



## User's Guide v2.01

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## 1. Overview

### 1.1 Benefits

- Easy Backup of
  1. Windows System State
  2. Outlook and Outlook Express (i.e. \*.pst, \*.dbx and \*.wab)
  3. Important personal settings, e.g. Desktop, Favorite, My Documents and History etc
  4. Other common files (e.g. \*.doc, \*.xls)
- Support of backing up only changes within a file (using in-file delta technology)
- Support of backing up of open files on Windows XP/2003 (Volume Shadow Copy)
- (New in 5.1.0.6) Support of backing up of Windows NTFS access privileges.
- Easy to use, deploy and maintain

### 1.2 Features

- User configurable incremental / differential in-file delta backup mode (i.e. backing up only changes within a file since last incremental backup (or last full backup) according to each user's preferences)
- Allow in-file delta backup mode to be overridden by each user individually according to backup time (e.g. enforcing full (or incremental or differential) backup of all files on every Sunday or the 1st day of every month)
- Single mail level exchange backup (brick level exchange backup)
- Volume Shadow Copy backup (i.e. backing up files even when they are exclusively open, e.g. Outlook.pst)
- Bandwidth Throttling at backup account level (new) In-File Delta backup (i.e. backing up only changes within files)
- Off-line backup mode and logout backup reminder
- Real time backup server replication allows backup server to be easily backup
- Customizable backup schedule allows backup to be scheduled at any time
- Compress and encrypt data automatically before sending them to the server (server stores only encrypted data)
- Increment backup strategy ensures that only new or updated files (or changes with last backup file) are sent to backup server
- Can integrate with external "Open File Manager" to provide open file backup support to all open files
- Access backup data anytime, anywhere by using a browser
- Comprehensive backup report lists all files being backup. Backup report will be delivered to user automatically via email when each backup job completed.
- Backup data are CRC validated before they are stored on server.
- Fully user customizable data retention policy allows users to have access to deleted files using the least possible storage space on server
- Select files to be backed up easily by using backup filter, e.g. selecting all \*.doc and \*.xls in your computer in a single operation
- Run any custom OS commands before/after a backup job.
- Periodic backup files validation on backup server ensures backup files are 100% valid and fully restorable when needed.

### 1.3 Security

- 128-bit point-to-point SSL communication between server and client
- Support HTTP/HTTPS Proxy and Socks v4/v5 firewall
- Data are 128-bit encrypted when stored on backup server
- Choice of different encryption algorithms, e.g. Twofish, Triple DES, Advanced Encryption Standard (AES)

- Choice of different encryption modes, e.g. Electronic Cook Book (ECB) and Cipher Block Chaining (CBC)
- An random initializing vector, salt and iteration count will be generated by the software automatically for each file when encrypting your data
- Each backup user can restrict online access to his files to his pre-defined list of IP addresses

## 1.4 System Requirements

- Operating System:  
Windows 95 / 98 / ME / NT / 2000 / XP / 2003
- Memory: 128MB (minimum), 256MB (recommended)
- Disk Space: 100MB
- Network Protocol: TCP/IP (http/https)

## 2 DataMate Configuration

Before you can start backing up to the DataMate Server, you need to install DataMate onto your computer.

### 2.1 Installation

Please follow the instructions below to install DataMate onto your computer.

- i. Click the [Install Software] link available at the top of the [Online Backup Services Management Console]
- ii. Select the operating system to which you want to install DataMate
- iii. Follow the instructions on the installation guide to complete DataMate installation

#### **Notes on Windows Installation**

A quick launcher is now installed in the system tray (next to your system clock). To open DataMate, just right click the quick launcher icon and choose [Open].

### 2.2 Upgrade

This section describes the software upgrade instructions required to upgrade DataMate to the latest release.

#### **Upgrade instructions of DataMate on Windows**

Download the latest installer (obm-win.exe) from the web installation guide and install it over existing installation of DataMate. It will upgrade the DataMate to the latest version

#### *Note:*

You will only be prompted to reboot your computer if some files are locked and cannot be overwritten during upgrade.

### 2.3 Un-installation

This section describes the steps required to uninstall DataMate from your computer.

#### **Uninstallation instructions of DataMate on Windows**

- a. Open [Start] -> [Control Panel] -> [Add/Remove Programs]
- b. Select [DataMate] from the list and press the [Remove] button

## 3 Using DataMate

This chapter will describe all features available in DataMate and outline how you can use the features of DataMate to meet various backup needs.

### 3.1 System Tray Launcher

After you have successfully installed DataMate to your computer, an OBM icon will be added to the system tray area (next to your system clock) automatically.

This icon is the entry point to DataMate. Right clicking the icon will show a menu that provides the following functions:

Menu Item	What it does
Open	Run DataMate
Backup	Run the backup set (or all backup sets) chosen in the sub-menu in background
Backup and Logoff	Run the backup set (or all backup sets) chosen in the sub-menu in background and logoff from Windows
Backup and Restart	Run the backup set (or all backup sets) chosen in the sub-menu in background and restart Windows
Backup and Shutdown	Run the backup set (or all backup sets) chosen in the sub-menu in background and shutdown this computer
Help	Show a help dialog
Stop running backup	Interrupt the running backup set (or all backup sets) chosen in the sub-menu
Exit	Close this system tray launcher application

### 3.2 Logon Dialog

Before you can use DataMate, you have to be authenticated by the DataMate Server first. The logon dialog shown below will check if you have the right to access DataMate by submitting the username and password you provided to the backup server.

For secure communication, you can choose to communicate with DataMate Server in SSL (Secure Socket Layer) by selecting the [https] option.

The [Address] field shows the DataMate Server to which DataMate will connect to authenticate your username and password. You can use either a resolvable host name.

If you need to connect to the server through proxy, just enter your proxy setting in the [Proxy Setting] section. For [SOCKS] proxy, both v4 and v5 without user authentication are supported.

### 3.3 User Profile

After the backup server authenticates you successfully, DataMate main window appears. You can then use DataMate to update your user profile.

You can perform the following update to your user profile.

To change your [Password], press the [Change] button next to the password field. A Change Password dialog will appear. Enter your original password and new password into the text field of this dialog and press [OK].

To change your [Display Name], press the [Change] button next to the display name field. A Change Display Name dialog will appear. Enter the new display name and press [OK].

To change your [Time Zone], just select your time zone from the drop down list next to the time zone entry. To add a new contact email to this account, press the [Add] button in the [Contact] section. A [Add New Contact] dialog will appear. Enter a name and an email address in the text field provided and then press the [OK] button.

To remove a contact email, select the email that is to be removed from the email list and press the [Remove] button. Press [OK] to confirm the removal.

To update a contact email, select the email that is to be updated from the email list and press the [Properties] button. A [Update Contact Property] dialog will appear. After you have made the changes that you want, press the [OK] button.

## 3.4 Backup Logs

All backup activities are logged to backup activity log files. They are available for reviewing from DataMate.

### **How to review backup activities?**

You can review all your backup jobs by

- i. Select the [Log] tab available at the bottom of DataMate
- ii. Select the Backup Job you want to review on the [Log Controller] panel

## 4 Setting up backup set

A backup set contains all backup settings of a backup operation. This section will describe all features available within a backup set and explain how you can use each of them to achieve various tasks.

Each backup account can have multiple backup sets. Each backup set is an individual and independent entity. For example, if you want one directory to be backed up during the day and another directory to be backed up during the night, you can create two backup sets, each with a different backup schedule and backup source, to serve this need.

### 4.1 Backup Set Type

A backup set can be of one of the following types:

Backup Type	Description
File	Backup set type to backup common files/directories

Backup set type is defined at backup set creation and cannot be modified. If you want to change the backup set type, you have to create another backup set.

### 4.2 Backup Source

A backup source defines the files/directories that are to be included in a backup set. There are two types of backup source: Selected and Deselected. Selected backup source defines files/directories that are to be included in a backup set while deselected backup source defines files/directories that are to be excluded from a backup set. Online Backup Manager will generate appropriate backup source setting for you automatically when you make your backup source selection on DataMate.

From the [Standard] node available at the top of the [Backup Source] tree, you can easily select the following common folders to be backed up:

1. "My Documents" folder
2. "Outlook" and "Outlook Express" mail store folder
3. "Favorites" folder
4. "Desktop" folder

From the [Options] node available below the [Standard] node, you can easily select other common folders to be backed up as well. They include the "Application Data" folder, the "Start Menu" folder, the "Templates" folder, the "All Users' Documents" folder, the "Temporary Internet Files" folder, the "Cookies" folder, the "Font" folder, the "History" folder, the "Applications Data" folder, the "Nethood" folder, the "Printhood" folder, the "Recent" folder and the "Send to" folder.

The checkbox next to the files/directories shown above can be in one of the following mode:

Mode	Description
<input checked="" type="checkbox"/>	All files/directories (recursively) under this directory will be backed up
<input checked="" type="checkbox"/>	All files/directories (recursively), except those explicitly excluded, under this directory will be backed up. If you add files/directories to this directory in the future, they will be backed up as well.
<input type="checkbox"/>	Only the checked files/directories under this directory will be backed up. If you add files/directories to this directory in the future, they will NOT be backed up.
<input type="checkbox"/>	Nothing under this directory will be backed up.

## 4.3 Backup Schedule

A backup schedule defines the frequency and the time backup will run automatically.

Backup schedule can be in one of the following types:

Type	Description
Daily	Backup jobs will run everyday
Weekly	Backup jobs will run on the specified day(s) of every week
Monthly	Backup jobs will run on the specified day or on a day with a given criteria (e.g. first weekend, last weekday) of every month
Custom	Backup job will run once on any particular date

For each type of schedule above, backup will run at scheduled time for a maximum of the duration specified (or until all data are backed up if [Stop on backup completion] option is chosen). If a backup job does not finish within the maximum duration specified, it will be interrupted.

Please note that you can have more than one schedule within a backup set. For example, you can have a daily backup schedule that runs at 13:00 at noon and another daily backup schedule that runs at 00:00 at midnight. The combination of both of these schedules effectively creates a backup schedule that runs daily at 00:00 and 13:00 everyday.

## 4.4 In-File Delta

Please refer to the in-file delta section for more information on this topic.

## 4.5 Backup Filter

A backup filter defines the file selection rules that allow user to easily include/exclude files into/from the backup set by applying user defined criteria(s) to the file names or directory names.

There are some basic rule regarding backup filters:

- i. Filters are checked in creation order. Once inclusion/exclusion has been identified, the remaining filters won't be checked.

- ii. Inclusion/Exclusion made by filter always takes precedence over backup source selections
- iii. If all filters do not apply to a particular file, this file is then checked for inclusion/exclusion backup source selections

Key	Description
Name	The name of a filter
Top Directory	The top directory to which this filter is applied. Filtering rules will be applied to all files and/or directories under this directory.
Apply To	Define whether to apply the filtering rule to files and/or directories
Pattern Matching	<p>It defines the filtering rules of a filter. A filtering rule can be of one of the following types:</p> <p>[Start With]                      Include/Exclude all files/directories with name starting with a certain pattern. For example: You can use B* to match all files with name starting with a 'B' character</p> <p>[Contain]                              Include/Exclude all files/directories with name containing a certain pattern. For example: You can use *B* to match all files with name containing with a 'B' character</p> <p>[End With]                            Include/Exclude all files/directories with name ending with a certain pattern. For example: You can use *.doc to match all files with name ending with '.doc' (all Word documents)</p> <p>[Regular Expression]              Include/Exclude all files/directories with name matching a regular expression.</p>
Filter Mode	Defines whether you want to include or exclude matched files into/from the backup set. Also, for those unmatched files, you can choose to exclude (if include filter type) or include (if exclude filter type) them into/from the backup set.

**Example 1:**

If you want to backup only Word, Excel and PowerPoint documents in your document directory (e.g. C:\My Documents), you should setup your backup filter as follows.

Top Directory        = C:\My Documents  
 Apply To            = File (true)  
 Matching Type      = End With  
 Matching Patterns = \*.doc, \*.xls, \*.ppt  
 Filter Mode         = Include  
 Exclude all others = True

**Example 2:**

If you want to backup all files, excluding all \*.exe, \*.dll and \*.tmp, in C:\Applications, you should setup your backup filter as follows.

Top Directory = C:\Applications  
Apply To = File (true)  
Matching Type = End With  
Matching Patterns= \*.exe,\*.dll, \*.tmp  
Filter Mode = Exclude  
Include all others = True

**Example 3:**

If you have made your selection of files (all under C:\) from the backup source setting but you want exclude all images (e.g. \*.jpg and \*.gif) from your selection, you should setup your backup filter as follows.

Top Directory = C:\  
Apply To = File (true)  
Matching Type = End With  
Matching Patterns= \*.jpg, \*.gif  
Filter Mode = Exclude  
Include all others = false

Please note that the [Include all others] setting is not enabled because you don't want to include all other files (NOT \*.jpg, \*.gif) under C:\ into the backup set.

**Example 4: (advanced)**

If you want to include everything, except the "log" directory, under C:\Applications into a backup set, you should setup your backup filter as follows.

Top Directory = C:\Applications  
Apply To = Directory (true)  
Matching Type = Regular Expression  
Matching Patterns= ^log\$  
Filter Mode = Exclude  
Include all others = True

**Example 5: (advanced)**

If you want to include all directories named "log" from the backup set files with file name starting with "B" and ending with "\*.doc" under C:\My Documents into the backup set, you can use a regular expression of "^B.\*\.\doc\$" to do your selection. The filter backup can then be setup as follows.

Top Directory = C:\My Documents  
Apply To = File (true)  
Matching Type = Regular Expression  
Matching Patterns= ^B.\*\.\doc\$  
Filter Mode = Include  
Exclude all others = True

## 4.6 Pre/Post-Backup Command

The command line tool feature has two major components, the [Pre-Backup] command and the [Post-Backup] command. You can use the [Pre-Backup] or [Post-Backup] commands to run any native OS (operating system) commands before or after running a backup job.

Both [Pre-Backup] and [Post-Backup] commands comprise of the following parameters:

Key	Description
Name	Name of this Command
Command	The command to be run (e.g. C:\My Documents\Application.exe or C:\My Documents\BatchJob.bat)
Working Directory	The directory at which this command will run

The backup set type affects the time at which [Pre-Backup] and [Post-Backup] commands run. The following table outlines when [Pre-Backup] and [Post-Backup] commands will run in different types of backup set.

Backup Set Type	When Pre-Backup Commands run?	When Post-Backup Commands run?
File	Before uploading backup files	After uploading all backup files
Non-File Backup Sets (e.g. Microsoft SQL Server)	Before spooling backup files to temporary directory	After spooling backup files to temporary directory (i.e. before the first backup file is uploaded)

**Note:** You should never backup an application while it is running as this can result in inconsistent and unusable files getting backed up. Please use the Pre-Backup Command feature to shutdown your application before running a backup job and use the Post-Backup Command feature to restart your application after the backup job has completed.

## 4.7 Encryption

Before your files are sent to DataMate Server, all your files are to be compressed and encrypted by your choice of encrypting algorithm, mode and key. The following table explains all encryption parameters available within a backup set.

**Note:**

Encryption settings are set at backup set creation time and cannot be modified. You need to create a new backup set if you want to change your encryption settings for a backup set.

Parameter	Description
Encryption Algorithm	<p>It defines the encrypting algorithm used to encrypt your backup files. There are three encryption algorithms available:</p> <p>[AES] Advanced Encryption Standard algorithm            [DESede] Triple DES algorithm            [Twofish] Twofish algorithm</p> <p>We recommend the use of AES as it has been chosen as the encryption standard for commercial use. Please refer to references on Cryptography for more information on this area.</p>

Encryption Mode	<p>It defines the encrypting mode used to encrypt your backup files. There are two encryption modes available:</p> <p>[ECB] Electronic Cook Book Mode          [CBC] Cipher Block Chaining Mode</p> <p>We recommend the use of CBC mode as it offers better security. Please refer to references on Cryptography for more information on this area.</p>
Encrypting Key	<p>The key used to encrypt all files within a backup set. <b>Please write it down on paper and keep it in a safe place. If the key is lost, you will not be able to recover your files from the encrypted backup files.</b></p>

## 4.8 Retention Policy

During backup, if DataMate finds out that you have deleted a file (or updated a file) on your computer, it will put the corresponding deleted (or updated) file already backed up on the backup server into a retention area. The retention policy setting defines how long files inside the retention area will be kept on the backup server before they are deleted automatically from the server.

Retention policy will only affect “retained” file (i.e. files that have already been deleted or updated on your computer and thus are moved to the retention area of the backup server). For those files that have not been updated on your computer, the backup of these files is kept in the data area on the backup server and won't be affected by the setting of retention policy. These backup files of unchanged files will stay on the backup server forever until the original files are removed (or updated) from your computer.

### Standard Retention Policy

The [Standard] retention policy allows you to delete retained files automatically after a user defined number of days or after a user defined number of backup jobs. To change the retention policy setting of any backup set, please select the [Retention Policy] node on the left panel. You can then make changes to your retention policy under the [Retention Policy] section. After you have made your changes, just press the [Save Setting] button on the toolbar.

### Advanced Retention Policy

The [Advanced] retention policy allows you to configure a more flexible retention policy. It allows you to keep a set of snapshots of all backup files based on the time of the backup jobs. For example, you can configure the advanced retention policy to keep the following sets of backup files to mimic the retention policy back from the old days when you were still doing tape rotations:

- All files available within the last 7 days
- All files available on the last 4 Sundays within the last 28 days
- All files available on the 1st day of each month within the last 3 months
- All files available on the 1st day of each quarter within the last 12 months
- All files available on the 1st day of each year within the last 7 years

To do so, you need to setup your advanced retention policy as follows:

- Type = Daily; Number of copy to keep = 7
- Type = Weekly; Frequency = Sunday; Number of copy to keep = 4
- Type = Monthly; Frequency = Day 1; Number of copy to keep = 3
- Type = Quarterly; Frequency = Day 1 of Jan, Apr, Jul, Oct; Number of copy to keep = 4

- Type = Yearly; Frequency = Date 01-01; Number of copy to keep = 7

Assuming today is 17-Jan-2006, if [Remove retention files for overlap policy] is NOT enabled, a total of 25 snapshots (7+4+3+4+7, provided you have run backup daily for more than 7 years already) will be kept on the server accordingly, i.e.:

- Daily: 10-Jan-2006, 11-Jan-2006, 12-Jan-2006, 13-Jan-2006, 14-Jan-2006, 15-Jan-2006, 16-Jan-2006
- Weekly: 24-Dec-2005, 31-Dec-2005, 7-Jan-2006, 14-Jan-2006
- Monthly: 1-Nov-2005, 1-Dec-2005, 1-Jan-2006
- Quarterly: 1-Jan-2005, 1-Apr-2005, 1-Jul-2005, 1-Oct-2005
- Yearly: 1-Jan-2004, 1-Jan-2003, 1-Jan-2002, 1-Jan-2001, 1-Jan-2000, 1-Jan-1999

If [Remove retention files for overlap policy] is enabled, only the following snapshots are kept:

- Daily: 14-Jan-2006, 15-Jan-2006, 16-Jan-2006
- Weekly: 7-Jan-2006
- Monthly: 1-Nov-2005, 1-Dec-2005, 1-Jan-2006
- Quarterly: 1-Jan-2005, 1-Apr-2005, 1-Jul-2005, 1-Oct-2005
- Yearly: 1-Jan-2004, 1-Jan-2003, 1-Jan-2002, 1-Jan-2001, 1-Jan-2000, 1-Jan-1999

The weekly policy overrides the daily policy so the snapshots of 10-Jan-2006, 11-Jan-2006, 12-Jan-2006 and 13-Jan-2006 are removed. The monthly policy overrides the weekly policy so the snapshots of 24-Dec-2005, 31-Dec-2005 and 7-Jan-2006 are removed as well. The same applies to the quarterly and yearly policy but because there is no other overlapping of the dates above, the snapshots of dates specified by the monthly, quarterly and yearly policy remains the same.

## 4.9 Extra Backup (Off-line backup, Logout Reminder)

Off-line backup is basically designed for notebook users who are off-line most of the time and cannot rely on backup schedule to backup regularly. The "Backup Interval" allows notebook users to specify the interval that they would like their data to backup. If this interval has elapsed, backup will run automatically once this machine is online. The "Off-line Notification Day" setting is the number of days after the off-line backup interval when the backup server will send email notification to the client to remind him to run an off-line backup.

## 4.10 Network Mapped Drive

If you need to backup a network-mapped drive on Windows (it will only work in Windows NT/2000/XP/2003), you must enter your Windows domain, username and password into the [Network Resources Authentication for Windows] section as shown below. It is required because scheduled backups will always run under the context of windows LocalSystem account (which does not have the privilege required to access network resources) by default. DataMate need to collect your Windows username, password and domain name to authenticate itself to the windows domain controller to acquire the required access privileges to the network files which are to be backed up. If you don't supply a username and password, DataMate will have problem accessing network resources in its scheduled backup jobs.

If you need to backup network mapped drive in scheduled backup, please do this:

- i. Select the backup set from the left panel and press the [Properties] button
- ii. Enter your Windows domain, username and password into the dialog shown below
- iii. Press the [Save Setting] button on the toolbar

The steps above apply only to computers running in a Windows domain. If you don't have a windows domain with your network and you are using a workgroup or using a NetWare server instead, please use the "net use" command to authenticate the running backup process against the computer hosting the mapped drive. Otherwise, you will get "Access Denied" error from the backup report.

For example, if you want to backup \\SERVER\SHARE that is located on a NetWare server (or another computer is a windows workgroup) and you are getting "Network drive is not accessible" error message, please try adding the following command as a [Pre-backup command]

```
net use \\SERVER\SHARE [PASSWORD] /USER:[DOMAIN | MACHINE_NAME]\[USERNAME]
```

E.g.

```
C:\> net use \\Netware\Data password /USER:peter
```

```
C:\> net use \\WorkgroupComputer1\Data password /USER:WorkgroupComputer1\peter
```

This will authenticate the current process with the NetWare server (or another computer is a windows workgroup). Backup will then be allowed to run correctly.

## 4.11 Local Copy

If you want to save an extra copy of backup data on your local disk (in addition to a copy of backup data stored on the backup server) to minimize file-restoring time and/or to provide an extra safety precaution, you can do the following:

- i. Open DataMate from the System Tray (see previous sections for details)
- ii. Setup your backup set (see previous sections for details)
- iii. Select [Local Copy] under your backup set from the left panel
- iv. Check the [Copy to Local Hard Disk] checkbox
- v. Enter a directory to where you want an extra copy of your backup files to be stored in the [Copy to] field provided (preferably a directory under another hard disk)
- vi. (Optional) Select the [Yes] radio button if you want to store your backup files in compressed form to conserve free space usage
- vii. An extra copy of backup will be saved in the [Copy to] directory when you run your backup job

If you want to make local copy to a directory located on a NetWare server (or another computer is a windows workgroup) and you are getting "Network drive is not accessible" error message, please try adding the following command as a [Pre-backup command]

```
net use \\SERVER\SHARE [PASSWORD] /USER:[DOMAIN | MACHINE_NAME]\[USERNAME]
```

E.g.

```
C:\> net use \\Netware\Data password /USER:peter
```

```
C:\> net use \\WorkgroupComputer1\Data password /USER:WorkgroupComputer1\peter
```

This will authenticate the current process with the NetWare server (or another computer is a windows workgroup). Backup will then be allowed to run correctly.

### How to restore "Local Copy" files

"Local copy" files are stored in the [Copy to] directory (under [Local Copy] setting) in encoded filenames (A ".nozip" extension is appended to all filenames if [Zip] setting is not enabled. A ".zip" extension is appended to all filenames if [Zip] is enabled). To restore backup files back to their original filenames (and to their original contents if [Zip] is enabled), please do the followings:

- i. Choose [Tools] -> [Unzip Local Copy]
- ii. Select the required [Backup Set] from the drop down list
- iii. Fill in the [Source Directory] (directory where "Local Copy" files are stored) and [Destination Directory] (directory to where you want "Local Copy" files to be restored)
- iv. Completed

## 4.12 Multiple Computers using one backup account

If you want to backup multiple computers using a single backup account, you need to create different backup sets to backup each individual computer. Also, for each installed copy of DataMate, you must configure DataMate so that it only runs scheduled backup for its intended backup sets on its computer. If this is not being setup properly, scheduled backup job of the same backup set from different computers will both be started. This will result in lots of checksum errors and files being deleted on the backup server.

To allow multiple computers to be backed up under a single backup account, you are required to do the following for each computer that has been installed with DataMate under the same backup account:

- i. Logon to one of the computers that has been installed with DataMate under the same backup account
- ii. Open DataMate and select a backup set that is not intended to run on this computer from the left panel
- iii. Uncheck the [Run scheduled backup on this computer] checkbox on the right panel
- iv. Repeat the previous step for the rest of all backup sets that are not intended to run on this computer
- v. Repeat step ii to step iv for each computer that has been installed with DataMate under the same backup account

**IMPORTANT** If you want to backup an extra computer using the same backup account some time later (this implies that you need to create an additional backup set under this backup account for the new computer), please make sure to repeat the procedure above (unchecking the [Run scheduled backup on this computer] checkbox for the added backup set) for each computer

## 4.13 Transfer Block Size

Transfer block size defines the block size DataMate will use to transfer your backup blocks. Generally, backup job using a larger block size would have a better performance, as there will be less roundtrip involved in connection initialization.

However, some firewalls or proxy servers may block out-going network traffic (HTTP/HTTPS POST method) with large block size for security reasons. If you are in a network with this type of restriction, please lower the transfer size value and try again.

To change the transfer block size of any backup set, please select the [Setting] node on the left panel to invoke the [Setting] panel on the right. You can then make changes to the [Transfer Block Size]. After you have made your changes, just press the [Save Setting] button on the toolbar.

## 4.14 Temporary directory

If you are running a file backup job with in-file delta enabled or a database type backup job, temporary files will be generated by the backup job and directory that will be used to store all these files are defined by [Setting] -> [Temporary directory for storing backup files]. Please set this to a non-system disk partition that has enough free space to avoid problems.

You can set the [Temporary directory for storing backup files] to a network mapped drive. If you choose to do this, please use a UNC path (e.g. \\SERVER\SHARE) or don't forget to configure the [Backup Set] -> [Network Resources Authentication for Windows] setting.

To conserve the use of disk space, you can use the [Remove temporary files after backup] option to delete the temporary files automatically after a backup job has finished.

## 4.15 Microsoft Volume Shadow Copy (VSS)

Microsoft Volume Shadow Copy Service (VSS) allow you to backup files that are exclusively opened. Without VSS, you will get the error message "The process cannot access the file because another process has locked a portion of the file" if you are trying to backup a file that is exclusively opened (e.g. Outlook PST file).

Please note that VSS is only available on Windows XP / 2003 and you must have administrative privileges to start the VSS service on a computer.

If you are running Windows 2003, please install the Windows 2003 VSS hot fix available in <http://support.microsoft.com/default.aspx?scid=kb;en-us;887827> before running VSS.

If you are running into problem with running VSS on Windows XP, Microsoft's recommendation is to try re-registering the Volume Shadow Copy Service again. Simply run the script [DataMate Home]\bin\RegisterVSS.bat to do so.

For more information, please take a look at the following page for a technical introduction to Volume Shadow Copy Services (VSS):

<http://technet2.microsoft.com/windowsserver/en/library/2b0d2457-b7d8-42c3-b6c9-59c145b7765f1033.aspx>

## 5 Backing up files

This chapter describes how files are backed up by DataMate to the backup server

### 5.1 How files are backed up

#### **Run backup at scheduled time automatically**

Once you set your backup scheduled, a backup job will be started automatically to perform backup operation for you at your absence. You can have backup running at your scheduled time as often as you want (e.g. twice a day or hourly during office hour) without requiring doing any extra work.

#### **Incremental Backup**

Unchanged files are already backed up to server and need not to be backed up again. DataMate will pick the new or updated files from your backup set files and upload only these files to the server. It significantly reduces the time required to perform the backup operation since most users update less than 5% of their total data each day.

#### **Compress and encrypt data automatically**

Data are compressed and encrypted before they are uploaded to the server. Not only does it reduce the storage space to keep you backup files, it also ensures the privacy of your data.

#### **File Retention Policy**

The built-in file retention policy allows you to access multiple versions of the same file or even deleted files from your backup set. Backup files are put into a retention area before they are removed from the server. If you want to get back a deleted file (or you want to get back the previous versions of an updated files) within the retention period, these files will always be available in the retention area. This feature is particularly useful when you have accidentally deleted a file or incorrectly updated a file within the file retention period (file retention period is user customizable).

### 5.2 Backup files directly to the backup server

You can backup your data to an DataMate Server by following instructions below.

- i. Open DataMate
- ii. Right click DataMate icon available in the system tray and choose [Open]
  - a. Create a backup set
  - b. From the Menu, Choose [Backup Set] -> [New] -> [File Backup Set]
  - c. Enter a name for your backup set
  - d. Select the files/directories you want to backup
  - e. Set the backup schedule (Note: You can have more than one schedule in a backup set)
  - f. Set the encryption algorithm, encryption mode and encrypting key for this backup set  
(Hint: For the sake of simplicity, just select the [Default] radio button (your encrypting key is set to be the same as your backup account password))
- iii. Run Backup
  - a. Select the backup set you want to run on the left panel and press the [Start Backup] button (□) on the toolbar
  - b. Select [Off-site Backup Server] to start backing up your files to an DataMate Server.

*Note:*

1. You can have more than one backup set in backup account.
2. Please write the encrypting key down on paper and keep it in a safe place. If you lost your encrypting key is lost, you will not be able to restore your backup files.

## 5.3 Backup files to removable hard disk (seed loading)

If you have a lot of data (e.g. 300GB) to backup to the backup server, it would take a considerable amount of time to perform the first full backup through the Internet. If you run into this problem, you can use the Seed Loading Utility to backup your backup set to local hard disk (instead of directly to the backup server) and then transport the backup data, using removable hard disk, to the offsite backup server. The administrator can then load all your backup files from your removable hard disk into your backup account. This could then save you days (even weeks) of performing your first full backup. Since subsequent backup will be incremental backup (only new or updated files will be uploaded to the server), you should have no problems finishing backing up all files afterwards.

To perform seeding loading, please do the following:

- i. Open DataMate from the System Tray (see previous sections for details)
- ii. Setup your backup set (see previous sections for details)
- iii. Select the backup set you want to run on the left panel and press the [Start Backup] button (≡) on the toolbar
- iv. Select [Local Hard Disk (Seed Load Utility)] to start backing up your files to local hard disk and press the [OK] button
- v. Enter a directory where you want all backup files to be stored in the [Destination Directory] field and press the [Start] button.  
Please make sure you have enough free space in the directory specified. If you are going to transport a removable hard disk to the offsite backup server, please enter a directory under your removable hard disk here.
- vi. You should get the message "Backup Completed Successfully" as shown below after all backup files are spooled to the directory you specified.
- vii. Transport the data specified in the [Destination Directory] field to the offsite backup server

## 6 Restoring files

This chapter describes different ways files can be restored from to the backup server

It is important to write down your encrypting key on paper and keep it in a safe place because there will be no ways to restore your backup files if you lose your encrypting key.

### 6.1 Restore backup files directly from backup server

You can use either DataMate or the web restorer to restore backup files from the backup server.

#### Using DataMate

You can restore your data from the backup server DataMate by following instructions below.

- i. Open DataMate from the System Tray (see previous sections for details)
- ii. Select the [Restore] tab at the bottom part of DataMate
- iii. Select the backup set from which you would like files to be restored from the left panel
- iv. Select the snapshot of your backup files that you would like to restore from the backup server by using [Show files after Job] drop down list
- v. Select the files that you would like to restore and press the [Restore Files] button on the toolbar
- vi. Use the [Browse] button to select the directory to where you want files to be restored (or simply select [Original location] to restore files to their original path)
- vii. Files will be restored automatically as shown below (a file won't be downloaded from the backup server again if an identical file exists on local path already)

#### Using the web interface

You can backup your data to an DataMate Server by following instructions below.

- i. Logon to the DataMate Server web interface
- ii. From the top menu, click [File Explorer]
- iii. Click the [Backup Set] link that contains the files that you want to restore
- iv. Select the snapshot of your backup files that you would like to restore from the backup server by using [Show files after Job] drop down list
- v. If you want to see all different versions all files (shown as gray below), just choose the [Show all files] radio button on the [File Explorer] page.

Files, which are shown in gray and marked as deleted below, e.g. dell.img (delete), are being stored in the retention area on the backup server but you can still restore these files from the backup server.

- vi. Select the files that you would like to restore and press the [Restore] button on the toolbar

vii.A dialog shown below would appear

- a. Press the [Restore] button
- b. Enter the directories to which backup files should be restored in the [Restore File to] textbox
- c. Enter the encrypting key which will be used to decrypt your backup files upon restoring your backup files
- d. Press the [Start] button

## 6.2 Restore backup files from removable hard disk

If you want to restore lots of backup files from the backup server and you find it too slow to restore all your backup files from the backup server through the internet. You can ask your backup services provider to send you all your backup files in removable hard disk (or CD/DVD). However, all backup files stored on backup server are in encrypted format. You need to decrypt them back to their original format before you can use them. To decrypt your backup files from removable media, please do the followings:

- i. Open DataMate from the System Tray
- ii. Select the [Tools] -> [Decrypt Files Wizard] from the menu
- iii. Use the [Browse] button to locate the "files" directory (provided by your backup provider in removable hard disk or DVD) which contains the backup files that you want to decrypt
- iv. If you have more than one backup set under the "files" directory, select the [Backup Set] which contains the backup files that you want to decrypt
- v. Select the snapshot of your backup files that you would like to restore from the removable media by using [Show files after Job] drop down list
- vi .If you want to see all different versions all files (shown as gray below), just choose the [Show all files] radio button on the [Decrypt Files Wizard] dialog.

Files, which are shown in gray and marked as deleted below, e.g. dell.img (delete), are being stored in the retention area on the removable media (but you can still restore these files).

vii. Enter the directories to which you want backup files to be restored in the [Decrypt Files to] section and enter the [Decrypting Key] (the same as the encrypting key of this backup set)

viii. Press the [Start] button

## 6.3 Restrict restoring files by IP addresses

Online file restoring operation can be restricted by IP addresses. You can ask your backup provider to restrict online file restoring for your backup sets by IP addresses to allow people from authorized IP addresses to restore files from the backup server. To check if online file restore of any backup set is restricted this way, please take a look at the web interface of DataMate, [Online Backup Services Management Console] -> [Backup Set] -> [Online Restore IP restriction] (shown below).

Users are not allowed to update the [Online Restore IP restriction] directly. Please ask your backup services provider to do the changes for you.

## 7 In-File Delta Technology

The chapter describes what in-file delta technology is and how in-file delta can be used to backup large database files (e.g. a 10GB Outlook.pst file) without uploading the whole database file everyday.

### 7.1 Overview

In-file delta technology is an advanced data block matching algorithm which has the intelligence to pick up changes (delta) of file content between two files when one of the files is not accessible and use the delta information between two files to rebuild one file from the other. Using this algorithm, daily backing up of large file (e.g. a 10GB Outlook.pst file) over low-speed internet connection is made possible because it requires only the changes of information (should be marginal) since last backup (or last incremental backup) to be sent over a low-speed internet connection to complete the backup of a large file (here we assume that the full backup of the file has been saved on the backup server already).

This is what would happen to the backup of a 10GB Outlook.pst file when it is backed up by DataMate with in-file delta technology.

- i. The whole files (10GB), along with its checksum (128-bit) file, are backed up to the backup server. This can be done directly through the internet or indirectly using the seed loading utility on a removable hard disk.
- ii. When backup runs again later (normally the next day), DataMate will download a checksum listing of all data blocks of the full backup file (or last incremental backup file) from the backup server and use it to pick up all changes that have been made to the current Outlook.pst file from the first full backup.
- iii. Changes detected are then saved in a delta file which is uploaded to the backup server. (This delta file is assumed to be small because the content of all PST files doesn't change a lot of even after it has been updated)
- iv. Subsequent backups of this 10GB Outlook.pst file will go through step ii and step iii again. As explained, only a small delta file will be uploaded to the backup server.
- v. With in-file delta technology, daily backing up of large file over low-speed internet connection is now possible

#### **Incremental in-file delta type**

Example 1: If you are adding 200MB to Outlook.pst everyday, everyday after the first full backup job, DataMate will detect what has been added since last daily backup and upload only 200MB of delta file to the backup server everyday. This will go on until Day 100 because it is the [Maximum number of delta] (default) allowed in this backup set and the whole Outlook.pst file will be uploaded again. You can set the [Maximum number of delta] setting to [Unlimited] if you don't want to upload the full file again.

All delta files are generated with respect to changes made since the last incremental backup. This means that the last full backup file and ALL incremental delta backup files are required to restore the latest snapshot of a backup file.

The full backup file, its checksum file and all incremental delta files stored on the server are always stored in the data area. This means that these files are not affected by the setting of the retention policy and will always be kept on the backup server. This is done this way because all these files are required to get the latest snapshot of the backup file and they should not be removed from the backup server by the retention area cleanup routine.

### Differential in-file delta type

Example 1: If you are adding 200MB to 10GB Outlook.pst everyday, the first delta backup will upload a 200MB delta file and the next delta backup will upload another 200MB delta file. This will go on until Day 50 when the delta file required to be backed up reached 10GB. This delta file size (10GB) is now is 50% of the Outlook.pst that is 20GB (remember that you have added 100MB to this file everyday). If the [Delta Ratio] is set to be 50% (default), the whole Outlook.pst file will be uploaded again.

Example 2: If you are adding 50MB to a 10GB Outlook.pst everyday, the first delta backup will upload a 50MB delta file and the next delta backup will upload a 50MB delta file. This will go on until Day 100 because it is the [Maximum number of delta] (default) allowed in this backup set and the whole Outlook.pst file will be uploaded again.

All delta files are generated with respect to changes made since the last full backup file (i.e. differential backup). This means that only last full backup file and the last delta file are required to restore the latest snapshot of a backup file. This means that other intermediate delta files are only required if you want to restore other snapshots of a backup file.

Differential in-file delta backup has the benefits that a corrupted delta file would only make one particular version of a backup file non-recoverable and all other backups created by other delta files of the same file would still be intact.

The full backup file, its checksum file and the last delta file uploaded (if more than one delta files have been uploaded to the backup server) is always stored in the data area. This means that these files are not affected by the setting of the retention policy and will always be kept on the backup server. This is done this way because all these files are required to get the latest snapshot of the backup file and they should not be removed from the backup server by the retention area cleanup routine. All other intermediate delta files are stored in the retention area.

## 7.2 Block Size

The block size defines the size of data block being used to detect changes between last full backup file and the file sitting on the local computer right now. In general, the smaller the block size, the more likely a matched data block can be found between the last full backup file and the file on local computer. It, therefore, produces in a smaller delta file but it would require more processing power to detect these changes. On the other hand, in-file delta backup running with larger block size will run faster but this will generally produce a larger delta file.

In most case, the default setting [Auto] will choose the optimal block size for each file (depending on the size of the file) for you.

## 7.3 Minimum File Size

The [Minimum File Size] setting defines the smallest file size a file must have before the use and application of in-file delta backup technology.

If the size of a file that is being backed up is smaller than the [Minimum File Size] setting, in-file delta backup technology won't be applied to this file and the whole file, instead of just the delta file, will be uploaded to the backup server. It is not necessary to perform in-file delta backup on small files because backing up the whole file doesn't take too long anyway. Backing up the whole file instead reduces the time required to restore a backup file.

## 7.4 Uploading full file again

### **No. of Delta**

The [No. of delta] setting defines the maximum number of delta files from the same full backup file to be generated and backed up to the backup server before a full backup (the whole file) of this file is uploaded to the backup server instead.

For example, if you have created 100 delta files from the full backup file already and the [No. of delta] setting is 100, the next backup will upload a full backup file (the whole file) instead of just the delta file. However, if the [No. of delta] setting is unlimited, it will keep generating delta files and uploading these delta files to the backup server until any of the other delta setting conditions force a full backup (e.g. delta ratio is exceeded). This setting is here to make sure that there will always be a full backup file after a certain number of delta files have been generated.

### **Delta Ratio**

The [Delta Ratio] setting is defined to be the size of a delta file divided by the size of its full backup file (i.e. the percentage of changes detected between the last full backup file and the current file).

If delta ratio calculated from the size of the generated delta file and the size of the full backup is greater than the [Delta Ratio] setting, the whole file, instead of just the delta file, will be backed up to the backup server. It is done this way because the difference between backing up the whole file and the delta file is not significant and it is better to upload the whole file instead to reduce the time required to restore the file.

The default setting of [Delta Ratio] is 50%. This means that if more than 50% changes have been detected, the whole file, instead of just the delta file, will be backed up and uploaded to the backup server.

## 7.5 Advanced In-file delta type

The [In-file delta] -> [Advanced] setting allows user to override default in-file delta type when on a certain number of days (e.g. all Sundays or the 1st day of each month). This is useful if you want all in-file delta backups to be incremental but you always want to do full backup on Sundays as well as the 1st day of every month. If you want to do this, simply configure [In-file delta] -> [Advanced] -> [Advanced In-file Delta Type Setting] to what is shown below.

With this setting, all backup jobs starts on Sundays or the 1st day of each month will run a full backup job. In this case, all backup files which have been backed up incrementally/differentially using in-file delta feature will be uploaded in full again. This ensures that all backup files will be backed up in full at a regular interval. One benefit of this is that restore time will run faster because of less delta merging. Another benefit is that the risk of a corrupted incremental delta file resulting in data loss is much lower because a full backup is always available periodically.

## 8 Backup/Restore Windows System State

This chapter will describe in details how to use DataMate to backup Windows System State and how you can restore your Windows System State from backup.

### 8.1 Requirements

- i. Microsoft Windows NT / 2000 / XP / 2003
- ii. DataMate must be installed onto the computer containing the system state you want to backup
- iii. Windows system state will be backed up to a temporary file before it is sent to DataMate. Please make sure you have sufficient space on your computer to store the temporary file when you run the backup job.

### 8.2 Overview

DataMate will backup your Microsoft Exchange Server by taking the following steps:

- i. Run all Pre-Commands of this backup set
- ii. Windows System State will be backed up to a temporary directory specified in its backup set
- iii. Run all Post-Commands of this backup set
- iv. Upload the Windows System State backup files from the temporary directory to an DataMate Server
- v. Remove the Windows System State temporary backup files from the temporary directory if [Setting] -> [Temporary Directory for storing backup files] is enabled

### 8.3 How to backup Windows System State

Please follow the instructions below to backup Windows System State using DataMate:

- i. Open DataMate

Right click DataMate icon available in the system tray and choose [Open]

- ii. Create a backup set

From the Menu, Choose [Backup Set] -> [New] -> [System State Backup Set]

- a. From the Menu, Choose [Backup Set] -> [New] -> [System State Backup Set]
- b. Enter a name for your backup set
- c. Use the [Change] button to configure the [Temporary directory for storing backup files] setting and check the [Remove temporary files after backup] if you want temporary files to be removed automatically after backup
- d. Enter a temporary directory for storing the backup files before they are sent to an DataMate Server
- e. Set the backup schedule for this backup set
- f. Set the encryption algorithm, encryption mode and encryption key for this backup set

(Hint: For maximum security, please select AES (Advanced Encryption Standard) Algorithm, CBC (Cipher Block Chaining) mode and use an encrypting key with more than 8 characters.)

iii. Run Backup

- a. Select the backup set you want to run on the left panel and press the [Start Backup] button (?)
- b. Select [Off-site Backup Server] to start backing up your files to an DataMate Server and press the [OK] button
- c. You should get something similar to the screen shot below.

## 8.4 How to restore Windows System State

Please follow the instructions below to restore Windows System State from an DataMate Server.

i. Install DataMate (if required)

Please refer to the [Installation] section for information on how to install DataMate onto your computer.

ii. Restore the Windows System State Backup File (i.e. SystemState.bkf) from the backup server

iii. Use [NTBackup.exe] to restore your Windows System State to its backup time from the backup file by following the instructions below:

- a. Run [NTBackup.exe] from [Start] -> [Run]
- b. Press the [Restore Wizard] button and then press the [Next] button
- c. Press the [Import] button and use the [Browse] button to select the backup file [SystemState.bkf] downloaded
- d. Select the checkbox next to the description that matches your backup file
- e. Press the [Next] button and then the [Finish] button

iv. Completed

## 9 Email Reporting

DataMate Server makes use of the email system to keep you informed with the status of your backup activities. Please make sure your contact information within the backup system is correct to receive the reports described in this chapter.

### 9.1 New User Report

When a new backup account is added to the backup server, a new user report will be delivered to the contact email(s) of the new account. The New User Report contains the following information:

Key	Description
Login Name	Login name
Password	Password
Alias	Alias
Language	Preferred Language for your backup report
Contact	Email Address that will be used to contact you
Backup Quota	Backup quota
Backup Server	Backup server

### 9.2 Forgot Password Report

If you have forgotten your password, you can use the [Forgot Password] feature available on the web interface to have your password delivered to you through email. (Please refer to "Retrieve Forgotten Password" section in the next chapter for more information on how to retrieve your forgot password report.) The Forgot Password Report contains the following information:

Key	Description
Login Name	Login name
Password	Password
Alias	Alias
Language	Preferred Language for your backup report
Contact	Email Address that will be used to contact you

### 9.3 Backup Job Report

For each backup job you have run, a backup job report will be sent to you by email. This report contains a summary for the backup job that was run and a full listing of all files being backed up by the backup job. The backup summary report contains the following information:

Key	Description
Backup Time	The time when the backup job ran
Backup Status	The overall status of the backup job. Normally, you should see "Backup finished successfully" in this field. If you happen to get something else, please consult the attached full report for more information.
New Files	Total number and size of backup files added to your backup set
Updated Files	Total number and size of backup files updated in your backup set
Deleted Files	Total number and size of backup files deleted from your backup set
Moved Files	Total number and size of backup files relocated in your backup set
Login Name	Login name
Alias	Alias
Language	Preferred Language for your backup report
Contact	Email Address that will be used to contact you
Backup Source	All files/directories that will be backed up
Backup Data Size	The total backup data stored in the data area
Retention Area Size	The total backup data stored in the retention area. Old copies of updated or deleted backup files are retained in the retention area for the number of days as specified by the retention policy of the backup set before they are removed from the system.
Backup Quota	Backup Quota
Remaining Quota	Remaining Quota

The full backup report, which contains a full listing of all files backed up by the backup job, is attached to the backup job report email as a zip file. You need to unzip it before you can read the full report.

Key	Description
Backup Set	The name of the backup set
Backup Job	The name of the backup job (which is the start time of the backup job)
Backup Status	The overall status of the backup job. Normally, you should see "Backup finished successfully" in this field. If you happen to get something else, please consult the attached full report for more information.
Backup Time	The time when the backup job ran
Backup Log	All messages logged when running this backup job
New Files	Total number and size of backup files added to your backup set
Updated Files	Total number and size of backup files updated in your backup set
Deleted Files	Total number and size of backup files deleted from your backup set
Moved Files	Total number and size of backup files relocated in your backup set

New File List	Full list of all backup files added to your backup set
Updated File List	Full list of all backup files updated in your backup set
Deleted File List	Full list of all backup files deleted from your backup set
Moved File List	Full list of all backup files relocated in your backup set

## 9.4 Setting Change Report

After you have updated your user profile or backup setting, a setting change report will be sent to you. This report allows you to track record of the changes that have been made to your backup account.

Key	Description
Login Name	Login name
Alias	Alias
Language	Preferred Language for your backup reports
Contact	Email Address that will be used to contact you
Backup Quota	Backup Quota
Backup Source(s)	All backup sources of the backup set
Backup Schedule(s)	All backup schedules of the backup set
Filter(s)	All backup filters of the backup set
Retention Policy	The retention policy of the backup set
Transfer Size	The transfer block size of the backup set
Pre-Command(s)	All Pre-Command(s) of the backup set
Post-Command(s)	All Post-Command(s) of the backup set

## 9.5 Inactive User Reminder

You will receive an inactive user reminder in email if your account has been left inactive for the period of 7 days (or the period specified by the system administrator). This is to remain you that you have not been running backup for more 7 days. If you are a free trial user, your account will be removed from the system automatically if the system can track no records of your backup activities in the next 30 days after receiving this report.

Key	Description
Login Name	Login name
Alias	Alias
Language	Preferred Language for your backup reports
Contact	Email Address that will be used to contact you

Backup Quota	Backup Quota
Last Login Time	The last time you logon to the backup system
Last Backup Time	The last time you ran a backup job

## 10 Web Features

Other than the features of DataMate described in the previous chapter, the web interface of DataMate Server provides you access to some additional features that are not available in DataMate. This chapter describes each of these features in details.

### 10.1 Install DataMate

Before you can use DataMate, you have to use the web interface of DataMate Server to install DataMate onto your computer. Please refer to the installation section (Chapter 2) for information on how to install DataMate onto your computer.

### 10.2 Update User Profile

You can update your user profile by using the [Profile] panel available on the web interface. To change your profile, just make any changes to your profile on the panel shown below and press the [Update] button.

Key	Description
Quota	Backup Quota
Data Area	Total number and size backup files stored in the data area
Retention Area	Total number and size of backup files stored in the retention area
Total Upload	Total number and size of backup files uploaded to the backup server
Total Restore	Total number and size of backup files restored from the backup server
Login Name	Login name
Display Name	Alias of your backup account
Language	Preferred Language for your backup report
Time Zone	Your Time zone
Contact	Email Address that will be used to contact you

### 10.3 Request Forgotten Password

If you have forgotten your password, you can retrieve it by simply entering your login name or your registered email address on the [Password Request] form and press the [Request] button. Your password will be sent to your registered email address automatically.

### 10.4 Delete/Undelete Backup Files

In addition to reviewing your backup activities from the email report and from DataMate, you can also review any of your backup jobs by using the [Report] panel available on the web interface. To review a backup job, just select the required backup job from the [Backup Set] and [Backup Job] drop down list.

## 10.5 Review Backup Jobs

In addition to reviewing your backup activities from the email report and from DataMate, you can also review any of your backup jobs by using the [Report] panel available on the web interface. To review a backup job, just select the required backup job from the [Backup Set] and [Backup Job] drop down list.

Key	Description
Job Status	The overall status of the backup job. Normally, you should see "Backup finished successfully" in this field. If you happen to get something else, please click the [Detailed Report] images on the page.
Backup Time	The time when the backup job ran
New Files	Total number and size of backup files added to your backup set
Updated Files	Total number and size of backup files updated in your backup set
Deleted Files	Total number and size of backup files deleted from your backup set
Moved Files	Total number and size of backup files relocated in your backup set
Backup Data Size	The total backup data stored in the data area
Retention Area Size	The total backup data stored in the retention area. Old copies of updated or deleted backup files are retained in the retention area for the number of days as specified by the retention policy of the backup set before they are removed from the system.
Total Upload	Total number and size of backup files uploaded to the backup server
Backup Quota	Backup Quota
Remaining Quota	Remaining Quota

You can open the [Full Backup Report] to review all information logged by a backup job by clicking the [Detailed Report] image on the [Report] panel.

Key	Description
Backup Set	The name of the backup set
Backup Job	The name of the backup job (which is the start time of the backup job)
Backup Status	The overall status of the backup job.
Backup Time	The time when the backup job ran
Backup Log	All messages logged when running this backup job
New Files	Total number and size of backup files added to your backup set
Updated Files	Total number and size of backup files updated in your backup set
Deleted Files	Total number and size of backup files deleted from your backup set
Moved Files	Total number and size of backup files relocated in your backup set
New File List	Full list of all backup files added to your backup set
Updated File List	Full list of all backup files updated in your backup set

Deleted File List	Full list of all backup files deleted from your backup set
Moved File List	Full list of all backup files relocated in your backup set

## 10.6 Review Storage Statistics

You can review the amount of data you have stored on the backup server and uploaded to the backup server on each day by opening the [Statistics] panel available on the web interface. To review your storage statistics for a different month, just select the month you are after by selecting from the [Month] drop down list.

Key	Description
Date	The date the following statistics are collected
Data Area	Total number and size of backup files stored in the data area on a particular date
Retention Area	Total number and size of backup files stored in the retention area on a particular date
Uploaded Size	Total number and size of backup files uploaded to the backup server on a particular date
Total Storage	Total number and size of backup files stored under your backup account on a particular date

## 11 Further Information

### 11.1 FAQs

Please see if your question has already been answered in our FAQs available on our website.

### 11.2 Contact Us

You can backup your data to an DataMate Server by following instructions below.

- i. Open DataMate from the system tray
- ii. Choose [View] -> [About] from the top menu
- iii. Contact