

Ahsay Online Backup Manager v7

Quick Start Guide for QNAP NAS

Ahsay Systems Corporation Limited

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Revision History

Date	Descriptions	Type of modification
14 September 2018	First Draft	New
18 October 2018	Update the link for Hardware Requirement for Ch.1.1; Added Requirement for Ch. 1.3, 1.4, 1.5	New / Modification

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1 Requirements for AhsayOBM on QNAP NAS

Hardware Requirements

Refer to the following article for the list of QNAP NAS models and supported list:

[FAQ: Ahsay Hardware Compatibility List \(HRL\) for AhsayOBM on QNAP NAS](#)

Software Requirements

Refer to the following article for the Ahsay Software Compatibility List:

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

AhsayOBM Installation

AhsayOBM v7.17.0.30 or above must be installed on the QNAP NAS.

NAS-QNAP Add-on Module

Make sure the NAS-QNAP feature has been enabled as an add-on module in your AhsayOBM user account to cover the backup of your QNAP NAS.

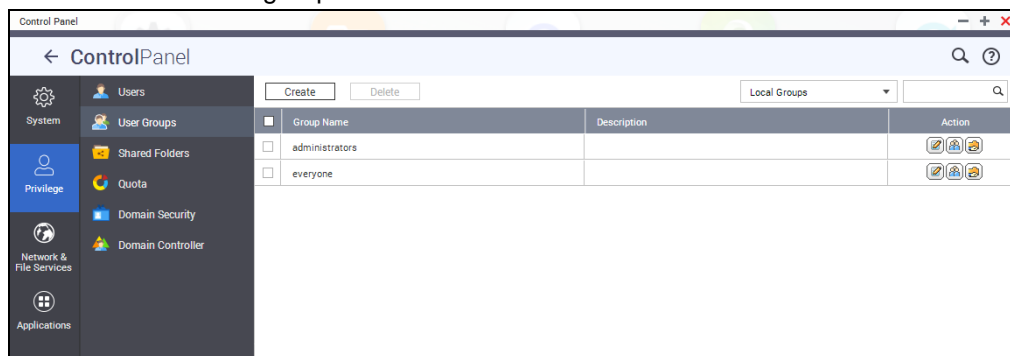
Please contact your backup service provider for more details.

The screenshot shows the 'User Profile' settings page for 'Backup Client Settings'. The 'Backup Client' section has 'AhsayOBM User' selected. The 'Add-on Modules' section lists various backup modules. The 'NAS - QNAP' module is checked and highlighted with a red box.

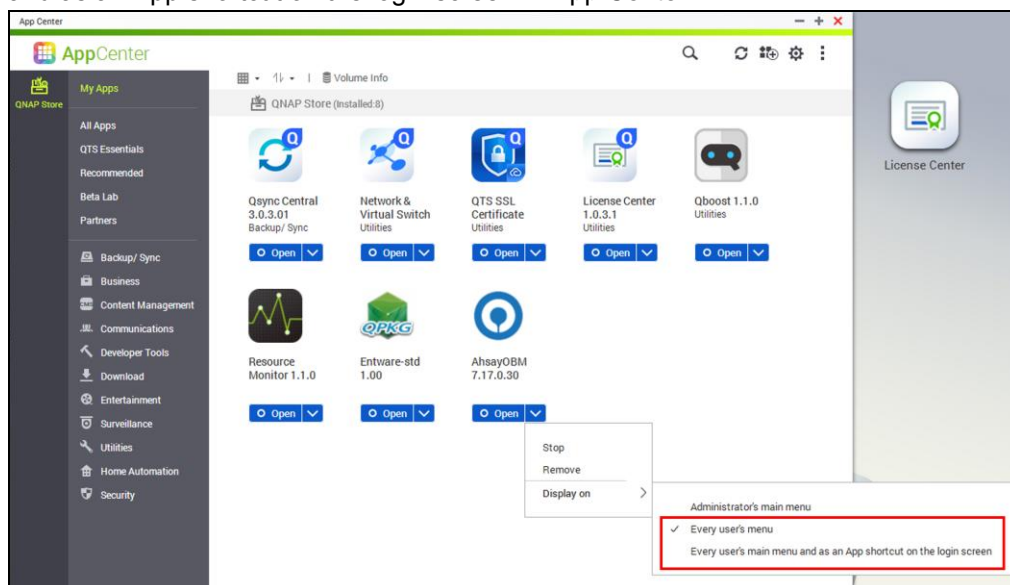
Module	Checked
Microsoft Exchange Server	<input checked="" type="checkbox"/>
MySQL Database Server	<input checked="" type="checkbox"/>
Lotus Domino	<input checked="" type="checkbox"/>
Windows System Backup	<input checked="" type="checkbox"/>
VMware	<input type="checkbox"/>
Microsoft Exchange Mailbox	<input type="checkbox"/>
Continuous Data Protection	<input checked="" type="checkbox"/>
Mobile	<input type="checkbox"/>
Volume Shadow Copy	<input checked="" type="checkbox"/>
OpenDirect / Granular Restore	<input type="checkbox"/>
Microsoft SQL Server	<input checked="" type="checkbox"/>
Oracle Database Server	<input checked="" type="checkbox"/>
Lotus Notes	<input checked="" type="checkbox"/>
Windows System State Backup	<input checked="" type="checkbox"/>
Hyper-V	<input type="checkbox"/>
ShadowProtect System Backup	<input checked="" type="checkbox"/>
NAS - Synology	<input checked="" type="checkbox"/>
NAS - QNAP	<input checked="" type="checkbox"/>
In-File Delta	<input checked="" type="checkbox"/>
Office 365 Exchange Online Backup	<input type="checkbox"/>

QNAP NAS User Account Permission

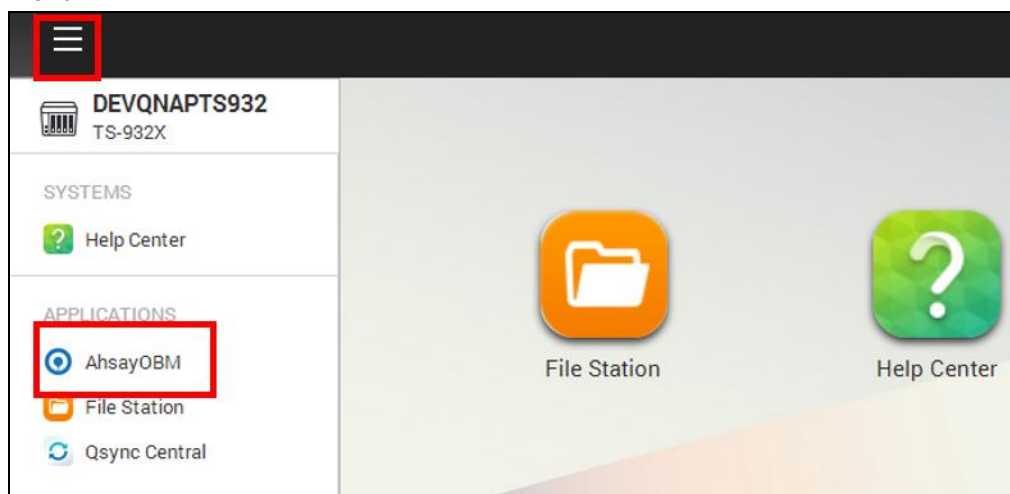
The QNAP NAS user account used for the AhsayOBM installation must be a member of **“administrator”** user group.



The QNAP NAS user account belongs to **“everyone”** user group can apply AhsayOBM after administrator assigning AhsayOBM to Display on “Every user’s menu” or “Every user’s main menu and as an App shortcut on the login screen” in App Center.



After login with user account belongs to **“everyone”** user group, you can find the App in the user's menu.



2 Get started with AhsayOBM

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

Download and Install

Download and install AhsayOBM on your QNAP NAS

Launch the App

Launch and log in to AhsayOBM

Create a Backup Set

Create a backup set according to your preferences

Run Backup Jobs

Run a backup job to back up your data

Restore Data

Restore your backed up data

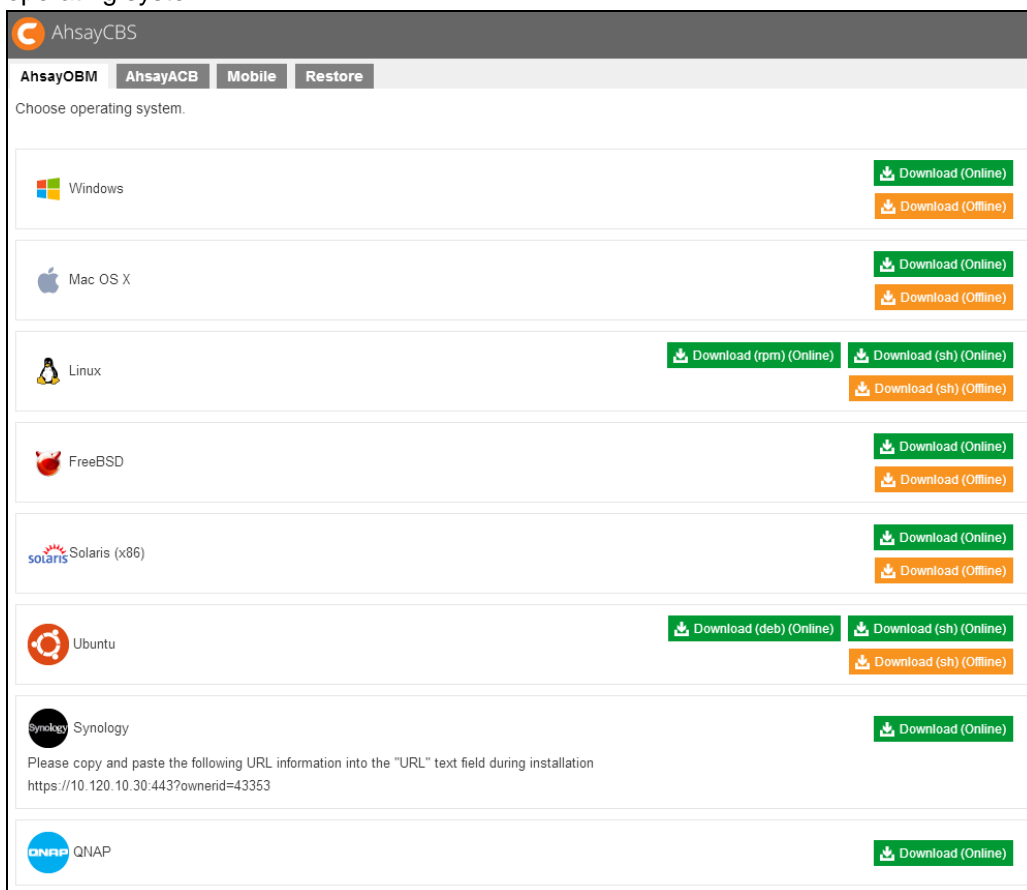
3 Download and Install AhsayOBM

Download AhsayOBM

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



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



3. In the QNAP section, click the **Download (Online)** icon to download the AhsayOBM installation package.

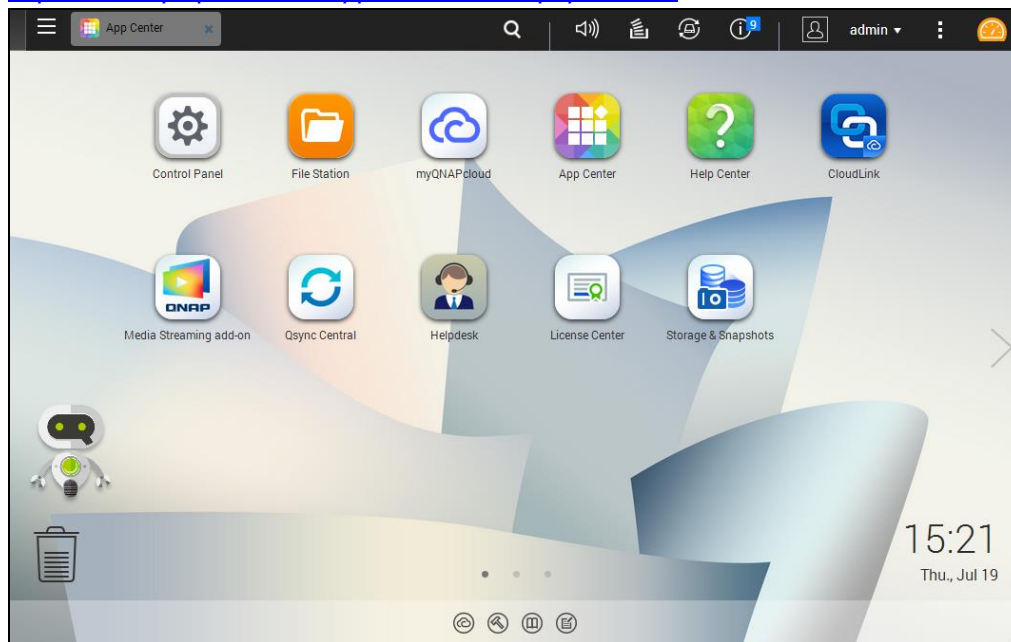


Install AhsayOBM

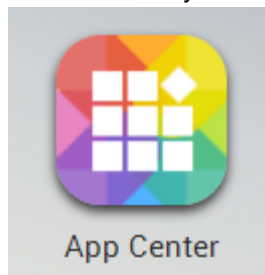
1. Login to QNAP QTS with the admin account. In a web browser, enter the QNAP NAS device IP address and use the login credentials to login.

Note: Refer to the following user manual for information on how to login to QTS:

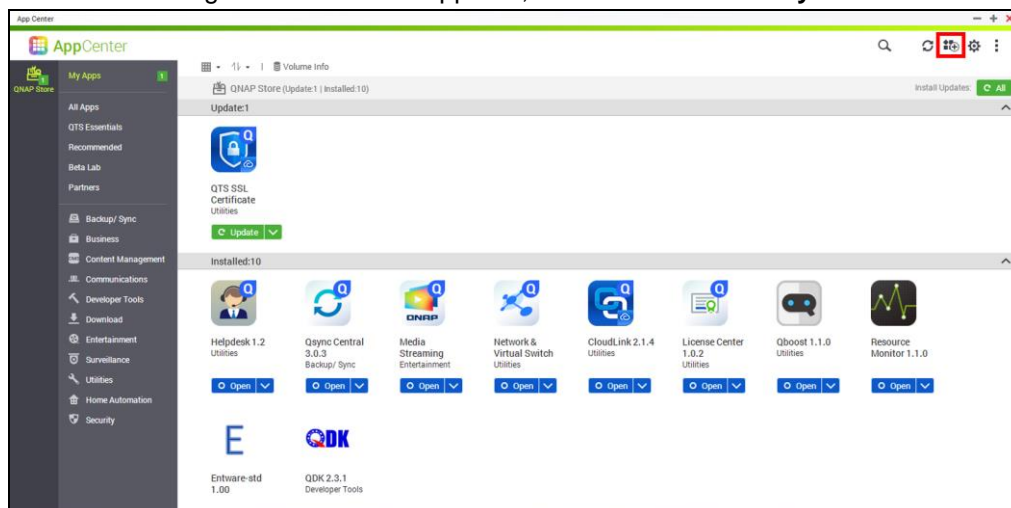
https://www.qnap.com/en/support/con_show.php?cid=11



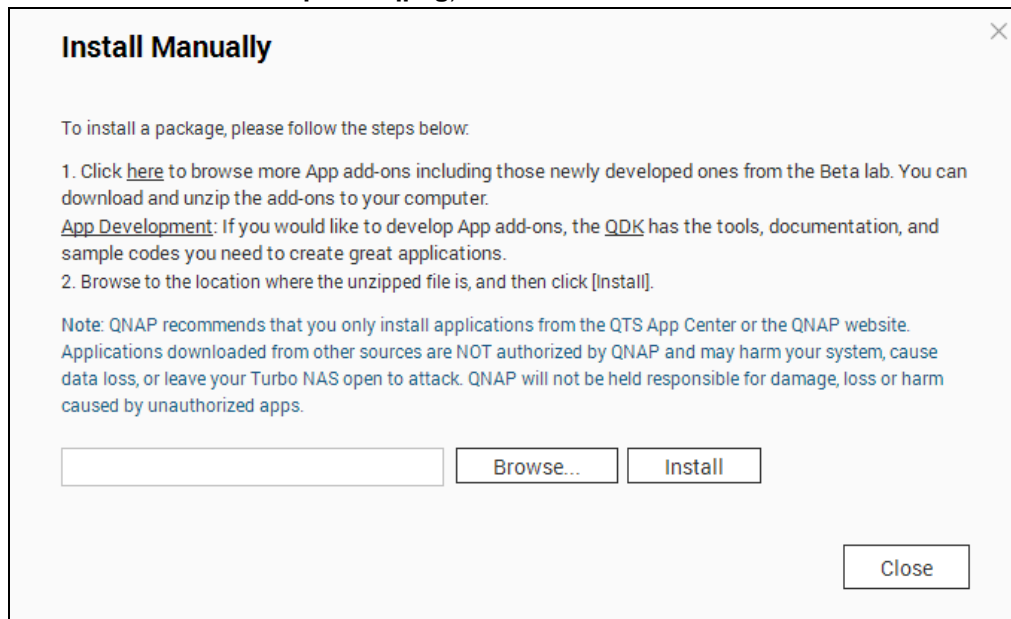
2. To install AhsayOBM on QNAP NAS, click the **App Center** icon from the desktop.



3. When the Package Center window appears, select **Install Manually**.

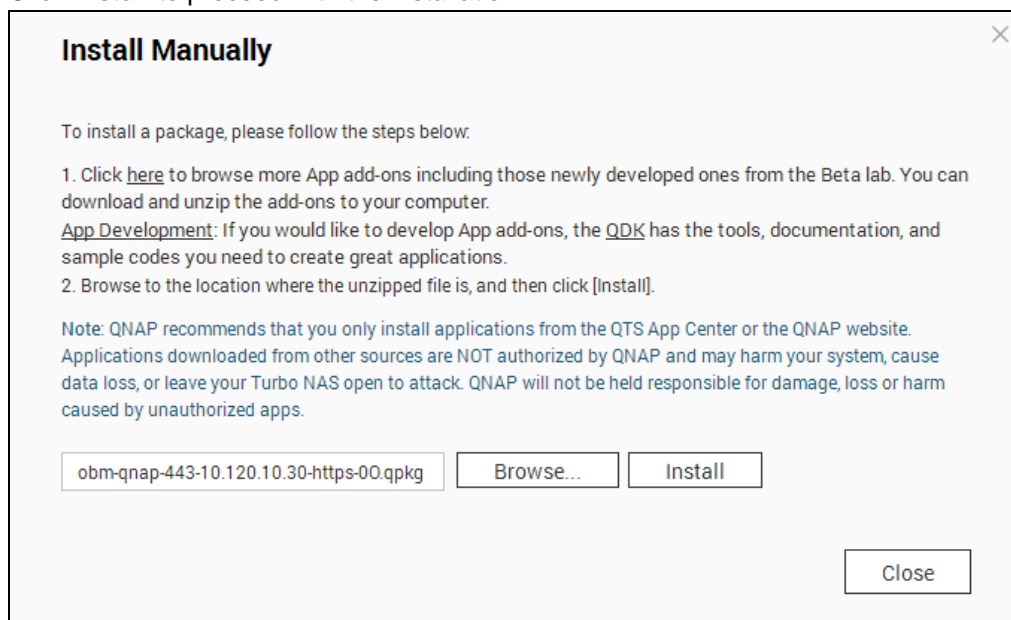


- When the Install Manually window appears, click **Browse** to select the AhsayOBM package file which you have downloaded (e.g. **obm-qnap-port number-Backup Service Provider Web Console IP Address-https-00.qpkg**).

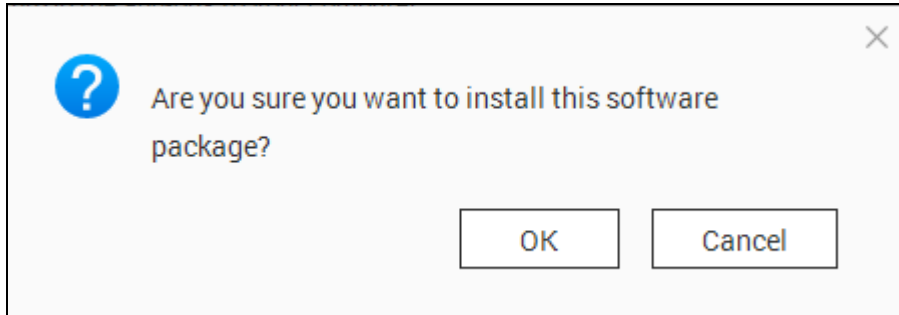


After selecting the AhsayOBM package file, obm-qnap-443-10.120.10.30-https-00.qpkg, click **Open** to proceed.

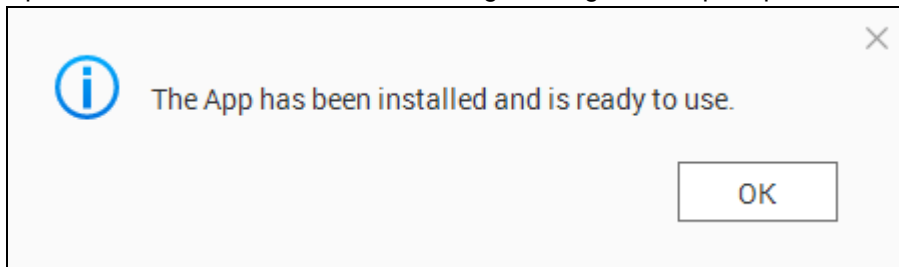
- Click **Install** to proceed with the installation.



6. Click **OK** to start the installation of AhsayOBM when the window prompt.

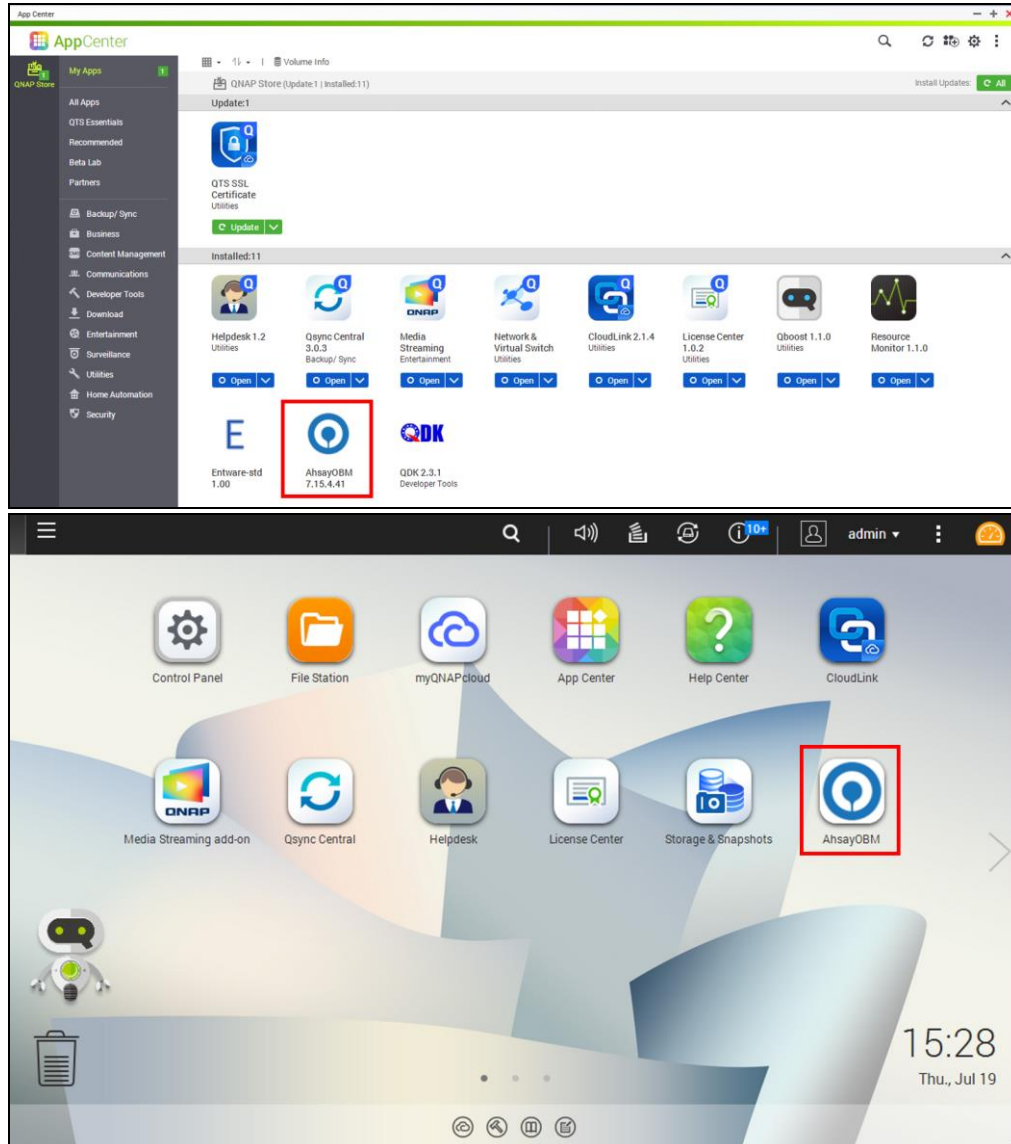


7. Upon successful installation, the following message will be prompted.



Click **OK** to finish the installation.

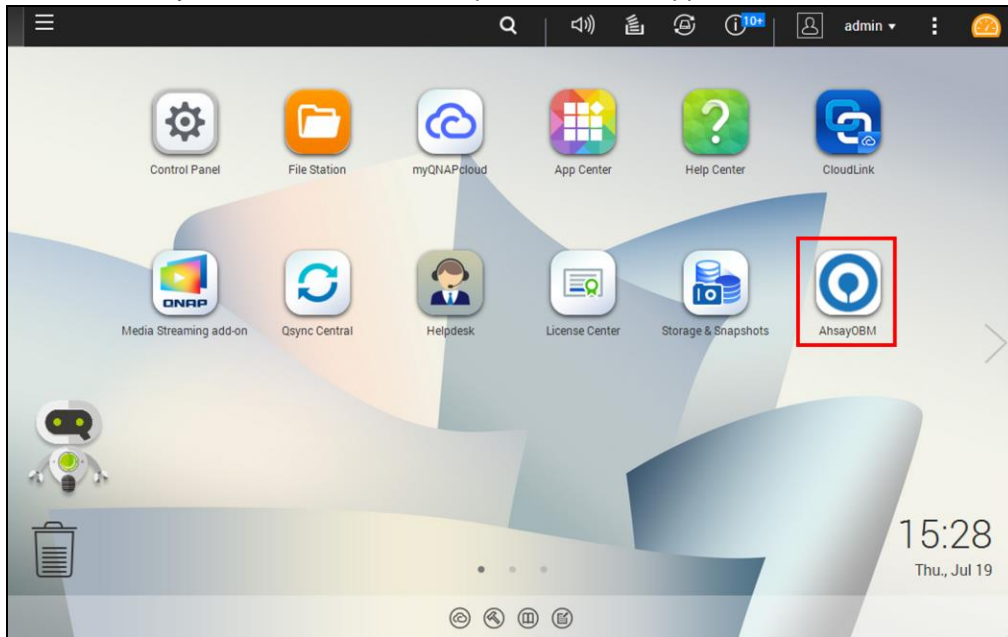
8. After the installation, AhsayOBM will be listed in App Center and desktop.



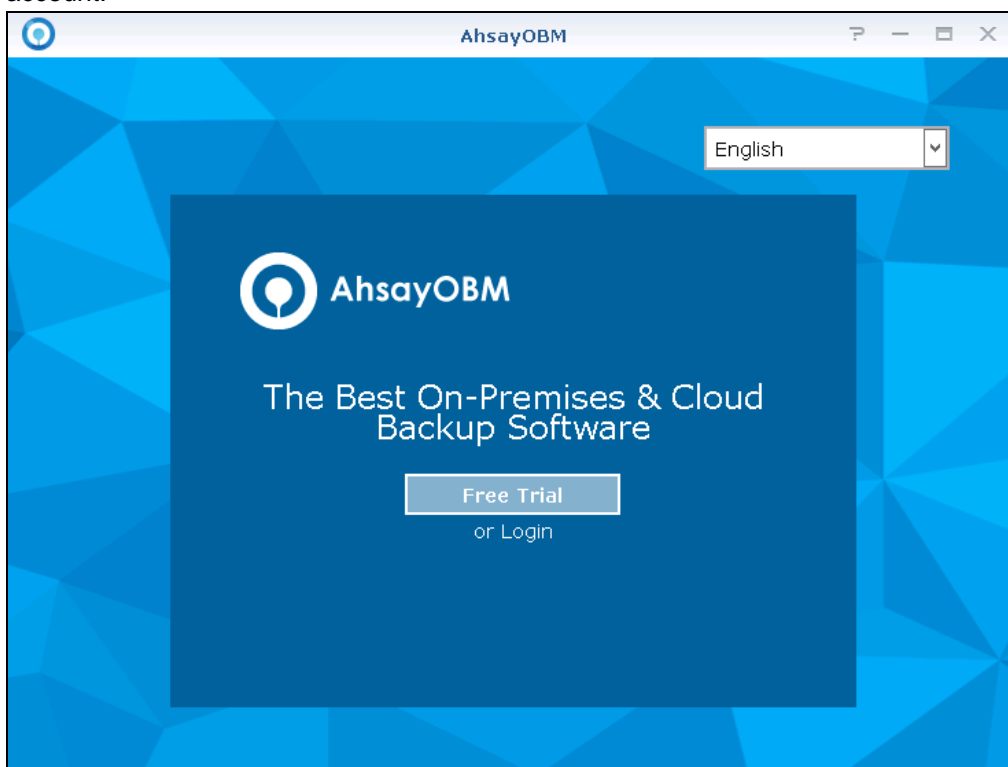
4 Start AhsayOBM

Login to AhsayOBM

1. Click the AhsayOBM icon on the desktop to launch the application.

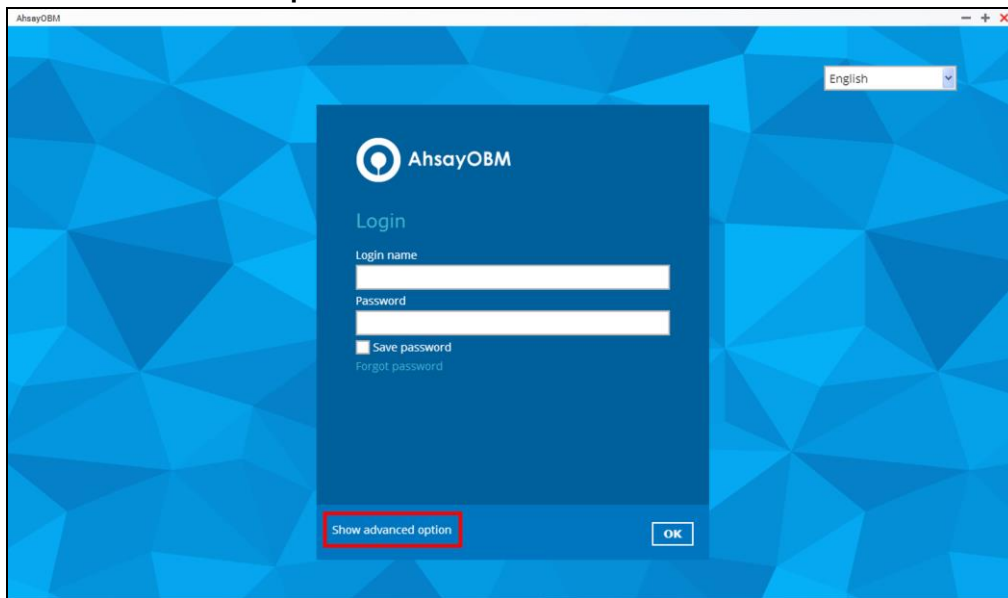


2. The Free Trial Registration menu may display when you login for the first time. Click **Login** if you already have an AhsayOBM account, or click **Free Trial** to register for a trial backup account.



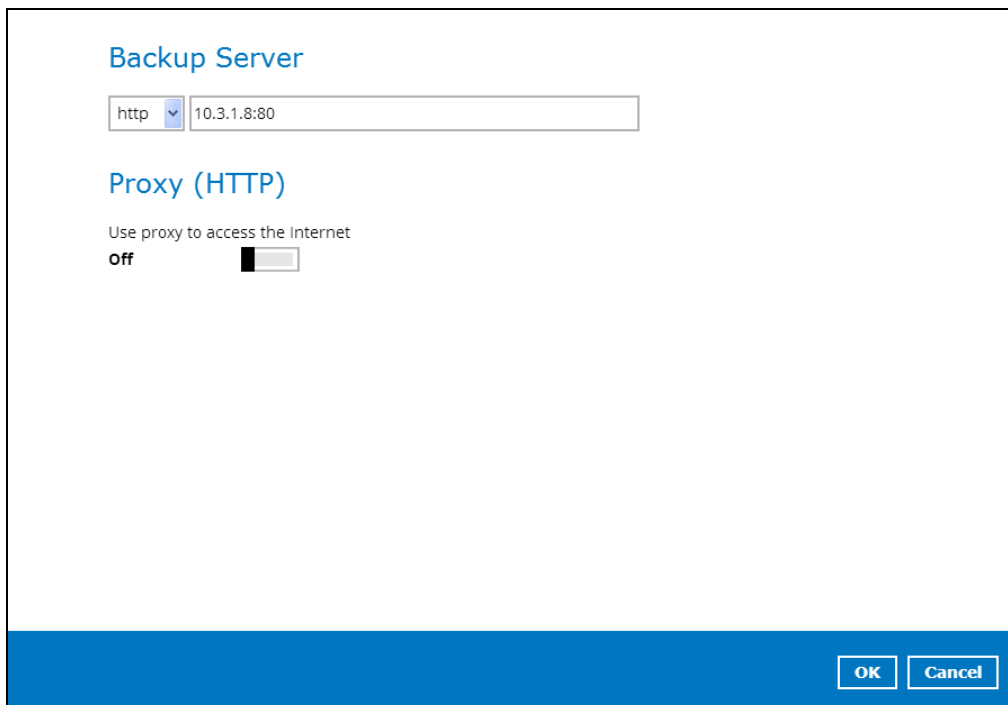
Note: The free trial registration menu will only be displayed if your service provider has enabled free trial registration on the backup server.

3. In case you want to enter the backup server setting provided by your backup service provider, click **Show advanced option**.



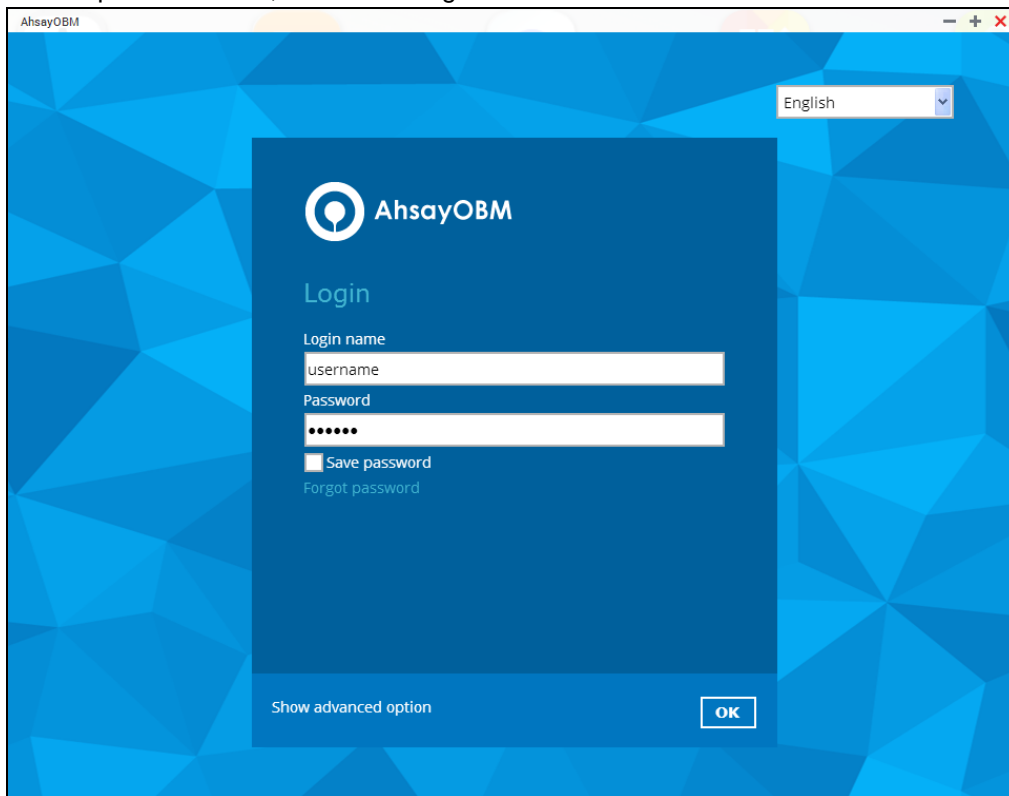
The image shows the AhsayOBM login window. It has a blue background with a geometric pattern. In the center is a dark blue login box with the AhsayOBM logo and the text 'Login'. Below the logo are two input fields for 'Login name' and 'Password'. There is a checkbox for 'Save password' and a link for 'Forgot password'. At the bottom of the login box, there is a button labeled 'Show advanced option' which is highlighted with a red rectangle, and an 'OK' button. The window title bar says 'AhsayOBM' and there is a language dropdown menu in the top right corner set to 'English'.

4. Click **OK** after typing in the backup server information. You can turn on the Proxy feature if needed.

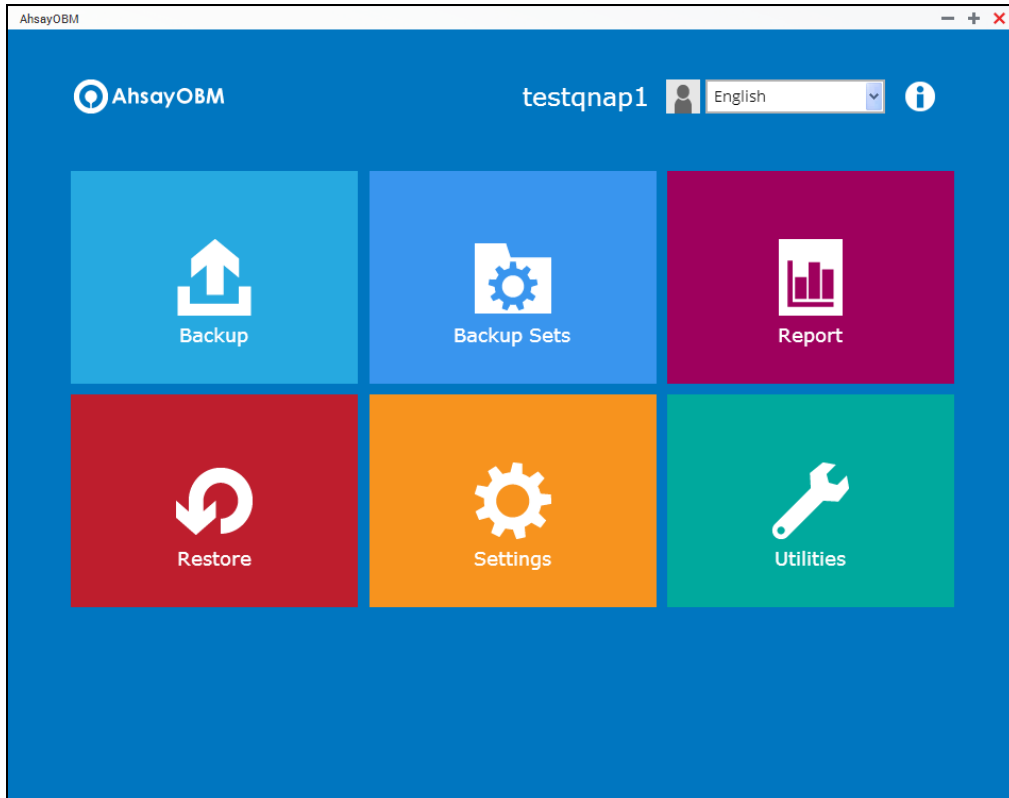


The image shows the 'Backup Server' configuration window. It has a white background with a blue header bar. The title 'Backup Server' is in blue. Below the title is a text input field with a dropdown menu showing 'http' and the text '10.3.1.8:80'. Below this is the section 'Proxy (HTTP)' in blue. Under this section, there is a label 'Use proxy to access the Internet' and a toggle switch labeled 'Off'. At the bottom right of the window, there are 'OK' and 'Cancel' buttons.

5. Enter the Login name and Password of your AhsayOBM account provided by your backup service provider. Then, click **OK** to login.



6. Upon successful login, the following screen will be displayed.

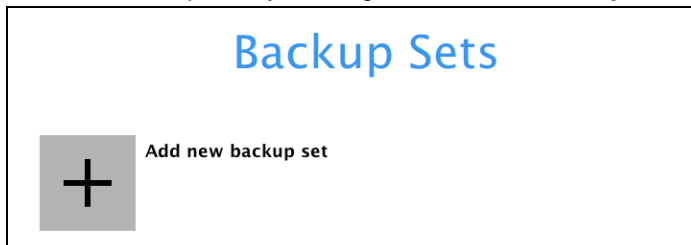


5 Create a Backup Set

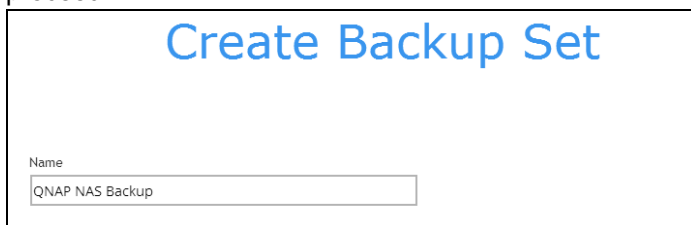
1. Click the **Backup Sets** icon on the main interface of AhsayOBM.



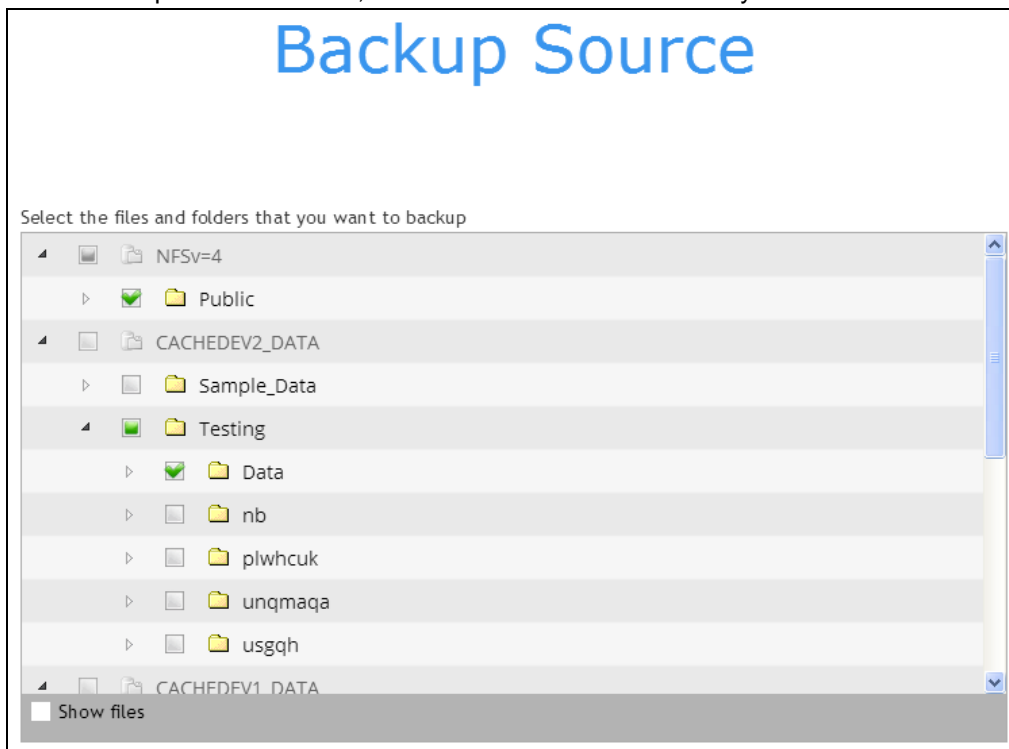
2. Create a backup set by clicking “+ Add new backup set”.



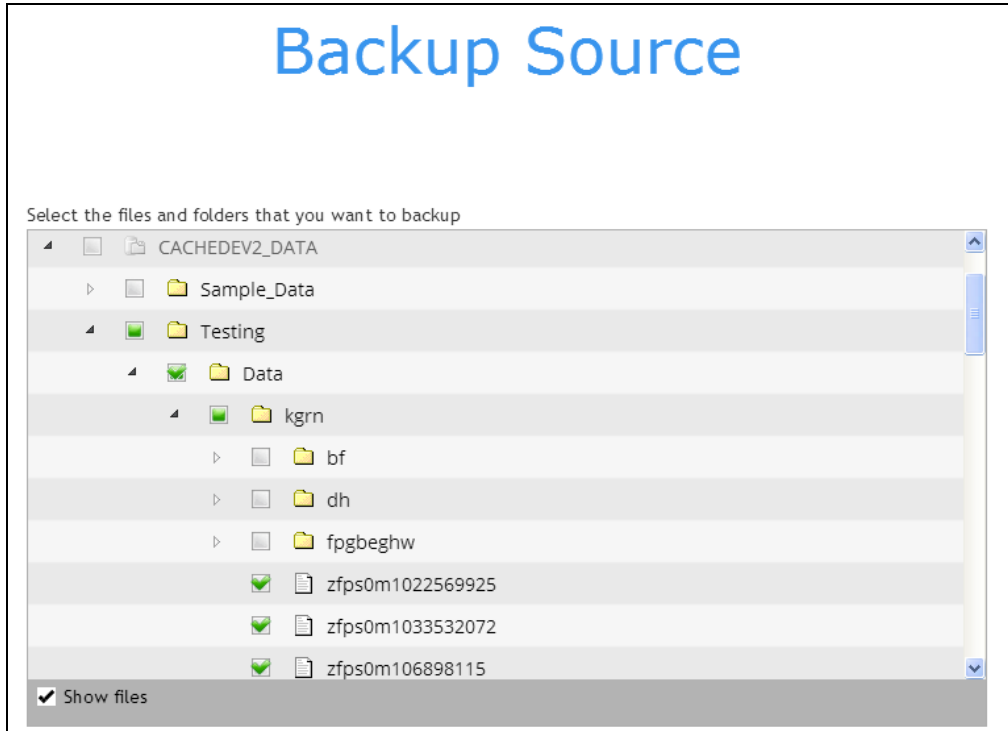
3. When the Create Backup Set window appears, name your new backup set, then click **Next** to proceed.



4. In the Backup Source window, select the files and folders that you would like to backup.



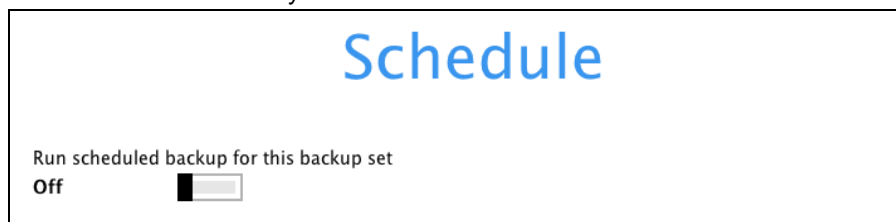
5. Click the **Show files** checkbox if you want to select individual file(s) for backup.



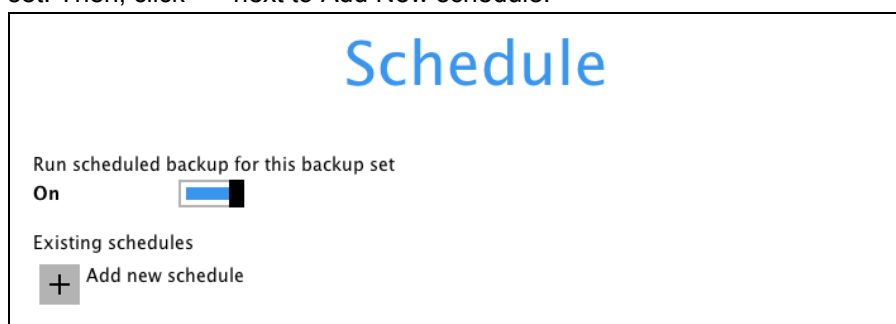
After selecting the backup source, click **Next** to proceed.

6. 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.

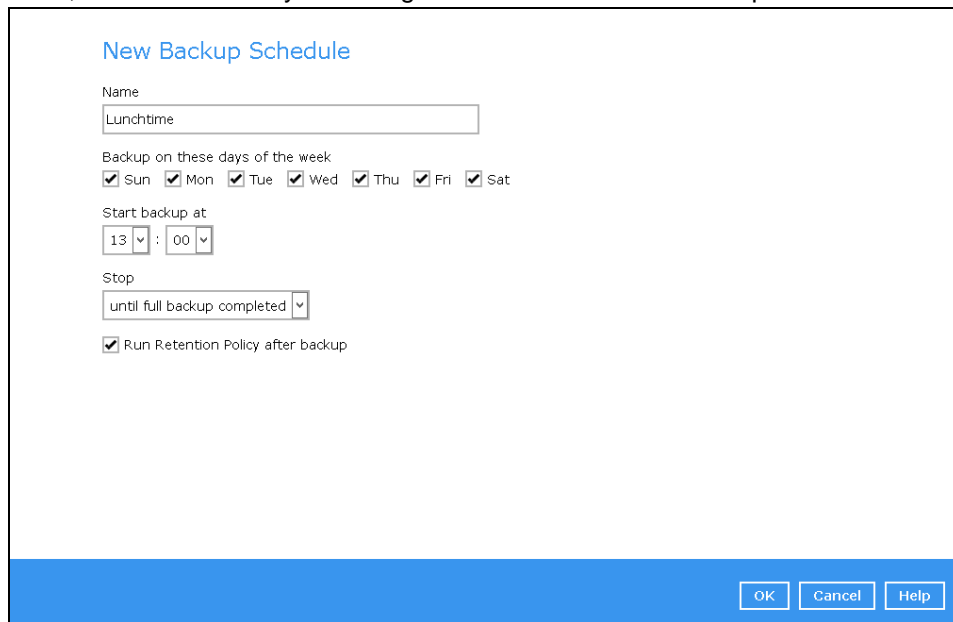
- You can leave it as is if you want to add a schedule later.



- If you want to add a schedule now, switch on Run scheduled backup for this backup set. Then, click "+" next to Add New schedule.

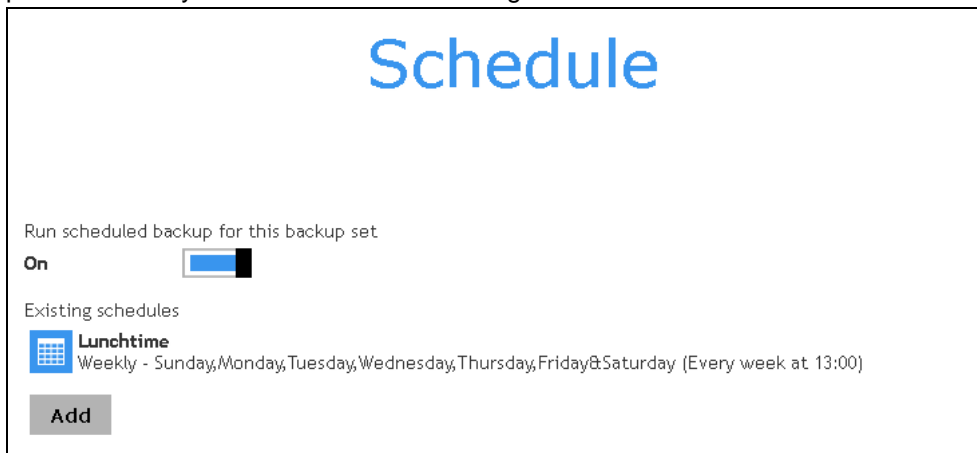


When the **New Backup Schedule** window appears, specify your backup schedule. Then, click **OK** to save your changes and close the New Backup Schedule window.



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

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



8. The Destination window will appear.

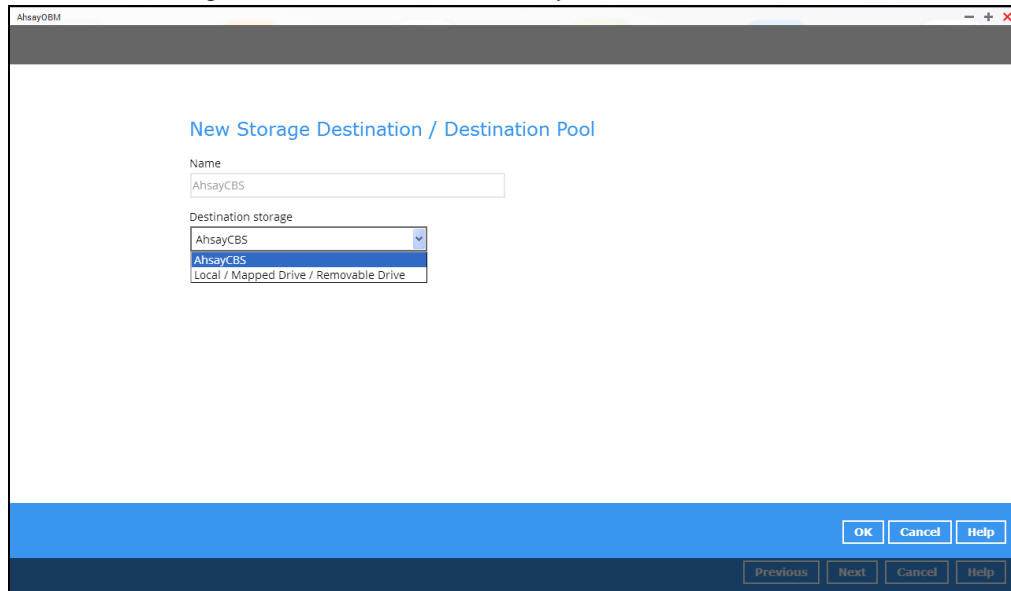


Select the appropriate option from the **Backup mode** drop down menu.

- **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

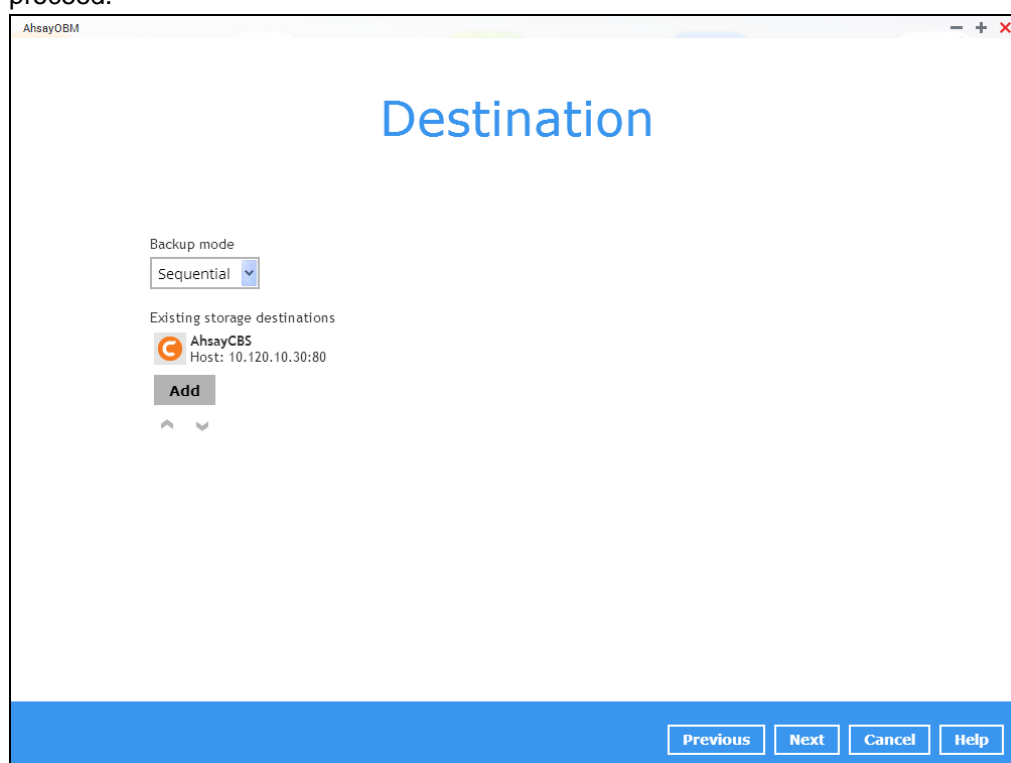
To select a backup destination for the backup data storage, click the “+” icon next to **Add new storage destination / destination pool**.

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



Note: For more details on configuration of cloud storage as backup destination, refer to [Appendix A](#) in this guide.

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



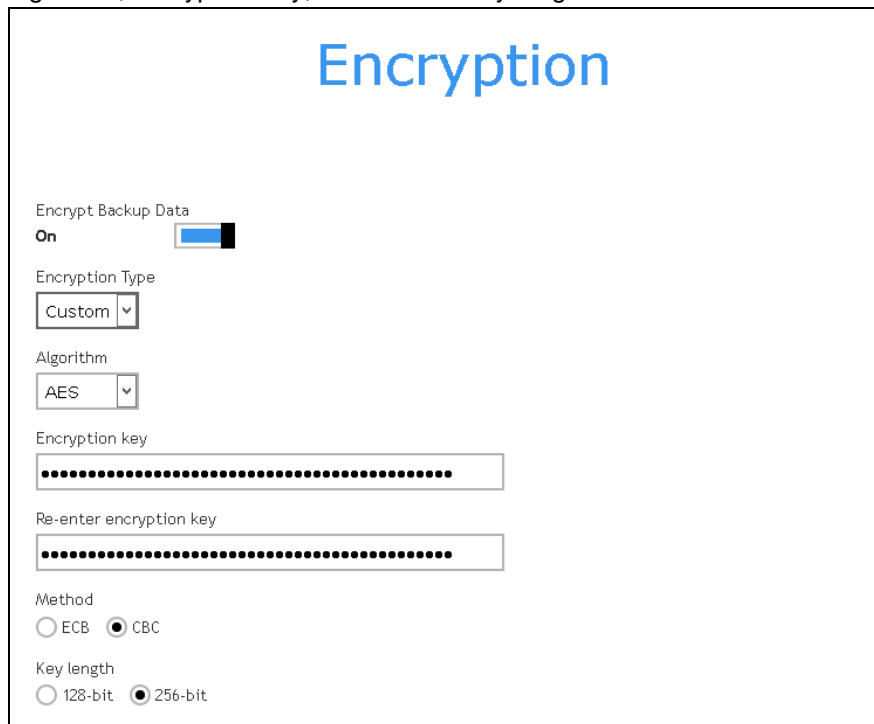
11. In the Encryption window, the default **Encrypt Backup Data** option is enabled with an encryption key preset by the system which provides the most secure protection.



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 AhsayOBM at the time when this backup is created. Please be reminded that if you change the AhsayOBM 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.

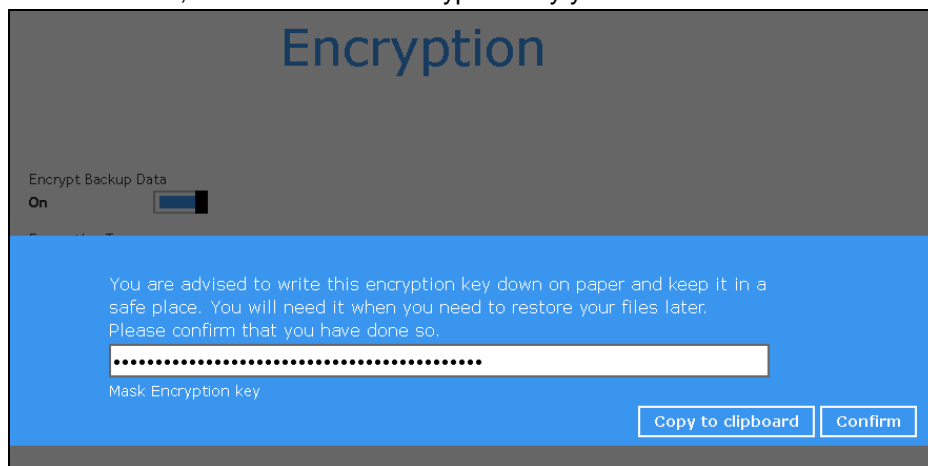


Note: For best practice on managing your encryption key, refer to the following KB article.

http://wiki.ahsay.com/doku.php?id=public:5034_best_practices_for_managing_encryption_key

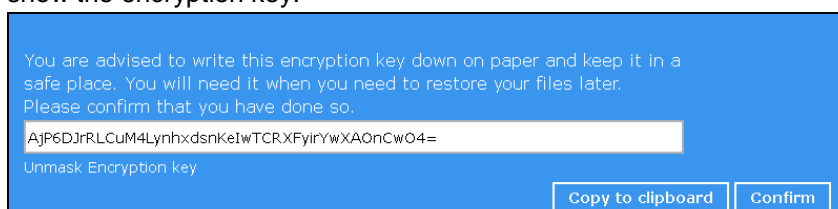
Click **Save** when you are done with the settings.

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



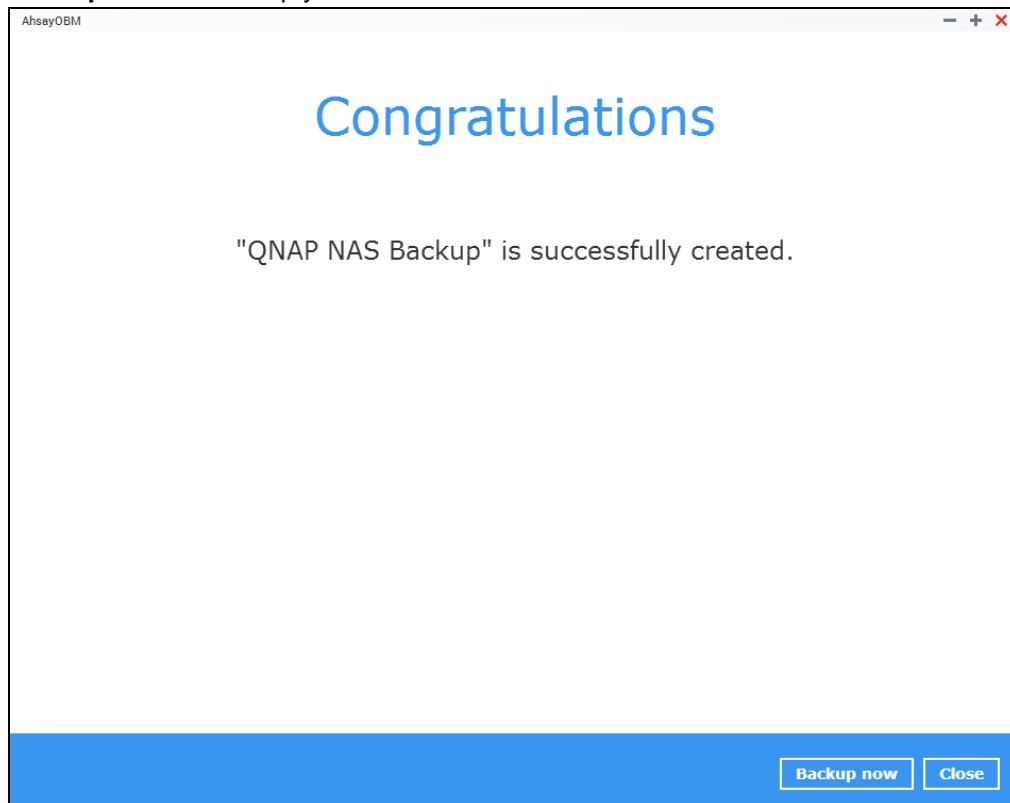
The pop-up window has the following three options to choose from:

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



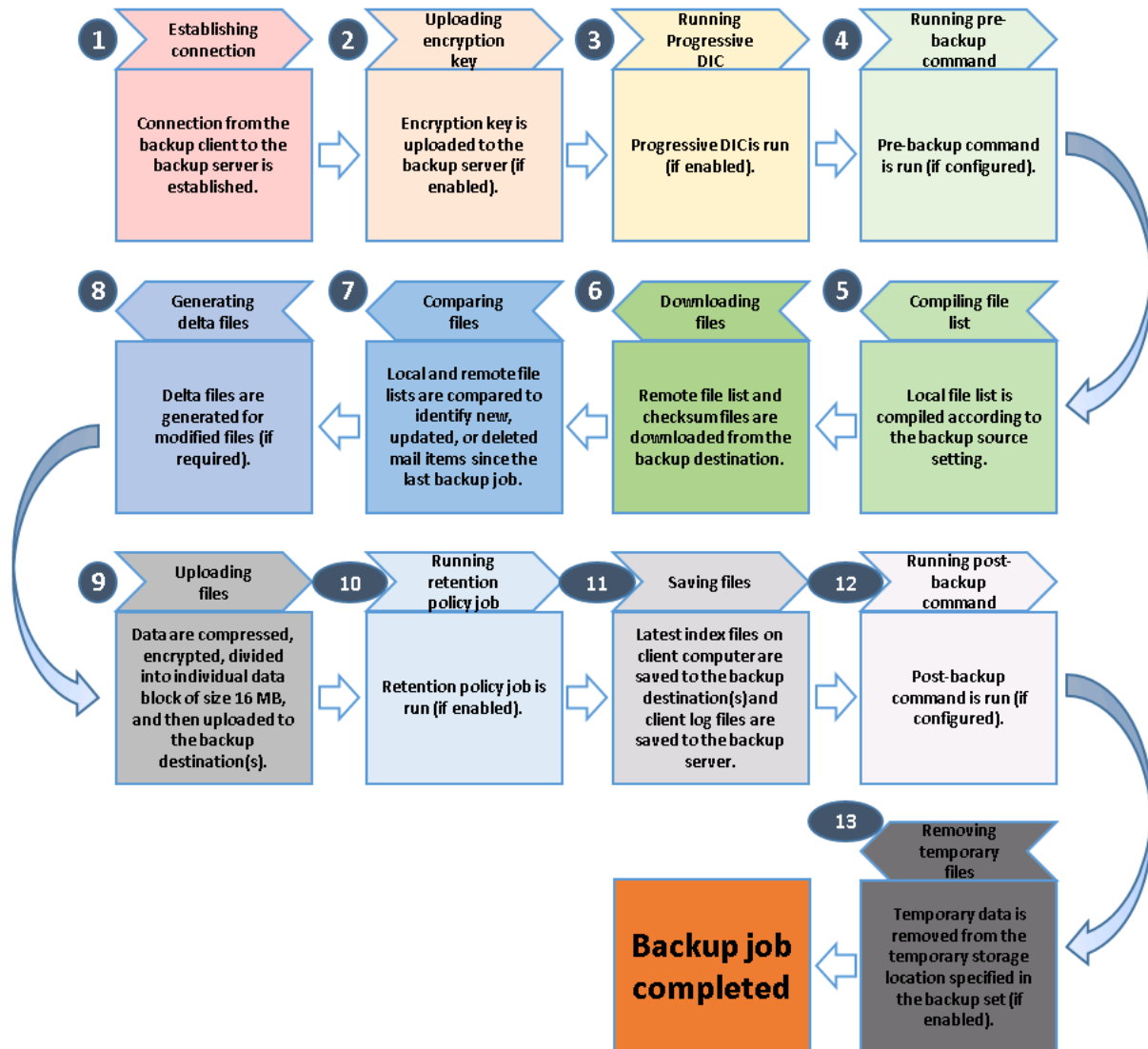
- **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.
- **Confirm** – Click to exit this pop-up window and proceed to the next step.

13. 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.



6 Overview on Backup Process

The following steps are performed during a backup job.



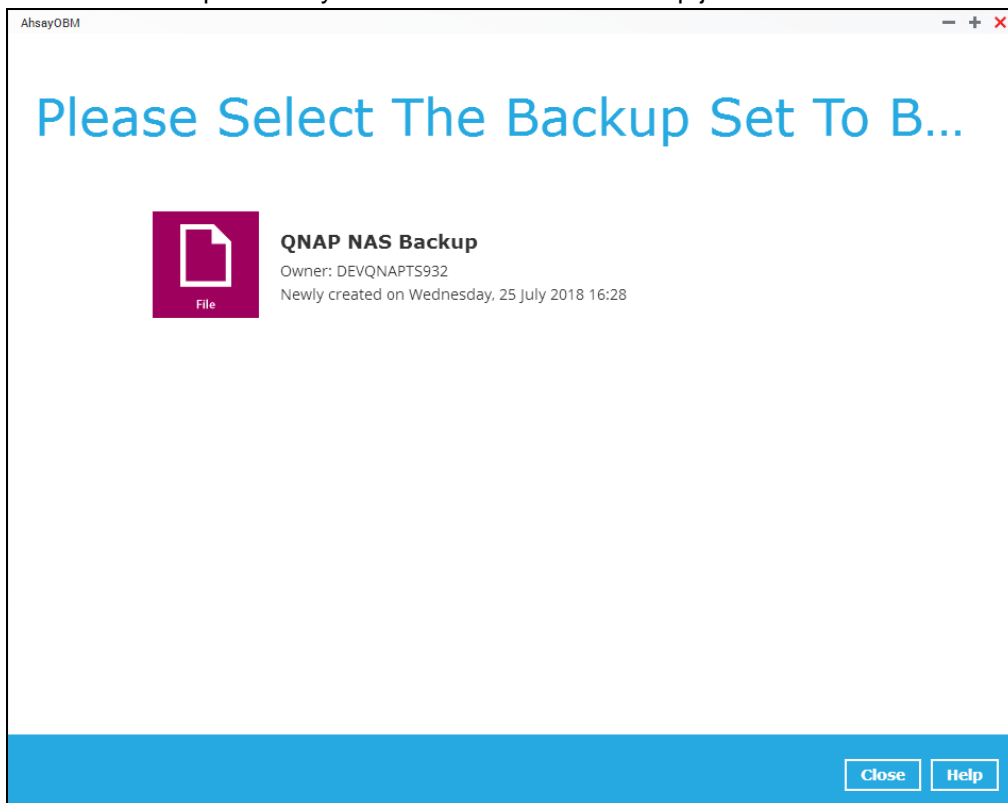
7 Run Backup Jobs

Start a Manual Backup

1. Login to the AhsayOBM application with the instructions provided in [Login to AhsayOBM](#).
2. Click **Backup** on the main interface of AhsayOBM.



3. Select the backup set that you would like to start a backup job with.



4. When the following 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:


In-File Delta type

☐ Full

☐ Differential

☒ Incremental


Destinations

☒  AhsayCBS (Host: 10.120.10.30:80)

Retention Policy

☐ Run Retention Policy after backup

- **Full** – A full backup captures all the data that you want to protect. When you run a backup job for the first time, AhsayOBM 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).
5. Click **Backup** to start the backup job. The status will be shown.



AhsayCBS (Host: 10.120.10.30:80)



Using Temporary Directory /share/CACHEDEV1_DATA/homes/admin/temp/15362...

Estimated time left:


Backed up:

Elapsed time: 2 sec

Transfer rate:



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



Retrospect Virtual Management Console (Host: 10.3.1.8:80)


✓ Backup Completed Successfully


Estimated time left: 0 sec

Backed up: 1 GB (1 file, 6 directories, 0 link)

Elapsed time: 3 min 3 sec

Transfer rate: 62.0 Mibit/s



7. 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 [Model: TS-X32, OS: QTS 4.3.4 build 20180528, Retrospect Virtual Host Server v7.16.0.1]	19/07/2018 17:33:42
	Saving encrypted backup set encryption keys to server...	19/07/2018 17:33:42
	Start Backup ... [In-File Delta: Full]	19/07/2018 17:33:43
	Using Temporary Directory /share/CACHEDEV1_DATA/homes/admin/temp/1531990236975/OBS@1531990278251	19/07/2018 17:33:43
	Start running pre-commands	19/07/2018 17:33:43
	Finished running pre-commands	19/07/2018 17:33:43
	Downloading server file list...	19/07/2018 17:33:43
	Downloading server file list... Completed	19/07/2018 17:33:44
	Reading backup source from hard disk...	19/07/2018 17:33:45
	Reading backup source from hard disk... Completed	19/07/2018 17:33:45
	[New Directory]... /	19/07/2018 17:33:46
	[New Directory]... /share	19/07/2018 17:33:46
	[New Directory]... /share/CACHEDEV2_DATA	19/07/2018 17:33:46
	[New Directory]... /share/CACHEDEV2_DATA/Sample_Data	19/07/2018 17:33:46
	[New Directory]... /share/CACHEDEV2_DATA/Sample_Data/Large_Single	19/07/2018 17:33:46
	[New Directory]... /share/CACHEDEV2_DATA/Sample_Data/Large_Single/anyogkob	19/07/2018 17:33:46
	[New File]... 1% of "/share/CACHEDEV2_DATA/Sample_Data/Large_Single/anyogkob/nagf0m1128758503"	19/07/2018 17:33:47
	[New File]... 2% of "/share/CACHEDEV2_DATA/Sample_Data/Large_Single/anyogkob/nagf0m1128758503"	19/07/2018 17:33:47
	[New File]... 3% of "/share/CACHEDEV2_DATA/Sample_Data/Large_Single/anyogkob/nagf0m1128758503"	19/07/2018 17:33:48
	[New File]... 4% of "/share/CACHEDEV2_DATA/Sample_Data/Large_Single/anyogkob/nagf0m1128758503"	19/07/2018 17:33:49
	[New File]... 99% of "/share/CACHEDEV2_DATA/Sample_Data/Large_Single/anyogkob/nagf0m1128758503"	19/07/2018 17:36:33
	[New File]... 100% of "/share/CACHEDEV2_DATA/Sample_Data/Large_Single/anyogkob/nagf0m1128758503"	19/07/2018 17:36:33
	[Checksum File]... 21% of "/share/CACHEDEV2_DATA/Sample_Data/Large_Single/anyogkob/nagf0m1128758503"	19/07/2018 17:36:39
	[Checksum File]... 38% of "/share/CACHEDEV2_DATA/Sample_Data/Large_Single/anyogkob/nagf0m1128758503"	19/07/2018 17:36:39
	[Checksum File]... 53% of "/share/CACHEDEV2_DATA/Sample_Data/Large_Single/anyogkob/nagf0m1128758503"	19/07/2018 17:36:39
	[Checksum File]... 69% of "/share/CACHEDEV2_DATA/Sample_Data/Large_Single/anyogkob/nagf0m1128758503"	19/07/2018 17:36:39
	[Checksum File]... 85% of "/share/CACHEDEV2_DATA/Sample_Data/Large_Single/anyogkob/nagf0m1128758503"	19/07/2018 17:36:39
	[Checksum File]... 100% of "/share/CACHEDEV2_DATA/Sample_Data/Large_Single/anyogkob/nagf0m1128758503"	19/07/2018 17:36:39
	Total New Files = 1	19/07/2018 17:36:40
	Total New Directories = 6	19/07/2018 17:36:40
	Total New Links = 0	19/07/2018 17:36:40
	Total Updated Files = 0	19/07/2018 17:36:40
	Total Attributes Changed Files = 0	19/07/2018 17:36:40
	Total Deleted Files = 0	19/07/2018 17:36:40
	Total Deleted Directories = 0	19/07/2018 17:36:40
	Total Deleted Links = 0	19/07/2018 17:36:40
	Total Moved Files = 0	19/07/2018 17:36:40
	Saving encrypted backup file index to 1531990236975/blocks at destination Retrospect Virtual Management Console...	19/07/2018 17:36:41
	Saving encrypted backup file index to 1531990236975/blocks/2018-07-19-17-33-24 at destination Retrospect Virtual Management Console...	19/07/2018 17:36:41
	Start running post-commands	19/07/2018 17:36:42
	Finished running post-commands	19/07/2018 17:36:42
	Deleting temporary file /share/CACHEDEV1_DATA/homes/admin/temp/1531990236975/OBS@1531990278251	19/07/2018 17:36:45
	Backup Completed Successfully	19/07/2018 17:36:45

Logs per page 200

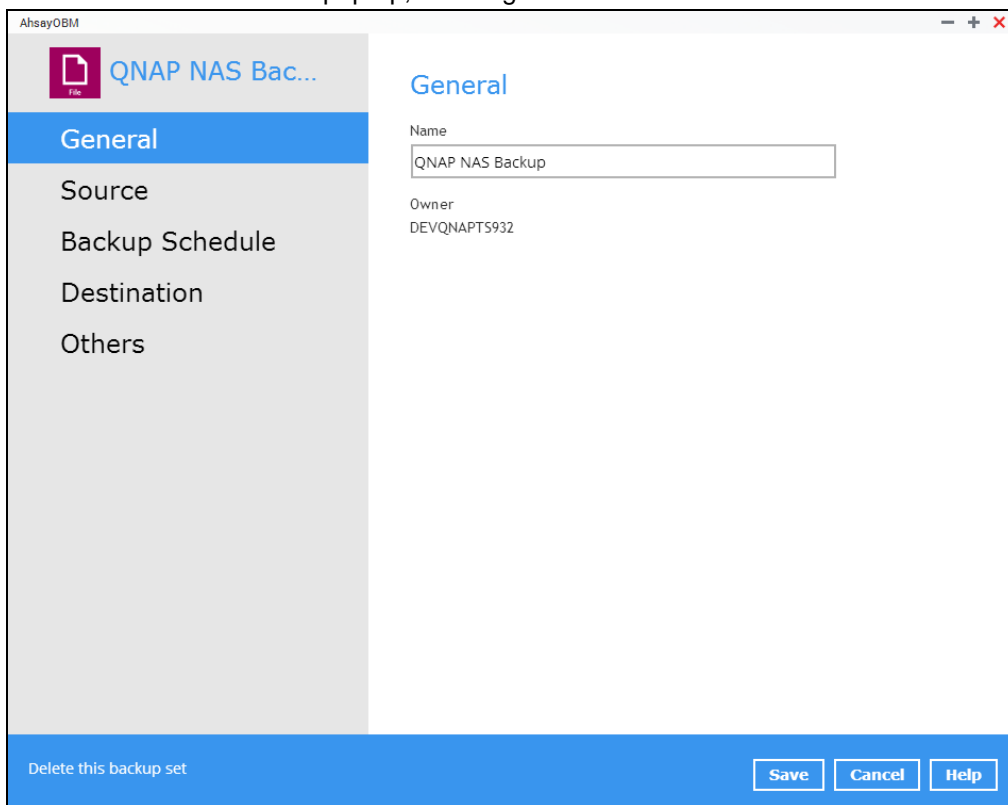
Previous 1 Next

Configure Backup Schedule for Automated Backup

1. Click **Backup Sets** on the AhsayOBM 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 any.

The screenshot shows the 'Backup Schedule' tab in the AhsayOBM interface. On the left is a sidebar with tabs: General, Source, Backup Schedule (selected), Destination, and Others. The main area is titled 'Schedule' and contains a toggle switch for 'Run scheduled backup for this backup set' which is currently 'On'. Below this, under 'Existing schedules', there is one schedule named 'LunchTime' with a description 'Weekly - Sunday,Monday,Tuesday,Wednesday,Thursday,Friday&Saturday (Every week at...'. An 'Add' button is located below the existing schedules. At the bottom of the window, there is a blue bar with a 'Delete this backup set' link and 'Save', 'Cancel', and 'Help' buttons.

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

The screenshot shows the 'New Backup Schedule' window. It has a title bar 'New Backup Schedule'. Inside, there is a 'Name' field with 'Schedule-2' entered. Below that is a section 'Backup on these days of the week' with checkboxes for Sun, Mon, Tue, Wed, Thu, Fri, and Sat. The 'Start backup at' section has two dropdown menus showing '21' and '36'. The 'Stop' section has a dropdown menu showing 'until full backup completed'. There is also an unchecked checkbox for 'Run Retention Policy after backup'. At the bottom right, there are 'OK', 'Cancel', and 'Help' buttons.

5. You can configure your backup schedule settings.

New Backup Schedule

Name

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

Start backup at
 :

Stop

☒ Run Retention Policy after backup

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

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

Stop

- **after [how many] hr** – in case you prefer the backup job to stop after a certain number of hours regardless of whether or not the backup job is complete

Stop

 hr


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**
Weekly - Sunday, Monday, Tuesday, Wednesday, Thursday, Friday & Saturday (Every week at...

 **Weekend**
Weekly - Saturday (Every week at 23:59)

Add

6. Click **Save** to confirm your settings.

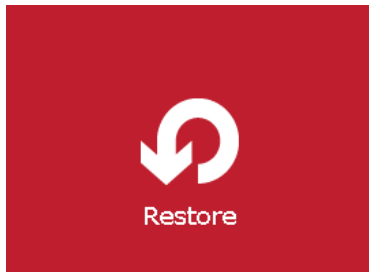
8 Restore Data

Login to AhsayOBM

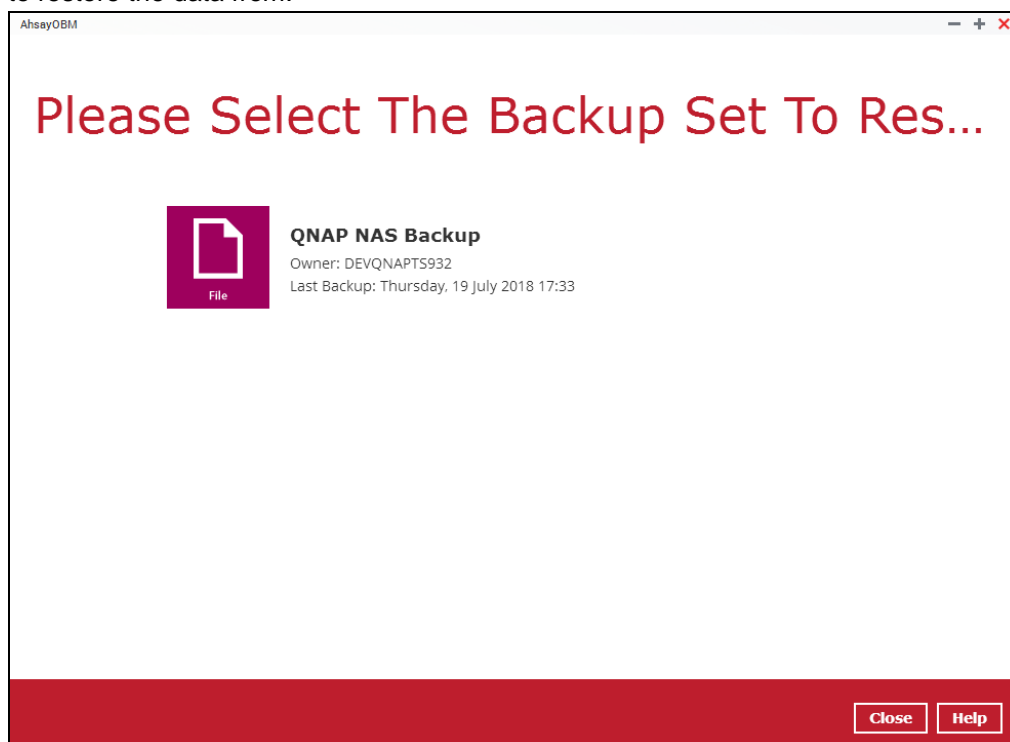
Login to the AhsayOBM application with the instructions provided in [Login to AhsayOBM](#).

Restore Data

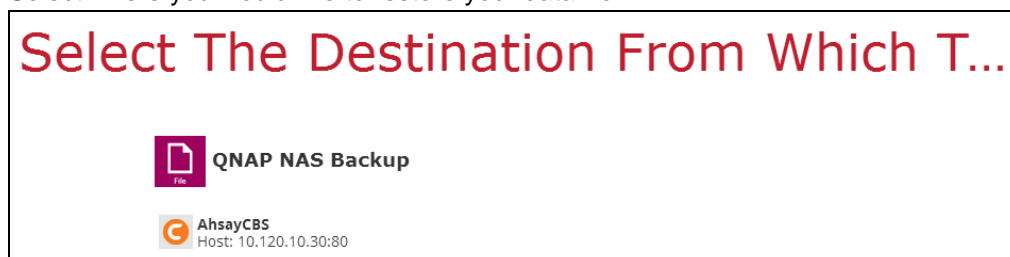
1. Click the **Restore** icon on the main interface of AhsayOBM.



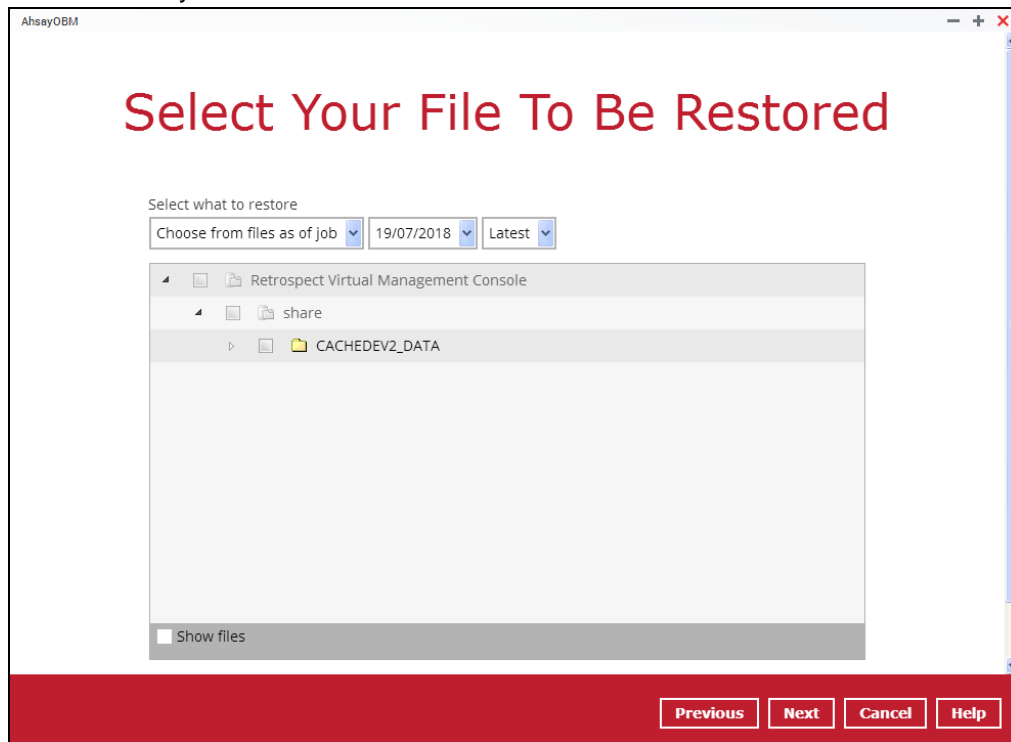
2. All the available backup sets for restore will be listed. Select the backup set that you would like to restore the data from.



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

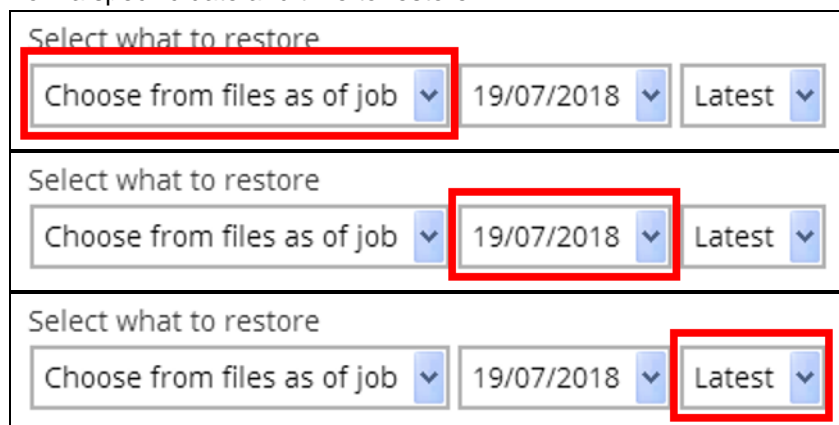


4. Select to restore files from a specific backup job, or from all files available. Then, select the files or folders that you would like to restore.



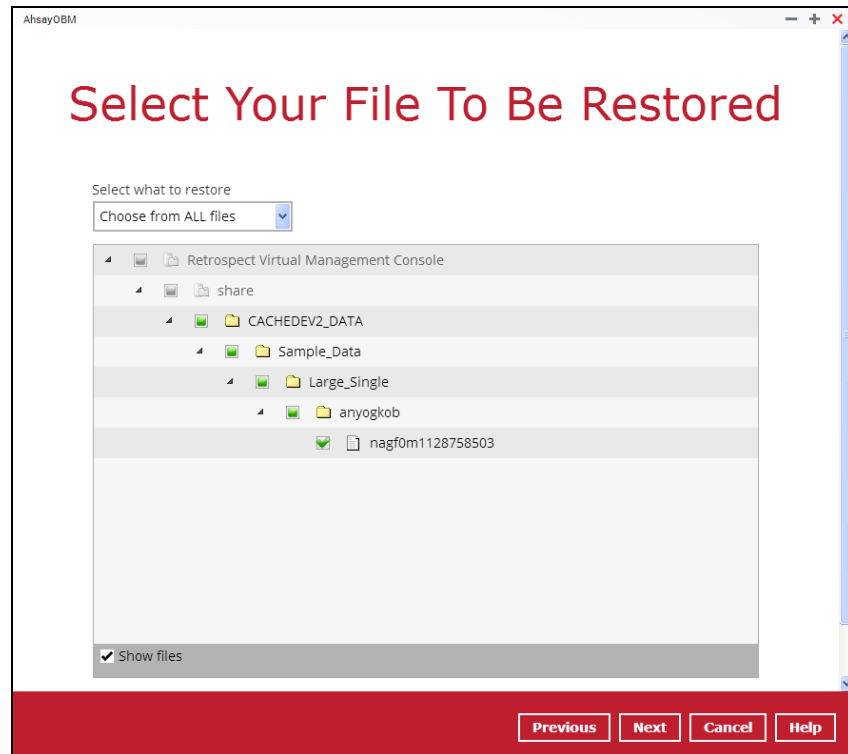
There are two options from the **Select what to restore** drop-down menu:

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



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

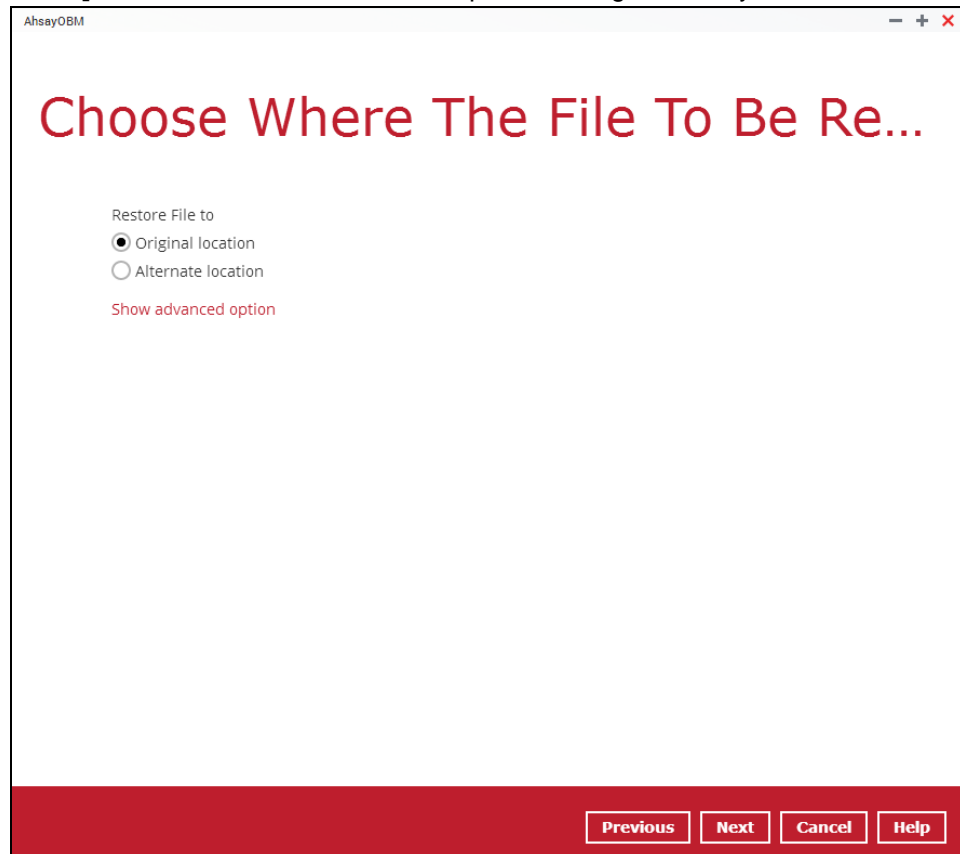
restore.



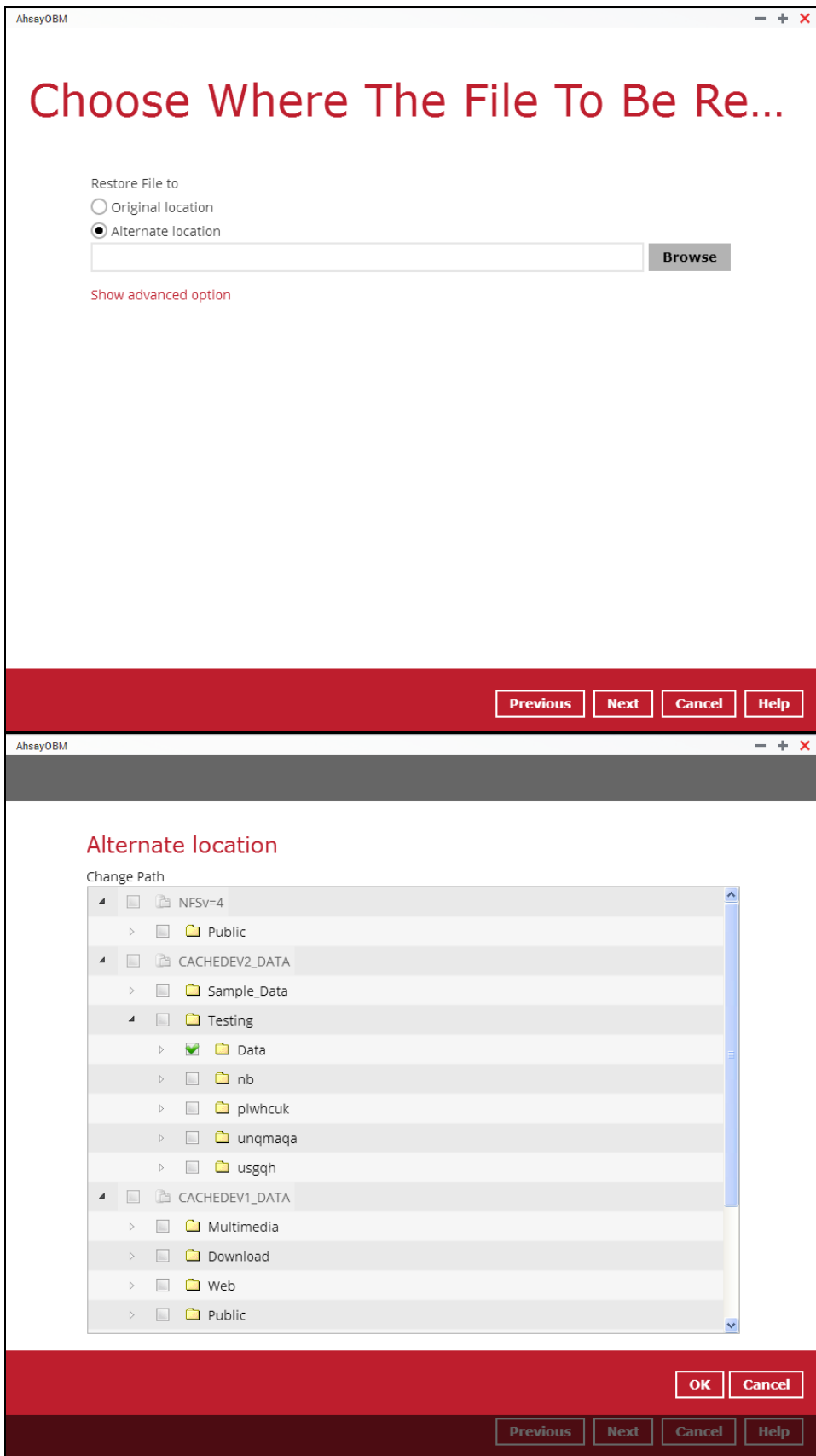
5. Click the **Show files** checkbox to select individual files for restoration. Click **Next** to proceed when you are done with the selections.
6. Select to restore the files to their **Original location**, or to an **Alternate location**. Then click **Next** to proceed.

- **Original location** – the backed up data will be restored to the computer running the AhsayOBM 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 AhsayOBM.



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



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

Restore File to

☒ Original location

☐ Alternate location

Show advanced option

Overwrite mode during restoration:

☒ Skip All

☐ Overwrite all

☐ Restore file permissions

☐ Delete extra files

☒ Follow Link

Hide advanced option

• **Overwrite mode during restoration**

When there are file name conflicts during restoration, you can choose to skip them all or overwrite all existing files in the restore destination.

• **Restore file permissions**

Restore file permissions are disabled by default. When you perform a file restore on 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.

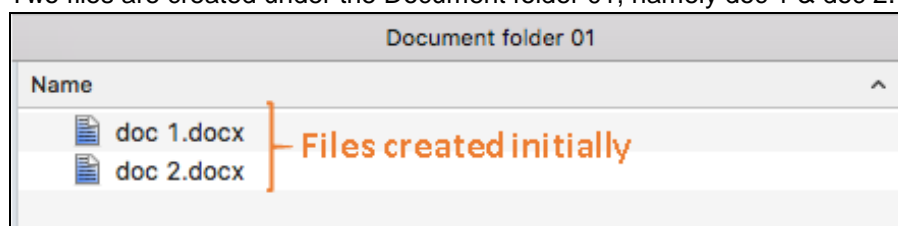
• **Delete extra files**

Synchronize the selected restore source with the restore destination.

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:

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



- A backup is performed for folder Document folder 01.

- 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	

- A restore is performed for the Document folder 01, with Delete extra files option enabled.
- 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 source has not been backed up and what impact it would cause if those data is deleted.

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

Follow Link (Enabled by default)

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

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

Follow Link	Restore to	Behavior
Enabled	Original location	Symbolic link or junction point is restored to the original backup location. Target directories or files are also restored to the original backup location.
	Alternate location	Symbolic link or junction point is restored to the location specified. Target directories or files are also restored to the alternate location specified.

Disabled	Original location	Symbolic link or junction point is restored to the original backup location. Target directories or files are NOT restored to the original backup location.
	Alternate location	Symbolic link or junction point is restored to the location specified. Target directories or files are NOT restored to the alternate location specified.

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

7. Select the temporary directory for storing temporary files, such as delta files when they are being merged.

Temporary Directory

Temporary directory for storing backup files

Change

8. Click **Restore** to start the restore. The status will be shown.

Restore

QNAP NAS Backup

Retrospect Virtual Management Console (Host: 10.140.10.39:80)

Pending

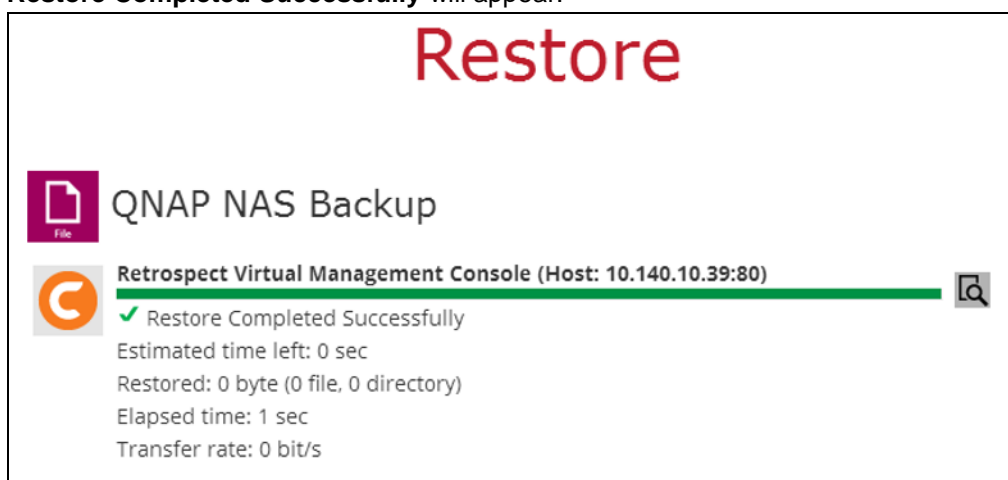
Estimated time left:


Restored:

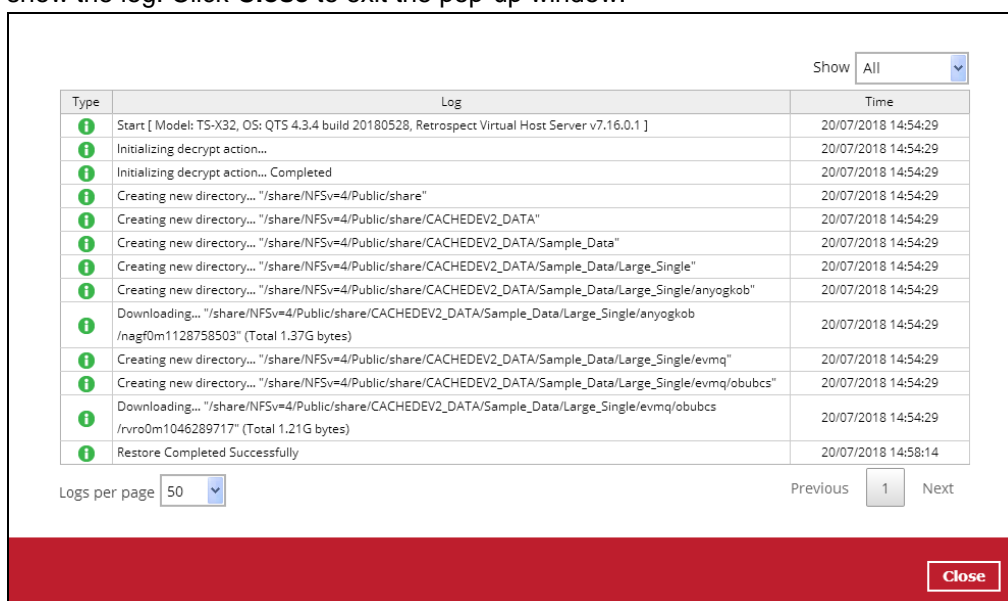
Elapsed time:

Transfer rate:

9. When the restore is completed, the progress bar will be green in color and the message **Restore Completed Successfully** will appear.



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.



10. In the Restore window, click **Close** to close the Restore window.
11. To exit AhsayOBM, click the red "x" on the top right corner. If you wish to use the AhsayOBM again, you will then have to launch it again.

9 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 Wiki for resource such as Hardware Compatibility List, Software Compatibility List, and other product information:

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

Documentation

Documentations for all Ahsay products are available at:

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

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

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

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

Appendix

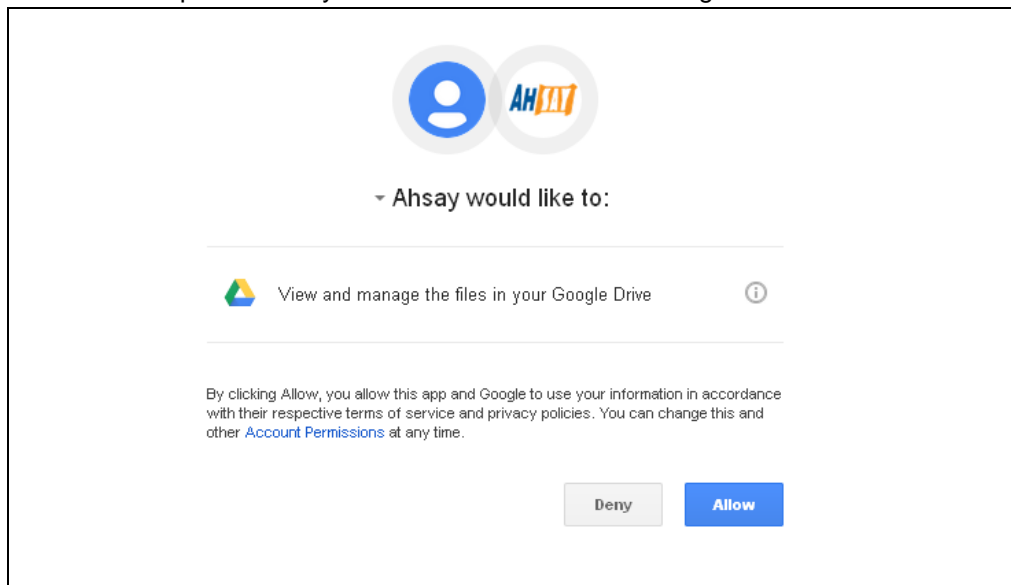
Cloud Storage as Backup Destination

For most cloud storage providers (e.g. Dropbox, Google Drive, etc.), you need to enable access of AhsayOBM on your cloud destination. Click **OK / Test**, you will be prompted to login to the corresponding cloud service.

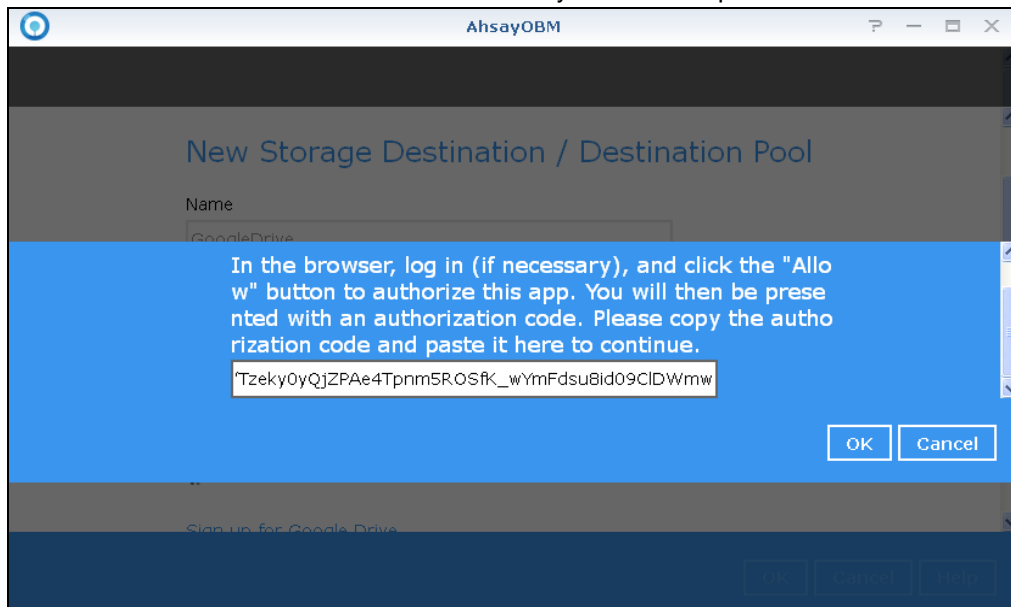
IMPORTANT

The authentication request will be opened in a new tab / window on the browser, ensure that the pop-up tab / window is not blocked.

1. Click **Allow** to permit AhsayOBM to access the cloud storage.



2. Enter the authentication code returned in AhsayOBM to complete the destination setup.



NOTE

A backup destination can be set to a supported cloud storage, backup server, FTP / SFTP server, network storage, or local / removable drive on your computer.

Multiple backup destinations can be configured for a single backup set. In fact it is recommended for you to set up at least 2 backup destinations for your backup set.

For more details on backup destination, for example which cloud service providers are supported, destination type, or limitation, you can refer to the following article:

[http://wiki.ahsay.com/doku.php?id=public:5026_faq_on_backup_destination&s\[\]=frequently](http://wiki.ahsay.com/doku.php?id=public:5026_faq_on_backup_destination&s[]=frequently)

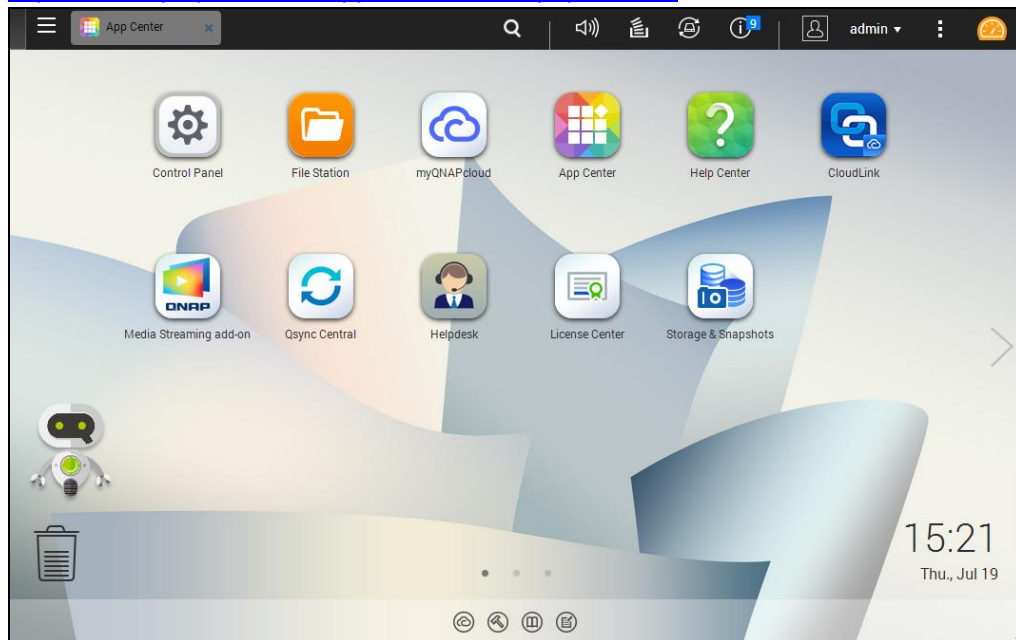
Uninstall AhsayOBM

Refer to the following steps to uninstall AhsayOBM.

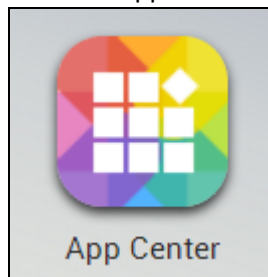
1. Login to QNAP QTS with the admin account. In a web browser, enter the QNAP NAS device IP address and use the login credentials to login.

Note: Refer to the following user manual for information on how to login to QTS:

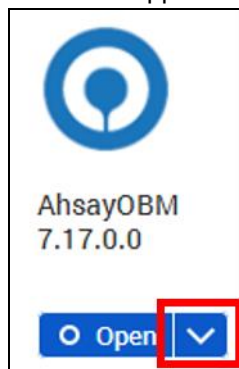
https://www.qnap.com/en/support/con_show.php?cid=11



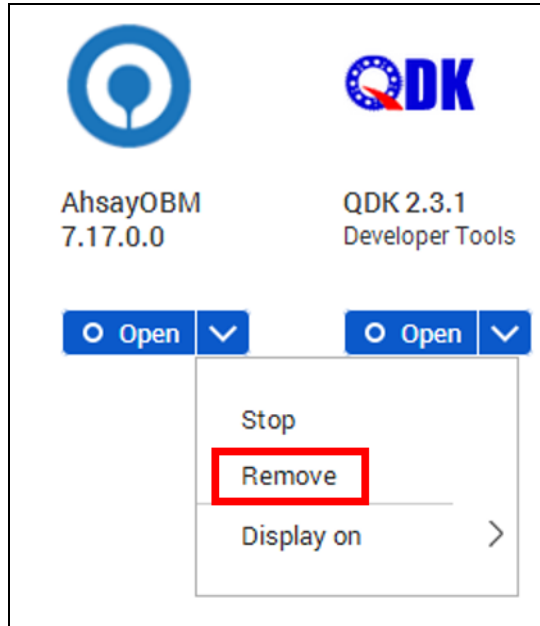
2. Click the App Center icon on the desktop.



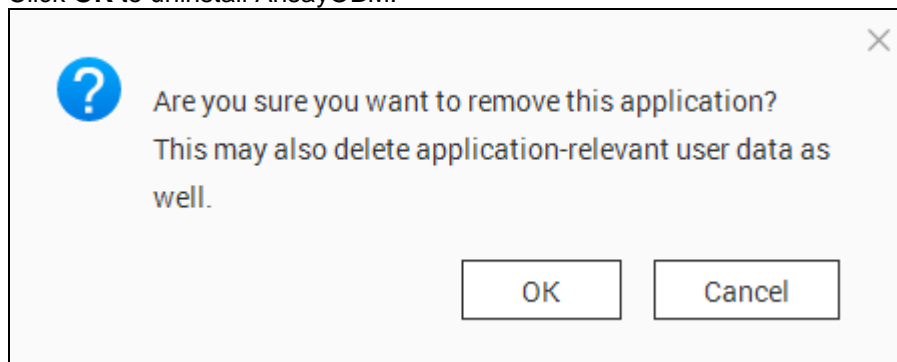
3. When the App Center window appears, click the arrow icon of AhsayOBM.



4. Select **Remove** to uninstall the AhsayOBM.



5. Click **OK** to uninstall AhsayOBM.



Note: If you select **OK**, AhsayOBM program files, user settings and AhsayOBM-relevant user data will be removed from the NAS drive.

6. When the uninstallation is completed, the following message will appear.

