HKT Cloud Backup Service

User's Guide for Windows Client

Version: 1.1

Nov 2016

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1. Introduction

HKT Cloud Backup service is to enable end-user to backup their PC files automatically and securely via a Windows client. Backup files are encrypted at users' PCs and then transmitted over a broadband Internet connection to storage space under HKT's data centre.

The Windows client is the backup application for installing on desktops or laptop computers that user needs to back up or restore. Via this application user can configure and schedule file and folder backup to the cloud, and restore backup files from the cloud.

2. System Requirement

Minimum System Requirement:

- Operating System: Windows 7 / 8 / 10 (32 and 64 bit)
- Processor: Intel Core 2 or AMD Athlon 64 processor; 2 GHz or faster processor
- Memory: 4 GB of RAM or above
- Disk Space: 2 GB of hard-disk space or above
- Microsoft .Net 3.5

3. Installing Cloud Backup Windows Client

After you user account has been created by your office administrator, you can download and install the Windows Client by following simple steps below.

1) Download the client from below URL:-
   http://www.biznetvigator.com/cloudbackup/download/CloudBackupSetup.exe
2) Double-click setup file "**CloudBackupSetup.exe**".
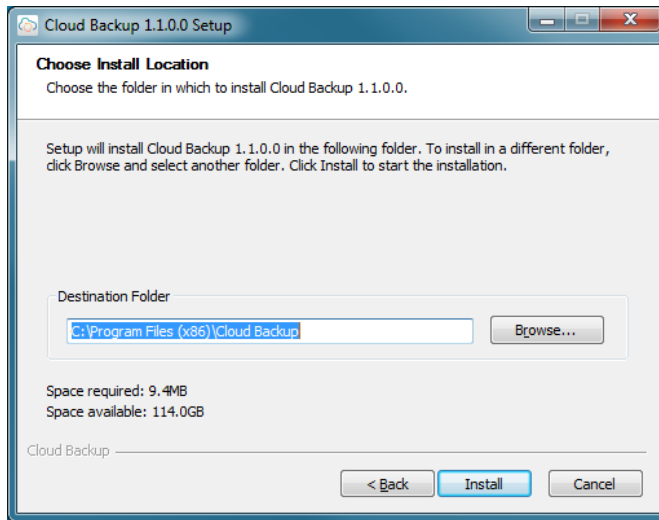3) Select a language for installation.

4) Click on [**Next**] to continue.

4) Agree to the Terms of Use by clicking on [**I Agree**] and continue.

5) Click on [Install] to install the Windows Client to the designated location.
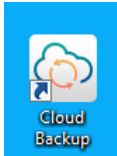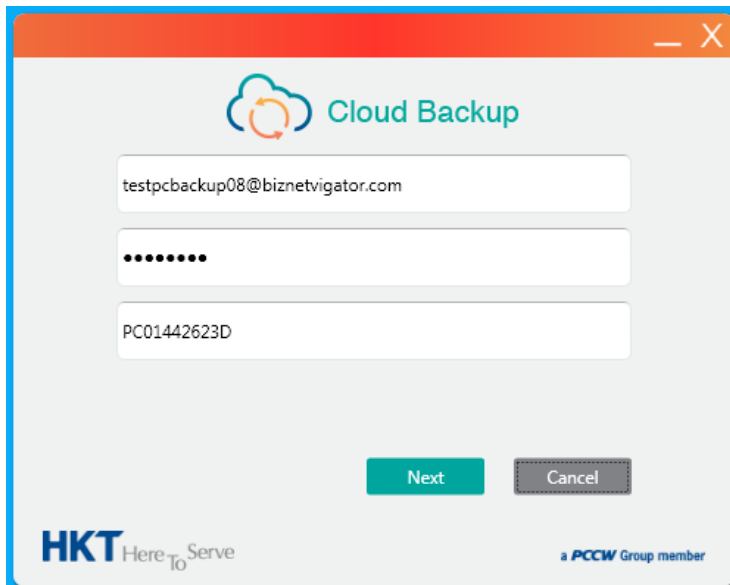
6) Installation in progress.
7) When finished, a Cloud Backup icon will automatically appear on both Windows Desktop and the system tray.
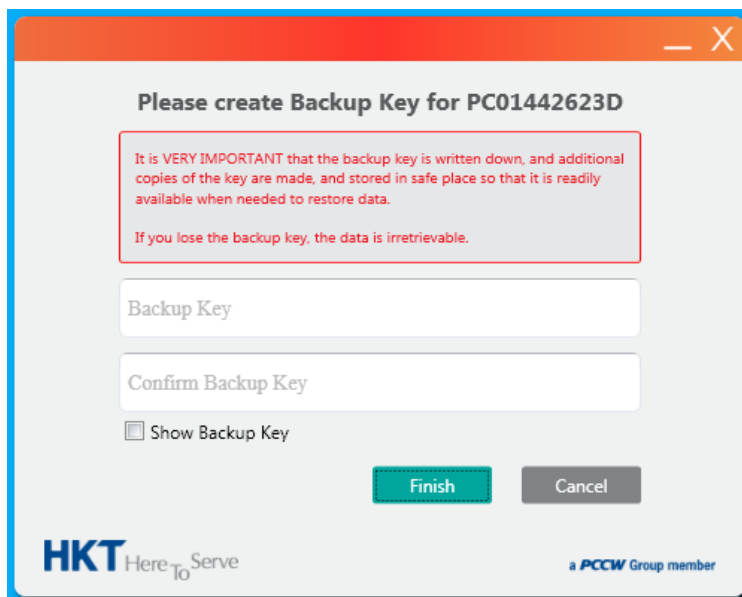
4. Configure Your Cloud Backup Account

1) Launch Cloud Backup Windows Client user interface by double-clicking on the desktop icon.

2) For device that requires Internet connection through proxy, the Client will prompt the users to fill in the Proxy Server settings.
3) Enter your user Login name, Password and Computer Name to register this device to the server.

4) Click on [**Next**] button afterward
5) Enter your desired Backup Key

6) Click on [**Finish**] button and the main interface will be launched to use the client.

 Note:
- *You will be asked to provide the Backup Key when needed to restore data. The Backup Key is set at the first time you launch the Client and cannot be modified afterwards. Thus it is VERY IMPORTANT that the Backup Key is written down, and additional copies of the key are made, and stored in safe places so that it is redily available when needed to restore data.*

  If you lose the Backup Key, the data is irretrievable.

- *For maximum security, please select a Backup Key with more than 8 characters, containing at least two of the following three character groups:*
  - *English uppercase characters (A through Z)*
  - *English lowercase characters (a through z)*
  - *Numerals (0 through 9)*
  - *The total length of the key cannot exceed 20 characters*

- *You can register multiple computers to use Cloud Backup service.*

5. The Application Interface
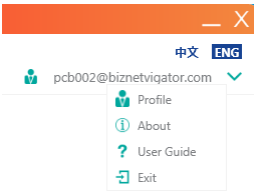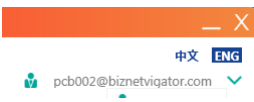
Double-click on the application desktop icon to launch the application.

1) Cloud Backup Main Window

The main window will be displayed after the application is launched.
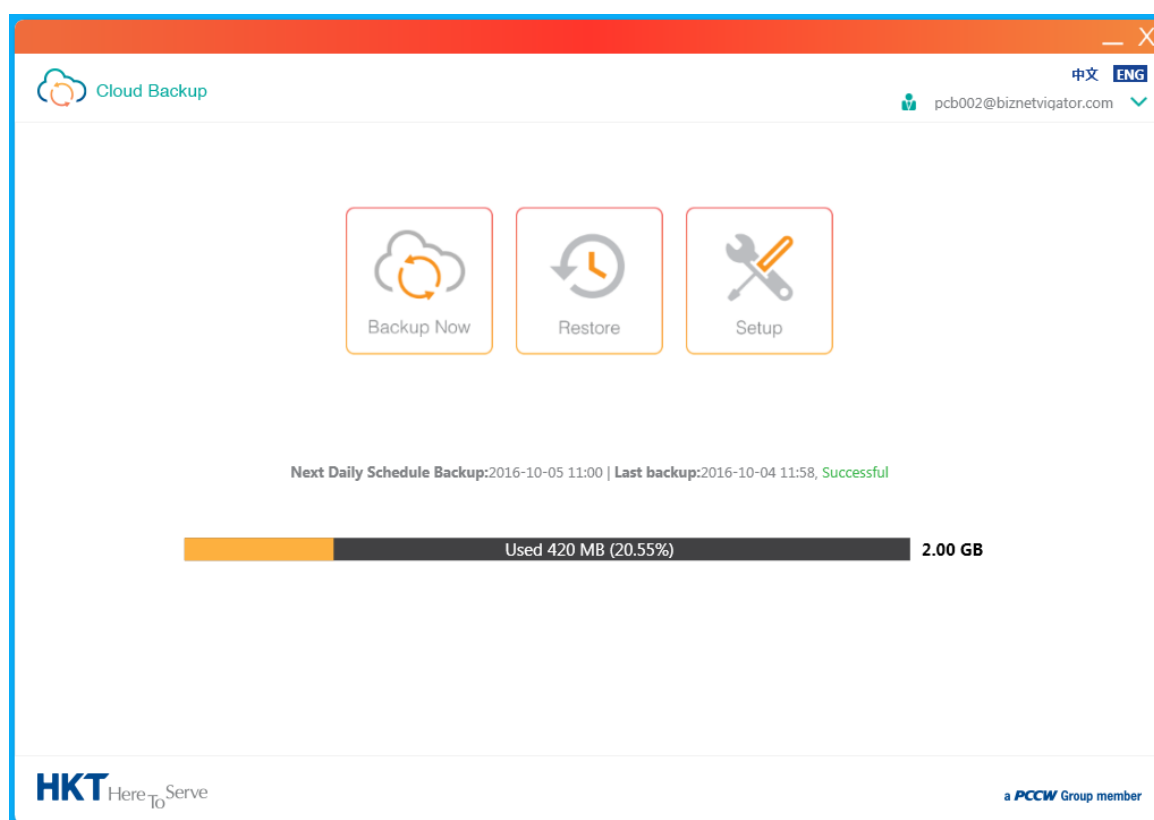
Icon	Item	Description
	Backup Now	Click to perform an immediately backup for existing backup policy
	Restore	Click to access the restore menu, for restoring caked up data
	Setup	Click to setup the backup policy for this computer
	Home	Click to back to main window
	Storage size bar	Display your backup storage assigned and used storage
Next Daily Schedule Backup: 2016-04-29 15:00	Next daily schedule backup	Display the time for next scheduled daily backup
Last backup: 2016-04-29 14:51, Successful	Last backup	Display the time for last backup
	Profile	Click to display the user profile information
	About	Click to display information of the application
	User Guide	Click to download the user guide
	Exit	Click to quit the application
	Language selection	Click to switch languages

2) Profile Page

From drop down menu, choose [**Profile**] icon to access the user profile page.
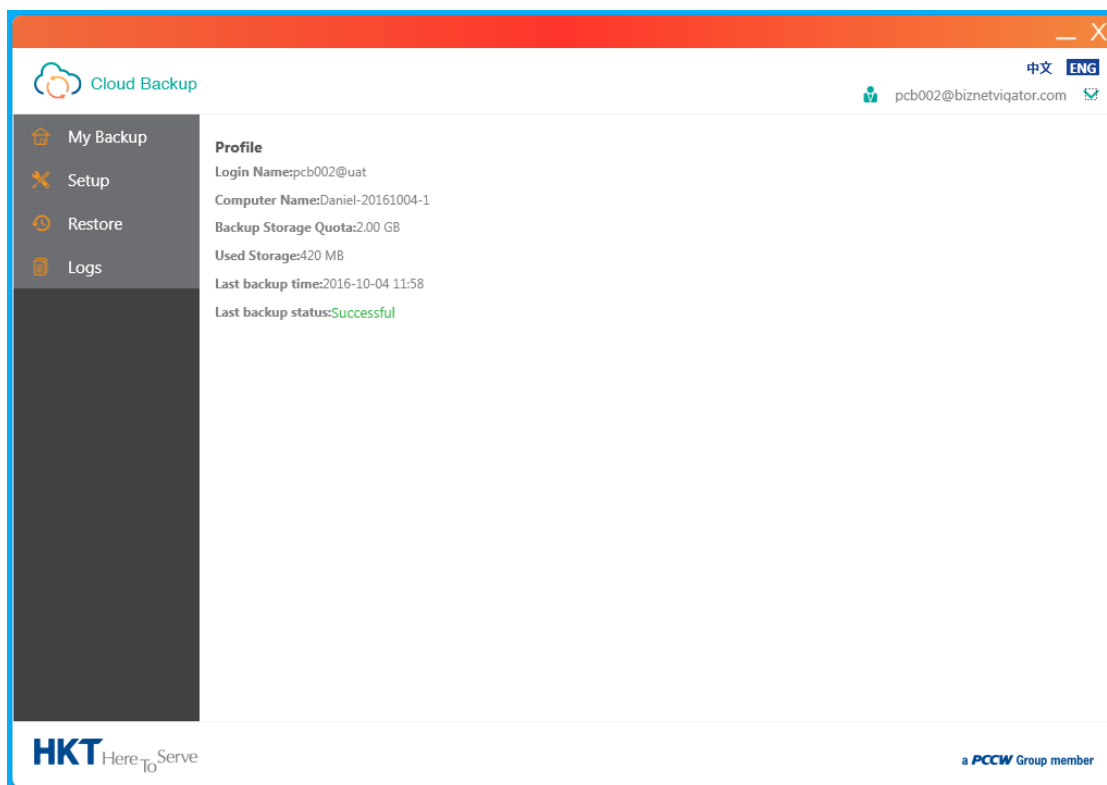
Item	Descriptions
Login Name	Display the name of backup user account
Computer Name	Display the name you specified for current device
Backup Storage Quota	Display the total storage size for backup assigned to you by your administrator
Used Storage	Display the storage size already used for backup
Last backup times	Display the time for last backup job
Last backup status	Display the status for last backup job

3. About Page

From drop down menu, choose [**About**] icon to access the [**About**] page to display the application version and service provider's name.
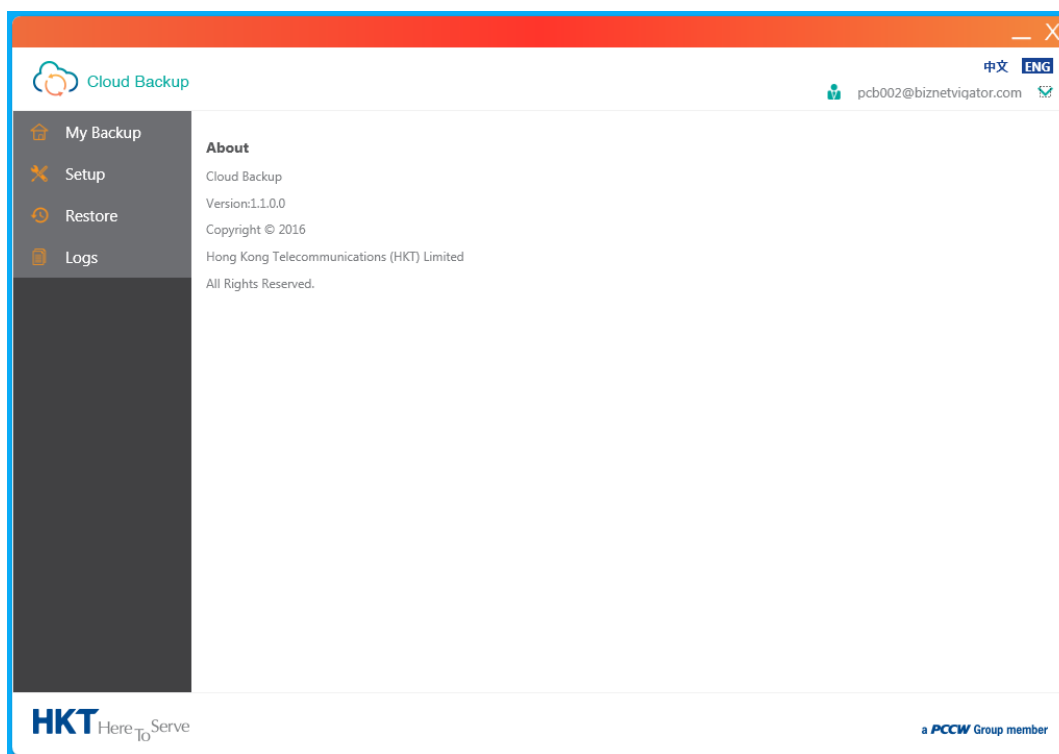
6. Backup

Click on the [**Setup**] from the Main Window and it will bring you to the below page. Follow below steps to configure your backup policy

1) Specify the time to start the daily backup job automatically. It is recommended that a daily backup be performed for your computer.

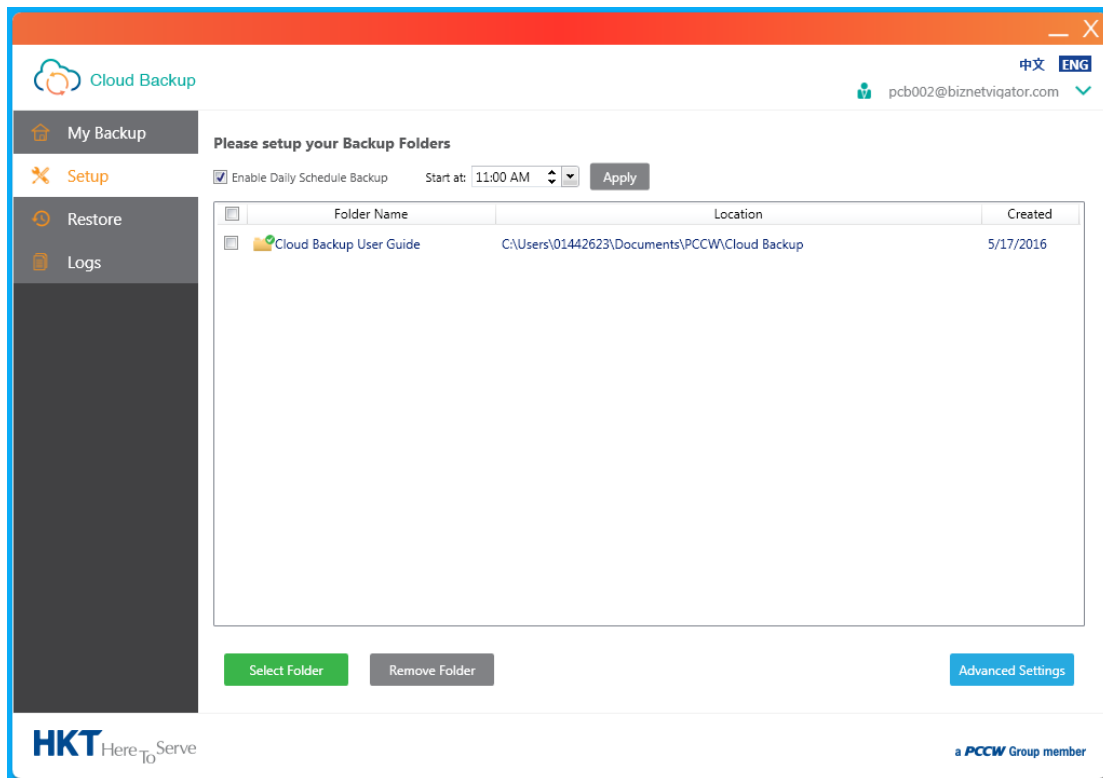- Step 1: tick the check box to enable the daily schedule backup
- Step 2: Setup the timer for schedule the backup process
- Step 3: Click the "Apply" button to save the setting

Note:

Scheduled backup job may be missed if the client computer is switched off, in hibernated, standby mode or running on battery power. Please ensure that the computer is not in the mode stated above at the scheduled backup time. To prevent the above events, consider disabling or changing the client computer's settings to allow scheduled backup to be triggered, and to allow the backup job to be completed.

2) Select the folders you wish to backup

Click on the [**Select Folder**] button to access the source dialog to select the folder for backup.

You can add multiple folders as the backup source folder. By selecting a parent folder as backup source, all child folders and files would be backup as well.

To avoid backing up unnecessary and hidden folders such as the Recycle Bin folder, please select the corresponding folders required as backup source directly, instead of selecting the parent directory or root drive letter.

3) Click [**My Backup**] on the panel, user will be able to review all the folders you have chosen to backup. Click on [**Backup Now**] to manually start the backup job immediately.
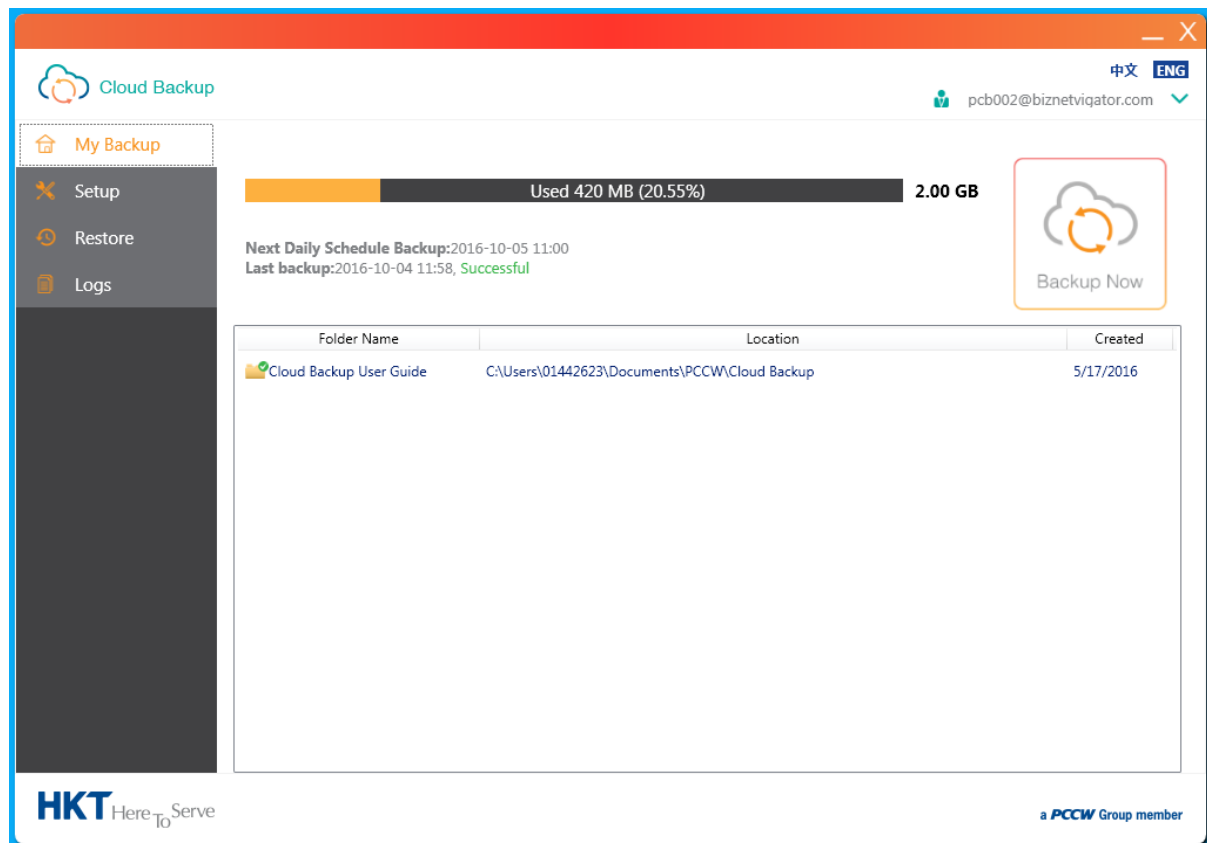
When your backup job starts there is a pop-up message displayed as shown:
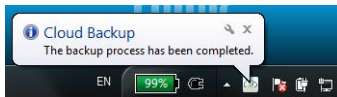

Once the backup job is completed there is a pop-up message displayed as shown:
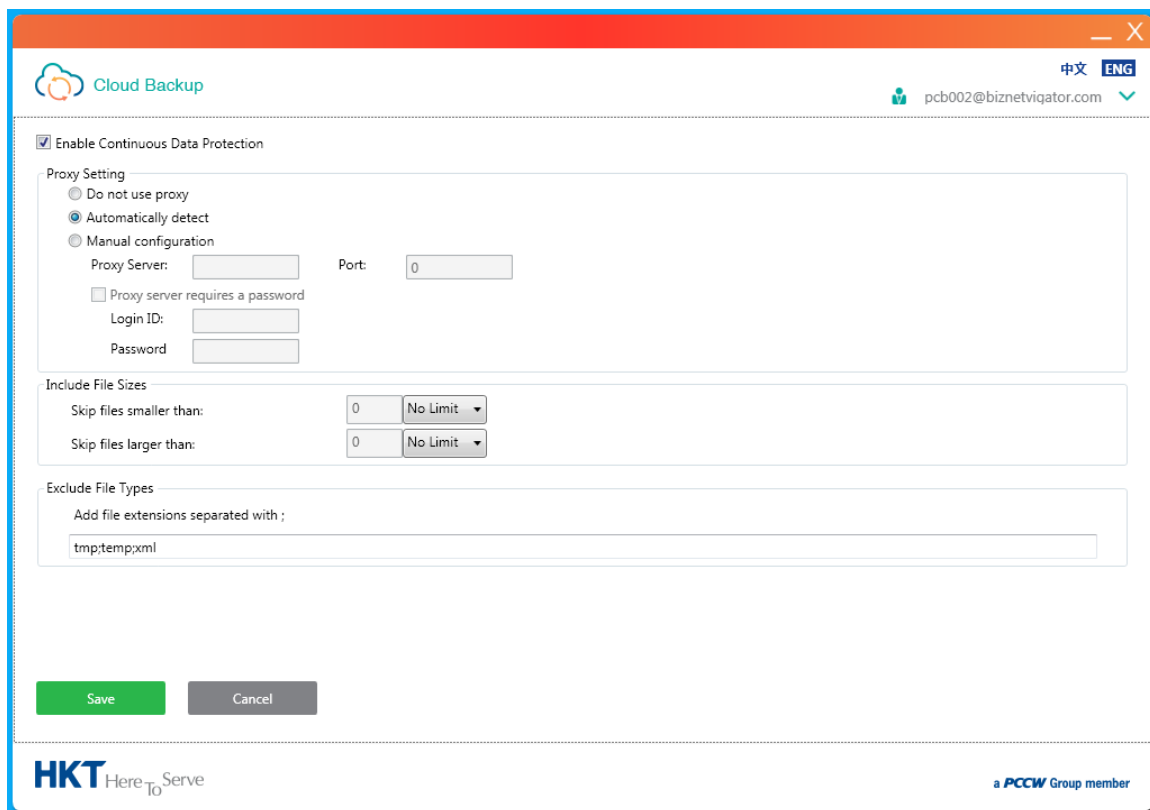
Note:

- *Cloud Backup Client does not allow 2 or more backups to be run concurrently.*
- *Backup requires adequate system resources such as memory and space on the hard disk.*
- *In order to make sure backup are running smoothly, there should be space available in the root drive and the drive Cloud Backup Client is installed. The space required depends on the size of the backup set.*
- *Time required for the backup depends on the size of the backup size and the actual internet upload speed.*
- *Usually the first backup will requires more time, subsequent backup sessions would be faster.*

7. Advanced Settings

Click on [**Advanced Settings**] in [**Setup**] page and directs you to the page.

1) Continuous Data Protection

Continuous Data Protection (CDP) is a feature which allows files within backup folders to be backed up immediately after changes made are being saved. This will provide the maximum protection to the files. This feature in enabled by default for Cloud Backup Client.

The modified contents of the files are backed up automatically to the [**Current**] repository of your backup sets.

Some advantages of using CDP include:

- It automatically detects and silently backs up new and changed files to the cloud in close to real time
- Multiple version of files are saved throughout a day, user can accurately restore an earlier version created on the same day

Although CDP can be a helpful feature, it is worth mentioning that it requires adequate system resources. Specifically, the continuous CPU, memory and bandwidth usage can adversely affect the corresponding computer's performance.

With Cloud Backup Client's CDP feature, for files **less than 50MB**, once the file change happens the local file will be backup automatically in real time; For files **larger than 50MB**, the files will be backup automatically with the periodic batch operation (**every 1 hour**).

Also note that CDP is not a replacement for schedule backup feature but works along with the scheduled backup to provide timely protection for your data.

2) Proxy Settings

For computer that requires Internet connection through proxy, select the [Automatically detect] option. Alternatively user can select [Manual configuration] option, and fill in corresponding information such as address, port, proxy username and password.

3) Include Files Sizes

Set the range of file size to skip certain files during the backup job. By default it set to "No Limit".

4) Exclude Files Types

Set the file types to skip certain files during the backup job. By default it is set to "tmp; temp; xml".

8. Restore

Restore function will allow users to restore files/folders from the cloud. To do so, user should click on [**Restore**] from main window and direct to the restore page.
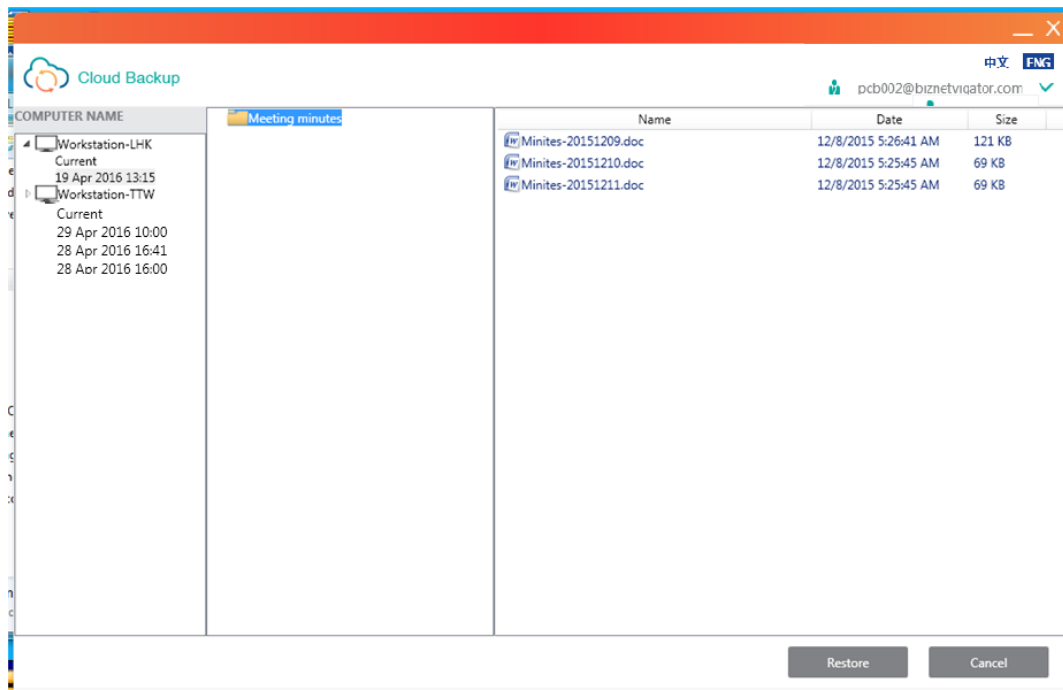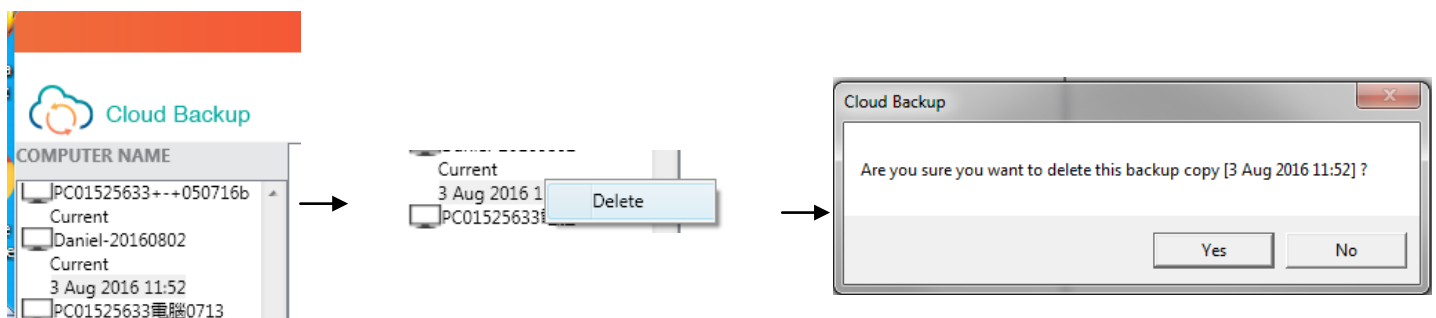
8.1 Delete the backup snapshot

User can manually delete the oldest backup snapshot from the cloud, steps is outlined below:

- Select the computer tab first, and double click the device name
- Select the **oldest** backup snapshot inside the computer name
- Right click the backup snapshot tab and tab delete option
- In the pop-up window, please click "Yes" to delete.

8.2 Restore data from a backup job

Steps of a restore are outlined below:

1) In left column it lists all computers that have been backed up to your account. Select and expand the computer to list its respective backup jobs.
2) Choose a backup job. The name of the backup job displays as Date + Time, for example [29 Apr 2016 10:00].
3) In middle column, it will list out all backup folders under the selected backup job
4) Select and expand the backup folders
5) In right column, select the file or folder you want to restore, or select multiple items
   a. by **Ctrl+A** to select all files and folders you want to restore.
   b. by **Shift+A** to select the file range you want to restore.
   c. by **Ctrl+Mouse click** to select the certain files you want to restore.
6) Click on button [**Restore**]
7) Enter your Backup Key
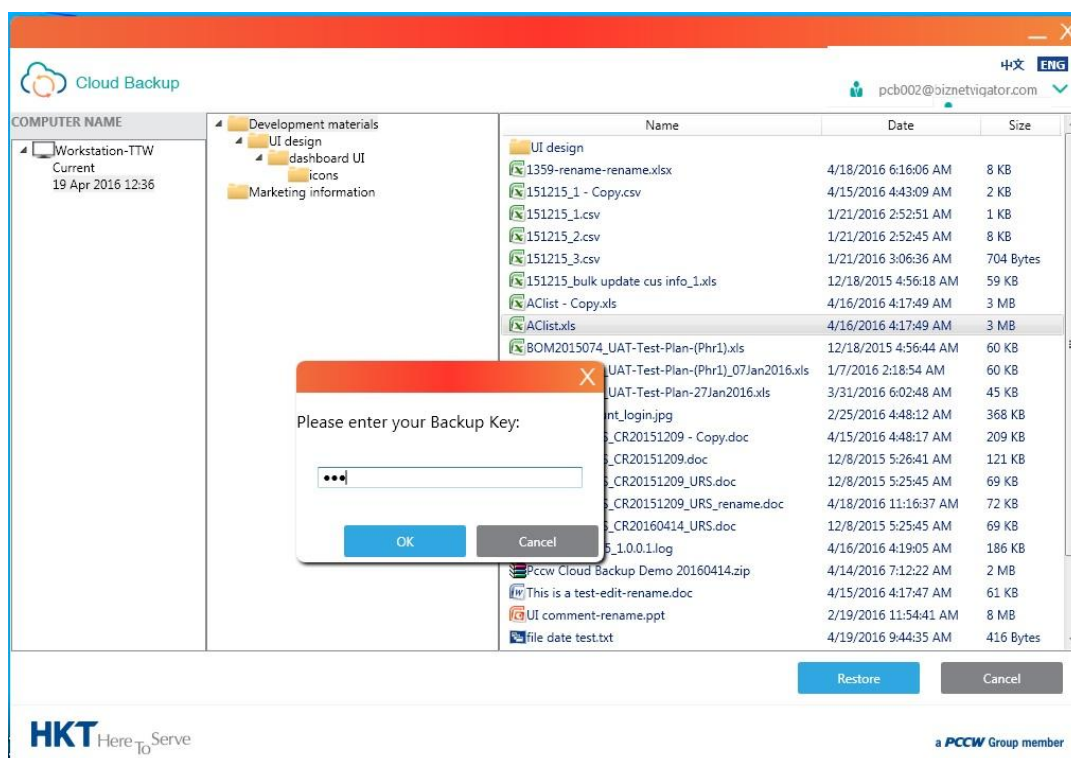
8) Select location to recover data to
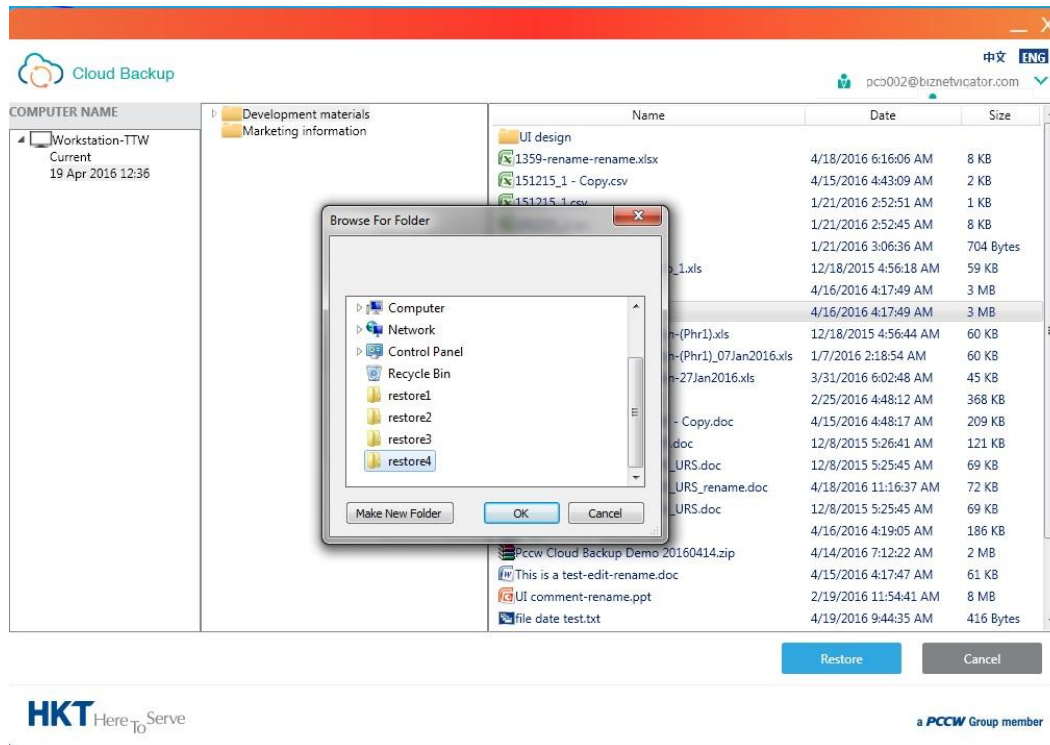
9) Click on button [**OK**] the restore will start

Note: the backup copy for each backup job will keep 30 days before it is deleted from the cloud.

8.3 Restore data from "Current" repository

With Continuous Backup Feature, before your next backup job starts (either schedule daily backup or manual backup), any changes on your files/folders within backup folders will be updated to this repository

- Once a file is edited and saved, it will be uploaded to [**Current**] as a new version. User can choose the version they wish to restore.
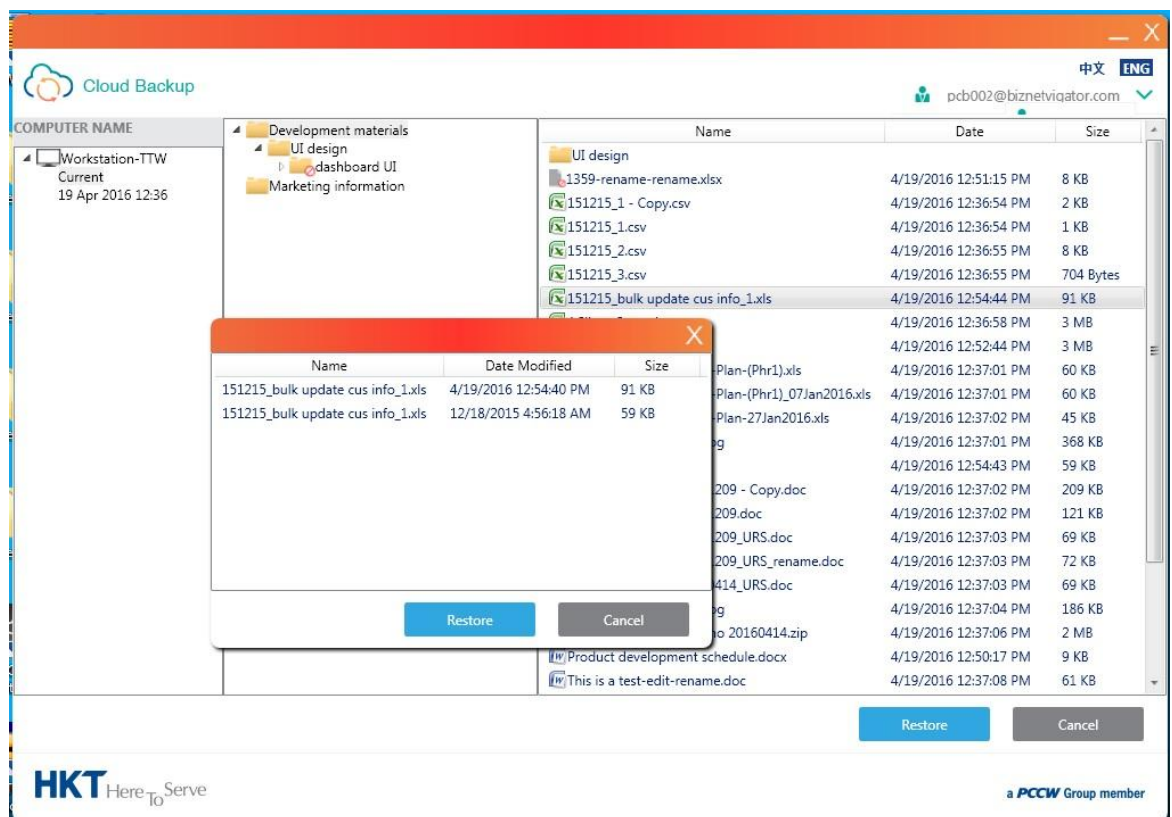
*Note: With Cloud Backup Client's CDP feature, for files **less than 50MB**, once the file change happens the local file will be backup automatically in real time; For files **larger than 50MB**, the files will be backup automatically with the periodic batch operation (**every 1 hour**).*

- For files or folders deleted from local hard disk, it will be marked as 'Deleted" and restorable from cloud.