Laptop Backup - User Guide (Macintosh)

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Installation - Laptop User

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 **.tar** file.

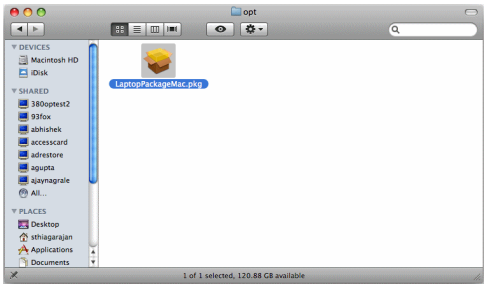
METHOD 3: INSTALL SOFTWARE FROM COMMCELL CONSOLE

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

INSTALL USING NATIVE PACKAGE

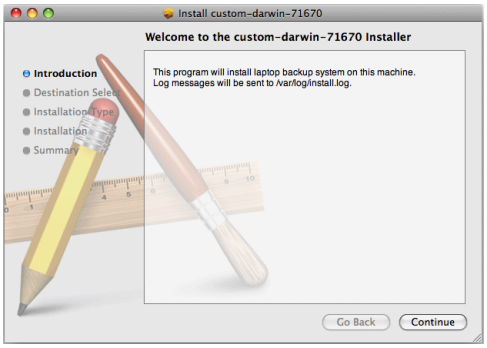
Use the following steps to install on your Macintosh laptop using the native package provided by your administrator:

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

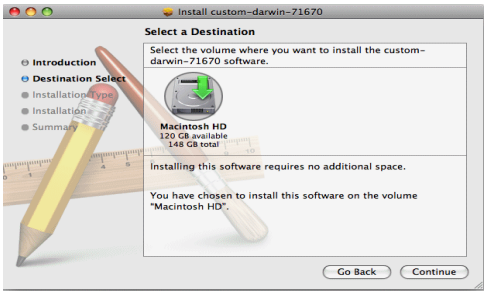


2. Install custom package wizard will be displayed.

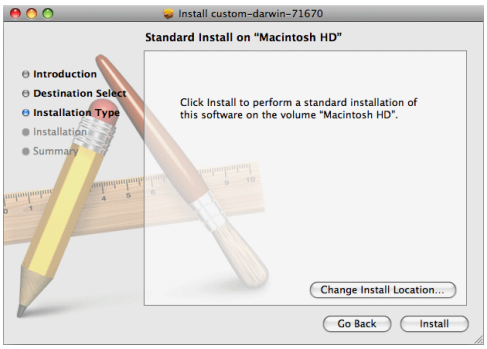
   Click **Continue**.



3. Select the destination volume to install and click **Continue**.

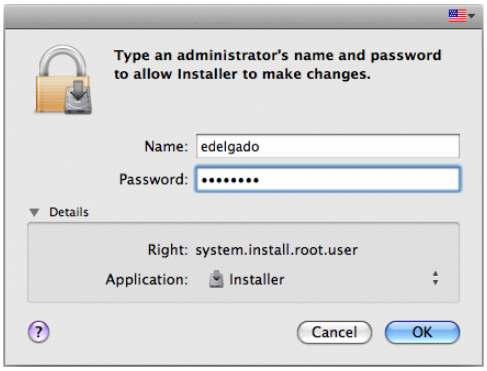


4. Click **Install**.



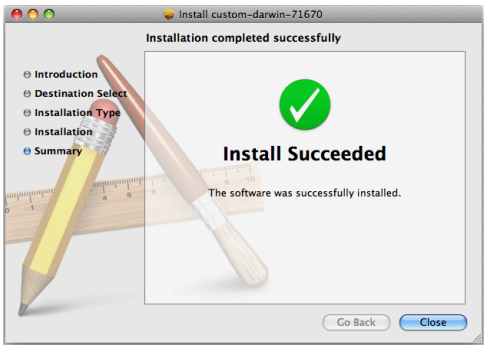
5. Enter the **Name** and **Password** who has administrator or sudo privileges.

   and click **OK**.



6. The software installation is now complete.

   Click **Close**.



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.

   For example:

   ```
   <untarred_location>/opt/UnixCustomPackage/pkg
   ```

3. Run **sudo ./silent_install -p default**

   Provide the sudo user password.

   Example:

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

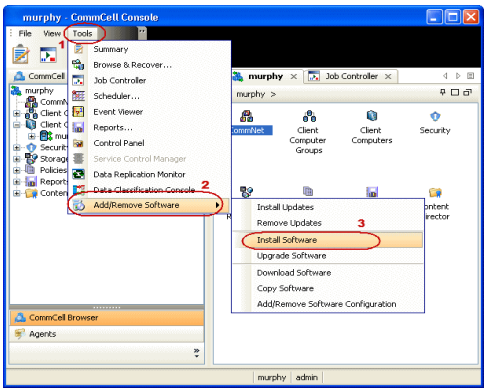
4. The installation is now complete.

   ```
   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.
   ```

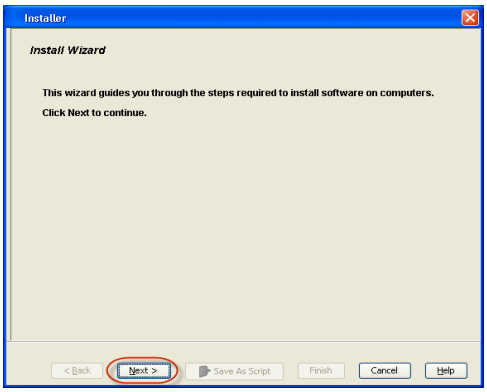
INSTALL SOFTWARE FROM COMMCELL CONSOLE

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

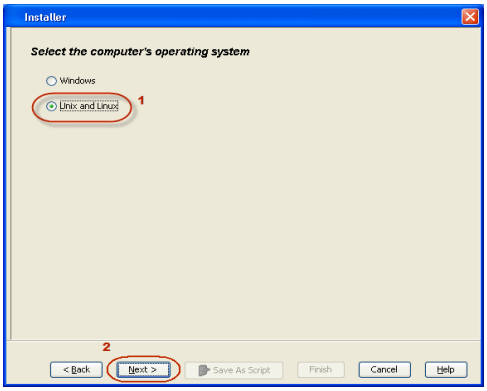
1. From the CommCell Browser, select **Tools** menu, point to **Add/Remove Software**, and then click **Install Software**.



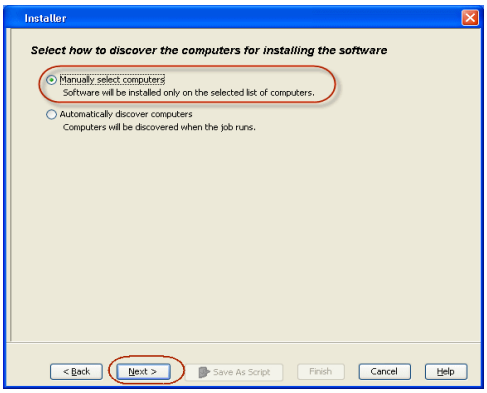
2. Click **Next**.



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



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

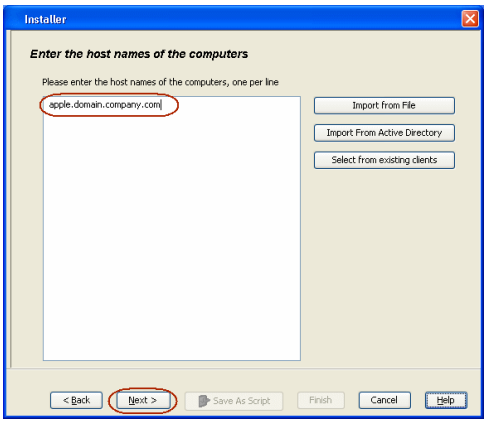


5. Enter the fully qualified domain name of the computer in which you wish to install.

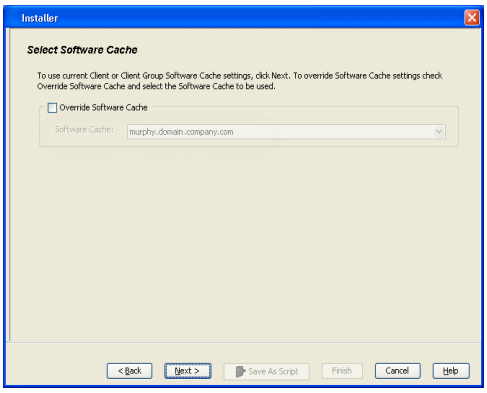
   For example: `apple.domain.company.com`

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

   Click **Next**.



6. Click **Next**.

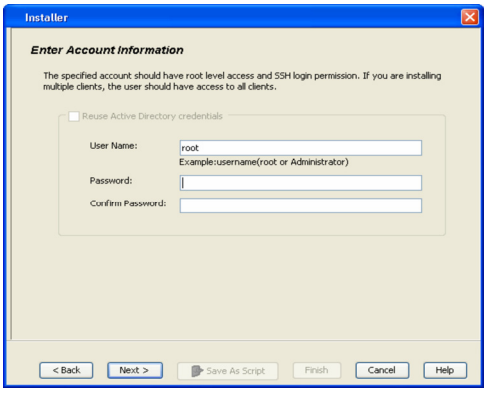


7. Type the **User Name** and **Password** of client computer who has administrator or sudo privileges.

   Click **Next**.

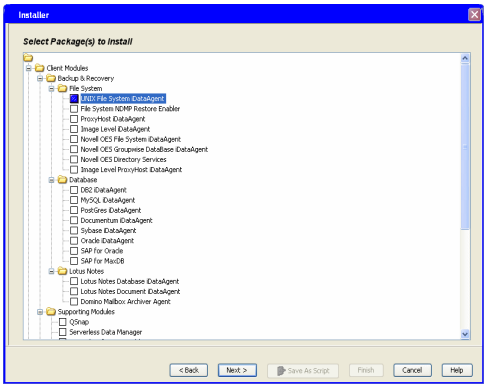
   If a SUDO user has been created for root access and if there are any of the following lines available in the **/etc/sudoers**, then comment those lines:

   - `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`

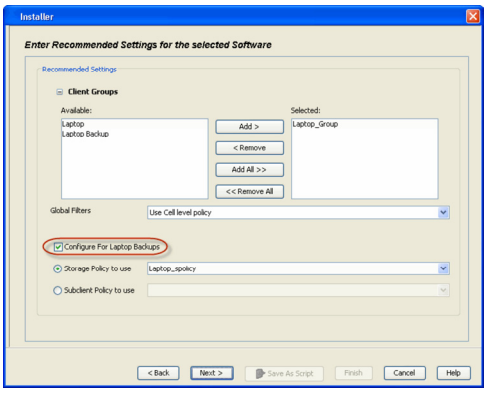


8. Select **Unix File System *i*DataAgent**.

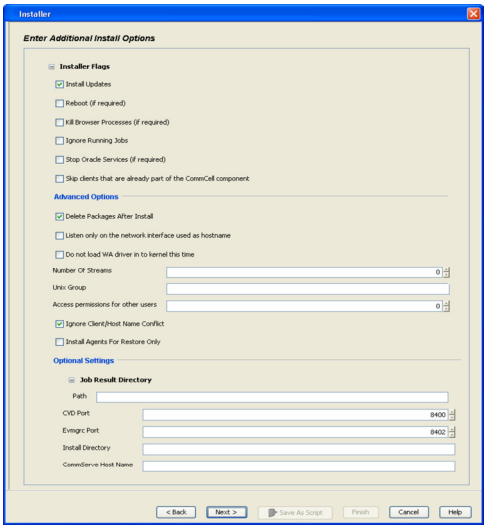
   Click **Next**.



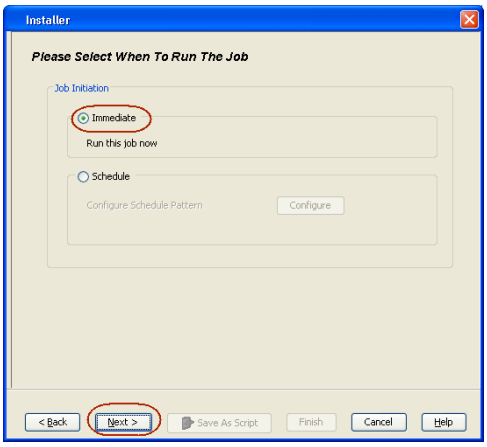
9. - Select **Client Group** from **Available** and click **Add**.
   - Select the **Configure for Laptop or Desktop Backup** option to install **Backup Monitor** utility. This utility allows you to view the backup job summary from the client computer without opening the CommCell Console. See Monitor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



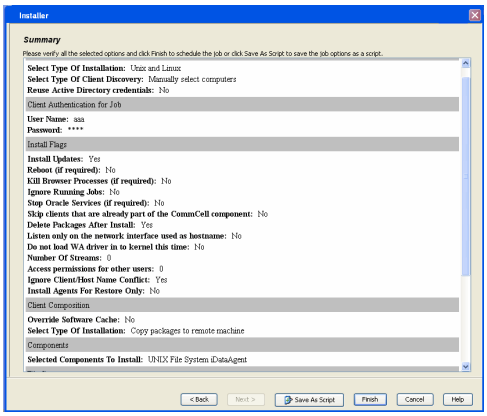
10. Click **Next**.



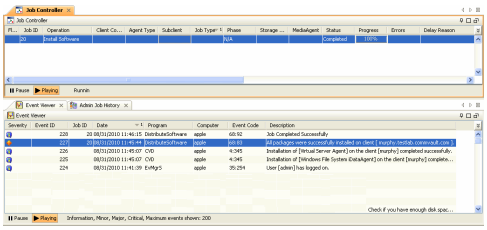
11. Select **Immediate**.
    Click **Next**.



12. Click **Finish**.



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



Previous Next

Monitor - Laptop User

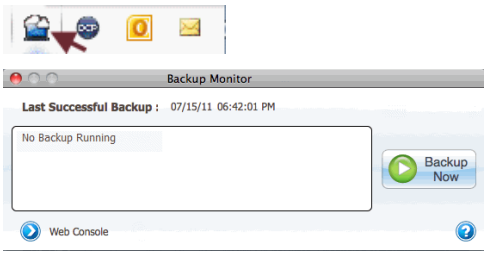
After installing the custom package, the backup will be performed based on the schedule set by the Administrator.

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.



Monitor - Laptop User

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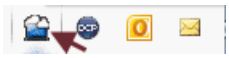

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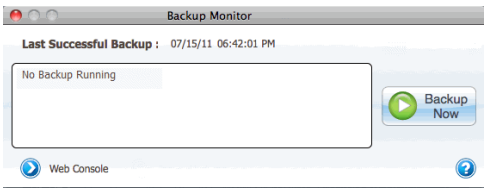

Advanced Options - Laptop User

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Controlling Jobs

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Restore Data From a Specific Time Range

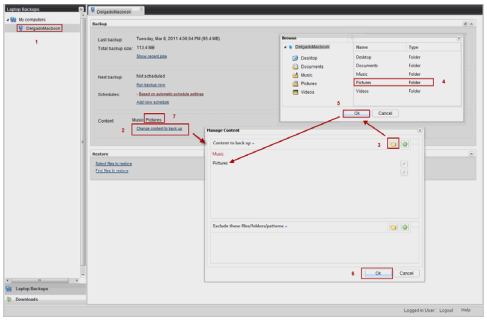
Finding Data within a Specific Folder

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.
3. In the **Manage Content** dialog box, perform either of the following to specify the content:
   - Click **Browse** icon 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 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

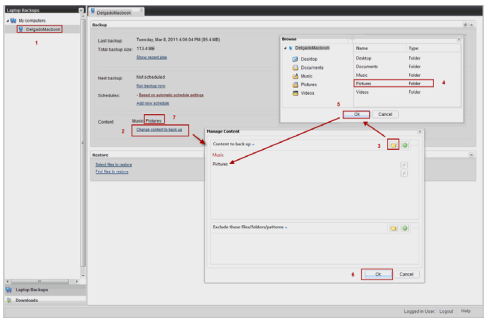
You can set filters to prevent specific type of files from being backed up. Follow the steps given below to configure filters from backups:

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.
3. 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 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**.

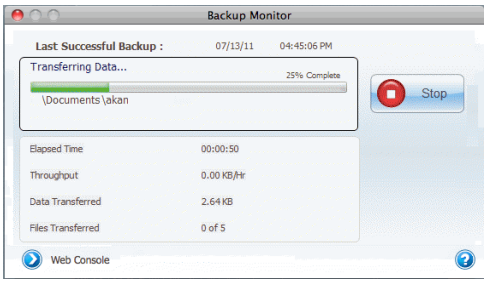
PERFORM AN ON-DEMAND BACKUP

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

FROM BACKUP MONTHOR

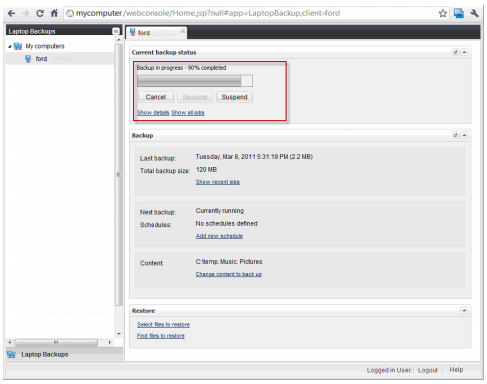
1. From the **System Tray**, double-click the **Backup Monitor** utility icon.
2. Click **Backup Now** button.
3. The job status changes to **Backup in progress on Server, Transferring Data.**

   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:

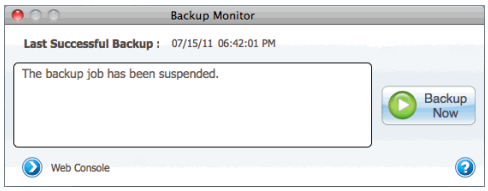
SUSPEND	Temporarily stops a job. A suspended job is not terminated; it can be restarted at a later time.
RESUME	Resumes a job and returns the status to Waiting, Pending, Queued, or Running. The status depends on the availability of resources, the state of the Operation Windows, or the Activity Control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

SUSPENDING A JOB

FROM BACKUP MONITOR

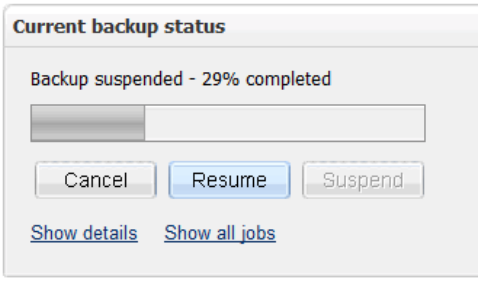
1. From the **Backup Monitor** dialog box, click the **Stop** button.
2. The job status may change to **Stopping..** for a few moments while the operation

completes. Once completed, the job status then changes to **The backup job has been suspended**.



FROM WEB CONSOLE

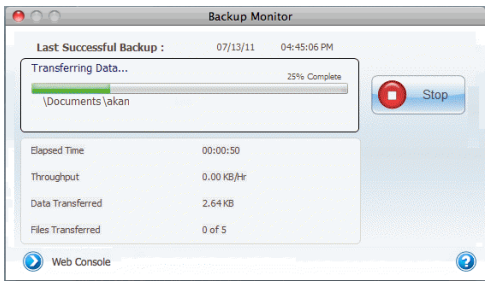
1. From the **Current backup Status** of the Web Console, click **Suspend**.
2. The job status then changes to **Backup Suspended**.



RESUMING A JOB

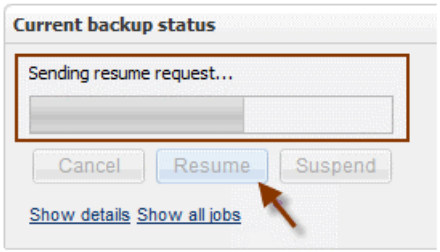
FROM BACKUP MONITOR

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...**

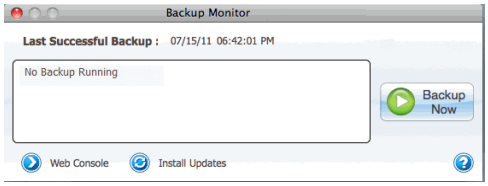


INSTALL UPDATES

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

   Install 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**.
3. From the **Add new backup schedule** dialog box that appears, select the appropriate scheduling options. For example:
   - 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:

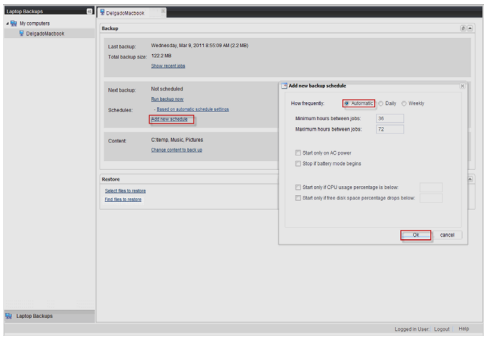
     Select **Start only on AC power** to run the job only when the computer is on A/C power.

     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

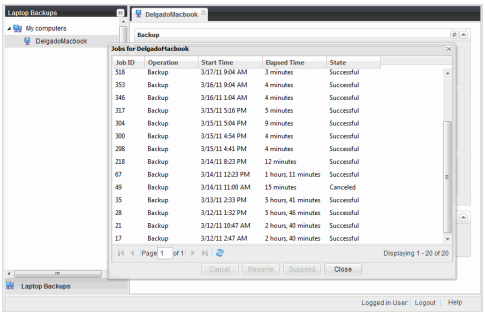
Use the following steps to view the details of backup job:

1. 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. 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**.
4. 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**.

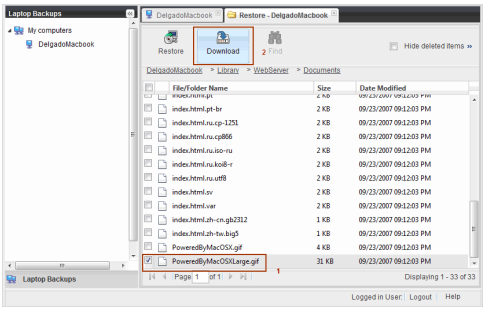


DOWNLOAD A FILE

Use the following steps to download a file:

1. 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.
5. 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:

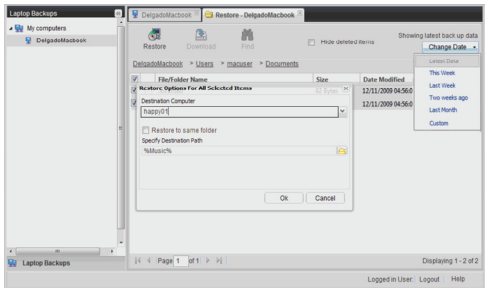
1. From the Web Console, click ***<Client_Computer>*** on the left pane.
2. From **Change Date** list select one of the following options:

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

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

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

  Click **OK**.

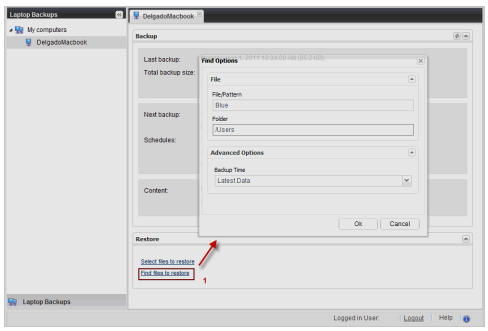


3. Navigate to the file to be restored on the right pane.
4. Click **Restore** icon.
5. From the **Destination Computer** list, click the name of the client computer.
6. By default, **Restore to same folder** will be selected. Clear the **Restore to same folder** checkbox if you wish to restore at different 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

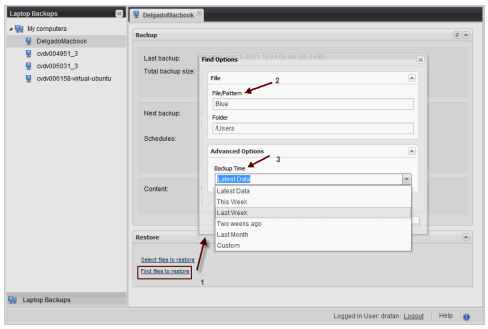
1. From the Web Console, click ***<Client_Computer>*** on the left pane.
2. Click **Find Files to restore** on the right pane.
3. In **Find options** dialog box, type the file name or folder name in the **File/Pattern** box.
4. Click **OK**.



FINDING DATA WITH A SPECIFIC MODIFIED TIME

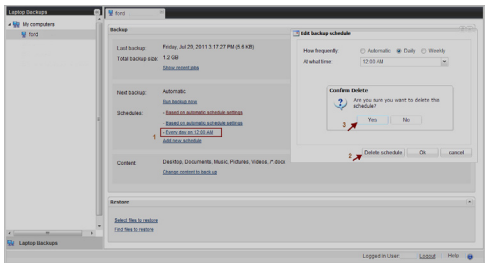
1. From the Web Console, click ***<Client_Computer>*** on the left pane.
2. Click **Find files to restore** on the right pane.
3. In **Find options** dialog box, type the file name or folder name in the **File/Pattern** box.

   From the **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.