

# User Instruction

*UBC Department of Botany Backup Service*

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Botany IT

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## 1. Install client application

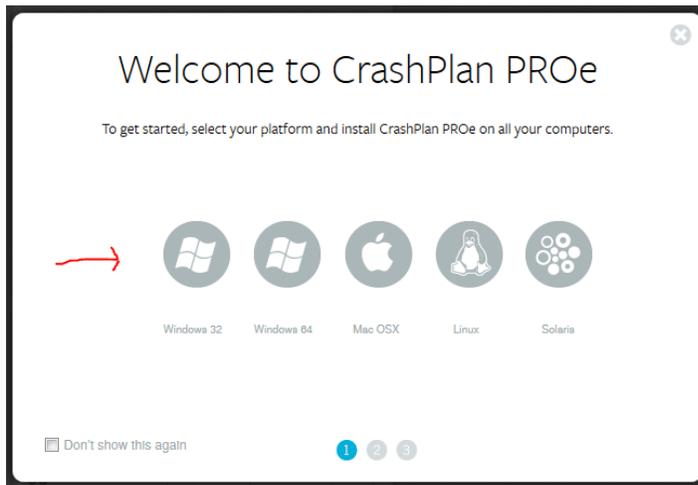
Once obtained your Botany Backup Service user account, you need download and install the Crashplan PROe client application to the device you want to back up to this service. There are two ways to obtain the CrashPlan PROe client application: through master backup server web interface, or through [www.crashplan.com](http://www.crashplan.com).

### 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.



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.



### 1.2 Download install from [www.crashplan.com](http://www.crashplan.com) (alternative way).

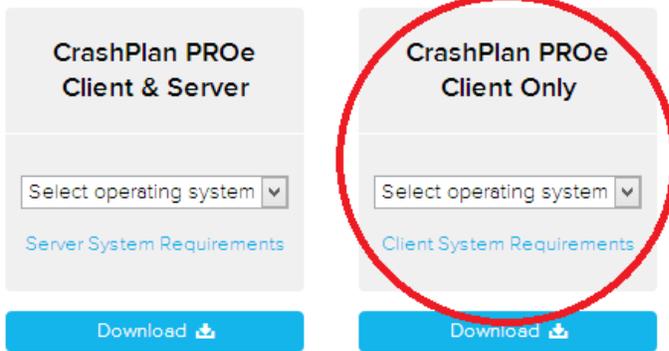
Download CrashPlan PROe client application installation file from the following link:

<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.



CrashPlan PROe Client & Server

Select operating system ▾

[Server System Requirements](#)

Download 📄

CrashPlan PROe Client Only

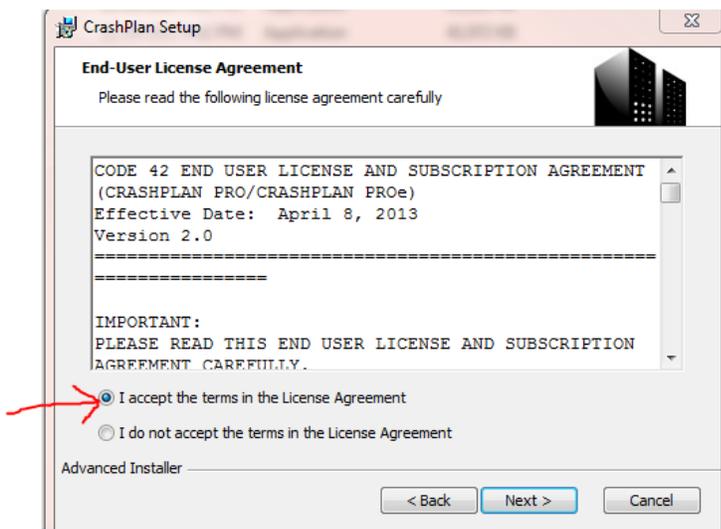
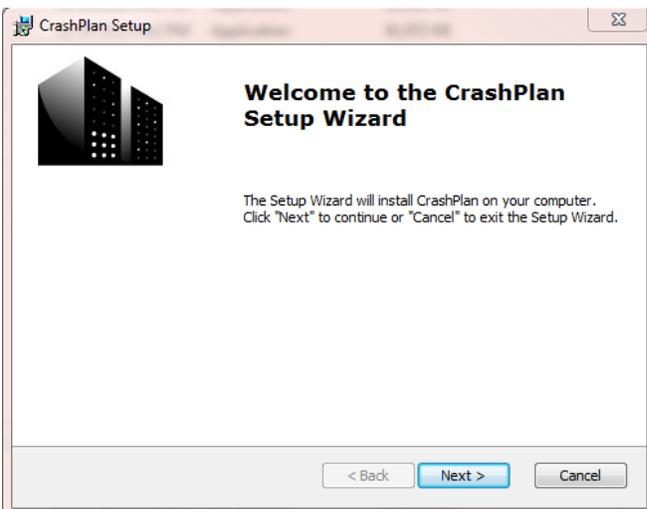
Select operating system ▾

[Client System Requirements](#)

Download 📄

### 1.3 Installation

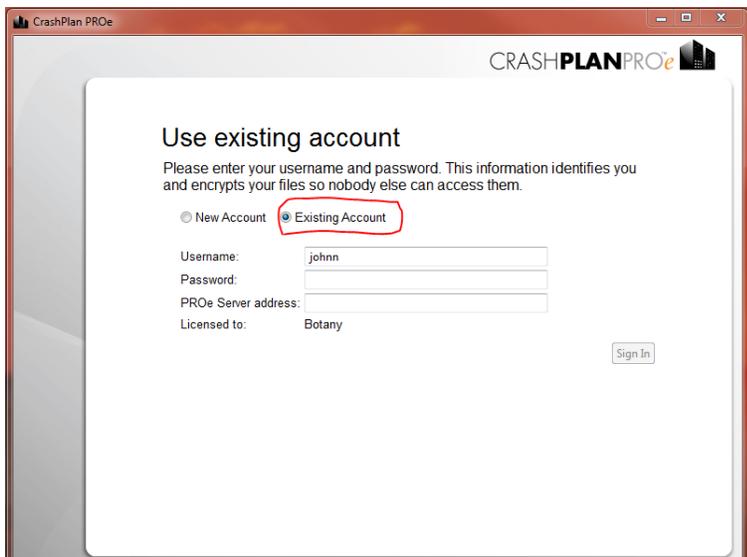
After download is complete, run the installation file and follow the instructions prompted by the installer.



## 2. Initial Setup

### 2.1 Connect to this service

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



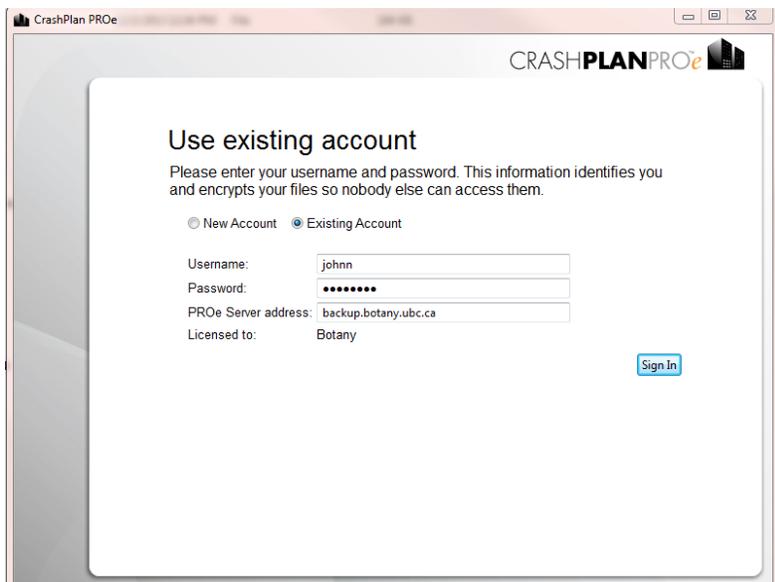
Click “Existing Account”.

The software will now prompt for the following information.

Username:

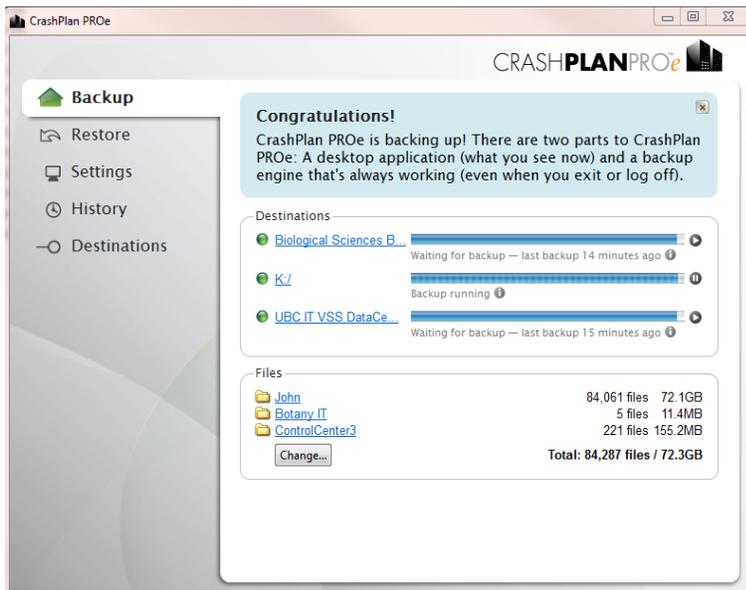
Password:

PROe Server Address:



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.



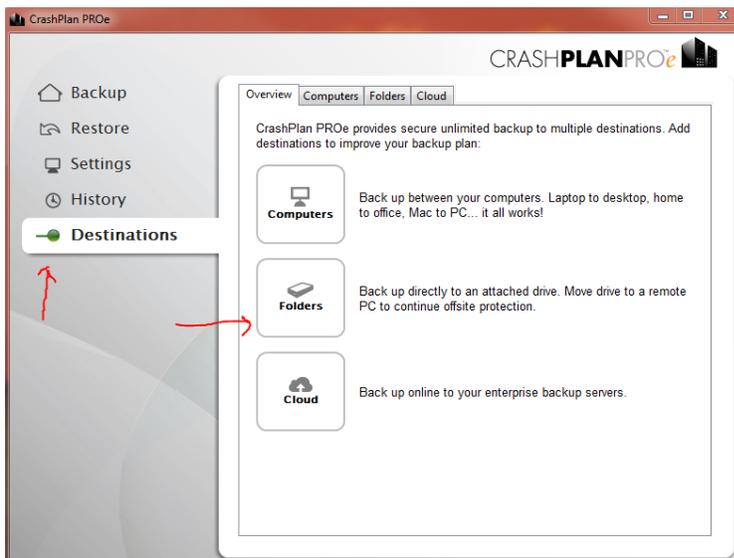
If you are a regular backup account holder, you should see the two backup destinations on the screen: **Biological Sciences Building** and **UBC IT VSS DataCentre**. If you are a research data backup account holder, you will only see one destination: **UBC IT VSS DataCentre**.

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.

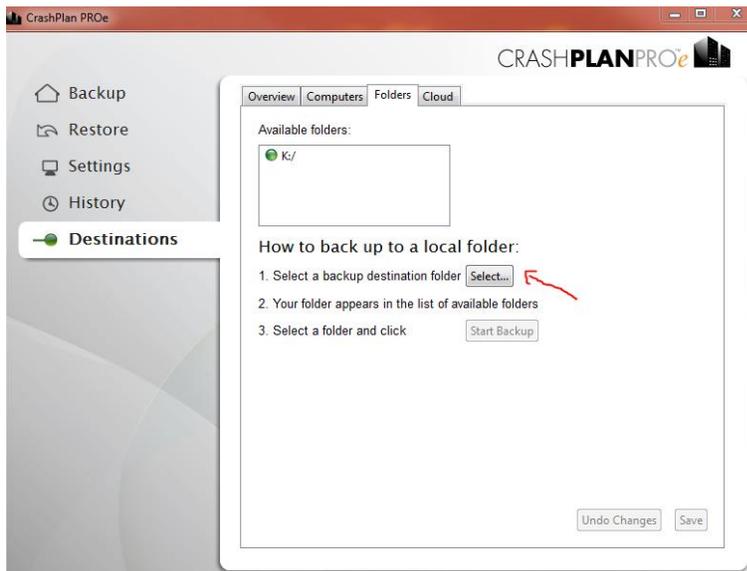
## 2.2 Add an external hard drive as a backup destination:

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”

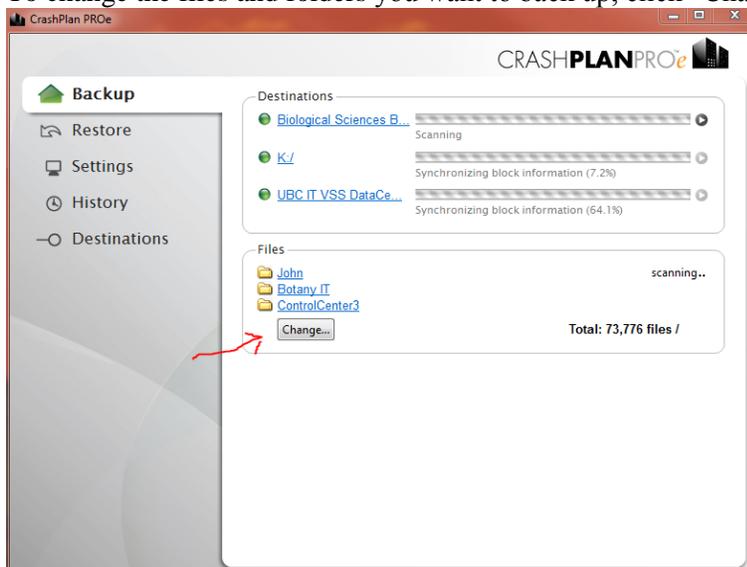


Click the “Select” button and select the external hard drive you want to use, and then click “Start Backup”. Now you have the external hard drive as the third backup destination.



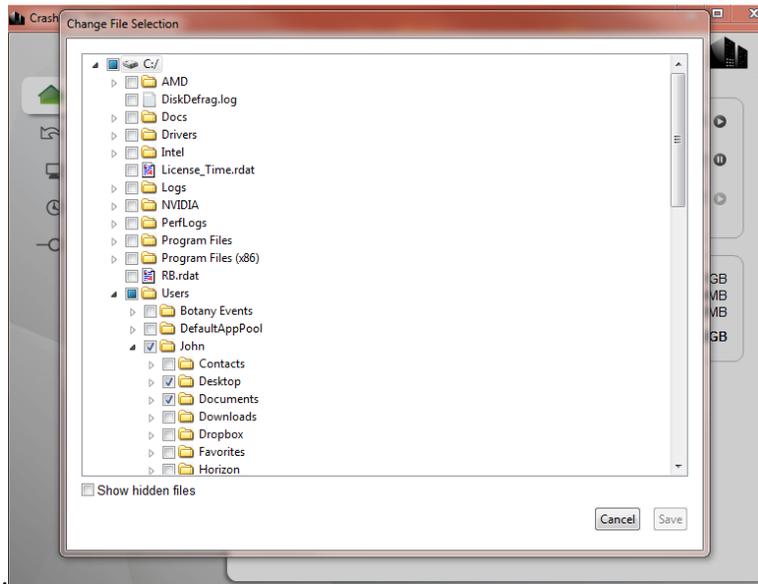
### 2.3 Select what to backup

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"



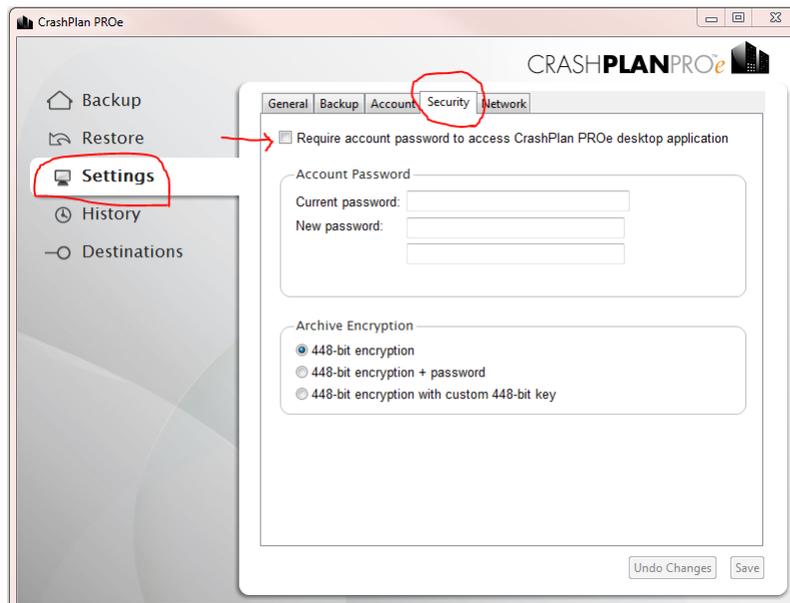
Select the files you want to back-up and click "Save". The backup process will start automatically according to your selection.

**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**



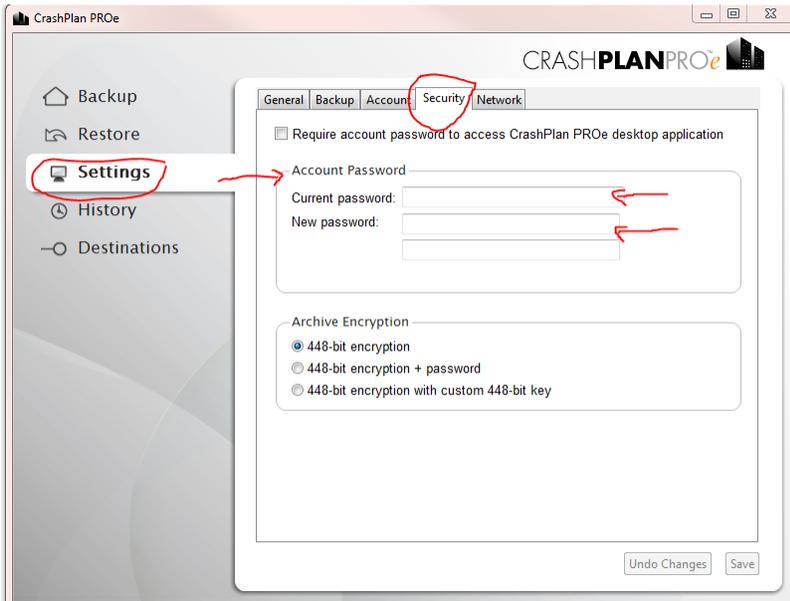
## 2.4 Require account password to access CrashPlan PROe application

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”



## 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”.



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.

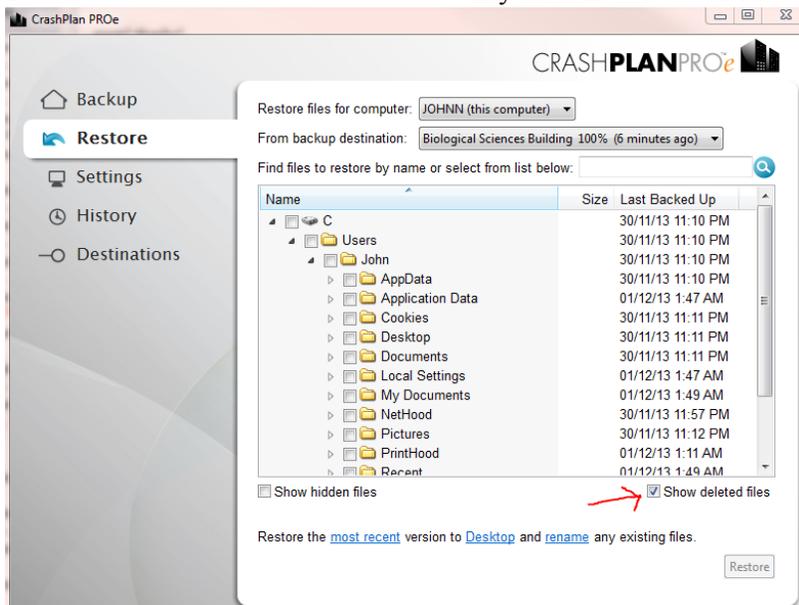
## SECTION II: DATA RECOVERY

There are two ways to restore your backed up files:

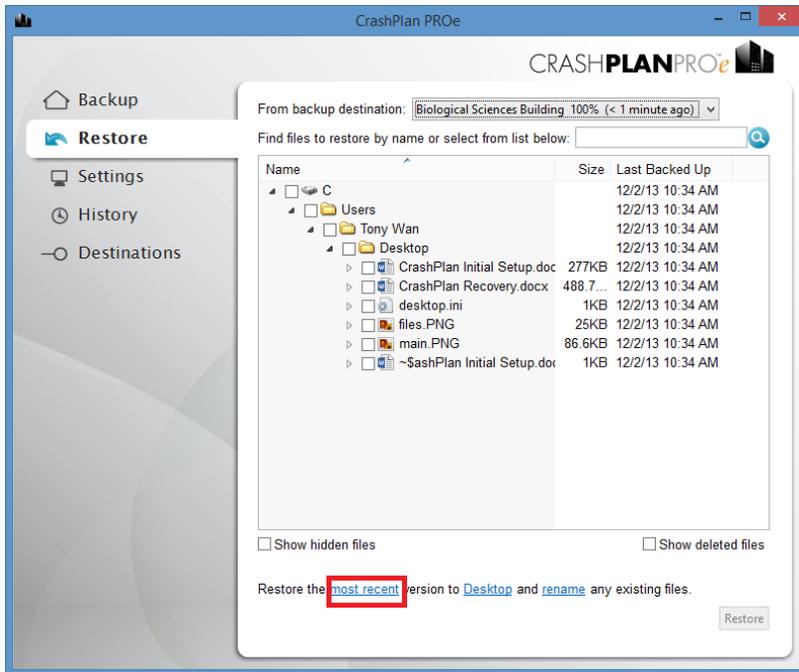
- Through the CrashPlan PROe client application
- Through the master backup server web interface (250MB limit)

### 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.

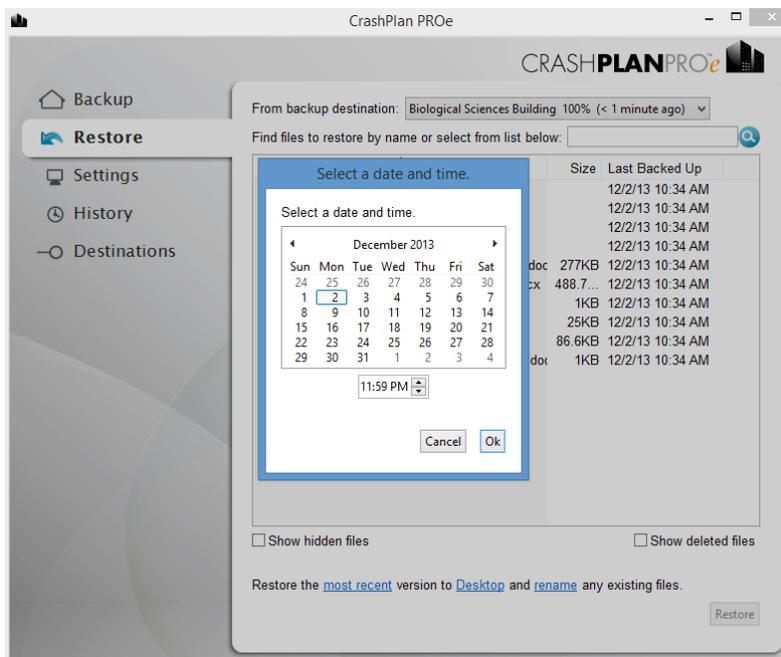


1.4 Select which file (or folder) you want restored. Note: by default it will restore the most recent version of the file.



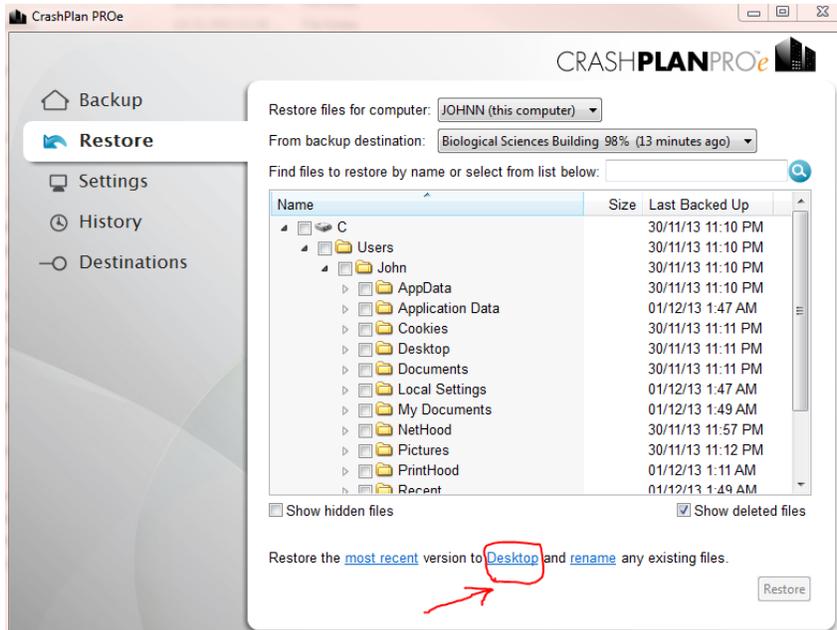
1.5 If you want to restore your file to an older version rather than the most recent, click on the “most recent” hyper link, a pop out window will come out and you can choose the date/time of the file version. Click Okay after you select the date and time.

**Note: Since the Biological Science Building destination was added to this system on Dec 2<sup>nd</sup>, 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 2<sup>nd</sup>, 2013 (for example, most recent version), you can choose either destination.**

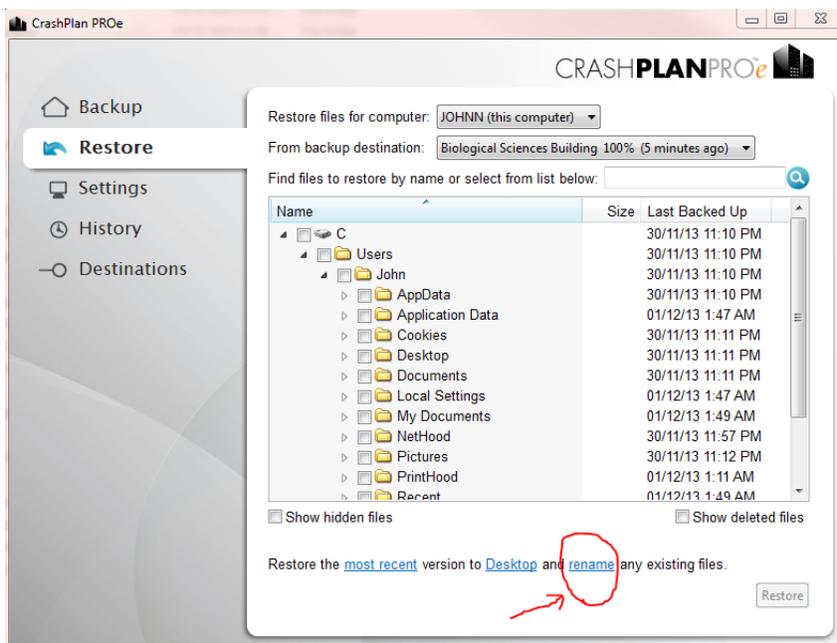


1.6 Click “Ok”, and “Restore”. The restored files will be on your desktop and any existing files will be renamed.

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).



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

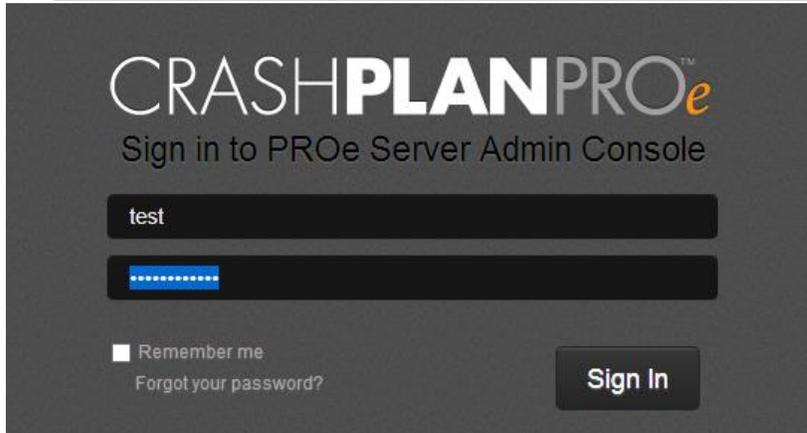
## 2. Restore files through the master backup server web interface

2.1 Login using the credentials obtained from Botany IT by navigating to <http://backup.botany.ubc.ca:4280>

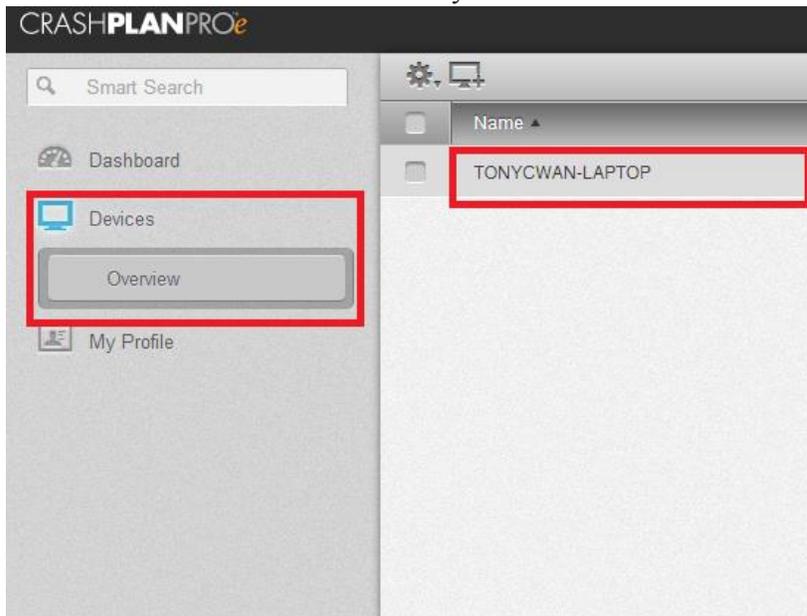
### **Note:**

- a. **You can only access this web interface from a UBC IP address. If you need access this from outside UBC, you need connect to UBC myVPN first. For more information about UBC myVPN, please check <http://it.ubc.ca/services/email-voice-internet/myvpn>.**

b. **You can only recover up to 250MB data for each restore action.**

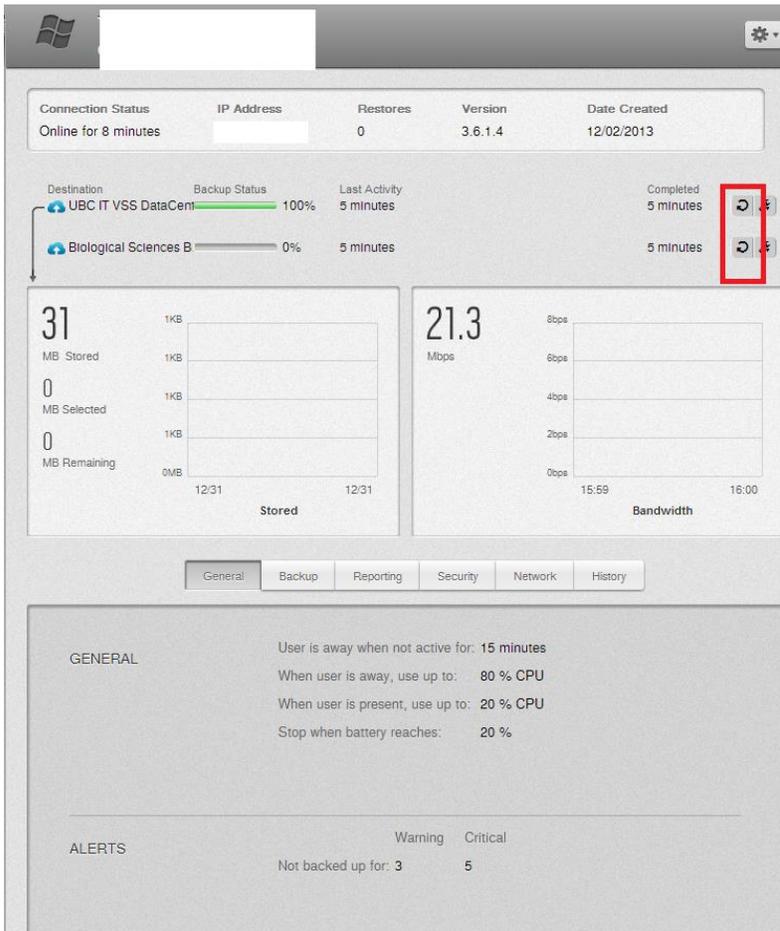


2.2 Select “Devices” and click the device you want to restore from the list.

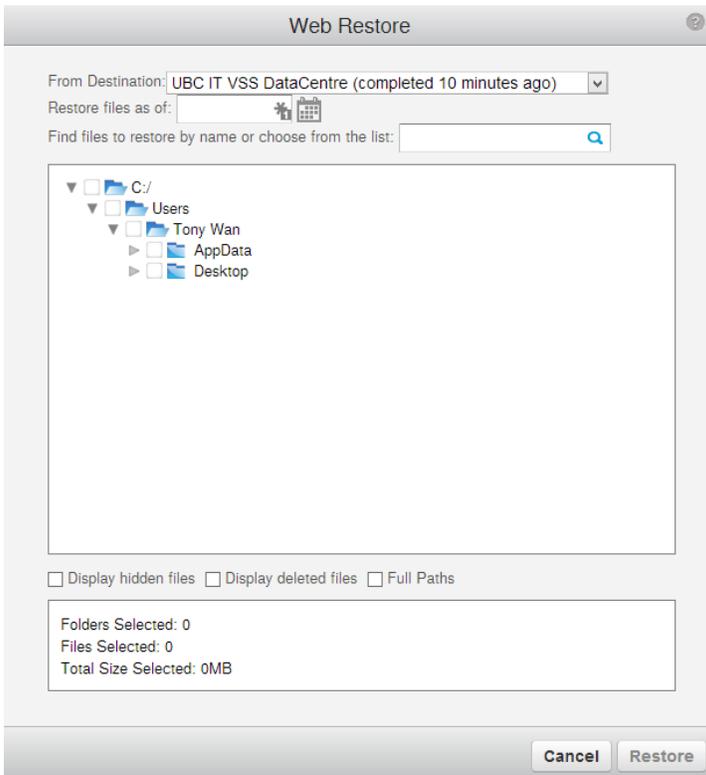


2.3 The interface will show details of your backed up data, you can choose where you want to obtain your data from, either from the UBC IT VSS DataCentre server or the one located in the Biological Sciences Building. Click the **circular** button to initiate the restore process.

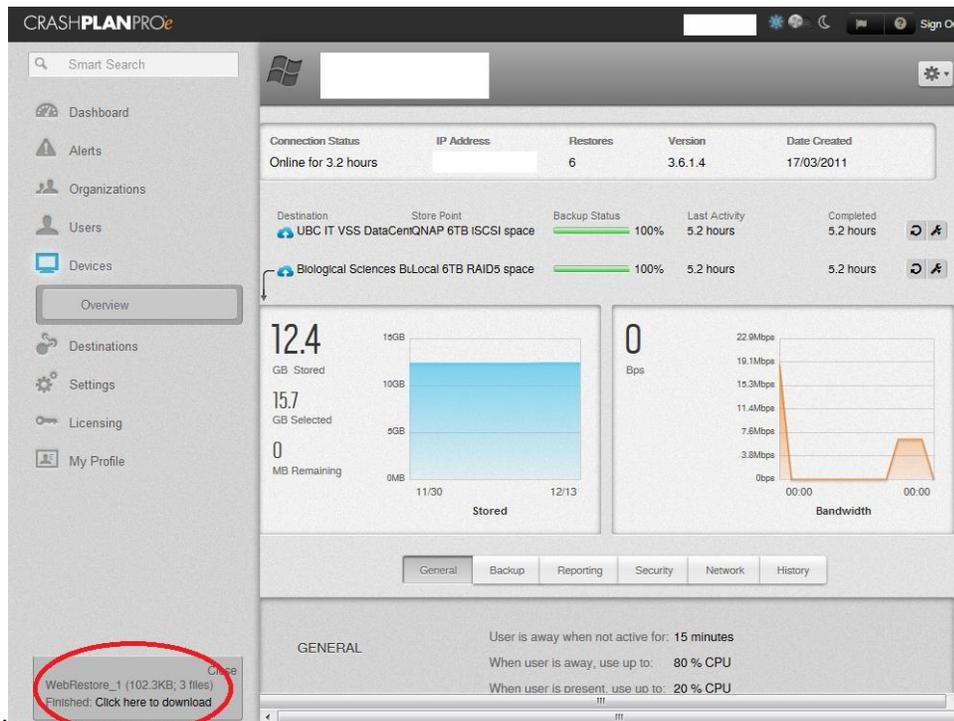
**Note: For data backed-up before December 2<sup>nd</sup>, 2013, please select the UBC IT VSS DataCentre. For all other data backed-up after December 2<sup>nd</sup>, 2013, you can choose either destination.**



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.



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: [helpdesk@botany.ubc.ca](mailto:helpdesk@botany.ubc.ca)

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: <http://it.ubc.ca/sos>

Phone: 604-827-4357 (7-HELP)