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Live Backup Client for Mac User Guide

For Mac OS X 10.4.11 or later (Tiger), 10.5.x (Leopard),
10.6.x (Snow Leopard), or 10.7 (Lion).

Atempo 

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C H A P T E R 1



1

Atempo Live Backup Client

The modern business world increasingly depends on mobile workers. In this environment, scheduled backups of critical data simply do not provide the protection you need anymore. Every version has to be available for recovery without the expense or inconvenience of launching backup programs, connecting to the network, or interrupting workflow or computer response time.

Atempo Live Backup provides completely automatic and transparent backup for Mac desktop and laptop PCs in the global enterprise. Using advanced continuous data protection technology, Live Backup backs up both your files and all incremental changes to them as they occur. That way, virtually every version of all your critical files are always available for recovery.

Live Backup includes the Recovery Assistant, a simple step-by-step wizard that walks you through the process of finding the precise version you want to recover. Using this Recovery Assistant, you can recover individual files or entire folders.

About the documentation

The information in this guide provides everything you need to know to use Live Backup Client. It contains the following chapters:

Chapter 1: Atempo Live Backup Client This chapter you are now reading provides an overview of Live Backup Client and describes how to use the documentation accompanying it. It also explains how to determine if Live Backup is installed on your computer.

Chapter 2: Protecting your data Describes how Live Backup protects your data, including monitoring protection status, configuring protection, pausing and resuming protection, and disabling the server connection.

Chapter 3: Recovering a lost file Describes how to recover any version of a particular file using either Live Backup's Recovery Assistant or the Finder context menu.

Chapter 4: Performing a Web Recovery Describes how to download any protected file from specific clients to the local computer over the internet. Special permissions are required to access the Recovery Center for this Web Recovery.

Chapter 5: Recovering a folder Describes how to recover a particular version of all files located within a folder using Live Backup's Recovery Assistant or the Finder context menu.

Appendix A: Installing Live Backup Client Describes how to install Live Backup Client manually. This chapter also describes how to uninstall Live Backup Client from the computer.

Appendix B: Glossary Defines technical terms and terms specific to Live Backup.

You can read this guide straight through, or you can refer to just those sections you need.

Documentation conventions

Throughout the printed documentation, the following conventions are used to help you understand the information presented.

Convention	Used for
UPPERCASE	File names
Bold	Menus, commands, dialog box options, and text that must be typed as shown
“in quotes”	References to other sections within the same printed guide
<i>Italic</i>	References to other sources of information and new terms in the text
Click	Click the primary mouse button once
Double-click	Click the primary mouse button twice quickly

Other Live Backup guides

Live Backup Client is only one of several components that make up the total Live Backup system. Other components include Live Backup Server, which addresses the needs of storing and administering computer files and users, and therefore is the concern of your Live Backup Administrator. As an individual computer user, information on Live Backup Client is all you should ever need.

Getting help

Live Backup provides a comprehensive help system online.

To get help:

- Click the Live Backup status menu icon, and then click **Help**.
Live Backup Client Help appears.

To use context sensitive help:

- To get an overview of a dialog box, click the ? button.

Customer support


If you have a problem that you can't solve given the information in this user guide, check the *Live Backup Client Help*.

If you don't find an answer in this documentation, then see the Atempo Knowledge Base, located on the Atempo Web site at <http://www.atempo.com/support/kb>.

If you still can't solve the problem, see your Live Backup Administrator.

Is Live Backup Client installed?

You can check for Live Backup in two places:

- Look at the status bar. If the status bar contains the Live Backup status item——then Live Backup is installed.
- Check for **Finder>Applications>Live Backup**.

If Live Backup is installed, and the icon above appears in your status bar, then it has already begun protecting your files. You can continue with the next chapter to learn more about file protection and recovery.

If Live Backup Client is *not installed* on your computer yet, see your Live Backup Administrator. If s/he tells you to install it yourself, see “[Installing Live Backup Client](#)” on [page 50](#).

CHAPTER 2

A large, bold, black number '2' is centered within a white square box with a thin black border. The box is set against a light gray background.

Protecting your data

You already know that Live Backup protects the files on your computer continuously by backing them up to the Live Backup Server. This section describes that backup process from physically connected computers as well as remote or disconnected systems, such as laptops. You will also learn how to monitor and configure the backup process.

In this chapter you will learn

- How Live Backup protects your data
- What Live Backup is doing—The status menu
- About Monitoring Live Backup Client connections
- About .Configuring protection preferences

How Live Backup protects your data

Live Backup protects desktop data using a two-step process: *mirroring* and *versioning*.

Immediately following installation and connection to the Live Backup Server, during the initial mirroring process, Live Backup creates an exact copy of your protected data, on the Live Backup Server.

Next, Live Backup versions files. *Versioning* is the process of continuously tracking all changes made to each and every protected file on your computer. Live Backup then saves each change as a new version of the file and copies that version to the Live Backup Server. Using this continuous journal of file changes stored on the server, Live Backup can recover all information up to and including the very last file save.

Live Backup operates in the background, protecting data automatically—without intervention. Live Backup's continuous tracking operates at the file system level, so it allows recovery easily and eliminates the need for you to perform complicated and cumbersome restoration procedures. Because of the simplicity of operation, you can recover data files without help from your Live Backup Administrator.

Note: Live Backup protects the contents of physical drives that use the Hierarchical File System (HFS) only. You cannot protect or recover files from a network drive, CD-ROM, or other removable media.

Protecting data on disconnected computers

Live Backup protects data on computers even when they are disconnected from the server. If a file is changed on a client computer while it is disconnected from the network, Live Backup logs the change in a cache on the local hard disk.

Once the computer is reconnected to the Live Backup Server either physically through a network cable connection or by dial-up, Live Backup automatically moves the file changes to the Live Backup Server. Once moved, these changes are available for recovery any time your computer has a connection to the Live Backup Server.

What Live Backup is doing—The status menu

Since Live Backup Client runs in the background, you may wonder precisely what it is doing at any given time. The Live Backup status menu icon provides this information using upper and lower badges. The upper badge displays replication status; the lower badge displays protection status.

For example, the following icon indicates that the Live Backup is working normally replicating files to the server and caching files locally.



You can also get a quick protection status by clicking the Status menu icon: the first menu item displays the status as reported in Client System is in the Statistics Center. To find more detailed information on these conditions, check the Statistics Center: See [“Monitoring Live Backup Client connections” on page 9](#).

Replication Status



The green replication status means that all eligible files are protected and their back ups are current on the server. The cache is empty.



The blue replication status means that Live Backup is working normally, either replicating files to the network or caching files locally.



The yellow replication status alerts you that the client cannot reach the server to replicate data, usually due to one of the following:

- the client is not connected to the internet; or
- the server is stopped; or the network is paused.



The red replication status means that Live BackupServer has returned an error regarding this client’s replication status, such as out of disk space quota or client not created. Check the Last Server Status Update on the Network page of Statistics Center.



The white replication status means that either the Live Backup Client is initializing or it is disabled. Click the icon to determine which.

If the Live Backup Client is initializing, then it has been automatically paused to complete an internal process such as upgrade, and will resume its normal state once all processes are complete. To learn about server status, see [“Check network connection status” on page 14](#). For further information, see your Live Backup Administrator.

Protection Status



The green protection status means that all files have been backed up to the cache.



The blue protection status means that some data has not yet been backed up to the cache.



The yellow protection status warns you of one of the following conditions:

- protection is disabled, or
- the client is paused.



The red protection status indicates an error: The cache is full or there is not enough space to back up a large file. Increase your cache allocation.



The white protection status means one of the following:

- Live Backup Client service is not started; or
 - the client status is for any other reason undefined.
- See your Live Backup Administrator.

Monitoring Live Backup Client connections

From the Live Backup Client Statistics Center, you can get an overview of your Live Backup status, check the status of your local cache and network connections, and track your data throughput in real time. The Statistics Center contains the following pages of information:

- **Overview** View a summary of Live Backup status
- **Client** Check client status
- **Network** Check network connection status
- **Monitor** Track data throughput

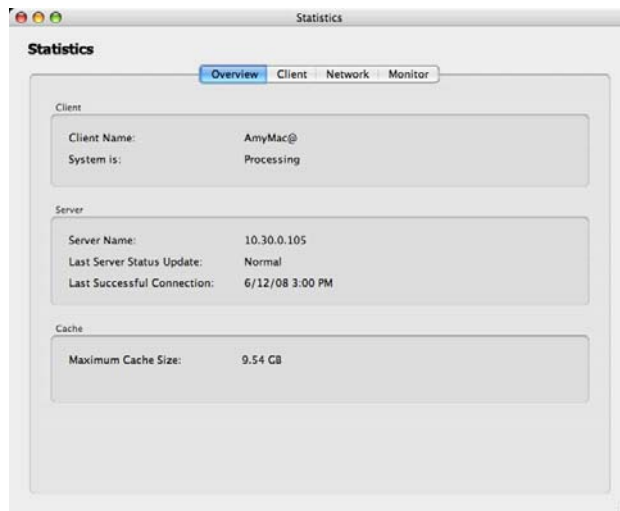
You can use this information to determine if Live Backup Client is functioning properly and protecting files.

View a summary of Live Backup status

The Overview page of Live Backup Statistics displays a quick summary of information you may want to know about your client and its cache and network status.

To view a status summary:

1. Open Live Backup Statistics Center:
 - Choose **Applications>Live Backup>Statistics Center**; or
 - choose **Live Backup Status menu>Statistics Center**.

2. Click **Overview**

The following information appears:

- **Client Name:** The full compound name of the Live Backup Client account on the Live Backup Server. This name includes group membership and appears in the following format: **ClientName@GroupName.ParentGroup**.
- **System Is:** The Live Backup Client status. This status is also indicated in the Live Backup Client Status menu: see [“What Live Backup is doing—The status menu” on page 7](#).

Scanning: Live Backup is searching your system for changes.

Processing: Live Backup is backing up files to the local cache.

Caching Complete: All files have been backed up to the local cache and are queued for transmittal to the server for permanent protection.

Protected: All files have been replicated to the server for permanent protection.

Paused: You have paused versioning and Live Backup is not protecting files.

Pending: Live Backup has not yet processed some tasks. Some files may not yet be fully protected.

Disconnected: The connection to the server has been disabled. See [“Configure network settings” on page 17](#).

Not Enough Space in Cache: There is not enough disk space in the local cache folder to back up the current file being processed. Wait for some files to transfer to the server. If you still see this status, then increase your space allocated to the cache. See [“Allocate cache space” on page 26](#).

Initializing: Live Backup is in the initial phase of connecting to the Live Backup Server, or it has paused itself as a result of restoring the local database or upgrading. As soon as the process completes, the status will return to the normal active state.

- **Server Name:** The name of the Live Backup Server.
- **Last Server Status Update:** The status of the client's last attempted communication with the Live Backup Server. It may be any of the following:
 - Normal:* Live Backup Server is ready to accept backup data from your computer.
 - Server Busy:* Live Backup Server is busy servicing other clients. Normal activity will resume in soon.
 - No Authorization:* Your computer is not authorized to connect to the Live Backup Server, or the Live Backup Administrator has not yet added it to the Live Backup Server for protection.
 - Activation Pending:* Live Backup Server has created the client account, but has not yet allocated storage for its protected files.
 - Out of Disk Space Quota:* The Live Backup Server has stopped accepting backup data from your computer because the maximum space quota has been reached on the server.
 - Account has Expired:* The client account on the Live Backup Server has expired. The client is stopped: no new versions are created and no recovery operations are available. See your Live Backup Administrator.
 - Server Access Locked:* Live Backup Server is not accepting any data because it is performing a maintenance task such as vault backup or restore; data aging; or software or SQL Server upgrade.
 - Stopped by the Administrator:* The Live Backup Administrator has manually stopped the server.
 - Client is Stopped:* The client was manually stopped by the administrator, or there's a problem to address. See your Live Backup Administrator.
 - License Violation:* All client licenses on the Live Backup Server are being used. See your Live Backup Administrator
- **Last Successful Connection:** The time and date of the client's last successful communication with the server.
- **Maximum Cache Size:** The maximum amount of disk space the local cache will consume.

3. Close the Statistics Center.

Check client status

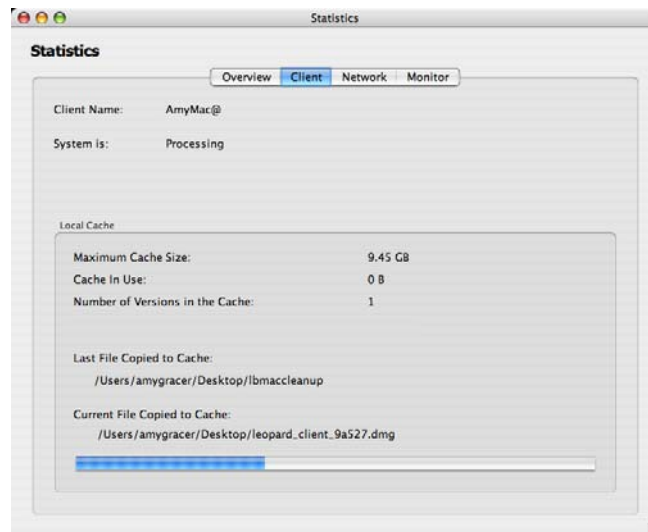
For Live Backup Client to protect your files, it must be active and have enough free disk space available in the local cache to store files before transfer to the Live Backup Server. The Client page of the Statistics Center provides this information about the system status and local cache.

Note For best results, your computer should have free disk space equal to at least twice the size of the largest file. A percentage of this disk space will be used for the local cache to store files temporarily until they are moved to the Live Backup Server.

To check client status:

1. Open Live Backup Statistics Center:
 - Choose **Applications>Live Backup>Statistics Center**; or
 - choose **Live Backup Status menu>Statistics Center**.
2. Click **Client**.

The Client page of the Statistics Center appears. Use this page to check System status and Local Cache status.



3. The following System information appears:
 - **Client Name:** The full compound name of the Live Backup Client account on the Live Backup Server. This name includes group membership and appears in the following format: **ClientName@GroupName.ParentGroup**.
 - **System is:** The Live Backup Client status. This status is also indicated in the Live Backup Client Status menu: see [“What Live Backup is doing—The status menu” on page 7](#).
 - Scanning:* Live Backup is searching your system for changes.
 - Processing:* Live Backup is backing up files to the local cache.
 - Caching Complete:* All files have been backed up to the local cache and are queued for transmittal to the server for permanent protection.
 - Protected:* All files have been replicated to the server for permanent protection.
 - Paused:* You have paused versioning and Live Backup is not protecting files.
 - Pending:* Live Backup has not yet processed some tasks. Some files may not yet be fully protected.
 - Disconnected:* The connection to the server has been disabled. See [“Configure network settings” on page 17](#).
 - Not Enough Space in Cache:* There is not enough disk space in the local cache folder to back up the current file being processed. Wait for some files to transfer to the server. If you still see this status, then increase your space allocated to the cache. See [“Allocate cache space” on page 26](#).
 - Initializing:* Live Backup is in the initial phase of connecting to the Live Backup Server, or it has paused itself as a result of restoring the local database or upgrading. As soon as the process completes, the status will return to the normal active state.
4. Check the **Local Cache** section of the Client Engine, which page provides the following information:
 - **Maximum Cache Size:** The maximum amount of disk space that the cache may consume, if the allocated cache setting is at its maximum level in the Performance page.
 - **Cache in Use:** The total size of all files in your local cache folder that still need to be transferred to the Live Backup Server. This total is equal to the sum of the current amount of data in the cache plus any overhead.
 - **Number of Versions in the Cache:** The number of unique files in the cache. If a single file has two versions in cache, each version counts individually toward the total.

- **Last File Copied to the Cache:** The full path and name of the last file that was completely copied to the cache. This file is now queued to transfer to the server.
 - **Current File Being Copied to the Cache:** The full path and name of the file that is currently being copied to the cache for protection.
5. Close the Statistics Center.

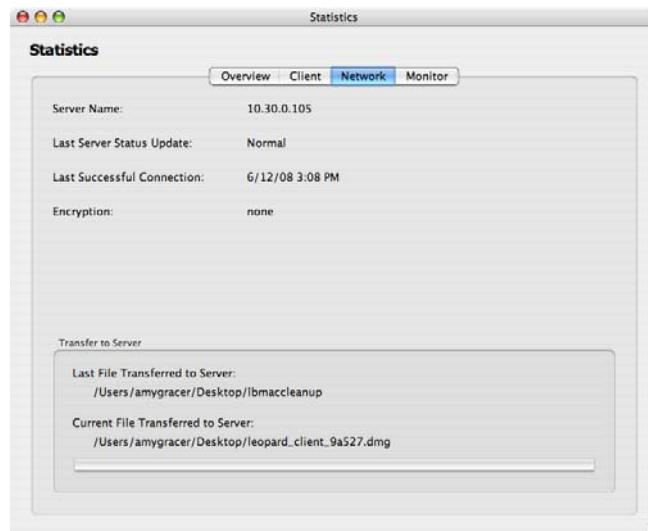
Check network connection status

You can check Live Backup Client's connection to the Live Backup Server to ensure that your files are protected.

To check network connection status:

1. Open Live Backup Statistics Center:
 - Choose **Applications>Live Backup>Statistics Center**; or
 - choose **Live Backup Status menu>Statistics Center**.
2. Click **Network**.

The Network page of the Live Backup Statistics Center appears. Use this page to check network connection, replication, and encryption status.



This page contains the following information:

- **Server Name:** The name of the Live Backup Server.
- **Last Server Status Update:** The status of the client's last attempted communication with the Live Backup Server. It may be any of the following:

Normal: Live Backup Server is ready to accept backup data from your computer.

Server Busy: Live Backup Server is busy servicing other clients. Normal activity will resume in soon.

No Authorization: Your computer is not authorized to connect to the Live Backup Server, or the Live Backup Administrator has not yet added it to the Live Backup Server for protection.

Activation Pending: Live Backup Server has created the client account, but has not yet allocated storage for its protected files.

Out of Disk Space Quota: The Live Backup Server has stopped accepting backup data from your computer because the maximum space quota has been reached on the server.

Account has Expired: The client account on the Live Backup Server has expired. The client is stopped: no new versions are created and no recovery operations are available. See your Live Backup Administrator.

Server Access Locked: Live Backup Server is not accepting any data because it is performing a maintenance task such as vault backup or restore; data aging; or software or SQL Server upgrade.

Stopped by the Administrator: The Live Backup Administrator has manually stopped the server.

Client is Stopped: The client was manually stopped by the administrator, or there's a problem to address. See your Live Backup Administrator.

License Violation: All client licenses on the Live Backup Server are being used. See your Live Backup Administrator

- **Last Successful Connection:** The date and time of the last successful communication with the Live Backup Server.
- **Encryption:** The level of encryption applied to data during transport to the Live Backup Server:HTTPS.
- **Last File Transferred to Server:** The full path and name of the last file that was completely transferred to the server. This file is now protected by Live Backup.
- **CurrentFile Being Transferred to the Server:** If your computer is connected to the Live Backup Server, this is the name of the file currently being transferred to your computer's backup database on the server.

3. When you have finished viewing network status, close the Statistics Center.

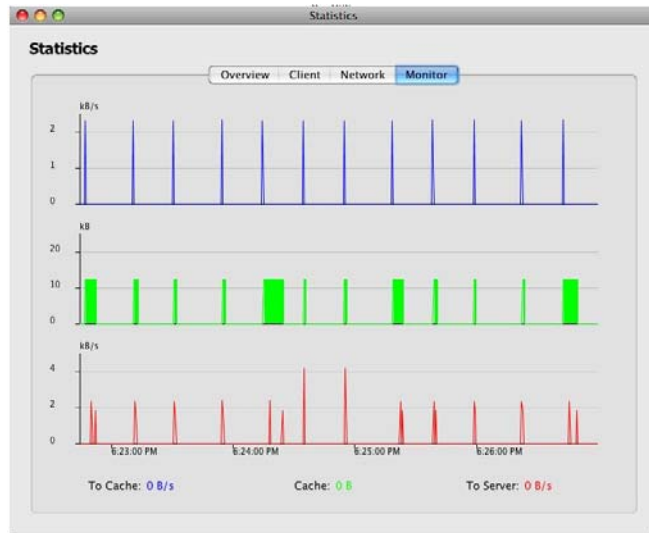
Track data throughput

On the Monitor page of the Statistics Center, you can track data throughput to the cache and server and monitor the size of the cache in real time.

To track data throughput:

1. Open Live Backup Statistics Center:
 - Choose **Applications>Live Backup>Statistics Center**; or
 - choose **Live Backup Status menu>Statistics Center**.
2. Click **Monitor**.

The Monitor page of the Live Backup Statistics Center appears. Use this page to track data throughput and monitor the cache size.



- **Cache:** The first chart displays the cache usage over time. The current cache size appears in green at the bottom of this page.
 - **To Cache:** The second chart displays the size of data transferred to the local cache over time. The average data throughput to the cache is displayed in blue at the bottom of this page.
 - **To Server:** The third chart displays the size of data transferred from the local cache to the server over time. The average data throughput to the server is displayed in red at the bottom of this page.
3. When you have finished monitoring data throughput, close the Statistics Center.

Configuring protection preferences

From Live Backup Preferences, you can configure how Live Backup appears on your system and how it protects data. To modify preferences, you must be an administrator of your computer. You configure preferences as follows:

- Configure network settings
- Specify which data to protect
- Allocate cache space

Configure network settings

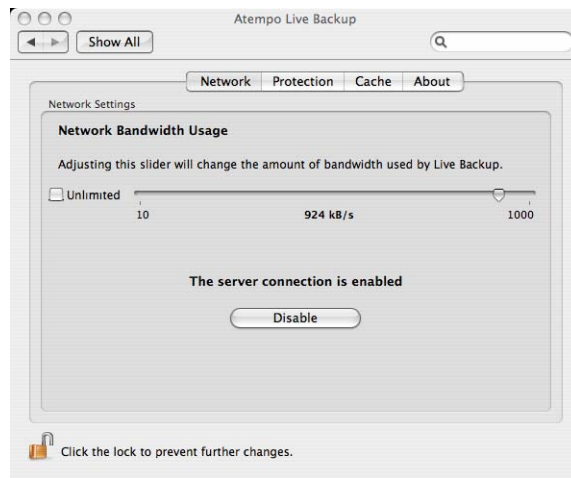
Live Backup is constantly monitoring your file changes and transmitting the changes to the Live Backup Server. This data throughput to the server can affect your system performance. If you find that the data throughput is too slow, you can increase the amount of network bandwidth used. If you find that the data transmittal is slowing down your system, you can decrease the bandwidth usage.

You can also disable or enable your connection to the Live Backup Server. You may want to disable the connection temporarily if the computer has a low bandwidth connection to the network. While the connection is disabled, data modification will continue to move to the local Live Backup cache for protection, but they will not transfer to the server until the connection is enabled.

To configure the network connection

1. Open Live Backup Preferences:
 - Choose **Applications>Live Backup>Preferences**; or
 - choose **Apple menu>System Preferences>Live Backup**; or
 - choose **Live Backup Status menu>Preferences**.

2. Click **Network**.



3. To adjust how quickly files are transferred to the Live Backup Server, slide the **Network Bandwidth Usage** slider to the right to increase bandwidth up to 1000 KB/s, or to the left to decrease bandwidth usage down to 10 KB/s.
To use as much bandwidth as is available at any given time, select the **Unlimited** checkbox.
4. To disable Live Backup Client's connection to the Live Backup Server, click **Disable**. The button changes to Enable. No data will be transferred between the client and the server for backup or recovery, and protection settings will not be downloaded to the client. Files will continue to receive protection locally in the Live Backup Cache.
When you want to reconnect, click **Enable**.
5. Close Live Backup Preferences.

Specify which data to protect

From the Protection page in Live Backup Preferences, you can specify which files and folders to protect and which file types to exclude, and you can pause and resume protection.

By default, only those folders and file types included by the Live Backup Administrator are protected; no other folders are protected. If you want to protect additional folders, simply add them using the Folders & Files option on the Protection page. Likewise, if there are subfolders of the Users folder that you do not want to protect, you can exclude them. For example, you may not want to protect the Movies subfolder of your Users folder because the files are not critical and they consume too much disk space. You can add this folder to Folders & Files, and then instruct Live Backup to exclude it while retaining protection on the remainder of the Users folder.

You can also choose specific file types to exclude from protection. For example, you may want to exclude archive file types, regardless of their location. You can specify these excludes using the File Types option on the Protection page. As long as they do not conflict with server rules, specific files that are protected or excluded on this page will be treated as such, regardless of any other client includes or excludes that are defined.

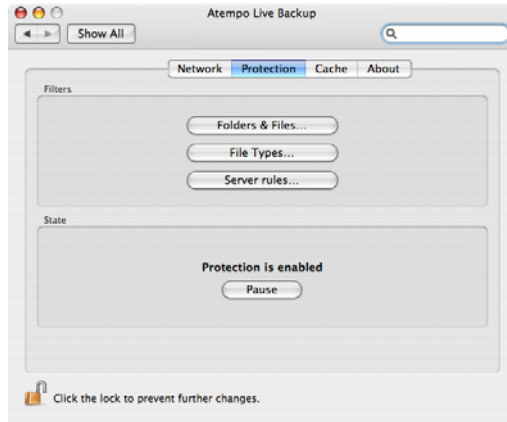
For example, if you define a client exclude /Users, but then include /Users/MyFile.doc, the document will be protected. Live Backup will always check down to the lowest level (file or subfolder) to determine whether a file should be included or excluded. This checking enables you to configure protection rules with the highest flexibility down to the smallest data set.

These settings also work in conjunction with the protected and discardable file types that the Live Backup Administrator configures from the Live Backup Server. The server settings always override the client settings. These are “forced” rules. So if for example, the Live Backup Administrator has configured file type XYZ to be discardable (not protected), and you configure it for protection, the server settings will take precedence and the files of this type will not be protected. You can review the server includes and excludes from the Server Rules option on the Protection page. You can also check protection eligibility of any individual folder or file from the Finder context menu.

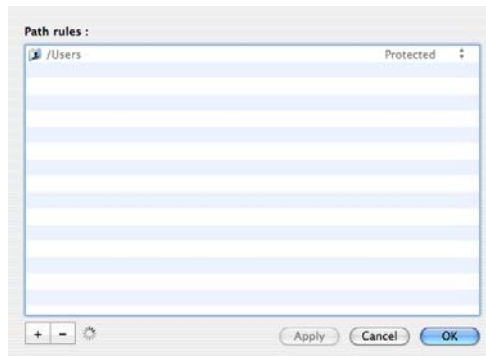
On the Protection page, you can also Pause and Resume protection. Pause stops Live Backup Client from versioning files to the Live Backup Server temporarily. You may want to pause protection if your system is not functioning properly, and you want to troubleshoot the problem.

To protect or exclude specific folders and files

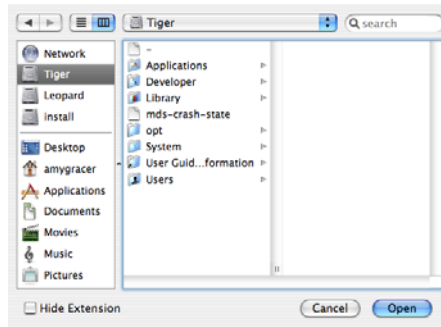
1. Open Live Backup Preferences:
 - Choose **Applications>Live Backup>Preferences**; or
 - choose **Apple menu>System Preferences>Live Backup**; or
 - choose **Live Backup Status menu>Preferences**.
2. Click **Protection**



3. Click the **Folders & Files** button.
A list of folders and files and their protection status appears.



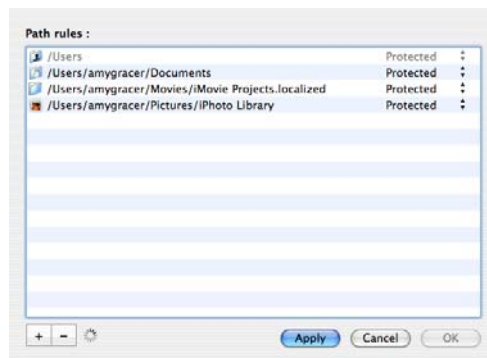
4. To add a path to this list, click the + (plus) button at the bottom of the dialog.



5. Select the path that you want to include or exclude from protection. You can choose any level, from root folder to subfolder, down to an individual file. Click **Open**. The path you chose appears in the **Path Rules** list.

Tip To edit a path in this list, click the path name (double-click in Tiger), type a new one, and then click again or press **Return**. This capability not only allows you to quickly edit mistakes, but also enables you to add paths do not yet exist.

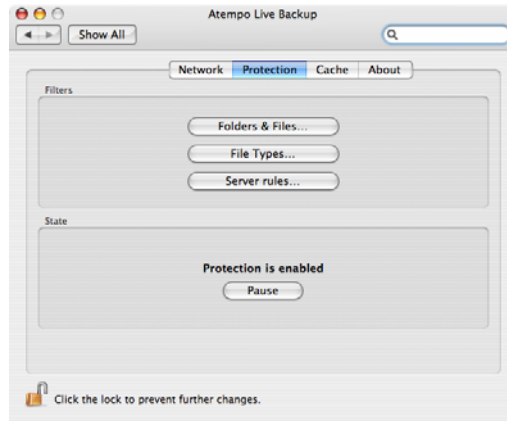
6. To exclude this path, click the arrows at the end of the row, and then choose **Unprotected**.



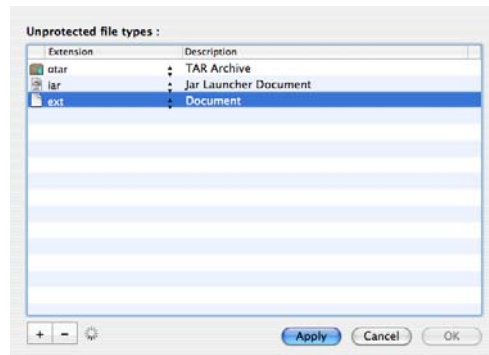
7. Click **Apply**. You will return to Live Backup Protection Preferences.
8. Close Live Backup Preferences.

To exclude file types from protection

1. Open Live Backup Preferences:
 - Choose **Applications>Live Backup>Preferences**; or
 - choose **Apple menu>System Preferences>Live Backup**; or
 - choose **Live Backup Status menu>Preferences**.
2. Click **Protection**.



3. On the Protection page, click the **File Types** button
An unprotected file types list appears.



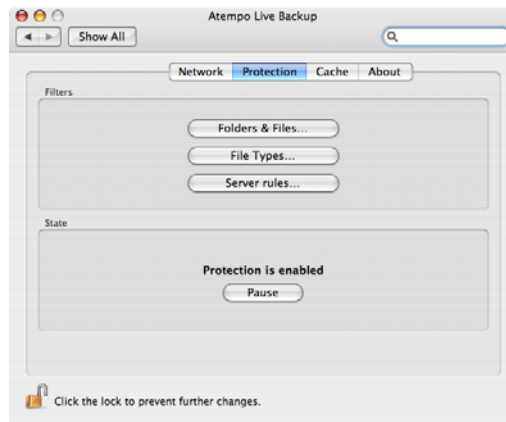
4. To add a file type to this list, click the + (plus) button at the bottom of the dialog.
A new entry for **ext** appears in the Unprotected File Types list.
Click the new **ext** entry, and then click the arrows beside it: a drop-down menu listing all file types recognized by your system appears. Choose the file type you want to exclude from protection.

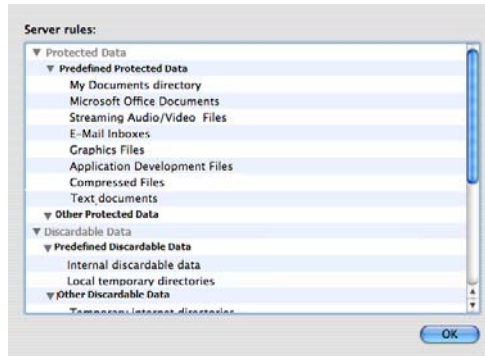
Tip To edit an extension in this list, click the extension (double-click in Tiger), type a new one, and then click again or press **Return**.

5. To remove a file type from this list, and thus begin protecting files of this type, click the file type in the list, and then click the - (minus) button at the bottom of the dialog.
6. Click **Apply**. You will return to Live Backup Protection Preferences.
7. Close Live Backup Preferences.

To view server include/exclude rules

1. Open Live Backup Preferences:
 - Choose **Applications>Live Backup>Preferences**; or
 - choose **Apple menu>System Preferences>Live Backup**; or
 - choose **Live Backup Status menu>Preferences**.
2. Click **Protection**.



3. Click **Server Rules**.

4. Review the rules that the Live Backup Administrator has configured on the server. These rules will take precedence over any rules you configure under Folders & Files and File Types. Also note that server exclusion rules take precedence over server inclusion rules. So if the Live Backup Administrator has defined certain data to be both discarded and protected, it will be discarded.

If you want more information on the definitions of the macros that appear, see your Live Backup Administrator.

5. Close Live Backup Preferences.

To check a folder or file's eligibility for protection

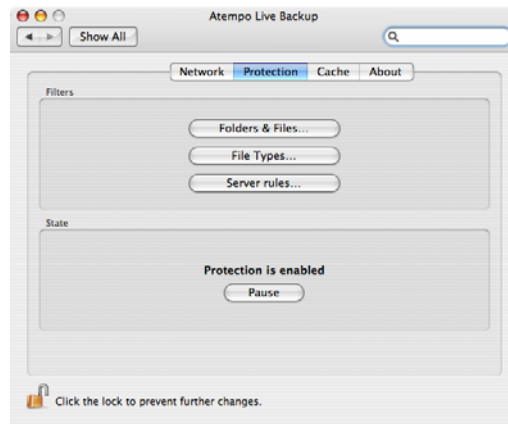
1. Run Finder and open the folder or file you want to check.
2. Control-click the file or folder, and then click **Live Backup>Check Protection**

A message appears indicating whether the folder or file is eligible for protection, as well as the server and client rules that apply to make it so.

To pause and resume file protection

1. Open Live Backup Preferences:
 - Choose **Applications>Live Backup>Preferences**; or
 - choose **Apple menu>System Preferences>Live Backup**; or
 - choose **Live Backup Status menu>Preferences**.

2. Click **Protection**.



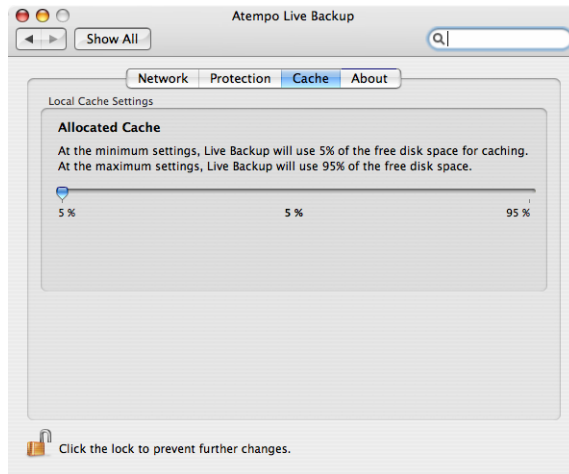
3. To temporarily stop creating and sending backup versions of your files to the Live Backup Server, click **Pause**.
4. To begin protecting data again, click **Resume**.
5. Close Live Backup Preferences.

Allocate cache space

On the Cache page of Live Backup Preferences, you can allocate disk space to Live Backup for caching files before moving them to the server for permanent protection.

To allocate cache space

1. Open Live Backup Preferences:
 - Choose **Applications>Live Backup>Preferences**; or
 - choose **Apple menu>System Preferences>Live Backup**; or
 - choose **Live Backup Status menu>Preferences**.
2. Click **Cache**.



3. To adjust how much disk space is used to cache files locally before moving them to the Live Backup Server, slide the **Allocated Cache** slider to the right to allocate up to 95% of free disk space or to the left decrease to a minimum of 5%.

Decrease the disk space usage if your hard drive is running low on free space and this state is affecting your work or your system's performance. At the lowest setting, Live Backup transfers only one file at a time into the cache.
 4. Close Live Backup Preferences.
-
-

CHAPTER 3

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Recovering a lost file

Once your drive has been completely mirrored to the Live Backup Server, you can recover any protected file that was corrupted, lost, or accidentally overwritten. You can recover any available version to a folder you select. Live Backup offers two ways to recover files for both the user who needs a little extra help as well as the expert.

- If you want a little extra help, you can use the Recovery Assistant to walk you through the steps of file recovery. Use this method if you are not sure where to look for the file you want to restore, or if you want to restore a deleted file.
- If you're an expert user, you can restore a particular version of a file directly from Finder. Use this method if you know the precise name and location of the file you want to restore.

The remainder of this chapter describes both of these procedures for recovering individual files.

Things to remember about file recovery

- If the file that you want to recover has been deleted as part of a folder deletion, then the full path to the file will be recovered unless you select Save As in the final page of the Recovery Assistant.
- If the computer is disconnected from the network, then no versions are available for recovery. You must connect to the server to restore them.
- On Leopard and later, Live Backup uses Mac Quick Look for previewing files. If you want to preview some specific file types, make sure that you have installed the appropriate Quick Look plugin.
- You may restore files for which you are the owner or group owner, which means that you must be logged in as the person who created the files; otherwise, you will see an Access Denied error. If the operating system does not allow restoration of the file, you will see a Permission Denied error.
- Live Backup can recover files with file names that are up to 100 characters.

Recovering a single file using the Recovery Assistant

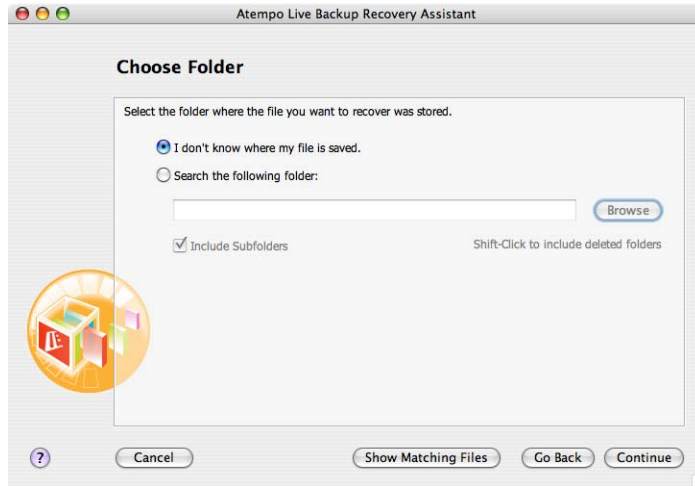
The Recovery Assistant is a wizard that guides you through the process of recovering a file. It helps you locate the correct file by providing search criteria, then it offers you a list of files that match the criteria you selected. Finally, you can choose the version you want to restore and where you want to save it.

To use the Recovery Assistant:

1. Run the Recovery Assistant:
 - Choose **Applications>Live Backup>Recover a file**.
 - or
 - Choose Live Backup **Status menu>Recovery Assistant>Recover a file**.

The Live Backup Recovery Assistant appears. This wizard will help you recover your file in a simple step-by-step procedure.

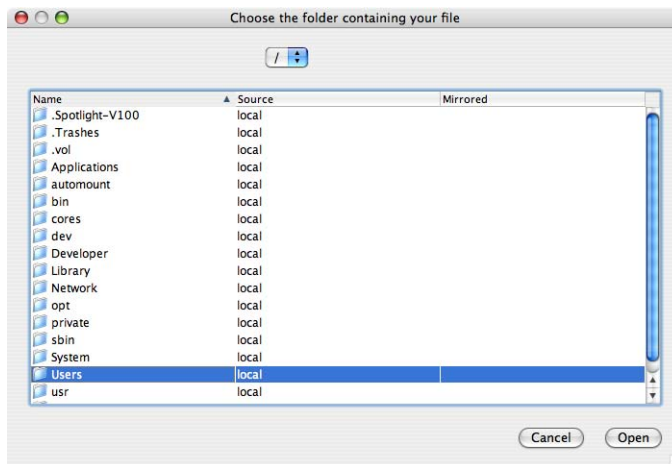
- The Choose Folder page appears. The Choose Folder page enables you to choose a location from which you want to restore a file.



If you don't know the location of the file, choose the **I don't know where my file is saved** option.

If you do know the location of the file, choose the **Search the following folder** option, and then click **Browse** and choose a path, or just type the path into the box below.

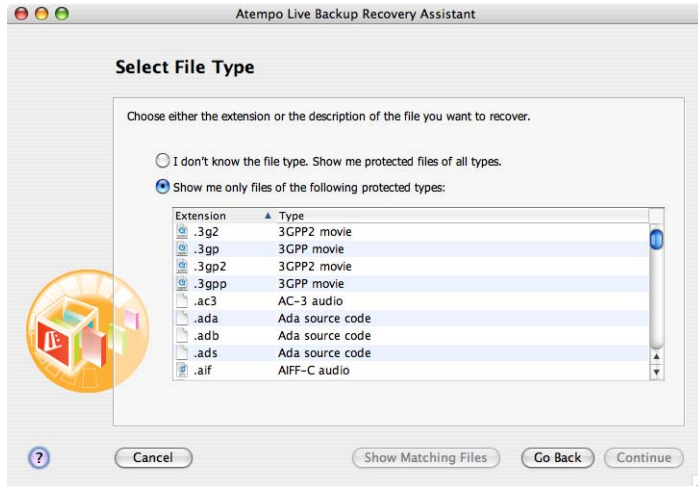
If the folder you want to search has been deleted, then Shift-click **Browse**, locate the folder containing the file you want to recover, and then click **Open**.



To search subfolders of the selected location, select the **Include Subfolders** checkbox. Specifying a location will speed up recovery.

Click **Continue**.

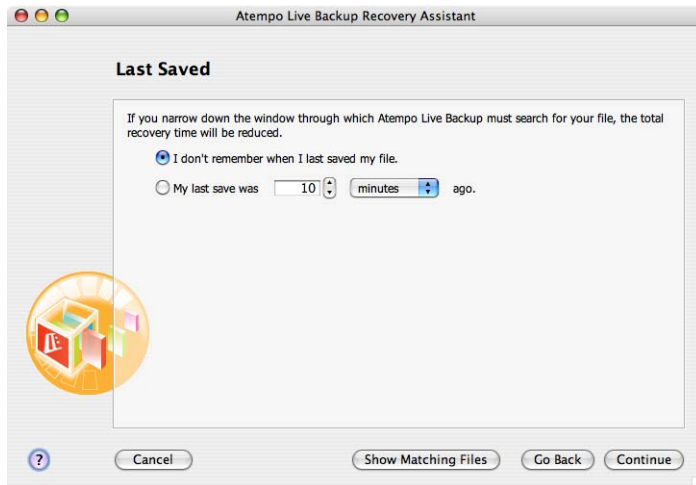
- The Select File Type page appears. This page enables you to choose the type of file to recover.



- If you don't know the type of file, either by extension or by the application that created it, then choose the **I don't know the file type. Show me protected files of all types** option.
- Otherwise, choose the **Show me only files of the following protected types** option, and then click the file type that you want to recover.

Click **Continue**.

- The Last Saved page appears.

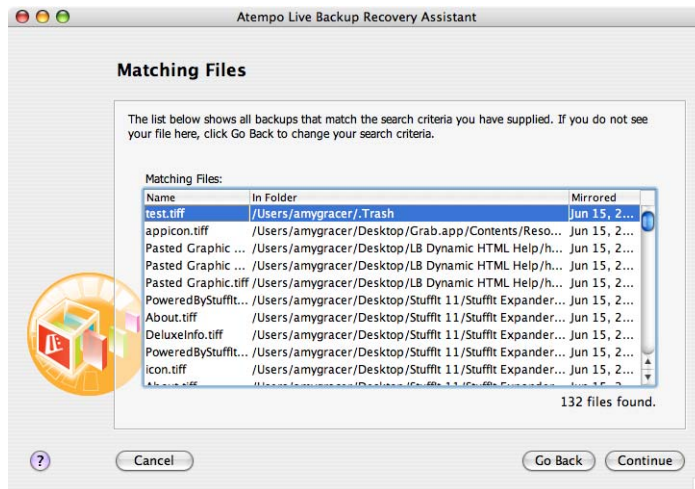


If you can specify a time during which the file was last saved, Live Backup can find the file faster.

- If you don't know when the file was saved, choose the **I don't remember when I last saved my file** option.
- Otherwise, choose the **My last save was** option, type the amount of time in the box beside it, and then choose unit of time from the pop-up menu.

Click **Continue**.

5. The Matching Files page of the Recovery Assistant appears, listing all files that match the criteria you selected in the previous pages.

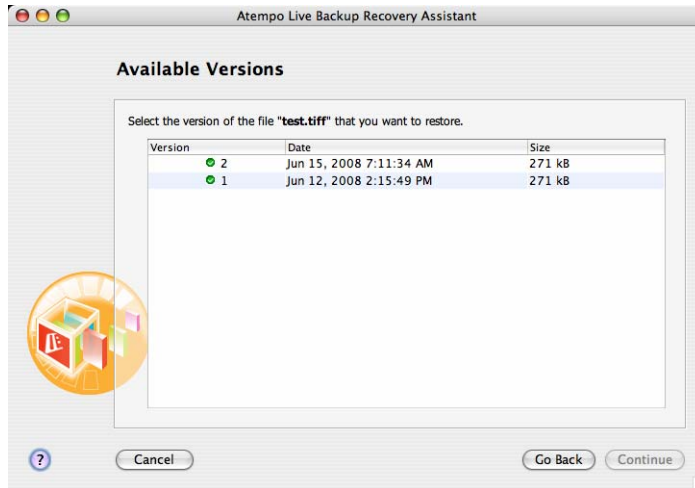


In the **Matching Files** list, click the file that you want to recover.

If you still do not see the file, click **Go Back** to refine your search criteria.

After you have selected the file you want to recover, click **Continue**.

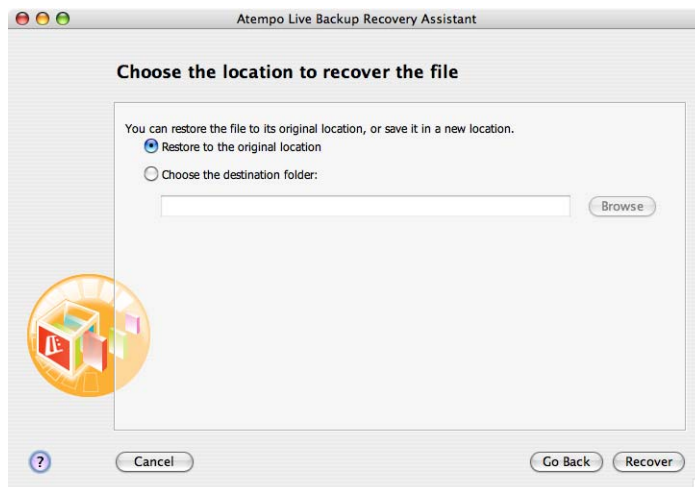
- The Available Versions page of the Recovery Assistant appears, listing the versions of the chosen file that Live Backup has saved.



Click the version of the file that you want to recover. Higher version numbers correspond to more recent versions.

Once you have selected the desired version, click **Continue**.

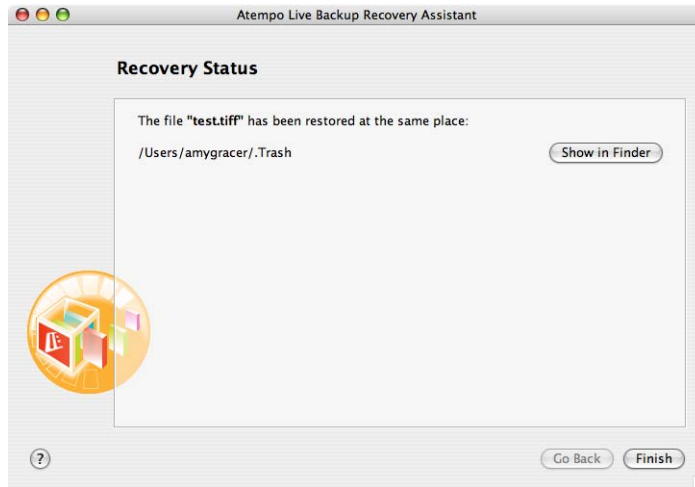
- You have the option to Replace or Save As.



- To overwrite the original file, click **Restore to the original location**.
- To preserve the original file and choose a new location for the version that will be restored, click **Choose the destination folder**, and then choose a new location. The file will be restored using its original file name but in the new location.

Click **Recover**.

8. The Recovery Assistant searches the Live Backup Server for the version you selected and displays a status bar indicating the progress. When the file has been recovered, the Status page appears.



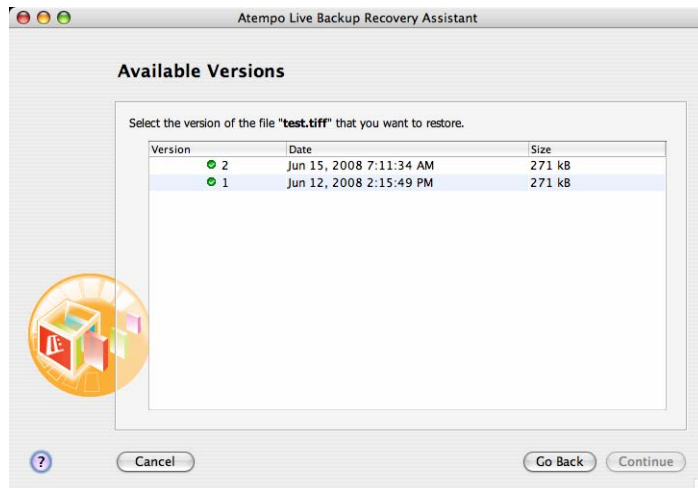
Click **Finish**.

Recovering a file from Finder

From Finder, you can recover a saved version of any file using the file's Control-click shortcut menu.

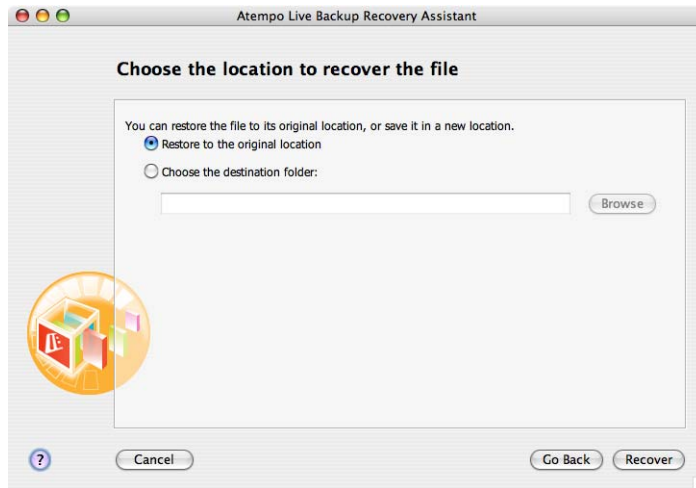
To recover files using the shortcut menu:

1. Run Finder and open the folder containing the file you want to restore.
2. Control-click the file you want to restore, and then click Live Backup>**Recover Version**.
3. The Available Versions page of the Recovery Assistant appears, listing the versions of the chosen file that Live Backup saved.



Click the version of the file that you want to recover, and then click **Continue**.

- The Recovery Assistant searches for the version you selected on the Live Backup Server and displays a status bar indicating the progress. When it has located the file, you have the option to save in the original or a new location.



To overwrite the original file, click **Restore to the original location**.

To preserve the original file and choose a new location for the version that will be restored, click **Choose the destination folder**, and then choose a new location. The file will be restored using its original file name but in the new location.

Click **Recover**.

- When the file has been recovered, the Status page appears.
- Click **Finish**.

Note If you don't know the location of the file you want to restore, you can use the Recovery Assistant to help you track it down by its document type and/or the last time you changed it. See [“Recovering a single file using the Recovery Assistant” on page 28](#).

CHAPTER 4

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Performing a Web Recovery

Given proper Client Computer Owner permissions by the Live Backup Administrator, you can download any protected file from specific clients to your local computer over the internet. You do not need to be logged onto the Live Backup Client computer.

To perform this Web Recovery, the Live Backup Administrator can assign you permissions to recover files from one or more clients. You can then connect to the internet, and point any browser to the URL given to you by the administrator. After providing credentials, you can then browse all clients for which you have permissions, and choose any protected file to download to the local computer.

The remainder of this chapter describes how to use Web Recovery.

Things to remember about Web Recovery

- To recover files, you must be granted recovery permissions to the client account from the Live Backup Administrator. You must enter your user name and password before you can access the Recovery Center.
- You can recover only one file at a time.
- Recovered files are downloaded to your local computer, not the original Live Backup Client computer. You choose the location.
- The Live Backup Recovery Center can download files up to about 512 MB. Larger files may result in an error message from your browser indicating that the download could not complete.
- When Live Backup recovers files through the Web, it performs a basic download. This means that file attributes such as read-only, archive, creation time, etc., will not be restored.
- If you are using Safari for Windows, version 4.0 or later is required.
- You may recover Mac files using Web Recovery, however, note that only the data fork, which contains file data, will be recovered. The resource fork, which contains information such as preferences and document window position, will not be recovered.
- To use Web Recovery, your browser must be configured to allow downloading files from the Live Backup Server.

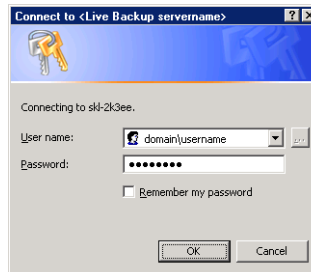
Performing a Web Recovery from the Recovery Center

The Recovery Center is a Web-based recovery tool that enables you to download any protected file from any client for which you have permission. All you need is proper authority, an internet connection, and a Web browser.

In the following procedure, Safari is used as an example. Note that the Recovery Center screens may look slightly different depending on the browser that you use. The functionality remains the same.

To run a Web recovery:

1. On a computer with an internet connection, run a Web browser.
2. Go to **http://servername/LBRecovery**. You'll need to get the full path from your Live Backup Administrator.
3. In the Connect dialog box that appears, type your Live Backup user name and password, and then click **OK**.



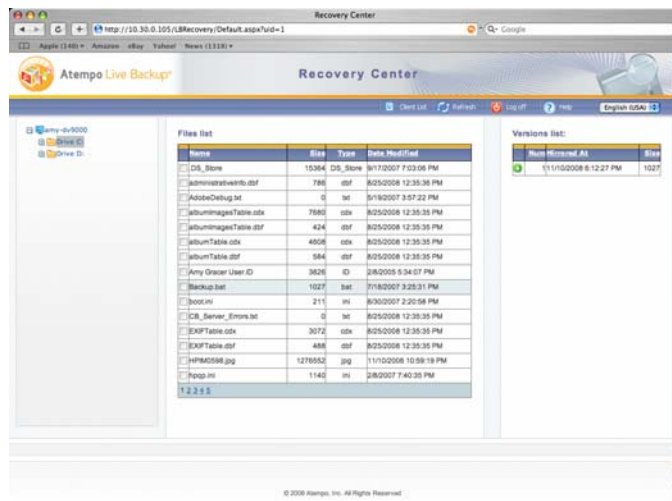
4. If you have permissions to recover files from more than one client, then the Live Backup Clients List appears.



Otherwise the Recovery Center appears. Go to step 5.

The Recovery Center lists all clients for which you have permission to access and recover files. Find the client from which you want to recover a file, and then click the button in the first column of that client's row.

5. The Live Backup Recovery Center appears



- In the tree control on the left hand side of the Recovery Center, navigate to the folder that contains the file you want to download.
- Files in the selected folder that are available for recovery appear in the **Protected files** list. To help you locate the correct file, the file name, size, type, and date modified appear. The date modified is the most recent copy of the file available in Live Backup. In the **Protected files** list, click the button beside the file you want to download.
- The **Versions** list displays every version of the selected file that is available for recovery. The higher the version number, the more recent the version.

The Mirrored At date and time shows you when the version was created by Live Backup.

The download button beside each version indicates its recovery status:

- **Green:** Version is available for download
- **Yellow:** Version is available for download, but it may be missing some information, such as alternate streams or alternate forks.
- **Red:** Version cannot be downloaded because it contains symbolic links, it is a sparse file, or it cannot be decrypted.

Once you locate the version you want to recover, click the download button beside it.

Your browser's standard File Download dialog box appears.



9. You can now download another file or close the Recovery Center. When you close the Recovery Center, make sure you close all browser windows and exit the browser, to ensure that your user credentials remain secure.

CHAPTER 5

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Recovering a folder

Once your drive has been completely mirrored to the Live Backup Server, you can recover all protected documents in any available folder. These documents may be recovered back to any point in time. Your computer must be connected to the Live Backup Server to recover a folder. Live Backup offers two ways to recover folders for both the user who needs a little extra help as well as the expert.

- If you want a little extra help, you can use the Recovery Assistant to walk you through the steps of folder recovery. Use this method if you want to restore a deleted folder.
- If you're an expert user, you can restore a particular version of a folder directly from Finder. Use this method if you know the precise name and location of the folder you want to restore.

The remainder of this chapter describes both of these procedures for recovering folders.

Things to remember about folder recovery

- Live Backup can restore the contents of a folder only when the computer is connected to the Live Backup Server.
- Live Backup restores all files in a folder. If you want to recover only specified files in a particular folder, use the Recovery Assistant to recover individual files. See [“Recovering a lost file” on page 27](#). You may restore the files of which you are the owner and group owner.
- During folder recovery, Live Backup switches to the initializing or auto-paused state to prevent backup of temporary files created during recovery. For a small folder, this initializing state passes very quickly; however, for a large folder of 150 MB or more, you will see the Live Backup tasktray icon change to this red initializing state for a short time. As soon as folder recovery completes, it will return to the blue protected state.

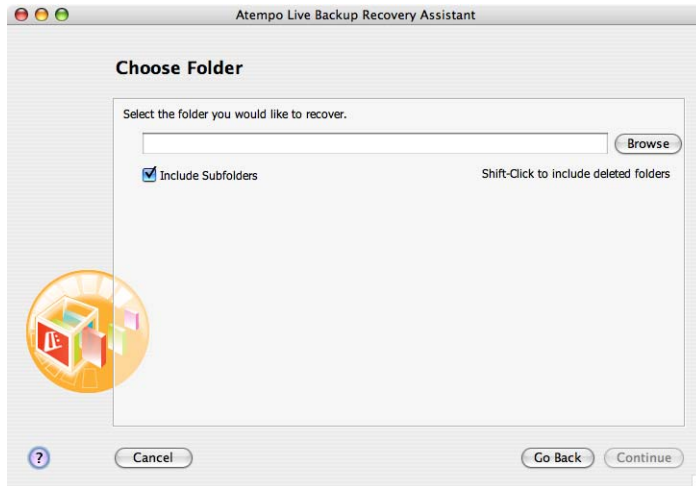
Recovering a folder using the Recovery Assistant

The Recovery Assistant is a wizard that guides you through the process of recovering all files in a particular folder. First, you will select the folder you want to recover, and then you'll select the time and date of the version you want to restore. Finally, you'll select overwrite options, and then the Recovery Assistant will restore the selected folder.

To recover a folder using the Recovery Assistant:

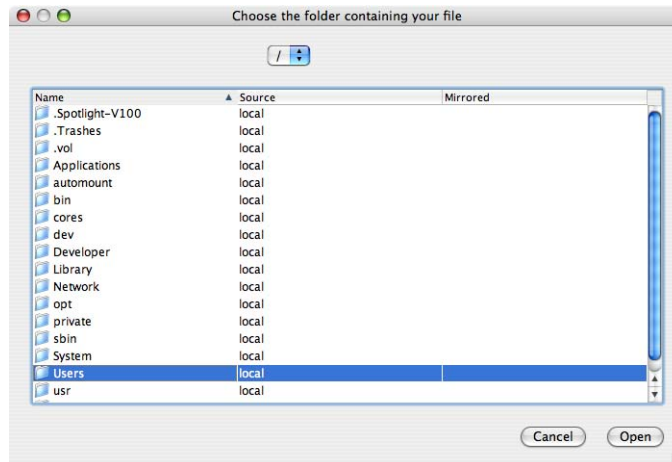
1. Run the Recovery Assistant:
 - Choose **Applications>Live Backup>Roll back a folder**; or
 - choose Live Backup **Status menu>Recovery Assistant>Roll back a folder**.

The Choose Folder page of the Recovery Assistant appears.



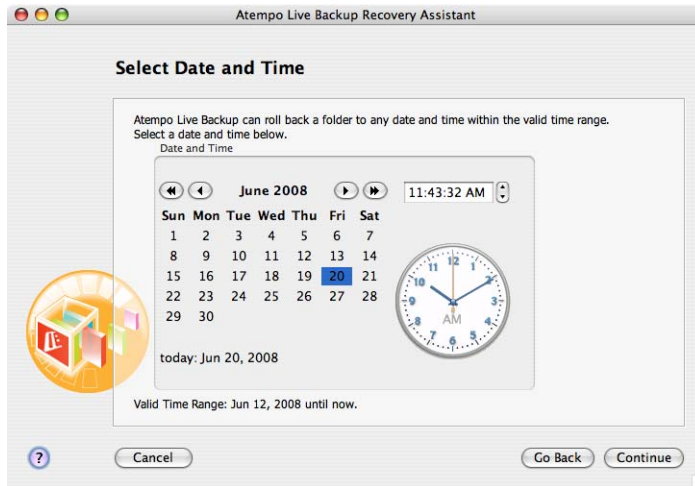
2. In the **Select the folder you would like to recover** box, type the full path of the folder you want to recover. If you are not sure of the full path, click **Browse**.

If the folder you want to recover has been deleted, then Shift-click **Browse**, locate the folder containing the file you want to recover, and then click **Open**.



If you want to restore subfolders in the location you have chosen, select the **Include Subfolders** checkbox, and then click **Continue**.

3. The Select Date and Time page of the Recovery Assistant appears.



Choose the date and time to which you would like to roll back the folder. A range of valid dates appears at the bottom of this page.

On the **Calendar**, select the month and year, and then click the date in the calendar.

In the **Time** area, type the time to which you want to rollback the folder.

Click **Continue**.

:The Save As page appears.



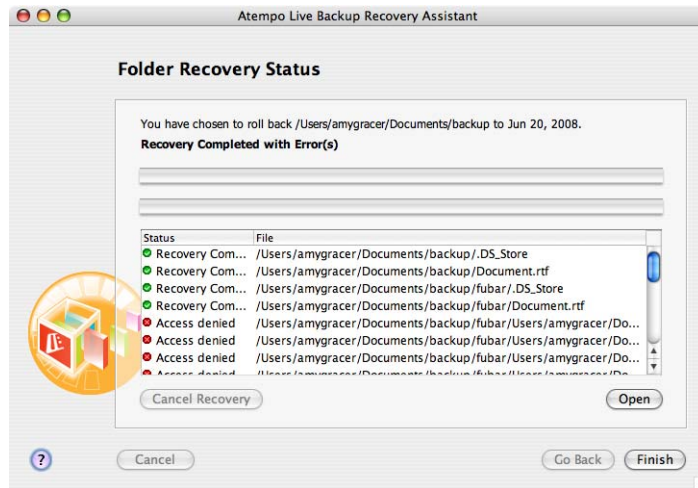
On the Save As page, choose where you want to recover the selected folder.

To replace the current folder with a mirror image at the time and date you selected, choose **Roll back the contents of the folder to the date and time selected**

To recover the folder to a new location, choose **Recover the entire folder and contents to a new location**, and then type that location into the box below, or click **Browse** and choose one.

Click **Recover**.

The Recovery Assistant analyzes your system for the recovery, and then rolls back the folder using the options you chose. A status page displays progress.



4. When recovery is complete, click **Finish**.

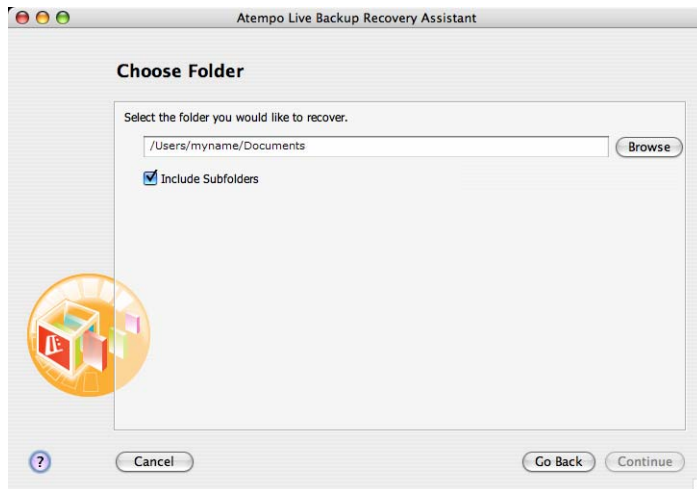
Recovering a folder from Finder

From Finder, you can recover a saved version of any folder using the folder's Control-click shortcut menu.

To recover a folder using its shortcut menu:

1. Run Finder and navigate to the folder you want to restore.
2. Control-click the folder you want to restore, and then click Live Backup>**Roll Back Folder**.

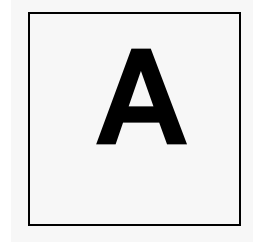
The Folder Recovery Assistant appears. The folder you selected appears in the **Select the folder you would like to recover** box.



If you want to restore subfolders in the location you have chosen, select the **Include Subfolders** checkbox, and then click **Continue**.

Repeat the procedure, “To recover a folder using the Recovery Assistant,” starting with step 2.

A P P E N D I X A



Installing Live Backup Client

This section describes everything you need to do to install and setup Live Backup Client to begin protecting the files on your computer.

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 (Tiger) or 10.5.x (Leopard) 32-bit; 10.6.x (Snow Leopard); or 10.7 (Lion) 32- or 64-bit
- Administrative permissions on the client workstation

Remote or mobile system requirements

If you are planning to run Live Backup Client on a computer that is not physically connected by a cable to the Live Backup Server, you may still protect files if you set up standard HTTP access to Live Backup Server.

It is recommended that you work with your Live Backup Administrator to set up a remote connection. There are many different ways of accomplishing this task, and only your administrator knows which one your company is using.

Before you install

Make sure the following conditions apply:

- Your system meets the System requirements.
- Your Live Backup Administrator has added your client to the Live Backup Server or has configured Live Backup for automatic client creation, and has given you the appropriate client name and group information for installation.

Installing Live Backup Client

If your administrator does not install Live Backup Client for you, then s/he may request that you install it.

To install Live Backup Client

1. Run Live Backup for Mac Installer: Go to `HTTP://LBSERVERNAME/MACCLIENT/LBMACSETUP.ZIP`, and follow the instructions on your screen to launch the installation.
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.

Click **Continue**.

4. On the Server and Client Names page that appears, specify connection information. In the **Server** box, type the name or the IP address of the computer on which Live Backup Server is installed. The default port is 8080.

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.

You may also specify the group in which to create the client as well as the client name. To specify the group, use the following format: *clientname@group.parentgroup*.

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. If an Authenticate dialog box appears, type your **Password**, and then click **OK**.
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.
7. 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.

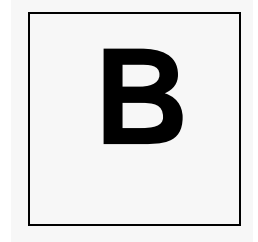
Upgrading Live Backup Client

When an upgrade to Live Backup Client for Mac is available, you will be notified by the standard upgrade notification window: “An update for Live Backup Client for Mac is available. Would you like to install it now?” To launch the upgrade immediately, click **Yes**. Otherwise, click **Remind me Later**. Note that you must cancel or allow all recovery operations to complete, and you must close all Live Backup windows before upgrading.

Uninstalling Live Backup Client

1. In Finder, go to
/LIBRARY/APPLICATION SUPPORT/ATEMPO/LIVEBACKUP/TOOLS/LBMACCLEANUP.SH.
2. Run LBMACCLEANUP.SH.
3. Restart the computer.

APPENDIX B



Glossary

cache

Memory that stores data. In Live Backup, versioned files are stored in a local cache temporarily until they are copied to the server.

client

A computer that requests a service of another computer system or process (a server) and accepts the server's responses. In Live Backup, the client's files and data are backed up on the server.

data files

Files that you create—document, spreadsheet, graphics, etc. Live Backup defines these files as any files that you create or modify. See *user documents*.

discardable data

Files that are excluded from Live Backup protection. By default, Live Backup maintains a list of *internal discardable data* that it treats as temporary files and excludes from protection. In addition, the administrator can define any file as discardable for any given client or group.

initial replication

The first time the client computer connects to the Live Backup Server and copies all of its data to the server. The initial replication completes after all files are copied and the client computer is restarted.

LAN

Local Area Network. A data communications network that is geographically limited, allowing easy interconnection of terminals and computers within adjacent buildings.

server

A computer that provides some service for other computers connected to it via a network. The Live Backup server services requests to backup and recover its clients' computer files.

synchronized

The state of the Live Backup Client when an up-to-date copy of all its data has been replicated to the Live Backup Server.

TCP/IP

Transmission Control Protocol/Internet Protocol. A protocol for transmitting data over the Internet.

trust relationship

A link between two Windows domains. This link allows users from the trusted domain rights and access to drives on the trusting domain.

versioning

The process of creating iterations of a file every time it is saved. Each version is created by applying incremental changes to the original version (that version with the oldest date.)

Index

A

account expired 11, 15
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 available versions 40

B

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 last file 14
 maximum size 11, 13
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