

A-Click Backup Manager v9

Cloud File Backup & Restore Guide for Windows

Ahsay Systems Corporation Limited

27 January 2023



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Revision History

Date	Descriptions	Version
25 January 2022	■ Ch. 4 – added Migrate Data	9.1.0.0
7 March 2022	■ Ch. 4 – updated note for Migrate Data	9.1.0.0
6 May 2022	 Ch. 2 – removed limitations Ch. 3 – updated screenshot to show root folder selection is supported 	9.1.4.0
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1 Overview

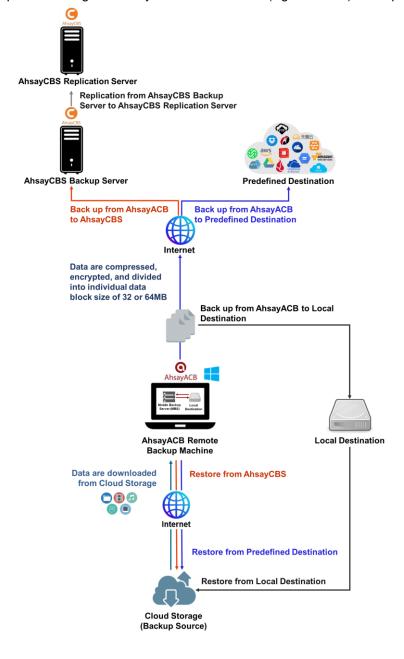
1.1 What is this software?

Ahsay brings you specialized client backup software, namely AhsayACB, that allows you to back up your data stored on the cloud storage to either the AhsayCBS backup server, another cloud or predefined storage, and local destination. This provides set of tools that include backup and recovery of individual files with versioning and Retention Policy to protect your data on cloud storages.

1.2 System Architecture

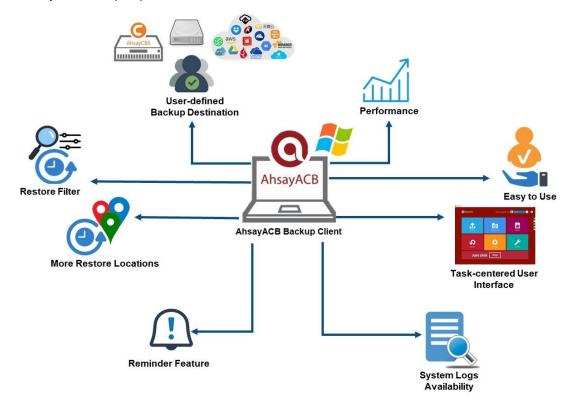
For agent-based backup and restore, the AhsayACB initiates connection to the cloud storage (backup source) through the internet via the deployed backup agent on the customer's site.

Below is the system architecture diagram illustrating the major elements involved in the backup and restore process using the AhsayACB Run on Client (Agent-based) backup configuration.



1.3 Why should I use AhsayACB (Agent-based) Solution to back up my cloud data?

We are committed to bringing you a comprehensive Run on Client (Agent-based) cloud backup and recovery solution with AhsayACB. Below are some key areas that we can help to make your backup experience a better one.



User-defined Backup Destination

Backup users have more options in assigning a backup destination (i.e., AhsayCBS, Cloud or Predefined destinations, and standard and local destination).

Performance

Agent-based backup is performed on a physical machine or computer with resources that is dedicated for backup and restore operations. Once the backup client is deployed on the machine, the user have more control on the hardware which affects the overall backup and restore performance.

Easy to Use

Agent-based backup solution has a traditional backup approach that is well understood by most administrators and end users who would only need minimal effort and time to understand the backup and/or restore operations.

Task-centered User Interface

Agent-based backup solution make it a good option for users to have more control on the individual backup/restore and resources management.

System Logs Availability

System logs for Data Integrity Check and space freeing up results is accessible for the end users and can be reviewed anytime. Unlike with the agentless backup where system logs will only be available upon request from the backup service provider.

Reminder Feature

With the agent-based backup, a reminder feature is provided which will display a backup confirmation dialog box that will prompt user to run a backup job during machine log off, restart or shut down when enabled.

More Restore Locations

Agent-based backup offers you three (3) restore locations such as the local machine, original location (or the cloud storage where you backed up them), and alternate location (which is through the same cloud storage but on a different folder).

Restore Filter

Agent-based backup has a restore filter feature which allows users to easily search directories, files, and/or folders to restore.

High Level of Security

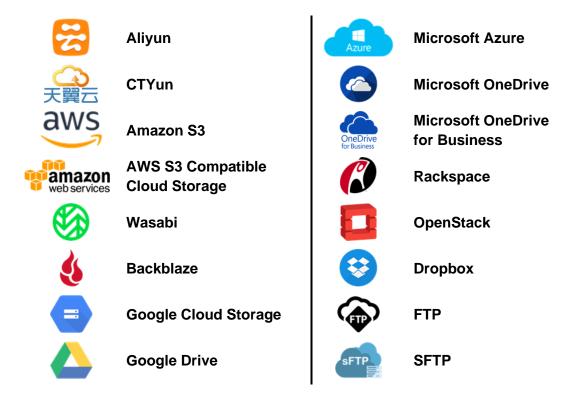
We understand that the data on your cloud storage may contain sensitive information that requires to be protected, that is why we ensure that your backup data will be encrypted with the highest level of security measure.

- Un-hackable Encryption Key to provide the best protection to your backup data, the encryption feature which will default encrypt the backup data locally with an AES 256-bit randomized encryption key.
- Encryption Key Recovery a last resort for you to recover your encryption key in case you have lost it. Your backup service provider can make it mandatory for you to upload the encryption key to the centralized management console, the encryption key will be uploaded in hashed format and will only be used when you request for a recovery.

Cloud Destinations Backup

By default, the AhsayCBS is set as the storage destination in creating a cloud file backup set. However, you may add another storage destination(s) as provided by your backup service provider. Below is a list of supported cloud destinations:

Below is a list of supported cloud destinations.



NOTE

For more details, please contact your backup service provider.

Run on Client

A Run on Client Cloud File Backup Set provides you with an agent-based backup solution. Manual, scheduled, or continuous backup job is performed on the client computer. A backup agent needs to be installed on the client machine in order to back up your data on cloud storage(s).

<u>Differences between a Run on Client and Run on Server Backup Set</u>

The following table summarizes the differences in backup options available between a Run on Client and Run on Server cloud file backup set, and the tool to use (client agent or web console) when performing a backup and restore:

Features/Functions	Run on Client Cloud File Backup Set	Run on Server Cloud File Backup Set
General Settings	√	√
Backup Source	✓	✓
Backup Schedule	✓	✓
Continuous Backup	AhsayOBM / AhsayACB for Windows only	✓
Destination	AhsayCBS, Predefined Destinations, Standard and Local	AhsayCBS or Predefined Destinations only
Multiple Destinations	✓	×
Deduplication	AhsayOBM	AhsayOBM
Retention Policy	✓	AhsayOBM
Command Line Tool	AhsayOBM	×
Reminder	AhsayOBM / AhsayACB for Windows only	×
Restore Filter	✓	×
Bandwidth Control	✓	AhsayOBM
IP Allowed for Restore	✓	×
System Logs of Data Integrity Check and Space Freeing Up	✓	×
Others	✓	✓
To Run a Backup	AhsayOBM / AhsayACB	AhsayCBS User Web Console only
To Run a Restore	AhsayOBM / AhsayACB / AhsayOBR	AhsayCBS User Web Console only

Aside from the backup options, the table below shows other operations that can be performed using client agent and web console:

Features/Functions	Run on Client Cloud File Backup Set	Run on Server Cloud File Backup Set
Data Integrity Check	✓	✓
Space Freeing Up	✓	×
Delete Backup Data	√	✓
Decrypt Backup Data	✓	×

NOTE:

For more details on the Run on Server backup option, please refer to the following guides: AhsayCBS v9 User Guide – Cloud File Run on Server (Agentless) Backup and Restore Guide

1.4 About This Document

What is the purpose of this document?

This document aims at providing all necessary information for you to get started with setting up your system for Run on Client Cloud File backup and restore, followed by step-by-step instructions on a creating a backup set, running a backup and restoring backup data using the AhsayACB client.

The document can be divided into three (3) main parts.

Part 1: Preparing for Cloud File Backup & Restore

Requirements

Requirements on hardware & software installation

Best Practices and Recommendations

Items recommended to pay attention to before performing backup and restore

Part 2: Performing a Cloud File Backup

Logging in to AhsayACB client

Log in to AhsayACB

Creating a Backup Set

Create a backup set using AhsayACB

Running a Backup Set

Run a backup set using AhsayACB

Part 3: Restoring a Cloud File Backup

Restoring a Backup Set using AhsayACB client

Restore a backup set using AhsayACB

What should I expect from this document?

After reading through this documentation, you can expect to have sufficient knowledge to set up your system to backup data on Cloud storage using the client agent, as well as to carry out an end-to-end backup and restore process.

Who should read this document?

This documentation is intended for backup administrators and IT professionals who are responsible for the Cloud File backup and restore.

2 Preparing for Backup and Restore

2.1 Hardware Requirement

To achieve the optimal performance when running AhsayACB on your machine, refer to the following article for the list of hardware requirements.

FAQ: Ahsay Hardware Requirement List (HRL) for version 9.1 or above

2.2 Software Requirement

Refer to the following article for the list of compatible operating systems and application version. FAQ: Ahsay Software Compatibility List (SCL) for version 9.1 or above

2.3 Antivirus Exclusion Requirement

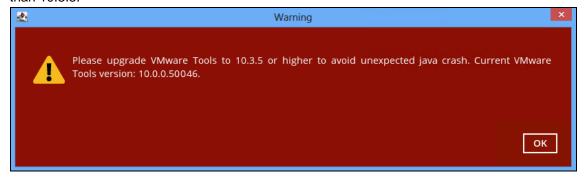
To optimize performance of AhsayACB on Windows, and to avoid conflict with your antivirus software, refer to the following KB article for the list of processes and directory paths that should be added to all antivirus software white-list / exclusion list.

FAQ: Suggestion on antivirus exclusions to improve performance of Ahsay software on Windows

2.4 Upgrade VMware Tools Requirement

To avoid an unexpected java crash, if the Windows machine is a guest VM hosted on a VMware Host, it is highly recommended that the VMware tools version installed on the guest VM is 10.3.5 or higher.

Below is the warning message that will be displayed if the version of the VMware Tools is lower than 10.3.5.



NOTE

For more information about the upgrade of VMware Tools, refer to this article https://wiki.ahsay.com/doku.php?id=public:version_9:client:9463_ahsayobc_crash_on_vm_with_vmware-tools-pre-10.0.5.

2.5 Internet / Network Connection

In order to allow access to the cloud storage, a stable internet connection must be available on the computer where the AhsayACB is installed. If large amounts of data are backed up from a cloud storage account, then a fast internet connection is required.

2.6 AhsayACB Installation

Make sure that AhsayACB is installed on a computer with Internet access for connection to the cloud storage.

2.7 Valid AhsayACB User Account

A valid AhsayACB user account is required before you can log in to the AhsayACB client.

2.8 Ahsay License Requirements

The Cloud File Backup module is included in the basic AhsayACB license. There is no limit on the number of Cloud File backup sets in an AhsayACB user account.

For more details, please contact your backup service provider.

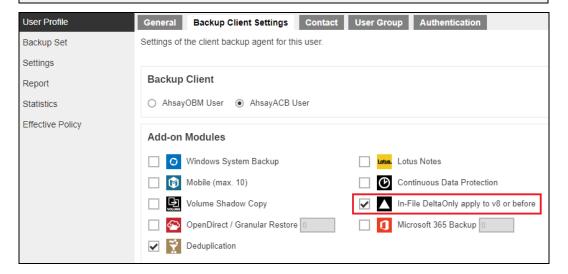
2.9 Add-on Module Requirements

In-File Delta

The In-File Delta add-on module must be added on the AhsayACB user account if you would like to use this feature. This only applies to backup sets created using AhsayACB v8 or before.

NOTE

This add-on module must be enabled on the AhsayACB user account. Please contact your backup service provider for details.

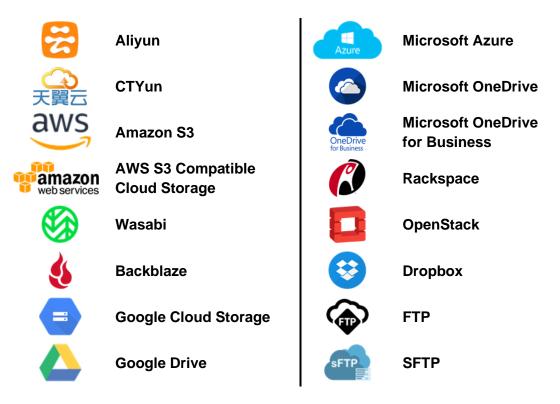


2.10 Backup Quota Requirement

Make sure that your AhsayACB user account has sufficient quota assigned to accommodate the storage for the cloud file backup set(s) and Retention Policy.

2.11 Cloud Sources

The AhsayACB Run on Client (Agent-based) Backup Solution supports the following cloud sources to back up as provided by your backup service provider:



2.12 Login Credentials to Cloud Storage

To allow access to the cloud storage (backup source) in performing a backup, make sure to have the correct login credentials to the cloud storage service.

2.13 Network Bandwidth

10 Mbps or above connection speed.

2.14 Best Practices and Recommendations

The following are some best practices and recommendations we strongly recommend you follow before you start any Cloud File backup and restore:

Backup Destination

To provide maximum data protection and flexible restore options for agent-based backup, it is recommended to configure:

- At least one offsite or cloud destination
- At least one local destination for fast recovery

Temporary Directory Folder Location

Temporary directory folder is used by the AhsayACB for storing backup set index files and any incremental or differential backup files generated during a backup job. To ensure optimal backup/restoration performance, it is recommended that the temporary directory folder is set to a local drive.

Performance Recommendations

Schedule backup jobs when system activity is low to achieve the best possible performance.

Bucket Management for Enterprise Cloud Storage Providers

If you have chosen to back up files from an enterprise cloud storage (e.g., Amazon S3, Wasabi, Microsoft Azure, Google Cloud Storage, etc.), you will have to select a bucket name during the creation of cloud file backup set. Each bucket has a single compartment, and an access key is associated with a single bucket. Therefore, each backup set can back up one bucket.

For account with multiple buckets, the backup should be organized into one bucket per backup set. For best practice, make sure to assign one bucket name per backup set so you can ensure that you are selecting the correct file(s) to back up.

Test Restore Operations

Perform test restores periodically to ensure your backup is set up and backed up properly. Performing recovery test can also help identify potential issues or gaps in your recovery plan. It is important that you do not try to make the test easier, as the objective of a successful test is not to demonstrate that everything is flawless, but to discover faults in your recovery plan. There might be flaws identified in the plan throughout the test and it is important to identify those flaws

Periodic Backup Schedule

The periodic backup schedule should be reviewed regularly to ensure that the interval is sufficient to handle the data volume on the machine. Over time, data usage pattern may change on a Cloud storage account, i.e., the number of new files created, the number of files which are updated/deleted, and new users may be added etc.

Consider the following key points to efficiently handle backup sets with periodic backup schedule.

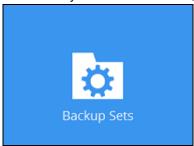
- Hardware to achieve optimal performance, compatible hardware requirements is a must. Ensure you have the backup machine's appropriate hardware specifications to accommodate frequency of backups,
 - so that the data is always backed up within the periodic backup interval
 - so that the backup frequency does not affect the performance of the production server
- Retention Policy also make sure to consider the Retention Policy settings and Retention Area storage management which can grow because of the changes in the backup data for each backup job.

3 Creating a Cloud File Backup Set

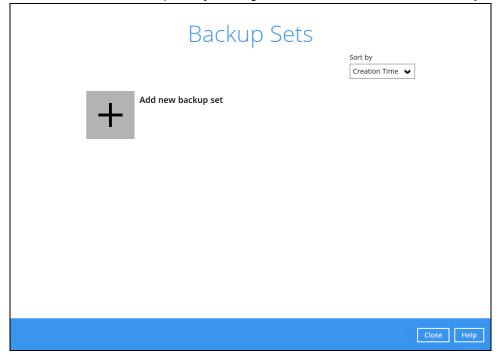
1. Log in to the AhsayACB application user interface.

For instructions on how to do this, please refer to Chapter 8 of the AhsayACB v9 Quick Start Guide for Windows.

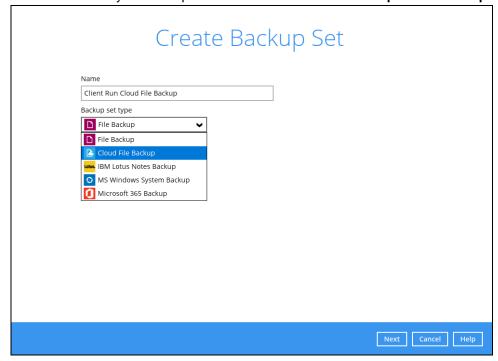
2. In the AhsayACB main interface, click Backup Sets.



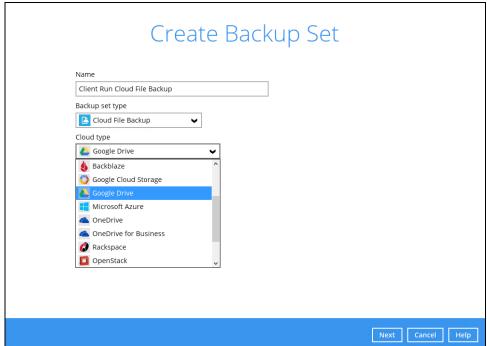
3. Create a Cloud File backup set by clicking the "+" icon next to **Add new backup set**.



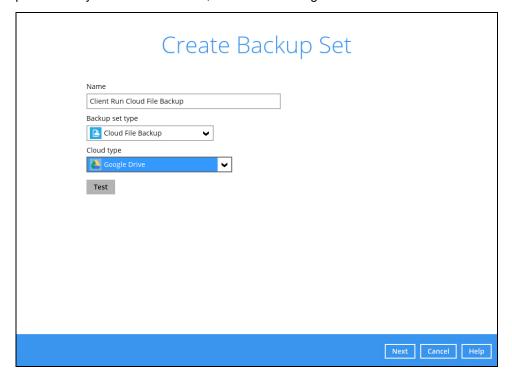
4. Enter a Name for your backup set and select Cloud File Backup as the Backup set type.



5. Select the Cloud type of the cloud storage that contains the data that you want to back up.



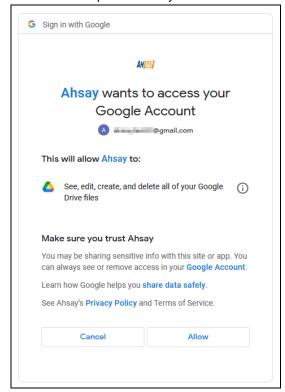
6. Depending on the cloud type you have selected, you will be prompted to enter the cloud service login details. Click **Test** to get redirected to the login page of the cloud service provider on your default browser, then enter the login details there.



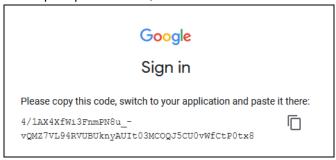
NOTE

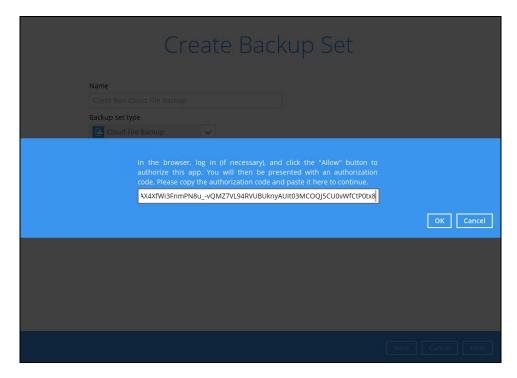
The authentication request will be opened in a new tab or window. Ensure that the popup window is not blocked, and pop-up blocker is disabled in your browser.

7. Click **Allow** to permit AhsayACB to access the cloud storage.

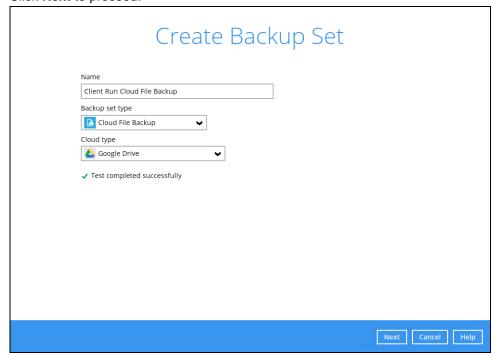


8. Copy and paste the code generated by the cloud service provider to AhsayACB where you will be prompted to enter, then click **OK** to confirm.

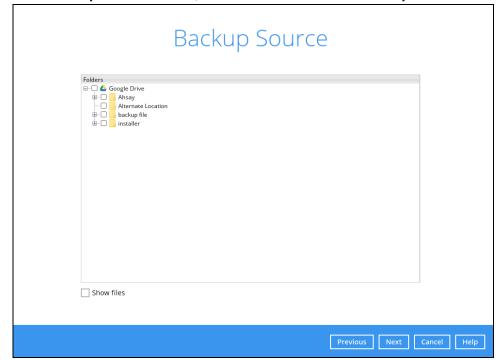




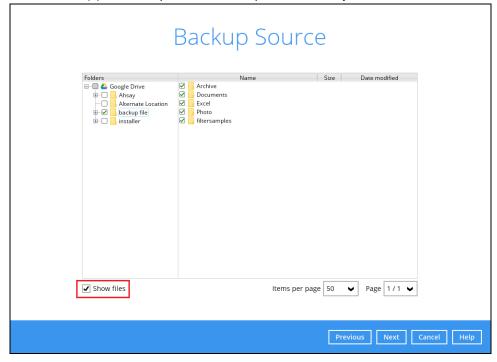
9. Click Next to proceed.



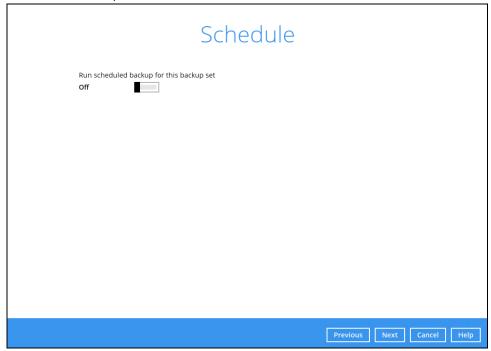
10. In the Backup Source window, select the files and/or folders that you would like to back up.

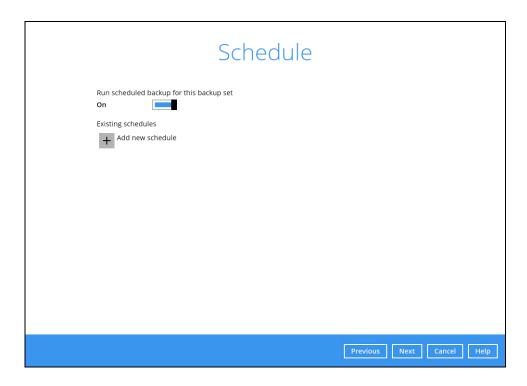


11. Enable the **Show files** checkbox at the bottom left corner if you would like to display individual file(s) for backup. Click **Next** to proceed when you are done with the selection.

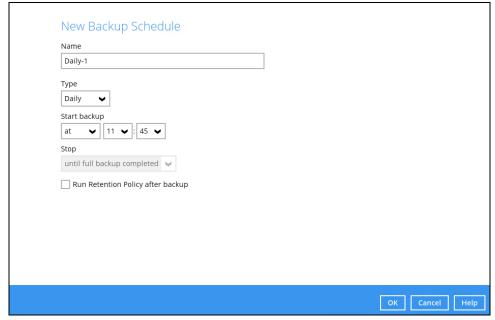


12. In the Schedule menu, configure a backup schedule for backup job to run automatically at your specified time interval. If enabled, click Add new schedule to add a new schedule, then click Next to proceed.



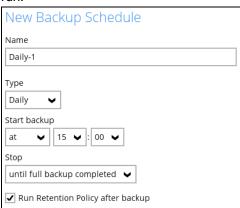


13. Configure the backup schedule settings on this page, then click **OK** when you are done with the settings.

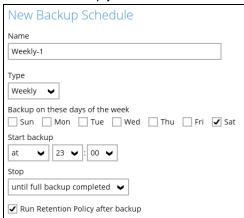


In the New Backup Schedule window, configure the following backup schedule settings.

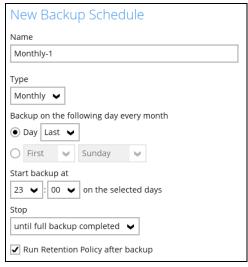
- Name the name of the backup schedule.
- **Type** the type of the backup schedule. There are four (4) different types of backup schedule: Daily, Weekly, Monthly and Custom.
 - Daily the time of the day or interval in minutes/hours when the backup job will run.

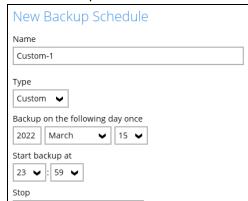


Weekly – the day of the week and the time of the day or interval in minutes/hours when the backup job will run.



Monthly – the day of the month and the time of the day when the backup job will run.





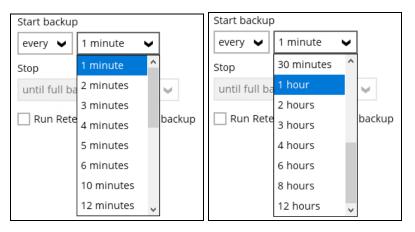
Custom – a specific date and the time when the backup job will run.

• Start backup – the start time of the backup job.

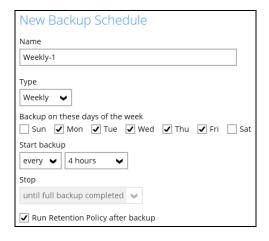
until full backup completed

Run Retention Policy after backup

- at this option will start a backup job at a specific time.
- every this option will start a backup job in intervals of minutes or hours.



Here is an example of backup set that has a periodic and normal backup schedule.



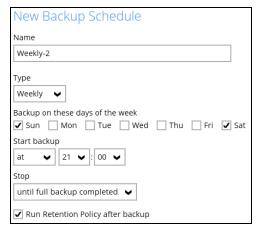


Figure 1.1 Figure 1.2

Figure 1.1 – Periodic schedule every 4 hours Monday - Friday during business hours

Figure 1.2 – Normal schedule runs at 21:00 or 9:00 PM on Saturday & Sunday during weekend non-business hours

- Stop the stop time of the backup job. This only applies to schedules with start backup "at" and is not supported for periodic backup schedule (start backup "every")
 - until full backup completed this option will stop a backup job once it is complete. This is the configured stop time of the backup job by default.
 - after (defined no. of hrs.) this option will stop a backup job after a certain number of hours regardless of whether the backup job has completed or not. This can range from 1 to 24 hrs.

The number of hours must be enough to complete a backup of all files in the backup set. For small files in a backup, if the number of hours is not enough to back up all files, then the outstanding files will be backed up in the next backup job. However, if the backup set contains large files, this may result in partially backed up files.

For example, if a backup has 100GB file size which will take approximately 15 hours to complete on your environment, but you set the "stop" after 10 hours, the file will be partially backed up and cannot be restored. The next backup will upload the files from scratch again.

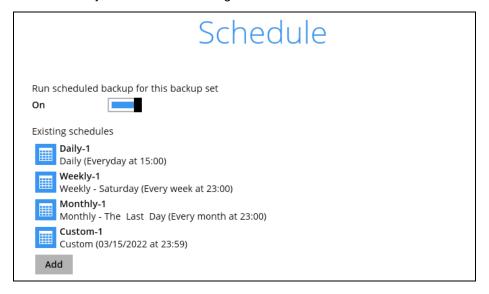
The partially backed up data will have to be removed by running the Data Integrity Check.

As a general rule, it is recommended to review this setting regularly as the data size on the backup machine may grow over time.

• Run Retention Policy after backup – if enabled, the AhsayACB will run a Retention Policy job to remove files from the backup destination(s) which have exceeded the Retention Policy after performing a backup job.

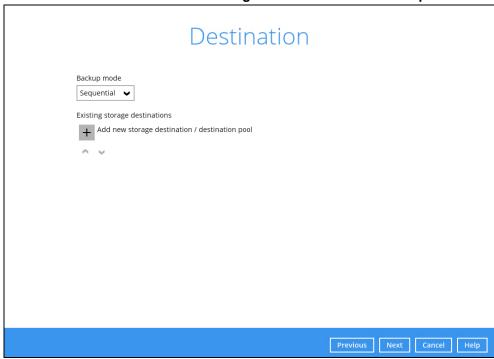
Click the **OK** button to save the configured backup schedule settings.

Multiple backup schedules can be created, as an example; the four types of backup schedules may look like the following.

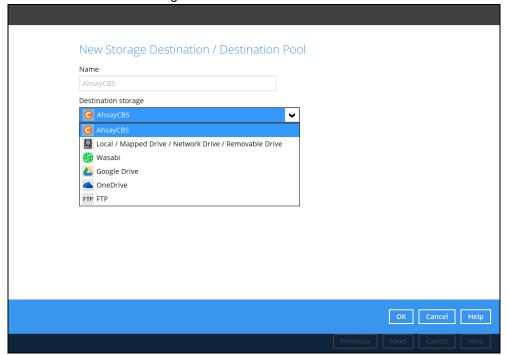


Click the Next to proceed.

14. In the **Destination** menu, select a backup destination where the backup data will be stored. Click the "+" icon next to **Add new storage destination / destination pool**.

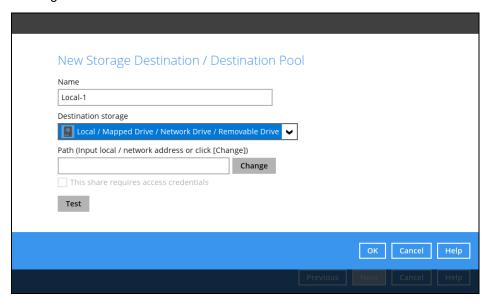


15. Select the Destination storage.

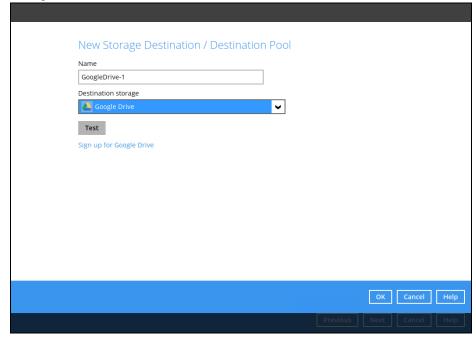


You can choose a storage combination of the Local / Mapped Drive / Network Drive / Removable Drive, Cloud storage or FTP. Click **OK** to proceed when you are done with the settings.

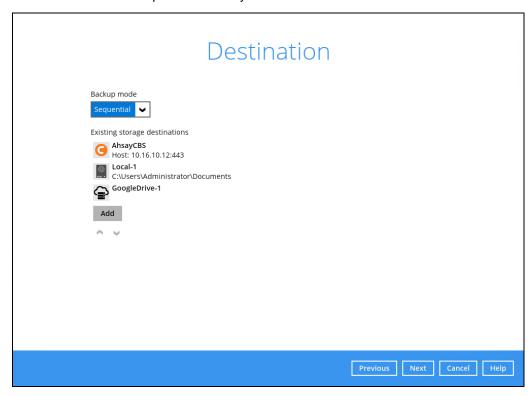
If you have chosen the Local / Mapped Drive / Network Drive / Removable Drive option, click Change to browse to a directory path where backup data will be stored. Check "This share requires access credential" if credentials are needed to access the directory path. Click Test to validate the path. A Test completed successfully message will be indicated when the validation is done.



 If you have chosen the cloud storage, click **Test** to log in to the corresponding cloud storage service.



You can add multiple storage destinations. The backup data will be uploaded to all the destinations you have selected in the order you added them. Press the icon to alter the order. Click **Next** to proceed when you are done with the selection.



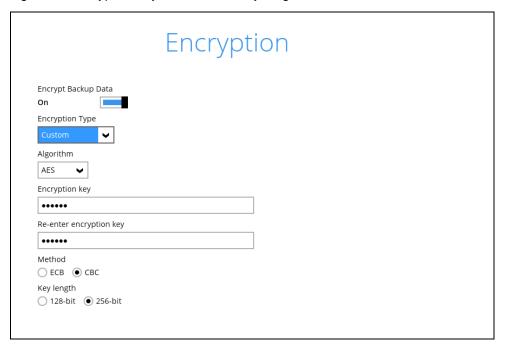
16. In the Encryption window, the default **Encrypt Backup Data** option is enabled with an encryption key preset by the system which provides the most secure protection.



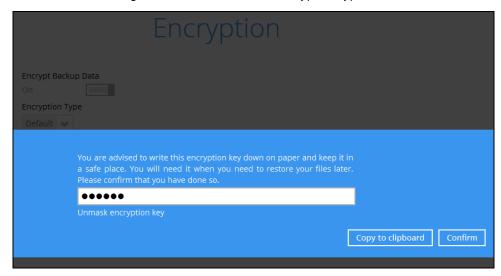
You can choose from one of the following three (3) Encryption Type options:

- **Default (Machine Generated Random)** an encryption key with 44 alphanumeric 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.

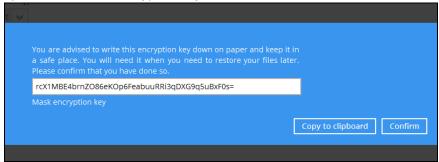


If you have enabled the Encryption Key feature in the previous step, the following pop-up window will show regardless of the selected encryption type.



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.



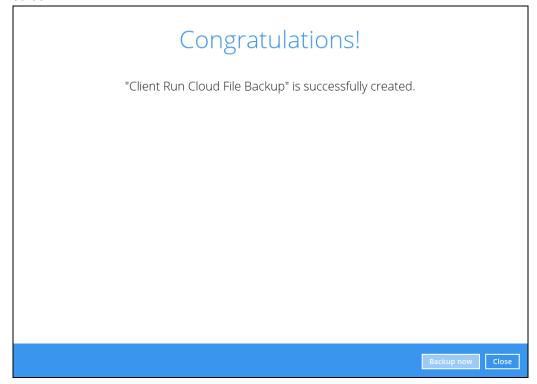
- **Copy to clipboard** Click this to copy the encryption key, then you can paste it on another location of your choice for your reference (e.g. notepad).
- **Confirm** Click this to exit this pop-up window and proceed to the next step.

If you have enabled the scheduled backup option, you will be prompted to enter the **User Name** and **Password** of the Windows account that will be running the backup.

Window	ıs User Au	uthentication
Domain Name (e.g Ahsay.com)) / Host Name	1
User name		_
username		
Password		_
]

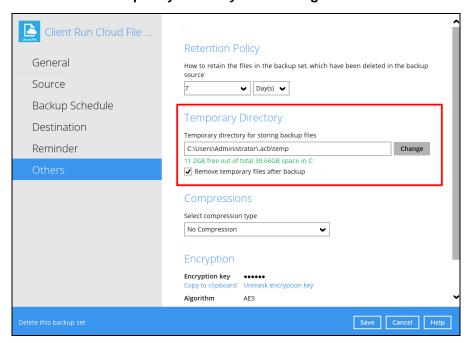
Click Next to create the backup set.

17. The following screen is displayed when the new Cloud File backup set is created successfully. Click **Backup now** to start the backup job or click **Close** to return to the main screen.



 Based on <u>Best Practices and Recommendations</u>, it is highly recommended to change the <u>Temporary Directory</u>. Select another location with sufficient free disk space other than Dive C.

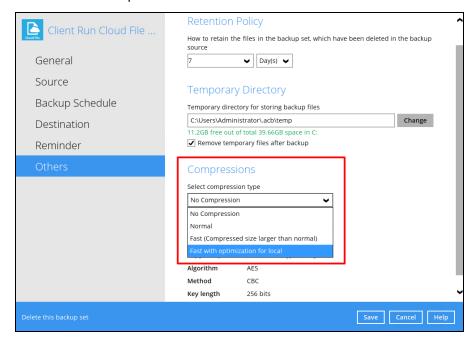
Go to Others > Temporary Directory. Click Change to browse for another location.



19. Optional: Select your preferred **Compression** type. By default, the compression is Fast with optimization for local.

Go to Others > Compressions. Select from the following list:

- No Compression
- Normal
- Fast (Compressed size larger than normal)
- · Fast with optimization for local



4 Running Backup Job

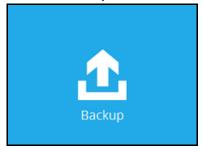
For an overview of the backup process, please refer to Chapter 12 of the AhsayACB v9 Quick Start Guide for Windows.

To start a backup, follow the steps below:

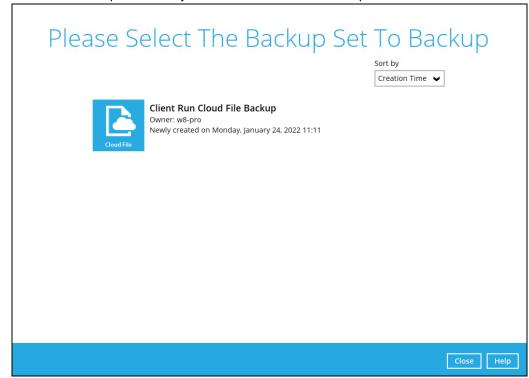
1. Log in to AhsayACB.

For instructions on how to do this, please refer to Chapter 8 of the AhsayACB v9 Quick Start Guide for Windows.

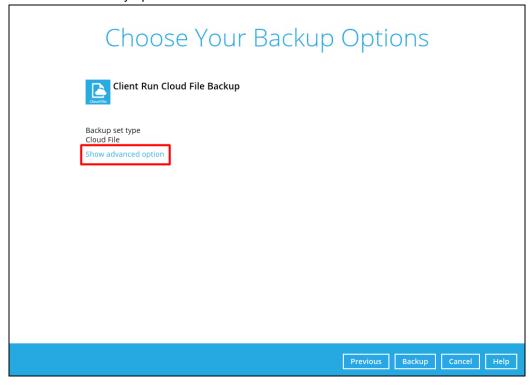
2. Click the **Backup** icon on the main interface of AhsayACB.



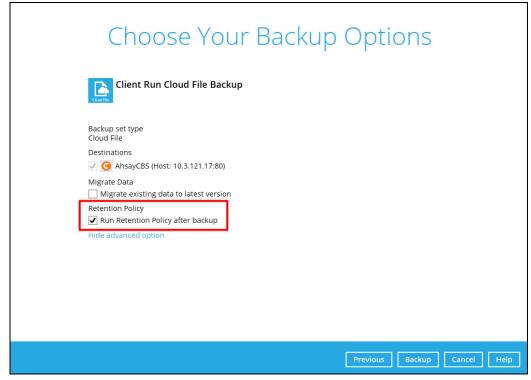
3. Select the backup set which you would like to start a backup for.



4. Click the **Show advanced option** in case you want to modify the Destinations, Migrate Data and Retention Policy options.



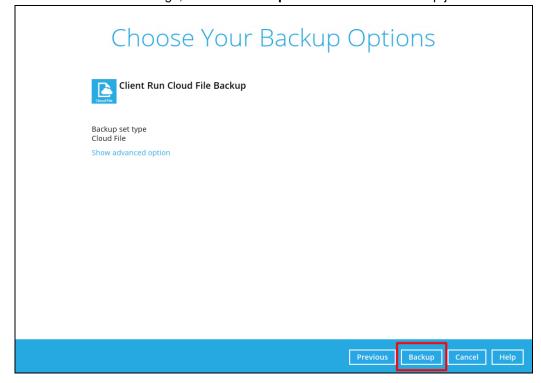
5. When the advanced options are shown, it is recommended to enable the **Run Retention Policy after backup**. This will help you save hard disk quota in the long run.



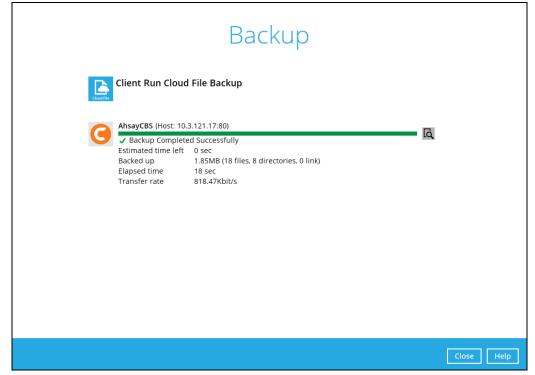
NOTE

When the **Migrate Data** option is enabled, the existing data will be migrated to the latest version during a backup job. Backup job(s) for backup sets with Migrate Data enabled may take longer to finish. For more information about this feature, refer to <u>AhsayCBS v9 New Features Supplemental document</u>.

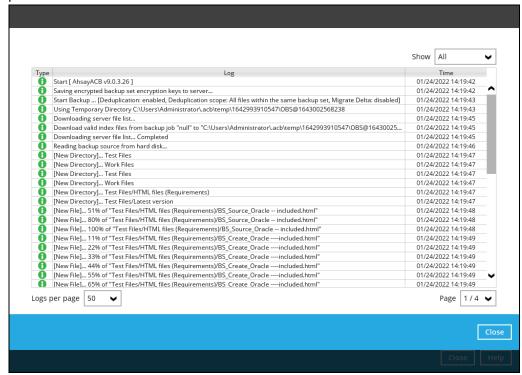
6. Once done with the settings, click the **Backup** button to start the backup job.



7. The following screen will be displayed to indicate that the backup job is successfully completed. You may click the button to check for the backup log.



8. Once you are done with checking the backup log, click the **Close** button to return to the previous screen.

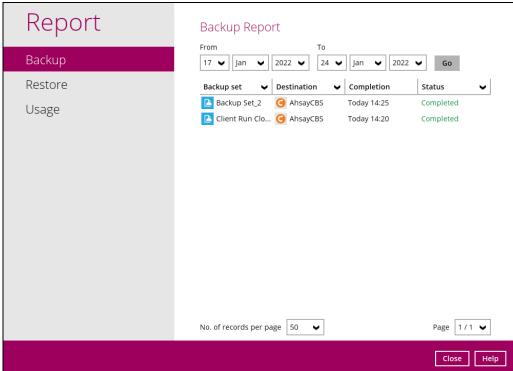


View Report

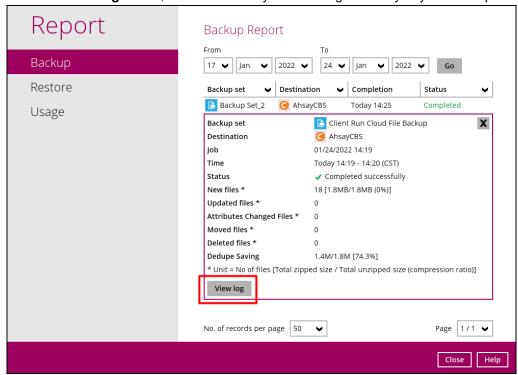
To view the backup report(s), go back to the AhsayACB main interface, then click **Report > Backup**.

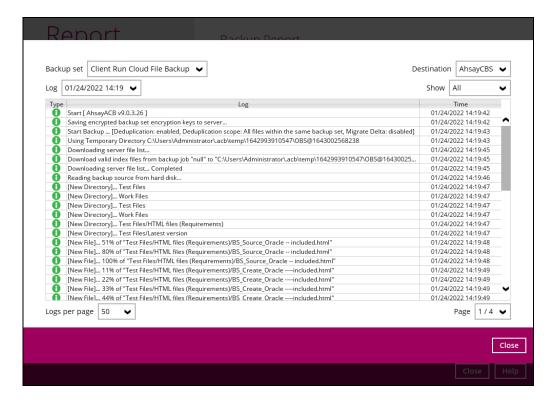


In the Backup Report screen, you will see the backup set with corresponding destination, completion date and time, and status. Click the backup report and the summary of the backup will be displayed.



Click the View Log button; this will redirect you to the log summary of your backup.

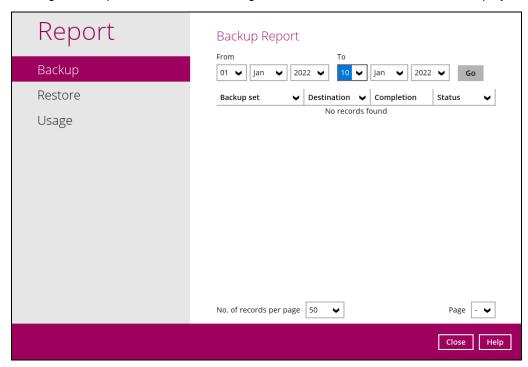




You can also search for backup reports from a specific period of date. For example, we have the **From** date which is, **01 Jan 2022** and the To date which is, **10 Jan 2022**. Click the **Go** button to generate the available reports.



If this is a valid range of dates, then backup report(s) will be displayed unless there were no backup running on the specified dates. A message of **No records found** will also be displayed.



5 Restoring a Cloud File Backup Set

AhsayACB provides three (3) options in restoring a backup such as through the **Local machine**, **Original location**, and **Alternate location**. After this quick walkthrough, you will see the step-by-step instructions with corresponding screen shots on how to restore your data using the following options below.

Local machine

Restore your data to your local computer where the AhsayACB is running.

Original location

Aside from the location machine, you can also restore your data to your original location, on the cloud storage, where you backed up them.

Alternate location

Besides the two (2) options above, you can also restore your data to an alternate location which is through the same cloud storage but on a different folder.

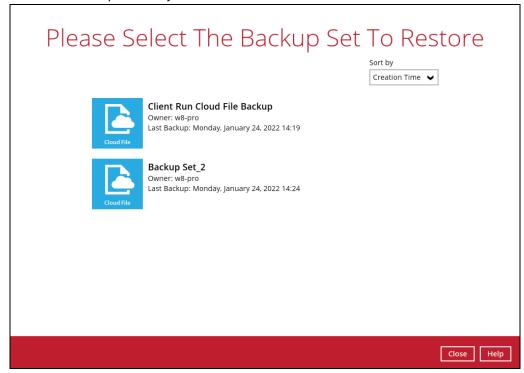
NOTE

Log in to the AhsayACB application according to the instructions provided in Chapter 8 of the AhsayACB v9 Quick Start Guide for Windows.

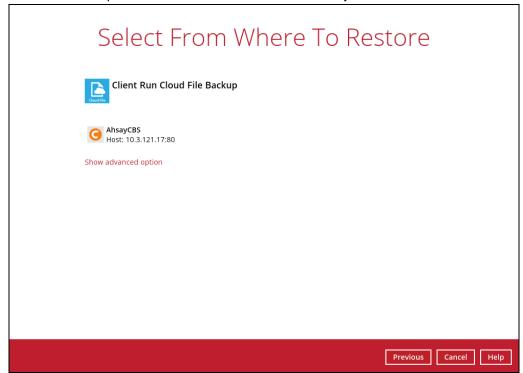
1. On the main interface, click the following icon.



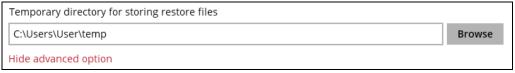
2. Select the backup set that you would like to restore.



Select the backup destination that contains the data that you would like to restore.



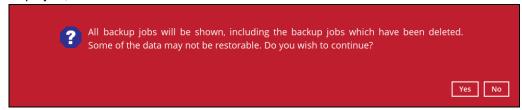
You may configure the **Temporary directory for storing restore files** by clicking **Show advanced option**. This will allow you to select the directory that will be used to store temporary files by clicking the **Browse** button.



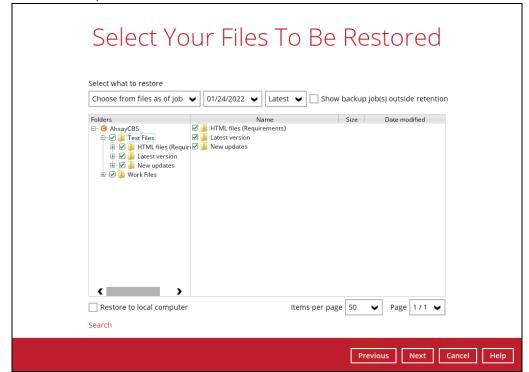
4. Tick **Show backup job(s) outside retention** if you want all backup jobs to be displayed, even the deleted ones.

Show backup job(s) outside retention

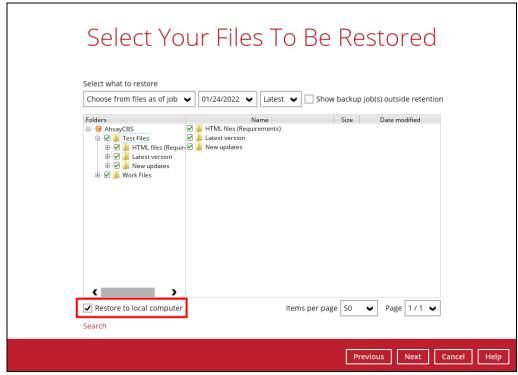
Once ticked, this message will be displayed. Click **Yes** if you want all backup jobs to be displayed, otherwise click **No**.



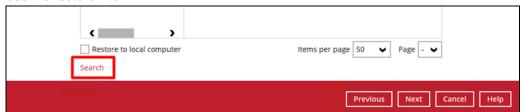
5. Select to restore from a specific backup job, or the latest job available from the **Select what to restore** drop-down menu.



6. Tick the **Restore to local computer** if you want to restore the backup data to the local drive. Once done selecting the files and/or folders to restore, click **Next** to proceed.



If you want to search for directories, files, folders and mails to be restored, click **Search** to use the restore filter.



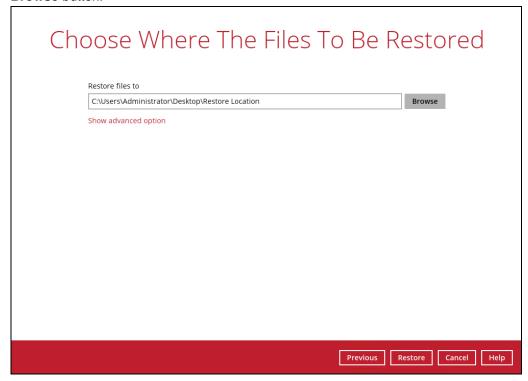
For more information on how to use the restore filter, please refer to Chapter 14.2 of the AhsayACB v9 Quick Start Guide for Windows.

For more detailed examples using the restore filter, refer to <u>Appendix A: Example Scenarios</u> for Restore Filter using AhsayACB.

7. The window that will be displayed will depend on the restore destination selected. Here are the three options:

Local computer

If you want to restore on your local computer, browse the corresponding directory path on the local drive where want the backup data to be restored by clicking the **Browse** button.

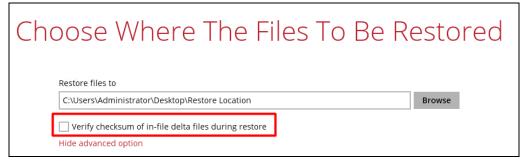


Click **Show advanced option** to configure other restore settings.



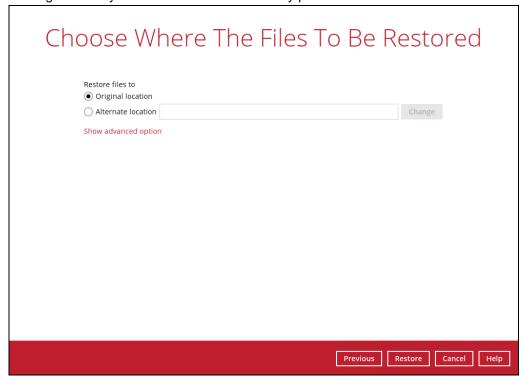
Verify checksum of in-file delta files during restore

By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and will create a data summary of the in-file delta files which will be included in the report.



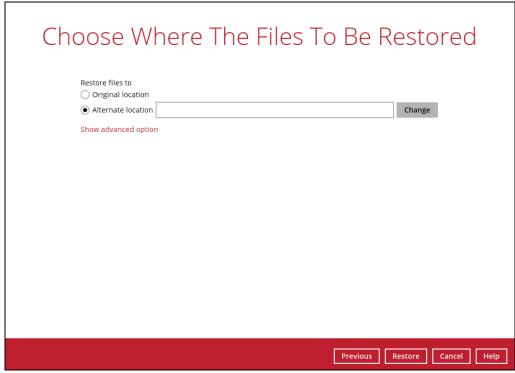
Original location

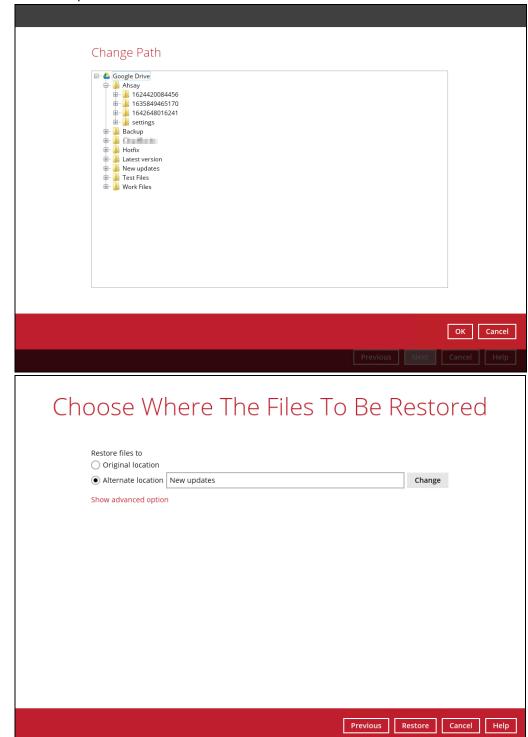
If you have chosen this option, the backup data will be restored to the computer running the AhsayACB under the same directory path.



Alternate location

If you have chosen this option, the backup data will be restored to another location of your choice. Click **Change** to select the alternate path on the cloud storage.





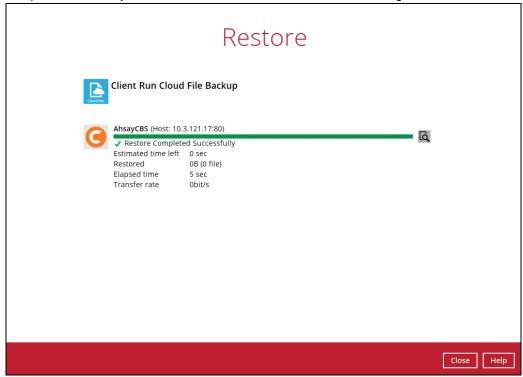
Select the path where the data will be restored then click **OK**.

Click **Restore** to start the restoration process.

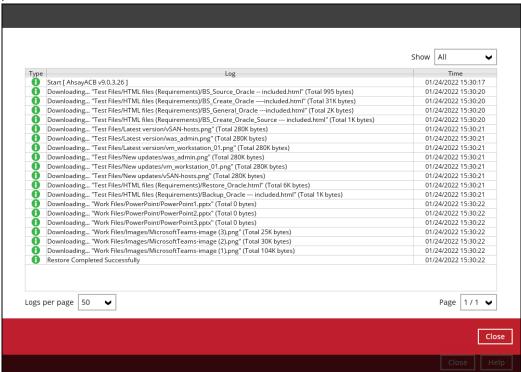
NOTE

Data can only be restored to the local computer, or to the original cloud storage where the data was backed up from (i.e. same cloud storage provider and same account). Restoring backup data to a different cloud storage provider or different account is NOT possible.

8. The following screen will be displayed to indicate that the restore job is successfully completed. You may click the button to check for the restore log.



Once you are done with checking the restore log, click the Close button to return to the previous screen.



6 Contact Ahsay

6.1 Technical Assistance

To contact Ahsay support representatives for technical assistance, visit the Partner Portal: https://www.ahsay.com/partners/

Also use the Ahsay Wikipedia for resource such as Hardware Compatibility List, Software Compatibility List, and other product information: https://wiki.ahsay.com/

6.2 Documentation

Documentations for all Ahsay products are available at:

https://www.ahsay.com/jsp/en/downloads/ahsay-downloads_documentation_guides.jsp

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

https://www.ahsay.com/partners/

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

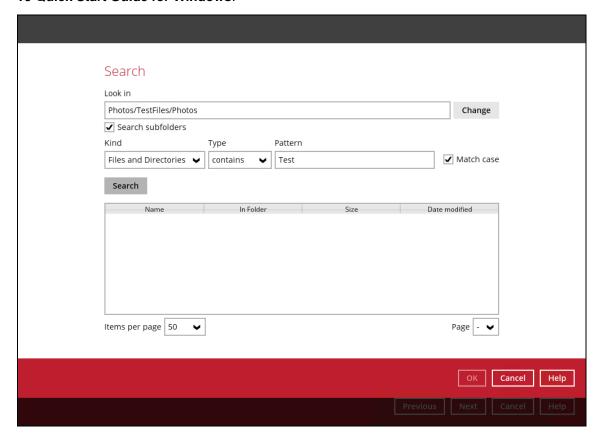
Appendix

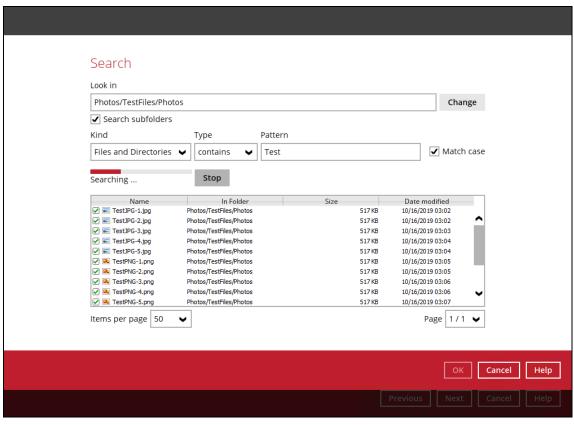
Appendix A Example Scenarios for Restore Filter using AhsayACB

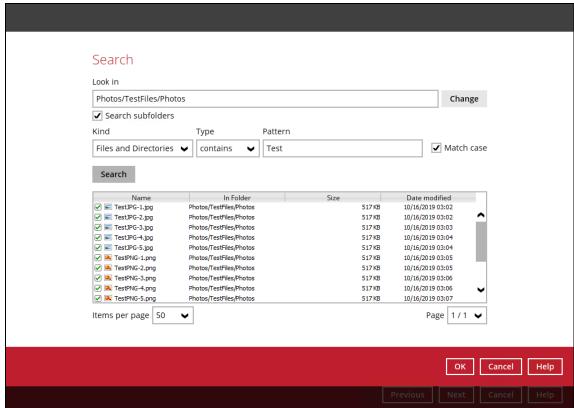
Example No. 1: Restore filter setting - Files and Directories

Location:	Photos/TestFiles/Photos
Search subfolders:	True
Kind:	Files and Directories
Type:	Contains
Pattern:	Test
Match Case:	True

For more information on how to use the restore filter, please refer to Chapter 14.2 of the AhsayACB v9 Quick Start Guide for Windows.







Explanation:

All files and directories under <u>/Photos/TestFiles/Photos</u> that has the exact pattern of 'Test" with match-case set to true will be included upon performing search.

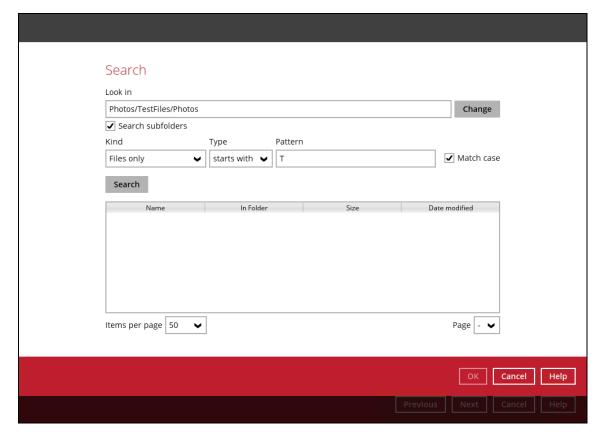
As you can see on the screenshot above, the result panel contains the Name of the Files and/or Directories, Directory of the files and/or directories which are indicated in Folder column, Size of each files and/or directories, and Date Modified.

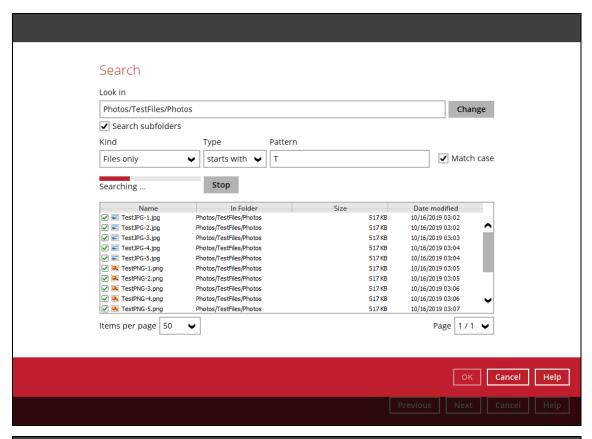
The restore filter setting includes the Search subfolder and Match case set to true. This means that the filter will include all available subfolders in /Photos folder upon searching. And it will strictly search only the specified pattern and case which contains with 'Test'.

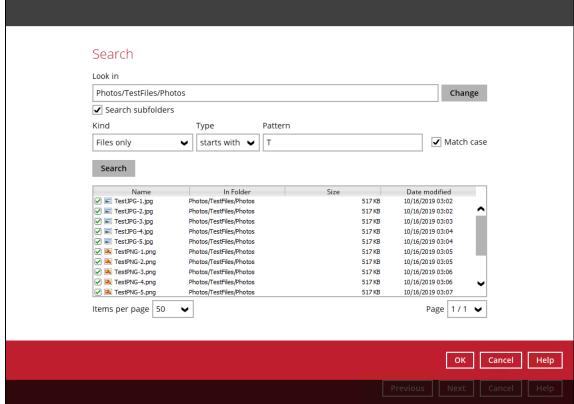
Example No. 2: Restore filter setting - Files only

Location:	Photos/TestFiles/Photos
Search subfolders:	True
Kind:	Files only
Type:	Starts with
Pattern:	Т
Match Case:	True

For more information on how to use the restore filter, please refer to Chapter 14.2 of the AhsayACB v9 Quick Start Guide for Windows.







Explanation:

All files only under <u>/Photos/TestFiles/Photos</u> that has the exact pattern of 'T" with match-case set to true will be included upon performing search.

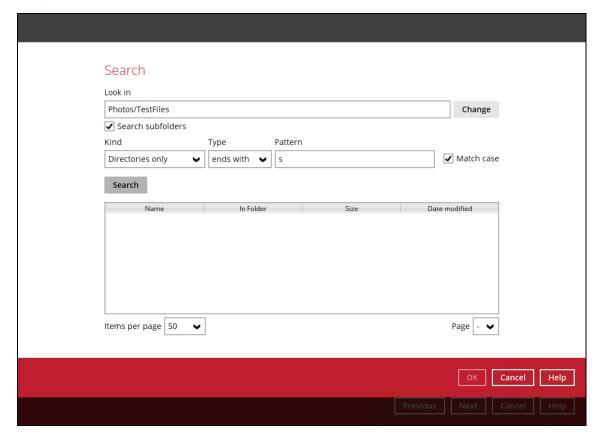
As you can see on the screenshot above, the result panel contains the Name of the files, Directory of the files which are indicated in Folder column, Size of each files, and Date Modified.

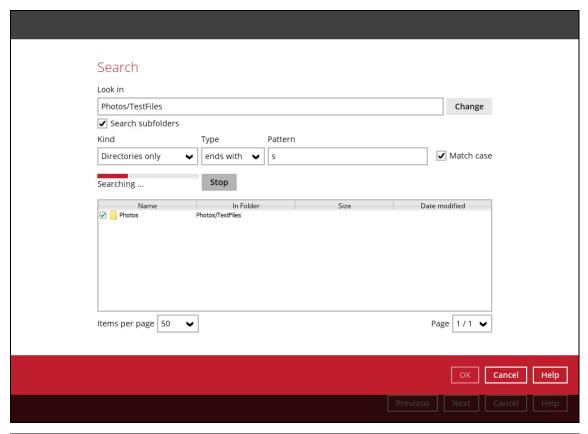
The restore filter setting includes the Search subfolder and Match case set to true. This means that the filter will include all available subfolders in /Photos folder upon searching. And it will strictly search only the specified pattern and case which starts with 'T'.

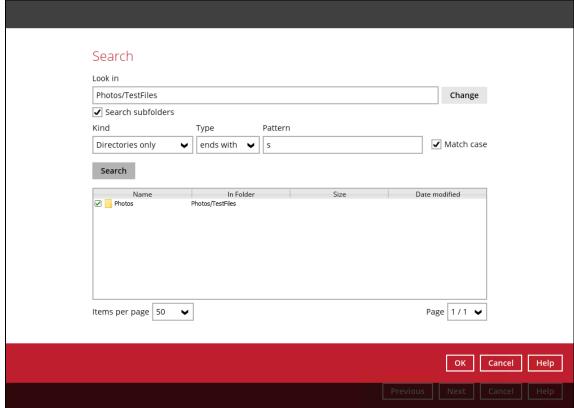
Example No. 3: Restore filter setting - Directories only

Location:	Photos/TestFiles
Search subfolders:	True
Kind:	Directories only
Type:	Ends with
Pattern:	s
Match Case:	True

For more information on how to use the restore filter, please refer to Chapter 14.2 of the AhsayACB v9 Quick Start Guide for Windows.







Explanation:

All directories only under <u>/Photos/TestFiles</u> that has the exact pattern of 's" with match-case set to true will be included upon performing search.

As you can see on the screenshot above, the result panel contains the Name of the directories, Directory which are indicated in Folder column, Size of each directories, and Date Modified.

The restore filter setting includes the Search subfolder and Match case set to true. This means that the filter will include all available subfolders in /TestFiles folder upon searching. And it will strictly search only the specified pattern and case which ends with 's'.