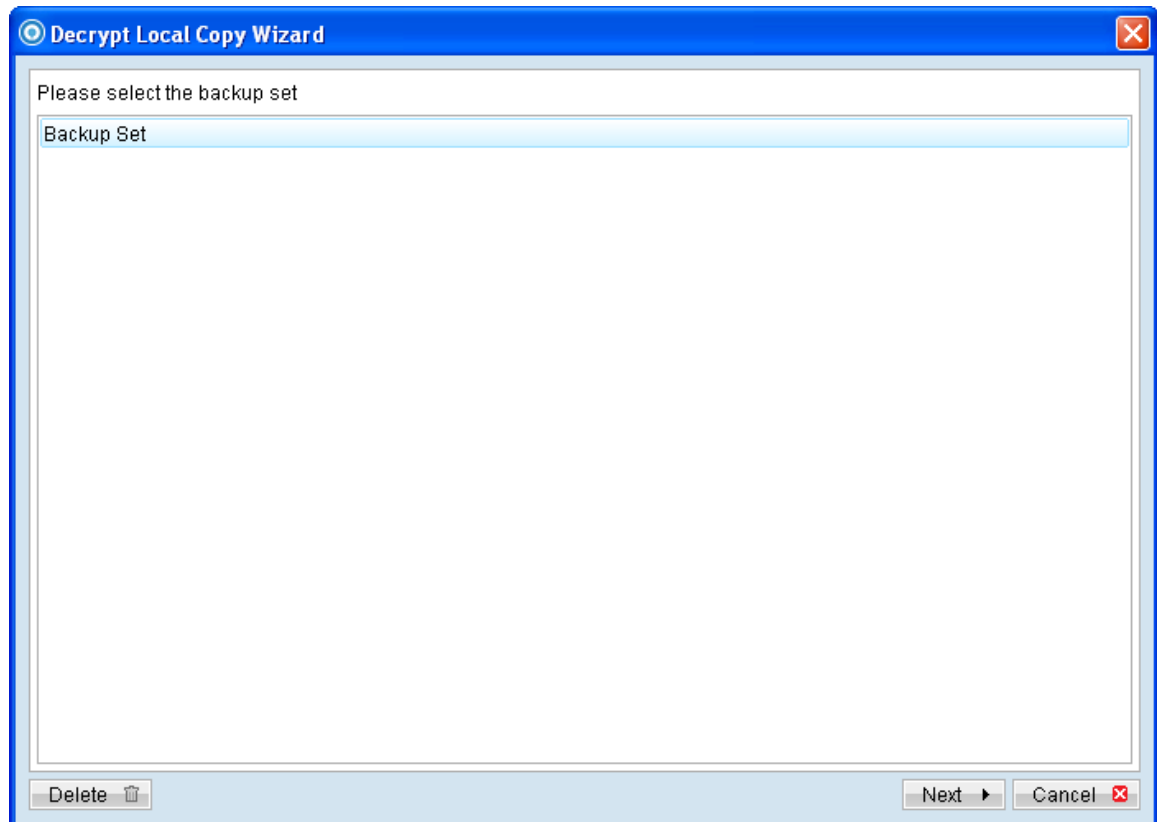


Data that are backed up by the local copy module are compressed and encrypted. To restore local copy backed up files, please refer to the following instruction:

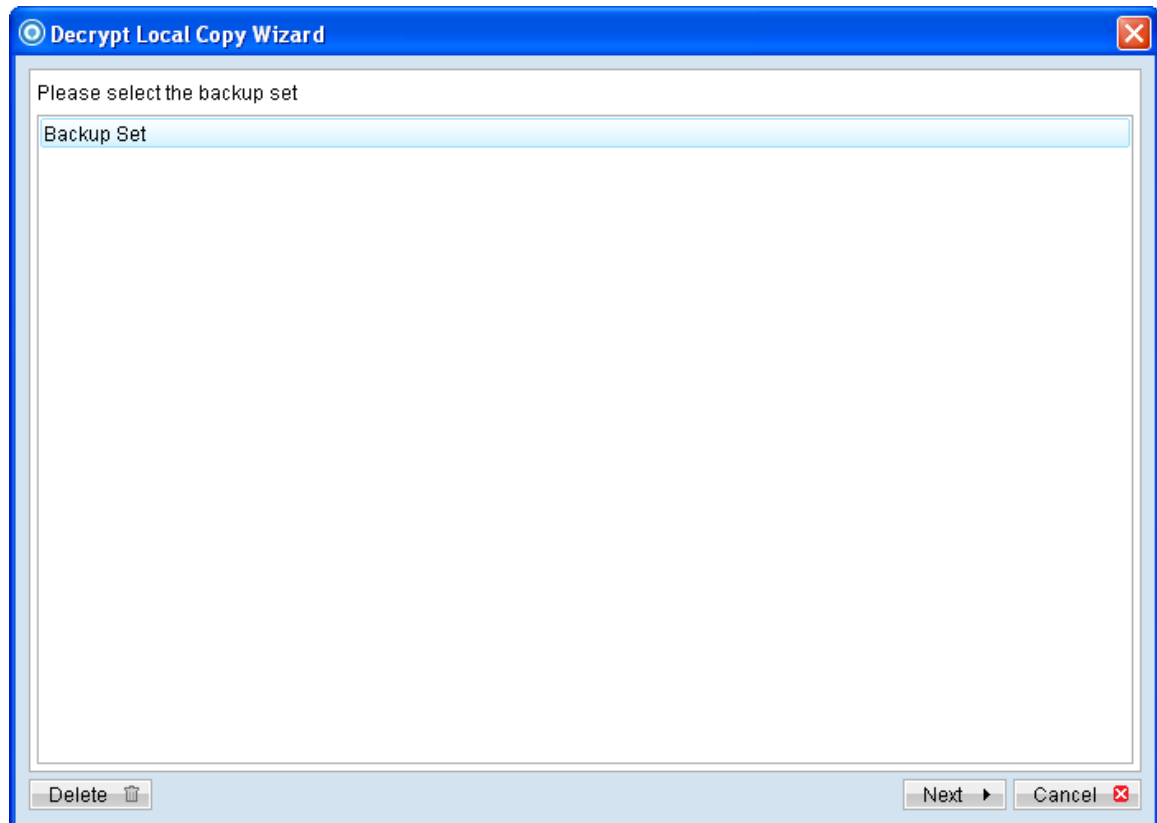
1. Press the [Decrypt Local Copy Wizard] button on the backup application's main window.



2. Select the backup set to be restored and press [Next] to proceed.



3. Follow the normal restore procedure for restoration of your local copy backed up data. For more details, please refer to Chapter 8 of this guide.

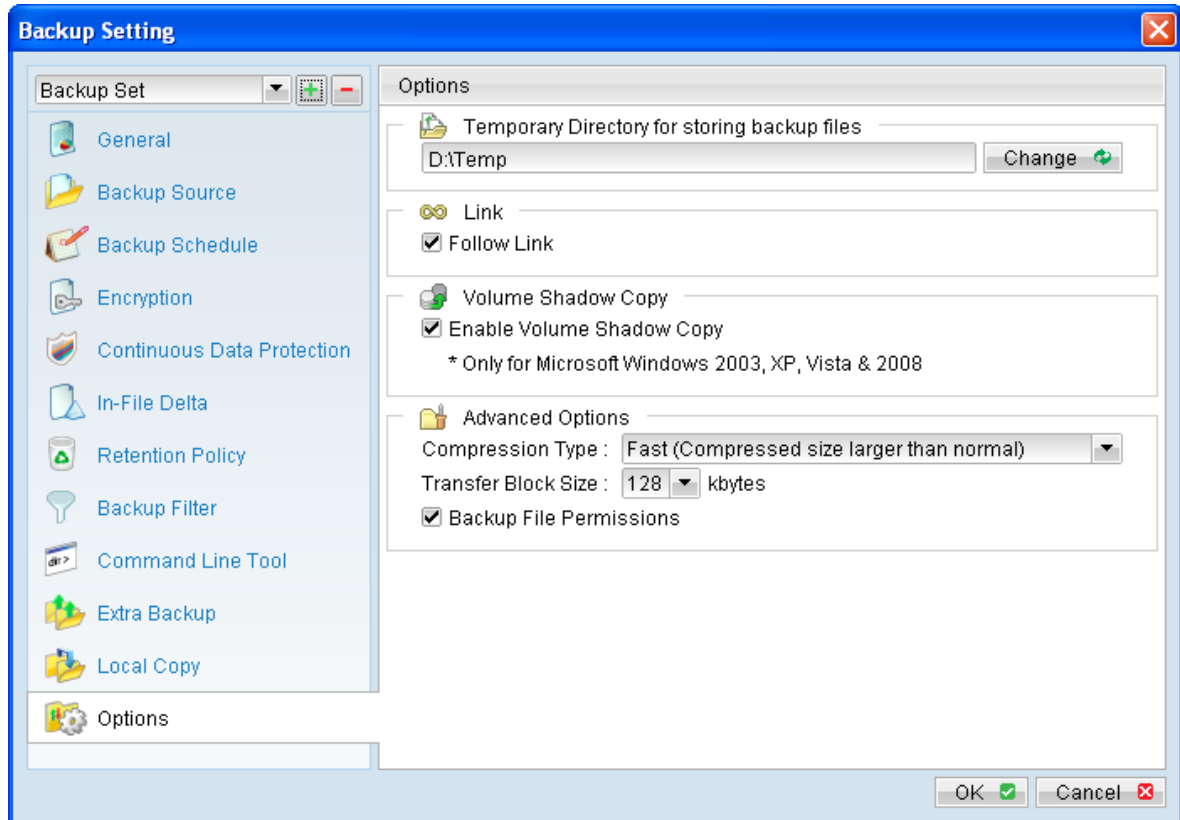


6.1.13 Options

Click on the [Options] tab to configure options such as temporary directory for storing backup files, follow link, Volume Shadow Copy or advance option such as the transfer block size.

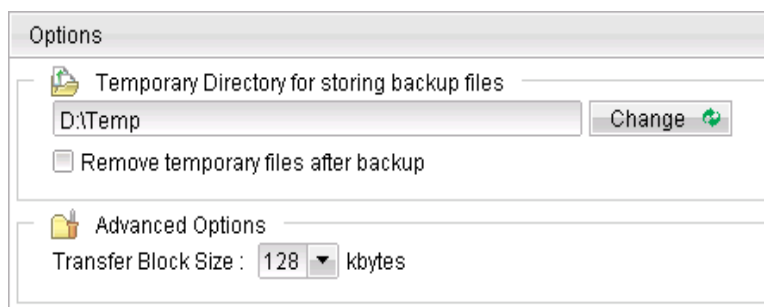
6.1.13.1 Temporary Directory for storing backup files

The temporary directory is used for various purposes, such as storage of temporary spooled file (for database specific backup type), remote file list, local file list, temporary delta file and other files of temporary nature.



To configure the temporary directory location, click [Change] and browse to the directory path for storing the temporary data.

For database specific backup type, data files spooled by the **latest backup job** can be kept by disabling the [Remove temporary files after backup] option.

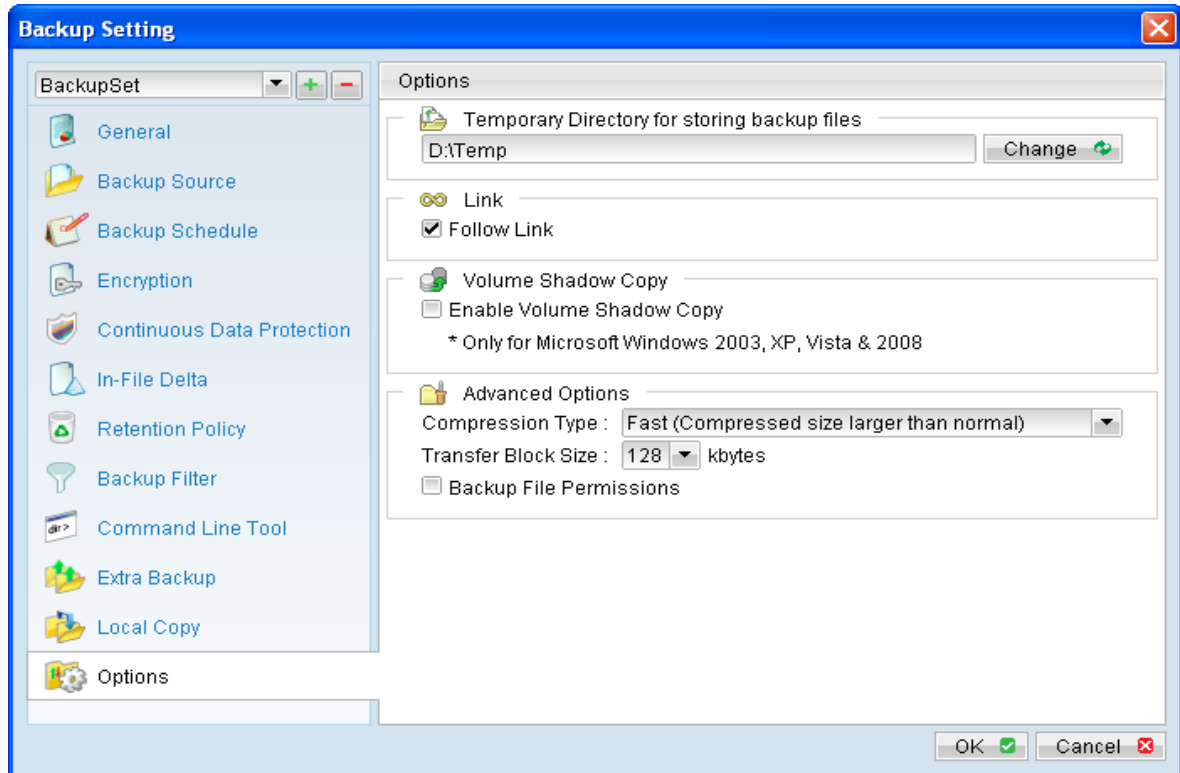


Notes:

Administrators need to pay attention to the maximum file size limitation of different file system format, so that database file can be spooled to the temporary directory.

6.1.13.2 Follow Link

Follow Link defines whether to follow an NTFS junction point or NTFS symbolic link during backup.



| Follow Link | Action |
|-------------|---|
| Enabled | Backup junction point or symbolic link as well as the directories and files that it links to (even if the target data are not located under the backup source). |
| Disabled | Backup junction point or symbolic link only. |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

When the follow link option is enabled, not only is the symbolic link or junction point backed up, but directories and files that the junction point links to will also be backed up.

Restore outcome would be different with the different setting used during backup and restore (e.g. there is a follow link option for backup and a follow link option in the restore menu).

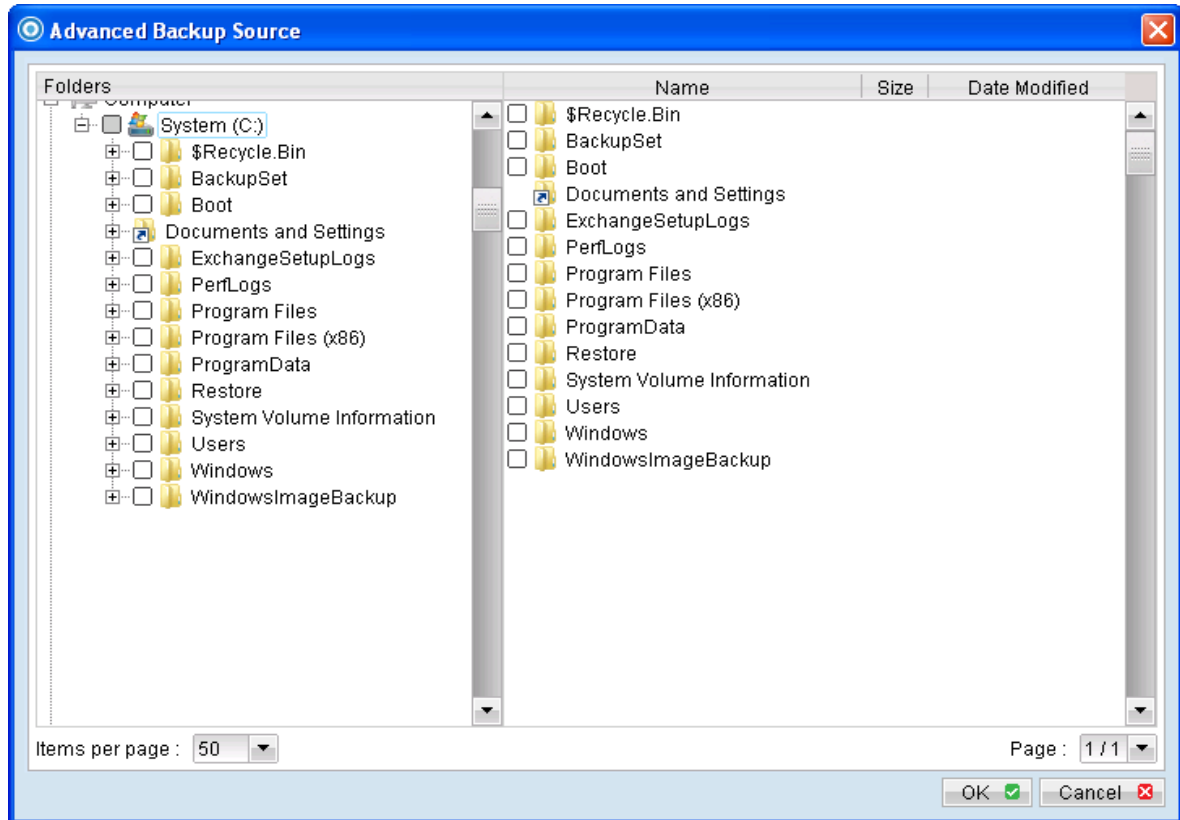
The following table summarizes the outcome when a restore is performed with different options:

| Follow Link | Restore to | Action |
|-------------|-------------------|---|
| Enabled | Original Location | Junction points are restored to the original location. Restore follow link option enabled - Target directories and files are |

| | | |
|----------|--------------------|---|
| | | <p>restored to the original location.</p> <p>Restore follow link option disabled - Target directories and files are not restored.</p> |
| | Alternate Location | <p>Junction points are restored to the location specified.</p> <p>Restore follow link option enabled - Target directories and files are restored to the location specified.</p> <p>Restore follow link option disabled - Target directories and files are not restored.</p> |
| Disabled | Original Location | <p>Junction points are restored to the original location.</p> <p>No data is restored to the junction point's destination.</p> |
| | Alternate Location | <p>Junction points are restored to the location specified.</p> <p>No data is restored to the junction point's destination.</p> |

To enable the [Follow Link] option, select the checkbox beside the follow link option.

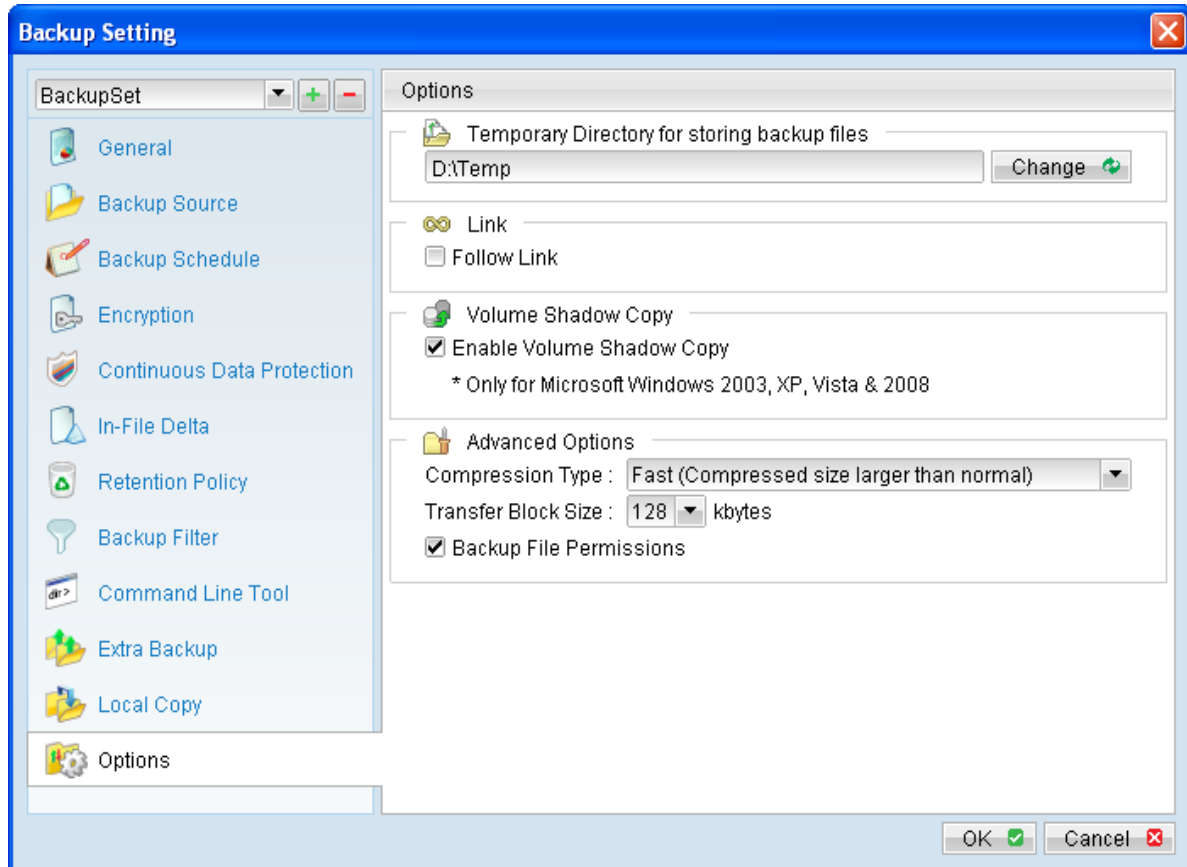
Note that system protected junction point such as the Documents and Settings on Windows 2008 server cannot be selected as backup source under the advanced backup source dialog (e.g. there is no select-able checkbox beside system protected junction point).



To manually select system protected junction points for backup, select the parent directory of the junction point, or enter the corresponding junction point (e.g. C:\Documents and Settings) on the web interface.

6.1.13.3 Enable Volume Shadow Copy

Enable Volume Shadow Copy defines whether to enable Microsoft Volume Shadow Copy Service (VSS) for the backup set.



| Enable Volume Shadow Copy | Action |
|---------------------------|---|
| Enabled | Create a snapshot of the data to be backed up for exclusively opened file. |
| Disabled | Do not create a snapshot of the data to be backed up for exclusively opened file. Error message will be shown for files that are opened during the backup process. |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Enabling the Volume Shadow Copy option will allow backup of local files that are exclusively opened during the backup process (e.g. Outlook PST file).

Some requirements of the Volume Shadow Copy option include:

- Volume Shadow Copy can only be applied for local drive; exclusively opened file on network shared drive cannot be backed up even with the Volume Shadow Copy option enabled.

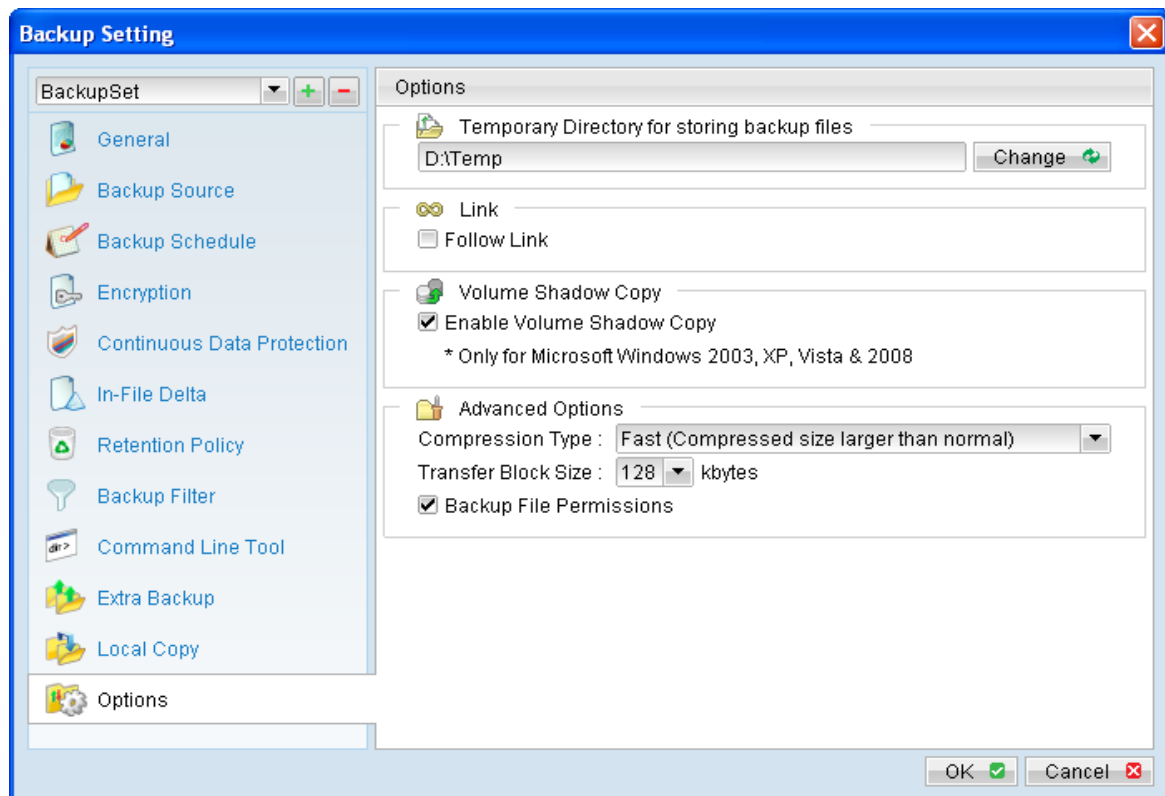
- Volume Shadow Copy is only available on Windows platforms released after Windows 2000 (e.g. XP / 2003 / Vista / 2008 / 7 / SBS 2011).
- The user using the backup application must have administrative privileges to access the Volume Shadow Copy service on a computer.
- At least one of the partitions on the machine must be in NTFS format.

For more technical information on Volume Shadow Copy, please refer to following page from Microsoft for details:

[http://technet.microsoft.com/en-us/library/cc785914\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc785914(WS.10).aspx)

6.1.13.4 Compression

Compression type defines the compression method that the backup application will use during backup (for the corresponding backup set).



There are 3 compression types available for user to select:

- No Compression
- Normal
- Fast (Compressed size larger than normal)

By default, newly created backup set is configured to uses [Fast] compression type.

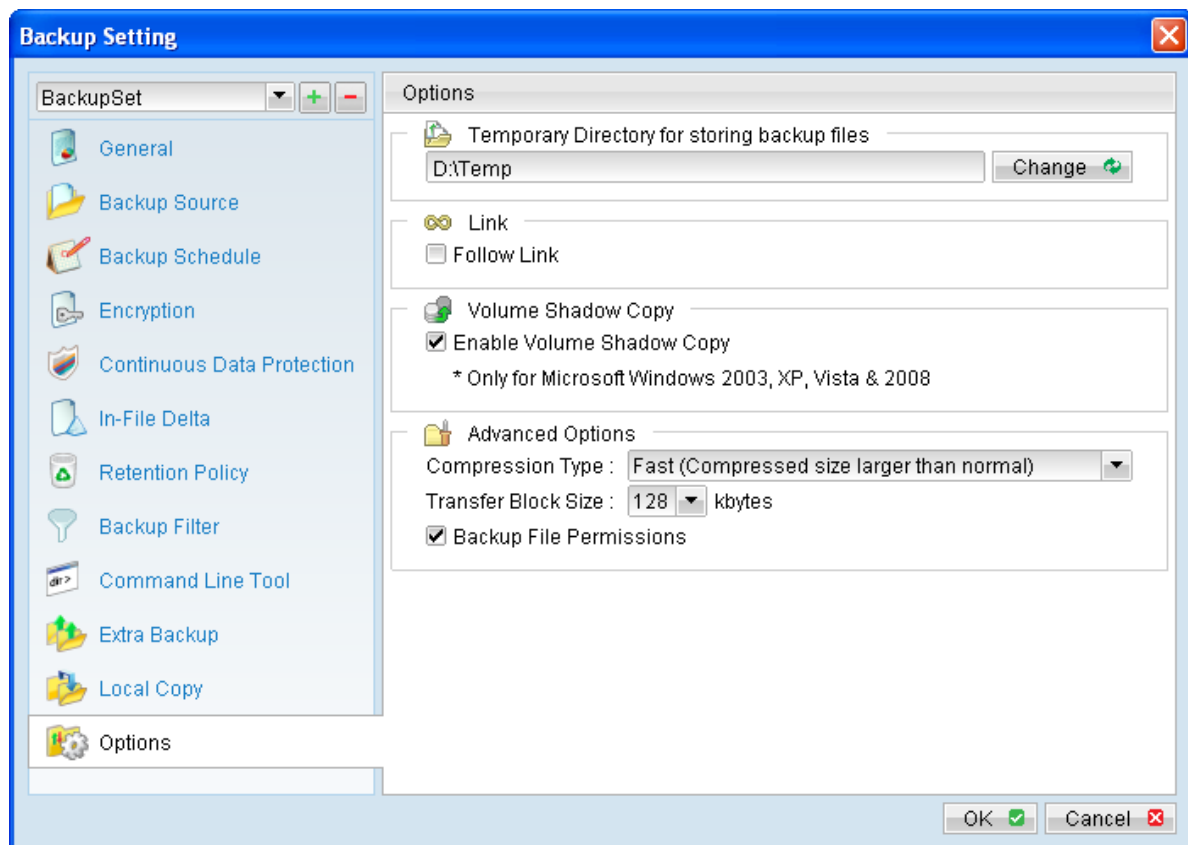
Note:

The [Compression Type] option is only available for AhsayOBM version 6.9 or above connecting to backup server version 6.9 or above (please consults your service provider for details).

For existing backup set created in previous version, the compression type will be [Normal].

6.1.13.5 Transfer Block Size

Transfer block size defines the block size that the backup application will use to transfer your backup data to the backup server.



Note that certain firewall applications or proxy servers may block out-going network traffic with large block size for security reasons. If you are in a network with this type of restriction, please lower the transfer block size value.

To change the transfer block size of any backup set, select the [Options] tab on the left panel and then select the corresponding block size from the [Transfer Block Size] dropdown menu.

Press the [OK] button, and save before exiting out of the backup application.

6.1.13.6 Backup File Permission

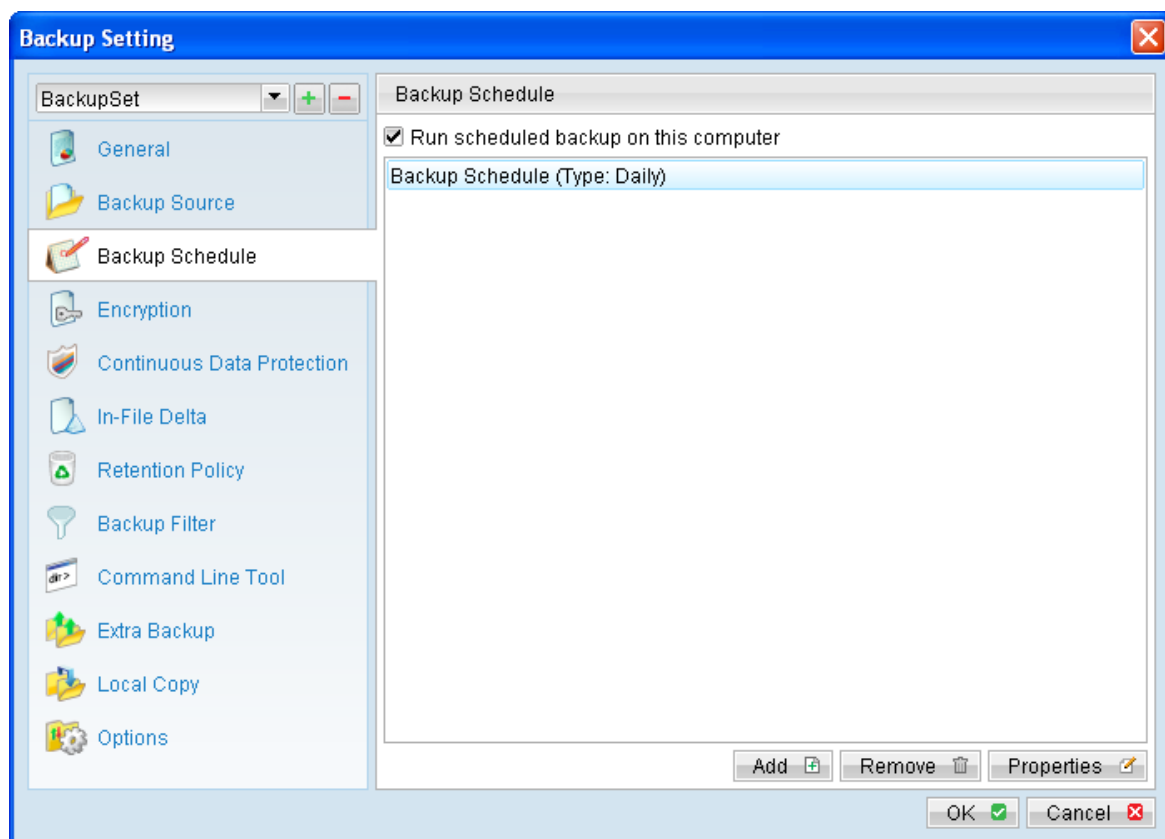
Backup file permission defines whether to backup operating system file permission of the data selected as backup source.

6.2 Single backup account for multiple computers

Multiple client computers can be backed up with a single backup user account. However, **separate backup set** must be created for **each computer**, because backup set cannot be shared.

To setup a single backup account for 10 client computers, 10 backup sets must be created, with specific backup set for each computer.

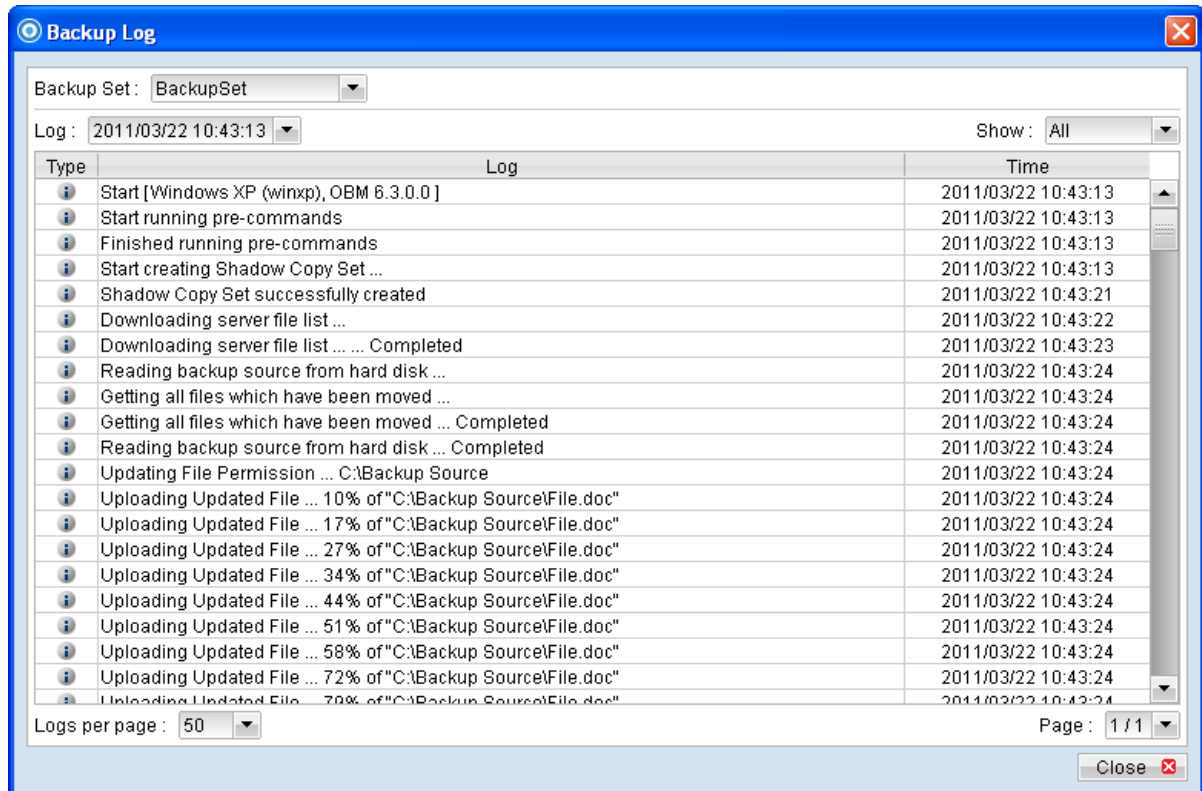
When creating backup sets in this environment, please ensure that the [Run scheduled backup on this computer] setting is properly configured for each computer. Failure to do so may result in data lost.



7 File Backup

This chapter describes in details how to perform a file backup with AhsayOBM.

7.1 File backup process



Stages of a backup job are outlined below:

1. A connection from the backup client application to the backup server is established.
2. A Shadow Copy set of the backup source volume is created (if available).
3. Download the server file list from the backup server.
4. Data of the backup source is compared with the server file list to compile the following file lists:
 - New file list
 - Modified file list
 - Deleted file list
5. Delta file is generated for modified file (if necessary).

Note:

Only modified part of a file (delta file) is uploaded to the backup server, reducing the time required to complete the backup job.

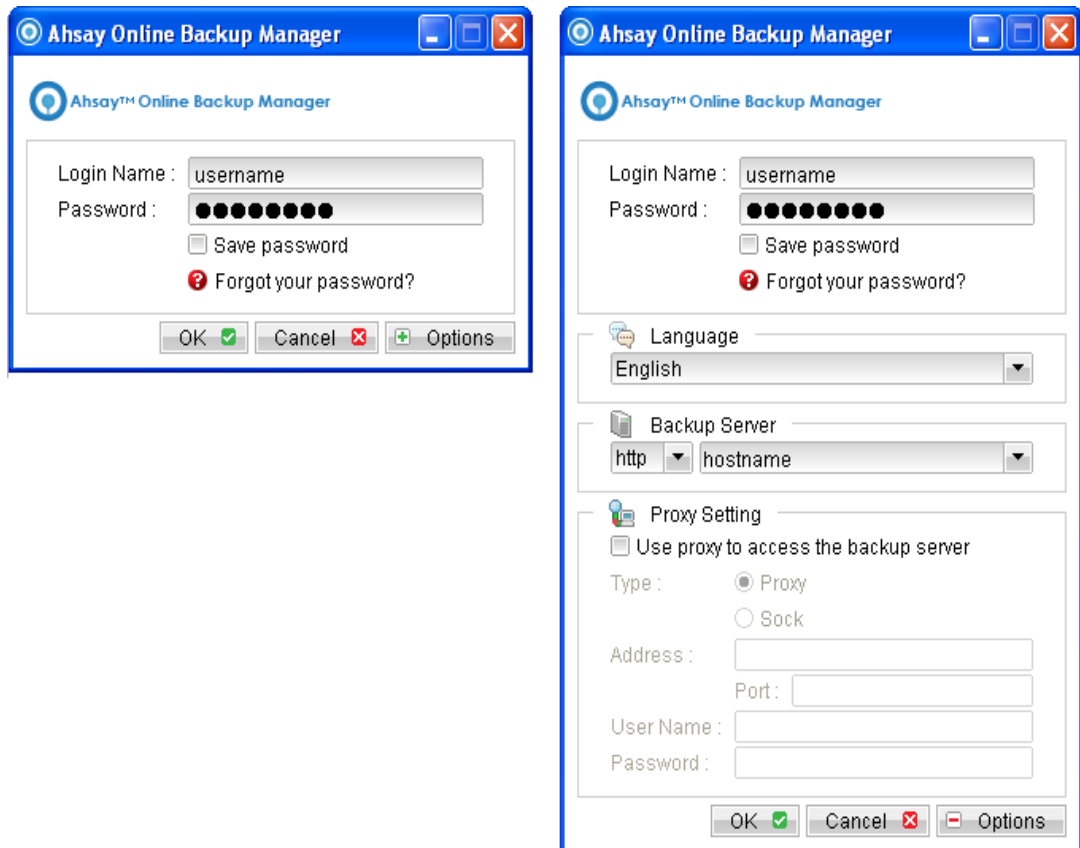
6. Data are encrypted, compressed, and then uploaded onto the backup server.
7. The Shadow Copy set of the backup source is removed (if necessary).
8. Backup is completed successful.

7.2 How to start an off-site backup



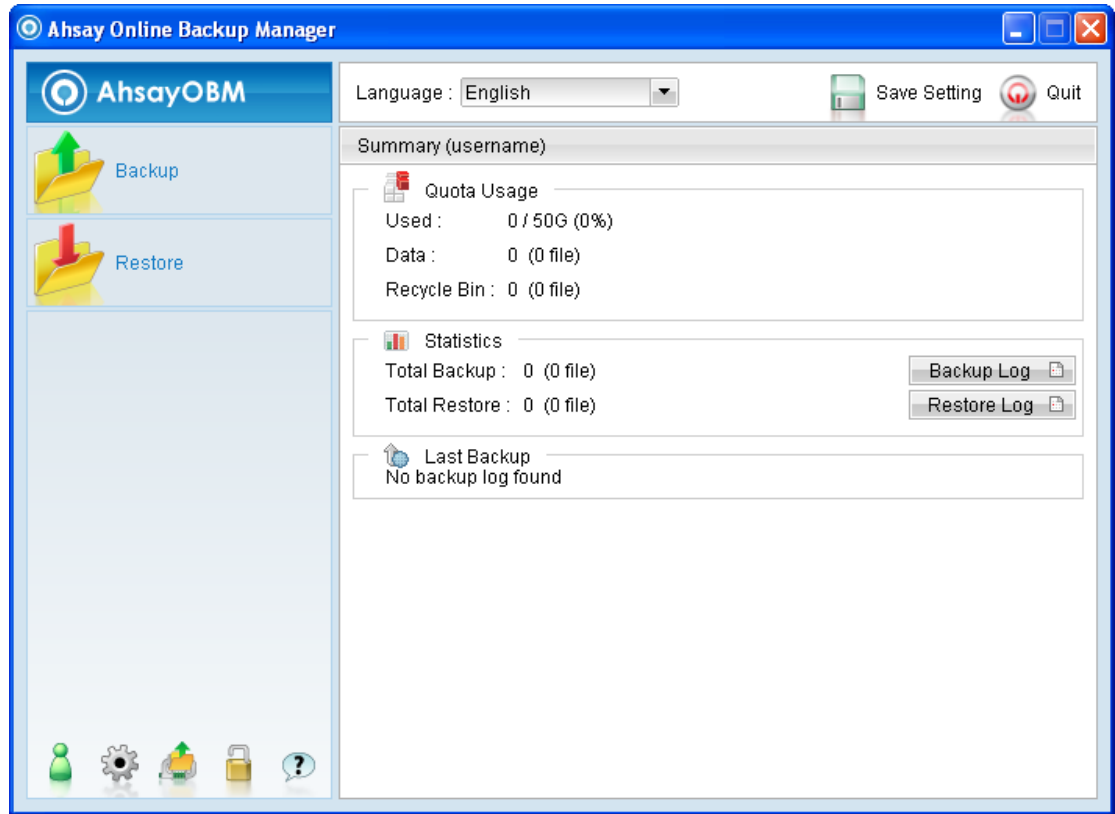
Please refer to the following steps for starting an off-site backup:

1. Login to the backup application's user interface.



The image shows two screenshots of the Ahsay Online Backup Manager application interface. The left screenshot shows the login window with fields for Login Name (username), Password (masked with dots), a checkbox for Save password, and a link for Forgot your password?. The right screenshot shows the configuration window with fields for Language (English), Backup Server (http, hostname), and Proxy Setting (Use proxy to access the backup server, Type: Proxy, Address, Port, User Name, Password). Both windows have OK, Cancel, and Options buttons at the bottom.

2. Click on the [Backup] button on the backup application's main window to perform a backup manually.



3. For scheduled backup, a backup job would be automatically performed at the scheduled time specified.

Note:

Scheduled backup job may be missed if the client computer is switched off, in hibernated, standby mode.

Please ensure that the computer is not in the mode stated above at the scheduled backup time.

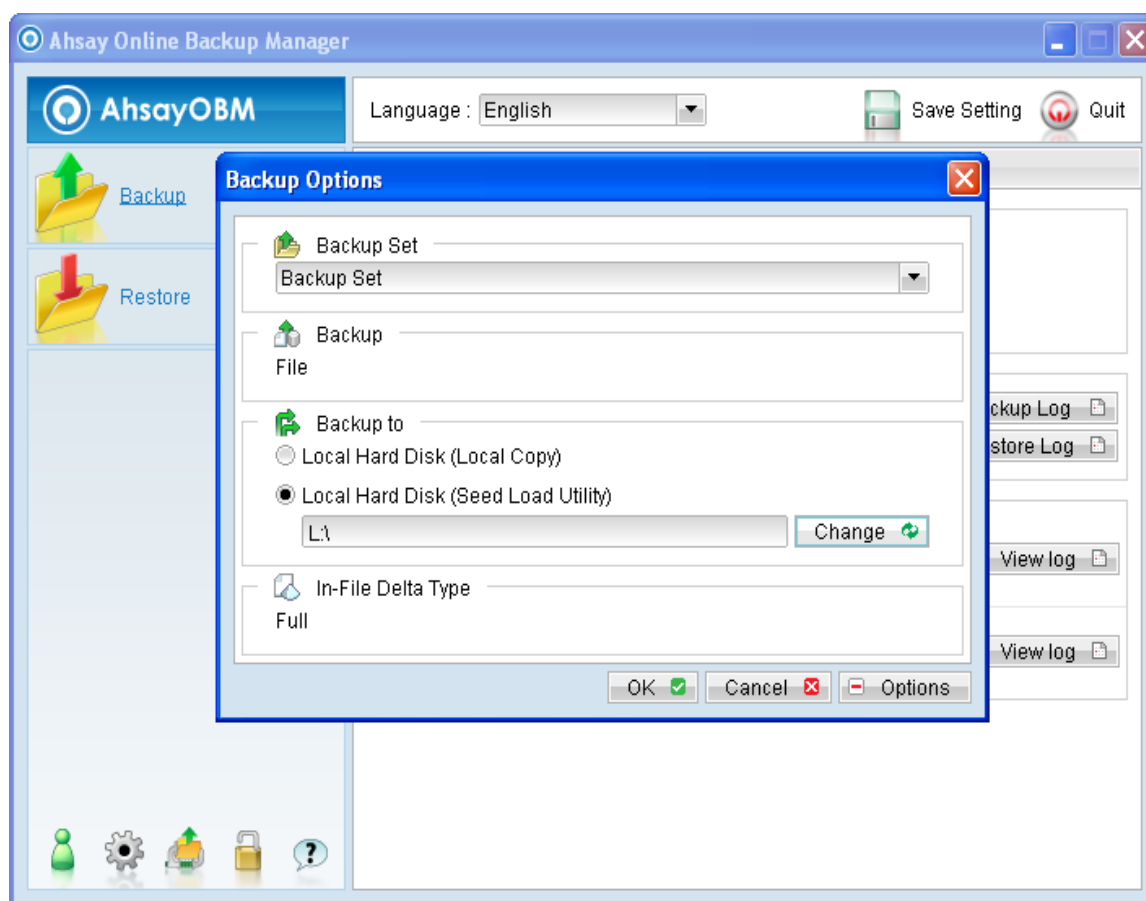
7.3 Seed Load backup

For backup of large amount of data, it would take a considerable amount of time to perform the initial full backup through the Internet.

To reduce the time and bandwidth required for initial backup, the Seed Load Utility can be utilized to perform initial backup to a local remove-able hard disk at the client site, instead of backing up through the Internet.

The backed up data can then be transported to your service provider, where they can import the data on the remove-able hard disk into your backup account on their server.

To access the Seed Load Utility, you will need to access the backup option menu:

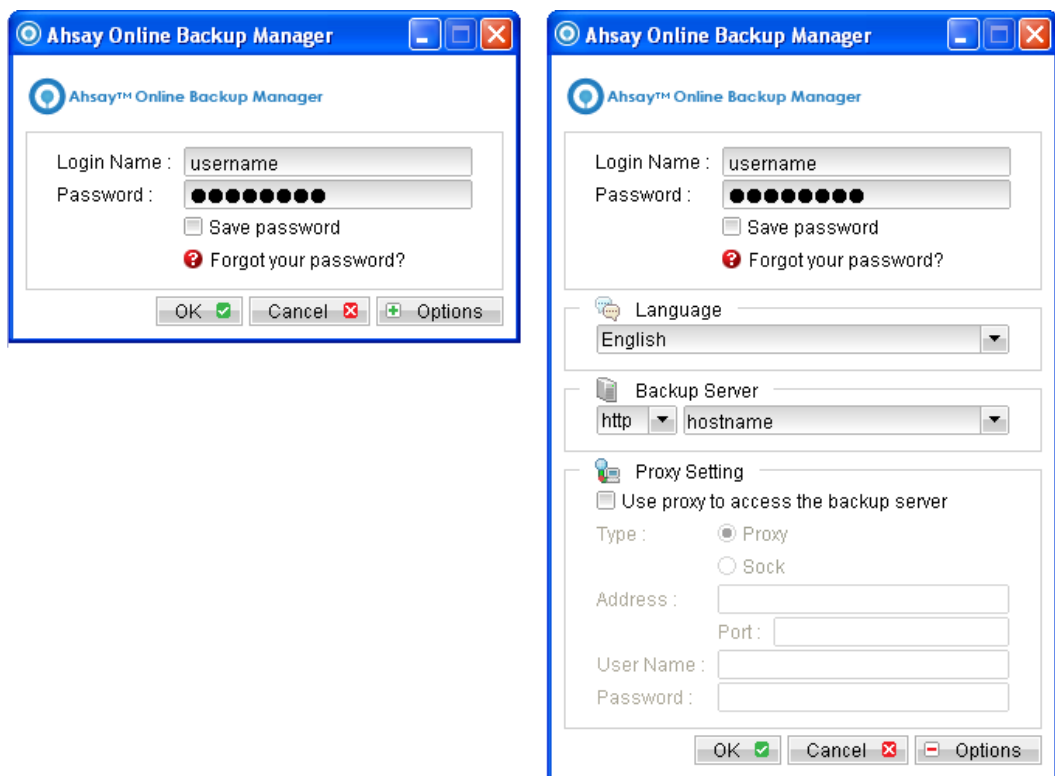


| Menu Items | Description |
|------------------------------|--|
| Backup Set | Dropdown menu to select backup set. |
| Local Hard Disk (Local Copy) | Radio button to enable backup to local |

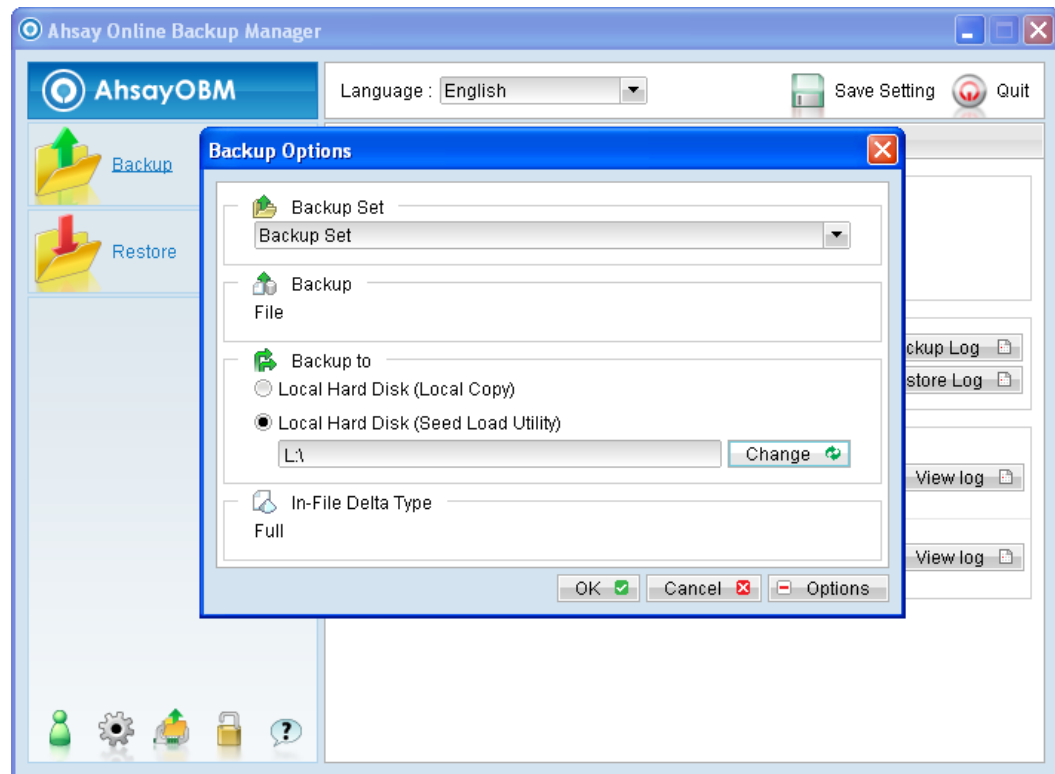
| | |
|--------------------------------------|---|
| | hard disk for local copy backup. |
| Local Hard Disk (Seed Local Utility) | Radio button to enable backup to local hard disk for seed load backup. |
| Change | Click to browse to the directory path which you would like to store the seed load backup. |

To start a seed load backup:

1. Login to the backup application's user interface.



2. Select the [Options] button to expand the backup options menu.



| Menu Items | Description |
|-------------------------------------|---|
| Backup Set | Dropdown menu to select backup set. |
| Local Hard Disk (Local Copy) | Radio button to enable backup to local hard disk for local copy backup. |
| Local Hard Disk (Seed Load Utility) | Radio button to enable backup to local hard disk for seed load backup. |
| Change | Click to browse to the directory path which you would like to store the seed load backup. |

3. Select the corresponding backup set.
4. Select the radio button beside [Local Hard Disk (Seed Load Utility)].
5. Click on the [Change] button to browse to the directory path which you want the seed load data to be stored at (e.g. the remove-able hard disk).
6. Press the [OK] button to start the backup job.
7. Transport the data in the specific directory to AhsayOBS.

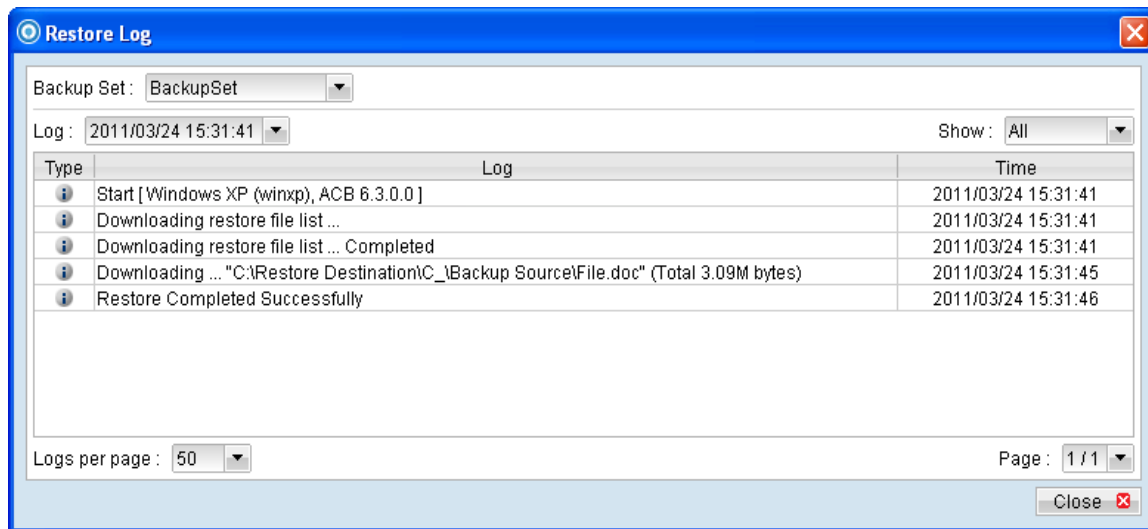
Note:

A seed load backup can only be performed manually.

8 File Restore

This chapter describes in details how to perform a file restore with AhsayOBM.

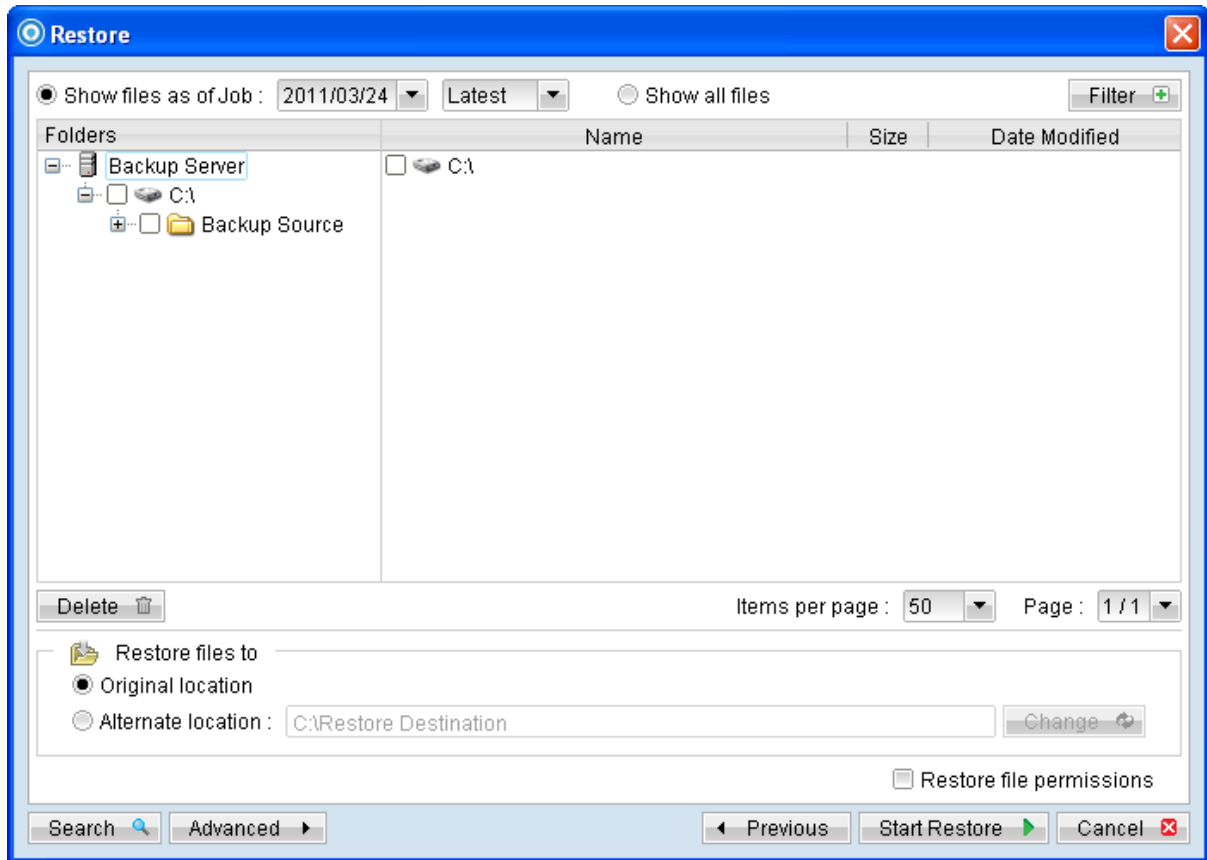
8.1 File restore process



Stages of a restore are outlined below:

1. A connection from the backup client application to the backup server is established.
2. Download the restore file list from the backup server.
3. Create the directory path for the restoration (if necessary).
4. Download the backup data from the backup server.
5. All the data will be decompressed and decrypted on the backup client computer.
6. Merging of delta files (for file with multiple delta files, if necessary).
7. Merging of combined delta file with full file.
8. Restore is completed successfully.

8.1.1 Restore Menu



| Menu Items | Description |
|----------------------|--|
| Show files as of Job | Radio button to display files available for restore as of which backup job. |
| [YYYY/MM/DD] | Dropdown menu to select the date of a backup job (used with the [Show files as of Job] option). |
| [hh/mm/ss] | Dropdown menu to select the time of a backup job (used with the [Show files as of Job] option). |
| Show all files | Radio button to display all files available for restore. |
| Filter | Click to open the filter option. |
| Delete | Click to delete the selected file from AhsayOBS. Important: File will not be available for restore in the future if they are deleted from AhsayOBS. |
| Original location | Restore directories and files to their original location. |

| | |
|--------------------------|--|
| Alternate location | Restore directories and files to an alternate location specified. |
| Change | Click to change the directory path of the restore destination. |
| Restore file permissions | Checkbox to enable or disable restore of file permission. |
| Search | Click to open the Search option. |
| Advanced | <p>Click to open advanced option:</p> <p>Delete extra files - Click to synchronize the selected restore source with the restore destination during the restore process.</p> <p>Follow Link – Click to restore link destination's data.</p> |

*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

Select the [Show files as of Job] to display files available as of a particular backup job.

For example, to display the files available for restore since the backup job performed on 11:00am Mar 11th, 2011. Select [Show files as of Job], [2011/03/11] and [11/00/00]

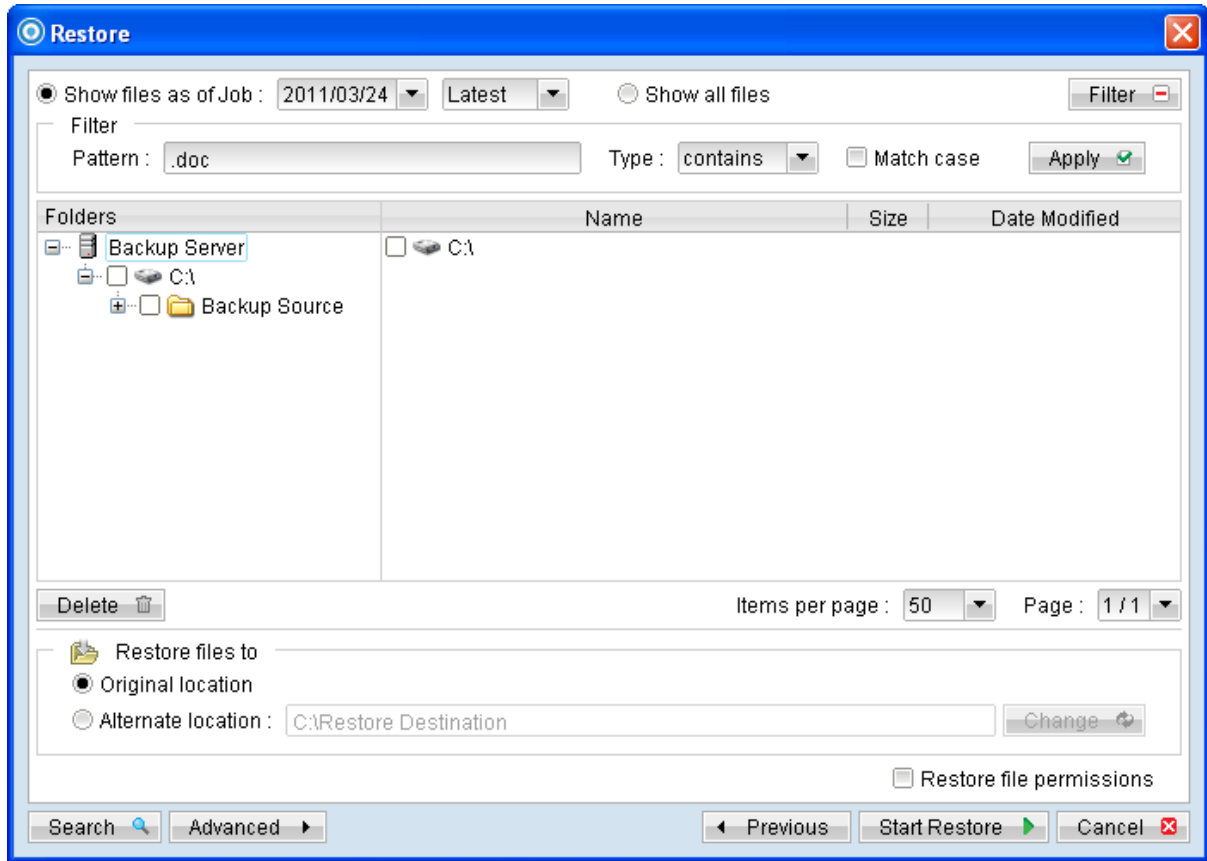
Alternatively, select the [Show all files] to display all files available for restore.

For restore to the original location on the client machine, select the [Original location] radio button.

For restore to an alternate location, select the [Alternate location] radio button, and click [Change] to change the directory path which you would like to restore to.

8.1.1.1 Filter

Click on the [Filter] button to expand the filter option.



| Menu Items | Description |
|------------|--|
| Pattern | Input box for entering the pattern of files that you would like to show. Note: Backup filter is case sensitive. |
| Type | Dropdown menu for selecting the type of pattern, they includes: [contains] [exact] [starts with] [ends with] |
| Match case | Checkbox to enable or disable case sensitivity. |
| Apply | Click to apply the filter settings. |

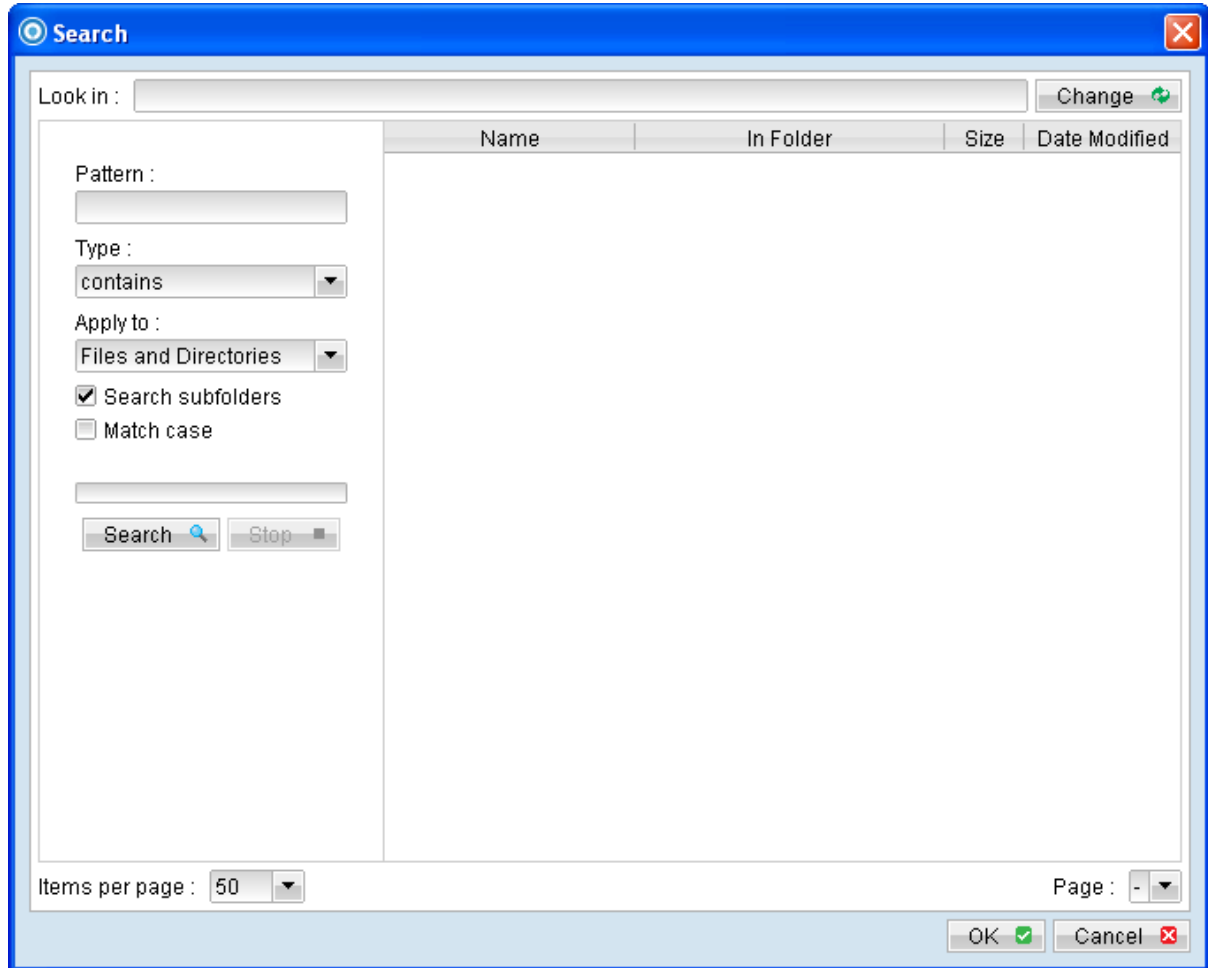
*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

The [Filter] option can be used to restore only files that follow a certain pattern. For example, Words document file with .doc extension.

Enter .doc into the [Pattern] textbox, select [ends with] from the [Type] dropdown menu, and then click [Apply].

8.1.1.2 Search

Click on the [Search] button to open the filter menu.



| Menu Items | Description |
|------------|---|
| Look in | Click on the [Change] button to browse to the search destination. |
| Pattern | Input box for entering the pattern of files that you would like to search for. |
| Type | Dropdown menu for selecting the type of pattern, they includes: [contains] [exact] [starts with] |

| | |
|-------------------|--|
| | [ends with] |
| Apply to | Dropdown menu for selecting if the search is applied to: [Files and Directories] [Files only] [Directories] |
| Search subfolders | Click to enable or disable search on the subfolders of the selected [Look in] directory. |
| Match case | Checkbox to enable or disable case sensitivity. |
| Search | Click to begin the search. |
| Stop | Click to stop the search process. |

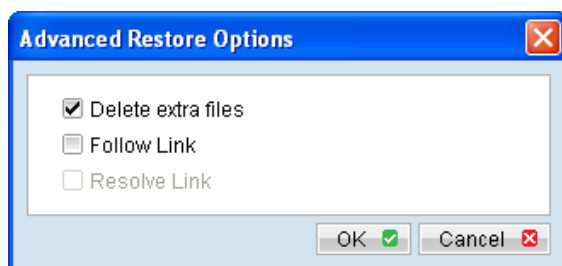
*The availability of features listed above may be service provider dependent. If a feature is not available, please check with your service provider for further details and availability.

The [Search] option can be used to locate a directory or file within a backup set with large amount of data. When the search is completed, user can select the data for restore in the search menu.

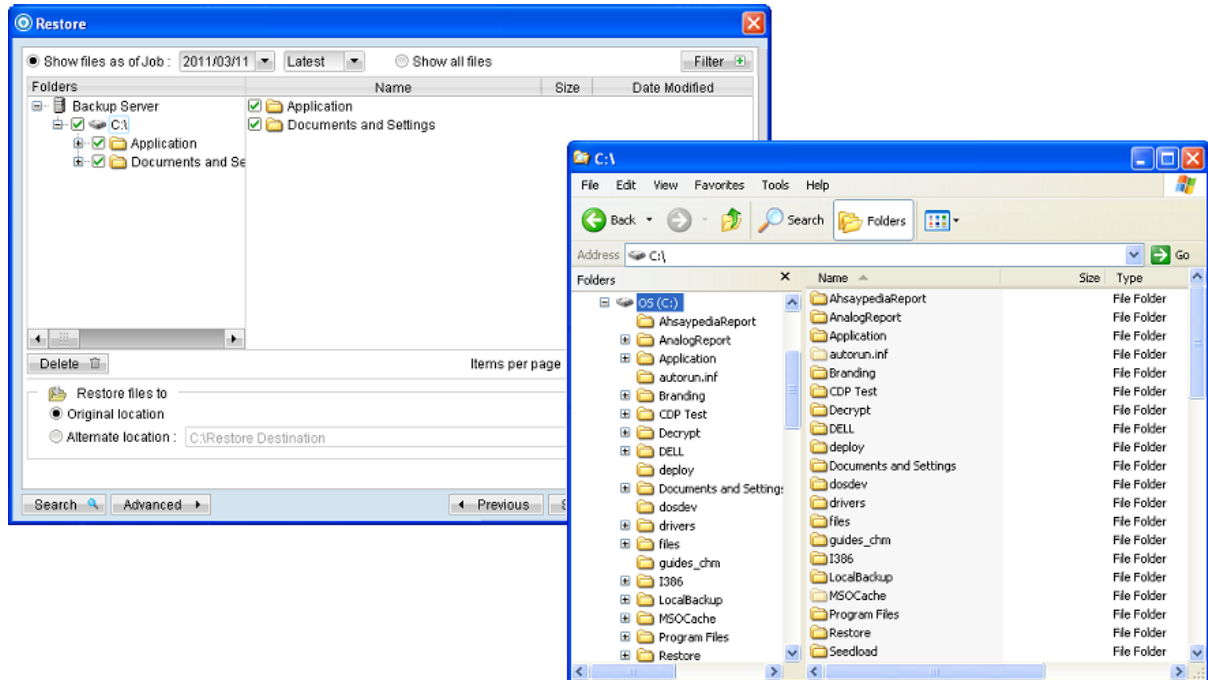
For restore that follow a certain pattern, for example, Microsoft Words document file that ends with .doc only. Enter the pattern .doc into the [Pattern] textbox, select type [ends with] from the [Type] dropdown menu, and click [Apply].

8.1.1.3 Delete extra files

Click on the [Advanced] button, select the [Delete extra files] checkbox to enable the delete extra file option.



When the [Delete extra files] option is enabled, the restore process will attempt to synchronize the selected restore source with the restore destination.

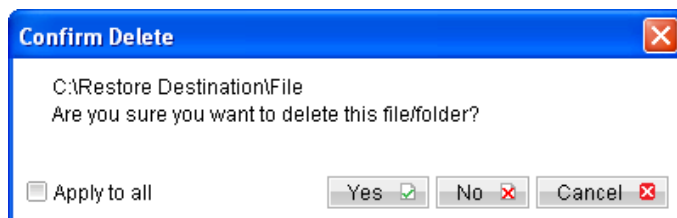


In the image above, where C:\ is selected as the restore source, and [Original location] is selected as the restore destination.

The restore process will attempt to synchronize the restore destination (current C:\ on the client machine) with the restore source (C:\ that is backed up on the backup server).

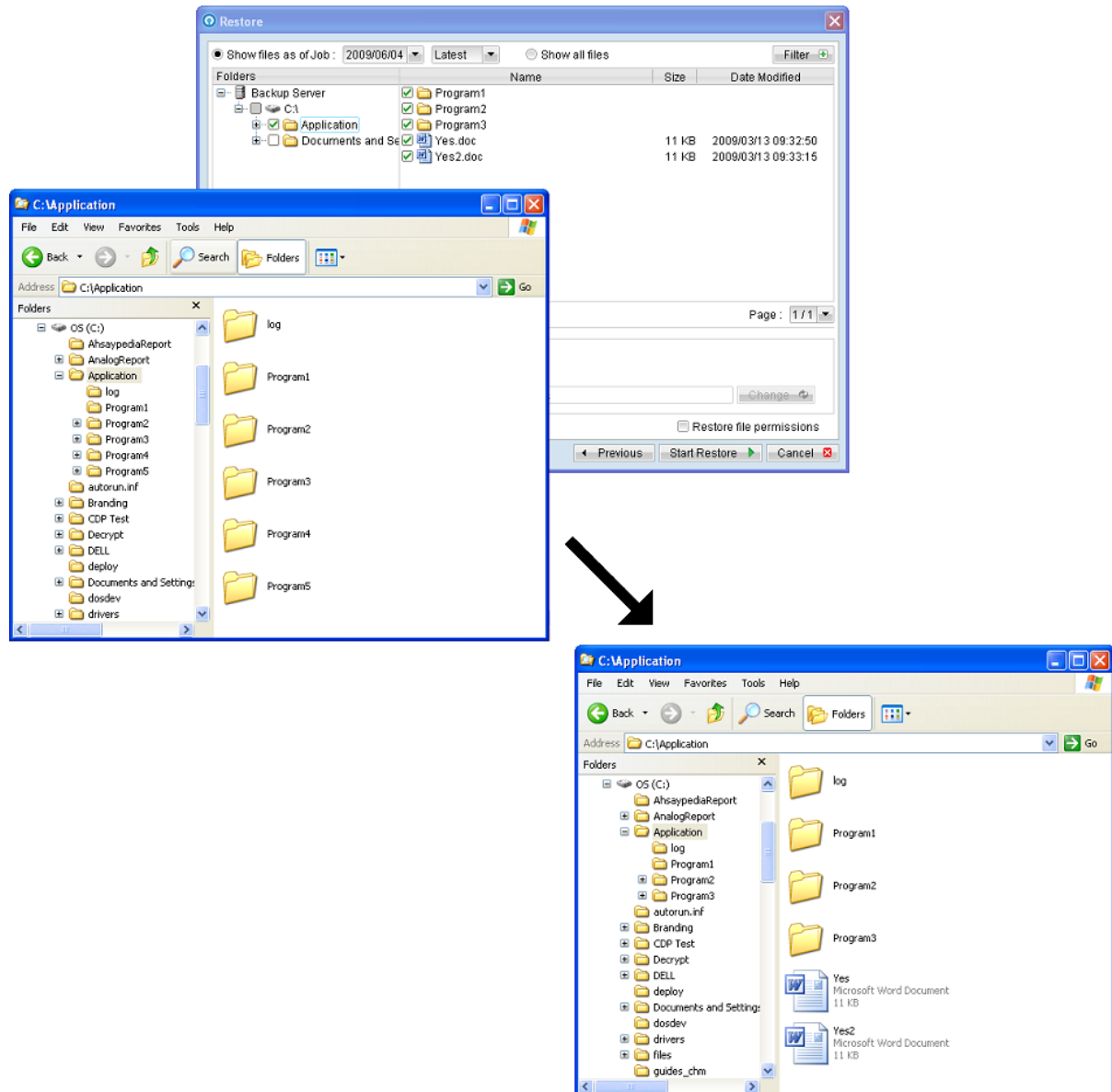
Specifically, the restore process will restore the Application, Documents and Settings folders and the data within, and then delete all other data on C:\ to mirror the restore source and destination.

Prior to the data synchronization, the backup application will prompt for confirmation:



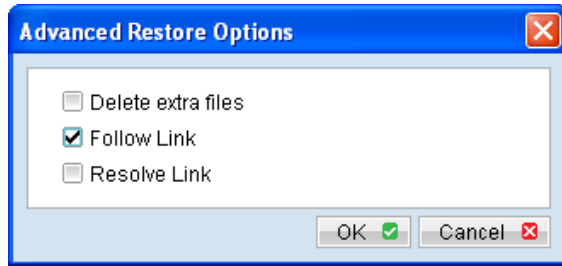
When using the [Delete extra files] option, please select the lowest possible child directories or files, instead of the highest parent directories for synchronization.

To demonstrate, assuming that you want to synchronize the restore destination (e.g. C:\Application) with the backed up C:\Application folder (restore source), select the Application folder, instead of the C:\ for restore.



8.1.1.4 Follow Link

Click on the [Advanced] button, select the [Follow Link] checkbox to enable the follow link option.



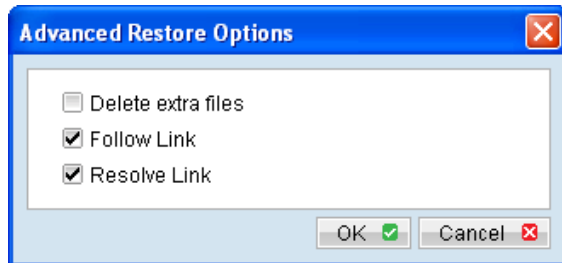
When the follow link option is enabled, not only is the symbolic link or junction point restored, and directories and files that the junction point links to will also be restored.

The following table summarizes the outcome when a restore is performed with different options.

| Follow Link | Restore to | Action |
|-------------|--------------------|---|
| Enabled | Original Location | <p>Junction points are restored to the original location.</p> <p>Follow Link option enabled for backup - Target directories and files are restored to the original location.</p> <p>Follow link option disabled for backup - Target directories and files are not restored.</p> |
| | Alternate Location | <p>Junction points are restored to the location specified.</p> <p>Follow Link option enabled for backup - Target directories and files are restored to the location specified.</p> <p>Follow link option disabled for backup - Target directories and files are not restored.</p> |
| Disabled | Original Location | <p>Junction points are restored to the original location.</p> <p>No data is restored to the junction point's destination.</p> |
| | Alternate Location | <p>Junction points are restored to the location specified.</p> <p>No data is restored to the junction point's destination.</p> |

8.1.1.5 Resolve Link

Click on the [Advanced] button, select the [Resolve Link] checkbox to enable the resolve link option.



Note that the resolve link option is only available when the restore destination is configured to [Alternate location], and [Resolve Link] must be used in conjunction with the [Follow Link] option.

When the resolve link option is enabled, the junction point would be restored, and directories and files that the junction point links to will also be restored.

The following table summarizes the outcome when a restore is performed with different options.

| Resolve Link | Action |
|--------------|---|
| Enabled | <p>Junction points are restored to the alternate location specified, with its target directories and files also restored to the location specified in their relative path.</p> <p>Target of the junction is updated to the new relative path. In other words, junction now points to the new alternate location).</p> |
| Disabled | <p>Junction points are restored to the alternate location specified, with its target directories and files also restored to the location specified in their relative path.</p> <p>Target of the junction is not updated to the new relative path. In other words, junction now points to the original location.</p> |

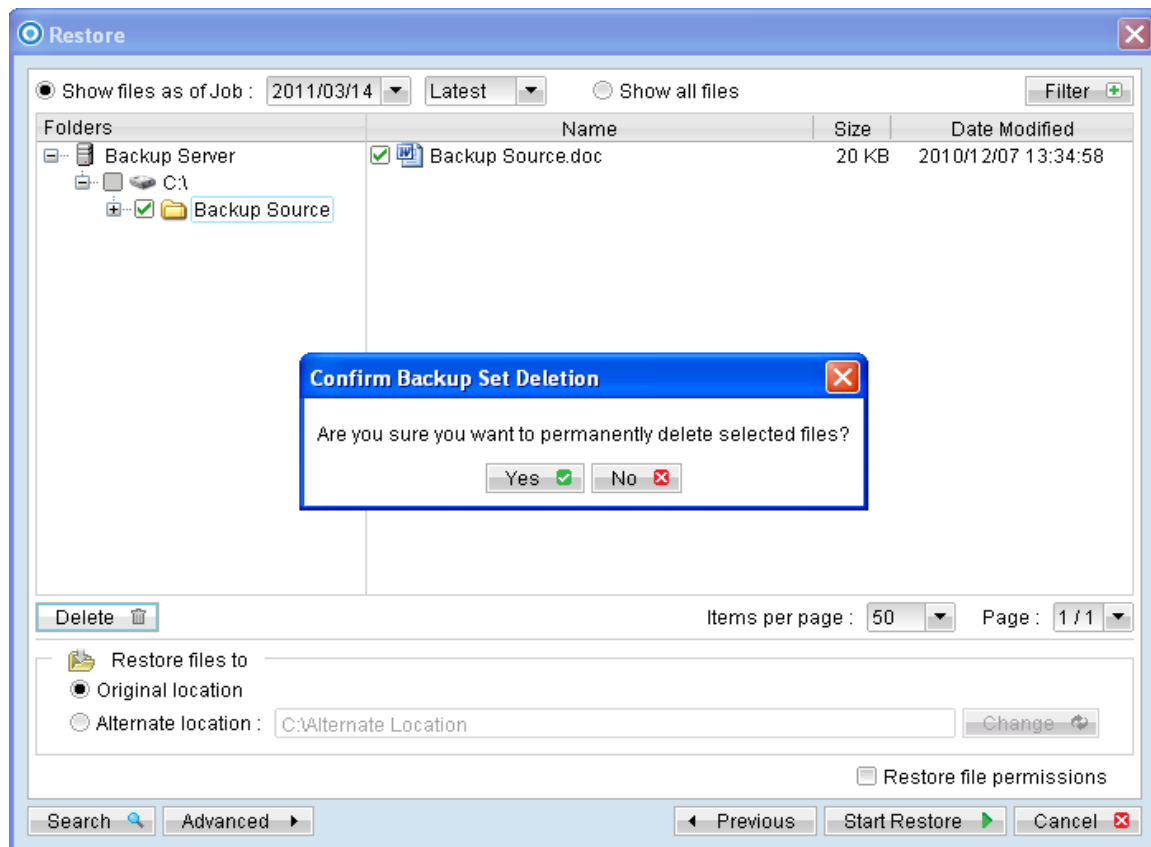
8.1.1.6 Delete backed up directories and files on backup server

Click on the [Delete] button to delete backed up data that reside on the backup server.

This option is useful for removing backed up directories or files on server that is no longer required.

Select the checkboxes beside the corresponding directories or files that you would like to delete, and click [Delete].

Prior to the data removal, the backup application will prompt for confirmation:



Important:

Files will not be available for restore after they are deleted from the backup server.

8.2 How to start a restore

There are three methods for restoring data:

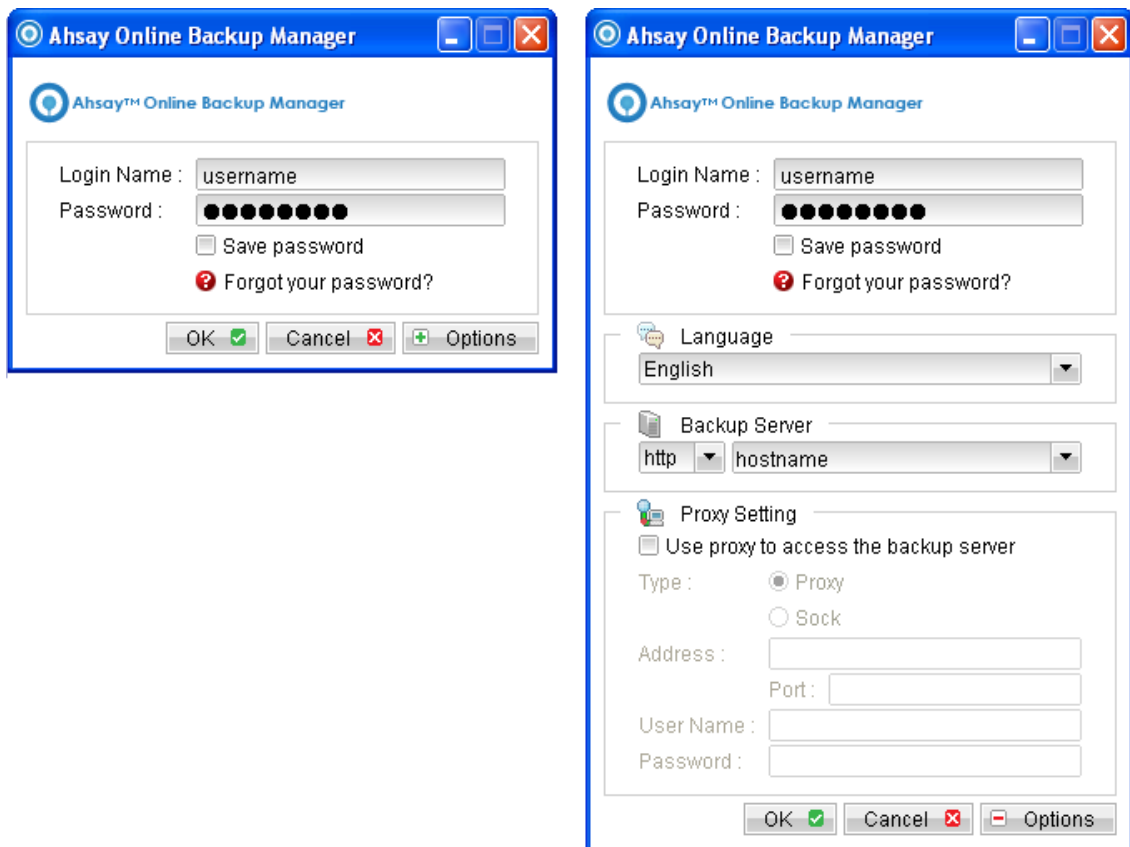
- AhsayOBM user interface
- Web console interface
- Decrypt File Wizard for physical data copied from AhsayOBS

8.2.1 Restore using the AhsayOBM user interface



Refer to the following steps for restore using the backup application's user interface:

1. Login to the backup application's user interface.



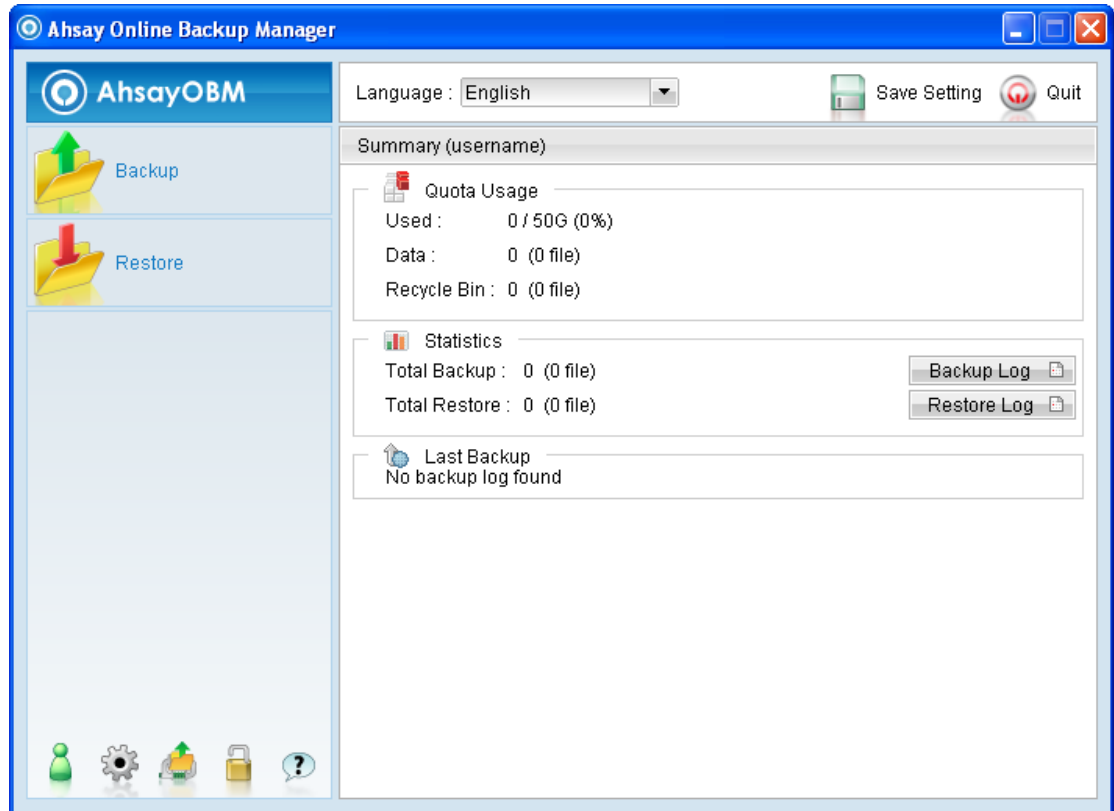
The image displays two screenshots of the Ahsay Online Backup Manager (AhsayOBM) user interface. Both windows have a blue title bar and a standard Windows window control set (minimize, maximize, close). The left window shows the login screen with the following elements:

- Title Bar:** Ahsay Online Backup Manager
- Header:** Ahsay™ Online Backup Manager
- Login Fields:**
 - Login Name :
 - Password :
- Options:**
 - ☐ Save password
 - [Forgot your password?](#)
- Buttons:** OK, Cancel, Options

The right window shows the same login screen but with additional configuration options expanded below the login fields:

- Language:** English (dropdown menu)
- Backup Server:** http (protocol dropdown), hostname (server name dropdown)
- Proxy Setting:**
 - ☐ Use proxy to access the backup server
 - Type : ☒ Proxy, ☐ Sock
 - Address :
 - Port :
 - User Name :
 - Password :
- Buttons:** OK, Cancel, Options

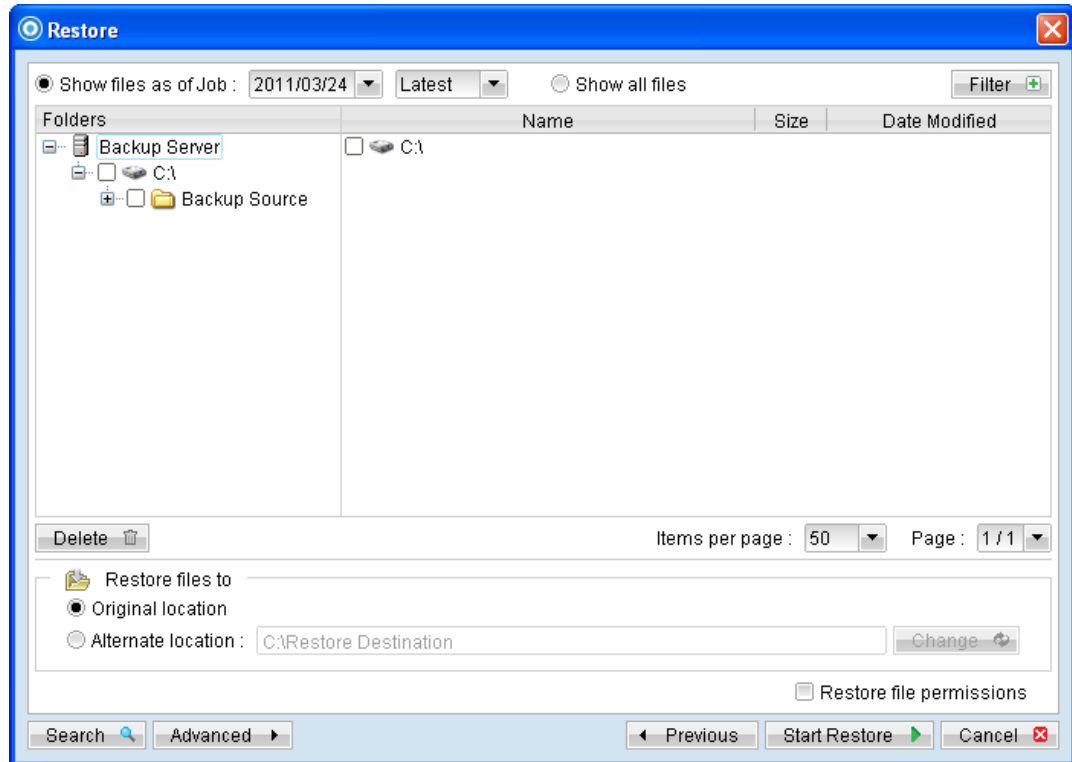
2. Click on the [Restore] button on the backup application's main window to open the Restore Menu.




3. Select the [Show files as of Job] to display files available as of a particular backup job.

To display the files available for restore since the backup job performed on 11:00 AM, Mar 11th, 2011, select [Show files as of Job], [2011/03/11] and [11:00:00]

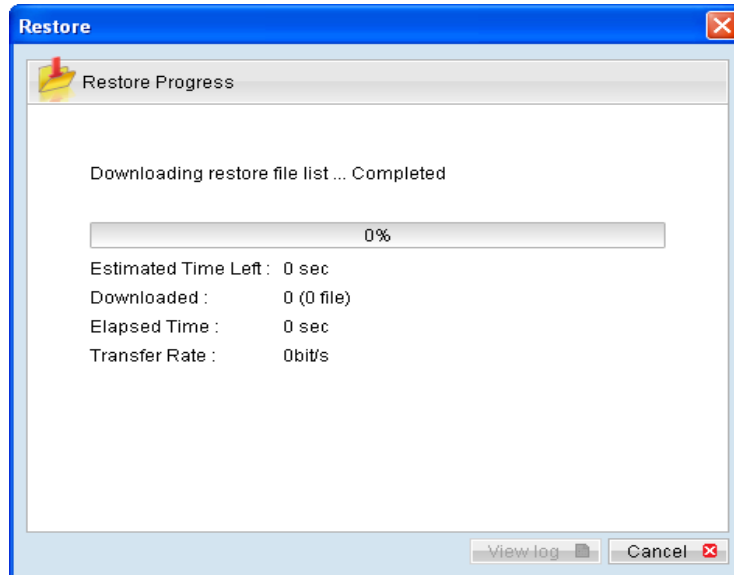
Select the [Show all files] to display all files available for restore.



4. Expand the directories by selecting the  button beside a folder.
5. Make use of the other options such as [Filter], [Search] and [Advanced] option available, more details can be found in the sections above.
6. For restore to the original location on the client machine, select the [Original location] radio button.

For restore to an alternate location, select the [Alternate location] radio button, and click [Change] to change the directory path which you would like to restore to.

7. Click [Start Restore] to begin the restore process.



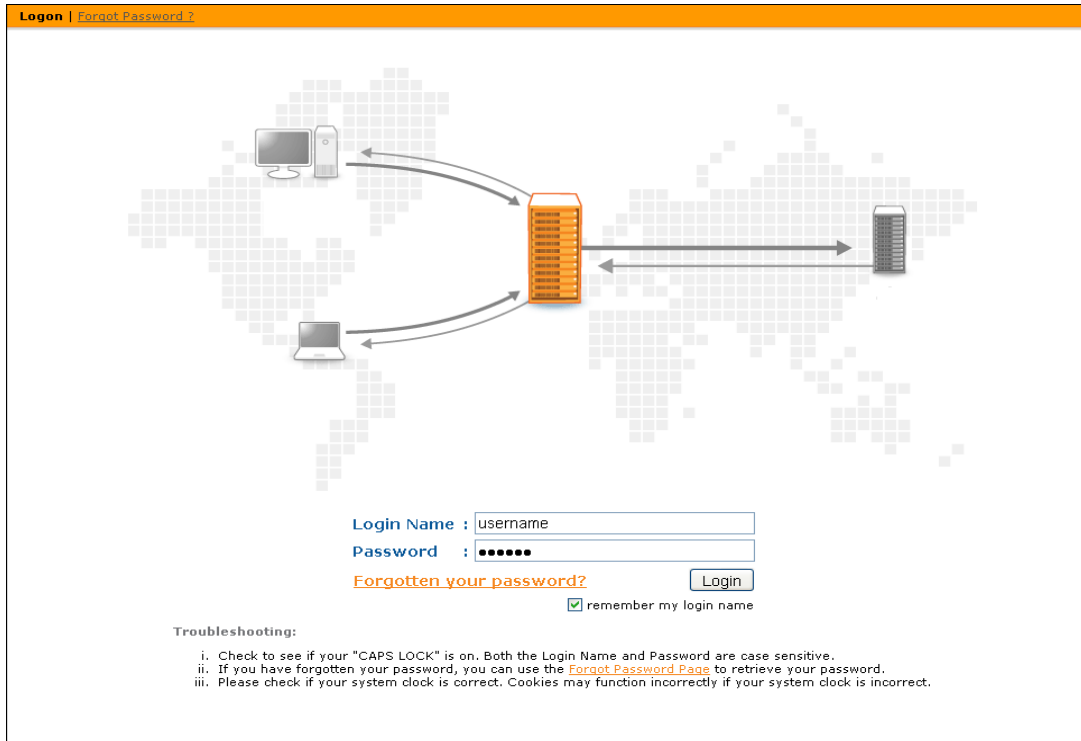
8.2.2 Restore using the web interface

Refer to the following steps for restore using the web interface:

Note:

For restore of a large amount of data, it is recommended to restore using the AhsayOBM user interface instead of the web restorer applet.

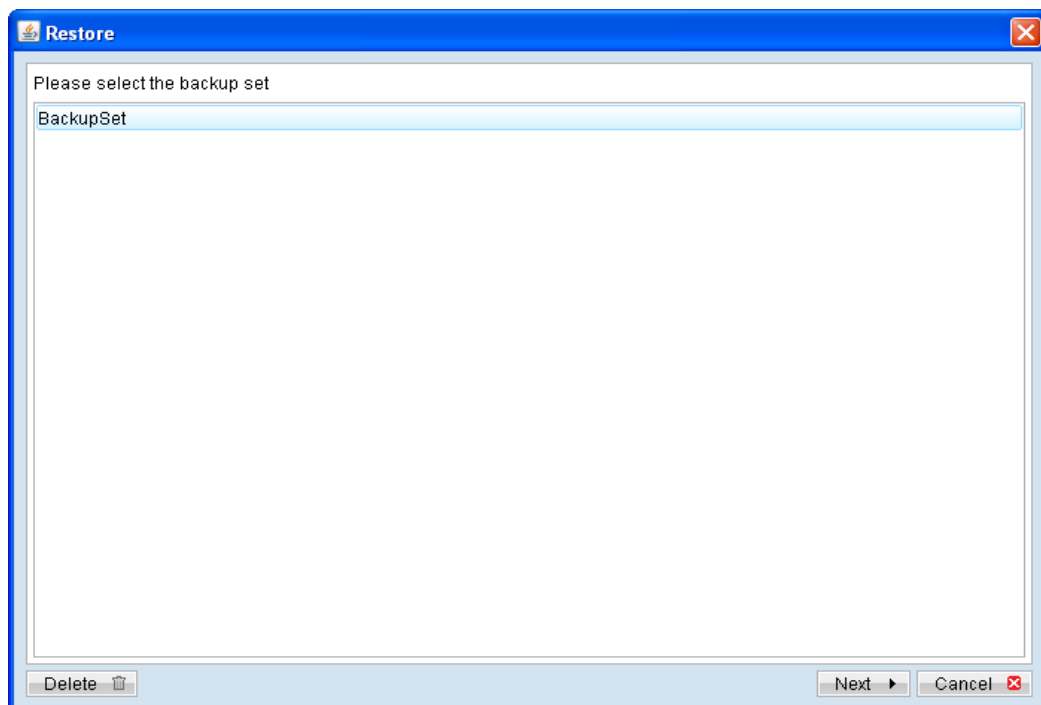
1. Login to the web interface.



2. Click on the [File Explorer] tab at the top menu of the web interface.



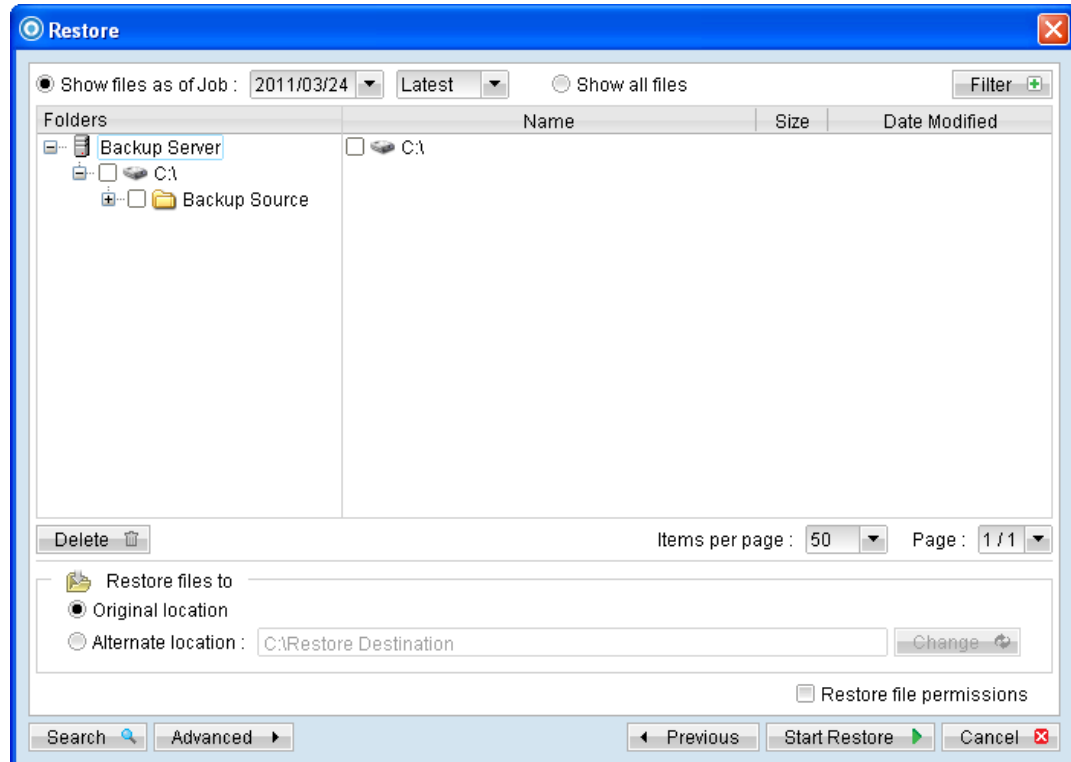
3. Click on the [Restore] button to open the web restorer applet:




4. Select the corresponding backup set and press [Next]
5. Select the [Show files as of Job] to display files available as of a particular backup job.

For example, select [Show files as of Job], [2011/03/11] and [11:00:00] to display the files available for restore since the backup job performed on 11:00am of Mar 11th, 2011.

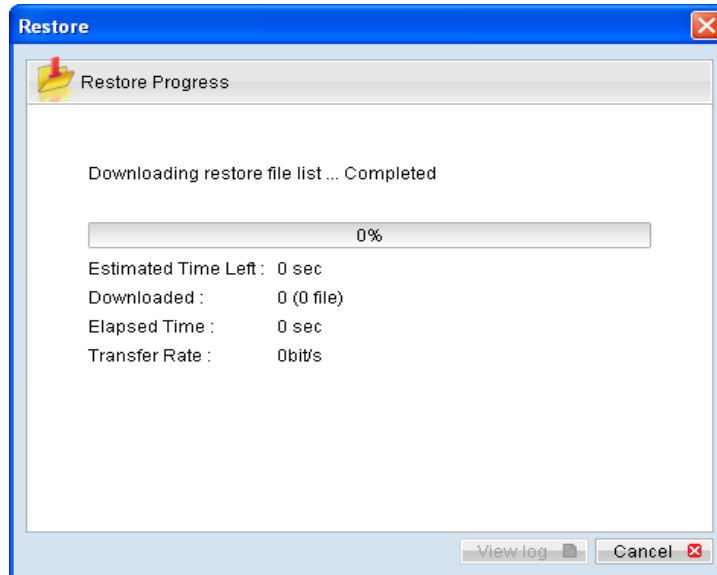
Select the [Show all files] to display all files available for restore.



6. Expand the directories by selecting the  button beside a folder.
7. Make use of the other options such as [Filter], [Search] and [Advanced] option available, more details can be found in the earlier sections of this guide.
8. For restore to the original location on the client machine, select the [Original location] radio button.

For restore to an alternate location, select the [Alternate location] radio button, and click [Change] to change the directory path which you would like to restore to.

9. Click [Start Restore] to begin the restore process.



8.2.3 Restore using Decrypt File Wizard

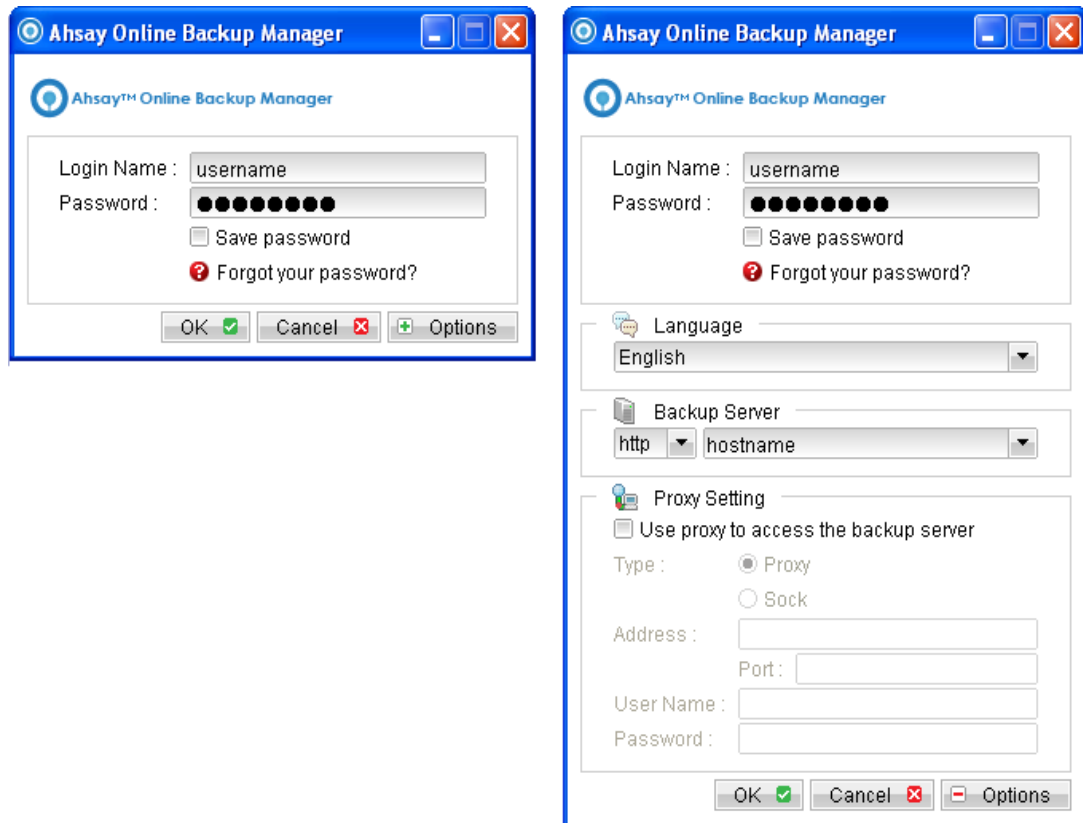


Data stored on the backup server can be copied onto a removable hard disk (or other storage medium) for direct restore on the client computer, bypassing the network bottleneck. This is especially useful for restore of large backup set.

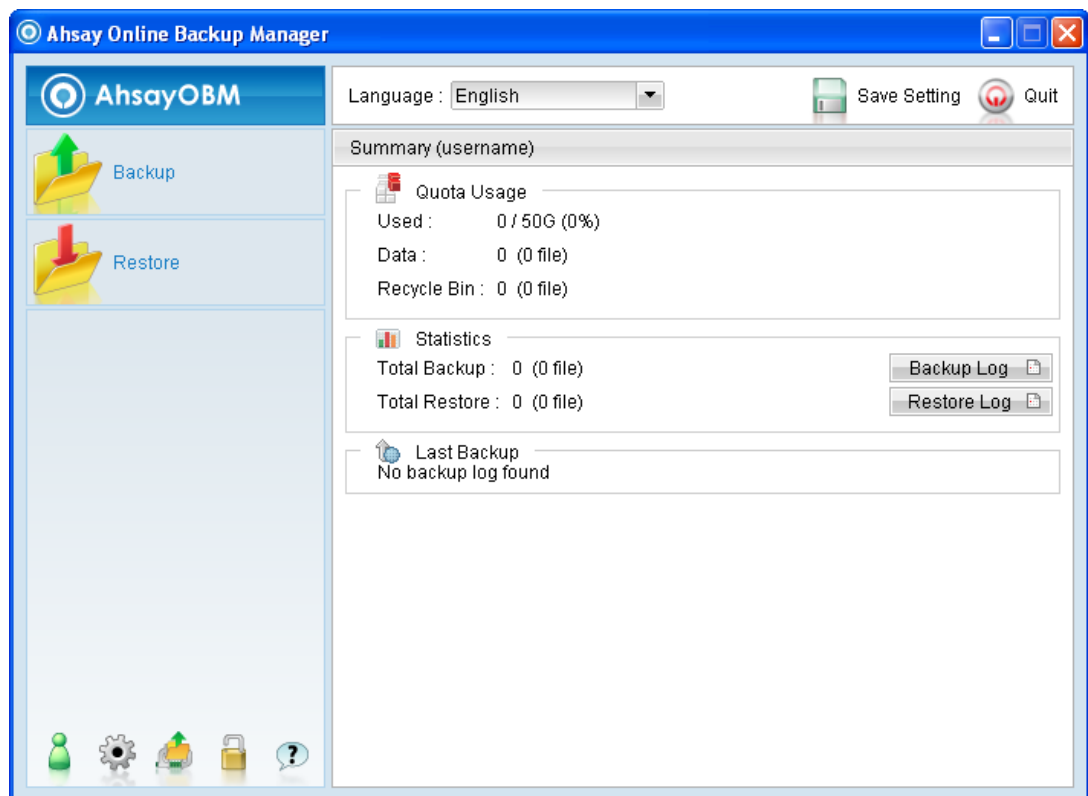
However, as data stored on the backup server are compressed and encrypted for security purposes, a utility called Decrypt File Wizard must be used to decrypt the data.

Refer to the following steps for restore using Decrypt File Wizard:

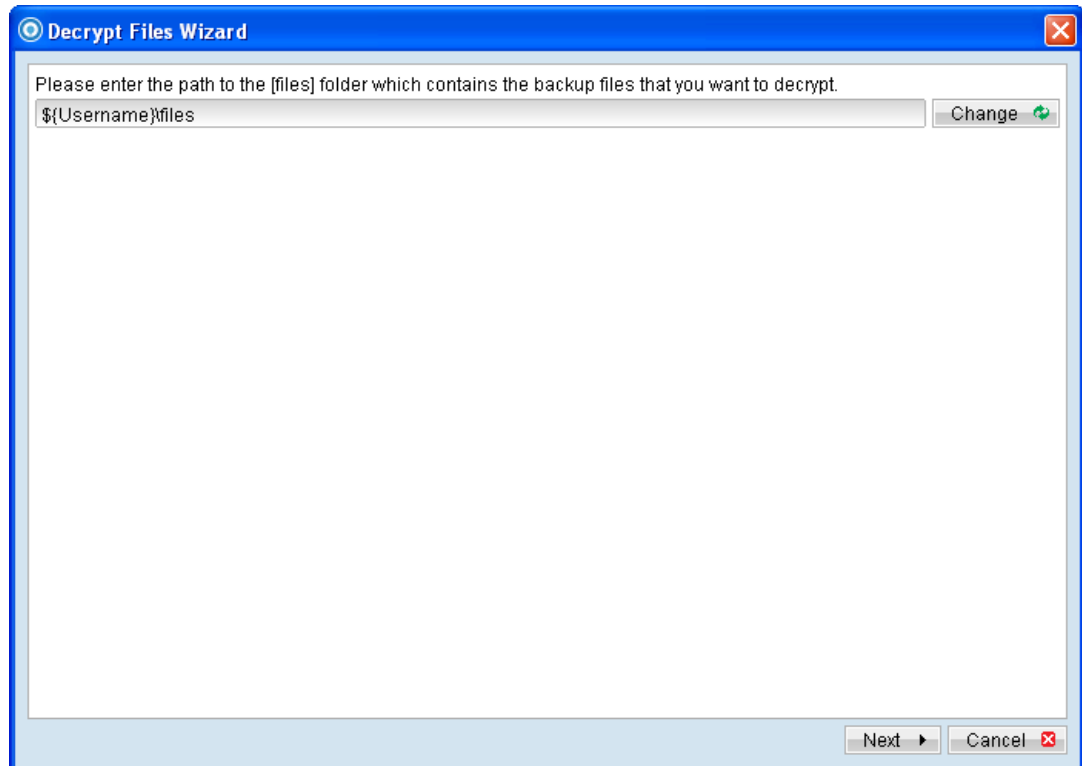
1. Connect the removable hard disk with the data to your computer.
2. Login to the backup application's user interface.



- Click on the [Decrypt File Wizard] button on the backup application's main window to open the Decrypt File Wizard.



4. Select the [Change] button and browse to the [files] directory of the copied data, and click [Next].



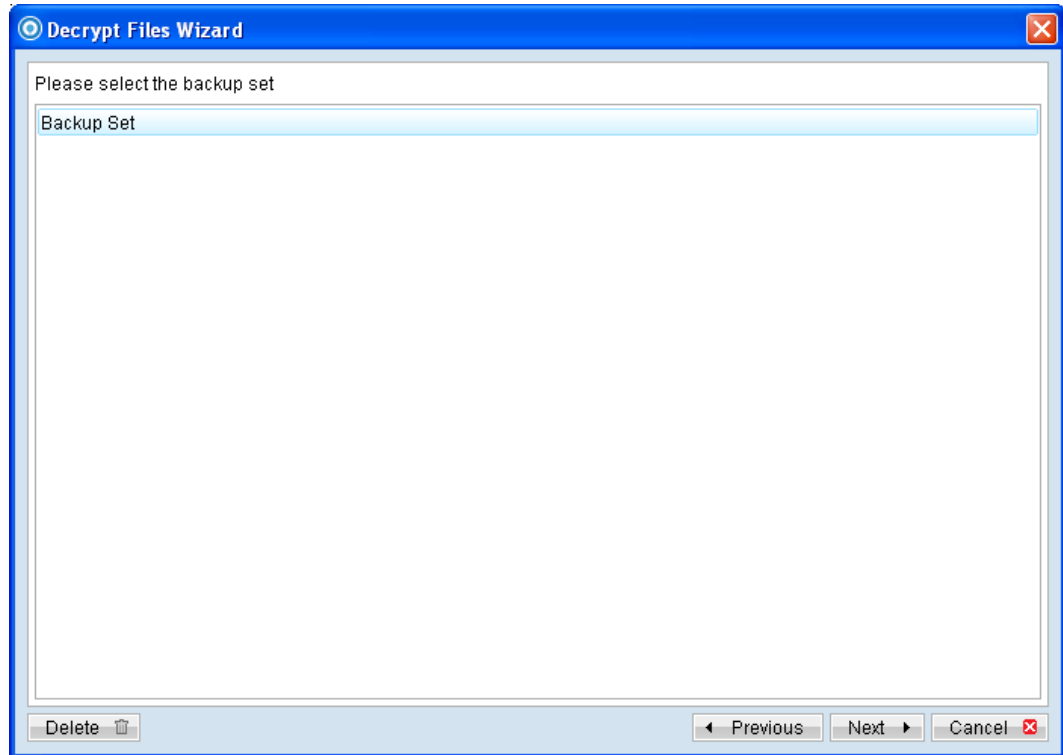
Note:

Data copied onto the removable hard disk must be in the same directory structure as they are on the backup server, which is:

`${Username}\files`

Please contact your service provider if you cannot locate the [files] directory.

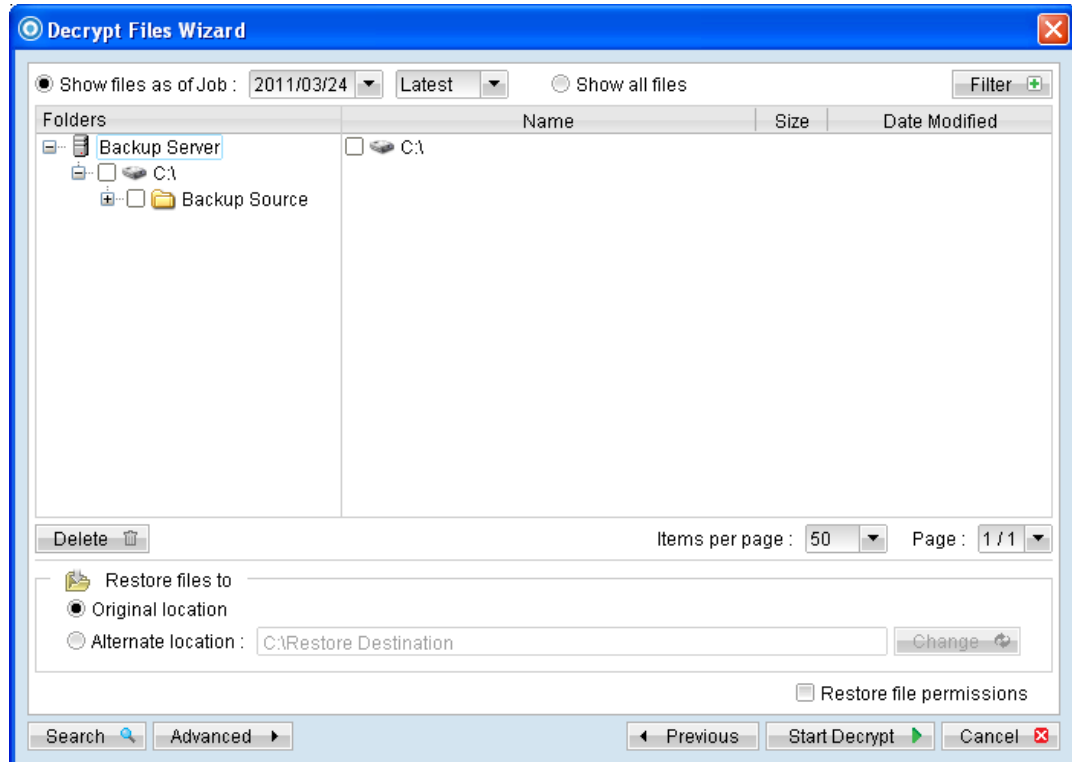
5. Select the corresponding backup set and press [Next]




6. Select the [Show files as of Job] to display files available as of a particular backup job.

For example, to display the files available for restore since the backup job performed on 11:00 AM, Mar 11th, 2011. Select [Show files as of Job], [2011/03/11] and [11:00:00]

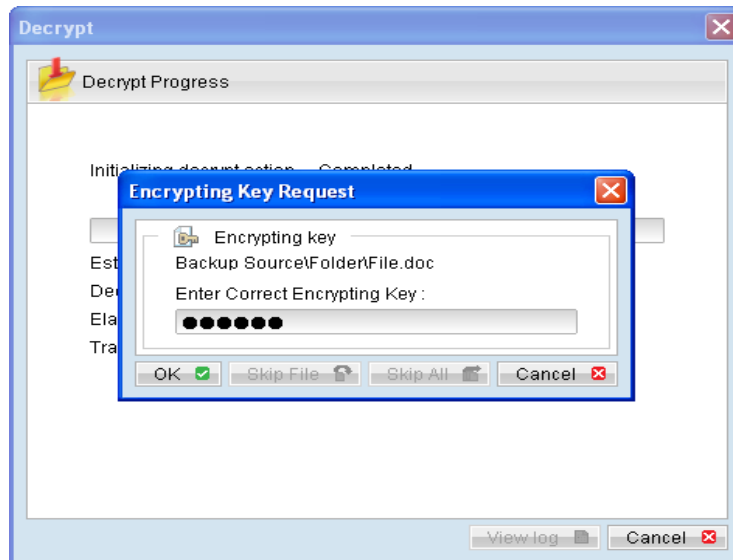
Select the [Show all files] to display all files available for restore.



7. Expand the directories by selecting the  button beside a folder.
8. Make use of the other options such as [Filter], [Search] and [Advanced] option available, more details can be found in the sections above.
9. For decrypt to the original location on the client machine, select the [Original location] radio button.

For decrypt to an alternate location, select the [Alternate location] radio button, and click [Change] to change the directory path which you would like to restore to.

10. Click [Start Decrypt] to begin the decrypt process.



8.2.4 Restore using Script File

Data restore can be executed by the script file in the %OBM_HOME%\bin folder.

Windows

%OBM_HOME%\bin\Restore.bat

Linux

%OBM_HOME/bin/Restore.sh

Mac OSX

/Applications/AhsayOBM/bin/Restore.sh

To perform the restore by script file, you need to modify the parameters in the script file. The following is the list of available parameters.

| Parameters | Description |
|------------|---|
| BACKUP_SET | The name or ID of the backup set that you want to restore. If the backup set name is not in English, please use BackupSetID e.g. BACKUP_SET="1119083740107" or BACKUP_SET="FileBackupSet-1" |
| RESTORE_TO | The directory that you want the files to |

| | |
|--------------------|---|
| | <p>restore to.</p> <p>e.g. <u>Windows</u> RESTORE_TO="C:\Temp"</p> <p><u>Linux, Mac OSX</u> RESTORE_TO="/tmp"</p> <p>If you set it to ""</p> <p>e.g. RESTORE_TO=""</p> <p>The files will be restored to the original location.</p> |
| RESTORE_FROM | <p>The file/directory on the backup server that you would like to restore.</p> <p>e.g. <u>Windows</u> RESTORE_FROM="C:\Data"</p> <p><u>Linux, Mac OSX</u> RESTORE_FROM="/Data"</p> |
| POINT_IN_TIME | <p>The point-in-time snapshot of a successful backup that you want to restore from the backup server. Use "Current" for the latest backup snapshot</p> <p>e.g. SET POINT_IN_TIME="Current"</p> <p>You can specify a particular point-in-time</p> <p>e.g. SET POINT_IN_TIME="2006-10-04-12-57-13"</p> <p>For the available point in time on the backup server, you can execute the following script.</p> <p><u>Windows</u> ListBackupJob.bat</p> <p><u>Linux, Mac OSX</u> ListBackupJob.sh</p> |
| RESTORE_PERMISSION | <p>If you want to restore file permission, set the value to "N", otherwise set the value to "Y" to restore file permission.</p> |

| | |
|-----------------------|---|
| SKIP_INVALID_KEY | If you want to prompt user to input a correct encryption key, set the value to "N", otherwise set the value to "Y", it will skip the restore file if the file has an invalid encryption key. |
| SYNC_OPTION | Set this value to "Y" if you want to enable the sync option, ie. delete extra file option. Set this value to "N" if you do not want to enable the sync option. If you set the option with "", it will prompt for selection. |
| REPLACE_EXISTING_FILE | Set this value to "-all" to replace all existing file(s) of the same filename. If the value is set to "-none", it will skip the file restore if same filename exists. If you set the option with "", it will prompt for selection. |
| SETTING_HOME | Optional parameter for you to set the user home. By default, the option "" will points to your home directory with the .obm folder. e.g. (Windows) "C:\Documents and Settings\John\.obm" (Linux) "/home/john/.obm" |
| FILTER | This parameter can help you to filter the files that you want to restore. There are 3 options. -Pattern=xxx -Type=yyy -Target=zzz Where xxx is the file pattern, yyy is the filter type, which can be one of the following: [exact exactMatchCase contains containsMatchCase startWith startWithMatchCase endWithMatchCase endWith] zzz is the filter target, which can be one of the following: [toFile toFileDir toDir] e.g. FILTER="-Pattern=.txt-Type=exact-Target=toFile" |

8.3 IP restriction for restore using the web interface

IP address restriction can be imposed on the backup server to restrict computer with un-authorized IP address from restoring data using the web interface.

Please consult your service provider for more information on this option.

9 In-file delta technology

This chapter describes what In-file delta technology is and how it can be used to reduce size of backup.

9.1 Overview



In-file delta technology is an advanced data block matching algorithm with the intelligence to pick up changes (delta) of file content between two files.

Using this algorithm, daily backup of large files over low-speed internet connection is made possible because it requires only the changes of information since the last backup to be sent over (assuming that the full backup of the file has been saved on the backup server already).

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

1. The whole file (10 GB) with its checksum file, are backed up to the backup server. This can be done directly through the internet or indirectly using the seed loading utility
2. When the backup runs again later (sub-sequence backup), 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.
3. Changes detected are then saved in a delta file which is uploaded to the backup server. A new checksum file is generated and is also uploaded. (This delta file is assumed to be small because the content of PST files doesn't change a lot during daily usage).
4. Sub-sequent backups of this 10 GB Outlook.pst file will go through step 2 and step 3 again. As explained, only a small delta file and checksum file will be uploaded to the backup server.
5. With In-file delta technology, daily backing up of large file over low-speed internet connection is now possible.

Incremental In-file delta

Incremental Delta will facilitate ease of backup.

The delta is generated by comparing with the last uploaded full or delta file. Delta generated with this method is smaller and uses the least bandwidth.

However, for restoration, the full file and all deltas up to the required point-in-time are required to be restored and merged.

For example:

This is what will happen in the backup of a 10 GB Outlook.pst file with 100 MB increment each day.

After the initial full backup, the backup application would continue to generate and upload delta instead of the full file until one of the following two rules are true:

- Number of delta files generated (since the last full backup) exceeded the [No. of Delta] setting.
- The delta ratio (ratio of delta file size against the full file size) exceeded the [Delta Ratio] setting.

With incremental delta, delta generated by comparing the current file with the last uploaded file (full or delta) is around 100 MB.

Since the delta file size is about 100 MB daily, delta ratio of 1% would not trigger a full file upload.

Instead, AhsayOBM will continue to generate and upload delta files until day 102 (full file uploaded on day 1) when the number of deltas generated exceeds the [No. of Delta] setting.

All delta files are generated with respect to changes made since the last incremental or full 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.

Differential In-file delta

Differential Delta will facilitate ease of restore.

The delta is generated by comparing with the last uploaded full file only. Delta generated with this method will grow daily and uses more bandwidth.

However, for restoration, the full file and a single delta is required to be restored and merged.

For example:

This is what will happen in the backup of a 10 GB Outlook.pst file with 100 MB increment each day.

After the initial full backup, the backup application would continue to generate and upload delta instead of the full file until one of the following two rules are true:

- Number of delta files generated (since the last full backup) exceeded the [No. of Delta] setting.
- The delta ratio (ratio of delta file size against the full file size) exceeded the [Delta Ratio] setting.

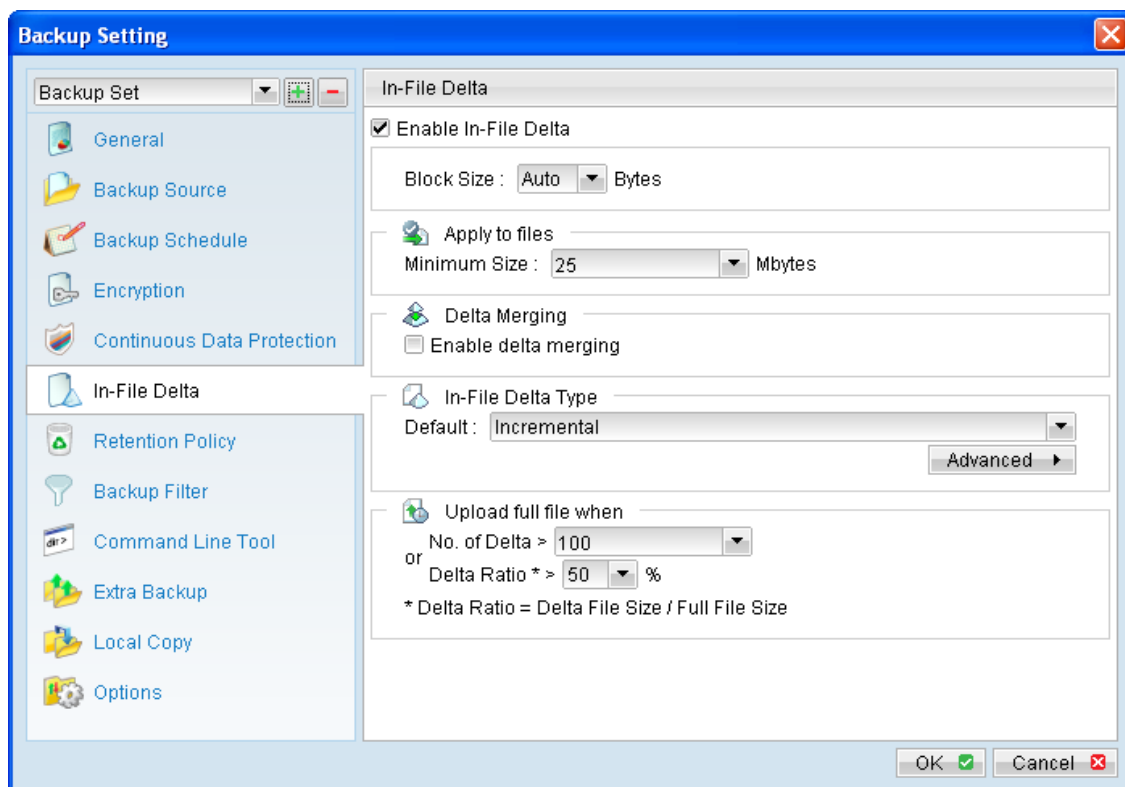
With differential delta, delta generated by comparing the current file with the last full file is about 100 MB for the 1st delta, 200 MB for the 2nd delta, and 300 MB for the 3rd delta (increment of 100 MB per day).

Since the delta file size increase by 100 MB per day, AhsayOBM will continue to generate and upload delta files until day 52 (full file uploaded on day 1) when the delta ratio exceeds the [Delta Ratio] setting:

Delta file size of approximately $51 \times 100 \text{ MB} = 5.1 \text{ GB}$.

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

*In the event of corrupted delta file, only one particular snapshot of the file is non-restorable. All other snapshots with its delta would remain intact.



9.1.1 Block Size

[Block Size] defines the size of block used when detecting changes between last full or delta file and the file to be backed up.

In general:

In-file delta backup with small block size:

- Produce a smaller delta file due to a more precise comparison
- Require more processing power on the client machine
- Comparison may take longer to complete

In-file delta backup with large block size:

- Produce a larger delta file due to a less precise comparison
- Require less processing power on the client machine
- Comparison will complete faster

For most cases, the default setting [Auto] will select the optimal block size for each file (depending on the size of the file).

9.1.2 Apply to files (Minimum Size)

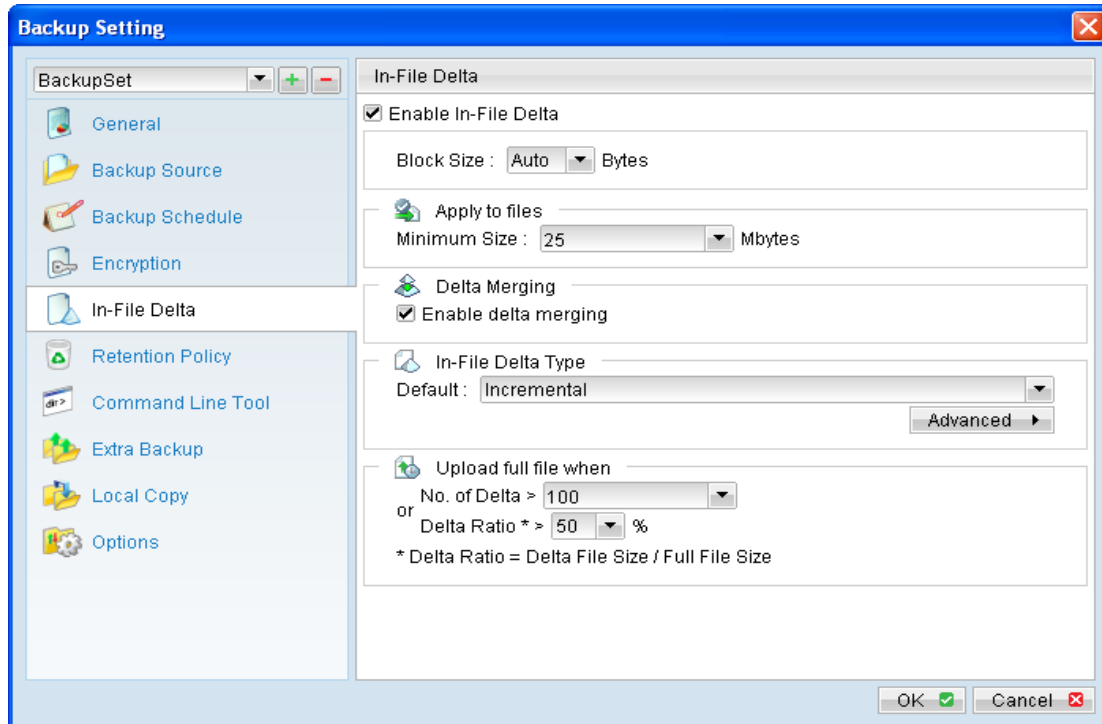
[Apply to files (Minimum Size)] defines the smallest file size a file must have before the use and application of In-file delta technology.

If the size of a file that is being backed up is smaller than the [Minimum File Size] setting, In-file delta technology will not be applied to this file and the whole 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 does not take long. Backing up the whole file instead reduces the time required to restore the file..

9.1.3 Delta Merging (Enable delta merging)

[Delta Merging (Enable delta merging)] defines whether to enable the delta merge feature for the corresponding backup set.



To enable the delta merging feature, select the [In-File Delta] tab in the [Backup Setting] menu, and select the checkbox beside [Enable delta merging].

9.1.3.1 Overview

The delta merge feature combines the full and delta files (differential or incremental) on AhsayOBS into a single full file.

The advantage of using delta merge is it will speed up the restore of files. As a single 'merged' file can be restored faster than a file consisting of full plus related incremental files, which may require a lengthy merging process after restoring to a client machine.

Delta merge can be applied to full and differential or incremental delta files which reside in the data area. The criteria for file merging are governed by the retention policy setting for the backup set.

9.1.3.2 Limitation

The following are limitations of the delta merge feature:

- Delta merge cannot be performed for abnormal backup set with multiple encryption key
- Advanced retention policy cannot be used in conjunction with the delta merge feature.

- The delta merge of differential delta files with the full file, will only apply if there are incremental delta files present in the delta chain.

Therefore, no delta merge will take place for backup sets with delta merge enabled and in-file delta set to Differential.

- The delta merge feature does not support Local Copy backup.

9.1.3.3 Delta merge policy

The delta merge process relies on the retention policy setting to decide when to merge delta files with the full file. But delta merge does not apply to files in the retention area. Any backup sets configured with advanced or customized retention policy settings cannot use the delta merge feature.

Any reference to retention policy in the context of delta merge implies delta merge policy. As backup sets enabled with delta merge share a single setting, any changes in retention policy will impact on the availability of snapshots that can be restored from both data and retention area. Before enabling the delta merge feature please review your data restore requirements carefully

9.1.3.4 Delta merging process

A delta merge will take place after a backup job is completed, AhsayOBM will only initiate a delta merge request at the end of a backup job.

As part of the request, AhsayOBM will upload a copy of the backup set encryption key to AhsayOBS which is hashed for security purposes. Once a merge request is received by AhsayOBS it will be placed in the delta merge queue, the information in the delta merge queue only exists in memory for security purposes.

As backup sets enabled with delta merge share a single setting, any changes in retention policy will impact on the availability of snapshots that can be restored from both data and retention area.

Important:

Before enabling the delta merge feature please review your data restore requirements carefully.

9.1.3.5 Delta merging example

The following is some simple examples to demonstrate the functionality of the delta merge feature:

Example 1:

The example below shows how delta files are merged into full file using a retention policy (delta merge policy) setting defined as 4 jobs for this backup set.

A full backup file is stored into data area (F) uploaded by Job 1, followed by incremental delta files I₁, I₂, I₃, and I₄. On the completion Job 5 (I₄), the backup application will trigger a delta merge background job to execute the file merging. When the AhsayOBS delta merge job runs F + I₁ will be merged to become a merged full file. The data area now contains 4 snapshots including merged full file after file merging.

Retention Policy = 4 Jobs (Delta Merge Policy)

Job 1 = F
Job 2 = I₁
Job 3 = I₂
Job 4 = I₃
Job 5 = I₄ (delta merge initiated)

After job 5 the backup application will initiate a delta merge for Job 1 & Job 2 files.

F (F + I₁) merged full file
I₂
I₃
I₄

Example 2:

The example below shows how delta files are merged into full file using a retention policy (delta merge policy) setting defined as 7 days for this backup set.

A full backup file is stored into data area (F) uploaded on Day 1, followed by incremental delta files I₁, I₂, I₃, I₄, I₅, I₆, I₇, and I₈. On the completion of the backup job on Day 9 (I₈), the backup application will trigger a delta merge background job to execute the file merging. When the AhsayOBS delta merge job runs F + I₁ will be merged to become a merged full file. The data area now contains 8 snapshots including merged full file after file merging.

Retention Policy = 7 Days (Delta Merge Policy):

Day 1 = F
Day 2 = I₁
Day 3 = I₂
Day 4 = I₃
Day 5 = I₄
Day 6 = I₅
Day 7 = I₆
Day 8 = I₇
Day 9 = I₈ (delta merge initiated)

After job on day 9 the backup application will initiate a delta merge for Day 1 & Day 2 files. As the incremental file I_1 has exceeded the 7 day retention policy setting.

F ($F + I_1$) merged full file

I_2

I_3

I_4

I_5

I_6

I_7

I_8

Example 3:

This example below shows what happens when there are multiple backup jobs occurring which generates incremental delta files within a 24 hour period.

A full backup file is stored into data area (F) uploaded by Job 1, followed by incremental delta files I_1 , I_2 , I_3 , and I_4 . On the completion Job 5 (I_4), the backup application will trigger a delta merge background job to execute the file merging. When the AhsayOBS delta merge job runs $F + I_1$ will be merged to become a merged full file.

Retention Policy = 4 Jobs (Delta Merge Policy)

Job 1 = F

Job 2 = I_1

Job 3 = I_2

Job 4 = I_3

Job 5 = I_4 (delta merge initiated)

Job 6 = I_5

Job 7 = I_6

After job 5 the backup application will initiate a delta merge for Job 1 & Job 2 files. If after the delta merge there are further incremental uploads, e.g. Job 6 and Job 7. These increment files will not be merged by AhsayOBS as a delta merge jobs has already taken place within the last 24 hours. The data area now contains 6 jobs, which exceeds the delta merge policy of 4 jobs

F ($F + I_1$) merged full file

I_2

I_3

I_4

I_5

I_6

AhsayOBS will merge the extra incremental files, when the next backup job completes 24 hours after the last delta merge. AhsayOBS will merge all the delta files which have exceeded the backup set delta merge policy.

Example 4:

The example below shows how differential and incremental delta files are merged into full file using a retention policy (delta merge policy) setting defined as 4 jobs for this backup set.

A full backup file is stored into data area (F) uploaded by Job 1, followed by incremental and differential delta files I₁, I₂ I₃ and D₁.

Retention Policy = 4 Jobs (Delta Merge Policy)

Job 1 = F
Job 2 = I₁
Job 3 = I₂
Job 4 = I₃
Job 5 = D₁ (delta merge initiated)

After Job 5 the backup application will initiate a delta merge for Job 1 & Job 2. Unfortunately, differential delta D₁ is found in delta chain, this creates delta merge stoppage, the files in Job 1 and Job 2 will not be merged.

The backup job continues with subsequent incremental backups (I₄, I₅ and I₆).

Job 1 = F
Job 2 = I₁
Job 3 = I₂
Job 4 = I₃
Job 5 = D₁ (delta merge is initiated and stopped)
Job 6 = I₄ (delta merge is initiated and stopped)
Job 7 = I₅ (delta merge is initiated and stopped)
Job 8 = I₆ (delta merge is initiated)

After Job 8 the backup application will initiate a delta merge, AhsayOBS will merge the full file (F) uploaded in Job 1 with the differential delta D₁ uploaded in Job 5 to form the new full file (As the D₁ differential includes changes in I₁ + I₂ + I₃). The incremental files I₁ + I₂ + I₃ will be moved to the retention area, as they have already exceeded the retention policy of 4 jobs. These files will be purged on the next retention policy job.

After the delta merge has completed the follow files will be available for restore.

F (F + D₁)
I₄
I₅
I₆

Example 5:

The example below shows how delta merge handles multiple differential delta files using a retention policy (delta merge policy) setting defined as 4 jobs for this backup set.

A full backup file is stored into data area (F) uploaded by Job 1, followed by incremental and differential delta files I₁, I₂ I₃ and D₁.

Retention Policy = 4 Jobs (Delta Merge Policy)

Job 1 = F
Job 2 = I₁
Job 3 = I₂
Job 4 = I₃
Job 5 = D₁ (delta merge initiated)

After Job 5 the backup application will initiate a delta merge for Job 1 & Job 2. Unfortunately, differential delta D₁ is found in delta chain, this creates delta merge stoppage, the files in Job 1 and Job 2 will not be merged.

The backup job continues with subsequent differential delta backups (D₂ and D₃) and incremental delta backups (I₄, I₅, and I₆).

Job 1 = F
Job 2 = I₁
Job 3 = I₂
Job 4 = I₃
Job 5 = D₁ (delta merge is initiated and stopped)
Job 6 = D₂ (delta merge is initiated and stopped)
Job 7 = D₃ (delta merge is initiated and stopped)
Job 8 = I₄ (delta merge is initiated and stopped)
Job 9 = I₅ (delta merge is initiated and stopped)
Job 10 = I₆ (delta merge is initiated)

After Job 10 the backup application will initiate a delta merge, AhsayOBS will merge the full file (F) uploaded in Job 1 with the latest differential delta D₃ uploaded in Job 7 to form the new full file (As the D₃ differential includes changes in I₁ + I₂ + I₃ + D₁ + D₂). The files I₁ + I₂ + I₃ + D₁ + D₂ will be moved to the retention area, as they have already exceeded the retention policy of 4 jobs. These files will be purged on the next retention policy job.

After the delta merge has completed the follow files will be available for restore.

F (F + D₃)
I₄
I₅
I₆

Example 6:

The example below shows how delta merge handles multiple differential delta files with different compression type.

A full backup file is stored into data area (F) uploaded by Job 1, followed by incremental and differential delta files I_1 , and I_2 .

Retention Policy = 3 Jobs (Delta Merge Policy)

Job 1 = F (Fast Compression)

Job 2 = I_1 (Normal Compression)

Job 3 = I_2 (No Compression)

Job 4 = I_3 (Fast Compression, delta merge initiated)

After Job 4 the backup application will initiate a delta merge for Job 1 & Job 2.

When F merged with I_1 , the new merged file $F + I_1$ will be using Normal Compression,

On the next backup, a new delta file is uploaded and delta merge initiated for Job 2 & Job 3.

Job 2 = $(F + I_1)$ (Normal Compression)

Job 3 = I_2 (No Compression)

Job 4 = I_3 (Fast Compression)

Job 5 = I_4 (Normal Compression, delta merge initiated)

The new merged file $F + I_1 + I_2$ will not use any compression. In conclusion, the compression type will be updated to the last incremental file in the merge list.

9.1.4 In-File Delta Type

The [In-file Delta Type] setting defines the way In-File Delta files are handled. There are two different versions as follows:

Incremental In-File Delta

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 related 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 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. However, for backup sets with delta merge enabled, the retention policy setting is also used by the delta merge feature to determine when AhsayOBS will merge the full and incremental delta files into a new full file.

Differential In-File Delta

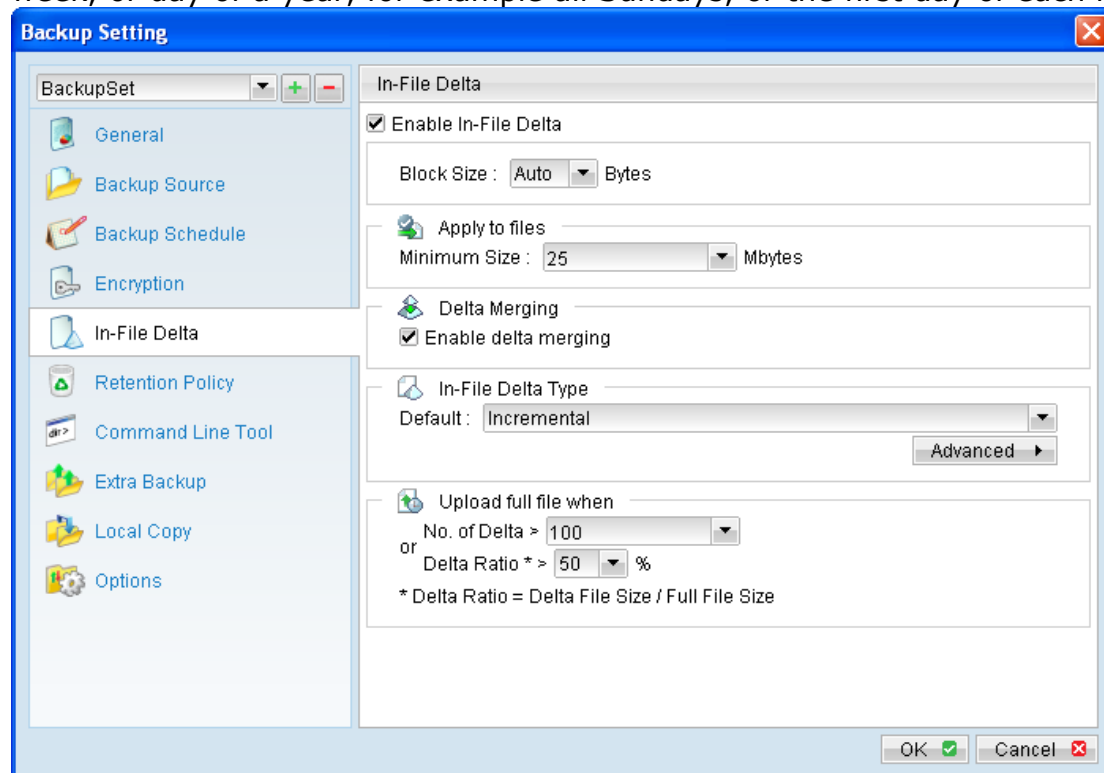
All differential delta files are generated with respect to changes made since the last full backup file. This means that only the last full backup file and the last differential delta file are required to restore the latest snapshot of a backup file. The other intermediate differential delta files are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

The advantage of a differential In-File delta backup is that a corrupted differential delta file would only make one particular snapshot of a backup file non-recoverable. All other snapshots can still be recovered using the remaining differential delta files.

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. It 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.

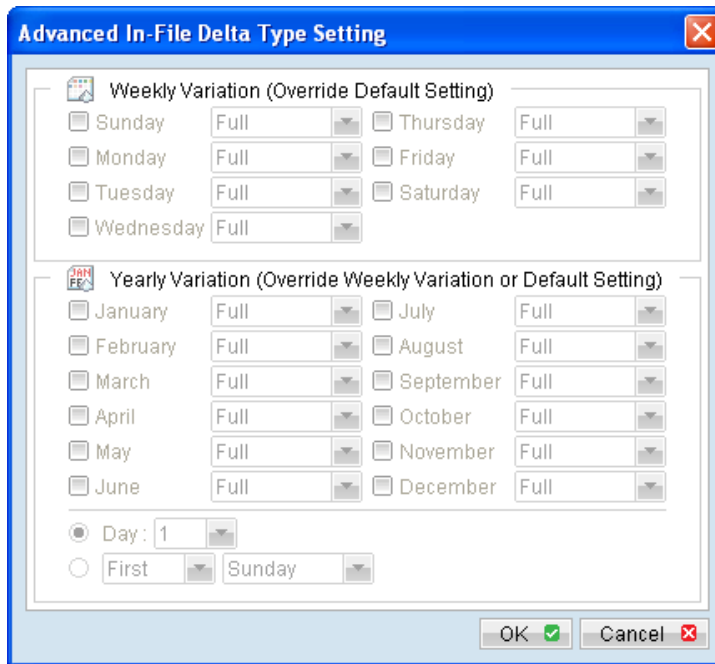
9.1.4.1 Advance In-file Delta Type

[Advanced In-file Delta Type] defines an advance policy, where users can override the default In-file delta setting on specific days in terms of day of a week, or day of a year, for example all Sundays, or the first day of each month.



This is especially useful for users who want to limit their backup on specific day. For example, incremental delta backup on weekdays and differential delta backup on Saturday.

Press the [Advanced] button and the [Advanced In-File Delta Type Setting] dialog will be display.



| Menu Items | Description |
|--|--|
| Weekly Variation (Sunday to Saturday) | Click on the checkbox beside the corresponding day to enable advance In-file delta setting for that day. |
| Delta type drop down menu (Sunday to Saturday) | Click on the dropdown menu beside the corresponding day to select the delta type for that day. |
| Yearly Variation (January to December) | Click on the checkbox beside the corresponding day to enable advance In-file delta setting for that day. |
| Day number (used with yearly variation) | Click on the radio button and dropdown menu to select the day number, of month selected. |
| Day of week (used with yearly variation) | Click on the radio button and dropdown menus to select the day of week, of the month selected. |

9.1.5 Upload full file when

[Upload full file when] defines the rules which AhsayOBM will perform a full file backup instead of a delta backup.

AhsayOBM will upload a full file when one of the following rules is true:

- When the number of delta files generated (since the last full backup) since the last full file exceeded the [No. of Delta] setting.
- When the delta ratio of the delta file (ratio of delta file size against the full file size) exceeded the [Delta Ratio] setting.

9.1.5.1 No. of Delta

[No. of delta] defines the maximum number of deltas allowed for each full file (within the backup set) before AhsayOBM will force a full file upload to the backup server.

For example, if the [No. of delta] is set to 10, and the corresponding file already has 10 deltas saved on the backup server. On the next backup, AhsayOBM would upload the full file instead of generating a delta since the [No. of delta] is reached.

This setting is to ensure that there will be a full file backup after a certain number of deltas has been generated (limiting the size of the delta chain).

Alternatively, to configure AhsayOBM to allow "infinite" number of deltas, you can configure the [No. of delta] setting to "-1".

9.1.5.2 Delta Ratio

[Delta Ratio] defines the maximum 'ratio of change' (delta file size when compare to the last backup) before AhsayOBM will force a full file upload to the backup server.

Delta ratio is calculated by dividing the file size of a delta by the file size of the full file (e.g. the percentage of changes detected between the last full backup file and the current file).

For example, if the [Delta Ratio] is set to 50% (default setting), if a file changes by more than 50%, AhsayOBM would upload the full file instead of generating a delta since the [Delta Ratio] is reached.

This setting is to ensure that a full file backup is performed for file with significant changes, as it is preferable to upload a full file instead to reduce the time required to restore the file.

10 Backup / Restore Windows System State

This chapter describes in details how to backup and restore Windows System State with AhsayOBM.

10.1 Supported versions

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the supported versions.

10.2 Requirements and recommendations

For System State backup of **Windows XP or 2003 / R2**, please ensure that the following requirements or recommendations are met:

1. AhsayOBM is installed on the computer to be backed up.
2. Sufficient disk spaces are required for the temporary directory (usually of size around 2 GB).
3. It is recommended that the temporary directory be configured on a local drive.

For System State backup of **Windows 2008 / R2 / 2012 or SBS 2011**, please ensure that the following requirements or recommendations are met:

1. AhsayOBM version 6.3 or above is installed on the computer to be backed up.
2. The system volume must be formatted with NTFS.
3. Sufficient disk spaces are required for the temporary directory (usually of size around 15 GB of space, this will vary from server to server depending on the components (e.g. roles and features) installed.).
4. The following Windows Features are installed on the client computer (under Server Manager):

Windows Server Backup Features

- Windows Server Backup
 - Command line Tool
 - Windows PowerShell
5. Limitations on the temporary directory:
 - Temporary directory must be a local or USB drive.
 - Temporary directory can be a non-critical or critical drive.

- Temporary directory can only be set to the root of a drive.
- Shadow Copies storage location of temporary directory must be set to local.

Please refer to [FAQ: Restriction on the temporary storage location for the Windows system state and system backup? \(2869\)](#) for details.

6. It is recommended that the temporary directory be configured on a local drive
7. The current virtual hard disk specification limits the size of a virtual hard disk to be 2040 GB (2 TB), which can fit a volume of size 2040 GB minus 2 MB.

For details, please refer to:

<http://blogs.technet.com/b/ranjanajain/archive/2010/03/23/virtual-hard-disk-vhd-architecture-explained.aspx>

<http://technet.microsoft.com/en-us/library/dd183729%28v=ws.10%29.aspx>

10.3 Overview

The following steps are performed during a backup job:

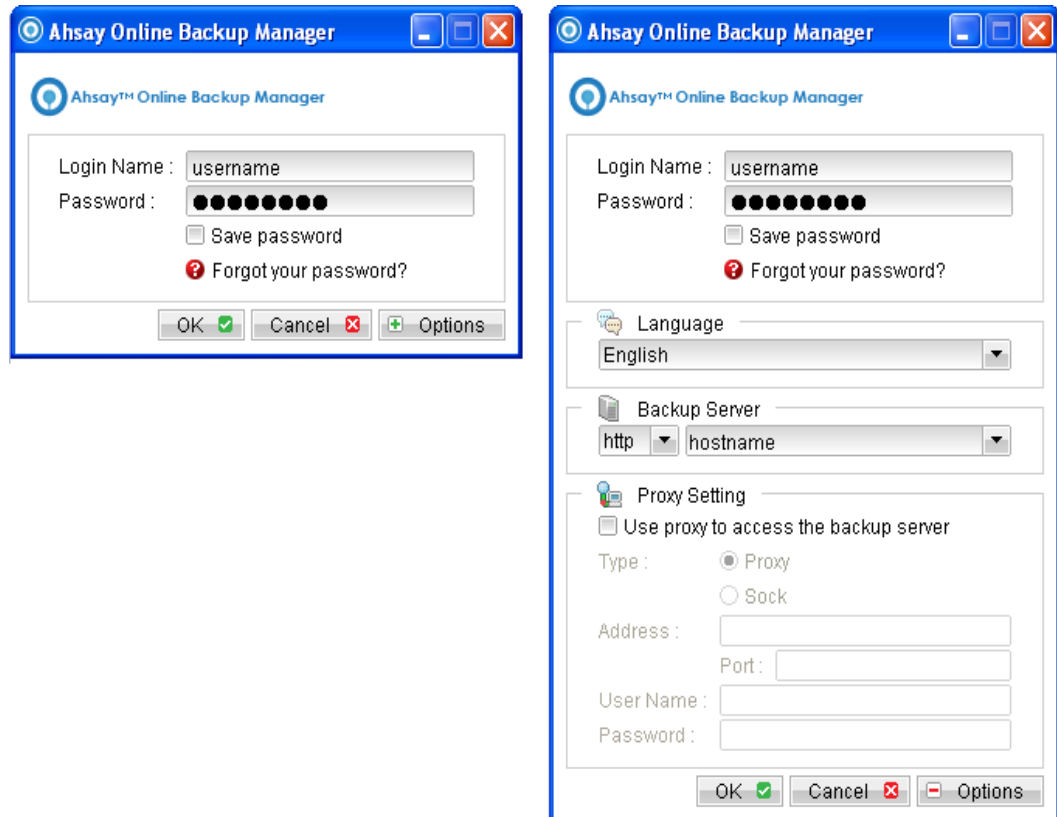
1. Connection from the backup client to the backup server is established.
2. Download the server file list from the backup server.
3. Commands are issued to create the System State data:
 - Windows XP, 2003 (*Ntbackup*)
 - Windows Server 2008/R2/2012, SBS 2011 (*Wbadmin*)
4. System State data is temporarily stored in the temporary directory specified in the backup set.
5. Server and local file lists are compared to determine which file will be uploaded
6. Delta file is generated for modified file (if necessary).
7. Data are encrypted, compressed, and uploaded to the backup server.
8. System State data is removed from the temporary directory specified in the backup set.
9. Backup completed successfully.


10.4 How to backup Windows System State

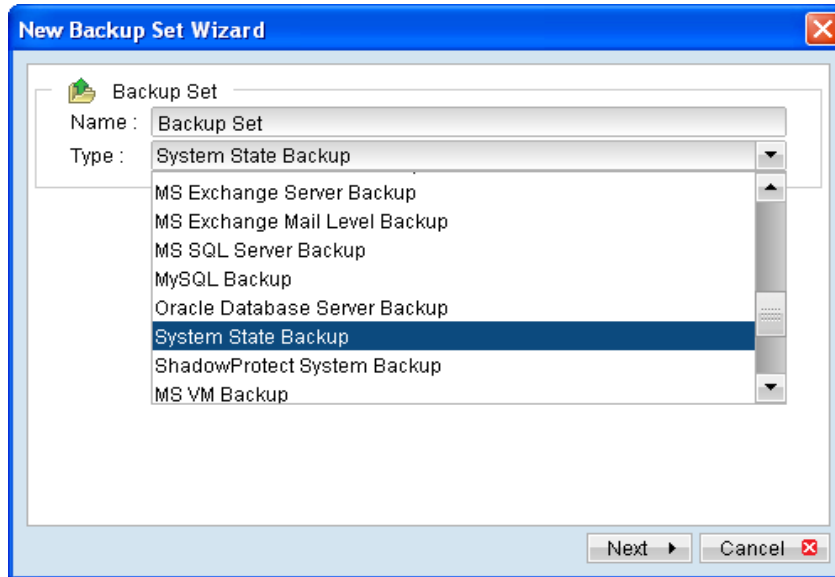
Refer to the following instructions to backup Windows System State:

10.4.1 For Windows XP, 2003 / R2

1. Login to the backup application's user interface.



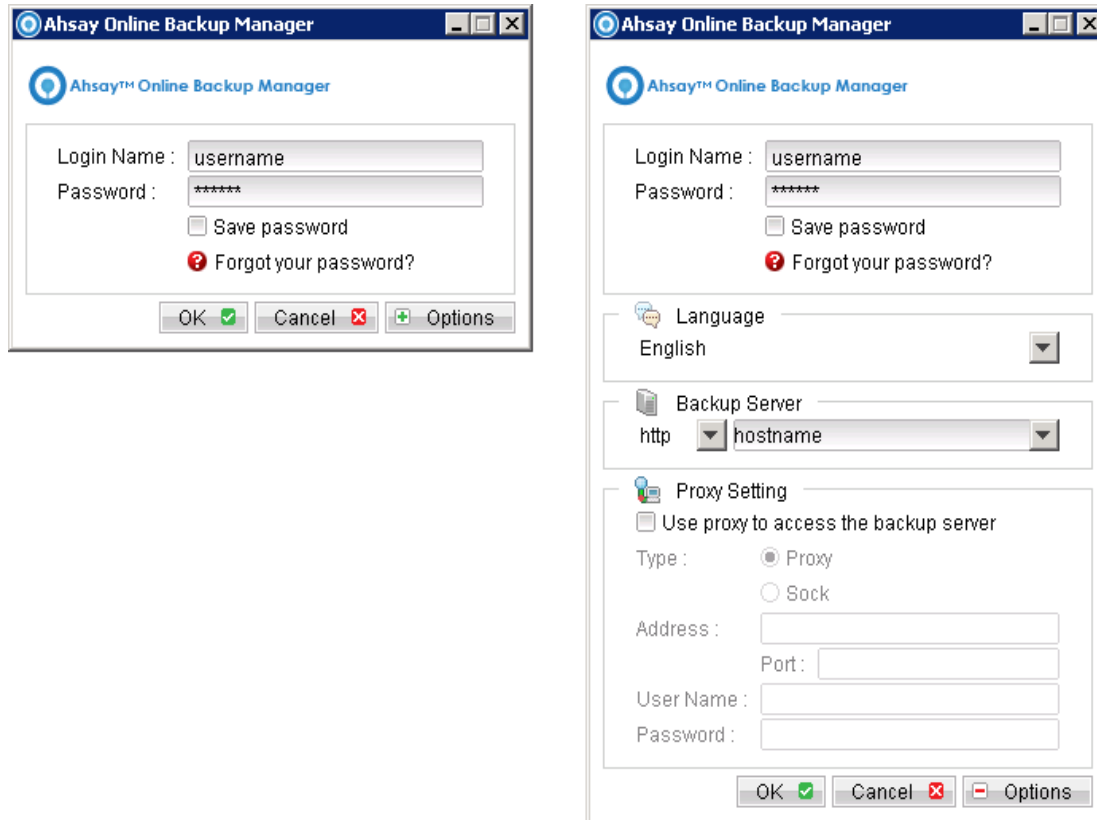
2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
3. Create a System State Backup set by selecting [System State Backup] from the backup set type dropdown menu.




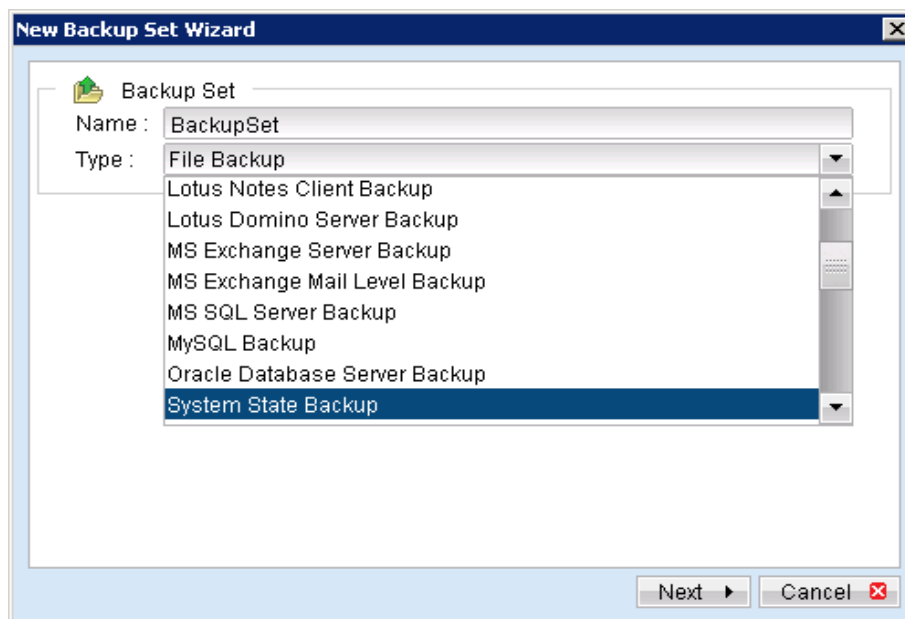
4. Select [Next] to proceed.
5. Configure a backup schedule for unattended backups.
6. Select an encryption setting for your backup set.
7. Press the [OK] button to complete the configuration of backup set.
8. Scheduled backup will run automatically at the configured schedule time.
9. Click [Backup] button on the left panel to perform a backup immediately.

10.4.2 For Windows Server 2008 / R2 / 2012, SBS 2011

1. Login to the backup application's user interface.



2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
3. Create a System State Backup set by selecting [System State Backup] from the backup set type dropdown menu.



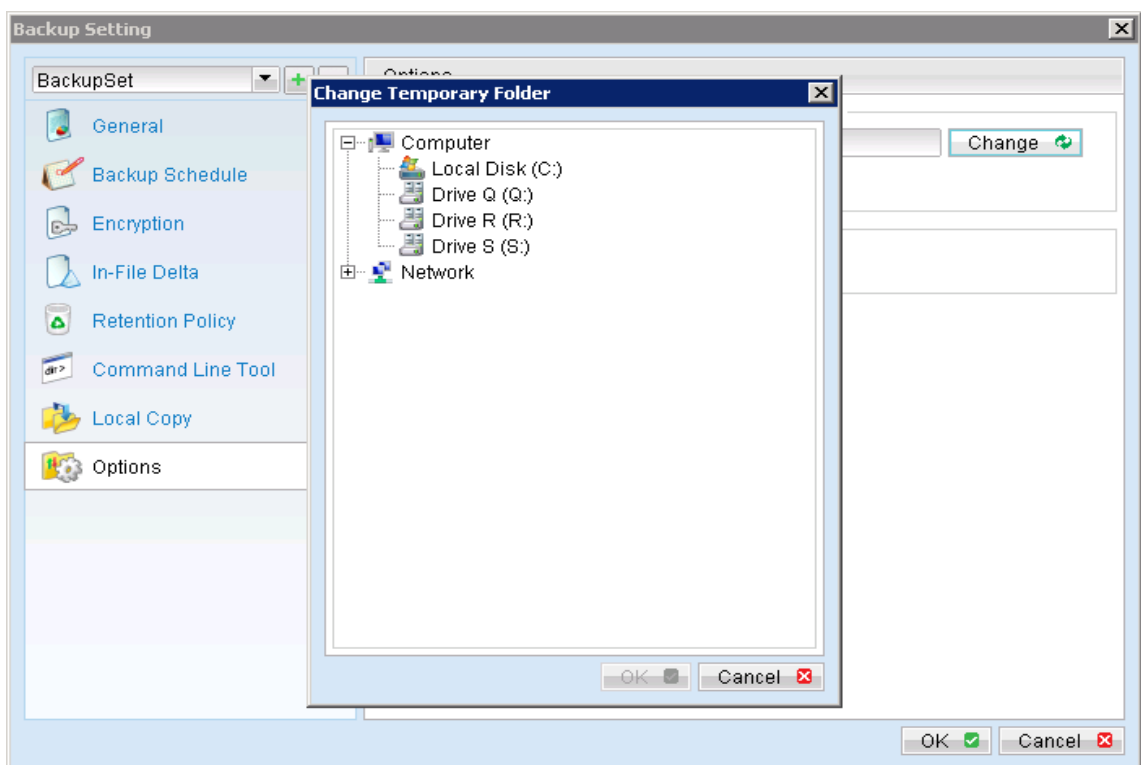
4. Select [Next] to proceed.

5. Configure a backup schedule for unattended backups.

Note:

Multiple backup schedules of different types can be configured for the same backup set.

6. Select an encryption setting for your backup set.
7. Press the [OK] button to complete the configuration of backup set.
8. Configure the temporary directory of the System State backup set.
9. On the AhsayOBM main menu, press [Backup Setting], then [Options].
10. Click [Change] and select the temporary volume for backup.



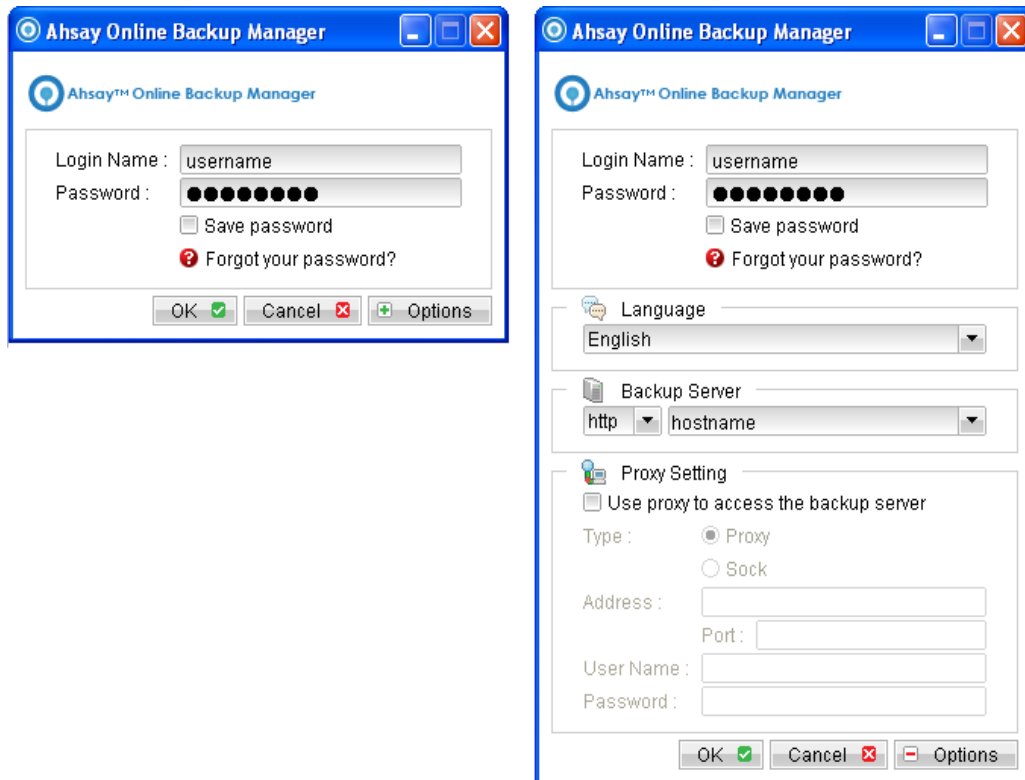
11. Scheduled backup will run automatically at the configured schedule time.
12. Click [Backup] button on the left panel to perform a backup immediately.

10.5 How to restore Windows System State

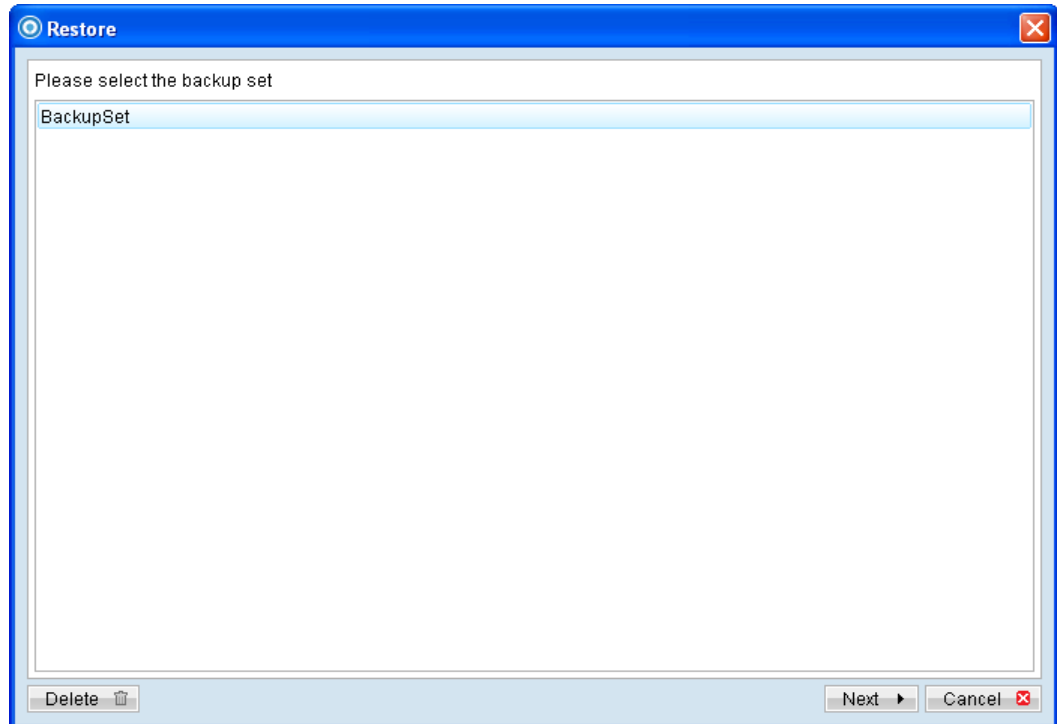
10.5.1 For Windows XP, 2003 / R2

Refer to the following instructions to restore Windows System State on Windows XP, Server 2003 / R2:

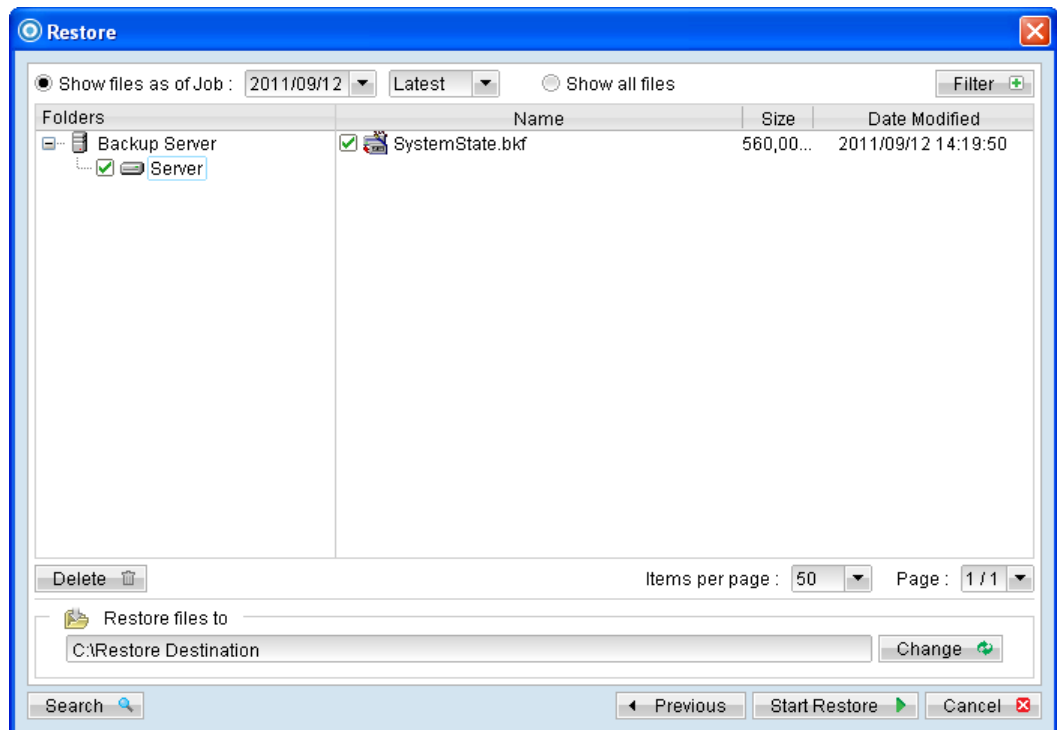
1. Install AhsayOBM on the machine to be restored to.
2. Login to the backup application's user interface.



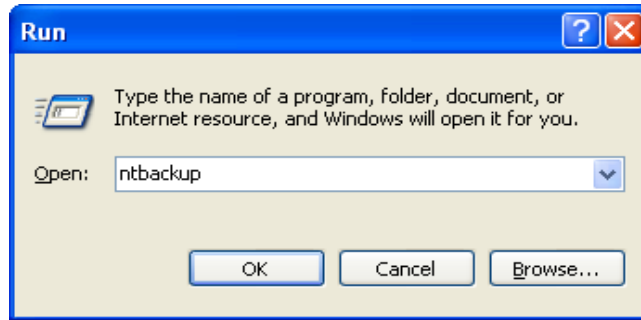
3. Select the [Restore] button and the corresponding backup set.



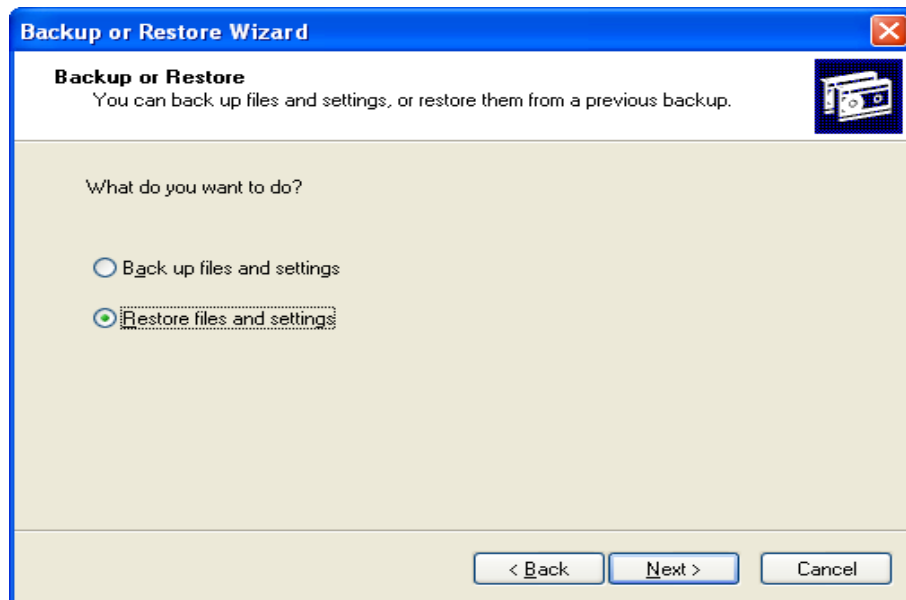
4. Select the System State file (SystemState.bkf) to be restored and its restore destination.



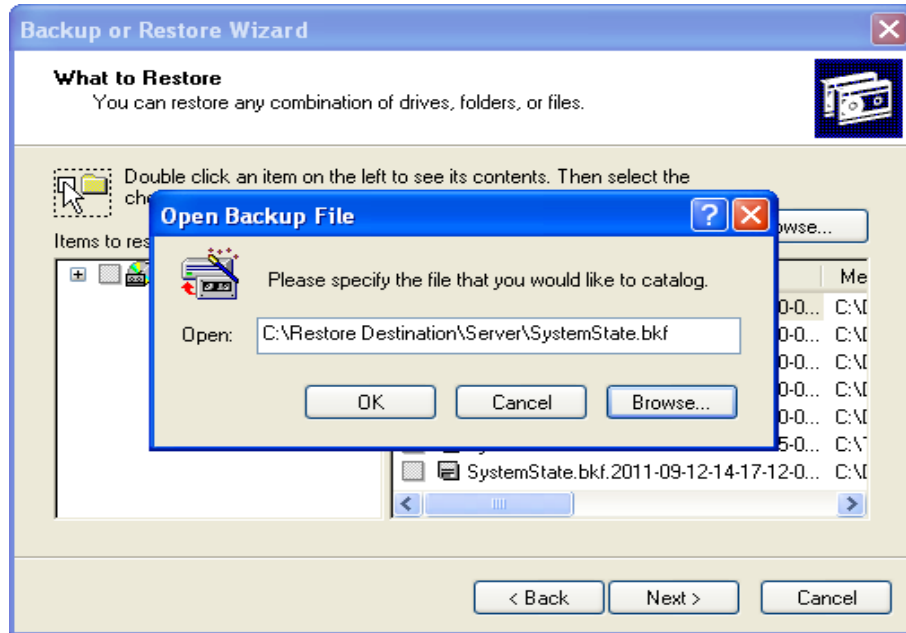
5. Open NTBackup, in the Windows Start menu, click [Run...] and type in ntbackup.



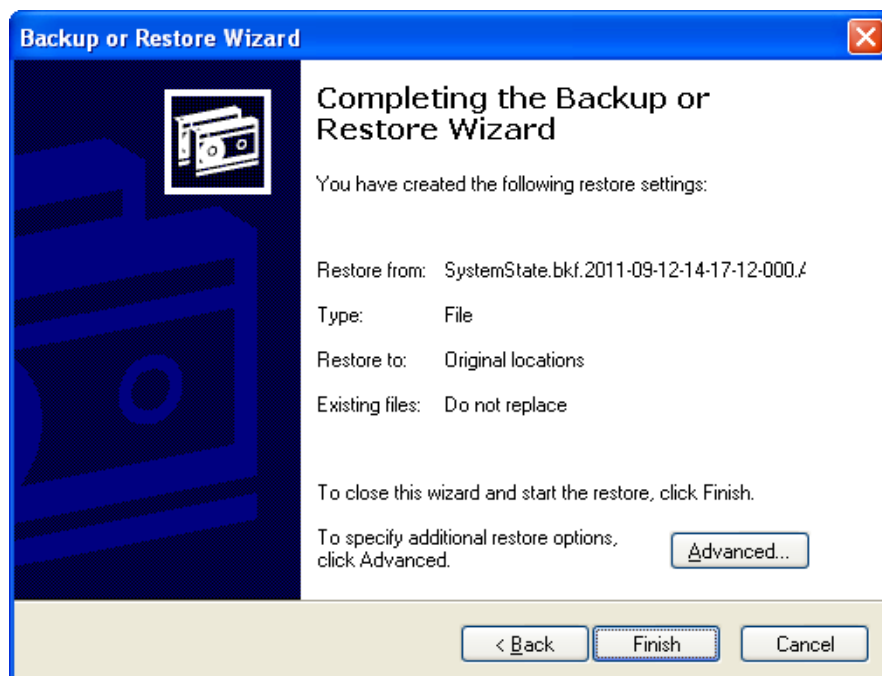
6. Press [Next] and select [Restore files and settings]



7. Click [Browse], browse to the SystemState.bkf file which you have restored via AhsayOBM, then press [OK].



8. Expand and select the corresponding System State file from the left panel, press [Next] afterward.
9. Review the settings then press [Finish] to begin the restore process.

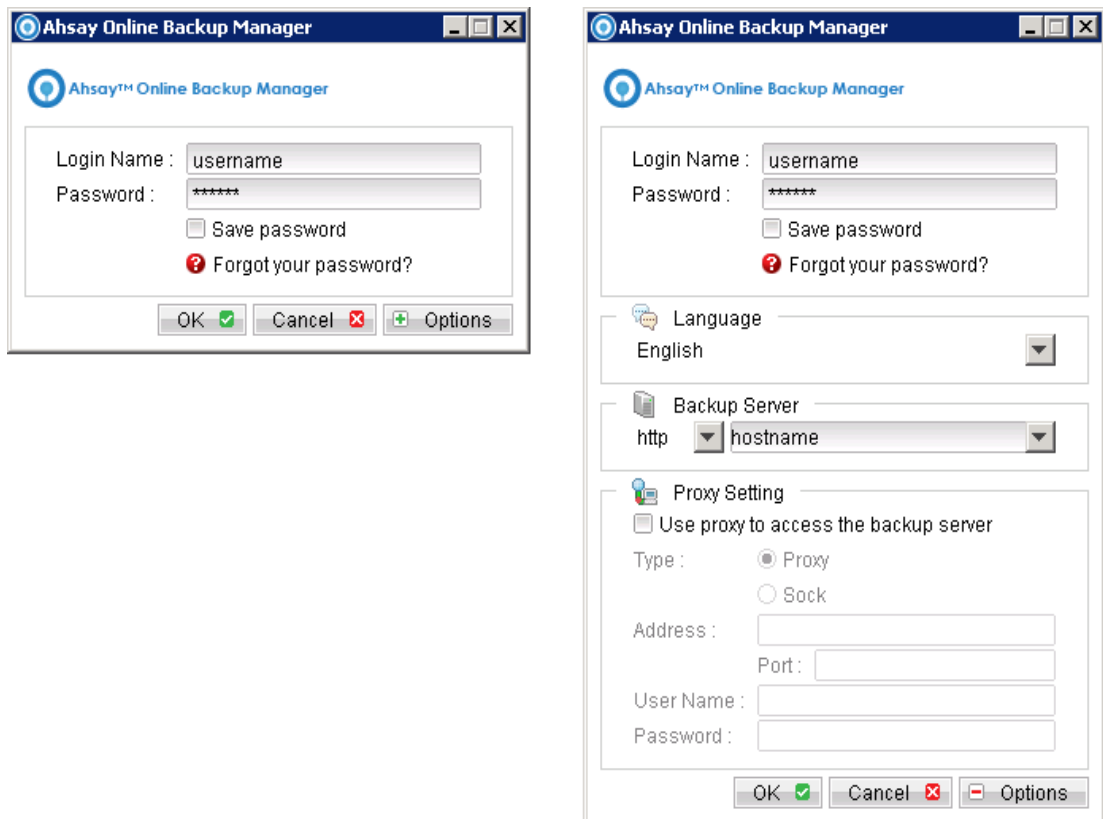


10. The restore process is now completed.

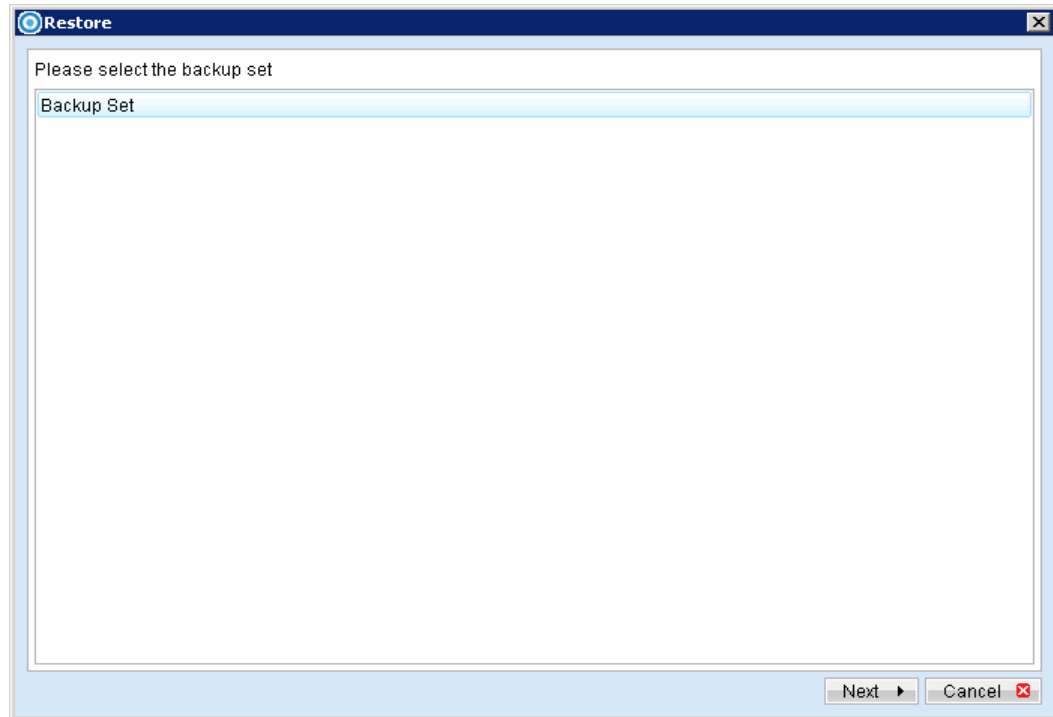
10.5.2 For Windows 2008 / R2 / 2012, SBS 2011

Refer to the following instructions to restore Windows System State on Windows Server 2008 / R2, SBS 2011:

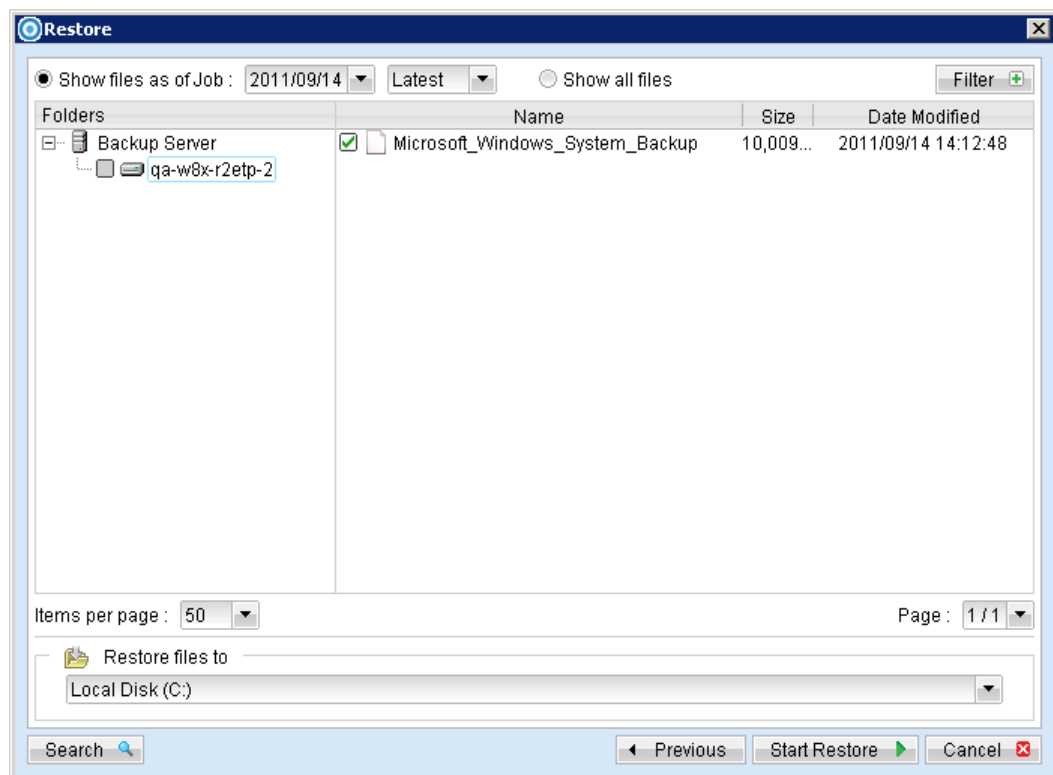
1. Install AhsayOBM on the machine to be restored to.
2. Login to the backup application's user interface.



3. Select the [Restore] button and the corresponding backup set.



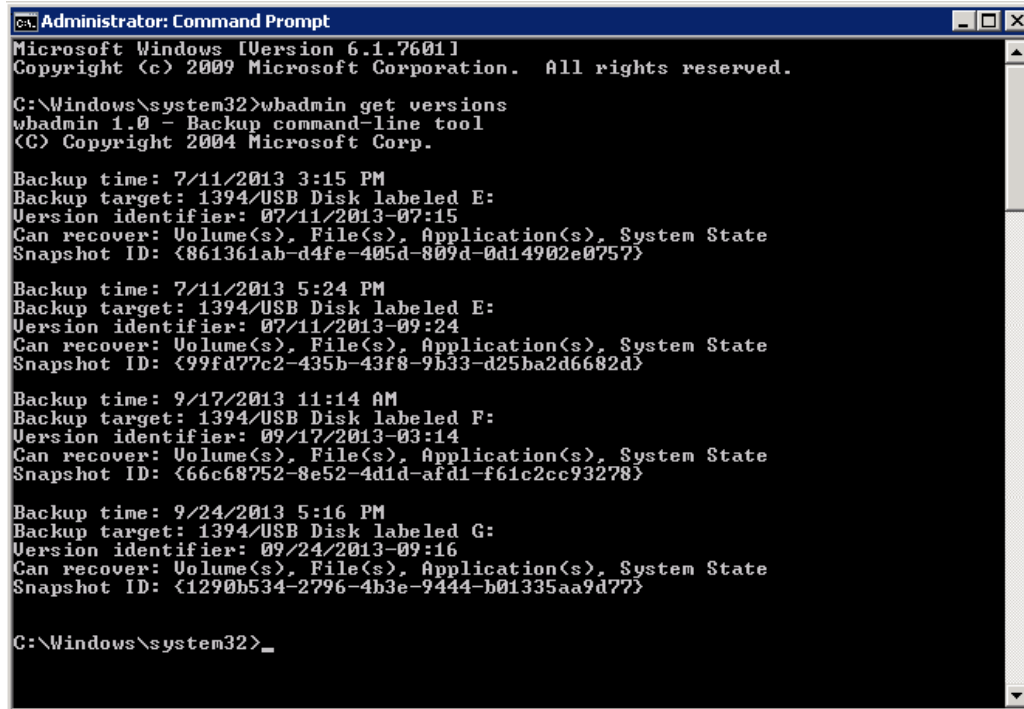
4. Select the System State file to be restored and its restore destination.



5. To view the backup version identifier, run the following command in the command prompt as administrator.


```
> wbadmin get versions
```

eg:



```
Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>wbadmin get versions
wbadmin 1.0 - Backup command-line tool
(C) Copyright 2004 Microsoft Corp.

Backup time: 7/11/2013 3:15 PM
Backup target: 1394/USB Disk labeled E:
Version identifier: 07/11/2013-07:15
Can recover: Volume(s), File(s), Application(s), System State
Snapshot ID: {861361ab-d4fe-405d-809d-0d14902e0757}

Backup time: 7/11/2013 5:24 PM
Backup target: 1394/USB Disk labeled E:
Version identifier: 07/11/2013-07:24
Can recover: Volume(s), File(s), Application(s), System State
Snapshot ID: {99fd77c2-435b-43f8-9b33-d25ba2d6682d}

Backup time: 9/17/2013 11:14 AM
Backup target: 1394/USB Disk labeled F:
Version identifier: 09/17/2013-03:14
Can recover: Volume(s), File(s), Application(s), System State
Snapshot ID: {66c68752-8e52-4d1d-afd1-f61c2cc93278}

Backup time: 9/24/2013 5:16 PM
Backup target: 1394/USB Disk labeled G:
Version identifier: 09/24/2013-09:16
Can recover: Volume(s), File(s), Application(s), System State
Snapshot ID: {1290b534-2796-4b3e-9444-b01335aa9d77}

C:\Windows\system32>
```

6. To restore system state, run the following command in command prompt as administrator.

```
> wbadmin start systemstaterecovery -
version:<VersionIdentifier> -
backupTarget:<BackupDestinationVolume>
```

Eg:

```
> wbadmin start systemstaterecovery -version:09/24/2013-09:16
-backupTarget:G:
```

eg:

```
C:\Windows\system32>wbadmin start systemstaterecovery -version:09/24/2013-09:16
-backupTarget:F:
wbadmin 1.0 - Backup command-line tool
(C) Copyright 2004 Microsoft Corp.

Do you want to start the system state recovery operation?
[Y] Yes [N] No Y

System state recovery cannot be paused or cancelled once it has started.
It will need a restart of the server to complete the recovery operation.

Do you want to continue ?
[Y] Yes [N] No Y

Starting a system state recovery operation [9/24/2013 6:42 PM].
Processing files for recovery. This might take a few minutes...
```

7. Press "Y" to confirm the operations. After that, you need to wait for the restore, it may take several minutes to hours.

eg:

```
Administrator: Command Prompt - wbadmin start systemstaterecovery -version:09/24/2013-09:16 -...
Currently recovering files reported by 'System Writer'
Overall progress: 96%.
Currently recovering files reported by 'System Writer'
Overall progress: 96%.
Currently recovering files reported by 'System Writer'
Overall progress: 96%.
Currently recovering files reported by 'System Writer'
Overall progress: 97%.
Currently recovering files reported by 'System Writer'
Overall progress: 97%.
Currently recovering files reported by 'System Writer'
Overall progress: 98%.
Currently recovering files reported by 'System Writer'
Overall progress: 99%.
Currently recovering files reported by 'System Writer'
The recovery of files reported by 'System Writer' has completed.
Overall progress: 99%
Recovering additional system state files...
Restoring the registry. This might take a few minutes...
Finalizing the recovery operation...
Summary of the recovery operation:
-----

The recovery of the system state successfully completed [9/24/2013 7:22 PM].
Log of files successfully recovered:
C:\Windows\Logs\WindowsServerBackup\SystemStateRestore-24-09-2013_18-42-47.log

Restart the server to complete the operation.
Note: Please wait while the system state recovery operation attempts to
recover system files. This might take several minutes to complete, depending
on how many files are getting replaced and the server restarts needed during
the process. Do not interrupt this process.

A computer restart is required to complete the system state recovery operation.
Press [Y] to restart the computer now.
[Y] Yes
```

8. After the recovery is completed, Click "Y" to reboot the computer.

10.5.3 For Windows 2008 / R2 Domain Controller

Refer to the following instructions to restore Windows System State on Windows Server 2008 / R2 Domain Controller:

Important:

Authoritative restore of Windows 2008 Domain Controller is required only if you need to restore deleted Active Directories objects.

Please follow the instructions below to restore a system state backup to a Windows 2008 Domain Controller:

1. Reboot the Windows Server 2008 / R2 Domain Controller in Directory Service Repair Mode (DSRM):

- Add the safeboot option to the default boot loader. In command prompt, type in the following command:

```
>bcdedit /set safeboot dsrepair
```

- Reboot the computer.

2. Perform the restore on the Domain Controller:

- Open command prompt and type the following:

```
>wbadmin get versions
```

This will list all the known backups available.

- Type the following command to perform an authoritative restore:

```
>wbadmin start systemstaterecovery -version:<backup_version>  
-authsysvol
```

For non-authoritative restore, please type the following command:

```
>wbadmin start systemstaterecovery -version:<backup_version>
```

Backup version is the identifier of one of the backup snapshots listed in previous step.

3. Reboot the Windows Server 2008 / R2 Domain Controller in Normal Mode:

- Remove the safeboot option to the default boot loader. In command prompt, type in the following command:

```
>Bcdedit /deletevalue safeboot
```

- Reboot the computer.
4. The restore process is now completed.

11 Backup / Restore Windows System (WBAdmin)

This chapter describes in details how to backup and restore Windows System with AhsayOBM (MS Windows System backup Module).

11.1 Supported versions

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the supported versions.

11.2 Requirements and recommendations

Please ensure that the following requirements or recommendations are met by the backup client computer:

1. AhsayOBM is installed on the computer to be backed up.
2. Sufficient disk spaces are required for the temporary storage volume of the System backup.

It is recommended to have free disk space of $150\% \times \text{Total In-use Size}$ of all volumes selected for backup.

3. The following Windows Features are installed on the client computer:

Windows Server Backup Features

- Windows Server Backup
- Command line Tool
- Windows PowerShell

4. Limitations on the temporary directory:

Please refer to the [FAQ: Restriction on the temporary storage location for the Windows system state and system backup? \(2869\)](#) for details.

5. It is recommended that the temporary directory be configured on a local drive.
6. The Microsoft Windows System backup module (wbadmin start backup) uses the .vhd format for writing backups. The current virtual hard disk specification limits the size of a virtual hard disk to be 2040 GB (2 TB), which can fit a volume of size 2040 GB minus 2 MB.

The maximum source volume size of a System backup is limited to 2088958 MB, roughly 2 TB.

For details, please refer to:

<http://blogs.technet.com/b/ranjanajain/archive/2010/03/23/virtual-hard-disk-vhd-architecture-explained.aspx>

<http://technet.microsoft.com/en-us/library/dd183729%28v=ws.10%29.aspx>

11.3 Overview

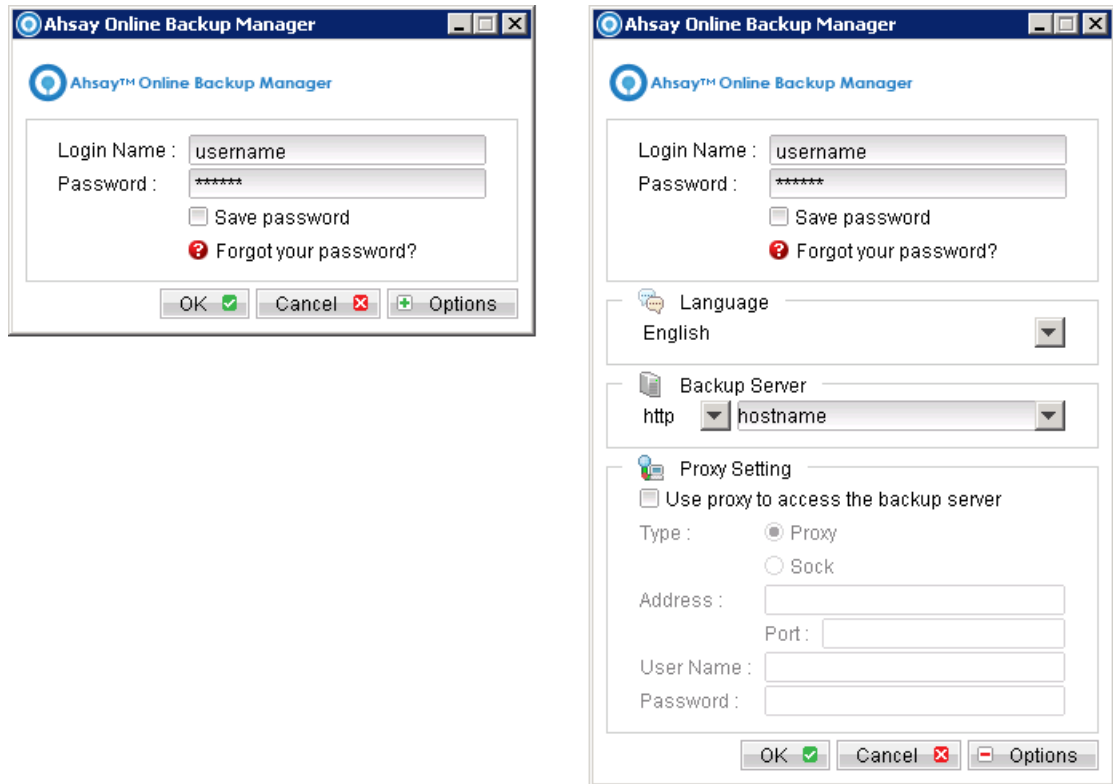
The following steps are performed during a backup job:


1. Connection from the backup client to the backup server is established.
2. Download the server file list from the backup server.
3. Commands are issued to create the System backup data.
4. System backup data is temporarily stored in the temporary storage volume in the backup set.
5. System backup data are compressed into 1 single file.
6. Server and local file lists are compared to determine which file will be uploaded.
7. Delta file is generated (if necessary).
8. Data is encrypted, and uploaded to the backup server.
9. System backup data is removed from the temporary storage volume specified in the backup set.
10. Backup completed successfully.

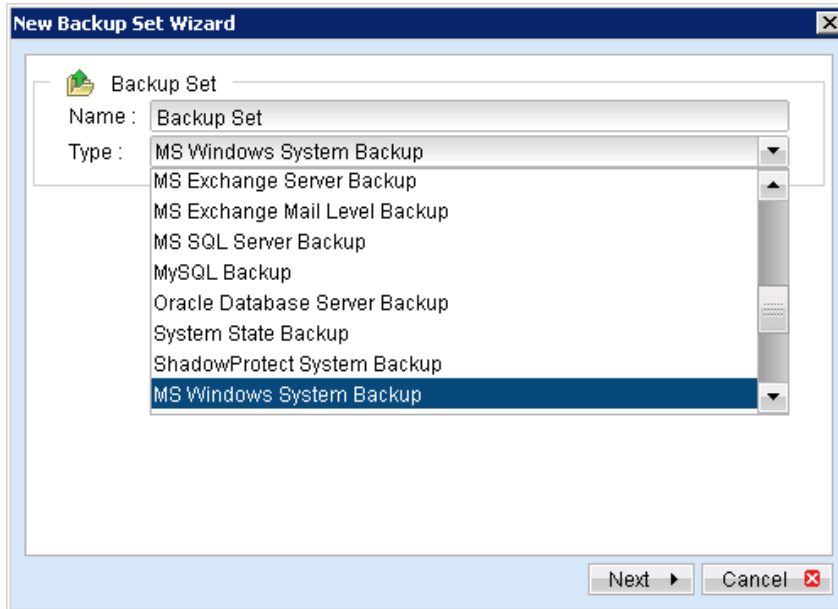
11.4 How to backup Microsoft Windows System (WBAdmin)

Refer to the following instructions to backup Windows System:

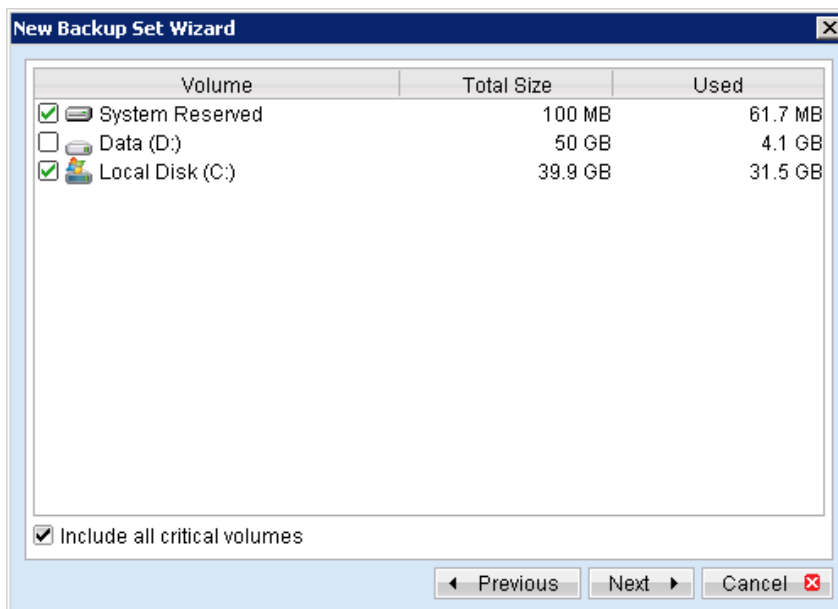
1. Login to the backup application's user interface.



2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
3. Create a MS Windows System Backup set by selecting [MS Windows System Backup] from the backup set type dropdown menu.



4. Select [Next] to proceed.
5. Select the corresponding volumes for backup.



Important:

For complete backup of the system, it is recommended to select the [Include all critical volumes] option.

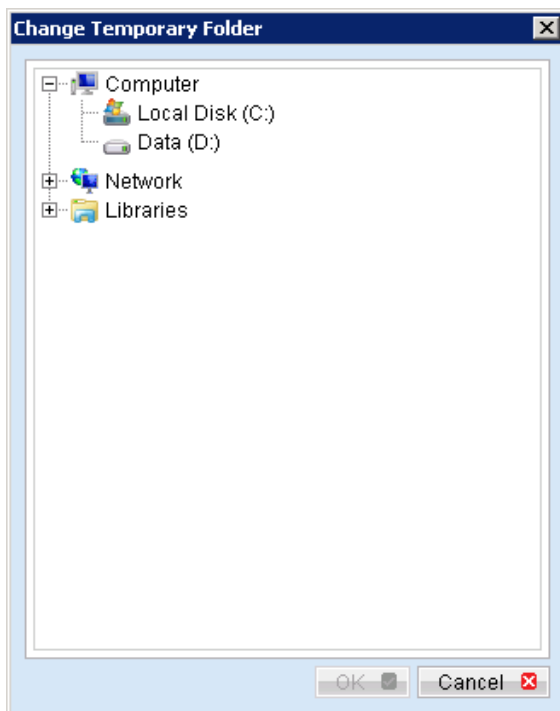
This will automatically includes the system partition, boot partition, system reserved partition and other partitions that contain critical system data.

6. Configure a backup schedule for unattended backups.

Note:

Multiple backup schedules of different types can be configured for the same backup set.

7. Select an encryption setting for your backup set.
8. Press the [OK] button to complete the configuration of backup set.
9. Configure the temporary directory of the MS Windows System backup set.
10. On the AhsayOBM main menu, press [Backup Setting], then [Options].
11. Click [Change] and select the temporary volume for backup.



12. Scheduled backup will run automatically at the configured schedule time.
13. Click [Backup] button on the left panel to perform a backup immediately.

11.5 How to restore Microsoft Windows System (WBAdmin)

Refer to the following instructions to restore a Windows System:

There are several methods which you can restore the Windows System

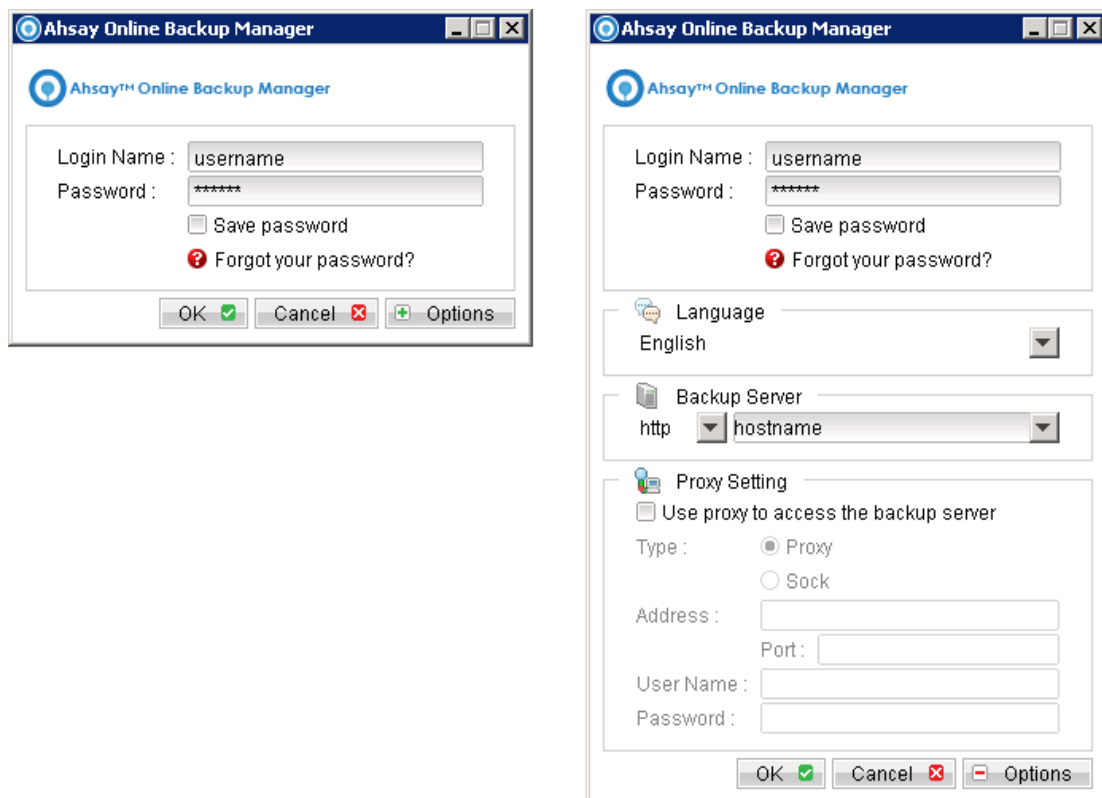
- Recover volumes with the Recovery Wizard
- Recover the operating system with the Install Windows Wizard
- Recover volumes with command
- Recover with the Windows Recovery Environment

Important:

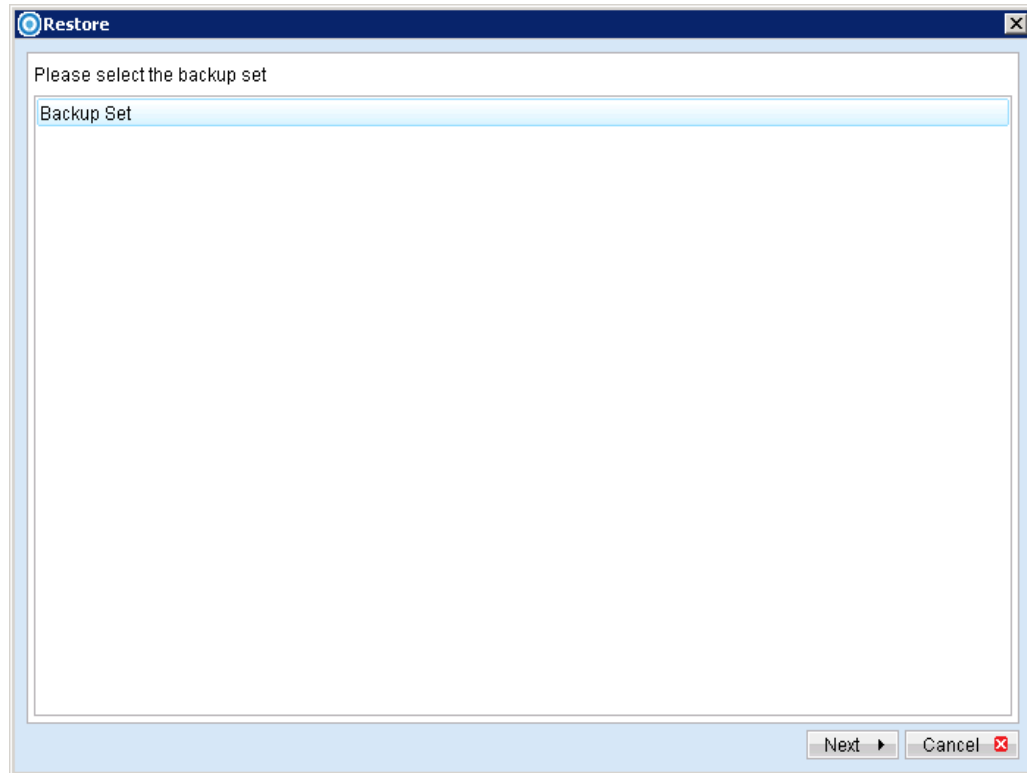
The volume to be recovered to must be the same size or larger than the volume that was backed up from.

Restore the system data from the AhsayOBS server:

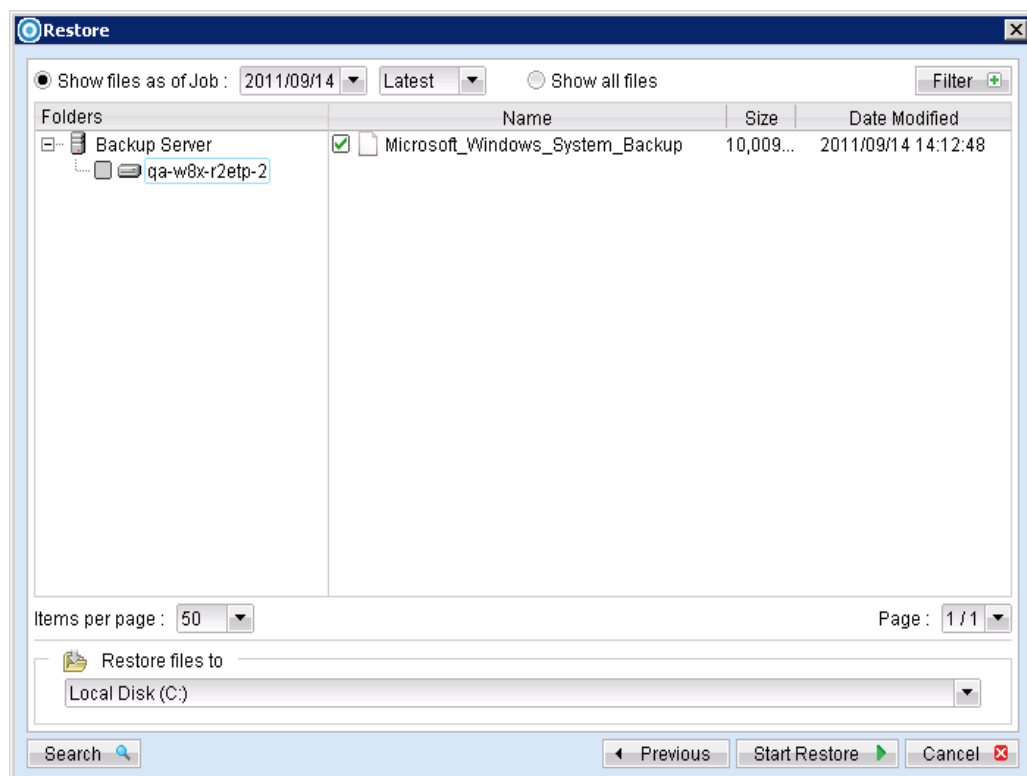
1. Install AhsayOBM on the machine to be restored to.
2. Login to the backup application's user interface.



3. Select the [Restore] button and the corresponding backup set.



4. Select the system file to be restored and its restore destination.



- Continue to the next sections for instructions to restore the Windows System.

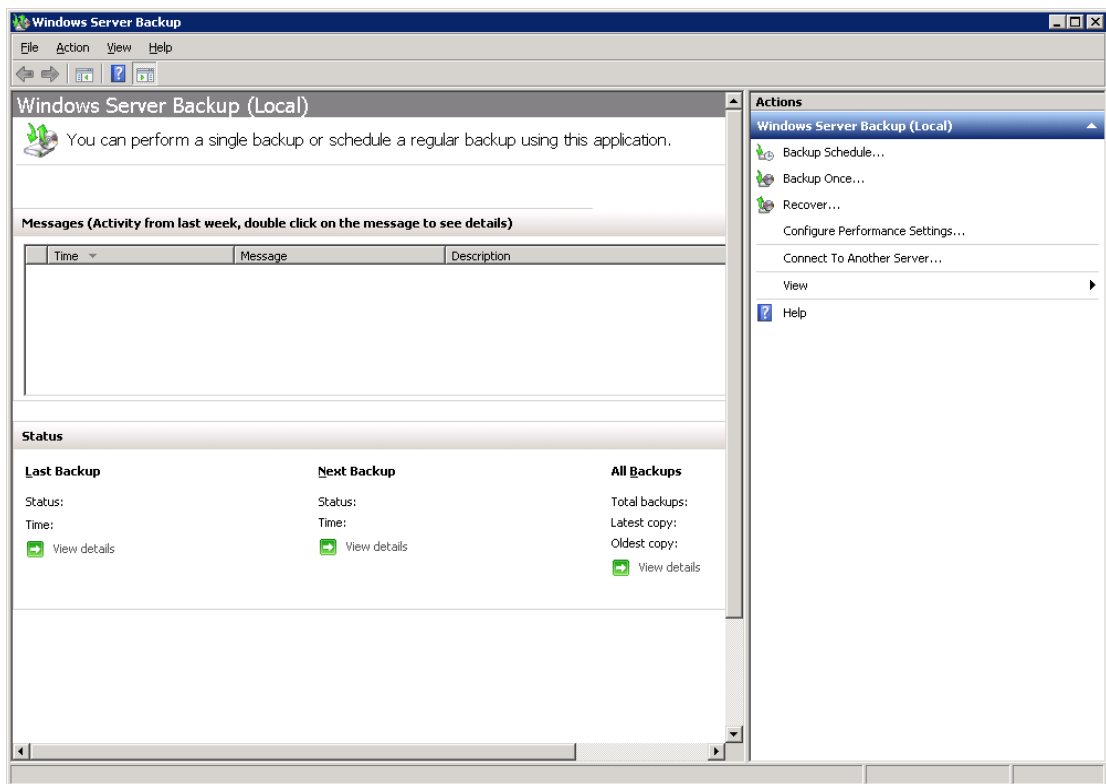
Important:

Before continuing, the Windows account which you are using must be a member of the Backup Operators or Administrators group.

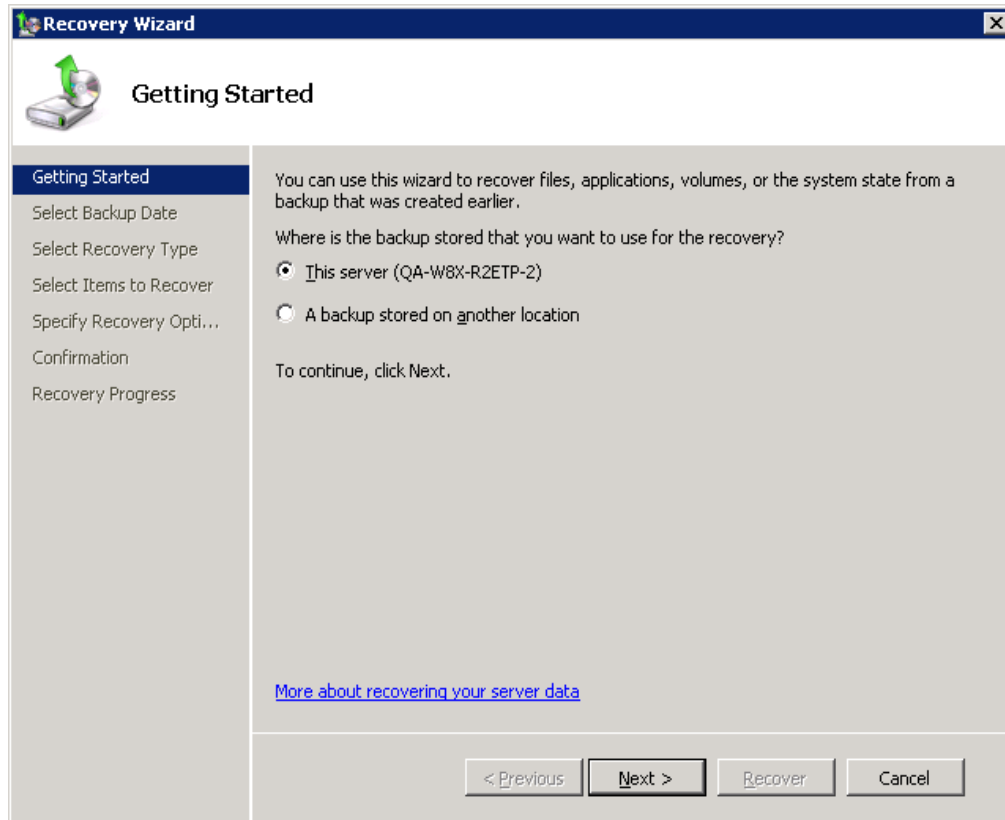
11.5.1 Recover volumes with the Recovery Wizard

Refer to the following instruction to perform a volume recovery with the Recovery Wizard:

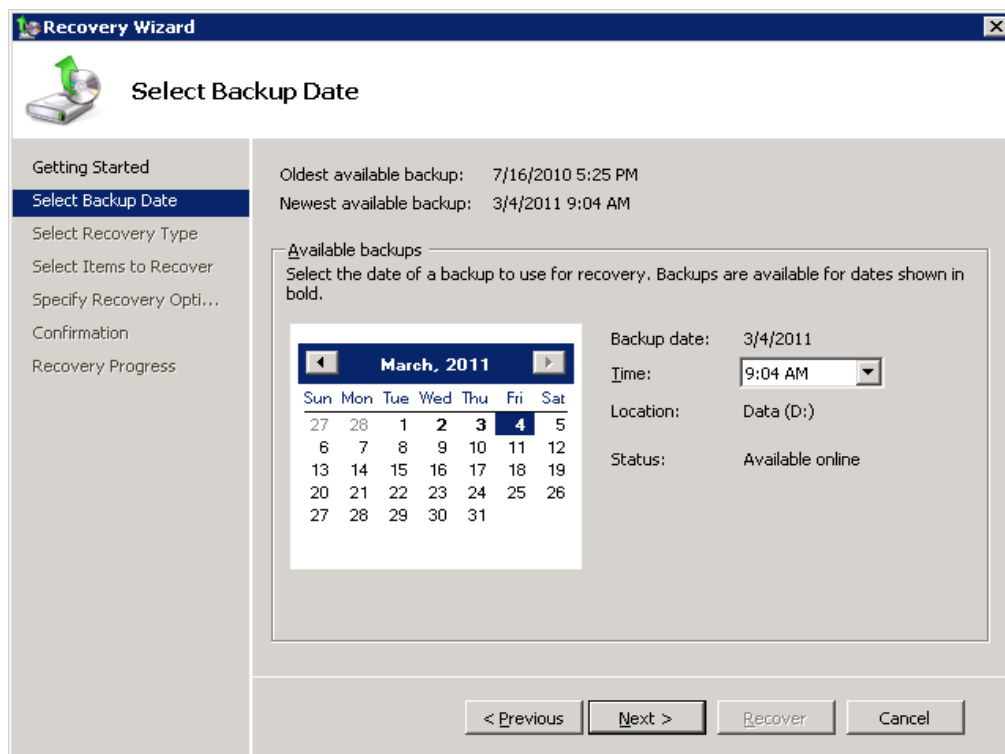
- From the [Start] menu, click [Administrative Tools], and then click [Windows Server Backup].
- In the [Actions] panel under [Windows Server Backup], click [Recover] to open the Recovery Wizard.



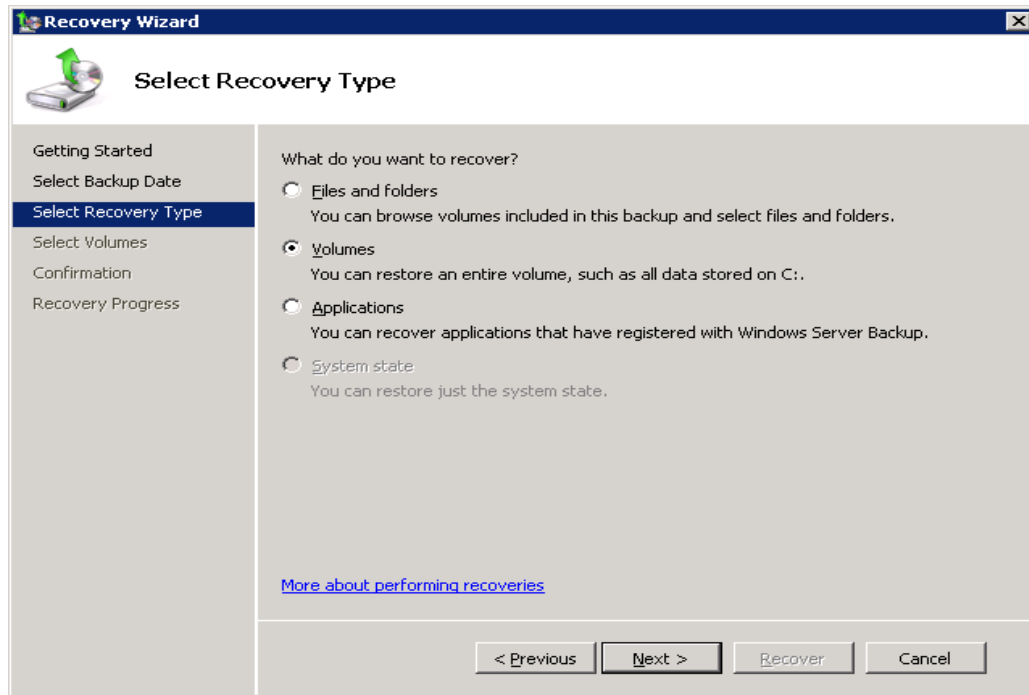
- In the [Getting Started] menu, specify the backup is stored on [This server], click [Next].



4. In the [Select Backup Date] menu, select the date from the calendar and the time from the drop-down list of backup to restore from.



5. In the [Select Recovery Type] menu, click [Volumes], and then click [Next].



6. On the [Select Volumes] Menu, select the check boxes associated with the volumes to be recover.
7. From the associated drop-down list in the [Destination Volume] column, select the recovery destination volume, and click [Next].
8. On the [Confirmation] menu, review the details; click [Recover] to begin the restore process.

11.5.2 Recover the operating system with the Install Windows Wizard

Refer to the following instruction to perform an operating system recovery with the Install Windows Wizard:

1. Insert the Windows Setup Disc into the CD / DVD drive.
2. Restart the computer.

Note:

In some case, you may need to press the required key to boot up from disc.

3. Specify the language settings, and then click [Next].



4. Click [Repair your computer].



5. Setup will search the hard disk for existing Windows installation, then displays the result in [System Recovery Options].
6. Click [Next] afterward.
7. On the [System Recovery Options] page, click [System Image Recovery].
8. Perform one of the following actions:
 - Click [Use the latest available system image (recommended)] and then click [Next].
 - Click [Select a system image] and then click [Next].
9. If the option [Select a system image] is selected, perform one of the following actions on the [Select the location of the backup] page:
 - Select the volume containing the backup data to be restored and click [Next].
 - On the [Select the date and time of system image to restore] page, select the version to be restored, and then click [Next].

- Click [Advanced] to browse for a backup on the network, and then click [Next].
10. On the [Choose how to restore the backup] page, perform the following optional tasks, and then click [Next]:
- Select the [Format and repartition disks] check box to delete existing partitions and reformat the destination disks to be the same as the backup.
 - Click the [Exclude disks] button and then the checkbox beside the disk to be excluded from being formatted and partitioned
 - Select the [Only restore system disk] check box to perform an operating system only recovery.
 - Click [Install drivers] to install drivers for the hardware to be recovering to.
 - Click [Advanced] to specify whether the computer is restarted and the disks are checked for errors immediately after the recovery.
11. Click [Finish] to begin the restore process.

11.5.3 Recover volumes with command

Refer to the following instruction to perform a volume recovery with command:

1. Open command prompt.
2. Enter the following command, according to the backup data source, target:

```
>Wbadmin start recovery
-version:<VersionIdentifiers>
-itemType:Volume
-items:<VolumesToRecover>
-backupTarget:<VolumeHostingBackup>
-recoveryTarget:<TargetVolumeForRecovery>
```

| Parameter | Descriptions |
|-----------------|--|
| -version | Specifies the version identifier of the backup to recover in the following format: MM/DD/YYYY-hh:mm Type in the following to list version identifier: >Wbadmin get versions |
| -itemTypes | Specifies type of items to recover, in this case Volume. |
| -items | Specifies a comma delimited list of volumes to be recovered. |
| -backupTarget | Specifies the volume containing the backup data to be recovered. |
| -recoveryTarget | Specifies the volume drive letter of the alternate volume to restore to. |

Example

To restore volume D, from backup version March 31, 2011, 9:00 to volume F (restored data are stored in volume E).

```
>Wbadmin start recovery -VersionIdentifiers:03/31/2011-09:00
-itemType:Volume -items:D: -backupTarget:E: -
recoveryTarget:F:
```

11.5.4 Recover with the Windows Recovery Environment

Refer to the following instruction to perform a complete PC Restore with Windows Recovery Environment:

1. Insert the Windows Setup Disc into the CD / DVD drive.
2. Restart the computer.

Note:

In some cases, the computer manufacturer may have installed the Windows Recovery Environment directly to a partition on the hard drive.

To access this partition, slowly tap the [F8] key after the BIOS information clears from the screen before the Windows startup menu.

3. Specify the language setting, and then click [Next].



4. Click [Repair your computer].



5. Setup will search the hard disk for existing Windows installation, then displays the result in [System Recovery Options].
6. Click [Next] afterward.
7. On the [System Recovery Options] page, click [System Image Recovery].
8. Perform one of the following actions:
 - Click [Use the latest available system image (recommended)] and then click [Next].
 - Click [Select a system image] and then click [Next].
9. If the [Select a system image] option is selected, perform one of the following actions on the [Select the location of the backup] page:
 - On the [Select the date and time of system image to restore] page, select the version to be restored, and then click [Next].
 - Click [Advanced] to browse for a backup on the network, and then click [Next].
10. On the [Choose how to restore the backup] page, perform the following optional tasks, and then click [Next]:
 - Select the [Format and repartition disks] check box to delete existing partitions and reformat the destination disks to be the same as the backup.

- Click the [Exclude disks] button and then the checkbox beside the disk to be excluded from being formatted and partitioned.
 - Select the [Only restore system disk] check box to perform an operating system only recovery.
 - Click [Install drivers] to install drivers for the hardware to be recovering to.
 - Click [Advanced] to specify whether the computer is restarted and the disks are checked for errors immediately after the recovery.
11. Confirm the details for the restoration, and then click [Finish] to begin the restore process.

12 Backup / Restore Windows System (ShadowProtect)

This chapter describes in details how to backup and restore Windows System with AhsayOBM (ShadowProtect System backup Module).

12.1 Supported versions

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the supported versions.

For the list of operation system supported, please refer to the following URL from StoragCraft:

<http://doc.storagecraft.com/book/shadowprotect-user-guide/installing-shadowprotect/requirements/supported-operating-systems>

12.2 Requirements and recommendations

Please ensure that the following requirements or recommendations are met by the backup client computer:

1. AhsayOBM and ShadowProtect are installed on the computer to be backed up.
2. Sufficient disk spaces are required for the temporary storage directory of the System backup.

It is recommended to have free disk space of 150% x Total In-use Size of all volumes selected for backup.

Note:

The temporary storage directory cannot be set to a folder within a volume selected for backup.

12.3 Overview

The following steps are performed during a backup job:

1. Connection from the backup client to the backup server is established.
2. Download the server file list from the backup server.
3. Commands are issued to ShadowProtect to create the System backup data.

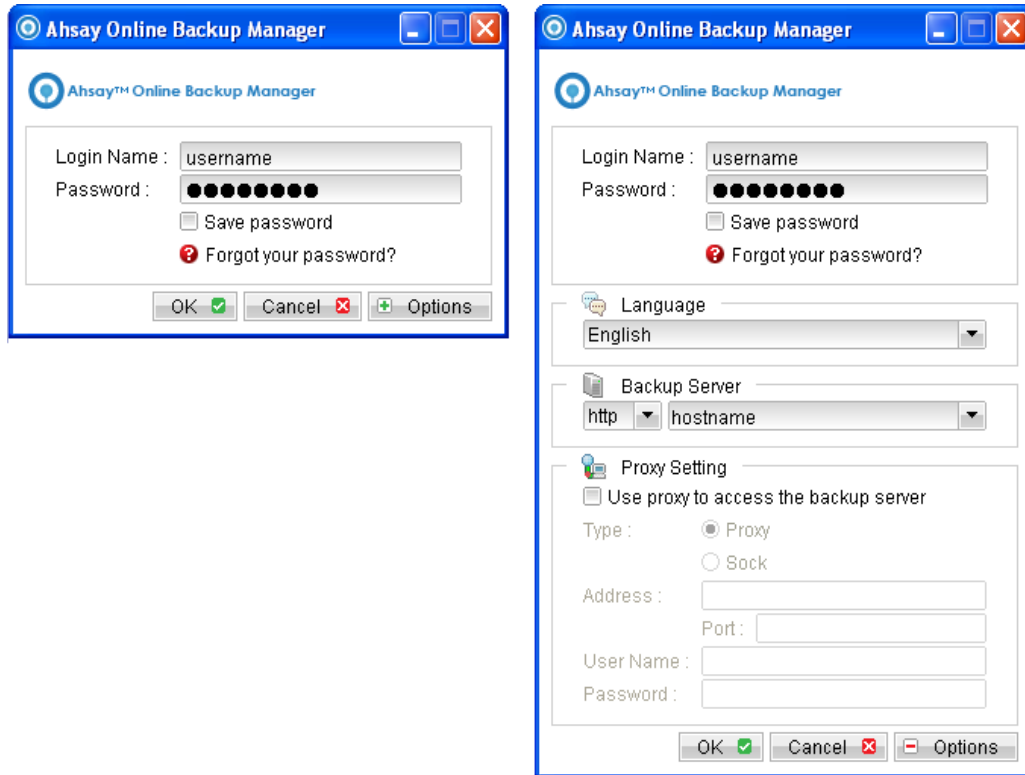
For each volume selected for backup, a ShadowProtect backup image file (*.SPI* or *.SPF*) will be spooled to the temporary directory specified.


- *.SPF*: A ShadowProtect full or base image file.
 - *.SPI*: A ShadowProtect incremental or differential image file.
4. Server and local file lists are compared to determine which file will be uploaded.
 5. Delta file is generated (if necessary).
 6. Data is encrypted, and uploaded to the backup server.
 7. System backup data is removed from the temporary storage volume specified in the backup set.
 8. Backup completed successfully.

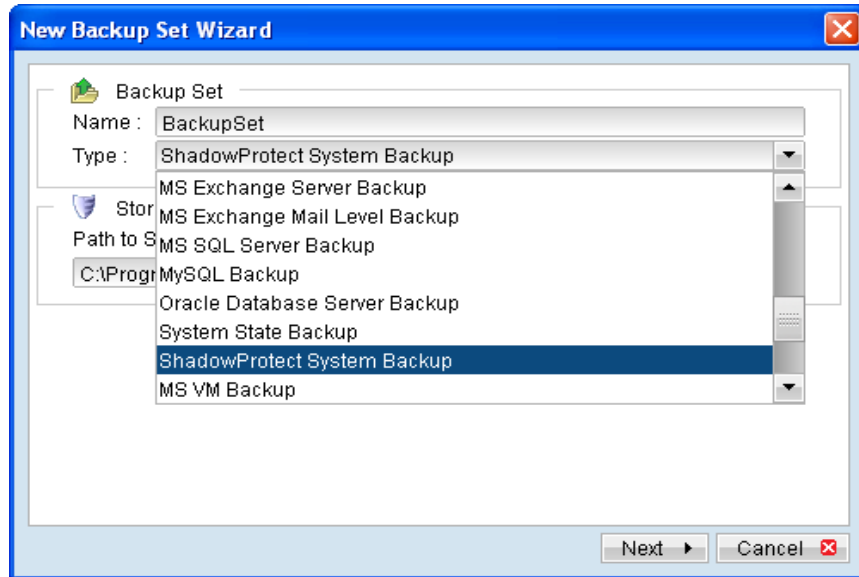
12.4 How to backup Microsoft Windows System (ShadowProtect)

Refer to the following instructions to backup Windows System:

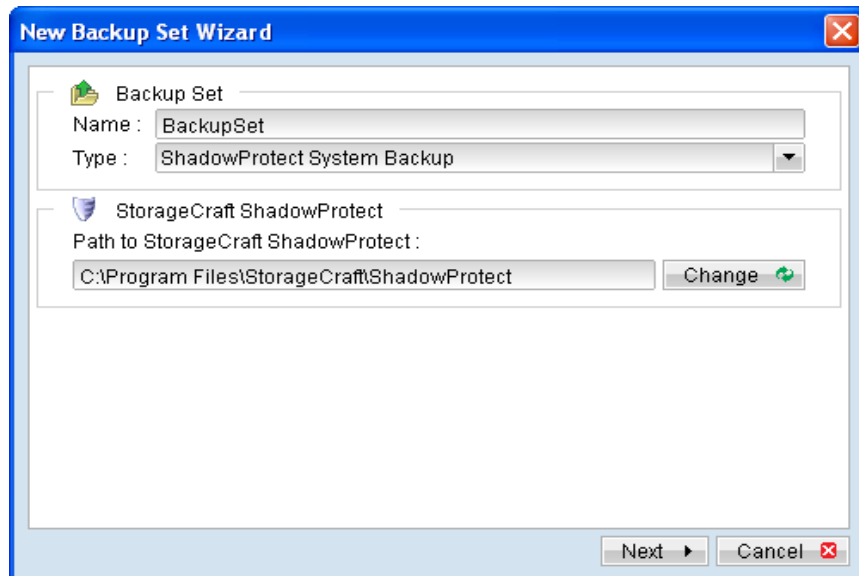
1. Login to the backup application's user interface.



2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
3. Create a ShadowProtect System Backup set by selecting [ShadowProtect System Backup] from the backup set type dropdown menu.

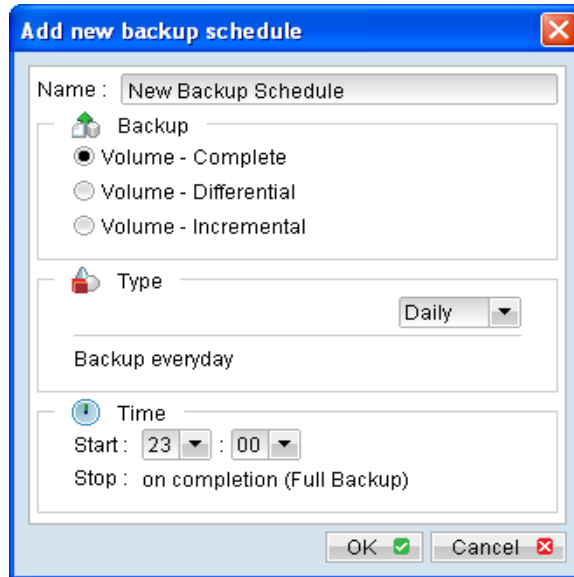


4. Enter the path to the ShadowProtect installation.



5. Select [Next] to proceed.
6. Select the corresponding volumes for backup.
7. Configure a backup schedule for unattended backups.

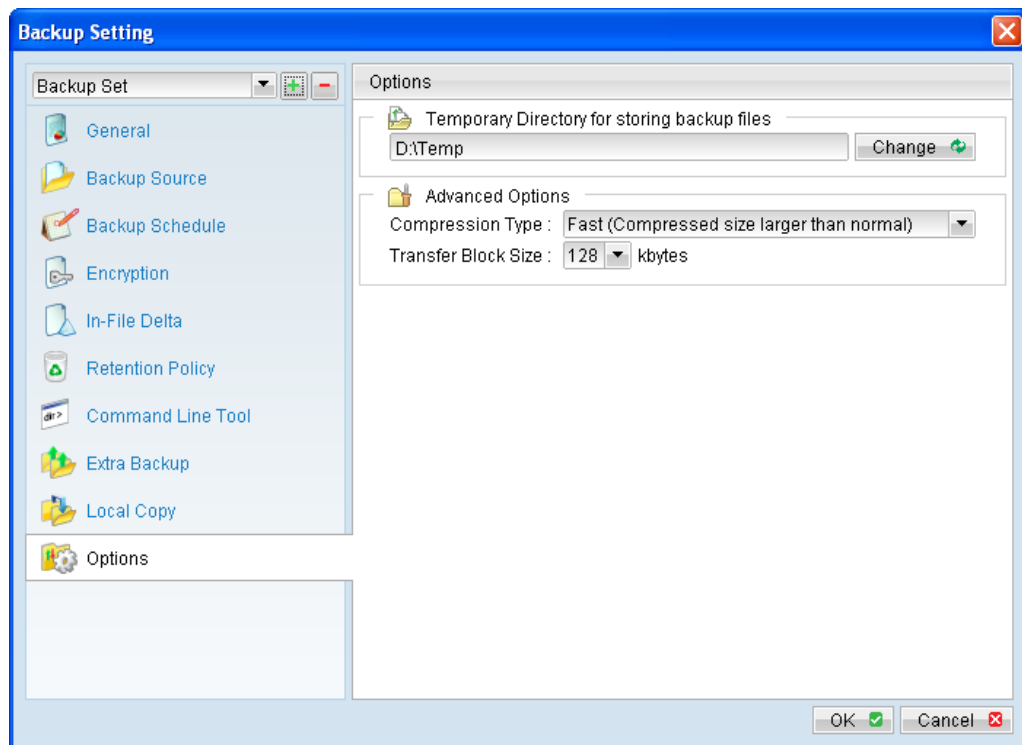
Multiple backup schedules of different types can be configured for the same backup set.



| Menu Items | Description |
|-----------------------|---|
| Volume - Complete | <p>To perform a ShadowProtect Complete Backup -</p> <p>Base Image File (.SPF) contains the contents of a backup activity; it allows users to restore the contents of a computer system to a specific point-in-time.</p> |
| Volume - Differential | <p>To perform a ShadowProtect Differential Backup -</p> <p>Differential Image File (.SPI) contains the hard drive sectors that have changed since the Base Image File was created.</p> <p>Differential backup take about the same time to create as complete backup, but they are smaller.</p> <p>When restoring a drive, user must use the Base Image File with the appropriate Differential Image File to restore the computer to a specific point-in-time.</p> |
| Volume - Incremental | <p>To perform a ShadowProtect Incremental Backup -</p> <p>Incremental Image File (.SPI) contains the sectors that have changed since the last Incremental backup was taken.</p> <p>Incremental images are fast to create and smaller than either Full image files or Differential image files.</p> <p>When restoring a drive, you must use the Full</p> |

| | |
|--|---|
| | image file and the appropriate Incremental image files necessary to restore the computer to a specific point-in-time. |
|--|---|

8. Select an encryption setting for your backup set.
9. Press the [OK] button to complete the configuration of backup set.
10. Configure the temporary directory of the backup set.
11. On the AhsayOBM main menu, press [Backup Setting], then [Options].



12. Click [Change] and select the temporary directory for backup.

Note:

The temporary storage directory cannot be set to a folder within a volume selected for backup.

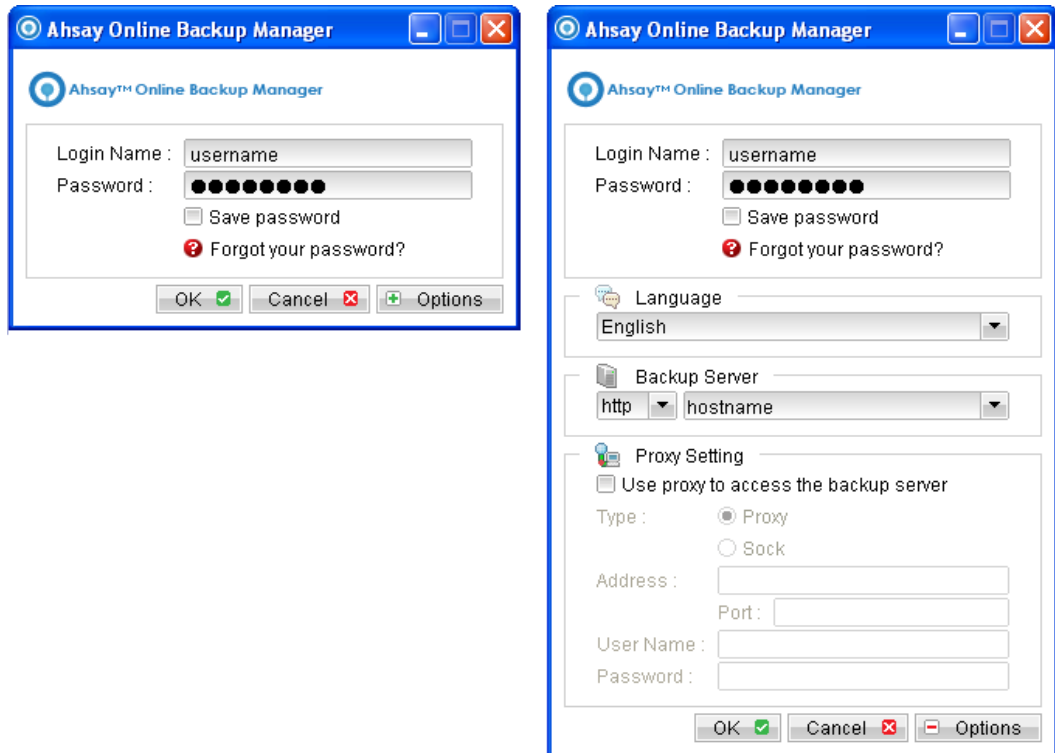
Also, please ensure sufficient disk space is allocated for the backup operation.

13. Scheduled backup will run automatically at the configured schedule time.
14. Click [Backup] button on the left panel to perform a backup immediately.

12.5 How to restore Microsoft Windows System (ShadowProtect)

Refer to the following instructions to restore a Windows System:

1. Install AhsayOBM on the machine to be restored to.
2. Login to the backup application's user interface.



3. Select the [Restore] button and the corresponding backup set.
4. Select the System file to be restored and its restore destination.
5. Click the [Start Restore] button to begin the restore process.
6. To restore a system volume (operating system volume), you need to start the computer in StorageCraft Recovery Environment.
 - Insert the ShadowProtect Disc into the CD / DVD drive.
 - Restart the computer.

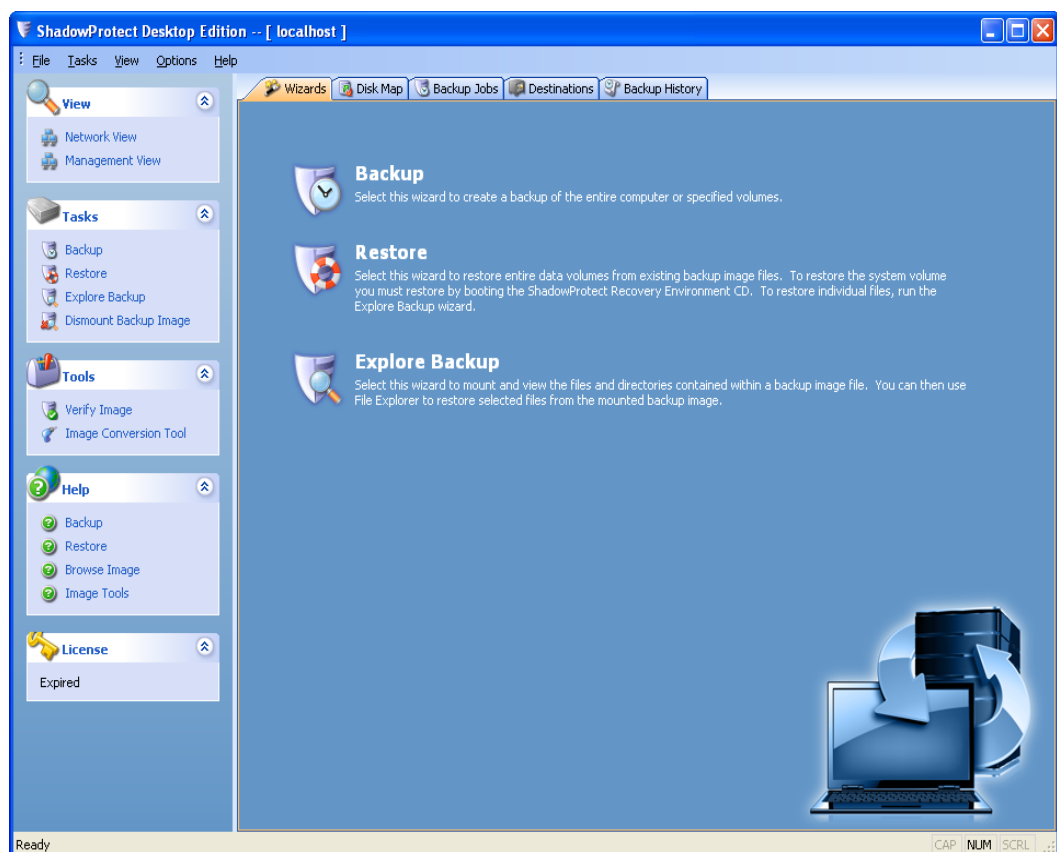
Note:

In some case, you may need to press the required key to boot up from disc.

- Select the corresponding option according to the OS platform.



- To restore a non system volume (non operating system volume), in Windows, start the ShadowProtect user interface.

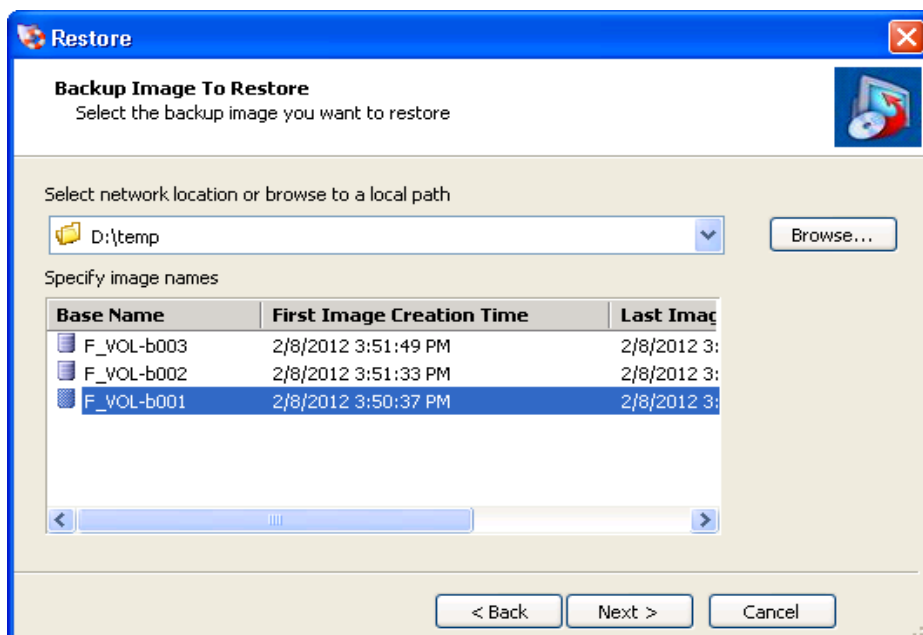


8. Click [Restore] to start the Restore Wizard.
9. Press [Next] to proceed.

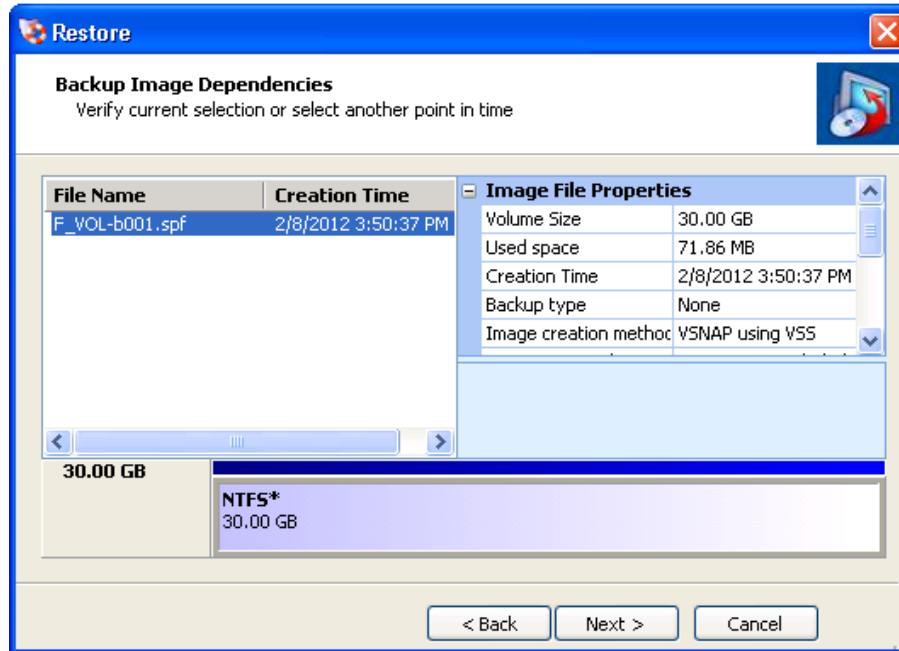


10. Browse to the image file restored from the AhsayOBS server. The destination locations can be a local directory or network share.

Click [Next] to continue.



11. In the Backup Image Dependencies dialog screen, any ShadowProtect Differential or Incremental image associated with the Full image will be displayed.



Select an image file to view its properties, including:

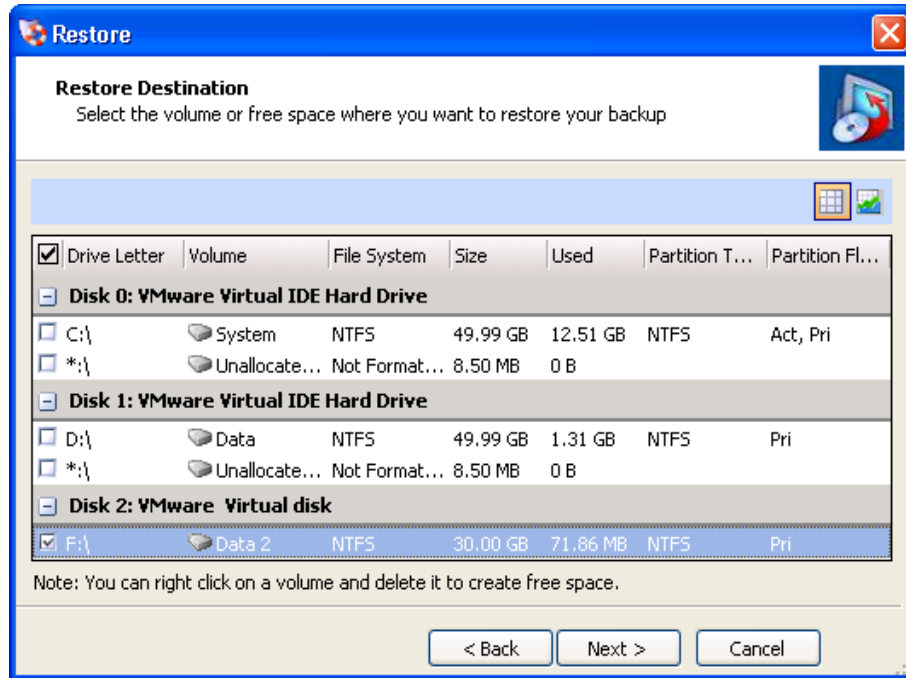
- Image File Properties -
Volume size, creation time, compression, password protection, and comment.
- Original Partition Information -
Style, number, type, bootable option, starting offset and length.
- Disk Information -
Disk geometry, disk size and number of the first track sectors.

A user also views the disk layout graphically at the bottom of the screen.

- Originating machine -
The operating system version, the machine name, MAC address and the engine version of ShadowProtect used to create the image file.

Click the [Next] to continue.

12. In the Restore Destination dialog screen, select the destination volume for the image to be restored to.



The following options are available by right clicking on the volumes:

- Delete Volume -
This will delete a volume. The deleted volume will become unassigned space on the disk that can be repartition.
- Set Active -
This will set the volume active.
- Create an exact primary partition -
Allows user to define and create a primary partition on the disk.

The maximum number of primary partitions on the same disk is 4.

- Create extended partition -
Allows user to extend a partition and then subdivide this partition in to one or more logical partitions.

Note:

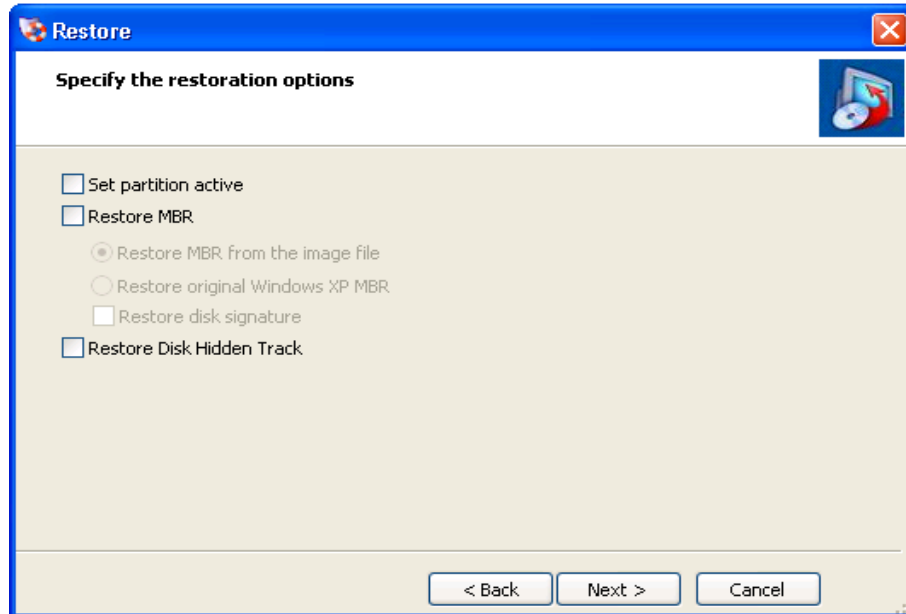
Restoring a backup image to a volume overwrites all data currently on the volume.

Furthermore, there must be sufficient disk space to restore the backup image. For example, a user cannot restore a 4GB backup file with only 1GB of free space.

Click [Next] to continue.

13. In the Specify the restoration options dialog screen, please review all of the options available.

All of these options are important where restoring an operating system volume on a computer.



- Set Partition Active -
This will make the restored drive the active partition (the drive that the machine boots from).
- Restore MBR –
Restore the master boot record.

The master boot record is contained in the first sector of the first physical hard drive; it consists of a master boot program and a partition table that describes the disk partitions.

The master boot program looks at the partition table to see which primary partition is active. It then starts the boot program from the boot sector of the active partition.

You can restore the MBR from the image file that was saved with the backup image or you can restore an original Windows MBR.

- Restore disk signature –
Restores the original physical disk signature of the hard drive.

Disk signatures are included in Windows Server 2003, and are necessary before the hard drive can be used.

- Restore Disk Hidden Track –

Restore the first 63 sectors of a drive, some boot loaded applications required this for the system to boot.

Click [Next] to continue.

14. Review the Restore Wizard Summary; click [Finish] to begin the restore process.

Restore process can be viewed by clicking on the [Volume Restore] tab associated with the restore job.

13 Backup / Restore VMware Virtual Machines

This chapter describes how to backup and restore virtual machine running on VMware.

13.1 Backup virtual machines running on VMware ESXi / ESX Server with VDDK / non VDDK

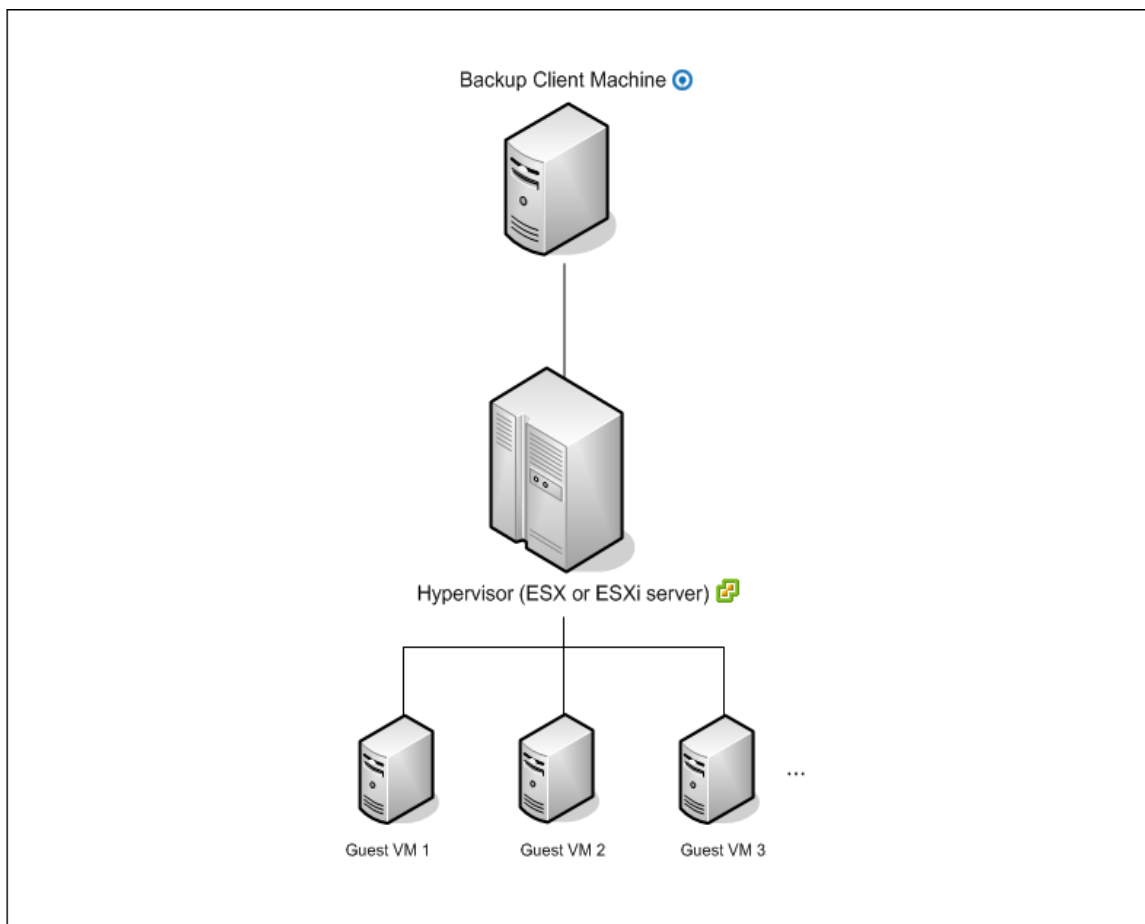
13.1.1 Supported versions

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the supported versions.

13.1.2 Requirements and recommendations

AhsayOBM cannot be installed on the hypervisor (ESX or ESXi server).

For best performance, AhsayOBM should be installed on a separate dedicated physical machine – Backup Client Machine – for backup of your virtual machines.



Please ensure that the following requirements or recommendations are met by the Backup Client Computer:

1. The Backup Client Computer is running on a supported OS platform:
 - Windows
 - Mac OS X
 - Linux

2. For VMware VM backup with VMware Host ESXi / ESX – AhsayOBM version 6.7 or above is installed.

For VMware VM backup with VMware Host vCenter – AhsayOBM version 6.11 or above is installed.

For VMware VM backup with virtual disk development kit (VDDK) – AhsayOBM version 6.13 or above is installed. With AhsayOBM 6.13.2.0 or above, AhsayOBM will apply the in-file delta settings to the VDDK backup settings (except delta merge). For the backup in VDDK mode, AhsayOBM must be installed on Windows platform, otherwise the backup will be running in non-VDDK mode.

3. The following TCP ports must be opened on the Backup Client Computer:
 - Port 22 (required for restore)
 - Port 80 and 443
 - Port 902
4. For better performance, AhsayOBM is recommended to be installed on a 64 bit computer, with multiple CPUs and cores.
5. For Backup Client Computer running on Linux, GUI environment must be installed (e.g. GOME or KDE).
6. Consider increasing the JVM (Java Virtual Machine) memory allocation to improve performance of the backup operation.
7. It is recommended that the temporary directory have disk space of at least 100% of the largest sized virtual machine to be backed up.
8. It is recommended that the temporary directory be configured on a local drive.
9. It is recommended that the temporary directory is not configured on the same partition which the operating system is installed on.
10. For backup of virtual machine with snapshot, backup of the whole VM instead of individual disk is highly recommended.
11. Consider performing routine recovery test to ensure your backup is setup and performed properly.

12. Please consider the maximum file size allowed for different ESX/ESXi version.

For ESXi 5.0, this error occurs when any individual flat .vmdk file exceeds 2,181,972,430,848 bytes. This is the size generated when 'Adding a virtual disk' with size of 1.984492366201720 TB is specified."

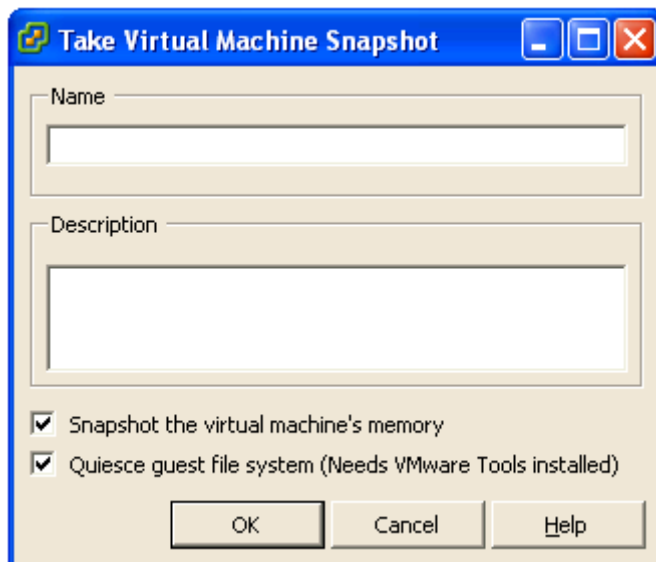
For different block size setting on VMFS, the maximum file size may be different, please refer to the following articles for details:

<http://kb.vmware.com/kb/1012384>

<http://kb.vmware.com/kb/1003565>

The absolute maximum snapshot file size is limited to roughly 2 TB. However, different block size setting on the VMFS datastore may have a smaller size limit, adjust the block size setting when necessary.

13. Consider to disable the memory snapshot or quiesce guest options when taking snapshot for VMware VM backup, to shorten the time required for the process.
 - Snapshot the virtual machine's memory
 - Quiesce guest file system (Needs VMware Tools installed)



By default, both 'Snapshot the virtual machine's memory' and 'Quiesce guest file system' are enabled when taking snapshot for backup.

To disable these options, please refer to the following instruction:

- i. Open the 'afc.opt' file found within the AhsayOBM installation folder using a text editor:

afc.opt

```
...
com.ahsay.afc.vmware.debug=
com.ahsay.afc.vmware.VMHost.SkipRemoveSnapshot=
com.ahsay.afc.vmware.Vmrun.debug=
...
```

- ii. Add the following entries to the 'afc.opt' file:

afc.opt (Updated)

```
...
com.ahsay.afc.vmware.debug=
com.ahsay.afc.vmware.VMHost.SkipRemoveSnapshot=
com.ahsay.afc.vmware.Vmrun.debug=
com.ahsay.afc.vmware.VMHost.SkipMemoryDump=
com.ahsay.afc.vmware.VMHost.SkipQuiesce=
...
```

- iii. Enable the option by adding the 'TRUE' parameter to the newly added entries:

afc.opt (Updated)

```
...
com.ahsay.afc.vmware.debug=
com.ahsay.afc.vmware.VMHost.SkipRemoveSnapshot=
com.ahsay.afc.vmware.Vmrun.debug=
com.ahsay.afc.vmware.VMHost.SkipMemoryDump= TRUE
com.ahsay.afc.vmware.VMHost.SkipQuiesce= TRUE
...
```

- iv. Save the changes, the options will be disabled when the next backup is performed.

Please ensure that the following requirements are met by the Hypervisor:

1. SSH must be enabled on the Hypervisor.

To enable root SSH login on an ESX/ESXi host, please follow the below instructions from VMware.

http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=8375637

2. The root account must be enabled.

AhsayOBM ESX / ESXi backup set requires the root account for backup and restore.

3. The following TCP ports must be opened on the hypervisor:
 - Port 22
 - Port 80 and 443
4. It is recommended that the datastore have disk space of the largest sized virtual machine to be backed up.
5. For VMware on 64-bit Linux, please add the following soft link

```
ln -s /usr/lib/vmware-vix/libvixAllProducts.so /usr/lib64/
```

Assume the "libvixAllProducts.so" is under "/usr/lib/vmware-vix/".

13.1.3 Backup with VDDK mode

Since version 6.13 or above, AhsayOBM comes with the virtual disk development kit (VDDK) mode with the ESX/ESXi and vCenter backup. The backup speed is now enhanced because the backup can now spool the delta of the VM directly from the ESX/ESXi or vCenter. With the new VDDK mode, it supports

- the backup / restore resource pool and 'roles' settings, and support the restore to another name or alternation location on ESX/ESXi platform.
- the VM hardware version upgrade, change tracking option and change tracking data option when a new backup set is created.
- add or remove VM hard disk without uploading the existing hard disk again on the vCenter backup.
- Windows only.

13.1.4 Limitations

The following are limitations of the VMware VM backup module:

1. VMware ESX or ESXi Server with Raw Device Mapping (RDM) is not supported.

Snapshots are not available when the Raw Device Mapping (RDM) is used in physical compatibility mode.

2. Backup of virtual machine with multiple snapshot root branches is not supported on VMware ESXi Server version 4.0 and 4.1.

3. For backup of individual virtual disk, the restored virtual machine does not support the reversion of previous snapshots, if the snapshot contains disks which are not previously backed up by AhsayOBM.

4. For virtual machines with Independent Disks:

- If Independent Disks are to be included in the virtual machine backup, the virtual machine must be powered off first, before running the backup job.
- If the virtual machine is powered on, the Independent Disk will not be backed up.

AhsayOBM will skip the snapshot creation of any Independent Disk on the virtual machine.

5. If the file name of the virtual machine contains the following special characters, the https access to the files will be failed:

` ^ ~ = ; ! / ([] { } @ \$ \ & # % +

This is due to the percent-encoding specified in the URL standard is not supported for ESXi based HTTP(S) file access. To resolve the issue, please rename the corresponding file to avoid special characters. For instructions on renaming a virtual machine, please refer to the following knowledge base article from VMware:

<http://kb.vmware.com/kb/1026469>

<http://forum.ahsay.com/viewtopic.php?f=50&t=9943>

6. For the VDDK mode, no VM's snapshot, memory or the suspend status will be able to backup and restore. If the backup and restore of the VM's snapshot, memory or the suspend status is required, please disable the 'Auto enable Changed Block Tracking (CBT)' option in the backup set option page.
7. VDDK mode will not be enabled if the independent disk or raw disk is configured in the VM.
8. Once the backup runs in VDDK mode, you need to restore all the files to the hypervisor, raw files of the VM or individual hard disk file cannot be restored by this method.
9. Free license on ESX/ESXi are not allowed to run the backup with VDDK mode.

10. Once the backup job executed on a VM which change block tracking option was enabled by the VDDK, please do not off this option in the VM for consequence backup jobs. If you need to disable this option, you are suggested to create a new backup set with requires to disable this option.
11. Delta merge does not apply to the VM backup with VDDK mode.
12. The VDDK mode backup with VM on the NFS datastore is not supported.

13.1.5 Overview

The following steps are performed during a backup job:

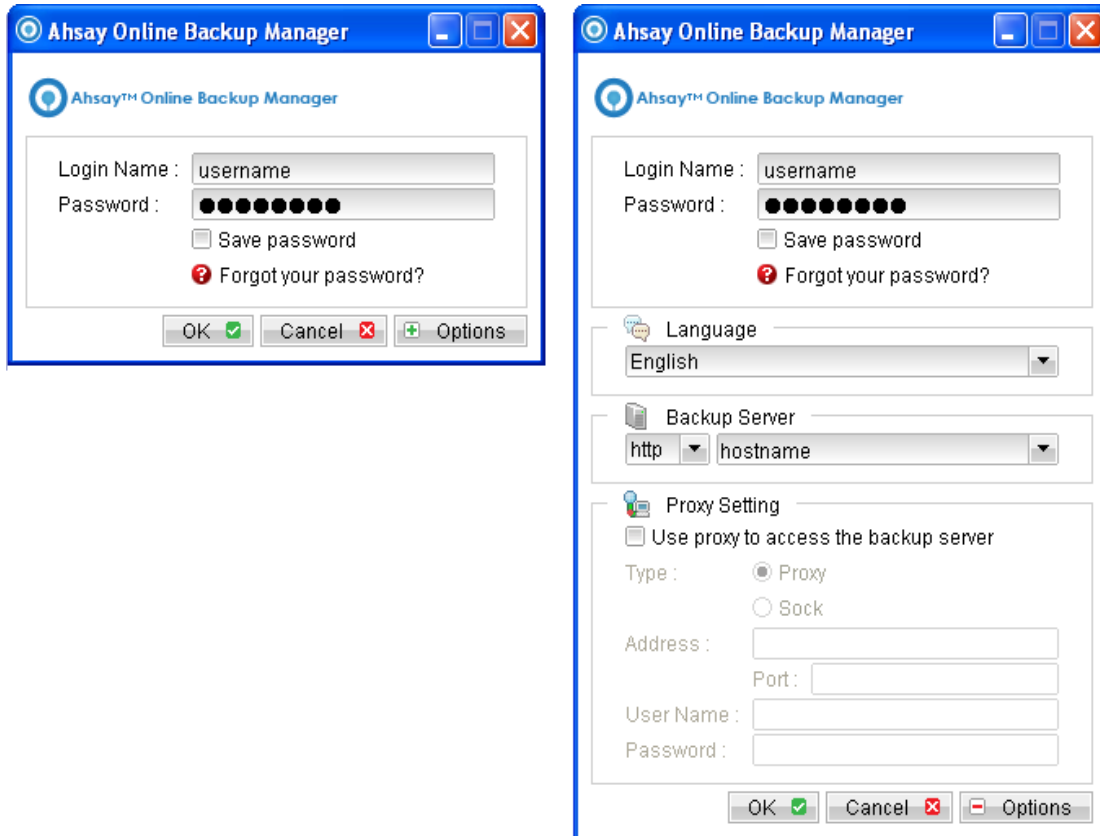
1. Connection from the backup client to the backup server is established.
2. Download the server file list from the backup server.
3. Connection from the backup client to the hypervisor is established.
4. Commands are issued to the hypervisor to create snapshot of the virtual machine for backup
5. Server and local file lists are compared to determine which file will be uploaded.
6. Delta file is generated for modified file (if necessary). In VDDK mode, the delta file will be generated by the hypervisor.
7. Existing, and snapshot data are encrypted, compressed, and streamed to the backup server.
8. Commands are issued to the hypervisor to remove snapshot created for backup.
9. Backup completed successfully.

13.1.6 How to backup virtual machines on VMware ESXi / ESX Server with VDDK/non VDDK

Refer to the following instructions to backup VM running on VMware ESXi or ESX Server:

1. Login to the backup application's user interface.


For backup client computer on Windows, double-click on the AhsayOBM desktop icon or right-click on the system tray icon:

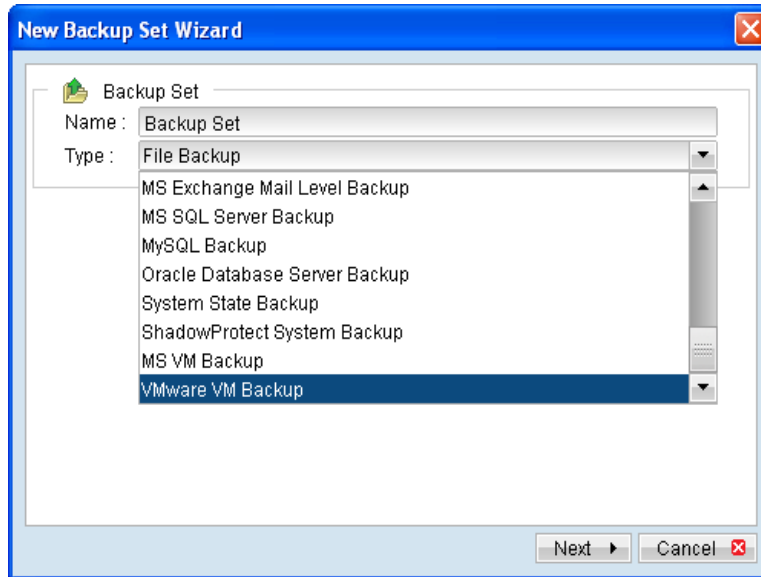


For backup client computer on Mac OS X, double-click on the AhsayOBM desktop icon.

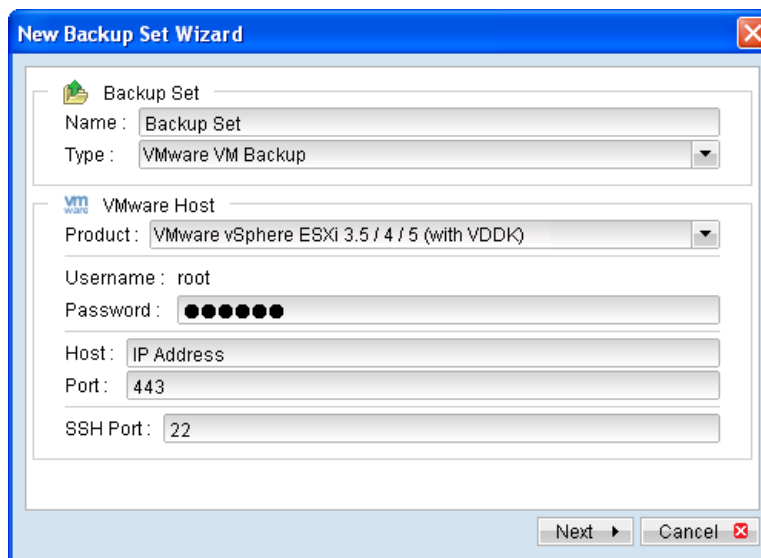
For VMware Server installation on Linux, enter the following command to start the AhsayOBM graphical user interface:

```
# sh /usr/local/obm/bin/RunOBC.sh &
```

2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.



3. Create a VMware VM Backup set by selecting [VMware VM Backup] from the backup set type dropdown menu.
4. Enter the corresponding information required:



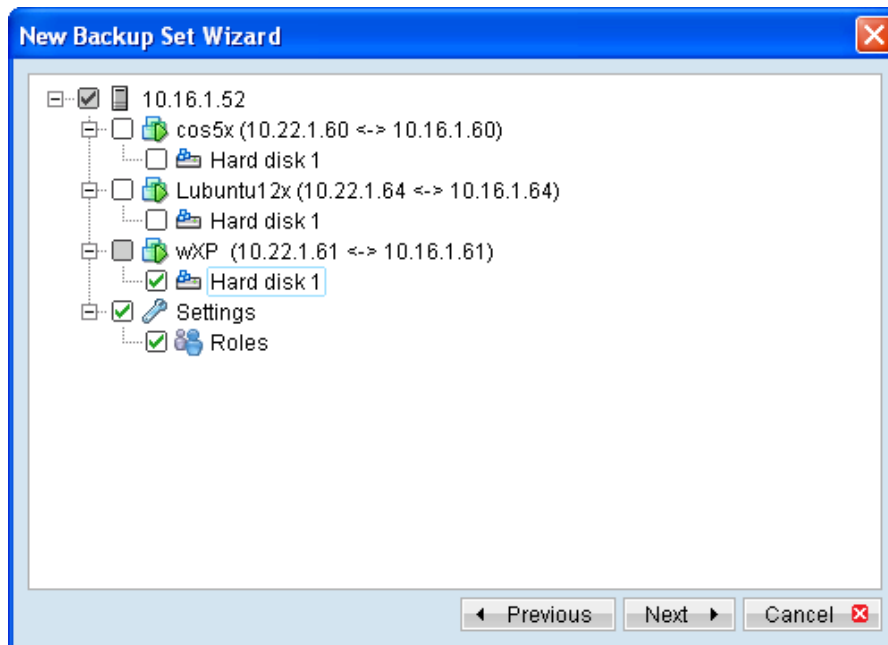
| Menu Items | Description |
|---------------------|---|
| Name | Enter a backup set name of your choice. |
| Type | Select backup set type [VMware VM Backup]. |
| VMware Host Version | Select version [VMware vSphere ESXi] or [VMware vSphere ESX] according to your setup. |
| Username | The username <u>must be</u> root |
| Password | Enter the password for the root account. |

| | |
|----------|--|
| | |
| Host | Enter the IP address or hostname of your hypervisor. |
| Port | Enter 80 for connection via HTTP protocol or 443 for HTTPS protocol. |
| SSH Port | Enter the SSH port (default: port 22). |

5. Select [Next] to proceed.
6. Select the corresponding virtual machines for backup.



7. Alternatively, select individual virtual disk for backup by expanding the corresponding VM sub tree.



| Menu Items | Description |
|------------------|--|
| Settings - Roles | Information on the login user privilege. |

Note:

For backup of individual virtual disk, configuration files of the VM are also backed up.

Important:

For backup of VM with snapshot, backup of the whole VM instead of individual disk is highly recommended.

- Configure a backup schedule for unattended backups.

Note:

Multiple backup schedules of different types can be configured for the same backup set.

- Select an encryption setting for your backup set.
- Press the [OK] button to complete the configuration of backup set.
- Scheduled backup will run automatically at the configured schedule time.
- Click [Backup] button on the left panel to perform a backup immediately.

13.1.7 How to restore virtual machines on VMware ESXi / ESX Server

Refer to the following instructions to restore VM running on VMware ESXi or ESX Server.

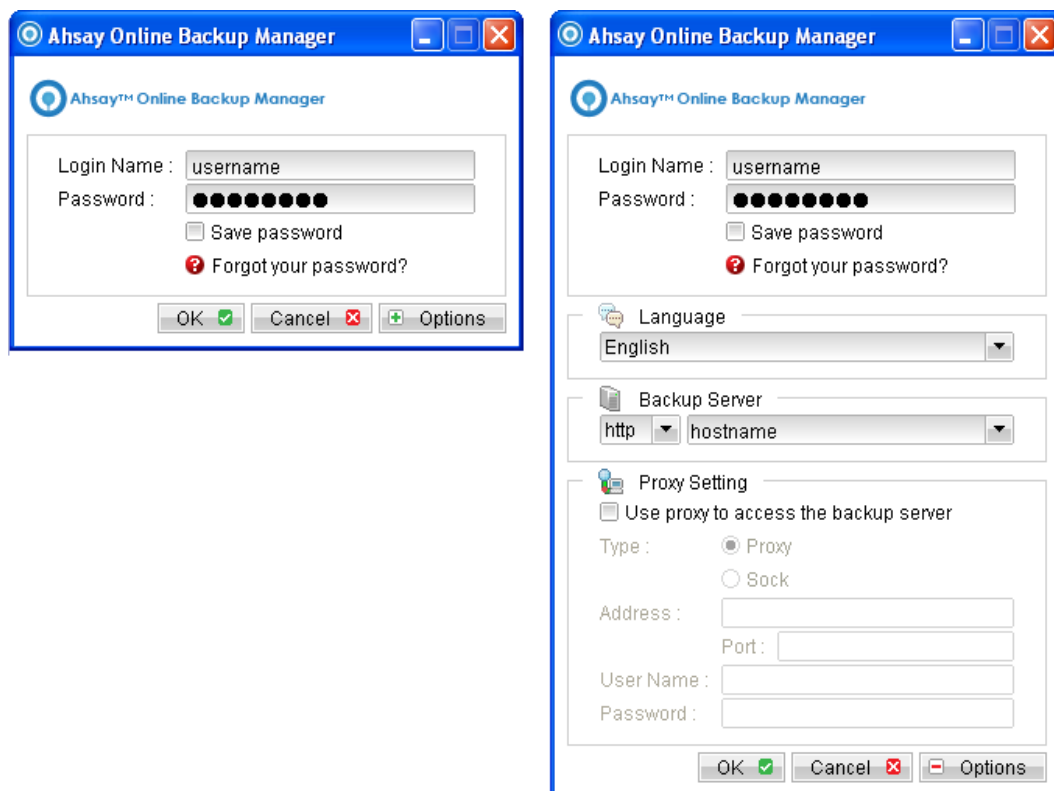
VM can be restored to the original location with the following condition:

- If the VM to be restored does not exist on the original hypervisor, the VM will be restored as a new virtual machine.
- If the VM to be restored still exist on the original hypervisor, the existing VM will be replaced by the backed up version.

13.1.7.1 How to restore virtual machines to the original hypervisor

1. Login to the backup application's user interface.

For backup client computer on Windows, double-click on the AhsayOBM desktop icon or right-click on the system tray icon:

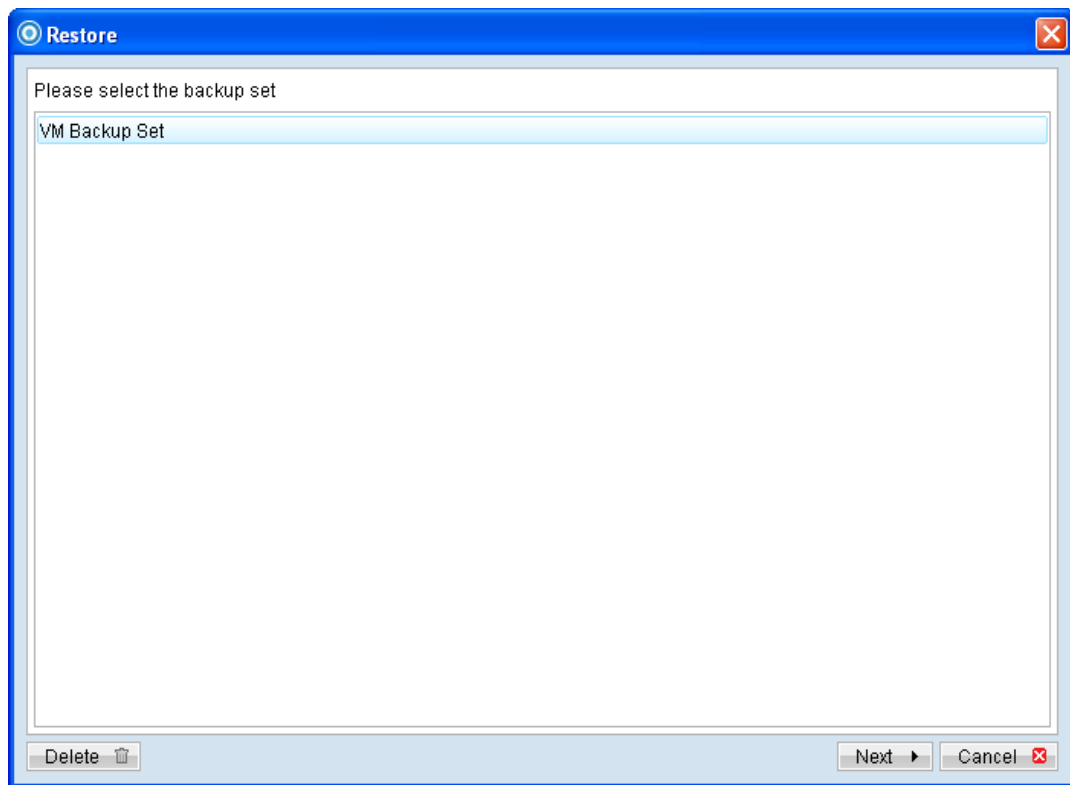


For backup client computer on Mac OS X, double-click on the AhsayOBM desktop icon.

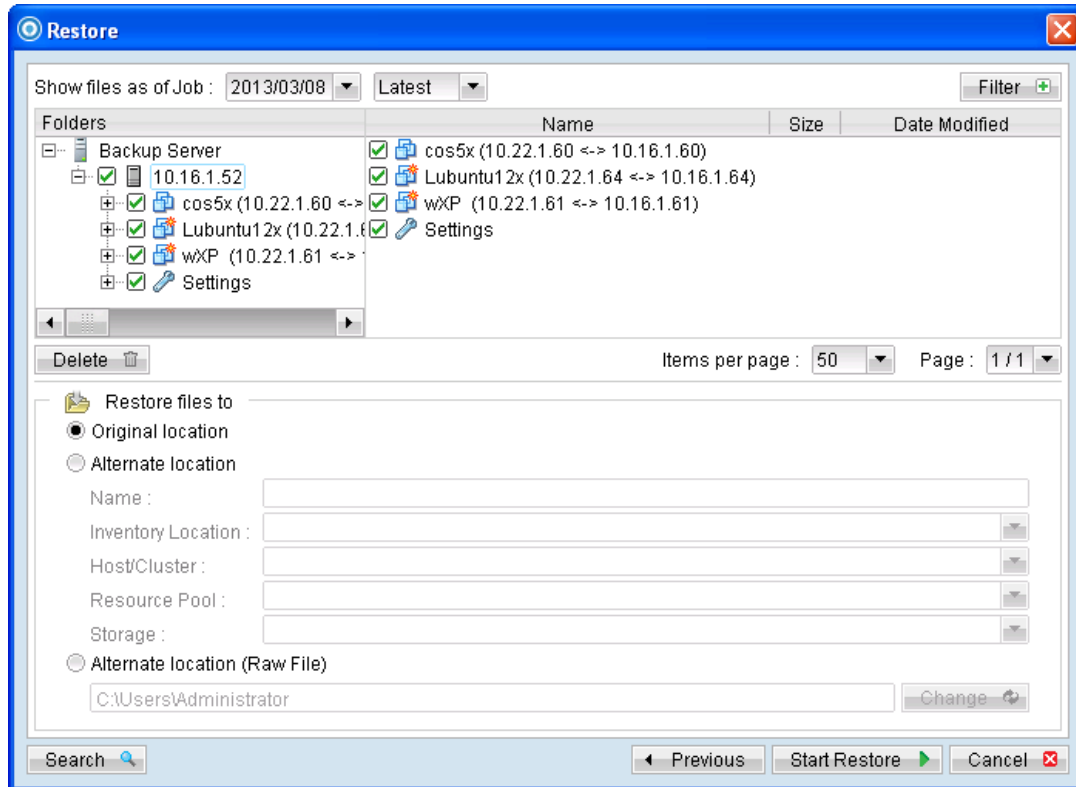
For VMware Server installation on Linux, enter the following command to start the AhsayOBM graphical user interface:

```
# sh /usr/local/obm/bin/RunOBC.sh &
```

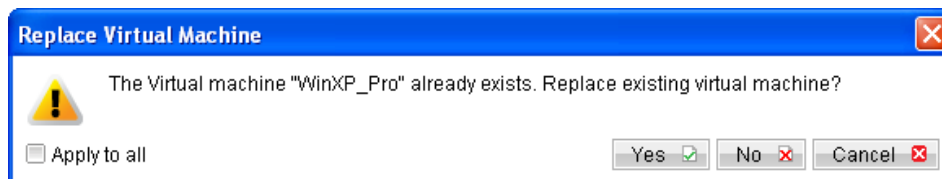
2. Select the [Restore] button and the corresponding backup set.



3. Select the virtual machines to be restored and choose [Original Location] for restore files to.



4. Click the [Start Restore] button to begin the restore process.
5. User will be prompted if a virtual machine selected to be restored exist on the hypervisor.

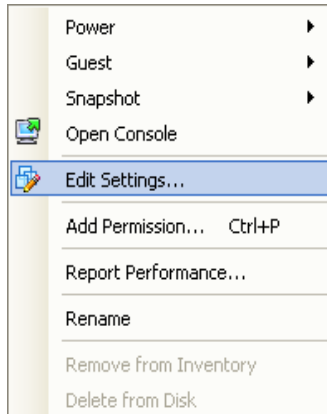


6. When the restore process is completed, the virtual machines will be restored to the original hypervisor.
7. For any virtual disk that was not restored (e.g. original backup source did not include all hard disks configured for the VM).

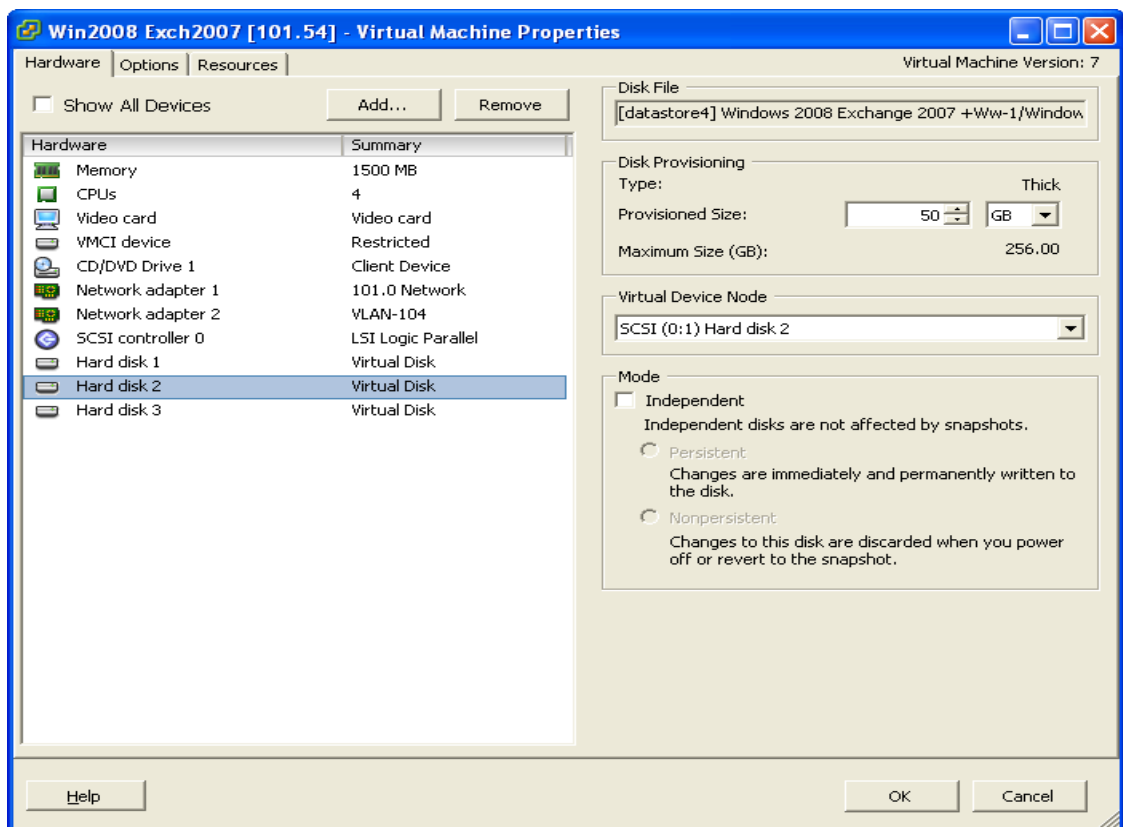
Continue to the next steps for instruction to remove the missing hard disk from the virtual machine's configuration.

For original virtual machine with no snapshot

1. Open VMware vSphere Client.
2. Under inventory, right click on the newly restored virtual machine, select [Edit Settings].



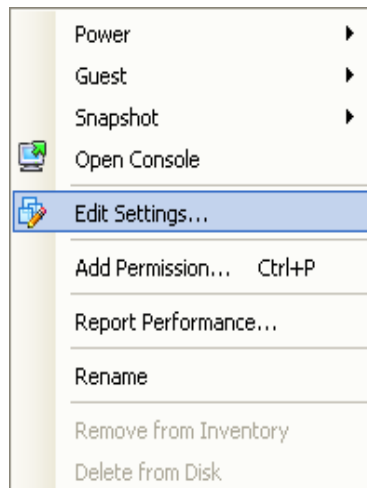
3. For each virtual disk that was not restored, remove the corresponding [Hard disk] from [Hardware].



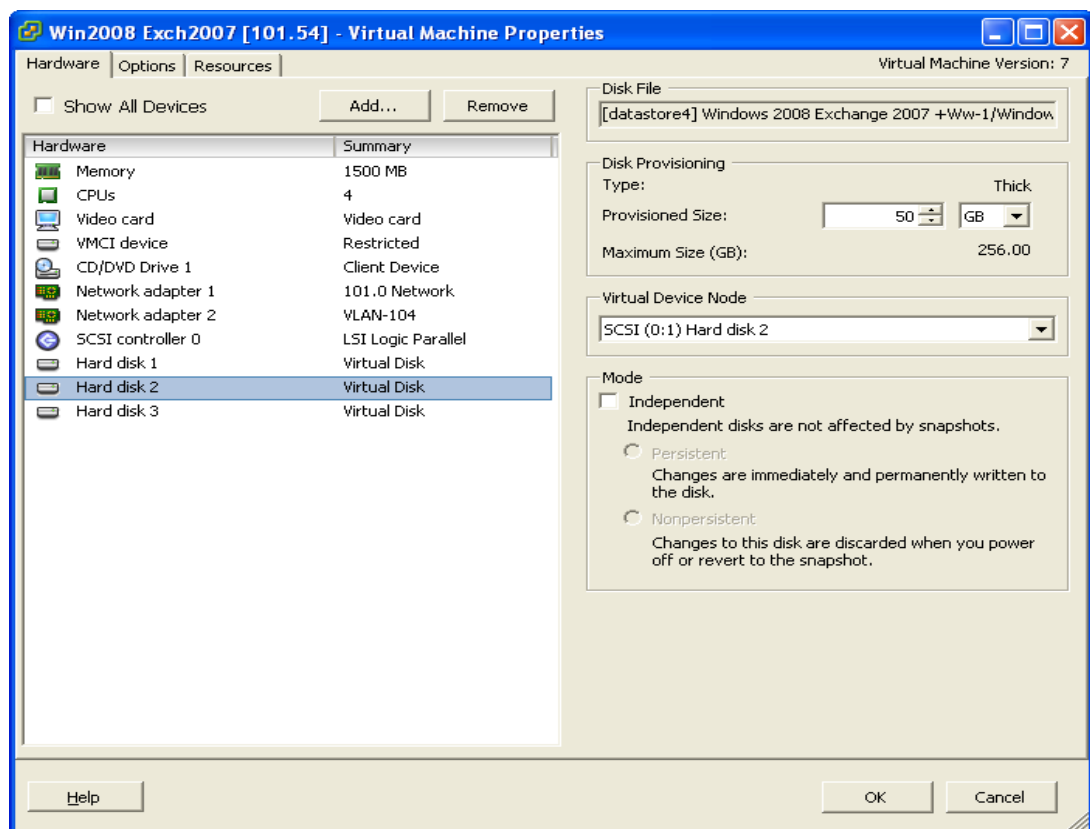
4. Start the virtual machine afterward.

For original virtual machine with snapshot (non-VDDK mode)

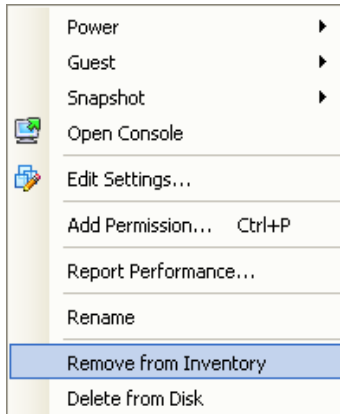
1. Open VMware vSphere Client.
2. Under inventory, right click on the newly restored virtual machine, select [Edit Settings].



3. For each virtual disk that was not restored, remove the corresponding [Hard disk] from [Hardware].



4. Remove the VM from inventory.
5. Right click on the newly restored virtual machine; select [Remove from Inventory].



6. Locate the virtual machine's folder location on the hypervisor.

Important:

Serious problem may occur if the configuration files are incorrectly modified; it may prevent the virtual machine from starting.

Please only perform the following procedures if you have in-depth knowledge on VMware product.

7. Delete the lines of the removed virtual disk.
 - Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the line of all non existing virtual disk.

Example:

Snapshot 1, SCSI (0:2) Disk 2 is removed.

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
```

```
snapshot0.disk1.node = "scsi0:1"
snapshot0.disk2.fileName = "Windows 2008-2.vmdk"
snapshot0.disk2.node = "scsi0:2"
```

- Remove the corresponding lines.

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot.
- Save the changes afterward.

8. Update the number of virtual disk.

- Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the `numDisks` parameter.

Example:

Snapshot 1, if one of the disks is removed, updates the value of `snapshot0.numDisks`

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
```

```
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Modify the line from:

```
snapshot0.numDisks = "3"
```

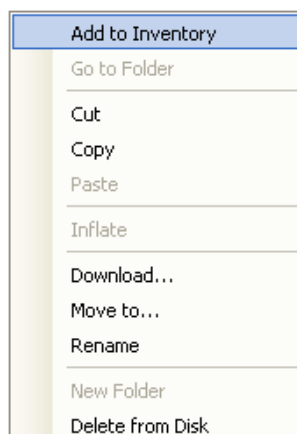
To

```
snapshot0.numDisks = "2"
```

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "2"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot.
- Save the changes afterward.

9. Add the VM back into the inventory.



10. Remove any existing snapshot.

Important:

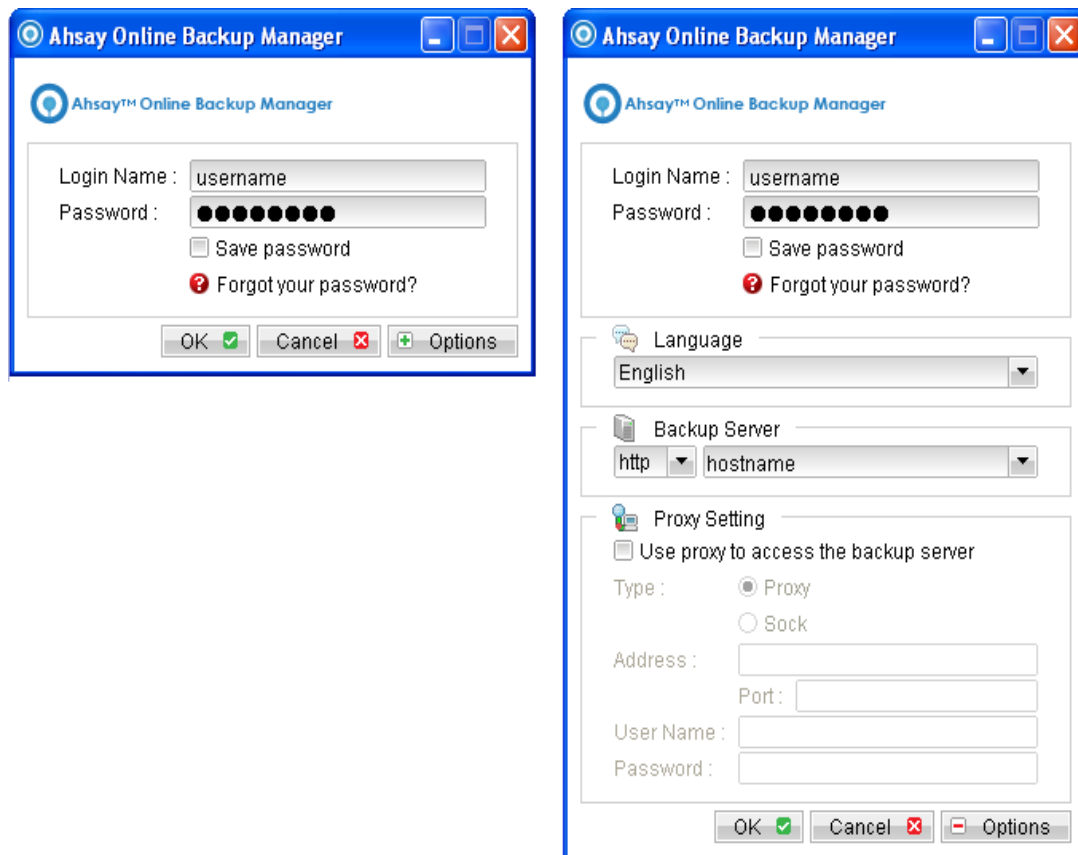
The restored virtual machine does not support the reversion of previous snapshots if they contain virtual disks not restored.

11. Start the virtual machine.

13.1.7.2 How to restore virtual machines to another hypervisor

1. Login to the backup application's user interface.

For backup client computer on Windows, double-click on the AhsayOBM desktop icon or right-click on the system tray icon:

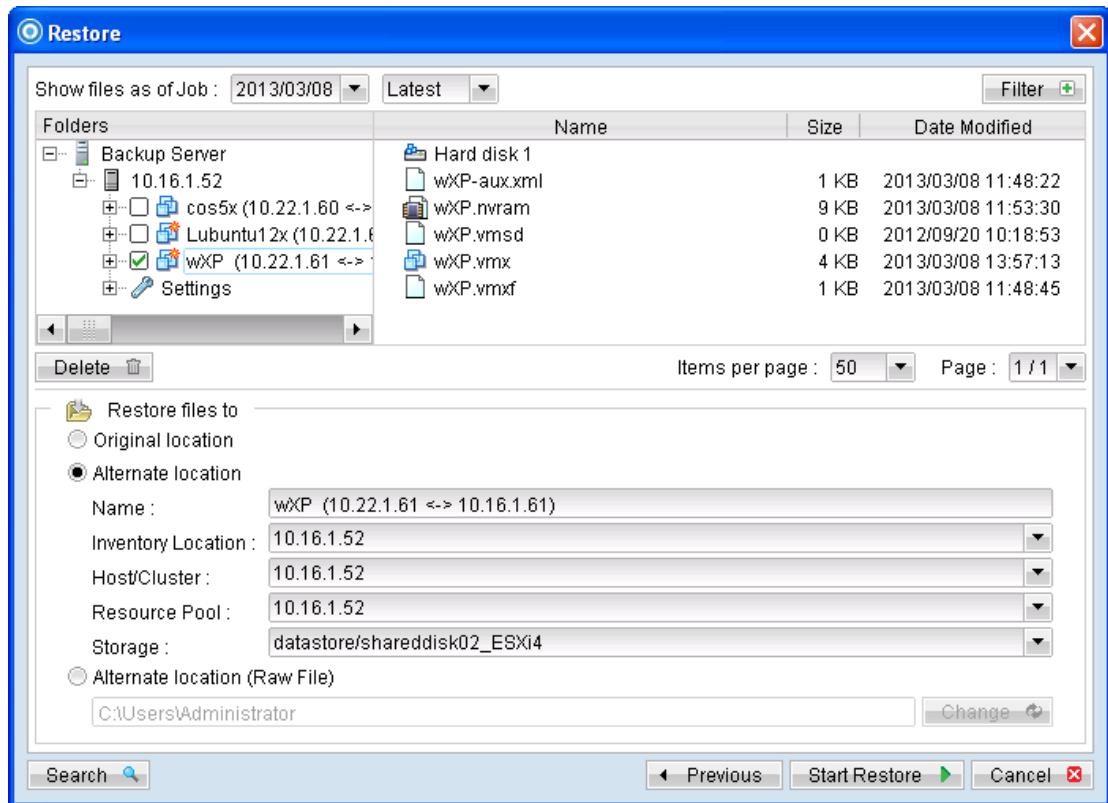


For backup client computer on Mac OS X, double-click on the AhsayOBM desktop icon.

For VMware Server installation on Linux, enter the following command to start the AhsayOBM graphical user interface:

```
# sh /usr/local/obm/bin/RunOBC.sh &
```

2. Select the [Restore] button and the corresponding backup set.

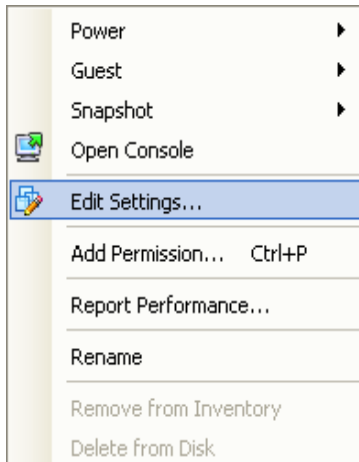


3. Click on the radio button of the [Alternate location] and select the virtual machines to be restored.
4. Click on the drop down button to change to another inventory location or host, or change the directory path which you would like to restore the data to.
5. Click the [Start Restore] button to begin the restore process.
6. When the restore process is completed, data of the selected virtual machines will be restored to the specific location.
7. Register the virtual machines on the new hypervisor.
8. For any virtual disk that was not restored (e.g. original backup source did not include all hard disks configured for the VM).

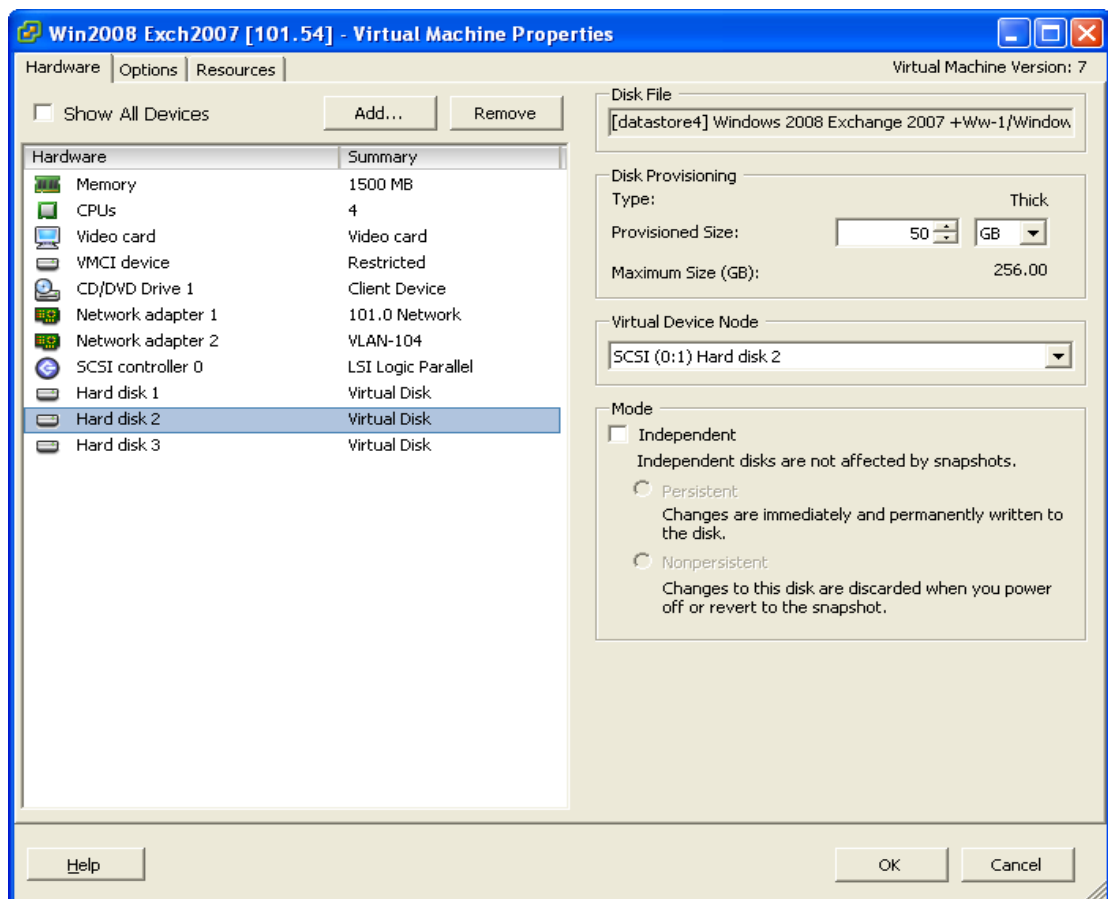
Continue to the next steps for instruction to remove the missing hard disk from the virtual machine's configuration

For original virtual machine with no snapshot

1. Open VMware vSphere Client.
2. Under inventory, right click on the newly restored virtual machine, select [Edit Settings].



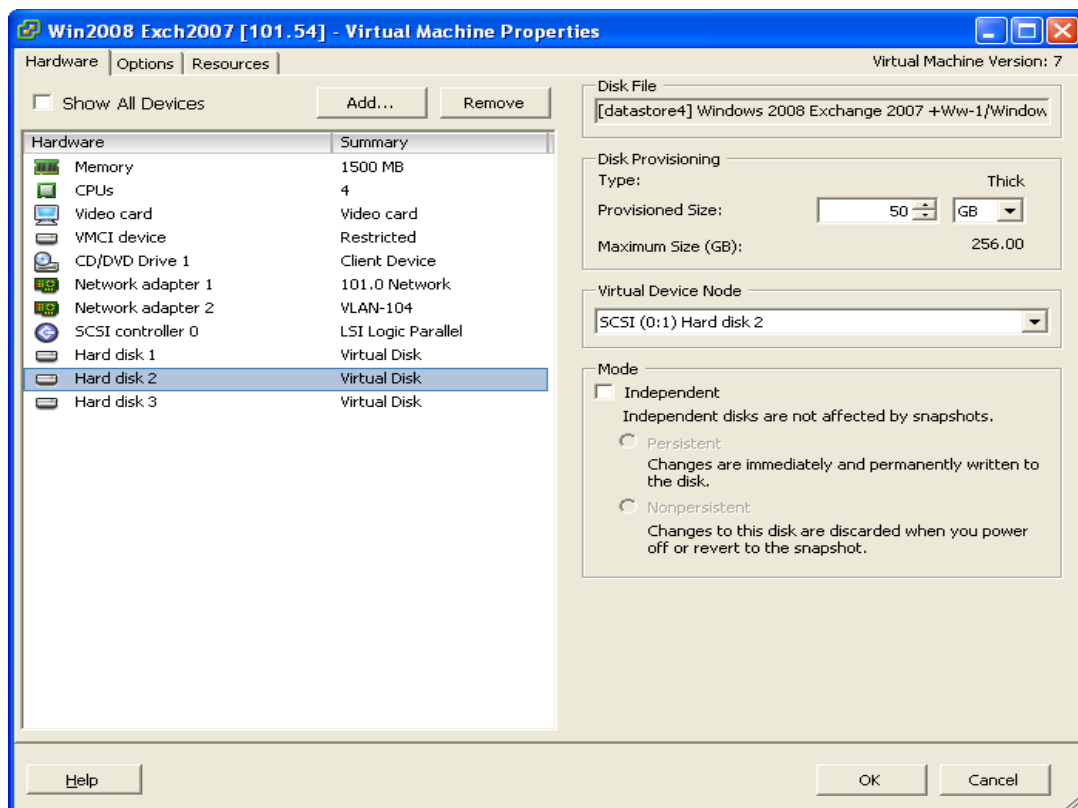
3. For each virtual disk that was not restored, remove the corresponding [Hard disk] from [Hardware].



4. Start the virtual machine afterward.

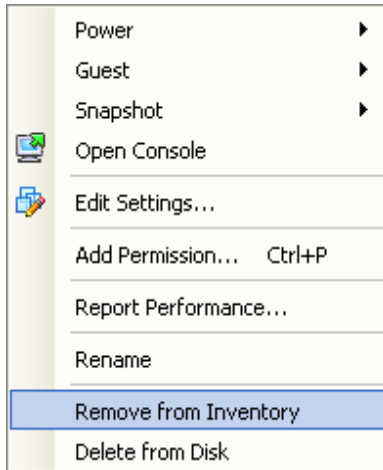
For original virtual machine with snapshot (non-VDDK mode)

1. Open VMware vSphere Client.
2. Under inventory, right click on the newly restored virtual machine, select [Edit Settings].
3. For each virtual disk that was not restored, remove the corresponding [Hard disk] from [Hardware].



4. Remove the VM from inventory.

Right click on the newly restored virtual machine; select [Remove from Inventory].



5. Locate the virtual machine's folder location on the hypervisor.

Important:

Serious problem may occur if the configuration files are incorrectly modified; it may prevent the virtual machine from starting.

Please only perform the following procedures if you have in-depth knowledge on VMware product.

6. Delete the lines of the removed virtual disk.
 - Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the line of all non existing virtual disk.

Example:

Snapshot 1, SCSI (0:2) Disk 2 is removed.

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
```

```
snapshot0.disk1.node = "scsi0:1"
snapshot0.disk2.fileName = "Windows 2008-2.vmdk"
snapshot0.disk2.node = "scsi0:2"
```

- Remove the corresponding lines.

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot.
- Save the changes afterward.

7. Update the number of virtual disk.

- Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the `numDisks` parameter.

Example:

Snapshot 1, if one of the disks is removed, updates the value of `snapshot0.numDisks`

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
```

```
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Modify the line from:

```
snapshot0.numDisks = "3"
```

To

```
snapshot0.numDisks = "2"
```

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "2"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot (e.g. *snapshot0.**, *snapshot1.**).
 - Save the changes afterward.
8. Add the VM back into the inventory.
 9. Remove any existing snapshot.

Important:

The restored virtual machine does not support the reversion of previous snapshots if they contain virtual disks not restored.

10. Start the virtual machine.

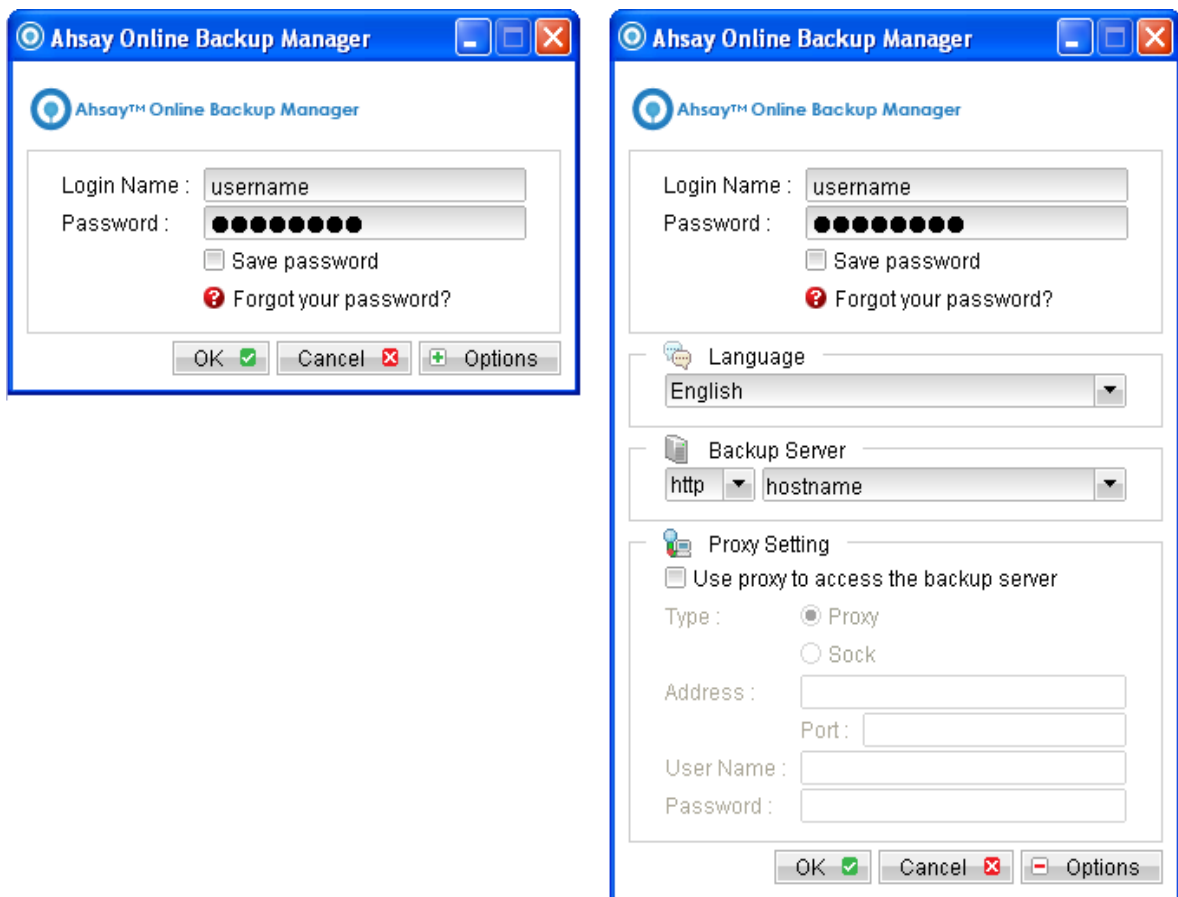
13.1.8 How to restore raw VM files (non-VDDK mode)

The restoration option will restore all the VM files to a destination. These files or the individual virtual disk file can be restored to the original VM, or to be added to a new VM.

13.1.8.1 How to restore raw VM files/individual virtual disk to a different VM

1. Login to the backup application's user interface.

For backup client computer on Windows, double-click on the AhsayOBM desktop icon or right-click on the system tray icon:

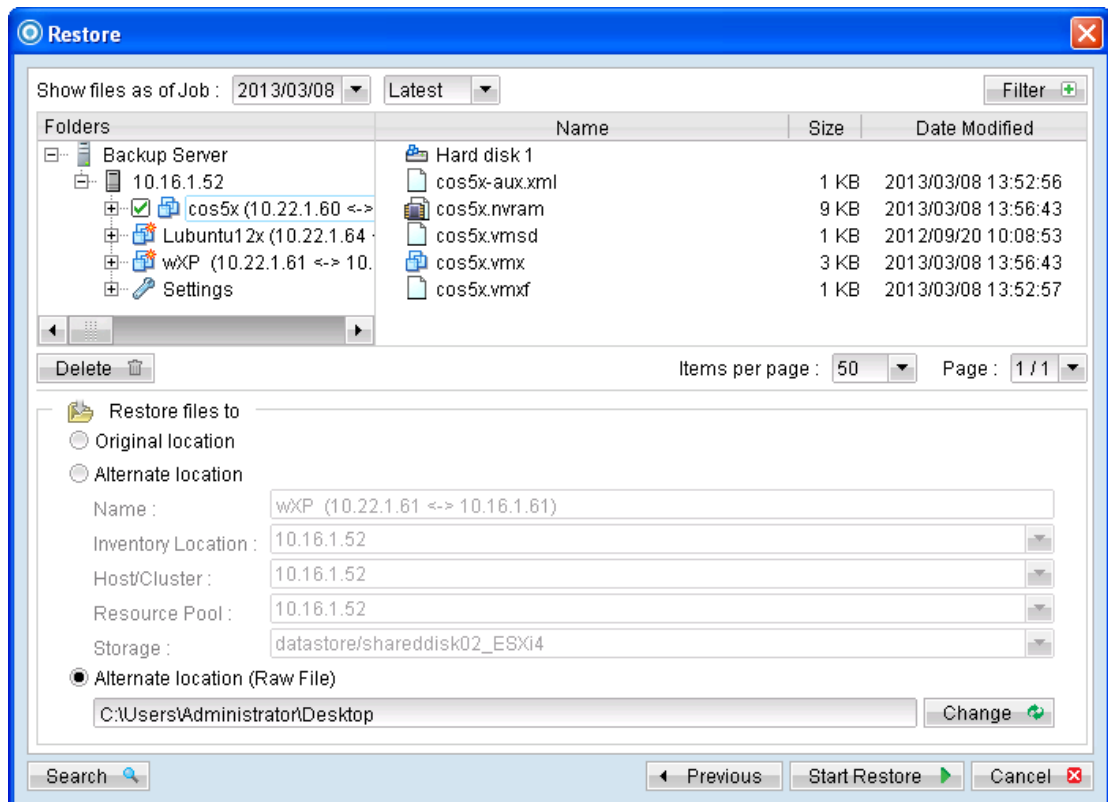


For backup client computer on Mac OS X, double-click on the AhsayOBM desktop icon.

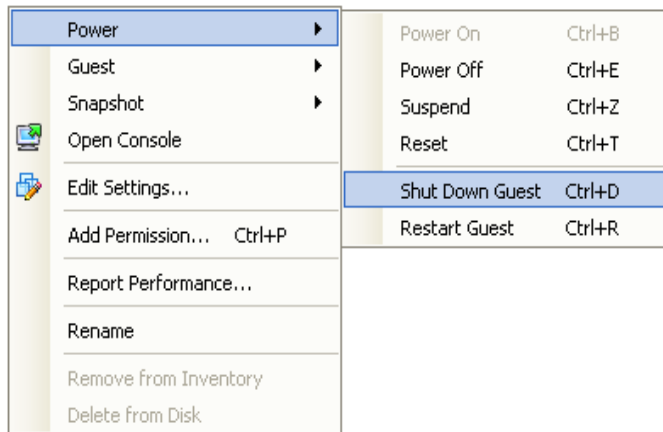
For VMware Server installation on Linux, enter the following command to start the AhsayOBM graphical user interface:

```
# sh /usr/local/obm/bin/RunOBC.sh &
```

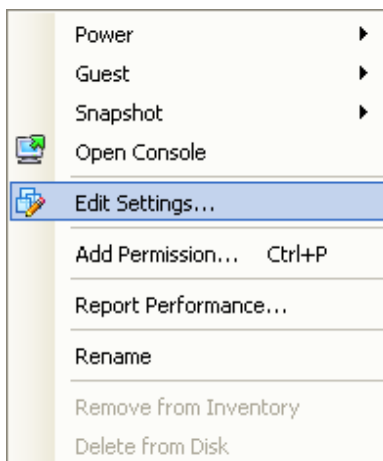
2. Select the [Restore] button and the corresponding backup set.



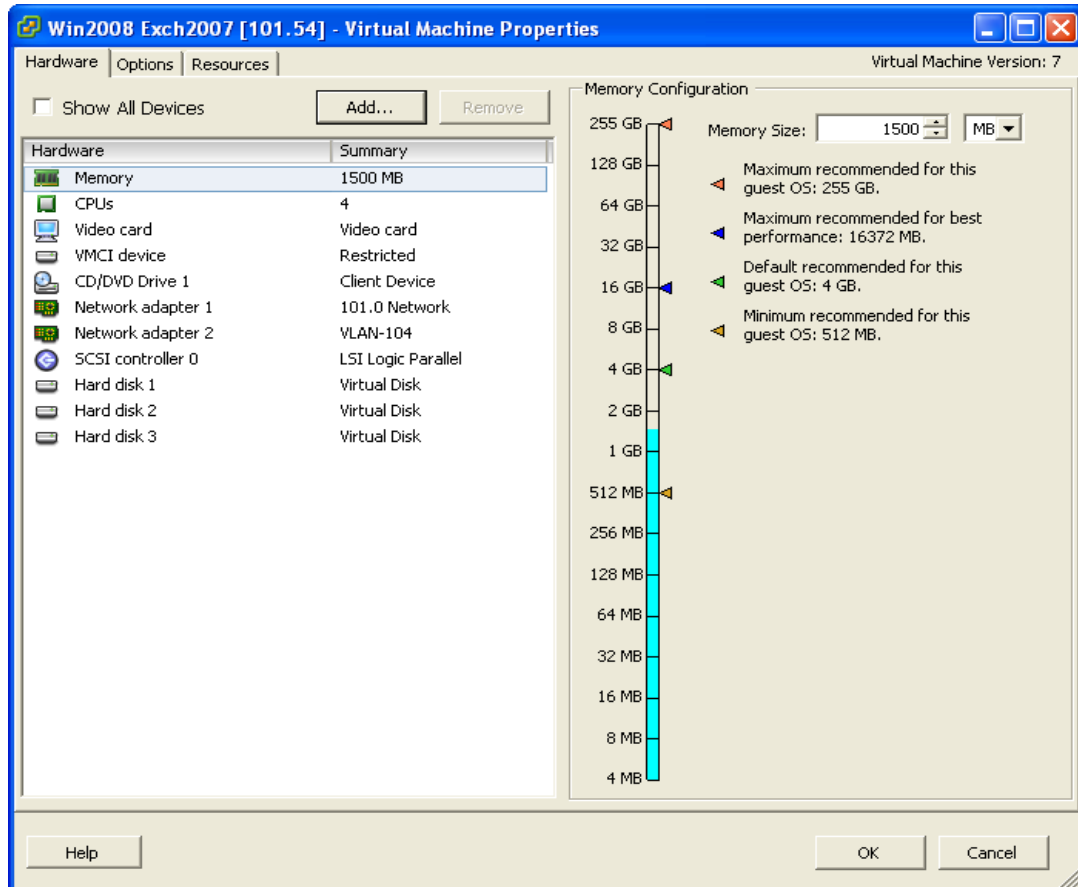
3. Select the virtual machines to be restored and choose [Alternate location (Raw Files)] for restore files to.
4. Click on the [Change] button and browse to the directory path which you would like to restore the data to.
5. Click the [Start Restore] button to begin the restore process. All the raw files will be restored to the destination folder. You can store or transfer the files to another hypervisor for other purpose. You can check with previous steps if you need to restore these VM files to another hypervisor.
6. When the restore process is completed, open VMware vSphere Client to import the hard disk file to a VM.
7. Under the inventory, powers down the corresponding virtual machine to be restored to.



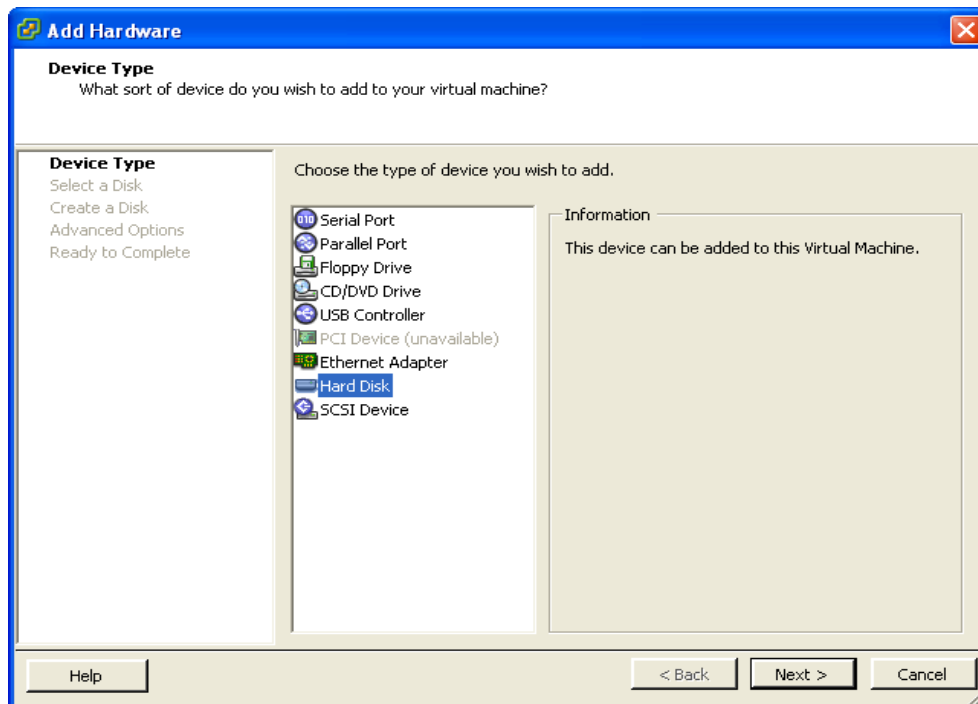
8. Right click on the corresponding VM, and select [Edit Settings].



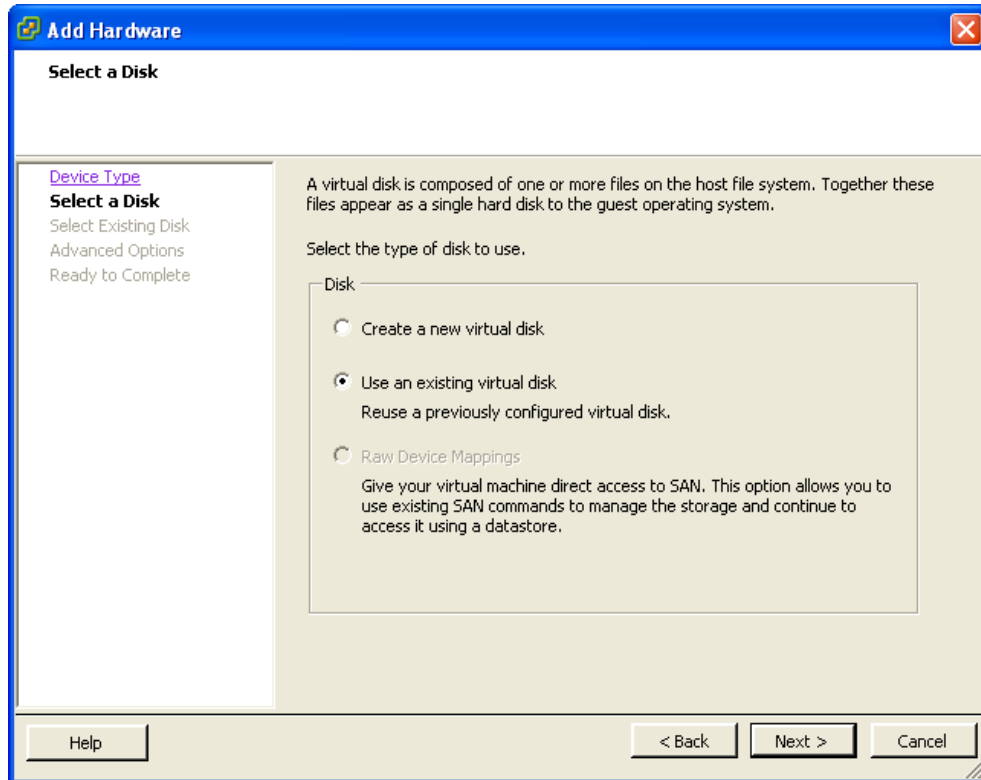
9. Select [Add] to add the newly restored virtual disk.



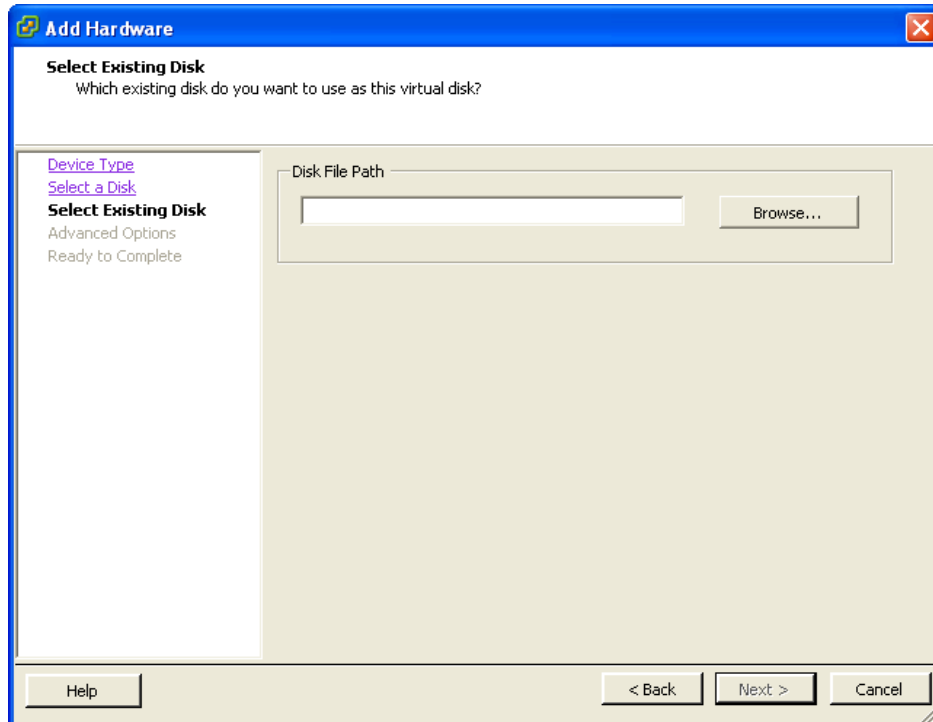
10. Select [Hard Disk] and then [Next].



11. Choose the option to [Use an existing virtual disk].



- Click [Browse] and browse to the newly restored virtual disk.



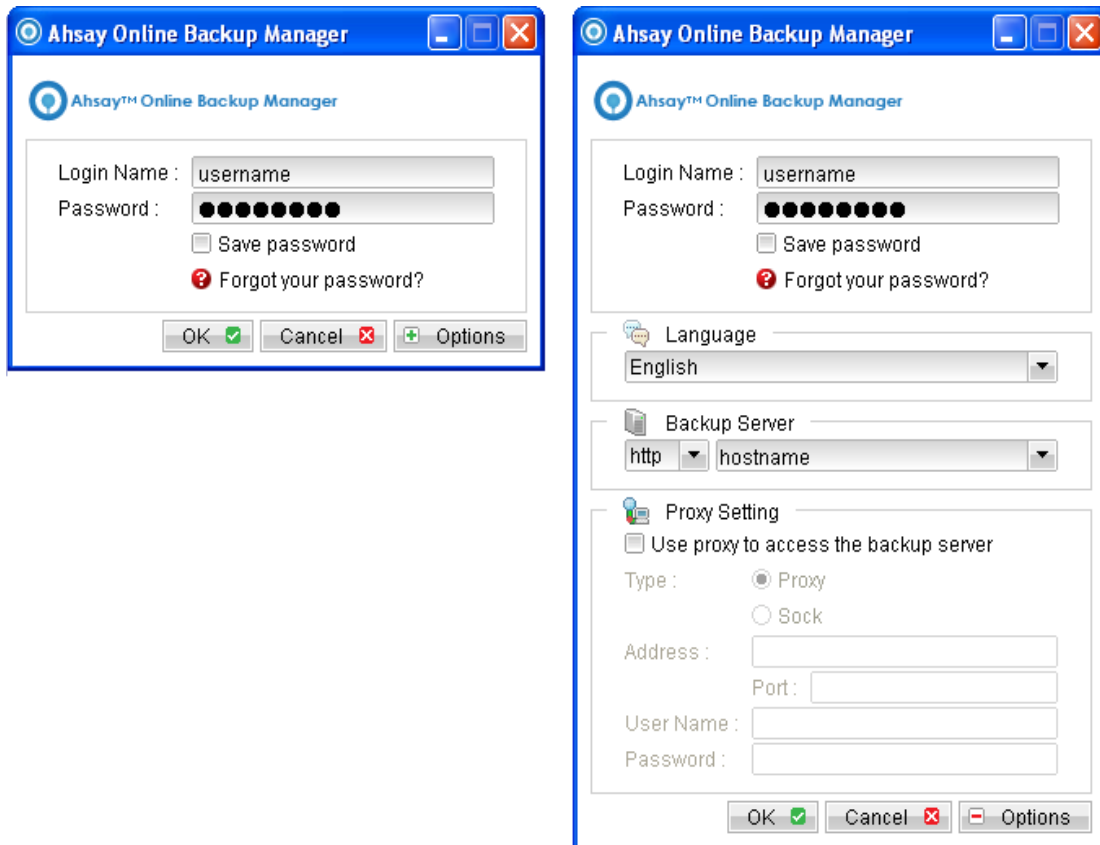
- Follow the instruction provided in the [Add Hardware] menu.
- Start the virtual machine.


13.1.9 How to backup virtual machines on VMware ESXi / ESX Server through vCenter with VDDK / non VDDK

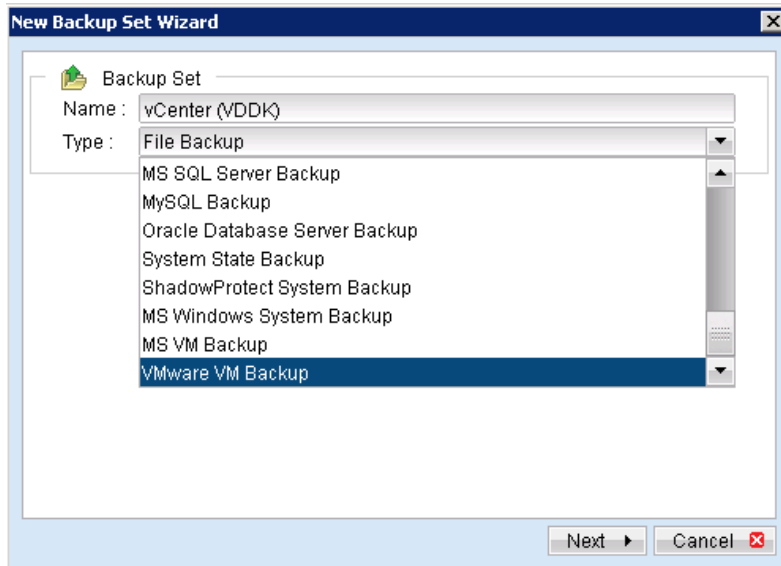
Refer to the following instructions to backup VM running on VMware ESXi or ESX Server (assuming AhsayOBM is installed on the vCenter server):

1. Login to the backup application's user interface.

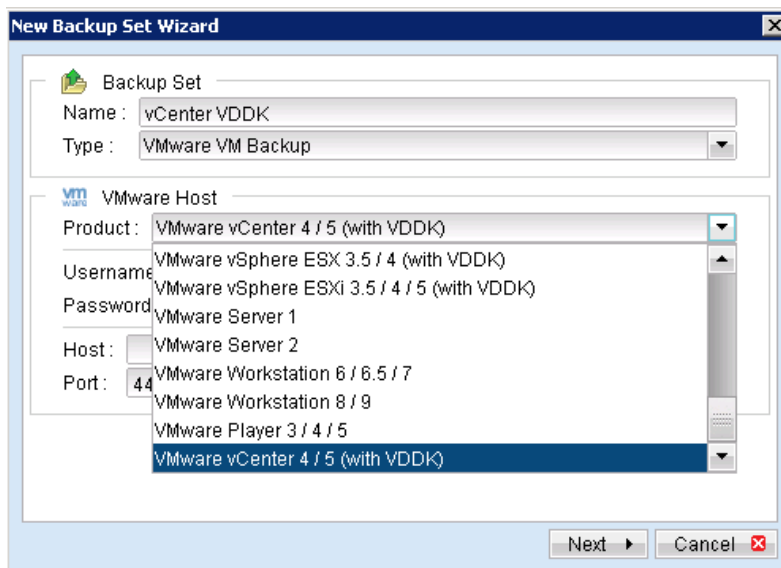
For backup client computer on Windows, double-click on the AhsayOBM desktop icon or right-click on the system tray icon:



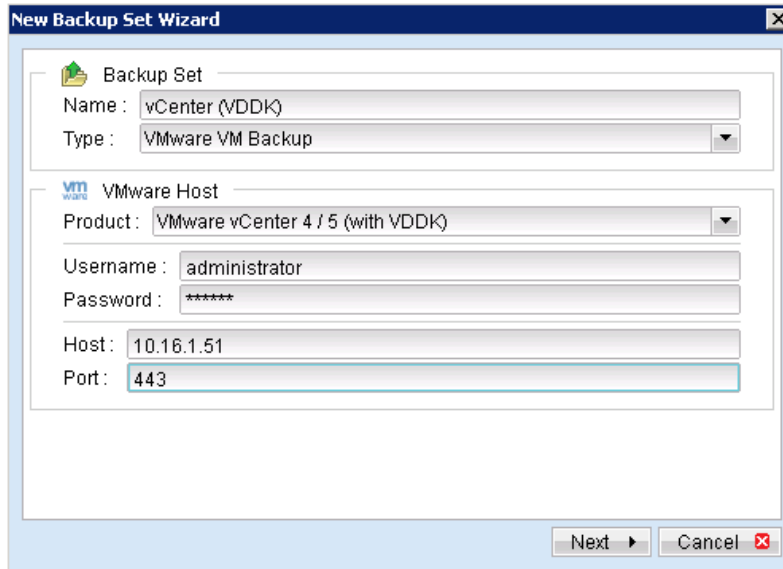
2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
3. Create a VMware VM Backup set by selecting [VMware VM Backup] from the backup set type dropdown menu.



4. Select the [VMware vCenter] from the Product dropdown box.

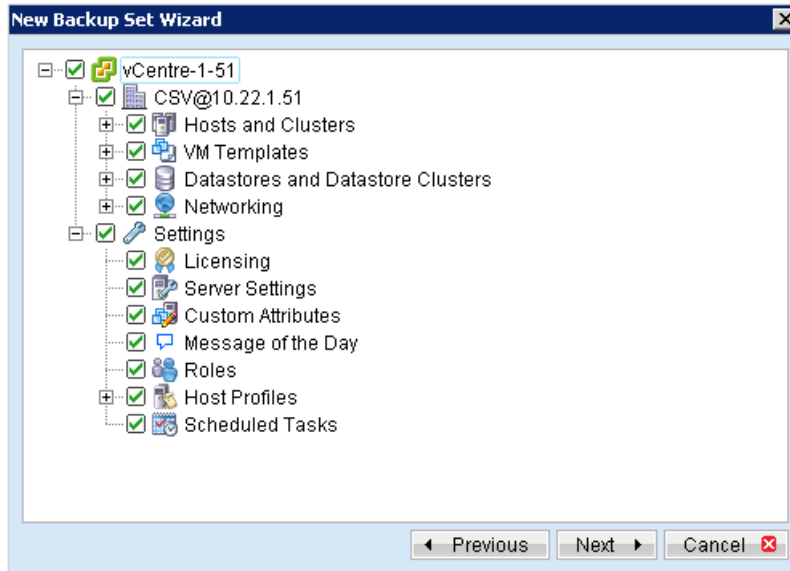


5. Enter the corresponding information required:



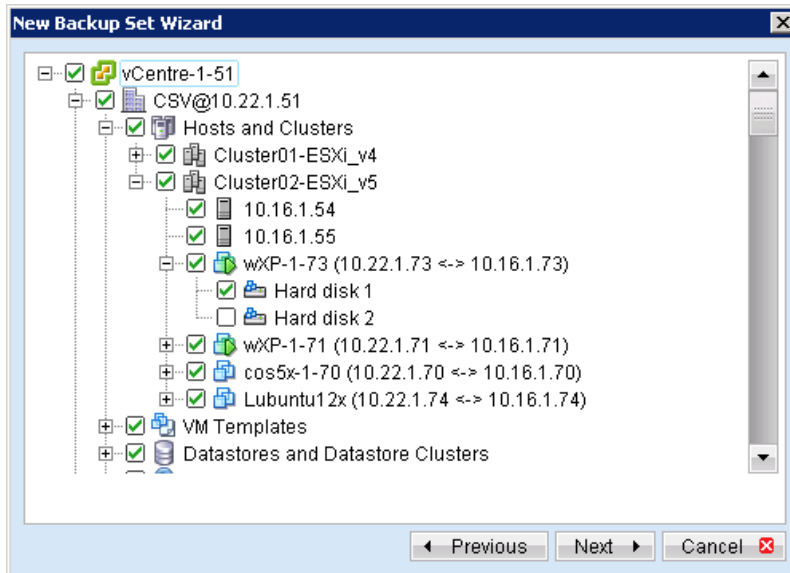
| Menu Items | Description |
|---------------------|---|
| Name | Enter a backup set name of your choice. |
| Type | Select backup set type [VMware VM Backup]. |
| VMware Host Version | Select version [VMware vCenter]. |
| Username | The username which has the administrator role. |
| Password | Enter the password for the user account. |
| Host | Enter the IP address or hostname of your vCenter server, do not use 'localhost' |
| Port | Enter 80 for connection via HTTP protocol or 443 for HTTPS protocol. |

6. Select [Next] to proceed.
7. Select the corresponding virtual machines for backup.



| vCenter Items | Description |
|-----------------------------------|---|
| Hosts and Clusters | VM host and cluster, virtual hard disk information. |
| VM Templates | Contains virtual machine templates. |
| Datastores and Datastore Clusters | Contains information about the data stores and data store cluster in the inventory. |
| Networking | Configuration of vSphere distributed switch and network settings. |
| Settings - Licensing | vCenter and host information. |
| Settings - Server Settings | vCenter server settings such as licensing, statistic and timeout information etc. |
| Settings - Custom Attributes | Custom attributes for the VM summary. |
| Settings - Message of the Day | Message of the day in vCenter. |
| Settings - Roles | Information on the login user privilege. |
| Settings - Host Profiles | Configuration details of a specific host. |
| Settings - Scheduled Tasks | Scheduled action for the VM |

8. Alternatively, select individual virtual disk for backup by expanding the corresponding VM sub tree.



Note:

For backup of individual virtual disk, configuration files of the VM are also backed up.

Important:

For backup of VM with snapshot, backup of the whole VM instead of individual disk is highly recommended.

9. Configure a backup schedule for unattended backups.

Note:

Multiple backup schedules of different types can be configured for the same backup set.

10. Select an encryption setting for your backup set.
11. Press the [OK] button to complete the configuration of backup set.
12. Scheduled backup will run automatically at the configured schedule time.
13. Click [Backup] button on the left panel to perform a backup immediately.

13.1.10 How to restore virtual machines on VMware ESXi / ESX Server through vCenter

Refer to the following instructions to restore VM running on VMware ESXi or ESX Server.

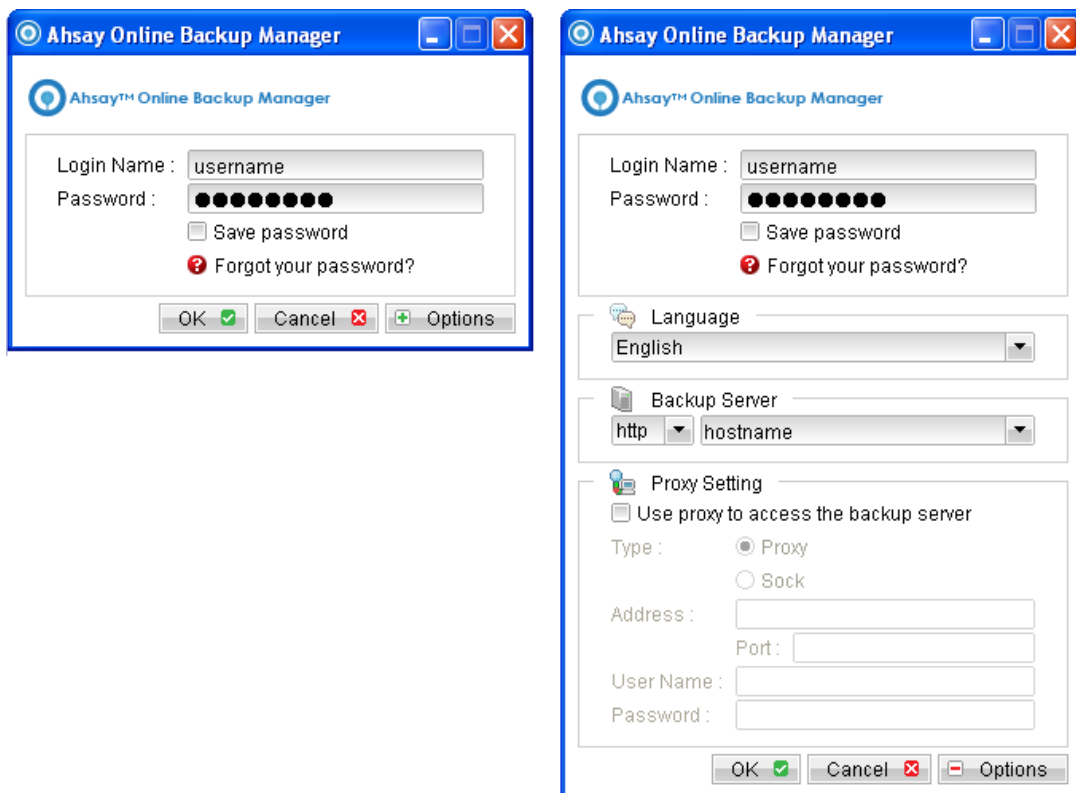
VM can be restored to the original location with the following condition:

- If the VM to be restored does not exist on the original hypervisor, the VM will be restored as a new virtual machine.
- If the VM to be restored still exist on the original hypervisor, the existing VM will be replaced by the backed up version.

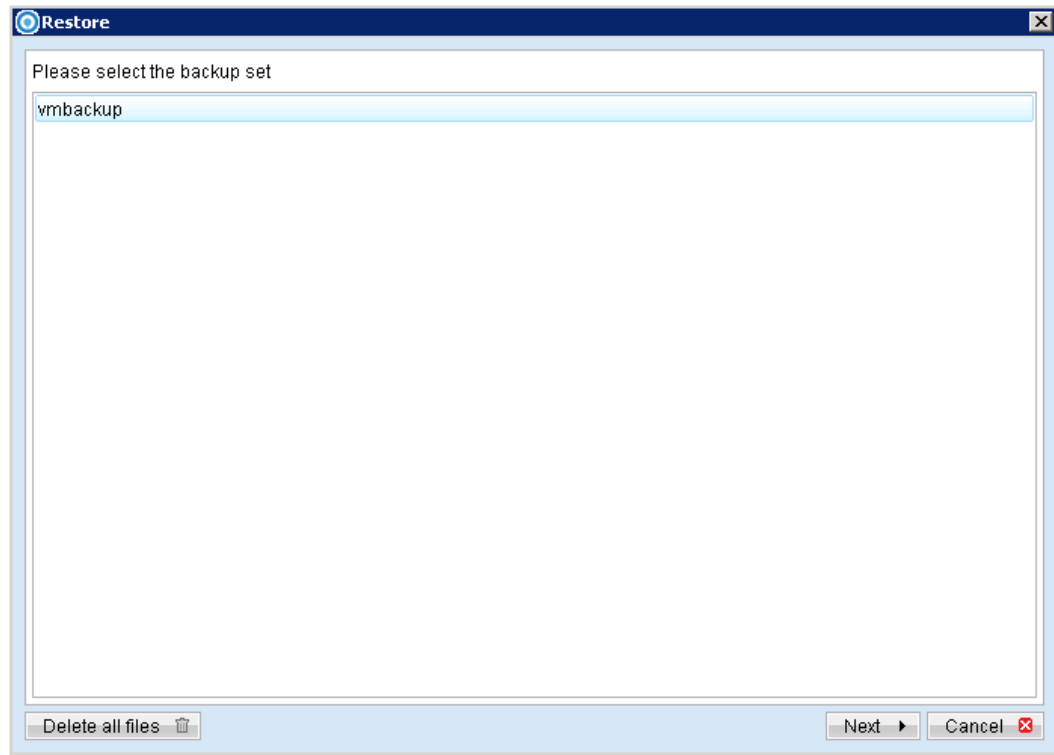
13.1.10.1 How to restore virtual machines to the original hypervisor

1. Login to the backup application's user interface.

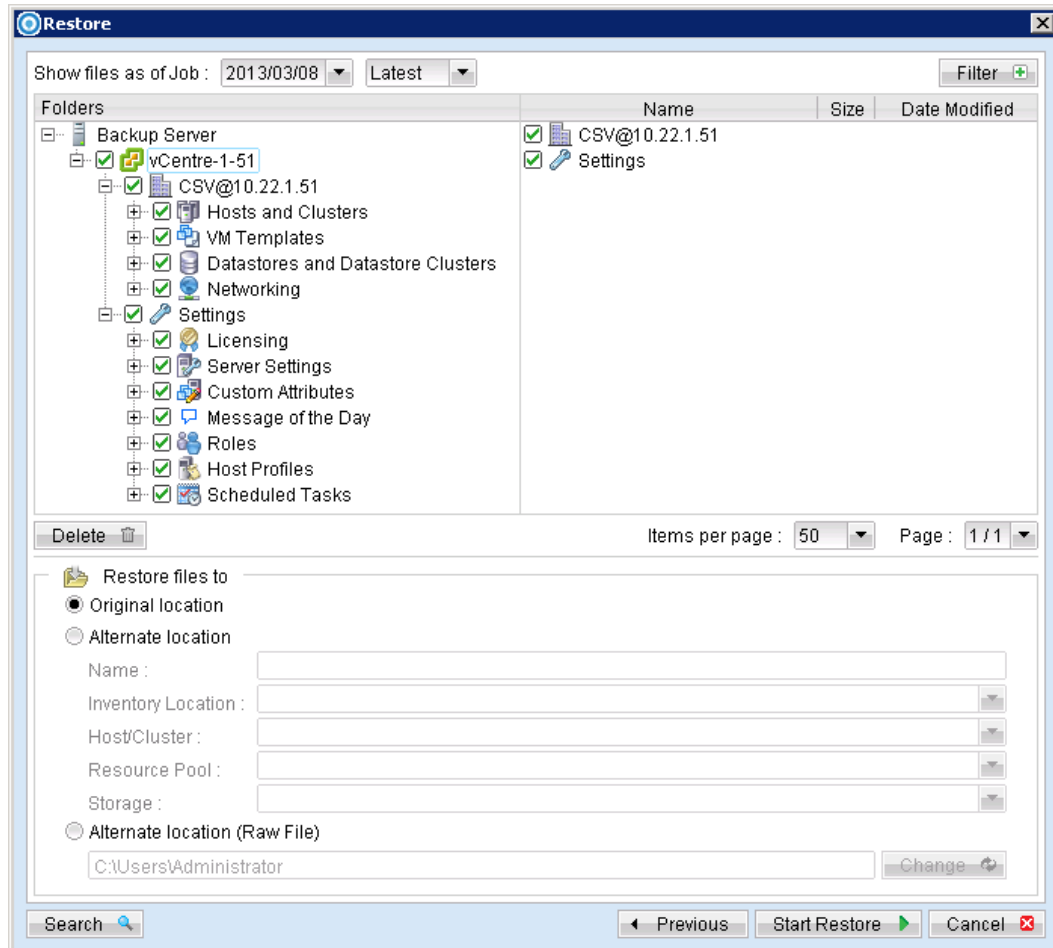
Double-click on the AhsayOBM desktop icon or right-click on the system tray icon:



2. Select the [Restore] button and the corresponding backup set.



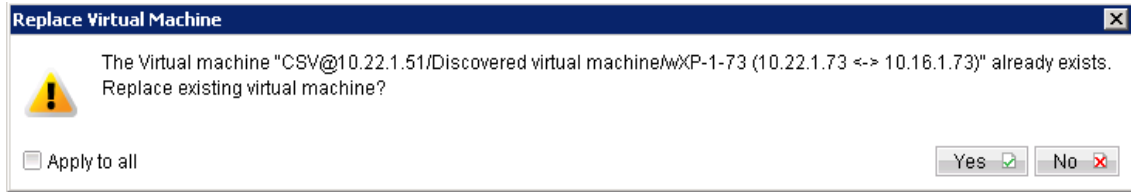
3. Select the virtual machines to be restored and choose [Original Location] for restore files to.



| vCenter Items | Description |
|-----------------------------------|---|
| Hosts and Clusters | VM host and cluster, virtual hard disk information. |
| VM Templates | Contains virtual machine templates. |
| Datastores and Datastore Clusters | Contains information about the data stores and data store cluster in the inventory. |
| Networking | Configuration of vSphere distributed switch and network settings. |
| Settings - Licensing | vCenter and host information. |
| Settings – Server Settings | vCenter server settings such as licensing, statistic and timeout information etc. |
| Settings – Custom Attributes | Custom attributes for the VM summary. |
| Settings – Message of the Day | Message of the day in vCenter. |
| Settings - Roles | Information on the login user privilege. |
| Settings - Host Profiles | Configuration details of a specific host. |
| Settings – Scheduled Tasks | Scheduled action for the VM |

- Click the [Start Restore] button to begin the restore process.

5. User will be prompted if a virtual machine selected to be restored exist on the hypervisor.

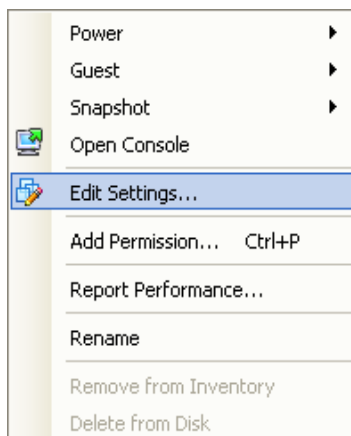


6. When the restore process is completed, the virtual machines will be restored to the original hypervisor.
7. For any virtual disk that was not restored (e.g. original backup source did not include all hard disks configured for the VM).

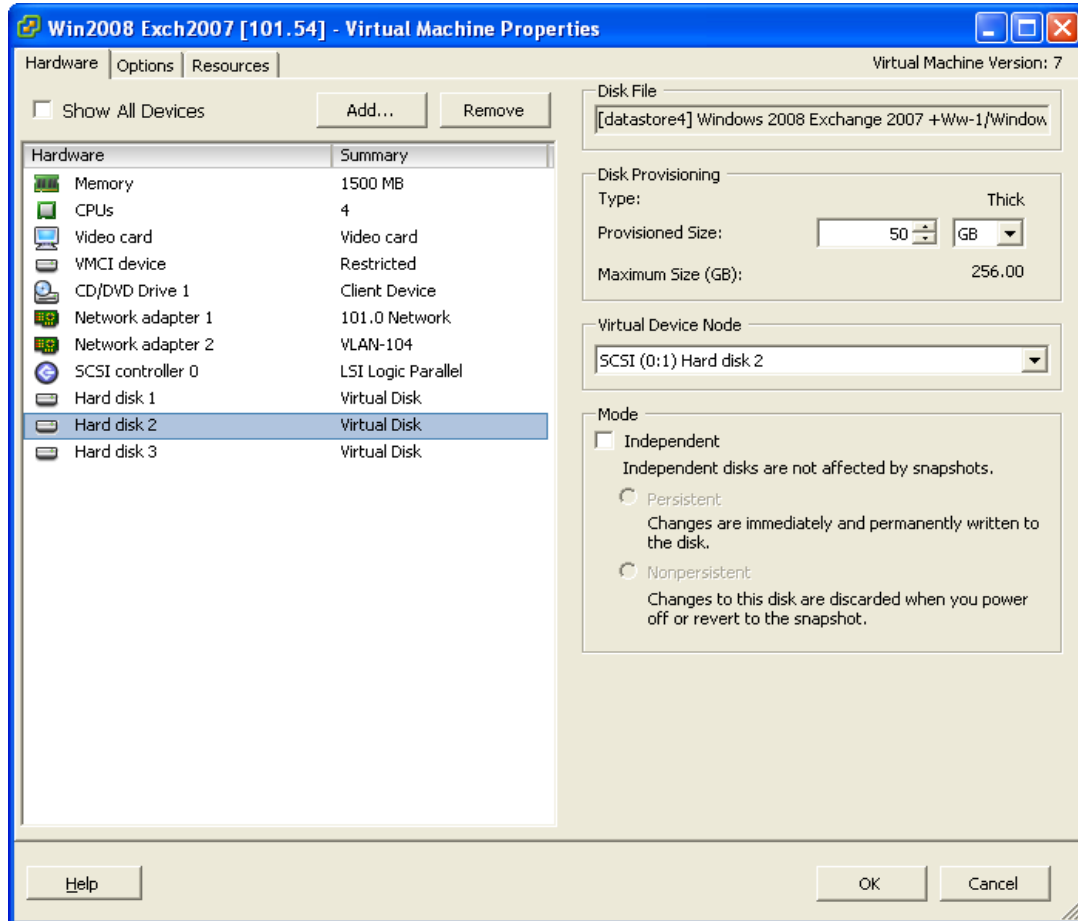
Continue to the next steps for instruction to remove the missing hard disk from the virtual machine's configuration.

For original virtual machine with no snapshot

1. Open VMware vSphere Client to access to the vCenter.
2. Under inventory, right click on the newly restored virtual machine, select [Edit Settings].



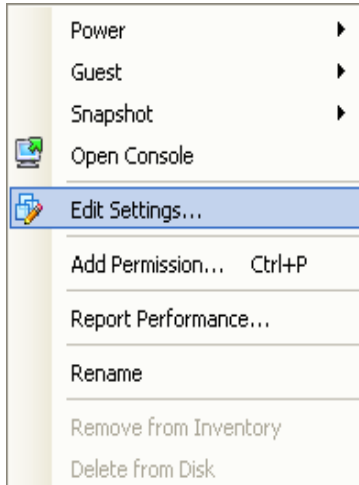
3. For each virtual disk that was not restored, remove the corresponding [Hard disk] from [Hardware].



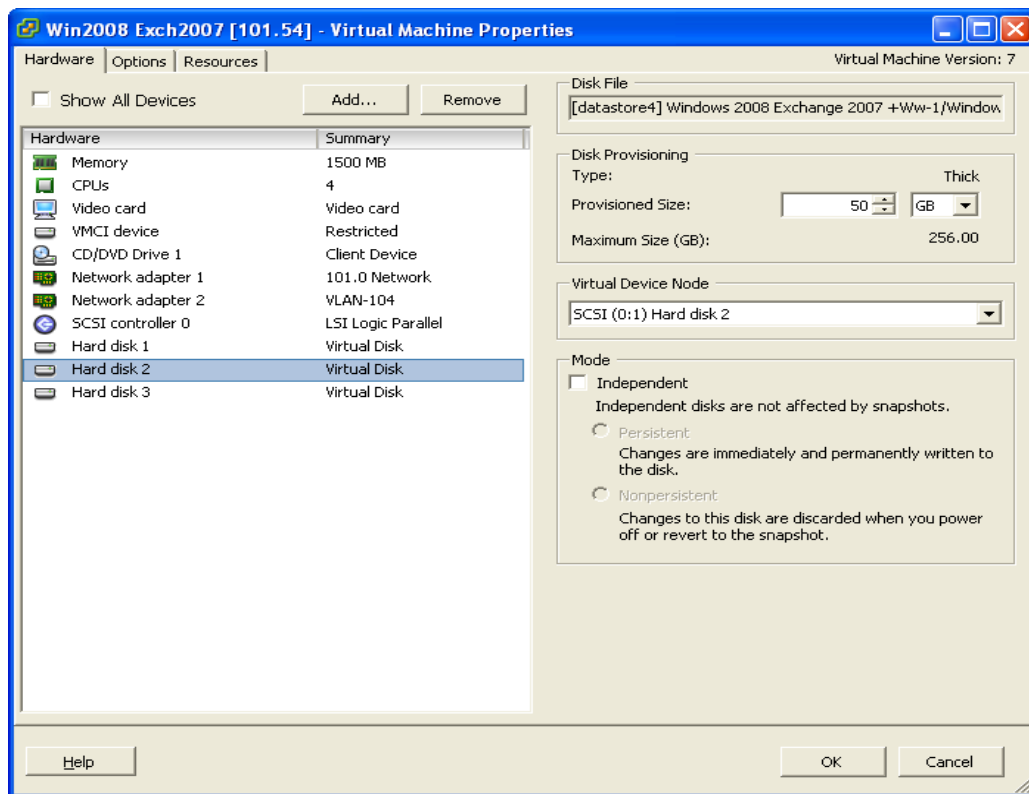
4. Start the virtual machine afterward.

For original virtual machine with snapshot (non-VDDK mode)

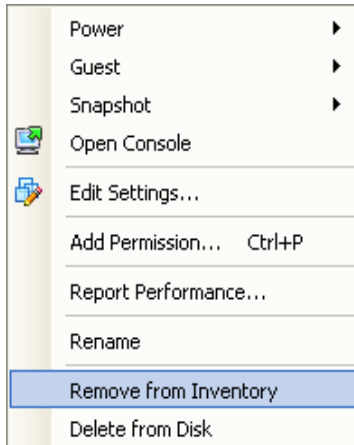
1. Open VMware vSphere Client to access to the vCenter.
2. Under inventory, right click on the newly restored virtual machine, select [Edit Settings].



3. For each virtual disk that was not restored, remove the corresponding [Hard disk] from [Hardware].



4. Remove the VM from inventory.
5. Right click on the newly restored virtual machine; select [Remove from Inventory].



6. Locate the virtual machine's folder location on the hypervisor.

Important:

Serious problem may occur if the configuration files are incorrectly modified; it may prevent the virtual machine from starting.

Please only perform the following procedures if you have in-depth knowledge on VMware product.

7. Delete the lines of the removed virtual disk.
 - Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the line of all non existing virtual disk.

Example:

Snapshot 1, SCSI (0:2) Disk 2 is removed.

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
```

```
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
snapshot0.disk2.fileName = "Windows 2008-2.vmdk"
snapshot0.disk2.node = "scsi0:2"
```

- Remove the corresponding lines.

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot.
- Save the changes afterward.

8. Update the number of virtual disk.

- Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the `numDisks` parameter.

Example:

Snapshot 1, if one of the disks is removed, updates the value of `snapshot0.numDisks`

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
```

```
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Modify the line from:

```
snapshot0.numDisks = "3"
```

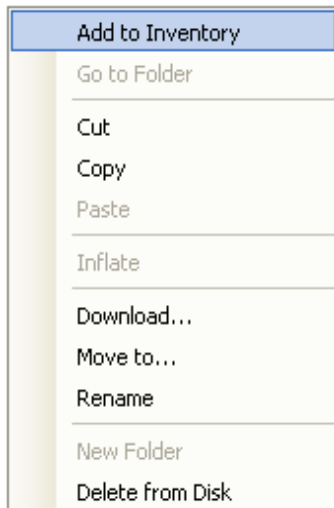
To

```
snapshot0.numDisks = "2"
```

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "2"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot.
- Save the changes afterward.

9. Add the VM back into the inventory.



10. Remove any existing snapshot.

Important:

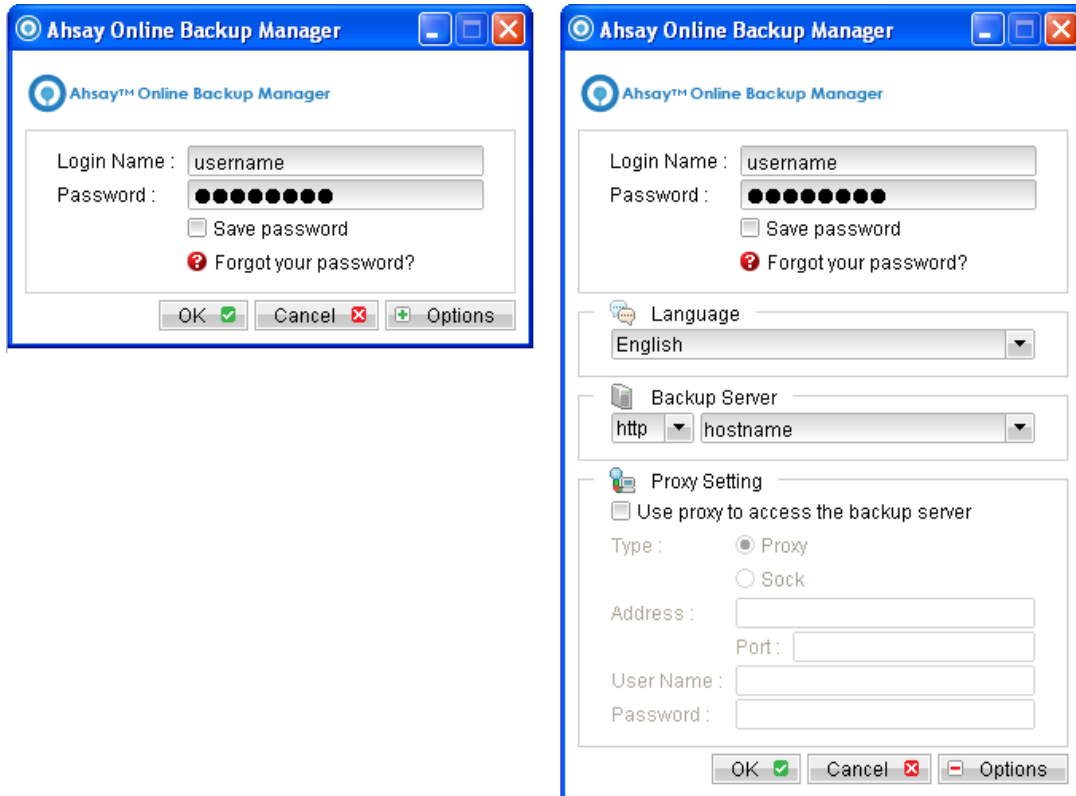
The restored virtual machine does not support the reversion of previous snapshots if they contain virtual disks not restored.

11. Start the virtual machine.

13.1.10.2 How to restore virtual machines to another hypervisor

1. Login to the backup application's user interface.

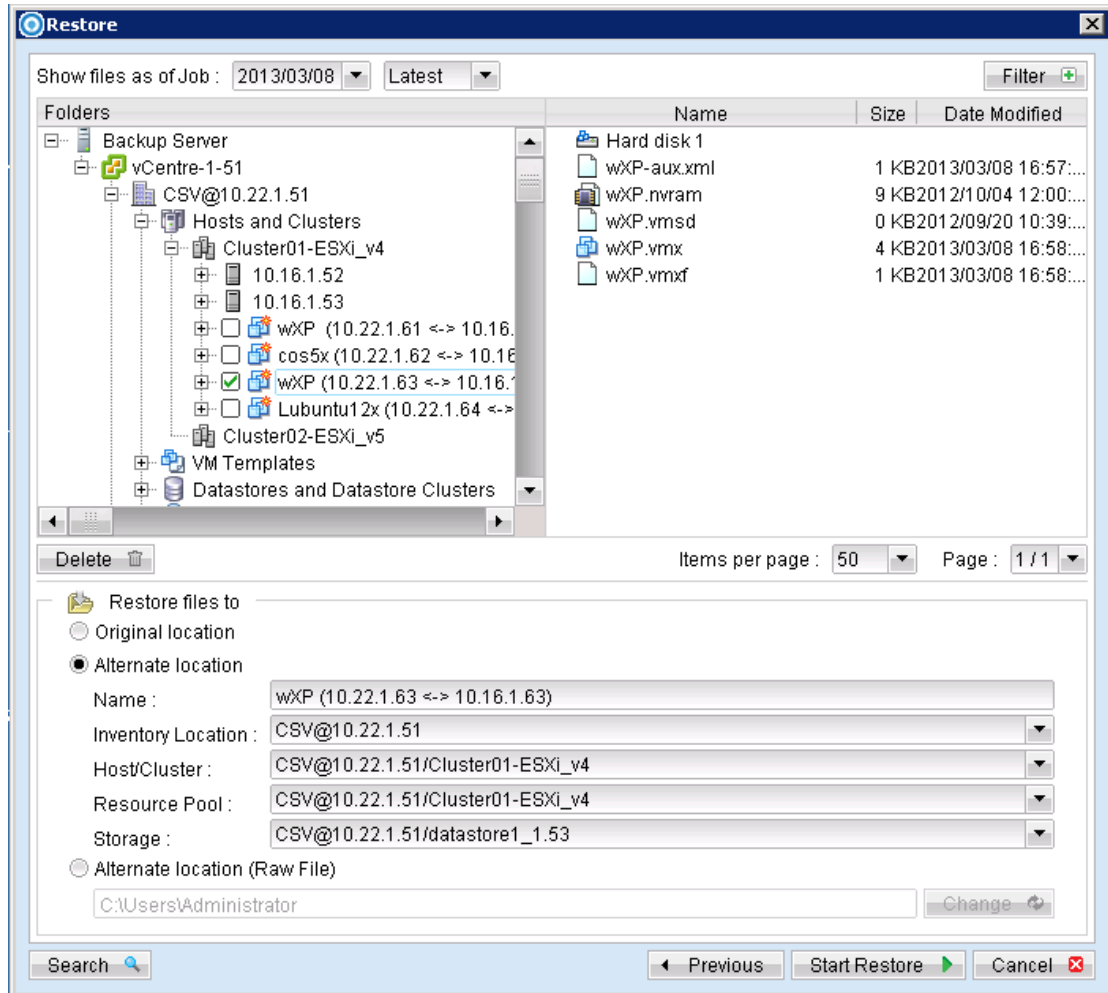
Double-click on the AhsayOBM desktop icon or right-click on the system tray icon:



2. Click on the [Restore] button and the corresponding backup set.

Alternate location

Select this option if you want to use AhsayOBM to search the available hypervisor.



3. Select the virtual machines to be restored and choose [Alternate location] for restore files to. One VM can be selected at a time. (All the available ESX/ESXi will be listed accordingly.)

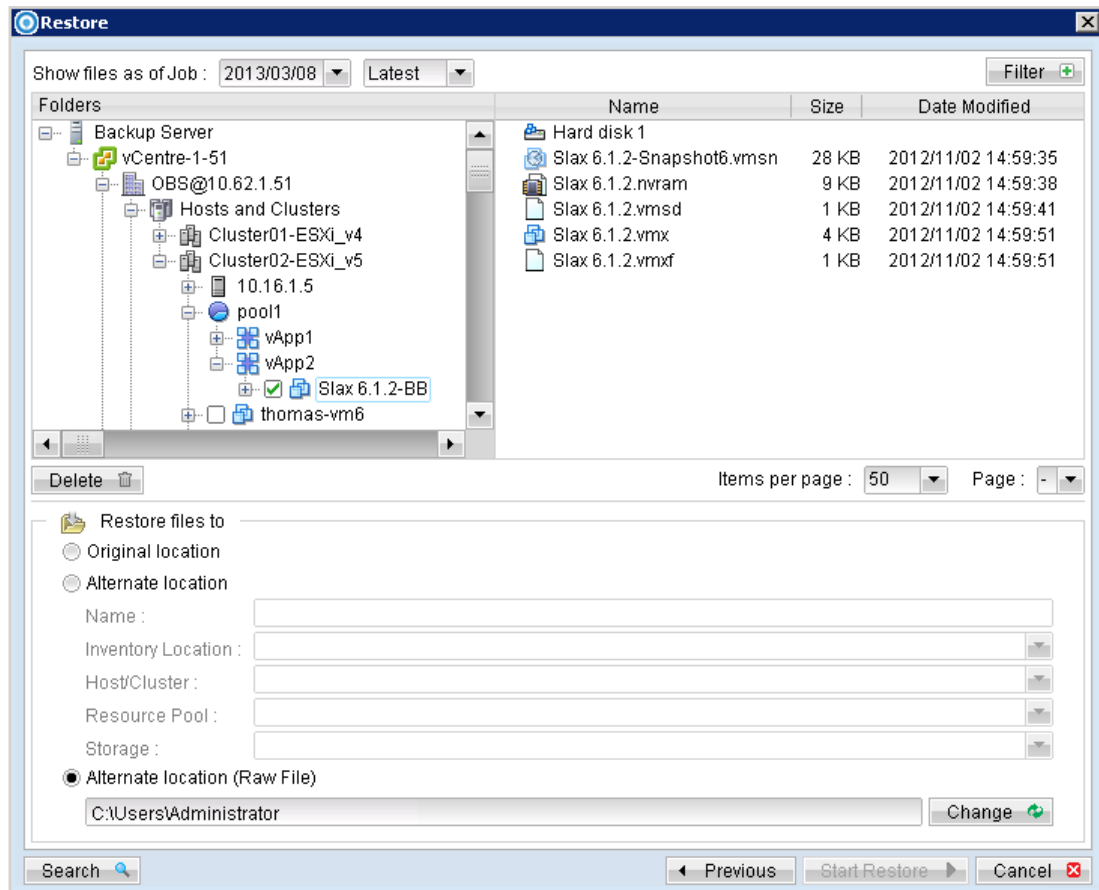
Note: The setting is not available for the restore to 'Alternation location'.

4. Click the [Start Restore] button to begin the restore process.
5. When the restore process is completed, data of the selected virtual machines will be restored and registered to the specific location.
6. For any virtual disk that was not restored (e.g. original backup source did not include all hard disks configured for the VM).

Continue to the next steps for instruction to remove the missing hard disk from the virtual machine's configuration

Alternate location (Raw File) (non-VDDK mode)

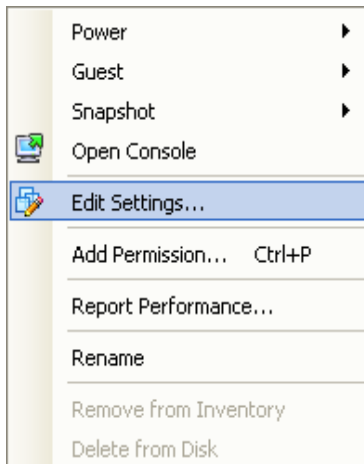
Select this option if you want to transfer the VM files to another hypervisor manually.



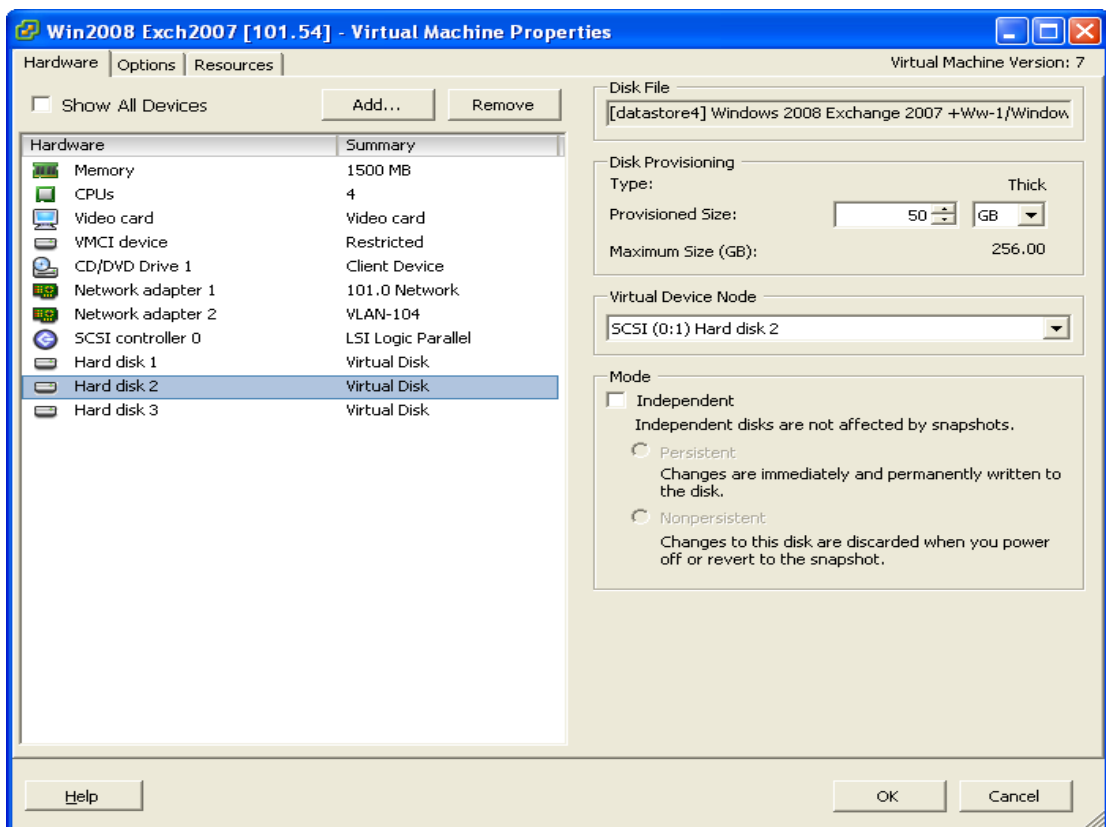
7. Select the virtual machines to be restored and choose [Alternate location (Raw File)].
8. Click on the [Change] button and select the path to save the restore files.
9. Click the [Start Restore] button to begin the restore process.
10. Transfer the VM files to another hypervisor manually.
11. Open VMware vSphere Client
12. Add VM to the inventory.

For original virtual machine with no snapshot

1. Open VMware vSphere Client to access to the vCenter.
2. Under inventory, right click on the newly restored virtual machine, select [Edit Settings].



- For each virtual disk that was not restored, remove the corresponding [Hard disk] from [Hardware].

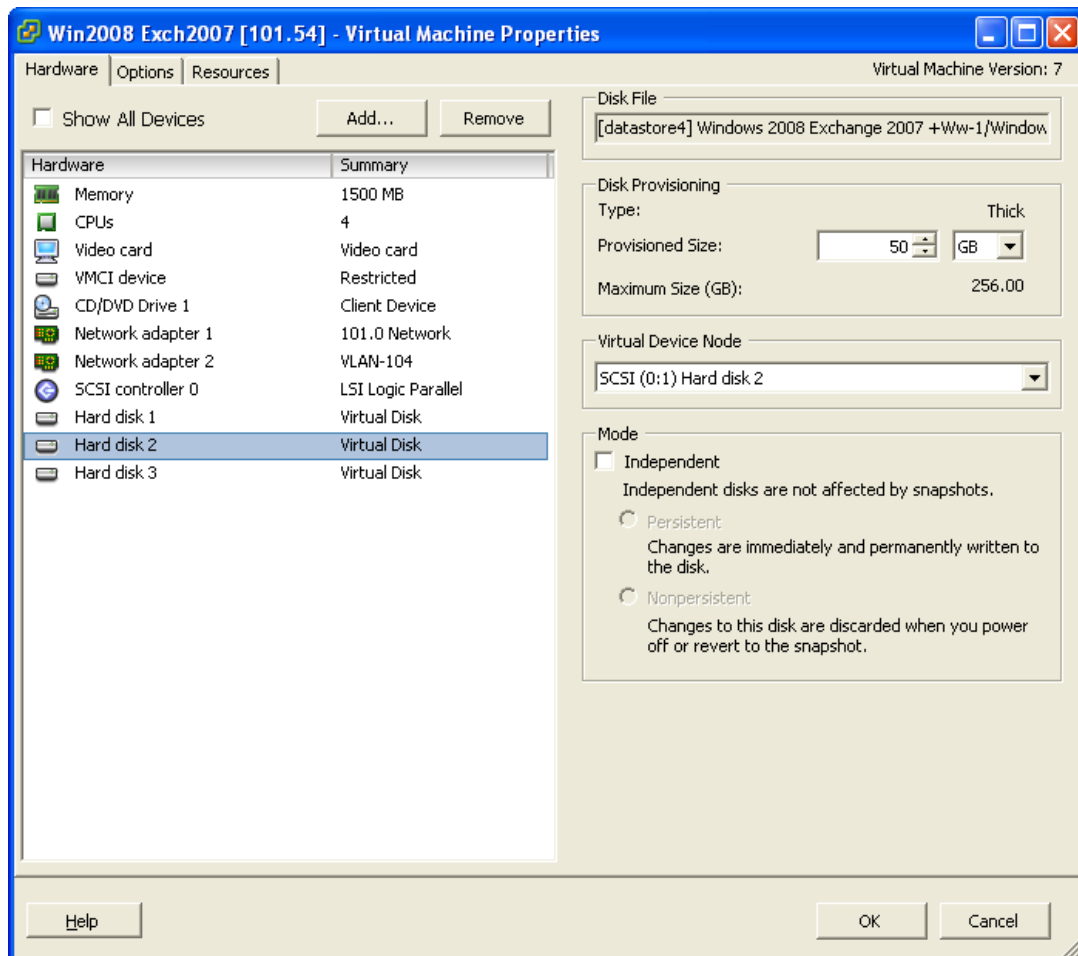


- Start the virtual machine afterward.

For original virtual machine with snapshot

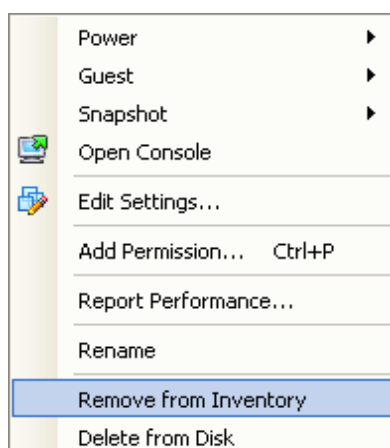
- Open VMware vSphere Client to access to the vCenter.

2. Under inventory, right click on the newly restored virtual machine, select [Edit Settings].
3. For each virtual disk that was not restored, remove the corresponding [Hard disk] from [Hardware].



4. Remove the VM from inventory.

Right click on the newly restored virtual machine; select [Remove from Inventory].



5. Locate the virtual machine's folder location on the hypervisor.

Important:

Serious problem may occur if the configuration files are incorrectly modified; it may prevent the virtual machine from starting.

Please only perform the following procedures if you have in-depth knowledge on VMware product.

6. Delete the lines of the removed virtual disk.

- Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the line of all non existing virtual disk.

Example:

Snapshot 1, SCSI (0:2) Disk 2 is removed.

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
snapshot0.disk2.fileName = "Windows 2008-2.vmdk"
snapshot0.disk2.node = "scsi0:2"
```

- Remove the corresponding lines.

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
```

```
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot.
- Save the changes afterward.

7. Update the number of virtual disk.

- Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the `numDisks` parameter.

Example:

Snapshot 1, if one of the disks is removed, updates the value of `snapshot0.numDisks`

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Modify the line from:

`snapshot0.numDisks = "3"`

To

snapshot0.numDisks = "2"

```
.encoding = "UTF-8"
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "2"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot (e.g. *snapshot0.**, *snapshot1.**).
 - Save the changes afterward.
8. Add the VM back into the inventory.
 9. Remove any existing snapshot.

Important:

The restored virtual machine does not support the reversion of previous snapshots if they contain virtual disks not restored.

10. Start the virtual machine.

13.2 Backup virtual machines running on VMware Server

13.2.1 Supported versions

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the supported versions.

13.2.2 Requirements and recommendations

Please ensure that the following requirements are met by the VMware Server:

1. AhsayOBM version 6.7 or above is installed on the VMware Server.

Note:
Resource allocation for both VM hosting and backup operation must be taken into consideration.
2. AhsayOBM must be installed on the hypervisor.
3. For VMware Server installation on Linux:
 - The root account must be enabled.
 - GUI environment must be installed on the hypervisor (e.g. GOME or KDE).
4. The following TCP ports must be opened on the hypervisor:
 - Port 902
 - Port 912
 - Port 8222
 - Port 8333
5. Consider increasing the JVM (Java Virtual Machine) memory allocation to improve performance of the backup operation.
6. It is recommended that the datastore have disk space of the largest sized virtual machine to be backed up.
7. It is recommended that the temporary directory have disk space of at least 50% of the largest sized virtual machine to be backed up.
8. It is recommended that the temporary directory be configured on a local drive.
9. It is recommended that the temporary directory is not configured on the same partition which the operating system is installed on.
10. Consider performing routine recovery test to ensure your backup is setup and performed properly.
11. For VMware server on 64-bit Linux, please add the following soft link

```
ln -s /usr/lib/vmware-vix/libvixAllProducts.so /usr/lib64/
```

Assume the "libvixAllProducts.so" is under "/usr/lib/vmware-vix/".

13.2.3 Limitations

The following are limitations of the VMware VM backup module:

1. For VMware Server 1.x, active virtual machine selected for backup must be powered down for the backup process to begin.
2. For backup of individual virtual disk, the restored virtual machine does not support the reversion of previous snapshots, if the snapshot contains disks which are not previously backed up by AhsayOBM.
3. Independent Disk is not supported. For virtual machines with Independent Disks, those disks will not be backed up.

13.2.4 Overview

The following steps are performed during a backup job:

1. Connection from the backup client to the backup server is established.
2. Download the server file list from the backup server.
3. VMware Server 1.x
Commands are issued to the hypervisor to shutdown the virtual machine for backup.

VMware Server 2.x
Commands are issued to the hypervisor to create snapshot of the virtual machine for backup.
4. Server and local file lists are compared to determine which file will be uploaded.
5. Delta file is generated for modified file (if necessary).
6. Existing, and snapshot data are encrypted, compressed, and streamed to the backup server.
7. VMware Server 1.x
Commands are issued to the hypervisor to start up the virtual machine.

VMware Server 2.x

Commands are issued to the hypervisor to create snapshot of the virtual machine for backup.

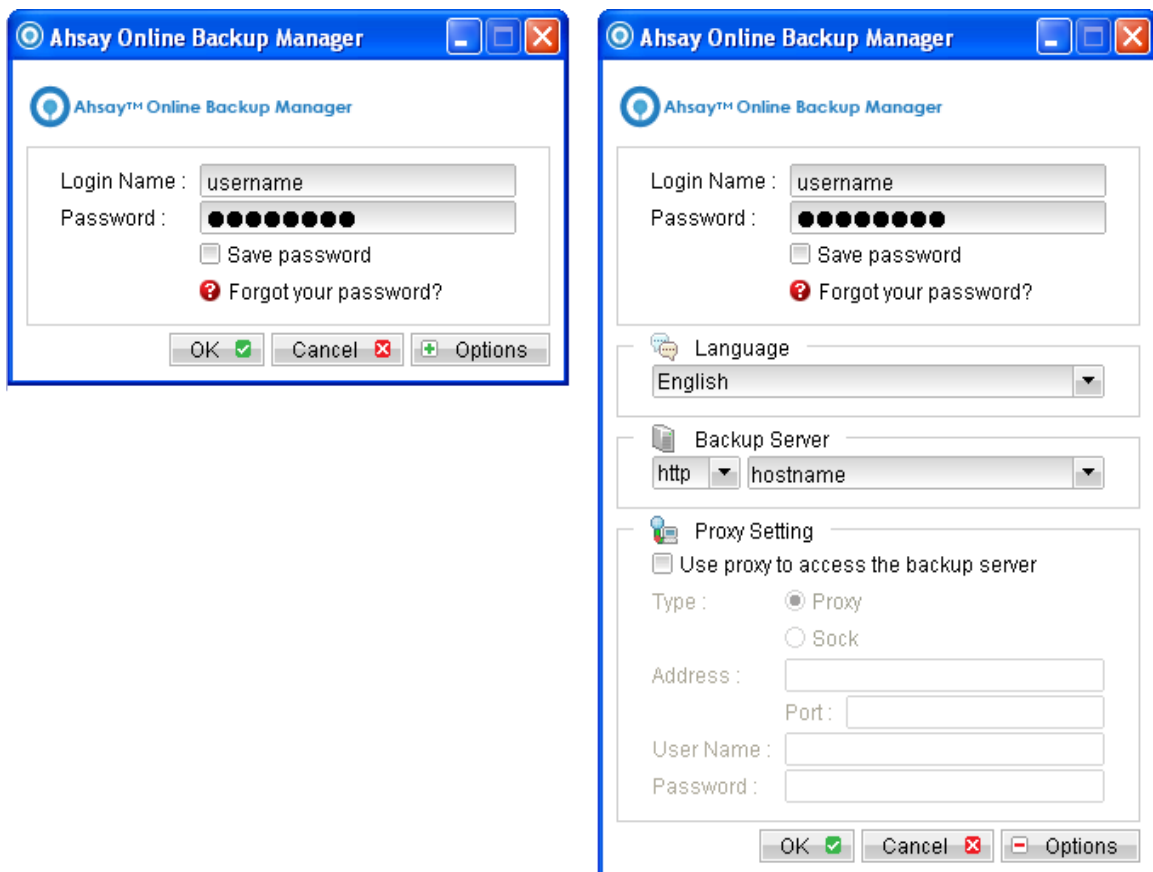
8. Backup completed successfully.

13.2.5 How to backup virtual machines on VMware Server

Refer to the following instructions to backup VM running on VMware Server:


1. Login to the backup application's user interface.

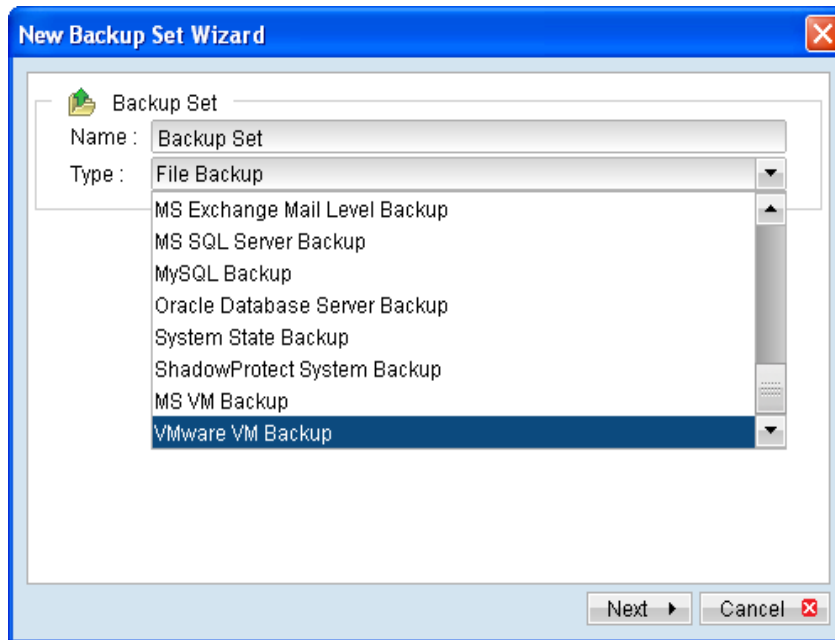
For VMware Server installation on Windows, double-click on the AhsayOBM desktop icon or right-click on the system tray icon:



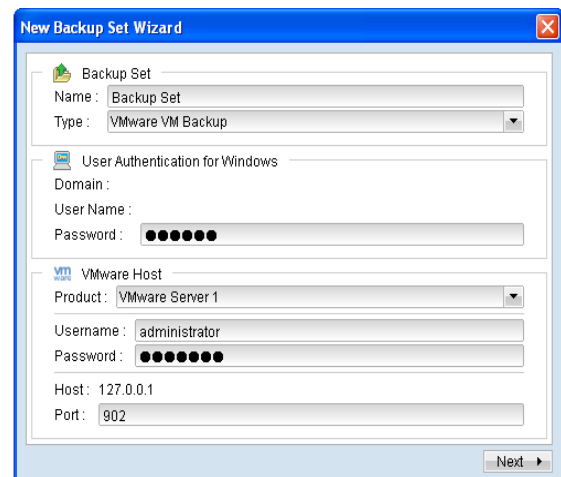
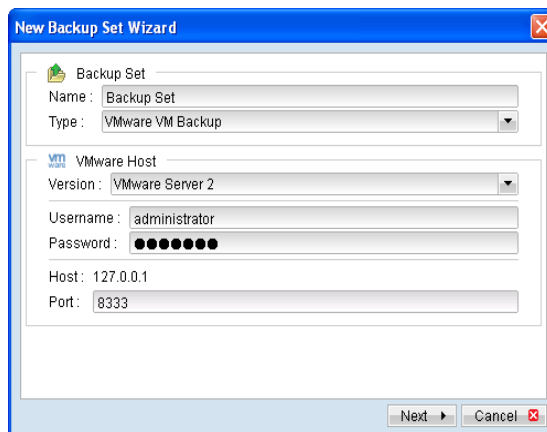
For VMware Server installation on Linux, enter the following command to start the AhsayOBM graphical user interface:

```
# sh /usr/local/obm/bin/RunOBC.sh &
```

2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.



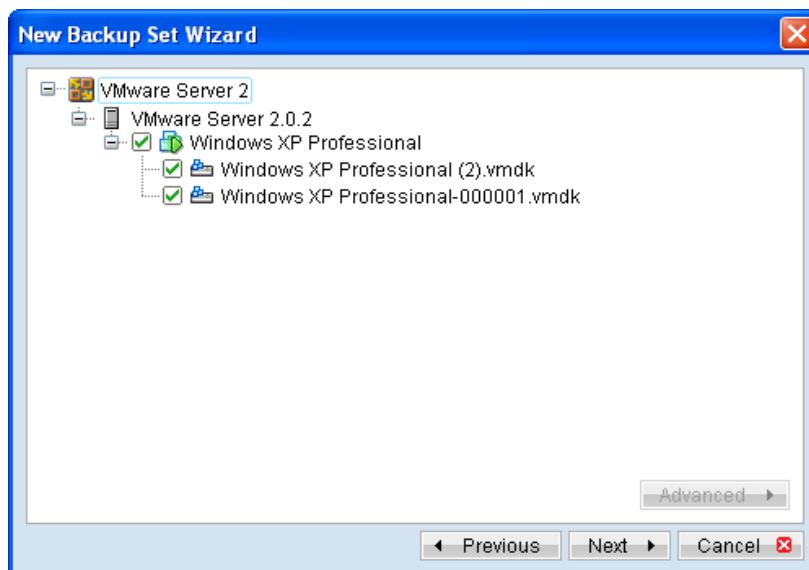
3. Create a VMware VM Backup set by selecting [VMware VM Backup] from the backup set type dropdown menu.
4. Enter the corresponding information required:



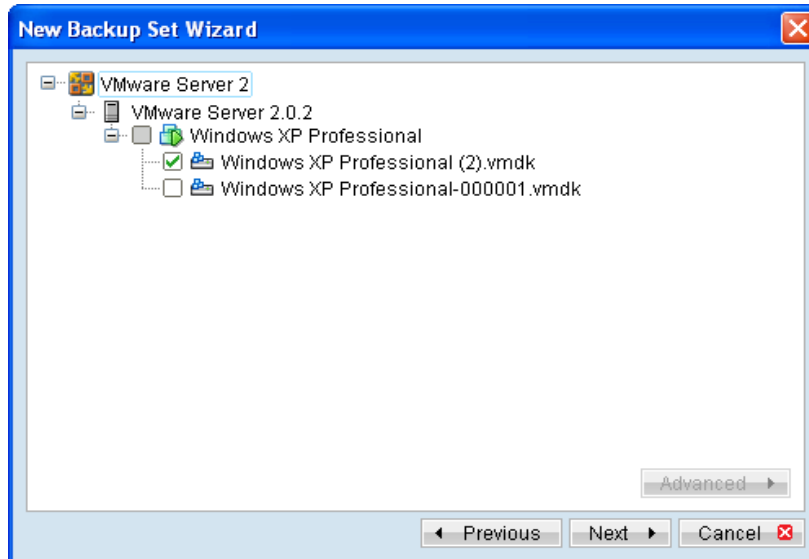
| Menu Items | Description |
|---------------------|--|
| Name | Enter a backup set name of your choice. |
| Type | Select backup set type [VMware VM Backup]. |
| VMware Host Version | Select host version, for example [VMware |

| | |
|----------|---|
| | Server 1] or [VMware Server 2] |
| Username | Enter the username of the hypervisor administrator. |
| Password | Enter the password of the hypervisor administrator. |
| Host | Default to 127.0.0.1, AhsayOBM must be installed on the hypervisor. |
| Port | Enter the corresponding port to the hypervisor. |

5. Select [Next] to proceed.
6. Select the corresponding virtual machines for backup.



7. Alternatively, select individual virtual disk for backup by expanding the corresponding VM sub tree.



Important:

For backup of VM with snapshot, backup of the whole VM instead of individual disk is highly recommended.

8. Configure a backup schedule for unattended backups.

Note:

Multiple backup schedules of different types can be configured for the same backup set.

9. Select an encryption setting for your backup set.
10. Press the [OK] button to complete the configuration of backup set.
11. Scheduled backup will run automatically at the configured schedule time.
12. Click [Backup] button on the left panel to perform a backup immediately.

Note:

For VMware Server 1.x, active virtual machine (selected for backup) must be powered down for the backup process to begin.

13.2.6 How to restore virtual machines on VMware Server

Refer to the following instructions to restore VM running on VMware Server.

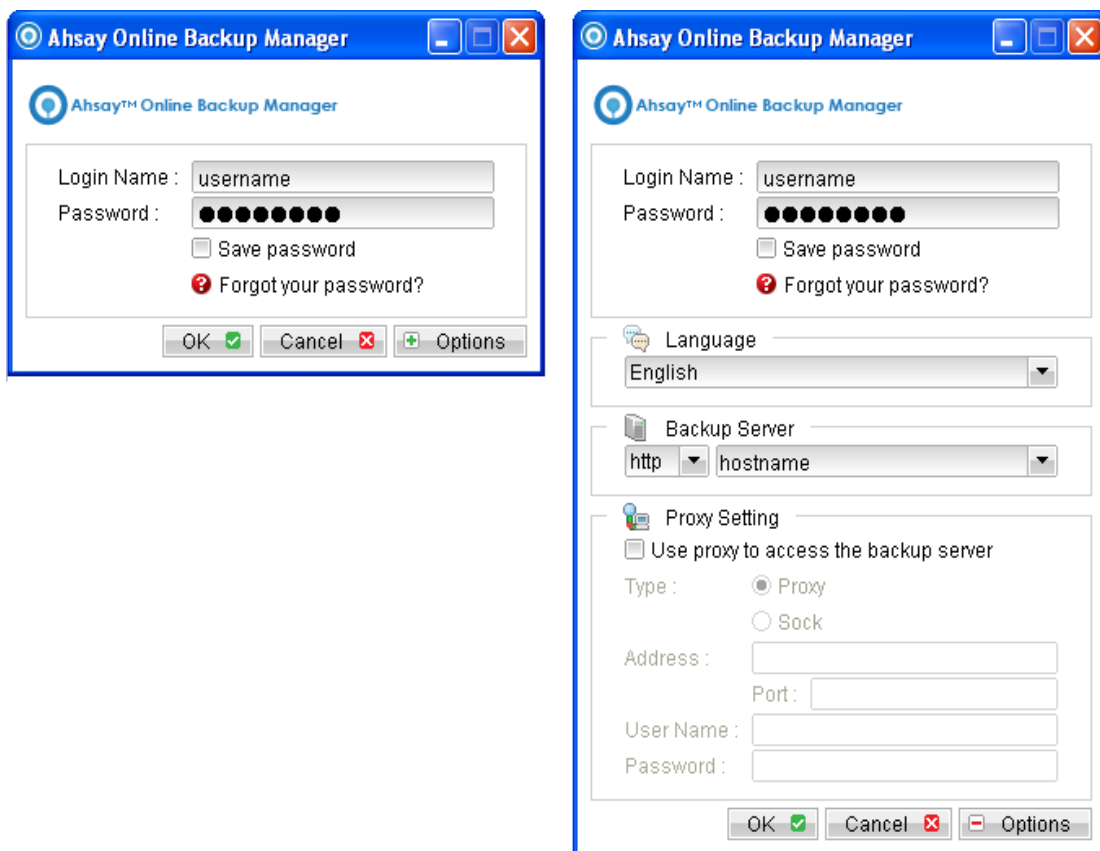
VM can be restored to the original location with the following condition:

- If the VM to be restored does not exist on the original hypervisor, the VM will be restored as a new virtual machine.
- If the VM to be restored still exist on the original hypervisor, the existing VM will be replaced by the backed up version.

13.2.6.1 How to restore virtual machines to the original hypervisor

1. Login to the backup application's user interface.

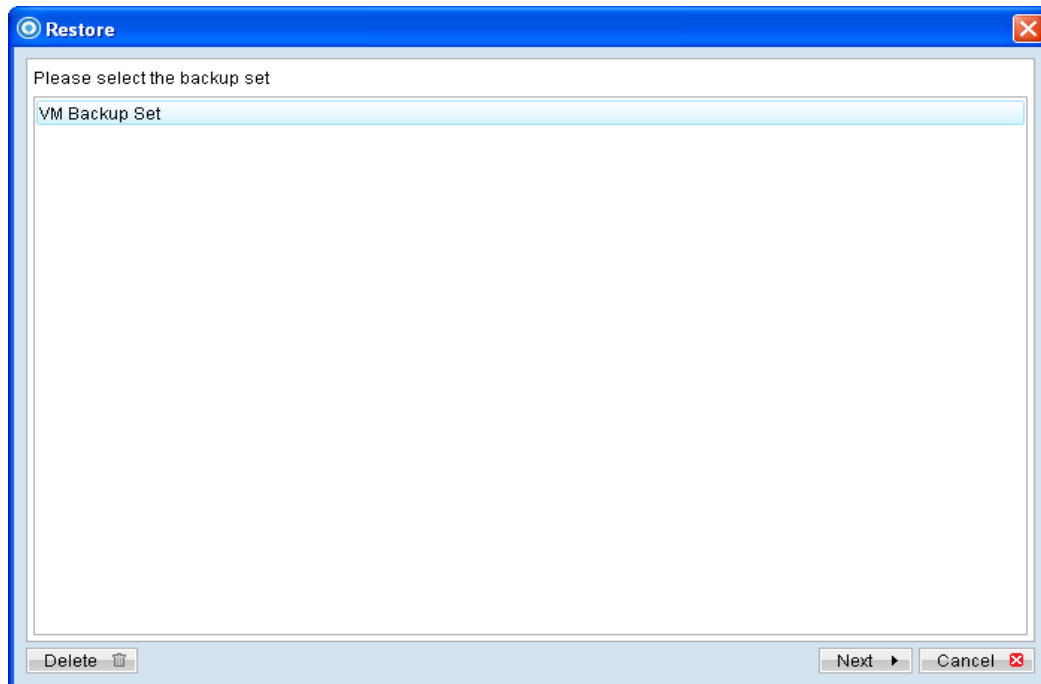
For VMware Server installation on Windows, double-click on the AhsayOBM desktop icon or right-click on the system tray icon:



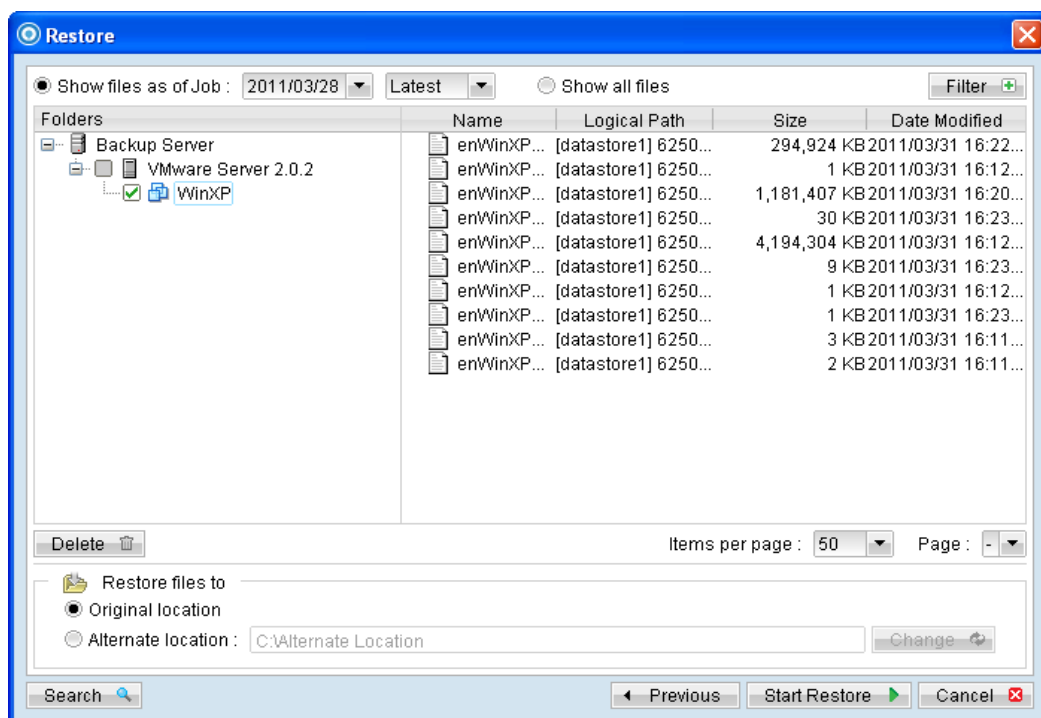
For VMware Server installation on Linux, enter the following command to start the AhsayOBM graphical user interface:

```
# sh /usr/local/obm/bin/RunOBC.sh &
```

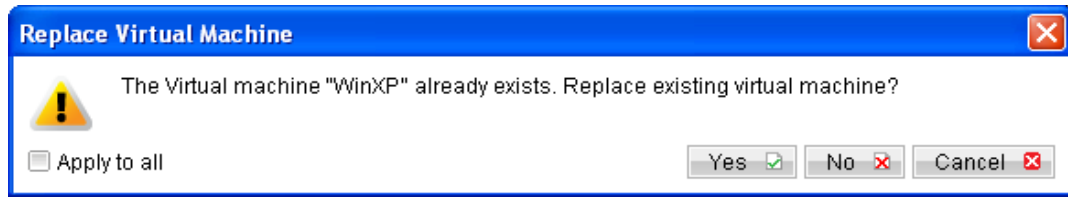
2. Select the [Restore] button and the corresponding backup set.



3. Select the virtual machines to be restored and choose [Original Location] for restore files to.



4. Click the [Start Restore] button to begin the restore process.
5. User will be prompted if a virtual machine selected to be restored exist on the hypervisor.

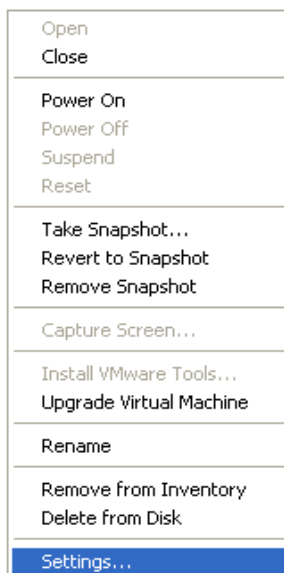


6. When the restore process is completed, the virtual machines will be restored to the original hypervisor.
7. For any virtual disk that was not restored (e.g. original backup source did not include all hard disks configured for the VM).

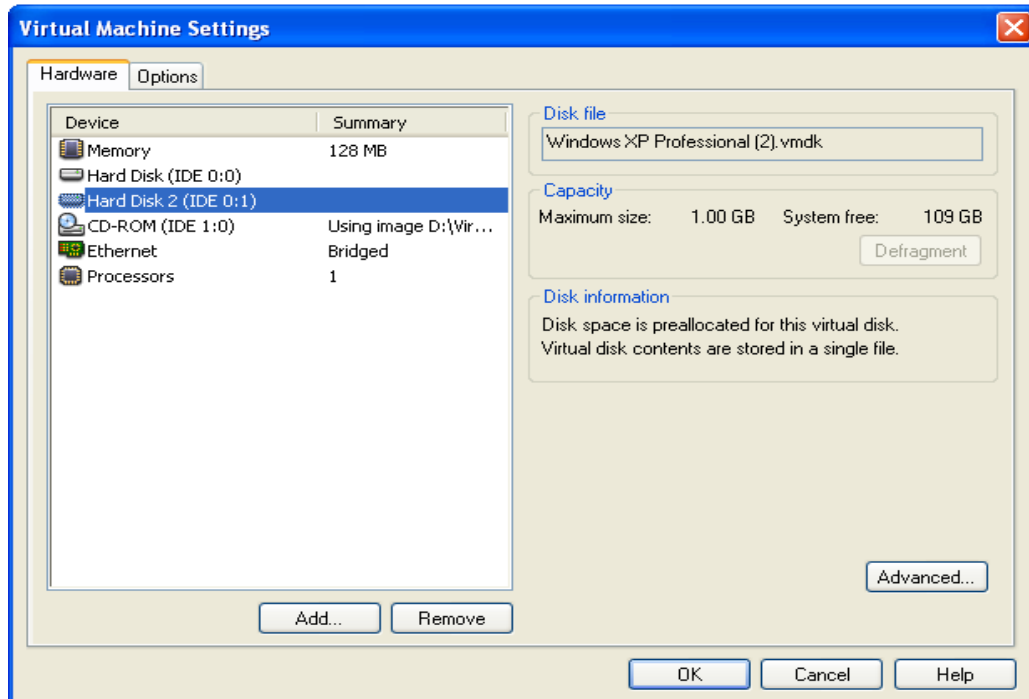
Continue to the next steps for instruction to remove the missing hard disk from the virtual machine's configuration.

For original virtual machine with no snapshot

1. Open VMware Server Console.
2. Under inventory, right click on the newly restored virtual machine, select [Settings].



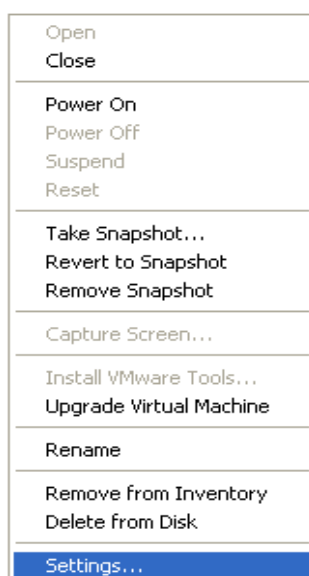
3. For each virtual disk that was not restored, remove the corresponding [Hard disk] from [Hardware].



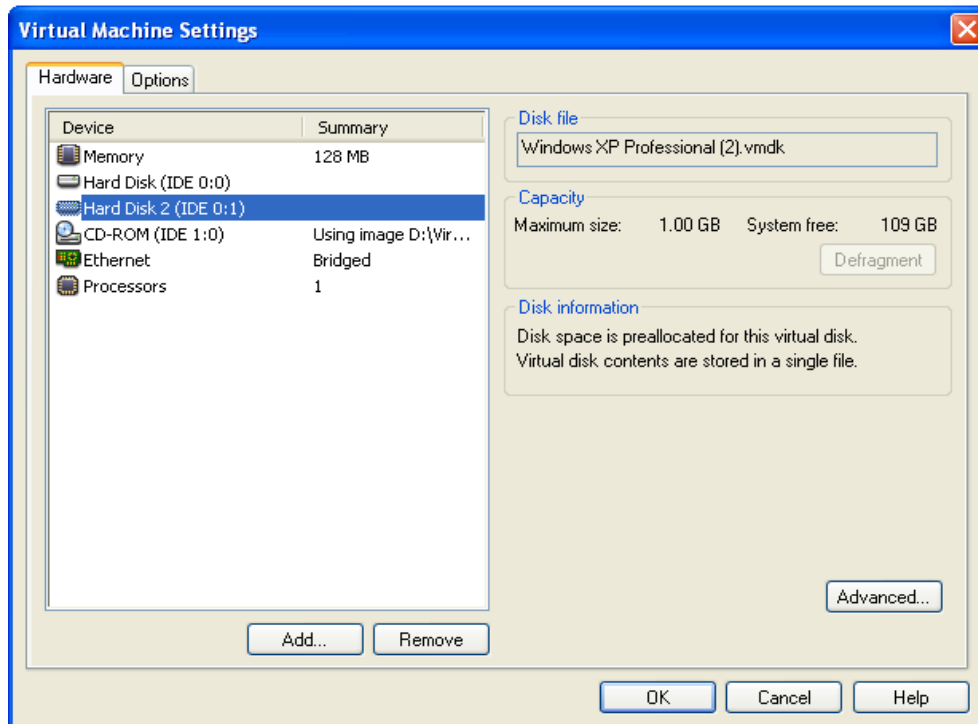
4. Start the virtual machine afterward.

For original virtual machine with snapshot

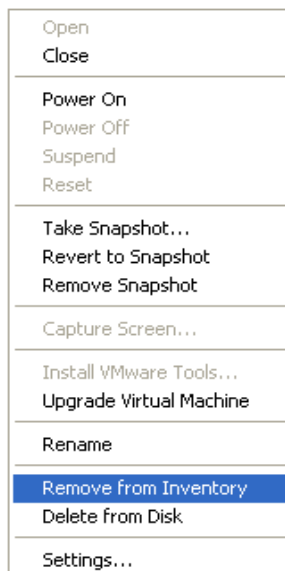
1. Open VMware Server Console.
2. Under inventory, right click on the newly restored virtual machine, select [Settings].



3. For each virtual disk that was not restored, remove the corresponding [Hard disk] from [Hardware].



4. Remove the VM from inventory.
5. Right click on the newly restored virtual machine; select [Remove from Inventory].



6. Locate the virtual machine's folder location on the hypervisor.

Important:

Serious problem may occur if the configuration files are incorrectly modified; it may prevent the virtual machine from starting.

Please only perform the following procedures if you have in-depth knowledge on VMware product.

7. Delete the lines of the removed virtual disk.
 - Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the line of all non existing virtual disk.

Example:

Snapshot 1, SCSI (0:2) Disk 2 is removed.

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
snapshot0.disk2.fileName = "Windows 2008-2.vmdk"
snapshot0.disk2.node = "scsi0:2"
```

- Remove the corresponding lines.

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
```

```
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot.
- Save the changes afterward.

8. Update the number of virtual disk.

- Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the `numDisks` parameter.

Example:

Snapshot 1, if one of the disks is removed, updates the value of `snapshot0.numDisks`

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Modify the line from:

```
snapshot0.numDisks = "3"
```

To

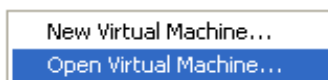
```
snapshot0.numDisks = "2"
```

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
```

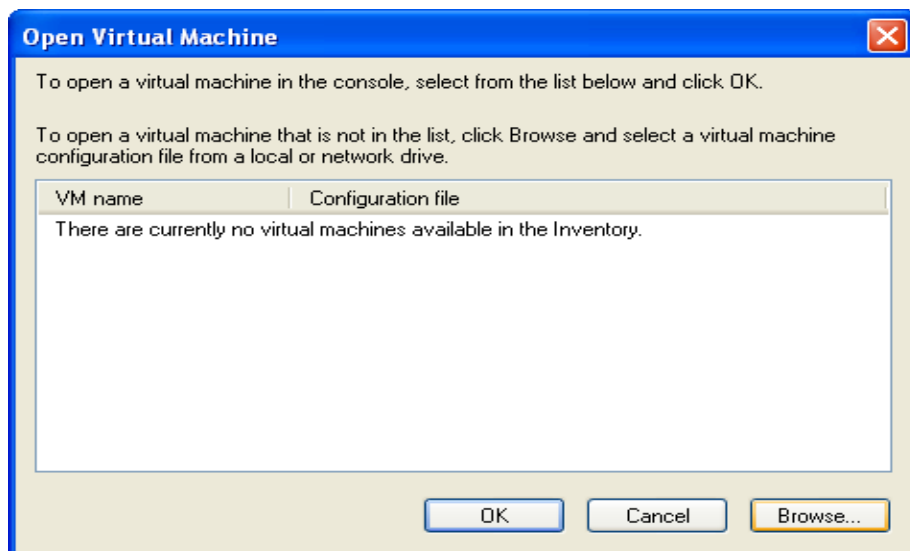
```
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "2"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot.
 - Save the changes afterward.
9. Add the VM back into the inventory.

Right click on the Inventory; select [Open Virtual Machine].



10. Browse to the corresponding `${VM-Name}.vmx` file.



11. Remove any existing snapshot.

Important:

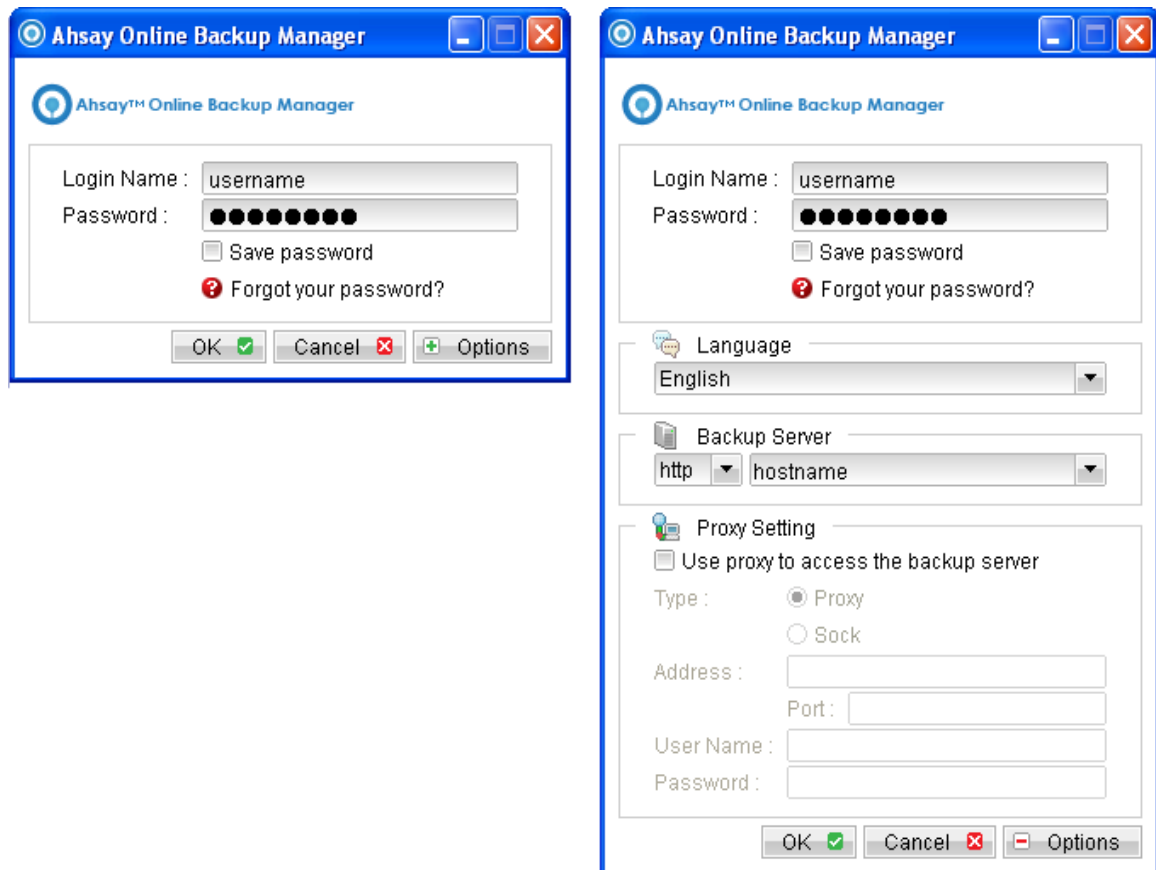
The restored virtual machine does not support the reversion of previous snapshots if they contain virtual disks not restored.

12. Start the virtual machine.

13.2.6.2 How to restore virtual machines to another hypervisor

1. Login to the backup application's user interface.

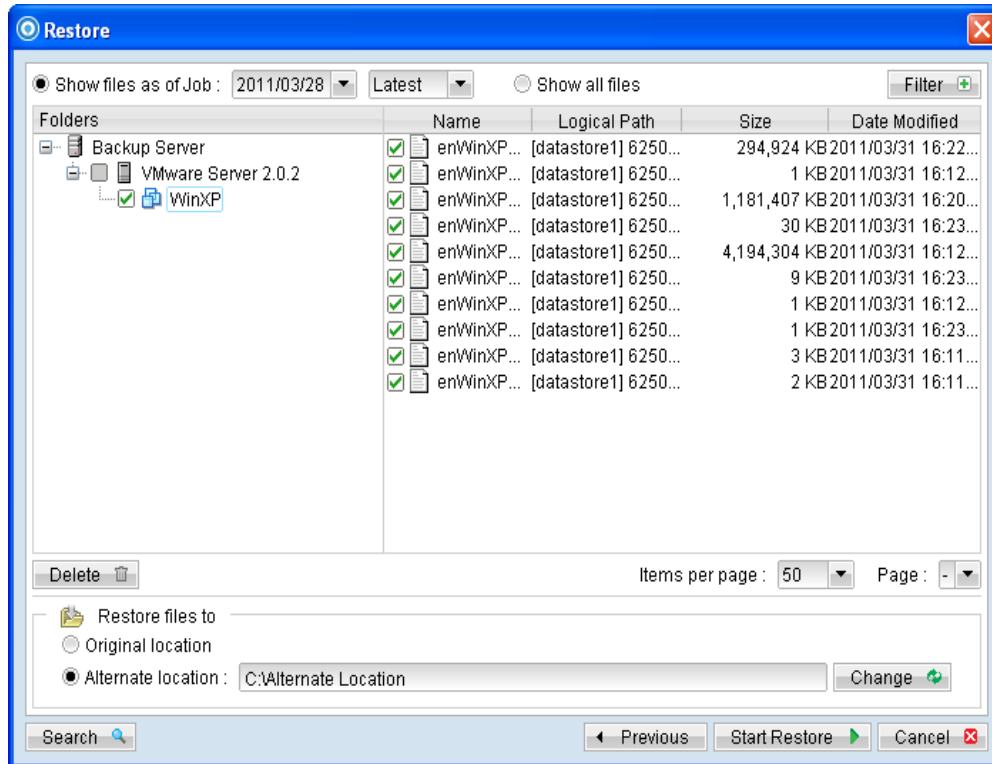
For VMware Server installation on Windows, double-click on the AhsayOBM desktop icon or right-click on the system tray icon:



For VMware Server installation on Linux, enter the following command to start the AhsayOBM graphical user interface:

```
# sh /usr/local/obm/bin/RunOBC.sh &
```

2. Select the [Restore] button and the corresponding backup set.

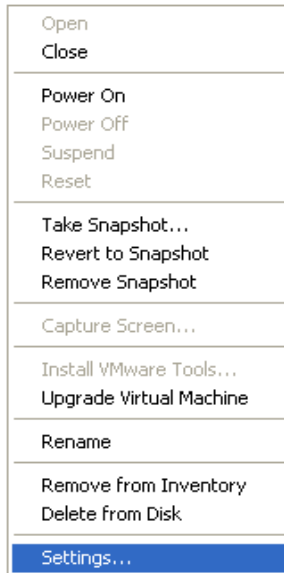


3. Select the virtual machines to be restored and choose [Alternate location] for restore files to.
4. Click on the [Change] button and browse to the directory path which you would like to restore the data to.
5. Click the [Start Restore] button to begin the restore process.
6. When the restore process is completed, data of the selected virtual machines will be restored to the specified location.
7. Register the virtual machines on the new hypervisor.
8. For any virtual disk that was not restored (e.g. original backup source did not include all hard disks configured for the VM).

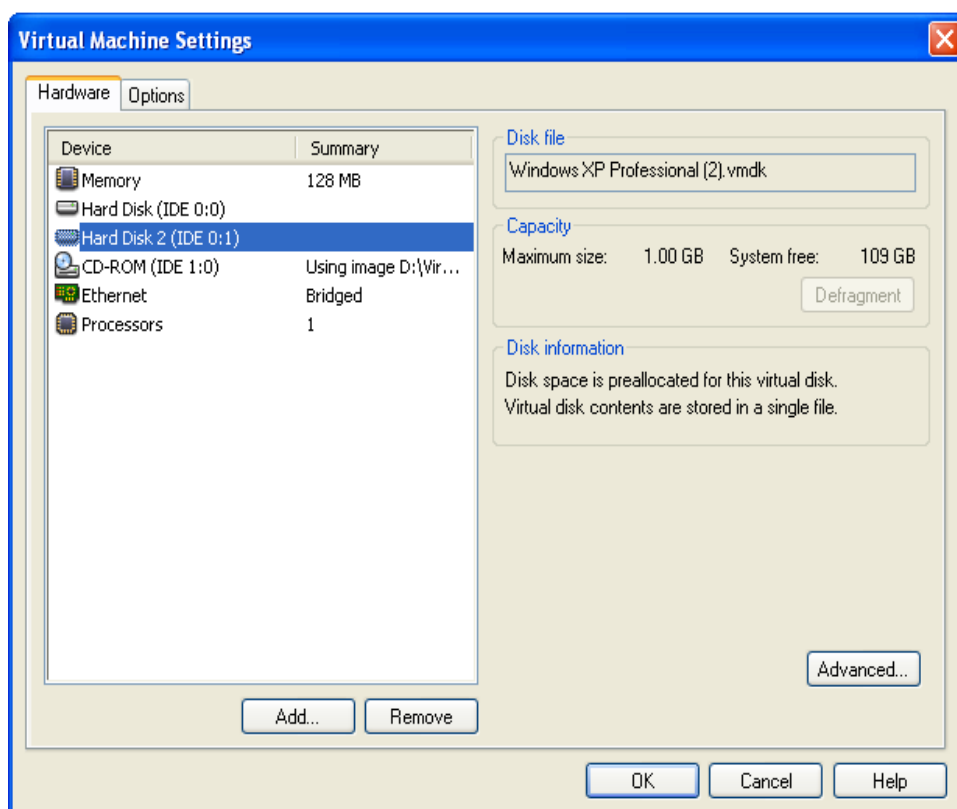
Continue to the next steps for instruction to remove the missing hard disk from the virtual machine's configuration.

For original virtual machine with no snapshot

1. Open VMware Server Console.
2. Under inventory, right click on the newly restored virtual machine, select [Settings].



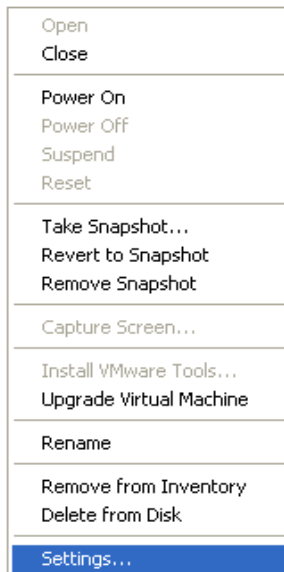
3. For each virtual disk that was not restored, remove the corresponding [Hard disk] from [Hardware].



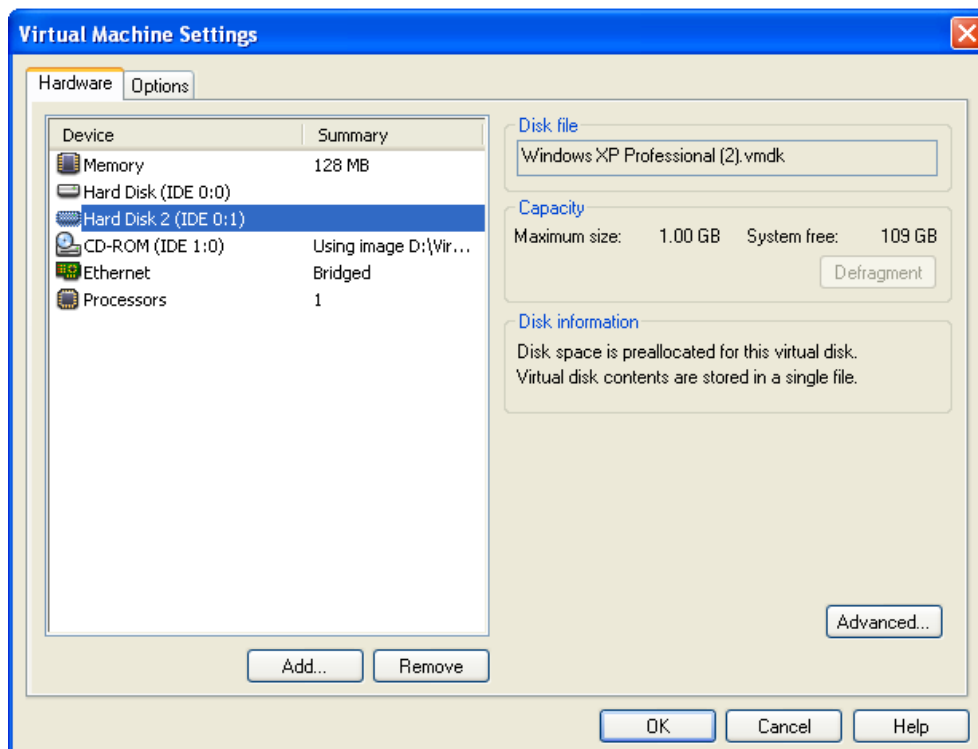
4. Start the virtual machine afterward.

For original virtual machine with snapshot

1. Open VMware Server Console.
2. Under inventory, right click on the newly restored virtual machine, select [Settings].

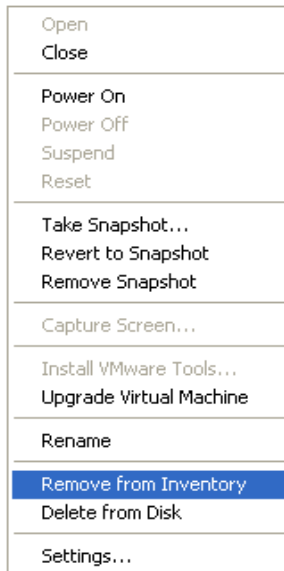


3. For each virtual disk that was not restored, remove the corresponding [Hard disk] from [Hardware].



4. Remove the VM from inventory.

5. Right click on the newly restored virtual machine; select [Remove from Inventory].



6. Locate the virtual machine's folder location on the hypervisor.

Important:

Serious problem may occur if the configuration files are incorrectly modified; it may prevent the virtual machine from starting.

Please only perform the following procedures if you have in-depth knowledge on VMware product.

7. Delete the lines of the removed virtual disk.
 - Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the line of all non existing virtual disk.

Example:

Snapshot 1, SCSI (0:2) Disk 2 is removed.

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
```

```
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
snapshot0.disk2.fileName = "Windows 2008-2.vmdk"
snapshot0.disk2.node = "scsi0:2"
```

- Remove the corresponding lines.

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot.
- Save the changes afterward.

8. Update the number of virtual disk.

- Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the `numDisks` parameter.

Example:

Snapshot 1, if one of the disks is removed, updates the value of `snapshot0.numDisks`

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
```

```
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Modify the line from:

```
snapshot0.numDisks = "3"
```

To

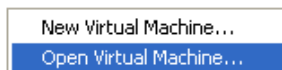
```
snapshot0.numDisks = "2"
```

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "2"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

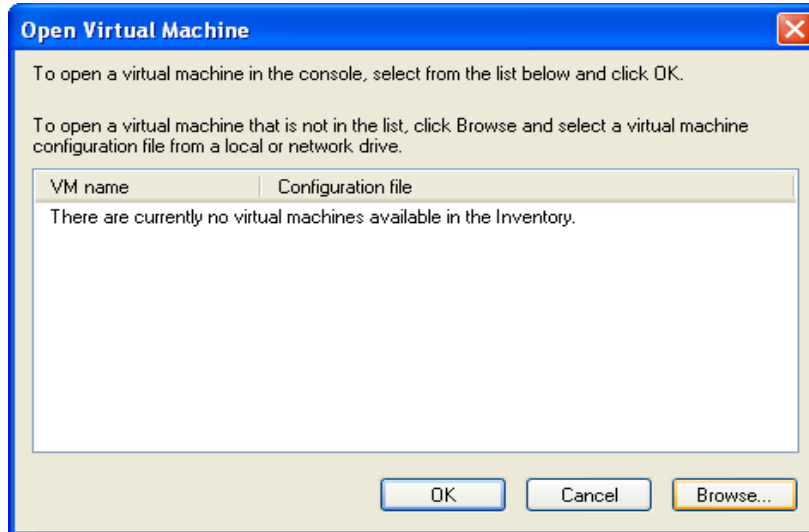
- Perform the same steps for each snapshot.
- Save the changes afterward.

9. Add the VM back into the inventory.

Right click on the Inventory; select [Open Virtual Machine].



10. Browse to the corresponding \${VM-Name}.vmx file.



11. Remove any existing snapshot.

Important:

The restored virtual machine does not support the reversion of previous snapshots if they contain virtual disks not restored.

12. Start the virtual machine.

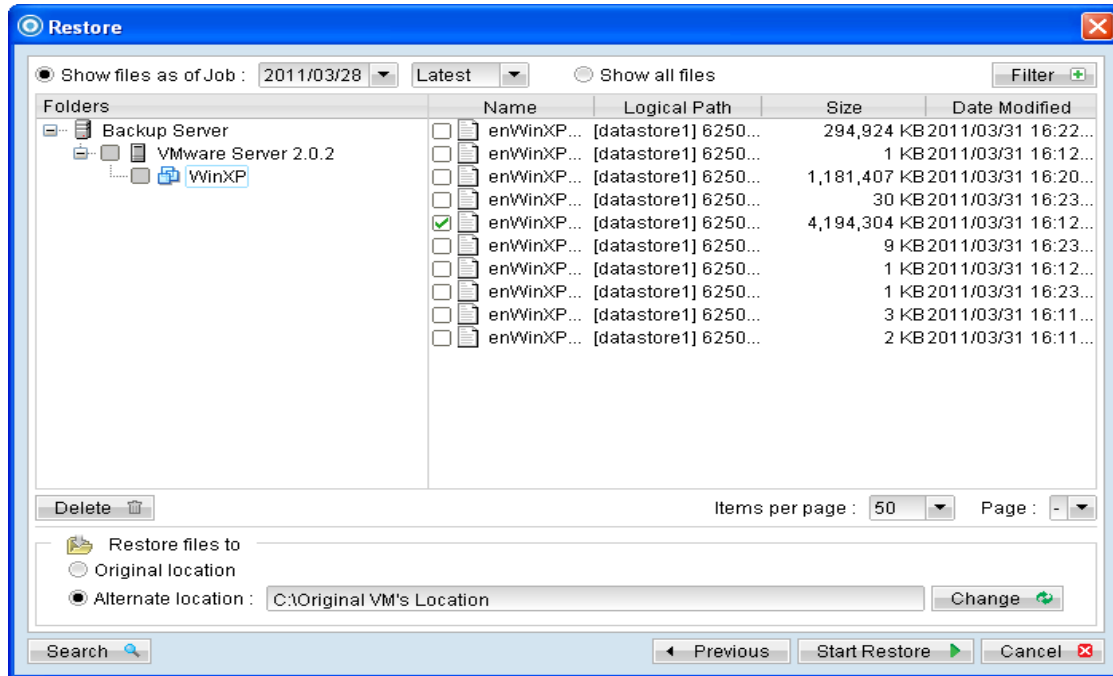
13.2.7 How to restore individual virtual disk

Individual virtual disk can be restored to the original VM, or to be added to a new VM.

13.2.7.1 How to restore individual virtual disk to the original VM

The procedure to restore individual virtual disk to the original VM is very similar to the procedure to restore virtual machine to a new hypervisor.

The main different is that user must select the restore to [Alternate location] option, and select the directory path to the original VM location.

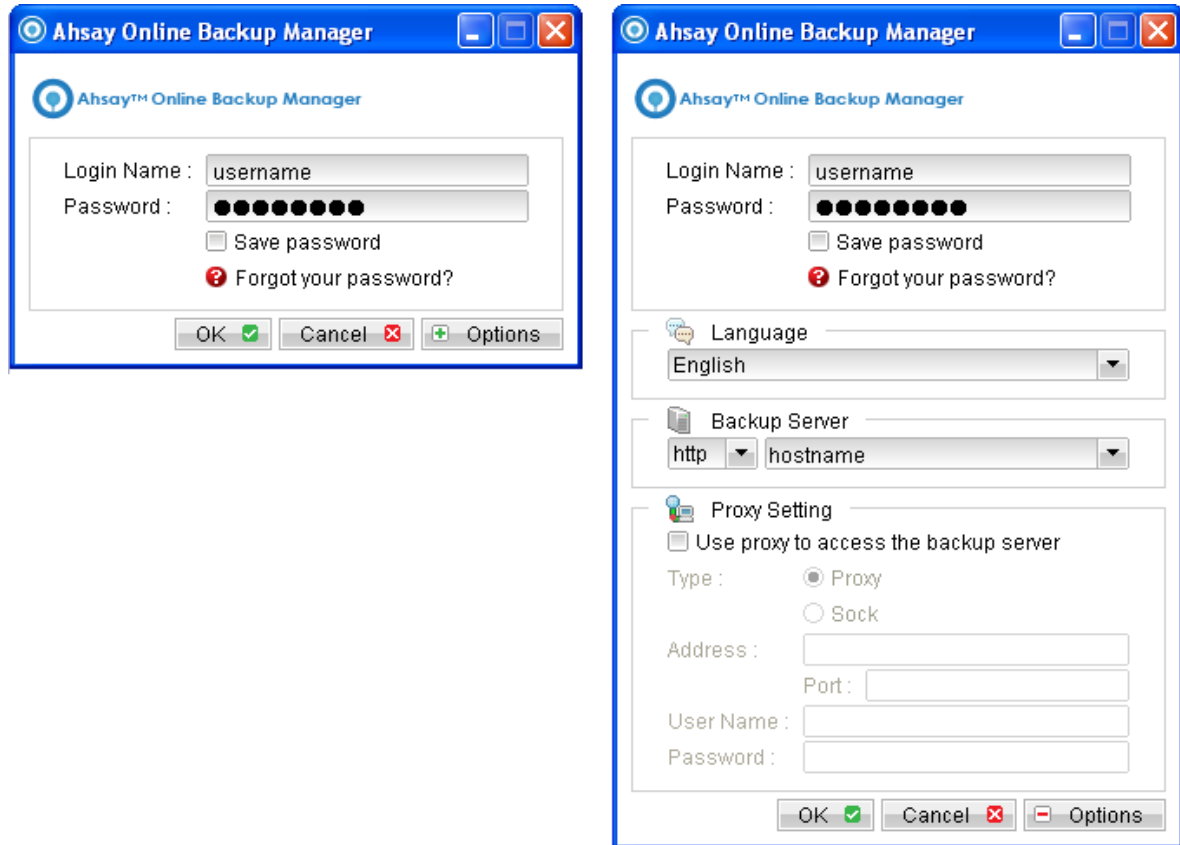


For full instructions, please refer to the [above sections](#).

13.2.7.2 How to restore individual virtual disk to a different VM

1. Login to the backup application's user interface.

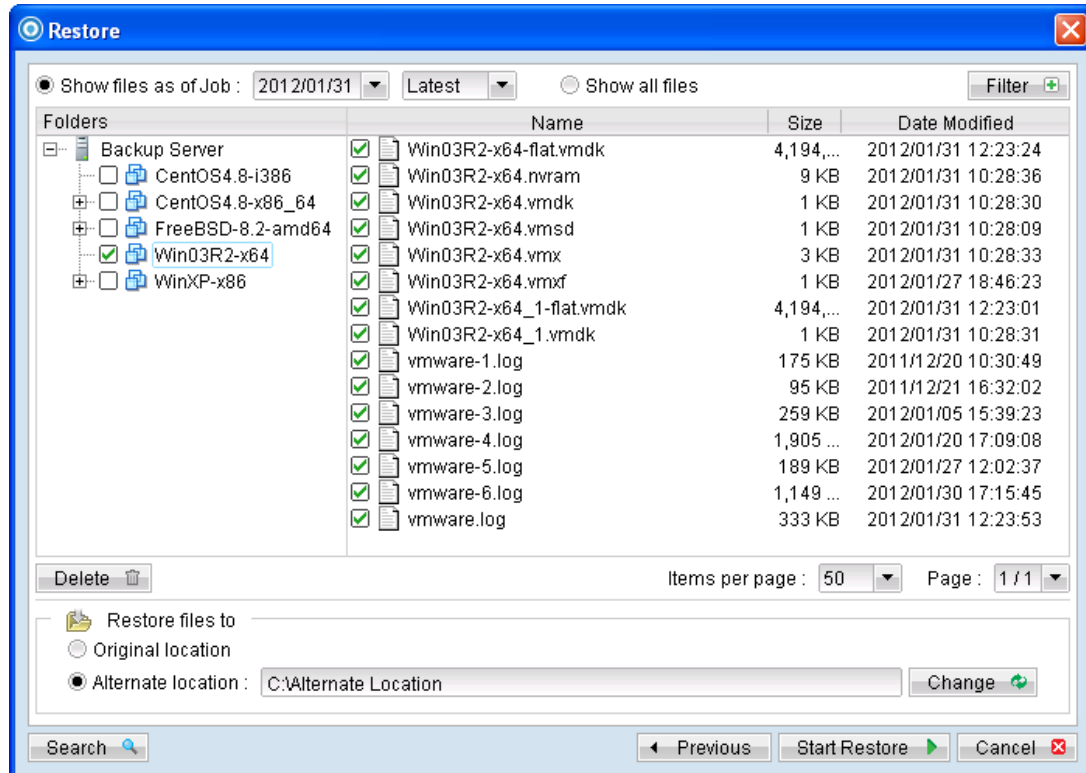
For VMware Server installation on Windows, double-click on the AhsayOBM desktop icon or right-click on the system tray icon:



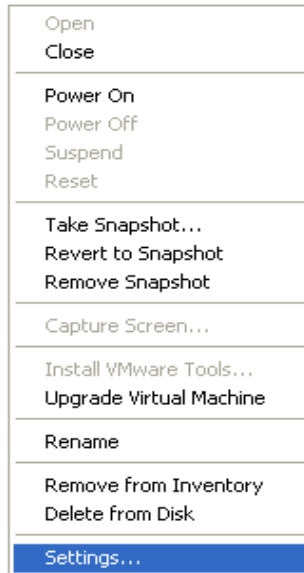
For VMware Server installation on Linux, enter the following command to start the AhsayOBM graphical user interface:

```
# sh /usr/local/obm/bin/RunOBC.sh &
```

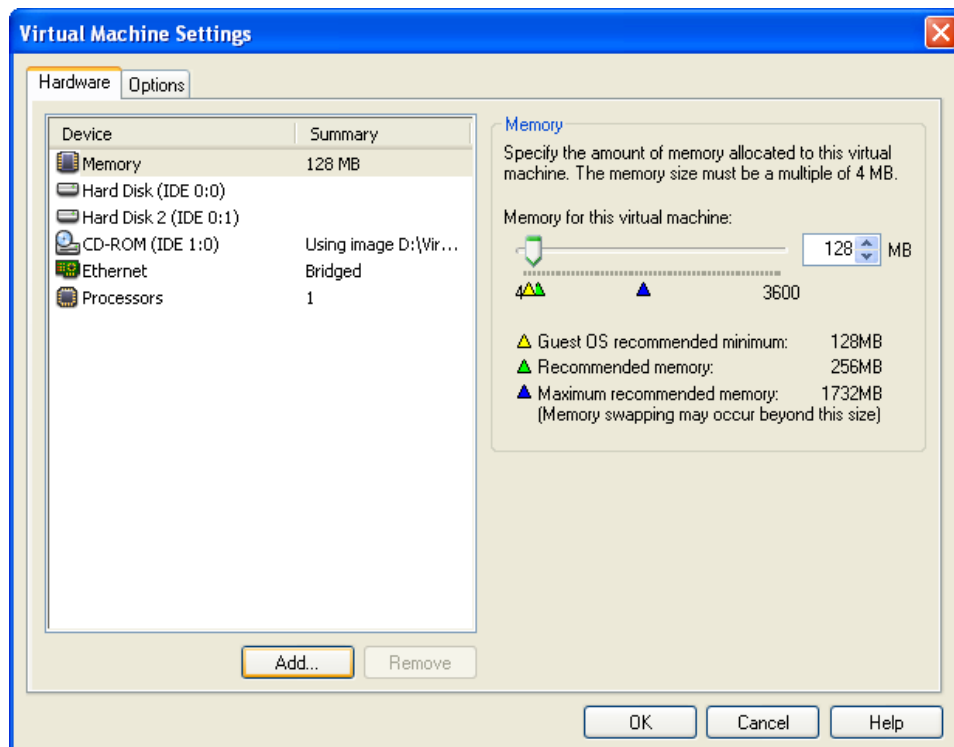
2. Select the [Restore] button and the corresponding backup set.



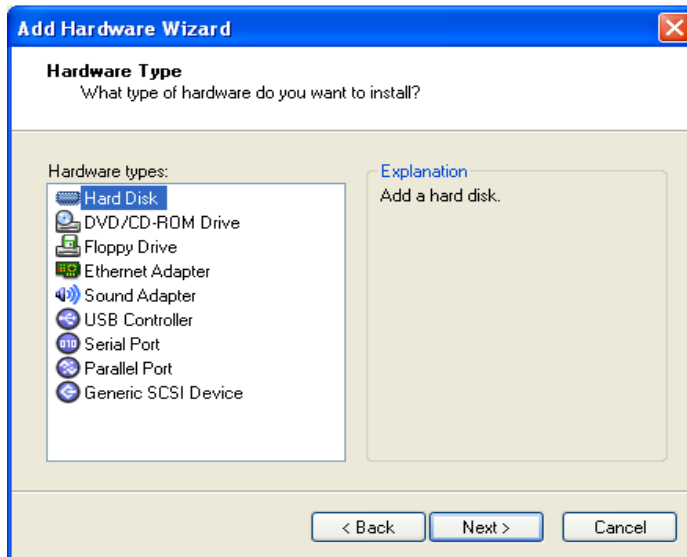
3. Select the virtual machines to be restored and choose [Alternate location] for restore files to.
4. Click on the [Change] button and browse to the directory path which you would like to restore the data to.
5. Click the [Start Restore] button to begin the restore process.
6. When the restore process is completed, open VMware Server Console.
7. Under the inventory, powers down the corresponding virtual machine to be restored to.
8. Right click on the corresponding VM, and select [Settings].



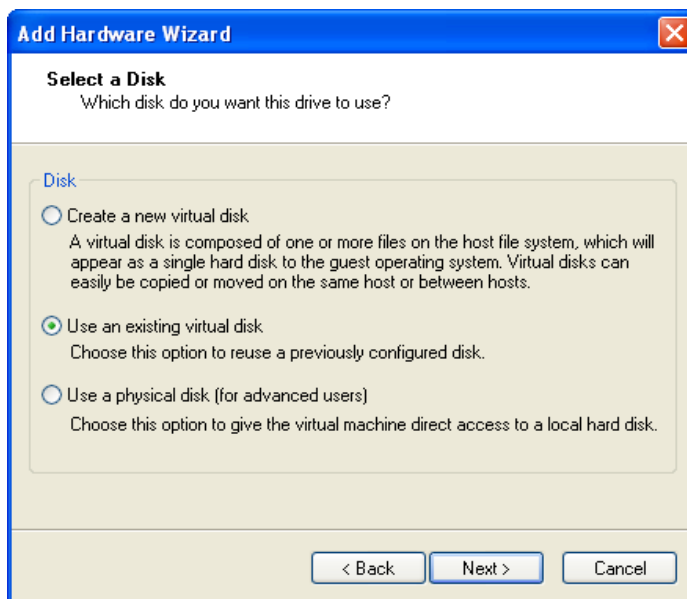
9. Select [Add] to add the newly restored virtual disk.



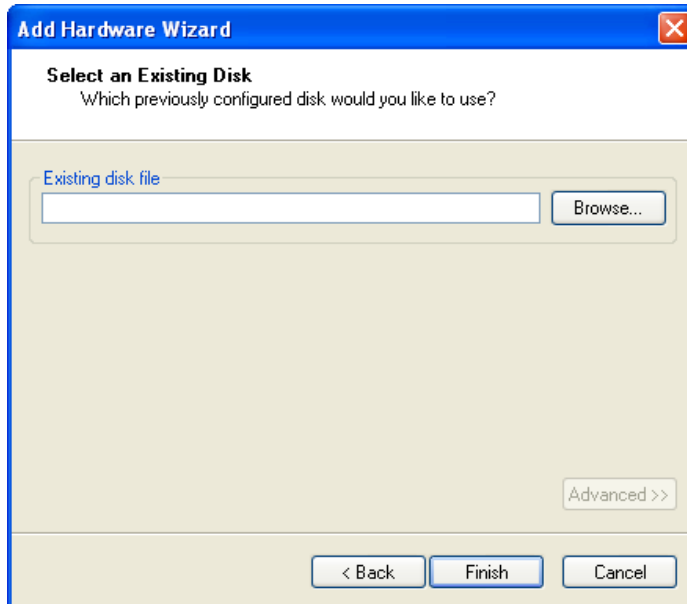
10. Select [Hard Disk] and then [Next].



11. Choose the option to [Use an existing virtual disk].



12. Click [Browse] and browse to the newly restored virtual disk.



13. Follow the instruction provided in the [Add Hardware] wizard.
14. Start the virtual machine.

13.3 Backup virtual machines running on VMware Fusion

13.3.1 Supported versions

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the supported versions.

13.3.2 Requirements and recommendations

Please ensure that the following requirements are met by the VMware Fusion machine:

1. AhsayOBM version 6.7 or above is installed.

Note:

Resource allocation for both VM hosting and backup operation must be taken into consideration.

2. AhsayOBM is installed on the VM Fusion machine.
3. For VMware Fusion 4, the application bundle must be located under */Applications*.

/Applications/VMware Fusion.app/Contents/Library

Otherwise, please move the application bundle to */Applications*.

4. Consider increasing the JVM (Java Virtual Machine) memory allocation to improve performance of the backup operation.
5. It is recommended that the datastore have disk space of the largest sized virtual machine to be backed up.
6. It is recommended that the temporary directory have disk space of at least 50% of the largest sized virtual machine to be backed up.
7. It is recommended that the temporary directory be configured on a local drive.
8. It is recommended that the temporary directory is not configured on the same partition which the operating system is installed on.
9. Consider performing routine recovery test to ensure your backup is setup and performed properly.
10. For VMware Fusion, please add the following soft link

```
ln -s /usr/lib/vmware-vix/libvixAllProducts.so /usr/lib64/
```

Assume the "libvixAllProducts.so" is under "/usr/lib/vmware-vix/".

13.3.3 Limitations

The following are limitations of the VMware VM backup module:

1. Boot Camp virtual machine is not supported.
2. For backup of individual virtual disk, the restored virtual machine does not support the reversion of previous snapshots, if the snapshot contains disks which are not previously backed up by AhsayOBM.
3. Independent Disk is not supported. For virtual machines with Independent Disks, those disks will not be backed up.

13.3.4 Overview

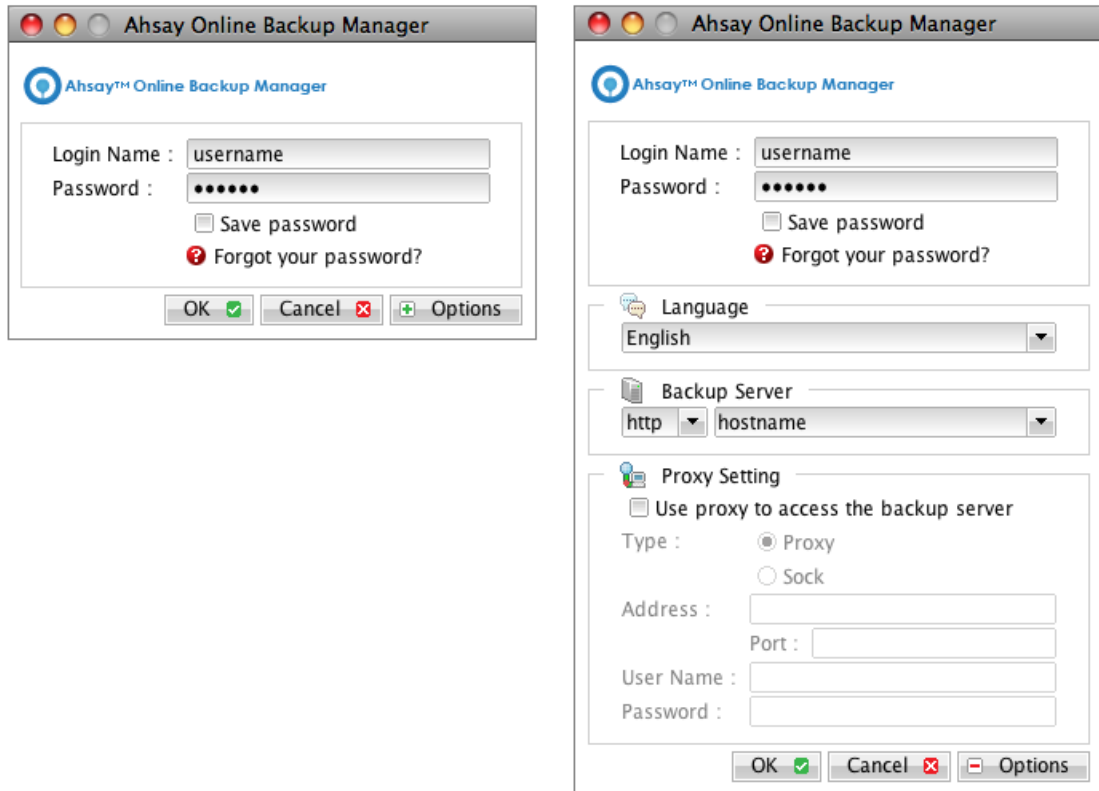
The following steps are performed during a backup job:


1. Connection from the backup client to the backup server is established.
2. Download the server file list from the backup server.
3. Commands are issued to the hypervisor to create snapshot of the virtual machine for backup.
4. Server and local file lists are compared to determine which file will be uploaded.
5. Delta file is generated for modified file (if necessary).
6. Existing, and snapshot data are encrypted, compressed, and streamed to the backup server.
7. Commands are issued to the hypervisor to remove snapshot created for backup.
8. Backup completed successfully.

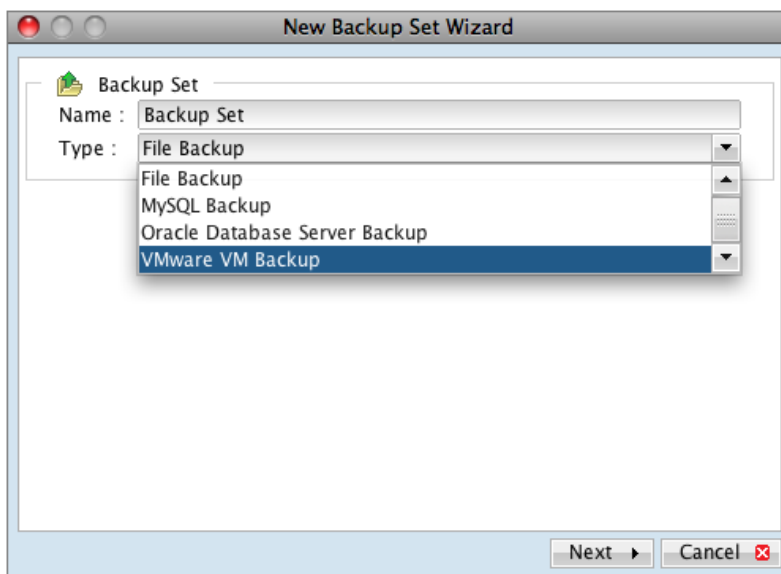
13.3.5 How to backup virtual machines on VMware Fusion

Refer to the following instructions to backup VM running on VMware Fusion:

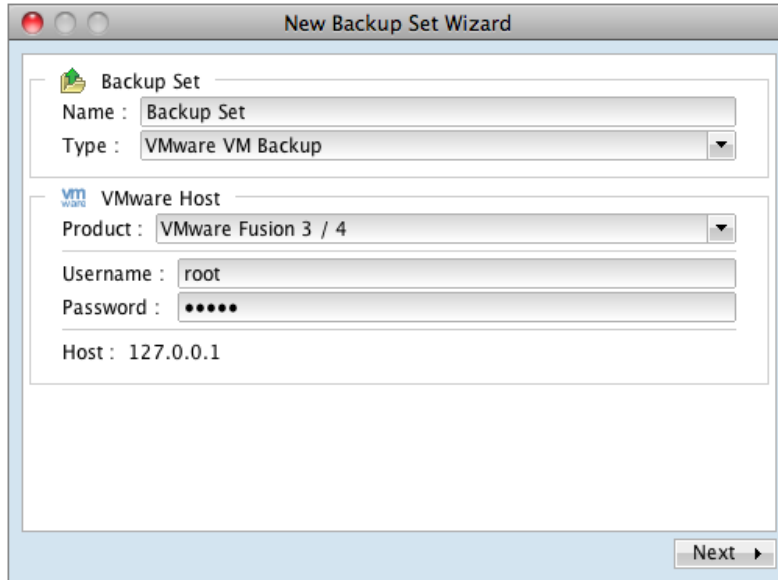
1. Login to the backup application's user interface.



2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.

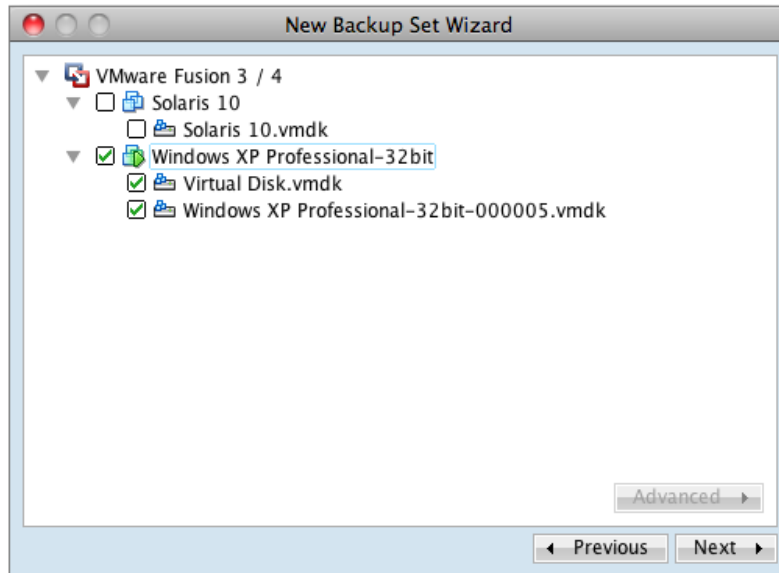


3. Create a VMware VM Backup set by selecting [VMware VM Backup] from the backup set type dropdown menu.
4. Enter the corresponding information required:

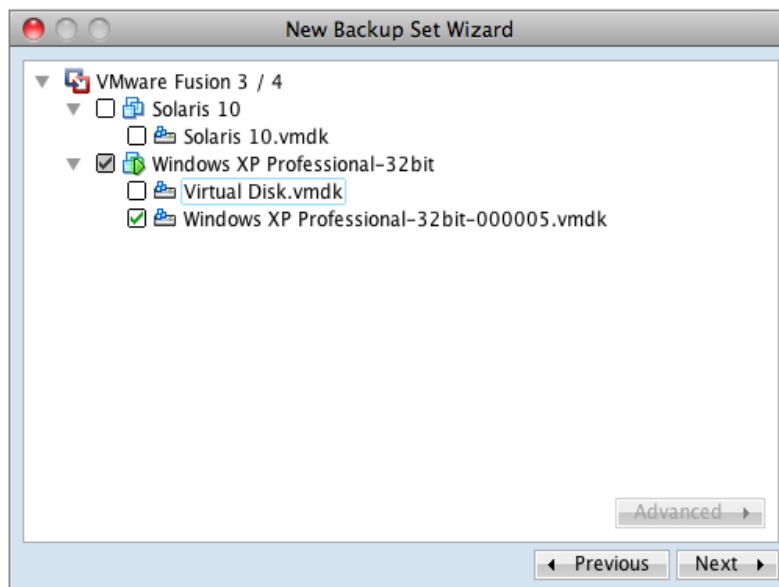


| Menu Items | Description |
|---------------------|--|
| Name | Enter a backup set name of your choice. |
| Type | Select backup set type [VMware VM Backup]. |
| VMware Host Version | Select host version, for example [VMware Fusion]. |
| Username | Enter the username of the hypervisor administrator. |
| Password | Enter the password of the hypervisor administrator. |
| Host | Default to 127.0.0.1, as AhsayOBM must be installed on the hypervisor. |

5. Select [Next] to proceed.
6. Select the corresponding virtual machines for backup.



7. Alternatively, select individual virtual disk for backup by expanding the corresponding VM sub tree.



Important:

For backup of VM with snapshot, backup of the whole VM is highly recommended (instead of selective virtual disk).

The restoration process for individual virtual disk requires manual editing of VM configuration files.

In-depth knowledge on VMware product is required.

8. Configure a backup schedule for unattended backups.

Note:

Multiple backup schedules of different types can be configured for the same backup set

9. Select an encryption setting for your backup set.
10. Press the [OK] button to complete the configuration of backup set.
11. Scheduled backup will run automatically at the configured schedule time.
12. Click [Backup] button on the left panel to perform a backup immediately.

13.3.6 How to restore virtual machines on VMware Fusion

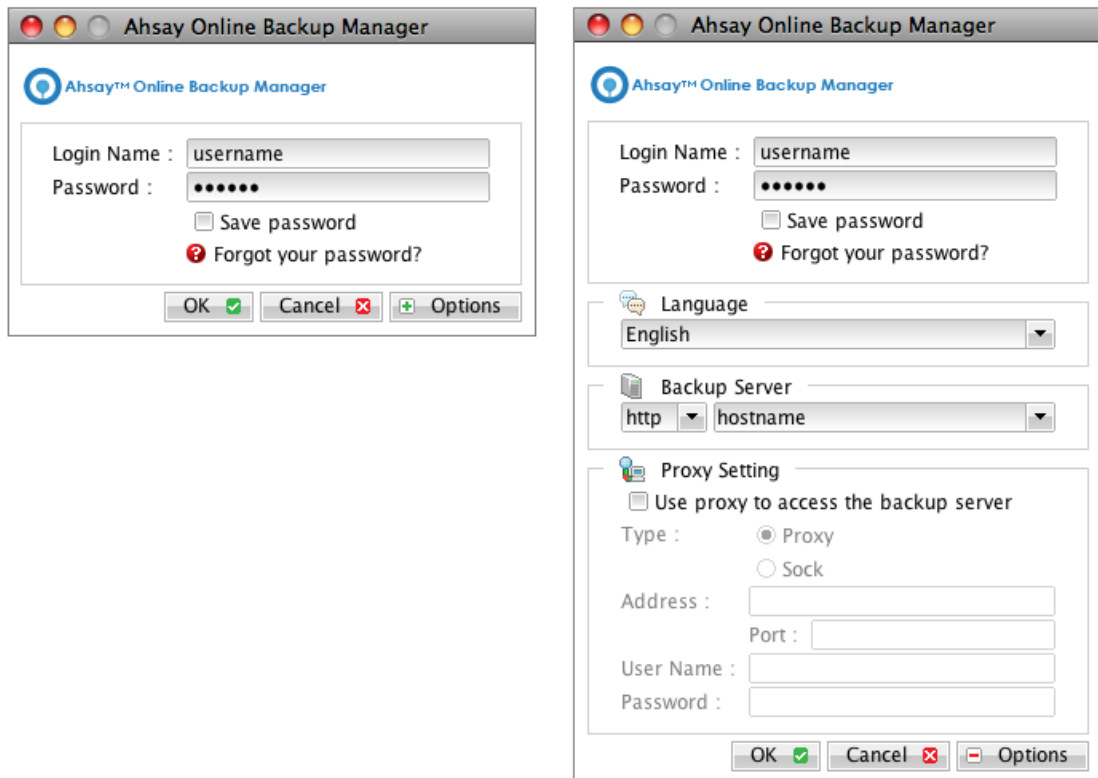
Refer to the following instructions to restore VM running on VMware Fusion.

VM can be restored to the original location with the following condition:

- If the VM to be restored does not exist on the original hypervisor. The VM will be restored as a new virtual machine.
- If the VM to be restored still exist on the original hypervisor. The existing VM will be replaced by the backed up version.

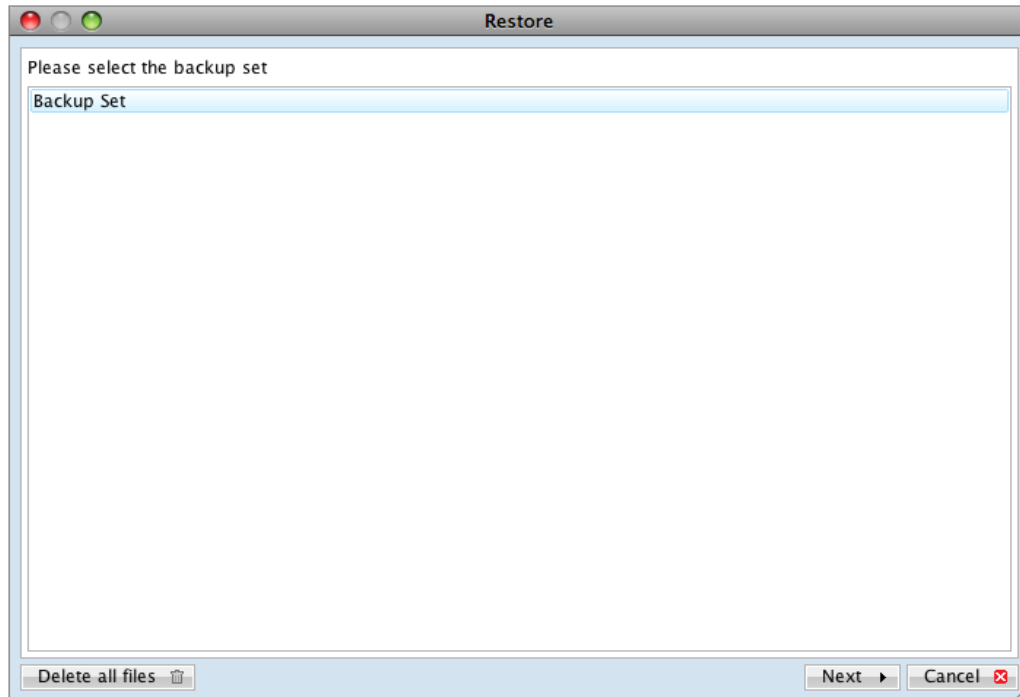
13.3.6.1 How to restore virtual machines to the original hypervisor

1. Login to the backup application's user interface.

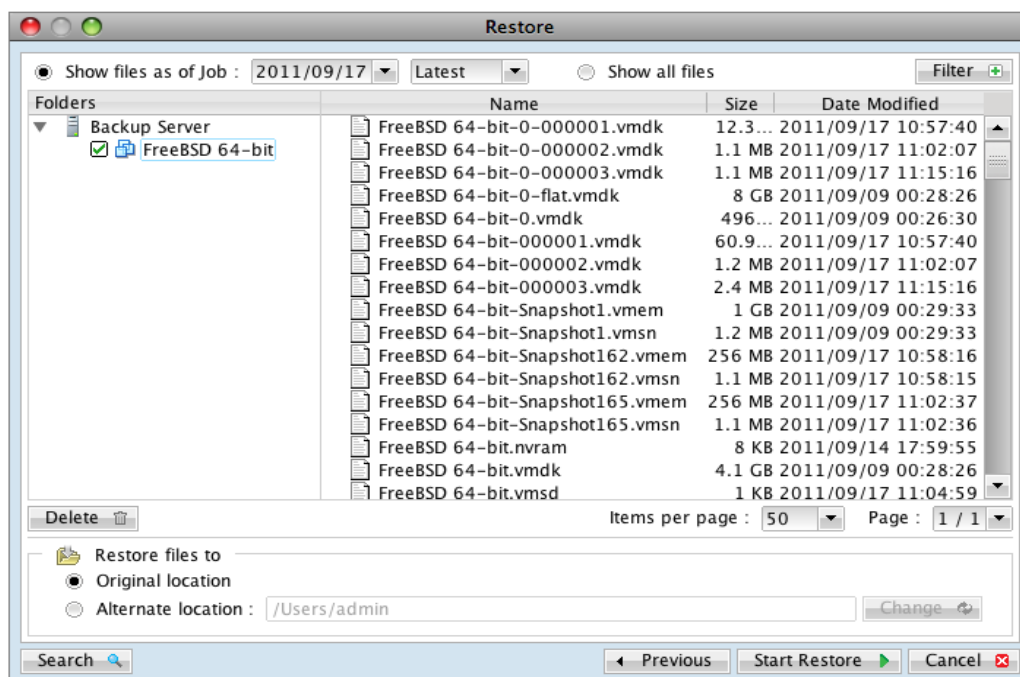


The image shows two screenshots of the Ahsay Online Backup Manager user interface. The left screenshot shows the login window with fields for Login Name (username), Password (masked with dots), a checkbox for Save password, and a link for Forgot your password?. The right screenshot shows the settings window with fields for Language (English), Backup Server (http, hostname), and Proxy Setting (Use proxy to access the backup server, Type: Proxy, Address, Port, User Name, Password). Both windows have OK, Cancel, and Options buttons at the bottom.

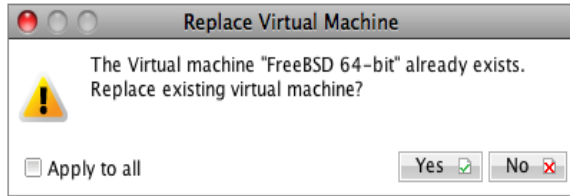
2. Select the [Restore] button and the corresponding backup set.



3. Select the virtual machines to be restored and choose [Original Location] for restore files to.



4. Click the [Start Restore] button to begin the restore process.
5. User will be prompted if a virtual machine selected to be restored exist on the hypervisor.

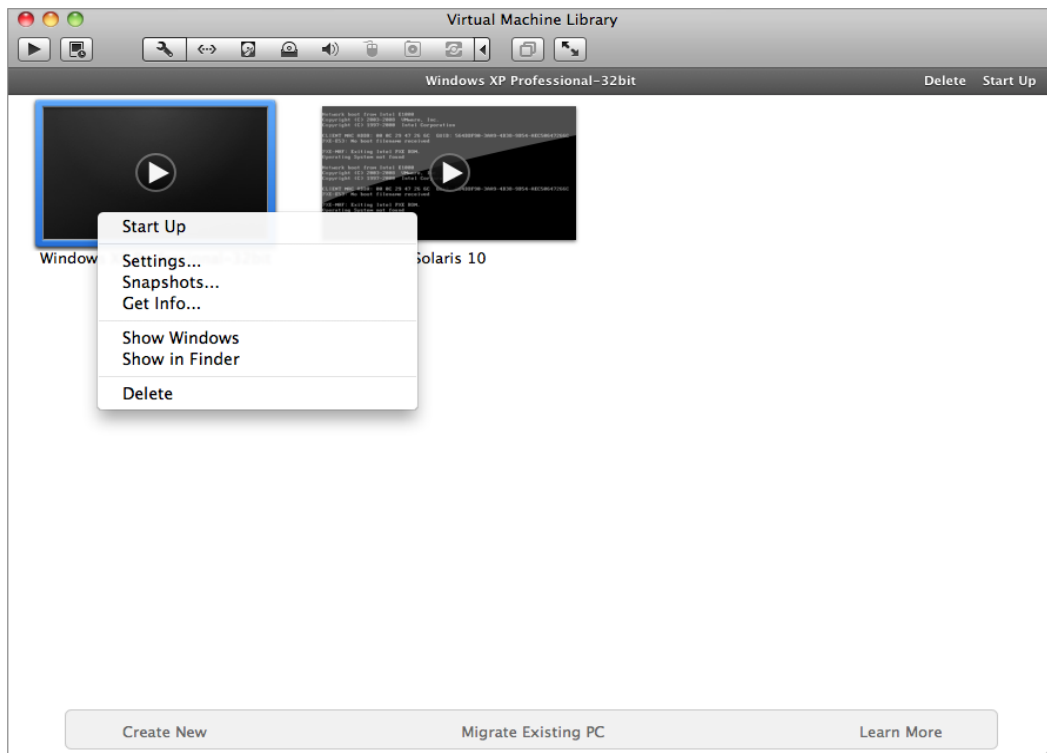


6. When the restore process is completed, the virtual machines will be restored to the original hypervisor.
7. For any virtual disk that was not restored (e.g. original backup source did not include all hard disks configured for the VM).

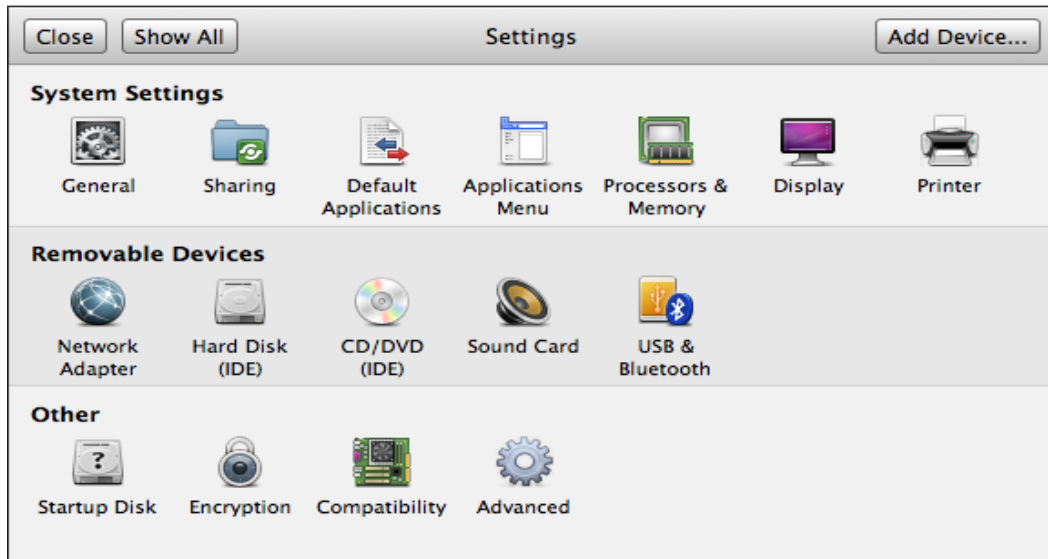
Continue to the next steps for instruction to remove the missing hard disk from the virtual machine's configuration.

For original virtual machine with no snapshot

1. Open the Virtual Machine Library Window.
2. Control click on the newly restored virtual machine, select [Settings].



3. Select [Hard Disk].



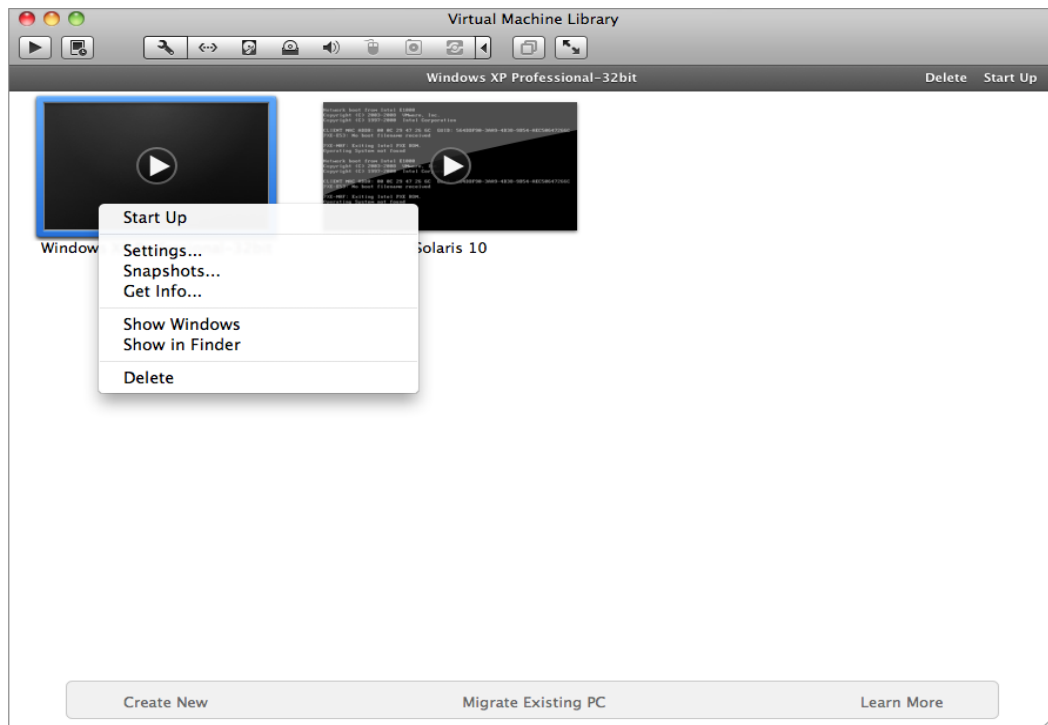
4. For each virtual disk that was not restored, remove the corresponding hard disk by pressing [Remove Hard Disk].



5. Start the virtual machine afterward.

For original virtual machine with snapshot

1. Open the Virtual Machine Library Window.
2. Control click on the newly restored virtual machine, select [Settings].



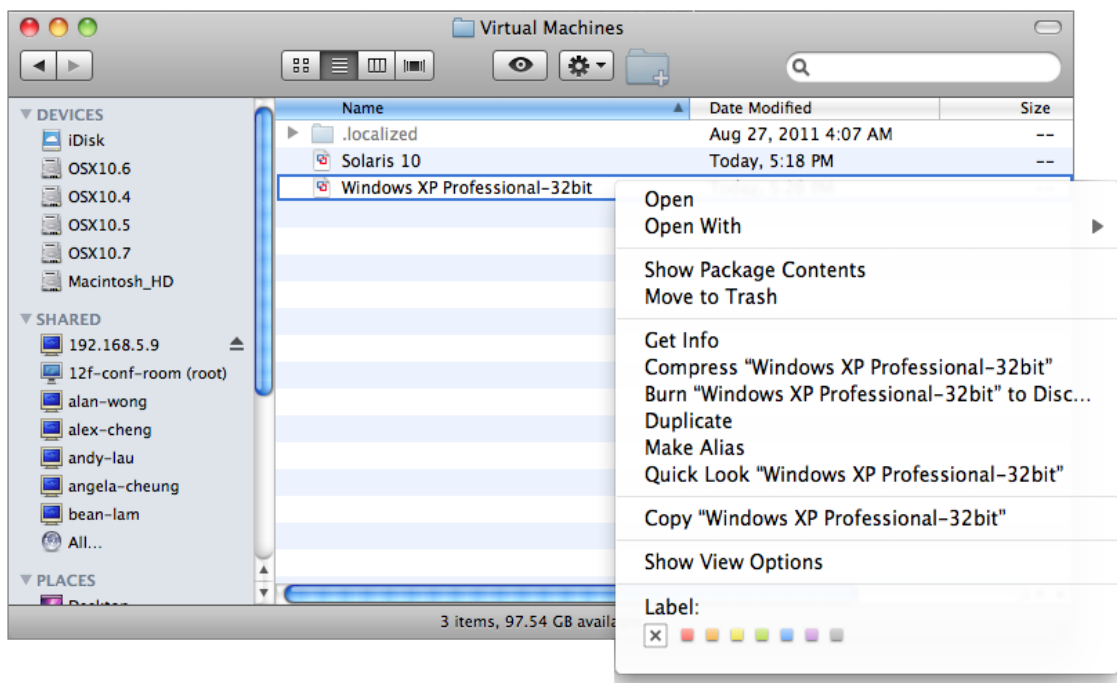
3. Select [Hard Disk].



4. For each virtual disk that was not restored, remove the corresponding hard disk by pressing [Remove Hard Disk].



5. Remove the VM from the Virtual Machine Library Window.
6. Locate the virtual machine's folder location on the hypervisor.
7. Control click on the VM, select [Show Package Contents].



Important:

Serious problem may occur if the configuration files are incorrectly modified; it may prevent the virtual machine from starting.

Please only perform the following procedures if you have in-depth knowledge on VMware product.

8. Delete the lines of the removed virtual disk.

- Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the line of all non existing virtual disk.

Example:

Snapshot 1, SCSI (0:2) Disk 2 is removed.

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
snapshot0.disk2.fileName = "Windows 2008-2.vmdk"
snapshot0.disk2.node = "scsi0:2"
```

- Remove the corresponding lines.

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot.
- Save the changes afterward.

9. Update the number of virtual disk.

- Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the `numDisks` parameter.

Example:

Snapshot 1, if one of the disks is removed, updates the value of `snapshot0.numDisks`

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Modify the line from:

```
snapshot0.numDisks = "3"
```

To

```
snapshot0.numDisks = "2"
```

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "2"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
```

```
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot.
 - Save the changes afterward.
10. Add the VM back into the Virtual Machine Library Window.
 11. Remove any existing snapshot.

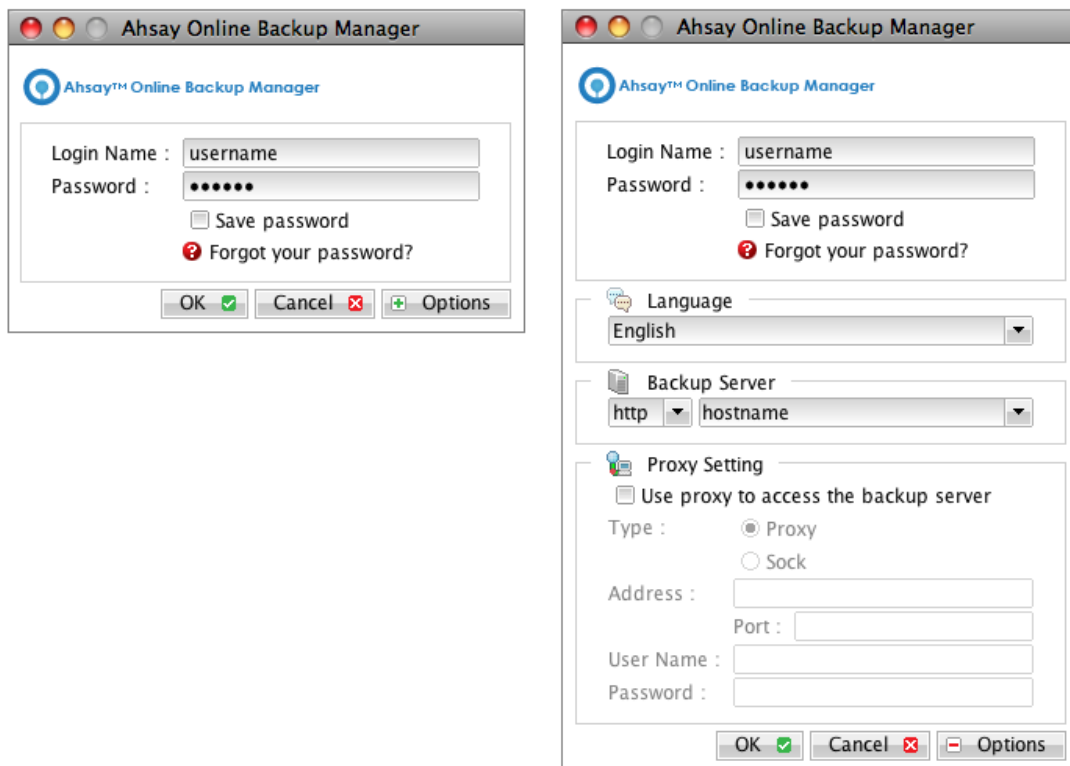
Important:

The restored virtual machine does not support the reversion of previous snapshots if they contain virtual disks not restored.

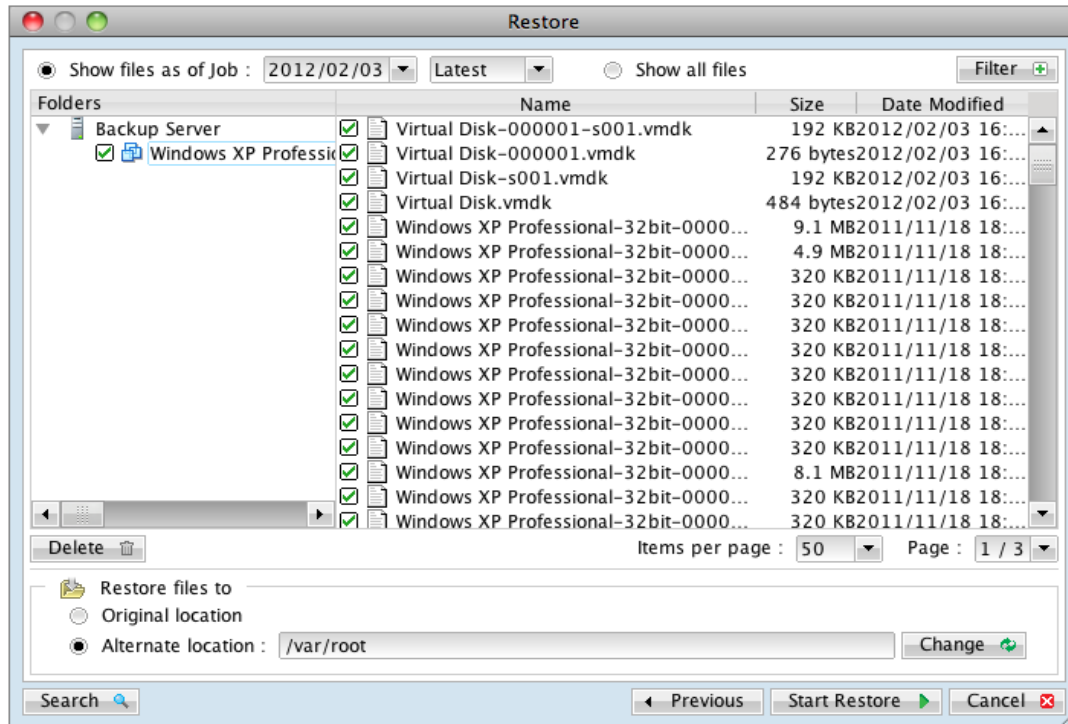
12. Start the virtual machine.

13.3.6.2 How to restore virtual machines to another hypervisor

1. Login to the backup application's user interface.



2. Select the [Restore] button and the corresponding backup set.

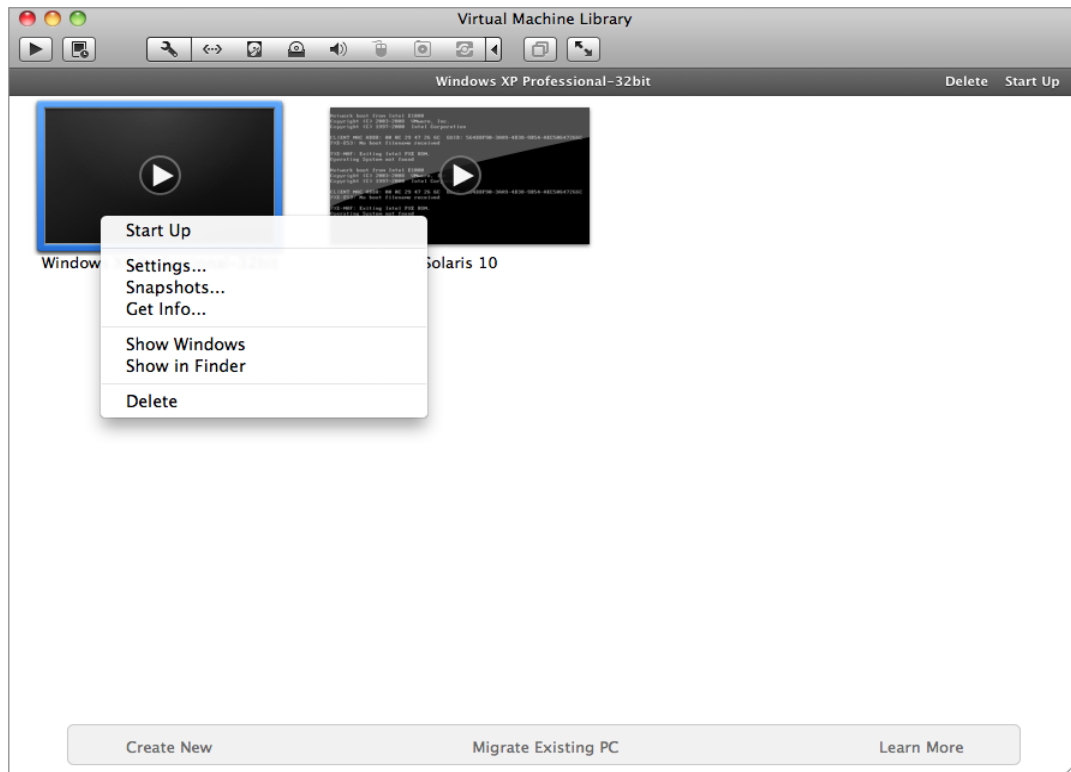


3. Select the virtual machines to be restored and choose [Alternate location] for restore files to.
4. Click on the [Change] button and browse to the directory path which you would like to restore the data to.
5. Click the [Start Restore] button to begin the restore process.
6. When the restore process is completed, data of the selected virtual machines will be restored to the specified location.
7. Register the virtual machines on the new hypervisor.
8. For any virtual disk that was not restored (e.g. original backup source did not include all hard disks configured for the VM).

Continue to the next steps for instruction to remove the missing hard disk from the virtual machine's configuration

For original virtual machine with no snapshot

1. Open the Virtual Machine Library Window.
2. Control click on the newly restored virtual machine, select [Settings].



3. Select [Hard Disk].



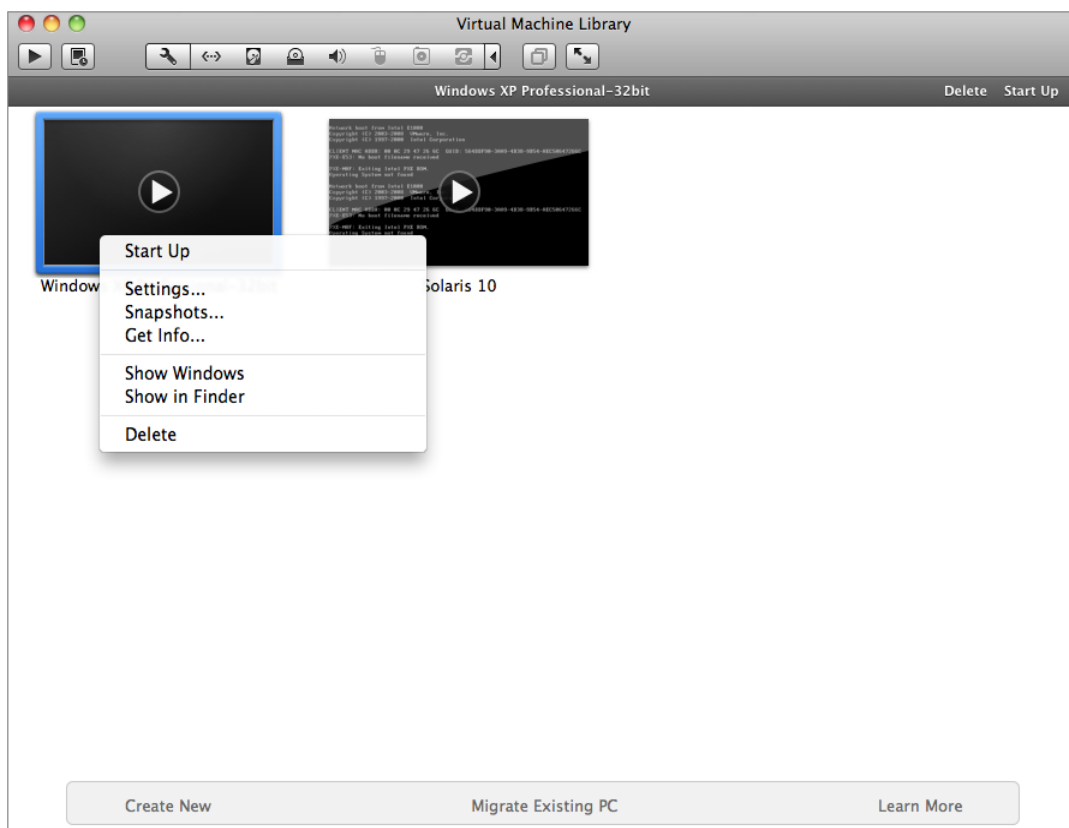
4. For each virtual disk that was not restored, remove the corresponding hard disk by pressing [Remove Hard Disk].



5. Start the virtual machine afterward.

For original virtual machine with snapshot

1. Open the Virtual Machine Library Window.
2. Right click on the newly restored virtual machine, select [Settings].



3. Select [Hard Disk].

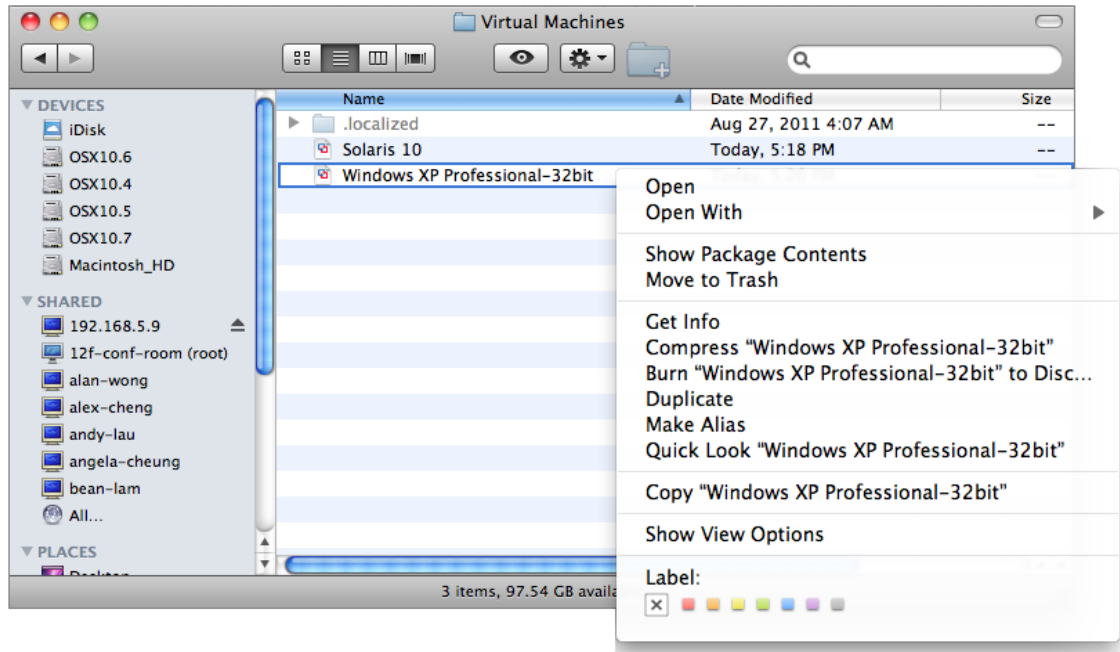


4. For each virtual disk that was not restored, remove the corresponding hard disk by pressing [Remove Hard Disk].



5. Remove the VM from the Virtual Machine Library Window.
6. Locate the virtual machine's folder location on the hypervisor.

7. Control click on the VM, select [Show Package Contents].



Important:

Serious problem may occur if the configuration files are incorrectly modified; it may prevent the virtual machine from starting.

Please only perform the following procedures if you have in-depth knowledge on VMware product.

8. Delete the lines of the removed virtual disk.
 - Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the line of all non existing virtual disk.

Example:

Snapshot 1, SCSI (0:2) Disk 2 is removed.

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
```



```
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
snapshot0.disk2.fileName = "Windows 2008-2.vmdk"
snapshot0.disk2.node = "scsi0:2"
```

- Remove the corresponding lines.

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot.
- Save the changes afterward.

9. Update the number of virtual disk.

- Open the corresponding `${VM-Name}.vmsd` file at the following location with a text editor.

```
${VM-Location}\${VM-Name}.vmsd
```

- Locate the `numDisks` parameter.

Example:

Snapshot 1, if one of the disks is removed, updates the value of `snapshot0.numDisks`

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
```

```
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "3"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Modify the line from:

```
snapshot0.numDisks = "3"
```

To

```
snapshot0.numDisks = "2"
```

```
snapshot.lastUID = "1"
snapshot.numSnapshots = "1"
snapshot.current = "1"
snapshot0.uid = "1"
snapshot0.filename = "Windows 2008 Snapshot1.vmsn"
snapshot0.displayName = "Snapshot1"
snapshot0.description = ""
snapshot0.createTimeHigh = "309233"
snapshot0.createTimeLow = "1291281261"
snapshot0.numDisks = "2"
snapshot0.disk0.fileName = "Windows 2008-1.vmdk"
snapshot0.disk0.node = "scsi0:0"
snapshot0.disk1.fileName = "Windows 2008-1.vmdk"
snapshot0.disk1.node = "scsi0:1"
```

- Perform the same steps for each snapshot.
- Save the changes afterward.

10. Add the VM back into the Virtual Machine Library Window.

11. Remove any existing snapshot.

Important:

The restored virtual machine does not support the reversion of previous snapshots if they contain virtual disks not restored.

12. Start the virtual machine.

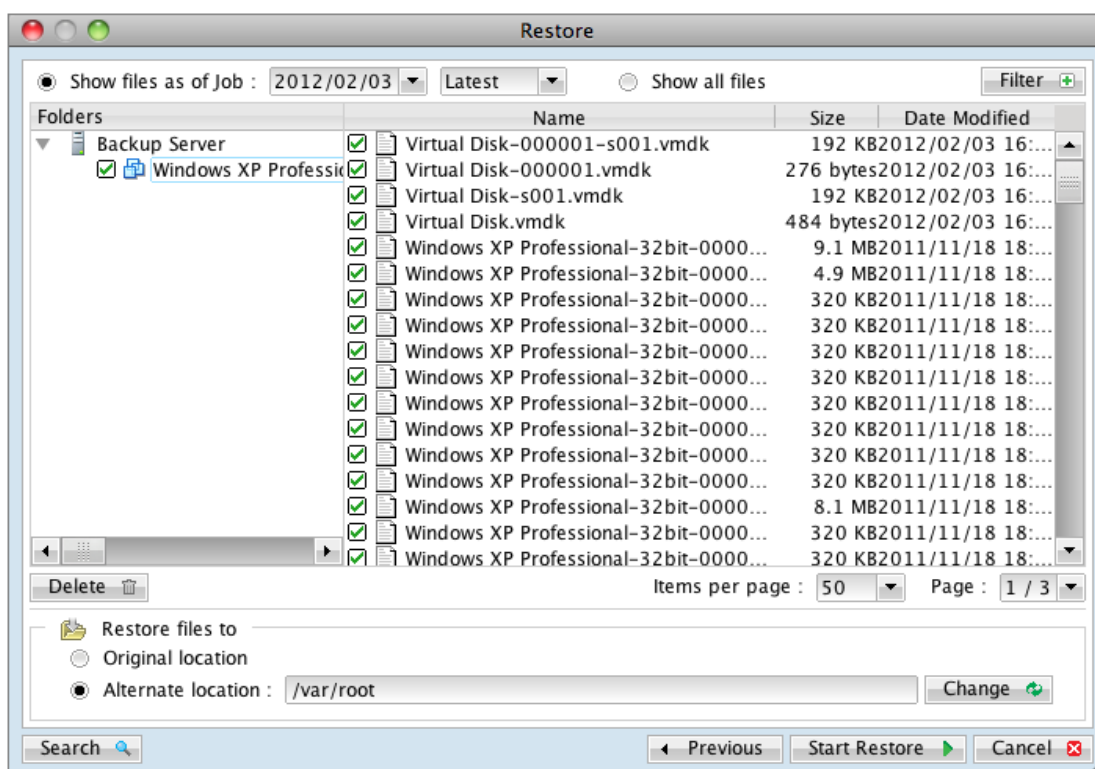
13.3.7 How to restore individual virtual disk

Individual virtual disk can be restored to the original VM, or to be added to a new VM.

13.3.7.1 How to restore individual virtual disk to the original VM

The procedure to restore individual virtual disk to the original VM is very similar to the procedure to restore virtual machine to a new hypervisor.

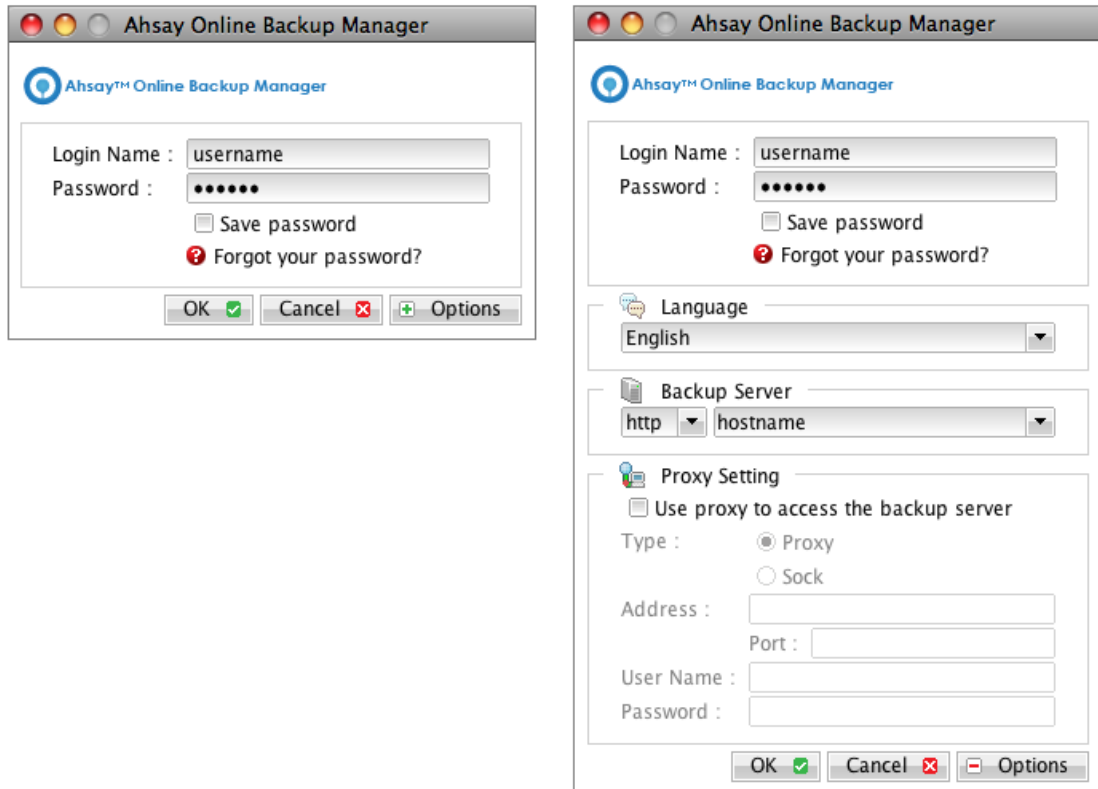
The main different is that user must select the restore to [Alternate location] option, and select the directory path to the original VM location.



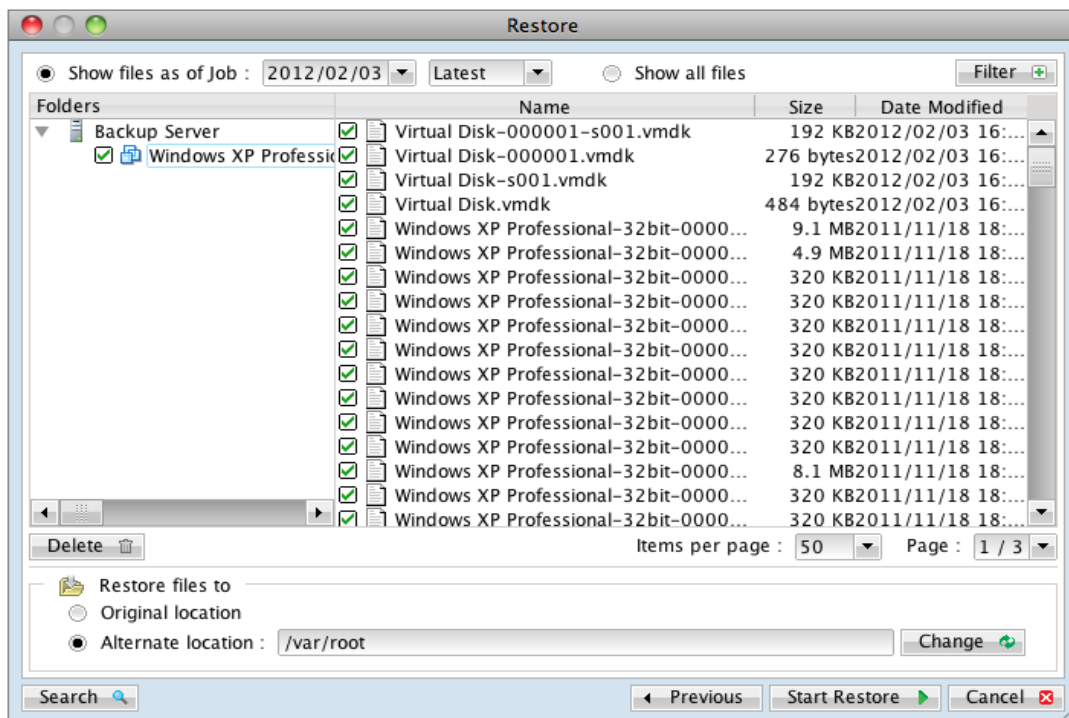
For full instructions, please refer to the [above sections](#).

13.3.7.2 How to restore individual virtual disk to a different VM

1. Login to the backup application's user interface.

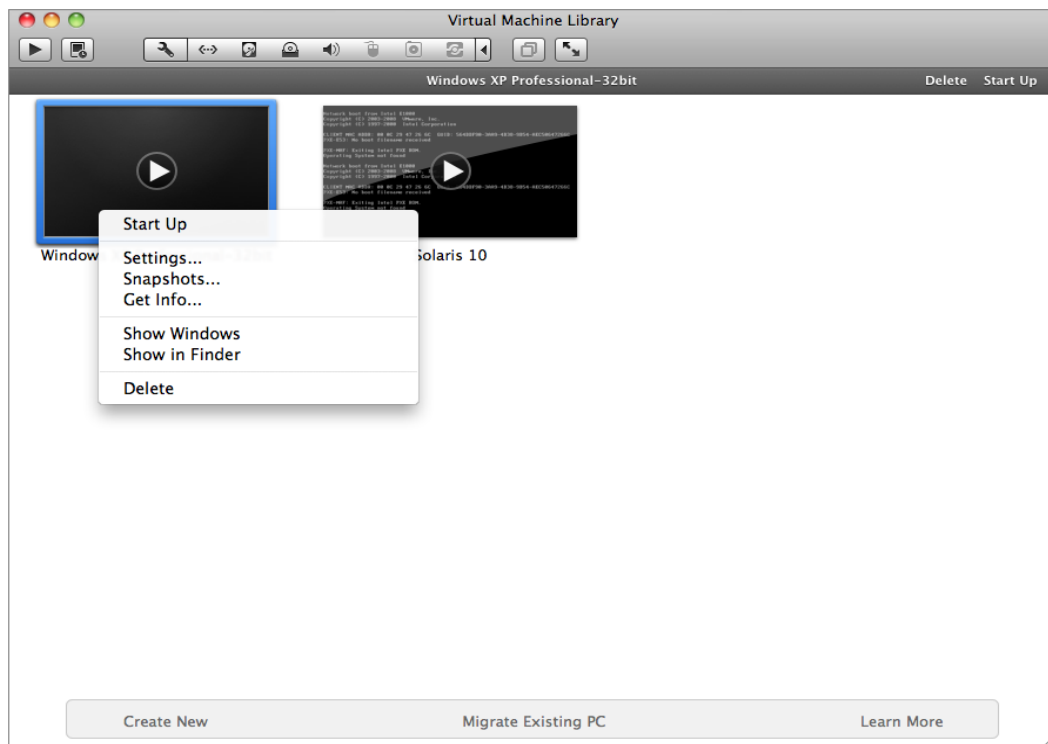


2. Select the [Restore] button and the corresponding backup set.



3. Select the virtual machines to be restored and choose [Alternate location] for restore files to.

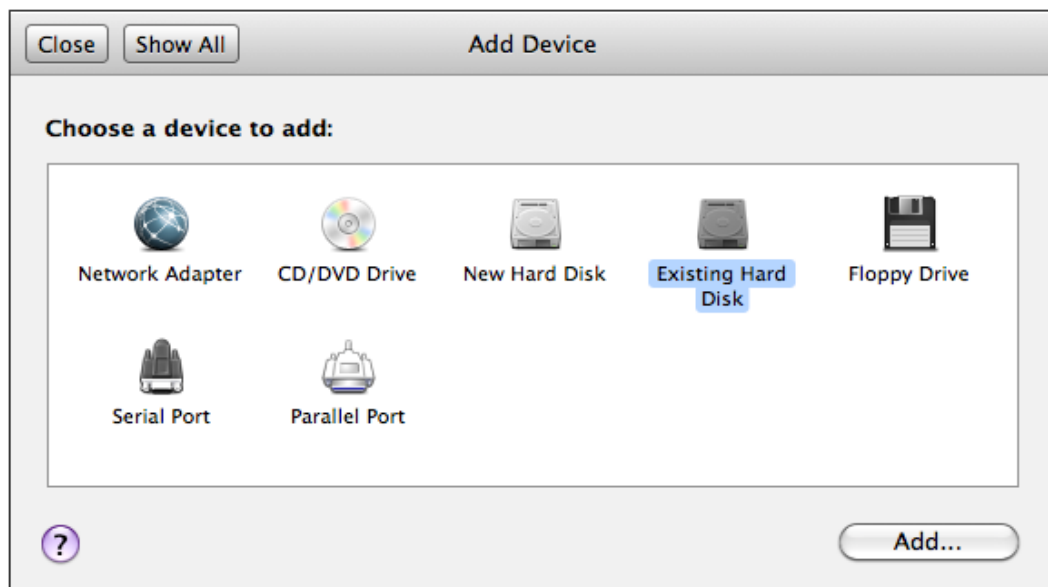
4. Click on the [Change] button and browse to the directory path which you would like to restore the data to.
5. Click the [Start Restore] button to begin the restore process.
6. Open the Virtual Machine Library Window.
7. Powers down the corresponding virtual machine to be restored to.
8. Right click on the corresponding VM, and select [Settings].



9. Select [Add Device] to add the newly restored virtual disk.



10. Select [Existing Hard Disk].



11. In the Open dialog, navigate to the location of the newly restored hard disk file.
12. Select the method for adding the virtual hard disk file.
13. Click [Open] and [Apply].
14. Start the virtual machine.

13.4 VMware Player and Workstation

13.4.1 Supported versions

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the supported versions.

13.4.2 Backup and restore of virtual machines on VMware Player and Workstation

Backup and restore procedures for VM running on VMware Player and Workstation are very similar to that of VM running on VMware Server.

Please refer to the [VMware Server](#) section of this guide for more details.

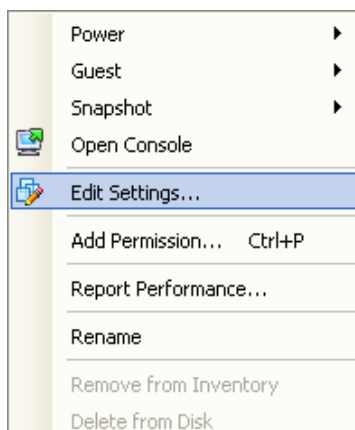
13.5 Independent disk for VMware virtual machine

Online (active) backup cannot be performed on virtual machines with Independent Disk. A snapshot cannot be created for an Independent Disk.

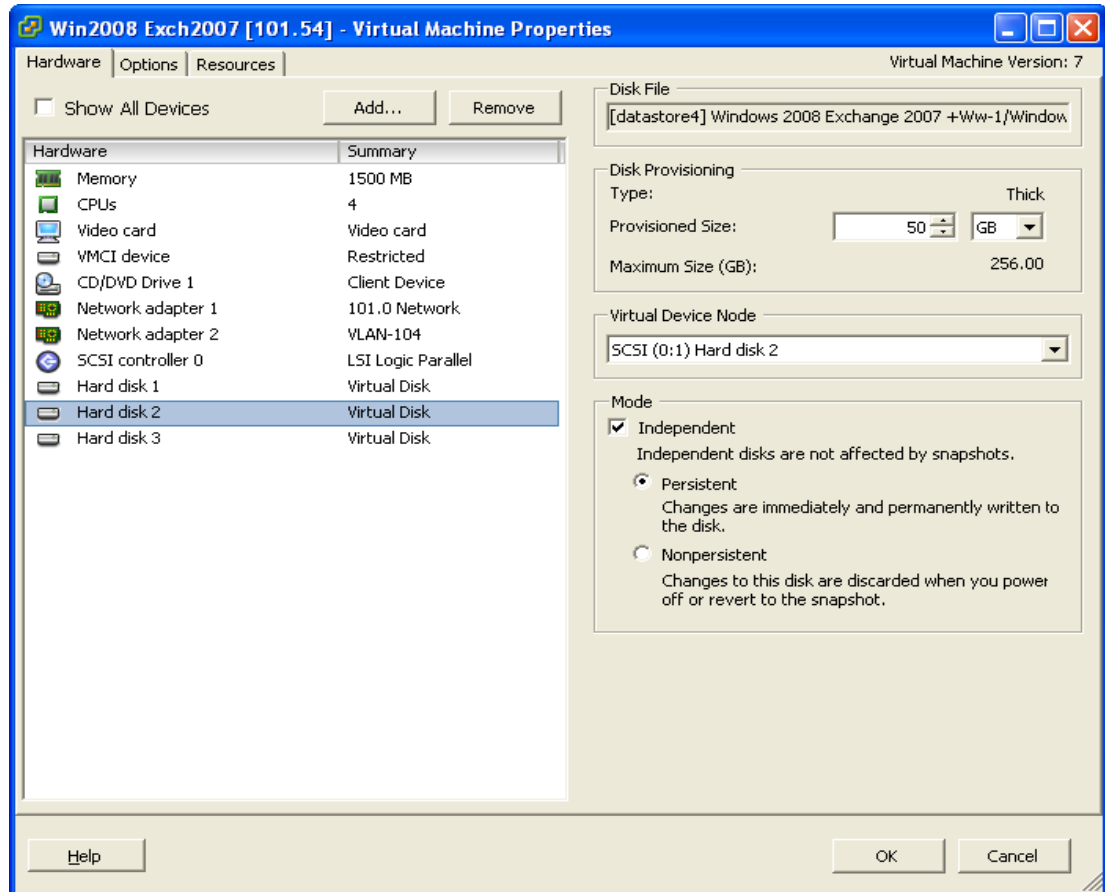
If a VM with Independent Disk is online during backup, AhsayOBM will skip the backup of any Independent Disk.

When the virtual machine is restored to original hypervisor, Independent Disk that was not backed up will be missing. To allow the VM to be powered on, please remove the missing disk from the restored VM.

1. Open VMware vSphere Client.
2. Under inventory, right click on the newly restored virtual machine, select [Edit Settings].



3. For each Independent Disk that was not restored, remove the corresponding [Hard disk] from [Hardware].



In some cases, the corresponding VM may not work properly because of the missing disk.

14 Backup / Restore Microsoft Virtual Machines

This chapter describes in detail how to backup and restore virtual machine running on Microsoft Hyper-V Server with AhsayOBM.

14.1 Backup virtual machines running on Hyper-V Server 2008 (non-cluster environment)

14.1.1 Requirements and recommendations

Please ensure that the following requirements are met by the Hyper-V server:

1. AhsayOBM version 6.7 or above is installed on the Hyper-V server.
2. The Hyper-V management tools are installed on the Hyper-V server.
3. Consider increasing the JVM (Java Virtual Machine) memory allocation to improve performance of the backup operation.
4. It is recommended that the temporary directory have disk space of at least 50% of the largest sized virtual machine to be backed up.
5. For backup of virtual machine with snapshot, backup of the whole VM instead of individual disk is highly recommended.
6. The current virtual hard disk specification limits the size of a virtual hard disk to be 2040 GB (2 TB), which can fit a volume of size 2040 GB minus 2 MB.

For details, please refer to:

<http://blogs.technet.com/b/ranjanajain/archive/2010/03/23/virtual-hard-disk-vhd-architecture-explained.aspx>

<http://technet.microsoft.com/en-us/library/dd183729%28v=ws.10%29.aspx>

14.1.2 Limitations

The following are limitations of the MS VM backup module:

1. Virtual machine backed up with the MS VM backup module can only be restored to the original Hyper-V server.

2. Backup of virtual machine with pass through disk (directly attached physical disk) is not supported.
3. For virtual machine with snapshot, the restoration process for individual virtual disk requires manual editing of VM configuration files.

In-depth knowledge on Hyper-V is required.

4. The virtual machine cannot start up if the guest operating system virtual disk is not restored.
5. Restore of individual virtual disk to a different virtual machine is only supported for virtual disk with no snapshot.
6. For backup of individual virtual disk, the restored virtual machine does not support the reversion of previous snapshots, if the snapshot contains disks which are not previously backed up by AhsayOBM.

14.1.3 Overview

The following steps are performed during a backup job:

1. Connection from the backup client to the backup server is established.
2. Download the server file list from the backup server.
3. Commands are issued to the hypervisor to create snapshot (memory dump) of the virtual machine with Volume Shadow Copy.

Important:

The corresponding virtual machine will be paused during the snapshot process, and resume when the snapshot is completed.

Do not attempt to start the virtual machine while it is in the saving state. The snapshot created may be invalid.

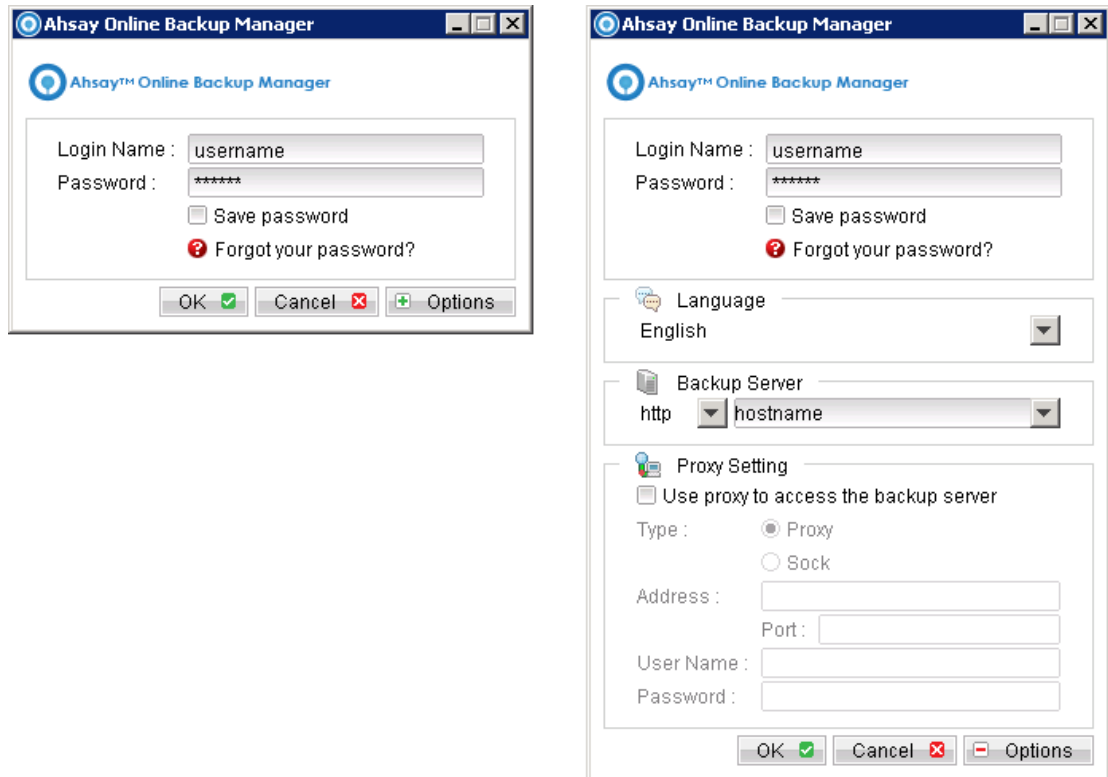
Furthermore, the corresponding virtual machine uptime will also be reset to 00:00:00 in the Hyper-V Manager.


4. After generating all files, the files are copied to the temporary spool path and upload to AhsayOBS.
5. Commands are issued to the hypervisor to remove the Volume Shadow Copy snapshot created.
6. Backup completed successfully.

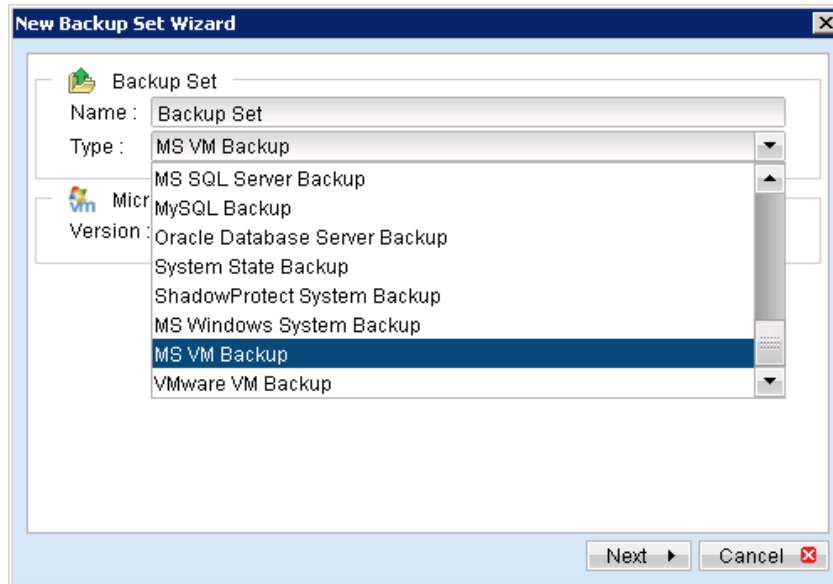
14.1.4 How to backup Microsoft virtual machines

Refer to the following instructions to backup VM running on Microsoft Hyper-V Server:

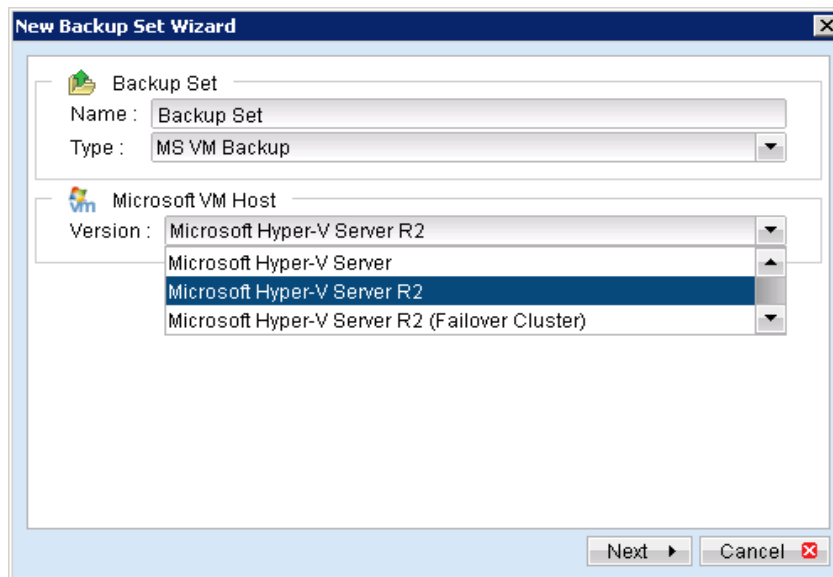
1. Login to the backup application's user interface.



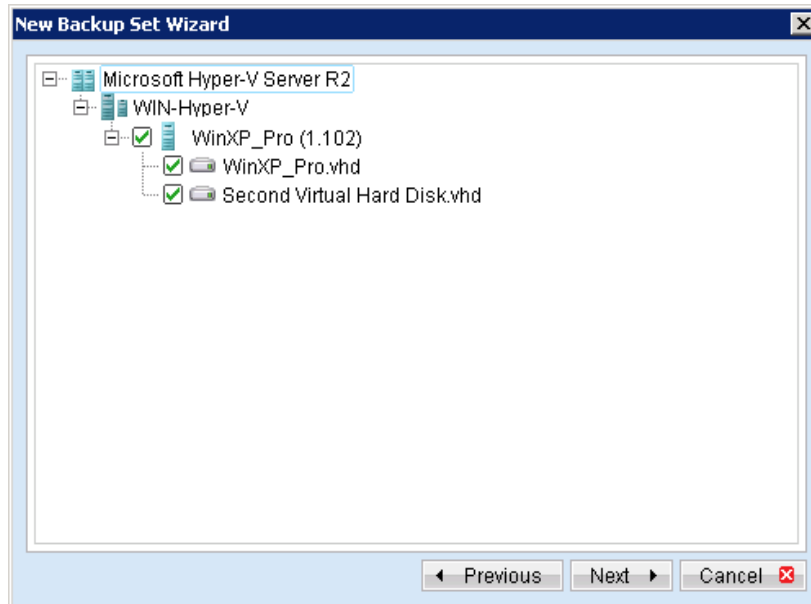
2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
3. Create a MS VM Backup set by selecting [MS VM Backup] from the backup set type dropdown menu.



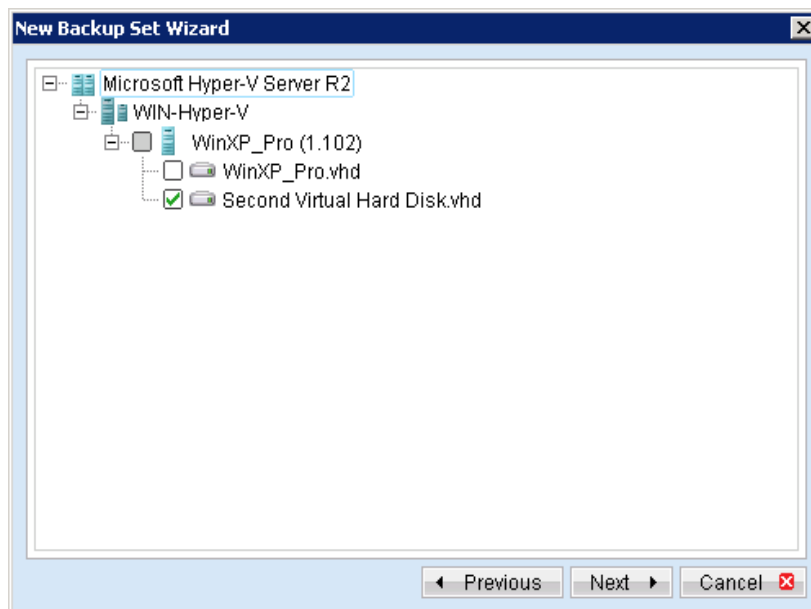
4. Select the version of the hypervisor.



5. Select [Next] to proceed.
6. Select the corresponding virtual machines for backup.



7. Alternatively, select individual virtual disk for backup by expanding the corresponding VM sub tree.



Note:

For backup of individual virtual disk, configuration files of the VM are also backed up.

Important:

For backup of virtual machine with snapshot, backup of the whole VM is highly recommended (instead of selective virtual disk).

8. Configure a backup schedule for unattended backups.

Note:

Multiple backup schedules of different types can be configured for the same backup set.

9. Select an encryption setting for your backup set.
10. Press the [OK] button to complete the configuration of backup set.
11. Scheduled backup will run automatically at the configured schedule time.
12. Click [Backup] button on the left panel to perform a backup immediately.

14.1.5 How to restore Microsoft virtual machines

Refer to the following instructions to restore VM running on Microsoft Hyper-V Server.

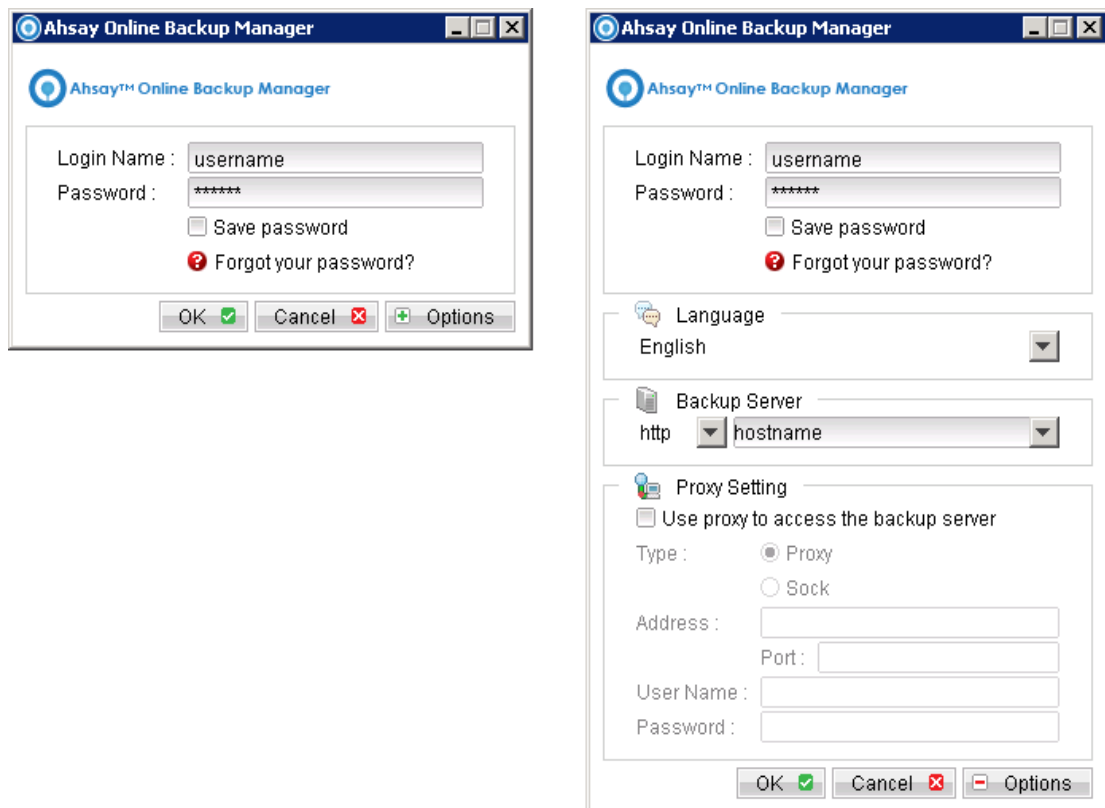
VM can be restored to the original location with the following condition:

- If the VM to be restored does not exist on the original hypervisor. The VM will be restored as a new virtual machine.
- If the VM to be restored still exist on the original hypervisor. The existing VM will be replaced by the backed up version.

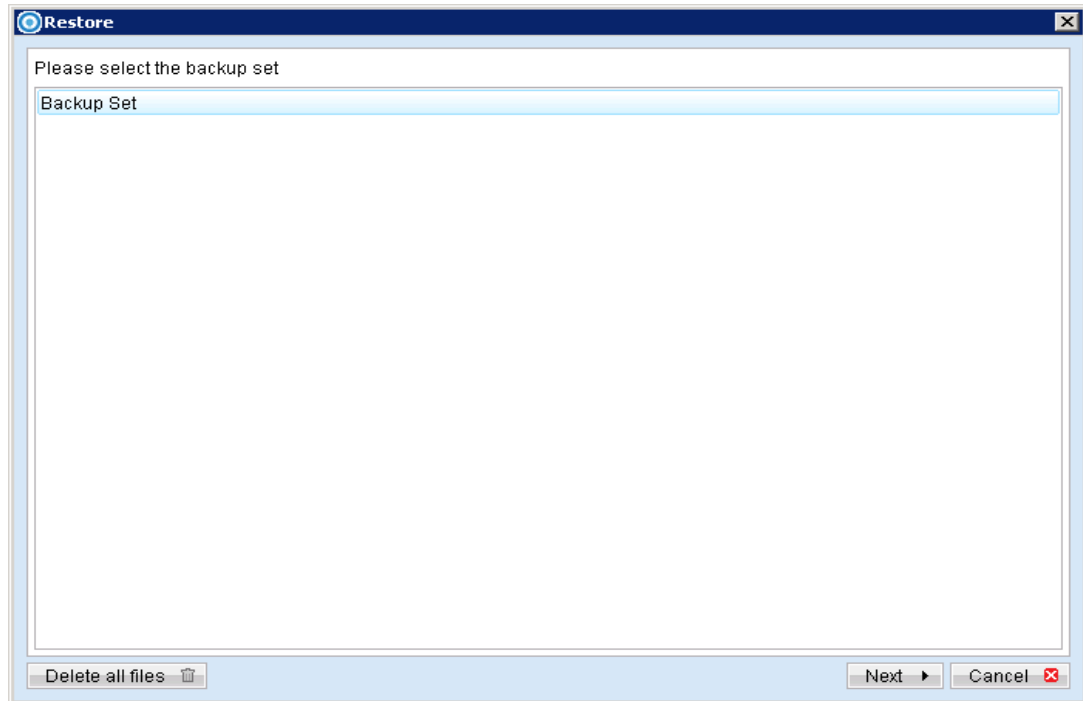
Important:

Virtual machine backed up with the MS VM backup module can only be restored to the original Hyper-V server.

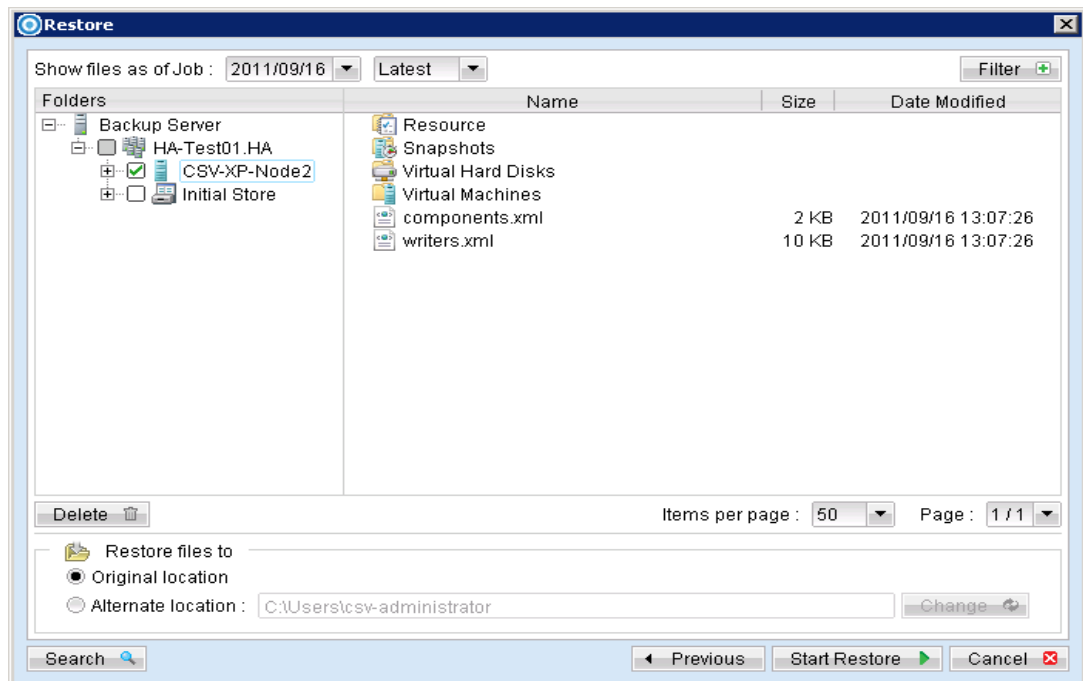
1. Login to the backup application's user interface.



2. Select the [Restore] button and the corresponding backup set.



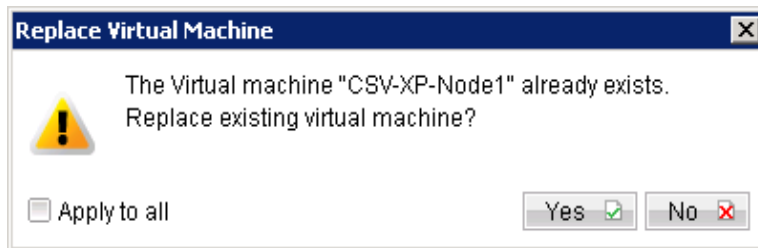
3. Select the virtual machines to be restored and choose [Original location] for restore files to.



Note:

Select the Initial Store to restore the Authorization Manager Security (role based access control) settings

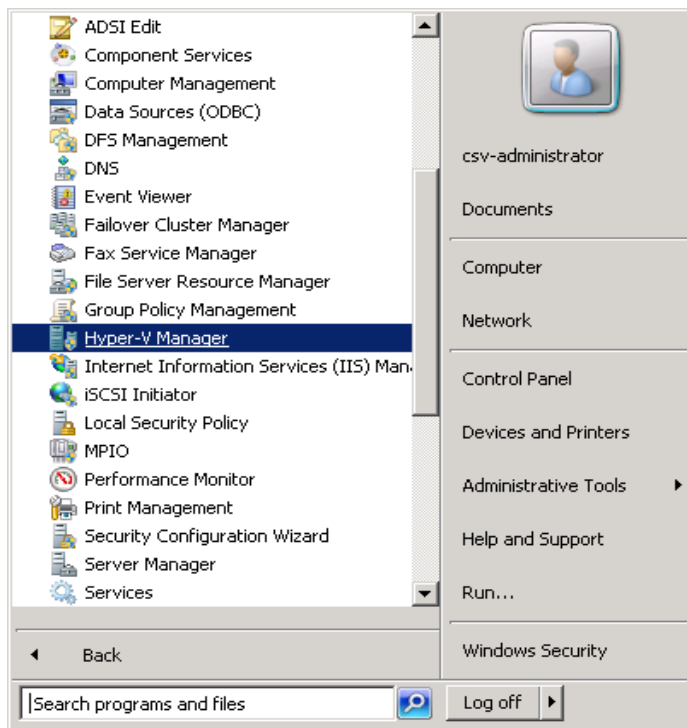
4. Click the [Start Restore] button to begin the restore process.
5. User will be prompted if a virtual machine selected to be restored exist on the hypervisor.



Important:

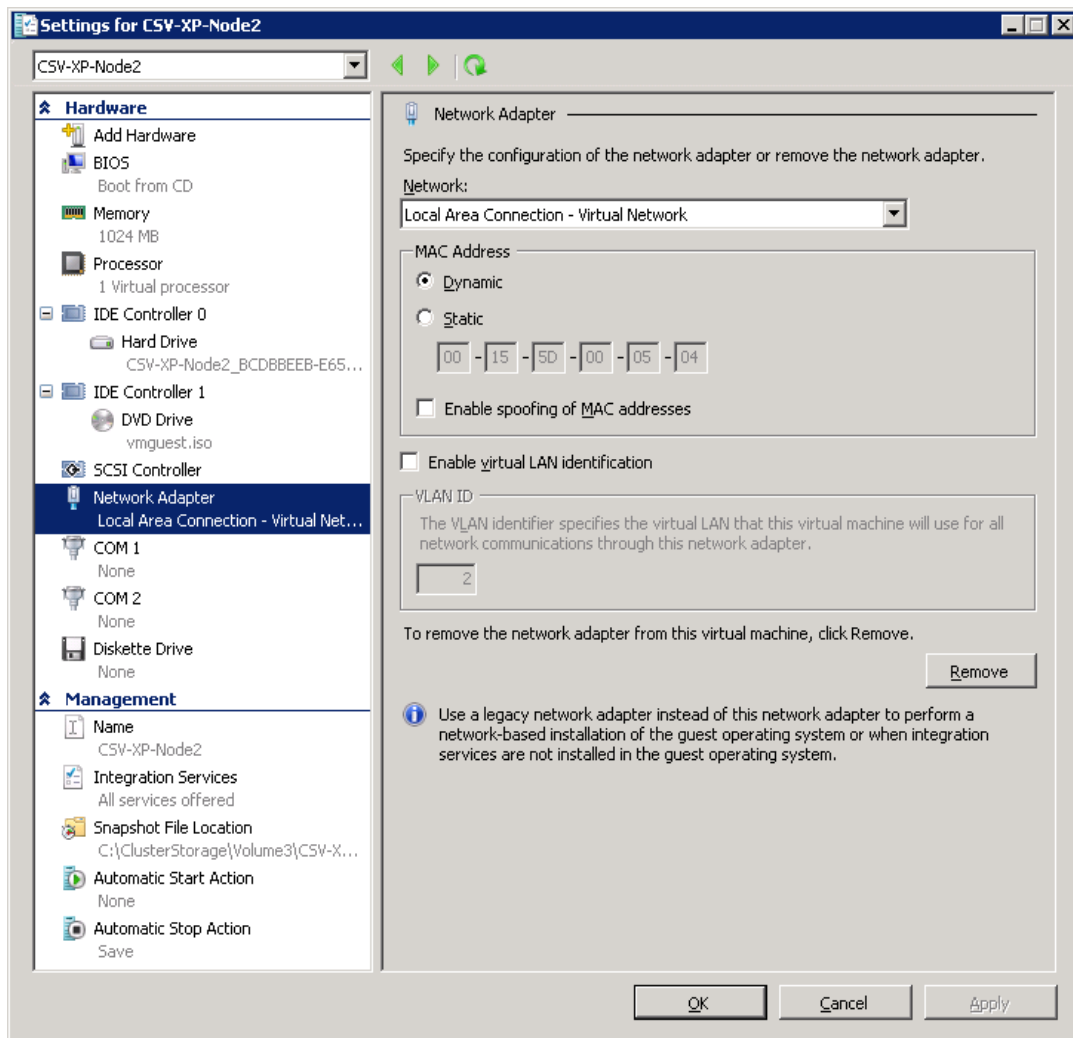
For restore of existing virtual machine (restoring a previous version), the existing virtual machine will be removed before the restore process begin.

6. When the restore process is completed, the virtual machines will be restored to the original hypervisor.
7. Open Hyper-V Manager, click Start, Administrative Tools and click Hyper-V Manager.



8. Under Virtual Machines, right click on the newly restored virtual machine, select [Setting].

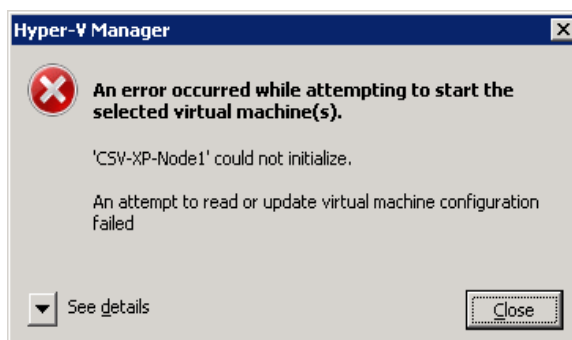
9. Modify settings which may be conflicting with other existing virtual machines (e.g. network setting).



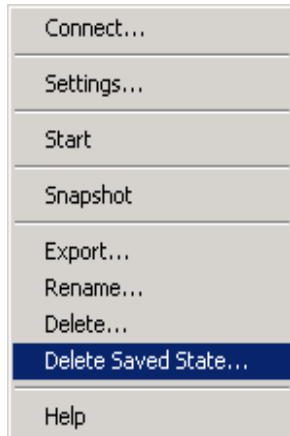
10. Start the virtual machine afterward.

Important:

If the following error is displayed during the startup, please remove the Saved State of the corresponding VM.



In Hyper-V Manager, right click on the corresponding VM and select [Delete Saved State], start the VM again afterward.

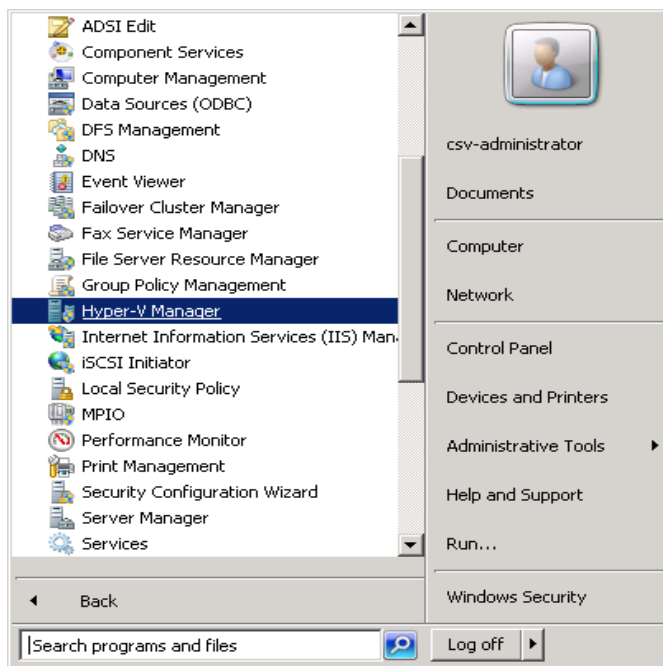


11. For any virtual disk that was not restored (e.g. original backup source did not include all virtual disks configured for the VM).

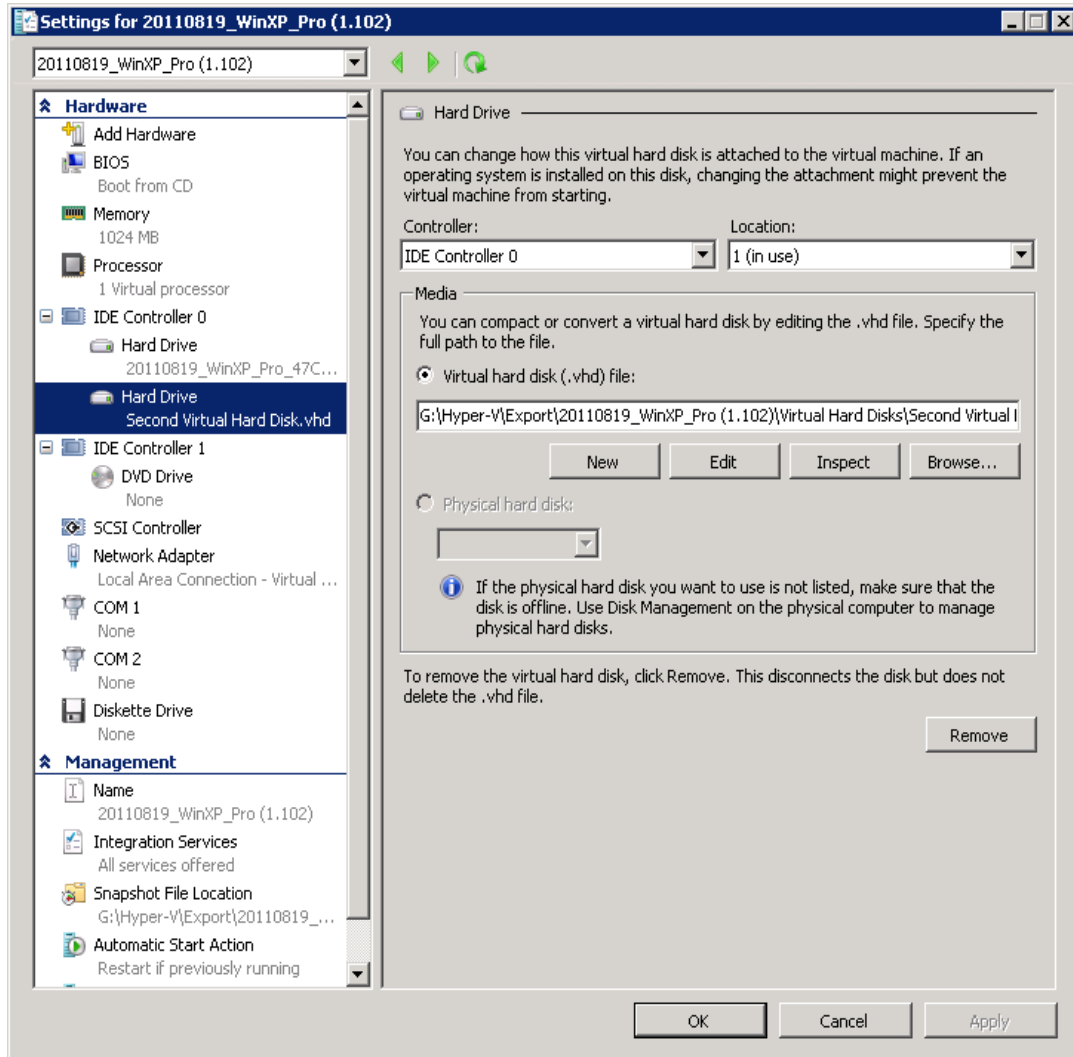
Continue to the next steps for instruction to remove the missing virtual disk from the virtual machine's configuration.

For original virtual machine with no snapshot

1. Open Hyper-V Manager.



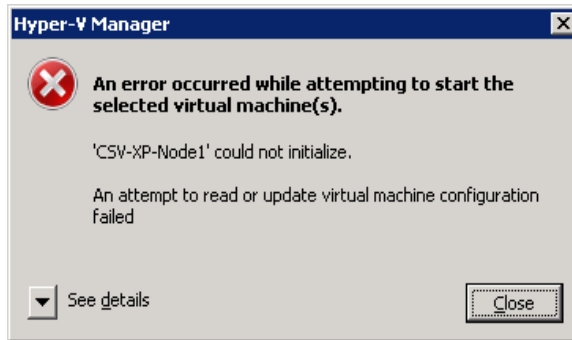
2. Under Virtual Machines, right click on the newly restored virtual machine, select [Setting].
3. For each virtual disk that was not restored, remove the corresponding [Hard Drive] setting from [Hardware].



4. Start the virtual machine afterward.

Important:

If the following error is displayed during the startup, please remove the Saved State of the corresponding VM.



In Hyper-V Manager, right click on the corresponding VM and select [Delete Saved State], start the VM again afterward.



For original virtual machine with snapshot

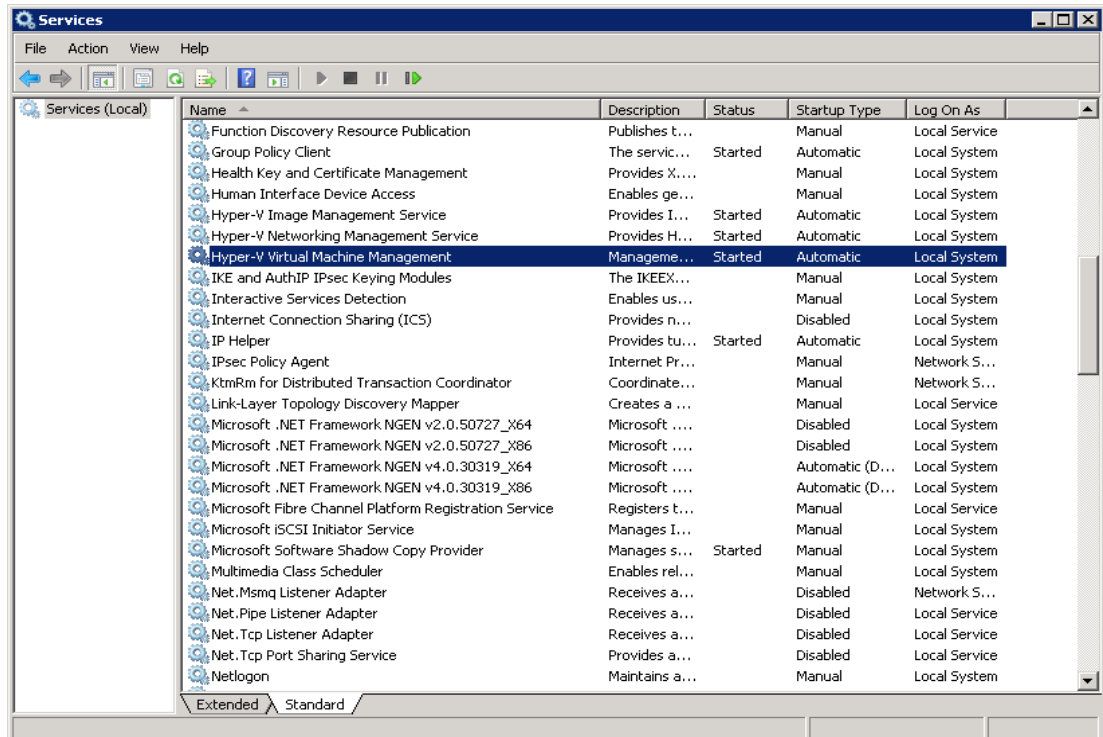
1. Locate the virtual machine's folder location on the Hyper-V server.

Important:

Serious problem may occur if the configuration files are incorrectly modified; it may prevent the virtual machine from starting.

Please only perform the following procedures if you have in-depth knowledge on Hyper-V management.

2. Stop the Hyper-V Virtual Machine Management service.



- Remove the corresponding entry from the Virtual Machine configuration `${VM-GUID}.xml` file.

- Open the corresponding `${VM-GUID}.xml` file at the following location with a text editor.

```
${VM-Location}\Virtual Machine\${VM-GUID}.xml
```

- Locate the line of all non existing VHD.

```
<controller0>
  <drive0>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard Disks\Name_GUID.avhd</pathname>
    <type type="string">VHD</type>
  </drive0>
  <drive1>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard
      Disks\Second_Disk_GUID.avhd</pathname>
    <type type="string">VHD</type>
  </drive1>
</controller0>
```

- Modify the line from:

```
<type type="string">VHD</type>
```

To

```
<type type="string">NONE</type>
```

```
<controller0>
  <drive0>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard Disks\Name_GUID.avhd</pathname>
    <type type="string">VHD</type>
  </drive0>
  <drive1>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard
      Disks\Second_Disk_GUID.avhd</pathname>
    <type type="string">NONE</type>
  </drive1>
</controller0>
```

- Save the changes afterward.
4. Remove the corresponding entry from the Snapshot configuration `${GUID}.xml` file.
- Open the corresponding snapshot's `${GUID}.xml` file at the following location with a text editor.

```
${VM-Location}\Snapshots\${GUID}.xml
```

- Locate the line of all non existing virtual disk.

```
<controller0>
  <drive0>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard Disks\Name_GUID.vhd</pathname>
    <type type="string">VHD</type>
  </drive0>
  <drive1>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard
      Disks\Second_Disk_GUID.vhd</pathname>
    <type type="string">VHD</type>
  </drive1>
</controller0>
```

- Modify the line from:

```
<type type="string">VHD</type>
```

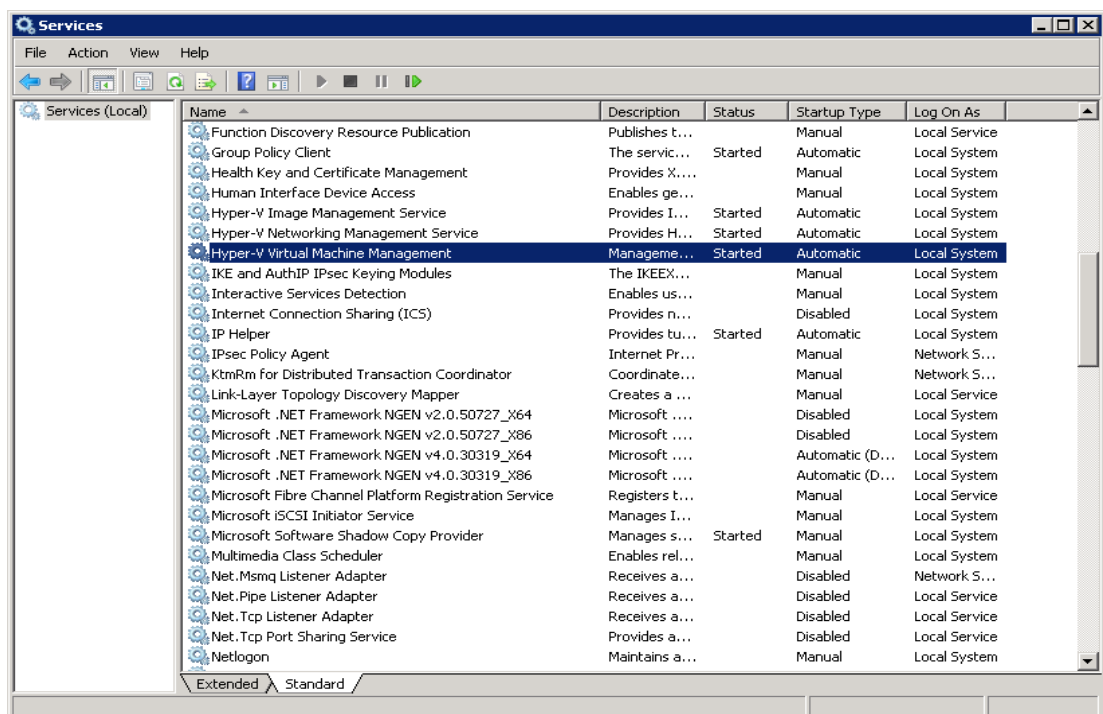
To

```
<type type="string">NONE</type>
```

```
<controller0>
  <drive0>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard Disks\Name_GUID.vhd</pathname>
    <type type="string">VHD</type>
  </drive0>
  <drive1>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard
      Disks\Second_Disk_GUID.vhd</pathname>
    <type type="string">NONE</type>
  </drive1>
</controller0>
```

- Repeat the same step for each snapshot.

5. Start the Hyper-V Virtual Machine Management service.



6. Remove any existing snapshot.

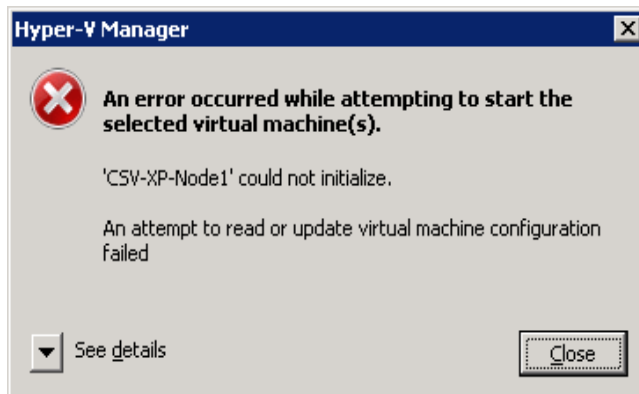
Important:

The restored virtual machine does not support the reversion of previous snapshots if they contain virtual disks not restored.

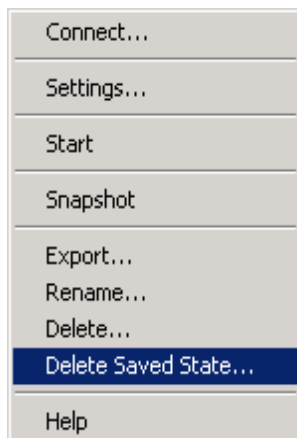
7. Start the virtual machine.

Important:

If the following error is displayed during the startup, please remove the Saved State of the corresponding VM.



In Hyper-V Manager, right click on the corresponding VM and select [Delete Saved State], start the VM again afterward.



14.1.6 How to restore individual virtual disk

Individual virtual disk can be restored to the original VM, or to be added to a new VM.

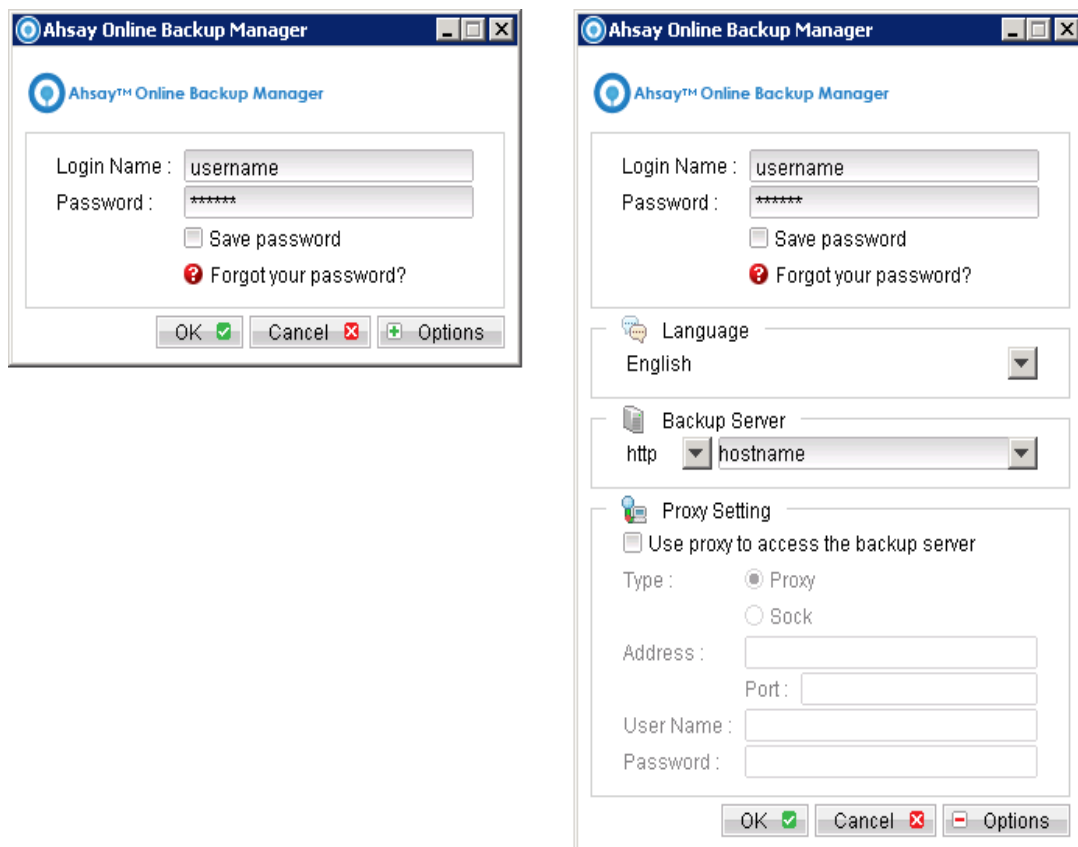
Important:

Serious problem may occur if the configuration files are incorrectly modified; it may prevent the virtual machine from starting.

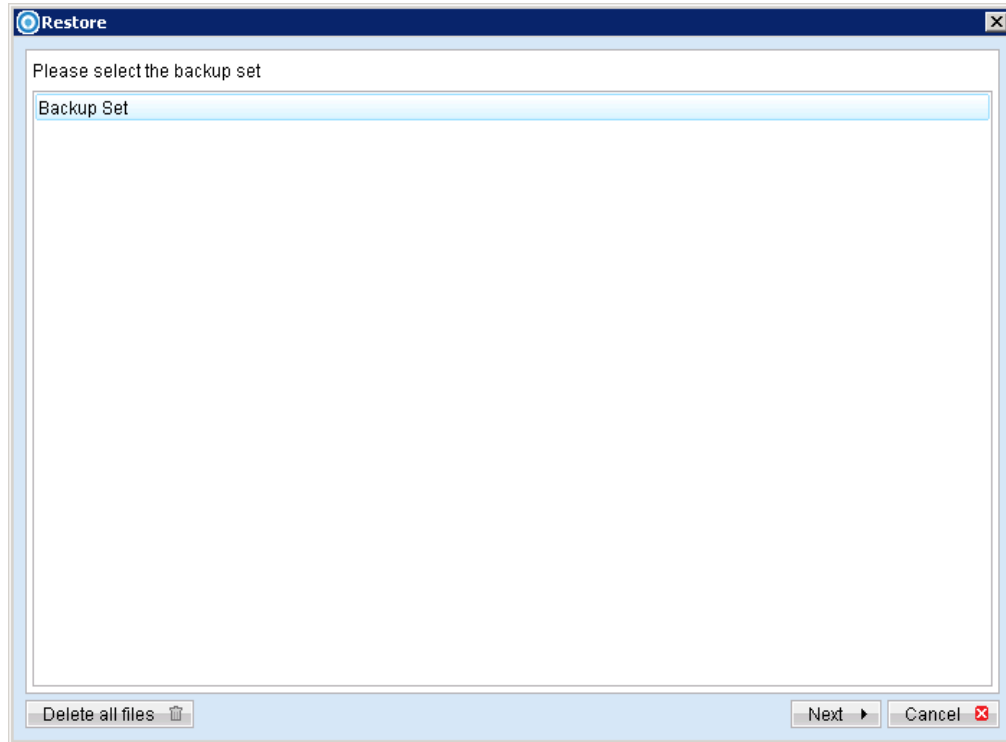
Please only perform the following procedures if you have in-depth knowledge on Hyper-V management.

14.1.6.1 How to restore individual virtual disk to original VM

1. Open Hyper-V Manager.
2. Shutdown the VM to be restored to.
3. Login to the backup application's user interface.

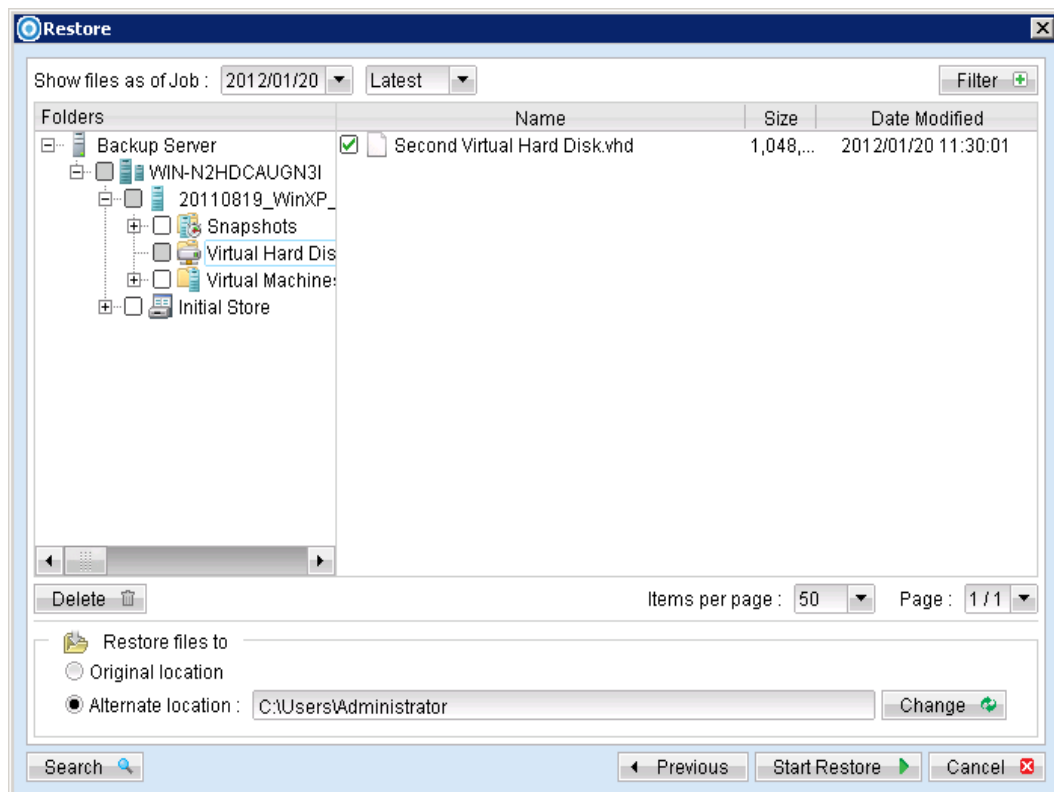


4. Select the [Restore] button and the corresponding backup set.



5. Select [Alternate location], then select the virtual disk to be restored.

Restore of individual virtual disk is only supported for restore to [Alternation location].

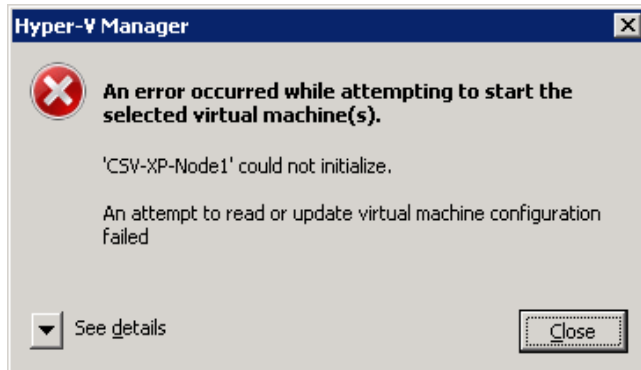


6. Click [Change]; select the directory path where the virtual disk was originally backed up from.

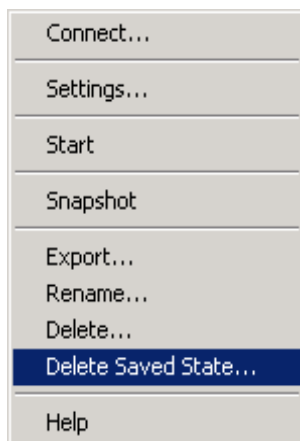
7. Click the [Start Restore] button to begin the restore process.
8. Start the virtual machine after the restore process is completed.

Important:

If the following error is displayed during the startup, please remove the Saved State of the corresponding VM.



In Hyper-V Manager, right click on the corresponding VM and select [Delete Saved State], start the VM again afterward.

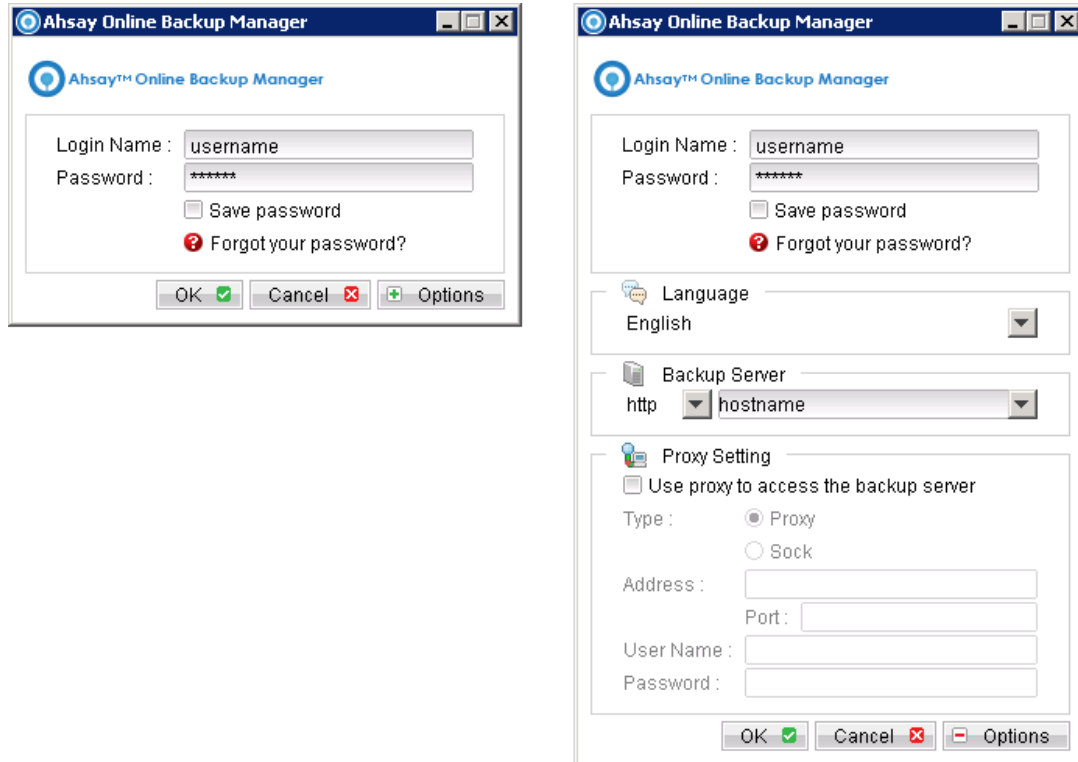


14.1.6.2 How to restore individual virtual disk to a different VM

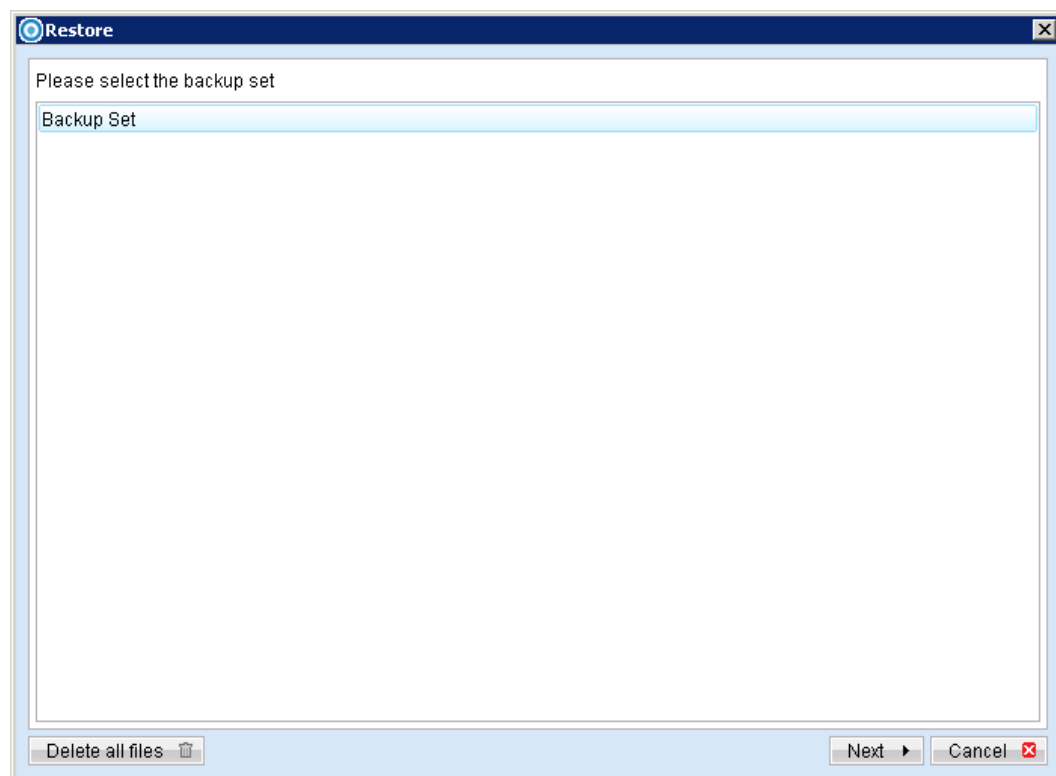
Important:

Restore of individual virtual disk to a different virtual machine is only supported for virtual disk with no snapshot.

1. Login to the backup application's user interface.

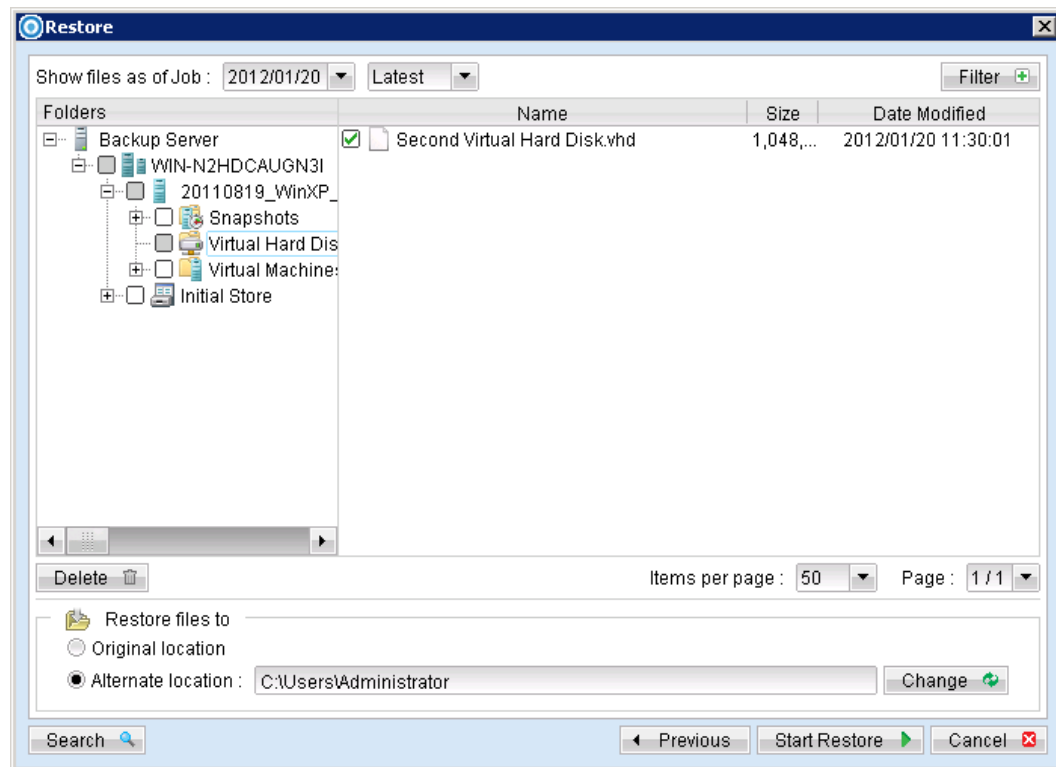


2. Select the [Restore] button and the corresponding backup set.

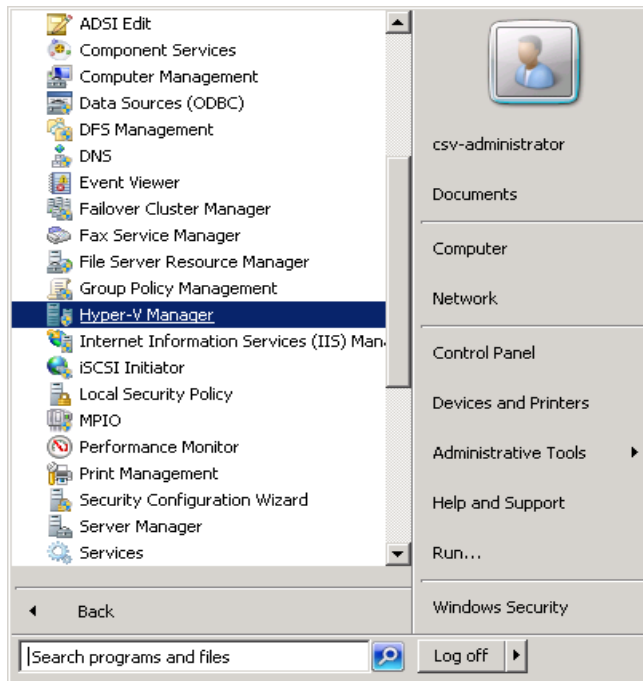


3. Select [Alternate location], then select the virtual disk to be restored.

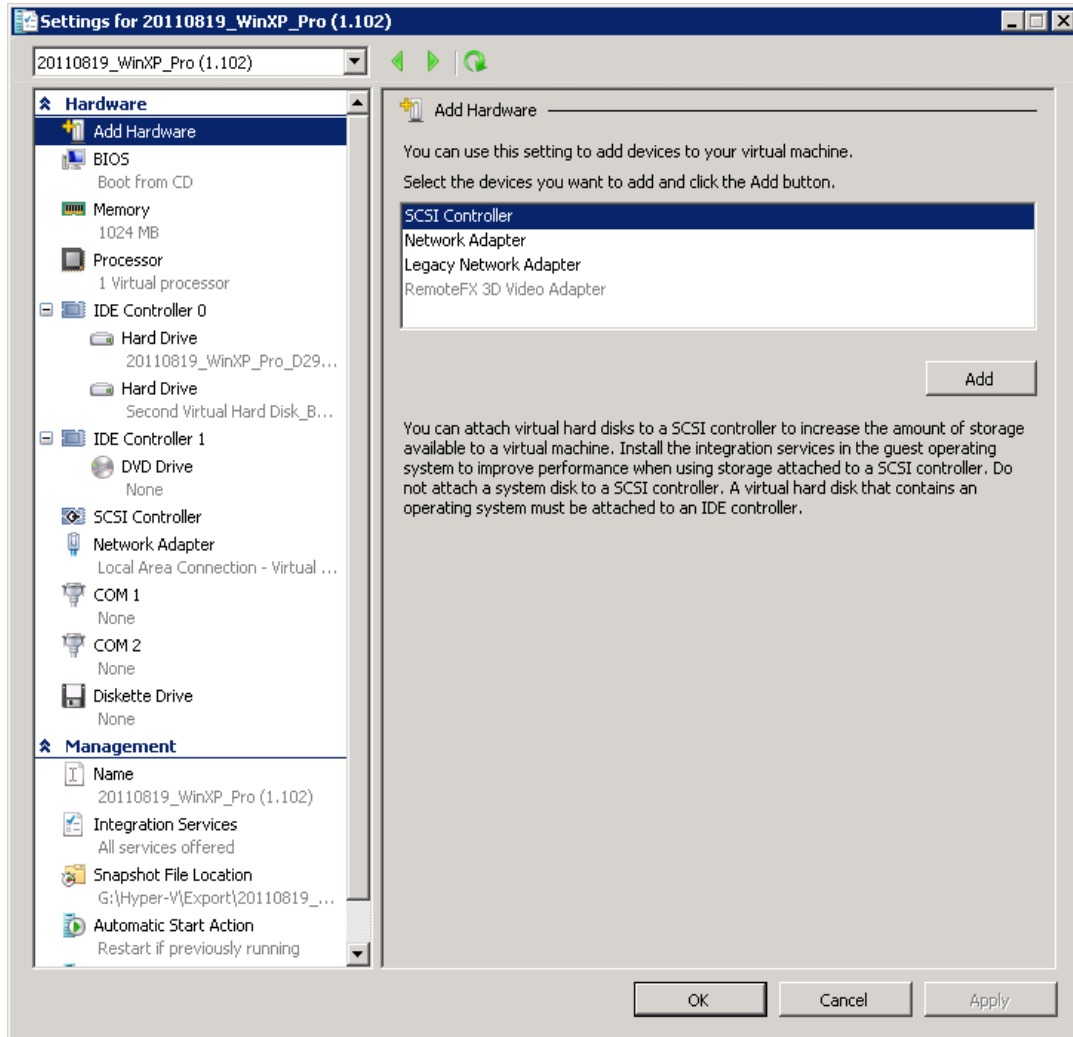
Restore of individual virtual disk is only supported for restore to [Alternation location].



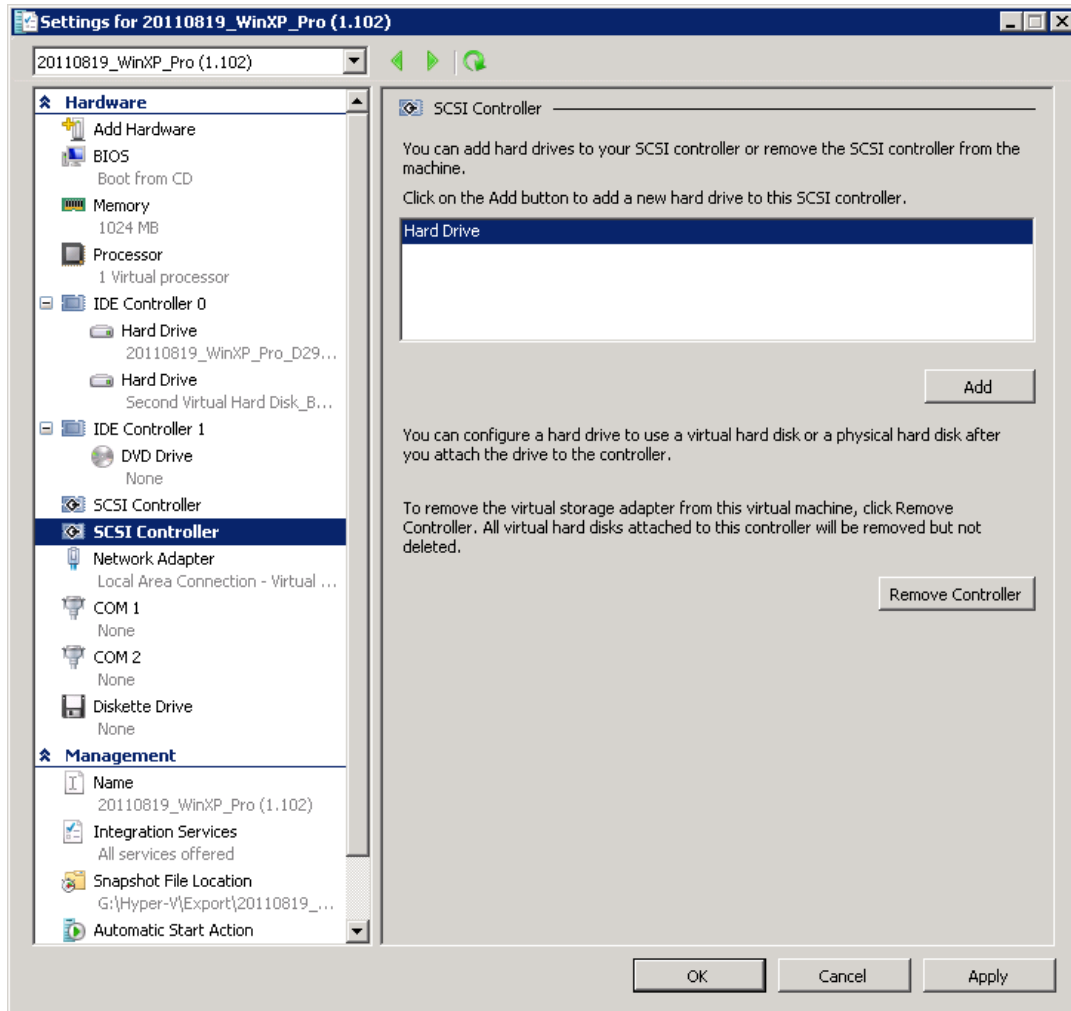
4. Click [Change] to select the location where the virtual disk should be restored.
5. Click the [Start Restore] button to begin the restore process.
6. When the restore process is completed, open Hyper-V Manager.



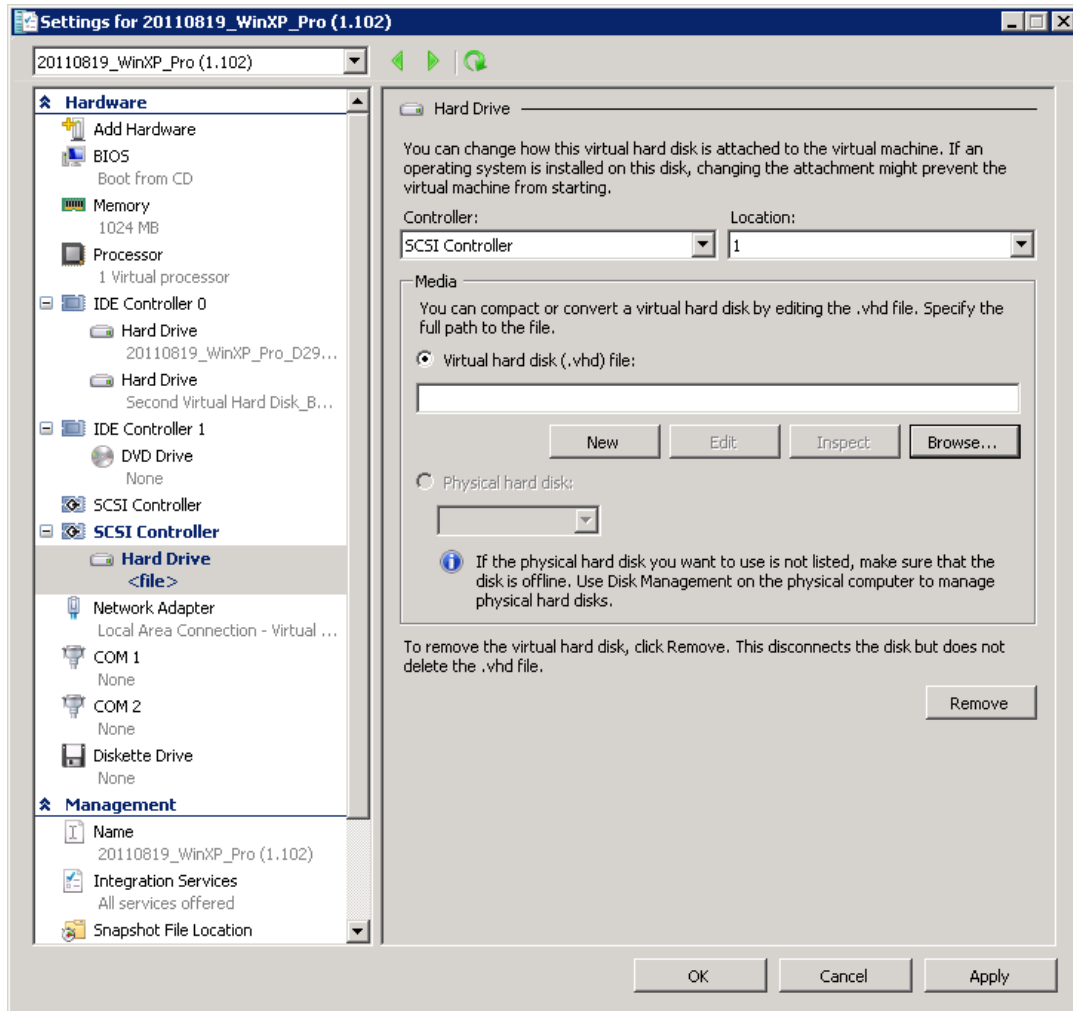
7. Under Virtual Machines, powers down the corresponding virtual machine to be restored to.
8. Select [Setting] to add the restored virtual disk to the VM.
9. Select [Add Hardware], [SCSI Controller] and press the [Add] button.



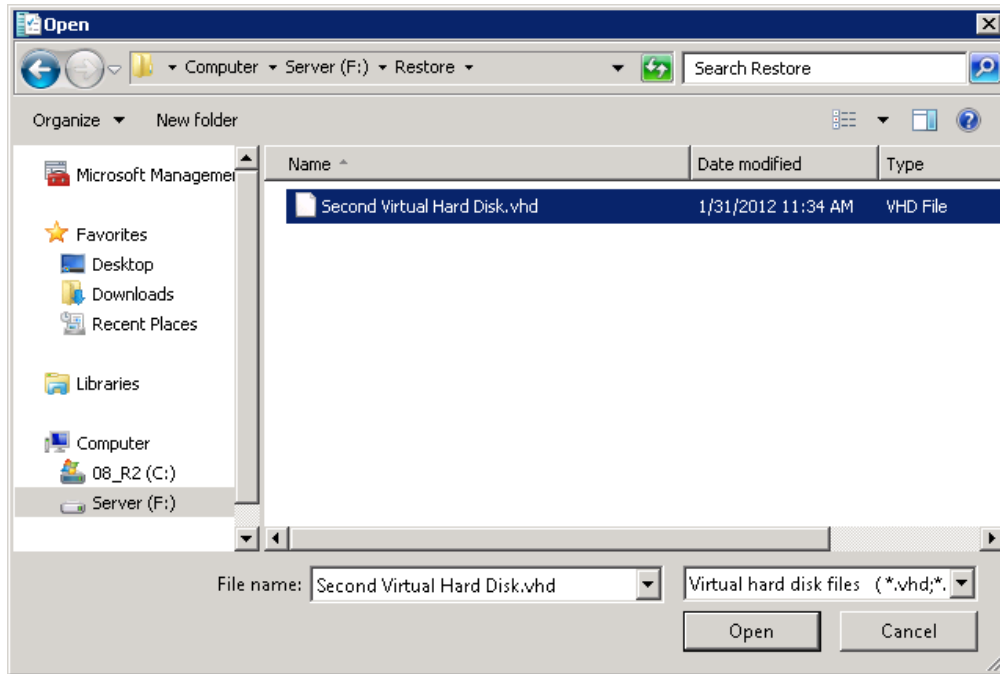
10. Select [Hard Drive] and press the [Add] button.



11. Select the corresponding [Controller] and [Location] setting.



12. Under Media, select [Browse] and browse to the newly restored virtual disk file.



13. Start the virtual machine.

14.2 Backup virtual machines running on Hyper-V Server 2012 (non-cluster environment)

14.2.1 Requirements and recommendations

Please ensure that the following requirements are met by the Hyper-V server:

1. AhsayOBM version 6.13 or above is installed on the Hyper-V server.
2. The Hyper-V management tools are installed on the Hyper-V server.
3. Consider increasing the JVM (Java Virtual Machine) memory allocation to improve performance of the backup operation.
4. It is recommended that the temporary directory have disk space of at least 50% of the largest sized virtual machine to be backed up.
5. For backup of virtual machine with snapshot, backup of the whole VM instead of individual disk is highly recommended.

6. The current virtual hard disk (VHD) specification limits the size of a virtual hard disk to be 2040 GB (2 TB), which can fit a volume of size 2040 GB minus 2 MB.

For details, please refer to:

<http://blogs.technet.com/b/ranjanajain/archive/2010/03/23/virtual-hard-disk-vhd-architecture-explained.aspx>

<http://technet.microsoft.com/en-us/library/dd183729%28v=ws.10%29.aspx>

14.2.2 Limitations

The following are limitations of the MS VM backup module:

1. Virtual machine backed up with the MS VM backup module can be restored to the Hyper-V server with the same version.
2. Backup of virtual machine with pass through disk (directly attached physical disk) is not supported.
3. The virtual machine cannot start up if the guest operating system virtual disk is not restored.
4. Restore of individual virtual disk to a different virtual machine is only supported for virtual disk with no snapshot.
5. For backup of individual virtual disk, the restored virtual machine does not support the reversion of previous snapshots, if the snapshot contains disks which are not previously backed up by AhsayOBM.

14.2.3 Overview

The following steps are performed during a backup job:

1. Connection from the backup client to the backup server is established.
2. Download the server file list from the backup server.
3. Commands are issued to the hypervisor to create snapshot (memory dump) of the virtual machine with Volume Shadow Copy.

Important:

The corresponding virtual machine will be paused during the snapshot process, and resume when the snapshot is completed.

Do not attempt to start the virtual machine while it is in the saving state. The snapshot created may be invalid.

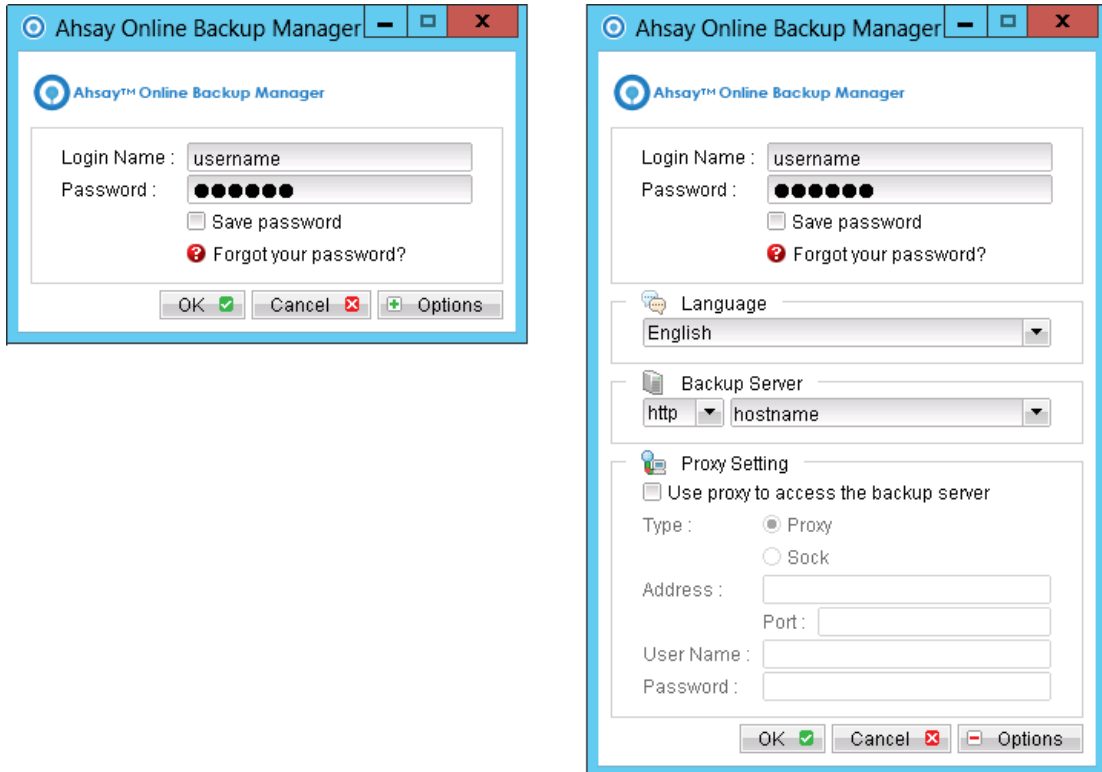
Furthermore, the corresponding virtual machine uptime will also be reset to 00:00:00 in the Hyper-V Manager.

4. After generating all files, the files are copied to the temporary spool path and upload to AhsayOBS.
5. Commands are issued to the hypervisor to remove the Volume Shadow Copy snapshot created.
6. Backup completed successfully.


14.2.4 How to backup Microsoft virtual machines

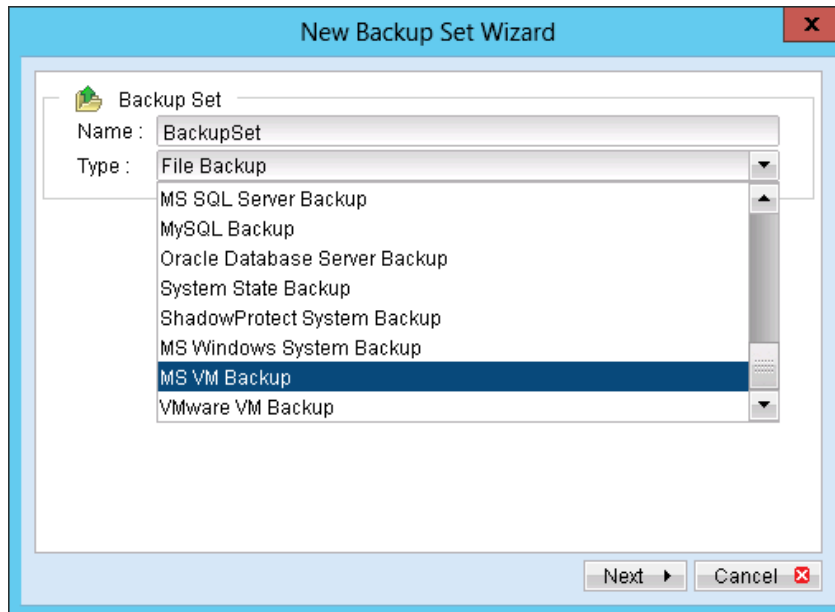
Refer to the following instructions to backup VM running on Microsoft Hyper-V Server:

1. Login to the backup application's user interface.

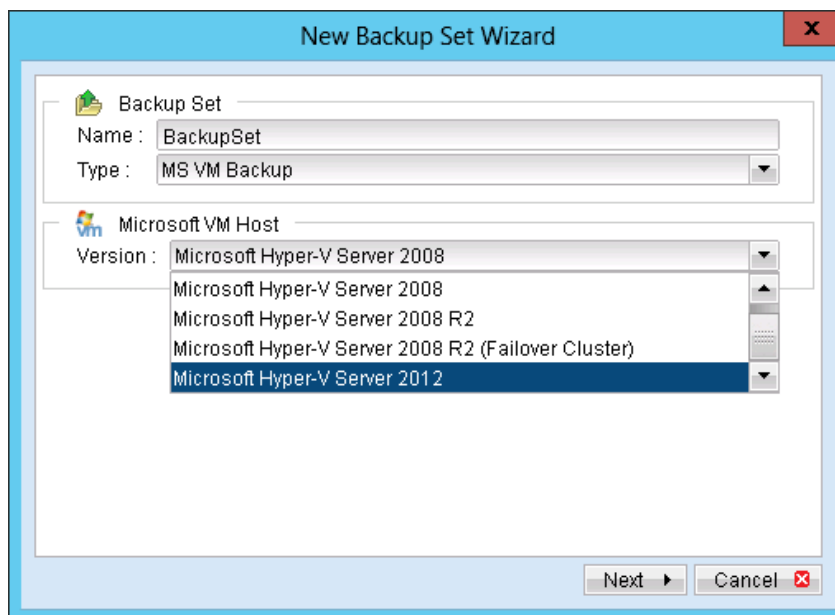


The image displays two screenshots of the Ahsay Online Backup Manager login window. The left screenshot shows the login fields (Login Name: username, Password: masked) and buttons (OK, Cancel, Options). The right screenshot shows the same login fields plus additional settings: Language (English), Backup Server (http, hostname), and Proxy Setting (Use proxy to access the backup server, Type: Proxy, Address, Port, User Name, Password).

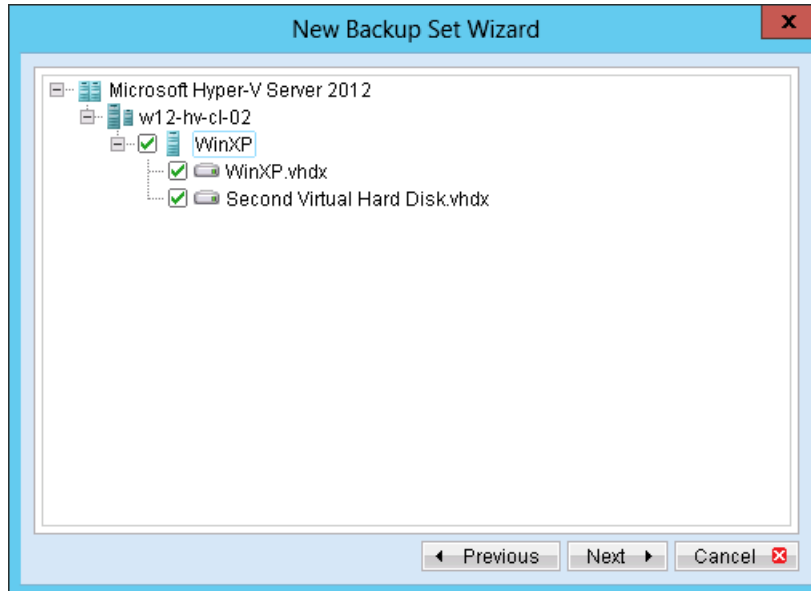
2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
3. Create a MS VM Backup set by selecting [MS VM Backup] from the backup set type dropdown menu.



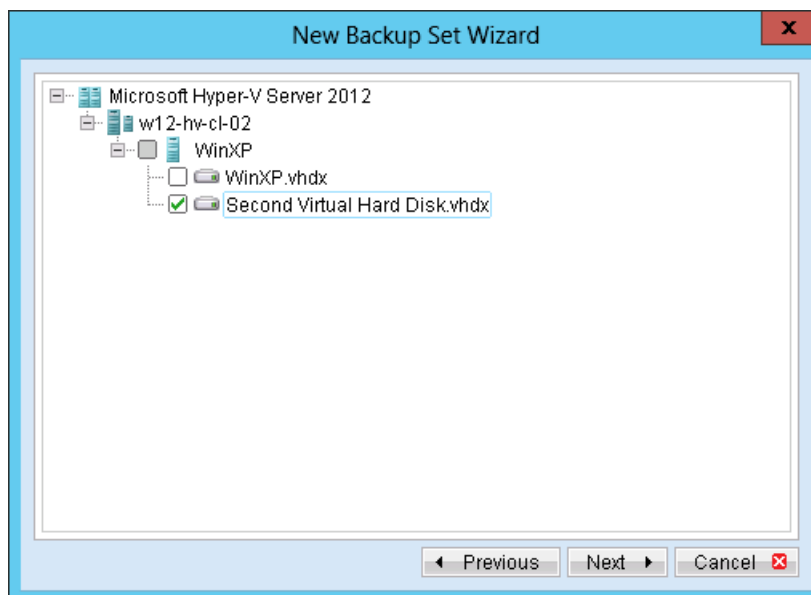
4. Select the version of the hypervisor.



5. Select [Next] to proceed.
6. Select the corresponding virtual machines for backup.



7. Alternatively, select individual virtual disk for backup by expanding the corresponding VM sub tree.



Note:

For backup of individual virtual disk, configuration files of the VM are also backed up.

Important:

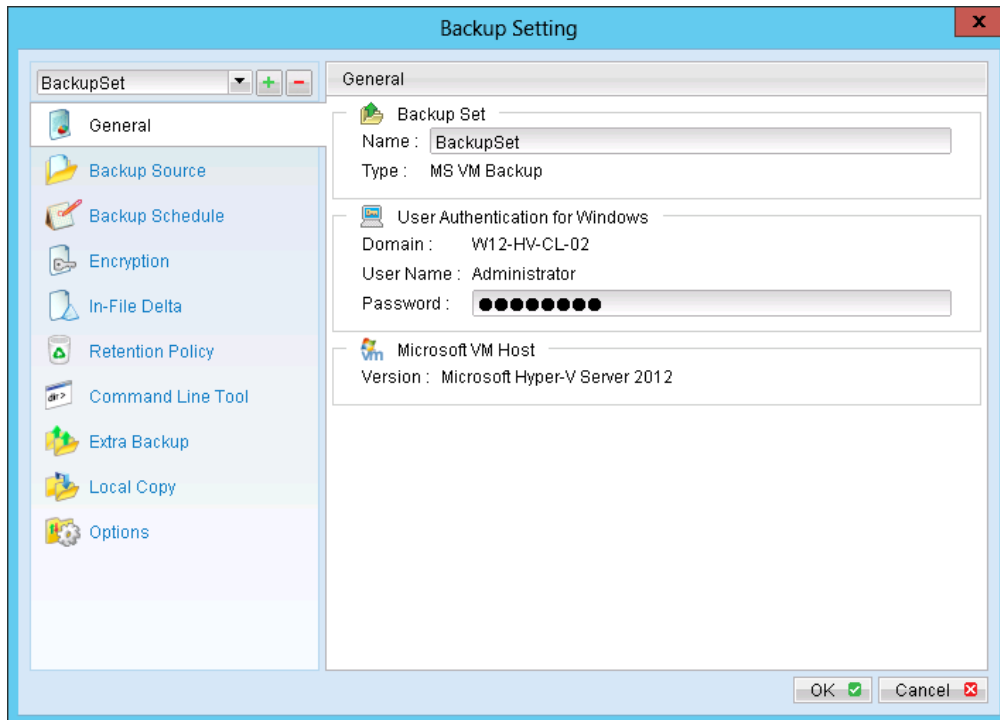
For backup of virtual machine with snapshot, backup of the whole VM is highly recommended (instead of selective virtual disk).

8. Configure a backup schedule for unattended backups.

Note:

Multiple backup schedules of different types can be configured for the same backup set.

9. Select an encryption setting for your backup set.
10. Press the [OK] button to complete the configuration of backup set.
11. Enter the password for the user authentication for Windows.



12. Scheduled backup will run automatically at the configured schedule time.
13. Click [Backup] button on the left panel to perform a backup immediately.

14.2.5 How to restore Microsoft virtual machines

Refer to the following instructions to restore VM running on Microsoft Hyper-V Server.

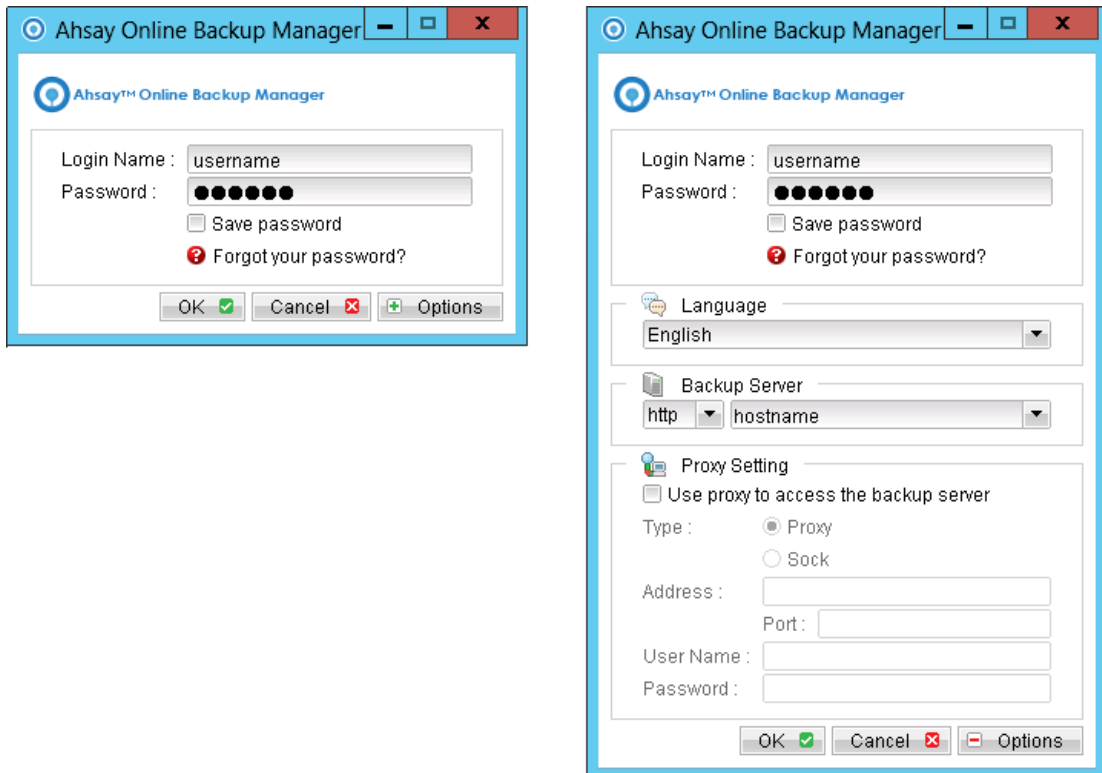
VM can be restored to the original location with the following condition:

- If the VM to be restored does not exist on the original hypervisor. The VM will be restored as a new virtual machine.
- If the VM to be restored still exist on the original hypervisor. The existing VM will be replaced by the backed up version.

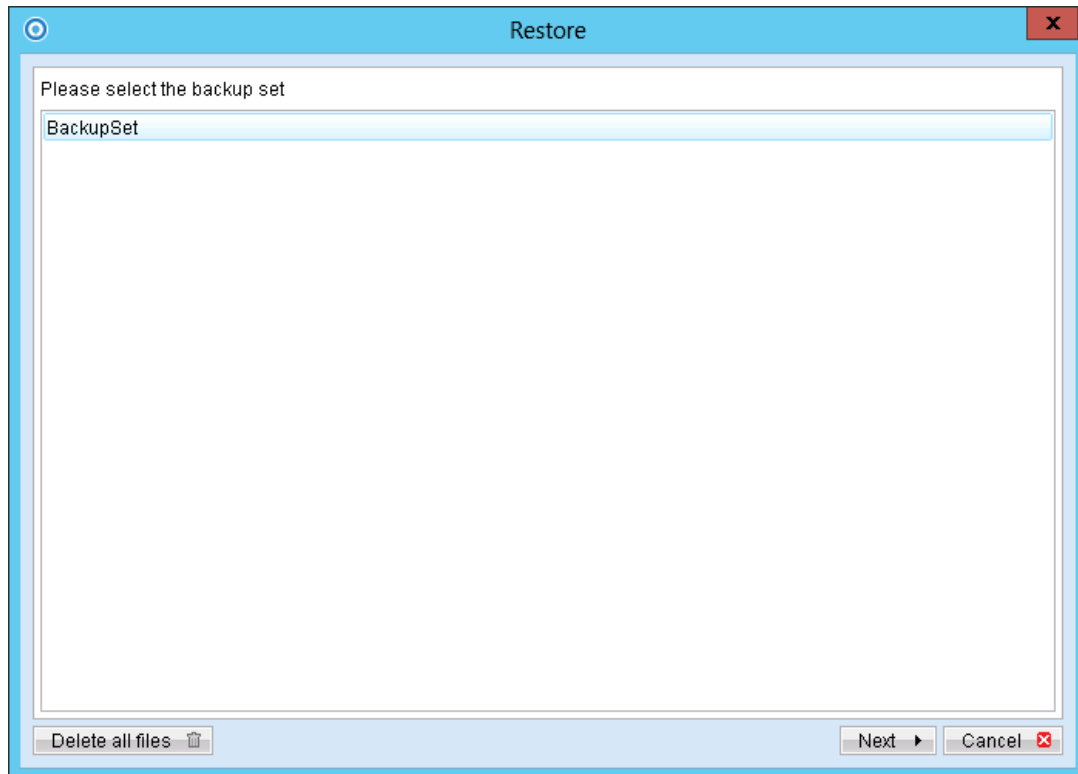
Important:

Virtual machine backed up with the MS VM backup module can only be restored to the original Hyper-V server.

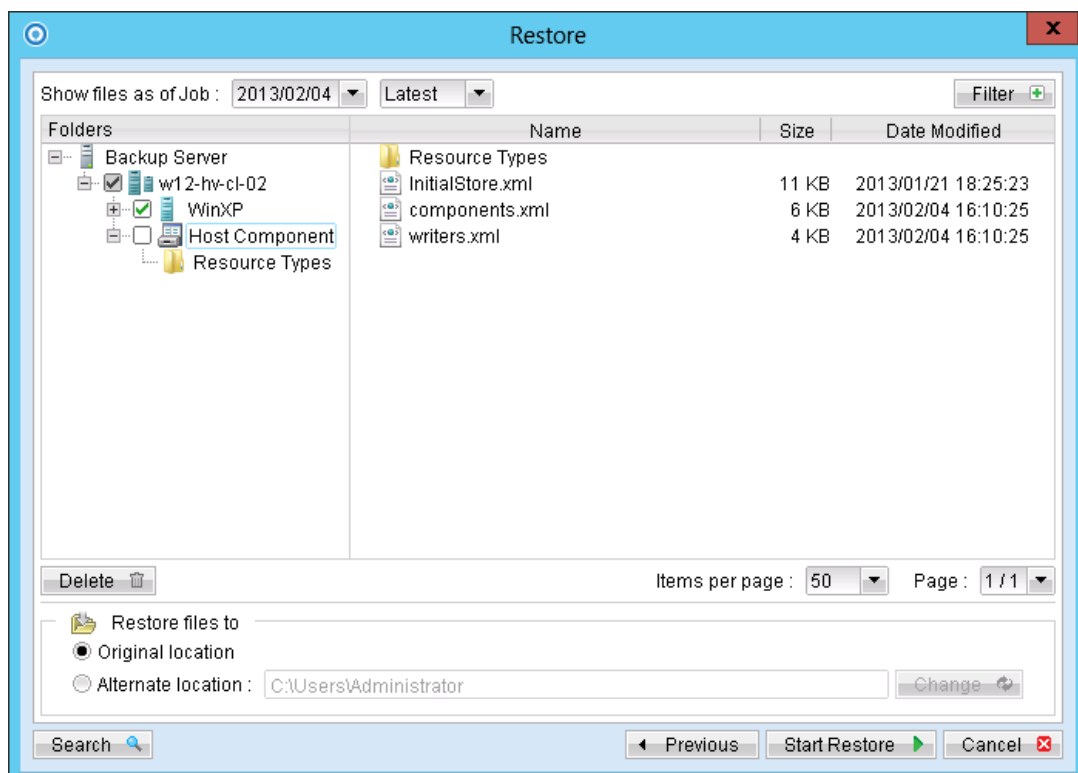
1. Login to the backup application's user interface.



2. Select the [Restore] button and the corresponding backup set.



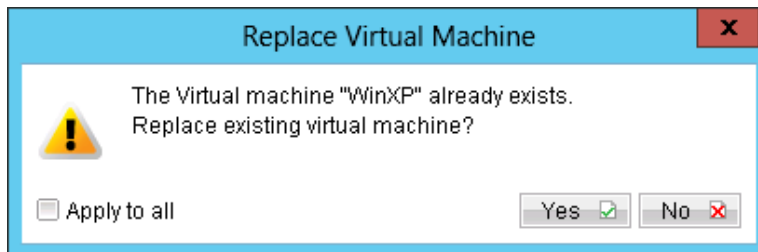
3. Select the virtual machines to be restored and choose [Original location] for restore files to.



Note:

Select the Host Component to restore the Authorization Manager Security (role based access control) settings

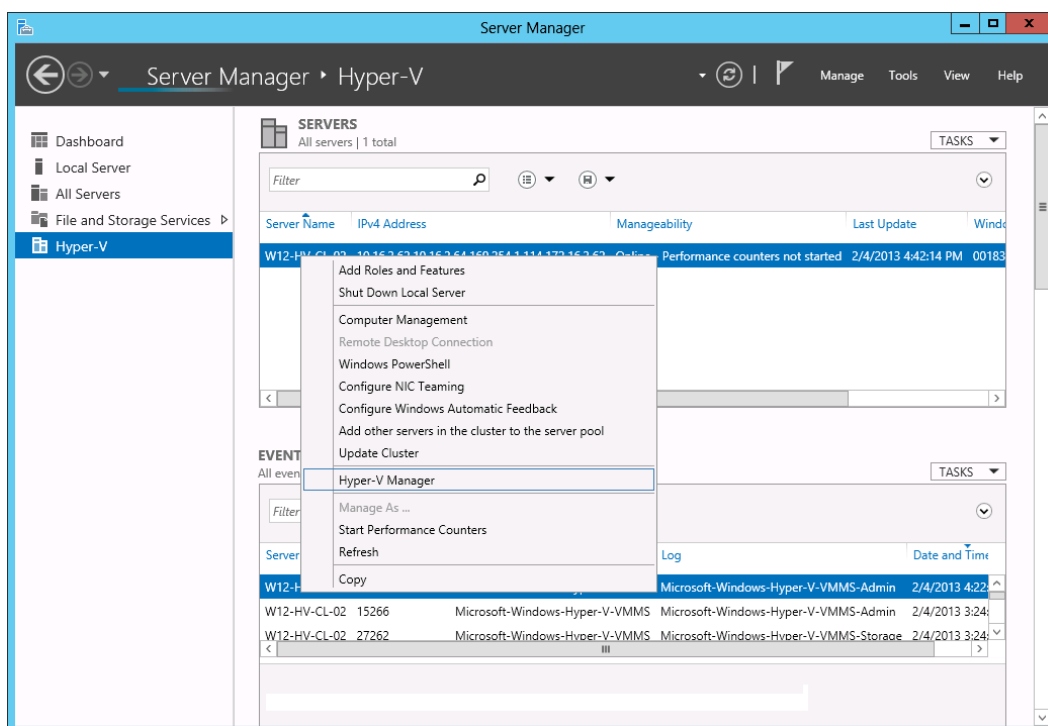
4. Click the [Start Restore] button to begin the restore process.
5. User will be prompted if a virtual machine selected to be restored exist on the hypervisor.



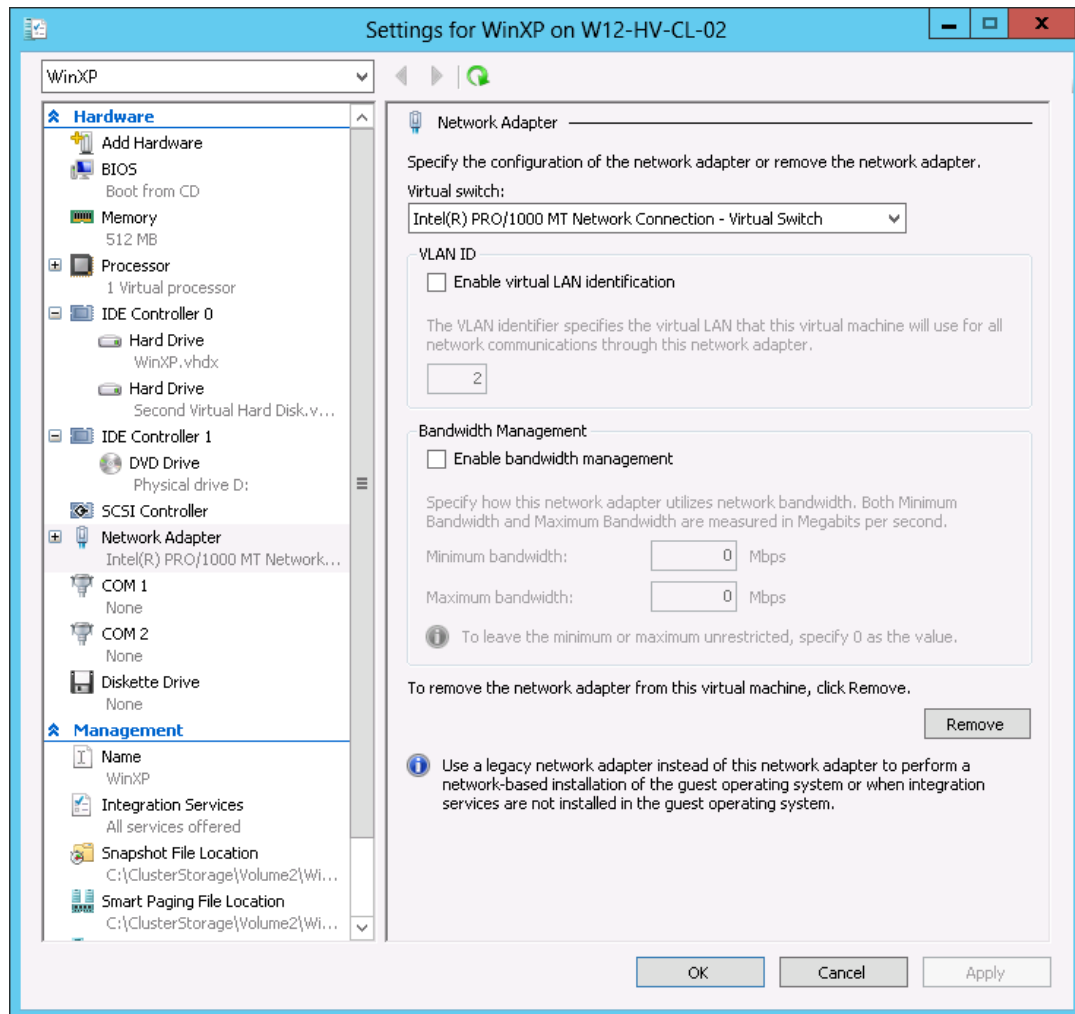
Important:

For restore of existing virtual machine (restoring a previous version), the existing virtual machine will be removed before the restore process begin.

6. When the restore process is completed, the virtual machines will be restored to the original hypervisor.
7. Open Hyper-V Manager from Server Manager by right clicking on the server pool.



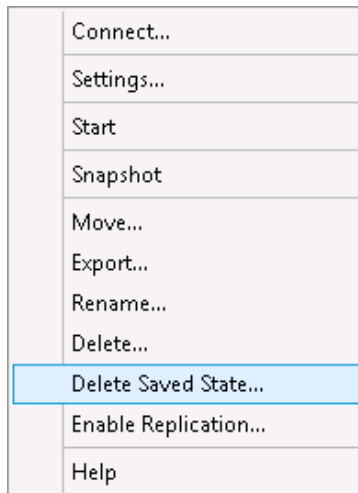
8. Under Virtual Machines, right click on the newly restored virtual machine, select [Setting].
9. Modify settings which may be conflicting with other existing virtual machines (e.g. network setting).



10. Start the virtual machine afterward.

Important:

If the VM cannot be initialized, please remove the Saved State of the corresponding VM in the Hyper-V Manager, right click on the corresponding VM and select [Delete Saved State], start the VM again afterward.

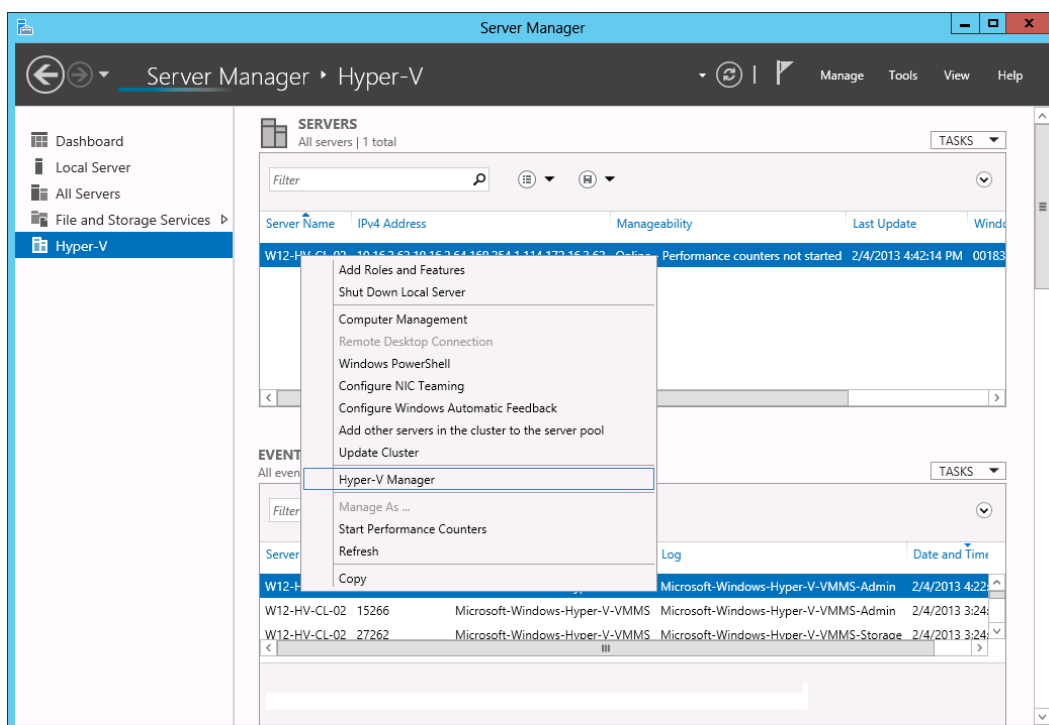


11. For any virtual disk that was not restored (e.g. original backup source did not include all virtual disks configured for the VM).

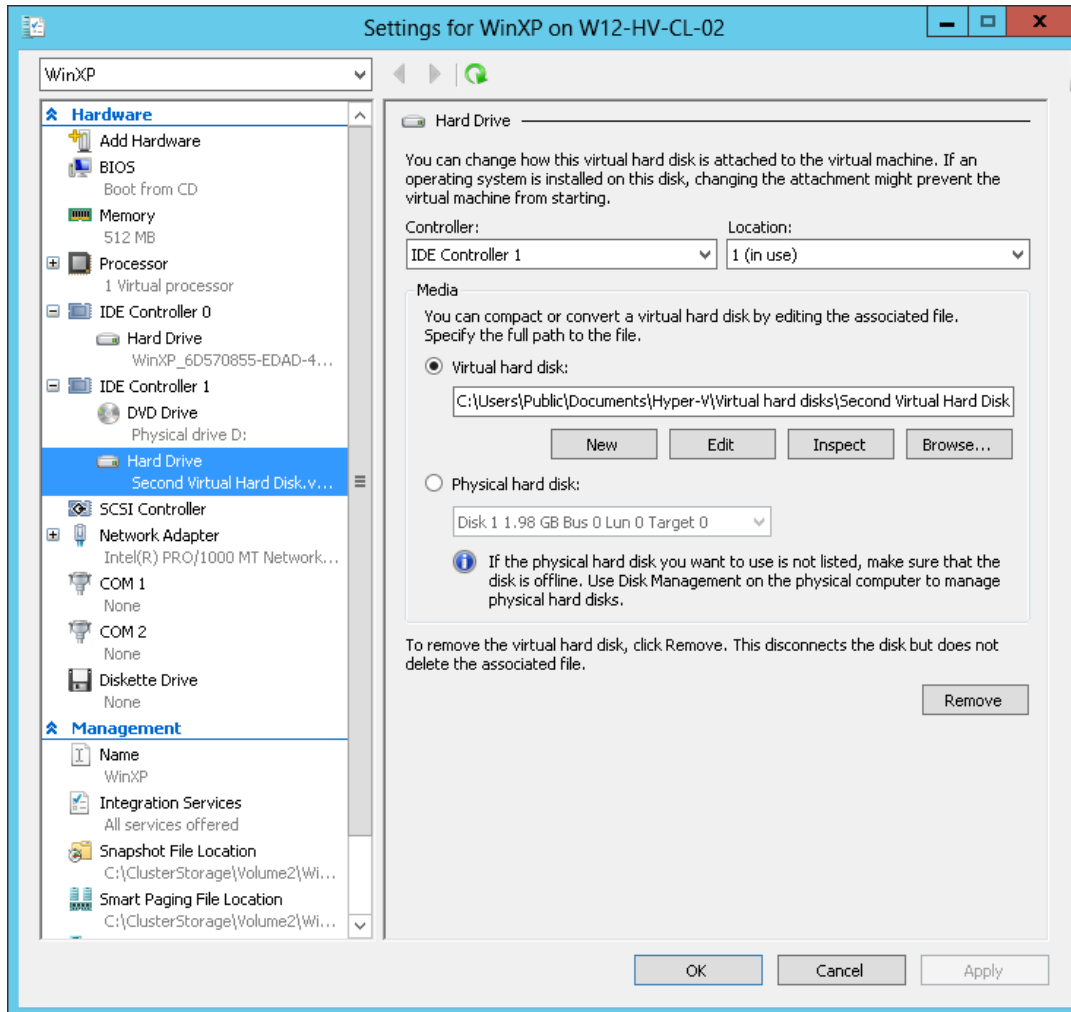
Continue to the next steps for instruction to remove the missing virtual disk from the virtual machine's configuration.

For original virtual machine with no snapshot

1. Open Hyper-V Manager from Server Manager by right clicking on the server pool.



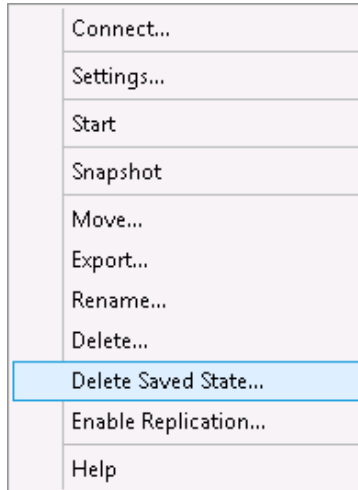
2. Under Virtual Machines, right click on the newly restored virtual machine, select [Setting].
3. For each virtual disk that was not restored, remove the corresponding [Hard Drive] setting from [Hardware].



4. Start the virtual machine afterward.

Important:

If the VM cannot be initialized, please remove the Saved State of the corresponding VM in the Hyper-V Manager, right click on the corresponding VM and select [Delete Saved State], start the VM again afterward.



For original virtual machine with snapshot

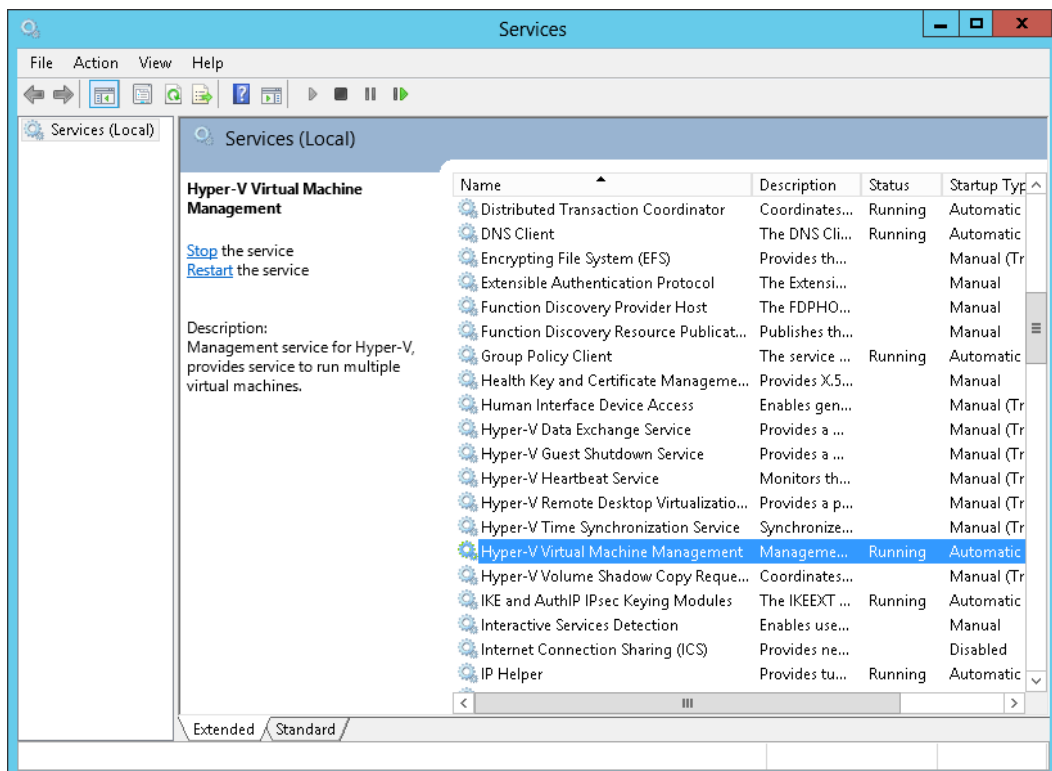
1. Locate the virtual machine's folder location on the Hyper-V server.

Important:

Serious problem may occur if the configuration files are incorrectly modified; it may prevent the virtual machine from starting.

Please only perform the following procedures if you have in-depth knowledge on Hyper-V management.

2. Stop the Hyper-V Virtual Machine Management service.



3. Remove the corresponding entry from the Virtual Machine configuration `${VM-GUID}.xml` file.
 - Open the corresponding `${VM-GUID}.xml` file at the following location with a text editor.

```
${VM-Location}\Virtual Machine\${VM-GUID}.xml
```

- Locate the line of all non existing VHD.

```
<controller0>
  <drive0>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard Disks\Name_GUID.avhdx</pathname>
    <type type="string">VHD</type>
  </drive0>
  <drive1>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard
      Disks\Second_Disk_GUID.avhdx</pathname>
    <type type="string">VHD</type>
  </drive1>
</controller0>
```

- Modify the line from:

```
<type type="string">VHD</type>
```

To

```
<type type="string">NONE</type>
```

```
<controller0>
  <drive0>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard Disks\Name_GUID.avhdx</pathname>
    <type type="string">VHD</type>
  </drive0>
  <drive1>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard
      Disks\Second_Disk_GUID.avhdx</pathname>
    <type type="string">NONE</type>
  </drive1>
</controller0>
```

- Save the changes afterward.
4. Remove the corresponding entry from the Snapshot configuration `${GUID}.xml` file.
- Open the corresponding snapshot's `${GUID}.xml` file at the following location with a text editor.

```
${VM-Location}\Snapshots\${GUID}.xml
```

- Locate the line of all non existing virtual disk.

```
<controller0>
  <drive0>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard Disks\Name_GUID.vhdx</pathname>
    <type type="string">VHD</type>
  </drive0>
  <drive1>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard
      Disks\Second_Disk_GUID.vhdx</pathname>
    <type type="string">VHD</type>
  </drive1>
</controller0>
```

- Modify the line from:

```
<type type="string">VHD</type>
```

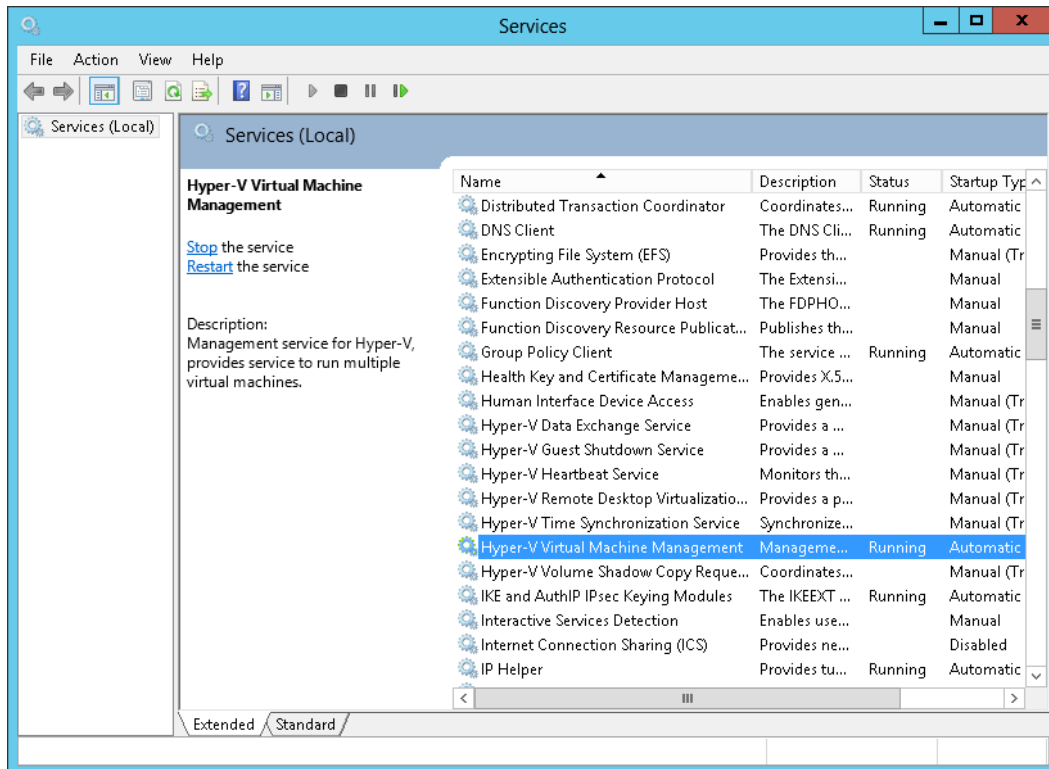
To

```
<type type="string">NONE</type>
```

```
<controller0>
  <drive0>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard Disks\Name_GUID.vhdx</pathname>
    <type type="string">VHD</type>
  </drive0>
  <drive1>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard
      Disks\Second_Disk_GUID.vhdx</pathname>
    <type type="string">NONE</type>
  </drive1>
</controller0>
```

- Repeat the same step for each snapshot.

5. Start the Hyper-V Virtual Machine Management service.



6. Remove any existing snapshot.

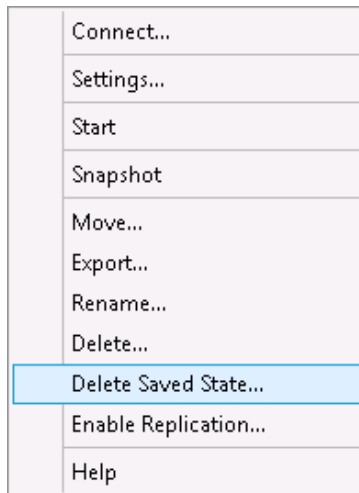
Important:

The restored virtual machine does not support the reversion of previous snapshots if they contain virtual disks not restored.

7. Start the virtual machine.

Important:

If the VM cannot be initialized, please remove the Saved State of the corresponding VM in the Hyper-V Manager, right click on the corresponding VM and select [Delete Saved State], start the VM again afterward.



14.2.6 How to restore individual virtual disk

Individual virtual disk can be restored to the original VM, or to be added to a new VM.

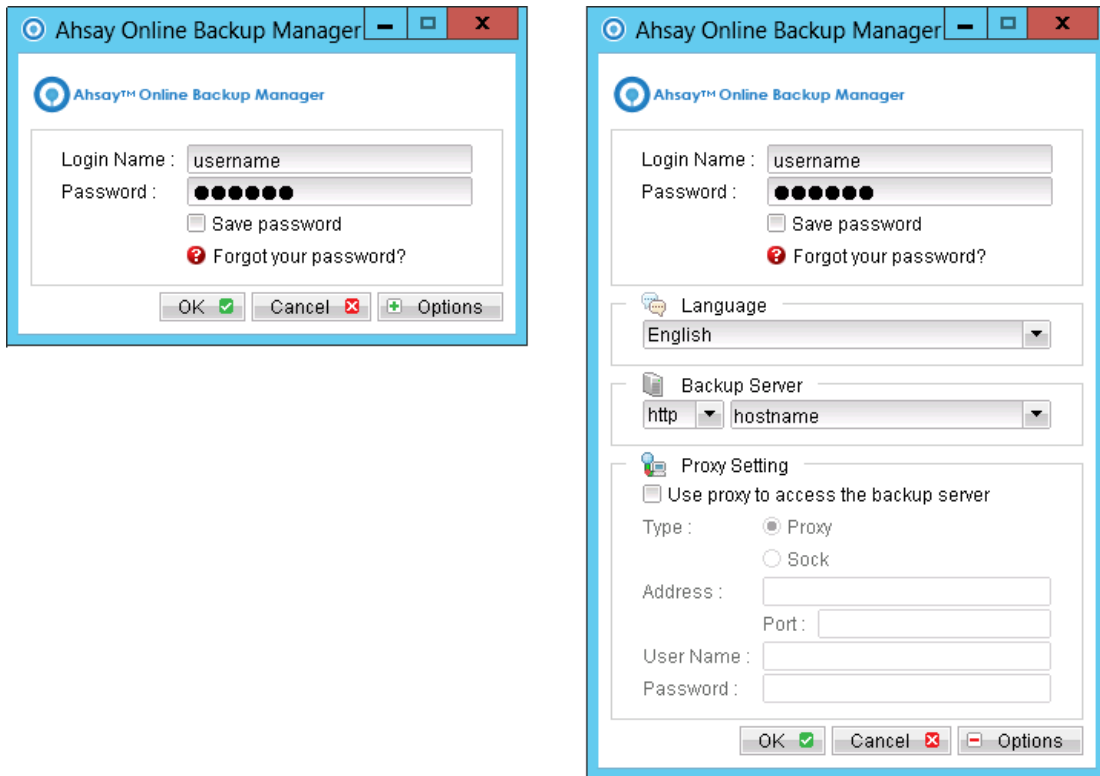
Important:

Serious problem may occur if the configuration files are incorrectly modified; it may prevent the virtual machine from starting.

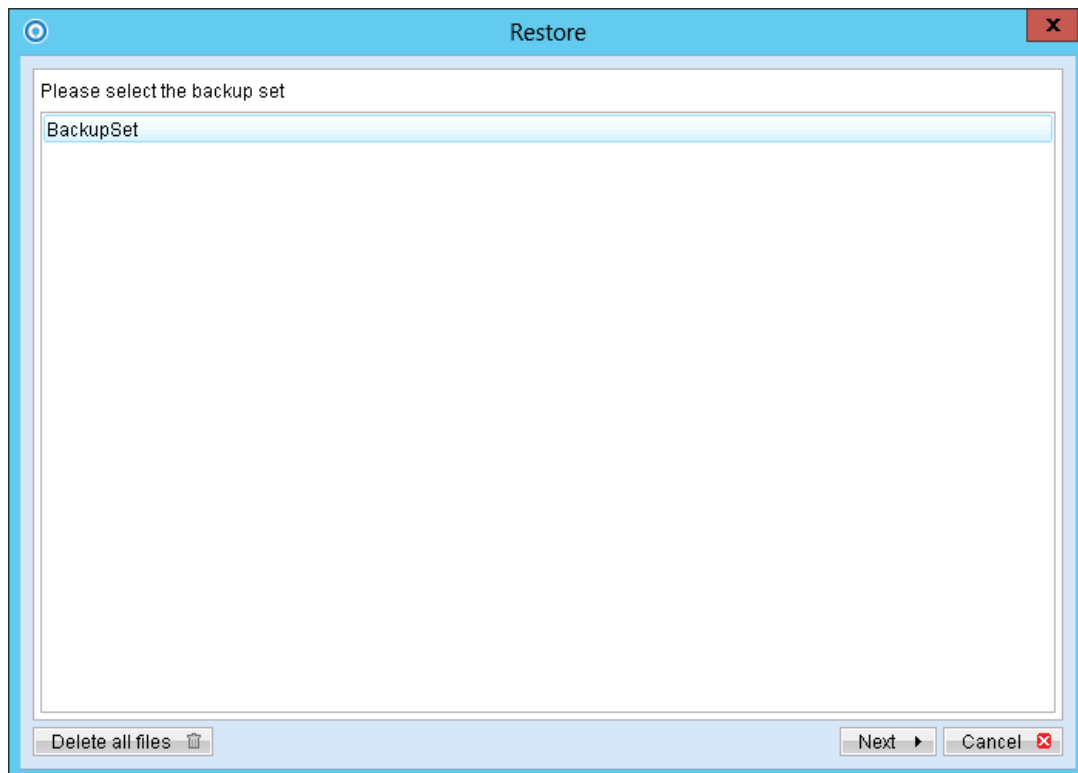
Please only perform the following procedures if you have in-depth knowledge on Hyper-V management.

14.2.6.1 How to restore individual virtual disk to original VM

1. Open Hyper-V Manager.
2. Shutdown the VM to be restored to.
3. Login to the backup application's user interface.

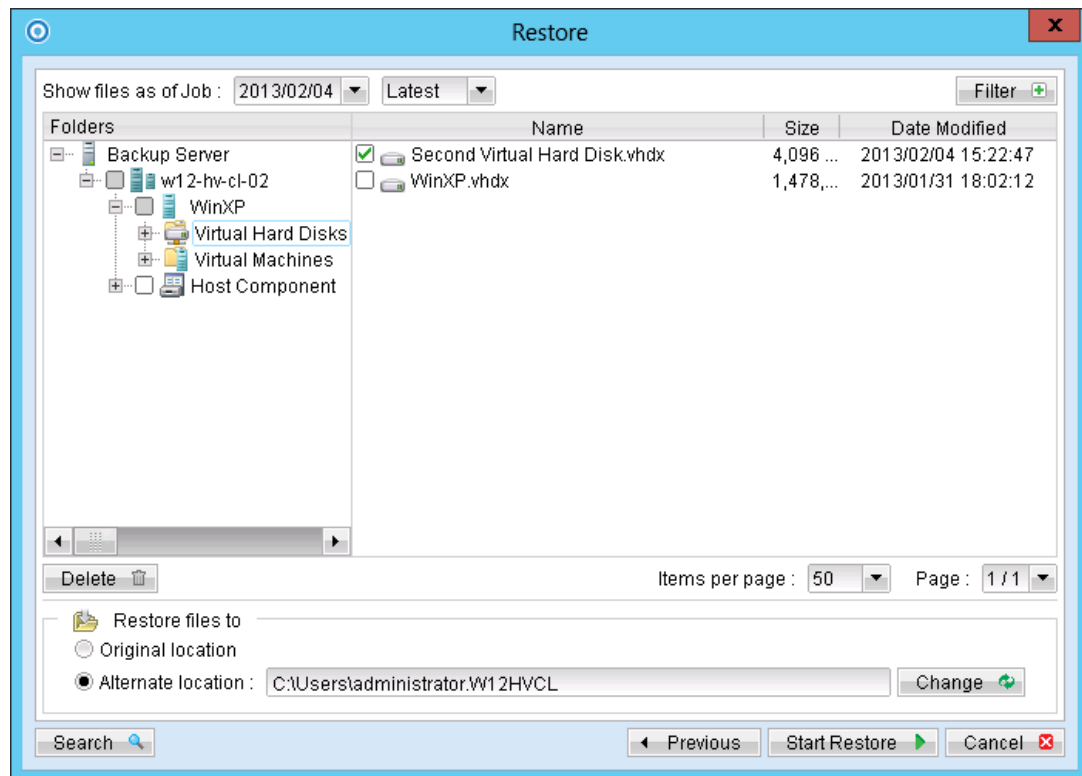


4. Select the [Restore] button and the corresponding backup set.



5. Select [Alternate location], then select the virtual disk to be restored.

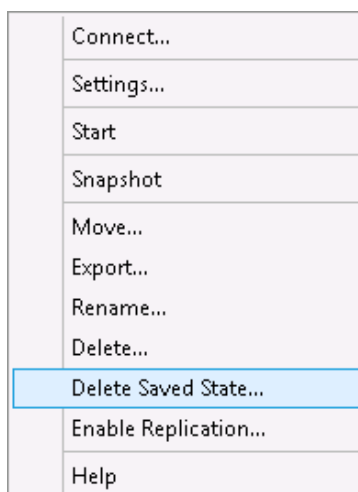
Restore of individual virtual disk is only supported for restore to [Alternation location].



6. Click [Change]; select the directory path where the virtual disk was originally backed up from.
7. Click the [Start Restore] button to begin the restore process.
8. Start the virtual machine after the restore process is completed.

Important:

If the VM cannot be initialized, please remove the Saved State of the corresponding VM in the Hyper-V Manager, right click on the corresponding VM and select [Delete Saved State], start the VM again afterward.

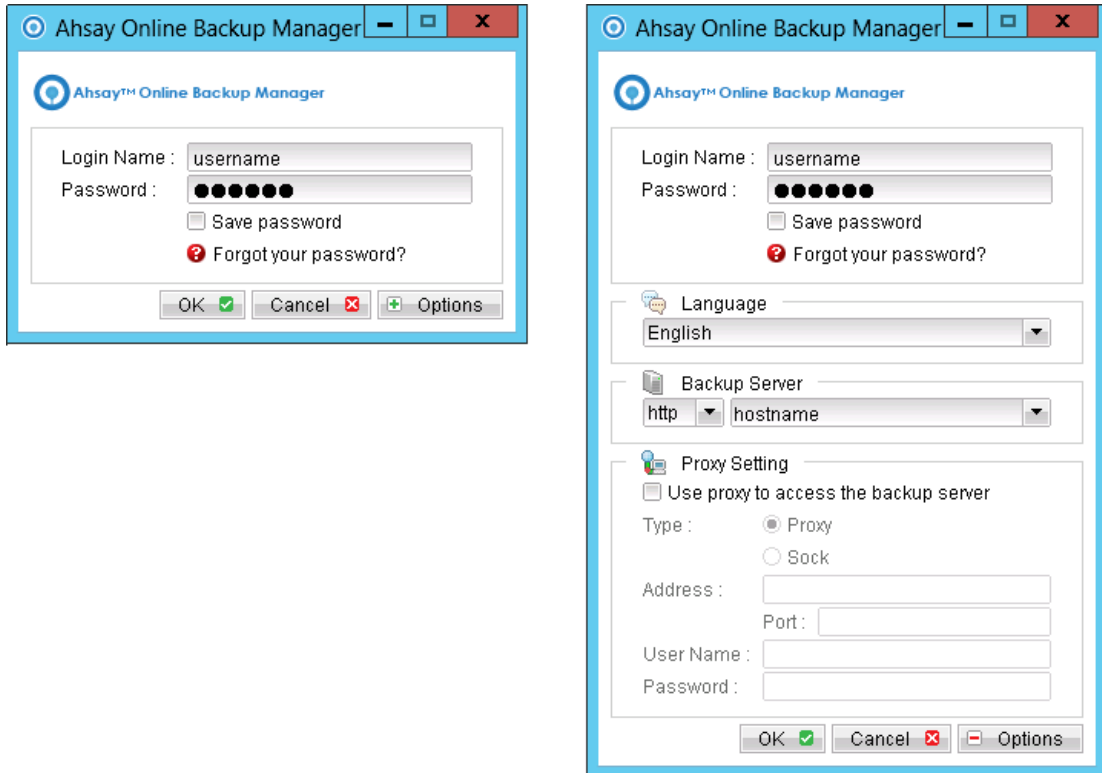


14.2.6.2 How to restore individual virtual disk to a different VM

Important:

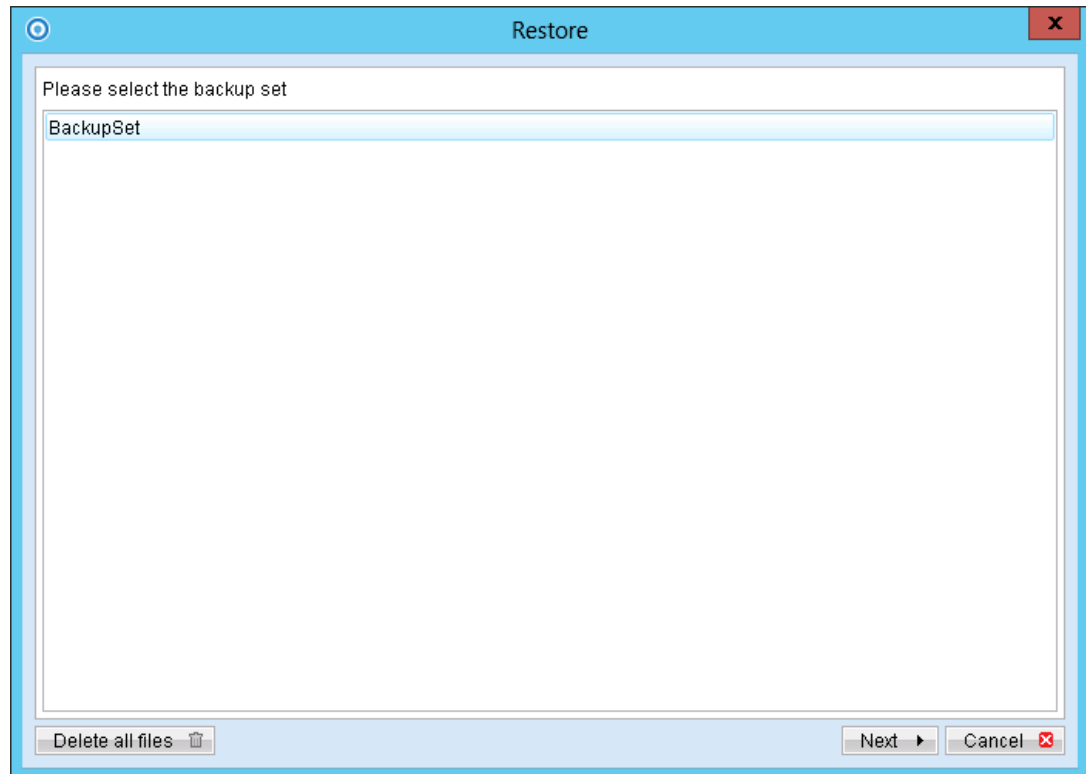
Restore of individual virtual disk to a different virtual machine is only supported for virtual disk with no snapshot.

1. Login to the backup application's user interface.



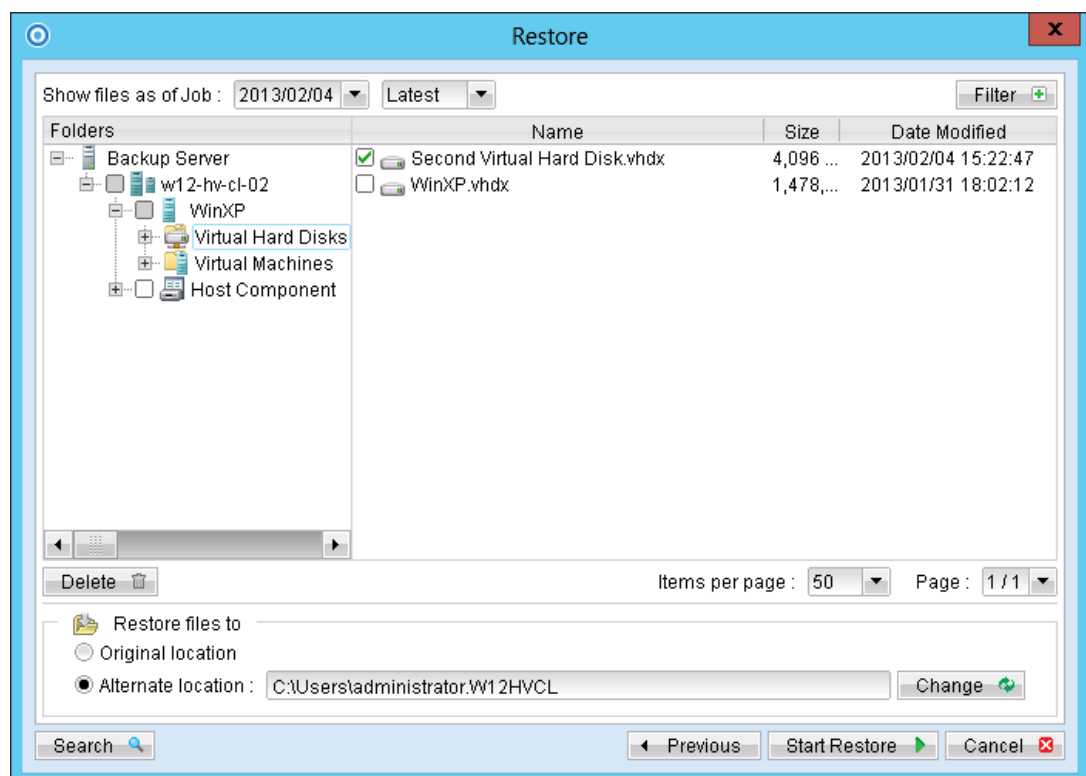
The image displays two screenshots of the Ahsay Online Backup Manager user interface. The left screenshot shows the login form with fields for Login Name (username), Password (masked), Save password checkbox, and a Forgot your password? link. The right screenshot shows the same login form but with additional settings: Language (English), Backup Server (http, hostname), and Proxy Setting (Use proxy to access the backup server checkbox, Type: Proxy, Address, Port, User Name, and Password fields).

2. Select the [Restore] button and the corresponding backup set.

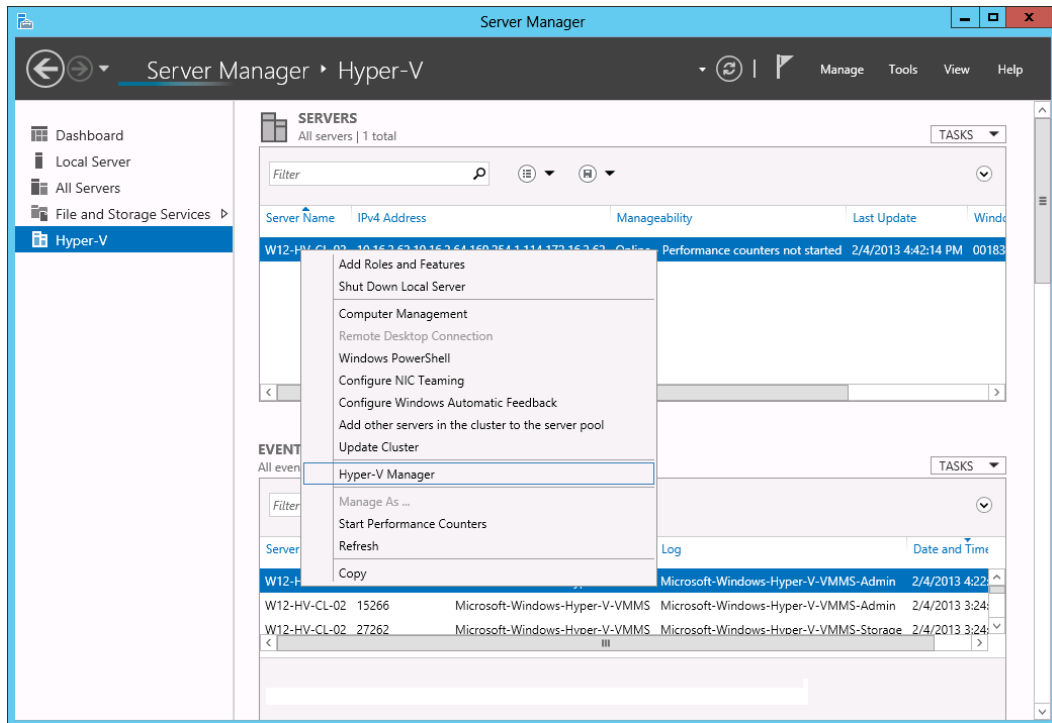


3. Select [Alternate location], then select the virtual disk to be restored.

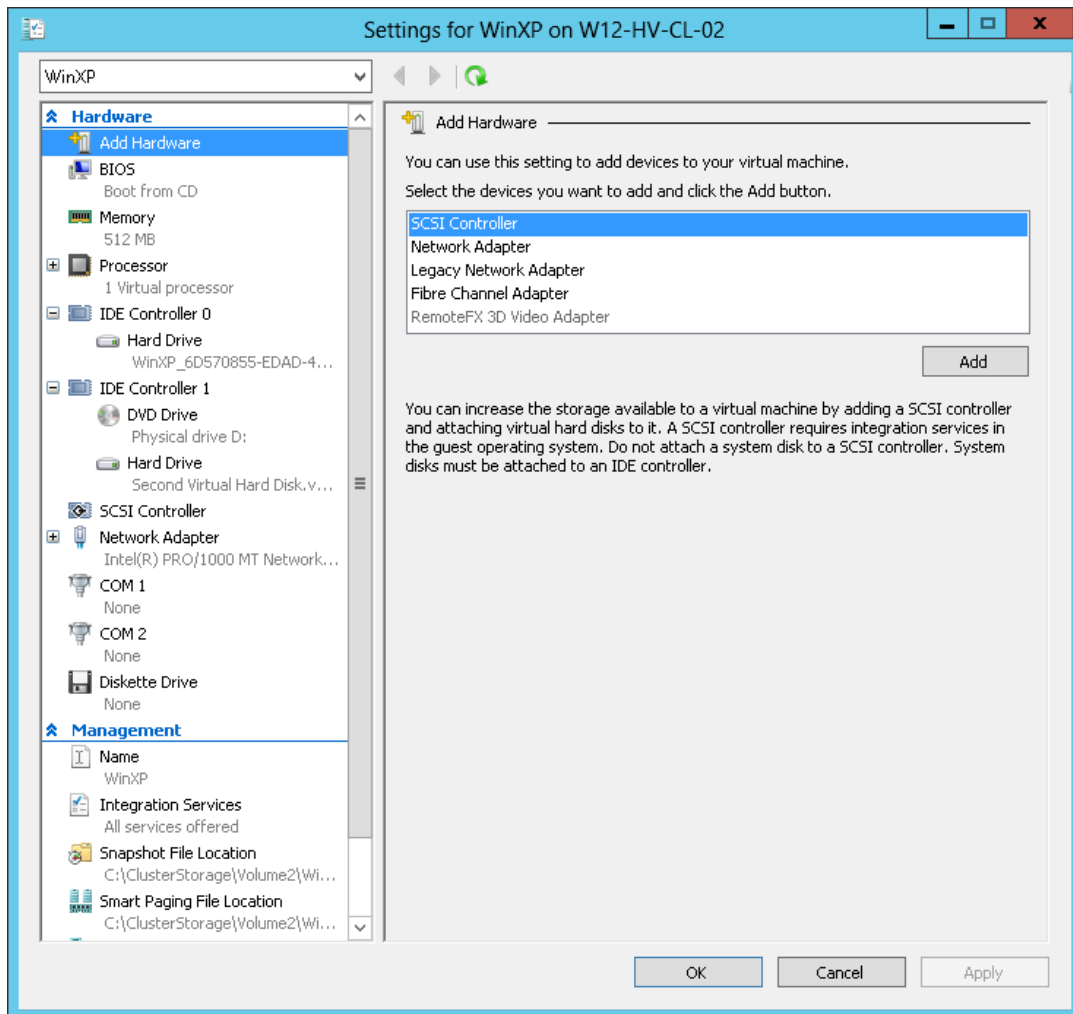
Restore of individual virtual disk is only supported for restore to [Alternation location].



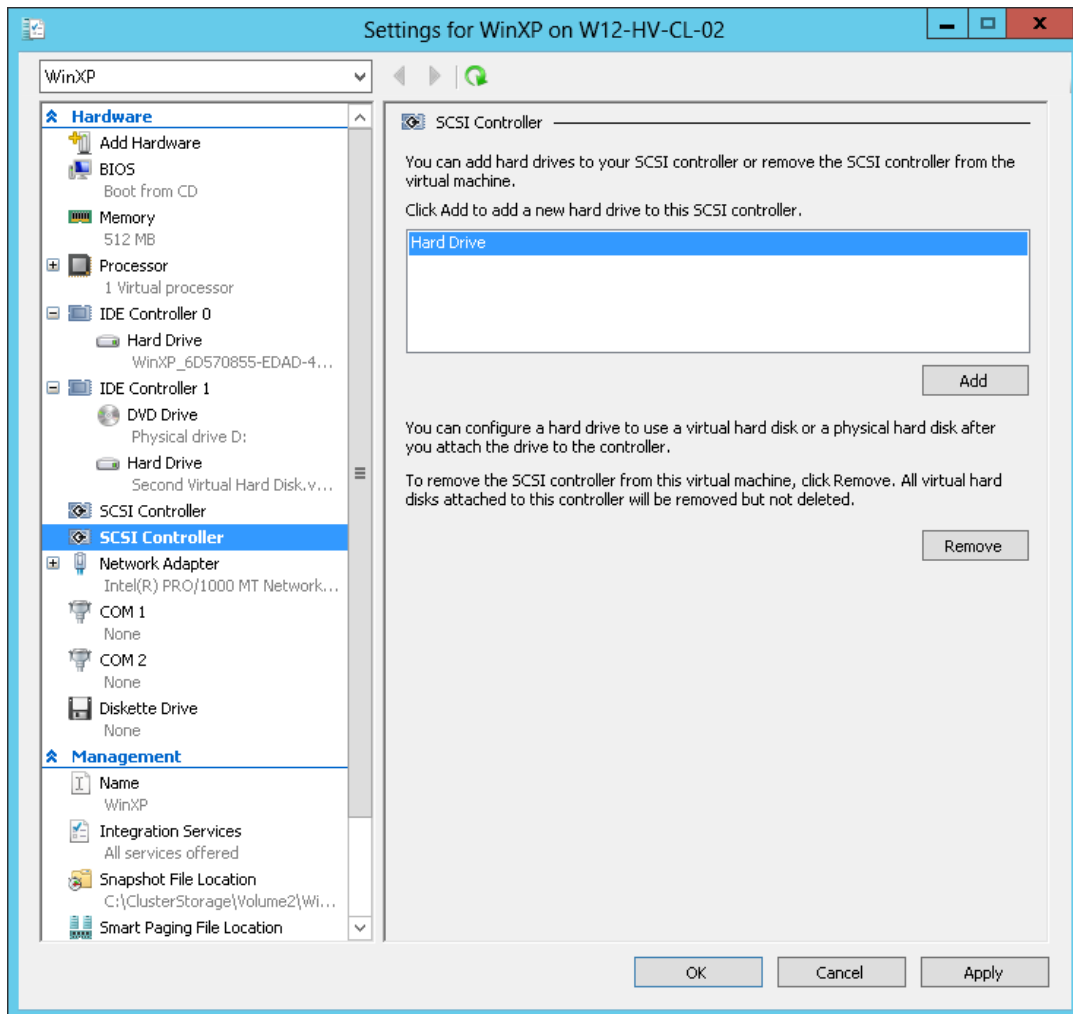
4. Click [Change] to select the location where the virtual disk should be restored.
5. Click the [Start Restore] button to begin the restore process.
6. When the restore process is completed, open Hyper-V Manager from Server Manager by right clicking on the server pool.



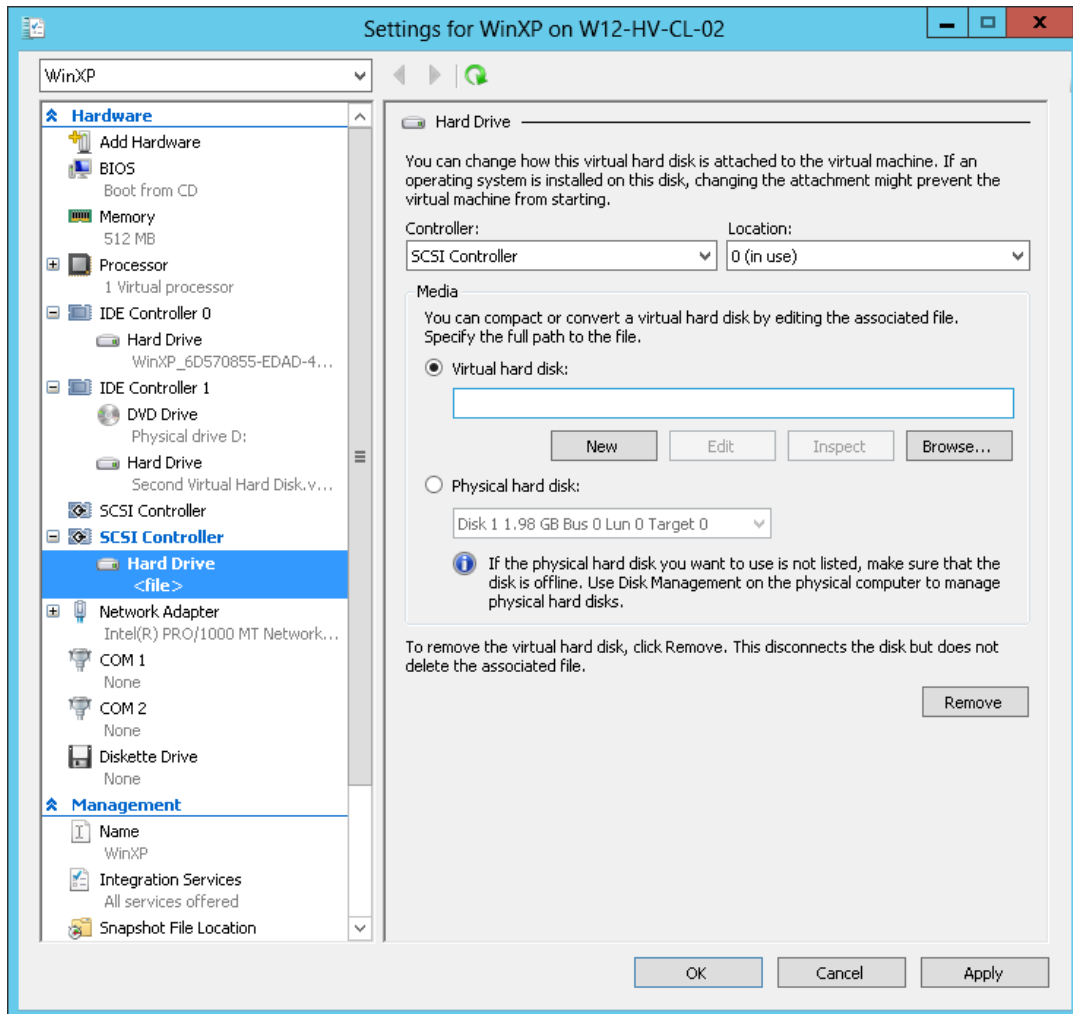
7. Under Virtual Machines, powers down the corresponding virtual machine to be restored to.
8. Select [Setting] to add the restored virtual disk to the VM.
9. Select [Add Hardware], [SCSI Controller] and press the [Add] button.



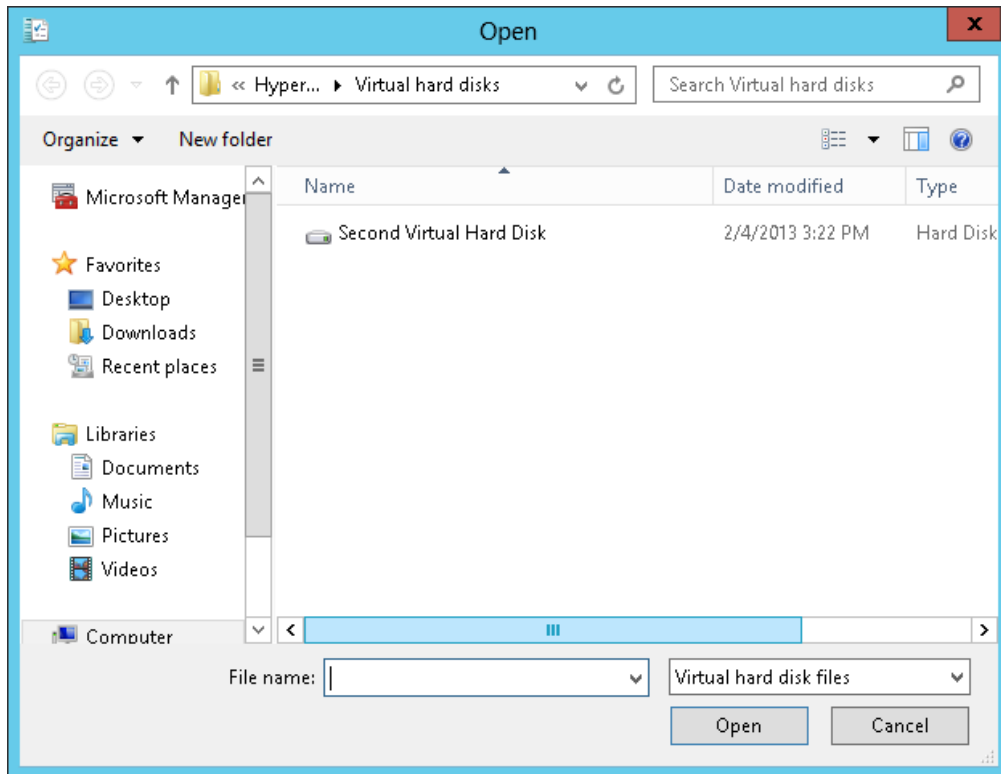
10. Select [Hard Drive] and press the [Add] button.



11. Select the corresponding [Controller] and [Location] setting.



12. Under Media, select [Browse] and browse to the newly restored virtual disk file.



13. Start the virtual machine.

14.3 Backup virtual machines running on Hyper-V Server 2008/2008 R2 (cluster environment)

14.3.1 Requirements and recommendations

Please ensure that the following requirements are met by all Hyper-V cluster nodes:

1. AhsayOBM version 6.13 or above is installed on all Hyper-V cluster nodes.
2. The Hyper-V management tools are installed on all Hyper-V cluster nodes.
3. Consider increasing the JVM (Java Virtual Machine) memory allocation to improve performance of the backup operation.
4. It is recommended that the temporary directory have disk space of at least 50% of the largest sized virtual machine to be backed up.
5. For backup of virtual machine with snapshot, backup of the whole VM instead of individual disk is highly recommended.

6. Special attentions must be paid to the license requirement for backup of all VM in the cluster. Refer to the [following section](#) for details.
7. The current virtual hard disk specification limits the size of a virtual hard disk to be 2040 GB (2 TB), which can fit a volume of size 2040 GB minus 2 MB.

For details, please refer to:

<http://blogs.technet.com/b/ranjanajain/archive/2010/03/23/virtual-hard-disk-vhd-architecture-explained.aspx>

<http://technet.microsoft.com/en-us/library/dd183729%28v=ws.10%29.aspx>

8. Scheduled backup is required, as all the AhsayOBM on different Hyper-V cluster nodes will base on the scheduled backup time to activate all the backups at the same time, even all these Hyper-V cluster nodes are located at different timezones. When the backup on all Hyper-V cluster nodes are finished, a single email report will be generated.

Manual backup and seed load are not considered, as this will be considered as individual Hyper-V backup not an Hyper-V failover cluster backup.

14.3.2 Limitations

The following are limitations of the MS VM backup module:

1. Virtual machines backed up with the MS VM backup module **can only** be restored to the original Hyper-V server.
2. Backup of virtual machine with pass through disk (directly attached physical disk) is not supported.
3. For virtual machine with snapshot, the restoration process for individual virtual disk requires manual editing of VM configuration files.

In-depth knowledge on Hyper-V is required.

4. For backup of individual virtual disk, the restored virtual machine does not support the reversion of previous snapshots, if the snapshot contains disks which are not previously backed up by AhsayOBM
5. The virtual machine cannot start up if the operating system virtual disk is not restored.
6. AhsayOBM installation on each node can only backup VMs owned by that particular node.

7. When one of the AhsayOBM is backing up the VMs on the Cluster Shared Volume (CSV), other AhsayOBM with VMs residing on the same CSV will wait until the backup to finish, before it can continue to backup.

14.3.3 License requirement to backup all virtual machines in a cluster

As all the cluster nodes are using the same Hyper-V Server cluster backup set, for each VM selected on the backup set, 1 add on module will be counted.

14.3.4 Overview

The following steps are performed during a backup job:

1. Connection from the backup client to the backup server is established.
2. Download the server file list from the backup server.
3. Commands are issued to the hypervisor to create snapshot (e.g. memory dump) of the virtual machine with Volume Shadow Copy.

Important:

The corresponding virtual machine will be paused during the snapshot process, and resume when the snapshot is completed.

Do not attempt to start the virtual machine while it is in the saving state. The snapshot created may be invalid.

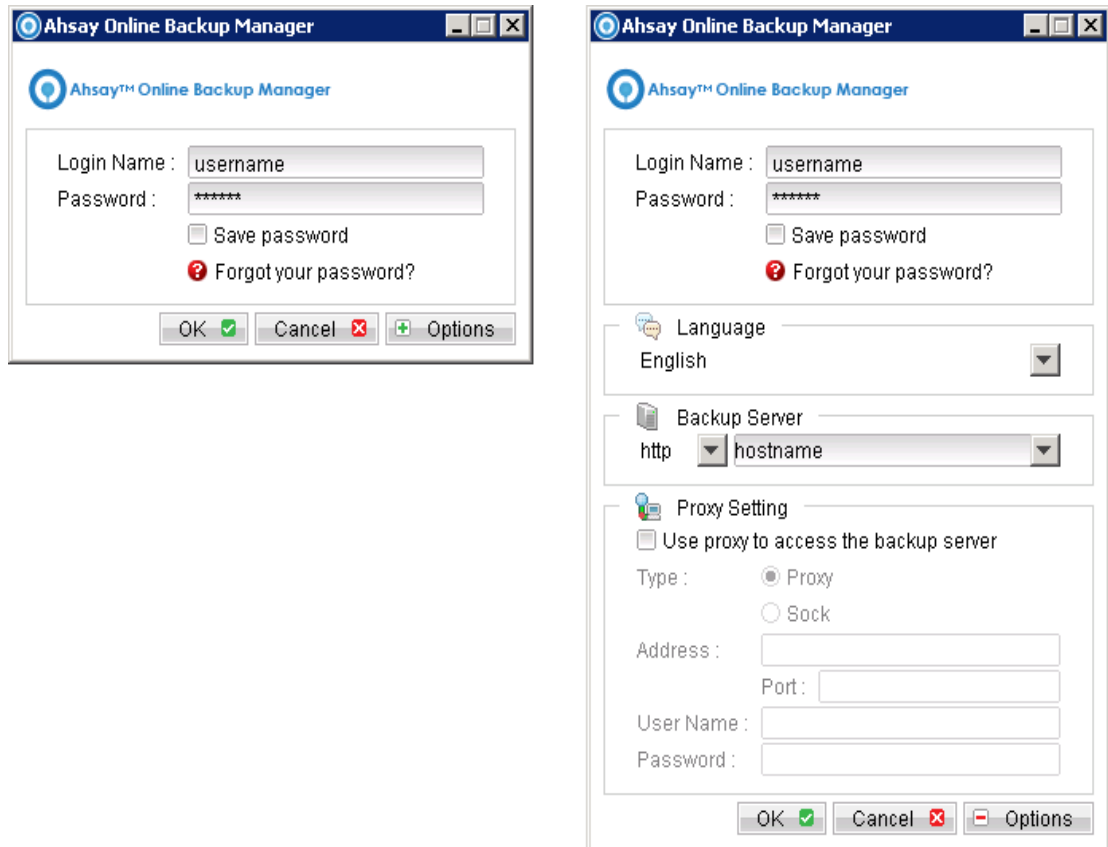
Furthermore, the corresponding virtual machine uptime will also be reset to 00:00:00 in the Hyper-V Manager


4. After generating all files, the files are copied to the temporary spool path and upload to AhsayOBS.
5. Commands are issued to the hypervisor to remove the Volume Shadow Copy snapshot created.
6. Backup completed successfully.

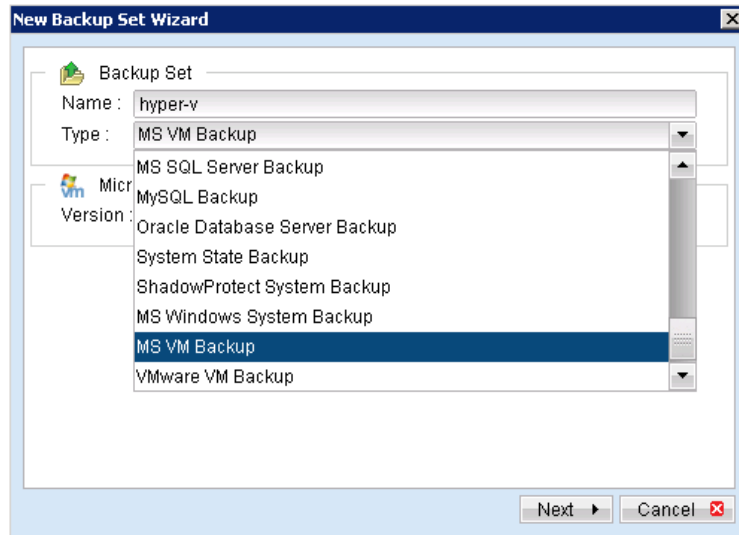
14.3.5 How to backup Microsoft virtual machines in cluster environment

Refer to the following instructions to backup VM running on Microsoft Hyper-V Server in cluster environment:

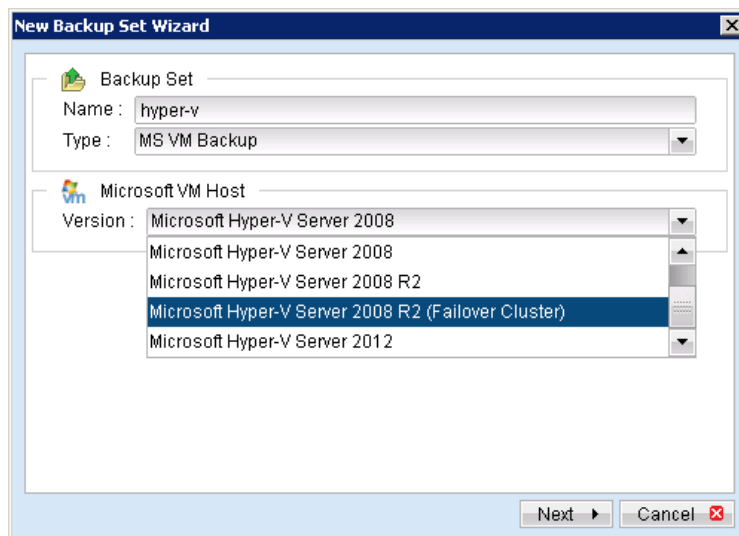
1. Install AhsayOBM on all Hyper-V cluster nodes.
2. Login to the backup application's user interface.



3. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
4. Select [MS VM Backup] from the backup set type dropdown menu.

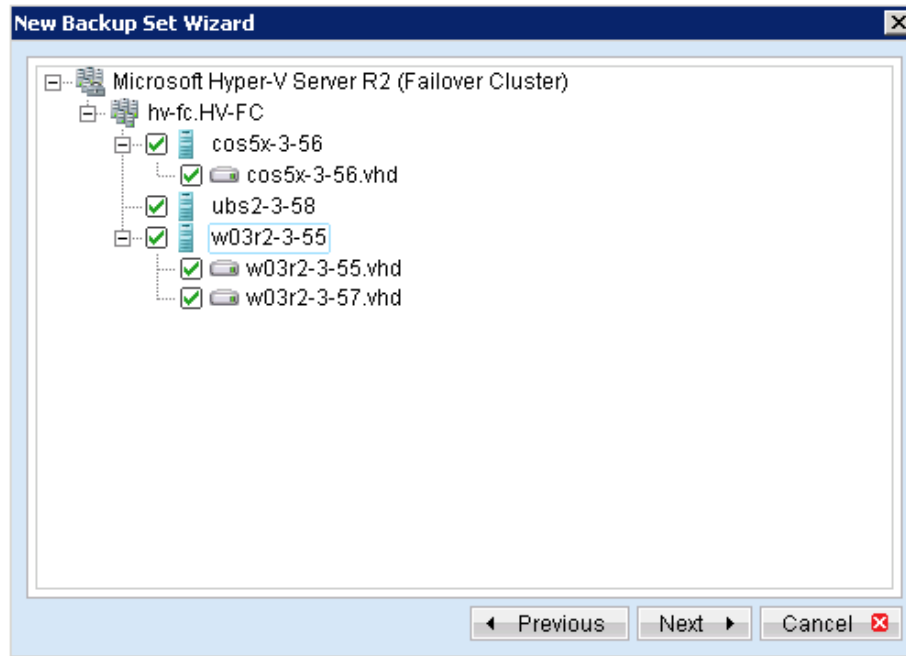


5. Select [Microsoft Hyper-V Server 2008 R2 (Failover Cluster)].

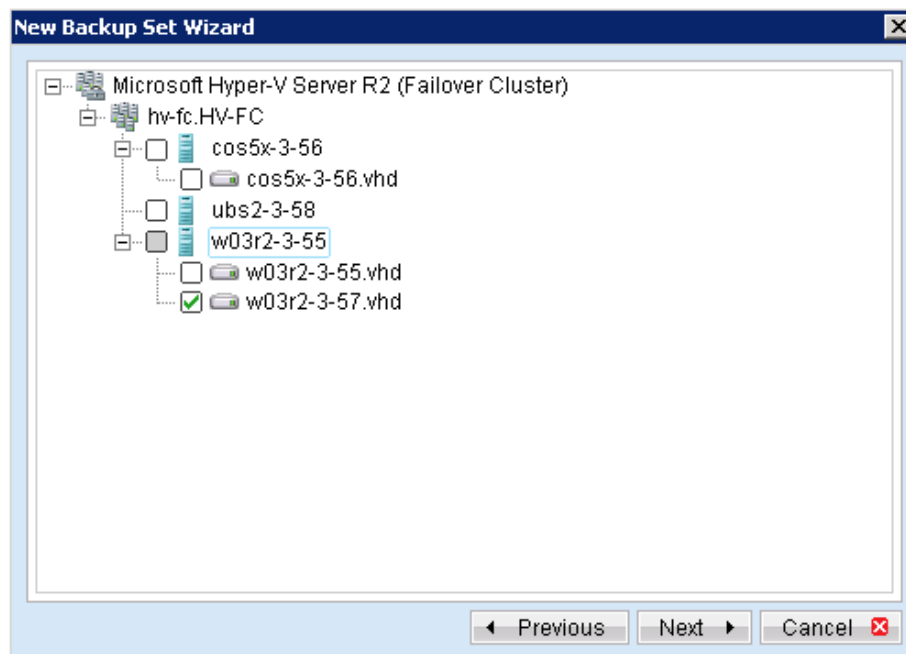


6. Select [Next] to proceed.
7. In the backup source selection screen, select the virtual machine for backup.

To backup all VMs within the cluster setup, select all VMs listed.



8. Alternatively, select individual virtual disk for backup by expanding the corresponding VM sub tree.



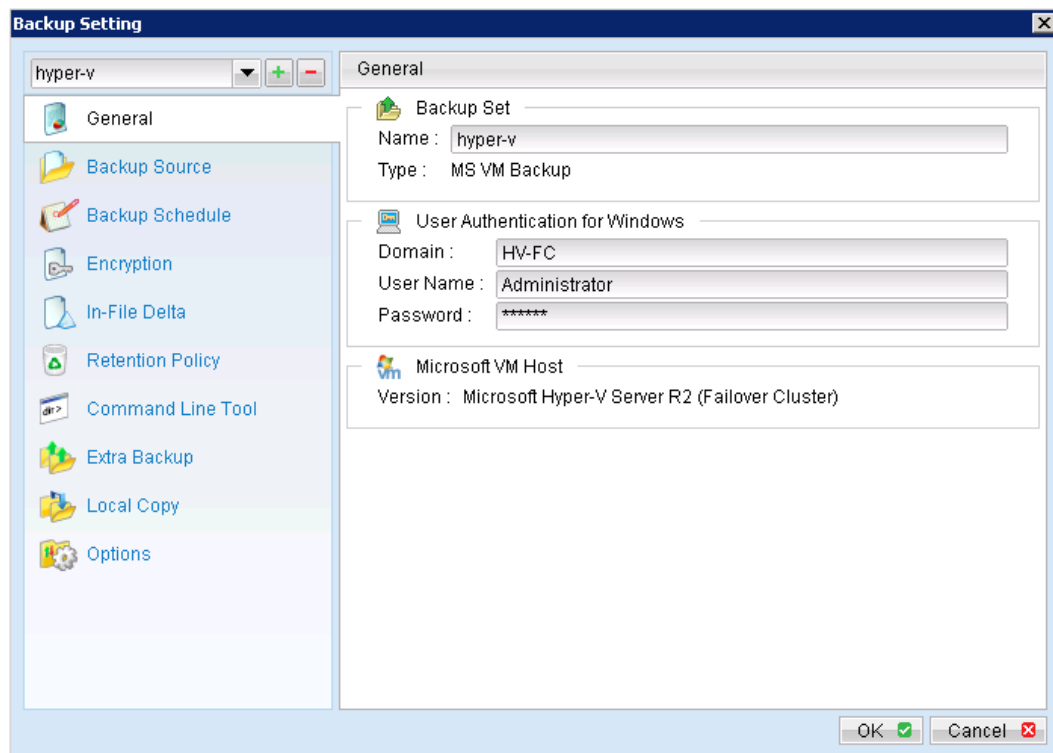
9. Configure a backup schedule for unattended backups (required).

Note:

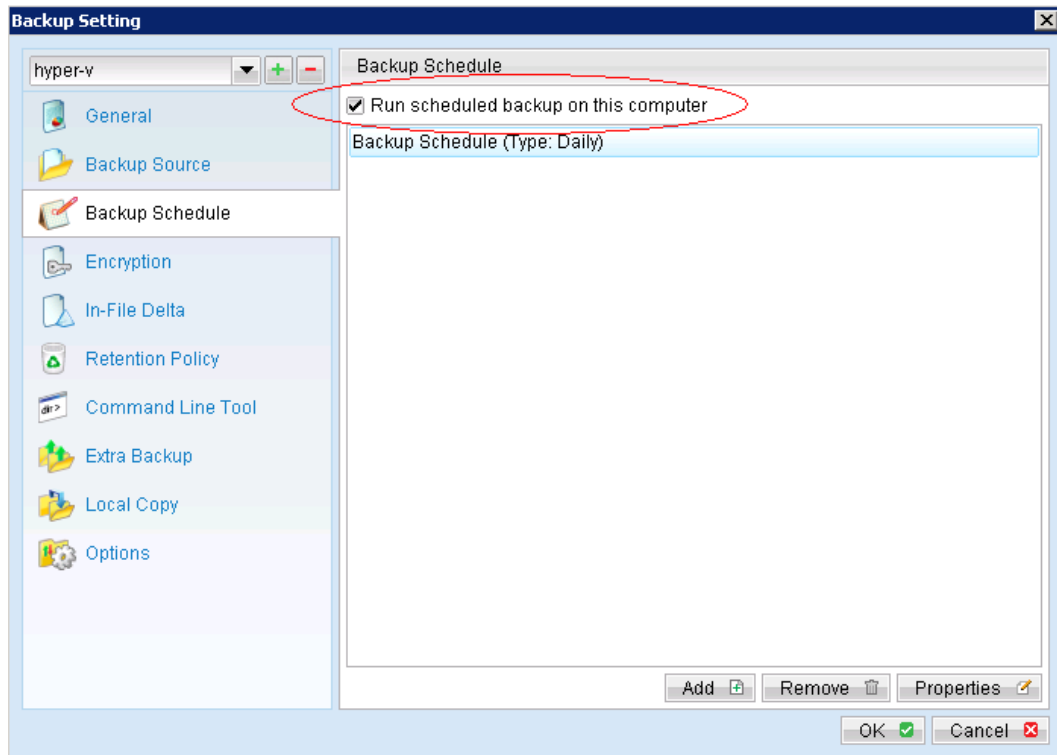
Multiple backup schedules of different types can be configured for the same backup set

10. Select an encryption setting for your backup set.
11. Press the [OK] button to complete the configuration of backup set.

12. Scheduled backup will run automatically at the configured schedule time.
13. Enter the password for the User Authentication for Windows.



14. Click [Save Setting] button on the AhsayOBM main screen to save the settings.
15. On the next Hyper-V node, open the AhsayOBM and click on the same backup set.
16. Make sure you have checked the checkbox of the "Run scheduled backup on this computer."



17. Enter the password for the User Authentication for Windows.
18. Click the [Save Settings] button on the AhsayOBM main screen.
19. Repeat step 15 until all the Hyper-V cluster nodes are configured to run the schedule backup.

Note:

Since 6.13.0.0 , AhsayOBS/AhsayOBM supports multiple computers to backup on the same Hyper-V failover cluster backup set.

14.3.6 How to restore Microsoft virtual machines in cluster environment

Refer to the following instructions to restore VM running on Hyper-V in cluster environment.

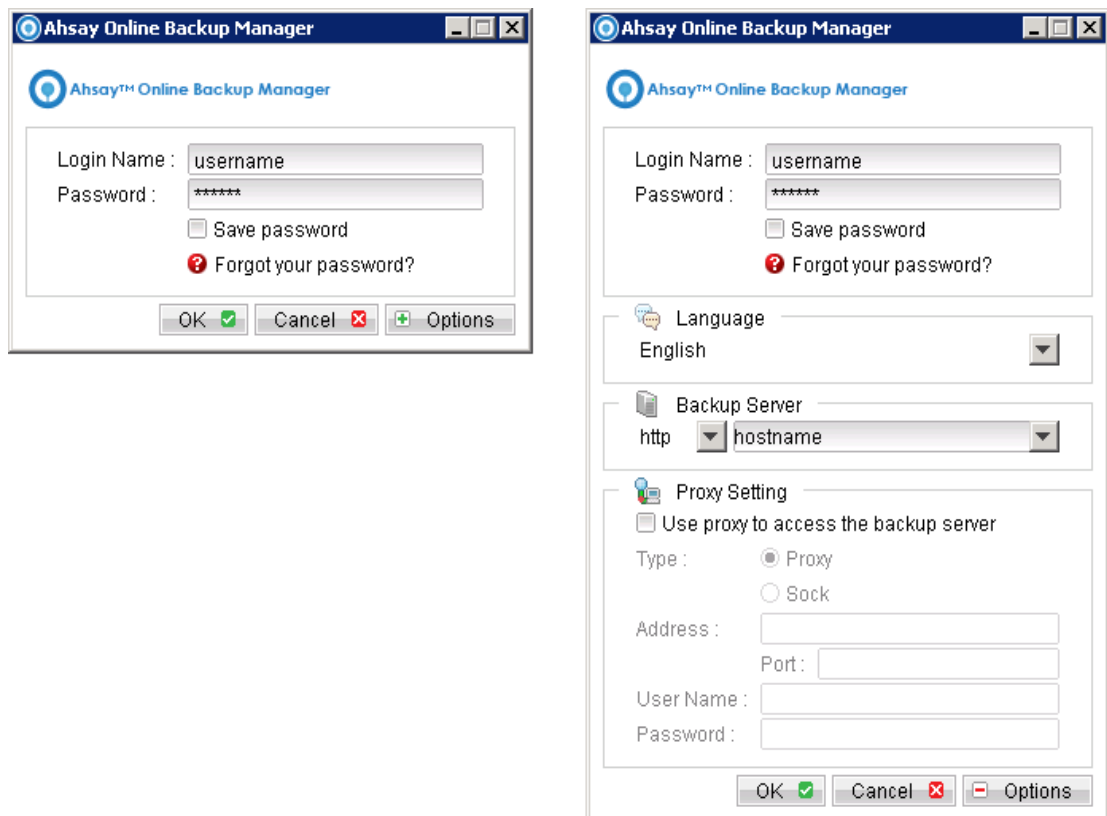
VM can be restored to the original location with the following condition:

- If the VM to be restored does not exist on the original hypervisor. The VM will be restored as a new virtual machine.
- If the VM to be restored still exist on the original hypervisor. The existing VM will be replaced by the backed up version.

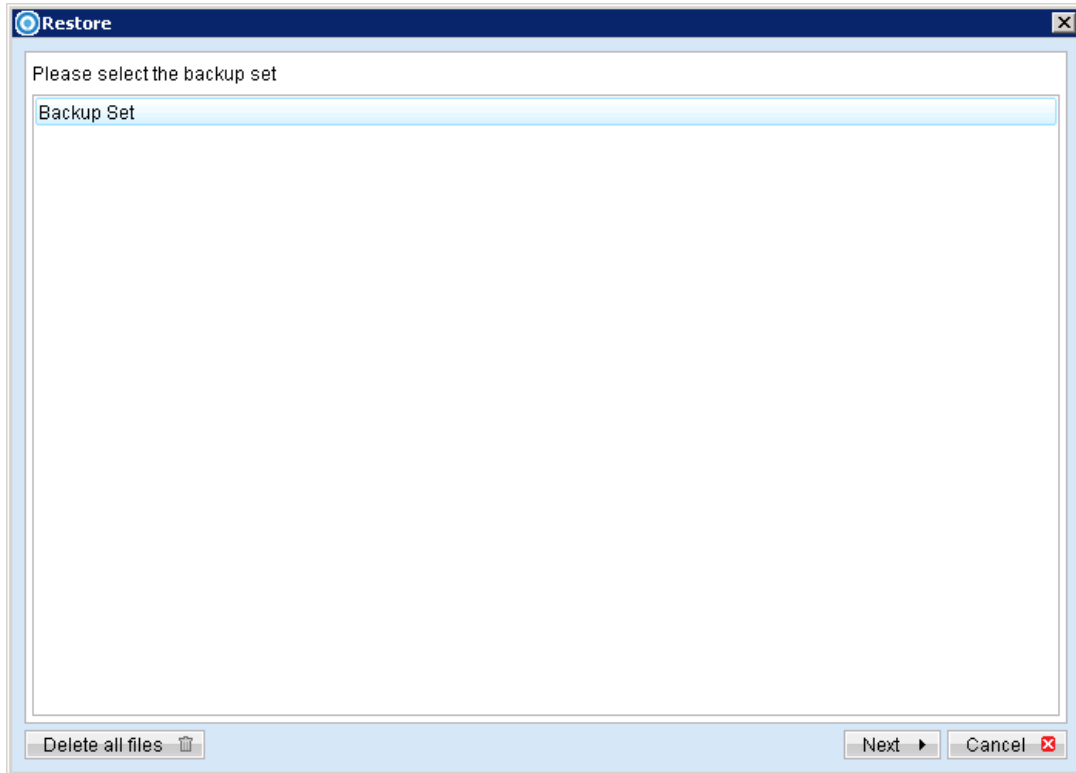
Important:

Virtual machine backed up with the MS VM backup module can only be restored to the original Hyper-V cluster node.

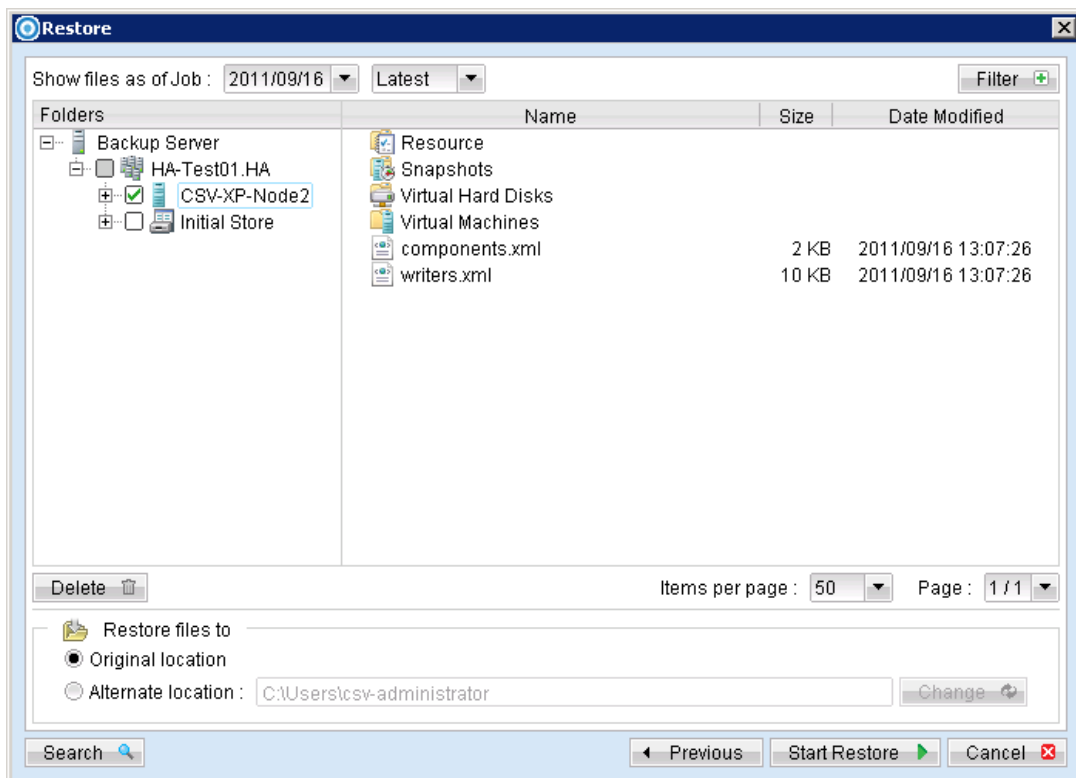
1. On the original Hyper-V cluster node, login to the backup application's user interface.



2. Select the [Restore] button and the corresponding backup set.



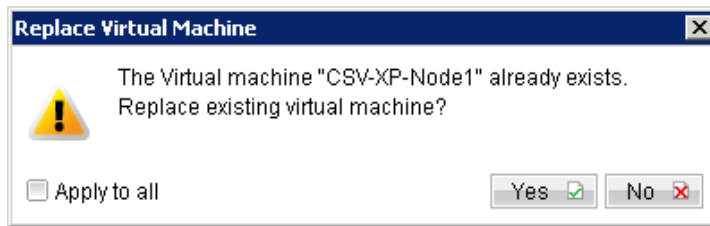
3. Select the virtual machines to be restored and choose [Original Location] for restore files to.



Note:

Select the Initial Store if you want to restore the Authorization Manager Security (role based access control) settings.

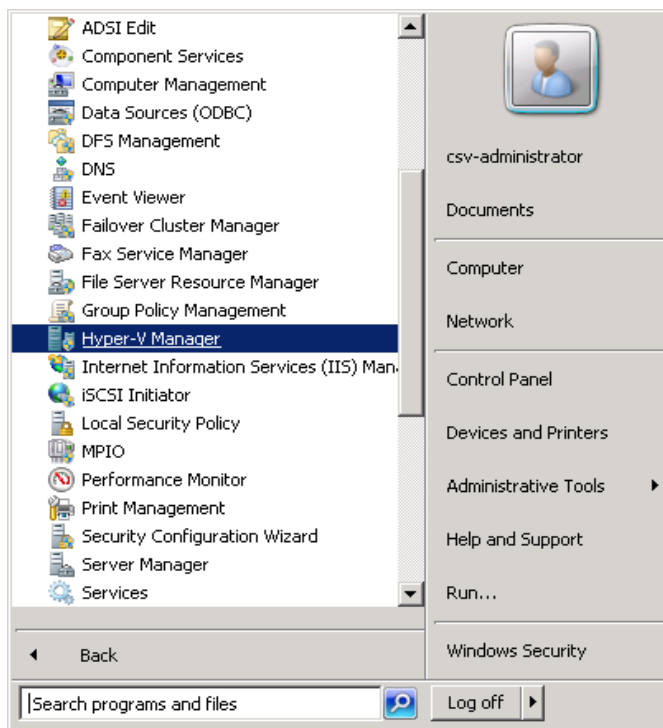
4. Click the [Start Restore] button to begin the restore process.
5. User will be prompted if a virtual machine selected to be restored exist on the hypervisor.



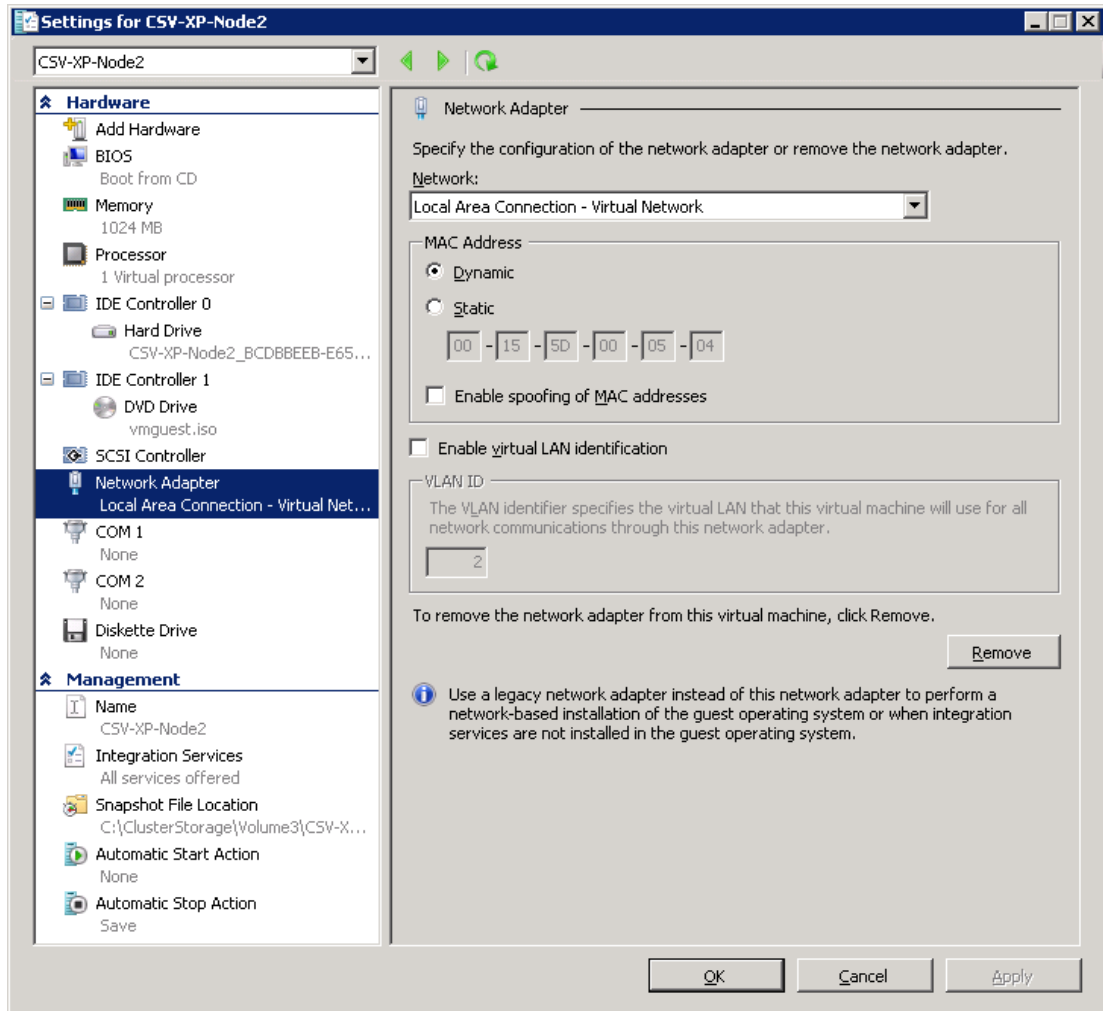
Important:

For restore of existing virtual machine (restoring a previous version), the existing virtual machine will be removed before the restore process begin.

6. When the restore process is completed, the virtual machines will be restored to the original hypervisor.
7. Open Hyper-V Manager, click Start, Administrative Tools and click Hyper-V Manager.



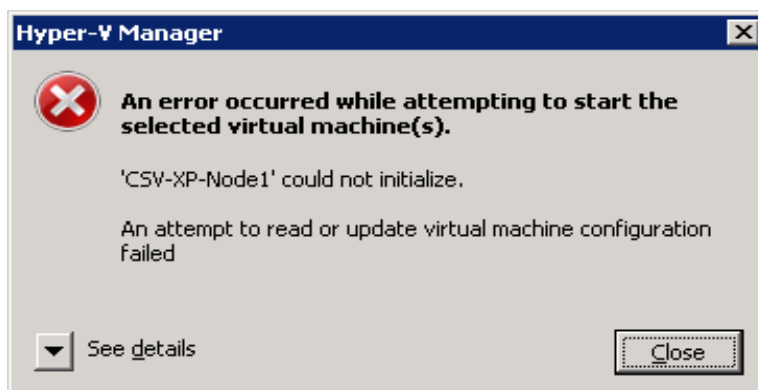
8. Under Virtual Machines, right click on the newly restored virtual machine, select [Setting].
9. Modify settings which may be conflicting with other existing virtual machines (e.g. network setting).



10. Start the virtual machine afterward.

Important:

If the following error is displayed during the startup, please remove the Saved State of the corresponding VM.



In Hyper-V Manager, right click on the corresponding VM and select [Delete Saved State], start the VM again afterward.

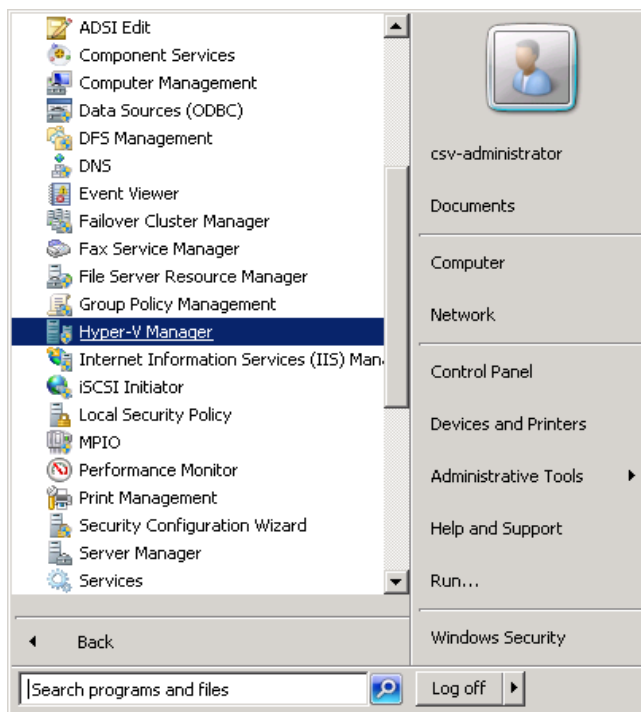


11. For any virtual disk that was not restored (e.g. original backup source did not include all virtual disks configured for the VM).

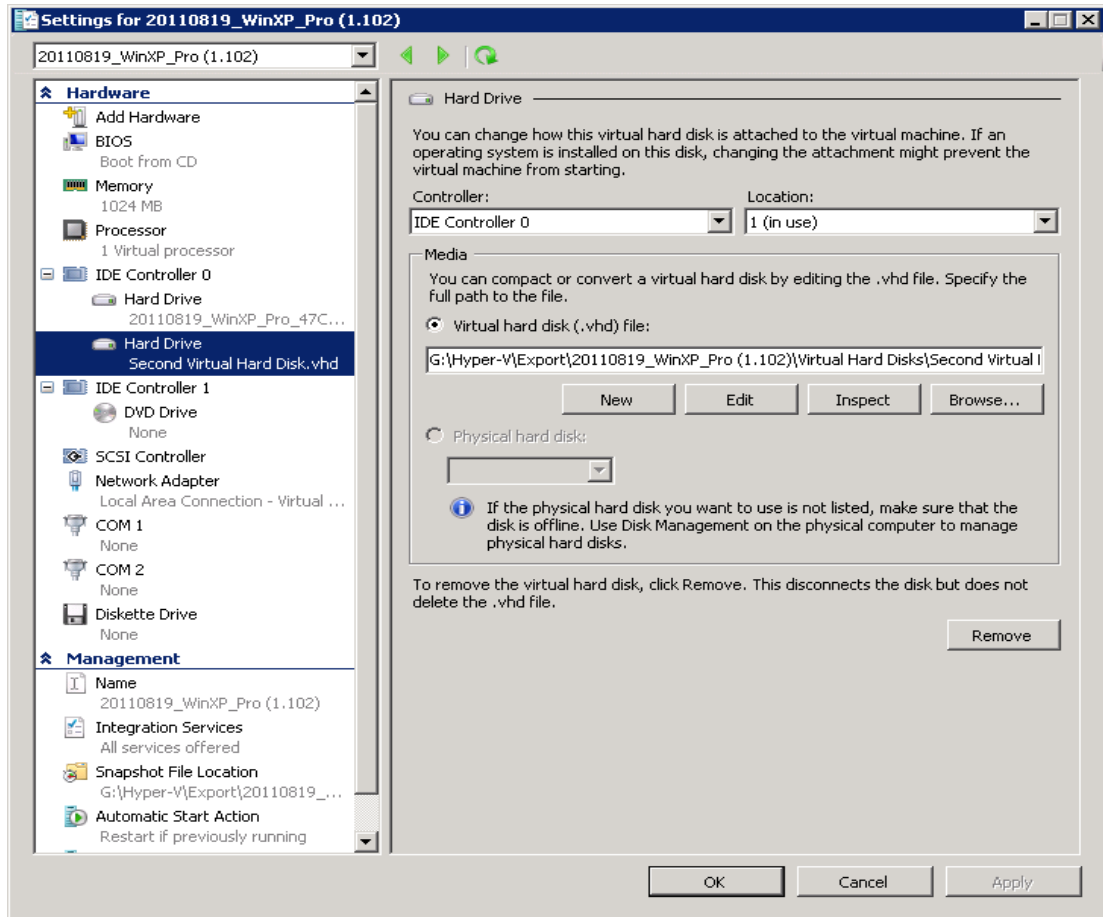
Continue to the next steps for instruction to remove the missing virtual disk from the virtual machine's configuration.

For original virtual machine with no snapshot

1. Open Hyper-V Manager.



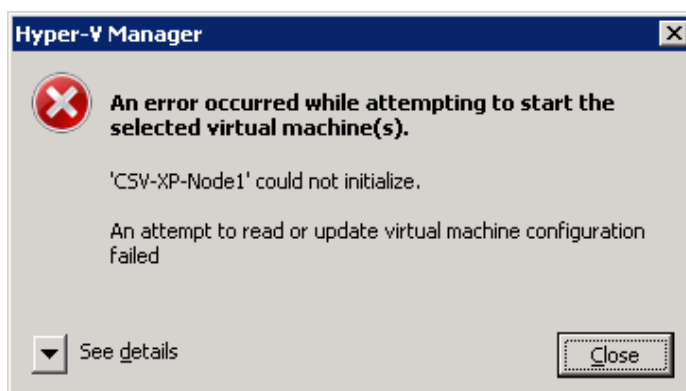
2. Under Virtual Machines, right click on the newly restored virtual machine, select [Setting].
3. For each virtual disk that was not restored, remove the corresponding [Hard Drive] setting from [Hardware].



4. Start the virtual machine afterward.

Important:

If the following error is displayed during the startup, please remove the Saved State of the corresponding VM.



In Hyper-V Manager, right click on the corresponding VM and select [Delete Saved State], start the VM again afterward.



For original virtual machine with snapshot

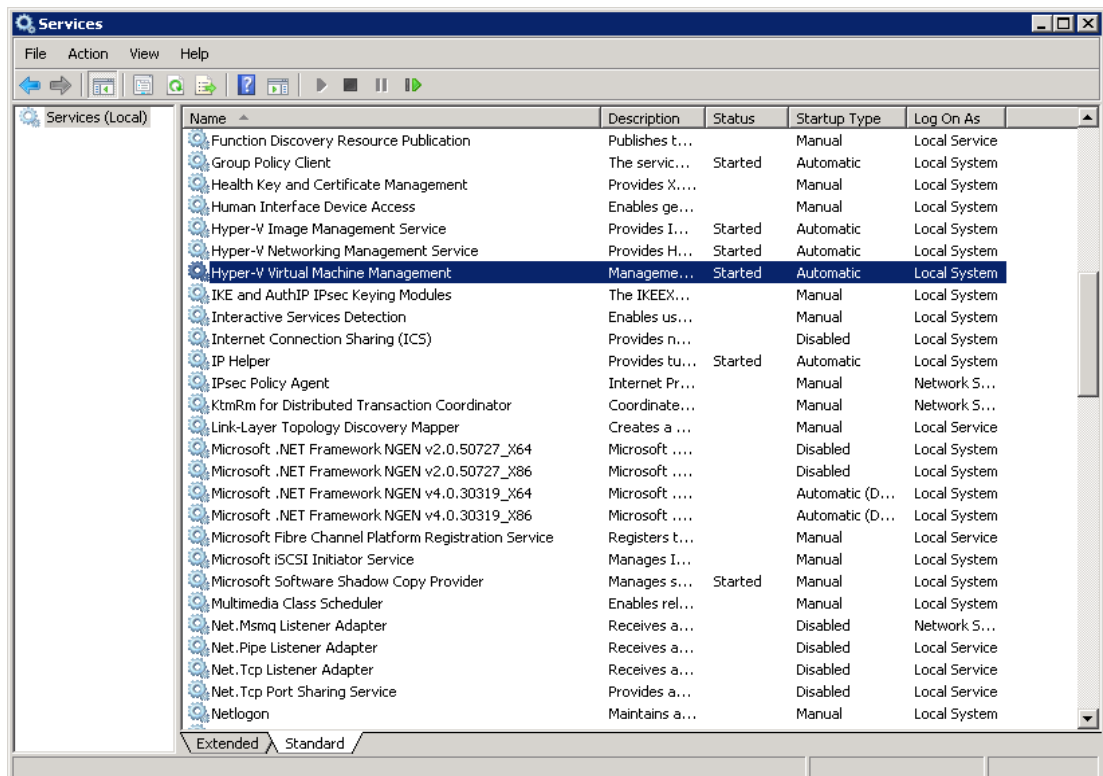
1. Locate the virtual machine's folder location on the Hyper-V server.

Important:

Serious problem may occur if the configuration files are incorrectly modified; it may prevent the virtual machine from starting.

Please only perform the following procedures if you have in-depth knowledge on Hyper-V.

2. Stop the Hyper-V Virtual Machine Management service.



3. Remove the corresponding entry from the Virtual Machine configuration `${VM-GUID}.xml` file.
 - Open the corresponding `${VM-GUID}.xml` file at the following location with a text editor.

```
${VM-Location}\Virtual Machine\${VM-GUID}.xml
```

- Locate the line of all non existing VHD.

```
<controller0>
  <drive0>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard Disks\Name_GUID.avhd</pathname>
    <type type="string">VHD</type>
  </drive0>
  <drive1>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard
      Disks\Second_Disk_GUID.avhd</pathname>
    <type type="string">VHD</type>
  </drive1>
</controller0>
```

- Modify the line from:

```
<type type="string">VHD</type>
```

To

```
<type type="string">NONE</type>
```

```
<controller0>
  <drive0>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard Disks\Name_GUID.avhd</pathname>
    <type type="string">VHD</type>
  </drive0>
  <drive1>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard
      Disks\Second_Disk_GUID.avhd</pathname>
    <type type="string">NONE</type>
  </drive1>
</controller0>
```

- Save the changes afterward.

4. Remove the corresponding entry from the Snapshot configuration `${GUID}.xml` file.
 - Open the corresponding snapshot's `${GUID}.xml` file at the following location with a text editor.

```
${VM-Location}\Snapshots\${GUID}.xml
```

- Locate the line of all non existing virtual disk.

```
<controller0>
  <drive0>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard Disks\Name_GUID.vhd</pathname>
    <type type="string">VHD</type>
  </drive0>
  <drive1>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard
      Disks\Second_Disk_GUID.vhd</pathname>
    <type type="string">VHD</type>
  </drive1>
</controller0>
```

- Modify the line from:

```
<type type="string">VHD</type>
```

To

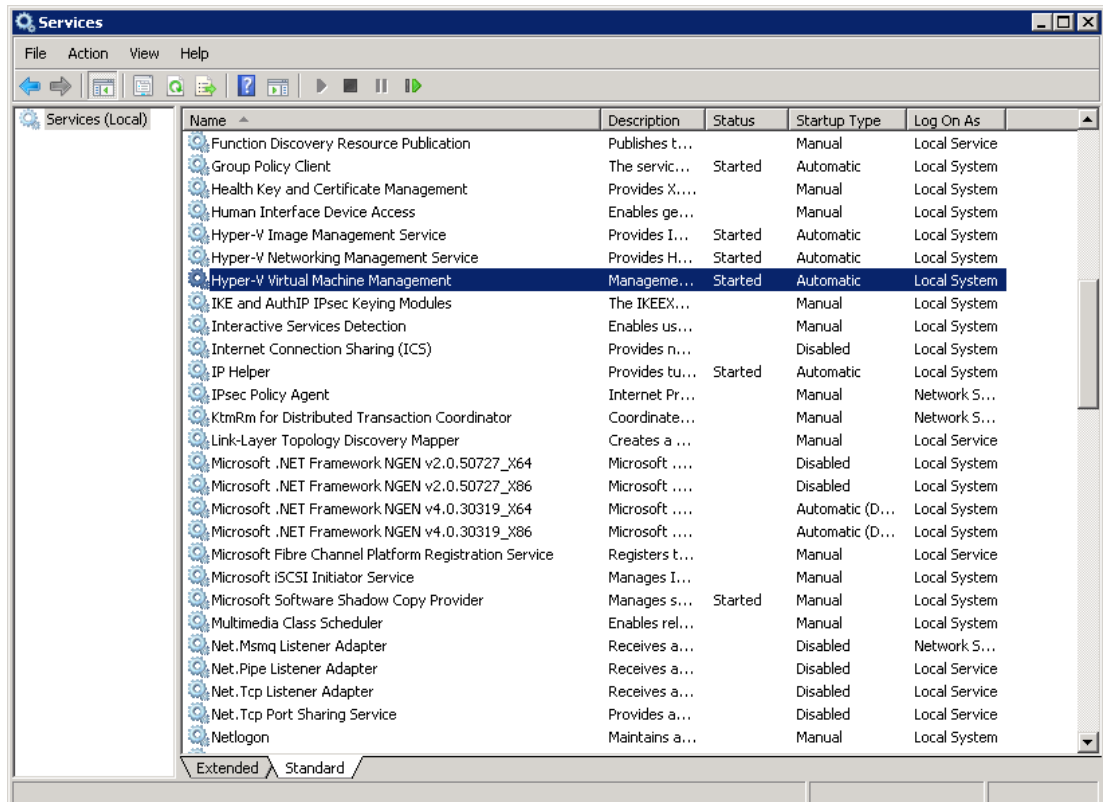
```
<type type="string">NONE</type>
```

```
<controller0>
  <drive0>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard Disks\Name_GUID.vhd</pathname>
    <type type="string">VHD</type>
  </drive0>
  <drive1>
    <pathname type="string">D:\Hyper-V\Virtual Machine
      Name\Virtual Hard
      Disks\Second_Disk_GUID.vhd</pathname>
    <type type="string">NONE</type>
```

```
</drive1>
</controller0>
```

- Repeat the same step for each snapshot.

5. Start the Hyper-V Virtual Machine Management service.



6. Remove any existing snapshot.

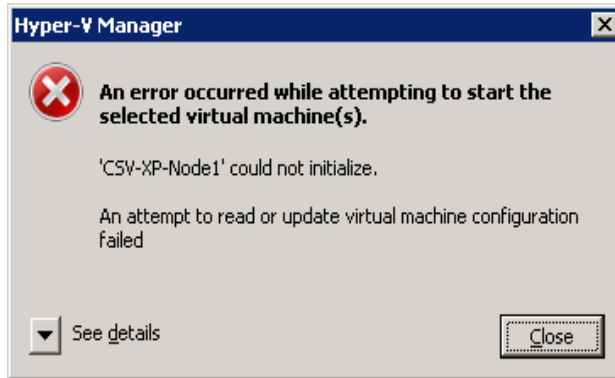
Important:

The restored virtual machine does not support the reversion of previous snapshots if they contain virtual disks not restored.

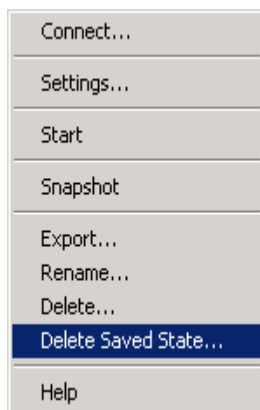
7. Start the virtual machine.

Important:

If the following error is displayed during the startup, please remove the Saved State of the corresponding VM.



In Hyper-V Manager, right click on the corresponding VM and select [Delete Saved State], start the VM again afterward.



14.3.7 How to restore individual virtual disk of Microsoft virtual machines in cluster environment

Individual virtual disk can be restored to the original VM, or to be added to a new VM.

Important:

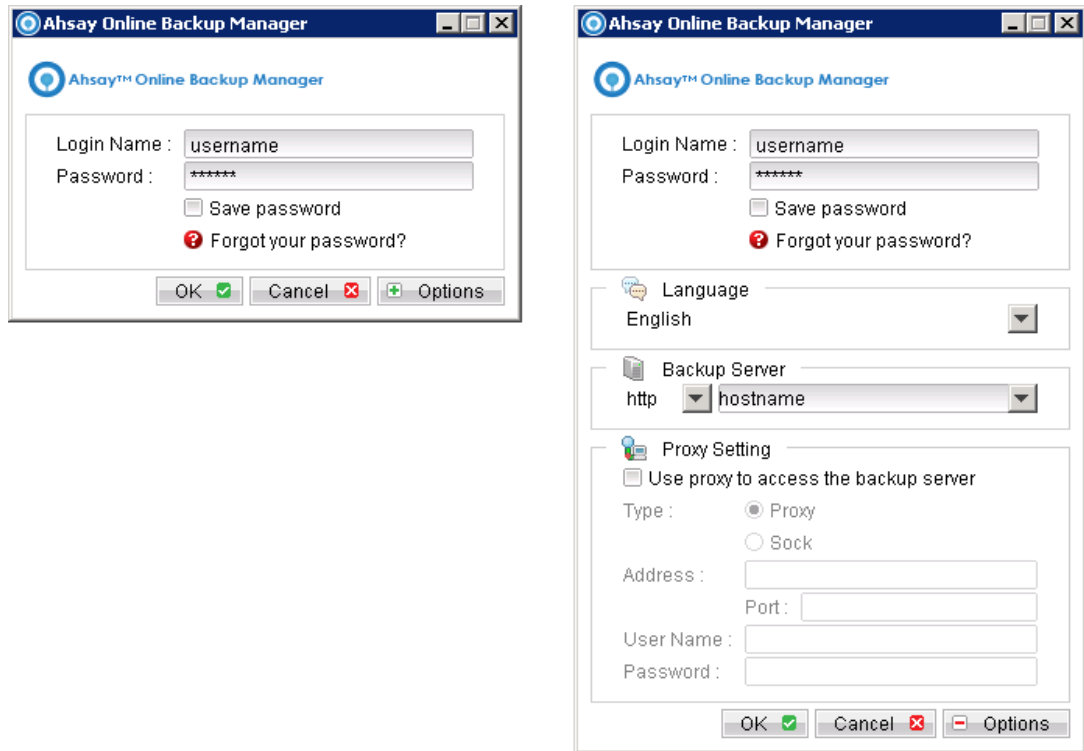
Serious problem may occur if the configuration files are incorrectly modified; it may prevent the virtual machine from starting.

Please only perform the following procedures if you have in-depth knowledge on Hyper-V.

14.3.7.1 How to restore individual virtual disk to the original VM

1. Open Hyper-V Manager.

2. Shutdown the VM to be restored to.
3. Login to the backup application's user interface.



Ahsay Online Backup Manager

Ahsay™ Online Backup Manager

Login Name :

Password :

☐ Save password

[Forgot your password?](#)

OK ☒ Cancel ☒ Options

Ahsay Online Backup Manager

Ahsay™ Online Backup Manager

Login Name :

Password :

☐ Save password

[Forgot your password?](#)

Language :

Backup Server :

Proxy Setting

☐ Use proxy to access the backup server

Type : ☒ Proxy ☐ Sock

Address :

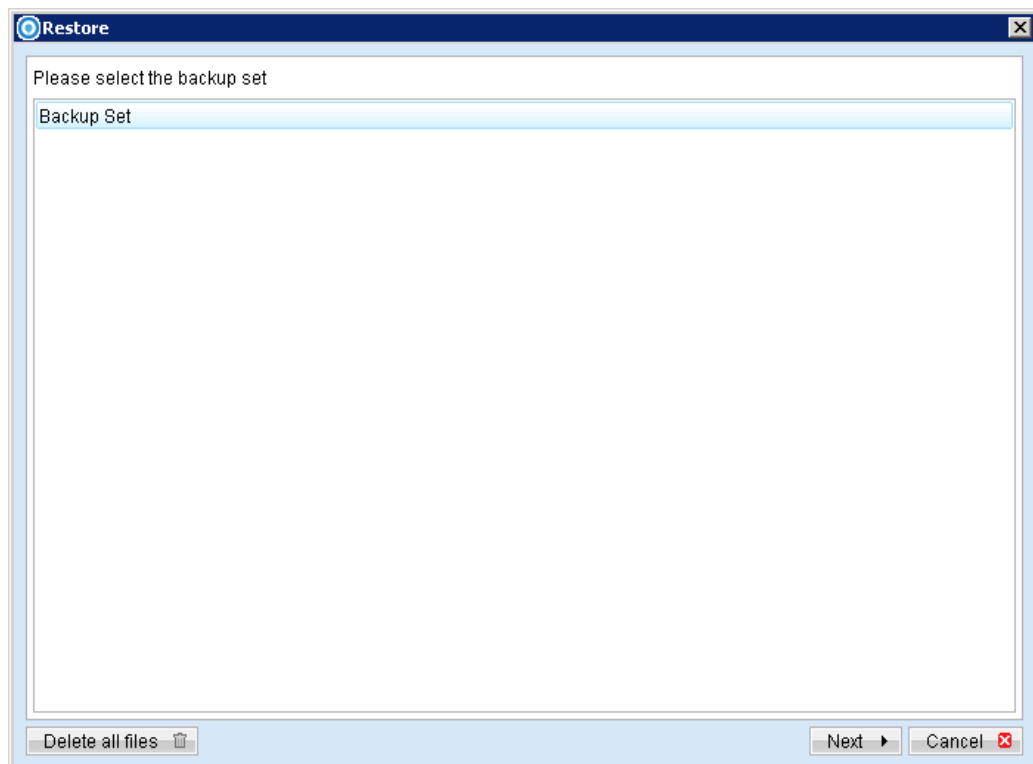
Port :

User Name :

Password :

OK ☒ Cancel ☒ Options

4. Select the [Restore] button and the corresponding backup set.



Restore

Please select the backup set

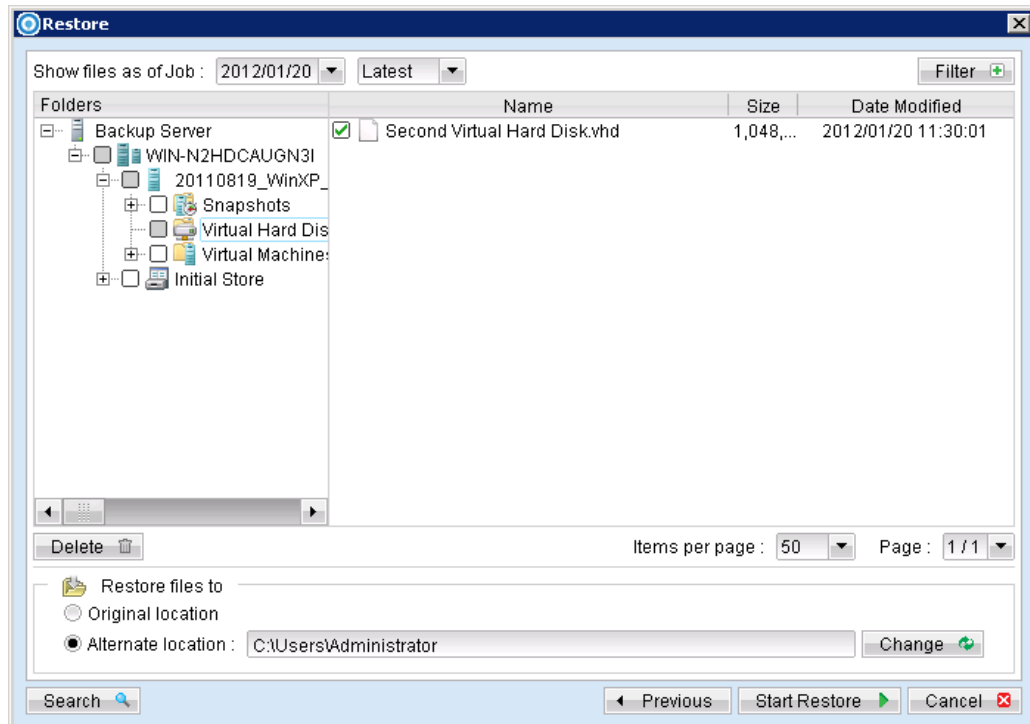
| Backup Set |
|------------|
| Backup Set |

Delete all files

Next Cancel

5. Select [Alternate location], then select the virtual disk to be restored.

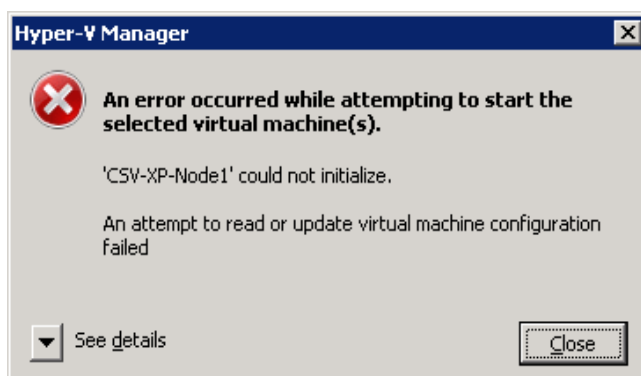
Restore of individual virtual disk is only supported for restore to [Alternation location].



6. Click [Change]; select the directory path where the virtual disk was originally backed up from.
7. Click the [Start Restore] button to begin the restore process.
8. Start the virtual machine after the restore process is completed.

Important:

If the following error is displayed during the startup, please remove the Saved State of the corresponding VM.



In Hyper-V Manager, right click on the corresponding VM and select [Delete Saved State], start the VM again afterward.

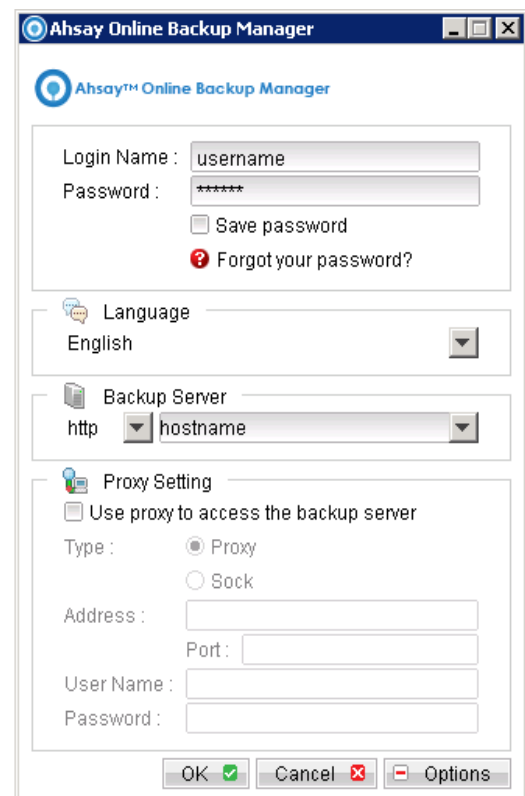
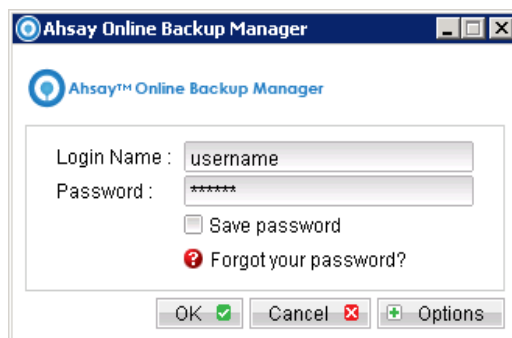


14.3.7.2 How to restore individual virtual disk to a different VM

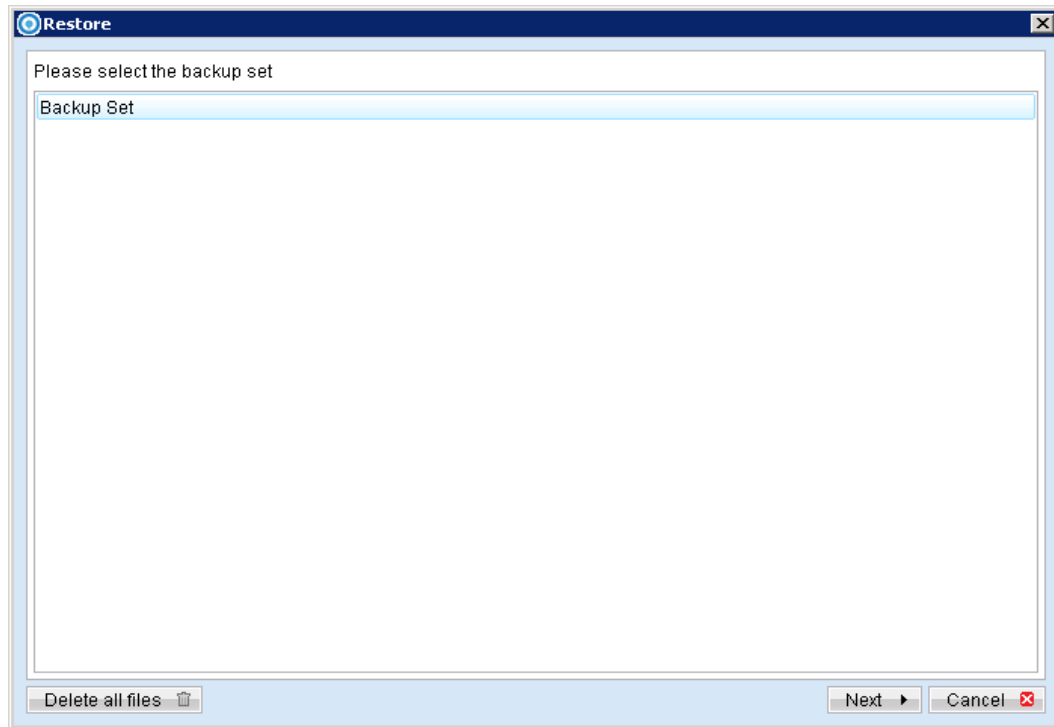
Important:

Restore of individual virtual disk to a different virtual machine is only supported for virtual disk with no snapshot.

1. Login to the backup application's user interface.

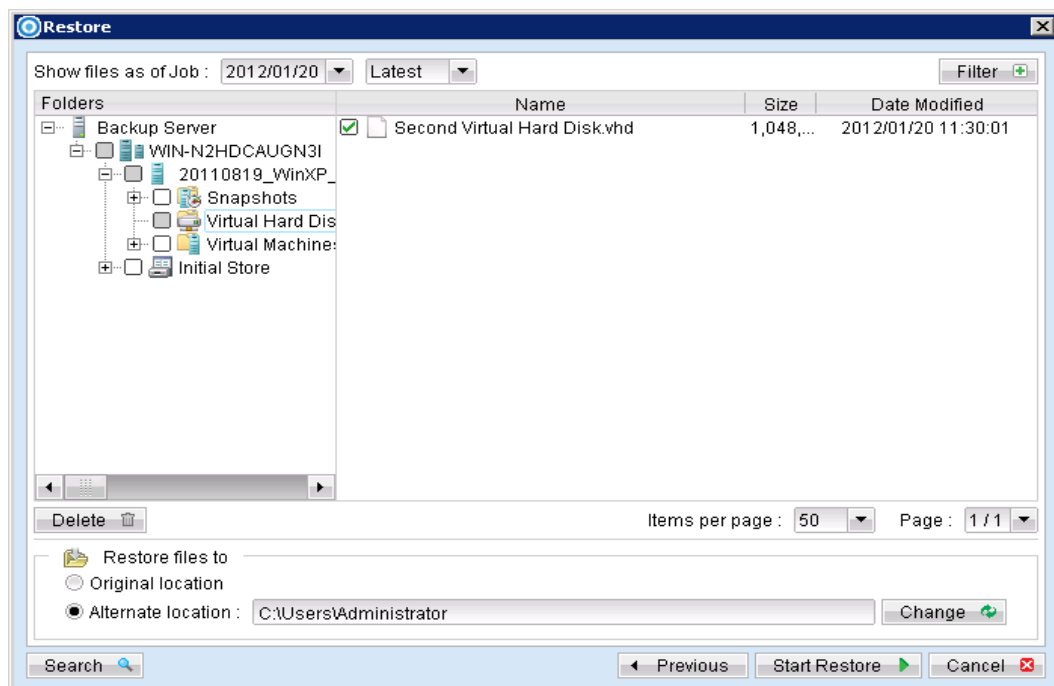


2. Select the [Restore] button and the corresponding backup set.

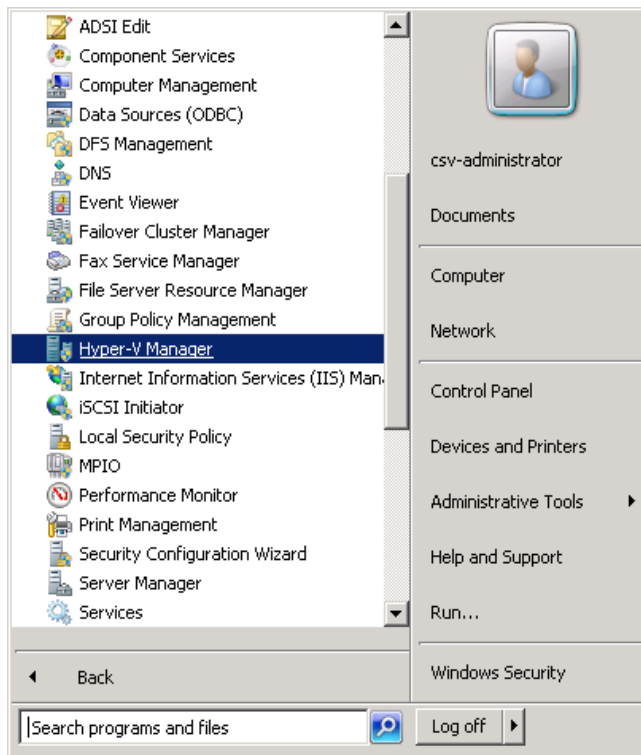


3. Select [Alternate location], then select the virtual disk to be restored.

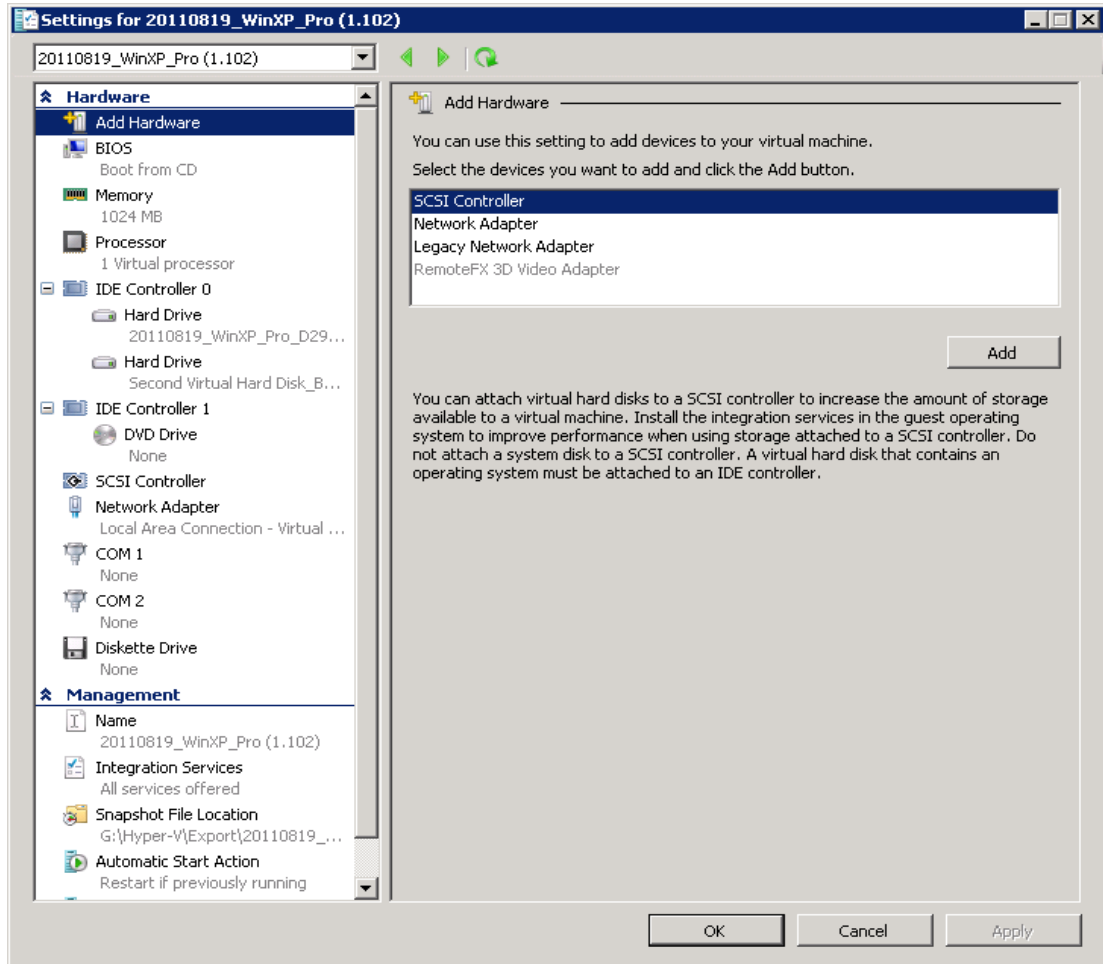
Restore of individual virtual disk is only supported for restore to [Alternation location].



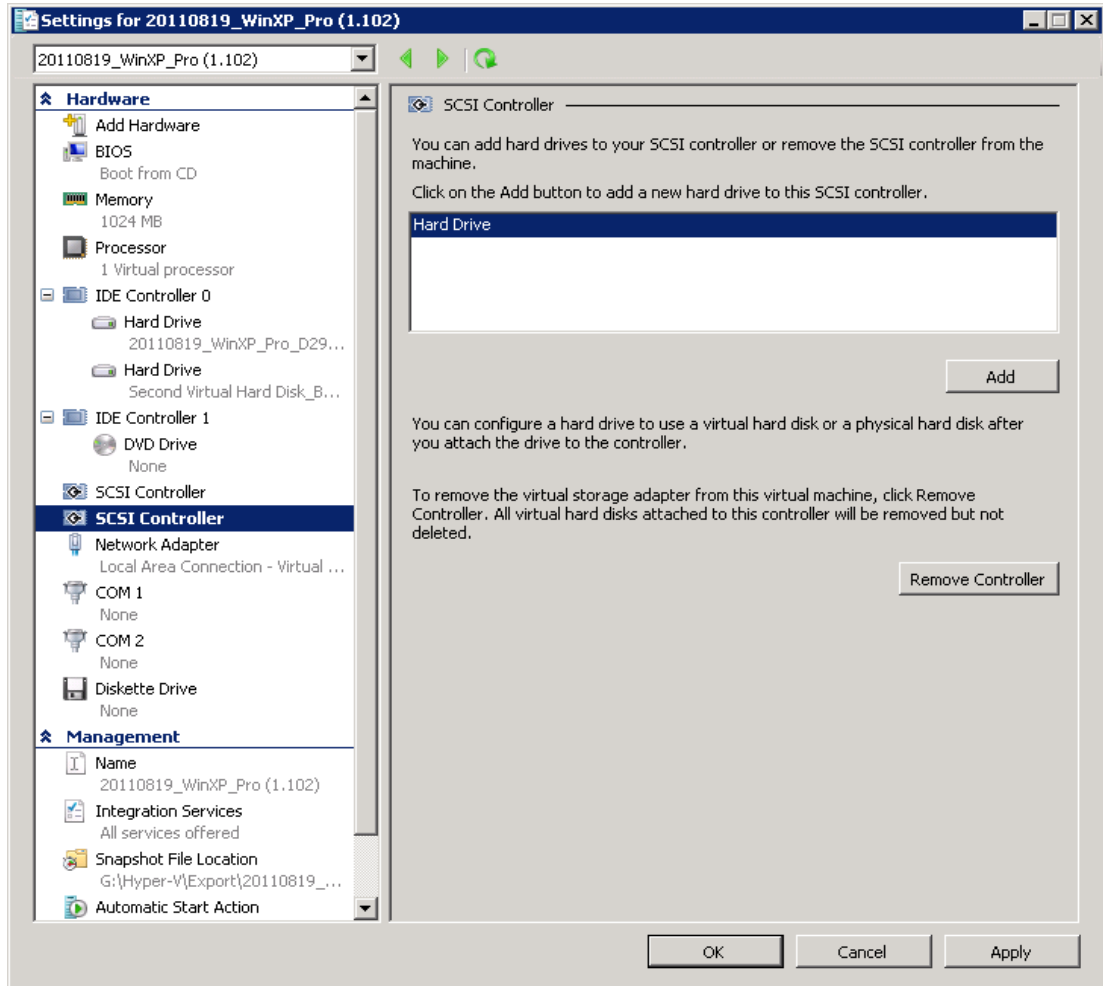
4. Click [Change] to select the location where the virtual disk should be restored.
5. Click the [Start Restore] button to begin the restore process.
6. When the restore process is completed, open Hyper-V Manager.



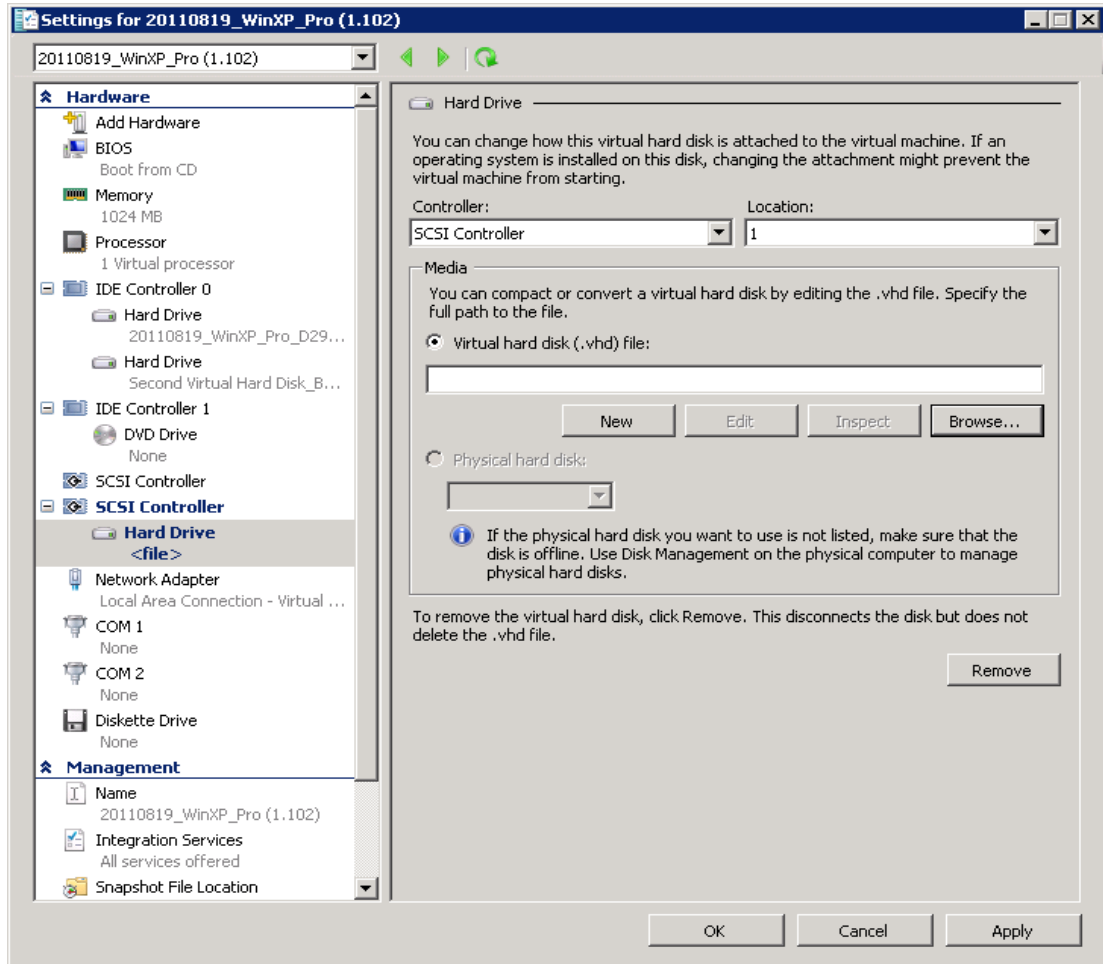
7. Under Virtual Machines, powers down the corresponding virtual machine to be restored to.
8. Select [Setting] to add the restored virtual disk to the VM.
9. Select [Add Hardware], [SCSI Controller] and press the [Add] button.



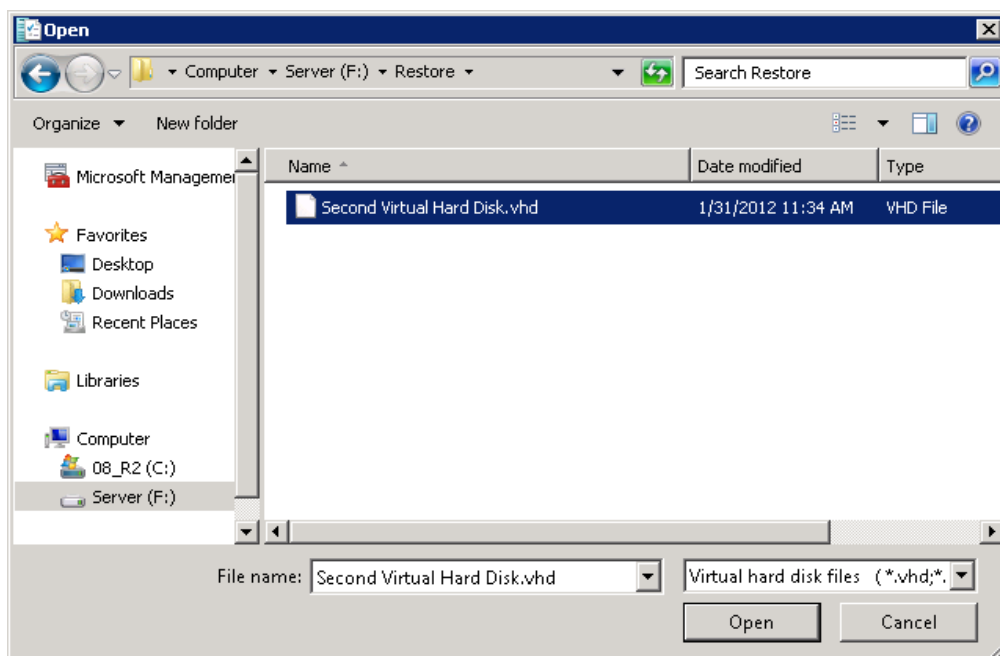
10. Select [Hard Drive] and press the [Add] button.



11. Select the corresponding [Controller] and [Location] setting.



12. Under Media, select [Browse] and browse to the newly restored virtual disk file.



13. Start the virtual machine.

15 Backup / Restore Microsoft Exchange Server

This chapter describes in details how to backup and restore Microsoft Exchange Server with AhsayOBM.

15.1 Supported versions

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the supported versions.

15.2 Backup Microsoft Exchange Server 2003 / 2007

15.2.1 Requirements and recommendations

Please ensure that the following requirements are met by the MS Exchange server:

1. AhsayOBM is installed on the MS Exchange server.
2. The Exchange databases selected for backup will be temporarily spooled to a temp directory before being uploaded to the backup server.

It is recommended that the temporary directory have disk space of at least 120% of the total database size (e.g. total size of all .edb files found within the MS Exchange Server installation folder).

3. It is recommended that the temporary directory be configured on a local drive.
4. For Exchange server with Active Directory installed, a System State backup must be performed regularly with the MS Exchange server backup.

15.2.2 Overview

For a complete Exchange server backup, backup for the following components must be performed:

System State

For Exchange server with Active Directory installed, as part of the restore, the system state of the server must also be restored.

Running regular system state backups of the Exchange is therefore crucial, as it ensures that the system state data is synchronized with the Exchange database data.

Information Store (Exchange 2003 / 2007)

The Information Store of Exchange 2003 and 2007 contains both mailbox store and public folder store data.

The server stores data into two files - *.edb* and *.stm* file that forms an Exchange store repository.

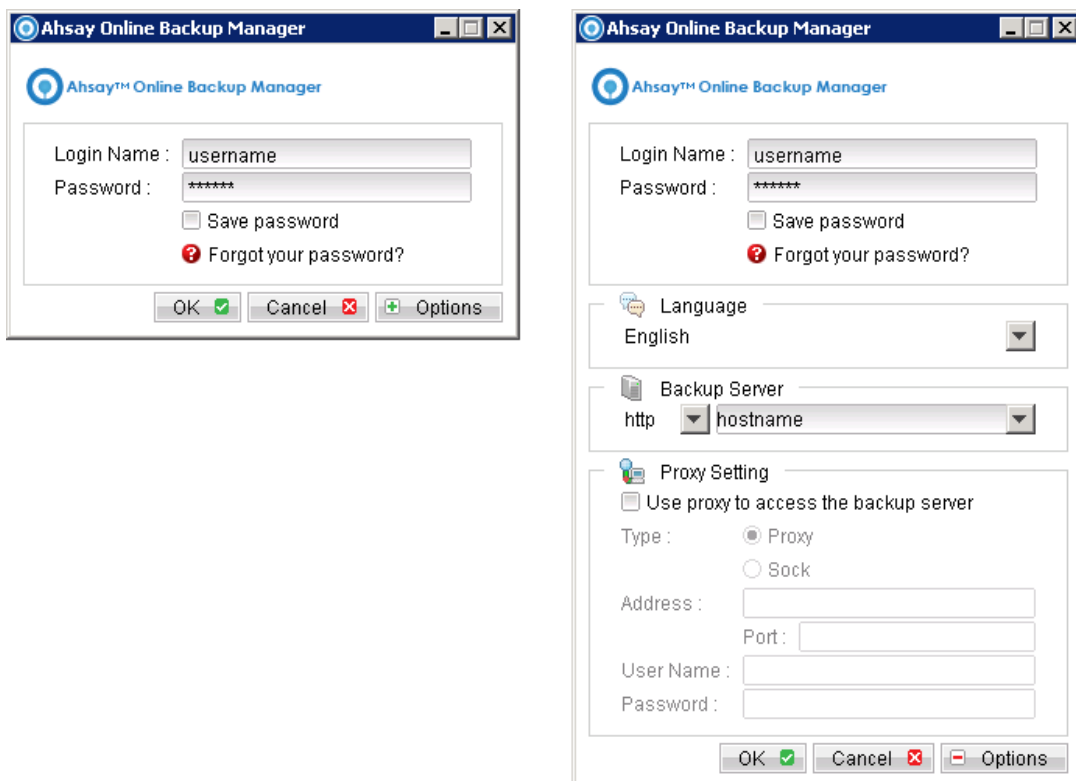
The default mailbox store on an Exchange 2003 server uses filename *Priv1.edb* and *Priv1.stm*; the default public folder store uses the filename *Pub1.edb* and *Pub1.stm*.


The *.edb* file contains tables that hold metadata for all e-mail messages and other items in the Exchange store, while *.stm* stores native Internet content.

15.2.3 How to backup Microsoft Exchange Server 2003 / 2007

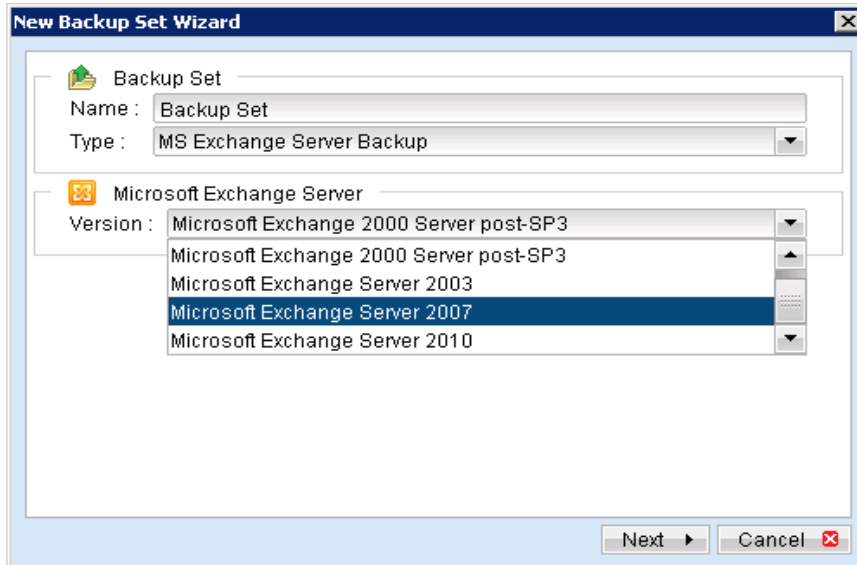
Refer to the following instructions to backup Microsoft Exchange Server 2003 or 2007:

1. Install AhsayOBM on the MS Exchange Server.
2. Login to the backup application's user interface.

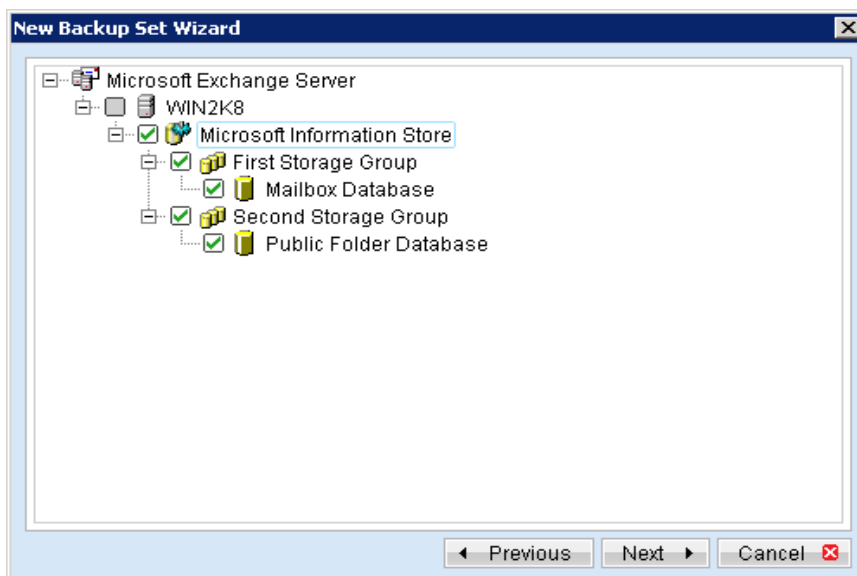


3. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
4. Enter the name of the backup set.

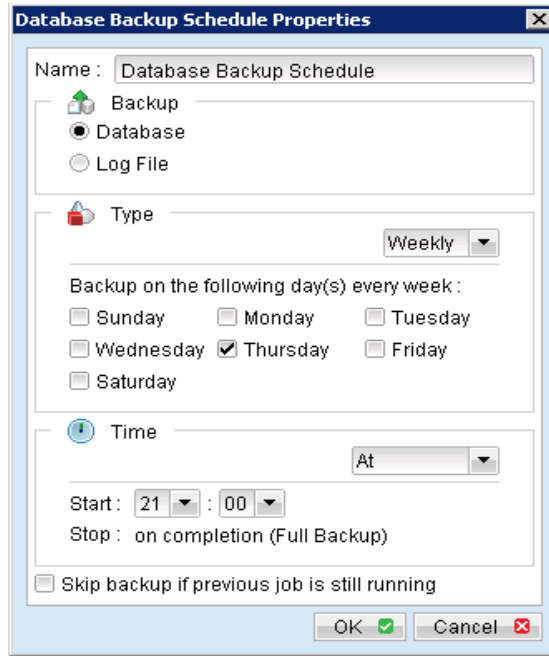
5. Create a MS Exchange Server Backup set by selecting [MS Exchange Server Backup] from the backup set type dropdown menu.
6. Select the corresponding Exchange version from the version dropdown menu.



7. Select [Next] to proceed.
8. In the backup source selection screen, select the Information Store for backup.



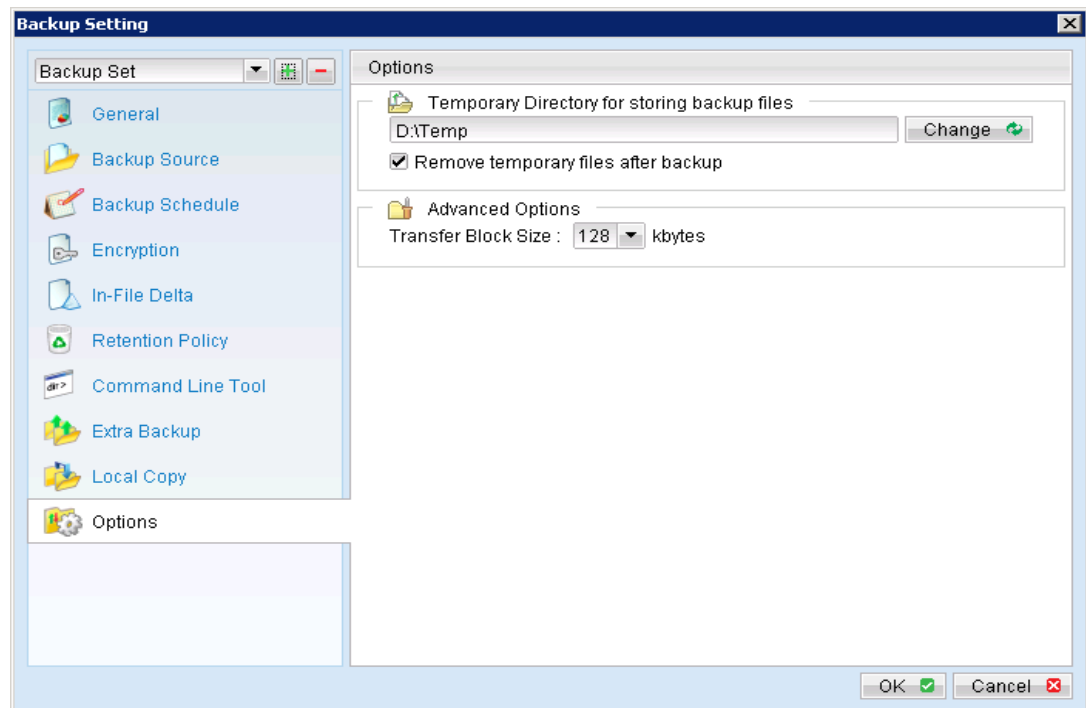
9. Configure a backup schedule for unattended backups.



| Menu Items | Description |
|--|--|
| Name | Enter a backup schedule name of your choice. |
| Backup | Select backup type [Database / Log File]. Note: Select database type for full database backup, or select log file type for transaction log backup. |
| Type | Select backup schedule type [Daily / Weekly / Monthly / Custom]. |
| Time | Select backup schedule time type [At / Periodically]. Note: Select backup schedule time at to perform backup at a certain time, or select backup schedule time periodically to perform backup every X minutes / hours. |
| Skip backup if previous job is still running | Select whether to stop the backup job from running if a previous backup job is still running. |

10. Select an encryption setting for your backup set.

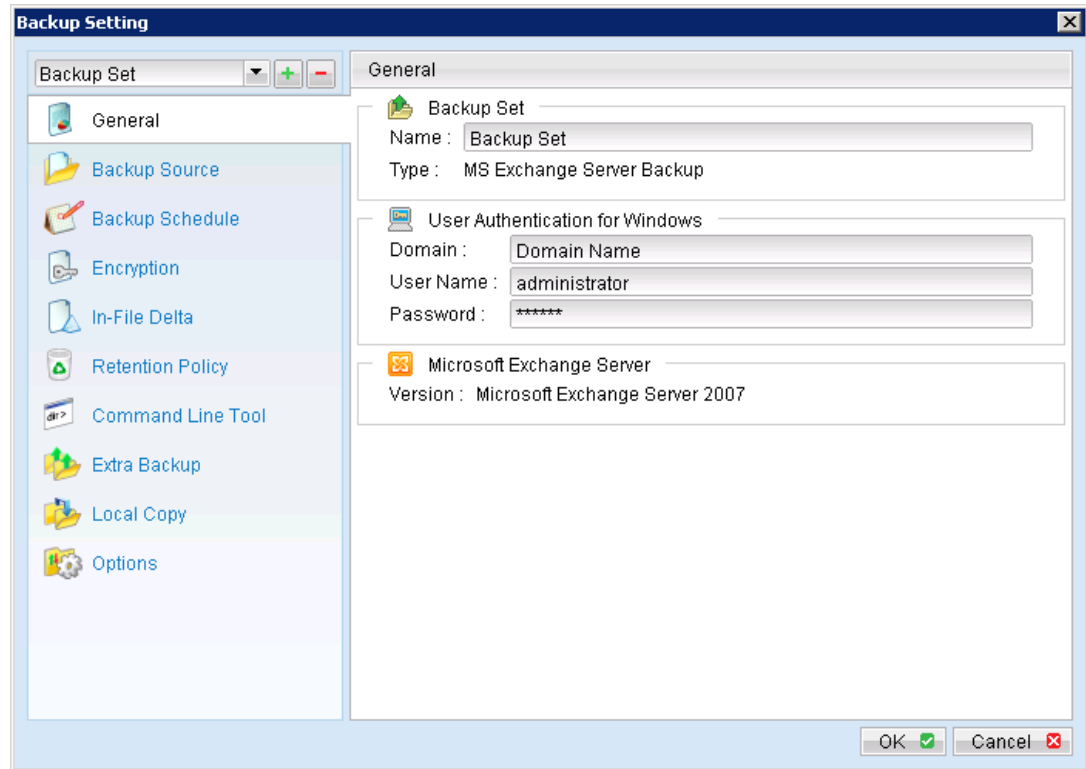
11. Press the [OK] button to complete the configuration of the [New Backup Size Wizard].
12. Configure the temporary backup folder, select [Backup Setting], [Options].



Note:

The temporary directory can be set to a local or network path.

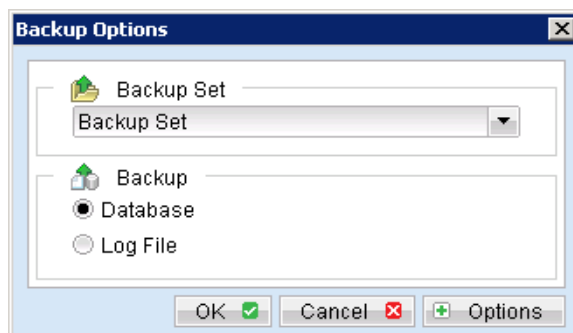
Please be reminded to fill in the [User Authentication for Windows] setting if a network path is selected.



For database specific backup type, data files spooled by the **latest backup job** can be kept by disabling the [Remove temporary files after backup] option.



13. Scheduled backup will run automatically at the configured schedule time.
14. Click [Backup] button on the left panel to perform a backup immediately.



| Menu Items | Description |
|------------|--|
| Backup | Select backup type [Database / Log File]. Note: Select [Database] type for full database backup, or select [Log File] type for transaction log backup. |

Important:

For Exchange server with Active Directory installed, a System State backup must be performed regularly with the MS Exchange server backup.

15.3 Restore Microsoft Exchange Server 2003 / 2007

Refer to the following instructions to restore Microsoft Exchange Server 2003 / 2007:

1. Prepare the operating system for the Exchange Server restore (if required).

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

2. Restore Windows Active Directory (if required).

Restore the System State data from AhsayOBS, and then restore the System State using Ntbackup / WBAdmin.exe.

Refer to the "How to restore Windows System State" chapter for detailed instruction.

3. Install AhsayOBM (if required).

Refer to the [Installing AhsayOBM](#) chapter for details instruction.

4. Startup the [Microsoft Information Store] services from Windows Services.

5. Restore the Exchange database from backup; restore the database backup files from the AhsayOBS server.

Please ensure the directory structure is the same as it appears in the File Explorer:

```
-->[Restore Destination]
----->[Server]
----->[Microsoft Information Store]
----->[First Storage Group]
----->[Database]
----->Priv1.edb
----->Priv1.stm
----->E0000001.log
----->[Second Storage Group]
----->[Public Folder Store(Server)]
----->Pub1.edb
----->Pub1.stm
----->E0100001.log
```

If a different version of the database to be restored exists on the MS Exchange server, please dismount it from the services using System Manager or Exchange Management Console for MS Exchange 2003 and 2007 respectively.

6. Use the [ExchangeRestore32.exe / ExchangeRestore64.exe] file found from the AhsayOBM [bin] directory to restore the database.

For 32bit MS Exchange installation:

`${OBM-Install-Home}\bin\ExchangeRestore32.exe`

For 64bit MS Exchange installation:

`${OBM-Install-Home}\bin\ExchangeRestore64.exe`

Example 1

For restore of all databases from backup data [E:\Backup] to an Exchange Server named [win2k8] using the temporary directory [E:\Temp]

Backup data source = E:\Backup

Temp folder for restore process = E:\Temp

Exchange server name = Win2k8

The following command can be used:

Exchange server recovery - Example 1

```
C:\Program Files\AhsayOBM\bin>ExchangeRestore64
DIR="E:\Backup" TEMP="E:\Temp" SERVER="win2k8"

Microsoft Exchange Server 2000/2003/2007 Backup Recovery
Utility

[Start] Exchange Server - 'win2k8'
  [Start] Service - 'Microsoft Information Store'
    [Start] Storage Group - 'First Storage Group'
      [Start] Database - 'Mailbox Database'
        Restoring file 'C:\Program Files\Microsoft\Exchange
Server\Mailbox\First Storage Group\Mailbox
Database.edb' ...
      [End] Database - 'Mailbox Database'
    [Start] Restoring transaction log - 'First Storage
Group'
      Restoring Log File 'E:\Temp\restore.tmp\First Storage
Group\E000000B7CF.log' ...
      Restoring Log File 'E:\Temp\restore.tmp\First Storage
Group\E000000B7D0.log' ...
      Restoring Log File 'E:\Temp\restore.tmp\First Storage
Group\E000000B7D1.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 - 'Second Storage Group'
  [Start] Database - 'Public Folder Database'
    Restoring file 'C:\Program Files\Microsoft\Exchange
Server\Mailbox\Second Storage Group\Public Folder
Database.edb' ...
  [End] Database - 'Public Folder Database'
```

```
[Start] Restoring transaction log - 'Second Storage
Group'
Restoring Log File 'E:\Temp\restore.tmp\Second Storage
Group\E0100004F10.log' ...
Restoring Log File 'E:\Temp\restore.tmp\Second Storage
Group\E0100004F11.log' ...
[End] Restoring transaction log - 'Second Storage
Group'
[Start] Applying transaction log ...
[End] Applying transaction log
[End] Storage Group - 'Second Storage Group'
[End] Service - 'Microsoft Information Store'
[End] Exchange Server - 'win2k8'
```

Mount the Exchange database afterward in System Manager for Exchange 2003 or Exchange Management Console for Exchange 2007.

Example 2

For restore of database name [mail] in storage group [SG5] from backup data [E:\Backup] to an Exchange Server named [win2k8] using the temporary directory [E:\Temp]

Backup data source = E:\Backup

Temp folder for restore process = E:\Temp

Exchange server name = win2k8

Database to be restored = [Mailbox Database] of storage group [First Storage Group]

The following command can be used:

Exchange server recovery - Example 2

```
C:\Program Files\AhsayOBM\bin>ExchangeRestore64
DIR="E:\Backup" TEMP="E:\Temp" SERVER="win2k8"
SERVICE="Microsoft Information Store" STORAGE="First Storage
Group" DATABASE="Mailbox Database"
```

Microsoft Exchange Server 2000/2003/2007 Backup Recovery Utility

```
[Start] Database - 'Mailbox Database'
Restoring file 'C:\Program Files\Microsoft\Exchange
Server\Mailbox\First Storage Group\Mailbox Database.edb' ...
[End] Database - 'Mailbox Database'
[Start] Restoring transaction log - 'First Storage Group'
Restoring Log File 'E:\Temp\restore.tmp\First Storage
Group\E000000B7CF.log'
...
Restoring Log File 'E:\Temp\restore.tmp\First Storage
Group\E000000B7D0.log'
...
```

```
Restoring Log File 'E:\Temp\restore.tmp\First Storage
Group\E000000B7D1.log
' ...
[End] Restoring transaction log - 'First Storage Group'
[Start] Applying transaction log ...
[End] Applying transaction log
```

Mount the Exchange database afterward in System Manager (for Exchange 2003) or Exchange Management Console (for Exchange 2007).

7. Repeat the same procedure for each database to be restored.

Note:

Verify under the Event Viewer if there is any error generated during the restore process.

8. If the restore process failed with errors such as bad signature, or null error, the backed up database file restored may be incorrect.

Please try to manually restore and mount the database and log files.

Mounting database file manually

9. Dismount the Exchange database using the System Manager for Exchange 2003, or Exchange Management Console for Exchange 2007.
10. Copy all restored database and log files to the Exchange database folders.

Exchange 2003 default folder path is
\${Exchange-Install-Home}\MDBDATA

Exchange 2007 default folder path is
\${Exchange-Install-Home}\Mailbox\First Storage Group
\${Exchange-Install-Home}\Mailbox\Second Storage Group
...

11. Initiate soft recovery mode by applying the transaction log file E00 to the database.

Enter the following commands:

```
C:\Program Files\Microsoft\Exchange Server\Mailbox\First
Storage Group>eseutil /r e00

Extensible Storage Engine Utilities for Microsoft(R)
Exchange Server
Version 08.01
Copyright (C) Microsoft Corporation. All Rights Reserved.
```

```
Initiating RECOVERY mode...
  Logfile base name: e00
    Log files: <current directory>
    System files: <current directory>

Performing soft recovery...

Operation completed successfully in 0.813 seconds.
```

12. Repair the database files by running the following commands:

```
C:\Program Files\Microsoft\Exchange Server\Mailbox\First
Storage Group>eseutil /p "Mailbox Database.edb"

Extensible Storage Engine Utilities for Microsoft(R)
Exchange Server
Version 08.01
Copyright (C) Microsoft Corporation. All Rights Reserved.

Initiating REPAIR mode...
    Database: Mailbox Database.edb
    Temp. Database: TEMPREPAIR3760.EDB

Checking database integrity.
```

| | Scanning Status (% complete) | | | | | | | | | |
|-----|------------------------------|------|------|------|------|------|------|------|------|------|
| | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 |
| 100 | ----- | ---- | ---- | ---- | ---- | ---- | ---- | ---- | ---- | ---- |
| | | | | | | | | | | |
| . | | | | | | | | | | |

13. Mount the Exchange database afterward in System Manager for Exchange 2003 or Exchange Management Console for Exchange 2007.
14. The restore of Exchange Server is now completed.

15.4 Backup Microsoft Exchange Server 2010

15.4.1 Requirements and recommendations

Please ensure that the following requirements are met by the MS Exchange server:

1. AhsayOBM version 5.5.8.0 or above is installed on the Exchange server.

For Exchange server 2010 with database availability group (DAG) backup option, please refer to the [next section](#) for details.

2. Databases of the Exchange server are spooled to a temporary directory before being uploaded to the offsite backup server.

It is recommended that the temporary directory have disk space of at least 120% of the total database size (e.g. total size of all .edb files found within the MS Exchange Server installation folder).

Since 6.11.0.0, the Exchange server 2010 backup will no longer required to spool the database to the hard disk, however the VSS Exchange backup still requires certain amount of disk space to operate. Microsoft suggested that some shadow copy mechanism may required to reserve 100% of the original database.

Reference: <http://msdn.microsoft.com/en-us/library/exchange/aa579091%28v=exchg.140%29.aspx>

3. It is recommended that the temporary directory be configured on a local drive.
4. For Exchange server with Active Directory installed, a System State backup must be performed regularly with the MS Exchange server backup.

15.4.2 Overview

For a complete Exchange server backup, backup for the following components must be performed:

Windows System State

For Exchange server with Active Directory installed, as part of the restore, the system state must also be restored.

Running regular system state backups of the Exchange is therefore crucial, as it ensures that the system state data is synchronized with the Exchange database data.

Microsoft Information Store (Exchange 2010)

The Information Store of Exchange 2010 contains the data, data definitions, indexes, checksums, flags, and other information that comprise mailboxes in Exchange.

Mailbox databases hold data that's private to an individual user and contain mailbox folders generated when a mailbox is created for that user. A mailbox database is stored as an Exchange database .edb file.

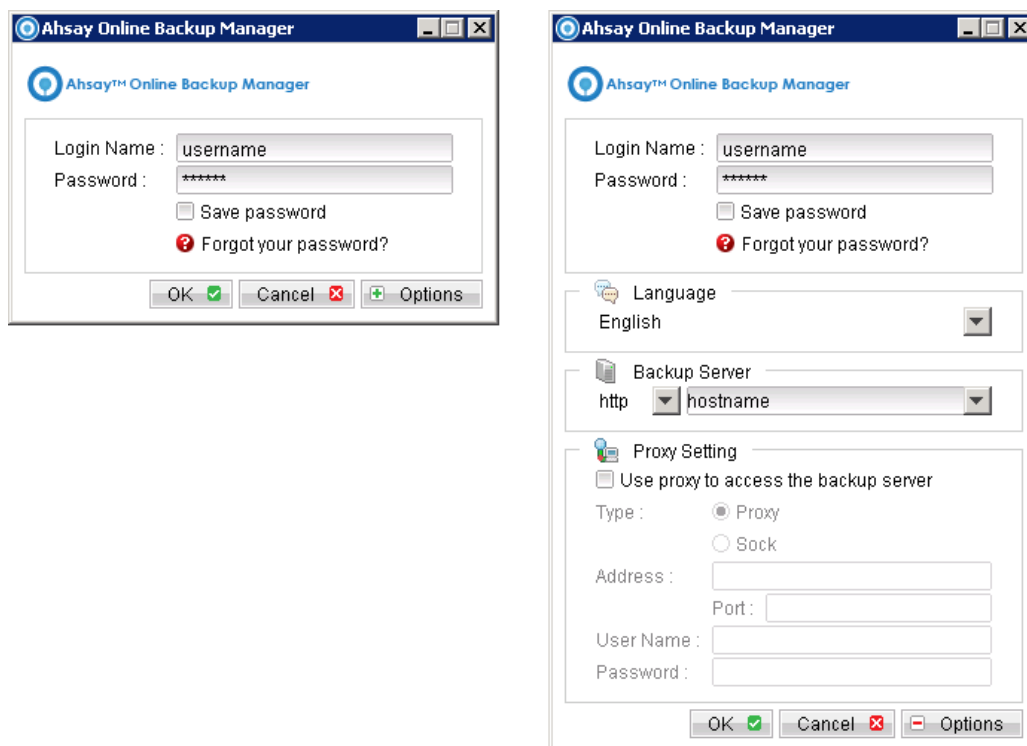
Public folder databases contain the data, their definitions, indexes, checksums, flags, and other information that comprise any public folders in your Exchange organization.


In Exchange Server 2010, public folders are an optional feature.

15.4.3 How to backup Microsoft Exchange Server 2010

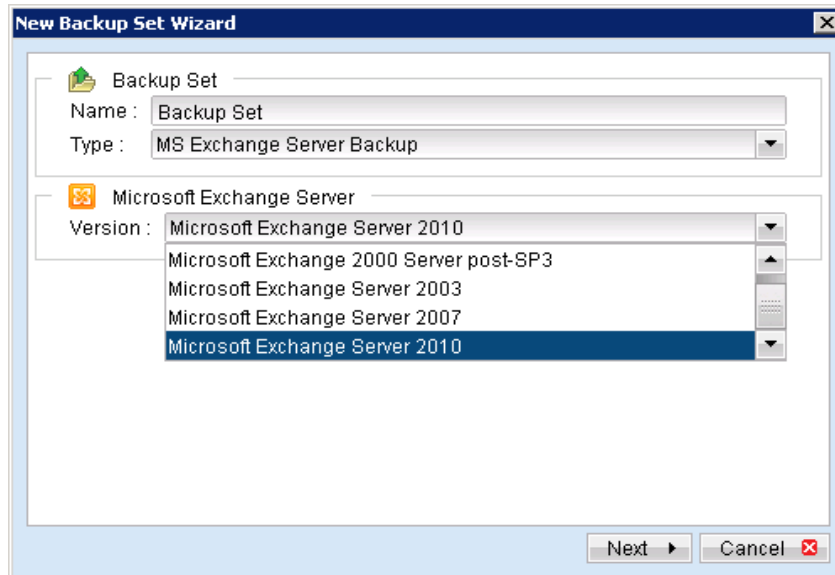
Refer to follow the instructions to backup Microsoft Exchange Server 2010:

1. Install AhsayOBM on the MS Exchange Server.
2. Login to the backup application's user interface.

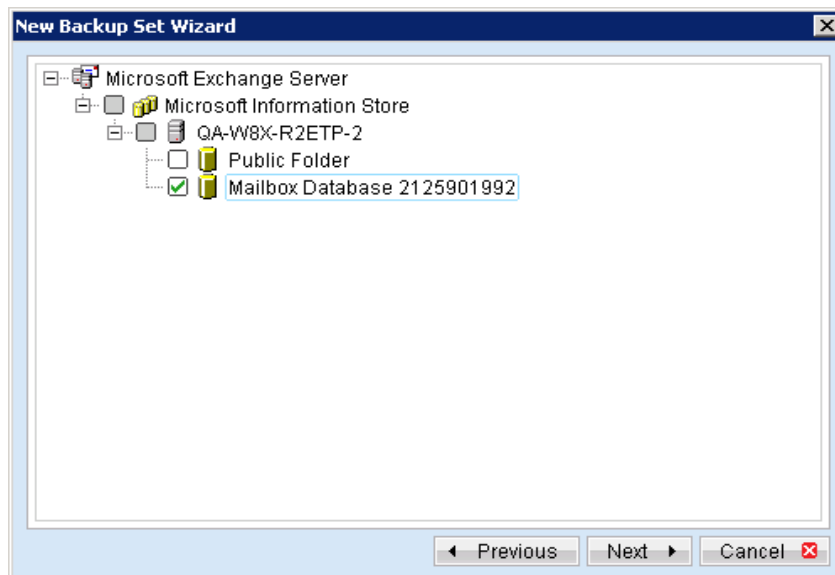


3. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
4. Enter the name of the backup set.
5. Create a MS Exchange Server Backup set by selecting [MS Exchange Server Backup] from the backup set type dropdown menu.

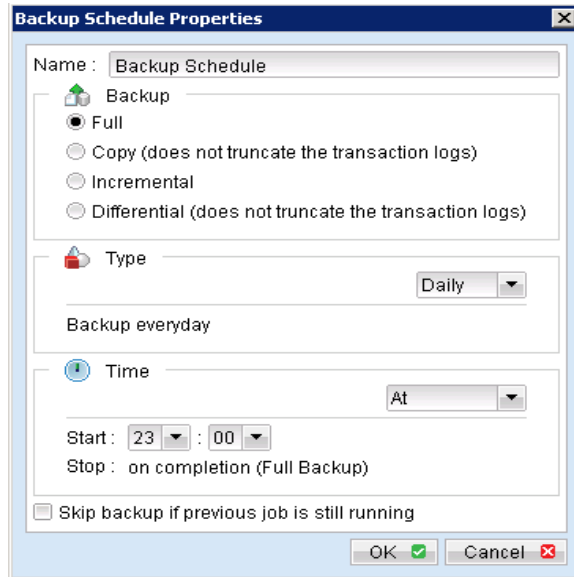
6. Select the corresponding Exchange version from the version dropdown menu.



7. Select [Next] to proceed.
8. In the backup source selection screen, select the Information Store for backup.



9. Configure a backup schedule for unattended backups.



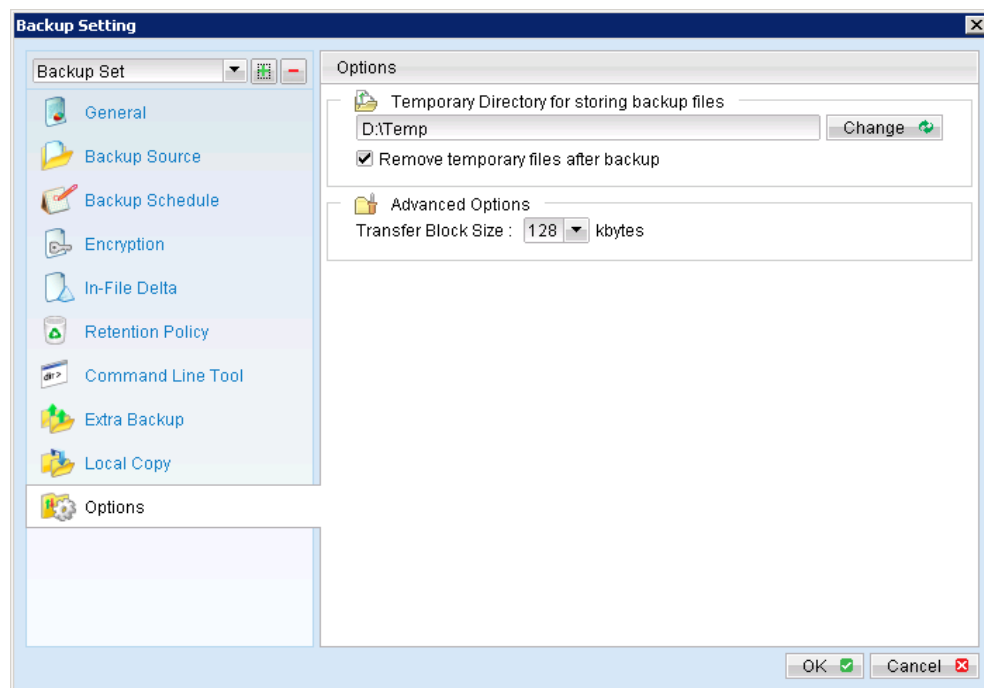
| Menu Items | Description |
|--|--|
| Name | Enter a backup schedule name of your choice. |
| Backup | Select backup type [Full / Copy / Incremental / Differential]. |
| Type | Select backup schedule type [Daily / Weekly / Monthly / Custom]. |
| Time | Select backup schedule time type [At / Periodically]. Note: Select backup schedule time at to perform backup at a certain time, or select backup schedule time periodically to perform backup every X minutes / hours. |
| Skip backup if pervious job is still running | Select whether to stop the backup job from running if a previous backup job is still running. |

Further details on Backup Type:

| Backup Type | Description |
|-------------|---|
| Full | Backup the databases, transaction logs, checkpoint files and then truncates the transaction logs. |
| Copy | Backup the databases, transaction logs, |

| | |
|--------------|---|
| | checkpoint files but does not truncate the transaction logs. |
| Incremental | Backup the transaction logs to record changes since the last full or incremental backup and then truncates the transaction logs. |
| Differential | Backup the transaction logs to record changes since the last full or incremental backup and does not truncate the transaction logs. |

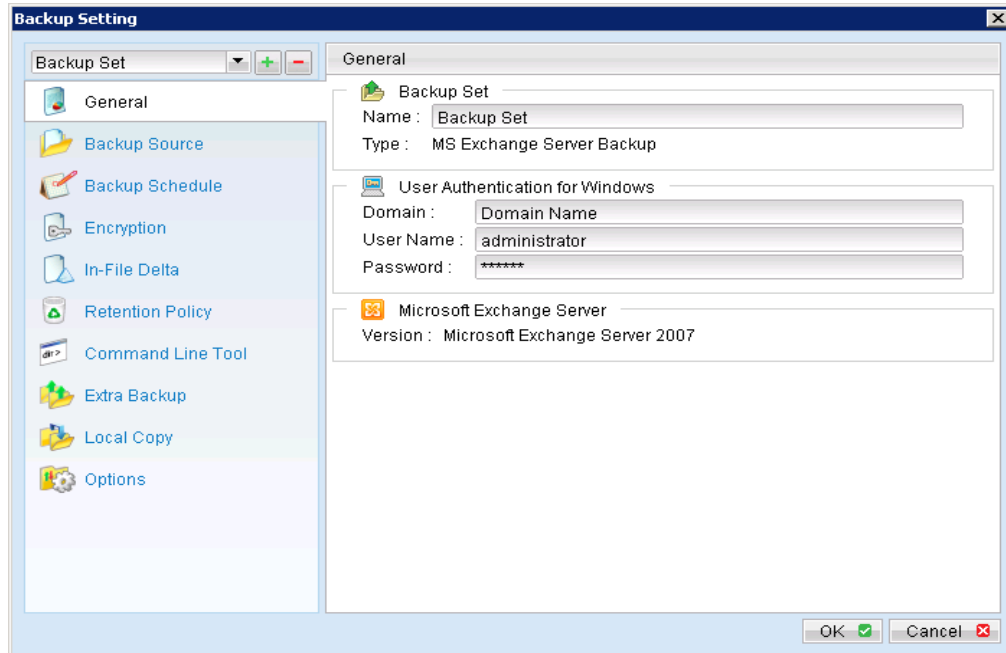
10. Select an encryption setting for your backup set.
11. Press the [OK] button to complete the configuration of the [New Backup Size Wizard].
12. Configure the temporary backup folder, select [Backup Setting], [Options].



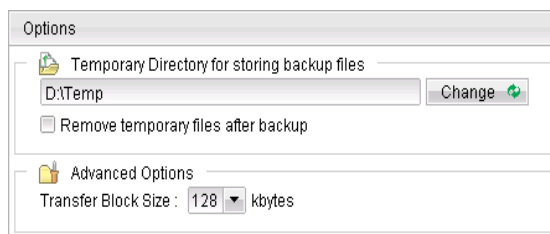
Note:

The temporary directory can be set to a local or network path.

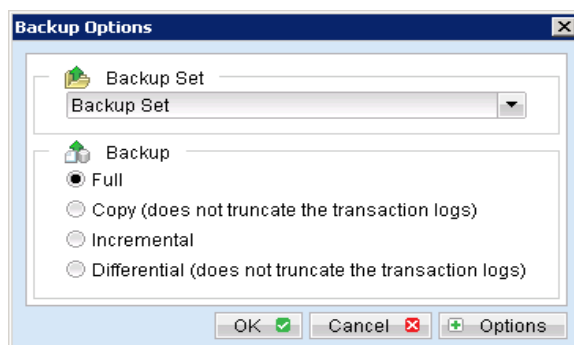
Please be reminded to fill in the [User Authentication for Windows] setting if a network path is selected.



For database specific backup type, data files spooled by the latest backup job can be kept by disabling the [Remove temporary files after backup] option.



13. Scheduled backup will run automatically at the configured schedule time.
14. Click [Backup] button on the left panel to perform a backup immediately.



| Menu Items | Description |
|------------|--|
| Backup | Select backup type [Full / Copy / Incremental / Differential]. |

| | |
|--|--|
| | |
|--|--|

Further details on Backup Type:

| Backup Type | Description |
|--------------|---|
| Full | Backup the databases, transaction logs, checkpoint files and then truncates the transaction logs. |
| Copy | Backup the databases, transaction logs, checkpoint files but does not truncate the transaction logs. |
| Incremental | Backup the transaction logs to record changes since the last full or incremental backup and then truncates the transaction logs. |
| Differential | Backup the transaction logs to record changes since the last full or incremental backup and does not truncate the transaction logs. |

Important:

For Exchange server with Active Directory installed, a System State backup must be performed regularly with the MS Exchange server backup.

15.5 Restore Microsoft Exchange Server 2010

Refer to the following instructions to restore Microsoft Exchange Server 2010:

1. Prepare the operating system for the Exchange Server restore (if required).

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

2. Restore Windows Active Directory (if required).

Restore the System State data from AhsayOBS, and then restore the System State using WBAdmin.exe.

Refer to the "How to restore Windows System State" chapter for detailed instruction.

3. Install AhsayOBM (if required).

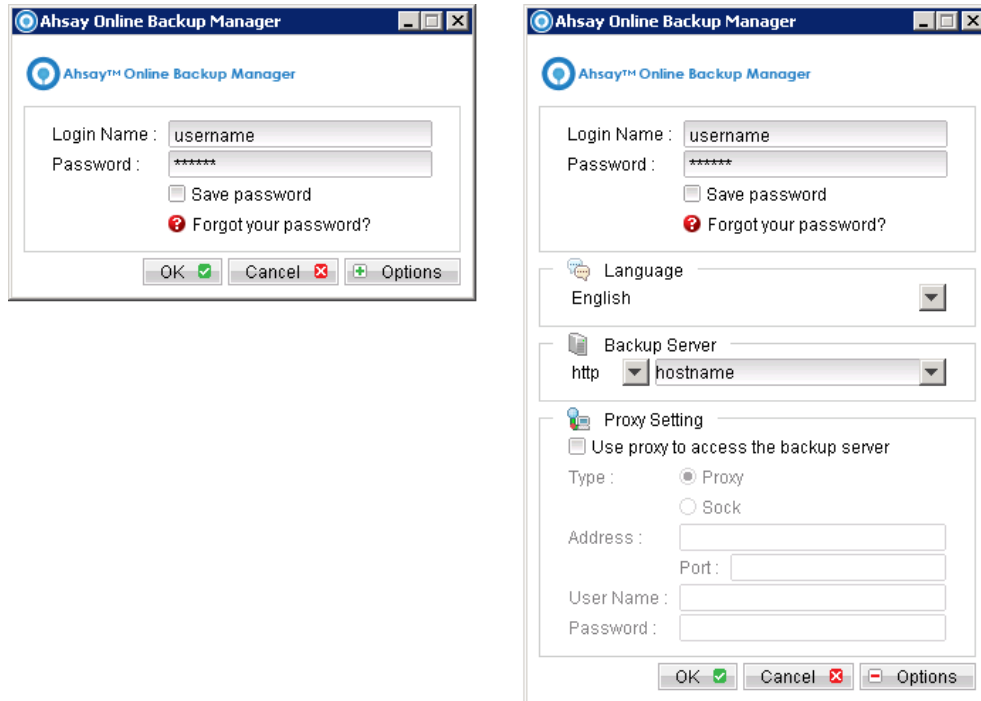
Refer to the "Installing AhsayOBM" chapter for detailed instruction.

4. Startup the [Microsoft Information Store] services from Windows Services.
5. Continue with the following sections for restore to the original Exchange server, or to a new Exchange server.

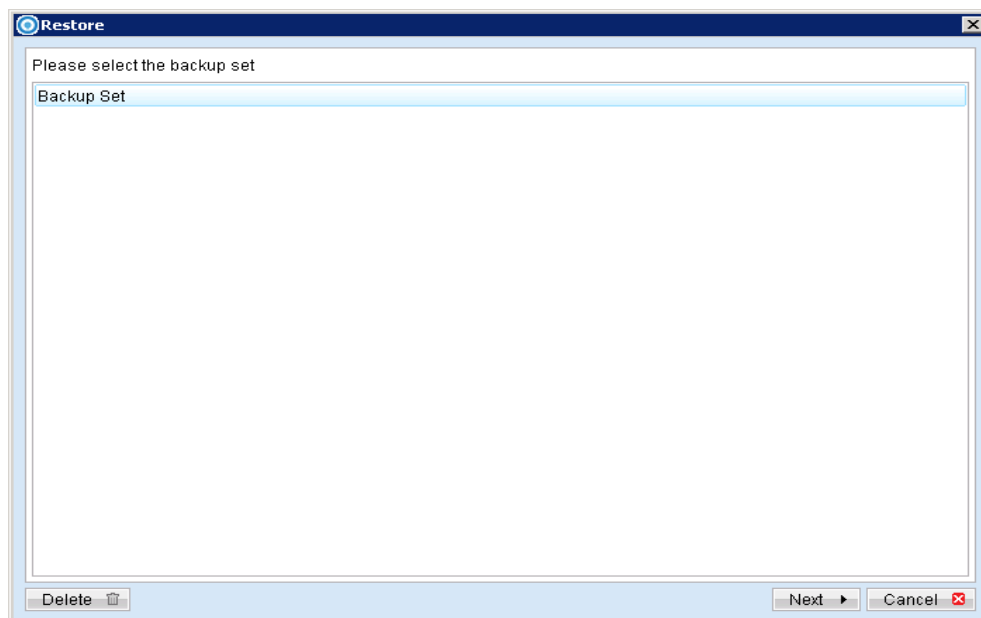
Restore Exchange Database to Original Location

To restore Exchange database to the same Exchange server:

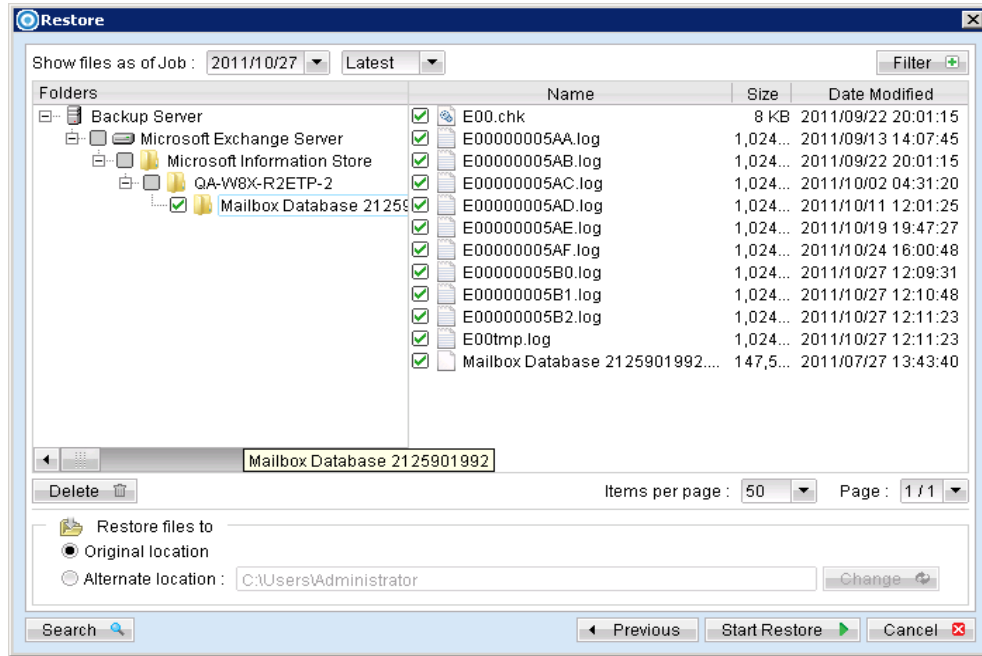
1. Login to the backup application's user interface.



2. Click on the [Restore] button on the left panel.
3. Select the backup set to be restored, and [Next].



4. Expand the server tree, select the database to be restored, and [Original Location] for the [Restore files to] option.

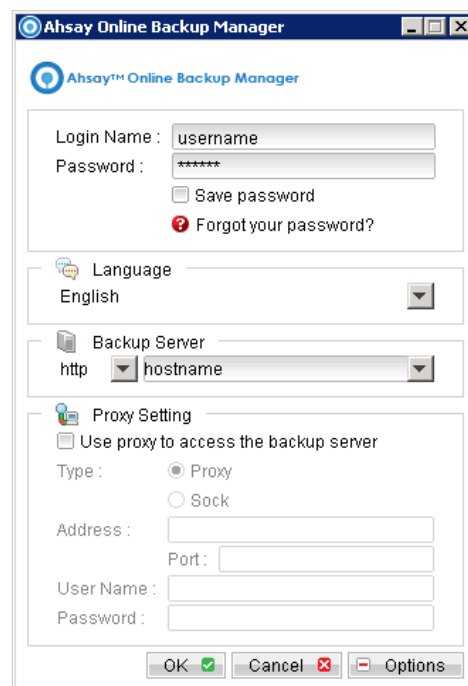
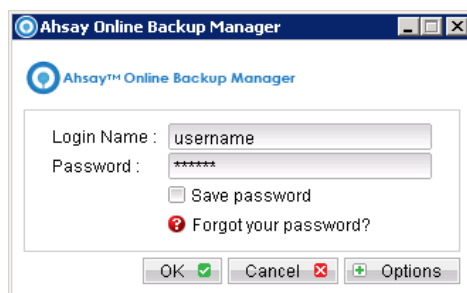


5. Press the [Start Restore] button to begin the restore process.
6. The restore process is now completed.

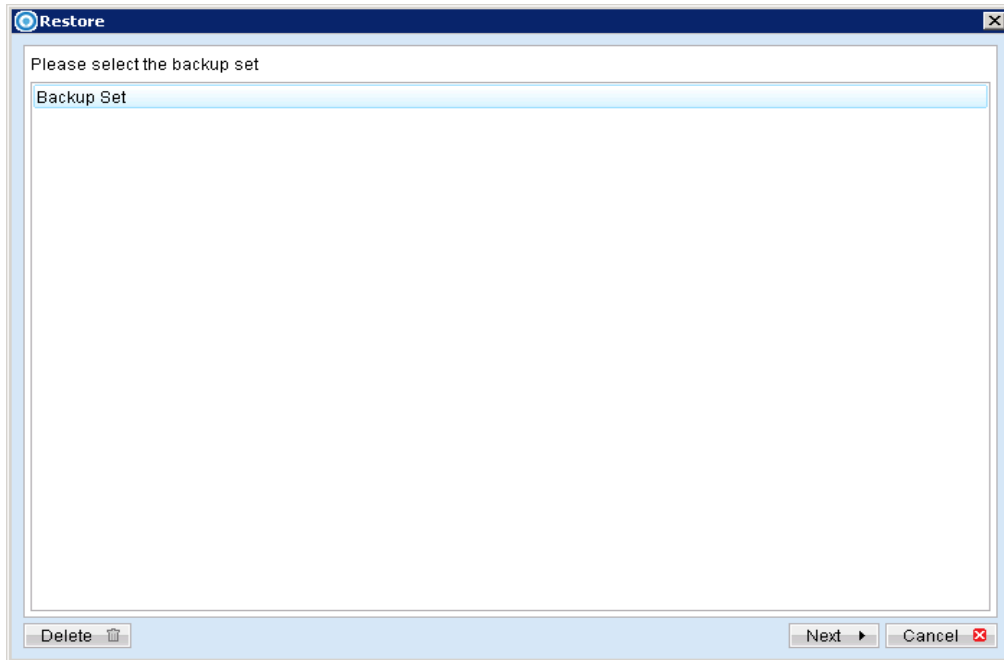
Restore Exchange Database to Alternate Location

To restore Exchange database to a new Exchange server:

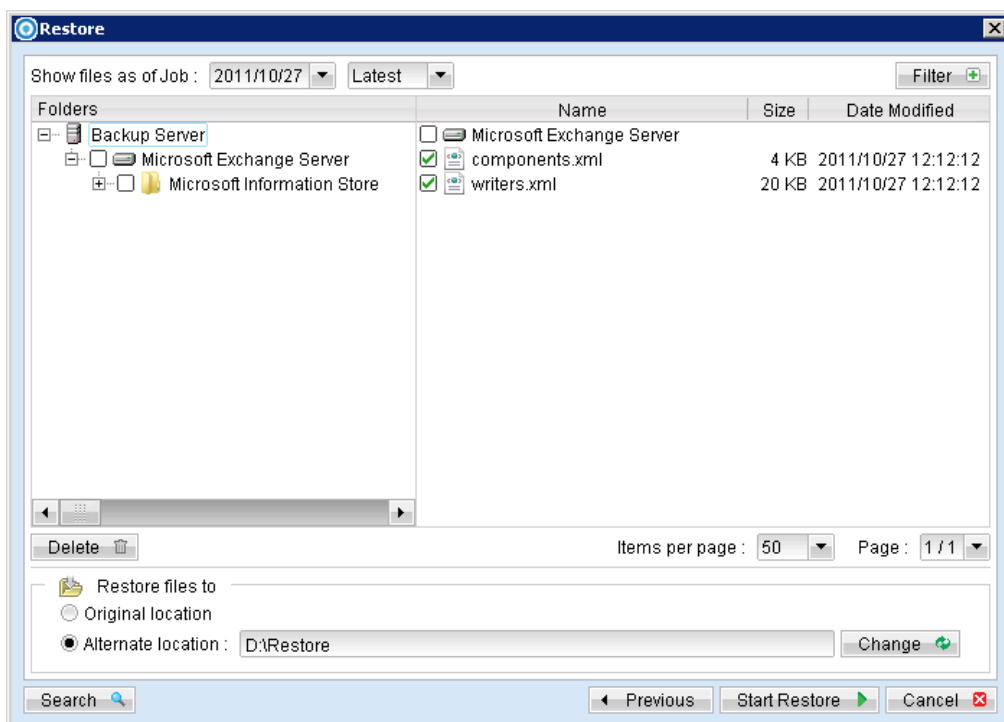
1. Login to the backup application's user interface.



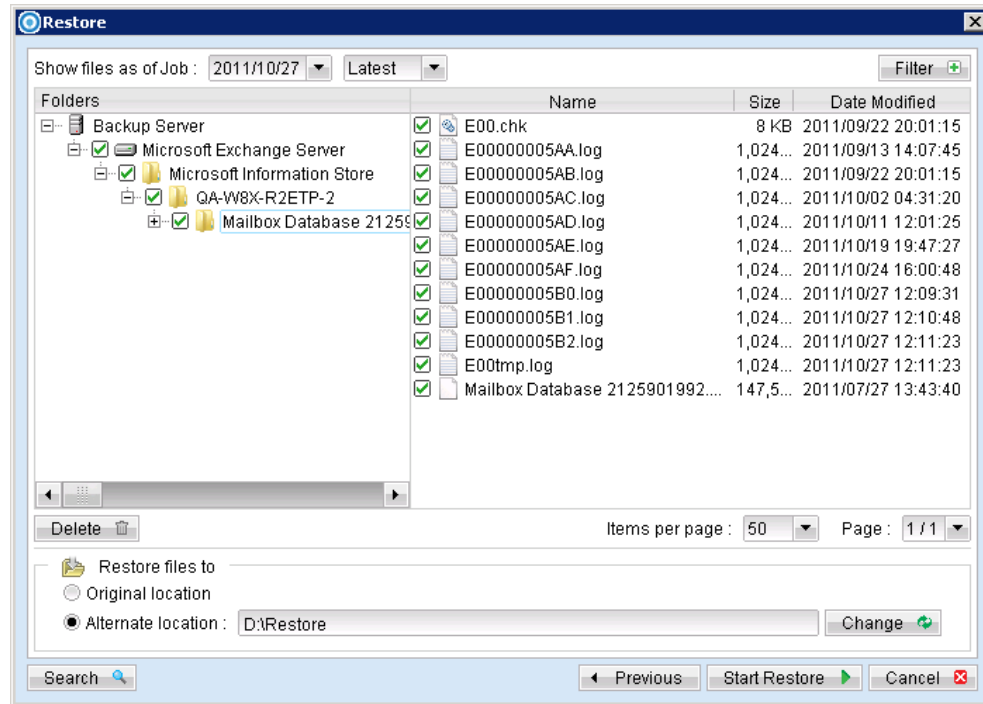
2. Click on the [Restore] button on the left panel.
3. Select the backup set to be restored, and [Next].



4. Click on [Backup Server], select [components.xml] and [writers.xml] for restore.



5. Next, select the database to be restored, and select [Alternate location] and browse to the restore destination folder.



6. Please ensure the directory structure is the same as it appears in the File Explorer:

```
-->[Restore Destination]
----->[Microsoft Exchange Server]
----->[components.xml]
----->[writers.xml]
----->[Microsoft Information Store]
----->[Server Name]
----->[Database Name]
```

7. Use the [ExchangeRestore2010.exe] file found from the AhsayOBM [bin] directory to restore the database(s).

```
${OBM-Install-Home}\bin\ExchangeRestore2010.exe
```

8. For restore of all databases from backup data [D:\Restore], the following command can be used.

Exchange server recovery

```
C:\Program Files\AhsayOBM\bin>ExchangeRestore2010 D:\Restore
```

9. The restore process is now completed.

Alternative solution to restore the database using shell commands

1. Use the restored data from the above steps.
2. For further operations on the Exchange server, please refer to Appendix B for details.

15.6 Backup Microsoft Exchange Server 2010 with database availability group (DAG)

15.6.1 Requirements and recommendations

Please ensure that the following requirements are met by the MS Exchange server:

1. AhsayOBM version 6.11.0.0 or above is installed on all Exchange node with Mailbox role.
2. Since 6.11.0.0, the Exchange server 2010 backup will no longer require to spool the database to the hard disk, however the VSS Exchange backup still requires certain amount of disk space to operate. Microsoft suggested that some shadow copy mechanism may require to reserve 100% of the original database.

Reference: <http://msdn.microsoft.com/en-us/library/exchange/aa579091%28v=exchg.140%29.aspx>

3. It is recommended that the temporary directory be configured on a local drive.
4. For domain controller with Active Directory installed, a System State backup must be performed regularly with the MS Exchange servers (DAG) backup.
5. Scheduled backup is required, as all the AhsayOBM on different Exchange servers will base on the scheduled backup time to activate all the backups at the same time, even all these Exchange servers are located at different timezones. When the backup on all Exchange servers are finished, a single email report will be generated.

The scheduler would refers to the timezone setting of the corresponding AhsayOBM account's profile (instead of the system clock on the client machine for stand-alone Exchange server backup).

Manual / Local Copy and seed load are not considered as a complete Exchange DAG backup, as the job ran on individual Exchange DAG member, passive database copy(s) were skipped.

6. The backup module protects the Exchange database level, if full system backup is required, please run the full system backup on each Exchange server within the DAG.
7. To backup mailbox database within an Exchange DAG, AhsayOBM is required to be installed on each DAG member with Mailbox Role (e.g. servers that are hosting the mailbox databases). It is not necessary to install AhsayOBM on Exchange server with CAS (Client Access Server) Role only.

15.6.2 Overview

For a complete Exchange database backup with DAG, backup the following components must be performed:

Windows System State

For the domain controller with Active Directory installed, as part of the restore, the system state must also be restored.

Running regular system state backups of the domain controller is therefore crucial, as it ensures that the system state data is synchronized with the Exchange database data.

Microsoft Information Store (Exchange 2010 with DAG)

The Information Store on all the Exchange 2010 servers within the same DAG contains the data, data definitions, indexes, checksums, flags, and other information that comprise mailboxes in Exchange. Even one of the Exchange servers is down, as long as the active databases on that machine had replicated to other Exchange servers within the DAG, one of the Exchange servers within the DAG will turn the replicated database (passive database) to active database and users can still access to the Exchange mailboxes. Therefore the backup of the database is more important, and our module can help to protect the Exchange database to avoid database corruption. In case you need to do a full protection on all the Exchange servers within the DAG, a full system backup on each Exchange 2010 server within the DAG is required.

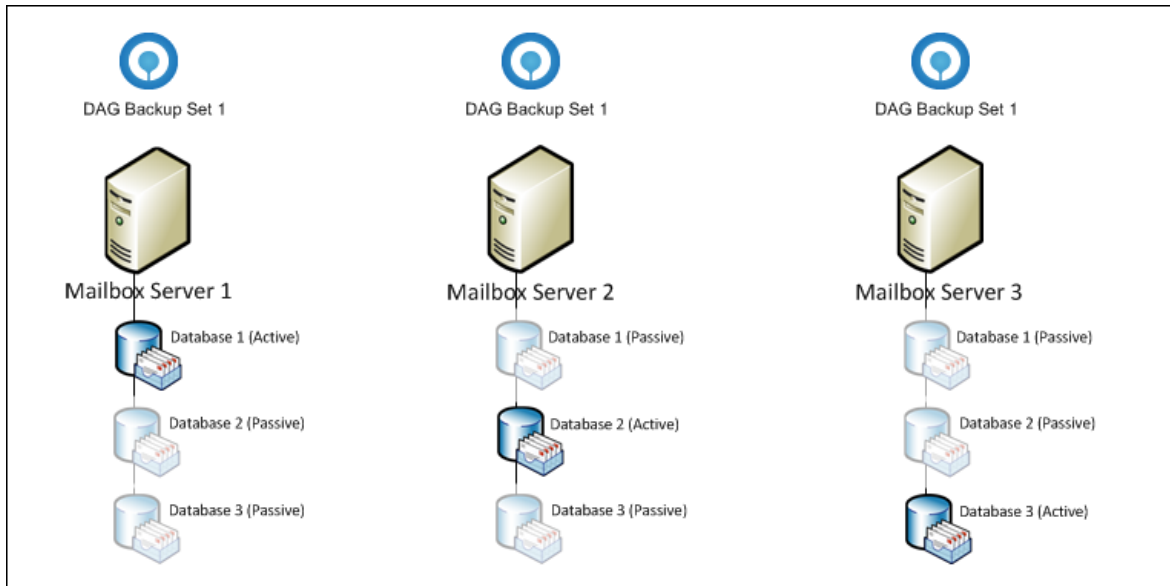
In addition, the active mailbox databases hold data that's private to an individual user and contain mailbox folders generated when a mailbox is created for that user. A mailbox database is stored as an Exchange database .edb file. These active mailbox databases are required to backup, and it can be restore and replace the active mailbox databases when required.

In Exchange Server 2010, public folders are an optional feature. Public folder database contains the data, their definitions, indexes, checksums, flags, and other information that comprise any public folders in your Exchange

organization. These public folders can be backup, however, due to the Exchange limitation, ie one public folders database can be mounted, it should only restore to an Exchange with no public folder setup or restore to the original machine.

Note:

AhsayOBM is required to install on each DAG member with Mailbox Role, and it will backup all the active database on the same host, passive database will not be backup.



Suggestions:

If one of your Exchange Server within the DAG was down and you need to add a new Exchange Server to the DAG, you may refer to the Microsoft Technet to [manage database availability group membership](#).

You will need to install AhsayOBM, configure and run the schedule backup of the active database(s) on the new Exchange server.

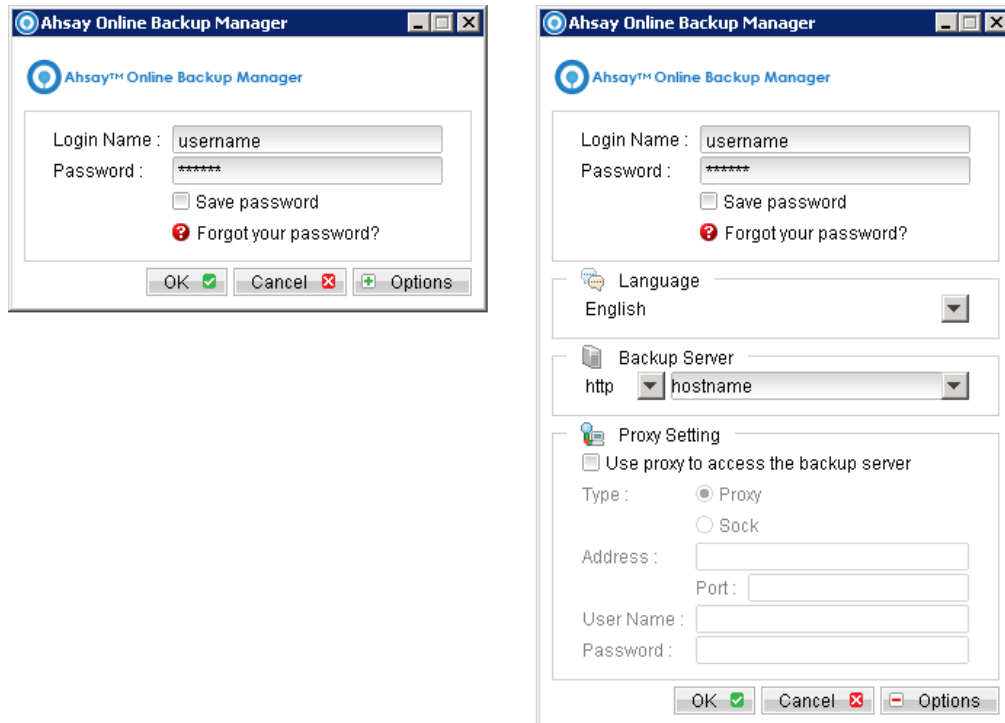
15.6.3 License requirement to backup all Exchange Server 2010 in DAG environment


One AhsayOBM license CAL with one Exchange Server Add-on Module is deducted from each installation of the AhsayOBM on the DAG environment. Please check with your backup service provide if more AhsayOBM with Exchange backup is required.

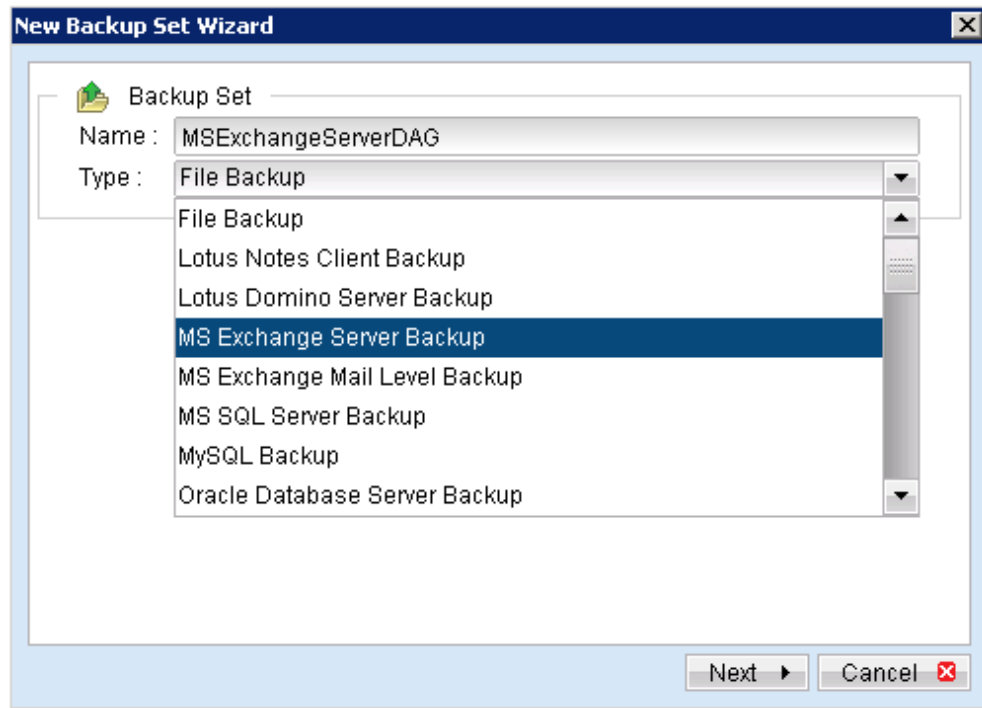
15.6.4 How to backup Microsoft Exchange Server 2010 (DAG)

Refer to follow the instructions to backup Microsoft Exchange Server 2010 (DAG):

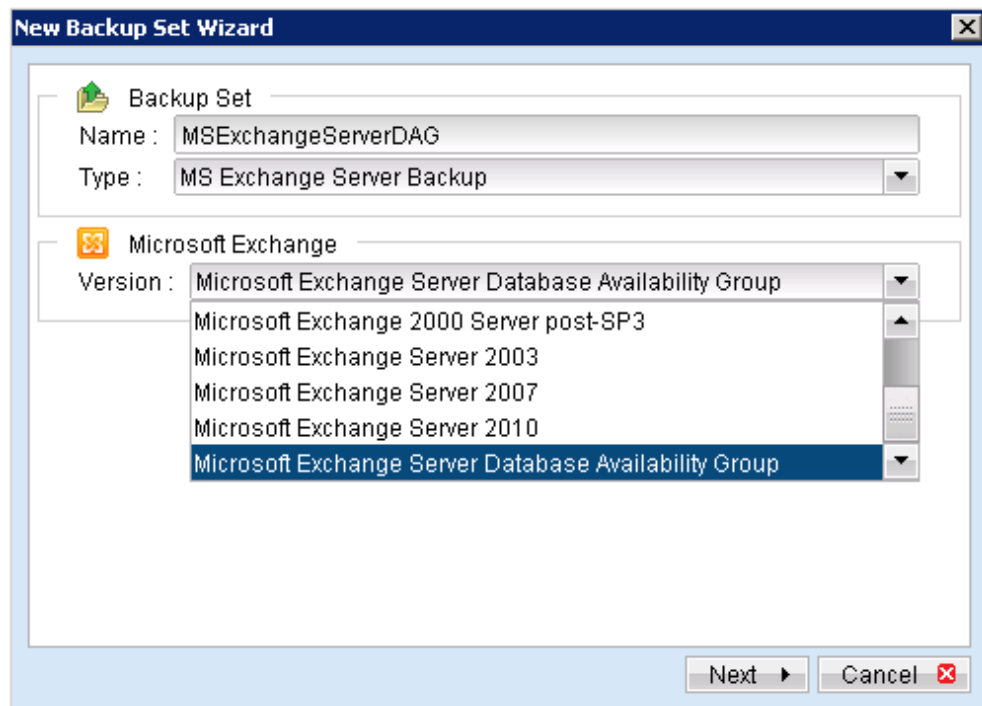
1. AhsayOBM version 6.11.0.0 or above is installed on all Exchange node with Mailbox role.
2. Login to the backup application's user interface.



3. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
4. Enter the name of the backup set.
5. Create a MS Exchange Server Backup set by selecting [MS Exchange Server Backup] from the backup set type dropdown menu.

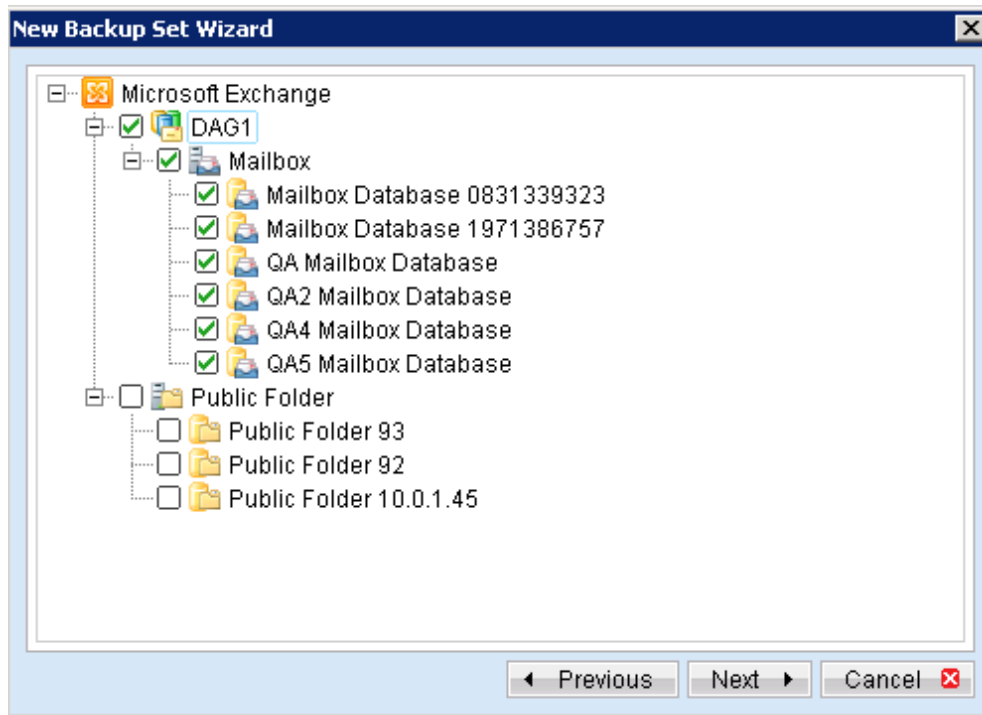


6. Select the Microsoft Exchange Server Database Availability Group from the Microsoft Exchange Version dropdown menu.

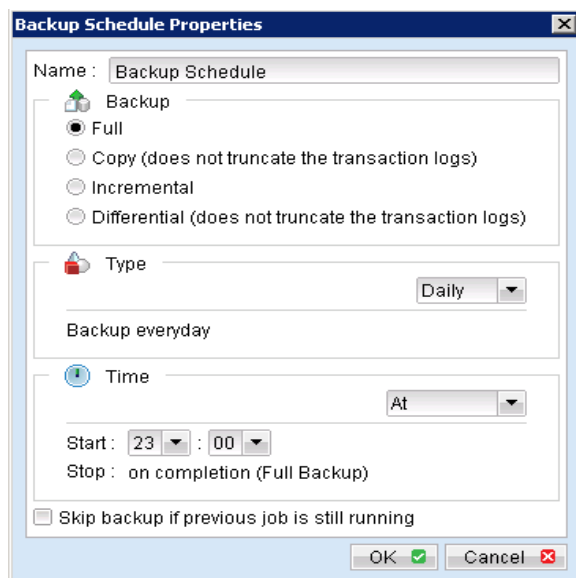


7. Select [Next] to proceed.

8. In the backup source selection screen, select the Information Store for backup.



9. Configure a backup schedule (required).



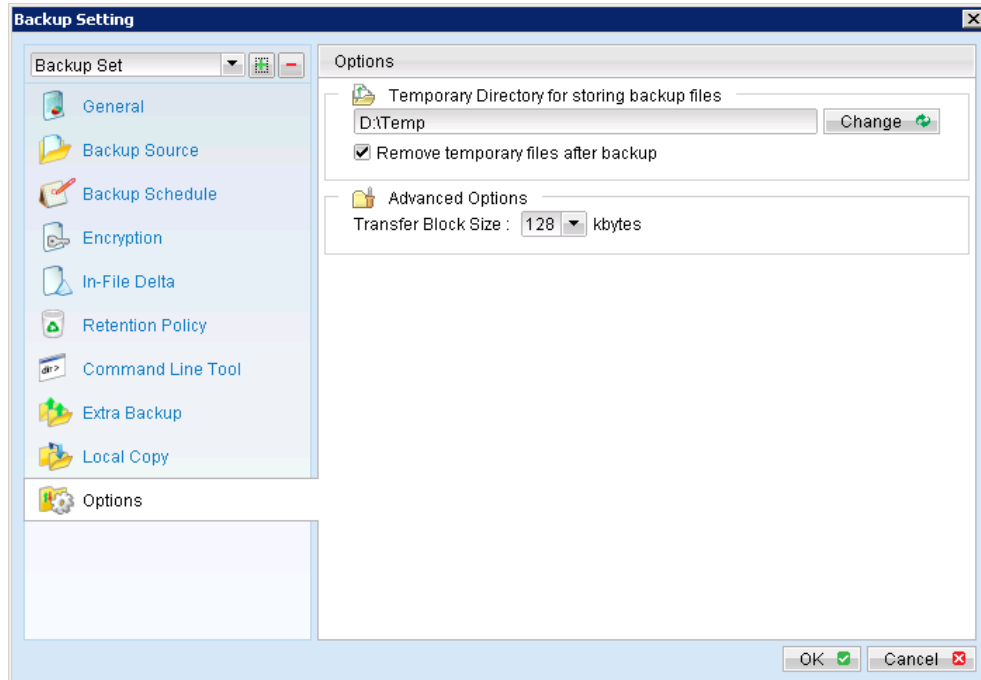
| Menu Items | Description |
|------------|--|
| Name | Enter a backup schedule name of your choice. |
| Backup | Select backup type [Full / Copy / Incremental / Differential]. |

| | |
|--|---|
| Type | Select backup schedule type [Daily / Weekly / Monthly / Custom]. |
| Time | <p>Select backup schedule time type [At / Periodically].</p> <p>Note: Select backup schedule time at to perform backup at a certain time, or select backup schedule time periodically to perform backup every X minutes / hours.</p> <p>All the Exchange server within the same DAG group will be base on this universal time to backup at the same time.</p> |
| Skip backup if pervious job is still running | Select whether to stop the backup job from running if a previous backup job is still running. |

Further details on Backup Type:

| Backup Type | Description |
|--------------|---|
| Full | Backup the databases, transaction logs, checkpoint files and then truncates the transaction logs. |
| Copy | Backup the databases, transaction logs, checkpoint files but does not truncate the transaction logs. |
| Incremental | Backup the transaction logs to record changes since the last full or incremental backup and then truncates the transaction logs. |
| Differential | Backup the transaction logs to record changes since the last full or incremental backup and does not truncate the transaction logs. |

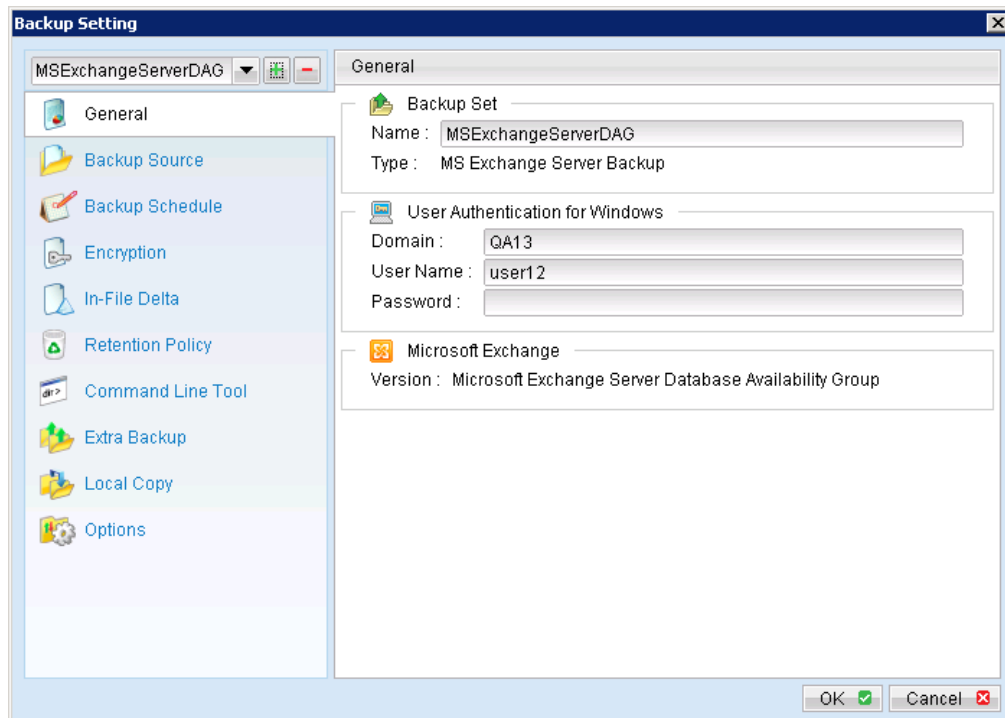
10. Select an encryption setting for your backup set.
11. Press the [OK] button to complete the configuration of the [New Backup Size Wizard].
12. Configure the temporary backup folder, select [Backup Setting], [Options].



Note:

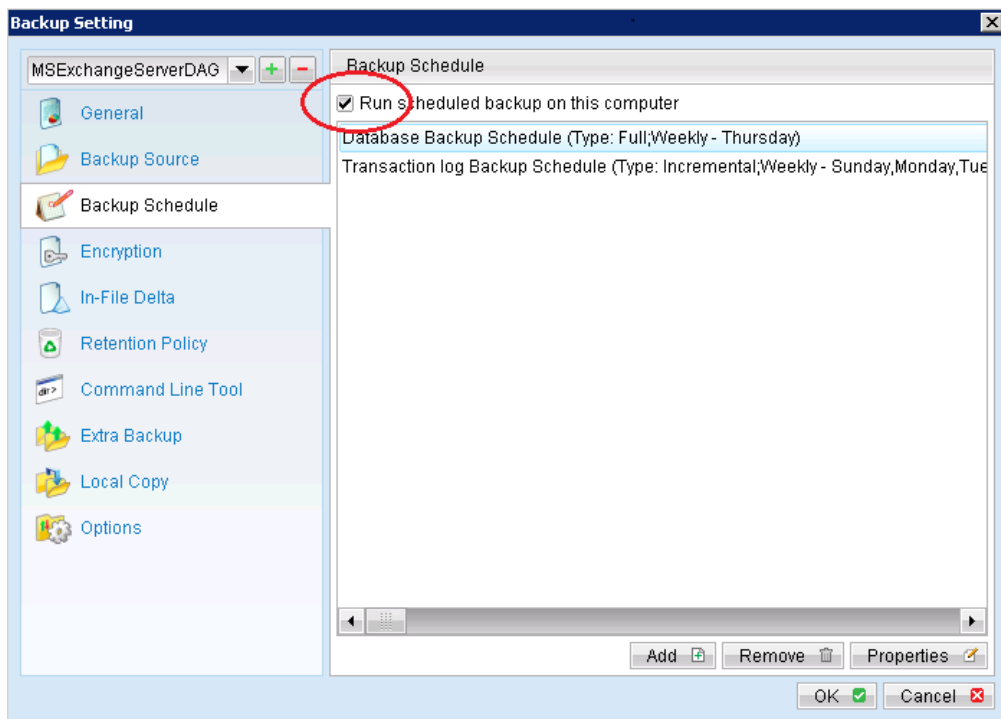
The temporary directory can be set to a local or network path.

13. Fill in the domain administrator username and password in the [User Authentication for Windows] .



14. Scheduled backup will run automatically at the configured schedule time.

15. Click [Save Setting] button on the AhsayOBM main screen to save the settings.
16. On the next Exchange Server within the same DAG, open the AhsayOBM and click on the same backup set.
17. Make sure you have checked the checkbox of the "Run scheduled backup on this computer."



All the computers with in the DAG are required to click on this settings.

18. Modify the temporary directory settings for that was listed in step 12.
19. Click the [Save Setting] button on the AhsayOBM main screen.
20. Repeat step 16 until all the Exchange Servers within the same DAG have been configured to run the schedule backup.

Important:

For domain controller with Active Directory installed, a System State backup must be performed regularly with the MS Exchange server backup.

Note:

Since 6.11.0.0 , AhsayOBS/AhsayOBM supports multiple computers to backup on the same Exchange Sever DAG backup set.

15.7 Restore Microsoft Exchange Server 2010 with database availability group (DAG)

Refer to the following instructions to restore Microsoft Exchange Server 2010 with database availability group:

The database restore is required to restore on the active database only. You can identify the Exchange server with the active database from the Exchange Management Shell.

Type the following command in the Exchange Management Shell.

```
Get-MailboxDatabase | ft name, server
```

It will show which Exchange server is hosting the active mailbox database. Ie. Mailbox Database 01 and 02 are hosted on EX1, while Mailbox Database 02 and 04 are hosted on EX2.

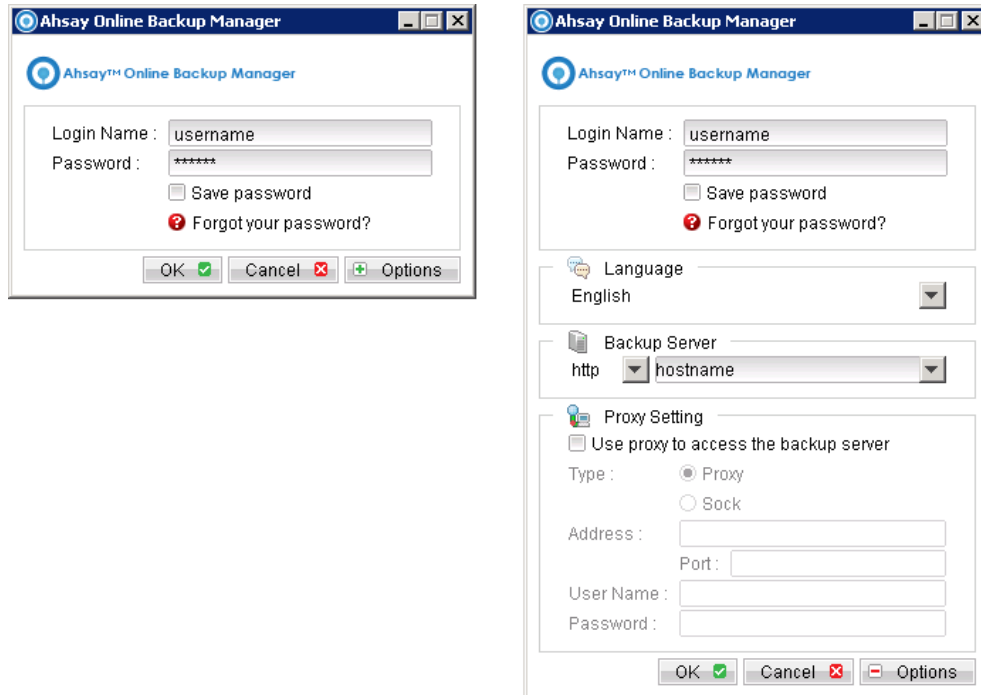
```
[PS] C:\>Get-MailboxDatabase | ft name, server
```

| Name | Server |
|---------------------|--------|
| ---- | ----- |
| Mailbox Database 02 | EX2 |
| Mailbox Database 01 | EX1 |
| Mailbox Database 03 | EX1 |
| Mailbox Database 04 | EX2 |

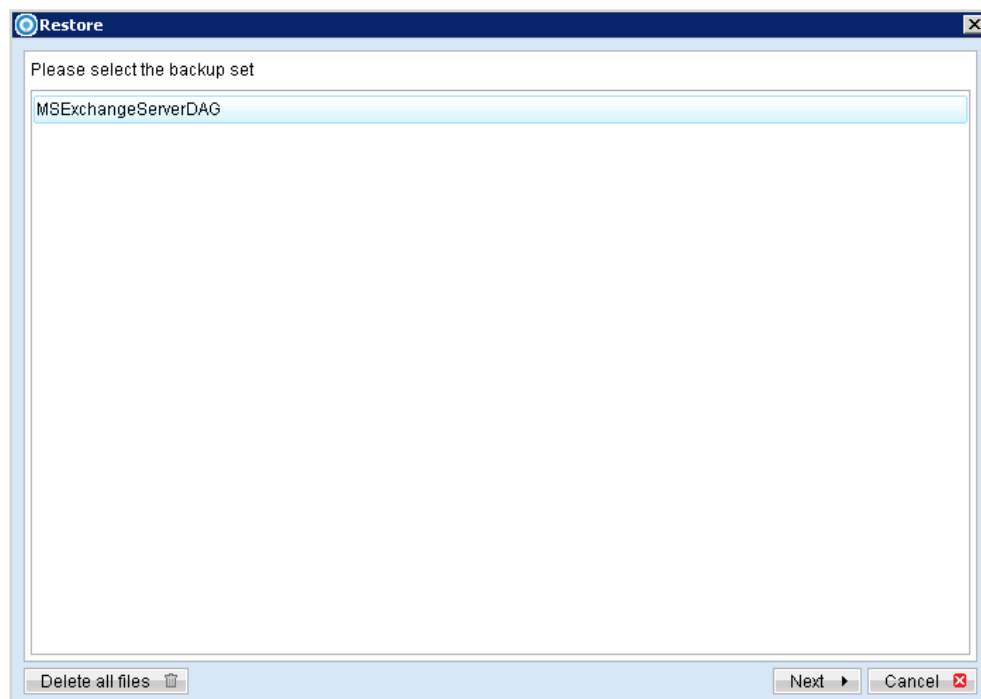
When you can identify which Exchange server hosted the active database, you can logon to that Exchange server to restore the database.

Restore Exchange Database to the Exchange with the active database.

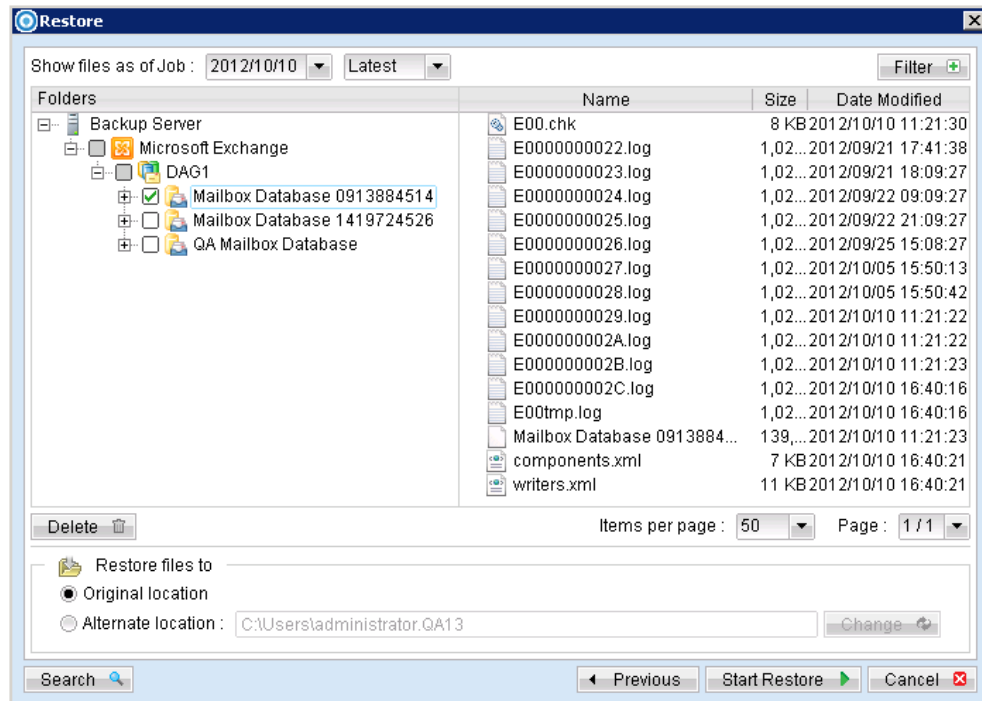
1. Login to the backup application's user interface.



2. Click on the [Restore] button on the left panel.
3. Select the backup set to be restored, and [Next].



4. Expand the server tree, select the database to be restored, and [Original Location] for the [Restore files to] option.

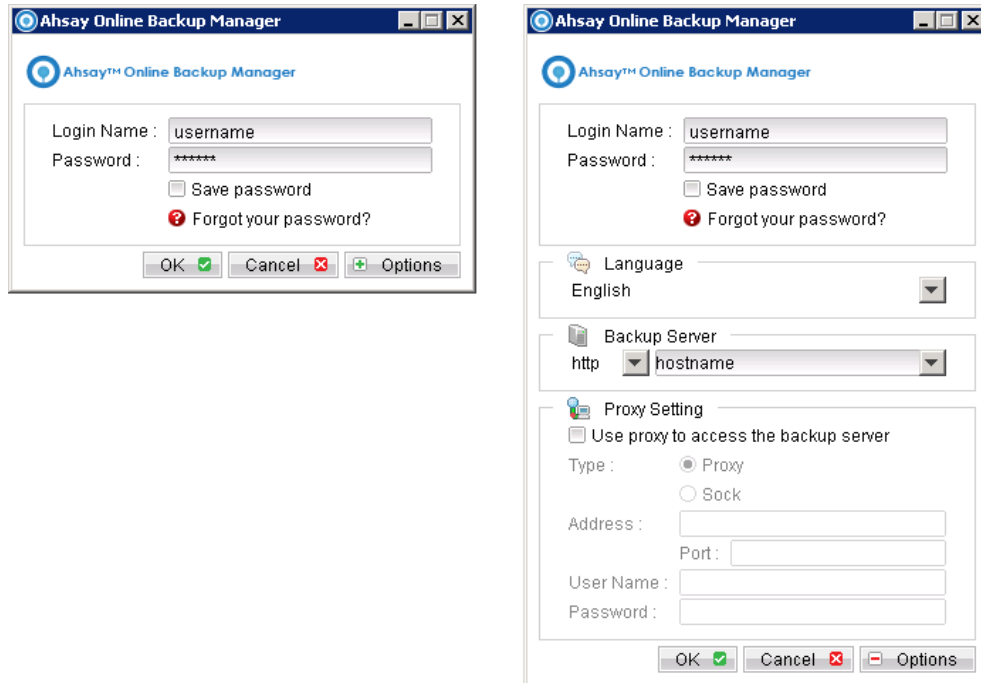


5. Press the [Start Restore] button to begin the restore process.
6. The restore process is now completed.

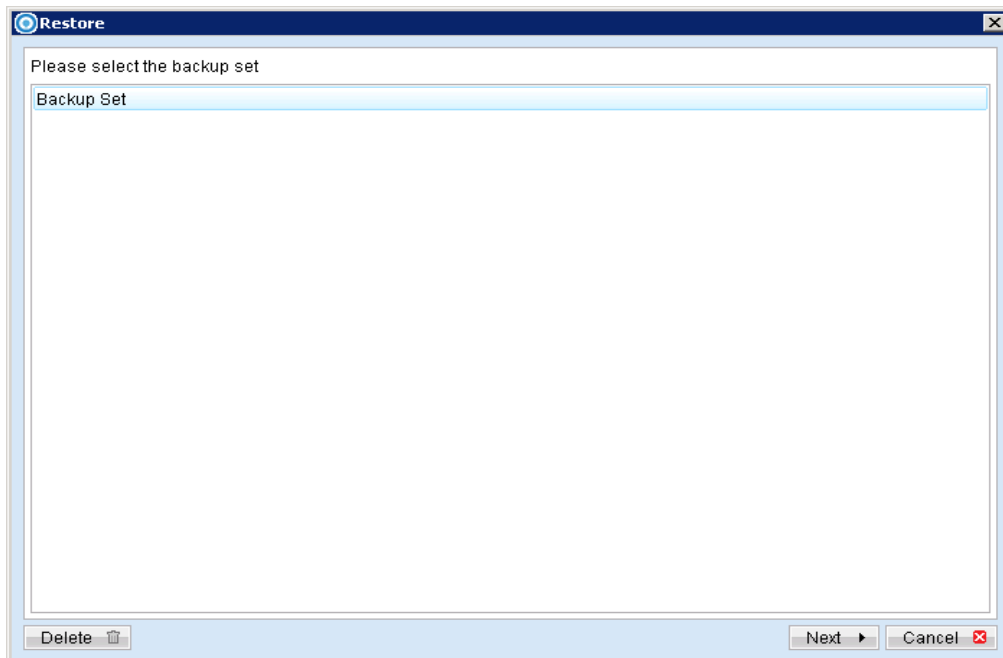
Restore Exchange Database to Alternate Location

To restore Exchange database to a new Exchange server:

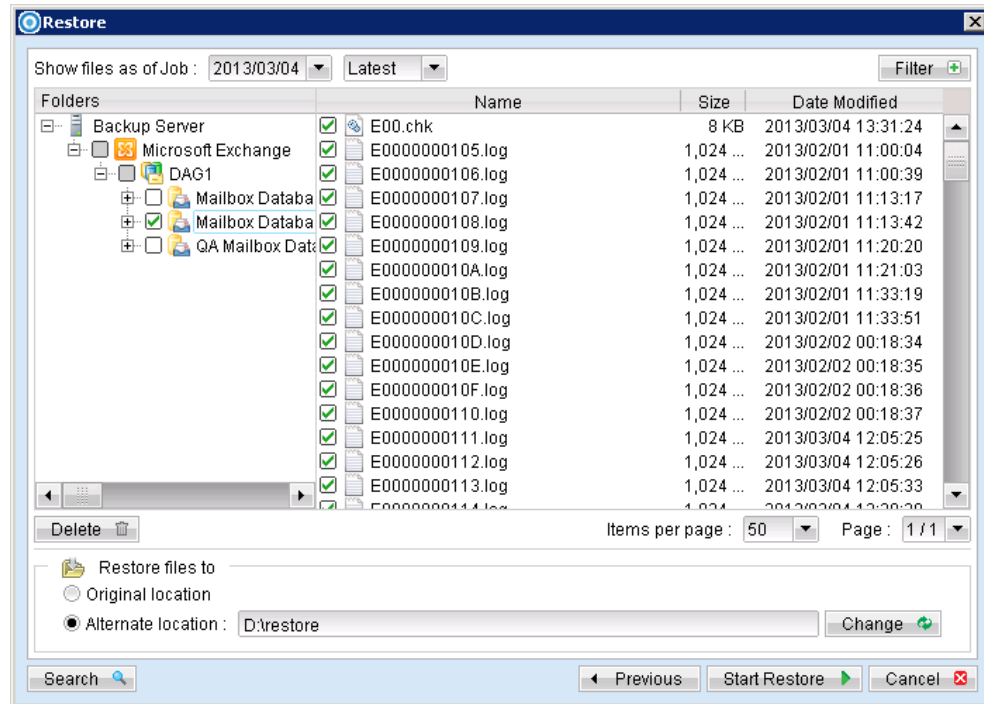
1. Login to the backup application's user interface.



2. Click on the [Restore] button on the left panel.
3. Select the backup set to be restored, and [Next].



4. Click on the database to be restored, and select [Alternate location] and browse to the restore destination folder.



5. Please ensure the directory structure is the same as it appears in the File Explorer:

```
-->[Restore Destination]
----->[Microsoft Exchange Server]
----->[Microsoft Information Store]
----->[components.xml]
----->[writers.xml]
```

6. For further operations on the Exchange server, please refer to [Appendix B](#) for details.

15.8 Backup Microsoft Exchange Server 2013

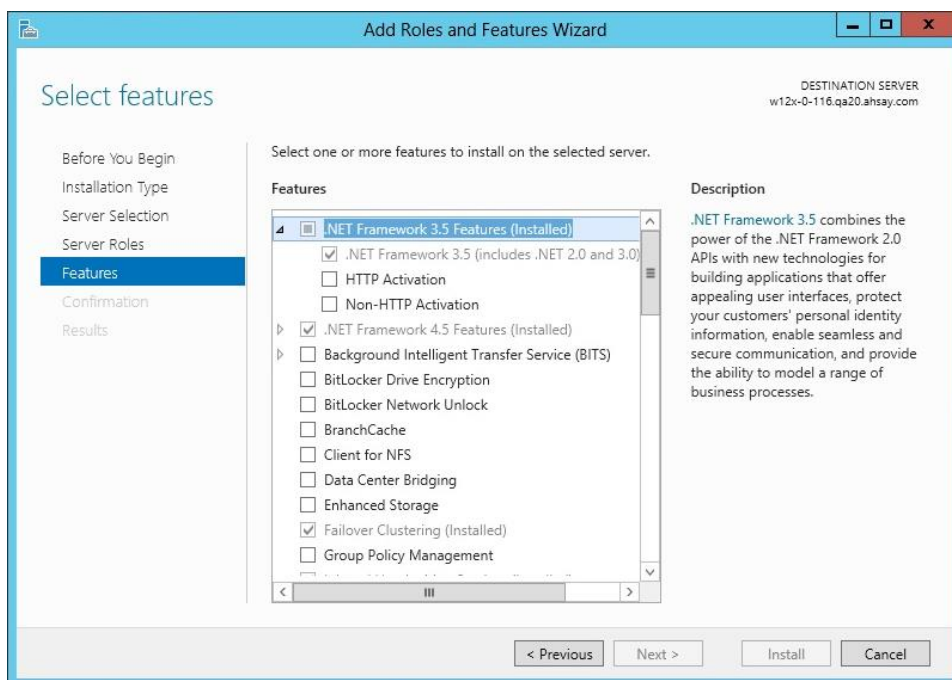
15.8.1 Requirements and recommendations

Please ensure that the following requirements are met by the MS Exchange server:

1. AhsayOBM version 6.13.0.0 or above is installed on the Exchange server.

For Exchange server 2013 with database availability group (DAG) backup option, please refer to the [next section](#) for details.

2. If you are using Exchange server 2013 on Windows server 2012, please install ".Net Framework 3.5 Features" under Server Manager > Dashboard > Add Roles and Features Wizard > Feature Page



3. Since 6.13.0.0, the Exchange server 2013 backup supports the VSS Exchange backup and does not required to spool the database to the hard disk, however the VSS Exchange backup still requires certain amount of disk space to operate. Microsoft suggested that some shadow copy mechanism may required to reserve 100% of the original database.

Reference: <http://msdn.microsoft.com/en-us/library/exchange/aa579091%28v=exchg.140%29.aspx>

4. It is recommended that the temporary directory be configured on a local drive.
5. For Exchange server with Active Directory installed, a System State backup must be performed regularly with the MS Exchange server backup.

15.8.2 Overview

For a complete Exchange server backup, backup for the following components must be performed:

Windows System State

For Exchange server with Active Directory installed, as part of the restore, the system state must also be restored.

Running regular system state backups of the Exchange is therefore crucial, as it ensures that the system state data is synchronized with the Exchange database data.

Microsoft Information Store (Exchange 2013)

The Information Store of Exchange 2013 contains the data, data definitions, indexes, checksums, flags, and other information that comprise mailboxes in Exchange.

Mailbox databases hold data that's private to an individual user and contain mailbox folders generated when a mailbox is created for that user. A mailbox database is stored as an Exchange database .edb file.

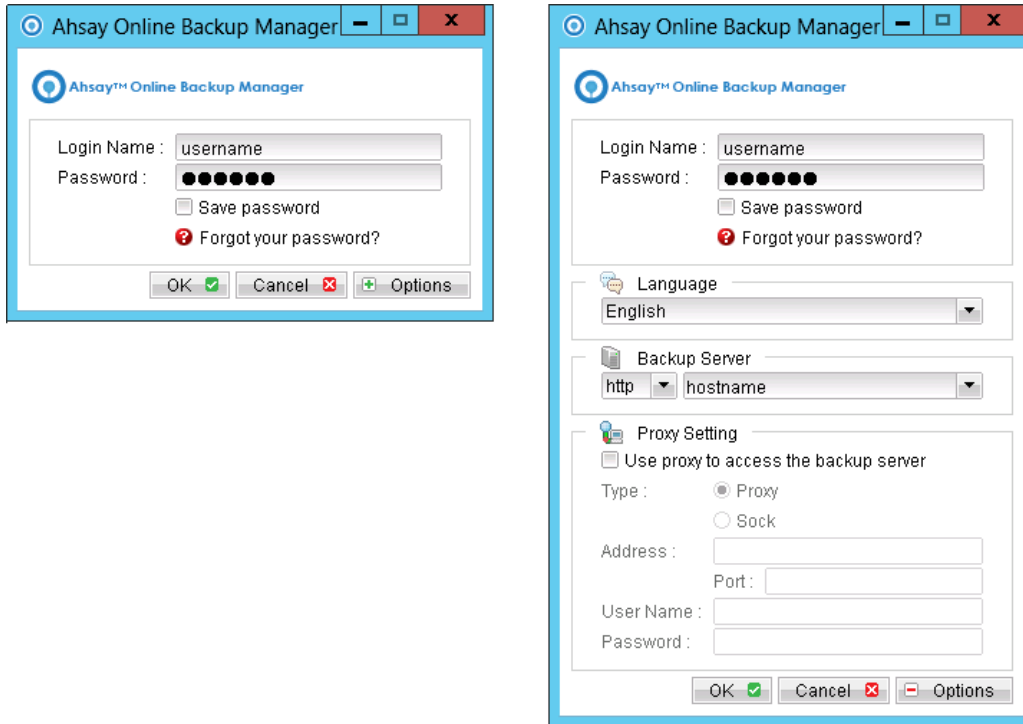
Public folder databases contain the data, their definitions, indexes, checksums, flags, and other information that comprise any public folders in your Exchange organization.


In Exchange Server 2013, public folders are an optional feature.

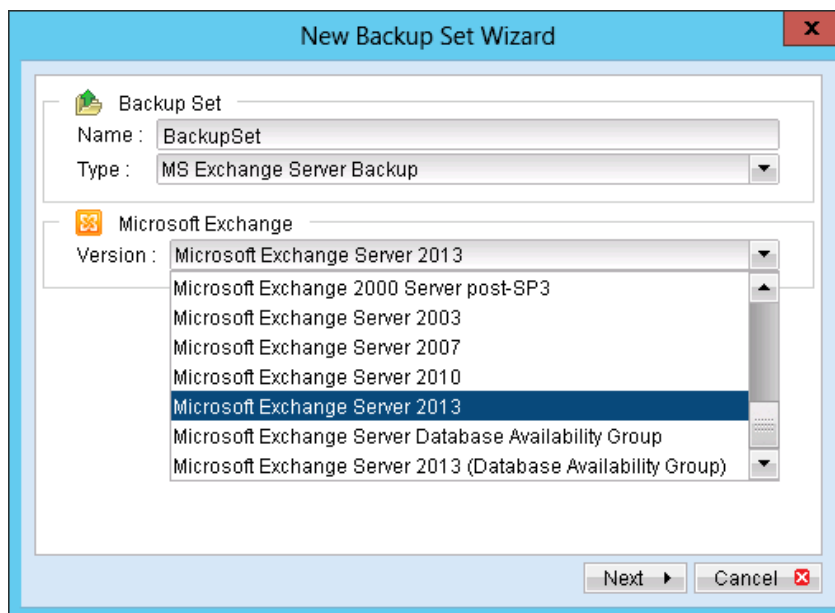
15.8.3 How to backup Microsoft Exchange Server 2013

Refer to follow the instructions to backup Microsoft Exchange Server 2013:

1. Install AhsayOBM on the MS Exchange Server.
2. Login to the backup application's user interface.

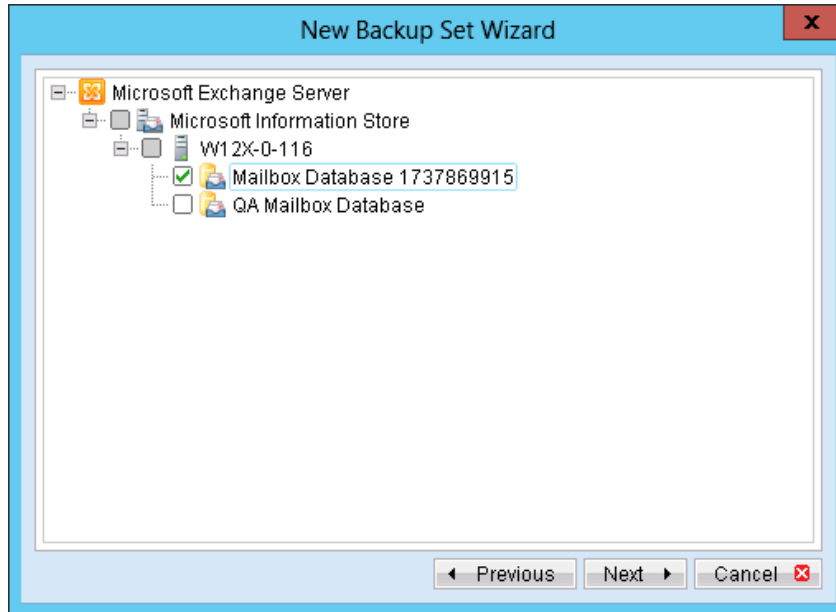


3. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
4. Enter the name of the backup set.
5. Create a MS Exchange Server Backup set by selecting [MS Exchange Server Backup] from the backup set type dropdown menu.
6. Select the corresponding Exchange version from the version dropdown menu.

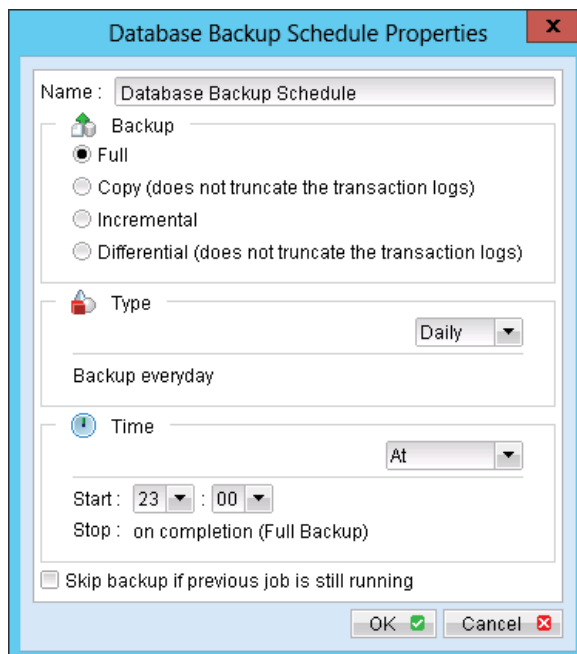


7. Select [Next] to proceed.

8. In the backup source selection screen, select the Information Store for backup.



9. Configure a backup schedule for unattended backups.



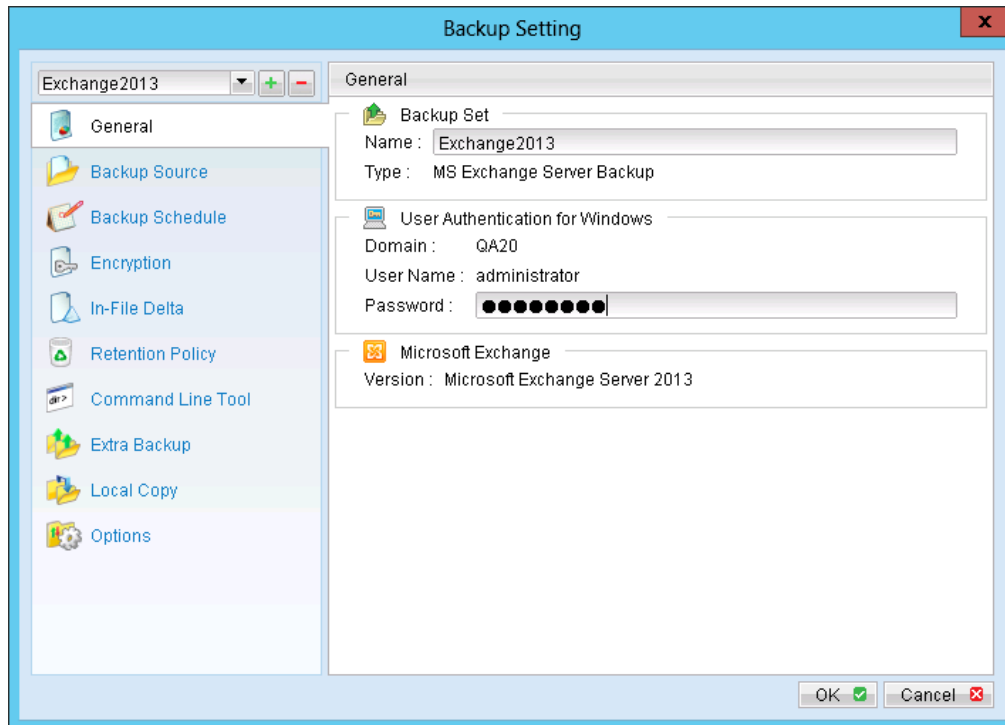
| Menu Items | Description |
|------------|--|
| Name | Enter a backup schedule name of your choice. |
| Backup | Select backup type [Full / Copy / Incremental / Differential]. |
| Type | Select backup schedule type [Daily / Weekly / Monthly / Custom]. |

| | |
|--|--|
| Time | Select backup schedule time type [At / Periodically]. Note: Select backup schedule time at to perform backup at a certain time, or select backup schedule time periodically to perform backup every X minutes / hours. |
| Skip backup if pervious job is still running | Select whether to stop the backup job from running if a previous backup job is still running. |

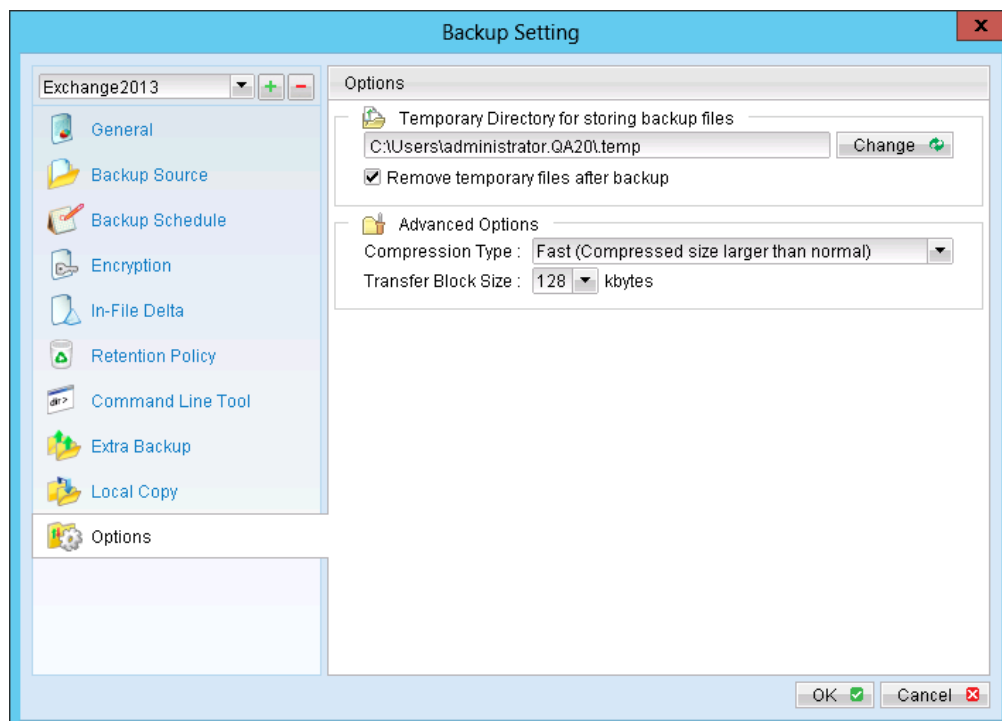
Further details on Backup Type:

| Backup Type | Description |
|--------------|---|
| Full | Backup the databases, transaction logs, checkpoint files and then truncates the transaction logs. |
| Copy | Backup the databases, transaction logs, checkpoint files but does not truncate the transaction logs. |
| Incremental | Backup the transaction logs to record changes since the last full or incremental backup and then truncates the transaction logs. |
| Differential | Backup the transaction logs to record changes since the last full or incremental backup and does not truncate the transaction logs. |

10. Select an encryption setting for your backup set.
11. Press the [OK] button to complete the configuration of the [New Backup Size Wizard].
12. Please be reminded to fill in the [User Authentication for Windows] setting if a network path is selected.



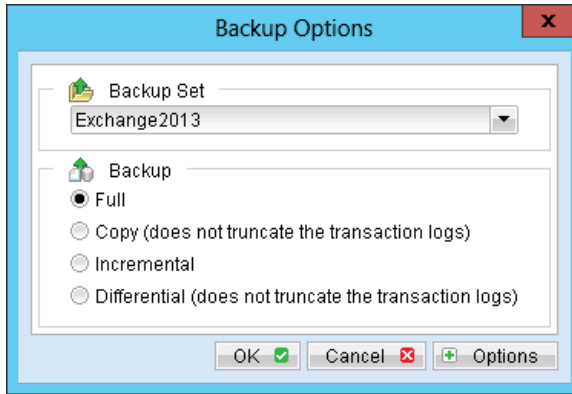
13. Configure the temporary backup folder, select [Backup Setting], [Options].



Note:

The temporary directory can be set to a local or network path.

14. Scheduled backup will run automatically at the configured schedule time.
15. Click [Backup] button on the left panel to perform a backup immediately.



| Menu Items | Description |
|------------|--|
| Backup | Select backup type [Full / Copy / Incremental / Differential]. |

Further details on Backup Type:

| Backup Type | Description |
|--------------|---|
| Full | Backup the databases, transaction logs, checkpoint files and then truncates the transaction logs. |
| Copy | Backup the databases, transaction logs, checkpoint files but does not truncate the transaction logs. |
| Incremental | Backup the transaction logs to record changes since the last full or incremental backup and then truncates the transaction logs. |
| Differential | Backup the transaction logs to record changes since the last full or incremental backup and does not truncate the transaction logs. |

Important:

For Exchange server with Active Directory installed, a System State backup must be performed regularly with the MS Exchange server backup.

15.9 Restore Microsoft Exchange Server 2013

Refer to the following instructions to restore Microsoft Exchange Server 2013:

1. Prepare the operating system for the Exchange Server restore (if required).

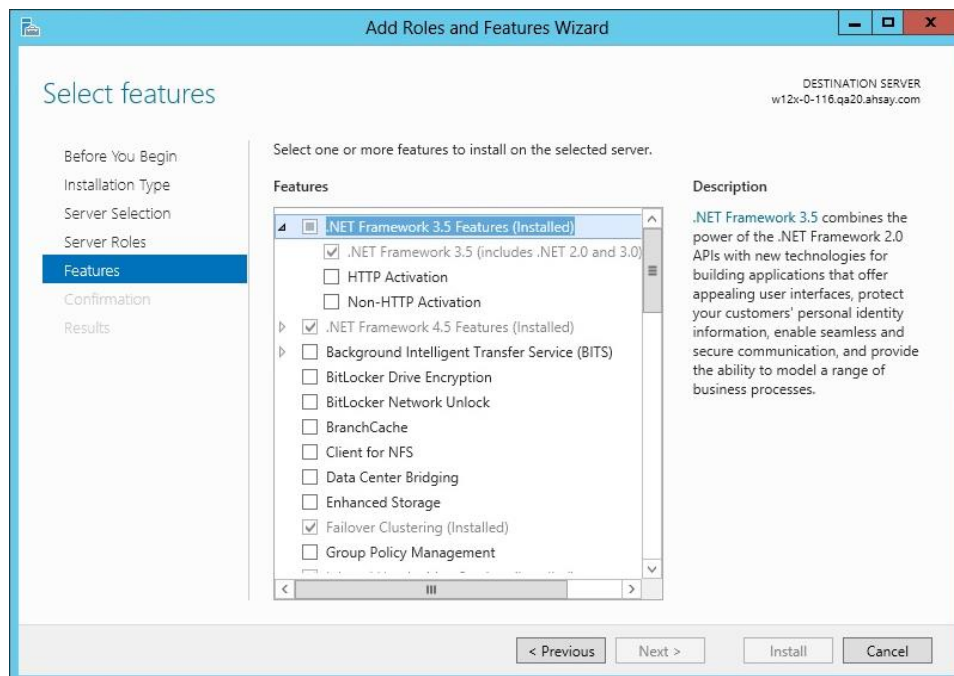
Install the original version of Windows and Exchange Server (with the same level of service pack installed as in the original system).

2. Restore Windows Active Directory (if required).

Restore the System State data from AhsayOBS, and then restore the System State using WBAdmin.exe.

Refer to the "How to restore Windows System State" chapter for detailed instruction.

3. If you are using Exchange server 2013 on Windows server 2012, please install ".Net Framework 3.5 Features" under Server Manager > Dashboard > Add Roles and Features Wizard > Feature Page



4. Install AhsayOBM (if required).

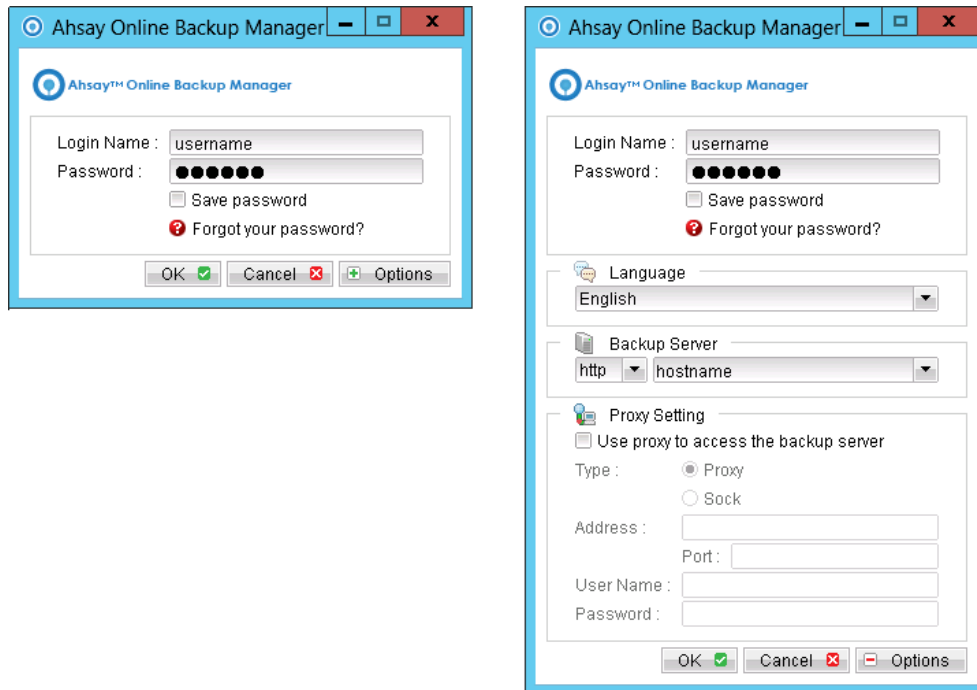
Refer to the "Installing AhsayOBM" chapter for detailed instruction.

5. Startup the [Microsoft Information Store] services from Windows Services.
6. Continue with the following sections for restore to the original Exchange server, or to a new Exchange server.

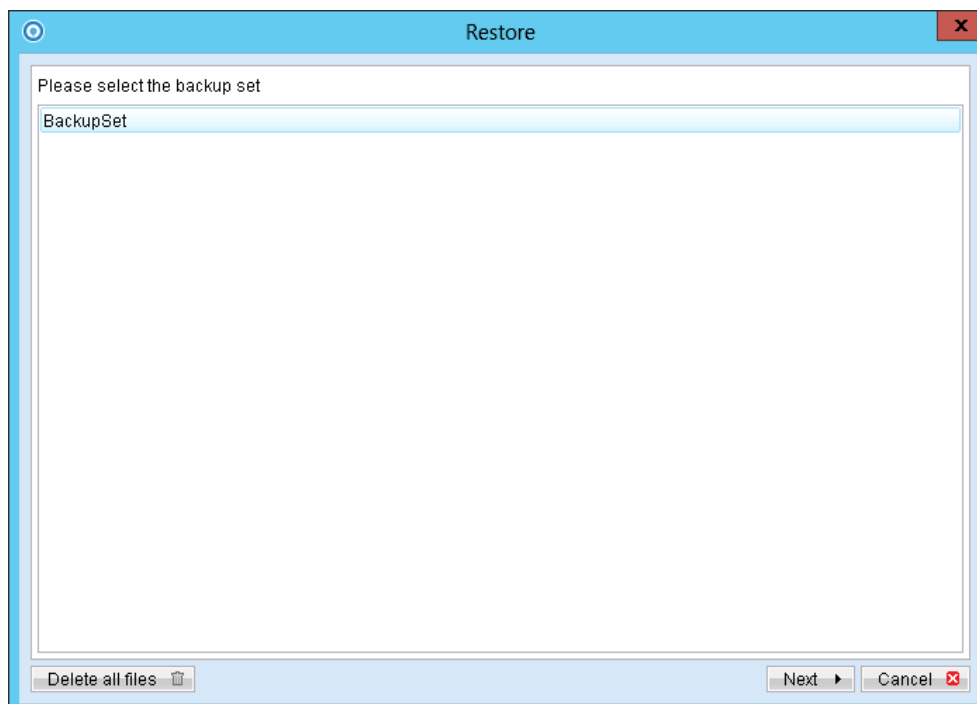
Restore Exchange Database to Original Location

To restore Exchange database to the same Exchange server:

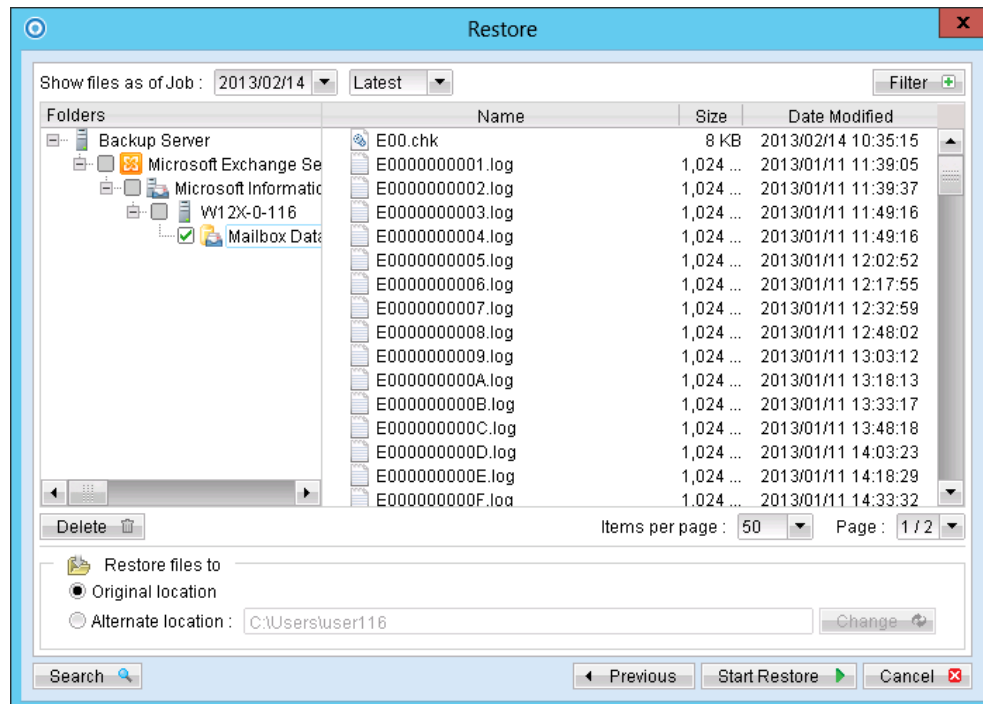
1. Login to the backup application's user interface.



2. Click on the [Restore] button on the left panel.
3. Select the backup set to be restored, and [Next].



4. Expand the server tree, select the database to be restored, and [Original Location] for the [Restore files to] option.

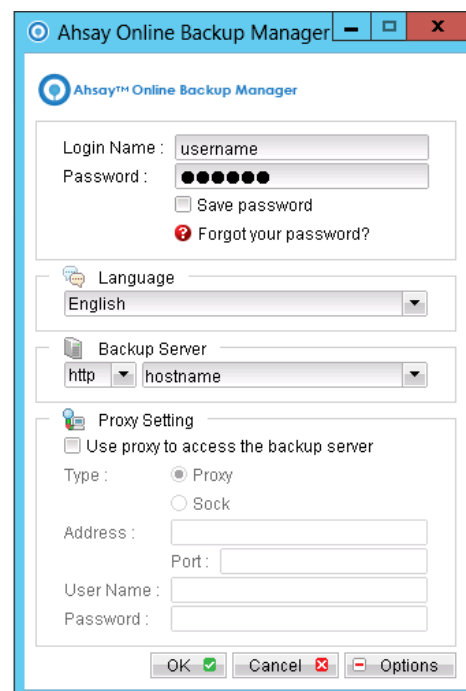
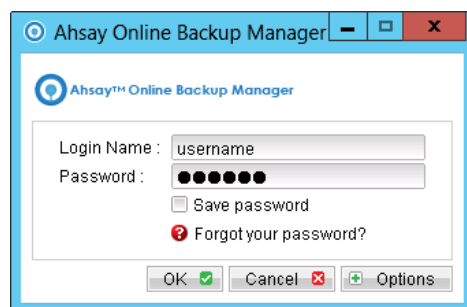


5. Press the [Start Restore] button to begin the restore process.
6. The restore process is now completed.

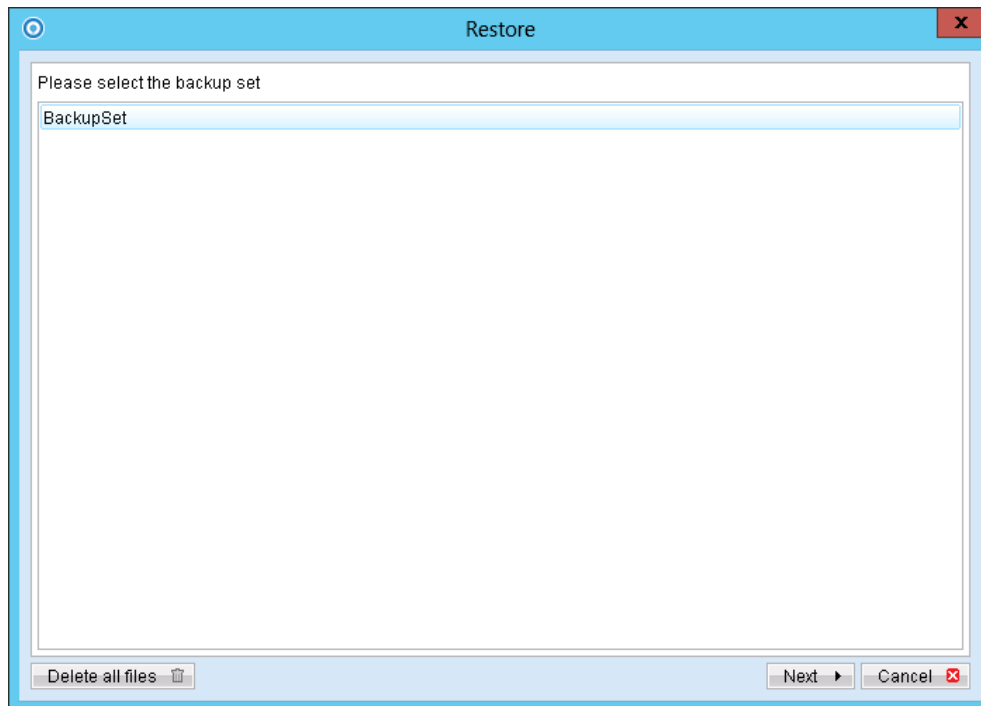
Restore Exchange Database to Alternate Location

To restore Exchange database to a new Exchange server:

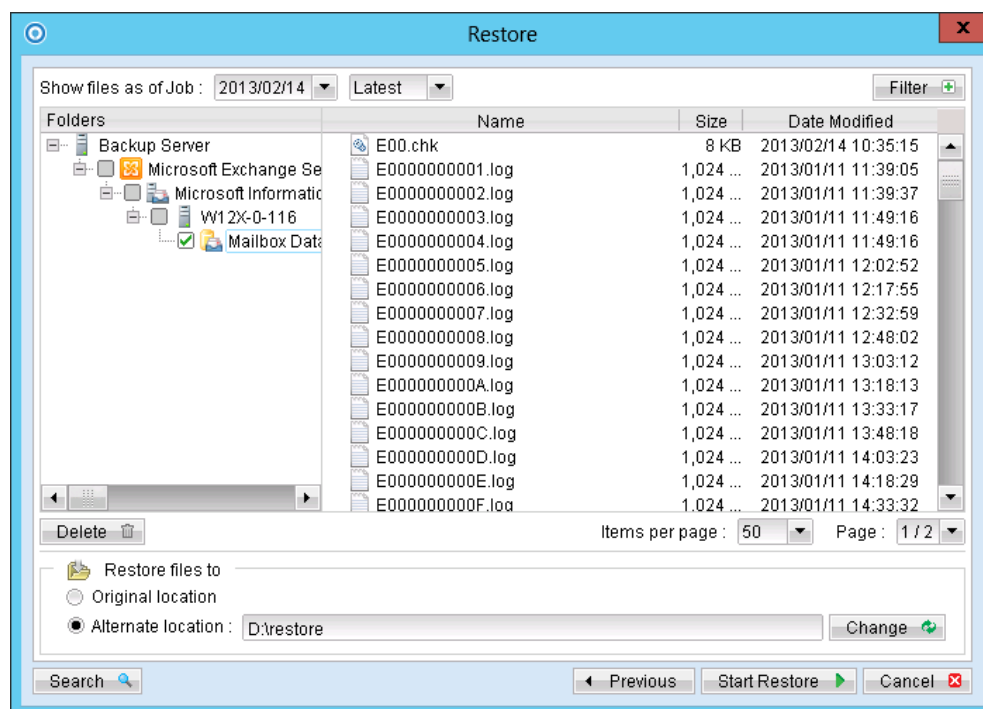
1. Login to the backup application's user interface.



2. Click on the [Restore] button on the left panel.
3. Select the backup set to be restored, and [Next].



4. Click on the database to be restored, and select [Alternate location] and browse to the restore destination folder.



5. Please ensure the directory structure is the same as it appears in the File Explorer:

```
-->[Restore Destination]
----->[Microsoft Exchange Server]
----->[Microsoft Information Store]
----->[components.xml]
----->[writers.xml]
```

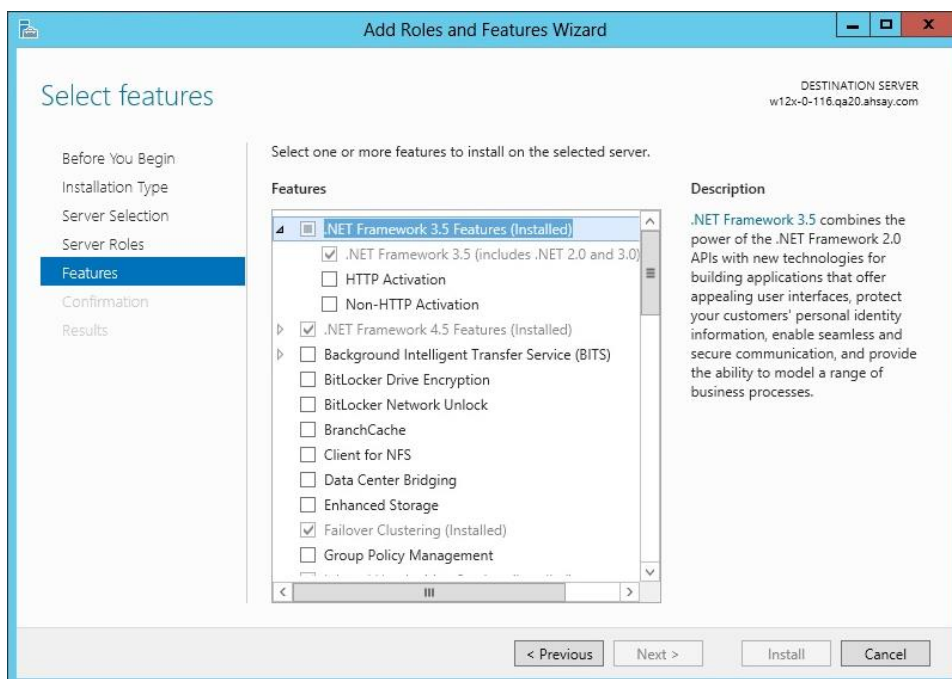
- For further operations on the Exchange server, please refer to [Appendix B](#) for details.

15.10 Backup Microsoft Exchange Server 2013 with database availability group (DAG)

15.10.1 Requirements and recommendations

Please ensure that the following requirements are met by the MS Exchange server:

- AhsayOBM version 6.13.0.0 or above is installed on all Exchange node with Mailbox role.
- If you are using Exchange server 2013 on Windows server 2012, please install “.Net Framework 3.5 Features” under Server Manager > Dashboard > Add Roles and Features Wizard > Feature Page



3. Since 6.13.0.0, the Exchange server 2013 backup will no longer require to spool the database to the hard disk, however the VSS Exchange backup still requires certain amount of disk space to operate. Microsoft suggested that some shadow copy mechanism may require to reserve 100% of the original database.

Reference: <http://msdn.microsoft.com/en-us/library/exchange/aa579091%28v=exchg.140%29.aspx>

4. It is recommended that the temporary directory be configured on a local drive.
5. For domain controller with Active Directory installed, a System State backup must be performed regularly with the MS Exchange servers (DAG) backup.
6. Scheduled backup is required, as all the AhsayOBM on different Exchange servers will base on the scheduled backup time to activate all the backups at the same time, even all these Exchange servers are located at different timezones. When the backup on all Exchange servers are finished, a single email report will be generated.

The scheduler would refers to the timezone setting of the corresponding AhsayOBM account's profile (instead of the system clock on the client machine for stand-alone Exchange server backup).

Manual / Local Copy and seed load are not considered as a complete Exchange DAG backup, as the job ran on individual Exchange DAG member, passive database copy(s) were skipped.

7. The backup module protects the Exchange database level, if full system backup is required, please run the full system backup on each Exchange server within the DAG.
8. To backup mailbox database within an Exchange DAG, AhsayOBM is required to be installed on each DAG member with Mailbox Role (e.g. servers that are hosting the mailbox databases). It is not necessary to install AhsayOBM on Exchange server with CAS (Client Access Server) Role only.

15.10.2 Overview

For a complete Exchange database backup with DAG, backup the following components must be performed:

Windows System State

For the domain controller with Active Directory installed, as part of the restore, the system state must also be restored.

Running regular system state backups of the domain controller is therefore crucial, as it ensures that the system state data is synchronized with the Exchange database data.

Microsoft Information Store (Exchange 2013 with DAG)

The Information Store on all the Exchange 2013 servers within the same DAG contains the data, data definitions, indexes, checksums, flags, and other information that comprise mailboxes in Exchange. Even one of the Exchange servers is down, as long as the active databases on that machine had replicated to other Exchange servers within the DAG, one of the Exchange servers within the DAG will turn the replicated database (passive database) to active database and users can still access to the Exchange mailboxes.

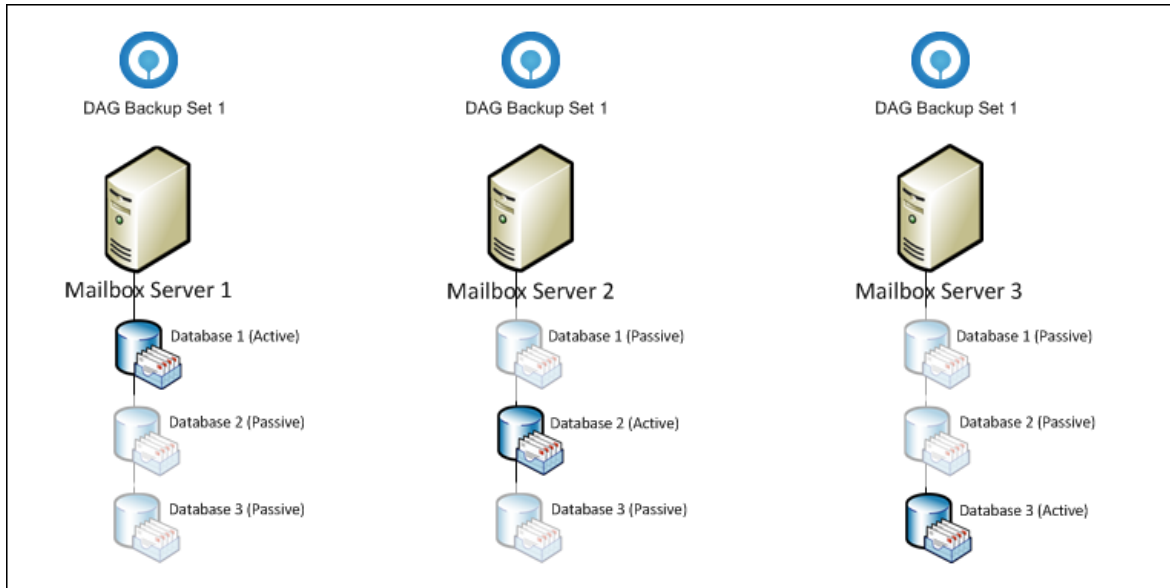
Therefore the backup of the database is more important, and our module can help to protect the Exchange database to avoid database corruption. In case you need to do a full protection on all the Exchange servers within the DAG, a full system backup on each Exchange 2013 server within the DAG is required.

In addition, the active mailbox databases hold data that's private to an individual user and contain mailbox folders generated when a mailbox is created for that user. A mailbox database is stored as an Exchange database .edb file. These active mailbox databases are required to backup, and it can be restore and replace the active mailbox databases when required.

In Exchange Server 2013, public folders are an optional feature. Public folder database contains the data, their definitions, indexes, checksums, flags, and other information that comprise any public folders in your Exchange organization. These public folders can be backup, however, due to the Exchange limitation, ie one public folders database can be mounted, it should only restore to an Exchange with no public folder setup or restore to the original machine.

Note:

AhsayOBM is required to install on each DAG member with Mailbox Role, and it will backup all the active database on the same host, passive database will not be backup.



Suggestions:

If one of your Exchange Server within the DAG was down and you need to add a new Exchange Server to the DAG, you may refer to the Microsoft Technet to [manage database availability group membership](#).

You will need to install AhsayOBM, configure and run the schedule backup of the active database(s) on the new Exchange server.

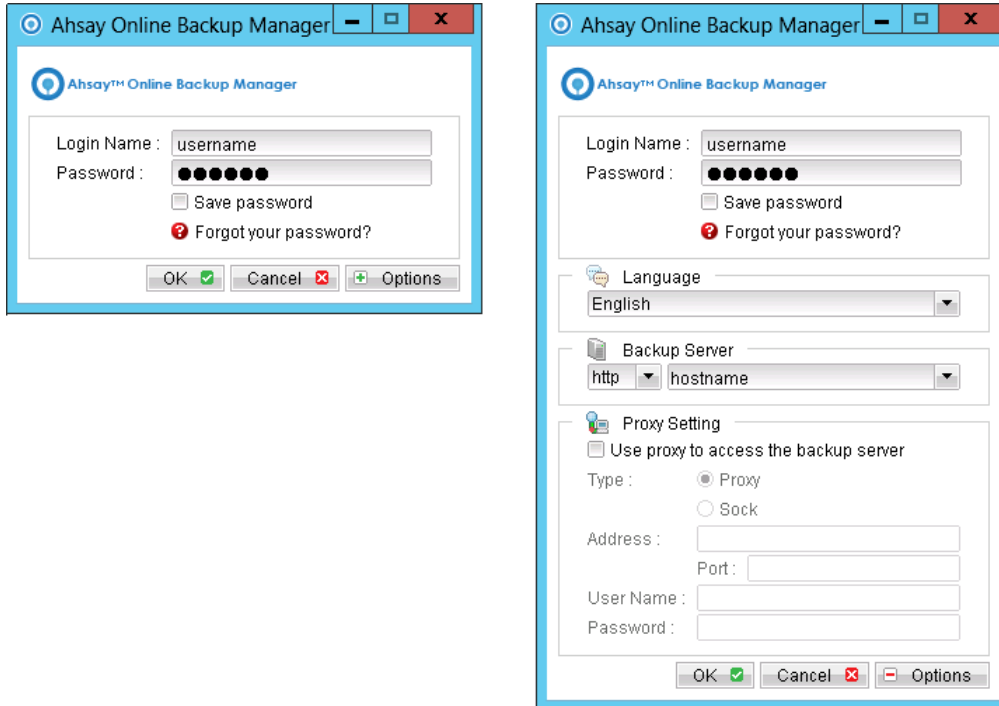
15.10.3 License requirement to backup all Exchange Server 2013 in DAG environment


One AhsayOBM license CAL with one Exchange Server Add-on Module is deducted from each installation of the AhsayOBM on the DAG environment. Please check with your backup service provide if more AhsayOBM with Exchange backup is required.

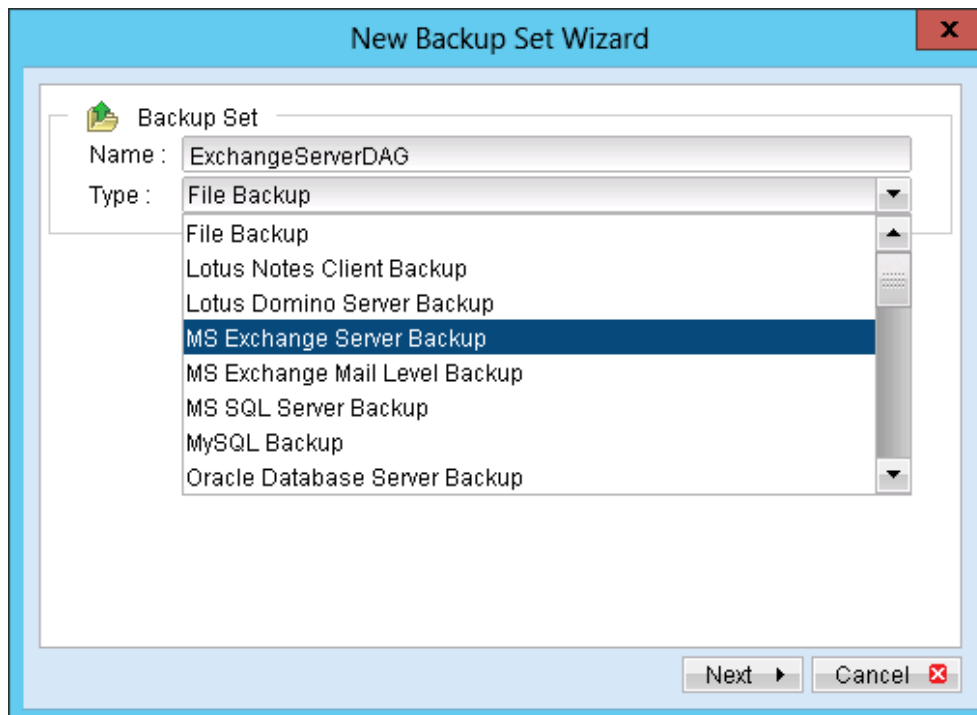
15.10.4 How to backup Microsoft Exchange Server 2013 (DAG)

Refer to follow the instructions to backup Microsoft Exchange Server 2013 (DAG):

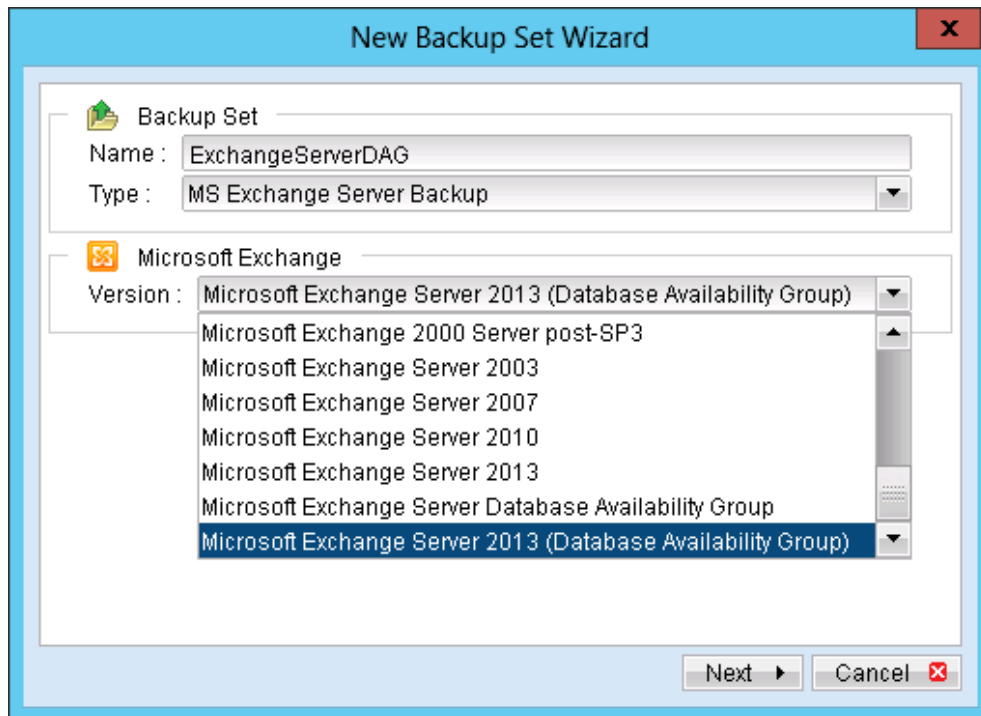
1. AhsayOBM version 6.13.0.0 or above is installed on all Exchange node with Mailbox role.
2. Login to the backup application's user interface.



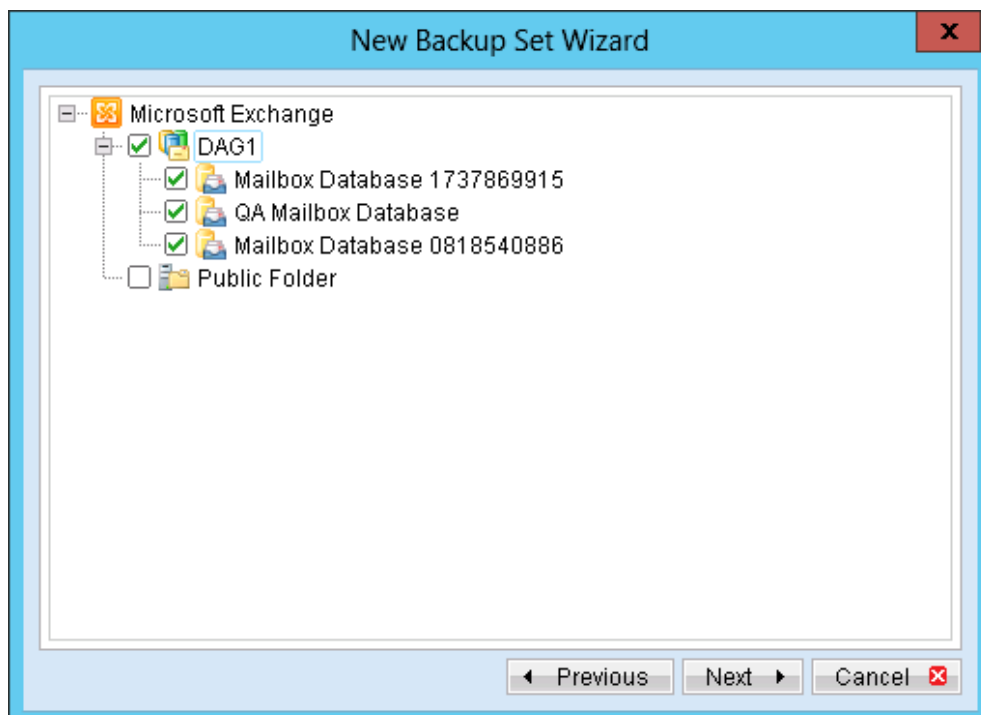
3. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
4. Enter the name of the backup set.
5. Create a MS Exchange Server Backup set by selecting [MS Exchange Server Backup] from the backup set type dropdown menu.



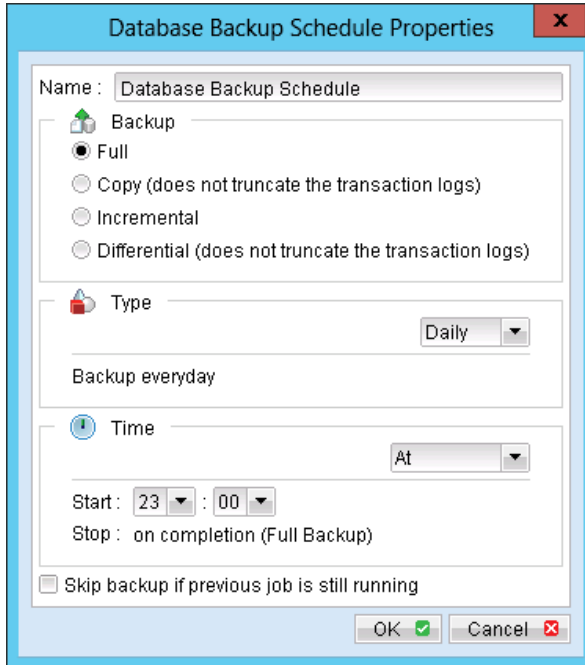
6. Select the Microsoft Exchange Server 2013 Database Availability Group from the Microsoft Exchange Version dropdown menu.



7. Select [Next] to proceed.
8. In the backup source selection screen, select the Information Store for backup.



9. Configure a backup schedule (required).



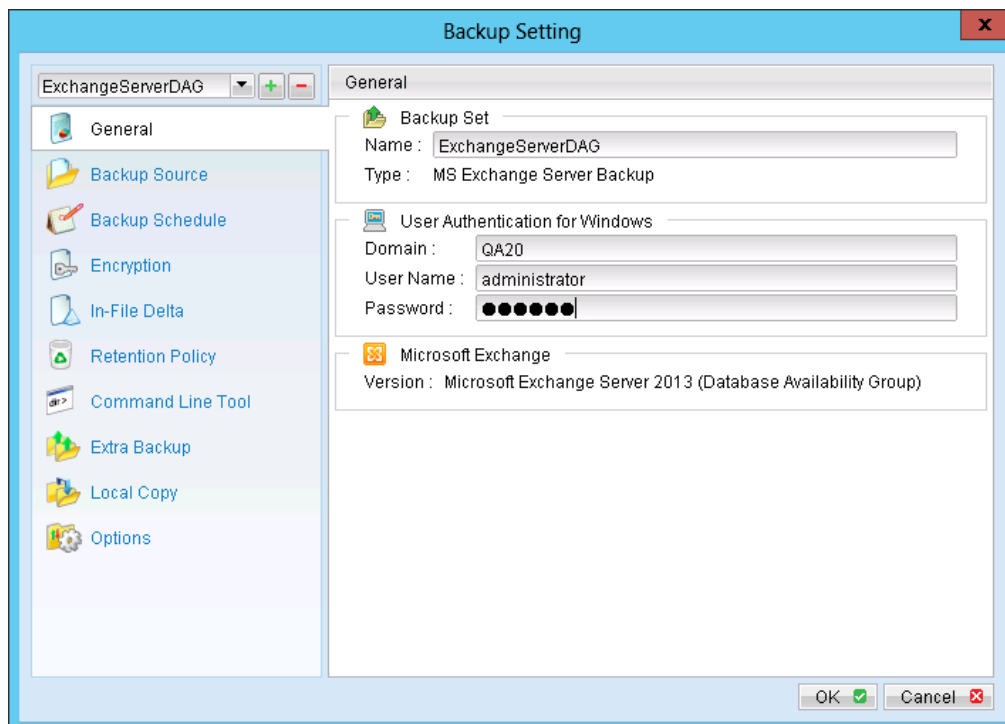
| Menu Items | Description |
|--|---|
| Name | Enter a backup schedule name of your choice. |
| Backup | Select backup type [Full / Copy / Incremental / Differential]. |
| Type | Select backup schedule type [Daily / Weekly / Monthly / Custom]. |
| Time | <p>Select backup schedule time type [At / Periodically].</p> <p>Note: Select backup schedule time at to perform backup at a certain time, or select backup schedule time periodically to perform backup every X minutes / hours.</p> <p>All the Exchange server within the same DAG group will be base on this universal time to backup at the same time.</p> |
| Skip backup if pervious job is still running | Select whether to stop the backup job from running if a previous backup job is still running. |

Further details on Backup Type:

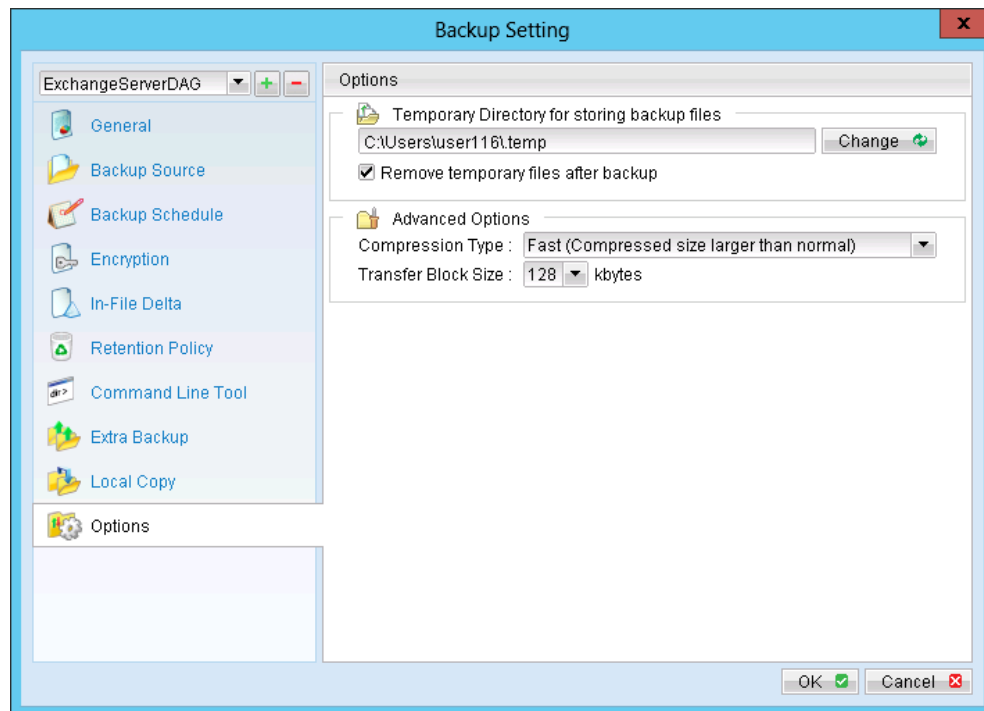
| Backup Type | Description |
|-------------|-------------|
|-------------|-------------|

| | |
|--------------|---|
| Full | Backup the databases, transaction logs, checkpoint files and then truncates the transaction logs. |
| Copy | Backup the databases, transaction logs, checkpoint files but does not truncate the transaction logs. |
| Incremental | Backup the transaction logs to record changes since the last full or incremental backup and then truncates the transaction logs. |
| Differential | Backup the transaction logs to record changes since the last full or incremental backup and does not truncate the transaction logs. |

10. Select an encryption setting for your backup set.
11. Press the [OK] button to complete the configuration of the [New Backup Size Wizard].
12. Fill in the domain administrator username and password in the [User Authentication for Windows] .



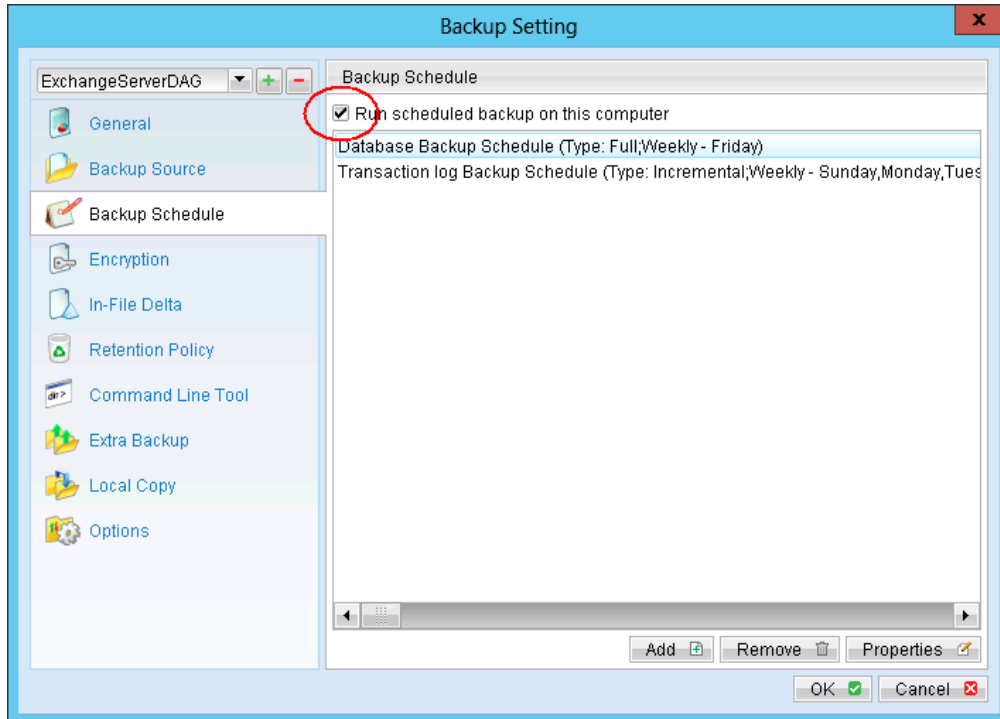
13. Configure the temporary backup folder, select [Backup Setting], [Options].



Note:

The temporary directory can be set to a local or network path.

14. Scheduled backup will run automatically at the configured schedule time.
15. Click [Save Setting] button on the AhsayOBM main screen to save the settings.
16. On the next Exchange Server within the same DAG, open the AhsayOBM and click on the same backup set.
17. Make sure you have checked the checkbox of the "Run scheduled backup on this computer."



All the computers with in the DAG are required to click on this settings.

18. Modify the temporary directory settings for that was listed in step 13.
19. Click the [Save Setting] button on the AhsayOBM main screen.
20. Repeat step 16 until all the Exchange Servers within the same DAG have been configured to run the schedule backup.

Important:

For domain controller with Active Directory installed, a System State backup must be performed regularly with the MS Exchange server backup.

Note:

Since 6.13.0.0 , AhsayOBS/AhsayOBM supports multiple computers to backup on the same Exchange Sever 2013 DAG backup set.

15.11 Restore Microsoft Exchange Server 2013 with database availability group (DAG)

Refer to the following instructions to restore Microsoft Exchange Server 2013 with database availability group:

The database restore is required to restore on the active database only. You can identify the Exchange server with the active database from the Exchange Management Shell.

Type the following command in the Exchange Management Shell.

```
Get-MailboxDatabase | ft name, server
```

It will show which Exchange server is hosting the active mailbox database. Ie. Mailbox Database 01 and 02 are hosted on EX1, while Mailbox Database 02 and 04 are hosted on EX2.

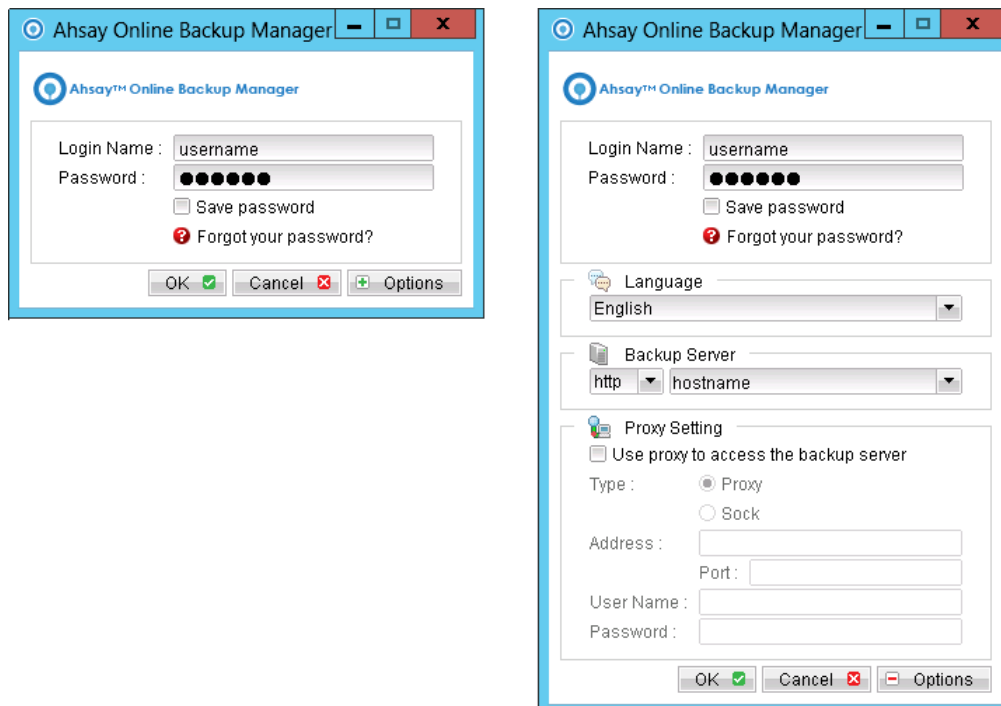
```
[PS] C:\>Get-MailboxDatabase | ft name, server
```

| Name | Server |
|---------------------|--------|
| ----- | ----- |
| Mailbox Database 02 | EX2 |
| Mailbox Database 01 | EX1 |
| Mailbox Database 03 | EX1 |
| Mailbox Database 04 | EX2 |

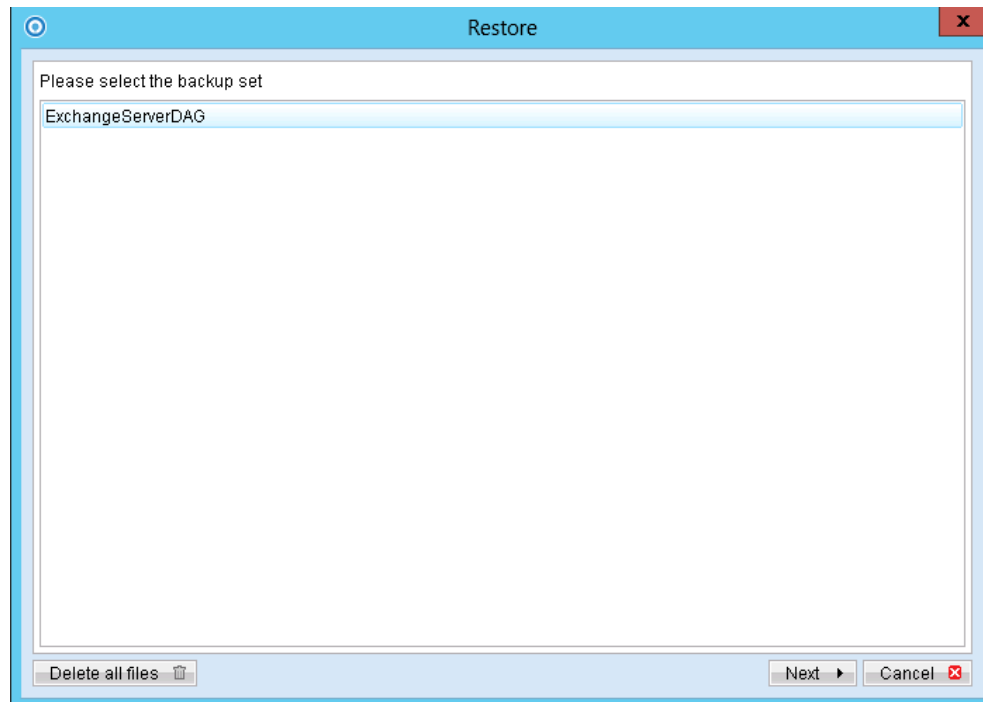
When you can identify which Exchange server hosted the active database, you can logon to that Exchange server to restore the database.

Restore Exchange Database to the Exchange with the active database.

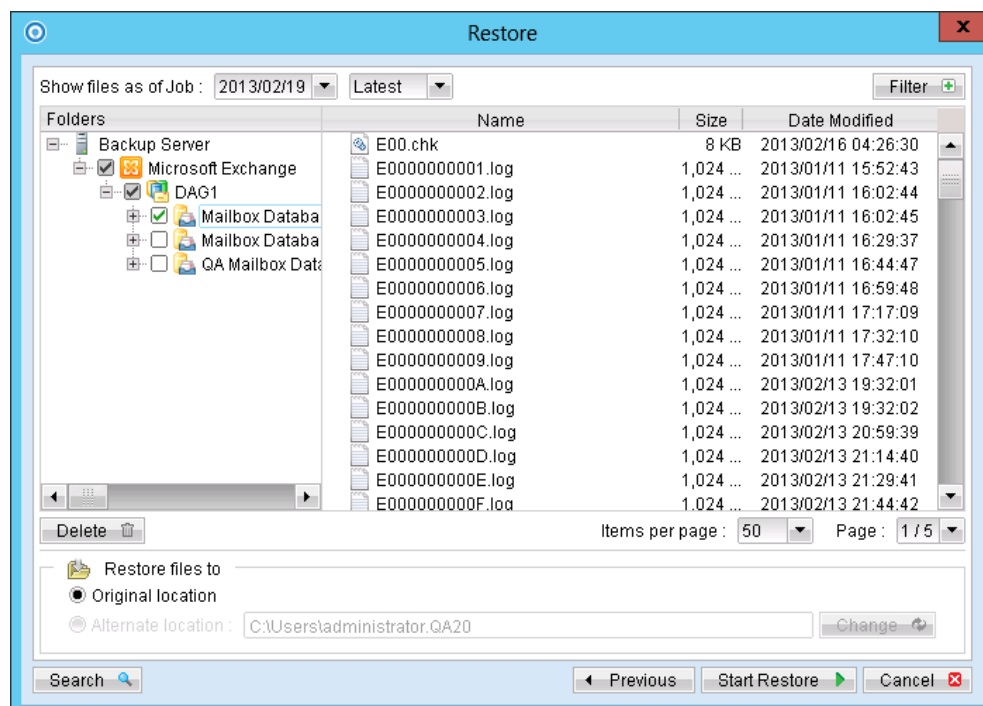
1. Login to the backup application's user interface.



2. Click on the [Restore] button on the left panel.
3. Select the backup set to be restored, and [Next].



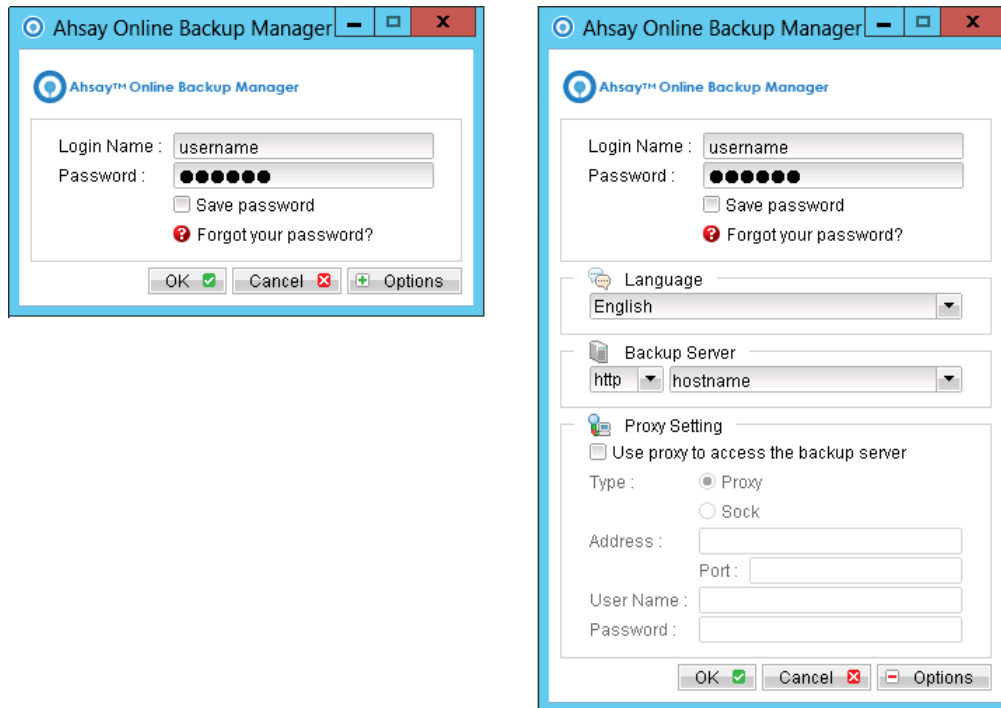
4. Expand the server tree, select the database to be restored, and [Original Location] for the [Restore files to] option.



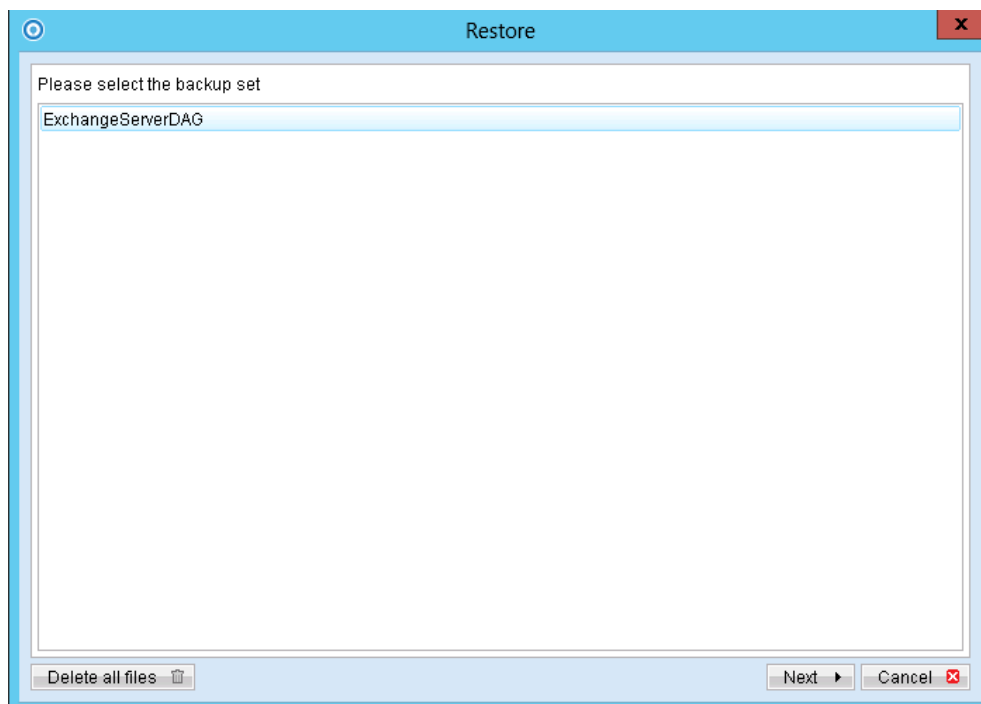
5. Press the [Start Restore] button to begin the restore process.
6. The restore process is now completed.

Alternative solution to restore the database using shell commands

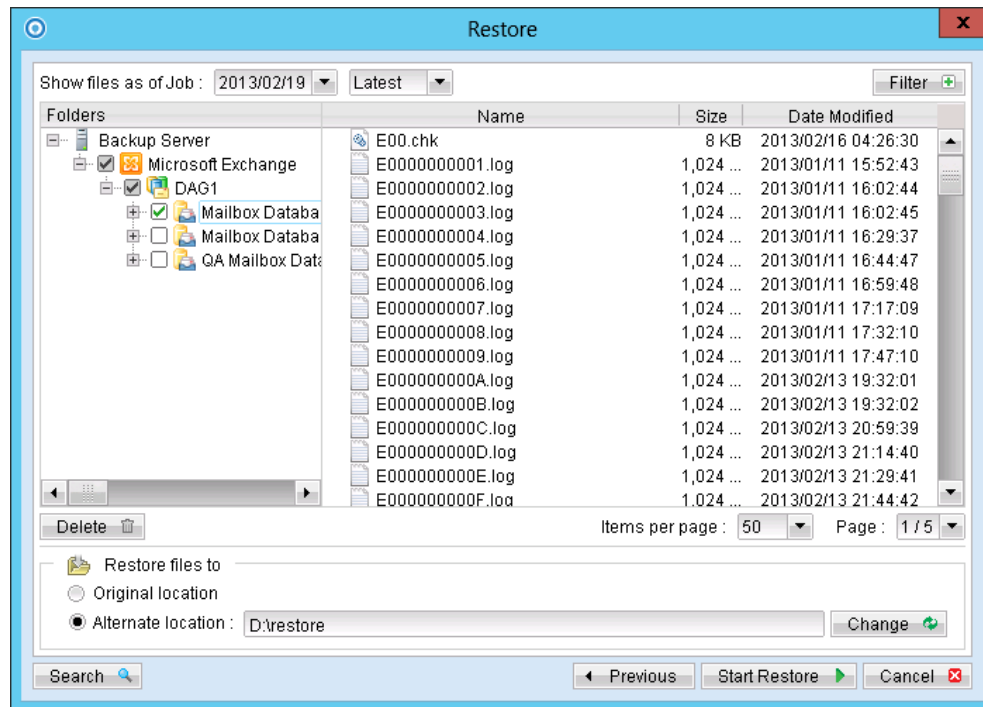
1. Login to the backup application's user interface.



2. Click on the [Restore] button on the left panel.
3. Select the backup set to be restored, and [Next].



4. Expand the server tree, select the database to be restored, and [Original Location] for the [Restore files to] option.



5. Press the [Start Restore] button to begin the restore process.
6. For further operations on the Exchange server, please refer to [Appendix B](#) for details.

16 Brick-Level Backup / Restore Microsoft Exchange Server

This chapter describes in details how to backup and restore individual mail items stored in Microsoft Exchange Server with AhsayOBM.

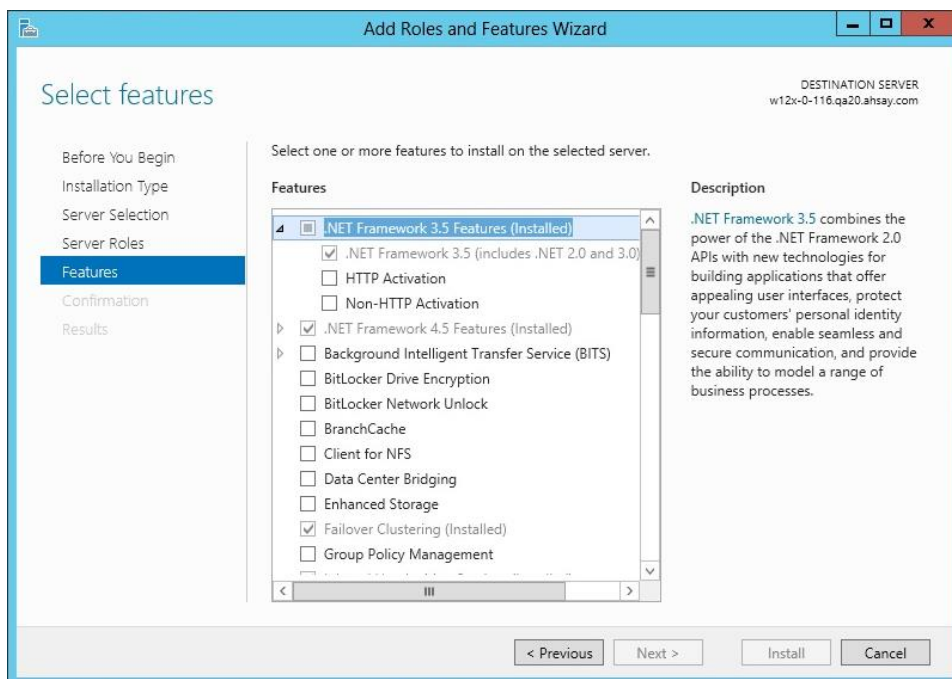
16.1 Supported versions

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the supported versions.

16.2 Requirements

Please ensure that following requirements are met by the MS Exchange server:

1. AhsayOBM version 6.15.0.0 or above is installed on all MS Exchange node with Mailbox role.
2. If you are using Exchange server 2013 on Windows server 2012, please install ".Net Framework 3.5 Features" under Server Manager > Dashboard > Add Roles and Features Wizard > Feature Page



3. Microsoft Messaging Application Programming Interface (MAPI) is installed on the MS Exchange server. (Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 March 2014 Update or later)

4. The operating system account to be running the Brick-Level backup (e.g. administrator) must have a mailbox and is not hidden from the Global Mailbox List.

For AhsayOBM version 6.5.4.0 or above, scheduled backup can be performed without changing the scheduler service's log on setting.

Scheduled backup is performed using the operating system account configured in the [User Authentication for Windows] field.

If such setting is not configured, the scheduled backup would precede with the default Local System account (default log on account for AhsayOBM scheduler).

In this case, the backup will most likely fail with permission denied error.

For AhsayOBM version 6.9.2.0 or above, mailbox items can be restored to a different Exchange Server on the same version or to a different Exchange Server on different version.

5. For the backup with DAG option, scheduled backup is required, as all the AhsayOBM on different Exchange servers will base on the scheduled backup time to activate all the backups at the same time, even all these Exchange servers are located at different timezones. When the backup on all Exchange servers are finished, a single email report will be generated.

Manual backup is not considered, as this will be considered as individual Exchange mail level backup not an Exchange mail level DAG backup.

6. The LAN Manager authentication level is required to set to NTLMv2.

Reference:

<https://technet.microsoft.com/en-us/library/cc960646.aspx>

<https://technet.microsoft.com/en-us/magazine/2006.08.securitywatch.aspx>

7. Ensure the HTTP binding on the Default Web Site in Internet Information Services (IIS) is not missing or invalid. You may consider to clear the host name value if there is an existing binding, or create a new binding with no host name and a value of "All Unassigned" IP address

Please refer to the following website for details:

<https://support.microsoft.com/kb/2027062>

16.3 Overview

Brick-Level backup for Microsoft Exchange Server is not designed to fully protect an Exchange Server, but to facilitate easy backup and fast restore of individual emails, contacts or calendars, etc.

A Brick-Level restore cannot fully recover the Information Store after a disaster.

Important:

If used, a Brick-Level Backup must be utilized in conjunction with full Information Store Backup, in order to fully protect the Exchange Server.

16.4 Granting Privileges

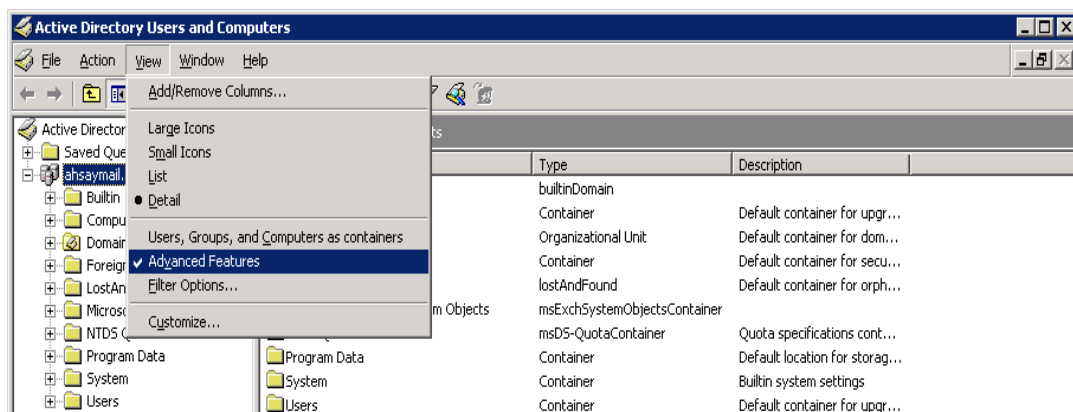
Brick-Level backup requires "Full Mailbox Access" permission for the user running AhsayOBM.

Please refer to the following instruction for granting permission to the operating system account to be running the Brick-Level backup:

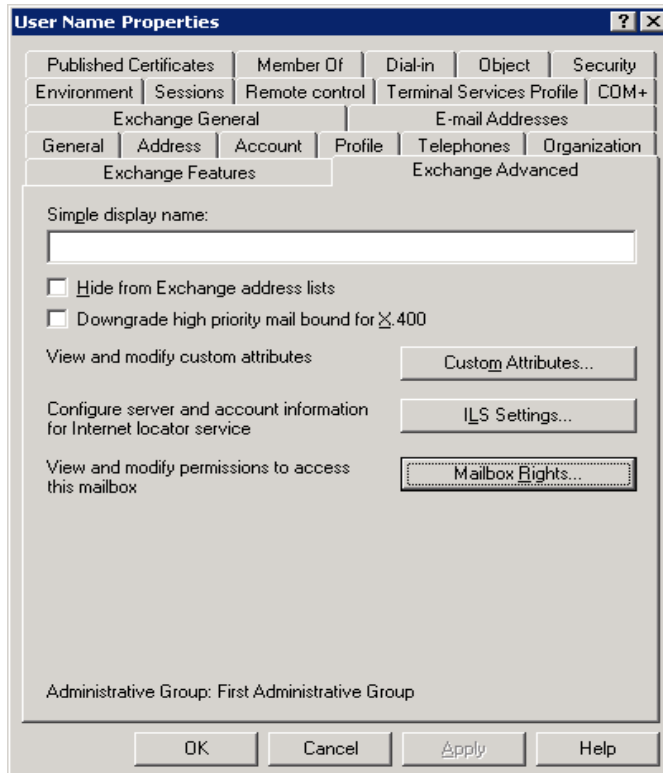
For one specific mailbox

Use the following procedure to grant access to Exchange 2003 / 2007 mailbox:

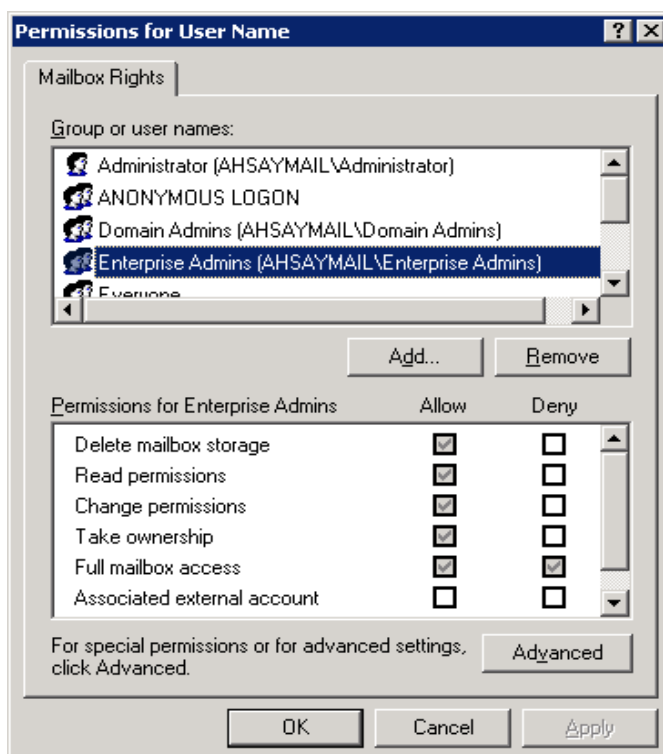
1. Start the [Active Directory Users and Computers] applet.
2. On the [View] menu, ensure that the [Advanced Features] option is selected.



3. Right click the user whose mailbox you want to give permissions to and choose [Properties].
4. On the [Exchange] Advanced tab, click [Mailbox Rights].



5. Notice that the Domain Admins and Enterprise Admins have both been given Deny access to Full Mailbox access.



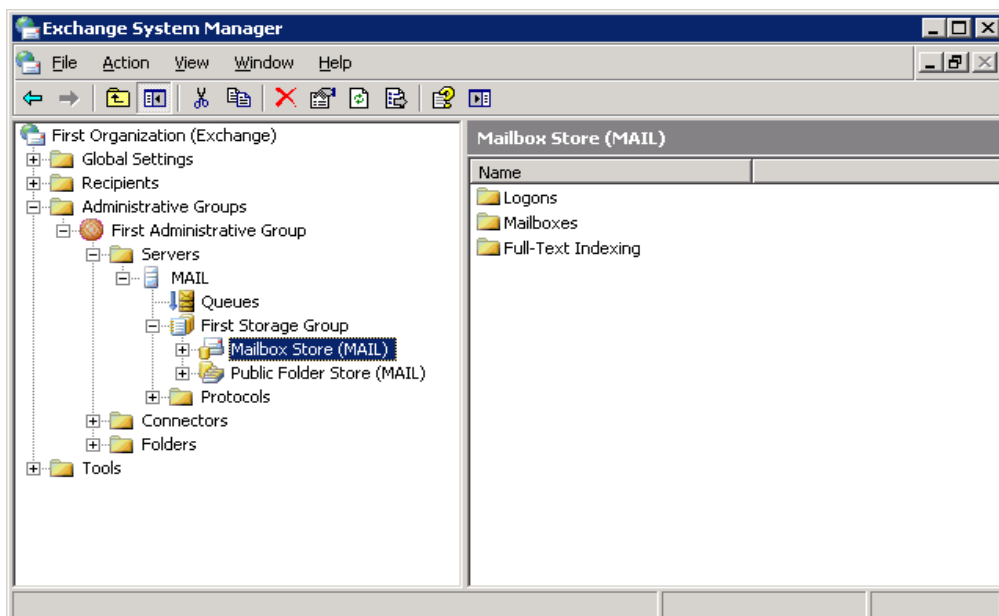
6. Click [Add], click the user or group who you want to have access to this mailbox, and then click [OK].

7. Ensure that the user or group is selected in the Name box.
8. In the [Permissions] list, click [Allow] next to [Full Mailbox Access], and then click [OK].
9. Click [OK] all the way out.
10. Restart the [Microsoft Exchange Information Store] service.

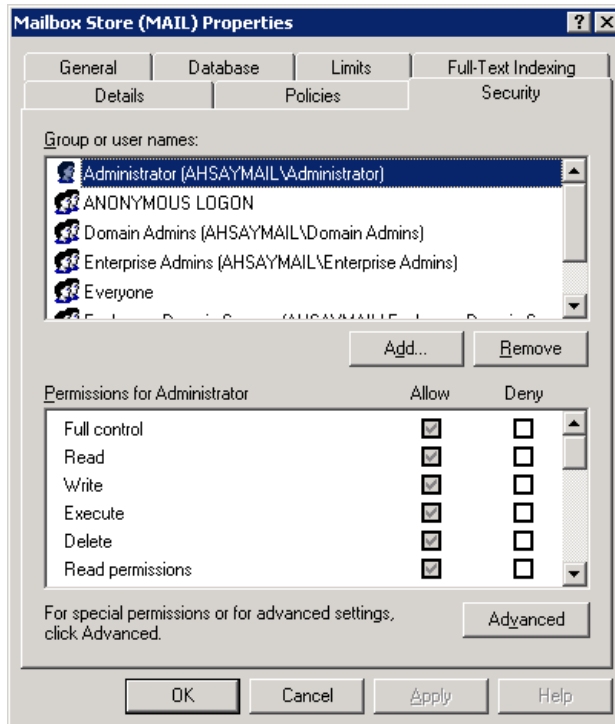
For mailboxes located within a specific mailbox store

Use the following procedure to grant access to Exchange 2003 / 2007 mailbox found on a specific mail store:

1. Start the [Exchange System Manager] applet.
2. Navigate to the server object within the appropriate Administrative Group.



3. Expand the server object and find the required mailbox store within the appropriate Storage Group. Right click it and choose [Properties].
4. In the [Properties] window, go to the [Security] tab.



5. Click [Add], click the user or group who you want to have access to the mailboxes, and then click [OK].
6. Be sure that the user or group is selected in the Name box.
7. In the [Permission] list, check [Allow] next to [Full Control], and then click [OK].
8. Click [Apply] and [OK].
9. Restart the [Microsoft Exchange Information Store] service.

For mailboxes located within a specific server

For Exchange 2003, please refer to the following instructions:

1. Add an operating system account to the Add an operating system account to the Exchange 2003 server.

This account must be a member of the following groups in the Active Directory:

- Domain Users group
- Administrators group

2. Right click [Exchange System Manager] > [Domain Name] > [Server] > [Exchange Server Name], select [Properties].

3. Choose the [Security] tab.
4. Add the newly created user to the list, and then check the [Full Control] checkbox for this user.
5. Click [OK] all the way out.
6. Reboot the server or restart the [Microsoft Exchange Information Store] service, wait for at least 15 minutes for the changes to be applied to the Exchange server.

For Exchange 2007, please refer to the following instructions:

1. Add an operating system account to the Add an operating system account to the Exchange 2007 server.

This account must be a member of the following groups:

- Local Administrators (Built in)
- Domain Admins group
- Enterprise Admins group

2. Enter the following command in Exchange Management Shell:

```
Get-MailboxServer | Add-ADPermission -User "%USER%" -  
AccessRights GenericAll -ExtendedRights ms-exch-store-  
admin,receive-as,send-as -InheritanceType All
```

Example, to grant the permission for local account "system"

```
Get-MailboxServer | Add-ADPermission -User "system" -  
AccessRights GenericAll -ExtendedRights ms-exch-store-  
admin,receive-as,send-as -InheritanceType All
```

To show added permission for an AD account

```
Get-MailboxServer | Get-ADPermission -User "%USER%"
```

Example, to show added permission for local account "system"

```
Get-MailboxServer | Get-ADPermission -User "system"
```

To remove permission from an AD account

```
Get-MailboxServer | Remove-ADPermission -User "%USER%" -  
AccessRights GenericAll -ExtendedRights ms-exch-store-  
admin,receive-as,send-as -InheritanceType All
```

Example, to remove permission from local account "system"

```
Get-MailboxServer | Remove-ADPermission -User "minimal" -  
AccessRights GenericAll -ExtendedRights ms-exch-store-  
admin,receive-as,send-as -InheritanceType All
```

For Exchange Server 2010/DAG, please refer to the following instructions:

1. Add an operating system account to the Exchange 2010 server.

This account must be a member of the following groups:

- Local Administrators (Built In)
 - Organization Management group (Exchange Security Groups)
 - Domain Admins group
 - Enterprise Admins group
2. Ensure that [Update Rollup 3 for Exchange Server 2010 \(KB981401\)](#) is installed.
 3. Enter the following command in Exchange Management Shell:

```
Get-Mailbox | Add-MailboxPermission -User "%USER%" -  
AccessRights FullAccess
```

Example:

```
Get-Mailbox | Add-MailboxPermission -User "system" -  
AccessRights FullAccess
```

Other useful commands:

Remove permission from an AD account

```
Get-Mailbox | Remove-MailboxPermission -User "%USER%" -  
AccessRights FullAccess
```

Example:

```
Get-Mailbox | Remove-MailboxPermission -User "system" -  
AccessRights FullAccess
```

To view the mailbox permission of a user

```
Get-Mailbox | Get-MailboxPermission -User "%USER%"
```

Example:

```
Get-Mailbox | Get-MailboxPermission -User "SYSTEM"
```

For Exchange Server 2013/DAG, please refer to the following instructions:

1. Add an operating system account to the Exchange 2013 server.

This account must be a member of the following groups:

- Local Administrators (Built In)
- Organization Management group (Exchange Security Groups)
- Domain Admins group
- Enterprise Admins group

2. Enter the following command in Exchange Management Shell:

```
Get-Mailbox | Add-MailboxPermission -User "%USER%" -  
AccessRights FullAccess
```

Example:

```
Get-Mailbox | Add-MailboxPermission -User "system" -  
AccessRights FullAccess
```

Other useful commands:

Remove permission from an AD account

```
Get-Mailbox | Remove-MailboxPermission -User "%USER%" -  
AccessRights FullAccess
```


Example:

```
Get-Mailbox | Remove-MailboxPermission -User "system" -  
AccessRights FullAccess
```

To view the mailbox permission of a user

```
Get-Mailbox | Get-MailboxPermission -User "%USER%"
```

Example:

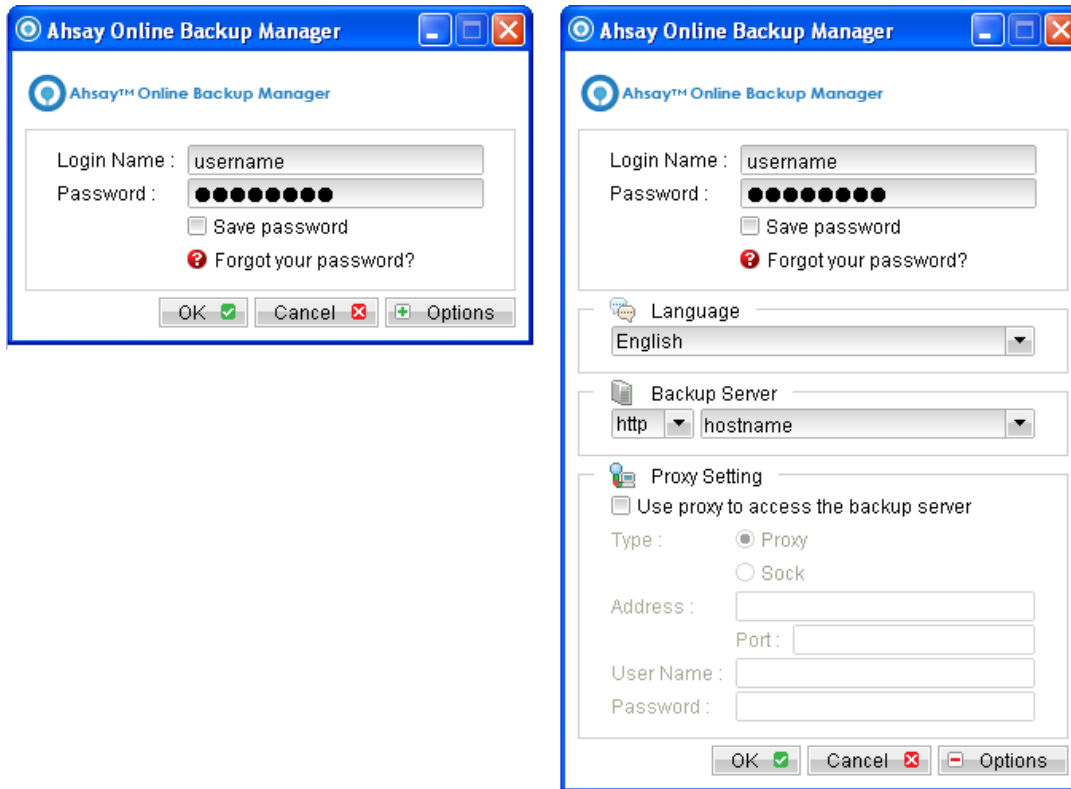
```
Get-Mailbox | Get-MailboxPermission -User "SYSTEM"
```

For details on how to troubleshoot for issue encountered when creating a mail level backup set or during backup, please refer to [FAQ: Troubleshooting MS Exchange mail level backup \(MS Exchange mail level backup\) \(2644\)](#) .

16.5 How to perform Brick-Level backup


Refer to the following instructions to backup individual items within your Microsoft Exchange Server:

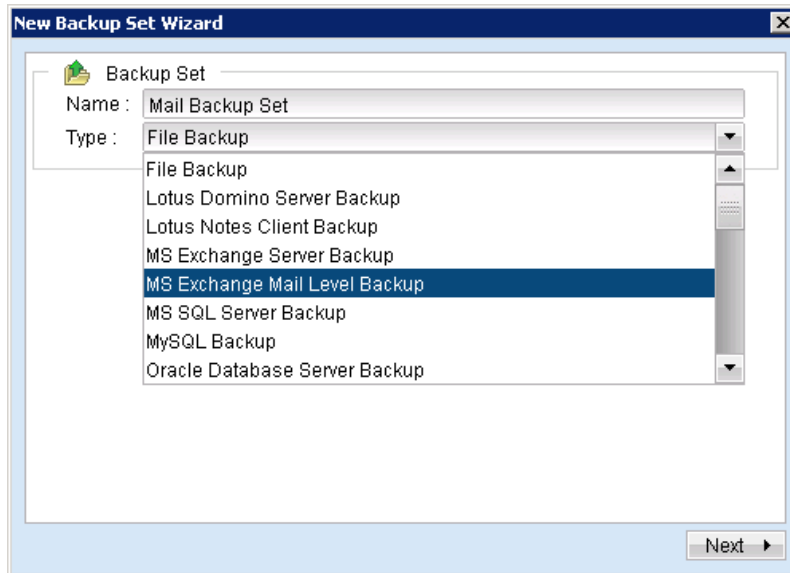
1. Login to the backup application's user interface.



For AhsayOBM installation on 64 bit machines, please start the backup application by running the RunOBC32.bat file found under the application installation bin directory:

```
${AhsayOBM-InstallHome}\bin\RunOBC32.bat
```

2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
3. Create a MS Exchange mail level backup set by selecting [MS Exchange Mail Level Backup] from the backup set type dropdown menu.
4. Enter the backup set name



5. Select [Next] to proceed.
6. Expand the Mailbox Store to select the corresponding mailboxes for backup.



7. Configure a backup schedule for unattended backups.

Note:

Multiple backup schedules of different types can be configured for the same backup set.

8. Select an encryption setting for your backup set.
9. Press the [OK] button to complete the configuration of backup set.
10. Scheduled backup will run automatically at the configured schedule time.
11. Click [Backup] button on the left panel to perform a backup immediately.

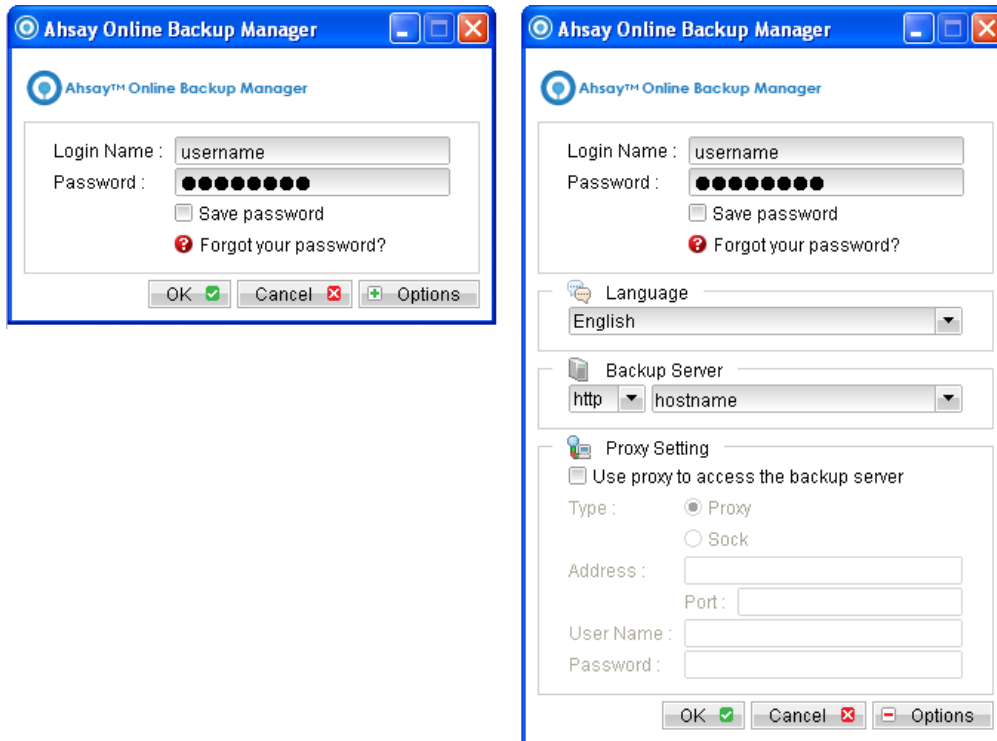
16.6 How to perform Brick-Level restore

Refer to the following instructions to restore individual items to the original Microsoft Exchange Server

Note:

Please note that individual Brick-Level backup can only be restored using AhsayOBM client (e.g. cannot perform web restore).

1. Login to the backup application's user interface.

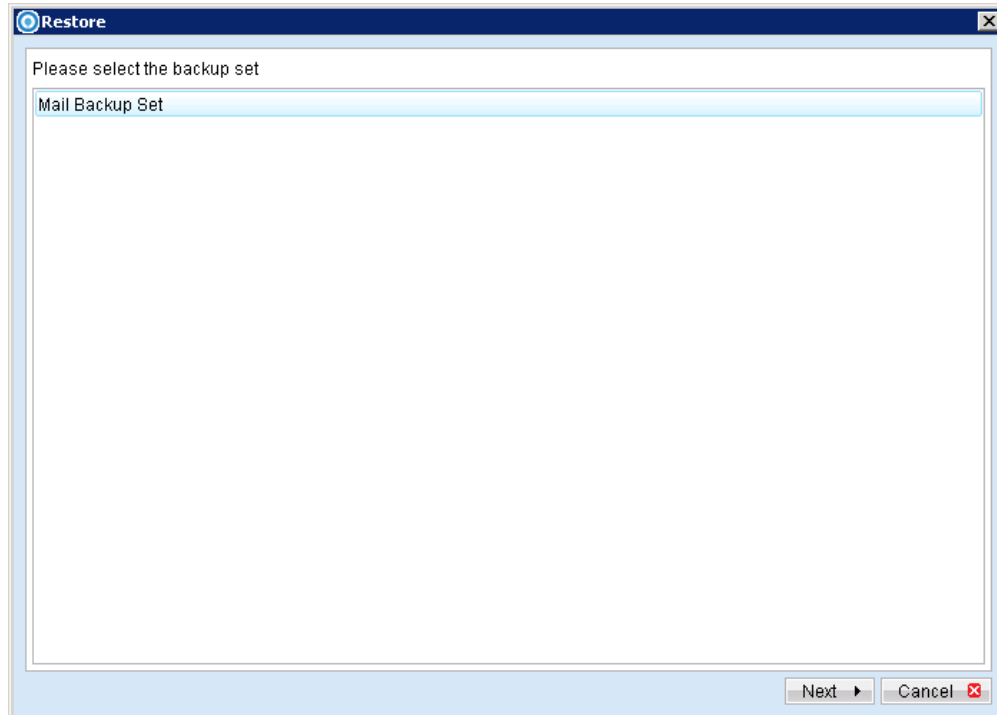


For AhsayOBM installation on 64 bit machines, please start the backup application by running the RunOBC32.bat file found under the application installation bin directory:

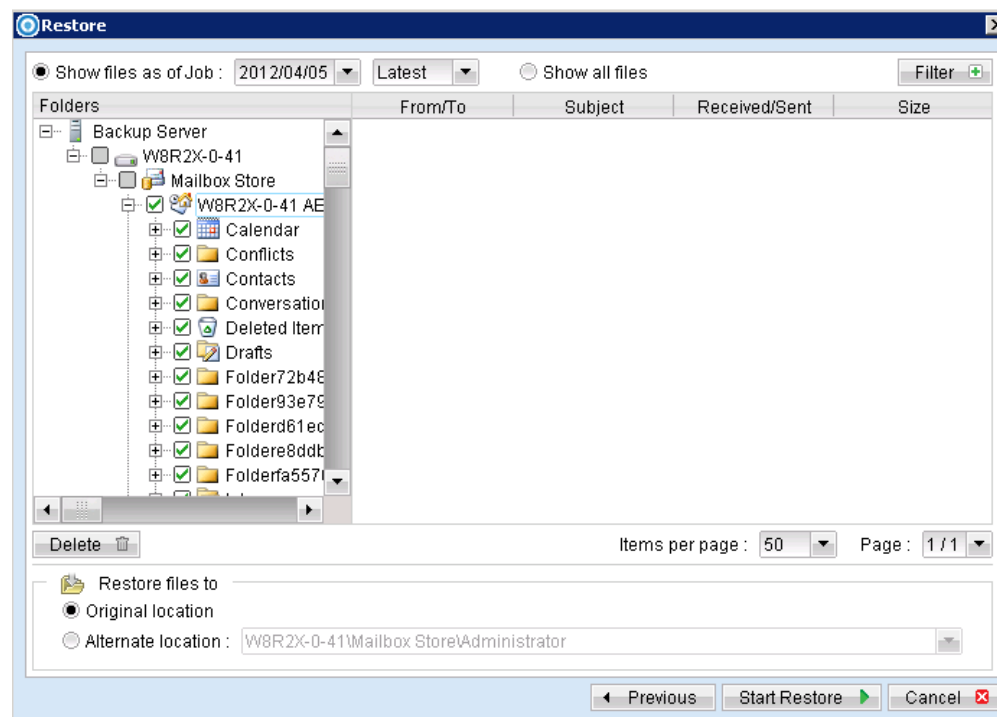
```
${AhsayOBM-InstallHome}\bin\RunOBC32.bat
```

2. Select the [Restore] button on the AhsayOBM main menu.

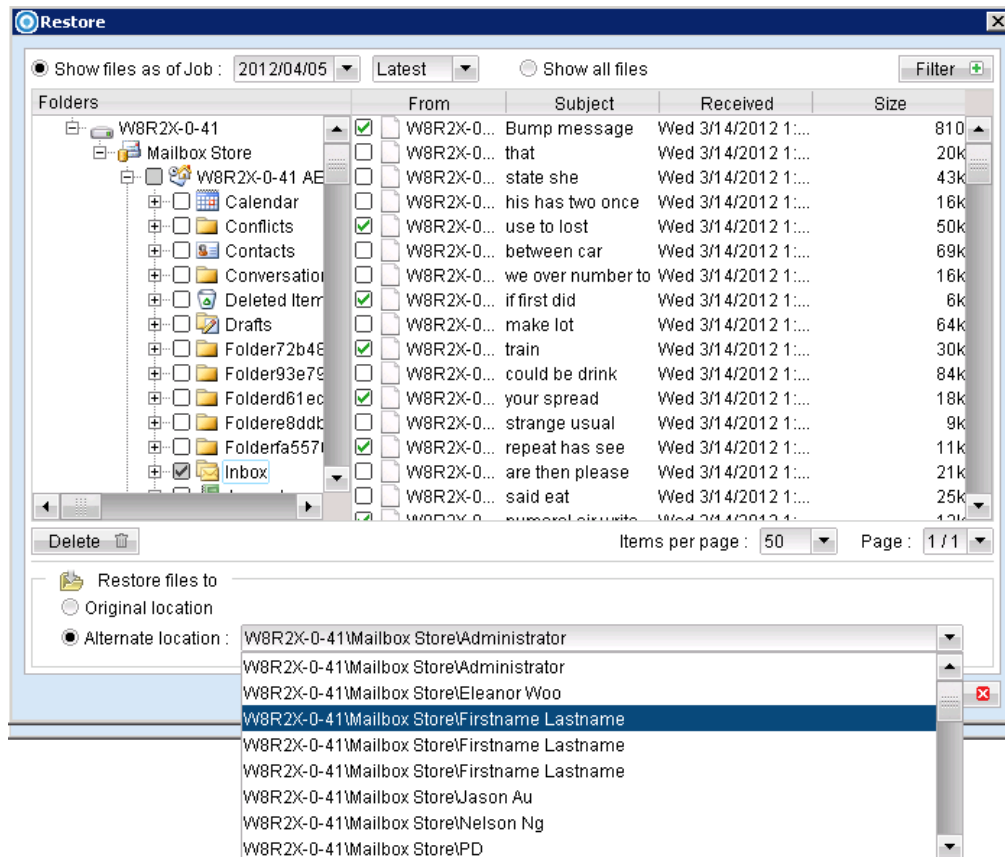
Select the corresponding backup set to be restored.



3. Select the individual mail item to be restored.



You can restore to the original mail box by selecting the "Original location", alternatively, you can now restore individual items to another mail box by selecting "Alternate location".



User can restore mailbox items to a different Exchange server on the same version or to a different Exchange server on different version. For example: An email message from a mailbox backed up from an Exchange 2003 server can be restored to another mailbox on another Exchange 2010 server.

Limitation:

If you are trying to restore the mailbox item to a destination mailbox which has a different language setting than the original mailbox, AhsayOBM will attempt to restore the folder names of in accordance to destination mailbox language settings;

- Inbox
- Outbox
- Sent Items
- Deleted Items
- Drafts
- Junk E-Mail

For other folders such as 'Calendar' or 'Notes', a new folder 'Calendar' or 'Notes' will be created.

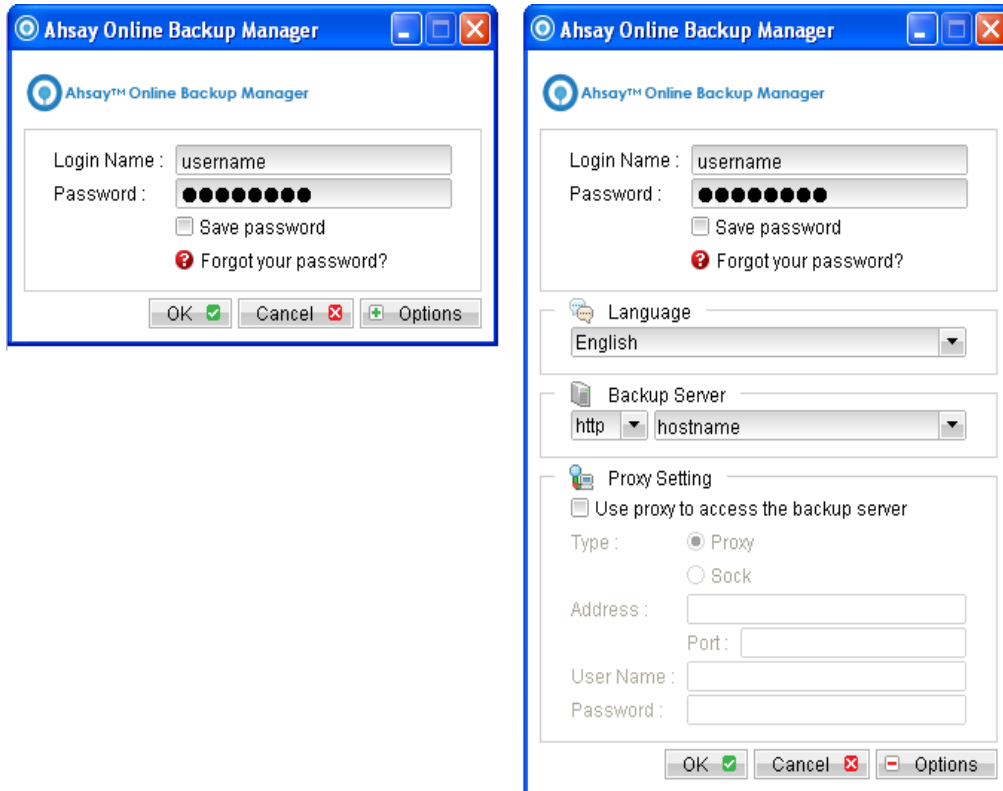
| Backup source (English) | Action | Destination mailbox with Chinese as default language settings |
|-------------------------|-------------------|---|
| Inbox | Merge | 收件箱 |
| Outbox | Merge | 寄件匣 |
| Sent Items | Merge | 寄件備份 |
| Deleted Items | Merge | 刪除的郵件 |
| Drafts | Merge | 草稿 |
| Junk E-Mail | Merge | 垃圾電郵 |
| | | |
| Calendar | Create new folder | Calendar |
| Notes | Create new folder | Notes |

4. Press the [Start Restore] button to restore.

16.7 How to perform Brick-Level backup with database availability group (DAG)


Refer to the following instructions to backup individual items within your Microsoft Exchange Server:

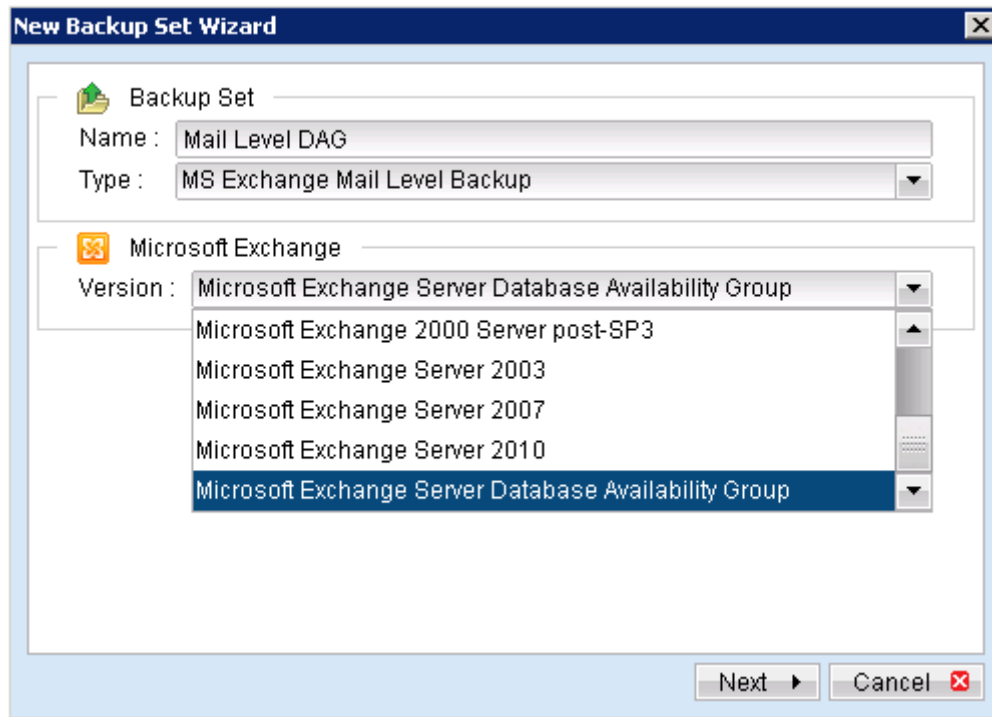
1. AhsayOBM version 6.15.0.0 or above is installed on all Exchange node with Mailbox role.
2. Login to the backup application's user interface.



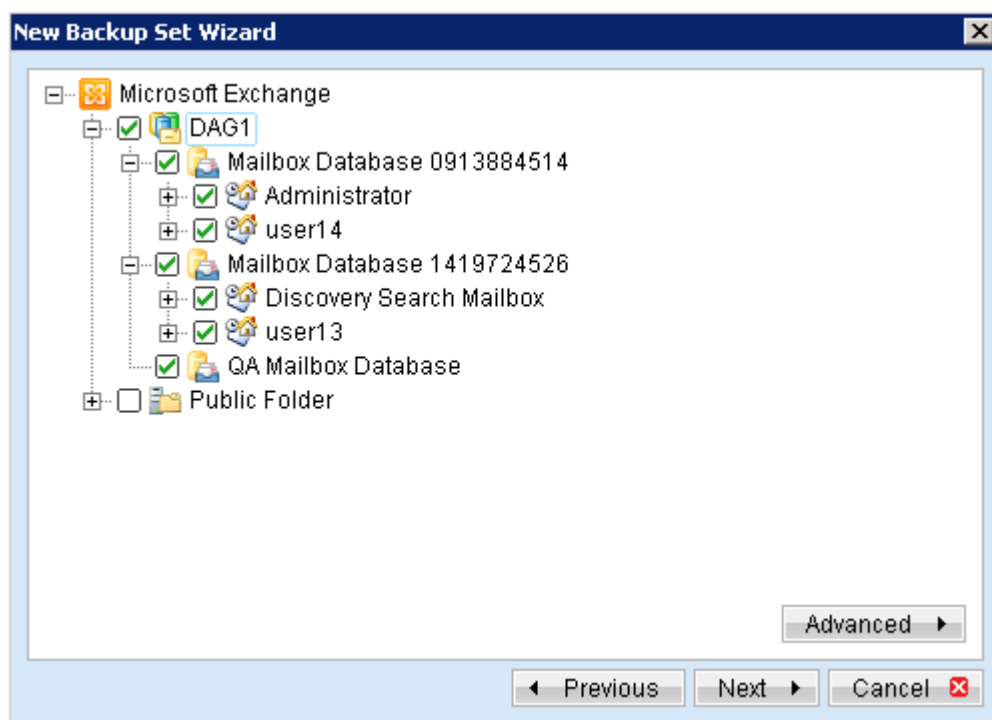
For AhsayOBM installation on 64 bit machines, please start the backup application by running the RunOBC32.bat file found under the application installation bin directory:

```
${AhsayOBM-InstallHome}\bin\RunOBC32.bat
```

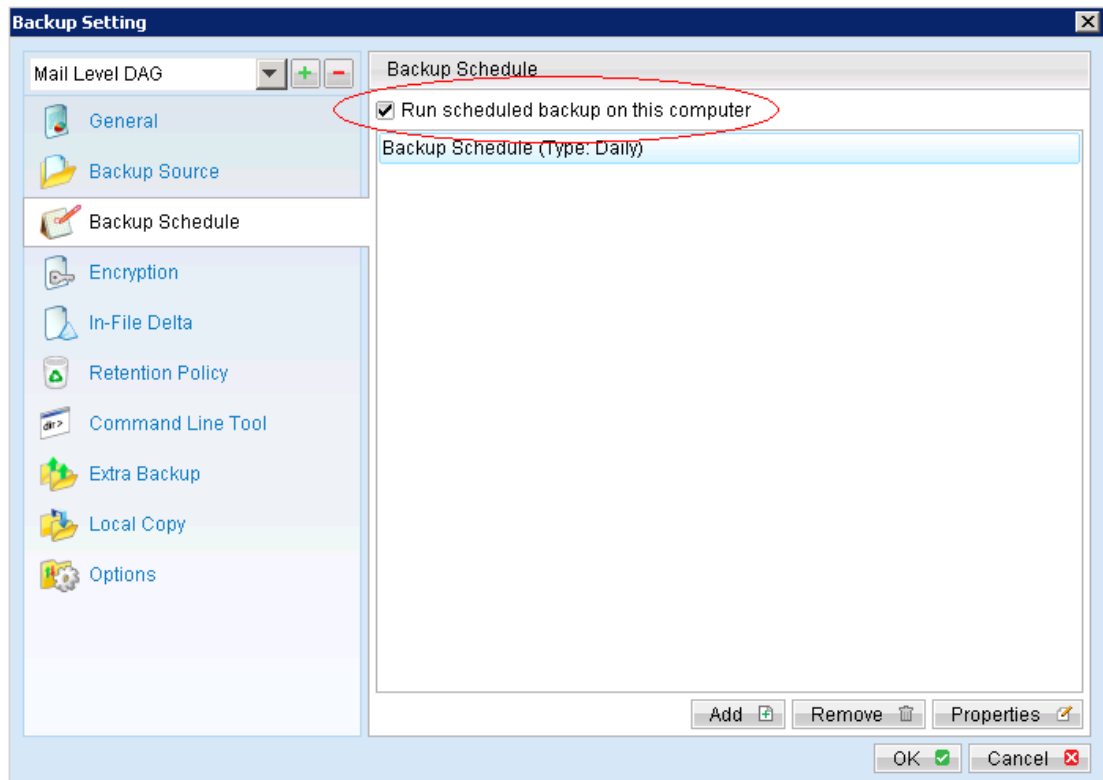
3. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
4. Create a MS Exchange mail level (DAG) backup set by selecting [MS Exchange Mail Level Backup] from the backup set type dropdown menu, then select the version of the Microsoft Exchange server to [Microsoft Exchange Server Database Available Group]



5. Enter the backup set name
6. Select [Next] to proceed.
7. Expand the Mailbox Store to select the corresponding mailboxes for backup.



8. Configure a backup schedule for unattended backups (required).
9. Select an encryption setting for your backup set.
10. Press the [OK] button to complete the configuration of backup set.
11. Scheduled backup will run automatically at the configured schedule time.
12. Click [Save Settings] button on the AhsayOBM main screen to save the settings.
13. On the next Exchange Server within the same DAG, open the AhsayOBM (RunOBC32.bat) and click on the same backup set.
14. Make sure you have checked the checkbox of the "Run scheduled backup on this computer."



15. Click the [Save Setting] button on the AhsayOBM main screen.
16. Repeat step 13 until all the Exchange Servers within the same DAG have been configured to run the schedule backup.

Note:

Since 6.11.0.0 , AhsayOBS/AhsayOBM supports multiple computers to backup on the same Exchange mail level DAG backup set.

16.8 How to perform Brick-Level restore with database availability group (DAG)

Refer to the following instructions to restore individual items to the active database on the relevant Microsoft Exchange Server within the DAG.

Note:

Please note that individual Brick-Level backup can only be restored using AhsayOBM client (e.g. cannot perform web restore).

The brick-level restore is required to restore on the active database only. You can identify the Exchange server with the active database from the Exchange Management Shell.

Type the following command in the Exchange Management Shell.

```
Get-MailboxDatabase | ft name, server
```

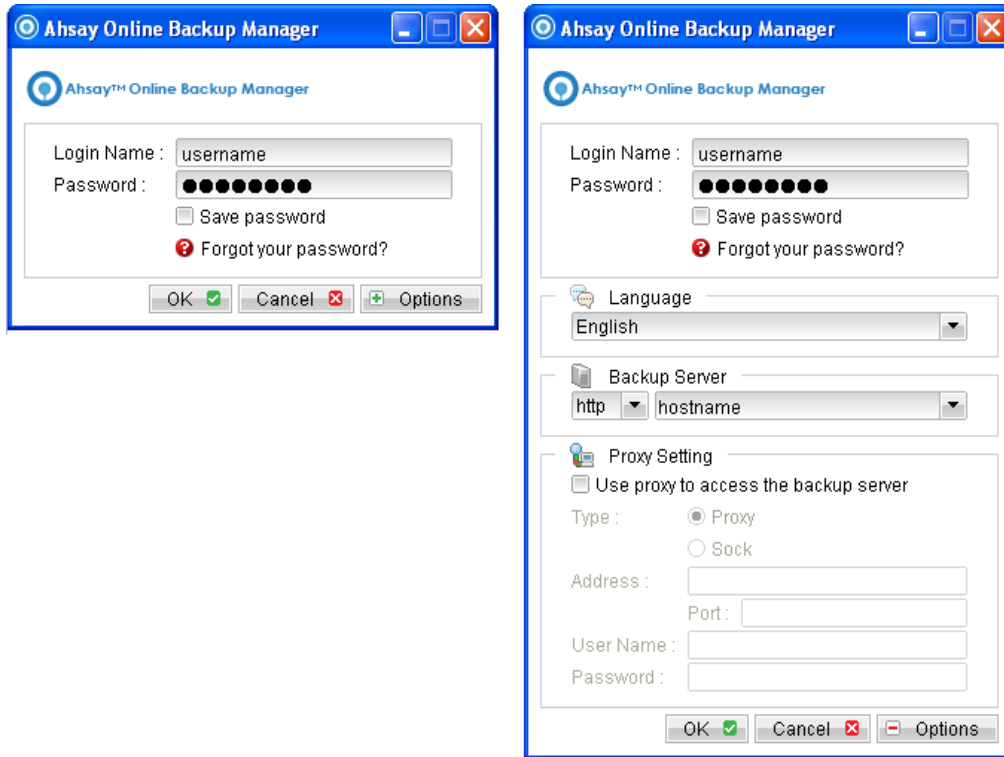
It will show which Exchange server is hosting the active mailbox database. Ie. Mailbox Database 01 and 02 are hosted on EX1, while Mailbox Database 02 and 04 are hosted on EX2.

```
[PS] C:\>Get-MailboxDatabase | ft name, server
```

| <i>Name</i> | <i>Server</i> |
|----------------------------|---------------|
| ---- | ----- |
| <i>Mailbox Database 02</i> | <i>EX2</i> |
| <i>Mailbox Database 01</i> | <i>EX1</i> |
| <i>Mailbox Database 03</i> | <i>EX1</i> |
| <i>Mailbox Database 04</i> | <i>EX2</i> |

When you can identify which Exchange server hosted the active database, you can logon to that Exchange server to restore the mail items.

1. Login to the backup application's user interface.

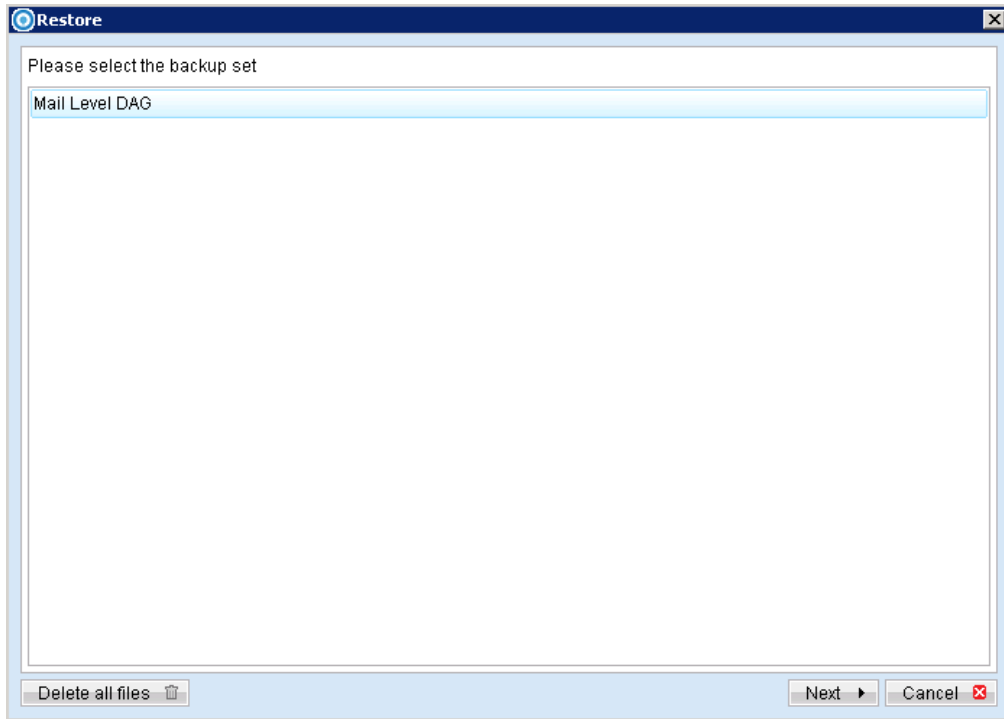


For AhsayOBM installation on 64 bit machines, please start the backup application by running the RunOBC32.bat file found under the application installation bin directory:

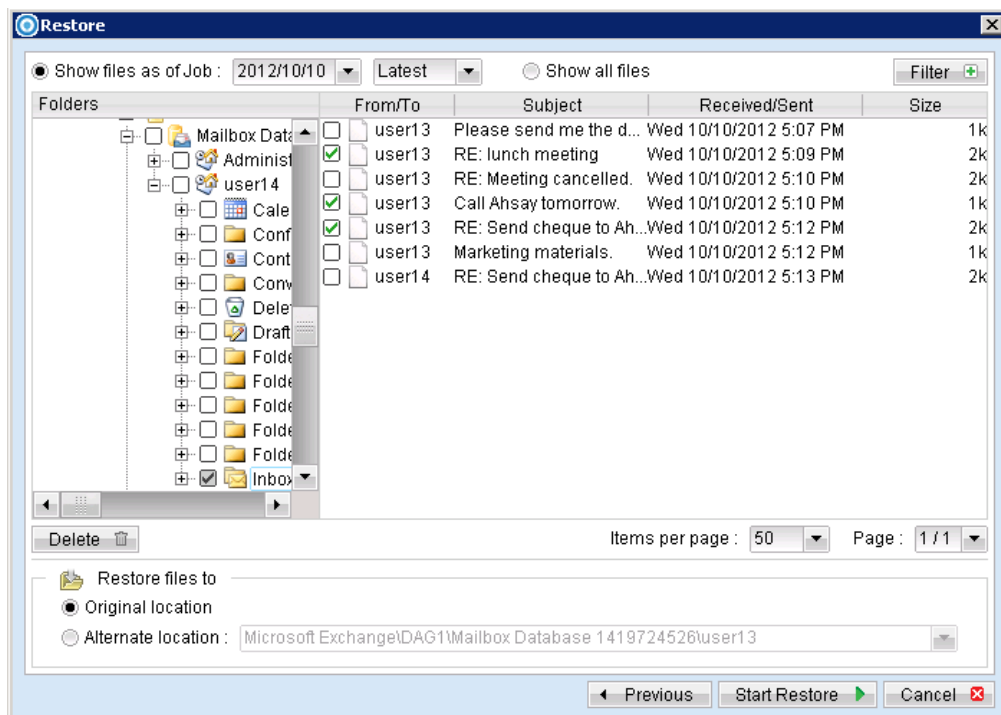
```
${AhsayOBM-InstallHome}\bin\RunOBC32.bat
```

2. Select the [Restore] button on the AhsayOBM main menu.

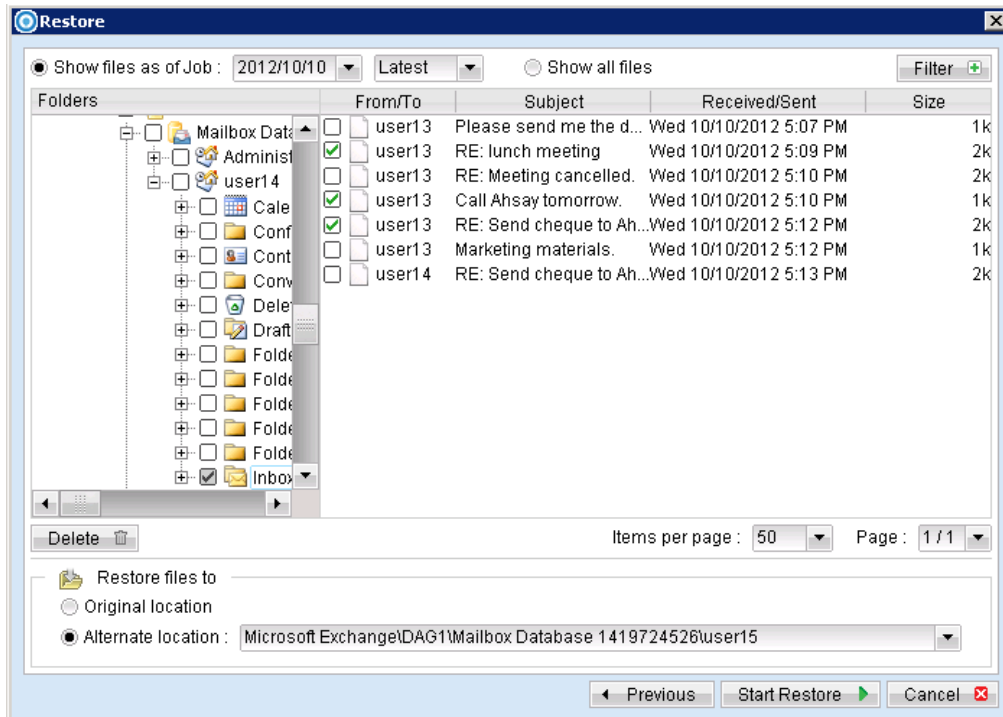
Select the corresponding backup set to be restored.



3. Select the individual mail item to be restored.



You can restore to the original mail box by selecting the "Original location", alternatively, you can now restore individual items to another mail box by selecting "Alternate location".



Limitation:

If you are trying to restore the mailbox item to a destination mailbox which has a different language setting than the original mailbox, AhsayOBM will attempt to restore the folder names of in accordance to destination mailbox language settings;

- Inbox
- Outbox
- Sent Items
- Deleted Items
- Drafts
- Junk E-Mail

For other folders such as 'Calendar' or 'Notes', a new folder 'Calendar' or 'Notes' will be created.

| Backup source (English) | Action | Destination mailbox with Chinese as default language settings |
|-------------------------|--------|---|
| Inbox | Merge | 收件箱 |
| Outbox | Merge | 寄件匣 |
| Sent Items | Merge | 寄件備份 |
| Deleted Items | Merge | 刪除的郵件 |
| Drafts | Mergo | 草稿 |

| | | |
|-------------|-------------------|----------|
| Junk E-Mail | Merge | 垃圾電郵 |
| Calendar | Create new folder | Calendar |
| Notes | Create new folder | Notes |

4. Press the [Start Restore] button to restore.

17 Backup / Restore Oracle Database Server

This chapter describes how to backup and restore Oracle database server.

17.1 Supported versions

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the supported versions.

17.2 Requirements and recommendations

Please ensure that the following requirements are met by the Oracle database server:

1. AhsayOBM is installed on the Oracle database server.
2. The Oracle databases selected for backup will be temporarily spooled to a temp directory before being uploaded to the backup server.

It is recommended that the temporary directory have disk space of at least 120% of the total database size (e.g. total size of all database files).

3. All database selected for backup, must be in *ARCHIVELOG* mode.

ARCHIVELOG mode guarantees complete data recoverability, and must be enabled to perform online backups.

To enable *ARCHIVELOG* mode, please refer to the following instruction:

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

Note: The PFILE can be found in either \$ORACLE_BASE/admin/SID/pfile or \$ORACLE_HOME/admin/SID/pfile .

```
LOG_ARCHIVE_DEST = ${Storage path of archive redo logs}

LOG_ARCHIVE_FORMAT = 'log%t_%s_%r.arc'

LOG_ARCHIVE_START = true
```


- Set *ORACLE_SID* to your database *System Identifier (SID)*:

```
Windows:  
set ORACLE_SID=${database_SID}  
  
Linux:  
export ORACLE_SID=${database_SID}
```

- Connect to database as *SYSDBA*.

```
sqlplus "/ as sysdba"
```

- Shutdown database.

```
SQL> shutdown immediate
```

- Start and mount database.

```
SQL> startup mount
```

- Switch database to archived log mode.

```
SQL> alter database archivelog;
```

- Open database.

```
SQL> alter database open;
```

Example:

```
$ export ORACLE_SID=GDB1  
  
$ sqlplus "/ as sysdba"  
  
SQL*Plus: Release 10.2.0.1.0 - Production on Thu Nov 8  
15:08:57 2007  
  
Copyright (c) 1982, 2005, Oracle. All rights reserved.  
  
Connected to:
```

```
Oracle Database 10g Enterprise Edition Release 10.2.0.1.0 -
Production
With the Partitioning, OLAP and Data Mining options
```

```
SQL> shutdown immediate
Database closed.
Database dismounted.
ORACLE instance shut down.
```

```
SQL> startup mount
ORACLE instance started.
```

```
Total System Global Area 285212672 bytes
Fixed Size                  1218992 bytes
Variable Size               96470608 bytes
Database Buffers            184549376 bytes
Redo Buffers                 2973696 bytes
Database mounted.
```

```
SQL> alter database archivelog;
```

```
Database altered.
```

```
SQL> alter database open;
```

```
Database altered.
```

4. Grant `JAVASYSPRIV` to the system account.

```
SQL> grant javasyspriv to system;
```

Example:

```
SQL> grant javasyspriv to system;
Grant succeeded.
```

5. Archived logs are not deleted automatically after an Oracle database backup. On the next backup job, the script file "UpdateOracleRmanRecords.bat" (Windows) or "UpdateOracleRmanRecords.sh" (Linux) in `AhsayOBM_HOME/bin` will be executed to remove these archived logs. To grant the privilege for the script to run. Please do the following.

Windows

Assume the path "D:\oracle\product\10.2.0\db_1\bin" is the path for the Oracle binaries.

Example:

```
D:
cd \oracle\product\10.2.0\db_1\bin
sqlplus "/ as sysdba"
SQL> grant sysdba to system;
SQL> quit
set ORACLE_HOME=D:\oracle\product\10.2.0\db_1
```

Linux

Assume the path "/oracle/product/10.2.0/db_1/bin" is the path for the Oracle binaries.

Example:

```
$ su - oracle      (or other users that have enough privileges)
$ cd /oracle/product/10.2.0/db_1/bin
$ sqlplus "/ as sysdba"
SQL> grant sysdba to system;
SQL> quit
$ export ORACLE_HOME=/oracle/product/10.2.0/db_1
```

Note: Please also restart your scheduler to ensure the AhsayOBM scheduler is running with the above ORACLE_HOME. Warning messages may be shown in the backup report if the AhsayOBM scheduler starts before the above ORACLE_HOME statement when machine reboots.

To restart the scheduler, please run the following commands.

```
AhsayOBM_HOME/bin/StopScheduler.sh
AhsayOBM_HOME/bin/Scheduler.sh
```

17.3 Overview

The following steps are performed during a backup job:

1. Connection from the backup client to the backup server is established.
2. Download the server file list from the backup server.
3. Connection to the Oracle database is established using *SQL*NET*.

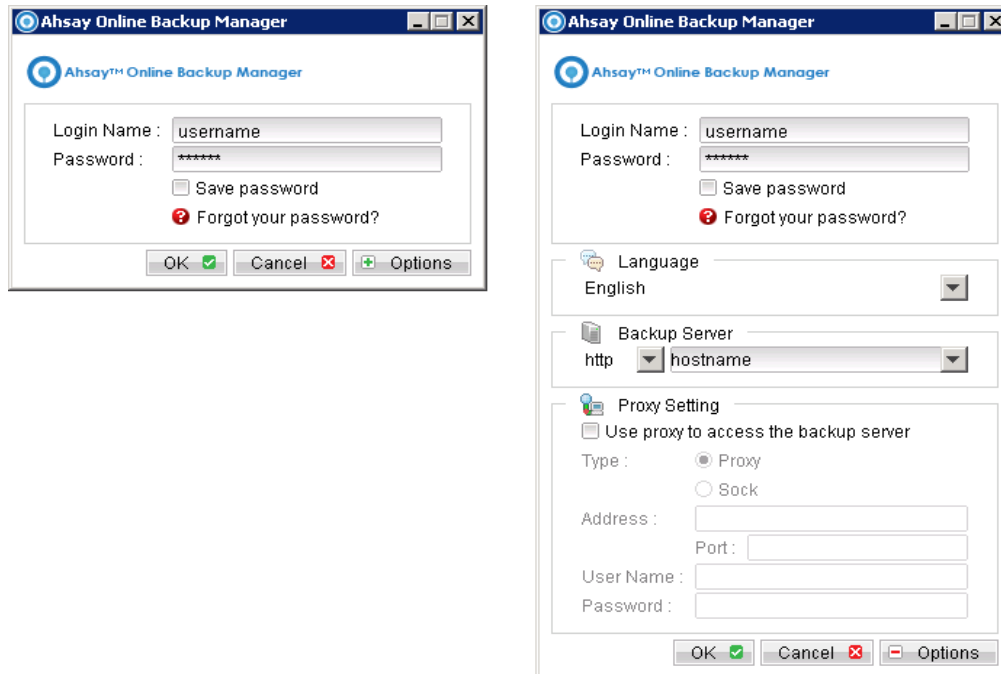
4. For backup type [Database Backup], commands are issued for the following data to be spooled to the temporary spool path:
 - All tablespace selected for backup
 - All non default initialization parameters
 - All control files
 - All archived log files
5. For backup type [Archived Log Backup], commands are issued for archived logs to be spooled to the temporary spool path.
6. Server and local file lists are compared to determine which file will be uploaded.
7. Delta file is generated for modified file (if necessary).
8. Data are encrypted, compressed, and uploaded to the backup server.
9. Data are removed from the temporary spool path.
10. Backup completed successfully.

17.4 How to backup an Oracle database (Windows)

Refer to the following instructions to backup Oracle database installation on Windows:


1. Login to the backup application's user interface.

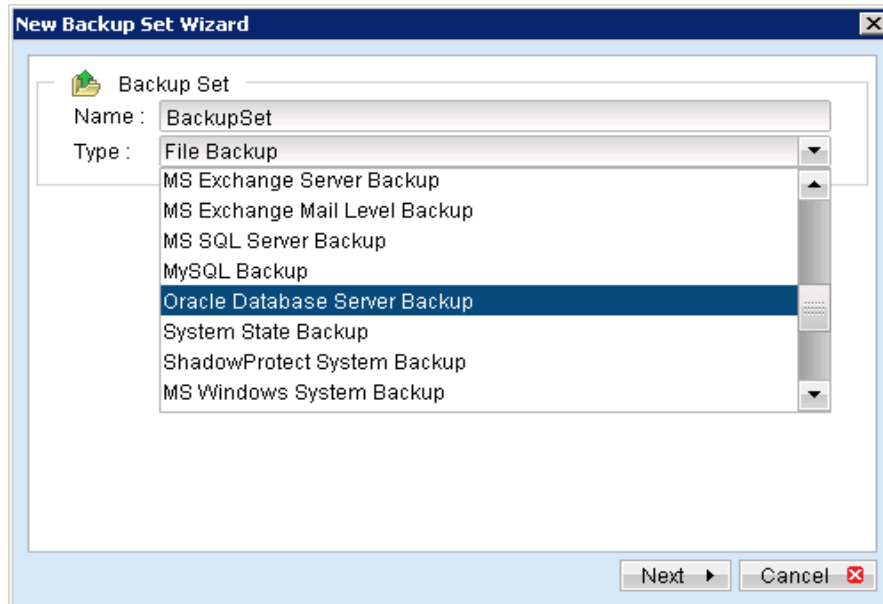
Double-click on the AhsayOBM desktop icon or right-click on the system tray icon:



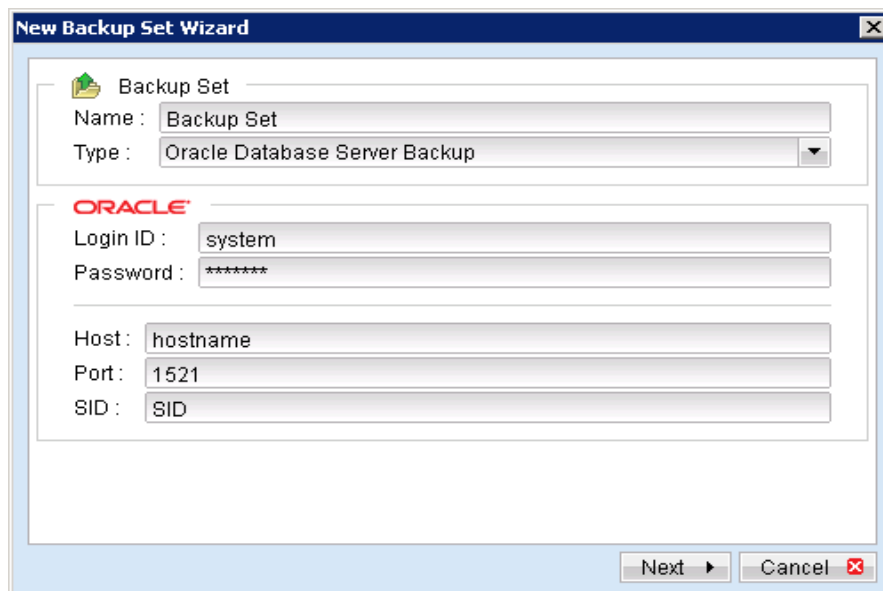
Note:

AhsayOBM must be installed on the Oracle database server.

2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.



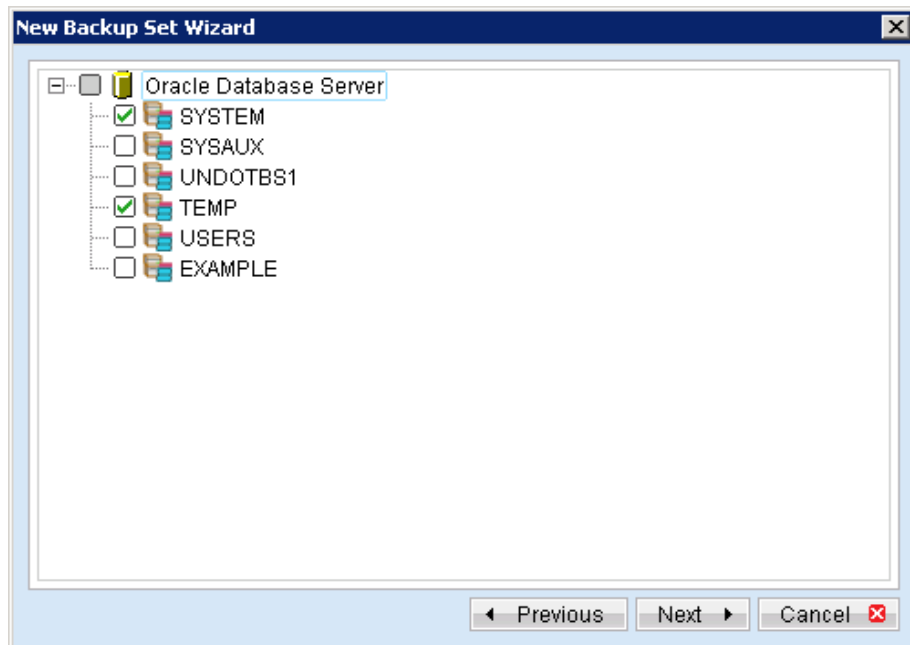
3. Create an Oracle Database Server Backup set by selecting [Oracle Database Server Backup] from the backup set type dropdown menu.
4. Enter the corresponding information required:



| Menu Items | Description |
|------------|---|
| Name | Enter a backup set name of your choice. |
| Type | Select backup set type [Oracle Database Server Backup]. |
| Login ID | Enter the Login ID of the Oracle system account. |

| | |
|----------|---|
| | |
| Password | Enter the password of the Oracle system account. |
| Host | Enter the IP address or hostname of the Oracle database server. Note: AhsayOBM must be installed on the Oracle database server. |
| Port | Enter the Oracle TNS port. |
| SID | Enter the Oracle SID. |

5. Select [Next] to proceed.
6. Select the corresponding tablespace for backup.



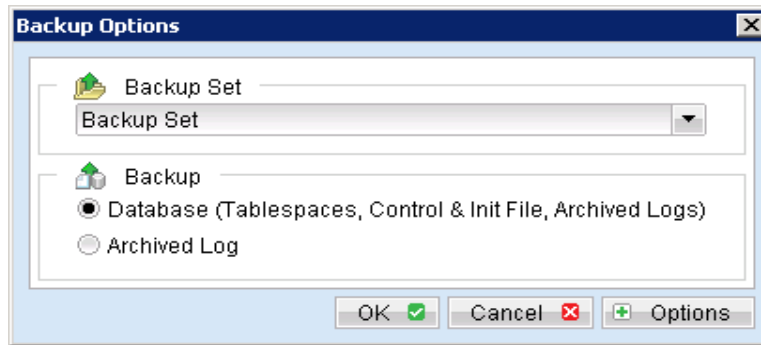
7. Configure a backup schedule for unattended backups.

Note:

Multiple backup schedules of different types can be configured for the same backup set.

8. Select an encryption setting for your backup set.
9. Press the [OK] button to complete the configuration of backup set.
10. Scheduled backup will run automatically at the configured schedule time.

11. Click [Backup] button on the left panel to perform a backup immediately.
12. Select the backup type to be performed:



| Menu Items | Description |
|--|---|
| Database (Tablespaces, Control & Init File, Archived Logs) | Backup the following: All tablespace selected for backup All non-default initialization parameters All control files All archived log files |
| Archived Log | Backup the archived log. |

17.5 How to backup an Oracle database (Linux)

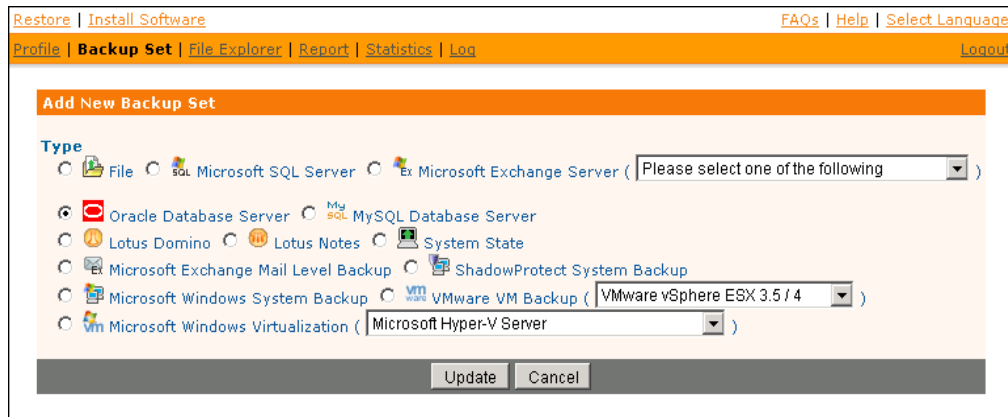
Refer to the following instructions to backup Oracle database installation on Linux:

1. Install AhsayOBM on the Oracle database server.

Note:

AhsayOBM must be installed on the Oracle database server.

2. Create a new Oracle Database Server Backup set on the web interface.
3. Login to the AhsayOBS web console, select [Backup Set].
4. Press the [Add] button to access the Add New Backup Set menu.



Restore | Install Software | FAQs | Help | Select Language

Profile | **Backup Set** | File Explorer | Report | Statistics | Log | Logout

Add New Backup Set

Type

☐ File
 ☐ Microsoft SQL Server
 ☐ Microsoft Exchange Server (Please select one of the following)

☒ Oracle Database Server
 ☐ MySQL Database Server

☐ Lotus Domino
 ☐ Lotus Notes
 ☐ System State

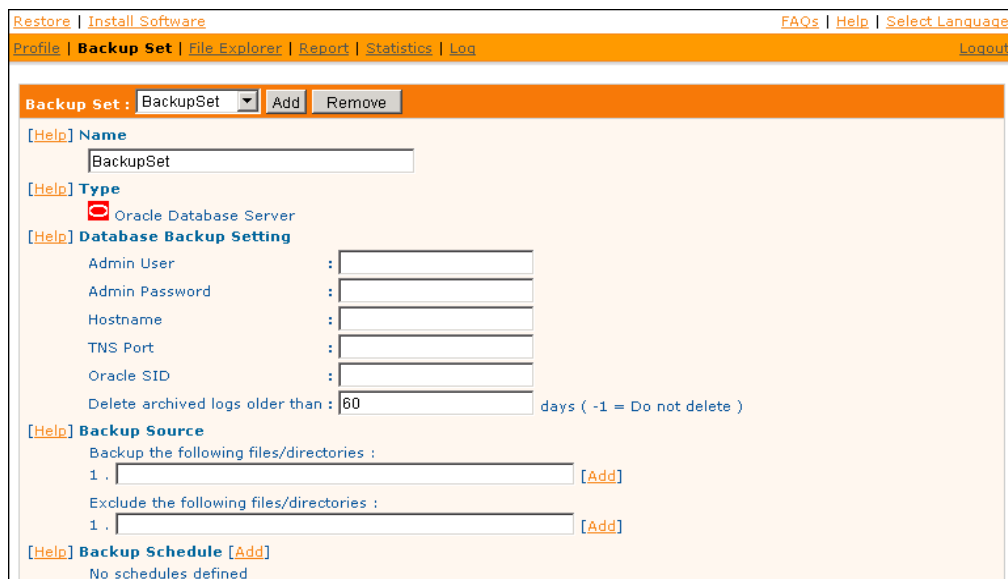
☐ Microsoft Exchange Mail Level Backup
 ☐ ShadowProtect System Backup

☐ Microsoft Windows System Backup
 ☐ VMware VM Backup (VMware vSphere ESX 3.5 / 4)

☐ Microsoft Windows Virtualization (Microsoft Hyper-V Server)

Update Cancel

5. Select the [Oracle Database Server] radio button and [Update].
6. Enter the Name and Database Backup Setting required:



Restore | Install Software | FAQs | Help | Select Language

Profile | **Backup Set** | File Explorer | Report | Statistics | Log | Logout

Backup Set : BackupSet Add Remove

[Help] Name
BackupSet

[Help] Type
☒ Oracle Database Server

[Help] Database Backup Setting

Admin User :

Admin Password :

Hostname :

TNS Port :

Oracle SID :

Delete archived logs older than : 60 days (-1 = Do not delete)

[Help] Backup Source

Backup the following files/directories :

1 . [Add]

Exclude the following files/directories :

1 . [Add]

[Help] Backup Schedule [Add]
No schedules defined

| Menu Items | Description |
|----------------|---|
| Name | Enter a backup set name of your choice. |
| Admin User | Enter the Login ID of the Oracle system account. |
| Admin Password | Enter the password of the Oracle system account. |
| Hostname | Enter the IP address or hostname of the Oracle database server. Note: AhsayOBM must be installed on the Oracle database server. |

| | |
|---------------------------------|--|
| | |
| TNS Port | Enter the Oracle TNS port. |
| Oracle SID | Enter the Oracle SID. |
| Delete archived logs older than | Option to delete archived log exceeded x days. |

7. Enter the Backup Source required:

To backup all tablespaces, enter 'Oracle Database Server' in the [Backup the following files/directories] field:

[\[Help\]](#) **Backup Source**

Backup the following files/directories :

1 . Oracle Database Server [\[Remove\]](#)

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

Exclude the following files/directories :

1 . [\[Add\]](#)

To backup or exclude individual tablespace, enter 'Oracle Database Server/Database_Name' (e.g. Oracle Database Server/SYSTEM):

[\[Help\]](#) **Backup Source**

Backup the following files/directories :

1 . Oracle Database Server/SYSTEM [\[Remove\]](#)

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

Exclude the following files/directories :

1 . [\[Add\]](#)

8. Configure a backup schedule for unattended backups.

Note:

Multiple backup schedules of different types can be configured for the same backup set.

- Press the [Update] button to save the newly created backup set.
- Login to the Oracle database server with AhsayOBM installed.
- Start the Configurator.sh script by accessing the backup client installation bin folder:

```
>sh AhsayOBM_HOME/bin/Configurator.sh
```

12. Follow the instructions provided in the Configurator to complete the configuration of the backup set.

For Linux with GUI installed, backup set can also be created using the AhsayOBM user interface, similar to the procedures provided in the Windows section.

Launch the AhsayOBM user interface:

```
>sh AhsayOBM_HOME/bin/RunOBC.sh
```

13. Scheduled backup will run automatically at the configured schedule time.
14. To perform a backup immediately, execute the RunBackupSet.sh script with the backup set name or ID:

```
>sh AhsayOBM_HOME/bin/RunBackupSet.sh BackupSet_Name
```

Important:

Before executing the script, please edit the BACKUP_TYPE parameter within the RunBackupSet.sh script file from -

BACKUP_TYPE="FILE"

to

BACKUP_TYPE="DATABASE"

17.6 How to restore an Oracle database

Refer to the following instructions to restore Oracle database:

1. Install AhsayOBM on the Oracle database server (if required).
2. Restore the Oracle database backup files from the AhsayOBS server.
3. For restore of an existing database, first shutdown the database:
 - Set *ORACLE_SID* to your database *System Identifier (SID)*:

```
Windows:
set ORACLE_SID=${database_SID}

Linux:
export ORACLE_SID=${database_SID}
```

- Connect to database as *SYSDBA*.

```
sqlplus "/ as sysdba"
```

- Shutdown the database.

```
SQL> shutdown immediate
```

Example:

```
$ export ORACLE_SID=GDB1

$ sqlplus "/ as sysdba"

SQL*Plus: Release 10.2.0.1.0 - Production on Thu Nov 8
17:04:57 2007

Copyright © 1982, 2005, Oracle. All right reserved.

Connected to:
Oracle Database 10g Enterprise Edition Release 10.2.0.1.0 -
Production With the Partitioning, OLAP and Data Mining
options

SQL> shutdown immediate
Database closed.
Database dismounted.
ORACLE instance shut down.
```

4. For restore of a non-existing database, first create a password file:

```
orapwd file=$ORACLE_HOME/dbs/orapw${database_SID}
password=${password}
```

Example:

```
$ orapwd file=/oracle/OraHome1/dbs/orapwBGDB1
password=pwd123
```

5. Place the restored backup files to their original directory path:

Control files, datafiles and archived logs are stored on AhsayOBS along with their full path information.

For example with the data restored to the directory /obm_restore:

```
/obm_restore/Oracle Database
Server/oracle/product/10.2.0/db_1/admin/GDB1/

/obm_restore/Oracle Database
Server/oracle/product/10.2.0/db_1/dbs/initGDB1.ora

/obm_restore/Oracle Database
Server/oracle/product/10.2.0/db_1/dbs/spfileGDB1.ora

/obm_restore/Oracle Database
Server/oracle/product/10.2.0/db_1/flash_recovery_area/GDB1

/obm_restore/Oracle Database
Server/oracle/product/10.2.0/db_1/oradata/GDB1
```

These files should be moved to:

```
/oracle/product/10.2.0/db_1/admin/GDB1/

/oracle/product/10.2.0/db_1/dbs/initGDB1.ora

/oracle/product/10.2.0/db_1/dbs/spfileGDB1.ora

/oracle/product/10.2.0/db_1/flash_recovery_area/GDB1/

/oracle/product/10.2.0/db_1/oradata/GDB1/
```

6. Rename database files (for database restore to a new location):

- Modify the *PFILE* file to update file path.

Modify all file paths to reflect the change to the new location, and then save.

For example from:

```
background_dump_dest = /oracle/OraHome1/admin/GDB2/bdump

control_files = (/oracle/OraHome1/oradata/GDB2/control01.ctl,
/oracle/OraHome1/oradata/GDB2/control02.ctl,
/oracle/OraHome1/oradata/GDB2/control03.ctl)

core_dump_dest = /oracle/OraHome1/admin/GDB2/cdump

user_dump_dest = /oracle/OraHome1/admin/GDB2/udump
```

Change to:

```
background_dump_dest =
/new_db_location/OraHome1/admin/GDB2/bdump

control_files =
(/new_db_location/OraHome1/oradata/GDB2/control01.ctl,
/new_db_location/OraHome1/oradata/GDB2/control02.ctl,
/new_db_location/OraHome1/oradata/GDB2/control03.ctl)

core_dump_dest = /new_db_location/OraHome1/admin/GDB2/cdump

user_dump_dest = /new_db_location/OraHome1/admin/GDB2/udump
```

- Quote the values of *Dispatchers* as a single argument:

```
Dispatchers = "(PROTOCOL=TCP) (SERVICE=GDB1XDB) "
```

- Delete the *SPFILE* file.
- Set *ORACLE_SID* to your database *System Identifier (SID)*.

```
Windows:
set ORACLE_SID=${database_SID}

Linux:
export ORACLE_SID=${database_SID}
```

- Run *SQL Plus* and connect to the database as *SYSDBA*

```
sqlplus "/ as sysdba"
```

- Start and mount the database.

```
SQL> startup mount
```

- Create a backup of the control file to trace file.

```
SQL> alter database backup controlfile to trace as  
'New_DB_Location/CONTROL.TRC' reuse;
```

- Rename each of datafile, log file and temp file.
- Open the newly created trace file and check for the filename of each datafile, log file and tempfile.

Rename each of these files:

```
SQL> alter database rename file 'xxx' to 'yyy';
```

Where xxx is the old filename found in the trace file, and yyy is the new filename with the updated path.

Example:

```
SQL> alter database rename file  
'/oracle/product/10.2.0/db_1/oradata/GDB1/system01.dbf' to  
'/new_db_location/oradata/GDB1/system01.dbf';  
  
SQL> alter database rename file  
'/oracle/product/10.2.0/db_1/oradata/GDB1/undotbs01.dbf' to  
'/new_db_location/oradata/GDB1/undotbs01.dbf';  
  
SQL> alter database rename file  
'/oracle/product/10.2.0/db_1/oradata/GDB1/sysaux01.dbf' to  
'/new_db_location/oradata/GDB1/sysaux01.dbf';  
  
SQL> alter database rename file  
'/oracle/product/10.2.0/db_1/oradata/GDB1/users01.dbf' to  
'/new_db_location/oradata/GDB1/users01.dbf';
```

```
SQL> alter database rename file
'/oracle/product/10.2.0/db_1/oradata/GDB1/TS1' to
'/new_db_location/oradata/GDB1/TS1';

SQL> alter database rename file
'/oracle/product/10.2.0/db_1/oradata/GDB1/redo01.log' to
'/new_db_location/oradata/GDB1/redo01.log';

SQL> alter database rename file
'/oracle/product/10.2.0/db_1/oradata/GDB1/redo02.log' to
'/new_db_location/oradata/GDB1/redo02.log';

SQL> alter database rename file
'/oracle/product/10.2.0/db_1/oradata/GDB1/redo03.log' to
'/new_db_location/oradata/GDB1/redo03.log';

SQL> alter database rename file
'/oracle/product/10.2.0/db_1/oradata/GDB1/temp01.dbf' to
'/new_db_location/oradata/GDB1/temp01.dbf';
```

Example:

```
$ export ORACLE_SID=GDB1

$ sqlplus "/" as sysdba"

SQL*PLUS: Release 10.2.0.1.0 - Production on Fri Nov 9
17:50:30 2007

Copyright © 1982, 2005, Oracle. All rights reserved.

Connected to an idle instance.

SQL> startup mount

ORACLE instance started.

Total System Global Area 285212672 bytes
Fixed Size 1218992 bytes
Variable Size 92276304 bytes
Database Buffers 188743680 bytes
Redo Buffers 2973696 bytes
Database mounted.

SQL> alter database backup controlfile to trace as
'/new_db_location/control.trc' reuse;

Database altered.

SQL> alter database rename file
'/oracle/product/10.2.0/db_1/oradata/GDB1/system01.dbf' to
'/new_db_location/oradata/GDB1/system01.dbf';
```


Database altered.

```
SQL> alter database rename file  
'/oracle/product/10.2.0/db_1/oradata/GDB1/undotbs01.dbf' to  
'/new_db_location/oradata/GDB1/undotbs01.dbf';
```

Database altered.

```
SQL> alter database rename file  
'/oracle/product/10.2.0/db_1/oradata/GDB1/sysaux01.dbf' to  
'/new_db_location/oradata/GDB1/sysaux01.dbf';
```

Database altered.

```
SQL> alter database rename file  
'/oracle/product/10.2.0/db_1/oradata/GDB1/users01.dbf' to  
'/new_db_location/oradata/GDB1/users01.dbf';
```

Database altered.

```
SQL> alter database rename file  
'/oracle/product/10.2.0/db_1/oradata/GDB1/TS1' to  
'/new_db_location/oradata/GDB1/TS1';
```

Database altered.

```
SQL> alter database rename file  
'/oracle/product/10.2.0/db_1/oradata/GDB1/redo01.log' to  
'/new_db_location/oradata/GDB1/redo01.log';
```

Database altered.

```
SQL> alter database rename file  
'/oracle/product/10.2.0/db_1/oradata/GDB1/redo02.log' to  
'/new_db_location/oradata/GDB1/redo02.log';
```

Database altered.

```
SQL> alter database rename file  
'/oracle/product/10.2.0/db_1/oradata/GDB1/redo03.log' to  
'/new_db_location/oradata/GDB1/redo03.log';
```

Database altered.

```
SQL> alter database rename file  
'/oracle/product/10.2.0/db_1/oradata/GDB1/temp01.dbf' to  
'/new_db_location/oradata/GDB1/temp01.dbf';
```

Database altered.

7. Restore the database.

Perform the following steps to restore database using Recovery Manager:

- Set *ORACLE_SID* to your database *System Identifier (SID)*.

```
Windows:
set ORACLE_SID=${database_SID}

Linux:
export ORACLE_SID=${database_SID}
```

- Run *Oracle Recovery Manager (rman)* and connect to the target database.

```
rman target /
```

- Start and mount the database.

```
RMAN> startup mount
```

- Apply all transactions from the archived log files to the last sequence.

```
RMAN> recover database until sequence=4 thread=1;
```

The above command assumes that the sequence number of the last archived log is 3.

The sequence numbers can be found on the filename of the archived log:

```
${Oracle_Home}/dbs/ol_mf_1_2_3xxxxxxx_.arc
${Oracle_Home}/dbs/ol_mf_1_3_3xxxxxxx_.arc
```

- Open the database.

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

Example:

```
$ export ORACLE_SID=GDB1
$ rman target /
```

Recovery Manager: Release 10.2.0.1.0 - Production on Thu Nov 8

17:46:27 2007

Copyright (c) 1982, 2005, Oracle. All rights reserved.

connected to target database (not started)

RMAN> startup mount

Oracle instance started
database mounted

Total System Global Area 285212672 bytes

Fixed Size 1218992 bytes

Variable Size 113247824 bytes

Database Buffers 167772160 bytes

Redo Buffers 2973696 bytes

RMAN> recover database until sequence=4 thread=1;

Starting recover at 08-NOV-07

Starting implicit crosscheck backup at 08-NOV-07

using target database control file instead of recovery catalog

allocated channel: ORA_DISK_1

channel ORA_DISK_1: sid=157 devtype=DISK

Finished implicit crosscheck backup at 08-NOV-07

Starting implicit crosscheck copy at 08-NOV-07

using channel ORA_DISK_1

Finished implicit crosscheck copy at 08-NOV-07

searching for all files in the recovery area

cataloging files...

cataloging done

List of Cataloged Files

=====

File Name:

/oracle/product/10.2.0/db_1/flash_recovery_area/GDB1/archivelog/2007_11_08/ol_mf_1_3_3m5hlyby_.arc

using channel ORA_DISK_1

starting media recovery

archive log thread 1 sequence 2 is already on disk as file
/oracle/product/10.2.0/db_1/flash_recovery_area/GDB1/archivelog/2007_11_08/ol_mf_1_2_3m5h1svs_.arc

archive log thread 1 sequence 3 is already on disk as file
/oracle/product/10.2.0/db_1/flash_recovery_area/GDB1/archivelog/2007_11_08/ol_mf_1_3_3m5hlyby_.arc

archive log

filename=/oracle/product/10.2.0/db_1/flash_recovery_area/GDB1/archivelog/2007_11_08/ol_mf_1_2_3m5h1svs_.arc thread=1

sequence=2

```
archive log
filename=/oracle/product/10.2.0/db_1/flash_recovery_area/GDB1/
archivelog/2007_11_08/o1_mf_1_3_3m5h1yby_.arc thread=1
sequence=3
media recovery complete, elapsed time: 00:00:01
Finished recover at 08-NOV-07

RMAN> alter database open resetlogs;

database opened
```

8. *Optional - Create the Net Service Name and Database Service Listener:*

To create a Net Service Name

Start Net Manager:

Windows

Click on the [Start Menu], select [Programs].

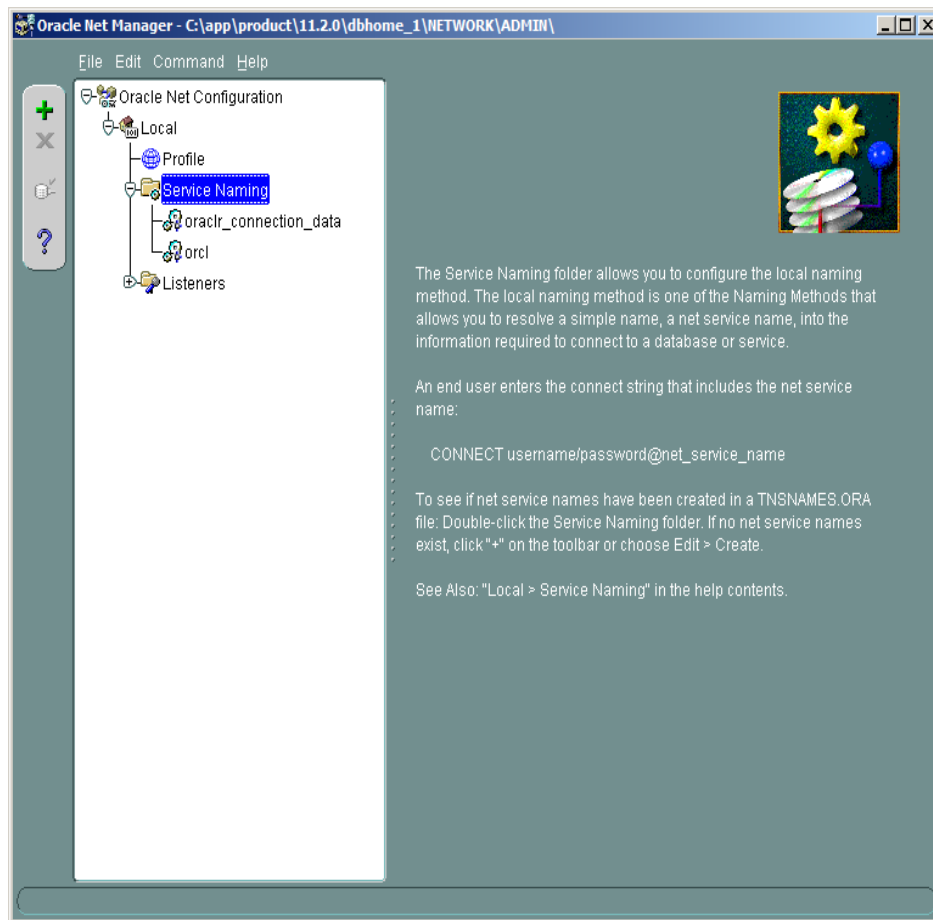
Select [Oracle - \${Home_Name}], in [Configuration and Migration Tools], choose [Net Manager].

Linux

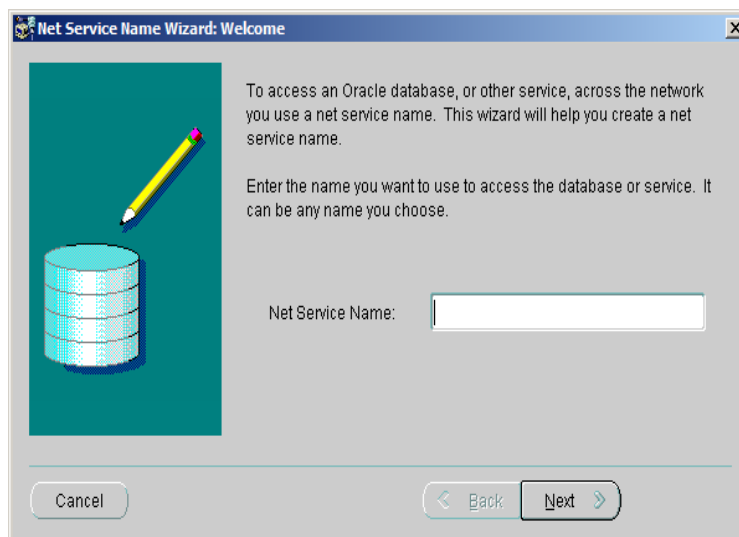
Run netmgr from \${Oracle_Home}/bin:

```
netmgr
```

- Expand [Oracle Net Configuration], [Local].
- Select [Service Naming] and expand the sub tree on the left toolbar.



- The [Net Service Name] wizard will be launched to guide you through the procedure to create a net service name.



Note:

Ensure that the setting is saved afterward.

On the menu bar, click [File], then [Save Network Configuration].

To create a Database Service Listener

Start Net Manager:

Windows

Click on the [Start Menu], select [Programs].

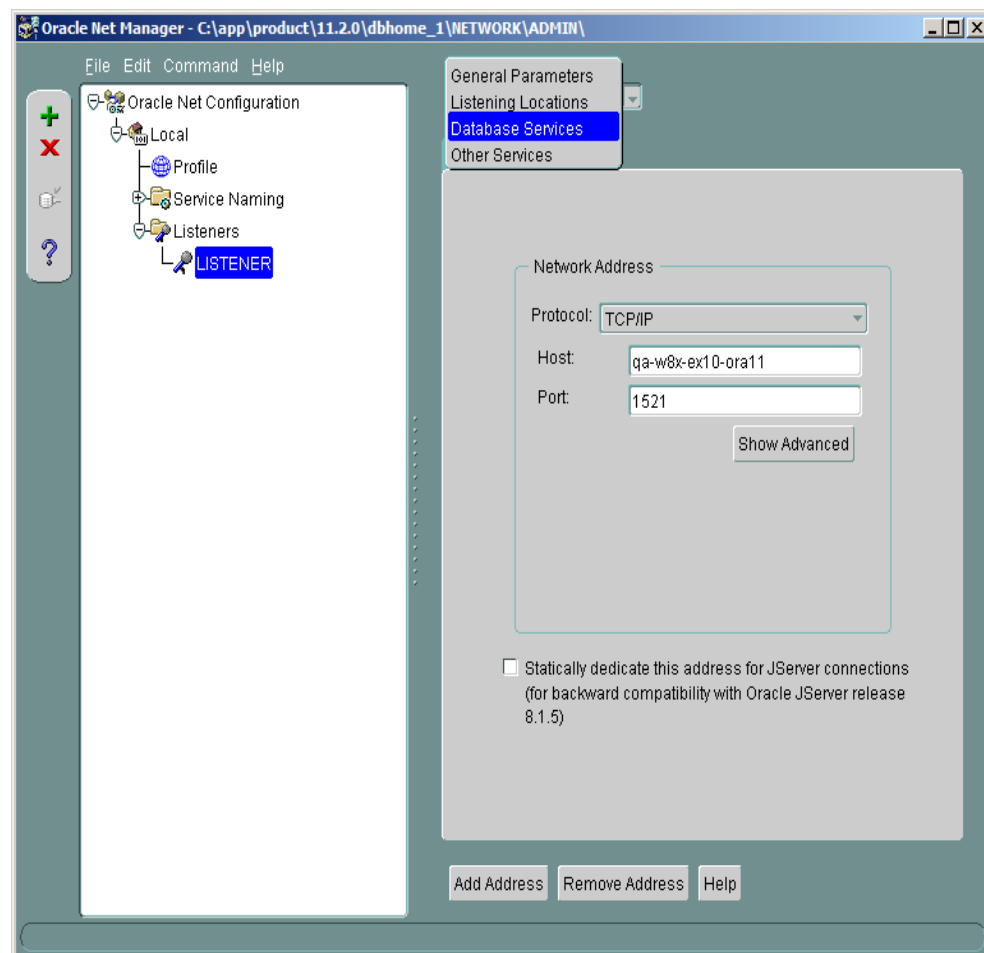
Select [Oracle - \${Home_Name}], in [Configuration and Migration Tools], choose [Net Manager]

Linux

Run netmgr from \${Oracle_Home}/bin:

```
netmgr
```

- Expand [Oracle Net Configuration], [Local].
- Under the [Listeners] sub tree, choose [LISTENER].
- Select [Database Services] from the combo box, then click [Add Database].



- Enter the *Global Database Name* and *SID*.

Note:

Ensure that the setting is saved afterward.

On the menu bar, click [File], then [Save Network Configuration]

17.7 How to restore individual tablespace

Restoring a tablespace required a backup of datafiles consistent with the existing archived logs and control files, as *REDO* will be applied during the restore operation.

Refer to the following instructions to restore tablespace of an Oracle database

1. Install AhsayOBM on the Oracle database server (if required).
2. Restore the Oracle database backup files from the AhsayOBS server.
3. Set *ORACLE_SID* to your database *System Identifier (SID)*.

```
Windows:  
set ORACLE_SID=${database_SID}  
  
Linux:  
export ORACLE_SID=${database_SID}
```

4. Connect to database as *SYSDBA*.

```
sqlplus "/ as sysdba"
```

5. Shutdown the database.

```
SQL> shutdown immediate
```

6. Place the restored tablespace datafiles to the correct directory path.

The Datafile name and path can be found by using the *REPORT SCHEMA* command:

- Run *Oracle Recovery Manager (rman)* and connect to the target database.

```
rman target /
```

- Start and mount database.

```
RMAN> startup mount
```


- List the names of all datafiles and tablespaces.

```
RMAN> report schema;
```

Example:

```
Report of database schema
File K-bytes      Tablespace  RB segs Datafile Name
-----
1          419840 SYSTEM          ***
/oracle/OraHome1/oradata/GDB1/system01.dbf
2          204800 UNDOTBS1          ***
/oracle/OraHome1/oradata/GDB1/undotbs01.dbf
3           20480 CWMMLITE          ***
/oracle/OraHome1/oradata/GDB1/cwmlite01.dbf
4           20480 DRSYS             ***
/oracle/OraHome1/oradata/GDB1/drsys01.dbf
5          141440 EXAMPLE           ***
/oracle/OraHome1/oradata/GDB1/example01.dbf
6           25600 INDX              ***
/oracle/OraHome1/oradata/GDB1/indx01.dbf
7           20480 ODM               ***
/oracle/OraHome1/oradata/GDB1/odm01.dbf
8           10240 TOOLS              ***
/oracle/OraHome1/oradata/GDB1/tools01.dbf
9           25600 USERS             ***
/oracle/OraHome1/oradata/GDB1/users01.dbf
10          39040 XDB                ***
/oracle/OraHome1/oradata/GDB1/xdb01.dbf
11              0 TS1               ***
/oracle/OraHome1/oradata/GDB1/TS1_datafile1.dbf
12              0 TS1               ***
/oracle/OraHome1/oradata/GDB1/TS1_datafile2.dbf
13              0 TS1               ***
/oracle/OraHome1/oradata/GDB1/TS1_datafile3.dbf
```

- Place all restored datafile that constitute the tablespace to the listed location.

For example with the data restored to /obm_restore:

```
/obm_restore/Oracle Database
Server/oracle/OraHome1/oradata/GDB1/TS1_datafile1.dbf

/obm_restore/Oracle Database
Server/oracle/OraHome1/oradata/GDB1/TS1_datafile2.dbf

/obm_restore/Oracle Database
Server/oracle/OraHome1/oradata/GDB1/TS1_datafile3.dbf
```

These files should be moved to:

```
/oracle/OraHome1/oradata/GDB1/TS1_datafile1.dbf
/oracle/OraHome1/oradata/GDB1/TS1_datafile2.dbf
/oracle/OraHome1/oradata/GDB1/TS1_datafile3.dbf
```

7. Restore tablespace.

```
RMAN> recover tablespace TS1;
```

Note:

The above command assumes that the tablespace name is TS1.

If the datafiles are consistent with the database, the following messages will be displayed:

Example:

```
RMAN> recover tablespace TS1;

Starting recover at 19-JUL-07
allocated channel: ORA_DISK_1
channel ORA_DISK_1: sid=156 devtype=DISK

starting media recovery

archive log thread 1 sequence 1 is already on disk as file
D:\ORACLE\PRODUCT\10.
2.0\FLASH_RECOVERY_AREA\GDB1\ARCHIVELOG\2007_07_19\01_MF_1_1_3
9Y98F0H_.ARC
archive log thread 1 sequence 2 is already on disk as file
D:\ORACLE\PRODUCT\10.
2.0\FLASH_RECOVERY_AREA\GDB1\ARCHIVELOG\2007_07_19\01_MF_1_2_3
9Y98JSD_.ARC
archive log thread 1 sequence 3 is already on disk as file
D:\ORACLE\PRODUCT\10.
2.0\FLASH_RECOVERY_AREA\GDB1\ARCHIVELOG\2007_07_19\01_MF_1_3_3
9Y9SW4D_.ARC
archive log
filename=D:\ORACLE\PRODUCT\10.2.0\FLASH_RECOVERY_AREA\GDB1\ARC
HIVELO
G\2007_07_19\01_MF_1_1_39Y98F0H_.ARC thread=1 sequence=1
media recovery complete, elapsed time: 00:00:01
Finished recover at 19-JUL-07
```

If the datafiles are not consistent with the database, the following messages will be displayed:

Example:

```

RMAN> recover tablespace TS1;

Starting recover at 19-JUL-07
allocated channel: ORA_DISK_1
channel ORA_DISK_1: sid=156 devtype=DISK
RMAN-00571:
=====
RMAN-00569: ===== ERROR MESSAGE STACK FOLLOWS
=====
RMAN-00571:
=====
RMAN-03002: failure of recover command at 07/20/2007
12:24:49
RMAN-06163: some datafiles cannot be recovered, aborting the
RECOVER command
RMAN-06166: datafile 7 cannot be recovered
RMAN-06166: datafile 6 cannot be recovered
RMAN-06166: datafile 5 cannot be recovered

```

In this event, please attempt the restore process again with a set of consistent datafiles.

The following error messages will be returned if there is archive log missing:

Example:

```

RMAN> recover tablespace TS1;

Starting recover at 20-JUL-07
using channel ORA_DISK_1

starting media recovery

archive log thread 1 sequence 12 is already on disk as file
D:\ORACLE\PRODUCT\10
.2.0\FLASH_RECOVERY_AREA\GDB1\ARCHIVELOG\2007_07_18\01_MF_1_12
_39VF4JNJ_.ARC
RMAN-00571:
=====
RMAN-00569: ===== ERROR MESSAGE STACK FOLLOWS
=====
RMAN-00571:
=====
RMAN-03002: failure of recover command at 07/20/2007 12:28:52
RMAN-06053: unable to perform media recovery because of
missing log
RMAN-06025: no backup of log thread 1 seq 13 lowscn 660617

```

```
found to restore
```

In this event, please attempt the restore process again after the missing archive log file is found.

8. Open database.

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

Example:

```
$ export ORACLE_SID=GDB1
$ rman target /

Recovery Manager: Release 9.2.0.1.0 - Production

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

connected to target database (not started)

RMAN> startup mount

Oracle instance started
database mounted

Total System Global Area      235999352 bytes

Fixed Size                     450680 bytes
Variable Size                  201326592 bytes
Database Buffers               33554432 bytes
Redo Buffers                   667648 bytes

RMAN> report schema;

using target database control file instead of recovery
catalog
Report of database schema

using target database controlfile instead of recovery
catalog
Report of database schema
File K-bytes      Tablespace              RB segs Datafile Name
-----
---
1          419840 SYSTEM                      ***
/oracle/OraHome1/oradata/GDB1/system01.dbf
2          204800 UNDOTBS1                      ***
/oracle/OraHome1/oradata/GDB1/undotbs01.dbf
3           20480 CWWMLITE                      ***
```

```

/oracle/OraHome1/oradata/GDB1/cwmlite01.dbf
4          20480 DRSYS          ***
/oracle/OraHome1/oradata/GDB1/drsys01.dbf
5          141440 EXAMPLE      ***
/oracle/OraHome1/oradata/GDB1/example01.dbf
6          25600 INDX          ***
/oracle/OraHome1/oradata/GDB1/indx01.dbf
7          20480 ODM           ***
/oracle/OraHome1/oradata/GDB1/odm01.dbf
8          10240 TOOLS         ***
/oracle/OraHome1/oradata/GDB1/tools01.dbf
9          25600 USERS         ***
/oracle/OraHome1/oradata/GDB1/users01.dbf
10         39040 XDB           ***
/oracle/OraHome1/oradata/GDB1/xdm01.dbf
11         0 TS1              ***
/oracle/OraHome1/oradata/GDB1/TS1_datafile1.dbf
12         0 TS1              ***
/oracle/OraHome1/oradata/GDB1/TS1_datafile2.dbf
13         0 TS1              ***
/oracle/OraHome1/oradata/GDB1/TS1_datafile3.dbf

```

List of Temporary Files

```

=====
File Size(MB) Tablespace          Maxsize(MB) Tempfile Name
-----
-----
1      20          TEMP          32767
D:\ORACLE\PRODUCT\10.2.0\ORADATA\
GDB1\TEMP01.DBF

```

```

RMAN> recover tablespace TS1;

```

```

Starting recover at 30-AUG-07
allocated channel: ORA_DISK_1
channel ORA_DISK_1: sid=11 devtype=DISK

```

```

starting media recovery
media recovery complete

```

```

Finished recover at 30-AUG-07

```

```

RMAN> alter database open;

```

```

database opened

```

17.8 Export and Import a database (logical backup)

For logical database backup and recovery, one can also utilize Oracle's built-in export / import utilities.

When exporting, database objects are dumped to a binary file which can then be imported into another Oracle database (e.g. database migration).

Note:

Data exported are in proprietary binary file format; therefore, they can only be used between Oracle databases. One cannot export data and expect to import it into a non-Oracle database.

Refer to the following instructions to perform a logical backup (export):

For example to export the database -

1. Export the database to a dump file with the following command.

```
exp username/password FULL=y FILE='/export-destination/data.dmp' LOG='/log-destination/export.log'
```

Example:

```
$ exp system/pwd123 FULL=y FILE='/oracle/data.dmp'
LOG='/oracle/export.log'
```

```
Connected to: Oracle Database 10g Enterprise Edition Release
10.2.0.1.0 - Production
With the Partitioning, OLAP and Data Mining options
Export done in WE8MSWIN1252 character set and AL16UTF16
NCHAR character set
```

```
About to export the entire database ...
```

```
. exporting tablespace definitions
. exporting profiles
. exporting user definitions
. exporting roles
. exporting resource costs
```

```
////////////////////////////////////
// ... exporting ... //
////////////////////////////////////
```

```
. exporting dimensions
. exporting post-schema procedural objects and actions
. exporting user history table
. exporting default and system auditing options
. exporting statistics
Export terminated successfully without warnings.
```

2. Backup the exported dump file to AhsayOBS.

Create a file type backup set to backup the newly exported dump file to an off-site server.

Note:

For more details, please refer to the File Backup chapter of this same guide.

Refer to the following instructions to perform a logical restore (import):
For example to import a database -

1. Restore the exported dump file from AhsayOBS.
2. Import the database with the following command.

```
imp username/password FULL=y FILE='/import-source/data.dmp'
LOG='/log-destination/import.log'
```

Example:

```
$ imp system/pwd123 FULL=y FILE='/oracle/data.dmp'
LOG='/oracle/import.log'

Connected to: Oracle Database 10g Enterprise Edition Release
10.2.0.1.0 - Production
With the Partitioning, OLAP and Data Mining options

Export file created by EXPORT:V10.02.01 via conventional
path
import done in WE8MSWIN1252 character set and AL16UTF16
NCHAR character set
. importing SYSTEM's objects into SYSTEM
. importing OLAPSYS's objects into OLAPSYS
. importing SYSMAN's objects into SYSMAN
. importing SYSTEM's objects into SYSTEM
. importing OLAPSYS's objects into OLAPSYS

                //////////////////////////////////////////////////
                // ... importing ... //
                //////////////////////////////////////////////////

. importing OLAPSYS's objects into OLAPSYS
. importing SYSTEM's objects into SYSTEM
. importing OLAPSYS's objects into OLAPSYS
. importing SYSMAN's objects into SYSMAN
. importing SCOTT's objects into SCOTT
Import terminated successfully without warnings.
```

18 Backup / Restore Microsoft SQL Server

This chapter describes how to backup and restore Microsoft SQL Server with AhsayOBM.

18.1 Supported versions

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the supported versions.

18.2 Requirements and recommendations

AhsayOBM can be installed on the SQL server, or a separate backup client machine.

For AhsayOBM installation on the SQL Server

Please ensure that the following requirements are met by the SQL Server:

1. AhsayOBM version 5.5.8.0 or above is installed on the SQL server.

Note:

MS SQL 2008 R2 is only supported for AhsayOBM version 5.5.8.0 or above.

2. Databases files are spooled to a temporary directory before being uploaded to the offsite backup server.

It is recommended that the temporary directory have disk space of at least 120% of the total database size.

3. It is recommended that the temporary directory be configured on a local drive.
4. The SQL Windows service must have read write permission to the temporary directory.
5. For database with simple recovery model, only full database and differential database backups are allowed.

To perform a transaction log backup, please change the corresponding databases' recovery model from simple to full.

For AhsayOBM installation on a separate Backup Client Machine

Please ensure that the following requirements are met by the Backup Client Machine:

1. AhsayOBM version 5.5.8.0 or above is installed on the dedicated machine for backup.

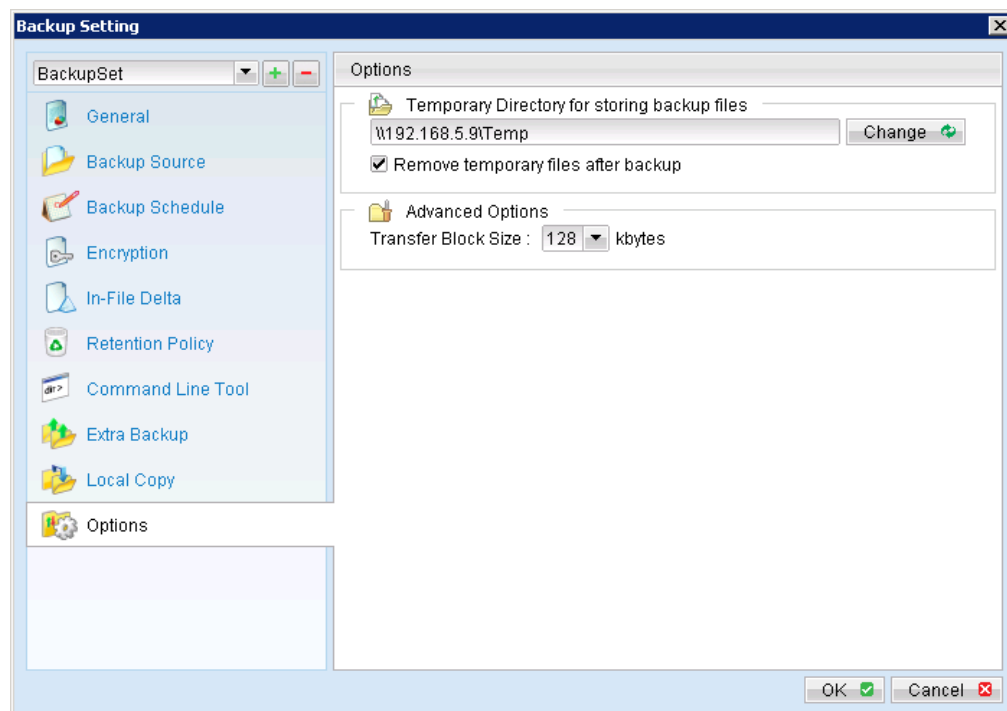
Note:

MS SQL 2008 R2 is only supported for AhsayOBM version 5.5.8.0 or above.

2. Databases files are spooled to the temporary directory before being uploaded to the offsite backup server.

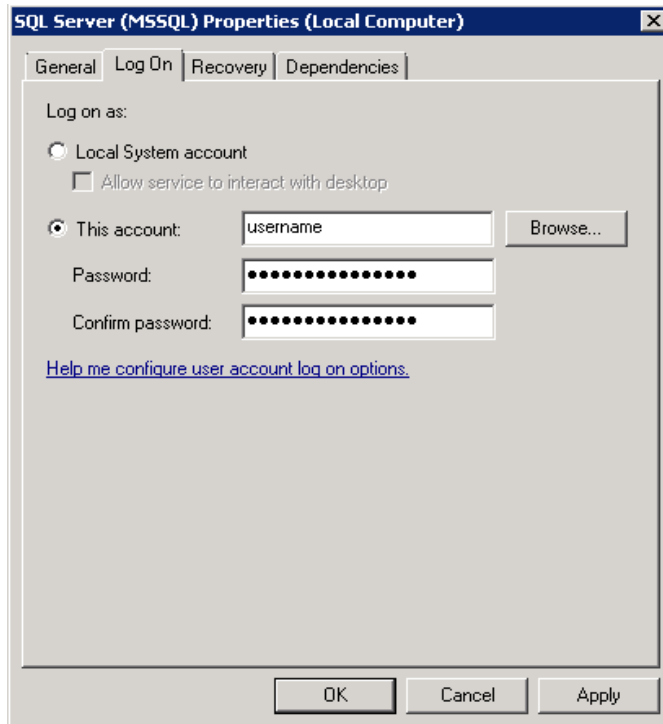
It is recommended that the temporary directory have disk space of at least 120% of the total database size.

3. Since AhsayOBM is not installed directly on the SQL server, the temporary directory configured for the backup set must be a network path that is accessible by the SQL server.



4. The SQL Windows service must have read write permission to the network temporary directory.

Please update the service's [Log On] setting of the services if required.



5. For database with simple recovery model, only full database and differential database backups are allowed.

To perform a transaction log backup, please change the corresponding databases' recovery model from simple to full.

Considerations for backup and restore of system databases

Refer to the following tables for considerations for backup and restore of system databases:

Considerations for backup of system databases:

SQL server maintains a set of system level database which are essential for the operation of the server instance.

Several of the system databases must be backed up after every significant update, they includes:

- master
- model
- msdb

For SQL database with replication enabled.

- distribution

This table summarizes all of the system databases.

| System | Description | Backup | Suggestion |
|--------|-------------|--------|------------|
|--------|-------------|--------|------------|

| database | | required | |
|----------|---|----------|--|
| master | The database that records all of the system level information of a SQL server system. | Yes | <p>Back up the master database as often as necessary to protect the data sufficiently for your business needs.</p> <p>Microsoft recommends a regular backup schedule, which you can supplement with manual backup after any substantial update.</p> |
| model | The template for all databases that are created on the instance of SQL server. | Yes | <p>Backup the model database only when necessary, for example, after customizing its database options.</p> <p>Microsoft recommends that you create only full database backups of model, as required. Because model is small and rarely changes, backing up the log is unnecessary.</p> |
| msdb | <p>The msdb database is used by SQL Server Agent for scheduling alerts and jobs, and for recording operators.</p> <p>It also contains history tables (e.g. backup / restore history table).</p> | Yes | Back up msdb whenever it is updated. |
| tempdb | <p>A workspace for holding temporary or intermediate result sets.</p> <p>This database is recreated every time an instance of SQL</p> | No | The tempdb system database cannot be backed up. |

| | | | |
|--------------|---|-----|---|
| | server is started. | | |
| distribution | <p>The distribution database exists only if the server is configured as a replication distributor.</p> <p>It stores metadata and history data for all types of replication, and transactions for transactional replication.</p> | Yes | Replicated databases and their associated system databases should be backed up regularly. |

Considerations for restore of system databases:

| System database | Restore suggestion |
|-----------------|--|
| master | <p>To restore any database, the instance of SQL server must be running. Startup of an instance of SQL server requires that the master database is accessible and at least partly useable.</p> <p>Restore or rebuild the master database completely if master becomes un-useable.</p> |
| model | <p>Restore the model database if:</p> <ul style="list-style-type: none"> • The master database has been rebuilt. • The model database has been damaged, for example due to media failure. • The model database has been modified, in this case, it is necessary to restore model from a backup when you rebuild master, because the Rebuild Master utility deletes and recreates model. |

| | |
|--------------|--|
| msdb | Restore the msdb database if: <ul style="list-style-type: none">• The master database has been rebuilt. |
| distribution | For restore strategies of distribution database, please refer to the following online document from Microsoft for more details: http://msdn.microsoft.com/en-us/library/ms152560.aspx |

18.3 Overview

The following steps are performed during a backup job:

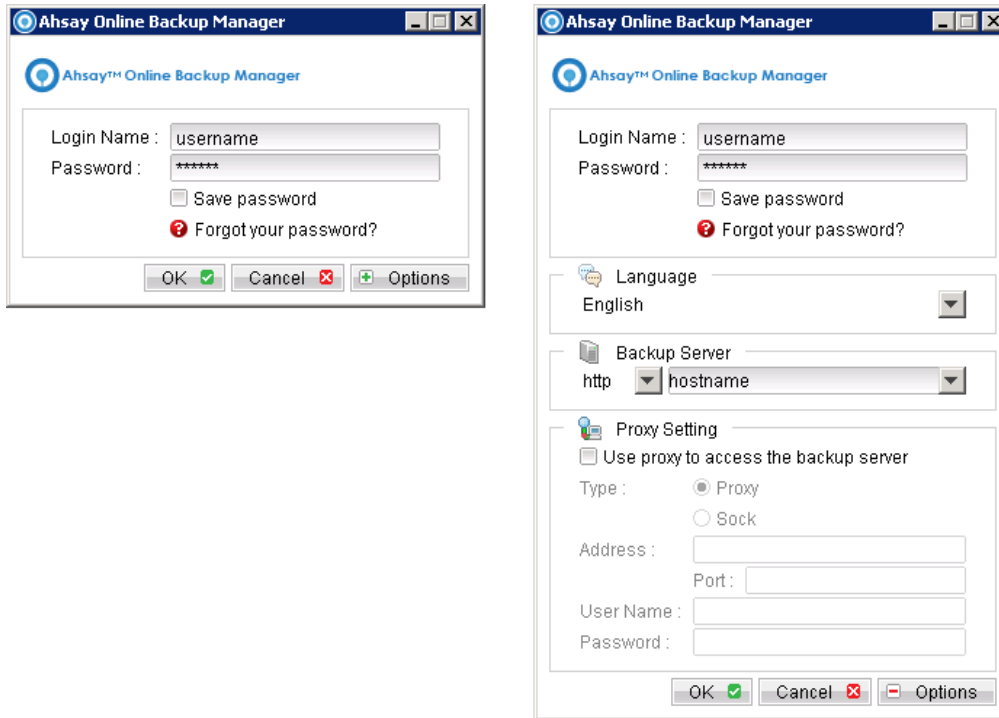
1. Connection from the backup client to the backup server is established.
2. Download the server file list from the backup server.
3. Connection to the SQL server is established.
4. Commands are issued for the database or transaction log backup files to be spooled to the temporary spool path.
5. Server and local file lists are compared to determine which file will be uploaded.
6. Delta file is generated for modified file (if necessary).
7. Data are encrypted, compressed, and uploaded to the backup server.
8. Data are removed from the temporary spool path.
9. Backup completed successfully.


18.4 How to backup Microsoft SQL Server database

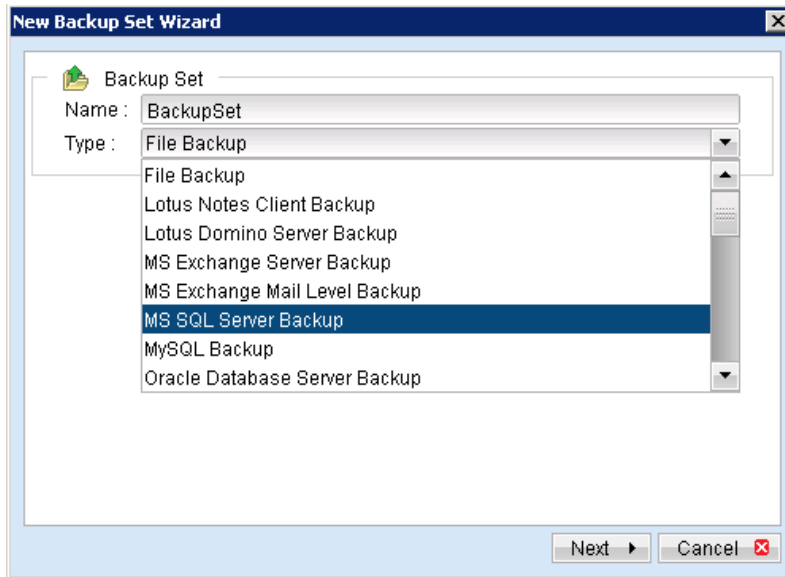
Refer to the following instructions to backup Microsoft SQL Server database:

1. Login to the backup application's user interface.

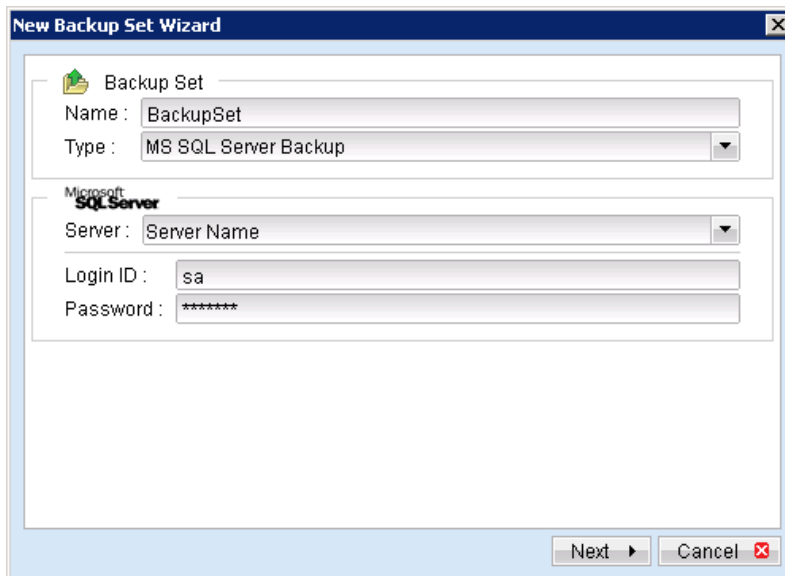
Double-click on the AhsayOBM desktop icon or right-click on the system tray icon:



2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
3. Create a MS SQL Server Backup set by selecting [MS SQL Server Backup] from the backup set type dropdown menu.



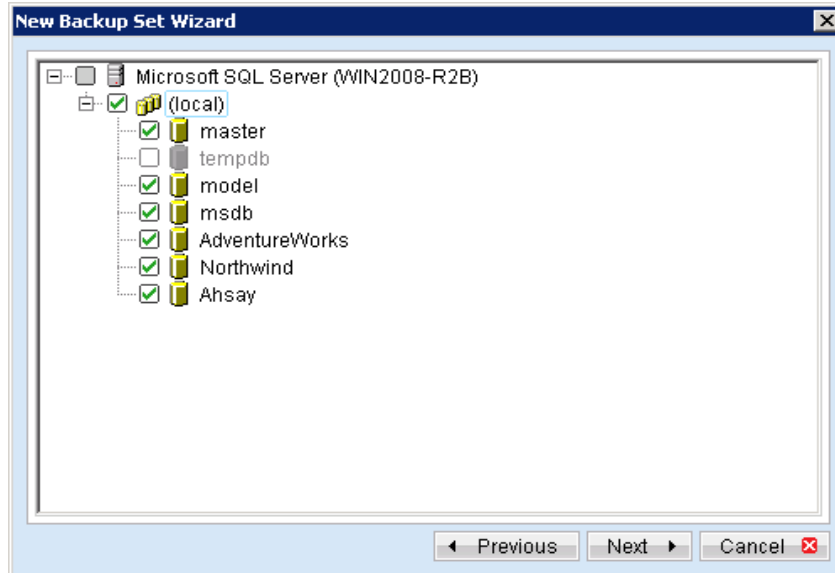
4. Enter the corresponding information required:



| Menu Items | Description |
|------------|---|
| Name | Enter a backup set name of your choice. |
| Type | Select backup set type [MS SQL Server Backup]. |
| Server | Select the server instance to be backed up. |
| Login ID | Enter the Login ID of the MS SQL administrator account. (Only for SQL Server database set to SQL Server and Windows Authentication mode) |

| | |
|----------|---|
| Password | Enter the password of the MS SQL administrator account. (Only for SQL Server database set to SQL Server and Windows Authentication mode) |
|----------|---|

5. Select [Next] to proceed.
6. Select the corresponding database for backup.



7. Configure a backup schedule for unattended backups.

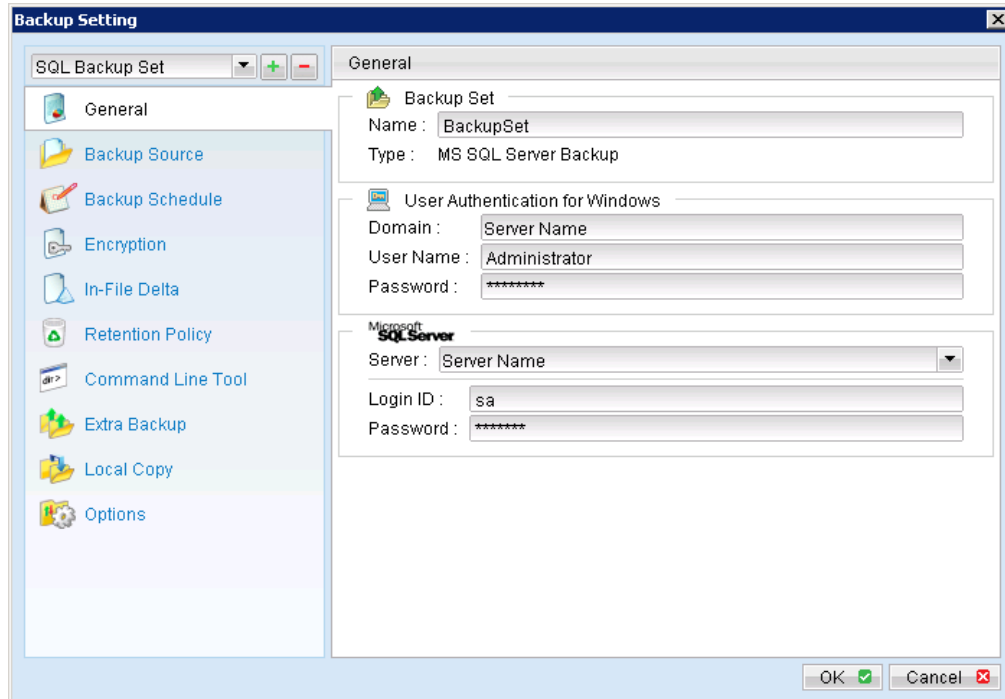
Note:

Multiple backup schedules of different types can be configured for the same backup set.

8. Select an encryption setting for your backup set.
9. Press the [OK] button to complete the configuration of backup set.
10. For SQL Server database with Windows Authentication mode:

Configure the [User Authentication for Windows] setting.

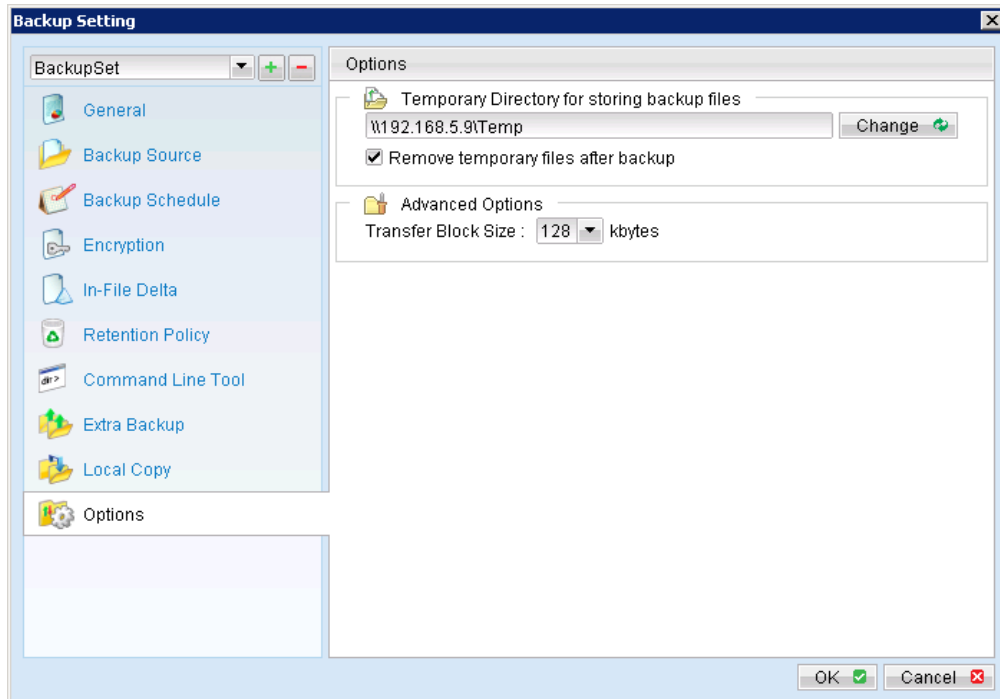
Enter the login credentials of a Windows account with sufficient permission to access the MS SQL databases server.



| Menu Items | Description |
|------------|---|
| Domain | <p><u>SQL server under a domain:</u> Enter the name of the domain which the MS SQL server reside in.</p> <p><u>SQL server under a workgroup:</u> Enter the computer name of the MS SQL server</p> |
| User Name | Enter the username of the SQL administrator Windows account. |
| Password | Enter the username of the SQL administrator Windows account. |

11. For AhsayOBM not installed on the MS SQL Server:

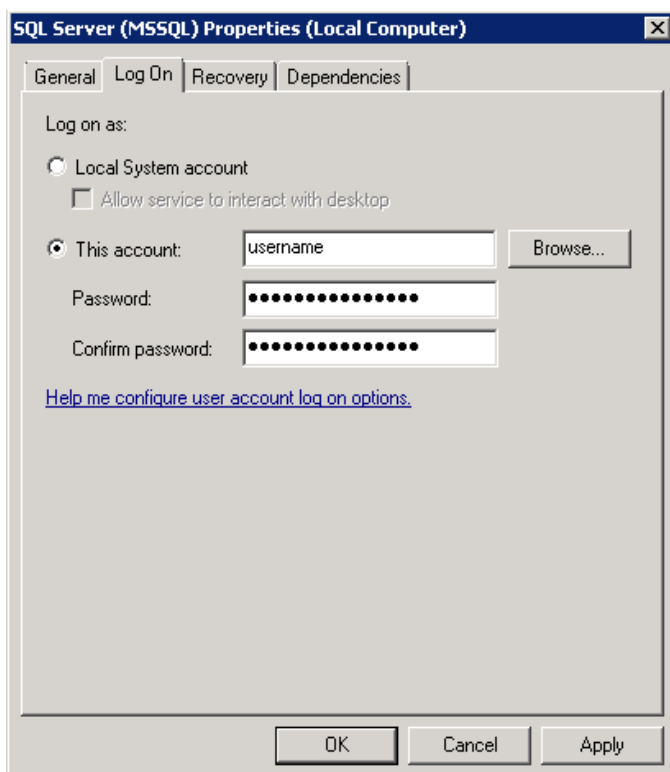
Configure the temporary directory to a network path that is accessible by the SQL database server.



Important:

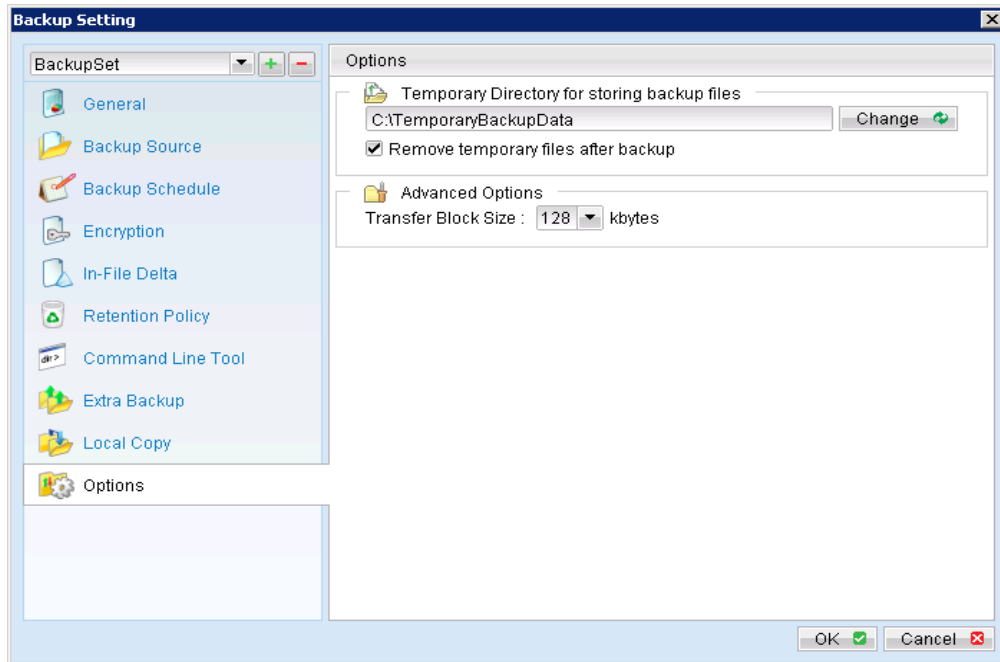
Please ensure that the MS SQL Server's SQL Windows service has read write permission to the network temporary directory.

Please update the service's [Log On] setting of the services if required.



12. For AhsayOBM installed on the MS SQL server:

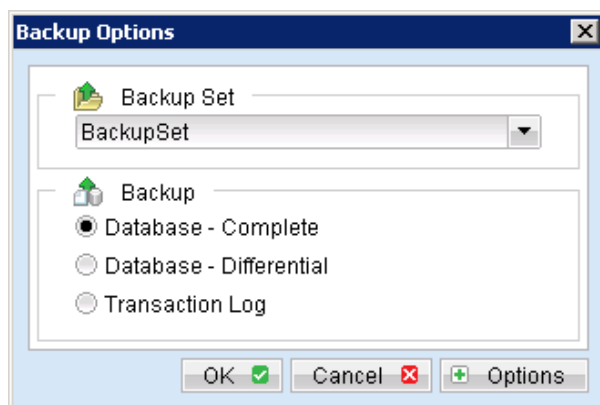
Configure the temporary directory to a local, USB or network path.



Important:

Please ensure that the MS SQL Server's SQL Windows service has read write permission to the network temporary directory.

13. Scheduled backup will run automatically at the configured schedule time.
14. Click [Backup] button on the left panel to perform a backup immediately.
15. Select the backup type to be performed:



| Menu Items | Description |
|------------|-------------|
|------------|-------------|

| | |
|-------------------------|---|
| Database - Complete | Perform a complete database backup. |
| Database - Differential | Perform a differential database backup. |
| Transaction Log | Perform a transaction log backup. |

18.5 How to restore Microsoft SQL Server database

Refer to the following instructions to restore Microsoft SQL Server database:

1. Prepare the operating system for the MS SQL Server restore (if required).

Install the original version of Windows and SQL Server (with the same level of service pack installed as in the original system).

2. Ensure that all SQL related Windows services are up and running.
3. Install AhsayOBM (if required).
4. Restore the SQL databases from backup; restore the database backup files from the AhsayOBS server.
5. Continue with the following steps to restore the system database and the user databases.

Important:

It is not necessary to restore the system databases for user database recovery.

Please refer to the requirements and recommendations (considerations for backup and restore of system databases) section in the above for details.

18.5.1 Restore Microsoft SQL Server 2000 database

18.5.1.1 Restore master database

Refer to the following instructions to restore the master database:

1. Stop the SQL instance.
2. Restart the SQL instance in single-user mode.

From a command prompt, browse to the appropriate directory for the instance of SQL to start

Enter the following command.

```
For default instance

>sqlservr.exe -c -m

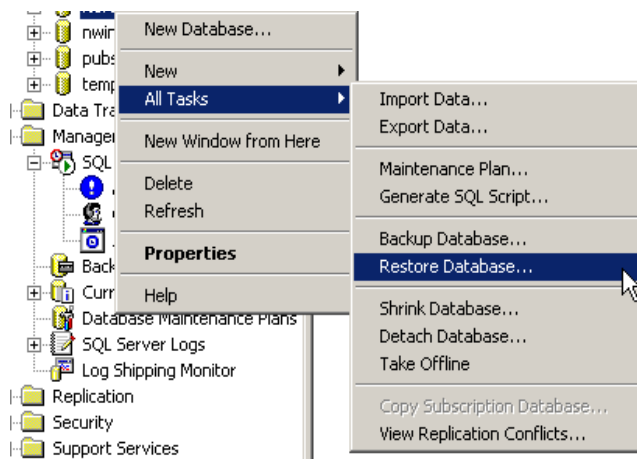
For named instance

>sqlservr.exe -c -m {instance_name}
```

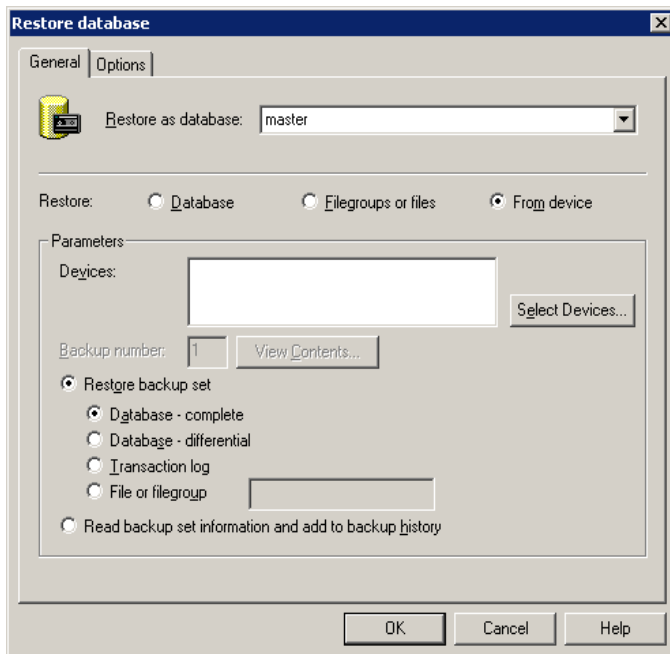
Important

Only perform Step 1 and 2 if you are restoring the master database.

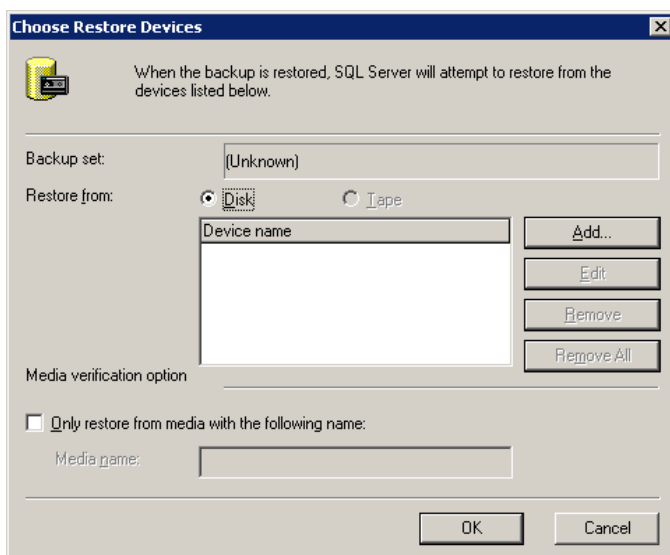
3. Open SQL Server Enterprise Manager; connect to the server where the backup is to be restored.
4. Right click the master database and select [All Tasks], then select [Restore database].



5. Select the [From device] radio button and [Select Devices].

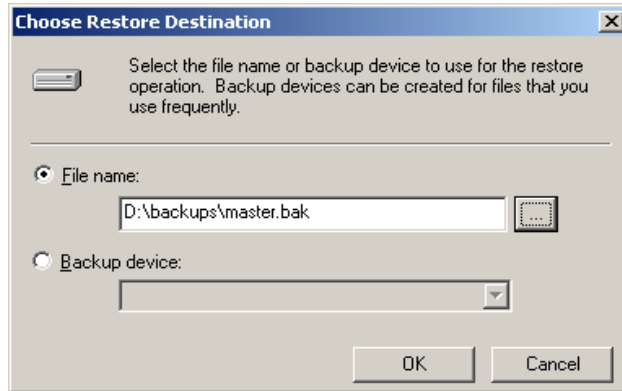


6. In the [Choose Restore Devices] dialog box, select the [Disk] radio button.



7. Click the [Add] button to display the dialog box, enter the file name of the backup file (restored from AhsayOBS) that is to be restored.

If the file exists on a network share, provide the UNC share name in the File name text box.



8. Click the Options tab and select appropriate options for the restore operation.
9. Click OK in the Restore Database dialog box to begin the restore process.
10. Restart the SQL instance in multi-user mode afterward.

Restart the SQL Windows services, or enter the following command.

```
For default instance

>sqlservr.exe -c

For named instance

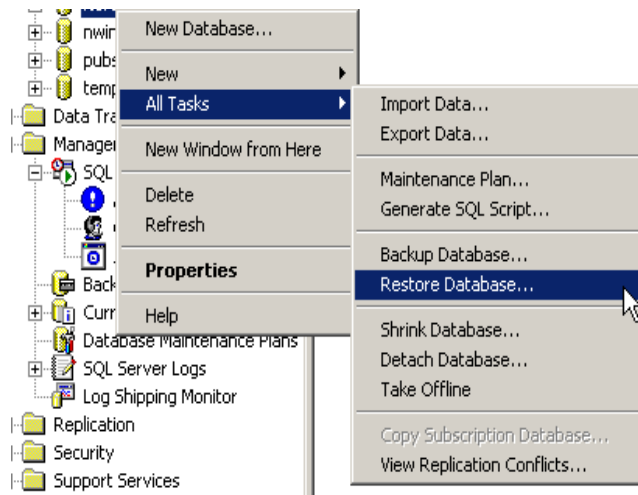
>sqlservr.exe -c {instance_name}
```

11. Continue with the following steps to restore other system database and the user databases.

18.5.1.2 Restore other system or user database (complete backup)

Refer to the following instructions to restore a complete backup:

1. Open SQL Server Enterprise Manager; connect to the server where the backup is to be restored.
2. Right click the corresponding database and select [All Tasks], then select [Restore database].

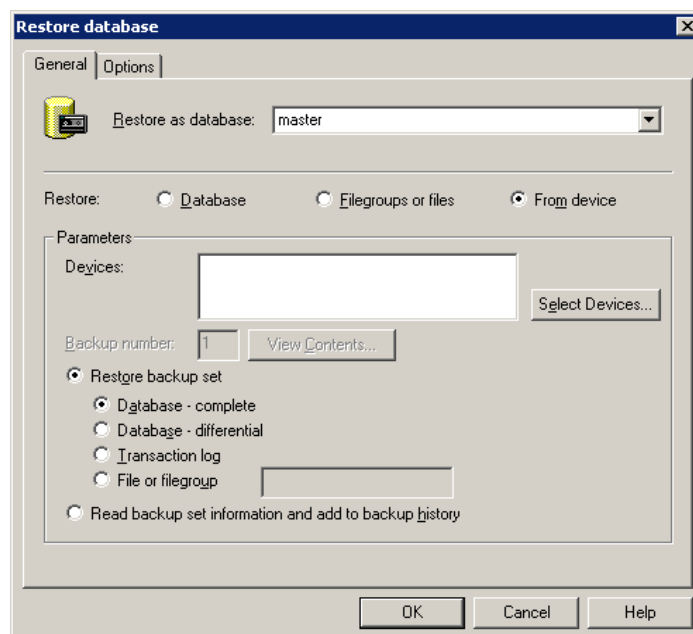


Note:

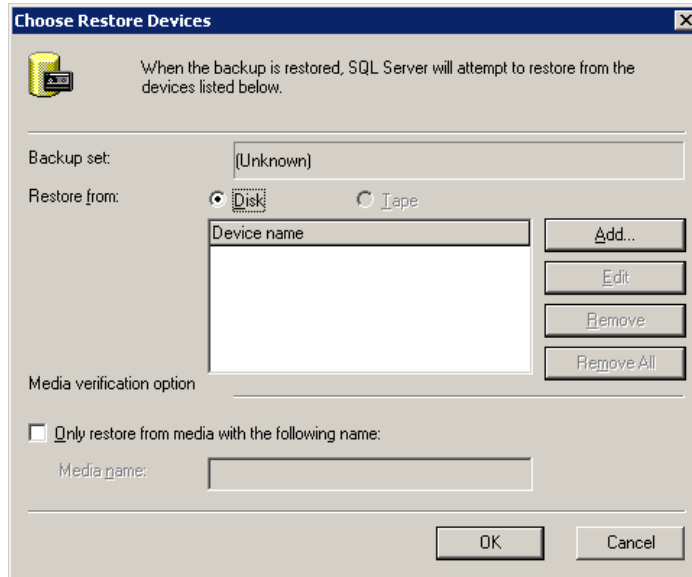
SQL Server databases may be backed up on one server and restored to another server.

If the target database does not exist on the server, right click on any database instead. A new database can be created while restoring the backup.

3. Select the [From device] radio button and [Select Devices].

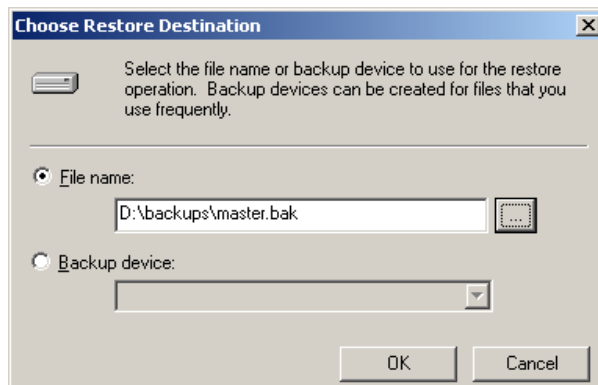


4. In the [Choose Restore Devices] dialog box, select the [Disk] radio button.

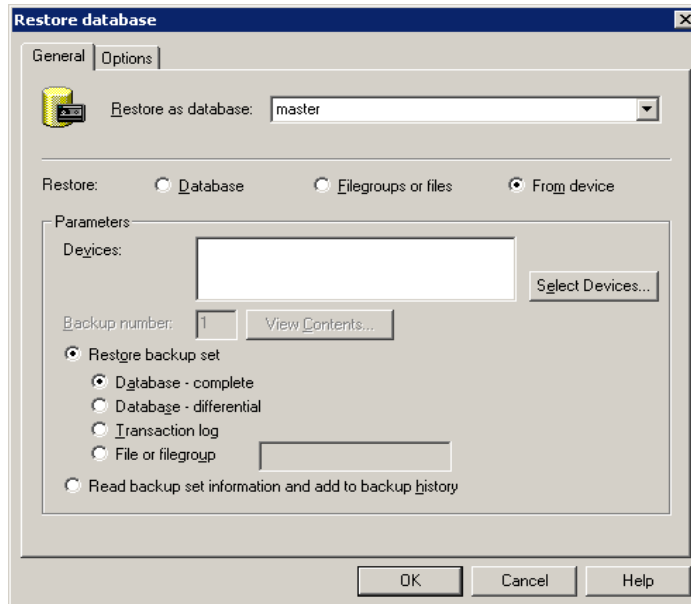


5. Click the [Add] button to display the dialog box, enter the file name of the backup file (restored from AhsayOBS) that is to be restored.

If the file exists on a network share, provide the UNC share name in the File name text box.

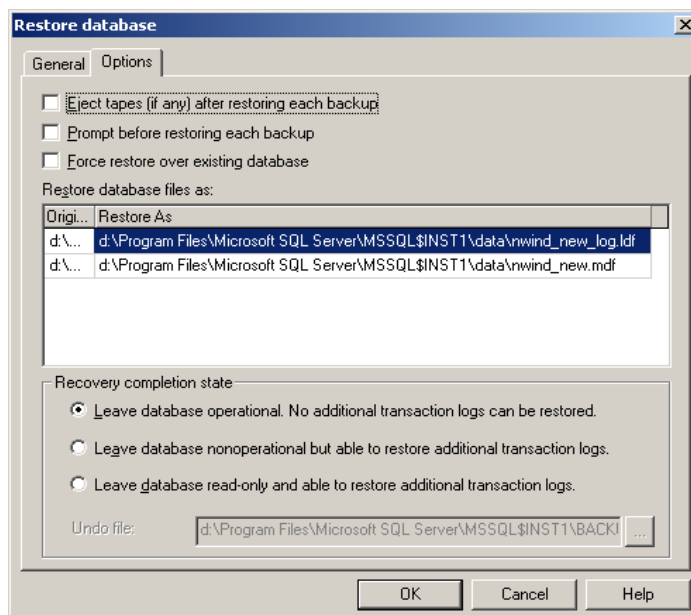


6. Select the [Restore backup set] radio button, and [Database - complete].



7. Click the Options tab and select appropriate options for the restore operation.

For the [Recovery completion state] setting:



Important:

If this is the final backup to be restored, select -

[Leave database operational. No additional transaction logs can be restored]

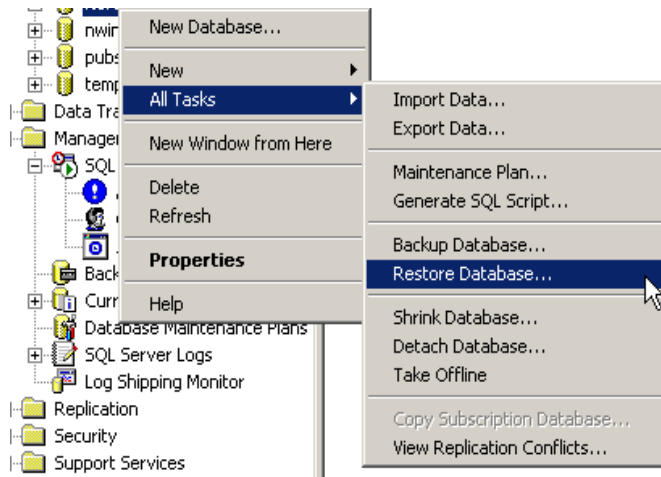
If there are further differential or transaction log to be applied, selection one of the other two options for the Recovery completion state

8. To start the restore operation, click OK.
9. Continue to the next section to restore differential or transaction log backup.

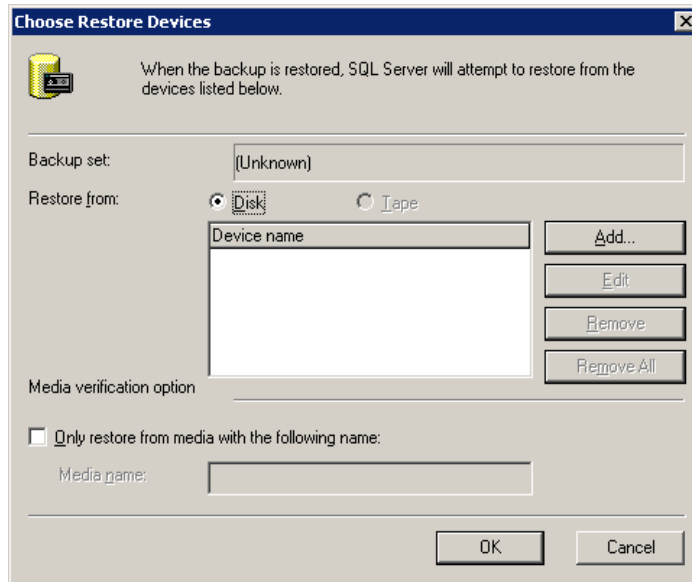
18.5.1.3 Restore other system or user database (differential / transaction log backup)

Refer to the following instructions to restore a differential or transaction log backup:

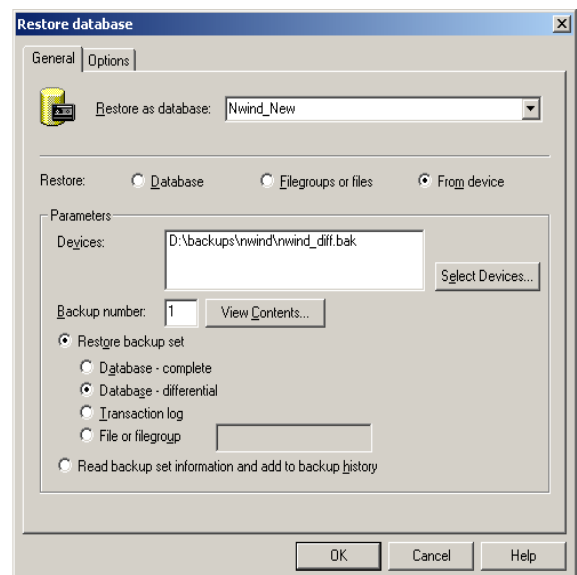
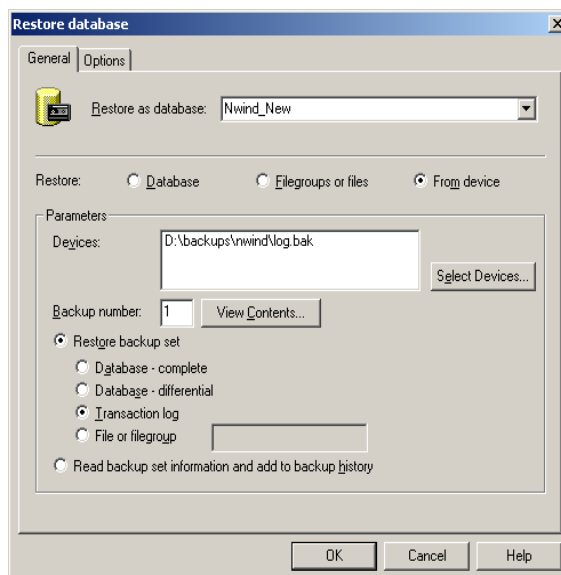
1. Open SQL Server Enterprise Manager.
2. Right click the corresponding database, select [All Tasks], and then select [Restore database].



3. In the window that is displayed, select the [From device] option.
4. Add the backup device (restored from AhsayOBS), refer to the procedure explained in previous section.

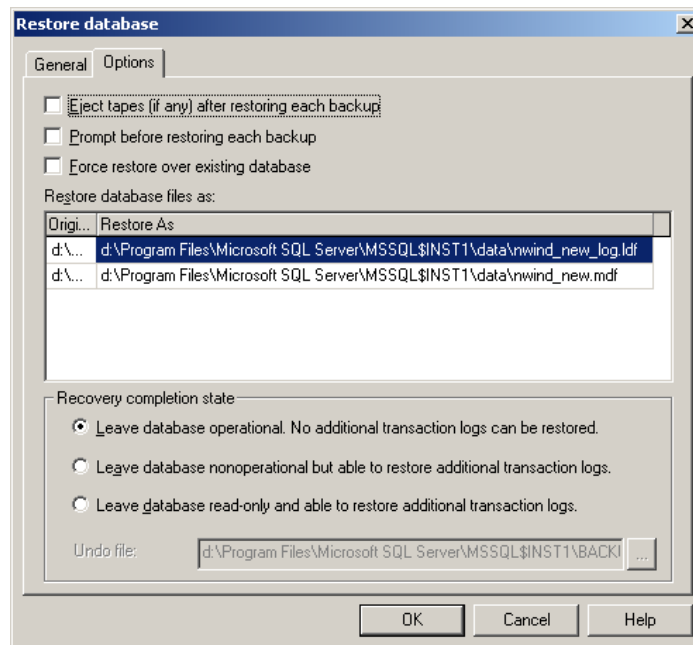


5. Select [Database - differential] or [Transaction log] according to the backup file you are restoring.



6. Click the Options tab and select appropriate options for the restore operation.

For the [Recovery completion state] setting:



Important:

If this is the final transaction log to be applied, select -

[Leave database operational. No additional transaction logs can be restored]

If there are further backups to be applied afterward, one of the other two options for the Recovery completion state.

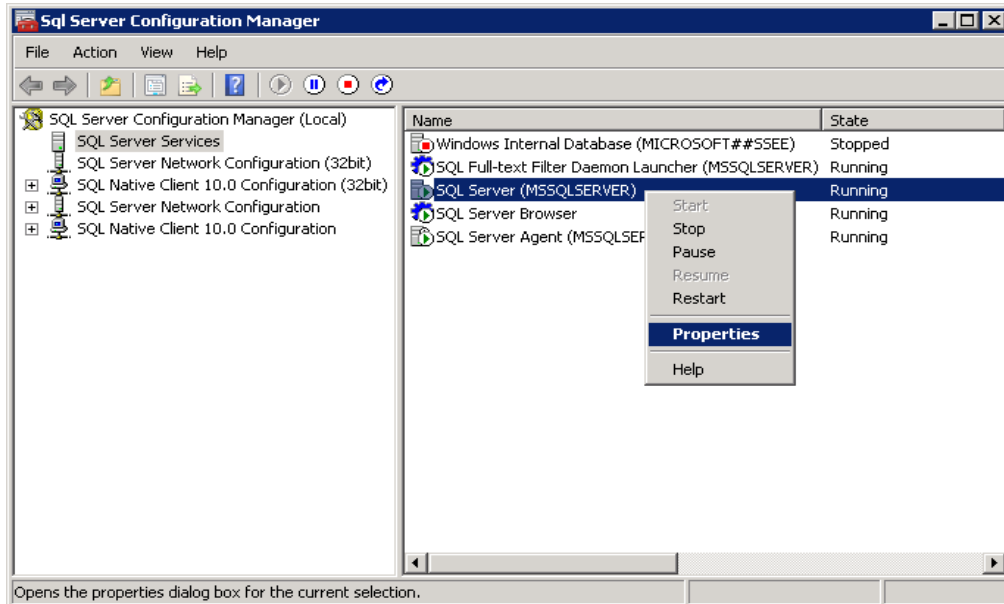
7. To start the restore operation, click OK.

18.5.2 Restore Microsoft SQL Server 2005 / 2008 database

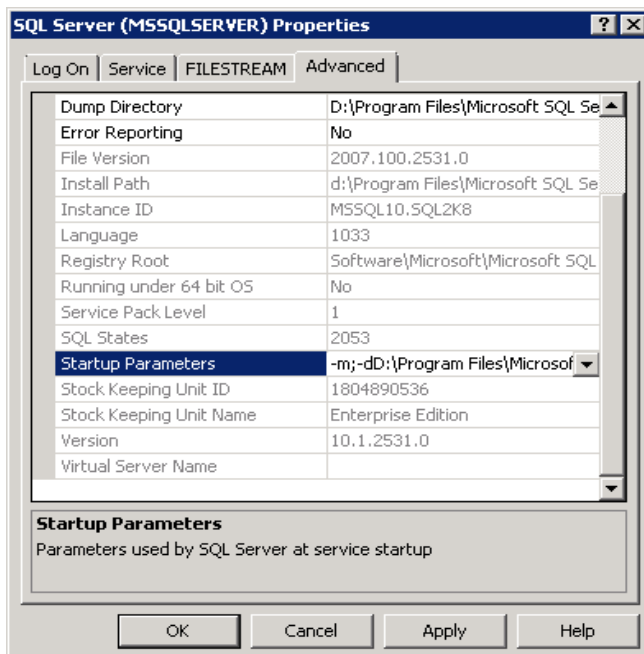
18.5.2.1 Restore master database

Refer to the following instructions to restore the master database:

1. Stop the SQL instance.
2. Restart the SQL instance in single-user mode.
 - In SQL Server Configuration Manager, click [SQL Server Services].
 - In the right pane, right-click SQL Server, and then click [Properties].



- On the Advanced tab, in the Startup Parameters box, type the parameters -m separated by semicolons.



- Restore the database engine afterward.

Important:

When you start SQL Server in single-user mode, first stop SQL Server Agent.

Otherwise, SQL Server Agent might connect first, preventing you from connecting as a second user.

3. To restore a full database backup of master, use the following *RESTORE DATABASE Transact-SQL* statement:

```
>RESTORE DATABASE master FROM ${backup_device} WITH REPLACE
```

\${backup_device} is the database file restored from AhsayOBS:

```
C:\>sqlcmd

1>RESTORE DATABASE master FROM DISK = 'C:\temp\master.bak'
WITH REPLACE;

2>GO
```

4. After master is restored, the instance of SQL Server shuts down and terminates the *sqlcmd* process.

Before you restart the server instance, [ensure to remove the single user startup parameter](#) that you have added previously in Step 2.

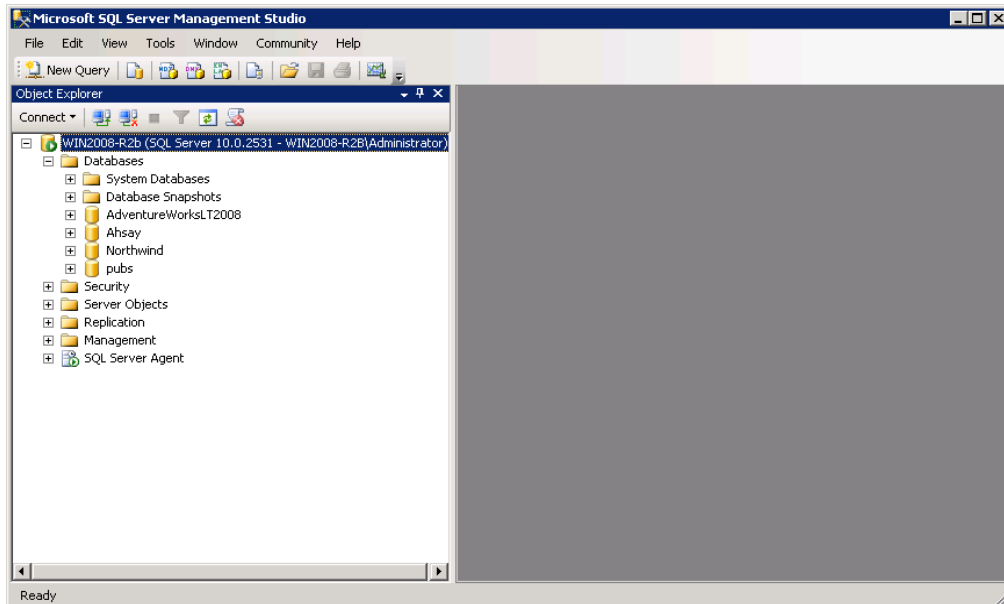
5. Restart the server instance and continue other recovery steps such as restoring other databases.

18.5.2.2 Restore other system or user database (complete backup)

Refer to the following instructions to restore a complete backup:

1. Open SQL Server Management Studio; connect to the server where the backup is to be restored.
2. Expand [Databases].

Depending on the database, either selects a user database or expands [System Databases], and then selects a system database.

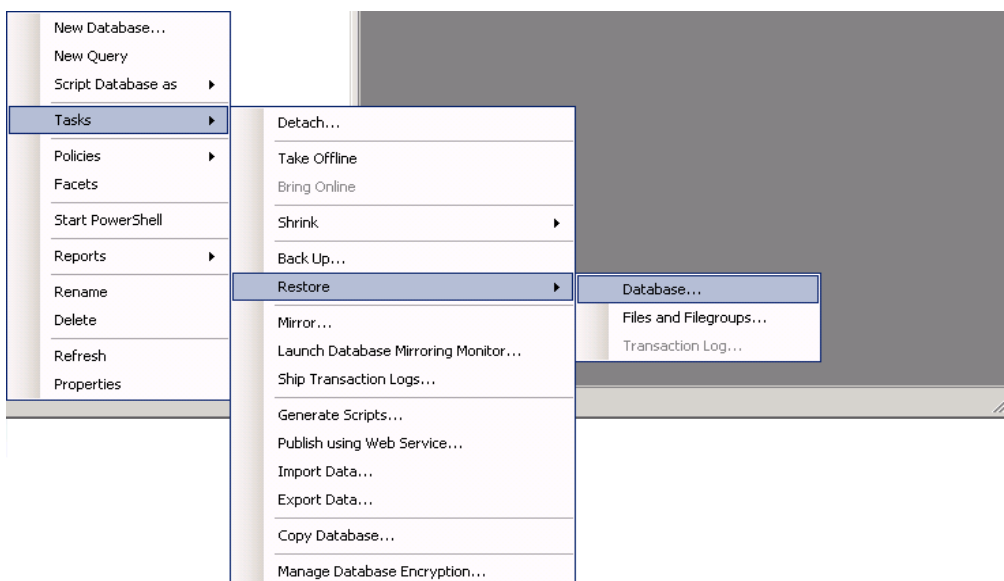


3. Right click the database, point to [Tasks], clicks [Restore], and then click [Database].

Note:

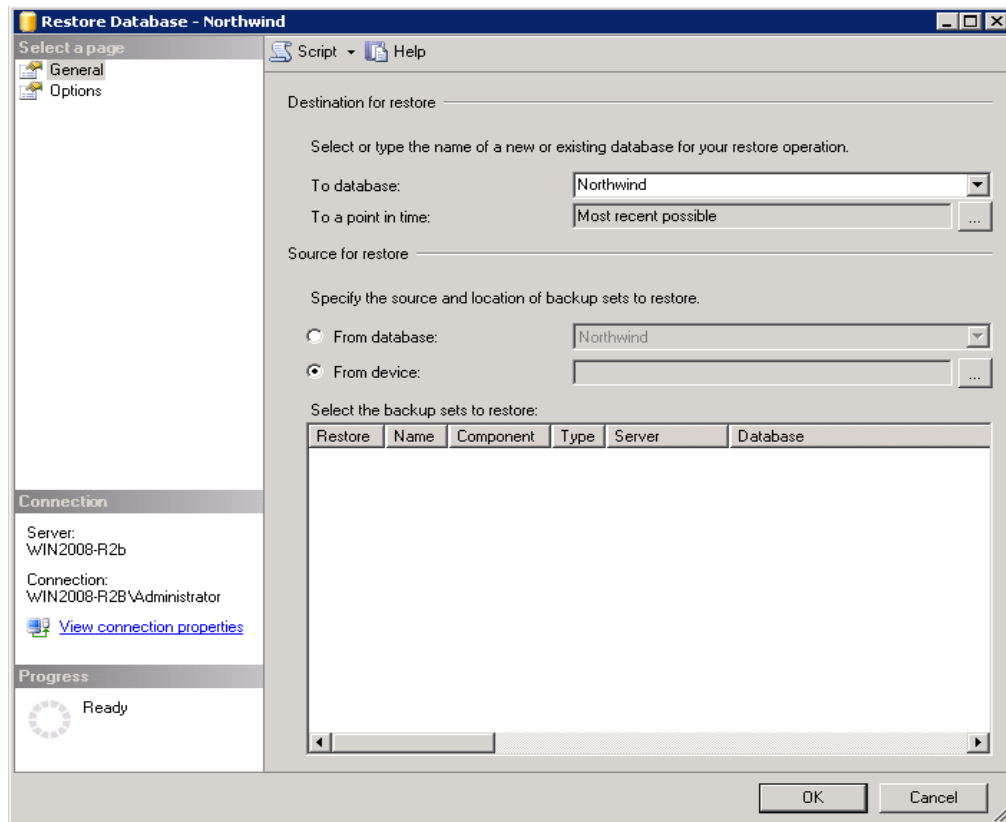
SQL Server databases may be backed up on one server and restored to another server.

If the target database does not exist on the server, right click on any database instead. A new database can be created while restoring the backup.

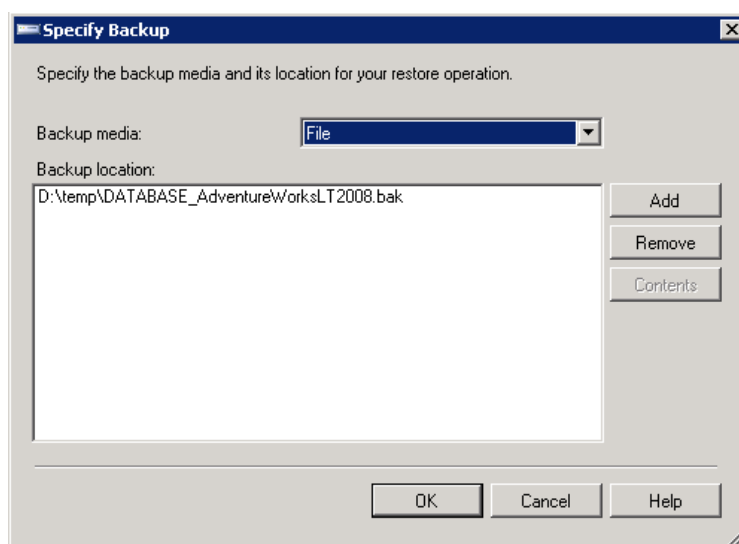


4. On the General page, the name of the restoring database appears in the [To database] list box.

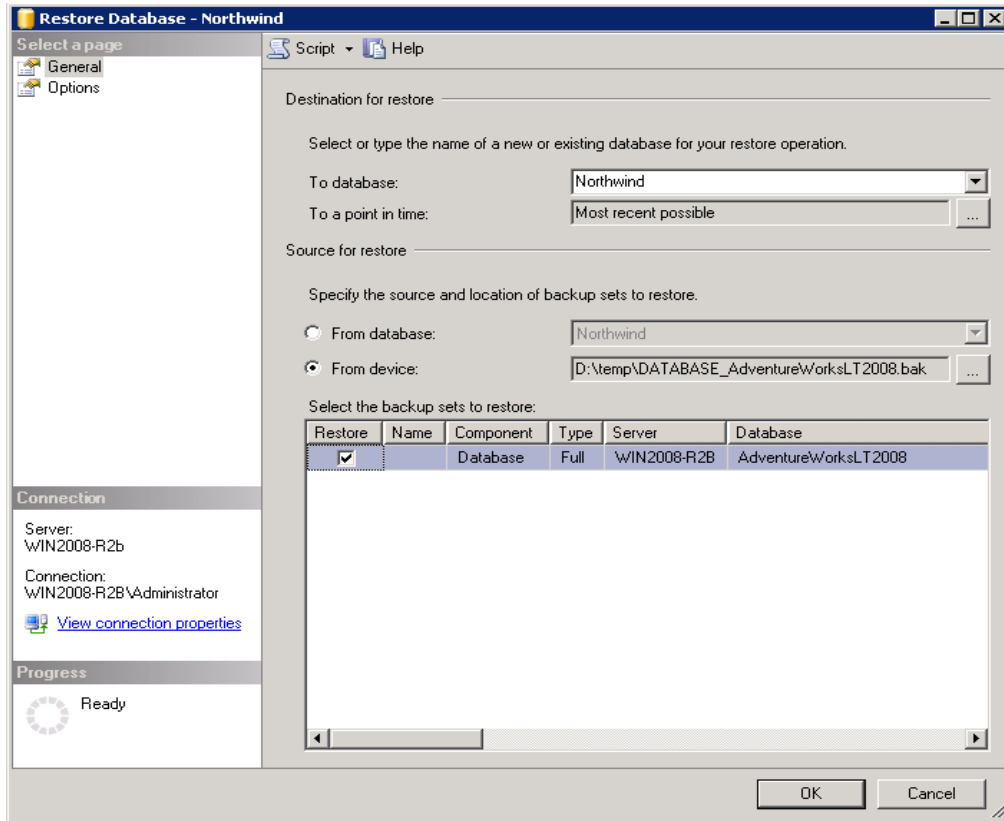
To create a new database, enter its name in the list box.



5. Select [From device]; click the browse button to open the [Specify Backup] dialog box. Click [Add].
6. Browse to the backup file (restored from AhsayOBS) that is to be restored.



7. After adding the complete database file to the [Backup location] list box, click [OK] to return to the General page.
8. In the [Select the backup sets to restore] grid, select the backups to restore.



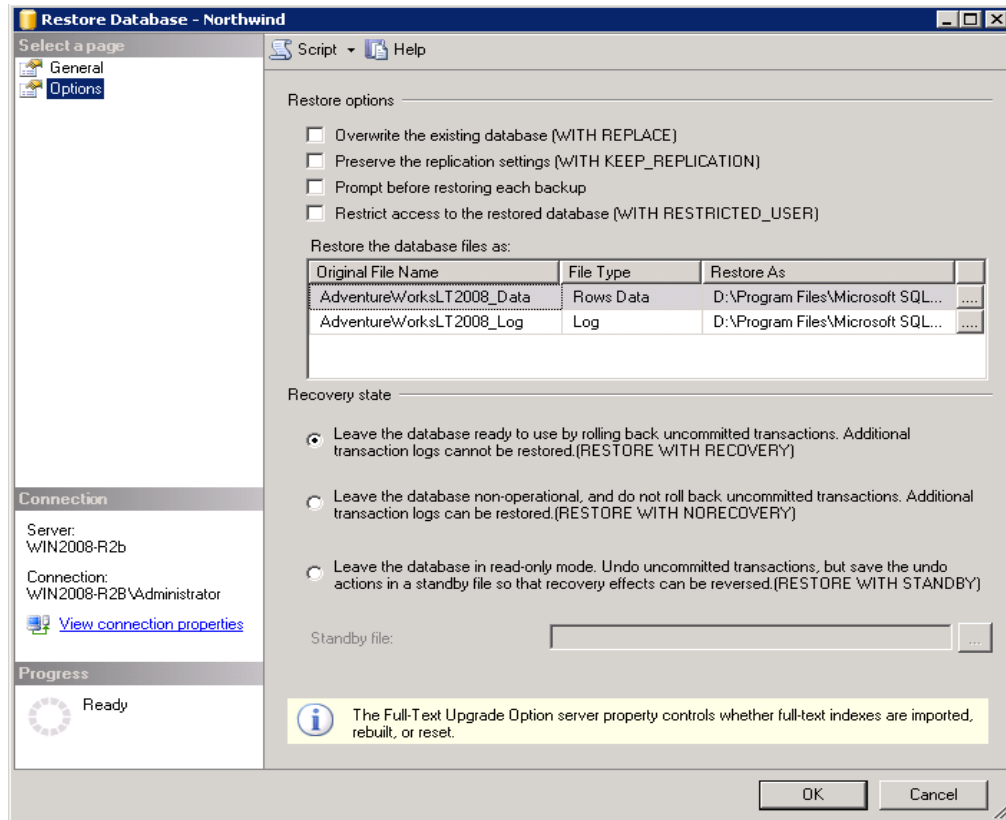
9. Click the Options page and select appropriate options for the restore operation.

For the [Recovery state] setting:

Important:

If this is the final backup to be restored, select -
[Leave database ready to use by rolling back uncommitted transactions. Additional transaction logs cannot be restored]

If there are further differential or transaction log to be applied, selection one of the other two options for the Recovery completion state.



10. To start the restore operation, click OK.
11. Continue to the next section to restore differential or transaction log backup.

18.5.2.3 Restore other system or user database (differential / transaction log backup)

Refer to the following instructions to restore a differential or transaction log backup:

1. Open SQL Server Management Studio; connect to the server where the backup is to be restored.

Important:

Backups must be restored in the order in which they were created.

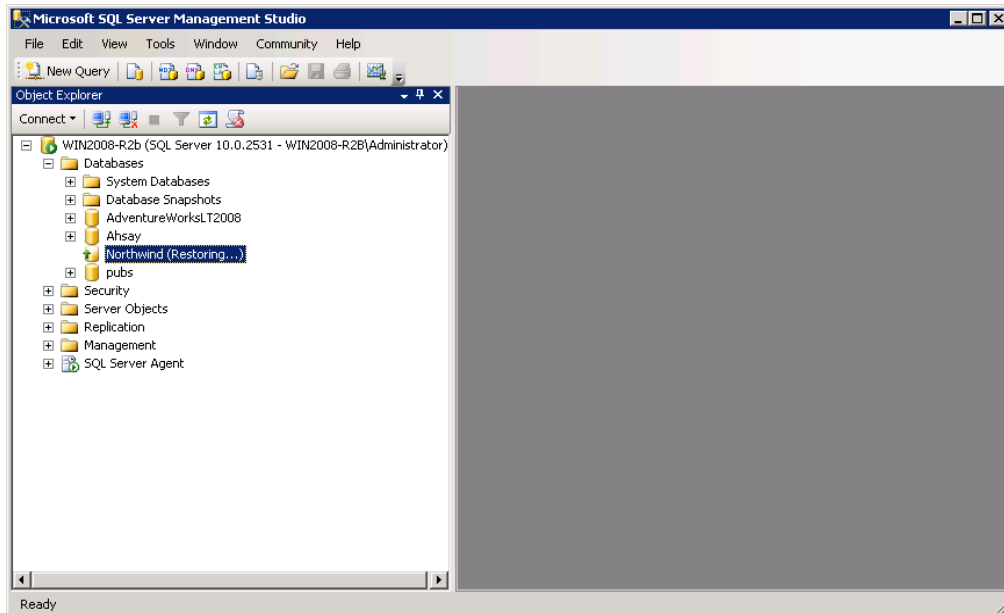
Transaction log can only be applied to database in *WITH NORECOVERY* recovery state.

If the database to be restored is not in *NORECOVERY* recovery state, restore the previous backup using the following recovery state option:

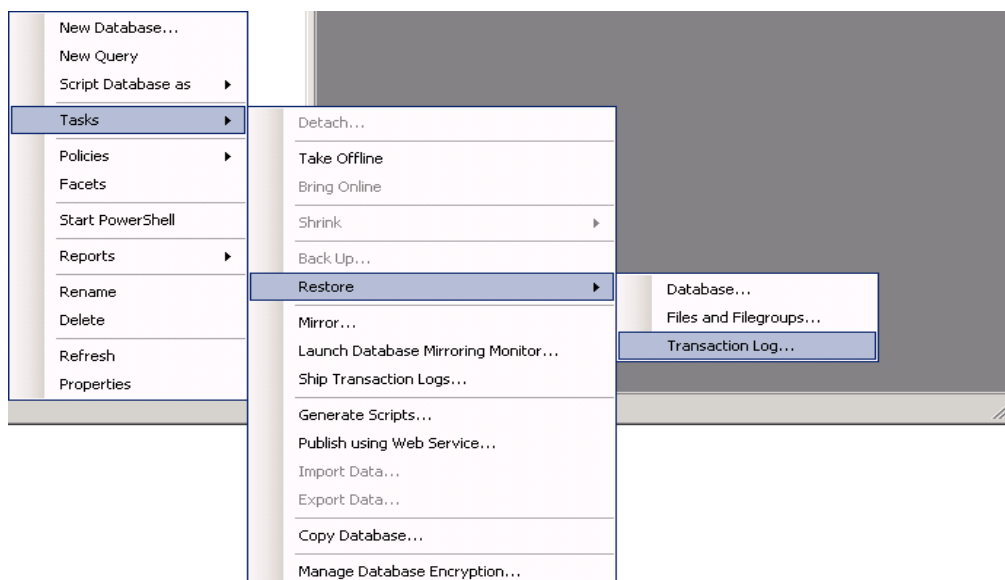
[Leave the database non-operational, and do not roll back the uncommitted transactions. Additional transaction logs can be restored].

2. Expand [Databases].

Select the corresponding user database or system database.

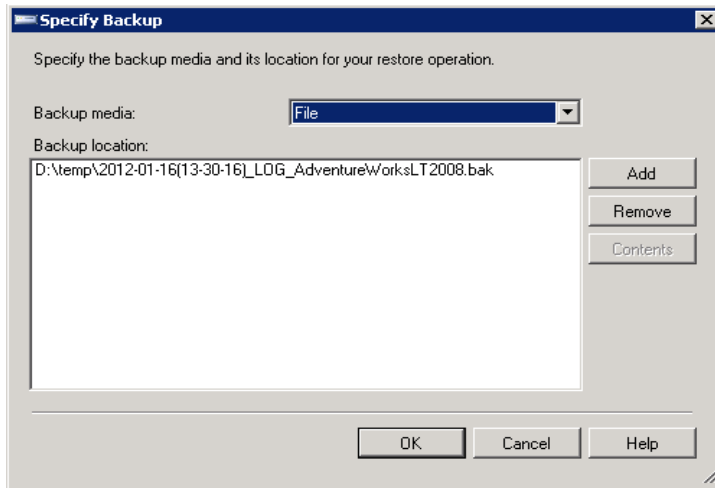


3. Right click the database, [Tasks], [Restore], and then click [Database] or [Transaction Log] according to the backup file you are restoring.

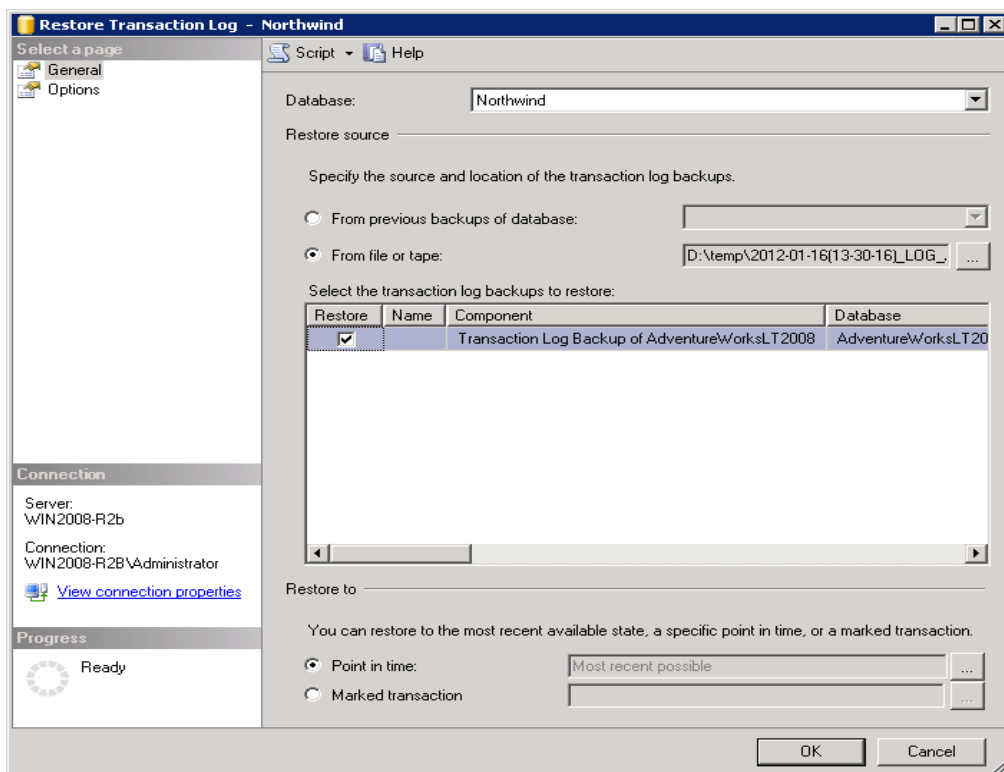


4. Select [From file or tape]; click the browse button to open the [Specify Backup] dialog box. Click [Add].

5. Browse to the backup file (restored from AhsayOBS) that is to be restored.



6. After adding the differential database or transaction log file to the [Backup location] list box, click [OK] to return to the General page.
7. In the [Select the backup sets to restore] grid, select the backups to restore.



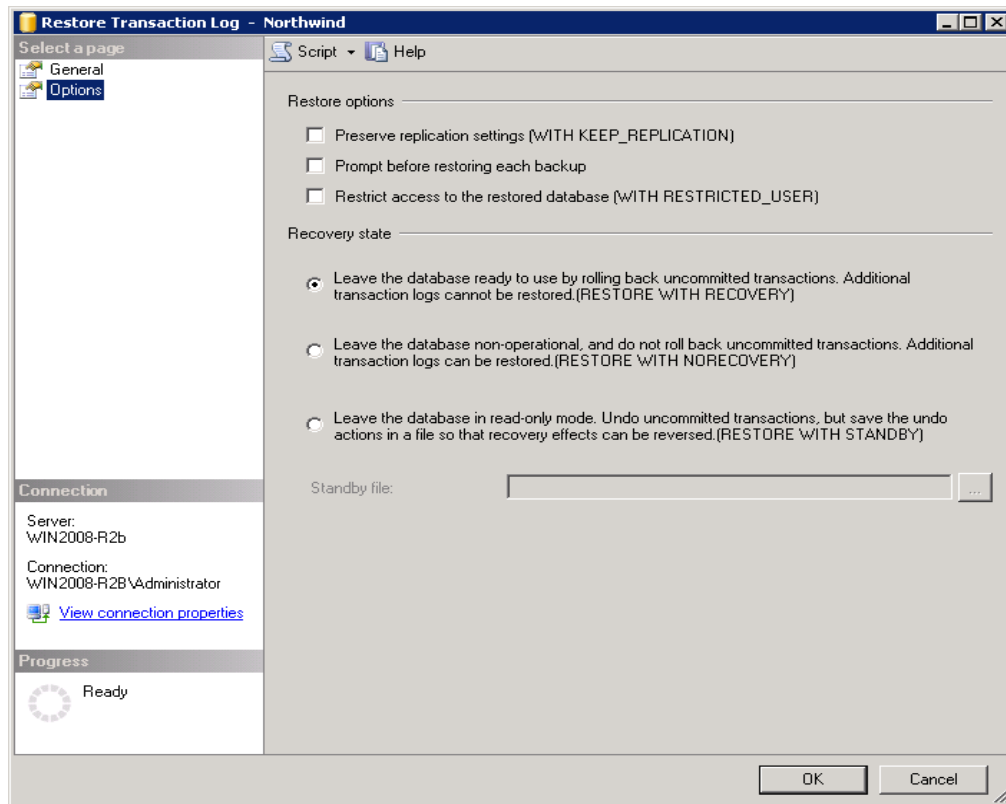
8. Click the Options page and select appropriate options for the restore operation.

For the [Recovery state] setting:

Important:

If this is the final backup to be restored, select [Leave database ready to use by rolling back uncommitted transactions. Additional transaction logs cannot be restored].

If there are further differential or transaction log to be applied, selection one of the other two options for the Recovery completion state.



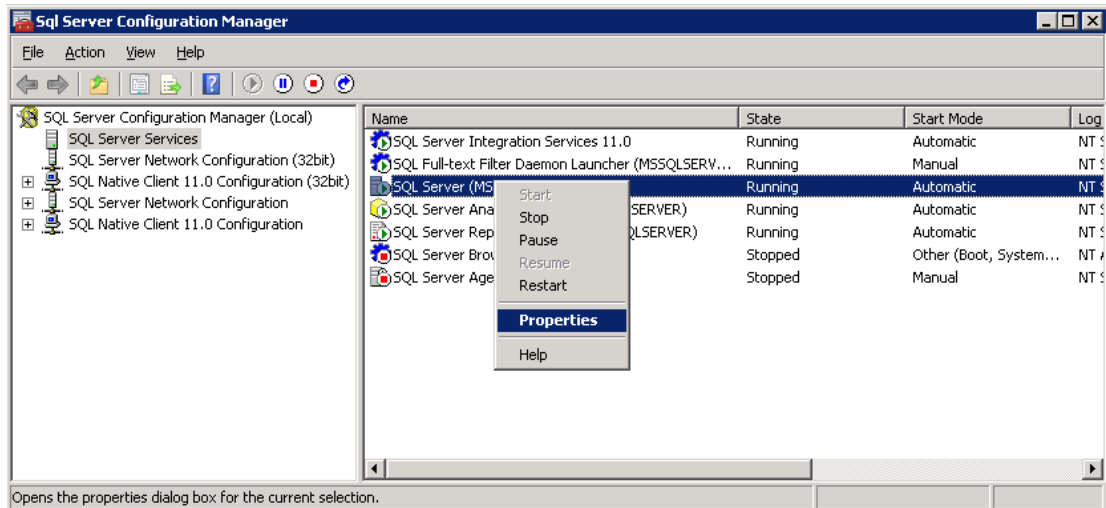
9. To start the restore operation, click OK.

18.5.3 Restore Microsoft SQL Server 2012 database

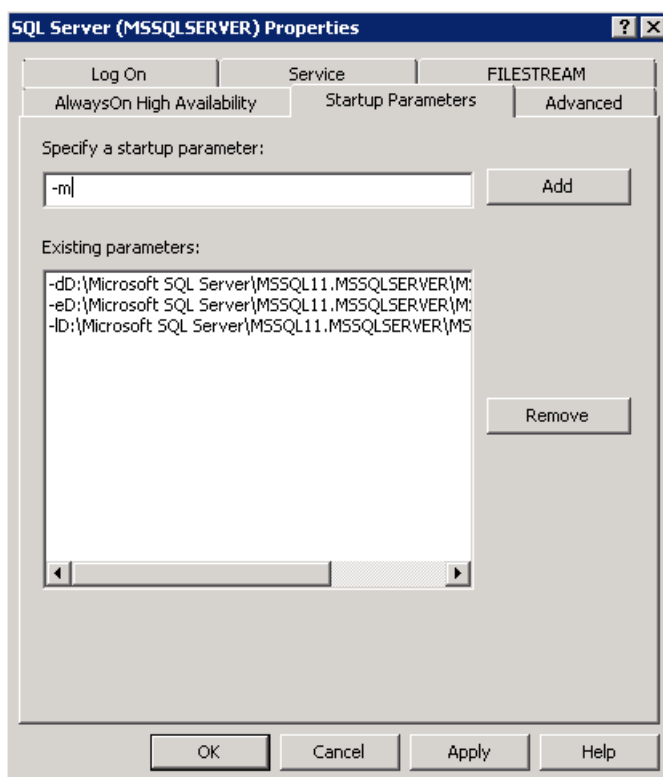
18.5.3.1 Restore master database

Refer to the following instructions to restore the master database:

1. Stop the SQL instance.
2. Restart the SQL instance in single-user mode.
 - In SQL Server Configuration Manager, click [SQL Server Services].
 - In the right pane, right-click SQL Server, and then click [Properties].



- On the Startup Parameters tab, type the parameter `-m` in the specify startup parameter box and click on [Add] and click on [OK]



- Restore the database engine afterward.

Important:

When you start SQL Server in single-user mode, first stop SQL Server Agent.

Otherwise, SQL Server Agent might connect first, preventing you from connecting as a second user.

3. To restore a full database backup of master, use the following *RESTORE DATABASE Transact-SQL* statement:

```
>RESTORE DATABASE master FROM ${backup_device} WITH REPLACE
```

\${backup_device} is the database file restored from AhsayOBS:

```
C:\>sqlcmd

1>RESTORE DATABASE master FROM DISK = 'C:\temp\master.bak'
WITH REPLACE;

2>GO
```

4. After master is restored, the instance of SQL Server shuts down and terminates the *sqlcmd* process.

Before you restart the server instance, [ensure to remove the single user startup parameter](#) that you have added previously in Step 2.

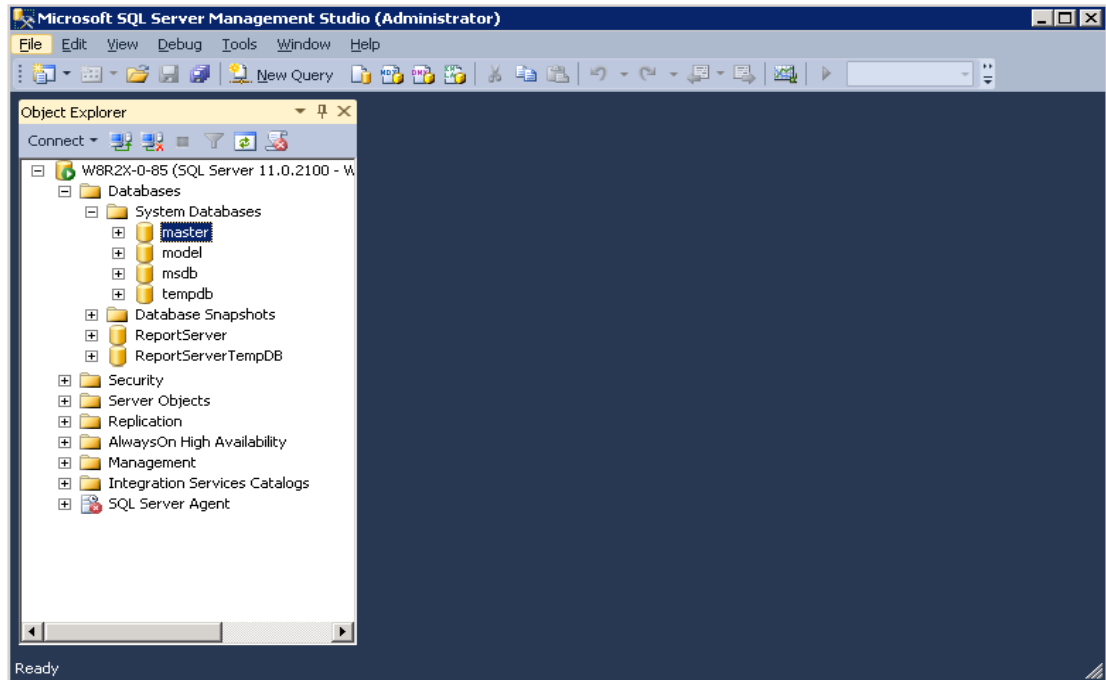
5. Restart the server instance and continue other recovery steps such as restoring other databases.

18.5.3.2 Restore other system or user database

Refer to the following instructions to restore a backup:

1. Open SQL Server Management Studio; connect to the server where the backup is to be restored.
2. Expand [Databases].

Depending on the database, either selects a user database or expands [System Databases], and then selects a system database.

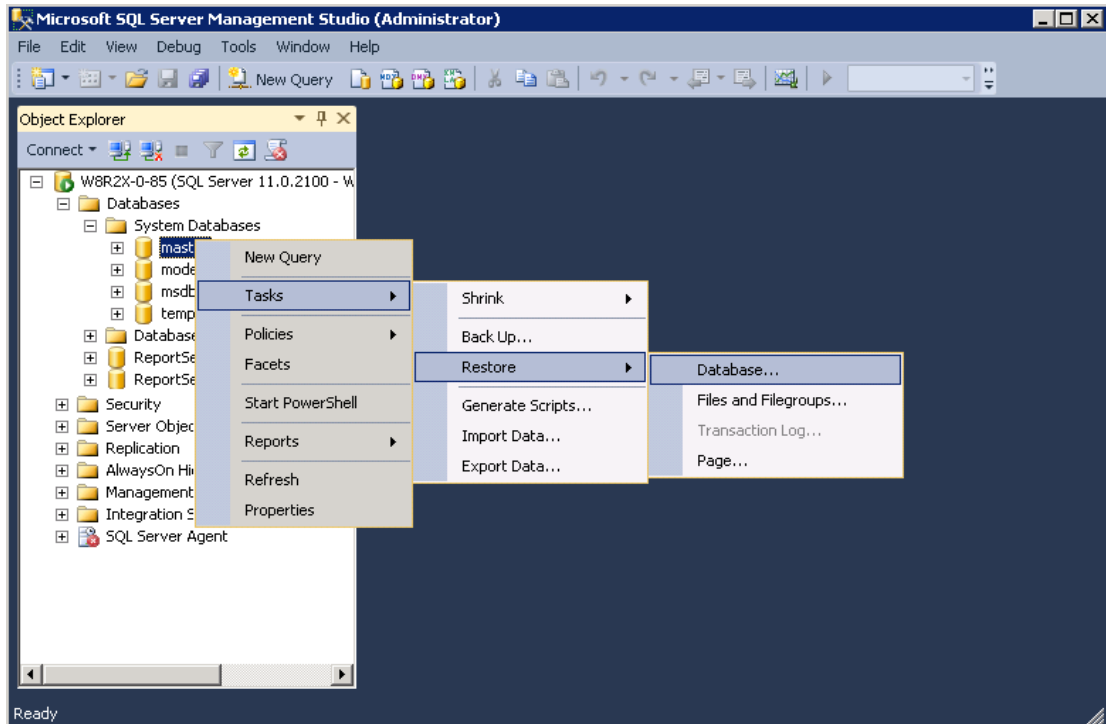


3. Right click the database, point to [Tasks], clicks [Restore], and then click [Database].

Note:

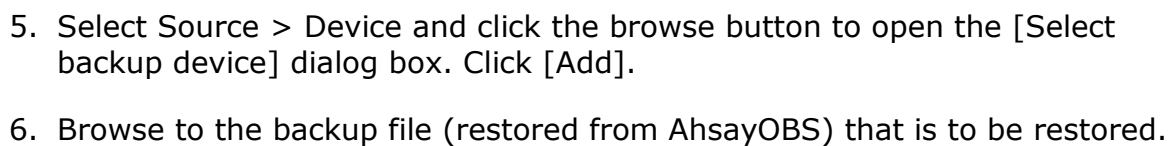
SQL Server databases may be backed up on one server and restored to another server.

If the target database does not exist on the server, right click on any database instead. A new database can be created while restoring the backup.

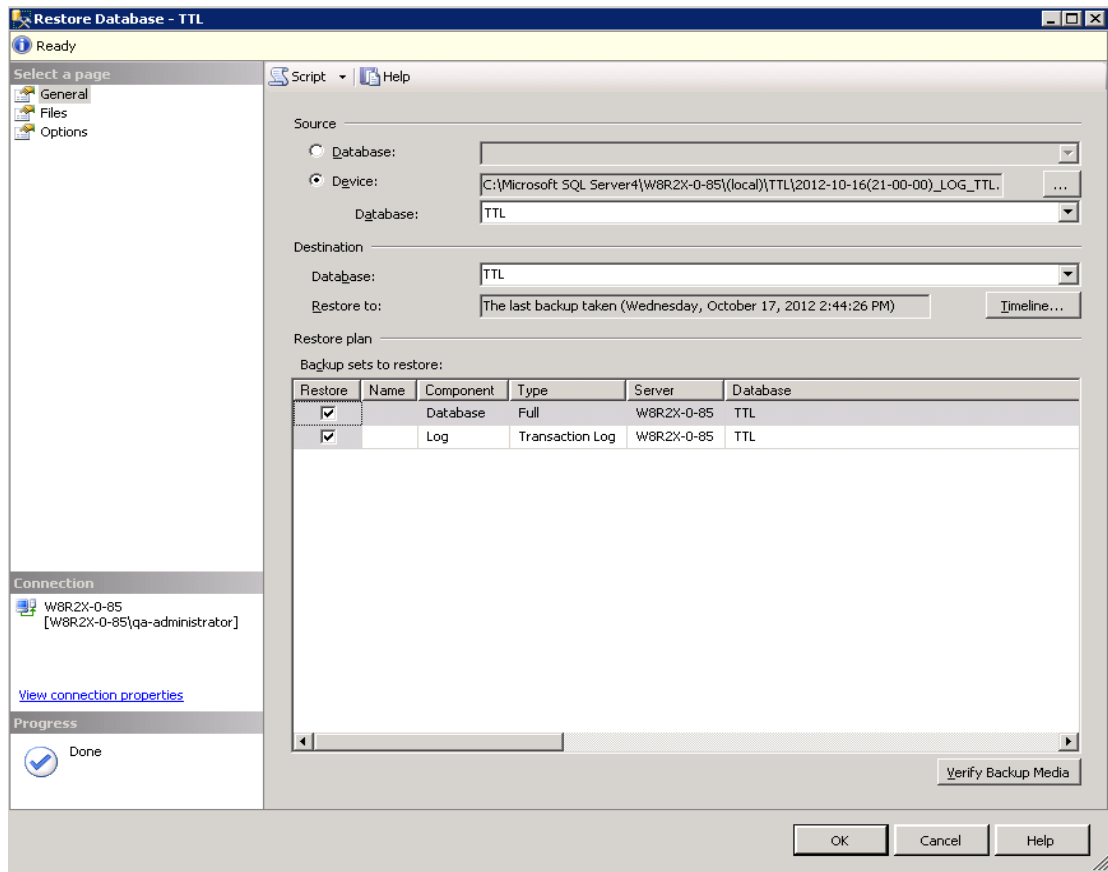


4. On the General page, the name of the restoring database appears in the [To database] list box.

To create a new database, enter its name in the list box.



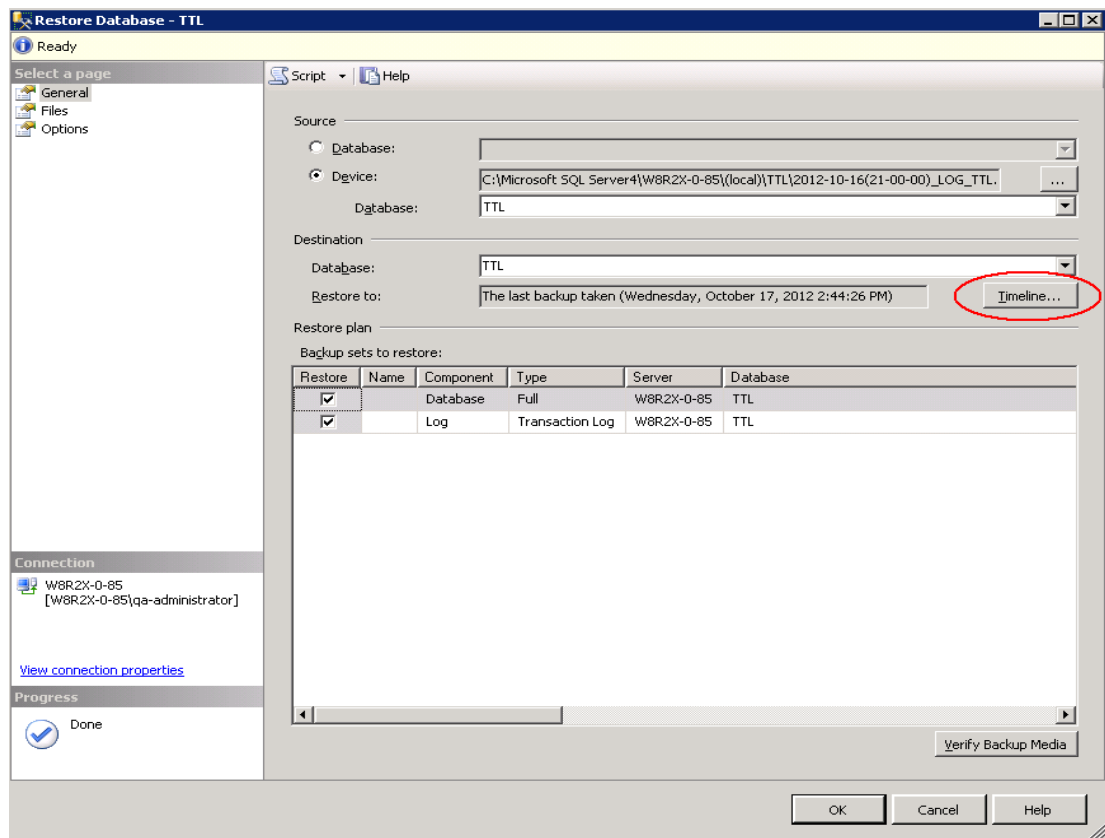
7. After adding the complete database file and transaction log files to the [Backup media] list box, click [OK] to return to the General page.
8. In the [Backup sets to restore] grid, select the backups to restore.



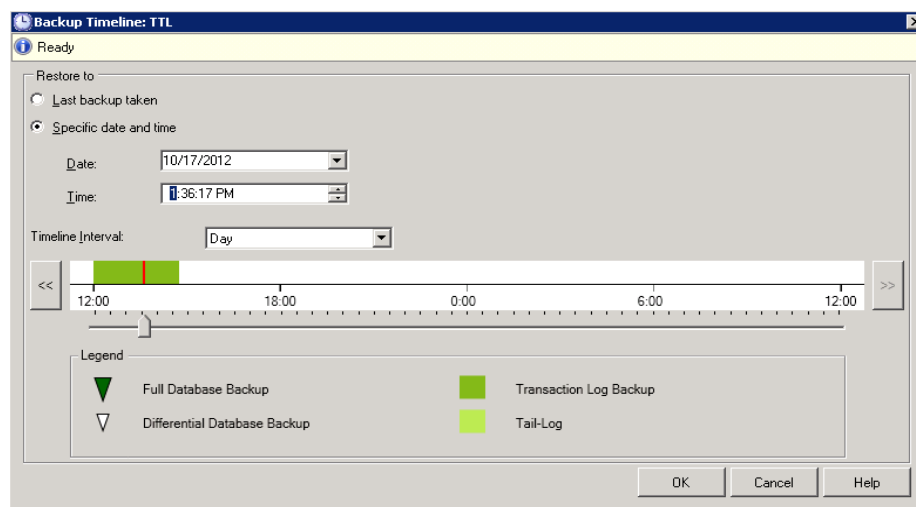
9. To restore the backup to the last backup state click [OK] button. If you want to restore the backup to a specific time line go to the next step.

With Timeline option

10. Click on the [Timeline] button to restore the backup to a specific time line.



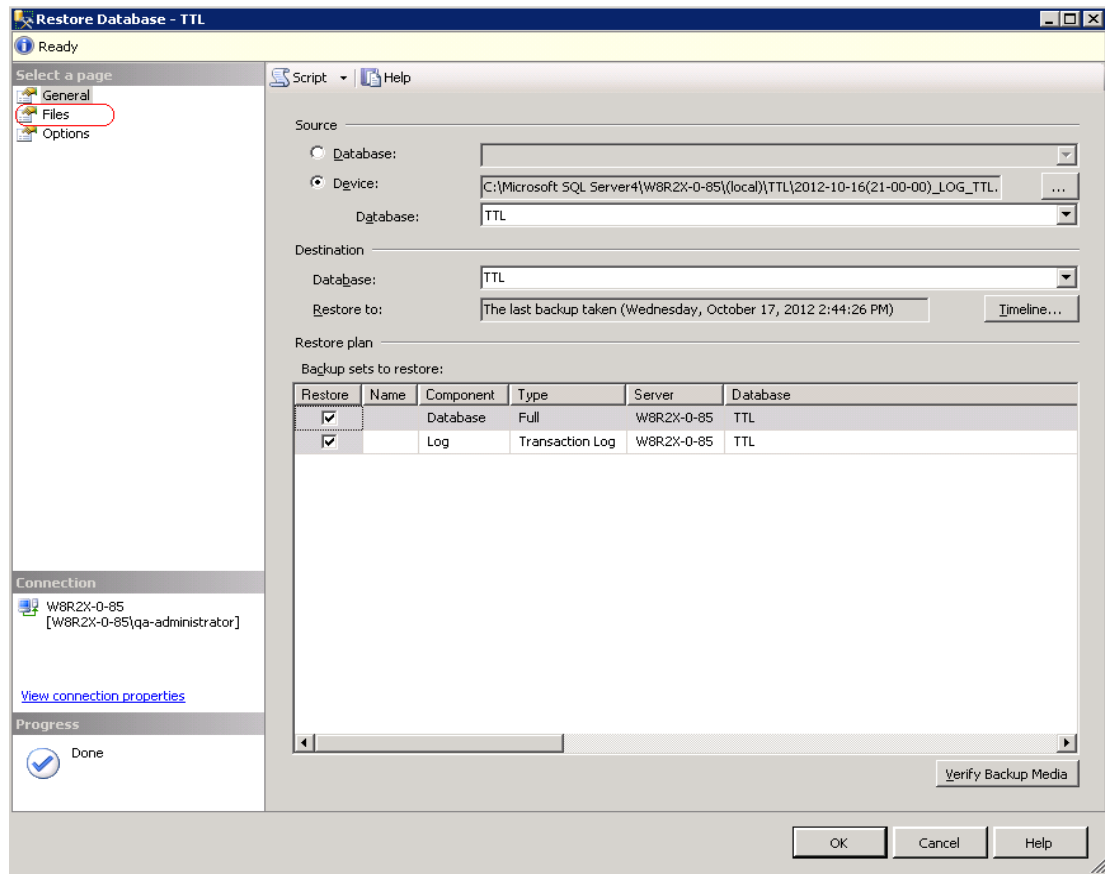
11. Choose the [Specific date and time] button, and you can select the specific time to restore. Click [OK] to confirm.



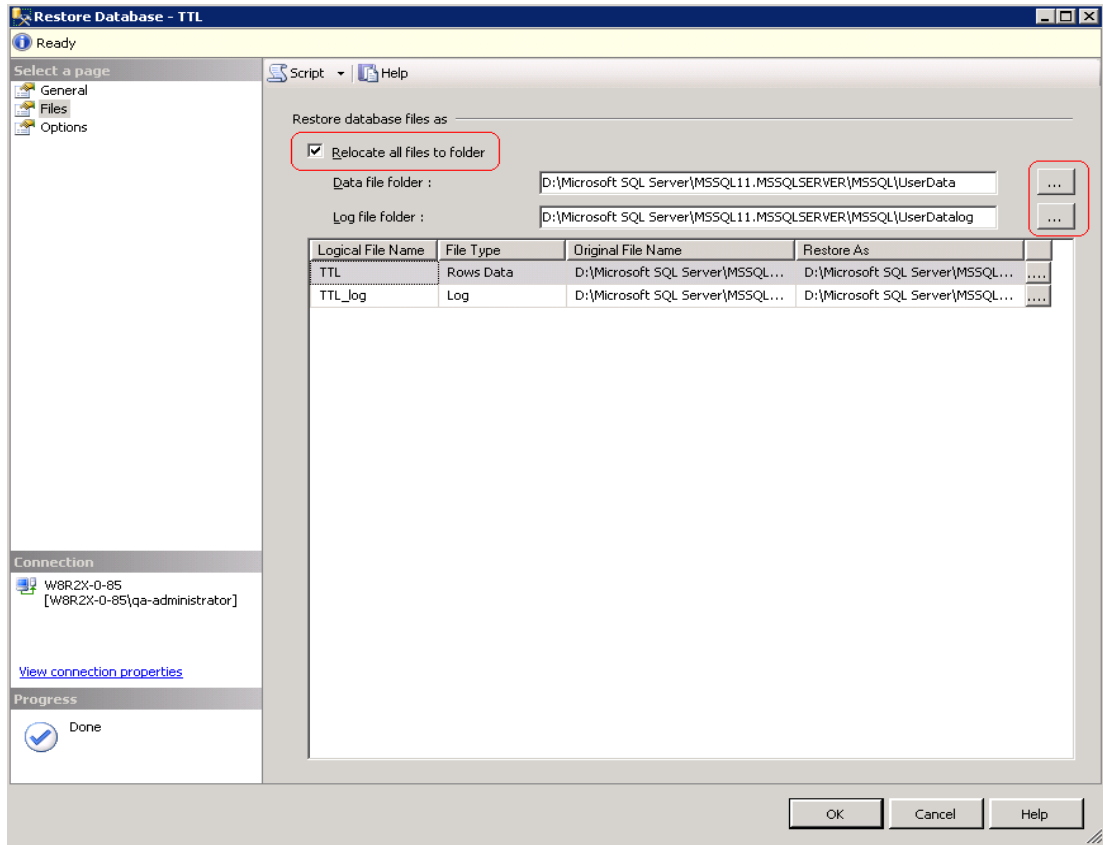
12. Click [OK] to start restore, or if you need to relocate the restore files on another folder, you can go to the next option.

With relocate all file and folder option

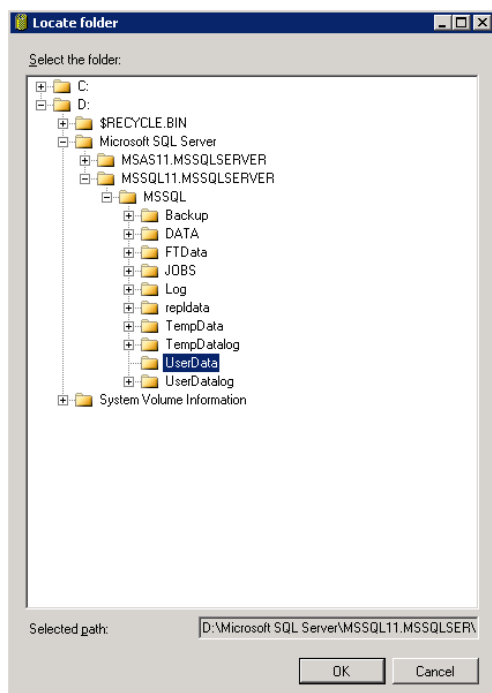
13. Click on the "Files" page on the left panel.



14. Click on the check box "Relocate all files to folder" and you can select the folder path by clicking the folder selection button on the right hand side.



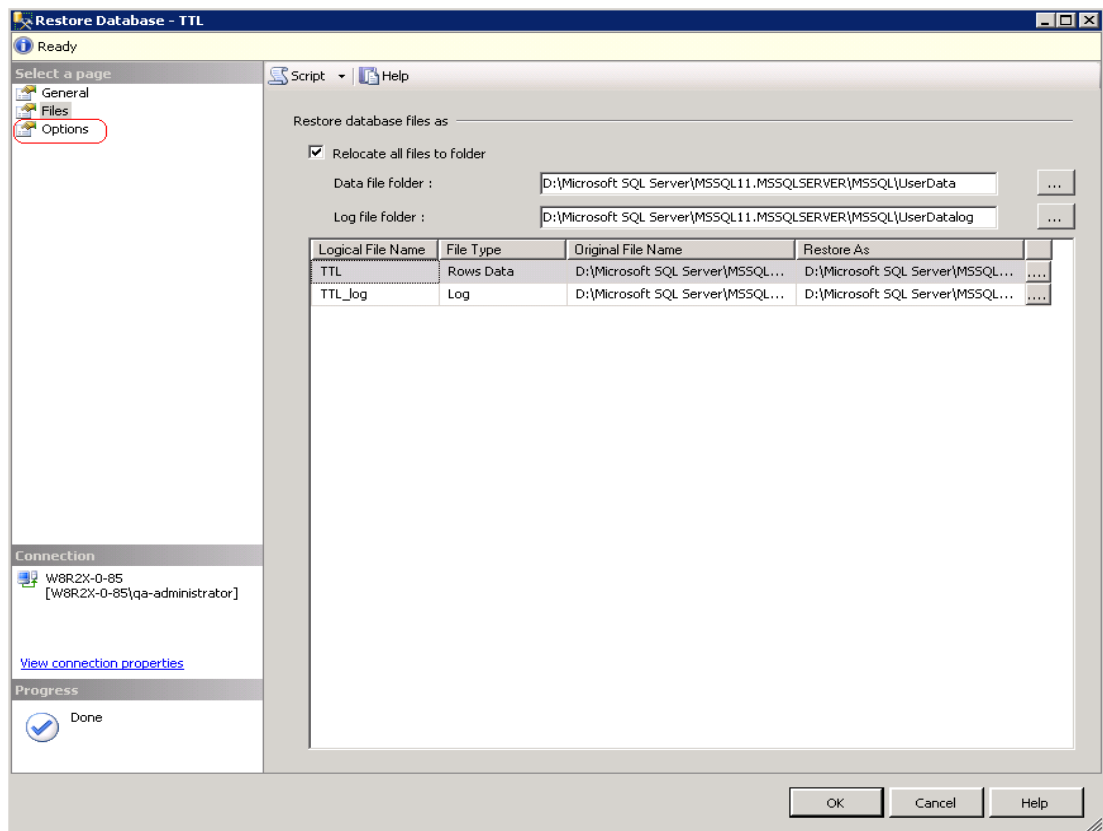
15. Choose the folder path that you need the files to relocate and click OK.



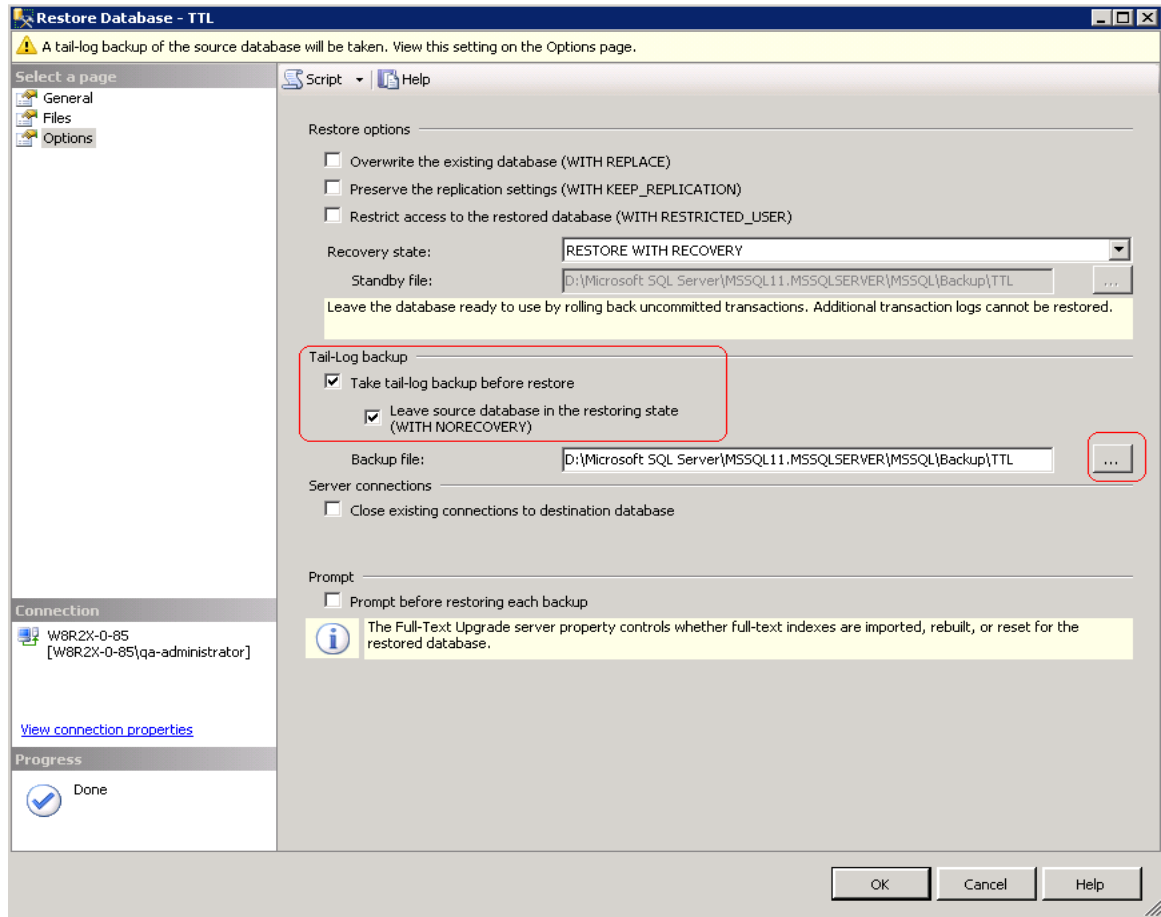
16. Click [OK] on the 'Files' page to start the restore. If Taillog backup restore is required, go to the next option.

With Taillog backup restore option

17. Click on the "Option" page on the left panel.



18. Click on the check box of the "Take tail-log backup before restore" option, and also select the backup file destination from the right hand side.



19. Click [OK] to start the restore.

19 Backup / Restore Lotus Domino and Notes

This chapter describes how to backup and restore Lotus Domino Server and Notes Client with AhsayOBM.

19.1 Supported versions

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the supported versions.

19.2 Limitation

Backup of **Lotus Notes is only** supported for installation on **Windows**.

19.3 Requirements and recommendations

Please ensure that the following requirements are met by the Lotus Domino server or Lotus Notes client computer:

1. AhsayOBM is installed on the Lotus Domino server or Lotus Notes client machine.
2. Data selected for backup will be temporarily spooled to a temp directory before being uploaded to the backup server.

Please ensure that the temporary directory configured for the backup have sufficient disk space for the backup operation.

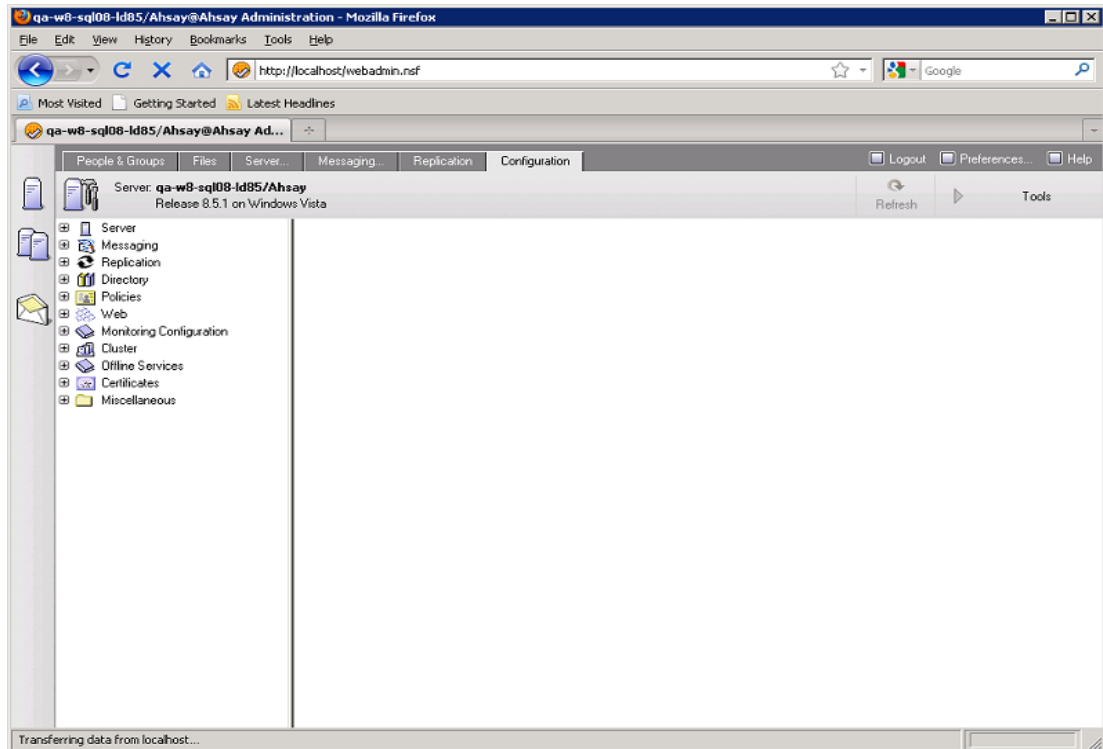
3. For backup of Lotus Domino Server, if you have setup a password for the secure console, please clear the password before you do the backup.
4. For backup of Lotus Domino server, all database selected for backup must have transaction logging (archive mode) enabled.

Note:

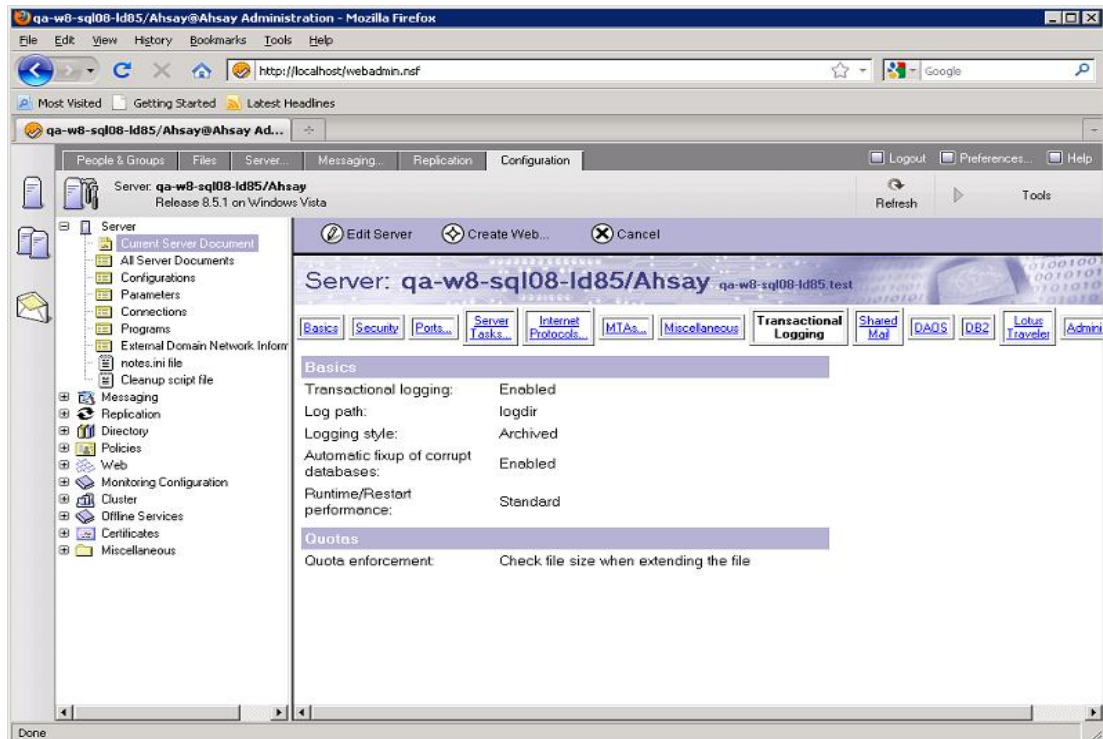
Ensure that all databases to be logged reside in the Domino data directory, either at the root or in sub directories

To configure transaction logging, please refer to the following instruction:

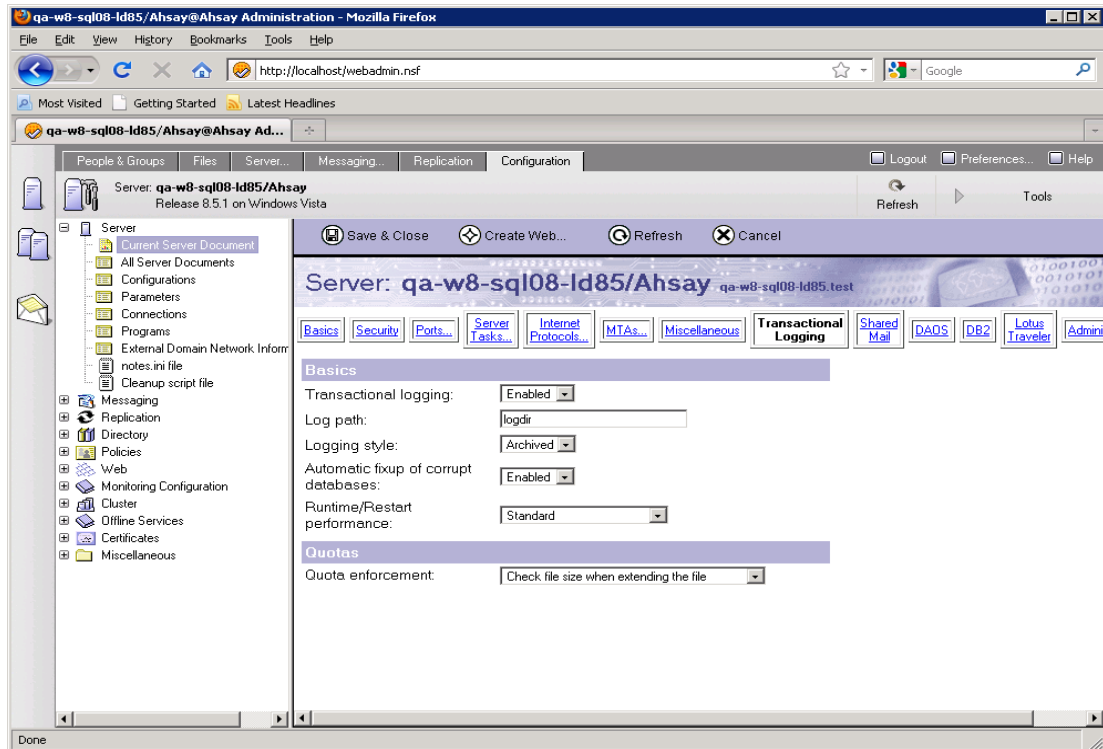
- Login to the Domino administration console; select the [Configuration] tab.



- Expand [Server], then [Current Server Document].



- Select the [Transaction Logging] tab, then [Edit Server].



- Complete all required fields then save the document afterward.

| Field | Enter |
|---------------------------------------|--|
| Transaction Logging | Choose Enabled. The default is Disabled. |
| Log Path | <p>Path name location of the transaction log.</p> <p>There should be at least 1GB of disk space for the transaction log.</p> <p>If you are using the device solely for storing the transaction log, set the [Use all available space on log device] field to "Yes"</p> |
| Logging Style | Choose [Archive]. The default is [Circular]. |
| Maximum Log Space | <p>The maximum size in MB, for the transaction log. Default is 192MB. Maximum is 4096MB (4GB).</p> <p>Domino formats at least 3 and up to 64 log files, depending on the maximum log space you allocate.</p> |
| Use all available space on log device | <p>Choose one:</p> <p>[Yes] - To use all available space on the device for the</p> |

| | |
|--------------------------------------|--|
| | <p>transaction log. This is recommended if you use a separate device dedicated for storing the log. If you choose [Yes], you do not need to enter a value in the [Maximum Log Space] field.</p> <p>[No] - To use the default or specified value in the [Maximum Log Space] field.</p> |
| Automatic fixup of corrupt databases | <p>Choose one:</p> <p>Enabled (default) - If a database is corrupted and Domino cannot use the transaction log to recover it, Domino runs the Fixup task, assigned a new DBIID, and notifies the administrator that a new database backup is required.</p> <p>Disabled - Domino does not run the Fixup task automatically and notifies the administrator to run the Fixup task with the -J parameter on corrupt logged databases.</p> |
| 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> <ol style="list-style-type: none"> 1. Creates a recovery checkpoint record in the transaction log, listing each open database and the starting point transaction needed for recovery. 2. Force database changes to be saved to disk if they have not been saved already <p>Choose one:</p> <p>Standard (default and recommended) - Checkpoints occur regularly.</p> <p>Favor runtime - Domino records fewer checkpoints, which requires fewer system resources and improves</p> |

| | |
|--|---|
| | <p>server run time performance.</p> <p>Favor restart - Recovery time. Domino records more checkpoints, which improves restart recovery time because fewer transactions are required for recovery.</p> |
|--|---|

Note:

Transaction log backup can only be performed if the transaction logging option is enabled in archive mode.

19.4 Overview

The following steps are performed during a backup job:

1. Connection from the backup client to the backup server is established.
2. Download the server file list from the backup server.
3. For [Database] backup type, the following data are backed up to the temporary spool path:
 - notes.ini
 - All file selected
 - All database selected
 - Transaction log

The Domino server is notified of the filled log extends availability for reuse.

4. *Lotus Domino Server only* - For [Transaction Log] backup type, only transaction logs are backed up to the temporary spool path.

The Domino server is notified of the filled log extends availability for reuse

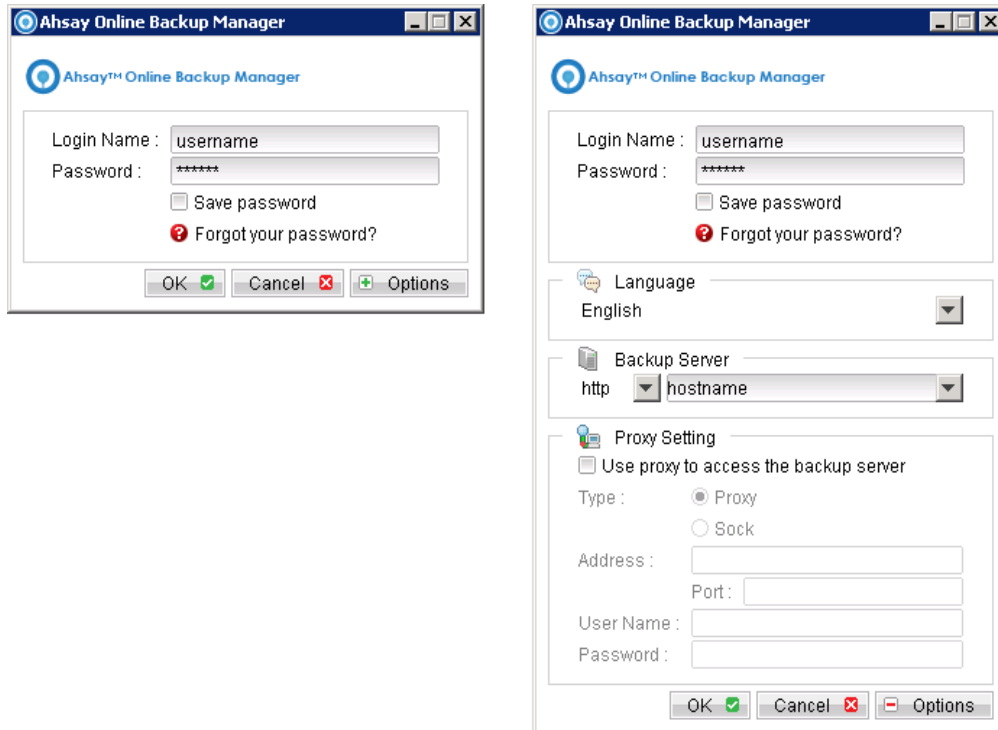
5. Server and local file lists are compared to determine which file will be uploaded.
6. Delta file is generated for modified file (if necessary).
7. Data are encrypted, compressed, and uploaded to the backup server.
8. Data are removed from the temporary spool path.
9. Backup completed successfully.

19.5 How to backup Lotus Domino / Notes (Windows)

Refer to the following instructions to backup Lotus Domino / Notes installation on Windows:


1. Login to the backup application's user interface.

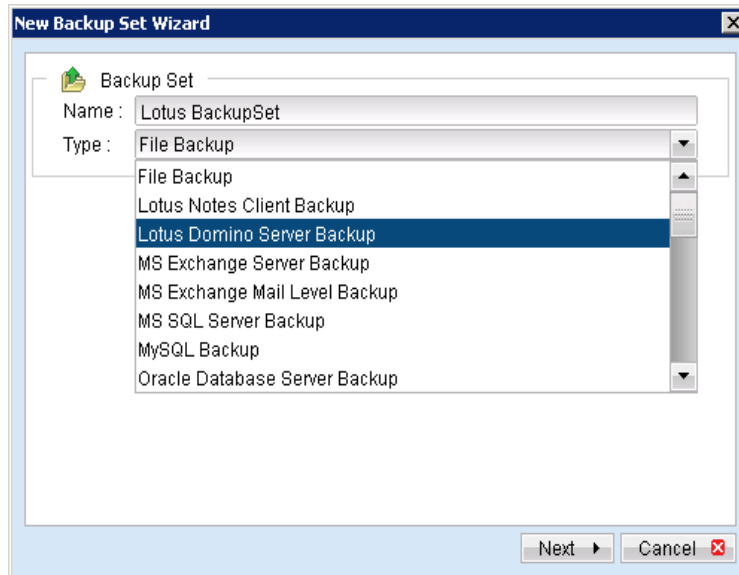
Double-click on the AhsayOBM desktop icon or right-click on the system tray icon:



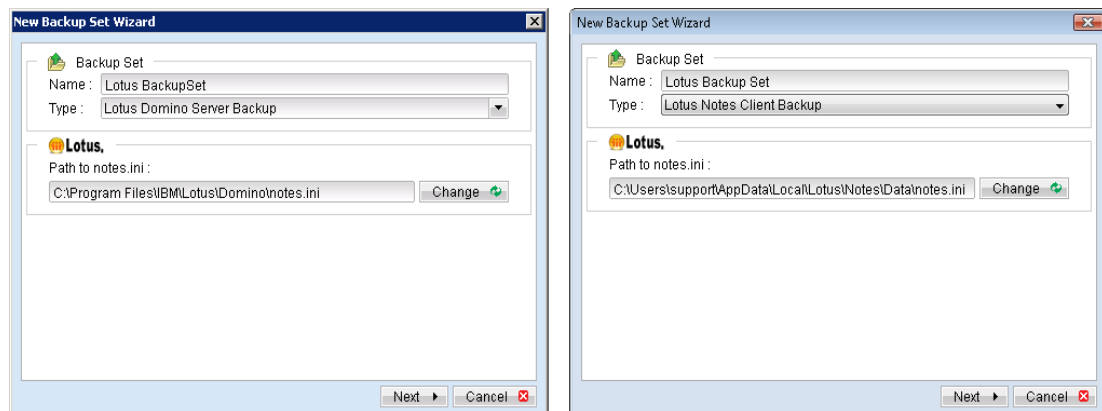
Note:

AhsayOBM must be installed on the Lotus Domino server or Notes client machine.

2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
3. Create a Lotus Domino Server or Notes Client Backup set by selecting [Lotus Domino Server Backup] / [Lotus Notes Client Backup] from the backup set type dropdown menu.



4. Configure the [Path to notes.ini] field, and then select [Next] to proceed.



Note:

[Path to notes.ini] on **Lotus Domino server**:

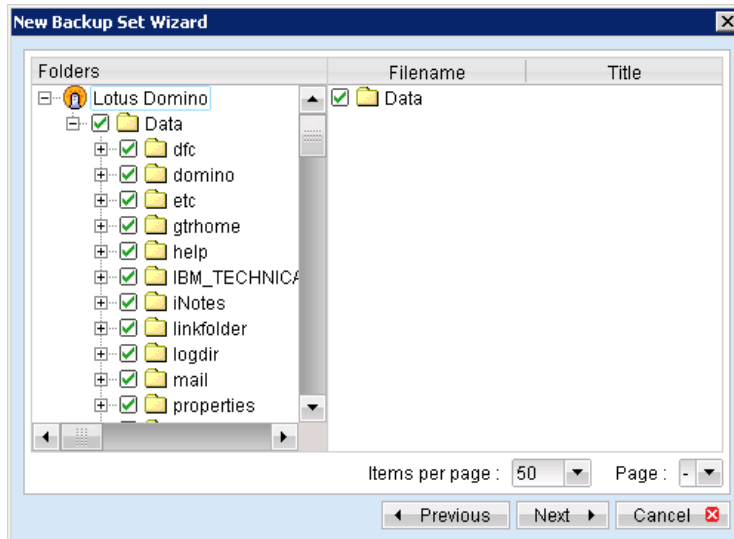
Login to the Domino administration console, select the [Configuration] tab, and expand [Server], select [notes.ini file] to display the directory path.

[Path to notes.ini] on **Lotus Notes client machine**:

By default, the path should be located under the corresponding operating system account profile:

`${OS_Profile}\AppData\Local\Lotus\Notes\Data\notes.ini`

5. Select the file and database for backup.

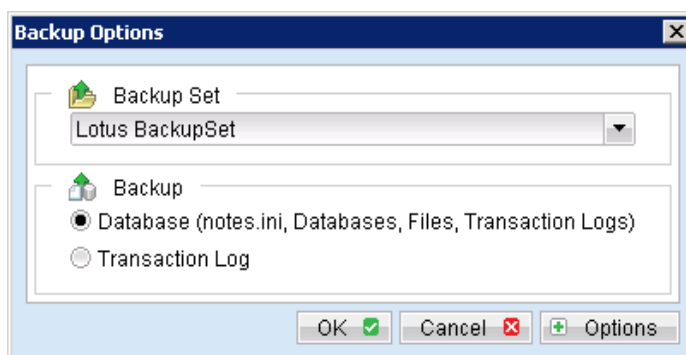


6. Configure a backup schedule for unattended backups.

Note:

Multiple backup schedules of different types can be configured for the same backup set.

7. Select an encryption setting for your backup set.
8. Press the [OK] button to complete the configuration of backup set.
9. Scheduled backup will run automatically at the configured schedule time.
10. Click [Backup] button on the left panel to perform a backup immediately.
11. Select the backup type to be performed:



| Menu Items | Description |
|---|---|
| Database (notes.ini, Database, Files, Transaction Logs) | Backup the following: notes.ini All file selected |

| | |
|-----------------|--|
| | All database selected Transaction log |
| Transaction Log | Backup the transaction log. |

19.6 How to restore Lotus Domino (Windows)

After full backup and restore of Lotus Domino, data of "Mail", "Calendar" and "To do" are backed up and restored. Refer to the following instructions to restore Lotus Domino installation on Windows:

1. Install AhsayOBM on the Lotus Domino server client machine (if required).
2. Ensure that ALL Lotus Domino services are shut down completely in Lotus Domino server machine
3. Shutdown the Lotus Domino services.
4. Continue to the next section for instruction to restore all databases or single database.

Restore all databases and files

To perform a full Domino restore (restore all databases and files):

1. Place the restored backup files to their original directory path:

Database files, notes.ini and archived transaction logs are stored on AhsayOBS along with their full path information.

Place the files back to their original location (location where the backup was originally performed).

2. In the AhsayOBM installation bin folder, open "DominoRecover.bat" with a text editor.

Modify the *User Defined Section* according to your setup:

| User Defined Parameters | Description |
|---|---|
| <i>PROGRAM_DIR</i> (For all / single db restore) | Directory containing the notes.ini file. |
| <i>INPUT_FILE</i> (For single db restore) | Path to the input file. |
| <i>RESTOREDB</i> (For single db restore) | Path to the database file. |
| <i>RECDATE</i> (For single db restore) | The year, month day to recover database to. |
| <i>RECTIME</i> (For single db restore) | The time in hour and minute to recover database to. |

Example:

DominoRecover.bat:

```

REM ##### Start: User Defined Section #####

REM ##### PROGRAM_DIR #####
REM ## The Domino or notes program directory, which
REM ## contains notes.ini
SET PROGRAM_DIR=C:\Program Files\Lotus\Domino

REM ##### INPUT_FILE #####
REM ## The path to a input file if you want to restore one
REM ## database only. If you want to restore all databases,
REM ## leave INPUT_FILE blank.
SET INPUT_FILE=

REM ##### RESTOREDB #####
REM ## The path to a database file if you want to restore
REM ## one database only. If you want to restore all
REM ## databases, leave RESTOREDB blank.
SET RESTOREDB=

REM ##### RECDATE #####
REM ## The year, month and day you want to recover
REM ## the database to. Set them according to the date
REM ## format set in Windows.
REM ## e.g. SET RECDATE=11/15/2006
REM ## If you want to restore all databases, leave RECDATE
REM ## blank.
REM ## e.g. SET RECDATE=
SET RECDATE=

REM ##### RECTIME #####
REM ## The time in hour and minute you want to recover the
REM ## database to. Set them according to the time format
REM ## set in Windows.
REM ## e.g. SET RECTIME=13:00
REM ## If you want to restore all databases, leave RECTIME
REM ## blank.
REM ## e.g. SET RECTIME=
SET RECTIME=

```

3. Save, and execute the "DominoRecover.bat" batch file afterward:

```
>C:\Program Files\AhsayOBM\bin\DominoRecover.bat
```

Media recovery is performed for all databases found within the Lotus data directory.

Content of all databases will be restored to the last committed transaction found in the archived transaction log.

Example:

```
C:\Program Files\AhsayOBM\bin>DominoRecover.bat
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:\program files\obm\bin>
```

4. Restart the Lotus Domino services.

Restore a single database

To restore a single database:

1. Shutdown Lotus Domino service.
2. Place the restored database file to the restore destination directory path:

Database and archived transaction logs are stored on AhsayOBS along with their full path information, place them back to their original location (location where the backup was originally performed).
3. *Optional for media recovery* - Place the restored archived transaction logs to their original directory path.
4. In the AhsayOBM installation bin folder, open "DominoRecover.bat" with a text editor.

Modify the *User Defined Section* according to your setup:

| User Defined Parameters | Description |
|---|---|
| <i>PROGRAM_DIR</i> (For all / single db restore) | Directory containing the notes.ini file. |
| <i>INPUT_FILE</i> (For single db restore) | Path to the input file, ie the restore destination of the restored database file. |
| <i>RESTOREDB</i> (For single db restore) | Path to the database file. |
| <i>RECDATE</i> (For single db restore) | The year, month day to recover database to. |
| <i>RECTIME</i> (For single db restore) | The time in hour and minute to recover database to. |

To restore a database named "admin4.nsf", and have been placed to "C:\restore_dest", you need to amend the following parameters:

| DominoRecover.bat: |
|--|
| <pre> REM ##### Start: User Defined Section ##### REM ##### PROGRAM_DIR ##### REM ## The Domino or notes program directory, which REM ## contains notes.ini SET PROGRAM_DIR=C:\Program Files\Lotus\Domino REM ##### INPUT_FILE ##### REM ## The path to a input file if you want to restore one REM ## database only. If you want to restore all databases, REM ## leave INPUT_FILE blank. SET INPUT_FILE=C:\restore_dest\admin4.nsf </pre> |

```

REM ##### RESTOREDB #####
REM ## The path to a database file if you want to restore
REM ## one database only. If you want to restore all
REM ## databases, leave RESTOREDB blank.
SET RESTOREDB=C:\Lotus\Domino\Data\admin4.nsf

REM ##### RECDATE #####
REM ## The year, month and day you want to recover
REM ## the database to. Set them according to the date
REM ## format set in Windows.
REM ## e.g. SET RECDATE=11/15/2006
REM ## If you want to restore all databases, leave RECDATE
REM ## blank.
REM ## e.g. SET RECDATE=
SET RECDATE=18/01/2007

REM ##### RECTIME #####
REM ## The time in hour and minute you want to recover the
REM ## database to. Set them according to the time format
REM ## set in Windows.
REM ## e.g. SET RECTIME=13:00
REM ## If you want to restore all databases, leave RECTIME
REM ## blank.
REM ## e.g. SET RECTIME=
SET RECTIME=00:02

```

4. Save, and execute the "DominoRecover.bat" batch file afterward.

```
>C:\Program Files\obm\bin\DominoRecover.bat
```

Media recovery is performed for the specified database.

Content of the database will be restored to the last committed transaction found in the archived transaction log.

Example:

```

C:\Program Files\AhsayOBM\bin>DominoRecover.bat
Media Recovery Utility for Lotus Domino 5.0 or above

Running media recovery ...
Restart Analysis (0 MB): 100%
18/01/2007 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%
18/01/2007 14:42:17 Recovery Manager: Media Recovery
complete for
C:\Lotus\Domino\data\admin4.nsf, last update applied.

```



```
Backup file C:\Lotus\Domino\data\admin4.nsf recovered.  
C:\Program Files\AhsayOBM\bin>DominoRecover.bat
```

5. Restart the Lotus Domino services.

19.7 How to restore Lotus Notes (Windows)

After full backup and restore of Lotus Notes, data of "Contacts" and "Notebook" are backed up and restored. Refer to the following instructions to restore Lotus Notes on Windows:

1. Install AhsayOBM on the Lotus Notes client machine (if required).
2. Restore the Lotus databases / files from backup; restore the database backup files from the AhsayOBS server.
3. Ensure that ALL Lotus Notes services are shut down completely in Lotus Notes client machine.
4. Continue to the next section for instruction to restore all databases or single database.

Restore all databases and files

To perform a full Lotus Notes restore (restore all databases and files):

1. Place the restored backup files to their original directory path:

Database files and notes.ini are stored on AhsayOBS along with their full path information.

Place the files back to their original location (location where the backup was originally performed).

2. Restart the Lotus Notes services

Restore a single database

To restore a single database:

1. Place the restored database file to the original directory path:

Database file is stored on AhsayOBS along with its full path information.

Place the file back to its original location (location where the backup was originally performed).

2. Restart the Lotus Notes services

19.8 How to backup Lotus Domino (Linux)

Refer to the following instructions to backup Lotus Domino installation on Linux:

1. Install AhsayOBM on the Lotus Domino server.

Note:

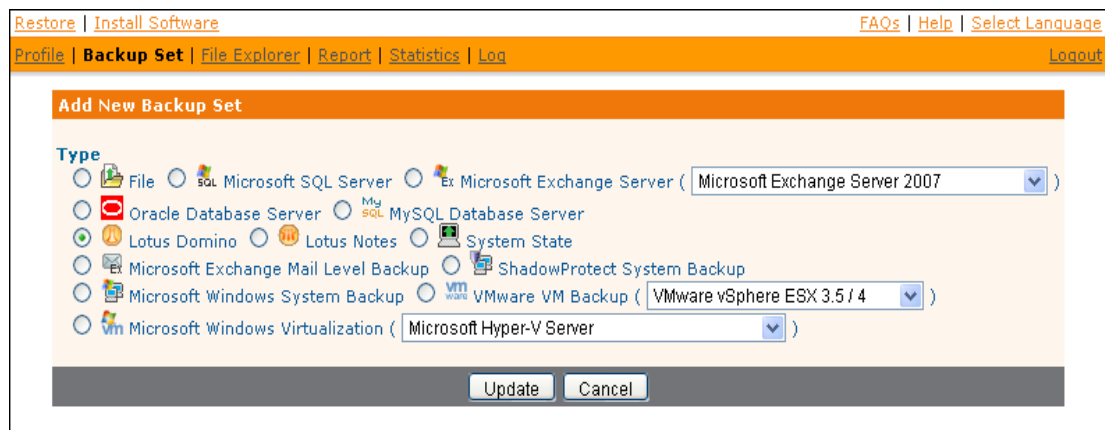
AhsayOBM must be installed on the Lotus Domino server

Important:

Please ensure that the operating system account to run AhsayOBM has sufficient permission to access the following file:

`$AhsayOBM_HOME/bin/notesenv`

2. Create a new Lotus Domino backup set on the web interface.
3. Login to the AhsayOBS web console, select [Backup Set].
4. Press the [Add] button to access the Add New Backup Set menu.



5. Select the [Lotus Domino] radio button and [Update].
6. Enter the Name and Backup Setting required:

[Restore](#) | [Install Software](#)

[FAQs](#) | [Help](#) | [Select Language](#)

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

[Logout](#)

Backup Set : Domino BackupSet Add Remove

[\[Help\]](#) **Name**

[\[Help\]](#) **Type**
Lotus Domino

[\[Help\]](#) **Database Backup Setting**
 Notes.ini :

[\[Help\]](#) **Backup Source**
 Backup the following files/directories :
 1. Remove
 2. Add
 Exclude the following files/directories :
 1. Add

[\[Help\]](#) **Backup Schedule** Add
 No schedules defined

Backup Set - Options

[\[Help\]](#) ☒ **Enable In-File Delta**
 Block Size : Bytes
 Minimum Size : Mbytes
☐ Enable delta merge
 Default In-file Delta Type : Advanced
 Upload Full File when Maximum No. of Delta greater than : (-1 = Unlimited)
 OR
 Upload Full File when Delta Ratio greater than : Delta Size / File Size (%)

[\[Help\]](#) **Temporary Directory**
 Temporary directory for storing backup files :
☐ Enable Delete Temp. File

| Menu Items | Description |
|-------------------------|--|
| Name | Enter a backup set name of your choice. |
| Database Backup Setting | Enter the directory path to the notes.ini file. Default location is: /local/notesdata/notes.ini |
| Temporary Directory | Enter the directory path of the temporary spool path. Please ensure that the user running AhsayOBM has sufficient permission to access this location and sufficient space is available. |

7. Enter the Backup Source required:

To backup all data, enter "Lotus Domino/Data" in the [Backup the following files/directories] field:

[\[Help\]](#) **Backup Source**
Backup the following files/directories :
1. Lotus Domino/Data [\[Remove\]](#)
2. [\[Add\]](#)
Exclude the following files/directories :
1. [\[Add\]](#)

To backup or exclude individual data, enter the corresponding directory path (e.g. Lotus Domino/Data/help):

[\[Help\]](#) **Backup Source**
Backup the following files/directories :
1. Lotus Domino/Data [\[Remove\]](#)
2. [\[Add\]](#)
Exclude the following files/directories :
1. Lotus Domino/Data/dfc [\[Remove\]](#)
2. Lotus Domino/Data/help [\[Remove\]](#)
3. Lotus Domino/Data/gtrhome [\[Remove\]](#)
4. [\[Add\]](#)

8. Configure a backup schedule for unattended backups.

Note:

Multiple backup schedules of different types can be configured for the same backup set.

9. Press the [Update] button to save the newly created backup set.
10. Login to the Lotus Domino server with AhsayOBM installed.
11. Start the Configurator.sh script by accessing the backup client installation bin folder.

```
>sh AhsayOBM_HOME/bin/Configurator.sh
```

12. Follow the instructions provided in the Configurator to complete the configuration of the backup set.

Note:

For Linux with GUI installed, you can also create a backup set via the AhsayOBM user interface (similar to the procedures provided in the Windows section).

Launch the AhsayOBM user interface:

```
>sh AhsayOBM_HOME/bin/RunOBC.sh
```

13. Scheduled backup will run automatically at the configured schedule time.
14. To perform a backup immediately, execute the RunBackupSet.sh script with the backup set name or ID:

```
>sh AhsayOBM_HOME/bin/RunBackupSet.sh BackupSet_Name
```

Important:

Before executing the script, please edit the BACKUP_TYPE parameter within the RunBackupSet.sh script file from -

BACKUP_TYPE="FILE"

to

BACKUP_TYPE="DATABASE"

19.9 How to restore Lotus Domino (Linux)

Refer to the following instructions to restore Lotus Domino installation on Linux.

1. Install AhsayOBM on the Lotus Domino server (if required).
2. Restore the Lotus databases / files from backup; restore the database backup files from the AhsayOBS server.
3. Shutdown the Lotus Domino services.
4. Continue to the next section for instruction to restore all databases or single database.

Restore all databases and files

To perform a full Domino restore (restore all databases and files):

1. Place the restored backup files to their original directory path:

Database files, notes.ini and archived transaction logs are stored on AhsayOBS along with their full path information, place them back to their original location (location where the backup was originally performed).

2. Ensure that the Lotus Domino user is the owner of all restored data, and has write permission to the files.

To assign such permission:

```
>chown -R notes:notes /local/notesdata
```

3. In the AhsayOBM installation bin folder, open "DominoRecover.sh" with a text editor.

Modify the *User Defined Section* according to your setup:

| User Defined Parameters | Description |
|--|---|
| <i>DATA_DIR</i> (For all / single db restore) | Directory containing the notes.ini file. |
| <i>LOTUS</i> (For all / single db restore) | Directory which the Domino server is installed. |
| <i>INPUT_FILE</i> (For single db restore) | Path to the input file. |
| <i>RESTOREDB</i> (For single db restore) | Path to the database file. |
| <i>RECDATE</i> (For single db restore) | The year, month day to recover database to. |

| | |
|---|---|
| RECTIME (For single db restore) | The time in hour and minute to recover database to. |
|---|---|

Example:

DominoRecover.sh:

```
##### Start: User Defined Section #####

# ----- DATA_DIR -----
# | The Domino directory which contains notes.ini,
# | the Domino databases, and templates.
# | e.g. DATA_DIR=/local/notesdata
# -----
DATA_DIR=/local/notesdata

# ----- LOTUS -----
# | The directory in which all Lotus products for
# | UNIX are installed.
# | e.g. LOTUS=/opt/ibm/lotus
# -----
LOTUS=/opt/ibm/lotus

# ----- INPUT_FILE -----
# | The path to an input file if you want to restore
# | one database only. If you want to restore all
# | databases, leave INPUT_FILE blank.
# -----
SET INPUT_FILE=

# ----- RESTOREDB -----
# | The path to a database file if you want to
# | restore one database only. If you want to restore
# | all databases, leave RESTOREDB blank.
# -----
SET RESTOREDB=

# ----- RECDATE -----
# | The year, month and day you want to recover
# | the database to. Set them according to the date
# | format set in your system.
# | e.g. SET RECDATE=11/15/2006
# | If you want to restore all databases, leave
# | RECDATE blank.
# | e.g. SET RECDATE=
# -----
SET RECDATE=

# ----- RECTIME -----
# | The time in hour and minute you want to recover the
# | database to. Set them according to the time format
# | set in your system.
```

```
# | e.g. SET RECTIME=13:00
# | If you want to restore all databases, leave RECTIME
# | blank.
# | e.g. SET RECTIME=
# | -----
SET RECTIME=
```

4. Save, and execute the "DominoRecover.sh" script file afterward:

```
>usr/local/obm/bin/DominoRecover.sh
```

Important:

Please ensure that you are running as the Domino user (e.g. notes)

Media recovery is performed for all databases found within the Lotus data directory.

Content of all databases will be restored to the last committed transaction found in the archived transaction log.

Example:

```
bash-3.00$ cd /usr/local/obm/bin
bash-3.00$ ./DominoRecover.sh
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. /local/notesdata)
3. Restore Domino Data directory back to the directory defined
   in Notes.ini (e.g. /local/notesdata)
4. Restore all archived transaction logs to the directory
   defined
   in Notes.ini (e.g. /local/notesdata/logdir)

Continue ? (Y) or (N) y

Running media recovery ...
directory /local/notesdata// already exists
Please wait, creating new transaction logs in directory:
/local/notesdata/logdir/
02/01/2007 11:38:43 AM Recovery Manager: Restart Recovery
complete. (0/0 databases needed full/partial recovery)
02/01/2007 11:38:45 AM Recovery Manager: Assigning new DBIID
for /local/notesdata/names.nsf (need new backup for media
recovery).
Media Recovery Replay (0 MB): 100%
02/01/2007 11:38:45 AM Recovery Manager: Media Recovery
```



```
complete for /local/notesdata/dfc/dfc100.nsf, last update
applied .

Backup file /local/notesdata/dfc/dfc100.nsf recovered.
Media Recovery Replay (0 MB): 100%
02/01/2007 11:38:46 AM Recovery Manager: Media Recovery
complete for /local/notesdata/help/decsdoc.nsf, last update
applied .

...

Backup file /local/notesdata/iNotes/help70_iwa_en.nsf
recovered.
Media Recovery Replay (0 MB): 100%
02/01/2007 11:38:50 AM Recovery Manager: Media Recovery
complete for /local/notesdata/mail/notes.nsf, last update
applied .

Backup file /local/notesdata/mail/notes.nsf recovered.
bash-3.00$
```

5. Restart the Lotus Domino services.

Restore a single database

To restore a single database:

1. Place the restored database file to the original directory path:

Database and archived transaction logs are stored on AhsayOBS along with their full path information, place them back to their original location (location where the backup was originally performed).
2. *Optional for media recovery* - Place the restored archived transaction logs to their original directory path.
3. In the AhsayOBM installation bin folder, open "DominoRecover.sh" with a text editor.

Modify the User Defined Section according to your setup.

For example, to recover database "admin4.nsf", with the backed up data was restored to directory path - /restore/local/notesdata

DominoRecover.sh:

```
##### Start: User Defined Section #####

# ----- DATA_DIR -----
# | The Domino directory which contains notes.ini, |
# | the Domino databases, and templates. |
# | e.g. DATA_DIR=/local/notesdata |
```

```
# -----
DATA_DIR=/local/notesdata

# ----- LOTUS -----
# | The directory in which all Lotus products for
# | UNIX are installed.
# | e.g. LOTUS=/opt/ibm/lotus
# -----
LOTUS=/opt/ibm/lotus

# ----- INPUT_FILE -----
# | The path to an input file if you want to restore
# | one database only. If you want to restore all
# | databases, leave INPUT_FILE blank.
# -----
SET INPUT_FILE=/restore/local/notesdata/admin4.nsf

# ----- RESTOREDB -----
# | The path to a database file if you want to
# | restore one database only. If you want to restore
# | all databases, leave RESTOREDB blank.
# -----
SET RESTOREDB=/local/notesdata/admin4.nsf

# ----- RECDATE -----
# | The year, month and day you want to recover
# | the database to. Set them according to the date
# | format set in your system.
# | e.g. SET RECDATE=11/15/2006
# | If you want to restore all databases, leave
# | RECDATE blank.
# | e.g. SET RECDATE=
# -----
SET RECDATE=18/01/2007

# ----- RECTIME -----
# | The time in hour and minute you want to recover the
# | database to. Set them according to the time format
# | set in your system.
# | e.g. SET RECTIME=13:00
# | If you want to restore all databases, leave RECTIME
# | blank.
# | e.g. SET RECTIME=
# -----
SET RECTIME=22:41
```

4. Save, and execute the "DominoRecover.sh" script file afterward.

```
>usr/local/obm/bin/DominoRecover.sh
```

Important:

Please ensure that you are running as the Domino user (e.g. notes)

Media recovery is performed for the individual database.

Content of the database will be restored to the last committed transaction found in the archived transaction log

Example:

Media Recovery Example:

```
bash-3.00$ cd /usr/local/obm/bin
bash-3.00$ ./DominoRecover.sh
Media Recovery Utility for Lotus Domino 5.0 or above

directory /local/notesdata// already exists

Recovering backup file ...

Restart Analysis (0 MB): 100%
18/01/2007 03:35:56 PM Recovery Manager: Restart Recovery
complete. (0/0 databases needed full/partial recovery)
Media Recovery Replay (1 MB): 30% 50% 80% 100%
18/01/2007 03:35:57 PM Recovery Manager: Media Recovery
complete for /local/restore/local/notesdata/admin4.nsf, last
update applied .

Backup file /local/restore/local/notesdata/admin4.nsf
recovered.

Taking database /local/notesdata/admin4.nsf offline ...

Restoring database /local/notesdata/admin4.nsf
from recovered backup file
/local/restore/local/notesdata/admin4.nsf ...
Database file /local/notesdata/admin4.nsf restored from
/local/restore/local/not esdata/admin4.nsf

Bringing database /local/notesdata/admin4.nsf online ...

Program completed successfully.
```

5. Restart the Lotus Domino services.

20 Backup / Restore MySQL Server

This chapter describes in details how to backup and restore MySQL server with AhsayOBM.

20.1 Supported versions

Please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 6.3 or above \(2323\)](#) for the supported versions.

20.2 Requirements and recommendations

Please ensure that the following requirements are met by the MySQL server.

1. AhsayOBM is installed on the MySQL server.
2. Data selected for backup will be temporarily spooled to a temp directory before being uploaded to the backup server

Please ensure that the temporary directory configured for the backup have sufficient disk space for the backup operation.

3. A MySQL user with *ALL PRIVILEGES* must be prepared for the backup operation.

For example:

```
mysql> GRANT ALL PRIVILEGES ON *.* TO 'username'@'localhost'  
IDENTIFIED BY 'password';  
  
mysql> GRANT ALL PRIVILEGES ON *.* TO  
'username'@'localhost.localdomain' IDENTIFIED BY 'password';  
  
mysql> FLUSH PRIVILEGES;
```

4. The 'information_schema' database is a virtual system database, which contains information about the user databases on the MySQL instance.

It is read-only and cannot be backed up.

20.3 Overview

The following steps are performed during a backup job:

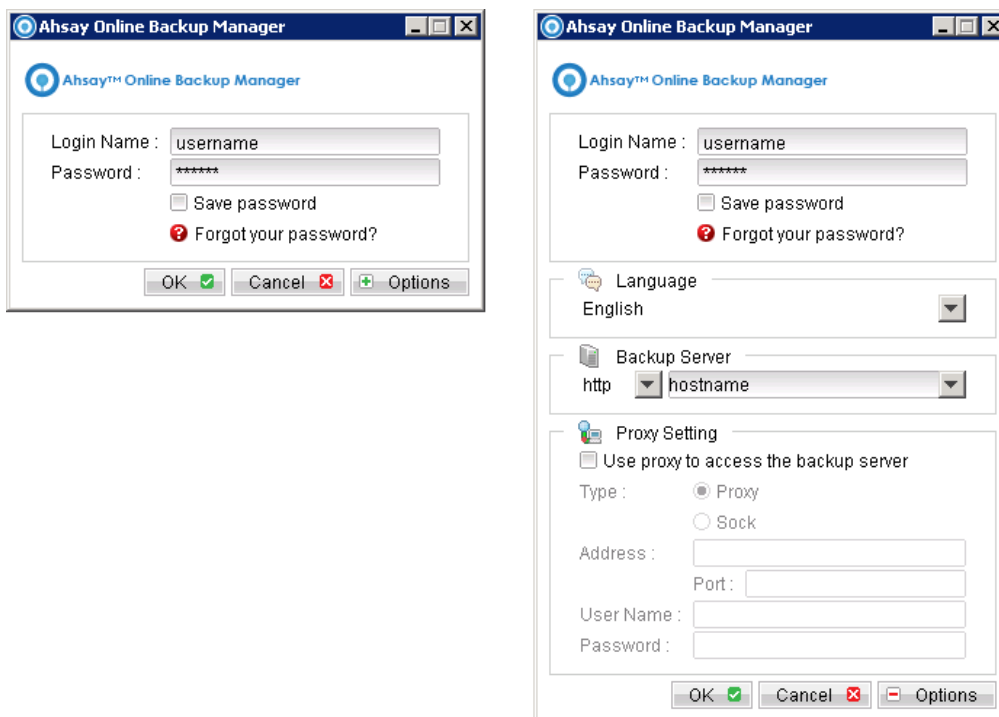
1. Connection from the backup client to the backup server is established.
2. Download the server file list from the backup server.
3. Database (including stored routines) are backed up to the temporary pool path.
4. Server and local file lists are compared to determine which file will be uploaded.
5. Delta file is generated for modified file (if necessary).
6. Data are removed from the temporary pool path.
7. Backup completed successfully.

20.4 How to backup MySQL server (Windows)


Refer to the following instructions to backup MySQL database installation on Windows:

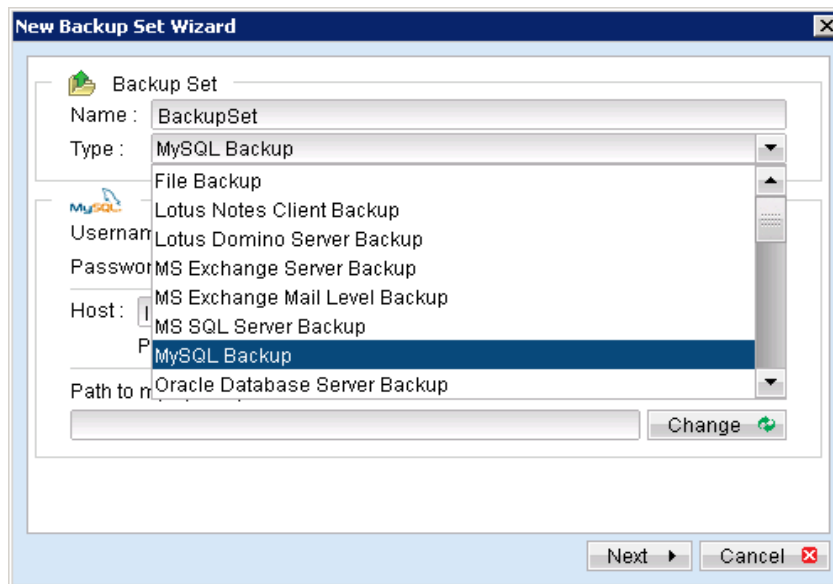
1. Login to the backup application's user interface.

Double-click on the AhsayOBM desktop icon or right-click on the system tray icon:

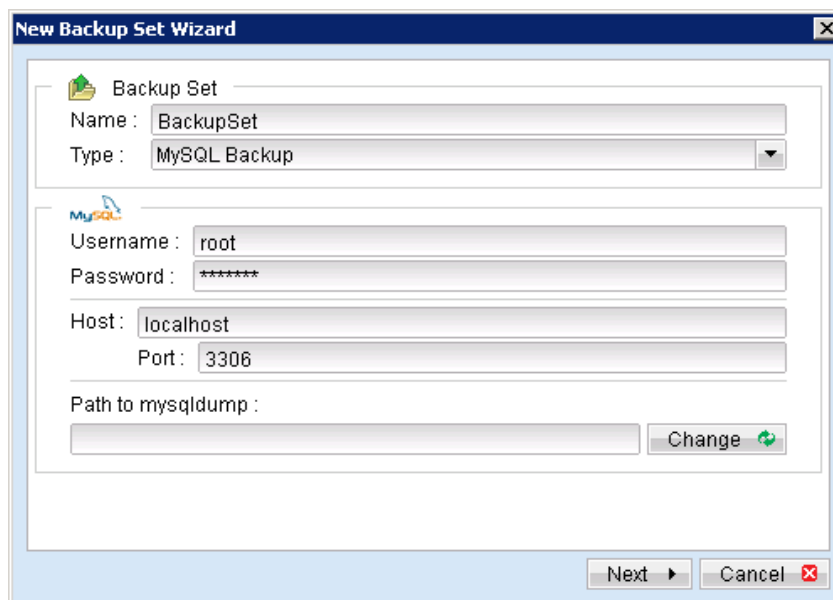


Note:
AhsayOBM must be installed on the MySQL server.

2. Select the [Backup Settings] button and the  button to start the New Backup Set Wizard.
3. Create a MySQL Backup set by selecting [MySQL Backup] from the backup set type dropdown menu.



4. Enter the corresponding information required:



| Menu Items | Description |
|------------|---|
| Name | Enter a backup set name of your choice. |

| | |
|-------------------|--|
| Type | Select backup set type [MySQL Backup]. |
| Username | Enter the username of the MySQL account with all privileges. |
| Password | Enter the username of the MySQL account with all privileges. |
| Host | Enter the IP address or hostname of the MySQL database server. Note: AhsayOBM must be installed on the MySQL database server |
| Port | Enter the TCP/IP port for accessing the MySQL database server (default: 3306). |
| Path to mysqldump | Enter the directory path of mysqldump. Default location is: \${MySQL-Install-Home}\bin |

5. Select [Next] to proceed.
6. In the backup source selection screen, select the databases for backup.

Important:

Do not select the 'information_schema' database for backup, it is a read-only database and cannot be backed up.

7. Configure a backup schedule for unattended backups.

Note:
Multiple backup schedules of different types can be configured for the same backup set.
8. Select an encryption setting for your backup set.
9. Press the [OK] button to complete the configuration of backup set.
10. Scheduled backup will run automatically at the configured schedule time.
11. Click [Backup] button on the left panel to perform a backup immediately.

20.5 How to backup MySQL server (Linux)

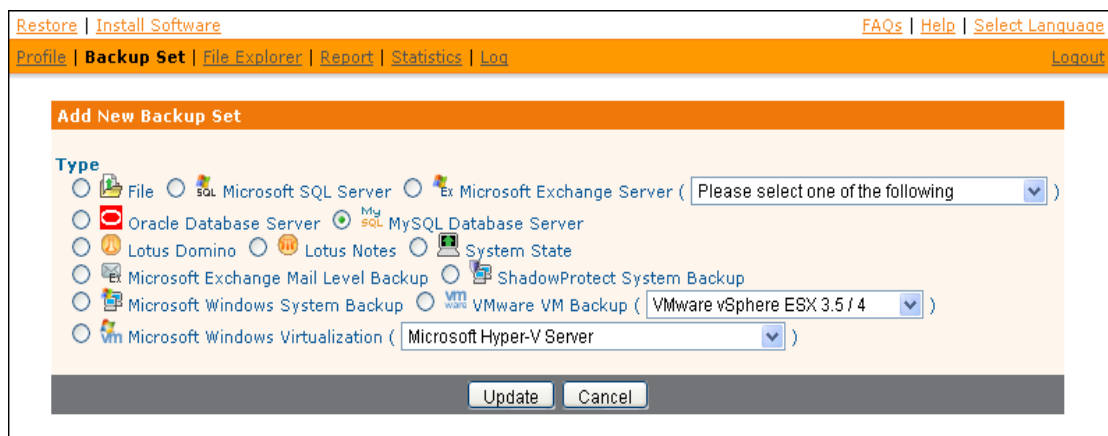
Refer to the following instructions to backup MySQL database installation on Linux:

1. Install AhsayOBM on the MySQL database server.

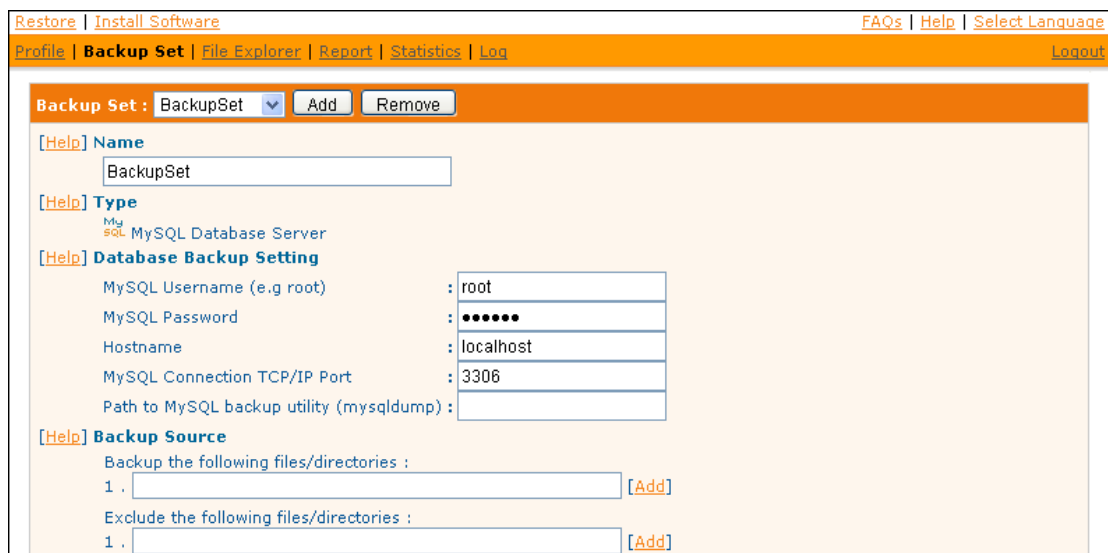
Note:

AhsayOBM must be installed on the MySQL database server

2. Create a new MySQL backup set on the web interface.
3. Login to the AhsayOBS web console, select [Backup Set].
4. Press the [Add] button to access the Add New Backup Set menu.



5. Select the [MySQL Database Server] radio button and [Update].
6. Enter the Name and Database Backup Setting required:



| Menu Items | Description |
|--|--|
| Name | Enter a backup set name of your choice. |
| MySQL Username | Enter the username of the MySQL account with all privileges. |
| MySQL Password | Enter the username of the MySQL account with all privileges. |
| Hostname | Enter the IP address or hostname of the MySQL database server. Note: AhsayOBM must be installed on the MySQL database server |
| MySQL Connection TCP/IP Port | Enter the TCP/IP port for accessing the MySQL database server (default: 3306). |
| Path to MySQL backup utility (mysqldump) | Enter the directory path of mysqldump. Default location is: \${MySQL-Install-Home}\bin |

7. Enter the Backup Source required:

To backup all databases, enter "MySQL" in the [Backup the following files/directories] field:

[\[Help\]](#) **Backup Source**

Backup the following files/directories :

1 . MySQL [\[Remove\]](#)

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

Exclude the following files/directories :

1 . MySQL/information_schema [\[Remove\]](#)

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

To backup or exclude individual database, enter "MySQL/Database_Name".

Important:

The 'information_schema' database is a read-only database and cannot be backed up

8. Configure a backup schedule for unattended backups.

Note:

Multiple backup schedules of different types can be configured for the same backup set.

9. Press the [Update] button to save the newly created backup set.
10. Login to the MySQL database server with AhsayOBM installed.
11. Start the Configurator.sh script by accessing the backup client installation bin folder:

```
>sh AhsayOBM_HOME/bin/Configurator.sh
```

12. Follow the instructions provided in the Configurator to complete the configuration of the backup set.

Note:

For Linux with GUI installed, you can also create a backup set via the AhsayOBM user interface (similar to the procedures provided in the Windows section).

Launch the AhsayOBM user interface:

```
>sh AhsayOBM_HOME/bin/RunOBC.sh
```

13. Scheduled backup will run automatically at the configured schedule time.
14. To perform a backup immediately, execute the RunBackupSet.sh script with the backup set name or ID:

```
>sh AhsayOBM_HOME/bin/RunBackupSet.sh BackupSet_Name
```

Important:

Before executing the script, please edit the BACKUP_TYPE parameter within the RunBackupSet.sh script file from -

BACKUP_TYPE="FILE"

to

BACKUP_TYPE="DATABASE"

20.6 How to restore MySQL server

Refer to the follow instructions to restore MySQL database for both installation on Windows and Linux.

1. Install AhsayOBM on the MySQL database server (if required).
2. Restore the MySQL database file from backup; restore the database backup files from the AhsayOBS server (e.g. db_name.sql)
3. For restore of a non-existing database, first create the database:
 - Connect to the MySQL Server.

```
>mysql
```

- Create the database to be restored.

```
mysql> CREATE DATABASE IF NOT EXISTS db_name
```

4. Restore the database backup file back into the MySQL server.

```
mysql> USE db_name;  
mysql> SOURCE db_name.sql;
```

Note:

You may need to specify the full directory path for "db_name.sql" in the above command.

5. Repeat the same procedure for each database to be restored.

21 Email Reporting

AhsayOBM users are kept informed with the status of their backup activities via email reports.

Please ensure that a valid email address is configured on the web console in order to receive the reports described in the following sections.

Note:

Availability of the following reports may be service provider dependent. If a report is not available, please check with your service provider for further details and availability.

21.1 New User Report

When a new backup account is created, a welcome email will be sent to the contact email address of the account.

A welcome email contains the following information:

| Sample | |
|--|--|
| <p>Welcome to Ahsay Online Backup Services</p> <p>Generated at: Thu Jan 19 17:57:23 GMT+08:00 2012</p> <div> <div> <p>Getting started: Please follow the instructions available in the installation wizard to download and install AhsayOBM.</p> <p>Further Information: If further assistance is required, please refer to the FAQs.</p> </div> <div> <p>User Setting</p> <p>Login Name : user-name</p> <p>Alias :</p> <p>Language : English</p> <p>Contact : username@ex2k10.bsp.test</p> <p>Backup Quota : 50G</p> </div> </div> | |

| Key | Description |
|--------------|--|
| Login Name | Login name of the backup account. |
| Alias | Alias of the backup account. |
| Language | Preferred language of the backup account. |
| Contact | Email address of the backup account. |
| Backup Quota | Backup quota allocated for the backup account. |

21.2 Forgot Password Report

User can retrieve his or her password by requesting the forgotten password email via the web console [Forgotten your password].

An email will be sent to the backup account email address with the password in hashed format.

A request forgotten password email contains the following information:

| Sample | |
|--|--|
| <p>Request for forgotten password</p> <p>Generated at: Thu Jan 19 17:59:53 GMT+08:00 2012</p> <div> <div> <p>FAQs:</p> <p>1. Why are you receiving this report? When a user visits the forgot password page and requests the password for this backup account, all registered contacts for this account will receive a password reminder email. If the password reminder was not requested by an authorized user, please contact us immediately.</p> <p>2. What should you do after reading this email ? 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.</p> </div> <div> <p>User Setting</p> <p>Login Name : user-name</p> <p>Password : 4QrcOUm6Wau+VuBX8g+IPg==</p> <p>Alias :</p> <p>Language : English</p> <p>Contact : username@ex2k10.bsp.test</p> </div> </div> | |

| Key | Description |
|------------|---|
| Login Name | Login name of the backup account. |
| Password | Password of the backup account in hashed format. Note: The hashed password can be used to login to the AhsayOBM user interface, where the user will be prompted to change the password. |
| Alias | Alias of the backup account. |
| Language | Preferred language of the backup account. |
| Contact | Email address of the backup account. |

21.3 Backup Job Report

Backup job report is sent to the corresponding backup account after each backup job performed.

The report is sent on the 57th minute of every hour by a system routine job, for all jobs performed during that hour.

A backup job report email contains the following information:

| Sample | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--|-----------------------------------|--------------|--|-------------|---------------------------------------|------------|-------------|------------|--------------------------------|-------|---|------------|----------------|----------|-----------|----------------|-----------|---------|----------------------------|-----------------------------|-----------|-----------------------|--|----------------|-----------|---------------|--------------------|--------------|-----------|--|-----------------------------------|---------------|-----------|--|---------------------------|--|--|--|----------------------------|--|--|--------------------------|--|--|--|-------------|-------------------------|--|--|------------------|---------------|--|--|--------------|-------|--|--|-----------------|----------|--|--|--|--|
| <p>Online Backup Job Report - BackupSet</p> <p>Generated at: Thu Jan 19 23:18:30 GMT+08:00 2012</p> <table border="1"> <thead> <tr> <th colspan="2">Backup Job Summary</th> <th colspan="2">User Setting</th> </tr> </thead> <tbody> <tr> <td>Backup Time</td> <td>: 2012/01/19 17:59 - 2012/01/19 17:59</td> <td>Login Name</td> <td>: user-name</td> </tr> <tr> <td>Job Status</td> <td>: Backup finished successfully</td> <td>Alias</td> <td>:</td> </tr> <tr> <td>New Files*</td> <td>: 30 [8.44M]</td> <td>Language</td> <td>: English</td> </tr> <tr> <td>Updated Files*</td> <td>: 0 [0]</td> <td>Contact</td> <td>: username@ex2k10.bsp.test</td> </tr> <tr> <td>Updated Access Permissions*</td> <td>: 0 [0]</td> <td colspan="2">Backup Setting</td> </tr> <tr> <td>Deleted Files*</td> <td>: 0 [0]</td> <td>Backup Source</td> <td>: C:\Backup Source</td> </tr> <tr> <td>Moved Files*</td> <td>: 0 [0]</td> <td></td> <td><u>But exclude the following:</u></td> </tr> <tr> <td>Copied Files*</td> <td>: 0 [0]</td> <td></td> <td>C:\Backup Source\Test.doc</td> </tr> <tr> <td></td> <td>* Unit = No of files [Total file size]</td> <td></td> <td>C:\Backup Source\Test1.doc</td> </tr> <tr> <td colspan="2"></td> <td colspan="2">Backup Statistics</td> </tr> <tr> <td colspan="2"></td> <td>Data Area**</td> <td>: 30 [8.44M / 12.08M]</td> </tr> <tr> <td colspan="2"></td> <td>Retention Area**</td> <td>: 0 [0 / 0]</td> </tr> <tr> <td colspan="2"></td> <td>Backup Quota</td> <td>: 50G</td> </tr> <tr> <td colspan="2"></td> <td>Remaining Quota</td> <td>: 49.99G</td> </tr> <tr> <td colspan="2"></td> <td colspan="2">** Unit = No of files [Total file zipped size / Total file size]</td> </tr> </tbody> </table> <p>A full listing of all backup files is available in the attached file.</p> <p>FAQs:</p> <ol style="list-style-type: none"> 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. What if you have exceeded your quota? If your retention area is not empty, you can empty your retention area to free up more space. Please contact us for more information on how to increase your storage quota. <p>If further assistance is required, please refer to the FAQs.</p> | | Backup Job Summary | | User Setting | | Backup Time | : 2012/01/19 17:59 - 2012/01/19 17:59 | Login Name | : user-name | Job Status | : Backup finished successfully | Alias | : | New Files* | : 30 [8.44M] | Language | : English | Updated Files* | : 0 [0] | Contact | : username@ex2k10.bsp.test | Updated Access Permissions* | : 0 [0] | Backup Setting | | Deleted Files* | : 0 [0] | Backup Source | : C:\Backup Source | Moved Files* | : 0 [0] | | <u>But exclude the following:</u> | Copied Files* | : 0 [0] | | C:\Backup Source\Test.doc | | * Unit = No of files [Total file size] | | C:\Backup Source\Test1.doc | | | Backup Statistics | | | | Data Area** | : 30 [8.44M / 12.08M] | | | Retention Area** | : 0 [0 / 0] | | | Backup Quota | : 50G | | | Remaining Quota | : 49.99G | | | ** Unit = No of files [Total file zipped size / Total file size] | |
| Backup Job Summary | | User Setting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Backup Time | : 2012/01/19 17:59 - 2012/01/19 17:59 | Login Name | : user-name | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Job Status | : Backup finished successfully | Alias | : | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Files* | : 30 [8.44M] | Language | : English | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Updated Files* | : 0 [0] | Contact | : username@ex2k10.bsp.test | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Updated Access Permissions* | : 0 [0] | Backup Setting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Deleted Files* | : 0 [0] | Backup Source | : C:\Backup Source | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Moved Files* | : 0 [0] | | <u>But exclude the following:</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Copied Files* | : 0 [0] | | C:\Backup Source\Test.doc | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | * Unit = No of files [Total file size] | | C:\Backup Source\Test1.doc | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Backup Statistics | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Data Area** | : 30 [8.44M / 12.08M] | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Retention Area** | : 0 [0 / 0] | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Backup Quota | : 50G | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Remaining Quota | : 49.99G | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | ** Unit = No of files [Total file zipped size / Total file size] | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Key | Description |
|---------------------------|---------------------------------------|
| Backup Job Summary | |
| Backup Time | The time when the backup job ran. |
| Job Status | The overall status of the backup job: |

| | |
|----------------------------|--|
| | <ul style="list-style-type: none"> • Backup finished successfully • Backup finished with error • Backup finished with warning • Backup interrupted by system • Backup interrupted by user |
| New Files | Total number and size of new files uploaded. |
| Updated Files | Total number and size of updated files uploaded. |
| Updated Access Permissions | Total number and size of permission updated files uploaded. |
| Deleted Files | Total number and size of files deleted. |
| Moved Files | Total number and size of files relocated. |
| Copied Files | Total number and size of files copied. |
| User Setting | |
| Login Name | Login name of the backup account. |
| Alias | Alias of the backup account. |
| Language | Preferred language of the backup account. |
| Contact | Email address of the backup account. |
| Backup Setting | |
| Backup Source | Backup source selected for the job. |
| Backup Statistics | |
| Data Area | Total number and size of files stored in the data area. |
| Retention Area | <p>Total number and size of files stored in the retention area.</p> <p>Previous copies of updated or deleted backup files are retained in the retention area according to the retention policy configured for the backup set.</p> |
| Backup Quota | Backup quota allocated for the account. |
| Remaining Quota | Remaining quota of the account. |

A full backup job report, containing a listing of all files backed up by the corresponding job, is also attached to the email in zipped format.

A full backup job report email contains the following information:

Sample

Generated at: Thu Jan 19 23:18:30 GMT+08:00 2012

Full Backup Report

| Backup Job Summary | |
|--------------------|---|
| Login Name | user-name |
| Backup Set | BackupSet (1326967067630) |
| Backup Job | 2012-01-19 (17:58) |
| Job Status | Backup finished successfully |
| Backup Time | 2012/01/19 17:59 - 2012/01/19 17:59 (HKT) |

| Backup Job Statistics | |
|---------------------------|------------------------|
| New Files* | 2 [8.4M / 12.1M (30%)] |
| Updated Files* | 0 [0 / 0 (0%)] |
| Permission Updated Files* | 0 [0 / 0 (0%)] |
| Deleted Files* | 0 [0 / 0 (0%)] |
| Moved Files* | 0 [0 / 0 (0%)] |
| Copied Files* | 0 [0 / 0 (0%)] |

* Unit = No of files [Total file zipped size / Total file size (ratio)]

| Backup Logs | | | |
|-------------|------|------------------|--|
| No. | Type | Timestamp | Backup Logs |
| 1 | Info | 2012/01/19 17:59 | Start [Windows XP (Ahsay), AhsayOBM 6.7.0.0] |
| 2 | Info | 2012/01/19 17:59 | Using Temporary Directory C:\Documents and Settings\temp |
| 3 | Info | 2012/01/19 17:59 | Start running pre-commands |
| 4 | Info | 2012/01/19 17:59 | Finished running pre-commands |
| 5 | Info | 2012/01/19 17:59 | Start creating Shadow Copy Set ... |
| 6 | Info | 2012/01/19 17:59 | Shadow Copy Set successfully created |
| 7 | Info | 2012/01/19 17:59 | Deleting Shadow Copy snapshot for volume "C:" |
| 8 | Info | 2012/01/19 17:59 | Start running post-commands |
| 9 | Info | 2012/01/19 17:59 | Finished running post-commands |

| New Files | | | |
|-----------|-----------------------------------|-----------------------|------------------|
| No. | Dirs / Files | Zipped / Size [Ratio] | Last Modified |
| 1 | C:\ | 1.5k / 0 [0%] | - |
| 2 | C:\Backup Source | 1.5k / 0 [0%] | - |
| 3 | C:\Backup Source\FolderA | 1.5k / 0 [0%] | - |
| 4 | C:\Backup Source\FolderB | 1.5k / 0 [0%] | - |
| 5 | C:\Backup Source\FolderB\Test.doc | 2.6k / 10.5k [75%] | 2011/07/25 09:54 |
| 6 | C:\Backup Source\FolderA\Test.doc | 2.6k / 10.5k [75%] | 2011/07/25 09:54 |

| Updated Files | | | |
|-----------------------------|-------|-----------------------|---------------|
| No. | Files | Zipped / Size [Ratio] | Last Modified |
| No files have been updated. | | | |

| Permission Updated Files | | | |
|-----------------------------------|--------------|-----------------------|---------------|
| No. | Dirs / Files | Zipped / Size [Ratio] | Last Modified |
| No Permissions have been updated. | | | |

| Deleted Files | | | |
|-----------------------------|--------------|-----------------------|---------------|
| No. | Dirs / Files | Zipped / Size [Ratio] | Last Modified |
| No files have been deleted. | | | |

| Moved Files | | | |
|---------------------------|-------|-----------------------|---------------|
| No. | Files | Zipped / Size [Ratio] | Last Modified |
| No files have been moved. | | | |

| Copied Files | | | |
|----------------------------|--------------|-----------------------|---------------|
| No. | Dirs / Files | Zipped / Size [Ratio] | Last Modified |
| No files have been copied. | | | |

Note: This report shows all information recorded for this backup job

Key:

| | |
|---------------|--|
| Backup Logs | Information / Warning / Error logged in this backup job |
| New Files | Files added since last backup job. These files are now in the current data area. |
| Updated Files | Files updated since last backup job. These files are now in the current data area while the older version of the same files are now in the retention area. |
| Deleted Files | Files deleted since last backup job. These files are now in the retention area. |
| Moved Files | Files moved since last backup job. These file movements have been updated on the backup server. |
| Copied Files | Files that are copied from another file with same data in server. They are copied in server instead of being uploaded again. |
| [C] | Checksum file |
| [D] | Delta file |

| Key | Description |
|------------------------------|--|
| Backup Job Summary | |
| Login Name | Login name of the backup account. |
| Backup Set | Name of the backup set. |
| Backup Job | Time of the backup job in the following format: Year-Month-Day (hour:minute) |
| Job Status | The overall status of the backup job: <ul style="list-style-type: none"> Backup finished successfully Backup finished with error Backup finished with warning Backup interrupted by system Backup interrupted by user |
| Backup Time | Start and end time of the backup job. |
| Backup Job Statistics | |
| New Files | Total number and size of new files uploaded. |
| Updated Files | Total number and size of updated files uploaded. |
| Permission Update Files | Total number and size of permission updated files uploaded. |
| Deleted Files | Total number and size of files deleted. |
| Moved Files | Total number and size of files relocated. |
| Copied Files | Total number and size of files copied. |
| Backup Logs | |
| Backup Logs | Log messages of the backup operation. |
| File List | |
| New File List | List of all new files uploaded. |
| Updated File List | List of all updated files uploaded. |
| Permission Updated File List | List of all permission updated files uploaded. |

| | |
|-------------------|------------------------------|
| Deleted File List | List of all files deleted. |
| Moved File List | List of all files relocated. |
| Copied File List | List of all files copied. |

21.4 Setting Change Report

Setting change report is sent to the corresponding backup account after any setting change.

This report allows users to keep track of changes made to their backup account.

A backup setting changes report email contains the following information:

| Sample | | | | | | | | | | | | | | | | | |
|---|---|------------------------|--|------------|---|-------------|--------|----------|-----------|--------------------------------|-----------------------------------|---------------------|--------------|----------------|--------|-----------------|--------|
| <h3>Backup Setting Changes Report</h3> <p>Generated at: Thu Jan 19 20:43:51 GMT+08:00 2012</p> <div> <div> <p>Why are you receiving this report?</p> <p>You are receiving this report because your personal or backup settings have been updated. Please confirm the information shown on the right is correct, and that these changes were requested by an authorized user on your contact list. If the changes were not made by an authorized user, change your password, correct your settings and see if this happens again. If this happens again, please contact us for further investigation. If further assistance is required, please refer to the FAQs.</p> </div> <div> <table border="1"> <thead> <tr> <th colspan="2">User Setting</th> </tr> </thead> <tbody> <tr> <td>Login Name</td> <td>: user-name</td> </tr> <tr> <td>Alias</td> <td>:</td> </tr> <tr> <td>Language</td> <td>: English</td> </tr> <tr> <td>Contact</td> <td>: username@ex2k10.bsp.test</td> </tr> <tr> <td>Backup Quota</td> <td>: 50G</td> </tr> </tbody> </table> </div> </div> | | User Setting | | Login Name | : user-name | Alias | : | Language | : English | Contact | : username@ex2k10.bsp.test | Backup Quota | : 50G | | | | |
| User Setting | | | | | | | | | | | | | | | | | |
| Login Name | : user-name | | | | | | | | | | | | | | | | |
| Alias | : | | | | | | | | | | | | | | | | |
| Language | : English | | | | | | | | | | | | | | | | |
| Contact | : username@ex2k10.bsp.test | | | | | | | | | | | | | | | | |
| Backup Quota | : 50G | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th colspan="2">Backup Set - BackupSet</th> </tr> </thead> <tbody> <tr> <td>Source(s)</td> <td>: C:\Backup Source But exclude the following: C:\Backup Source\Test.doc</td> </tr> <tr> <td>Schedule(s)</td> <td>: None</td> </tr> <tr> <td>Filter</td> <td>: None</td> </tr> <tr> <td>Retention Customization Policy</td> <td>: Keep deleted files for 7 day(s)</td> </tr> <tr> <td>Transfer Block Size</td> <td>: 128k 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 | | Source(s) | : C:\Backup Source But exclude the following: C:\Backup Source\Test.doc | Schedule(s) | : None | Filter | : None | Retention Customization Policy | : Keep deleted files for 7 day(s) | Transfer Block Size | : 128k bytes | Pre-Command(s) | : None | Post-Command(s) | : None |
| Backup Set - BackupSet | | | | | | | | | | | | | | | | | |
| Source(s) | : C:\Backup Source But exclude the following: C:\Backup Source\Test.doc | | | | | | | | | | | | | | | | |
| Schedule(s) | : None | | | | | | | | | | | | | | | | |
| Filter | : None | | | | | | | | | | | | | | | | |
| Retention Customization Policy | : Keep deleted files for 7 day(s) | | | | | | | | | | | | | | | | |
| Transfer Block Size | : 128k bytes | | | | | | | | | | | | | | | | |
| Pre-Command(s) | : None | | | | | | | | | | | | | | | | |
| Post-Command(s) | : None | | | | | | | | | | | | | | | | |

| Key | Description |
|---------------------|--|
| User Setting | |
| Login Name | Login name of the backup account. |
| Alias | Alias of the backup account. |
| Language | Preferred language of the backup account. |
| Contact | Email address of the backup account. |
| Backup Quota | Backup quota allocated for the backup account. |

| Backup Set | |
|--------------------------------|---|
| Source | Backup source setting for the backup set. |
| Schedule | Backup schedule setting for the backup set. |
| Filter | Backup filter setting for the backup set. |
| Retention Customization Policy | Retention policy setting for the backup set. |
| Transfer Block Size | Transfer block size setting for the backup set. |
| Pre-Command | Pre-backup command setting for the backup set. |
| Post-Command | Post-backup command setting for the backup set. |

21.5 Inactive User Report

Inactive user report is sent to backup account inactive for more than 7 days.

The report serves as a reminder that no backup has been performed with this account for the specified period of time.

For trial account, the account may also be removed from the backup server automatically, depending on your service providers setting.

An inactive user report email contains the following information:

| Sample | | | | | | | | | |
|---|--------------------------------|------------|--------------|-------|-------------------|----------|-----------|---------|--------------------------------|
| <div> <div> <h3>Inactive User Report</h3> <p>Generated at: Tue Aug 12 18:21:45 CST 2008</p> <p>Why are you receiving this report?</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>Last Login Time : 2008-08-12 05:07:04 PM Last Backup Time : 2008-08-12 05:02:04 PM</p> <p>If further assistance is required, please refer to the FAQs section.</p> </div> <div> <p>User Setting</p> <table> <tr> <td>Login Name</td> <td>: NewAccount</td> </tr> <tr> <td>Alias</td> <td>: NewAccount Name</td> </tr> <tr> <td>Language</td> <td>: English</td> </tr> <tr> <td>Contact</td> <td>: new_account@your-company.com</td> </tr> </table> </div> </div> | | Login Name | : NewAccount | Alias | : NewAccount Name | Language | : English | Contact | : new_account@your-company.com |
| Login Name | : NewAccount | | | | | | | | |
| Alias | : NewAccount Name | | | | | | | | |
| Language | : English | | | | | | | | |
| Contact | : new_account@your-company.com | | | | | | | | |

| Key | Description |
|------------------|---|
| Login Name | Login name of the backup account. |
| Alias | Alias of the backup account. |
| Language | Preferred language of the backup account. |
| Contact | Email address of the backup account. |
| Last Login Time | Last login time of the backup account. |
| Last Backup Time | Last backup time of the backup account. |

22 Web Features

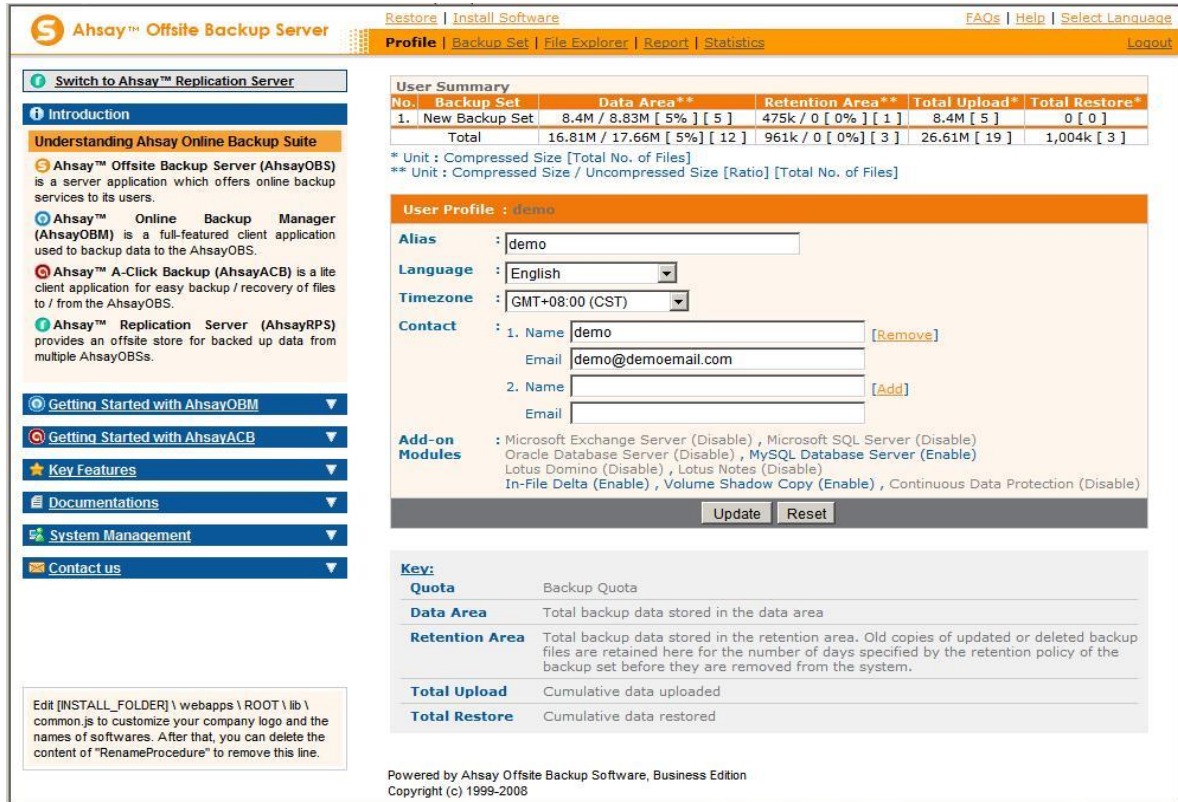
Other than the features of AhsayOBM described in previous chapters, the web interface of AhsayOBS provides you access to some additional features that are not available in AhsayOBM. This chapter describes each of these features in details.

22.1 Install AhsayOBM

Before you can use AhsayOBM, you have to download the AhsayOBM installer from the web interface of AhsayOBS and install AhsayOBM onto your computer. Please refer to the [Installing AhsayOBM](#) section for information on how to install AhsayOBM onto your computer.

22.2 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.



Ahsay™ Offsite Backup Server

Restore | Install Software | FAQs | Help | Select Language

Profile | Backup Set | File Explorer | Report | Statistics | Logout

User Summary

| No. | Backup Set | Data Area** | Retention Area** | Total Upload* | Total Restore* |
|-------|----------------|-------------------------------|-----------------------|---------------|----------------|
| 1. | New Backup Set | 8.4M / 8.83M [5%] [5] | 475k / 0 [0%] [1] | 8.4M [5] | 0 [0] |
| Total | | 16.81M / 17.66M [5%] [12] | 961k / 0 [0%] [3] | 26.61M [19] | 1,004k [3] |

* Unit : Compressed Size [Total No. of Files]
** Unit : Compressed Size / Uncompressed Size [Ratio] [Total No. of Files]

User Profile : demo

Alias : demo

Language : English

Timezone : GMT+08:00 (CST)

Contact : 1. Name : demo [Remove]
Email : demo@demoemail.com
2. Name : [Add]
Email : [Add]

Add-on Modules : Microsoft Exchange Server (Disable) , Microsoft SQL Server (Disable)
Oracle Database Server (Disable) , MySQL Database Server (Enable)
Lotus Domino (Disable) , Lotus Notes (Disable)
In-File Delta (Enable) , Volume Shadow Copy (Enable) , Continuous Data Protection (Disable)

[Update] [Reset]

Key:

Quota : Backup Quota

Data Area : Total backup data stored in the data area

Retention Area : Total backup data stored in the retention area. Old copies of updated or deleted backup files are retained here for the number of days specified by the retention policy of the backup set before they are removed from the system.

Total Upload : Cumulative data uploaded

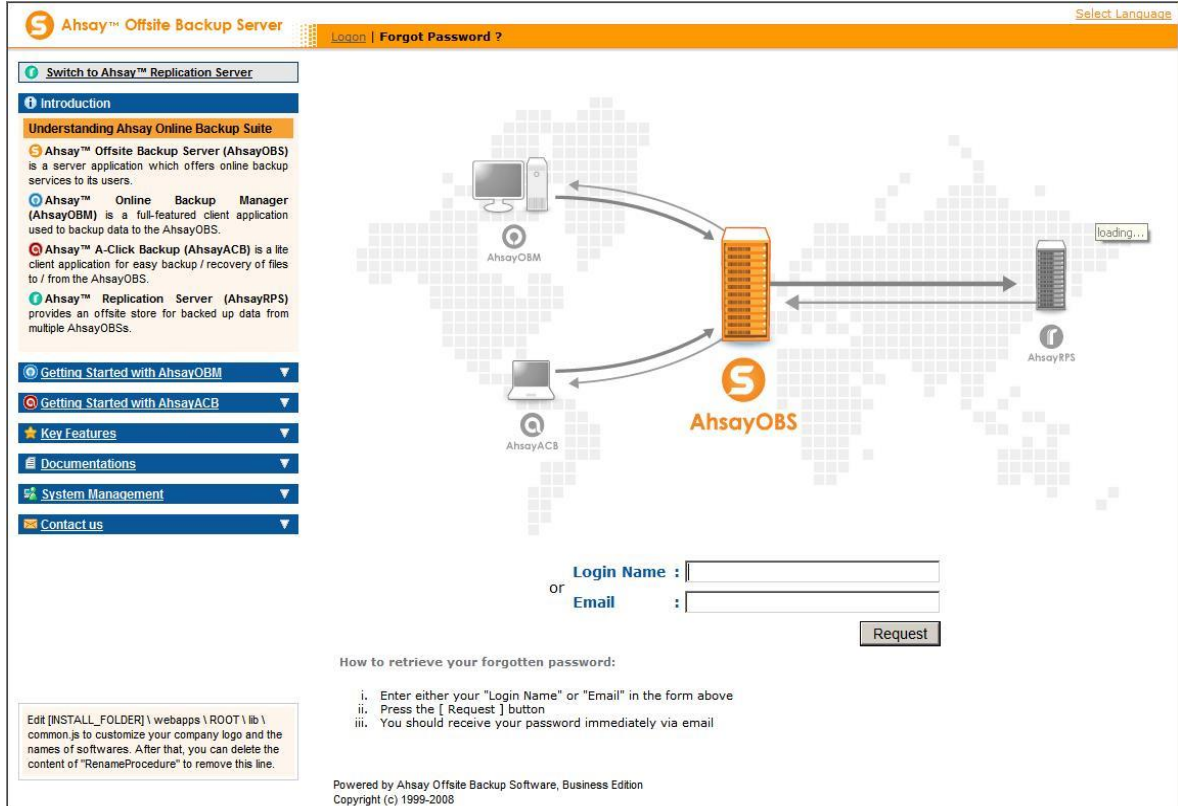
Total Restore : Cumulative data restored

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Copyright (c) 1999-2008

| Key | Description |
|----------------|--|
| Quota | Backup quota |
| Data Area | Total number and size of 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. |
| Alias | Display Name 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. |

22.3 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.



Ahsay™ Offsite Backup Server Logon | **Forgot Password ?** Select Language

[Switch to Ahsay™ Replication Server](#)

Introduction

Understanding Ahsay Online Backup Suite

- Ahsay™ Offsite Backup Server (AhsayOBS)** is a server application which offers online backup services to its users.
- Ahsay™ Online Backup Manager (AhsayOBM)** is a full-featured client application used to backup data to the AhsayOBS.
- Ahsay™ A-Click Backup (AhsayACB)** is a lite client application for easy backup / recovery of files to / from the AhsayOBS.
- Ahsay™ Replication Server (AhsayRPS)** provides an offsite store for backed up data from multiple AhsayOBSs.

[Getting Started with AhsayOBM](#)

[Getting Started with AhsayACB](#)

[Key Features](#)

[Documentations](#)

[System Management](#)

[Contact us](#)

Diagram: A central server icon labeled 'AhsayOBS' is connected to three client icons: 'AhsayOBM' (desktop), 'AhsayACB' (laptop), and 'AhsayRPS' (server rack). Arrows indicate data flow between the server and clients. A 'loading...' indicator is next to the AhsayRPS icon.

Forgot Password Form:

Login Name :

OR

Email :

How to retrieve your forgotten password:

- Enter either your "Login Name" or "Email" in the form above
- Press the [Request] button
- You should receive your password immediately via email

Edit [INSTALL_FOLDER]\webapps\ROOT\lib\common.js to customize your company logo and the names of softwares. After that, you can delete the content of "RenameProcedure" to remove this line.

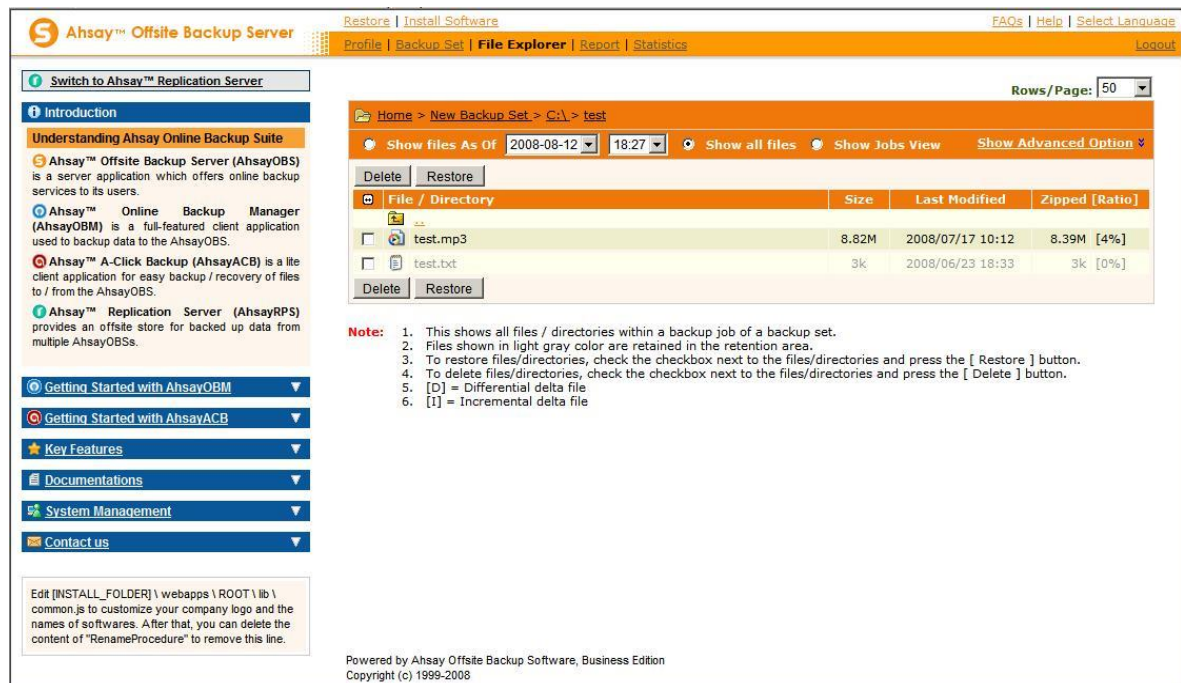
Powered by Ahsay Offsite Backup Software, Business Edition
Copyright (c) 1999-2008

22.4 Restore / Delete / Undelete Backup Files

Using the [File Explorer], you can browse through the backup data (both current and previous versions) on AhsayOBS. You can select any current backup files to Restore or Delete. You can also select any deleted backup files (in gray) to Undelete.

Important:

Restore of native features, e.g. file attribute / permission / symbolic links / junction points are not supported by the Web Restore Applet.



The screenshot shows the Ahsay Offsite Backup Server web interface. The top navigation bar includes links for Restore, Install Software, FAQs, Help, Select Language, and Logout. The main content area is titled 'File Explorer' and shows a file list for the path 'Home > New Backup Set > C:\ > test'. The file list includes columns for File / Directory, Size, Last Modified, and Zipped [Ratio]. The files listed are 'test.mp3' (8.82M, 2008/07/17 10:12, 8.39M [4%]) and 'test.txt' (3k, 2008/06/23 18:33, 3k [0%]). The interface also includes a sidebar with a 'Note' section and a footer with copyright information.

| File / Directory | Size | Last Modified | Zipped [Ratio] |
|------------------|-------|------------------|----------------|
| test.mp3 | 8.82M | 2008/07/17 10:12 | 8.39M [4%] |
| test.txt | 3k | 2008/06/23 18:33 | 3k [0%] |

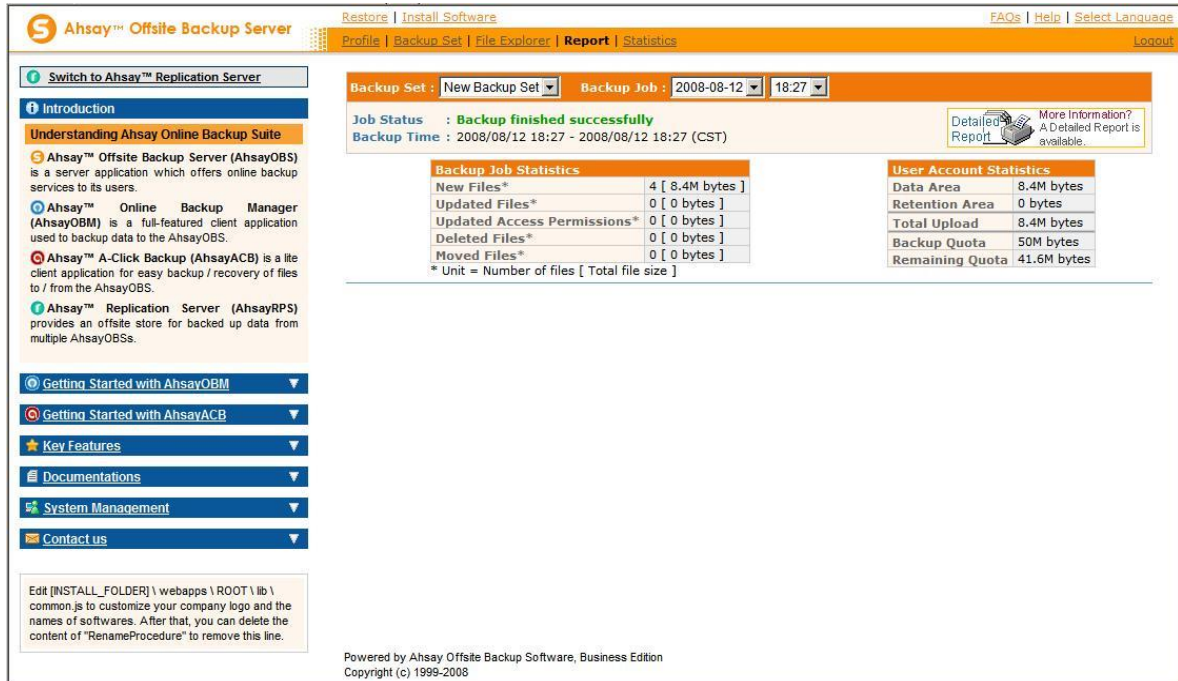
Note:

1. This shows all files / directories within a backup job of a backup set.
2. Files shown in light gray color are retained in the retention area.
3. To restore files/directories, check the checkbox next to the files/directories and press the [Restore] button.
4. To delete files/directories, check the checkbox next to the files/directories and press the [Delete] button.
5. [D] = Differential delta file
6. [I] = Incremental delta file

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22.5 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, select the required backup job from the [Backup Set] and [Backup Job] drop-down lists.



The screenshot shows the Ahsay Offsite Backup Server web interface. The top navigation bar includes links for Restore, Install Software, Profile, Backup Set, File Explorer, Report, and Statistics. The main content area displays the Report panel for a backup job. The Backup Set is set to 'New Backup Set' and the Backup Job is '2008-08-12 18:27'. The Job Status is 'Backup finished successfully'. The Backup Time is '2008/08/12 18:27 - 2008/08/12 18:27 (CST)'. The Backup Job Statistics table shows: New Files* (4 [8.4M bytes]), Updated Files* (0 [0 bytes]), Updated Access Permissions* (0 [0 bytes]), Deleted Files* (0 [0 bytes]), and Moved Files* (0 [0 bytes]). The User Account Statistics table shows: Data Area (8.4M bytes), Retention Area (0 bytes), Total Upload (8.4M bytes), Backup Quota (50M bytes), and Remaining Quota (41.6M bytes). The footer indicates the interface is powered by Ahsay Offsite Backup Software, Business Edition, Copyright (c) 1999-2008.

| 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] image 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. |
| Updated Access Permissions | Total number and size of backup files with file permission 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. |
| Copied Files | Total number and size of backup files copied to another location in your backup set. |

| | |
|-----------------|--|
| Data Area | The total backup data stored in the data area. |
| Retention Area | 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.

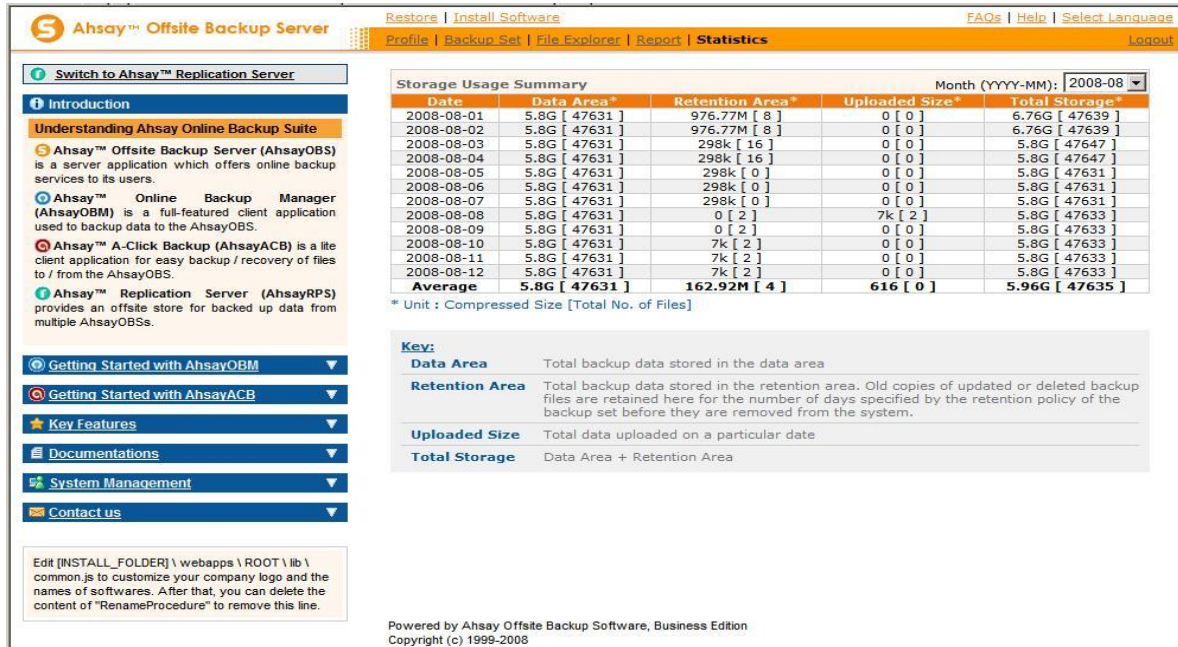
| Full Backup Report | | | |
|---|---|------------------------------|---|
| Generated at: Tue Aug 12 18:31:05 CST 2008 | | | |
| Full Backup Report | | | |
| Backup Job Summary | | Backup Job Statistics | |
| Login Name | NewAccount | New Files* | 4 [8.4M / 8.8M (5%)] |
| Backup Set | New Backup Set (1218536810931) | Updated Files* | 0 [0 / 0 (0%)] |
| Backup Job | 2008-08-12 (18:27) | Permission Updated Files* | 0 [0 / 0 (0%)] |
| Job Status | Backup finished successfully | Deleted Files* | 0 [0 / 0 (0%)] |
| Backup Time | 2008/08/12 18:27 - 2008/08/12 18:27 (CST) | Moved Files* | 0 [0 / 0 (0%)] |
| * Unit = No of files [Total file zipped size / Total file size (ratio)] | | | |
| Backup Logs | | | |
| No. | Type | Timestamp | Backup Logs |
| 1 | Info | 2008/08/12 18:27 | Start [Windows XP (WINDOWS-USER), AhsayOBM 5.5.1.0] |
| 2 | Info | 2008/08/12 18:27 | Start running pre-commands |
| 3 | Info | 2008/08/12 18:27 | Finished running pre-commands |
| 4 | Info | 2008/08/12 18:27 | Start running post-commands |
| 5 | Info | 2008/08/12 18:27 | Finished running post-commands |
| New Files | | | |
| No. | Dirs / Files | Zipped / Size [Ratio] | Last Modified |
| 1 | C:\ | 1.5k / 0 [0%] | - |
| 2 | C:\test | 1.5k / 0 [0%] | - |
| 3 | C:\test\test.mp3 | 8.4M / 8.8M [5%] | 2008/07/17 10:12 |
| 4 | C:\test\test.txt | 5k / 3.4k [0%] | 2008/06/23 18:33 |
| Updated Files | | | |
| No. | Files | Zipped / Size [Ratio] | Last Modified |
| No files have been updated. | | | |
| Permission Updated Files | | | |
| No. | Dirs / Files | Zipped / Size [Ratio] | Last Modified |
| No Permissions have been updated. | | | |
| Deleted Files | | | |
| No. | Dirs / Files | Zipped / Size [Ratio] | Last Modified |
| No files have been deleted. | | | |
| Moved Files | | | |
| No. | Files | Zipped / Size [Ratio] | Last Modified |
| No files have been moved. | | | |

| Key | Description |
|------------|--|
| Login Name | The login name of the user. |
| 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). |
| Job Status | The overall status of the backup job. |
| Backup Time | The time when the backup job ran. |
| | |
| Backup Logs | 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. |
| Permission Updated Files | Total number and size of backup files with file permission 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. |
| Copied Files | Total number and size of backup files copied to another location 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. |
| Permission Updated File List | Full list of all backup files with file permission 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. |
| Copied File List | Full list of all backup files copied to another location in your backup set. |

22.6 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 from the [Month] drop-down list.



Storage Usage Summary

Month (YYYY-MM): 2008-08

| Date | Data Area* | Retention Area* | Uploaded Size* | Total Storage* |
|----------------|-----------------------|----------------------|------------------|------------------------|
| 2008-08-01 | 5.8G [47631] | 976.77M [8] | 0 [0] | 6.76G [47639] |
| 2008-08-02 | 5.8G [47631] | 976.77M [8] | 0 [0] | 6.76G [47639] |
| 2008-08-03 | 5.8G [47631] | 298k [16] | 0 [0] | 5.8G [47647] |
| 2008-08-04 | 5.8G [47631] | 298k [16] | 0 [0] | 5.8G [47647] |
| 2008-08-05 | 5.8G [47631] | 298k [0] | 0 [0] | 5.8G [47631] |
| 2008-08-06 | 5.8G [47631] | 298k [0] | 0 [0] | 5.8G [47631] |
| 2008-08-07 | 5.8G [47631] | 298k [0] | 0 [0] | 5.8G [47631] |
| 2008-08-08 | 5.8G [47631] | 0 [2] | 7k [2] | 5.8G [47633] |
| 2008-08-09 | 5.8G [47631] | 0 [2] | 0 [0] | 5.8G [47633] |
| 2008-08-10 | 5.8G [47631] | 7k [2] | 0 [0] | 5.8G [47633] |
| 2008-08-11 | 5.8G [47631] | 7k [2] | 0 [0] | 5.8G [47633] |
| 2008-08-12 | 5.8G [47631] | 7k [2] | 0 [0] | 5.8G [47633] |
| Average | 5.8G [47631] | 162.92M [4] | 616 [0] | 5.96G [47635] |

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

Key:

- Data Area** Total backup data stored in the data area
- Retention Area** Total backup data stored in the retention area. Old copies of updated or deleted backup files are retained here for the number of days specified by the retention policy of the backup set before they are removed from the system.
- Uploaded Size** Total data uploaded on a particular date
- Total Storage** Data Area + Retention Area

Powered by Ahsay Offsite Backup Software, Business Edition
Copyright (c) 1999-2008

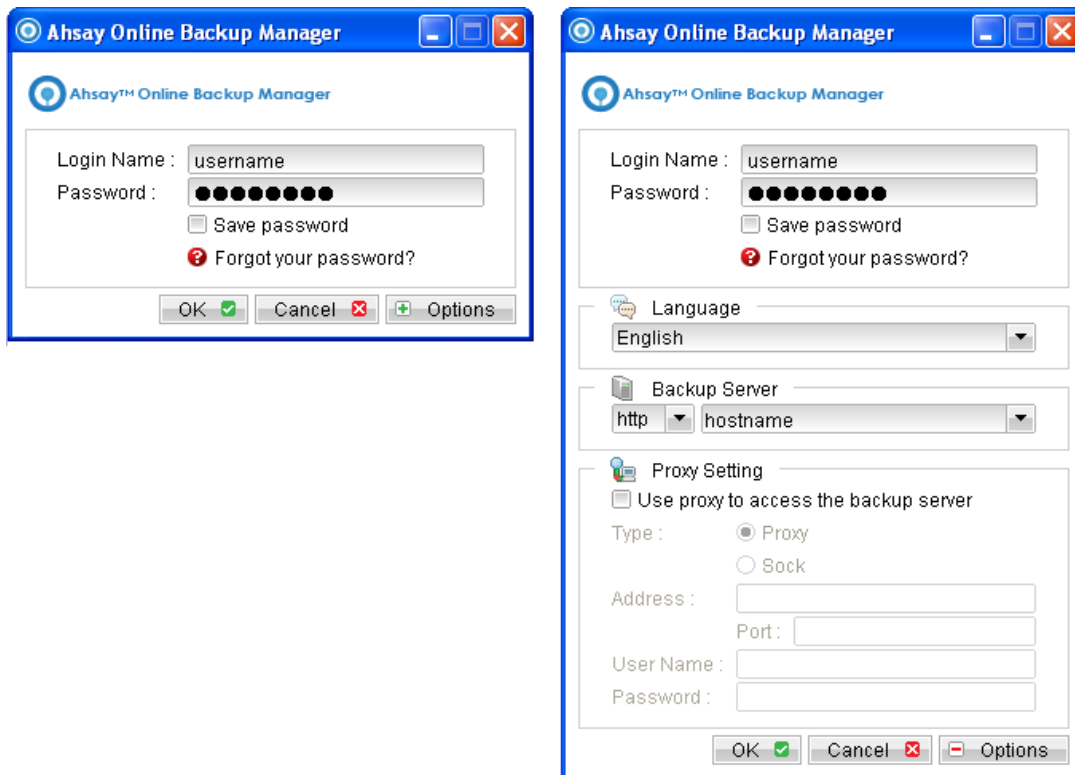
| Key | Description |
|----------------|--|
| Date | The date that the following statistics are collected. |
| Data Area | Total number and size of backup files stored in the data area on a particular date. |
| Retention Area | Total number and size of backup files stored in the retention area on a particular 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. |


23 Further Information

23.1 Contact Us

Refer to the following instruction to find our contact information:

1. Login to the backup application's user interface.



2. Click the  button from the menu.
3. Contact us by using the information shown in the prompted dialog box.

Appendix

Appendix A - Supported Languages

AhsayOBM supports the following languages.

| Language Code | Language |
|---------------|------------|
| bg | Bulgarian |
| ca | Catalan |
| cs | Czech |
| da | Danish |
| de | German |
| el | Greek |
| en | English |
| es | Spanish |
| eu | Basque |
| fi | Finnish |
| fr | French |
| hu | Hungarian |
| is | Icelandic |
| it | Italian |
| iw | Hebrew |
| ja | Japanese |
| ko | Korean |
| lt | Lithuanian |
| nl | Dutch |
| no | Norwegian |
| po | Polish |

| | |
|-------|-----------------------|
| pt_BR | Portuguese (Brazil) |
| pt_PT | Portuguese (Portugal) |
| ro | Romanian |
| ru | Russian |
| sl | Slovenian |
| sv | Swedish |
| th_th | Thai (Thai Digit) |
| tr | Turkish |
| zh_CN | Chinese (Simplified) |
| zh_TW | Chinese (Traditional) |

Appendix B – How to recover mailboxes from the backup of a deleted Exchange database

This is an example to restore the mailbox/mail from the backup of a deleted Exchange database (2007 or above). You need this article only if you don't have mail level backups. For a more efficient restore, you are suggested to backup your mailboxes/emails with our Exchange mail level backup module. Please contact your administrator for more details.

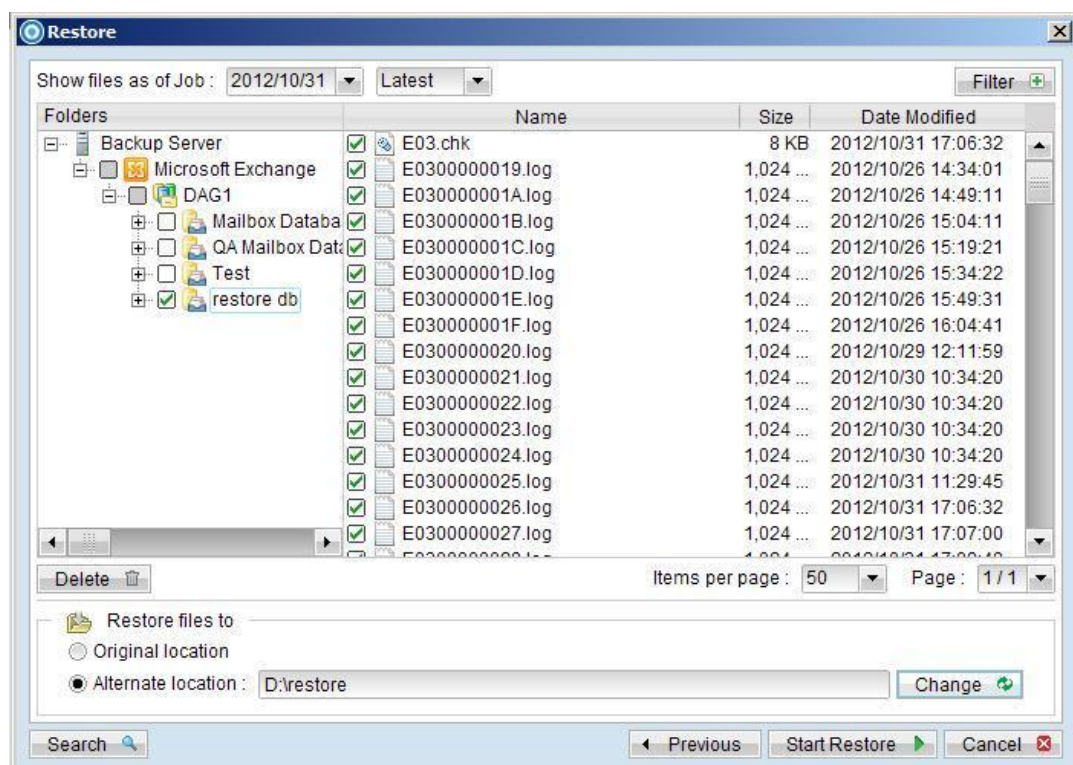
Key:

- <Restore DB Path> – the restore location of the mail database
- <Restore EDB Path> – the location of mail database .edb file restored
- <Restore LogPath> – the location of the mail database log folder restored
- <DB Prefix> – database prefix of the mail database restored
- <Log Prefix> – log prefix of the mail database restored
- <Original DB Name> – name of the mail database restored
- <Recovery DB Name> – name of the recovery database

1. Restore the Mail Database file to an alternate location using OBM. After the restore is completed, the <Restore DB Path> would be <Restore Location>\Microsoft Exchange\<Server Name>\<Restore DB Name>”

Example:

D:\restore\Microsoft Exchange\DAAG1\restore db



2. Open Exchange Management Shell

```
Machine: w08r2x-1-13.qa13.ahsay.com
Cmdlets that match a specific string: Help *<string>*
Get general help: Help
Get help for a cmdlet: Help <cmdlet name> or <cmdlet name> -?
Show quick reference guide: QuickRef
Exchange team blog: Get-ExBlog
Show full output for a command: <command> | Format-List

Tip of the day #71:

Do you want to create a new management role assignment policy that's based on an existing policy, but you don't want to include all of the management roles? Use the Get-ManagementRoleAssignment cmdlet and pipe the results to the Where cmdlet. The Where cmdlet excludes any role assignments that contain the roles you specify. The remaining role assignments are piped to the New-ManagementRoleAssignment cmdlet. Type:

New-RoleAssignmentPolicy <new role assignment policy name>
Get-ManagementRoleAssignment -RoleAssignee <old role assignment policy name> | Where < <$_.Role -NE "<role name 1>"> -And <$_.Role -NE "<role name 1>"> > | New-ManagementRoleAssignment -Policy <new role assignment policy name>

Then you can apply the new policy to a mailbox using the Set-Mailbox cmdlet:

Set-Mailbox <mailbox name> -RoleAssignmentPolicy <new role assignment policy name>

VERBOSE: Connecting to w08r2x-1-13.qa13.ahsay.com
VERBOSE: Connected to w08r2x-1-13.qa13.ahsay.com.
[PS] C:\Windows\system32>
```

3. Change the working directory to the restore location by using the command below:

```
cd <Restore DB Path>
```

Example:

```
cd D:\restore\Microsoft Exchange\DAAG1\restore db
```

4. Check the log files for potential corruption issue:

```
Eseutil /ml <Restore Log Path>\<Log Prefix>
```

Example:

```
Eseutil /ml "D:\restore\Microsoft Exchange\DAAG1\restore db\E03"
```

```
Machine: w08r2x-1-13.qa13.ahsay.com
Initiating FILE DUMP mode...

Verifying log files...
Base name: E03

Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E0300000019.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E030000001A.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E030000001B.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E030000001C.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E030000001D.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E030000001E.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E030000001F.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E0300000020.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E0300000021.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E0300000022.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E0300000023.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E0300000024.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E0300000025.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E0300000026.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E0300000027.log - OK
Log file: D:\restore\Microsoft Exchange\DAAG1\restore db\E0300000028.log - OK

No damaged log files were found.
Operation completed successfully in 0.235 seconds.
```

5. Use the following command to perform a soft recovery to get the database consistent.

```
Eseutil /R <DB Prefix> /I /D
```

Example:

```
Eseutil /R E03 /I /D
```

6. Use the Eseutil to check the shutdown state of the database and it should be in "Clean Shutdown" state now and it is ready to perform the recovery.

```
Eseutil /mh <Restore EDB Path>
```

Example:

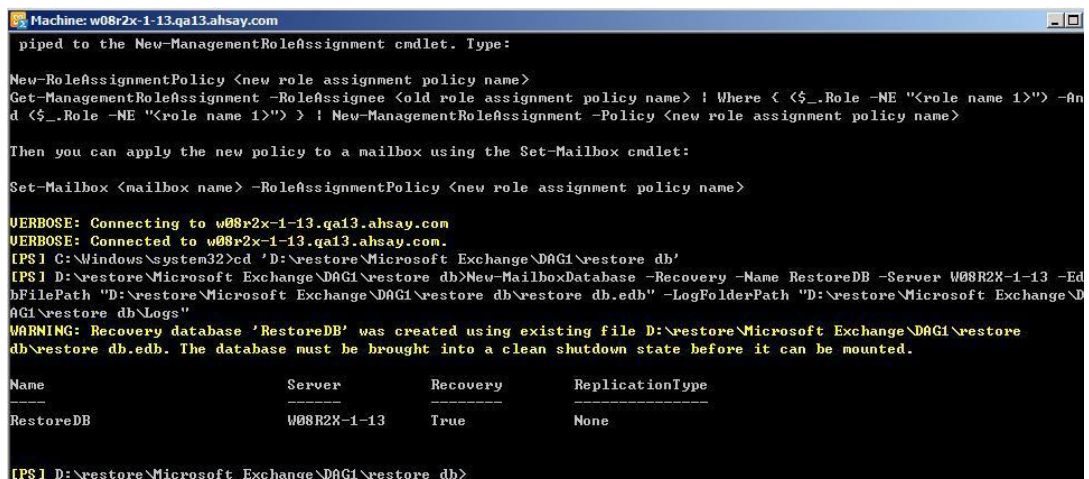
```
Eseutil /mh "D:\restore\Microsoft Exchange\DAAG1\restore db\restore db.edb"
```

7. Create a recovery database:

```
New-MailboxDatabase -Recovery -Name <Recovery DB Name> -
Server <Server Name> -EdbFilePath <Restore EDB Path> -
LogFolderPath <Restore Log Path>
```

Example:

```
New-MailboxDatabase -Recovery -Name "RestoreDB" -Server
"W08R2X-1-13" -EdbFilePath "D:\restore\Microsoft
Exchange\DAG1\restore db\restore db.edb" -LogFolderPath
"D:\restore\Microsoft Exchange\DAG1\restore db\Logs"
```



```
Machine: w08r2x-1-13.qa13.ahsay.com
pipd to the New-ManagementRoleAssignment cmdlet. Type:

New-RoleAssignmentPolicy <new role assignment policy name>
Get-ManagementRoleAssignment -RoleAssignee <old role assignment policy name> ! Where < <$_.Role -NE "<role name 1>"> -An
d <$_.Role -NE "<role name 1>"> > ! New-ManagementRoleAssignment -Policy <new role assignment policy name>

Then you can apply the new policy to a mailbox using the Set-Mailbox cmdlet:

Set-Mailbox <mailbox name> -RoleAssignmentPolicy <new role assignment policy name>

VERBOSE: Connecting to w08r2x-1-13.qa13.ahsay.com
VERBOSE: Connected to w08r2x-1-13.qa13.ahsay.com.
[PS] C:\Windows\system32>cd 'D:\restore\Microsoft Exchange\DAG1\restore db'
[PS] D:\restore\Microsoft Exchange\DAG1\restore db>New-MailboxDatabase -Recovery -Name RestoreDB -Server W08R2X-1-13 -Ed
bFilePath "D:\restore\Microsoft Exchange\DAG1\restore db\restore db.edb" -LogFolderPath "D:\restore\Microsoft Exchange\
DAG1\restore db\Logs"
WARNING: Recovery database 'RestoreDB' was created using existing file D:\restore\Microsoft Exchange\DAG1\restore
db\restore db.edb. The database must be brought into a clean shutdown state before it can be mounted.

Name                Server          Recovery      ReplicationType
-----
RestoreDB           W08R2X-1-13    True         None

[PS] D:\restore\Microsoft Exchange\DAG1\restore db>
```

8. After the recovery database is created, try to mount the recovery database:

```
Mount-Database <Recovery DB NAME>
```

Example:

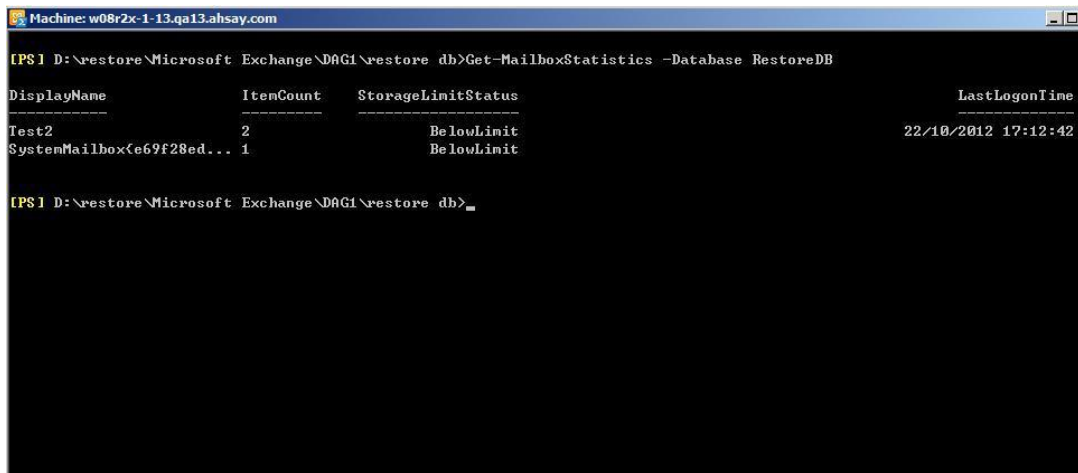
```
Mount-Database "RestoreDB"
```

9. Check if the recovery database is online:

```
Get-mailboxStatistics -Database <Recovery DB Name>
```

Example:

```
Get-mailboxStatistics -Database "RestoreDB"
```



```
Machine: w08r2x-1-13.qa13.ahsay.com

[PS] D:\restore\Microsoft Exchange\DAG1\restore db>Get-MailboxStatistics -Database RestoreDB

DisplayName      ItemCount      StorageLimitStatus      LastLogonTime
-----
Test2            2              BelowLimit              22/10/2012 17:12:42
SystemMailbox{e69f28ed... 1              BelowLimit
[PS] D:\restore\Microsoft Exchange\DAG1\restore db>_
```

You can also check if a specific mailbox exists in the recovery database:

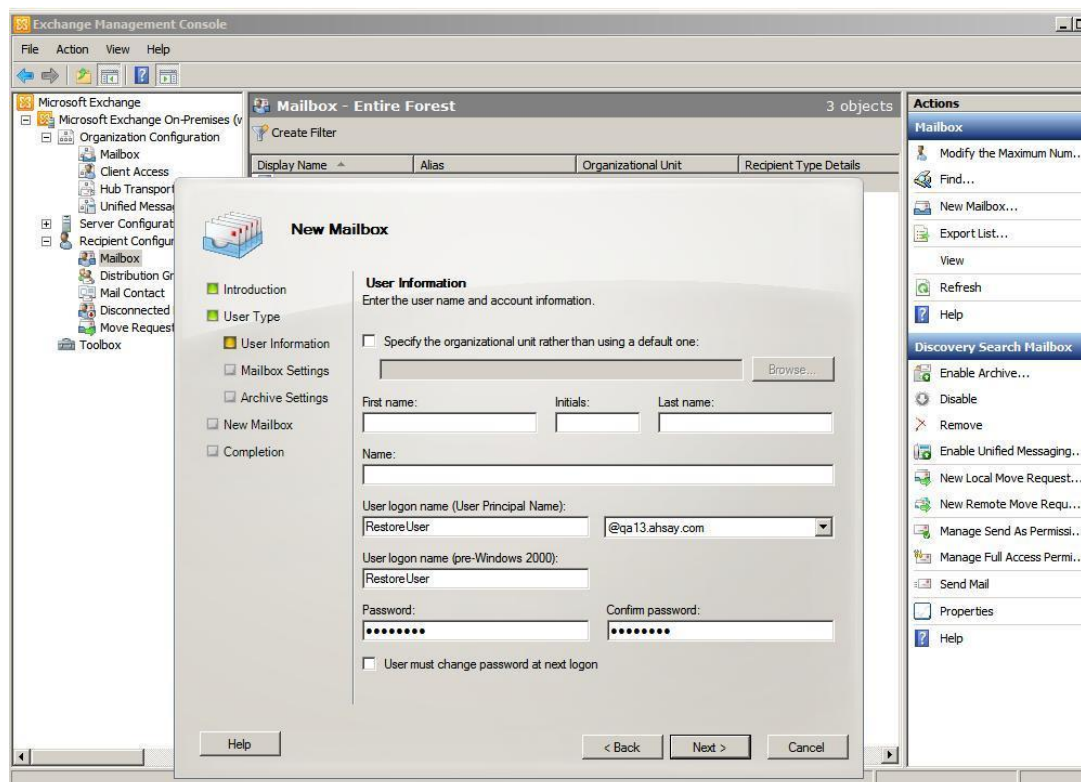
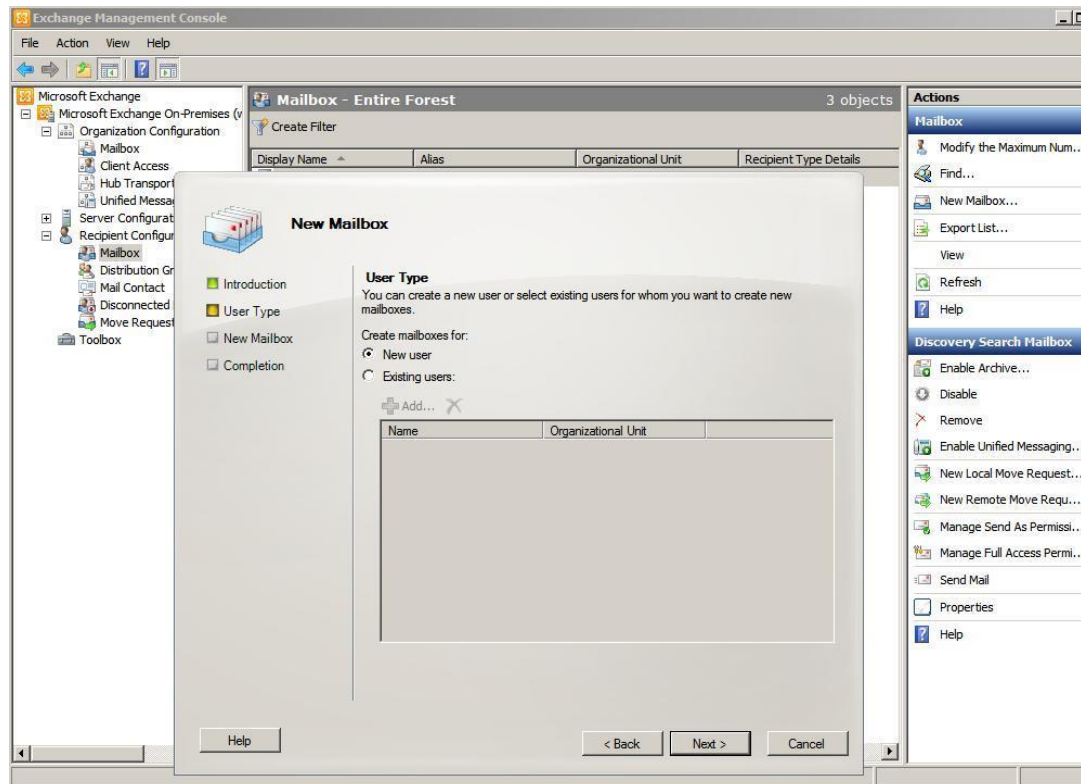
```
Get-MailboxStatistics -Database <Recovery DB Name>
| ?{$_.DisplayName -like <Mailbox name>} | fl
DisplayName,MailboxGuid,DisconnectDate
```

Example:

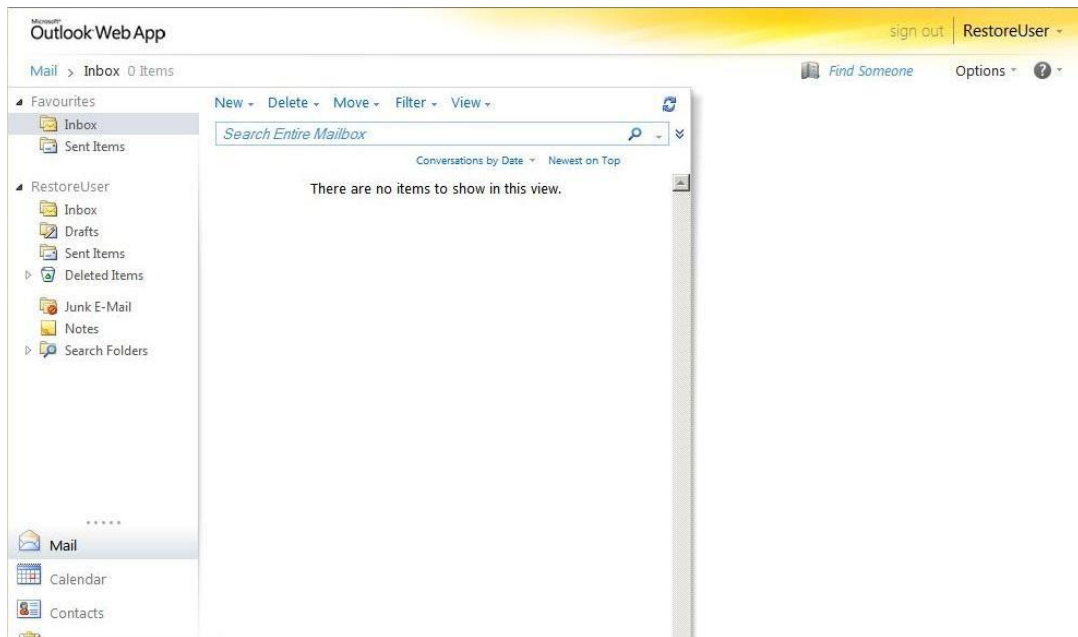
```
Get-MailboxStatistics -Database "RestoreDB"
| ?{$_.DisplayName -like "Test2"} | fl
DisplayName,MailboxGuid,DisconnectDate
```

- Open Exchange Management Console and create New User or skip this step if you are using an existing user:

For example, create a new user named "RestoreUser"



11. Login User by using Outlook Web Access (OWA)



12. For Exchange 2007 to Exchange 2010 (No Service pack), to restore specific mailbox account store in the Recovery Database to another user account:

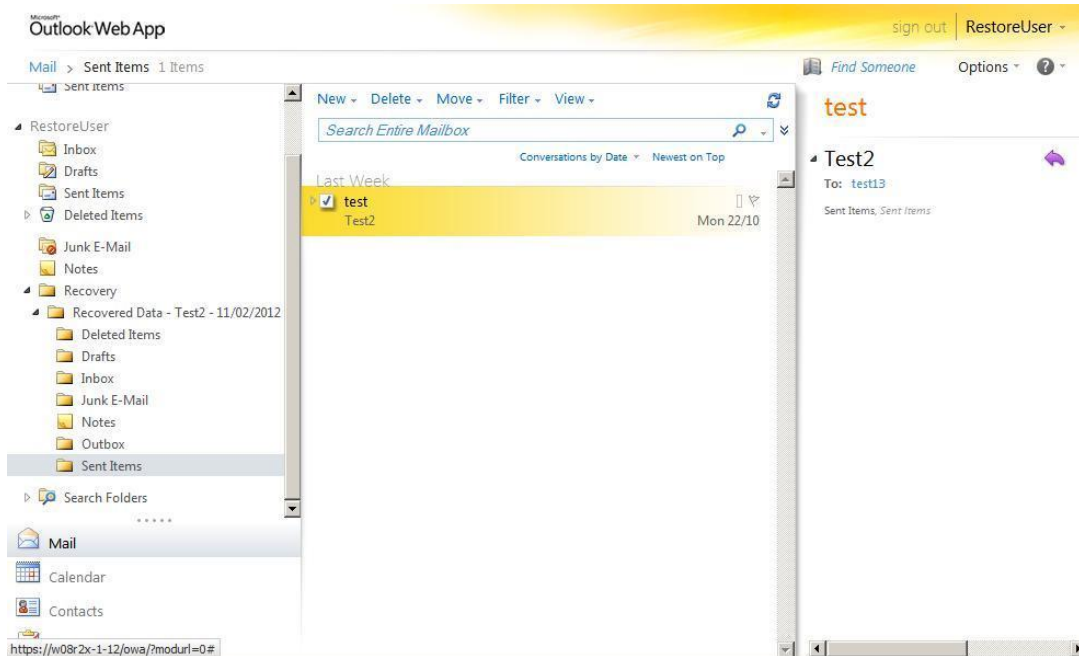
```
Restore-Mailbox -Identity <Target Mailbox Name> -
RecoveryDatabase <Recovery DB Name> RecoveryMailbox <Src
Mailbox> -TargetFolder <Target Folder> -Confirm:$False
```

Note:

<Target Folder> is a new folder in the Target mailbox created by the restore process. All the restored data will be saved in this folder.

Example:

```
Restore-Mailbox -Identity "RestoreUser" -RecoveryDatabase
"RestoreDB" -RecoveryMailbox "Test2" - TargetFolder
"Recovery" -Confirm:$False
```



Now you can see that the mails and folders from user "Test2" are restored to Recovery Folder.

13. For Exchange 2010 SP1 or above, to restore specific mailbox account in the recovery database:

```
New-MailboxRestoreRequest -SourceDatabase <Recovery DB Name>
-SourceStoreMailbox <Mailbox GUID> -TargetMailbox <Target
Mailbox>
```

Example:

```
New-MailboxRestoreRequest -SourceDatabase "RestoreDB" -
SourceStoreMailbox "f303a901-9059-455a-8baa-bbcda9eb71b" -
TargetMailbox "Test2"
```

To find out the Mailbox GUID, please use the command "**Get-MailboxStatistics**" mentioned in above steps.

14. Remove Recovery Database after the restore process is completed.

Reference:

- <http://technet.microsoft.com/en-us/library/bb125218.aspx>
- <http://technet.microsoft.com/en-us/library/ff829875.aspx>
- <http://www.mikepfeiffer.net/2011/07/restoring-mailbox-data-from-a-recovery-database-in-exchange-2010-sp1/>

Appendix C - Product Documentations

Please [Click Here](#) for documentation of all Ahsay Products.