

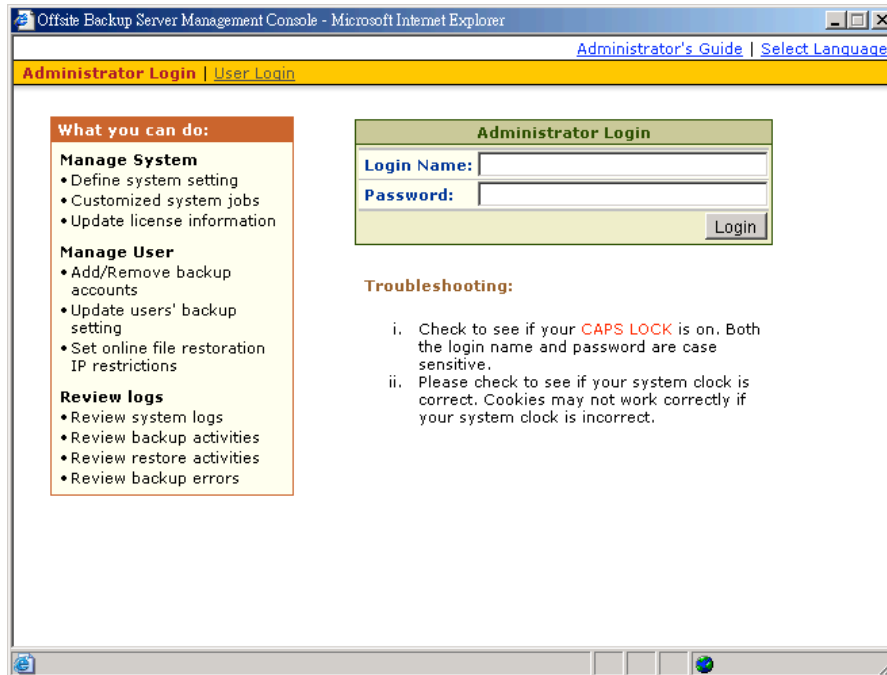
This chapter describes the minimum steps required to start using LIAISON. Please consult the information in the following chapters for a complete reference to all features available in LIAISON.

1.1 Getting started

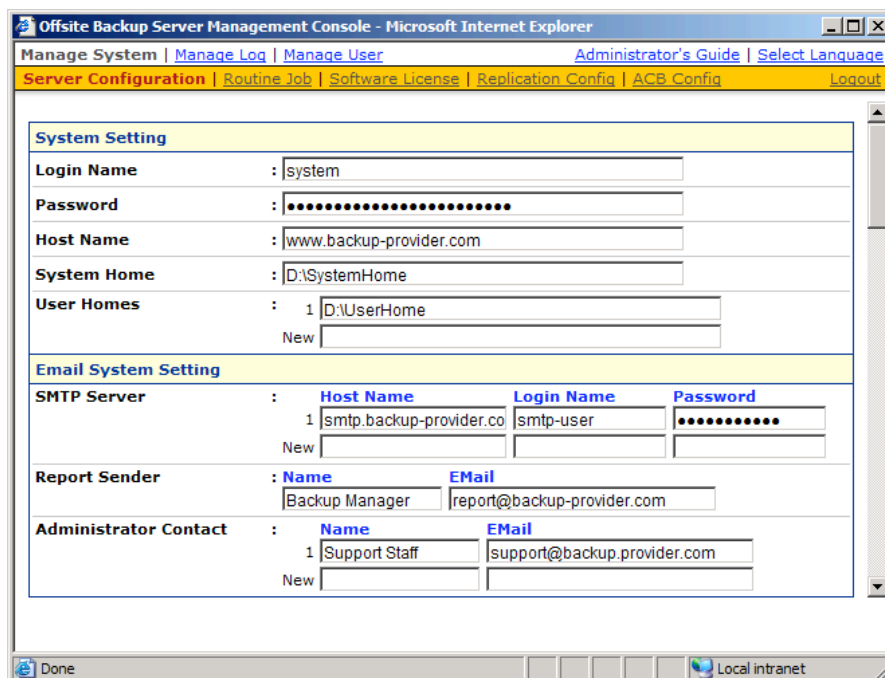
To setup your LIAISON, please do the followings:

- i. Point your browser to <http://your-server/>.
- ii. Logon to [Backup System Administration Logon]

The default login name and password are "system" and "system" respectively.



- iii. Setup backup server



Prior to using LIAISON to backup your users' data, please do the followings:

- a. Set your hostname

Enter a resolvable hostname of your backup server (e.g. backup.your-company.com) into the [Host Name] text field. Although you can supply an IP address here, it is preferable to use a host name instead.

Are you using custom TCP port? If so, try appending the custom port number to the [Host Name] field (e.g. backup.yourcompany.com:8080)

If you are not using custom port, make open a browser on the backup server and type in the value of [Host Name] as an URL. Check if you get the backup server homepage. If you don't get the webpage, try until you can reach it and put this value in the [Host Name] field.

- b. Set the [User Homes] directory

[User Homes] refers to directories where LIAISON stores the backup files and backup log for all its users. You should set [User Homes] to directories where there are lots of free spaces.

- c. Set your SMTP Server

Enter a resolvable hostname (or an IP address) of your SMTP server into the [SMTP Server] text field

If your SMTP server is not running on standard SMTP ports (i.e. port 25), you can append your custom port number to your SMTP server address to use this server (e.g. mail.your-company.com:8025).

You are only required to enter The [Login Name] and [Password] text fields if your SMTP server requires user authentication when sending emails

- d. Press the [Update] button
- e. Enter your license key (You can skip this step if you are evaluating this software)

Enter the licensing information printed on [End User License Agreement] printout into the text field provided in the [Manage System] -> [Software License] panel. Please note that both [Licensee Name] and [License Key] are case sensitive.

iv. Add Backup User

You need to add a backup user to the system before you can start backing up data to LIAISON. To add a backup user to the system, please do the followings:

- f. Click the [Manage User] link available at the top menu and choose [Add User]
- g. Enter the user information for the new user account into the form provided

Key	Description
Login Name	Login Name of the new account
Password	Password of the new account
Alias	Another name of the new account
Time zone	Time zone of the new account
Language	Preferred language for email report of the new account
Backup Client	Choose OBM client or ACB client
Advertise Group	For ACB clients only. Choose whether advertisements are displayed at the bottom of the ACB client
Type	Trial User – Account of this type will be deleted from the system after an inactivity period of 30 days (max. quota of 500MB after 30 days trial period) Paid User - Account of this type will stay within the system until it is removed from the system by the

	administrator
Email	Email address of the new account
Welcome email	Check this option to send a welcome email
User Home	The top directory where the software stores backup files and all other information for the new account
Backup Quota	Backup Quota of the new account
Bandwidth	Bandwidth throttling for this user account
Add-on modules	Add-on modules for this user account

- v. Logon as the new user
 - a. Point your browser to `http://your-server/`.
 - b. Click the [Backup User Logon] link
 - c. Logon with the login name and password you have just created
- vi. Run Backup

Please follow the [Quick Start] information available in the Users' Guide to install the Online Backup Manager onto users' computer to start backing up data.

1.2 Startup/Shutdown

To startup/shutdown LIAISON, please do the followings:

On Linux/Unix

- vii. Logon as [root]
- viii. To startup LIAISON , please run
 - (Unix / Linux) `[root]# /etc/init.d/Liaison start`
 - (FreeBSD) `[root]# /usr/local/etc/init.d/Liaison start`
- ix. To shutdown LIAISON, please run
 - (Unix / Linux) `[root]# /etc/init.d/Liaison stop`
 - (FreeBSD) `[root]# /usr/local/etc/init.d/Liaison stop`

2 Best Practices and Recommendations

This chapter lists out all best practices and recommendations which you should consider before deploying LIAISON to a production environment.

2.1 Setting [System Home] and [User Homes] to disk partition with large free space

The default location of the [System Home] and [User Homes] settings are set to the system partition of a computer (i.e. C:\ or /usr). Since [System Home] and [User Homes] directories will be used to store application data (e.g. backup data, setting and log files), from a system performance point of view, it is not advisable to use the system partition of a computer to store application data. Before production, it is **HIGHLY IMPORTANT** to change the [System Home] and [User Homes] settings to a directory under a non-system partition to ensure the best overall performance and to avoid unexpected fill up of the system partition.

2.2 Avoid Disk partitions larger than 500GB

We recommend all disk partitions used by LIAISON to be no larger than 500GB size. From our experience with using partitions of larger than 500GB, we notice that LIAISON starts running into strange unexplainable problems after using these partitions for a couple of months. After further investigations, we find out that some storage devices do have undocumented restrictions of running partitions with up to 1TB of storage. As it is impossible to find which storage device has this limitation, to avoid unnecessary problems, we would recommend using partitions of no more than 500GB in size, though there are partners who have been using partitions of larger than 500GB size with no problem.

Having a smaller partition has a number of other benefits as well, e.g. it is a lot faster to do a scandisk on a smaller partition. This helps reducing downtime when you need to do maintenance on your storage devices. Also, it is better not to put all eggs in one basket by storing everything in a single partition. If your data is spanning across different partitions, even if you lost one partition, data on other partitions are still safe. Furthermore, file addition and deletion add entries to the MFT (master file table) of the NTFS partition table which never gets cleaned up (similar overhead can be found in Linux ext partition as well). Performance will degrade much faster on large partitions than on smaller partitions.

2.3 Running LIAISON as non-root user

If you are running LIAISON on Linux, you are advised to run the LIAISON service as non-root user. (LIAISON service is run under root by default). This minimizes the impact of damages that could be done on the system in case the system has been compromised by hackers. Please refer to the FAQ question of "[How do I run LIAISON under non-root user on Linux?](#)" for detailed instructions of how to do so.

2.4 Expose only TCP port 80 and 443 to the public

It is recommended to expose only TCP port 80 and 443 to the public on your firewall. Please consult the user's manual of your firewall for more information on how to do so.

3 Server Configuration

This chapter describes how you can use the [Manage System] -> [Server Configuration] page (shown below) to manage the configuration of your backup server.

System Setting

Login Name : system
 Password :
 Host Name : www.backup-provider.com
 System Home : D:\SystemHome
 User Homes : 1 D:\UserHome
 New

Email System Setting

SMTP Server :

Host Name	Login Name	Password
1 smtp.backup-provider.co	smtp-user
New		

Report Sender :

Name	Email
Backup Manager	report@backup-provider.com
New	

Administrator Contact :

Name	Email
1 Support Staff	support@backup.provider.com
New	

Use Proxy

Type : HTTP

Proxy Host : Port :

Proxy Username : (optional)

Proxy Password : (optional)

Options

Language Setting

<input checked="" type="checkbox"/> English	<input checked="" type="checkbox"/> Czech	<input checked="" type="checkbox"/> German
<input checked="" type="checkbox"/> Danish	<input checked="" type="checkbox"/> Spanish	<input checked="" type="checkbox"/> Finnish
<input checked="" type="checkbox"/> French	<input checked="" type="checkbox"/> Icelandic	<input checked="" type="checkbox"/> Italian
<input checked="" type="checkbox"/> Dutch	<input checked="" type="checkbox"/> Norwegian	<input checked="" type="checkbox"/> Swedish
<input checked="" type="checkbox"/> Chinese (Traditional)	<input checked="" type="checkbox"/> Chinese (Simplified)	<input checked="" type="checkbox"/> Japanese
<input checked="" type="checkbox"/> Slovenian	<input checked="" type="checkbox"/> Lithuanian	<input checked="" type="checkbox"/> Portuguese (Portugal)

Features Setting

<input checked="" type="checkbox"/> Show Help link	<input checked="" type="checkbox"/> Show FAQ link
<input checked="" type="checkbox"/> Show Restore Link	<input checked="" type="checkbox"/> Show Install Link

File Permissions

Copy the file to retention area before updating permissions

This section describes all settings under the [Manage System] menu.

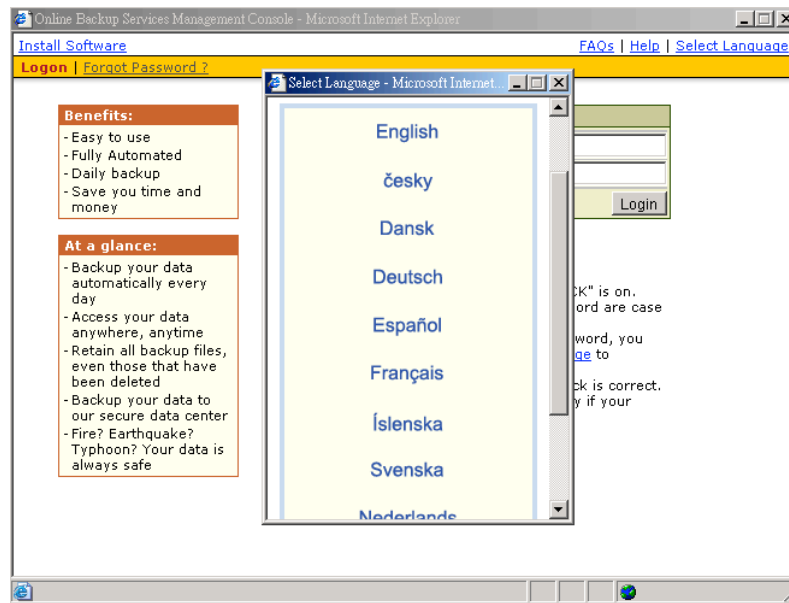
Key	Description
Login Name / Password	Username and password of system account
Host Name	A resolvable hostname of this server (e.g. backup.your-company.com). Although you can supply an IP address here, it is preferable to use a host name instead.
System Home	The directory where LIAISON stores its system information. The default directory for [System Home] is %LIAISON_HOME%\system. Normally, you don't need to modify the value of this setting unless you want to store this information elsewhere.
User Homes	The directories where LIAISON stores the backup files and backup log for

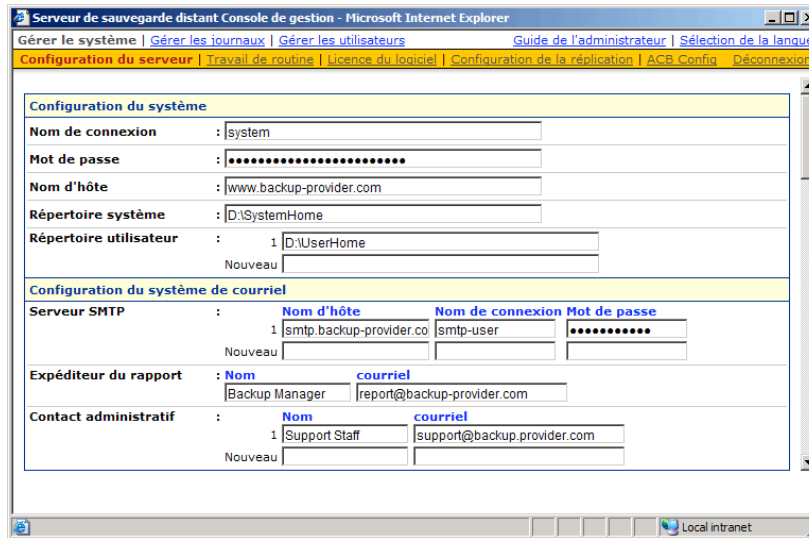
	all its users. You should set [User Homes] to directories where there are lots of free spaces.
SMTP Server	The SMTP server that LIAISON will use to deliver its email reports
Report Sender	The name and email address that will be used as a sender for all outgoing emails
Administrative Contact	The name(s) and email address(es) of the system administrator. System reports (e.g. Daily Usage Report and Daily Error Report) will be delivered to these mailboxes.
Use Proxy	Whether to use proxy to access the internet
Proxy Host / Port	Proxy server host and port number
Proxy Username / Password	Proxy user name and password if user authentication is used
Language Setting	It determines whether different languages are enabled
Features Setting	It determines whether the [FAQ], [Help], restore link and install link should be available to users
File Permissions	It determines whether the existing file are copied to retention area before updating the permission settings

3.1 User Languages Setting

The language of the web interface can be easily changed to another language by:

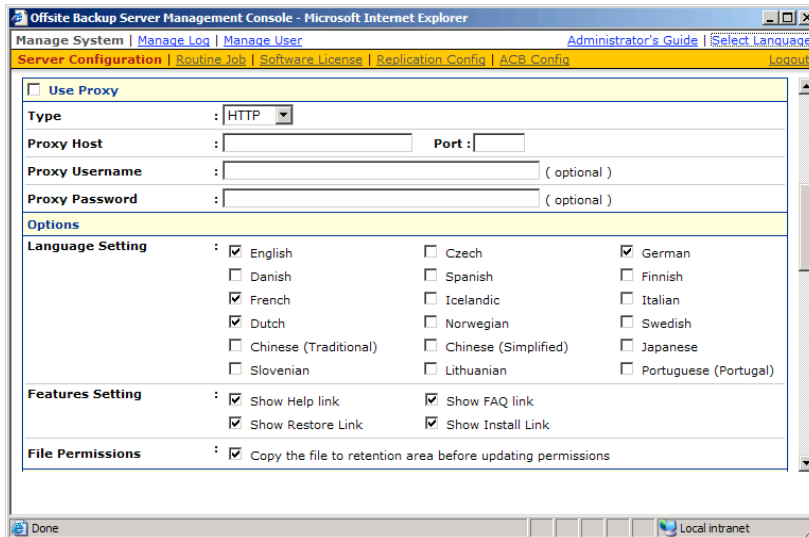
- i. Click the [Select Language] link available on the top right hand corner of the web interface
- ii. Select the language of your choice
- iii. All text messages from the original window are now displayed in the language you have just selected (see example below)





The languages currently supported by LIAISON include English, Czech, Danish, Dutch, French, Spanish, Portuguese, Icelandic, Norwegian, Finnish, Italian, German, Swedish, Chinese (Traditional and Simplified), Japanese, Lithuanian and Slovenian. You can limit the list of languages available to users by using the [Manage System] -> [Server Configuration] -> [Language Setting] options.

If you uncheck all checkboxes for all languages available in [Manage System] -> [Server Configuration] -> [Language Setting], the [Select Language] will no longer be available on the top right and corner of the web interface (you need to refresh the top menu bar to see the change). Users will not be able to change the language of the web interface.





3.2 System Login Name/Password

The [Login Name] and [Password] setting under the [Manage System] -> [Server Configuration] page sets the login name and password (the default username/password is system/system) that you would use to logon the system administration console. Users are recommended to change both the login name and password to something other than the default setting to avoid unauthorized access to the backup system.

3.3 Host Name

The [Host Name] setting under the [Manage System] -> [Server Configuration] page sets the hostname of the backup server. This entry will be used as a reference to the backup server in all email reports. Please enter a hostname/IP address (a public hostname/IP address if you expect backup requests originating from the internet).

Also, please make sure that the [Host Name] entry is accessible from the backup server itself. This means that if you enter "backup.your-backup.com" into the [Host Name] entry, please make sure that when you enter "http://backup.your-backup.com" into the URL of a browser on the backup server itself, you can access the backup system welcome page.

If you are running LIAISON on custom TCP port (i.e. NOT Port 80 and Port 443), please append your custom TCP port number to the [Host Name] entry. For example, if you are running LIAISON on TCP Port 8080 for HTTP, please enter "backup.your-backup.com:8080" as your [Host Name] entry (Please do not enter the custom TCP Port for HTTPS, e.g. 8443, into the [Host Name] field as it will not work).

3.4 System Home and User Home Directories

The [System Home] and [User Homes] setting under the [Manage System] -> [Server Configuration] page sets the system home directory and user home directories for LIAISON (the default values are "C:\Program Files\BackupRx Liaison Backup Server\system" and "C:\Program Files\BackupRx Liaison Backup Server\user" for Windows).

The system home directory for LIAISON defines a directory in which LIAISON will store all its system information.

The user home directories for LIAISON define a list of directories in which LIAISON can be used to store the user folder for each backup user. Each user folder contains the backup setting as well as all backup data owned by this particular user.

Multiple user home directories can be set for LIAISON. This means that you can spread your users across different hard disk partitions (or different hard disks) and this will allow you to expand the storage available to LIAISON easily. For example, if you want to add more storage to LIAISON, you can simply add another hard disk (or NAS device) to the system and add the path to this new drive (e.g. E:\ or E:\Users) to the [User Homes] setting. You can then add new backup users (or [move existing backup users](#)) to this user home folder.

Backup users created by OBM "Free Trial Registration" wizard will always use the first [User Homes] entry as the user home to create backup users. If you want to offer free trial to your users and have enabled the "Free Trial Registration" option on the [Manage System] -> [Server Configuration] page, please make sure that there is enough free space available in the first entry of the [User Homes] settings to avoid running out

of free space.

3.5 Email System Setting

The [Email System Setting] settings under the [Manage System] -> [Server Configuration] page defines the various email setting LIAISON will use to generate email reports to backup system administrator and backup users.

The [Email System Setting] -> [SMTP Server] -> [Host Name] entry defines the SMTP server that will be used by LIAISON to deliver its email reports. If you are using a SMTP server that is not running on SMTP standard TCP port (port 25), please append your custom TCP port number for SMTP service to the [SMTP Server] -> [Host Name] entry (e.g. mail.your-company.com:8025).

You are only required to fill in the [SMTP Server] -> [Login Name] and [SMTP Server] -> [Password] entry if the SMTP server you are using required user authentication before accepting mail delivery requests.

Multiple SMTP servers can be setup for LIAISON. If the first SMTP server is unavailable, the next SMTP server will be used.

The [Email System Setting] -> [Report Sender] entry defines the "Mail-From" email address that appears in all outgoing emails generated by LIAISON.

The [Email System Setting] -> [Administrator Contact] entry defines the administrative contact of LIAISON. LIAISON will send daily usage and error report and all critical system alert to all email addresses defined here.

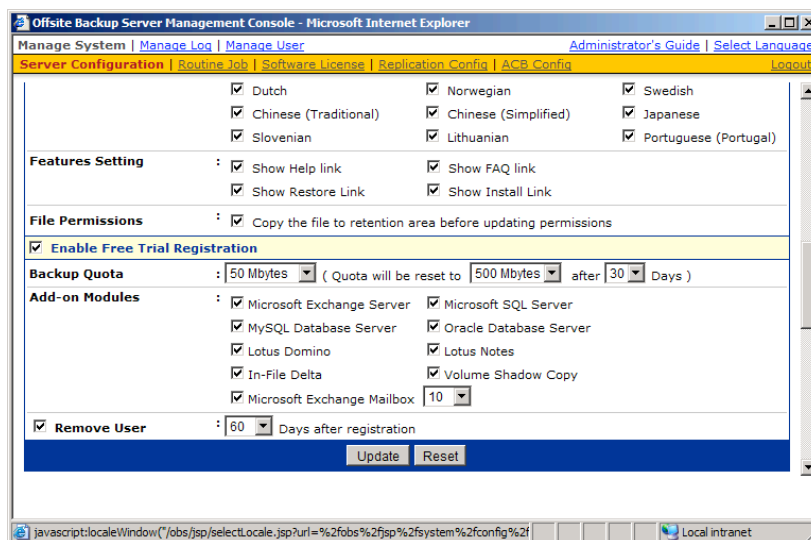
3.6 Proxy Setting

The [Use Proxy] settings under the [Manage System] -> [Server Configuration] page defines whether LIAISON should use a proxy to gain access to the internet.

Two types of proxy, HTTP/HTTPS and SOCKS 4/5, are supported. You can use the [Proxy Host] and [Port] entries to define the location of your proxy server. If the proxy server you are using requires user authentication, please use the [Proxy Username] and [Proxy Password] entries to set the username/password for your proxy server.

3.7 Features Setting

The [Features Setting] settings under the [Manage System] -> [Server Configuration] page defines whether some customizable features on the web interface should be enabled or not.



Key	Description
Show FAQ link	It defines whether the [FAQs] link should appear at the top right hand corner of the web administration console (user interface only)
Show Help link	It defines whether the [Help] link should appear at the top right hand corner of the web administration console (user interface only)

Show Restore Link	It defines whether the [Restore] link should appear at the top right hand corner of the web administration console (user interface only)
Show Install Link	It defines whether the [Install Software] link should appear at the top right hand corner of the web administration console (user interface only)

3.8 File Permissions

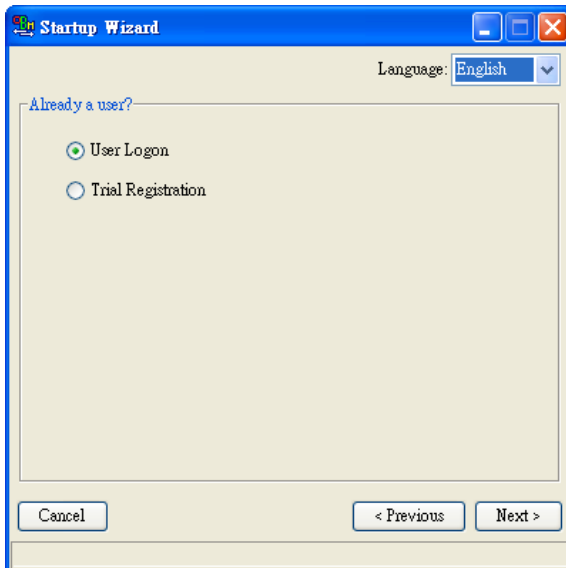
The [File Permissions] settings under the [Manage System] -> [Server Configuration] page defines whether LIAISON should make a copy of the file to the retention area before the file permission changes. When this option is set, all backup accounts will use more retention space but allows the users to restore the same file with various permissions. When this option is not set, the permission changes are updated to the backed up file directly.

3.9 Free Trial Setting

The [Enable Free Trial Registration] settings under the [Manage System] -> [Server Configuration] page defines various free trial settings available in LIAISON.

Trial users do not count towards the maximum number of users allowed within LIAISON by the software license and there can be unlimited number of trial users within LIAISON. However, each backup user can have a maximum backup quota of 100GB for a trial period of 30 days. After expiration of the trial period, the backup quota will reset to a maximum of 500MB automatically.

To allow backup accounts to be created from OBM upon installation of OBM (if no backup account can be found on the system), please enable the [Enable Free Trial Registration] option. If this checkbox is unchecked, the option to register for a trial account (see below) will not be available to users.



The [Backup Quota] defines the maximum backup quota of trial backup accounts upon registration.

The [Add-on Modules] option defines whether you want to allow trial users to have different add-on modules.

The [Remove User] option defines whether you want to remove trial backup users for certain number of days after registration. For example, you can use this option to tell LIAISON to remove trial backup users from the system automatically after backup users have registered for 60 days.

4 Software License

This chapter describes how you can use the [Manage System] -> [Software License] page (shown below) to manage software license of LIAISON.

The screenshot shows the 'Software License' configuration page in the Offsite Backup Server Management Console. The page is divided into several sections:

- License Setting:**
 - Licensee Name: Backup-Provider Company
 - License Key: 5pAy9-3p01e-hZ7KE-KqAbt-lw
- User Quotas:**

Number of users	Quota	Used	Available
OBM	500	0	500
ACB	500	0	500
- User Add-on Modules:**

User Add-on Modules	Quota	Used	Available
Microsoft Exchange Server	500	0	500
Microsoft Exchange Mailbox	500	0	500
Microsoft SQL Server	300	0	300
Oracle Database Server	500	0	500
MySQL Database Server	Unlimited		
Lotus Domino	500	0	500
Lotus Notes	300	0	300
In-File Delta	500	0	500
Volume Shadow Copy	500	0	500
- Server Add-on Modules:**
 - OBS Replication Module: Enable
- Details:**
 - Product Name: Offsite Backup Server, OEM Edition
 - Product Version: 5.2.1.0p
 - Expiry Date: 2007/06/30
 - Free Upgrade Until: 2007/10/31
 - Max Quota: Unlimited

At the bottom of the form, there are 'Update' and 'Reset' buttons.

Key	Description
Licensee Name	Business name of the licensee
License Key	License Key to activate this software. Please enter [License Key] as printed on the [Software License Agreement] into the text field provided.
Number of users	The maximum number of OBM and ACB backup accounts allowed.
Add-on Modules	It shows whether different add-on modules are enabled. You need to have a new license key to enable these modules. <ul style="list-style-type: none"> ➢ Quota – the total number licenses of a particular module available in total ➢ Used – the total number licenses of a particular module assigned to all users ➢ Available – the total number licenses of a particular module available for further
Product Name	Name of the licensed product
Product Version	Version number of the licensed product
Expiry Date	The date when the current license key will expire. You will not be able to use LIAISON this date.
Free Upgrade Until	The last date you are allowed to upgrade to the latest LIAISON available. You will not be able to upgrade to software release after this date with your current license key. You will still be able to use existing running software with this license key.
Max Quota	The maximum quota for each backup user supported.

4.1 Licensee Name and License Key

When you click the [Manage System] -> [Software License] link available at the top menu, the [Software License] panel will appear (see above). You can use the form available on this panel to activate the software.

Please remember the following notes when you enter your licensee name and your license key:

- Both [Licensee Name] and [License Key] are case sensitive and they must be entered EXACTLY as stated in your software receipt. If possible, please use copy and paste shortcuts (CTRL-C and CTRL-V) to enter both the [Licensee Name] and [License Key] into the field provided to avoid typo error.
- If a proxy server is required to access the Internet from LIAISON, please setup the [proxy setting](#). Access to the Internet is required because the license key must be activated by our license server before it is usable.
- One license key can only be used on one machine once it has been activated. If you use the same license key to activate another copy of LIAISON on another server, you will get an "Internal Error 1011" message. You can still run this copy of LIAISON for another 7 days without any problems but it will stop working after this grace period. Please [contact us](#) to re-activate your license key if you run into this situation.

4.2 Automatic License Renewal

If you are using LIAISON under a monthly leasing plan, you will be given a license key that will run only for 30 days (expiry date in the next 30 days). Upon expiration, your license key will be renewed automatically. This means that even if you have a license key that will expire in no more than 30 days, the license key will be renewed automatically and no user intervention is required to make it happen.

If there is anything wrong with the license renewal process (e.g. our license server is down or the network connection is unavailable), expired license will have a grace period of 14 days to renew its license key. This means that LIAISON could still function with expired license for an extra 14 days before it shuts down itself. Hopefully, a grace period of 14 days should be enough to resolve any problems arising from the automatic license renewal process.

5 Managing Routine Job

This chapter describes how you can use the [Manage System] -> [Routine Job] page (shown below) to manage a number of system routine jLiaison of LIAISON. When you click the [Manage System] -> [Routine JLiason] link available at the top menu, the [Routine JLiason] panel will appear. You can use the form available on this panel to define your preferences of how you want different system routine jLiaison to run.

The screenshot shows the 'Routine Job' configuration page in the 'Offsite Backup Server Management Console'. The page is organized into three main sections: 'User Report', 'System Report', and 'System Job'. Each section contains a list of jobs with 'Enable' (checked) or 'Disable' radio buttons and a 'Time to run' field. The 'Update' and 'Reset' buttons are located at the bottom of the form.

User Report		Time to run
Backup Report	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	At the start of every hour
Online Restore Report	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	At the start of every hour
Setting Change Report	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	At the start of every hour
Missed Backup Report	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	At the start of every hour
Inactive User Report	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at 09 : 20 (HH:MM)
Off-line Backup Reminder	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at 09 : 25 (HH:MM)
Backup Quota Reminder	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at 09 : 05 (HH:MM) when [Storage/Quota] > 90%
Trial User Reminder	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at 09 : 50 (HH:MM) Remind user 25 days after registration
System Report		Time to run
Usage Report	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at 09 : 55 (HH:MM)
Error Report	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at 09 : 15 (HH:MM)
System Job		Time to run
Inactive User Removal	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at 09 : 35 (HH:MM)
Retention Policy Job	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at 09 : 40 (HH:MM)
Rebuild User Storage	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	Every Sun at 09 : 30 (HH:MM)
System Log Removal	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at 09 : 45 (HH:MM) Keep Logs for 365 Days
Debug Log Removal	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at 09 : 10 (HH:MM) Keep Logs for 60 Days

Key	Description
Backup Report	Hourly job sending backup reports to users whose backup job have completed within the last hour.
Online Restore Report	Hourly job sending online file restoration reports to users who have performed and completed an online file restoration action within the last hour.
Setting Change Report	Hourly job sending setting change reports to users who have updated their backup setting within the last hour.
Missed Backup Report	Hourly job checking whether any scheduled backup job has been missed for all backup users and sending missed backup reports to users who have missed their backup jLiaison.
Inactive User Report	Daily job sending inactive user reports to users if their accounts have been inactive for more than 7 days.
Off-line Backup Reminder	Daily job sending off-line backup reminders to users who have set the off-line backup option and have not performed a backup for the required number of days.
Backup Quota Reminder	Daily job sending backup quota reminders to users whose storage quotas are above a certain percentage.
Trial User Reminder	Daily job sending trial user reminders to users whose trial account are about to expire.
Usage Report	Daily job sending system usage reports to system administrators.
Error Report	Daily job sending system error reports to system administrators.
Inactive User Removal	Daily job deleting all trial accounts that have been inactive for 60 days.
Retention Policy Job	Daily job removing Liaisonolete files from the retention area according to each user's retention policy setting.
Rebuild User Storage	Weekly job rebuilding all users' storage information by walking through all users'

	backup files.
System Log removal	Daily job removing system logs older than this number of days from the system
Debug Log Removal	Daily job removing debugging logs older than this number of days from the system.

5.1 Backup Report

The [User Report] -> [Backup Report] setting under the [Manage System] -> [Routine Job] page defines the setting of the [Backup Report] routine job. The role of the [Backup Report] routine job is to send backup reports to users who have finished one of their backup jLiaison within the last hour.

This job runs at the start of every hour. If you want your users to receive these reports, please select the [Enable] option. Otherwise, select the [Disable] option.

5.2 Online Restore Report

The [User Report] -> [Online Restore Report] setting under the [Manage System] -> [Routine Job] page defines the setting of the [Online Restore Report] routine job. The role of the [Online Restore Report] routine job is to send online file restoration reports out to users who have performed and completed an online file restoration action within the last hour.

This job runs at the start of every hour. If you want your users to receive these reports, please select the [Enable] option. Otherwise, select the [Disable] option.

5.3 Setting Change Report

The [User Report] -> [Setting Change Report] setting under the [Manage System] -> [Routine Job] page defines the setting of the [Setting Change Report] routine job. The role of the [Setting Change Report] routine job is to send reports out to users who have updated their profiles or backup sets within the last hour.

This job runs at the start of every hour. If you want your users to receive these reports, please select the [Enable] option. Otherwise, select the [Disable] option.

5.4 Missed Backup Report

The [User Report] -> [Missed Backup Report] setting under the [Manage System] -> [Routine Job] page defines the setting of the [Missed Backup Report] routine job. The role of the [Missed Backup Report] routine job is to send reminder notice to users who have missed one of their scheduled backup jLiaison. LIAISON defines a scheduled backup job to be a missed backup job if there is no backup run 6 hours after a backup has been scheduled.

This job runs at the start of every hour. If you want your users to receive these reports, please select the [Enable] option. Otherwise, select the [Disable] option.

5.5 Inactive User Report

The [User Report] -> [Inactive User Report] setting under the [Manage System] -> [Routine Job] page defines the setting of the [Inactive User Report] routine job. The role of the [Inactive User Report] routine job is to send a reminder notice to users who have been inactive on the system.

This job will run daily as defined by the [Daily at] setting. If you want your users to receive these reports, please select the [Enable] option. Otherwise, select the [Disable] option.

5.6 Off-line Backup Reminder

The [User Report] -> [Off-line Backup Reminder] setting under the [Manage System] -> [Routine Job] page defines the setting of the [Off-line Backup Reminder] routine job. The role of the [Off-line Backup Reminder] routine job is to send a reminder notice to users who have set the off-line backup option in their backup sets but failed to backup for a certain amount of time.

This job will run daily as defined by the [Daily at] setting. If you want your users to receive these reports, please select the [Enable] option. Otherwise, select the [Disable] option.

5.7 Backup Quota Reminder

The [User Report] -> [Backup Quota Reminder] setting under the [Manage System] -> [Routine Job] page defines the setting of the [Backup Quota Reminder] routine job. The role of the [Backup Quota Reminder] routine job is to send a reminder notice to users whose storage quota usage has hit a pre-defined percentage.

This job will run daily as defined by the [Daily at] setting. If you want your users to receive these reports, please select the [Enable] option. Otherwise, select the [Disable] option. Please also set the pre-defined percentage of storage divide by quota that will trigger this reminder.

5.8 Trial User Reminder

The [User Report] -> [Trial User Reminder] setting under the [Manage System] -> [Routine Job] page defines the setting of the [Trial User Reminder] routine job. The role of the [Trial User Reminder] routine job is to send a reminder notice to users whose trial accounts are about to expire.

This job will run daily as defined by the [Daily at] setting. If you want your users to receive these reports, please select the [Enable] option. Otherwise, select the [Disable] option. Please also set the number of days after registration that the users should get this reminder.

5.9 Usage Report

The [System Report] -> [Usage Report] setting under the [Manage System] -> [Routine Job] page defines the setting of the [Usage Report] routine job. The role of the [Usage Report] routine job is to send usage report, which contains a statistics of all backup users activities, to the administrative contacts of LIAISON.

This job will run daily as defined by the [Daily at] setting. If you want the administrative contacts of LIAISON to receive the usage report, please select the [Enable] option. Otherwise, select the [Disable] option.

5.10 Error Report

The [System Report] -> [Error Report] setting under the [Manage System] -> [Routine Job] page defines the setting of the [Error Report] routine job. The role of the [Error Report] routine job is to send error report, which contains a full listing of all system and backup errors, to the administrative contacts of LIAISON.

This job will run daily as defined by the [Daily at] setting. If you want the administrative contacts of LIAISON to receive the error report, please select the [Enable] option. Otherwise, select the [Disable] option.

5.11 Inactive User Removal

The [System Job] -> [Inactive User Removal] setting under the [Manage System] -> [Routine Job] page defines the setting of the [Inactive User Removal] routine job. The role of the [Inactive User Removal] routine job is to remove inactive trial users (i.e. no logon or backup traffic from this user) from LIAISON as defined by the [Free Trial Setting](#).

This job will run daily as defined by the [Daily at] setting. If you want this job to run, please select the [Enable] option. Otherwise, select the [Disable] option.

5.12 Retention Policy

The [System Job] -> [Retention Policy] setting under the [Manage System] -> [Routine Job] page defines the setting of the [Retention Policy] routine job. The role of the [Retention Policy] routine job is to delete files from the retention area for each user according to the retention policy of each backup set of each backup user.

This job will run daily as defined by the [Daily at] setting. If you want this job to run, please select the [Enable] option. Otherwise, select the [Disable] option.

The [Enable File Validation] option defines the setting of whether backup files will be validated for integrity while running retention policy:

- [Filesize & Checksum] – check both file size and checksum number to validate file integrity

- [Filesize only] –check only the file size to validate file integrity. Checksum is not checked in this case to make validation run faster
- [Skip Validated File] – Skip validating a backup file if it has been validated already by a previous validation job
- [Log Information Only] – If a file fails to pass the validation check, a message will be logged in the [Manage Log] -> [System Log] log. In this case, this file will still be residing in the user directory as valid backup file, though it is likely that it can't be restored successfully
- [Move to retention dir] –If a file fails to pass the validation check, a message will be logged in the [Manage Log] -> [System Log] log and this file will be moved from the user directory ([User Home] \ [Login Name] \ files) to the retention directory ([User Home] \ [Login Name] \ errfiles). In this case, this backup file will be uploaded from the client's computer to the backup server next time when this user runs a backup job.

5.13 Rebuild User Storage

The [System Job] -> [Rebuild User Storage] setting under the [Manage System] -> [Routine Job] page defines the setting of the [Rebuild User Storage] routine job. The role of the [Rebuild User Storage] routine job is to recalculate all users' storage information (e.g. data area file size/number, retention area file size/number) by traversing through all backup files for all users within the system.

This job is designed to run weekly and will run at the time defined by the [Every WEEKDAY at] setting. If you want this job to run, please select the [Enable] option. Otherwise, select the [Disable] option. Managing User.

5.14 Create Backup User

When you click the [Manage User] -> [Add User] link available at the top menu, the [Add User] form will appear (see below). You can then add a backup user to the system by submitting this form to OBS.

A description of all fields above is provided in the following table.

Key	Description
Login Name	Login Name of the new backup user
Password	Password of the new backup user
Alias	Another name of the new backup user
Time zone	Time zone of the new backup user
Language	Preferred language for all email reports of the new backup user
Backup Client	Choose OBM client or ACB client
Advertise Group	For ACB clients only. Choose whether advertisements are displayed at the bottom of the ACB client
Account Type	<p>Either [Trial] or [Paid] type. Trial accounts and paid users differ in the following ways:</p> <ol style="list-style-type: none"> 1. Trial users can only have a maximum backup quota of 500MB after the trial period. 2. Trial users subject to automatic removal as defined by the [Free Trial Registration] setting (though automatic removal can be disabled) <p>Other than the differences listed above, both trial and paid users are the same in all other areas.</p>
Email	Email address of the new backup user
Welcome email	Define whether a welcome email should be sent to the new user email address
User Home	The top directory where the software stores backup files and all other information for

	<p>the new account. If you want this user to be in another partition (or in another drive), please add another user home to OBS by using the [Manage System] -> [System Configuration] page.</p> <p>If you want to setup your user home directories to a network drive, please do refer to our FAQs section for more information.</p>
Backup Quota	Backup Quota of the new account
Bandwidth	Bandwidth allowed for the new account
Add-on Modules	Whether to enable any of the add-on modules to the new backup user
	The [Microsoft Exchange Mailbox] text field defines the number of exchange mailboxes that's allowed to be backed up under this user account

5.15 List / Remove Backup User

When you click the [Manage User] -> [List User] link available at the top menu, the [List User] panel will appear. You can use the alphabet categories at the top of the user listing to limit the listing to show only those users whose login names starting with a certain alphabet. You can also use the [All] function available to list all users within the system.

To remove a user from the system, just press the [Remove] link next the user you would like to remove.

The screenshot shows the 'Offsite Backup Server Management Console' in a Microsoft Internet Explorer browser. The page title is 'Offsite Backup Server Management Console - Microsoft Internet Explorer'. The navigation menu includes 'Manage System', 'Manage Log', 'Manage User', 'Add User', 'List User', and 'Logout'. Below the menu, there are search options for 'Login Name' (selected) and 'Alias', and links for 'Export Users' Usage Statistics to CSV' and 'Broadcast Message'. A list of alphabet categories is provided: [A-B | C-D | E-F | G-H | I-J | K-L | M-N | O-P | Q-R | S-T | U-V | W-X | Y-Z | Others | Trial | Paid | All]. The main content area contains a table with the following data:

No.	User Add-on Modules	Backup Client	Login Name (Alias)	Registration Date	Used / Quota (%)	
1		OBM	demo (abc)	2007-01-09 (Today)	0 / 50M (0%)	[Remove]

Key	Description
Search By	Define whether alphabetically search should be applied to [Login Name] or [Alias]
User Add-on modules	Indicates the add-on modules for this account
Backup Client	Indicates the backup client for this account
Login Name	Login Name of this account. Click the link to see account details
Alias	Alias of this account
Registration Date	Date when this account was created
Used/Quota (%)	The used/allocated quota (and the quota usage percentage) of this backup user.
Remove	Remove this backup user
Broadcast Message	Use this option if you want to broadcast messages to backup users

5.16 Broadcast messages to backup users

After you press the [Broadcast Message] link on the top right hand corner of the [Manage User] -> [List User] panel, you will be brought to the [Broadcast Message] page. You can use this page to broadcast messages to different types of backup users.

The screenshot shows a web browser window titled "Offsite Backup Server Management Console - Microsoft Internet Explorer". The page has a navigation bar with links: "Manage System", "Manage Log", "Manage User", "Add User", "List User", "Select Language", and "Logout". The main content area is titled "Broadcast Message" and contains the following form fields:

- From:** A text input field containing "Backup Manager" <report@backup-provider.com>".
- To:** A group of radio buttons for selecting user types: "All" (selected), "Paid", "Trial", "OBM User", "ACB User", and "Admin ('Backup Manager' <report@backup-provider.com>)".
- Subject:** An empty text input field.
- Message:** A large text area for entering the message content.
- Attachment:** A text input field with a "Browse..." button next to it.
- Content Type:** Radio buttons for "Text" (selected) and "Html".
- Buttons:** "Send" and "Reset" buttons at the bottom of the form.

Key	Description
From	Sender of this message
To	Broadcast message to the following user types: <ul style="list-style-type: none"> ➤ All – all backup users ➤ Paid – backup users of [Paid] user type ➤ Trial – backup users of [Trial] user type ➤ OBM User – backup users of OBM client type ➤ ACB User – backup users of ACB client type ➤ Admin – backup administrator, i.e. email address defined on the [Manage System] -> [Server Configuration] -> [Administrator Contact] list (useful if you want to test the broadcast feature before sending the message out to all users)
Subject	Subject of this message
Message	Content of this message
Text/Html	The content type of this message, i.e. whether content should be considered as plain text or HTML.
Attachment	A file to be broadcasted with this message

5.17 Managing User Profile

After you press the user name link on the [Manage User] -> [List User] panel, you will be brought to the [User Profile] panel for this particular user. You can use this panel to update the profile of this user.

Offsite Backup Server Management Console - Microsoft Internet Explorer

Manage System | Manage Log | Manage User [demo] [Select Language](#)

Add User | List User | **User Profile** | Backup Set | File Explorer | Report | Statistics [Logout](#)

User Summary				
Quota	Data Area**	Retention Area**	Total Upload*	Total Restore*
50M	0 / 0 [0%] [0]	0 / 0 [0%] [0]	0 [0]	0 [0]

[File Validation Option](#)

* Unit : Compressed Size [Total No. of Files]
 ** Unit : Compressed Size / Uncompressed Size [Ratio] [Total No. of Files]

User Profile : demo Home Directory : D:\UserHome\demo

Alias : abc

Password : kAFQmDzST7DWlj99KOF/cg== (Hashed)
 New : (Clear Text)

Quota : 50.0 kbytes Mbytes Gbytes

Bandwidth : Unlimited Bits/Second

Backup Client : OBM User

Type : Paid User

Add-on Modules : Microsoft Exchange Server Microsoft SQL Server
 Oracle Database Server MySQL Database Server
 Lotus Domino Lotus Notes
 In-File Delta Volume Shadow Copy
 Microsoft Exchange Mailbox 0 (Max: 500)

Language : English

Timezone : GMT+08:00 (HKT)

Contact : 1. Name abc [Remove]
 Email abc@company.com
 2. Name [Add]
 Email

Notes :

Done Local intranet

This panel is no different to the [User Profile] panel that users will see when they logon to the user area except that you can now update the [Type], [Quota] and [Add-on Module] (shown in **RED**) entries on this page.

Click the [File Validation Option] link to rebuild this user's storage information.

You can reset a user password by applying a new password to [User Profile] -> [Password] -> [New] entry and press the [Update] button. Before the user logon to OBS using OBM, both old and new passwords are valid. It is designed this way because a copy of the user's password is saved on the client machine for the backup scheduler to use to run scheduled backups. It is important to allow the old password to be valid until the new password is saved the on client machine when user logon to OBM with the new password.

The [Microsoft Exchange Mailbox] text field defines the number of exchange mailboxes allow to be backed up under this backup account. The [Max] message indicates the maximum number remaining licenses available.

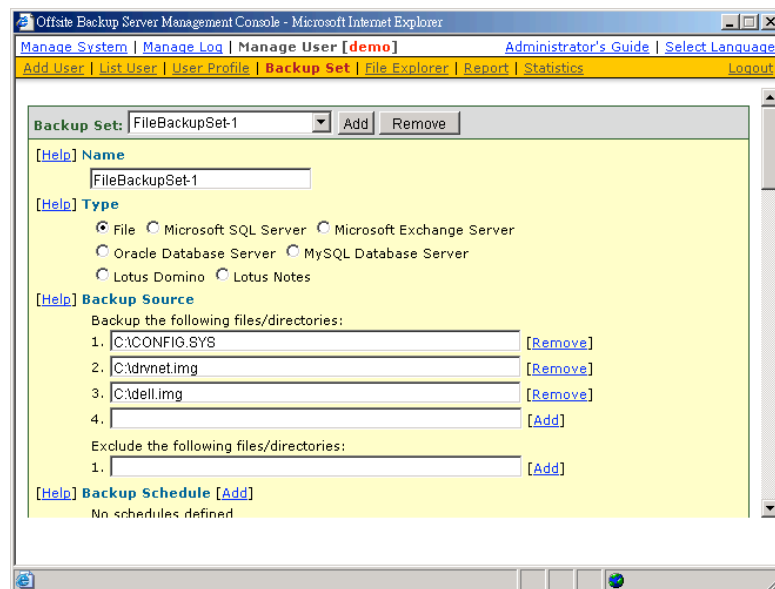
The [Bandwidth] option allows you to set a maximum network usage for all running backup sets of this particular backup account. All backup sets will share the same bandwidth defined by this setting. If you have set the bandwidth to be 128kbits/second and there are two backup sets running at the same time, each backup set will share roughly half of the bandwidth assigned, i.e. 64kbits/seconds.

The [Notes] field allows you to attach some other information, e.g. telephone number or billing address, with this backup account.

5.18 Managing Backup Set

After pressing the [Detail] button next to a user on the [Manage User] -> [List User] panel, a [Backup Set] link is now available in the extended user menu. You can review the backup sets setting of this particular user by clicking the [Backup Set] link.

To update the backup set setting of this particular user, just make the required changes on the form below and press the [Update] button.



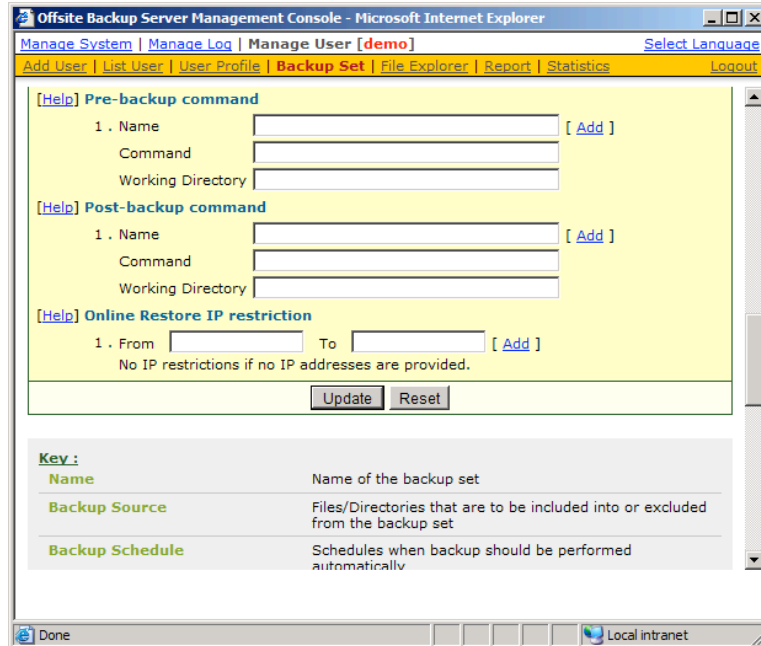
The screenshot shows a web browser window titled "Offsite Backup Server Management Console - Microsoft Internet Explorer". The browser's address bar and navigation menu are visible. The main content area displays the configuration for a backup set named "FileBackupSet-1".

At the top, there is a dropdown menu for "Backup Set:" with "FileBackupSet-1" selected, and "Add" and "Remove" buttons. Below this, the configuration is organized into sections:

- [Help] Name:** A text input field containing "FileBackupSet-1".
- [Help] Type:** A group of radio buttons for selecting the backup type: "File" (selected), "Microsoft SQL Server", "Microsoft Exchange Server", "Oracle Database Server", "MySQL Database Server", "Lotus Domino", and "Lotus Notes".
- [Help] Backup Source:** A section titled "Backup the following files/directories:" containing a list of four items:
 1. C:\CONFIG.SYS [Remove]
 2. C:\drvnet.img [Remove]
 3. C:\dell.img [Remove]
 4. [Empty field] [Add]
- Exclude the following files/directories:** A section with one item:
 1. [Empty field] [Add]
- [Help] Backup Schedule [Add]:** A section with the text "No schedules defined".

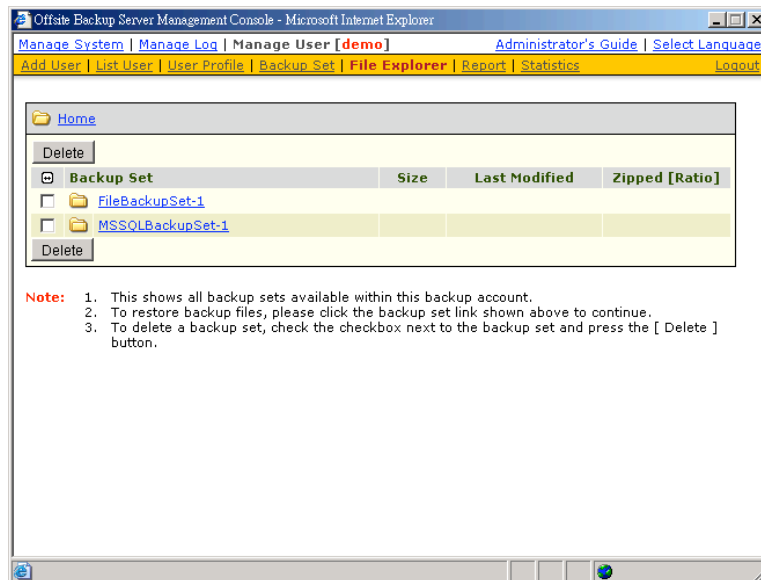
Setting Online Restore IP Restriction

At the bottom of the [Backup Set] panel, you should be able to find the [Online Restore IP Restriction] section. If you would like to restrict online file restore of this backup set to only a subset of trusted IP addresses, you just need to enter the trusted IP addresses here. Once you have entered some IP addresses into the IP restriction list, online file restore request originating from IP addresses not listed on this list will no longer be able to restore any files from this backup set. (You can use the IP range of 127.0.0.1 - 127.0.0.1 to disable online restore completely)



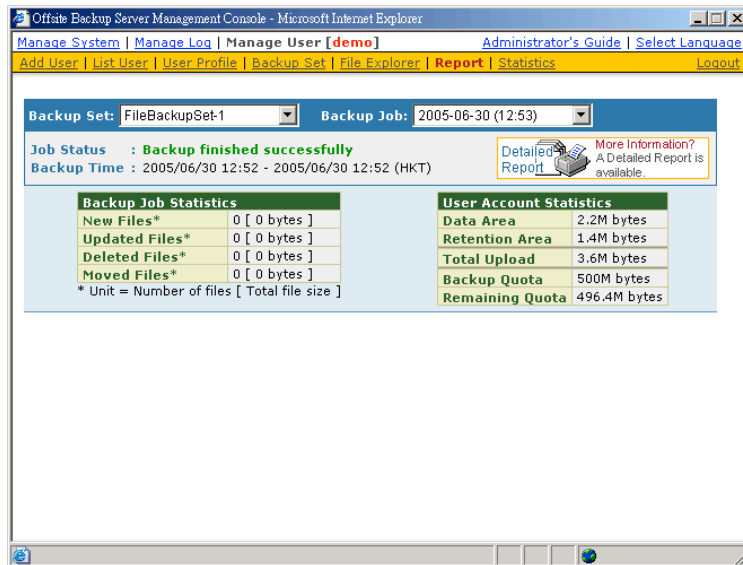
5.19 Browsing User Backup File

You can click the [File Explorer] link available at the extended [Manage User] menu to invoke the [File Explorer] panel. You can use this panel to browse and restore user's backup files. This panel is the same [File Explorer] panel that users would see when they click the [File Explorer] link after they have logged on to the system. Please refer to the User's Guide for information on how to restore user's backup files.



5.20 Reviewing User Backup Report

You can click the [Report] link available at the extended [Manage User] menu to invoke the [Report] panel. You can use this panel to review users' backup activities. This panel is the same [Report] panel that users would see when they click the [Report] link after they have logged on to the system. Please refer to the User's Guide for information on how to review users' backup activities.



5.21 Reviewing User Storage Statistic

You can click the [Statistics] link available at the extended [Manage User] menu to invoke the [Statistics] panel. You can use this panel to review users' storage statistics. This panel is the same [Statistics] panel that users would see when they click the [Statistics] link after they have logged on to the system. Please refer to the User's Guide for information on how to review users' storage statistics.

5.22 Reviewing Backup Log

When you click the [Manage Log] -> [Backup Log] link available at the top menu, the [Backup Log] panel will appear. It lists all backup jobs run on a particular date. You can review the backup jobs run on any particular date by selecting the required date from the drop down list.

The screenshot shows the 'Offsite Backup Server Management Console' interface with the 'Backup Log' panel. The date is set to '2005-07-02'. The table below lists backup jobs with columns for Backup Time, Login Name, Job Number, Upload Size, and Job Status.

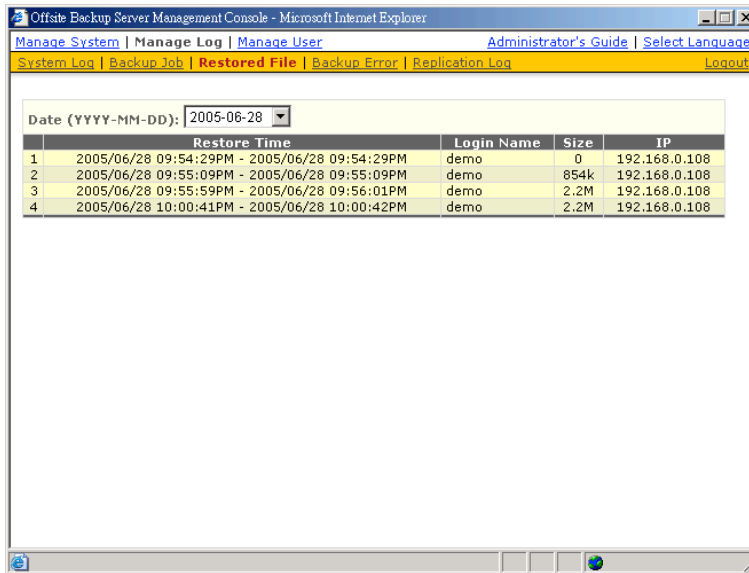
	Backup Time	Login Name	Job Number	Upload Size	Job Status
1	02/07 09:02AM - 02/07 09:02AM	terry	2005-07-02 (09:00)	0	OK
2	02/07 09:02AM - 02/07 09:02AM	terry	2005-07-02 (09:00)	0	OK
3	02/07 09:04AM - 02/07 09:22AM	terry	2005-07-02 (09:00)	120.1M	User interrupted
4	02/07 09:26AM - 02/07 09:26AM	terry	2005-07-02 (09:23)	0	OK
5	02/07 09:26AM - 02/07 09:26AM	terry	2005-07-02 (09:23)	0	OK
6	02/07 09:28AM - 02/07 09:28AM	terry	2005-07-02 (09:25)	0	OK
7	02/07 09:28AM - 02/07 09:28AM	terry	2005-07-02 (09:25)	0	OK
8	02/07 09:31AM - 02/07 09:31AM	terry	2005-07-02 (09:28)	0	OK
9	02/07 09:31AM - 02/07 09:31AM	terry	2005-07-02 (09:28)	0	OK
10	02/07 09:34AM - 02/07 09:34AM	terry	2005-07-02 (09:32)	0	OK
11	02/07 09:34AM - 02/07 09:34AM	terry	2005-07-02 (09:32)	0	OK
12	02/07 09:35AM - 02/07 09:35AM	terry	2005-07-02 (09:32)	0	OK
13	02/07 09:35AM - 02/07 09:35AM	terry	2005-07-02 (09:32)	0	OK
14	02/07 09:38AM - 02/07 09:38AM	terry	2005-07-02 (09:35)	0	OK
15	02/07 09:38AM - 02/07 09:38AM	terry	2005-07-02 (09:35)	0	OK
16	02/07 09:44AM - 02/07 09:44AM	terry	2005-07-02 (09:41)	0	OK
17	02/07 09:44AM - 02/07 09:44AM	terry	2005-07-02 (09:41)	0	OK
18	02/07 09:50AM - 02/07 09:50AM	terry	2005-07-02 (09:47)	0	OK
19	02/07 09:50AM - 02/07 09:50AM	terry	2005-07-02 (09:47)	0	OK

Key	Description
Date	The date when all backup jobs listed below were run
Backup Period	Start and end time of this backup job
Login Name	Backup Account that ran this backup job
Job No.	Backup Job Number
Upload Size	Size of backup data uploaded

Status	Overall status of the backup job
--------	----------------------------------

5.23 Reviewing Restored File Log

When you click the [Manage Log] -> [Restored File] link available at the top menu, the [Restore Log] panel will appear. It lists all online file restoration activities logged within a date. You can review online file restoration activities recorded on any particular date by selecting the required date from the drop down list.



Key	Description
Date	The date when all online file restoration were recorded
Timestamp	Start and end time of the file restoration activities
Login Name	Backup account restoring files from the server
Size	Total backup data restored from the server
IP	IP address to where backup data were restored

5.24 Reviewing Backup Error Log

When you click the [Manage Log] -> [Backup Error] link available at the top menu, the [Backup Error] panel will appear. It lists all backup errors or warning logged within a date. You can review backup errors or warnings logged on any particular date by selecting the required date from the drop down list.

Offsite Backup Server Management Console - Microsoft Internet Explorer

[Manage System](#) | [Manage Log](#) | [Manage User](#) | [Administrator's Guide](#) | [Select Language](#)
[System Log](#) | [Backup Job](#) | [Restored File](#) | **Backup Error** | [Replication Log](#) | [Logout](#)

Date (YYYY-MM-DD): 2005-06-23

Timestamp	Login Name	Errors/Warning
1 01:00:06PM	win2000	CExBackup::HrESEBackupRestoreGetNodes: Error Number 0xc7ff07d7: Unable to perform the operation. Either you can not connect to the specified server or the service you are trying to connect to is not running.
2 01:00:41PM	win2000	[Microsoft][ODBC SQL Server Driver][SQL Server]Cannot perform a differential backup for database 'ISALOG_20050623_FWS_001', because a current database backup does not exist. Perform a full database backup by reissuing BACKUP DATABASE, omitting the WITH DIFFERENTIAL option.
3 01:00:41PM	win2000	[Microsoft][ODBC SQL Server Driver][SQL Server]BACKUP DATABASE is terminating abnormally.
4 01:01:17PM	win2000	[Microsoft][ODBC SQL Server Driver][SQL Server]Cannot perform a differential backup for database 'ISALOG_20050623_WEB_001', because a current database backup does not exist. Perform a full database backup by reissuing BACKUP DATABASE, omitting the WITH DIFFERENTIAL option.
5 01:01:18PM	win2000	[Microsoft][ODBC SQL Server Driver][SQL Server]BACKUP DATABASE is terminating abnormally.
6 01:01:22PM	win2000	[Microsoft][ODBC SQL Server Driver][SQL Server]Cannot

Key	Description
Date	The date when all messages were logged
Timestamp	The time when this message was logged
Login Name	Backup account raising this error or warning
Errors / Warnings	Details of the error or warning recorded