

Ahsay Online Backup Restorer v7

User Guide for Mac OS X

Ahsay Systems Corporation Limited

1 November 2017

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Revision History

Date	Descriptions	Type of modification
1 November 2017	First Draft	New
16 Oct 2017	Added comparison of online and offline installation for Ch.4; Added offline installation for Ch.4.2	New

Table of Contents

1	Overview	1
	What is this software?	1
	System Architecture	1
	Why should I use AhsayOBR to restore backup data?	2
	Features comparison between Client Backup Agent and AhsayOBR	3
2	About This Document	4
	What is the purpose of this document?	4
	What should I expect from this document?	4
	Who should read this document?	4
	Overview of Document Content Structure	4
3	Preparing for Using AhsayOBR	5
	Hardware Requirements	5
4	Download and Launch AhsayOBR	6
	Download AhsayOBR	7
	Launch AhsayOBR	8
	Option 1: Online Installation Option	8
	Option 2: Offline Installation Option	12
5	Login to AhsayOBR	15
6	Restore File Backup Sets	17
7	Contact Ahsay	25
	Technical Assistance	25
	Documentation	25

1 Overview

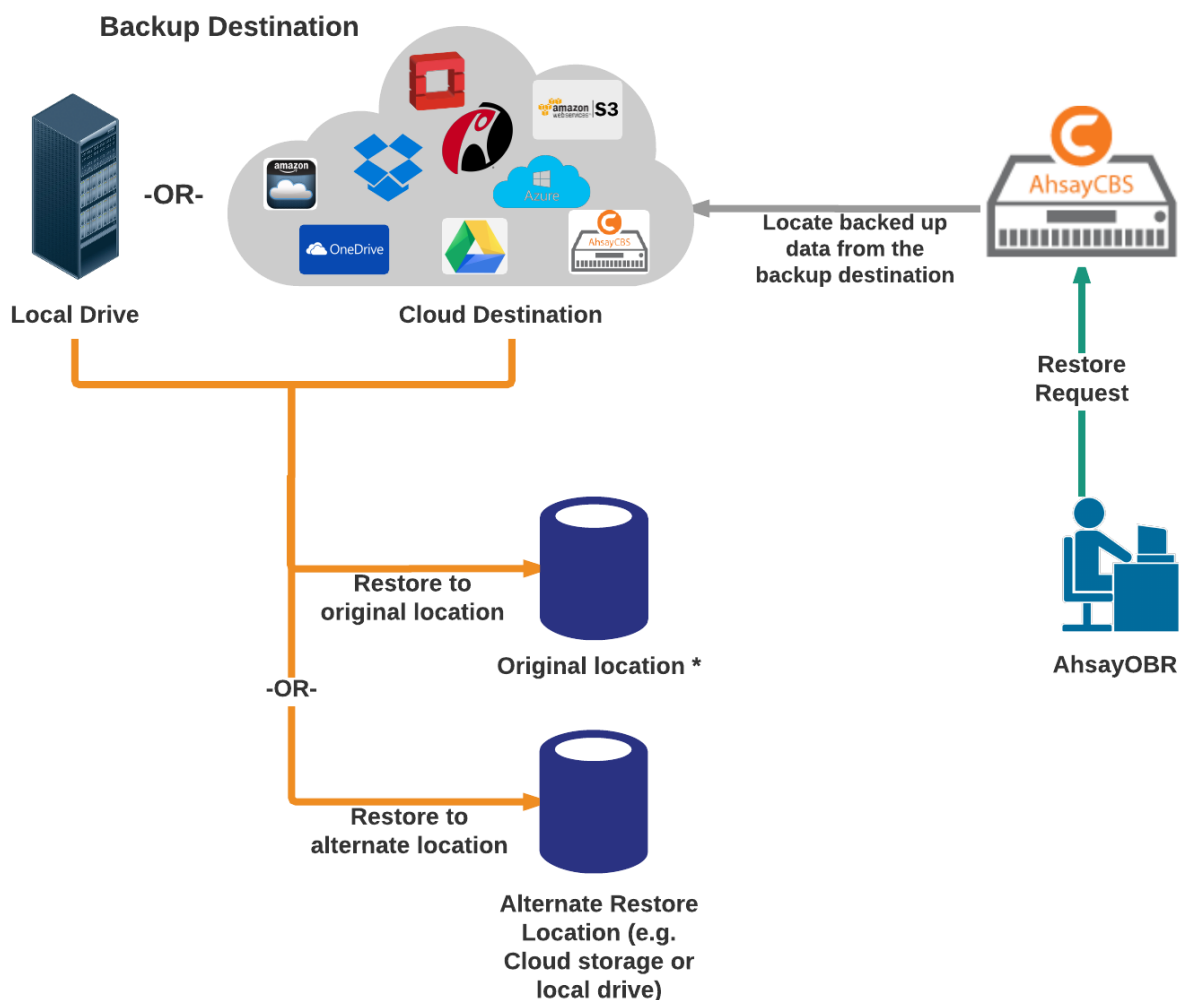
What is this software?

Ahsay brings you specialized restore software, namely Ahsay Online Backup Restorer (AhsayOBR), to provide a quick and secure solution for restoring your backup data anytime and anywhere. This software is designed specifically as a one-time restorer and is not served for performing backup and configuring any backup user settings. The software supports restoring data that is backed up with AhsayACB or AhsayOBM.

System Architecture

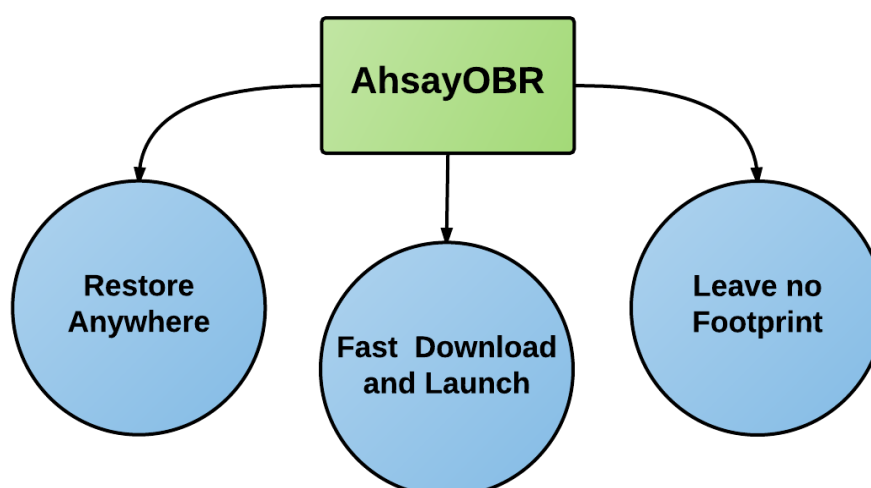
Below is the system architecture diagram illustrating the major elements involved in the process when you are using the AhsayOBR to restore data.

In this user guide, we will focus on information to get you started with using the software, as well as instructions on performing an end-to-end restore process.



***Original location** – the backed up data will be restored on the computer running the AhsayOBR under the same directory path as on the machine storing the backup source. For example, if the backup source files are stored under **Users/[User's Name]/Downloads** folder, the data will be restored to **Users/[User's Name]/Downloads** as well on the computer running the AhsayOBR.

Why should I use AhsayOBR to restore backup data?



Restore Anywhere

There may be times when you wish to restore your backed up data but have no access to the computer with the Client backup Agent (e.g. AhsayOBM) installed. AhsayOBR is exactly designed to cater to your needs under such circumstances.

You can now download and launch the OBR anytime and anywhere you like as long as you have a computer with a web browser installed and Internet connection.



Fast Download and Launch

Unlike a Client Backup Agent (e.g. AhsayOBM) which is significantly larger in file size and takes longer time to install on your computer, AhsayOBR is a compact solution that can be downloaded and launched in a short period of time in just a few clicks.

Besides, the AhsayOBR is designed as a one-time restorer that will be removed from your computer completely after it is closed. All the restore log files or settings will also be removed from the computer altogether. So you would not need to spend the time on uninstalling the software after you finished the restore.



Leave no Footprint

When you are trying to restore your backed up data remotely, the computer you use for restore may not have the same level of security settings as the one you normally use for backup and restore onsite. Therefore, it may not be completely secure to install a Client Backup Agent (e.g. AhsayOBM) to restore data because the backup agent will store information such as the backup user's personal info, backup set settings, backup/restore logs, etc. Using a Client Backup Agent for restore under such circumstances may pose potential threat to your personal and confidential information.

That is why the AhsayOBR is designed as a single-purpose restorer with high level of security protection. The restorer takes you right to the restore start point after login, where you can start performing a restore right away. It will also be removed completely after the restore is done, so you don't have to worry about leaving important information behind in the restore logs which could be viewed by a third party.

Features comparison between Client Backup Agent and AhsayOBR

While you can still download a Client Backup Agent (AhsayACB / AhsayOBM) to restore data, AhsayOBR gives a quick, direct and secure solution just for the data restore purpose. Below is a table comparing some major features of both tools, and the pros and cons of using them.

Feature	Tool	Pros	Cons
Installation	AhsayOBR	<ul style="list-style-type: none"> ➤ No installation required ➤ Faster to launch 	Required to launch every time when you use
	Client Backup Agent	One-time installation	Larger installer size hence longer installation time
Run Direct Restore	AhsayOBR	N/A	Run Direct restore for VMware and Hyper V servers is NOT supported. Since AhsayOBR is not a Client Backup Agent and therefore NFS is not bundled along with the software. NFS is a mandatory item for performing Run Direct restore for VMware and Hyper V servers.
	Client Backup Agent	Support Run Direct restore for both VMware and Hyper V servers.	N/A
Cross platform usage	AhsayOBR	Although both tools are available for use on various platforms, e.g. Windows, Mac, Linux, etc., cross platform restore is NOT recommended. For example, files backed up on Windows are not recommended to restore on a Mac/Linux machine.	
	Client Backup Agent		
Compatibility	AhsayOBR	Support restore of backup set created on either AhsayACB / AhsayOBM	N/A
	Client Backup Agent	N/A	Support restore of backup set created by the same type of Client Backup Agent only. E.g. backup set created on AhsayOBM can only be restored by AhsayOBM.

2 About This Document

What is the purpose of this document?

This document aims at introducing the AhsayOBR software and its features, providing all necessary information to download and launch the AhsayOBR software and instructions on performing restore.

What should I expect from this document?

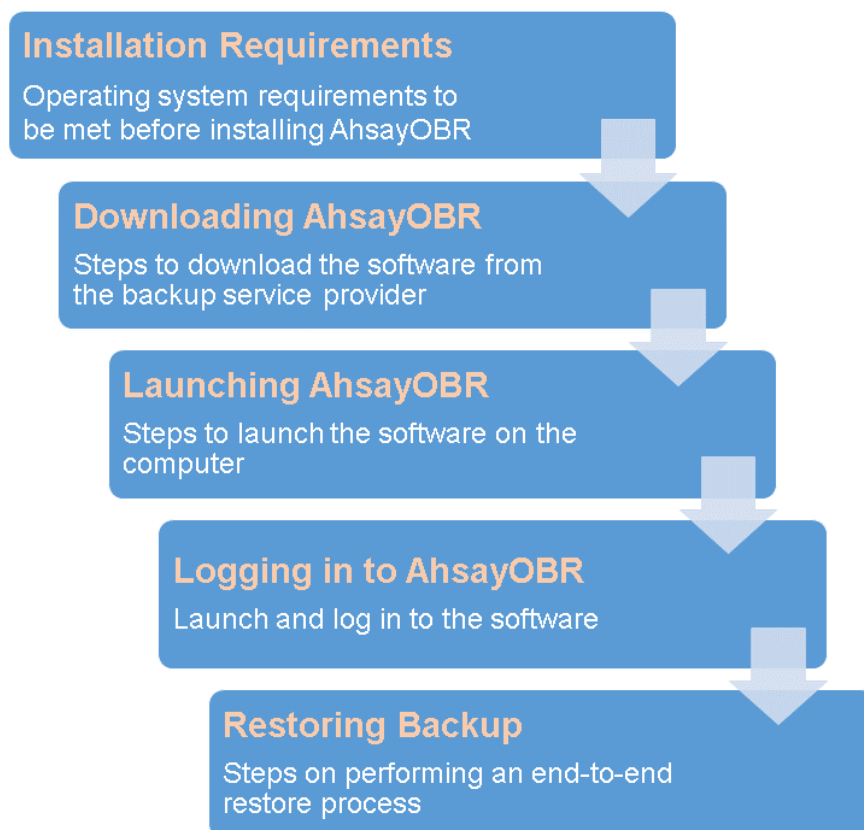
After reading through this documentation, you can expect to have sufficient knowledge to download and launch the AhsayOBR software, as well as to perform a restore.

Who should read this document?

This documentation is intended for backup users who need to perform restore while they have no access to their Client Backup Agent (e.g. AhsayOBM).

Overview of Document Content Structure

Below is a flow chart illustrating the major chapters this document will cover in sequence.



3 Preparing for Using AhsayOBR

Hardware Requirements

You can launch the AhsayOBR on a physical machine or on a virtual machine. The hardware requirements for launching AhsayOBR is the same as installing AhsayOBM.

Refer to the link below for details of the minimum and recommended requirements for launching the software.

[FAQ: Ahsay Hardware Requirement List \(HRL\) for version 7.3 or above \(5000\).](#)

4 Download and Launch AhsayOBR

From version 7.15.0.0 onwards, there are two installation modes of AhsayOBR, online installation and offline installation. Below is the table of comparison between online installation and offline installation.

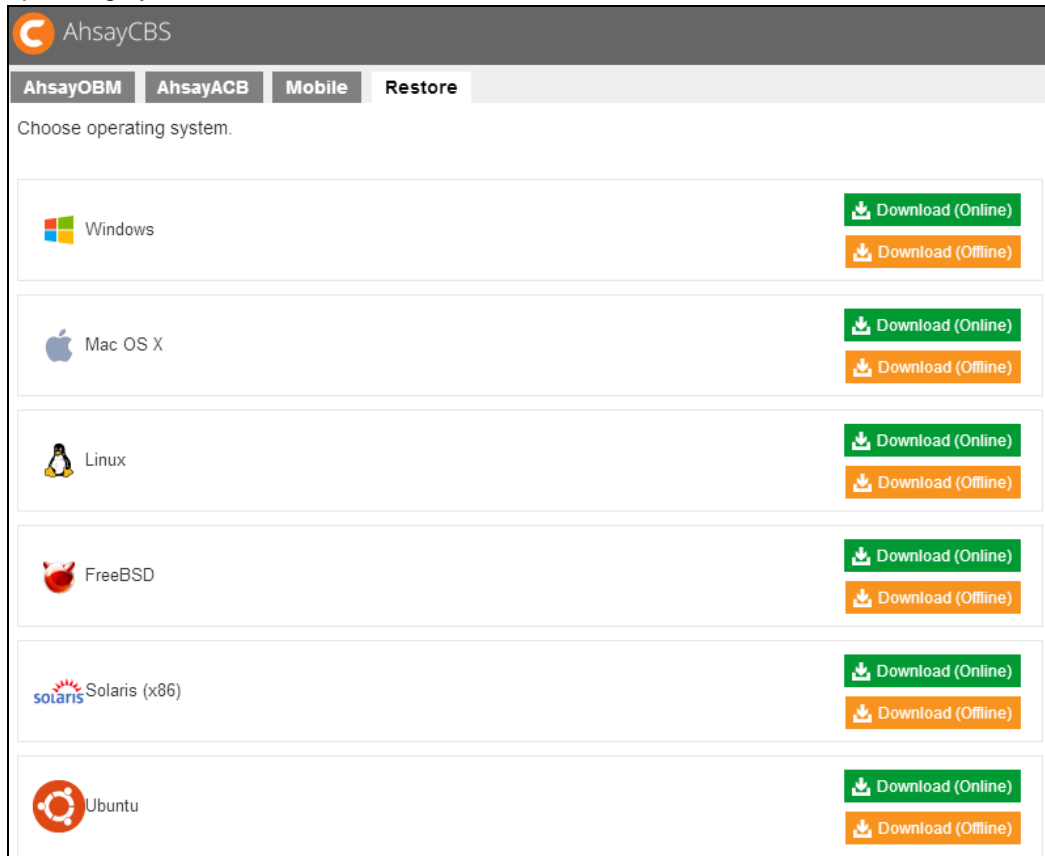
	Online Installation	Offline Installation
Version Supported	➤ From v7.3.2.0 onwards.	➤ From v7.15.0.0 onwards.
Installation Time	<ul style="list-style-type: none">➤ Takes more time as it needs to download the binary and component files (80MB to 140MB depending on operating system) each time the installation is run.➤ Online installer size is 9KB to 3.5MB depending on operating system as it contains only the initial installation package files.	<ul style="list-style-type: none">➤ Takes less time as all the necessary binary and component files are already available in the offline installer and offline installer can be downloaded once but reused many times.➤ Offline installer size is 80MB to 140MB depending on operating system as it contains all the necessary binary and component files.
Deployments	<ul style="list-style-type: none">➤ Suitable for sites with fast and stable internet connection as internet connection is needed each time when an installation is run.➤ A slow internet connection will result in longer installation time and interrupted or unstable internet connection may lead to unsuccessful installation.➤ Ensures the latest version of the product is installed.	<ul style="list-style-type: none">➤ Suitable for client sites with metered internet connections as once the offline installer is downloaded, internet connection is not needed each time when an installation is run.➤ May not be the latest version.

Download AhsayOBR

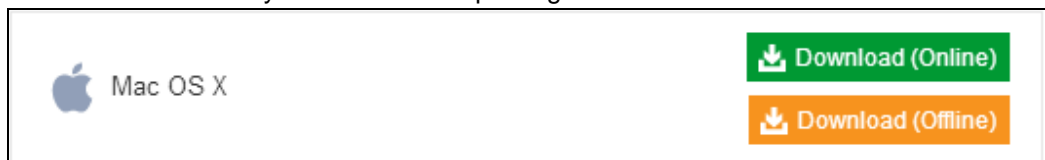
1. In a web browser, click the blue icon on the top right corner to open the download page for the AhsayOBR installation package file from your backup service provider's website.



2. In the **Restore** tab of the download page, you can choose the AhsayOBR installer by operating system.



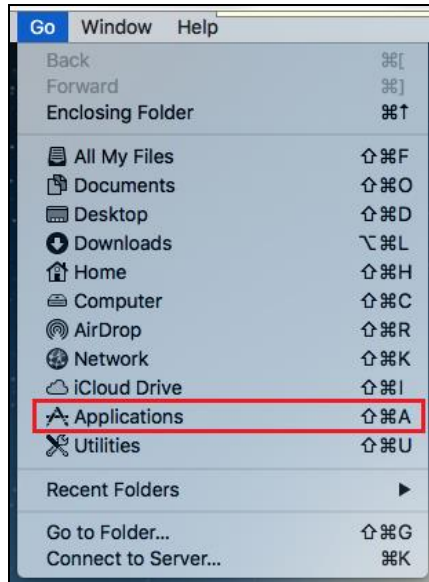
3. In the **Mac OS X** section, click on the **Download (Online)** or **Download (Offline)** button to download the AhsayOBR installation package.



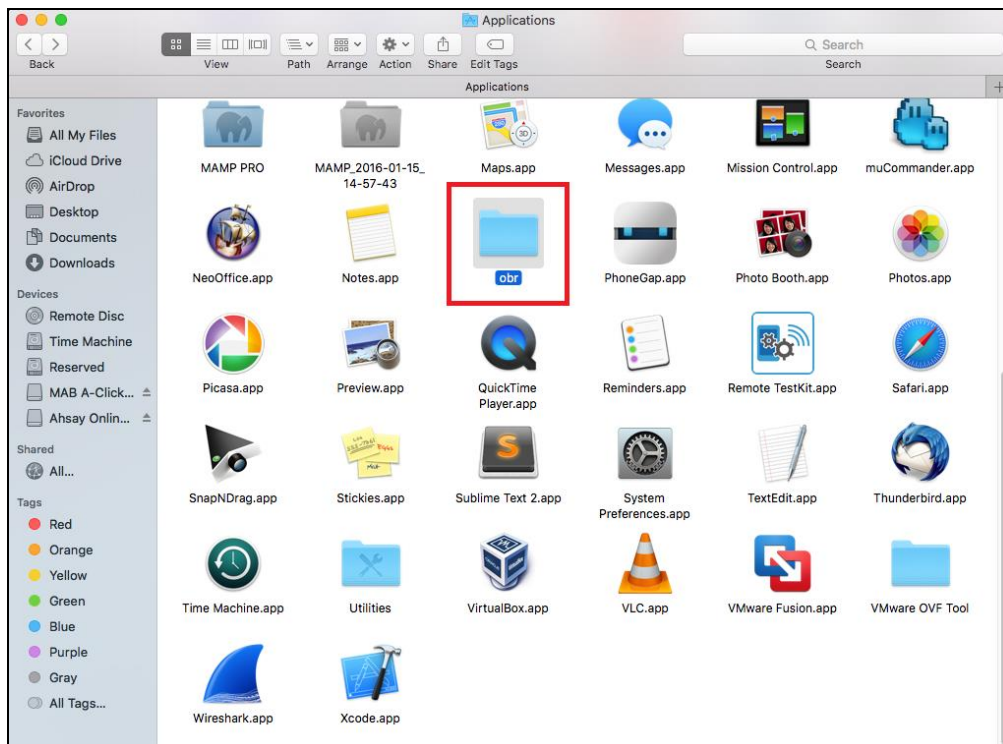
Launch AhsayOBR

Option 1: Online Installation Option

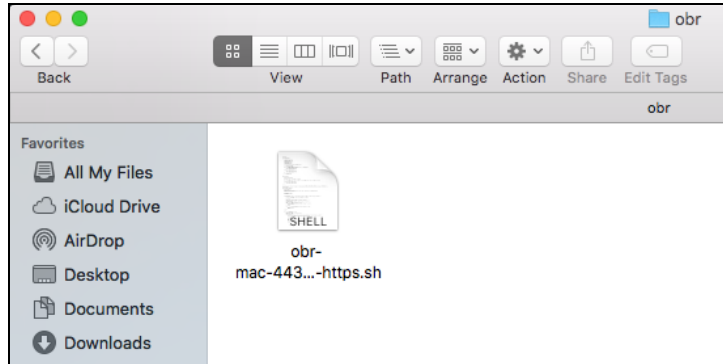
1. Create a folder in the **Applications** menu by going to the **Go** tap then select **Applications**.



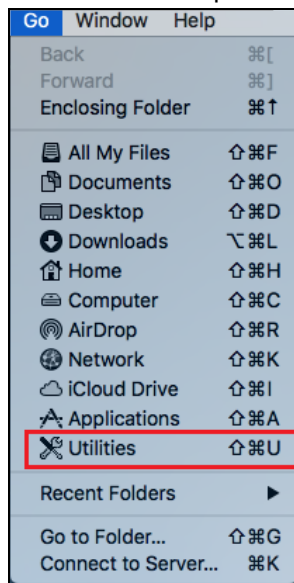
You could name the folder **obr** as shown below.



2. Open the folder then move the launcher file you have just downloaded into it.



3. Click **Go** at the top menu bar, then select **Utilities**.



4. Double click the **Terminal.app** icon.



Terminal.app

5. Use the command highlighted in **red** to enter the **Applications/obr** folder.

```
#[user]-Mac-mini:~ [user]$ cd /Applications/obr
```

6. Use the command highlighted in **red** to execute the launcher.

```
#[user]-Mac-mini:obr [user]$ $sudo sh [name of the  
installation file you downloaded].sh
```

7. Enter the password

```
#Password:
```

8. The following scripts show while the launcher is being downloaded.

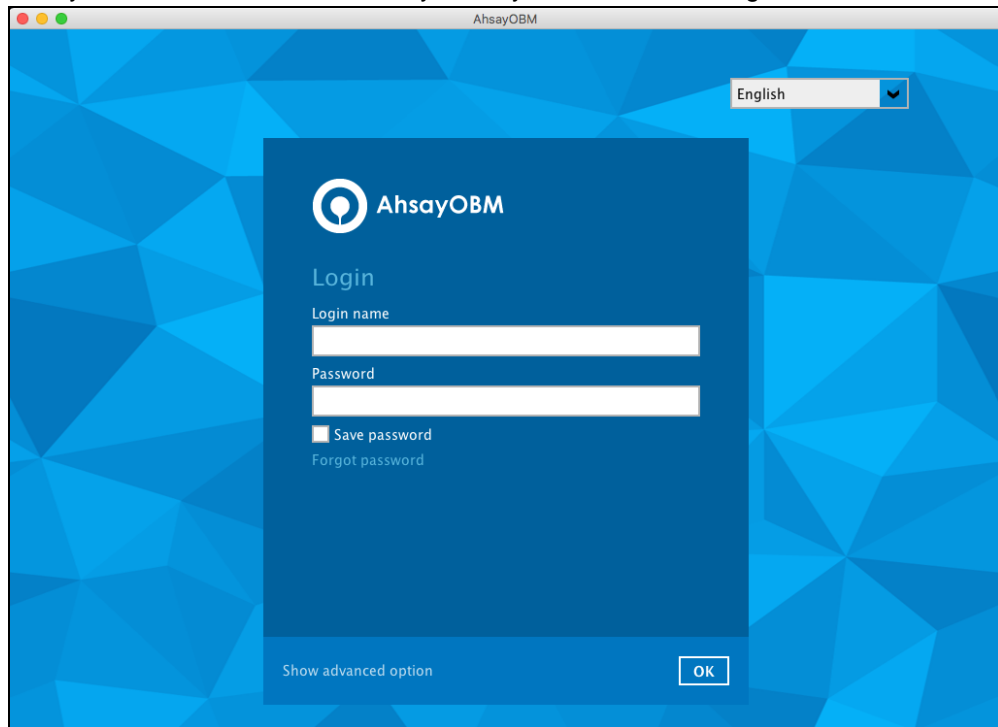
```
Log Time: Wed 2 Nov 2016 09:55:10 HKT  
Downloading package jre-std-mac.tar.gz...  
% Total      % Received % Xferd  Average  
Speed      Time      Time      Time      Current
```

```

                                Dload  Upload  Total  Spent
      Left  Speed
100 43.6M 100
43.6M 0 0 8315k 0 0:00:05 0:00:05 --:--:--
9035k
Download completed
Downloading package app-common.tar.gz...
% Total % Received % Xferd Average
Speed Time Time Time Current
                                Dload  Upload  Total  Spent
      Left  Speed
100 26.8M 100
26.8M 0 0 7958k 0 0:00:03 0:00:03 --:--:--
7960k
Download completed
Downloading package app-mac-obm.tar.gz...
% Total % Received % Xferd Average
Speed Time Time Time Current
                                Dload  Upload  Total  Spent
      Left  Speed
100 22444 100 22444 0 0 599k 0 --:--:-- --:--:--
- --:--:-- 608k
.
.
.
Download completed
Download completed
Untar component file :
/Applications/obr/RestoreWizard/_components/app-common.tar.gz
Untar component file :
/Applications/obr/RestoreWizard/_components/app-inst-mac-
obm.tar.gz
Untar component file :
/Applications/obr/RestoreWizard/_components/app-mac-obm.tar.gz
Untar component file :
/Applications/obr/RestoreWizard/_components/app-native-
mac.tar.gz
Untar component file :
/Applications/obr/RestoreWizard/_components/aia-common.tar.gz
Untar component file :
/Applications/obr/RestoreWizard/_components/aia-inst-mac-
obm.tar.gz
Untar component file :
/Applications/obr/RestoreWizard/_components/aia-mac-obm.tar.gz
Untar component file :
/Applications/obr/RestoreWizard/_components/aia-native-
mac.tar.gz
/Applications/obr/RestoreWizard/jvm does not exist, creating
this directory
Untar JVM file :
/Applications/obr/RestoreWizard/_components/jre-std-mac.tar.gz
Untar component file :
/Applications/obr/RestoreWizard/_components/properties-
common.tar.gz
Untar component file :
/Applications/obr/RestoreWizard/_components/util-common.tar.gz
Untar component file :
/Applications/obr/RestoreWizard/_components/util-mac-
obm.tar.gz
Untar jvm and component files finished

```

9. AhsayOBR is launched successfully when you see the following screen.

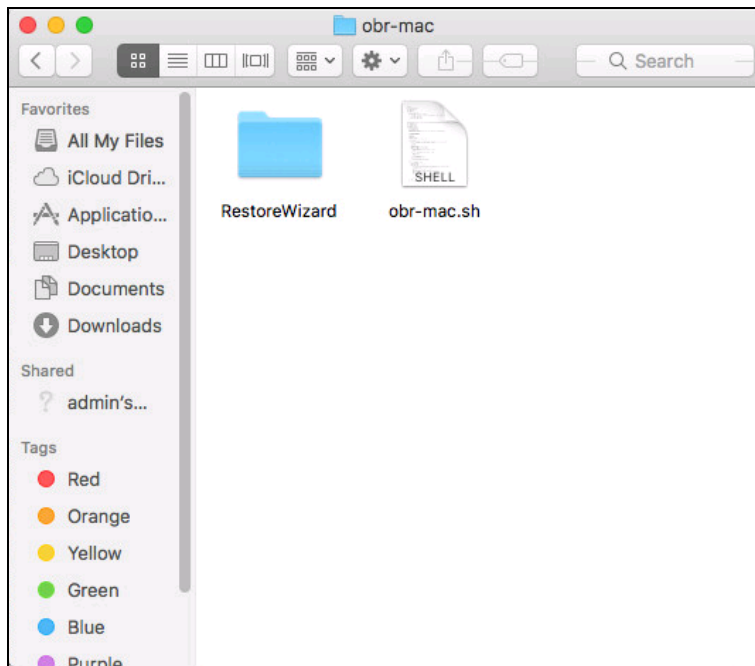
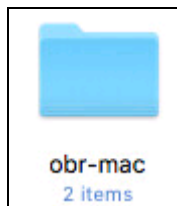


Option 2: Offline Installation Option

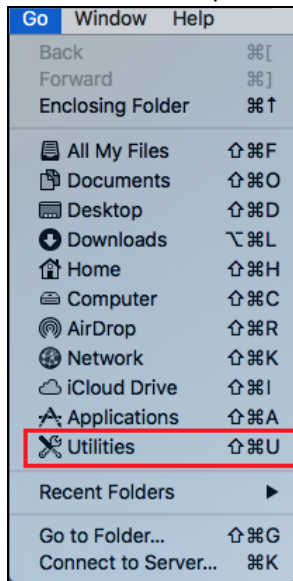
1. Double-click the icon of the AhsayOBR installation package **.gz** file you have downloaded to expand it.



2. Open the folder to check the expanded installation package.



3. Click **Go** at the top menu bar, then select **Utilities**.



4. Double click the **Terminal.app** icon.



Terminal.app

5. Use the command highlighted in **red** to enter the **/Users/admin/downloads/obr-mac** folder.

```
#[user]-Mac-mini:~ [user]$ cd /Users/admin/downloads/obr-mac
```

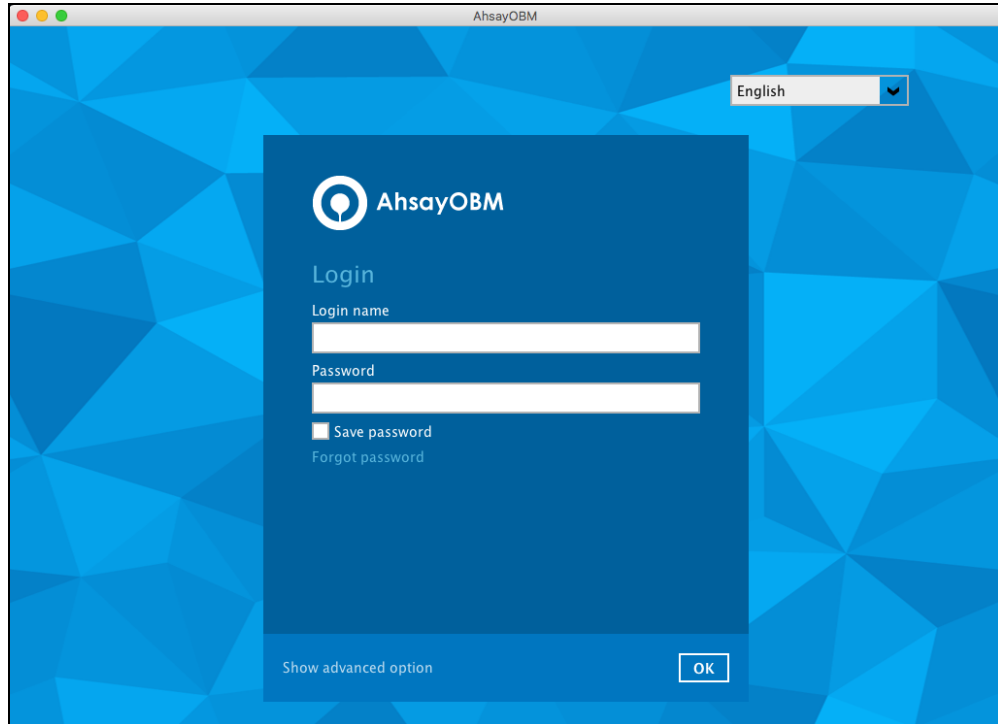
6. Use the command highlighted in **red** to execute the launcher.

```
#[user]-Mac-mini:obr [user]$ sh [name of the installation file  
you expanded].sh
```

7. The following scripts show while the launcher is being downloaded.

```
Log Time: Tue Oct 17 11:39:19 HKT 2017
Using package in /Users/admin/downloads/obr-mac/app.pkg
Package version: 7.15.0.0
Untar jre-std-mac-amd64.tar.gz to /tmp/_obm.171017113919/jvm
Untar app-common.tar.gz to /tmp/_obm.171017113919
Untar app-mac-obm.tar.gz to /tmp/_obm.171017113919
Untar app-native-mac.tar.gz to /tmp/_obm.171017113919
Untar aua-common.tar.gz to /tmp/_obm.171017113919
Untar aua-mac-obm.tar.gz to /tmp/_obm.171017113919
Untar aua-native-mac.tar.gz to /tmp/_obm.171017113919
Untar util-common.tar.gz to /tmp/_obm.171017113919
Untar util-mac-obm.tar.gz to /tmp/_obm.171017113919
Untar properties-common.tar.gz to /tmp/_obm.171017113919
Untar app-inst-mac-obm.tar.gz to /tmp/_obm.171017113919
Untar aua-inst-mac-obm.tar.gz to /tmp/_obm.171017113919
Startup Ahsay Online Backup Manager ...
Done
```

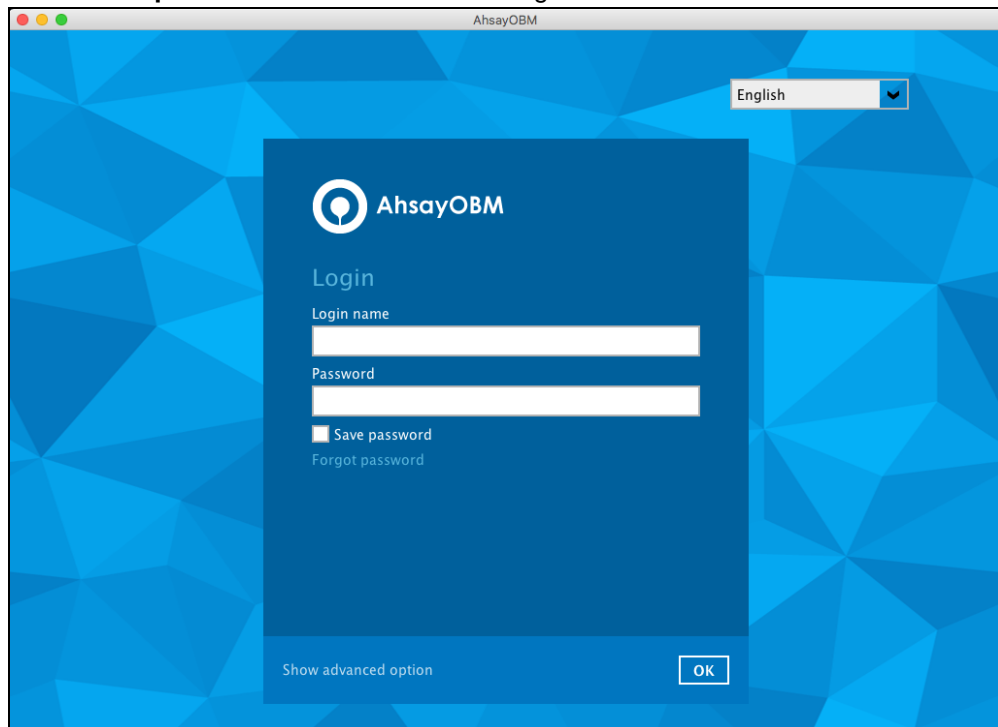
8. AhsayOBR is launched successfully when you see the following screen.



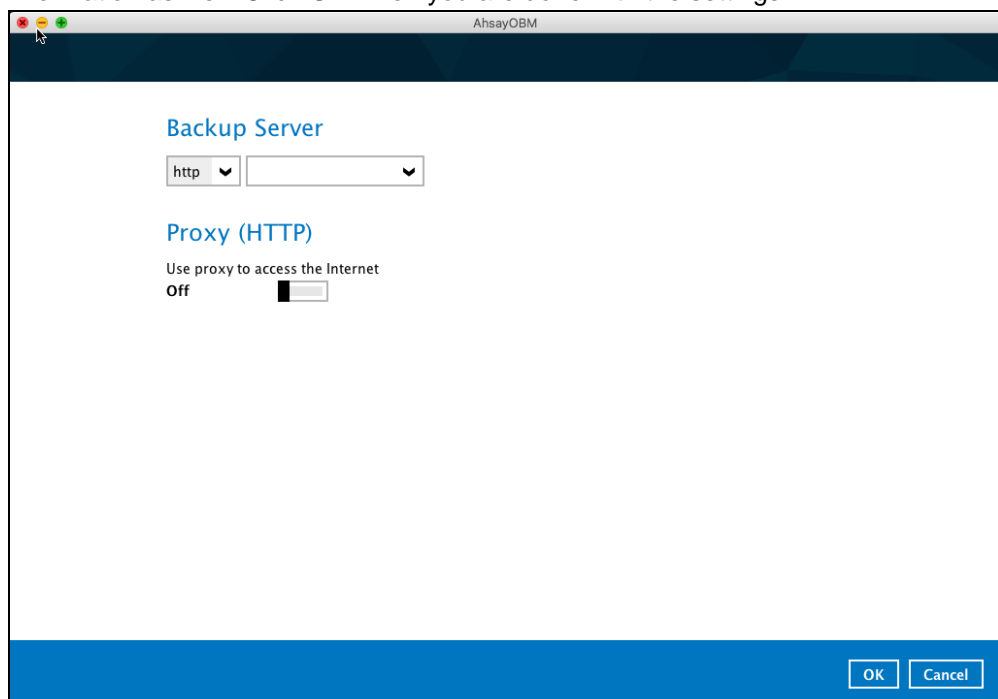
5 Login to AhsayOBR

This section provides information on how to log in to the AhsayOBR as well as the necessary network settings for login.

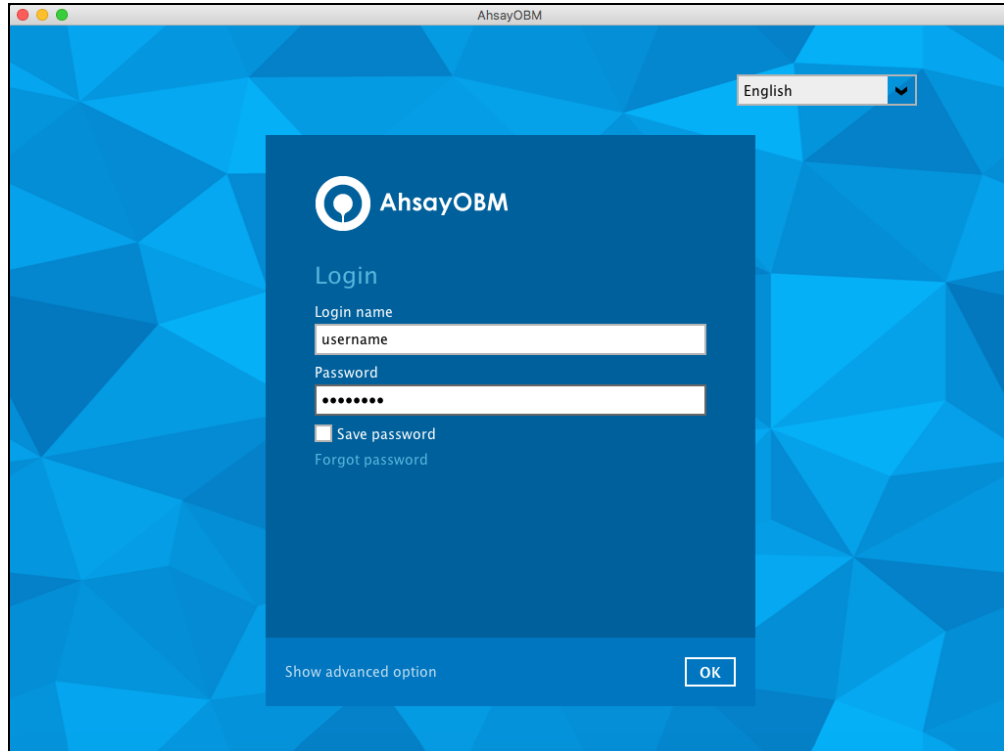
1. The AhsayOBR launches automatically and you will see the following screen. Click **Show advanced option** to enter the network settings.



2. Enter the Backup Server address provided by your backup service provider. If you need to use proxy to access the Internet, enable the Proxy feature and fill in the relevant information as well. Click **OK** when you are done with the settings.



3. Enter the login name and password of your Client Backup account, then click **OK** to login.



The image shows a screenshot of the AhsayOBM login window. The window has a blue geometric pattern background. At the top right, there is a language dropdown menu set to 'English'. In the center, there is a dark blue login panel with the AhsayOBM logo and the word 'Login'. Below the logo, there are two input fields: 'Login name' with the text 'username' and 'Password' with masked characters. Below the password field, there is a checkbox labeled 'Save password' and a link 'Forgot password'. At the bottom of the login panel, there is a link 'Show advanced option' and an 'OK' button.

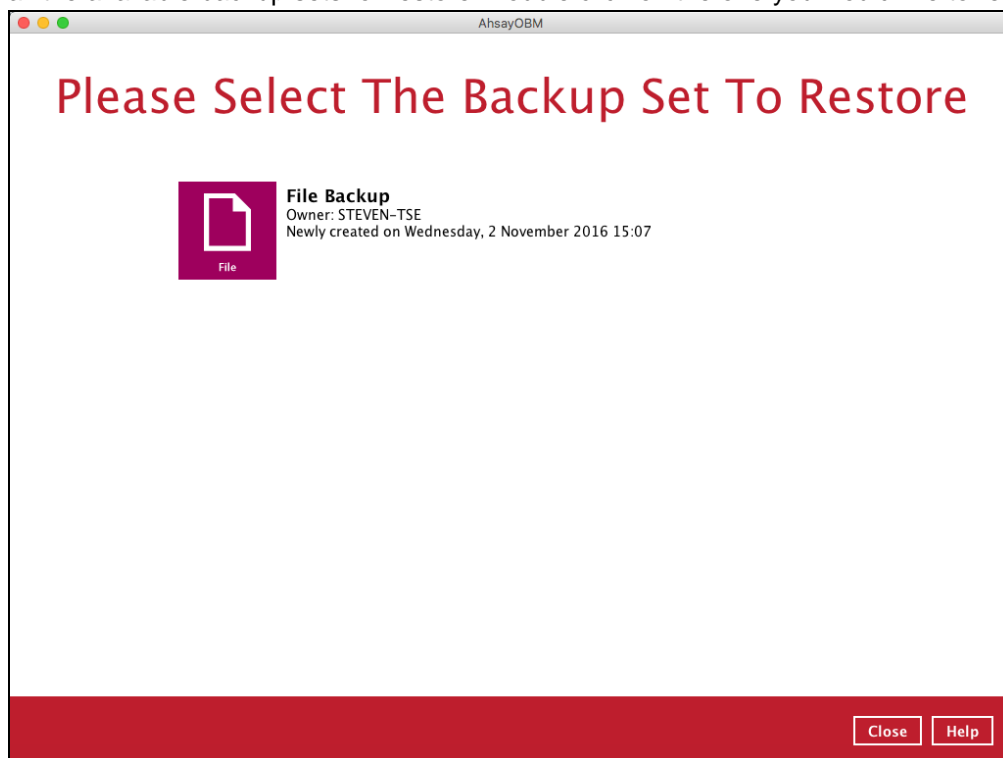
6 Restore File Backup Sets

The following is a typical end-to-end process for a file restore. The actual steps may slightly vary depending on the module you are restoring.

Note

- AhsayOBR can be used to restore data that is backed up with AhsayACB or AhsayOBM.
- Clicking **Cancel** then **Yes** at any point during the steps below will close the software completely. After the software is closed, you will have to launch it again according to the instructions in [Launch AhsayOBR](#) if you wish to use it.

1. After logging in to your backup account successfully, you should see a screen showing all the available backup sets for restore. Double click on the one you would like to restore.



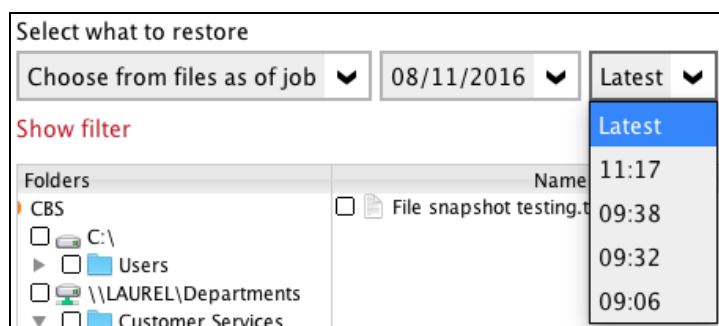
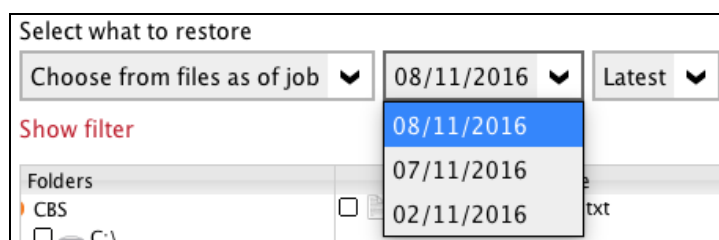
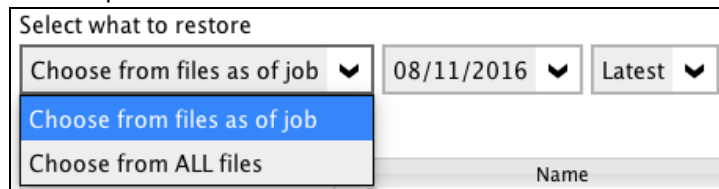
2. Click on the location from which you would like to restore the data from.



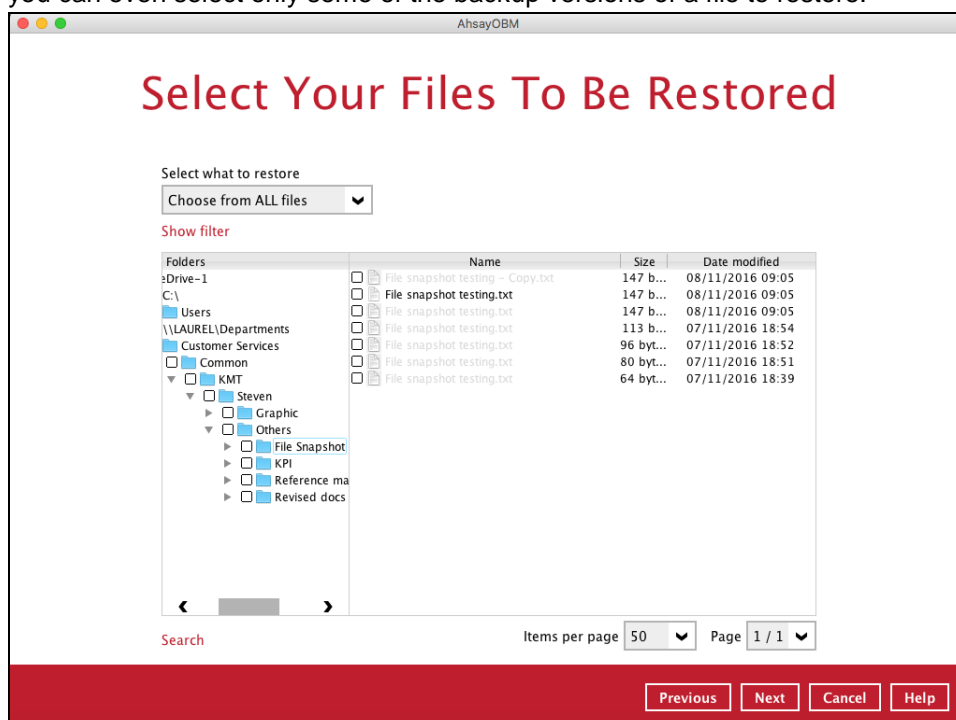
3. Select to restore files from a specific backup job, or from all files available, then select the files or folders that you would like to restore.

There are two options from the **Select what to restore** drop-down menu:

- **Choose from files as of job** – this option allows you to select a backup version from a specific date and time to restore.



- **Choose from ALL files** – this option allows you to restore all the available backup versions for this backup set. Among all the available backup versions, you can even select only some of the backup versions of a file to restore.



Below is an example showing all the available backup versions of the file **File snapshot testing.txt**. The latest version is shown in solid black color and all the previous versions are shown in grey color. You can identify the file version from the **Date modified** column.

<input checked="" type="checkbox"/>	File snapshot testing.txt	147 b...	08/11/2016 09:05
<input checked="" type="checkbox"/>	File snapshot testing.txt	147 b...	08/11/2016 09:05
<input checked="" type="checkbox"/>	File snapshot testing.txt	113 b...	07/11/2016 18:54
<input type="checkbox"/>	File snapshot testing.txt	96 byt...	07/11/2016 18:52
<input type="checkbox"/>	File snapshot testing.txt	80 byt...	07/11/2016 18:51
<input type="checkbox"/>	File snapshot testing.txt	64 byt...	07/11/2016 18:39

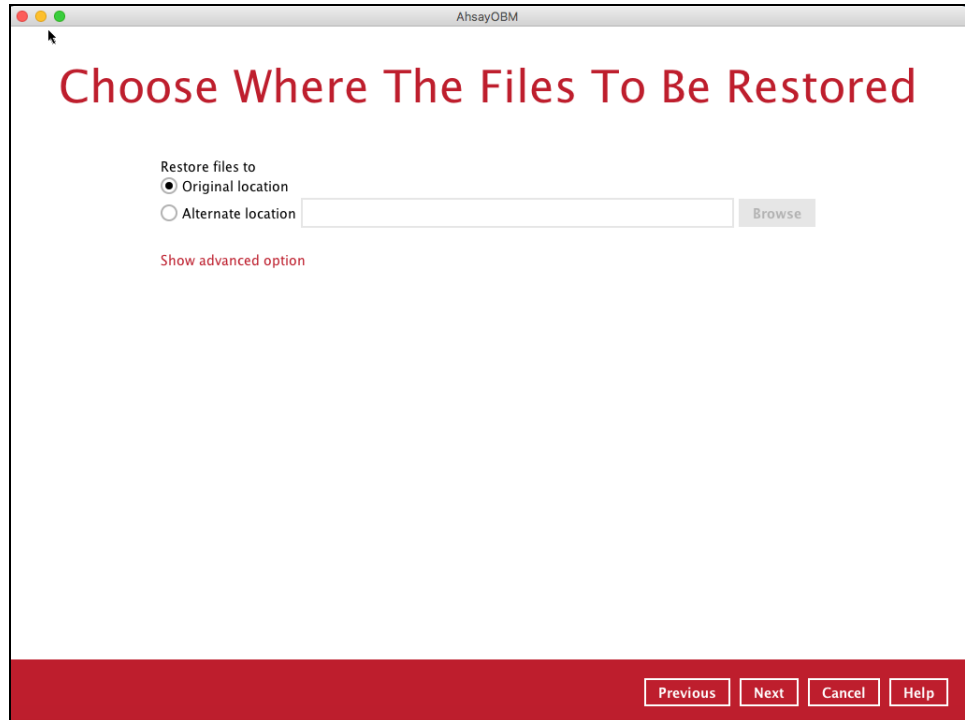
When the restore is done, you will see all the selected backup versions in the restore destination. The latest backup version has the file name as the original file, while the previous versions have the time stamps added to their file names for easy identification.

<< Common ▶ KMT ▶ Steven ▶ Others ▶ File Snapshot	
Name	Date modified
File snapshot testing	11/7/2016 6:54 PM
File snapshot testing_2016-11-07-18-39-11	11/7/2016 6:39 PM
File snapshot testing_2016-11-07-18-51-55	11/7/2016 6:51 PM
File snapshot testing_2016-11-07-18-53-26	11/7/2016 6:52 PM

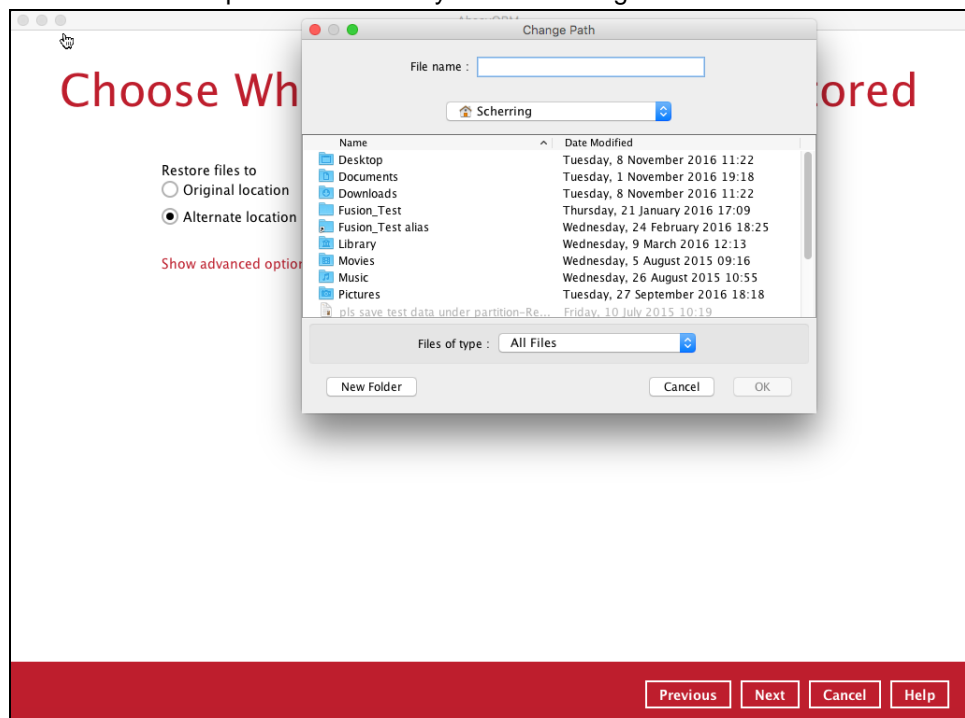
4. Click **Next** to proceed when you are done with the selections.

5. Select to restore the files to their **Original location**, or to an **Alternate location**, then click **Next** to proceed.

- **Original location** – the backed up data will be restored to the computer running the AhsayOBR under the same directory path as on the machine storing the backup source. For example, if the backup source files are stored under **Users/[User's Name]/Downloads** folder, the data will be restored to **Users/[User's Name]/Downloads** as well on the computer running the AhsayOBR.



- **Alternate location** – you can choose to restore the data to a location of your choice on the computer where AhsayOBR is running.



6. Click **Show advanced option** to configure other restore settings:

Restore files to

☒ Original location

☐ Alternate location

Show advanced option

☐ Delete extra files

☒ Follow Link

☐ Resolve Link



Hide advanced option

• **Delete extra files**

By enabling this option, the restore process will attempt to synchronize the selected restore source with the restore destination, making sure the data in the restore destination is exactly the same as the restore source. Any data created after backup will be treated as “extra files” and will be deleted from the restore source if this feature is enabled.





Example:

- i) Two files are created under the **Document folder 01**, namely doc 1 & doc 2.

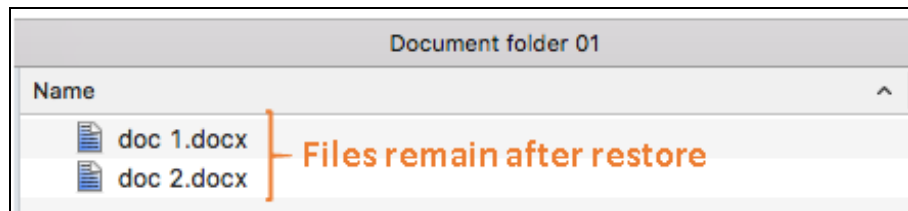
Document folder 01	
Name	
 doc 1.docx	} Files created initially
 doc 2.docx	

- ii) A backup is performed for folder **Document folder 01**.

- iii) Two new files are created, namely doc 3 & doc 4.

Document folder 01	
Name	
 doc 1.docx	} Files created BEFORE backup
 doc 2.docx	
 doc 3.docx	} Files created AFTER backup
 doc 4.docx	

- iv) A restore is performed for the **Document folder 01**, with **Delete extra files** option enabled.
- v) Since doc 3 & doc 4 have never been backed up, therefore they will be deleted from **Document folder 01**, leaving only the two files that have been backed up.



WARNING

Please exercise extra caution when enabling this feature. Consider what data in the restore source has not been backed up and what impact it would cause if those data is deleted.

Prior to the data restore and synchronization, a warning message shows as the one shown below. Only clicking **Yes** will the “extra file” be deleted. You can click **Apply to all** to confirm deleting all the “extra files” at a time.

⦿ Follow Link (Enabled by default)

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

The table below summarizes the behaviors when a restore is performed with different settings.

Follow Link	Restore to	Behavior
Enabled	Original location	Symbolic link or junction point is restored to the original backup location. Target directories or files are also restored to the original backup location.
	Alternate location	Symbolic link or junction point is restored to the location specified. Target directories or files are also restored to the alternate location specified.
Disabled	Original location	Symbolic link or junction point is restored to the original backup location. Target directories or files are NOT restored to the original backup location.
	Alternate location	Symbolic link or junction point is restored to the location specified. Target directories or files are NOT restored to the alternate location specified.

⦿ Resolve Link (Only for restoring to Alternate Location)

This option must be used in conjunction with the **Follow Link** option. When this option is enabled, the symbolic link or junction point, as well as the directories and files that the symbolic link or junction point links to will also be restored in the

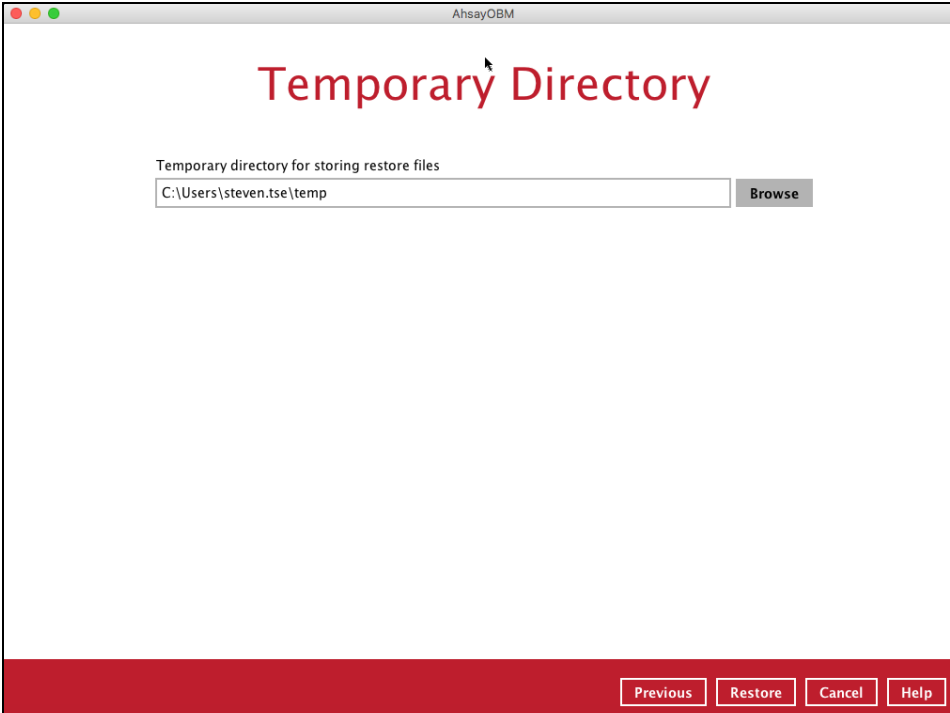
alternate location you have chosen. That means the link or junction will point to the alternate location instead of the original location.

The table below summarizes the behaviors when a restore is performed with this option turned on and off.

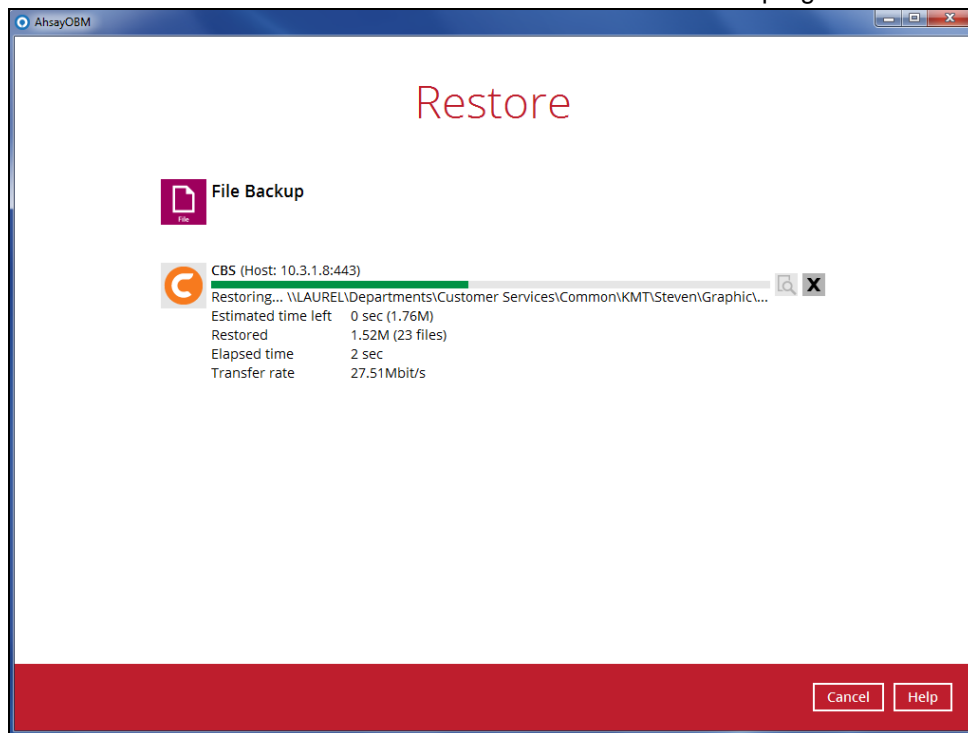
Resolve Link	Behavior
Enabled	<p>Symbolic link or junction point is restored to the alternate location specified, with its target directories and files also restored to the same location in their relative path.</p> <p>Target of the link or junction is updated to the new relative path. In other word, the link or junction now points to the new alternate location.</p>
Disabled	<p>Symbolic link or junction point is restored to the alternate location specified, with its target directories and files also restored to the same location in their relative path.</p> <p>However, target of the link or junction is NOT updated to the new relative path. In other word, the link or junction still points to the original location.</p>

- Click **Next** to proceed with you are done with the settings.
- Select the temporary directory for storing temporary files, such as delta files when they are being merged.

By default, the temporary files are stored under the temp directory of the user profile directory. However, there is a chance that the same directory path does not exist in the computer you are running the AhsayOBR. In that case, you will have to click **Browse** to define a new location for storing the temporary files, otherwise you will not be able to perform a restore.



9. Click **Restore** to start the restore.
10. You will see a screen like the one shown below with the restore progress bar.



11. The progress bar shows **Restore Completed Successfully** when the restore is done. Click **Close** to exit the confirmation screen.
12. To exit AhsayOBR, click **Cancel** and then **Yes**, it will then be closed completely. If you wish to use the AhsayOBR again, you will then have to launch it again according to the instructions in [Launch AhsayOBR](#).

7 Contact Ahsay

Technical Assistance

To contact Ahsay support representatives for technical assistance, visit the following website:

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Also use the Ahsay Knowledge Base for resource such as Hardware Compatibility List, Software Compatibility List, and other product information:

<http://wiki.ahsay.com/doku.php?id=public:home>

Documentation

Documentations for all Ahsay products are available at:

https://www.ahsay.com/jsp/en/home/index.jsp?pageContentKey=ahsay_downloads_documentation_guides

You can send us suggestions for improvements or report on issues in the documentation, by contacting us at:

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Please specify the specific document title as well as the change required/suggestion when contacting us.