



Ahsay A-Click Backup v7

Quick Start Guide for Windows

Ahsay Systems Corporation Limited

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Revision History

Date	Descriptions	Type of modification
14 September 2018	Added requirement of Antivirus Exclusion for Ch.1.3; Updated Overview of backup process for Ch.7	New/ Modification
31 July 2019	Added Chapter 6 AhsayACB Overview; Added Chapter 2 Preparing Backup and Restore - Limitations	New

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1 Requirements for AhsayACB on Windows

Hardware Requirements

Refer to the link below for details of the minimum and recommended requirements for installing AhsayACB:

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

Software Requirements

Refer to the following link for details of the operating systems, applications and databases supported by AhsayACB:

[FAQ: Ahsay Software Compatibility List \(SCL\) for version 7.3 or above](#)

Refer to the following article for the list of compatible operating system for OpenDirect Restore:

[FAQ: Ahsay Software Compatibility List \(SCL\) for Granular and OpenDirect Restore](#)

Antivirus Exclusion Requirement

To optimize performance of AhsayACB on Windows, and to avoid conflict with your antivirus software, refer to the following KB article the list of processes and directory paths that should be added to all antivirus software white list / exclusion list:

[FAQ: Suggestion on antivirus exclusions to improve performance of Ahsay software on Windows](#)

NOTE

For AhsayACB version 7.17 or above, the bJW.exe process is automatically added to Windows Defender exclusion list for Windows 10 during installation / upgrade via installer or upgrade via AUA.

2 Preparing for Backup and Restore

Limitations

1. AhsayACB is supported Windows for Desktop such as Windows XP, Windows Vista, Windows 7, Windows 8, and Windows 10.
2. Command Line Tool (Pre-Backup and Post-Backup) is not supported.
3. Only Simple Retention Policy is supported while Advanced Retention Policy setting is not supported.

Retention Policy

How to retain the files in the backup set, which have been deleted in the backup source

▼ ▼

4. For Compression type, only the Fast type is supported while No Compression and Normal Compression types are not supported.
5. The following backup set settings are not available on the AhsayACB User interface as these have been set with default values during backup set creation:
 - In-File Delta, by default this is set to incremental.
 - Bandwidth Control, by default this is disabled.
 - Follow Link, by default this is enabled.
 - Compression Type, by default only Fast compression is available.
 - Continuous Backup, by default Exclude Filter and Exclude System Files are not available.

In case you will require these features: Command Line Tool, Advanced Retention Policy, Compressions, and Continuous Backup for VMs and Databases please use AhsayOBM. For more details, refer to this link [AhsayOBM Quick Start Guide for Windows](https://www.ahsay.com/jsp/en/products/ahsay-products_backup-software_features_clients.jsp).

To know more about the comprehensive features of AhsayACB, refer to this link: https://www.ahsay.com/jsp/en/products/ahsay-products_backup-software_features_clients.jsp

3 Get Started with AhsayACB

This quick start guide will walk you through the following 5 major parts to get you started with using AhsayACB.

Download and Install

Download and install
AhsayACB on your Windows

Launch the App

Launch and log in to AhsayACB

Create a Backup Set

Create a backup set according to
your preferences

Run Backup Jobs

Run the backup jobs to back up
data

Restore Data

Restore backed up data to your
system

4 OpenDirect Restore

What is OpenDirect Restore?

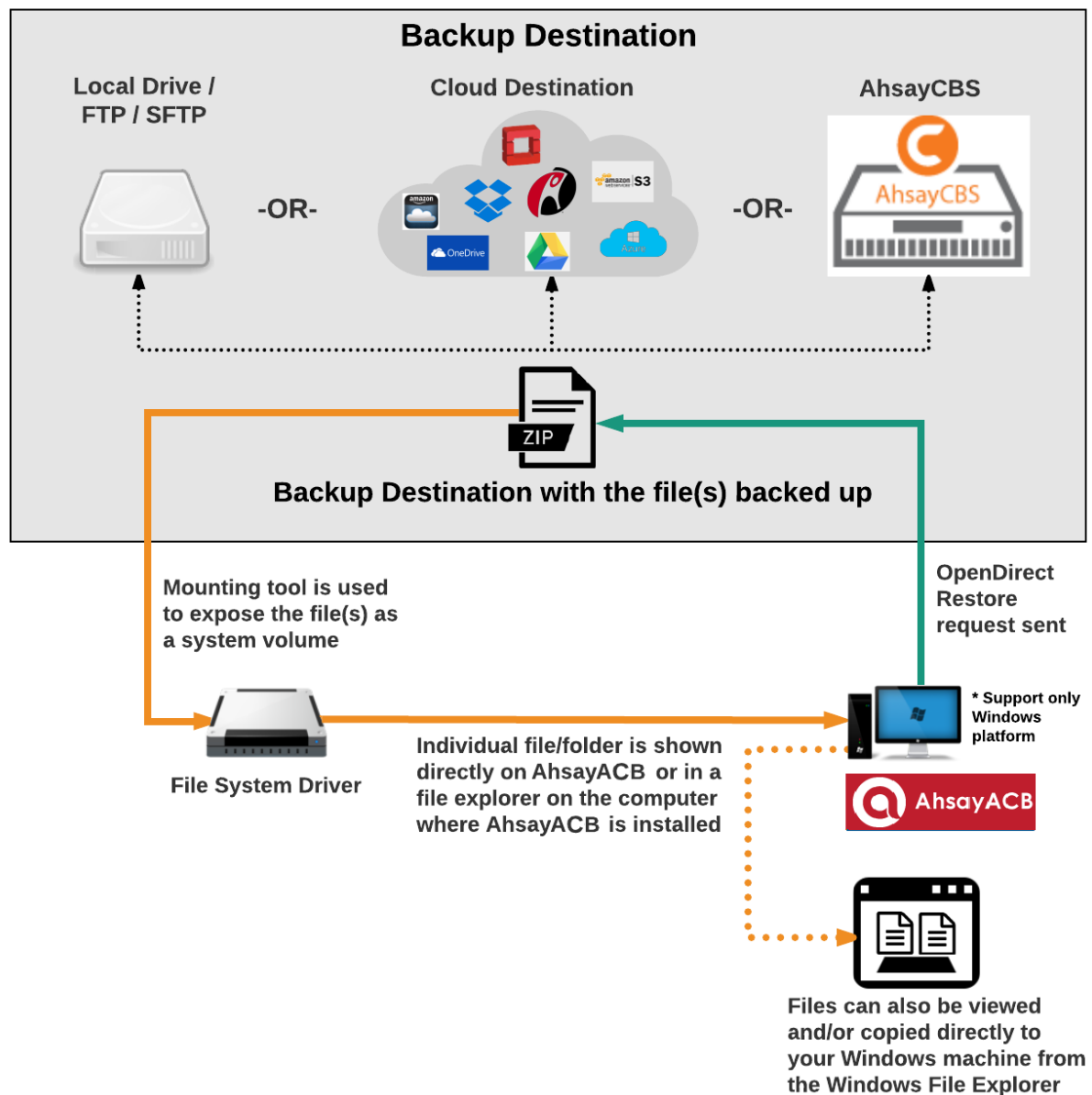
OpenDirect restore is an additional restore options for restoring files from a Windows File backup set available from AhsayACB v7.13.0.0 or above. The OpenDirect restore method makes use of the granular restore technology to make selective restore of individual files from a large compressed file or image, for example zip, RAR, ISO files, without the need to restore the compressed file or image first, to give you a fast and convenient file restore solution.

During the OpenDirect restore process, the file(s)/folders can be viewed and/or copied from the Windows File Explorer on the Windows machine you are performing the restore. OpenDirect restore is only supported on File backup sets created and backed up using AhsayACB v7.13.0.0 or above on Windows platform with OpenDirect restore feature enabled.

IMPORTANT

OpenDirect restore requires an additional OpenDirect / Granular restore add-on module license to work. Contact your backup service provider for further details.

How does OpenDirect Restore work?



Benefits of using OpenDirect Restore

Comparison between OpenDirect File Restore and Traditional File Restore

OpenDirect Restore	
Introduction	
OpenDirect restore allows you to quickly access individual files from a large compressed file or image by viewing and/or copying files from the file explorer on the Windows machine you are performing the restore, without having to fully restore the whole compressed file or image first.	
Pros	
Restore of Entire Compressed File Not Required	As opposed to the traditional restore where you have to restore the entire compressed file or image first before you can access any individual file in it, OpenDirect restore allows you to view and download individual files from a compressed file or image, without having to restore compressed file or image first.
Ability to Restore Selected Files	When restoring a large compressed file or image, sometimes, you may only need to restore individual file(s) out of the entire file, therefore, OpenDirect restore gives you the flexibility to restore selective file(s) quickly, so it saves you time and effort to achieve your restore goal.
Cons	
No Encryption and Compression	To ensure optimal restore performance, the backup of the files in an OpenDirect file backup set will NOT be encrypted and compressed, therefore, you may have to take these factors in consideration when selecting this restore option.

Traditional Restore	
Introduction	
The traditional restore method restores the entire compressed file or image. Backed up data can only be accessed when complete restore is performed.	
Pros	
Backup with Compression and Encryption	Backup file(s) are compressed, therefore in smaller file size, and encrypted before being uploaded to the backup destination.
Cons	
Slower Recovery	As the entire compressed file or image has to be restored before you can access any individual files, restore time could be long if the file size is large

Requirements

Supported Backup Modules

OpenDirect restore is only supported on File backup sets created and backed up using AhsayACB v7.13.0.0 or above on Windows platform with OpenDirect restore feature enabled.

License Requirements

An OpenDirect / Granular restore add-on module license is required per backup set for this feature to work. Contact your backup service provider for more details.

Backup Quota Storage

As compression is not enabled for OpenDirect file backup sets, to optimize restore performance the storage quota required will be higher than non-OpenDirect file backup sets. Contact your backup service provider for details.

Windows Operating System

AhsayACB must be installed on a 32 bit or 64 bit Windows Operating System as libraries for OpenDirect only supports Windows platform.

Windows 7 SP1 or above	Windows 8	Windows 8.1
Windows 10		

Temporary Directory Requirement

The temporary directory folder should have at least the same available size as the compressed file or image to be restored and should be located on a local drive to ensure optimal performance.

Available Spare Drive Letter

One spare drive letter must be available on the Windows machine for the OpenDirect restore process, as the compressed file or image is mounted on Windows as a logical drive. AhsayACB will automatically take the next available drive letter in alphabetical order for the mounted compressed file or image.

Note

1. The Windows drive letters A, B, and C are not used by OpenDirect restore.
2. The OpenDirect restore assigned drive letter(s) will be released once you exit from AhsayACB UI.

Network Requirements

Recommended minimum network speed is **at least 100Mbps download speed**.

The network bandwidth requirements will increase in proportion to the size of the compressed file/image and or the incremental delta chain length to ensure optimal performance. Working with limited network bandwidth may severely affect the granular restore performance.

You can use an online network speed test website (e.g. www.speedtest.net) to get an idea of the actual bandwidth of the machine.

Other Dependencies

The following dependencies are restore related and therefore they will be checked by AhsayACB only when an OpenDirect restore is performed. Absence of these elements will not affect the backup job but would cause the restore to fail.

- ▶ Microsoft Visual C++ 2015 Redistributable (x86) / (x64)
<https://www.microsoft.com/en-us/download/details.aspx?id=48145>
- ▶ Update for Universal C Runtime in Windows
<https://support.microsoft.com/en-us/help/2999226/update-for-universal-c-runtime-in-windows>
- ▶ **For Windows 7 only**
Microsoft Security Advisory 3033929
<https://docs.microsoft.com/en-us/security-updates/SecurityAdvisories/2015/3033929>

Permissions

The Windows login account used for installation and operation of the AhsayACB client machine requires Administrator privileges.

5 Download and Install AhsayACB

From version 7.15.0.0 onwards, there are two installation modes of AhsayACB, 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 110MB depending on operating system) each time the installation is run.➤ Online installer size is 0.1MB 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 110MB depending on operating system as it contains all the necessary binary and component files.
Deployments	<ul style="list-style-type: none">➤ Suitable for single or small amount of device installations.➤ 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 multiple or mass device installations.➤ 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 need to update the product version after installation if an older offline installer is used.

Download AhsayACB

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



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



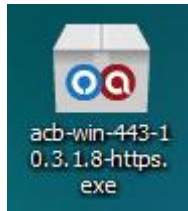
3. In the **Windows** section, click on the **Download (Online)** or **Download (Offline)** button to download the AhsayACB installation package.



Install AhsayACB

Option 1: Online Installation Option

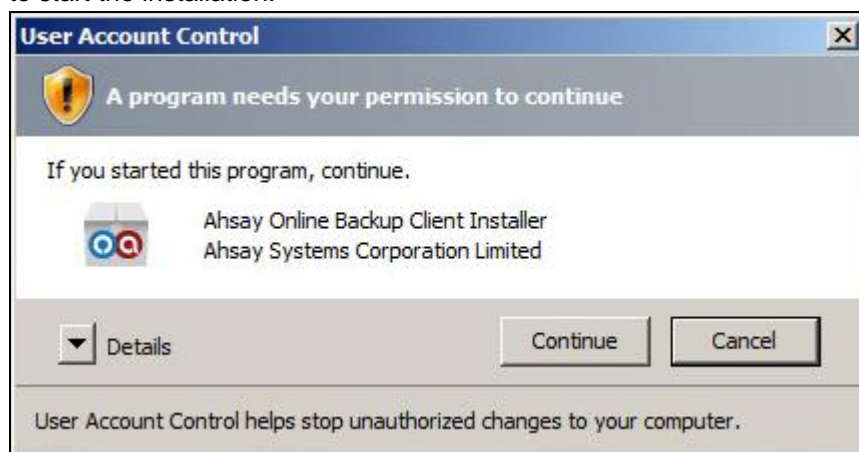
1. Launch the online installation package file you have downloaded from the download section above.



2. Click **Run** when you see this message.



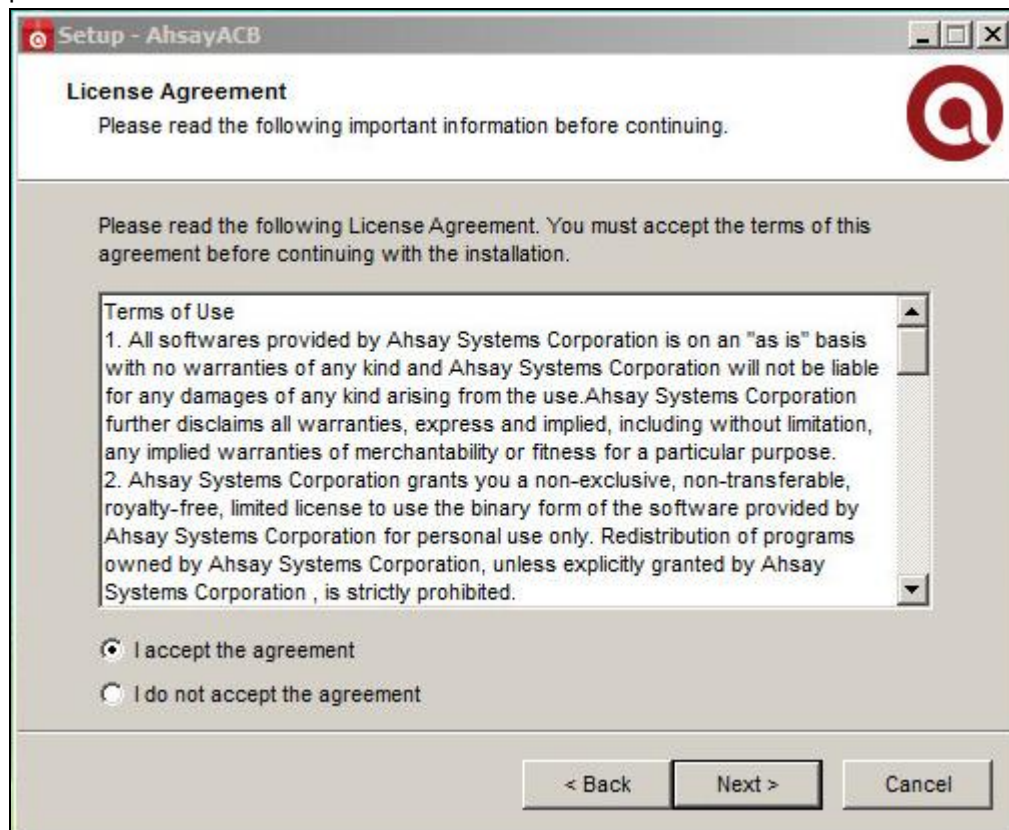
3. The following dialog box will appear only if User Account Control is enabled. Click **Continue** to start the installation.



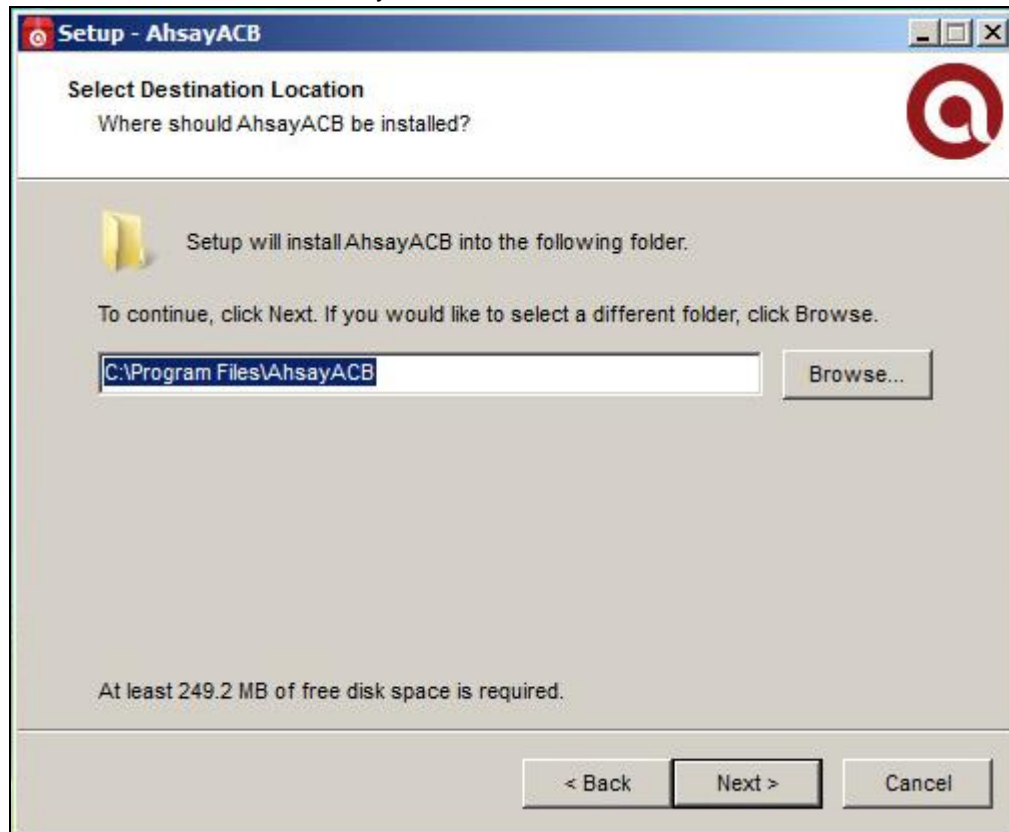
4. Click **Next** to continue.



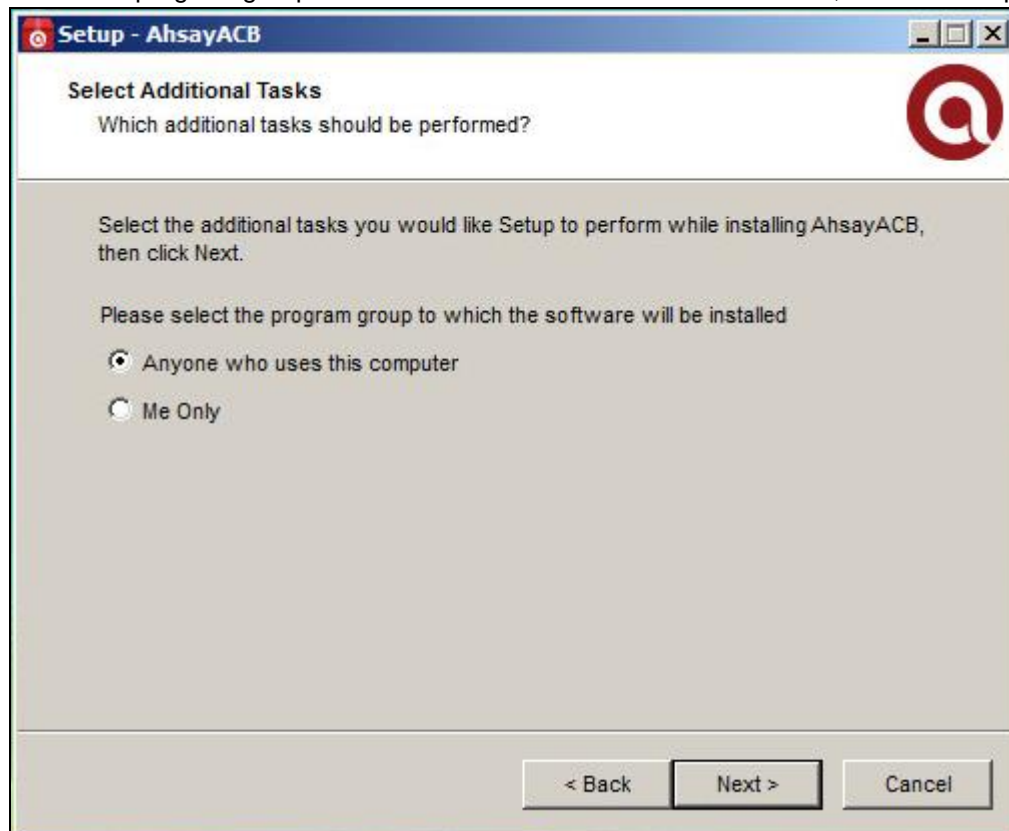
5. Select **I accept the agreement** after reading the license agreement. Then, click **Next** to proceed.



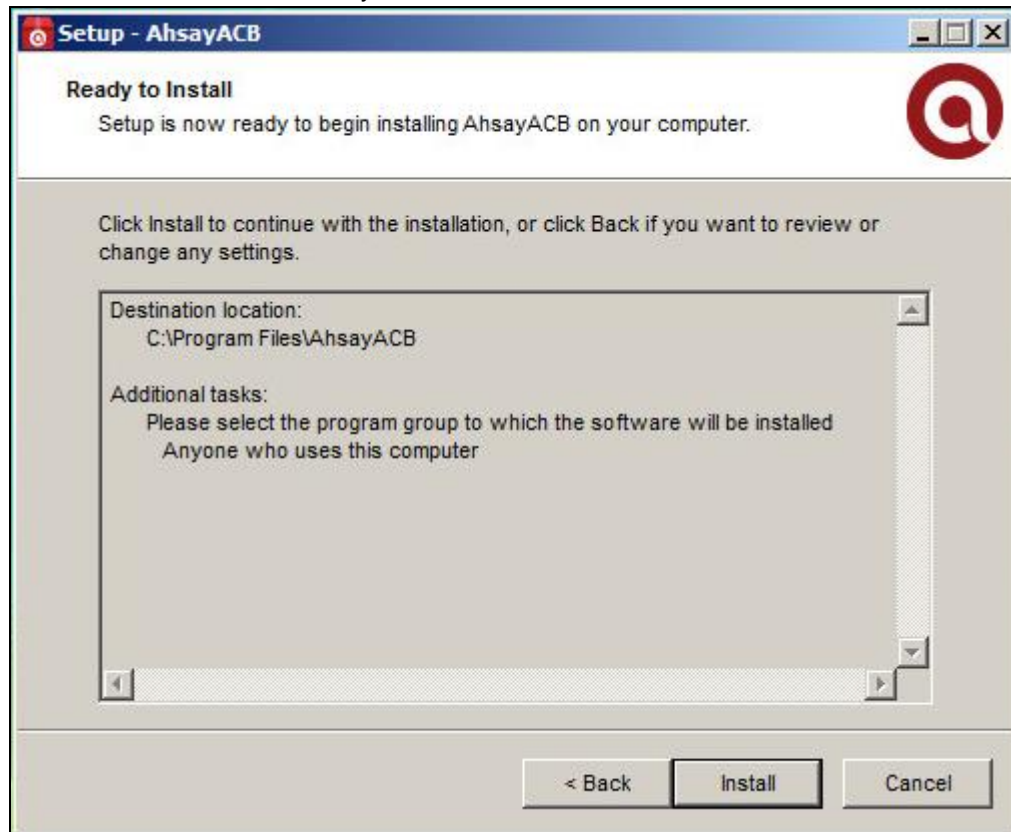
6. Choose the installation directory. Then, click **Next** to continue.



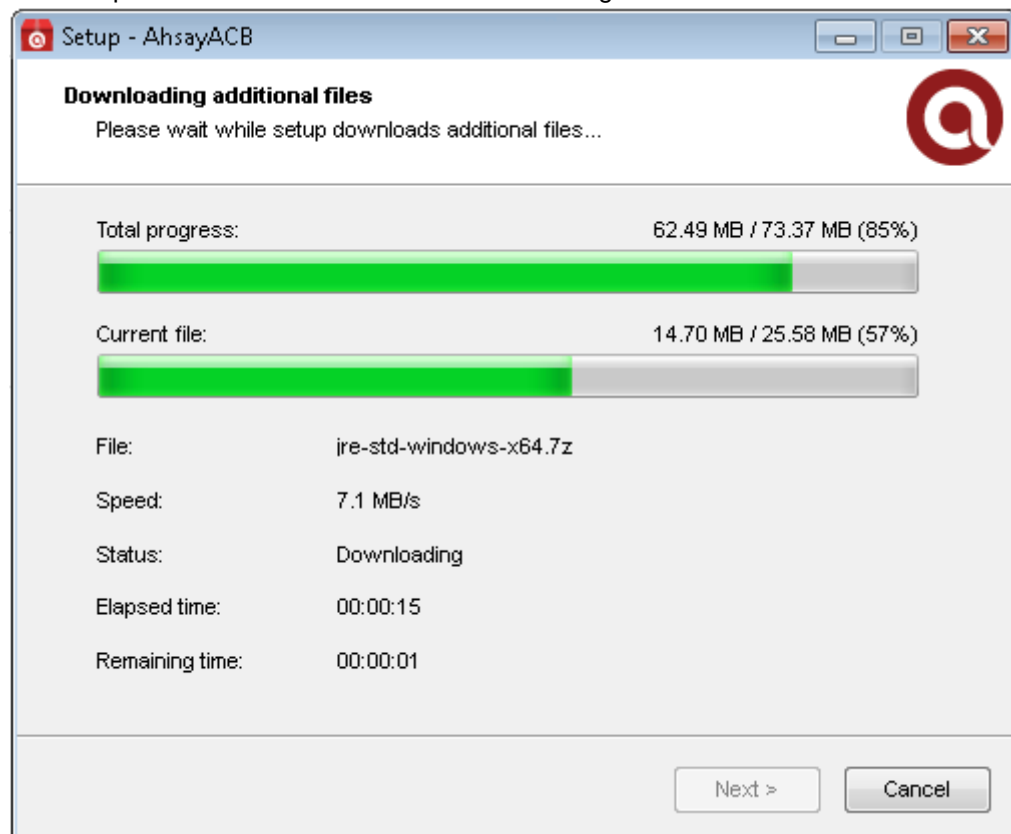
7. Select the program group to which the software will be installed. Then, click **Next** to proceed.



8. The installation will start after you click **Install**.



9. The component files will be downloaded first during installation.

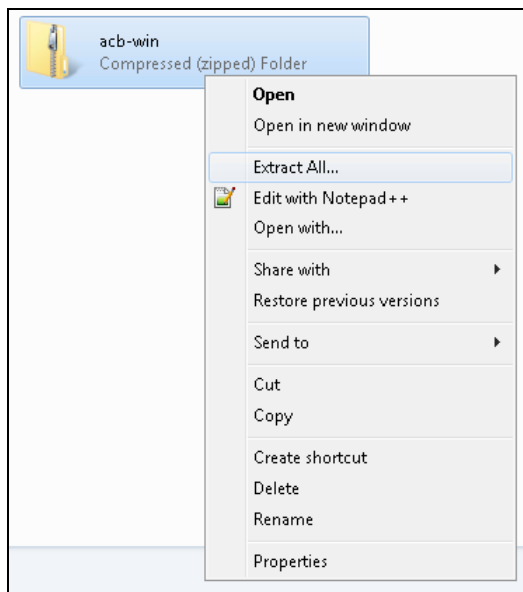


10. Click **Finish** to complete the installation.

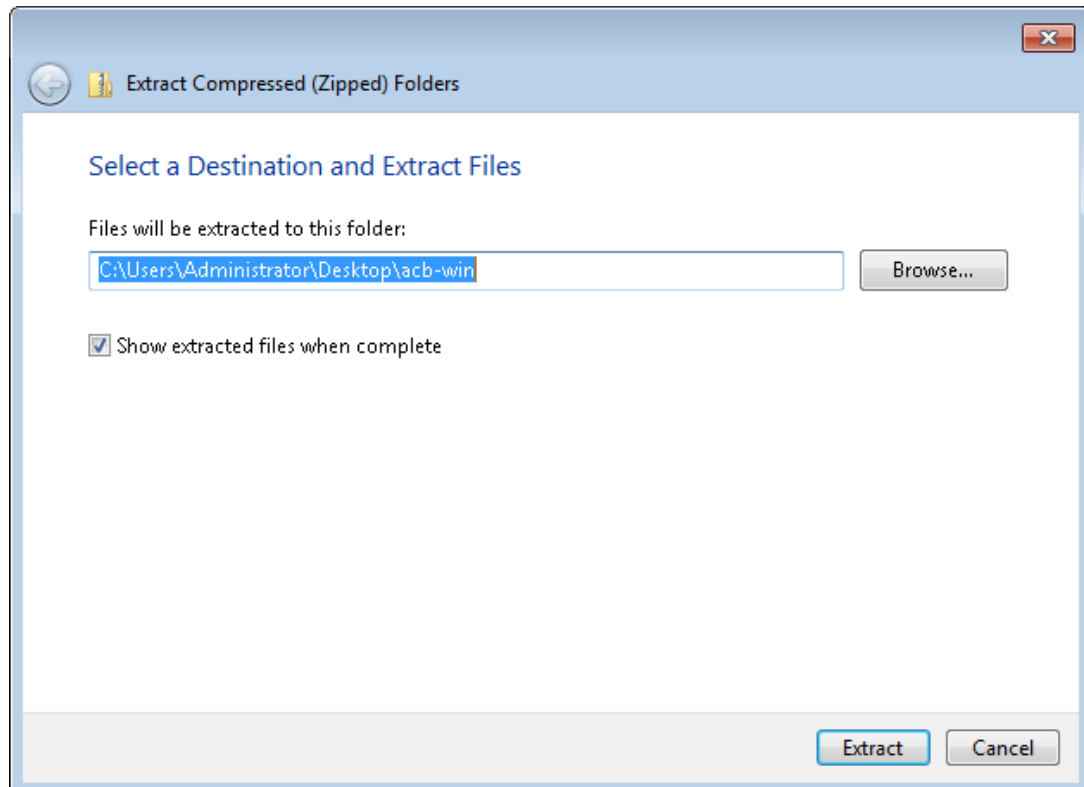


Option 2: Offline Installation Option

1. Extract the offline installation package file (**acb-win.zip**) you have downloaded from the download section above



2. Select a destination and extract files.



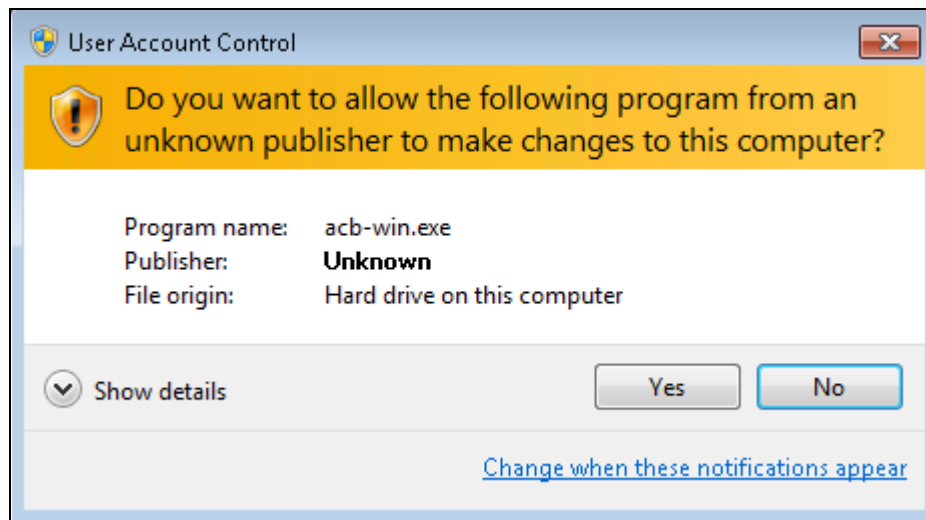
3. Launch the installer you have extracted from the zip format file.



4. Click **Run** when you see this message.



5. The following dialog box will appear only if User Account Control is enabled. Click **Yes** to start the installation.



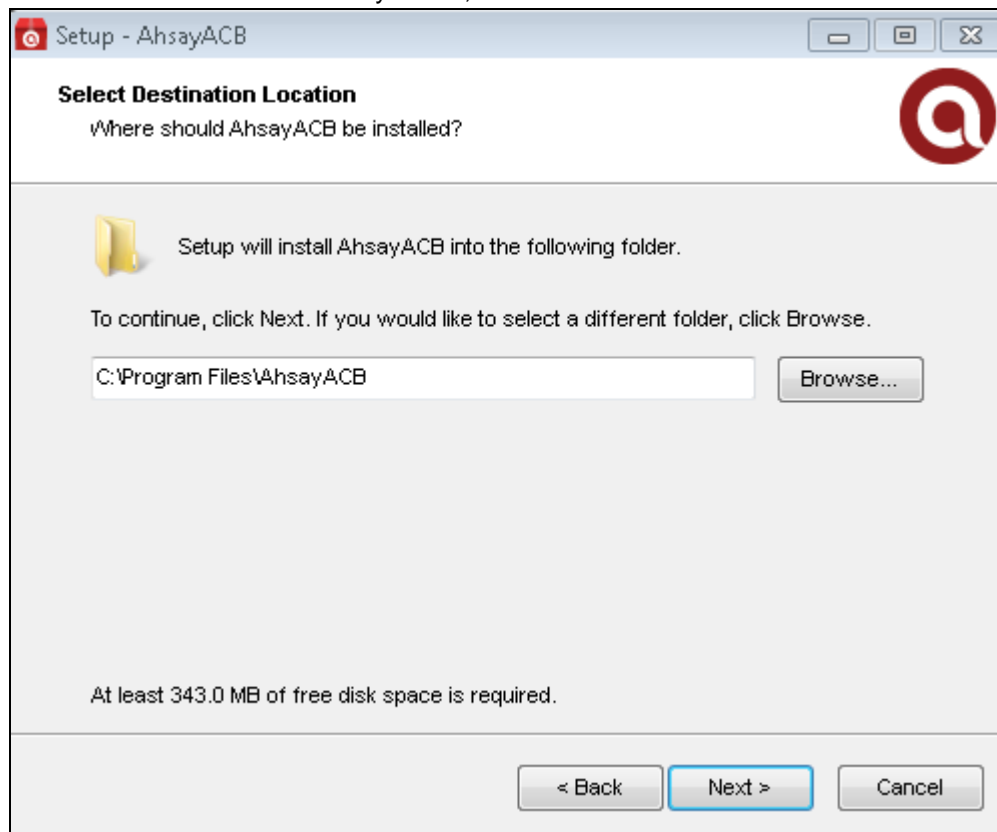
6. Click **Next** to continue.



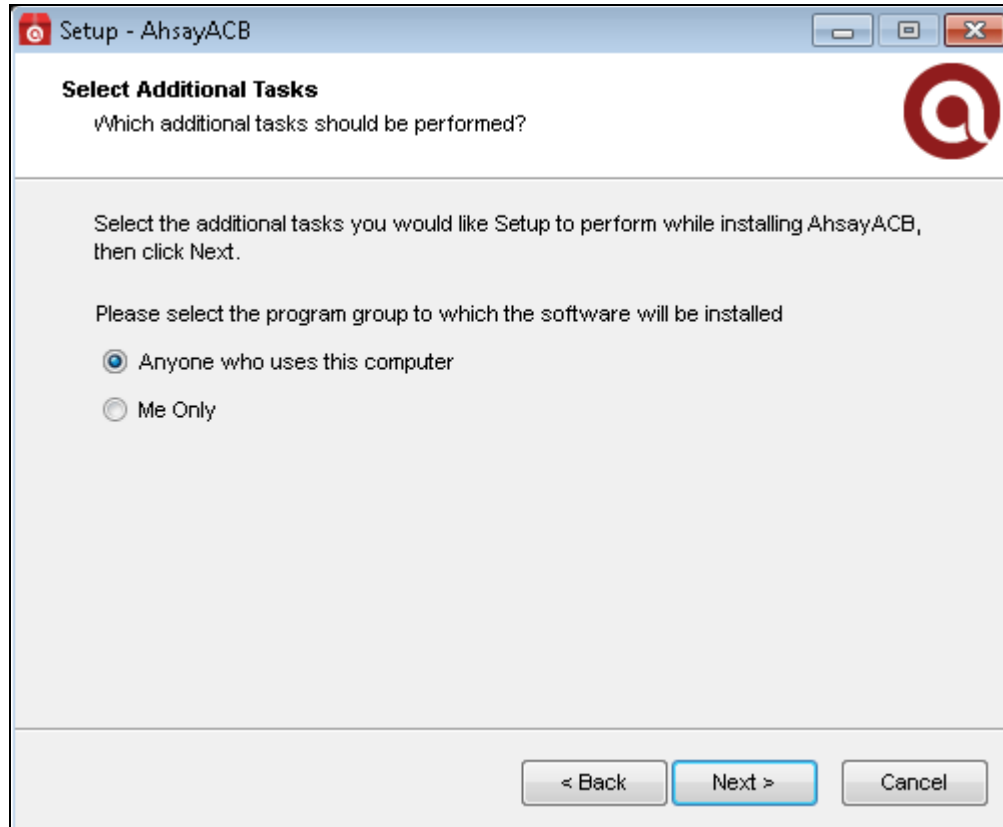
7. Select **I accept the agreement** after reading the license agreement. Then, click **Next** to proceed.



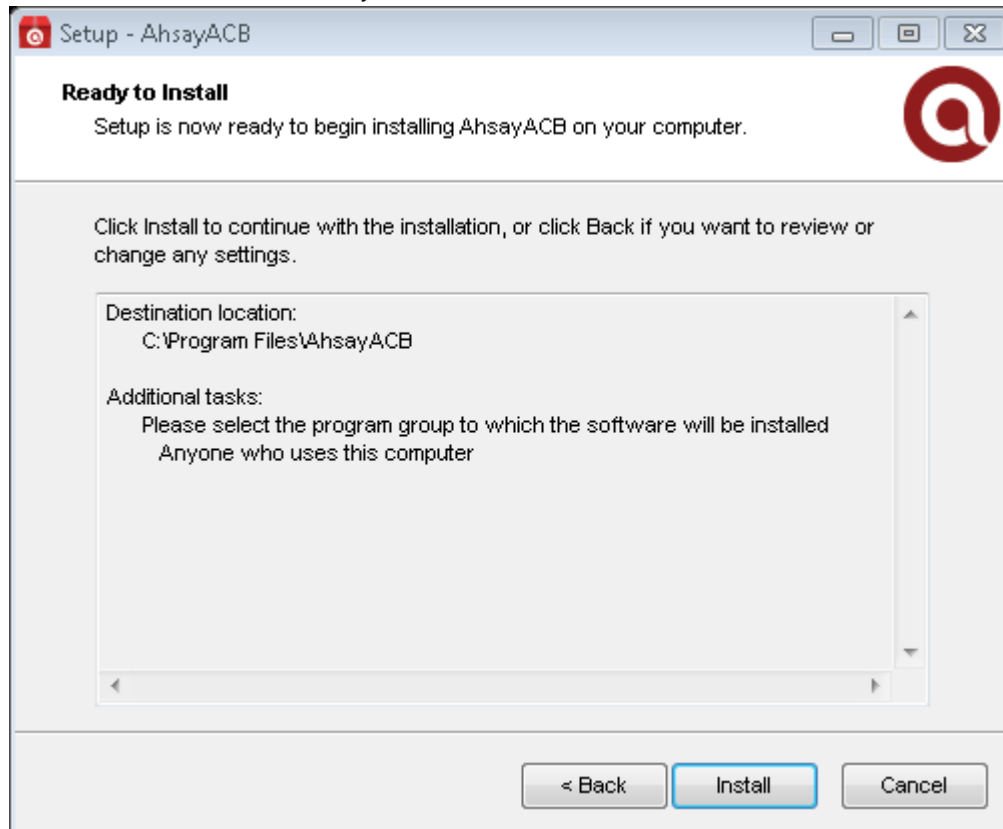
8. Choose the installation directory. Then, click **Next** to continue.



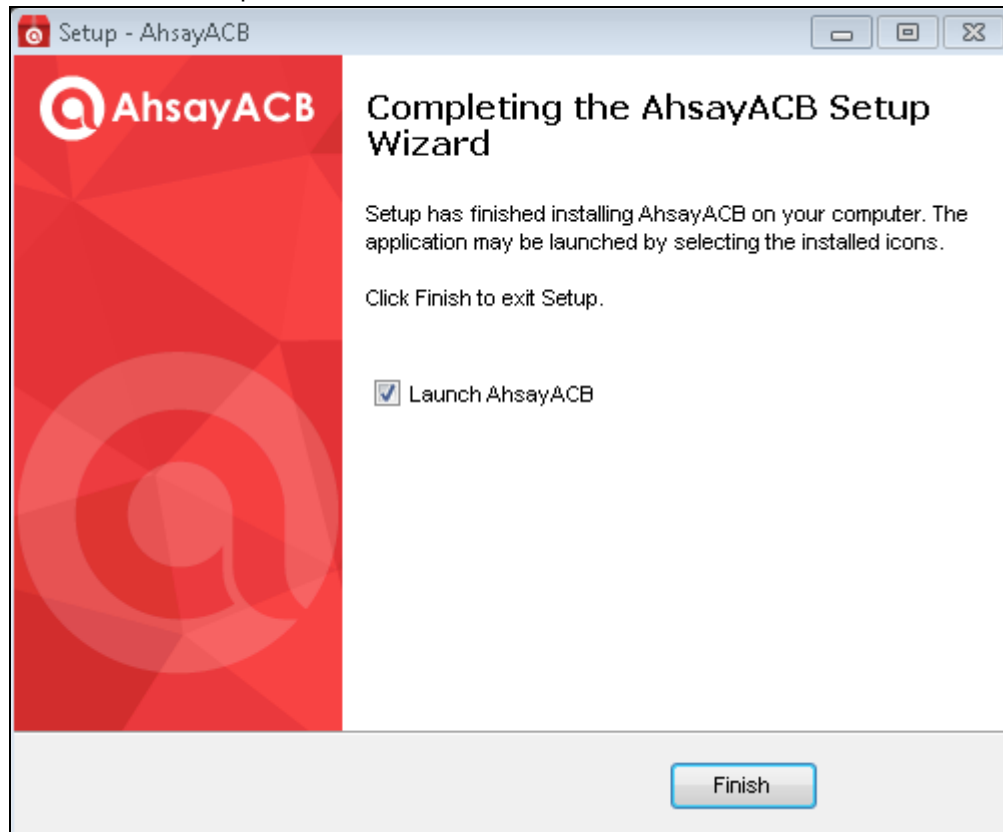
9. Select the program group to which the software will be installed. Then, click **Next** to proceed.



10. The installation will start after you click **Install**.



11. Click **Finish** to complete the installation.



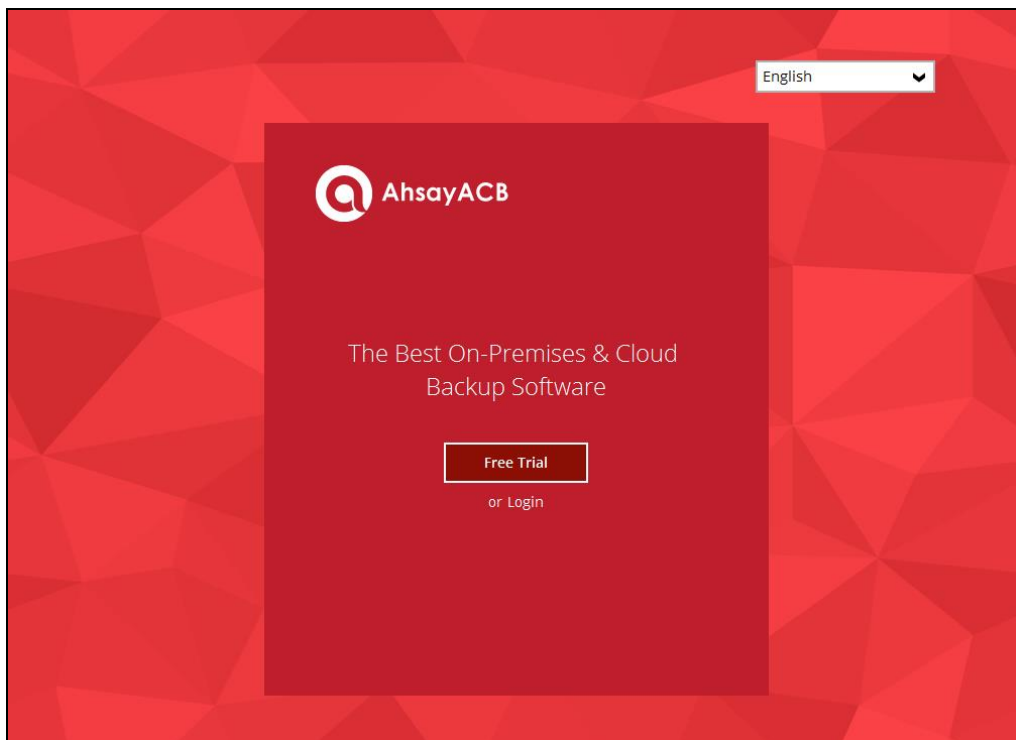
6 Start AhsayACB

Login to AhsayACB

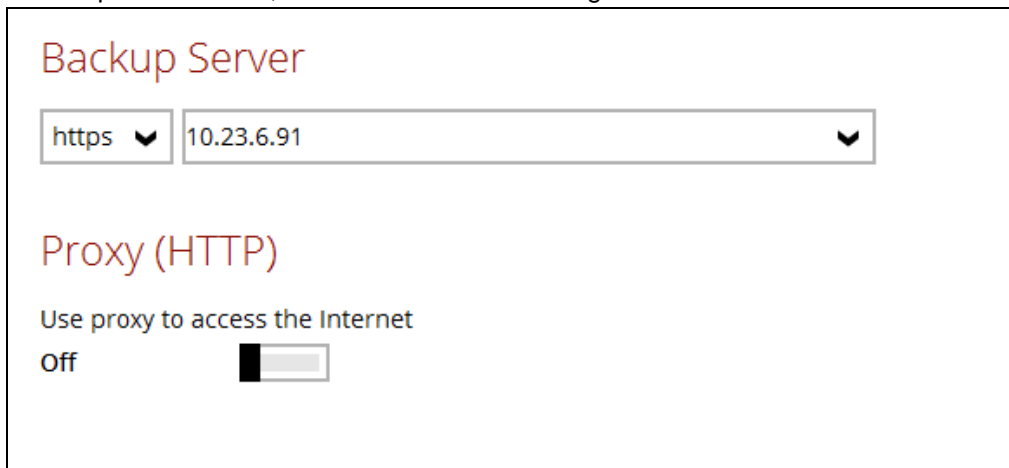
1. A shortcut icon of AhsayACB will be available on your desktop after installation. Double-click the icon to launch the application.



2. The Free Trial Registration menu may be displayed when you login for the first time. Click **Login** if you already have an AhsayACB account, or click **Free Trial** to register for a trial backup account.

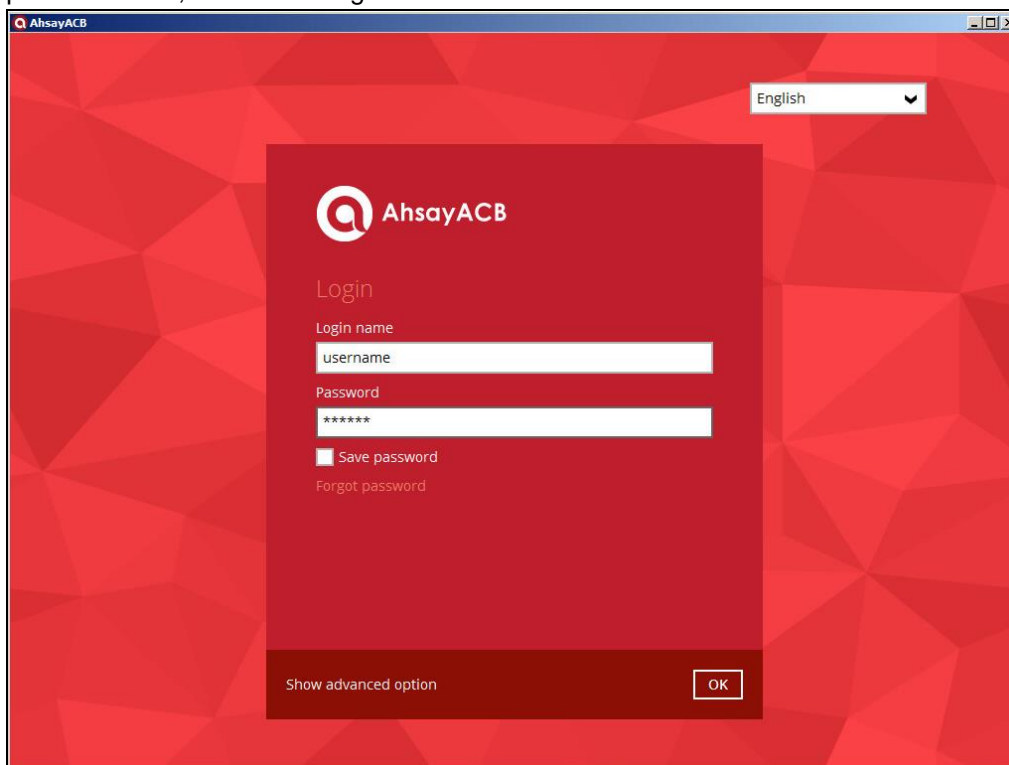


3. Click **Show advanced option** to enter the backup server settings provided by your backup service provider. Then, click **OK** to save the changes.



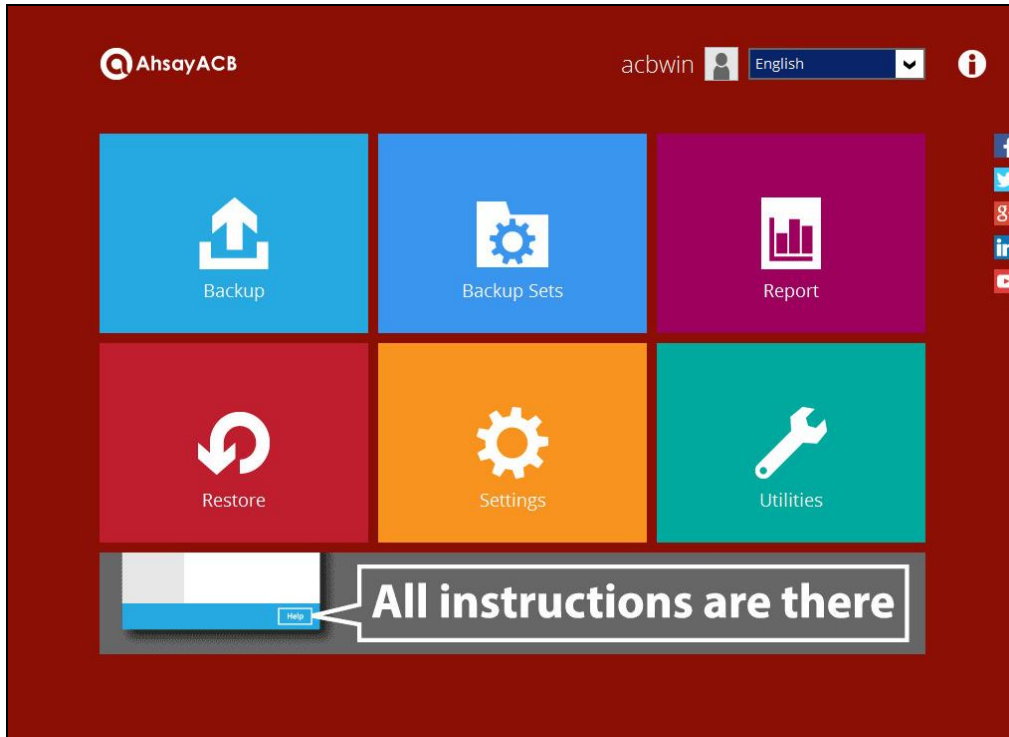
The screenshot shows a configuration window titled "Backup Server". It contains two input fields: the first has "https" and a dropdown arrow, and the second has "10.23.6.91" and a dropdown arrow. Below these is a section titled "Proxy (HTTP)" with the text "Use proxy to access the Internet" and a toggle switch labeled "Off".

4. Enter the login name and password of your AhsayACB account provided by your backup service provider. Then, click **OK** to login.

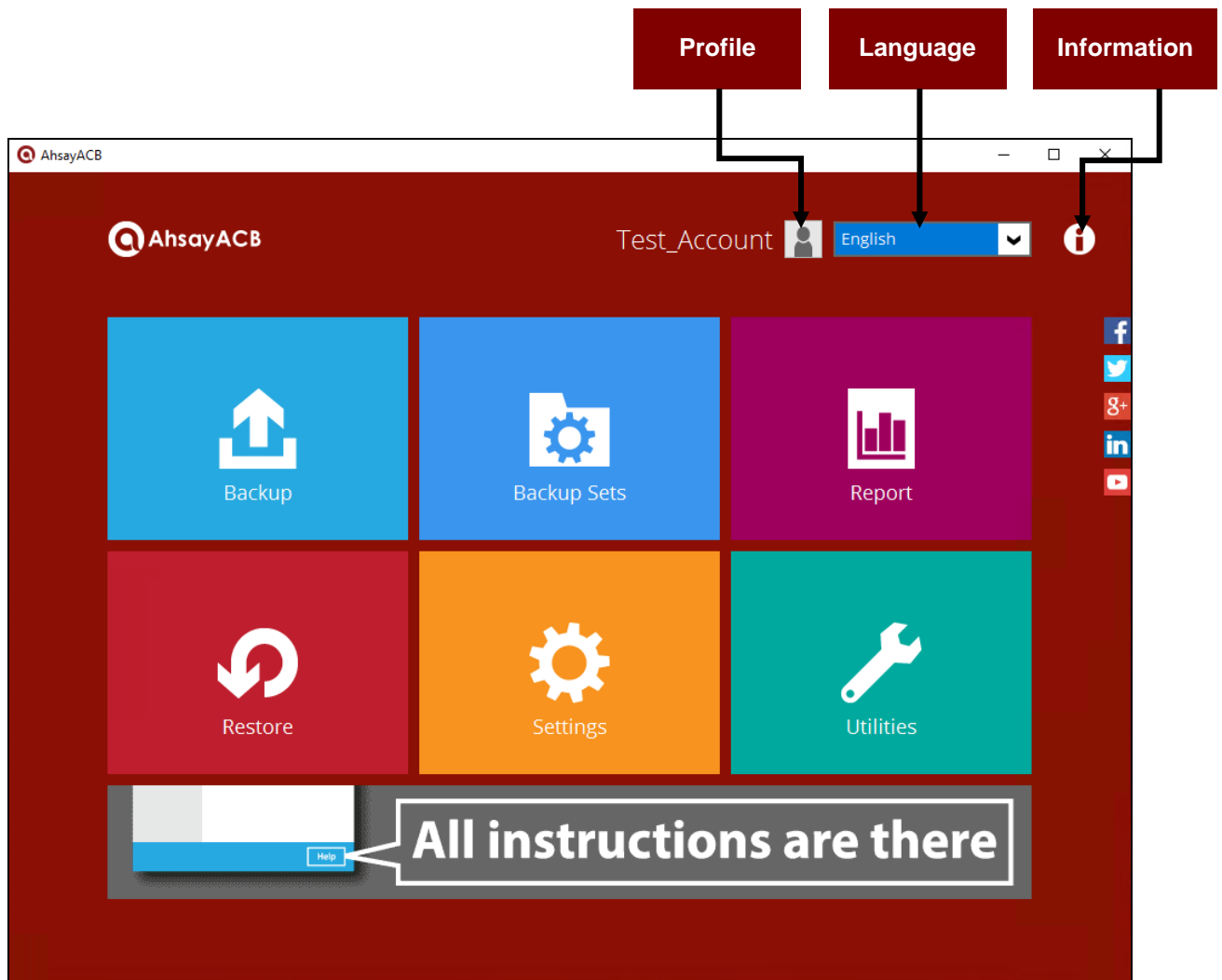


The screenshot shows the AhsayACB login window. It has a red background with a geometric pattern. At the top right is a language dropdown set to "English". In the center is a white login box with the AhsayACB logo and the text "Login". Below the logo are two input fields: "Login name" with the text "username" and "Password" with "*****". There is a checkbox for "Save password" and a link for "Forgot password". At the bottom of the login box are two buttons: "Show advanced option" and "OK".

5. After successful login, the following screen will appear.



7 AhsayACB Overview

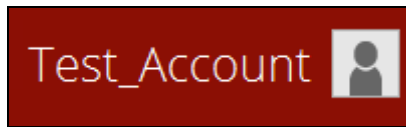


AhsayACB main interface has nine (9) icons that can be accessed by the user, namely:

- Profile
- Language
- Information
- Backup
- Backup Sets
- Report
- Restore
- Settings
- Utilities

Profile

The **Profile** icon shows the settings that can be modified by the user.



There are five (5) available features:

- General
- Contacts
- Time Zone
- Encryption Recovery
- Password

General

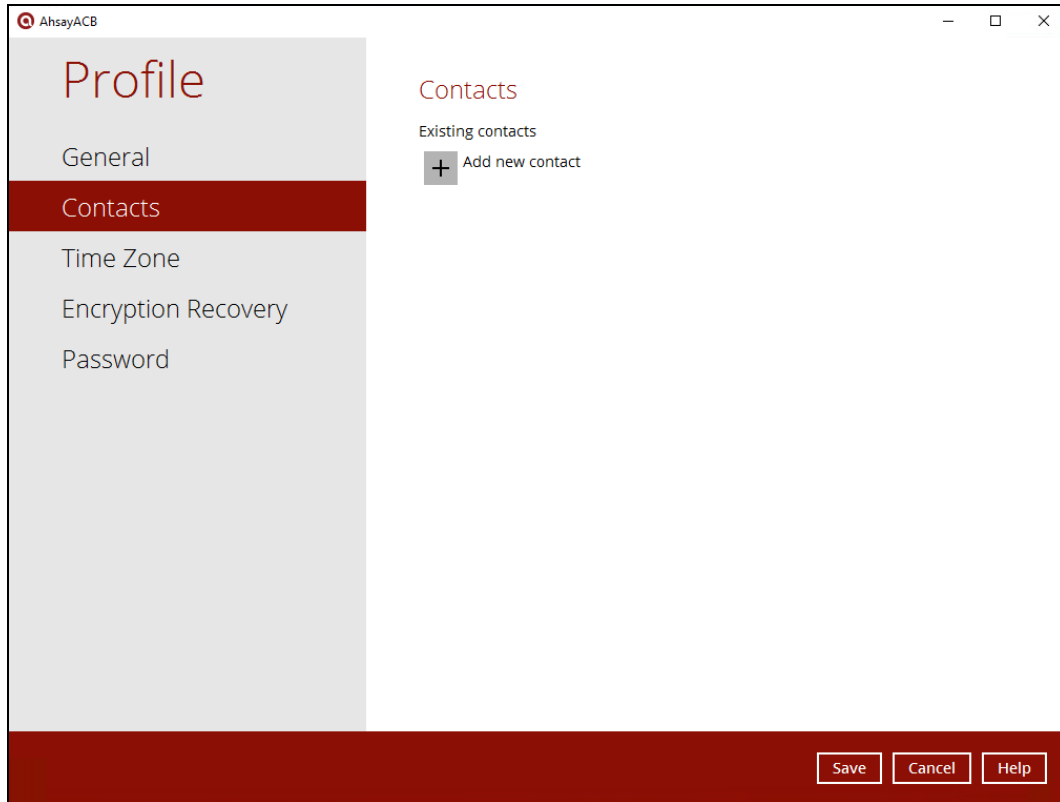
The General tab displays the user's information.

A screenshot of a web application window titled 'AhsayCBS'. The window has a sidebar on the left with a 'Profile' header and a list of tabs: 'General' (highlighted in red), 'Contacts', 'Time Zone', 'Encryption Recovery', and 'Password'. The main area is titled 'User Information' and contains two fields: 'Login name' with the value 'Test_Account' and 'Display name' with the value 'User_01'. At the bottom right, there are three buttons: 'Save', 'Cancel', and 'Help'.

Control	Description
Login name	Name of the backup account.
Display name	Display name of the backup account upon logging in to the AhsayCBS User Web Console.

Contacts

This refers to the contact information of the user. You can also add multiple contacts or modify an existing contact information. Having this filled up will help in sending backup and daily reports and even recovered backup set encryption key in case it was forgotten or lost.



The screenshot shows the AhsayACB application window. On the left is a sidebar with a 'Profile' header and a list of menu items: 'General', 'Contacts' (highlighted in red), 'Time Zone', 'Encryption Recovery', and 'Password'. The main content area is titled 'Contacts' and shows 'Existing contacts' with a '+ Add new contact' button. At the bottom right, there are 'Save', 'Cancel', and 'Help' buttons.

To add a new contact, follow the instructions below:

1. Click the [+] plus sign to add a new contact.



2. Complete the following fields then click the [OK] button to return to the main screen.
 - Name
 - Email
 - Address
 - Company
 - Website
 - Phone 1
 - Phone 2

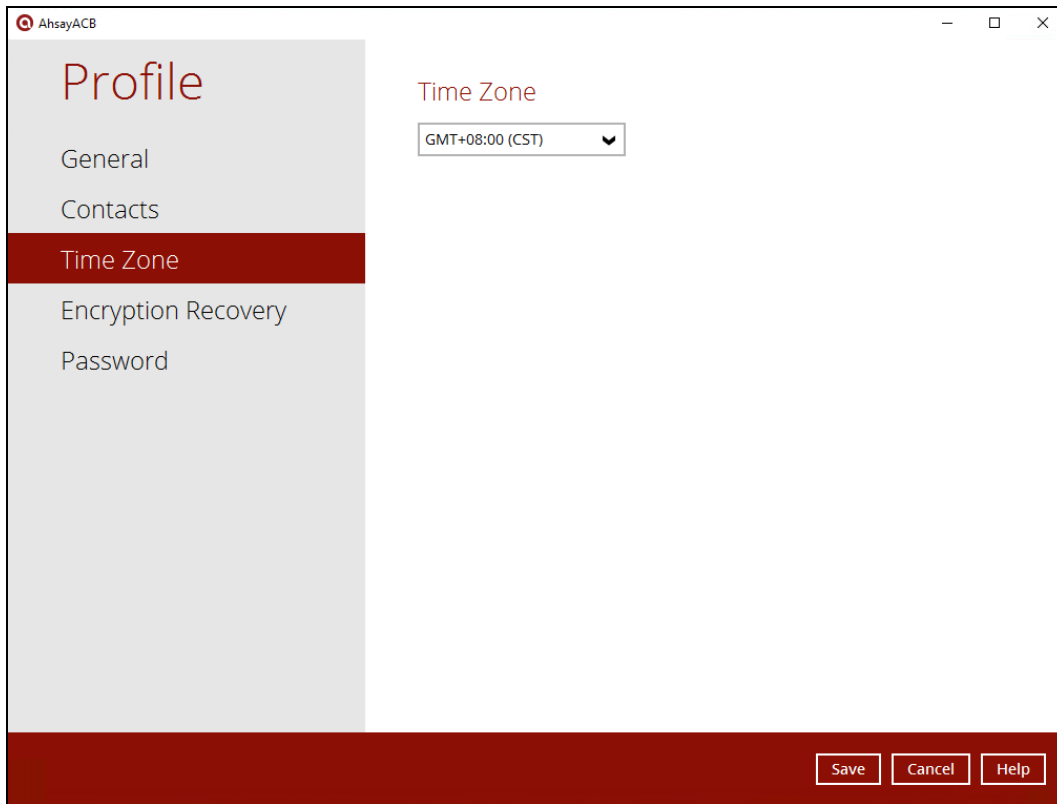
The screenshot shows a web application window titled 'AhsayACB'. The main content area is titled 'New Contact' and contains several input fields: 'Name', 'Email', 'Address', 'Company', 'Website', 'Phone 1', and 'Phone 2'. There is a checkbox labeled 'Send me encrypted email (S/MIME)'. At the bottom right of the form, there are 'OK' and 'Cancel' buttons. Below the form, there is a dark red bar containing 'Save', 'Cancel', and 'Help' buttons.

3. Click the [Save] button to store the contact information.

The screenshot shows the 'AhsayACB' application window with the 'Profile' section on the left and the 'Contacts' section on the right. The 'Profile' section has a sidebar with 'General', 'Contacts', 'Time Zone', 'Encryption Recovery', and 'Password'. The 'Contacts' section shows 'Existing contacts' with a list item 'Sample Full Name' and 'samplemail@email.com'. Below the list is an 'Add' button. At the bottom right of the window, there is a dark red bar containing 'Save', 'Cancel', and 'Help' buttons.

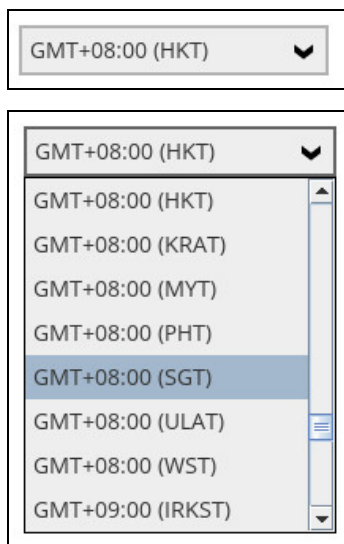
Time Zone

The time zone indicated.



To modify the time zone, follow the instructions below:

1. Select from the dropdown list.



2. Click the [Save] button to save the updated time zone.

Encryption Recovery

Backup set encryption key can be recovered by turning this feature on.

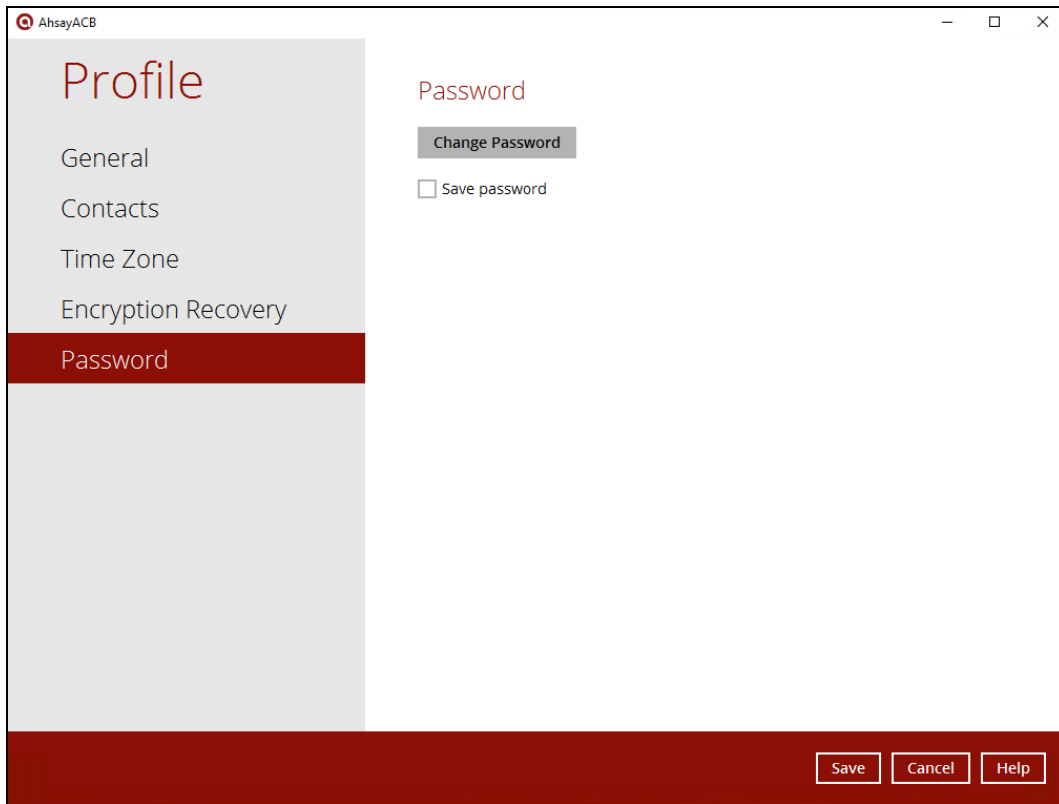
Note: This option may not be available. Please contact your backup service provider for more details.



The screenshot shows a web application window titled "AhsayACB". On the left is a "Profile" sidebar with a list of settings: General, Contacts, Time Zone, Encryption Recovery (highlighted in red), and Password. The main content area is titled "Encryption Recovery" and contains the text: "With this option enabled, you can recover your backup set encryption keys by sending a request to us." Below this text is a toggle switch labeled "On", which is currently turned on (indicated by a red bar). At the bottom right of the window are three buttons: "Save", "Cancel", and "Help".

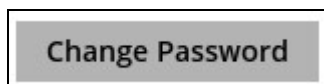
Password

Login password can be modified anytime. Tick the [Save Password] box to bypass the password entry upon opening AhsayACB.



To modify the password, follow the instructions below:

1. Click the [Change Password] button.



2. Enter the current password.

AhsayACB

Profile Password

Change Password

Please confirm current password

Next Cancel

Save Cancel Help

3. Enter the New Password and re-enter the new password then click the [OK] button to return to the main screen.

AhsayACB

Profile Password

Change Password

New Password

Re-enter password

OK Cancel

Save Cancel Help

4. Click the [Save] button to store the updated password.

Language

The list of available languages depends on the backup service provider.



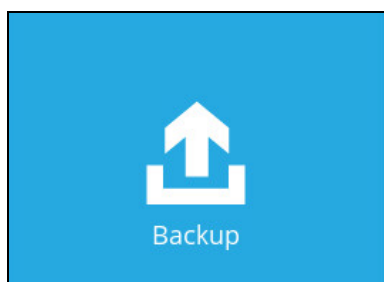
Information

The information icon displays the product version and system information of the machine where AhsayACB is installed.



Backup

This feature is used to run the backup set/s.



To start backing up, follow the instructions on [Chapter 10 Run Backup Jobs](#).

Backup Sets

A backup set is a place for files and/or folders of your backed-up data. This feature allows the user to select files individually or an entire folder to backup. It is also used to delete backup set/s.

These are the supported Backup Modules and links to their corresponding user guides:

- File
- Cloud File

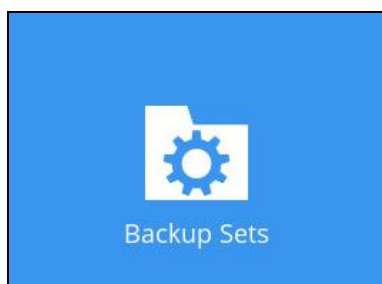
[User Guide – Cloud File Backup and Restore for Windows](#)

- Windows System

[User Guide – Windows System Backup and Restore](#)

- Office 365

[User Guide – Office 365 Backup and Restore for Windows](#)



To create or modify a sample File backup set, follow the instructions on [Chapter 8 Create a File Backup Set](#).

Backup Set Settings

AhsayACB is designed as a home user backup solution, the backup requirements are more basic compared to AhsayOBM Business or Enterprise Users. It is reflected in the AhsayACB user interface design with the removal of some settings from the user interface, to simplify and streamline the configuration of AhsayACB backup sets.

This the list of configurable settings under the Backup Sets:

- General
- Source
- Backup Schedule
- Destination
- Reminder
- Others
 - Retention Policy
 - Temporary Directory
 - Volume Shadow Copy
 - Open Direct
 - Encryption

While these are the available features of AhsayACB that users can still access and configure through the AhsayCBS User Web Console.

- In-File Delta
- Bandwidth Control
- Follow Link
- Compression Type
- Continuous Backup

NOTE

For more details on the limitations of the backup set settings before proceeding to backup and restore, refer to [Chapter 2 Preparing for Backup and Restore – Limitations](#).

General

This allows the user to modify the name of the backup set.

The screenshot shows the 'General' settings window for a backup set named 'Sample Backup Set 01'. The window has a sidebar on the left with a 'File' icon and the name 'Sample Backup Set 01'. Below this, a list of settings categories is shown: 'General' (selected), 'Source', 'Backup Schedule', 'Destination', 'Reminder', and 'Others'. The main area is titled 'General' and contains the following fields:

- Name:** A text box containing 'Sample Backup Set 01'.
- Owner:** A text box containing 'w10-pro'.
- Windows User Authentication:** A section header.
- Domain Name (e.g Ahsay.com) / Host Name:** A text box containing 'w10-pro'.
- User name:** A text box containing 'Administrator'.
- Password:** A text box with masked characters (dots).

At the bottom of the window, there is a blue bar with the text 'Delete this backup set' on the left and three buttons: 'Save', 'Cancel', and 'Help' on the right.

To modify the backup set name, follow the instructions below:

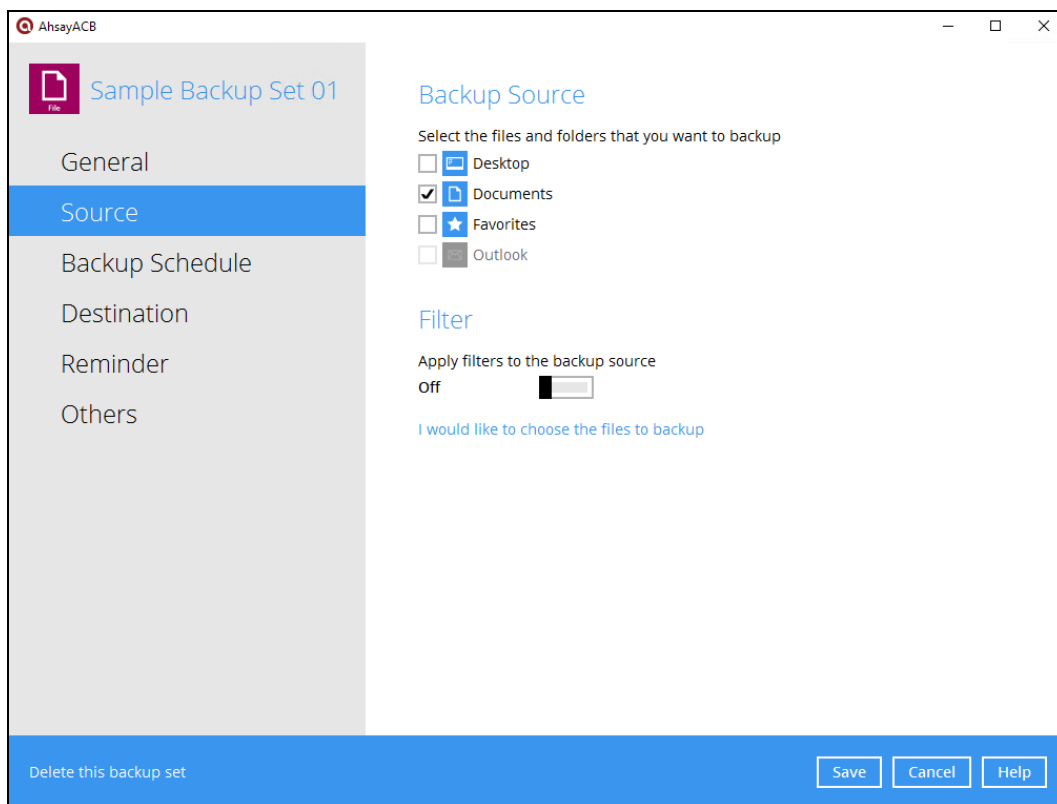
1. Enter the new backup set name on the Name field.
2. Click the [Save] button to save the updated backup set name.

To modify the windows user authentication, follow the instructions below:

1. Enter the new:
 - Domain Name
 - User Name
 - Password
2. Click the [Save] button to save the new windows user credentials.

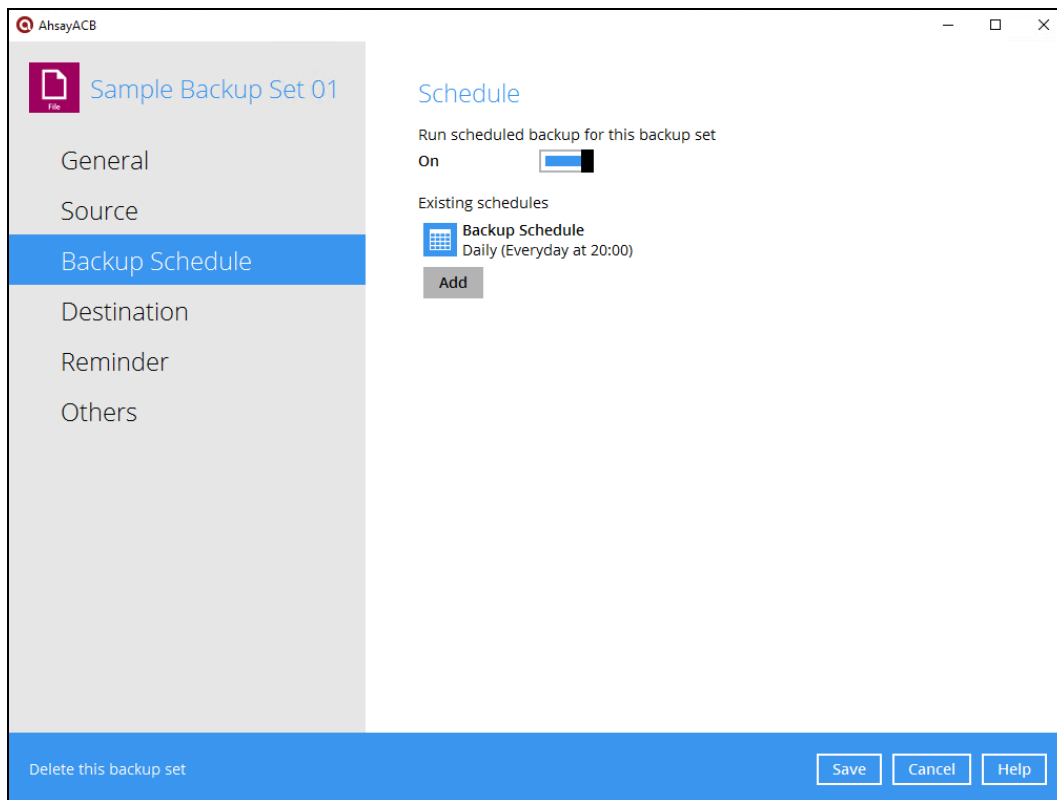
Source

This allows the user to select the files and/or folders that they would like to backup. To know more about filtering, please check this document [AhsayOBM v7 Backup Source File Filter Guide](#).



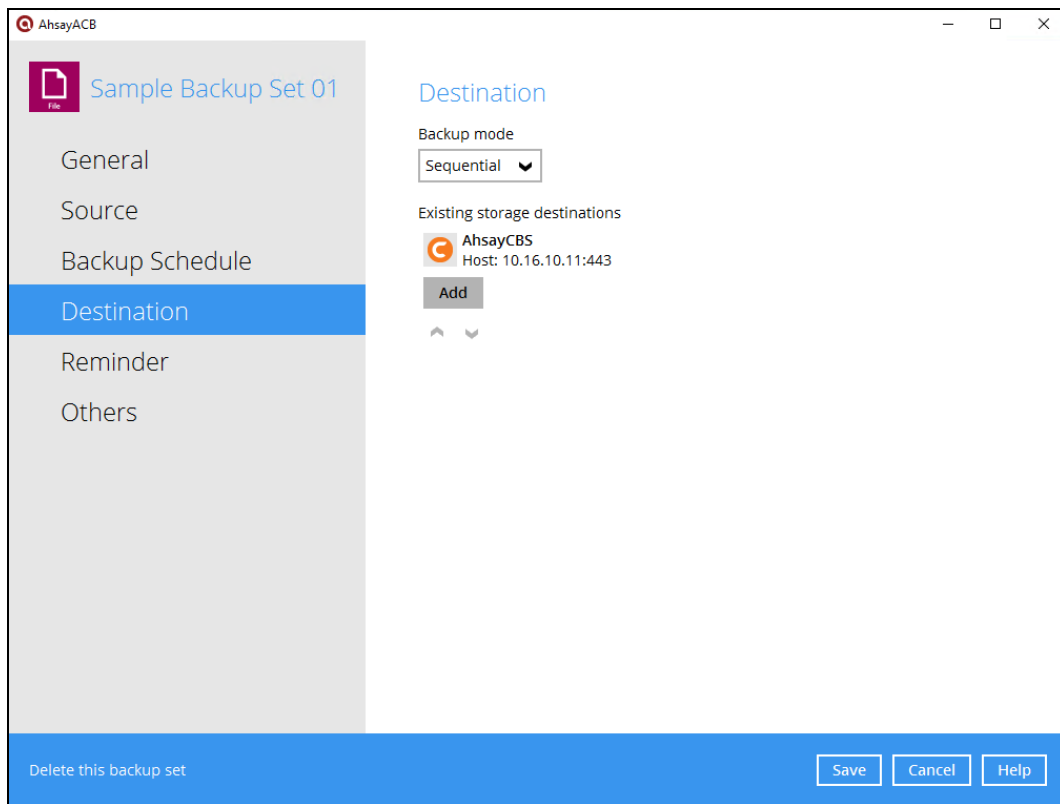
Backup Schedule

This allows the user to assign a backup schedule for the backup job to run automatically. For more details on how to configure a backup schedule, follow the instructions on [Chapter 10 Configure Backup Schedule for Automated Backup](#).



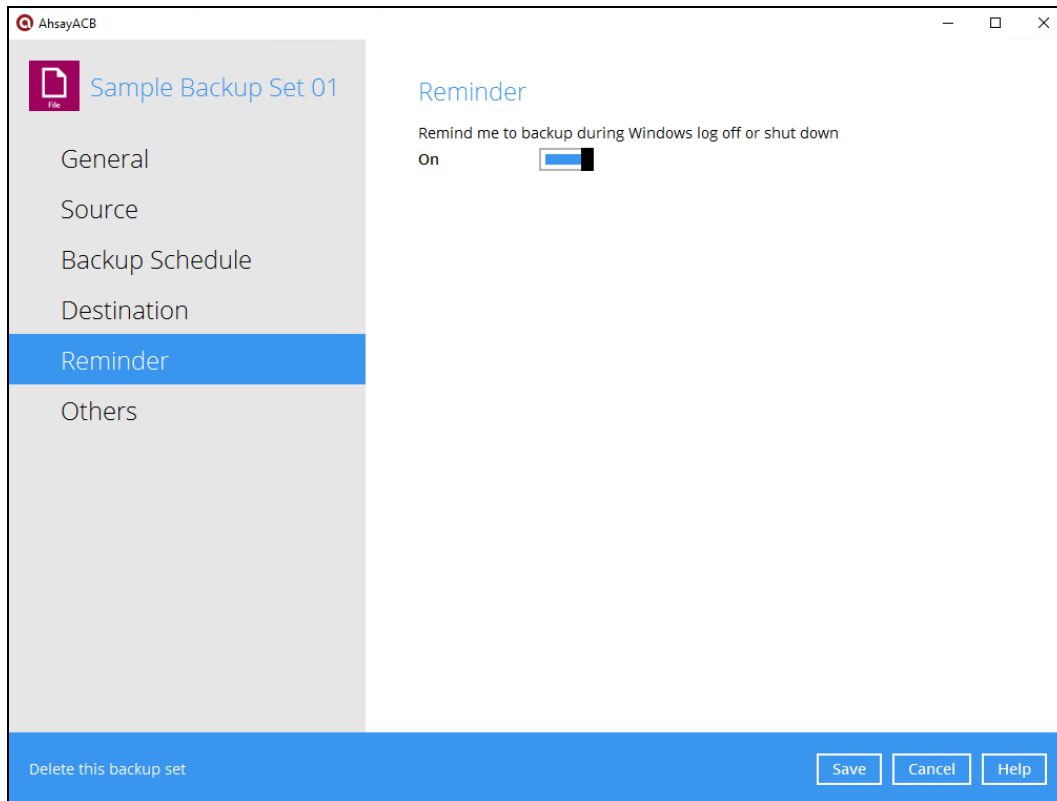
Destination

This allows the user to view the current backup mode and existing storages and add additional storage destinations.



Reminder

This allows the user to enable the Windows log off or shut down reminder setting where a backup confirmation menu will appear, notifying the user to backup before logging out of the system or shutting the Windows.



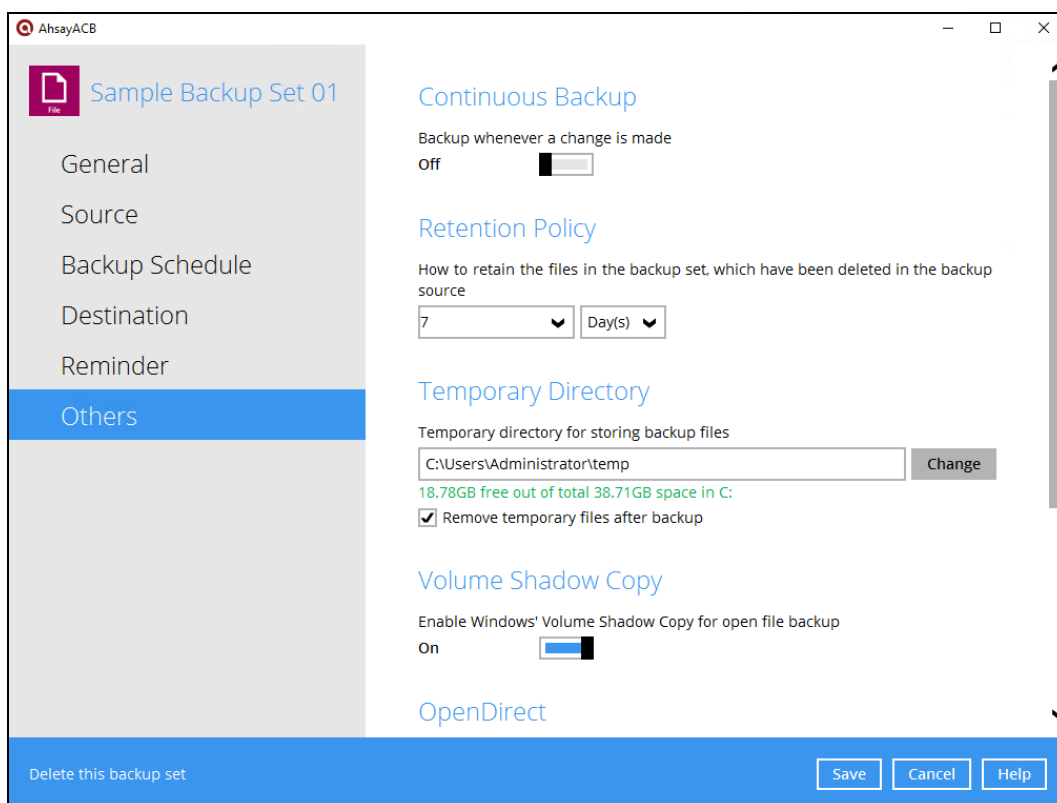
To configure the Windows log off or shutdown reminder, follow the instructions below:

1. Slide the lever to the right to turn on the reminder.
2. Click the [Save] button to save the settings.

Others

These are the list of other backup set settings that can be configured.

- Continuous Backup
- Retention Policy
- Temporary Directory
- Volume Shadow Copy
- OpenDirect
- Encryption



Continuous Backup

This allows the user to configure the continuous backup job and set time interval.

Continuous Backup

Backup whenever a change is made

On ☒

Define how often backup run

30 minutes ▼

Only apply to files smaller than

4096 ▼ MB

To configure the continuous backup, follow the instructions below:

1. Slide the lever to the right to turn on the reminder.

Continuous Backup

Backup whenever a change is made

Off ☐

Continuous Backup

Backup whenever a change is made

On ☒

Define how often backup run

30 minutes ▼

Only apply to files smaller than

4096 ▼ MB

2. Select from the drop-down list on how often the backup will run and apply to files smaller than the indicated.

Only apply to files smaller than

4096 MB

25

50

100

500

1000

Unlimited

Day(s)

Define how often backup run

30 minutes

1 minute

2 minutes

3 minutes

4 minutes

5 minutes

6 minutes

10 minutes

12 minutes

MB

Policy

files in the backup

Day(s)

3. Click the [Save] button to save the settings.

Retention Policy

This allows the user to retain the deleted files based on the number of days or jobs.

Retention Policy

How to retain the files in the backup set, which have been deleted in the backup source

▼

Day(s) ▼

Retention Policy

How to retain the files in the backup set, which have been deleted in the backup source

▼

Job(s) ▼

Temporary Directory

This allows the user to configure the temporary directory of spooled files, remote file list, and other temporary backup files.

Temporary Directory

Temporary directory for storing backup files

Change

18.78GB free out of total 38.71GB space in C:

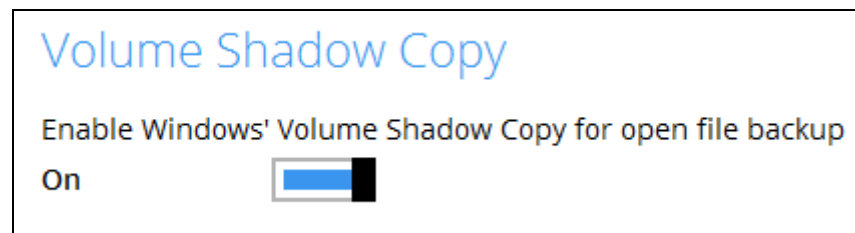
☒ Remove temporary files after backup

To configure the temporary directory, follow the instructions below:

1. Click the [Change] button to select a directory path for storing the temporary data.
2. You also have an option to check or uncheck the [Remove temporary files after backup].
3. Click the [Save] button to save the settings.

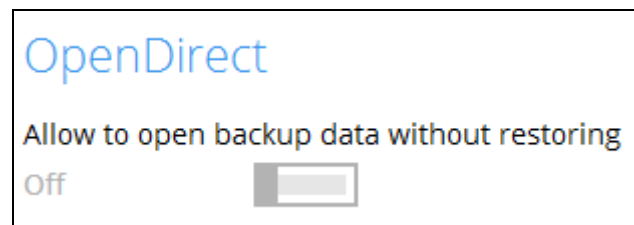
Volume Shadow Copy

This allows the user to create a snapshot to support backup of local files that exclusively opened during the backup process.



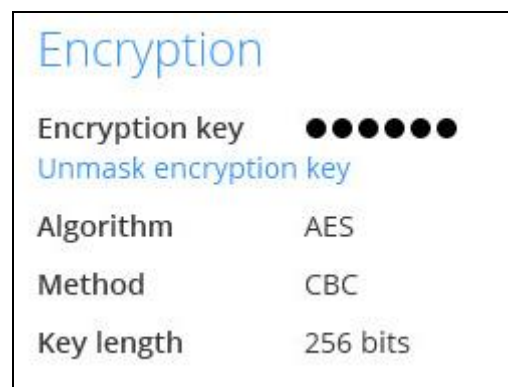
Open Direct

This option can only be enabled during the creation of backup set. For details about OpenDirect restore, please refer to [Chapter 8 Create a File Backup Set](#).



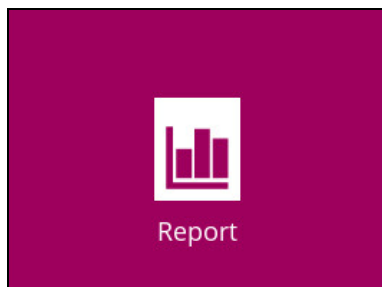
Encryption

This allows the User to view the current encryption settings. For more details about the encryption, check [Chapter 8 Create a File Backup Set](#).



Report

This feature allows the user to view the backup and restore reports



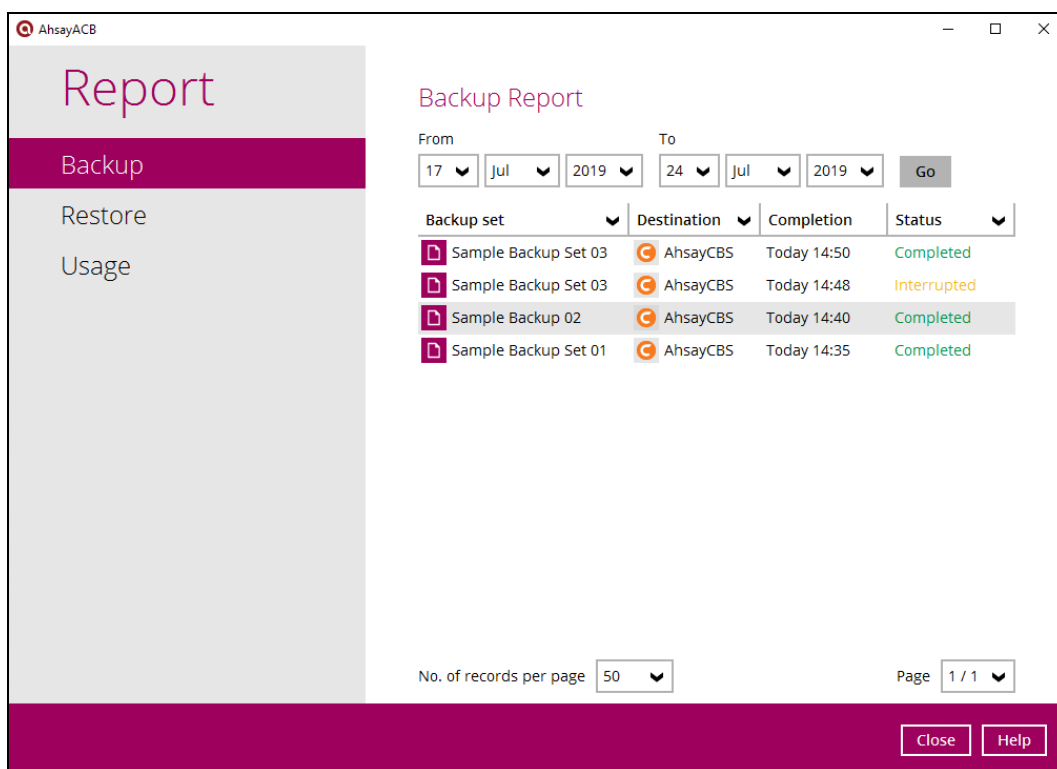
There are three (3) functions available for this feature:

- Backup
- Restore
- Usage

Backup

This shows the backup reports. There are four (4) filters that can be applied on this feature:

- Date
- Backup Set
- Destination
- Status

A screenshot of the AhsayACB Backup Report interface. The window has a title bar with "AhsayACB" and standard window controls. On the left is a sidebar with a "Report" header and three menu items: "Backup" (highlighted in purple), "Restore", and "Usage". The main area is titled "Backup Report" and contains a date range filter with "From" and "To" dropdowns (set to 17 Jul 2019 and 24 Jul 2019) and a "Go" button. Below this is a table with columns: "Backup set", "Destination", "Completion", and "Status". The table lists four backup sets, all with "AhsayCBS" as the destination. The first two are "Sample Backup Set 03" (one completed, one interrupted), and the last two are "Sample Backup Set 02" and "Sample Backup Set 01", both completed. At the bottom, there is a "No. of records per page" dropdown set to 50, a "Page 1 / 1" indicator, and "Close" and "Help" buttons.

Backup set	Destination	Completion	Status
Sample Backup Set 03	AhsayCBS	Today 14:50	Completed
Sample Backup Set 03	AhsayCBS	Today 14:48	Interrupted
Sample Backup Set 02	AhsayCBS	Today 14:40	Completed
Sample Backup Set 01	AhsayCBS	Today 14:35	Completed

You can filter and view the backup report using the Date filter.

The screenshot shows the AhsayACB Backup Report interface. On the left is a sidebar with 'Report' (selected), 'Backup', 'Restore', and 'Usage'. The main area is titled 'Backup Report' and features a date filter at the top: 'From' (17 Jul 2019) and 'To' (24 Jul 2019), with a 'Go' button. Below the filter is a table with four columns: 'Backup set', 'Destination', 'Completion', and 'Status'. The table contains four rows of backup data. A red box highlights the date filter and the 'Completion' and 'Status' columns. At the bottom, there are controls for 'No. of records per page' (set to 50) and 'Page' (1 / 1), along with 'Close' and 'Help' buttons.

Backup set	Destination	Completion	Status
Sample Backup Set 03	AhsayCBS	Today 14:50	Completed
Sample Backup Set 03	AhsayCBS	Today 14:48	Interrupted
Sample Backup 02	AhsayCBS	Today 14:40	Completed
Sample Backup Set 01	AhsayCBS	Today 14:35	Completed

You can filter and view the backup report using the Backup set filter.

This screenshot shows the same AhsayACB Backup Report interface, but with the 'Backup set' column filter applied. The 'Sample Backup Set 03' option is selected in the dropdown menu. The table now displays only the two rows corresponding to 'Sample Backup Set 03'. The 'Completion' and 'Status' columns remain visible. The date filter is still present at the top, and the bottom controls for records per page, page number, and buttons are unchanged.

Backup set	Destination	Completion	Status
Sample Backup Set 03	AhsayCBS	Today 14:50	Completed
Sample Backup Set 03	AhsayCBS	Today 14:48	Interrupted

You can filter and view the backup report to your selected storage location using the Destination filter.

The screenshot shows the AhsayACB Backup Report interface. On the left, there is a sidebar with 'Report' at the top, followed by 'Backup' (highlighted in purple), 'Restore', and 'Usage'. The main area is titled 'Backup Report' and features a date range selector (From: 17 Jul 2019, To: 24 Jul 2019) and a 'Go' button. Below this is a table with columns: Backup set, Destination, Completion, and Status. The 'Destination' column is filtered to show only 'AhsayCBS'. The table lists four backup sets: 'Sample Backup Set 03' (Completed), 'Sample Backup Set 03' (Interrupted), 'Sample Backup Set 02' (Completed), and 'Sample Backup Set 01' (Completed). At the bottom, there is a 'No. of records per page' dropdown set to 50, a 'Page' indicator showing 1 / 1, and 'Close' and 'Help' buttons.

Backup set	Destination	Completion	Status
Sample Backup Set 03	AhsayCBS	Today 14:50	Completed
Sample Backup Set 03	AhsayCBS	Today 14:48	Interrupted
Sample Backup Set 02	AhsayCBS	Today 14:40	Completed
Sample Backup Set 01	AhsayCBS	Today 14:35	Completed

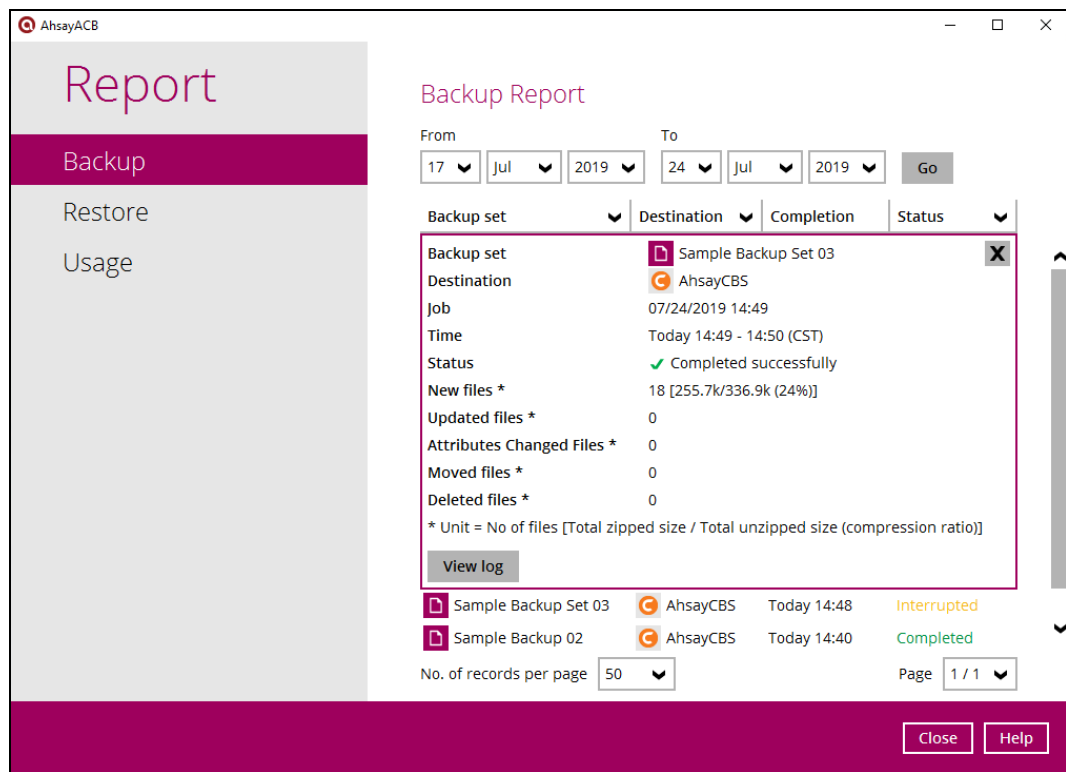
You can filter and view the backup report with the same status using the Status filter.

The screenshot shows the AhsayACB Backup Report interface with the 'Status' filter applied. The sidebar and date range selector are the same as in the previous screenshot. The table now shows only backup sets with a status of 'Completed'. The 'Status' column is filtered to show only 'Completed'. The table lists three backup sets: 'Sample Backup Set 03' (Completed), 'Sample Backup Set 02' (Completed), and 'Sample Backup Set 01' (Completed). At the bottom, there is a 'No. of records per page' dropdown set to 50, a 'Page' indicator showing 1 / 1, and 'Close' and 'Help' buttons.

Backup set	Destination	Completion	Status
Sample Backup Set 03	AhsayCBS	Today 14:50	Completed
Sample Backup Set 02	AhsayCBS	Today 14:40	Completed
Sample Backup Set 01	AhsayCBS	Today 14:35	Completed

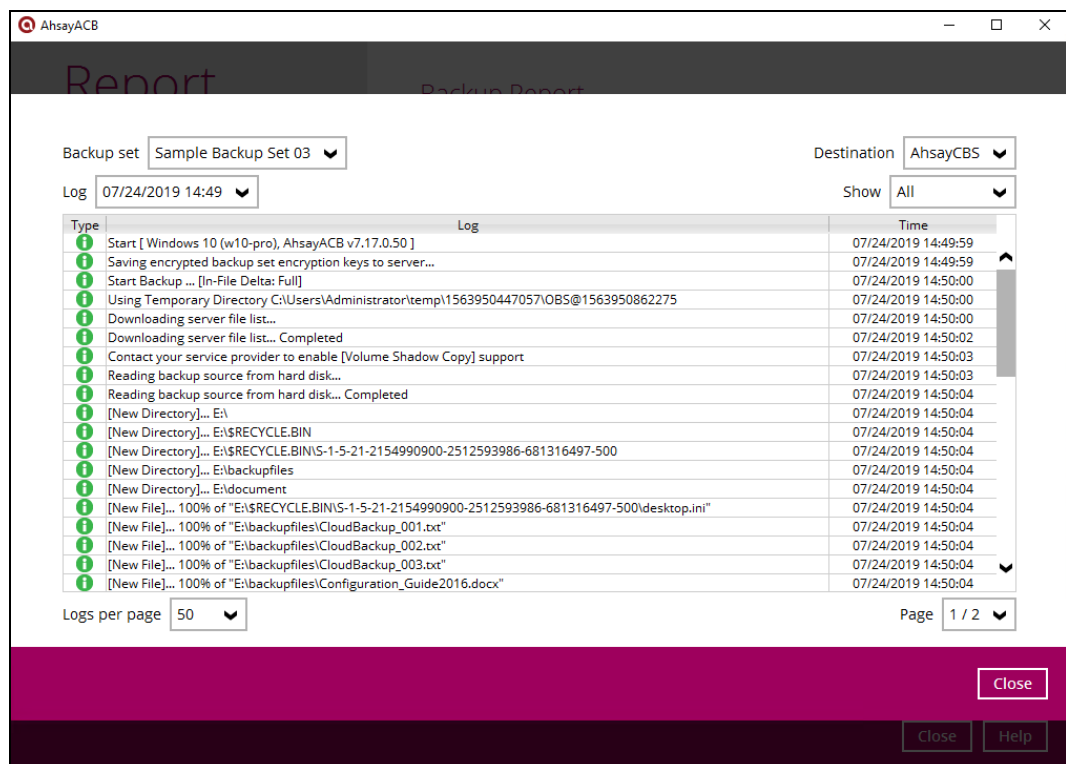
To view the backup log, follow the instructions below:

1. Select and click backup report.



2. Click the [View log] button.

Backup set, Destination, Log Date and Time, and Status can also be filtered as well as the number of logs per page.



Restore

This shows the restore reports. There are four (4) filters that can be applied on this feature:

- Date
- Backup Set
- Destination
- Status

Report

Backup Report

From: 17 Jul 2019 To: 24 Jul 2019 **Go**

Backup set	Destination	Completion	Status
Sample Backup Set 03	AhsayCBS	Today 14:50	Completed
Sample Backup Set 03	AhsayCBS	Today 14:48	Interrupted
Sample Backup 02	AhsayCBS	Today 14:40	Completed
Sample Backup Set 01	AhsayCBS	Today 14:35	Completed

No. of records per page: 50 Page: 1 / 1

Close **Help**

You can filter and view the restore report using the Date filter.

The screenshot shows the AhsayOBM application window. On the left is a sidebar with 'Report', 'Backup', 'Restore' (highlighted), and 'Usage'. The main area is titled 'Restore Report'. At the top, there is a date filter section with 'From' and 'To' dropdowns. The 'From' dropdown is set to '01 Jul 2019' and the 'To' dropdown is set to '17 Jul 2019'. A red box highlights this date filter section. Below the date filter is a table with columns: Backup set, Destination, Job, and Status. The table contains four rows of data. A red box also highlights the 'Job' and 'Status' columns. At the bottom, there is a 'No. of records per page' dropdown set to '50' and a 'Page' dropdown set to '1 / 1'. There are 'Close' and 'Help' buttons at the bottom right.

Backup set	Destination	Job	Status
Sample Backup Set 03	AhsayCBS	Today 14:58	Completed
Sample Backup Set 02	AhsayCBS	Today 14:57	Completed
Sample Backup Set 02	AhsayCBS	Today 14:57	Interrupted
Sample Backup Set 01	AhsayCBS	Today 14:54	Completed

You can filter and view the restore report using the Backup set filter.

The screenshot shows the AhsayACB application window. On the left is a sidebar with 'Report', 'Backup', 'Restore' (highlighted), and 'Usage'. The main area is titled 'Restore Report'. At the top, there is a date filter section with 'From' and 'To' dropdowns. The 'From' dropdown is set to '17 Jul 2019' and the 'To' dropdown is set to '24 Jul 2019'. Below the date filter is a table with columns: Backup set, Destination, Job, and Status. The 'Backup set' column has a dropdown menu open, showing a list of backup sets: 'Backup set', 'Sample Backup Set 03', 'Sample Backup 02', and 'Sample Backup Set 01'. The 'Sample Backup Set 03' option is highlighted. The table contains four rows of data. At the bottom, there is a 'No. of records per page' dropdown set to '50' and a 'Page' dropdown set to '1 / 1'. There are 'Close' and 'Help' buttons at the bottom right.

Backup set	Destination	Job	Status
Backup set	AhsayCBS	Today 15:20	Completed
Sample Backup Set 03	AhsayCBS	Today 15:04	Completed
Sample Backup 02	AhsayCBS	Today 15:04	Interrupted
Sample Backup Set 01	AhsayCBS	Today 15:03	Completed

You can filter and view the restore report to your selected storage location using the Destination filter.

The screenshot shows the AhsayACB application window with the 'Report' section selected. The 'Restore' tab is active, displaying a 'Restore Report' table. The table has columns for 'Backup set', 'Destination...', 'Job', and 'Status'. A dropdown menu is open for the 'Destination...' column, showing 'Destination' as the selected filter. The table lists four backup sets, all with a status of 'Completed'.

Backup set	Destination...	Job	Status
Sample Backup Set 03	Destination	Today 15:20	Completed
Sample Backup 02	AhsayCBS	Today 15:04	Completed
Sample Backup 02	AhsayCBS	Today 15:04	Interrupted
Sample Backup Set 01	AhsayCBS	Today 15:03	Completed

At the bottom of the window, there are buttons for 'Close' and 'Help', and a footer bar.

You can filter and view the restore report with the same status using the Status filter.

The screenshot shows the AhsayACB application window with the 'Report' section selected. The 'Restore' tab is active, displaying a 'Restore Report' table. The table has columns for 'Backup set', 'Destination...', 'Job', and 'Status'. A dropdown menu is open for the 'Status' column, showing 'Status' as the selected filter. The table lists four backup sets, all with a status of 'Completed'.

Backup set	Destination...	Job	Status
Sample Backup Set 03	AhsayCBS	Today 15:20	Status
Sample Backup 02	AhsayCBS	Today 15:04	Completed
Sample Backup 02	AhsayCBS	Today 15:04	Interrupted
Sample Backup Set 01	AhsayCBS	Today 15:03	Completed

At the bottom of the window, there are buttons for 'Close' and 'Help', and a footer bar.

To view the restore log, follow the instructions below:

1. Select and click restore report.

Report

Backup

Restore

Usage

Restore Report

From: 17 Jul 2019 To: 24 Jul 2019

Backup set	Destinati...	Job	Status
Sample Backup Set 03	AhsayCBS	07/24/2019 15:20	Completed successfully
Sample Backup 02	AhsayCBS	Today 15:04	Completed
Sample Backup 02	AhsayCBS	Today 15:04	Interrupted
Sample Backup Set 01	AhsayCBS	Today 15:03	Completed

No. of records per page: 50 Page: 1 / 1

2. Click the [View log] button.

Backup set, Destination, Log Date and Time, and Status can also be filtered as well as the number of logs per page.

Report

Backup set: Sample Backup Set 03

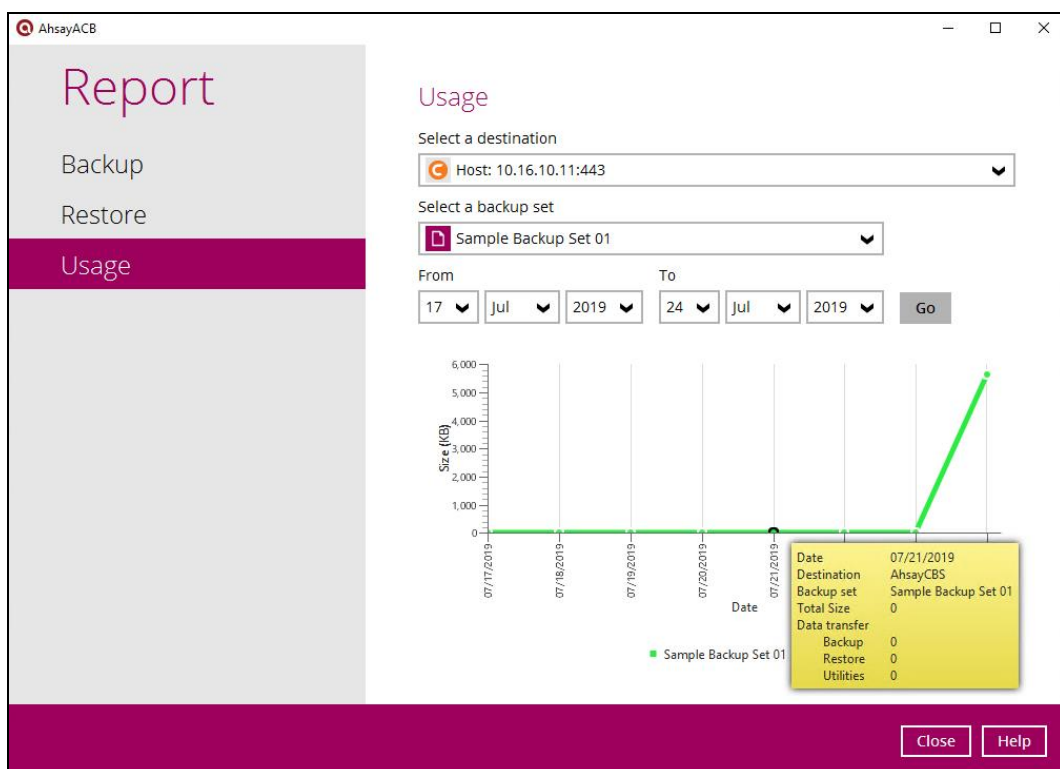
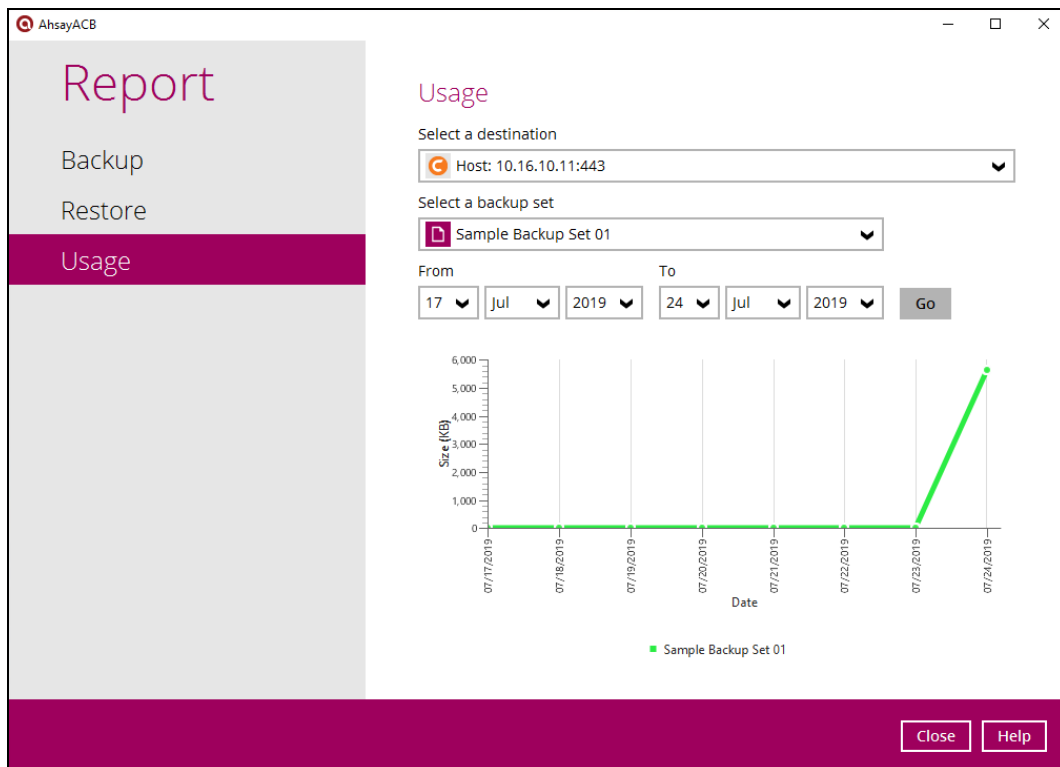
Log: 07/24/2019 15:20 Show: All

Type	Log	Time
Start	[Windows 10 (w10-pro), AhsayACB v7.17.0.50]	07/24/2019 15:20:08
Initializing decrypt action...		07/24/2019 15:20:08
Initializing decrypt action... Completed		07/24/2019 15:20:08
Creating new directory...	"C:\Users\Administrator\Documents\E_\backups"	07/24/2019 15:20:08
Downloading...	"C:\Users\Administrator\Documents\E_\backups\CloudBackup_001.txt" (Total 7k bytes)	07/24/2019 15:20:08
Downloading...	"C:\Users\Administrator\Documents\E_\backups\CloudBackup_002.txt" (Total 7k bytes)	07/24/2019 15:20:08
Downloading...	"C:\Users\Administrator\Documents\E_\backups\CloudBackup_003.txt" (Total 7k bytes)	07/24/2019 15:20:08
Downloading...	"C:\Users\Administrator\Documents\E_\backups\Configuration_Guide2016.docx" (Total 14k bytes)	07/24/2019 15:20:09
Downloading...	"C:\Users\Administrator\Documents\E_\backups\Configuration_Guide2017.docx" (Total 14k bytes)	07/24/2019 15:20:09
Downloading...	"C:\Users\Administrator\Documents\E_\backups\Configuration_Guide2018.docx" (Total 14k bytes)	07/24/2019 15:20:09
Downloading...	"C:\Users\Administrator\Documents\E_\backups\cloudbackup_004.txt" (Total 7k bytes)	07/24/2019 15:20:09
Downloading...	"C:\Users\Administrator\Documents\E_\backups\cloudbackup_005.txt" (Total 7k bytes)	07/24/2019 15:20:09
Downloading...	"C:\Users\Administrator\Documents\E_\backups\configuration_Guide2019.docx" (Total 14k bytes)	07/24/2019 15:20:09
Creating new directory...	"C:\Users\Administrator\Documents\E_\document"	07/24/2019 15:20:09
Downloading...	"C:\Users\Administrator\Documents\E_\document\Test01.doc" (Total 304 bytes)	07/24/2019 15:20:09
Downloading...	"C:\Users\Administrator\Documents\E_\document\Test02.doc" (Total 304 bytes)	07/24/2019 15:20:09
Downloading...	"C:\Users\Administrator\Documents\E_\document\Test02s.doc" (Total 304 bytes)	07/24/2019 15:20:09
Downloading...	"C:\Users\Administrator\Documents\E_\document\example.txt" (Total 304 bytes)	07/24/2019 15:20:09

Logs per page: 50 Page: 1 / 1

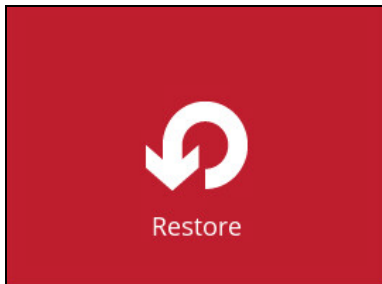
Usage

This allows the user to generate and view the backup usage in a graphical view.



Restore

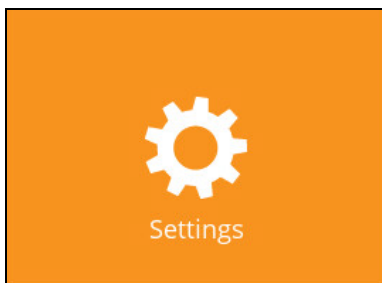
This feature is used to restore backed-up files to its original or alternate location.



To restore backed-up files, follow the instructions on [Chapter 11 Restore Data](#).

Settings

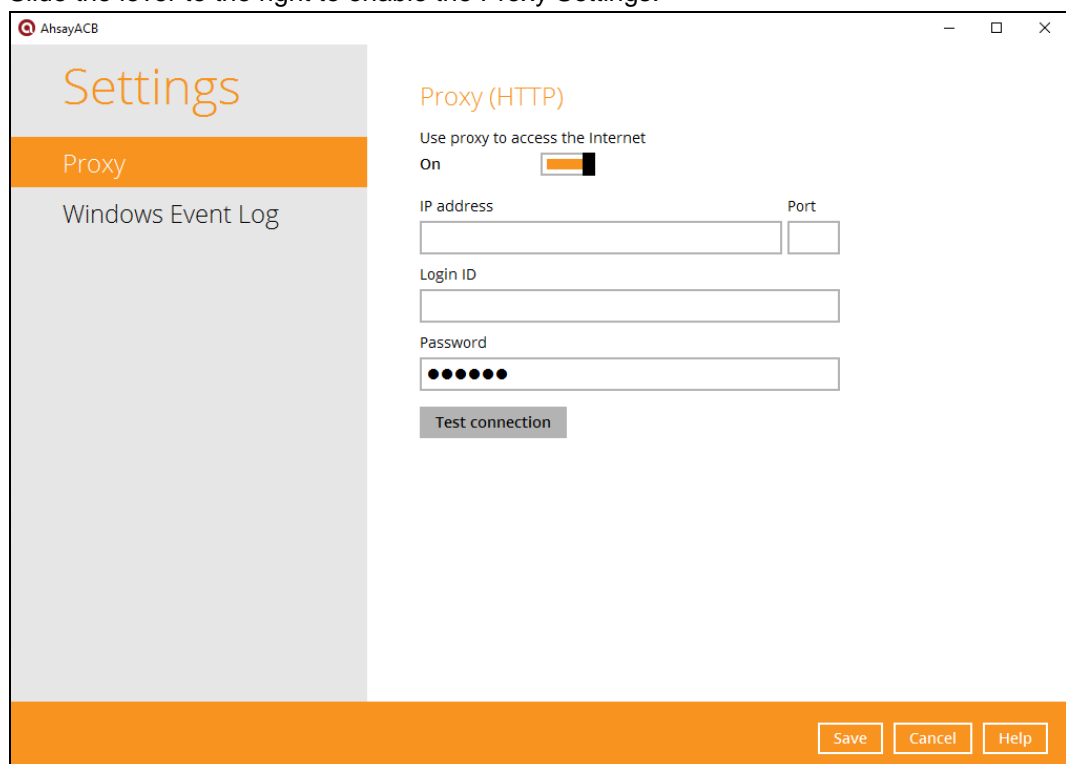
This allows the user to enable the proxy and windows event log.



Proxy

To enable the Proxy Settings, follow the instructions below:

1. Click the [Settings] module.
2. Slide the lever to the right to enable the Proxy Settings.



The screenshot shows the AhsayACB Settings window. On the left is a sidebar with 'Settings' at the top, 'Proxy' selected in orange, and 'Windows Event Log' below it. The main area is titled 'Proxy (HTTP)' and contains the following elements:

- 'Use proxy to access the Internet' with a toggle switch set to 'On'.
- 'IP address' and 'Port' input fields.
- 'Login ID' input field.
- 'Password' input field with masked characters (dots).
- 'Test connection' button.

At the bottom right of the window are 'Save', 'Cancel', and 'Help' buttons.

3. Complete the following fields:
 - IP Address
 - Port
 - Login ID
 - Password
4. Click the [Test Connection] button to validate the connection.
5. Click the [Save] button to store the settings.

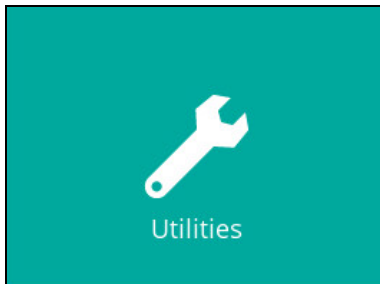
Windows Event Log

This allows the user to enable the Windows event log which logs all the AhsayACB system information and will be written under the Applications and Services Logs. User may access them through the Windows event viewer in the local machine.

The screenshot shows the 'AhsayACB Settings' window. The left sidebar has 'Settings' at the top, followed by 'Proxy' and 'Windows Event Log' (which is highlighted in orange). The main content area is titled 'Windows Event Log' and contains the following text: 'Write AhsayACB's logs to Windows Event Log. It will be placed under the "AhsayACB" application log. Activities of backup, restore, and triggered utilities will be logged'. Below this text is a toggle switch labeled 'On'. Under the 'Event level' section, there are three checkboxes: 'error' (with a red cross icon), 'warning' (with a yellow triangle icon), and 'Info' (with a green 'i' icon). The 'Event sources' section contains two columns of checkboxes: Profile, Login / Logout, Backup, Restore, Service (CDP & Scheduler), Software Update, Report, and Utilities. At the bottom right of the window are three buttons: 'Save', 'Cancel', and 'Help'.

Utilities

This allows the user to perform health check of the backed-up data, free up storage from obsolete files, delete and decrypt backed-up data.



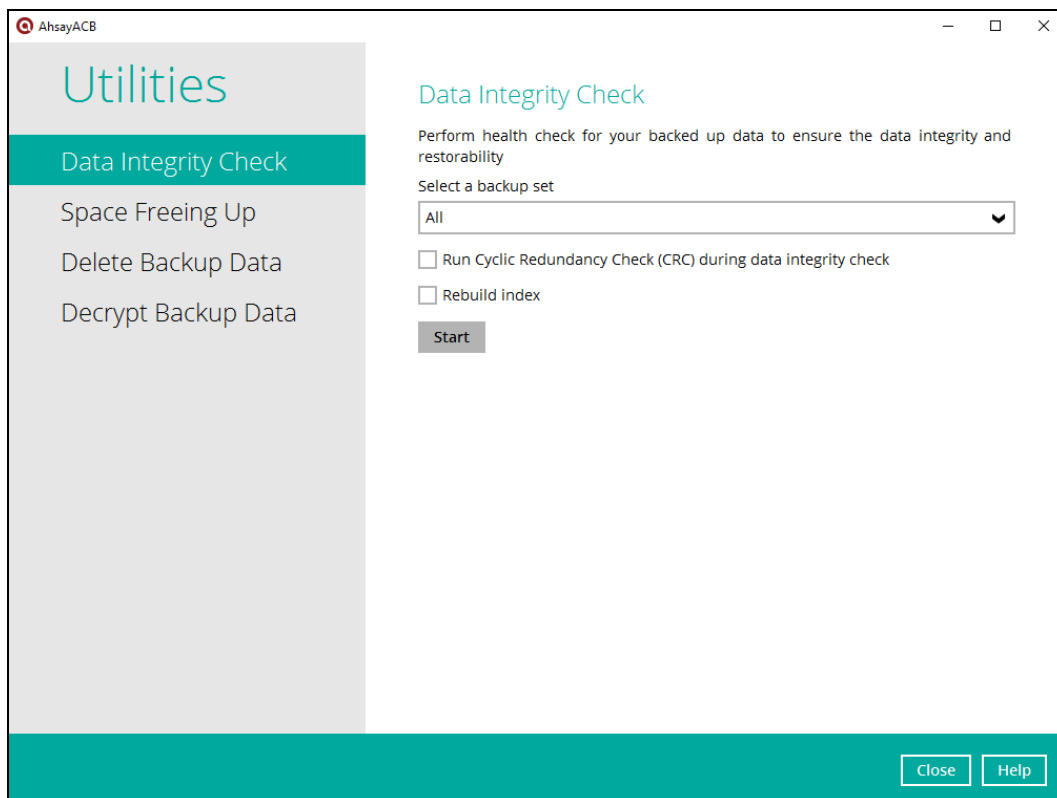
These are the four (4) options available for this feature:

- Data Integrity Check
- Space Freeing Up
- Delete Backup Data
- Decrypt Backup Data

Data Integrity Check

This feature is used to identify and remove any corrupt file/s on the backup destination/s to ensure restorability.

Note: Data Integrity Check can only be started when there is no manual, scheduled or continuous backup job running.



To perform Data Integrity Check, follow the instructions below:

1. There are four (4) options in performing the Data Integrity Check:

Option #1

☐ Run Cyclic Redundancy Check (CRC) during data integrity check

☐ Rebuild index

Start

For checking the Index and Data

Option #2

☒ Run Cyclic Redundancy Check (CRC) during data integrity check

☐ Rebuild index

Start

For checking the Index and Integrity of the files against the checksum file generated at the time of the backup job.

Option #3

☐ Run Cyclic Redundancy Check (CRC) during data integrity check

☒ Rebuild index

Start

For checking the Index and rebuild the Index.

Option #4

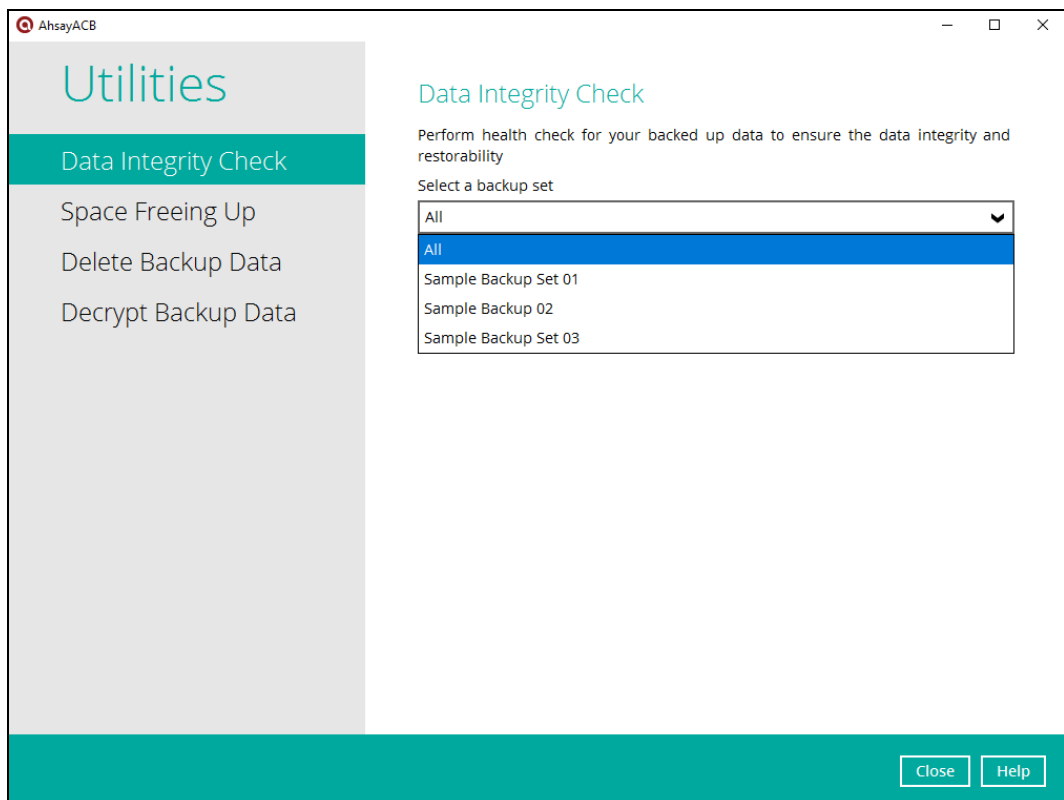
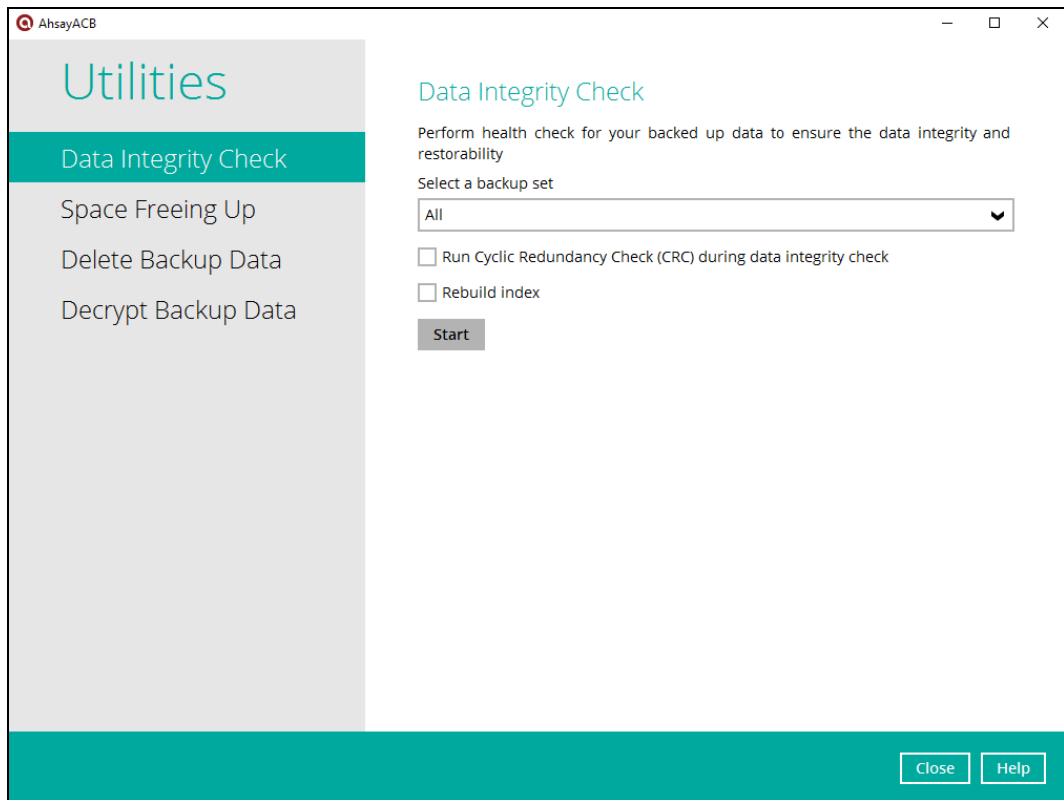
☒ Run Cyclic Redundancy Check (CRC) during data integrity check

☒ Rebuild index

Start

For checking the Index and Integrity of the files against the checksum file generated at the time of the backup job and rebuild Index.

2. Select a backup set from the drop-down list.



If you select a specific backup set then you will also have to select a specific destination or all destinations.

AhsayACB

Utilities

- Data Integrity Check
- Space Freeing Up
- Delete Backup Data
- Decrypt Backup Data

Data Integrity Check

Perform health check for your backed up data to ensure the data integrity and restorability

Select a backup set

Sample Backup Set 01

Select a destination

- All
- All
- AhsayCBS
- Rebuild index

Start

Close Help

If you select All backup sets then there's no need to select a destination.

AhsayACB

Utilities

- Data Integrity Check
- Space Freeing Up
- Delete Backup Data
- Decrypt Backup Data

Data Integrity Check

Perform health check for your backed up data to ensure the data integrity and restorability

Select a backup set

All

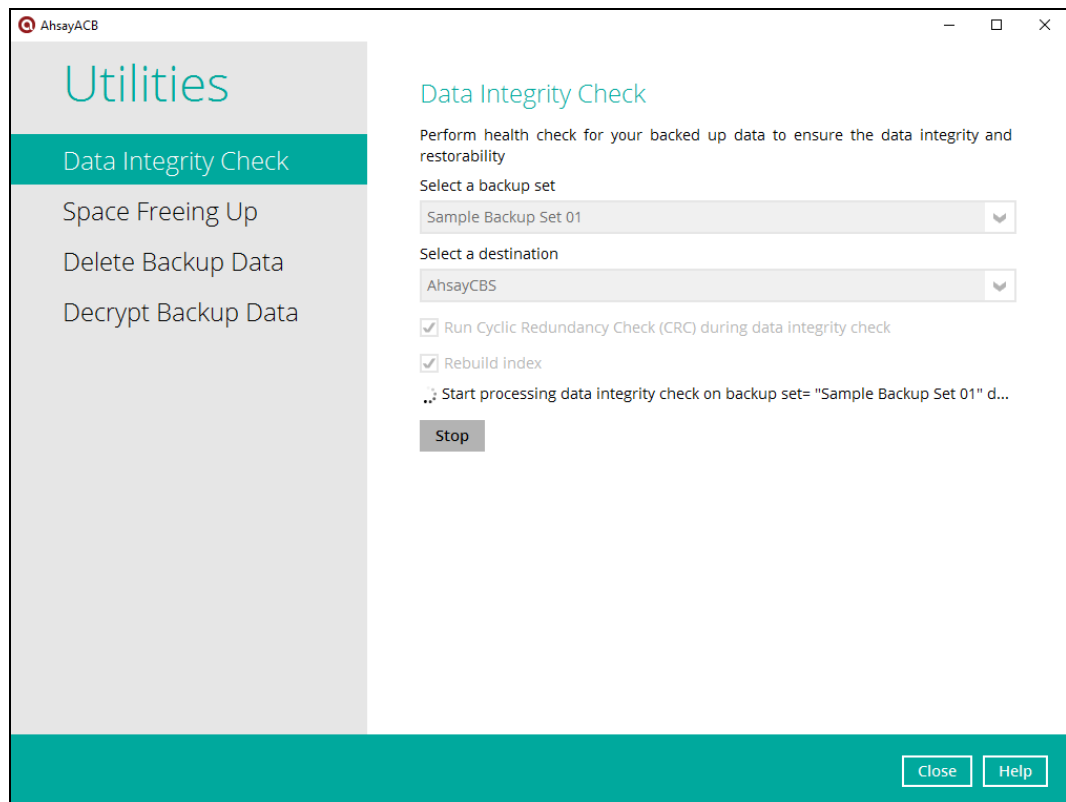
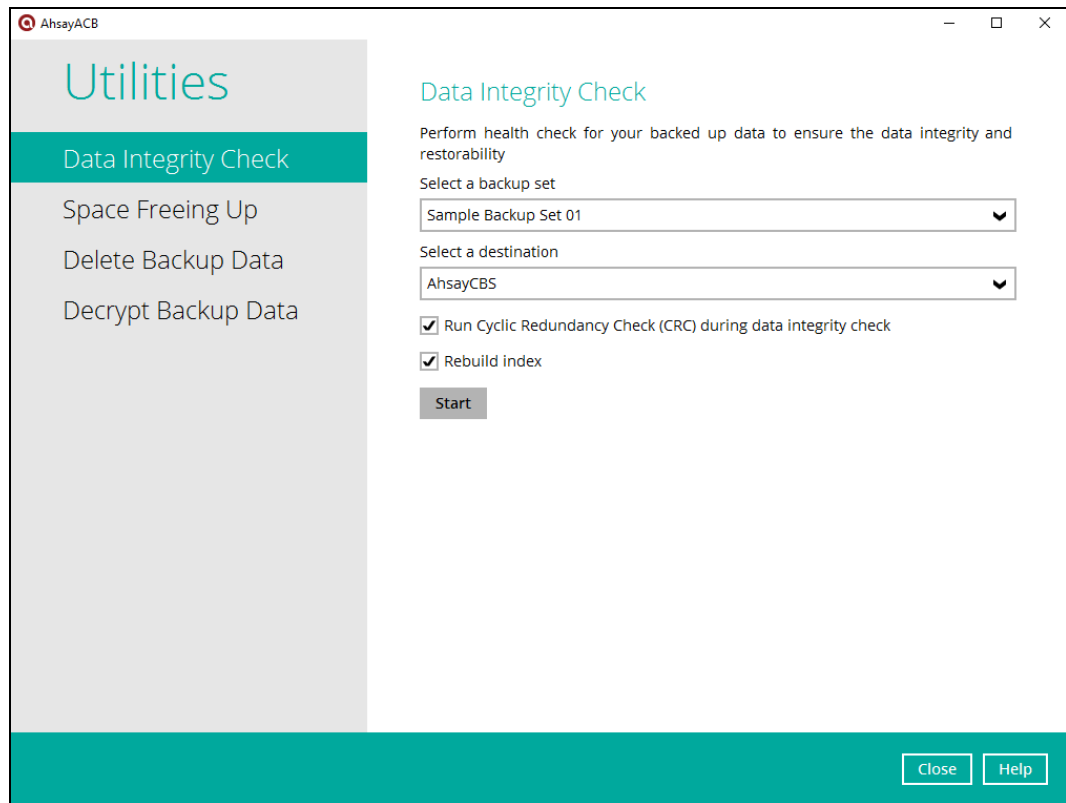
☐ Run Cyclic Redundancy Check (CRC) during data integrity check

☐ Rebuild index

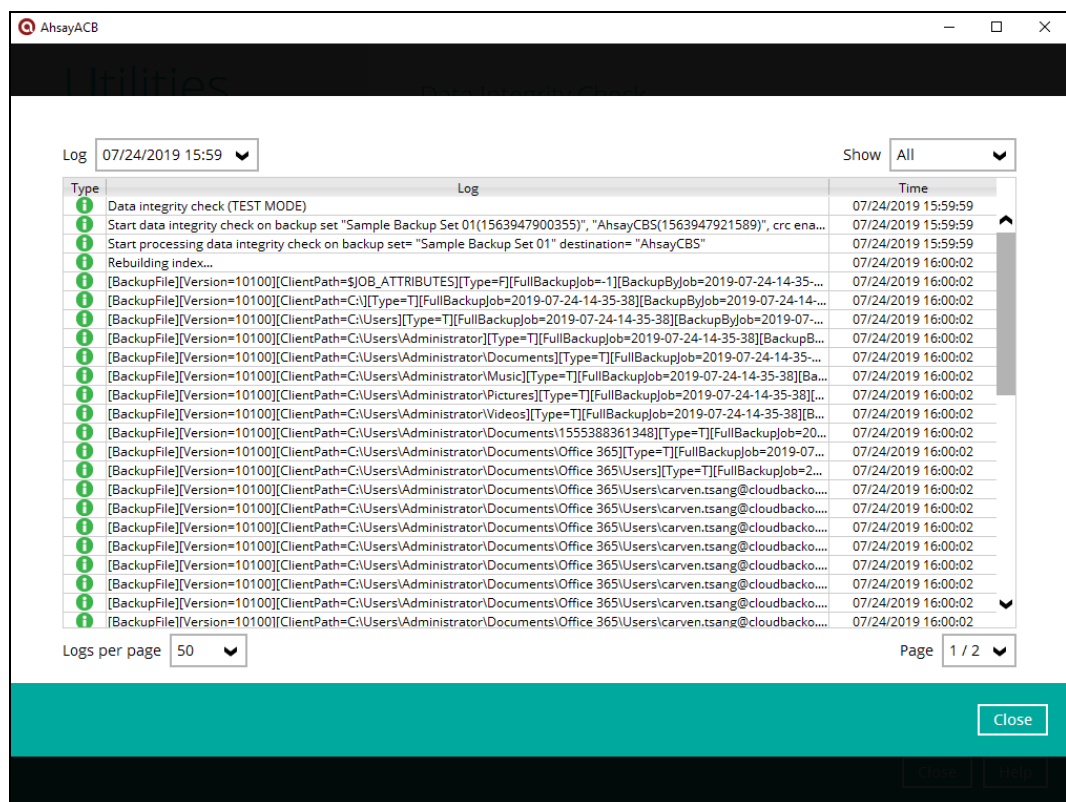
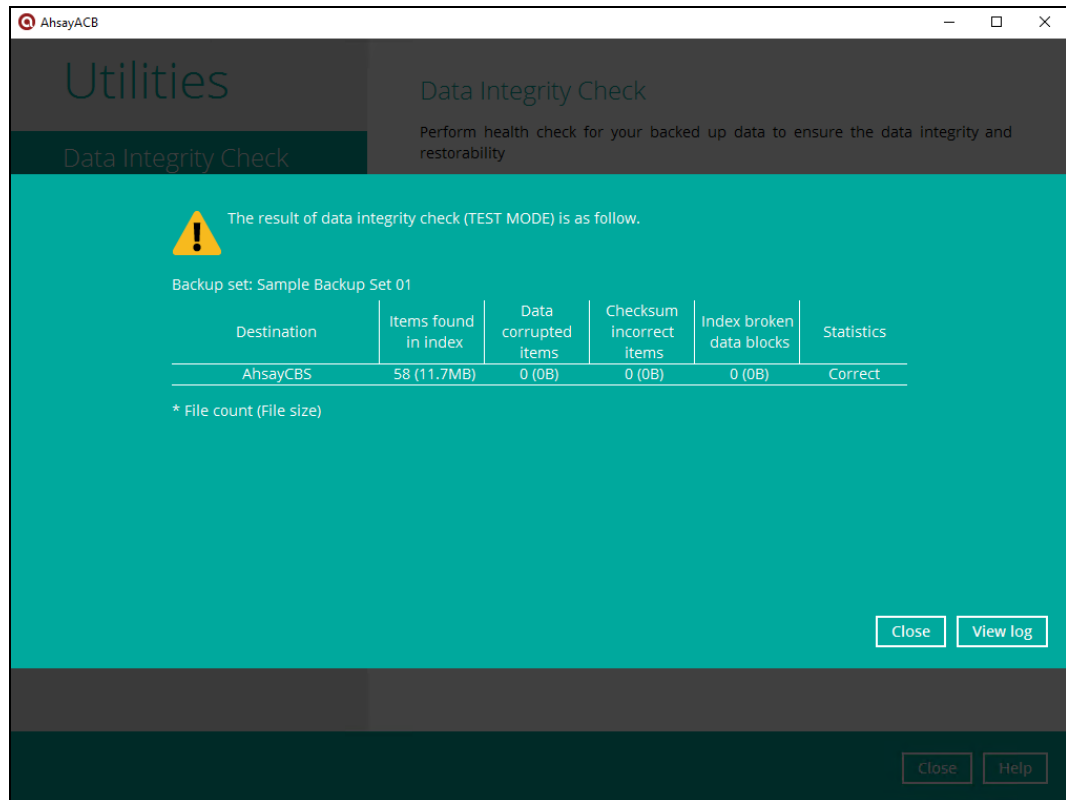
Start

Close Help

3. Click the [Start] button to perform the data integrity check.



4. The result will be shown once completed. Click the [View Log] to see the event log during the data integrity check.

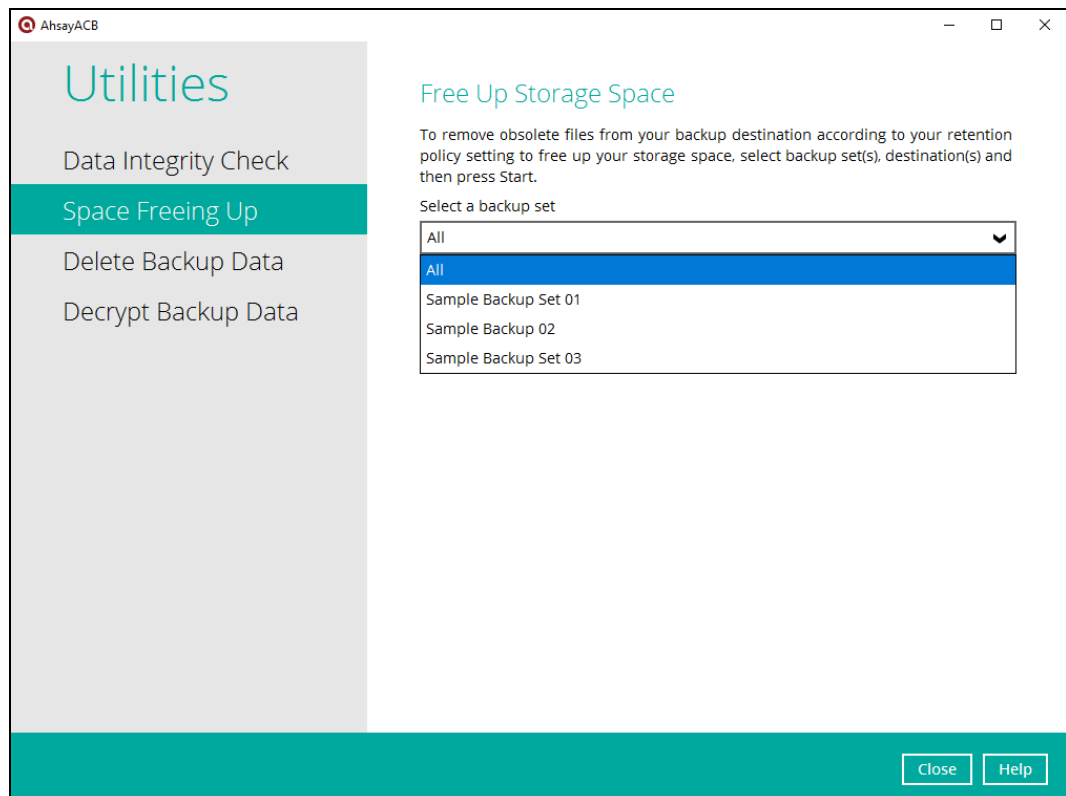
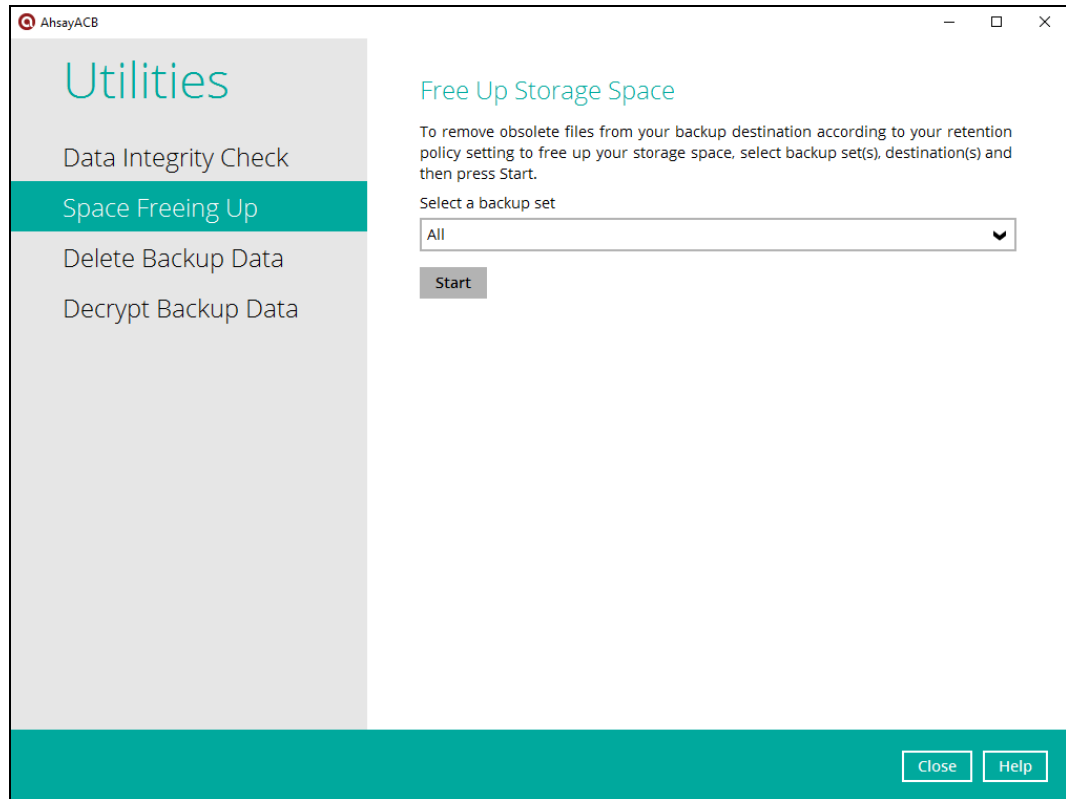


Space Freeing Up

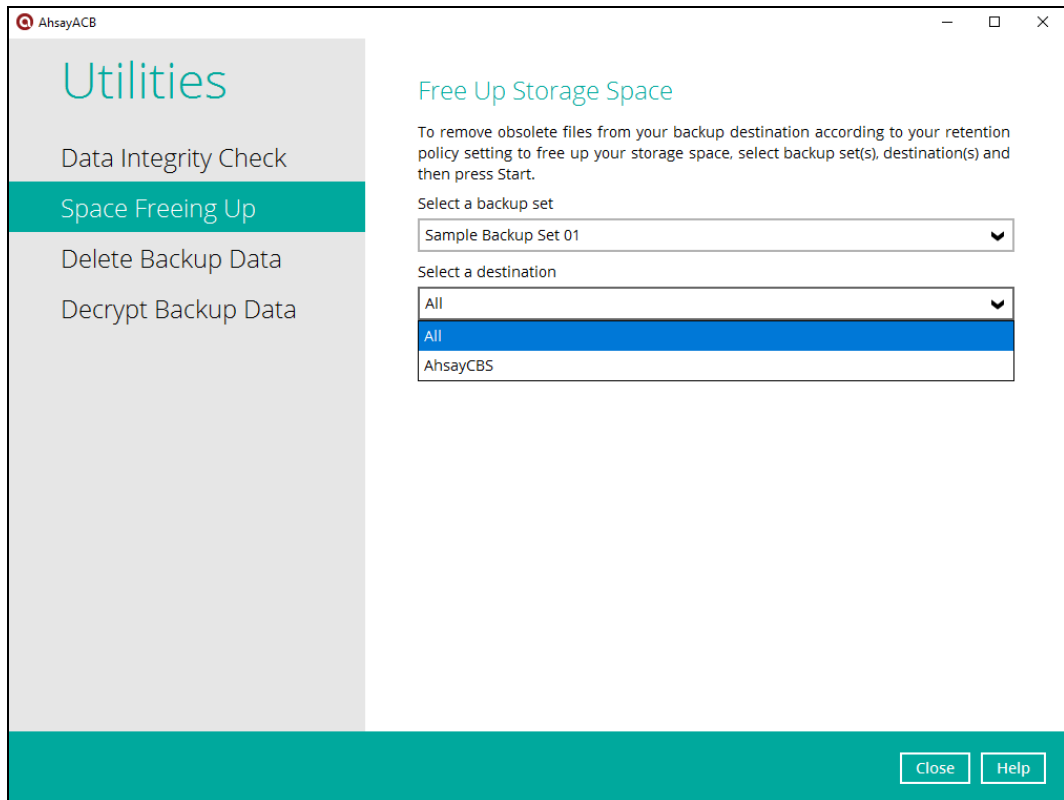
This feature is used to remove obsolete file/s from your backup set and destination.

To perform Space Freeing Up, follow the instructions below:

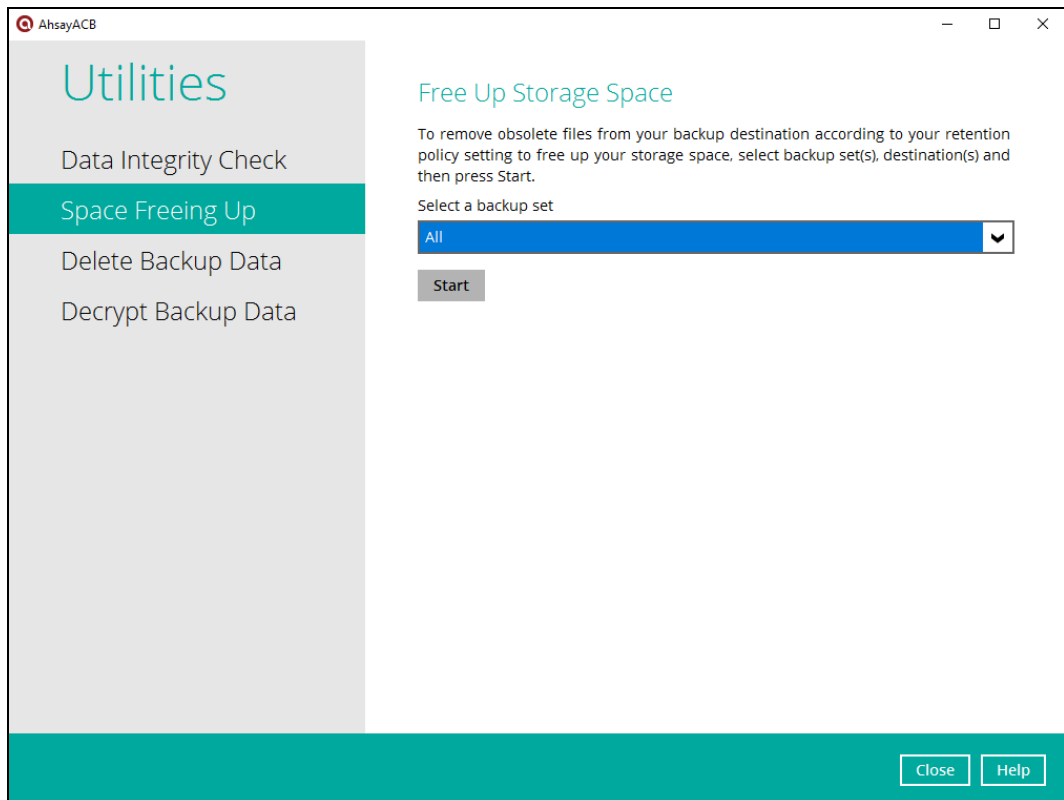
1. Select a backup set from the drop-down list.



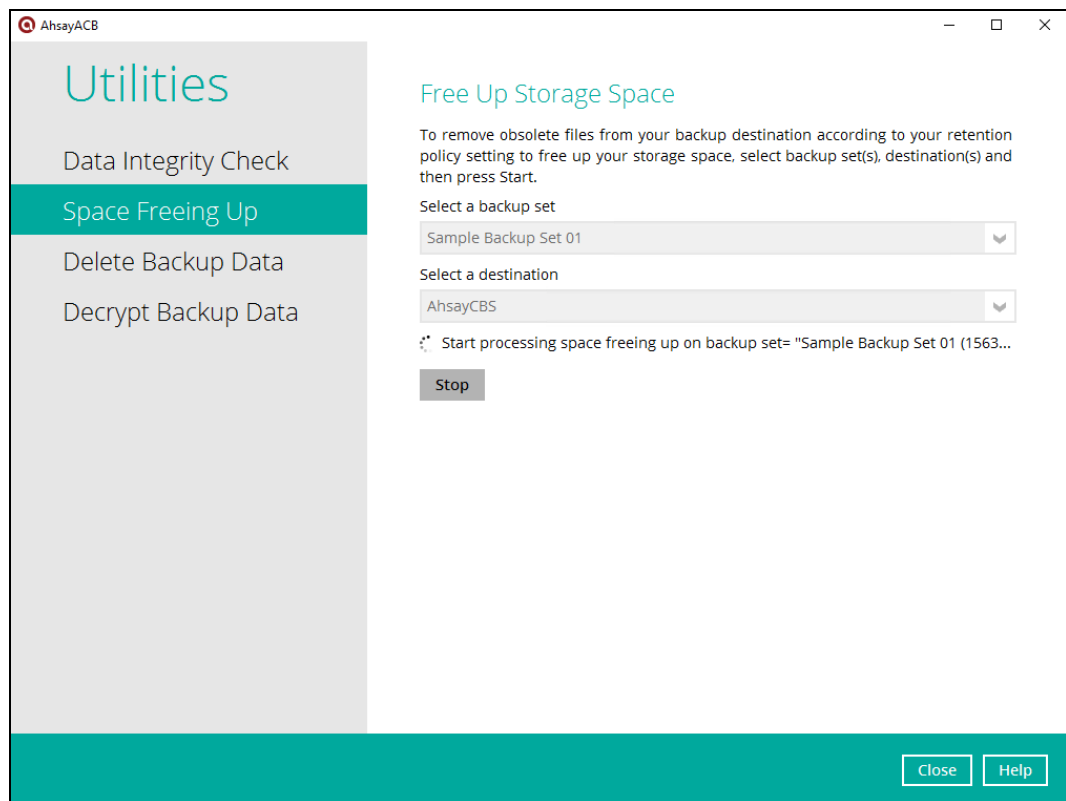
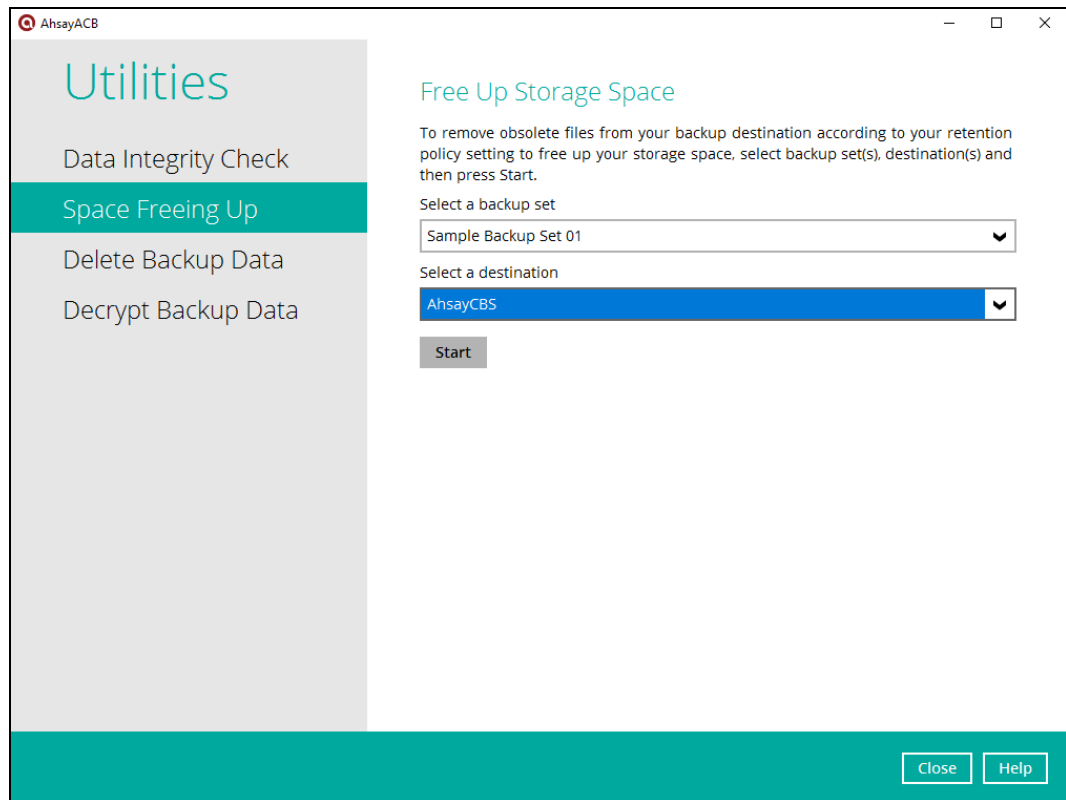
If you select a specific backup set then you will also have to select a specific destination or all destinations.



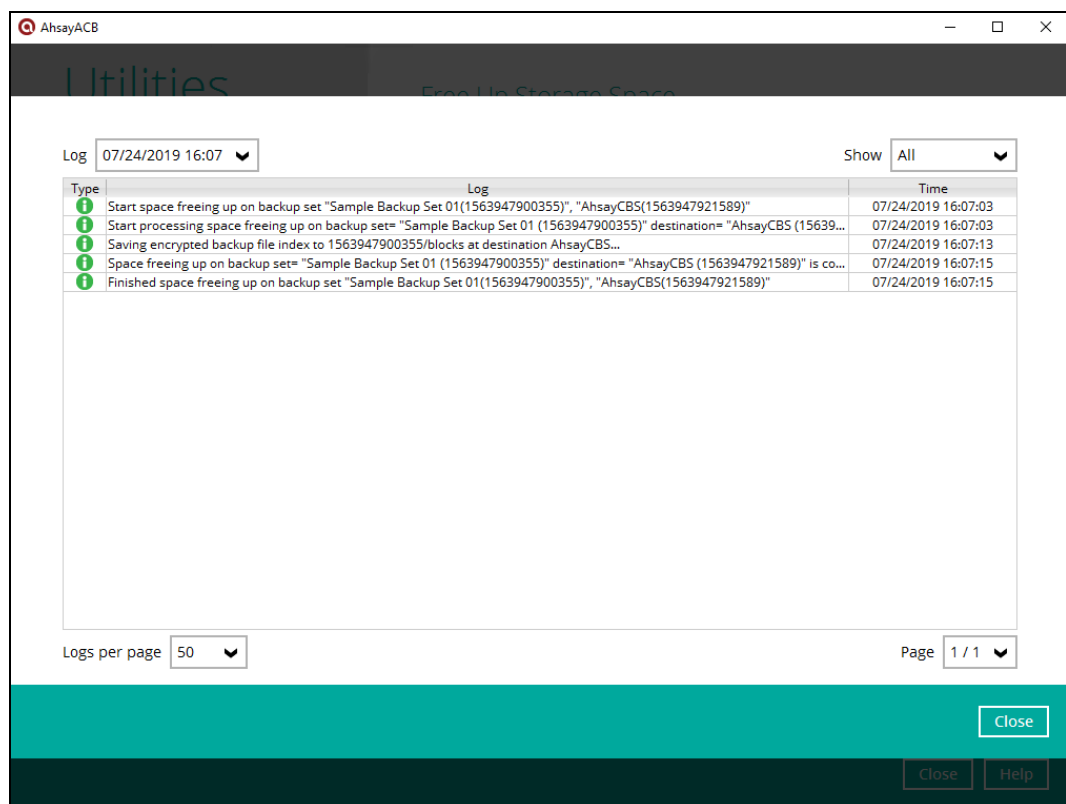
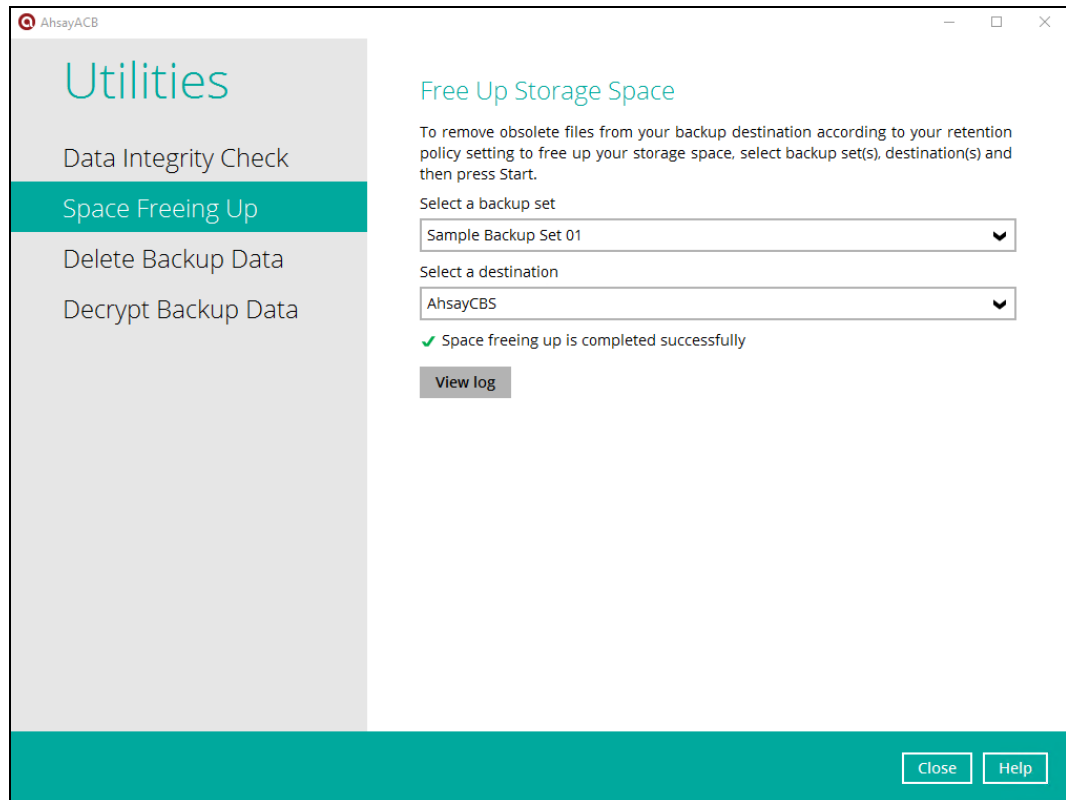
If you select All backup sets then there's no need to select a destination.



2. Click the [Start] button to perform space free up.



3. The result will be shown once completed. Click the [View Log] to see the event log during the space free up.

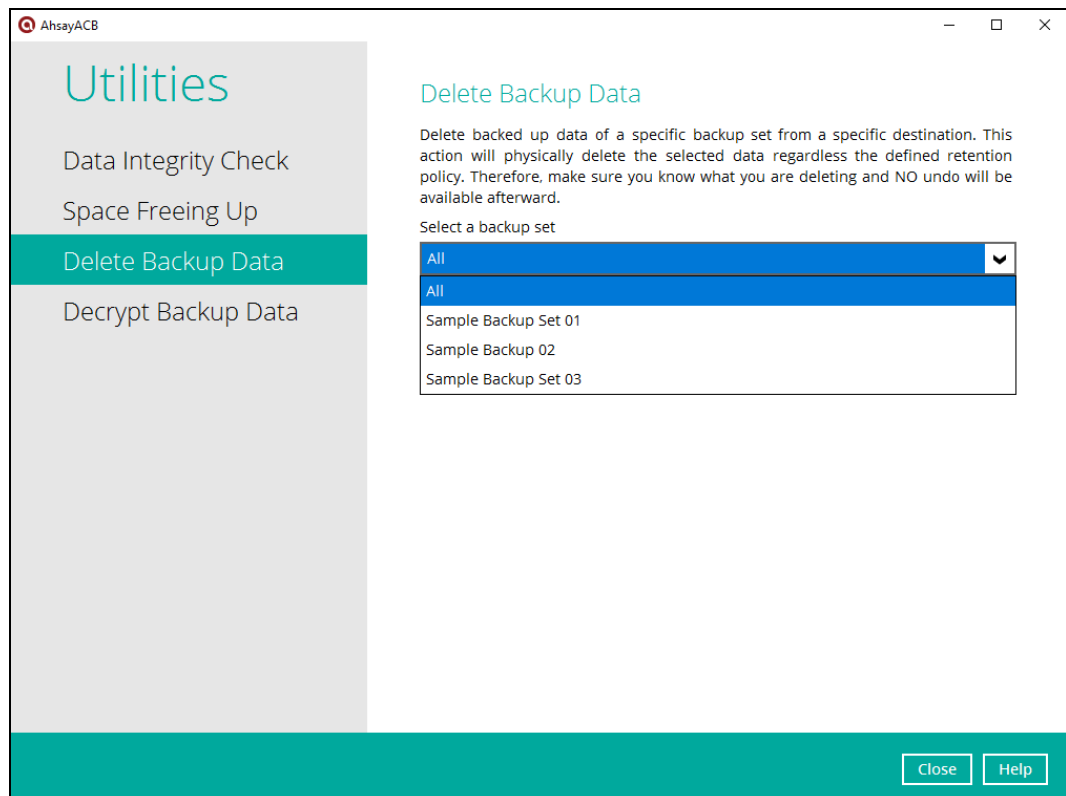
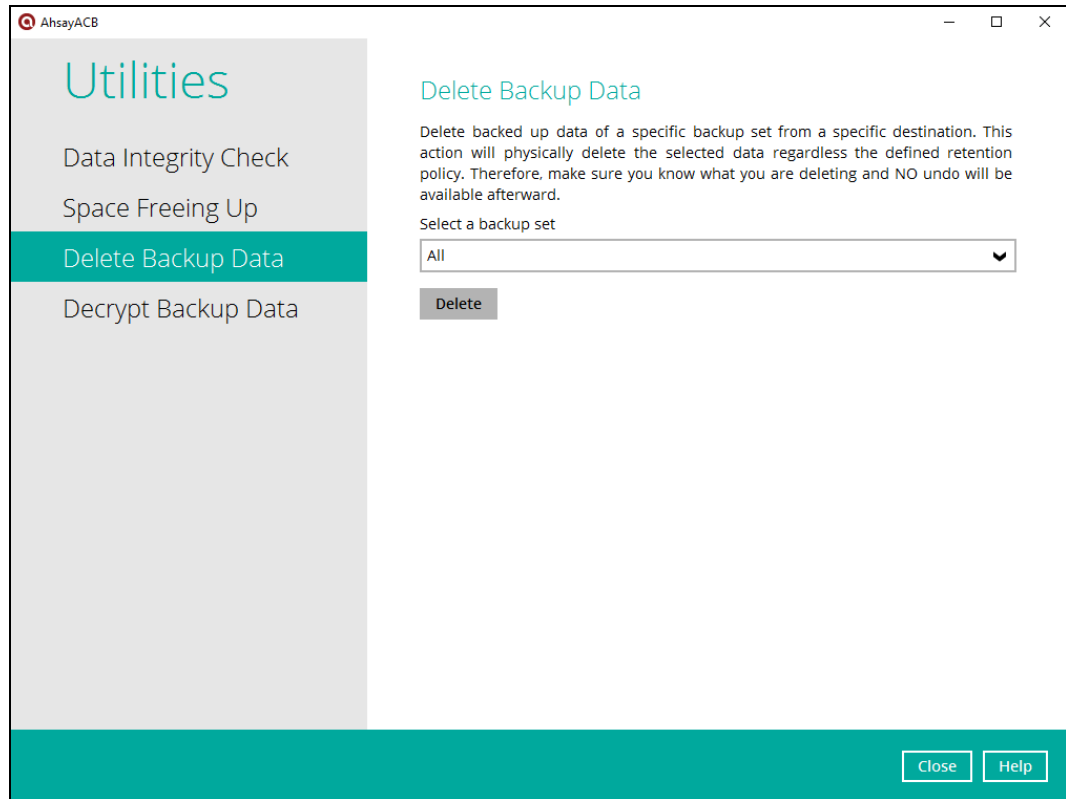


Delete Backup Data

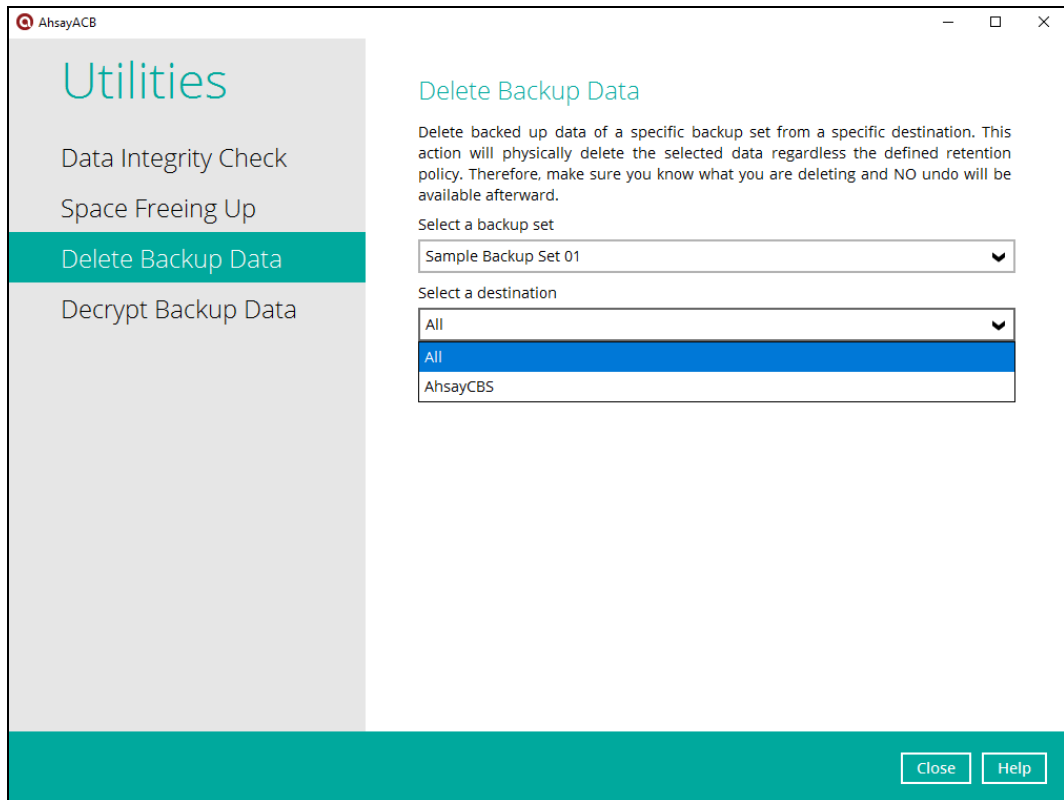
This feature is used to delete backed-up files from a specific or all backup sets.

To perform deletion of backup data, follow the instructions below:

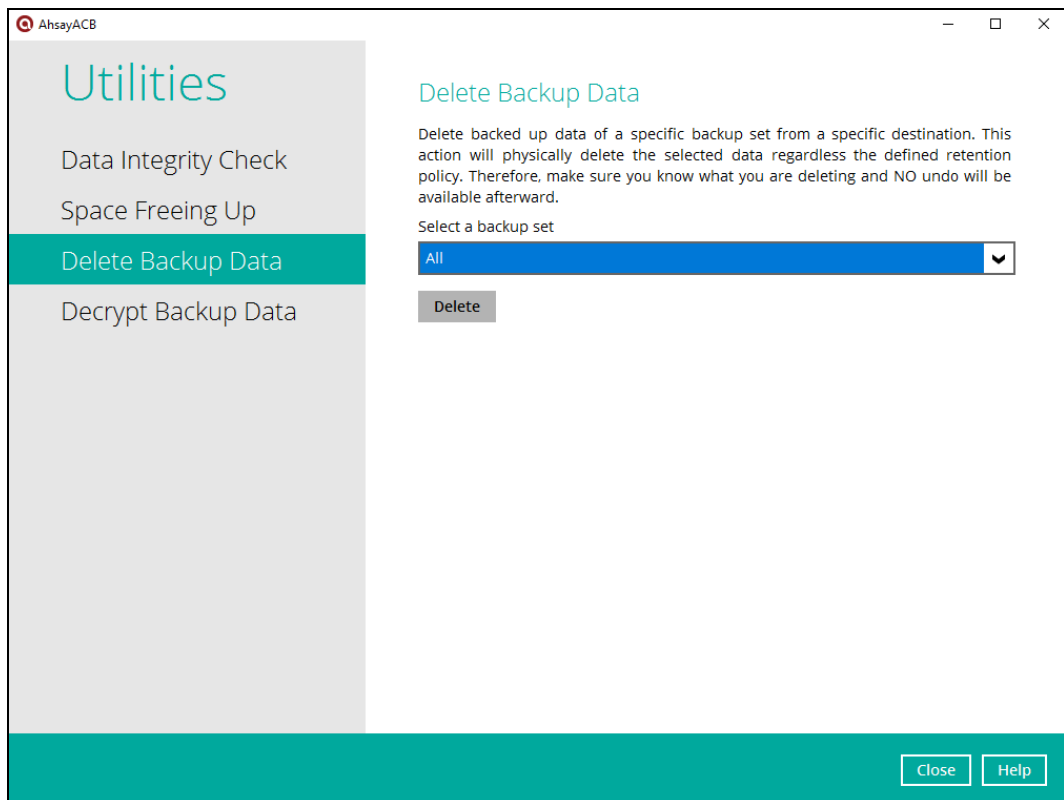
1. Select a backup set from the drop-down list.



If you select a specific backup set then you will also have to select a specific destination or all destinations.



If you select All backup sets then there's no need to select a destination.



2. There are three (3) options for the type of files you wish to delete.

- Delete all backed up data
- Choose from files as of job
- Choose from ALL files

AhsayACB

Utilities

- Data Integrity Check
- Space Freeing Up
- Delete Backup Data**
- Decrypt Backup Data

Delete Backup Data

Delete backed up data of a specific backup set from a specific destination. This action will physically delete the selected data regardless the defined retention policy. Therefore, make sure you know what you are deleting and NO undo will be available afterward.

Select a backup set

Sample Backup Set 01

Select a destination

AhsayCBS

Select what to delete

- Delete all backed up data
- Delete all backed up data**
- Choose from files as of job
- Choose from ALL files

Close Help

Delete all backed up data, all the data in the selected backup set and destination will be removed.

AhsayACB

Utilities

- Data Integrity Check
- Space Freeing Up
- Delete Backup Data**
- Decrypt Backup Data

Delete Backup Data

Delete backed up data of a specific backup set from a specific destination. This action will physically delete the selected data regardless the defined retention policy. Therefore, make sure you know what you are deleting and NO undo will be available afterward.

Select a backup set

Sample Backup Set 01

Select a destination

AhsayCBS

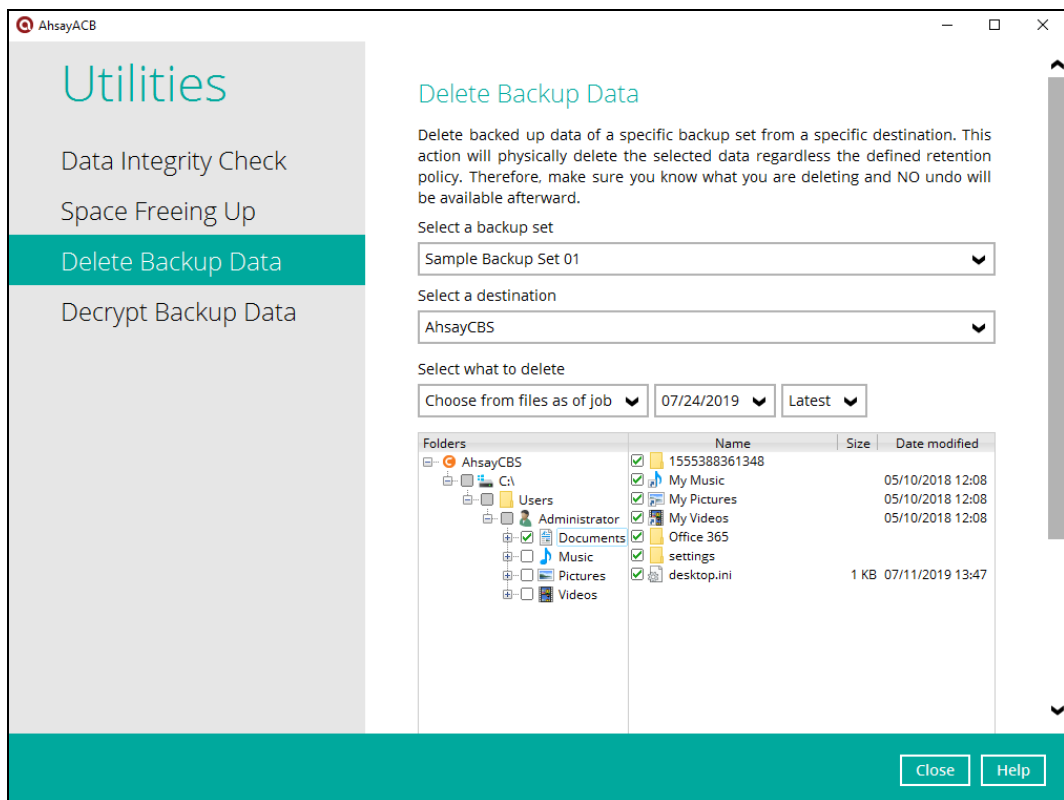
Select what to delete

Delete all backed up data

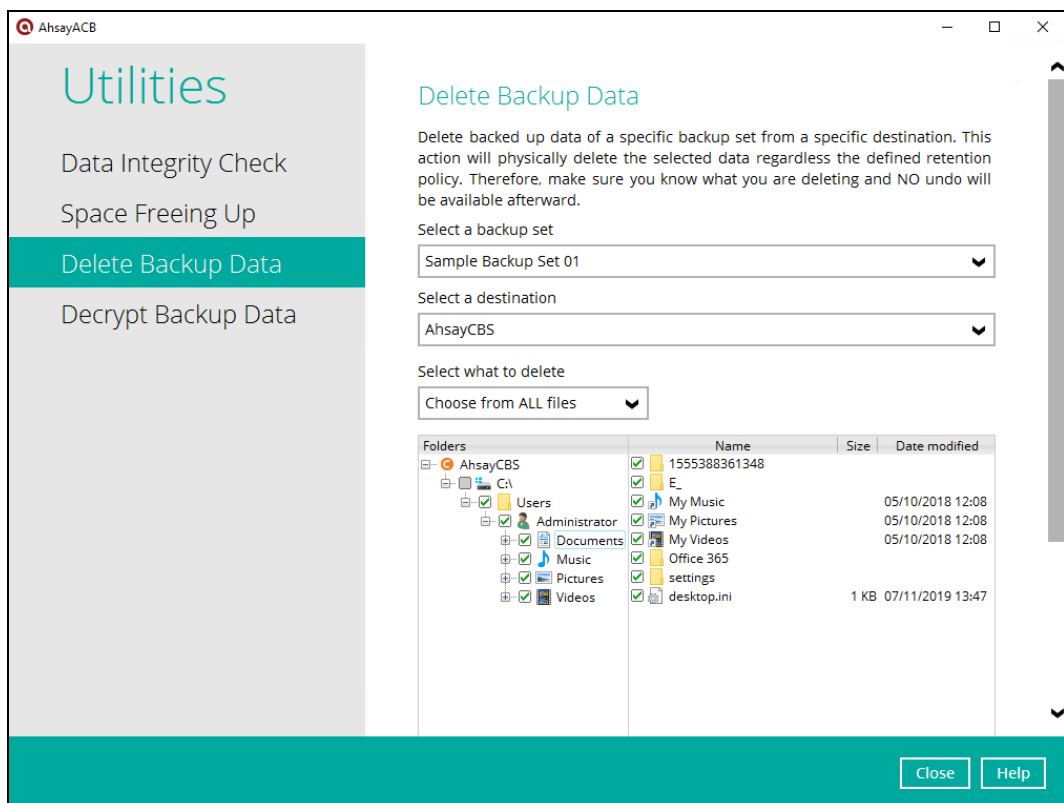
Delete

Close Help

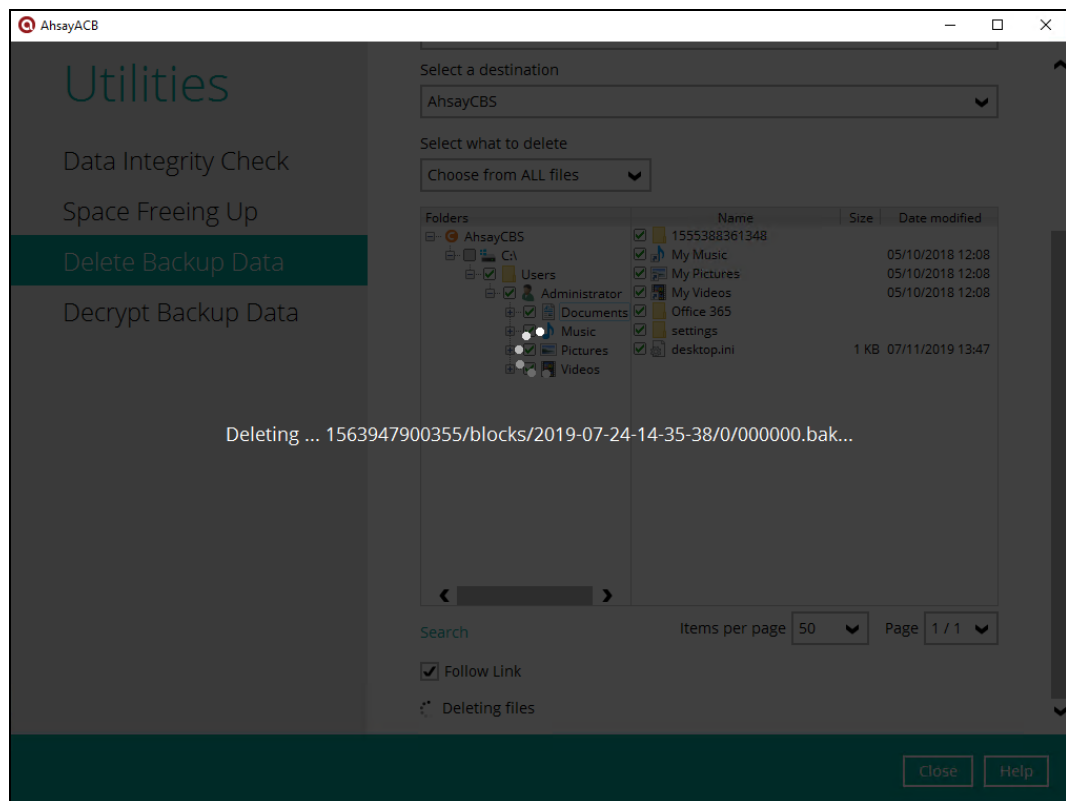
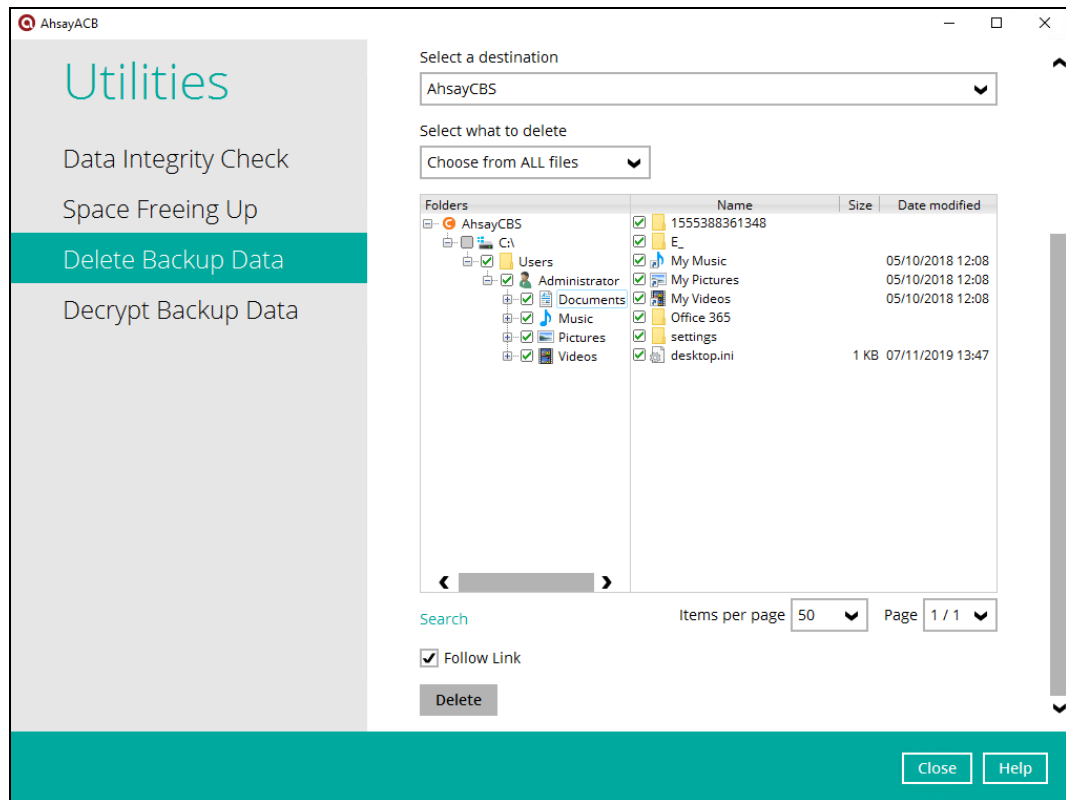
Choose from files as of job, all selected files from a backup snapshot will be removed.

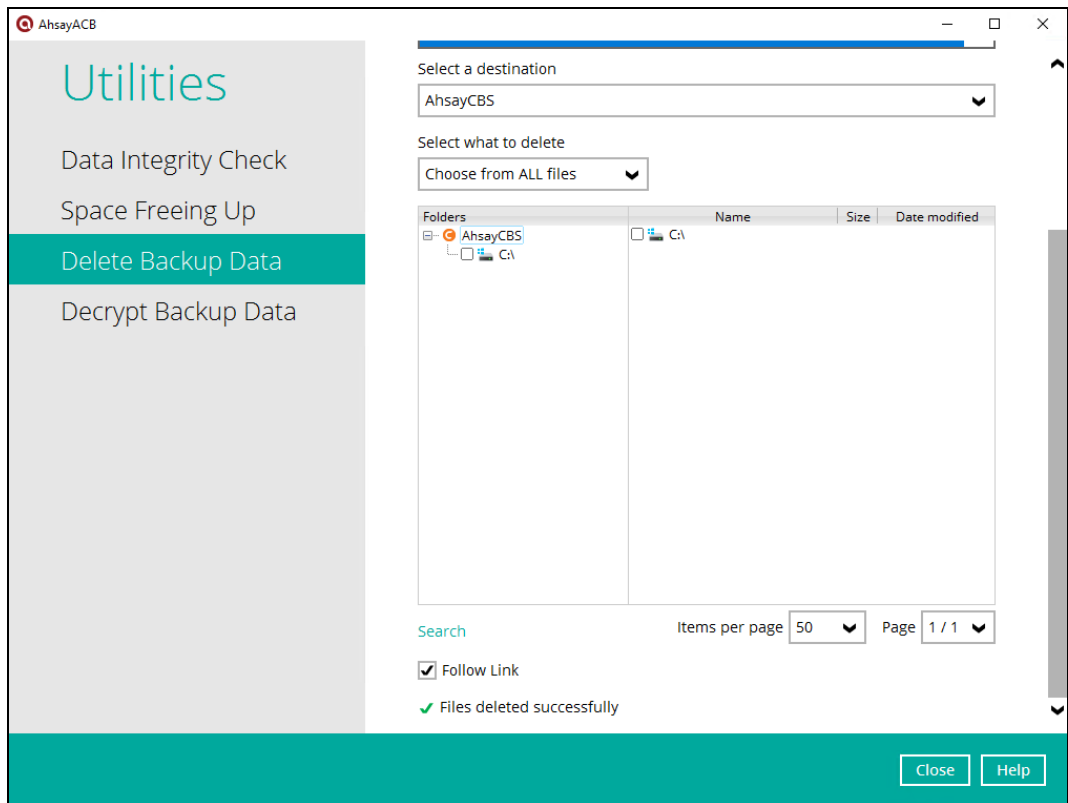


Choose from ALL files, all selected files in the backup set will be removed.



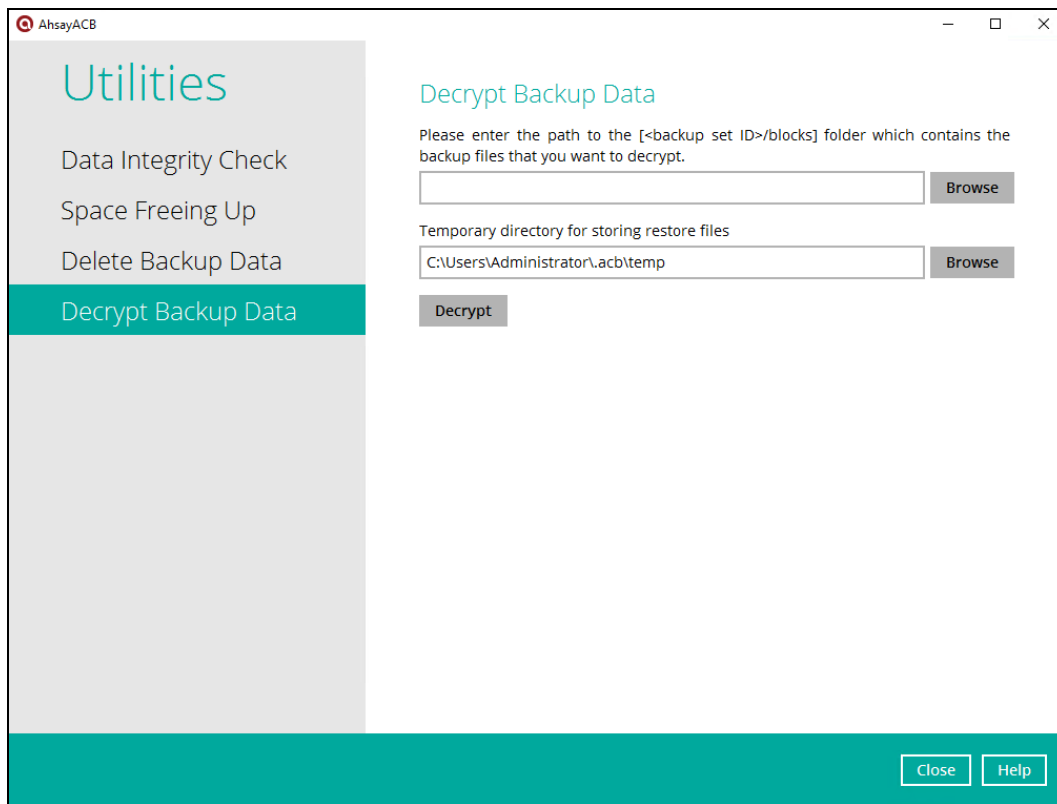
3. Click the [Delete] button to perform deletion of files.





Decrypt Backup Data

This feature is used to restore raw data by using the data encryption key that was set for the backup set.



The screenshot shows the 'AhsayACB' application window with the 'Utilities' sidebar on the left. The 'Decrypt Backup Data' option is selected and highlighted in teal. The main area is titled 'Decrypt Backup Data' and contains the following instructions and fields:

Please enter the path to the [<backup set ID>/blocks] folder which contains the backup files that you want to decrypt.

Temporary directory for storing restore files

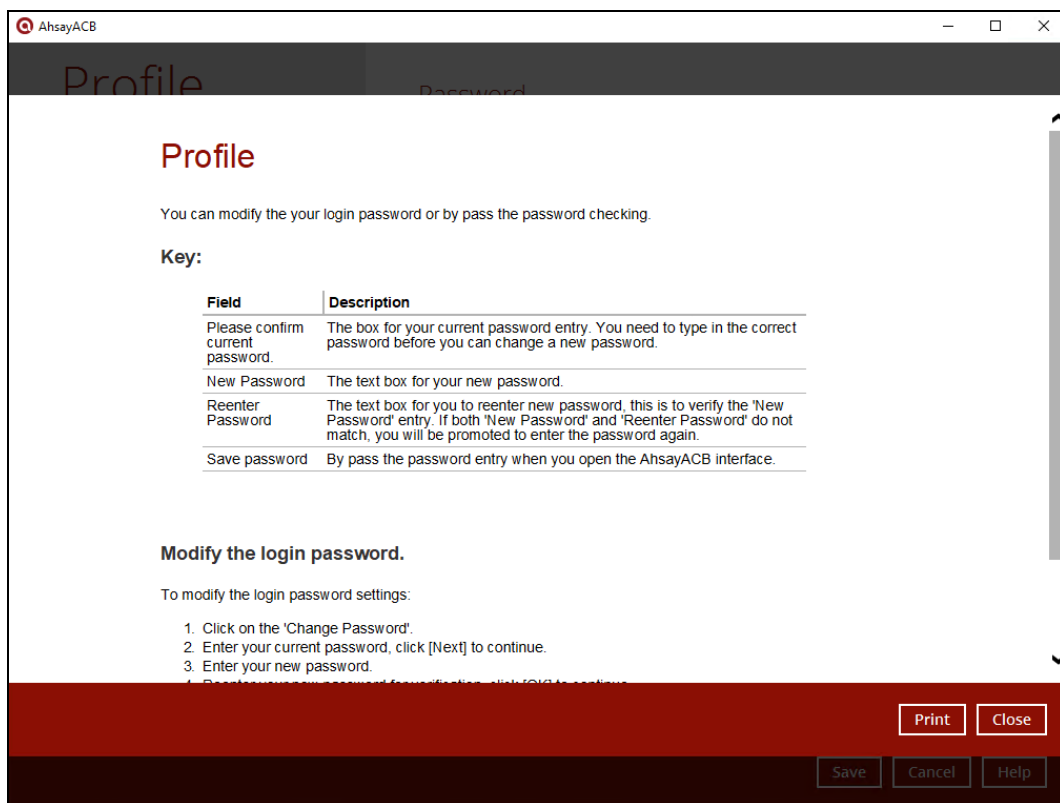
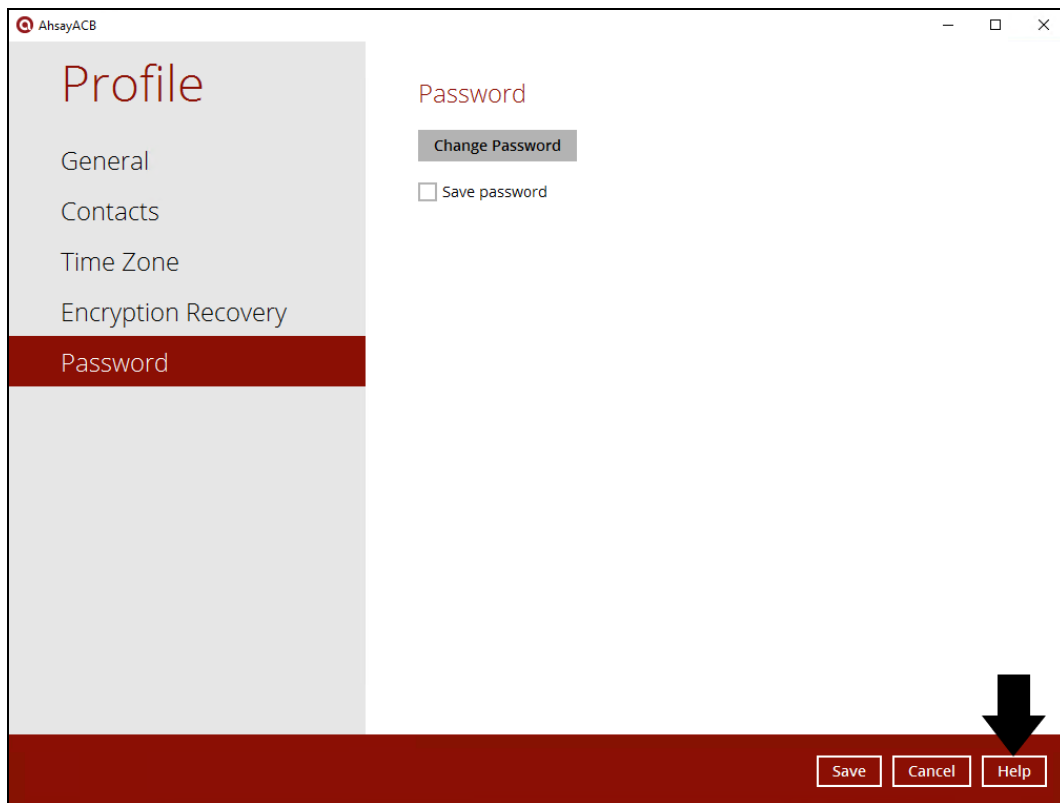
At the bottom right of the window, there are 'Close' and 'Help' buttons.

To perform decryption of backup data, follow the instructions below:

1. Click the [Browse] button to locate the path of the backup set ID / blocks folder.
2. Click the [Browse] button to re-select the temporary folder for the decrypt process.
3. Click the [Decrypt] button to begin.

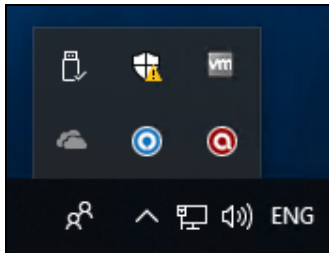
Online Help

This allows the user to view the summary of information and instructions of each available features in AhsayACB.

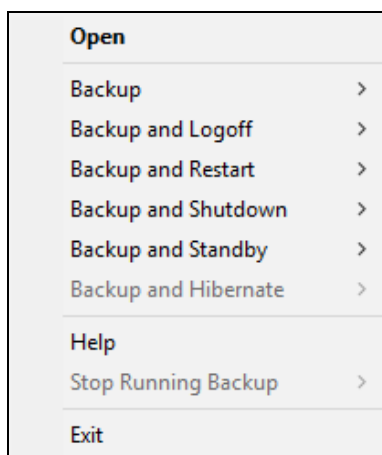


System Tray

This allows the user to see the AhsayACB icon which has a control menu. It is located at the lower right corner of the screen.



Right click the AhsayACB icon to view the control menu:

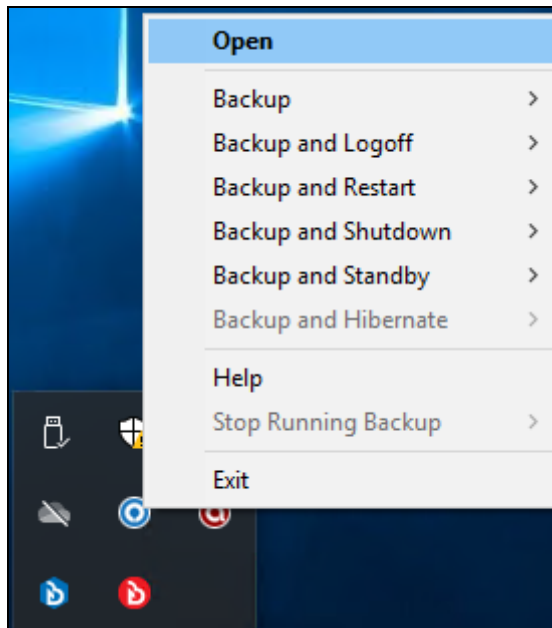


AhsayACB system tray has ten (10) controls:

- Open
- Backup
- Backup and Logoff
- Backup and Restart
- Backup and Shutdown
- Backup and Standby
- Backup and Hibernate
- Help
- Stop Running Backup
- Exit

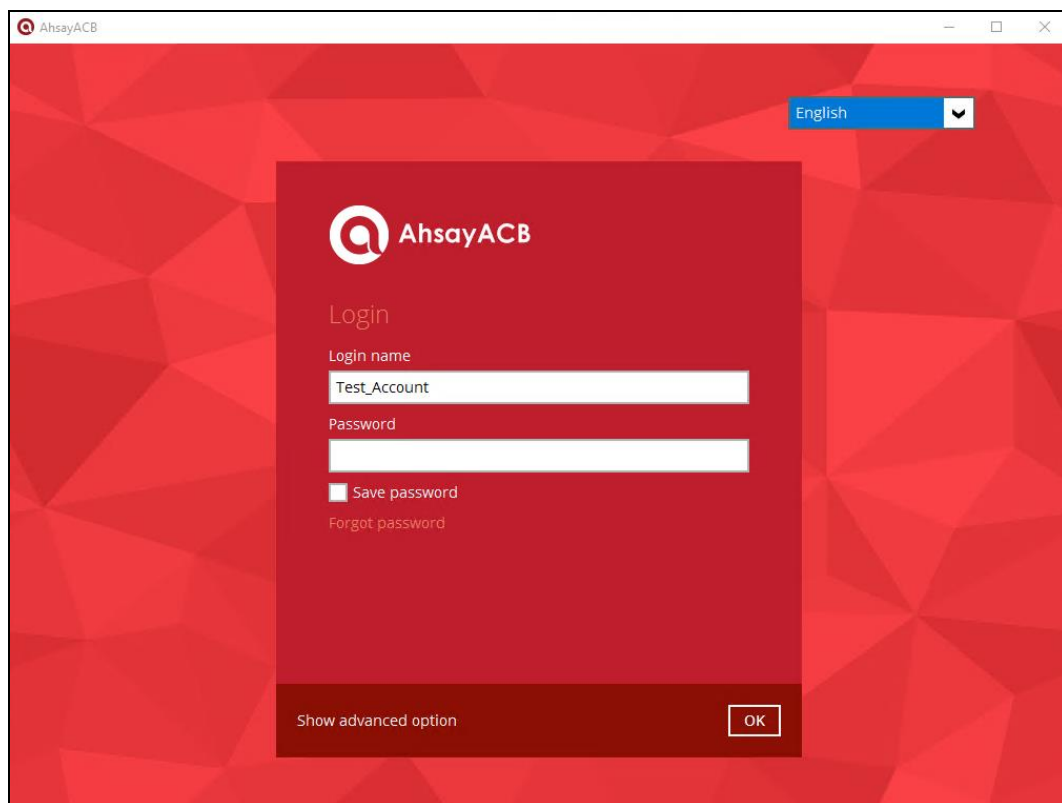
Open

This allows the user to launch and open AhsayACB.



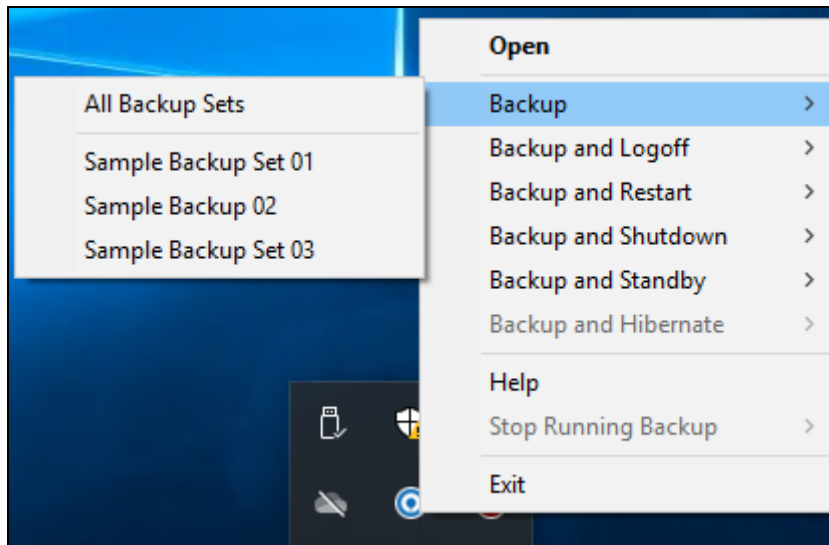
To launch and open AhsayACB via the System tray, follow the instructions below:

1. Right click the AhsayACB icon.
2. Click [Open].
3. AhsayACB will appear.



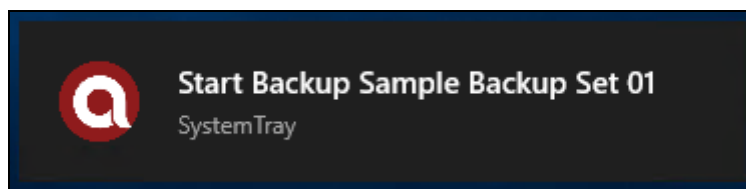
Backup

This allows the user to perform backup without opening AhsayACB.

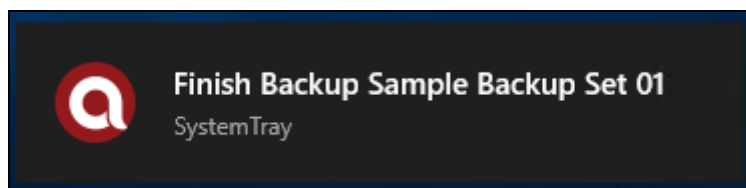


To start the backup via the System tray, follow the instructions below:

1. Right click the AhsayACB icon.
2. Click [Backup].
3. Select a backup set from the available list or select all.
4. A pop-up message will appear stating that the backup is starting to backup.

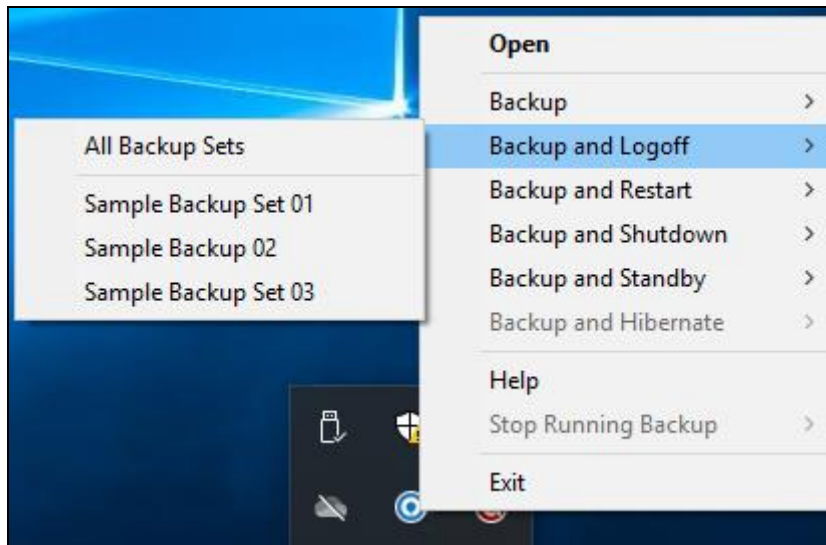


5. After the backup, a pop-up message will appear again stating that the backup is done.



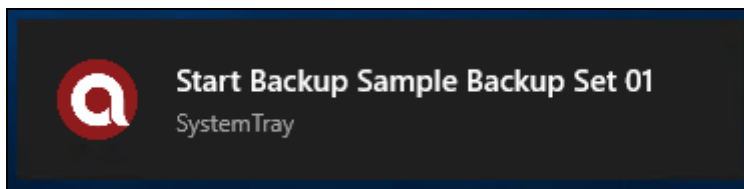
Backup and Logoff

This allows the user to log off from Windows once the backup job is done without opening AhsayACB.

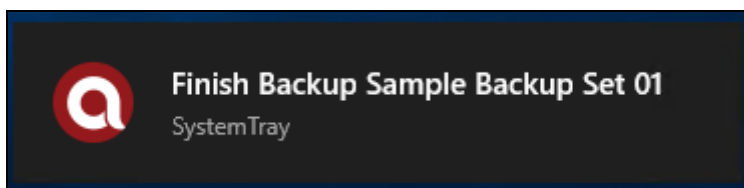


To log off from Windows after the backup job via the System tray, follow the instructions below:

1. Right click the AhsayACB icon.
2. Click [Backup and Logoff].
3. Select a backup set from the available list or select all.
4. A pop-up message will appear stating that the backup is starting to backup.



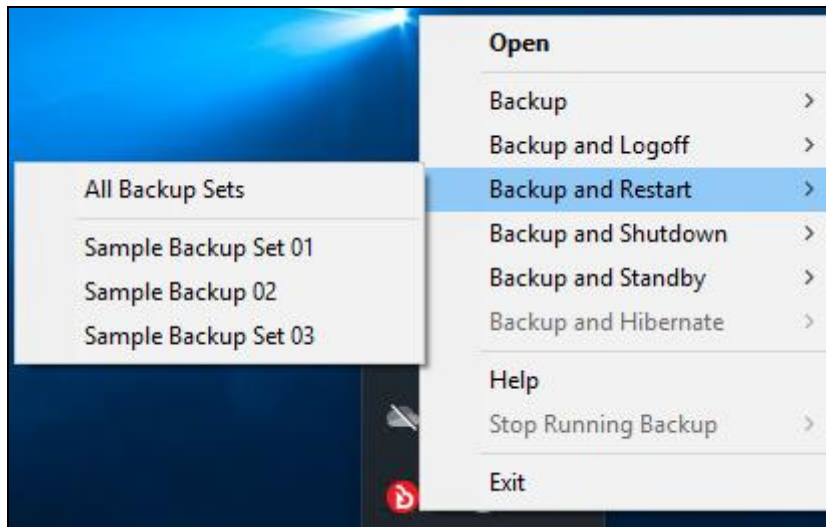
5. After the backup, a pop-up message will appear again stating that the backup is done.



6. Once the backup is done, the User will be automatically logged off from Windows.

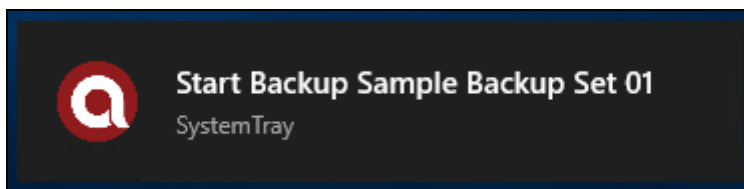
Backup and Restart

This allows the user to restart the machine once the backup job is done without opening the AhsayACB.

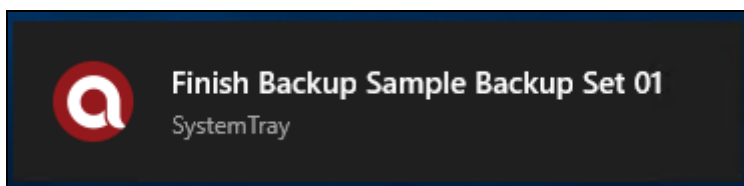


To restart the machine after the backup job via the System tray, follow the instructions below:

1. Right click the AhsayACB icon.
2. Click [Backup and Restart].
3. Select a backup set from the available list or select all.
4. A pop-up message will appear stating that the backup is starting to backup.



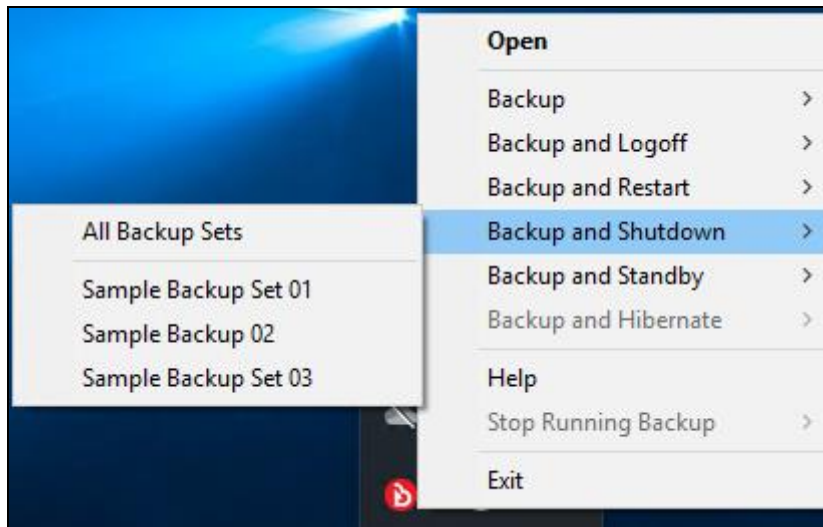
5. After the backup, a pop-up message will appear again stating that the backup is done.



6. Once the backup is done, the machine will restart.

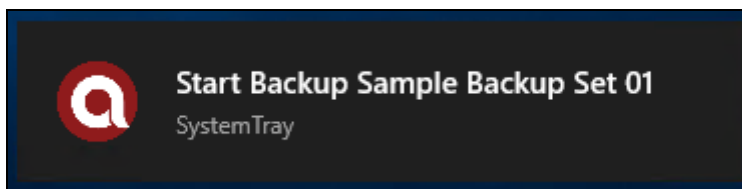
Backup and Shutdown

This allows the user to shut down the machine once the backup job is done without opening AhsayACB.

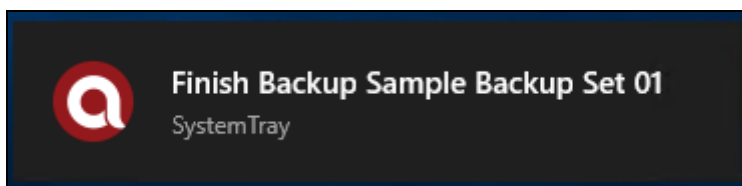


To shut down the machine after the backup job via the System tray, follow the instructions below:

1. Right click the AhsayACB icon.
2. Click [Backup and Shutdown].
3. Select a backup set from the available list or select all.
4. A pop-up message will appear stating that the backup is starting to backup.



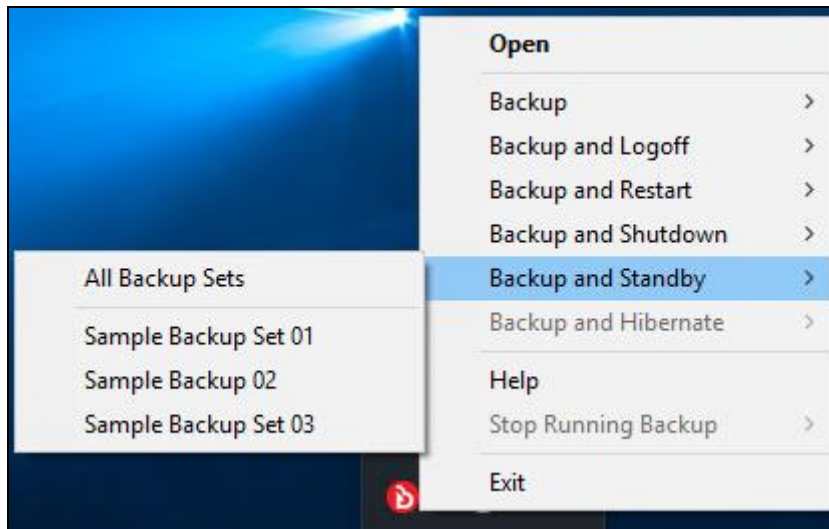
5. After the backup, a pop-up message will appear again stating that the backup is done.



6. Once the backup is done, the machine will shut down.

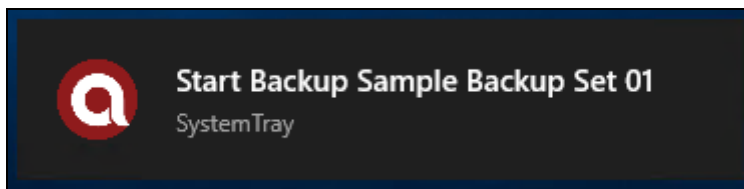
Backup and Standby

This allows the user to stand by the machine once the backup job is done without opening AhsayACB.

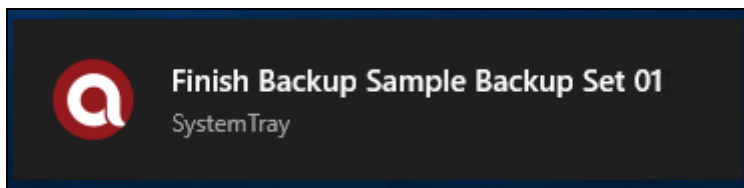


To stand by the machine after the backup job via the System tray, follow the instructions below:

1. Right click the AhsayACB icon.
2. Click [Backup and Standby].
3. Select a backup set from the available list or select all.
4. A pop-up message will appear stating that the backup is starting to backup.



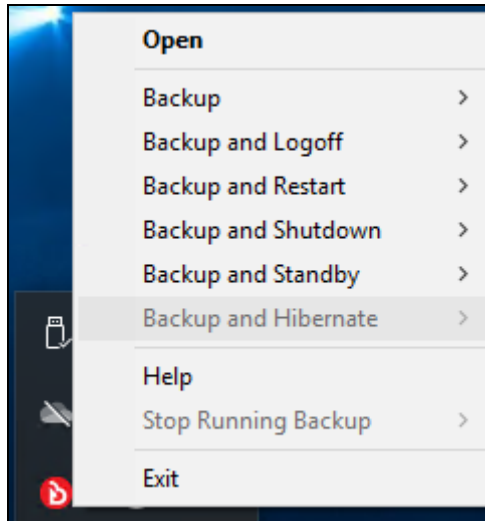
5. After the backup, a pop-up message will appear again stating that the backup is done.



6. Once the backup is done, the machine will standby.

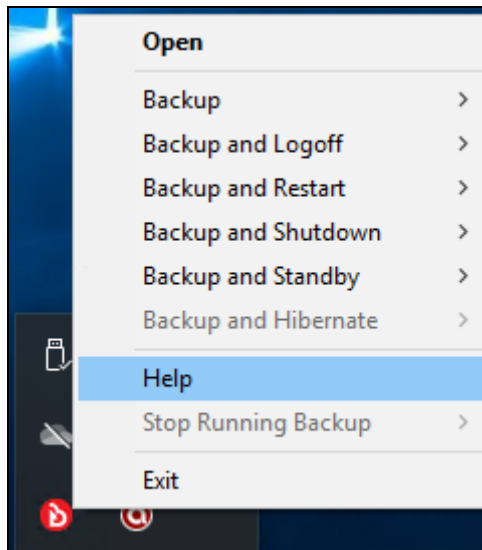
Backup and Hibernate

This allows the user to hibernate the machine once the backup job is done without opening AhsayACB. If the hibernate mode is not available on the windows version you are using then this will be disabled.



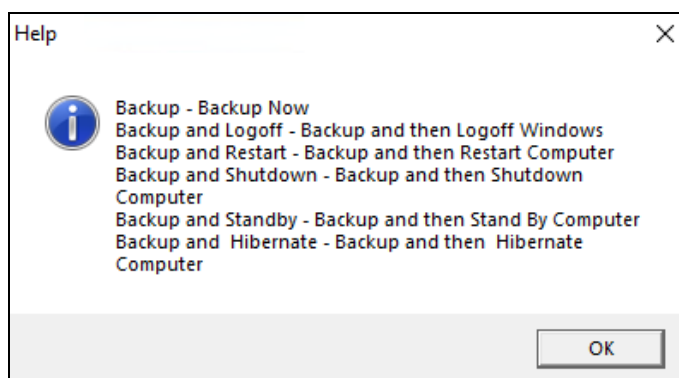
Help

This allows the user to see the list and brief descriptions of the control menu of the System tray.



To see the list and brief descriptions of the control menu of the System tray, follow the instructions below:

1. Right click the AhsayACB icon.
2. Click [Help].



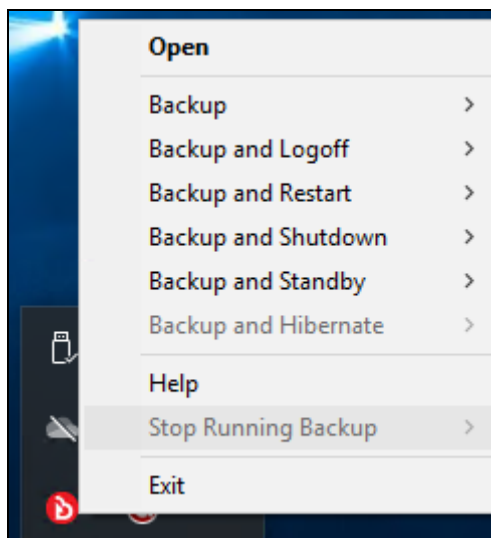
3. Click the [OK] button to exit from the window.

Stop Running Backup

This allows the user to stop the running manual, continuous, or scheduled backup job.

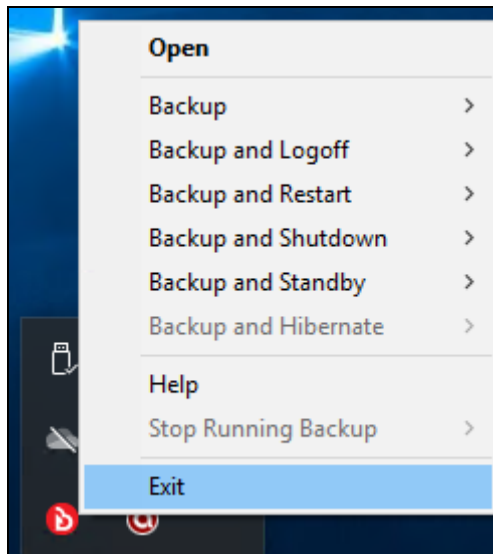


This will be disabled if there's no backup running.



Exit

This allows the user to close the AhsayACB application including the AhsayACB icon at the taskbar.

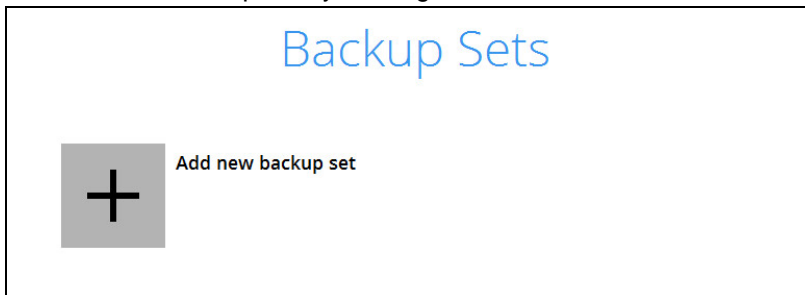


8 Create a Backup Set

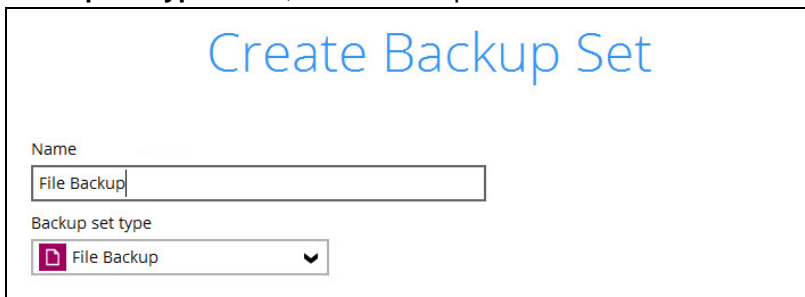
1. Click the **Backup Sets** icon on the AhsayACB main interface.



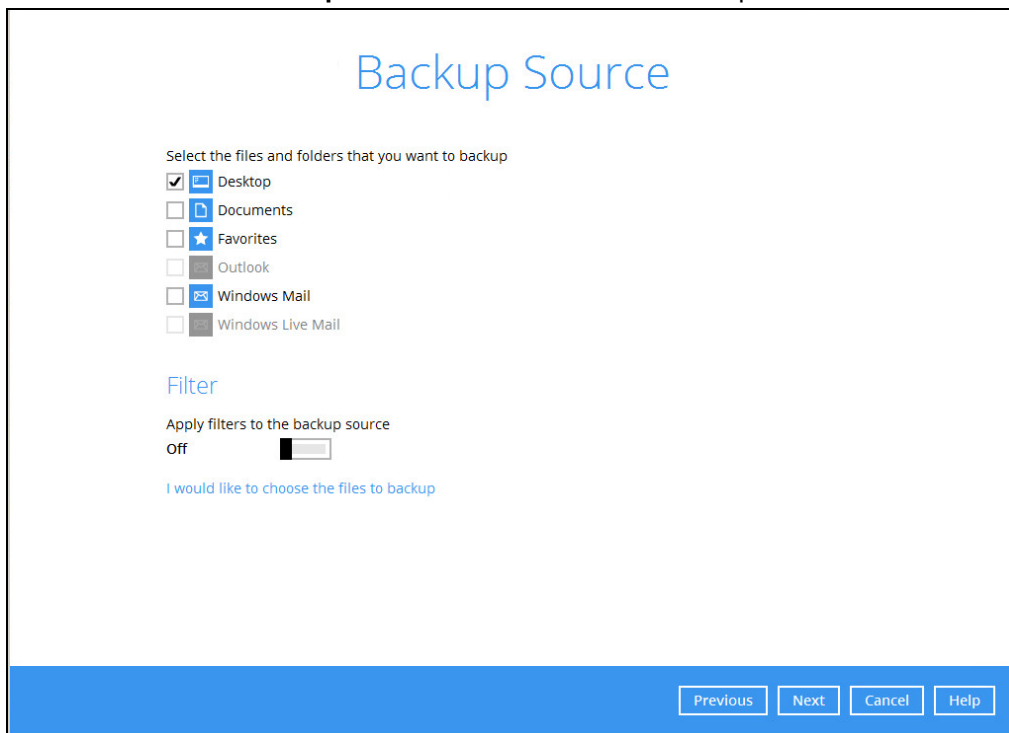
2. Create a new backup set by clicking the "+" icon next to **Add new backup set**.



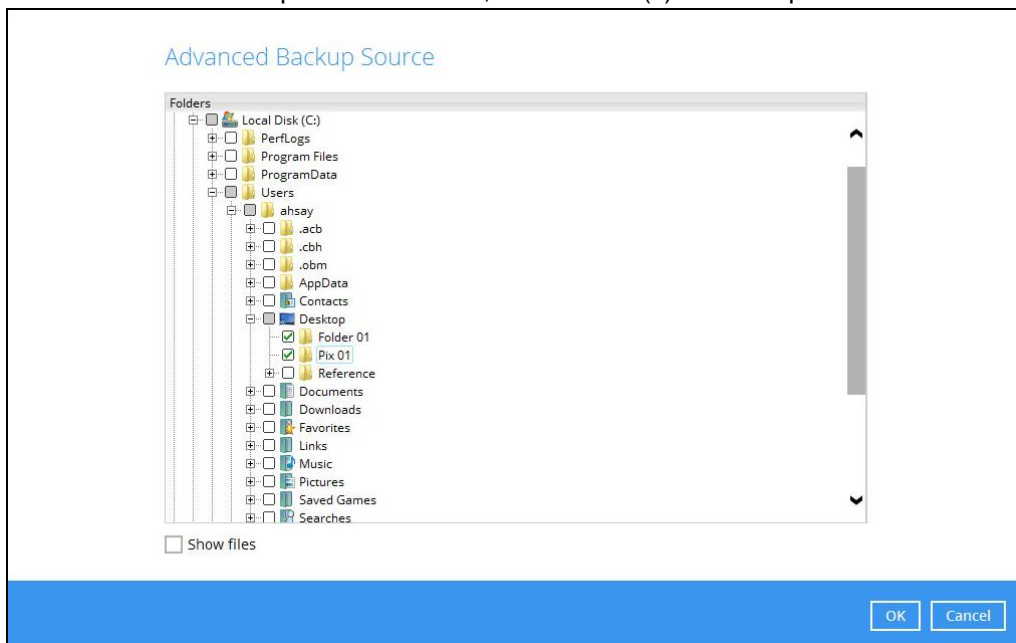
3. When the Create Backup Set window appears, name your new backup set and select the **Backup set type**. Then, click **Next** to proceed.

A white rectangular window titled "Create Backup Set" in blue. It contains a "Name" label above a text input field with "File Backup" entered. Below this is a "Backup set type" label above a dropdown menu. The dropdown menu shows "File Backup" with a small downward arrow on the right.

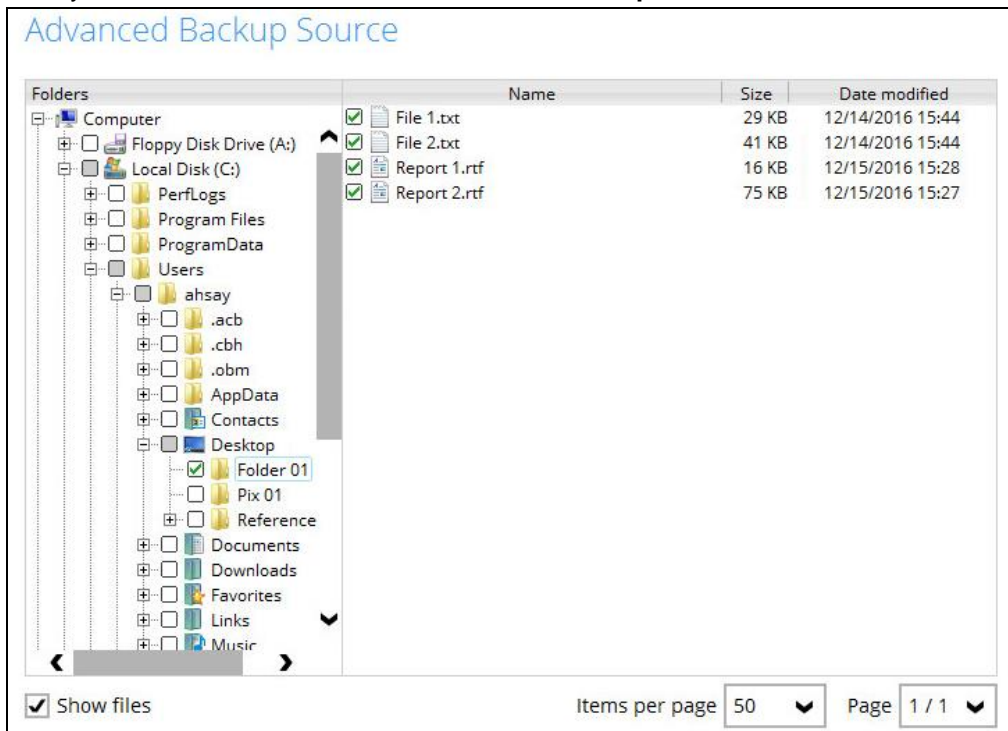
4. In the Backup Source window, select the files and folders for backup. Click **I would like to choose the files to backup** to select individual files for backup.



5. In the Advanced Backup Source window, select folder(s) to back up all files in the folder(s).

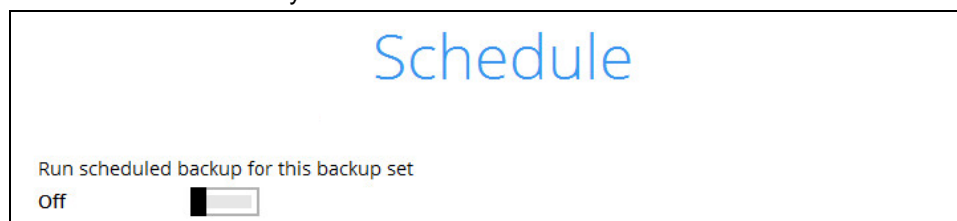


6. Alternatively, if you want to back up only specific files instead of all files in your selected folder(s), select the **Show files** checkbox at the bottom of the screen. A list of files will appear on the right hand side. Select the checkbox(es) next to the file(s) to back up. Then, click **OK** to save your selections and close the **Advanced Backup Source** window.

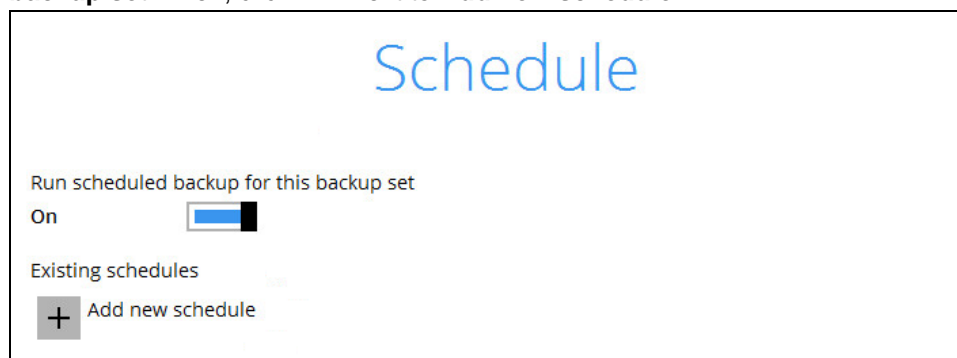


7. In the Backup Source window, click **Next** to proceed.
8. When the **Schedule** window appears, you can configure a backup schedule to automatically run a backup job at your specified time interval. In the Schedule window, the Run scheduled backup for this backup set is **Off** by default.

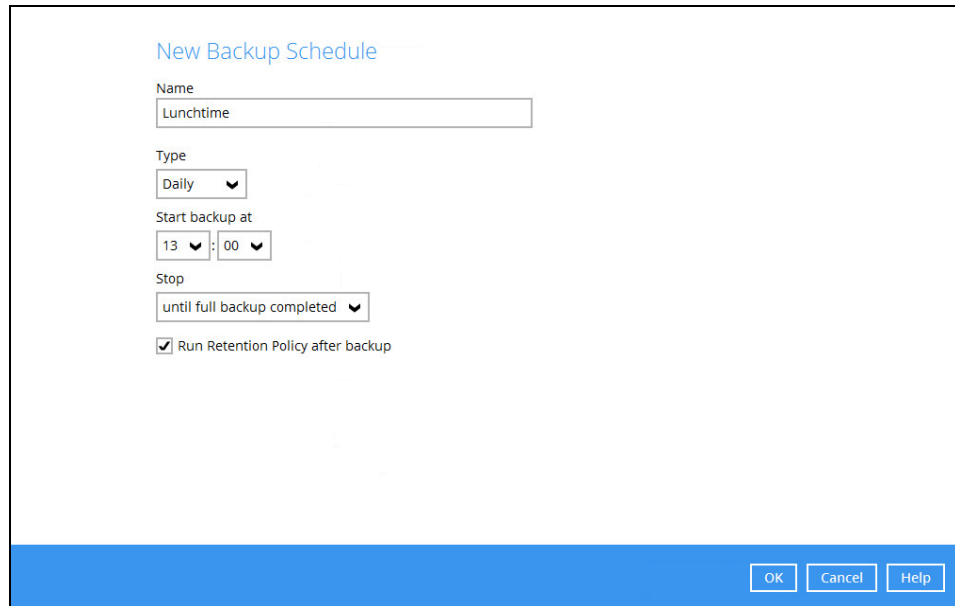
- You can leave it as is if you want to add a schedule later.



- If you want to add a schedule now, switch **On Run scheduled backup for this backup set**. Then, click **+** next to **Add new schedule**.

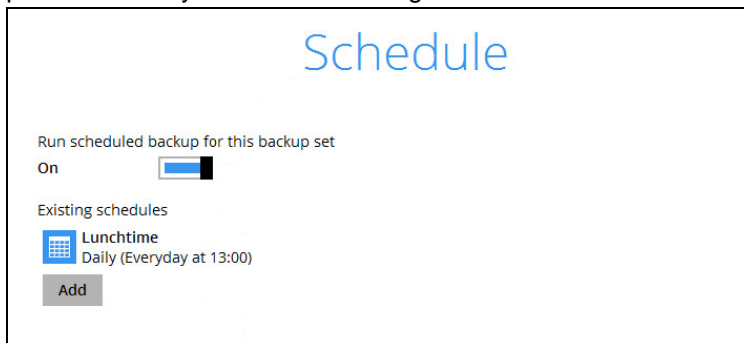


When the New Backup Schedule window appears, specify your backup schedule. Then, click **OK** to save your changes and close the New Backup Schedule window.

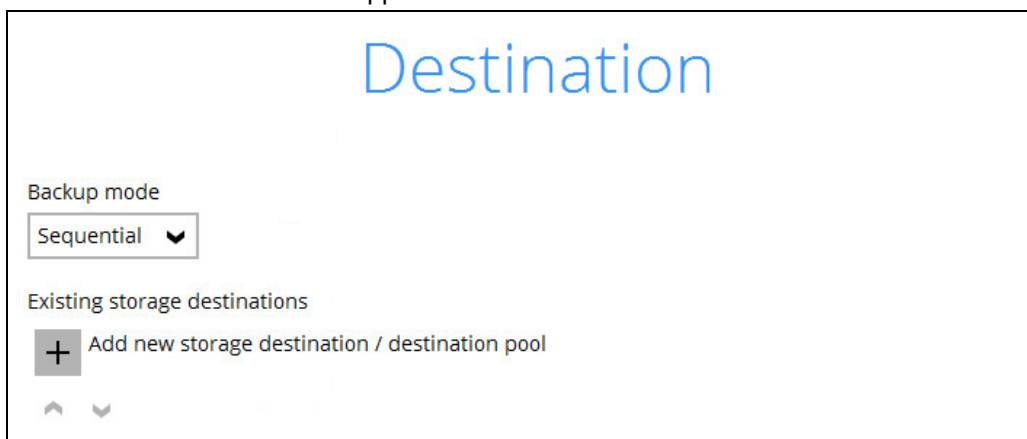


Note: For details about the options from the dropdown menus, please refer to chapter 8 [Configure Backup Schedule for Automated Backup](#).

9. In case you have added a schedule, it will be shown in the Schedule window. Click **Next** to proceed when you are done setting.




10. The **Destination** window will appear.

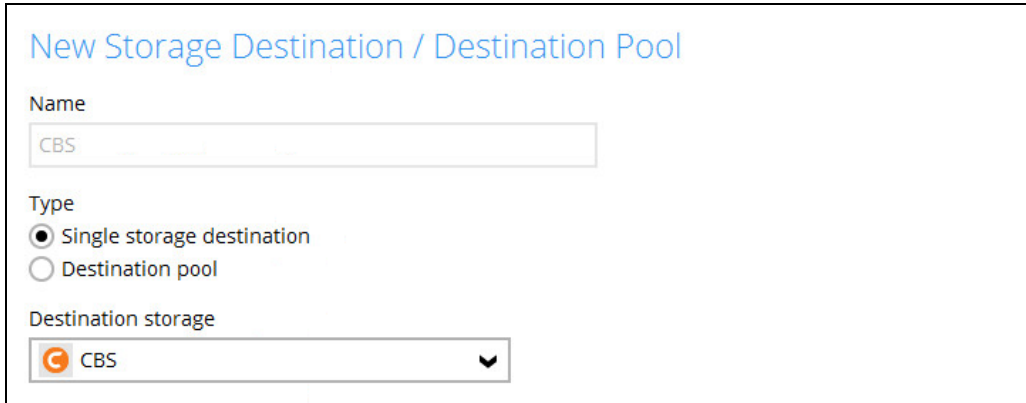


Select the appropriate option from the **Backup mode** dropdown menu.

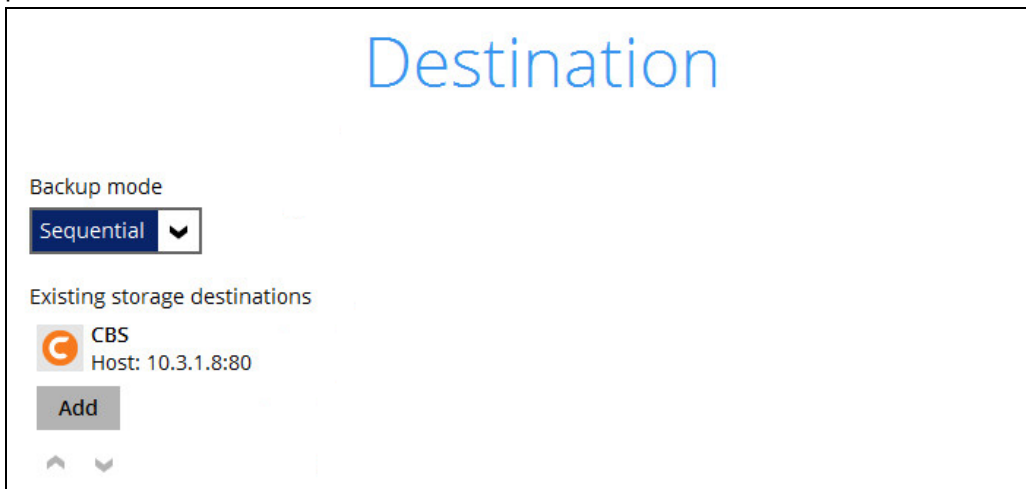
- ☒ **Sequential** (default value) – run backup jobs to each backup destination one by one
- ☐ **Concurrent** – run backup jobs to all backup destinations at the same time

To select a backup destination for the backup data storage, click  next to **Add new storage destination / destination pool**.

11. In the **New Storage Destination / Destination Pool** window, select the destination type and destination storage. Then, click **OK** to confirm your selection.



12. In the **Destination** window, your selected storage destination will be shown. Click **Next** to proceed.



13. If you wish to enable the **OpenDirect Restore** feature, make sure you turn on the OpenDirect restore switch in this menu. Click **Next** to proceed.

OpenDirect

OpenDirect

On



Support of opening backup data directly without restoration.

When OpenDirect is enabled, to optimize restore performance both compression and encryption will be disabled for this backup set.

Once OpenDirect is enabled and the setting is saved, it cannot be disabled without re-creating the backup set.

Note

1. Once the OpenDirect Restore feature is enabled and the backup set is saved, it is **NOT** possible to disable it afterwards, and vice versa. A new backup set will have to be created again if you wish to do so.
2. OpenDirect restore requires an additional OpenDirect restore module license to work. Contact your backup service provider for further details.

14. **IMPORTANT:** If you have enabled the OpenDirect Restore, backup data will not be compressed and encrypted to optimize restore performance, therefore you can skip to step 17.

In the Encryption window, the default **Encrypt Backup Data** option is enabled with an encryption key preset by the system which provides the most secure protection.

Encryption

Encrypt Backup Data

On



Encryption Type

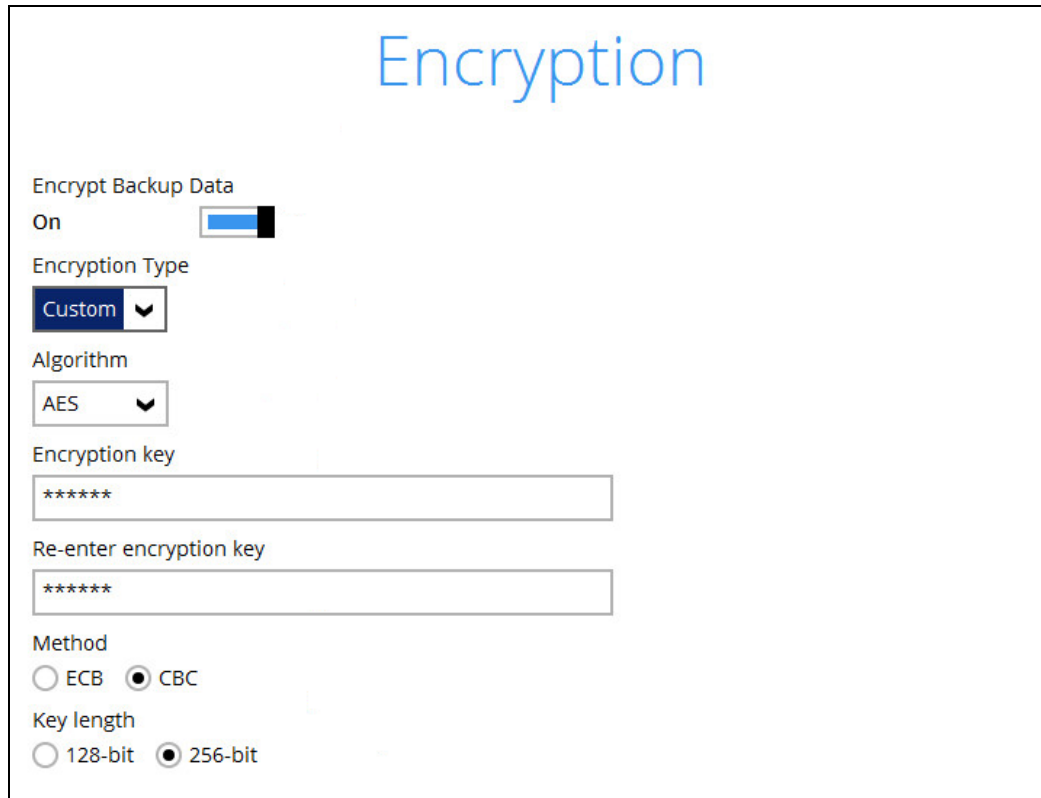
Default	▼
Default	
User password	
Custom	

You can choose from one of the following three Encryption Type options:

- **Default** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
- **User password** – the encryption key will be the same as the login password of your AhsayACB at the time when this backup set is created. Please be reminded that if you

change the AhsayACB login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.

- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method and key length



Encryption

Encrypt Backup Data
On ☒

Encryption Type
Custom ▼

Algorithm
AES ▼

Encryption key

Re-enter encryption key

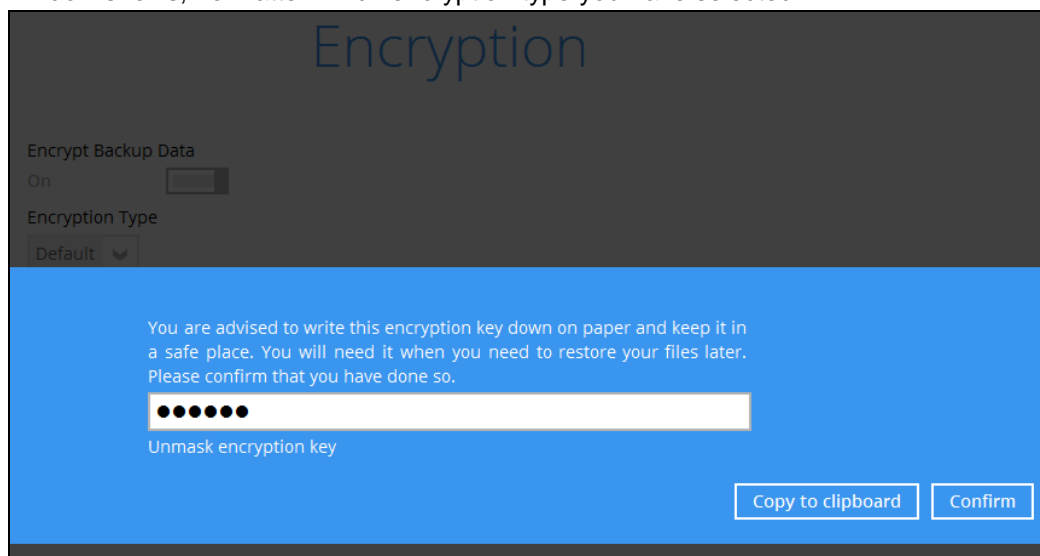
Method
☐ ECB ☒ CBC

Key length
☐ 128-bit ☒ 256-bit

Note: For best practice on managing your encryption key, refer to the following KB article.
<https://forum.ahsay.com/viewtopic.php?f=169&t=14090>

Click **Next** when you are done setting.

15. If you have enabled the Encryption Key feature in the previous step, the following pop-up window shows, no matter which encryption type you have selected.



Encryption

Encrypt Backup Data
On ☒

Encryption Type
Default ▼

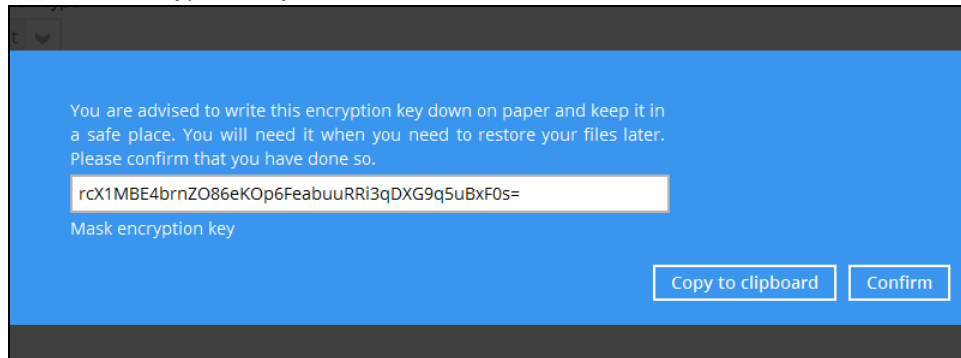
You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so.

Unmask encryption key

Copy to clipboard Confirm

The pop-up window has the following three options to choose from:

- **Unmask encryption key** – The encryption key is masked by default. Click this option to show the encryption key.



- **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.
- **Confirm** – Click to exit this pop-up window and proceed to the next step.

16. The following screen prompts you to enter the Windows login credentials for user authentication, if you have enabled the Schedule Backup feature in step 8.

Windows User Authentication

Domain Name (e.g Ahsay.com) / Host Name

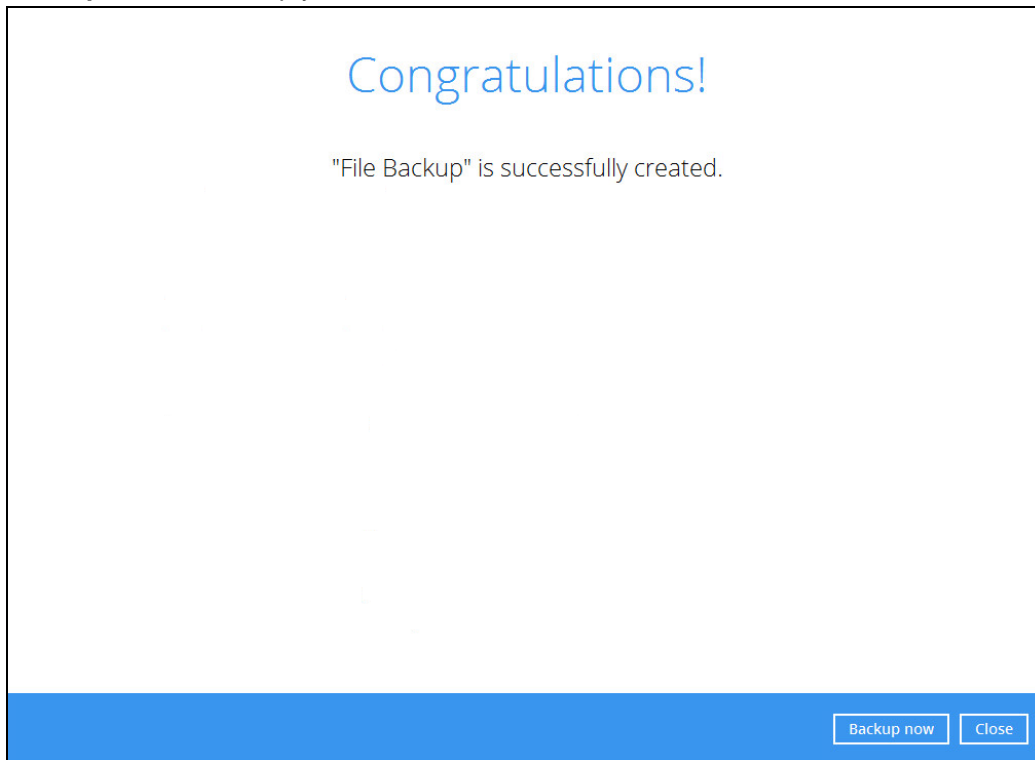
User name

Password

Note

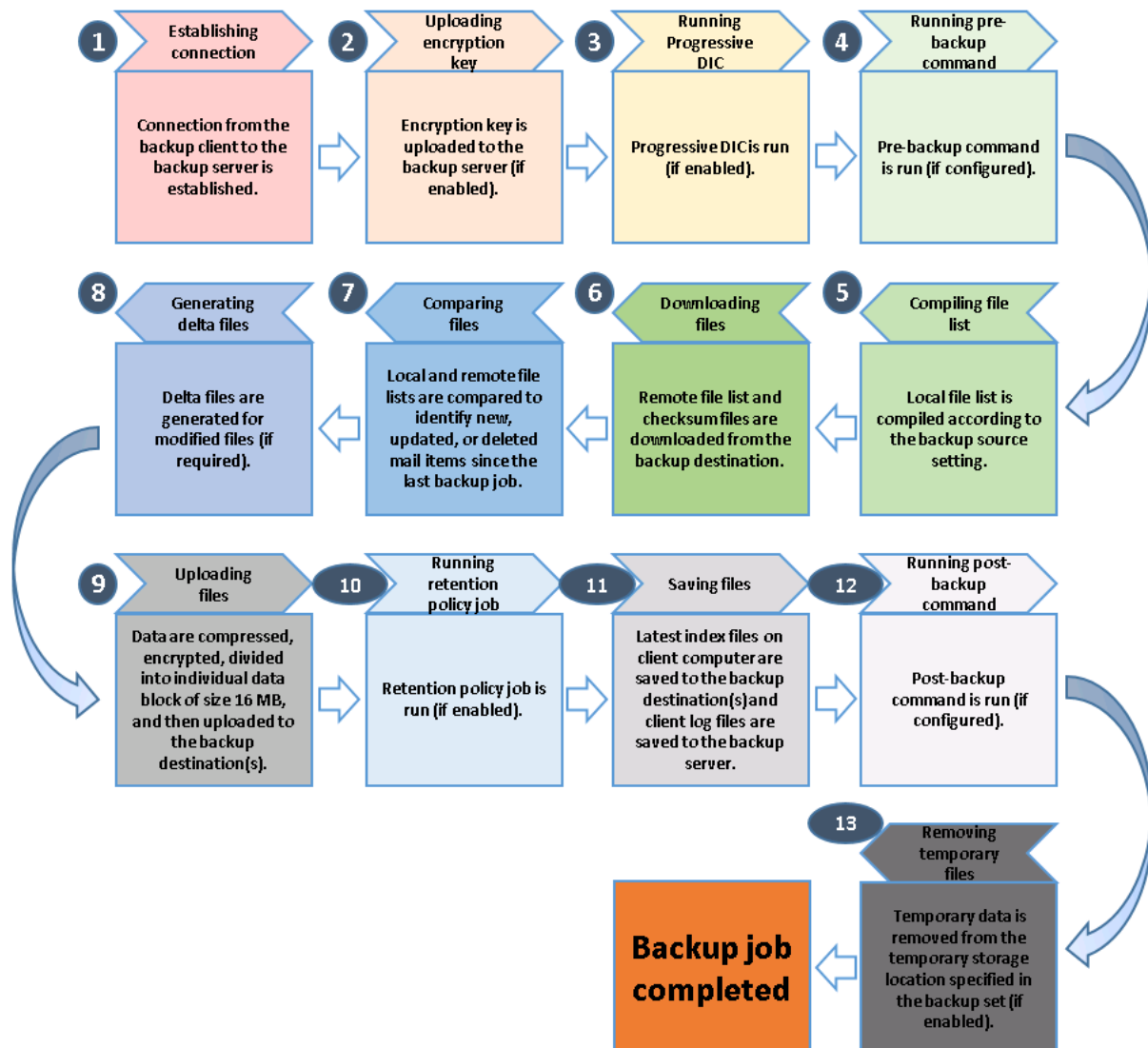
If you have selected to back up individual folder(s) / file(s) on your local computer's drive in step 5, the Windows User Authentication request will be bypassed and therefore the screen shown above will not display even though the Schedule Backup feature has been turned on.

17. Upon successful creation of the backup set, the following screen will appear. You can click **Backup now** to back up your data or click **Close** to exit.



9 Overview on Backup Process

The following steps are performed during a backup job:



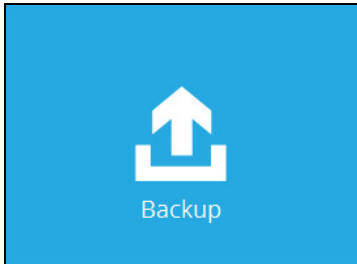
10 Run Backup Jobs

Login to AhsayACB

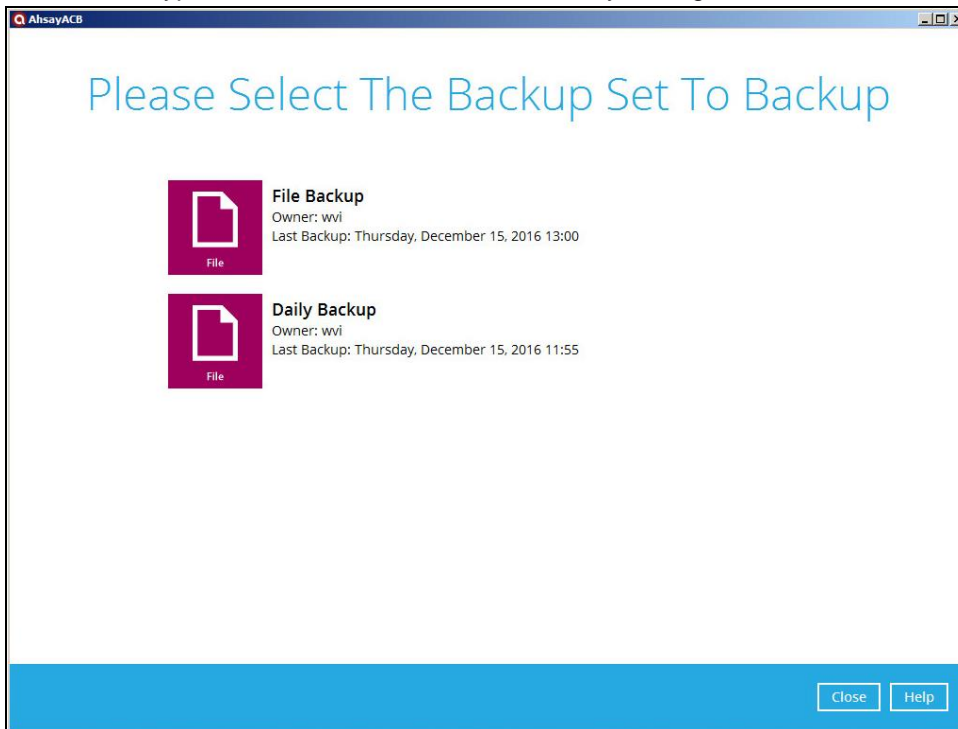
Login to the AhsayACB application according to the instructions in section [5.1 Login to AhsayACB](#).

Start a Manual Backup

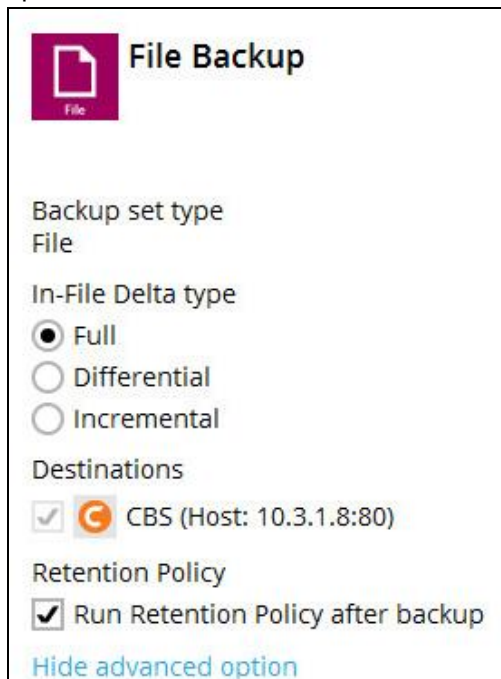
1. Click the **Backup** icon on the main interface of AhsayACB.



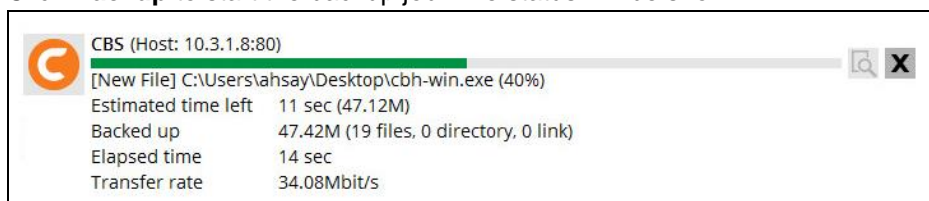
2. Select the backup set which you would like to start a backup for. In case you want to modify the In-File Delta type, Destinations and Retention Policy settings, click **Show advanced option**.



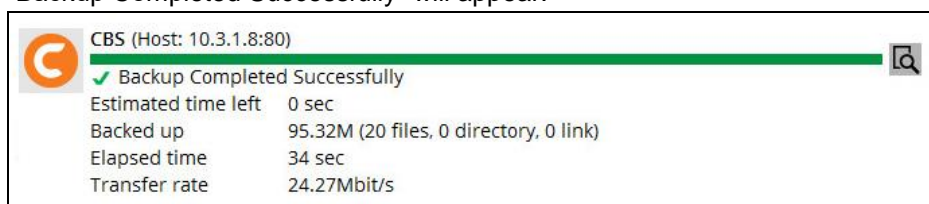
3. When advanced options are shown, it is recommended that you tick the checkbox next to **Run Retention Policy after backup** in the Retention Policy section at the bottom. This will help you save hard disk quota in the long run. In the In-File Delta type section, the following three options are available:




- **Full** – A full backup captures all the data that you want to protect. When you run a backup job for the first time, AhsayACB will run a full backup regardless of the in-file delta setting.
 - **Differential** – A differential backup captures only the changes made as compared with the last uploaded full file only (i.e. changes since the last full backup, not since the last differential backup).
 - **Incremental** – An incremental backup captures only the changes made as compared with the last uploaded full or delta file (i.e. changes since the last incremental backup).
4. Click **Backup** to start the backup job. The status will be shown.



5. When the backup is completed, the progress bar will be green in color and the message "Backup Completed Successfully" will appear.



6. You can click the  **View** icon on the right hand side to check the log. A window will pop up to show the log. Click **Close** to exit the pop-up window.

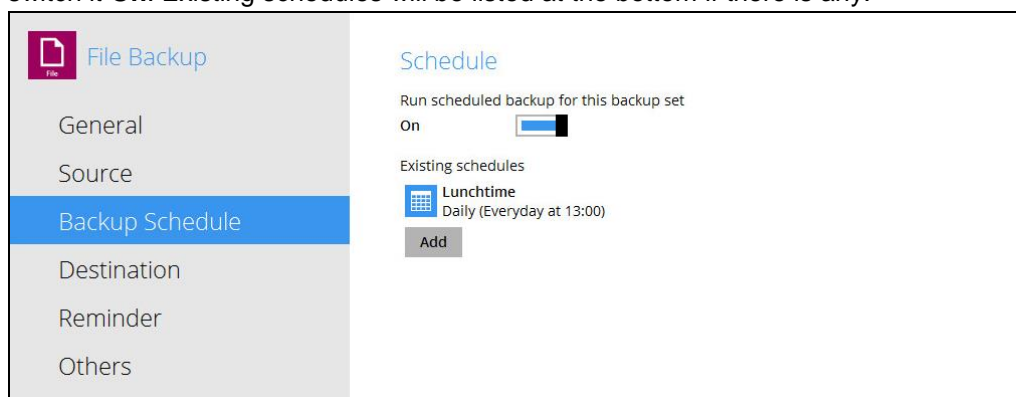
Type	Log	Time
Start [Windows Vista (wvi), AhsayACB v7.9.0.0]		11/28/2016 18:26:21
Saving encrypted backup set encryption keys to server...		11/28/2016 18:26:21
Start Backup ... [In-File Delta: Full]		11/28/2016 18:26:21
Using Temporary Directory C:\Users\ahsay\temp\1480323656299\OBS@1480326889446		11/28/2016 18:26:21
Downloading server file list...		11/28/2016 18:26:21
Downloading server file list... Completed		11/28/2016 18:26:22
Start creating Shadow Copy Set...		11/28/2016 18:26:22
Shadow Copy Set successfully created		11/28/2016 18:26:25
Reading backup source from hard disk...		11/28/2016 18:26:25
Incomplete backup file deleted because the file was not updated within the last 48 hours.. Deleting backup file - Path="CAUs...		11/28/2016 18:26:25
Incomplete backup file deleted because the file was not updated within the last 48 hours.. Deleting backup file - Path="CAUs...		11/28/2016 18:26:25
Incomplete backup file deleted because the file was not updated within the last 48 hours.. Deleting backup file - Path="CAUs...		11/28/2016 18:26:25
Incomplete backup file deleted because the file was not updated within the last 48 hours.. Deleting backup file - Path="CAUs...		11/28/2016 18:26:25
Incomplete backup file deleted because the file was not updated within the last 48 hours.. Deleting backup file - Path="CAUs...		11/28/2016 18:26:25
Incomplete backup file deleted because the file was not updated within the last 48 hours.. Deleting backup file - Path="CAUs...		11/28/2016 18:26:25
Incomplete backup file deleted because the file was not updated within the last 48 hours.. Deleting backup file - Path="CAUs...		11/28/2016 18:26:25
Incomplete backup file deleted because the file was not updated within the last 48 hours.. Deleting backup file - Path="CAUs...		11/28/2016 18:26:26
Incomplete backup file deleted because the file was not updated within the last 48 hours.. Deleting backup file - Path="CAUs...		11/28/2016 18:26:26
Incomplete backup file deleted because the file was not updated within the last 48 hours.. Deleting backup file - Path="CAUs...		11/28/2016 18:26:26
Incomplete backup file deleted because the file was not updated within the last 48 hours.. Deleting backup file - Path="CAUs...		11/28/2016 18:26:26

Configure Backup Schedule for Automated Backup

1. Click the **Backup Sets** icon on the AhsayACB main interface.



2. All backup sets will be listed. Select the backup set that you would like to create a backup schedule for. A screen will pop up, showing the General tab.
3. Go to the **Backup Schedule** tab. In case Run scheduled backup for this backup set is off, switch it **On**. Existing schedules will be listed at the bottom if there is any.



4. Click **Add** to add a backup schedule. The New Backup Schedule window will appear.

New Backup Schedule

Name
Daily-1

Type
Daily

Start backup at
14 : 52

Stop
until full backup completed

☐ Run Retention Policy after backup

OK Cancel Help

5. In the New Backup Schedule window, you can configure your backup schedule settings. To save hard disk quota in the long run, it is recommended that you tick the checkbox next to **Run Retention Policy after backup** at the bottom. The rest of the setting options will vary by which option you choose from the **Type** dropdown menu:

• **Daily** – what time to start the backup job

New Backup Schedule

Name
Dayend

Type
Daily

Start backup at
18 : 00

Stop
until full backup completed

☒ Run Retention Policy after backup

• **Weekly** – which day of the week and what time that day to start the backup job

New Backup Schedule

Name
Weekend

Type
Weekly

Backup on these days of the week
☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☒ Sat

Start backup at
23 : 00

Stop
until full backup completed

☒ Run Retention Policy after backup

- **Monthly** – which day of the month and what time that day to start the backup job

New Backup Schedule

Name
Monthly Closing

Type
Monthly

Backup on the following day every month

☒ Day Last
☐ First Sunday

Start backup at
23 : 59 on the selected days

Stop
until full backup completed

☒ Run Retention Policy after backup

- **Custom** – which date to start a one-off backup job

New Backup Schedule

Name
New Year Eve

Type
Custom

Backup on the following day once

2016 December 31

Start backup at
23 : 59

Stop
until full backup completed

☒ Run Retention Policy after backup

The **Stop** dropdown menu offers two options:

- **until full backup completed** – in case you prefer a complete backup

Stop

until full backup completed

until full backup completed

after

- **after [how many] hr** – in case you prefer the backup job to stop after a certain number of hours regardless of whether the backup job is completed

Stop

after

▼

1

▼


hr

☒ Run Retention Policy after backup


As an example, the four types of backup schedules may look like the following.


Schedule


Run scheduled backup for this backup set


On 

Existing schedules

 **Lunchtime**
Daily (Everyday at 13:00)

 **Dayend**
Daily (Everyday at 18:00)

 **Weekend**
Weekly - Saturday (Every week at 23:00)

 **New Year Eve**
Custom (2016-12-31 at 23:59)

Add

6. Click **Save** to confirm your settings. Then, click **Close** to exit Backup Sets.

11 Restore Data

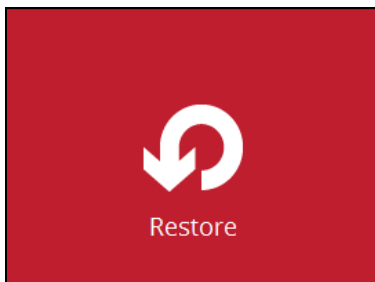
Restore Method

There are two restore methods available, the traditional restore and OpenDirect restore. OpenDirect restore applies only to File backup sets with OpenDirect feature enabled.

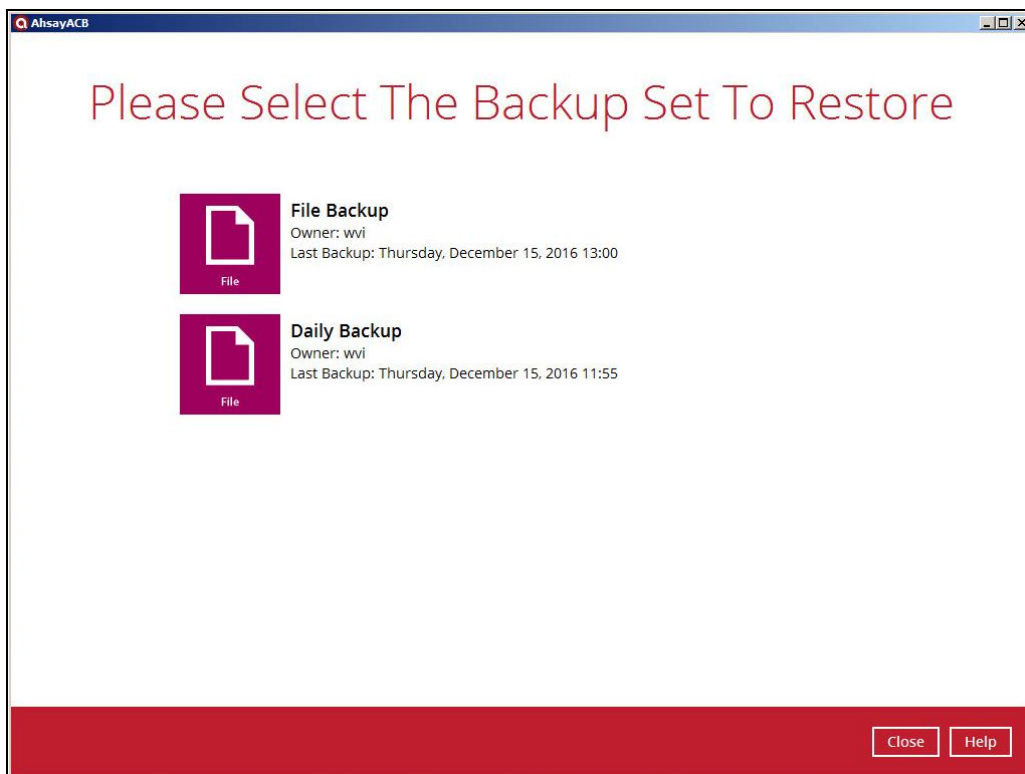
For more details on the differences of the two restore methods, refer to [Benefits of using OpenDirect Restore](#).

Traditional Restore

1. Log in to the AhsayACB application according to the instructions in section [Login to AhsayACB](#).
2. Click the **Restore** icon on the AhsayACB main interface.



3. All the available backup sets for restore will be listed. Select the backup set that you would like to restore data from.



4. Select where you would like to restore your data from.



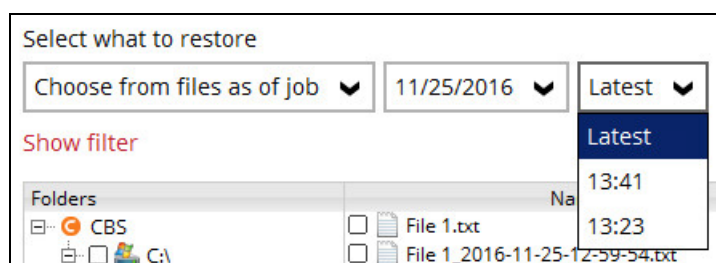
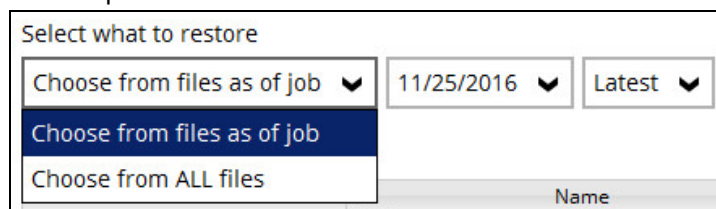
5. Select **Normal restore**.



6. 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.

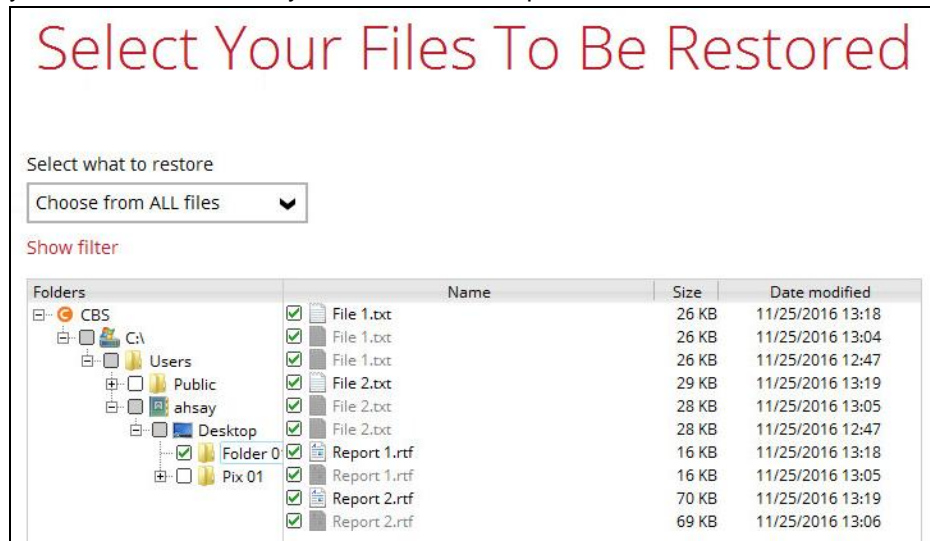
There are two options from the **Select what to restore** dropdown menu:

- **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.



The following is an example showing all the available backup versions of the file **File 1.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.

	Name	Size	Date modified
<input checked="" type="checkbox"/>	File 1.txt	26 KB	11/25/2016 13:18
<input checked="" type="checkbox"/>	File 1.txt	26 KB	11/25/2016 13:04
<input checked="" type="checkbox"/>	File 1.txt	26 KB	11/25/2016 12:47
<input checked="" type="checkbox"/>	File 2.txt	29 KB	11/25/2016 13:19
<input checked="" type="checkbox"/>	File 2.txt	28 KB	11/25/2016 13:05
<input checked="" type="checkbox"/>	File 2.txt	28 KB	11/25/2016 12:47
<input checked="" type="checkbox"/>	Report 1.rtf	16 KB	11/25/2016 13:18
<input checked="" type="checkbox"/>	Report 1.rtf	16 KB	11/25/2016 13:05
<input checked="" type="checkbox"/>	Report 2.rtf	70 KB	11/25/2016 13:19
<input checked="" type="checkbox"/>	Report 2.rtf	69 KB	11/25/2016 13:06

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.

Name	Date modified	Type	Size
File 1.txt	11/25/2016 1:18...	Text Document	26 KB
File 1_2016-11-25-12-59-54.txt	11/25/2016 12:4...	Text Document	26 KB
File 1_2016-11-25-13-07-14.txt	11/25/2016 1:04...	Text Document	26 KB
File 2.txt	11/25/2016 1:19...	Text Document	29 KB
File 2_2016-11-25-12-59-54.txt	11/25/2016 12:4...	Text Document	28 KB
File 2_2016-11-25-13-07-14.txt	11/25/2016 1:05...	Text Document	28 KB
Report 1.rtf	11/25/2016 1:18...	Rich Text Docum...	16 KB
Report 1_2016-11-25-13-07-14.rtf	11/25/2016 1:06...	Rich Text Docum...	16 KB
Report 2.rtf	11/25/2016 1:19...	Rich Text Docum...	70 KB
Report 2_2016-11-25-13-07-14.rtf	11/25/2016 1:06...	Rich Text Docum...	69 KB

- Click the **Show files** checkbox to select individual files for restoration. Click **Next** to proceed when you are done with the selections.

8. 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 AhsayACB 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 AhsayACB.

Choose Where The Files To Be Restored

Restore files to

☒ Original location

☐ Alternate location

[Show advanced option](#)

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

Choose Where The Files To Be Restored

Restore files to

☐ Original location

☒ Alternate location

[Show advanced option](#)

Change Path

Look in: Documents

Alternate Restore Location

Recent Items

Desktop

Documents

Computer

Network

Folder name: C:\Users\ahsay\Documents\Alternate Restore Location

Files of type: All Files

OK

Cancel

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

Restore files to

☐ Original location

☒ Alternate location

[Show advanced option](#)

☐ Restore file permissions

☐ Delete extra files

☒ Follow Link

☐ Resolve Link

[Hide advanced option](#)

- **Restore file permissions**



Restore file permissions are disabled by default. When you perform a file restore on shared files or folders using a shared computer, it is recommended that you enable Restore file permissions by ticking the checkbox so that the files restored will not be fully accessible to everyone using the shared computer.

- **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.

Document folder 01	
Name	
 doc 1.docx	} Files remain after restore
 doc 2.docx	

WARNING

Please exercise extra caution when enabling this feature. Consider what data in the restore destination 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	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. 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.
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.

10. 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. In case the same directory path does not exist in the computer you are running AhsayACB, you have to click **Browse** to define a new location for storing the temporary files. Otherwise, you will not be able to perform a restore.

Temporary Directory

Temporary directory for storing restore files

11. Click **Restore** to start the restore. The status will be shown.
12. When the restore is completed, the message “Restore Completed Successfully” will appear.

CBS (Host: 10.3.1.8:80)

✓ Restore Completed Successfully

Estimated time left 0 sec

Restored 540 (2 files)

Elapsed time 33 sec

Transfer rate 128bit/s

You can click the **View** icon on the right hand side to check the log. A window will pop up to show the log. Click **Close** to exit the pop-up window.

		Show All ▼
Type	Log	Time
	Start [Windows Vista (wvi), AhsayOBM v7.9.0.0]	11/25/2016 14:27:41
	Initializing decrypt action...	11/25/2016 14:27:41
	Initializing decrypt action... Completed	11/25/2016 14:27:41
	Downloading... "C:\Users\ahsay\Desktop\Folder 01\File 1.txt" (Total 25k bytes)	11/25/2016 14:28:11
	Downloading... "C:\Users\ahsay\Desktop\Folder 01\Report 1.rtf" (Total 15k bytes)	11/25/2016 14:28:13
	Restore Completed Successfully	11/25/2016 14:28:14

13. In the Restore window, click **Cancel** to close the Restore window.
14. To exit AhsayACB, click the “x” on the top right corner. A message will appear to ask for your confirmation. Click **Yes** to close the application. If you wish to use the AhsayACB again, you will then have to launch it again.

OpenDirect Restore

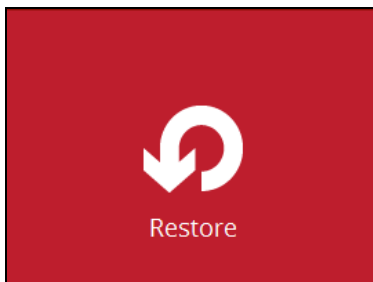
This restore method applies to backup sets created with OpenDirect restore enabled only.

IMPORTANT

Before you proceed with the OpenDirect Restore, make sure the following dependencies are fulfilled. Failure to do so may cause the restore to fail.

- Microsoft Visual C++ 2015 Redistributable (x86) / (x64)
<https://www.microsoft.com/en-us/download/details.aspx?id=48145>
- Update for Universal C Runtime in Windows
<https://support.microsoft.com/en-us/help/2999226/update-for-universal-c-runtime-in-windows>
- Microsoft Security Advisory 3033929 (for Windows 7)
<https://technet.microsoft.com/en-us/library/security/3033929.aspx>

1. Log in to the AhsayACB application according to the instructions in section [Login to AhsayACB](#).
2. Click the **Restore** icon on the AhsayACB main interface.



3. All the available backup sets for restore will be listed. Select the backup set that you would like to restore data from.

Please Select The Backup Set To Restore



OpenDirect Restore

Owner: steven-tse

Last Backup: Tuesday, 16 May 2017 17:44



OpenDirect Restore 03

Owner: steven-tse

Last Backup: Tuesday, 16 May 2017 17:44

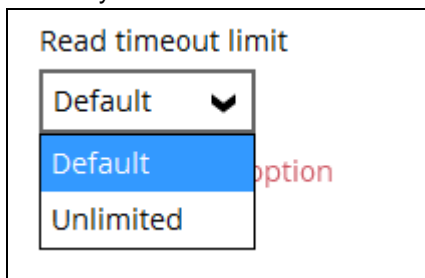
4. Select where you would like to restore your data from.



5. Select **Open backup data directly without restoration (OpenDirect)**.



You may select the **Read timeout limit** by clicking Show advanced option.



This selection defines the duration when the OpenDirect restore session will be disconnected if there is no response from the mounted compressed file or image.

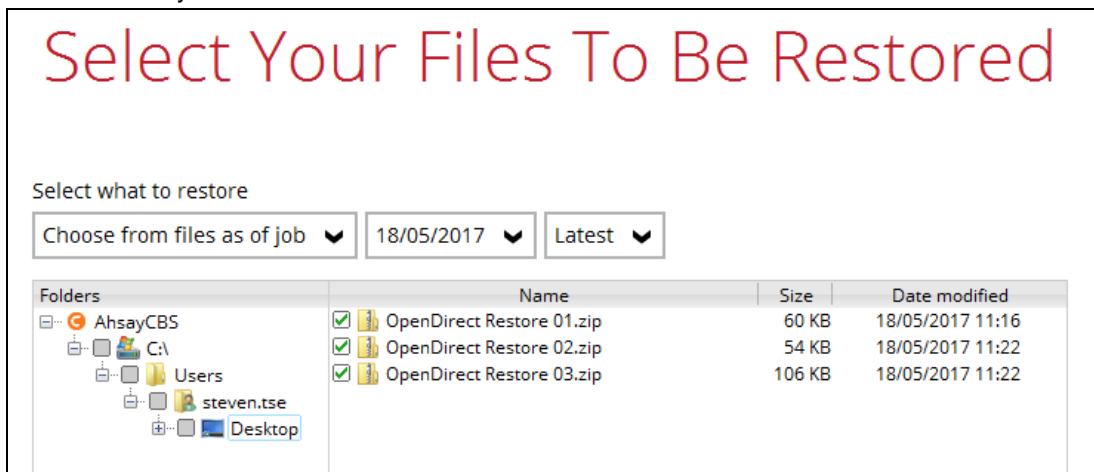
- **Default** – This setting should be suitable for compressed file or image located on a local, removable, or network drive. The time out value is 15 seconds.
- **Unlimited** – the connection will not be time out when this is selected. This selection is recommended under the following usage:
 - Backup destination is a cloud storage.
 - AhsayCBS over the Internet.
 - A large compressed file or image with large incremental delta chain.

Note

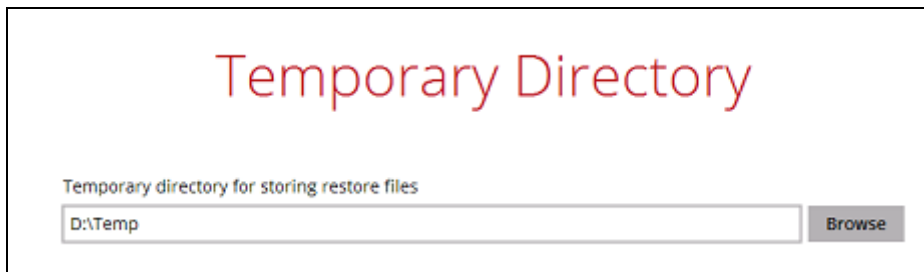
If in doubt or unsure about the compressed file or image size or network stability, it is recommended to use **Unlimited**.

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

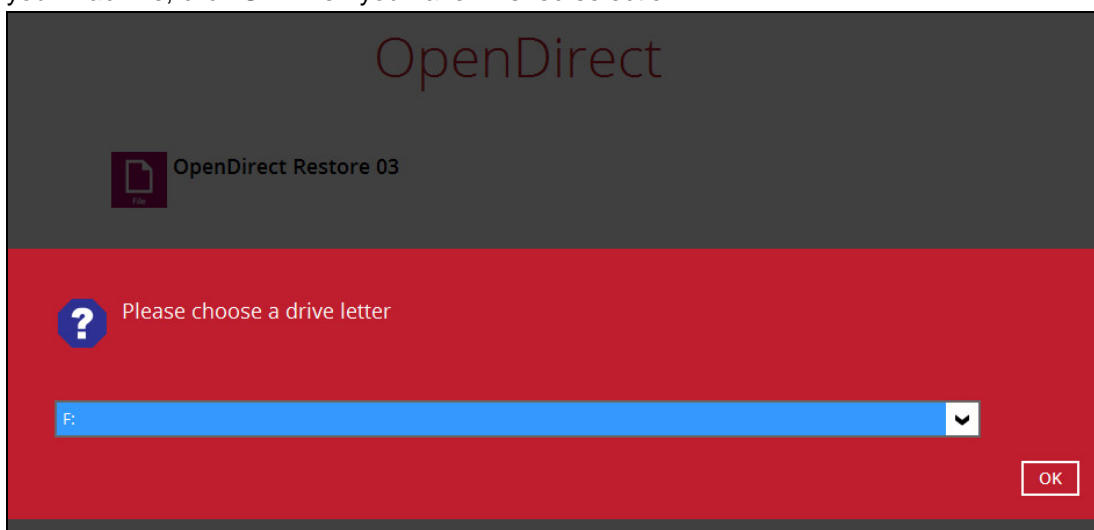
6. Select to restore files from a specific backup job, or from all files available, then select the files or folders that you would like to restore.



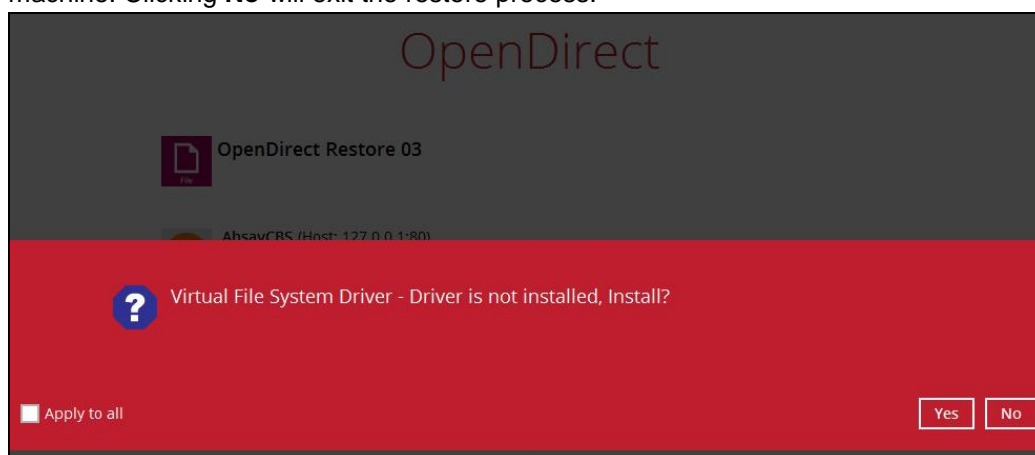
7. Select a temporary directory for storing restore files, then click Restore to start the OpenDirect restore.



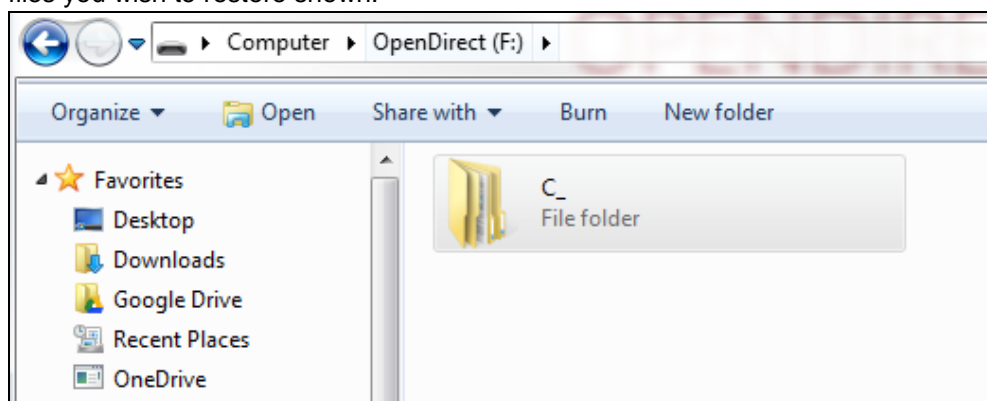
8. Click **Restore** to start the restore. The status will be shown.
9. You will be prompted to select drive letter where you wish the mounted files to be mapped on your machine, click **OK** when you have finished selection.



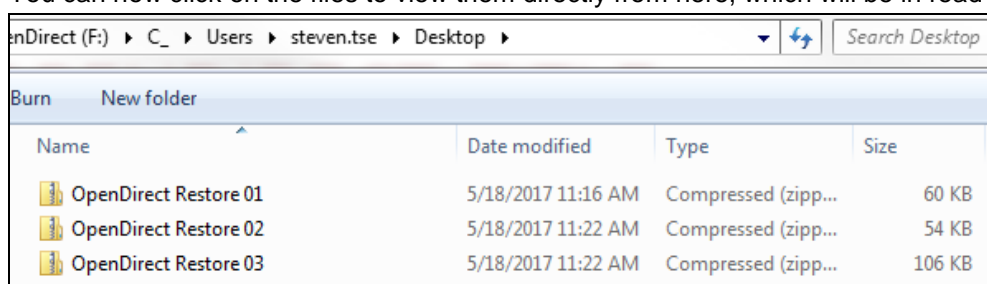
10. The following screen shows when you perform OpenDirect restore for this backup set on this machine for the first time only. Make sure you click **Yes** to confirm mounting the file(s) on this machine. Clicking **No** will exit the restore process.



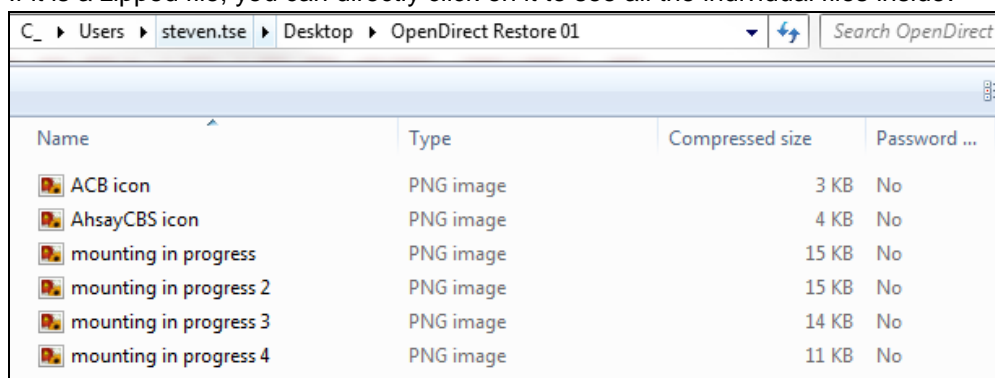
11. The selected drive letter will be mapped and prompted in the Windows Files Explorer with the files you wish to restore shown.



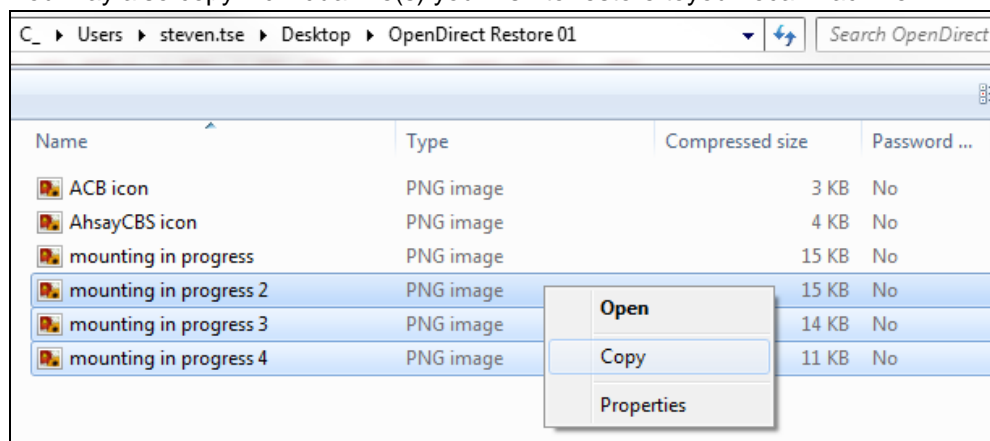
12. You can now click on the files to view them directly from here, which will be in read-only mode.



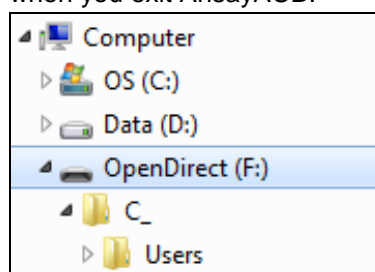
If it is a zipped file, you can directly click on it to see all the individual files inside.



You may also copy individual file(s) you wish to restore to your local machine.



13. The mounted drive letter cannot be ejected from the Windows File Explorer, it will only be closed when you exit AhsayACB.



14. When you have finished restoring the necessary files, you can go back to AhsayACB and click **Cancel** to exit the OpenDirect Restore.





IMPORTANT

1. As a result of the limitation of the virtual file system library, the mapped drive will only be unmounted from your machine when you exit AhsayACB. In other words, each OpenDirect restore session on AhsayACB can only mount and unmount once.
2. **OpenDirect restore** of file backup sets:
 - Will not show up on the **Restore Status** tab in **Live Activities** of the backup service provider AhsayCBS. **Restore Status** tab in **Live Activities** only applies to the restore performed directly through AhsayOBM.
 - Will not generate restore reports or report email on backup service provider AhsayCBS.
 - Will not generate restore log on AhsayACB.

12 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:

<https://forum.ahsay.com>

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>

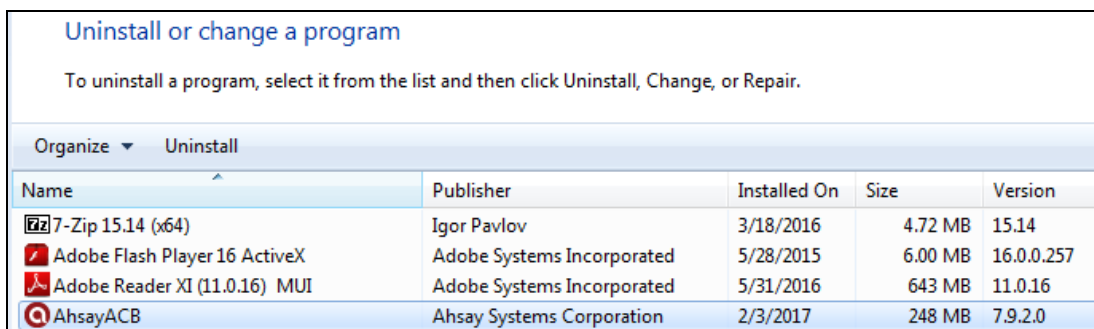
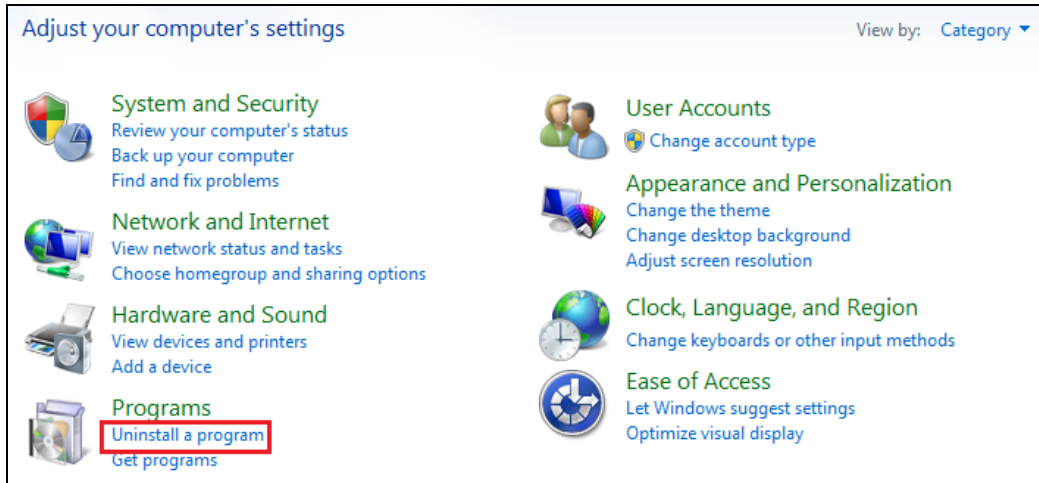
The specific document title as well as the change required/suggestion when contacting us.

Appendix

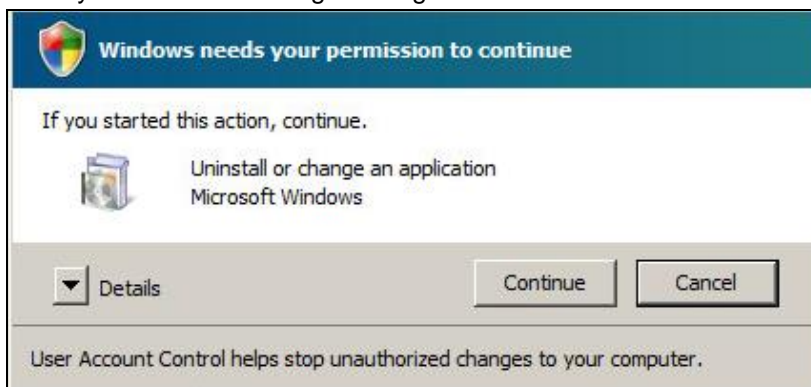
Uninstall AhsayACB

Follow the steps below to uninstall AhsayACB from your Windows.

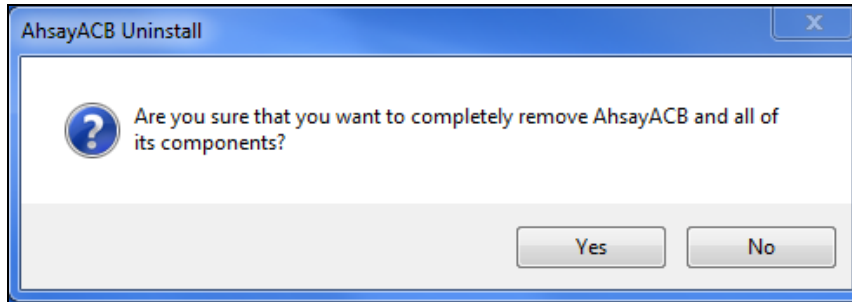
7. Go to **Control Panel > Programs and Features > Uninstall a program**, then look for AhsayACB and double click on it.



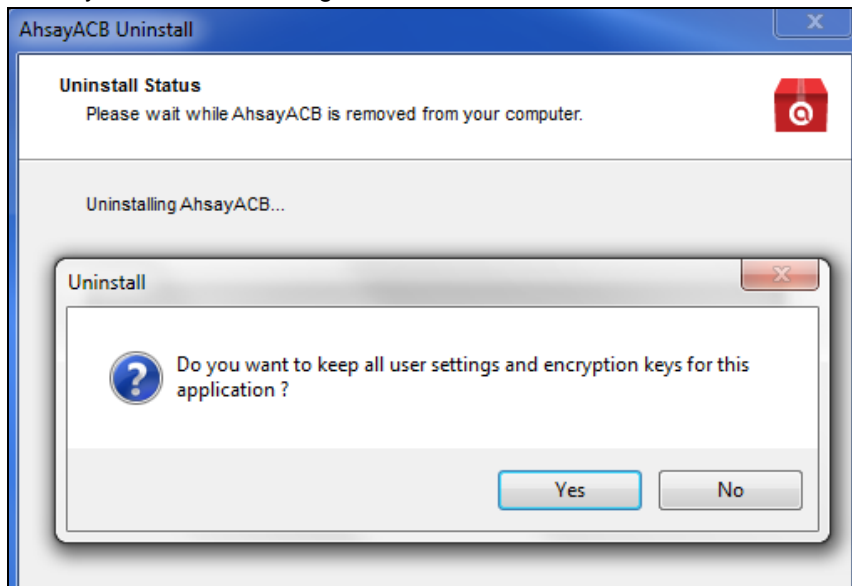
8. The following dialog box will appear only if User Account Control is enabled. Click **Continue** when you see the following message.



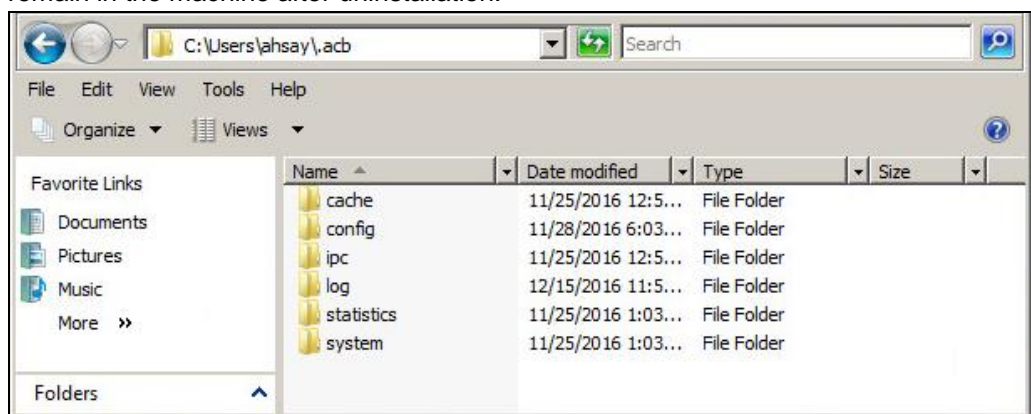
9. Click **Yes** to confirm and proceed with the uninstallation.



10. When you see the following screen:

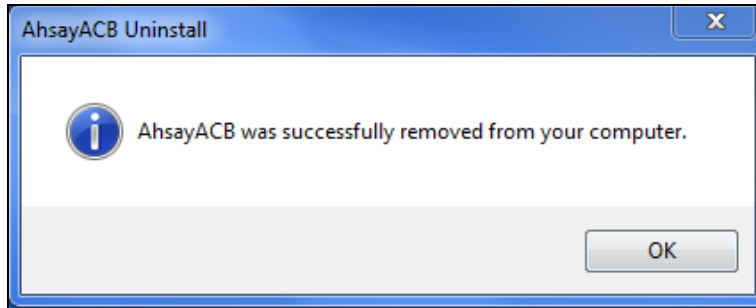


- Choose **Yes** to keep all user settings and the encryption keys associated with the users. If you are likely to install AhsayACB on the same machine in the future again, the user settings, e.g. login details, backup sets and so forth will remain in **C:\Users\[username]\.acb** by default. The screen capture below shows the folders remain in the machine after uninstallation.



- Choose **No** to delete all user settings and encryption keys with this uninstallation. Please be reminded that the encryption keys are not retrievable once they have been deleted unless the encryption keys have been uploaded to AhsayCBS server, and therefore it will no longer be possible for backup user to recover their encryption key in case do not have a separate written record.

11. The following screen prompts when the uninstallation is completed.



12. (Optional) For a complete removal of all AhsayACB-related files in your machine, please go to **C:\Program Files** and manually remove the **AhsayACB** folder.

