



Ahsay A-Click Backup v8

Quick Start Guide for macOS

Ahsay Systems Corporation Limited

11 October 2021

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Revision History

Date	Descriptions	Type of modification
25 March 2021	Updated Ch. 6.3 and Ch. 9;	Modifications
7 April 2021	Updated Ch. 9; Added sub-chapters for the detailed process diagrams in Ch. 9.1, 9.2, 9.2.1, 9.2.2 and 9.3	New / Modifications
30 April 2021	Added Ch. 7.6.3 Usage; Added new diagrams for the detailed process of Data Integrity Check (DIC) and updated screenshots for the Rebuild index option in Ch. 7.9.1; Updated description of Space Freeing Up in Ch. 7.9.2; Updated description of Delete Backup Data in Ch. 7.9.3; Added notes for Periodic Data Integrity Check (PDIC) in Ch. 9.1	New / Modifications
25 May 2021	Added requirements in Ch. 3.8 and 3.9; Modified Ch. 5.1 and 5.2; Updated screenshots of the Profile menu in Ch. 7.1.1 to 7.1.7; added Mobile Backup in Ch. 7.8.2	New / Modifications
18 June 2021	Added note on free trial and save password in Ch. 6.2, 6.3, 6.4, 7.1.5, 7.1.6 and Appendix C	New
11 October 2021	Added steps in the installation process in Ch. 5.2.1 and 5.2.2; Added 2FA registration steps in Ch. 6; Modified login steps to AhsayACB in Ch. 7; Added unable to login with 2FA scenario in Ch. 8; Modified screenshots and added Repair with authenticator feature in Ch. 9.1.6; Updated screenshots, change location and added browse files in Ch. 9.8.2	New / Modifications

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1 Overview

1.1 What is this software?

Ahsay brings you specialized client backup software, namely AhsayACB, to provide a comprehensive backup solution for protecting file(s) / folder(s) on your machine, with a wide variety of backup destinations (major cloud storage service providers, FTP/SFTP, local drive, etc.) of your choice.

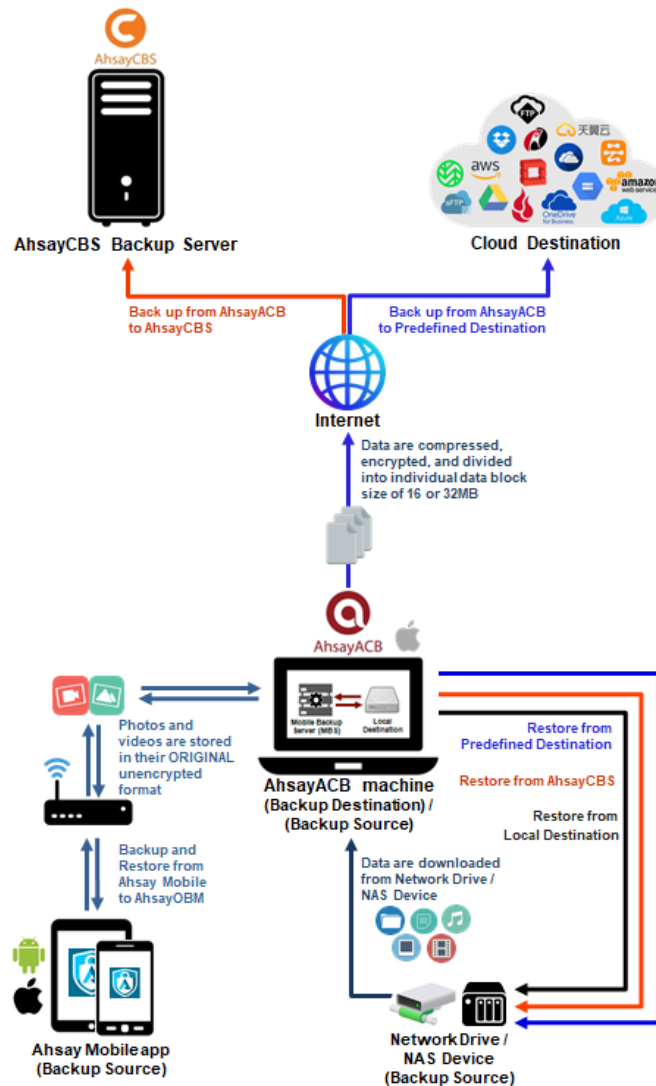
1.2 System Architecture

Below is the system architecture diagram illustrating the major elements involved in the backup process among the backup machine, AhsayACB and AhsayCBS.

NOTE

The first mobile backup may take up a few hours to back up all the photos and videos from your device. Subsequent backups will take less time. Please do the following for the first mobile backup to prevent any interruption during backup process:

- For Android, disable screen lock or timeout
- For iOS, disable auto-lock
- Turn off all power saving modes
- Connect to power source



1.3 Mobile Backup Server

Starting with AhsayACB v8.5.0.0, the Mobile Backup Server (MBS) will be utilized to handle mobile backup and restore of Ahsay Mobile app. It is an integral part of AhsayACB.

System Diagram

The Mobile Backup Server (MBS) will be activated automatically when a mobile device installed with the Ahsay Mobile app is successfully registered for mobile backup with AhsayACB. Afterwards, it will be automatically restarted whenever the AhsayACB services is restarted or when the AhsayACB machine is rebooted or powered on. The MBS will be deactivated when all mobile devices have deregistered from the mobile backup settings and the AhsayACB services is restarted.


The MBS will use the following port ranges, **TCP Port:** 55000 to 55099, **UDP Port:** 55200 to 55299, **Protocol:** Http, for the request of Ahsay Mobile app.


The default TCP and UDP ports are **55000** and **55200**, if these ports are already in use by other applications or services, then the MBS will automatically acquire another port.

The actual TCP and UDP port can be seen on AhsayACB when pairing a mobile device for mobile backup.

Mobile Backup Setup

Please scan the QR code to register your mobile device with your backup account for following feature:

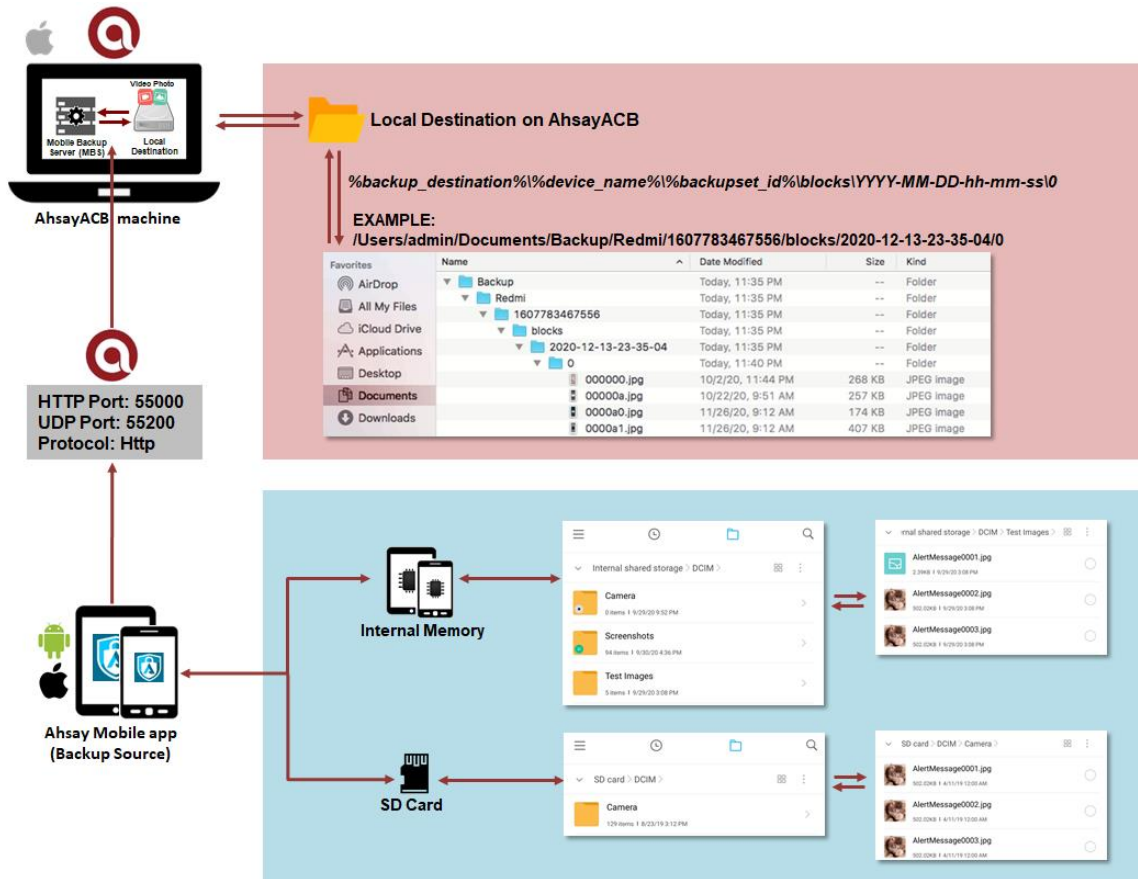
 Mobile Backup



Please make sure below 2 ports are not blocked by any Firewall settings before pairing your mobile device for backup

TCP Port: 55000
UDP Port: 55200

Photos and videos are stored either in mobile device's internal memory or SD Card. These are selected as backup source using the Ahsay Mobile app and will be backed up to the local destination of a Ahsay machine, that can be a Hard Drive, Flash Drive, and/or Network Drive in their ORIGINAL format unencrypted. For Android, photos and videos will retain all EXIF. While for iOS, photos and videos will retain most of the EXIF including, capture date, location, and lens.

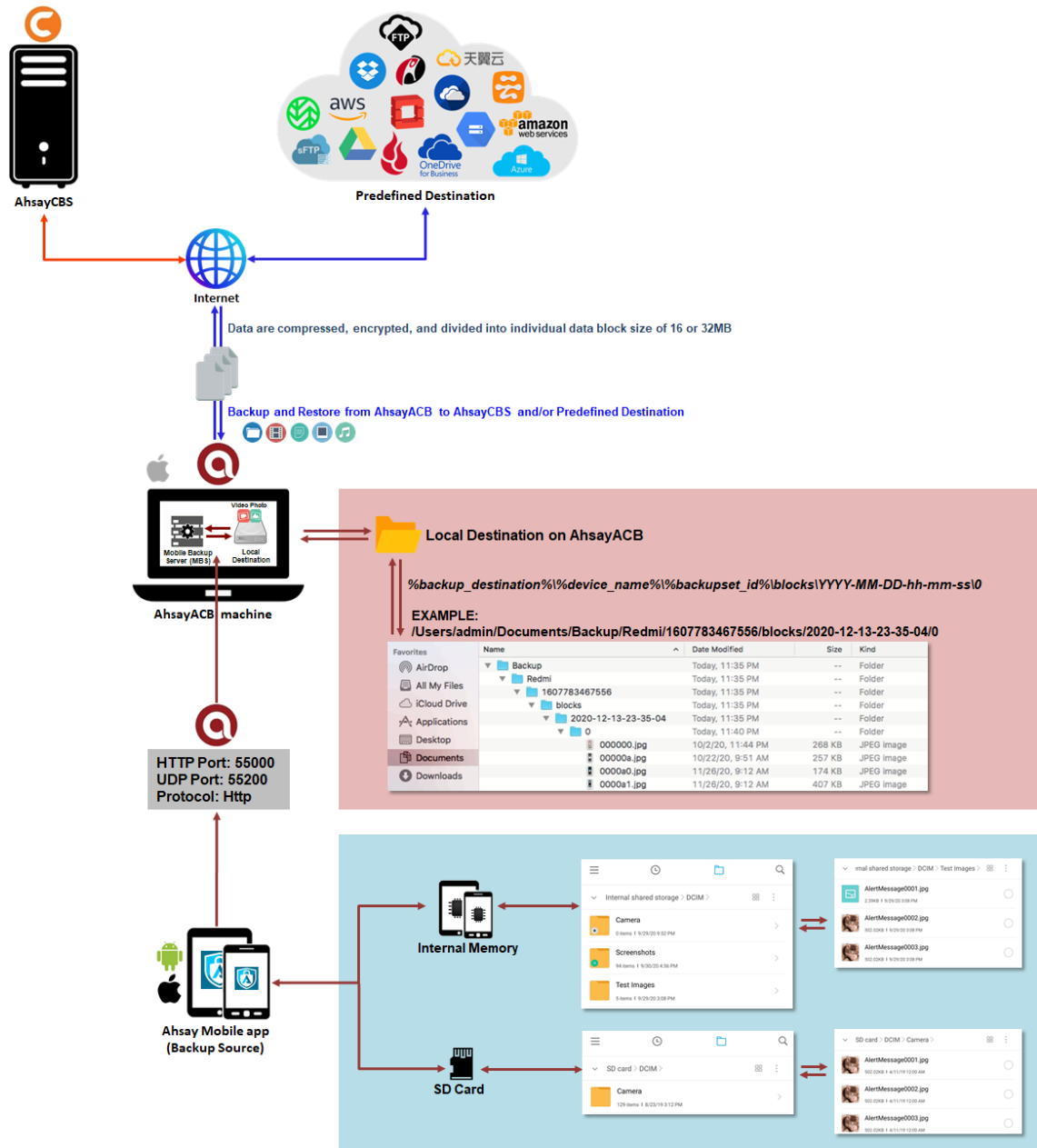


If storage of photos and videos to a predefined destination is required, then this can be done using AhsayACB to perform a secondary backup and restore of the photos and videos on the local drive to the predefined destination.

To backup and restore photos and/or videos from the Ahsay Mobile app to AhsayACB then AhsayCBS and/or Predefined Destination is a two-step process.

1st: Backup of photos and/or videos from Ahsay Mobile app to AhsayACB local destination.

2nd: Create a File backup set using AhsayACB, using the local backup destination as the backup source, and then backup this backup set to AhsayCBS and/or Predefined Destination.

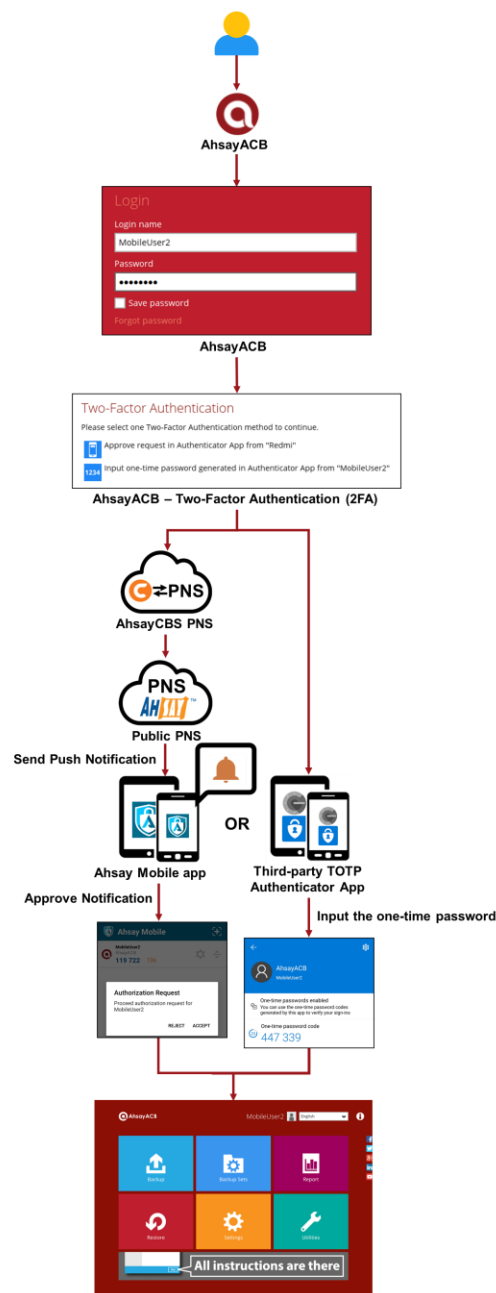


1.4 Two-Factor Authentication

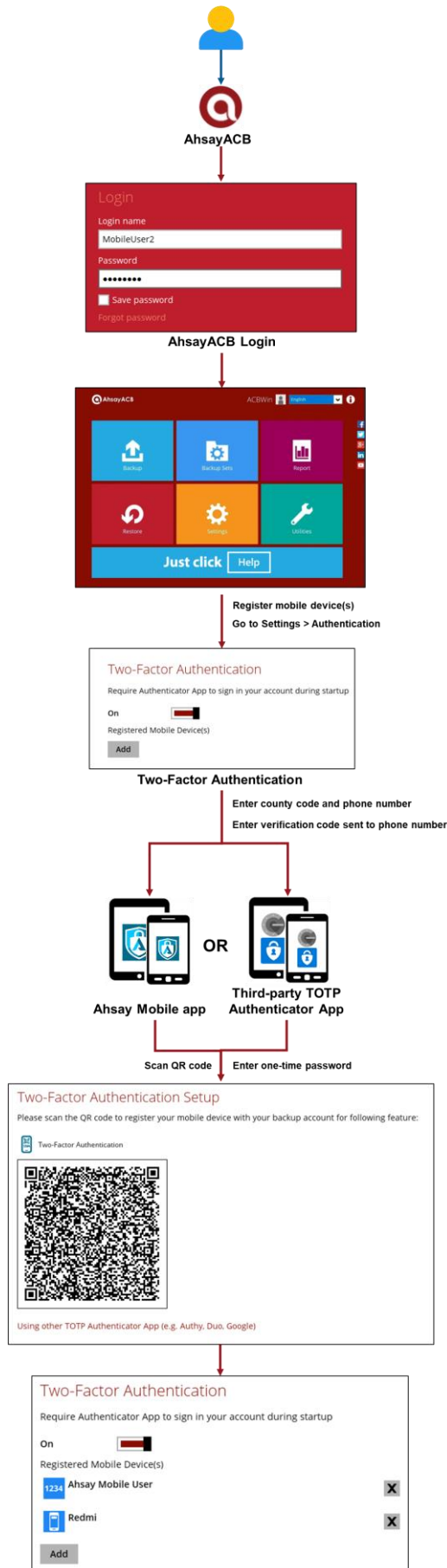
New two-factor authentication implemented on AhsayACB v8.5.0.0 onwards, to include support for TOTP (Time-based One-time Password) and Push notification authentication using the Ahsay Mobile app to provide additional security for the user login process. Since aside from logging in with just a username and password, if two-factor authentication is enabled for the account, there will be an added step that is needed to be able to login.

Upon initial login to AhsayACB, you will have an option to setup two-factor authentication or skip the setup and do it later. If you continue the setup of two-factor authentication, it will be automatically enabled for your account. Several mobile devices may be added for authentication.

For logins with two-factor authentication enabled, you will be asked to select the method that you would like to use. This depends on the authenticator app used, you will either accept the login request in the Ahsay Mobile app or enter a one-time password generated in the third-party TOTP authenticator app such as Google Authenticator, Microsoft Authenticator, LastPass etc.



This illustrates the registration of mobile devices for Two-Factor Authentication.



2 Requirements for Ahsay Mobile

2.1 Backup Software Version Requirement

- Download and install the latest version of AhsayACB v8.5.0.0 or above.
- Download and install the latest version of Ahsay Mobile app on the Play Store for android mobile devices and on the App Store for iOS mobile devices.

2.2 Network Connection

Ensure that the Ahsay Mobile app is connected to the same local network as the AhsayACB machine. Failure to do so will prevent you from performing backup and/or restore.

2.3 Android and iOS Version Requirement

- For android device, android version must be 8 or above.
- For apple device, iOS version must be 12.0.0 or above.

3 Requirements for AhsayACB on macOS

3.1 Hardware Requirements

Refer to the link below for details of the minimum and recommended requirements for installing AhsayACB:

[FAQ: Ahsay Hardware Requirement List \(HRL\) for version 8.1 or above](#)

3.2 Software Requirements

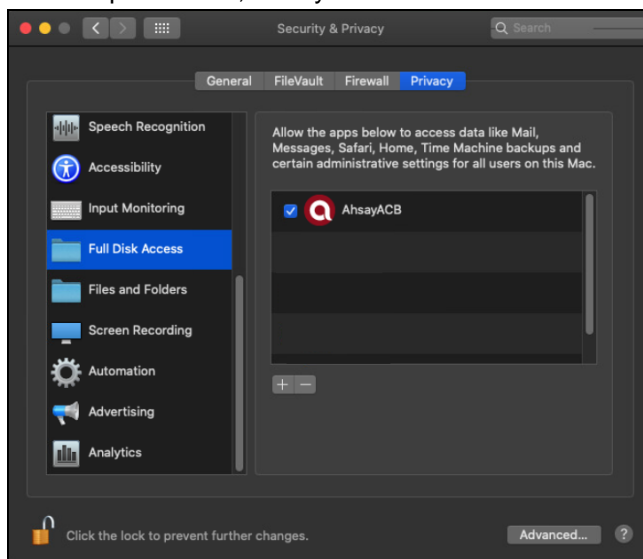
Refer to the following link for details of the operating systems, applications and databases supported by AhsayACB:

[FAQ: Ahsay Software Compatibility List \(SCL\) for version 8.1 or above](#)

3.3 Full Disk Access Permission

macOS 10.15 or higher "Full Disk Access" permission needs to be granted in, **System Preferences>Security & Privacy>Privacy tab to AhsayACB.**

Due to an upgrade in security on macOS 10.15 or higher, additional security settings are required to allow applications to access the machine. AhsayACB requires "Full Disk Access" permission to be able to access your files for selection and backup. Also, without "Full Disk Access" permission, AhsayACB will not be able to restore files to the machine.



For more details on how to setup the Full Disk Access permission, please refer to [Appendix D: Setting up Full Disk Access Permission](#).

3.4 Installation on Root Drive

AhsayACB must be installed on the root drive of a volume (e.g., /Applications/...).

3.5 Two-Factor Authentication Requirements

Please refer to the [Ahsay Mobile App User Guide for Android and iOS – Chapter 2.4](#) for details of the minimum and recommended requirements for using Two-Factor Authentication on Ahsay Mobile app.

3.6 Mobile Backup Requirements

Please refer to the [Ahsay Mobile App User Guide for Android and iOS – Chapter 2.5](#) for details of the minimum and recommended requirements for installing the Ahsay Mobile app.

3.7 Firewall Settings

Make sure that your firewall settings allows network traffic through the following domain and/or ports:

- For AhsayACB to function correctly must allow outbound connections to *.ahsay.com via port 80 and 443.
- For mobile backup inbound / outbound network traffic must be allowed through the following default ports: HTTP port: 55000 and UDP port: 55200.

The actual ports used may be different, please refer to [Chapter 1.3: Mobile Backup Server \(MBS\)](#) for more details.

3.8 Network Bandwidth

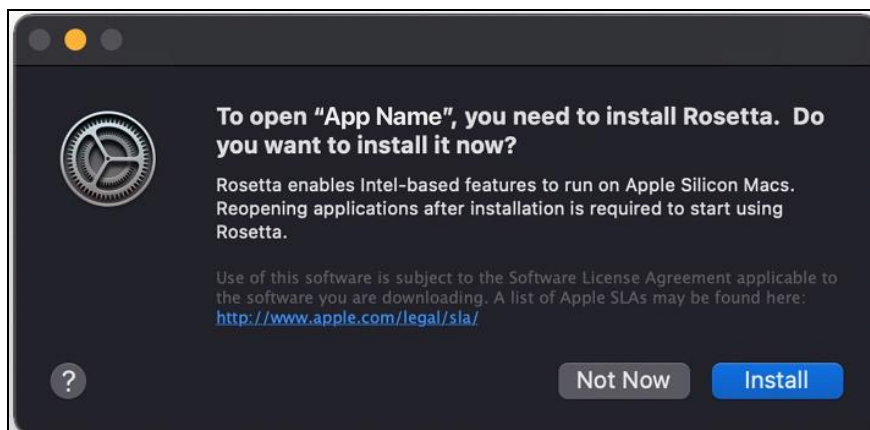
10 Mbps or above connection speed.

3.9 ARM (M1) CPU

For AhsayACB running on macOS 11 or above on ARM (M1) CPU machine, installation of Rosetta 2 is required that enables applications built for Intel CPU to run on an ARM (M1) CPU machine:

<https://support.apple.com/en-hk/HT211861>

If AhsayACB is installed and run for the first time on macOS 11 or above on ARM (M1) CPU machine, there will be a pop-up message that requests installation of Rosetta. When the following window appears, click **Install** to proceed.



3.10 Limitations

- Resource Fork Files – Resource fork files cannot be restored with AhsayACB installation on macOS 10.8 above.
- Case-Insensitive File System – For volume with a case-insensitive file system, target file of a symbolic link will be backed up twice (in both upper case and in lower case), hence, doubling the backup quota storage requirement

3.11 Best Practices and Recommendations

Periodic Backup Schedule

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

When using periodic backup schedules with small backup intervals such as backup every 1 minute, 2 minutes, 3 minutes etc. although the increased backup frequently does ensure that changes to files are captured regularly which allows greater flexibility in recovery to a point in time.

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

- Hardware – to achieve optimal performance, compatible hardware requirements is a must. Ensure you have the backup machine's appropriate hardware specifications to accommodate frequency of backups,
 - so that the data is always backed up within the periodic backup interval
 - so that the backup frequency does not affect the performance of the production server
- Storage – ensure you have enough storage quota allocated based on the amount of new data and changed data you will back up.
- Retention Policy – also make sure to consider the retention policy settings and retention area storage management which can grow because of the changes in the backup data for each backup job.

4 Get Started with AhsayACB

This quick start guide will walk you through the following 6 major parts to get you started with using AhsayACB.

Download and Install

Download and install
AhsayACB on your Mac

Launch the App

Launch and log in to AhsayACB

Setup 2FA and/or Mobile Backup

Register mobile device for 2FA and/or
Mobile backup (optional)

Create a Backup Set

Create a backup set according to
your preferences

Run Backup Jobs

Run the backup jobs to back up
data

Restore Data

Restore backed up data to your
system

5 Download and Install AhsayACB

There are two installation modes of AhsayACB, online installation and offline installation. Below is the table of comparison between online installation and offline installation.

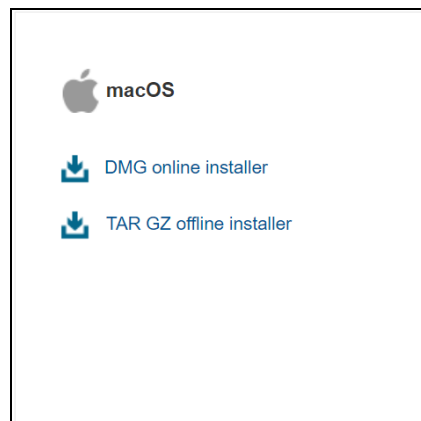
	Online Installation	Offline Installation
Installation Time	<ul style="list-style-type: none"> ➤ Takes more time as it needs to download the binary and component files (80MB to 110MB depending on operating system) each time the installation is run. ➤ Online installer size is 0.1MB to 3.5MB depending on operating system as it contains only the initial installation package files. 	<ul style="list-style-type: none"> ➤ Takes less time as all the necessary binary and component files are already available in the offline installer and offline installer can be downloaded once but reused many times. ➤ Offline installer size is 80MB to 110MB depending on operating system as it contains all the necessary binary and component files.
Deployments	<ul style="list-style-type: none"> ➤ Suitable for single or small amount of device installations. ➤ Suitable for sites with fast and stable internet connection as internet connection is needed each time when an installation is run. ➤ A slow internet connection will result in longer installation time and interrupted, or unstable internet connection may lead to unsuccessful installation. 	<ul style="list-style-type: none"> ➤ Suitable for multiple or mass device installations. ➤ Suitable for client sites with metered internet connections as once the offline installer is downloaded, internet connection is not needed each time when an installation is run.

5.1 Download AhsayACB

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



2. In the **macOS** section under the **AhsayACB** tab of the download page, you can choose between two installation methods:
 - Online installation using DMG online installer
 - Offline installation using TAR GZ offline installer



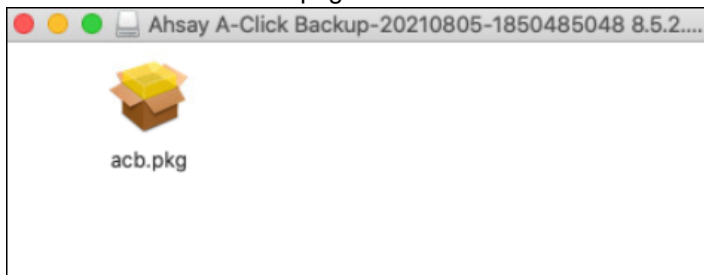
5.2 Install AhsayACB

5.2.1 Online Installation using DMG online installer

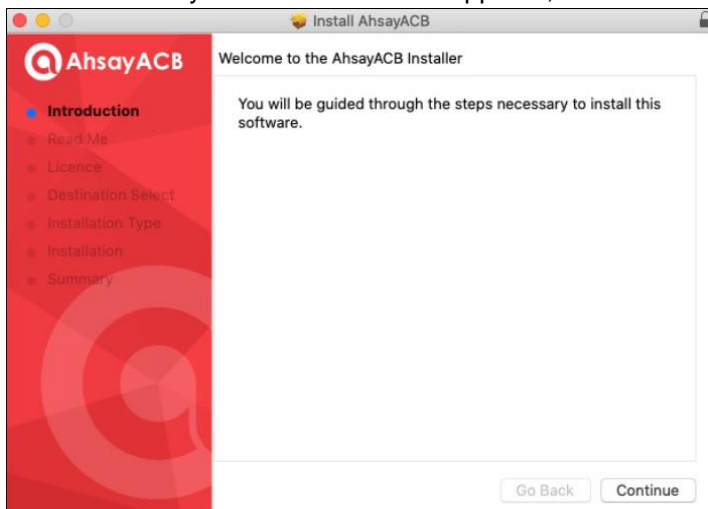
1. Launch the online installation package file you have downloaded from the download section above.



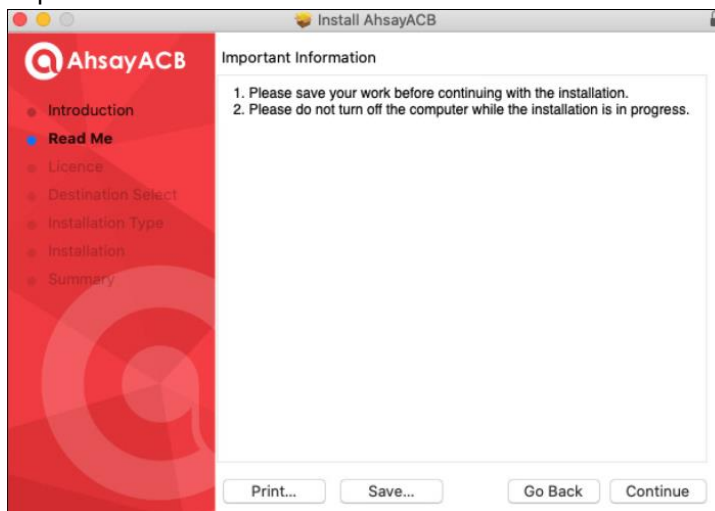
2. The Ahsay A-Click Backup window will appear. You will see another file named "acb.pkg". Double-click on the "acb.pkg" file.




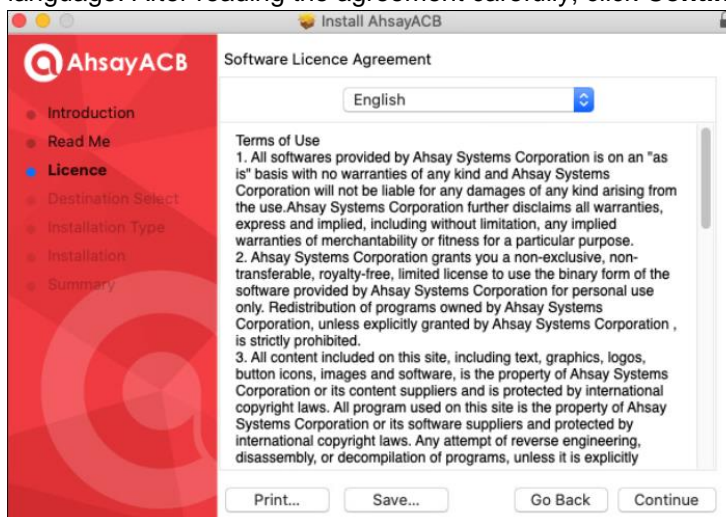
3. When the AhsayACB Installer wizard appears, click **Continue** to proceed.



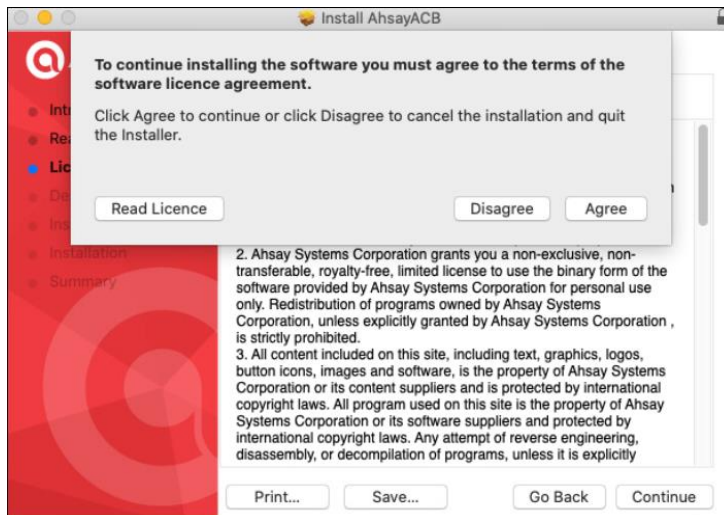
4. When the Important Information screen appears, read the information then click **Continue** to proceed.



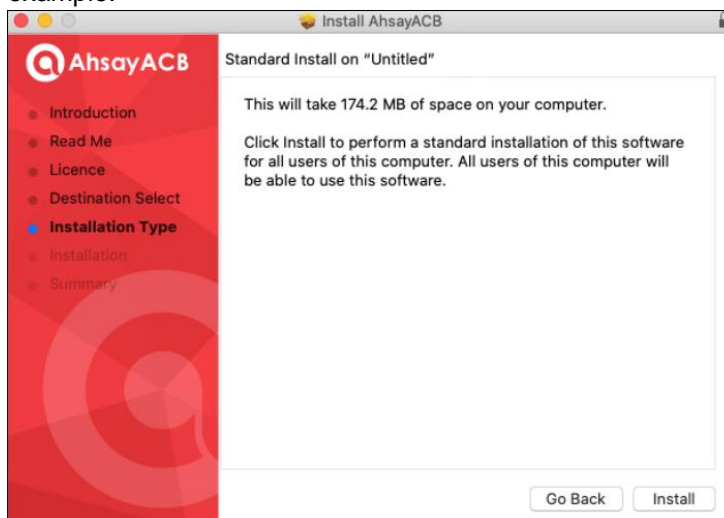
5. When the Software License Agreement appears, the agreement content will be displayed in English by default. If you prefer to read it in a different language, click  to change the language. After reading the agreement carefully, click **Continue** to proceed.



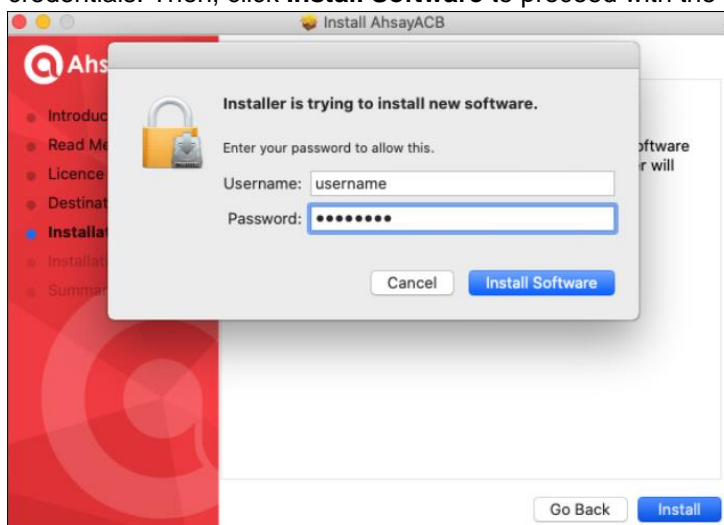
6. The following message will appear in a pop-up window. Click **Agree** to accept the software license agreement.



7. Click **Install** to start installing AhsayACB to the default location, i.e. "Untitled" in this example.



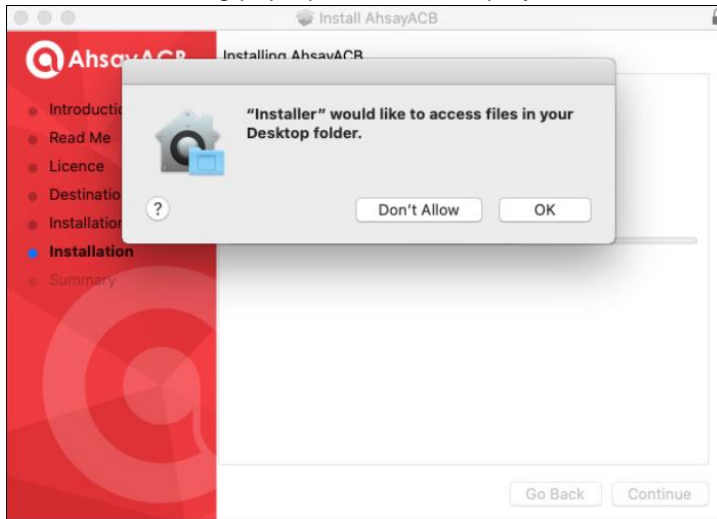
8. The following message will appear in a pop-up window. Enter your macOS login credentials. Then, click **Install Software** to proceed with the installation.



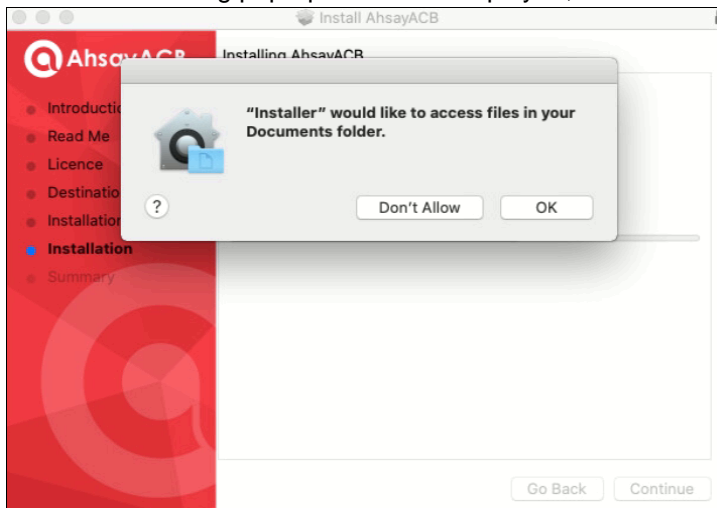
NOTE

The pop-up windows on **Steps 9, 10, and 11** are only applicable on macOS 10.15 or above. Otherwise, proceed to **Step 12**.

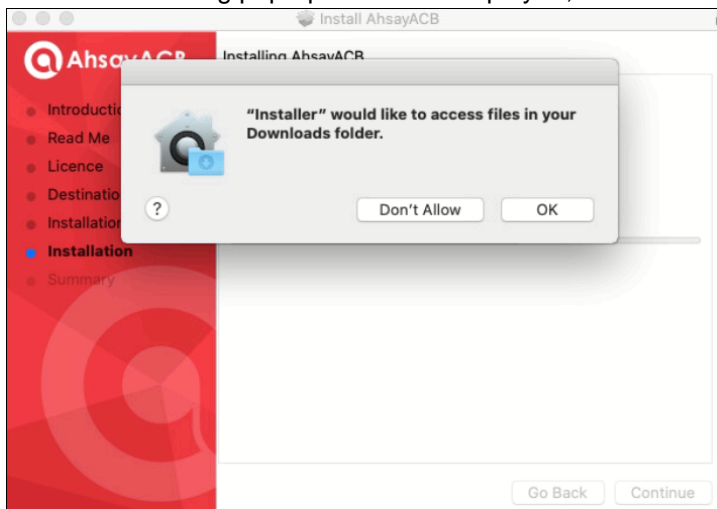
9. When the following pop-up window is displayed, click **OK** to proceed.



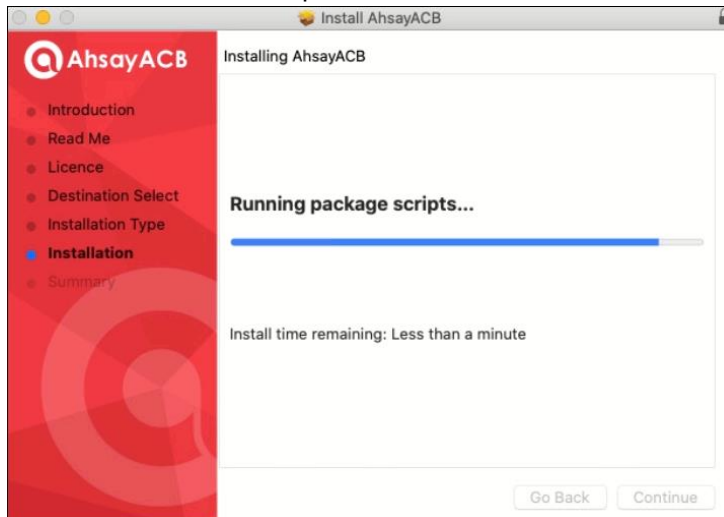
10. When the following pop-up window is displayed, click **OK** to proceed.



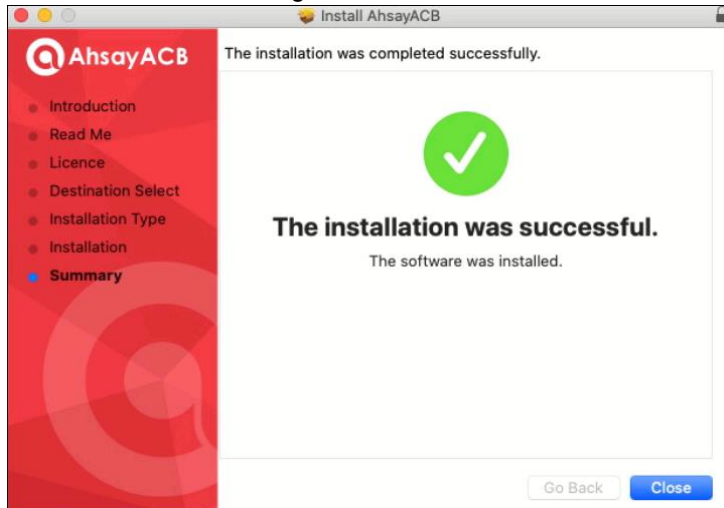
11. When the following pop-up window is displayed, click **OK** to continue with the installation.



12. Wait until the installation process is finished.

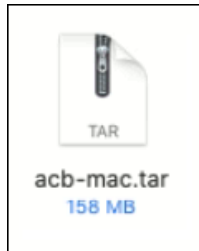


13. You will see the following screen when the installation of AhsayACB is completed.

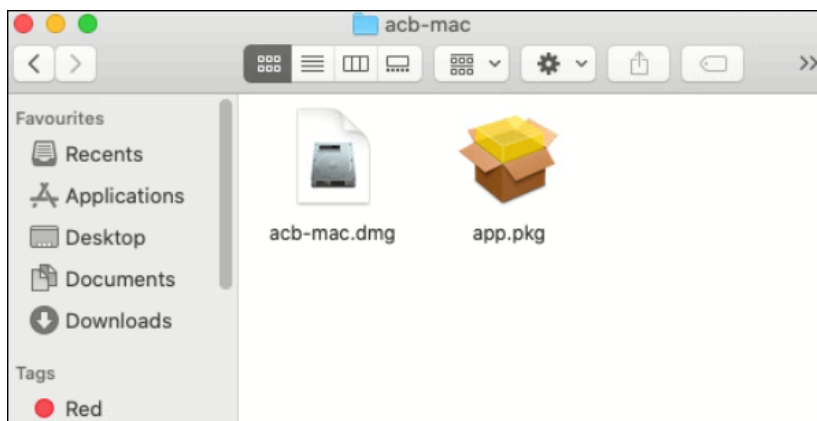
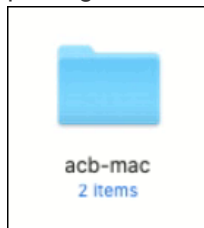


5.2.2 Offline Installation using TAR GZ offline installer

1. Double-click on the “acb-mac.tar” file you have downloaded to expand the installation package.



2. A new folder named “acb-mac” will be created. Open the folder to access the installation package file.



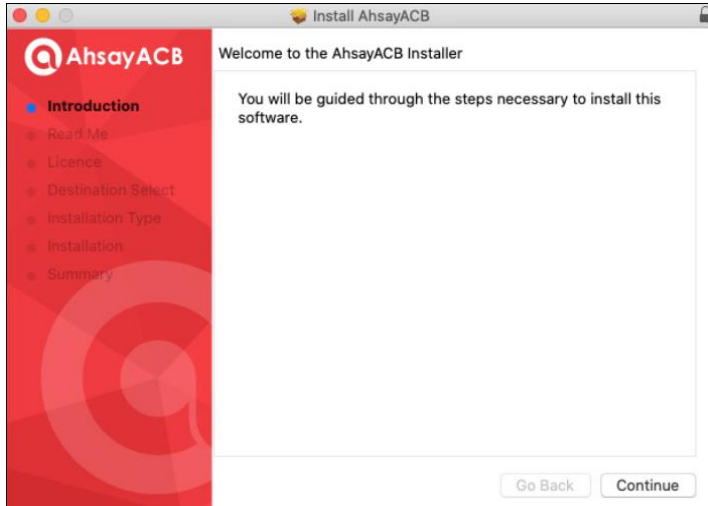
3. Double-click on the “acb-mac.dmg” file.



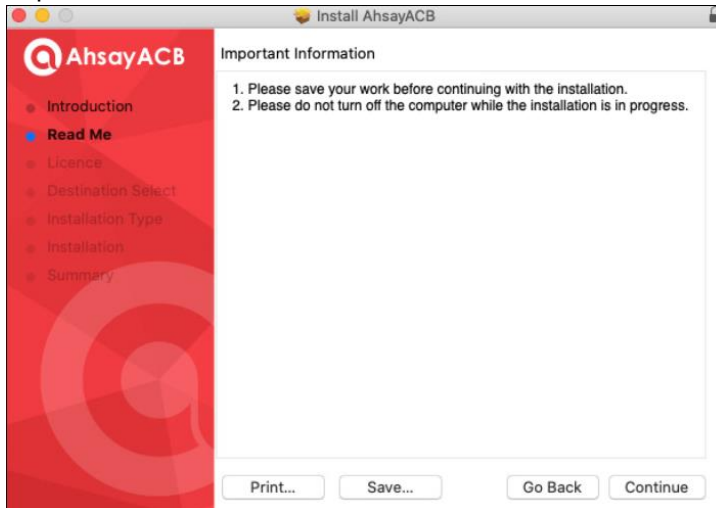
4. The Ahsay A-Click Backup window will appear. You will see another file named “acb.pkg”. Double-click on the “acb.pkg” file.




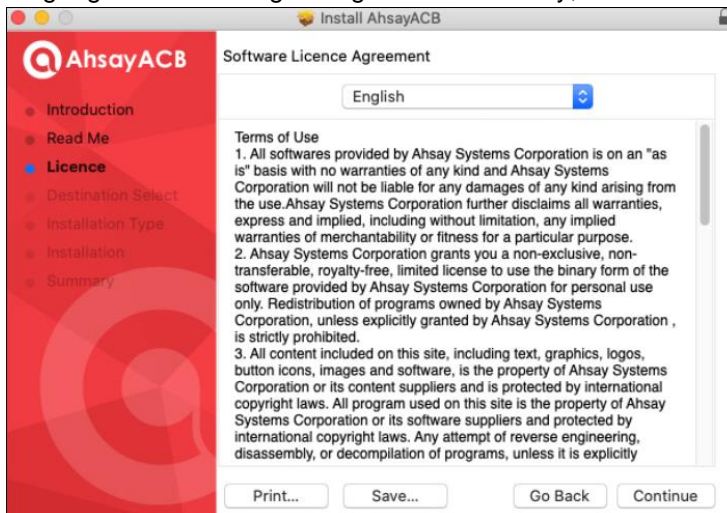
5. When the AhsayACB Installer wizard appears, click **Continue** to proceed.



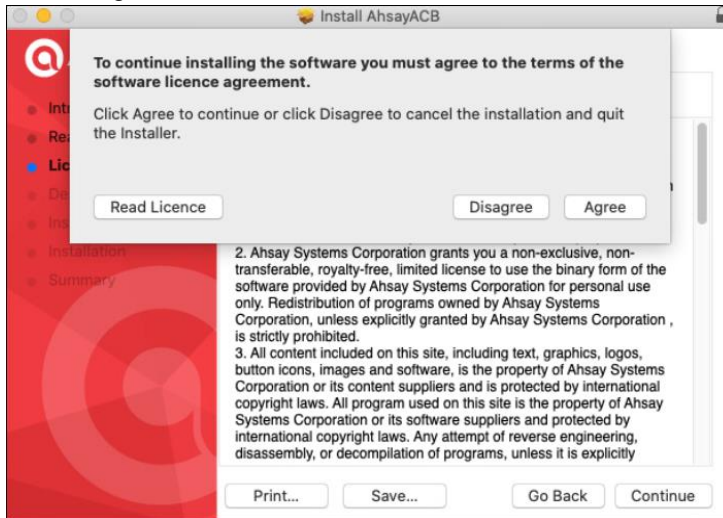
6. When the Important Information screen appears, read the information then click **Continue** to proceed.



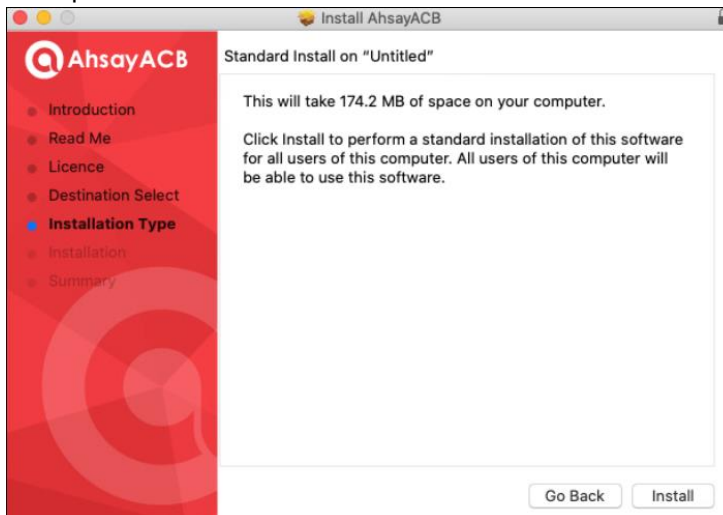
7. When the Software License Agreement appears, the agreement content will be displayed in English by default. If you prefer to read it in a different language, click  to change the language. After reading the agreement carefully, click **Continue** to proceed.



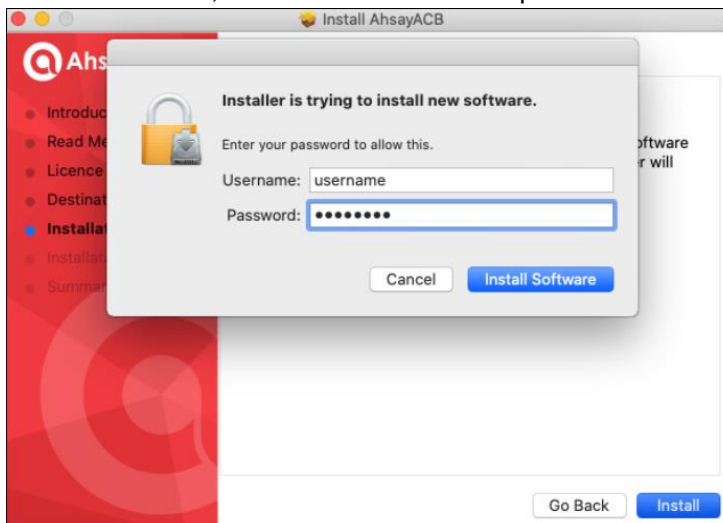
8. The following message will appear in a pop-up window. Click **Agree** to accept the software license agreement.



9. Click **Install** to start installing AhsayACB to the default location, i.e. "Untitled" in this example.



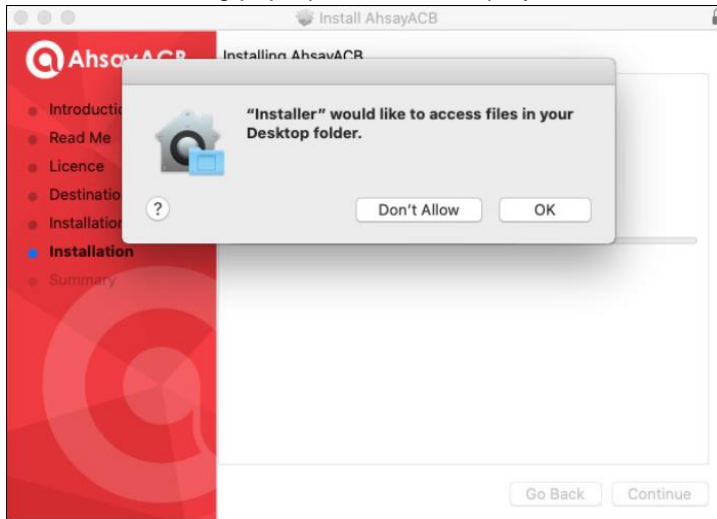
10. The following message will appear in a pop-up window. Enter your macOS login credentials. Then, click **Install Software** to proceed with the installation.



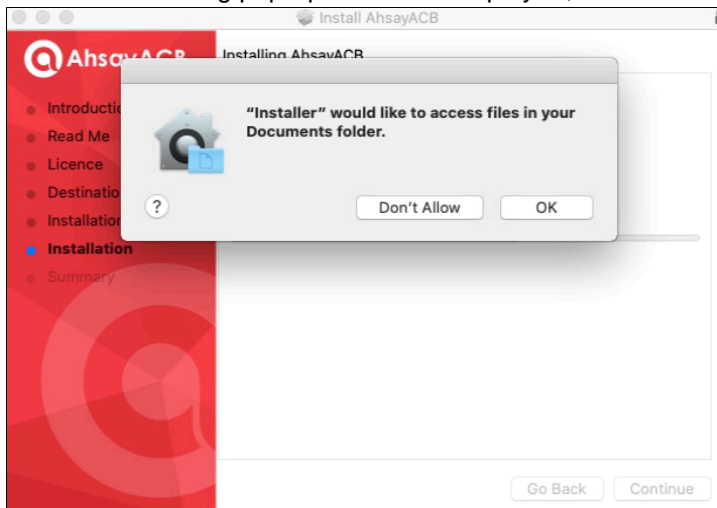
NOTE

The pop-up windows on **Steps 11, 12, and 13** are only applicable on macOS 10.15 or above. Otherwise, proceed to **Step 14**.

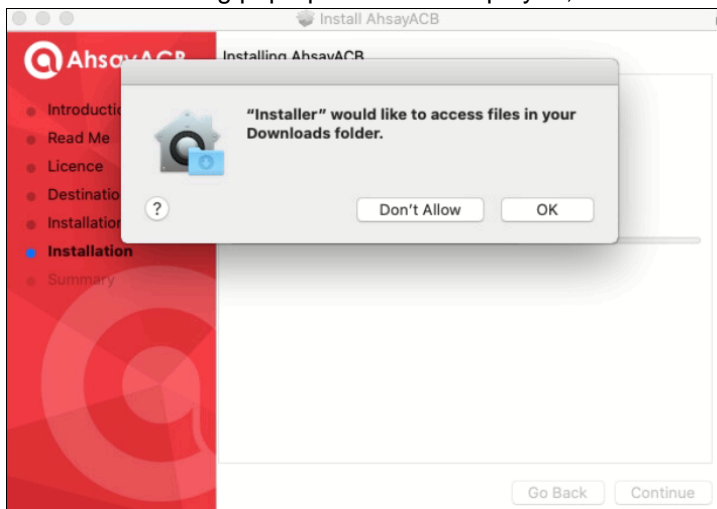
11. When the following pop-up window is displayed, click **OK** to proceed.



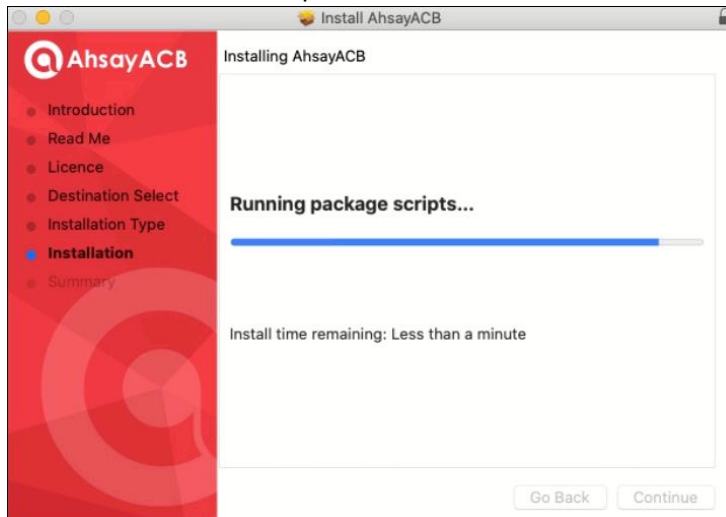
12. When the following pop-up window is displayed, click **OK** to proceed.



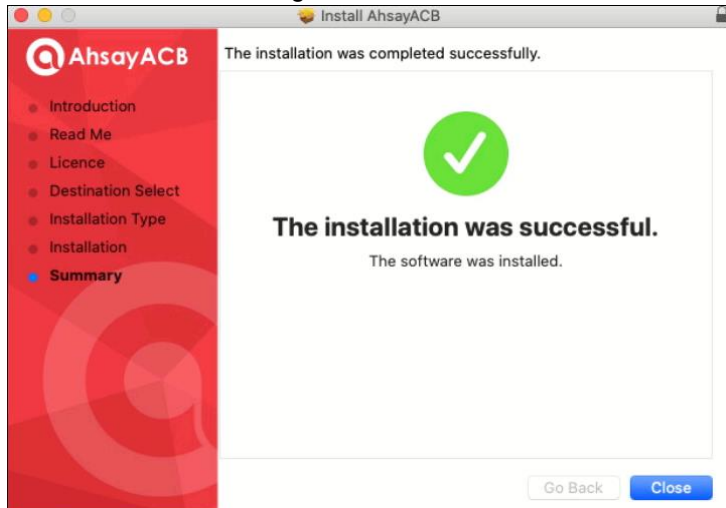
13. When the following pop-up window is displayed, click **OK** to continue with the installation.



14. Wait until the installation process is finished.



15. You will see the following screen when the installation of AhsayACB is completed.



5.3 AhsayACB Services

The AhsayACB Services is a key component which regulates and controls several important functions on AhsayACB.

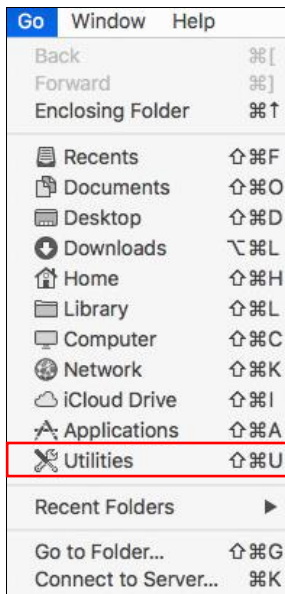
Function	Description
Scheduled Backups	Ensures that backup jobs which are setup to run at a certain date and/or time are started.
Continuous Backups (Windows platform only)	Ensures that Continuous backups are run according to the backup interval.
Mobile Backup Server (MBS)	Ensures that registered mobile devices can perform backups to AhsayACB. The MBS will be activated when a mobile device is registered for mobile backup on AhsayACB. The MBS will be deactivated when all mobile devices have been deregistered from the mobile backup settings and the AhsayACB services is restarted.

Therefore, it is very important to ensure the AhsayACB Services are running after:

- ⦿ a new AhsayACB installation
- ⦿ an AhsayACB software update
- ⦿ the machine was rebooted
- ⦿ the machine is powered on
- ⦿ the machine wakes up from hibernation or standby mode

Otherwise, all of the functions above will stop working.

To start, click **Go** at the top menu bar and select **Utilities**.



Open the **Terminal** application.



Use the command highlighted in **red** to enter the AhsayACB folder.

```
[admins-Mac:bin admin$ cd /Applications/AhsayACB.app/bin  
[admins-Mac:bin admin$
```

To check if the scheduler service is running, use the **ps** command. You will see that the scheduler service is running, highlighted in **red**.

```
admins-Mac:~ admin$ ps -ef|grep java  
0 5735 1 0 9:05PM ttys000 0:02.07 /Applications/AhsayACB.app/jvm/bin/  
java -Xms128m -Xmx768m -Djava.library.path=. -cp ../cbs.jar cbs  
/Applications /AhsayACB.app  
501 5741 5705 0 9:05PM ttys000 0:00.00 grep java
```

There are two (2) options to **stop** and **start** the AhsayACB scheduler service.

5.3.1 Option 1: Stop and Start

- To **stop** the scheduler service, use the command highlighted in **red**. If you run this command for the first time, you will need to enter the login password of your local machine. To check if the scheduler service has stopped running, use the **ps** command.

```
admins-Mac:~ admin$ sudo /Applications/AhsayACB.app/bin/StopScheduler.sh
Password:
admins-Mac:~ admin$ ps -ef|grep java
501 5721 5705 0 9:02PM ttys000 0:00.00 grep java
```

- Use the command highlighted in **red** to **start** the scheduler service then use the **ps** command. You will see that the scheduler service is running, highlighted in **red**.

```
admins-Mac:~ admin$ sudo /Applications/AhsayACB.app/bin/Scheduler.sh
admins-Mac:~ admin$ ps -ef|grep java
0 5735 1 0 9:05PM ttys000 0:02.07 /Applications/AhsayACB.app/jvm/bin/
java -Xms128m -Xmx768m -Djava.library.path=. -cp ../cbs.jar cbs
/Applications/AhsayACB.app
501 5741 5705 0 9:05PM ttys000 0:00.00 grep java
```

5.3.2 Option 2: Stop and Start

- To **stop** the scheduler service, use the command highlighted in **red**. Use the **ps** command to check if the scheduler service has stopped running.

```
admins-Mac:~ admin$ sudo launchctl unload -F /Applications/AhsayACB.
app/bin/com.cb.scheduler.plist
admins-Mac:~ admin$ ps -ef|grep java
501 5842 5793 0 9:23PM ttys000 0:00.01 grep java
admins-Mac:~ admin$
```

- Use the command highlighted in **red** to **start** the scheduler service then use the **ps** command. You will see that the scheduler service is running, highlighted in **red**.

```
admins-Mac:~ admin$ sudo launchctl load -F /Applications/AhsayACB.app/
bin/com.cb.scheduler.plist
admins-Mac:~ admin$ ps -ef|grep java
0 5805 1 0 9:21PM ?? 0:01.92 /Applications/AhsayACB.app/jvm/bin/java -
Xms128m -Xmx768m -Djava.class.path=/Applications/AhsayACB.app
/bin:/Applications/AhsayACB.app/bin/cbs.jar -Djava.library.path=/Appli
cations/AhsayACB.app/bin cbs /Applications/AhsayACB.app
501 5811 5793 0 9:21PM ttys000 0:00.00 grep java
```


5.4 RunLevel Symlink Check

During installation, the following symlinks to the scheduler startup script **/Applications/AhsayACB.app/bin/com.cb.scheduler.plist** will be created that allows the AhsayACB Scheduler Service to automatically start each time the machine is rebooted or restarted.

To verify if the symlinks have been created correctly, use the **ls** command. You will see the symlink, highlighted in **red**.

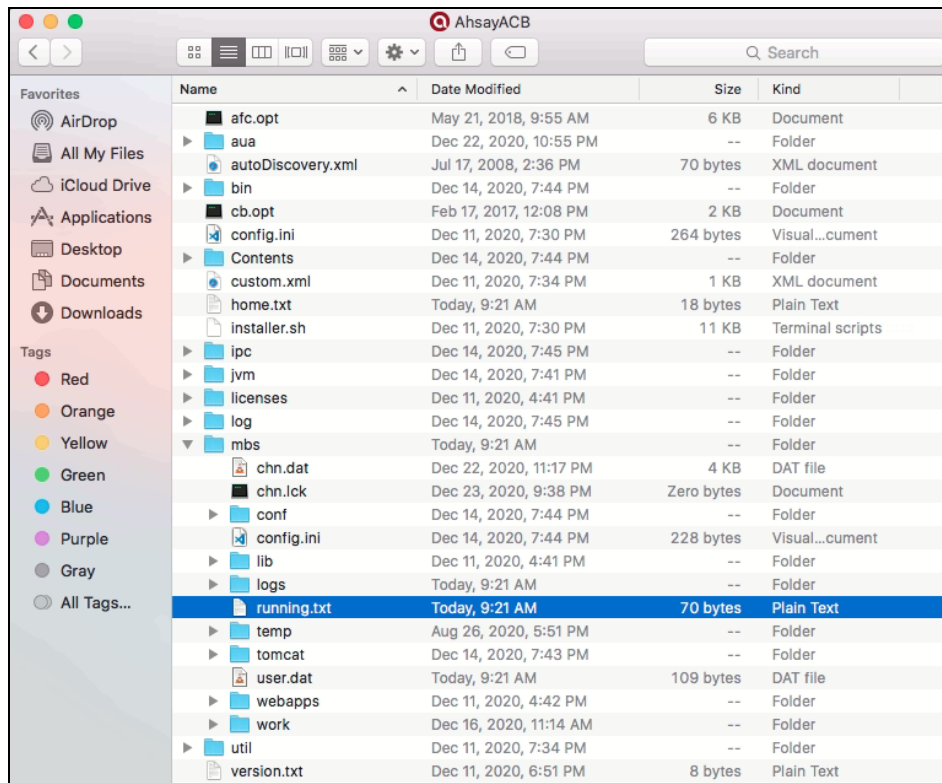
```
admins-Mac:~ admin$ ls -la /Library/LaunchDaemons/  
total 16  
drwxr-xr-x+ 62 root wheel 2108 Apr  5 01:56 ..  
lrwxr-xr-x  1 root wheel 53 May 15 03:07 com.AhsayACB.scheduler.plist  
-> /Applications/AhsayACB.app/bin/com.cb.scheduler.plist  
admins-Mac:~ admin$
```

5.5 Mobile Backup Server (MBS) Status Check and Ahsay Mobile app Connection Check

Although the Mobile Backup Server (MBS) will be activated automatically when a mobile device installed with the Ahsay Mobile app is successfully registered for mobile backup with AhsayACB.

Before starting a backup on your mobile device, check the following first:

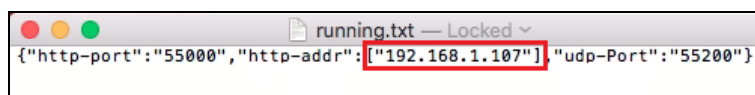
1. Check HTTP port, IP address and UDP port in the **running.txt** file. Go to mbs folder. Example: /Applications/AhsayACB.app/mbs



NOTE

If the "running.txt" file does not exist, then the MBS is not running. Restart the AhsayACB services.

After opening the file, it will show the HTTP port, IP address and UDP port which are in actual use by the MBS.



- Open the Terminal and check if the IP address captured in the running.txt file is the correct IP address of the machine where AhsayACB is installed.

```

MacBook-Pro:~ admin$ ifconfig
lo0: flags=8049<UP,LOOPBACK,RUNNING,MULTICAST> mtu 16384
options=3<RXCSUM,TXCSUM>
inet6 ::1 prefixlen 128
inet 127.0.0.1 netmask 0xff000000
inet6 fe80::1%lo0 prefixlen 64 scopeid 0x1
nd6 options=1<PERFORMNUD>
gif0: flags=8010<POINTOPOINT,MULTICAST> mtu 1280
stf0: flags=0<> mtu 1280
en0: flags=8863<UP,BROADCAST,SMART,RUNNING,SIMPLEX,MULTICAST> mtu 1500
options=10b<RXCSUM,TXCSUM,VLAN_HWTAGGING,AV>
ether 3c:07:54:54:86:c5
nd6 options=1<PERFORMNUD>
media: autoselect (none)
status: inactive
en1: flags=8863<UP,BROADCAST,SMART,RUNNING,SIMPLEX,MULTICAST> mtu 1500
ether 68:a8:6d:29:05:8e
inet6 fe80::6aa8:6dff:fe29:58%en1 prefixlen 64 duplicated scopeid 0x5
inet 192.168.1.107 netmask 0xfffff00 broadcast 192.168.1.255
nd6 options=9<PERFORMNUD,IFDISABLED>
media: autoselect
status: active
en2: flags=963<UP,BROADCAST,SMART,RUNNING,PROMISC,SIMPLEX> mtu 1500
options=60<TS04,TS06>
ether d2:00:1e:bb:74:80
media: autoselect <full-duplex>
status: inactive
fw0: flags=8863<UP,BROADCAST,SMART,RUNNING,SIMPLEX,MULTICAST> mtu 4078
lladdr a4:b1:97:ff:fe:eb:b7:48
nd6 options=1<PERFORMNUD>
media: autoselect <full-duplex>
status: inactive
p2p0: flags=8843<UP,BROADCAST,RUNNING,SIMPLEX,MULTICAST> mtu 2304
ether 0a:a8:6d:29:05:8e
media: autoselect
status: inactive

```

- To verify the actual HTTP port used by MBS, type the command:
netstat -vanp tcp \ | grep 55000.

```

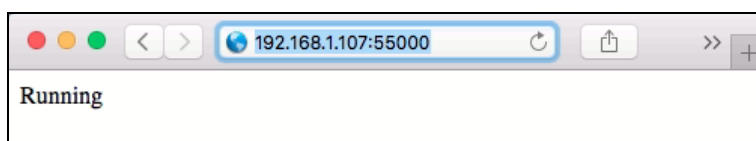
MacBook-Pro:~ admin$ netstat -vanp tcp \ | grep 55000
Active Internet connections (including servers)
Proto Recv-Q Send-Q Local Address Foreign Address (state) rhiwat shiwat pid epid
tcp4 0 0 192.168.1.107.49496 125.5.184.164.80 ESTABLISHED 131072 131860 67 0
tcp4 0 0 192.168.1.107.49494 125.5.184.164.80 CLOSE_WAIT 32768 32768 64 0
tcp4 0 0 192.168.1.107.49493 125.5.184.164.80 CLOSE_WAIT 32768 32768 67 0
tcp4 0 0 127.0.0.1.65050 *.* LISTEN 131072 131072 64 0
tcp46 0 0 *.55000 *.* LISTEN 131072 131072 64 0
tcp4 0 49 192.168.1.107.49438 192.168.1.111.7070 ESTABLISHED 262144 131072 85 0
tcp4 0 0 *.49244 *.* LISTEN 131072 131072 85 0
tcp4 0 0 192.168.1.107.49253 17.188.134.202.5223 ESTABLISHED 131072 131860 92 0
tcp4 0 0 192.168.1.107.49244 139.99.121.132.80 ESTABLISHED 131072 1048576 85 0
tcp4 0 0 192.168.1.107.49242 17.57.145.52.5223 ESTABLISHED 131072 1048576 92 0
tcp4 0 0 127.0.0.1.64050 *.* LISTEN 131072 131072 67 0
tcp46 0 0 *.54000 *.* LISTEN 131072 131072 67 0
tcp4 0 0 *.7070 *.* LISTEN 131072 131072 85 0

```

- Make sure that your firewall setting allows network traffic through the following HTTP and UDP ports to ensure that the communication between your machine and mobile device is successful: HTTP Port: 55000 to 55099 and UDP Port: 55200 to 55299. Otherwise, mobile backup and restore will not work.
- To perform a status check on the MBS. Open a browser on the AhsayACB machine and type the IP address, followed by the TCP port.

For example: If the HTTP port used is 55000, <http://192.168.1.107:55000>, you should get the following result which shows “Running” status. This means the MBS is running.

In the AhsayACB machine



- To run a connection test between the mobile device and machine open a browser in your mobile device and type the IP address followed by the TCP port.

For example: If the HTTP port used is 55000, http://192.168.1.107:55000, you should get the following result which shows “Running” status. This means the Ahsay Mobile app can successfully connect to the MBS and both backup and restore can proceed on the mobile device.

In the mobile device



6 Register device for 2FA in AhsayACB

Starting with AhsayACB v8.5.0.0, you will find two new features introduced with this latest version which are the Mobile Backup and Two-Factor Authentication.

There are two types of Authenticator that can be used to register a device for 2FA in AhsayACB such as Ahsay Mobile Authenticator and Third-party TOTP Authenticator (e.g., Microsoft Authenticator, Google Authenticator, Authy, Duo, and LastPass Authenticator, etc.).

2FA registration steps using the different types of authenticator will be discussed in this chapter.

- [Using Ahsay Mobile Authenticator](#)
 - Supports two types of authentication:
 - i) Push Notification
 - ii) TOTP
 - Can be configured to support two 2FA modes:
 - i) Push Notification and TOTP (default mode)
 - or
 - ii) TOTP only
- [Using Microsoft Authenticator](#)
- [Using Google Authenticator](#)

6.1 Using Ahsay Mobile Authenticator

To register a device for 2FA in AhsayACB using Ahsay Mobile, here are the two scenarios:

- [Without Mobile Add-on Module](#)
- [With Mobile Add-on Module](#)

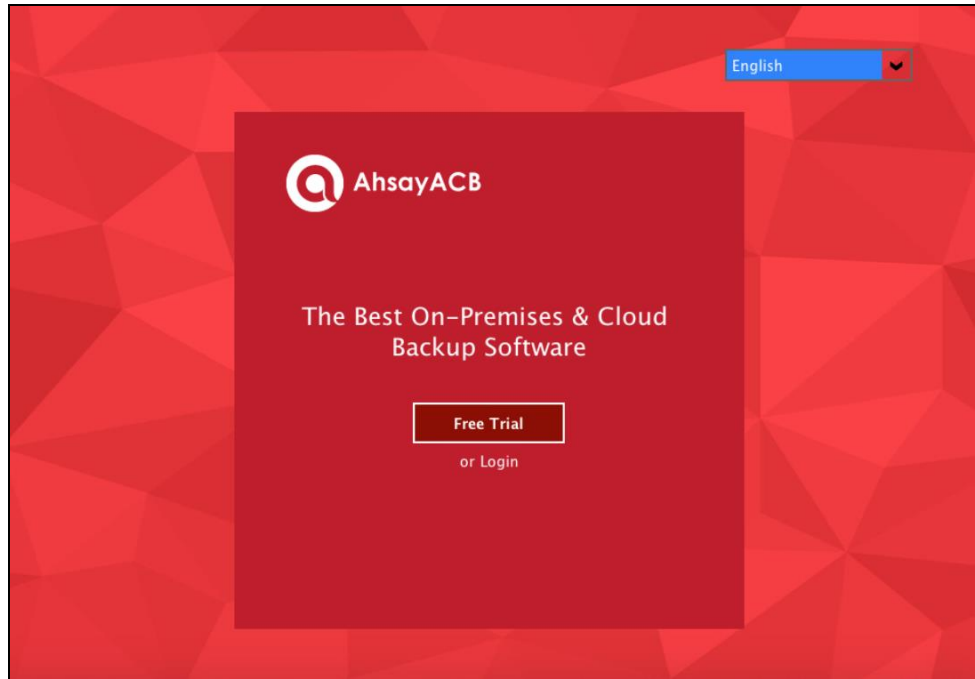
6.1.1 Without Mobile Add-on Module

To register a device for 2FA without Mobile Add-on Module, please follow the steps below:

1. A shortcut icon of AhsayACB will be available on your desktop after installation. Double-click the icon to launch the application.



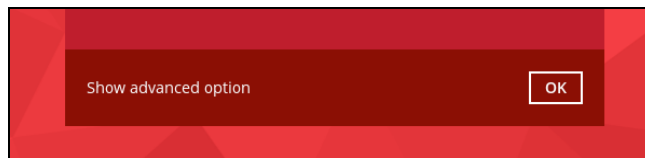
2. The Free Trial Registration option may be displayed when you login for the first time. If you want to create a free trial account please proceed to [Appendix C](#). Otherwise, click **Login** if you already have an AhsayACB account.



NOTE

The Free Trial Registration option may not be available. This depends on the settings of your backup service provider. Please contact your backup service provider for more information.

3. The **Show advanced option** may not be available if the backup server settings are already setup by your backup service provider. Please contact your backup service provider for more information.



Backup Server

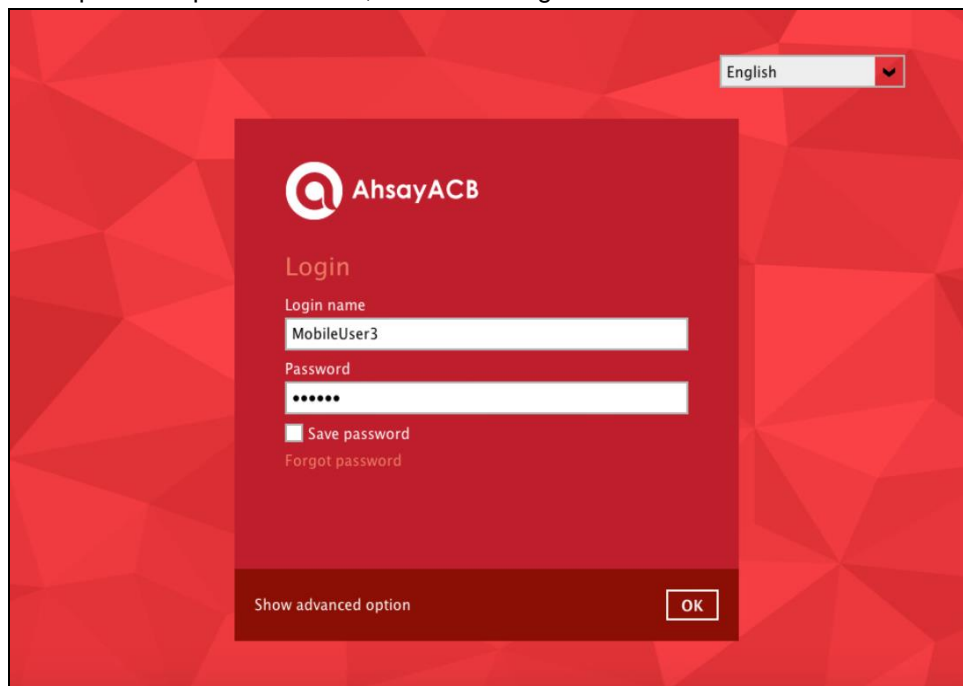
https 10.3.0.101

Proxy (HTTP)

Use proxy to access the Internet

Off

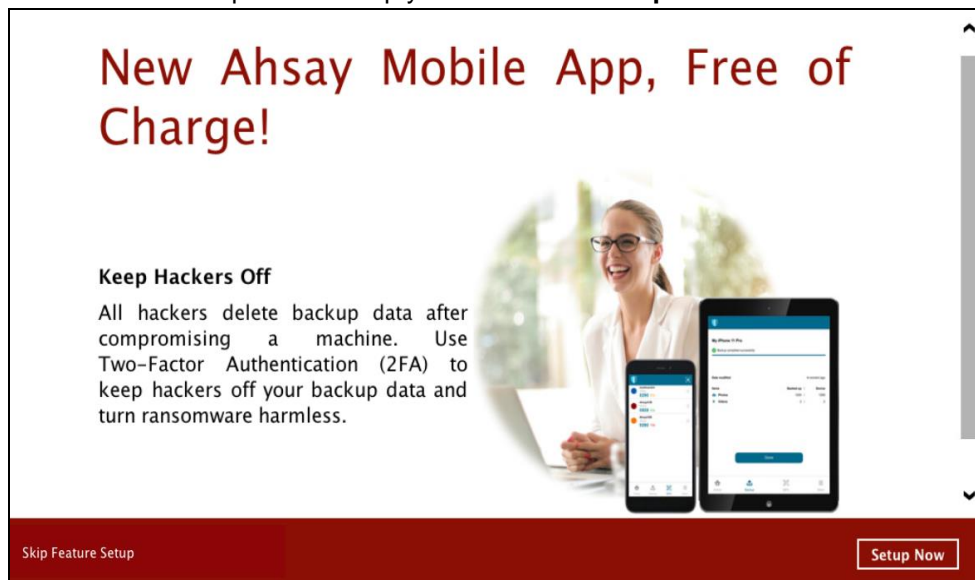
4. Enter the login name and password of your AhsayACB account provided by your backup service provider. Then, click **OK** to log in.



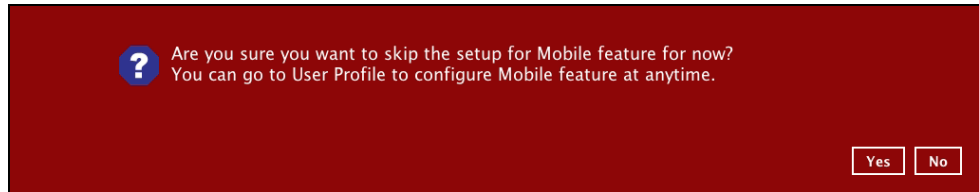
NOTE

The Save password option may not be available. This depends on the settings of your backup service provider. Please contact your backup service provider for more information.

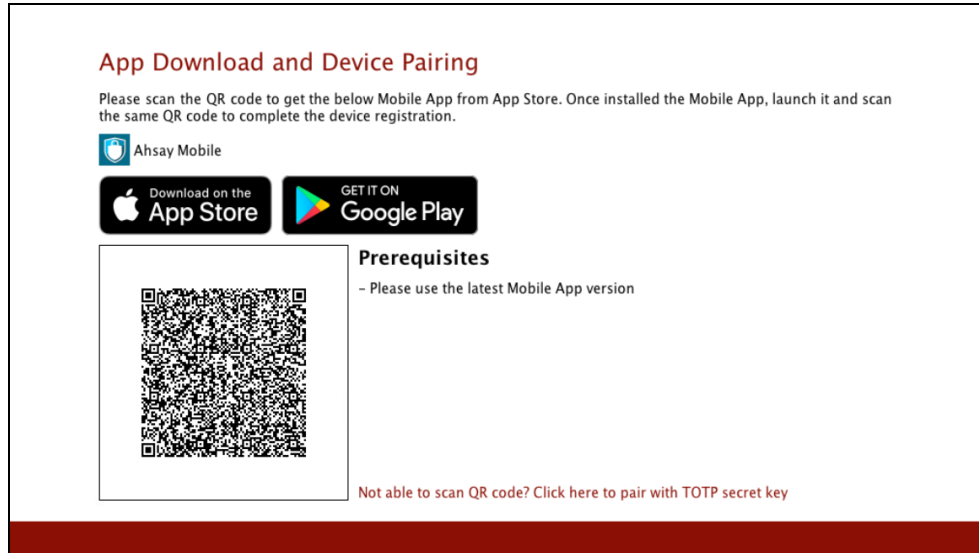
5. You will have the option to set up your 2FA. Click **Setup Now**.



If you do not want to set up the 2FA feature, click the **Skip Feature Setup** link. If you click **Yes** in the pop-up message that will be displayed, it will skip to **step 8**. Otherwise, click **No** to continue with the set-up of the 2FA feature.



6. Download the Ahsay Mobile app from the App Store / Google Play Store.



7. Ahsay Mobile supports two types of authentication method:

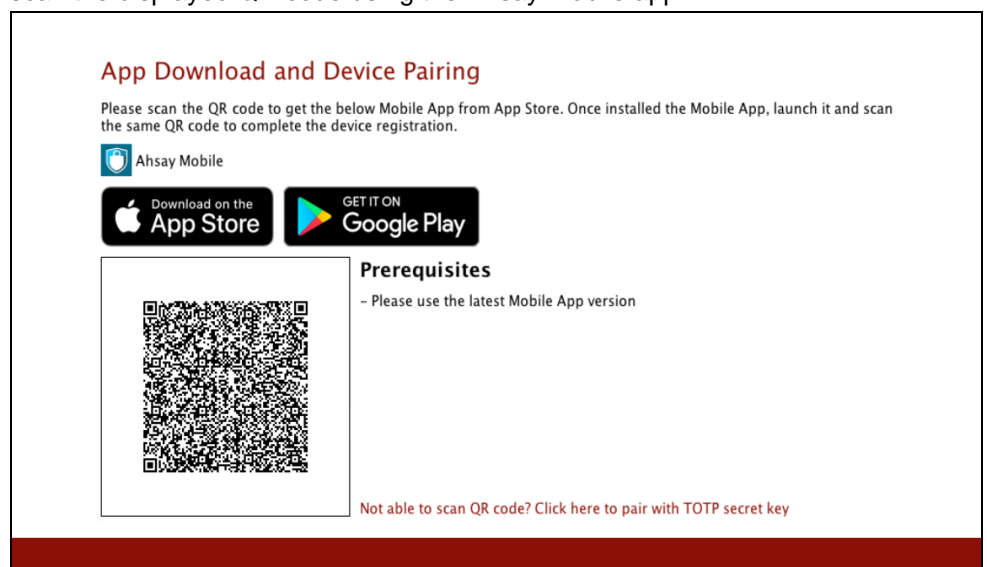
- Push Notification
- TOTP

Ahsay Mobile can be configured to support two 2FA modes:

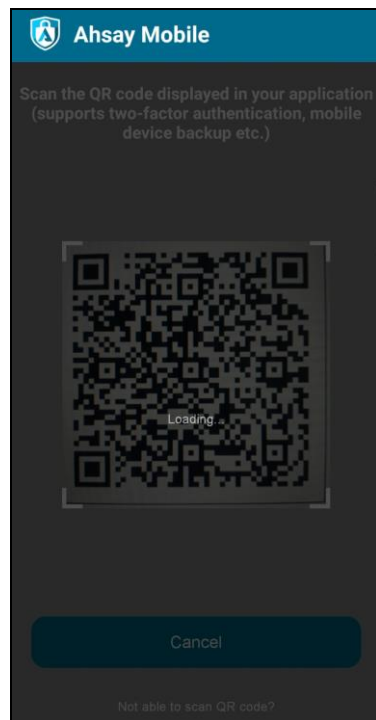
- [Push Notification and TOTP \(default mode\)](#)
- or
- [TOTP only](#)

Push Notification and TOTP (default mode)

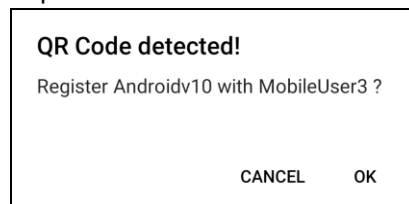
- i. To configure Push Notification and TOTP 2FA with Ahsay Mobile, simply scan the displayed QR code using the Ahsay Mobile app.



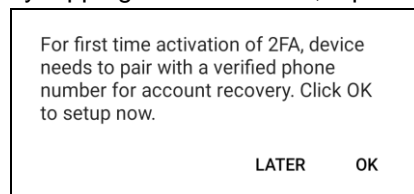
- ii. In this example, the Ahsay Mobile app is installed on a mobile device named "Androidv10".



Tap **OK** to continue.




Once the device is successfully paired, the following message will be displayed in the Ahsay Mobile app. You can set up a recovery number here that will be used in case of "Authentication Recovery" procedure by tapping **OK**. Otherwise, tap **LATER** to set it up later on.



- iii. After successful scan of the QR code, you have now registered Ahsay Mobile for Push Notification and TOTP 2FA. Click **OK** to continue.

Mobile Setup

You have registered Androidv10 for the following feature:

 Two-Factor Authentication

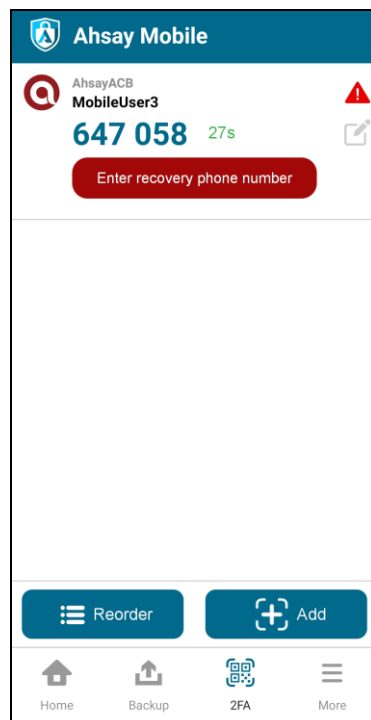
OK

Phone number verification for account recovery

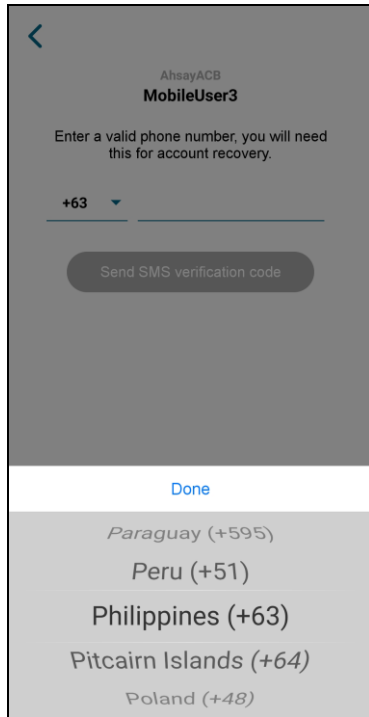
- iv. In the Ahsay Mobile app, go to 2FA then enter the phone number for account recovery. Tap **Enter recovery phone number**.

NOTE

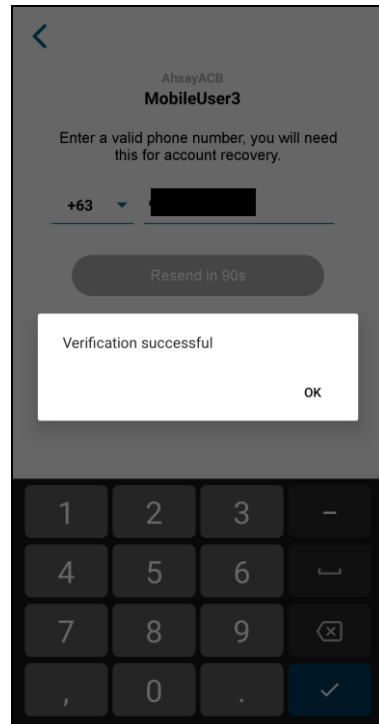
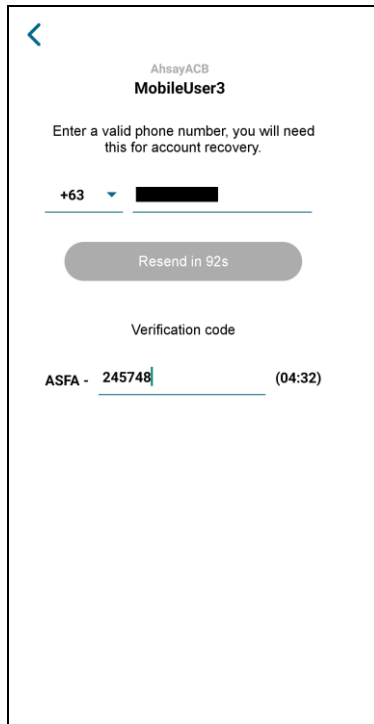
Although push notification and TOTP will still work if the recovery phone number registration is not completed, it is still strongly recommended to complete **step iv** as you will not be able to access the AhsayACB if you lose your mobile device which also means loss of access to backup data.



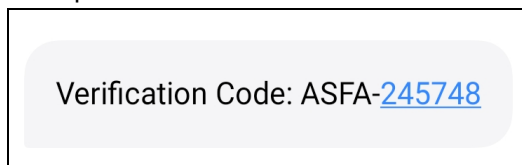
Select your country code and enter your phone number. Tap **Send SMS verification code**.



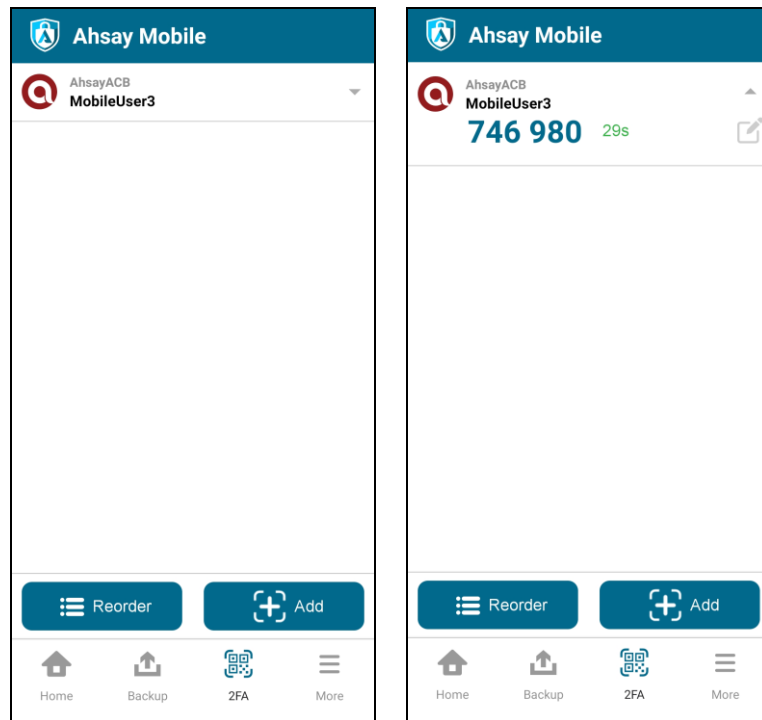
Enter the verification code sent to your mobile device.



Example of verification code:



Your phone number for account recovery is successfully verified.






TOTP only

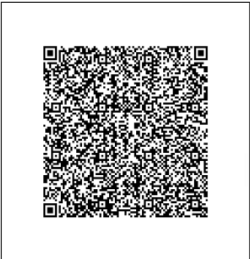
- i. To configure a TOTP only 2FA with Ahsay Mobile, click the **“Not able to scan QR code? Click here to pair with TOTP secret key”** link.

App Download and Device Pairing

Please scan the QR code to get the below Mobile App from App Store. Once installed the Mobile App, launch it and scan the same QR code to complete the device registration.





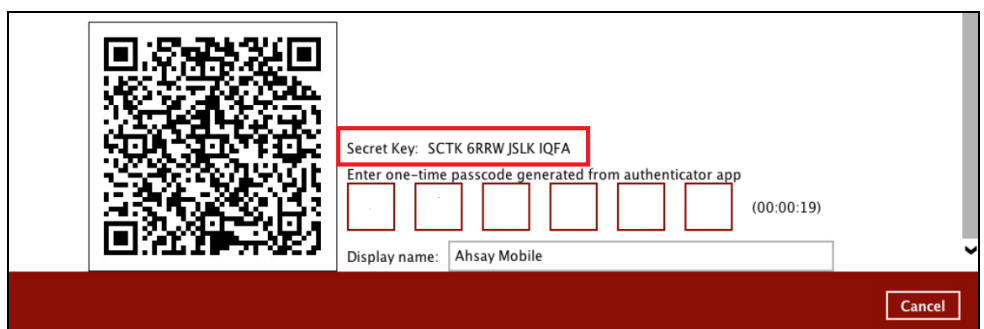
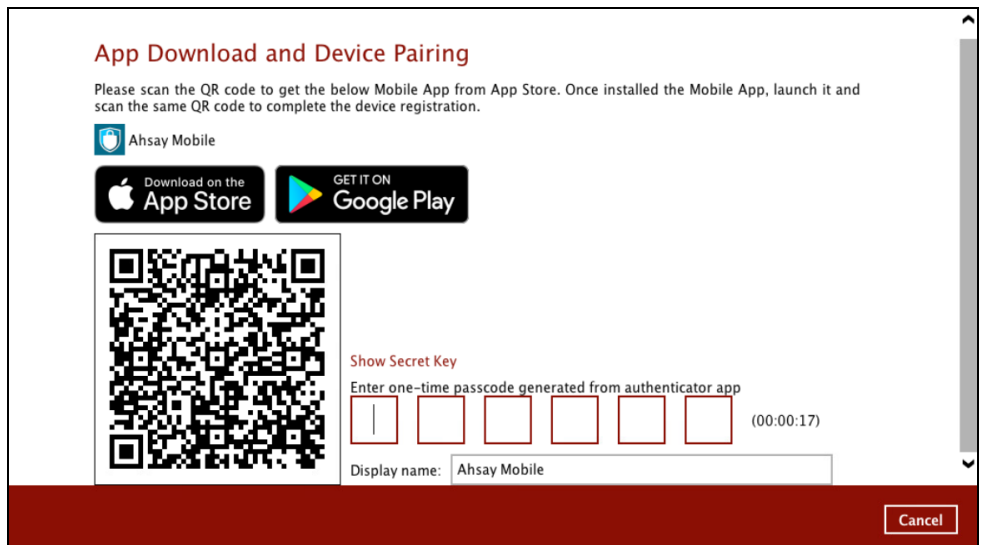
Prerequisites

- Please use the latest Mobile App version

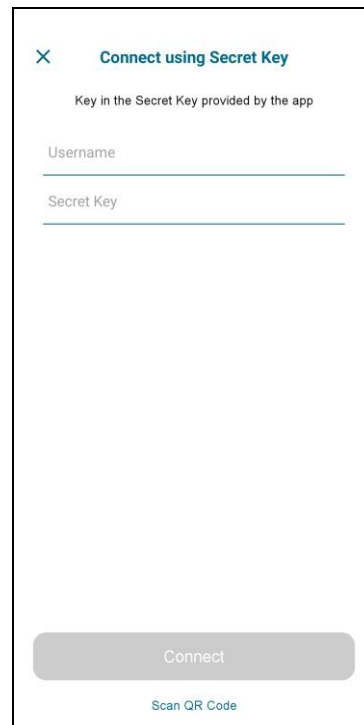
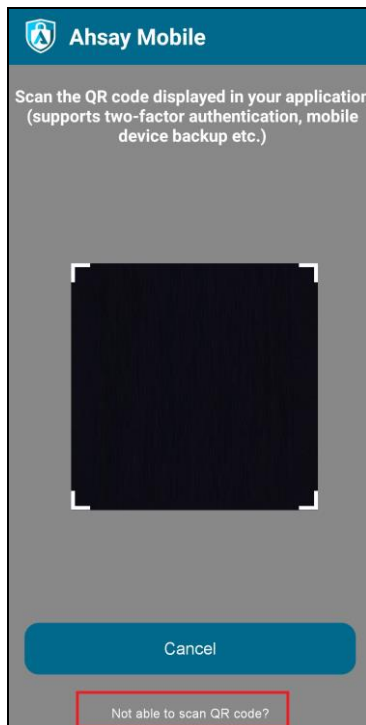
[Not able to scan QR code? Click here to pair with TOTP secret key](#)

- ii. After clicking the **“Not able to scan QR code? Click here to pair with TOTP secret key”** link, the QR code for the TOTP only authenticator will be displayed.

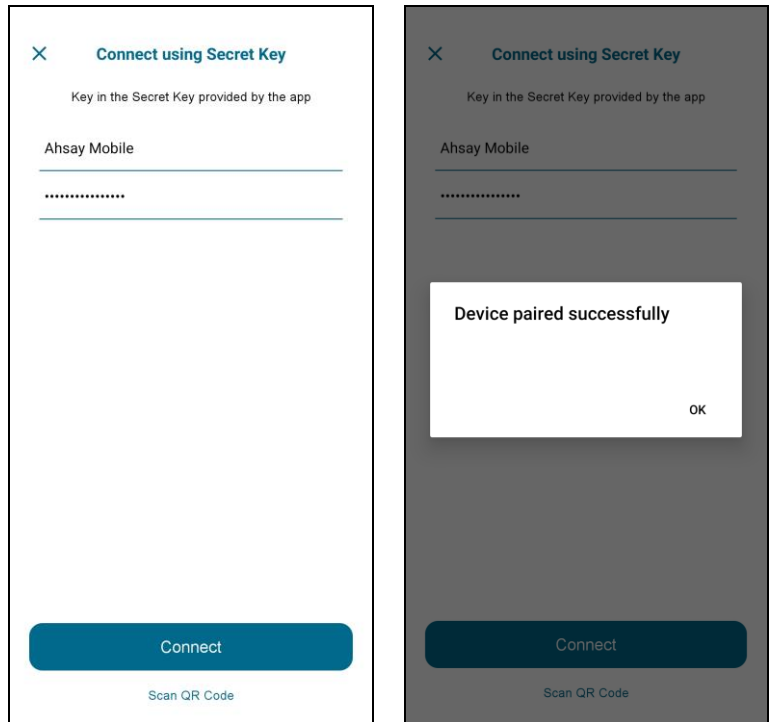
To show the secret key, click the **Show Secret Key** link to display the 16-character alphanumeric secret key. The display name will be “Ahsay Mobile” by default.



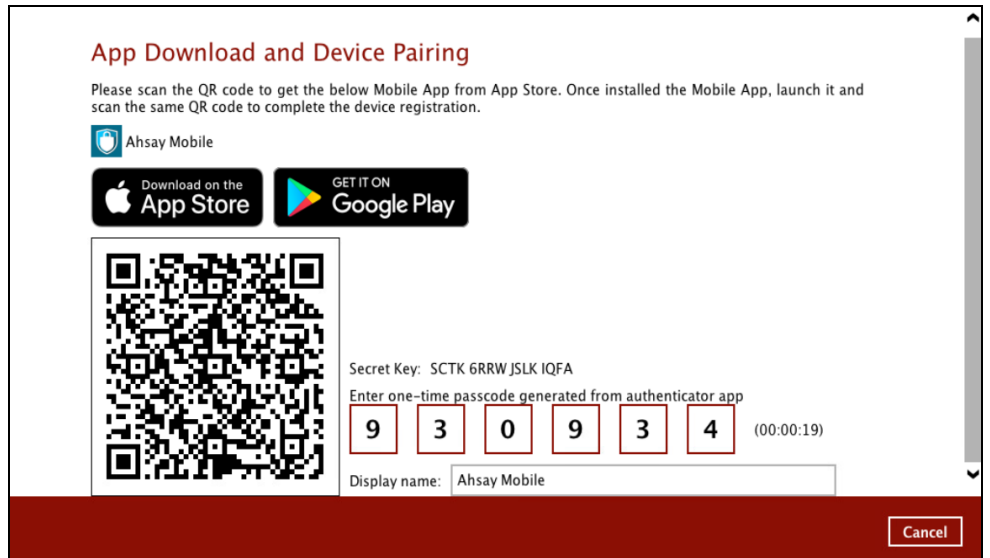
iii. In the Ahsay Mobile app, go to **2FA**. Tap the **Not able to scan QR code?** link.



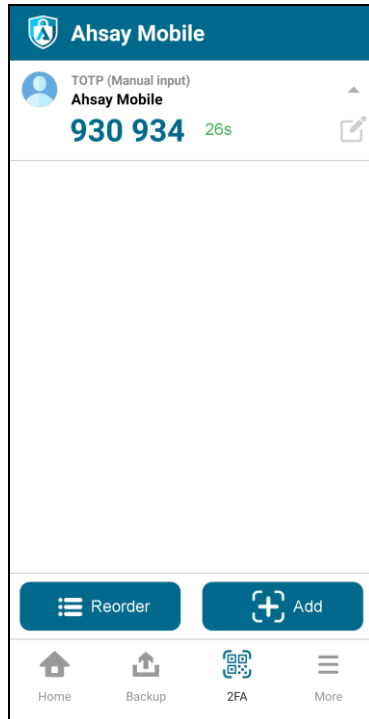
iv. Enter the Username and Secret Key shown in the AhsayACB then tap **Connect**. Once the device is paired successfully, click **OK** to continue.



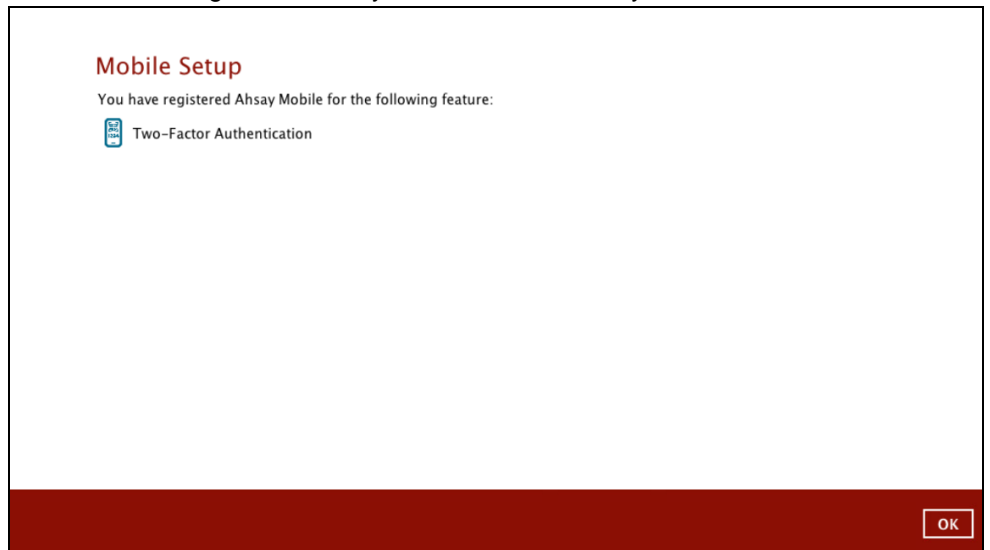
- v. Enter the one-time passcode from the Ahsay Mobile app.



Example of the one-time passcode generated by Ahsay Mobile:



- vi. Once the registration is successful, the following screen will be displayed. You have now registered Ahsay Mobile for TOTP only 2FA.



NOTE

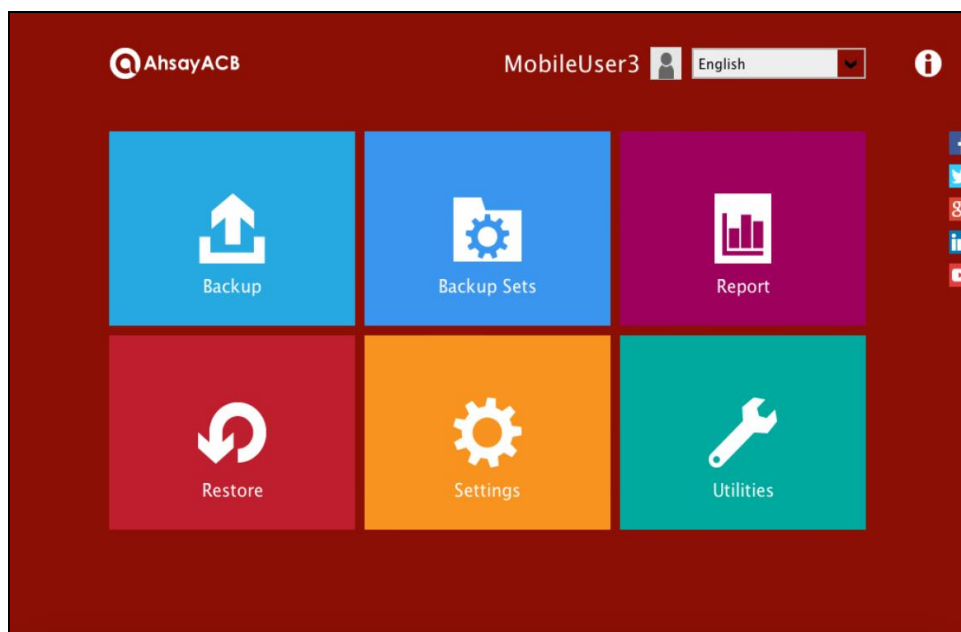
In case device pairing takes a while, session timeout message will be displayed. Just click **OK** to resume with the device pairing.

Mobile Setup

Due to session timeout, Two-Factor Authentication feature failed to be configured.

Click [OK] to configure the feature again.

8. After successful pairing, the following screen will appear.



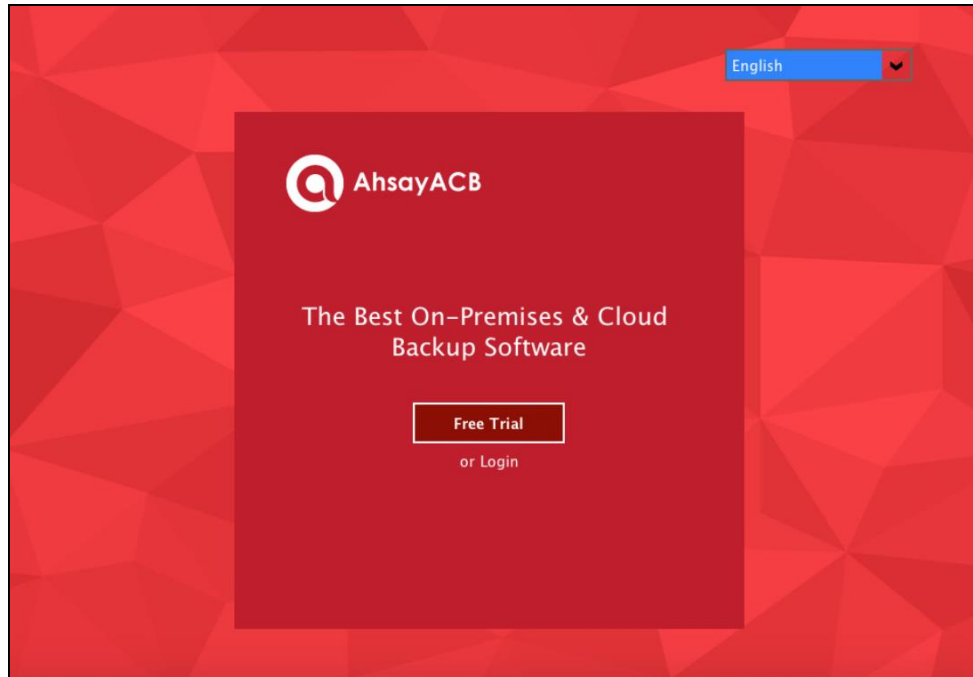
6.1.2 With Mobile Add-on Module

To register a device for 2FA with Mobile Add-on Module enabled, please follow the steps below:

1. A shortcut icon of AhsayACB will be available on your desktop after installation. Double-click the icon to launch the application.



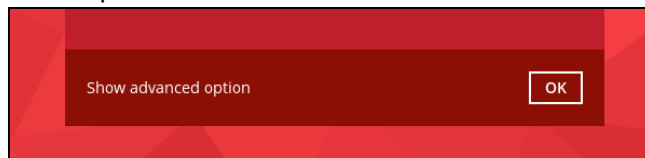
2. The Free Trial Registration option may be displayed when you login for the first time. If you want to create a free trial account please proceed to [Appendix C](#). Otherwise, click **Login** if you already have an AhsayACB account.



NOTE

The Free Trial Registration option may not be available. This depends on the settings of your backup service provider. Please contact your backup service provider for more information.

3. The **Show advanced option** may not be available if the backup server settings are already setup by your backup service provider. Please contact your backup service provider for more information.



Backup Server

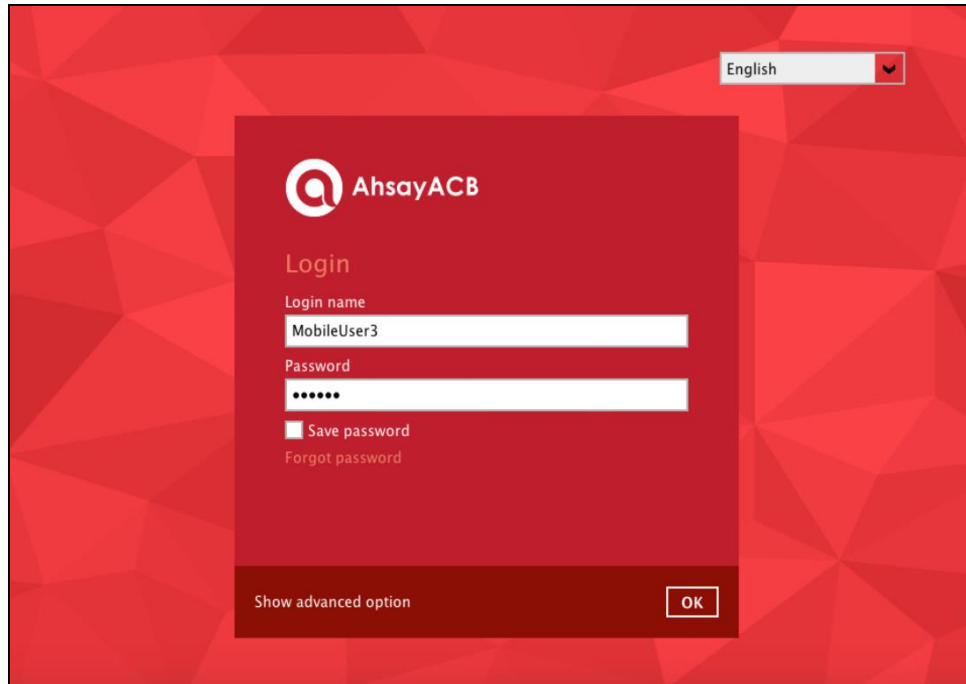
https 10.3.0.101

Proxy (HTTP)

Use proxy to access the Internet

Off

4. Enter the login name and password of your AhsayACB account provided by your backup service provider. Then, click **OK** to log in.



NOTE

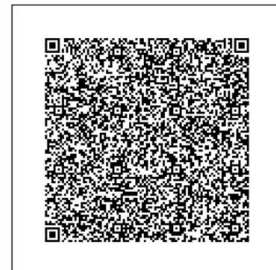
The Save password option may not be available. This depends on the settings of your backup service provider. Please contact your backup service provider for more information.

5. You will have the option to set up your 2FA and mobile backup if the **Mobile Add-on Module is enabled** in the backup account. Click **Setup Now**.

6. Download the Ahsay Mobile app from the App Store / Google Play Store. Ensure that the displayed Prerequisites are met.

App Download and Device Pairing

Please scan the QR code to get the below Mobile App from App Store. Once installed the Mobile App, launch it and scan the same QR code to complete the device registration.

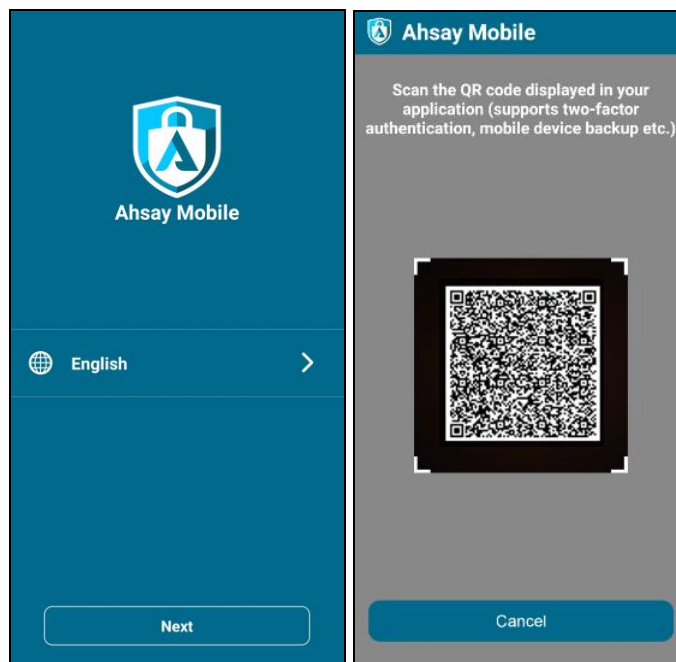


Prerequisites

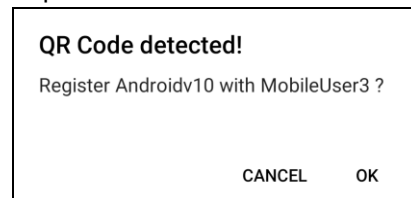
- Please use the latest Mobile App version
- Please make sure below 2 ports are not blocked by any Firewall settings
TCP Port: 55000
UDP Port: 55200

Not able to scan QR code? [Click here to pair with TOTP secret key](#)

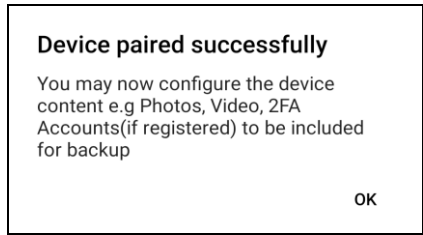
7. By using the Ahsay Mobile app, tap **Next** and scan the QR code displayed in AhsayACB.



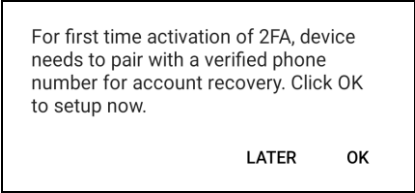
Tap **OK** to continue.



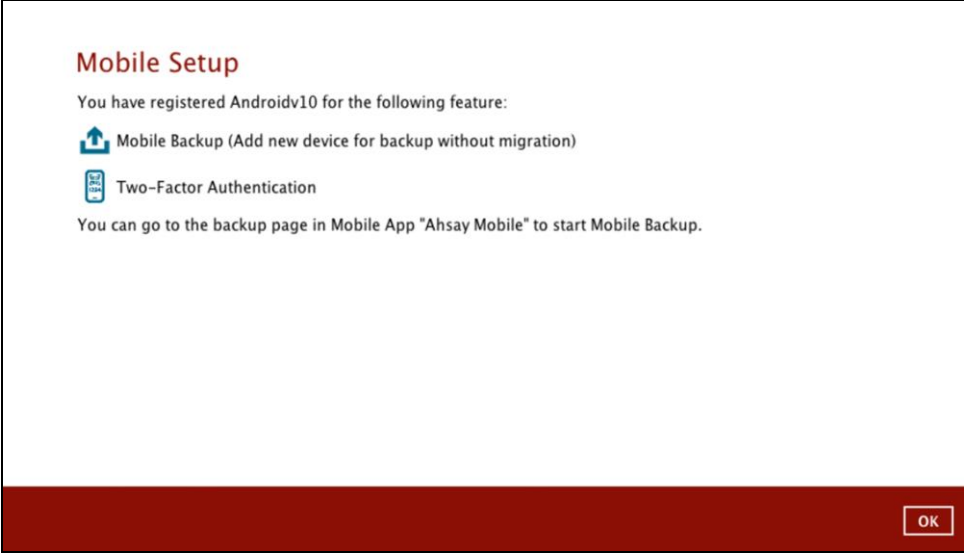
Once the device is successfully paired, the following message will be displayed in the Ahsay Mobile app. Tap **OK** to continue.



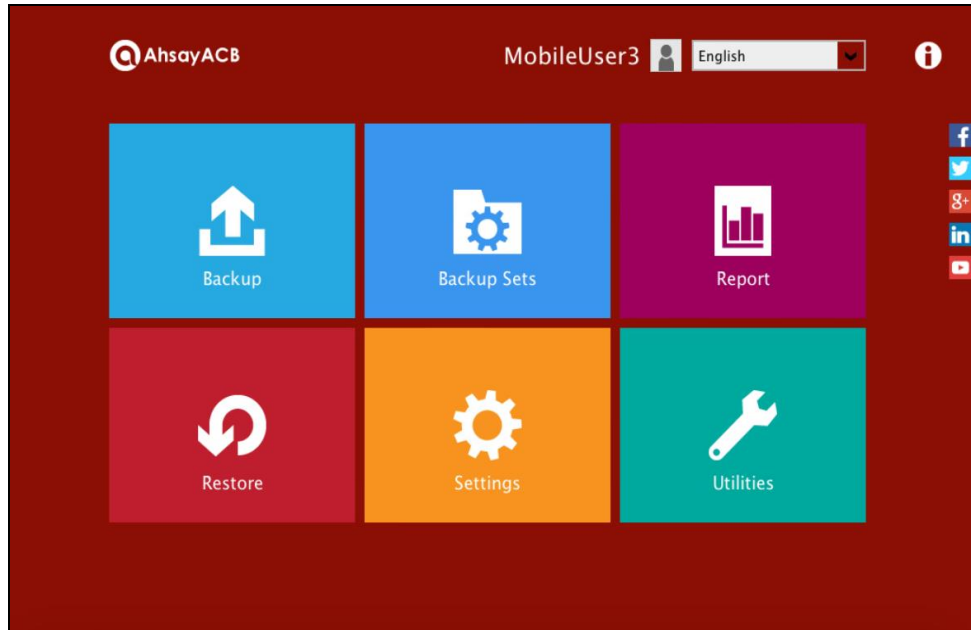
Once the device is successfully paired, the following message will be displayed in the Ahsay Mobile app. You can set up a recovery number here that will be used in case of the “Authentication Recovery” procedure by tapping **OK**. You may refer to [Phone number verification for account recovery](#) in **Chapter 6.1.1** for the following setup. Otherwise, tap **LATER** to set it up later on.



8. After successful scan of the QR code, you have now registered Ahsay Mobile for 2FA (Push Notification and TOTP) and Mobile Backup. Click **OK** to continue.



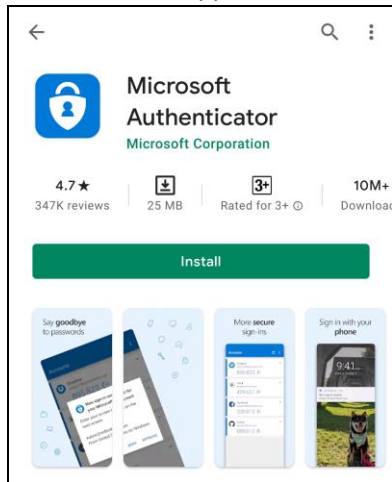
9. After successful pairing, the following screen will appear.



6.2 Using Microsoft Authenticator

To register a device for TOTP 2FA in AhsayACB using Microsoft Authenticator, please follow the steps below:

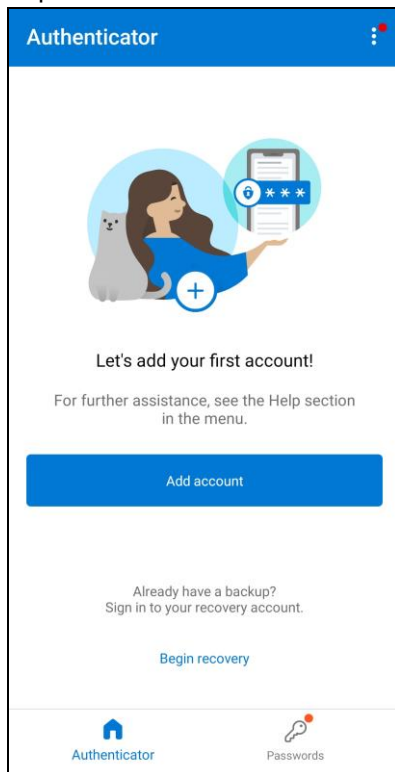
1. Download and install the Microsoft Authenticator from the Play Store for android devices or the App Store for iOS devices.



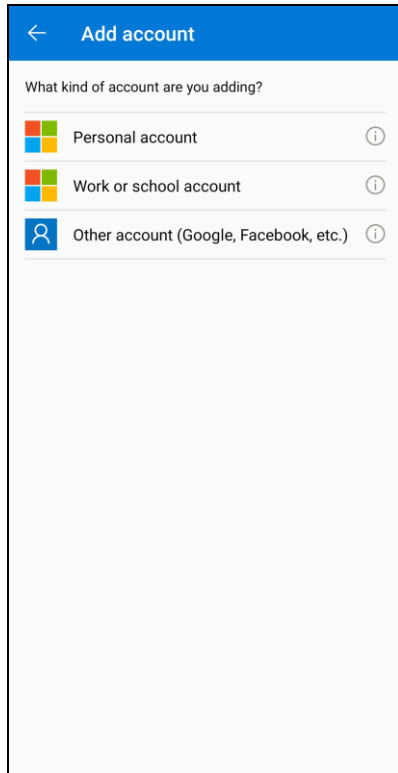
2. Launch the Microsoft Authenticator app.



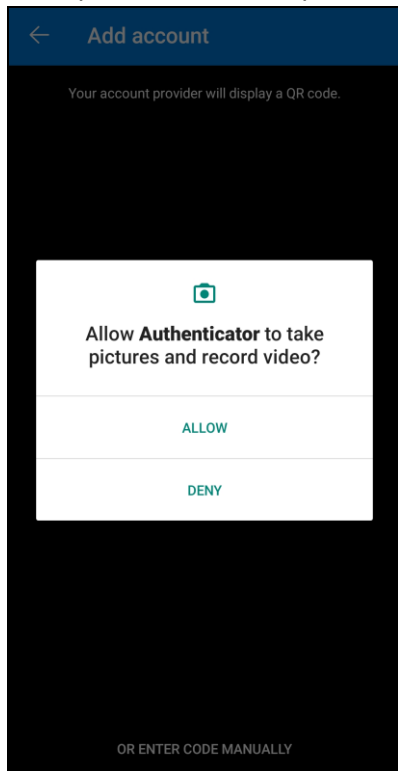
3. Tap **Add account**.



4. Select **Other account (Google, Facebook, etc.)**.



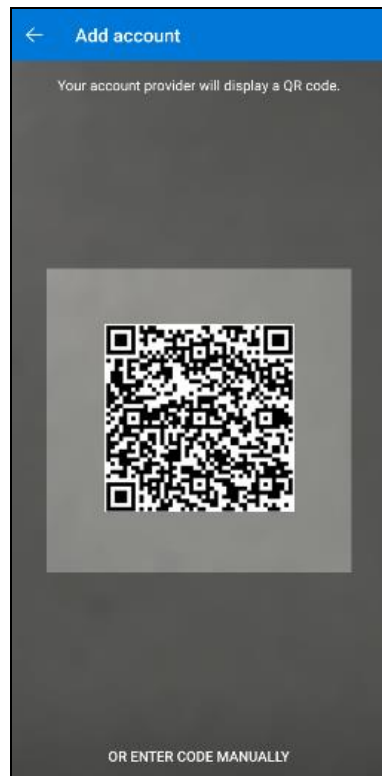
5. Allow permission to take pictures and record video.



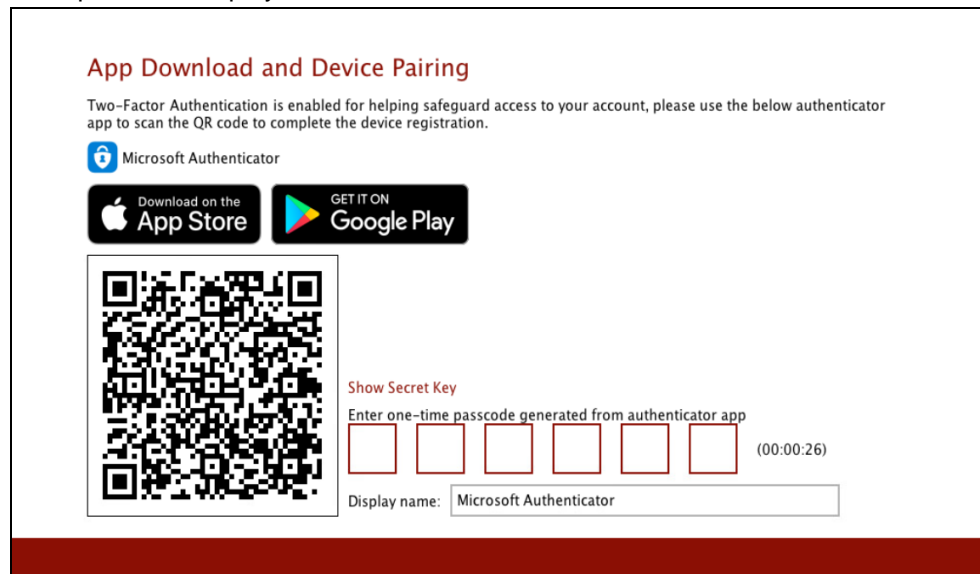
6. Set up the account by selecting from the following methods: Scan the QR code or Enter code manually.

Method 1: Scan the QR code

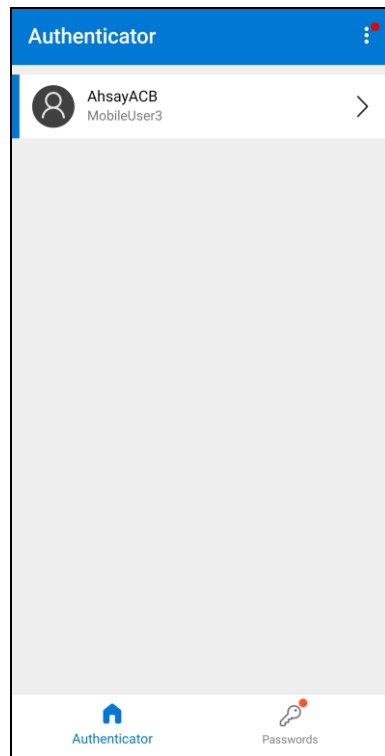
- i. Scan the QR code on AhsayACB.



Example of the displayed QR code:




- ii. The AhsayACB account is successfully added to Microsoft Authenticator and the mobile device is registered in AhsayACB.






- iii. Once the account is added to Microsoft Authenticator, enter the one-time passcode generated from the authenticator app to AhsayACB.

App Download and Device Pairing

Two-Factor Authentication is enabled for helping safeguard access to your account, please use the below authenticator app to scan the QR code to complete the device registration.

 Microsoft Authenticator



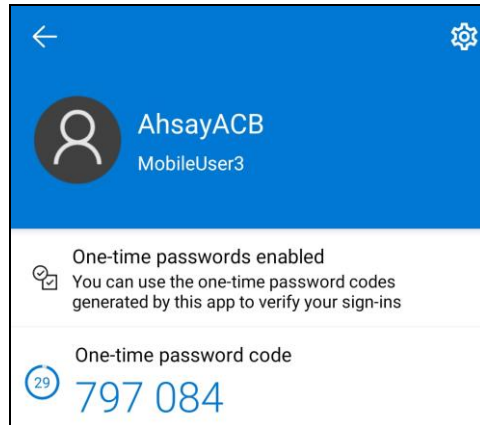
[Show Secret Key](#)

Enter one-time passcode generated from authenticator app

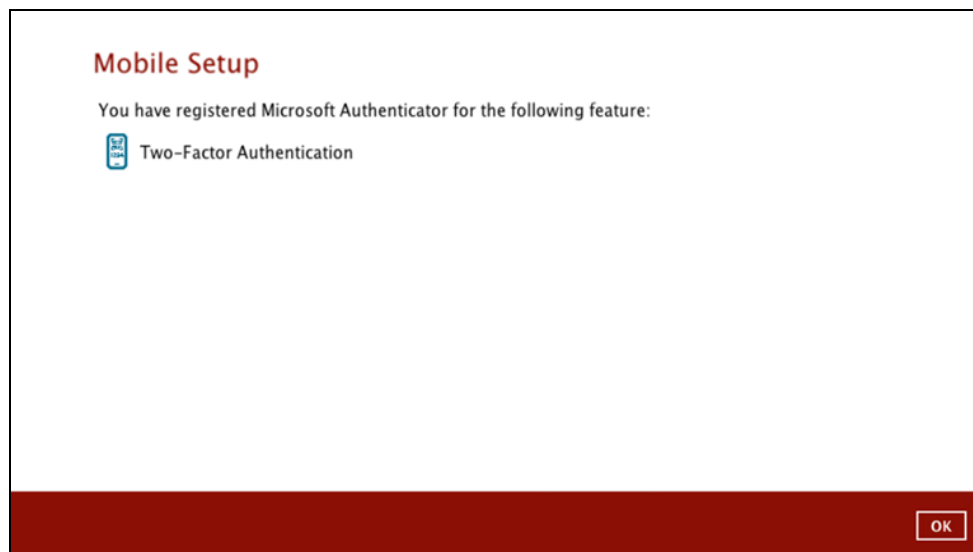
7	9	7	0	8	4	(00:00:26)
---	---	---	---	---	---	------------

Display name:

Example of the one-time passcode generated:



- iv. The device is successfully registered for TOTP 2FA in AhsayACB using Microsoft Authenticator. Click **OK** to continue.



Method 2: Enter Code Manually

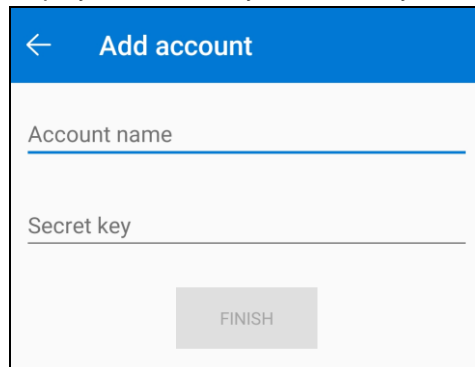
- i. Tap **OR ENTER CODE MANUALLY**.



Click the **Show Secret Key** link in the AhsayACB to display the Secret Key which must be entered manually in the Microsoft Authenticator.



- ii. On the Microsoft Authenticator app, input an account name, then enter the displayed Secret Key in the AhsayACB. Tap **FINISH** to proceed.

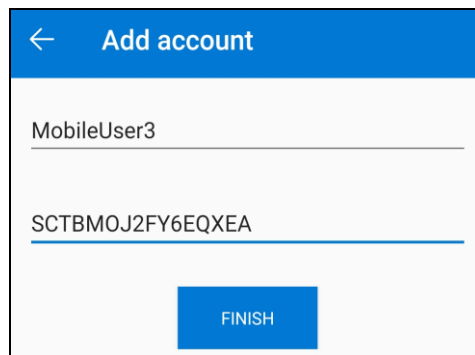


← Add account

Account name

Secret key

FINISH



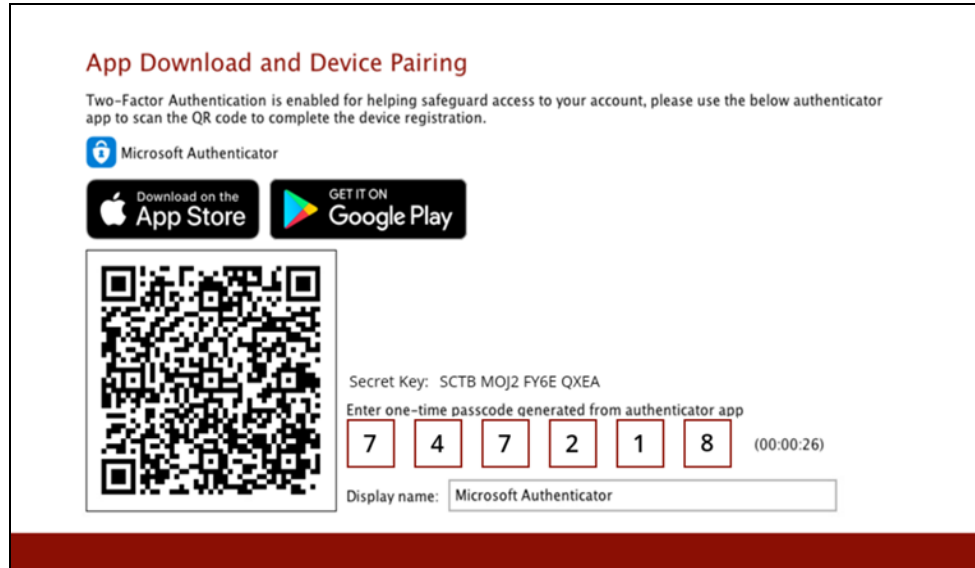
← Add account

MobileUser3

SCTBMOJ2FY6EQXEA

FINISH

- iii. Once the account is added to Microsoft Authenticator, enter the one-time passcode generated from the authenticator app to AhsayACB.




App Download and Device Pairing

Two-Factor Authentication is enabled for helping safeguard access to your account, please use the below authenticator app to scan the QR code to complete the device registration.

Microsoft Authenticator

Download on the App Store GET IT ON Google Play



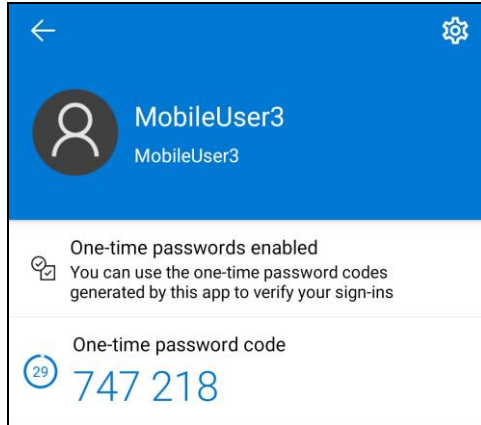
Secret Key: SCTB MOJ2 FY6E QXEA

Enter one-time passcode generated from authenticator app

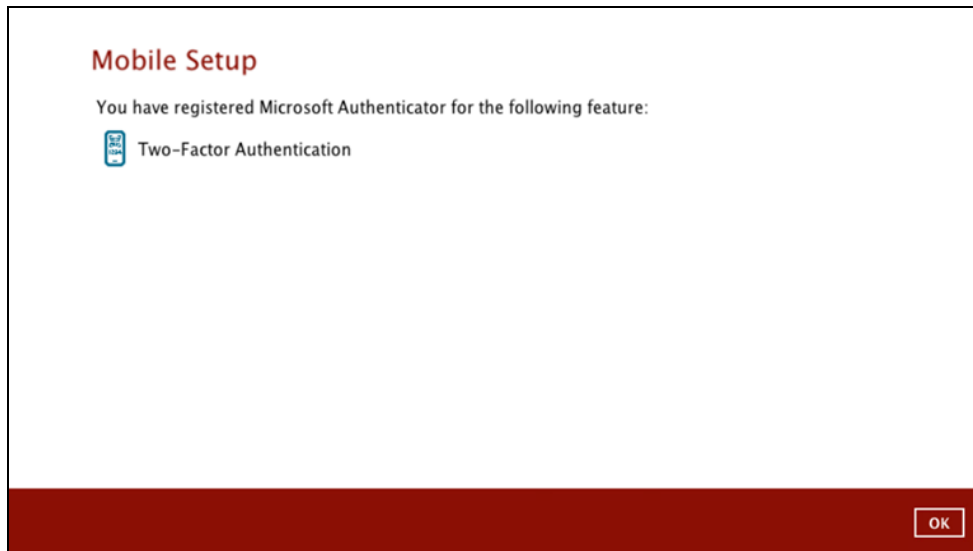
7 4 7 2 1 8 (00:00:26)

Display name: Microsoft Authenticator

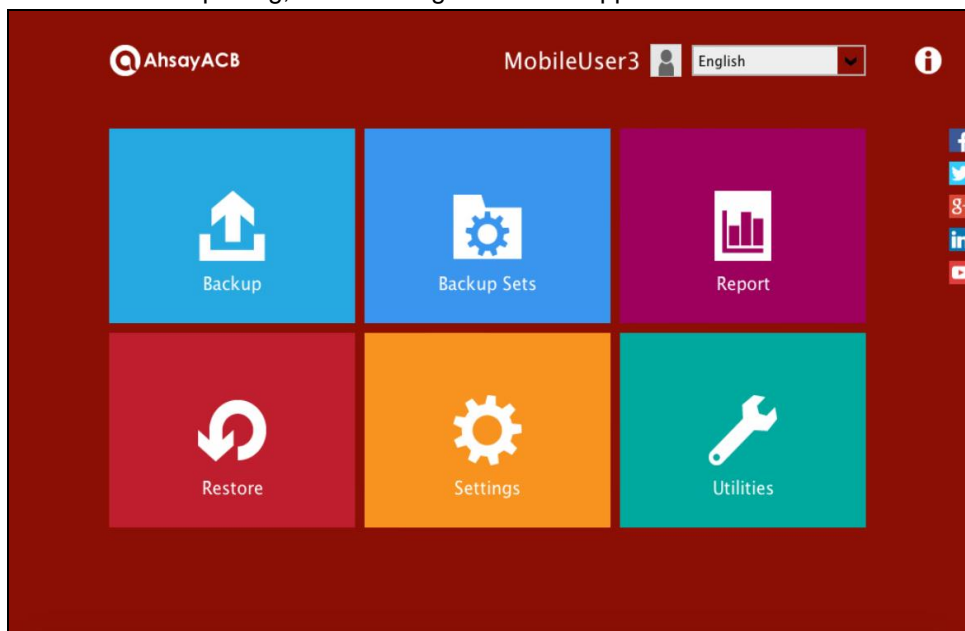
Example of the one-time passcode generated:



- iv. The device is successfully registered for TOTP 2FA in AhsayACB using Microsoft Authenticator. Click **OK** to continue.



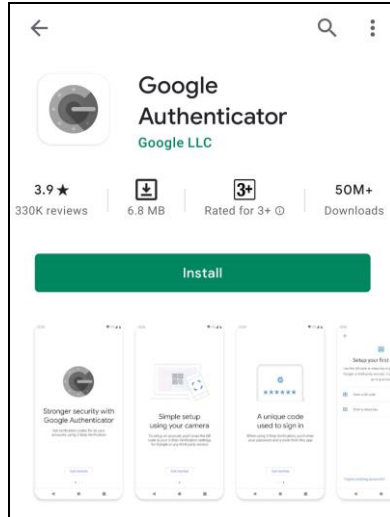
- 7. After successful pairing, the following screen will appear.



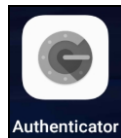
6.3 Using Google Authenticator

To register a device for TOTP 2FA in AhsayACB using Google Authenticator, please follow the steps below:

1. Download and install the Google Authenticator from the Play Store for android devices or the App Store for iOS devices.



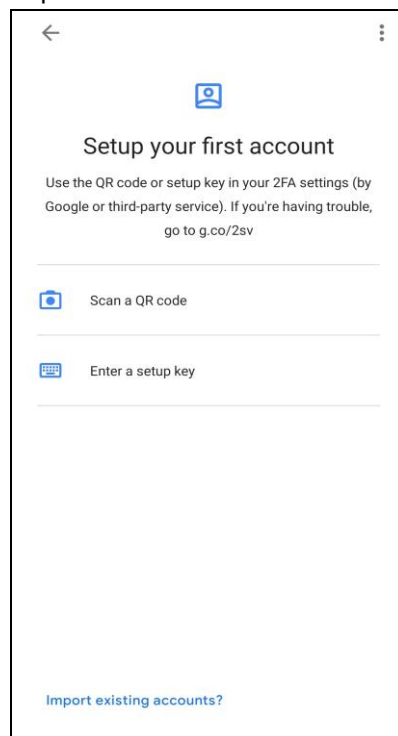
2. Launch the Google Authenticator app.



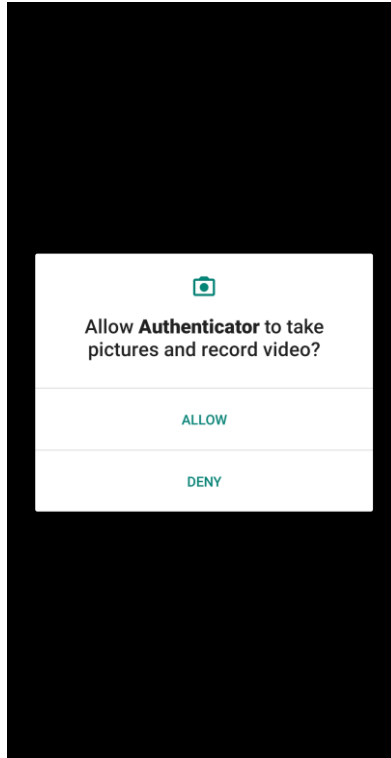
3. Set up the account by selecting from the following methods: Scan the QR code or Enter a setup key manually.

Method 1: Scan the QR code

- i. Tap **Scan a QR code**.



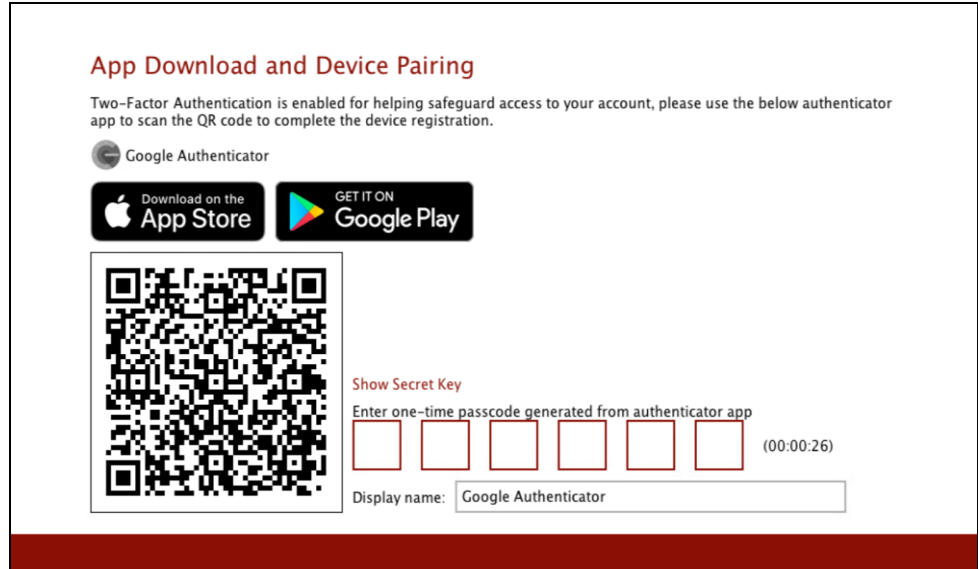
- ii. Allow permission to take pictures and record video.



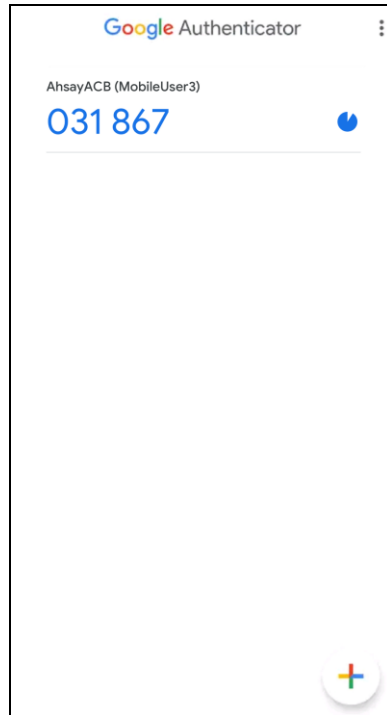
- iii. Scan the QR code on AhsayACB.



Example of the displayed QR code:



- iv. The AhsayACB account is successfully added to Google Authenticator and the mobile device is registered in AhsayACB.




- v. Once the account is added to Google Authenticator, enter the one-time passcode generated from the authenticator app to AhsayACB.

App Download and Device Pairing

Two-Factor Authentication is enabled for helping safeguard access to your account, please use the below authenticator app to scan the QR code to complete the device registration.

Google Authenticator

Download on the App Store | GET IT ON Google Play



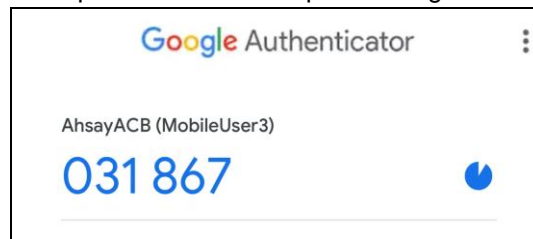
Show Secret Key

Enter one-time passcode generated from authenticator app

0 3 1 8 6 7 (00:00:26)

Display name: Google Authenticator

Example of the one-time passcode generated:



- vi. The device is successfully registered for TOTP 2FA in AhsayACB using Google Authenticator. Click **OK** to continue.

Mobile Setup

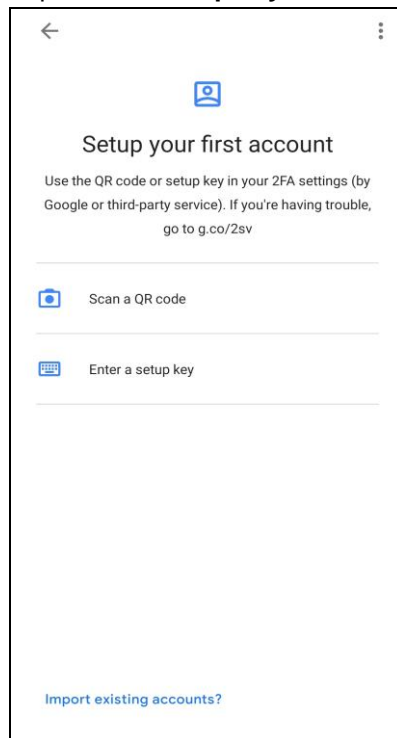
You have registered Google Authenticator for the following feature:

- Two-Factor Authentication

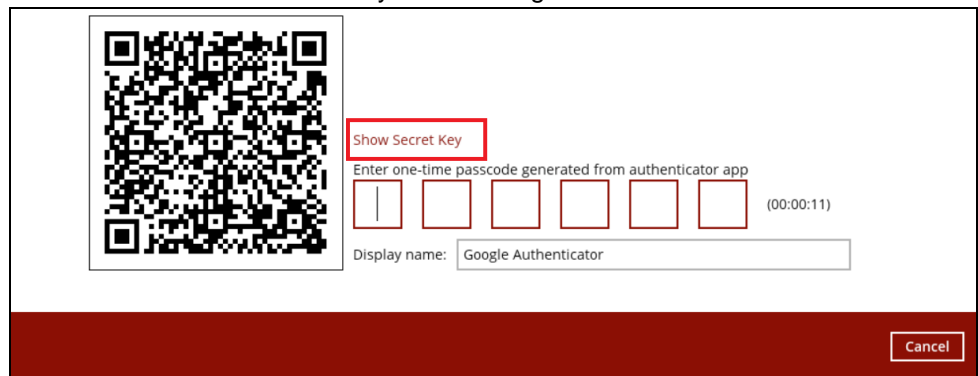
OK

Method 2: Enter a setup key manually

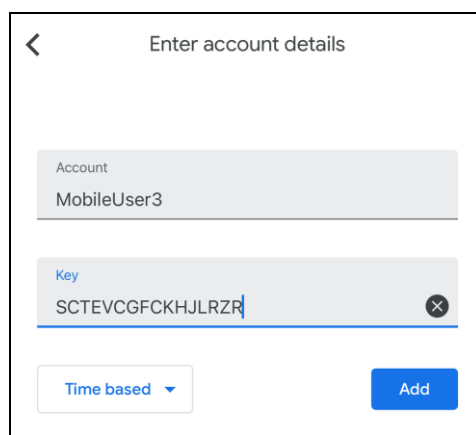
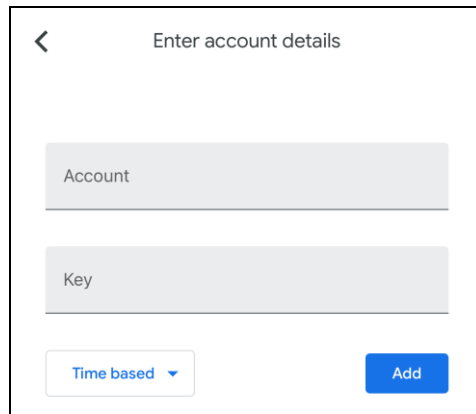
- i. Tap **Enter a setup key**.



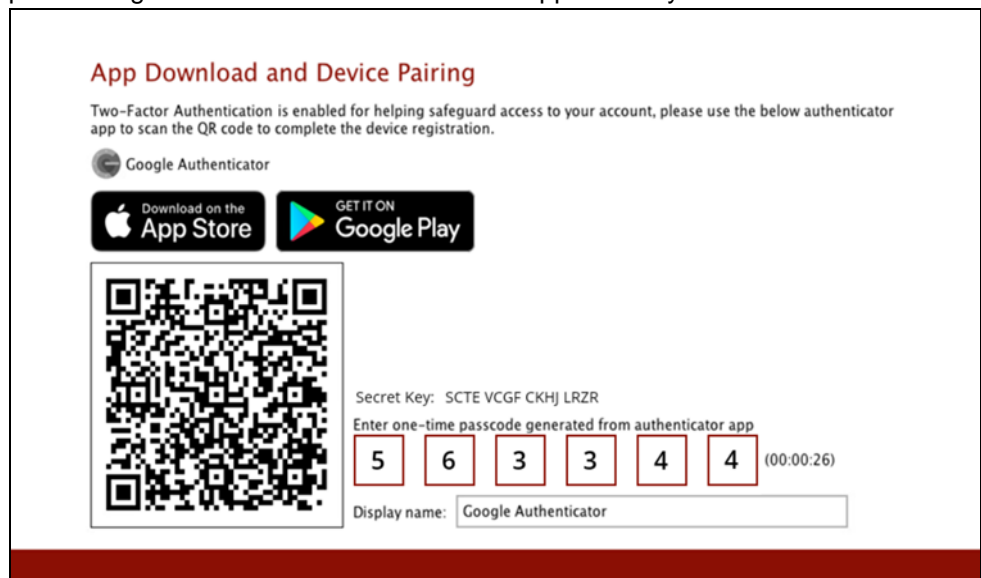
- ii. Click the **Show Secret Key** link in the AhsayACB to display the Secret Key which must be entered manually on the Google Authenticator.



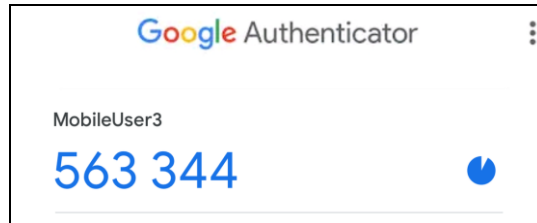
- iii. On the Google Authenticator app, input an account name, then enter the displayed Secret Key in the AhsayACB. Tap **Add** to proceed.



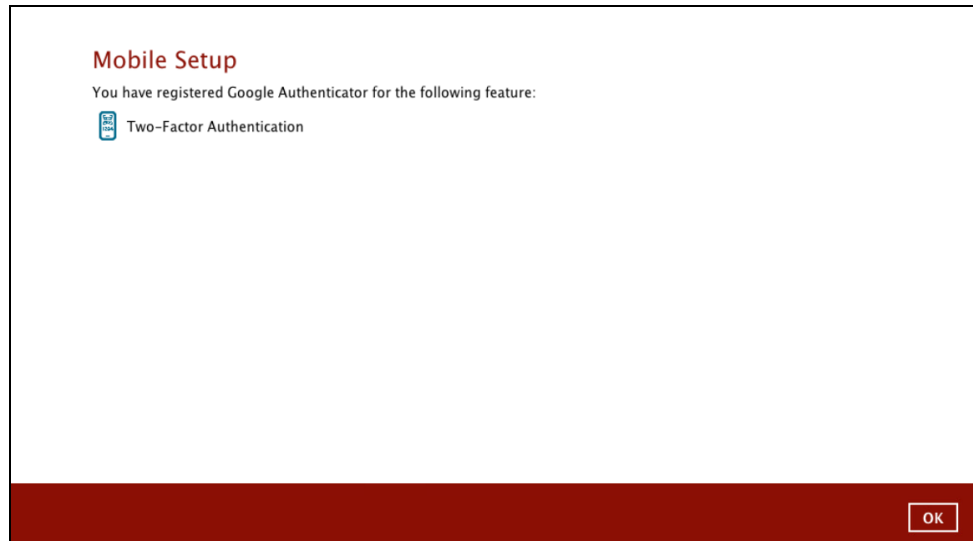
- iv. Once the account is added to Google Authenticator, enter the one-time passcode generated from the authenticator app to AhsayACB.



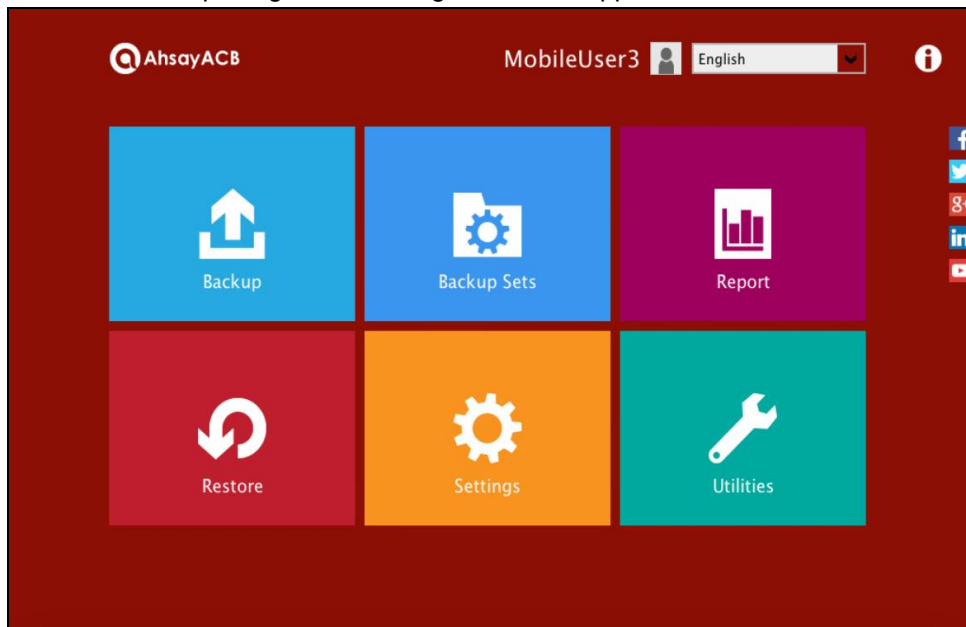
Example of the one-time passcode generated:



- v. The device is successfully registered for TOTP 2FA in AhsayACB using Google Authenticator. Click **OK** to continue.



- 4. After successful pairing, the following screen will appear.



7 Logging in to AhsayACB

Login steps without 2FA and with 2FA using the different types of authenticator will be discussed in this chapter.

- [Login to AhsayACB without 2FA](#)
- [Login to AhsayACB with 2FA using Ahsay Mobile Authenticator](#)
 - Push Notification and TOTP 2FA
 - TOTP only 2FA
- [Login to AhsayACB with 2FA using Microsoft Authenticator](#)
- [Login to AhsayACB with 2FA using Google Authenticator](#)
- [Login to AhsayACB with 2FA using Twilio](#)

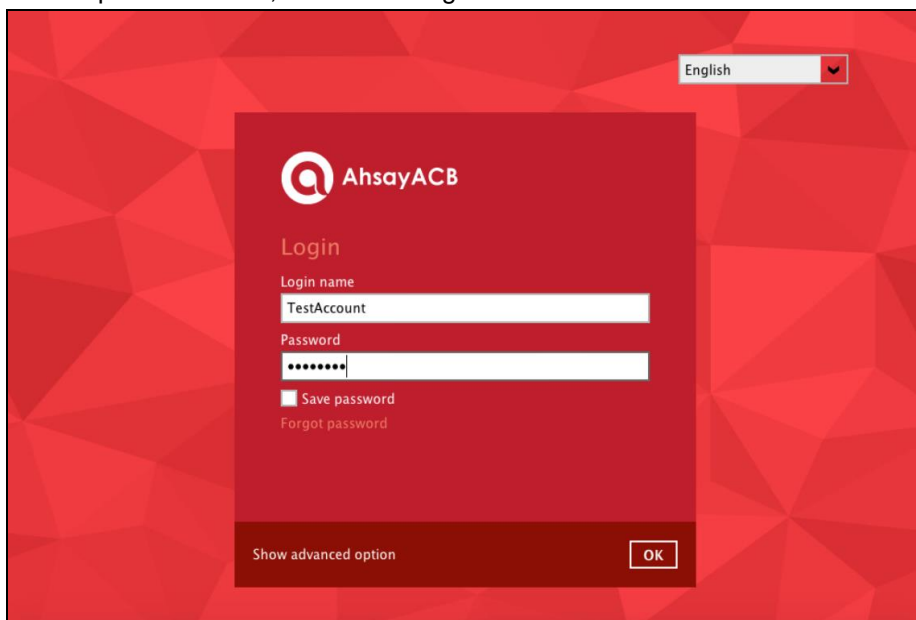
7.1 Login to AhsayACB without 2FA

When logging in to AhsayACB without two-factor authentication, please follow the steps below:

1. Double-click the icon to launch the application.



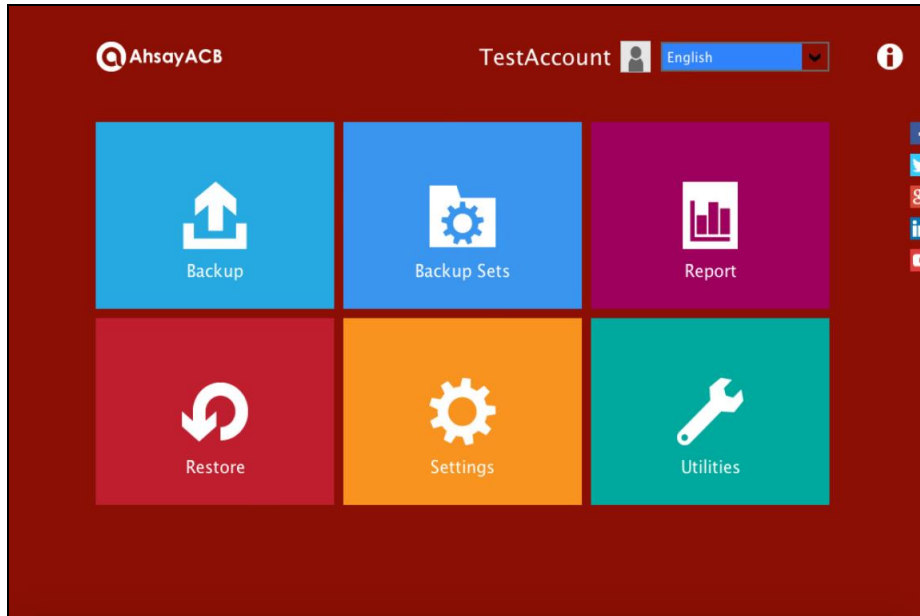
2. Enter the login name and password of your AhsayACB account provided by your backup service provider. Then, click **OK** to log in.

The image shows the AhsayACB login screen. It features a red background with a white AhsayACB logo and the word 'Login' in white. Below the logo, there are two input fields: 'Login name' with the text 'TestAccount' and 'Password' with a masked password '*****'. There is a checkbox for 'Save password' and a link for 'Forgot password'. At the bottom, there is a 'Show advanced option' link and an 'OK' button. A language dropdown menu in the top right corner is set to 'English'.

NOTE

The Save password option may not be available. This depends on the settings of your backup service provider. Please contact your backup service provider for more information.

3. After successful login, the following screen will appear.



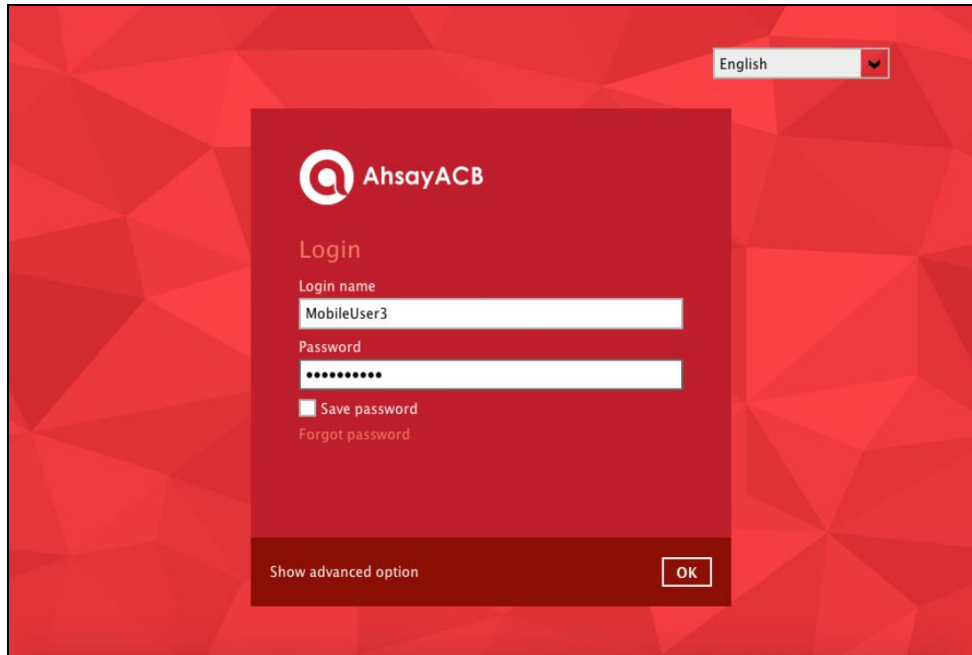
7.2 Login to AhsayACB with 2FA using Ahsay Mobile Authenticator

When logging in to AhsayACB with two-factor authentication using Ahsay Mobile Authenticator, please follow the steps below:

1. Double-click the icon to launch the application.



2. Enter the login name and password of your AhsayACB account provided by your backup service provider. Then, click **OK** to log in.



NOTE

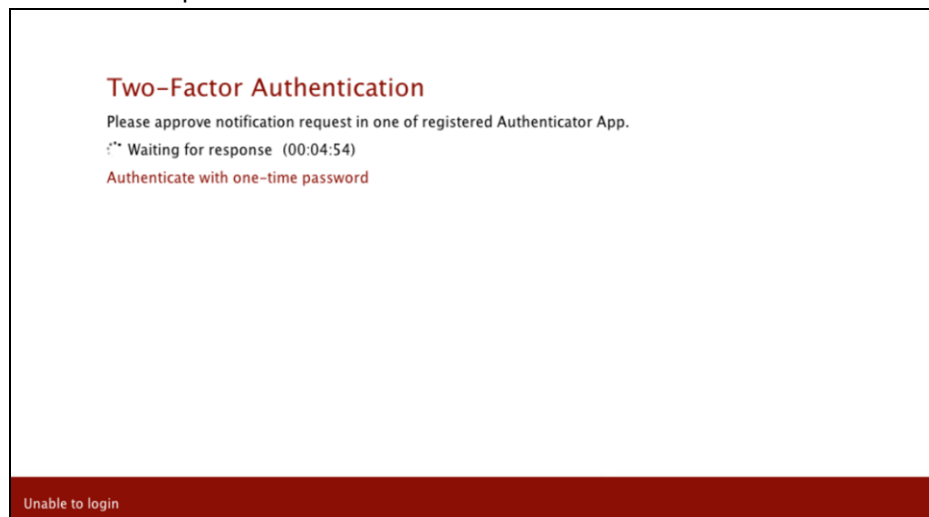
The Save password option may not be available. This depends on the settings of your backup service provider. Please contact your backup service provider for more information.

Please refer to the [Ahsay Mobile App User Guide for Android and iOS – Appendix A: Troubleshooting Login](#) if you are experiencing problems logging into AhsayACB with Two-Factor Authentication using Ahsay Mobile app.

3. Select the authentication method to continue with the login.

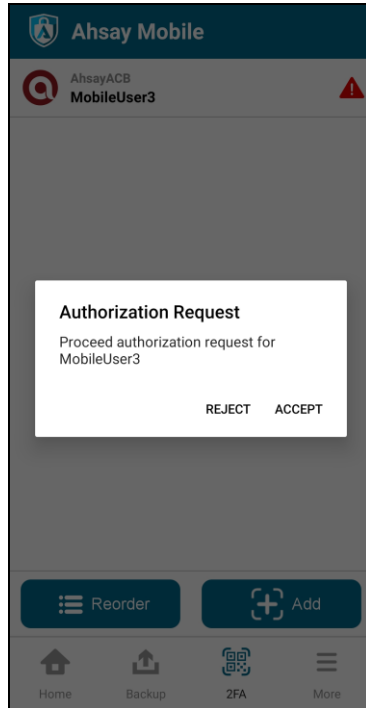
- **Push Notification and TOTP (default mode)**

Example of the 2FA alert screen on AhsayACB after login with correct username and password:

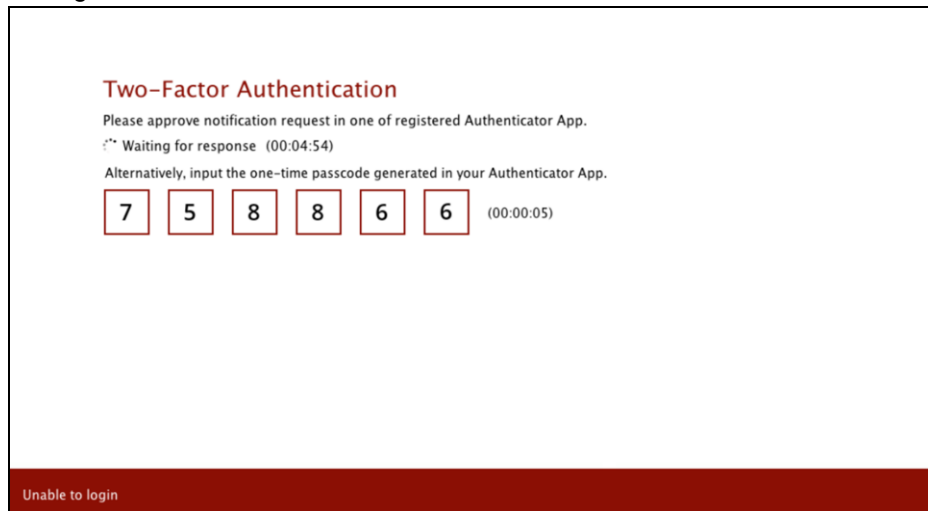


Push notification is the default 2FA mode. Accept the login request on the Ahsay Mobile app to complete the login.

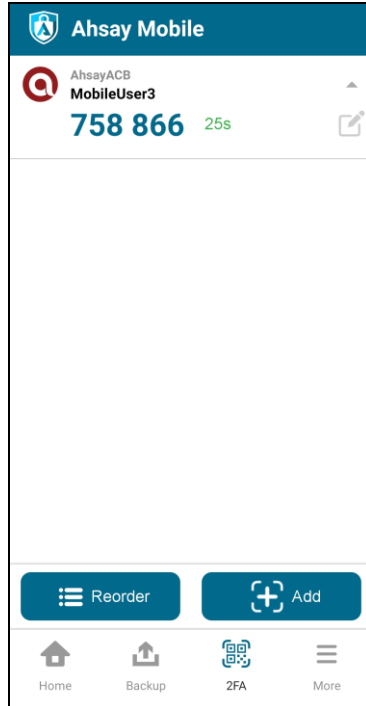
Example of the login request sent to the Ahsay Mobile:



However, if push notification is not working or you prefer to use one-time password instead, click the **“Authenticate with one-time password”** link, then input the one-time password generated from Ahsay Mobile to complete the login.



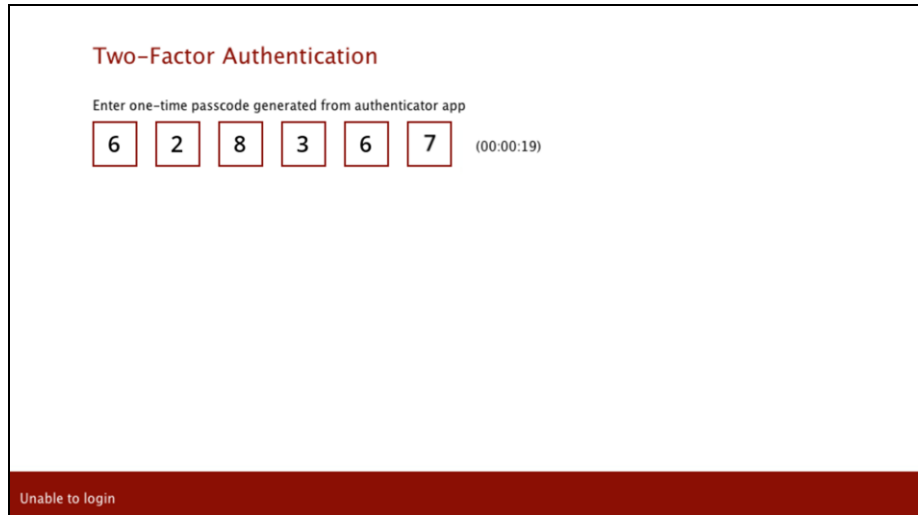
Example of the one-time password generated by Ahsay Mobile:



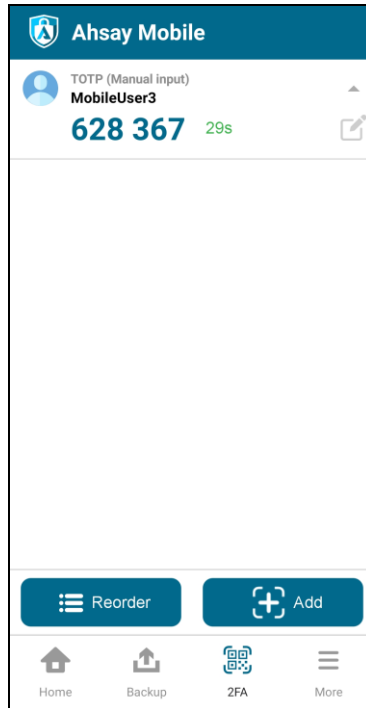
- **TOTP only**

Example of the 2FA alert screen on AhsayACB after login with correct username and password.

Input the one-time password generated by Ahsay Mobile to complete the login.



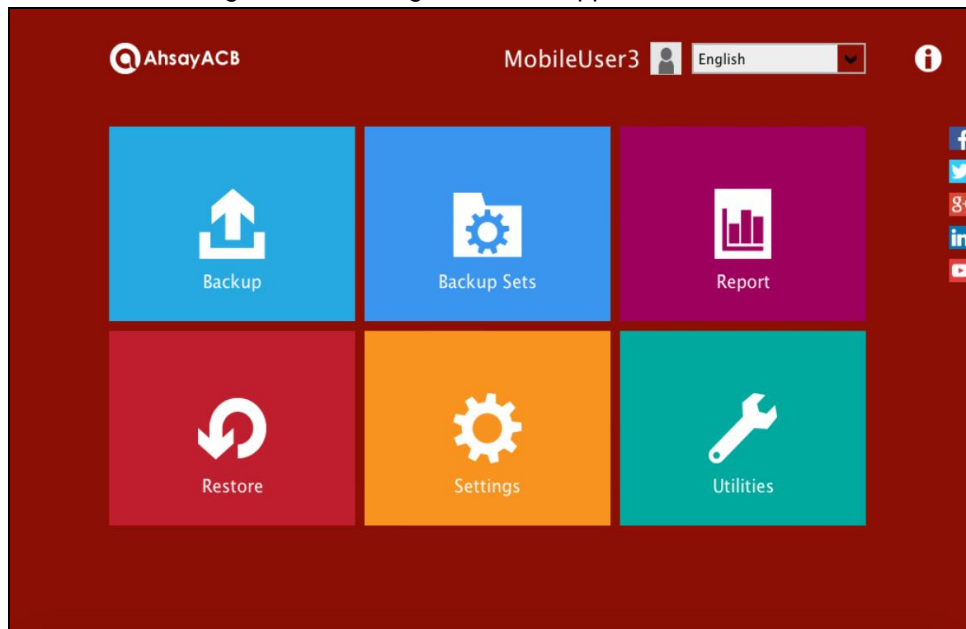
Example of the one-time password generated by Ahsay Mobile:



NOTE

If you are unable to log in using any of the authentication method, please refer to [Chapter 8 Unable to log in to AhsayACB with 2FA](#).

4. After successful login, the following screen will appear.



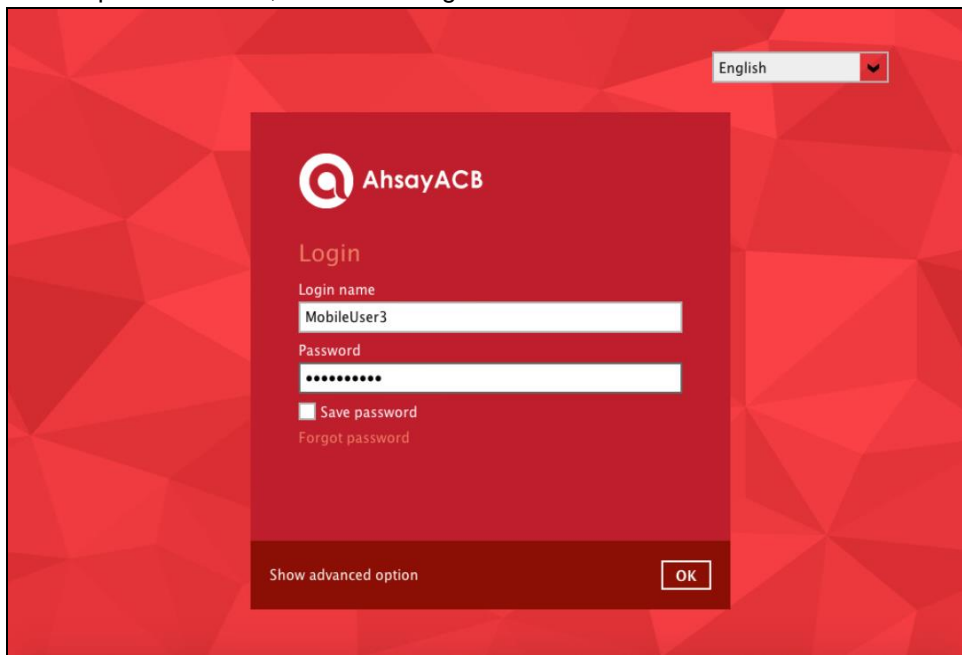
7.3 Login to AhsayACB with 2FA using Microsoft Authenticator

When logging in to AhsayACB with two-factor authentication using Microsoft Authenticator, please follow the steps below:

1. Double-click the icon to launch the application.



2. Enter the login name and password of your AhsayACB account provided by your backup service provider. Then, click **OK** to log in.

The image shows the AhsayACB login screen. It features a red background with a white AhsayACB logo and the text 'AhsayACB' at the top. Below the logo, the word 'Login' is displayed. There are two input fields: 'Login name' with the text 'MobileUser3' and 'Password' with a masked password '.....'. Below the password field, there is a checkbox labeled 'Save password' and a link for 'Forgot password'. At the bottom of the login form, there is a 'Show advanced option' link and an 'OK' button. In the top right corner of the screen, there is a language dropdown menu set to 'English'.

NOTE

The Save password option may not be available. This depends on the settings of your backup service provider. Please contact your backup service provider for more information.

3. Enter the one-time passcode generated from the Microsoft Authenticator app.

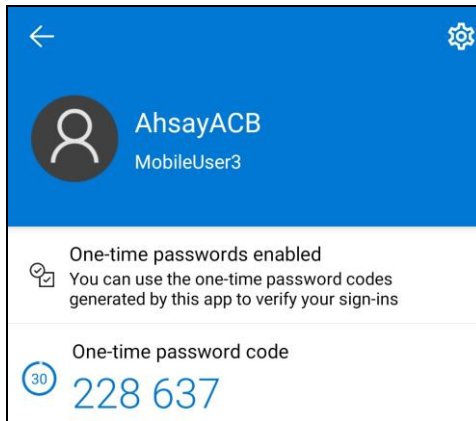
Two-Factor Authentication

Enter one-time passcode generated from authenticator app

(00:00:13)

Unable to login

Example of the one-time passcode generated:



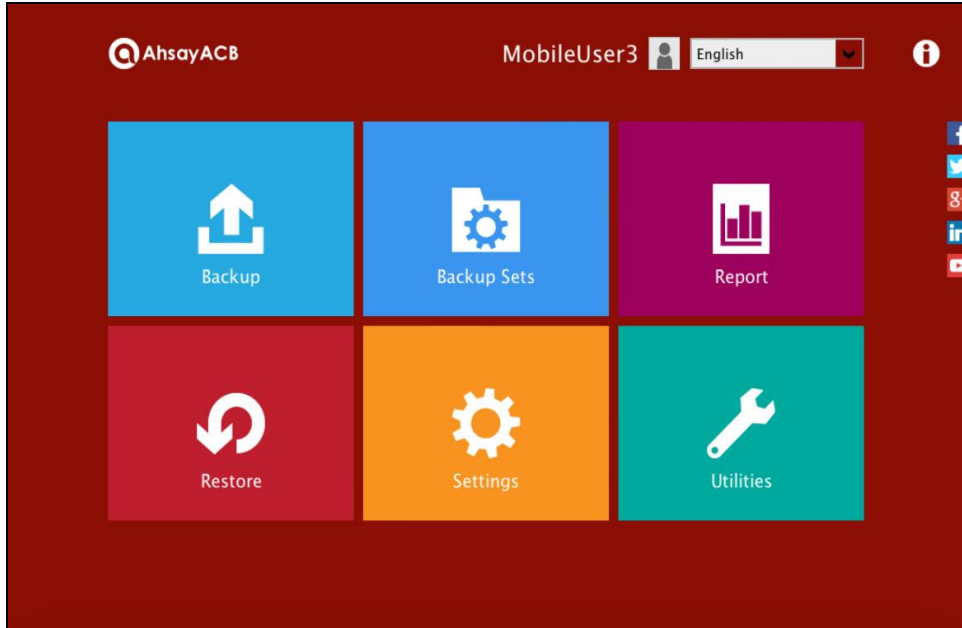
Two-Factor Authentication

Enter one-time passcode generated from authenticator app

(00:00:19)

Unable to login

4. After successful login, the following screen will appear.



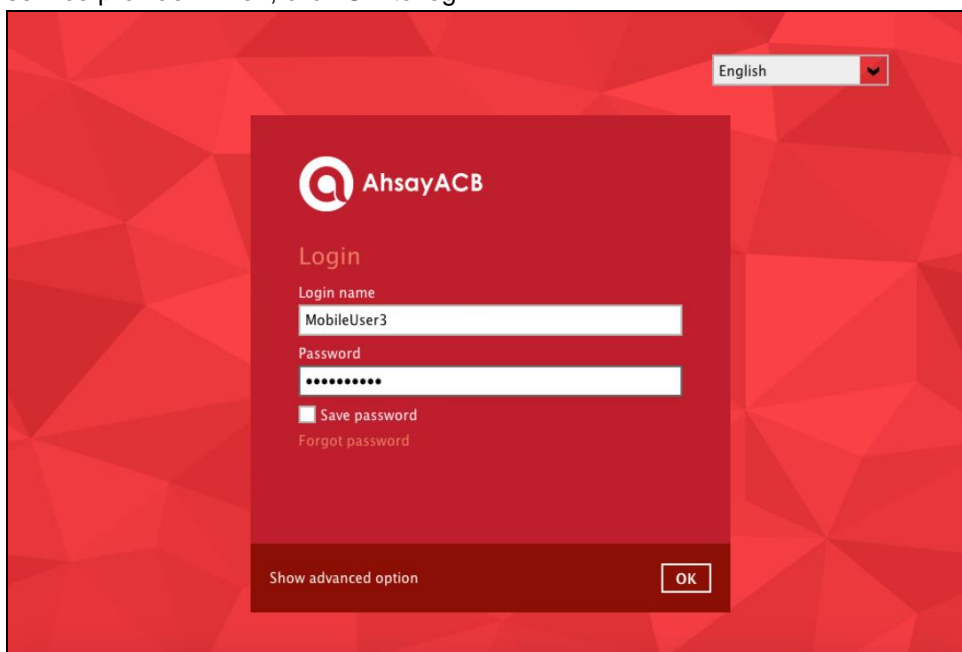
7.4 Login to AhsayACB with 2FA using Google Authenticator

When logging in to AhsayACB with two-factor authentication using Google Authenticator, please follow the steps below:

1. Double-click the icon to launch the application.



2. Enter the login name and password of your AhsayACB account provided by your backup service provider. Then, click **OK** to log in.



NOTE

The Save password option may not be available. This depends on the settings of your backup service provider. Please contact your backup service provider for more information.

3. Enter the one-time passcode generated from the Google Authenticator app.

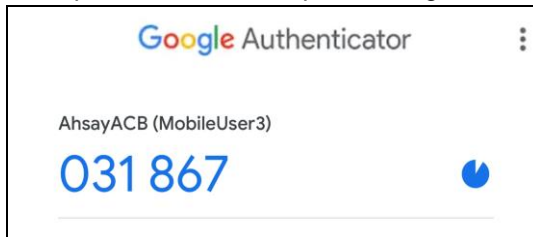
Two-Factor Authentication

Enter one-time passcode generated from authenticator app

| (00:00:13)

Unable to login

Example of the one-time passcode generated:



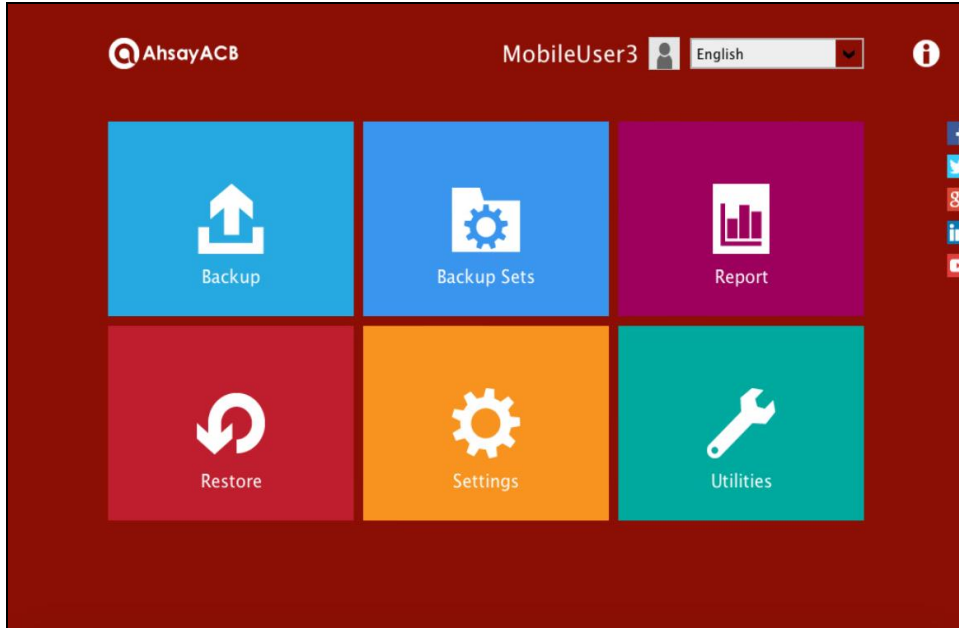
Two-Factor Authentication

Enter one-time passcode generated from authenticator app

0 3 1 8 6 7 (00:00:19)

Unable to login

4. After successful login, the following screen will appear.



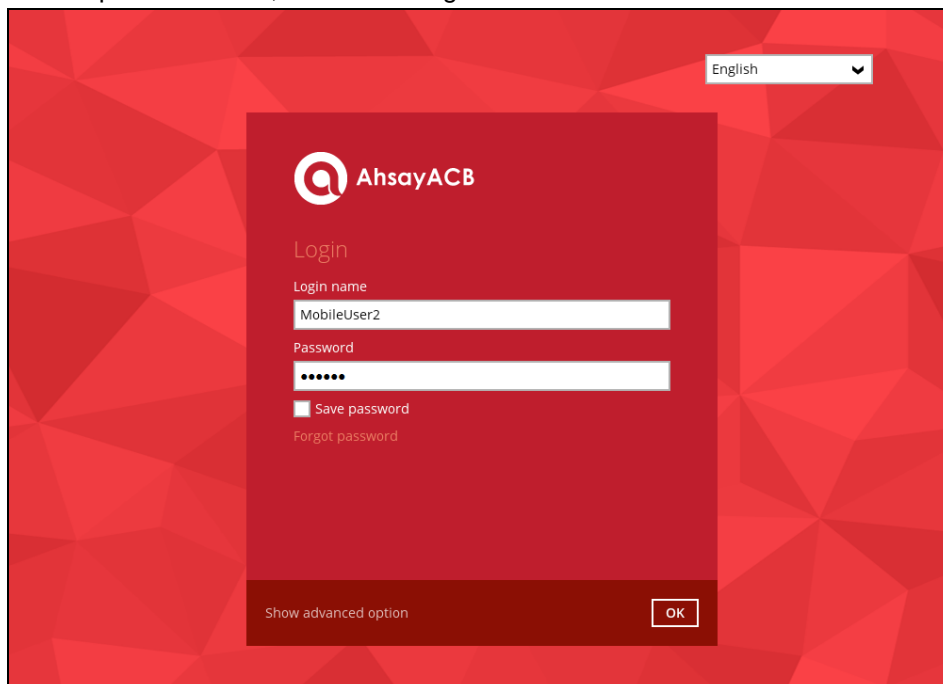
7.5 Login to AhsayACB with 2FA using Twilio

When logging in to AhsayACB for user accounts using Twilio, please follow the steps below:

1. Double-click the icon to launch the application.



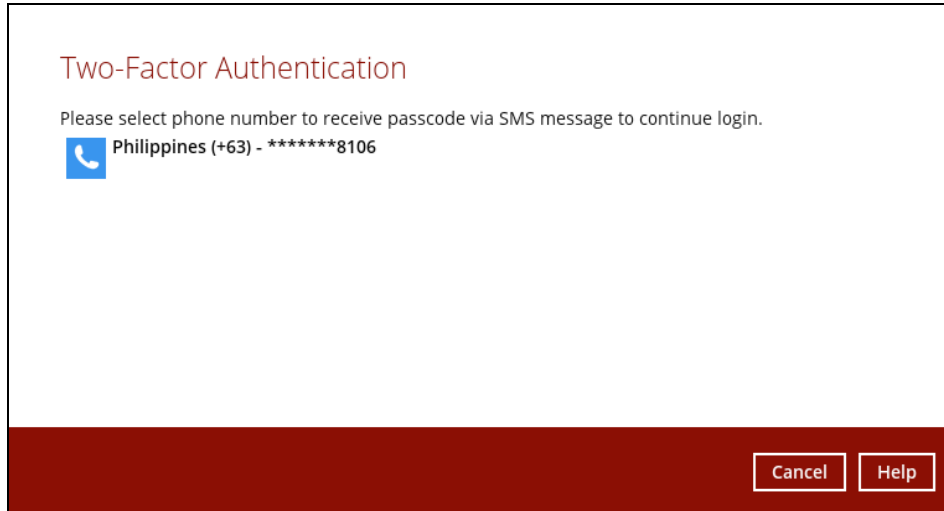
2. Enter the login name and password of your AhsayACB account provided by your backup service provider. Then, click **OK** to log in.



NOTE


The Save password option may not be available. This depends on the settings of your backup service provider. Please contact your backup service provider for more information.

3. Select your phone number to receive the passcode.



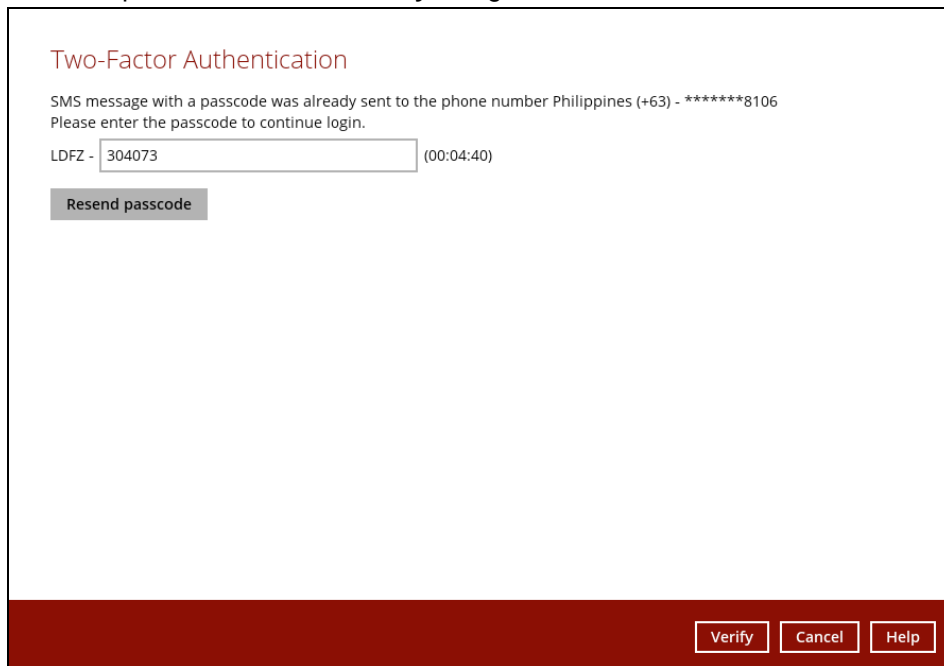
Two-Factor Authentication

Please select phone number to receive passcode via SMS message to continue login.

 Philippines (+63) - *****8106

Cancel Help

4. Enter the passcode and click **Verify** to log in.



Two-Factor Authentication

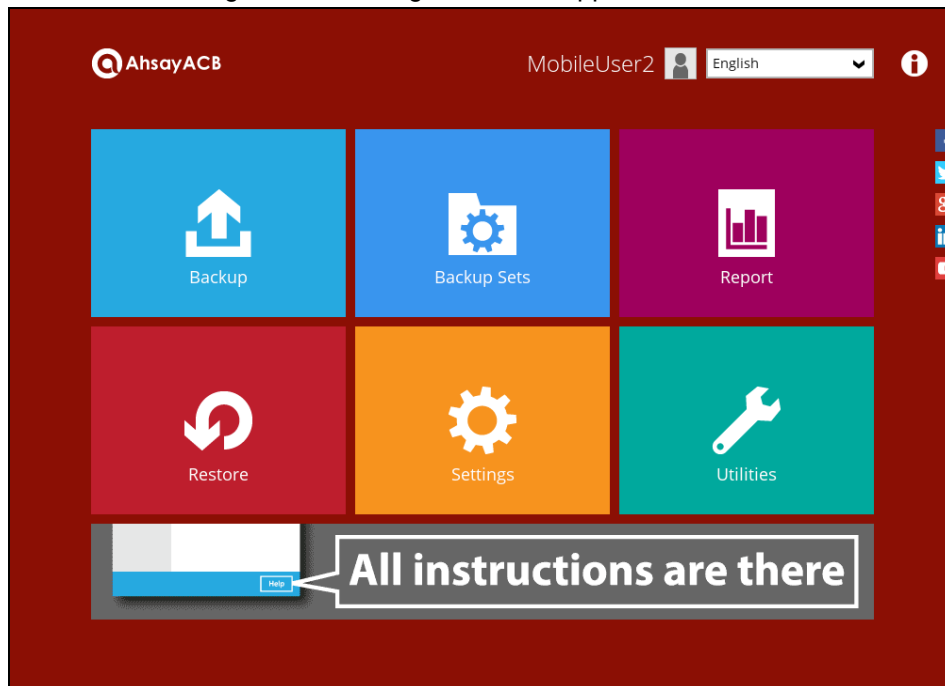
SMS message with a passcode was already sent to the phone number Philippines (+63) - *****8106
Please enter the passcode to continue login.

LDFZ - (00:04:40)

Resend passcode

Verify Cancel Help

5. After successful login, the following screen will appear.

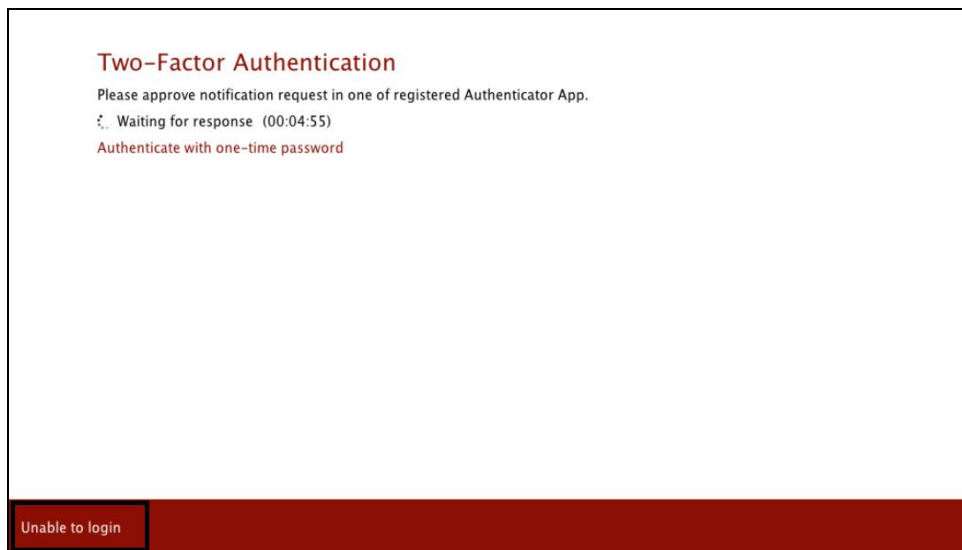


8 Unable to log in to AhsayACB with 2FA

AhsayACB supports **Unable to login** feature for users who were not able to accept the notification request from the Ahsay Mobile app and/or cannot obtain the TOTP code from Ahsay Mobile on the subsequent login to AhsayACB.

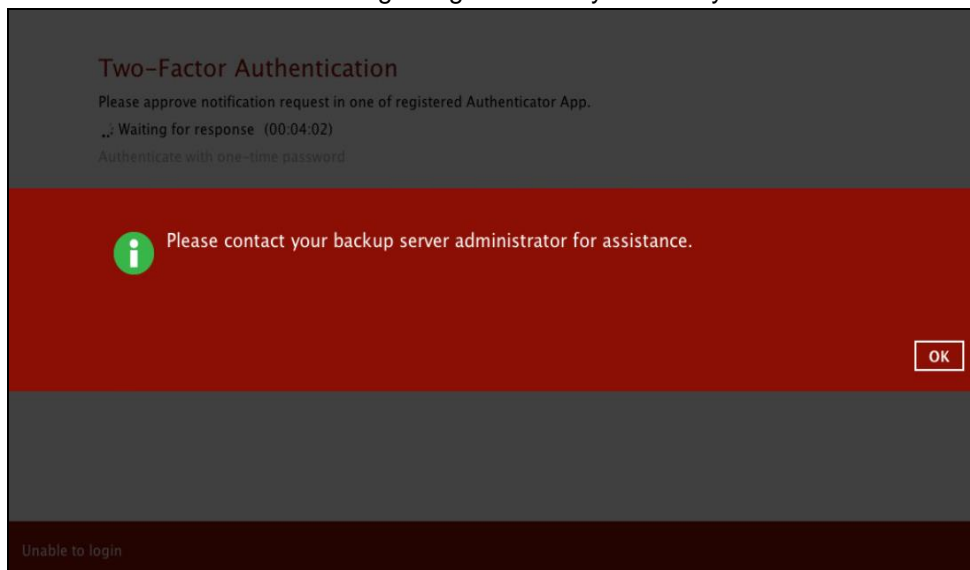
Here are the three scenarios after clicking the **Unable to login** link:

- No recovery number was registered on Ahsay Mobile for the 2FA account
- "Authentication Recovery" procedure
- Unable to perform the "Authentication Recovery" procedure



1. No recovery number was registered on Ahsay Mobile for the 2FA account

If no recovery number was registered on Ahsay Mobile for the 2FA account, then the following message will be displayed "Please contact your backup server administrator for assistance" in gaining access to your AhsayACB account.



2. "Authentication Recovery" procedure

If a recovery number was registered on Ahsay Mobile for the 2FA account, then select the registered mobile device to perform the following "Authentication Recovery" procedure.

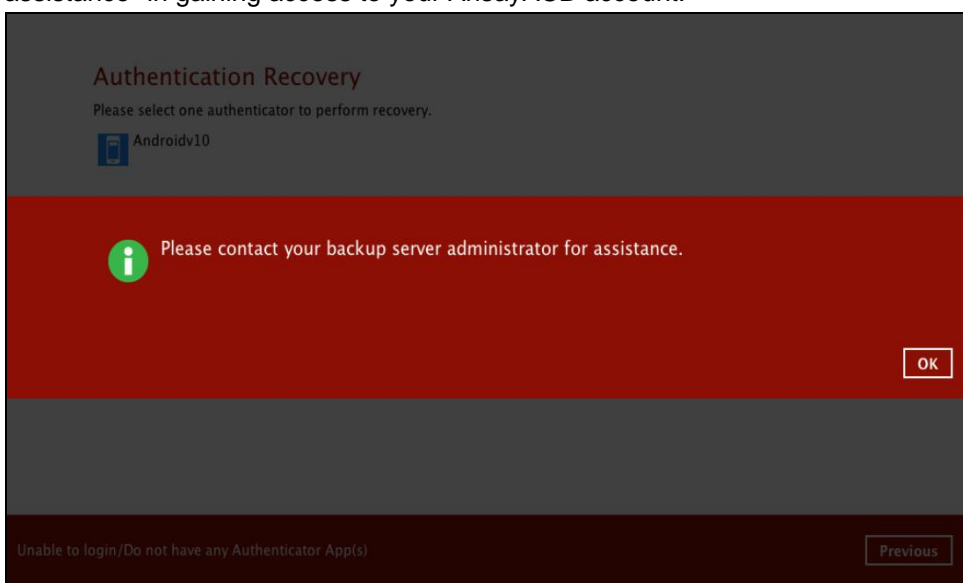


NOTE

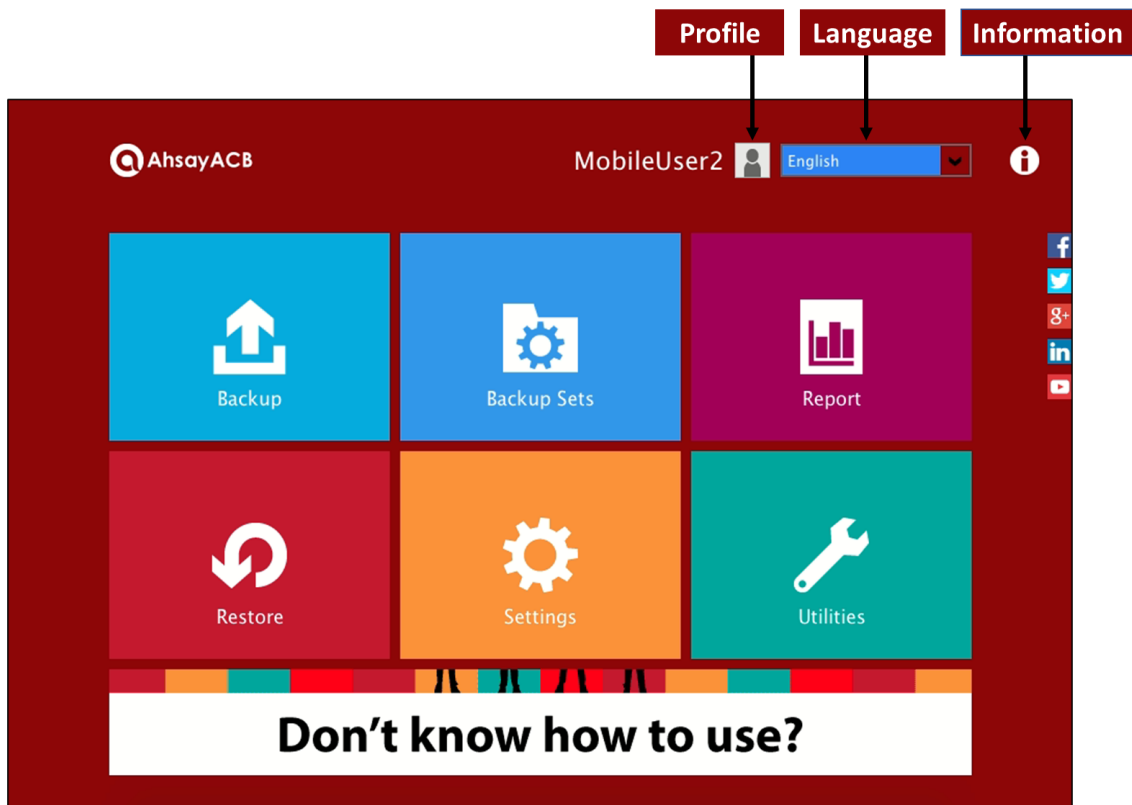
For the detailed steps in performing Authentication Recovery, please refer to the [Ahsay Mobile User Guide for Android and iOS – Appendix A: Troubleshooting Login](#).

3. Unable to perform the "Authentication Recovery" procedure

If you are not able to perform the "Authentication Recovery" procedure, click the **Unable to login/Do not have any Authenticator App(s)** link, then the following message will be displayed "Please contact your backup server administrator for assistance" in gaining access to your AhsayACB account.



9 AhsayACB Overview

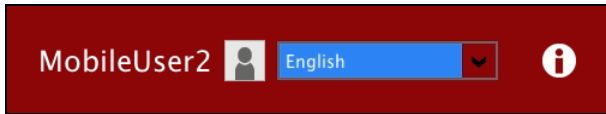


AhsayACB main interface has nine (9) icons that can be accessed by the user, namely:

- [Profile](#)
- [Language](#)
- [Information](#)
- [Backup](#)
- [Backup Sets](#)
- [Report](#)
- [Restore](#)
- [Settings](#)
- [Utilities](#)

9.1 Profile

The Profile icon shows the settings that can be modified by the user. The features that will be shown will depend if the user accounts was using Twilio Two-Factor Authentication in prior to upgrading to v8.5.0.0 or above and continues to use Twilio.

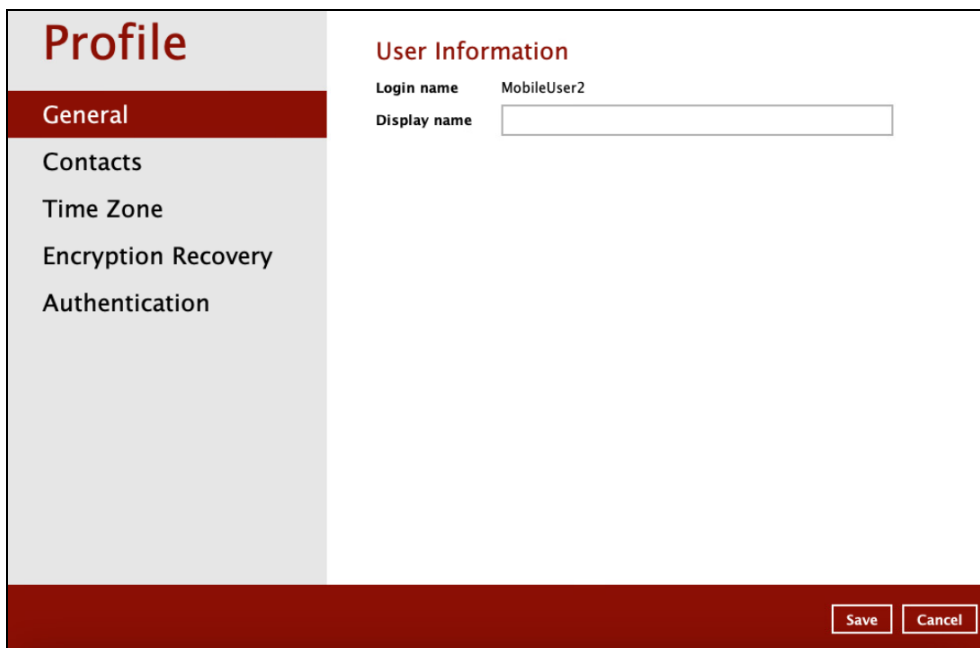


There are seven (7) available features:

- ◉ [General](#)
- ◉ [Contacts](#)
- ◉ [Time Zone](#)
- ◉ [Encryption Recovery](#)
- ◉ [Password](#) (Only shown for backup accounts created prior to AhsayACB v8.5.0.0 and using Twilio for two-factor authentication.)
- ◉ [Authentication](#)
- ◉ [Security Settings](#) (Only shown for backup accounts created prior to AhsayACB v8.5.0.0 and using Twilio for two-factor authentication.)

9.1.1 General

The **General** tab displays the **user information**.

A screenshot of a web interface titled 'Profile'. On the left is a sidebar with 'General' selected and other options: 'Contacts', 'Time Zone', 'Encryption Recovery', and 'Authentication'. The main area is titled 'User Information' and contains two fields: 'Login name' with the value 'MobileUser2' and 'Display name' with an empty text input box. At the bottom right are 'Save' and 'Cancel' buttons.

Control	Description
Login name	Name of the backup account.
Display name	Display name of the backup account upon logging in to the AhsayCBS User Web Console.

Profile

General

Contacts

Time Zone

Encryption Recovery

Password

Security Settings

User Information

Login name MobileUser2

Display name

Last Successful Login

Time: 12/17/2020 14:24 (PHT)

IP address: 175.176.32.52

Phone number (MFA): 63-XXXXXXXXXX

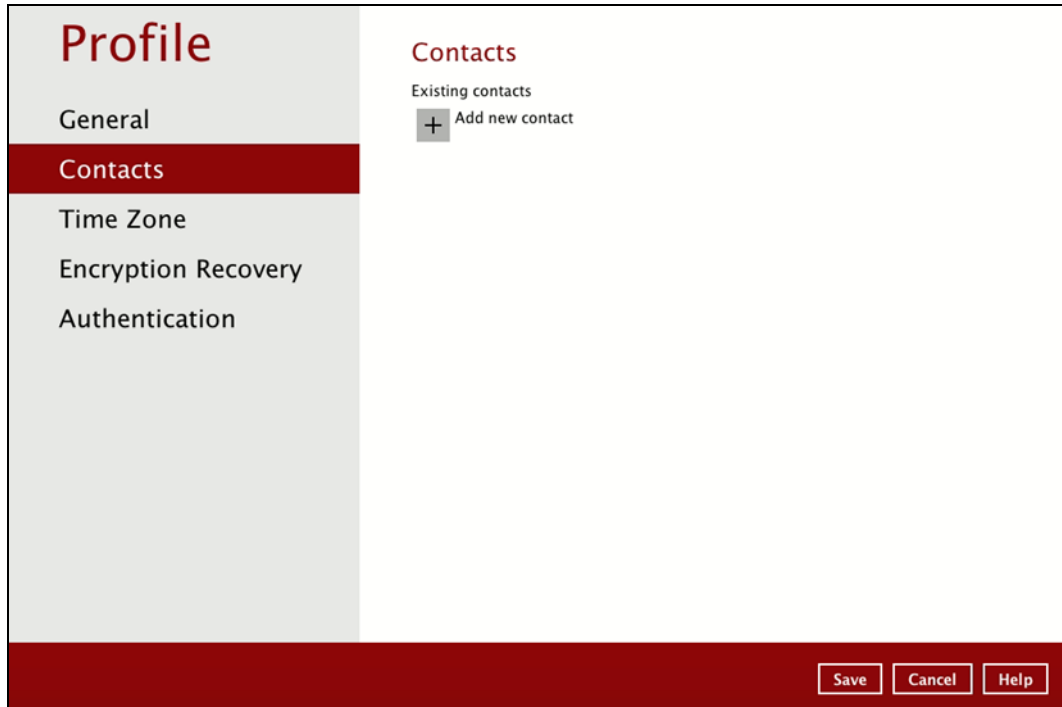
Browser / App: ACB

Save
Cancel
Help

Control	Description
Login name	Name of the backup account.
Display name	Display name of the backup account upon logging in to the AhsayCBS User Web Console.
Time	The date and time the user last logged in.
IP address	The IP address used to login.
Phone number (MFA)	The phone number where sms authentication will be sent when 2FA is enabled.
Browser / App	The browser or app used to login in to AhsayCBS User Web Console or AhsayACB.

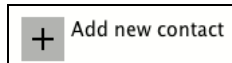
9.1.2 Contacts

This refers to the contact information of the user. You can also add multiple contacts or modify existing contact information. Having this filled in will help in sending backup and daily reports and even recovered backup set encryption key in case it was forgotten or lost.



To add a new contact, follow the instructions below:

1. Click the [+] plus sign to add a new contact.



2. Complete the following fields then click OK to return to the main screen.
 - Name
 - Email
 - Address
 - Company
 - Website
 - Phone 1
 - Phone 2

New Contact

Name

Email

Send me encrypted email (S/MIME)

Address

Company

Website

Phone 1

Phone 2

3. Click Save to store the contact information.

Profile

General

Contacts


Time Zone

Encryption Recovery

Authentication

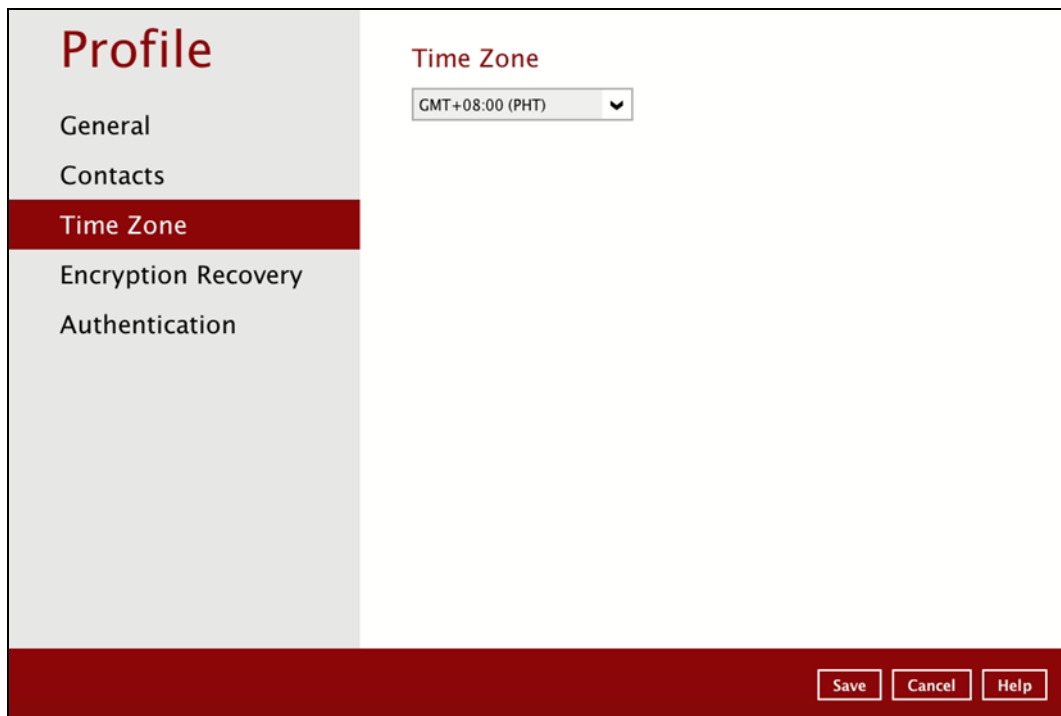
Contacts

Existing contacts

 **samplename**
sample_email@mail.com

9.1.3 Time Zone

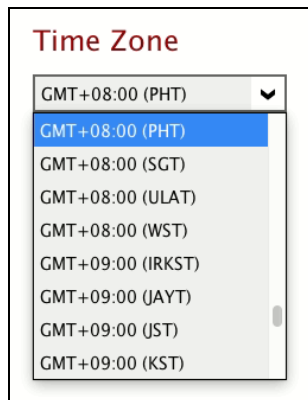
The time zone indicated.



The screenshot shows a web interface for profile settings. On the left is a sidebar with the title "Profile" and several menu items: "General", "Contacts", "Time Zone" (highlighted in red), "Encryption Recovery", and "Authentication". The main content area is titled "Time Zone" and contains a dropdown menu currently set to "GMT+08:00 (PHT)". At the bottom right of the interface are three buttons: "Save", "Cancel", and "Help".

To modify the time zone, follow the instructions below:

1. Select from the dropdown list.



This image shows a close-up of the "Time Zone" dropdown menu. The menu is open, displaying a list of time zone options. The first option, "GMT+08:00 (PHT)", is highlighted in blue. Other options include "GMT+08:00 (SGT)", "GMT+08:00 (ULAT)", "GMT+08:00 (WST)", "GMT+09:00 (IRKST)", "GMT+09:00 (JAYT)", "GMT+09:00 (JST)", and "GMT+09:00 (KST)".

2. Click Save to save the updated time zone.

9.1.4 Encryption Recovery

Backup set encryption key can be recovered by turning this feature on.

NOTE

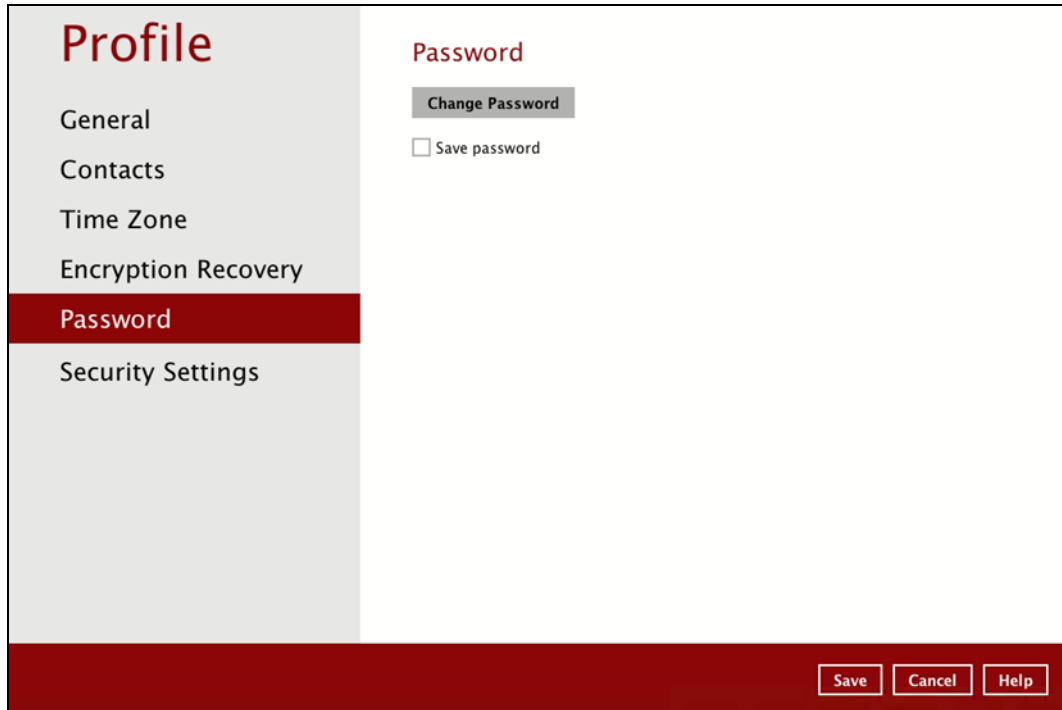
This option may not be available. Please contact your backup service provider for more details.

The screenshot shows a web interface for profile settings. On the left is a sidebar with the title "Profile" and a list of menu items: "General", "Contacts", "Time Zone", "Encryption Recovery" (which is highlighted with a red background), and "Authentication". The main content area is titled "Encryption Recovery" and contains the text: "With this option enabled, you can recover your backup set encryption keys by sending a request to us." Below this text is a toggle switch labeled "On" that is currently turned on. At the bottom right of the interface, there are three buttons: "Save", "Cancel", and "Help".

9.1.5 Password

The Password option is for backward compatibility with Twilio Two-Factor Authentication. It will only be visible if Twilio Two-Factor Authentication was enabled on the user account on pre-v8.5.0.0 AhsayACB versions.

Login password can be modified anytime. Tick the [Save password] box to bypass the password entry upon opening the AhsayACB.



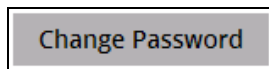
The screenshot shows the 'Profile' settings page. On the left is a navigation menu with options: General, Contacts, Time Zone, Encryption Recovery, Password (highlighted in red), and Security Settings. The main content area is titled 'Password' and contains a 'Change Password' button and an unchecked checkbox labeled 'Save password'. At the bottom right of the page are three buttons: 'Save', 'Cancel', and 'Help'.

NOTE

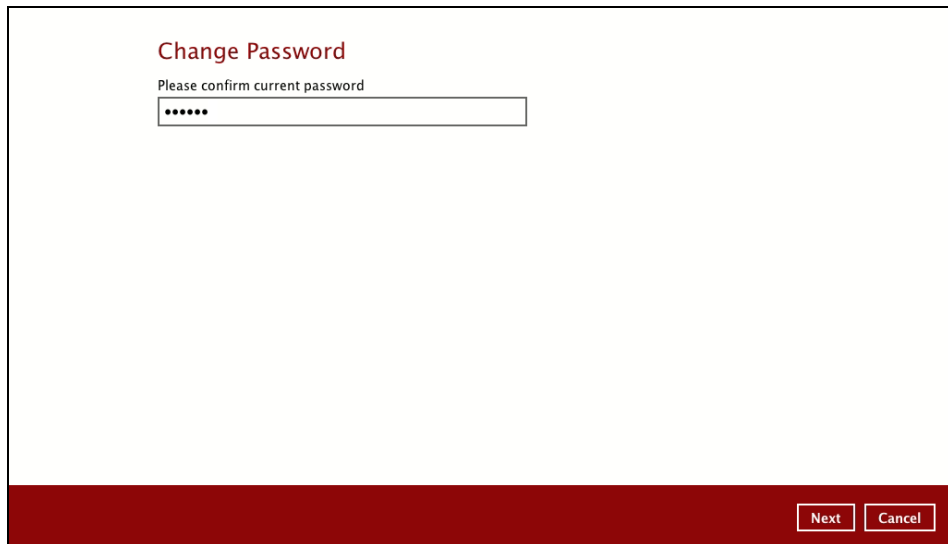
The Save password option may not be available. This depends on the settings of your backup service provider. Please contact your backup service provider for more information.

To modify the password, follow the instructions below:

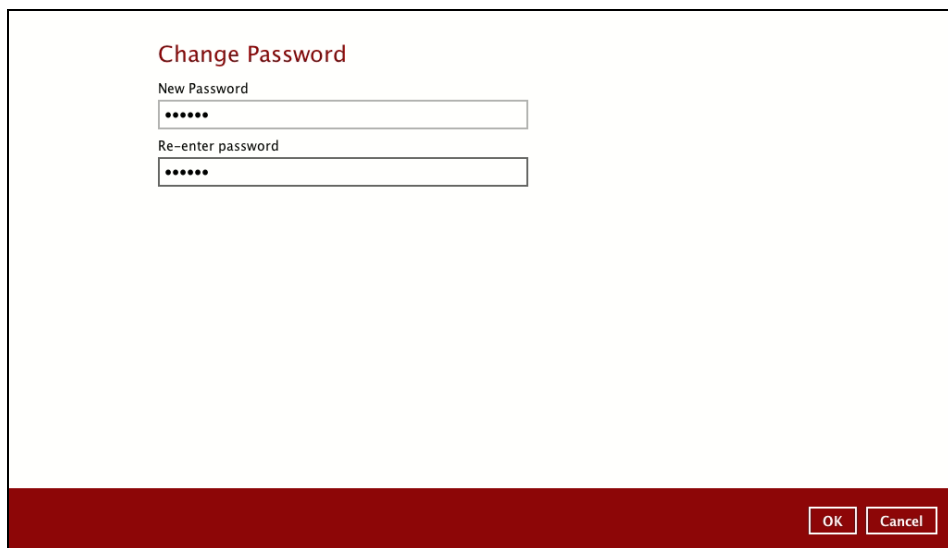
1. Click Change Password



2. Enter the current password, then click **Next**.

A screenshot of a "Change Password" dialog box. The title "Change Password" is in red. Below it, the text "Please confirm current password" is in black. A single text input field contains six black dots. At the bottom right, there are two buttons: "Next" and "Cancel". The dialog box has a white background and a dark red footer bar.

3. Enter the New Password and re-enter, then click OK button to return to the main screen.

A screenshot of a "Change Password" dialog box. The title "Change Password" is in red. Below it, the text "New Password" is in black, followed by a text input field containing six black dots. Below that, the text "Re-enter password" is in black, followed by another text input field containing six black dots. At the bottom right, there are two buttons: "OK" and "Cancel". The dialog box has a white background and a dark red footer bar.

4. Click the **Save** button to store the updated password.

9.1.6 Authentication

You can use the Authentication function to:

- ◉ Change the “[Password](#)”.
- ◉ Enable or disable the “[Two-Factor Authentication](#)”.
- ◉ Add one or more device(s) registered for Two-Factor Authentication (2FA).

NOTE

Please refer to the [Ahsay Mobile App User Guide for Android and iOS – Chapter 6.3.1](#) for the detailed step-by-step procedure.

- ◉ [Remove one or more device\(s\)](#) registered for Two-Factor Authentication (2FA).
- ◉ [Re-pair](#) mobile device with AhsayACB account.
- ◉ View details of the “[Last Successful Login](#)”.

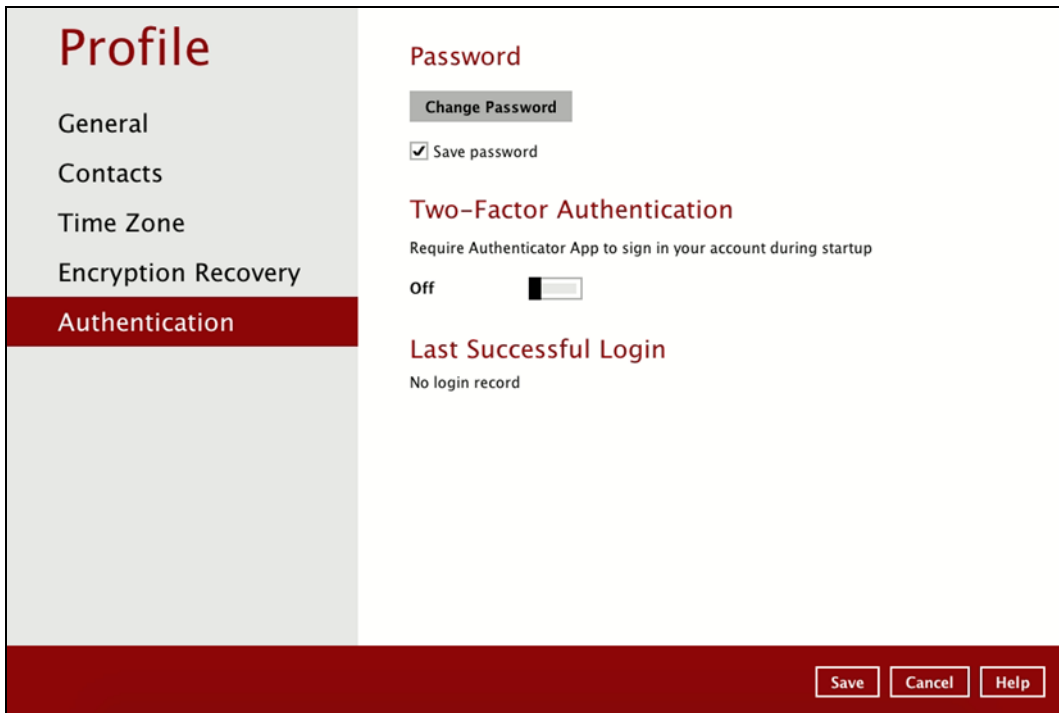
NOTE

For Two-Factor Authentication (2FA), you can register your mobile device on both Ahsay Mobile app and a third-party authenticator apps (e.g., Authy, Duo, Google Authenticator, Microsoft Authenticator, and LastPass Authenticator).

The screenshot displays the 'Profile' settings page in the Ahsay Mobile App. On the left, a sidebar menu lists 'General', 'Contacts', 'Time Zone', 'Encryption Recovery', and 'Authentication' (which is highlighted in red). The main content area is divided into three sections: 'Password', 'Two-Factor Authentication', and 'Last Successful Login'. The 'Password' section includes a 'Change Password' button and a 'Save password' checkbox. The 'Two-Factor Authentication' section has a toggle switch set to 'Off' and the text 'Require Authenticator App to sign in your account during startup'. The 'Last Successful Login' section shows 'No login record'. At the bottom right, there are three buttons: 'Save', 'Cancel', and 'Help'.

Password

Login password can be modified anytime. Tick the **Save Password** box to bypass the password entry upon opening the AhsayACB.



The screenshot shows the 'Profile' page with a sidebar on the left containing 'General', 'Contacts', 'Time Zone', 'Encryption Recovery', and 'Authentication' (highlighted in red). The main content area is titled 'Password' and includes a 'Change Password' button, a checked 'Save password' checkbox, a 'Two-Factor Authentication' section with a toggle set to 'Off', and a 'Last Successful Login' section showing 'No login record'. At the bottom right, there are 'Save', 'Cancel', and 'Help' buttons.

NOTE

The Save password option may not be available. This depends on the settings of your backup service provider. Please contact your backup service provider for more information.

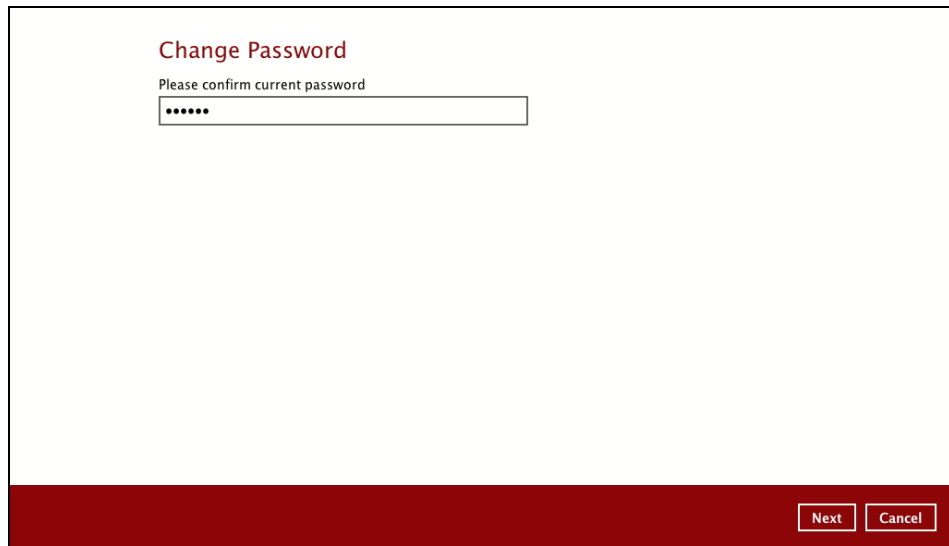
To change the password, follow the instructions below:

1. Click the **Change Password**.



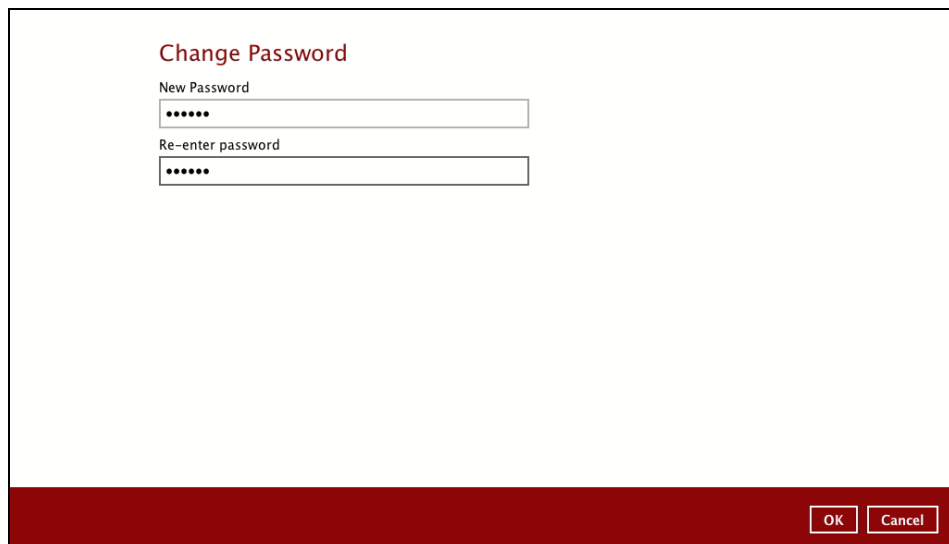
This screenshot is identical to the one above, but the 'Change Password' button is highlighted with a grey background, indicating it is the next step in the process.

2. Enter the current password.



The screenshot shows a 'Change Password' dialog box. At the top, the title 'Change Password' is displayed in red. Below the title, the instruction 'Please confirm current password' is shown. A single text input field contains six black dots, representing the current password. At the bottom right of the dialog, there are two buttons: 'Next' and 'Cancel'.

3. Enter the new password and re-enter it for authentication purposes. Click **OK** to return to main screen.



The screenshot shows the 'Change Password' dialog box at a later stage. The title 'Change Password' remains at the top. Below it, there are two text input fields. The first is labeled 'New Password' and contains six black dots. The second is labeled 'Re-enter password' and also contains six black dots. At the bottom right, the buttons are now 'OK' and 'Cancel'.

4. Click **Save** to store the settings.

The screenshot displays a user profile settings interface. On the left, a sidebar lists navigation options: Profile, General, Contacts, Time Zone, Encryption Recovery, and Authentication (which is highlighted in red). The main content area is titled 'Profile' and contains three sections: 'Password' with a 'Change Password' button and a 'Save password' checkbox; 'Two-Factor Authentication' with a sub-header 'Require Authenticator App to sign in your account during startup' and a toggle switch currently set to 'Off'; and 'Last Successful Login' showing 'No login record'. At the bottom right, there are three buttons: 'Save', 'Cancel', and 'Help'.

Two-Factor Authentication

To enable the two-factor authentication feature, follow the instructions below:

NOTE

The Ahsay Mobile app or a third-party authenticator apps is needed for 2FA.

1. Go to **Profile > Authentication > Two-Factor Authentication**.



The screenshot shows the 'Profile' page with the 'Authentication' section selected. Under 'Two-Factor Authentication', the toggle is currently set to 'Off'. The 'Last Successful Login' section shows 'No login record'. At the bottom right, there are 'Save', 'Cancel', and 'Help' buttons.


2. Swipe lever to the right to turn it on.

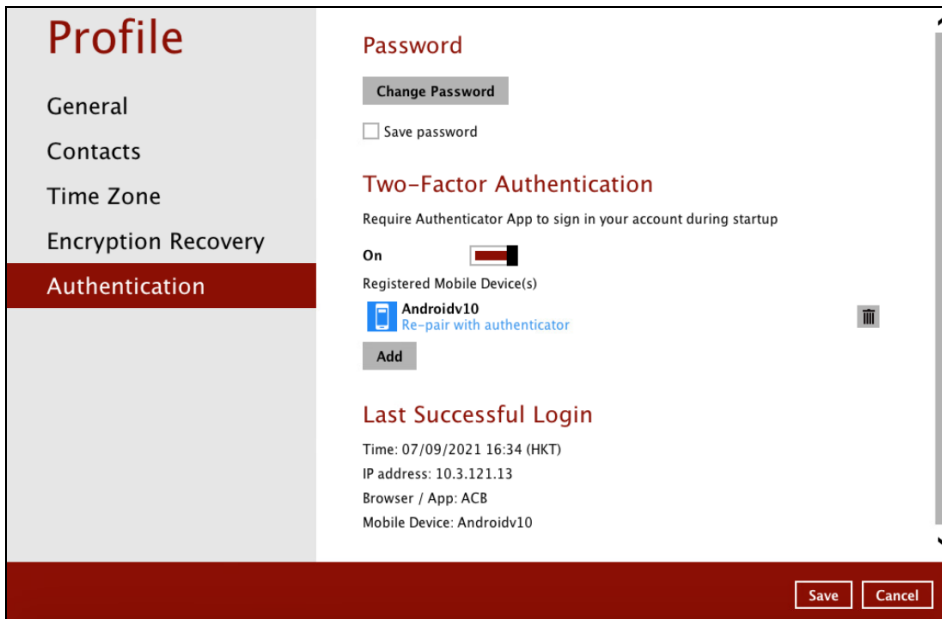
For the detailed step-by-step procedure on how to add a mobile device, please refer to [Ahsay Mobile App User Guide for Android and iOS – Chapter 6.3.1](#)



The screenshot shows the 'Profile' page with the 'Authentication' section selected. Under 'Two-Factor Authentication', the toggle is now set to 'On'. Below the toggle, it says 'Registered Mobile Device(s)' and there is an 'Add' button. The 'Last Successful Login' section still shows 'No login record'. At the bottom right, there are 'Save', 'Cancel', and 'Help' buttons.

To remove a mobile device, follow the instructions below:

1. Click the  button on the left side of the registered mobile device.



Profile

- General
- Contacts
- Time Zone
- Encryption Recovery
- Authentication**

Password

[Change Password](#)



Save password

Two-Factor Authentication

Require Authenticator App to sign in your account during startup

On

Registered Mobile Device(s)

-  **Androidv10**
Re-pair with authenticator 

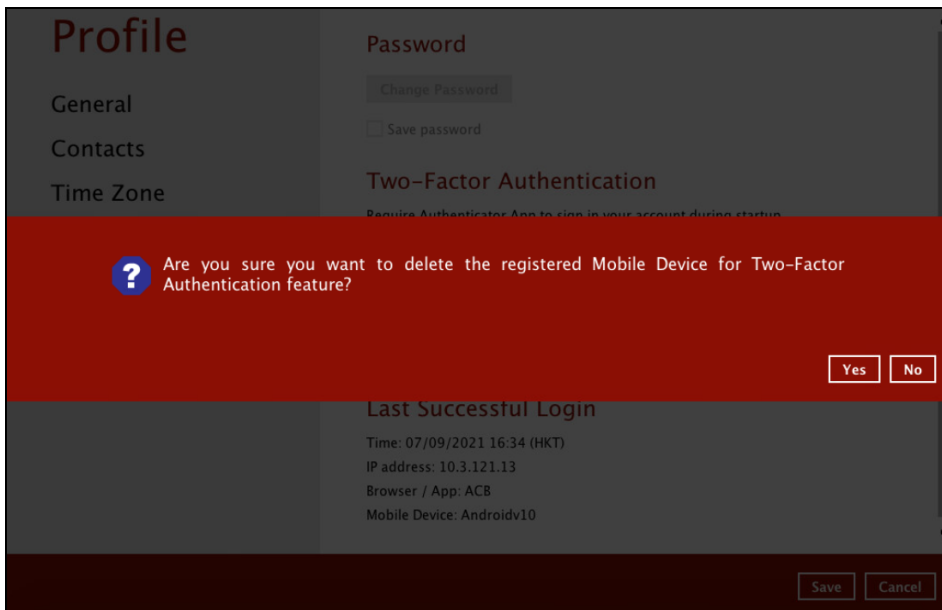
[Add](#)

Last Successful Login

Time: 07/09/2021 16:34 (HKT)
IP address: 10.3.121.13
Browser / App: ACB
Mobile Device: Androidv10

[Save](#) [Cancel](#)

2. A confirmation message will appear, click **Yes** to proceed. Otherwise, click **No**.



Profile

- General
- Contacts
- Time Zone

Password

[Change Password](#)



Save password

Two-Factor Authentication

Require Authenticator App to sign in your account during startup

On

Registered Mobile Device(s)

-  **Androidv10**
Re-pair with authenticator 

[Add](#)

Last Successful Login

Time: 07/09/2021 16:34 (HKT)
IP address: 10.3.121.13
Browser / App: ACB
Mobile Device: Androidv10

[Save](#) [Cancel](#)

Are you sure you want to delete the registered Mobile Device for Two-Factor Authentication feature?

[Yes](#) [No](#)

[Save](#) [Cancel](#)

- Mobile device is successfully removed.

The screenshot shows the 'Profile' settings page. On the left is a navigation menu with options: General, Contacts, Time Zone, Encryption Recovery, and Authentication (highlighted in red). The main content area is divided into sections: 'Password' with a 'Change Password' button and a 'Save password' checkbox; 'Two-Factor Authentication' with a sub-header 'Require Authenticator App to sign in your account during startup', a toggle switch currently set to 'On', and a 'Registered Mobile Device(s)' section with an 'Add' button; and 'Last Successful Login' with details: Time: 07/09/2021 16:34 (HKT), IP address: 10.3.121.13, Browser / App: ACB, and Mobile Device: Androidv10. At the bottom right are 'Save' and 'Cancel' buttons.

To disable the two-factor authentication feature, follow the instructions below:

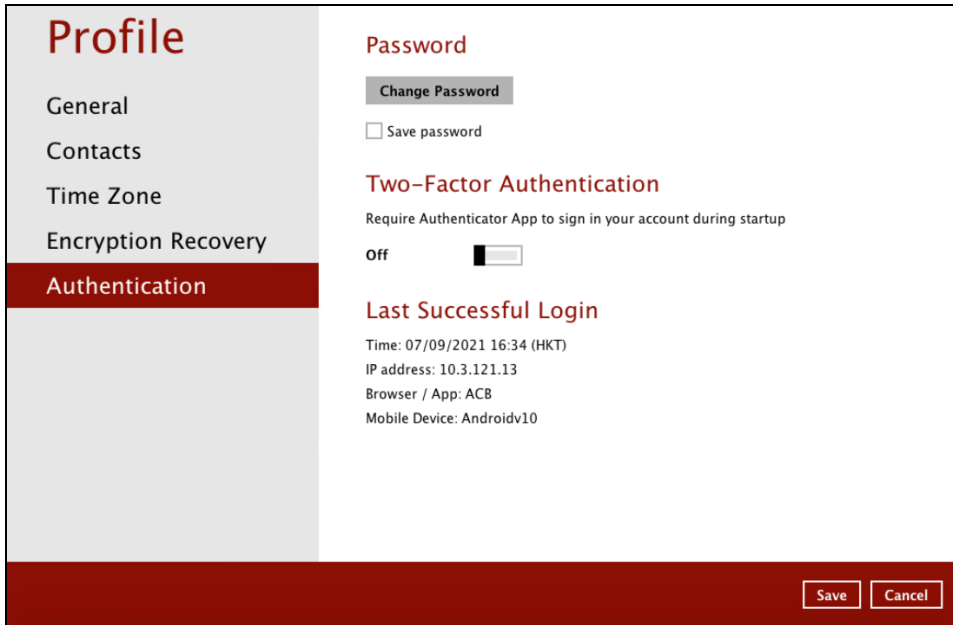
NOTE

Sliding the switch to right hand side will only turn off the two-factor authentication but it will not automatically delete the registered mobile device(s) for Two-Factor Authentication. If you need to delete the registered mobile device(s), this must be done manually first before disabling Two-Factor Authentication

- Swipe the lever to the left to turn it off.

This screenshot is similar to the previous one but shows the 'Registered Mobile Device(s)' section with one device listed: 'Androidv10' with a blue phone icon and a link 'Re-pair with authenticator'. A trash can icon is visible to the right of the device name, indicating it can be removed. The 'Add' button is still present below the list. The rest of the page content remains the same.

- Click **Save** to save the settings.



Re-pair with authenticator

AhsayACB supports “Re-pair with authenticator” feature that enables user to re-pair their AhsayACB account with Ahsay Mobile Authenticator as long as the mobile device used for the 2FA is still registered in the AhsayACB. This feature is used when:

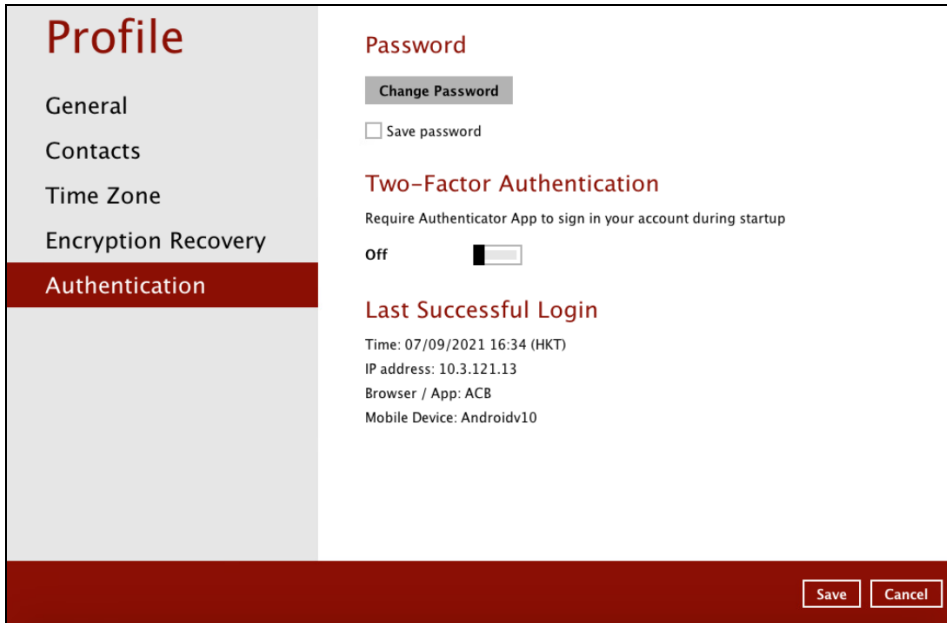
1. The registered profile for the 2FA is removed from the Ahsay Mobile app
2. The Ahsay Mobile app is accidentally uninstalled from the mobile device



Last Successful Login

Displays the Date, Time, IP address, and Browser / App the user last logged in and the registered Mobile Device.

- ▶ Time – the date and time the user last logged in.
- ▶ IP address – the IP address used to login.
- ▶ Browser / App – the browser or app used to login to AhsayCBS User Web Console or AhsayACB.
- ▶ Mobile Device – the name of the device used for authentication when 2FA is enabled.



The screenshot shows the 'Profile' page with a sidebar menu containing 'General', 'Contacts', 'Time Zone', 'Encryption Recovery', and 'Authentication'. The 'Authentication' section is active. The 'Password' section has a 'Change Password' button and a 'Save password' checkbox. The 'Two-Factor Authentication' section is set to 'Off'. The 'Last Successful Login' section displays the following information:

- Time: 07/09/2021 16:34 (HKT)
- IP address: 10.3.121.13
- Browser / App: ACB
- Mobile Device: Androidv10

At the bottom right, there are 'Save' and 'Cancel' buttons.

Below is an example if there is no login record yet.



The screenshot shows the same 'Profile' page as above. The 'Last Successful Login' section now displays:

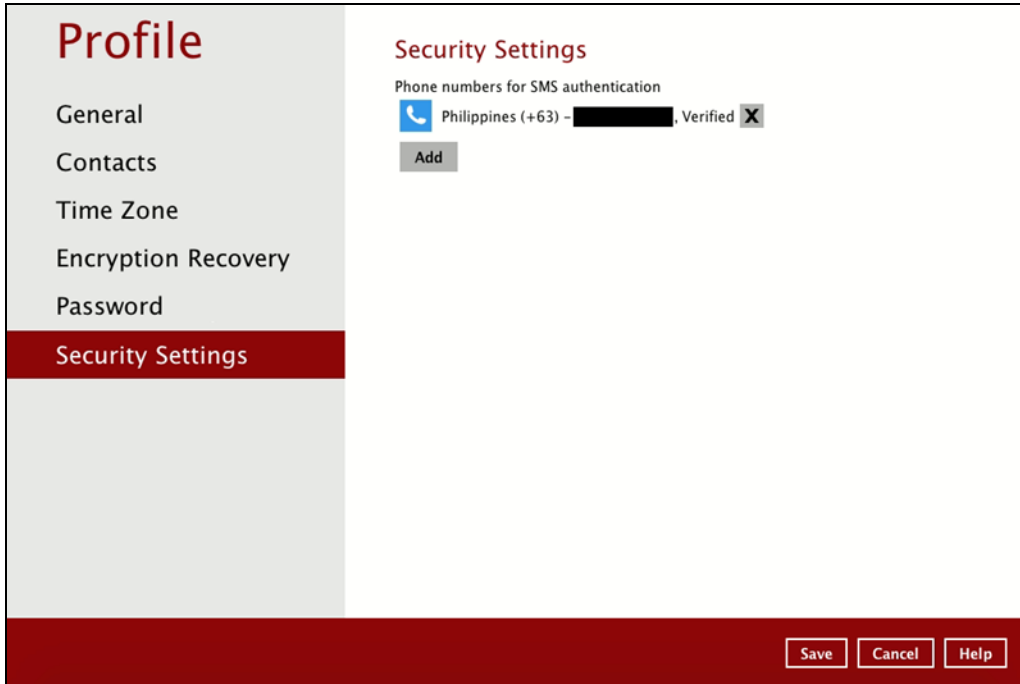
- No login record

At the bottom right, there are 'Save', 'Cancel', and 'Help' buttons.

9.1.7 Security Settings

The Security Settings option is for backward compatibility with Twilio Two-Factor Authentication. It will only be visible if Twilio Two-Factor Authentication was enabled on the user account on pre-v8.5.0.0 AhsayACB versions.

Phone numbers that will be used for sending sms authentication will be listed here and will show the status if it is verified or not. You can also add phone numbers here that can be used for sending the sms authentication.



1. Click Add.



2. Select the country and enter the phone number, click Add.

A screenshot of the "Security Settings" page. The title "Security Settings" is in red. Below it, the text "Please enter a new phone number for SMS authentication" is displayed. There is a dropdown menu showing "Philippines (+63)" and a text input field containing a redacted phone number. At the bottom right, there are "Add" and "Cancel" buttons.

3. Click Save to save the phone number.

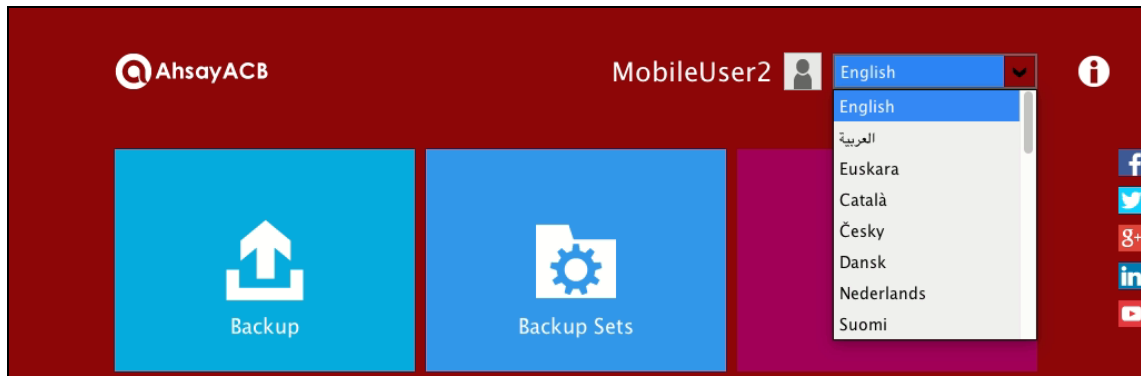
A screenshot of the "Profile" page. On the left is a sidebar with menu items: "General", "Contacts", "Time Zone", "Encryption Recovery", "Password", and "Security Settings" (which is highlighted in red). The main content area is titled "Security Settings" and shows "Phone numbers for SMS authentication". It lists two entries: "Philippines (+63) - [redacted] - Verified" and "Philippines (+63) - [redacted] - Not verified", each with a blue phone icon and a red 'X' delete button. An "Add" button is below the list. At the bottom right, there are "Save", "Cancel", and "Help" buttons.

9.2 Language

This option is used to change the language of the AhsayACB interface. The list of the available languages depends on the backup service provider.



Once the language is set, it will reflect on the AhsayACB interface right away.



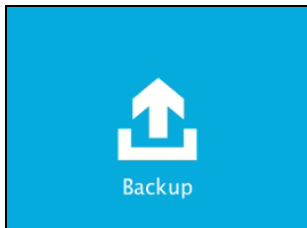
9.3 Information

The **information** icon displays the product version and system information of the machine where the AhsayACB is installed.



9.4 Backup

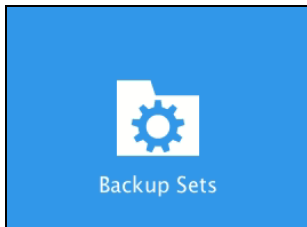
This feature is used to run your backup set(s).



To start backing up, follow the instructions on [Chapter 12 Run Backup Jobs](#).

9.5 Backup Sets

A backup set is a place for files and/or folders of your backed-up data. This feature allows user to select files individually or entirely in a selected folder to back up. It is also used to delete backup set(s).



To create or modify a backup set, follow the instructions on [Chapter 10 Create a Backup Set](#).

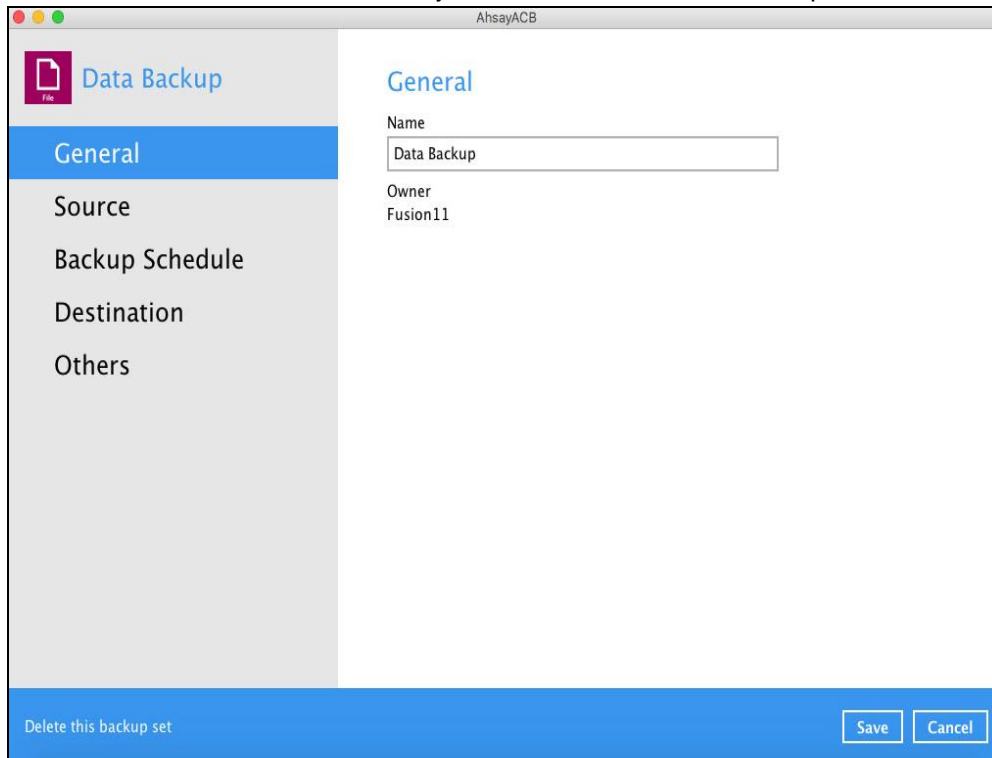
Backup Set Settings

Below is the list of configurable settings under a Backup Set:

- [General](#)
- [Source](#)
- [Backup Schedule](#)
- [Destination](#)
- [Others](#)
 - [Retention Policy](#)
 - [Temporary Directory](#)
 - [OpenDirect](#)
 - [Compressions](#)
 - [Encryption](#)

General

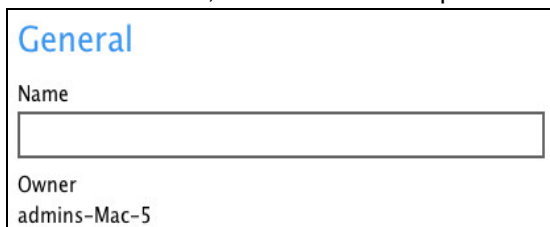
This feature allows the user to modify the current name of the backup set.



The screenshot shows a window titled "AhsayACB" with a "Data Backup" icon and title. The "General" tab is selected in the left sidebar. The main area displays the "General" settings for a backup set. The "Name" field contains "Data Backup" and is highlighted with a blue border. The "Owner" field contains "Fusion11". At the bottom, there is a blue bar with the text "Delete this backup set" on the left and "Save" and "Cancel" buttons on the right.

To modify the name of a backup set, follow the steps below:

1. In the Name field, enter a new backup set name.



This close-up shows the "General" tab header. Below it, the "Name" label is positioned above an empty text input field. The "Owner" label is positioned below the input field, with the value "admins-Mac-5" displayed underneath.

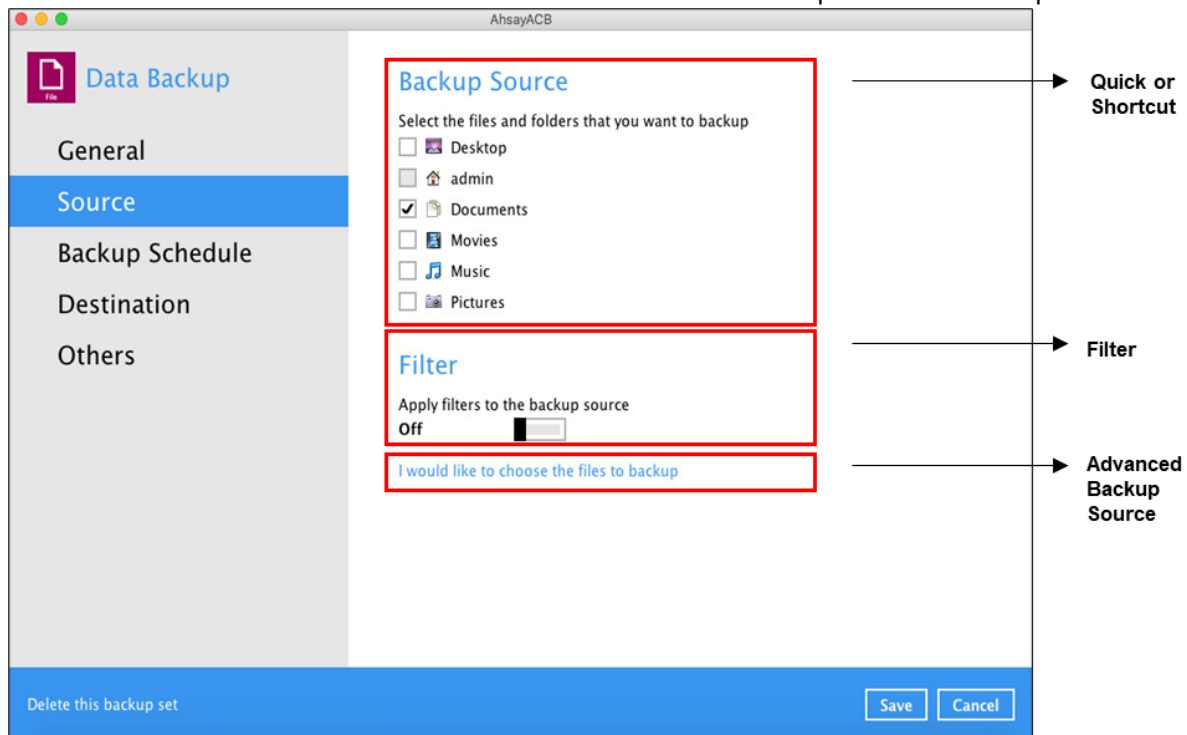
2. Click the [Save] button to save the updated backup set name.

NOTE

In assigning a backup set name, make sure that it does not have an identical name.

Source

This feature allows the user to select files and/or folders in the backup source to back up.

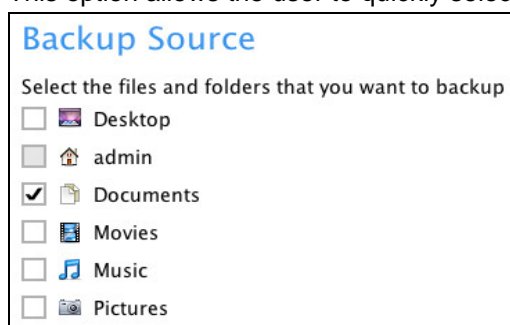


There are three (3) ways to select files and/or folders to back up:







Option	Description
Quick or Shortcut	This allows the user to back up files and/or folders in the selected backup source entirely.
Filter	This allows the user to select or exclude files and/or folders from the backup job.
Advanced Backup Source	This allows the user to select files and/or folders individually to back up.

Option 1: Quick or Shortcut

This option allows the user to quickly select a backup source to be backed up.



To know the locations of the folder(s) that will be backed up for each selected backup source, refer to the following table:


Backup Source		Description
Desktop		If Desktop is selected, all files and/or folders in the following location will be backed up: <i>%UserProfile%/admin/Desktop</i>
admin		If admin is selected, all files and/or folders located in the following locations will be backed up: <i>%UserProfile%/admin</i> Note: If you select admin during the creation of backup set, the entire Backup Source in the Quick or Shortcut option will also be selected (e.g., Desktop, Documents, Movies, Music, Pictures), but you may choose to unselect any of each.
Documents		If Documents is selected, all files and/or folders located in the following location will be backed up: <i>%UserProfile%/admin/Documents</i>
Movies		If Movies is selected, all files and/or folders located in the following location will be backed up: <i>%UserProfile%/admin/Movies</i>
Music		If Music is selected, all files and/or folders located in the following location will be backed up: <i>%UserProfile%/admin/Music</i>
Pictures		If Pictures is selected, all files and/or folders located in the following location will be backed up: <i>%UserProfile%/admin/Pictures</i>


To select files and/or folders to back up using the Quick or Shortcut option, follow the steps below:


1. Select a backup source.


Backup Source


Select the files and folders that you want to backup


 Desktop

 admin

 Documents

 Movies

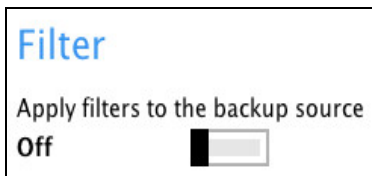
 Music

 Pictures

2. Click the [Save] button to store the selected backup source.

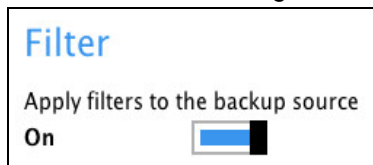
Option 2: Filter

This option allows the user to manually select files and/or folders in the selected location(s) to back up.



To select files and/or folders to back up using the Filter Backup Source, follow the steps below:

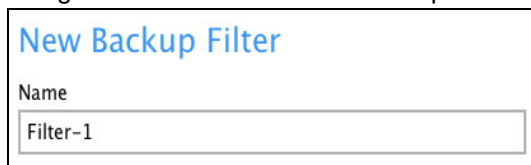
1. Slide the lever to the right to turn on the filter setting.



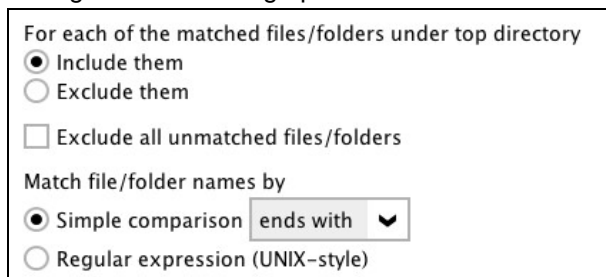
2. Click the [Add] button to create a filter.



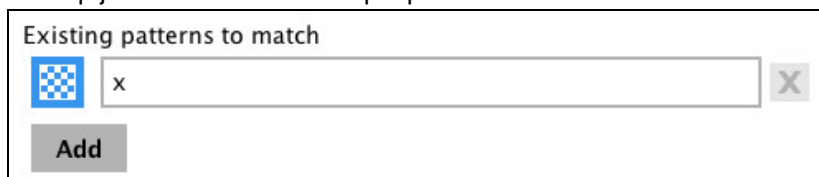
3. Assign a desired name to the backup filter.



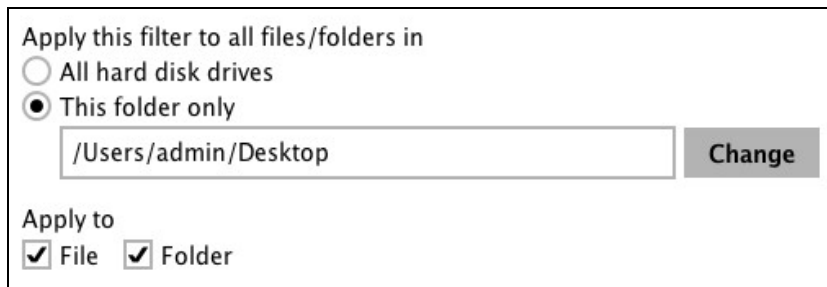
4. Configure the following options.



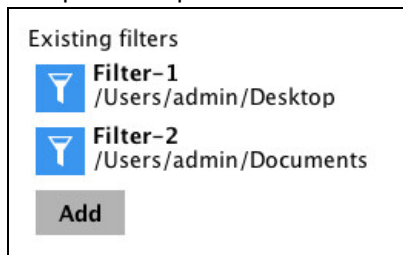
5. In this example, all files and/or folders that end with the letter 'X' will be included to the backup job. You can add multiple patterns here.



6. Select whether you would like to apply the filter to all files and/or folders in all hard disk drives or to a specific folder only. If 'This folder only' is selected, click the [Change] button to specify the folder where you would like to apply the filter to.

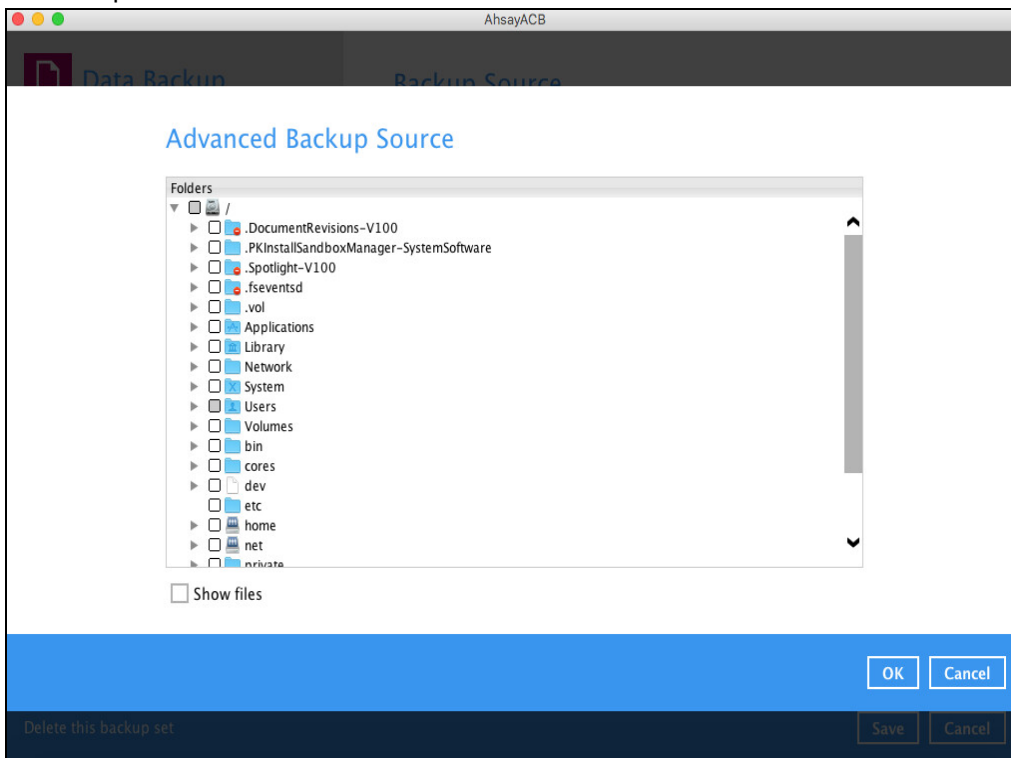


7. Click the [OK] button to save the created filter, then click the [Save] button to store settings. Once you run a backup, all files and/or folders that match the applied filter will be backed up.
8. Multiple backup filters can be created by clicking the [Add] button.



Option 3: Advanced Backup Source

This option allows the user to display the locations in the backup source to select files and/or folders to back up.

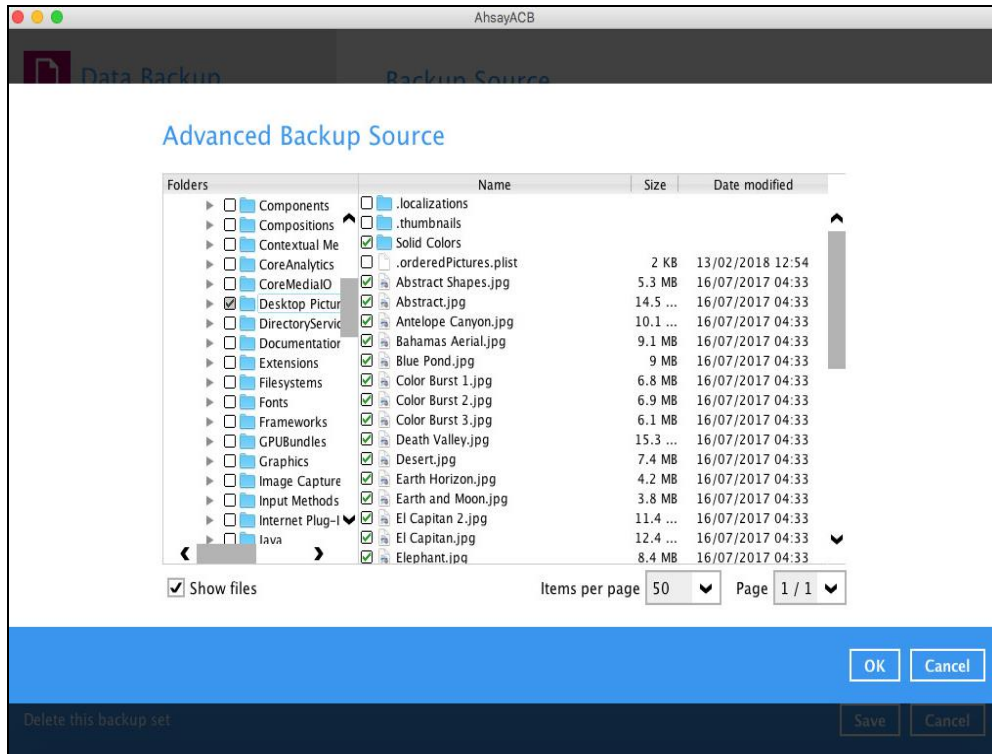


To select files and/or folders using the Advanced Backup Source, follow the steps below:

1. In the Source window, select 'I would like to choose the files to backup'.

I would like to choose the files to backup

2. Select 'Show files' to display the files inside each folder, then select the files and/or folders that you would like to back up.



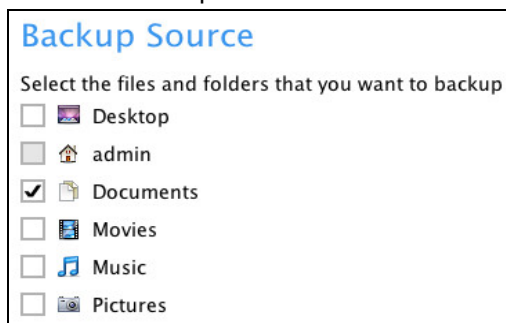
3. Click the [OK] button to save the selection, then click the [Save] button to store settings.

In selecting files and/or folders to back up, the three (3) options can be used simultaneously. For more details, please refer to the example scenarios below:

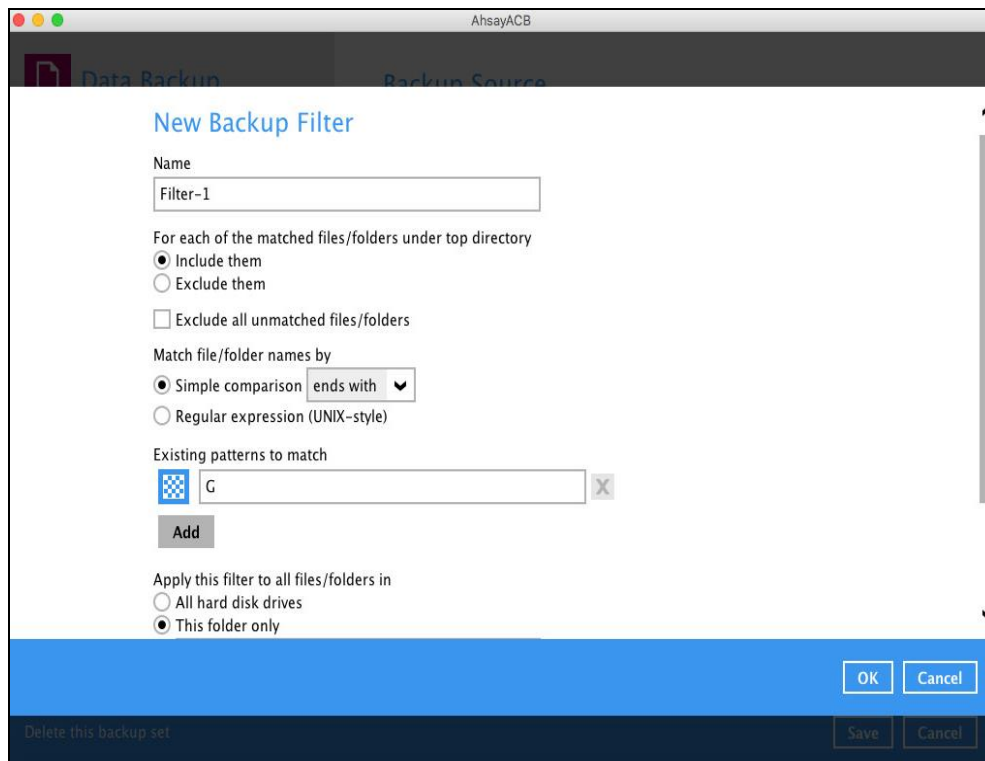
Scenario 1 (Quick or Shortcut + Filter)

You can use the quick or shortcut option and apply filter to the selected backup source at the same time. To use this type of combination, follow the steps below:

1. Choose a backup source.



2. Create a filter that will be applied to the backup source.

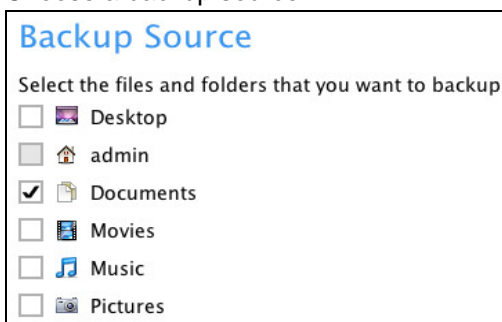


3. Click the [OK] button to save the created filter, then click the [Save] button to save settings.

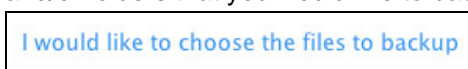
Scenario 2 (Quick or Shortcut + Advanced Backup Source)

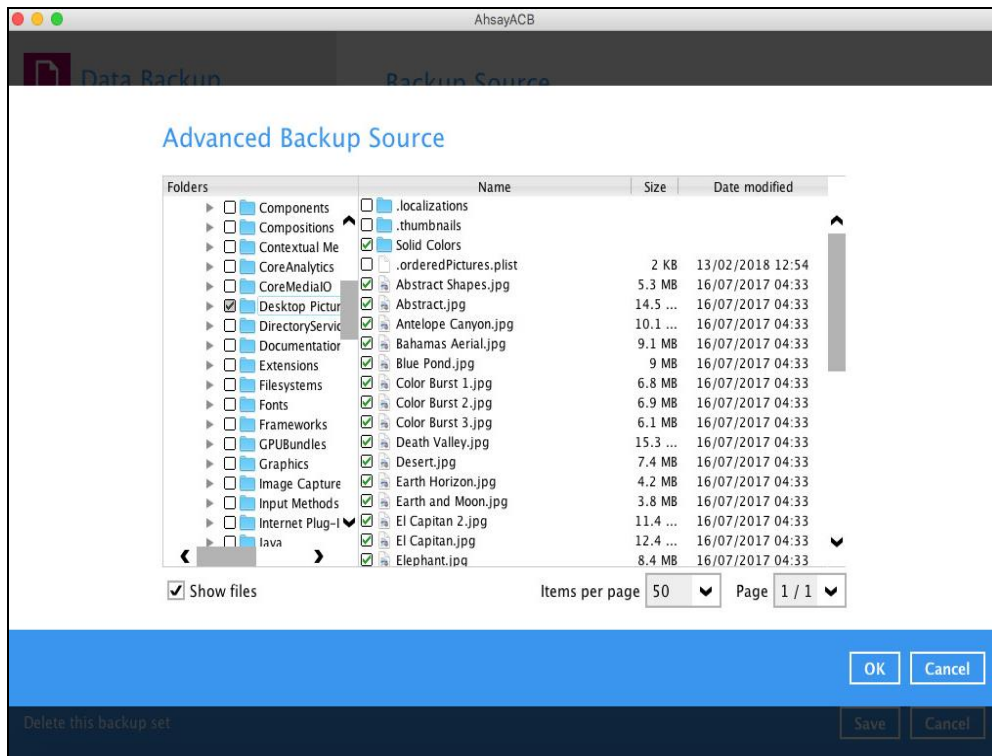
You can use the quick or shortcut option and select files and/or folders in the advanced backup source at the same time. To use this type of combination, follow the steps below:

1. Choose a backup source.



2. In the Source window, click 'I would like to choose the files to backup', then select the files and/or folders that you would like to back up.



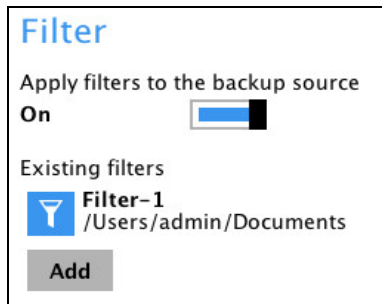


3. Click the [OK] button to save the selection, then click the [Save] button to store settings.

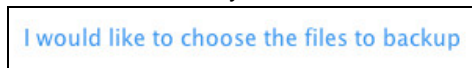
Scenario 3 (Filter + Advanced Backup Source)

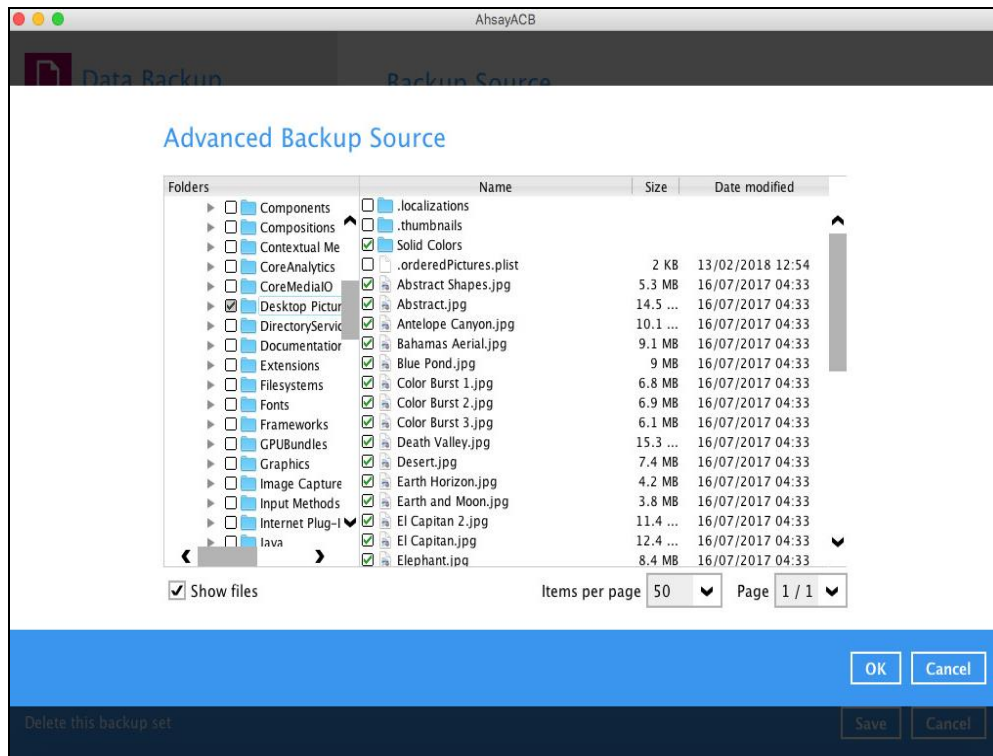
You can use the filter backup source and select files and/or folders in the advanced backup source at the same time. To use this type of combination, follow the steps below:

1. Create a filter.



2. In the source window, click 'I would like to choose the files to backup', then select the files and/or folders that you would like to back up.

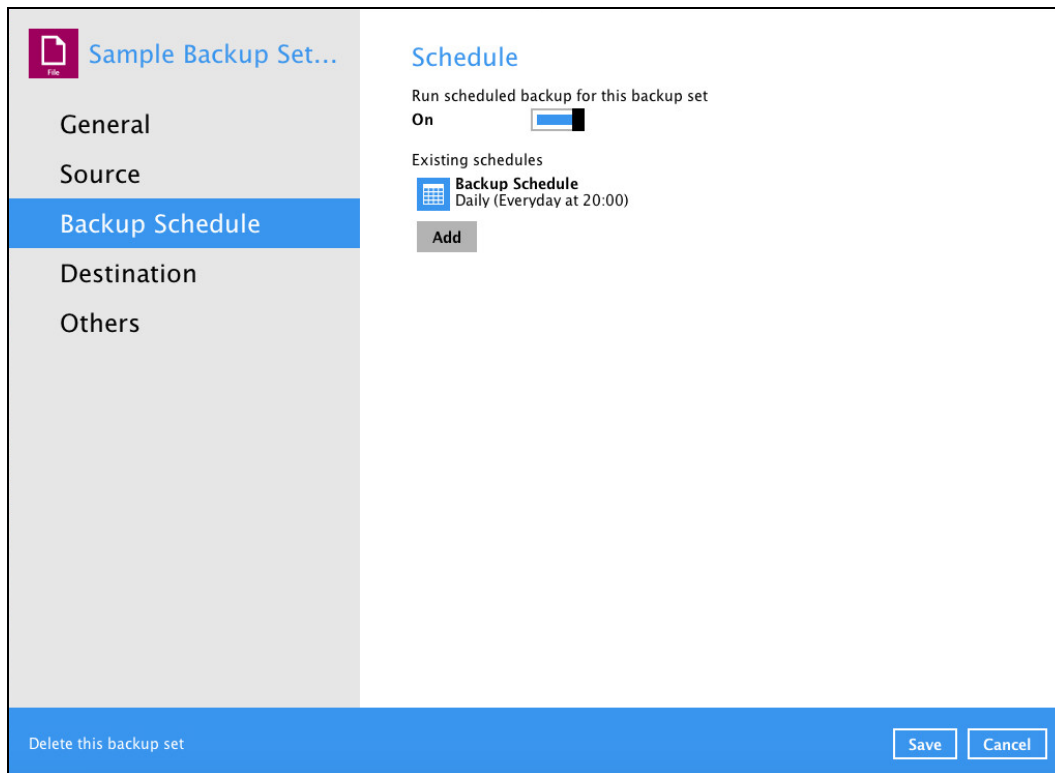




3. Click the [OK] button to save the selection, then click the [Save] button to store settings.

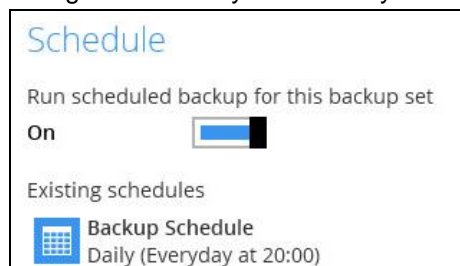
Backup Schedule

This allows the user to assign a backup schedule for the backup job to run automatically.

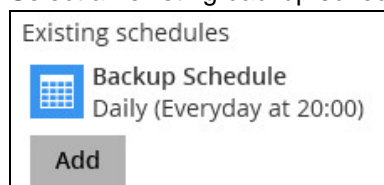


To configure a backup schedule, follow the steps below:

1. Swipe the lever to the right to turn on the backup schedule setting. The backup schedule is configured as “Daily at 20:00” by default.



2. Select an existing backup schedule to modify or click the **[Add]** button to create a new one.



3. In the New Backup Schedule window, configure the following backup schedule settings.
 - **Name** – the name of the backup schedule.
 - **Type** – the type of the backup schedule. There are four (4) different types of backup schedule: Daily, Weekly, Monthly and Custom.
 - **Daily** – the time of the day when the backup job will run.

New Backup Schedule

Name

Type

Start backup
 at :

Stop

Run Retention Policy after backup

- ⦿ **Weekly** – the day of the week and the time of the day when the backup job will run.

New Backup Schedule

Name

Type

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

Start backup
 at :

Stop

Run Retention Policy after backup

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

New Backup Schedule

Name

Type

Backup on the following day every month
 Day
 First

Start backup at
 : on the selected days

Stop

Run Retention Policy after backup

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

New Backup Schedule

Name: Custom-1

Type: Custom

Backup on the following day once: 2020 December 31

Start backup at: 00:00

Stop: until full backup completed

Run Retention Policy after backup

- ⦿ **Start backup** – the start time of the backup job.

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

Start backup: every 1 minute

Stop: until full backup completed

Run Retention Policy after backup

Start backup: every 1 minute

Stop: until full backup completed

Run Retention Policy after backup

Here is an example of backup set that has a daily and weekly backup schedule.

New Backup Schedule

Name: Weekly-1

Type: Weekly

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

Start backup: every 4 hours

Stop: until full backup completed

Run Retention Policy after backup

Figure 1.1

New Backup Schedule

Name: Weekly-1

Type: Weekly

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

Start backup: at 21:00

Stop: until full backup completed

Run Retention Policy after backup

Figure 1.2

Figure 1.1 – Periodic scheduled every 4 hours Monday - Friday for business hours

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

- ④ **Stop** – the stop **time** of the backup job. This only applies to schedules with start backup “at” and is not supported for periodic backup schedule (start backup “every”)
 - ⊙ **until full backup completed** – this option will stop a backup job once it is complete. This is the configured stop time of the backup job by default.
 - ⊙ **after (defined no. of hrs.)** – this option will stop a backup job after a certain number of hours regardless of whether the backup job has completed or not. This can range from 1 to 24 hrs.

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

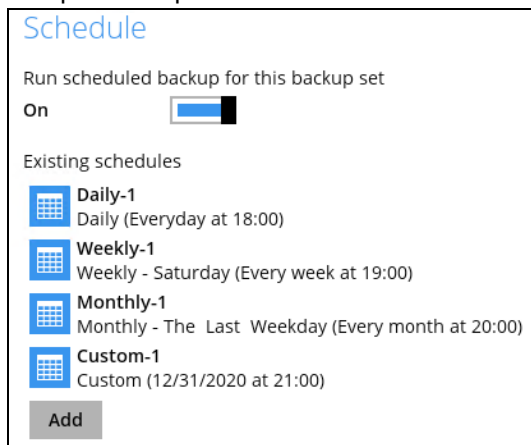
For example, if a backup has 100GB file size which will take approximately 15 hours to complete on your environment, but you set the “stop” after 10 hours, the file will be partially backed up and cannot be restored. The next backup will upload the files from scratch again.

The partially backed up data will have to be removed by running the [data integrity check](#).

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

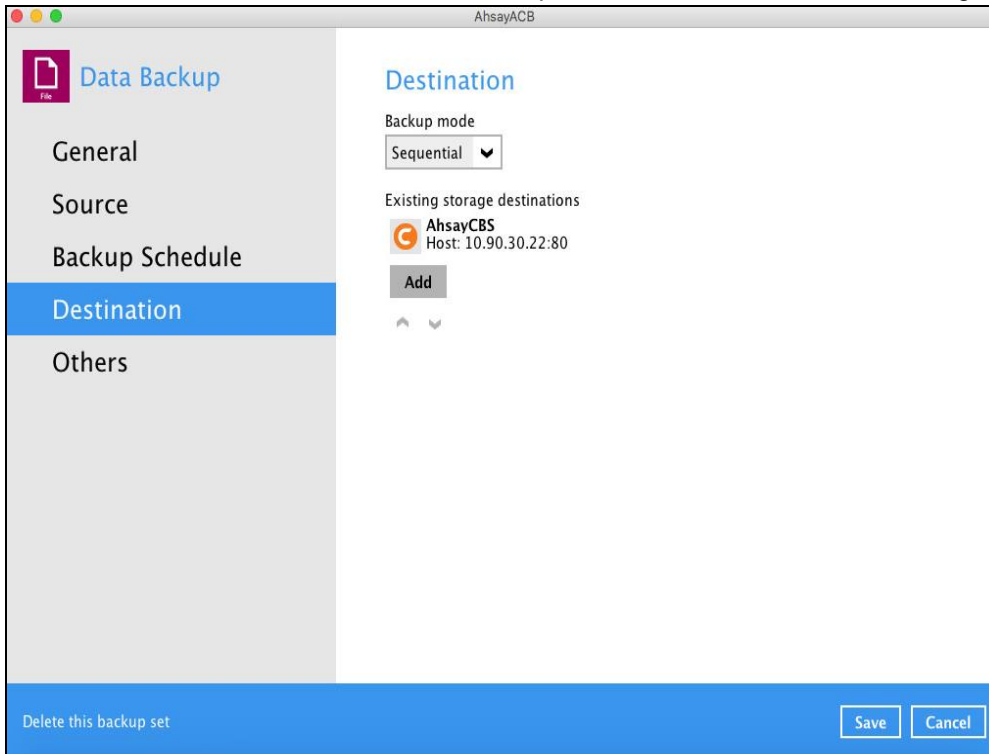
- ④ **Run Retention Policy after backup** – if enabled, the AhsayACB will run a retention policy job to remove files from the backup destination(s) which have exceeded the retention policy after performing a backup job.

4. Click the **[OK]** button to save the configured backup schedule settings.
5. Click the **[Save]** button to save settings.
6. Multiple backup schedules can be created.



Destination

This feature allows the user to select a backup mode and add an additional storage destination.



There are two (2) different types of backup mode:

Backup mode	Description
Sequential	This is the configured backup mode by default. This backup mode will run a backup job to each backup destination one by one.
Concurrent	This backup mode will run a backup job to all backup destinations simultaneously.

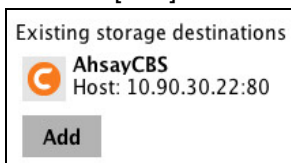
Comparison between Sequential and Concurrent Backup mode

Backup mode	Pros	Cons
Sequential	<ul style="list-style-type: none"> ➤ Takes less resources in the local machine (e.g., memory, CPU, bandwidth, etc.) to complete a backup job. 	<ul style="list-style-type: none"> ➤ Backup job is slower than in concurrent mode since the backup job will upload the backup data to the selected backup destinations one at a time.

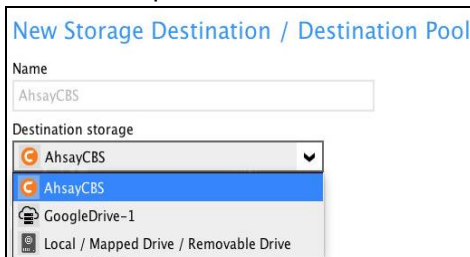
<p>Concurrent</p>	<ul style="list-style-type: none"> ➤ Backup job is faster than in Sequential mode. ➤ Maximum number of concurrent backup destinations can be configured. 	<ul style="list-style-type: none"> ➤ Requires more resources in the local machine (e.g., memory, CPU, bandwidth, etc.) to complete a backup job.
--------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------

To add a new storage destination, follow the steps below:

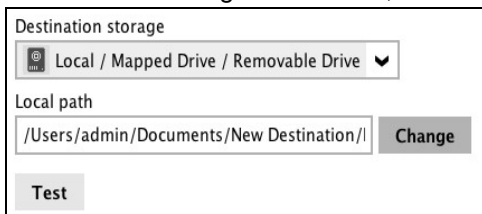
1. Click the [Add] button.



2. Click the drop-down button to select a backup destination.



3. If the Local / Mapped Drive / Removable Drive is selected, click the [Change] button to select a new storage destination, then click the [Test] button to validate access to it.



4. Click the [OK] button to save the added storage destination, then click the [Save] button to store the updated backup mode and the added storage destination.

Others

Below is the list of other configurable options under the backup set settings:

- [Retention Policy](#)
- [Temporary Directory](#)
- [OpenDirect](#) (Not supported on Mac platform)
- [Compressions](#)
- [Encryption](#)

Retention Policy

When the AhsayACB identifies files and/or folders that are deleted, updated, or with updated permission/attributes during a backup job, these files and/or folders will then be moved from the data area to the Retention area.

Retention area is a place used as a temporary destination to store these files (deleted, updated, or with updated permission/attributes during a backup job). Files and/or folders in the retention area can still be restored.

The **Retention Policy** is used to control how long these files remain in the retention area when they are removed which can be specified in the number of days, weeks, months, or backup jobs. Retained data within all backup destinations (e.g., AhsayCBS, local drive, SFTP/FTP, and cloud storage) are cleared by the retention policy job.

The default Retention Policy setting for a File Backup Set is 7 days.

Retention Policy

How to retain the files in the backup set, which have been deleted in the backup source

NOTE

There is a trade-off between the retention policy and backup destination storage usage. The higher the retention policy setting, the more storage is used, which translates into higher storage costs.

To configure the Retention Policy, follow the steps below:

1. Select the [Others] tab in the Backup Set Settings.
2. Click the drop-down button to define the number of day(s) or job(s) that the deleted files will be retained. This is configured as seven (7) days by default.

Retention Policy

How to retain the files in the backup set, which have been deleted in the backup source

3. Click the [Save] button to store the configured retention policy.

WARNING

When files and/or folders in the retention area exceed the Retention Policy setting, they will be permanently removed from the backup set and cannot be restored.

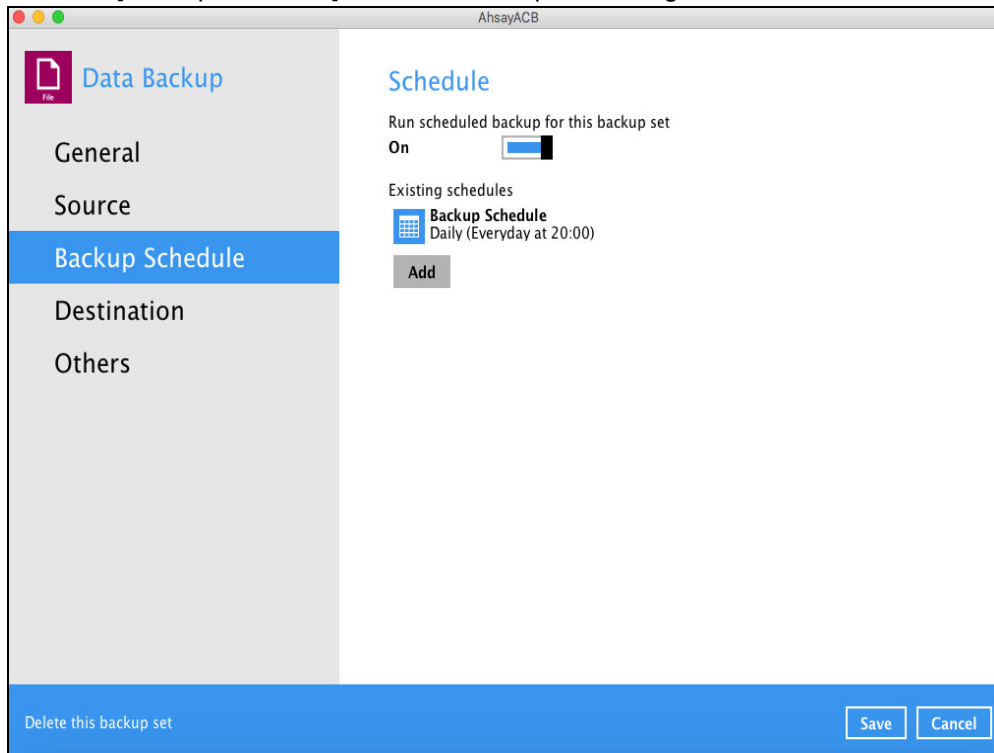
There are three (3) different ways to run the Retention Policy job:

- Backup Scheduler
- Manual Backup
- Space Freeing Up

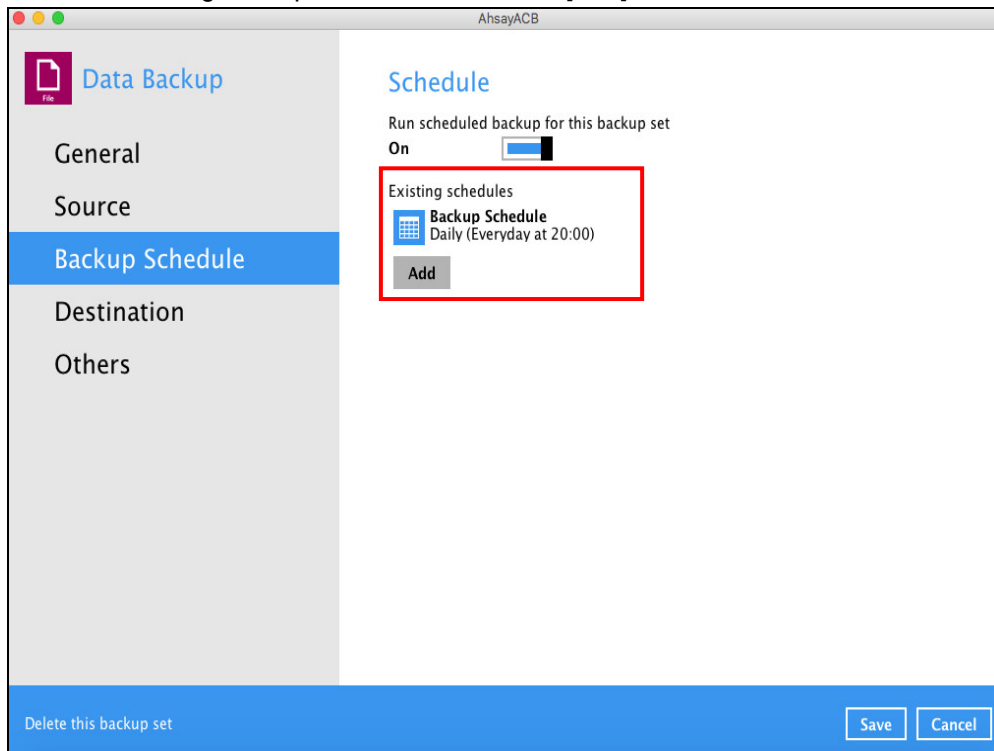
Backup Scheduler (Recommended)

To run a retention policy job after a scheduled backup job, follow the steps below:

1. Click the [Backup Schedule] tab in the backup set settings.



2. Select an existing backup schedule or click the [Add] button to add a new one.



3. In the Backup Schedule window, select 'Run Retention Policy after backup' to run a retention policy job after a scheduled backup.

Backup Schedule

Name
Backup Schedule

Type
Daily

Start backup at
20 : 00

Stop
until full backup completed

Run Retention Policy after backup

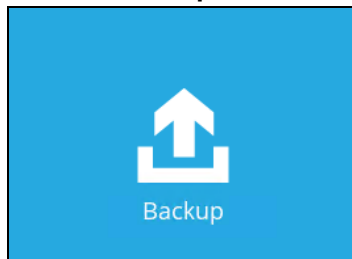
Delete this backup schedule OK Cancel

Delete this backup set Save Cancel

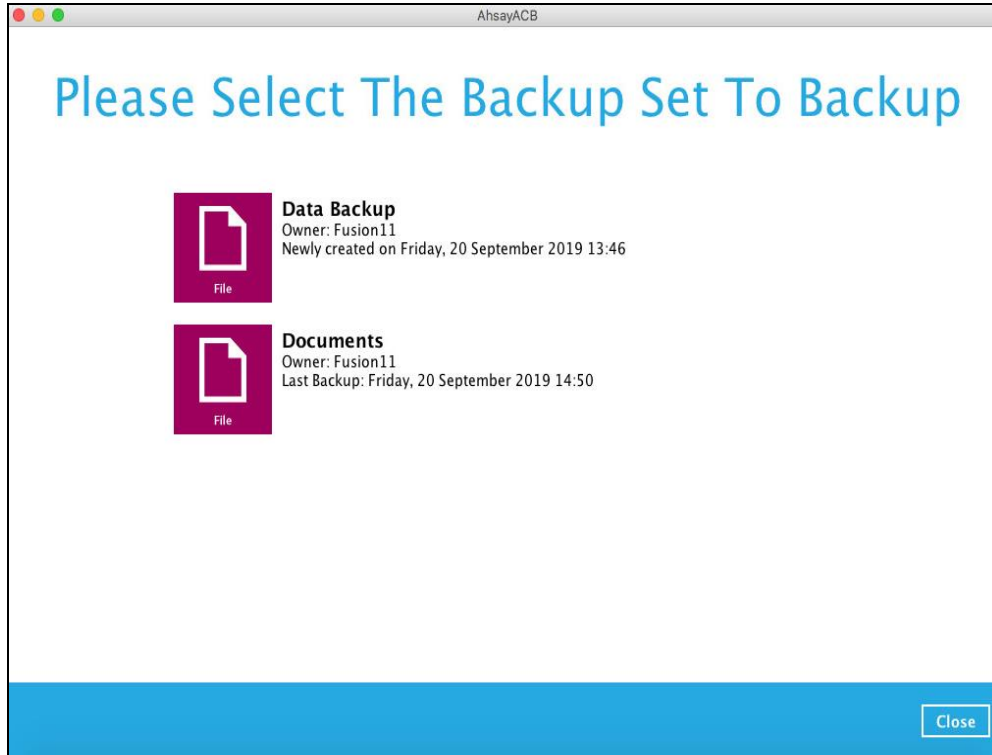
Manual Backup

To run a retention policy job after a manual backup, follow the steps below:

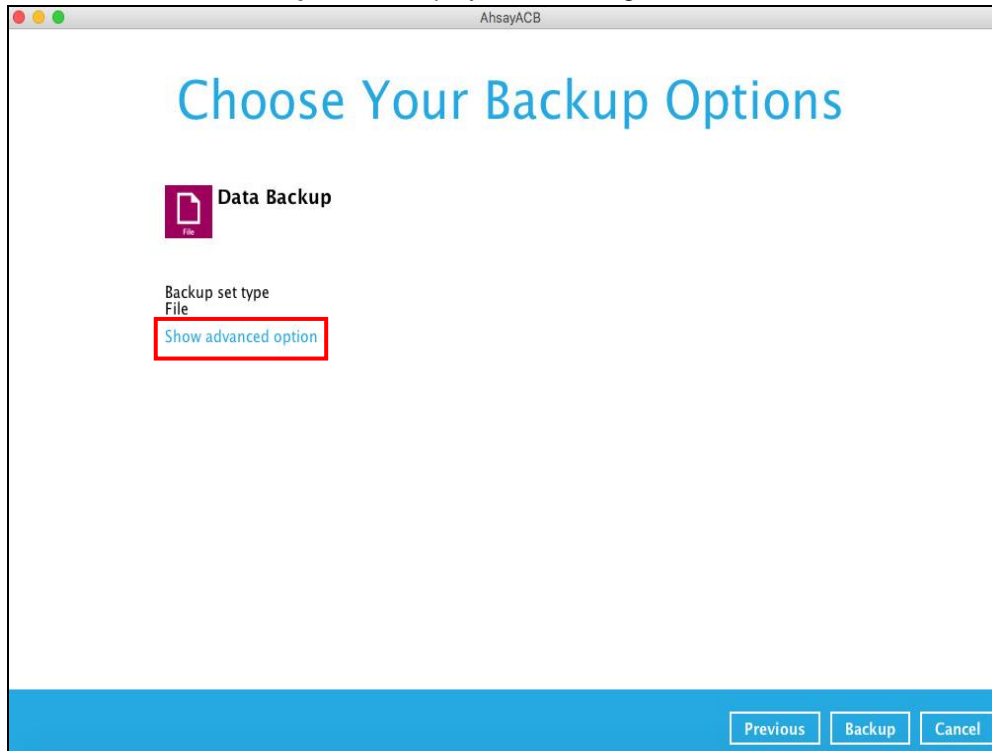
1. Click the **Backup** icon in the AhsayACB main interface.



2. Select the backup set that you would like to back up and run the retention policy job on.




3. Click **Show advanced option** to display other settings.



4. Select 'Run Retention Policy after backup' to run a retention policy job after a backup job.


AhsayACB

Choose Your Backup Options

 **Data Backup**

Backup set type
File

In-File Delta type
 Full
 Differential
 Incremental

Destinations
  AhsayCBS (Host: 10.90.30.22:80)

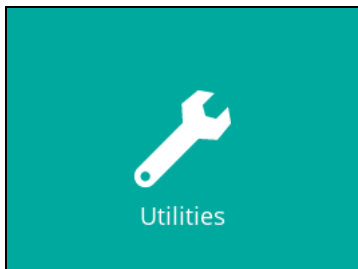
Retention Policy
 Run Retention Policy after backup

[Hide advanced option](#)

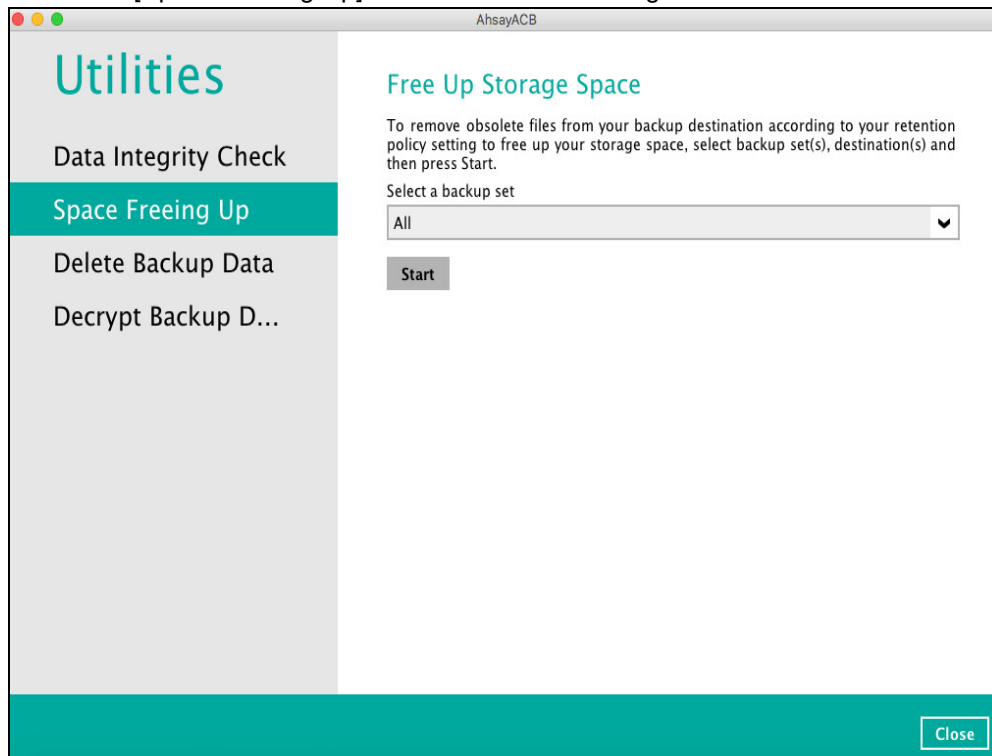
Space Freeing Up

To run a retention policy job manually via backup client interface, follow the steps below:

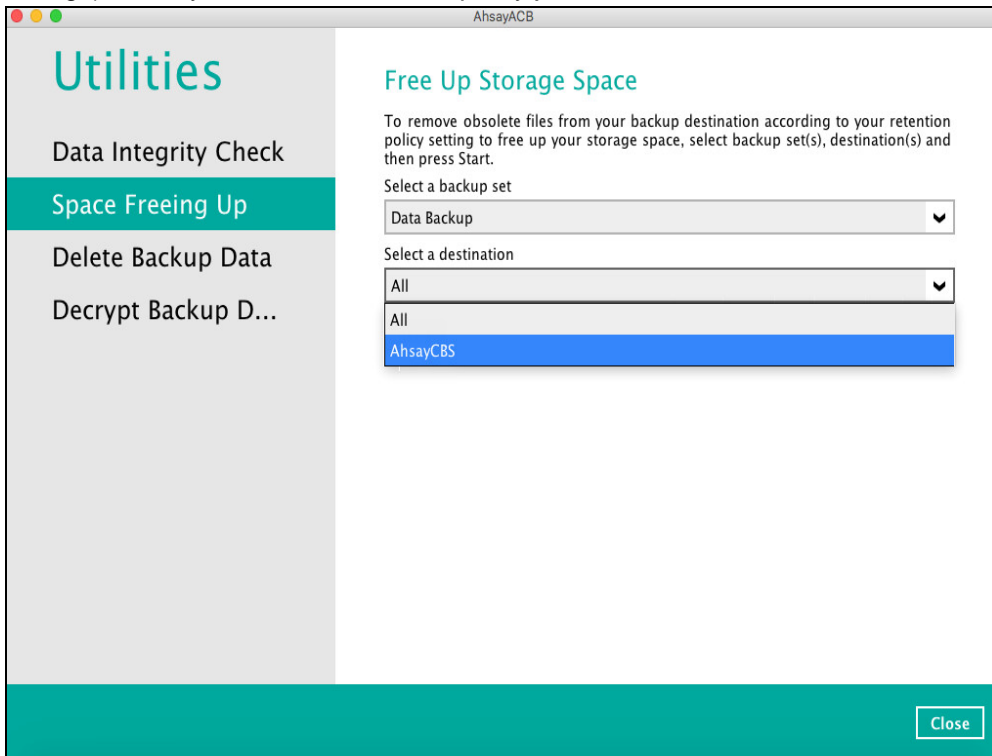
1. Click the **Utilities** icon in the AhsayACB interface.



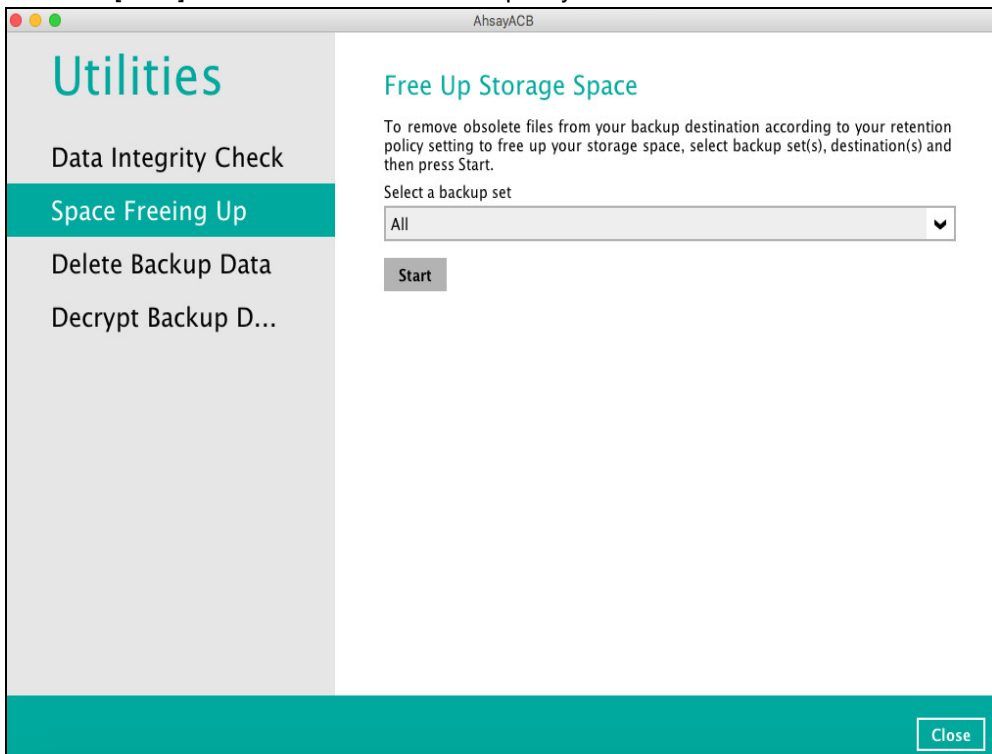
2. Select the [Space Freeing Up] tab in the Utilities settings.



3. Select the corresponding backup set and destination (e.g., AhsayCBS, local drive, cloud storage) where you want the retention policy job to run on.



4. Click the [Start] button to run the retention policy.



NOTE

For more details about Space Freeing Up, please refer to [Space Freeing Up](#) in **Chapter 9 AhsayACB Overview**.

Temporary Directory

The AhsayACB uses the temporary directory for both backup and restore operations.

Temporary Directory

Temporary directory for storing backup files

53.88GB free out of total 79.2GB space in /Users/admin/temp

 Remove temporary files after backup

For a **backup job**, it is used to temporarily store:

- Backup set index files. An updated set of index files is generated after each backup. The index files are synchronized to each individual backup destination at the end of each backup job.
- Incremental/Differential delta files generated during backups.

For a **restore job**, it is used to temporarily store:

- Full and Incremental/Differential delta files retrieved from the backup destination.

Merging of the Full and Incremental/Differential delta files as part of the restore process.

NOTES

1. For best practice, the temporary directory should be located on:

- A local drive for optimal backup and restore performance.

And should not be located on:

- System drive, as the System drive is used by Mac and other applications. There will be frequent disk I/O activity which may affect both backup and restore performance.
- A network drive, as it could affect both backup and restore performance.

It is recommended to select the 'Remove temporary files after backup' option on the backup set to keep the temporary drive clear.

To change the temporary directory, follow the steps below:

1. Click the [Change] button to select a directory path for storing temporary data.

Temporary Directory

Temporary directory for storing backup files

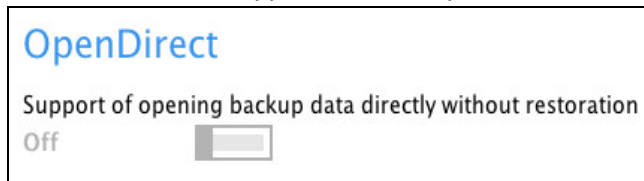
53.88GB free out of total 79.2GB space in /Users/admin/temp

 Remove temporary files after backup

2. Click the [Save] button to store settings.

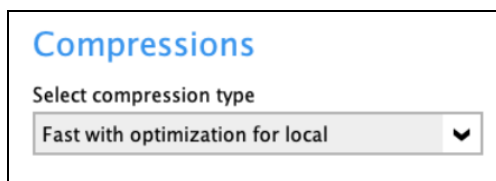
OpenDirect

This feature is not supported on Mac platform.



Compressions

This feature is used to enable the compression of data during a backup job. When the compression is enabled, the AhsayACB will compress all files before it is backed up to the backup destination(s). Newly created backup sets are configured to use Fast with optimization for local by default.



There are four (4) different data compression types:

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

NOTE

The Compression type can be changes anytime even after a backup job. The modified compression type will be applied on the next run of a backup.

Encryption

This feature allows the user to view the encryption settings.

Encryption

Encryption key	••••••
Unmask encryption key	
Algorithm	AES
Method	CBC
Key length	256 bits

To view the encryption key of the backup set, follow the steps below:

1. In the backup set settings, select the [Others] tab. Scroll down to display the Encryption.

The screenshot shows the 'File Backup' settings window with the 'Others' tab selected. The 'Encryption' section is visible at the bottom of the main content area, showing the same settings as the previous image: Encryption key (masked), Algorithm (AES), Method (CBC), and Key length (256 bits). The 'Unmask encryption key' link is also present.

2. Click 'Unmask encryption key' to display the encryption key of the backup set.

Encryption

Encryption key	••••••
Unmask encryption key	
Algorithm	AES
Method	CBC
Key length	256 bits

Encryption

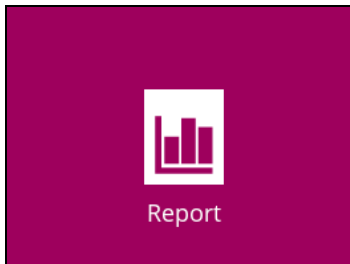
Encryption key	EqP4A5d/FJl3MzUL0xbQ9LoCbnu09H6GiNenBmJQmyA=
Mask encryption key	
Algorithm	AES
Method	CBC
Key length	256 bits

NOTE

The encryption setting can only be configured during the creation of backup set. For more details about encryption settings, please refer to step no. 13 in [Chapter 10 Create a Backup Set](#).

9.6 Report

This feature allows user to run and view **backup** and **restore reports**.



There are two (2) options available for this feature, namely:

- Backup
- Restore

9.6.1 Backup

This option is used to run and view **backup reports**. There are four (4) filters that can be applied on this feature, namely:

- Time
- Backup set
- Destination
- Status

The screenshot shows the AhsayACB Backup Report interface. On the left is a sidebar with "Report" at the top, "Backup" selected, and "Restore" below. The main area is titled "Backup Report" and features a date range selector (From: 13 May 2019, To: 20 May 2019) with a "Go" button. A red box highlights the "Time" filter in the date selector, with an arrow pointing to a "Time" label in a purple box. Below the date selector is a table with columns: Backup set, Destination, Completion, and Status. The table contains 10 rows of backup records. A red box highlights the "Status" column header. At the bottom, there is a "No. of records per page" dropdown set to 50, a "Page 1 / 1" dropdown, and a "Close" button.

Backup set	Destination	Completion	Status
Files Backup	Local-1	Today 23:21	Completed
Files Backup	Local-1	Today 23:20	Interrupted
AhsayACB Bac...	AhsayCBS	Today 23:14	Interrupted with er...
Daily Backup	GoogleDrive-1	Today 23:13	Interrupted
Daily Backup	AhsayCBS	Today 23:10	Interrupted with er...
Daily Backup	GoogleDrive-1	Today 23:04	Completed
Daily Backup	AhsayCBS	Today 23:02	Completed
AhsayACB Bac...	GoogleDrive-1	Today 23:00	Interrupted
AhsayACB Bac...	AhsayCBS	Today 23:00	Interrupted

By setting the **time**, you will see the list of all backup report(s) within that period.

Backup Report

From: 08 May 2019 To: 15 May 2019 Go

Backup set	Destination	Completion	Status
Files Backup	Local-1	Today 00:16	Completed
Files Backup	GoogleDrive-1	Today 00:16	Completed
Files Backup	AhsayCBS	Today 00:13	Completed
Files Backup	AhsayCBS	14/05/2019 23:59	Completed
Daily Backup	AhsayCBS	14/05/2019 23:57	Interrupted
Files Backup	AhsayCBS	14/05/2019 23:56	Interrupted
Files Backup	AhsayCBS	14/05/2019 23:55	Completed
Daily Backup	AhsayCBS	14/05/2019 23:47	Interrupted

You can view the backup report(s) of a specific backup set by using the **backup set** filter.

Backup Report

From: 13 May 2019 To: 20 May 2019 Go

Backup set	Destination	Completion	Status
Backup set	Local-1	Today 23:21	Completed
Files Backup	Local-1	Today 23:20	Interrupted
AhsayACB Backup	AhsayCBS	Today 23:14	Interrupted with error(s)
Daily Backup	GoogleDrive-1	Today 23:13	Interrupted
Daily Backup	AhsayCBS	Today 23:10	Interrupted with error(s)
Daily Backup	GoogleDrive-1	Today 23:04	Completed
Daily Backup	AhsayCBS	Today 23:02	Completed
AhsayACB Backup	GoogleDrive-1	Today 23:00	Interrupted
AhsayACB Backup	AhsayCBS	Today 23:00	Interrupted

If you want to see the backup report(s) in your selected storage location, use the **destination** filter.

Backup Report

From: 13 May 2019 To: 20 May 2019 Go

Backup set	Destination	Completion	Status
Files Backup	Destination	Today 23:21	Completed
Files Backup	Local-1	Today 23:20	Interrupted
AhsayACB Backup	AhsayCBS	Today 23:14	Interrupted with error(s)
Daily Backup	GoogleDrive-1	Today 23:13	Interrupted
Daily Backup	AhsayCBS	Today 23:10	Interrupted with error(s)
Daily Backup	GoogleDrive-1	Today 23:04	Completed
Daily Backup	AhsayCBS	Today 23:02	Completed
AhsayACB Backup	GoogleDrive-1	Today 23:00	Interrupted
AhsayACB Backup	AhsayCBS	Today 23:00	Interrupted

By applying this filter, all backup reports with the same **status** will be shown.

Backup Report

From: 13 May 2019 To: 20 May 2019 Go

Backup set	Destination	Completion	Status
Files Backup	Local-1	Today 23:21	Completed
Files Backup	Local-1	Today 23:20	Completed
AhsayACB Backup	AhsayCBS	Today 23:14	Interrupted
Daily Backup	GoogleDrive-1	Today 23:13	Interrupted
Daily Backup	AhsayCBS	Today 23:10	Interrupted with error(s)
Daily Backup	GoogleDrive-1	Today 23:04	Completed
Daily Backup	AhsayCBS	Today 23:02	Completed
AhsayACB Backup	GoogleDrive-1	Today 23:00	Interrupted
AhsayACB Backup	AhsayCBS	Today 23:00	Interrupted

In order to see a backup report in detail, select a backup set.

Backup Report

From: 13 May 2019 To: 20 May 2019 [Go](#)

Backup set	Destination	Completion	Status
Files Backup	Local-1	Today 23:21	Completed
Files Backup	Local-1	Today 23:20	Interrupted
AhsayACB Backup	AhsayCBS	Today 23:14	Interrupted with error(s)
Daily Backup	GoogleDrive-1	Today 23:13	Interrupted
Daily Backup	AhsayCBS	Today 23:10	Interrupted with error(s)
Daily Backup	GoogleDrive-1	Today 23:04	Completed
Daily Backup	AhsayCBS	Today 23:02	Completed
AhsayACB Backup	GoogleDrive-1	Today 23:00	Interrupted
AhsayACB Backup	AhsayCBS	Today 23:00	Interrupted

Click **view** log to see the event log during a backup.

Backup Report

From: 13 May 2019 To: 20 May 2019 [Go](#)

Backup set	Destination	Completion	Interrupted
Files Backup	Local-1	Today 23:16	Interrupted

Backup set Files Backup X

Destination Local-1

Job 20/05/2019 23:16

Time Today 23:16 – 23:20 (PST)

Status Interrupted

New files * 265 [662.7M/662.5M (0%)]

Updated files * 0

Attributes Changed Files * 0

Moved files * 0

Deleted files * 0

* Unit = No of files [Total zipped size / Total unzipped size (compression ratio)]

[View log](#)

Backup set, time, destination, and status can be filtered here. You can also choose to view the number of logs per page.

Backup set: Files Backup | Destination: Local-1 | Log: 20/05/2019 23:16 | Show: All

Type	Log	Time
Start [AhsayACB v8.2.1.0]		20/05/2019 23:16:37
Saving encrypted backup set encryption keys to server...		20/05/2019 23:16:37
Start Backup ... [In-File Delta: Full]		20/05/2019 23:16:39
Using Temporary Directory /Users/admin/temp/1558419345327/Local@1558419373198		20/05/2019 23:16:39
Downloading server file list...		20/05/2019 23:16:39
Downloading server file list... Completed		20/05/2019 23:16:39
Reading backup source from hard disk...		20/05/2019 23:16:40
[New Directory]... /		20/05/2019 23:16:41
[New Directory]... /Users		20/05/2019 23:16:41
[New Directory]... /Users/admin		20/05/2019 23:16:41
[New Directory]... /Users/admin/Documents		20/05/2019 23:16:41
[New Directory]... /Users/admin/Documents/1556507762831		20/05/2019 23:16:41
[New Directory]... /Users/admin/Documents/1556507762831/blocks		20/05/2019 23:16:41
[New Directory]... /Users/admin/Documents/1556507762831/blocks/2019-05-07-20-21-00		20/05/2019 23:16:41
[New Directory]... /Users/admin/Documents/1556507762831/blocks/2019-05-07-20-21-00/0		20/05/2019 23:16:41
[New Directory]... /Users/admin/Documents/1556507762831/blocks/2019-05-07-20-21-00/s...		20/05/2019 23:16:41
[New Directory]... /Users/admin/Documents/1556507762831/blocks/2019-05-07-20-21-00/s...		20/05/2019 23:16:41

Logs per page: 50 | Page: 1 / 11

9.6.2 Restore

This feature is used for viewing restore report(s). You can also apply filter on **time, backup set, destination, and status** here.

Report: Backup | Restore

Restore Report

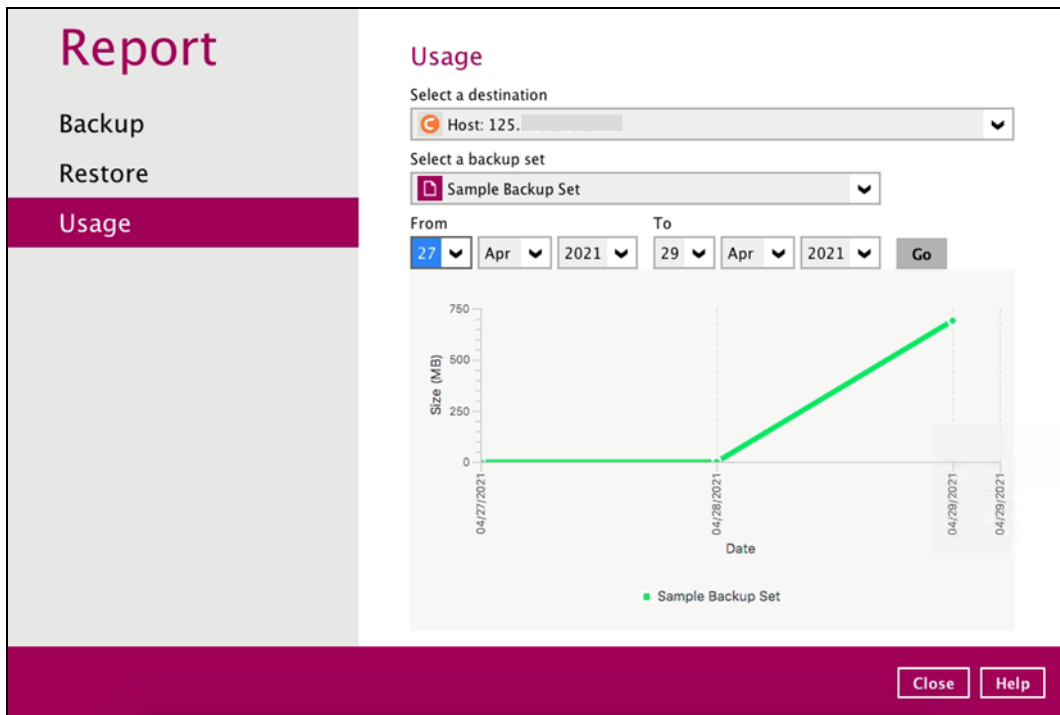
From: 14 May 2019 | To: 21 May 2019 | Go

Backup set	Destination	Job	Status
AhsayACB Bac...	AhsayCBS	Today 00:04	Completed
Files Backup	Local-1	Today 00:03	Completed
AhsayACB Bac...	AhsayCBS	Today 00:02	Completed
AhsayACB Bac...	AhsayCBS	Today 00:02	Completed
Files Backup	Local-1	Today 00:01	Completed
Daily Backup	AhsayCBS	Today 00:01	Completed

No. of records per page: 50 | Page: 1 / 1

9.6.3 Usage

This allows the user to view the storage and usage information in a graphical view for each backup set and backup destination by date.



Storage Statistics

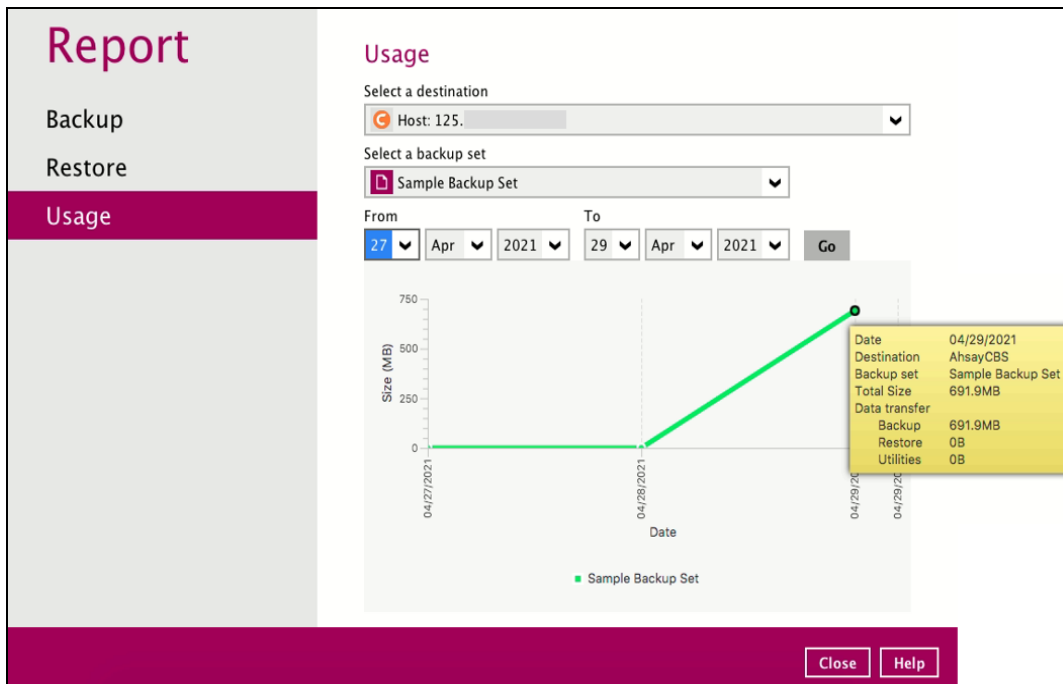
Total Size: displays the total amount of backed up data on the backup destination

The storage statistics of a backup set is updated every time the following functions are run:

1. Backup job
2. [Periodic Data Integrity Check \(PDIC\)](#)
3. [Data Integrity Check \(DIC\)](#)
4. [Space Freeing Up](#)
5. [Delete Backup Data](#)

Example:

The data transfer statistics will pop up when mouse pointer moves over a specific date.

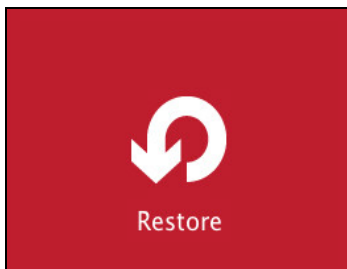


🔹 Data Transfer Statistics

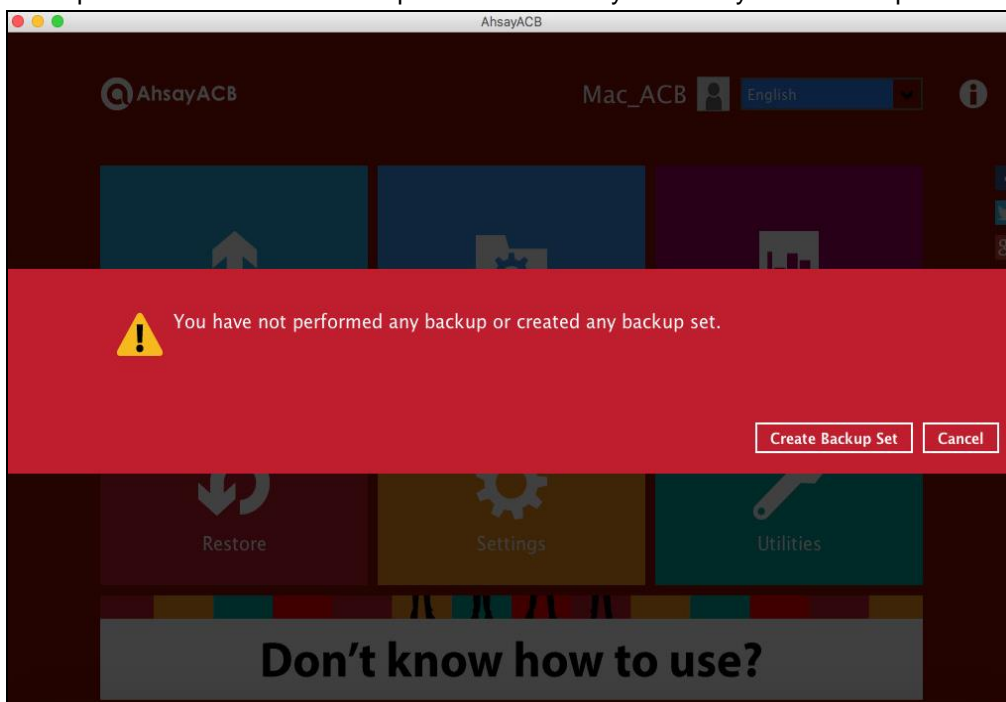
- 🔹 **Backup:** displays the amount of data transferred to the backup destination for backups
- 🔹 **Restore:** displays the amount of data transferred from the backup destination for restores
- 🔹 **Utilities:** displays the amount of data transferred from the backup destination, when a Data Integrity Check (DIC) is run with the "Run Cyclic Redundancy Check (CRC) during data integrity check" option selected

9.7 Restore

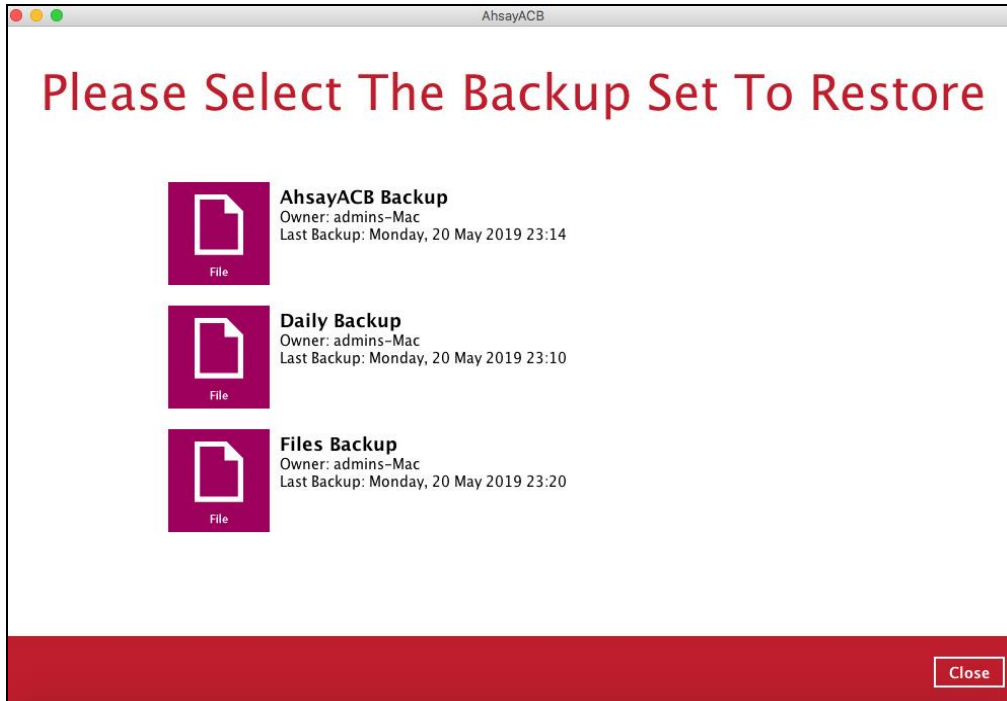
This feature is used to copy the backed-up file(s) from the backup set and restoring it to its original location or new location.



If using AhsayACB for the first time, you will be asked to create a backup set and run a backup first. A restore cannot be performed unless you already run a backup.

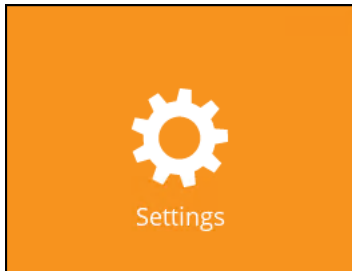


If a backup job has been performed, select a backup set you wish to restore.



9.8 Settings

This feature allows user to enable the **Proxy Settings**.



There are two (2) functions available for this feature:

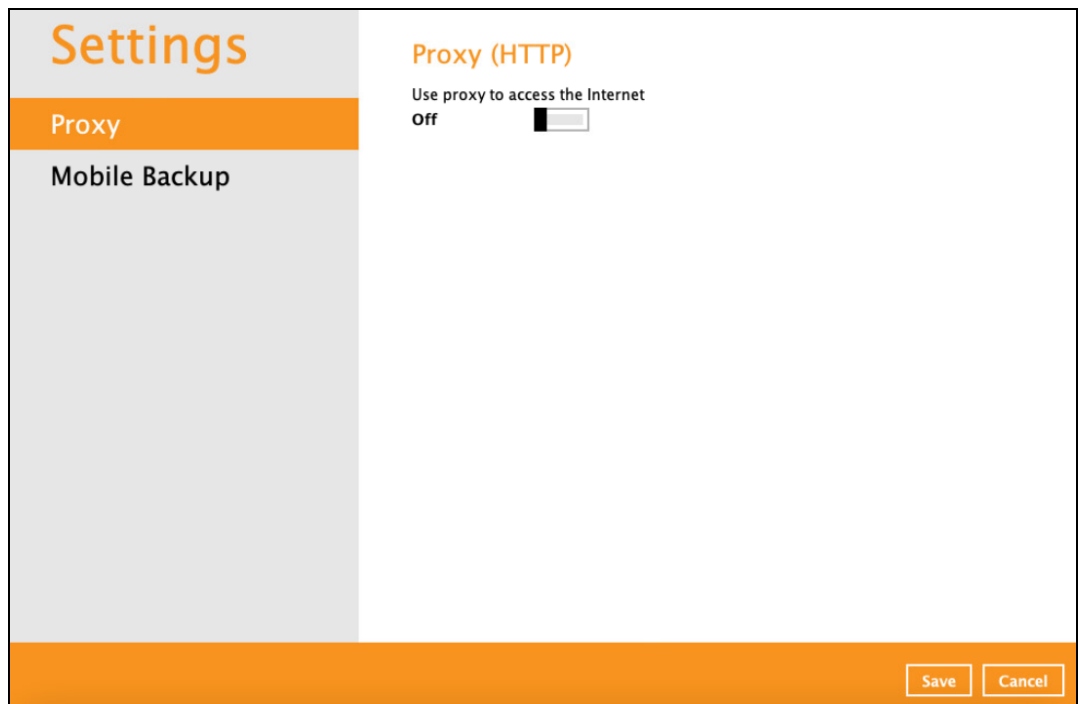
- Proxy
- Mobile Backup

9.8.1 Proxy

When this feature is on, the AhsayACB will gain access to the internet.

To enable the Proxy Settings, follow the instructions below:

1. Slide the lever to the right to turn it on.



NOTE: Mobile Backup is available if the mobile add-on module is enabled on the user profile. Please contact your backup service provider for details.

2. Complete the following fields:

- IP address
- Port
- Login ID
- Password

Settings

Proxy

Mobile Backup

Proxy (HTTP)

Use proxy to access the Internet
On

IP address Port

Login ID

Password

Test connection

Save Cancel

3. Click the [Test Connection] button to validate the connection.

4. Click the [Save] button to store the settings.

9.8.2 Mobile Backup

Mobile Backup (Only available if the mobile add-on module is enabled on the user profile. Please contact your backup service provider for details.)

You can use the Mobile backup function to:

- Add one or more device(s) registered for Mobile Backup.

NOTE

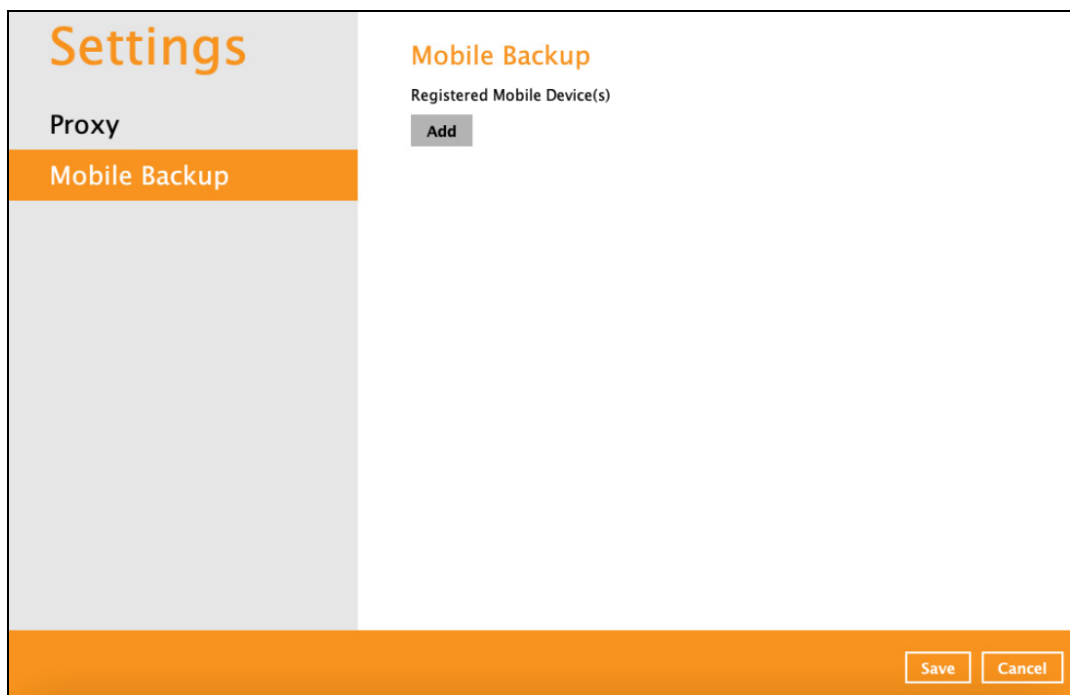
Please refer to the [Ahsay Mobile App User Guide for Android and iOS – Chapter 7](#) for the detailed step-by-step procedure.

- [View backed up photos and videos saved in the mobile backup destination.](#)
- Change the mobile backup destination location to:
 - [new location in the same machine](#)
 - [new machine](#)
- [Remove one or more device\(s\) registered for Mobile Backup.](#)

NOTE

For the restore of photos, videos and 2FA accounts to an alternate mobile device, the other mobile devices must be registered first for mobile backup on AhsayACB.

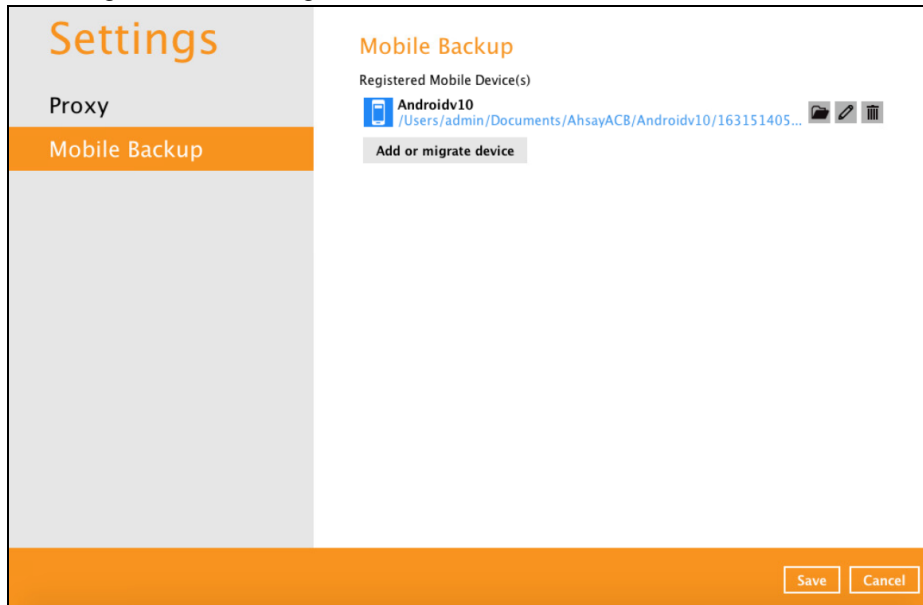
- Restore to a different mobile device on the same operating system.
- Restore to a different mobile device on another operating system, i.e., Android to iOS or iOS to Android.



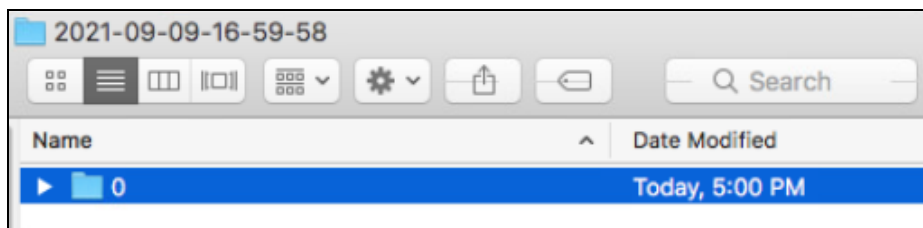
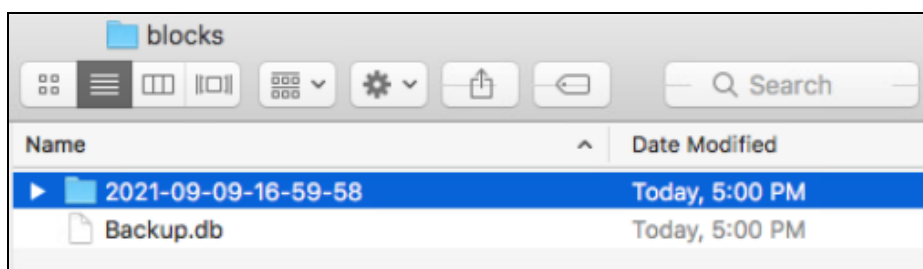
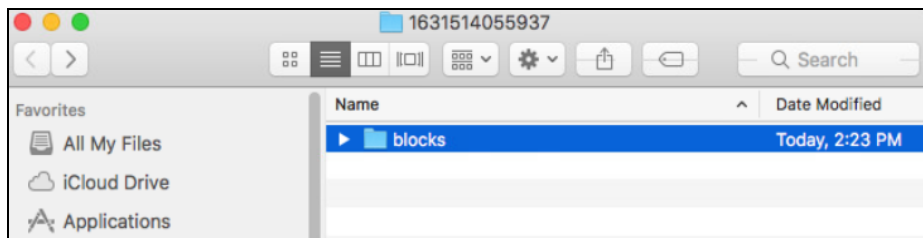
View backed up photos and videos saved in the mobile backup destination

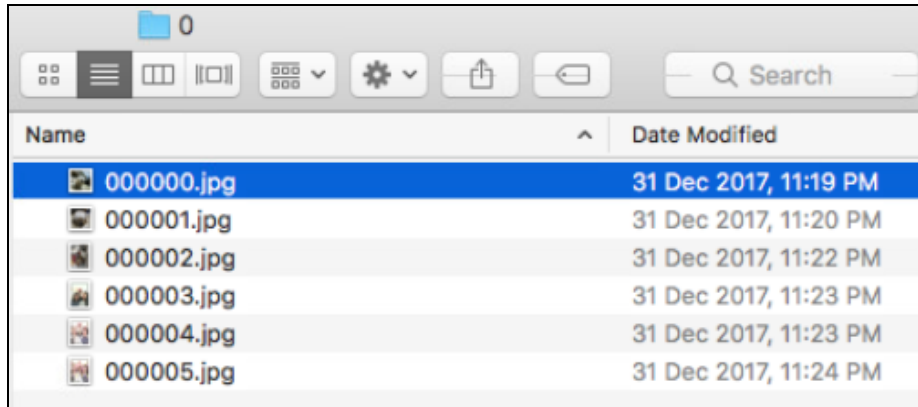
To view backed up photos and videos saved in the mobile backup destination, follow the instructions below:

1. Either click the link under the registered mobile device or click the **Browse** icon on the right side of the registered mobile device.



2. A new window will be displayed. Double-click the **blocks** folder, then double-click the folder named with the “YYYY-MM-DD-hh-mm-ss” format which is the date and time of the backup. This contains the folders where the photos and videos are saved.





- Once done, click the [X] button to exit.

Change mobile backup destination location to new location in the same machine

These are scenarios upon changing the mobile backup destination to a new location in the same local machine:

- Move to a new location in the same machine with enabled Free up space.**

If Free up space is enabled on the Ahsay Mobile app, it is strongly recommended to copy the previously backed-up photos, videos and 2FA accounts to the new location to prevent missing data. As some of the backed-up photos, videos and 2FA accounts have already been removed from the mobile device.

In case the previously backed-up photos, videos and 2FA accounts were not copied to the new location, even though the backup will re-upload all the photos, videos and 2FA accounts again from the mobile device, this will not include the photos and videos removed by the Free up space feature.

- Move to a new location in the same machine with disabled Free up space.**

If Free up space is disabled on the Ahsay Mobile app, there are two (2) options available, copy the previously backed-up photos, videos and 2FA accounts to the new location or continue to back up in the new location.

In case the previously backed-up photos, videos and 2FA accounts were not copied to the new location, the backup will re-upload all the photos, videos and 2FA accounts again from the mobile device.

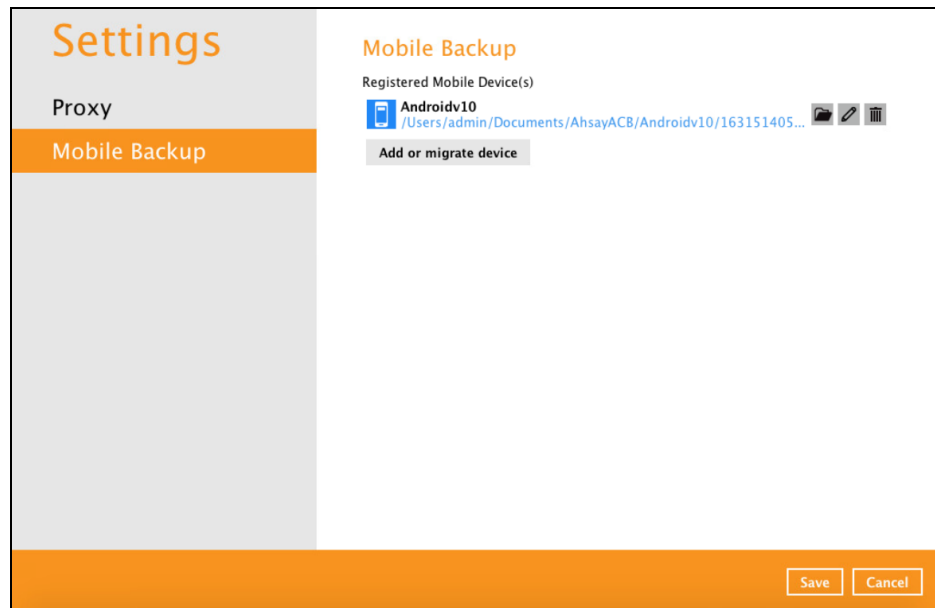
To change the mobile backup destination to another drive or folder on the AhsayACB machine, follow the instructions below:

Example: Change backup destination from `/Users/admin/Documents/AhsayACB/%registered_mobile_device%/backupsetID%` to `/Users/admin/Documents/MobileBackup`

- From the old location, secure a copy of the previously backed-up photos, videos and 2FA accounts.
- Copy the previously backed-up photos, videos and 2FA accounts from the original location to the new mobile backup destination (if applicable).
- Go to **Settings > Mobile Backup**. Click the **Edit** icon on the right side of the registered mobile device.

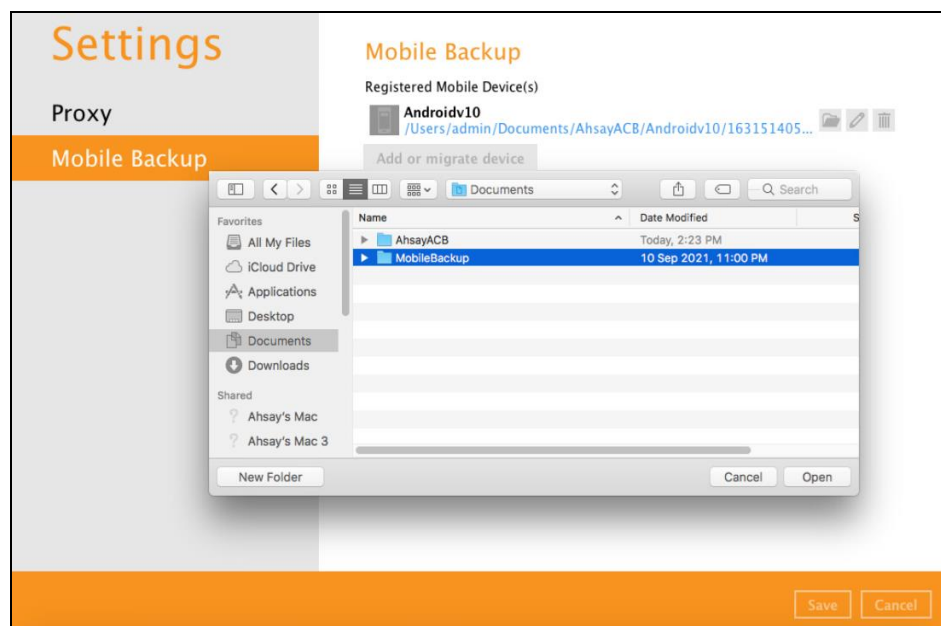
In this example, the old mobile backup destination is

`/Users/admin/Documents/AhsayACB/%registered_mobile_device%/backupsetID%`.

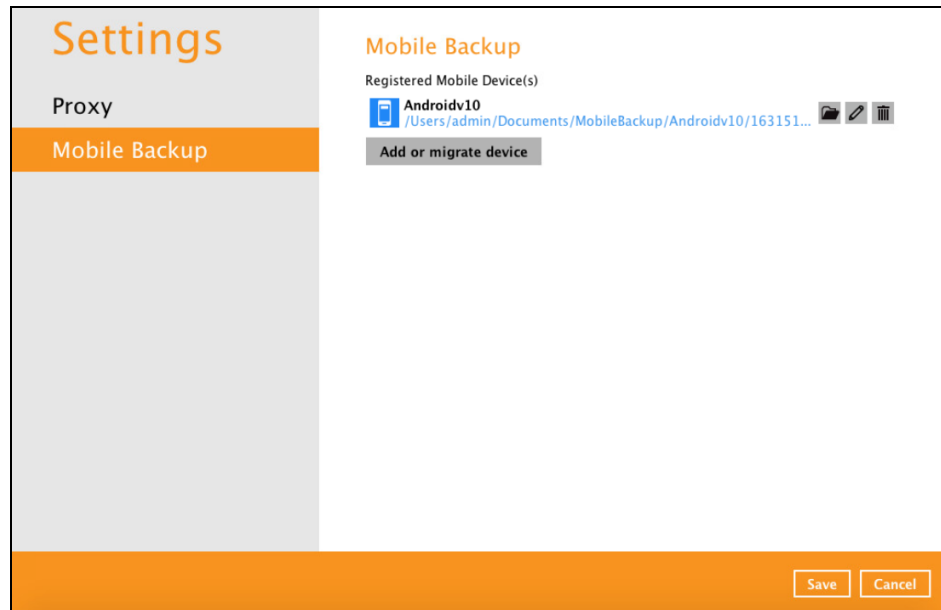


4. A new screen will be displayed. Select a new mobile backup destination then click **Open**.

In this example, the new mobile backup destination will be **/Users/admin/Documents/MobileBackup**.



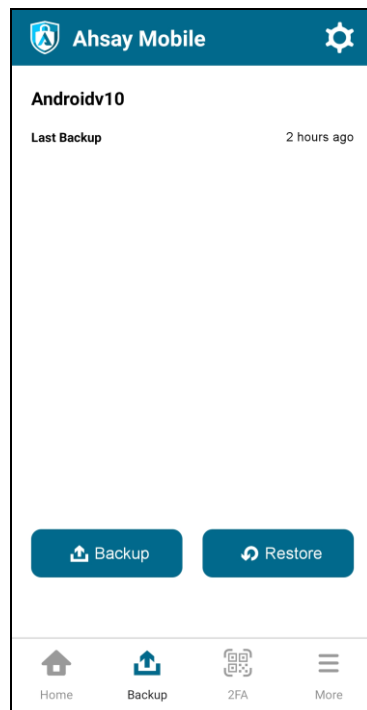
5. Click **Save** to store the change made.
Mobile backup destination is successfully changed to **/Users/admin/Documents/MobileBackup**. All mobile backups will now be saved to this destination.



NOTE

The %registered_mobile_device% and %backupsetID% will be appended automatically to the new mobile backup destination.

6. Resume backup of photos and videos.



Change mobile backup destination location to new machine

Move to a new machine with enabled or disabled Free up space due to upgrade.

If the machine needs upgrading, the previously backed-up photos, videos and 2FA accounts are still available.

If Free up space is enabled on the Ahsay Mobile app, it is strongly recommended to copy the previously backed-up photos, videos and 2FA accounts to the new machine to prevent missing data. As some of the backed-up photos, videos and 2FA accounts have already been removed from the mobile device.

Even if Free up space is disabled, it is recommended to copy the previously backed-up photos, videos and 2FA accounts to the new machine. Otherwise, photos, videos and 2FA accounts on the mobile device will be backed-up again from scratch.

NOTE

- ⦿ If the machine is lost/stolen, changing the mobile destination is not supported as it is required to re-register your mobile devices on AhsayACB and perform backup of photos, videos and 2FA accounts again.
- ⦿ Changing the mobile backup destination from a new Windows machine to macOS machine or macOS machine to Windows machine are supported.

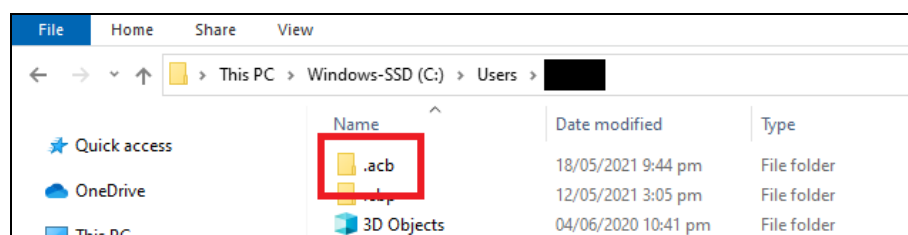
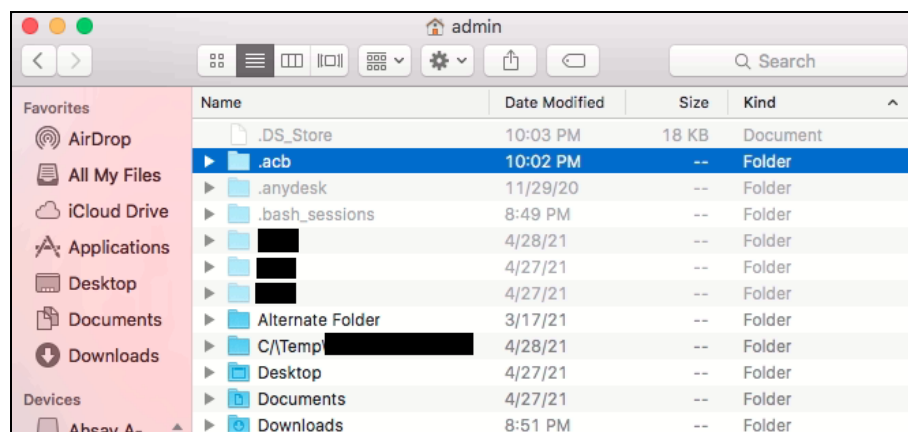
To change the mobile backup destination to a new machine, follow the instructions below:

Example: Changing the mobile backup destination from an old macOS machine to a new Windows machine.

1. On the new machine, install **AhsayACB**.



2. Copy the **.acb** folder from the old macOS machine to the new Windows machine.

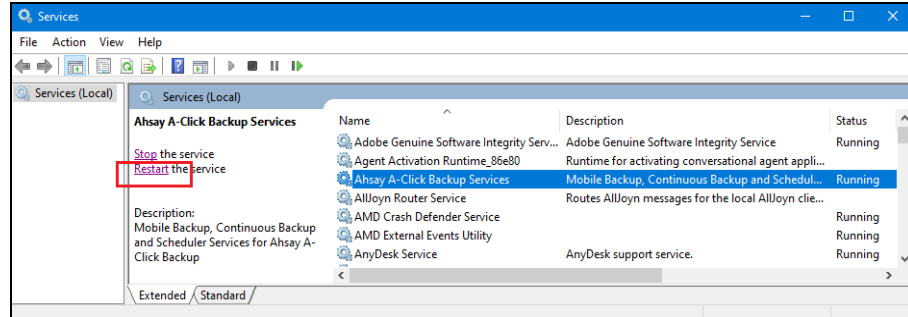


3. Copy the previously backed-up photos and videos and 2FA accounts from the old machine to the new mobile backup destination.

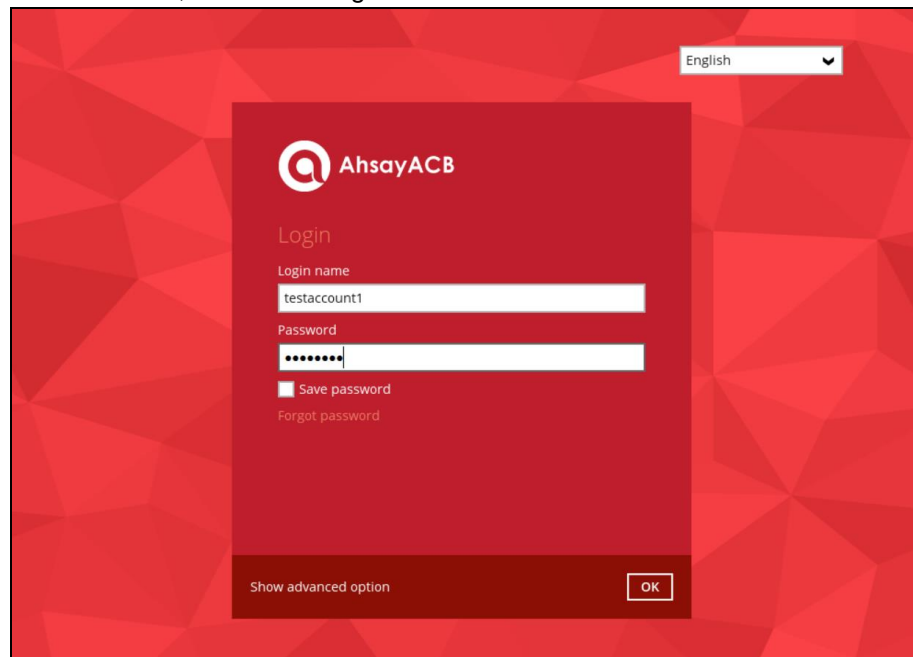
NOTE

During machine upgrade, make sure to uninstall the AhsayACB from the old machine to avoid any interruptions while backing up on the new machine.

4. Restart the **AhsayACB Services** because copying the **.acb** folder on a newly installed AhsayACB will not trigger the MBS.



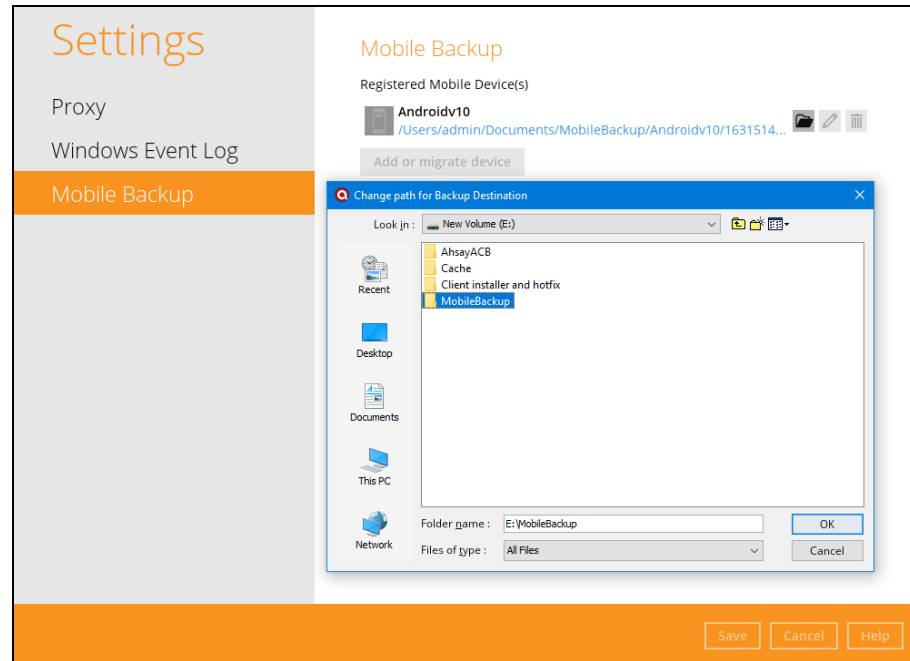
5. Log in to **AhsayACB**. Enter the login name and password of your AhsayACB account. Then, click **OK** to log in.



6. Go to **Settings > Mobile Backup**. Click the **Edit** icon on the right side of the registered mobile device.

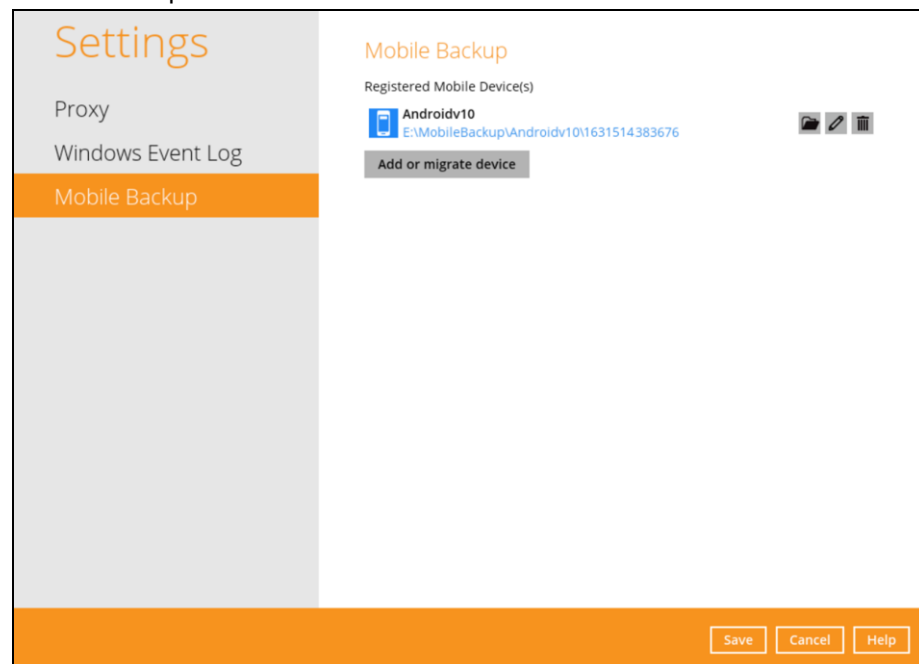
- The **Change path for Backup Destination** screen will be displayed. Select a new mobile backup destination then click **OK**.

In this example, the new mobile backup destination will be **E:\MobileBackup**.



- Click **Save** to store the change made.

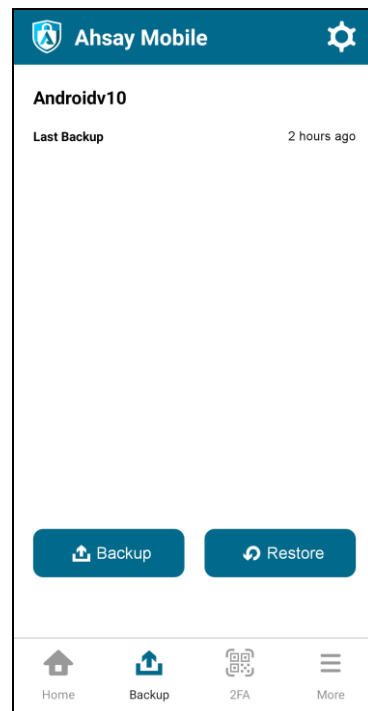
Mobile backup destination is successfully changed to **E:\MobileBackup**. All mobile backups will now be saved to this destination.



NOTE

The %registered_mobile_device% and %backupsetID% will be appended automatically to the new mobile backup destination.

9. Resume backup of photos and videos.



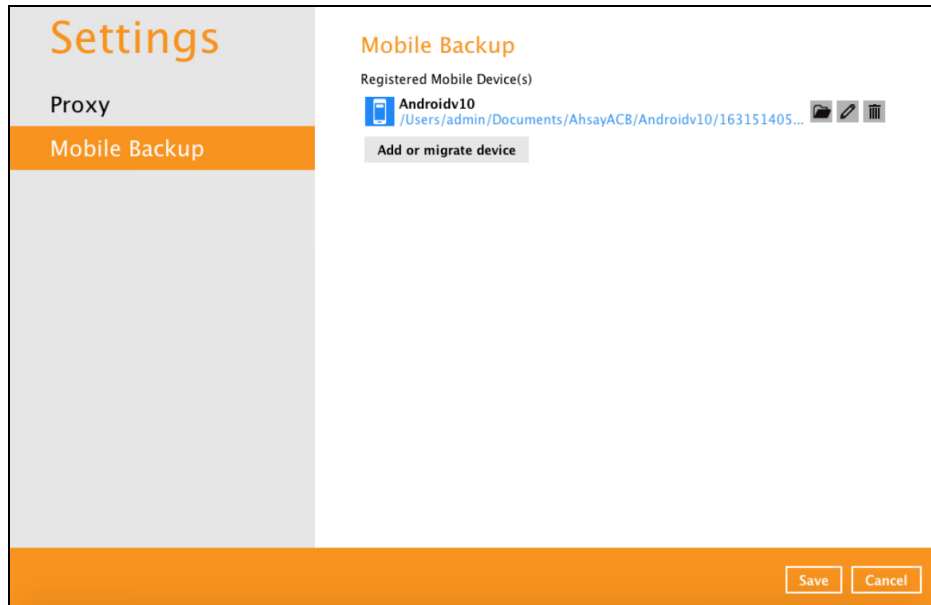
NOTE

For instructions on changing the mobile backup destination of a Windows machine to a macOS machine, please refer to Ch.10.8.3 of the [AhsayACB v8 Quick Start Guide for Windows](#).

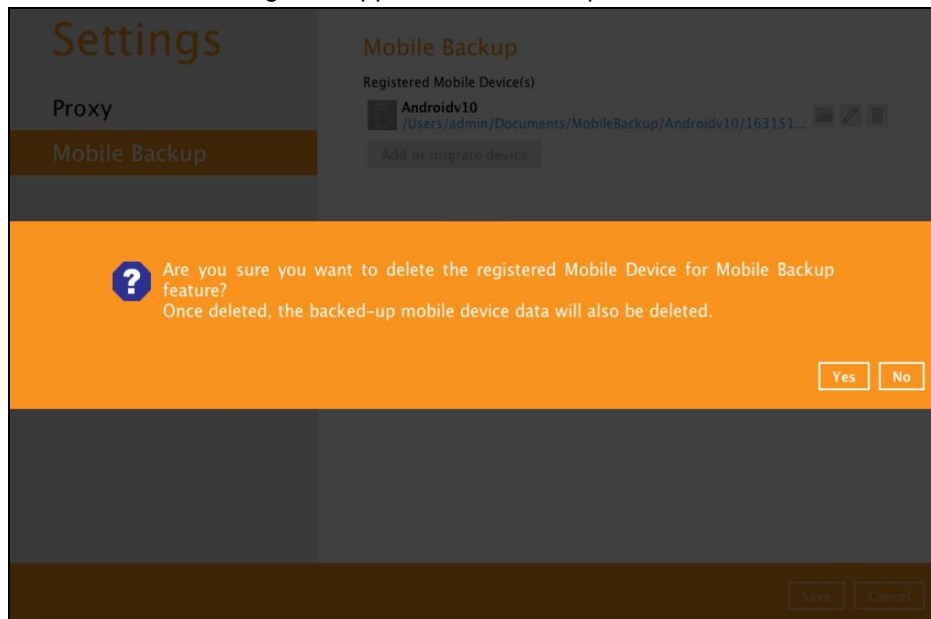
Remove one or more device(s) registered for Mobile Backup

To remove a mobile device, follow the instructions below:

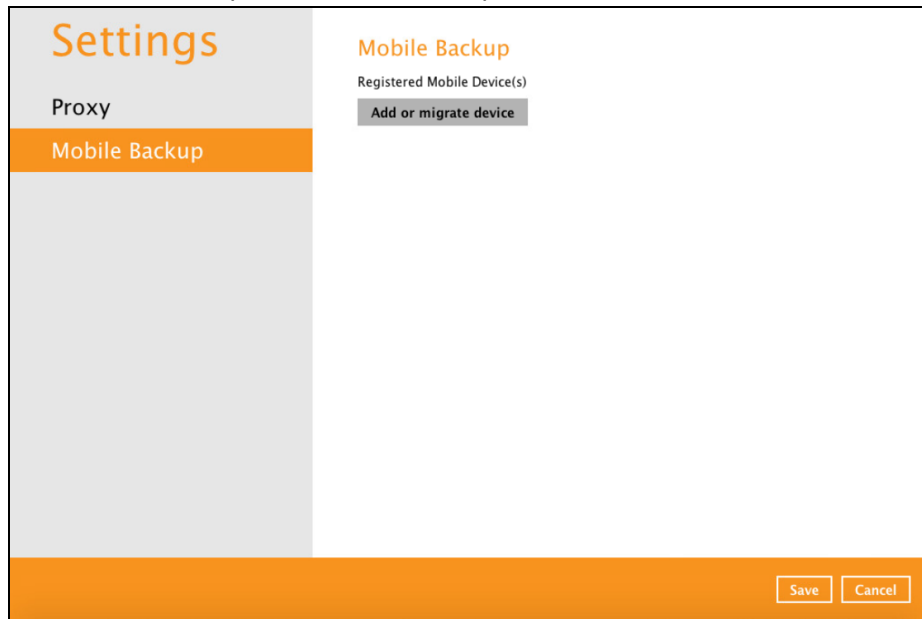
1. Click the **Delete** icon on the right side of the registered mobile device.



2. A confirmation message will appear, click **Yes** to proceed. Otherwise, click **No**.

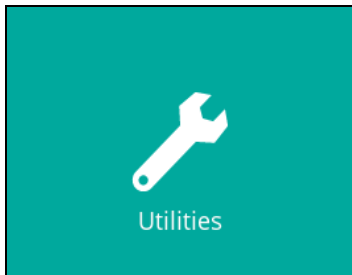


3. Mobile device is successfully removed along with any photos, videos and 2FA accounts backed up in the mobile backup destination.



9.9 Utilities

This allows the user to perform quality check on the backed up data, free up storage from obsolete files, delete, and decrypt backed up data.



There are four (4) options available for this feature:

- **Data Integrity Check**
- **Space Freeing Up**
- **Delete Backup Data**
- **Decrypt Backup Data**

9.9.1 Data Integrity Check

The Data Integrity Check (DIC) is used to identify the data in the backup set that has index-related issues, remove any corrupted file(s) from the backup destination(s) to ensure the integrity of the backup data and its restorability, and update the storage statistics.

For an efficient management of overall storage size of the backup destination(s), the data integrity check job will perform check for the backup destination(s) to remove old index files that are more than ninety (90) days old in the backup job folder(s).

There are four (4) options in performing the Data Integrity Check:

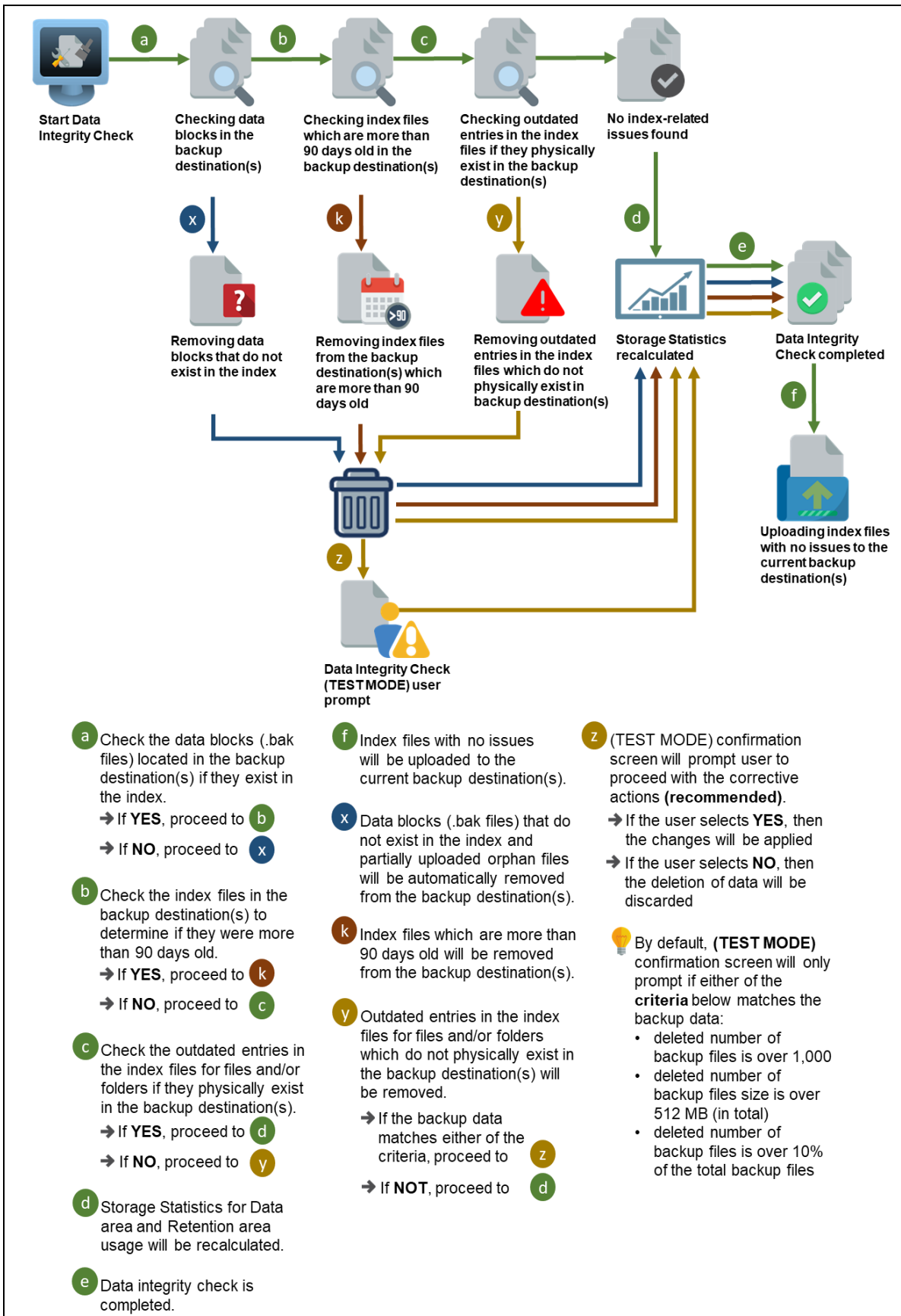
Option 1 <input type="checkbox"/> Run Cyclic Redundancy Check (CRC) during data integrity check <input type="checkbox"/> Rebuild index Start	For checking of index and data.
Option 2 <input checked="" type="checkbox"/> Run Cyclic Redundancy Check (CRC) during data integrity check <input type="checkbox"/> Rebuild index Start	For checking of index and integrity of files against the checksum file generated at the time of the backup job.
Option 3 <input type="checkbox"/> Run Cyclic Redundancy Check (CRC) during data integrity check <input checked="" type="checkbox"/> Rebuild index Start	For checking and rebuilding of index.

<p>Option 4</p> <div style="border: 1px solid black; padding: 5px;"> <input checked="" type="checkbox"/> Run Cyclic Redundancy Check (CRC) during data integrity check <input checked="" type="checkbox"/> Rebuild index <input type="button" value="Start"/> </div>	<p>For checking of index, integrity of files against the checksum file generated at the time of the backup job and rebuilding of index.</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------

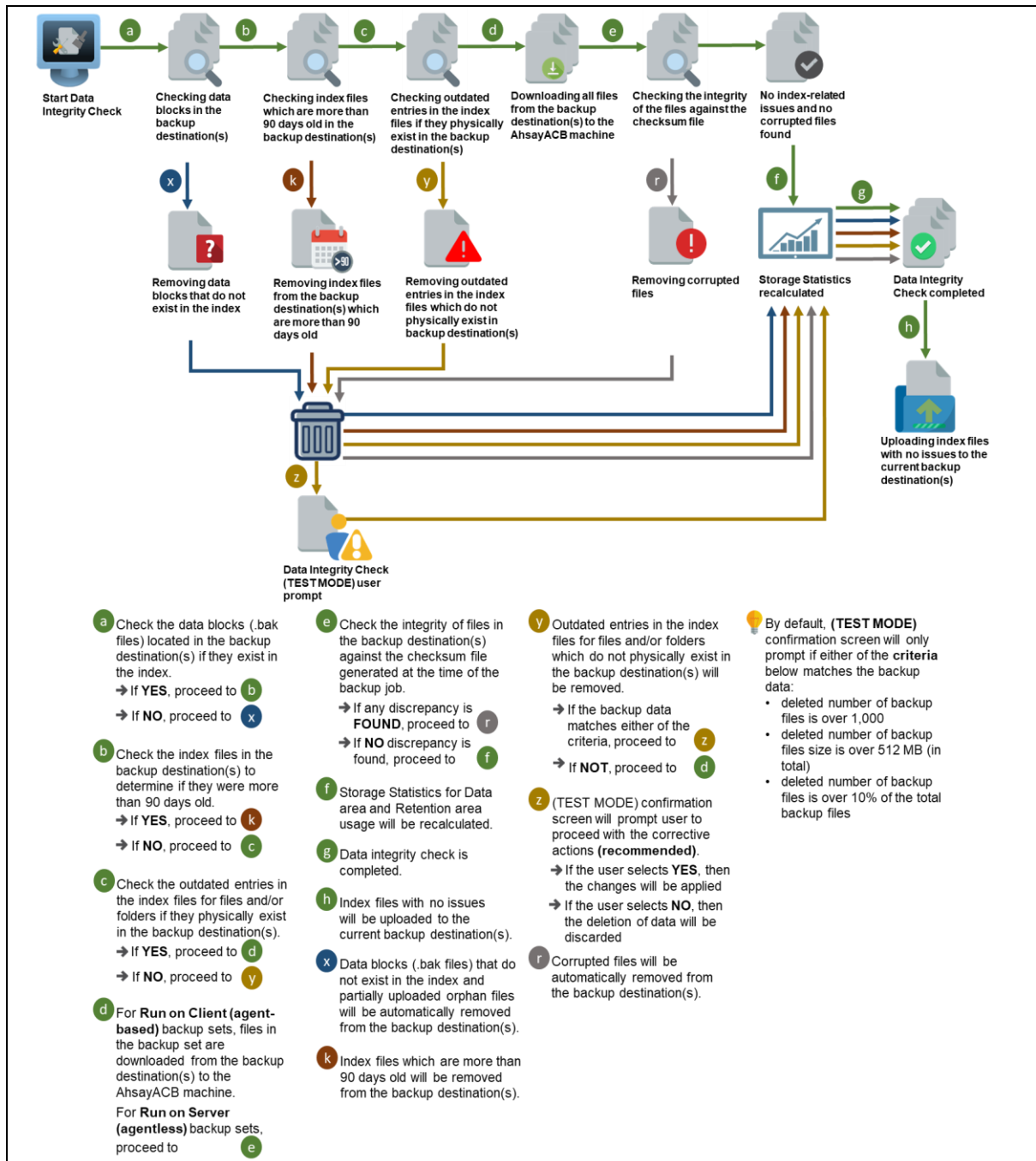
The following diagrams show the detailed process of the Data Integrity Check (DIC) in four (4) modes:

- **Option 1**
Disabled Run Cyclic Redundancy Check (CRC) and Rebuild index - **(Default mode)**
- **Option 2**
Enabled Run Cyclic Redundancy Check (CRC) and **Disabled** Rebuild index
- **Option 3**
Disabled Run Cyclic Redundancy Check (CRC) and **Enabled** Rebuild index
- **Option 4**
Enabled Run Cyclic Redundancy Check (CRC) and Rebuild index

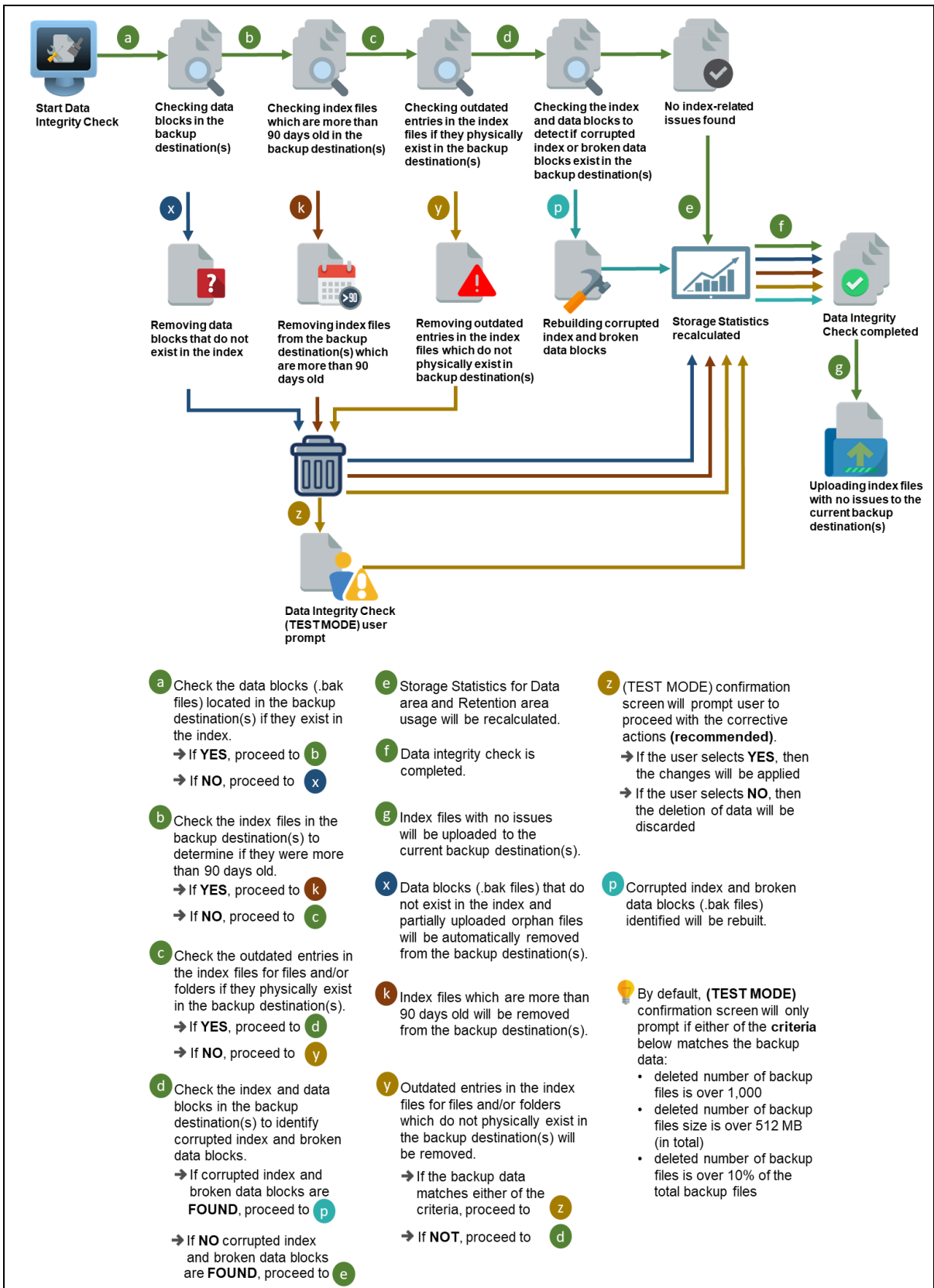
Option 1 - Data Integrity Check (DIC) Process with Run Cyclic Redundancy Check (CRC) and Rebuild index DISABLED (Default mode)



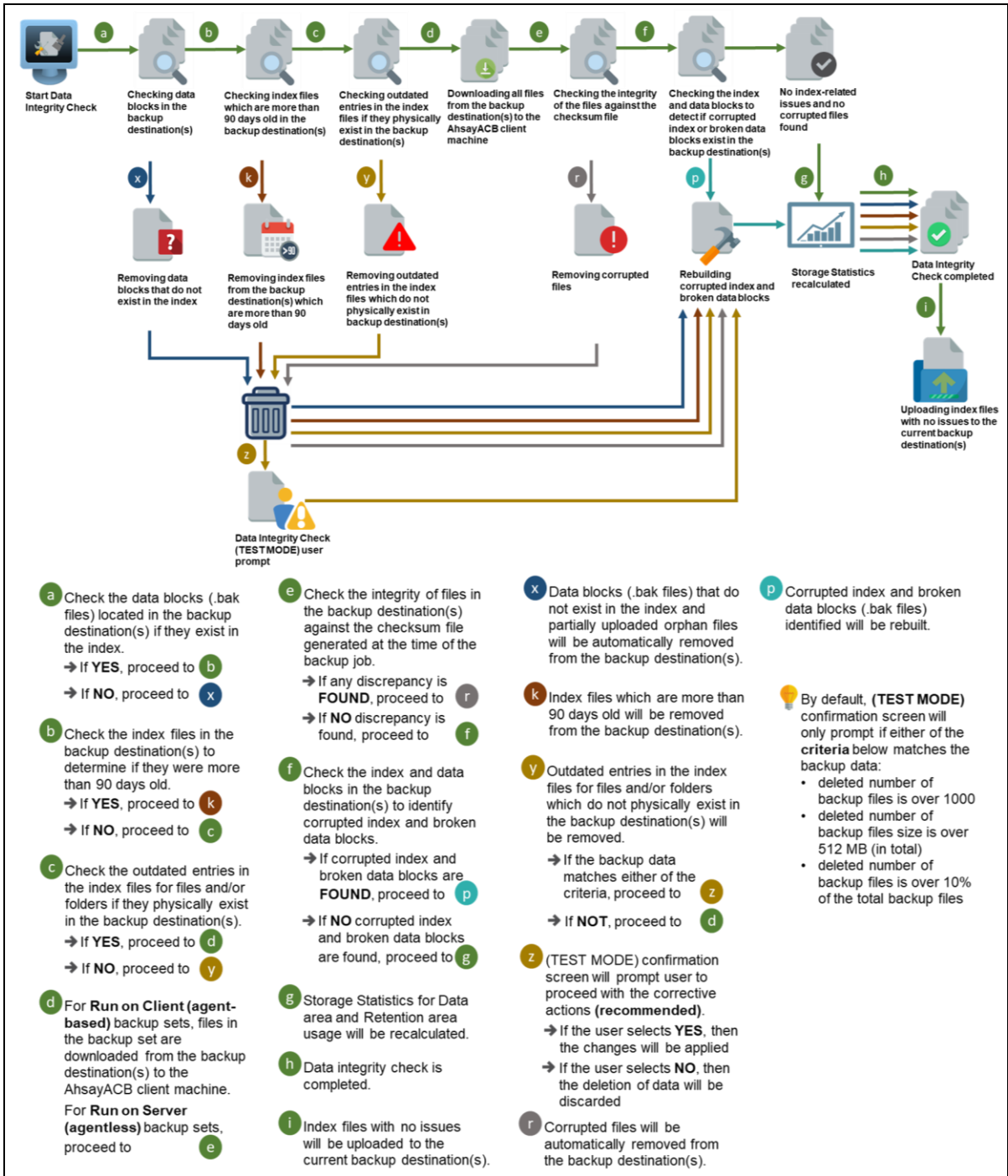
Option 2 - Data Integrity Check (DIC) Process with Run Cyclic Redundancy Check (CRC) **ENABLED** and Rebuild index **DISABLED**



Option 3 - Data Integrity Check (DIC) Process with Run Cyclic Redundancy Check (CRC) **DISABLED** and Rebuild index **ENABLED**



Option 4 - Data Integrity Check (DIC) Process with Run Cyclic Redundancy Check (CRC) and Rebuild index **ENABLED**



Utilities

Data Integrity Check

Space Freeing Up

Delete Backup Data

Decrypt Backup D...

Data Integrity Check

Perform health check for your backed up data to ensure the data integrity and restorability

Select a backup set

All

Run Cyclic Redundancy Check (CRC) during data integrity check

Rebuild index

Start

Close

Help

NOTES

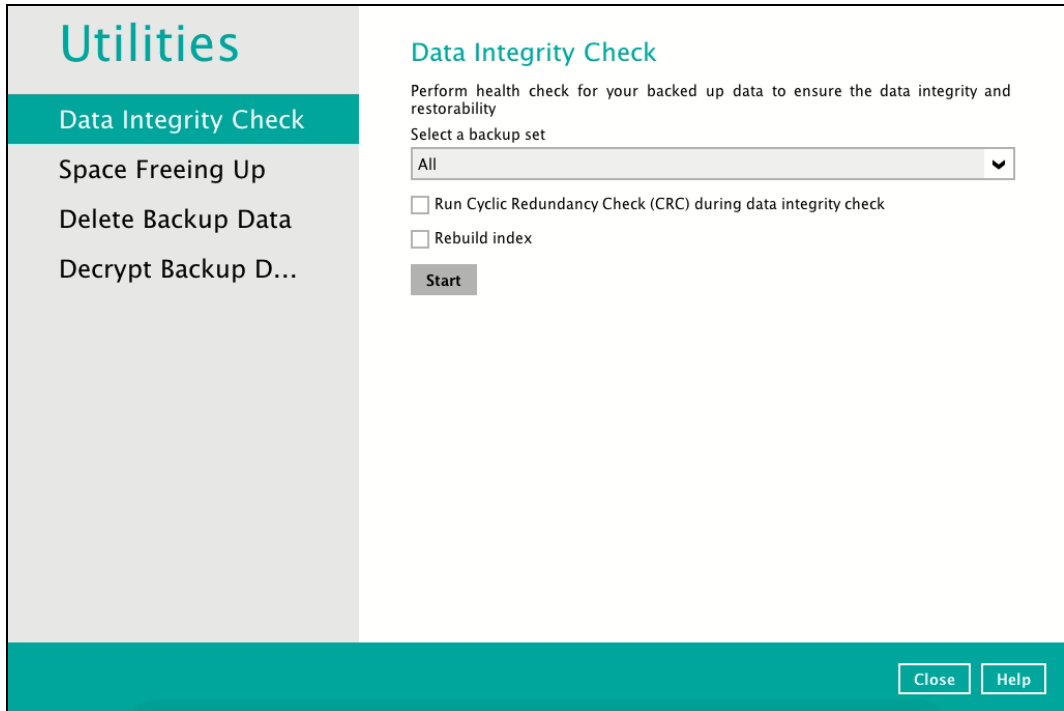
1. Data Integrity Check CANNOT fix or repair files that are already corrupted.
2. Data Integrity Check can only be started if there is NO active backup or restore job(s) running on the backup set selected for the DIC job. As the **backup, restore** and **data integrity check** are using the same index for read and write operations. Otherwise, an error message will be displayed in the post-DIC to indicate the data integrity check is completed with error(s) and that the data integrity check had skipped a backup set with an active backup job.

The following screenshot is an example of a Data Integrity Check completed with error(s). A Data Integrity Check is run on a backup set with an active backup job running which resulted the Data Integrity Check to stop with error(s). Clicking the **View log** button will display the details of the Data Integrity Check job error(s).

Type	Log	Time
	INT_CHECK_VACUUM_INDEX... Completed	04/29/2021 14:34:40
	Removing file "1619667591359/blocks/2021-04-29-11-42-51/0/000010.bak" from destination because it does n...	04/29/2021 14:34:40
	Removing file "1619667591359/blocks/2021-04-29-11-42-51/0/000012.bak" from destination because it does n...	04/29/2021 14:34:40
	Existing statistics of backup set= "Sample Backup Set " destination= "AhsayCBS": Data area compressed size: 235.58M...	04/29/2021 14:34:42
	Recalculated statistics of backup set= "Sample Backup Set " destination= "AhsayCBS": Data area compressed size: 235...	04/29/2021 14:34:42
	The statistics of backup set= "Sample Backup Set " destination= "AhsayCBS" is correct.	04/29/2021 14:34:42
	Discarding integrity check result according to user's choice.	04/29/2021 14:34:45
	Data integrity check on backup set= "Sample Backup Set " destination= "AhsayCBS" is completed	04/29/2021 14:34:49
	Start processing data integrity check on backup set= "Sample Backup Set 01" destination= "AhsayCBS"	04/29/2021 14:34:55
	Skipped to run Data Integrity Check for backup set "Sample Backup Set 01" in destination "AhsayCBS" because no data i...	04/29/2021 14:34:57
	Skipped Backup Set = "Sample Backup Set 02". Reason = "Scheduled backup set "Sample Backup Set 02" is still running."	04/29/2021 14:35:03
	Start processing data integrity check on backup set= "Sample Backup Set 03" destination= "AhsayCBS"	04/29/2021 14:35:10
	Skipped to run Data Integrity Check for backup set "Sample Backup Set 03" in destination "AhsayCBS" because no data i...	04/29/2021 14:35:12
	Start processing data integrity check on backup set= "Sample Backup Set 01" destination= "AhsayCBS" Retry #1	04/29/2021 14:35:18
	Skipped to run Data Integrity Check for backup set "Sample Backup Set 01" in destination "AhsayCBS" because no data i...	04/29/2021 14:35:21
	Skipped Backup Set = "Sample Backup Set 02". Reason = "Scheduled backup set "Sample Backup Set 02" is still running."	04/29/2021 14:35:27
	Start processing data integrity check on backup set= "Sample Backup Set 03" destination= "AhsayCBS" Retry #1	04/29/2021 14:35:33
	Skipped to run Data Integrity Check for backup set "Sample Backup Set 03" in destination "AhsayCBS" because no data i...	04/29/2021 14:35:35
	Finished data integrity check with error on all backup sets, crc disabled, rebuild index disabled	04/29/2021 14:35:36
	Completed data integrity check on all backup sets, crc disabled, rebuild index disabled	04/29/2021 14:35:36

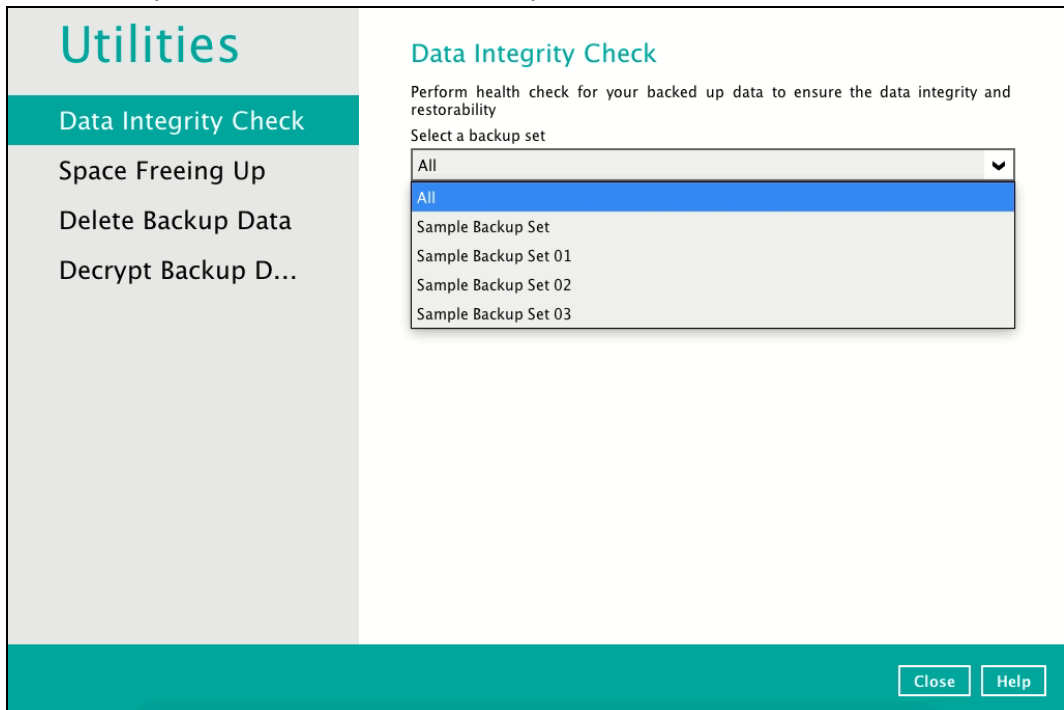
To perform a Data Integrity Check, follow the instructions below:

1. Go to the Data Integrity Check tab in the Utilities menu.



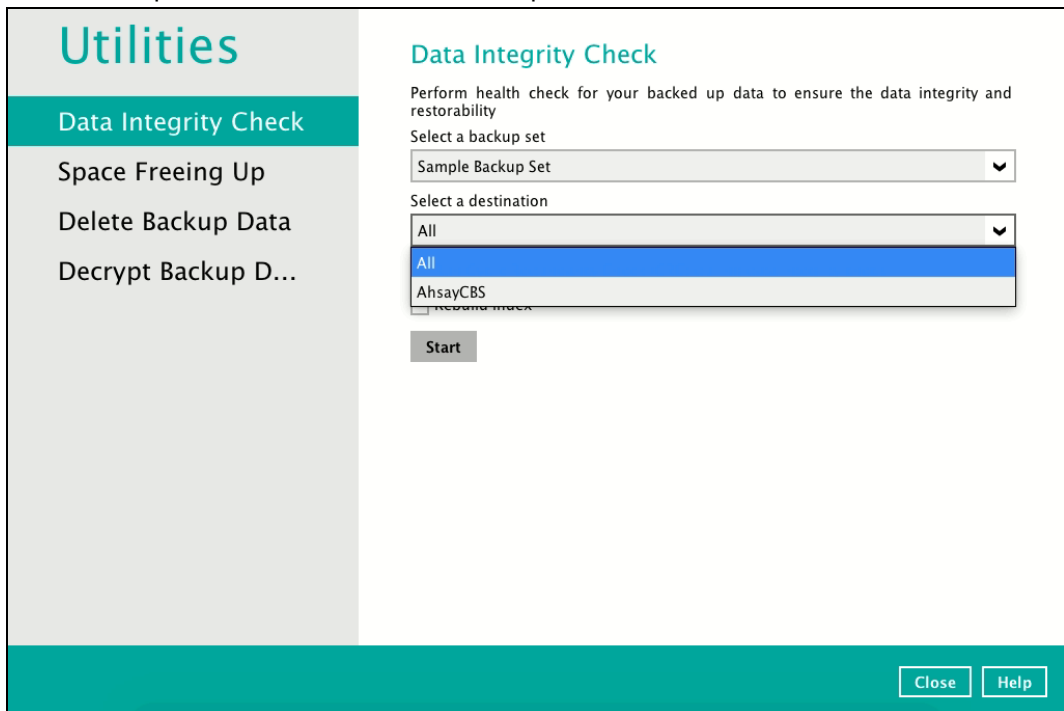
The screenshot shows the 'Utilities' menu on the left with 'Data Integrity Check' selected. The main panel is titled 'Data Integrity Check' and contains the following text: 'Perform health check for your backed up data to ensure the data integrity and restorability'. Below this is a dropdown menu labeled 'Select a backup set' with 'All' selected. There are two checkboxes: 'Run Cyclic Redundancy Check (CRC) during data integrity check' and 'Rebuild index', both of which are unchecked. A 'Start' button is located below the checkboxes. At the bottom right of the panel are 'Close' and 'Help' buttons.

2. Click the drop-down button to select a backup set.



This screenshot is identical to the previous one, but the dropdown menu for 'Select a backup set' is open, showing a list of options: 'All', 'Sample Backup Set', 'Sample Backup Set 01', 'Sample Backup Set 02', and 'Sample Backup Set 03'. The 'All' option is currently selected and highlighted in blue.

3. Click the drop-down button to select a backup destination.



Utilities

- Data Integrity Check
- Space Freeing Up
- Delete Backup Data
- Decrypt Backup D...

Data Integrity Check

Perform health check for your backed up data to ensure the data integrity and restorability

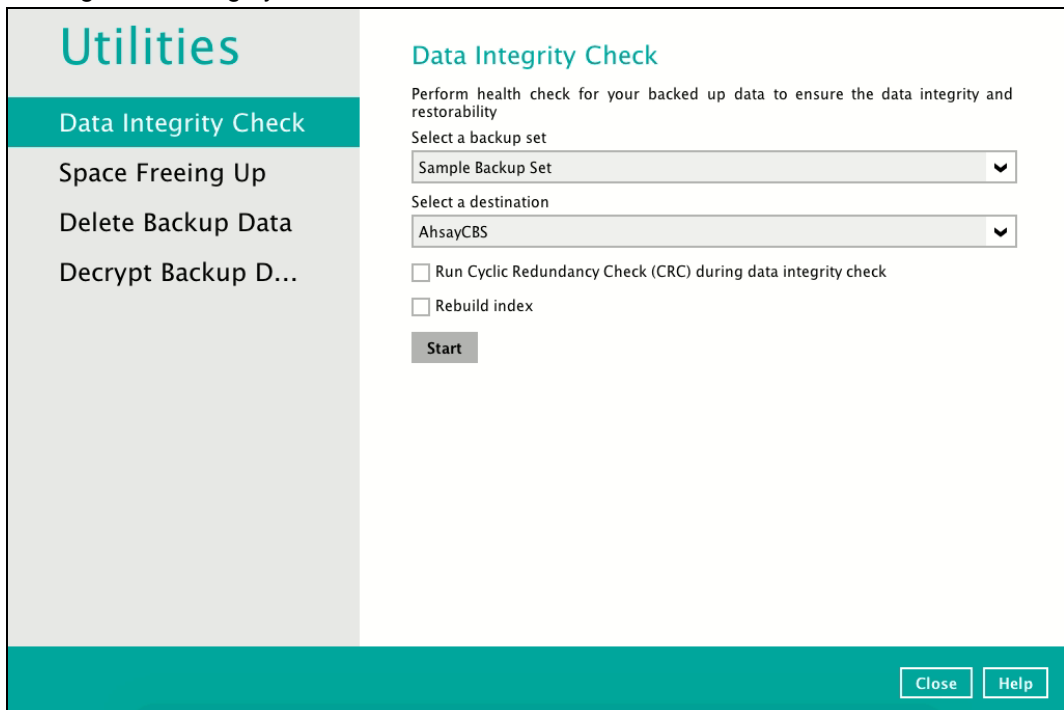
Select a backup set
Sample Backup Set

Select a destination
All
AhsayCBS
Rebuild index

Start

Close Help

4. Unchecked Run Cyclic Redundancy Check (CRC) option is the the default setting in running a data integrity check.



Utilities

- Data Integrity Check
- Space Freeing Up
- Delete Backup Data
- Decrypt Backup D...

Data Integrity Check

Perform health check for your backed up data to ensure the data integrity and restorability

Select a backup set
Sample Backup Set

Select a destination
AhsayCBS

Run Cyclic Redundancy Check (CRC) during data integrity check

Rebuild index

Start

Close Help

• Run Cyclic Redundancy Check (CRC)

When this option is enabled, the DIC will perform check on the integrity of the files on the backup destination(s) against the checksum file generated at the time of the backup job.

If there is a discrepancy, this indicates that the files on the backup destination(s) are corrupted and will be removed from the backup destination(s). If these files still exist on the client machine on the next backup job, the AhsayACB will upload the latest copy of the files.

However, if the corrupted files are in the retention area, they will not be backed up again as the source file has already been deleted from the client machine.

The time required to complete a data integrity check depends on the number of factors such as:

- number of files and/or folders in the backup set(s)
- bandwidth available on the client computer
- hardware specifications of the client computer such as, the disk I/O and CPU performance

NOTES

1. For user(s) with metered internet connection, additional data charges may be incurred if the Cyclic Redundancy Check (CRC) is enabled. As CRC data involves downloading the data from the backup destination(s) to the client machine in order to perform this check.
2. To find out how much data is downloaded from the backup destination(s) for the CRC check, please refer the value for **Utilities** in the [Data Transfer statistics](#) on **Chapter 9.6.3 Usage**.

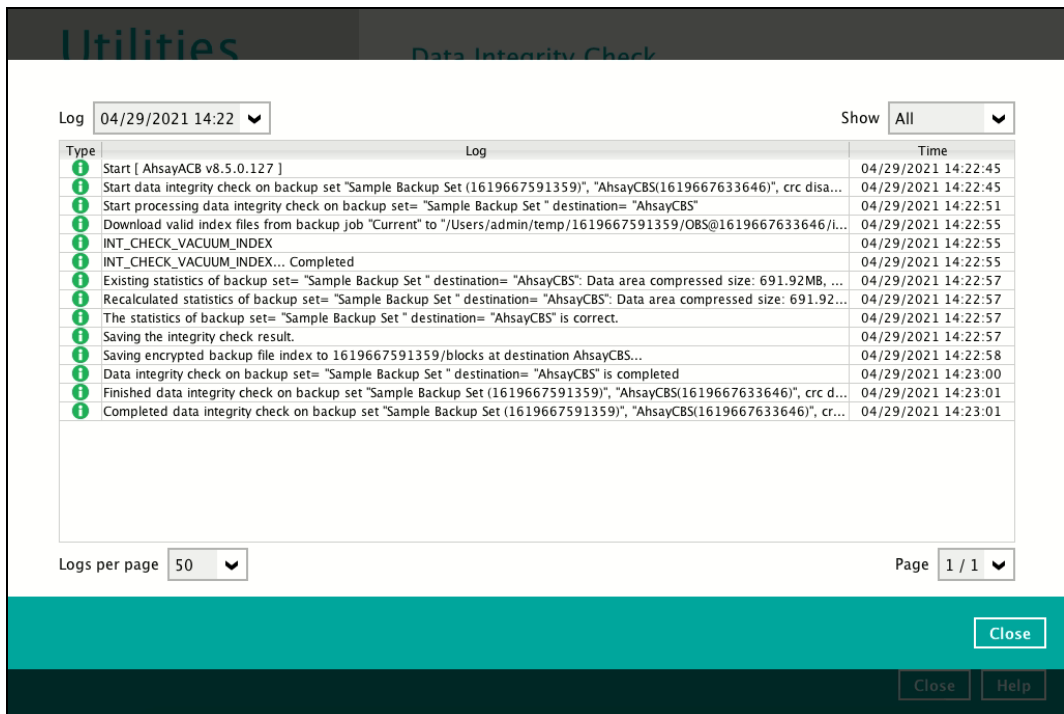
• Rebuild Index

When this option is enabled, the data integrity check will start rebuilding corrupted index and/or broken data blocks if there are any.

5. Click the [Start] button to begin the Data Integrity Check.
6. Data Integrity Check will start running on the selected backup set(s) and backup destination(s).

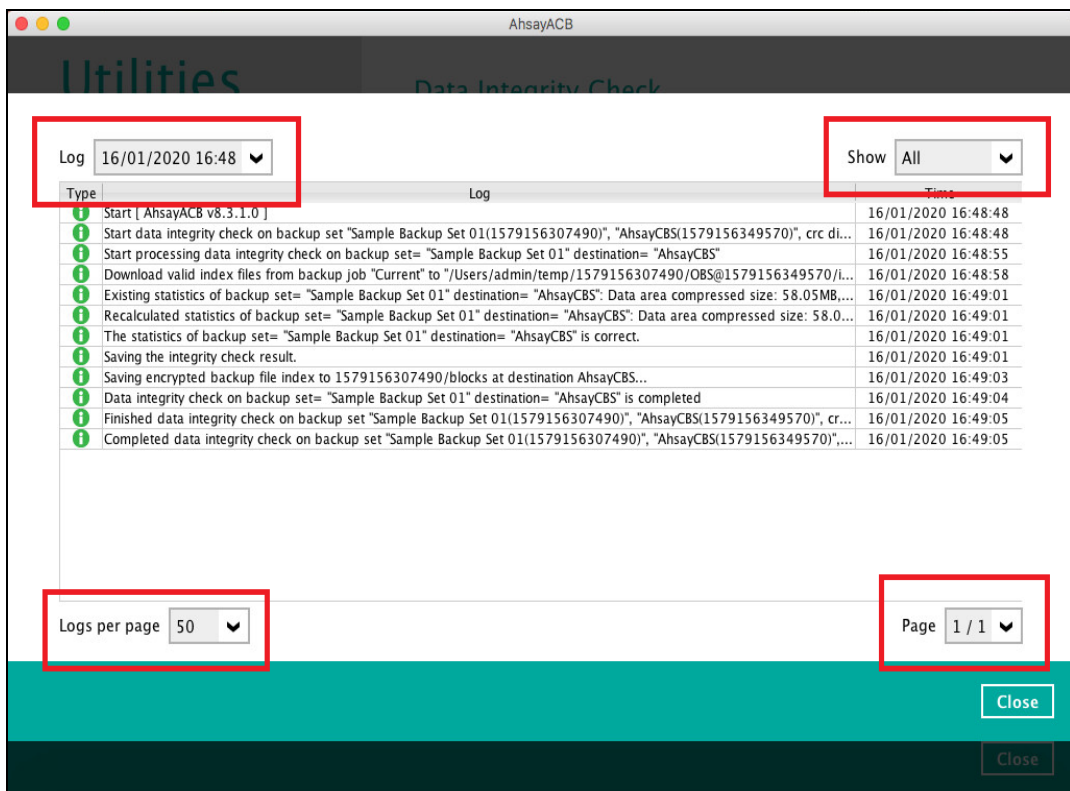
- Once the DIC is complete, click the **View log** button to check the detailed process of the data integrity check.

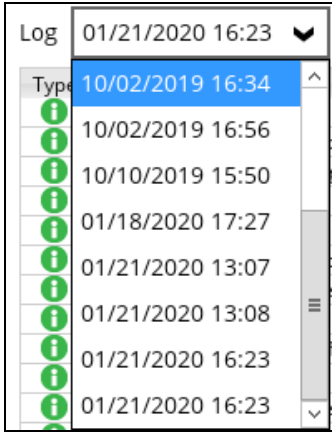
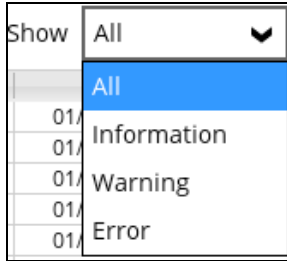
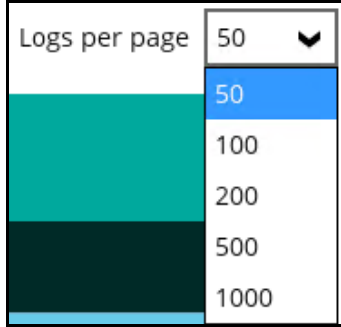
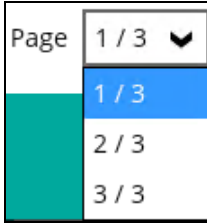
- The detailed data integrity check log will be displayed.



The following options can be used for further viewing of the detailed DIC log:

- Log filter
- Show filter
- Logs per page
- Page



Control	Screenshot	Description
Log filter		<p>This option can be used to display logs of the previous data integrity check jobs.</p>
Show filter		<p>This option can be used to sort the data integrity check log by its status (i.e., All, Information, Warning, and Error).</p> <p>With this filter, it will be easier to sort the DIC logs by its status especially for longer data integrity check logs.</p>
Logs per page		<p>This option allows user to control the displayed number of logs per page.</p>
Page		<p>This option allows user to navigate the logs to the next page(s).</p>

Data Integrity Check Result

There are two possible outcomes after the completion of a data integrity check:

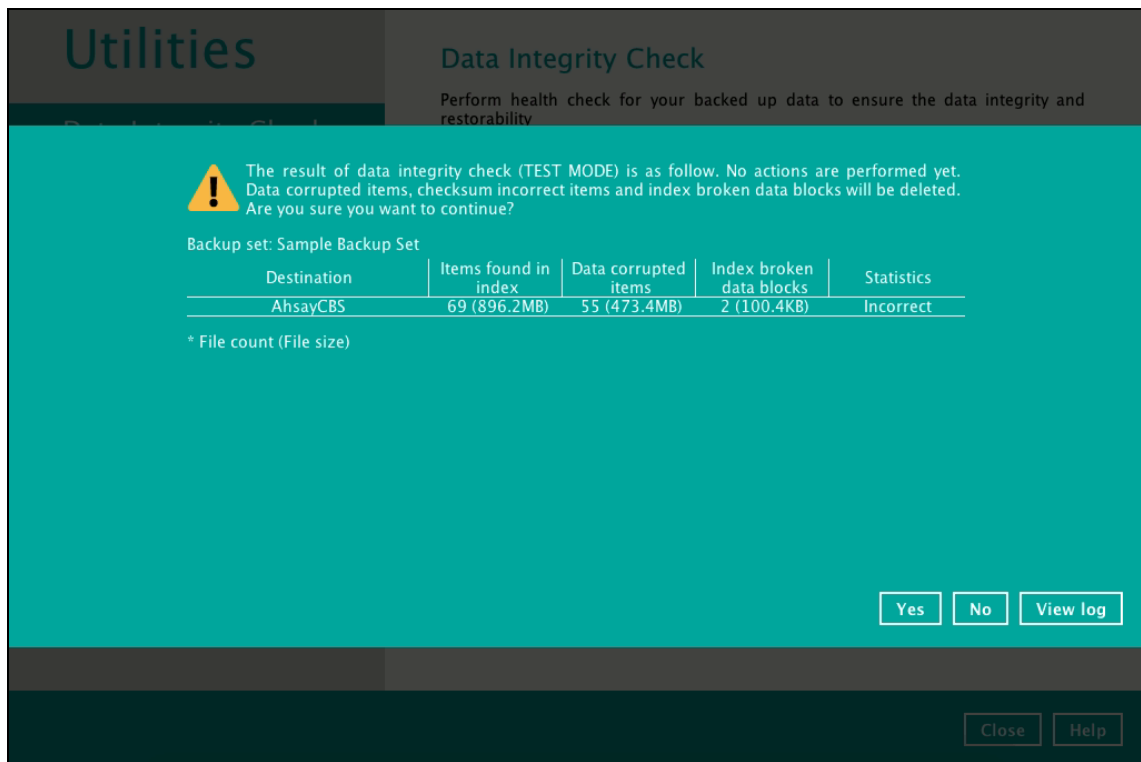
- Data Integrity Check is completed successfully with no data corruption or index-related issues detected;
- Corrupted data (e.g. index files, checksum files and/or broken data blocks) has been detected

The screenshot below shows an example of a data integrity check log with NO data corruption or index-related issues detected.

The screenshot displays the 'Data Integrity Check' utility interface. At the top, the title 'Utilities Data Integrity Check' is visible. Below the title, there are two dropdown menus: 'Log' set to '04/29/2021 14:22' and 'Show' set to 'All'. The main area contains a table of log entries, each with a green information icon, a 'Type' column, a 'Log' column, and a 'Time' column. The log entries describe the start of the check, the processing of data, the download of index files, the completion of the vacuum index, the calculation of statistics, and the final completion of the data integrity check. At the bottom of the log table, there are two more dropdown menus: 'Logs per page' set to '50' and 'Page' set to '1 / 1'. A 'Close' button is located at the bottom right of the log area. Below the log area, there are two more buttons: 'Close' and 'Help'.

Type	Log	Time
i	Start [AhsayACB v8.5.0.127]	04/29/2021 14:22:45
i	Start data integrity check on backup set "Sample Backup Set (1619667591359)", "AhsayCBS(1619667633646)", crc disa...	04/29/2021 14:22:45
i	Start processing data integrity check on backup set= "Sample Backup Set " destination= "AhsayCBS"	04/29/2021 14:22:51
i	Download valid index files from backup job "Current" to "/Users/admin/temp/1619667591359/OBS@1619667633646/i...	04/29/2021 14:22:55
i	INT_CHECK_VACUUM_INDEX	04/29/2021 14:22:55
i	INT_CHECK_VACUUM_INDEX... Completed	04/29/2021 14:22:55
i	Existing statistics of backup set= "Sample Backup Set " destination= "AhsayCBS": Data area compressed size: 691.92MB, ...	04/29/2021 14:22:57
i	Recalculated statistics of backup set= "Sample Backup Set " destination= "AhsayCBS": Data area compressed size: 691.92...	04/29/2021 14:22:57
i	The statistics of backup set= "Sample Backup Set " destination= "AhsayCBS" is correct.	04/29/2021 14:22:57
i	Saving the integrity check result.	04/29/2021 14:22:57
i	Saving encrypted backup file index to 1619667591359/blocks at destination AhsayCBS...	04/29/2021 14:22:58
i	Data integrity check on backup set= "Sample Backup Set " destination= "AhsayCBS" is completed	04/29/2021 14:23:00
i	Finished data integrity check on backup set "Sample Backup Set (1619667591359)", "AhsayCBS(1619667633646)", crc d...	04/29/2021 14:23:01
i	Completed data integrity check on backup set "Sample Backup Set (1619667591359)", "AhsayCBS(1619667633646)", cr...	04/29/2021 14:23:01

If corrupted data is happened to be found, the (TEST MODE) confirmation screen will be displayed.



This is to inform the user of the following details:

- Backup set that contains an error
- Backup Destination
- Items found in index
- Data corrupted items
- Index broken data blocks
- Statistics (i.e., Correct or Incorrect)




Test Mode Confirmation

The (TEST MODE) confirmation screen will ONLY appear if either of the **criteria** below matches the backup data during the data integrity check process:

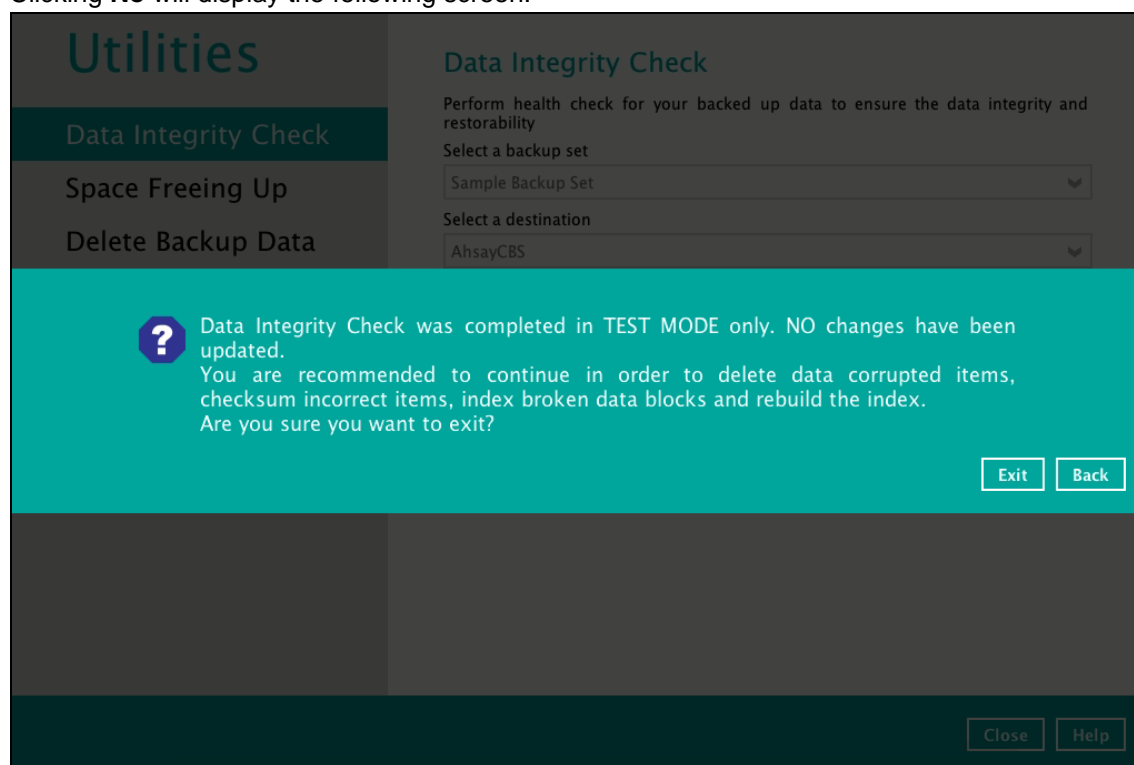
- deleted number of backup files is over 1,000
- deleted number of backup file size is over 512 MB (in total)
- deleted number of backup files is over 10% of the total backup files

Otherwise, the Data Integrity Check job will **automatically** take corrective actions.

There are three options on the (TEST MODE) confirmation screen:

Control	Screenshot	Description
Yes		Corrupted data (e.g. index files, checksum files and/or broken data blocks) will be deleted and storage statistics will be updated.
No		No action will be taken and a prompt message will be displayed.
View log		The detailed process of the data integrity check will be displayed.

Clicking **No** will display the following screen:



Utilities

- Data Integrity Check
- Space Freeing Up
- Delete Backup Data

Data Integrity Check

Perform health check for your backed up data to ensure the data integrity and restorability

Select a backup set
Sample Backup Set

Select a destination
AhsayCBS

? Data Integrity Check was completed in TEST MODE only. NO changes have been updated.
You are recommended to continue in order to delete data corrupted items, checksum incorrect items, index broken data blocks and rebuild the index.
Are you sure you want to exit?

Exit Back

Close Help

If the **[Exit]** button is clicked, the data integrity check result will be discarded.

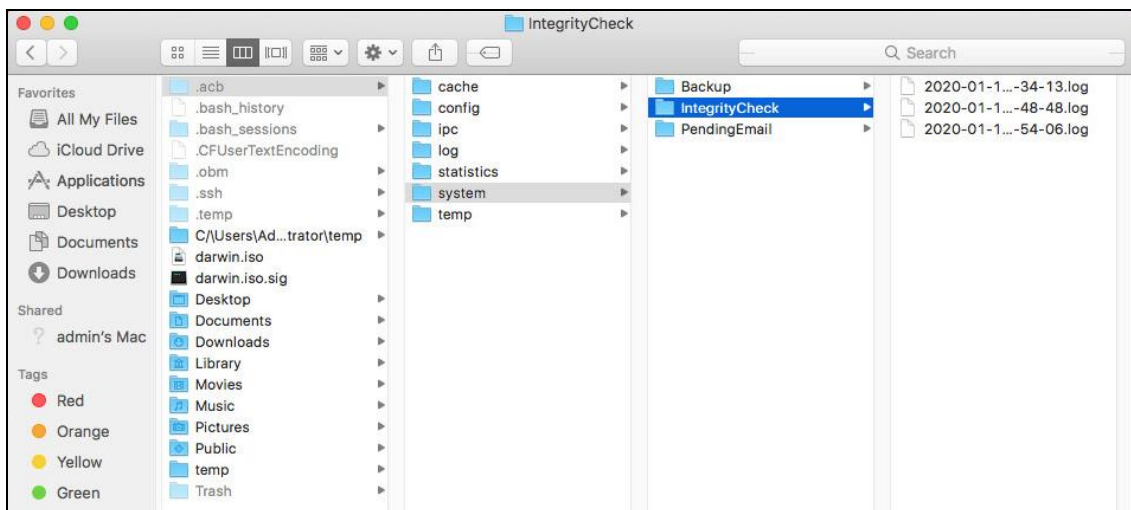
If the **[Back]** button is clicked, it will go back to the (TEST MODE) confirmation screen.

NOTES

1. It is strongly recommended to apply corrective actions when the (TEST MODE) confirmation screen pops up (clicking the **Yes** button). This is to ensure that the remaining corrupted file(s) will be removed from the backup destination(s), therefore on the next backup job, these files are backed up again if they are still present on the client machine. However, if the corrupted files are in retention area, then they will not be backed up again as the source file has already been deleted from the client machine.
2. If the DIC detects data blocks (.bak files) in the backup destination(s) that do not have related index entries, then these physical data blocks will be **automatically** removed from the backup destination(s) without the (TEST MODE) prompt.

Aside from viewing the Data Integrity Check logs directly on the AhsayACB client, they can also be viewed on the file system of the AhsayACB client machine. For AhsayACB on Mac, the DIC logs are located in the following directory:

%UserProfile%\lacb\system\IntegrityCheck

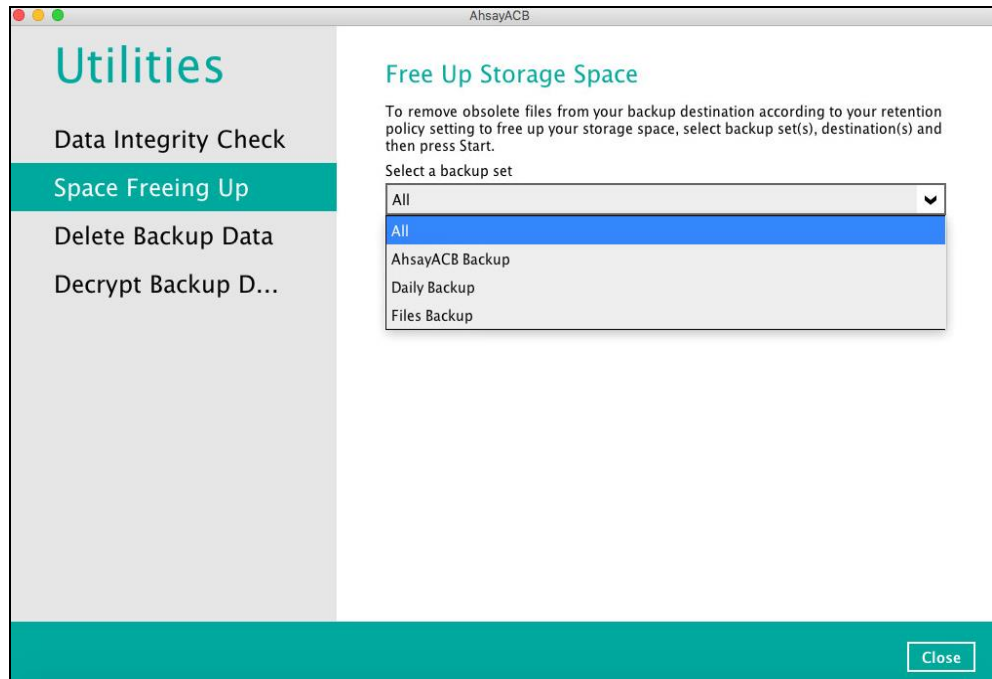


9.9.2 Space Freeing Up

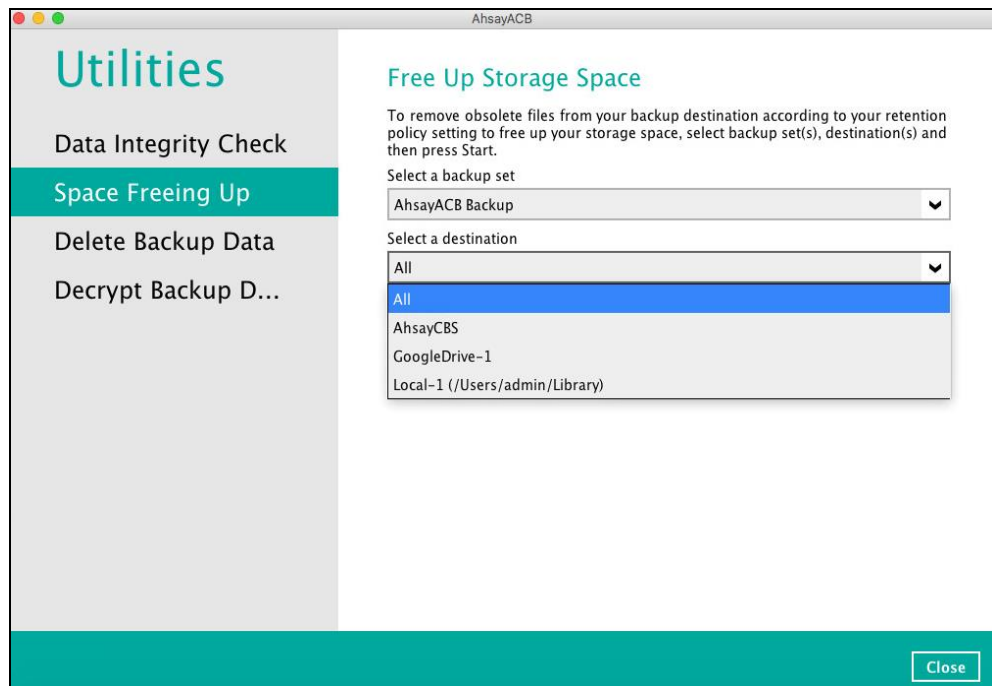
This feature is used to remove obsolete file(s) from the backup set and destination (manually start retention policy). After the Space Freeing Up job is completed, the storage statistics of the backup set(s) are updated.

To perform Space Freeing Up, follow the instructions below:

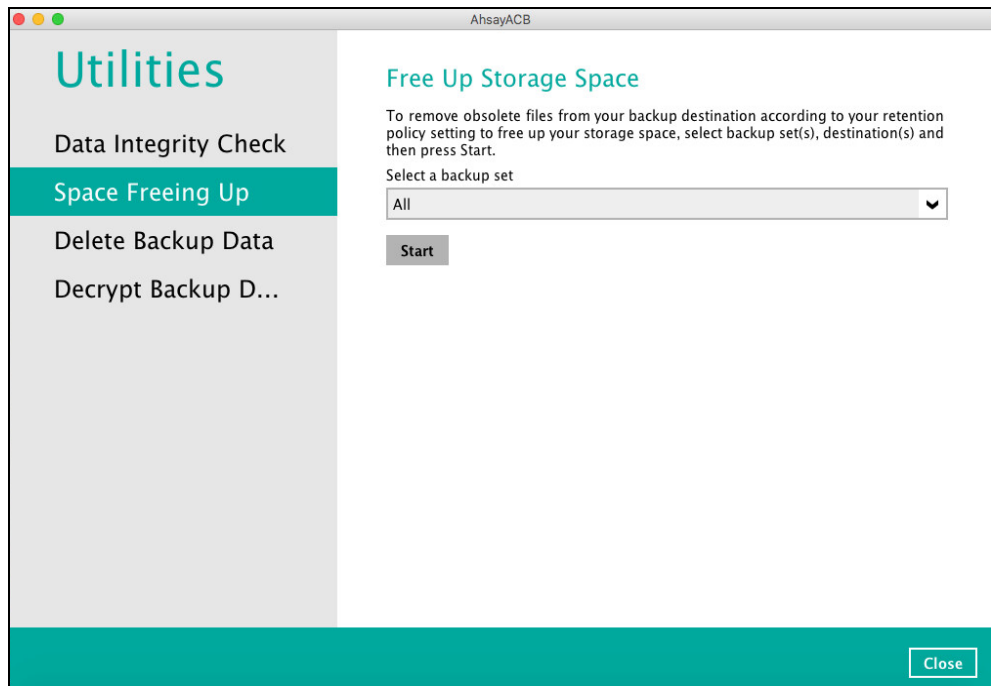
1. Select a backup set from the drop-down list.



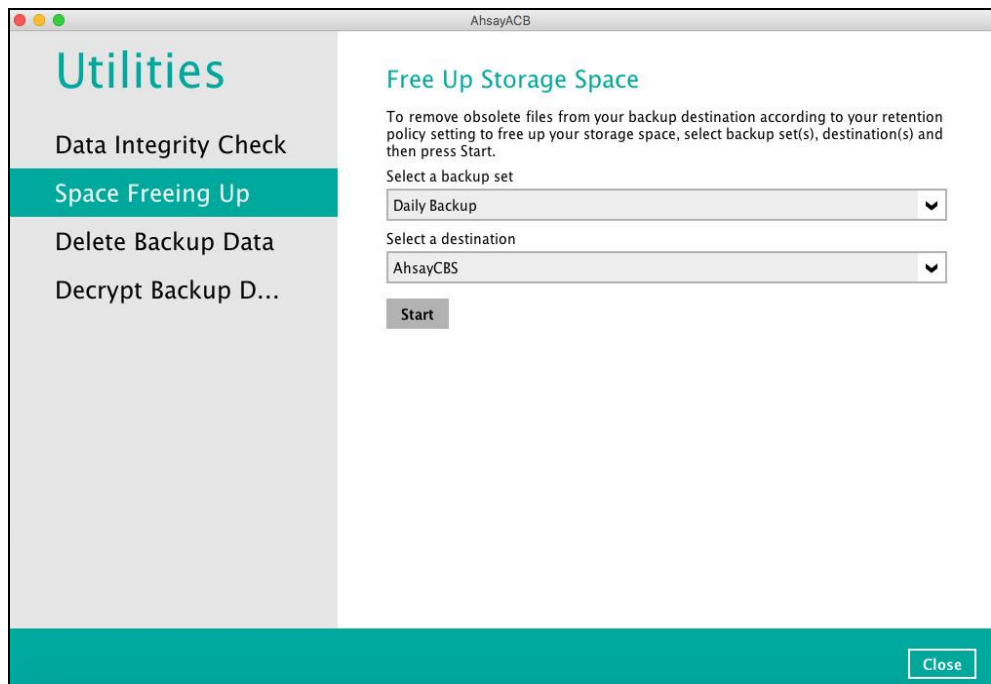
If you select a specific backup set, you will also have to choose a specific or **ALL** destination.



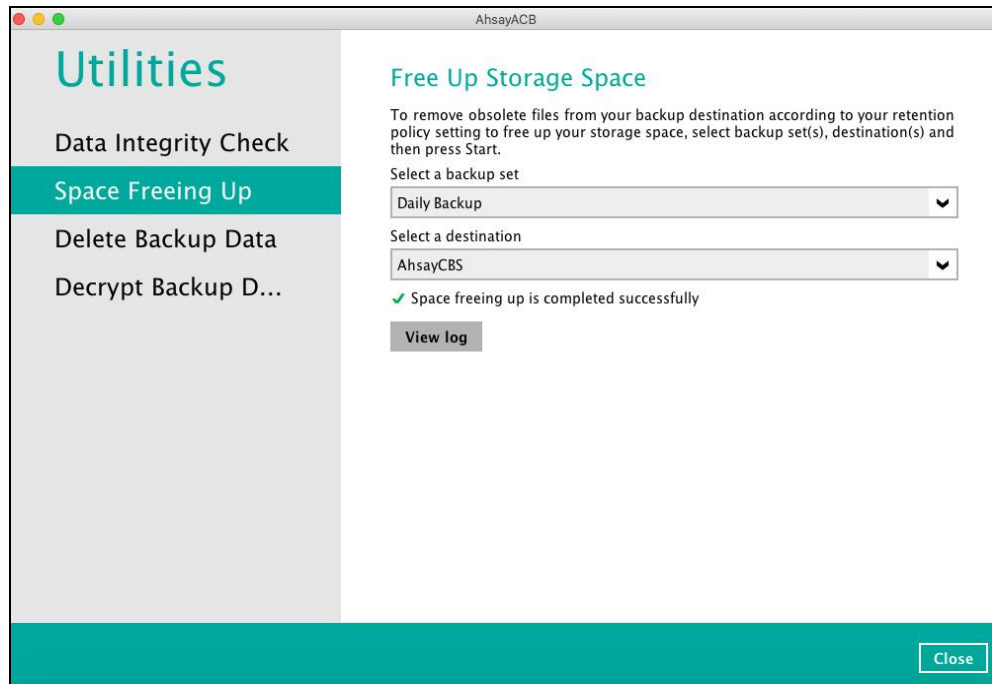
If you select **ALL** backup sets, you will not have to choose a destination.



2. Click **Start** to perform space free up.



- The status will be shown once completed. Click the **View log** button to see the detailed report of the space freeing up job.

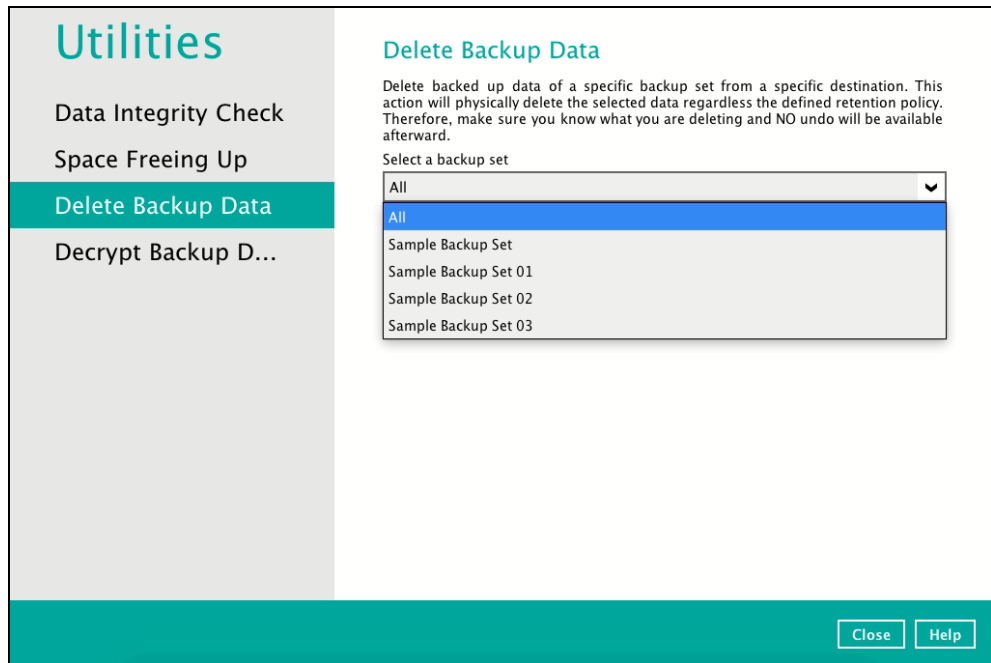


9.2.1 Delete Backup Data

This feature is used to permanently delete backed up data from a backup set(s), destination(s), backup job, or delete all backed-up data. After the data is deleted, the storage statistics of the backup set(s) are updated.

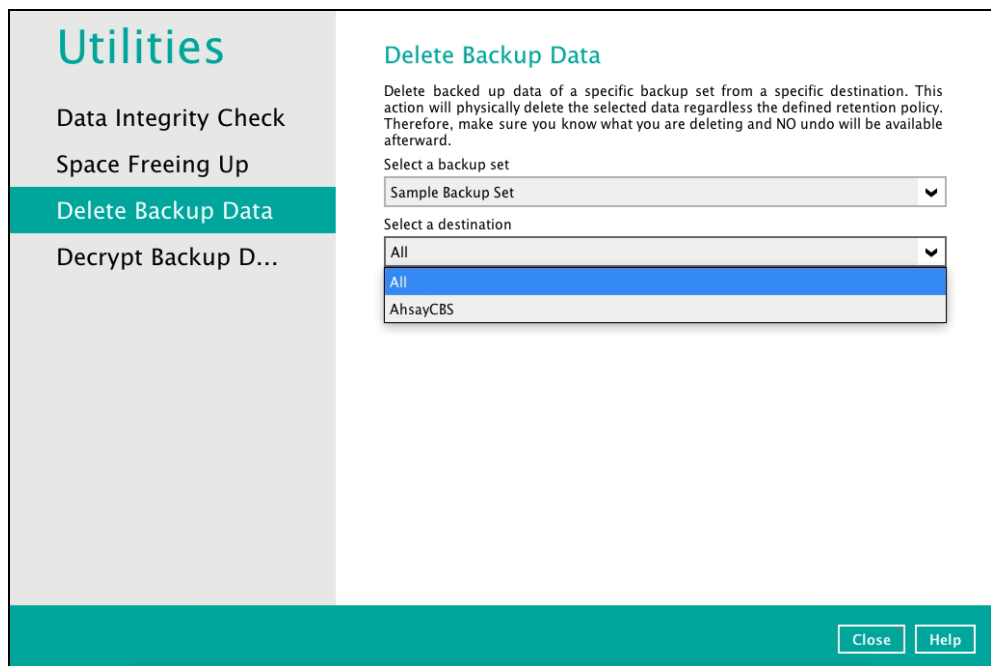
To perform deletion of backup data, follow the instructions below:

1. Select a backup set to delete from.

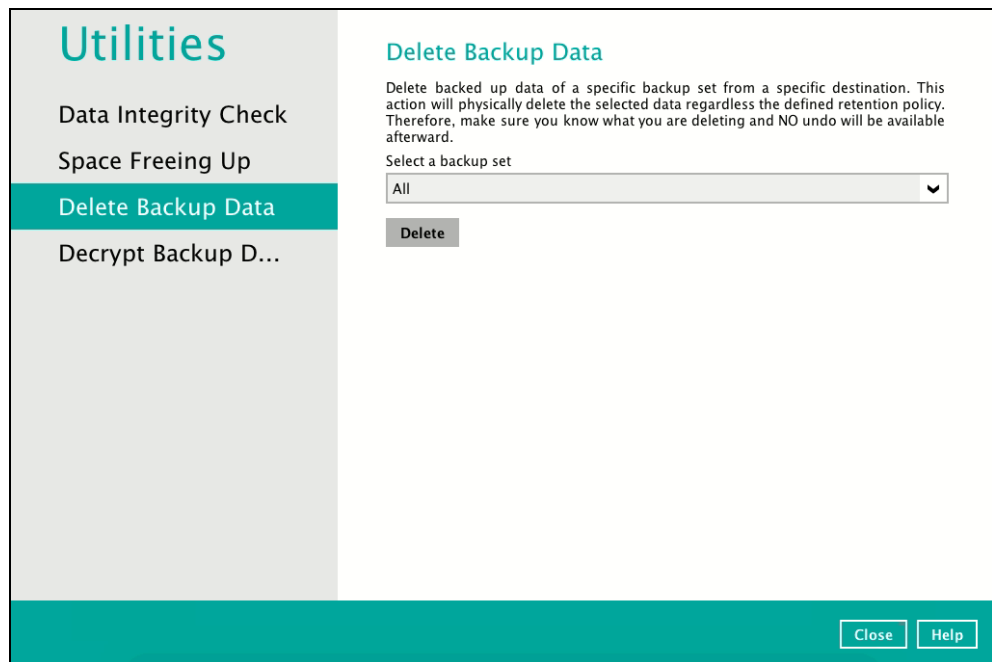


Note: This will only delete the backed-up files in a backup set(s) and destination(s), but the backup set and destination will remain.

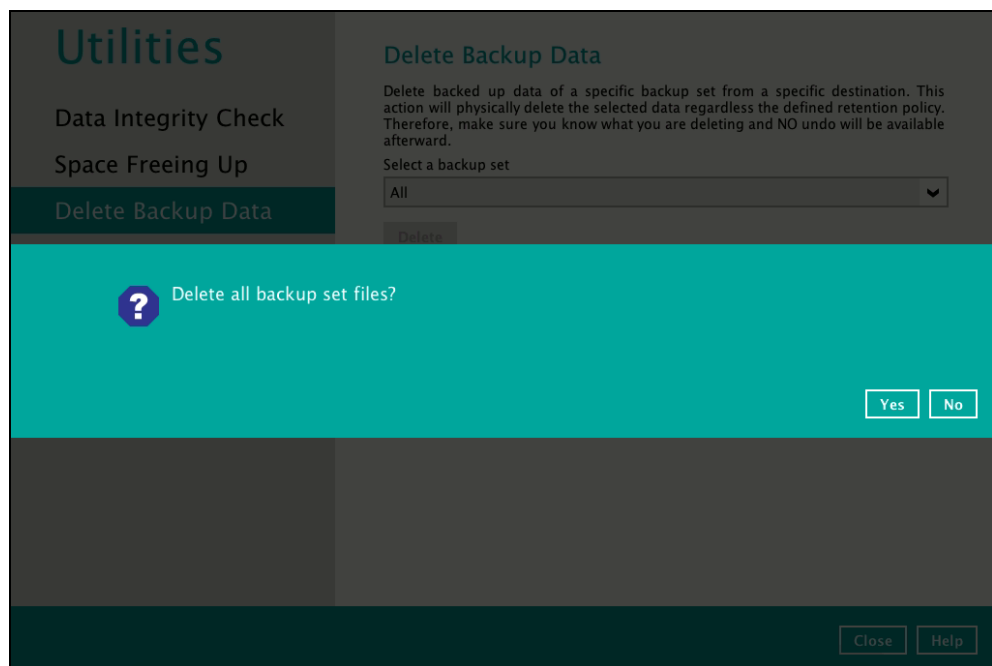
If you select a specific backup set, you will also have to choose a specific or **All** destinations.



If you select **All** backup sets, then there is no need to select a destination.



2. If you choose to delete **All** backup set(s), the following message will be displayed. By clicking **Yes**, all backed up files from the selected backup set(s) and destination(s) will be deleted.



If you select a specific backup set, you will have an option to choose a destination.

Utilities

- Data Integrity Check
- Space Freeing Up
- Delete Backup Data**
- Decrypt Backup D...

Delete Backup Data

Delete backed up data of a specific backup set from a specific destination. This action will physically delete the selected data regardless the defined retention policy. Therefore, make sure you know what you are deleting and NO undo will be available afterward.

Select a backup set
Sample Backup Set

Select a destination
All
AhsayCBS

Close Help

If you select a specific destination, there are two (2) available options for the type of files you wish to delete.

- Delete all backed-up data
- Choose from ALL files

Utilities

- Data Integrity Check
- Space Freeing Up
- Delete Backup Data**
- Decrypt Backup D...

Delete Backup Data

Delete backed up data of a specific backup set from a specific destination. This action will physically delete the selected data regardless the defined retention policy. Therefore, make sure you know what you are deleting and NO undo will be available afterward.

Select a backup set
Sample Backup Set

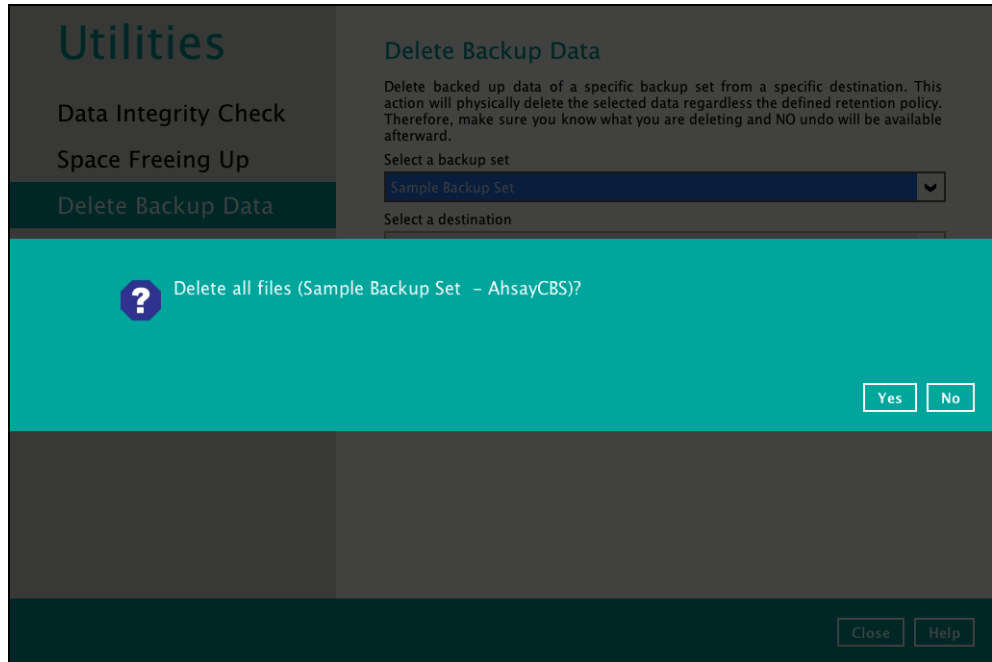
Select a destination
AhsayCBS

Select what to delete
Delete all backed up data
Delete all backed up data
Choose from ALL files

Close Help

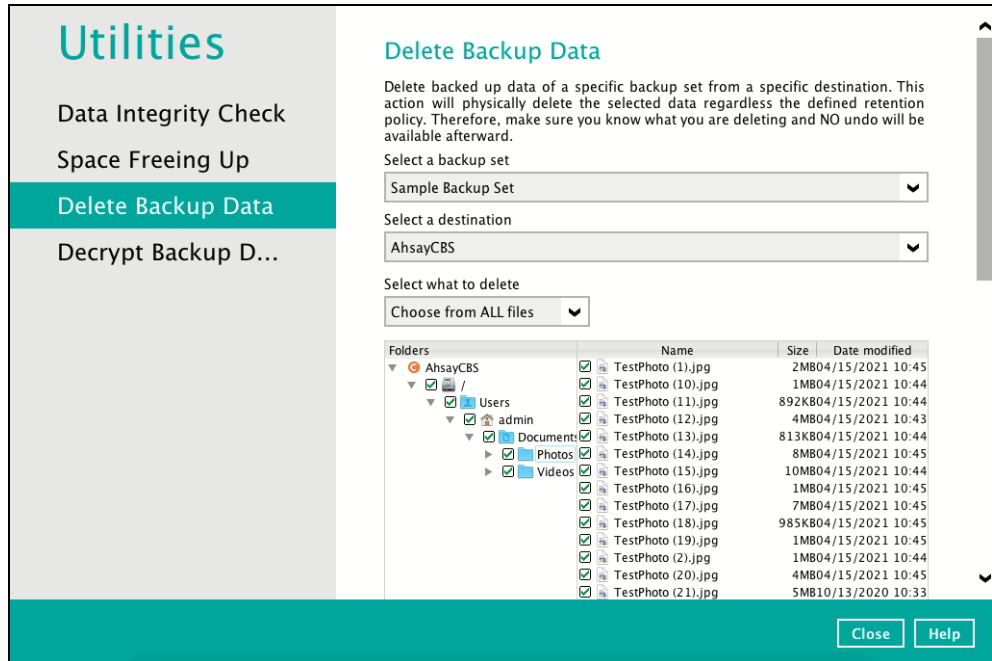
Delete all backed-up data

If you choose this option, the following message will be displayed. By clicking **Yes**, all backed up data from the selected backup set(s) and destination(s) will be deleted.



Choose from ALL files

If you choose this option, you can select to delete any file(s) in the backup set.



3. Click the **Delete** button, then click **Yes** to start the deletion of files.

The screenshot shows the 'Delete Backup Data' utility window. On the left, there is a sidebar with the title 'Utilities' and four menu items: 'Data Integrity Check', 'Space Freeing Up', 'Delete Backup Data' (which is highlighted), and 'Decrypt Backup D...'. The main area displays a list of files with checkboxes, file names, and sizes. All files are selected. At the bottom of the list, there is a 'Delete' button. Below the list, there are controls for 'Search', 'Items per page' (set to 50), 'Page' (set to 1 / 1), and a 'Follow Link' checkbox (checked). At the bottom right of the window, there are 'Close' and 'Help' buttons.

<input checked="" type="checkbox"/>	TestPhoto (28).png	3MB10/13/2020 10:33
<input checked="" type="checkbox"/>	TestPhoto (29).png	2MB10/13/2020 10:35
<input checked="" type="checkbox"/>	TestPhoto (3).jpg	2MB04/15/2021 10:44
<input checked="" type="checkbox"/>	TestPhoto (30).png	1MB10/13/2020 10:33
<input checked="" type="checkbox"/>	TestPhoto (31).gif	4MB10/14/2020 15:33
<input checked="" type="checkbox"/>	TestPhoto (32).gif	5MB10/14/2020 15:33
<input checked="" type="checkbox"/>	TestPhoto (33).gif	9MB10/14/2020 15:34
<input checked="" type="checkbox"/>	TestPhoto (34).gif	8MB10/14/2020 15:34
<input checked="" type="checkbox"/>	TestPhoto (35).gif	11MB10/14/2020 15:35
<input checked="" type="checkbox"/>	TestPhoto (36).tif	45MB10/14/2020 15:36
<input checked="" type="checkbox"/>	TestPhoto (37).tif	30MB10/14/2020 15:36
<input checked="" type="checkbox"/>	TestPhoto (38).tif	21MB10/14/2020 15:36
<input checked="" type="checkbox"/>	TestPhoto (39).tif	28MB10/14/2020 15:37
<input checked="" type="checkbox"/>	TestPhoto (4).jpg	174KB04/15/2021 10:45
<input checked="" type="checkbox"/>	TestPhoto (40).tif	45MB10/14/2020 15:37
<input checked="" type="checkbox"/>	TestPhoto (41).bmp	70MB10/14/2020 15:38
<input checked="" type="checkbox"/>	TestPhoto (42).bmp	69MB10/14/2020 15:41
<input checked="" type="checkbox"/>	TestPhoto (43).bmp	86MB10/14/2020 15:41
<input checked="" type="checkbox"/>	TestPhoto (44).bmp	60MB10/14/2020 15:42
<input checked="" type="checkbox"/>	TestPhoto (45).bmp	103...10/14/2020 21:36
<input checked="" type="checkbox"/>	TestPhoto (46).jpg	103...10/14/2020 21:36
<input checked="" type="checkbox"/>	TestPhoto (47).png	103...10/14/2020 21:36
<input checked="" type="checkbox"/>	TestPhoto (5).jpg	1MB04/15/2021 10:44
<input checked="" type="checkbox"/>	TestPhoto (6).jpg	4MB04/15/2021 10:44
<input checked="" type="checkbox"/>	TestPhoto (7).jpg	2MB04/15/2021 10:45
<input checked="" type="checkbox"/>	TestPhoto (8).jpg	3MB04/15/2021 10:44
<input checked="" type="checkbox"/>	TestPhoto (9).jpg	2MB04/15/2021 10:44

4. Files are successfully deleted.

The screenshot shows the 'Delete Backup Data' utility window after the files have been deleted. The sidebar is the same as in the previous screenshot. The main area has a title 'Delete Backup Data' and a description: 'Delete backed up data of a specific backup set from a specific destination. This action will physically delete the selected data regardless the defined retention policy. Therefore, make sure you know what you are deleting and NO undo will be available afterward.' Below the description, there are two dropdown menus: 'Select a backup set' (set to 'Sample Backup Set') and 'Select a destination' (set to 'All'). A green checkmark and the text 'Files deleted successfully' are displayed. At the bottom right of the window, there are 'Close' and 'Help' buttons.

9.9.4 Decrypt Backup Data

This feature is used to restore raw data by using the **data encryption key** that was set for the backup set.

AhsayACB

Utilities

- Data Integrity Check
- Space Freeing Up
- Delete Backup Data
- Decrypt Backup D...**

Decrypt Backup Data

Please enter the path to the [<backup set ID>/blocks] folder which contains the backup files that you want to decrypt.

Temporary directory for storing restore files

Enter the path of the folder which contains the backup files you want to decrypt. Click **Decrypt** to start decrypting backup data.

AhsayACB

Utilities

- Data Integrity Check
- Space Freeing Up
- Delete Backup Data
- Decrypt Backup D...**

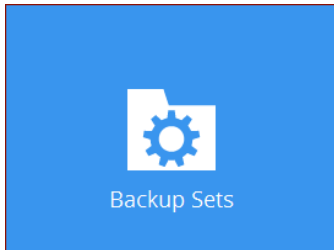
Decrypt Backup Data

Please enter the path to the [<backup set ID>/blocks] folder which contains the backup files that you want to decrypt.

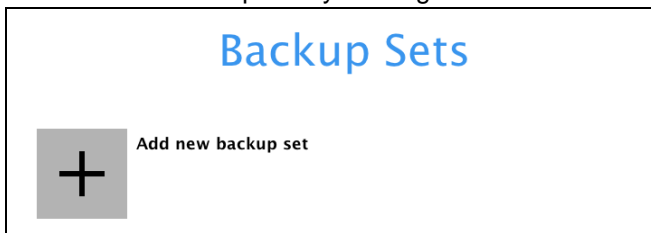
Temporary directory for storing restore files

10 Create a Backup Set

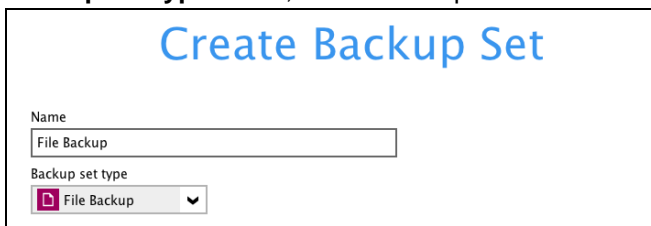
1. Click the **Backup Sets** icon on the main interface of AhsayACB.



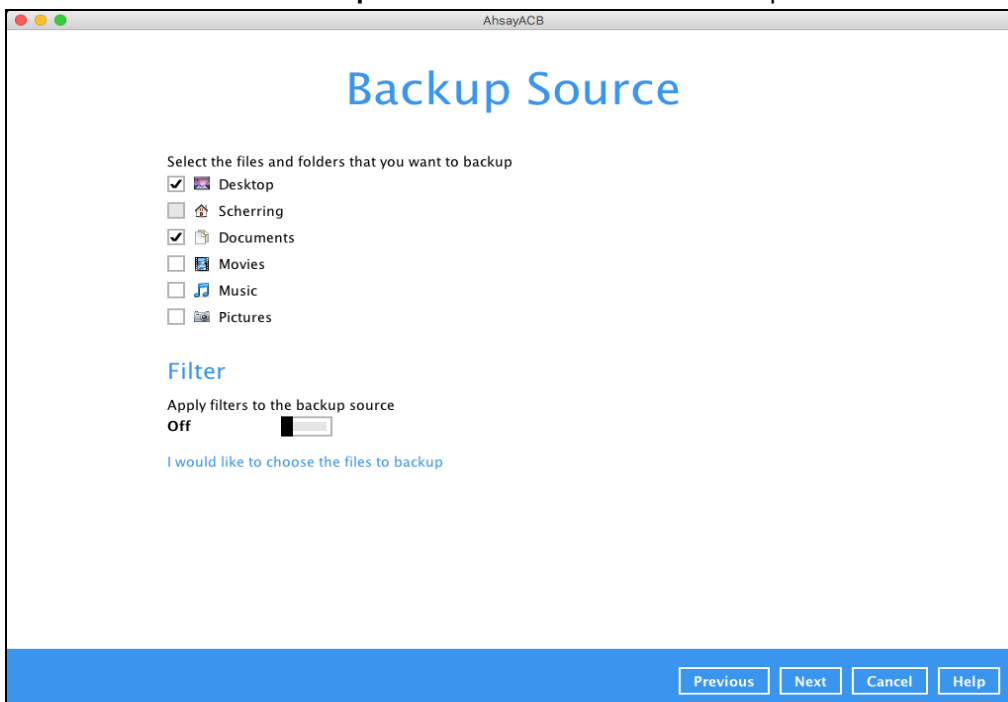
2. Create a new backup set by clicking **+** next to **Add new backup set**.



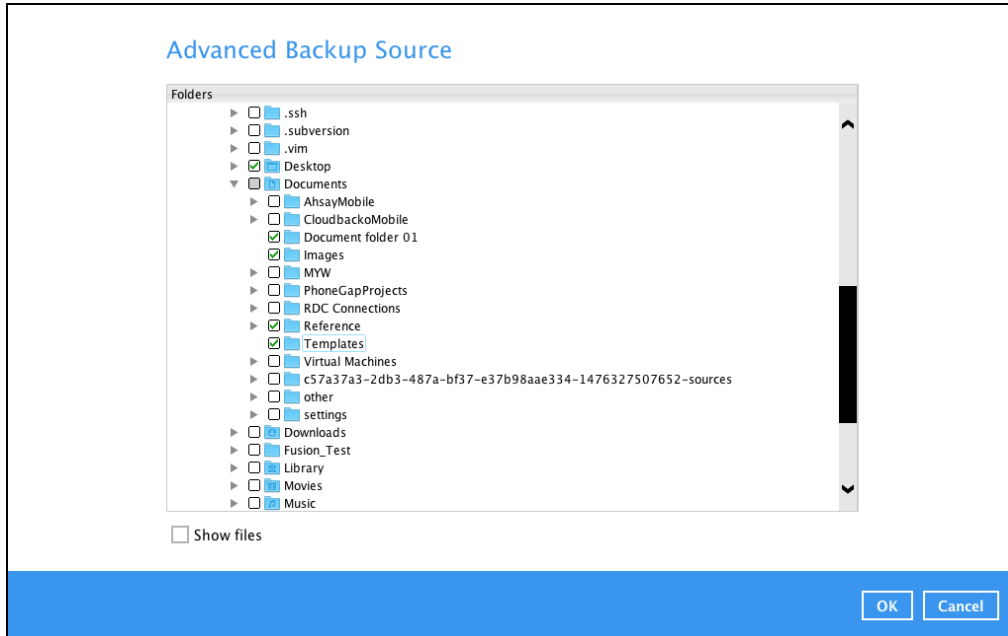
3. When the Create Backup Set window appears, name your new backup set, and select the **Backup set type**. Then, click **Next** to proceed.



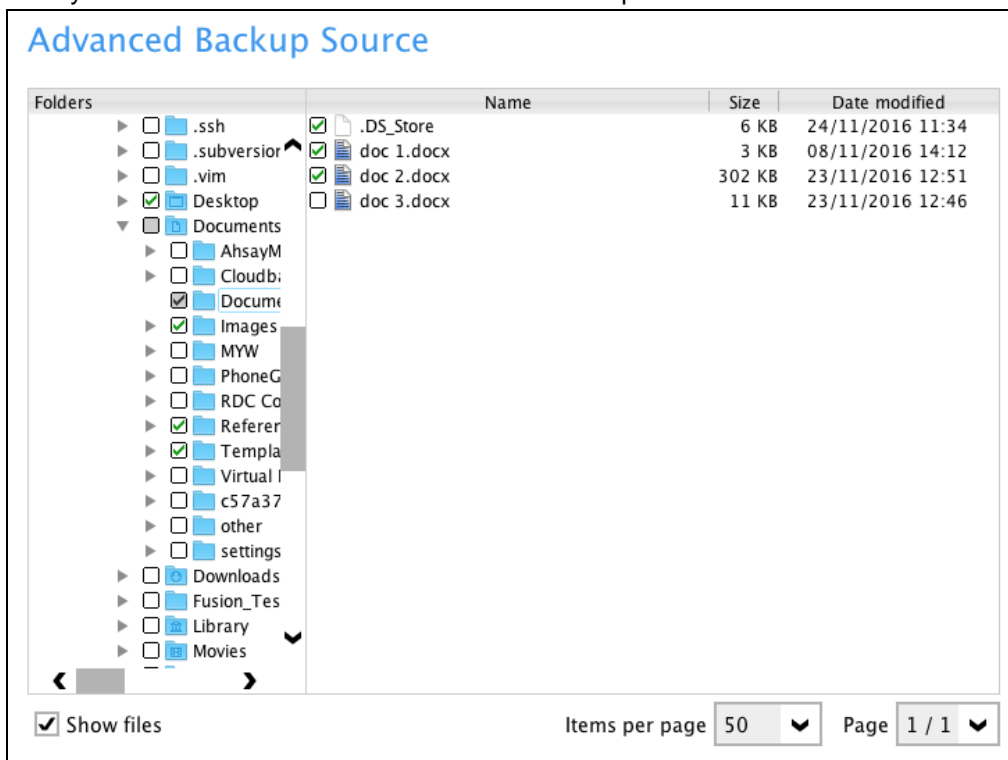
4. In the Backup Source window, select the source files and folders for backup. Click **I would like to choose the files to backup** to select individual files for backup.




- In the **Advanced Backup Source** window, select folder(s) to back up all files in the folder(s).

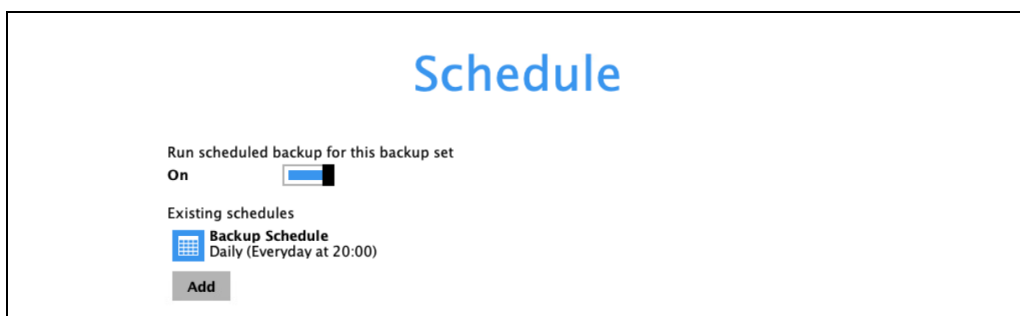


- Alternatively, if you want to back up only specific files instead of all files in your selected folder(s), select the **Show files** checkbox at the bottom of the screen. A list of files will appear on the right-hand side. Select the checkbox(es) next to the file(s) to back up. Then, click **OK** to save your selections and close the Advanced Backup Source window.

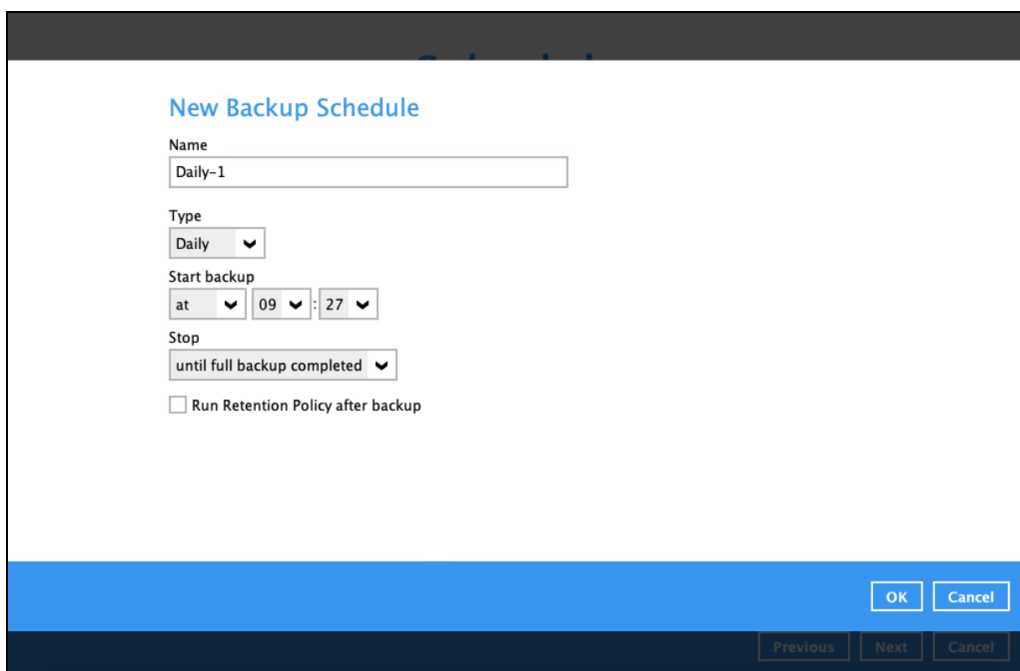


- In the Backup Source window, click **Next** to proceed.
- When the Schedule window appears, you can configure a backup schedule to automatically run a backup job at your specified time interval. In the Schedule window, the Run scheduled backup for this backup set is **On** by default.

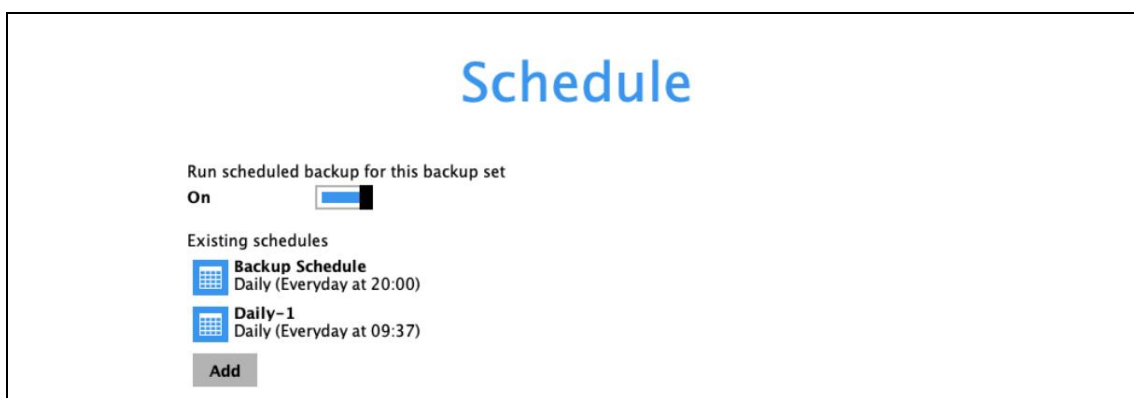
- ④ If you want to add a schedule now, click  next to **Add New schedule**.



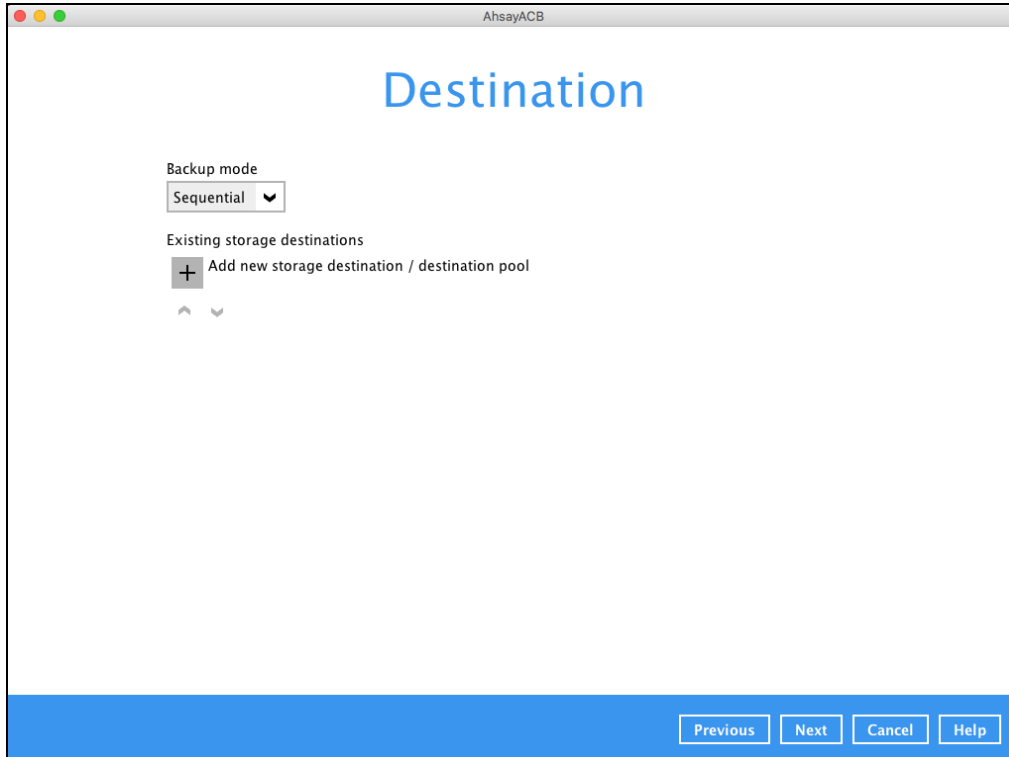
When the New Backup Schedule window appears, specify your backup schedule. Then, click **OK** to save your changes and close the New Backup Schedule window.



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




10. The **Destination** window will appear.

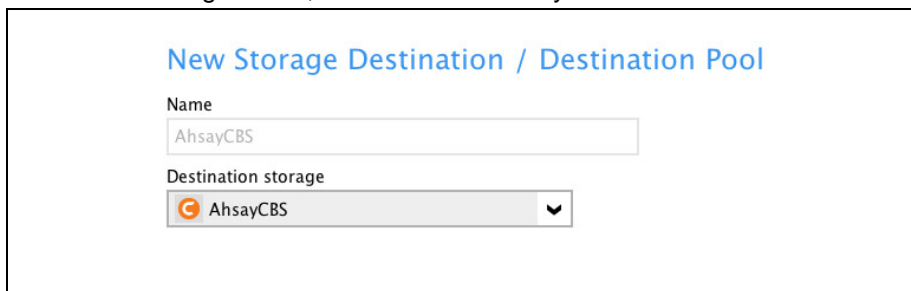


Select the appropriate option from the **Backup mode** dropdown menu.

- Sequential** (default value) – run backup jobs to each backup destination one by one
- Concurrent** – run backup jobs to all backup destinations at the same time

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

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



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



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



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

- **Default** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
- **User password** – the encryption key will be the same as the login password of your AhsayACB at the time when this backup set is created. Please be reminded that if you change the AhsayACB login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.

- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method, and key length.

Encryption

Encrypt Backup Data
On

Encryption Type
Custom ▼

Algorithm
AES ▼

Encryption key
.....

Re-enter encryption key
.....

Method
 ECB CBC

Key length
 128-bit 256-bit

NOTE: For best practice on managing your encryption key, refer to the following KB article.
http://wiki.ahsay.com/doku.php?id=public:5034_best_practices_for_managing_encryption_key

Click **Next** when you are done setting.

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

Encryption

Encrypt Backup Data
On

Encryption Type
Default ▼

You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so.

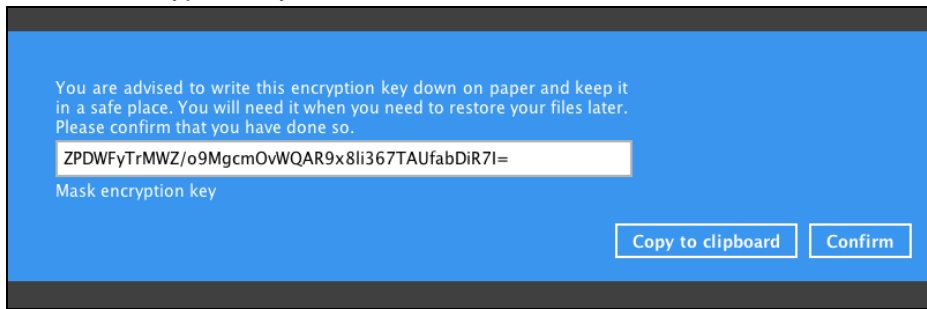
.....

Unmask encryption key

Copy to clipboard Confirm

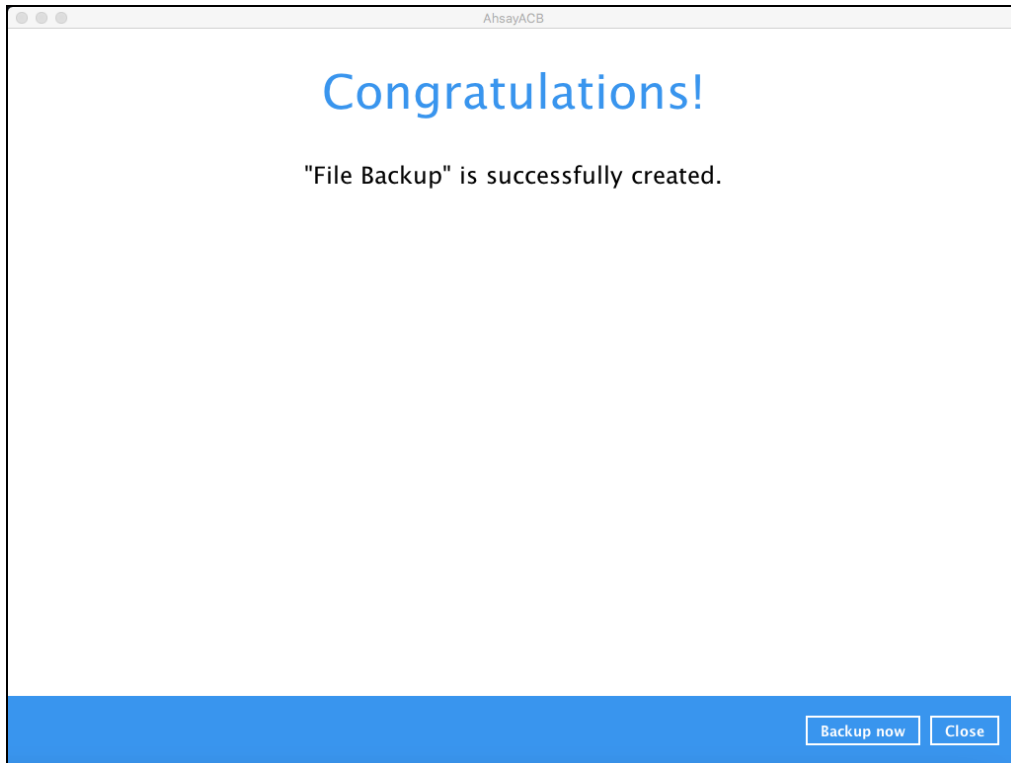
The pop-up window has the following three options to choose from:

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



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

15. Upon successful creation of the backup set, the following screen will appear. You can click **Backup now** to back up your data or click **Close** to exit.



16. It is highly recommended to change the Temporary Directory. Select another location with sufficient free disk space other than /Users/admin/temp.

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

The screenshot shows the 'File Backup' configuration window with the 'Others' tab selected. The 'Temporary Directory' section is active, showing the current path as '/Users/admin/temp' and a 'Change' button. Below the path, it indicates '62.1GB free out of total 79.8GB space in /Users/admin/temp' and a checked checkbox for 'Remove temporary files after backup'. Other sections visible include 'Retention Policy' (7 days), 'OpenDirect' (Off), and 'Compressions' (Fast with optimization for local). At the bottom, there are 'Save' and 'Cancel' buttons, and a 'Delete this backup set' link.

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

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

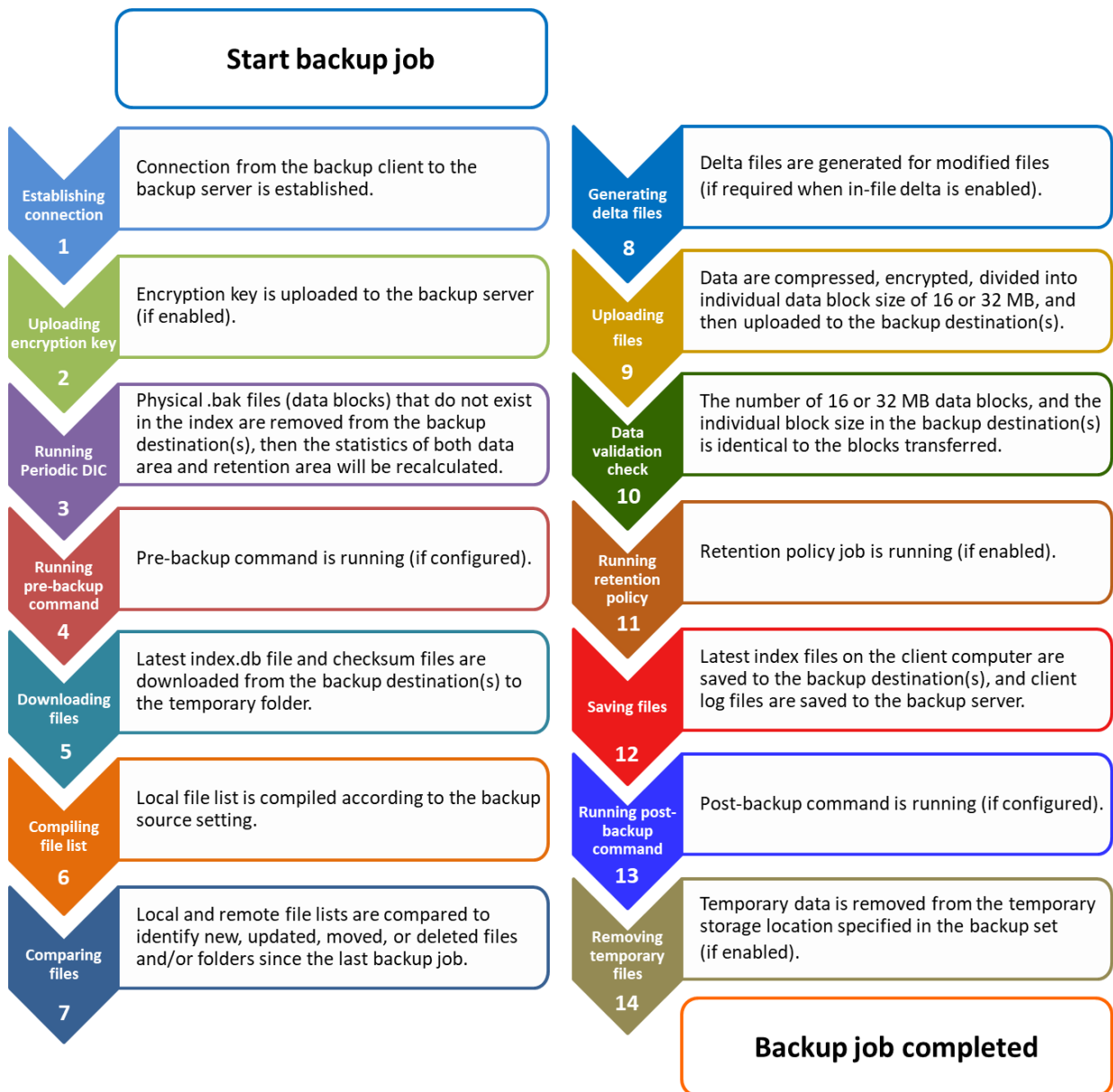
- No Compression
- Normal
- Fast (Compressed size larger than normal)
- Fast with optimization for local

The screenshot shows the 'File Backup' configuration window with the 'Others' tab selected. The 'Compressions' section is active, showing a dropdown menu set to 'Fast with optimization for local'. Below it, the 'Encryption' section is visible, showing an encryption key (masked with dots), algorithm (AES), method (CBC), and key length (256 bits). At the bottom, there are 'Save' and 'Cancel' buttons, and a 'Delete this backup set' link.

11 Overview on Backup Process

The following steps are performed during a backup job. For an overview of the detailed process for Steps 3, 5, 10, and 12, please refer to the following chapters.

- [Periodic Data Integrity Check \(PDIC\) Process \(Step 3\)](#)
- Backup Set Index Handling Process
 - [Start Backup Job \(Step 5\)](#)
 - [Completed Backup Job \(Step 12\)](#)
- [Data Validation Check Process \(Step 10\)](#)



11.1 Periodic Data Integrity Check (PDIC) Process

For AhsayACB v8.3.6.0 (or above), the PDIC will run on the first backup job that falls on the corresponding day of the week from **Monday to Friday**.

To minimize the impact of the potential load of large number of PDIC jobs running at the same time on the AhsayCBS server, the schedule of a PDIC job for each backup set is automatically determined by the result of the following formula:

PDIC schedule = %BackupSetID% modulo 5

or

%BackupSetID% mod 5

The calculated **result** will map to the corresponding day of the week (i.e., from Monday to Friday).

0	Monday
1	Tuesday
2	Wednesday
3	Thursday
4	Friday

NOTE: The PDIC schedule cannot be changed.

Example:

Backup set ID: 1594627447932

Calculation: $1594627447932 \text{ mod } 5 = 2$

2	Wednesday
----------	------------------

In this example:

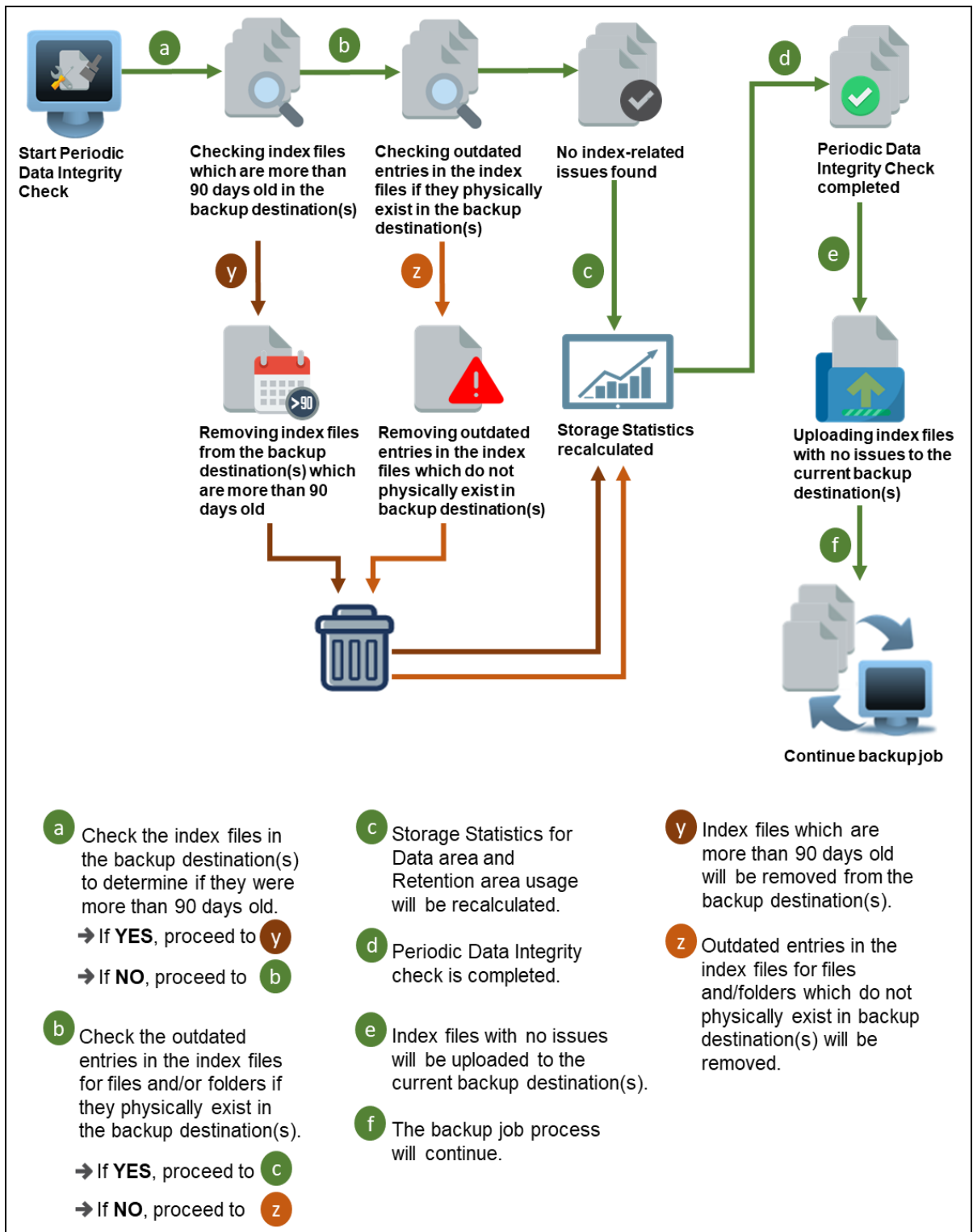
- the PDIC will run on the first backup job that falls on Wednesday; or
- if there is no active backup job(s) running from Monday to Friday, then the PDIC will run on the next available backup job.

NOTES

Although according to the PDIC formula for determining the schedule is ***%BackupSetID% mod 5***, this schedule only applies if the previous PDIC job was actually run more than 7 days prior.

Under certain conditions, the PDIC may not run strictly according to this formula. For example:

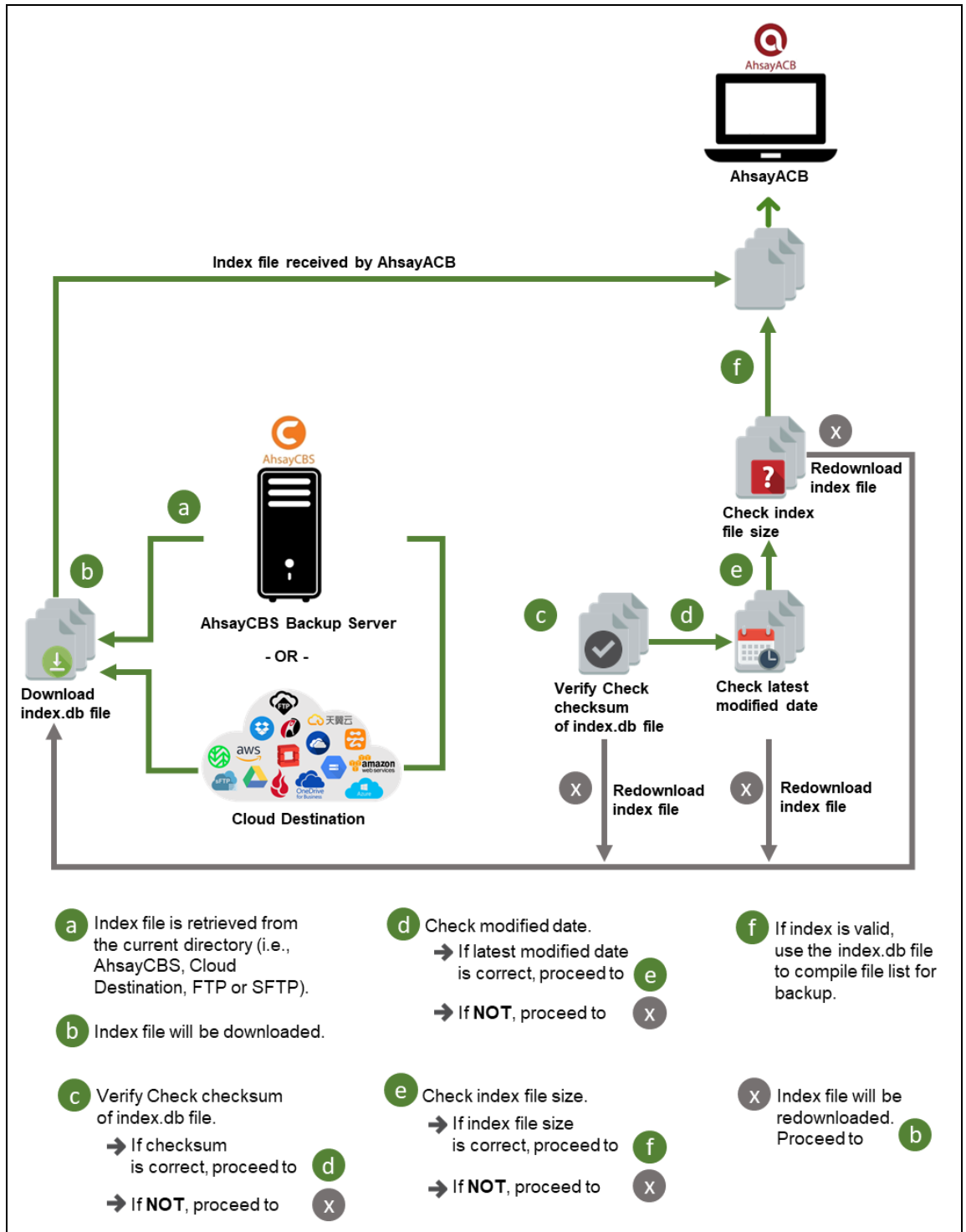
1. If AhsayACB was upgraded to v8.5 (or above) from an older version v6, v7, or pre-8.3.6.0 version. In this case, the PDIC job will run on the first backup job after upgrade.
2. If backup jobs for a backup set are not run on a regular daily backup schedule (for example: on a weekly or monthly schedule), then the PDIC job will run if it detects that the previous PDIC job was run more than 7 days ago.
3. Every time a data integrity check (DIC) is run, the latest PDIC run date is reset, the next PDIC job will run after 7 days.
4. The PDIC job will not run if there are no files in both the data and retention areas. For example: a newly created backup set with no backup job history or a backup set where all the data has been deleted using the [Delete Backup Data](#) feature.
5. The PDIC job will not run on a backup set that contains any data which still in v6 format. It will only run if all v6 data format on a backup set has undergone data migration to v8 block format.



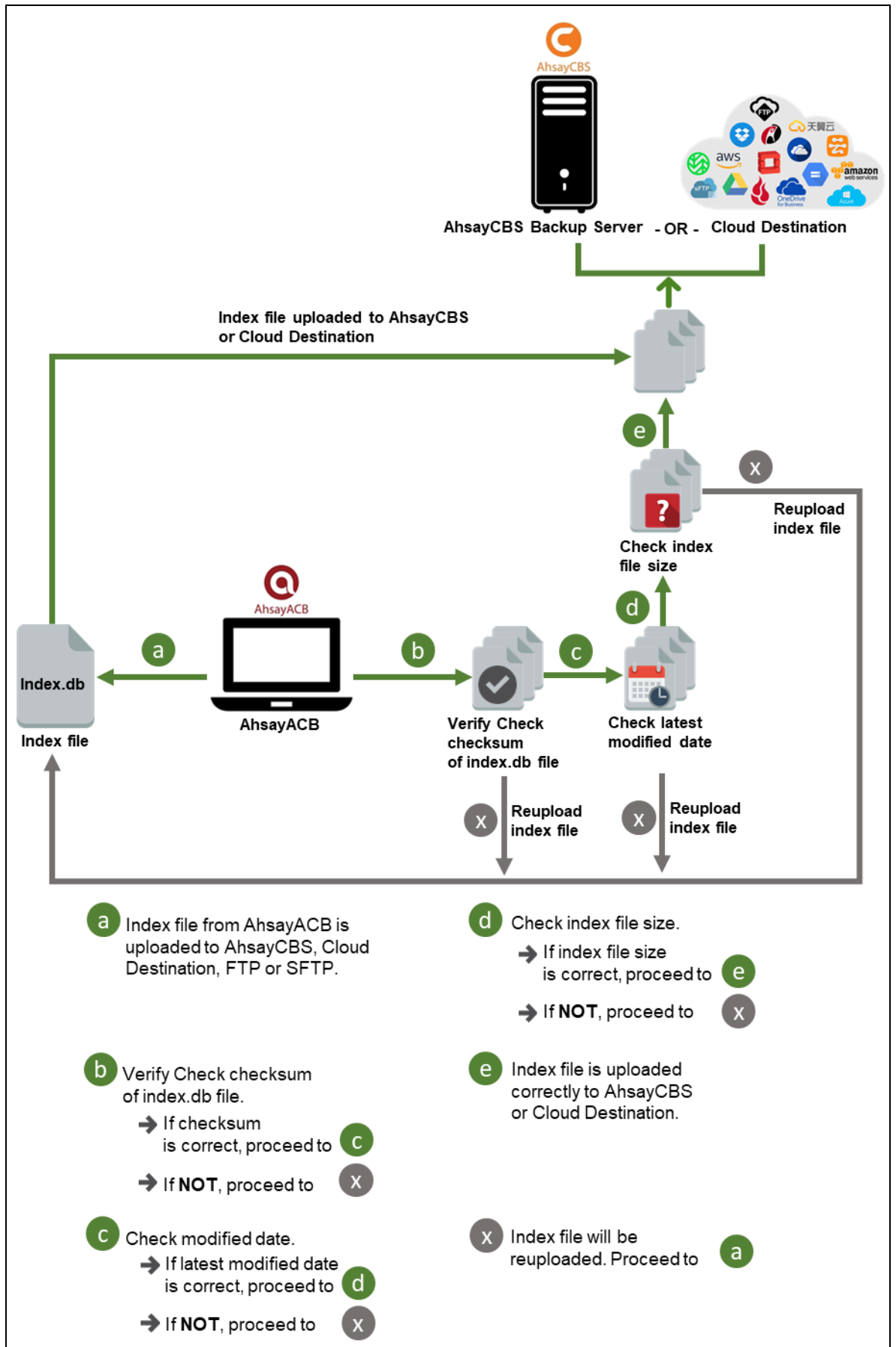
11.2 Backup Set Index Handling Process

To minimize the possibility of index related issues affecting backups, each time index files are downloaded from and uploaded to backup destination(s); the file size, last modified date, and checksum is verified to ensure index file integrity.

11.2.1 Start Backup Job

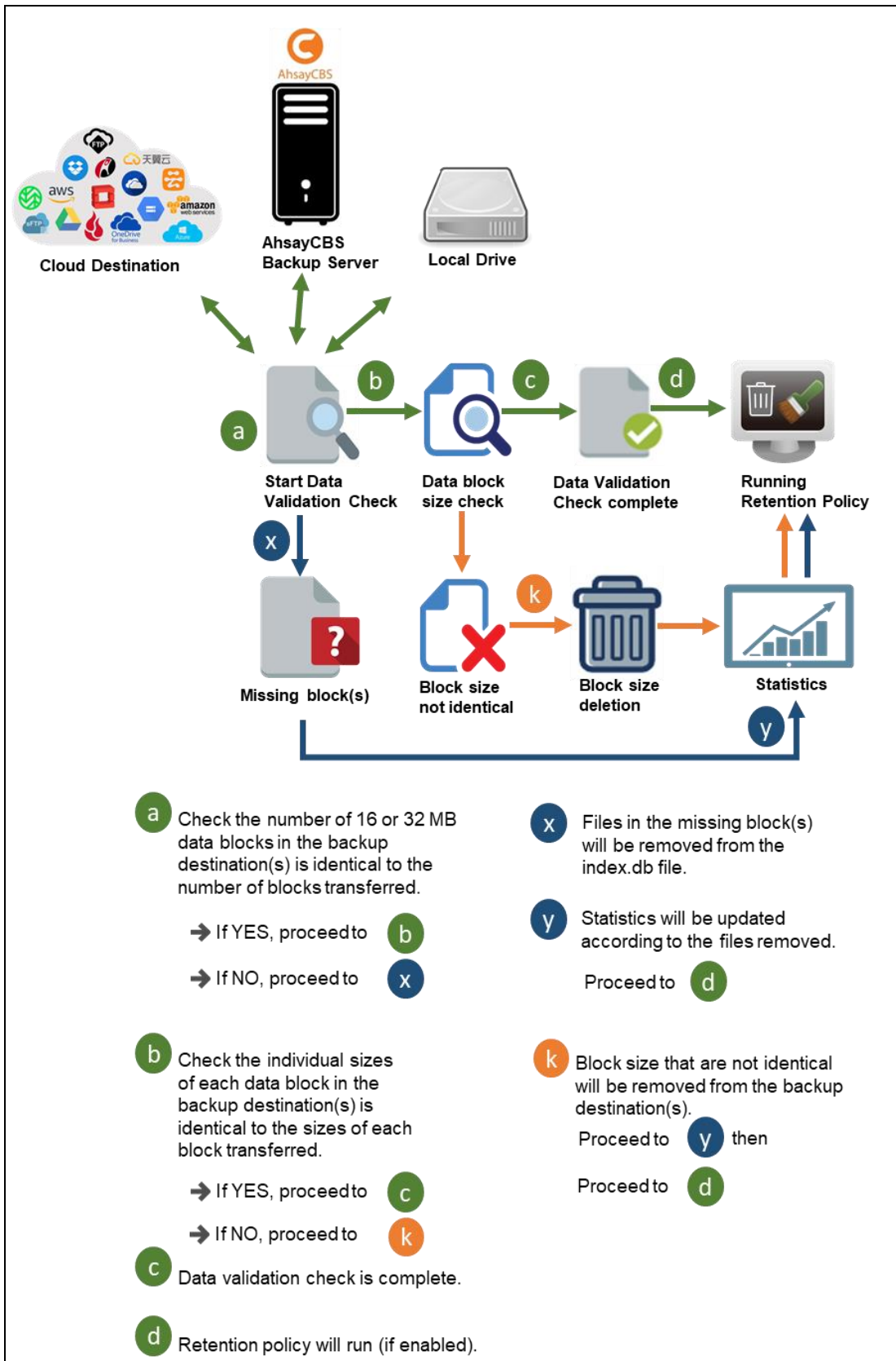


11.2.2 Completed Backup Job



11.3 Data Validation Check Process

As an additional measure to ensure that all files transferred to the backup destination(s) are received and saved correctly, both the number of 16 or 32 MB data block files and the size of each block file are checked again after the files are transferred.



12 Run Backup Jobs

12.1 Login to AhsayACB

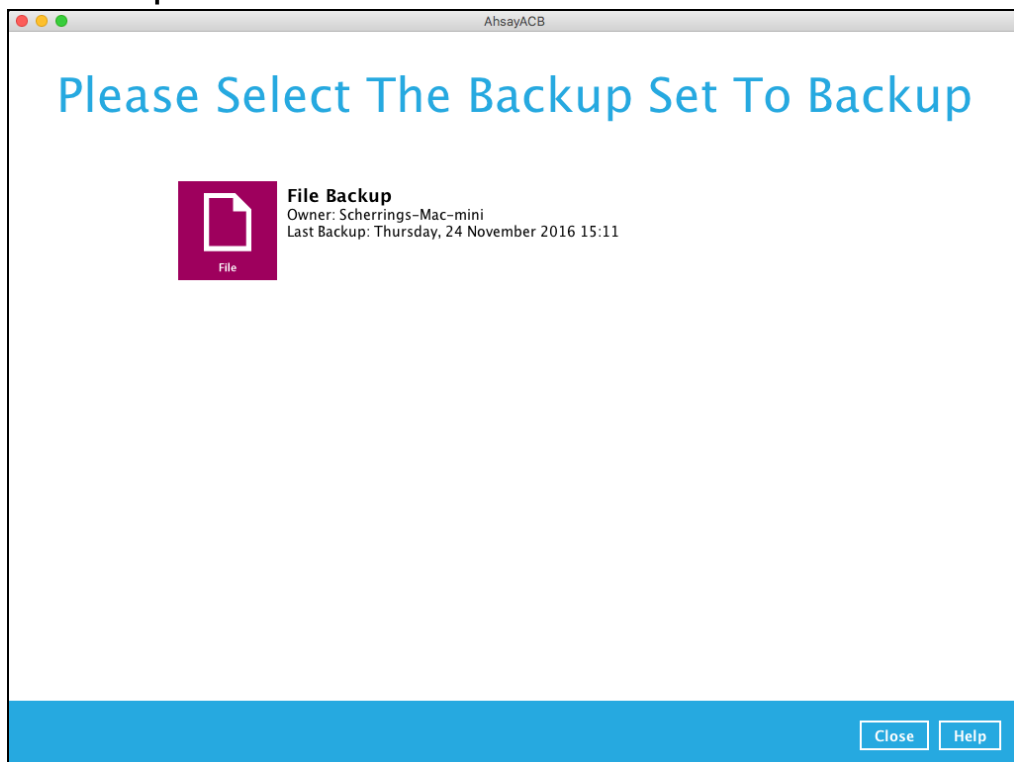
Login to the AhsayACB application according to the instructions in chapter 7 [Logging in to AhsayACB](#).

12.2 Start a Manual Backup

1. Click **Backup** on the main interface of AhsayACB.



2. Select the backup set that you would like to start a backup job for. In case you want to modify the In-File Delta type, Destinations and Retention Policy settings, click **Show advanced option**.



3. When advanced options are shown, it is recommended that you tick the checkbox next to **Run Retention Policy after backup** in the Retention Policy section at the bottom. This will help you save hard disk quota in the long run. In the In-File Delta type section, the following three options are available:

Backup set type
File

In-File Delta type

Full

Differential

Incremental

Destinations


CBS (Host: 10.3.1.8:443)


Retention Policy

Run Retention Policy after backup

[Hide advanced option](#)


- **Full** – A full backup captures all the data that you want to protect. When you run a backup job for the first time, AhsayACB will run a full backup regardless of the in-file delta setting.
 - **Differential** – A differential backup captures only the changes made as compared with the last uploaded full file only (i.e., changes since the last full backup, not since the last differential backup).
 - **Incremental** – An incremental backup captures only the changes made as compared with the last uploaded full or delta file (i.e., changes since the last incremental backup).
4. Click **Backup** to start the backup job. The status will be shown.



 CBS (Host: 10.3.1.8:443)

Downloading server file list... Completed 

Estimated time left	0 sec
Backed up	0 (0 file, 0 directory, 0 link)
Elapsed time	2 sec
Transfer rate	0bit/s


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

 CBS (Host: 10.3.1.8:443)

























 

✓ Backup Completed Successfully

Estimated time left	0 sec
Backed up	18.62k (6 files, 0 directory, 0 link)
Elapsed time	12 sec
Transfer rate	4.29kbit/s

6. You can click the  **View** icon on the right-hand side to check the log. A window will pop up to show the log. Close the pop-up window when you finish reading it.

Show All ▼

Type	Log	Time
	Start [Mac OS X 10.11.1 (Scherrings-Mac-mini), AhsayACB v7.9.0.0]	24/11/2016 15:12:17
	Saving encrypted backup set encryption keys to server...	24/11/2016 15:12:23
	Start Backup ... [In-File Delta: Full]	24/11/2016 15:12:23
	Using Temporary Directory /Users/Scherring/temp/1479952176042/OBS@1479970446499	24/11/2016 15:12:23
	Downloading server file list...	24/11/2016 15:12:23
	Downloading server file list... Completed	24/11/2016 15:12:27
	Reading backup source from hard disk...	24/11/2016 15:12:30
	Reading backup source from hard disk... Completed	24/11/2016 15:12:30
	[New Directory]... /	24/11/2016 15:12:30
	[New Directory]... /Users	24/11/2016 15:12:30
	[New Directory]... /Users/Scherring	24/11/2016 15:12:30
	[New Directory]... /Users/Scherring/Desktop	24/11/2016 15:12:30
	[New Directory]... /Users/Scherring/Documents	24/11/2016 15:12:30
	[New Directory]... /Users/Scherring/Documents/Document folder 01	24/11/2016 15:12:31
	[New Directory]... /Users/Scherring/Documents/Templates	24/11/2016 15:12:31
	[New Directory]... /Users/Scherring/Documents/Reference	24/11/2016 15:12:31
	[New Directory]... /Users/Scherring/Documents/Images	24/11/2016 15:12:31
	[New Directory]... /Users/Scherring/Desktop/=====	24/11/2016 15:12:31
	[New Directory]... /Users/Scherring/Desktop/=====Scherring	24/11/2016 15:12:31
	[New Directory]... /Users/Scherring/Desktop/=====Scherring/Desktop	24/11/2016 15:12:31
	[New Directory]... /Users/Scherring/Desktop/=====Scherring/Desktop/Sample_Test_Data	24/11/2016 15:12:31
	[New Directory]... /Users/Scherring/Desktop/=====Scherring/Desktop/Sample_Test_Data/Internationalization	24/11/2016 15:12:31
	[New Directory]... /Users/Scherring/Desktop/=====Scherring/Desktop/Sample_Test_Data/Internationalization/Intè...	24/11/2016 15:12:31
	[New Directory]... /Users/Scherrino/Desktop/CBK Mobile App Certs	24/11/2016 15:12:31

Logs per page 50 ▼
Page 1 / 4 ▼

Close

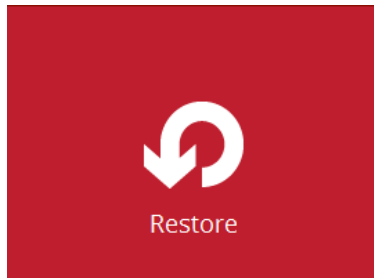
13 Restore Data

13.1 Login to AhsayACB

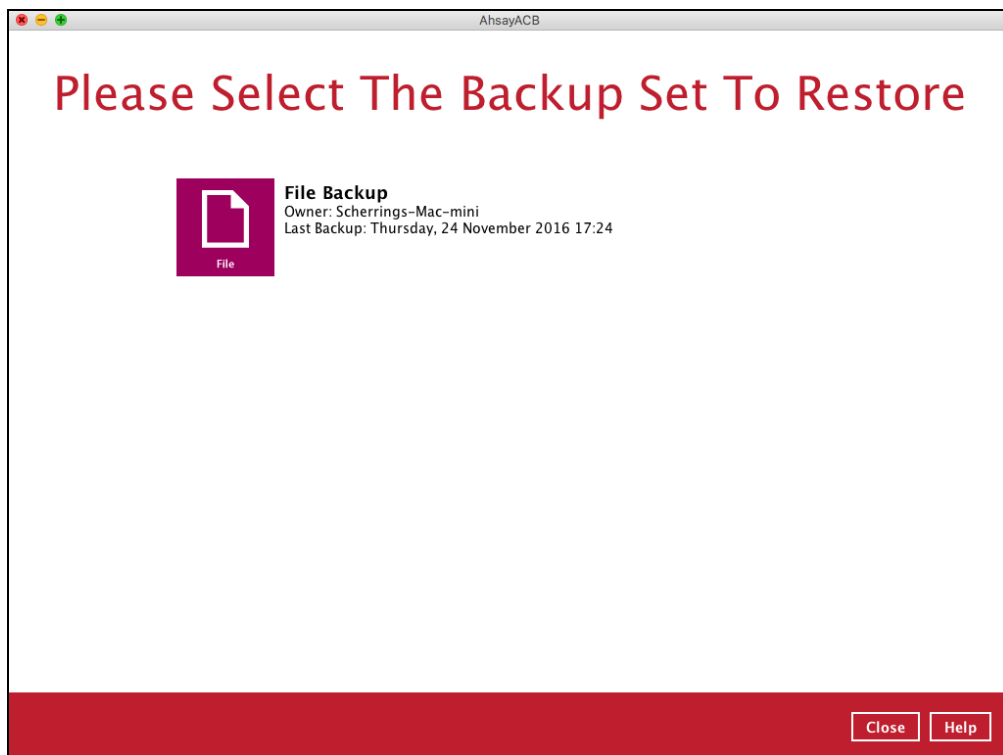
Login to the AhsayACB application according to the instructions in [Logging in to AhsayACB](#).

13.2 Restore Data

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



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



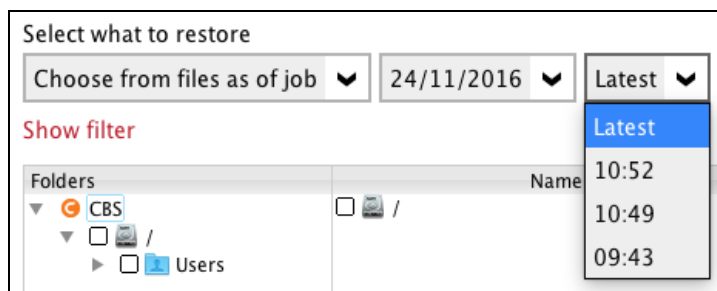
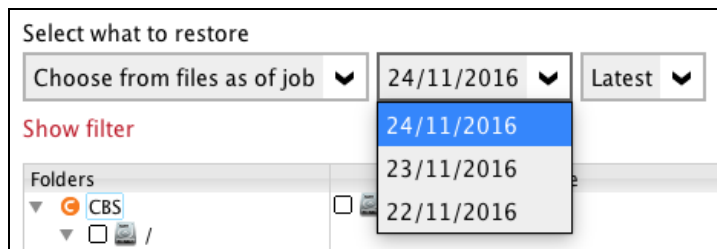
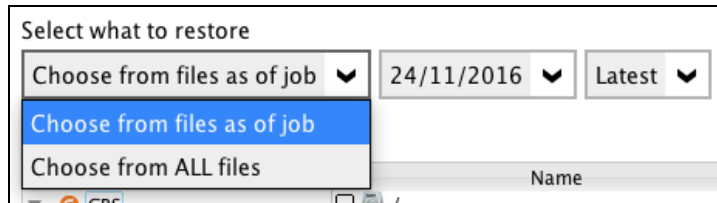
3. Select where you would like to restore your data from.



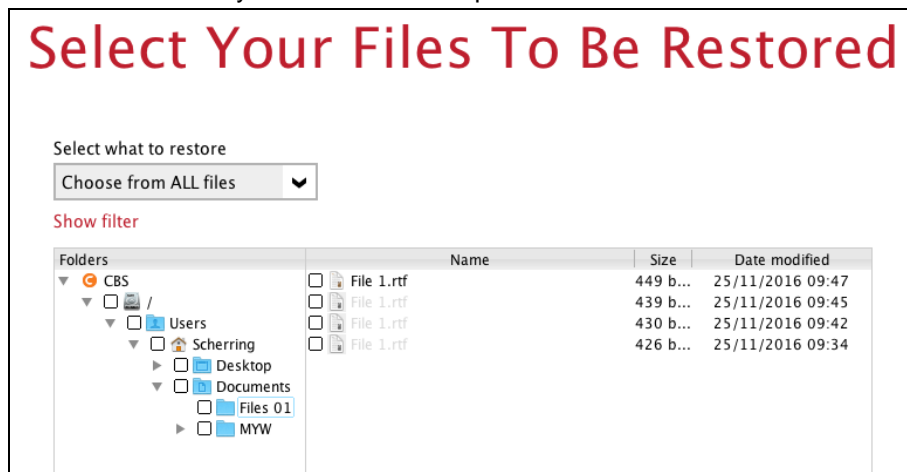
- Select to restore files from a specific backup job, or from all files available. Then, select the files or folders that you would like to restore.

There are two options from the **Select what to restore** dropdown menu:

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







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



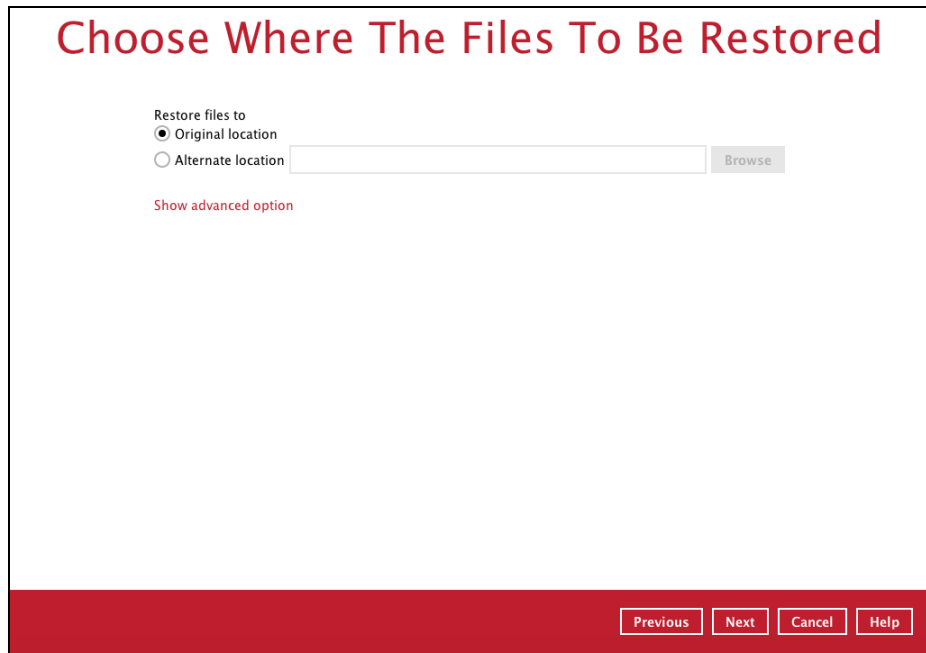
The following is an example showing all the available backup versions of the **File 1.rtf** file. The latest version is shown in solid black color and all the previous versions are shown in grey color. You can identify the file version from the **Date modified** column.

	Name	Size	Date modified
<input type="checkbox"/>	File 1.rtf	449 b...	25/11/2016 09:47
<input type="checkbox"/>	File 1.rtf	439 b...	25/11/2016 09:45
<input type="checkbox"/>	File 1.rtf	430 b...	25/11/2016 09:42
<input type="checkbox"/>	File 1.rtf	426 b...	25/11/2016 09:34

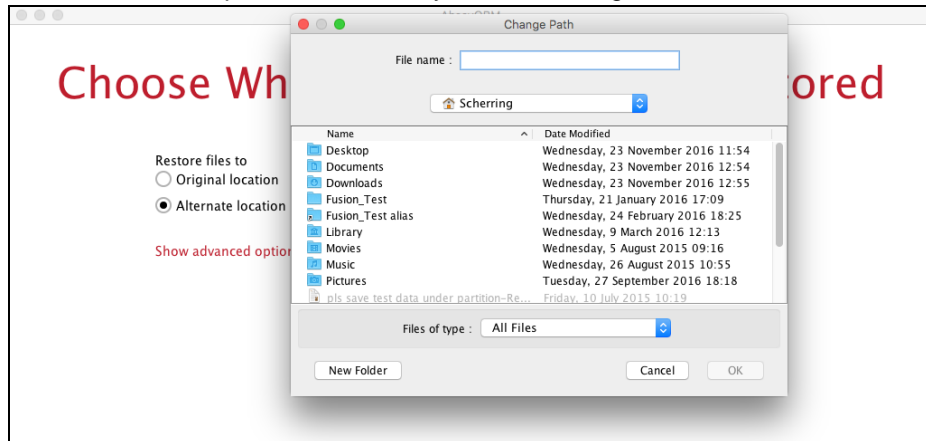
When the restore is done, you will see all the selected backup versions in the restore destination. The latest backup version has the file name as the original file, while the previous versions have the time stamps added to their file names for easy identification.

Name		Date modified
	File snapshot testing	11/7/2016 6:54 PM
	File snapshot testing_2016-11-07-18-39-11	11/7/2016 6:39 PM
	File snapshot testing_2016-11-07-18-51-55	11/7/2016 6:51 PM
	File snapshot testing_2016-11-07-18-53-26	11/7/2016 6:52 PM

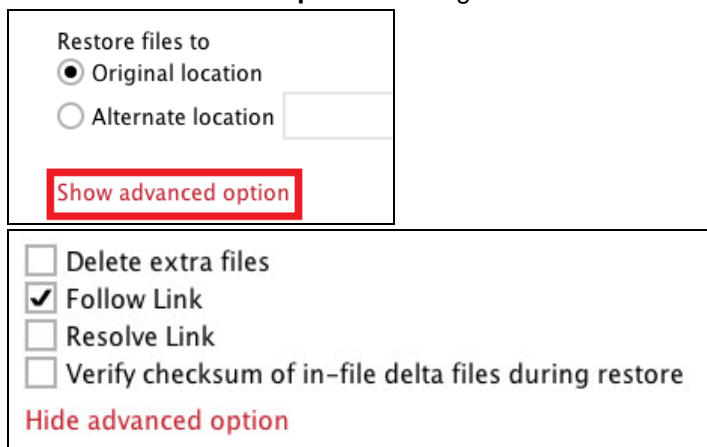
5. Click the **Show files** checkbox to select individual files for restoration. Click **Next** to proceed when you are done with the selections.
6. Select to restore the files to their **Original location**, or to an **Alternate location**. Then, click **Next** to proceed.
 - ⦿ **Original location** – the backed-up data will be restored to the computer running the AhsayACB under the same directory path as on the machine storing the backup source. For example, if the backup source files are stored under **Users/[User's Name]/Downloads** folder, the data will be restored to **Users/[User's Name]/Downloads** as well on the computer running the AhsayACB.



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



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

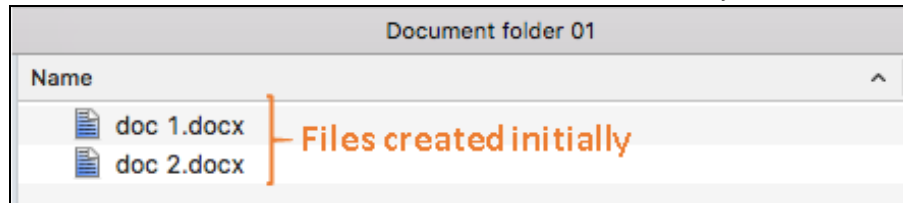


- ⊙ **Delete extra files**

By enabling this option, the restore process will attempt to synchronize the selected restore source with the restore destination, making sure the data in the restore destination is exactly the same as the restore source. Any data created after backup will be treated as “extra files” and will be deleted from the restore source if this feature is enabled.

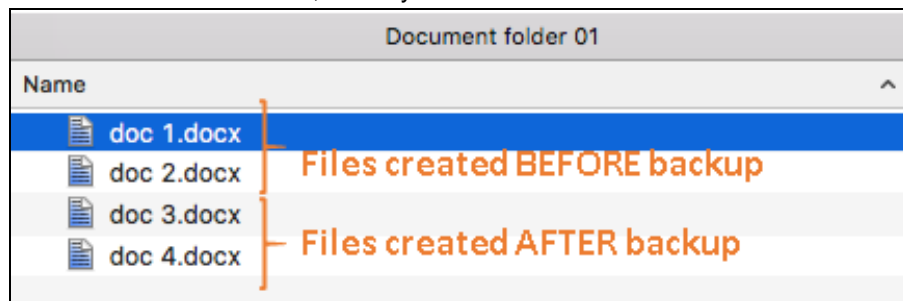
Example:

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



- ii) A backup is performed for folder **Document folder 01**.

- iii) Two new files are created, namely doc 3 & doc 4.



- iv) A restore is performed for the **Document folder 01**, with **Delete extra files** option enabled.

- v) Since doc 3 & doc 4 have never been backed up, therefore they will be deleted from **Document folder 01**, leaving only the two files that have been backed up.



WARNING

Please exercise extra caution when enabling this feature. Consider what data in the restore source has not been backed up and what impact it would cause if those data were deleted.

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

- ⦿ **Follow Link (Enabled by default)**

When this option is enabled, not only the symbolic link or junction point will be

restored, the directories and files that the symbolic link or junction point links to will also be restored.

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

Follow Link	Restore to	Behavior
Enabled	Original location	Symbolic link or junction point is restored to the original backup location. Target directories or files are also restored to the original backup location.
	Alternate location	Symbolic link or junction point is restored to the location specified. Target directories or files are also restored to the alternate location specified.
Disabled	Original location	Symbolic link or junction point is restored to the original backup location. Target directories or files are NOT restored to the original backup location.
	Alternate location	Symbolic link or junction point is restored to the location specified. Target directories or files are NOT restored to the alternate location specified.

⦿ **Resolve Link (Only for restoring to Alternate Location)**

This option must be used in conjunction with the **Follow Link** option. When this option is enabled, the symbolic link, as well as the directories and files that the symbolic link links to will also be restored in the alternate location you have chosen. That means the symbolic link will point to the alternate location instead of the original location.

The table below summarizes the behaviors when a restore is performed with this option turned on and off.

Resolve Link	Behavior
Enabled	Symbolic link is restored to the alternate location specified, with its target directories and files also restored to the same location in their relative path. Target of the link is updated to the new relative path. In other word, the link now points to the new alternate location.
Disabled	Symbolic link is restored to the alternate location specified, with its target directories and files also restored to the same location in their relative path. However, target of the link is NOT updated to the new relative path. In other word, the link still points to the original

	location.
--	-----------

⦿ **Verify checksum of in-file delta files during restore**

Verify checksum of in-file delta files during restore is disabled by default. You can enable the feature by ticking the checkbox so that the checksum of in-file delta files will be verified. As the feature will make the restore process time longer, it is recommended to enable the feature only if you want to verify whether the merged files were correct.

8. Click **Next** to proceed when you are done with the settings.
9. Select the temporary directory for storing temporary files, such as delta files, when they are being merged.

By default, the temporary files are stored under the temp directory of the user profile directory. In case the same directory path does not exist in the computer you are running AhsayACB, you have to click **Browse** to define a new location for storing the temporary files. Otherwise, you will not be able to perform a restore.

Temporary Directory

Temporary directory for storing restore files

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

CBS (Host: 10.3.1.8:443)🔍 ✕

Restoring... \\LAUREL\Departments\Customer Services\Common\KMT\Steven\Graphic\...

Estimated time left 0 sec (1.76M)

Restored 1.52M (23 files)

Elapsed time 2 sec

Transfer rate 27.51Mbit/s

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

CBS (Host: 10.3.1.8:443)🔍

✓ Restore Completed Successfully

Estimated time left 0 sec

Restored 8.86k (1 file)

Elapsed time 4 sec

Transfer rate 8.86kbit/s

You can click the **View** icon on the right-hand side to check the log. A window will pop up to show the log. Close the pop-up window when you finish reading it.

Type	Log	Time
	Start [Mac OS X 10.11.1 (Scherrings-Mac-mini), AhsayACB v7.9.0.0]	24/11/2016 10:22:46
	Initializing decrypt action...	24/11/2016 10:22:46
	Initializing decrypt action... Completed	24/11/2016 10:22:46
	Downloading... "/Users/Scherring/Documents/Images/Document folder 01/doc 1.docx" (Total 11k bytes)	24/11/2016 10:22:47
	"/Users/Scherring/Documents/Images/pic 1.jpg" contains the same file resource. Skip restore file resource.	24/11/2016 10:22:47
	"/Users/Scherring/Documents/Images/pic 2.jpg" contains the same file resource. Skip restore file resource.	24/11/2016 10:22:47
	"/Users/Scherring/Documents/Images/pic 4.jpg" contains the same file resource. Skip restore file resource.	24/11/2016 10:22:47
	"/Users/Scherring/Documents/Images/pic 3.jpg" contains the same file resource. Skip restore file resource.	24/11/2016 10:22:47
	"/Users/Scherring/Documents/Images" contains the same file resource. Skip restore file resource.	24/11/2016 10:22:47
	"/Users/Scherring/Documents/Document folder 01/doc 1.docx" contains the same file resource. Skip restore file resource.	24/11/2016 10:22:48
	Restore Completed Successfully	24/11/2016 10:22:49

Logs per page 50 Page 1 / 1

12. In the Restore window, click **Cancel** to close the Restore window.
13. To exit AhsayACB, click the "x" on the top right corner. A message will appear to ask for your confirmation. Click **Yes** to close the application. If you wish to use AhsayACB again, you will then have to launch it again.

13.3 Restore Filter

This search feature allows you to search directories, files, and folders.

To make it more flexible, the search feature offers filtering. You can add additional pattern upon searching. Pattern includes the following criteria:

Contains

These are Directories, Files, and Folders with the name **containing** the specific letter or word.

Exact

These are Directories, Files, and Folders with the **exact** or **accurate** name.

Start With

These are Directories, Files, and Folders with the name **starting** with a specific letter or word.

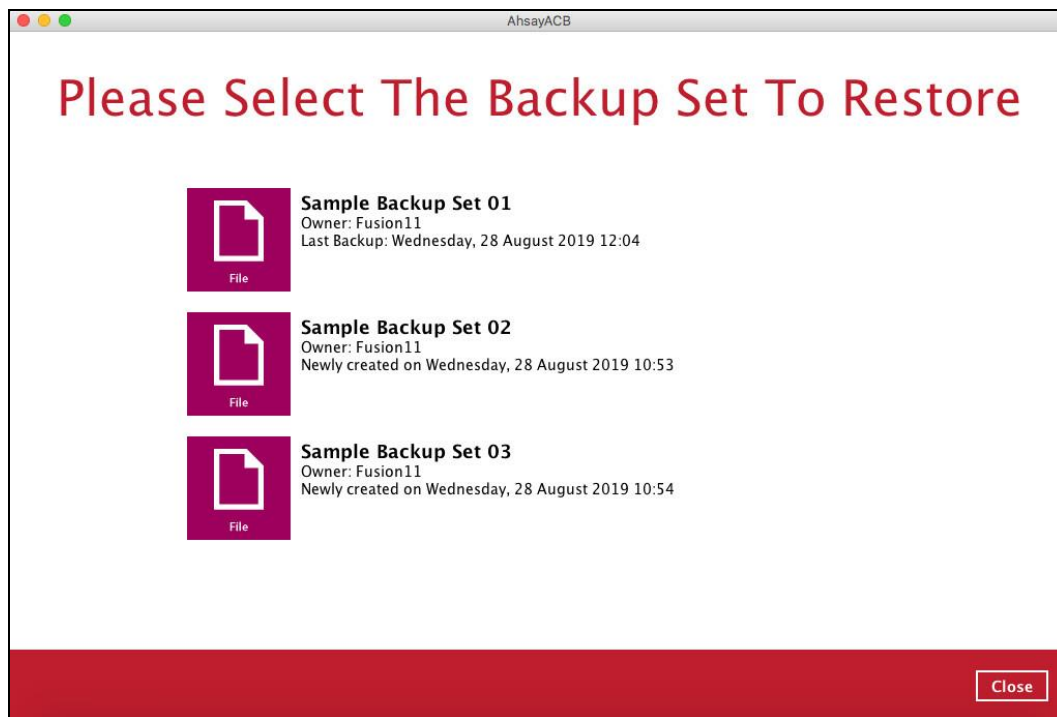
Ends With

These are Directories, Files, and Folders with the name **ending** with a specific letter or word.

It also has the **Match Case** function, which serves as an additional accuracy when searching for any specific directories, files, folders, and mails.

For more detailed examples using the restore filter on AhsayACB, refer to [Appendix B: Example Scenarios for Restore Filter](#).

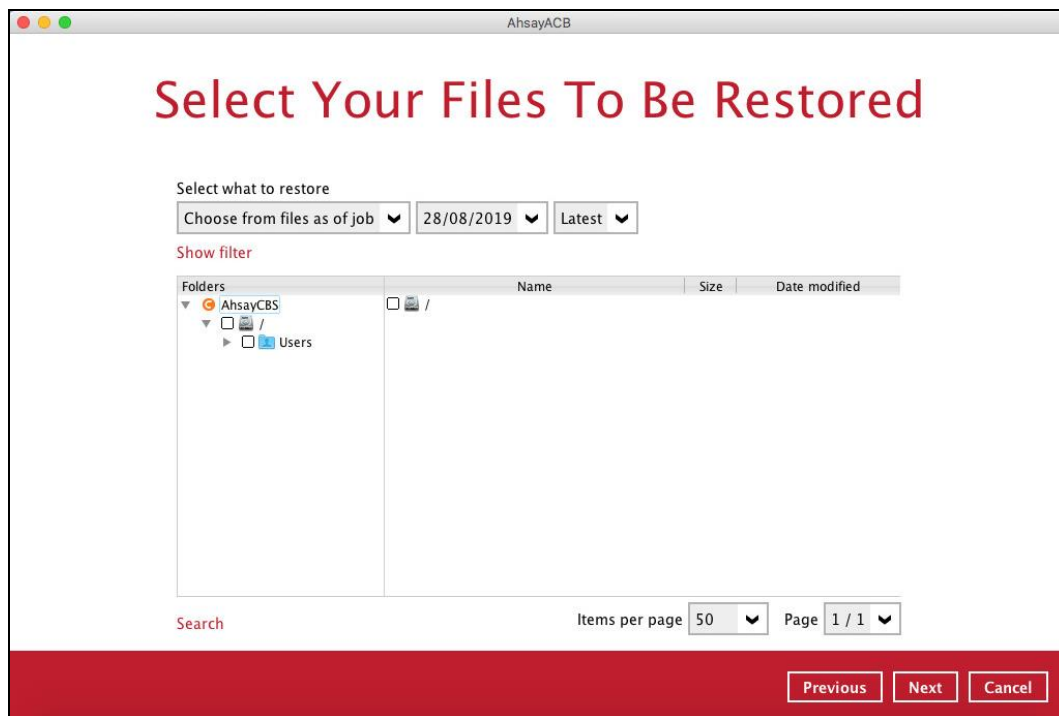
1. Login to AhsayACB according to the instructions in [Logging in to AhsayACB](#).
2. Click the [Restore] icon on the main interface of AhsayACB.
3. Select the backup set that you would like to restore.



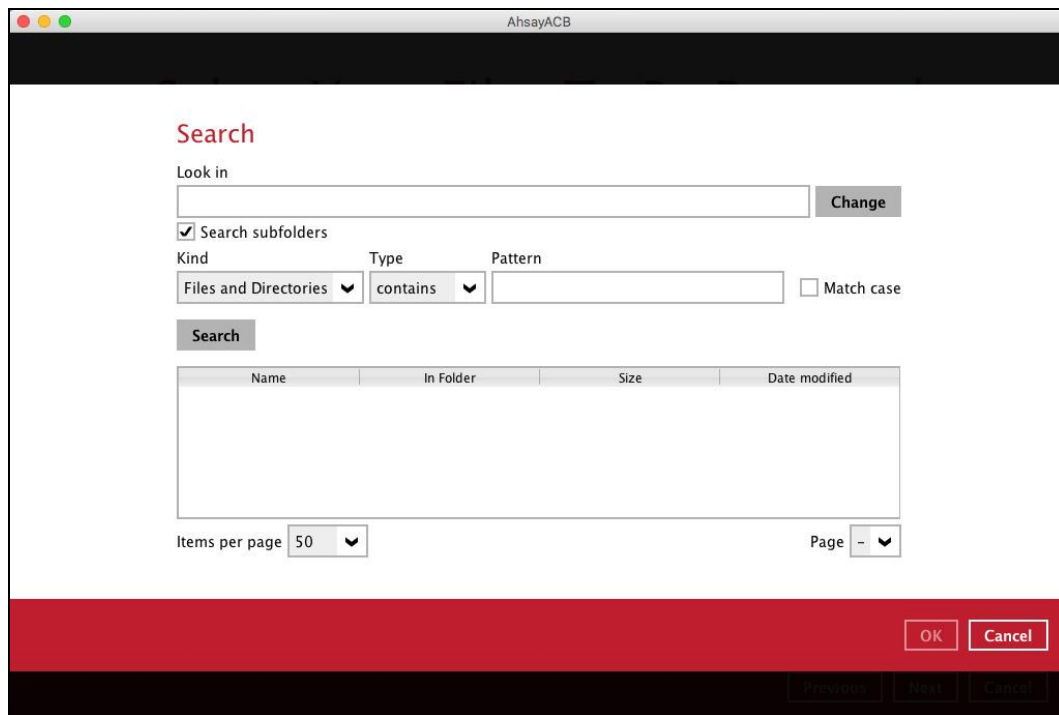
4. Select the backup destination that you would like to restore backed-up items to.

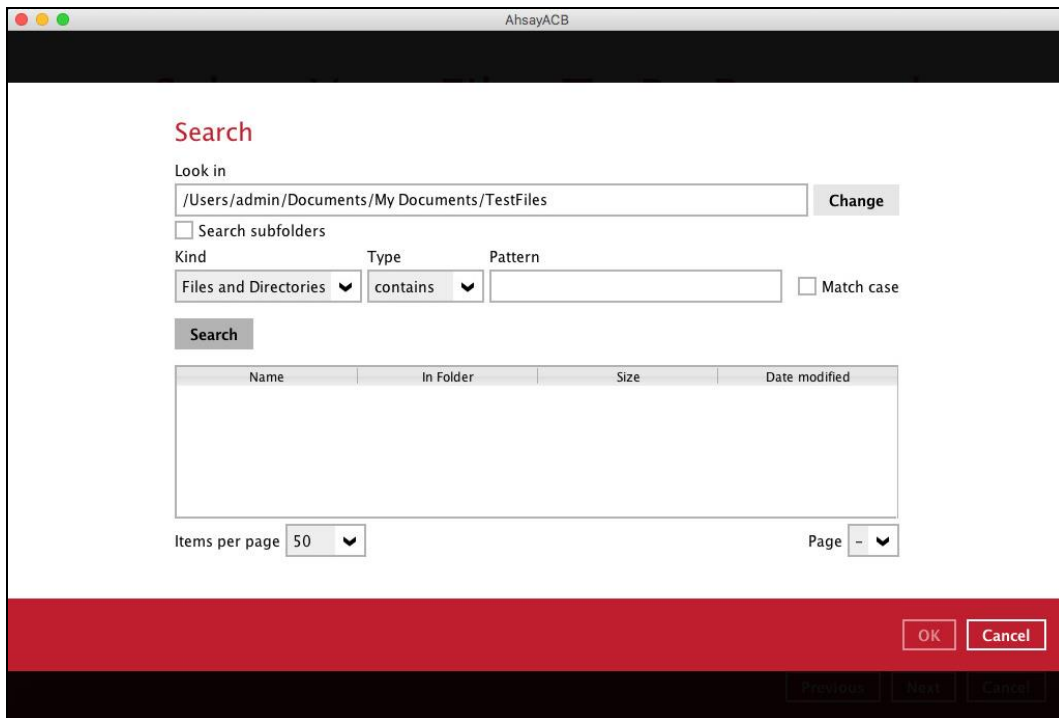
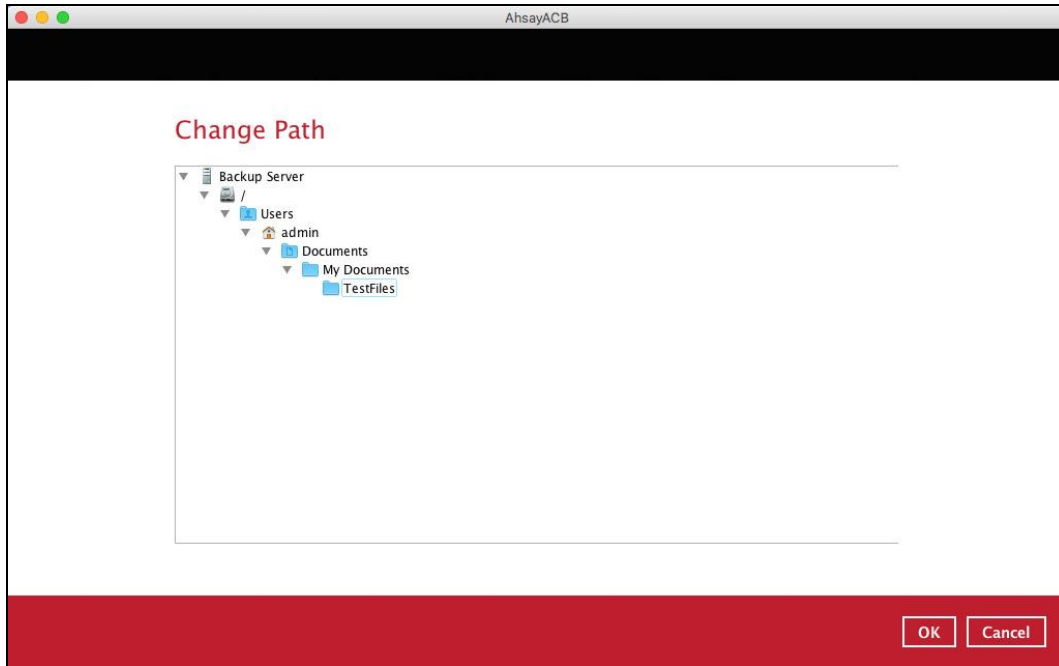


5. Click the [Search] located on the lower left side of the screen.



6. Click the [Change] button to change the path of the restore items from other location.





7. Tick the [Search subfolders] to include available subfolders upon searching.

 Search subfolders Search subfolders

8. Select from the following Kind of files you want to search.

- Files and Directories
- Files only
- Directories

9. Select from the following Type of filtering you want to search.

- Contains
- Exact
- Starts With
- Ends With

10. Enter a pattern you want and tick the [Match case] box if you want to accurately search for a specific file.

Pattern

 Match case

Pattern

 Match case

11. Click the [Search] button and the result will be displayed.

12. Check all the items or check a specific item that you want and click the [OK] button to proceed and you will return to the restore main screen.

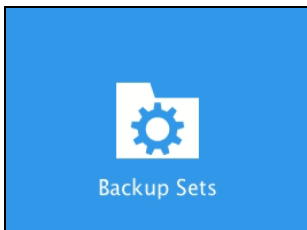
14 Mobile Backup and Restore to AhsayCBS and Predefined Destination

To do a mobile backup and restore to AhsayCBS and Predefined Destination, follow the steps:

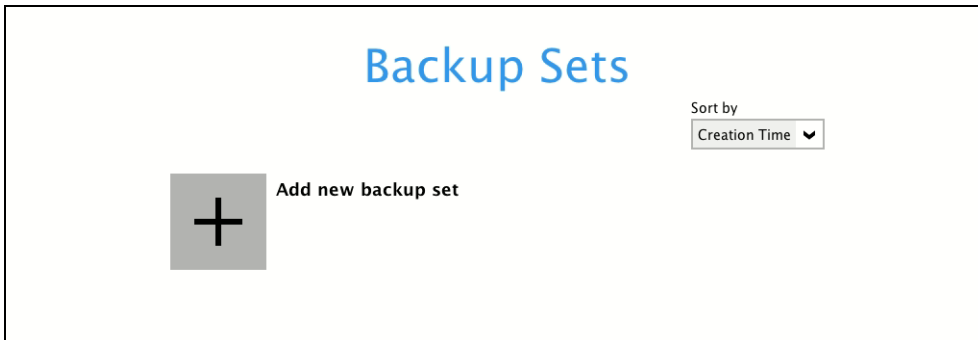
- ▶ Backup photos and videos from Ahsay Mobile app to AhsayACB local destination. For more detailed information, check [Ahsay Mobile App User Guide for Android and iOS – Chapter 10](#).
- ▶ [Create a File Backup Set](#) on AhsayACB and follow these setup:
 - Backup source should be photos and videos backed up in AhsayACB local destination. Example: **/Users/admin/Documents/Backup/Redmi**
 - Backup destination should be to AhsayCBS and Predefined Destination. Examples of predefined destinations: Google Drive, OneDrive, Wasabi, etc.
- ▶ [Run a Backup Job](#) on AhsayACB.
- ▶ [Restore Data](#) on AhsayACB. This can be from Original or Alternate location.

14.1 Create a File Backup Set

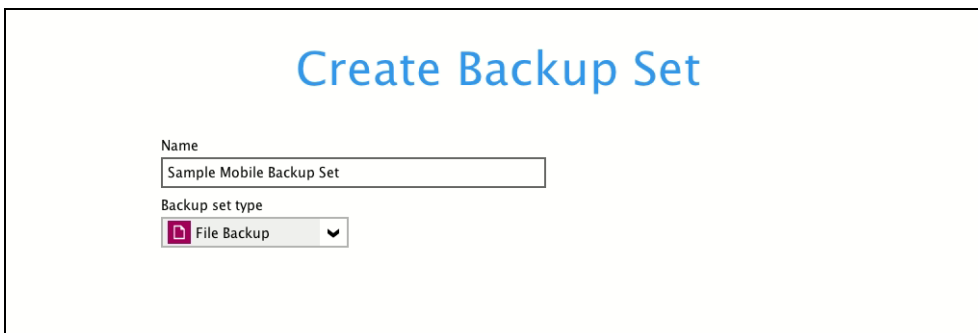
1. Click the **Backup Sets** icon on the main interface of AhsayACB.



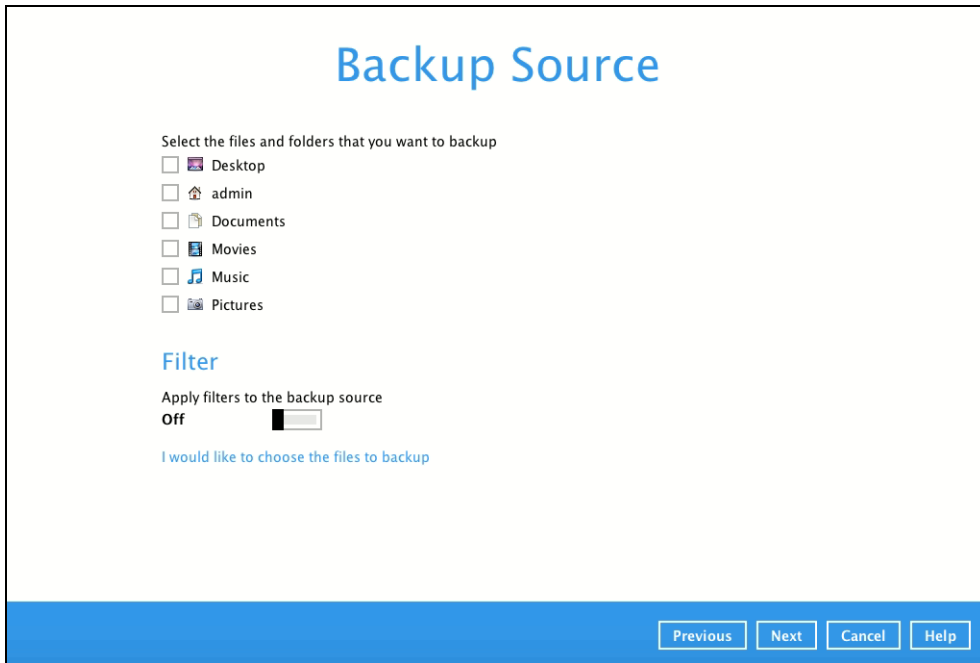
2. Create a new backup set by clicking  next to **Add new backup set**.



3. When the Create Backup Set window appears, name your new backup set, and select the **File Backup** set type. Then, click **Next** to proceed.

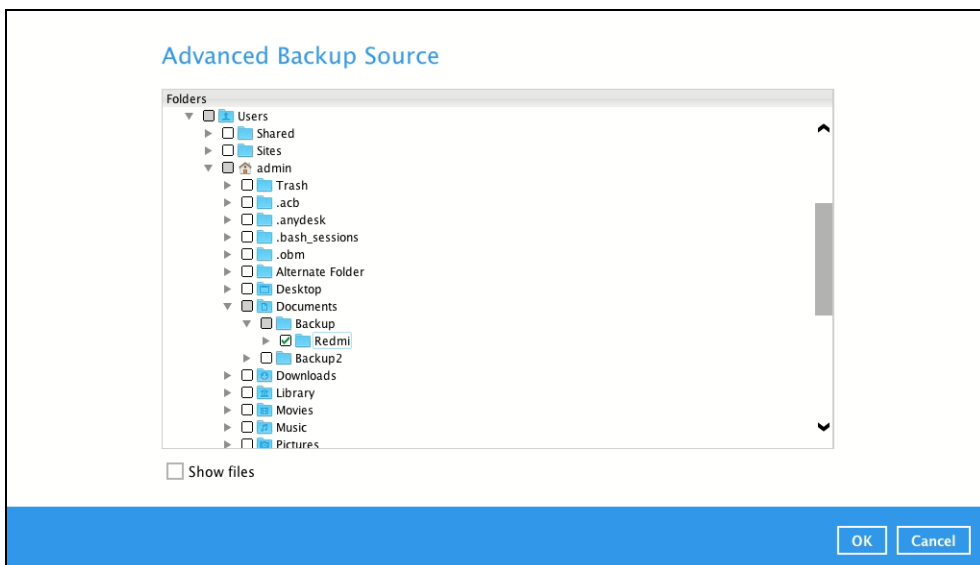


4. In the Backup Source window, select the mobile backup source for backup. Click **I would like to choose the files to backup**.

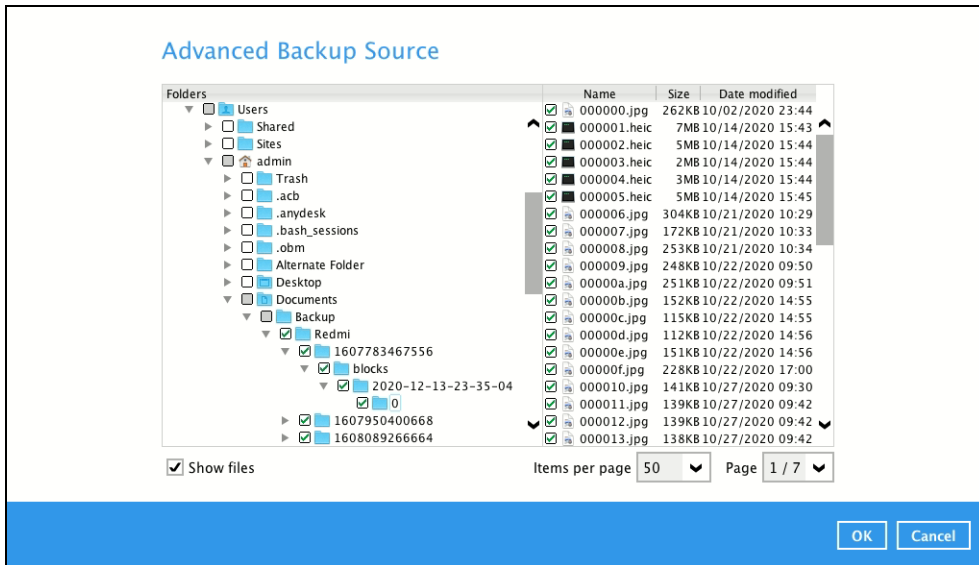


In the **Advanced Backup Source** window, select the mobile backup source.

In this example, Redmi folder is selected. The mobile backup source is in **/Users/admin/Documents/Backup**.

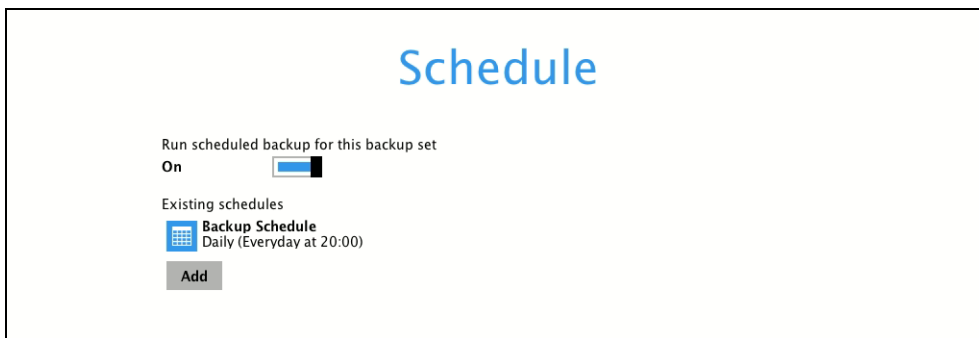


Alternatively, if you want to back up only specific files instead of all files in your selected folder(s), select the **Show files** checkbox at the bottom of the screen. A list of files will appear on the right-hand side. Select the checkbox(es) next to the file(s) to back up. Then, click **OK** to save your selections and close the Advanced Backup Source window.

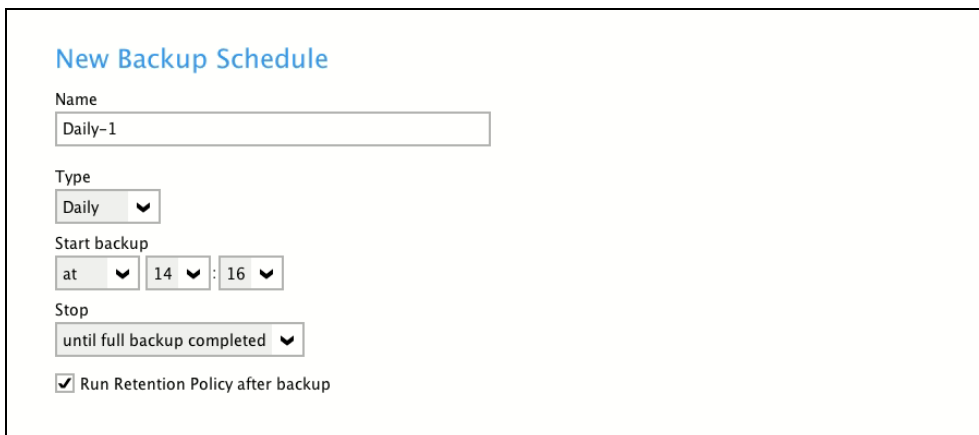


In the Backup Source window, click Next to proceed.

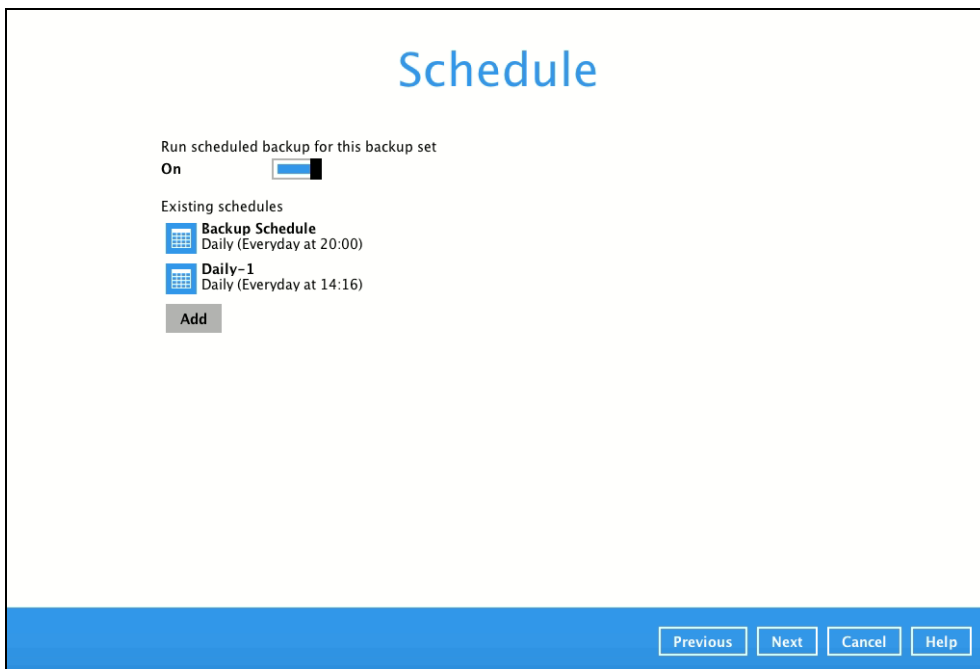
- In the Schedule window, the Run scheduled backup for this backup set is **On** by default. You can configure a backup schedule to automatically run a backup job at your specified time interval. Click Add to add a new schedule.



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



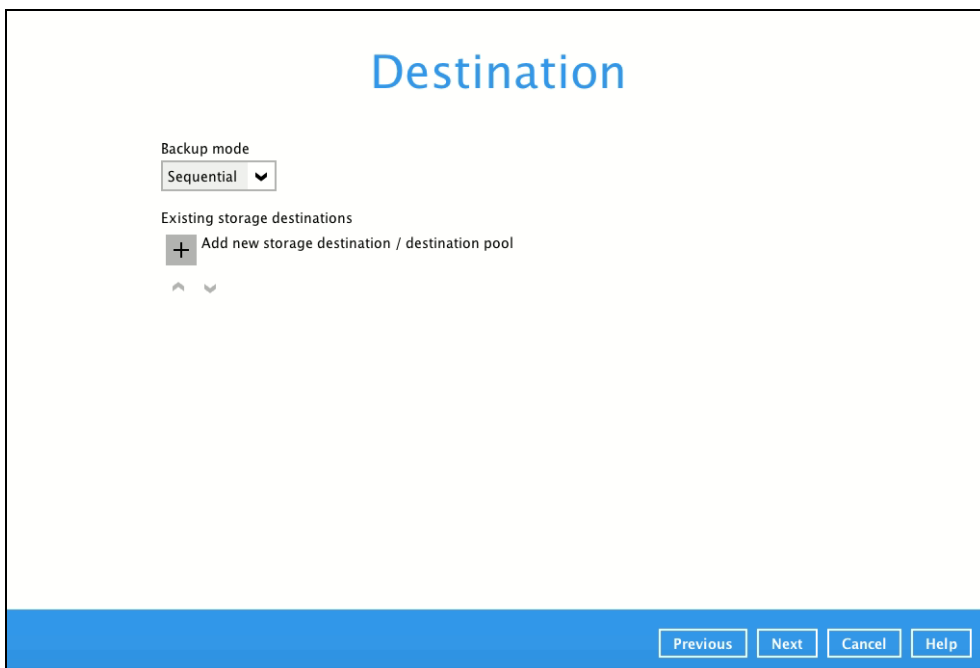
In case you have added a schedule, it will be shown in the Schedule window. Click **Next** to proceed when you are done setting.



6. The **Destination** window will appear. Select the appropriate option from the **Backup mode** dropdown menu.

- Sequential** (default value) – run backup jobs to each backup destination one by one
- Concurrent** – run backup jobs to all backup destinations at the same time

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



In the New Storage Destination/Destination Pool window, select AhsayCBS or a Predefined destination. Then, click **OK** to confirm your selection.

New Storage Destination / Destination Pool

Name
AhsayCBS

Destination storage

- AhsayCBS
- AhsayCBS
- Wasabi-1
- Local / Mapped Drive / Removable Drive

OK Cancel Help

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

Destination

Backup mode
Sequential

Existing storage destinations

- AhsayCBS
Host: [REDACTED]:80

Add

Previous Next Cancel Help

7. The **OpenDirect Restore** feature should be disabled. Click **Next** to proceed.

OpenDirect
Off

Support of opening backup data directly without restoration.

When OpenDirect is enabled, to optimize restore performance both compression and encryption will be disabled for this backup set.

Once OpenDirect is enabled and the setting is saved, it cannot be disabled without re-creating the backup set.

Previous Next Cancel Help

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

Encrypt Backup Data
On

Encryption Type

Default ▼

Default

User password

Custom

Previous Next Cancel Help

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

- **Default** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
- **User password** – the encryption key will be the same as the login password of your AhsayACB at the time when this backup set is created. Please be reminded that if you change the AhsayACB login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.
- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method, and key length.

Encryption

Encrypt Backup Data
On

Encryption Type
 Custom ▼

Algorithm
 AES ▼

Encryption key
 ●●●●●●

Re-enter encryption key
 ●●●●●●

Method
 ECB CBC

Key length
 128-bit 256-bit

Click **Next** when you are done setting.

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

You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so.

●●●●●●

Unmask encryption key

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

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

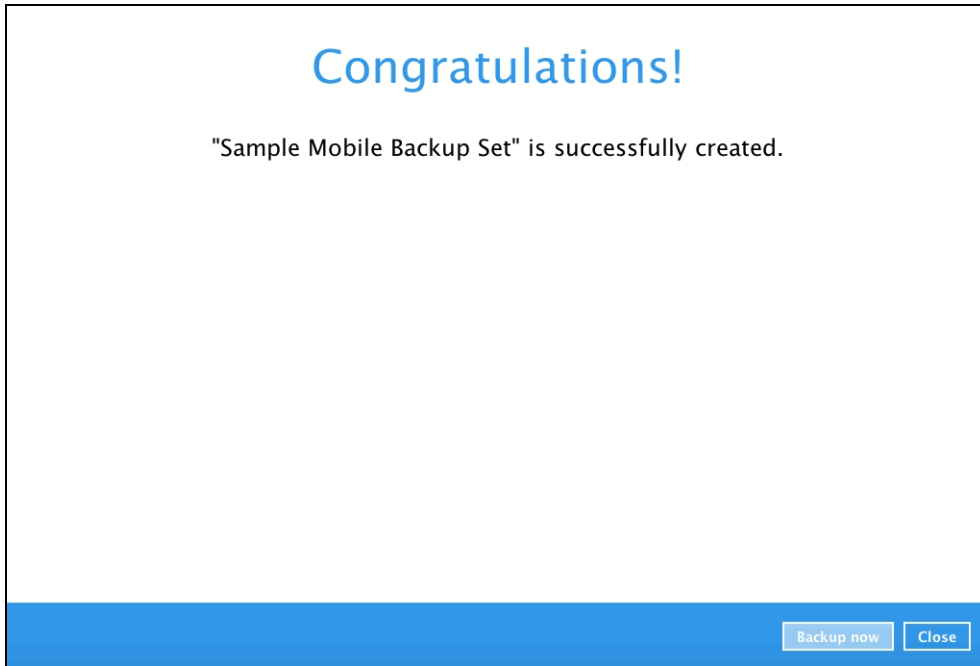
You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so.

fdEFKjzJWYX0icy0296nLLyIF58Gd6PVsz8UbyTAxwg=

Mask encryption key

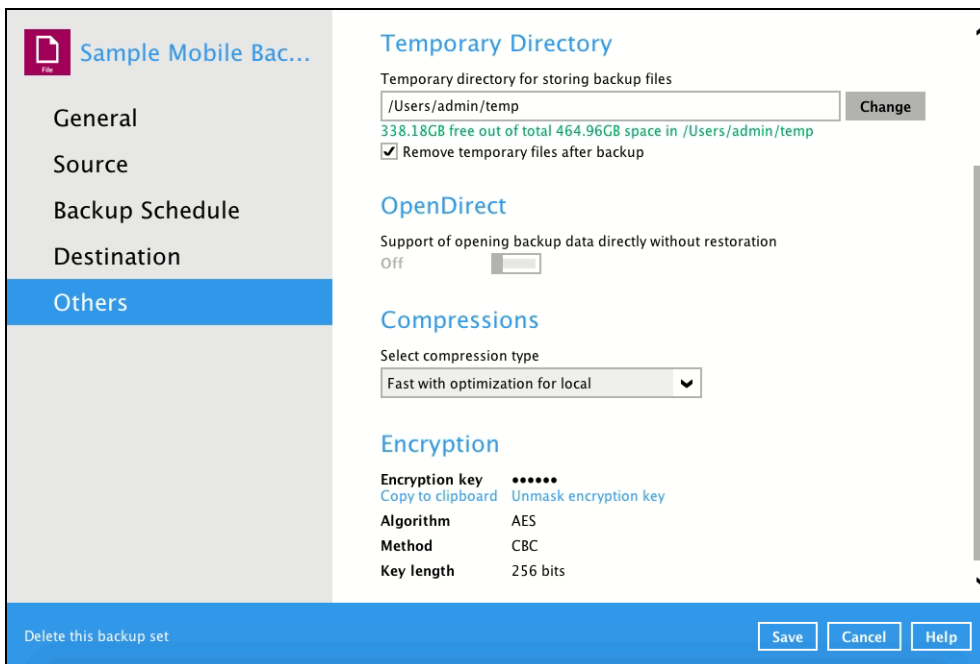
- **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.
- **Confirm** – Click to exit this pop-up window and proceed to the next step.

10. Upon successful creation of the backup set, the following screen will appear. You can click **Backup now** to back up your data or click **Close** to exit.



11. It is highly recommended to change the Temporary Directory. Select another location with sufficient free disk space other than **/Users/admin/temp**.

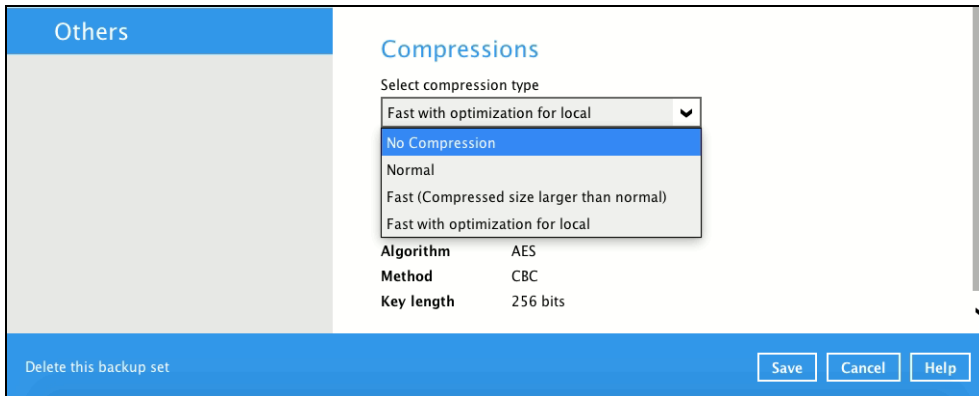
Go to **Others > Temporary Directory**. Click **Change** to browse for another location.



12. Optional: Select your preferred **Compression** type. By default, the compression is set Optimal for Local (Low CPU Usage) Go to **Others > Compressions**.

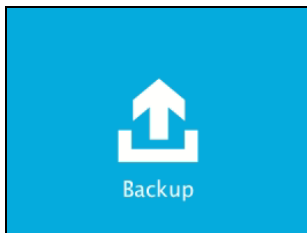
Select from the following list:

- No Compression
- Normal
- Fast
- Optimal for Local (Low CPU Usage)

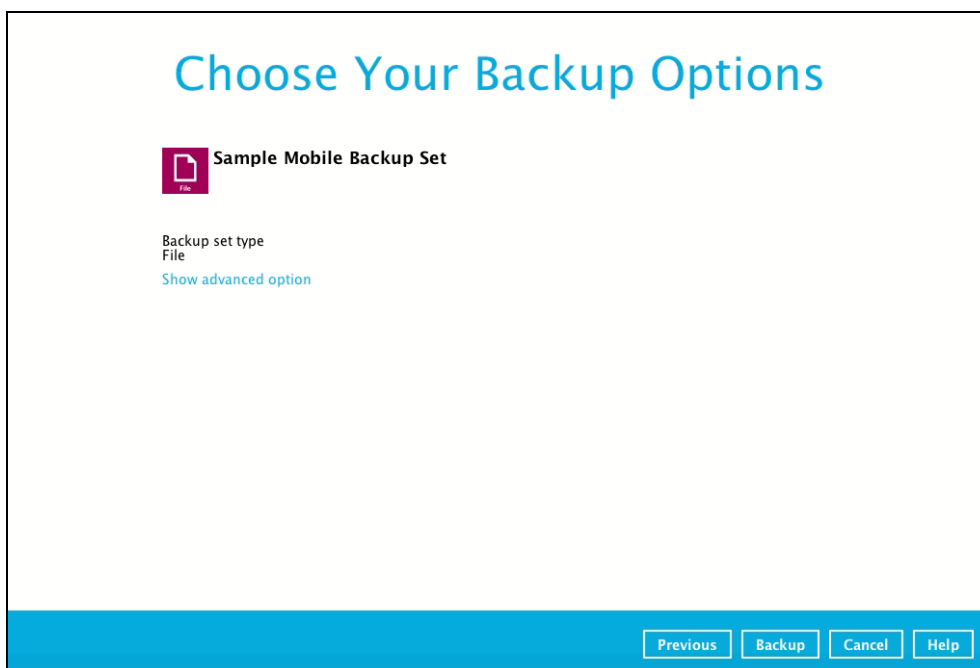
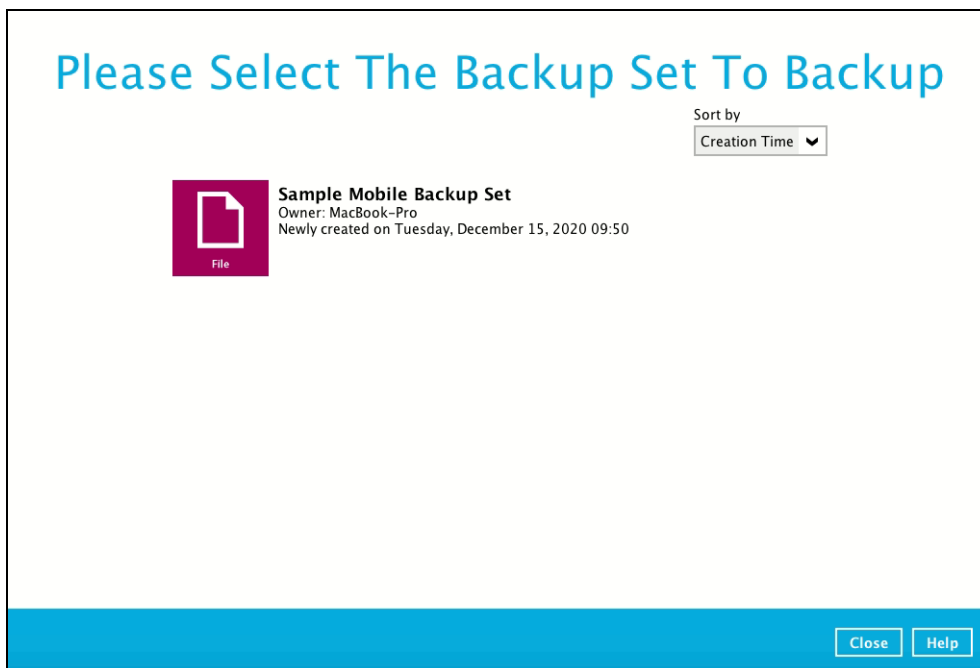


14.2 Run a Backup Job

1. Click **Backup** on the main interface of AhsayACB.

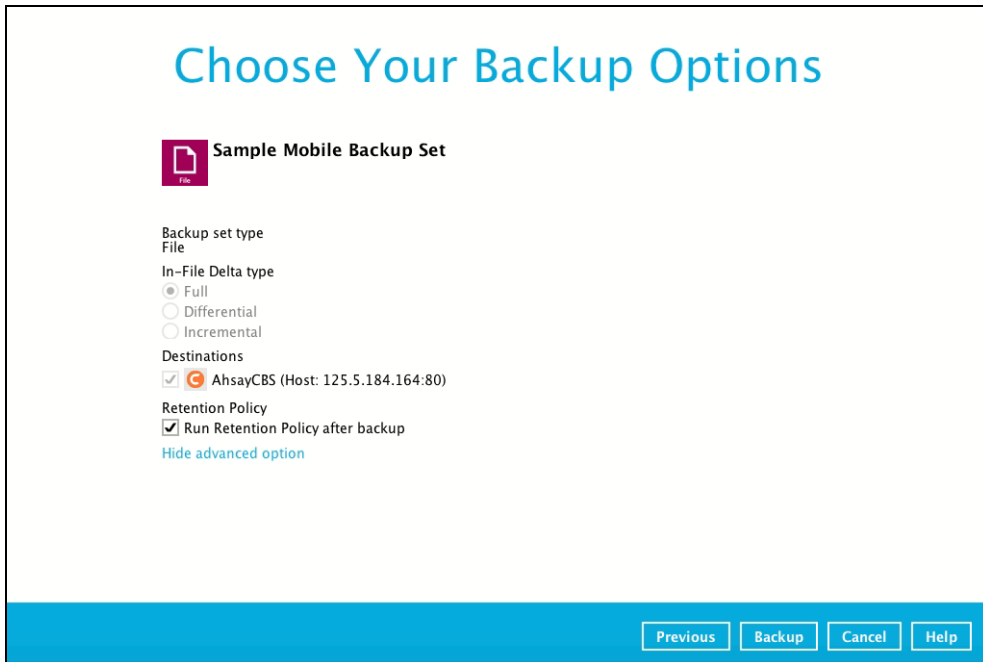


2. Select the backup set that you would like to start a backup job for. In case you want to modify the In-File Delta type, Destinations and Retention Policy settings, click **Show advanced option**.

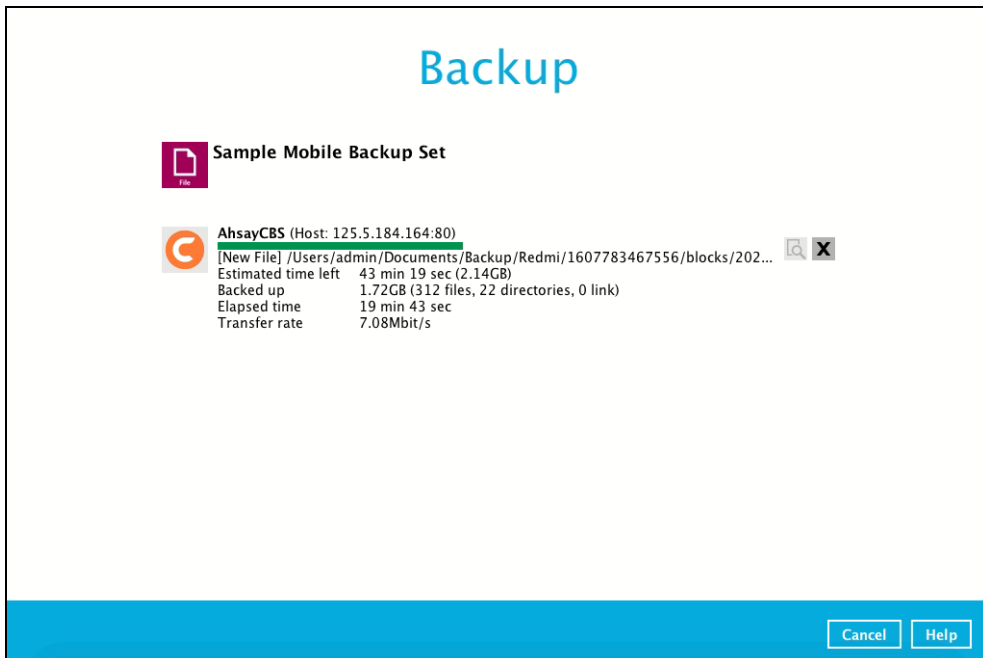


- When advanced options are shown, it is recommended that you tick the checkbox next to **Run Retention Policy after backup** in the Retention Policy section at the bottom.

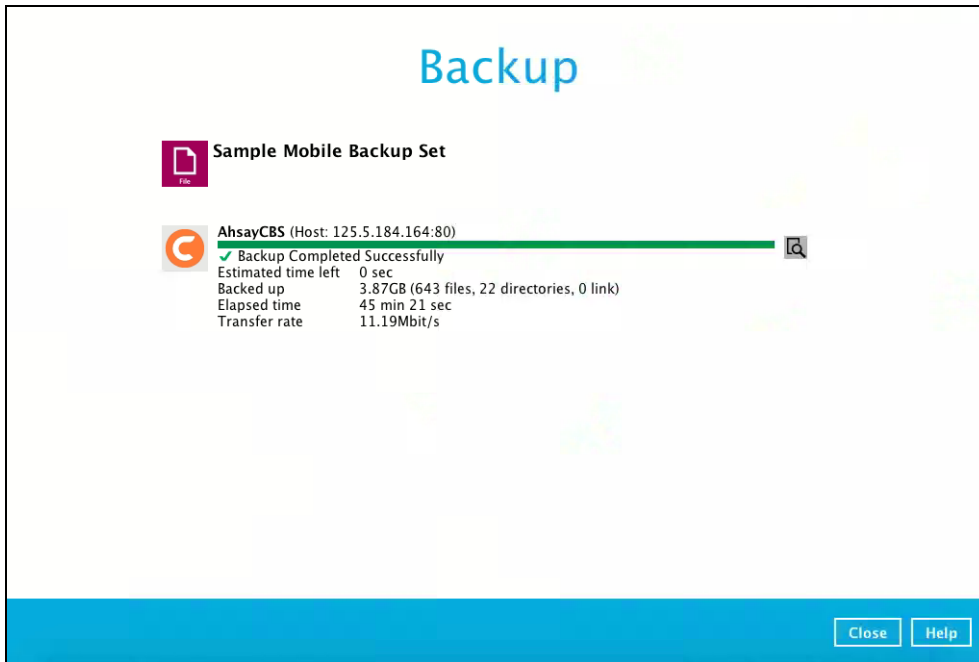
This will help you save hard disk quota in the long run. In the In-File Delta type section, it is recommended to run in **Full** as a full backup captures all the data that you want to protect. When you run a backup job for the first time, AhsayACB will run a full backup regardless of the in-file delta setting.




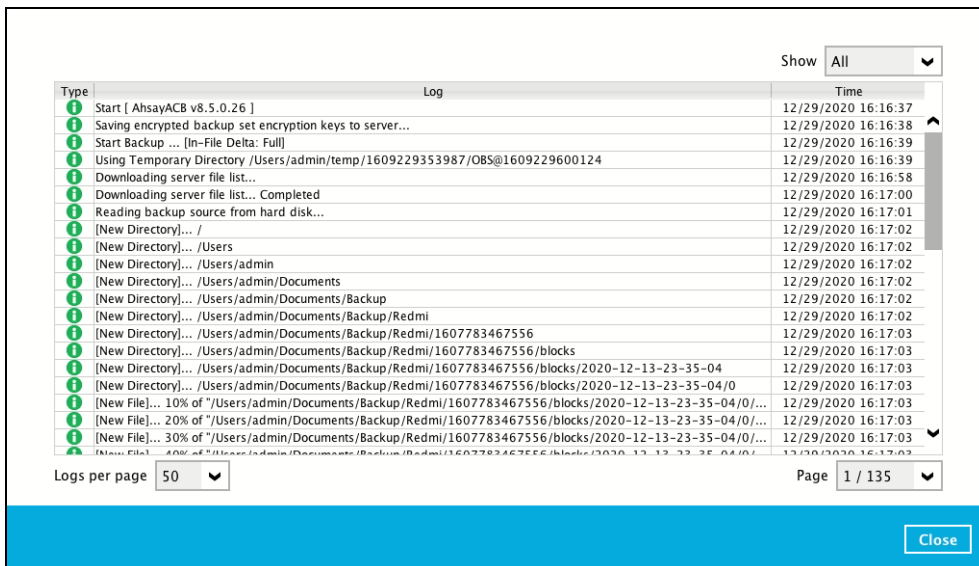
- Click **Backup** to start the backup job. The status will be shown.



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



- You can click the  **View** icon on the right-hand side to check the log. A window will pop up to show the log. Close the pop-up window when you finish reading it.



14.3 Restore Data

There are two (2) options to restore data from AhsayCBS and Predefined Destination to the mobile device, Original location, and Alternate location.

- Original location - data will be restored on the original location which is the **backup destination for your mobile device**.

Using this option, you can perform seamless restore to your mobile device as the location is the same with the mobile backup destination.

- Alternate location - data will be restored on an alternate location which can be setup anywhere in the AhsayACB local machine. If you choose this option then restoring to your mobile device will have to be manually done. There are two (2) options available:
 - Option 1: Copy the restored data from alternate location to original location which is the **backup destination for your mobile device**. You can now use the Ahsay Mobile app to restore the photos and videos back to your mobile device.
 - Option 2: Copy the restored data from the alternate location to your Android or iOS mobile device.

Examples:

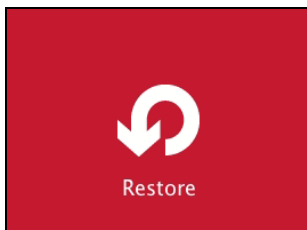
- For an Android device, you need to plug your cable and transfer the restored data from the alternate location to your mobile device storage.
- For an iOS device, you need to transfer the restored data from the alternate location to iCloud.

Restore to alternate location is not supported on another AhsayACB machine. Options 1 and 2 must be on the original machine where the backups were performed.

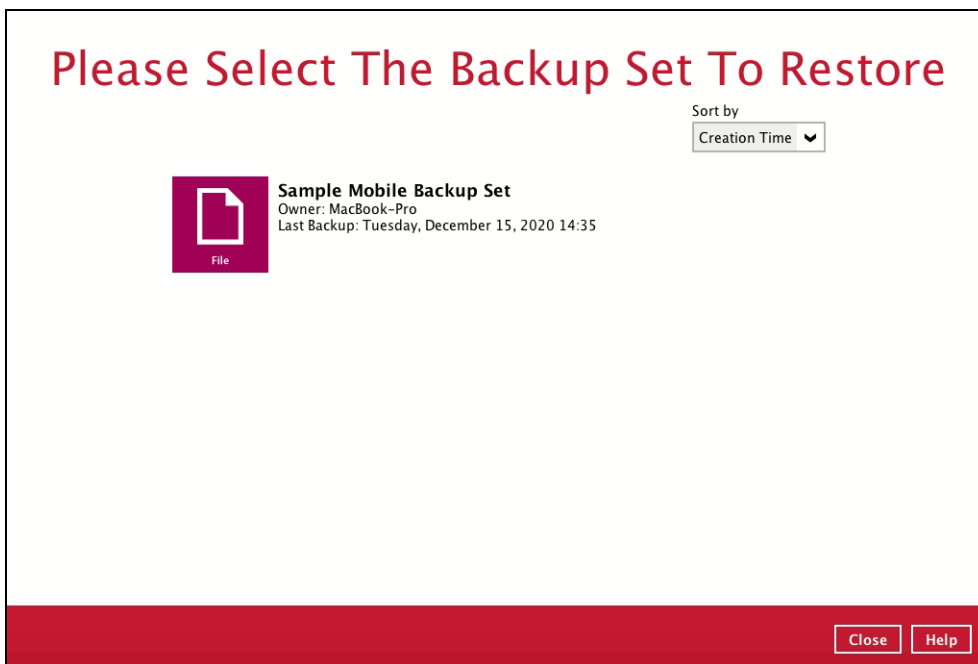
In case the original machine is no longer available, AhsayACB will be able to restore the photos and videos from AhsayCBS or Predefined Destination to the mobile backup destination folder. However, as the mobile devices were not originally paired with the new installation or machine, the mobile devices will not be able to restore the photos and videos from the AhsayACB.

14.3.1 Original Location

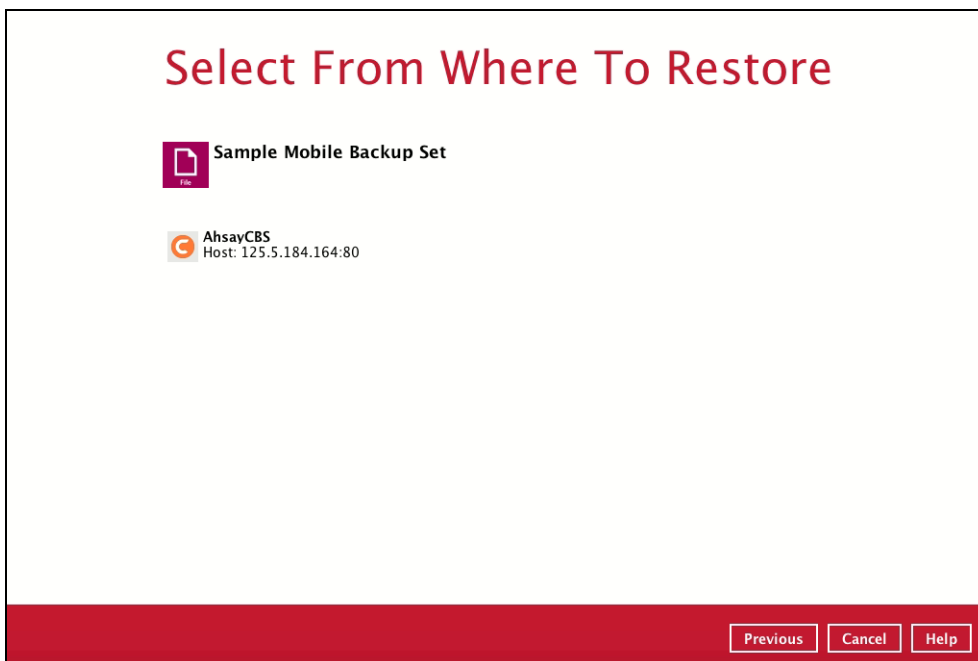
1. Click the **Restore** icon on the main interface of AhsayACB.



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

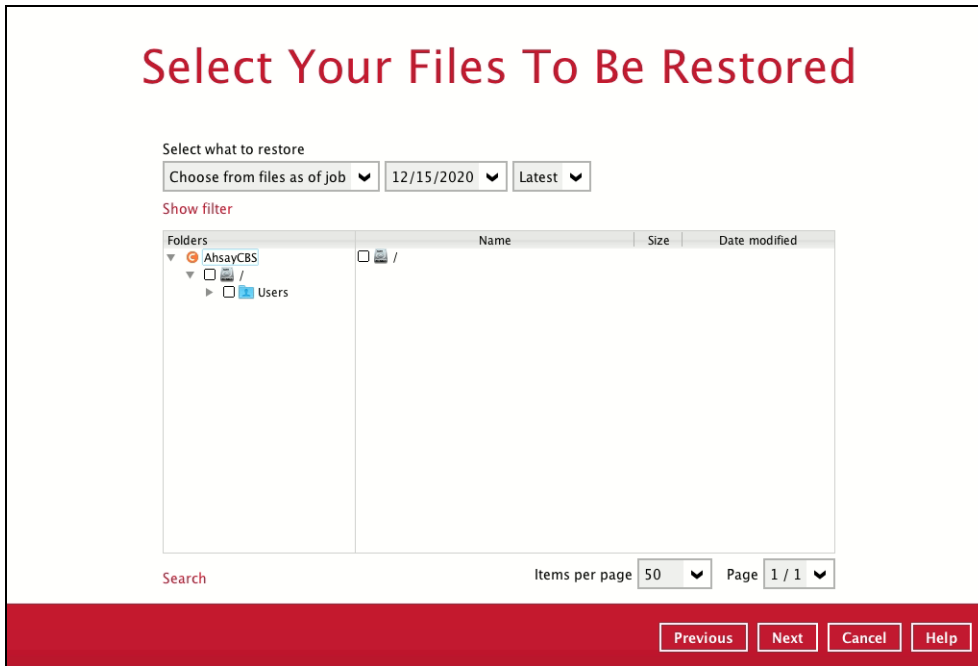


3. Select where you would like to restore your data from.

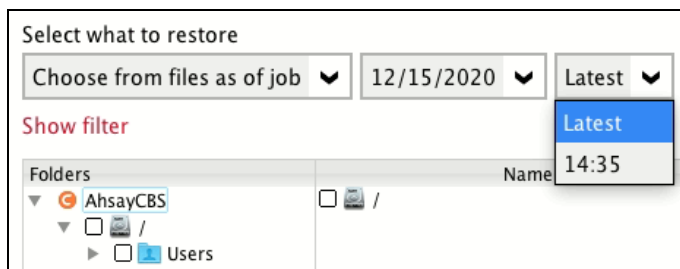
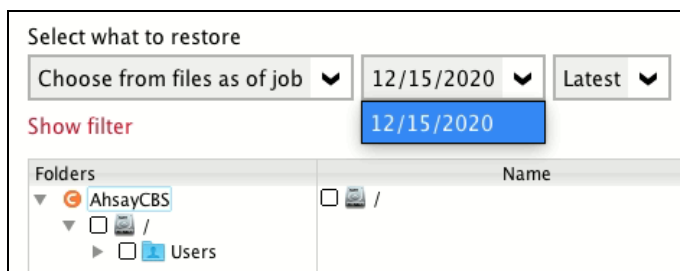
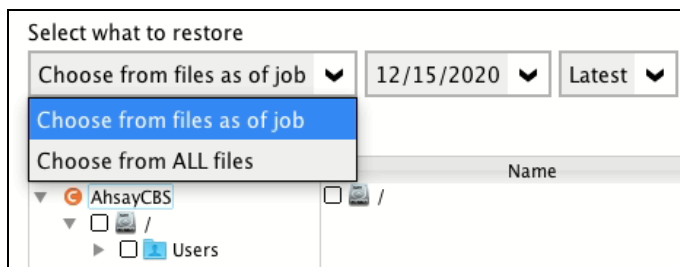


- Select to restore files from a specific backup job, or from all files available. Then, select the files or folders that you would like to restore.

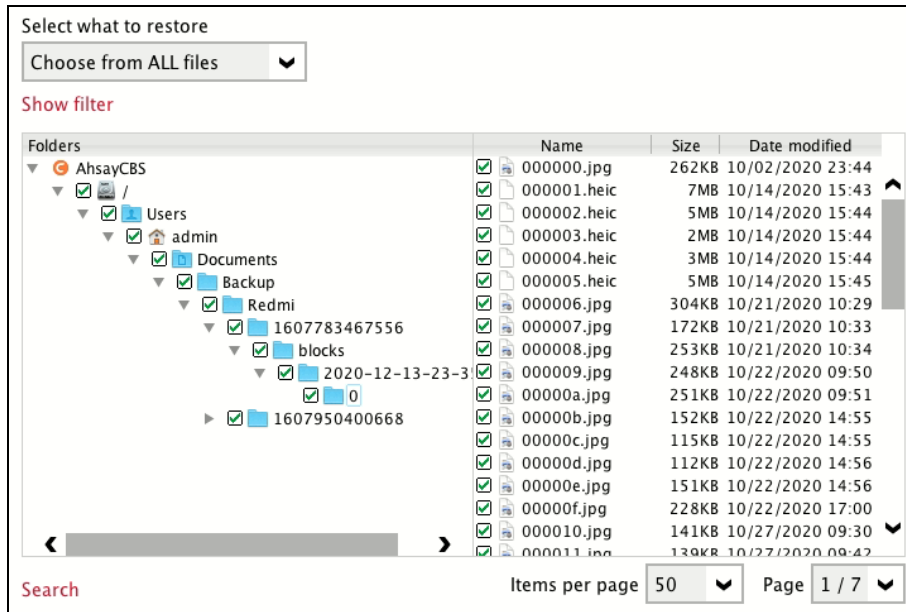
There are two options from the **Select what to restore** dropdown menu:



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



- Choose from **ALL files** – This option allows you to restore all files for this backup set.

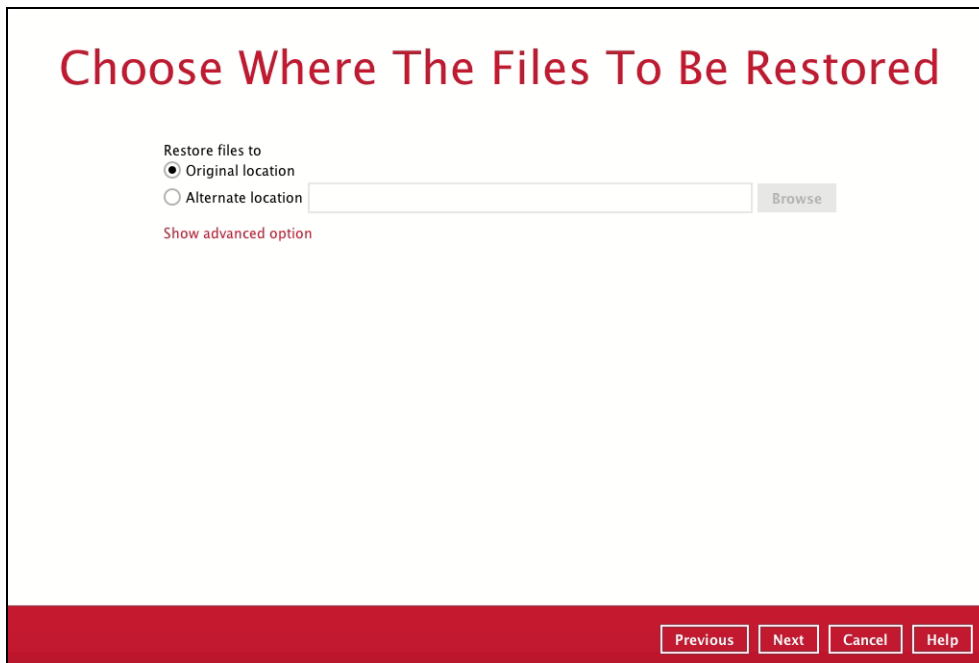


Click **Next** to proceed when you are done with the selections.

- Select to restore the files to **Original location**. Then, click **Next** to proceed.

The backed-up data will be restored to the computer running the AhsayACB under the same directory path as on the machine storing the backup source.

For example, if the backup source files are stored under **Users/[User's Name]/Downloads** folder, the data will be restored to **Users/[User's Name]/Downloads** as well on the computer running the AhsayACB.



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

Restore files to

Original location

Alternate location

[Show advanced option](#)

Choose Where The Files To Be Restored

Restore files to

Original location

Alternate location

Follow Link

Verify checksum of in-file delta files during restore

[Hide advanced option](#)

Follow Link (Enabled by default)

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

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

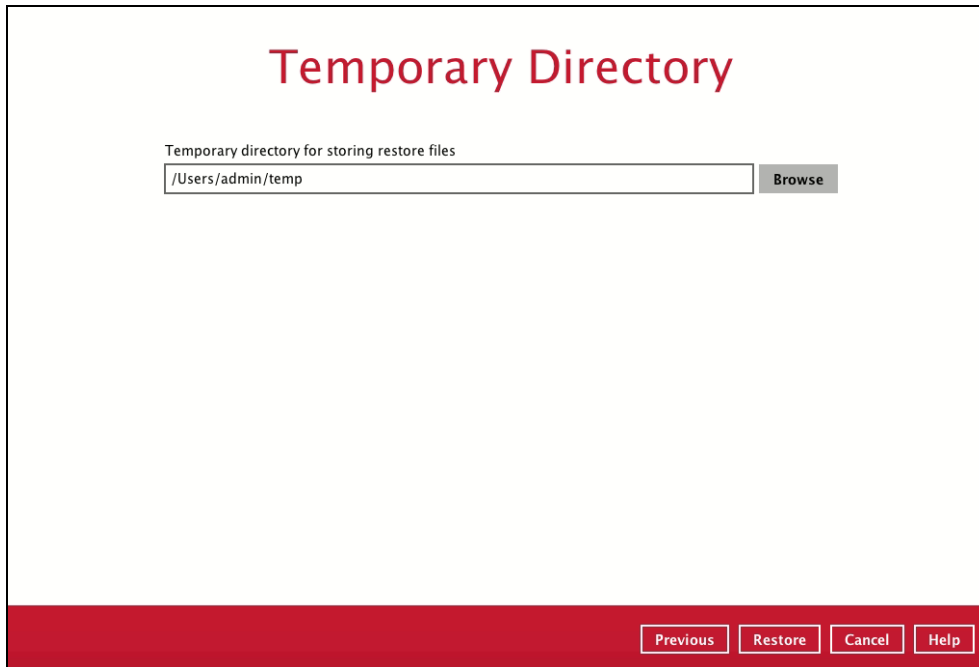
Follow Link	Restore to	Behavior
Enabled	Original location	Symbolic link or junction point is restored to the original backup location. Target directories or files are also restored to the original backup location.
	Alternate location	Symbolic link or junction point is restored to the location specified. Target directories or files are also restored to the alternate location specified.
Disabled	Original location	Symbolic link or junction point is restored to the original backup location. Target directories or files are NOT restored to the original backup location.
	Alternate location	Symbolic link or junction point is restored to the location specified. Target directories or files are NOT restored to the alternate location specified.

Verify checksum of in-file delta files during restore

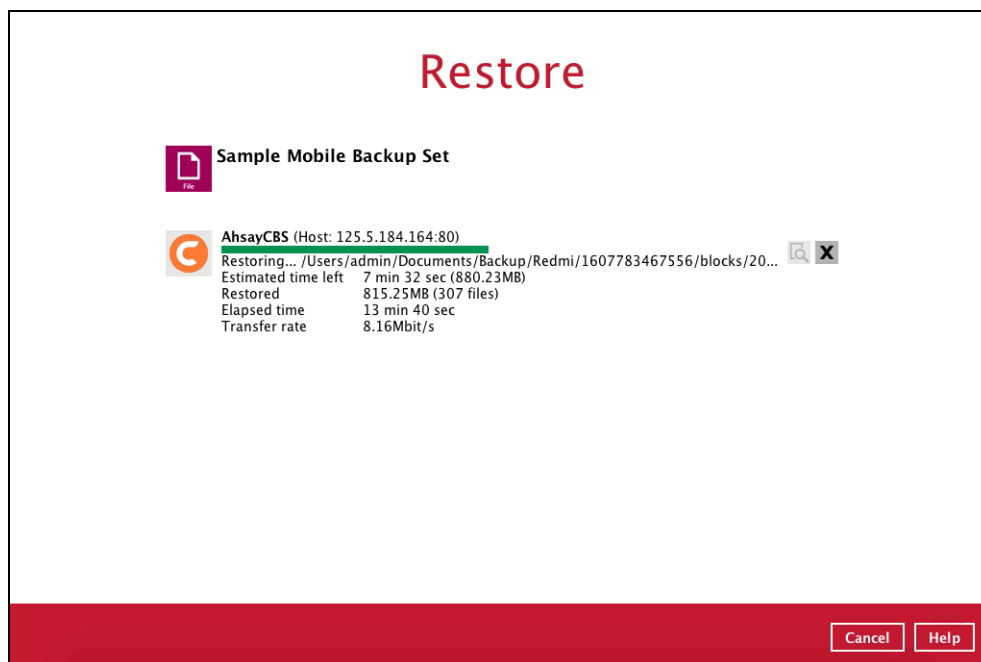
Verify checksum of in-file delta files during restore is disabled by default. You can enable the feature by ticking the checkbox so that the checksum of in-file delta files will be verified. As the feature will make the restore process time longer, it is recommended to enable the feature only if you want to verify whether the merged files were correct.

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

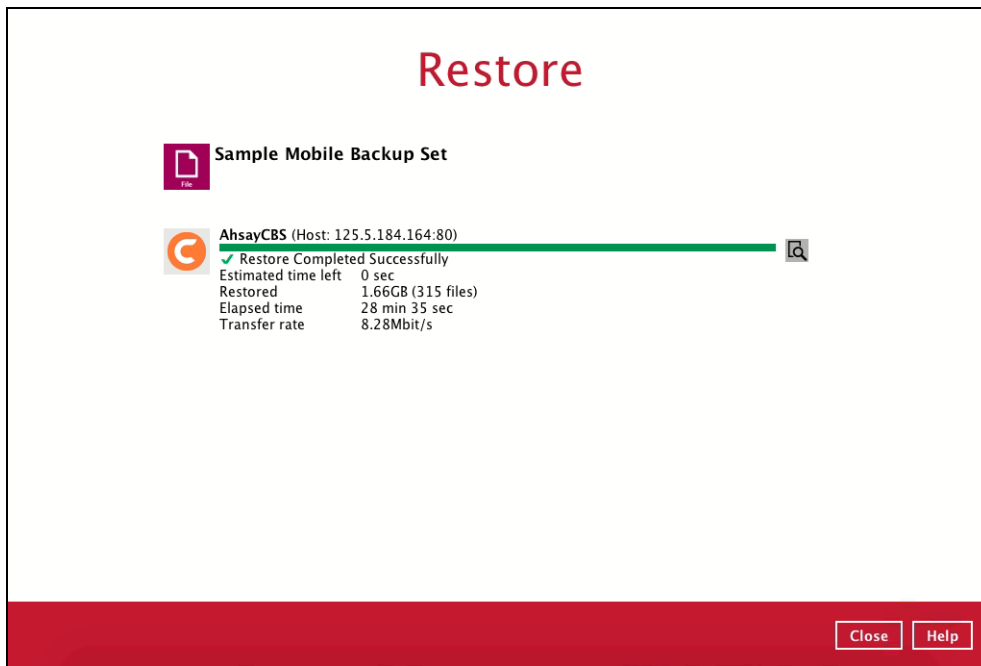
7. Select the temporary directory for storing temporary files, such as delta files, when they are being merged. By default, the temporary files are stored under the temp directory of the user profile directory. In case the same directory path does not exist in the computer you are running AhsayACB, you have to click **Browse** to define a new location for storing the temporary files. Otherwise, you will not be able to perform a restore.




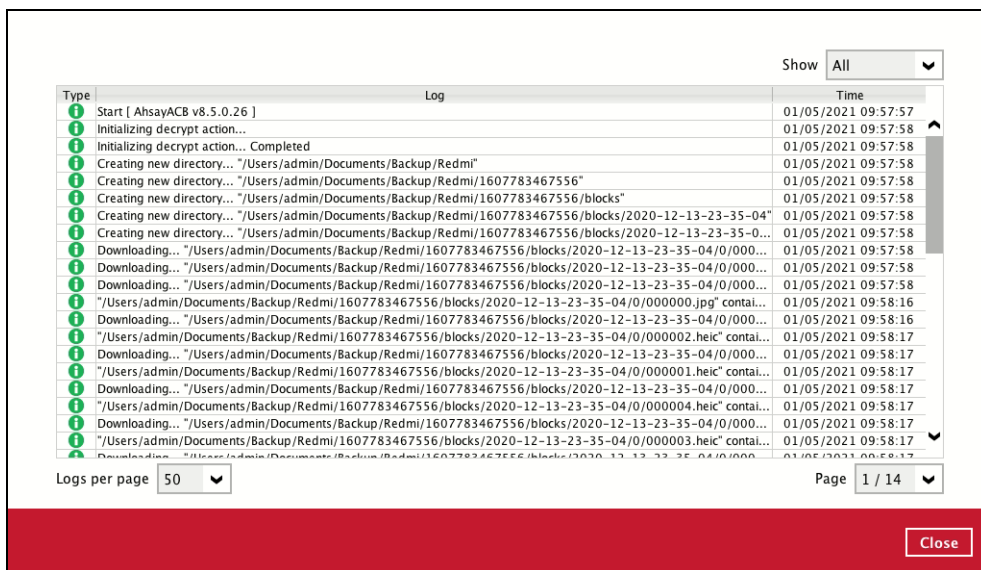
8. Click **Restore** to start the restore. The status will be shown.



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

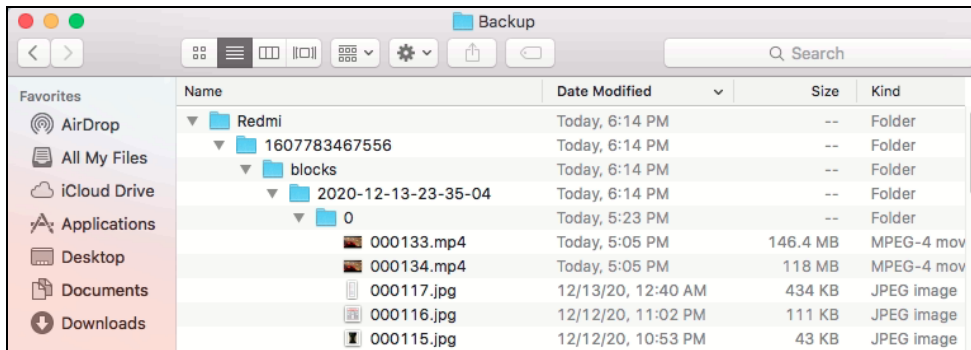


- You can click the  **View** icon on the right-hand side to check the log. A window will pop up to show the log. Close the pop-up window when you finish reading it.

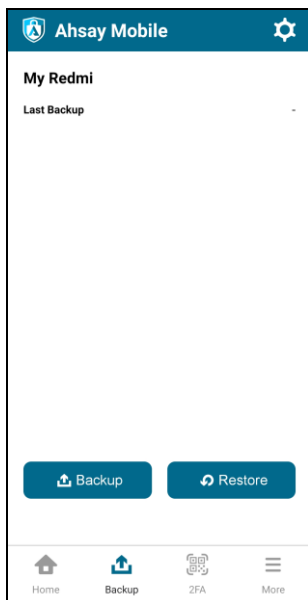


11. You can restore the restored data from the original location to your mobile device by using the Ahsay Mobile app.

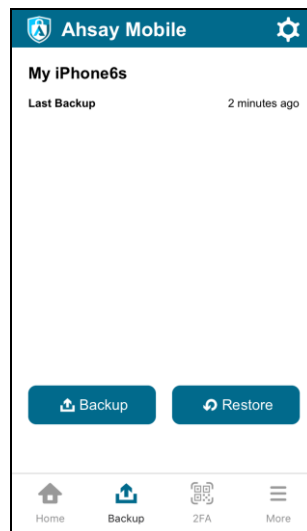
Original location: **/Users/admin/Documents/Backup/Redmi**



Android device

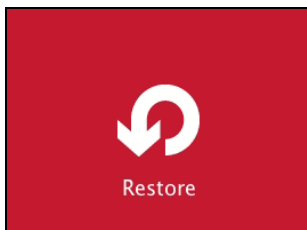


iOS device

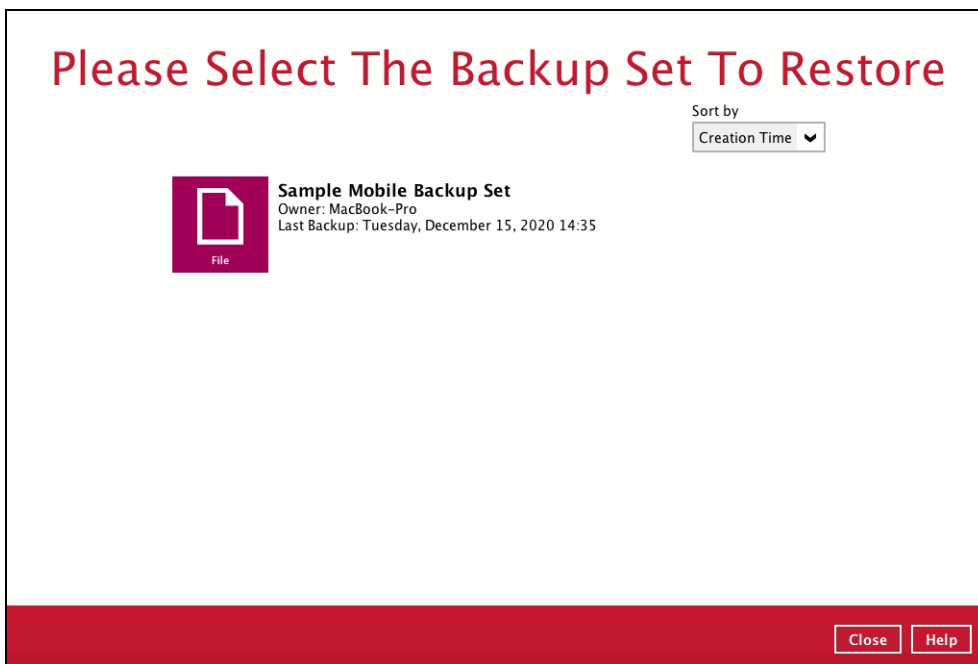


14.3.2 Alternate Location

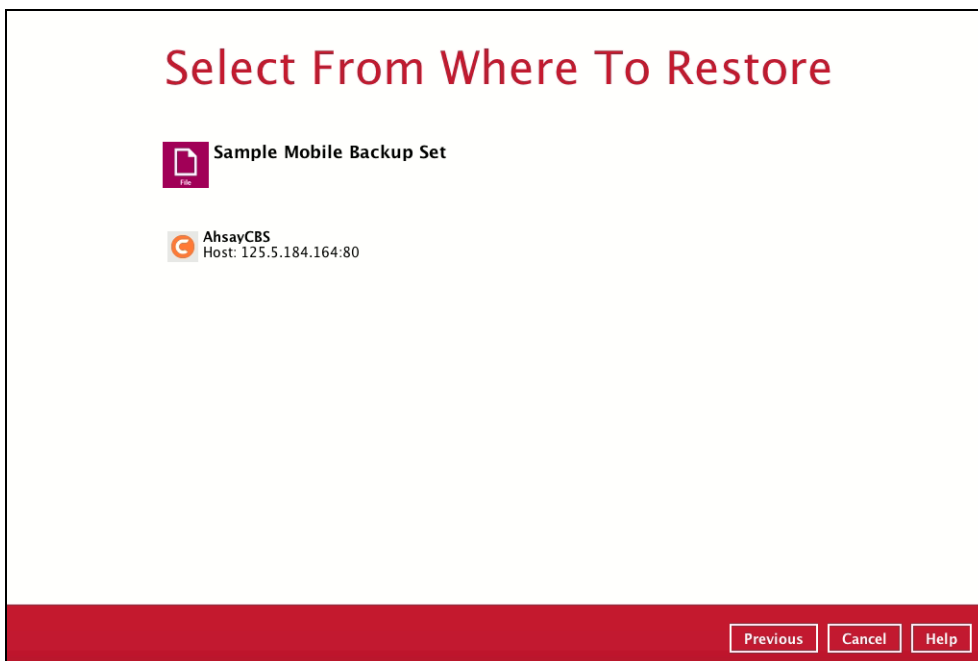
1. Click the **Restore** icon on the main interface of AhsayACB.



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

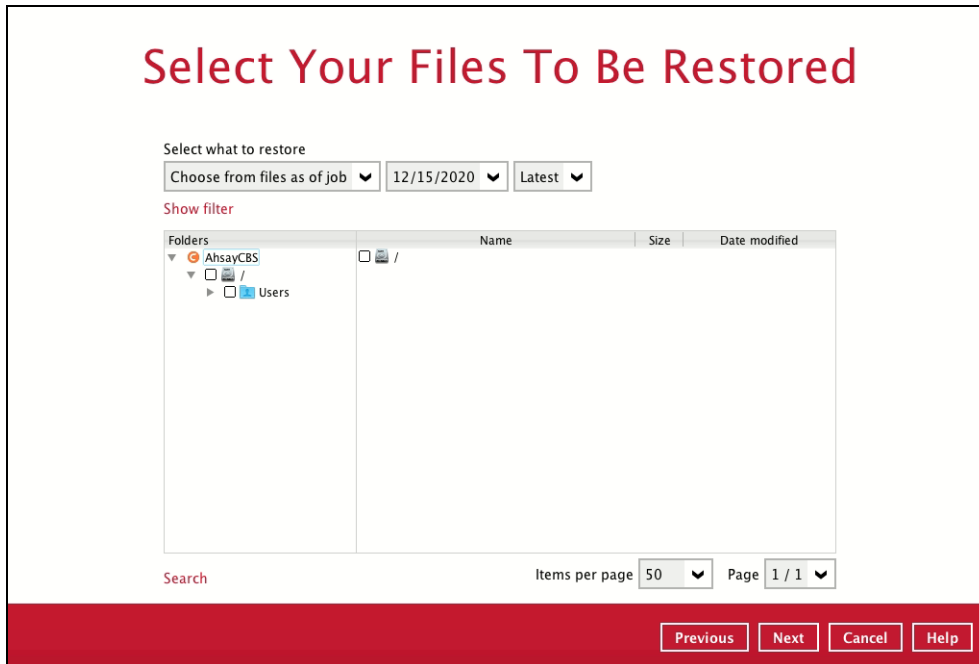


3. Select where you would like to restore your data from.

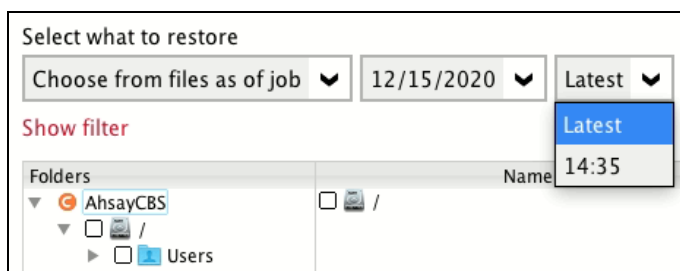
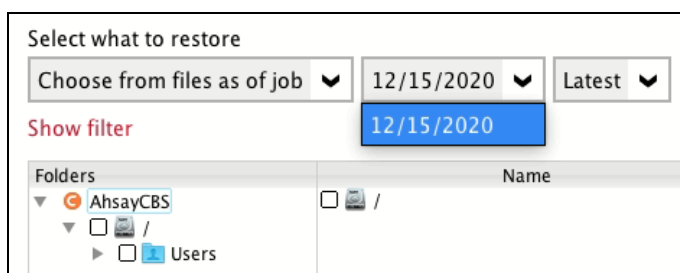
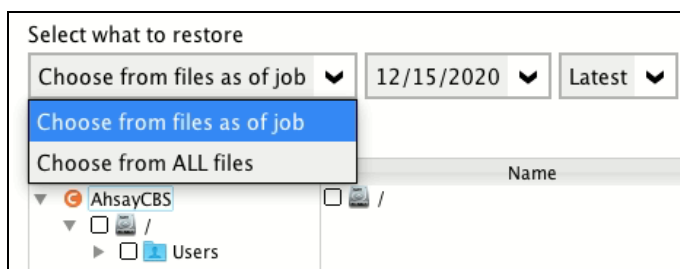


4. Select to restore files from a specific backup job, or from all files available. Then, select the files or folders that you would like to restore.

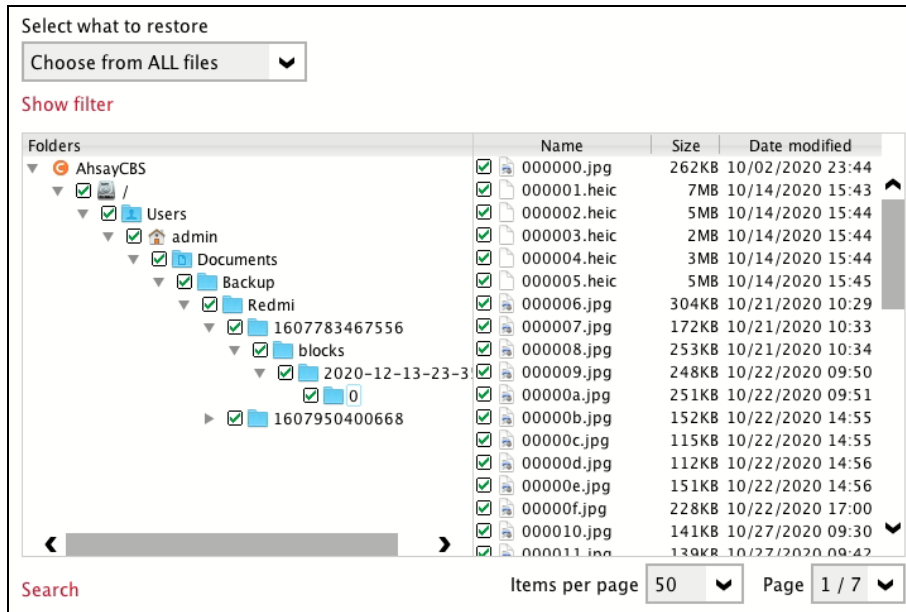
There are two options from the **Select what to restore** dropdown menu:



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

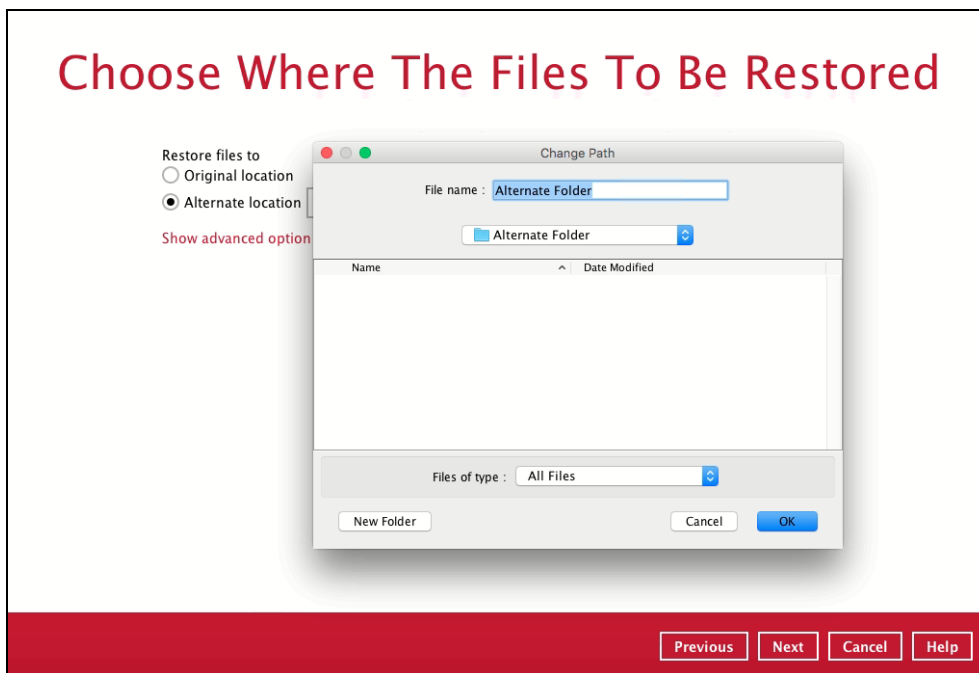


- b. **Choose from ALL files** – This option allows you to restore all files for this backup set.



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

5. Select to restore the files to **Alternate location**. You can choose to restore the data to a location of your choice on the computer where AhsayACB is running. Then, click **Next** to proceed.



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

Restore files to

Original location

Alternate location

Show advanced option

Choose Where The Files To Be Restored

Restore files to

Original location

Alternate location

Delete extra files

Follow Link

Resolve Link

Verify checksum of in-file delta files during restore

Hide advanced option

c. **Delete extra files**

By enabling this option, the restore process will attempt to synchronize the selected restore source with the restore destination, making sure the data in the restore destination is exactly the same as the restore source. Any data created after backup will be treated as “extra files” and will be deleted from the restore source if this feature is enabled.

WARNING

Please exercise extra caution when enabling this feature. Consider what data in the restore source has not been backed up and what impact it would cause if those data were deleted. Prior to the data restore and synchronization, a warning message shows as the one shown below. Only clicking **Yes** will the “extra file” be deleted. You can click **Apply to all** to confirm deleting all the “extra files” at a time.

d. **Follow Link (Enabled by default)**

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

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

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

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

e. **Resolve Link**

This option must be used in conjunction with the Follow Link option. When this option is enabled, the symbolic link, as well as the directories and files that the symbolic link links to will also be restored in the alternate location you have chosen. That means the symbolic link will point to the alternate location instead of the original location.

The table below summarizes the behaviors when a restore is performed with this option turned on and off.

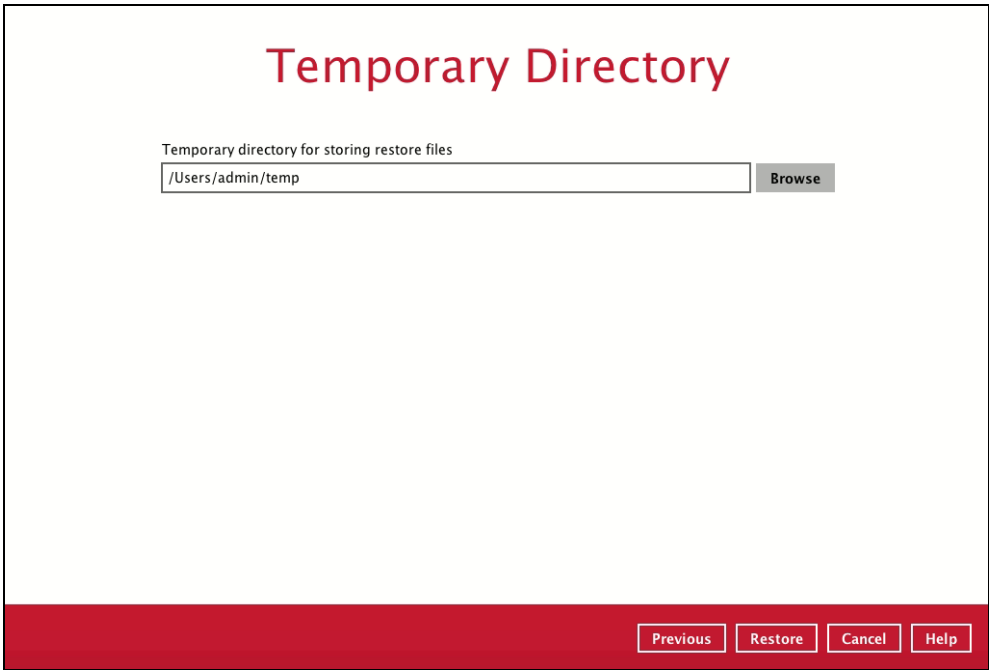
Resolve Link	Behavior
Enabled	Symbolic link is restored to the alternate location specified, with its target directories and files also restored to the same location in their relative path. Target of the link is updated to the new relative path. In other word, the link now points to the new alternate location.
Disabled	Symbolic link is restored to the alternate location specified, with its target directories and files also restored to the same location in their relative path. However, target of the link is NOT updated to the new relative path. In other word, the link still points to the original location.

f. **Verify checksum of in-file delta files during restore**

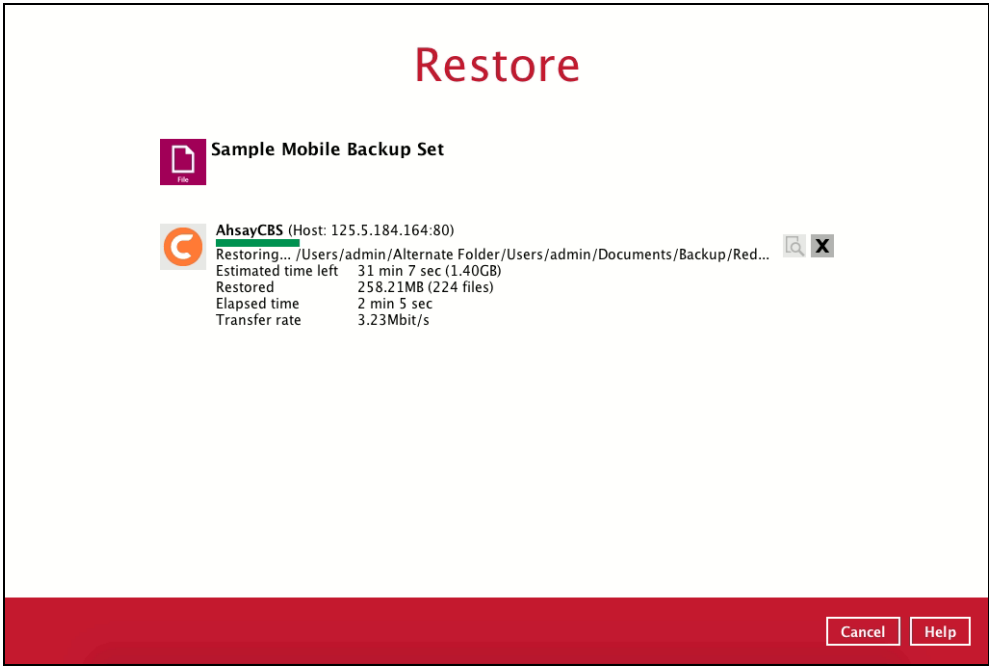
Verify checksum of in-file delta files during restore is disabled by default. You can enable the feature by ticking the checkbox so that the checksum of in-file delta files will be verified. As the feature will make the restore process time longer, it is recommended to enable the feature only if you want to verify whether the merged files were correct.

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

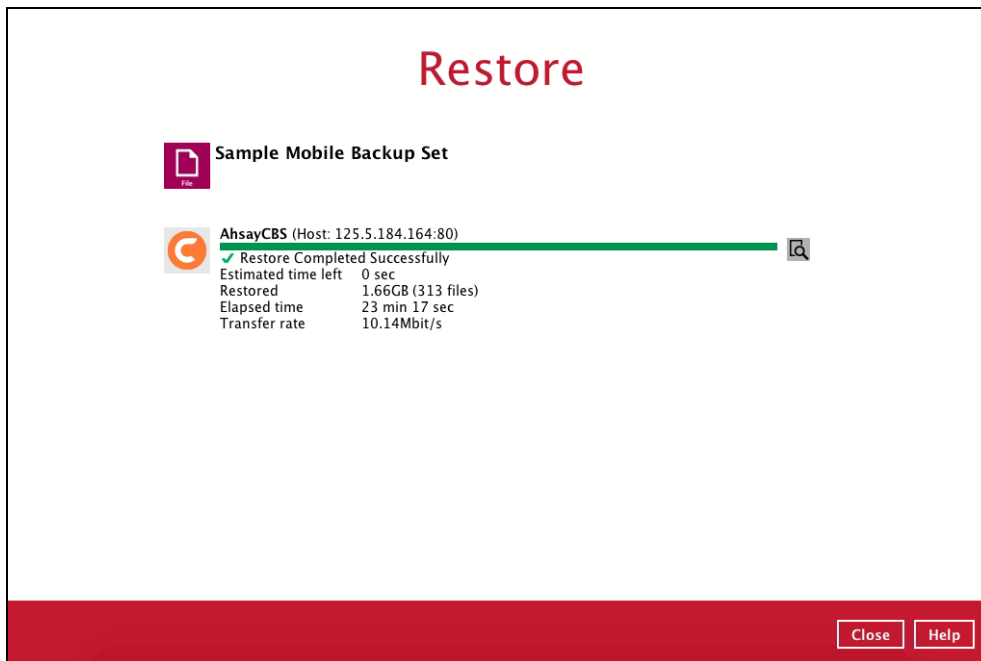
7. Select the temporary directory for storing temporary files, such as delta files, when they are being merged. By default, the temporary files are stored under the temp directory of the user profile directory. In case the same directory path does not exist in the computer you are running AhsayACB, you have to click **Browse** to define a new location for storing the temporary files. Otherwise, you will not be able to perform a restore.




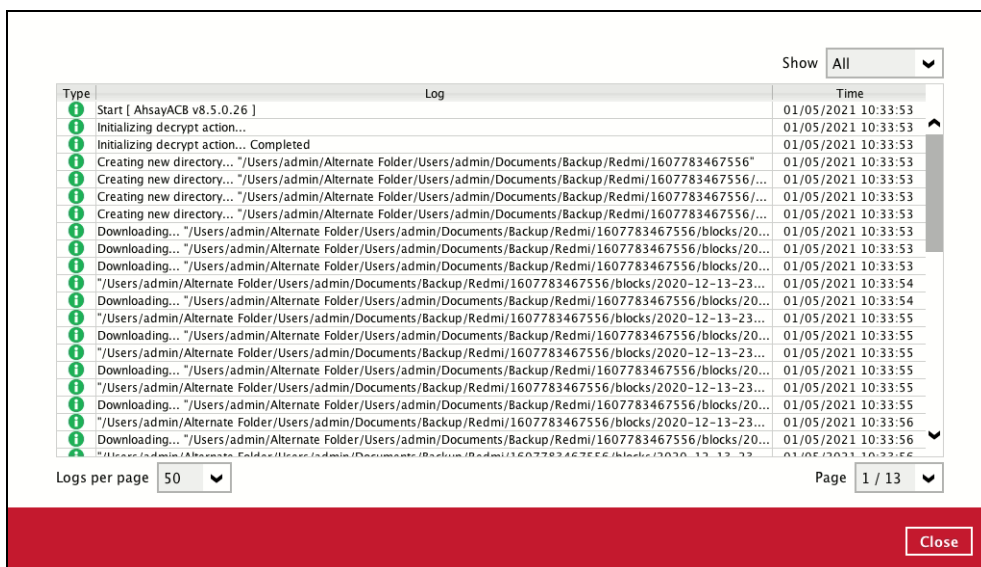
8. Click **Restore** to start the restore. The status will be shown.



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



- You can click the  **View** icon on the right-hand side to check the log. A window will pop up to show the log. Close the pop-up window when you finish reading it.

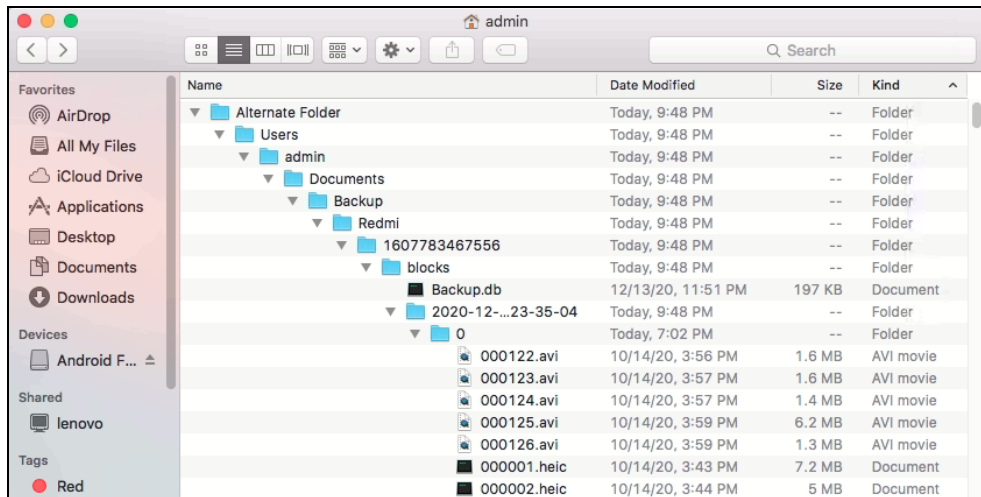


11. These are the steps to restore the restored data from the alternate location to your mobile device.

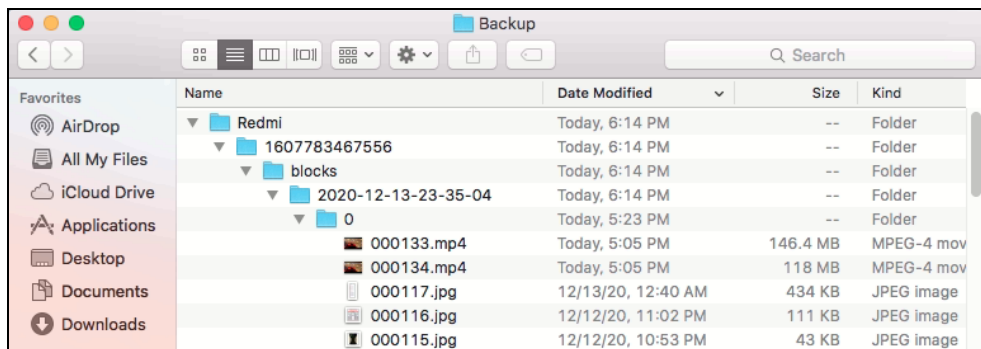
Option 1: Copy the restored data from alternate location to original location which is the **backup destination for your mobile device**.

Example:

Alternate location: **/Users/admin/Alternate Folder**



Original location: **/Users/admin/Documents/Backup**



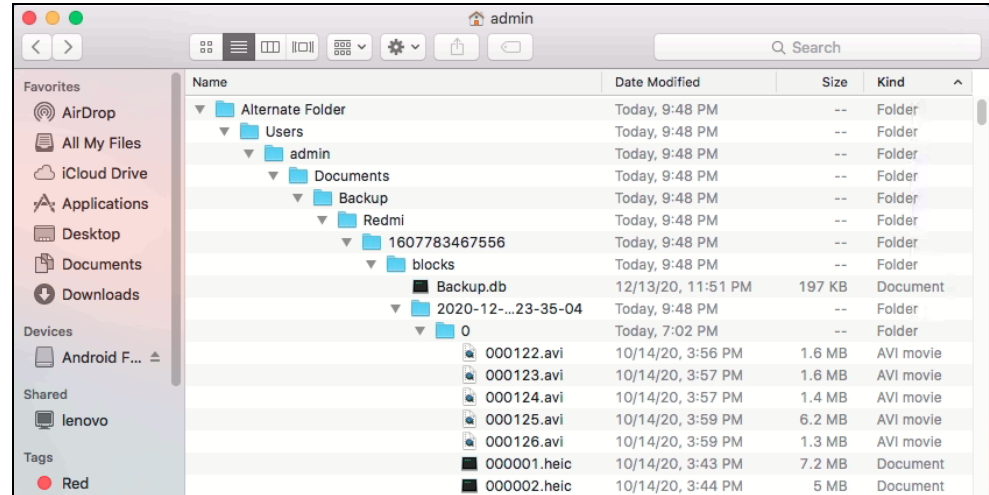
You can now use the Ahsay Mobile app to restore the photos and videos back to your mobile device.

Option 2: Copy the restored data from the alternate location to your Android or iOS mobile device.

Examples:

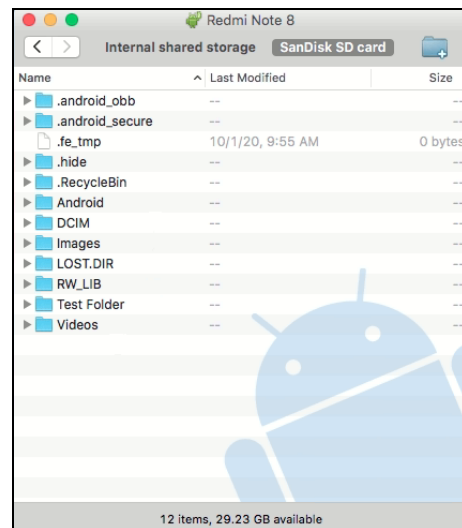
- For an Android device, you need to plug your cable and transfer the restored data from the alternate location to your mobile device storage.

Alternate location: **/Users/admin/Alternate Folder**



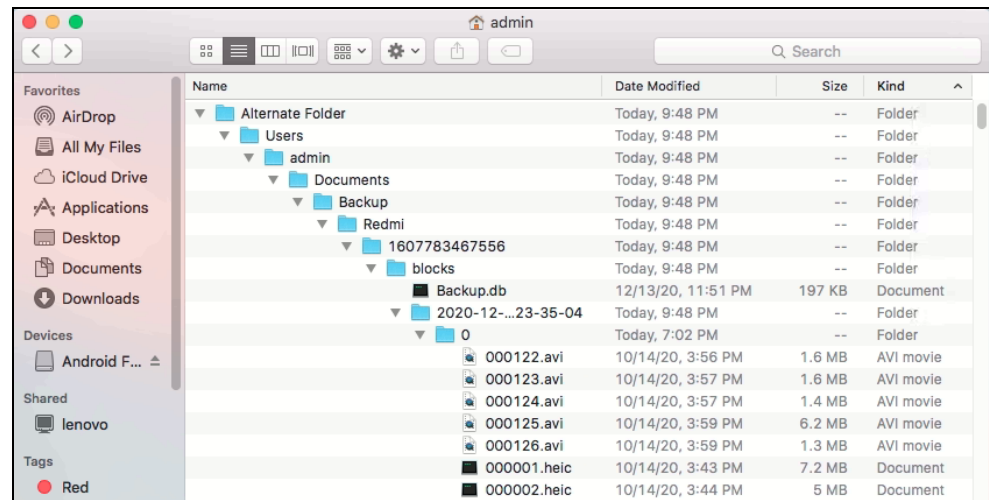
Mobile device storage: Redmi Note 8 Internal storage and SD Card

Error! Objects cannot be created from editing field codes.

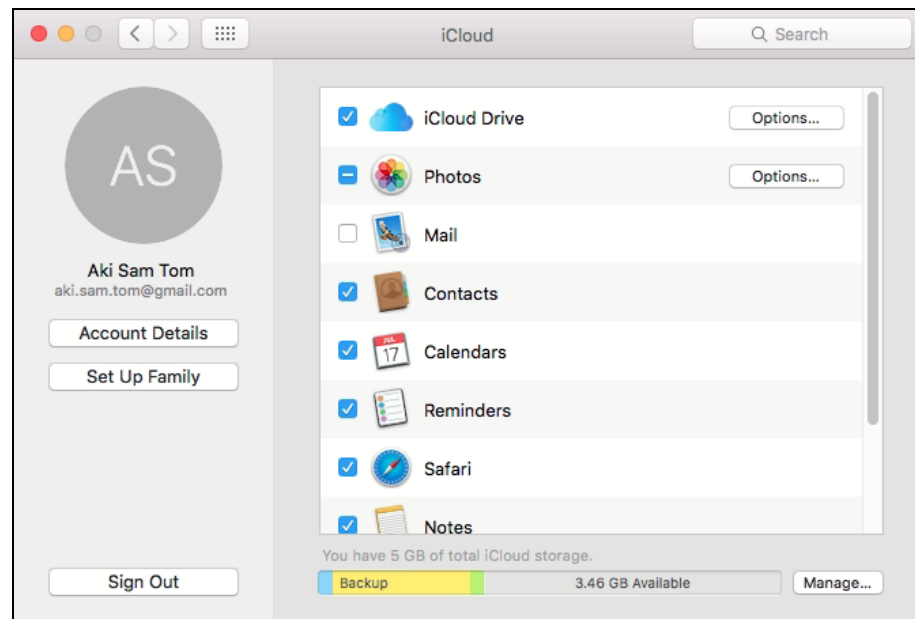


- For an iOS device, you need to transfer the restored data from the alternate location to iCloud.

Alternate location: **/Users/admin/Alternate Folder**



Upload to iCloud.



15 Contact Ahsay

15.1 Technical Assistance

To contact Ahsay support representatives for technical assistance, visit the Partner Portal:

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

Also use the Ahsay Wikipedia for resource such as Hardware Compatibility List, Software Compatibility List, and other product information:

<https://wiki.ahsay.com/>

15.2 Documentation

Documentations for all Ahsay products are available at:

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

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

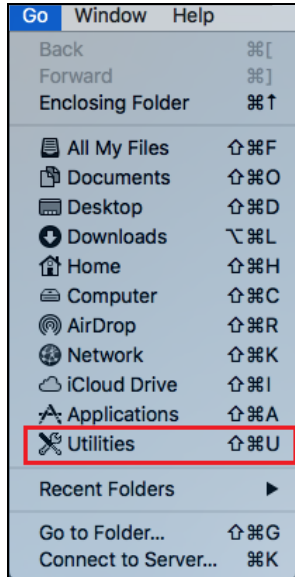
<https://www.ahsay.com/partners/>

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

Appendix

Appendix A: Uninstall AhsayACB

1. Click **Go** at the top menu bar and then select **Utilities**.



2. Double-click the Terminal.app icon.



Terminal.app

3. Use the command highlighted in **red** to enter the Applications folder.

```
#cd /Applications  
#[user]-Mac-mini:Applications [user]$
```

4. Use the command highlighted in **red** to enter the AhsayACB folder.

```
#[user]-Mac-mini:Applications [user]$ cd AhsayACB.app/bin  
#[user]-Mac-mini:bin [user]$
```

5. Use the command highlighted in **red** to execute the uninstallation. Enter the password for logging in to your Mac when prompted.

```
#[user]-Mac-mini:bin [user]$sudo sh uninstall.sh  
#Password:
```

6. The following scripts show when the uninstallation is completed.

```
#Shutdown Scheduler for Ahsay A-Click Backup  
  
#Wait 5 seconds before Scheduler exits  
  
#Kill Process by Image  
Name:/Applications/AhsayACB.app/jvm/bin/bJW
```

```
#Ignore Process by Image Name:  
  
#Kill Process by Image Name:  
/Applications/AhsayACB.app/jvm/bin/bschJW  
  
#Ignore Process by Image Name:  
  
#Kill Process by Image Name:  
/Applications/AhsayACB.app/jvm/bin/java  
  
#Ignore Process by Image Name:  
  
#Remove LaunchDaemons for com.AhsayACB.scheduler from service  
  
#Remove AhsayACB from Your Mac OS  
  
#[user]-Mac-mini:bin [user]$
```

Appendix B: Example Scenarios for Restore Filter

Example No.1: Restore filter setting from /Users/admin/Documents/My Documents/TestFiles with filter type Contains

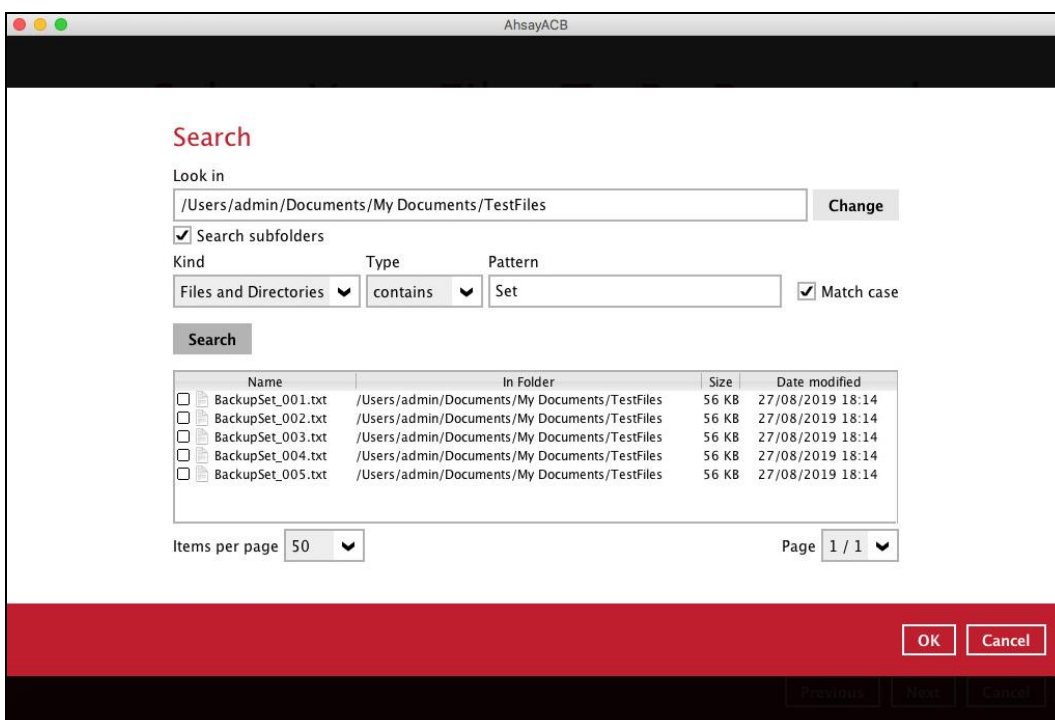
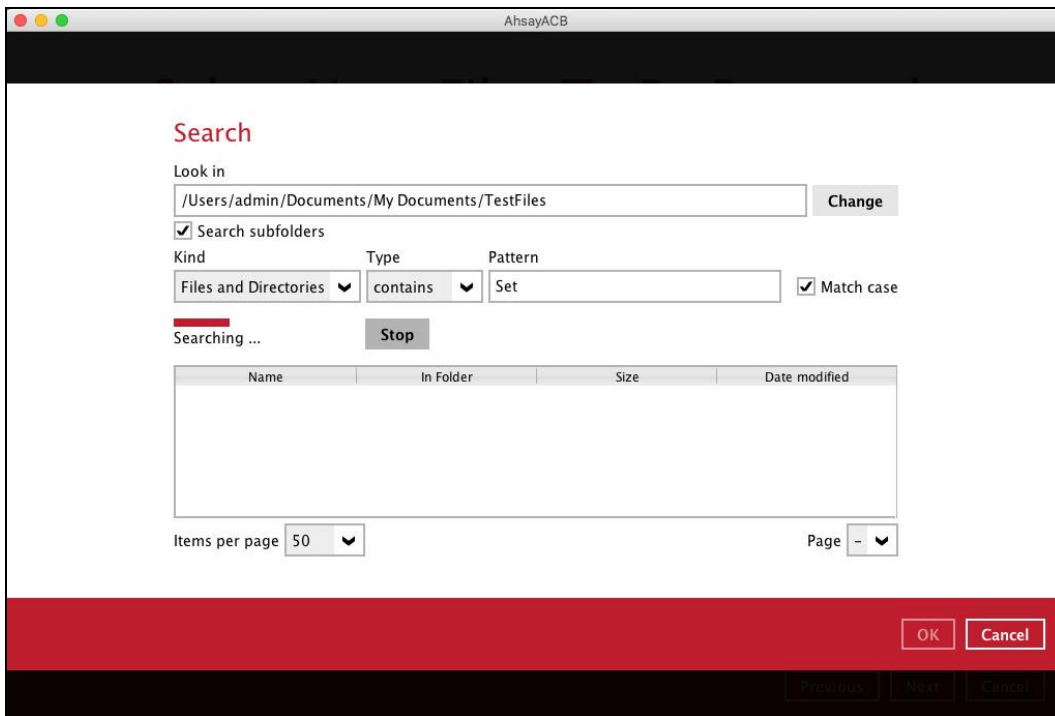
Location:	/Users/admin/Documents/My Documents/TestFiles
Search subfolders:	True
Kind:	Files and Directories
Type:	Contains
Pattern:	Set
Match Case:	True

Follow the step-by-step procedure indicated on [Restore Filter](#).

The screenshot shows a search dialog box titled "Search" with the following configuration:

- Look in: /Users/admin/Documents/My Documents/TestFiles
- Search subfolders:
- Kind: Files and Directories
- Type: contains
- Pattern: Set
- Match case:

Below the settings is a "Search" button and a table with the following columns: Name, In Folder, Size, and Date modified. At the bottom of the dialog, there are "OK" and "Cancel" buttons.



Explanation:

All files and directories under /Users/admin/Documents/My Documents/TestFiles that has the pattern that contains with 'Set' with match case set to true will be included upon performing search.

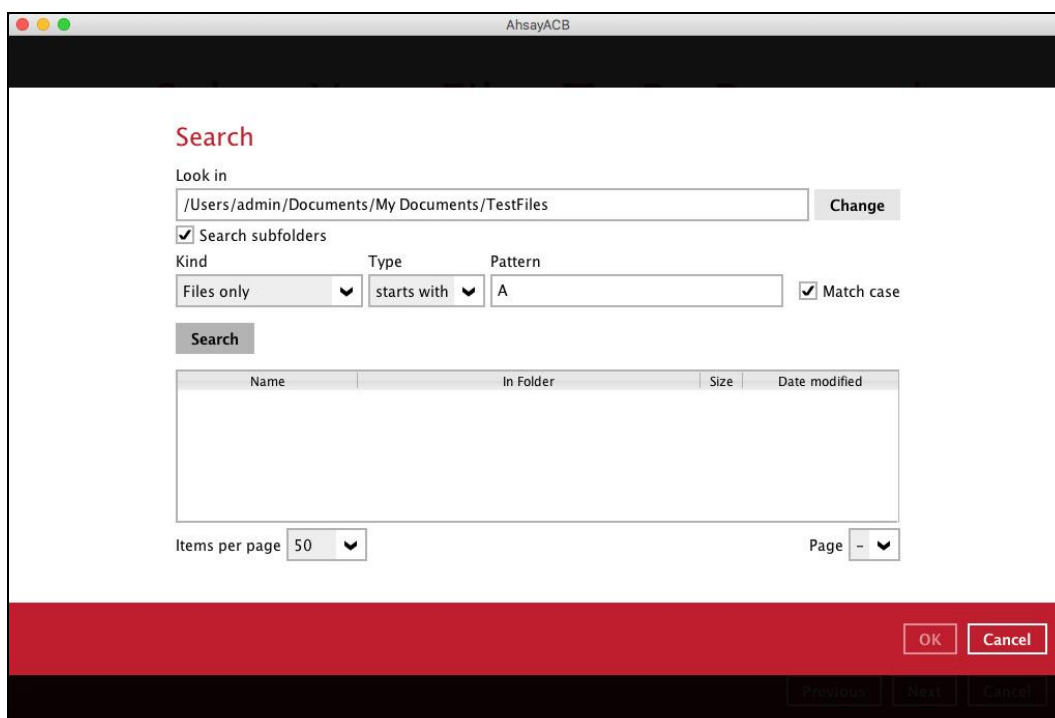
As you can see on the screen shot above, the result panel contains the Name of the file or directory, Directory which are indicated In-Folder column, Size, and Date Modified.

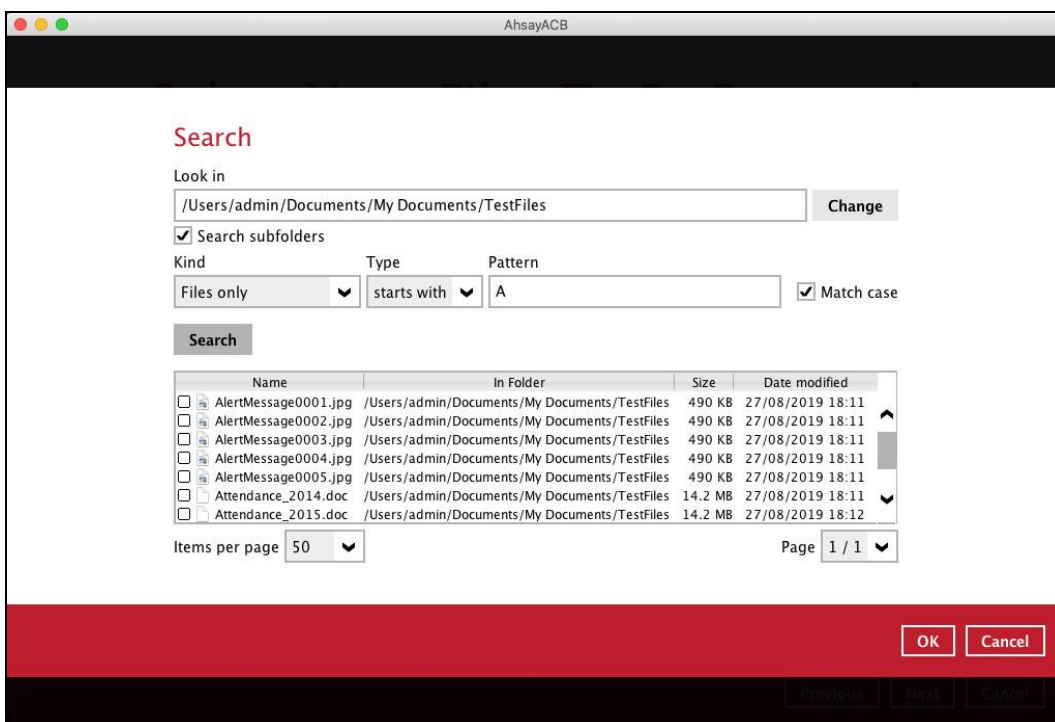
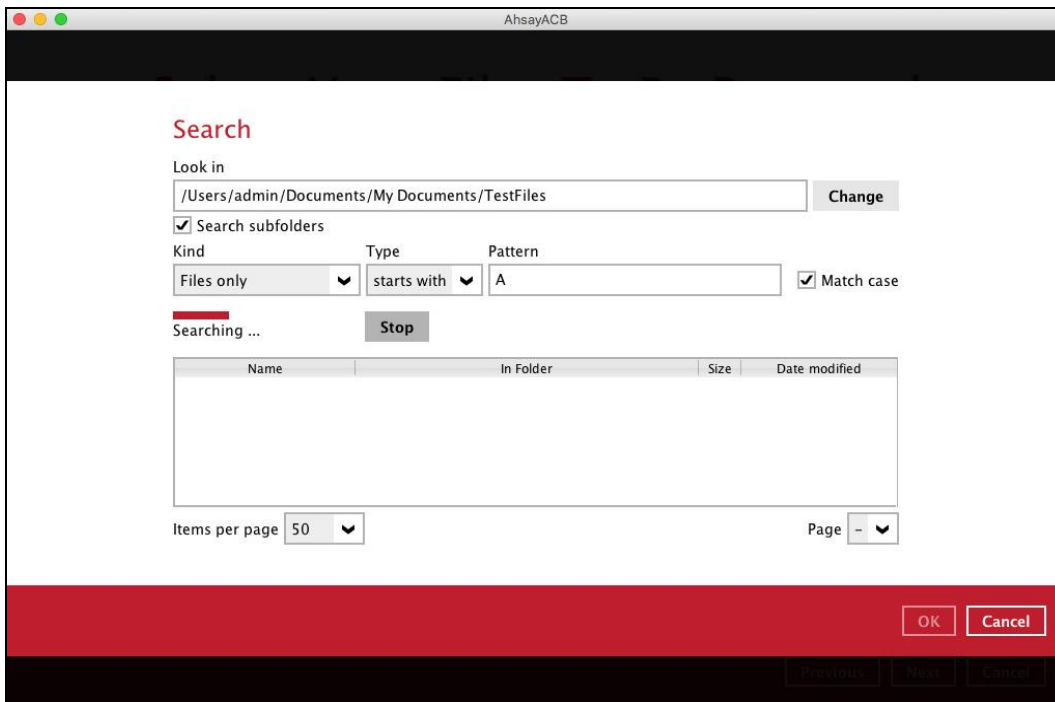
The restore filter setting includes the Search subfolder and Match case set to true. Meaning, the filter will include all available subfolders in \TestFiles upon searching. And it will strictly search only the specified pattern and case which starts with 'Set'.

Example No.2: Restore filter setting from /Users/admin/Documents/My Documents/TestFiles with filter type Starts With

Location:	/Users/admin/Documents/My Documents/TestFiles
Search subfolders:	True
Kind:	Files
Type:	Starts With
Pattern:	A
Match Case:	True

Follow the step-by-step procedure indicated on [Restore Filter](#).





Explanation:

All files and directories under /Users/admin/Documents/My Documents/TestFiles that has the pattern that starts with 'A' with match case set to true will be included upon performing search.

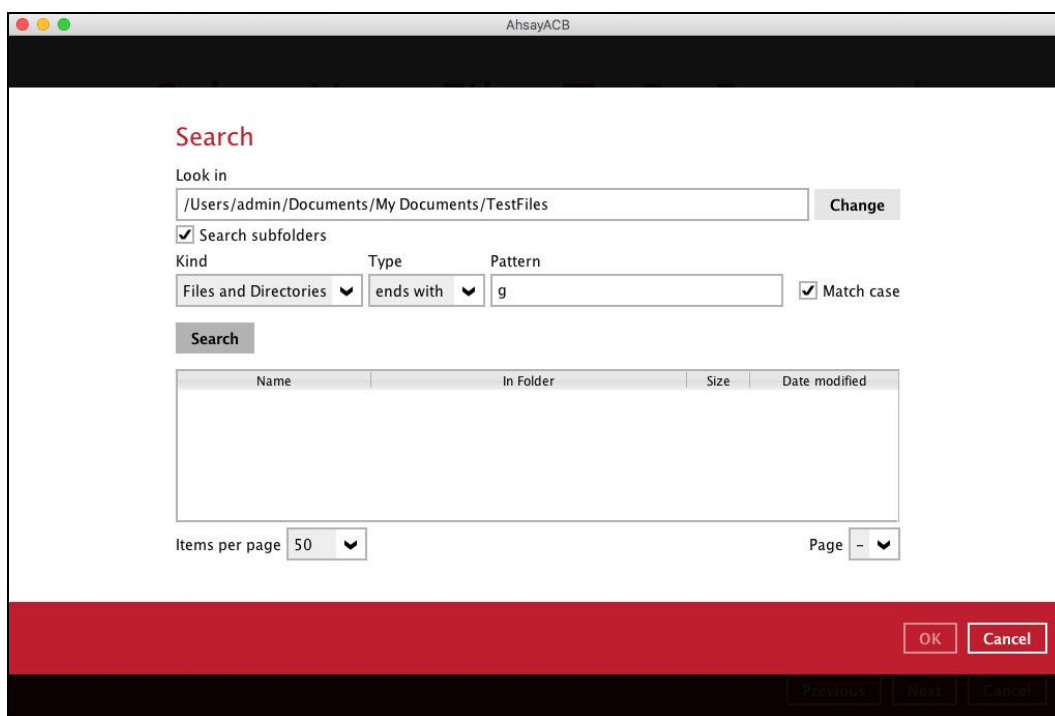
As you can see on the screen shot above, the result panel contains the Name of the file, Directory which are indicated In-Folder column, Size, and Date Modified.

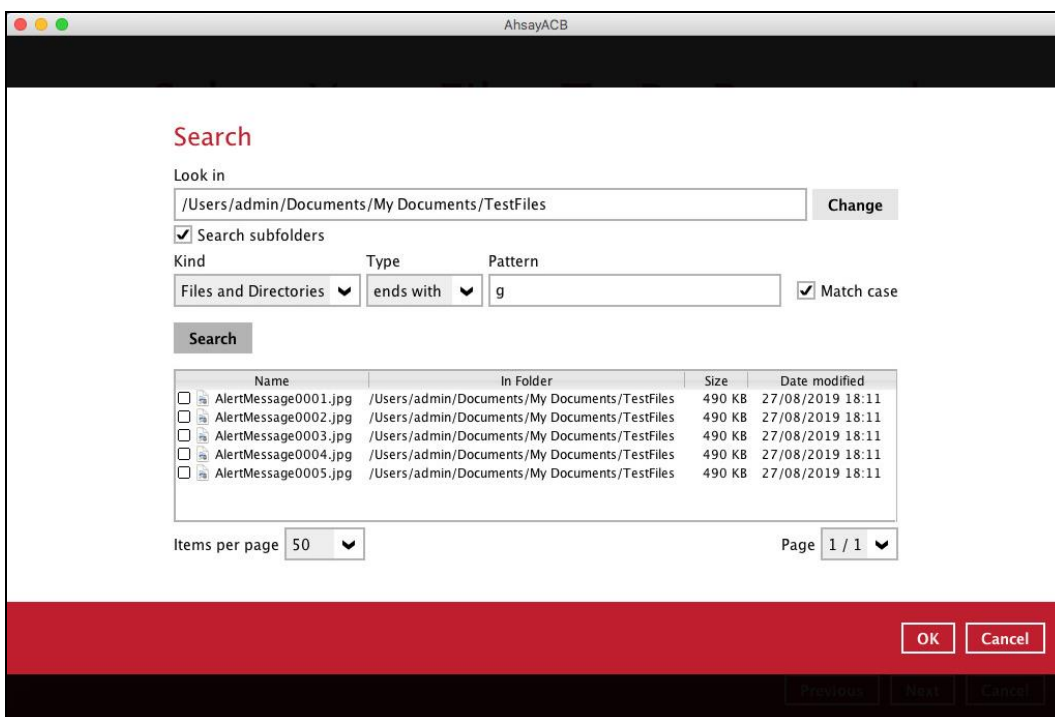
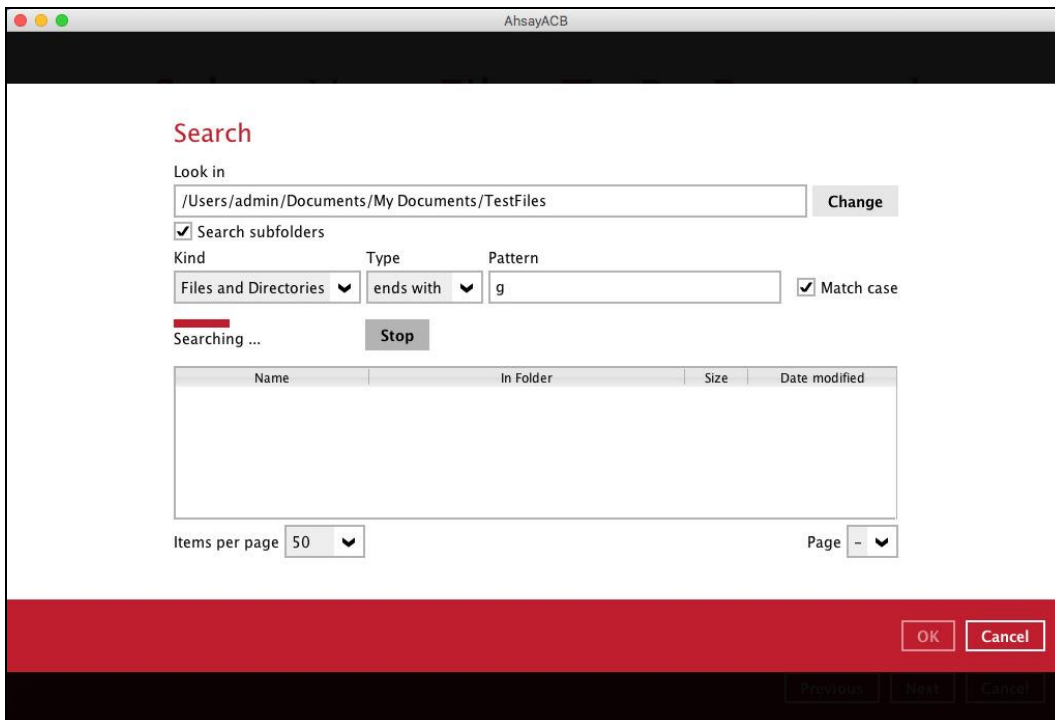
The restore filter setting includes the Search subfolder and Match case set to true. Meaning, the filter will include all available subfolders in \TestFiles upon searching. And it will strictly search only the specified pattern and case which starts with 'A'.

Example No.3: Restore filter setting from /Users/admin/Documents/My Documents/TestFiles with filter type Ends With

Location:	/Users/admin/Documents/My Documents/TestFiles
Search subfolders:	True
Kind:	Files and Directories
Type:	Ends With
Pattern:	g
Match Case:	True

Follow the step-by-step procedure indicated on [Restore Filter](#).





Explanation:

All files and directories under `/Users/admin/Documents/My Documents/TestFiles` that has the pattern that ends with 'g' with match case set to true will be included upon performing search.

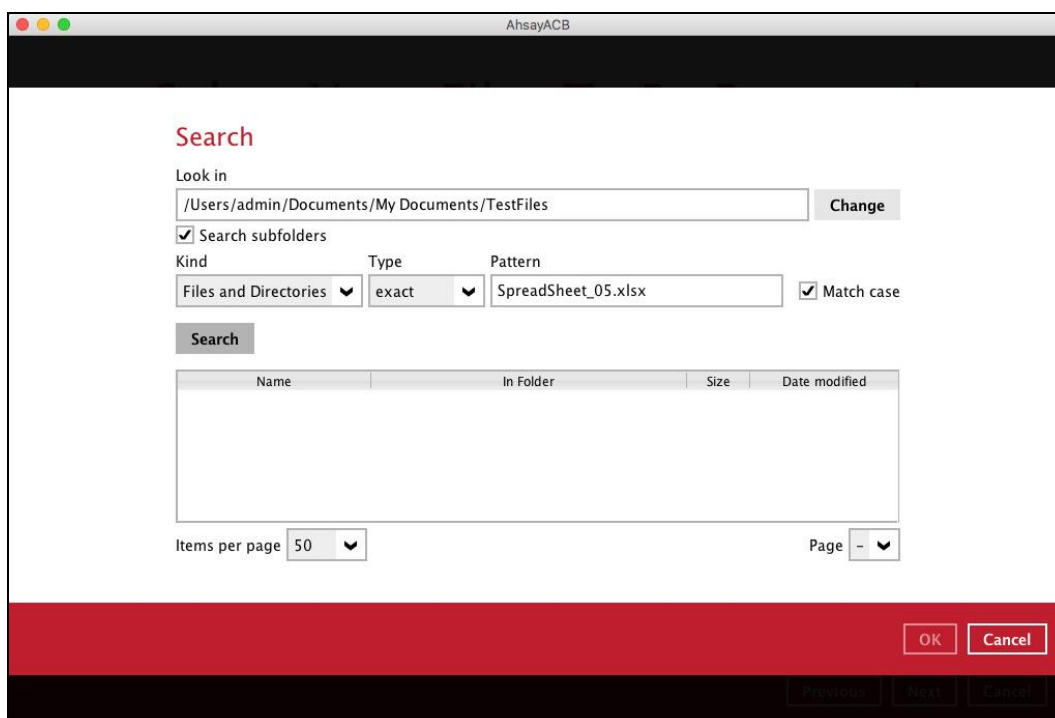
As you can see on the screen shot above, the result panel contains the Name of the files and directories, Directory which are indicated In-Folder column, Size, and Date Modified.

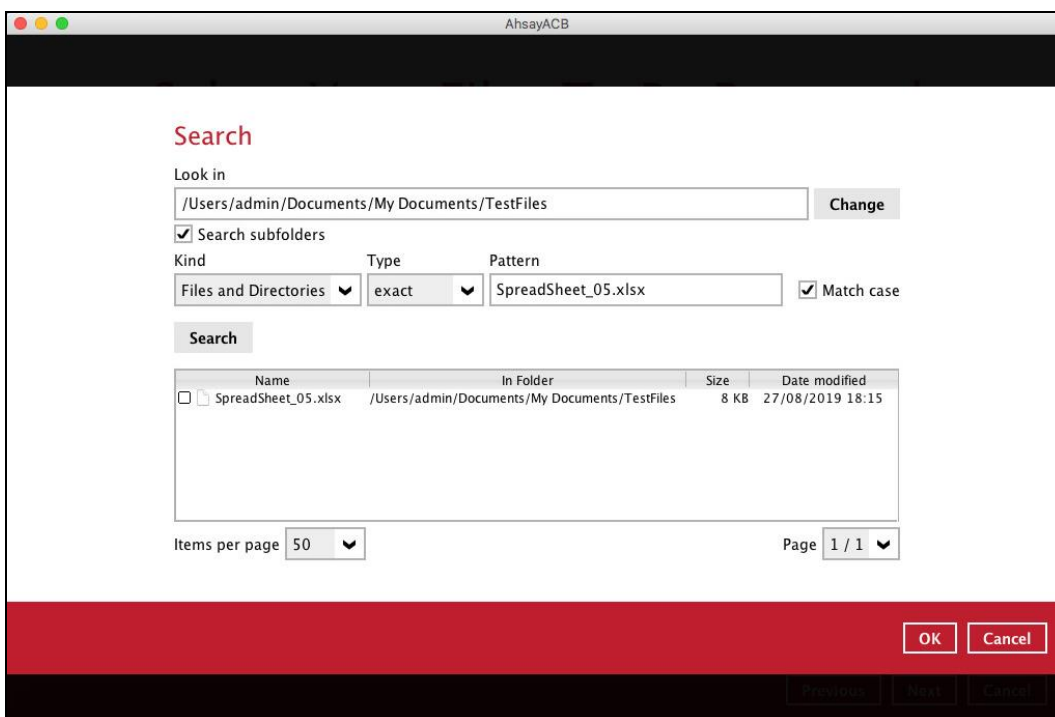
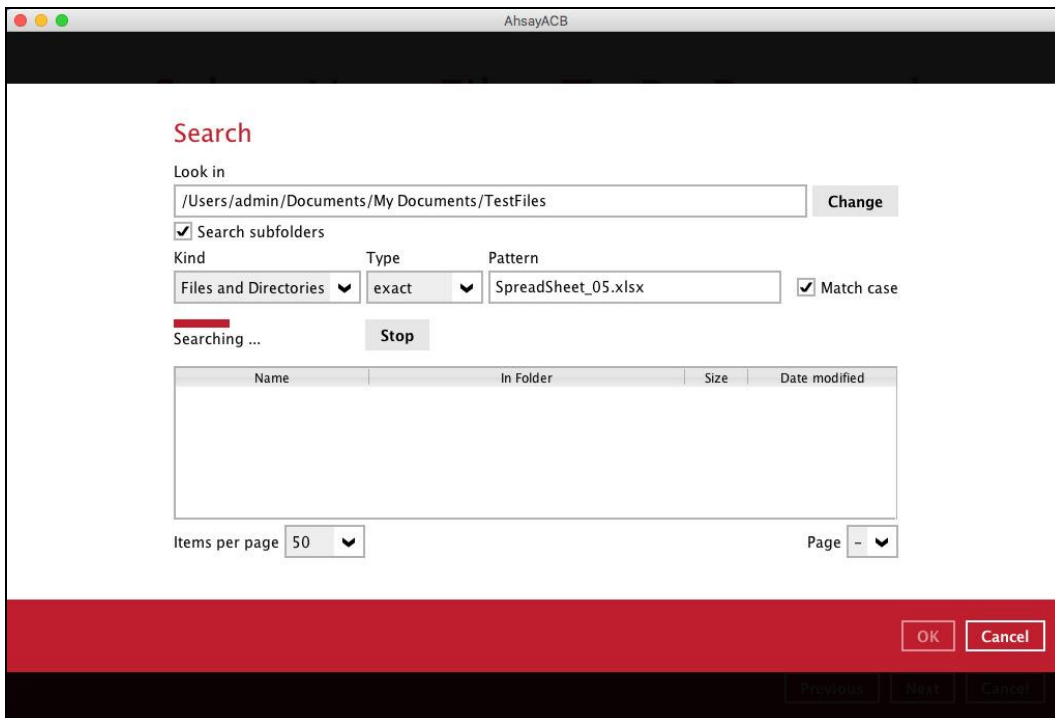
The restore filter setting includes the Search subfolder and Match case set to true. Meaning, the filter will include all available subfolders in `\TestFiles` upon searching. And it will strictly search only the specified pattern and case which starts with 'g'.

Example No.4: Restore filter setting from /Users/admin/Documents/My Documents/TestFiles with filter type Exact

Location:	/Users/admin/Documents/My Documents/TestFiles
Search subfolders:	True
Kind:	Files and Directories
Type:	Exact
Pattern:	SpreadSheet_05.xlsx
Match Case:	True

Follow the step-by-step procedure indicated on [Restore Filter](#).





Explanation:

All files and directories under /Users/admin/Documents/My Documents/TestFiles that has the pattern that has the exact pattern 'SpreadSheet_05.xlsx' with match case set to true will be included upon performing search.

As you can see on the screen shot above, the result panel contains the Name of the files and directories, Directory which are indicated In-Folder column, Size, and Date Modified.

The restore filter setting includes the Search subfolder and Match case set to true. Meaning, the filter will include all available subfolders in \TestFiles upon searching. And it will strictly search only the specified pattern and case which starts with 'SpreadSheet_05.xlsx'.

Appendix C: Create Free Trial account in AhsayACB

Users can create a free trial account when they login to AhsayACB for the first time. Please ensure that the following requirements are met before creating your trial account:

- A valid email address which will be used for receiving notices. A welcome message will also be sent upon creation of the account which specifies the User Setting and Quota set for backup in AhsayCBS.

While here are the limitations of a trial account:

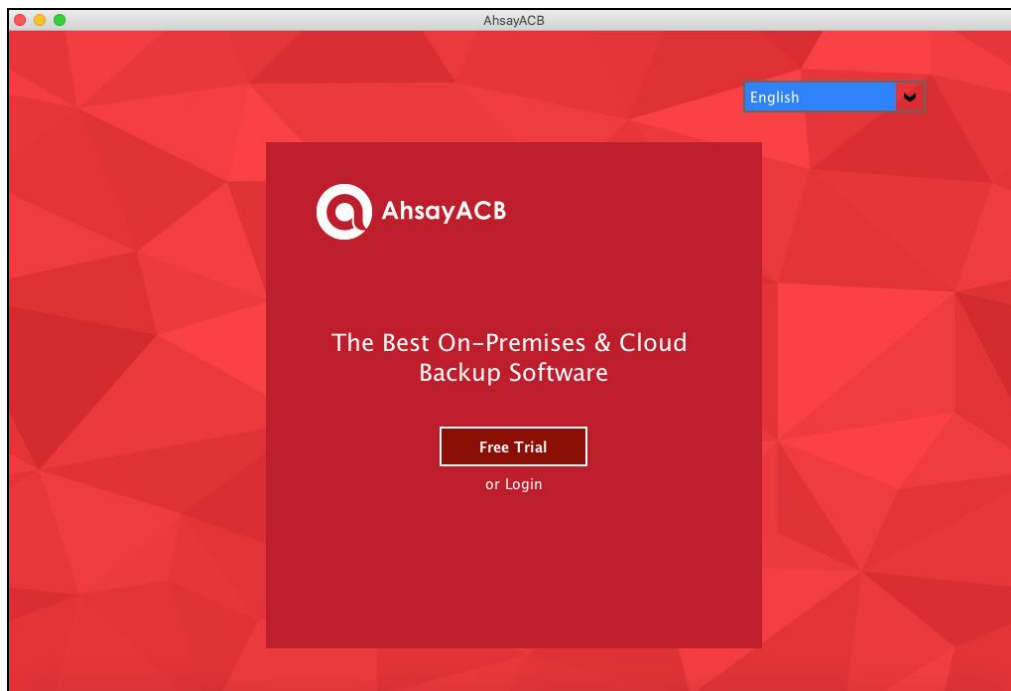
- The Free Trial Registration option will only be displayed once when the user login for the first time. If you cannot create a free trial account kindly contact your backup service provider.
- Only alphanumeric characters and selected special characters, A to Z, 0 to 9, @, - and _ , are allowed to be used for the Login name. While there may be some limitations on password complexity and age which is determined by the backup service provider. Please contact your service provider for further details.
- The add-on modules available and quota size are determined by your service provider.
- The trial account period is also determined by your service provider. Please contact your service provider for details.

NOTE

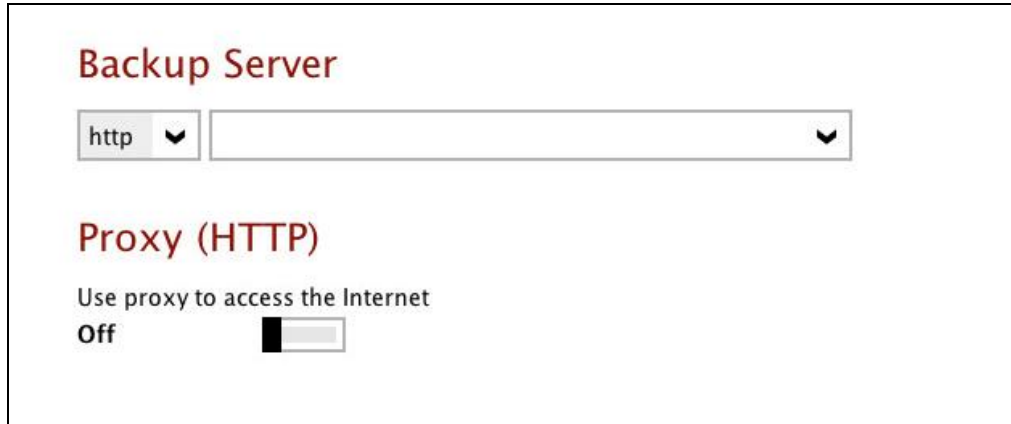
The Free Trial Registration option may not be available. This depends on the settings of your backup service provider. Please contact your backup service provider for more information.

Follow the steps below to create a Free Trial backup account in AhsayACB.

1. Click on **Free Trial**.

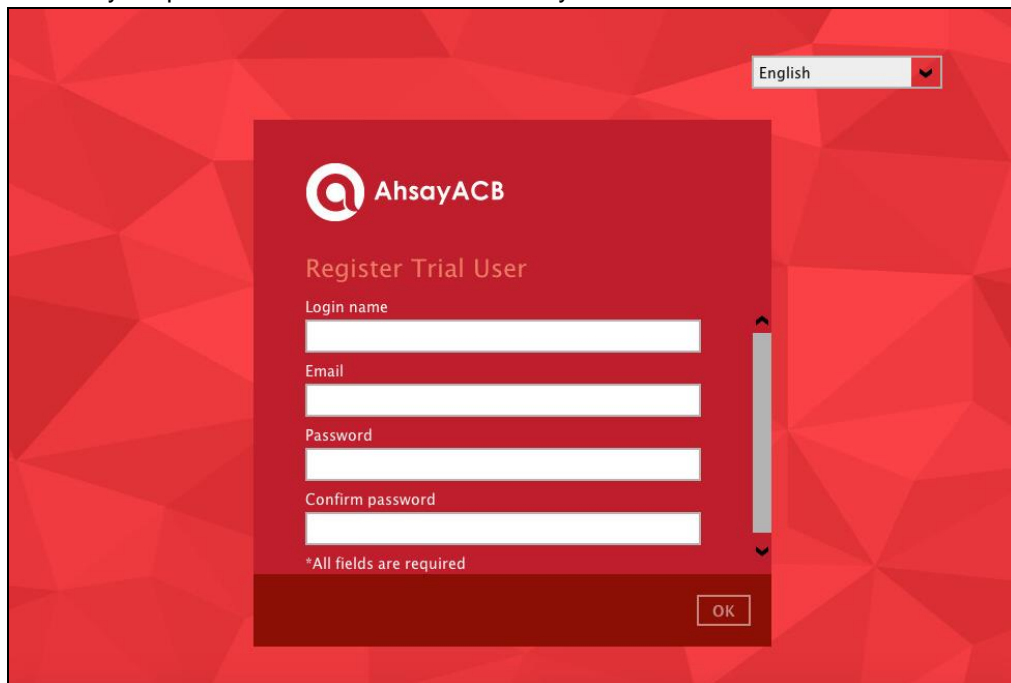


2. Configure your Backup Server settings.



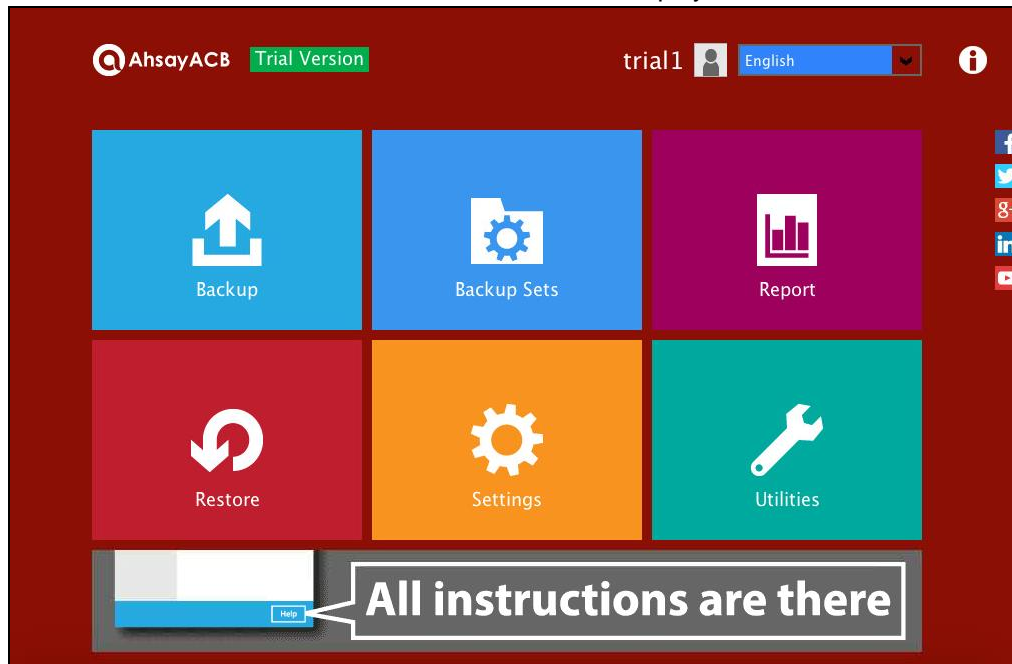
The screenshot shows the 'Backup Server' configuration window. At the top, the title 'Backup Server' is displayed in a dark red font. Below the title, there is a dropdown menu currently set to 'http' and an empty text input field. Underneath, the section 'Proxy (HTTP)' is shown, with the text 'Use proxy to access the Internet' and a toggle switch labeled 'Off'.

3. Enter the Login name that you want. Also provide your email address and password. Confirm your password and click **OK** to create your trial account.



The screenshot displays the 'Register Trial User' form within the AhsayACB application. The background is a red geometric pattern. In the top right corner, there is a language dropdown menu set to 'English'. The form itself is a dark red box with the AhsayACB logo and the title 'Register Trial User'. It contains four input fields: 'Login name', 'Email', 'Password', and 'Confirm password'. Below the fields, a note states '*All fields are required'. An 'OK' button is located at the bottom right of the form.

4. Once the trial account is created, this screen will be displayed.



5. After your trial account has been created, you need to check several things:
- The expiry date of the trial account, which determines when it will be suspended.
 - The Language which will be used for sending reports.
 - And the Timezone, this is to ensure that your backup schedule will run at the correct time.

You can check this by logging in to AhsayCBS, go to **Backup / Restore > User > User Profile > General**. For more information, please refer to the [AhsayCBS User's Guide](#).

User Profile

Backup Set
Settings
Report
Statistics
Effective Policy

General | Backup Client Settings | Contact | User Group

Suspend At

25-Jul-2019

Status

Enable
 Suspended
 Locked

Upload Encryption Key

Upload encryption key after running backup for recovery

Language

English

Timezone

GMT-08:00 (PDT)

6. You also need to check the available add-on modules and quota by going to the **Backup Client Settings** tab.

User Profile

Backup Set
Settings
Report
Statistics
Effective Policy

General | **Backup Client Settings** | Contact | User Group

Settings of the client backup agent for this user.

Backup Client

AhsayOBM User AhsayACB User

Add-on Modules

Windows System Backup Lotus Notes
 Continuous Data Protection
 Mobile 10
 Volume Shadow Copy In-File Delta
 OpenDirect / Granular Restore 10 Office 365 Backup 2

Quota

Unlimit storage space for the destination not shown in the following table

Destination	Quota
AhsayCBS	50.0 Mbytes

(If preempted mode is enabled in policy settings, the quota settings are disabled)

7. Lastly, you need to verify if your contact details are correct by going to the **Contact** tab. If you want to add more contact information, you can add it here.

Contact information for this user.

Manage Contact Information ?

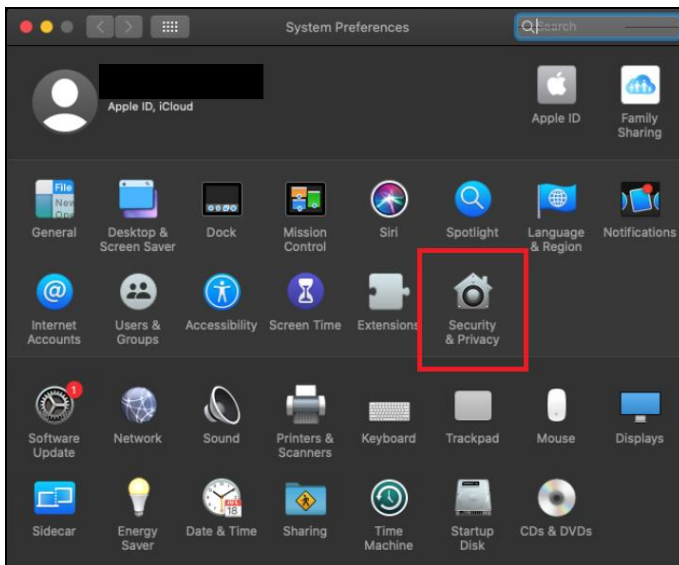
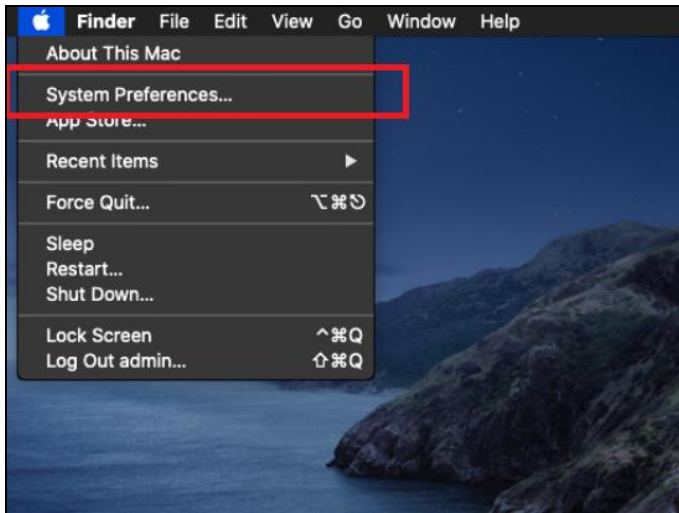
<input type="checkbox"/>	Name	Email	Encrypt Email
<input type="checkbox"/>	trial1	user@email.com	No

Appendix D: Setting up Full Disk Access Permission

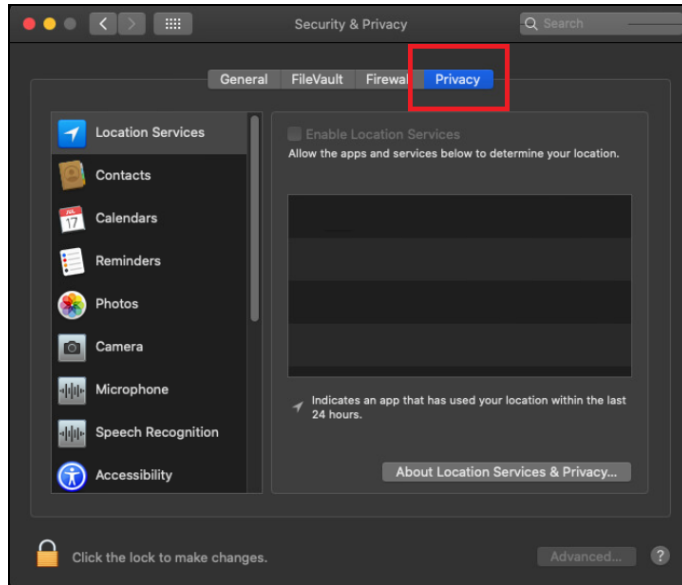
What is Full Disk Access? Full Disk Access is a new security feature in macOS 10.15 or higher that requires some applications to be given full permission to access your protected files and have certain administrative settings available.

Here are the steps on how to setup and grant AhsayACB a Full Disk Access:

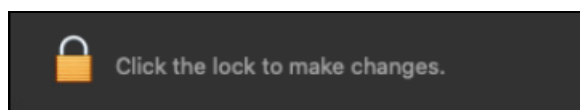
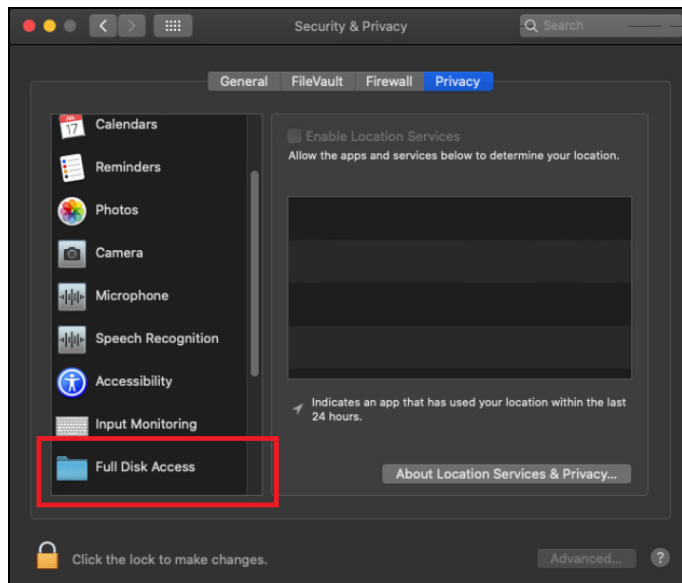
1. Open **System Preferences > Security & Privacy**.



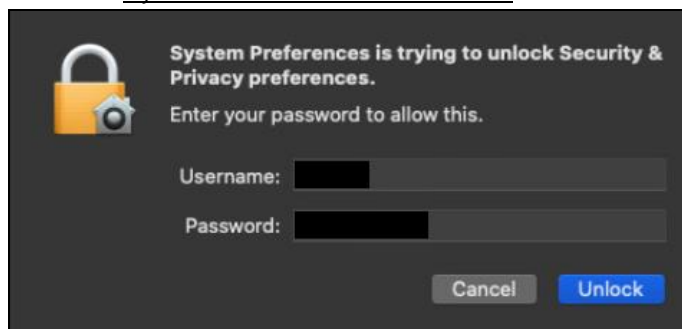
2. Select the **Privacy** tab.



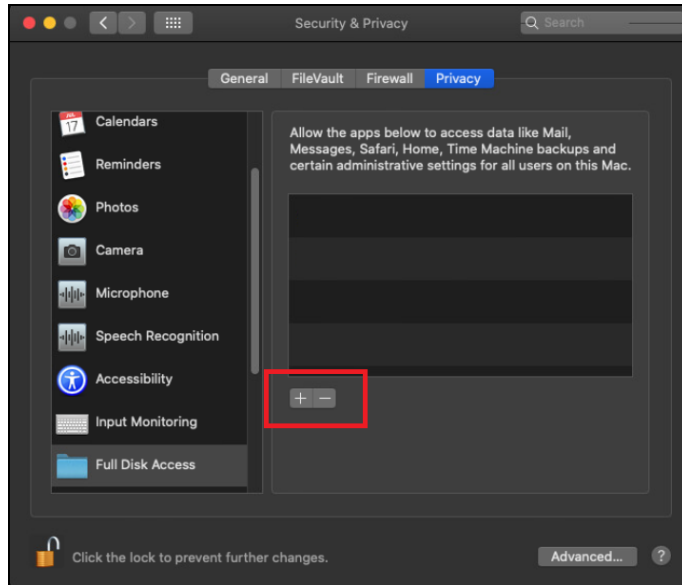
3. Select **Full Disk Access**, then click the lock icon.



4. Enter the System Administrator credentials and click the **Unlock**.



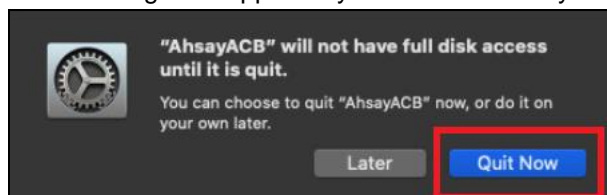
5. Click the plus icon.



6. Click the **Applications**, then select **AhsayACB**, and click **Open**.



This message will appear if you have the AhsayACB open. Click **Quit Now** to proceed.



7. AhsayACB has now Full Disk Access.

