K B Data Saver PRO User Guide

Revised September 1, 2010

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K B Data Saver PRO User's Guide

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1. OVERVIEW

K B Data Saver PRO, by Powered by Nine product, is a premier online data backup and recovery service for business servers. It offers users a secure online backup, fast data recovery and peace of mind when it comes to protecting their data from being lost.

The K B Data Saver PRO software runs automatically on your computer. As the software works, you will see an "N" icon flash in your task bar, this will notify you that the software is in use. Your backups will run automatically based on a schedule. On-demand backups can be run manually at any time by clicking on the "N" icon.

K B Data Saver PRO compresses and encrypts all of your critical data prior to transmission; this level of security prevents unauthorized access to the data.

By utilizing innovative infrastructure, By Powered by Nine, K B Data Saver PRO provides unmatched data security, reliability and performance.

1.1 Operating System and Application Support

- Microsoft Windows XP, Vista, Windows 7, Windows Server 2003, Windows Server 2008
- Microsoft SQL 2000 SP4, 2005, 2008
- Microsoft Exchange 2003,2007, 2010
- Microsoft's mail clients - Outlook and Outlook Express (i.e. *.pst, *.dbx and *.wab) and thunderbird mail client.
- Locked files

1.2 Features and Benefits

- Backup
  - Incremental forever backup
  - Open/Locked file backup
  - Individual File/Folder backup
- Backup Scheduling
  - Daily
  - Weekly
  - Monthly
  - When computer starts
- Logging
  - Backup events
  - Restore events
  - Errors
- Restore

  - Cached restore
  - Individual File/Folder restore
  - File versions
  - Search/Find
  - Restore to alternate location
  - Overwrite options
  - Web restore from anywhere
- General
  - Activity status
  - Stop activity
  - Resume activity
  - Storage quota display
  - Help

1.3 Security

- Encrypted communication between K B Data Saver PRO clients and the Powered by Nine Data Center
- Data is encrypted with AES 128
- Guaranteed data integrity
- Built with Powered by Nine backend replication and redundancy and is able to survive multiple nodes failures
- Encryption onsite, “in flight”, and “at rest” at data centers

1.4 Encryption

- User defined encryption key
- Users must write down and store the encryption key in a safe place
- K B Data Saver cannot view user defined encryption keys

1.5 System Requirements

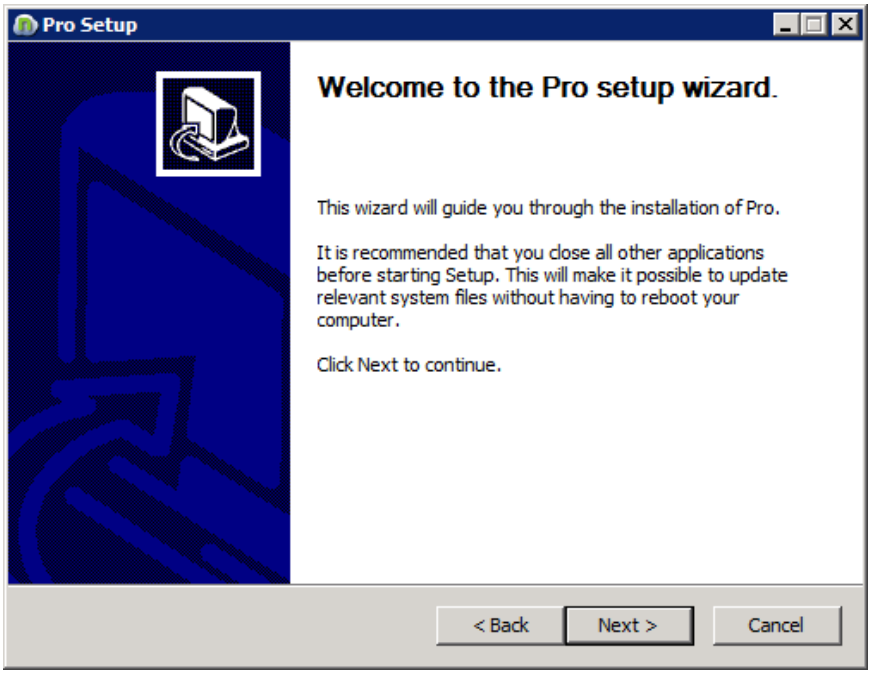
Supported Platforms	Hardware Requirements
• Windows XP • Windows Vista • Windows 7 • Windows Server 2003,2008	• Memory: 128MB • Disk Space: 100MB • Network Protocol: TCP/IP

2. INSTALLING K B DATA SAVER PRO

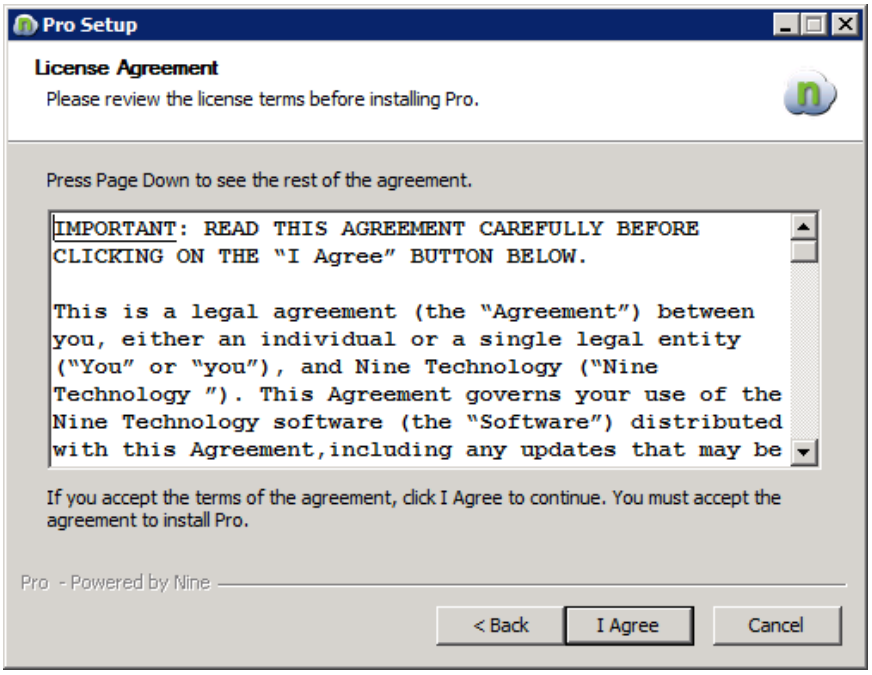
2.1 Installing K B Data Saver PRO for Windows XP, Vista, and Windows 7, Windows Server 2003, Windows Server 2008

1. Browse to the location where you saved the K B Data Saver PRO client software, then double-click the file (*VISTA and WINDOWS 7 users should right click and "run as administrator")*.

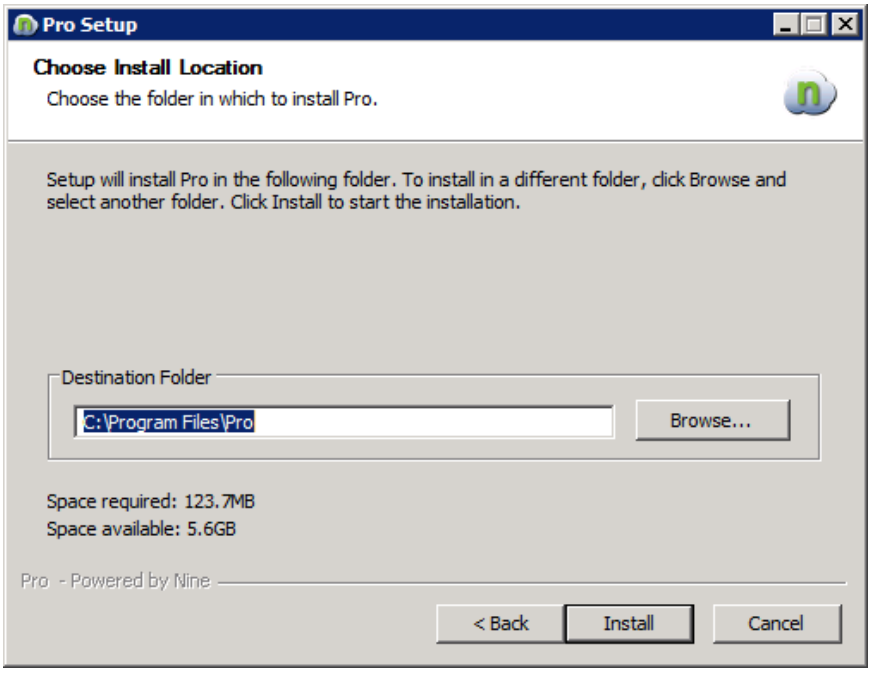
   The K B Data Saver PRO Installation Wizard will start:



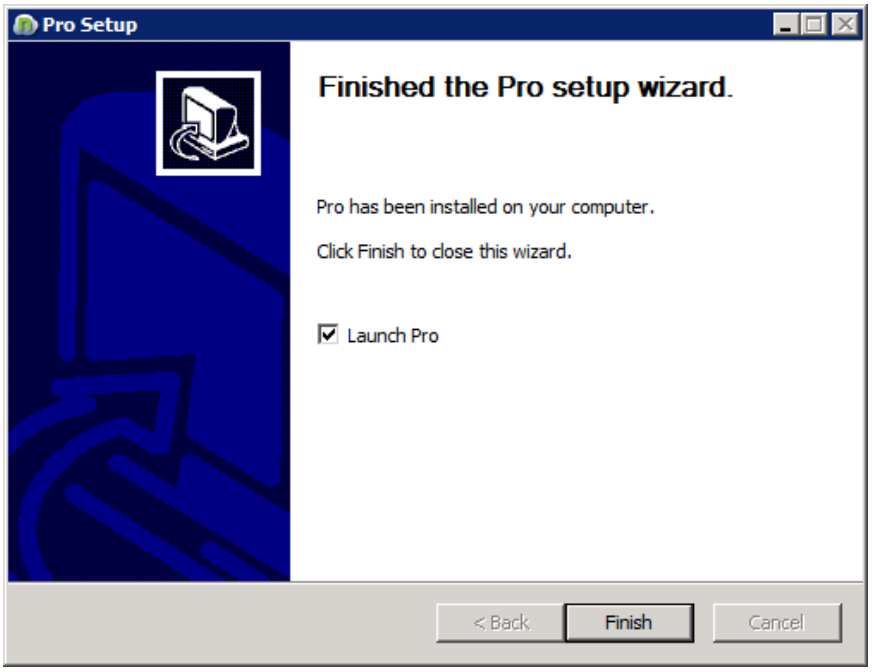
2. Click Next to continue with the Setup Wizard.
3. Read the license agreement and if you agree with it, then select "I Agree"; otherwise, cancel the installation.



4. Please choose the installation location. By default, it will choose your "Program Files" system variable. If you don't have room there, you can browse to a new location where you would like the software to be installed.



5. Click the “Finish” button to complete the installation. Unless you cleared the check box that says “Launch K B Data Saver PRO” K B Data Saver PRO will launch automatically to bring you to the final steps of the setup process which includes entering your computer client name, password, and setting up your private encryption key.

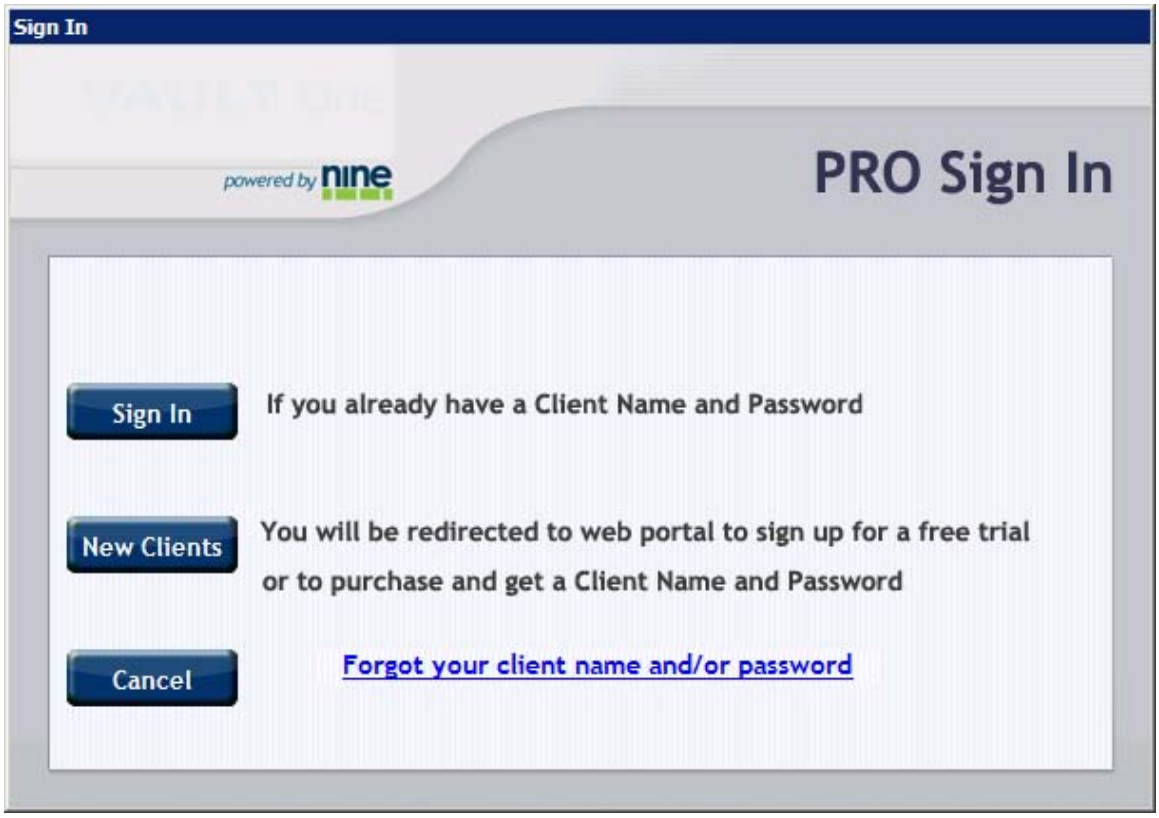


2.2 Starting K B Data Saver PRO

1. Click Start > All Programs > K B Data Saver PRO > K B Data Saver PRO

2.3 Registration Process:

1. When K B Data Saver PRO is launched for the first time after installation, it will display the initial K B Data Saver PRO Sign In screen shown below:
2. If you already have an account and you have created your computer client name & password click on Sign In to enter credentials.
3. If this is a first time installation, you must click on “New Client” and you will be directed to a secure signup portal to register for an account and setup computer client name and password.



2.4 Encryption Key

You now must create your Private Encryption Key that K B Data Saver PRO will use to encrypt and secure your data. It can be anything you want. You could even make the Encryption key the same as your Password.

Caution: ***Please write down and store this Encryption Key in a secure place. If you lose or forget your Encryption Key, you WILL NOT be able to access your data. K B Data Saver and Nine Technology do not have any way to recover the Encryption Key.***

3. LAUNCHING K B DATA SAVER PRO

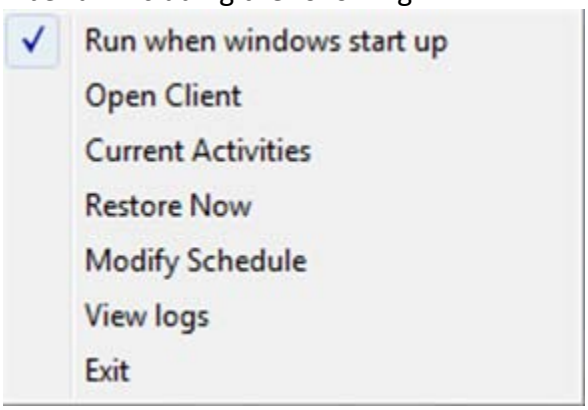
3.1 Starting K B Data Saver PRO

Click Start > All Programs > K B Data Saver PRO > K B Data Saver PRO

3.2 System Tray Icon

K B Data Saver PRO can also be started by clicking on the System Tray icon found on the right corner of the Windows toolbar.

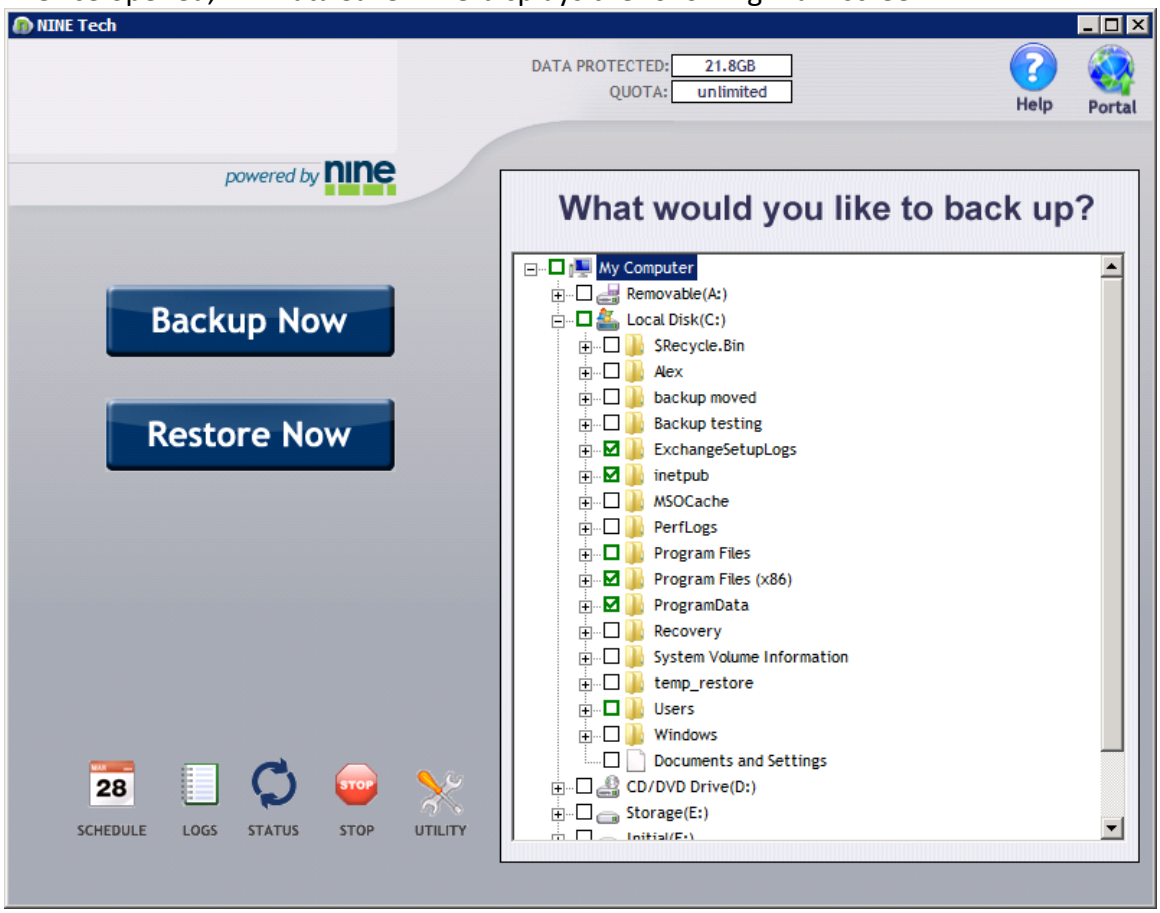
Right-clicking on the K B Data Saver PRO System Tray Icon will bring up the following menu of options that can be run including the following:



4. INTRODUCING THE K B DATA SAVER PRO GUI

4.1 K B Data Saver PRO Main Screen

Once opened, K B Data Saver PRO displays the following main screen:

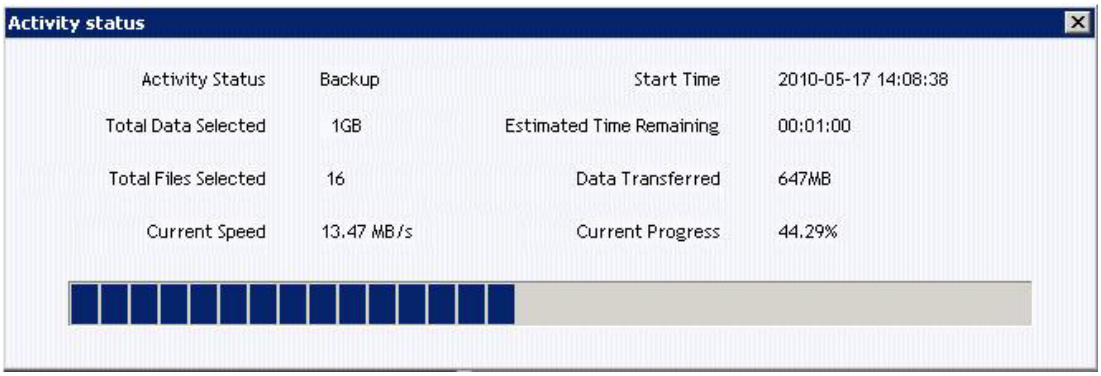


The K B Data Saver PRO GUI is comprised of just a few simple buttons allowing easy backup and restore procedures, as well as a graphic display of the amount of data you have used and the total quota of disk space available based on your account settings.

If you make any changes to the backup job definition, you will have a chance to save them when you either start a backup, or you will be prompted to save them at exit from the K B Data Saver PRO user interface.

4.2 Activity Status

The Activity Status icon button can be selected during a backup or restore operation to display the following detailed statistics and progress bar:

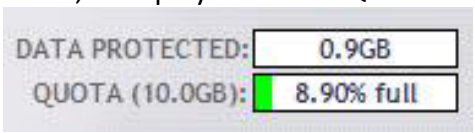


4.3 Backup Now and Restore Now buttons

The Backup Now and Restore Now buttons offer a one-click method to easily backup and recovery of your data.

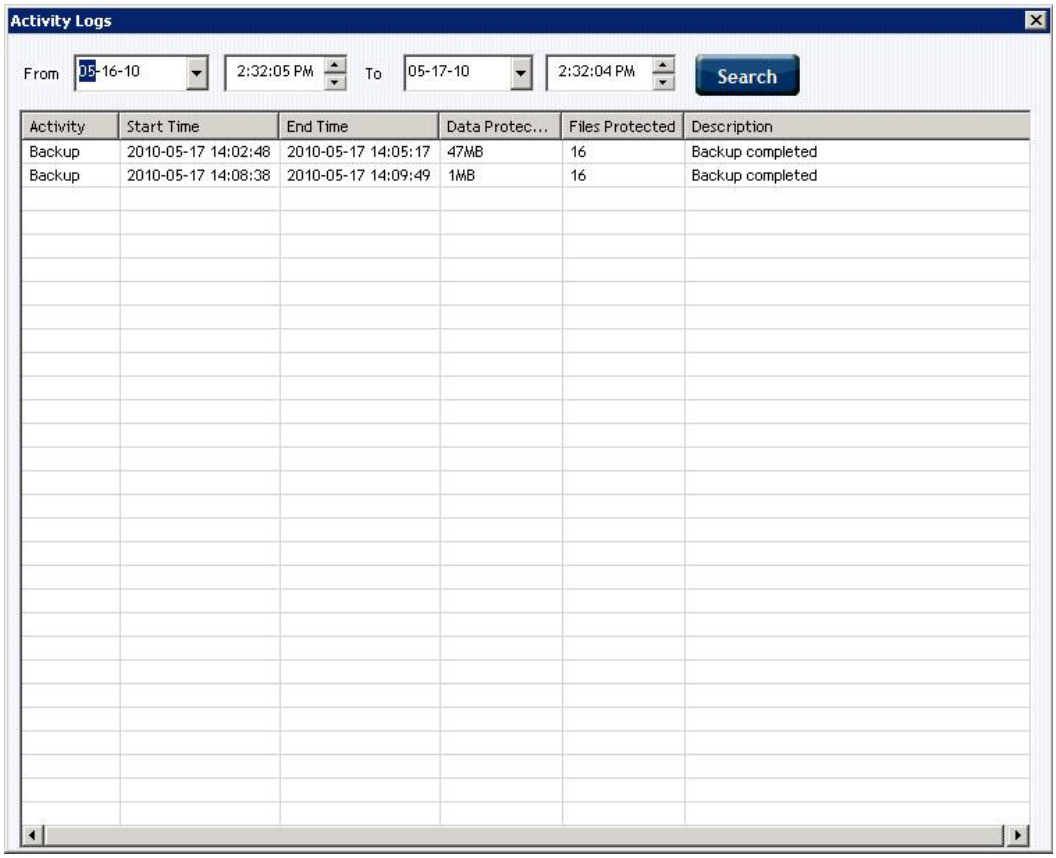
4.4 Storage Quota

K B Data Saver PRO automatically detects how much data has been backed up and stored on Powered by Nine Servers, It also display show much space is left available to you. The amount of data stored on Powered by Nine Servers is displayed in "DATA PROTECTED" bar, and how much total space you are entitled to, based on your account with K B Data Saver, is displayed in the “QUOTA” as shown below.



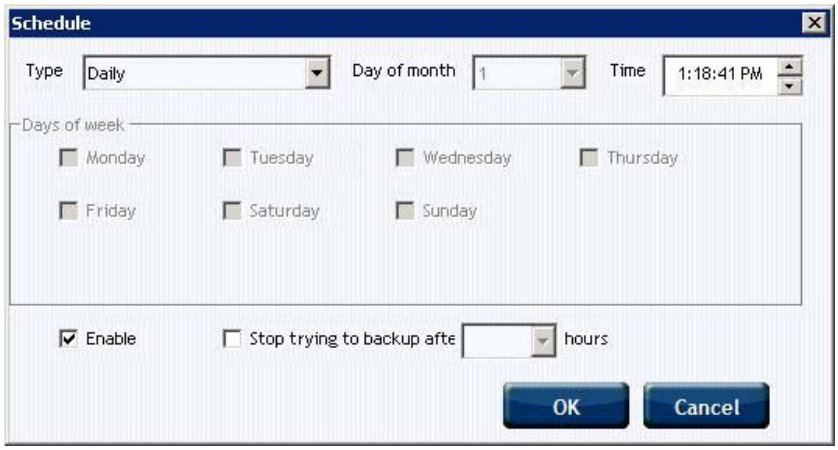
4.5 Activity Logs

Anytime there is an event logged by K B Data Saver PRO during a backup or restore operation, it is written to the activity log. You can view the activity log by clicking on the “Log” icon on the main screen. Date, Time, and Detailed messaging of each event is displayed in the backup log. When you open the Activity Log the previous 24 hours of activities is automatically displayed. You can also customize the date range by changing the From and To Dates and Times.



4.6 Change Schedule

If you would like to change the backup frequency, you can select the “Schedule” icon to bring up the Backup Scheduling screen (see section 5.3 Backup Schedule for more details).



4.7 Utility

The utility section is where the user will find the options for mapping network drives, performing initial seed loads, and deleting information.

4.8 Help

If you need some help, select this icon on the main window of K B Data Saver PRO and you will be redirected to the K B Data Saver website for technical assistance.

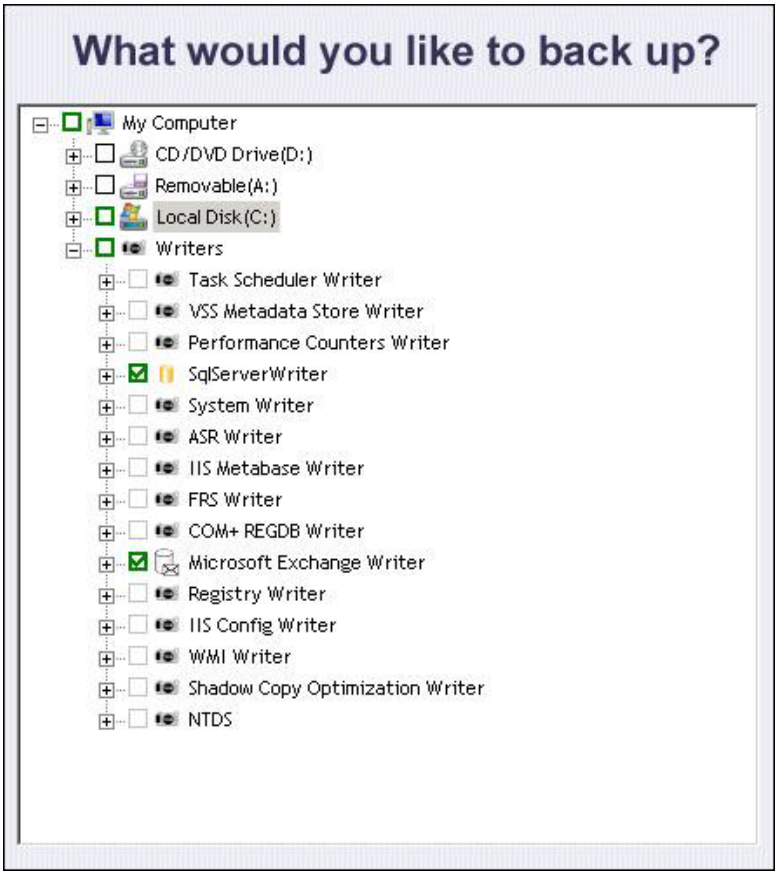
4.9 Portal

Launches your internet browser and links directly to the K B Data Saver portal where you can login using your client name and password and you can get account information, change status, add more clients, perform web restore etc.

5. BACKING UP

K B Data Saver PRO makes backing up your data simple. You can back up files and directories on your computer by browsing and selecting each file or directory to be backed up.

5.1 File System Explorer



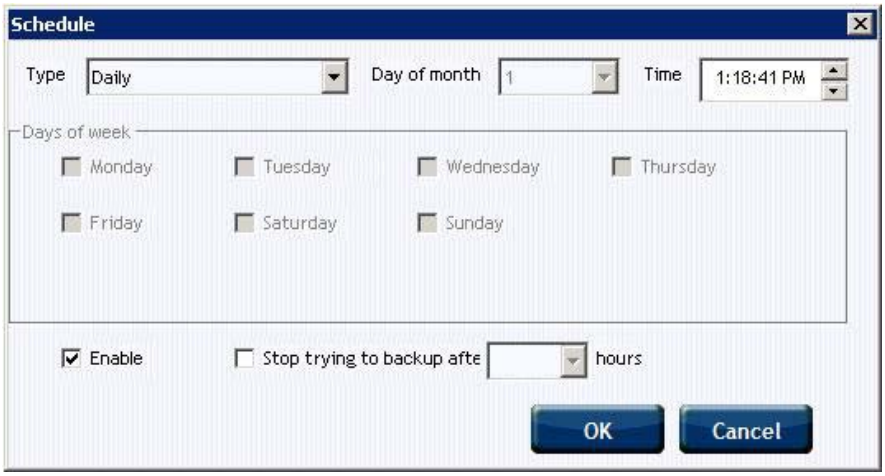
Browse your computer to select (by clicking on the checkboxes) individual or groups of files and folders to backup. The green highlighted square indicates that some files have already been selected for backup within this directory. You can click the – and + buttons to see the subdirectories and files within the folder on the right.

5.2 Backup Schedule

The Backup schedule is used to perform backup at predetermined times. These schedules can be setup to comply with organizations data backup policies

The default choice is a “One Time” backup. You can choose from the following scheduling options:

- Daily – Choose a time each day to perform backup
- Weekly – Choose a day and time each week to perform backup
- Monthly – Choose a date and time each month to perform backup
- When Computer Starts – Backup when Windows starts up (reboot, power on)



5.3 Full Backup

The first time you backup your data using K B Data Saver PRO, a full backup of all selected data will be performed. This will take more time to complete as all selected data will be transferred to the Powered by Nine datacenter. Full backup will only be performed once. Times for a full backup will vary, depending on your internet connection; typically transfer times we see on most common DSL and cable connections are 10-12GB per 24 hours.

5.4 Incremental Backup

After your data has been initially backed up, only new or changed data will be transmitted and stored to the Powered by Nine Data Center, saving both time and your available online storage.

5.5 Open/Locked Files

K B Data Saver PRO allows you to select and back up files that are open or locked (in use by Windows OS or an application like SQL or Exchange.)

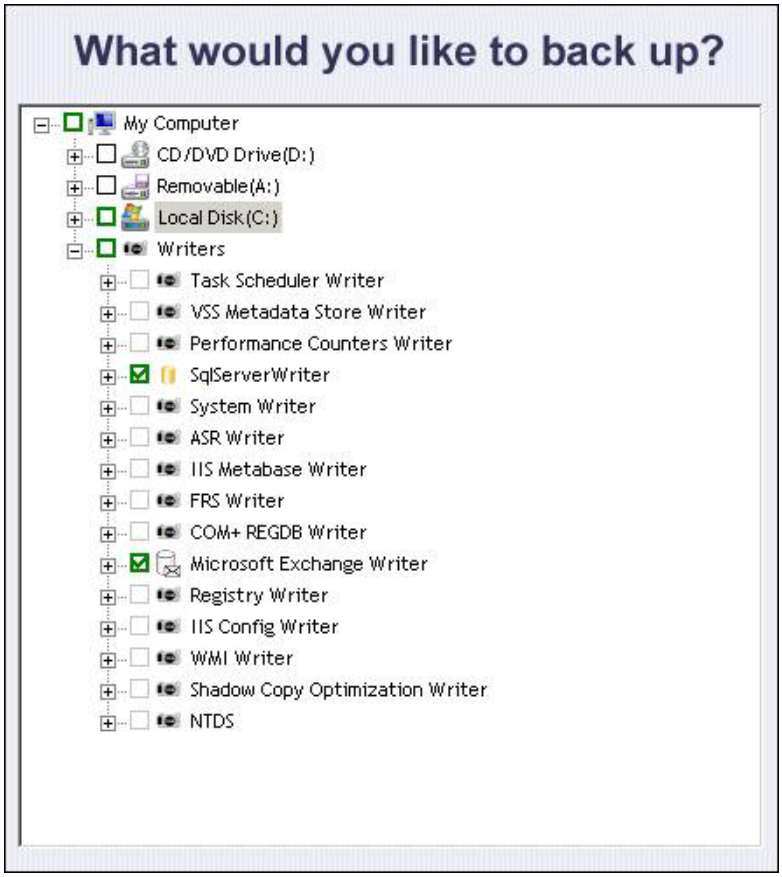
5.6 Retention Policy

K B Data Saver PRO will allow you to have unlimited versioning so all versions of your data that have been backed up will be available for restore as long as your account is active and in good standing.

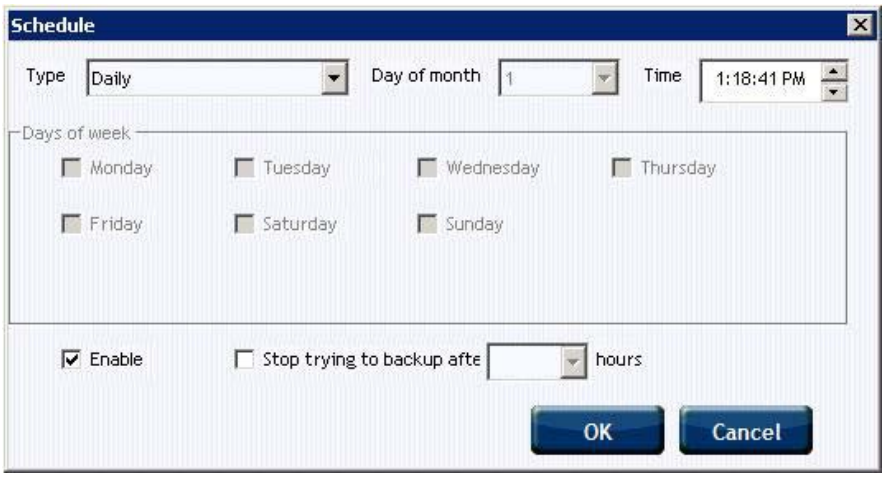
6. PERFORM A FILE/DIRECTORY BACKUP

File and directory backups can be performed by using a predetermined schedule

1) Select the File/Directories you wish to back up by checking off the boxes next to the file/directory:

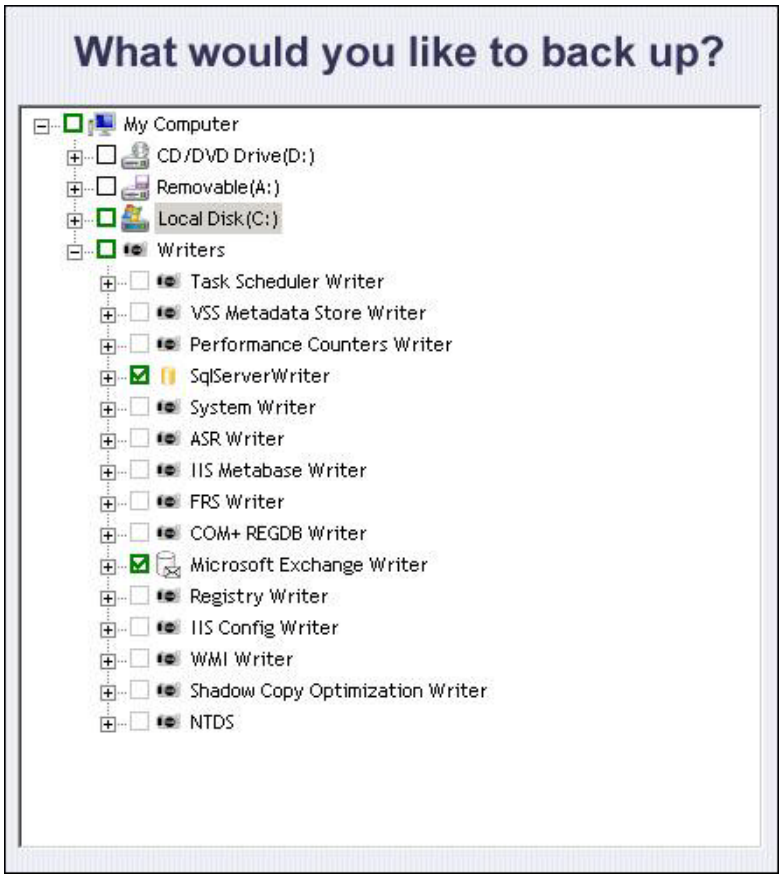


2) Edit the Backup Schedule clicking the Schedule button:



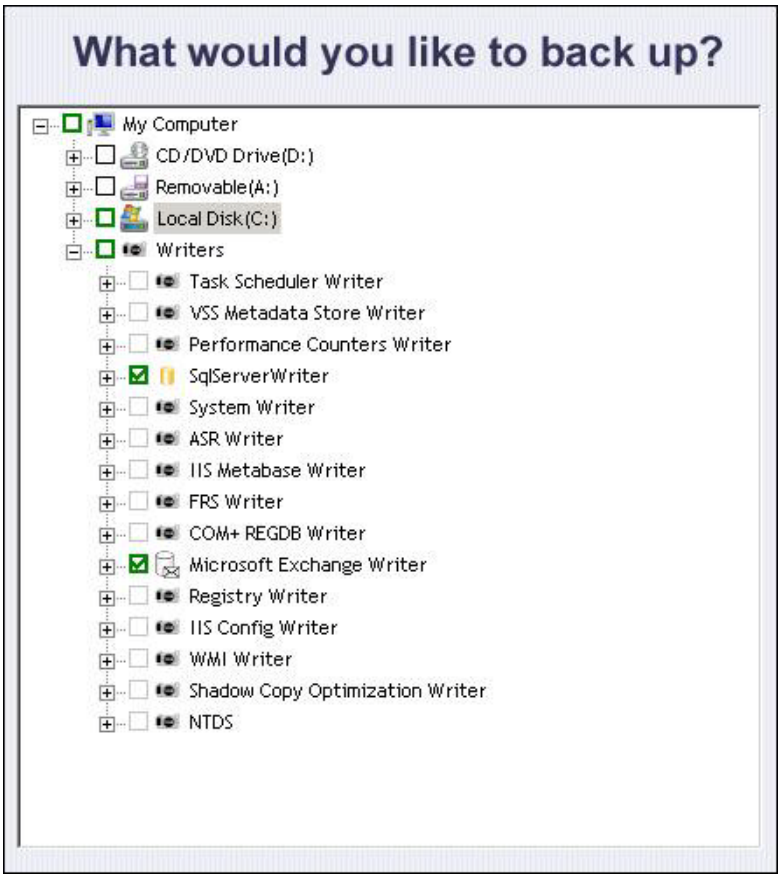
3) You can now close the client. As long as the computer is turned on with an internet connection the backup will begin as scheduled:
4) To perform an on-the-fly backup click Backup Now:

7. BACKING UP MICROSOFT SQL



1) Checking off the SQLServer Writer option will backup any instances of SQL databases on the local machine. By using VSS writers K B Data Saver PRO is able to back up without stopping the database.
2) If necessary, make any changes to the schedule by clicking the Edit Schedule button.
3) To perform an on-the-fly backup click Backup Now:

8. BACKING UP MICROSOFT EXCHANGE



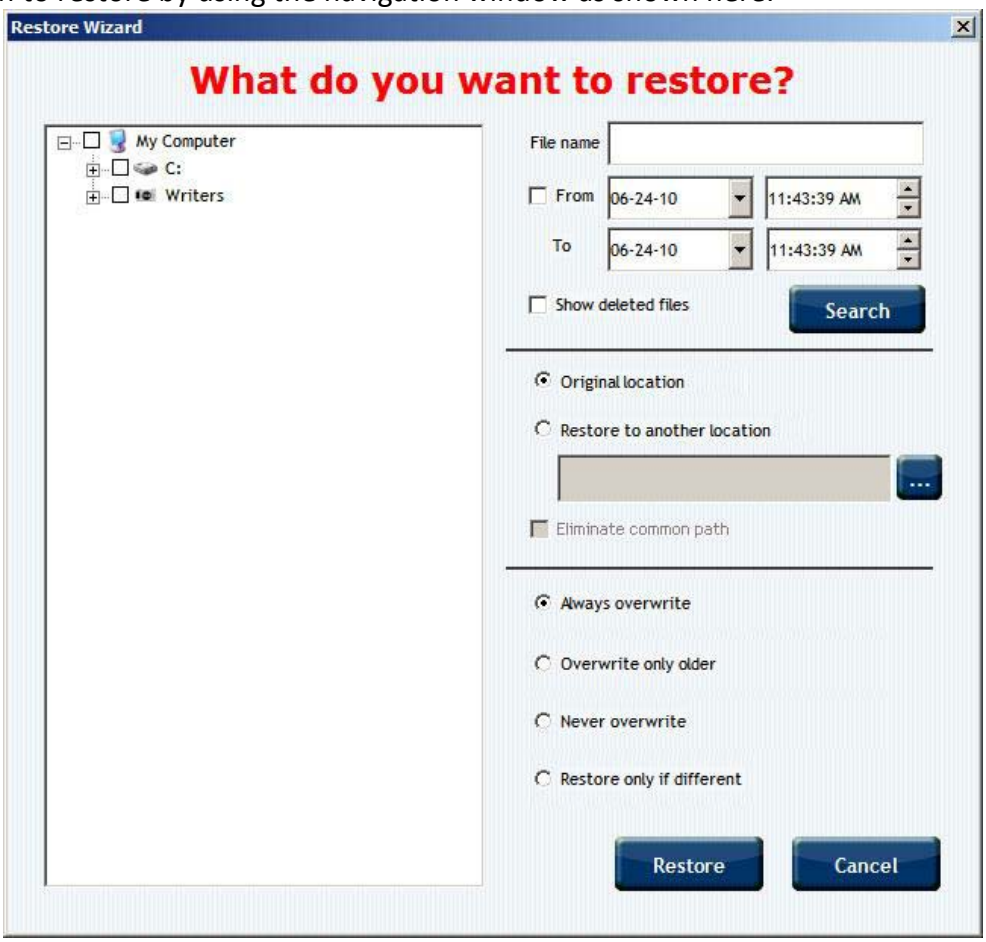
1) Checking off the Microsoft Exchange Writer will backup Microsoft Exchange instances on the server. By using the VSS writers we are able to backup the exchange database without stopping Exchange.
2) If necessary, make any changes to the schedule by clicking the Edit Schedule button.
3) To perform an on-the-fly backup click Backup Now:

9. RESTORING

Files and directories that have been backed up using K B Data Saver PRO can be restored easily using the “Restore Now” button on the main screen.

9.1 Selecting Files and Directories for Restore

After clicking the “Restore Now” button, browse and choose which files or directories you wish to restore by using the navigation window as shown here:



9.2 File Name

On the Restore screen, you will see in the top right hand side of the restore box, a field named “File name”. This feature allows you to search for a filename you have backed up in the past. K B Data Saver PRO will return all versions of the matched filename.

9.3 From/To Date fields

From/To fields are used to locate a file from a specific time period. By clicking on the arrow down a calendar appears allowing for specific days to be selected.

9.4 Show Deleted Files

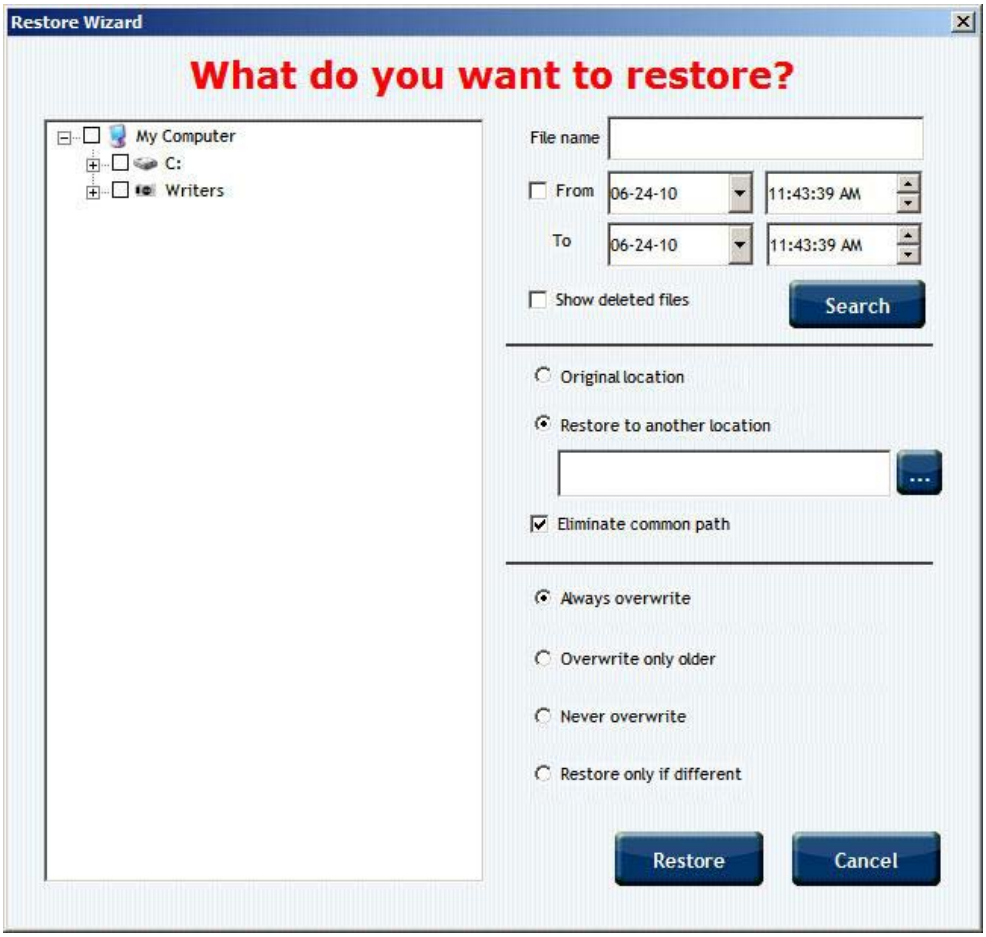
Checking off “Show Deleted Files” allows for selecting files that were reported “deleted” by the operating system during the selected time frame.

9.5 Restore Locations

You can select a restore target location where you want your files to be restored to. Choose “Original Location” to send the restored files to the location where they were last backed up, or choose “Restore to another location” by browsing to or typing the path to a new location for these files to be restored to.

9.6 Eliminate Common Path

By enabling this check box (you can use it only when restoring to another location) when you restore one or few files their parent directory structure is not going to be restored. For example if you backed up a file called test.txt from the directory C:\Directory1\Test_directory2\ and you wanted to restore that file to C:\Restored_Data if you do not use this check box the end result will be C:\Restored_Data\C\Directory1\Test_directory2\test.txt
If you checked this box the end result will be C:\Restored_Data\test.txt



9.7 Overwrite Options

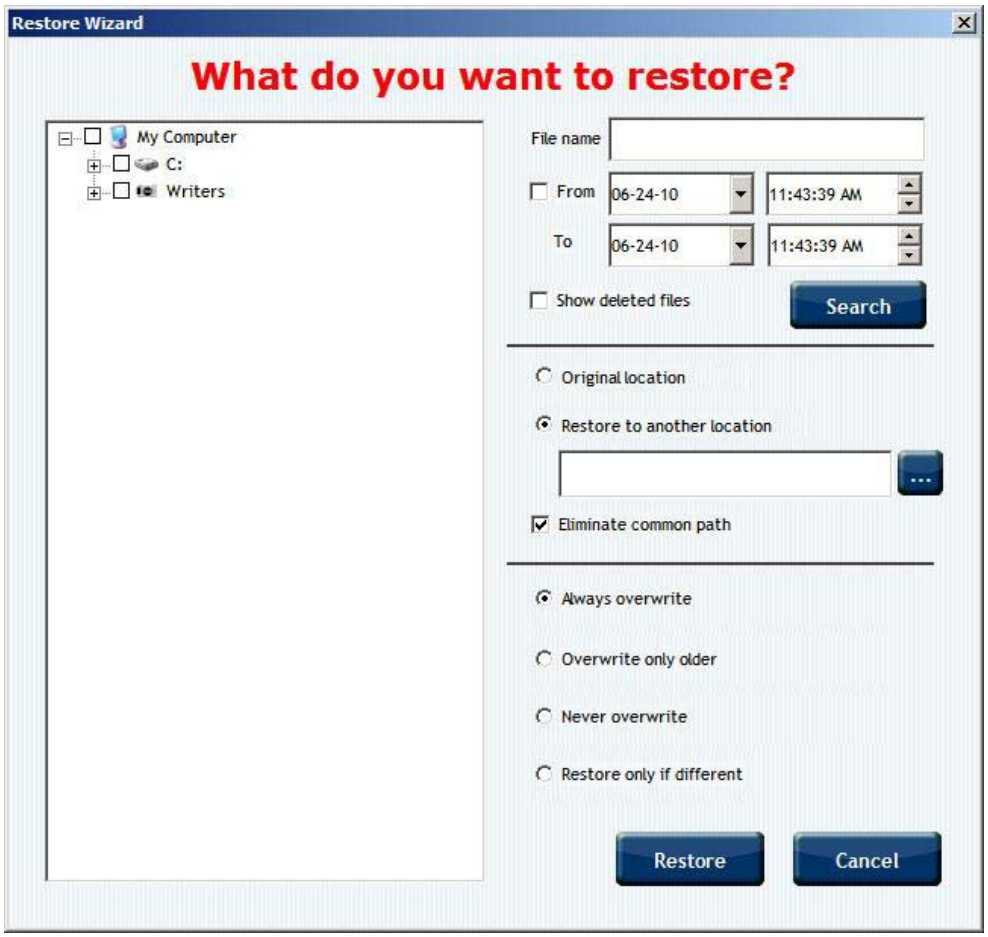
If your restored files are sent to a location where the same file name already exists, then you have the following choices to handle this situation:

- Always overwrite – replace the existing file with the restored version
- Overwrite only older – replace the existing file only if it is an older version than the restored file
- Never overwrite – never replace the file already on your system with a restored version
- Restore only if different – only replace the file if it differs in time, date, or size

10. PERFORMING A FILE/DIRECTORY RESTORE

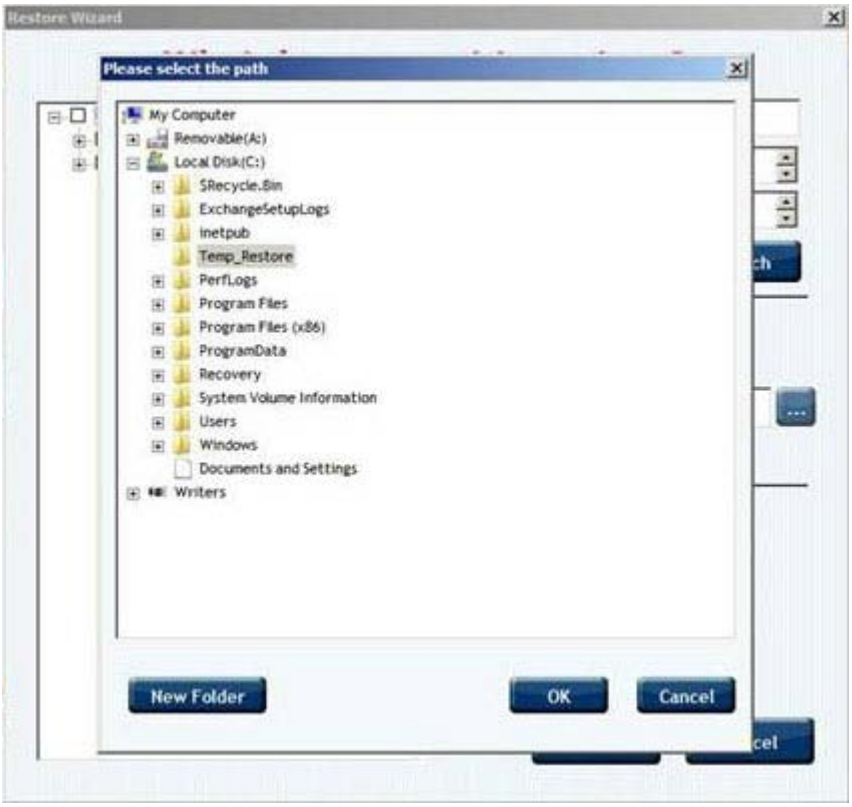
1) Click “Restore Now” on the main K B Data Saver PRO GUI:

2) Use the File selection filters to locate the file/directory you wish to restore, or use the explorer tree to browse to the file/directory:



3) Determine where you wish to restore the file to and then click the appropriate radio button. The default is “Original location”
    a. Original Location will restore the file to original location in the file structure

b. Restore to another location will allow you to restore your file(s) to anywhere on your hard drive. By clicking the "…" you will be able to browse your hard drive and select a location to restore to. Keep in mind that the "…" button is not enabled unless you have selected the radio button "Restore to another location"



4) Determine the Overwrite option that you need.
5) Click Restore.
6) A message window will appear showing Activity Started. You can see the progress in the Activity Status window.

11. RESTORE MICROSOFT SQL DATABASE

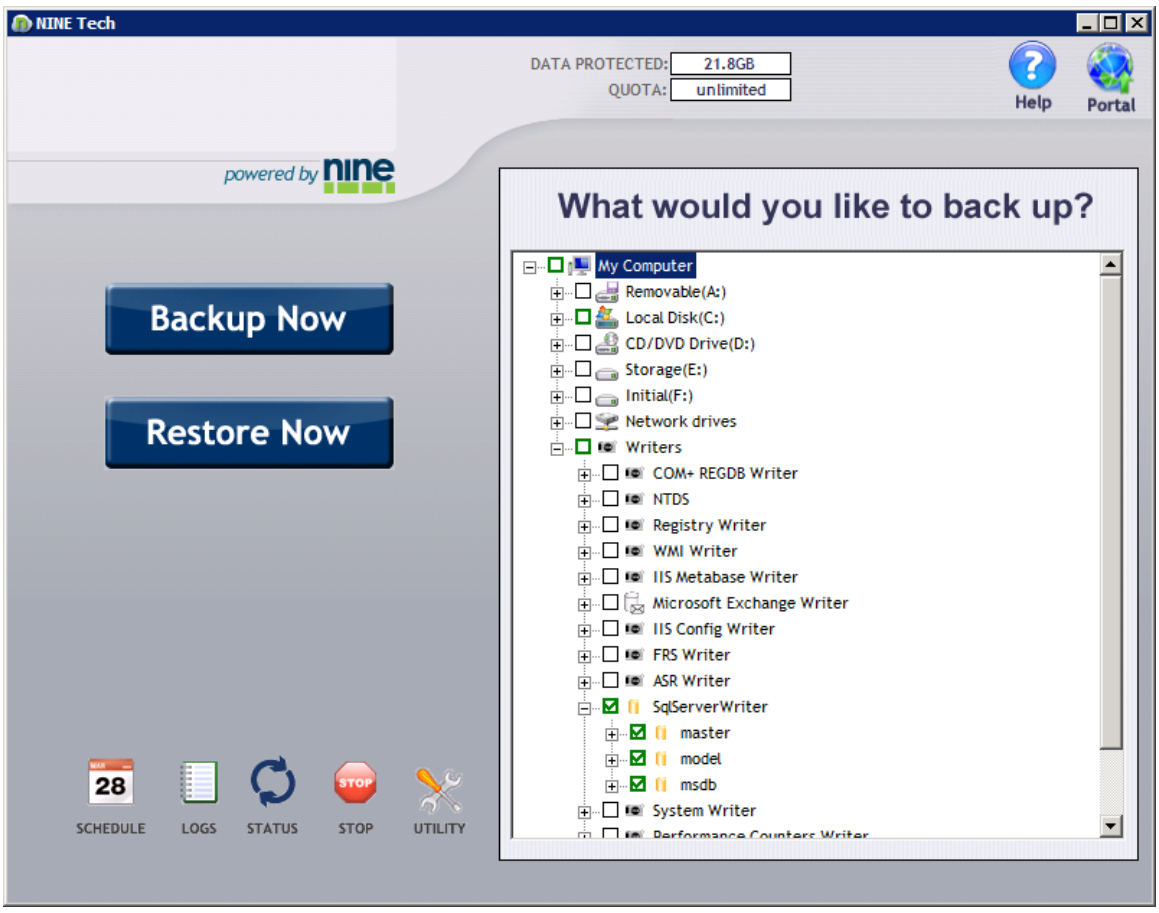
11.1 Restore database to original location:

Please keep in mind that overwriting existing data might be very dangerous. Be very careful when restoring and always double check your selection.

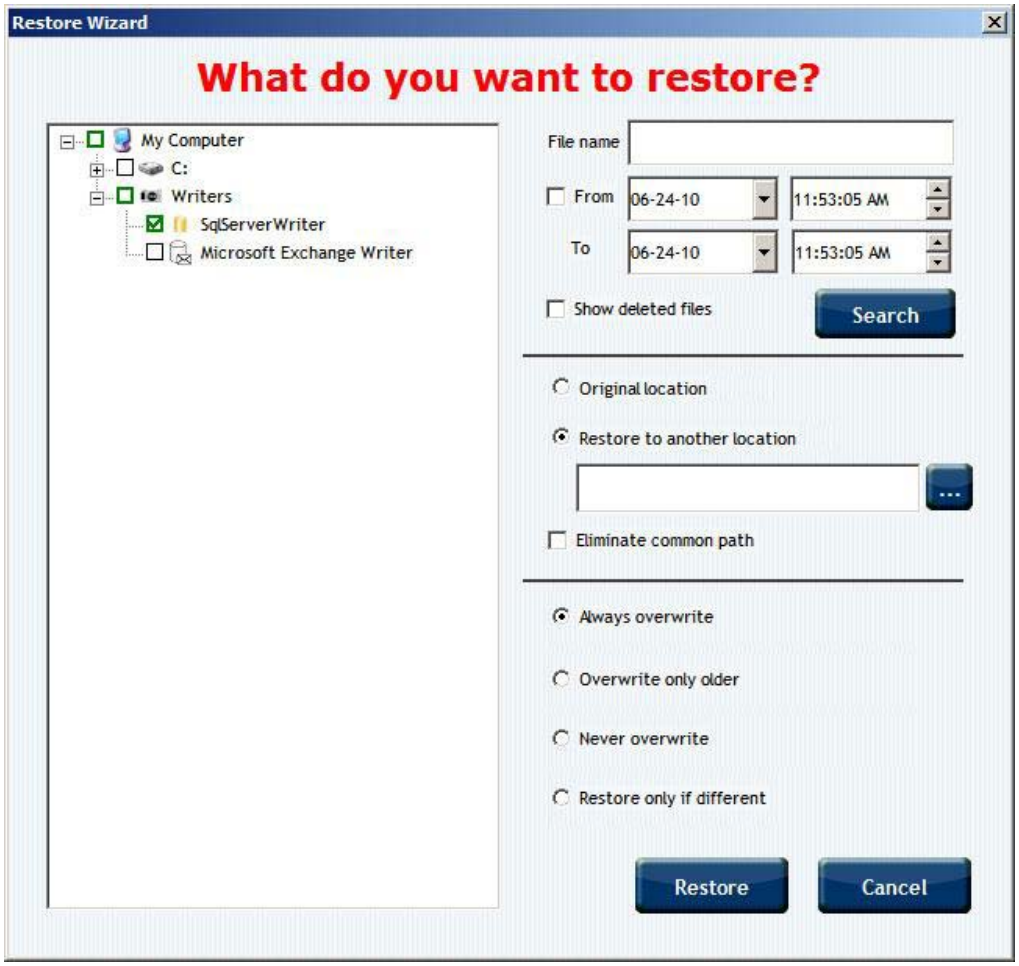
1) Stop the database in SQL Server Management Studio.
2) Click Restore now in the K B Data Saver PRO GUI.
3) Select the SQL Server Writer from the Explorer tree.
4) Leave “Original Location” and “Always overwrite files” selected.
5) Click “Restore” to begin the transfer.
6) After the file has finished transferring start the database in SQL Management Studio.

11.2 Restoring database to alternate location:

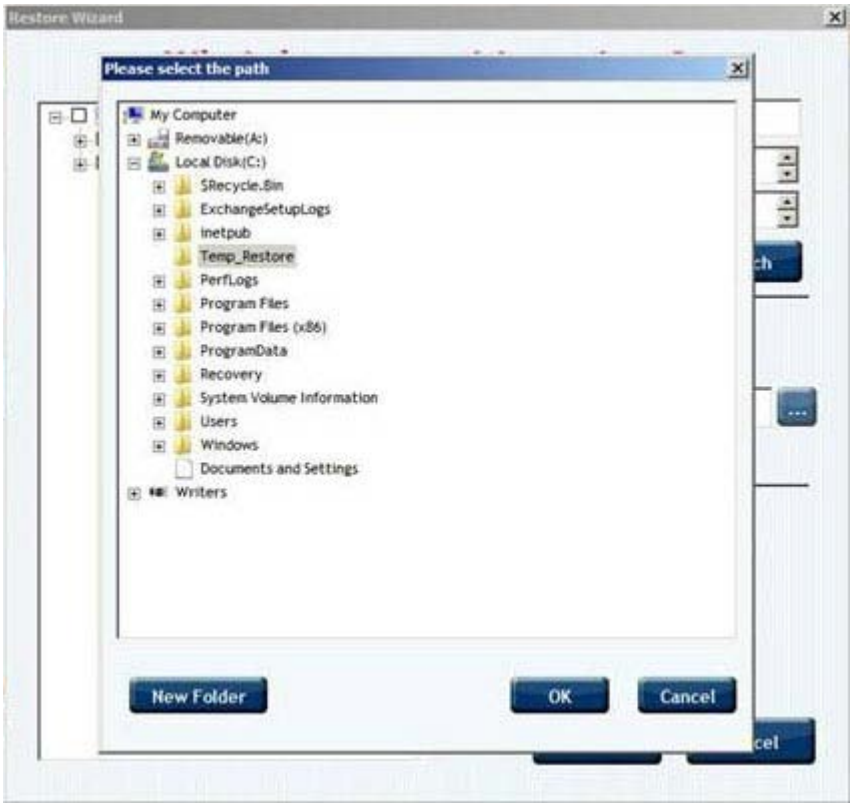
1) Click Restore now in the K B Data Saver PRO GUI:



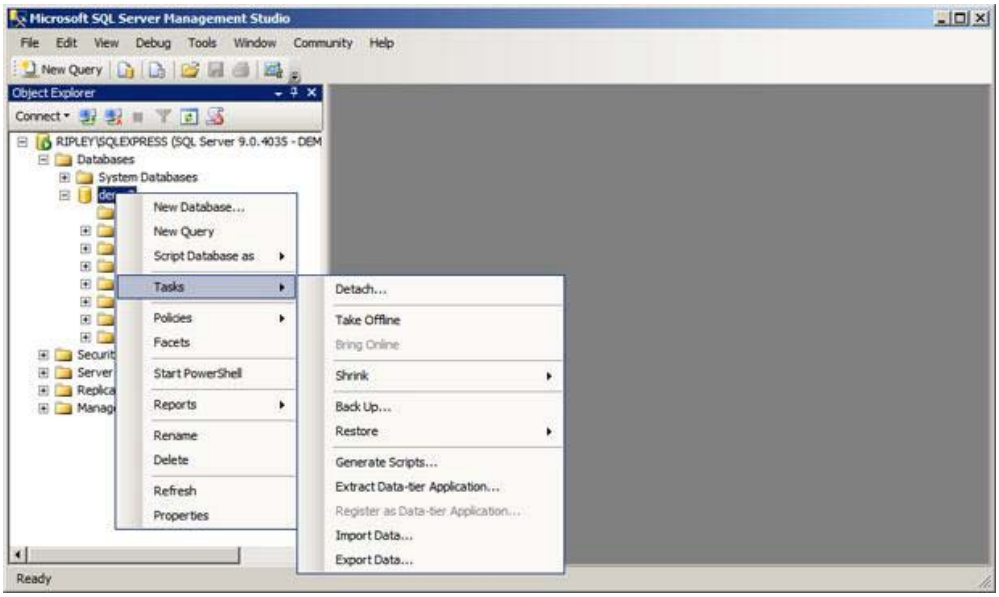
2) Select the SQL Server Writer from the Explorer tree:



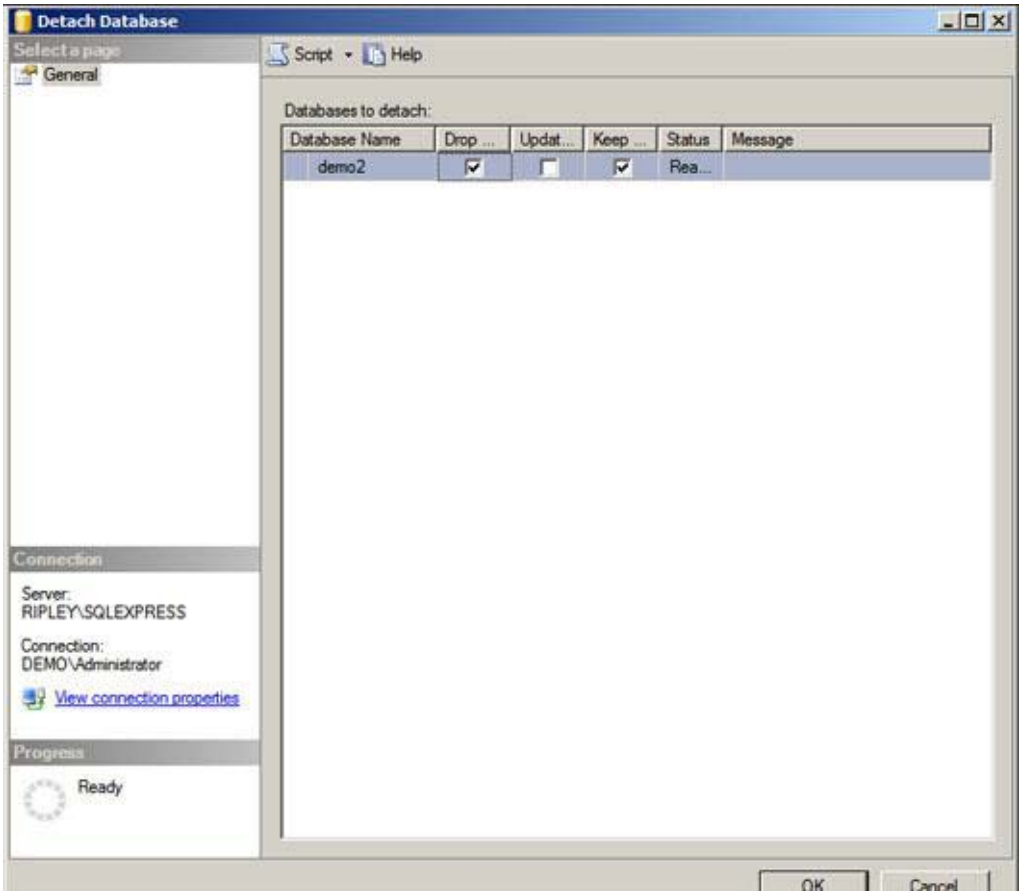
3) Click the “Restore to Another Location” radio button.
4) Type the path of the alternate location or click “…” to browse to the directory you want to restore the database to then click OK.



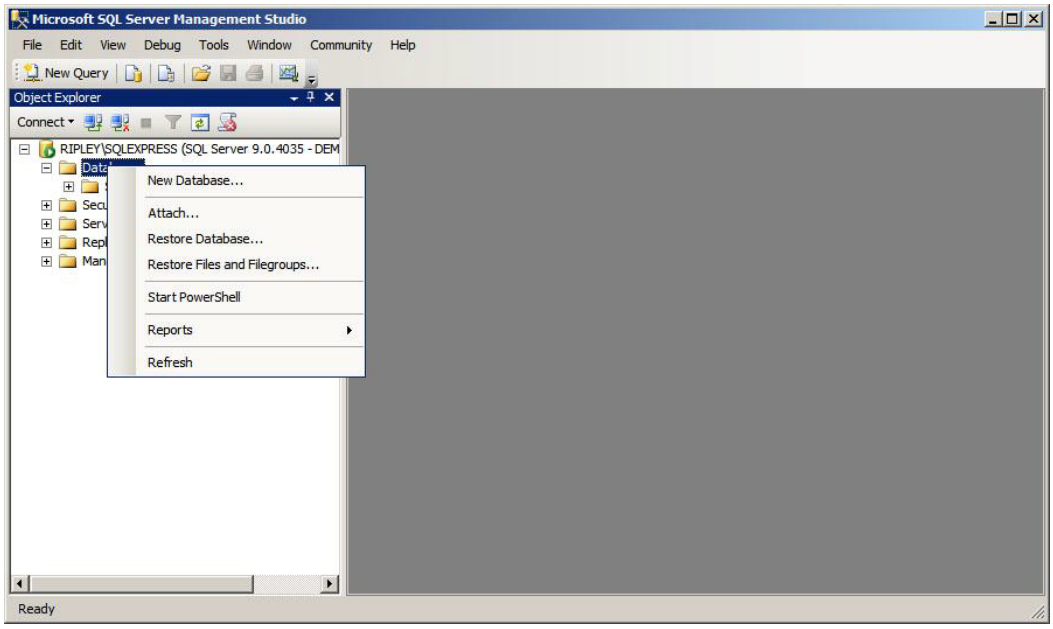
5) Click “Restore” to begin the transfer.
6) Open the SQL Server Management Studio.
7) Right click on the database that you are replacing then click detach to stop the database:



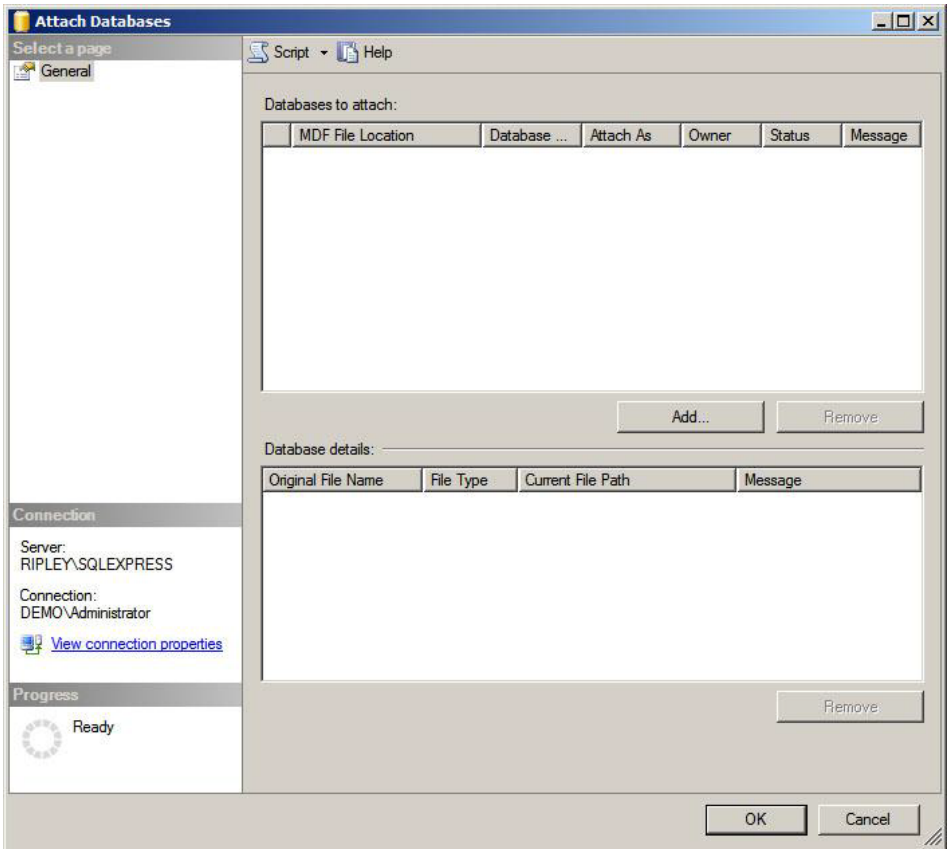
8) Check off Drop then click OK:



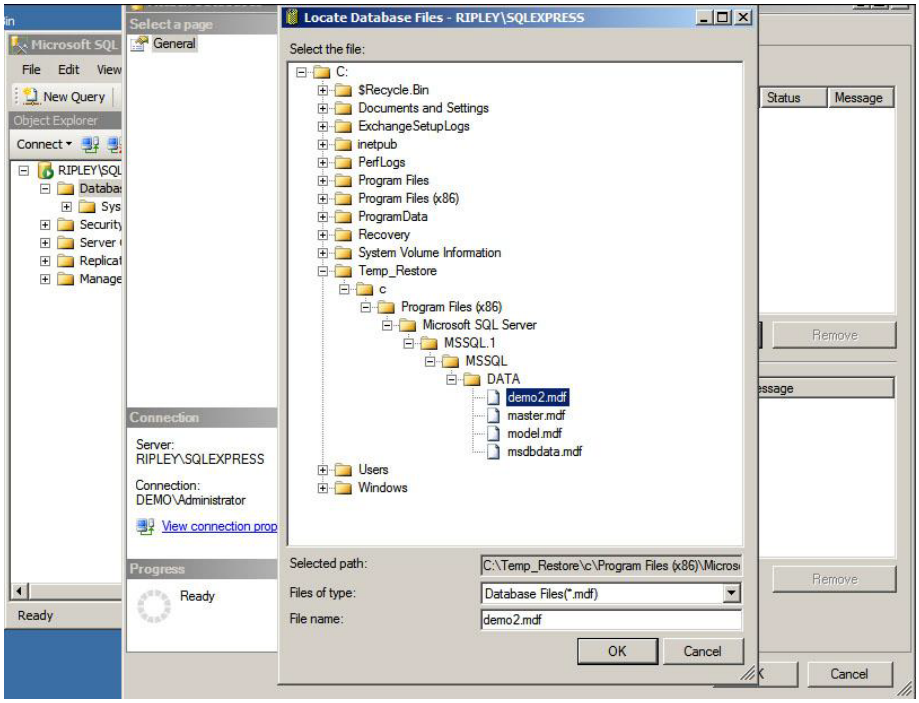
9) Right click on “Databases”; then select “attach”:



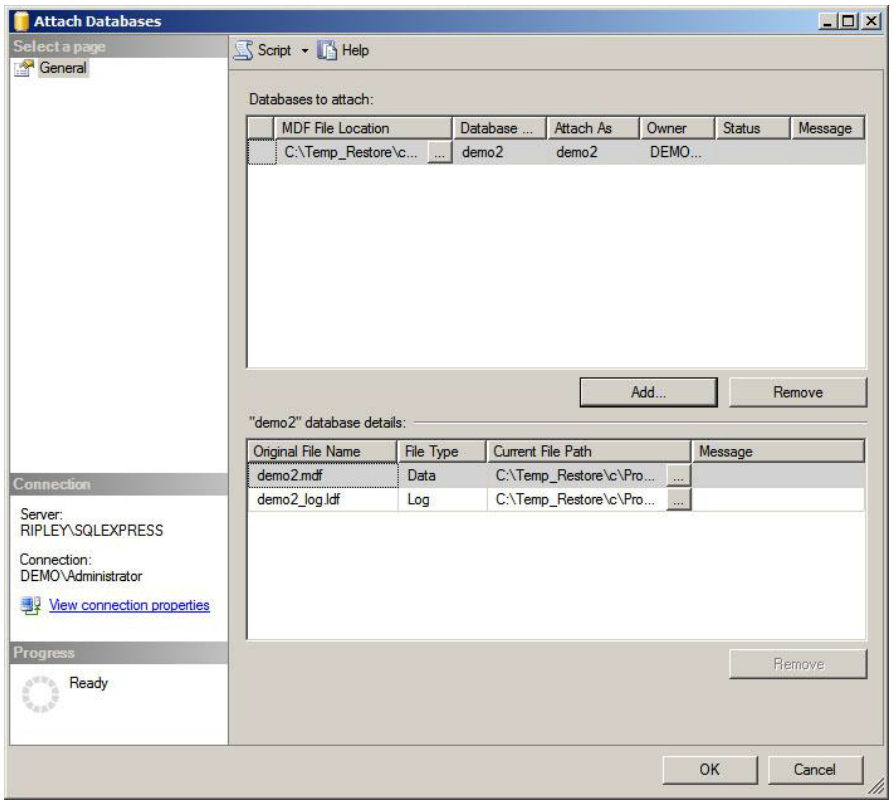
10) Click “Add” in the Attach Database window:



11) Browse to the alternate location you restored to. Double click on the database name:



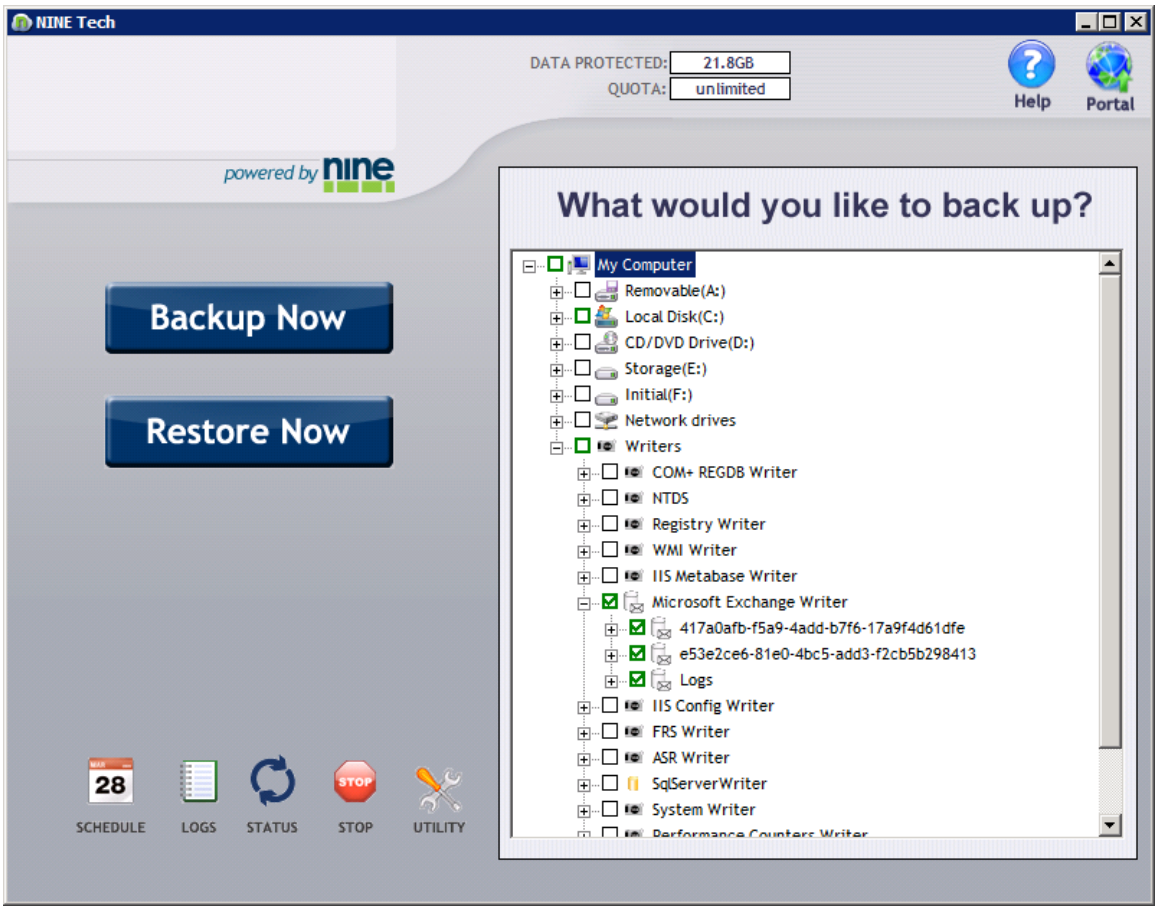
12) After adding the restored database to SQL management studio click OK to finish attaching the database and restart SQL:



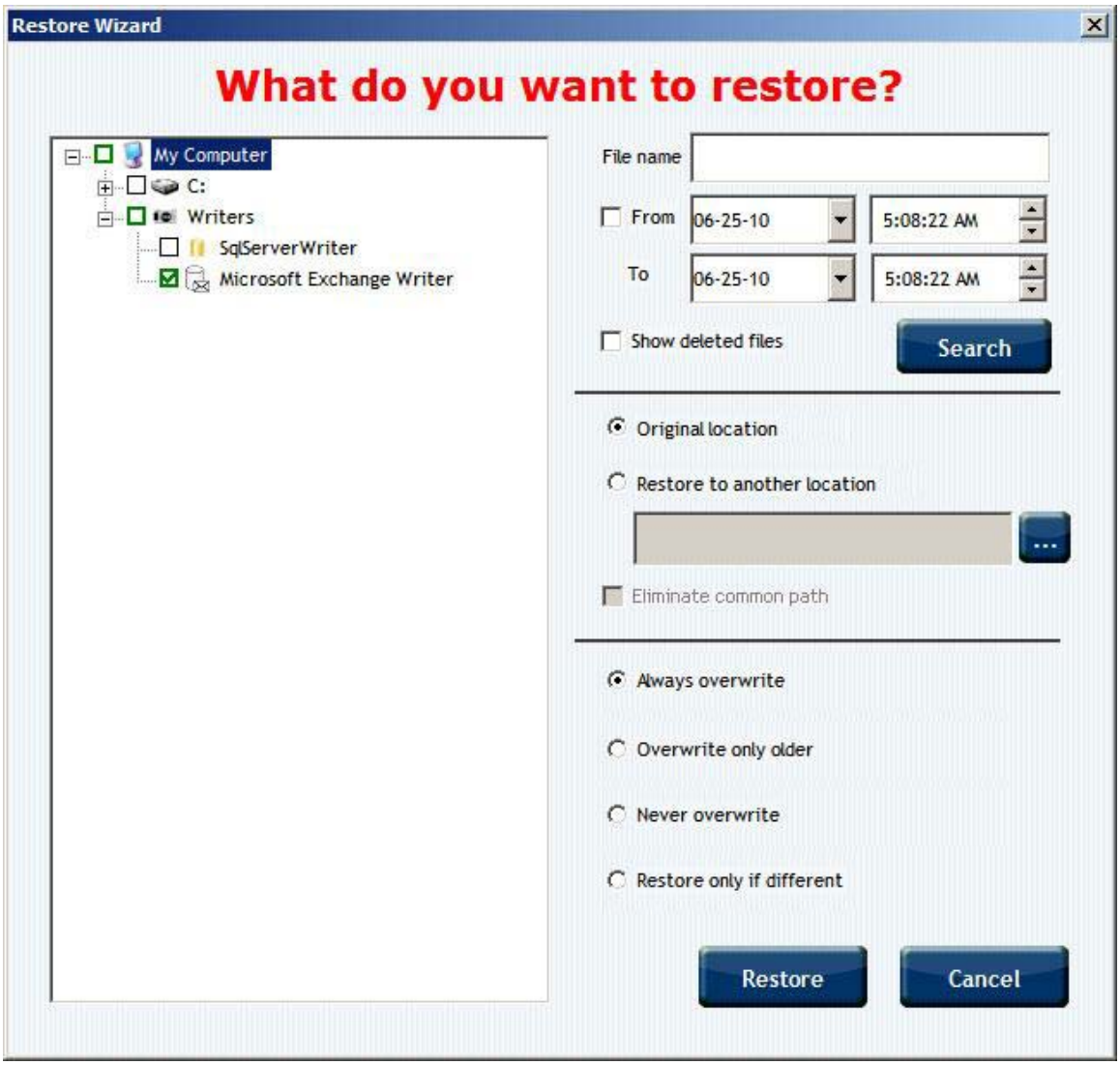
12. RESTORE MICROSOFT EXCHANGE

12.1 Restoring Microsoft Exchange Database to Same Machine

1) Click Restore Now in the K B Data Saver PRO GUI



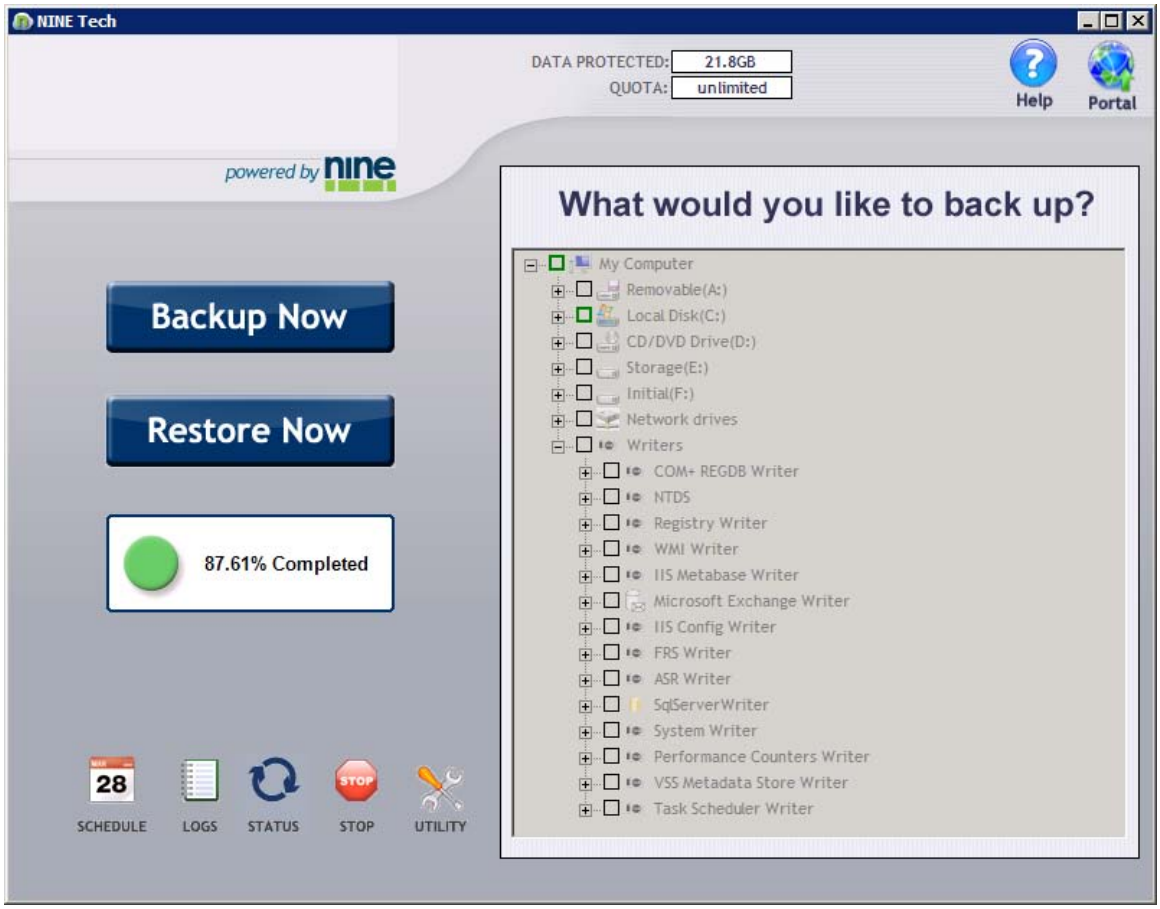
2) Check off the Microsoft Exchange writer



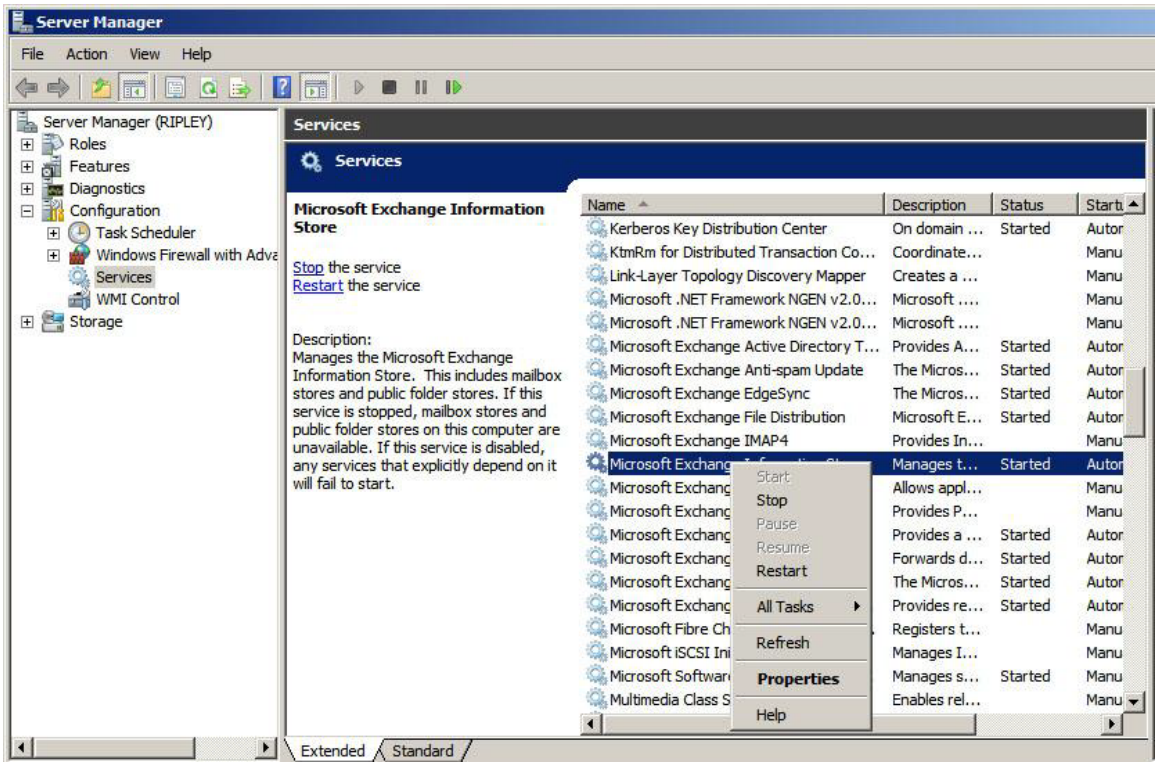
3) Select the Restore to another location radio dial. It is not possible to restore the data files into the original directories while the exchange server is running.

4) Click the "…" and expand the explorer tree to a temporary directory to restore to. Click Ok to restore to the selected directory. Make sure there is enough free space on the drive.

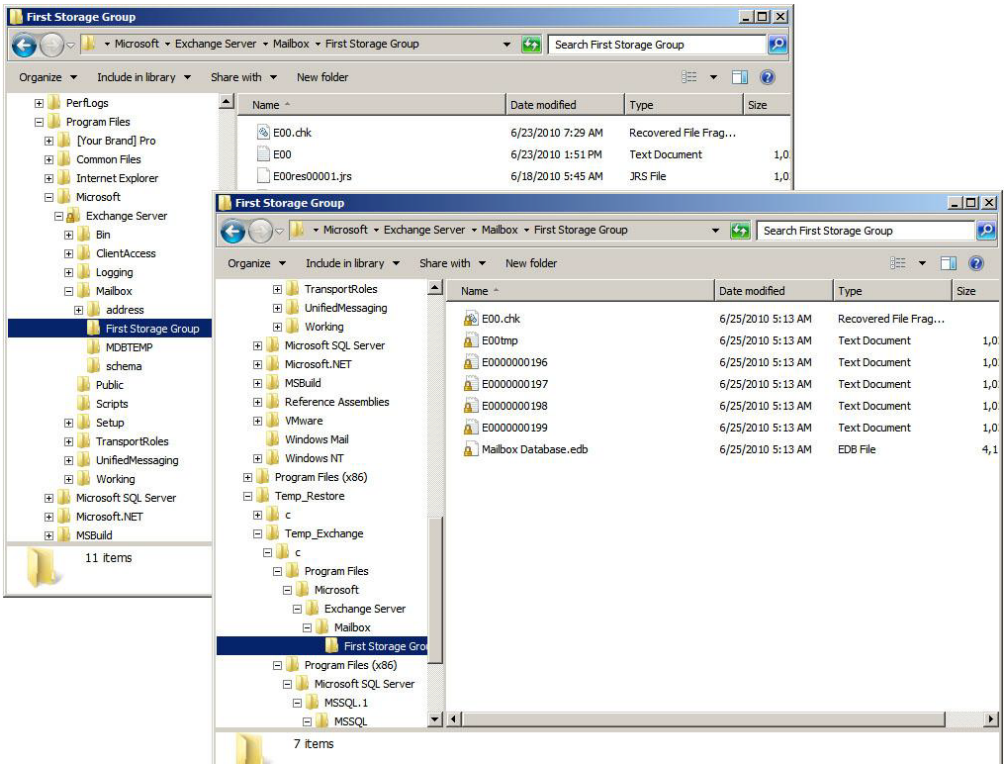
5) Click Restore to begin the process. A message box will appear that shows the Restore Activity has started. When the restore is complete a message box will appear confirming that the restore has completed.



6) Stop the Microsoft Exchange Information Store service in computer manager

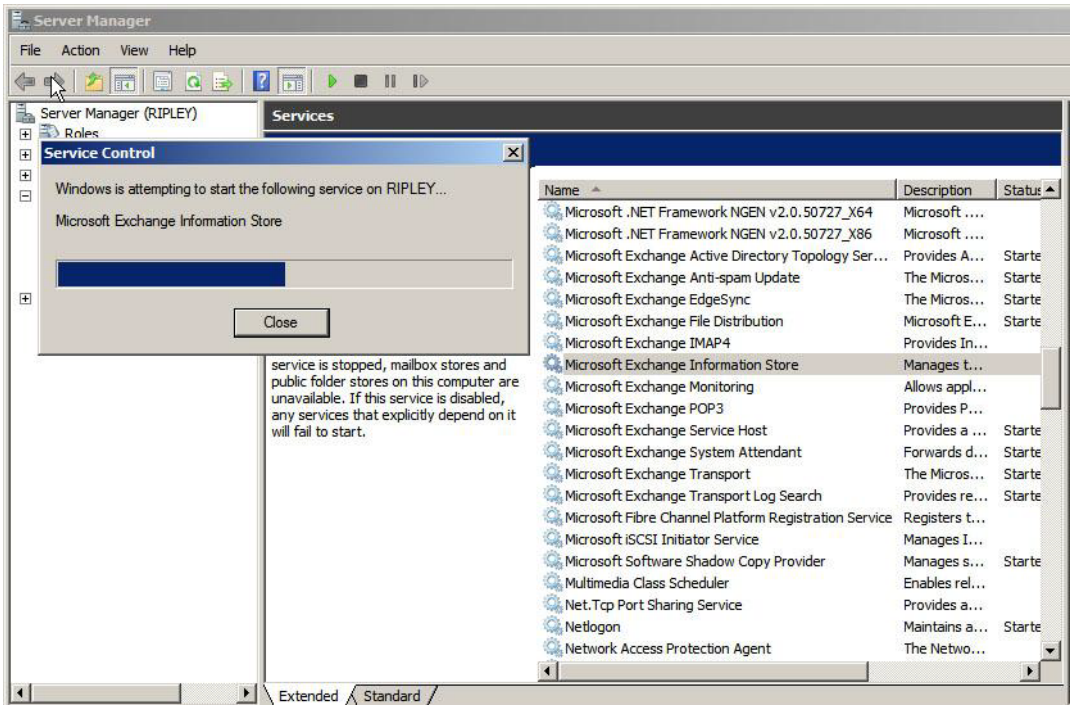


7) Remove the files in the \Exchsvr\mdbdata directory. When the original directory is empty copy the files from the restored directory to their original location.

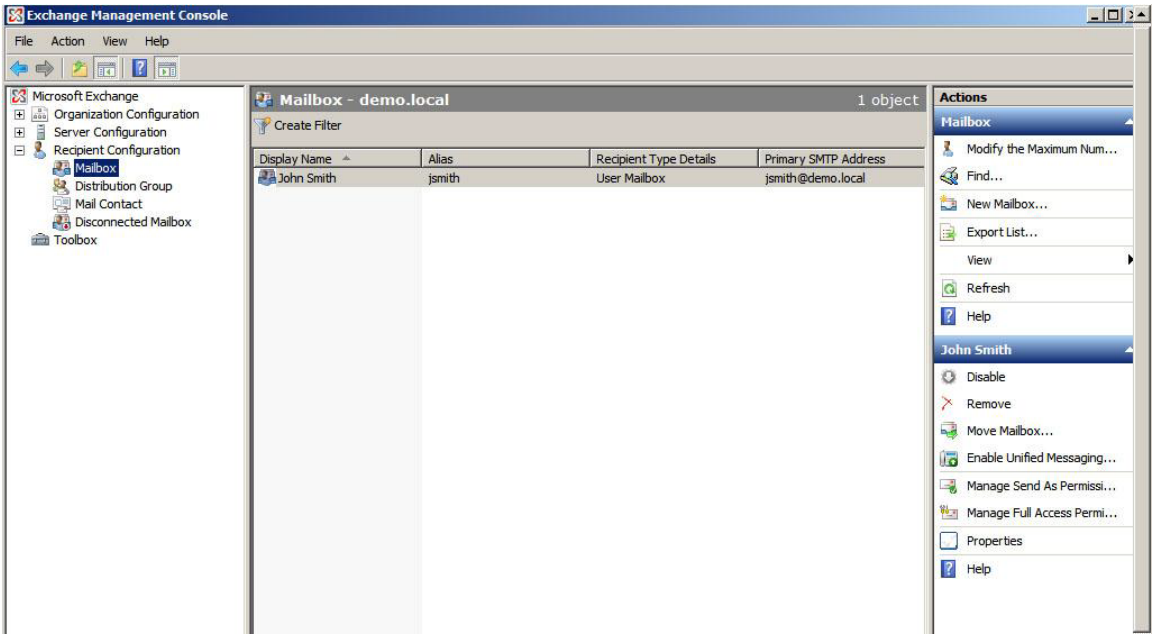


8) Example of original data location C:\Program File\Exchsvr\MDBDATA and the temporary restore directory E:\restore\eric\Program Files\Exchsvr\mdbdata

9) Restart the Microsoft Information Store service



10) Open the Exchange System Manager and expand the explorer tree until you can see that all information has been successfully restored.



12.2 Restoring Microsoft Exchange 2003 to Alternate Machine

In the event that the Exchange 2003 server is not available to perform a restore the following actions will allow you to restore the data to an alternate machine.

IMPORTANT INFORMATION REGARDING EXCHANGE 2003 RESTORE

A. *The recovery server must be installed in a different Active Directory (AD) forest than the original server.*
   - *The target Exchange server for the restore must be the same version and service pack as the Exchange server that was backed up.*

B. *The Organization name, the administrative group name, the Storage groups and their stores, and the file locations must be the same as on the original server. If the organization name and/or the administrative group name is not the same, you can use a tool called "legacydn". The tool can be found on the service pack CD in the directory \server\support\utils\i386\LegacyDn. Read the text file that comes with the tool for more information. If you use this tool to rename, you may have to restart "Exchange System Manager".*
   - *By default, the installation of Exchange 2000 / 2003 server creates the mailbox and public folder stores. These are normally called "Mailbox store (SERVER_NAME)", "Public folder store (SERVER_NAME)". Make*

sure the recovery server has the same store names as the original server. You can rename the stores using "Exchange System Manager": Right-click on each store and select rename. If the location of the database directories and log file directories is not the same as on the original server, change it here at this stage.

1) Dismount all the stores. Right click on each store and locate the database and streaming database locations. Using Windows Explorer, delete all the files from these directories.

2) Using "Active Directory users and computers" right click on the users, and select "Exchange tasks" > delete mailbox (remember all these actions are to be performed on a test/lab server).

3) In "Exchange System Manager" click on the server and in the left pane right click on each storage group and select "Properties". This gives you the location for the logs. Delete them using Windows Explorer.

4) Mount all the stores. Ignore the warning for the missing database files and click "Yes" on it. If you get any errors mounting the stores, resolve them before going further. Usually if you had to rename stores or organizations, you have to restart all Exchange services. At this point you should be able to mount all stores without any problems. Right click on each store, select "Properties" and click on the "Database" tab. Select "This database can be overwritten by a restore" checkbox.

5) Install the K B Data Saver PRO client on the new Exchange server. Use your existing client login and password from the old exchange server. (Note you will need to call your service provider to reset the hardware cookie for the new server.)

6) After logging into the K B Data Saver PRO client you will be able to restore the data following the instructions listed in section 12.1 of this guide.

12.3 Mailbox Recovery

1) Create an Active Directory user account, but do not mailbox-enable the user account. None of the naming for the account needs to match the account that was previously linked to the mailbox.

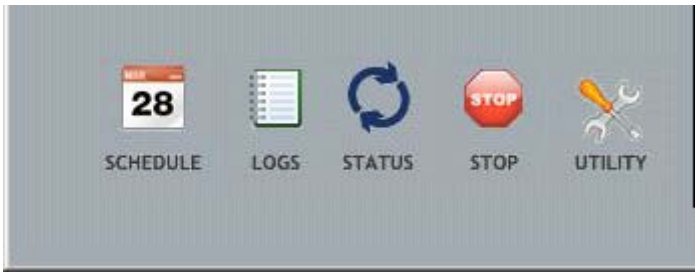
2) In Exchange System Manager, locate the Mailboxes object under the database object, and then right-click the Mailboxes object to run the Mailbox Cleanup Agent. In the Mailboxes list, make sure that a red X is displayed next to the mailbox that you want to recover. This indicates the mailbox is not connected to an Active Directory user.

3) Right-click the mailbox that you want to recover, and then click Reconnect. A list of Active Directory accounts is displayed, and you can connect the mailbox to the account that you just created for the mailbox.

13. PERFORMING INITIAL BACKUP

13.1 Backup data to local path/USB Drive:

1) Click UTILITY in the K B Data Saver PRO GUI



2) Selected radio button of Perform an initial backup

3) Click Next button
4) Selected ratio button of Local Path

5) Input/Browser a local path/USB Drive, clicking New Folder to create new folders

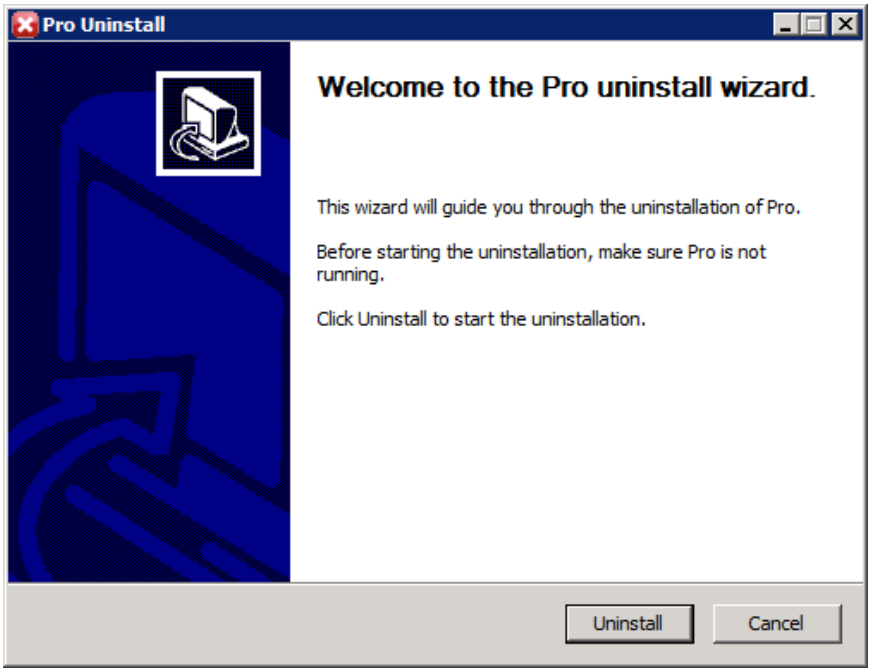
6) Click OK, it will pop up message of “success to set cache path !”

7) Select the File/Directories you wish to backup by checking off the boxes next to the file/directory
8) To perform an On the fly backup click Backup Now
9) Transfer data to MSP

14. UNINSTALLING K B DATA SAVER PRO

14.1 To uninstall K B Data Saver PRO use the built-in “Uninstall Utility”

1) Click Start > All Programs > K B Data Saver PRO > Uninstall K B Data Saver PRO.
2) Click the Uninstall button as shown below.
3) When prompted to restart, click OK.



15. SUPPORT

For technical support of your K B Data Saver PRO application please email or call K B Data Saver technical support at the following address so we can ensure you get the fastest possible response:

Email: support@kbwd.com
Phone : (570) 922-4114