Technical FAQ's

Here is a list of common backup problems that can be resolved or investigated. Please note some errors are Windows related not software related, so please check your OS for this. For further assistance on any errors, please email – support@backupeverything.co.uk

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1. Basic VSS Troubleshooting Guide

Disclaimer: VSS is an OS component. The steps below should only be carried out by your system admin or with consultation from Microsoft. We cannot be held responsible for issues arising from these steps.

Basic VSS Troubleshooting:

- 1. Review Windows event logs, including application, system, and Hyper-V VMMS events, for detailed VSS errors.
- 2. Check for third-party backup software. If found, uninstall it and reboot the server.
- 3. Assess Shadow Storage Space using the command:

vssadmin list shadowstorage {/for=<ForVolumeSpec> |
/on=<onVolumeSpec>}

Example: vssadmin list ShadowStorage /for=E:\

Note: If shadow storage is insufficient, increase it according to your needs or set it to unlimited:

vssadmin resize shadowstorage /for=<ForVolumeSpec> /on=<OnVolumeSpec> /maxsize=<MaxSizeSpec> Example: vssadmin resize shadowstorage /For=E: /On=E: /MaxSize=UNBOUNDED Delete old shadow copies using: Vssadmin delete shadows /all

4. Verify Writers Status: VSS backups may fail if specific writers like Hyper-V or SQL encounter issues. Confirm the writer status with:

Vssadmin list writers

This provides a list of writers along with their statuses. An example of a failed report is shown below:

```
Writer name: 'Microsoft Hyper-V VSS Writer'
Writer Id: {66841cd4-6ded-4f4b-8f17-fd23f8ddc3de}
Writer Instance Id: {d8171095-89d0-44d9-93a2-d7caca1ce71d}
State: [9] Failed
Last error: Timed out
```

- 5. Troubleshoot Unstable/Failed Writers:
 - Verify that the service account for the corresponding writer is a system account.
 - Check the event log for relevant information.

- Examine the service associated with the writer. Restart it and re-run the "vssadmin list writers" command to check for resolution.
- 6. Advanced Troubleshooting for Unstable/Failed Writers:
 - Restart the COM+ System Application Service.
 - Restart the Distributed Transaction Coordinator Service.
 - Restart the Volume Shadow Copy Service.
 - Restart the pertinent VSS writer service, such as Hyper-V or SQL VSS writer.
- 7. Optionally, re-register all VSS & COM+ components. You can run these commands individually in CMD or create a batch file to execute them. *cd /d %windir%\system32*

Net stop vss Net stop swprv regsvr32 ole32.dll regsvr32 vss_ps.dll Vssvc /Register regsvr32 /i swprv.dll regsvr32 /i eventcls.dll regsvr32 es.dll regsvr32 stdprov.dll regsvr32 vssui.dll regsvr32 msxml.dll regsvr32 msxml3.dll regsvr32 msxml4.dll regsvr32 Vssapi.dll regsvr32 Vssui.dll regsvr32.exe /i %windir%\system32\eventcls.dll regsvr32.exe /i %windir%\system32\swprv.dll regsvr32.exe %windir%\system32\vssui.dll regsvr32.exe %windir%\SysWOW64\vss ps.dll regsvr32.exe %windir%\SysWOW64\msxml.dll regsvr32.exe %windir%\SysWOW64\msxml2.dll regsvr32.exe %windir%\SysWOW64\msxml3.dll regsvr32.exe %windir%\SysWOW64\msxml4.dll regsvr32.exe %windir%\SysWOW64\ole32.dll regsvr32.exe %windir%\SysWOW64\oleaut32.dll regsvr32.exe %windir%\SysWOW64\es.dll regsvr32.exe %windir%\SysWOW64\comsvcs.dll vssvc /register net start swprv net start vss net stop winmgmt regsvr32 wmiutils.dll net start winmgmt

8. If using multiple providers, open an elevated CMD and execute: *vssadmin list providers*

The output displays one or two providers:

- Microsoft Software Shadow Copy Provider 1.0
- Microsoft File Share Shadow Copy Provider
- If any other provider appears, disable and stop the related service.
- 9. For advanced troubleshooting with VSS trace, consult this Microsoft article.

2. VSS Error Troubleshooting

Disclaimer: VSS is an OS component. Perform these steps with your system admin's guidance or after consulting Microsoft. We aren't liable for any issues resulting from these steps.

VSS Error Codes & Solutions:

Code	Detail
0x8000ffff	Shadow Copy Provider encountered an error. Check system and application event logs for details.

Client log displays error: 0x8000ffff [Catastrophic failure]. Proceeding with the actual volume.

Cause: COM+ Event System and Volume Shadow Copy service not started.

Solution: Open services.msc from the "Run" option in the "Start" menu and adjust the service settings as follows:

Services	Status	Start up Type
COM+Event System	Automatic	Started
Volume Shadow Copy	-	Manual

Code	Detail
0x80042304	Shadow copy provider encountered an error. Refer to system and application event logs for details.
	and approacion over lege for details.

Client log error: 0x80042304 - Volume shadow copy provider not registered.

Cause: Corrupted volume shadow copy DLLs.

Solution:

- 1. Stop the Volume Shadow Copy service with *c:\> net stop vss* in a Command prompt.
- 2. Change the directory path, enter *c:\> cd C:\WINDOWS\System32*.
- 3. Register the required DLL files from this directory. Open command prompt and press enter c:\Windows\System32>regsvr32 ole32.dll

c:\Windows\System32>regsvr32 oleaut32.dll c:\Windows\System32>regsvr32 vss_ps.dll c:\Windows\System32>Vssvc /Register c:\Windows\System32>regsvr32 /i swprv.dll c:\Windows\System32>regsvr32 /i eventcls.dll c:\Windows\System32>regsvr32 es.dll c:\Windows\System32>regsvr32 stdprov.dll c:\Windows\System32>regsvr32 vssui.dll c:\Windows\System32>regsvr32 msxml.dll c:\Windows\System32>regsvr32 msxml3.dll c:\Windows\System32>regsvr32 msxml4.dll

Restart the Volume Shadow Copy service with this command: net start vss

Code	Detail
0x80042306	The shadow copy provider encountered an error. Check the
	system and application event logs for details.

This error happens when a VSS provider blocks the snapshot creation.

Causes:

- 1. New 3rd party VSS provider installation.
- 2. Existing provider corruption.
- 3. Destination drive not compatible with NTFS format.

To diagnosis run NTBackup for a manual System State backup. Failure indicates a VSS issue.

For successful NTBackup, review scheduling for potential conflicts, or proceed with the following steps.

Solution: VSS Providers:

- 1. Run *vssadmin list providers* in the command prompt to identify non-standard providers causing snapshot issues.
- 2. Uninstall any non-standard providers; Microsoft default providers are generally reliable.
- 3. If the command hangs, a newly installed VSS provider might be malfunctioning; resolve by uninstalling such products.

Multiple Backups:

- 1. Ensure no concurrent backup is running, as the custom provider permits only one snapshot at a time.
- 2. Corrupted Data on the Drive.
- 3. Run CHKDSK on each drive using the /f switch to repair disk errors.

VSS consider system in setup process. Verify system status:

- 1. Access the Registry Editor and navigate to HKEY_LOCAL_MACHINE\SYSTEM\Setup.
- Confirm these registry values are set to 0: SystemSetupInProgress UpgradeInProgress

Corrupted VSS DLLs

Reinstall VSS DLLs by:

- 1. In the command prompt, navigate to the WINDOWS\system32 directory.
- 2. Stop the Volume Shadow Copy service with "net stop vss".
- 3. Register the DLLs.

Reinstall COM+ by:

- 1. Back up and delete HKLM\Software\Microsoft\COM3.
- 2. In Recovery console, rename clbcatq.dll to clbcatq.dll (use the tilde "").
- 3. Boot to normal mode, open the Control Panel, run Add or Remove Programs, and access Add/Remove Windows Components (don't make changes, just click Next). This reinstalls COM+.

NTFS destination drive not formatted

Code	Detail
0x80042308	The specified object was not found.

This error warn about difficulties in backing up open files.

Cause: VSS issues when backing up open or in-use files.

Solution:

- 1. Change directory to System32:
 - a. c:\>cd c:\Windows\System32
 - b. c:\Windows\System32>Net stop vss
 - c. c:\Windows\System32>Net stop swprv
 - d. Register the DLLs.
- 2. Reboot the machine, open cmd, and run the command: *vssadmin list writers*
- 3. Verify results to ensure they are all displayed without errors.

Code	Detail
0x8004230c	Volume doesn't support shadow copy.

When trying to revert a volume to an earlier version using VSS on a shared cluster disk or cluster shared volume, the VSS log displays the error message: "Shadow copying the specified volume is not supported".

Cause: A required service is disabled or not properly started.

Solution: Follow these steps:

- 1. Open Control Panel.
- 2. Choose Classic View from the Tasks pane.
- 3. Access Administrative Tools.
- 4. Open Services.
- 5. Locate and double-click Microsoft Software Shadow Copy Provider.
- 6. In the Start-up Type menu, select Automatic.
- 7. Click Start, then Apply/OK.

Now, repeat these steps for the Volume Shadow Copy service, then exit and reboot the computer.

Code	Detail
0x80042312	Maximum volume limit reached.
0x80042317	Max shadow copy limit reached.

VSS_E_MAXIMUM_NUMBER_OF_VOLUMES_REACHED error occurs when attempting to create the 65th volume shadow copy, which is not allowed because the maximum limit is 64.

Cause: The specified volume has reached its maximum number of shadow copies.

Solution: To resolve this issue, follow these steps:

1. Delete the oldest shadow copy for the drive.

2. Use the CMD command: *vssadmin list shadows*. This should clear the error. Following will be displayed:

C:\Windows\system32>vssadmin list shadows vssadmin 1.1 - Volume Shadow Copy Service administrative command-line tool (C) Copyright 2001-2013 Microsoft Corp. Contents of shadow copy set ID: {0ea487ca-41a3-450b-8291-9c4f3e214fd2} Contained 1 shadow copies at creation time: 21-05-2015 23:08:45 Shadow Copy ID: {4c1fa853-90ae-4562-9f41-99ae8b57d4e7} Original Volume: {C:>\?\Volume{094952b7-2dd7-11e4-824f-806e6f6e6963} Shadow Copy Volume: \?\CLOBALROOT\Device\HarddiskVolumeShadowCopy1 Originating Machine: DDSPL1251.druva.local Service Machine: DDSPL1251.druva.local Provider: 'Microsoft Software Shadow Copy provider 1.0' Type: ClientAccessibleWriters Attributes: Persistent, Client-accessible, No auto release, Differentia 1, Auto recovered

To delete the oldest, run this command in CMD: vssadmin delete shadows /For=C: /Oldest

C:\Windows\system32>vssadmin delete shadows /For=C: /Oldest vssadmin 1.1 - Volume Shadow Copy Service administrative command-line tool (C) Copyright 2001-2013 Microsoft Corp.

Do you really want to delete 1 shadow copies (Y/N): [N]? y

Successfully deleted 1 shadow copies.

Enter "y" to delete.

Code	Detail	
------	--------	--

0x80042313 Shadow copy provider timed out during data flush.

Check the status of the Volume Shadow Copy service:

- 1. Open Control Panel > Administrative Tools > Services.
- 2. Locate the Volume Shadow Copy service and verify if it's running. If not, click "Start" on the left.

Cause: VSS is failing due to high disk activity, which prevents the creation of shadow copies within the default time frame when volumes are frozen for a snapshot.

Solution: To address this issue, schedule backups during periods of reduced disk activity.

Code	Detail
0x80042314L	VSS issues sending events to writers.

The system encountered difficulties in maintaining I/O writes.

Cause: This issue may be temporary.

Solution: We recommend waiting for approximately ten minutes and then attempting the operation again.

Code	Detail
0x80042315	Error contacting VSS writers. Check the event log for related
	errors.

Cause: VSS encounters issues when attempting to back up open files or folders currently in use.

Solution: Verify the status of the Volume Shadow Copy service:

- 1. Open Control Panel > Administrative tools > Services.
- 2. Locate the Volume Shadow Copy service and ensure it is running.
- 3. If not, click "Start" or "Restart" on the left.

Code	Detail
0x80042316	Another shadow copy creation is in progress. Please wait and try
	again.

Cause: This warning typically signals a VSS issue caused by a concurrent VSS operation.

Solution:

1. If multiple backup programs are installed, deactivate all except the one in use, then retry the backup.

- If a prior VSS snapshot remains active, stop and restart the Volume Shadow Copy service in Control Panel > Administrative tools > Services by selecting "Volume Shadow Copy" and choosing "Restart". Alternatively, restart the machine, which typically achieves the same result.
- 3. Register the DLLs.

Code	Detail
0x80042318	VSS error. Check the event log for more info.

Cause: The writer infrastructure is malfunctioning.

Solution: Ensure that the Event Service and VSS are running, and inspect the error log for related issues.

Code	Detail
0x8004230f	VSS shadow copy provider had an unexpected error.

Cause: VSS system files are unregistered, or the MS Software Shadow Copy Provider isn't running.

Solution:

- Set the MS Software Shadow Copy Provider service to Manual via Control Panel > Administrative tools > Services. Select the service and set it to "manual" on the right.
- 2. If the above step doesn't resolve the issue, open Command Prompt and execute the following commands one by one:
 - a. c:\>cd /d %windir%\system32
 - b. c:\Windows\System32>Net stop vss
 - c. c:\Windows\System32>Net stop swprv
- 3. Register the DLLs.

Code	Detail
0x80042326	Volume lost during revert.

Timeout errors in VSS writers can lead to backup failures. VSS writers are responsible for saving data to a shadow copy storage area.

Cause: For computers with slow hard disks, low memory, low CPU speed, or disabled disk write cache, this issue is more prevalent.

Solution: Make sure you have the latest Windows service pack installed.

Code	Detail
0x80042321	Some shadow copies not imported.

When creating over 10 transportable hardware snapshots using VSS, some

snapshots might not be imported in the allocated time due to low timeout values.

Cause: VSS may not wait for logical unit numbers (LUNs) to come online, especially when hardware arrays are nearing the 64 shadow copies limit per shadow copy set.

Solution: Install the latest Windows service pack to address this issue.

Code	Detail
0x80040154	Error creating shadow copy provider COM.

Event ID: 12292 & Event ID: 22

When a backup starts, inSync creates a snapshot of backup folders using VSS. Then, inSync creates a backup of this snapshot. If the snapshot creation fails, inSync backup fails.

Cause: A third party provider is being used to perform a shadow copy instead of the system provider (Microsoft Software Shadow Copy provider 1.0). The third-party shadow provider keeps failing while taking a shadow copy.

Solution:

- 1. Check the VSS providers using the following command to confirm if there is a third party provider on the machine: *vssadmin list providers*
- 2. Force VSS to always use Microsoft Software Shadow Copy provider by making the following registry entries:

NOTE: Use of Regedit may disrupt OS functionality. *

- a. Open regedit using the Run dialog, type "regedit", and press Enter.
- b. Navigate to HKey_Local_Machine\SYSTEM\CurrentControlSet\Control\BackupRe store.
- c. Right-click in the right pane, choose New > DWORD Value, name it UseMicrosoftProvider.
- d. Double-click *UseMicrosoftProvider*, set its value to 1 to enable the new feature, or 0 to disable it.
- e. Click OK and close Registry Editor.
- 3. Restart the server.
- 4. Run another backup; it should complete successfully.
- 5. Optional: uninstall the other software used previously.

*It's advisable to create a full registry backup and workstation backup before making any changes in regedit.

3. Password Reset

The steps to reset your password are as follows:

1. Login to the Backup client.

- Select "Settings" on the left, then click "Account" on the right.
 Click "Change" next to the password option.

🖢 Backup	Storage Vaults		Settings
 Restore History Settings 	New Storage Vault (2023-00 Storing 4.07 GB UK Private cloud Storing 5.63 GB	Account Connection Username: Warehouse13 Password: Server: https://sbp1.safedatastorage.co.uk/ Disconnect Unlock automatically at starture	Account Change account settings Import Scan for other installed products Recovery Media Create a bootable media Create a bootable media Version 23.5.0 "Thebe"
Help	Curren New pa	Nication will log out after changing password. password: r password: OK	Cancel
		Receive backup reports	

- Enter your current password and the new password.
 Press "OK" to confirm the change.

	Unlock automatically at startup
The application will lo	g out after changing password.
Current password:	•••••
New password:	•••••
Re-enter password:	•••••

6. You will be logged out and need to log in again.

	\times
Sign in	
hisses	
Username Password	
Sign in	
Register	
Show advanced options	

4. Edit Web Portal Retention Policy

The steps for Web Portal Retention Policy are:

- Log in to account using your credentials.
 Click on "Protected Items" on the right.

	Warehouse13 -
C Restore Protected Ite	tems Storage Vaults Downloads
3. Select the item you want to edit by c	clicking its name.
Protected Item	S
Show 15 v entries	
Protected Item	🔺 Туре
New Protected Item (Thu Jun 8 09:34:11	1 2023) 🕒 Files and Folders
Showing 1 to 1 of 1 entries	

4. On the left, choose "Retention", then select the vault and click the edit icon (pen).

Protected Item "New Protected Item (Thu Jun 8 09:34:11 2023)"

🔅 General	Storage Vault		Policy	0
🖹 Items	New Storage Vault (2023-06-24	8 10:18:49)	(default)	
5. Commands	 UK Private cloud 		(default)	_
🗟 Schedule				
← Retention				
		< Back	Next > Cancel	Save
	o" and then the green "+".			
Edit Retention	Policy			×
⊖ Keep all backup	os forever			
Only keep				
			Г	
Range				+
No data				-
				1

6. Choose the desired retention option from the drop-down menu.

×

New Retention Range

Туре:	Last [] backups	~
	Last [] backups	
	Last [] backups, at most one per day	
Backups:	Last [] backups, at most one per week	
buckups.	Last [] backups, at most one per month	
	All backups in the last []	
Date:	All backups newer than a specific date	
bute.	One backup each day, for the last [] days	
	One backup each week, for the last [] weeks	
Days:	One backup each month, for the last [] months	

7. Edit other settings as needed based on the selected "type".

Туре:	Last [] backups
	Last [] backups
	Last [] backups, at most one per day
Backups:	Last [] backups, at most one per week
buenaps.	Last [] backups, at most one per month
	All backups in the last []
Date:	All backups newer than a specific date
- uter	One backup each day, for the last [] days
	One backup each week, for the last [] weeks
Days:	One backup each month, for the last [] months

×

×

🖍 New Retention Range

Туре:	All backups newer than a specific date						
Backups:	1						
Date:	01/01/2000						
Days:	0						
Weeks:	0	every	Sunday	*			
Months:	0	on day	1				

Cancel	Save
--------	------

Туре:	One backup each month, for the last [] months						
Backups:	1						
Date:	01/01/2000						
Days:	0						
Weeks:	0	every	Sunday	*			
Months:	0	on day	1				

8. Click "Save". The updated retention policy is displayed on the Retention Policy page; click "Save" again.

⊖ Keep all backups forever	
Only keep	
Range	+
31 backup job(s)	-
	1

9. To modify an existing policy, select the corresponding vault, click the edit icon (pen), adjust the retention range, and save changes.

Cancel

Save

Edit Retention Policy

 Keep all backups forever Only keep 	
Range 31 backup job(s)	



Save

Cancel

🖋 Edit Retention Range

Туре:	Last [] backups	Last [] backups					
	Last [] backups						
Backups:	Last [] backups, at most one per day Last [] backups, at most one per week Last [] backups, at most one per month						
Date:	All backups in the last [] All backups newer than a specific date One backup each day, for the last [] days						
Days:	One backup each v	week, for the last [] we month, for the last [] n	eks				
Days: Weeks:	One backup each v	week, for the last [] we	eks	~			

10. If you want to revert to "Keep all backups forever", repeat the same steps, and select this option. Save changes in all windows.

Edit Retention Policy	×
 Keep all backups forever Only keep 	
Range	(
31 backup job(s)	-



×

5. End a Backup from the Client

To end the backup from the client, follow the below steps:

- 1. Click on the protected item.
- 2. Open the Job History.
- 3. Select the running job.
- 4. Next to the progress bar, click "Cancel".

🚯 Restore	New Protected Item (Thu Jun 8 09 No schedule, Success at 3:07PM			Cdit settings	٥	Backup nov	v		
History		Job Hi	story						
		Туре	Status	Storage Vault	Started	Ended	Duration	Files	1 1
Settings		Backup	Running	New Storage Vault (2023-06-28 10:18:49)	Wed Jun 28 15:08:01 2023	n/a	n/a	0	Þ
serungs		Backup	Success	New Storage Vault (2023-06-28 10:18:49)	Wed Jun 28 15:07:51 2023	Wed J	00:04	415	35
~		Backup	Success	New Storage Vault (2023-06-28 10:18:49)	Wed Jun 28 14:47:14 2023	Wed J	00:04	415	35
🕗 Help		Backup	Success	New Storage Vault (2023-06-28 10:18:49)	Wed Jun 28 14:40:22 2023	Wed J	00:34	415	36
		Backup	Success	UK Private cloud	Wed Jun 28 14:31:01 2023	Wed J	06:18	415	36
		Backup	Cancelled	UK Private cloud	Wed Jun 28 14:27:39 2023	Wed J	02:24	415	36
		Restore	Success	UK Private cloud	Thu Jun 8 09:43:29 2023	Thu Ju	00:04	1	1
		Restore	Warning	UK Private cloud	Thu Jun 8 09:42:01 2023	Thu Ju	00:01	1	1
		Restore	Success	UK Private cloud	Thu Jun 8 09:39:56 2023	Thu Ju	00:02	1	1 .
		<							>
	Want to protect more data? Add a new Protected Item	Runnir	g Backup .	Job					
							ſ	ØCan	cel
		Status:	Taking file	esystem snapshot			-		-
		Duratio	n: 00:00						
		ETA:							
	V	Progres	e .						
		Speed:							
		speed.							

5. The job will appear in the history as "Cancelled".

Job Hi	story						
Туре	Status	Storage Vault	Started	Ended	Duration	Files	12
Backup	Cancelled	New Storage Vault (2023-06-28 10:18:49)	Wed Jun 28 15:08:01 2023	Wed J	00:04	415	35
Backup	Success	New Storage Vault (2023-06-28 10:18:49)	Wed Jun 28 15:07:51 2023	Wed J	00:04	415	35

6. Cancel a Backup Run from Web Portal

Follow the below steps to cancel a backup run from web portal:

- 1. Log in to your account credentials.
- 2. Choose "Job history" on the left.

	Û	Dashboard
	Devic	es
	۵	Backup
	\heartsuit	Restore
	¥	Download client software
	Settir	ngs
		Protected Items
	0	Storage Vaults
	Histo	ry
	ଚ୍ଚ	Job history
	10	
3.	Find the	job you want to stop in the list and select "Report".

Show 15	✓ entries								Filter	E+ Export *	H+ View -
Device	Protected Item	Туре	Status	Files	Size	Uploaded	Downloaded	Started	♥ Duration		Actions
fb4c	CC54	Backup	Running	0	0 B	0 B	0 B	2023-06-28 14:40:22	Incomplete		🖹 Report
Q Search.	e top right	, CIICK	X Ua	ancei	•					3· 0	(8) admin
Job	History > Rep	ort								X Cancel	C Auto refre
		35.6%									

5. The job will stop, and this will be reflected in the report.

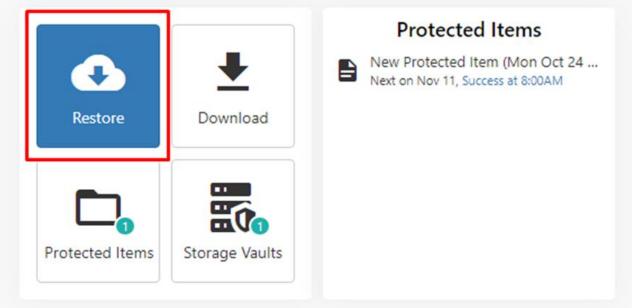
4.

2023-06-28 14:27:44	Info	Found 415 files (4.818 GB) in 36 directories. (took 0:0
2023-06-28 14:30:02	ERROR	Administrator requested cancellation
2023-06-28 14:30:02	Info	Cancelling operation

7. Restoring from the Web

The steps to restore files using the web portal are:

- 1. Log in to the web portal using your account credentials.
- 2. Select "Restore" from the main menu.



3. Choose the device and storage vault you want to restore from if you have multiple options. Click "Next" when ready.

Restore

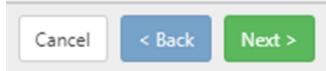
This wizard will guide you through the process of restoring your data.

Please select an online device to control:

PC01

Please select a Storage Vault to restore from:

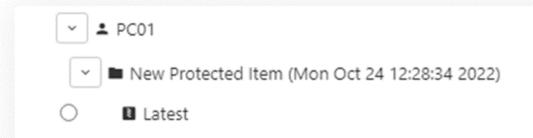
UK Private cloud



4. Now, select the item you want to restore. By default, you will see the latest snapshot. You can expand the file tree using arrow buttons.

Restore

Select a Protected Item to restore:



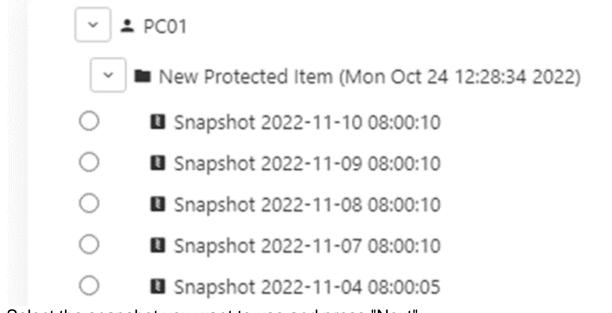
5. To access earlier snapshots, click "Show All" in the top right corner.



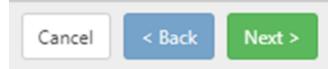
6. This provides more options for restoring from different snapshots.

Restore

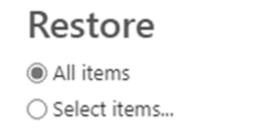
Select a Protected Item to restore:



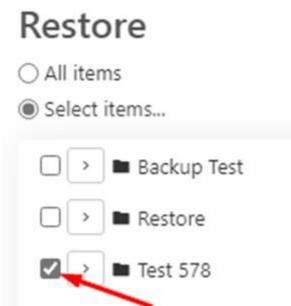
7. Select the snapshot you want to use and press "Next".



8. Choose to restore either "All items" or "Select items".



9. If you select "Select items", you can choose specific files or files from a folder that appears on the right.



🖻 👻 🖿 Backup Test	Backup Test > New folder (2)			
	Show 15 🗸 entries		Filter	B• View 🗸
New folder (2)	Name	~ Size	Modified	
Restore	🖉 🖪 msg0190.mp3	189.84 KB	2021-08-23 07:29:33	
□ → ■ Test 578	🖾 🖪 msg0191.mp3	126.14 KB	2021-10-15 07:51:56	
Veeam	🗆 🖪 msg0194.mp3	67.29 KB	2021-12-09 08:25:15	
	🗌 🖪 msg0195.mp3	124.24 KB	2021-12-13 08:25:45	
	□ B msg0196.mp3	218.11 KB	2021-12-16 07:32:56	
	🗆 🖪 msg0197.mp3	143.02 KB	2021-12-17 08:28:30	
	🗆 🖪 msg0198.mp3	102.94 KB	2021-12-24 08:23:41	
	🔲 🖪 msg0200.mp3	161.79 KB	2022-01-04 07:47:00	
	🛛 🖻 Paint.png	19.39 KB	2022-11-10 15:10:44	
	E scan.pdf	4.84 MB	2022-01-20 13:57:39	

10. After making your selections, click "Next".

Cancel	< Back	Next >
--------	--------	--------

11. Now, you can configure how and where you want to restore the files. You have different options for "Restore As". For a regular restore, leave it as "Files and Folders".

▲ Restore	>
Restore	
Restore as:	
Files and Folders	~
Files and Folders	
Simulate restore only	
Program Input	
Compressed archive file (zip / tar)	
Microsoft Office 365	

12. Restore may not work to original location. Restore to a different folder on C drive or Windows Temp, uncheck "Restore to original paths," and click "Browse" to set your preferred location.

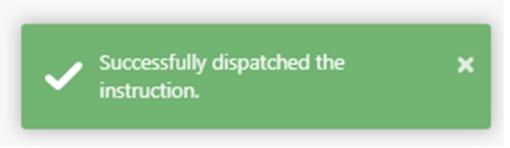
🚠 Select an output directory



- 13. Overwrite existing files" when checked replaces existing files with restored ones. When unchecked, existing files are skipped during the restore.
- 14. Click "Restore" when you are ready.



15. After clicking "Restore", you will be taken back to the home page, where you'll see a message at the bottom right indicating that the restore is in progress.



16. You can check the Job history to see if the restore was successful.

O Devices - O Se	ings - 🔹 History -											
Job History	Job history											
Show 15 v entries									Filter		O: Export +	B• View •
Device Protected It	m	Туре	Status	Files	Size	Uploaded	Downloaded	Started	~ C	uration		Actions
PC01 New Protect	d item (Mon Oct 24 12:28:34 2022)	Restore	Success	3	335.37 KB	597 B	376.39 KB	2022-11-16	15:56:45 2	s		B Report
PC01 New Protect	d Item (Mon Oct 24 12:28:34 2022)	Restore	Success	3	335.37 KB	596 8	376.39 K8	2022-11-16	15:51:34 2	\$		B Report

8. Locate Cloud Backup URL

To locate cloud backup URL, follow the below steps:

- 1. Download and launch Image Backup software.
- 2. This will bring you to the initial page.

Sign in		
Username		
Password		
	Sign in	
Show adv	anced options	
- snow add	anceo options	-

3. Tick the "Advanced Options" box to proceed to the next image.

Sign in	
Username Password	
https://cbp.onlinedatastorageuk.co.u	k/
Sign in	
Show advanced options	

4. It will display the URL. Note that the URL may vary based on the reseller and will not match the one shown here.

9. View/Edit Selected Backup Files

The steps to view/edit selected backup files:

- 1. Log in to the backup client and select the protected item you want to edit settings.
- 2. Click on "Edit settings".

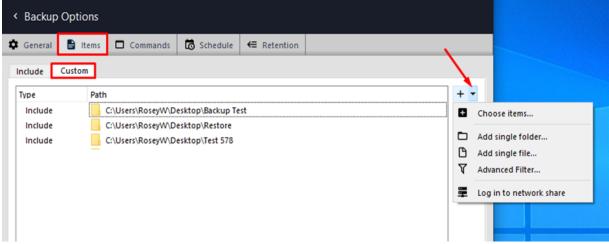
🚯 Backup	Protected Items	< Ne	w Protect	ted Item (Mon C	Oct 24 12:28:34 2022)				
Restore	New Protected Item (Mon Oct 24 Next on Nov 1 Success at 8:00AM			Cdit setting:	;	🕒 Backu	p now		
History		Job His	tory						
		Туре	Status	Storage Vault	Started	Ended	Duration	Files	Direc '
A California		Backup	Success	UK Private cloud	Mon Nov 14 08:00:00 2022	Mon Nov 14 08:00:05 2022	00:05	32	20
Settings		Backup	Missed	UK Private cloud	Sun Nov 13 08:00:00 2022	Sun Nov 13 08:00:00 2022	00:00	0	0
~		Backup	Missed	UK Private cloud	Sat Nov 12 08:00:00 2022	Sat Nov 12 08:00:00 2022	00:00	0	0
🕐 Help		Backup	Success	UK Private cloud	Fri Nov 11 08:00:00 2022	Fri Nov 11 08:00:06 2022	00:06	32	20

- 🗆 🗙

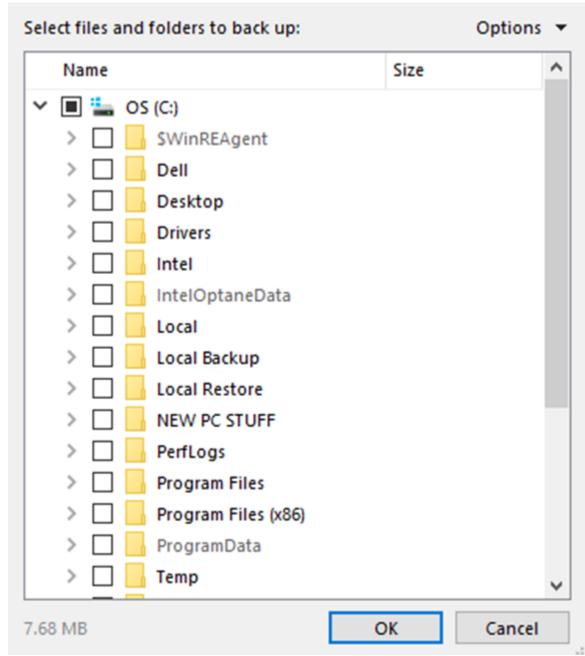
3. Here you can see the items selected for backup, including any exclusions.

🗘 General 📑	Items 🗖 Commands 🛱 Schedule 🗲 Retention
Include Custo	om
Туре	Path
Include	C:\Users\RoseyW\Desktop\Backup Test
Include	C:\Users\RoseyW\Desktop\Restore
Include	C:\Users\RoseyW\Desktop\Test 578

- 4. To add files, click on "Items", then select "Custom" from the dropdown menu.
- 5. Choose "Choose item" to view all files and be more selective.



6. Use the file system to navigate and select the files or folders you want to add.



- 7. Dark squares indicate items already selected for backup.
- 8. Tick the boxes next to the items you want to add.

~			Use	ers
	>	\checkmark	6	Admin
	>			BillyC
	>			Default
	>			Peter
	>			Public
	~		2	RoseyW

9. You can select entire files or drill down to remove specific items.

> 🗹 📙 temp

10. Click "OK" when you're done.

Name	Size
🛩 🗹 📙 temp	
> 🗹 📙 159411307243	3
>	3
> 🗹 🔤 160136267637.	2
> 🔽 🔤 160145964991	0
> 🗹 📙 160275664174	3
> 🗌 🔤 160276077475	1
✓ ✓ _ 162141063838	4
> 🗌 📙 Local@16.	•
> 🗹 📙 Local@16.	
> 🔽 🔤 Local@16.	
> 🔽 🔤 Local@16.	
> 🗹 🔤 Local@16.	
> 🗹 🔤 Local@16.	
> 🗌 🔤 Local@16.	
> 🗌 🔥 Local@16.	

11. Back on the "Items" page, review what you've added, and click "Save" when you're ready.

🚹 Backup	Protected Items	< Backup Options	
 Restore History Settings Help 	New Protected Item (Mon Oct 24 Next on Nov 15, Success at 8:00AM	Commands Commands Commands Commands Include Custom Type Path Exclude C:\Users\RoseyW\temp\1596548831393 Exclude C:\Users\RoseyW\temp\1602760774751 Exclude C:\Users\RoseyW\temp\1602160074751 Exclude C:\Users\RoseyW\temp\160216003884\Local@1621411289024 Exclude C:\Users\RoseyW\temp\1621410638384\Local@1621017809734 Exclude C:\Users\RoseyW\temp\1621410638384\Local@162104207610 Exclude C:\Users\RoseyW\temp\1621410638384\Local@1622104207610 Exclude C:\Users\RoseyW\temp\1621410638384\Local@1622104207610 Exclude C:\Users\RoseyW\temp\1621410638384\Local@1622104207610 Exclude C:\Users\RoseyW\temp\Backup Test Include C:\Users\RoseyW\Desktop\Restore	+ -
	+ Add Protected Item	Include C:\Users\RoseyW\Desktop\Test 578 Include C:\Users\RoseyW\Desktop\Veeam Include C:\Users\RoseyW\temp Options: Take filesystem snapshot Always re-scan unchanged files Dismiss EFS warning	Cance

12. You'll be returned to the initial job history of this backup after updating.

🕜 Backup	Protected Items	< New Prot	ected Item (Mo	n Oct 24 12:28:34	2022)			
Restore	New Protected Item (Mon Oct 24 Next on Nov 15, Success at 8:00AM		🗘 Edit sett	ings		∆ B	ackup now	
History		Job History						
Settings		Туре	Status	Storage Vault	Started	Ended	Duration	Files ^
- Help								
					С			
	+ Add Protected Item	<						>

13. Run a manual backup or wait for the scheduled backup.

10. System State, Modify Spool Location

For System State Backup, you can change spool location from C drive as follows:

- 1. Open the backup client.
- 2. Select the System State protected item and click "Edit setting".

🛱 Edit settings	Backup now

- 3. Go to the "Items" tab and enter the desired location.
- 4. Save your changes.

< Backup (Options	1				
🗘 General	📢 Items	ommands	🐻 Schedule	← Retention		
Spool volume:	Default (C:\)	/				
					Save	Cancel

11. Excluding temp files

Here are the steps to exclude temp files:

- 1. Select the cog for the protected item showing the warning.
- 2. Go to the "Items" section and click the "+" button.

Edit Protected Item			\otimes
General	Туре	Path	+
E Items	include	C:\Backups	-
Commands			1
Schedule			
← Retention			

3. Choose "Exclude regex".

- 4. Enter " \sim [^]+\$" in the provided field.
- 5. Click "Save" and then save again.

New Item	0		×
Type:	🔿 Include 🛿		
	○ Exclude		
	🔿 Include pattern		
	🔿 Include regex		
	Exclude regex		
Path (File or Folder):	\\~\\$[^\\]+\$		
e.g.	*\.(mp4 mkv avi)\$ - (?i).*\Microsoft.*\Windows\.*\.log *\AppData\Temp.* *\.tmp\.*		
	\iPhoto Library\iPod Photo Cache\.		
		Cancel	Save

12. What is Image Backup

Image Backup is an enhanced version of Backup Everything. Below are the key features that reflect its top-notch service experience:

- 1. Deduplication
- 2. Integrated Image Backup
- 3. Speedier Backups and Restores
- 4. Storage Flexibility (choose between private UK storage or public cloud storage)
- 5. Wide Compatibility (Files, Folders, MSSQL, MySQL, Exchange, System State, and more)
- 6. Strong Compression and Encryption
- 7. Lightweight and Efficient
- 8. Compatible with Windows, Linux, and MacOS
- 9. Native Installer (no need for JAVA or .NET)
- 10. User-Friendly Interface

These represent just some of the notable enhancements in Image Backup, and we believe you'll appreciate the added value once you give it a try.

13. Viewing Backup Client Reports

The steps for viewing reports in the Backup Client are:

- 1. Open your Backup Client, and log in to your account.
- 2. Choose the Protected Item for which you want to view the report.

3. On the right-hand side, you'll see "Job History". It provides basic information about the backup, such as when it ran, the duration, data size, and the number of files being backed up.

Bácisp	Protected Items	< Ne	ne Protec	ted Item (Wed S	iep 1 11:52:05 2021)								
Rentaria		1		•	Edit settingi				-	ackup nev			
	New Protected Item (Wed Sep 1	Jab Hi	story										
		Type	Statut	Storage Vault	Started	Ended	Duration	Files	Directories	Sce	Uploaded	Downloaded	<u> </u>
		Backup:	Success	UK Private Cloud	Wee Oct 6 13 35 27 2621	Wed On 6 13 35 54 2021	00127	- 14	10	1.17 68	45.04.43	173.62.68	-2%
		Backup	Success	UK Private Cloud	Wed Oct 6 11:30:05 2021	Wed Oct 6 11:30:13 2021	00:05	24	2	1.37 GB	9.96 KB	172.50 KB	25.
		Backup	Success	GK Proate Cloud	Wed Oct 6 10:15:09 2021	Web Ort 6 10 15/16 2021	10:00	74	3	1.37 GB	46.01 KB	172.05 KB	21.
		Beckup	Success	UK Pokate Cloud	Tue Oct 5 11:30:05 2021	Tue Oct 5 11:30:14 2021	00:09	74	2	1.37 GB	9.96 KB	169.56 KB	25.
		Beckup	Success	UK Private Cloud	Twe Out \$ 10:15:07 2021	Tipe Oct 5 10/15/17 2021	00.10	74	2	1.37 GB	46.52 KB	169.40 KB	21.
		Backup	Success	UK Private Cloud	Main Oct 4 11:30:05 2021	Mon Oct 4 51:30:14 2021	00.09	74	2	1.37 GE	9.97 KB	167.36 KB	25.
		Backup	Success	UK Private Cloud	Main Ord 4 10/15/05 2021	Main Ort 4 10:15:16 2021	00:11	74	2	1.37 GB	46.51 68	201.92 KB	- 21
		Beckup	Success	UK Private Cloud	Mon Oct 4 07:40:16 2021	Mon Oct 4 07:40:46 2021	00:30	74	2	1.37 GE	45.05 KB	165.03 KB	25.
		Beckup	All stand	UK Private Cloud	Sun Ort 3 11:30:00 2021	Sun Ort 3 11:30:00 2021	00.00			11	0.0	18	
		Backup	Minter	UK Private Cloud	Sun Oct 3 10:15:00 2021	Sun Oct 3 10:15:00 2021	00:00		0	0.0	1.0.0	18	
		tackup <	Mared	UK Private Cloud	Set Ort 2 11:30:00 2021	Set Ort 2 11:30:00 2021	00.00	-	2	10.0		1.1	>
		Selects	nd Backup	dot									
		Un	enname: Bac	kupPluiteit		Account Name:							
		1.10	Type: Bac	kup.		Total Site:							
			Status: Sux			Files							
				say at 01:35 pm		Directories							
				Say at 01:35 pm		Uploaded							
			nation 001		02000	Downloaded:							
	+ Add Protected Name	10.000		w Protected Item (We Private Cloud	0 34p	Device: Version:						C Detailer	A 144

- 4. To access more detailed information, double-click the entry or click "Detailed Log".
- 5. At the bottom, select "Files" to see a list of the files that were backed up.
- 6. You can choose to "Save" or "Copy to Clipboard" if needed.

Backup	Protected Items	S Report	11153053031 Con 1 1153053031	×	NS Report	-	o x	
Rettore	Desktop bert en Ort 1	and the Copy to Option	a C Reter	0	🖬 Save 👘 Copy to clasboard		C Refresh	
	and an Od 1 Summer a	Usomann: BackupPlusSed Type: Botsup Status Success States Foldy at 01:05 pm Disables: 00:07 Protected item New Protected IL Storage Vault: UK Private Cloud		6ne Well Oct 510 Well Oct 510 Well Oct 510 Tue Oct 510 Tue Oct 510 Men Oct 411	Unemane BackupPlucTed Type Backup Status Sucres Status Sucres Status Today at 01:35 pm Disperé T	Account Name Tetal Scie 1.37 GB Nile: 74 Directorie: 2 Uptoaded 45:58 KB Dewnoladed 173.82 KB Dewno. PCD1 Version: 21.2.1		
		Web Oct 6 13:05:28:2021 Starting Web Oct 6 13:05:28:2021 Tailing 0 Web Oct 6 13:05:02:2021 Tailing 0 Web Oct 6 13:05:02:2021 Chicklen Web Oct 6 13:05:03:2021 Chicklen Web Oct 6 13:05:03:2021 Deduge Web Oct 6 13:05:03:2021 Deduge 22:0021	rup account settingi backup Kup provinsi kan access protected files. g Storage Vault free space capting baced on previous backup job at	Mon Oct 4 101 Mon Oct 4 021 Sun Oct 8 1113 Sun Oct 8 1011 Saf Oct 2 11130	✓ □ □ □ □ □ □ □ □ 1.37 G8 ✓ □ □ □ □ □ □ □ □ □ = 51.60 MB □ □ □ = 4.12 MB	Madified Wed Sep 22 1039431 2021 Tue Alor 13 121246 2021 Tue Nov 12 090223 2019 Ved Feb 10 095208 2019 Wed Feb 10 095208 2021 Man Mar 30 120837 2020 Wed Alex 11 46020 2021	Î	
		Wed Oct 6 13:35:34 2021 Found 7 Wed Oct 6 13:35:34 2021 Duratio Wed Oct 6 13:35:34 2021 Beckup	(adde g 1 pMM0 4 Reis (1.370 GB) in 3 directories. Book 0:00) in 0:00, 11223.30 MB/s (ab used dia2(ad)49) (b)		- 91.51 KB - 91.5	Mon Oct 21 15:51:21 2019 Thu Ian 30 09:25:48 2020 Mon Feb 10 12:40:08 2020		
	+ Add Protected	Duration: 00 Protected Rem: No	io? w Protected Item (Wed Sep	De	omloaded: 173.62 KB Device: PC01		O Detai	_

- 7. Alternatively, you can select "History" on the left sidebar. This shows a list of all available reports on the right.
- 8. To view a specific report, double-click on the one you're interested in. It will open in a separate window.
- 9. Again, you can "Save" or "Copy" the report as necessary.

Ca tacke	History	2	- 0	×		-				οx		-	
Ca press	B view	Save Copy to deboard	C Re	neutri Starte	See.	Copy to classes				C Refresh	Uploaded	Anne Carter	lefres V
) Helory X Seriespi Help	Backup Backup Backup Backup Backup Backup Backup	Username Backup/Huritest Type Backup Status Saccess Status Today at 01:35 pm Stopped Today at 01:35 pm Duration: 0007 Posteriot date: 0007	Arcount Name Intal Spec 1.37 GB Price: 34 Directiones: 2 Uptractical: 45.04 KB Desenfoaded: 175.62 KB Desenfoaded: 175.62 KB	04 6 13 31 04 6 11 32 04 6 10 11 04 6 06 41 04 6 06 41 04 5 11 30 04 5 10 15 04 5 10 15	Userna 1) Star Stopp Durat	ype: Beckup Aut: Success ted: Today at 01:35 pm oed: Today at 01:35 pm Iom: 00:07	Dire Upi Downi	tal Size: 1.3 Files: 74 Indonies: 2 Ioaded: 45 Ioaded: 17	04 KB 3.42 KB		45.04.03 8.94.63 46.31.63 8.96.63 8.96.63 46.52.65 1.12.65	172.62 48 172.50 48 172.25 48 147.41 48 168.86 48 168.40 48 142.40 48	21 21 21 21 21 21 21 21 21 21
	Beckup Beckup Beckup Beckup		Version: 21.2.1 p. Account settings	0d 4 11-30 0d 4 10-11 0d 4 05-41 0d 4 05-41	Storage W	see. New Protected L., wit: UK Private Cloud Size Do., 1.17 GB	Modi	Device: PC Window: 21 Field Sep 22 101	2.1		8.97 KB 46.31 KB 4.66 KB 45.05 KB	167.36.KB 201.52.KB 140.23.KB 165.60.KB	2 2 2 2 2 2
	Beckup Beckup Beckup	Wed Oct 6 13:35:32 2021 This banks Wed Oct 6 13:35:33 2021 Checking Wed Oct 6 13:35:33 2021 Checking	ryden snapshot ap protess can access protected files. Storage Vault free space ge Vault contains 1.276 GB.	Del 3 11:30 Del 3 10:15 Del 3 00:45	10000	- 51.60 M8 - 4.12 M8 - 4.12 M8 - 19.44 M8	Tue A Tue N Tue N	gr 13 1213 lov 12 090 lov 12 090 feb 10 093	145 2021 123 2019 209 2019		18	10 14 17	j j
	Backup Backup Backup Backup	(2243cta) Wed Oct 6 13:35:33 2021 Building o Wed Oct 6 13:35:33 2021 Scanning Wed Oct 6 13:35:33 2021 Scanning Wed Oct 6 13:35:34 2021 Found 74	1 pethól Nes (1.370 GB in 3 directories. Book 0:00	3 et 2 11 300 3 et 2 10 150 3 et 2 00 450 et 1 11 30 3	000	 19.44 M8 45.53 M8 91.51 K8 56.16 M8 	Wed Mon	Mar 30 120 Apr 21 14.5 Oct 21 15.5 an 30 09:25	0.30.2021 1.21.2019		1	10 10 163.82 KB	14
	Beckup Beckup Beckup		0:00, 11223.30 MB/s 9 saved (bb3)or598).	eft 1 10/15/1 eft 1 00/45/1 Sep 50/11/3	ġ	- 1.99 MB		Feb 10 124			46.31 KB 8.66 KB 9.97 KB	163.56 KB 136.60 KB 161.36 KB	1000
	Beckup Beckup K	Success New Protected item (Wed	Sep 1 11:52:05 2021) UK Private Cloud UK Private Cloud	Thu Sep 30 10-1 Thu Sep 30 08-4		Nu Sep 30 10:15:27 2021 Nu Sep 30 08:45:33 2021	00.11	74 15	2 6	1.37 G8 22.54 MB	46.92.18 1.27.68	196-05 KB 134-61 KB	10.00

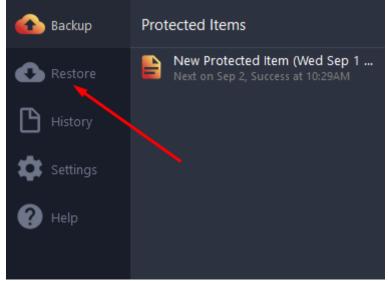
10. Use the "Filter" section on the right to refine your results. If you're looking for specific information, adjusting these filters will automatically update the logs you see

🕰 Tatlay	History						-							
C Terror	S Venting				-								T.filer	C Refrect
History	Any type Any type Backup Ractore	-	Any status	Desktop	UK P	ege Vault - My device My Vault - My device rvate Cloud - Any device	- nove	Duration	Files	Deedories	Sor	Uploaded	Downloaded	Version
🗘 tettop	Cleanup 8 Unleik Delete Mesoure		Running Running Deskell Titled out Warning	New Prot. 1 11:52:05 2021) 11:52:05 2021)	UK Private Cloud UK Private Cloud	Wed Oct 6 11:35:27 2021 Wed Oct 6 11:35:05 2021 Wed Oct 6 10:15:09 2021	Wed Oct 6 13:35:34 2021 Wed Oct 6 11:30:13 2021 Wed Oct 6 10:15:16 2021	00.07	74 74 34	2	1.37 GB 1.37 GB 1.37 GB	45.04 KB 9.96 KB 46.01 KB	173.42 KB 172.50 KB 172.05 KB	212.1 212.1 212.1
@ ****	E Update Import E Acodes		Quota exceeded	11 52 05 2021)	UK Private Cloud UK Private Cloud	Wed Out 6 08:45:08 3021 Twe Out 5 11:30:05 3021	Wed Out 6 05:45:21 2021 Twe Out 5 11:30:14 2021	00.13	15 74	8	22.54 MB 1.37 GB	4.66.XB 3.96.XB	147.41 KB 169.05 KB	212.1
	Backup Susses	i Ne	ns Protected Rem (Wed Sep	1 11 52:05 2021)	UK Private Cloud	Tue Oct 5 10 15/07 2021	Twe Ovt 5 10 15:17 2021	00.10	34	2	1.37 GB	46.52.65	189.40 KB	21.2.1
	Beckup Warro	0	eiitee		UK Private Cloud	Tue: 0413-0845-062021	Tue Ord 5 00-45 19 2021	00:13	15	6	22.54146	3.52.48	142,50 KB	21,2.1
	Backup Succes	1 14	ew Protected Nem (Wed Sep	111-52-05 20215	UK Private Cloud	Mon Oct 4 11:30/25 2021	Men Oct 4 11:30:14 2021	00.09	74	2	1.37 68	9.97 KB	107.34.88	21.2.1
														44.4.4

14. How to Restore Items

Follow the below steps to restore items:

- 1. Open the Image Backup client and log in to your account.
- 2. On the left-hand side, select "Restore".



3. Select the Storage Vault you want to restore from using the dropdown menu. If you have multiple, make sure to choose the correct one.

4. Click "Next" when ready.

Restore Select a Storage Vault

UK Private Cloud	
UK Private Cloud	

- 5. Choose the Protected Item responsible for backing up the files you wish to restore.
- 6. You can restore from the latest backup by selecting the Protected Item or choose a specific past backup from the dropdown.
- 7. Press "Next" when ready.

Restore Select a Protected Item

elect a Protected Item to restore:	Q Search C
Protected Item	Backup date
🔨 🖹 New Protected Item (Wed Sep 1 10:25:30 2021)	Latest
New Protected Item (Wed Sep 1 10:25:30 2021)	Wed Sep 1 10:32:34 2021
New Protected Item (Wed Sep 1 10:25:30 2021)	Wed Sep 1 10:29:49 2021
	< Back Next > Cancel

- 8. You'll see the folders and files from the selected backup. Use the dropdown and checkboxes to select the items you want to restore.
- 9. Click "Next" when ready.

Restore

Select items

) Select items			
Path	Size	Modified	^
🗖 📙 Desktop	23.89 MB	Wed Sep 1 10:25:28 2021	
🗸 🗌 🔤 🖌 older 1	126.72 KB	Thu Jun 10 11:59:41 2021	
🗹 📓 2.png	48.58 KB	Wed May 5 14:53:51 2021	
🔲 📓 3.png	78.14 KB	Wed May 5 14:54:03 2021	
>	55.63 KB	Tue Apr 13 15:58:44 2021	
💙 📃 📙 SAFE Backup PLUS test	106.32 KB	Mon Jun 21 11:03:18 2021	. 1
> 🗌 📙 folder test	26.17 KB	Thu Jun 10 12:13:30 2021	
🗌 📓 1.png	21.03 KB	Wed May 5 14:53:41 2021	
1.txt	8 B	Mon Jun 21 10:58:23 2021	
File Test.xlsx	8.66 KB	Mon Jun 21 11:01:21 2021	
🔲 📓 Restore Test Doc.png	50.45 KB	Mon Jun 21 10:45:49 2021	
> 🗌 📊 Test 578	55.96 KB	Thu Jun 10 14:12:45 2021	
> 🗌 📊 Test 579	40 KB	Thu Jun 10 14:17:30 2021	
🗌 👼 1010c wrap, capa pattern pdf	277 71 VD	Wed Jul 14 19:05:05 2021	×

- 10. Select "Browse" and navigate to the location where you want to restore the files. It can be the original location or a new one.
- 11. Press "Select Folder" after making your choice.
- 12. If you're restoring to the same location and are fine with overwriting existing files, check both checkboxes.

Note: If overwriting a file in the same location, you'll need to rename the file on your end to complete the restore.

Restore Select an output directory			_
Restore as:		\sim	
Files and Folders		~	
Select an output directory:		Browse	
Restore to original paths			
Overwrite existing files	← → ~ ↑ 🗖	> This PC > Desktop >	✓ ^Ĉ Search Desktop
\	Organize 🔻 Net	ew folder	
\ 	 This PC 3D Objects Desktop Documents Downloads Music Pictures Videos 	 Name Folder 1 Restore SAFE Backup PLUS Test 578 Test 579 	Contributing artists Album
ected Item	> 📑 Videos	 ✓ < Folder: Desktop 	
			Select Folder Cancel

13. Click "Restore" when ready.

Restore

Select an output directory

Files and Folders		 ~
Select an output directory:		
C:\Users\RoseyW\Desktop\Folder 1		Browse
Restore to original paths		
Overwrite existing files		

14. You'll be returned to the main client where you can monitor the status of the restore.

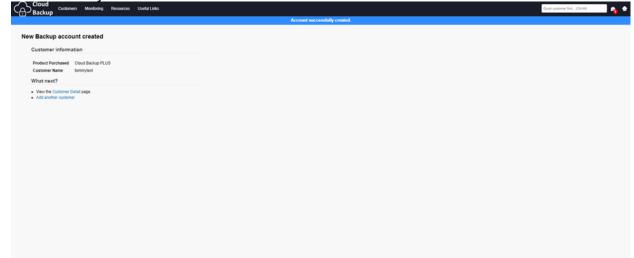
									-		×
🚯 Backup	Protected Items	< Ne	w Protecte	ed Item (Wed Se	p 1 10:25:30 2021)						
Restore	New Protected Item (Wed Sep 1 Next on Sep 2, Success at 10:32AM			🛱 Edit settings			6	Backup	now		
History		Job His	tory								
		Туре	Status	Storage Vault	Started	Ended	Duration	Files	Directories	Size	U
📩 Settings		Restore	Running	UK Private Cloud	Wed Sep 1 10:45:54 2021	n/a	n/a	0	0	0 B	0 B
Settings		Backup	Success	UK Private Cloud	Wed Sep 1 10:32:27 2021	Wed S	00:07	29	10	23.8	4.5
? Help		Backup	Success	UK Private Cloud	Wed Sep 1 10:29:37 2021	Wed S	00:16	29	10	23.8	23.:
		Runnin	g Restore .	Job							
										Ø Car	ncel
		Status:	Starting re	estore							
		Duration	: 00:02								
		ETA:	-								
		Progress									
	+ Add Protected Item	Speed: Transfer	-								

15. If needed, you can verify that the items have been successfully restored using File Explorer.

15. Download Branded Cloud

Here are the steps to download branded cloud:

1. Create a myclient account.



2. Visit the resource tab and select "Download client software".

Cloud Backup Customers Monitoring Resources Useful Links		Guick sustamer find(Carl-M)
	Account successfully created.	
New Backup account created		
Product Purchased Cloud Backup PLUS Customer Name tommytest		
What next?		
Vere the Contoner Other page Add another container		

- 3. Enter your account username and click "Find software".
- 4. Choose the appropriate download link based on your device to download the application.

Do	Download Client Software Inter the client's username to find the correct version of the software to download. Client software is available for multiple platforms. Client software No downloads are available for the selected user. Image: Cloud Backup PLUS v22.2.0, Linux (Generic) at a context of the selected user.				
0	inter the client's username to find the correct version of the software to download. Client software is available for multiple platforms.				
	Client software				
	o downloads are available for the selected user.				
	Cloud Backup PLUS v22.2.0, Linux (Generic) 🖉				
	් Cloud Backup PLUS v22.2.0, macOS (x86) ළ				
	Cloud Backup PLUS v22.2.0, Windows (32/64-bit) 🕾				
	Cloud Backup PLUS v22.2.0, Windows (32-bit) 🕾				
	Cloud Backup PLUS v22.2.0, Windows (64-bit) 🕫				

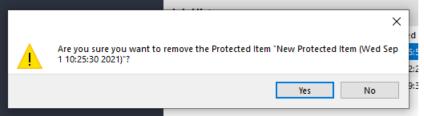
16. Delete a Protected Item

To delete a protected Item:

1. Open the Image Backup client.

🚯 Backup	Protected Items
Restore	New Protected Item (Wed Sep 1 Next Backup
History	× Delete
Settings	E
? Help	

- 2. Right-click on the Protected Item you want to remove.
- 3. Select "Delete" and confirm the removal.
- 4. Please note that this action will permanently remove all data associated with the item, making it impossible to restore from it.



5. Protected item removed.

🚯 Backup	Protected Items	0
Restore		
History		
Settings		
? Help		

17. Modify Your Backup Schedule

You can modify the schedule for a protected Item by following the below steps:

- 1. Open the Image Backup Client.
- 2. Right-click on the Protected Item you want to edit and select "Edit".

🚯 Backup	Protected Items	
Restore	Backup	[
	Downlo 🌣 Edit	
History	Next on . AM	Ľ
Cattings		Ba
Settings		Ba
		Ba
😲 Help		Ba
		Ba

3. In the "Schedule" tab, find the desired schedule. If multiple schedules exist, select the one to edit and click the small pen icon on the right.

🖨 General	B Items Commands	🐻 Schedule	← Retention	
Name	Storage Vault		4	۲
Daily 8.45am	UK Private Cloud			-
			•	7

- 4. In the "General" tab, make adjustments like allowing the backup to skip if the last backup is ongoing, specifying the backup time, setting speed restrictions, and more.
- 5. Be sure to save your changes in both the "General" tab and the "Schedule" tab of the client.

General Tin	ne Command
Name:	Daily 8.45am
Protected Item:	New Protected Item (Wed Sep 1 10:25:30 2021)
Storage Vault:	● UK Private Cloud ~ +
Limit Storag	dy running Il running after: 0 + 0 + e Vault speed: 0.000 MB/s + o to use only 1 disk thread orary files instead of RAM (slower) up of zero files to succeed
	Save Cancel

6. In the "Command" tab, add/edit by clicking "+" or using the pen icon. After changes, click "OK" in the "Command" window and save in both "Command" and "Schedule" tabs.

19, Success at 10:45/	General Time Command	
	Run Command +	
_		
	× 🗸	
i carr aci	fore task ter disk snapshot	
	ter task	
Command:	OK Cancel	
	Save Cancel] :

7. If you want to change the backup's run time, switch to the "Time" tab. Select the schedule you've set, and click the small pen icon.

General Ti	me Command	
Туре	Description	+
Daily	Daily at 10:15	
		~
Also run: 🗌 V	Vhen PC starts Vhen PC starts, if the last job wa	s Missed
		Save Cancel

8. Edit the time and frequency at which the backup runs. For instance, you can switch to a weekly schedule if the current daily schedule doesn't suit your needs.

Daily	Y
lour:	10
/linutes past hour:	15 🚖
Daily	~
Hourly Daily	
Weekly Monthly	
Once only	
Periodic	
lext: Sat Jun 19 10:15:	00 2021
rext: 5at Jun 19 10:15:	00 2021
	OK Cancel
Calculation	
Schedule	
Weekly	~
Treekly	
Day of week:	Sun Mon Tue Wed Thu Fri Sat
	Sun Mon Tue Wed Thu Fri Sat
Day of week: Hour:	Sun Mon Tue Wed Thu Fri Sat
Day of week:	Sun Mon Tue Wed Thu Fri Sat
Day of week: Hour:	Sun Mon Tue Wed Thu Fri Sat
Day of week: Hour:	Sun Mon Tue Wed Thu Fri Sat
Day of week: Hour:	Sun Mon Tue Wed Thu Fri Sat
Day of week: Hour:	Sun Mon Tue Wed Thu Fri Sat
Day of week: Hour:	Sun Mon Tue Wed Thu Fri Sat 10

9. After adjusting the schedule, click "OK" in the Schedule window and save your changes both on the "Schedule" tab and within the client.

18. Add a Protected item

Follow these steps to add a protected item:

- 1. Log in with your account credentials.
- 2. In the main dashboard, click on "+ Add Protected item" at the bottom left.



3. This opens a configuration window for your protected item.

ypes (2)			^
iles and Folders			
rotect files and folders for fast recovery of individual items			
lisk Image votect entire disks and partitions for full system recovery			
on Backup Types (9)			
icrosoft Exchange Server			
icrosoft Hyper-V			
ongoDB			
icrosoft SQL Server			
ySQL			
ogram Output			
indows Server System State			
plication-Aware Writer			
indows System Backup			
	Disk Image Notect entire disks and partitions for full system recovery ion Backup Types (9) licrosoft Exchange Server licrosoft Hyper-V tongoDB licrosoft SQL Server tySQL rogram Output Jindows Server System State pplication-Aware Writer	Disk Image rotect entire disks and partitions for full system recovery ion Backup Types (9) licrosoft Exchange Server licrosoft Hyper-V tongoDB licrosoft SQL Server tySQL rogram Output Jindows Server System State pplication-Aware Writer	Disk Image rotect entire disks and partitions for full system recovery ion Backup Types (9) licrosoft Exchange Server licrosoft Hyper-V tongoDB licrosoft SQL Server tySQL rogram Output Jindows Server System State pplication-Aware Writer

ы.

- 4. Choose the backup type and click "Next".
- 5. Select the items to back up. You can use the "include" tab to select predefined sections or use the "custom" tab to be more selective.

New Protected Item Select items to be backed up
Include Custom
Desktop
Documents
Downloads
🗆 🎝 Music
Fictures
🗆 📓 Videos
🗖 🚖 Favorites
🗆 💁 Outlook
🗆 🕿 Windows Mail
< Back Next > Cancel
ted Item

6. On the "custom" tab, use the "+" symbol to open the file tree and choose the files you want to back up. Click "OK" when you're done. You'll see a summary of your selections. Click "Next".

Include Custom Type Path Sel	lect files and folders to back up:		× otions •	+
Sel				
Coptions: Take filesystem snapshot Always re-scan unchanged file Dismiss EFS warning ted Item Storage Vault: Wasabi	Name > OS (C:) > SWinREAgent > Dell > Dell > Intel > IntelOptaneData > Local Backup > NEW PC STUFF > PerfLogs > Program Files (x86) > ProgramData > Verss > Verss	Size	~	> Cancel

7. You can also choose the entire destination and deselect specific files if you prefer this method.

Select files and fold	ers to back up:	Options	
Name		Size	^
>	AppData		
>	Contacts		
¥ ⊻	📃 Desktop		
>	Restore		
-	20200729_123	3.52 MiB	
	🗹 📓 desktop.ini	282 bytes	
	🔲 퉣 From home.rdp	2.26 KiB	
\leftarrow	🔲 퉣 From home2.r	2.31 KiB	
	🗌 🗊 chrome.exe	2.22 MiB	T
	🗹 🥑 msg0171.mp3	63.49 KiB	
	🗹 🥑 msg0172.mp3	114.54 KiB	
	🗹 🥑 msg0173.mp3	136.69 KiB	
	🗹 🥑 msg0174.mp3	82.90 KiB	
	🗹 🥑 msg0175.mp3	340.24 KiB	
	🗹 🥑 msg0176.mp3	67.29 KiB	
	✓	202.50 KiB	¥
22.45 MB	o)K Cancel	

8. Click "OK" to confirm your selection and view your chosen backup items. To make changes, click the "+" button, then press "Next" when ready.

	Custom			
Туре		Path		++
Exclude		💀 C:\Users\RoseyW\Desktop\From home.rdp		_
Exclude		5.\Users\RoseyW\Desktop\From home2.rdp		
Exclude		nk:\Users\RoseyW\Desktop\Google Chrome.Ink		
Include		C:\Users\RoseyW\Desktop		
		esystem snapshot		
Options:	🗠 Take fi			
	_	re-scan unchanged files	X	

 Add commands to run before or after the backup, if needed. Deselect the "Default (no extra commands)" option to add commands. Click "OK" and then "Next".

Run	commands	*			
					1-
					×
		Run at:	Before task		
			 After disk snapshot After task 		
		Command:			
				OK Can	icel

10. Set up a backup schedule by clicking the "+" button. Choose the frequency, time, and add any necessary commands. Click "OK".

	Choose when the backup job should run	
	Name Storage Vault New Schedule (UK Private Cloud	×
General Time Command Name: New Schedule (Wed Sep 1 11:54:12 202 Protected Item: New Protected Item (Wed Sep 1 11:52:05 Storage Vault: UK Private Cloud	X Due Comment	+ -
Skip if already running Cancel if still running after: Limit Storage Vault speed: Domo MB/s Limit Storage Vault speed: Defet temporary files instead of RAM (slower) Allow backup of zero files to succeed	Type Description + +	1
Save	Cancel Cancel Next: Wed Sep 1 12:00:00 2021 OK Cancel	Cancel

Daily		~
Hour:	10	-
Minutes past hour:	15	

11. On the "time" tab, review your schedule settings and select any additional options like running the backup when the PC starts. Click "Save".

General Tim	Command	
Туре	Description	+
Daily	Daily at 10:15	-
		1
Also run: 🗌 Wł	nen PC starts	
🗆 WI	nen PC starts, if the last job was Missed	đ

- 12. You'll be back on the "Schedules" page. Click "Next".
- 13. Go to the retention page, change from "keep all backups forever," select storage, click the "edit" pen icon, choose "Only Keep," and use the "+" icon to set your retention range.

Retention	X
Configure how many older backup snapshots to keep	Backup now
Storage Vault Policy UK Private C (default)	ation Files Directories Size Ur A
Retention O Keep all backups forever O Only keep	Range 22.7 1.38 Last [] backups 22.6 5.60 Backups: 3 3.83
Range +	Date: 01/01/2000 00:00 Image: Last [] backups Days: 0 Image: Last [] backups All backups in the last [] All backups newer than a specific date Weeks: 0 Image: Last [] backups Months: 0 Image: Last [] backups Months: 0 Image: Last [] backup ach day, for the last [] days One backup each week, for the last [] days One backup each month, for the last [] months
OK Cancel Protected Item Transfer: Sent 1.38 KB. Received 32.66 KB	pe k

14. Configure your retention policy. Edit the retention range as needed. Click "OK", and you'll see it in your "Retention Policy" window. Click "OK" again and then "Next".

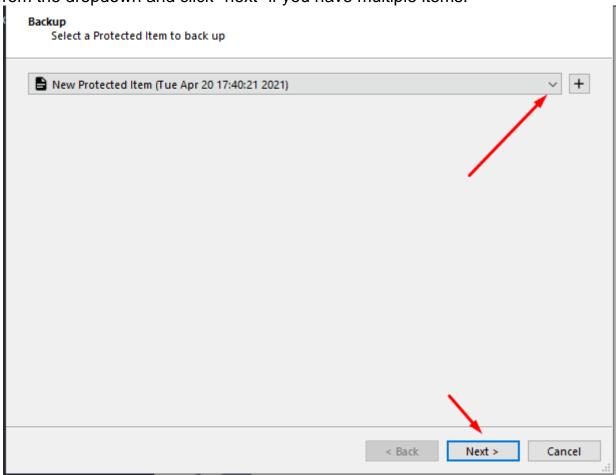
All back	ups in the last []	~
Backups:	3	×
Date:	01/01/2000 00:00	×
Days:	0	+
Weeks:	0 every Sunday	\sim
Months:	2 🗢 on day 1	÷
Months:		

Storage Vault	Policy		×	0
 UK Private C 		Retention		0 1
		Keep all backups forever		
		Only keep		
		Range	+	
			-	
			1	
		× .		
		ОК	Cancel	
		s will override the default policy for the Storage Vault.		-

15. Setup is complete. You can choose to run a backup now or unselect the option and click "Finish".

Finish Process completed	
You have completed setting up the new Protected Item.	
Run a backup now	
	\sim
	< Back Finish Cancel

16. If "Run a backup now" is enabled, select the set/protected item to backup from the dropdown and click "next" if you have multiple items.



17. Confirm the storage location and click "Backup", or add a new location if needed.

Backup Select a Storage Vault to back up to	
UK Private Cloud	+
Show advanced options	
	< Back Backup Cancel

18. You'll be taken to the main dashboard, and the backup will be running.

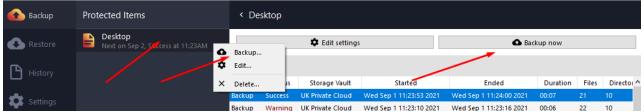
		_							-		×
🚯 Backup	Protected Items	< Ne	w Protecte	ed Item (Wed Se	p 1 11:52:05 2021)						
Restore	Besktop Next on Sep 2, Success at 11:49AM			Edit settings			6	Backup	now		
History	New Protected Item (Wed Sep 1 Next on Sep 2, Not yet run	Job His	tory								
		Туре	Status	Storage Vault	Started	Ended	Duration	Files	Directories	Size	Ut 🗸
🔯 Settings		Backup	Running	UK Private Cloud	Wed Sep 1 12:08:13 2021	n/a	n/a	0	0	0 B	0 B
🥐 Help											
		<									>
		Runnin	g Backup J	Job							
										Ø Ca	incel
		Status:	Taking file	esystem snapshot							
		Duration	n: 00:01								
		ETA: Progress	-								
		Speed:	-								
	+ Add Protected Item	Transfer	-								

19. Manually Start a Backup

Steps to manually start a Backup are as follows:

1. Log into your Image Backup account.

2. Right-click the Protected Item you want to back up and select "Backup", or select the Protected Item and click "Backup now" on the right.

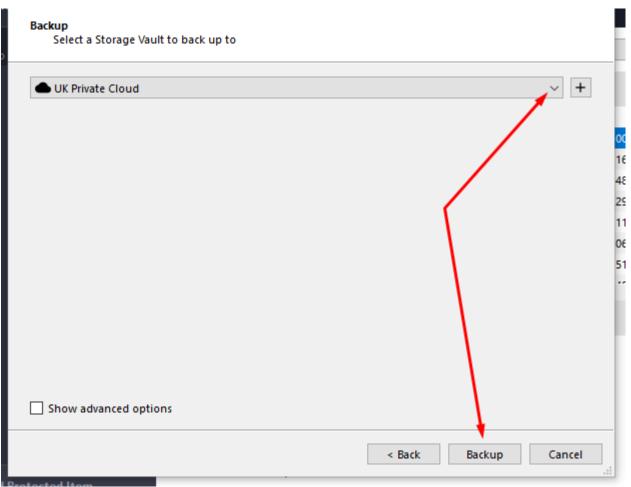


3. In the new window, confirm the protected item you want to back up from the dropdown menu and press "next".

Backup Select a Protected Item to back up	
B Desktop Items	¥ +
Desktop Items	
Downloads	
	x x
	N
	2
	\
	<u>λ</u>
	< Back Next > Cancel
Protected Item: Desktop Items	Device: PC01

4. Choose the Storage Vault to back up to from the dropdown menu. If you have multiple storage locations, select the one you prefer. Click "Backup" when you're ready.

-	
UK Private Cloud	¥
Show advanced options	



5. You will return to the Protected Item view, and you can monitor the backup progress.

									-		×
🚹 Backup	Protected Items	< De	sktop								
Restore	Desktop Next on Sep 2, Success at 11:45AM			Cdit settings			6	Backup	now		
History		Job Hi	story								
		Туре	Status	Storage Vault	Started	Ended	Duration	Files	Directories	Size	Up
Settings		Backup	Running	UK Private Cloud	Wed Sep 1 11:49:19 2021	n/a	n/a	0	0	0 B	0 B
Settings		Backup	Success	UK Private Cloud	Wed Sep 1 11:45:48 2021	Wed S	00:10	21	10	22.7	1.38
a		Backup	Success	UK Private Cloud	Wed Sep 1 11:23:53 2021	Wed S		21	10	22.7	
🕗 Help		Backup	Warning	UK Private Cloud	Wed Sep 1 11:23:10 2021	Wed S		22	10	22.7	_
		Backup	Warning	UK Private Cloud	Wed Sep 1 11:22:39 2021	Wed S		19	7	22.6	
		Backup	Warning	UK Private Cloud	Wed Sep 1 11:18:22 2021	Wed S		20	8	22.6	
		Backup	Success	UK Private Cloud	Wed Sep 1 11:18:02 2021	Wed S	00:09	23	11	22.8	7.07
		<									>
		Runnii	ng Backup	Job							
										Ø Ca	ancel
										•	
		Status:	-	esystem snapshot							
			n: 00:01								
		ETA:	-								
		Progres									
	+ Add Protected Item	Speed: Transfe									

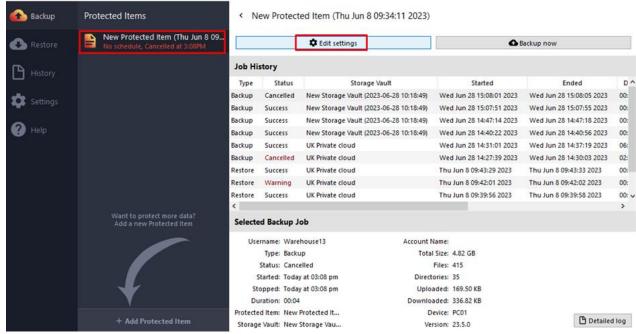
6. Once the backup is complete, check the status column for the backup status. You can access a detailed report by clicking the "detailed log" button.

									_		\times
🚹 Backup	Protected Items	< De	sktop								
📀 Restore	Desktop Next on Sep 2, Success at 11:49AM			😫 Edit settings			6	Backup	now		
History		Job Hi	story								
		Туре	Status	Storage Vault	Started	Ended	Duration	Files	Directories	Size	Up
📩 Settings		Backup	Success	UK Private Cloud	Wed Sep 1 11:49:19 2021	Wed S	00:05	21	10	22.7	1.38
Settings		Backup	Success	UK Private Cloud	Wed Sep 1 11:45:48 2021	Wed S	00:10	21	10	22.7	1.38
A		Backup	Success	UK Private Cloud	Wed Sep 1 11:23:53 2021	Wed S	00:07	21	10	22.7	4.42
? Help		Backup	Warning	UK Private Cloud	Wed Sep 1 11:23:10 2021	Wed S		22	10	22.7	
		Backup	Warning	UK Private Cloud	Wed Sep 1 11:22:39 2021	Wed S		19	7	22.6	
		Backup	Warning	UK Private Cloud	Wed Sep 1 11:18:22 2021	Wed S		20	8	22.6	
		Backup	Success	UK Private Cloud	Wed Sep 1 11:18:02 2021	Wed S	00:09	23	11	22.8	7.07
		< i					00.02	-			>
		Runnir	ng Backup .	Job							
		Status:	Operatio	n completed successf	ullv.						
			n: 00:06					~			
		ETA:	0:00								
		Progres	s: [100.00%]	Item 32 (22.78 MB) of	53 (22.78 MB)						
		Speed:	536.123 N	/IB/s					P	Datait	
	+ Add Protected Item	Transfe	r: Sent 1.38	KB, Received 32.66 KB	3				6	Detaile	d log

20. Modify Retention Policy in Backup Client

The steps to edit the retention policy in the backup client include:

- 1. Log in to the client and select the Protected Item you wish to modify.
- 2. Click on "Edit Settings".



3. Select "Retention" from the top menu and choose the backup vault you want to modify. Click the pen icon to edit the retention policy.

🚯 Backup	Protected Items	< Backu	p Options				
🚯 Restore	New Protected Item (Thu Jun 8 09 No schedule, Cancelled at 3:08PM	General	🔒 Items	Commands	🐻 Schedule	€ Retention	
		Storage Vaul	t -		Policy		0
History		provide and the second s	Contraction of the local division of the loc	23-06-28 10:18:49)	(default)		
		 UK Privat 	e cloud		(default)		
🔅 Settings							
🕐 Help							

4. In the "Retention Policy" window, switch the toggle to "Only Keep" and click the "+" button to add a new range in the "Retention Range" box that appears.

Retention	Range	
○ Keep all backups forever	Last [] backups	\sim
Only keep	Backups: 3	-
Range +	Date: 01/01/2000 00:00	-
-	Days: 0	-
/ / /	Weeks: 0 🗢 every Sunday	\sim
	Months: 0 🗢 on day 1	-
OK Cancel	OK Can	icel

5. Use the dropdown options to specify the range according to your needs.

Last [] backups	
Last [] backups	
Last [] backups, at most one per day	
Last [] backups, at most one per week	
Last [] backups, at most one per month	
All backups in the last []	
All backups newer than a specific date	
One backup each day, for the last [] days	
One backup each week, for the last [] we	eks
One backup each month, for the last [] m	onths

Last [] I	backups				~			
Backups:	31	31						
Date:	01/01/2000 00:00							
Days:	0							
Weeks:	0	-	every	Sunday	~			
Months:	0	A. 	on day	1	*			
Range								
	ips in the	last []			~			
All backu	-	last []			~ \$			
All backu Backups:	31	last [] 000 00:00			> ++ ++			
All backu Backups: Date:	31				> +> +> +>			
Range All backu Backups: Date: Days: Weeks:	31 01/01/20			Sunday	> + + + + +			

One bac	kup each we	ek, fo	or the last	[] weeks	~	
Backups:	31	31				
Date:	01/01/2000	01/01/2000 00:00				
Days:	5				*	
Weeks:	2	-	every	Sunday	~	
Months:	12	•	on day	Sunday Monday Tuesday Wednesday Thursday Friday Saturday		

 Click "OK" when you've finished setting the retention policy. The new range will be added to the policy.

Range			+
	ekly every Sunda		
			-

7. If you already have an existing policy and want to edit it, select the range and click the pen icon to make the desired changes.

Range		+
	ly every Sunday, foi	
		1

8. Alternatively, you can enable "Keep all backups forever" using the corresponding button and then click "OK".

Retention	
Keep all backups forever	
Only keep	
Range	+
One backup weekly every Sunday, for the last 2 week(s)	-
	· ·
ОК С	ancel

21. Missing Item Warning

When your selected backup sources are missing, you will receive a warning in your backup client and email reports. Here's how to address this issue:

 Wed Sep 1 11:08:04 2021
 This backup process can access protected files.

 Wed Sep 1 11:08:04 2021
 Missing: '\:\GLOBALROOT\Device\HarddiskVolumeShadowCopy9\Users\RoseyW\Desktop\Folder 1'

 Wed Sep 1 11:08:05 2021
 Checking Storage Vault free space...

 Wed Sep 1 11:08:05 2021
 This Storage Vault contains 23.820 MB.

 Ut use the ot properties of the ot proper

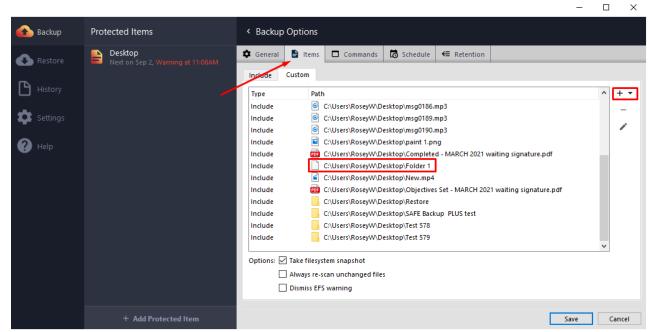
It will display the set that reported the warning when you access the client.

Prot	tected Items	
	Desktop Next on Sep 2, Warning at 11:08AM	

- 1. Login to your Image Backup client and select the Protected Item that reported the warning.
- 2. Choose "Edit Settings" to make changes.

🚹 Backup	Protected Items	< De	sktop								
🚯 Restore	Desktop Next on Sep 2, Warning at 11:08AM			🛱 Edit settings			9	Backup	now		
History		Job Hi	story								
		Туре	Status	Storage Vault	Started	Ended	Duration	Files	Directories	Size	Up
🔯 Settings		Backup	Warning	UK Private Cloud	Wed Sep 1 11:08:00 2021	Wed S	00:06	23	-11	22.8	5.84
Settings		Backup	Success	UK Private Cloud	Wed Sep 1 11:07:45 2021	Wed S	00:06	23	11	22.8	3.83
A		Backup	Success	UK Private Cloud	Wed Sep 1 11:07:32 2021	Wed S	00:08	23	11	22.8	6.88
🕐 Help		Backup	Success	UK Private Cloud	Wed Sep 1 11:05:59 2021	Wed S	00:07	30	12	23.9	
		Backup	Success	UK Private Cloud	Wed Sep 1 11:02:42 2021	Wed S		30	12	23.9	>
		Runni	ng Backup	Job							
		ETA: Progres	n: 00:06 0:00 s: [100.00%]	n completed (Warnin Item 35 (22.81 MB) o	-						
	+ Add Protected Item	Speed:	437.234 N	/IB/s KB, Received 24.12 K					ß	Detaile	d log

- 3. Go to the "Items" tab at the top, where you can see the items specified for this Protected Item.
- 4. Identify the missing items from the report or client that are highlighted in the red rectangle.
- 5. To re-add a missing item, click the "+" button.



6. Navigate to the new location of the item in the file tree and select it. Press "OK" when done.

Select files and folders to back up:	Options	•
Name	Size	^
> AppData > 2 Contacts		
V III Cesktop		
✓ ■ SAFE Backup ✓ ■ Folder 1 ✓ ■ Folder 1	1	
✓ ■ 1.png ✓ ■ 1.txt	21.03 KiB 8 bytes	
 ✓ I File Test ✓ I Restore 	t.xlsx 8.66 KiB	
> 🗹 📑 Test 578	10.45 KB	
✓ 1910s-wrap ✓ 19200729_12		
		•
22.63 MB	OK Cancel	

7. To remove old item destinations from the backup, select them and click the "-" button. Don't forget to press "Save" when you are ready.

🛱 General 📑	Items	Commands	🐱 Schedule	← Retention		
Include Cust	om					
Туре	Path	1				^ + •
Include	6	C:\Users\RoseyW\De	sktop\msg0186.i	mp3		
Include	۵ (C:\Users\RoseyW\De	sktop∖msg0189.i	mp3		
Include	۵	C:\Users\RoseyW\De	esktop\msg0190.i	mp3		
Include	S	C:\Users\RoseyW\De	sktop\paint 1.pr	Ig		
Include	PDF (C:\Users\RoseyW\De	sktop\Complete	d - MARCH 2021 w	aiting signature.pdf	
Include		C:\Users\RoseyW\De	sktop\Folder 1			
Include	É (C:\Users\RoseyW\De	sktop\New.mp4	-		
Include	PDF (C:\Users\RoseyW\De	sktop\Objectives	Set - MARCH 202	1 waiting signature.pd	if
Include		C:\Users\RoseyW\De	esktop\Restore			
Include	S	C:\Users\RoseyW\De	sktop\SAFE Back	up PLUS test\1.pn	ng	
Include		C:\Users\RoseyW\De	sktop\SAFE Back	up PLUS test\1.txt	t	
Include		C:\Users\RoseyW\De	esktop\SAFE Back	up PLUS test\Com	net folder test	~
Options: 🗹 Take	e filesyst	tem snapshot				
Alw	ays re-so	can unchanged files				
Disr	miss EFS	warning				
						Save Cancel

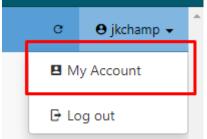
- 8. If the missing item has been deleted, follow the same steps to remove the item from the backup.
- 9. To confirm the changes, run a manual backup.
- 10. Please note that you will only receive warnings for items specified for backup.

Job Hi	story		_						
Туре	Status	Storage Vault	Started	Ended	Duration	Files	Directories	Size	U¢ ^
Backup	Success	UK Private Cloud	V (ed Sep 1 11:23:53 2021	Wed S	00:07	21	10	22.7	4.42
Backup	Warning	UK Frivate Cloud	wed Sep 1 11:23:10 2021	Wed S	00:06	22	10	22.7	6.83
				···· -			-		

22. How to Enable Two Factor Authentication

Following are the steps to enable two factor authentication:

- 1. Log in to the web portal using your account credentials.
- 2. Click on your account name in the top right corner and select "My account".



3. Enable two-factor authentication.

Account Name:	Account Name
Username:	jkchamp
Password:	A Change password
Allow administrator to reset password:	On
Two-factor authentication (TOTP):	Not required
Language:	English
Timezone:	Europe/London 🗸
	The timezone will be set automatically when a device loas in

- 4. Scan the QR code with your authentication app (e.g., Google Authenticator or Duo) and enter the 6-digit code displayed on your app in the space below the QR code.
- 5. Two-factor authentication is now configured for both the backup client and the server. Save your changes to receive confirmation in the bottom right corner.

Two-factor authentication (TOTP):

Required

6. When opening the backup client on your PC, you'll be prompted to enter the 6-digit code from your authentication app after entering your username and password.

£					
Pleas	se enter your 6-d	ligit authent	icator code		
TOT	P				
			OK	Cancel	
		anced option			

7. This process applies when logging in to the URL as well.

	Welcome		
	Warehouse13		
🗱 Two-fac	tor authentication required		>
	ТОТР	S Log in with TOTP	
	Download clie	ant cottuero	
	Download cite	ant software	
		nux 🗯 macOS	

23. System State Error: "target path already exists"

You may get the error on your System State backup that says (drive letter can change):

The target path ":\WindowsImagebackup" already exists – please safely remove this directory and retry the backup."

■ Backup Logs:

Time	Message
08/08/2023 11:30 pm	Looking up account settings
08/08/2023 11:30 pm	Starting backup
08/08/2023 11:30 pm	The target path 'D:\WindowsImageBackup' already exists - please safely remove this directory and ret ry the backup.
08/08/2023 11:30 pm	Finding backup job(s) in Storage Vault
08/08/2023 11:30 pm	Filtering by retention policy
08/08/2023 11:30 pm	Found 0 backup job(s) eligible for removal.
08/08/2023 11:30 pm	Operation completed (Error).
08/08/2023 11:29 pm	Job completed (Error).

This means that Windows Server backup can't create this file for the backup as it already exists – likely from another Windows in the past.

Please check this location and safely remove the file, or archive or rename it. You can either retry the backup, or wait for the next schedule.

24. Backup on Seed Load

This is a graphical walkthrough of the Seed Load Backup guide. For clients with slow internet or large data, do the initial backup to a local external drive. Afterward, send it to the admin who copies data to the client bucket, vastly speeding up the initial backup. Subsequent client backups are incremental, building on the data already-stored.

Image Backup supports this technique under the name "Seed Load Backup".

- 1. Create a new "Local Path" Storage Vault on the backup client application to represent the seed device, which will later be used for the remote device.
- 2. Perform a backup to this Storage Vault to save your data to the seed load device.
- 3. Edit the client's Storage Vault settings to point to the Bucket. Ensure that you modify the existing Storage Vault instead of creating a new one to maintain encryption properties specific to this Vault.
- 4. Test the backup and restore operations from the Storage Vault's new location.

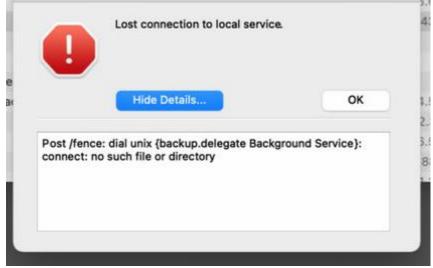
25. Uninstalling Linux Client

To uninstall the Linux version, follow these steps:

- 1. Stop all Image Backup processes.
- 2. Remove the corresponding subdirectory under /opt/.
- 3. Delete any custom startup scripts if you've created them.

26. Mac service fails to initiate

To initiate the Mac service, simply execute "sudo launchctl list | grep -i backup"



27. MacOS error: "Operation not allowed"

Since macOS 10.14, Apple requires explicit user permission for certain app features. Grant "Full Disk Access" to backup client:

- 1. Open System Preferences.
- 2. Go to "Security and Privacy" > "Privacy" tab.
- 3. Select "Full Disk Access".
- 4. Add Image Backup.

28. Removing the Backup Client from a Mac

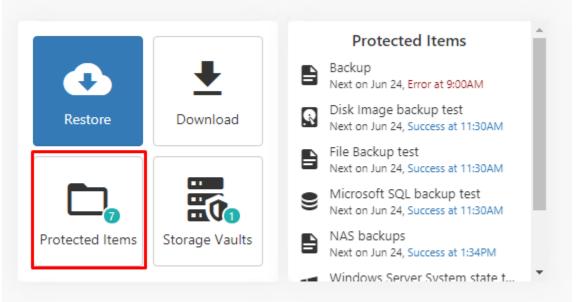
MacOS lacks a standard program uninstallation system, but you can uninstall backup client with this terminal command: sudo –u root"/Applications/ImageBackup.app/Contents/Resources/uninstall"

This command halts running Image Backup processes, deregisters its launched services, and erases all application files.

29. Creating a Protected Item on a Synology NAS

Steps to add a Synology NAS device as a protected item are as follows:

- 1. Login to the backup portal using your account credentials.
- 2. Click on "Protected Items".



3. Select "Add Protected Item" and choose the NAS device.

show 15 v entries	🔿 Туре	Last backup job	Size	Filter	SIMS SynologyNASTer Actions
Protected Item					
Backup	Files and Folders	2021-06-23 09:00:06 - Error	0 B 😐	SIMS	Copy 🔳 Delet
Disk Image backup test	Disk Image	2021-06-23 11:30:06 - Success	1.15 TB	SIMS	Copy 🔳 Dele
File Backup test	Files and Folders	2021-06-23 11:30:06 - Success	21.96 GB	SIMS	Copy 🔳 Dele
Microsoft SQL backup test	Microsoft SQL Server	2021-06-23 11:30:07 - Success	4.45 GB	SIMS	Copy 🔳 Dele
NAS backups	Files and Folders	2021-06-23 13:34:21 - Success	14.50 GB	SynologyNASTest	Copy Delet
Windows Server System state test	d Windows Server System State	2021-06-23 11:30:06 - Error	0 B 😐	SIMS	Copy Delet
Windows System Backup test	📽 Windows System Backup	2021-06-23 11:30:06 - Error	0 B 😶	SIMS	Copy Delet

4. Create a backup set by selecting "Files and Folders" and providing a name. Click "Next".

Protected Item "New I	Protected Item (2021-06-2	23 13:56:53)"	×
🔅 General	Name:	NAS backup	
Ltems	Туре:	🔍 🛢 Files and Folders	
Commands		 □ Disk Image ○ ■ Microsoft Exchange Server 	
Schedule		○ 小 Microsoft Hyper-V	
		○ ■ Microsoft SQL Server	
← Retention		 ○ ■ MySQL ○ ● MongoDB 	
		🔿 🖸 Program Output	
		🔿 🖷 Windows Server System State	
		🔿 🖷 Windows System Backup	
		O 🖾 Application-Aware Writer	
			_
		< Back Next > Cancel S	ave

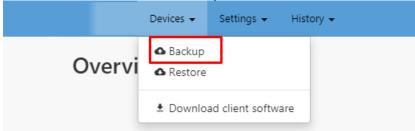
5. Add a backup path using the "+" icon, e.g., \volume1, and click "Schedule".

Protected Item "Ne	w Protected Item (202	1-06-23 13:56:53)"	×
🤹 🏚 General	Туре	Path	
a 📑 Items	Include	\volume1	=
i D Commands			-
Schedule			1
← Retention			

6. Set up the backup schedule using the "+" icon and click "Save" when you're done.

Protected Item "New P	rotected Item (2021-06-23 13:56:53)"	
📩 General	Name	Storage Vault +
ltems	New Schedule (Monday April 05 15:22:32 2021)	UK Private Cloud
5 Commands		
Chedule Schedule		
← Retention		
	-	< Back Next > Cancel Save

7. To test if it works, run a manual backup. Go back to your portal, select "Devices", and then "Backup".



8. Verify the information for your backup, especially if you have multiple Devices and Protected Items. Ensure the details are correct and click "Backup".

🛆 Run Backup		×
Connected Device:	SynologyNASTest	~
Custom	Scheduled	
Protected Item:	NAS backup	~
Storage Vault:	UK Private Cloud	~
Advanced:	Skip if already running Cancel if still running after: Unit Storage Vault speed: MB/s	
	 Limit backup to use only 1 disk thread Prefer temporary files instead of RAM (slower) Allow backup of zero files to succeed 	
		Cancel Backup

30. Installing Image Backup on Synology

For DSM 6 only: To install packages from any publisher, enable this option. In the Package Center, navigate to Settings > General > Trust Level, and select "Any publisher". Confirm the settings.

Steps to Install Image Backup on a Synology NAS:

- 1. Open the Package Center on your Synology NAS.
- 2. If you are using DSM 6, make sure the required settings are applied.
- 3. Click "Manual Install" located in the top right corner.
- 4. Upload the .spk file that you downloaded from Image Backup Server.
- 5. If you are using DSM 7, accept the prompt allowing the installation of a thirdparty package.
- 6. Accept the license agreement.
- 7. Enter Image Backup Server and User credentials. If a previous installation's settings are detected, you can leave fields blank to reuse existing credentials. You can also enter new credentials, which will take precedence.
- 8. Click "Apply" to complete the installation.

DSM 7 only: Resolve permission issues for proper backup functionality by following the guide.

31. Synology NAS Requirements for Backups

Image Backup offers two downloads for Synology: one for DSM 6 and one for DSM

7. These SPKs are specific to CPU types (x86_64, i686, ARMv7, or ARMv8) and compatible with DSM versions 6 and 7.

The Synology SPK lacks a graphical client; tasks such as configuring Protected Items, backup, and restore are handled via your Image Backup Server.

Note: If your Synology NAS doesn't meet the requirements, you can't install the client. You can refer to our older guides for setting up backups using SSH.

32. Synology NAS Installing

The installer will:

- 1. Install the software in the /opt/ImageBackup/ directory
- 2. Prompt for an initial username and password
- 3. Register the Linux device into the backup account
- 4. Start the background backup client.

To enable SSH on your Synology NAS, follow these steps:

1. Log in to the NAS as an admin user and click on "Control Panel".



2. In the Control Panel, search for "Terminal & SNMP" and enable the "SSH Service".

S Sh S	Terminal SNMP
	Use Terminal service to login and manage yo
😌 Security	Enable Telnet service
∧ System	Enable SSH service
🚺 Info Center	Port: 22 Advanced Settings
😷 Theme	Note: SSH/Telnet only supports logins from a
🔀 Regional Options	Note: It is recommended to set a strong pass
💬 Notification	
Task Scheduler	
🍚 Hardware & Power	
t External Devices	
😯 Update & Restore	
∧ Applications	
Privileges	
Application Portal	
Q Indexing Service	
Shared Folder Sync	
Terminal & SNMP	

- 3. To install the client, follow these steps:
- 4. Run the *.run* file, which is a self-extracting archive. Execute it in an elevated environment.
- 5. After logging into the NAS using SSH, log in as an admin user, and then switch to the root user with the command: sudo -i

```
login as: admin
admin@10.1.0.144's password:
Could not chdir to home directory /var/services/homes/admin: No such file or dir
ectory
admin@SynologyNASTest:/$ sudo -i
Password:
root@SynologyNASTest:~#
```

- 6. Navigate to the *.run* file and run the following command: *sh Image_Backup-XX.X.X.run*
- 7. It will prompt you to enter a username and password. Enter the details as required.

Note: For username or password errors, refer to our website for removal instructions. Next, create a Protected Item for the backup, following our website's guide.

33. Configuring Backup Service on Synology NAS

To ensure Image Backup starts after a system reboot, follow these steps:

- 1. Open the Control Panel and locate the Task Scheduler.
- 2. Create a Triggered Task and choose User-defined script.

8			Control Panel			? -
Search	Create 👻	Edit	Run Action - Save	Settings		
	Sched	uled Task 🕨	Applications	Task	Action	Next run time 🔺
😚 External Access	Trigge	red Task 🔸	User-defined script	Auto S.M.A.R.T	Quick test on all	2021-07-07 0
•	_	root	S.M.A.R.T. Test	Auto S.M.A.R.T	Extended test o	2021-11-22 0
Network		root	User-defined scr	task	User-defined scr	Boot-up
bhcp Server						
Jecurity						
System						
i Info Center						
🔁 Theme						
🗟 Regional Options						
P Notification						
Task Scheduler						3 item(s)

3. Name the task "Backup" and access Task Settings.

	Create task		
General Task Settings	+		
General Settings			
Task:	Backup		
User:	root	•	•
Event:	Boot-up	-	
Pre-task:		•	
✓ Enabled			
	_		

4. In the Run Command section, enter the following command and save the task by clicking OK:

#!/bin/bash/opt/ImageBackup/backup-daemon-start-background.sh

		Edit task	
General	Task Settings		
Notificatio	n		
Send ru	un details by email	0	
Email:		admin@example.com	
Se	end run details only	/ when the script terminates abno	rmally
#!/bin/bas /opt/SAFEI		ıp-daemon-start-background.sh	

- 5. To confirm the service is running login in as root using the command "*sudo i*". Check the service status with the command "*ps aux* | *grep -i backup**".
- 6. You should see that the command is running.

34. Removal from a Synology NAS

To uninstall the Synology backup client, follow these steps:

- 1. Stop all Image Backup processes.
- 2. Delete the associated subdirectory under /opt/.
- 3. Remove any custom startup scripts.

35. To add a Protected Item on Synology NAS

To set up a backup for your NAS device in the backup portal, follow these steps:

1. Login to the backup portal using the link provided during your account creation and click on "Protected Items".

		Protected Items
•	⊥	Backup Next on Jun 24, Error at 9:00AM
Restore	Download	Disk Image backup test Next on Jun 24, Success at 11:30AM
		File Backup test Next on Jun 24, Success at 11:30AM
		Microsoft SQL backup test Next on Jun 24, Success at 11:30AM
Protected Items	Storage Vaults	NAS backups Next on Jun 24, Success at 1:34PM
		Windows Server System state t

2. Click "Add a Protected Item" and select your NAS device.

show 15 v entries				Filter	Steel device:
Protected Item	л Туре	Last backup job	Size	Device	SynologyNASTe Actions
Backup	Files and Folders	2021-06-23 09:00:06 - Error	0 B 😐	SIMS	Copy E Delete
Disk Image backup test	Disk Image	2021-06-23 11:30:06 - Success	1.15 TB	SIMS	Copy 🔳 Delet
File Backup test	Files and Folders	2021-06-23 11:30:06 - Success	21.96 GB	SIMS	Copy 🔳 Delet
Microsoft SQL backup test	Microsoft SQL Server	2021-06-23 11:30:07 - Success	4.45 GB	SIMS	Copy Delet
NAS backups	Files and Folders	2021-06-23 13:34:21 - Success	14.50 GB	SynologyNASTest	Copy 🔳 Delet
Windows Server System state test	d Windows Server System State	2021-06-23 11:30:06 - Error	0 B 😐	SIMS	Copy 🔳 Delet
Windows System Backup test	d Windows System Backup	2021-06-23 11:30:06 - Error	0 B 😐	SIMS	Copy Delet
Showing 1 to 7 of 7 entries					Previous 1 Next

3. After selecting the device, create a backup set. Choose "Files and Folders" backup type, provide a name, and click "Next".

Protected Item "New	Protected Item (2021-06-2	23 13:56:53)"	×
🔅 General	Name:	NAS backup	
ltems	Туре:	🖲 🖹 Files and Folders	
		🔿 🖬 Disk Image	
S _ Commands		🔿 🖷 Microsoft Exchange Server	
in the state of th		◯ 🚯 Microsoft Hyper-V	
Schedule		🔿 🛢 Microsoft SQL Server	
E Retention		⊖ 🛢 MySQL	
1_		○ ♦ MongoDB	
		🔿 🖻 Program Output	
		🔿 🖷 Windows Server System State	
		🔿 🖷 Windows System Backup	
		O 🗔 Application-Aware Writer	
			_
		< Back Next > Cancel S	ave

4. Add a path to the backup by clicking the "+" icon (e.g., \volume1) and then click "Schedule".

Protected Item "New Protected Item (2021-06-23 13:56:53)"

🔹 General	Name:	NAS backup
Litems	Туре:	💿 🛢 Files and Folders
		🔿 🖬 Disk Image
5 Commands		○ ■ Microsoft Exchange Server
📥		◯ 🚯 Microsoft Hyper-V
Schedule		⊖ 🛢 Microsoft SQL Server
← Retention		⊖ S MySQL
1_		○ ♦ MongoDB
		🔿 🖾 Program Output
		○ 🖷 Windows Server System State
		○ 🕊 Windows System Backup
		C 🖾 Application-Aware Writer
		< Back Next > Cancel Save

×

5. Set up a backup schedule using the "+" icon. When you're done, click "Save".

Protected Item "New P	rotected Item (2021-06-23 13:56:53)"		×
📩 General	Name	Storage Vault	+
E Items	New Schedule (Monday April 05 15:22:32 2021)	UK Private Cloud	-
5 Commands			
Chedule			
← Retention			
		< Back Next > Cancel	Save

6. To test if the backup works, return to the portal, select "Devices", and then "Backup".



7. In the Backup section, verify the backup details. If you have multiple devices or Protected Items, use the dropdown sections if necessary. Ensure the information is accurate and click "Backup".

🛆 Run Backup		×
Connected Device:	SynologyNASTest	~
Custom	Scheduled	
Protected Item:	NAS backup	~
Storage Vault:	UK Private Cloud	~
Advanced:	 Skip if already running Cancel if still running after: Limit Storage Vault speed: Limit backup to use only 1 disk thread Prefer temporary files instead of RAM (slower) Allow backup of zero files to succeed 	
		Cancel Backup

36. Backup client upgrading on a Synology NAS

The steps to follow are:

- 1. Access the portal without logging in.
- 2. Select "Linux" from the "Download client software" section.

Usernar	ne	
Passwoi	d	
		-ਹ Logir
	Download client softv	

- 3. Place the downloaded file on your NAS.
- 4. Use SSH to navigate to the file.
- 5. Execute the file with the command "sh Image_Backup-XX.X.X.run".

37. Troubleshooting on a Synology NAS (DSM 7 Permissions)

On DSM 7, Image Backup uses a specific user named "backuptool". To enable backups and restores, grant this user access to the required Shared Folders. This doesn't apply to DSM 6.

Comet Backup - Install	×
Configuring permissions	
Due to restrictions on the permissions of packages in DSM 7, Comet Backup requires an extra step before it can successfully carry out backups and restores.	5
After installing, please follow these steps: 1. Open the Control Panel and go to Shared Folders. 2. Edit the Shared Folder containing data to be backed up, and select the Permissions tab. 3. Change to "System internal user" and click the checkbox in the Custom column for the user "backuptool".	
 4. Enable all permissions, and select All for "Apply to:". Please ask your support contact for more detailed instructions if you have issues. I have read and taken note of the above instructions. 	
Back Next	

The steps to grant permissions to the "backuptool" user:

- 1. Log in to the Synology NAS.
- 2. Open the Control Panel and navigate to Shared Folders.
- 3. Select the Shared Folder that contains the data you want to back up and click "Edit".
- 4. In the Permissions tab, choose "System internal user" from the left dropdown menu.

Edit Shared Folde	er Data						×
General Encr	yption A	dvanced	Permissions	Advanced P	ermissions NFS	Permissions	
System internal	l user	-				Q- Se	arch
System interna	al user		p Permis	No Access	Read/Write	Read Only	Custom
Local users							
Local groups							
CometBac N	lo Access	-					
FileStation N	lo Access	-					
OAuthServ N	lo Access	-					
Python2 N	lo Access	-					
SecureSig N	lo Access	-					
SynoFinder N	lo Access	-					
							0 items
							8 items 🛛 🖰
						Cancel	Save

- 5. Locate the user "backuptool" and check the checkbox in the Custom column.
- 6. In the dialog that appears, ensure the following:
 7. "Apply to": is set to "All".
 8. All permissions are checked.

Permission Editor		×
User or group:	backuptool	· 7 -
Inherit from:	<none></none>	
Type:	Allow	-
Apply to:	All	•
Permission		
 Read Write 		
	c	Cancel Done

38. Path conflict: Unable to mount path

Backup error: Invalid path 'C:\example\path\files' Mount path conflict: Can't mount path 'C:\example\path\files' Inside real directory 'C:\example'!

This occurs when both "C:\example\" and "C:\example\path\files" are involved for backup. The former (C:\example\) is already included, so there's no need to include the latter (C:\example\path\files).

39. How to Ensure Backup Services are Active?

To ensure both backup services are active, follow these steps:

1. Open "Services".

- 2. Locate the two services:
- 3. If they are "Running", click "Restart" on the left.
- 4. If they are stopped, click "Start" on the left.

Services (Local)	-				
SAFE Backup PLUS (delegate	Name	Description	Status	Startup Type	Log On As
service)	RPC Endpoint Mapper	Resolves RP	Running	Automatic	Network S
Stop the service	SAFE Backup PLUS (delegate service)	The SAFE Ba	Running	Automatic	NT SERVIC
Restart the service	SAFE Backup PLUS (elevator service)	The SAFE Ba	Running	Automatic	Local Syste
	SAMSUNG Mobile USB Connectivity La			Manual	Local Syste

40. System Requirements for Windows

System Requirements:

- 1. x86_32+SSE2 or x86_64 CPU architecture
- 2. Minimum 1024x600 screen resolution
- 3. Windows Vista, 7, 8, 8.1, 10, or newer
- 4. Windows Server 2008, 2008 R2, 2012, 2012 R2, 2016, or newer

Note: Not compatible with Windows XP (released 2001) or Server 2003

- Image Backup is not compatible with Windows XP / Server 2003, as it relies on features introduced in Windows Vista / Server 2008.
- Additionally, Windows XP / Server 2003 lacks Microsoft security updates, rendering it unsafe for internet use. For systems needing backup, prioritize an operating system upgrade.

Note: For local backups of XP or Server 2003 machines, consider using our Image Backup product, as it continues to support XP and Server 2003.

Workarounds for this issue include:

- 1. Installing Image Backup Backup on another machine and backing up the XP machine over the network.
- 2. Virtualizing the XP machine and backing up the VM guest from the VM host, which also enables you to remove internet access from the XP machine.

41. Create a Disk Image backup Protected Item

Follow the below steps for creating a disk image backup in Image Backup:

Note: Make sure you understand that using this Protected Item incurs an Image backup charge, and it requires Windows 7, Windows Server 2008 R2, or later.

- 1. Go to the Image Backup dashboard and click on "Add Protected Items".
- 2. Make sure to select the "Disk Image Backup" type.

		_	
Backup	Protected Items Overview		
	You have no Protected Items! Get started by adding one		
New Pr	otected Item	П	×
	rotected Item		×
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Name:	Intected Item figure settings for the new Protected Item Disk Image Backup Types (2) Image Image <td></td> <td></td>		

3. Choose the partitions for backup. You can select currently attached drives or individual partitions on any drive. It's possible to select "all drives" and exclude specific disks or partitions.

Data Size	Total Size	C
	238.47 GB	
185.96 GB		
	392.50 KB	
433.40 MB	518 MB	
	3.34 MB	
	1.82 TB	
	1 MB	
545.16 GB		
	2.49 MB	
	185.96 GB 433.40 MB	433.40 MB 518 MB 3.34 MB 1.82 TB 1 MB 545.16 GB 1.82 TB

- 4. Note that any changes to the partition structure can affect how Image Backup recognizes drives. If a drive is modified, Image Backup will prompt you to reselect it.
- 5. Consider enabling "Include unused disk sectors for forensic data recovery" to capture non-indexed and marked-as-deleted files in free space. Note that this may increase backup duration.

42. What is backed up in Hyper-V and how is it done?

This Protected Item type backs up Microsoft Hyper-V virtual machines on Windows Server, utilizing VSS technology. It is compatible with all Hyper-V versions, including Windows Server 2019.

Please note that this backup type is not supported on Windows Desktop running Hyper-V.

Image Backup seamlessly integrates with the Hyper-V VSS writer for snapshot creation, offering in-VM quiescence support on compatible guest operating systems.

Backing up a Hyper-V virtual machine with Image Backup includes, among other things:

- a. Configuration files
- b. All attached virtual drives
- c. Memory contents (if the machine was running)
- d. The entire tree of saved checkpoints
- e. You have the flexibility to select individual virtual machines or opt for a "All virtual machines" backup.

43. Does Image Backup support pass-through disk backups?

No, Image Backup does not support passthrough disk backups in Hyper-V. Hyper-V itself does not support backing up passthrough disks or replicating them. When taking a backup of Hyper-V guest machines from the host, it does not include data from passthrough disks.

To work around this limitation, you can either:

- a. Install Image Backup Backup inside the guest VM and perform filelevel backups of the additional data (Note: This will require an extra Device license).
- b. Convert your passthrough disks to regular disks containing large .vhd or .vhdx files. Hyper-V Manager offers the "New Virtual Disk Wizard" with an option to convert an existing disk to a .vhd or .vhdx file.

44. SQL Backup Mode Differences

Below are the different SQL Backup Modes:

- 1. Full (Copy Only) Mode
 - a. Image Backup uses this mode by default, equivalent to the SQL T-SQL statement "BACKUP WITH COPY_ONLY".
 - b. Full database export is created and optimized with Image Backup's deduplication system.
- 2. Base Images
 - a. You can use SQL Server's differential and log backup system, which maintains a point-in-time reference.
 - b. This option may be more efficient but requires additional administration and complicates data restoration.
 - c. To use this system, create multiple Protected Items with different schedules for capturing base images, differential, and log backups.
- 3. Differential Increment Mode
 - a. Image Backup can use SQL Server's differential backup system, equivalent to the T-SQL statement "BACKUP" for full backups and "BACKUP WITH DIFFERENTIAL" for incremental backups.
 - b. You can regularly create "differential base" backups and "differential increment" backups containing differences from the last base backup.

- c. Multiple base backups to the same Storage Vault will still be deduplicated.
- 4. Log Mode
 - a. You can use SQL Server's log backup system, which requires periodic full backups and regular log backups.
 - b. You can choose whether to apply log truncation.
 - c. Requires setting the database Recovery Model to "Full" or "Bulk Logged" in SQL Server.
- 5. Recommendations
 - a. It is recommended to use the default "Full" backup technique in most cases.
 - b. Use SQL Server's native differential/log systems if you experience performance issues with the default mode, but ensure:
 - i. No other backup systems reset the last base backup.
 - ii. Both differential/log backups and base backups are performed regularly to minimize overhead.
 - iii. Carefully manage retention for recovery.

45. VSS Error "0x8004231F" or VSSControl "2147467259" storage insufficient

Issue:

The following error display when backup is performed:

VSSControl: -2147467259 Backup job failed. Cannot create a shadow copy of the volumes containing writer's data. VSS asynchronous operation is not completed. Operation: [Shadow copies commit]. Code: [0x8004231f].

Cause:

- 1. Insufficient disk space on a volume in the Windows OS being backed up.
- 2. Shadow storage associations defined with a maximum size smaller than necessary.
- 3. The volume is larger than the size supported by Microsoft VSS (64TB). Operation: [Shadow copies commit]. Code: [0x80042306].

Solution:

- 1. Verify Sufficient Free Space:
 - a. Use Disk Management utility to check free space on each NTFS volume.

Volume	Layout	Туре	File System	Status	Capacity	Free Spa	% Free
📼 (C:)	Simple	Basic	NTFS	Healthy (B	39.66 GB	2.84 GB	7%
📼 Main Repo (E:)	Simple	Basic	NTFS	Healthy (P	40.00 GB	2.62 GB	7%
System Reserved	Simple	Basic	NTFS	Healthy (S	350 MB	89 MB	25 %

b. If low on disk space, delete files, expand the volume, or redirect

shadow copies to another volume. For VMs, increase the VM's hard disk size and expand the volume.

- c. Maintain at least 42 MB free on the system reserved partition.
- 2. (Optional) Redirect Shadow Copies:
 - a. You can adjust the shadow storage association to utilize a volume with enough free space. This can be done through the Shadow Copies utility or via command line. Please note that this practice is not recommended in a Hyper-V environment.

Using the Shadow Copies Utility (Applicable to Server OS Only):

- a. Right-click on any volume.
- b. Select "Configure Shadow Copies".
- c. On older server operating systems, this option may be located under the "Properties" tab.
- d. In the Shadow Copies utility:
 - i. Choose the volume that lacks sufficient space.
 - ii. Click on "Settings".
 - iii. In the dropdown labeled "Located on this volume", select a volume that has ample space for storing the shadow copies.

Please be aware that the Volume Shadow Copy Service supports a maximum volume size of 64 TB. Larger volumes cannot be chosen as storage areas. It's important to note that manual changes can potentially cause software malfunctions.

			Select a volume:		Volume:
4 🌉 Computer			Volume Next Run Time Shares	Used	
🛛 Þ 📥 Local Dir	4.000				Storage area
Þ 🖵 Backup	Expand		C:\ Disabled 1		3
P T Dackap	Restore previous versions		E:\ Disabled 0	1	C:\ V Details
Þ 👊 Network	Open in new window				
· .	Pin to Start	\rightarrow	Enable Disable	Settings	Maximum size: O No limit
	Share with		Shadow copies of selected volume	2	● Use limit: 4060 × MB
	Configure Shadow Copies			Create Now	Note: You need at least 300MB free space to create a shadow copy.

Command Line (Client or Server OS):

- a. All commands should be run from an administrator command prompt.
- b. Use '*vssadmin list shadowstorage*' to view existing shadow storage associations.
- c. If no association exists, run 'vssadmin add shadowstorage' to change the location. For example, to redirect shadows from D: to E: vssadmin add shadowstorage /for=D: /on=E: /maxsize=200GB
- d. If an association already exists, run 'vssadmin resize shadowstorage' to change the size. For example, to redirect shadows from D: to E: vssadmin resize shadowstorage /for=D: /on=E: /maxsize=200GB
- e. The */maxsize* parameter is not optional, and values of 15-20% of the source volume's size are recommended for busy servers.

How to Identify the Problematic Volume:

Sometimes, it's not immediately clear which volume requires modification. To pinpoint the issue, follow these steps within the VM guest OS that's encountering

backup or replication problems:

- 1. Access the Shadow Copies Utility:
 - a. Right-click any volume, and select "Configure Shadow Copies".
 - b. On older operating systems, this option may appear as a tab in "Properties".
- 2. In the Shadow Copies Utility:
 - a. Select a volume you want to test.
 - b. Click "Create Now".
 - c. If this operation succeeds, select the created shadow copy. Click "Delete Now".
 - d. Repeat the above steps (steps a c) for each volume on your system.

				Select a volum	e:			
⊿ 🖳 Computer				Volume	Next Run Time	Shares		Used
🛛 👌 📥 Local Diek				💷 \\?\Vol	Disabled	0		
Þ 🖵 Backup	Expand			□C:\	Disabled	1	1	
	Restore previous versions			■ E:\	Disabled	0	1	
Þ 轴 Network	Open in new window			⊂ F:\	Disabled	0		
	Pin to Start		\rightarrow	Enable	D	isable		Settings
	Share with	•		Shadow cop	ies of selected vo	lume		
	Configure Shadow Copies						2	Create Now
							3	Delete Now

If the volume you suspect to be the problem has sufficient free disk space, it's possible that the shadow storage limit is too small. You can resolve this by either redirecting the shadow copies, as explained earlier, or increasing the shadow storage limit.

46. Error: The backup location on a critical volume is invalid

Symptoms:

- 1. When attempting to perform a system state backup to a volume where the system state file resides, the following errors may occur:
 - a. Windows Server 2008: ERROR The location for backup is a critical volume.
 - b. Windows Server 2008 R2: ERROR The backup storage location is invalid. You cannot use a volume that is included in the backup as a storage location.

Cause:

1. This behavior arises due to system state backups to critical volumes being blocked in Windows Server 2008 and Windows Server 2008 R2.

Resolution:

To enable system state backups to critical volumes, follow these steps:

- 1. Prerequisites for System State Backups to Critical Volumes:
 - a. Ensure the target volume has no shadow copy before starting the backup.
 - b. If a system state backup is stored on a source volume, configure backup settings for full backups (default settings).
 - c. Regularly check that no other user or program maintains a shadow copy on the target volume.
 - d. Keep volume level backups and system state backups in separate locations.
 - e. The volume used to store the system state backup should have at least twice the free space as the size of the system state backup until the backup completes.
 - f. Writes on the target volume with shadow copies will increase the diff area size, which can lead to shadow copy deletion if the diff area is bounded.
- 2. Registry Entry to Enable System State Backups to Critical Volumes: Warning: Modifying the registry can cause serious problems if done incorrectly. Proceed with caution and back up the registry before making changes.
 - a. Open the Registry Editor. Navigate to: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\wbe ngine\SystemStateBackup\
 - b. Create a new DWORD value named AllowSSBToAnyVolume. Set the value data to 1.

Note: if this value data sets to 1 it enables system state backups to any volume. To revert to the default behavior, set the value to 0. For detailed information and further reference, consult Microsoft's guide: <u>https://docs.microsoft.com/en-us/troubleshoot/windows-server/backup-and-storage/error-when-you-do-system-state-backup</u>

47. System State Error [0x8007007b] - Invalid filename, directory, or volume label syntax

Fixing Windows 2008 R2 System State Backup Enumeration Error:

Issue: Error during Windows 2008 R2 System State Backup Enumeration. Error in backup of C:\windows\\systemroot\ during enumerate: Error [0x8007007b] The filename, directory name, or volume label syntax is incorrect. Event ID: 517 Source: Backup Detail: Backup failed at '2011-11-08T22:11:00.350914600Z' with error '2155347997'. Review event details for a solution, then rerun the backup once resolved. Solution:

1. Driver Issue:

Caution: Mishandling the Registry Editor may lead to serious issues, potentially requiring an OS reinstallation.

Before proceeding, it's advisable to back up the registry or take a snapshot of the virtual machine. Use Registry Editor at your own risk.

To identify the problematic driver, follow these steps on the Windows Server 2008 R2 machine:

- a. Open a Command Prompt.
- b. Execute the following commands to gather VSS writer information:
 - i. diskshadow /l c:\writeroutput.txt
 - ii. list writers detailed (wait for the output to complete; this may take a few minutes)
 - iii. exit
- c. Open the output file "c:\writeroutput.txt" with Notepad.
 - i. Search for the string "windows\" without quotes.
- d. Identify the problematic driver in the file, e.g.,
 - i. File List: Path = c:\windows\systemroot\system32\drivers, Filespec = lsi_sas.sys.
- e. Launch the Registry Editor (Regedit) and navigate to corresponding key:
 - i. HKLM\System\CurrentControlSet\service\LSI_SAS
 - ii. Export a backup copy of the key.
 - iii. Verify that the DWORD "Start" is set to a hexadecimal value of "3" (0x3 = Load on demand).
 - iv. Adjust the key value if necessary.
- f. Test the System State backup from the Windows Backup Utility.
- g. Confirm in the Windows Server Backup console that the system state is functioning correctly.
- h. Reboot the server.
- i. Execute the System State backup job.
- 2. VMware:

System backups may fail if you're using an older VMware Tools version like 10.1.0. To resolve this issue, upgrade VMware Tools. Refer to the provided link for more details, <u>https://kb.vmware.com/s/article/2149178</u>

48. The backup storage location has its shadow copy storage on a different volume

Windows Server:

Cause: This issue may occur if the shadow copy storage area of the temporary volume specified for the backup set is configured on another volume. To check the location of the storage area, follow these steps:

1. Open a command prompt and run vssuirun.

Cat.	Administrator: Command Prompt	_ 🗆 X
Microsoft Windows <c> 2013 Microsoft</c>	[Version 6.3.9600] ; Corporation. All rights reserved.	<u>^</u>
C:\Windows\system3	32>vssuirun	
C:∖Windows∖system3	32>	
		Shadow Copies ×
		Shadow Copies
		Shadow copies allow users to view the contents of shared folders as the contents existed at previous points in time. For information on Shadow Copies, <u>click here</u> . Select a <u>vo</u> lume:
lipse 4 NPHyperV		Volume Next Run Time Shares Used C:∖ Disabled 1
oogle		Enable Disable Settings
		Shadow copies of selected volume
ternet xplorer		<u>R</u> evert
o 🗹		
ook 2016		OK Cancel

- 2. Select the volume chosen as the temporary directory.
- Select Settings...
 Under Storage area, check if "Located on this volume" is set to another volume.

Shadow Copies ×
Settings ×
Volume:
Ci. Storage area
Located on this volume:
C:\ <u>D</u> etails Maximum size: ONo limit
Maximum size: ○ <u>N</u> o limit
Note: You need at least 300MB free space to create a shadow copy.
Schedule
S <u>c</u> hedule
Note: The default schedule creates two shadow copies per day. Avoid creating shadow copies more frequently than once per hour.
OK Cancel
OK Cancel

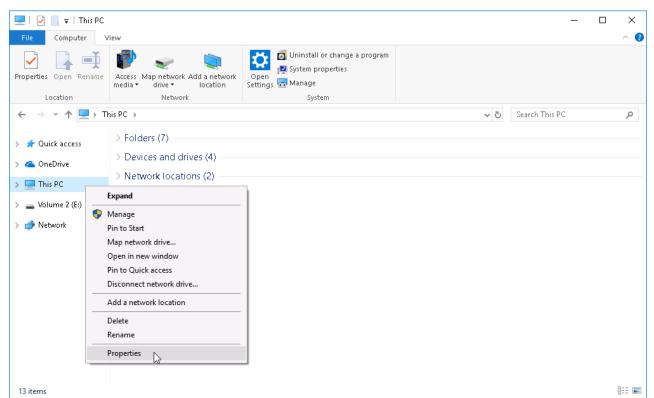
Resolution:

- 1. To resolve the issue, change the Storage area back to the corresponding volume itself. Set the maximum size to 300MB to remove existing shadow copies on the drive.
- 2. Change the location back to the corresponding volume itself and click OK.
- 3. Perform the backup using MS Windows System backup afterward.

Note: These requirements are imposed by Microsoft's WBAdmin.exe (Windows Server Backup Feature).

Windows 10\11:

1. In File Explorer, right-click on This PC and select Properties.



2. Select System protection. Under Protection Settings, choose the target volume (temporary location of the system backup) and click Configure.

System Properties					×				
Computer Name Hardware Advanced System Protection Remote									
Use system pro	tection to undo u	nwanted syst	em cha	nges.					
System Restore					_				
You can undo system c your computer to a prev			Gystem I	Restore					
Protection Settings									
Available Drives		Protect	ion						
Uolume (E:)	ystem)	Off Off							
Configure restore settir and delete restore poir		space,	Con	figure	5				
To create a restore po by selecting a drive an			Cre	eate					

- 3. Under Restore Settings, select Turn on system protection.
- 4. Under Disk Space Usage, set the Max Usage slider to a lower value than its

current setting.

🏪 System Protection for Volume (E:)	×
Restore Settings	
By enabling system protection, you can undo undesired changes by reverting your computer to a previous point in time.	
Turn on system protection	
O Disable system protection	
Disk Space Usage	
You can adjust the maximum disk space used for system protection. As space fills up, older restore points will be deleted to make room for new ones.	
Current Usage: 0 bytes	
Max Usage:	
1% (5.95 GB)	
Delete all restore points for this drive. Delete	
OK Cancel Apply	

- Click Delete to remove all restore points for the drive.
 Click Apply and then OK.