

Laptop Backup - User Guide (Macintosh)

Laptop Backup - User Guide (Macintosh)

TABLE OF CONTENTS

INSTALLATION

MONITOR

RESTORE

ADVANCED OPTIONS Adding Backup Content Filtering Contents from Backups Perform An On-Demand Backup Managing Jobs Install Updates Schedule a Backup View Backup Job Details Download a File Restore Data From a Specific Time Range Finding Data within a Specific Folder Finding Data with a Specific Modified Time Deleting a Schedule

TROUBLESHOOTING

Installation - Laptop User

Installation Monitor Restore

The software package can be installed using one of the following methods:

METHOD 1: INSTALL USING NATIVE PACKAGE

Use this procedure to install the native package using the **.pkg** file.

METHOD 2: INSTALL USING CUSTOM PACKAGE

Use this procedure to install the custom package from $\boldsymbol{.tar}$ file.

METHOD 3: INSTALL SOFTWARE FROM COMMCELL CONSOLE

Use this procedure to remotely install the software on a Macintosh Laptop.

INSTALL USING NATIVE PACKAGE

Use the following steps to install on your Macintosh laptop using the native package provided by your administrator:

1. Navigate to the custom package location where you saved and double click .pkg.





00 Install custom-darwin-71670 Welcome to the custom-darwin-71670 Installer program will install laptop backup system on this messages will be sent to /var/log/install.log. Installation Installat

Go Back Continue

• • •

📄 Mac

.

Introd



4. Click Install. < Previous Next > Enter the Name and Password who has administrator or sudo privileges. and click OK.

 The software installation is now complete. Click Close.

00	🥪 Install custom-darwin-71670
	Standard Install on "Macintosh HD"
Introduction Destination Select Installation Summab	Click Install to perform a standard installation of this software on the volume "Macintosh HD". Change Install Location Co Back install
	pe an administrator's name and password allow Installer to make changes.
	Name: edelgado
Pa	ssword: ••••••
▼ Details	
	Right: system.install.root.user
Арр	lication: 🖄 Installer 🕴
0	Cancel OK
00	🥪 Install custom-darwin-71670
	Installation completed successfully
 Introduction Destination Select Installation Type Installation Summary 	Install Succeeded
	The software was successfully installed.

INSTALL USING CUSTOM PACKAGE

Use the following steps to install on your Macintosh laptop using the custom package provided by your administrator:

1. Navigate to the location where the Custom Package .tar file is saved and run the following command to untar the file:

tar -xvf custom_pkg.tar

- 2. Navigate to the location where the Custom Package is untarred.
- 3. Run sudo ./silent_install -p default Provide the sudo user password.
- 4. The installation is now complete.

For example:

<untarred_location>/opt/UnixCustomPackage/pkg

Example:

<untarred_location>/opt/UnixCustomPackage# sudo ./silent_install -p default

Performing non-interactive Install of the following modules...

- * Base Client [1002] [CVGxBase]
- * Base0 Client [1003] [CVGxBase0]
- * UNIX File System iDataAgent [1101] [CVGxIDA]

Install of the above modules completed successfully.

INSTALL SOFTWARE FROM COMMCELL CONSOLE

Use the following steps to install remotely on a Macintosh Laptop:

 From the CommCell Browser, select Tools menu, point to Add/Remove Software, and then click Install Software.

2. Click Next.

3. Select **Unix and Linux**, and then click **Next**.

4. Select Manually Select Computers ,and then click Next.

	mmCell Console		
	ols 🔤		
	Summary Browse & Recover		
🛕 CommCel	Job Controller	🍇 murphy 🗙 🔝 Job Controller 🗙	4 0 00
Cient	Scheduler Event Viewer	murphy >	+ C &
		iommNet Client Client Computer Computers	💠 Security
🕀 🏫 Securit 🏁	Control Panel Service Control Manager	Computer Computers Groups	
e 😵 Storage 🖀 e 🔚 Policies 🗃 e 🔚 Report	Data Replication Monitor		
E 🧖 Conten 📕	Data Classification Console 2 Add/Remove Software	Install Updates	pintent
	Hospitaliove Solitilate	Remove Updates 3	irector
		Install Software	
		Upgrade Software Download Software	_
		Copy Software	
🔔 CommCell Brow	rser	Add/Remove Software Configuration	
Agents			
	» T		
		murphy admin	
Installer			X
mstatter			
instali Wiz	zard		
< Boo	k (Next >)	▶ Save As Script Finish Cancel	Help
Installer			×
Select the	e computer's operating	system	
	ws		
🔿 Windo			
O Window O Unix a			
	1 2		
	1 2	• Save As Sorge Frigh Concel	Нер
© Unica < Bec	1 2	• Save As Script Frish Cancel	
	1 2	• Save As Soga Frish Cancel	(Help)
© Linic at < Boc Installer	2 * Next>	• Save As Solpt Finish Cancel	
Contraction Contractio	2 k Bext> w to discover the comp aly select computers	puters for installing the software	
Installer Select hor Select hor	2 2 4 bext> 1 w to discover the comp are will be establed only on the	puters for installing the software	
C Link: at a link at a	2 k Bext> w to discover the comp aly select computers	puters for installing the software	
C Link: at a link at a	2 A Bect > P W to discover the company and y select computers are with the installed only on the	puters for installing the software	
C Link: at a link at a	2 A Bect > P W to discover the company and y select computers are with the installed only on the	puters for installing the software	
C Link: at a link at a	2 A Bect > P W to discover the company and y select computers are with the installed only on the	puters for installing the software	
C Link: at a link at a	2 A Bect > P W to discover the company and y select computers are with the installed only on the	puters for installing the software	
C Link: at a link at a	2 A Bect > P W to discover the company and y select computers are with the installed only on the	puters for installing the software	
C Link: at a link at a	2 A Bect > P W to discover the company and y select computers are with the installed only on the	puters for installing the software	
C Link: at a link at a	2 A Bect > P W to discover the company and y select computers are with the installed only on the	puters for installing the software	
C Entre at C Entre at C Entre at C Entre at Select how Software	2 A Bect > P W to discover the company and y select computers are with the installed only on the	puters for installing the software	
C Entra and Entra and Entra and C Entra and C Entra and C Entra and C Entra	2 A Bect > P W to discover the company and y select computers are with the installed only on the	puters for installing the software	
C Drice at C Drice at C Drice at C Drice at C Drice at Softwore	2 A Bect > P W to discover the company and y select computers are with the installed only on the	puters for installing the software	

5. Enter the fully qualified domain name of the computer in which you wish to install. For example: apple.domain.company.com

The **Unix File System** *i***DataAgent** will be installed on this client computer. Click **Next**. 6. Click Next.

7. Type the **User Name** and **Password** of client computer who has administrator or sudo privileges.

Click Next.

Click Next.

If a SUDO user has been created for root access and if there are any of the following lines available in the /etc/sudoers, then comment those lines:

- Defaults targetpw # ask for the password of the target user i.e. root
- ALL ALL=(ALL) ALL # WARNING! Only use this together with 'Defaults targetpw'!
- Defaults requiretty

Select Unix File System iDataAgent.

Confirm Password:

 Confirm Password:

 Back: Next> Save As Sorge: Pitch Cencel Help

 Cencel

- Select Client Group from Available and click Add.
 - Select the Configure for Laptop or Desktop Backup option to install Backup Monitor utility. This utility allows you to view the backup job summary from the client computer without opening the CommCell Console. See Monitor - Laptop User for more information.
 - Select a Storage Policy from the drop-down list. Click Next.



9.

8.

10. Click Next.

11. Select Immediate. Click Next.

12. Click Finish.

ter Recommended Sett	ings for the selected Software
Recommended Settings	
Client Groups	
Available:	Selected:
Laptop Laptop Backup	Add > Laptop_Group
Labcob backup	< Remove
	Add All >>
Global Filters	< <remove all<="" th=""></remove>
Global Hitters	Use Cell level policy
Configure For Laptop B	adups
 Storage Policy to use 	Laptop_spolicy
Subclient Policy to use	
O Subclience Policy to use	
l	< Back Next > Save As Script Finish Cancel He
ler	
er Additional Install Opti	ions
😑 Installer Flags	
✓ Install Updates	
Reboot (if required)	
Kill Browser Processes (if	required)
Ignore Running Jobs	
Stop Oracle Services (if i	required)
Skip clients that are alre-	ady part of the CommCell component
Advanced Options	
Delete Packages After In	nstal
Listen only on the netwo	vik interface used as hostname
Do not load WA driver in	to kernel this time
Number Of Streams	0 -
Unix Group	
Access permissions for other	
 Ignore Client/Host Name Install Agents For Resto 	
Optional Settings	re Only
 Job Result Direct 	
Path	0ry
CVD Port	8400
Evergrc Port	8402
Install Directory	0106
CommServe Host Name	
	where Next > The Same Andreas Stands Proved Sta
	< Back Next > Save As Script Pinish Cancel H
taller	
	To Due The Job
rease select whe	en To Run The Job
Job Initiation	
Job Initiation	
Immediate Run this job	
(Immediate	
Immediate Run this job	now
Immediate Run this job	
Immediate Run this job	now

< Back Next > Save As Script Finish Cancel Help

Installer					
Summary					
Please verify all t	ne selected options and click Finish to sche	dule the job or click Save	As Script to save the job option	s as a script.	
	Of Installation: Unix and Linux				
	Of Client Discovery: Manually se	lect computers			
	Directory credentials: No				
	tication for Job				
User Name: Password: *					
Install Flags					
-					
Install Upda Reboot (if r					
	Processes (if required): No				2
Ignore Rum	ing Jobs: No				
	Services (if required): No				
	that are already part of the Com ages After Install: Yes	meet component:	140		
	in the network interface used as	hostname: No			
	WA driver in to kernel this time	: No			
Number Of					
	issions for other users: 0 t/Host Name Conflict: Yes				
	ts For Restore Only: No				
Client Compo	sition				
	ware Cache: No				
	Of Installation: Copy packages to	remote machine			
Components					
	oponents To Install: UNIX File S	vstem iDataAgent			
	•				
	_				
		<back next=""></back>	Save As Script	Finish Cancel H	(elp
🔝 Job Controller 🛪					4.0.11
Jub Controller Job ID Operation	Client Co Agent Type Subclient	Job Typer 1 Phase	Storage MediaAgent Status	Progress Drors Delay Reason	9 L B
20 Install Softs	en e	NA.	Completed	10%	
					2
Pause Playing	Runnin				
	👌 Admin Job History 🗙				4 0 10
Event Never	Job ID Date - 1 Program	Computer Event Code	Description		* G B
220	20 08/31/2010 11:45:15 DistributeSoftware	apple 60:92	Job Completed Successfully		
227	20 08/31/2010 11:45:44 (060/bute5oftware 08/31/2010 11:45:07 CVD	apple 4:345		on the client (marphy) completed successfully.	
225	08/31/2010 11:45:07 CVD 08/31/2010 11:41:39 EvMar5	apple 4:345 apple 35:254		DataAgent] on the client [murphy] complete	
224	oporporto minitado Eviligios	appro 35:254	ceal fromul use jobbed our		
Pause Playing D	formation, Ninor, Major, Critical, Maximum events a	heven: 200		Check if you have enough disk spec	×
- and -					
				Cin i	Vii
				(us (Next
				6	- A.

13. You can track the progress of the job from the **Job Controller** or **Event Viewer** window.

Monitor - Laptop User

Installation Monitor Restore

< Previous Next >

After installing the custom package, the backup will be performed based on the schedule set by the Administrator.

You can now monitor the backup jobs on your laptop using the **Backup Monitor** that runs on the system tray. Using the Backup Monitor you can view, control and initiate backup operations. The monitor also includes links to launch the Web Console.

Follow the steps described below to monitor your backup job:

- 1. From the System Tray, double-click the Backup Monitor utility icon.
- 2. The summary of the backup jobs that was previously run on your laptop will be displayed on **Backup Monitor** dialog box.

Backup Monitor	
ast Successful Backup : 07/15/11 06:42:01 PM	
No Backup Running	Backup Now
Web Console	
	Previous Next

Monitor - Laptop User

Installation Monitor Restore

< Previous) Next >

After installing the custom package, the backup will be performed based on the schedule set by the Administrator.

You can now monitor the backup jobs on your laptop using the **Backup Monitor** that runs on the system tray. Using the Backup Monitor you can view, control and initiate backup operations. The monitor also includes links to launch the Web Console.

Follow the steps described below to monitor your backup job:

- 1. From the System Tray, double-click the Backup Monitor utility icon.
- 2. The summary of the backup jobs that was previously run on your laptop will be displayed on **Backup Monitor** dialog box.

Backup Monitor	
ast Successful Backup: 07/15/11 06:42:01 PM	
o Backup Running	Backup Now
Web Console	

Advanced Options - Laptop User

TABLE OF CONTENTS

Adding Backup Content Filtering Contents from Backups Configuring Exclusions To Filters Perform An On-Demand Backup Managing Jobs Controlling Jobs Install Updates Schedule a Backup View Backup Job Details Download a File Restore Data From a Specific Time Range Finding Data within a Specific Folder Finding Data with a Specific Modified Time Deleting a Schedule

ADDING BACKUP CONTENT

By default, the content of the folder specified by the Administrator in the Create A Subclient Policy will get backed up. If you want to backup files or folders other than the folder(s) specified by the Administrator, use the following steps:

- 1. From the Web Console, click *<Client_Computer>* on the left pane.
- 2. Click Change content to back up to add or modify additional content to backup.
- In the Manage Content dialog box, perform either of the following to specify the content:
 - Click Browse icon it to browse for content e.g., Document or Music e.t.c., in Browse dialog box and click OK.

The content will be displayed in the Manage Content dialog box.

Click Add icon is to type the path in the Manage Content dialog box.

Default content set by administrator will be shown in red highlight and can not be edited.

- 4. The content specified for backup will be displayed in the **Content** area.
- 5. Click OK.

FILTERING CONTENTS FROM BACKUPS

Prior to backups, you can set filters to prevent specific type of files from being backed up. Filters can also be used to exclude certain system-related files and application files which consistently fail during a backup operation and are not integral to the operation of the system or application.

CONFIGURING EXCLUSIONS TO FILTERS

You can set filters to prevent specific type of files from being backed up. Follow the steps given below to configure filters from backups:

- 1. From the Web Console, click *Client_Computer>* on the left pane.
- 2. Click Change content to back up to add or modify additional content to backup.
- Under Exclude these files/folders/patterns, perform either of the following to exclude the content from backups:
 - Click Browse icon and click file, folder, or directory that you want to exclude from backup operation and click OK.

The content will be displayed in the Manage Content.

• Click **Add** icon ^[1] to type the path to files and folders that you want to exclude.



The content will be displayed in the Manage Content.

Default content set by administrator will be shown in red highlight and cannot be edited.

- 4. The content specified for exclude will be displayed in the **Content** area.
- 5. Click OK.



PERFORM AN ON-DEMAND BACKUP

Use the following steps to perform an on-demand backup:

FROM BACKUP MONITOR

- 1. From the System Tray, double-click the Backup Monitor utility icon.
- 2. Click Backup Now button.
- The job status changes to Backup in progress on Server, Transferring Data.
 You can track the progress of the job from the monitor.



FROM WEB CONSOLE

- 1. From the Web Console, click *<Client_Computer>* on the left pane.
- 2. Click Run backup now in the right-pane.
- 3. You can track the progress of the job from the **Current backup status**.
- 4. To view the details of the current backup job, click **Show details**.
- 5. When the backup job is complete, the **Current backup status** shows **Backup completed successfully**.



MANAGING JOBS

Jobs can be managed in a number of ways. The following sections provide information on the different job management options available:

CONTROLLING JOBS

The following controls are available for running jobs in the Job Controller window:

SUSPEND	Temporarily stops a job. A suspended job is not terminated; it can be restarted at a later time.
	Resumes a job and returns the status to Waiting, Pending, Queued, or Running. The status depends on the availability of resources, the state of the Operation Windows, or the Activity Control setting.

SUSPENDING A JOB

FROM BACKUP MONITOR

- 1. From the **Backup Monitor** dialog box, click the **Stop** button.
- 2. The job status may change to **Stopping..** for a few moments while the operation

completes. Once completed, the job status then changes to $\ensuremath{\text{The backup job has}}$ been suspended.

00	Backup Monitor	
Last Successful Backup :	07/15/11 06:42:01 PM	
The backup job has been	suspended.	Backup Now
Web Console		

FROM WEB CONSOLE

- 1. From the Current backup Status of the Web Console, click Suspend.
- 2. The job status then changes to **Backup Suspended**.

Current backu	ıp status	
Backup suspe	nded - 29% completed	
Cancel	Resume Suspend	
Show details	Show all jobs	

RESUMING A JOB

FROM BACKUP MONITOR

- 1. From the Backup Monitor dialog box, click Backup Now button.
- 2. The job status changes to Backup in progress on Server, Transferring Data.



FROM WEB CONSOLE

- 1. From the Current backup Status of the Web Console, click Resume.
- 2. The job status changes to Sending resume request...



INSTALL UPDATES

- 1. From the System Tray, double-click the Backup Monitor utility icon.
- 2. From Backup Monitor dialog, click Install Updates link.

 $\ensuremath{\textbf{Install}}$ $\ensuremath{\textbf{Updates}}$ link will appear only if the updates are available.

You will be prompted with a message install update job has been submitted.

3. The **Backup Monitor** dialog will be closed.

SCHEDULE A BACKUP

Use the following steps to schedule a backup:

1. From the Web Console, click *<Client_Computer>* on the left pane.



2. Click the Add new schedule.

- From the Add new backup schedule dialog box that appears, select the appropriate scheduling options. For example:
 - o Click Automatic.
 - Specify the number of hours in **Minimum hours between jobs** box to start a backup job if the below criteria is/are satisfied.
 - Specify the number of hours in Maximum hours between jobs box to start a job even if the below criteria is/are not satisfied.
 - Set the following criteria's to run an automatic backup:

Select **Start only on AC power** to run the job only when the computer is on A/C power.

Select **Stop if battery mode** begins to stop the job if the computer is switched to battery mode.

Select **Start only if CPU usage percentage is below** option and specify the number to run the job when CPU utilization is below the specified percentage.

Select **Start only if free disk space percentage drops below** and specify the number to run the job when disk space is below the specified percentage.

Click OK to save the schedule.

The backup job will execute as per the schedule.

4. The newly created schedule will be displayed under **Schedules** as **Based on automatic schedule settings**.

Default automatic schedule set by administrator will be shown in red highlight and cannot be edited.

VIEW BACKUP JOB DETAILS

Use the following steps to view the details of backup job:

- From the Web Console, click *<Client_Computer>* on the left pane.
 The summary of the client computer will be displayed in the right-pane.
- If any backup jobs are running, you can track the progress of the job from the Current backup status.
- 3. To view the details of the running job, click Show details.
- To view all the jobs ran on this client computer, click Show all jobs or Show recent jobs.

Jobs for <*client_computer*> dialog box will be displayed with recent jobs. Click **Close**.

DOWNLOAD A FILE

Use the following steps to download a file:

- From the Web Console, click *<Client_Computer>* on the left pane.
 The summary of the client computer will be displayed in the right-pane.
- 2. Click Select files to restore.
- 3. Navigate and select a file.
- 4. Click Download icon.
- Specify the location where the file needs to be downloaded in the Web Browser's download dialog box.
- 6. You will be prompted with a message restore job has been submitted.

RESTORE DATA FROM A SPECIFIC TIME RANGE

Follow the steps described below to browse and restore data that was backed up some time earlier or within a specific time range:

- 1. From the Web Console, click <Client_Computer> on the left pane.
- 2. From Change Date list select one of the following options:



DelgadoMacbook		lackup					Ø. A
* 0090000000	Jobs for D	elgadoHacbook				×	
	Job ID	Operation	Start Time	Bapsed Time	State		
	518	Backup	3/17/11 9:04 AM	3 minutes	Successful		
	353	Backup	3/16/11 9:04 AM	4 minutes	Successful		
	346	Backup	3/16/11 1:04 AM	4 minutes	Successful		
	317	Backup	3/15/11 5:16 PM	5 minutes	Successful		
	304	Backup	3/15/11 5:04 PM	9 minutes	Successful		
	300	Backup	3/15/11 4:54 PM	4 minutes	Successful		
	298	Backup	3/15/11 4:41 PM	4 minutes	Successful		
	218	Backup	3/14/11 8:23 PM	12 minutes	Successful		
	67	Backup	3/14/11 12:23 PM	1 hours, 11 minutes	Successful	-	
	49	Backup	3/14/11 11:00 AM	15 minutes	Canceled		
	35	Backup	3/13/11 2:33 PM	5 hours, 41 minutes	Successful		
	28	Backup	3/12/11 1:32 PM	5 hours, 45 minutes	Successful		
	21	Backup	3/12/11 10:47 AM	2 hours, 40 minutes	Successful		
	17	Backup	3/12/11 2:47 AM	2 hours, 40 minutes	Successful	-	
	14.4	Page 1 of 1 >	ы і 🕲			Displaying 1 - 20 of 20	
					Close		



- This Week
- Last Week
- Two Weeks ago
- Last Month
- o Custom For custom perform the following

Select the time range in **To** list.

Select **From** box and specify the time range.

Click OK.

- 3. Navigate to the file to be restored on the right pane.
- 4. Click Restore icon.
- 5. From the **Destination Computer** list, click the name of the client computer.
- 6. By default, **Restore to same folder** will be selected. Clear the **Restore to same folder** checkbox if you wish to restore at different location.
- 7. Specify the path in the **Specify Destination Path** box to change the default location.
- 8. Click **OK**.
- 9. You will be prompted with a message restore job has been submitted.

You can monitor the progress of the restore job by clicking the $<\!\!Client\!\!>$ in the left pane to see the status of the submitted job.

FINDING DATA WITHIN A SPECIFIC FOLDER

- 1. From the Web Console, click *<Client_Computer>* on the left pane.
- 2. Click Find Files to restore on the right pane.
- 3. In **Find options** dialog box, type the file name or folder name in the **File/Pattern** box.
- 4. Click **OK**.



3

FINDING DATA WITH A SPECIFIC MODIFIED TIME

- 1. From the Web Console, click *<Client_Computer>* on the left pane.
- 2. Click Find files to restore on the right pane.
- 3. In **Find options** dialog box, type the file name or folder name in the **File/Pattern** box.

From the ${\bf Backup\ Time\ }$ list, select the time range (such as Latest Data, This Week, Last Week, etc.) when the files were modified.

4. Click **OK**.



DELETING A SCHEDULE

- 1. From the Web Console, click *Client_Computer>* on the left pane.
- 2. From the Schedules, click the schedule you wish to delete.
- 3. Click Delete Schedule button.
- 4. From the Confirm Delete dialog box, click Yes.



Troubleshooting - Laptop User

The following section provides information on some of the troubleshooting scenarios

ERROR MESSAGES DURING INSTALL

PROBLEM

Install Failed

SOLUTION

- From the Installer menu, click Window and then click Installer Log.
- The contents of the log file related to the error messages are displayed in the **Installer Log** dialog box.
- If the error message displayed is due to software failure, contact your software provider.

SSO DOES NOT WORK ON MAC BROWSERS. I NEED TO MANUALLY LOG ON TO THE WEB CONSOLE

Single Sign On (SSO) fails to authenticate user credentials when accessing the Web Console from MAC computers, forcing the user to manually log on to the console. This issue is caused by JRE version 1.6.16, which is provided by default during the Calypso installation.

To resolve this issue, you must update the Web Console setup to use JRE version 1.6.35 or higher.