

Live Backup for Mac

Administrator's Addendum



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Overview

This document provides notes to help the Live Backup Administrator manage and deploy Live Backup Client for Mac. It includes information on the following:

- Installation
- Protection configuration
- Client management
- Security

Once you have reviewed this information, this document then provides recommendations for

- Deployment

Installation

You should not install the Live Backup Client for Mac software until you have reviewed the remainder of the information in this guide. The full installation procedure is described in the *Deployment* section at the end of this document.

Protection configuration

This section provides notes on configuring protection for your Mac clients. You'll find information on the following:

- User document protection
- Protection properties configuration
- Shared database management

User document protection

Live Backup Client for Mac is a user document protection version of Live Backup. Therefore, no system protection is available.

Because there is no Full System Protection, the following features are not available for Mac clients from the Live Backup Console:

- **System Image Wizard:** No checkpoints are available, so you may not create system images for System Rollback or Disaster Recovery.
- **Request Checkpoint:** No request for a checkpoint will be sent to the Live Backup Client for Mac, because checkpoints cannot be created.

Protection properties configuration

You may configure protection properties for Mac clients. Review information about each Properties page, below.

General

You may edit the name and comments associated with a Mac client.

Protection

You may not modify the level of protection of Mac clients. Only user document protection is enabled.

Protected Data and Discardable Data

Configuring what data is included and excluded from protection is slightly different for Mac clients than for Windows clients. See below for information on

- Protection rules
- Custom masks
- Updated macros

Protection rules

On Live Backup Clients for Mac, end users with Administrator permissions can configure which data to include and exclude directly from the Live Backup Preferences on the client computer. These rules work with the Protected Data and Discardable Data that you configure on the server to provide complete protection.

Since rules are being configured both on the server and on the client, take note of how these rules apply:

First, Live Backup will always enforce the rules that you as the administrator configure from Live Backup Console. These rules always take precedence over the rules that users configure on the client.

Second, discardable rules (excludes) always take precedence over protected data rules (includes).

Finally, rules about specific files take precedence over masks or entire folders.

So your include/exclude rules will be applied as follows:

1. All data that is excluded from protection by Discardable Data Client Properties (server) will be unprotected, regardless of any other configuration.
2. Data that is protected by the Protected Data Client Properties (server) will be protected unless it is also configured as discardable under Discardable Data Client Properties (server).
3. Data that is excluded by Live Backup Client Preferences (client) will be unprotected unless it is protected under the Protected Data Client Properties (server).
4. Data that is protected by Live Backup Client Preferences will be protected unless it is excluded by either Client Preferences (client) or Discardable Data in Client Properties from the Live Backup Console (server).
5. As long as they do not conflict with server rules, specific files that are protected or excluded by Live Backup Client Preferences will be treated as such, regardless of any other client includes or excludes that are defined. For example, if you define a client exclude /Users, but then include /Users/MyFile.doc, the document will be protected.

If you want to give client users more control over the data that will be included and excluded from protection, then customize the macros that are excluded and included on the Discardable Data and Protected Data pages of Client Properties. You can accomplish this easily by creating a group with the desired settings, making sure **Inherit these properties from the parent group** check box is selected, and then adding your Mac clients to this group.

Be careful changing any of the default exclusions (Discardable Data), as this may result in your backing up files from Trash and other folders that you definitely want to exclude.

For tips and recommendations on which data to include and exclude globally for Mac clients, see *Configure protection for your Mac clients* on page 8.

For more information on how to customize the Discardable Data and Protected Data settings for your clients, see "Chapter 7: Configuring clients" in the *Live Backup Administrator's Companion Guide*, or check the *Help for Live Backup Server*.

Custom masks

You might want to specify rules for including and excluding data that apply only to Mac clients. To do so, just type the prefix "Mac:" (no space) before any rule that you want to apply to Mac Clients only. You may use the asterisk * wildcard. Make sure you use this * at the end of any path when you want to include subfolders of the mask designation.

For example, if you want to exclude all iMovies, regardless of location, go to the Discardable Data page, and type the following into the New mask box:

Mac:*.dv

To exclude the contents of the iMovie folder, type

Mac:/Users/username/Movies/*

To exclude a particular file type from a particular folder, specify:

Mac:/path/*.ext

And for includes, go to the Protected Data page. For example,

To protect the entire Users folder and contents, type

Mac:/Users*

To protect just the contents of the Users folder, type:

Mac:/Users/*

You can find recommendations for custom includes and excludes in *Configure protection for your Mac clients* on page 8.

Updated macros

Live Backup has modified its macro definitions to account for Mac specific types as follows:

Internal Discardable Data

```
/.fseventsd/*  
/Volumes/*/fseventsd/*  
/.Spotlight-V*  
/Volumes/*/Spotlight-V*  
/.TemporaryItems/*  
/Volumes/*/TemporaryItems/*  
/.vol/*  
/Volumes/*/vol/*
```

Temporary Folders

```
/private/var/logs/*  
  
/Library/Caches/*  
/Library/Logs/*  
  
/Users/*/Library/Caches/*  
/Users/*/Library/Logs/*  
  
/private/tmp/*  
/Volumes/*/private/tmp/*  
/private/var/tmp/*  
/Volumes/*/private/tmp/*
```

Temporary Download Directories

```
/Users/*/Downloads/*
```

Recycle Bin Directories

```
/.Trashes/*  
/Volumes/*/Trashes/*  
/Users/*/Trash/*
```

My Documents folder

```
/Users/*/Documents/*
```

(which includes the contents of the Documents folder, but not the Documents folder itself)

Office Documents

Microsoft Word	.txt .htm .pdf .xml .mht .dic	Open Office Word	.sxw .stw .sdw .vor .html .pdb .psw
Microsoft Excel	.xltx .xlam .prn	Open Office Excel	.sxc .stc .dbf .sdc .slk

			.pxl
Microsoft PowerPoint	.mov .jpeg .png .gif .bmp .tiff	Open Office PowerPoint	.sxi .sti .sxd .sda .sdd .odg
		Open Office Drawing	.otg .std .sda

Storage

You may allocate storage and set initial database sizes for Mac clients.

Data Aging

There are no changes to Data Aging functionality. However, note that if you choose to archive aged data to LiveArchive, this data will not be available for recovery from the Live Backup Client for Mac Recovery Assistant.

Feature lockdown

Feature lockdown is not supported. This page does not appear in the Properties sheet of Mac clients.

Expiration

You may configure an expiration date for a Mac client.

Shared database management

The shared database stores a single copy of any file that is located on more than one protected client, thereby eliminating the need to store redundant versions. By default, Live Backup configures certain file types such as EXE and DLL as candidates for the shared database and redundancy elimination.

You should analyze the data set of your Mac clients and add any extensions to the shared database that you want Live Backup to consider for redundancy elimination. No Mac specific defaults are included.

Client management

You can manage Live Backup for Mac clients the same as you manage Windows clients, with the following exceptions:

- Client redirection is not supported.
- Transferring clients between servers using Client Import and Client Export is not supported.
- File Migration is not supported.
- The following client details are not reported in the Live Backup Console:
 - Last user
 - Alarm
 - State: only Active or Inactive will appear

Security

The following Security functionality applies to Live Backup Client for Mac:

- Data in transmission is secured via HTTPS.
- Storage encryption is the same for Mac clients as Windows clients.
- You may delegate administration of Mac clients to any user on the Live Backup Server. You may not delegate permissions to Mac users.

Deployment

Before downloading and installing any of the Live Backup for Mac components, you must review these installation instructions, which include information on applying a required patch to the Live Backup Server prior to installation.

To complete the installation you must complete the following steps:

1. Download the installation package
1. Apply a DLL patch to the Live Backup Server
2. Installing the Live Backup for Mac – Windows Service
3. Configure protection for your Mac clients
4. Install the Live Backup Client for Mac software

Each step is described in detail, below.

Download the installation package

Download the LB320Mac.zip package. This package contains the following:

Winfe.zip	Live Backup for Mac installation package, which includes the Live Backup for Mac-Windows Service installation program and the Live Backup Client for Mac Web distribution package
SrvSup80.dll	A DLL update for the Live Backup Server
Readme_First for LBMac.pdf	These deployment instructions.
Live Backup for Mac Administrator's Addendum.pdf	A copy of this document

Apply a DLL patch to the Live Backup Server

You must apply this DLL patch to the Live Backup 3.20 Server before installing the Live Backup for Mac software.

Complete the following steps on the Live Backup 3.20 Server:

2. Open Service Manager: Click **Start**, point to **All Programs**, point to **Administrative Tools**, and then click **Services**.
3. Stop the following services:
 - SQL Server
 - SQL Server Agent (should stop automatically when you stop SQL Server)
 - LiveBackup Task Dispatcher
 - Stop IIS Admin Service
4. Rename SrvSup80.dll located in
 \Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\BINN
 to SrvSup80dll.bak
5. Copy the new SrvSup80.dll file from the download package to
 \Program Files\Microsoft SQL
 Server\MSSQL.1\MSSQL\BINN
6. Restart the following services:
 - IIS Admin Service
 - LiveBackup task Dispatcher
 - Start SQL Server
 - Start SQL Server Agent
7. Close the Service Manager.

Installing the Live Backup for Mac – Windows Service

System requirements

You must install the Live Backup for Mac - Windows Services on the Live Backup Server computer to which your Mac clients will connect. Live Backup Server itself must be installed and running.

Live Backup Client for Mac communicates with the Live Backup Server using port 8080. If you have a firewall configured, make sure that port 8080 is open. This port must be dedicated to Live Backup; no other networked applications may use it.

To install the Live Backup for Mac - Windows Service

1. Download the LBMac package to your Live Backup Server.
2. Run **LBMacServiceSetup.msi**.
3. On the Install Welcome page, click **Next**.
4. A Summary page appears. Click **Install**.

Live Backup installs the Windows Service in the Live Backup Server program folder and sets up a Web site for the client deployment package.

Configure protection for your Mac clients

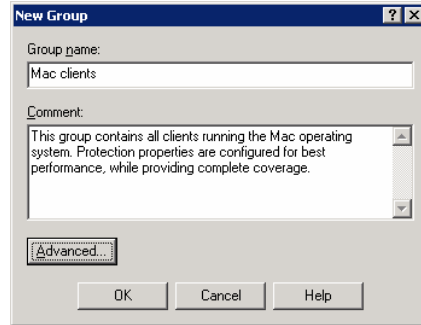
Before deploying Live Backup Clients for Mac, you should configure protection settings that will give you the best performance during initial replication, while protecting the most important folders and files on your Macs. To simplify the procedure, we recommend that you deploy all Mac clients separately from your Windows clients. When you are ready to begin,

1. Create a group for Mac clients and configure protection settings.
2. Configure auto-creation policies to place newly installed clients into your Mac group.

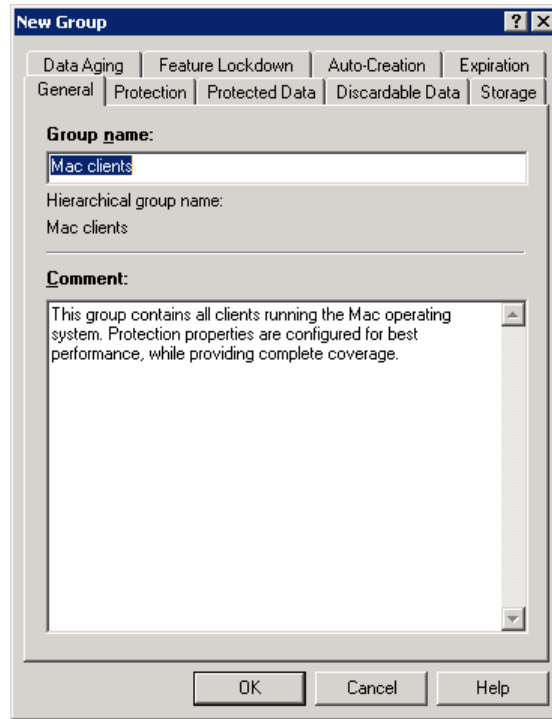
These steps are described below.

Create a group for Mac clients and configure protection settings

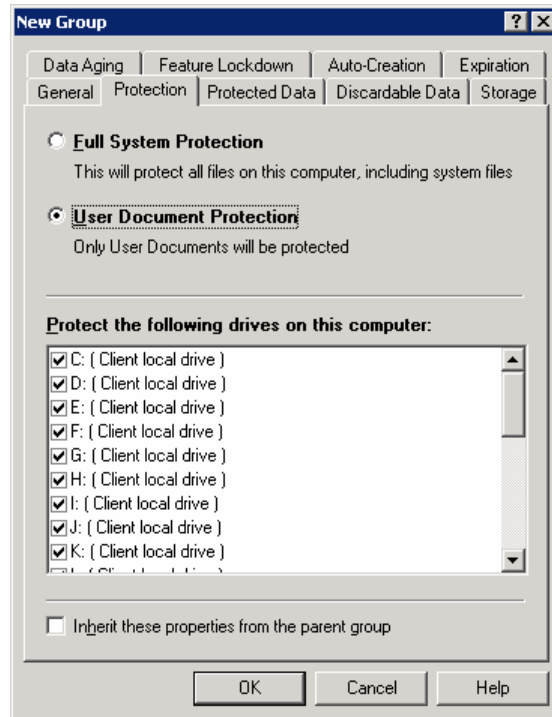
1. In the Live Backup Console, expand **Live Backup Servers**, and then expand *servername*.
2. Right-click **Clients**, and point to **New**. Click **Group**. The New Group dialog box appears.
3. In the **Group name** box, type a unique name describing the group: for example Mac clients.
4. In the **Comment** box, type a description and any other details you want.



5. You can now configure advanced protection properties: click **Advanced**.

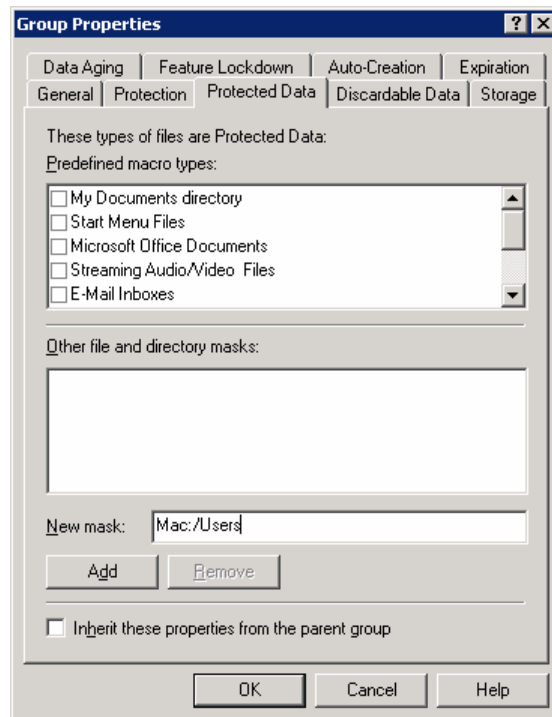


6. Click the **Protection** tab.



Clear the **Inherit these properties from the parent group** check box, and then click the **User Document Protection** option.

7. Click the **Protected Data** tab.



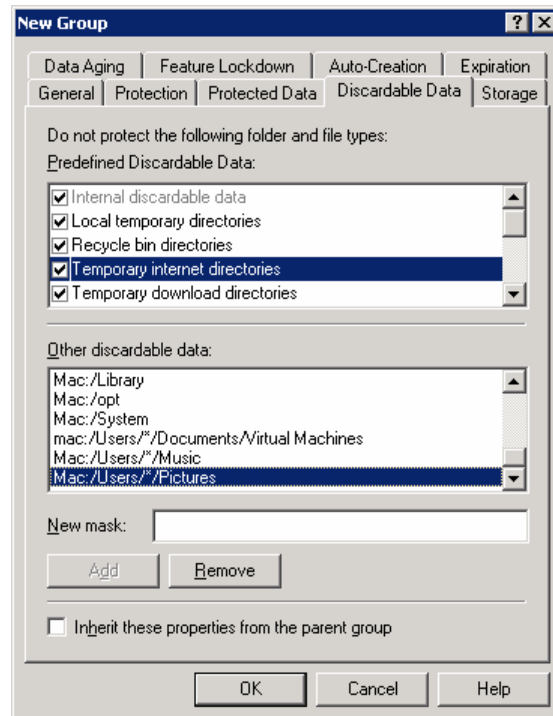
On this page, you specify which folders and file types will be protected on all Mac clients.

Initially, we recommend that you clear all the **Predefined macro types**. The macros may result in protection of more data than you really want. For details on macro definitions, see “Appendix A: Macros” in the *Live Backup Administrator's Companion Guide* and *Updated macros* on page 4.

We do recommend that you add the Users folder. You will later exclude subfolders of the Users folder that should not be protected.

In the **New mask** box, type **Mac:/Users***, and then click **Add**.

8. Click the **Discardable Data** tab.



This page specifies the folders and files that will be excluded from protection. We recommend that you select the following **Predefined discardable data**:

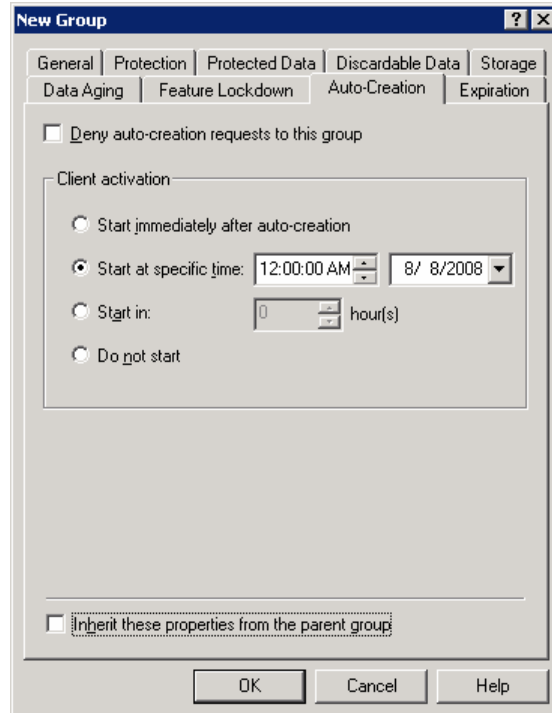
- Internal discardable data
- Local temporary directories
- Recycle bin directories
- Temporary internet directories
- Temporary download directories

We also recommend that you consider adding the following **Other discardable data**. These masks specify folders that contain either very large files, such as music and photos, or files that you probably do not want to protect, such as **/Library**.

Make sure you preface all Mac specific masks with **Mac:**

- Mac:*.iso
- Mac:/Applications
- Mac:/Developer

- Mac:/Library
 - Mac:/opt
 - Mac:/System
 - Mac:/Users/*/Music
 - Mac:/Users/*/Pictures
 - Mac:/Users/*/Documents/Virtual Machines
9. Click the **Auto-Creation** tab.



Make sure the **Inherit these properties from the parent group** and the **Deny auto-creation requests to this group** check boxes are cleared.

Choose when you want to create new clients. You may want to set a specific time during off hours for the replication to begin.

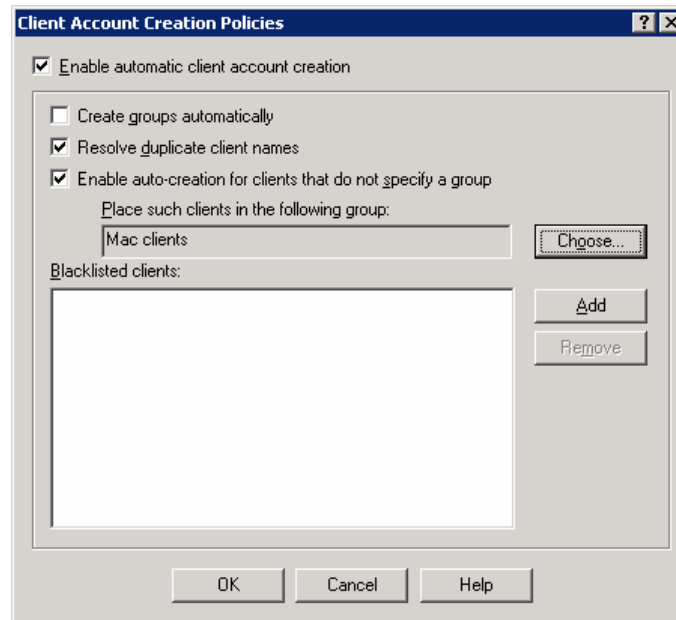
10. You can keep the defaults in the other Properties pages. Click **OK** to create the group.

Configure auto-creation policies

You can now configure auto-creation policies to ensure that any Mac clients that you deploy will be created in this new group. After all Mac clients are deployed, you can reconfigure your auto-creation policies.

1. In the Live Backup Console, expand **Live Backup Servers**, and then expand *servername*.
2. Expand **Server Tools**, and then click **System Settings**.
3. Right-click **Client Account Creation Policies**, and then click **Configure**.

The Client Account Creation Policies dialog box appears.



4. Select the **Enable automatic client account creation** check box.
5. To rename a client whose default name already exists in Live Backup Server, select the **Resolve duplicate client names** check box.
6. Select the **Enable auto-creation for clients that do not specify a group** check box. Then in the **Place such clients in the following group** box, specify the name of the Mac clients group that you created: click **Choose**, and then select it from the Select Group dialog box.
7. Click **OK**.
8. Once you deploy the Live Backup Client for Mac software, a client account for each will be created automatically in the group you created.

Install the Live Backup Client for Mac software

You can deploy the Live Backup Client for Mac to your client computers over the Web, and then run a standard installation program to set it up.

Live Backup also provides upgrade notifications automatically to your clients.

System Requirements

Hardware

- Mac PC with a PowerPC or Intel processor
- 1 GB RAM
- 100 MB of free disk space (500 MB recommended)
- Network connection (modem, WAN, and wireless are supported)

Software

- Mac OS X 10.4.11 or later (Tiger) or 10.5.x (Leopard)
- Administrative permissions on the client workstation (for installation only)

To deploy the Live Backup Client for Mac software

1. Point Safari (or other Web browser) to
`http://lbservername/MacClient/LBMacSetup.zip`

The Mac Downloads window appears and shows progress of the download.

2. When the download completes, a message appears: "Live Backup for Mac.pkg" contains an application. Are you sure you want to continue downloading?" Click **Continue**.
3. If another message appears, "This package contains a program that determines if the software can be installed. Are you sure you want to continue?" then click **Continue**.
4. If the Mac client security allows it, the installation begins now. If the security settings prevent it, users will have to run the installation manually. See below.
5. After installation completes, the user may go to the Downloads folder and trash the "Live Backup for Mac.pkg" file.

To install the Live Backup Client for Mac software manually

If the client installation does not start automatically after Web deployment, or you decide to deliver the installation package to the client via any other means, you can run the installation manually.

1. Run Live Backup for Mac.pkg.
2. Read the Welcome screen that appears, and then click **Continue**.
3. Read the License agreement that appears, and then click **Continue**. In the confirmation message that appears, click the **Agree** button.
4. On the Live Backup Server and Client Names page that appears, specify connection information about the Live Backup Server. In the **Live Backup**

Server box, type the name or the IP address of the computer on which Live Backup Server is installed.

If you are not sure of the required server information, check with your Live Backup Administrator.

In the **Client Name** box, type the name given to this client on the Live Backup Console. If the Live Backup Administrator gave you a name, type it here. If not, accept the default name that appears. The default name is the same as your computer's name.

Click **Continue**.

5. On the Select a Destination page that appears, select the volume on which you want to install Live Backup. Click **Continue**.
6. On the Installation Type page, click **Upgrade**.
7. If an Authenticate dialog box appears, type your **Password**, and then click **OK**.
8. You will then see a confirmation message that warns you that you will have to restart the computer at the end of the installation. If it is all right to restart the computer, and you want to continue the installation, click **Continue Installation**. Otherwise, click **Cancel**: you can restart the installation later.

The Live Backup installation program copies the Live Backup program files to the selected volume.

9. Click **Restart**. Once your computer has restarted and connected to the Live Backup Server, Live Backup immediately begins the mirroring process, protecting your files from corruption and loss.

To notify clients of an upgrade automatically

Atempo may periodically make maintenance updates available to you. After you download these updates, you can notify your clients of their availability automatically.

1. Download the update and install on the Live Backup Server.
2. Once installed, Live Backup delivers an upgrade notification to the client: "An update for Live Backup Client for Mac is available. Would you like to install it now?"
3. To launch the upgrade immediately, click **Yes**. Otherwise, click **Remind me Later**.

Reconfigure auto-creation policies

After all Mac clients are deployed, and before you deploy any more Windows clients, reconfigure auto-creation policies to place newly created clients in a group configured with protection settings appropriate to the clients being protected. To learn more about deploying Live Backup Clients, see the *Live Backup Deployment Guide* and the *Live Backup Installation and Setup Guide*.