User Instruction

UBC Department of Botany Backup Service

Prepared by: Botany IT

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1. Install client application

Once obtained your Botany Backup Service user account, you need download and install the Crashplan PROe client application to the device you want to back up to this service. There are two ways to obtain the CrashPlan PROe client application: through master backup server web interface, or through www.crashplan.com.

1.1 Download installer from the master backup server web interface (preferable way). Log into http://backup.botany.ubc.ca:4280 with your backup service username and password.

CRASH	PLAN PROe
Sign in to PROe	Server Admin Console
johnn	
johnn	
johnn	
johnn ••••••	

Wait for the "Welcome to CrashPlan PROe" window to show up. Select the operating system of the device you want to back up by clicking the icon (see screen below), and download the installation file.

M	/elcor	ne to	Crash	Plan	PROe	8
To get	started, select y	our platform an	id install CrashP	Plan PROe on al	l your computers.	
\longrightarrow		Ĩ	Ć			
	Windows 32	Windowa 64	Mac OSX	Linux	Solaria	
Don't show th	is again		128			

1.2 Download install from <u>www.crashplan.com</u> (alternative way). Download CrashPlan PROe client application installation file from the following link: https://www.crashplan.com/enterprise/installers.html

Please make sure to select your operating system (Windows, Mac, Linux or Solaris) under "Client Only" and click download.

Current CrashPlan PROe Installers

Please select the correct operating system below to begin downloading.



1.3 Installation

After download is complete, run the installation file and follow the instructions prompted by the installer.

🔡 CrashPlan Setup	
	Welcome to the CrashPlan Setup Wizard
	The Setup Wizard will install CrashPlan on your computer. Click "Next" to continue or "Cancel" to exit the Setup Wizard.
	< Back Next > Cancel



2. Initial Setup

2.1 Connect to this service

When installation is completed, you will be prompted with the below screen:

L CrashPlan PROe		
	CRASH PLAN PRO	2
	Use existing account Please enter your username and password. This information identifies you and encrypts your files so nobody else can access them.	
	New Account Existing Account Username: John	
	Password: PROe Server address: Licensed to: Botany	
	un neix	

Click "Existing Account".

The software will now prompt for the following information.

Username: Password: PROe Server Address:

CrashPlan PROe	and the second second	100.00	
		CRAS	SH PLAN PROe
	Use existing Please enter your use and encrypts your files	account mame and password. This informatic so nobody else can access them.	n identifies you
	New Account	xisting Account	
	Username:	johnn	
	Password: PROe Server address:	backup.botany.ubc.ca	
	Licensed to:	Botany	Sign In

These are the information you received from Botany IT when you obtained your backup service account. In the PROe Server Address field, enter "**backup.botany.ubc.ca**"

Click "Sign In" to continue.

	CRASH PLAN PR	20 °e
📤 Backup	Congratulations	2
Restore	CrashPlan PROe is backing up! There are two parts to C	rashPlan
Settings	PROe: A desktop application (what you see now) and a engine that's always working (even when you exit or log	oackup J off).
() History	- Destinations	
-O Destinations	Biological Sciences B Waiting for backup — last backup 14 minutes a	
	● K:/ Backup running ❶	0
	UBC IT VSS DataCe Waiting for backup — last backup 15 minutes a	igo ()
	Files	
	Dohn 84,061 files Botany IT 5 files ControlCenter3 221 files	72.1GB 11.4MB 155.2MB
	Change Total: 84,287 file:	s / 72.3GB

If you are a regular backup account holder, you should see the two backup destinations on the screen: **Biological Sciences Building** and **UBC IT VSS DateCentre**. If you are a research data backup account holder, you will only see one destination: **UBC IT VSS DataCentre**.

Note: If you also backup locally to an external hard drive, you will see your external hard drive as another backup destinations, as you can see the "K:/" in the picture above.

2.2 Add an external hard drive as a backup destination:

If you prefer to have more redundancy, or be able to recover your data when your device is disconnected from the network, you can add an external hard drive as the third destination.

Click "Destinations" at the left side menu (see above screen) and click "Folders"

🏜 CrashPlan PROe		
		CRASH PLAN PRO [®]
🛆 Backup	Overview Comput	ers Folders Cloud
Restore	CrashPlan PRO	e provides secure unlimited backup to multiple destinations. Add
Settings		nprove your backup plan.
(History		Back up between your computers. Laptop to desktop, home to office. Mac to PC it all works!
- Destinations		
7	Folders	Back up directly to an attached drive. Move drive to a remote PC to continue offsite protection.
	Cloud	Back up online to your enterprise backup servers.

Click the "Select" button and select the external hard drive you want to use, and then click "Start Backup". Now you have the external hard drive as the third backup destination.

rashPlan PROe	
	CRASH PLAN PRO <mark>e</mark>
🛆 Backup	Overview Computers Folders Cloud
Restore	Available folders:
Settings	● K:/
(History	
Destinations	How to back up to a local folder: 1. Select a backup destination folder Select 2. Your folder appears in the list of available folders 3. Select a folder and click Start Backup
	Undo Changes Save

2.3 Select what to backup

This service is designed and funded to only backup work related data for administrative and/or teaching purpose. We do not have the capacity to backup non-work related personal data, or large volume research data. It is the customer's responsibility to only select appropriate data to back up in the client side application setting. To change the files and folders you want to back up, click "Change" under section "Files"

CRASH PLAN PRO [®]
vachronizing block information (7.2%)
vynchronizing block information (7.2%)
iynchronizing block information (7.2%)
ynchronizing block information (64.1%)
scanning
Total: 73,776 files /

Select the files you want to back-up and click "Save". The backup process will start automatically according to your selection.

Note: by default, the CrashPlan Client Application will back up everything in your profile. This include large amount of system file, application data, log file and configuration data, those we deemed as not appropriate to back up to this service. We suggest users to uncheck their profile folder then expand the folder tree and select only critical folders for back-up, such as Desktop and Documents



2.4 Require account password to access CrashPlan PROe application

By default password protection is not enabled for accessing CrashPlan PROe client application on your device. We suggest user to turn on password protection for accessing client application if user share the device with others (for example, when there are multiple user accounts in the device). You can enable password protection on the client application by clicking "Settings" on the left side menu and click the "Security" tab. Checks on the box "Require account password to access CrashPlan PROe desktop application", then click "Save"

CrashPlan PROe	
🛆 Backup	General Backup Account Security Network
Restore	Require account password to access CrashPlan PROe desktop application
📮 Settings	Account Password
(History	Current password:
-O Destinations	
	Archive Encryption
	@ 448-bit encryption
	448-bit encryption + password 448-bit encryption + password
	• 446-bit encryption with custom 446-bit key
	Undo Changes Save

2.5 Reset account password

You will get a temporary password for your backup account from Botany IT. To change or reset password, click "Settings" on the left side menu and click the "Security" tab. Change password by typing in both "Current password" and "New password under section "Account Password" (See the screen below), then click "Save".

CrashPlan PROe	
	CRASH PLAN PRO <mark>e</mark>
△ Backup	General Backup Accoun Security Network
Restore	Require account password to access CrashPlan PROe desktop application
 Settings History Destinations 	Account Password Current password: New password:
	Archive Encryption
	Undo Changes Save

You're now done with the initial setup! Please close the CrashPlan PROe client application, back-up will continue to run in the background as long as your device is turned on and connected to internet.

SECTION II: DATA RECOVERY

There are two ways to restore your backed up files:

- Through the CrashPlan PROe client application
- Through the master backup server web interface (250MB limit)

1. Restore files through the CrashPlan PROe client application

- 1.1 Open the CrashPlan PROe client application.
- 1.2 Click the "Restore" Tab on the left hand side bar.
- 1.3 Check the box "Show deleted files" if you want to recover files that you have deleted.

🛆 Backup	Restore files for computer: JOHNN (this compu	ter) 🔻
📉 Restore	From backup destination: Biological Sciences I	Building 100% (6 minutes ago) 🔻
Settings	Find files to restore by name or select from list	below:
	Name	Size Last Backed Up
History	⊿	30/11/13 11:10 PM
	Image: Second	30/11/13 11:10 PM
-O Destinations	a 🔲 🚞 John	30/11/13 11:10 PM
	⊳ 🔲 🚞 AppData	30/11/13 11:10 PM
	Application Data	01/12/13 1:47 AM
	Cookies	30/11/13 11:11 PM
	⊳ 🔲 🚞 Desktop	30/11/13 11:11 PM
	Documents	30/11/13 11:11 PM
	Image:	01/12/13 1:47 AM
	▷ □ □ □ My Documents	01/12/13 1:49 AM
	NetHood	30/11/13 11:57 PM
	Pictures	30/11/13 11:12 PM
	PrintHood	01/12/13 1:11 AM
	B Contemport	01/12/13 1·49 AM
	Show hidden files	Show deleted f
	Restore the most recent version to Desktop ar	nd <u>rename</u> any existing files.

1.4 Select which file (or folder) you want restored. Note: by default it will restore the most recent version of the file.

4	CrashPlan PROe		
	CR	ASH	PLANPRO [®]
🛆 Backup	From backup destination: Biological Sciences Buildin	g 100% (< 1 minute ago) 🗸 🗸
🕿 Restore	Find files to restore by name or select from list belo	w:	9
 Settings History Destinations 	Name Name	Size 277KB 488.7 1KB 25KB 86.6KB 1KB	Last Backed Up 12/2/13 10:34 AM 12/2/13 10:34 AM
	Show hidden files	<u>name</u> any	Show deleted files

1.5 If you want to restore your file to an older version rather than the most recent, click on the "most recent" hyper link, a pop out window will come out and you can choose the date/time of the file version. Click Okay after you select the date and time.

Note: Since the Biological Science Building destination was added to this system on Dec 2nd, 2013, if you want to restore a file to a version older than December 2nd 2013, you must choose the UBC IT VSS Datacentre for the "From backup destination:". If you only need restore a file back to a version newer than Dec 2nd, 2013 (for example, most recent version), you can choose either destination.

۵L	CrashPlan PROe -	
	CRASH PLAN PRO <mark>e</mark>	
🛆 Backup	From backup destination: Biological Sciences Building 100% (< 1 minute ago) 🗸	
Restore	Find files to restore by name or select from list below:	Q
 Restore Settings History Destinations 	Select a date and time. Size Last Backed Up 12/2/13 10:34 AM 12/2/13 10:34 AM 12/2/13 10:34 AM 13 14 15 16 17 18 19 20 21 22 3 4 22 30 31 1 12 3 4 11:59 PM Cancel 0k 11:59 PM Cancel 0k 1KB 12/2/13 10:34 AM 86 6KB 12/2/13 10:34 AM 86 6KB 12/2/13 10:34 AM 80 o 1KB 12/2/13 10:34 AM 90 o 11:59 PM 0k 0k 1KB 12/2/13 10:34 AM	d files
	Restore the most recent version to Desktop and rename any existing files.	estore

1.6 Click "Ok", and "Restore". The restored files will be on your desktop and any existing files will be renamed.

1.7 You can change the restore location by click the hyper link "Desktop" (see below screen). You can restore the files to **Desktop**, **Original location** or **A folder** on your computer.



1.8 You can rename or overwrite the existing files by clicking "rename" (see below screen).

CrashP	lan PROe			-	
		CR	ASH	PLANPRO ^ĩ e	
\bigcirc	Backup	Restore files for computer: JOHNN (this computer)	•		
	Restore	From backup destination: Biological Sciences Buildin	ng 100%	(5 minutes ago) 🔻	
	Settings	Find files to restore by name or select from list below	w:		Q
_		Name	Size	Last Backed Up	~
٩	History	⊿		30/11/13 11-10 PM	
		A C Users		30/11/13 11:10 PM	
-0	Destinations	🖉 🧰 John		30/11/13 11:10 PM	
		AppData		30/11/13 11:10 PM	
		Application Data		01/12/13 1:47 AM	=
		Description of the second s		30/11/13 11:11 PM	
		⊳ 🥅 🚞 Desktop		30/11/13 11:11 PM	
		Documents		30/11/13 11:11 PM	
		▷		01/12/13 1:47 AM	
		Image:		01/12/13 1:49 AM	
		Image:		30/11/13 11:57 PM	
		Pictures		30/11/13 11:12 PM	
		PrintHood		01/12/13 1:11 AM	
		Recent		01/12/13 1·49 AM	*
		Show hidden files		Show delete	d files
		Restore the most recent version to Desktop and ren	amelany	/ existing files.	estore

1.9 In the end, click "Restore" to save the file (or folder) to the location you have selected.

2. Restore files through the master backup server web interface

- 2.1 Login using the credentials obtained from Botany IT by navigating to <u>http://backup.botany.ubc.ca:4280</u> <u>Note:</u>
 - a. <u>You can only access this web interface from a UBC IP address. If you need access this from outside</u> <u>UBC, you need connect to UBC myVPN first. For more information about UBC myVPN, please check</u> <u>http://it.ubc.ca/services/email-voice-internet/myvpn.</u>

- b. You can only recover up to 250MB data for each restore action. CRASHPLANPROC Sign in to PROe Server Admin Console test Remember me Forgot your password? Sign In
- 2.2 Select "Devices" and click the device you want to restore from the list.

Q Smart Search	*.	다
		Name 🔺
🖚 Dashboard		TONYCWAN-LAPTOP
Devices		
Overview		
My Profile		

2.3 The interface will show details of your backed up data, you can choose where you want to obtain your data from, either from the UBC IT VSS DataCentre server or the one located in the Biological Sciences Building. Click the <u>circular</u> button to initiate the restore process.

Note: For data backed-up before December 2^{nd} , 2013, please select the UBC IT VSS DataCentre. For all other data backed-up after December 2^{nd} , 2013, you can choose either destination.

Connection Status Online for 8 minute	IP Addr	ess	Restores 0	Version 3.6.1.4		Date Create 12/02/2013	d	
Destination	Backup Statu ataCent	s 1 00%	Last Activity 5 minutes			C0 5 1	mpleted minutes	D
31 MB Stored 0 MB Selected 0 MB Remaining	1KB 1KB 1KB 1KB 1KB 1KB 1KB		1231	21.3 Mops	Sbps . 6bps . 4bps . 2bps . 0bps .	15:50		15:0
	General	Stored	Reporting	Security	Network	Band	width	
GENERAL		User is a When us When us Stop wh	away when not ser is away, use ser is present, u en battery reac	active for: 15 m e up to: 80 % use up to: 20 %	nutes CPU CPU			
			Wa	rning Critical				

2.4 A pop-up window will then ask you to select which file (or files) or folder you want to recover. The same to using CrashPlan Client Application, you will have the option to select specific dates for the files, and "Display deleted files" to restore deleted items. Click "Restore" to proceed. There is a 250MB file limit for each restore done via the web interface.

Web Restore	
From Destination: UBC IT VSS DataCentre (completed 10 minutes ago) Restore files as of: Find files to restore by name or choose from the list:	v Q
▼ C:/ ▼ Users ▼ Tony Wan ▶ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑	
Display hidden files Display deleted files Full Paths Folders Selected: 0 Files Selected: 0 Total Size Selected: 0MB	

2.5 After click "Restore" from the last step, there will be a URL "Click here to download" at the left bottom corner. When you click the URL, you will be able to download a zip file containing the file or folder you choose to recover.



SECTION III: HOW TO GET HELP

All Botany users can get further assistance by contacting Botany IT HelpDesk.

Email: <u>helpdesk@botany.ubc.ca</u> Phone: 604-827-1599 Room 1322, Biological Sciences Building

FoS Dean's office users, Botanical Garden users and Beaty Biodiversity Museum users need to contact UBC IT first. Your request will be forwarded to Botany IT if it is necessary.

Web form: <u>http://it.ubc.ca/sos</u> Phone: 604-827-4357 (7-HELP)