

# **DS-Mobile Client Installation & User Guide**



## Assumptions

The following assumptions are made about the audience for this document:

**Familiarity:** User is familiar with the Operating System platform. User is familiar with basic Internet browsing.

**Correct Input:** User enters the correct data (e.g. user names, passwords, etc.) when asked or required. If invalid data is entered, an error message will appear, and you will be forced to correct the error before you may proceed.

**Canceling activities:** The option to cancel the current activity (in some cases the option is “No”) will exit the activity.

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This document may contain sample screen shots, used to demonstrate Asigra Cloud Backup™ procedures. All information appearing in this document is used for illustration purposes only, and it should be considered fictitious.

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## About Asigra Cloud Backup™

Asigra Cloud Backup™ is a unique alternative to traditional backup methods, replacing conventional tape based systems with a fully automated Online solution. It provides centralized and automated backups of PCs, file servers and application/database servers with secure offsite storage and immediate Online restoration.

The system uses a DS-Client, installed onto the customer network, which hosts the Asigra Cloud Backup™ client application software that performs the backup and restore activity.

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# Installation Guide

This section contains the installation instructions.

## Before you install or upgrade

### I) Supported Platforms

Platform	Version	MSI-Deployment Compatible *
Windows® XP x86 (32-bit)	<ul style="list-style-type: none"> <li>Professional SP3</li> <li>Home SP3</li> </ul>	<ul style="list-style-type: none"> <li>Yes</li> <li>NO</li> </ul>
Windows® XP x64 (64-bit)	<ul style="list-style-type: none"> <li>Professional SP2</li> </ul>	<ul style="list-style-type: none"> <li>Yes</li> </ul>
Windows® VISTA x86 (32-bit) or x64 (64-bit)	<ul style="list-style-type: none"> <li>Ultimate SP2</li> <li>Enterprise SP2</li> <li>Home Basic SP2</li> <li>Business SP2</li> <li>Home Premium SP2</li> </ul>	<ul style="list-style-type: none"> <li>Yes</li> <li>Yes</li> <li>NO</li> <li>Yes</li> <li>NO</li> </ul>
Windows® 7 x86 (32-bit)	<ul style="list-style-type: none"> <li>Starter</li> <li>Home Basic</li> <li>Home Premium</li> <li>Ultimate</li> <li>Enterprise</li> <li>Professional</li> </ul>	<ul style="list-style-type: none"> <li>NO</li> <li>NO</li> <li>NO</li> <li>Yes</li> <li>Yes</li> <li>Yes</li> </ul>
Windows® 7 x64 (64-bit)	<ul style="list-style-type: none"> <li>Home Premium</li> <li>Ultimate</li> <li>Enterprise</li> <li>Professional</li> </ul>	<ul style="list-style-type: none"> <li>NO</li> <li>Yes</li> <li>Yes</li> <li>Yes</li> </ul>

\* Refers to DS-Mobile Client MSI Deployment via Active Directory capability (for instructions, see “MSI Deployment via Active Directory.pdf”).

### II) Hardware & Software Minimum Requirements

You should use the best hardware possible to maximize Asigra Cloud Backup™ performance. If applicable, it is strongly recommended that you use the fastest brand-name components available.

Hardware	x86 (32-bit) or x64 (64-bit) Architecture
CPU (1 or 2)	2 GHz or greater
RAM	1 GB RAM if > 1 Million Files, or 2 GB RAM if multiple files > 1 GB
Free disk space for app. and buffer	1 GB or more

### III) Obtain the DS-Mobile Client Installation Program

Contact your Asigra Cloud Backup™ Service Provider to register. You will be provided with:

- Installation Disc (or download from Service Provider Website);
- Your Customer Account number: \_\_\_\_\_;
- Your DS-Mobile Client number: \_\_\_\_\_;
- The DS-System IP address: \_\_\_\_\_;

Write these numbers down (a space is provided for each above). They are required by the Installation program in “[Step 4. Enter Registration Information and DS-System Address](#)” on [page 7](#).

## IV) Select your encryption key(s)

- Data backed up through the DS-Mobile Client is encrypted using the encryption key(s) you specify.
- Encryption keys are set once. You cannot change the key(s) once set. The DS-Mobile Client service will not be allowed to start.
- You must select the type of encryption key (DES, AES 128-bit, AES 192-bit, AES 256-bit). Stronger encryption requires longer keys (8, 16, 24, or 32 characters).
- **Private key:** You must set this key.
- **Account key:** If you only have one DS-Mobile Client, you do not need to set this key. When you have more than one DS-Mobile Client (or regular DS-Client), you must specify an Account key. This must be the same for every DS-Mobile Client / DS-Client that is registered under this same customer account on the DS-System. Common data from your DS-Mobile Client(s) / regular DS-Clients will be encrypted using the Account key.

## V) Log in to target installation computer

- Make sure you have logged on as the target DS-Mobile Client computer's Administrator (or a user with equivalent privileges).

# Run the DS-Mobile Client Installation Program

## Step 1. Run Installation Package

Depending on your selections, some different screens will appear. These differences are noted below.

1. **[Option A]** Run the installation program from the download directory or from the corresponding folder on the installation DVD:
  - `\\Software\DS-Client\DS-Mobile Client\install.exe`**[Option B]** Run the Asigra Cloud Backup™ Installation Center for Windows Products (**setup.exe**) located in the root directory of the installation DVD.
  - The Installation Center is a common launcher for all Windows-platform installations. It allows you to choose the specific installation package you want, without the need to browse the installation DVD.
2. Choose the Setup Language:
  - English
  - German

*Note: The selected language will be installed for the DS-Mobile Client service. Once set, the DS-Mobile Client Service language cannot be changed (for logs and popup messages).*
3. Follow the GUI to install DS-Mobile Client. A “Hardware and Software Pre-requisite Scan” screen appears.
  - Click “Install”.
4. The License Agreement page appears. You must accept the license agreement to continue. Click Next.

## Step 2. Select Destination Location

1. Specify the Destination Folder.
  - The default is: **C:\Program Files\CloudBackup\DS-Mobile Client**
2. Click Next.

## Step 3. Start Copying Files

1. The Start Copying Files screen appears.
2. Click Next.
3. The installation copies the files according to your setup specifications.

## Step 4. Enter Registration Information and DS-System Address

1. The Enter Registration Information screen appears.
2. Enter the appropriate information in each field of the screen.

Name	Enter a descriptive name for this DS-Mobile Client.
Account #	Enter your Account number.
DS-Client #	Enter your DS-Mobile Client number.
Browse	An alternative to manually entering the above information is to use a .CRI file supplied by your Service Provider. Click Browse to search for this file.

3. Your Account and DS-Client numbers must match those provided to you by your Service Provider System (see: **III) Obtain the DS-Mobile Client Installation Program** in the Before You Install section).
4. Enter the IP address of the DS-System your DS-Client will be using. Your Service Provider may have more than one IP address for the DS-System, if this is the case you can specify any or all of them. The same applies for N+1 DS-Systems.
  - Use a semi-colon (;) to separate each IP address.
5. Click Next.

## Step 5. Select Encryption Key(s)

1. The Encryption Keys Setup screen appears. In this screen, you must set the encryption key that the DS-Client will use. (See: **IV) Select your encryption key(s)**)
  - Choose an encryption type (DES or AES) and level (# of bits) from the list.
  - An encryption key is case sensitive. Its length (in characters) depends on the type and level of encryption selected. DES requires 8 characters, AES-128 requires 16 characters, AES-192 requires 24 characters, and AES-256 requires 32 characters. For better security, do not use dictionary words or proper names, and try to randomly mix numbers in with the letters.
  - Auto-complete feature: If you do not specify the full amount of characters in the Key field, installation will fill in the remainder by repeating the string of characters you have entered. (e.g. entering "123" with AES-128 will generate an encryption key of "1231231231231231", or entering "a" for DES will generate the encryption key "aaaaaaaa").
  - Keep the key(s) in a secure location. It is necessary if you ever need to reinstall your DS-Client (e.g. if the computer was destroyed in a disaster) to a new computer.
2. **Private Key:** You must set the private key for your DS-Mobile Client.
  - Backup data from your DS-Mobile Client installation will be encrypted with this key.
3. **Account Key:**
  - Common backup data from all your DS-Mobile Client / regular DS-Client installations will be encrypted with this key.
4. **Allow encryption key forwarding to DS-System:**
  - Check to have DS-Mobile Client forward the encryption key(s) to the DS-System the first time it connects with DS-System.

*NOTE: If you forward the keys, they will remain encrypted on the DS-System. However, your Service Provider will be able to create a valid .CRI file containing the encrypted keys. This file will be able to recreate a working version of this DS-Mobile Client. Make sure this conforms to your security policies before enabling this option.*
5. Click Next.

## Step 6. Finish Installation

1. The Setup Complete screen appears once all files are copied.
2. Click Finish to complete the installation.

# User Guide

The DS-Mobile Client is targeted towards the mobile computing market (laptops). To keep the instructions simple, the user guide and installation instructions are included in the same document.

The DS-Mobile Client interface is a “DS-Mobile User”, which gives customers fast and reliable control over their backups.

## Login

1. Start > Programs > Asigra DS-Mobile Client > DS-Mobile User. The Cloud Backup DS-Mobile User window appears.
2. Application Menu > Connect.



3. The Login screen appears.



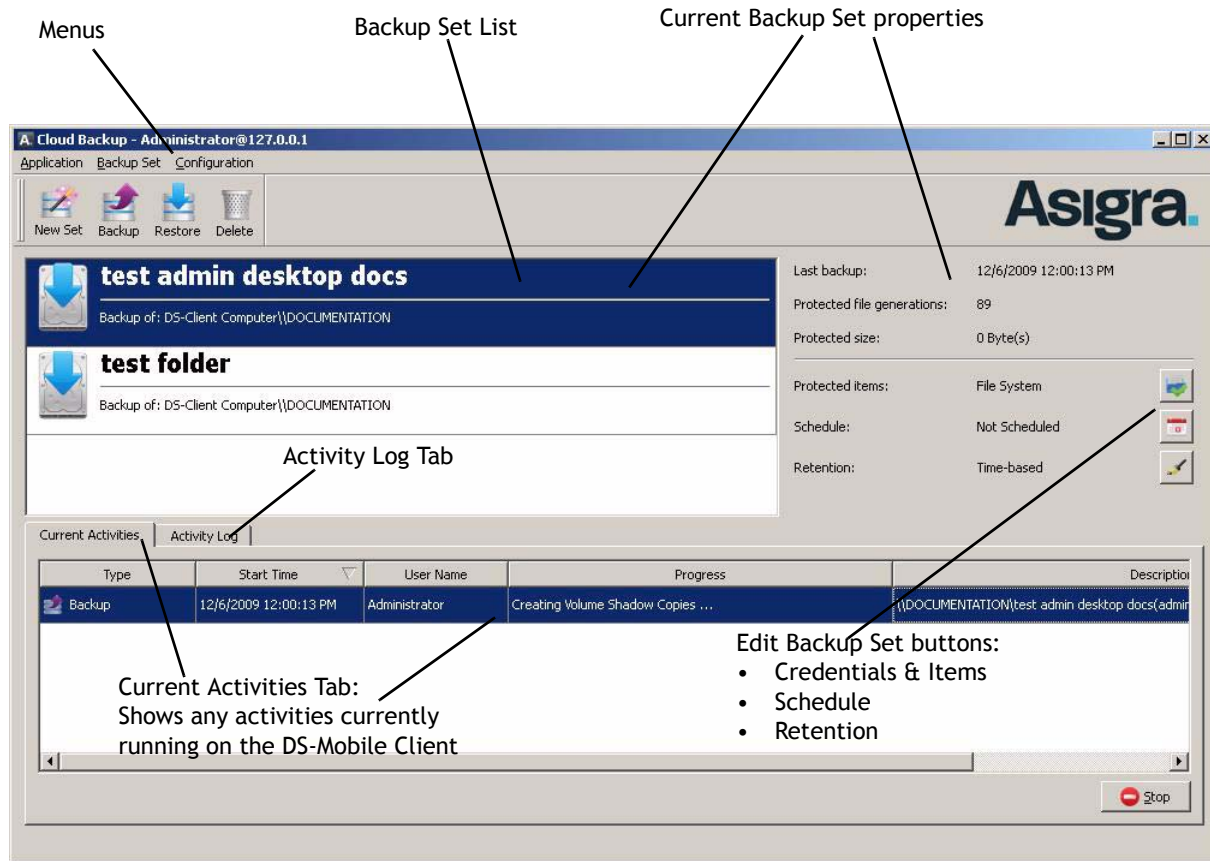
*FI Help:* See “Login” on page 37.

*Note:* The “From” option only appears if the DS-Mobile Client computer belongs to a Windows Domain.

4. Enter your Credentials and press “Login”.
5. If successful, the Cloud Backup DS-Mobile User window activates.
  - See “Cloud Backup DS-Mobile User Screen” on page 11.

## Cloud Backup DS-Mobile User Screen

To access functions, you can select from the menu options found directly below the title bar, in the DS-Mobile User screen:



*F1 Help:* See “DS-Mobile User Window” on page 41.

<b>Title Bar</b>	Shows the login name and location (usually 127.0.0.1 for the local computer / laptop).
<b>Menu Bar Items</b>	Items here allow you to perform the various tasks necessary to backup and restore files, as well as manage and administer the DS-Mobile Client. The menu bar consists of the Application, Backup Set and Configuration menus.
<b>Backup Set List</b>	Shows a list of the backup sets that have been defined on the DS-Mobile Client. If you click on a backup set, its properties are displayed to the right. The icon buttons allow you to edit the backup set's items, schedule, and retention policy. <ul style="list-style-type: none"> <li>• You can highlight a backup set with the mouse or use the TAB key to cycle through each set in the list.</li> <li>• To rename a backup set, double-click on its name.</li> </ul>
<b>Current Activities Tab</b>	Shows any activities that are currently running on the DS-Mobile Client. If possible, you can use the Stop button to end the highlighted activity.
<b>Activity Log Tab</b>	Shows a list of all the activities logged by the DS-Mobile Client. You can filter the list by date.

## Working with Backup Sets

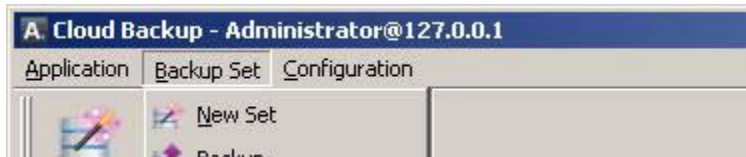
Activities on DS-Mobile Client center around individual backup sets. Once you have created a backup set, you can perform all the other related activities to it.

- “New Backup Sets” on page 12
- “Backup (Scheduled & On-Demand)” on page 18
- “Restore” on page 20
- “Delete” on page 23
- “Synchronize” on page 24
- “Change Credentials” on page 24

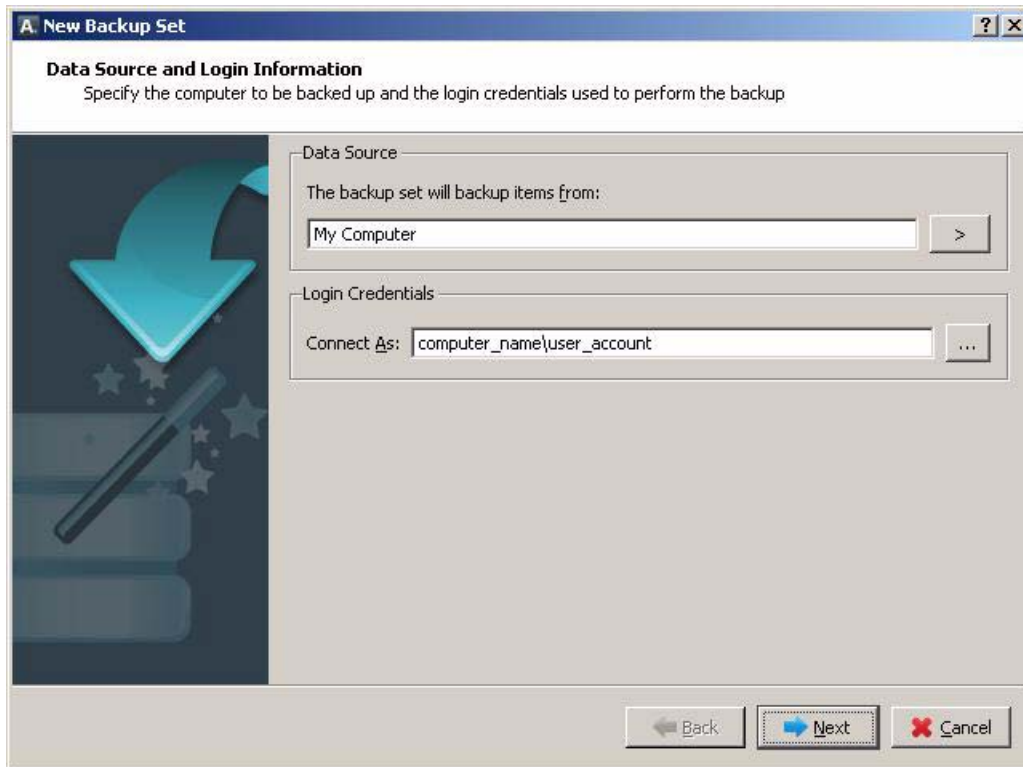
### New Backup Sets

You must create at least one backup set.

1. Backup Set Menu > New Set.



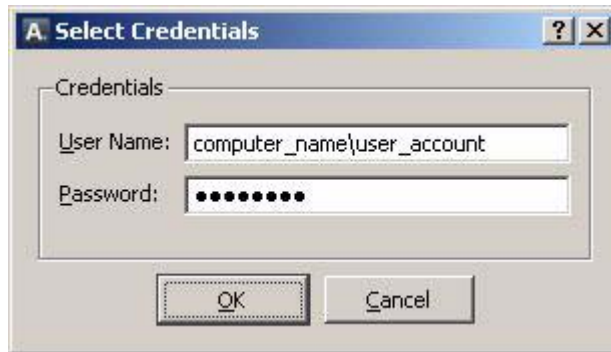
2. The New Backup Set Wizard appears on the “Data Source and Login Information” tab.



*F1 Help:* See “Data Source and Login Information” on page 36.

- Select the Data Source. Normally, for laptops, you would use the default “My Computer” selection. If connected to the cloud (network), you can browse to select another machine.
- In the “Login Credentials” section, select the user account that DS-Mobile Client will use to access the files on the data source. The default is the same user name as the one currently used to log in through the DS-Mobile User.

- If you have selected another computer, you must supply valid access credentials to the selected machine. Click [...] beside the "Connect As" field. The "Select Credentials" screen appears.

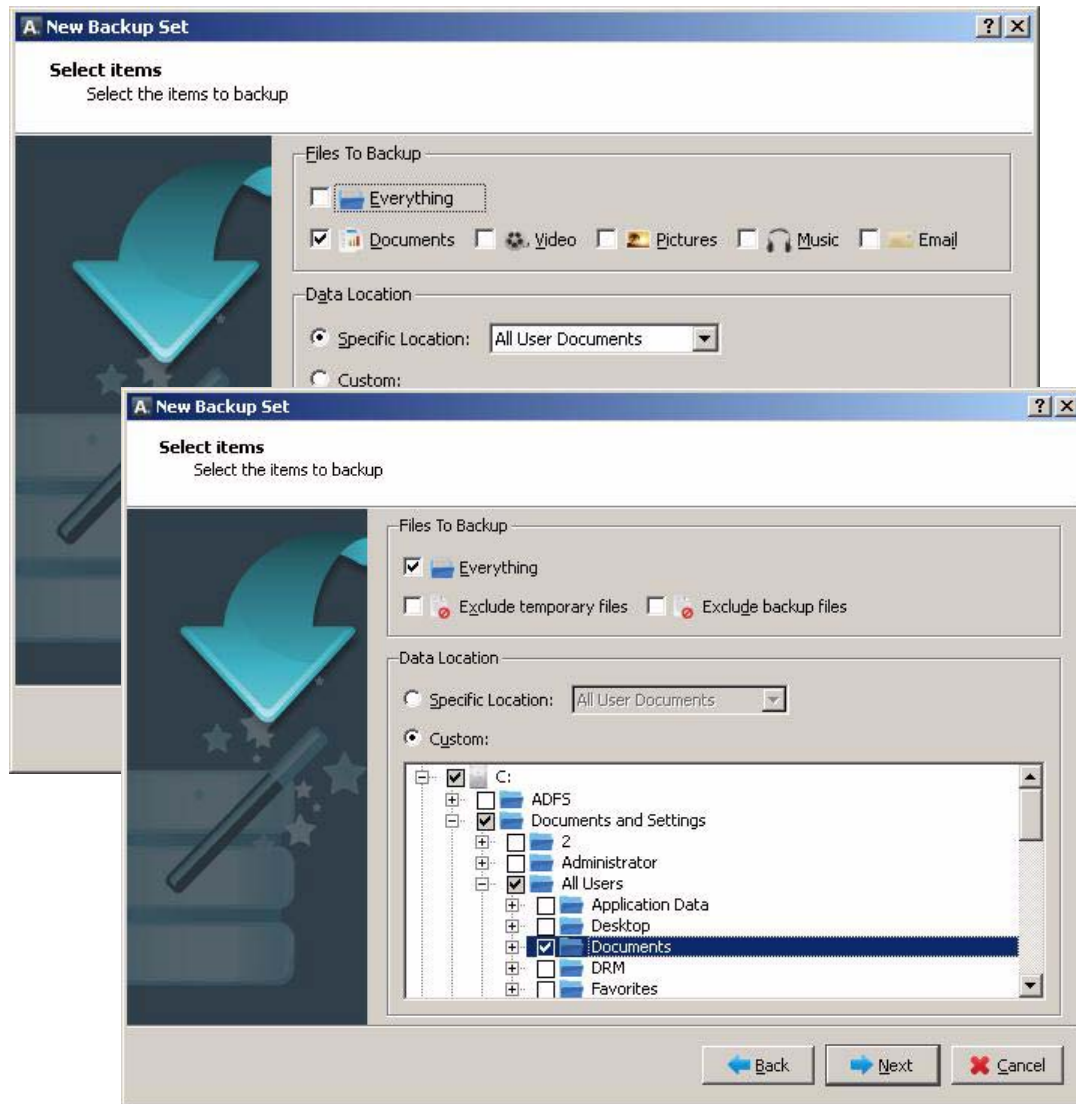


- Specify the user name in the following format:

`<computer-name_or_domain-name>\user-name`

*Where: <computer-name\_or\_domain-name> is either the computer name or domain name where the corresponding user-name is defined.*

3. Click Next to continue. The New Backup Set Wizard appears on the “Select items” tab.



*F1 Help:* See “Select Items (New Backup Set)” on page 39.

- In the “Files To Backup” section, select the type(s) of files to backup. This will apply a filter to the backup location(s) selected.
- In the “Data Location” section, select the folder(s) to backup.

- Click Next to continue. The New Backup Set Wizard appears on the “Select Schedule” tab.

**New Backup Set**

**Select Schedule**  
Provide the scheduling for this backup set

**Scheduling Type**

Not Scheduled (Manual on-demand backups only)

Daily Backup

Monthly Backup

**Start & End Time**

Start At: 21:15  Only if connected to cloud

Stop if not finished by: 06:00 next day

**Scheduling Day(s)**

Monday  Tuesday  Wednesday  Thursday

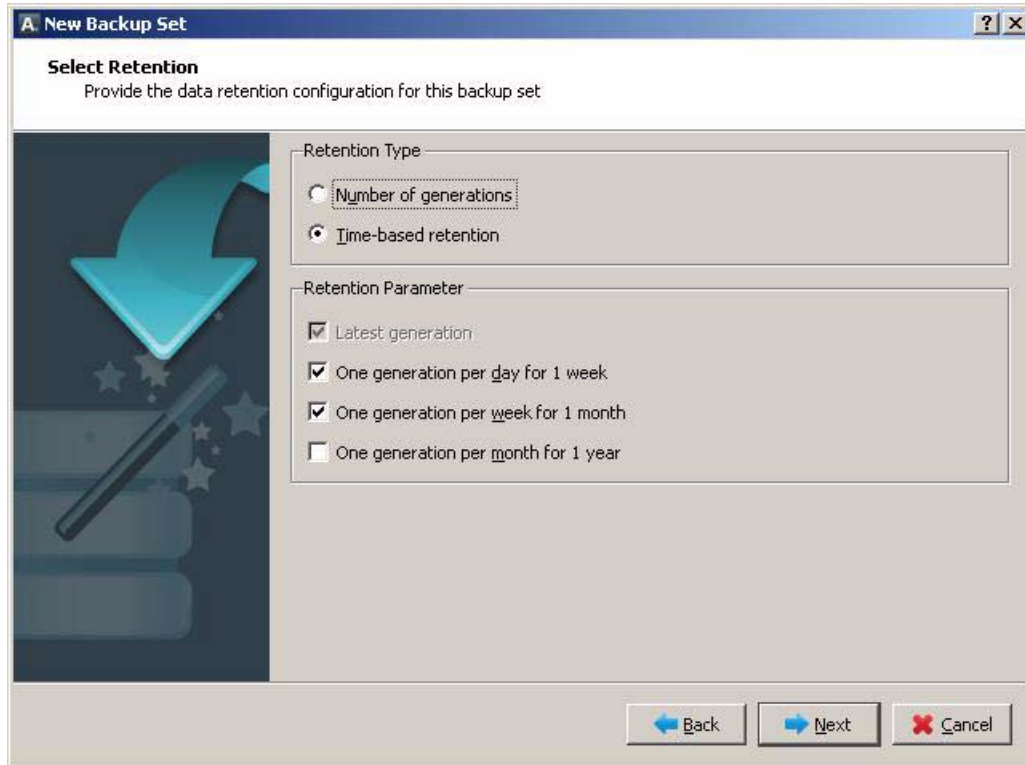
Friday  Saturday  Sunday

Back Next Cancel

*F1 Help:* See “Select Schedule” on page 41.

- In the “Schedule Type” section, select the frequency of the scheduled backups.
- In the “Start & End Time” section, select when the backup will start and any other time limitations.
- In the “Scheduling Day(s)” section, what day(s) this backup will be scheduled to run.

- Click Next to continue. The New Backup Set Wizard appears on the “Select Retention” tab.



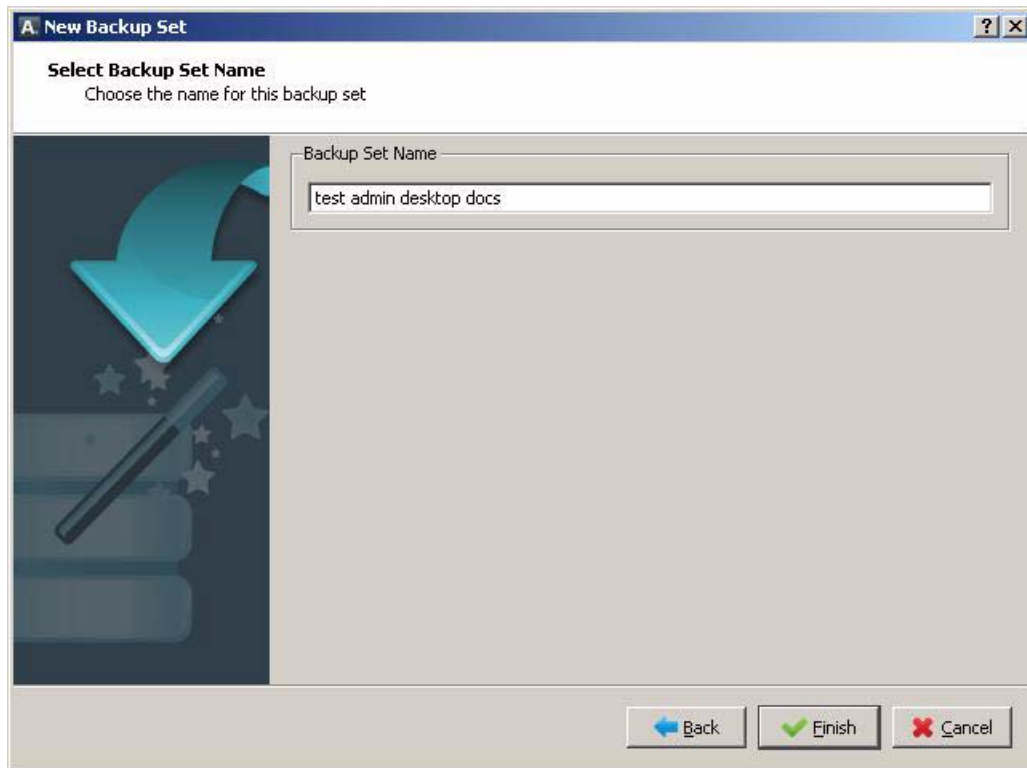
*FI Help:* See “Select Retention” on page 40.

- In the “Retention Type” section, select how the backup set’s data will be retained online. Retention means “what data you want to keep online” and with DS-Mobile Client, you can select either by the number of generations or by the time data has remained online.
- The “Retention Parameter” section changes depending on the type of retention you selected.

Number of generations	This means you will allow the specified number of generations of a file to be backed up online. After that limit is reached, the oldest generation will be overwritten as each new generation is backed up.
Time-based retention	This means you will apply a “retention rule” to this backup set, which will be applied after any scheduled backup of this set.

Note: On DS-Mobile Client backup sets, retention is always run after every backup (be it scheduled or on-demand).

6. Click Next to continue. The New Backup Set Wizard appears on the “Select Backup Set Name” tab.



*FI Help:* See “Select a file generation to restore” on page 38.

- Specify a name and press “Finish”.
- The backup set will appear in the list on the main DS-Mobile User window.

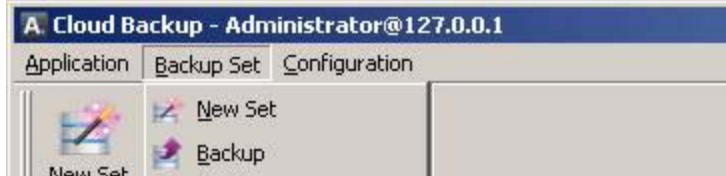
## Backup (Scheduled & On-Demand)

When you create a backup set, you must specify a backup schedule (or choose the “No schedule” option). You can always backup on-demand.

- See “Backup on demand” on page 18.
- See “Schedule a backup set” on page 19.

### Backup on demand

1. Highlight the backup set you want.
2. Backup Set Menu (or right-mouse click) > Backup.



3. The backup will start immediately.

A screenshot of the "Activity Log" tab in the software interface. It shows a table with the following data:

Type	Start Time	User Name	
Backup	12/6/2009 12:00:13 PM	Administrator	Creating Volume Shadow C

4. Check the Activity Log Tab for results.

A screenshot of the "Activity Log" tab showing the results of the backup. The table has the following data:

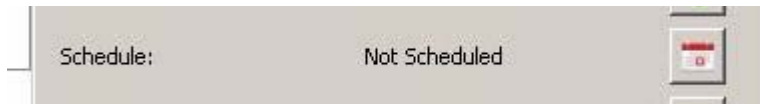
Type	Description	Errors	W
Backup	\\DOCUMENTATION\test admin desktop docs	0	
Daily Admin	Daily Admin Process	0	

5. If you see any errors, you can check the Event Log.
  - See “Logs” on page 30.

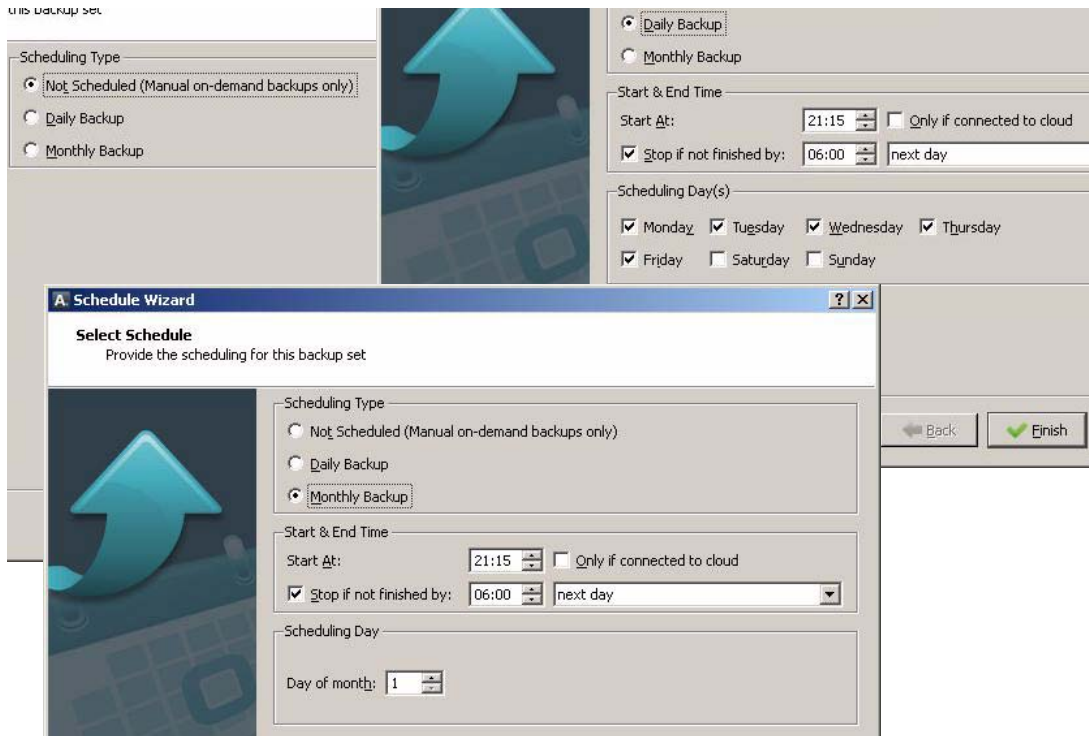
## Schedule a backup set

Schedules are designed for automatic, unattended backups. At any time, you can alter the schedule of a backup set, or select the “No schedule” option. For DS-Mobile Client schedules, the backup task always includes a retention task that follows the backup.

1. Highlight the backup set you want.
2. Press the “Schedule” button on the right-side of the DS-Mobile User.



3. The “Select Schedule” tab appears. The content changes, depending on the Schedule Type that is selected.



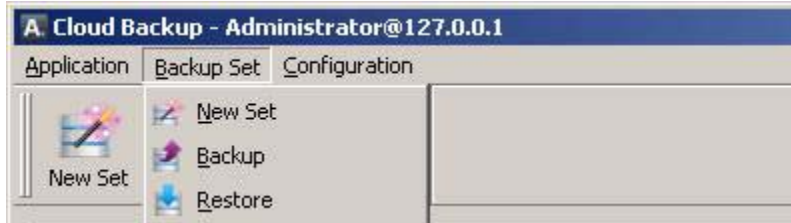
*FI Help:* See “Select Schedule” on page 41.

4. This is the same tab that appears when creating a new backup set.
5. Edit the schedule, as required, and click “Finish”.

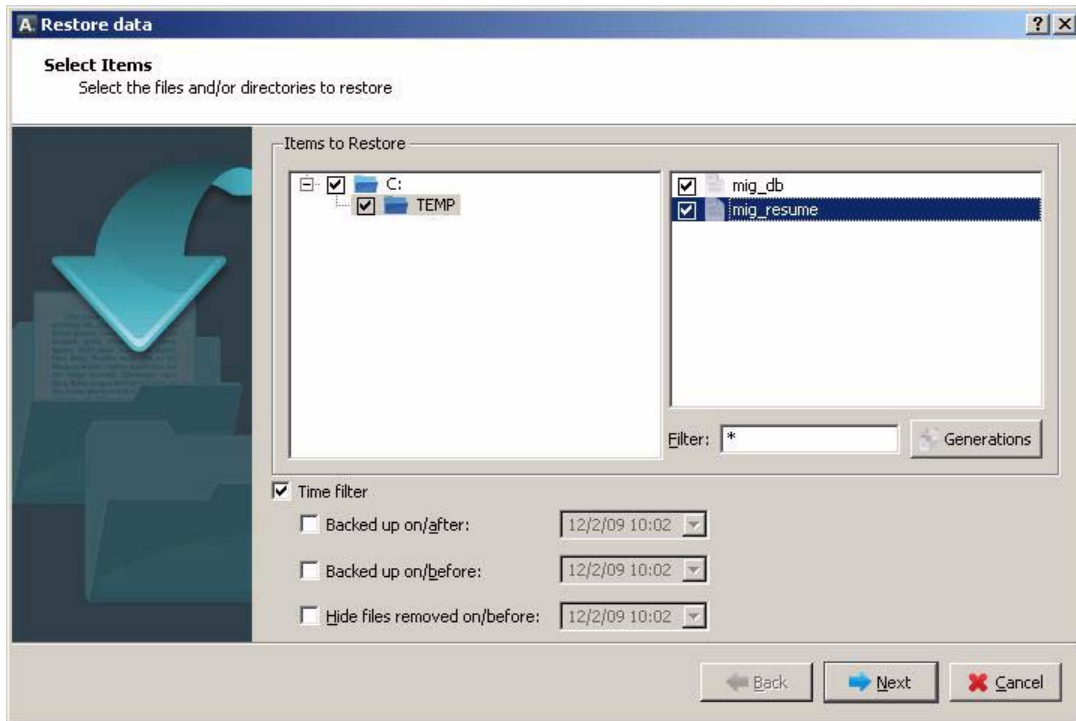
## Restore

Restoring backup set data is always on-demand. You can select all or part of the backed up data, and apply various filters if you want only data from a particular time or fitting a particular pattern.

1. Highlight the backup set you want.
2. Backup Set Menu (or right-mouse click) > Restore.



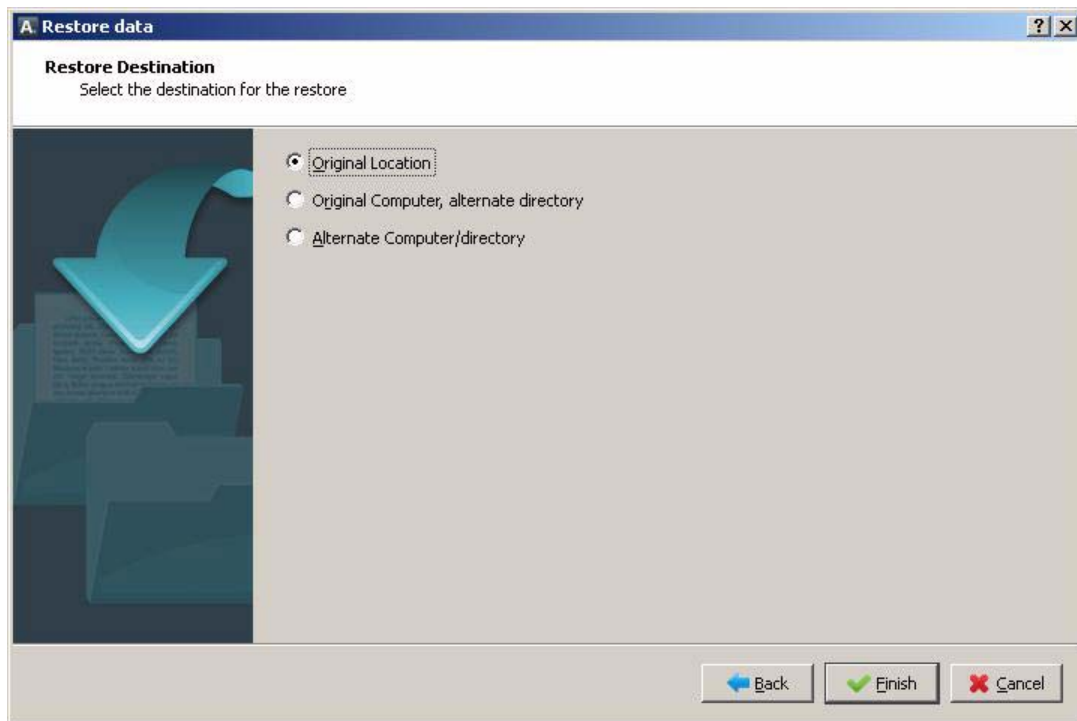
3. The Restore Data Wizard appears on the "Select Items" tab.



*FI Help:* See "Select Items (Restore)" on page 40.

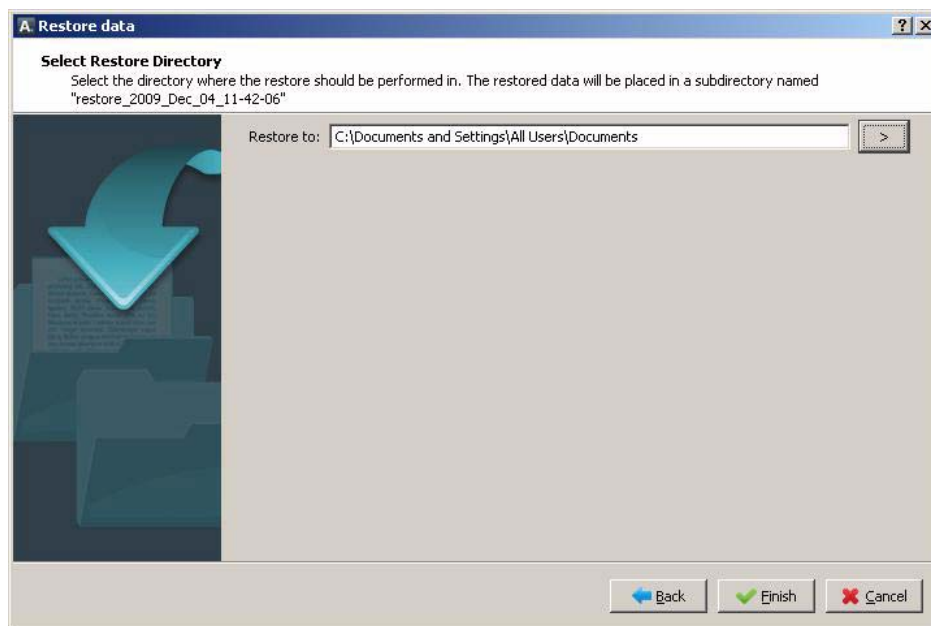
- Select the backed up items you want to restore.
- You can use the different filters to narrow the data you want to restore.

- The Restore Data Wizard appears on the “Restore Destination” tab.



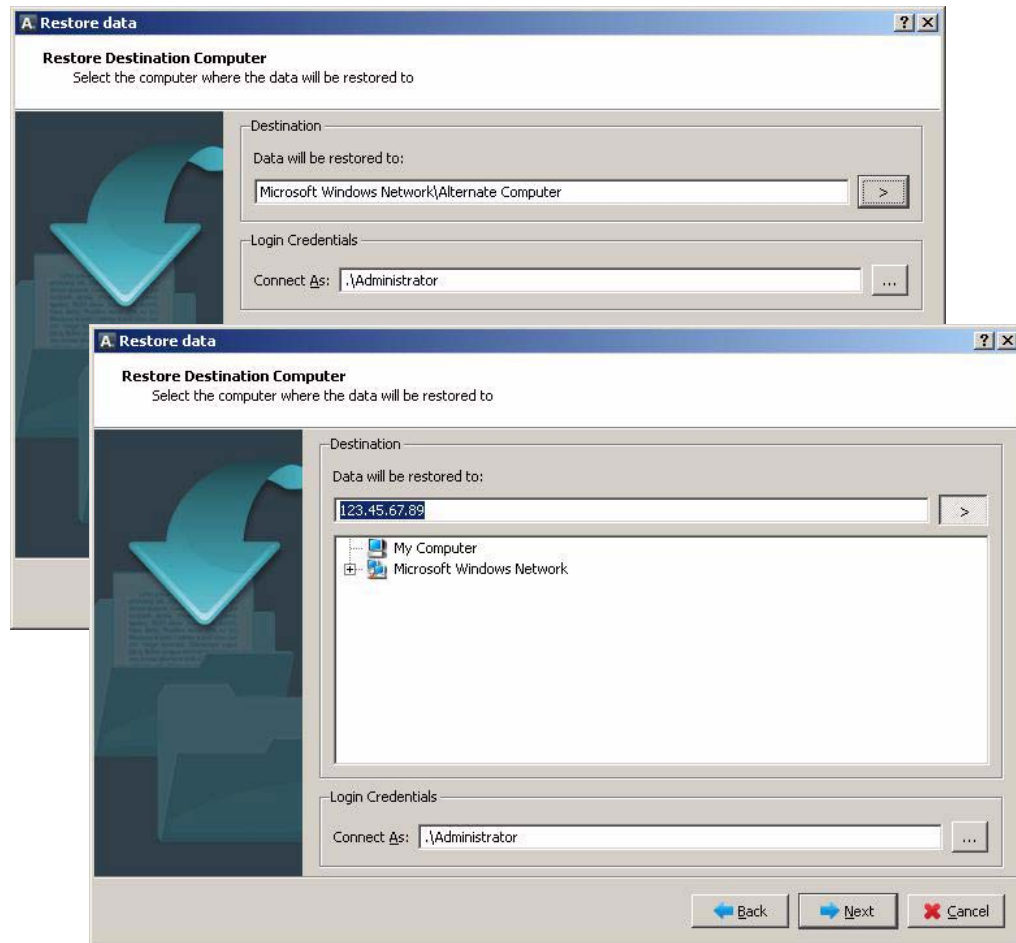
*FI Help:* See “Restore Destination” on page 38.

- **Original Location:** Click Finish
- **Original Computer, alternate directory:** Click Next. The Restore Data Wizard appears on the “Restore Destination” tab. Select the restore folder and click “Finish”.



*FI Help:* See “Select Restore Directory” on page 40.

- **Alternate Computer / directory:** Click Next. The Restore Data Wizard appears on the “Restore Destination Computer” tab.



*FI Help:* See “Restore Destination Computer” on page 38.

- Select the destination computer and supply the credentials to that machine.
  - Click Next. The Restore Data Wizard appears on the “Restore Destination” tab. Select the restore folder and click “Finish”.
5. The restore will start immediately.

Current Activities		Activity Log	
Type	Start Time	User Name	
Restore	12/6/2009 12:14:38 PM	Administrator	37 files / 30.27 MB

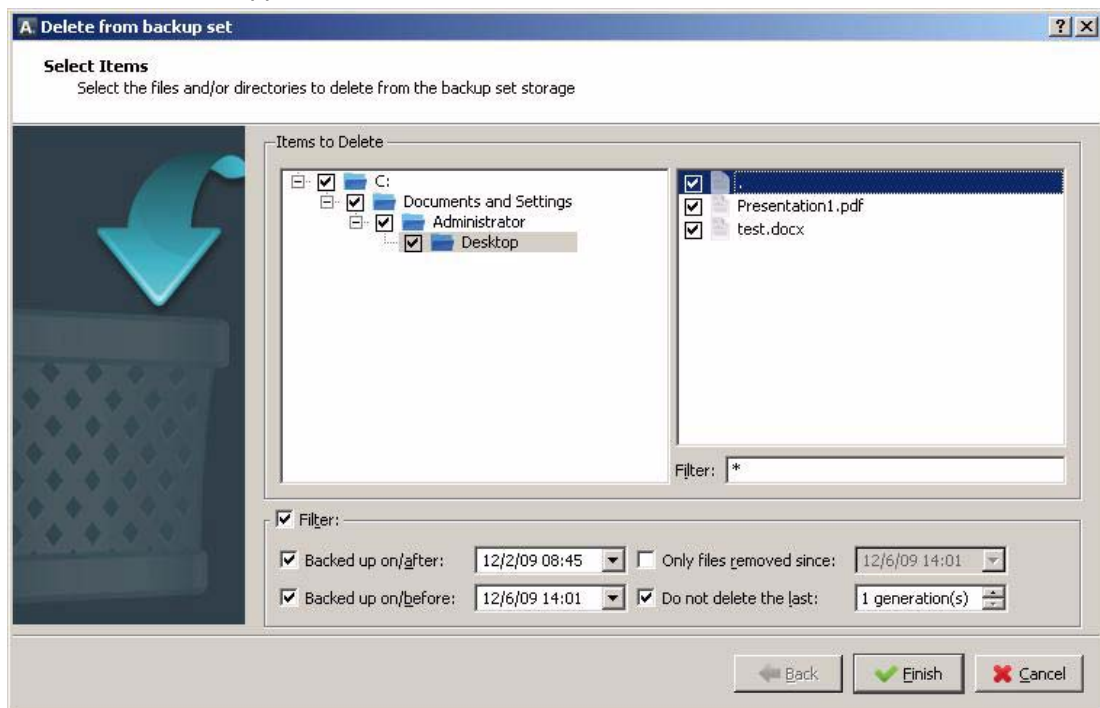
6. Check the Activity Log Tab for results. If you see any errors, you can check the Event Log.
- See “Logs” on page 30.

## Delete

1. Highlight the backup set you want.
2. Backup Set Menu (or right-mouse click) > Delete.



2. The Delete Wizard appears on the "Select Items" tab.



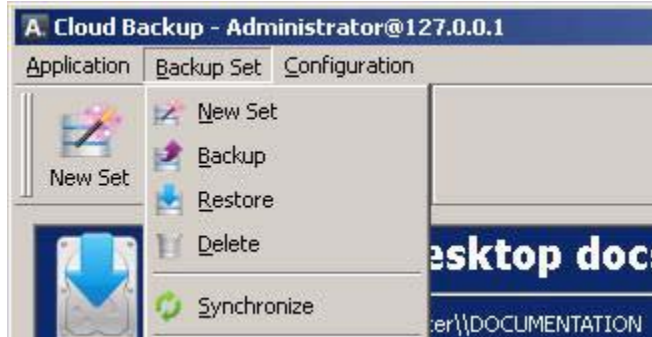
*F1 Help:* See "Select Items (Delete)" on page 39.

- Select the backed up items you want to delete.
  - You can use the different filters to narrow the data you want to delete.
3. Click "Finish". The delete will start immediately.
    - If you selected all the data, a popup will ask if you want to remove the set completely.
  4. Check the Activity Log Tab for results. If you see any errors, you can check the Event Log.
    - See "Logs" on page 30.

## Synchronize

Synchronization compares the actual online storage on the DS-System with the DS-Mobile Client's database with to ensure it is correct.

1. Highlight the backup set you want.
2. Backup Set Menu (or right-mouse click) > Synchronize.



3. The synchronization will start immediately.
4. Check the Activity Log Tab for results. If you see any errors, you can check the Event Log.
  - See "Logs" on page 30.

## Change Credentials

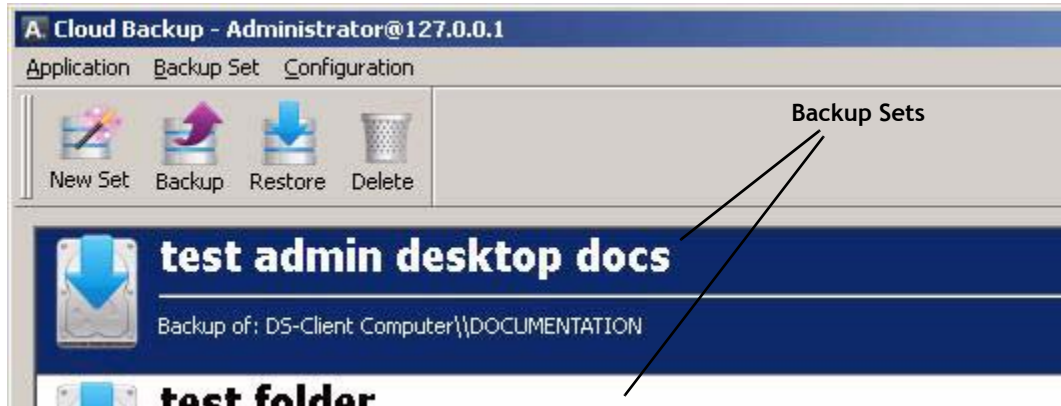
Changing credentials of a backup set may be necessary if required by your network security.

- See "Edit a Backup Set" on page 25.

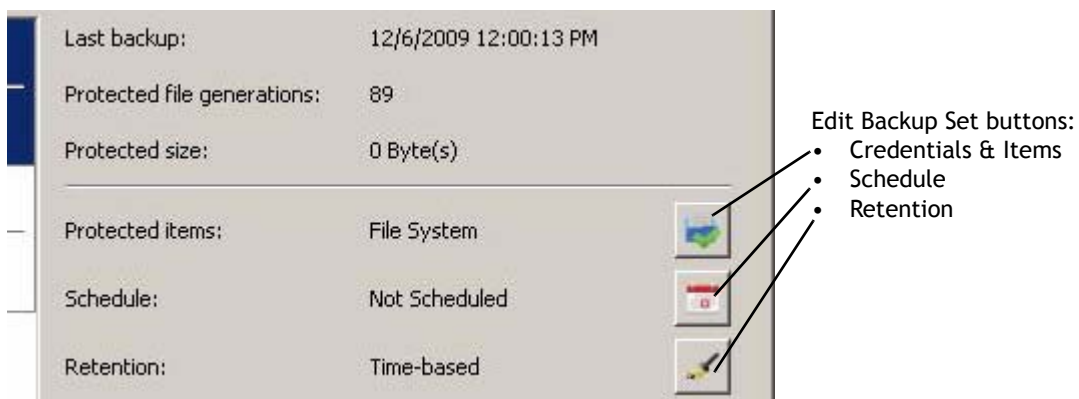
## Edit a Backup Set

Backup sets are listed in the DS-Mobile User window. You can cycle through a long list with the TAB key.

1. Highlight the backup set you want to edit from the list in the main DS-Mobile User window.



2. The backup set information section displays details about the set, and the properties buttons activate.



3. Click on one of the Edit Backup Set buttons to bring up the corresponding properties screen:
  - **Credentials & Items:** Opens a Protected Items Wizard. This Wizard's tabs are the same as when you created the backup set.
    - On the "Data Source and Login Information" tab, you can modify the credentials. (F1 Help: [See "Data Source and Login Information" on page 36.](#))
    - On the "Select Items" tab you can modify the backup items. (F1 Help: [See "Select Items \(New Backup Set\)" on page 39.](#))
  - **Schedule:** Opens a Schedule Wizard on the "Select Schedule" tab. This is the same tab as when you created the backup set. (F1 Help: [See "Select Schedule" on page 41.](#))
  - **Retention:** Opens a Retention Rule Wizard on the "Select Retention" tab. This is the same tab as when you created the backup set. (F1 Help: [See "Select Retention" on page 40.](#))
4. Edit the backup set's properties as required using these Wizards.

5. If you want to rename a backup set, double-click on its name in the list. Type in the new name and click outside the list to save your changes.



## Configuration & Logs

The following configuration options are available for DS-Mobile Client.

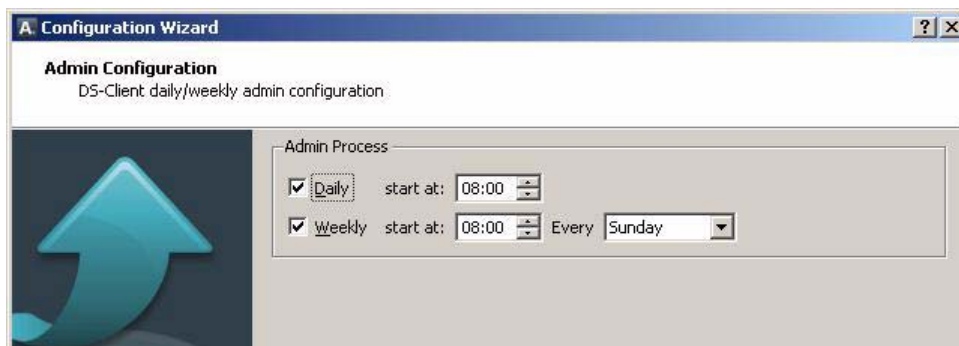
- See “Admin” on page 27.
- See “Recovery” on page 27.
- See “Re-Register” on page 28.
- See “DS-Mobile Client Configuration Tool” on page 29.
- See “Logs” on page 30.

### Admin

1. Configuration Menu > Admin.



2. The Configuration Wizard appears on the “Admin Configuration” screen.



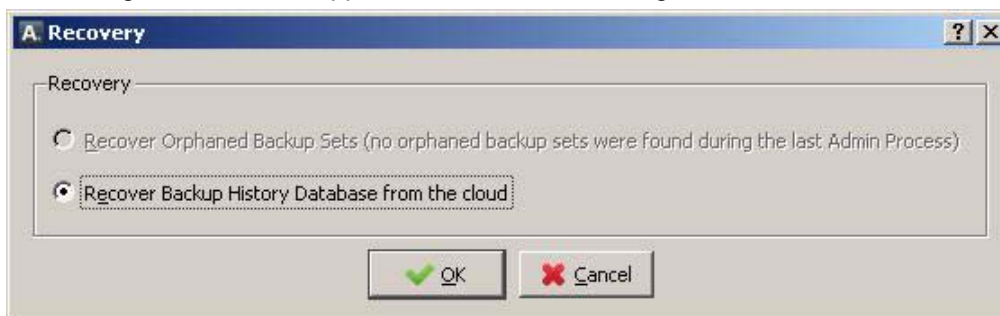
*FI Help:* See “Admin Configuration” on page 36.

- Select the Daily and Weekly Admin start times.
3. Click “Finish”.

### Recovery

This option is only necessary if the DS-Mobile Client database has been damaged (or lost).

1. Configuration Menu > Recovery.
2. The Configuration Wizard appears on the “Admin Configuration” screen.



*FI Help:* See “Recovery” on page 37.

- Select the DS-Mobile Client database recovery option.
3. Click “OK”.

## Re-Register

Your Service Provider may configure your DS-Mobile Client account to “Require Registration” with the DS-System in order to provide an extra level of security before backup data is accepted. If this is the case, the DS-Mobile Client is automatically registered with the DS-System during the first activity that requires connection.

THE ONLY SITUATION where you must re-register the DS-Mobile Client is if:

- The DS-Mobile Client computer’s hardware or operating system is replaced (or the DS-Mobile Client has been installed on a new machine).

To re-register your DS-Mobile Client with the DS-System:

1. Your Service Provider must permit re-registration with the DS-System. Arrange a time with your Service Provider when you will perform the Registration process. Your Service Provider will open a registration window (approximately 5 minutes) for you to complete the re-registration.
2. Configuration Menu > Re-Register.
3. The Re-Register screen appears.



*F1 Help:* See “Re-Register” on page 37.

4. A message will appear informing you that registration was either successful, or that some error occurred and the reason why.

---

## DS-Mobile Client Configuration Tool

A separate DS-Mobile Client Configuration Tool is included if you need to (re)configure some settings that are made during the installation. When you run this tool, you will see the same screens from the installation “Enter Registration Info” and “Select Encryption Key(s)”.

- See “Re-configuring the Account Number, DS-Mobile Client Number, and DS-System IP Address” on page 29.
- See “Configuring the Account Encryption Key for a DS-Mobile Client” on page 29.

---

Note: Always run the DS-Mobile Client Configuration Tool as an Administrator or user with equivalent permissions.

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## Re-configuring the Account Number, DS-Mobile Client Number, and DS-System IP Address

These settings are provided by your Service Provider. If you need to correct or update them, perform the following:

1. From your Operating System “Start” menu, browse to the “Asigra DS-Mobile Client” folder and select “DS-Mobile Client Configuration Tool”.
2. The Tool starts and appears on the “Enter Registration Info” page.
  - Change the required values.
3. Click “Next”. The “Select Encryption Key(s)” page appears.
  - Leave these setting(s) unchanged.
4. Click “Finish” to complete the update process.

## Configuring the Account Encryption Key for a DS-Mobile Client

Encryption Keys can only be set once. The Private Key was set during installation and should not be changed. The Account Encryption Key is only used in environments where you have more than one DS-Client (DS-Mobile Client) under the same customer account with your Service Provider.

You can only configure the Account Key if it has not been set. To configure the Account Encryption Key, perform the following:

1. From your Operating System “Start” menu, browse to the “Asigra DS-Mobile Client” folder and select “DS-Mobile Client Configuration Tool”.
2. The Tool starts and appears on the “Enter Registration Info” page.
3. Click “Next”. The “Select Encryption Key(s)” page appears. In the “Account Key” section:
  - Select the Encryption Type.
  - Enter and confirm the Key.
4. Click “Finish” to complete the update process.

---

WARNING: If you change the Private Key, this will cause DS-Mobile Client to fail to start.

---

## Logs

- See “Activity Log” on page 30.
- See “Event Log Viewer” on page 30.

## Activity Log

The Activity Log Tab is visible from the main DS-Mobile User window.

Type	Description	Errors	Warnings	Start	End	Duration
Backup	\\DOCUMENTATION\test admin desktop docs	0	0	12/4/2009 11:01:37 AM	12/4/2009 11:01:53 AM	16 second(s)
Daily Admin	Daily Admin Process	0	0	12/4/2009 8:00:00 AM	12/4/2009 8:00:02 AM	2 second(s)
Retention	\\DOCUMENTATION\test folder	1	0	12/3/2009 9:16:16 PM	12/3/2009 9:16:17 PM	1 second(s)
Backup	\\DOCUMENTATION\test folder	0	0	12/3/2009 9:15:01 PM	12/3/2009 9:15:16 PM	15 second(s)
Backup	\\DOCUMENTATION\test admin desktop docs	0	0	12/3/2009 11:23:43 AM	12/3/2009 11:23:59 AM	16 second(s)

From: 2009-12-03 00:00 To: 2009-12-04 23:59

- You can expand or narrow the activities that are displayed using the “From” and “To” fields at the bottom.

## Event Log Viewer

The Event Log provides more details about what occurred during DS-Mobile Client activities.

1. In the Activity Log Tab, highlight the activity whose events you wish to view.
2. Click the Events button. The Event Log Viewer appears.

Type	Time	User	Category	Event #	Activity	Detail	Description
Info	Sunday, December 06, 2009 8:59:37 AM		Application	0xc000041e	0		DS-Client API: Login accepted. (Admin...
Info	Sunday, December 06, 2009 8:01:52 AM		Socket	0x40000069	127		Closing socket
Info	Sunday, December 06, 2009 8:01:50 AM		Socket	0x40000068	127	10.10.4...	Established socket connection
Info	Sunday, December 06, 2009 8:00:52 AM		Socket	0x40000069	125		Closing socket
Info	Sunday, December 06, 2009 8:00:50 AM		Application	0x40000305	125		Waiting for all threads to complete.
Info	Sunday, December 06, 2009 8:00:50 AM		Socket	0x40000068	125	10.10.4...	Established socket connection
Info	Saturday, December 05, 2009 8:00:54 AM	Administrator	Socket	0x40000069	123		Closing socket
Info	Saturday, December 05, 2009 8:00:53 AM		Socket	0x40000068	123	10.10.4...	Established socket connection
Err	Friday, December 04, 2009 9:17:09 PM		Application	0xc0000399	121		No retention rule assigned to this back...

Viewing Filter  
From: 2009-12-01 00:00 To: 2009-12-06 09:20 Activity ID: 1

*F1 Help:* See “Event Log Viewer screen” on page 36.

# Knowledge Base

The Knowledge Base contains articles on specific areas of DS-Mobile Client operation.

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# Backup & Restore of individual E-Mails from Microsoft Outlook

Creation Date: March 06, 2010

Revision Date: March 06, 2010

Product: DS-Mobile Client

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## Summary

DS-Mobile Client provides the “E-Mail” option when creating new backup sets. This will apply a filter to the selected backup folders that includes the various known file extensions belonging to major E-Mail applications (e.g. .ost or .PST for Microsoft Outlook).

This article provides an overview of different approaches you can take when you only want to back up individual E-Mails from Microsoft Outlook.

## Backup

The steps described in this section include references to Microsoft Outlook. Some commands may be slightly different, depending on the version of Microsoft Outlook that you are backing up.

1. Use DS-Mobile User to create a backup set to backup E-Mails from a specific location you create for this purpose (e.g. “C:\MyOutlookBackupFolder”).
  - Open DS-Mobile User.
  - Click the “New Set” button from the Tool Bar.
  - Click Next.
  - In the “Select Items” page, check “E-Mail” (do not select any other file types) and specify the data location to be “C:\MyOutlookBackupFolder”.
  - Set up the schedule and retention (if required).
  - Give the backup set a name and click Finish.
2. Use Microsoft Outlook to select the E-Mails you want to backup. There are two different approaches you can take:

### **Select E-Mails by filtering through the Import and Export Wizard to an Outlook data file**

In this approach, you export the E-Mail(s) you want to a file. You can apply a series of filters (time, subject, sender, etc.) to limit the information exported.

- Open Microsoft Outlook
- Choose File > Import and Export...
- Choose “Export to a file” and click Next.
- Choose “Personal Folder File (.PST)” and click Next.
- Select the Inbox.
  - Click Filter and specify which E-Mail(s) you want to backup.
- Click Next. Set the file location to C:\MyOutlookBackupFolder
  - Tip: Give the file a meaningful name so you will know what is inside that file later on (e.g. C:\MyOutlookBackupFolder\backup\_20100301.PST).*
- Click “Finish”. You will be prompted to set properties for the .PST file.
  - In the Name field type a descriptive name like “Backup of E-Mails from March 1st”.
  - Click “OK” to start the export.

**Create an Outlook data file and manually choose E-Mails by dragging and dropping**

In this approach, you export the E-Mail(s) you want to a file by manually placing them in the target backup folder.

- Open Microsoft Outlook
  - Choose File > Data File Management...
  - In the "Data File" tab, click the "Add..." button, then click OK.
  - Set the "Save in:" location to C:\MyOutlookBackupFolder
  - Type in the file name what you like (e.g. backup\_20100301.PST) and Click OK
  - Give the personal folder a name (e.g. E-Mail Backup) and click OK.
  - You will see an additional set of folders added to your folder list. Add a new folder "Inbox" under "E-Mail Backup"
  - Drag and drop the E-Mails you want to backup into Inbox of E-Mail Backup.
  - Close "E-Mail Backup" when you are finished.
3. The selected E-Mails will be backed up on schedule. If you want to backup immediately, highlight this backup set and click the Backup button in DS-Mobile User.
  4. Repeat the step 2 and 3 to selectively backup more E-Mails in future.
    - It is recommended that you use different .PST file names for different E-Mails.

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**Restore**

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Note: It is recommended that you close Microsoft Outlook before restoring.

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1. Use DS-Mobile User to restore the .PST file on your computer.
  - Open DS-Mobile User.
  - Select the backup set and click the Restore button.
  - Select the .PST file you want to restore (e.g. backup\_20100301.PST. You may have several .PST files, therefore descriptive names help).
  - Click Next and Finish the restore.
2. Use Microsoft Outlook to import the .PST file (Outlook data file). You can import the E-Mails using the following approaches:

**Restore all E-Mails from an Outlook data file through the Import and Export Wizard**

- Open Microsoft Outlook
- Choose File > Import and Export...
- Choose "Import from another program or file".
- Choose "Personal Folder File (.PST)".
- Select the .PST file you restored (e.g. C:\MyOutlookBackupFolder\backup\_20100301.PST)
- Set the options to "Include subfolders" and "Import items into the same folder in:" and select the folder that is listed in the dropdown list.
- Click Finish to complete the import.

**Restore selective E-Mails by dragging and dropping them from an Outlook data file**

- Open Microsoft Outlook
- Choose File > Open > Outlook Data File...
- Select the .PST file you restored (e.g. C:\MyOutlookBackupFolder\backup\_20100301.PST)

- You will now see an additional set of folders added to your folder list which you can expand. Expand the list and select the Inbox folder.
- In this folder select the messages you want to restore to the original Inbox folder
- Drag & drop them to the default Inbox folder.
- Close the additional set of folders that you just added from your folder list.

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## F1 Help for DS-Mobile User (Context-Sensitive)



F1 Help provides descriptions for the contents of the different GUI screens of the Asigra Cloud Backup™ DS-Mobile User. It differs from the DS-Mobile Client Manual sections, which provide step-by-step instructions.

# F1 (Context-Sensitive) Help

This section contains the alphabetical list of F1 Help screens for the Asigra Cloud Backup™ DS-Mobile User.

## ***Admin Configuration***

Use this screen to configure the DS-Mobile Client administrative process times. For DS-Mobile Client users, you should normally keep the default settings.

Daily	Enter the time when you want to begin the Daily Admin. Process. <ul style="list-style-type: none"> <li>• Clear this checkbox to disable scheduled Daily Admin. Processes.</li> </ul>
Weekly	Enter the time when you want to begin the Weekly Admin. Process. Select the day in the corresponding dropdown list. <ul style="list-style-type: none"> <li>• Clear this checkbox to disable scheduled Weekly Admin. Processes.</li> </ul>

## ***Data Source and Login Information***

Use this screen to specify a backup set's source computer and the user account that will be used to access the backup data.

Data Source	Normally, for laptops, you would use the default "My Computer" selection. <ul style="list-style-type: none"> <li>• You can browse to select another machine, if networked, however that computer must be accessible by this DS-Mobile Client service in order to backup.</li> </ul>
Login Credentials	The default is the same username as the one currently used to log into the DS-Mobile User.

## ***Event Log Viewer screen***

Use this screen to examine the Event Logs. This displays the error, warning, and information messages that occurred during DS-Mobile Client activities for the period selected.

Event List	
Type	Shows the severity of the event that occurred: <ul style="list-style-type: none"> <li>• Information message.</li> <li>• Warning message.</li> <li>• Error message.</li> </ul>
Time	Shows the date and time that the event occurred.
User	Shows the name of the user associated with the event (if any).
Category	Shows the category of the message. The category can be any of the categories listed in the event Category drop down list.
Event #	Contains an event ID code.
Activity	Contains the Session ID number associated with the event.

Detail	This field may display the IP connection (if applicable).
Description	Displays a description of the highlighted event.
<b>Viewing Filter</b>	
From	Type the earliest date you want to display in this field. No events older than this time forward will be displayed.
To	Type the latest date you want to display in this field. No events newer than this date and time will be displayed.
Activity ID	Enter a specific ID, to see only those events associated with that ID.

## Login

Use this screen to connect to the DS-Mobile Client service.

From	Select the domain or server on which the username and password will be verified. (i.e. DS-Mobile Client validates supplied credentials with this domain or server.) <ul style="list-style-type: none"> <li>This option only appears if the DS-Mobile Client computer belongs to a Windows Domain.</li> </ul>
User Name	Type your User Name. This must be a valid, active account (Administrator-level) on the computer where the DS-Mobile Client service is running.
Password	Type your password.

## Re-Register

Use this screen to re-register the DS-Mobile Client's hardware information with the DS-System.

<b>Registration Info section</b>	
Customer name	Your customer account name.
Account #	Your customer account number on DS-System.
DS-Client #	This DS-Mobile Client's number on DS-System.
<b>Re-Register section</b>	
Re-Register	Click to re-register this DS-Mobile Client's hardware installation with the DS-System. <ul style="list-style-type: none"> <li>This must be performed together with your Service Provider, who must permit the DS-Mobile Client to re-register.</li> <li>For details, see: <a href="#">"Re-Register" on page 28.</a></li> </ul>

## Recovery

Use this screen to specify recovery of information for the DS-Mobile Client itself.

Recovery Orphaned Backup Sets	Opens the Backup Set Recovery screen, which displays any backup sets found by the last Weekly Admin process to exist on the DS-System, but not in the DS-Mobile Client database. (Orphaned sets are found by the Weekly Admin. process.)
Recover Backup History Database from the cloud	If the DS-Mobile Client's database is damaged, you can recover the last backed up version of this database from the DS-System using this option. <ul style="list-style-type: none"> <li>By default, the DS-Mobile Client's database is backed up as part of the Daily Admin process.</li> <li>You will lose any changes made since the backup time of the database.</li> </ul>

## Restore Destination

Use this screen to select where you want to restore the data.

Original Location	Restores data to the same location from which it was backed up. <ul style="list-style-type: none"> <li>Overwrites any data of the same name.</li> <li>If selected, you can click “Finish” to proceed with the restore.</li> </ul>
Original Computer, Alternate Directory	Restores data to a different directory on the same source computer. <ul style="list-style-type: none"> <li>If selected, you can click “Next” to open the <b>Select Restore Directory</b> screen.</li> </ul>
Alternate Computer / Directory	Restores data to a different computer. <ul style="list-style-type: none"> <li>If selected, you can click “Next” to open the <b>Restore Destination Computer</b> screen.</li> </ul>

## Restore Destination Computer

Use this screen to select an alternate computer where you want to restore the data.

Destination	Click the [ > ] button to activate the alternate destination section. <ul style="list-style-type: none"> <li>A network tree appears, allowing you to browse the networked computers for a destination.</li> <li>You can also input a specific computer name / IP Address in the field.</li> </ul>
Login Credentials	You must supply valid login credentials to any alternate destination computer you select. <ul style="list-style-type: none"> <li>Click the [...] button to open the select credentials screen.</li> </ul>
Next	Once finished making your computer selection, you can click “Next” to open the <b>Select Restore Directory</b> screen.

## Select a file generation to restore

Use this screen to select a specific generation of a file for restore. Highlight the generation you want in the list and click “Select”. The Restore Data Wizard will refresh to reflect the new backup selection.

## Select Backup Set Name

Use this screen to specify a backup set’s name. If you need to change the backup set name afterwards, you can double-click on it in the main DS-Mobile User window.

## Select Credentials

Use this screen to specify the credentials to access a computer.

- user\_name = User name defined on the computer you are connecting to.
- .\user\_name = (same as above)
- domain\_name\user\_name = A user name from a network domain (if available).

## Select Items (Delete)

Use this screen to select a backup set's items for delete.

<b>Items to Delete</b>	
The delete tree allows you to browse the backed up folders from the selected backup set. When you highlight a folder, any backed up files inside that folder are listed to the right.	
<ul style="list-style-type: none"> <li>Filter: This is a file name pattern filter (e.g. *.pdf means only files with the .pdf extension). The default is * (meaning "all files").</li> </ul>	
<b>Filter</b>	
Backed up on / after	Limits the Items to Delete display to directories / files backed up from this time.
Backup up on / before	Limits the Items to Delete display to directories / files backed up prior this time.
Only files removed since	This filter allows you to show only backed up data (directories and files) that was intentionally deleted from the source computer. <ul style="list-style-type: none"> <li>Select a date and time in this field to search for backed up data that was not scanned by the DS-Mobile Client since the filter date.</li> </ul>
Do not delete the last [...] generation(s)	Allows you to specify the number of generations to leave (i.e. not select for delete) from the specified period. <ul style="list-style-type: none"> <li>If you specify a number, you will only be able to select files and directories that have more generations online than the number specified in this field.</li> </ul>

## Select Items (New Backup Set)

Use this screen to specify a backup set's items.

<b>Files To Backup</b>	
Everything	If selected, all data at the selected backup location will be backed up. This is the equivalent of applying a *.* filter.
Exclude Filters	If you selected "Everything", you can also exclude files with known extensions that are never required for backup. Hover the cursor over the filter name to see what file extensions it will include: <ul style="list-style-type: none"> <li>Exclude temporary files</li> <li>Exclude backup files</li> </ul>
Include Filters	If you do not select "Everything", you must specify at least one of the inclusion filters. Hover the cursor over the filter name to see what file extensions it will include: <ul style="list-style-type: none"> <li>Documents</li> <li>Video</li> <li>Pictures</li> <li>Music</li> <li>E-Mail</li> </ul>
<b>Data Location</b>	
<ul style="list-style-type: none"> <li>Remember that backups of data at the Data Location will have the selected filters applied.</li> </ul>	
Specific Location	These are commonly backed up locations you might select for backup. <ul style="list-style-type: none"> <li>All User Documents: Backs up the "Documents" folder from the DS-Mobile Client computer's \Documents and Settings\All Users path.</li> <li>[...] Desktop: If logged in a user "Administrator", this will show "Administrator's Desktop", allowing you to backup all items on this user account's Windows desktop.</li> </ul>
Custom	Shows an explorer-like tree that allows you to browse the accessible folders on the data source.

## Select Items (Restore)

Use this screen to select a backup set's items for restore.

<b>Items to Restore</b>	
The restore tree allows you to browse the backed up folders from the selected backup set. When you highlight a folder, any backed up files inside that folder are listed to the right.	
<ul style="list-style-type: none"> <li>Filter: This is a file name pattern filter (e.g. *.pdf means only files with the .pdf extension). The default is * (meaning "all files").</li> <li>Generations: Opens the <b>Select a file generation to restore</b> screen for the highlighted file.</li> </ul>	
<b>Time Filter</b>	
Backed up on / after	Limits the Items to Restore display to directories / files backed up from this time.
Backup up on / before	Limits the Items to Restore display to directories / files backed up prior this time.
Hide files removed on / before	<p>This filter allows you to hide backed up data (directories and files) that was intentionally deleted from the source computer.</p> <ul style="list-style-type: none"> <li>Select a date and time in this field to screen out backed up data that was not scanned by the DS-Mobile Client since the filter date.</li> <li>This prevents you from restoring directories / files that were intentionally deleted.</li> </ul>

## Select Restore Directory

Use this screen to select an alternate directory where you want to restore the data.

Restore To	<p>By default, this field attempts to show the original backup path.</p> <ul style="list-style-type: none"> <li>To avoid any accidental overwrites, the data is always restored in a unique sub-directory named with the time when this restore request was started.</li> <li>You can click the [ &gt; ] button to browse for another path.</li> </ul>
Finish	Click to proceed with the restore.

## Select Retention

- Note: On DS-Mobile Client backup sets, retention always runs after every backup (be it scheduled or on-demand).

Use this screen to specify a backup set's retention policy. Retention is "what data you want to keep"; all other data will be removed from online storage. Note the implications of enforcing a retention policy: it limits data growth to the specified amount of generations, but it automatically deletes any data that does not meet the retention policy.

<b>Retention Type</b>	
Number of generations	This means you will allow the specified number of generations of a file to be backed up online. After that limit is reached, the oldest generation will be overwritten as each new generation is backed up.
Time-based retention	This means you will apply a "retention rule" to this backup set, which will be applied every time this set is backed up.
<b>Retention Parameter</b>	
Maximum Generations per file	(Number of generations) <ul style="list-style-type: none"> <li>From 1-9999</li> </ul>
Latest Generation	(Time-based retention) <ul style="list-style-type: none"> <li>This is a mandatory default selection. It cannot be turned off.</li> </ul>
One generation per day for 1 week	(Time-based retention)

One generation per week for 1 month	(Time-based retention)
One generation per month for 1 year	(Time-based retention)

## Select Schedule

Use this screen to specify the schedule for a backup set.

<b>Scheduling Type</b>	
<ul style="list-style-type: none"> <li>Not Scheduled: If selected, the other sections will not appear. Only on-demand backups can be performed.</li> <li>Daily Backups</li> <li>Monthly Backups</li> </ul>	
<b>Start &amp; End Time</b>	
Start At	You must specify a start time.
Only if connected to cloud	If selected, the scheduled backup will only run if DS-Mobile Client can connect to the DS-System.
Stop if not finished by	If selected, you must specify a fixed end time for the scheduled backup. <ul style="list-style-type: none"> <li>The drop down list allows you to select a schedule window of up to 6 days.</li> </ul>
<b>Scheduling Day(s)</b>	
<ul style="list-style-type: none"> <li>Daily Backup: Checkboxes allow you to select each day of the week you want.</li> <li>Monthly Backup: A field allows you to select a fixed day of the month (from 1-28).</li> </ul>	

## DS-Mobile User Window

Once you have successfully connected to the DS-Mobile Client, the DS-Mobile User Window activates.

<b>Title Bar</b>	Shows the login name and location (usually 127.0.0.1 for the local computer / laptop).
<b>Menu Bar Items</b>	Items here allow you to perform the various tasks necessary to backup and restore files, as well as manage and administer the DS-Mobile Client. The menu bar consists of the Application, Backup Set and Configuration menus.
<b>Backup Set List</b>	Shows a list of the backup sets that have been defined on the DS-Mobile Client. If you click on a backup set, its properties are displayed to the right. <ul style="list-style-type: none"> <li>The Edit Backup Set buttons allow you to edit the backup set's items, schedule, and retention policy.</li> <li>You can highlight a backup set with the mouse or use the TAB key to cycle through each set in the list.</li> <li>To rename a backup set, double-click on its name.</li> </ul>
<b>Current Activities Tab</b>	Shows any activities that are currently running on the DS-Mobile Client. If possible, you can use the Stop button to end the highlighted activity. <ul style="list-style-type: none"> <li><b>Stop:</b> Click this button to try to stop a highlighted activity from the current activities list.</li> </ul>
<b>Activity Log Tab</b>	Shows a list of all the activities logged by the DS-Mobile Client. You can filter the list by date. <ul style="list-style-type: none"> <li><b>Events:</b> Click this button to open the Event Log Viewer for the highlighted activity.</li> </ul>