Technical FAQ's

Here is a list of common backup problems that can be resolved or investigated. Please note some errors are windows related not software related so please check your OS for this. For further assistance on any errors please email – support@beinthecloud.co.uk

1. Missed Backups

If your backup has completed with errors, missed, or just failed to run at all, then checking the debug log on the machine could provide some answers as to what is the cause of the issues. To find this file, you will first need to locate the .obm (PRO) or .acb (LITE) folder on the machine. Before this however please check the machine is on at the time of the scheduled backups and not shutdown or asleep, this could be another reason for missed backups.

First, here is how you find the .obm/.acb folder:

1. Open up Windows Explorer, and click into the C drive.

2. Next, click into the users folder

3. Now you will need to know which user profile the software was installed with.

4. Once inside the user profile, you will see the .acb or .obm folders

5. You will now need to get to the location of the debug log. Once inside the relevant folder,

6. you will see a folder called log. Open this, and then click a sub-folder called 'Scheduler'

7. The debug log file will be inside of this folder. You can then open it and find what the error could be.

2. Index Error

Sometimes there could be an index error with the backups, to resolve carry out the following steps below however please ensure the software is closed first before doing.

1. Browse to Program Files

2. Click on the Program Folder where it says XXX Cloud Backup

3. Right click on cb.opt & select edit

4. Please add true at the end of "com.ahsay.cloudbacko.core.bset.file.RemoteBDB.forceRebuild="

```
# Force to rebuild file database (BDB) on server
com.ahsay.cloudbacko.core.bset.file.RemoteBDB. forceRebuild=
```

5. Save & close

6. Then run a manual backup

7. Please remember to remove the "true" within cb.opt after the rebuild has finished

8. Save & close

9. Then restart the XXX Cloud Backup service again

3. VSS Errors

In any reports if you see VSS errors then these are client side (OS problem), you will need to resolve these before an Exchange backup will work.

From cmd, type vssadmin list writers and it will show the failed writer. Once you fix this, the backups will work.

The backup client uses the MS VSS writers to backup. Same would happen if you try and use Microsoft backup to backup the Exchange, it would fail. A reboot may resolve this, but if the problem comes back, you will need to investigate further.

Please note if the open files are on a network location then there is no fix for this as VSS does not work on files on a network path.

4. Access Denied / File Doesn't Exist

Some files that are set for backup may not give permissions for the software to back it up, please ensure that this is enabled for the backups to run.

Similarly, if a file has changed location and you see "file doesn't exist", this means the file has been moved and the software

is still trying to read it from the source, you can either delete this path from the backup set if it is not needed for backup anymore or modify the path.

5. How to find running/stopped files in the event of a crash.

If the backup client freezes or crashes, and you are unable to close it, then you may need to delete the running/stopped files created by the backup.

You will need to go to the user folder that the client was installed on. In the picture below, we are using the Admin logon. Once there, you will need to open either the .obm folder or the .acbfolder. This all depends on whether you have the PRO (.OBM) or LITE (.ACB) client installed. Once inside this folder, open the ipc folder, then BackupSet folder. In here will be all backup sets currently created. They will not be named, so you will need to find the correctfolder. In here will be either the running or stopped files, depending on whether the backup is running or has been forced to stop.

An example of this is below:
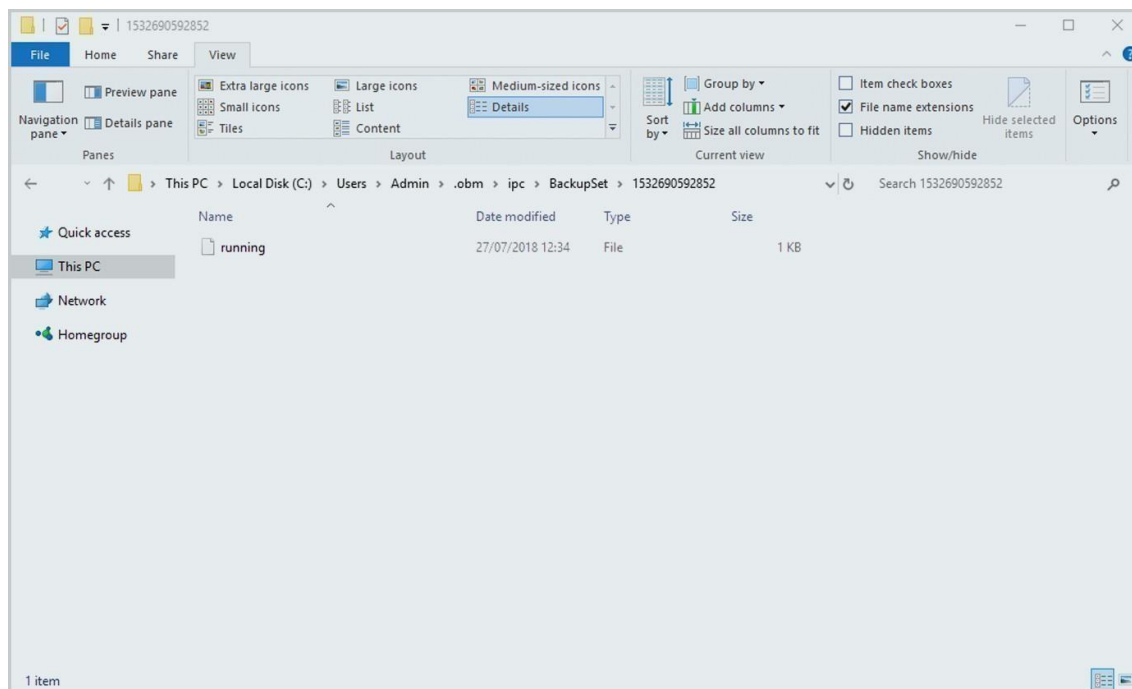
6. How to delete unwanted and backed up files

First you need to modify the backup set so it doesn't backup the file/folder again.

1. Login to the backup client

2. Click On Backup Sets

3. Select the backup set you wish to modify

4. Click Source, then either modify the selected tick boxes for Desktop, Documents Favourites etc, or click on "I would like to choose the files to backup"

5. Here you can modify your backup selection. Simply navigate to the files / folders

6. you wish to select or deselect, then once finished, click OK

7. Then click Save.

All done, you have now modified your backup selection. Then to remove the data:

1. Log into the backup client

2. Click on utilities

3. Select Delete Backup Data

4. Now select the backup set you want to delete files from, the destination and select Choose from ALL files

5. Navigate to the files / folders you want to remove from your backup location and when ready click delete. NOTE:-This will immediately delete files from our cloud.

6. Once deleted, you will see a message stating files deleted successfully. Click close to take you back to the home screen

7. Failed to flush buffer error

Open file explorer and navigate to the following location –
C:\ProgramFiles\XXXBusinessCloudBackup

This location will have a afc.opt file, open this in notepad and add the following to the end of the document:

com.ahsay.afc.bfs.cloud.ChunkedOutputStream.retry=20
com.ahsay.afc.io.ReadAheadInputStream.timeout=300
com.ahsay.afc.bfs.cloud.ChunkedOutputStream.upperSleepLimit=5

Ensure you then save this document. Once saved please login to the client and run the backup again.

8. Backup reminder when shutting down PC

To enable or disable this, please follow the below instructions.

1. Login to your backup client

2. Click on backup sets

3. Select the backup set to make changes to (you may have more than one). Click on "Show advanced settings"

4. Now click on Reminder

5. Slide the ruler on or off to enable or disable this option. Click save.

9. Portal Download Link Issue

Once you have created an account and if there are any issues with the porta; download links, then please contact us so we can provide the direct backend link.

10. Javax.crypto.BadPaddingException

If when opening the backup client you receive the below message, try deleting the config folder called.obm for the PRO Client or .acb for the LITE Client.
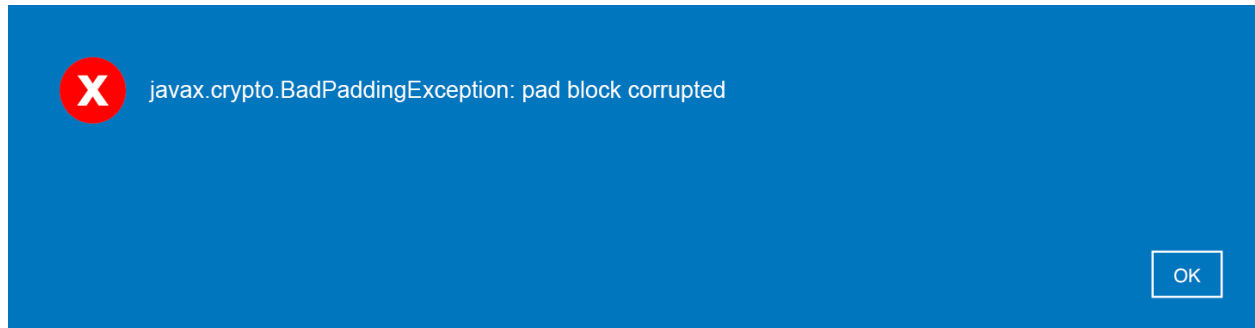
The folder can be found in c:\users\userprofile\

The folder contains user information and the encrypted encryption key. After deleting the folder, when you reopen the backup client, you will be prompted for your username and password then once

logged in, you may also be prompted for your encryption key(s).

11. How to End the bJW.exe Process (Windows) / Restart Backup Scheduler Service (Mac)

<u>Windows</u>

If a backup is stuck running, or even the backup client itself has crashed, you may need to end the executable that will be running in the background so that you can stop both running. This executable is called bJW.exe. By ending this, it will stop the backup/force the client closed, which in turn will allow you to reopen the software and perform the original task. Here is how to perform this fix:

1. Either right-click the taskbar and press Task Manager, or press Ctrl+Alt+Del and open Task Manager from here.

2. Find the running bJW.exe process, highlight it, and press end task. Below is an idea of what it should look like.
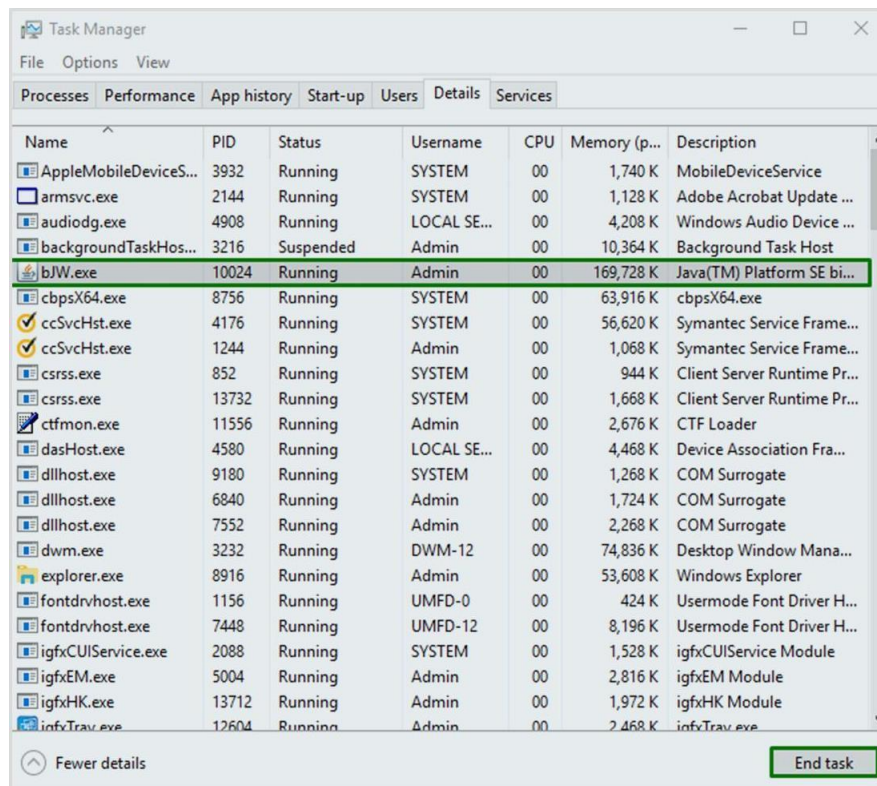
Once it has ended, you should then be able to reopen the client without issue and perform any tasks needed.

<u>Mac – Restart Backup Scheduler Service</u>

If you start receiving missed backups for a backup set that should run on a MAC and are unable to restart the MAC, please follow these instructions below.

- Open terminal (Applications – Utilities – Terminal)

Make sure you are running as root user. To run as root user type su – then enter – then put the password for the root user (no * will come up when you type the password)

Now as root user you need to get to the bin directory of the XXXX (Backup Everything) Program.

Type ls to find which directory you are in, then cd .. to change directory till you see Applications. Then type cd Applications (reminder that everything in terminal is case sensitive).

Type cd"XXXX Online Backup Manager" (no spaces are allowed so use quote marks) Please also note that on some earlier

installs the folder maybe slightly different. Use "ls" to list folders to find the correct folder name

Type cd bin

Then once in the bin directory type sudo ./Scheduler.sh

If this command is correct you won't get an error.

Your backups will now run at the scheduled time – Please make sure that the machine is on and doesn't enter any sleep mode around the time of a backup.
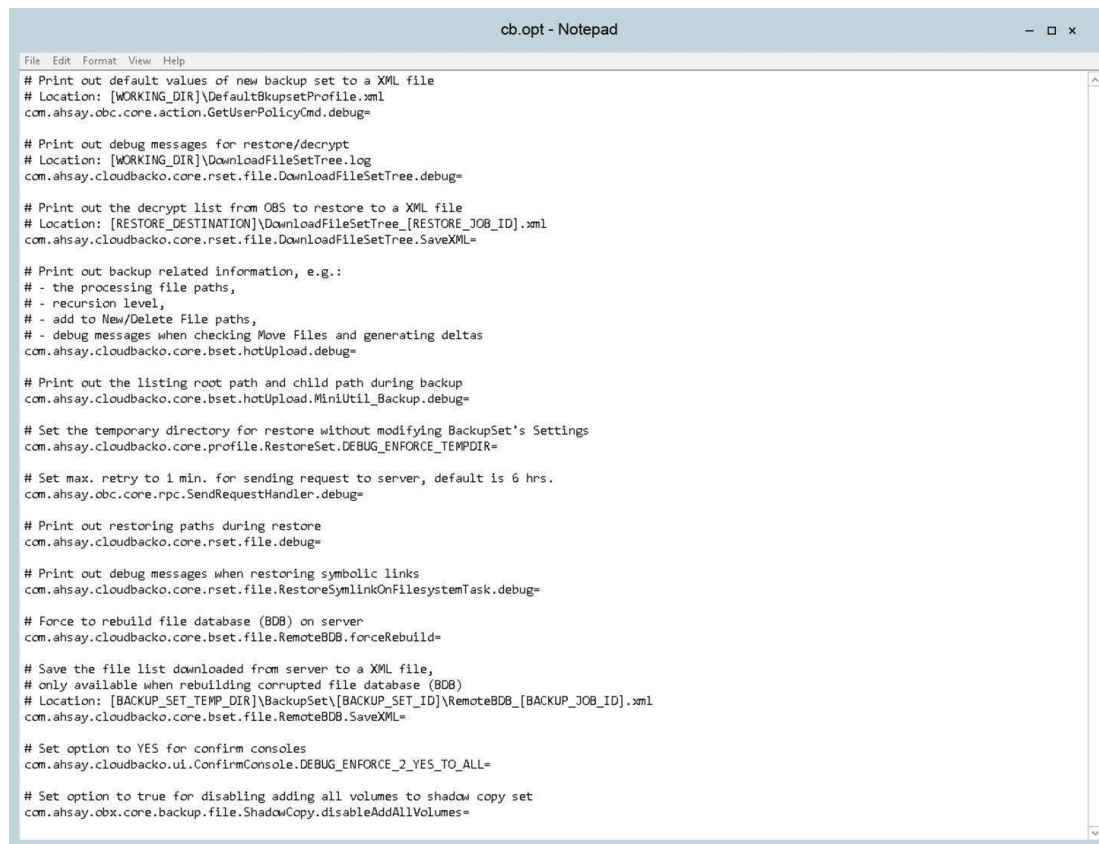
12. Invalid volume G:\ (Shadow Copycreation is assumed)

If you get this warning within your backup set: "Invalid volume G:\ (Shadow Copy creation is assumed)" (could be a di"erent drive letter) please follow these steps to fix.

First make sure you are on our most current client so post 7.15.4.41

Go to this location C":\Program Files\XXXX*\cb.opt and open the file in notepad. ("could be a di"erent drive letter)

XXX would be your branded name of the client or BackupEverythingPRO, but look for the cb.opt file

Then modify the last line…"com.ahsay.obx.core.backup.file.ShadowCopy.disableAddAllVolum es=" & put "true" after the equals.

Save the file and run a backup.

13. Deletingdata in retention to free space

If you dont need retention data then please go to "Utilities" on the software dashboard. You will then see delete the backed up data option. If you click on the backup set & select all files you will see everything. The greyed out files will be in retention.

14. Unable to backup file, size incorrect (Expected+XXXXRetrieved=XXXXX)

If you receive the following error:

"XXXXX" size incorrect(Expected=XXXX Retrieved=XXXXX), Unable to backup file

This is due to a VSS error within Windows. The file size has changed during the backup process, therefore the software can't upload the file. Check to see whether the backup runs at the next schedule or during a manual backup if it is run before the schedule. Checking the Windows Event logs may also offer some more insight into this.

15. How to change the temp location

Sometimes you may need to change the temp location used for the cloud backup service, usually because of lack of space, or not enough rights to the current location.

To do this, please login to your backup account

1. Click on Backup Sets and select the required backup set
2. Click on Show Advanced Options
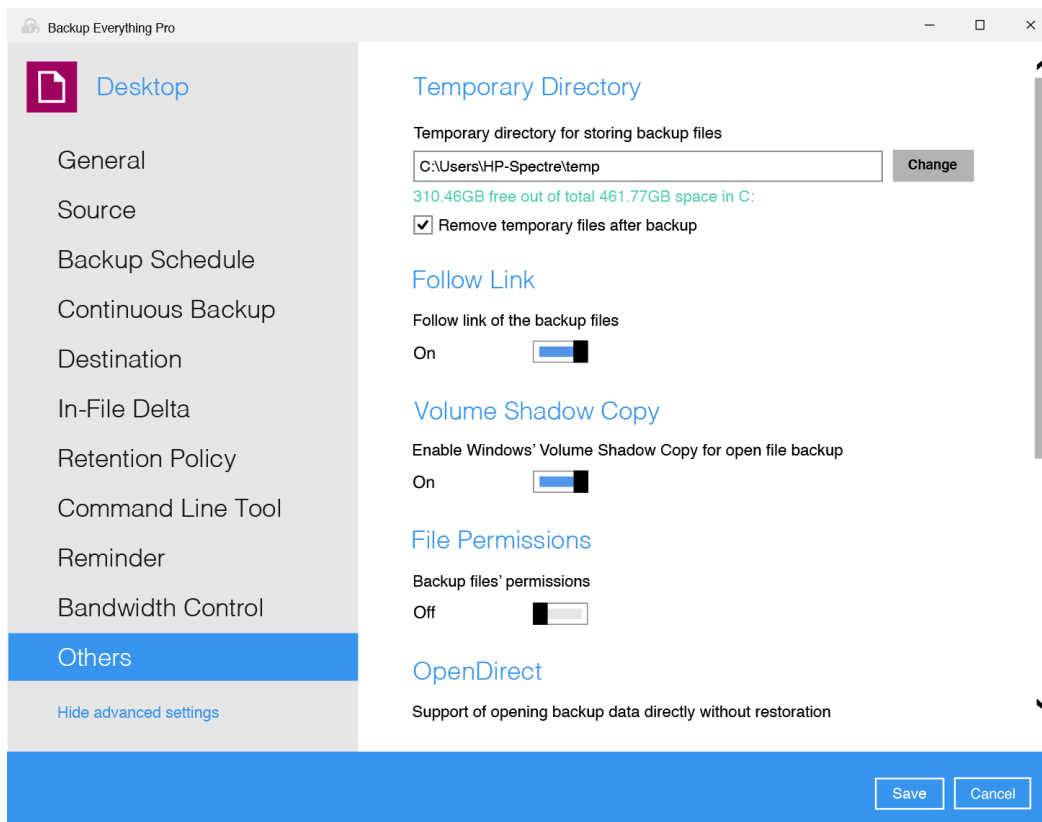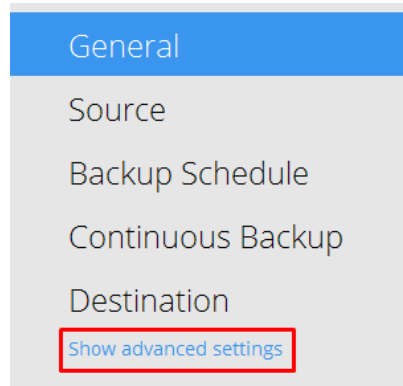
16. How to add a filter to your backupset

Adding filters will allow you to deselect certain items from your backup, first Login to the client and select "backup sets".
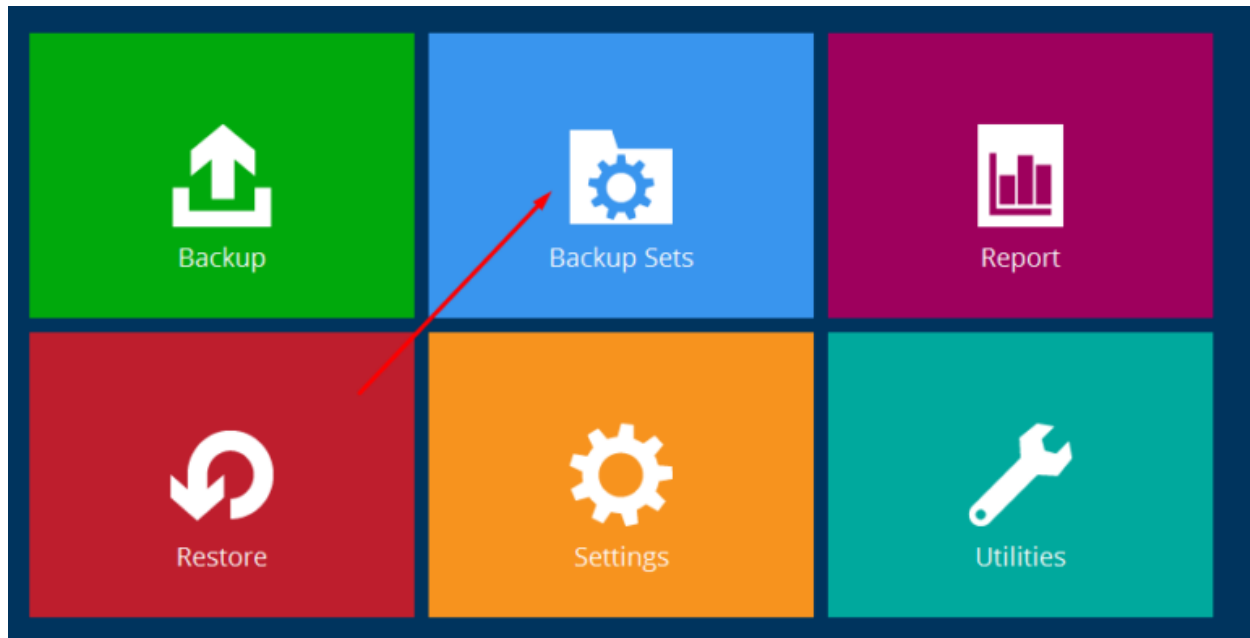
Select the backup set you want to add a filter to and navigate to "source".

Turn "filter" to on and press "+ add new filter". From here you will be able to name your filter and edit the filter to do what you wish.

The blank filter form looks like this:

Here is a filter we have created so that .mp3 files are excluded from the backup, If
your backup is for certain files it is best to put the location in the "Apply filter to this all

New Backup Filter

Name

Filter-1

For each of the matched files/folders under top directory

◉ Include them

◯ Exclude them

☐ Exclude all unmatched files/folders

Match file/folder names by

◉ Simple comparison ends with ⌄

◯ Regular expression (UNIX-style)

Existing patterns to match

[▦] [   ] X

Add

Apply this filter to all files/folders in

◉ All hard disk drives

◯ This folder only

[   ] Change

Apply to

☑ File ☐ Folder

files/folders in" and select "this folder only" – else the software will scan all the
folders. Press "ok" and "cancel" – If you don't want to add anything else to the filter.

New Backup Filter

Name

.mp3 filter

For each of the matched files/folders under top directory

○ Include them

◉ Exclude them

☐ Include all unmatched files/folders

Match file/folder names by

◉ Simple comparison [ends with ⌄]

○ Regular expression (UNIX-style)

Existing patterns to match

[▦] [.mp3] X

Add

Apply this filter to all files/folders in

○ All hard disk drives

◉ This folder only

[C:\Users\rosey\Documents\Misc] **Change**

Apply to

☑ File   ☑ Folder

Press "save" and exit.

17. Please run integrity check later for destination

If you see the following 3 lines of text below in your backup reports:

Please run integrity check later for destination "-1505849135223".   Error: "[d] Failed to initialize RemoteBDB.Cloud.

Error=[BlockDBConfig.readConfig] unknown default path for creating new journal file config: 0, caused by [RuntimeException] [BlockDBConfig.readConfig] unknown default path for creating new journal file config: 0"

Data integrity check on backup set= "Data Backup" destination= "UK Cloud Storage" is completed

Finished data integrity check with error on backup set "Data Backup(1515502435075)", "UK Cloud Storage(-1505849135223)", crc disabled, rebuild index disabled

then please run a manual integrity check as follows:

Goto the dashboard of the software client, then Utilities (bottom right box) and run the data integrity check, make sure the boxes are unticked. Just click Yes if a pop up comes saying the statistics are incorrect. This does not mean the data backed up is incorrect, this is just aligning the backend data figure with the front-end portal.

18. Unable to open server file list

If you see the following message similar to this:

Unable to open server file list,
"C:\Users\Administrator.GHLLP\temp\1551194097158\OBS@1551194173077\i
ndex\index.b2b" is in use by another application.

Then this is an open process error. Make sure the BJW.exe is not running within Task Manager and if it's there, then end the task.

Once checked/ended then go to this location:
"C:\Users\Administrator.GHLLP\temp\1551194097158\OBS@1551194173077\i
ndex

If there are any extensions which have .lck please delete. The backup should now run fine. Please note the above is an example of a file path, please see the exact path from your error to get to the right directory in order to delete the .lck extension.

19. Setting up an existing accounton a new server or PC

Move your files to the new location on the new machine as long as they are all the same files. Then make sure you change the source to the correctpaths & then enable the scheduler on that machine to take ownership of the backup set.

20. Protected Files

If you see the following error then it means the file your trying to back is protected so ensure it has permissions so the backup client can back the file up.

[New File] File="C:\XXXXXX"
Error="com.ahsay.afc.bfs.cloud.p:[CloudFileSystem.createFile] Parent directory
'C:\XXXXX does not existrnat com.ahsay.afc.bfs.cloud.z.a(Unknown Source)rn at
com.ahsay.afc.bfs.cloud.w.a(Unknown Source)

21. Changingthe Server URL on the Backup Client

First go the Program folder of the software:

Example of a location: C:\Program Files\XXXXCloudBackup Then open "custom.xml" with a text editor like Notepad.

You need to change the value of this line: **<GUI hide-server-url="true"**

Change "true" to "false"

Save this log

(If you are unable to save the file, you will need give users full access permissions to the file)

Now open the backup client (make sure the password is not saved or it will log straight into the software):

Click on "Show advanced option":

You can change the server URL here so change to

login.onlinedatastorageuk.co.uk Once done click on OK.

22. Viewing Encryption Key

Login to backup client, then go to Backup Sets and select the specific backup set. On the left-hand side go to show advanced settings and then others. Scroll down on the right and then unmask the key. This shows what your encryption key is.

23. System Restore/ Image

The system restore feature is a windows image backup. When you restore, you will receive an image which can be recovered using windows recovery mode. If you restore to a different machine using this way then you may experience driver issues if the machine is not similar to the original. The images of the drives will be individual if you have backed up multiple drives. If the machine is Windows 7 or 2008 then you will be able to recover this with a recovery disk which can easily be created in the control panel or you can use a system install disk.

24. Failed to upload cached index file

Go to the dashboard of the software client, then Utilities (bottom right box) and run the data integrity check, make sure the Index rebuild box is ticked. Just click **Yes** if a pop up comes saying the statistics are incorrect. This does not mean the data backed up is incorrect, this is just aligning the backend data figure with the front end portal.

25. Failed to run space freeing up of destination

Go to the dashboard of the software client, then Utilities (bottom right box) and run the data integrity check, make sure the boxes are unticked. Just click **Yes** if a pop up comes saying the statistics are incorrect. This does not mean the data backed up is incorrect, this is just aligning the backend data figure with the front end portal.

26. Open files

Open files are backed up using VSS. If your VSS fails then this is an OS issue not software related resulting in the open files not being backed up. Please check your VSS to resolve this.

27. Failed to initializeremoteBDB

If the following error is shown:

[d] Failed to initialize RemoteBDB.Cloud. Error=[BlockDBConfig.readConfig] unknown default path for creating new journal file config: 0, caused by [RuntimeException] [BlockDBConfig.readConfig] unknown default path for creating new journal file config: 0

Please change the temp location (point 15) and then do data integrity check (point 9) with the index rebuild box ticked.

28. Restarting the backup service (missed backup)

If a missed backup happens even though the backup set has a schedule enabled and the machine is not going to sleep – the first step to take is to check if the backup service is still running. Open services and navigate to BackupEverythingPRO Services or XXXPRO Services if you have a whitelabel system setup. If the service is not running you will see "Start" on the left hand side, if it shows as running select "Restart". If the backup is still missing after this please contact us.

29. [MS Windows System Backup][Error]

If you see this error then it is to do with the volumes that have been selected, make sure all the volumes are NTFS and change the temp location (point 15)

30. Cannot see Mailboxes on Exchange 2016

Please ensure the Microsoft Exchange (mail-level) box is ticked and has the current quantity + ensure the mailbox has the required full permissions from your exchange console.

31. The difference between the request time and the current time is too large

If you get the above error, please check the local machine's time and time zone.

32. Changing the Server URL

If you need to change the server URL on the backup client please first go to the Program folder of the software - Example of a location: C:\Program Files\BackupEverythingPRO

Then open "custom.xml" with a text editor like Notepad and this is what you will see:

You need to change the value of this line: <GUI hide-server-url="true"

Change "true" to "false"

Save this log

(If you are unable to save the file, you will need give users full access permissions to the file)

Now open the backup client (make sure the password is not saved or it will log straight into the software):

Click on "Show advanced option":

You can now change the Server URL on the next page - Once done click on "OK".

33. How to Access Reports in the Backup Client

If the client reports differ from emailed ones, you can view emailed report summaries as follows:

1. To access past reports, log in to the backup client, and choose "Reports".
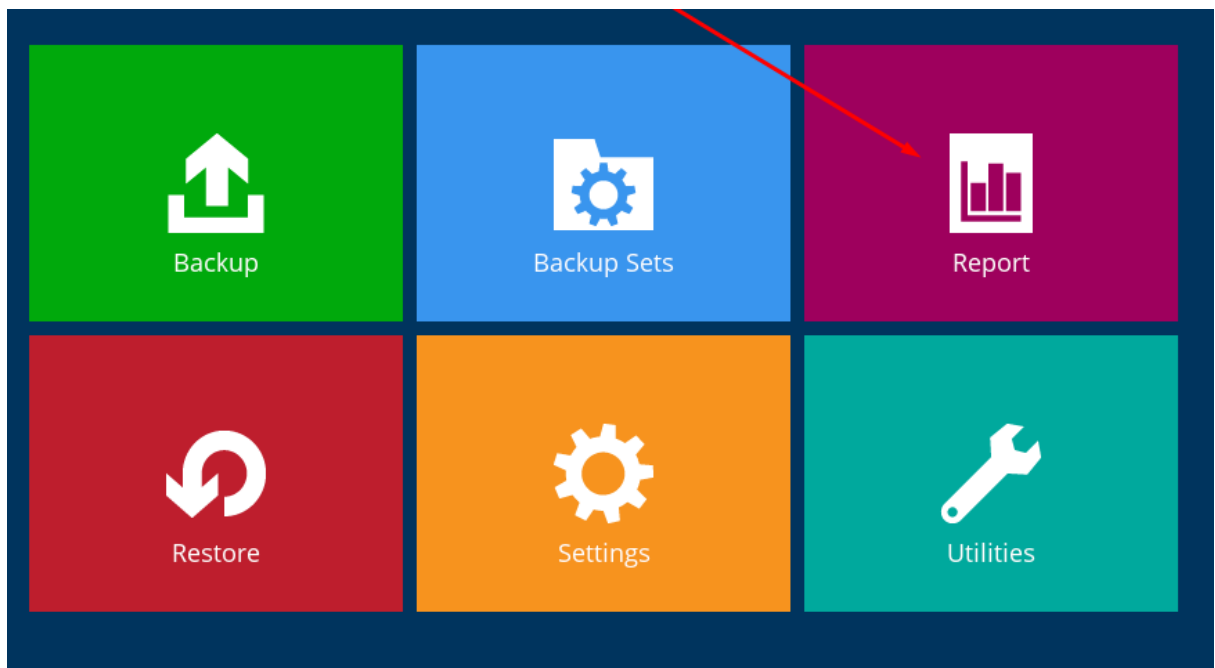
2. You can filter reports by date.

3. View completed, error, or warning status in the status column. Select a report for a summary, or click "View log" for a detailed review.

| Backup set | ⌄ | Destination | ⌄ | Completion | | Status | ⌄ |

Backup set	📄 File-backup-set-name-1
Destination	☁
Job	29/09/2020 09:48
Time	Today 09:48 - 09:49 (GMT)
Status	✔ Completed successfully
New files *	0
Updated files *	0
Attributes Changed Files *	0
Moved files *	0
Deleted files *	0

* Unit = No of files [Total zipped size / Total unzipped size (compression ratio)]

View log
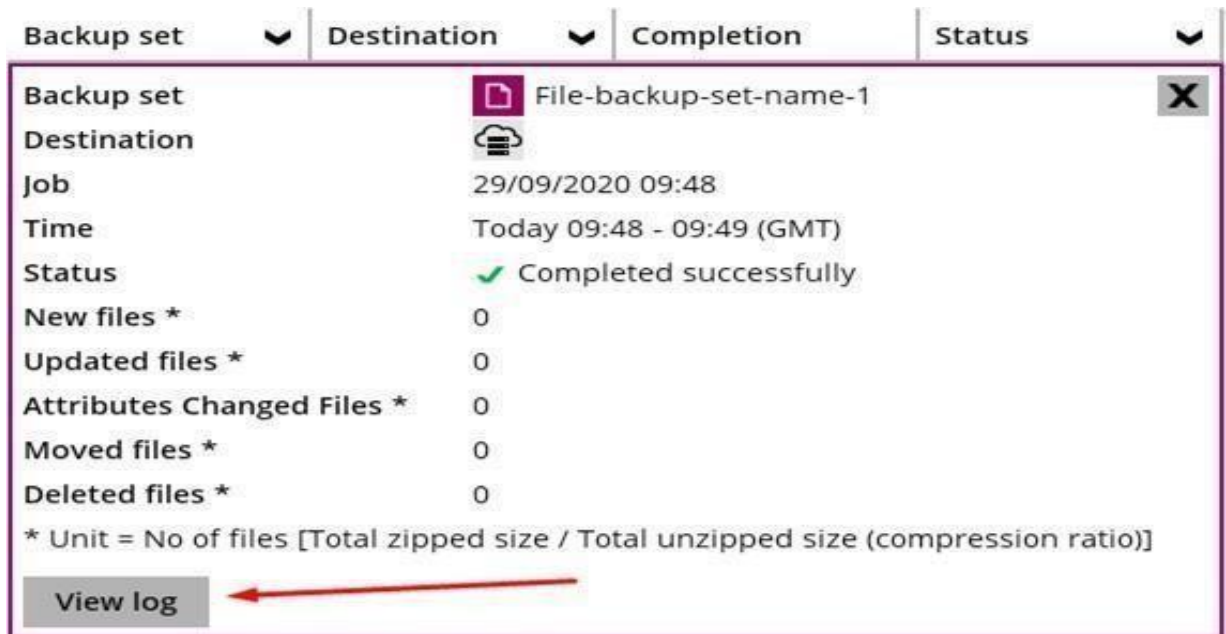
34. Adding a Windows Credentials

To add Windows Credentials to the Backup Service, follow these steps:

1. Open the Services manager on the target machine.
2. Locate and right-click on the service associated with your backup product.
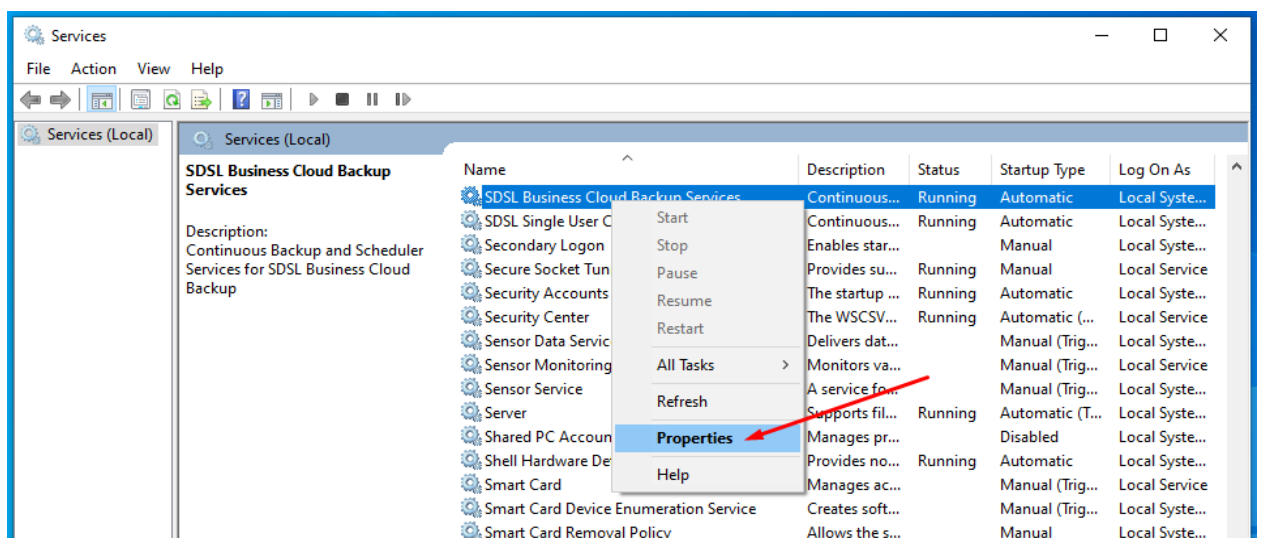
3. In the service properties window that opens, go to the "Log On" tab.
4. Select "This Account" and use the "Browse" button to specify the correct username.
5. Enter the corresponding password.
6. Click "Apply" and then "Ok" to save your changes.
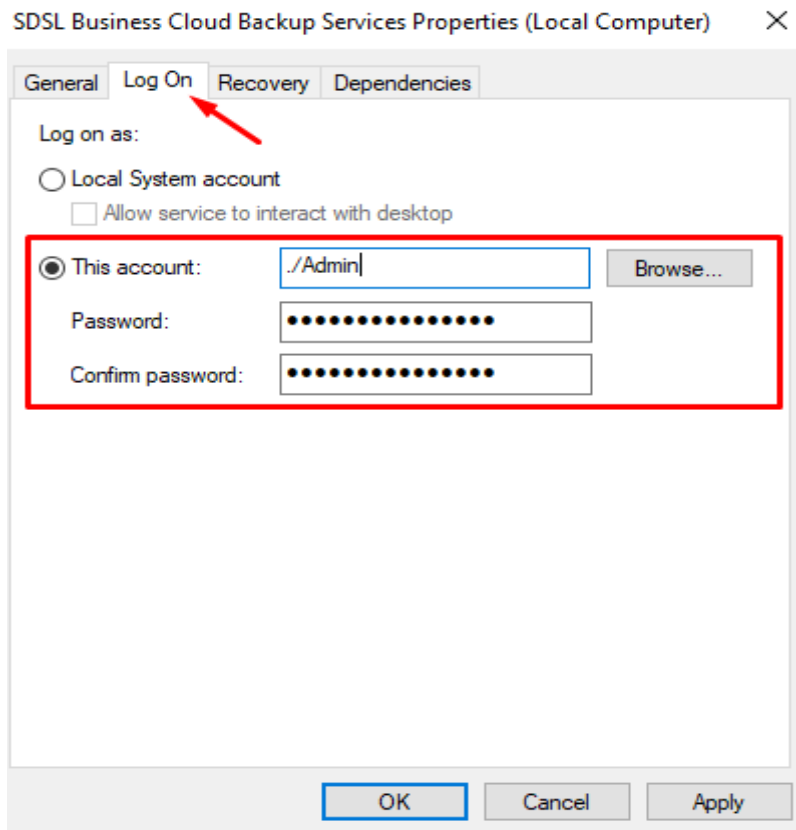
7. Restart the service; you may receive a prompt to do this automatically. If not, highlight the service and click "Restart" on the left-hand side.
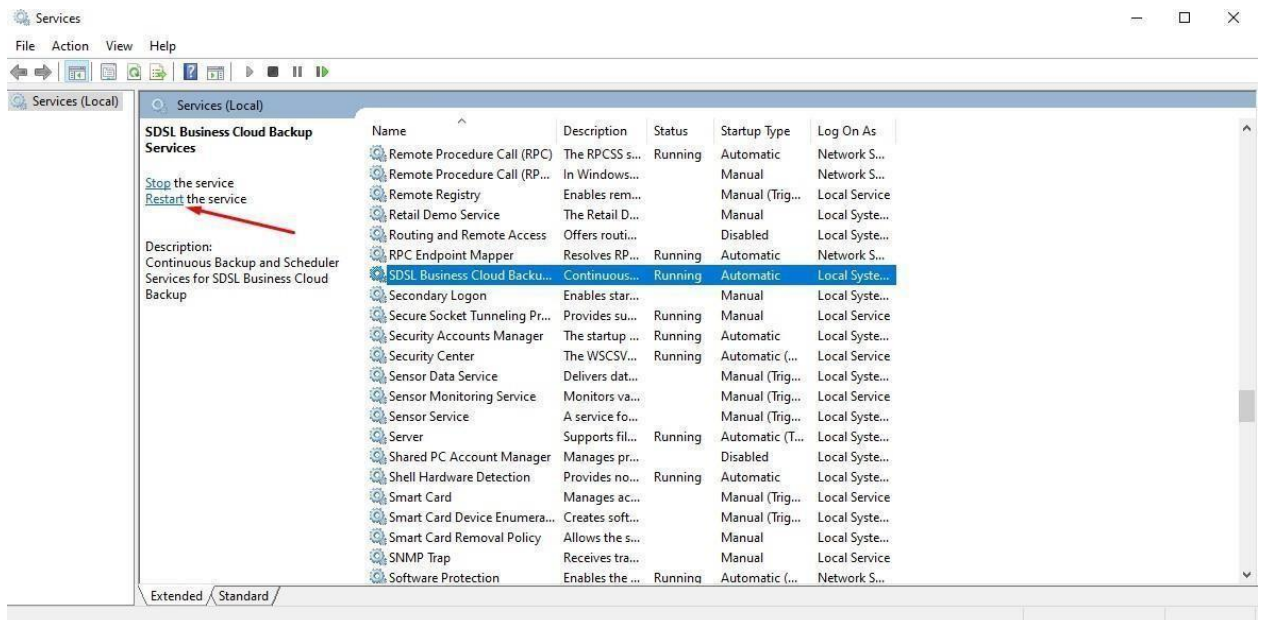
You can either wait for the next scheduled backup to check if the issue is resolved or add a temporary schedule for a quicker assessment.

35. Viewing a Debug.logfiles

You mainly need to check this log if a backup is missed to find the next scheduled backup.

1. Open File Explorer.

2. Go to the C drive.

3. Select the user account related to the backup.

4. For Business User backups, find the .obm file; for Single User backups, locate the .acb file.

5. Open the "Scheduler" Log file.

> This PC > OS (C:) > Users > RoseyW > .obm > log > Scheduler

> This PC > OS (C:) > Users > RoseyW > .acb > log > Scheduler
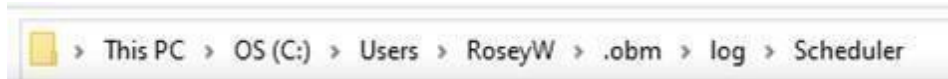
6. Focus on the top debug file.

7. If "Date modified" isn't recent, restart the backup service.

8. Scroll to the file's end to view countdown information for future backups.

9. If today's date isn't shown, restart the backup service.

10. After service restart, the log will display the current date and time.

11. You may need to close the file and refresh File Explorer.

> This PC > OS (C:) > Users > RoseyW > .obm > log > Scheduler

Name	Date modified	Type	Size
debug.log	26/07/2023 12:13	Text Document	93 KB
debug.log.1	25/07/2023 09:22	1 File	257 KB
debug.log.2	19/07/2023 10:56	2 File	257 KB
debug.log.3	13/07/2023 13:58	3 File	257 KB
debug.log.4	07/07/2023 09:57	4 File	257 KB
debug.log.5	26/06/2023 12:44	5 File	257 KB
debug.log.6	20/06/2023 08:41	6 File	257 KB
debug.log.7	13/06/2023 12:50	7 File	257 KB
debug.log.8	06/06/2023 12:18	8 File	257 KB
debug.log.9	26/05/2023 15:15	9 File	257 KB
debug.log.10	18/05/2023 08:48	10 File	257 KB
debug.log.11	20/04/2023 11:37	11 File	257 KB

12. The log clarifies missed backups. For example, my machine disconnected from the backup server between 4.44 pm and 7.32 am, coinciding with it being off as confirmed in Event Viewer. It also identifies other issues.

36. Stop an Ongoing Backup

To stop a running backup, right-click the spinning backup icon in the system tray, select "Stop Running Backup", and choose the set name.
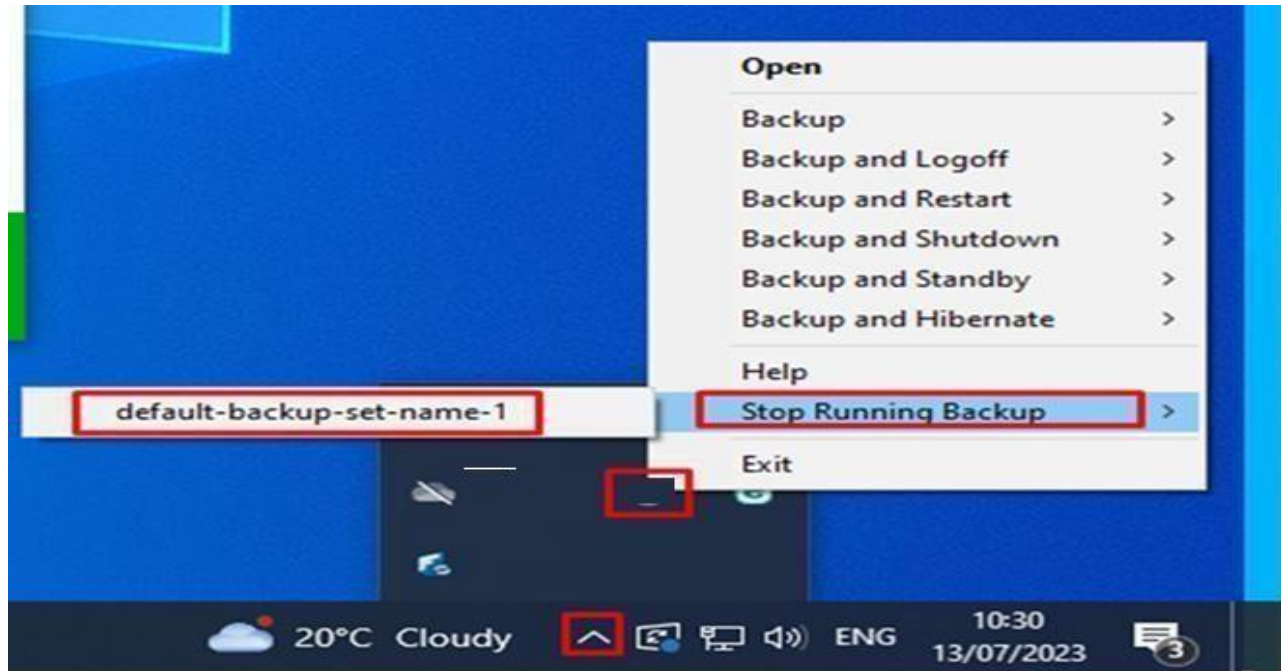
This action will display "Stopped by User" on your portal and in reports.
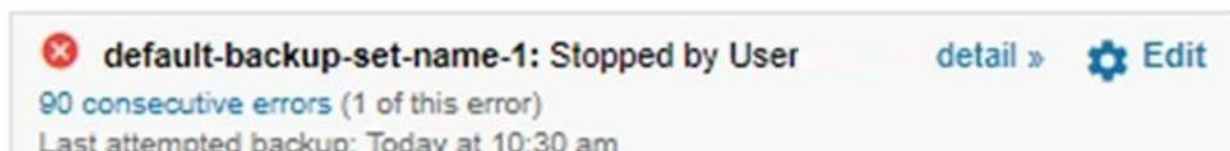
37. Warning, backup source is not present

If you receive a "backup source does not exist" warning, it means a selected file or folder has been deleted, moved, or renamed without the client being updated.

User	RoseyTest
Backup Set	Test Backup (1537788668265)
Destination	(Predefined Destination)
Data Size	9.67M
Retention Size	123.4M
Backup Job	2018-09-24 17-00-49
Job Status	Warn
Start - End	24/09/2018 17:00:49 – 24/09/2018 17:00:57
IP Address	10.0.0.163 (Pro-W7-03)
New Files *	0 (0)
New Directories	0
New Links	0
Updated Files *	0 (0)
Attributes Changed Files *	0 (0)
Deleted Files *	5 (47.6k)
Deleted Directories	1
Deleted Links	0
Moved Files *	0 (0)

* No. of files (size)

To address this:
If the location isn't needed, log in, go to the backup set, choose "source", and pick "I would like to choose the files to backup". Enable "show files" to see them on the right. Missing files appear in red.

Deselect the unneeded file and save. If the file name changed, revisit "source" and "I would like to choose the files to backup". Pick the new file name on the left.

38. How to enhance file selectionin your backup

For more focused file selection in a backup set, especially for C:Drive and your desktop:

1. Log in to your client and go to "Backup Sets". Choose the specific backup set, then click "Source".
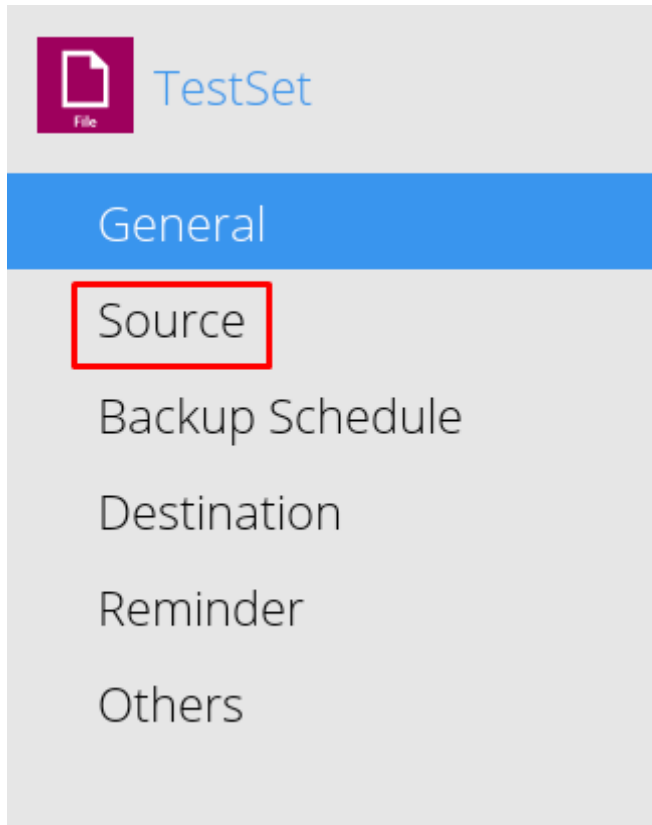
2. On the "Backup Source" page, find "I would like to choose the files to backup" at the bottom and click it.

Backup Source

Select the files and folders that you want to backup

- ☐ 🖼 Desktop
- ☑ 📄 My Documents
- ☐ ⭐ Favorites
- ☐ ✉ Outlook

Filter

Apply filters to the backup source

Off ▮▭

I would like to choose the files to backup

3. Enable "Show files" at the bottom to fine-tune your file selection.

Advanced Backup Source

Folders	Name	Size	Date modified
⊟ 🖥 This PC	🖥 This PC		
⊞ ☐ OS (C:)	🖪 Network		
⊞ ☐ DVD RW Drive (D:)	📁 Libraries		
⊞ 🖪 Network			
⊞ 📁 Libraries			

☑ Show files   Items per page 50 ⌄   Page - ⌄

4. Expand left side, find locations on right and deselect. For example, chose "Users" and "Temp" in C:Drive but excluded one file from "Temp", keeping only .png for backup.

5. After making your selections, click "OK". You'll return to the "Backup Source" page.

6. Finally, click "Save". If no further changes are required, log out.

39. Creating a Cloud Backup Set

To create a backup set:

1. Log in to the backup client, then select "Backup Sets" on the dashboard.
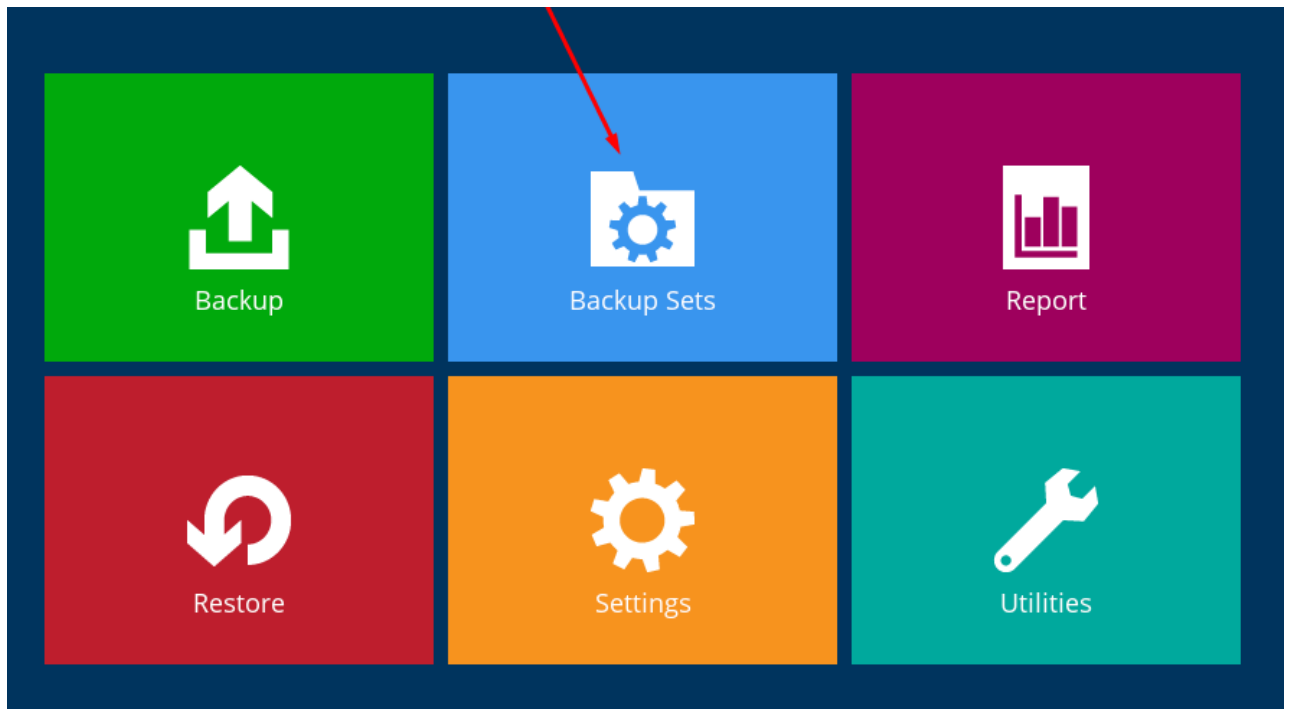
2. If you have no backup sets, click "Add new backup set". If you already have a backup set, select "Add".

3. If you already have a backup set, choose "Add".

Backup Sets

Sort by

Creation Time ⌄

FIle Backup
Owner: PC11
Newly created on Tuesday, 22 September 2020 08:30

Add ⬅

4. Name your set, choose the backup type (note: some may have an extra charge), and click "Next".

Create Backup Set

Name

File-backup-set-name-1

Backup set type

📄 File Backup ⌄

📄 File Backup
☁ Cloud File Backup
Lotus. IBM Lotus Domino Backup
Lotus. IBM Lotus Notes Backup
🎺 MS Exchange Server Backup
✉ MS Exchange Mail Level Backup
🎺 MS SQL Server Backup
⊘ MS Windows System Backup

⊞ MS Hyper-V Backup
🐬 MySQL Backup
◫ Office 365 Backup
◯ Oracle Database Server Backup
🛡 ShadowProtect System Backup
▣ VMware Backup
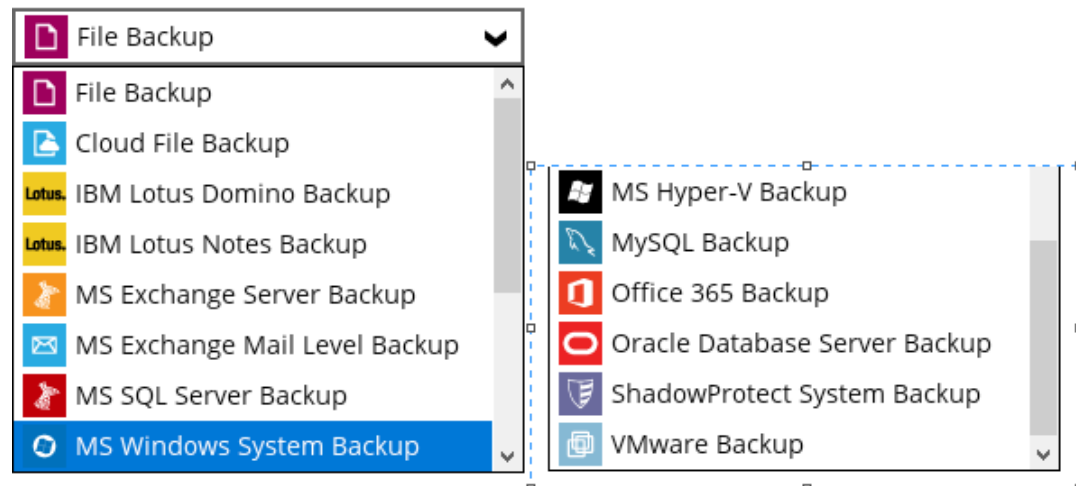
5. Select files for backup using the "I would like to choose the files to backup"

option. Deselect predefined locations. Click "Next".

Backup Source

Select the files and folders that you want to backup
- [ ] Desktop
- [x] My Documents
- [ ] Favorites
- [ ] Outlook

Filter

Apply filters to the backup source
Off

I would like to choose the files to backup

6. Configure the backup schedule, modify the default or add a new one. Remove the default schedule if needed. Click "Next".

Schedule

Run scheduled backup for this backup set
On

Existing schedules

Backup Schedule
Daily (Everyday at 22:00)

Add

7. Edit the New Backup Schedule window as desired. Click "OK" and then "Next" to proceed.

New Backup Schedule

Name

Daily-1

Type

Daily ⌄

Start backup at

09 ⌄ : 00 ⌄

Stop

until full backup completed ⌄

☐ Run Retention Policy after backup

8. Leave the Destination settings as is and click "Next".

Destination

Backup mode

Sequential ⌄

Existing storage destinations

Add

∧ ∨

9. Keep "OpenDirect" off and click "Next".

OpenDirect

OpenDirect

Off

Support of opening backup data directly without restoration.

When OpenDirect is enabled, to optimize restore performance both compression and encryption will be disabled for this backup set.

Once OpenDirect is enabled and the setting is saved, it cannot be disabled without re-creating the backup set.

10. For Encryption, set the key (opt for "user password" recommended). Save it, (keys can't be retrieved later). Click "Next", confirmas needed.

Encryption

Encrypt Backup Data

On

Encryption Type

| User password ⌄ |
| Default |
| User password |
| Custom |

11. Add the Windows User Authentication password for the machine. Click "Next".

Windows User Authentication

Domain Name (e.g SDSL.com) / Host Name

User name

Password

12. Your set is created! Choose to "Backup now" or wait for the scheduled backup.

Congratulations!

"FIle Backup" is successfully created.

Backup now   Close

40. How to Add a Proxy

To add a Proxy server address:

1. Open the backup client and click "Settings".
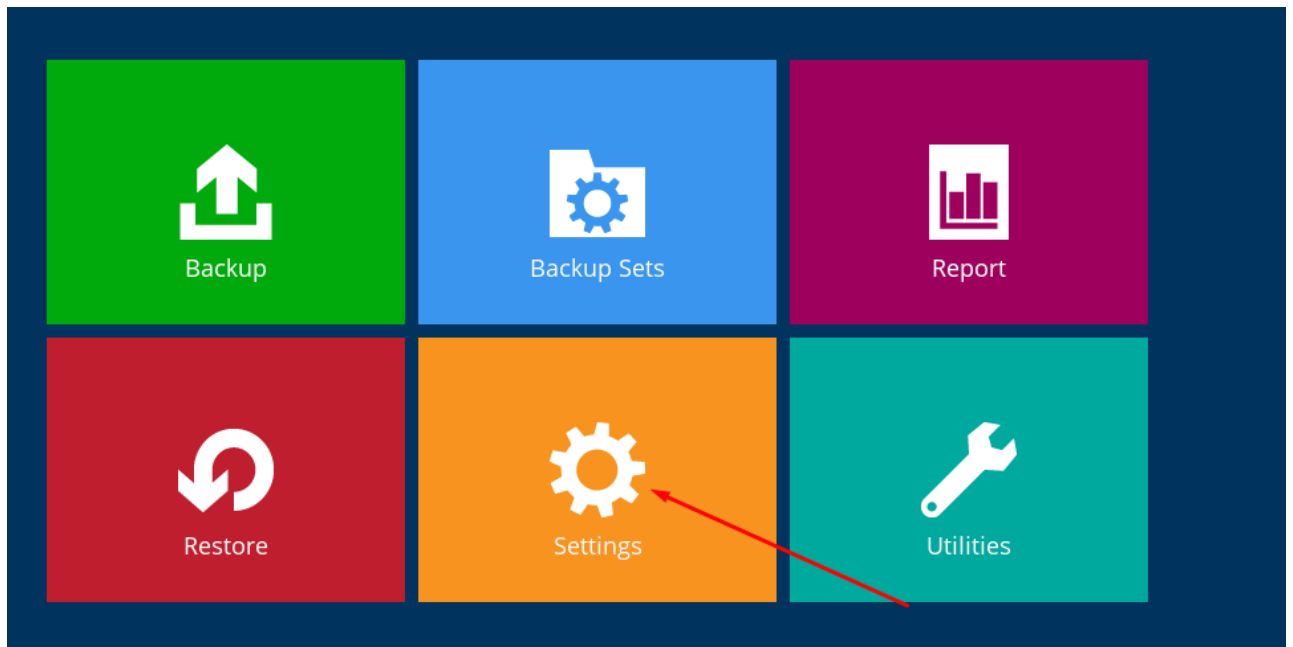
2. Select "Proxy" on the left, then toggle it "on" on the right.

3. Enter the necessary information and click "test" to check for any issues.

41. Basic VSS Troubleshooting Guide

Disclaimer: VSS is an OS component. The steps below should only be carried out by your system admin or with consultation from Microsoft. We cannot be held responsible for issues arising from these steps.

Basic VSS Troubleshooting:

1. Review Windows event logs, including application, system, and Hyper-V VMMS events, for detailed VSS errors.

2. Check for third-party backup software. If found, uninstall it and reboot the server.

3. Assess Shadow Storage Space using the command:

   vssadmin list shadowstorage {/for=<ForVolumeSpec> | /on=<onVolumeSpec>}

   Example: *vssadmin list ShadowStorage /for=E:*

   Note: If shadow storage is insufficient, increase it according to your needs or set it to unlimited:

   vssadmin resize shadowstorage /for=<ForVolumeSpec> /on=<OnVolumeSpec> /maxsize=<MaxSizeSpec>

   Example: *vssadmin resize shadowstorage /For=E: /On=E: /MaxSize=UNBOUNDED*

   Delete old shadow copies using:

   Vssadmin delete shadows /all

4. Verify Writers Status: VSS backups may fail if specific writers like Hyper-V or SQL encounter issues. Confirm the writer status with:

   Vssadmin list writers

   This provides a list of writers along with their statuses. An example of a failed report is shown below.

```
Writer name: 'Microsoft Hyper-V VSS Writer'
   Writer Id: {66841cd4-6ded-4f4b-8f17-fd23f8ddc3de}
   Writer Instance Id: {d8171095-89d0-44d9-93a2-d7caca1ce71d}
   State: [9] Failed
   Last error: Timed out
```

5. Troubleshoot Unstable/Failed Writers:

   - Verify that the service account for the corresponding writer is a system account.

   - Check the event log for relevant information.

   - Examine the service associated with the writer. Restart it and re-run the *"vssadmin list writers"* command to check for resolution.

6. Advanced Troubleshooting for Unstable/Failed Writers:

   - Restart the COM+ System Application Service.

   - Restart the Distributed Transaction Coordinator Service.

   - Restart the Volume Shadow Copy Service.

   - Restart the pertinent VSS writer service, such as Hyper-V or SQL VSS writer.

7. Optionally, re-register all VSS & COM+ components. You can run these commands individually in CMD or create a batch file to execute them.

   cd /d %windir%\system32

   Net stop vss

   Net stop swprv

   regsvr32 ole32.dll

   regsvr32 vss_ps.dll

   Vssvc /Register

   regsvr32 /i swprv.dll

   regsvr32 /i eventcls.dll

```
regsvr32 es.dll

regsvr32 stdprov.dll

regsvr32 vssui.dll

regsvr32 msxml.dll

regsvr32 msxml3.dll

regsvr32 msxml4.dll

regsvr32 Vssapi.dll

regsvr32 Vssui.dll

regsvr32.exe /i

%windir%\system32\eventcls.dll

regsvr32.exe /i %windir%\system32\swprv.dll

regsvr32.exe %windir%\system32\vssui.dll

regsvr32.exe %windir%\SysWOW64\vss_ps.dll

regsvr32.exe %windir%\SysWOW64\msxml.dll

regsvr32.exe %windir%\SysWOW64\msxml2.dll

regsvr32.exe %windir%\SysWOW64\msxml3.dll

regsvr32.exe %windir%\SysWOW64\msxml4.dll

regsvr32.exe %windir%\SysWOW64\ole32.dll

regsvr32.exe %windir%\SysWOW64\oleaut32.dll

regsvr32.exe %windir%\SysWOW64\es.dll

regsvr32.exe %windir%\SysWOW64\comsvcs.dll

vssvc /register

net start swprv
```

net start vss

net stop winmgmt

regsvr32 wmiutils.dll

net start winmgmt

8. If using multiple providers, open an elevated CMD and execute:

vssadmin list providers

The output displays one or two providers:

- Microsoft Software Shadow Copy Provider 1.0
- Microsoft File Share Shadow Copy Provider

If any other provider appears, disable and stop the related service.

9. For advanced troubleshooting with VSS trace, consult this Microsoft article.

42. VSS Error Troubleshooting

Disclaimer: VSS is an OS component. Perform these steps with your system admin's guidance or after consulting Microsoft. We aren't liable for any issues resulting from these steps.

VSS Error Codes & Solutions:

Code	Detail
0x8000ffff	Shadow Copy Provider encountered an error. Check system and application event logs for details.

Client log displays error: 0x8000ffff [Catastrophic failure]. Proceeding with the actual volume.

Cause: COM+ Event System and Volume Shadow Copy service not started.

Solution: Open services.msc from the "Run" option in the "Start" menu and adjust the service settings as follows:

Services	Status	Start up Type
COM+Event System	Automatic	Started

Volume Shadow Copy	-	Manual

Code	Detail
0x80042304	Shadow copy provider encountered an error. Refer to system and application event logs for details.

Client log error: 0x80042304 - Volume shadow copy provider not registered.

Cause: Corrupted volume shadow copy DLLs.

Solution:

- Stop the Volume Shadow Copy service with "net stop vss" in a Command prompt.

- Change the directory path, enter "C:\WINDOWS\System32".

- Register the required DLL files from this directory. Open command prompt and press enter

  c:\Windows\System32>regsvr32 ole32.dll
  c:\Windows\System32>regsvr32 oleaut32.dll
  c:\Windows\System32>regsvr32 vss_ps.dll
  c:\Windows\System32>Vssvc /Register
  c:\Windows\System32>regsvr32 /i swprv.dll
  c:\Windows\System32>regsvr32 /i eventcls.dll
  c:\Windows\System32>regsvr32 es.dll
  c:\Windows\System32>regsvr32 stdprov.dll
  c:\Windows\System32>regsvr32 vssui.dll
  c:\Windows\System32>regsvr32 msxml.dll
  c:\Windows\System32>regsvr32 msxml3.dll
  c:\Windows\System32>regsvr32 msxml4.dll

Code	Detail
0x8000ffff	Shadow Copy Provider encountered an error. Check system and application event logs for details.

Error due to (cause):

- Installing a new 3rd-party VSS provider.

- Existing provider corruption.

Ensure NTFS compatibility on the destination drive. Perform a manual System

State backup using NTBackup. If it fails, there may be a VSS issue. If successful, check for scheduling conflicts or proceed as instructed below.

Solution: VSS Providers.

Check for non-standard providers causing VSS snapshot issues. In the command prompt, run:

vssadmin list providers

If non-standard providers are listed, consider uninstalling them. Microsoft default providers are typically reliable, so removing 3rd-party providers may resolve the problem.

If "vssadmin list providers" hangs, it's likely a newly installed VSS provider malfunctioning. Uninstall such products to resolve the issue.

Multiple Backups:

Ensure no concurrent backups; custom provider may allow only one snapshot at a time.

Corrupted Data:

Run CHKDSK on each drive with /f to fixdisk errors.

VSS Believes in Setup Process:

1. In Registry Editor, locate HKEY_LOCAL_MACHINE\SYSTEM\Setup.

2. Verify these values are set to 0:

   - SystemSetupInProgress
   - UpgradeInProgress

Corrupted VSS DLLs:

1. In Command Prompt, CD to WINDOWS\system32 directory.

2. Stop Volume Shadow Copy with "net stop vss".

3. Register DLLs.

COM+ Re-installation:

1. Backup and delete HKLM\Software\Microsoft\COM3.

2. In Recovery console, rename clbcatq.dll to ~clbcatq.dll.

3. Boot normally, open Add/Remove Programs, and click Next in Add/Remove Windows Components (no changes). This reinstalls COM+.

Destination drive lacks NTFS format.

Code	Detail
0x80042308	Object not found.

Error: Backup process struggles with open files.

Cause: VSS issue when backing up open or in-use files.

Solution:

Navigate to System32:

c:\>cd c:\Windows\System32

Stop services:

c:\Windows\System32>Net stop vss

c:\Windows\System32>Net stop swprv

Register DLLs.

Reboot the machine, open cmd, and run:

vssadmin list writers

Verify error-free writer display.

Code	Detail
0x8004230c	Volume doesn't support shadow copying.

Error: Attempting to revert a volume on a shared cluster disk or cluster shared volume to an earlier version using VSS results in this error: "Shadow copying the specified volume is not supported".

Cause: A necessary service is disabled or not properly started.

Solution:

1. Open Control Panel.

2. Choose Classic View in the Tasks pane.

3. Double-click Administrative Tools.

4. Double-click Services.

5. Locate and double-click Microsoft Software Shadow Copy Provider.

6. In Start-up Type, select Automatic.

7. Click Start, then Apply/OK.

Repeat the same steps for the Volume Shadow Copy service. Exit and reboot the computer.

Code	Detail
0x80042312	Max volumes reached for this operation.
0x80042317	Specified volume reached max shadow copies.

Limitation: Max 64 shadow copies per volume. VSS_E_MAXIMUM_NUMBER_OF_VOLUMES_REACHED error occurs when trying to create 65th shadow copy.

When storage limit's reached, older versions are deleted and unrecoverable. Max 64 shadow copies per volume. Oldest is deleted when full, unrecoverable.

Cause: Specified volume hit max shadow copies.

Solution: Delete the oldest shadow copy to resolve. Use CMD command:

vssadmin list shadows

Delete oldest with CMD:

vssadmin delete shadows /For=C: /Oldest

```
C:\Windows\system32>vssadmin delete shadows /For=C: /Oldest
vssadmin 1.1 - Volume Shadow Copy Service administrative command-line tool
(C) Copyright 2001-2013 Microsoft Corp.

Do you really want to delete 1 shadow copies (Y/N): [N]? y

Successfully deleted 1 shadow copies.
```

Enter "y" to delete.

Code	Detail
0x80042313	Provider timed out while flushing data to volume.

Check Volume Shadow Copy services:

1. Open Control Panel > Administrative Tools > Services.

2. Find Volume Shadow Copy service; if not running, click "start".

Cause: VSS fails due to high disk activity, preventing timely shadow copy creation when volumes freeze for a snapshot.

Solution: Schedule backups during low disk activity to avoid this issue.

Code	Detail
0x80042314L	VSS issues sending events to writers.

I/Owrites unable to hold.

Cause: Temporary issue.

Solution: Wait10 minutes, try again.

Code	Detail
0x80042315	Error contacting VSS writers. Check event log for related errors.

Cause: VSS issue with backing up open files in use.

Solution: Check Volume Shadow Copy service status:

1. Open Control Panel > Administrative Tools > Services.

2. Find Volume Shadow Copy service; if not running, click "start" or "restart" on the left.

Code	Detail
0x80042316	Another shadow copy creation in progress. Wait, then try again.

Cause: Warning suggests VSS can't run due to another VSS instance running.

Solution:

1. If multiple backup programs exist, disable all but one and rerun the backup.

2. A previous VSS snapshot is ongoing. Restart Volume Shadow Copy service in Control Panel > Administrative Tools > Services by selecting "restart". Alternatively, reboot the machine, which accomplishes the same.

3. Register DLLs.

Code	Detail
0x80042318	Error contacting VSS writers. Check event log for related errors.

Writer infrastructure not working properly.

Solution: Ensure Event Service and VSS are started, check error log for related issues.

Code	Detail
0x8004230f	Shadow copy provider had an unexpected error during operation.

Cause: VSS system files not registered, MS Software Shadow Copy Provider not started.

Solution: Set MS Software Shadow Copy Provider service to Manual in Control Panel > Administrative Tools > Services. If unsuccessful, use CMD to enter the following commands one by one:

c:\>cd /d %windir%\system32

c:\Windows\System32>Net stop vss

c:\Windows\System32>Net stop swprv

Register DLLs.

Code	Detail
0x80042326	Volume lost during revert.

VSS writer timeouts often lead to backup failures.

Cause: Primarily on systems with slow hard drives, low memory, low CPU power, or disabled disk write cache.

Solution: Install the latest Windows service pack.

Code	Detail

0x80042321	Some shadow copies failed to import.

Creating over 10 hardware snapshots with VSS can cause import failures if some snapshots aren't imported in time, leading to import operation failures.

Cause: This happens when VSS times out too quickly, not allowing enough time for logical unit numbers (LUNs) to become accessible. It's more common when hardware arrays near the 64-shadow copy limit per set.

Solution: Ensure you've installed the latest Windows service pack.

Code	Detail
0x80040154	Error creating shadow copy provider COM.

Event ID: 12292 & Event ID: 22

When initiating a backup, inSync creates a VSS snapshot of backup folders. Subsequently, inSync backs up this snapshot. A failed snapshot creation leads to inSync backup failure, as inSync doesn't perform volume backups from the file system.

Cause: A third-party provider is used for shadow copying instead of the system provider (Microsoft Software Shadow Copy Provider 1.0). The third-party shadow provider consistently fails during shadow copy attempts.

Solution:

1. Confirm the VSS providers by executing the following command to check for third-party providers:

   vssadmin list providers

2. Ensure VSS always uses the Microsoft Software Shadow Copy Provider by modifying registry entries:

   - Warning: Incorrect use of Regedit can affect OS functionality. Proceed with caution.

   a. Launch Regedit by clicking Start, then Run, typing "regedit", and pressing Enter.

   b. Locate the registry subkey:

   HKey_Local_Machine\SYSTEM\CurrentControlSet\Control\BackupRe

store

    c. Right-click and select New, then DWORD Value.

    d. Name the new DWORD Value "UseMicrosoftProvider" and press Enter.

    e. Double-click "UseMicrosoftProvider" set the value data to 1 to enable or 0 to disable the feature.

    f. Press Enter and exit Registry Editor.

3. Restart the server.

4. Initiate another backup; it should complete successfully.

5. Optional: Uninstall any other software previously used for backups.

Note: Prior to making changes in Regedit, it's advisable to create a full backup of the registry and the workstation.

43. Delete a Backup Set

WARNING: Deleting a backup set permanently erases all backed-up data from our cloud and replication servers. Once deleted, data cannot be restored.

To delete a backup set, follow these steps:

1. Log in to the backup client and navigate to "Backup Sets".

2. Select the specific backup set you wish to delete.

3. In the bottom left corner, locate the option "Delete this backup set".

General

Source

Backup Schedule

Continuous Backup

Destination

Show advanced settings

Delete this backup set
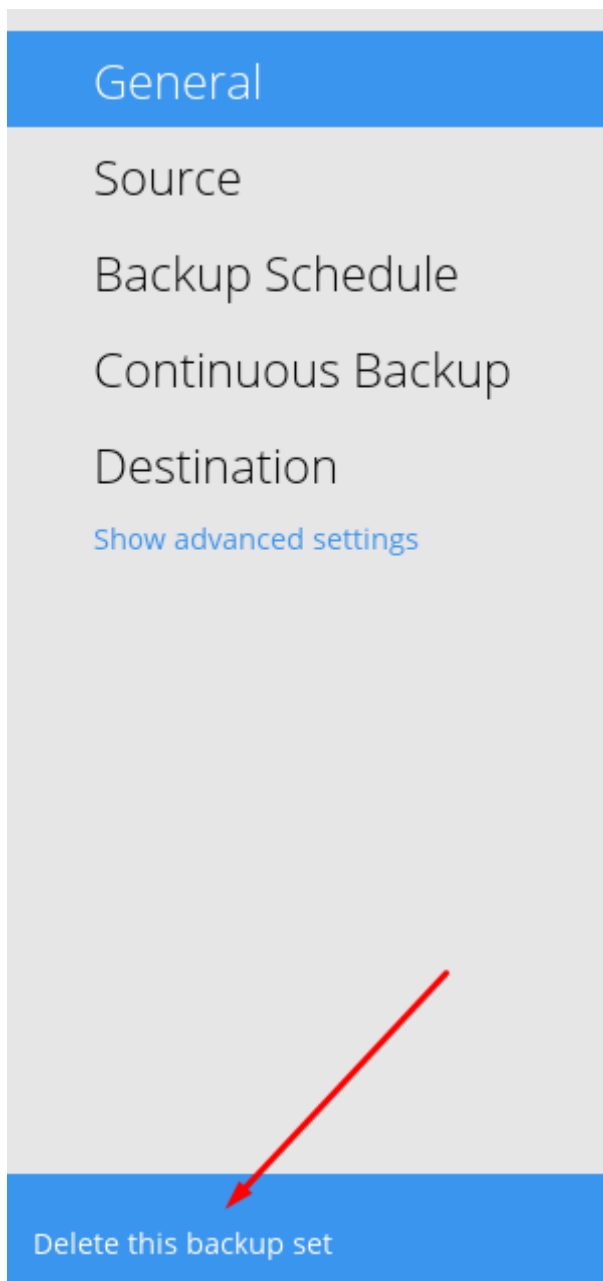
4. After selecting it, a confirmation prompt will appear. Click "Yes" to confirm.

? Are you sure you want to delete the backup set "FIle Backup"?

Yes   No
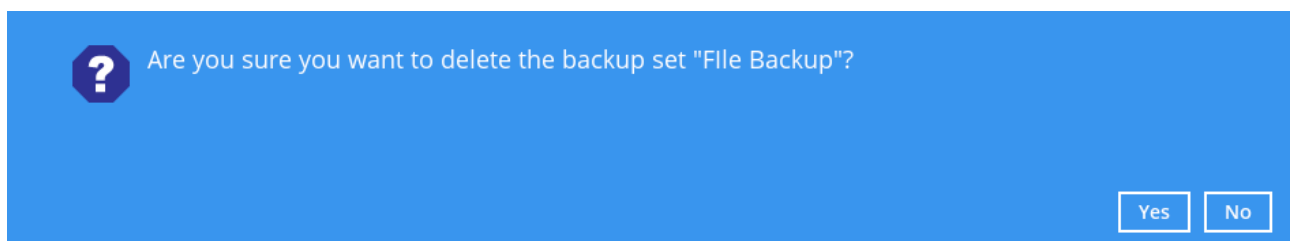
5. A warning message emphasizing the irreversible nature of this action will appear. Click "Ok" to proceed.

6. You will receive a notification when the files have been successfully removed.

7. Click "Close" to return to the "Backup Sets" screen.

44. Change Bandwidth Control

To change or limit backup bandwidth:

1. Log in to the backup client.

2. Go to "Backup Sets" and choose the relevant set.

3. Select "Show advanced settings".

4. Enable "Bandwidth Control".
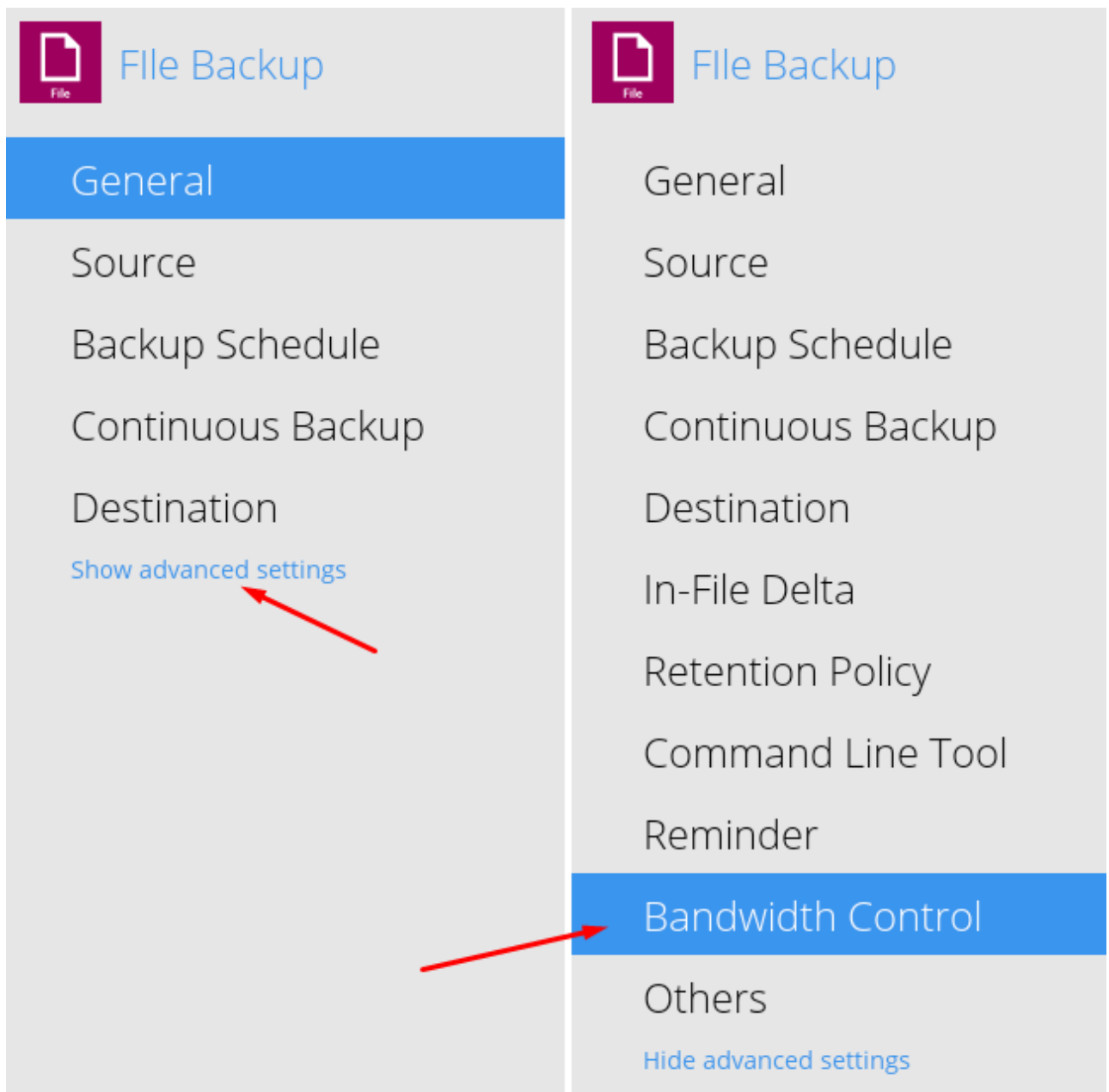
5. Click "Add new bandwidth control".

Bandwidth Control

Limit the transfer rate when performing backup and restore tasks

On

Mode
- ● Independent
- ○ Share

Existing bandwidth controls

+ Add new bandwidth control

6. Adjust the settings as needed.

New Bandwidth Control

Name

Bandwidth Control-1

Type
- ○ Always
- ● Only within this period

From

| Sunday | 00 | : | 00 |

To

| Sunday | 00 | : | 00 |

Maximum transfer rate

| 100 | Kibit/s |

7. Click "OK" and then "Save".

45. How to Use the Command Line Tool

If you want to set pre and post commands via Command Line:

1. In the backup client, go to "Backup Sets" and select the desired set.

2. Click "Show advanced settings" and choose "Command Line Tool".
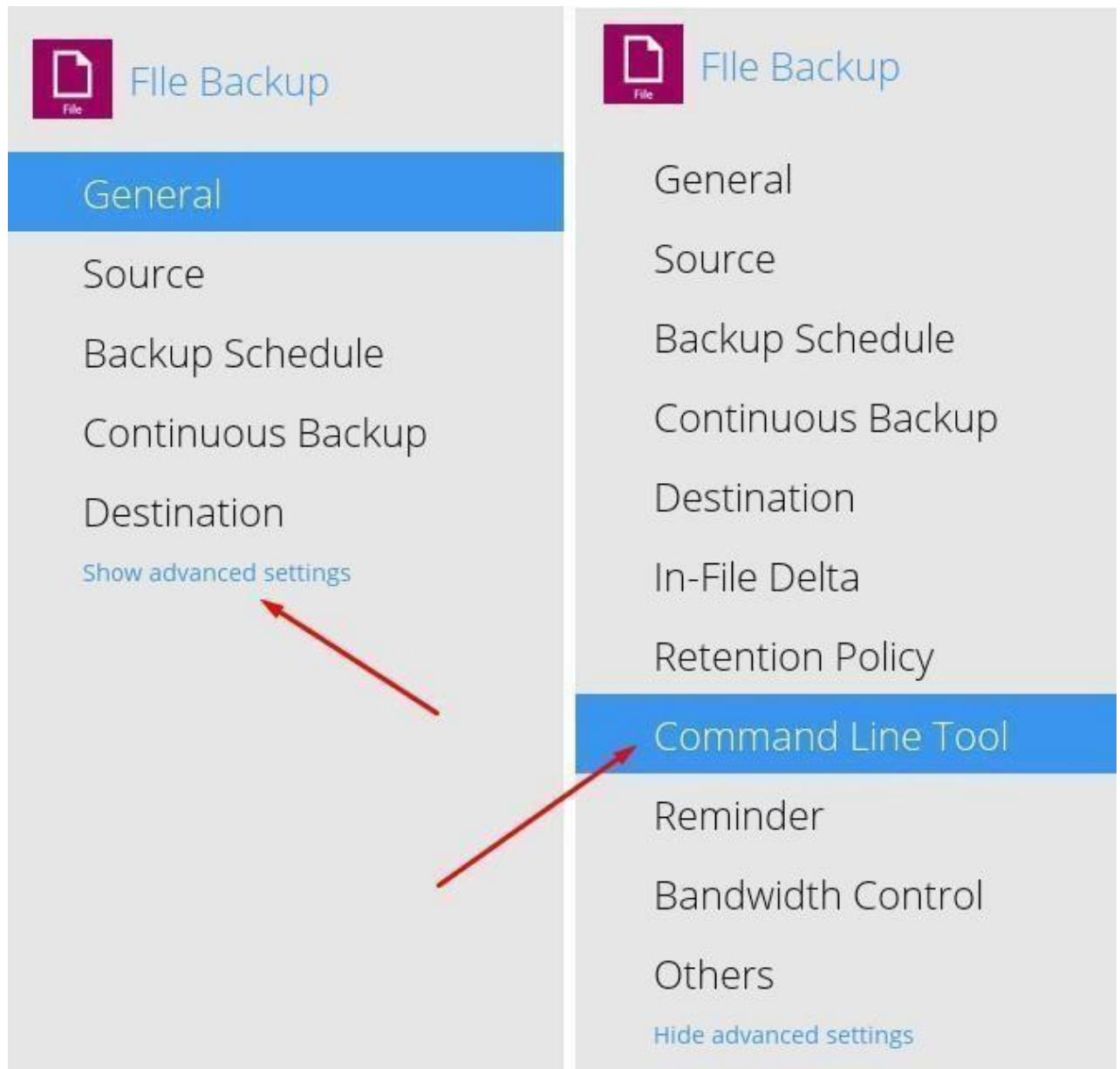
3. Add pre and post commands on the right.

4. Click "Save" to confirm changes.

Pre-Backup Command Line Tool

Existing custom commands to run before backup

[+] Add new pre-backup command line tool

Post-Backup Command Line Tool

Existing custom commands to run after backup

[+] Add new post-backup command line tool

46. Change Retention Period

To change the retention period:

1. Open the backup client.

2. Choose "Backup Sets".
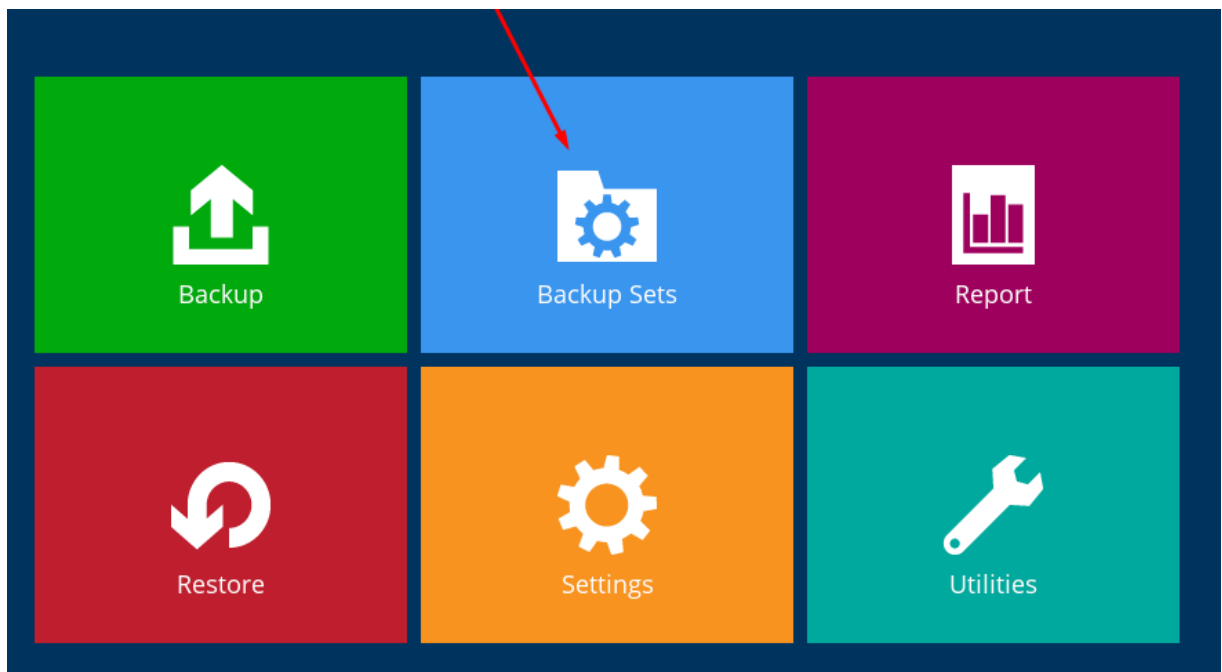
3. Select the desired set.

4. Expand "Advanced Settings" and click "Retention Policy".
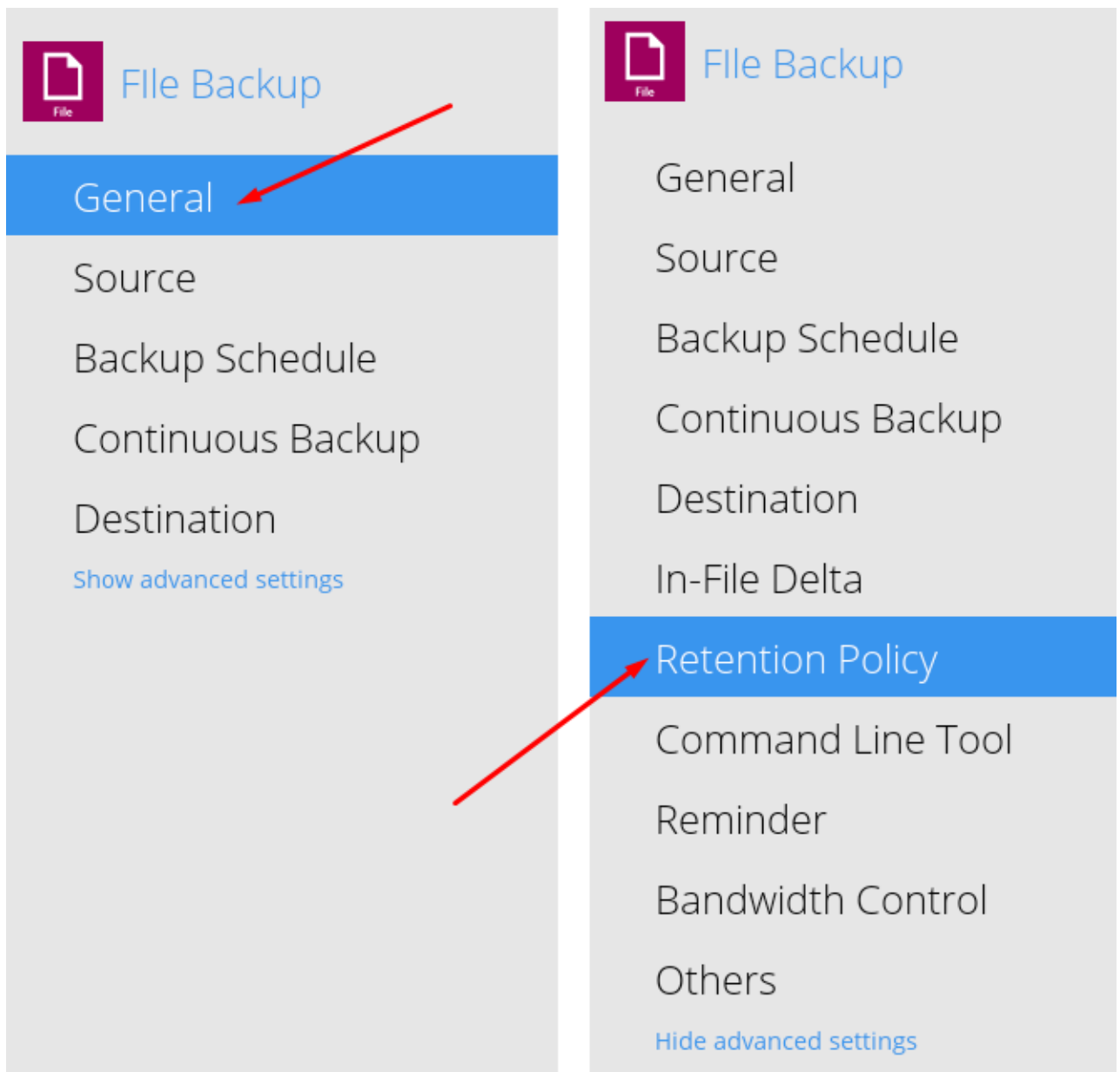
5. Adjust the retention period using the dropdown or by entering a specific number.

6. Provide a relevant name for your new retention policy.

Retention Policy

How to retain the files in the backup set, which have been deleted in the backup source

⦿ Simple
◯ Advanced

Keep the deleted files for

| 31 | ⌄ | | Day(s) | ⌄ |

8
9
10
14
21
28
100
365

Keep the deleted files for

| 500 | ⌄ | | Day(s) | ⌄ |

NOTE: Extending the retention period may increase storage usage. If you encounter any issues, reach out to our support team for assistance.

47. Change In-File Delta Settings

In-File Delta optimizes backups for files over 25MB by uploading only changes. By default, it performs incremental Mon-Thu and Sat-Sun, with differentials on Fri. To check In-File Delta settings:

1. Log in to your backup client and choose "Backup Sets".
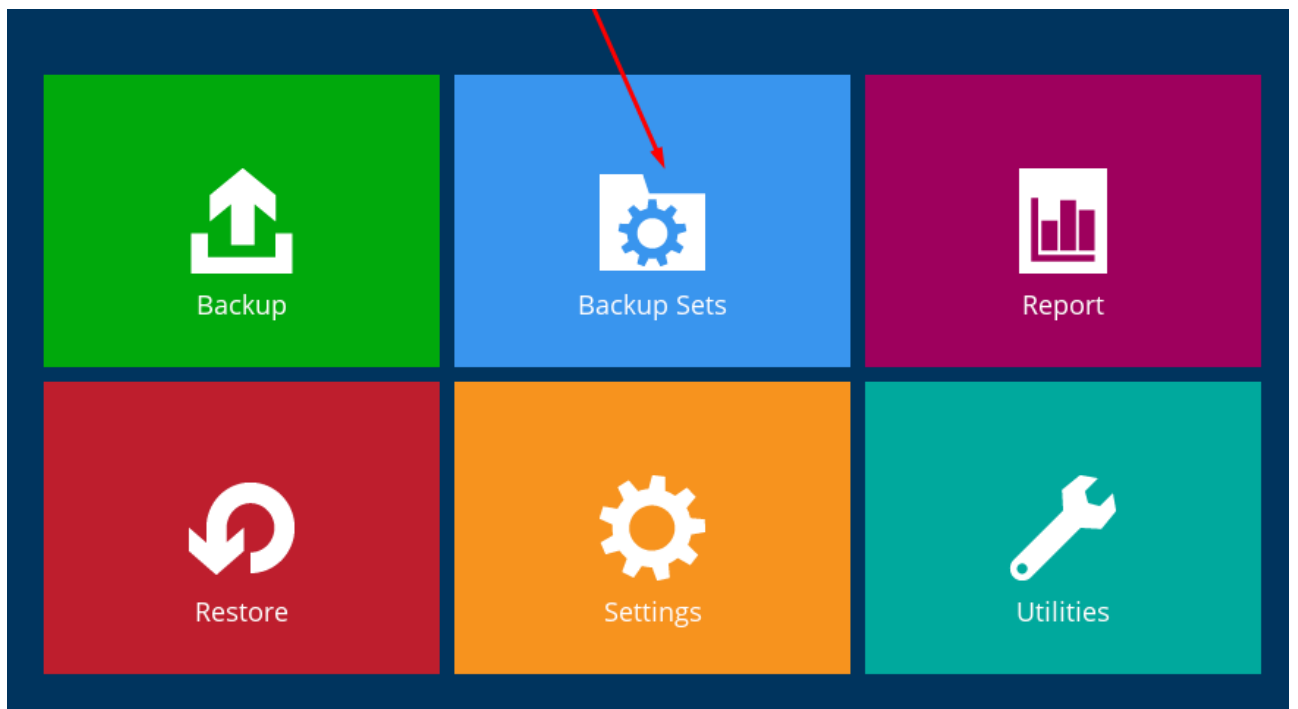
2. Select your set and access "Show advanced settings".

3. Choose "In-File Delta".

File Backup

- General
- Source
- Backup Schedule
- Continuous Backup
- Destination
- In-File Delta
- Retention Policy
- Command Line Tool
- Reminder
- Bandwidth Control
- Others

Hide advanced settings

In-File Delta

Enable In-File Delta incremental / differential backup

On

Default type
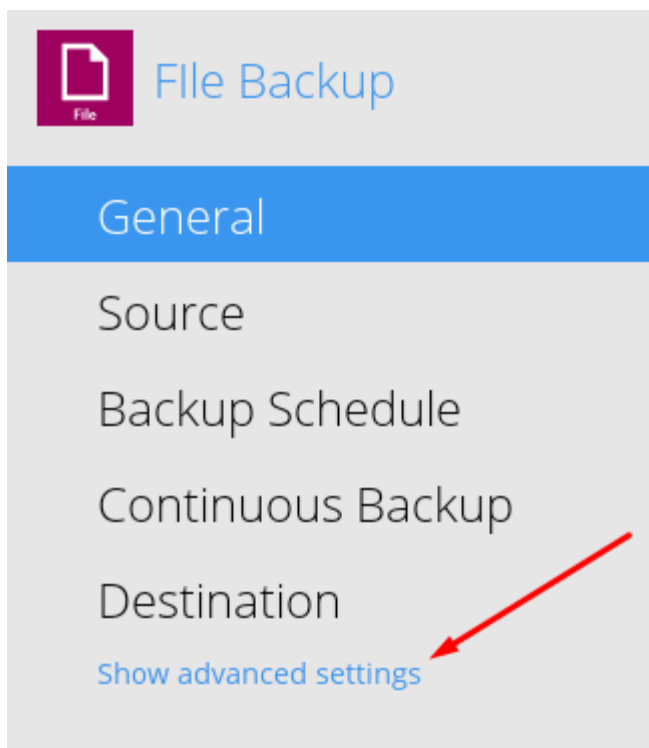
Incremental

Show advanced settings
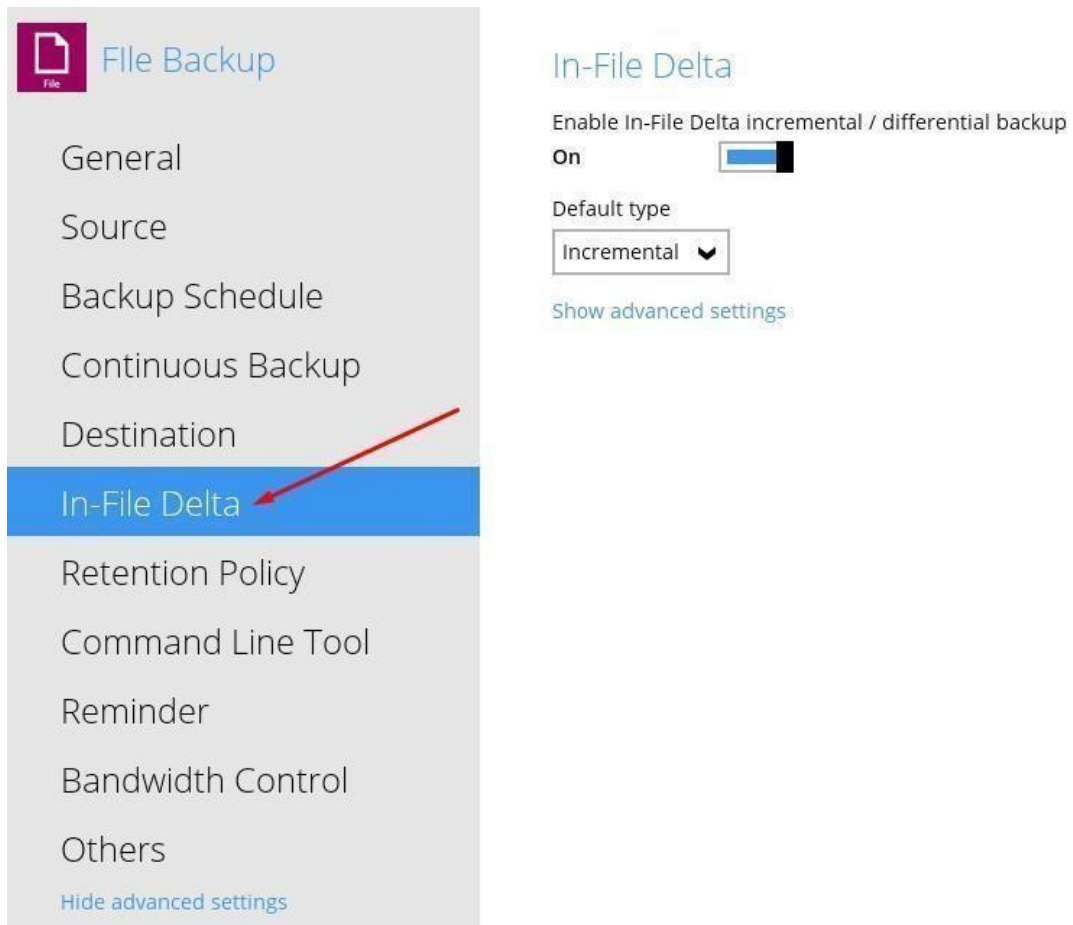
4. By default, it's set to incremental for files over 25MB. Use the Advanced Settings customize full or differential delta backups.

In-File Delta

Enable In-File Delta incremental / differential backup

On ⬛
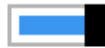
Default type

| Incremental ⌄ |

In-File Delta block size

| Auto ⌄ | Bytes

Only apply In-File Delta to files larger than

| 25 ⌄ | MB

Upload full file when either of these conditions is met

☑ Number of deltas is over | 100 ⌄ |

☑ Delta ratio (delta file size / full file size) is over | 50 ⌄ |

☑ Failed to generate delta file

Weekly variations for overriding default type

☐ Sunday	Full ⌄		☐ Thursday	Full ⌄
☐ Monday	Full ⌄		☑ Friday	Differential ⌄
☐ Tuesday	Full ⌄		☐ Saturday	Full ⌄
☐ Wednesday	Full ⌄			

48. Runninga Manual Backup

To run a manual backup:

1. Log in to the backup client.

2. Select "Backup".
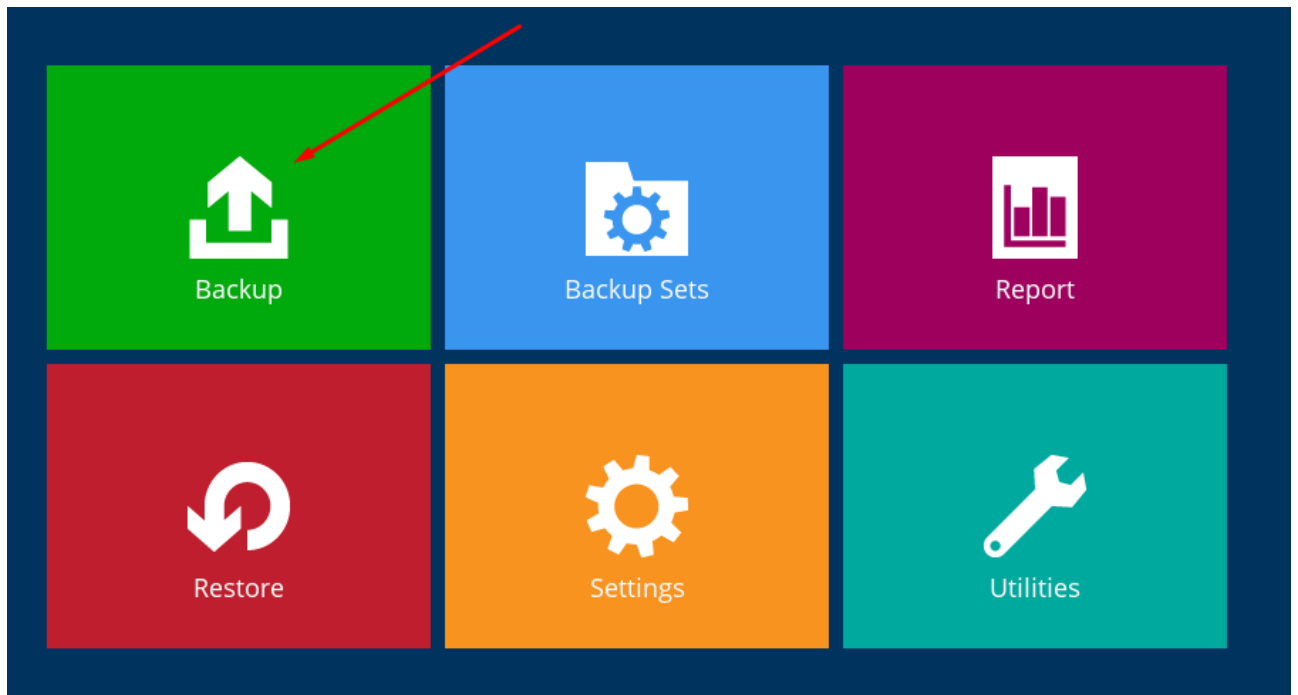
3. Choose the backup set you want to use.

Please Select The Backup Set To Backup

Sort by
Creation Time

File-backup-set-name-1
Owner: PC01
Last Backup: Tuesday, 29 September 2020 09:00
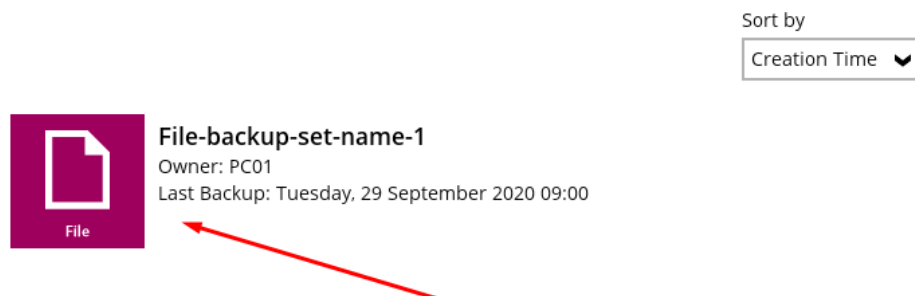
4. Customize backup options in "Advanced Options":

Choose Your Backup Options

File-backup-set-name-1

Backup set type
File
Show advanced option

File-backup-set-name-1

Backup set type
File
In-File Delta type
○ Full
○ Differential
● Incremental
Destinations
☑ ☁
Retention Policy
☐ Run Retention Policy after backup
Hide advanced option
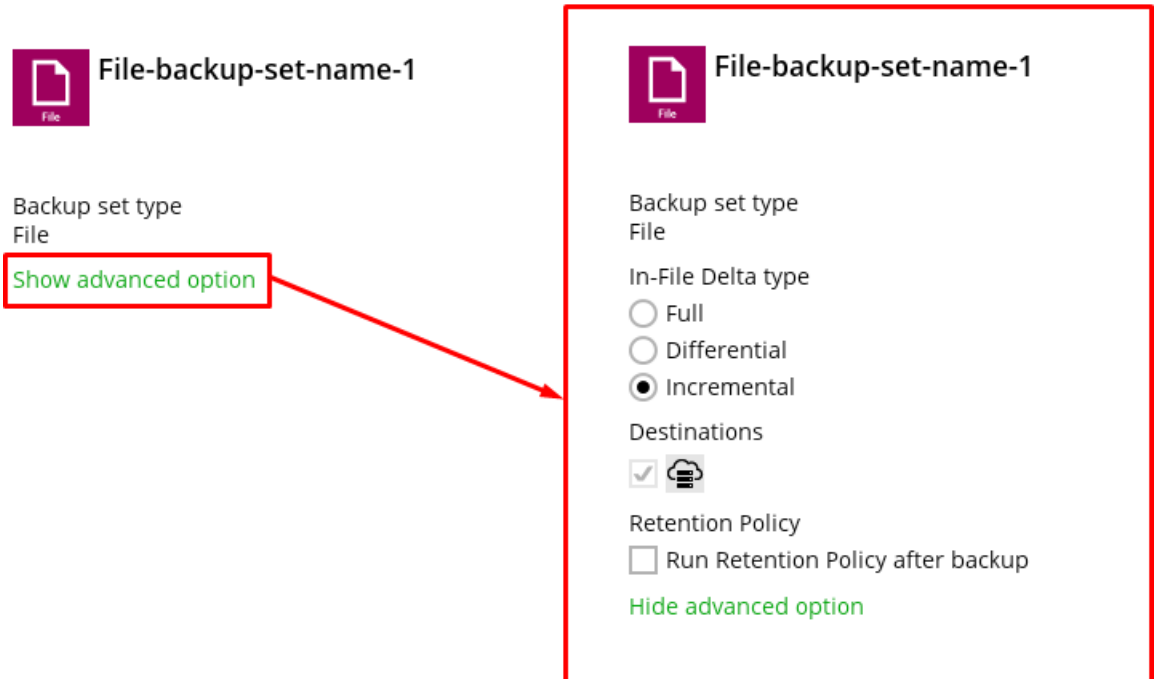
- Choose "Incremental" to back up only document changes.
- Select "Differential" to combine recent incremental backups.
- Opt for "Full" to back up all files.

5. You can run a manual backup to a local destination.

6. Enforce the retention policy to remove files older than your policy allows.

7. Click "Backup" to start the manual backup.

Previous | Backup | Cancel | Help

8. After completion, view the backup report by selecting the icon next to the progress bar.

Backup

File-backup-set-name-1

✔ Backup Completed Successfully
Estimated time left   0 sec
Backed up   0 (0 file, 0 directory, 0 link)
Elapsed time   6 sec
Transfer rate   0bit/s
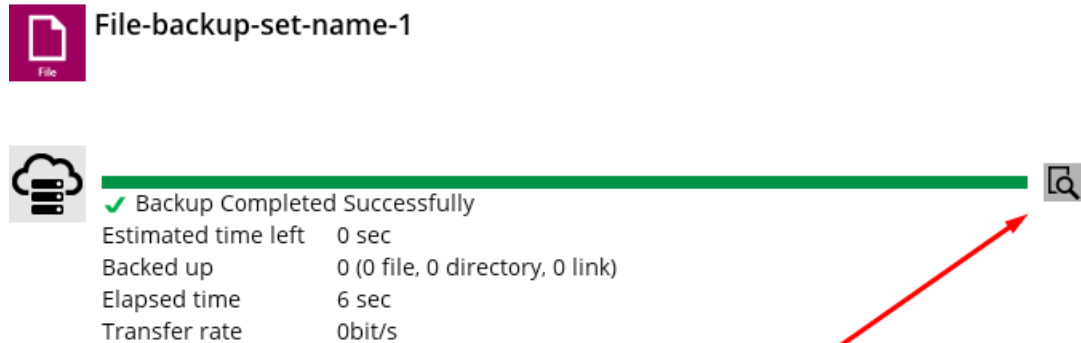
49. Add a New Backup Destination

To add a new backup destination:

1. Log in to the backup client.

2. Choose "Backup Sets".
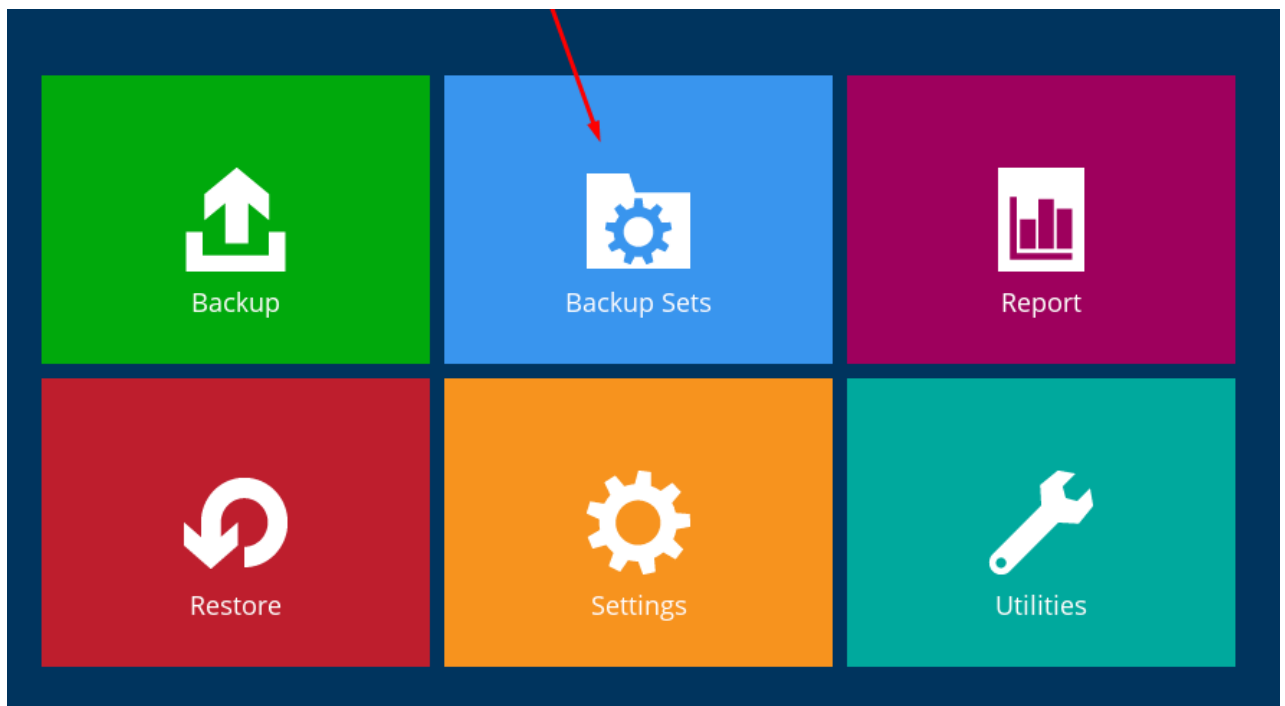
3. Select your desired backup set.

Backup Sets

FIle Backup
Owner: PC11
Newly created on Tuesday, 22 September 2020 08:30

Add

4. Click on "Destination" in the left menu.

5. Add a new destination by pressing "Add" or edit an existing one by double-clicking it.

FIle Backup

General

Source

Backup Schedule

Continuous Backup

Destination

Show advanced settings

Destination

Backup mode

Sequential ▼

Existing storage destinations

Add

6. You can choose to send backups to our CBS server or a local drive on your PC.

New Storage Destination / Destination Pool

Name

Destination storage

Local / Mapped Drive / Removable Drive

7. If you opt for "Local / Mapped Drive / Removable Drive", set the path via "Change". Afterward, press "Test" to confirm access and click "Ok".

8. Finally, save your changes by pressing "Save" on the "Destination" page.

Note: You can also perform this when initially creating a new backup set.

Destination

Backup mode

Sequential

Existing storage destinations

Add

50. Removing a Local Destination

Here are the steps to remove a local destination:

1. Log in to the backup client and choose "Backup Sets".
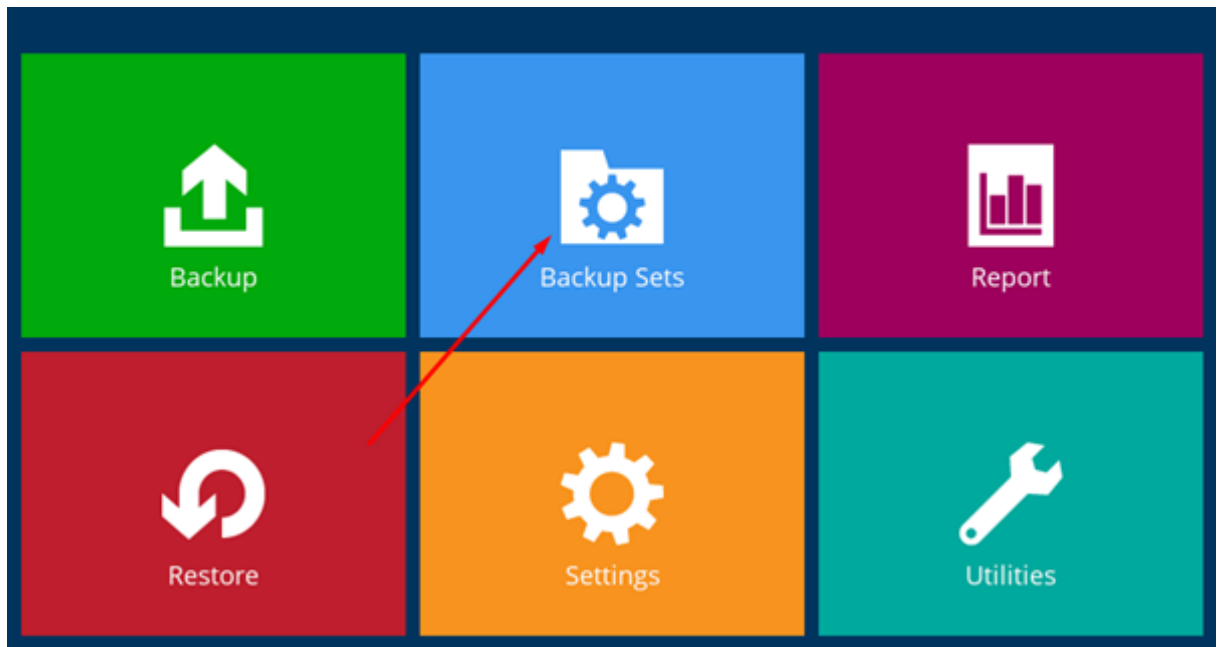
2. Select the backup set containing the local destination you want to remove.
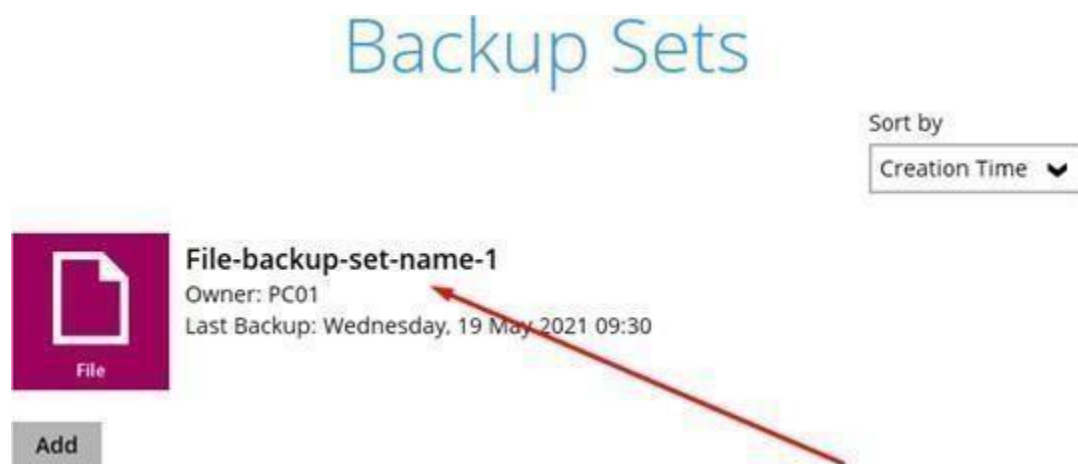
3. Click on "Destination" on the left-hand side to view available destinations. Double-click on the local destination.
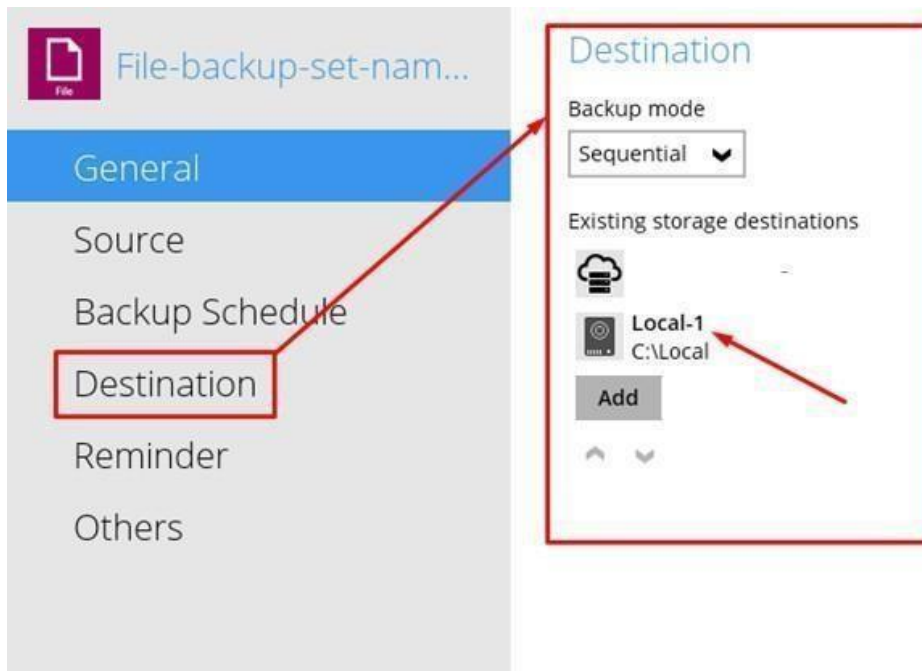
4. At the bottom left of the opened page, you'll find the option to "Delete this storage location".
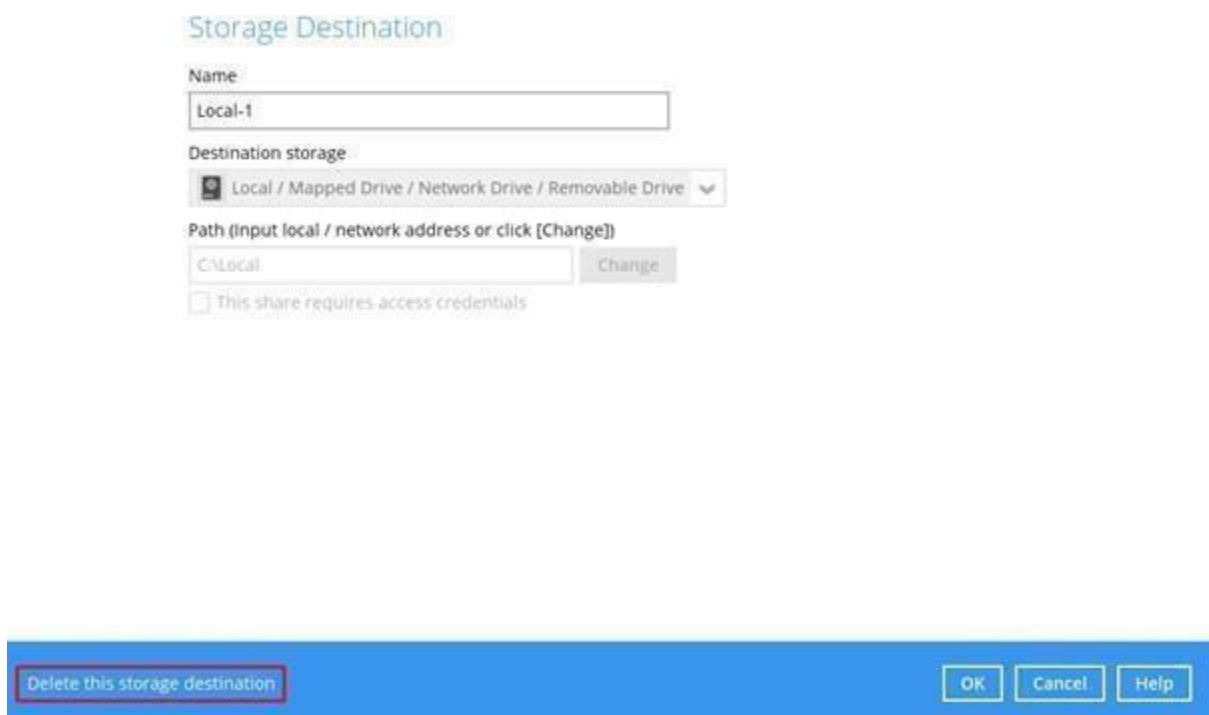
5. Confirm the removal of the location and decide whether to delete the files in the destination.
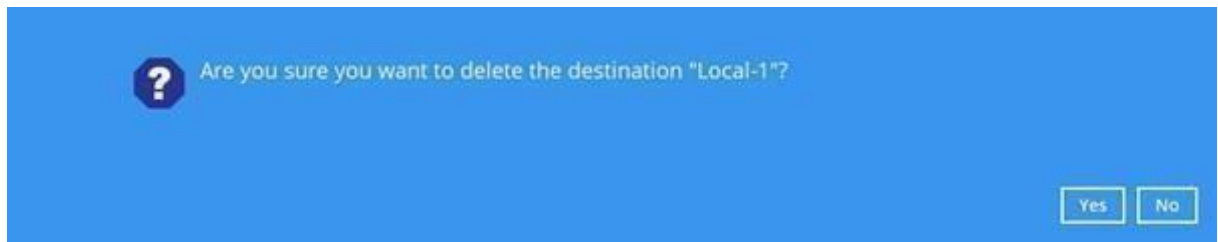
6. Click "Save", and you will be redirected to the main dashboard".
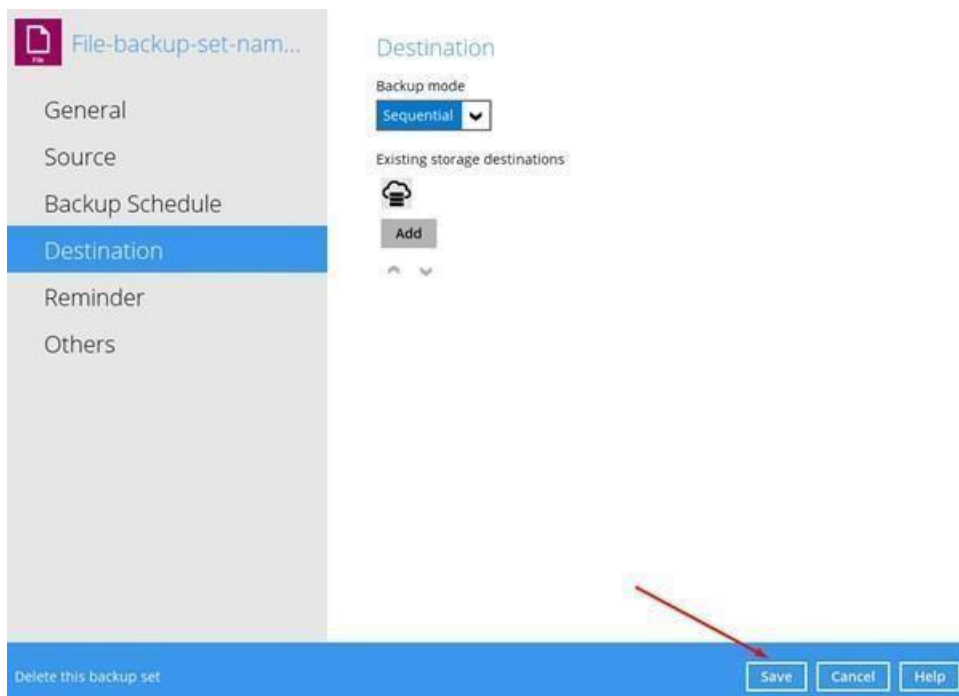
51. How to Check Data Usage in the Client

To check data usage in the client:

1. Go to the "Reports" section in the backup client.
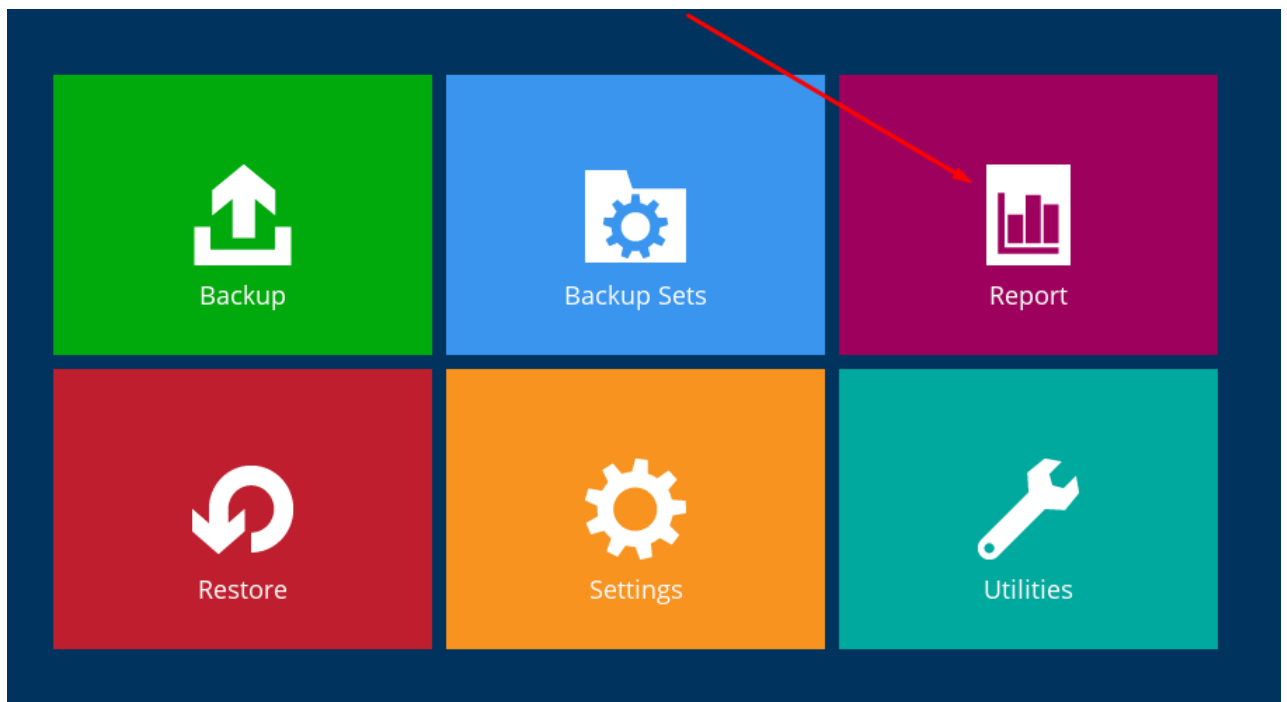
2. Click on "Usage" on the left-hand menu.
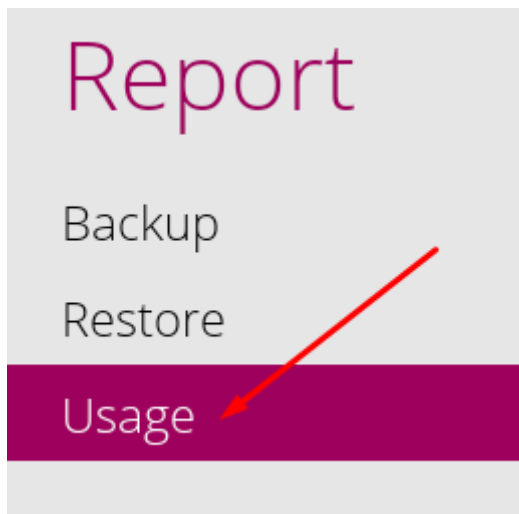
3. Choose the backup location, set, and date range for the reports.

4. The graph below will show data usage over the selected time frame.

Usage

Select a destination

▼

Select a backup set

📄 File-backup-set-name-1 ▼

From   To

| 23 ▼ | Sept ▼ | 2020 ▼ | | 30 ▼ | Sept ▼ | 2020 ▼ | | Go |

File-backup-set-name-1
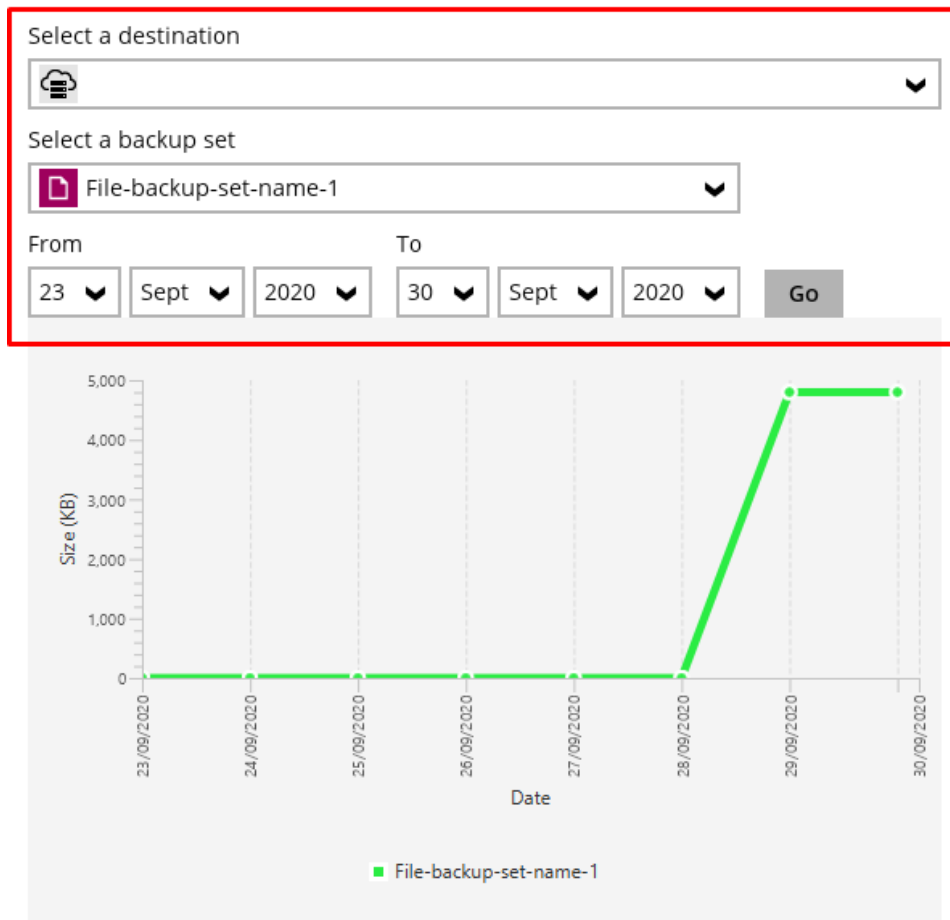
5. Hover over the line graph dots for more details.
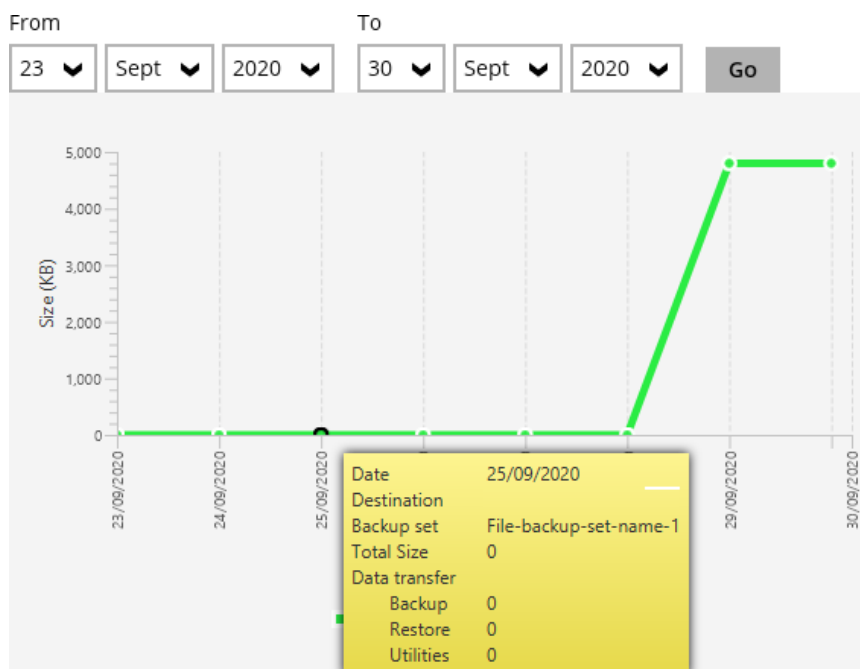
52. How to Update Your Client to the Latest Version

To upgrade your client, follow these steps:

Note: Close the client and ensure no backup is running.

1. Visit our website at (BackupEverthing.co.uk) and click on "Support".

2. Locate the latest software version. Download the appropriate version for your account (Business User or Single User) and operating system. If you haven't renamed the client shortcut, it should be named either "Backup Everything Single User Client" or "Backup Everything Business Cloud Backup"

3. Start the download by selecting the appropriate options. Once downloaded, open the .exe file.

4. When prompted, choose "Yes" to allow the program to make changes to your computer.

5. You will receive a message that the installation wizard will uninstall the previous software version shortly. Confirm by selecting "Yes".

6. Follow the Setup Wizard instructions to complete the upgrade.

7. Press "Next". The next page will display the terms and conditions. Agree to these by selecting "I accept the agreement" and proceed by clicking "Next".

8. The wizard will ask for the location to store the client. Use the "Browse" function if you prefer a different location; otherwise, click "Next" to accept the default location.

9. In the "Select Additional Tasks" window, choose whether to install the software for "Anyone who uses the computer" or "Me Only". Then, press "Next".

10. The final page will confirm your settings for installation. You can go back and change any settings by using the "Back" button. When ready to install the upgrade, click "Install".

11. Once completed, you will see a window. By default, "Launch Backup Everything Business Cloud Backup" will be selected. If you want to check anything in the client, leave this option selected and click "Finish". If not, deselect it and click "Finish".

Your backup client is now updated.

53. Seeding an Initial Backup

To seed your initial backup, follow the below steps:

1. Plug in the external hard drive where you want to store the initial backup.

2. Create a new backup set with the data you want to back up:
   a. Log in to the backup client and click on "Backup Sets".
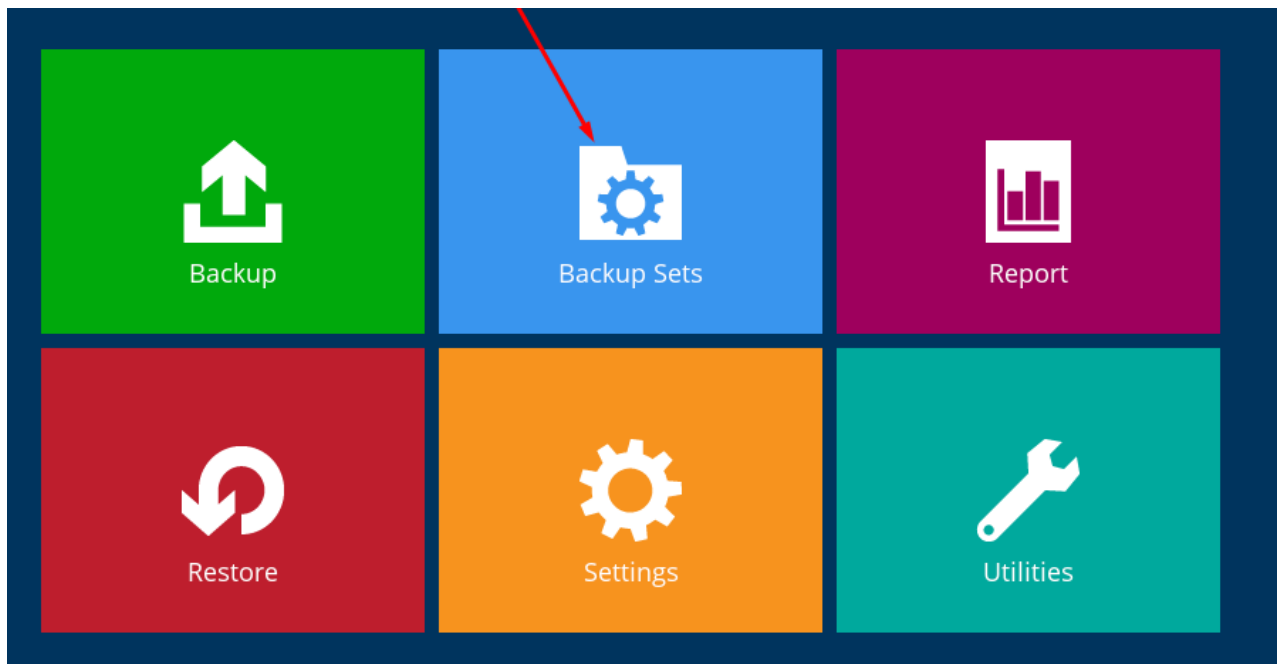
b. Select "Add new backup set".
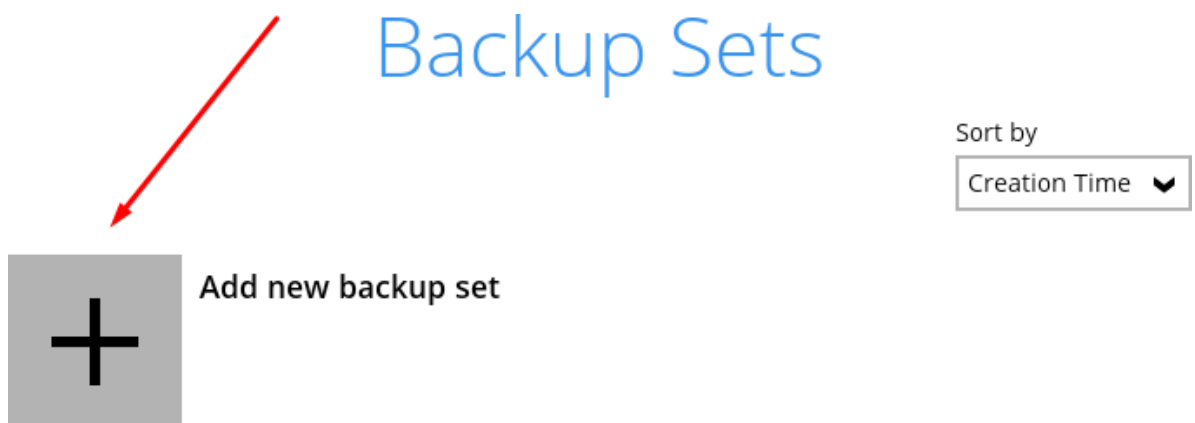
c. Name the backup set and choose the backup type (e.g., File Backup). Click "Next".

Create Backup Set

Name

File-backup-set-name-1

Backup set type

📄 File Backup ⌄

3. Choose the files for backup:
   a. Select "I would like to choose the files to backup".
   b. Deselect any predefined locations provided by the software. Click "Next".

Backup Source

Select the files and folders that you want to backup

☐ 🖥 Desktop

☑ 📄 My Documents

☐ ⭐ Favorites

☐ ✉ Outlook

Filter

Apply filters to the backup source

Off ▮▯

I would like to choose the files to backup

4. Configure the schedule:
   a. Since this is a seed backup, toggle "Run scheduled backup for this backup set" to "Off". Click "Next".

Schedule

Run scheduled backup for this backup set

On ▭▬

Run scheduled backup for this backup set

Off ▬▭

Existing schedules

🗓 **Backup Schedule**
Daily (Everyday at 22:00)

Add

5. Set the destination for the backup:
   a. Click "Add", then select the local drive you plugged in.

Destination

Backup mode

Sequential ⌄

Existing storage destinations

☁

Add

∧ ∨

New Storage Destination / Destination Pool

Name

Destination storage

⌄

☁

⊚ Local / Mapped Drive / Removable Drive

   b. Configure the path via the "Change" button.
   c. Click "Test" to ensure it works, then "OK".

New Storage Destination / Destination Pool

Name

Local-1

Destination storage

Local / Mapped Drive / Removable Drive ⌄

Local path

E:\   **Change**

Test

d. Leave "OpenDirect" as "Off" and click "Next".

OpenDirect

OpenDirect

Off

Support of opening backup data directly without restoration.

When OpenDirect is enabled, to optimize restore performance both compression and encryption will be disabled for this backup set.

Once OpenDirect is enabled and the setting is saved, it cannot be disabled without re-creating the backup set.

6. Configure encryption settings (optional):
   a. You can choose the encryption key type (e.g., "user password").
   b. Keep a record of the encryption key, as it's needed for data restoration.
   Click "Next".

Encryption

Encrypt Backup Data

On ▰▬

Encryption Type

User password ⌄

7. Confirm your settings and run the backup:
   a. Click "Backup now" to initiate the backup to the external hard drive.

Congratulations!

"File-backup-set-name-1" is successfully created.

Backup now   Close

8. After the seed backup, check for "Backup Completed Successfully". If not,
   contact support for assistance.

Backup

File-backup-set-name-1

✓ Backup Completed Successfully
Estimated time left   0 sec
Backed up   6.06M (11 files, 9 directories, 3 links)
Elapsed time   11 sec
Transfer rate   3.96Mbit/s

Local-1 (E:\)
✓ Backup Completed Successfully

9. Follow the below sub-steps to verify data in the seed location:

   a. Examine the seed location to ensure data is present.

   b. Identify two folders: "Settings" and a numeric folder.

   c. Right-click on the numeric folder and select "Properties".

   d. Confirm that the displayed data size matches the amount of data you're backing up, considering compression.

   e. Ensure the data size aligns with your backup data size.
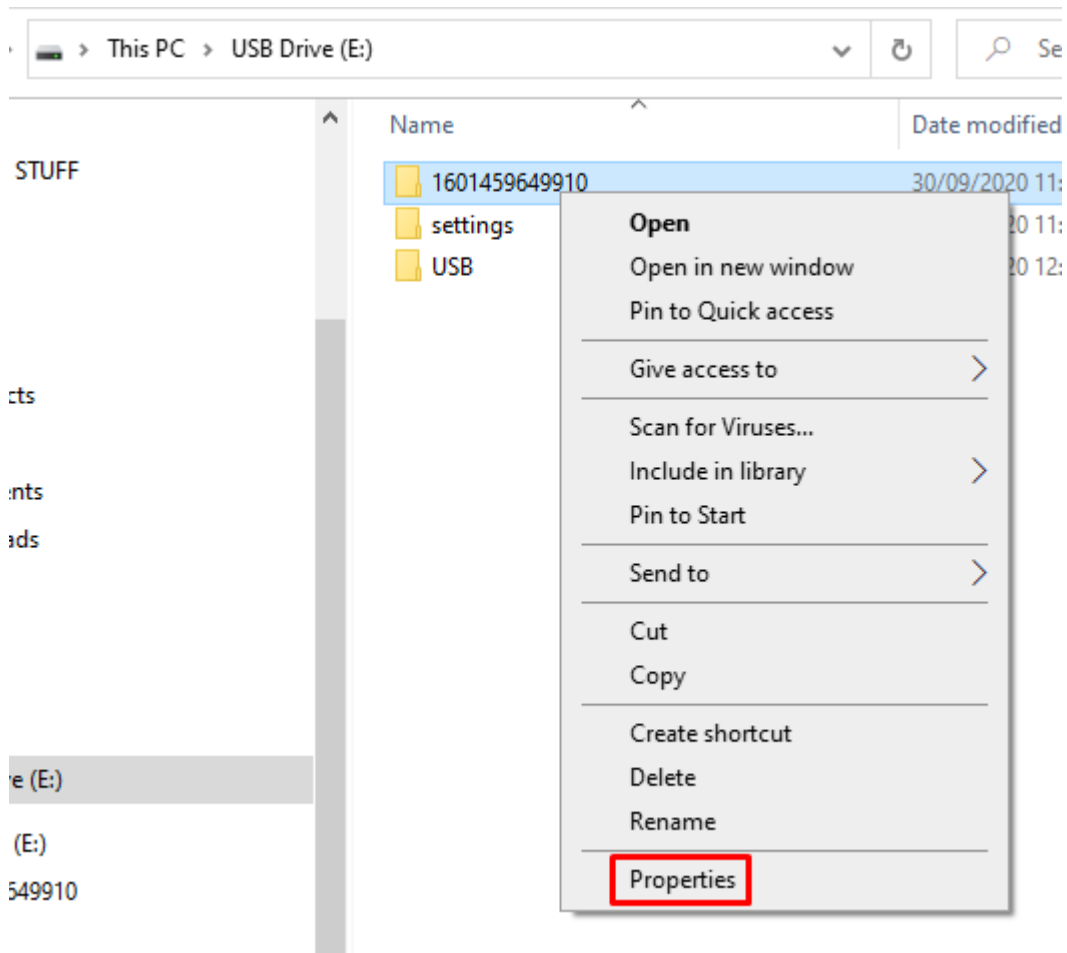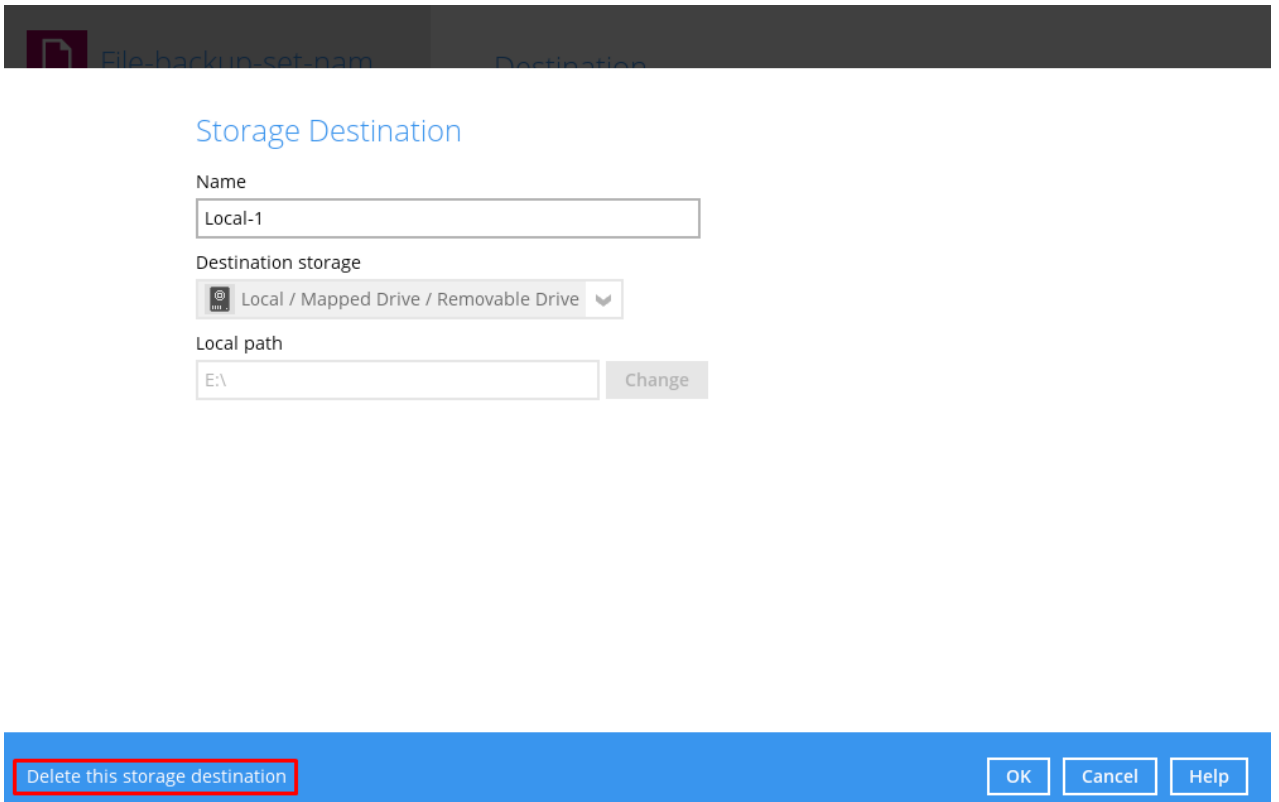
Note: Do not delete this backup set, even after sending the seed to us.

10. Once the seed is uploaded to our servers, follow these steps:
    a. Open the backup client and select "Backup Sets".
    b. Choose the set you just seeded and select "Destination".
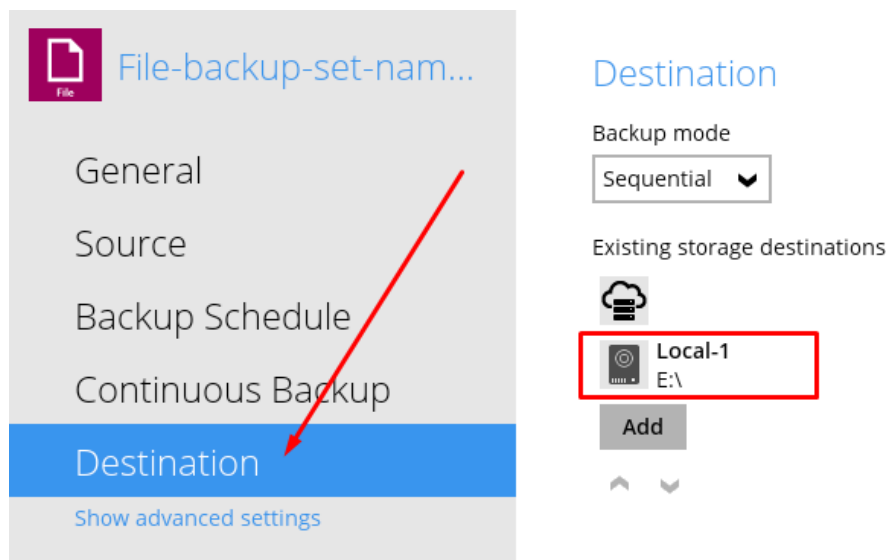
c. Double click the "Local" destination for the seed.

d. Select "Delete this storage destination" at the bottom left.

11. Confirm the deletion of the destination.

12. If you don't have a storage location for our server set up, add one and a schedule:

a. Log in to the backup client and select "Backup Sets".

b. Choose the set in question.

c. On the left, select "Destination" and then "Add new storage destination/destination pool".
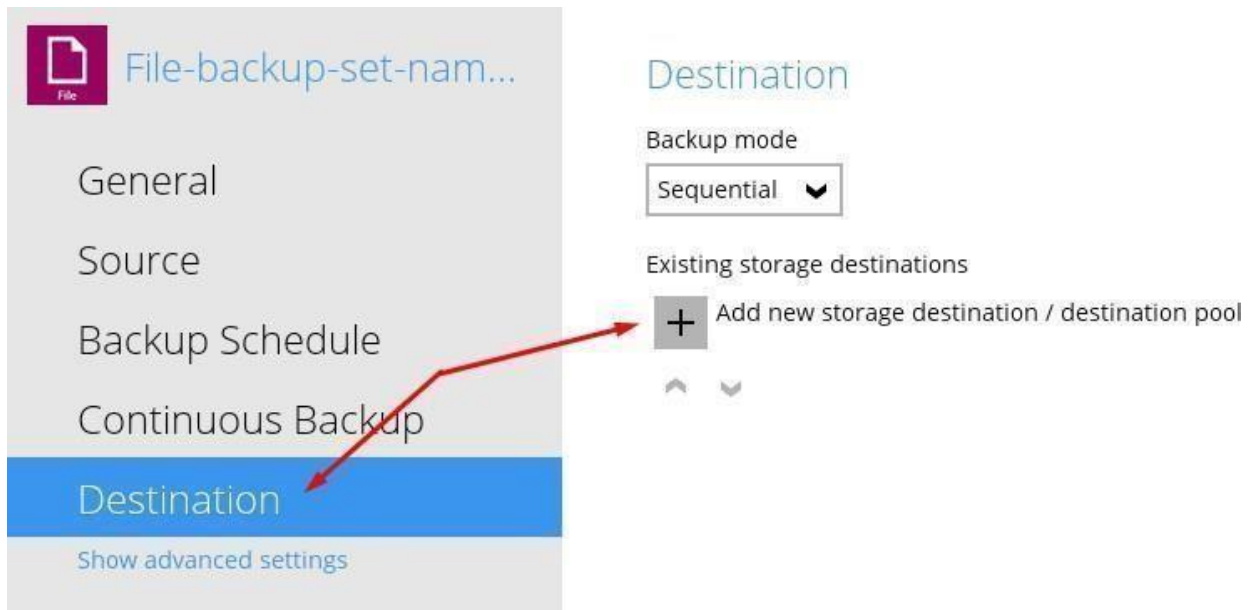
d. Select a server location from the drop-down menu and click "OK" and "Save" on the "Destination" window.

13. Add a schedule:
    a. Select "Backup Sets" and choose the set in question.
    b. On the left, select "Backup Schedule" and toggle "Schedule" to "On".
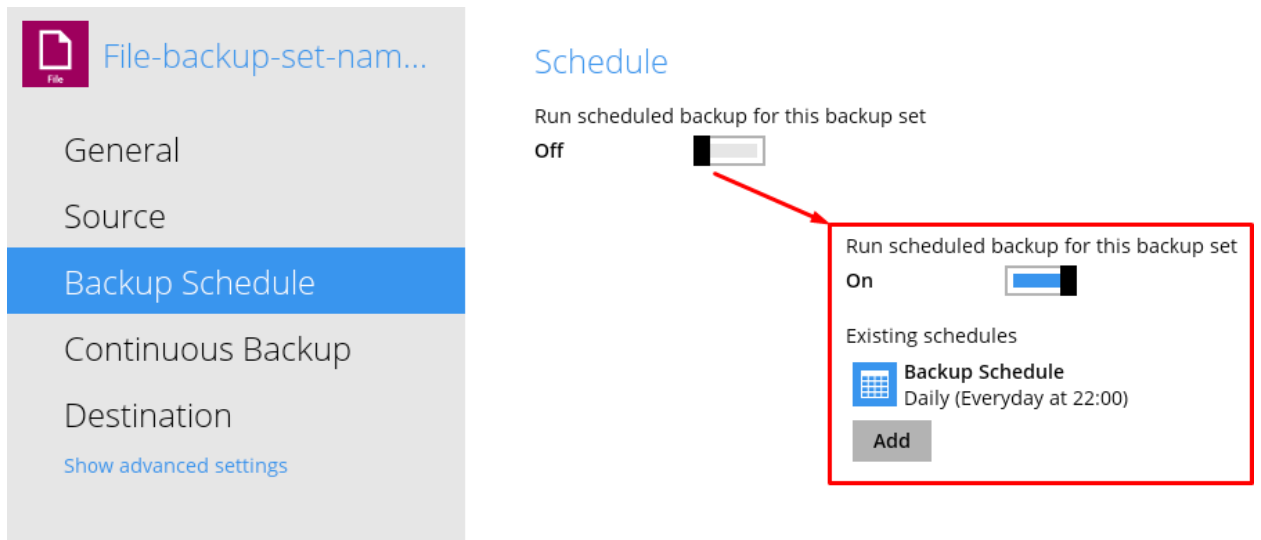
c. Edit or add a new schedule as needed.

d. Click "OK" and "Save". You're now ready for the next schedule to run.

54. How to Perform a Data Integrity Check

You can perform regular data integrity checks as part of maintenance or in response to index or quota issues.

1. Log in using your user credentials and go to the "Utilities" section at the bottom right.
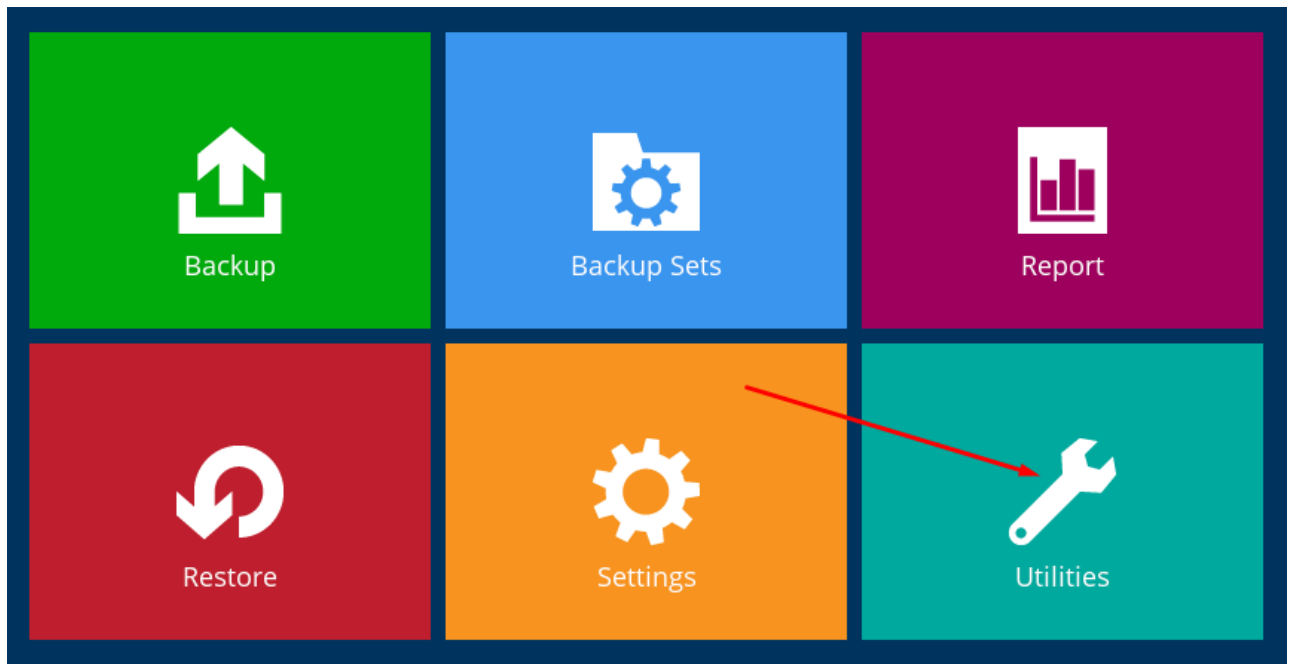
2. Select "Data Integrity Check" on the left.

3. On the right, select the backup set and destination. Leave "Run Cyclic Redundancy Check (CRC)" unchecked. Older versions may have a "Rebuild index" option; keep it unchecked. Click "Start" when ready.

Data Integrity Check

Perform health check for your backed up data to ensure the data integrity and restorability

Select a backup set

| File-backup-set-name-1 | ▾ |

Select a destination

| | ▾ |

☐ Run Cyclic Redundancy Check (CRC) during data integrity check

Start

4. The integrity check starts, and the duration depends on data volume. Local checks are usually faster than server checks. After completion, review the log for warnings or errors. For message inquiries, contact support.

✔ Data Integrity Check is completed successfully

View log

5. After completion, click "Close" at the bottom right. If you're done with the backup client, log off.

55. Restoring Data from a Seed

If a full restore is required with a slow internet connection, a seed restore can be arranged where an encrypted USB drive is sent with the data, as follows:

1. Receive the USB drive and plug it into your machine.

2. Log in to the backup client, select "Utilities".
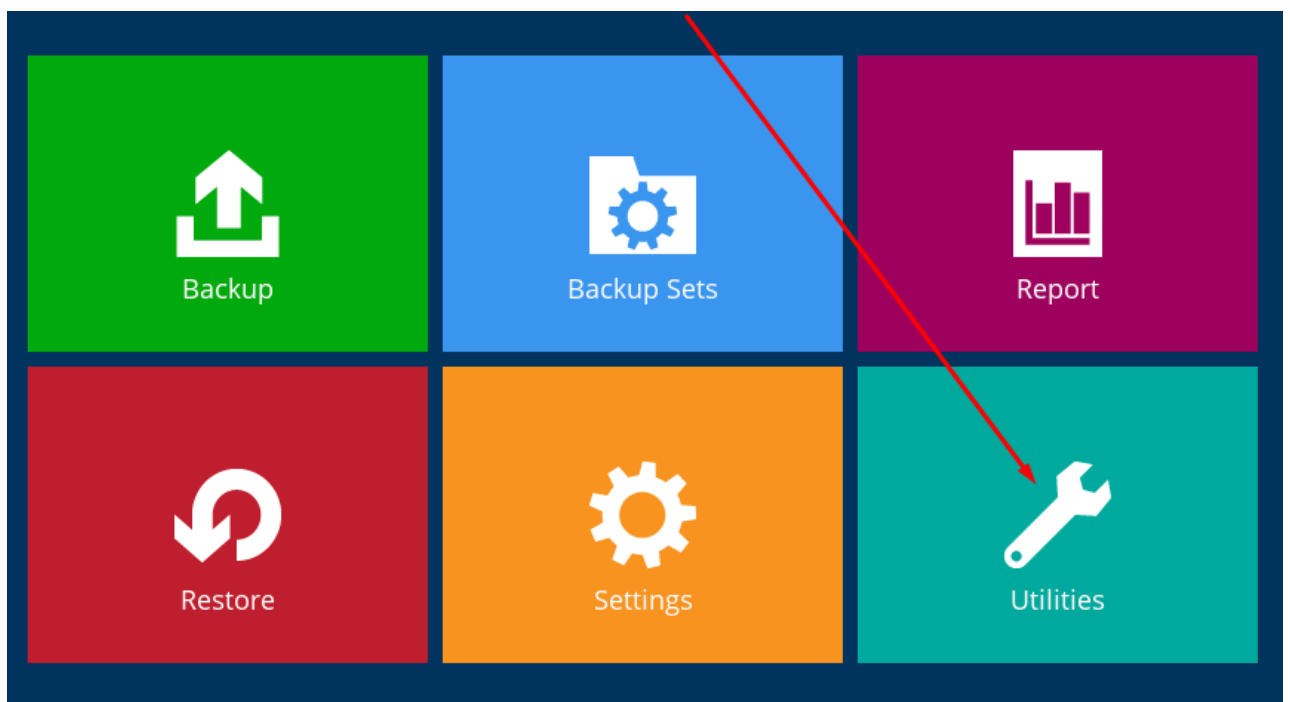
3. Go to "Decrypt Backup Data" on the left.
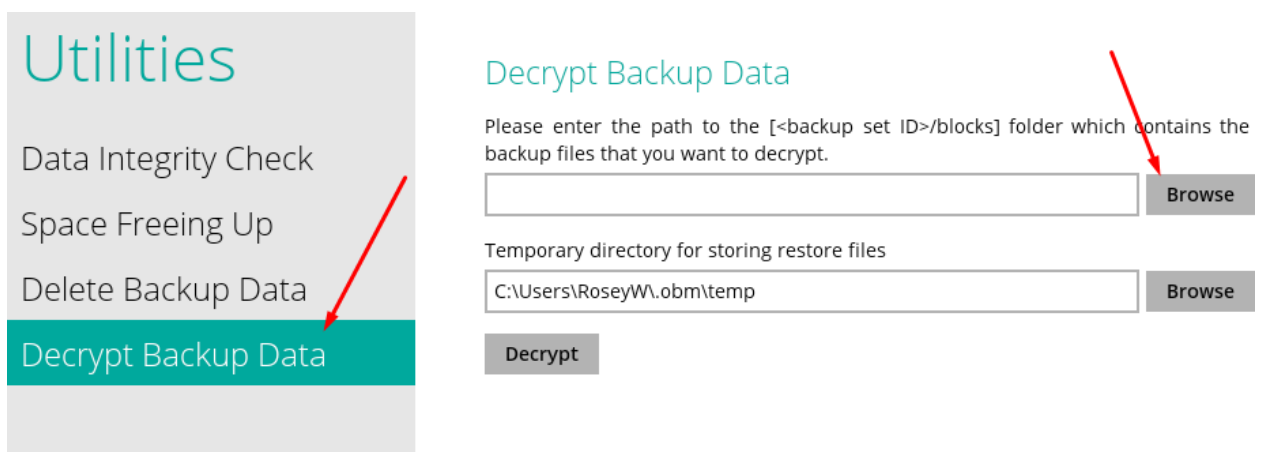
4. Use the "Browse" function on the right to locate the data on the USB drive.

5. Select the file with numbers as the name and the "Blocks" folder, then press "OK".
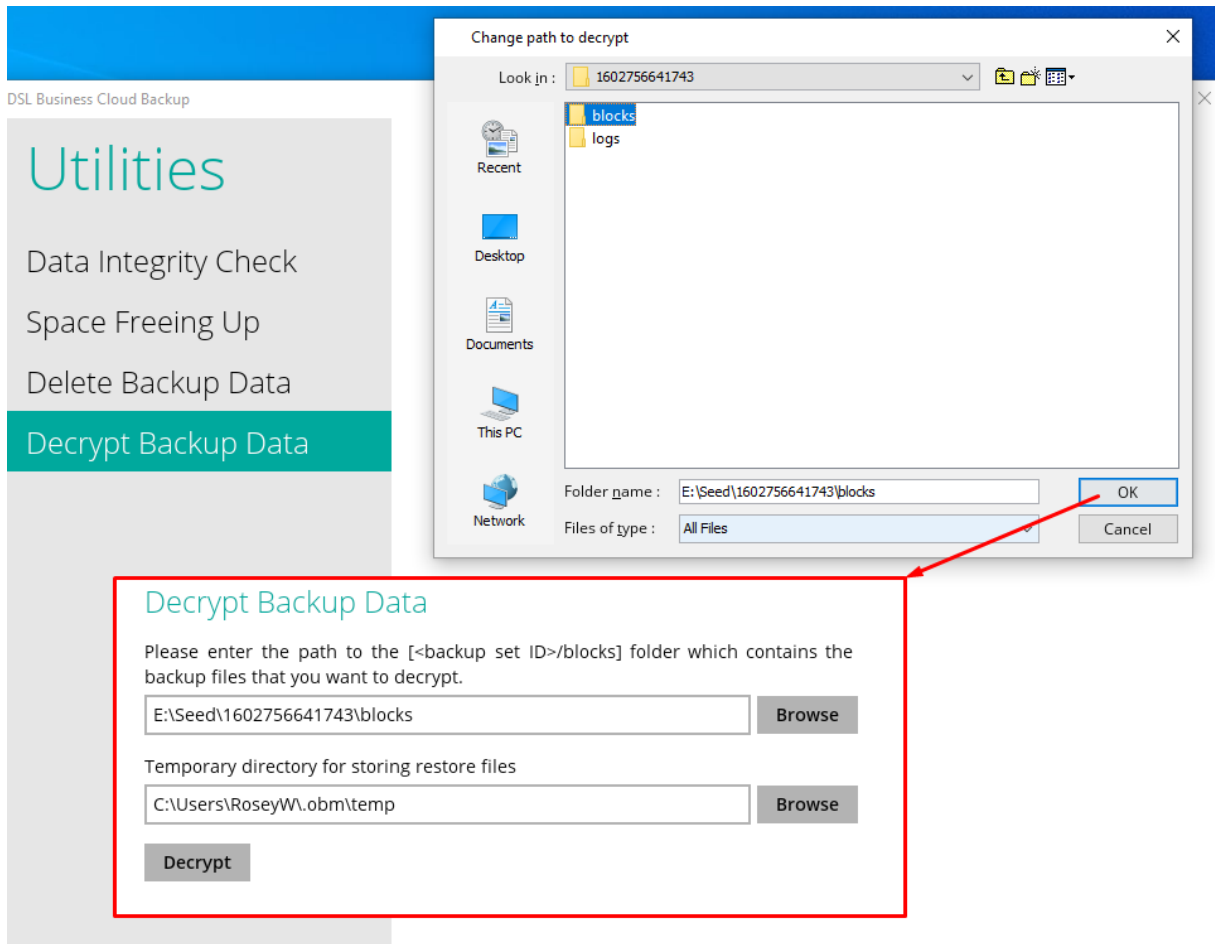
6. Click "Decrypt" and add the encryption key if prompted (usually the account password).

7. Choose the data you want to restore, modifying dates if needed.

8. On the left, navigate the folder tree, and on the right, select items to restore.

Select Your Files To Be Restored

Select what to restore

| Choose from files as of job ⌄ | 15/10/2020 ⌄ | Latest ⌄ |

Show filter

Folders	Name	Size	Date modified
⊟ 🖳 decrypt_destination	☐ 0_tSlhQvuKWV5qN4ob.png	377 KB	07/10/2020 16:20
⊟ ☐ 🖴 C:\	☐ 20200729_122922.jpg	3,241 KB	29/07/2020 12:35
⊟ ☐ 📁 Users	☐ 20200729_123134.jpg	3,608 KB	29/07/2020 12:35
⊞ ☐ 📁 Public	☐ From home.rdp	3 KB	24/03/2020 07:53
⊟ ☐ 👤 RoseyW	☐ Google Chrome.lnk	3 KB	12/12/2019 09:31
☐ 🖥 Desktop	☐ Remote Desktop.rdp	3 KB	26/09/2019 07:48
⊞ ☐ 📄 Documents	☐ desktop.ini	1 KB	30/09/2020 07:58
⊞ ☐ 🎵 Music	☐ msg0156.mp3	137 KB	09/10/2020 08:21
⊞ ☐ 🖼 Pictures			
⊞ ☐ 🎞 Videos			

9. Select the tick box on the left to restore everything or use the right section to be selective.

Folders	Name	Size	Date modified
⊟ 🖳 decrypt_destination	☑ 🖥 Desktop		
⊟ ☐ 🖴 C:\	☑ 📄 Documents		
⊟ ☐ 📁 Users	☑ 🎵 Music		
⊞ ☐ 📁 Public	☑ 🖼 Pictures		
⊟ ☑ 👤 RoseyW	☑ 🎞 Videos		
☑ 🖥 Desktop			
⊞ ☑ 📄 Documents			
⊞ ☑ 🎵 Music			
⊞ ☑ 🖼 Pictures			
⊞ ☑ 🎞 Videos			

10. Press "Next" at the bottom right.

11. Choose where to restore the files, either to their original location or an alternative via the "browse" option.

Choose Where The Files To Be Restored

12. Selecting "Show advanced options" provides additional choices.

13. Click "Restore" when ready. A progress bar will indicate completion.

Seed Test

decrypt_destination (E:\Seed)
Restore Completed Successfully
Estimated time left   0 sec
Restored   6.69M (2 files)
Elapsed time   2 sec
Transfer rate   25.28Mbit/s

14. Once successfully restored, press "Cancel" and exit the restore windows.

15. If a new destination was created for the files, ensure it's added to the backup.

56. To Free Storage Space with the Backup Client

To free up space and prevent issues caused by low storage, use the backup client to remove obsolete files.

1. Login to the backup client and select "Utilities".
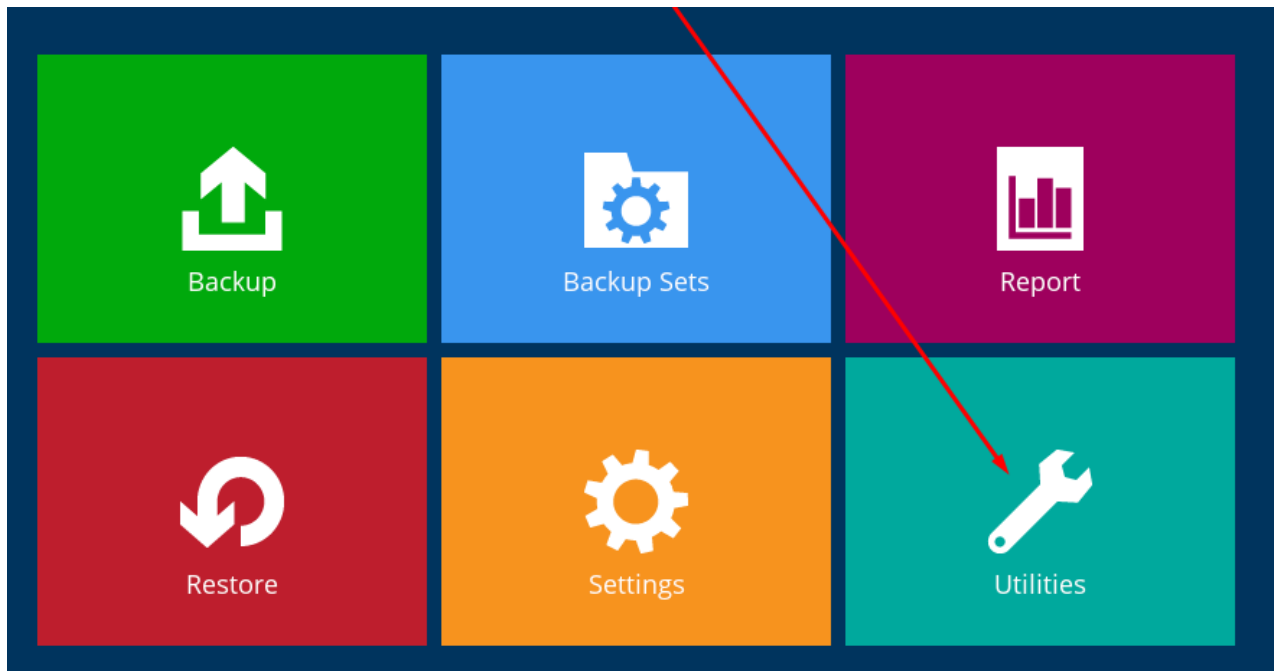
2. Choose "Space Freeing Up" on the left.

3. On the right, select the backup set you want to free up space for.

4. Click "Start".

5. Monitor the progress, and you will be notified when it's completed.

57. Decrypting local backup files

To decrypt local backup files, follow the below steps:

1. Login to the backup client and select "Utilities".
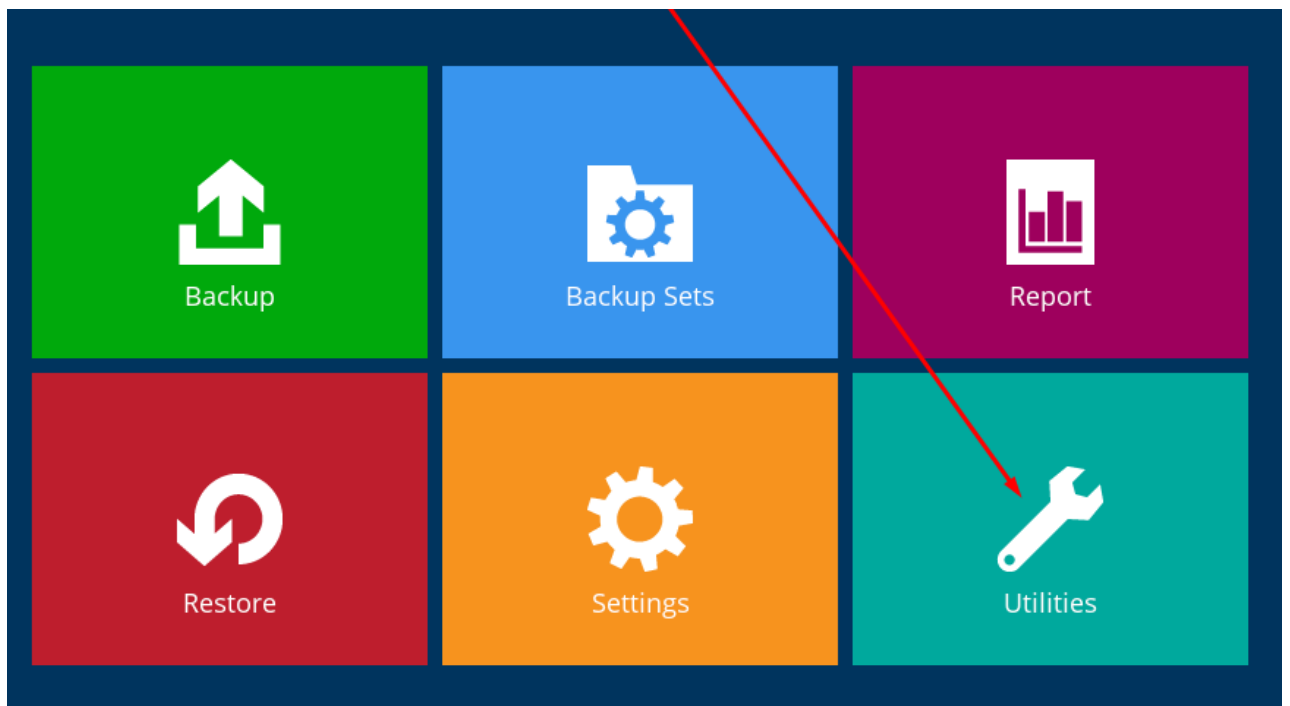
2. Click on "Decrypt Backup Data" on the left.

3. On the right, use "browse" to find the folder containing your local backups. Choose the folder with the backup set numbers and the "blocks" folder inside it. Click "OK".
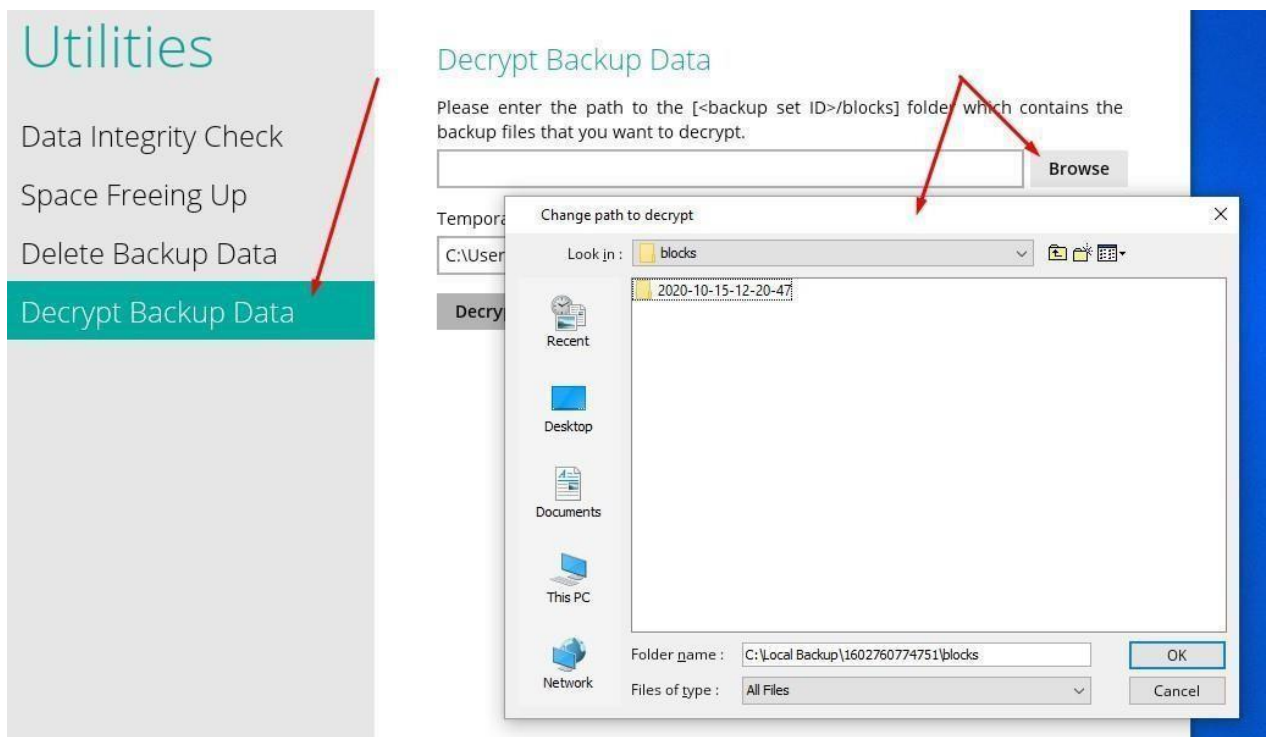
4. Choose the files you want to restore. You can select the entire location on the left or be more selective on the right.

Select Your Files To Be Restored

Select what to restore

| Choose from files as of job ⌄ | 15/10/2020 ⌄ | Latest ⌄ |

Show filter

Folders	Name	Size	Date modified
⊟ 🖳 decrypt_destination	☐ 🖼 0_tSlhQvuKWV5qN4ob.png	377 KB	07/10/2020 16:20
⊟ ☐ 💻 C:\	☐ 🖼 20200729_122922.jpg	3,241 KB	29/07/2020 12:35
⊟ ☐ 📁 Users	☐ 🖼 20200729_123134.jpg	3,608 KB	29/07/2020 12:35
⊞ ☐ 📁 Public	☐ 🖥 From home.rdp	3 KB	24/03/2020 07:53
⊟ ☐ 📁 RoseyW	☐ Google Chrome.lnk	3 KB	12/12/2019 09:31
☐ 🖥 Desktop	☐ 🖥 Remote Desktop.rdp	3 KB	26/09/2019 07:48
⊞ ☐ 📄 Documents	☐ desktop.ini	1 KB	30/09/2020 07:58
⊞ ☐ 🎵 Music	☐ ◉ msg0156.mp3	137 KB	09/10/2020 08:21
⊞ ☐ 🖼 Pictures			
⊞ ☐ 🎬 Videos			

5. Decide where you want to restore the files, either to the original location or an alternative one. If needed, use the "advanced options" for additional settings.

6. When ready, click "Restore" at the bottom right.

Choose Where The Files To Be Restored

Restore files to
◯ Original location
◉ Alternate location [C:\Local Restore] [Browse]

Show advanced option

☐ Restore file permissions
☐ Delete extra files
☑ Follow Link
☐ Resolve Link
☐ Verify checksum of in-file delta files during restore
Hide advanced option

7. A progress bar will appear, indicating the status of the restoration. Once completed, press "close" and "cancel" to exit the restore windows.

Restore

Local Backup

decrypt_destination (C:\Local Backup)

✔ Restore Completed Successfully

Estimated time left	0 sec
Restored	6.69M (2 files)
Elapsed time	2 sec
Transfer rate	25.47Mbit/s

58. Restore to Original Location

If you have accidentally delete a file you can restore it back to the original location from in the backup client, as follows:

1. Login to the backup client and select "Restore".
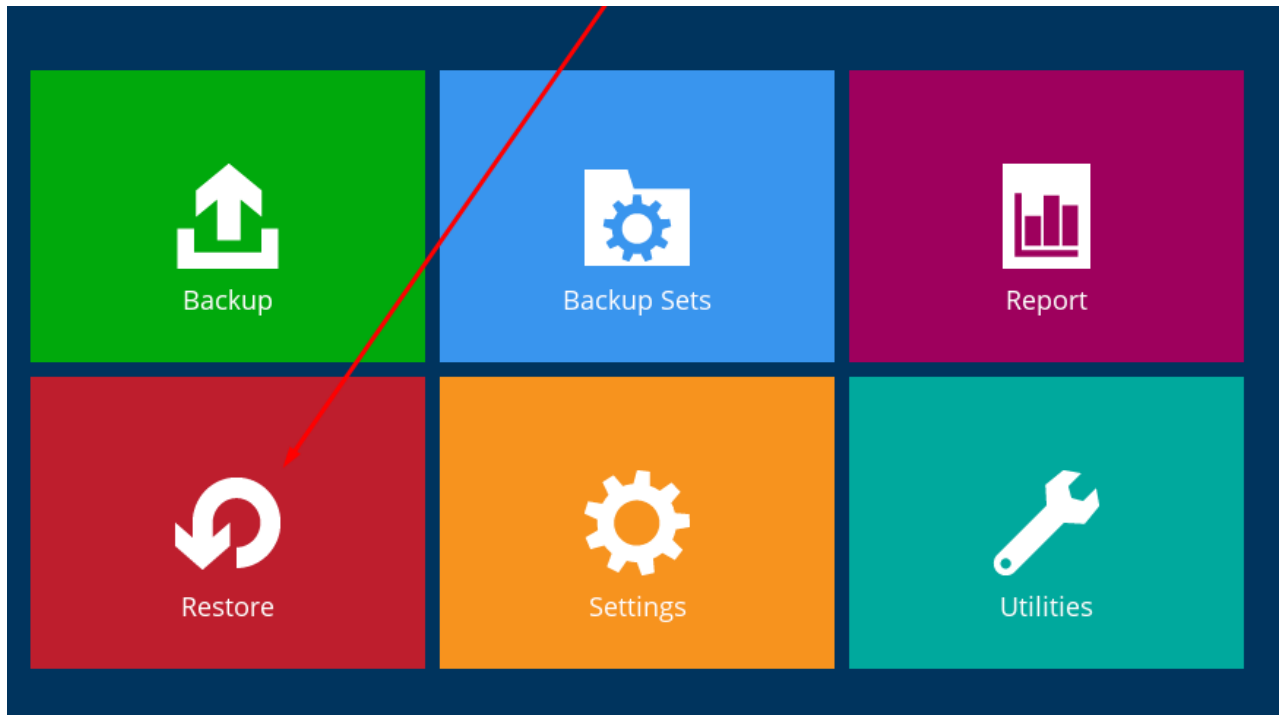
2. Choose the backup set you want to restore from.

Please Select The Backup Set To Restore

Sort by
Creation Time ▼

File-backup-set-name-1
Owner: PC01
Last Backup: Wednesday, 30 September 2020 12:03

Seed Test
Owner: PC01
Last Backup: Thursday, 15 October 2020 11:11

Local Backup
Owner: PC01
Last Backup: Thursday, 15 October 2020 12:20

3. Select the destination you wish to restore from. If you use multiple destinations, you'll have more options.

Select The Destination From Which To Restore Data

File-backup-set-name-1
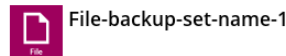
4. Pick the date you want to restore from (within your retention settings), then use the file tree to select the files or folders you want to restore.

5. Click "Next" when your selections are complete.

Select Your Files To Be Restored

6. Specify the restoration location; in this example, we're choosing the "original location". Note the options in "Show advanced options". Press "Next".

Choose Where The Files To Be Restored

Restore files to
- ◉ Original location
- ◯ Alternate location [   ] Browse

Show advanced option

☐ Restore file permissions
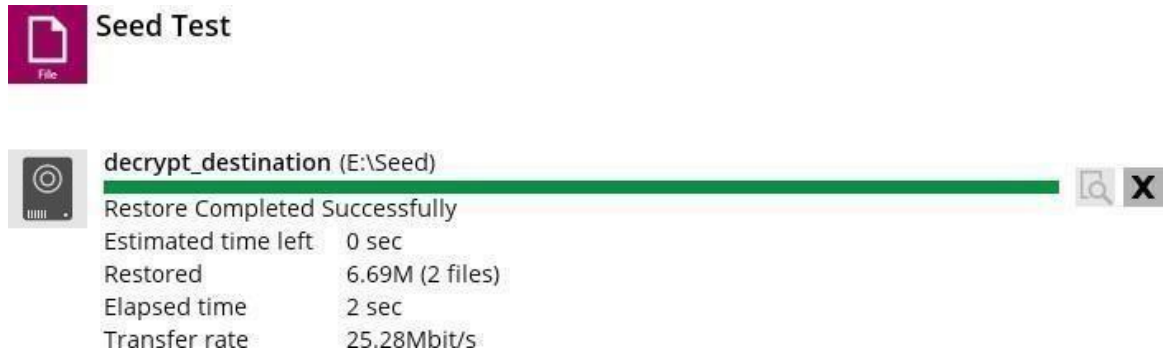☐ Delete extra files
☑ Follow Link
☐ Verify checksum of in-file delta files during restore

Hide advanced option

7. Confirm the temporary directory and click "Restore" when ready.

Temporary Directory

Temporary directory for storing restore files

C:\Users\RoseyW\temp   Browse

Previous   Restore   Cancel   Help

8. You'll see a progress bar and be notified when the restoration is finished.

Restore

Local Backup

Local-1 (C:\Local Backup)

✔ Restore Completed Successfully

Estimated time left	0 sec
Restored	6.69M (2 files)
Elapsed time	3 sec
Transfer rate	24.44Mbit/s
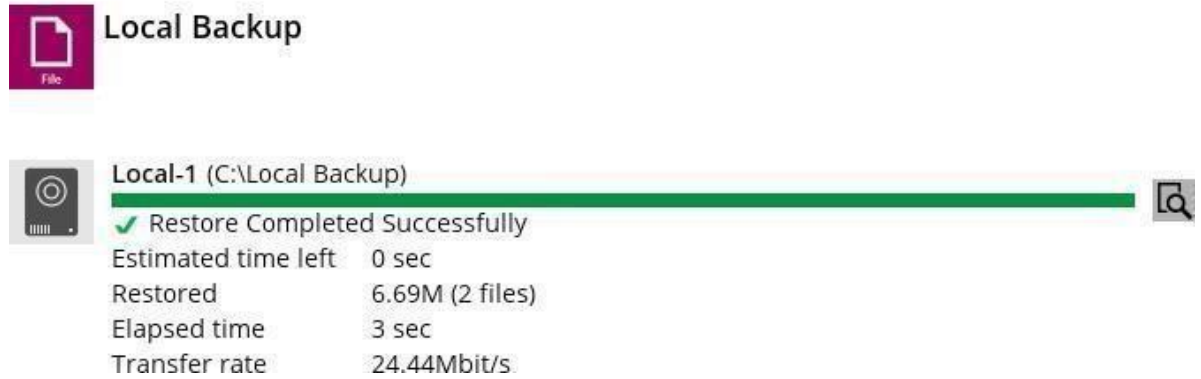
9. Once done, click "Close" and then "Cancel" to exit the restore windows.

59. Restore to Alternative Location

You can restore files to different locations than where they were backed up from, as follows:

1. Log in to the client and go to "Restore".
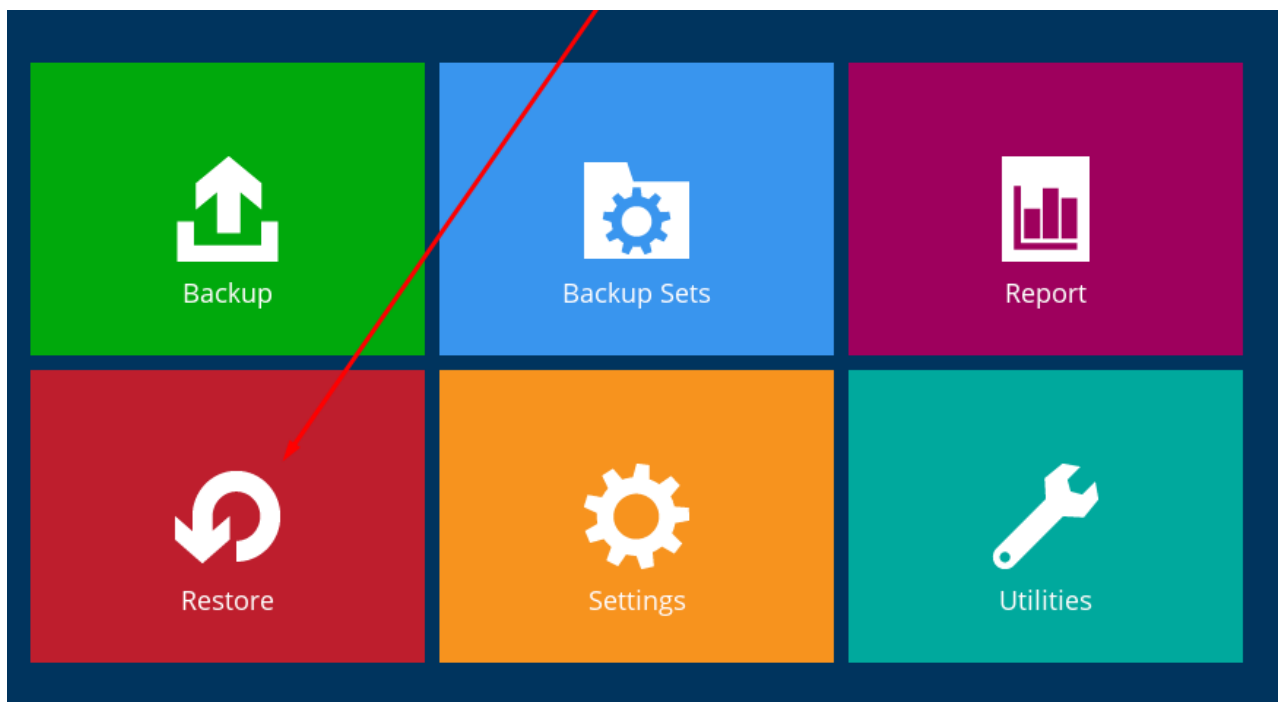
2. Choose the desired backup set.

Please Select The Backup Set To Restore

Sort by
Creation Time ⌄

File-backup-set-name-1
Owner: PC01
Last Backup: Wednesday, 30 September 2020 12:03

Seed Test
Owner: PC01
Last Backup: Thursday, 15 October 2020 11:11

Local Backup
Owner: PC01
Last Backup: Thursday, 15 October 2020 12:20

3. Select the source destination for the restore (multiple options if applicable).

Select The Destination From Which To Restore Data

File-backup-set-name-1

4. Pick the restoration date within your retention settings.

5. Use the file tree to select files or folders for restore.

6. Click "Next" after making selections.

Select Your Files To Be Restored

7. Choose a location for the restoration by using the "Browse" function to navigate to your alternative location.

8. Note the options in "Show advanced options" before proceeding.

Choose Where The Files To Be Restored

9. Confirm the temporary directory and click "Restore".

Temporary Directory

Temporary directory for storing restore files

C:\Users\RoseyW\temp   **Browse**

Previous | **Restore** | Cancel | Help
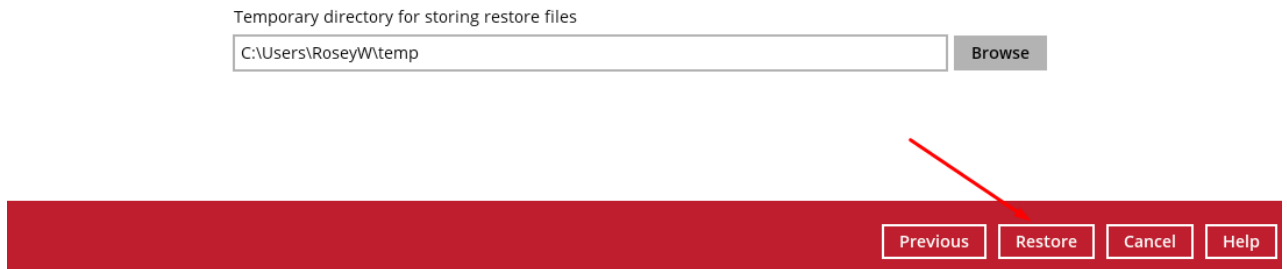
10. Monitor the progress bar for completion.

Restore

Local Backup
File

Local-1 (C:\Local Backup)
✔ Restore Completed Successfully
Estimated time left   0 sec
Restored   6.69M (2 files)
Elapsed time   3 sec
Transfer rate   25.47Mbit/s

11. Once done, click "Close" and "Cancel" to exit the restore windows.

60. Check Client Version

1. Login to the client software.

2. Look for the Information icon on the top right corner of the interface.

RoseyTestBusiness   English ▼   ⓘ

3. Click on the Information icon.

4. A window with various information will appear. The version number is displayed at the top of this window. For example, it might say "Version

8.3.2.11".

If you are using Version 6 of the client software, the process is slightly different:

1. Login to the client software.

2. Look for the Question Mark icon near the bottom left corner of the interface.

3. Click on the Question Mark icon.

4. You will find the version number displayed.

If using Version 6, upgrade to Version 8 for improved speed and extra features. Download the latest version from our website, selecting the appropriate product (Business or Single User).

61. Modifying Existing Files/Folders in a Backup Set

To modify your backup selection as your data changes, follow the below steps:

1. Log in to your client and go to "Backup Sets".
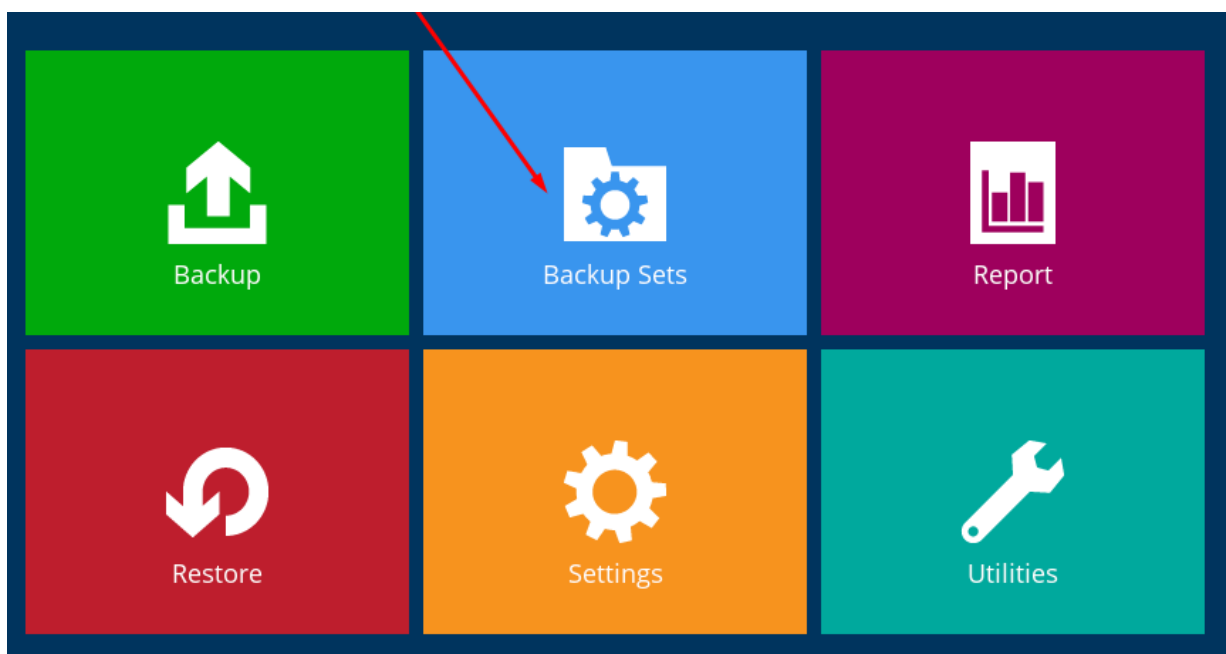
2. Choose the backup set you want to modify and navigate to the "Source" section on the left.

3. In the "Source" section, edit the checkboxes for items like Desktop, Documents, Favorites, etc., or click "I want to choose the files to backup" for a detailed view of your selection.
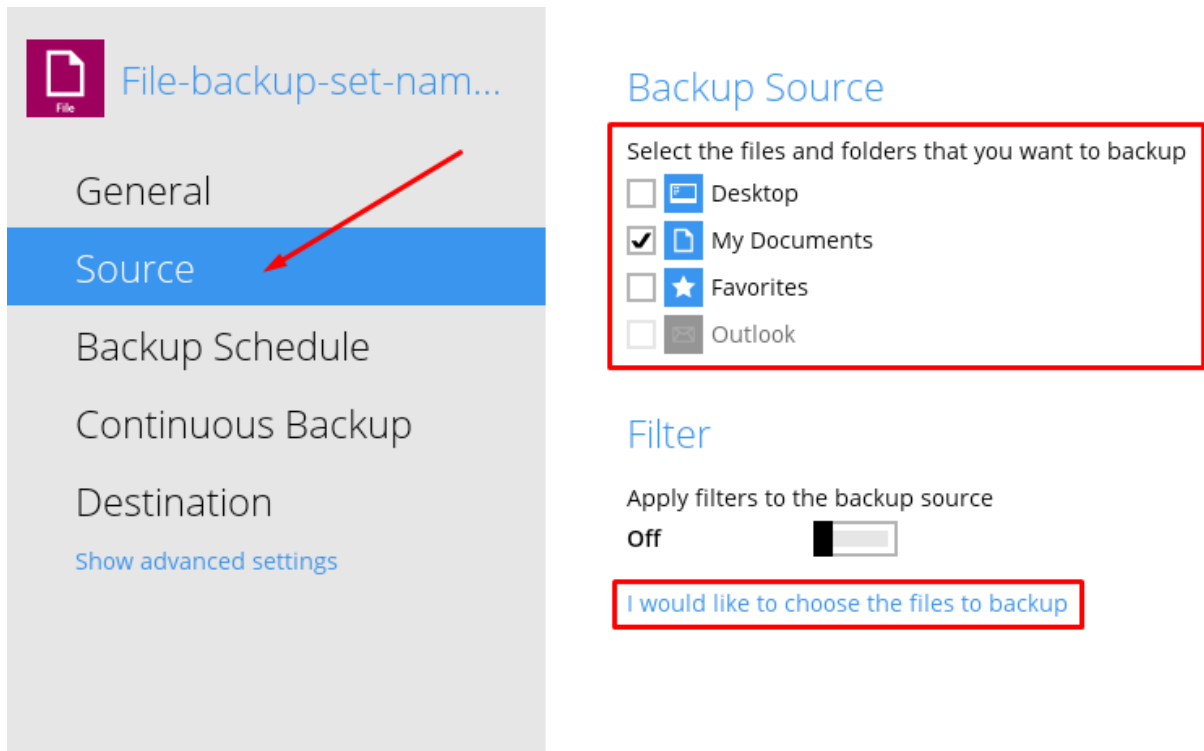
4. Choosing "I would like to choose the files to backup" lets you expand folders to view contents and make specific selections. For file-level selectivity, click "Show files".

Advanced Backup Source
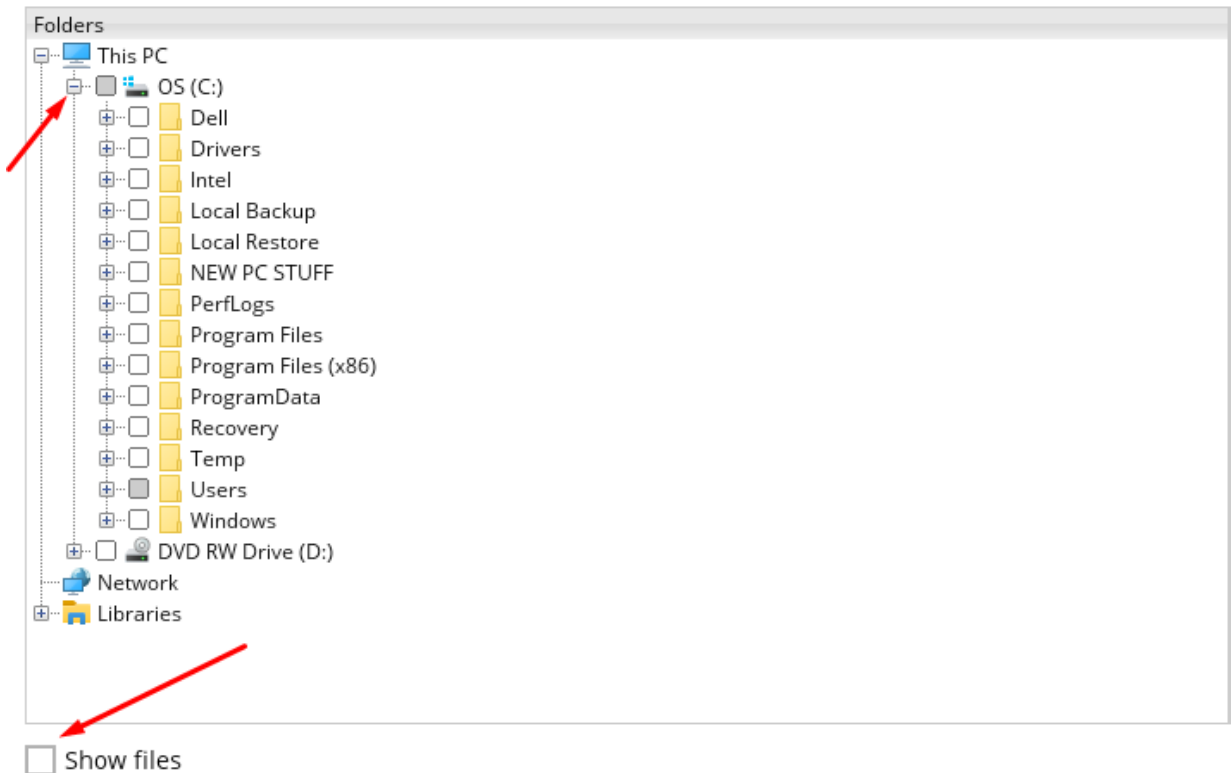
5. The gray square with a tick indicates that the entire item (whether a folder or file) is selected for backup.

6. In the "Show files" view, you can see available folders and files on the right for the selected location on the left. Here, you can deselect or select items as needed.

Advanced Backup Source

Folders	Name	Size	Date modified
⊞ ☐ Peter	☑ Docs		
⊞ ☐ Public	☐ 20200729_123134.jpg	3,608 ...	29/07/2020 12:35
⊟ ◩ RoseyW	☐ From home.rdp	3 KB	24/03/2020 07:53
⊞ ☐ .acb	☐ Google Chrome.lnk	3 KB	12/12/2019 09:31
⊞ ☐ .obm	☐ msg0156.mp3	137 KB	09/10/2020 08:21
⊞ ☐ 3D Objects	☐ Remote Desktop.rdp	3 KB	26/09/2019 07:48
⊞ ☐ AppData			
⊞ ☐ Contacts			
⊟ ◩ Desktop			
⊞ ☑ Docs			
⊞ ☐ Documents			
⊞ ☐ Downloads			
⊞ ☐ Favorites			
⊞ ☐ Links			
⊞ ☐ MicrosoftEdg			
⊞ ☐ Music			
⊞ ☐ OneDrive			
⊞ ☐ Pictures			
⊞ ☐ Saved Game			
⊞ ☐ Searches			
⊞ ☐ temp			

☑ Show files   Items per page `50 ⌄`   Page `1 / 1 ⌄`

7. After editing, click "OK" at the bottom right, and then "Save" in the "Source" window. You can opt for a manual backup to apply these changes instantly or wait for the next scheduled backup.

62. How to Change Password

If you don't know your current password and need to reset it, please follow these steps:

Note: changing or resetting your password does not affect your encryption key.

1. Log in to the backup client.

2. Navigate to your user profile located at the top right.

3. Select "Password" on the left-hand side.

4. Click "Change password" on the right-hand side.
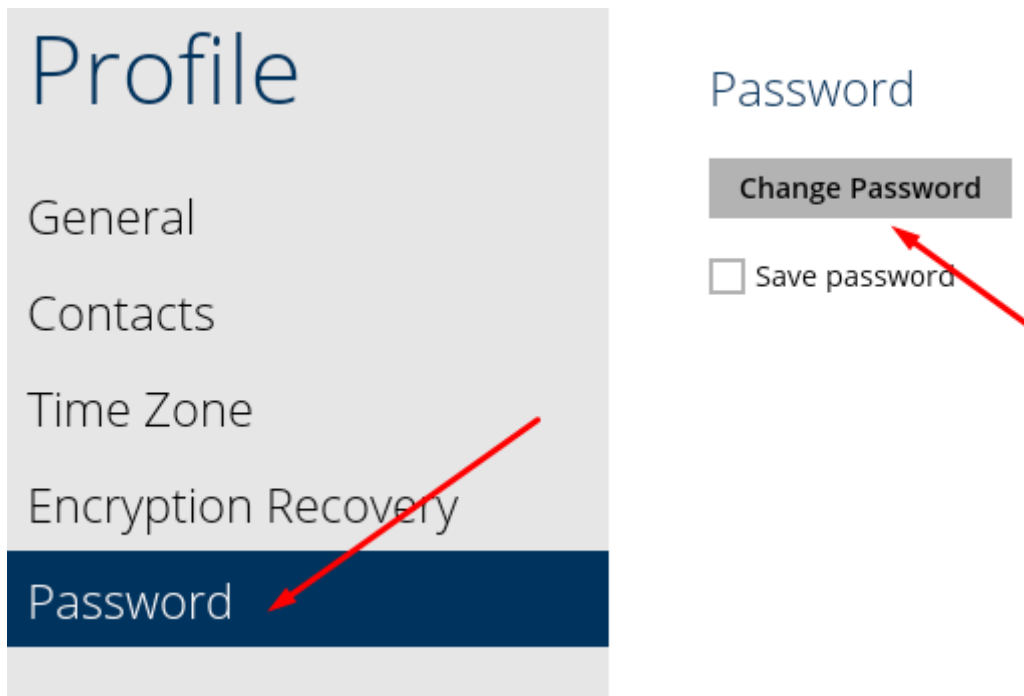
5. Confirm your current password.

6. Enter your new password twice.

7. Click "OK" and then "Save" to complete the process.

63. Adding/Editing Backup Schedule

To add or edit backup schedule:

1. Login to the backup client and go to "Backup Sets".
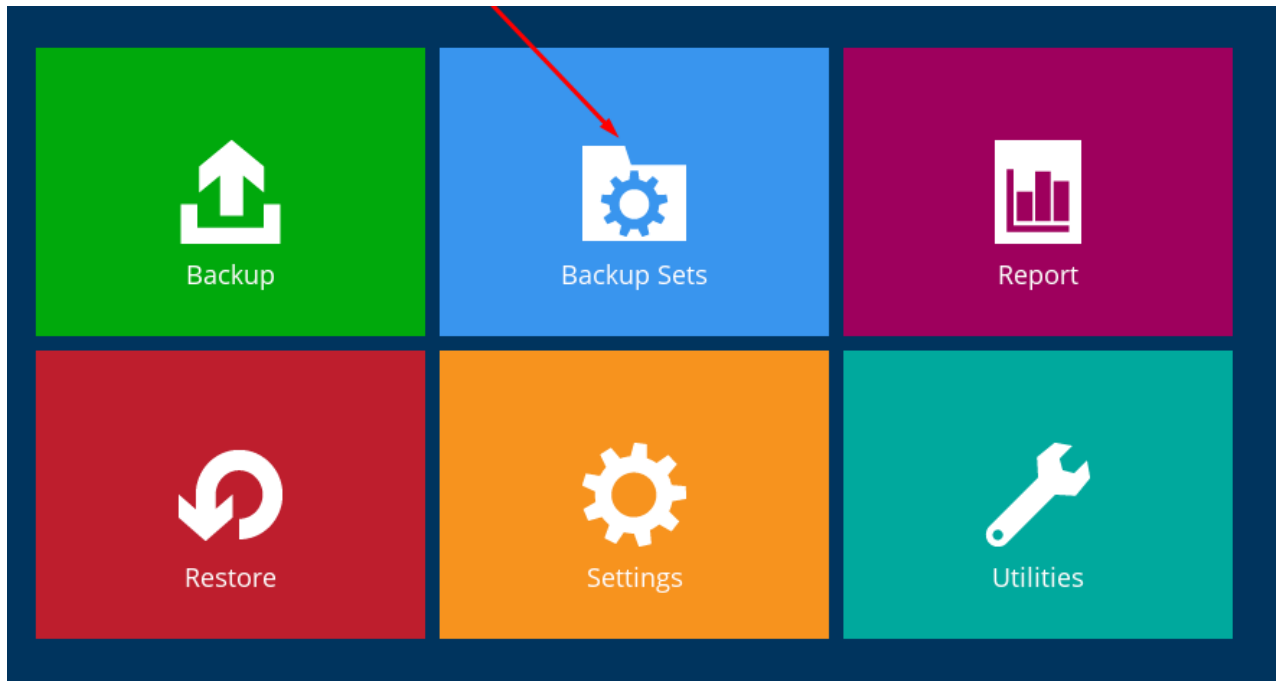
2. Choose the backup set you want to work with.

3. Select "Backup Schedule" on the left side of the screen. On the right side, you can either edit the existing schedule by clicking on it or add a new one.
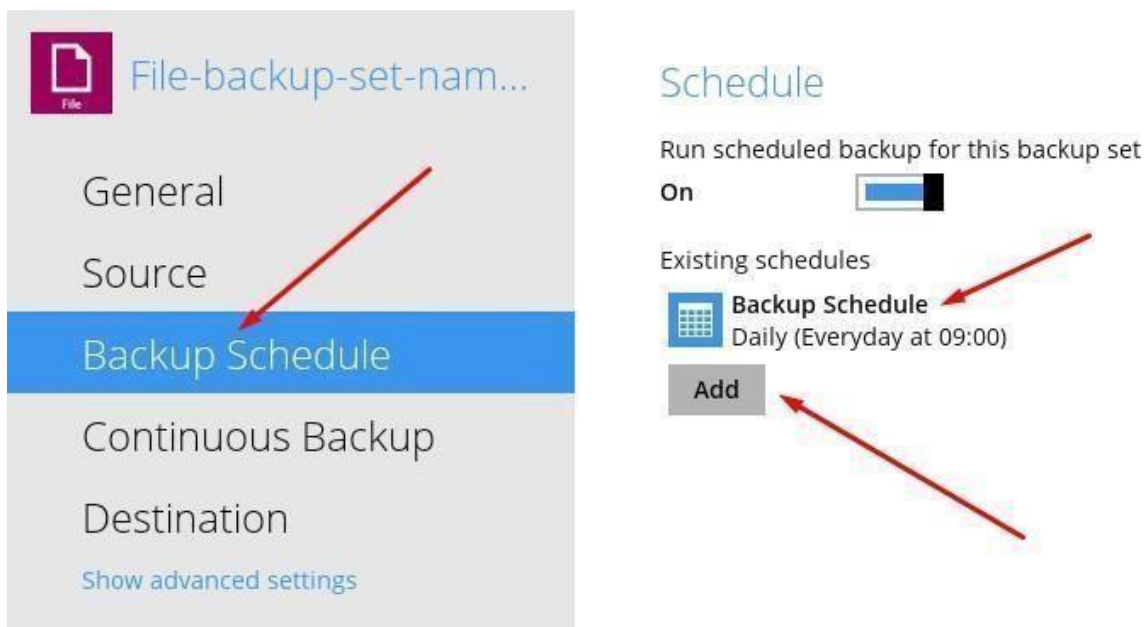
4. To edit a schedule, modify the name, runtime, and set a time limit by switching from "Stop" to "after" with specified hours. Use caution to prevent incomplete backups due to varying internet speeds. Delete the schedule if necessary, then click "OK" and "Save" after changes.

5. To add a new schedule, encounter a window like the one shown above. Select the backup "type" to determine when it runs. "Daily" means daily backups.

"Weekly" lets you choose specific days of the week.

Type

Weekly ▼

Backup on these days of the week

☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

"Monthly" allows you to pick a date or recurring day each month.

Type

Monthly ▼

Backup on the following day every month

⦿ Day 1 ▼

⦿ First ▼ Sunday ▼

Sta │ First

14 │ Second │ on the selected days

│ Third

Sto │

un │ Fourth │ completed ▼

│ Last

"Custom" enables scheduling a one-time backup for a specific date and time.

Type

Custom ▼

Backup on the following day once

2020 October ▼ 28 ▼

Start backup at

14 ▼ : 57 ▼

6. After setting your desired schedule, click "OK" at the bottom right, then "Save".

64. Create Continuous Backup

To create continuous backup:

1. Login to the backup client and select "Backup Sets".
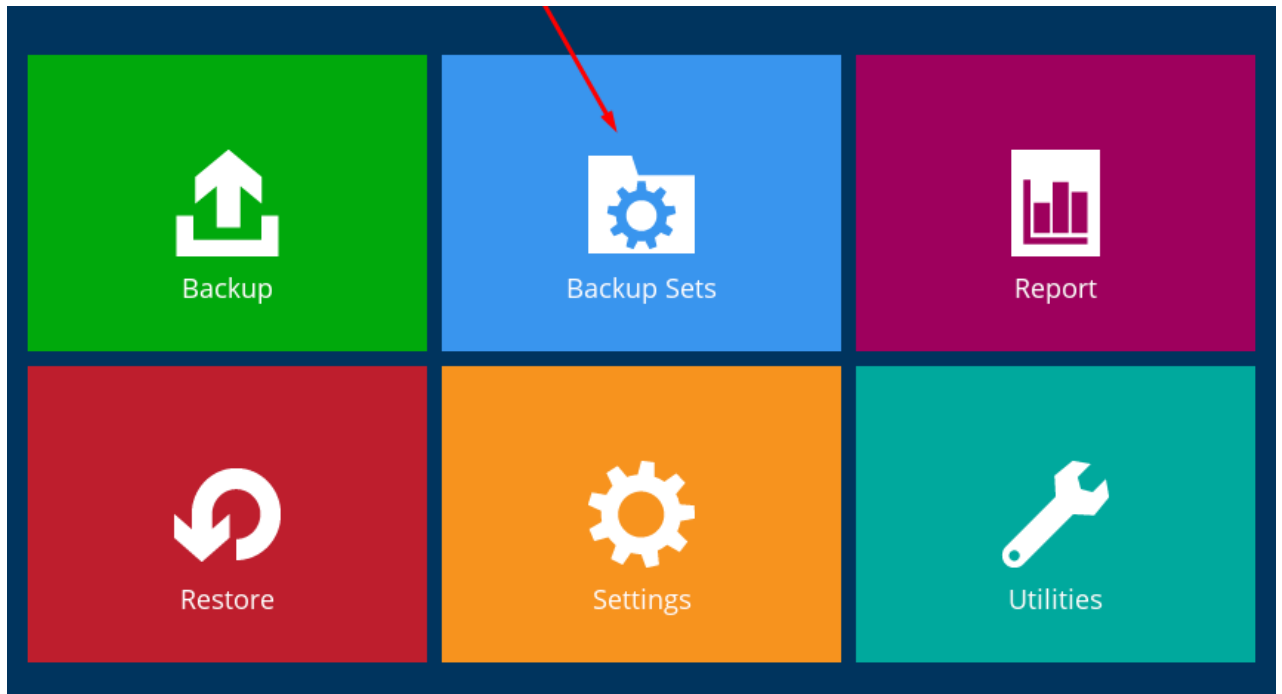
2. Choose the specific backup set you want to configure for continuous backup.

3. If you are using the Business client, click on "Continuous Backup" on the left side.
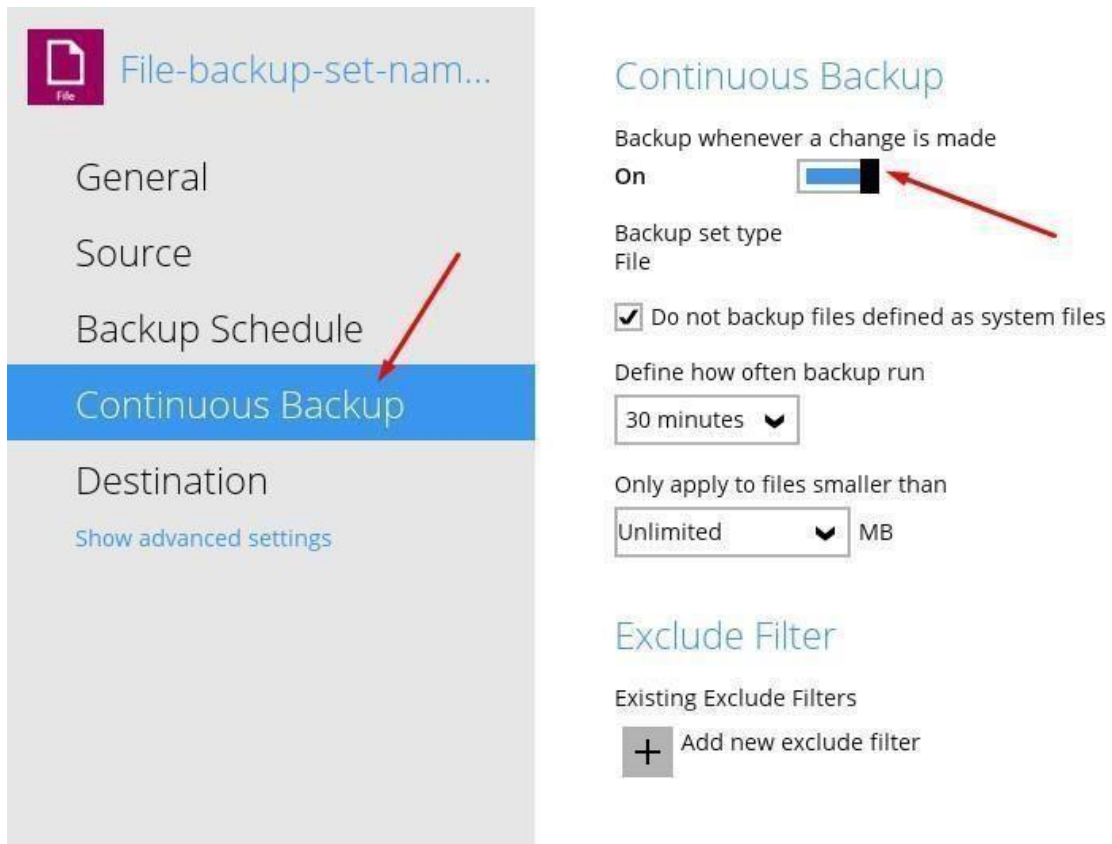
4. For the Single User Client, select "Others" on the left.

5. On the right side, toggle the "Continuous Backup" option to enable it.
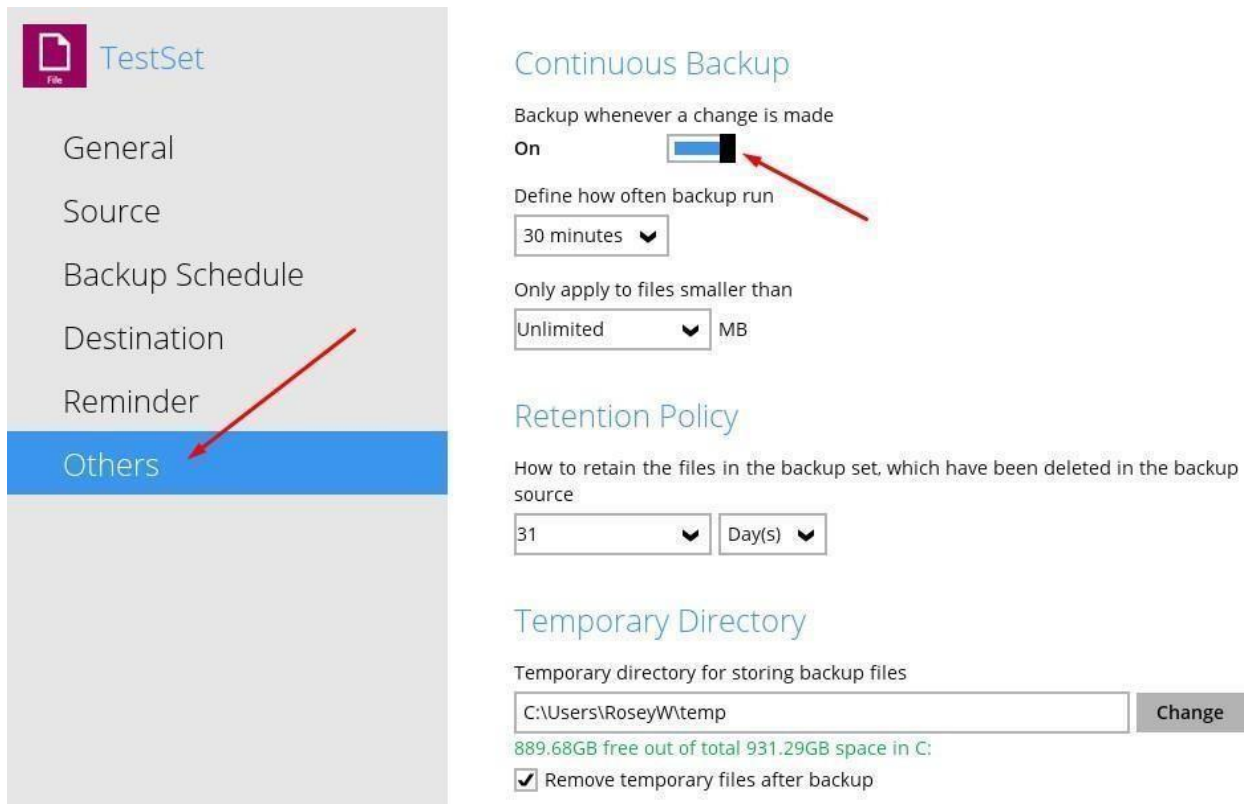
6. Customize the settings according to your preferences.

Note: The backup will only run if there are new or modified files to back up.

65. Locating the Log Files

To assist with error troubleshooting, we may request your log files in a zip format. If the zip file is still too large to send, please contact us for remote assistance.

Locate the log files in the following directory:

- For Business User Client: C:\Users[User name backup runs from].obm\log

- For Single User Client: C:\Users[User name backup runs from].acb\log
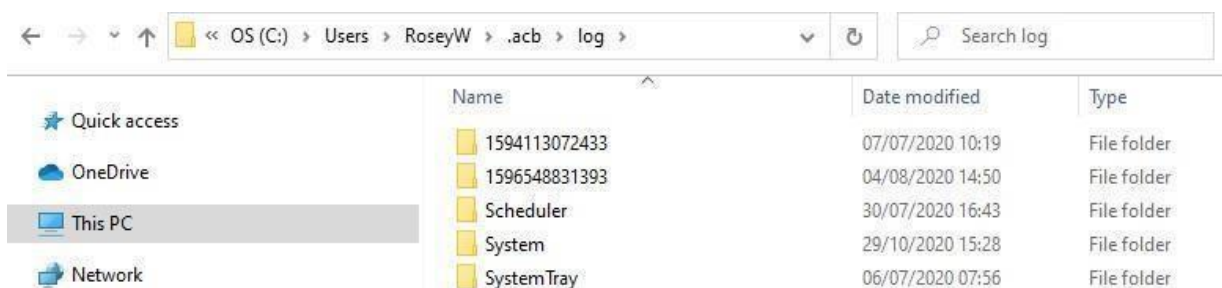
66. How to locate the Backup Client's version number

1. To check your backup client's version number, log in and click the information icon in the top right corner.
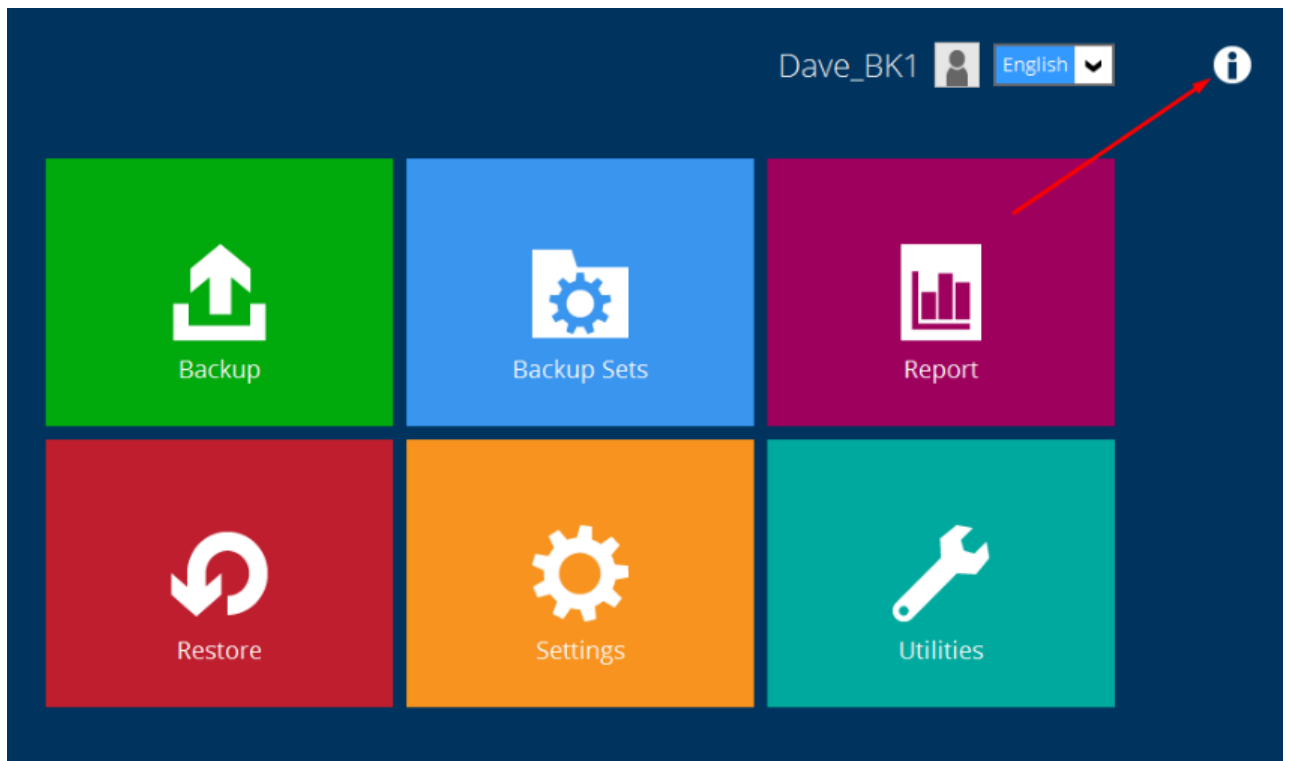
2. It will display the version number, such as 7.15.2.2 in this example.

67. Createa file filter

Create a filter to exclude or include specific file types in your backup. In this example, we're creating a filter for temporary files.

Errors may look like this:

[New File] File="\\File location 1\Sub location 2\sub location 3\~File name.xlsx" Error="java.io.IOException: [CreateFileW] (32) The process cannot access the file because it is being used by another process.rnrn

Portal Method:

1. Log in to your portal and select the backup set you want to modify.

2. Go to "Source" and click on the "Filters" tab.

3. Click "Apply filters to the backup source".
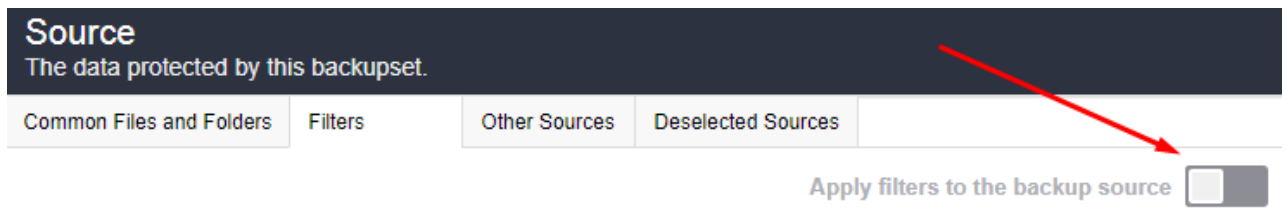
4. Click the "Add +" option.
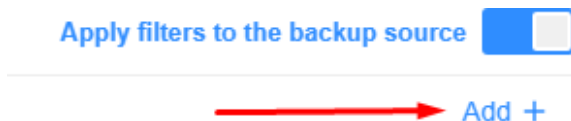
5. Name your filter and specify the file pattern to match.

6. Fill in the location to apply the filter to (based on the error message).

7. Press "Save" on this page, then "Save All" on the Filters tab.

Source
The data protected by this backupset.

Common Files and Folders	Filters	Other Sources	Deselected Sources

Apply filters to the backup source 🔵

Filters   Add +

	Filter ↑	Patterns
☐	Temp file filter	

Rows per page: 10 ▼   1-1 of 1   ‹   ›

Close   Save All

8. Run a manual backup or wait for the next scheduled backup to ensure the filter is applied successfully.

Client Software Method:

1. Open the backup client software and navigate to "Backup Sets".
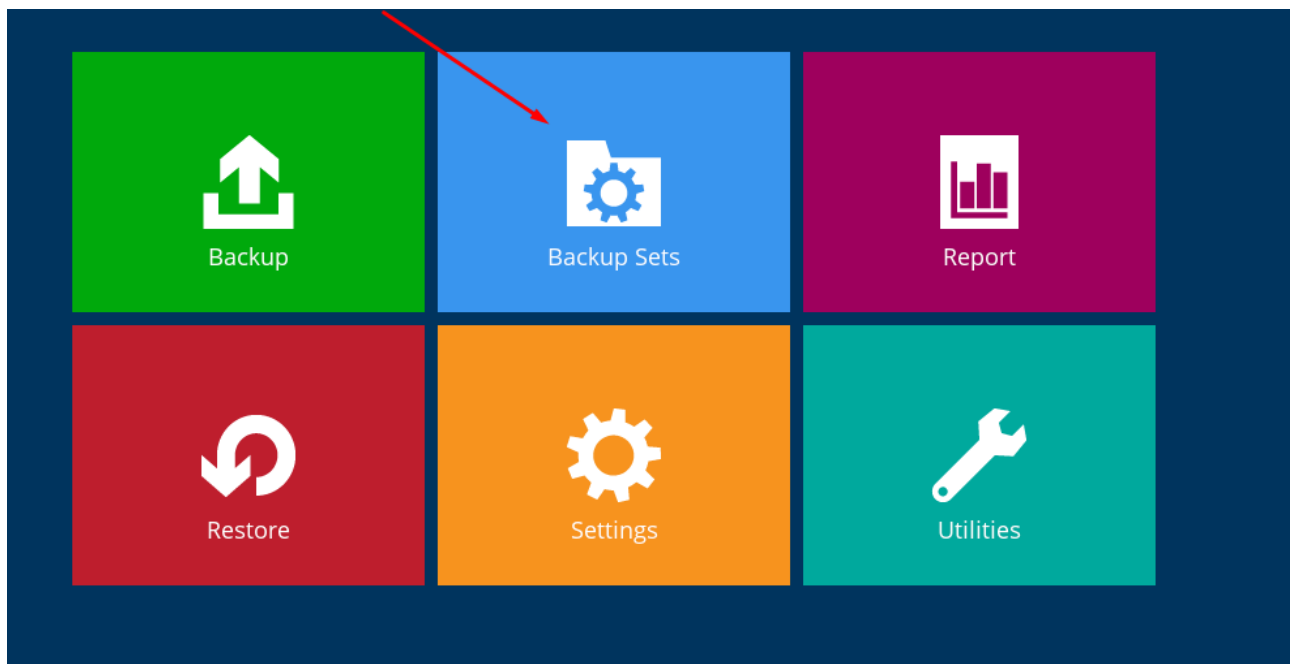
2. Select the set reporting the warning and choose "Source" on the left.

3. Slide the "Apply filter" toggle to enable it.

4. Click "Add new filter".
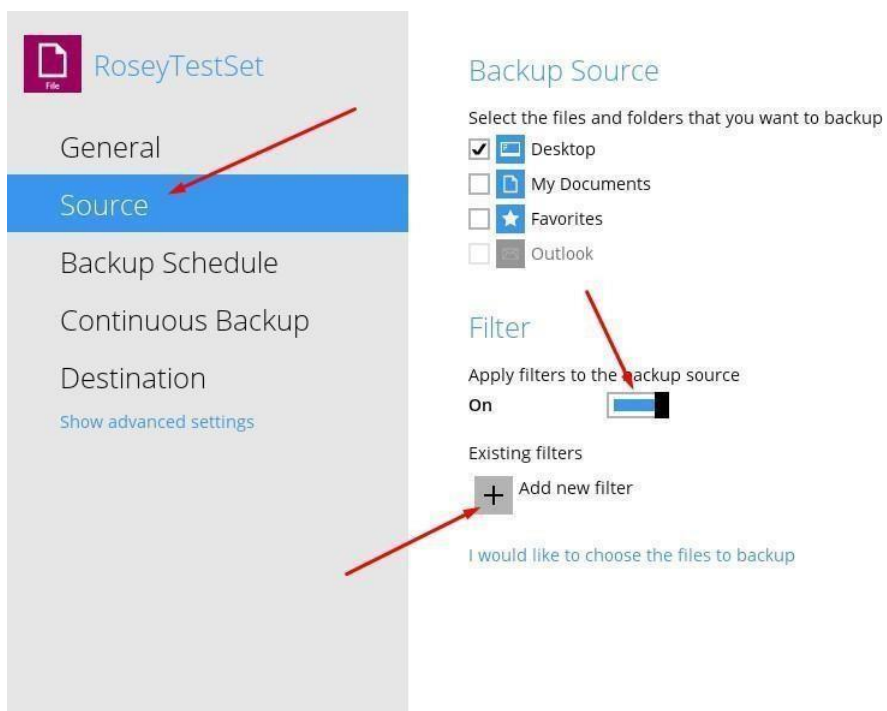
New Backup Filter

Name

Filter-1

For each of the matched files/folders under top directory
- ● Include them
- ○ Exclude them

☐ Exclude all unmatched files/folders

Match file/folder names by
- ● Simple comparison [ends with ⌄]
- ○ Regular expression (UNIX-style)

Existing patterns to match

[▦] [   ] [X]

[Add]

5. Name your filter and specify the file pattern to match.

New Backup Filter

Name

Temp file filter

For each of the matched files/folders under top directory
- ○ Include them
- ● Exclude them

☐ Include all unmatched files/folders

Match file/folder names by
- ● Simple comparison [contains ⌄]
- ○ Regular expression (UNIX-style)

Existing patterns to match

[▦] [~   ] [X]

[Add]

6. Add the character "~" in the "Existing patterns to match" section.

7. Use the "Change" button to browse and select the location to apply the filter to (based on the error message).

8. Press "Ok" and "Save".

9. Run a manual backup or wait for the next scheduled backup to confirm the filter's successful application.

68. Configure QNAP NAS Backup

Follow the below steps to configure QNAP NAS Backup

1. Confirm QNAP NAS Compatibility:

    - Check supported QNAP NAS models.

2. Access the Download Page:

    - Look for the download link sent to your registered email address.

    - If you can't access the email, log in through website and follow the redirection to your server. Find downloads using the blue button on the right.

3. Download the QNAP Client:

    - Ensure you are on the "Backup Everything Business Client Backup" tab.

    - Scroll down to locate the QNAP client download option.

4. Install the QNAP Client:

    - Log in to your QNAP NAS and access the App Center.

- Click on the Cog icon in the top-right corner.
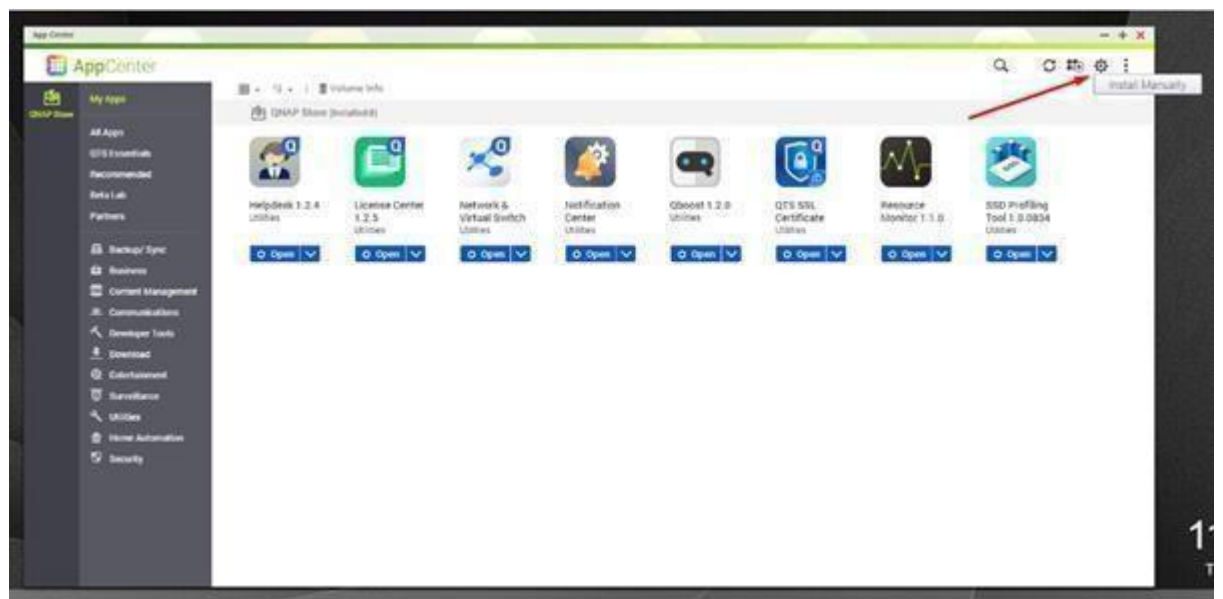
- Use the "Browse" button to navigate to the downloaded file.
- Double-click the file to select it, then press "install" to proceed.

Install Manually

To install a package, please follow the steps below:

1. Click here to browse more App add-ons including those newly developed ones from the Beta lab. You can download and unzip the add-ons to your computer.
App Development: If you would like to develop App add-ons, the QDK has the tools, documentation, and sample codes you need to create great applications.
2. Browse to the location where the unzipped file is, and then click [Install].

Note: QNAP recommends that you only install applications from the QTS App Center or the QNAP website. Applications downloaded from other sources are NOT authorized by QNAP and may harm your system, cause data loss, or leave your Turbo NAS open to attack. QNAP will not be held responsible for damage, loss or harm caused by unauthorized apps.

| | Browse... | Install |

Close

5. Access the Backup Everything Cloud Backup Client:

- After installation, find the Backup Everything Cloud Backup client on your QNAP NAS's main menu.

- Open it and select "login".

Create a Backup Set starting from here.

69. Configure Synology NAS Backup

Here are the steps to install the Synology backup client:

1. Check your email for a download link. If you can't find it, enter your login name to retrieve the link.

2. Click on the blue button in the top right corner of the page you're redirected to.
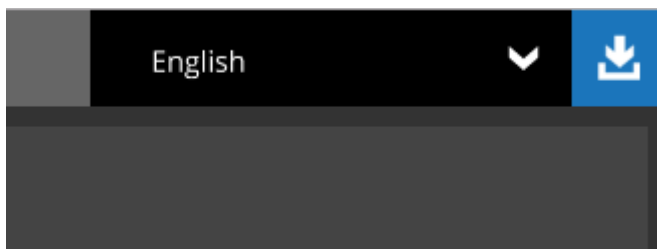
3. On the Download page, locate the Synology installer and note the URL under the Synology title.
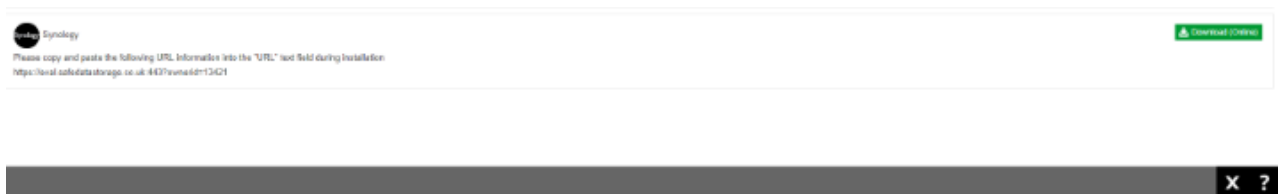
4. Log in to your Synology NAS and access the Package Center.

5. If not already installed, install JAVA 7 or JAVA 8. Newer NAS units may have this pre-installed.

6. Select "Manual Install" from the Package Center.
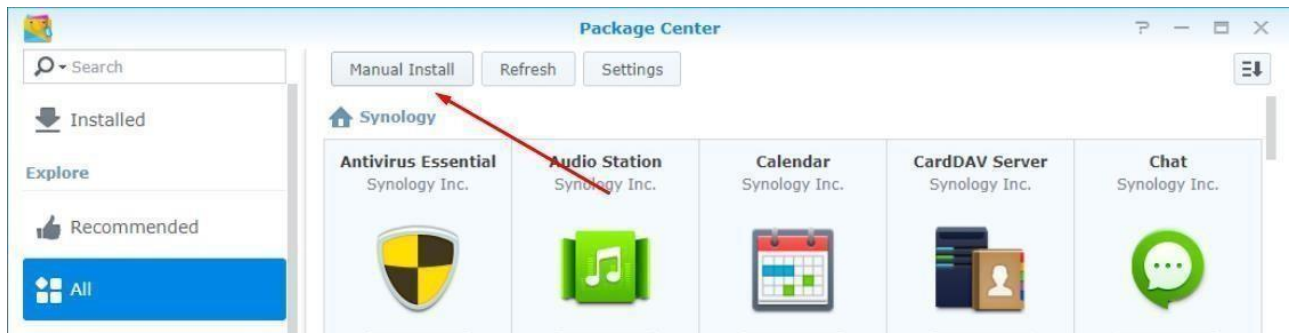
7. In the wizard that appears, click "Browse".
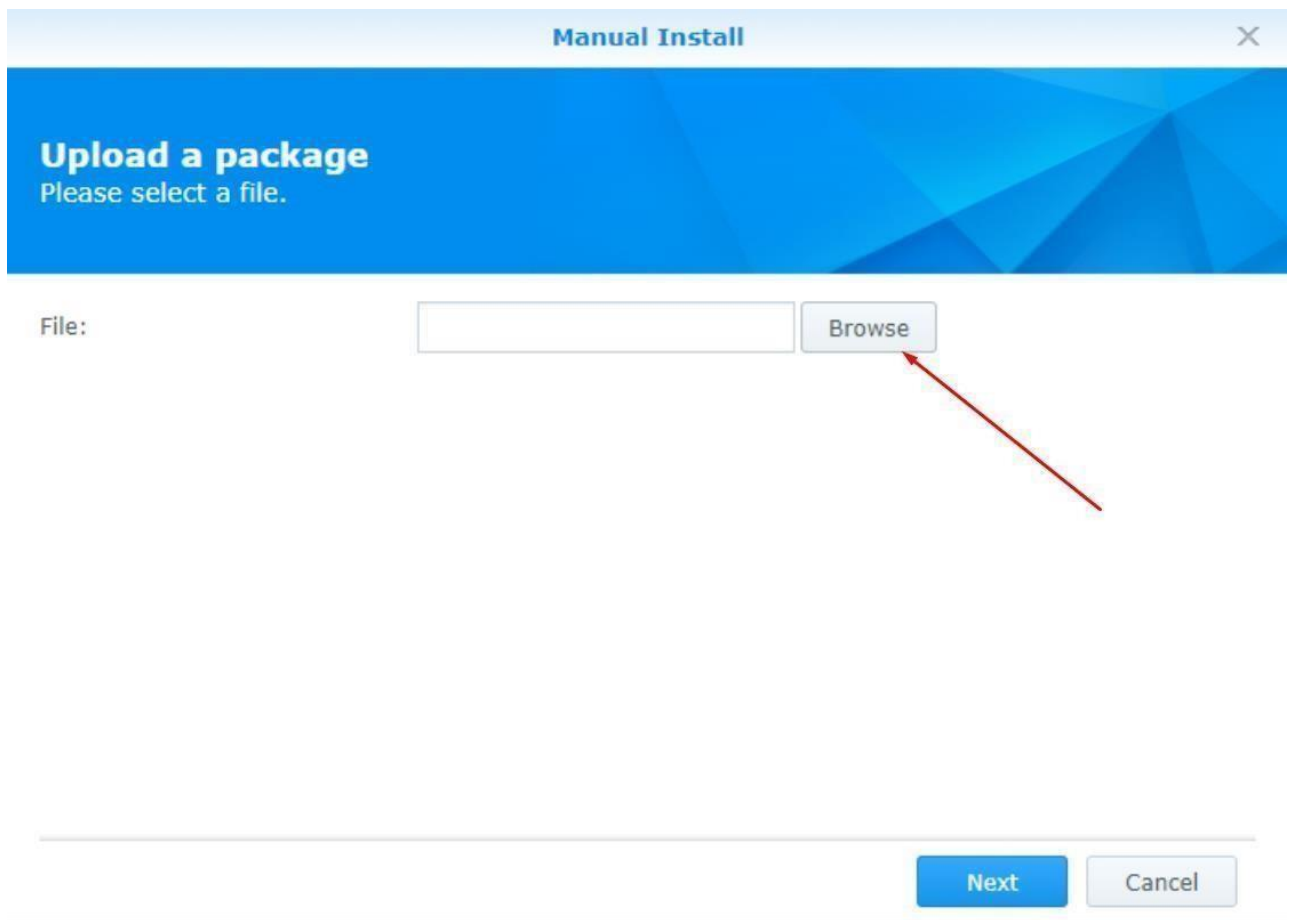
8. Choose the backup client installation file.
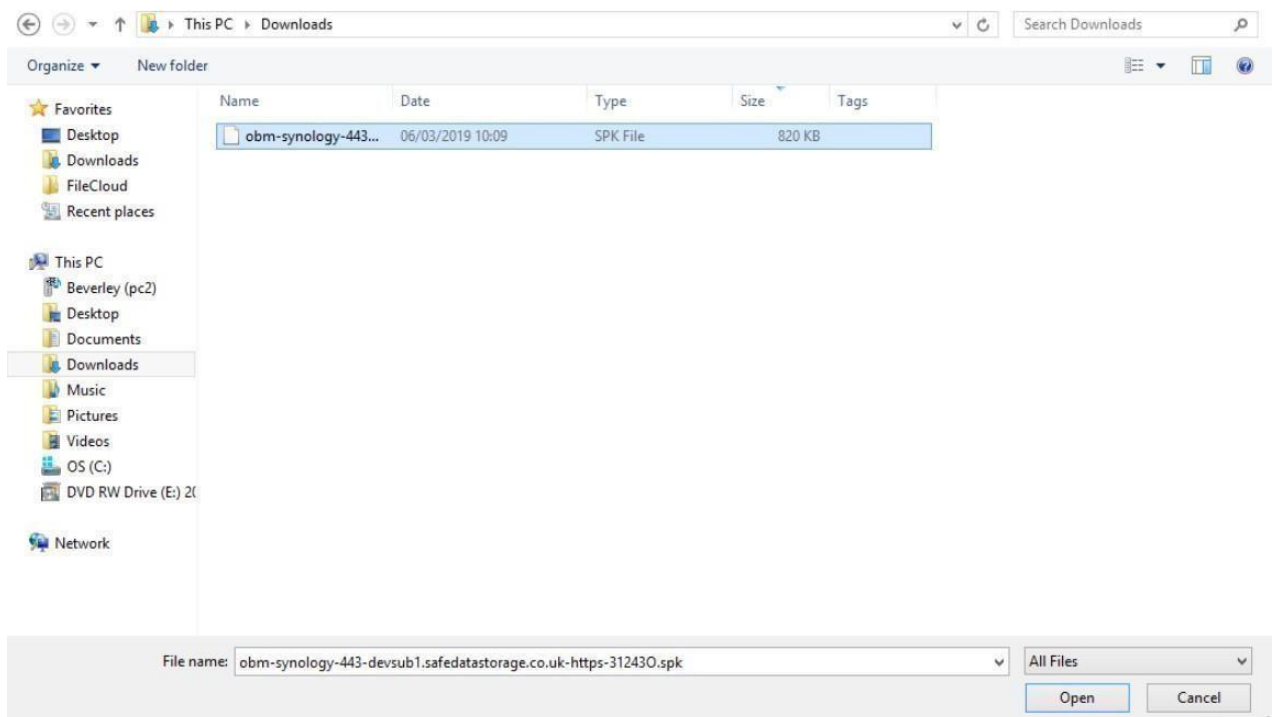
9. Accept the Terms and click "Next".

License Agreement
Please read the following license agreement before continuing.

✓ I accept the terms of the license agreement.

| Back | | Next | Cancel |

10. Enter the URL you noted earlier during the installer download and click "Next".

Please provide the URL of the CBS

Specify the URL

URL:

| Back | | Next | Cancel |

11. Click "Apply" to begin the installation.

Confirm settings
The wizard will apply the following settings and start updating the package.

Item	Value
Package name	
Version	8.1.0.50
Developer	
Description	Business Cloud Backup is a versatile backup application that backs up databases, applications and virtual machines to local and offsite destinations, e.g. local hard disk, on-premises backup appliance, and backup server located in datacenter.

Back   Apply   Cancel

12. Access the "All Apps" section, where you'll find the installed client (it may have a different name).

| Control Panel | File Station | EZ-Internet | DSM Help | Package Center | Resource Monitor | Storage Manager | Log Center |

| Security Advisor | Support Center | Java7 | Business Cloud Backup |
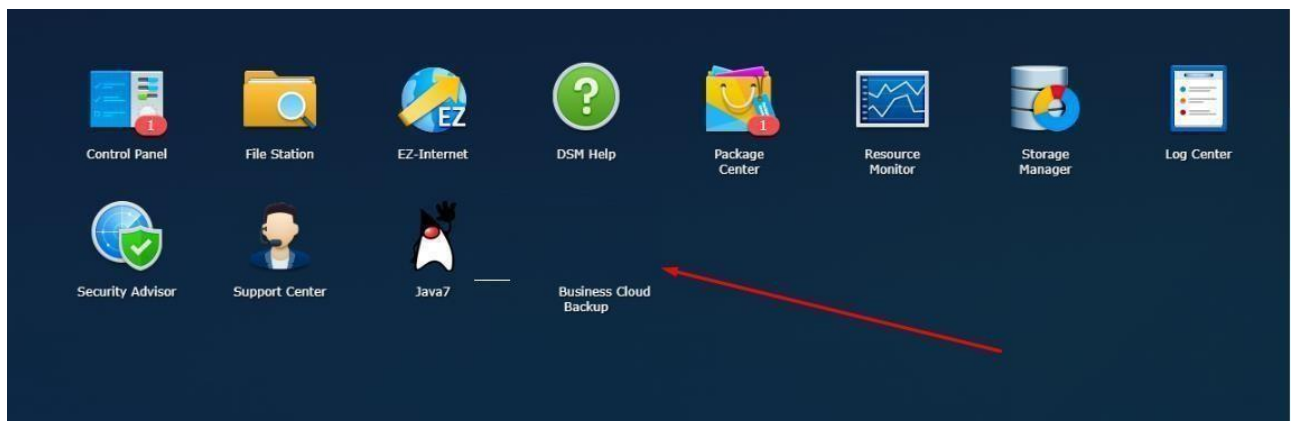
13. It load the backup client.

Simple & Secure
Online Backup
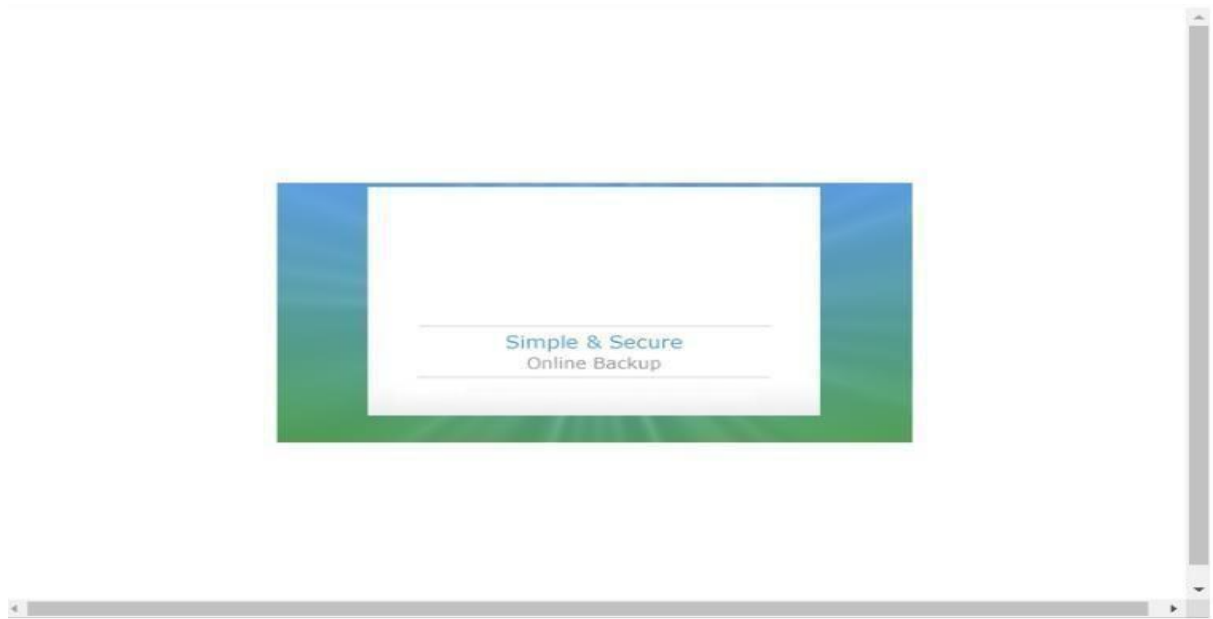
14. Launch the client and click "Login" using the details created on the portal.
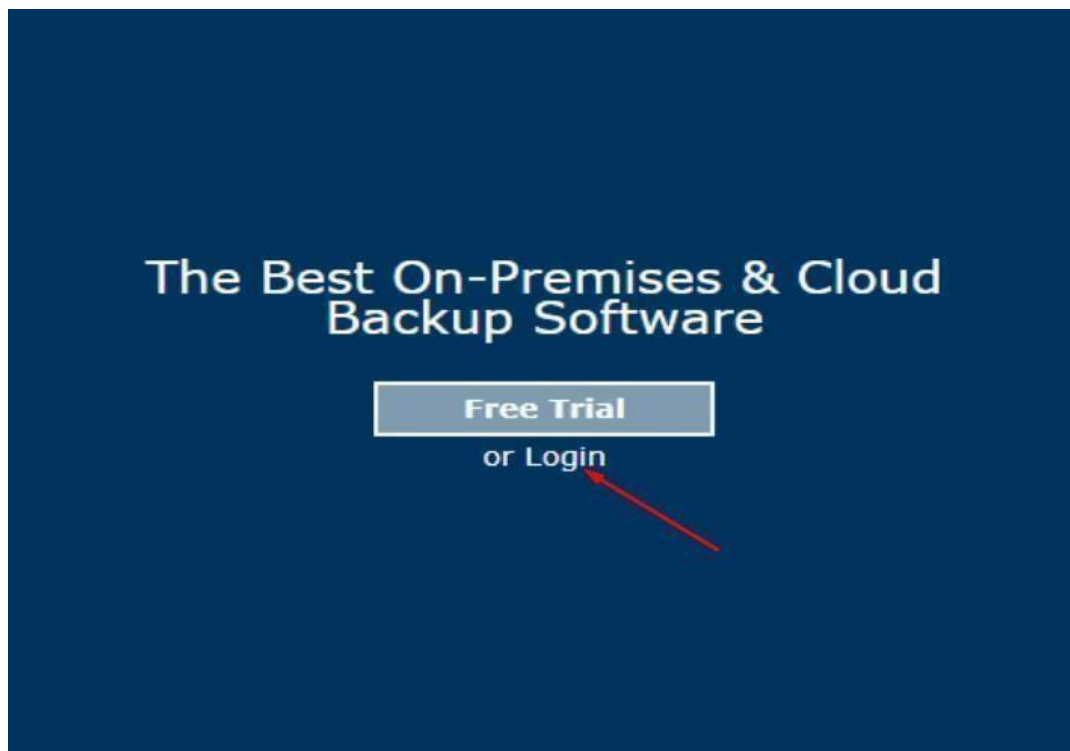
The Best On-Premises & Cloud
Backup Software

Free Trial
or Login

You can now continue to create a backup set.

70. Fixing SQL Backup Simple Mode Error

To resolve the Simple Mode error when backing up SQL databases and transaction logs simultaneously, error may appear like this:

"[Microsoft][ODBC SQL Server Driver][SQL Server]The statement BACKUP LOG is not allowed while the recovery model is SIMPLE. Use BACKUP DATABASE or change the recovery model using ALTER DATABASE".

1. Delete the "Transaction Log" schedule from the backup set schedule. This error occurs because the transaction logs cannot be backed up in SIMPLE recovery mode.

2. Modify the existing or create a new backup schedule for the database. Change the backup type to "full" and set it to run daily.

3. Save the changes to the schedule.

When the next scheduled backup runs, you should no longer encounter the Simple Mode error.

71. "Illegalbyte 1 of 1" Error in Backup Client

Follow the below steps to fix "Invalid byte 1 of 1-byte UTF-8 sequence" error:
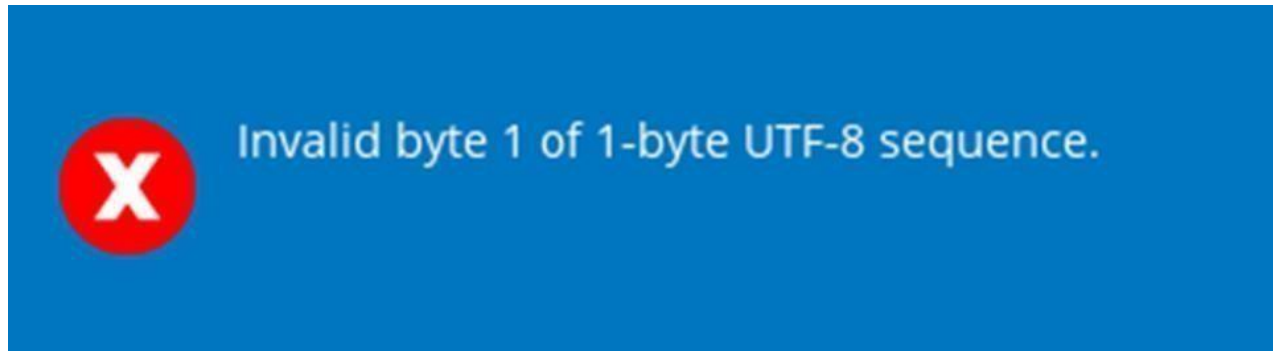
1. Navigate to the .acb (single user) or .obm (business user) folder on the C drive. (C:\Users[User name backup runs from][.acb or .obm])
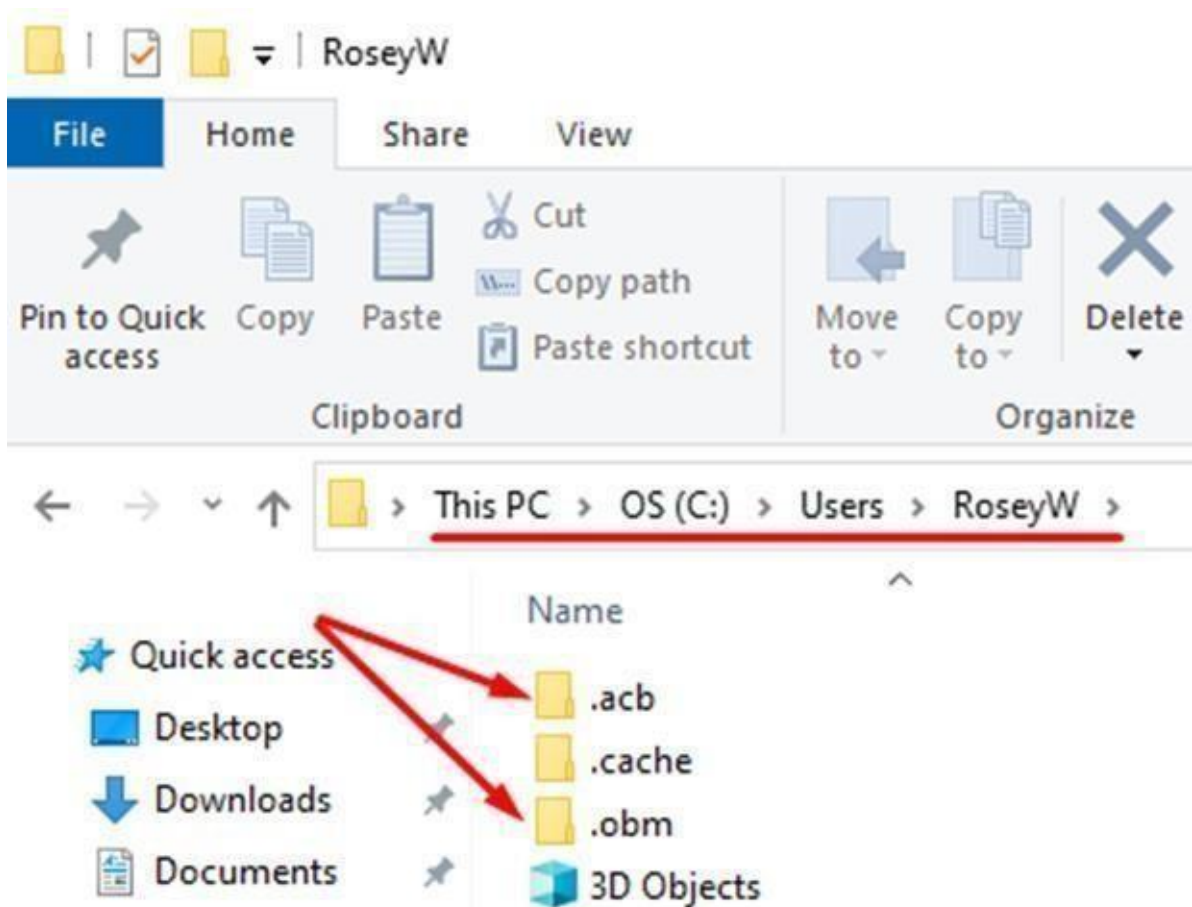
2. Move the .acb or .obm folder to the desktop.

3. Log back into the backup client, which should now open without errors.

4. Restart the backup service for good measure.

5. You can delete the old .acb or .obm folder, as a new one has been created.

72. Restart the Mac Backup Service

To restart the MAC Backup Service:

1. Open Terminal (Applications > Utilities > Terminal).

2. Make sure you have root user privileges. Type **su**, press Enter, and enter the root user password.

3. Navigate to the Backup Everything Program's bin directory. Use the following commands:

   - Type **ls** to list directories and confirm your location.

   - Use **cd ..** to move up directories until you see "Applications".

   - Type **cd Applications** (Note: Terminal commands are case-sensitive).

   - Enter **cd "Backup Everything Online Backup Manager"** if this is your folder name (use quotes for spaces). If it's a different folder name, use **ls** to list folders and find the correct one.

   - Enter **cd bin** to access the bin directory.

4. In the bin directory, run the following command:

   sudo ./Scheduler.sh

   If this command is correct, there won't be an error.

Your backups will now run at the scheduled time. Ensure the machine remains powered on and doesn't enter sleep mode around the backup time.

73. To Backup External Driveson Mac

To back up external drives on a Mac, follow these steps:

1. Access your Mac.

2. Click the "Apple" icon in the upper-left corner.

3. Select "System Preferences".

4. Choose "Security & Privacy".

5. Click "Full Disk Access" in the left column (You may need to enter your Mac user password to unlock this setting).

6. Click the "+" symbol to add the "Safe Data Storage" application.

7. Click "Open".

8. A message will appear indicating that "Safe Data Storage" will not have full disk access until it is quit.

9. Click "Quit Now".

74. Data Error (Cyclic Redundancy Check).rnrn

Error:
Data error (cyclic redundancy check)

Reason:

This error indicates that the backup process encountered a file or disk with corruption or hardware issues. A cyclic redundancy check (CRC) error typically means the system detected data corruption when reading from the disk or file, which can be caused by failing hardware, bad sectors, or damaged files.

Fix:

Try opening or copying the affected files to confirm they are accessible.

Run a disk check using chkdsk C: /f /r to repair any file system issues.

Make sure no other program is locking those files during backup. Inside temp folder If there are any files ending with ".lck", delete them.

If the issue repeats, remove the problem files temporarily from the backup set and test again.

75. QNAP Supported Devices & Requirements – v9

Here is a list of the supported QNAO devices for version 9 of the backup client.

Supported QTS Version	
QTS Version:	
4.1	
4.2	
4.3	
4.4	
4.5	
5.0.0	9.3.0.0 or above
5.0.1	9.3.2.72 or above
5.1	9.7.0.0 or above
5.1.1	9.7.2.0 or above
5.2	9.13.0.0 or above
QuTS hero h5.2	9.13.2.0 or above

Here are the hardware requirements.

Hardware Requirement
CPU: [1]
64-bit Dual Core architecture or above
[1] Due to the processing power required for compression, encryption, and delta generation. It is recommended the QNAP NAS should be installed with dual core CPU processors with sufficient memory. Intel CPU processor is recommended over other CPU processor type.
Memory: [2]
Minimum: **1024 MB** Recommended: **2 GB or more**
[2] The default Java heap size of AhsayOBM installation on QNAP NAS is 256 MB. 1 GB RAM or more is required to ensure application stability and optimal backup/restore performance.
Installation Space:
Minimum: **500 MB**
Network Protocol:
TCP / IP

76. Supported QNAP devices for version 8

Here is a list of the supported QNAP devices for version 8 of the backup client:

Supported QNAP NAS Models [1]		
System Model:	**CPU:**	**Supported Version:**
Enterprise - Enterprise ZFS NAS:		
ES1640dc v2	Intel Xeon E5-2420 v2	7.17.0.0 or above
Enterprise - SAS NAS:		
TES-3085U	Intel Xeon D-1521 / D-1531 / D-1548	7.17.0.0 or above
TES-1885U	Intel Xeon D-1521 / D-1531	7.17.0.0 or above
TDS-16489U	Intel Xeon E5-2620 / E5-2630 v3	7.17.0.0 or above
TVS-EC2480U-SAS-RP R2	Intel Xeon E3-1245 / E3-1246 v3 / Any compatible E3-1200 v3 processor	7.17.0.0 or above
TVS-EC1680U-SAS-RP R2	Intel Xeon E3-1245 / E3-1246 v3 / Any compatible E3-1200 v3 processor	7.17.0.0 or above
TVS-EC1580MU-SAS-RP R2	Intel Xeon E3-1245 / E3-1246 v3 / Any compatible E3-1200 v3 processor	7.17.0.0 or above
TVS-EC1280U-SAS-RP R2	Intel Xeon E3-1245 / E3-1246 v3 / Any compatible E3-1200 v3 processor	7.17.0.0 or above
Enterprise - Enterprise NAS:		
TS-EC2480U R2	Intel Xeon E3-1245 / E3-1246 v3 / Any compatible E3-1200 v3 processor	7.17.0.0 or above
TS-EC1680U R2	Intel Xeon E3-1245 / E3-1246 v3 / Any compatible E3-1200 v3 processor	7.17.0.0 or above
TS-EC1280U R2	Intel Xeon E3-1245 / E3-1246 v3 / Any compatible E3-1200 v3 processor	7.17.0.0 or above
TS-EC880U R2	Intel Xeon E3-1245 / E3-1246 v3 / Any compatible E3-1200 v3 processor	7.17.0.0 or above
TS-1685	Intel Xeon D-1521 / D-1531	7.17.0.0 or above
TS-1677X	AMD Ryzen 3 1200 / Ryzen 5 1600 / Ryzen 7 1700	7.17.0.0 or above
SMB - High-End:		
TS-1673U-RP	AMD R-Series RX-421ND	7.17.0.0 or above
TS-1673U	AMD R-Series RX-421ND	7.17.0.0 or above
TS-1277	AMD Ryzen 5 1600, Turbo Core 3.6 GHz	7.17.0.0 or above
TS-1273U-RP	AMD R-Series RX-421ND	7.17.0.0 or above
TS-877	AMD Ryzen 5 1600, Turbo Core 3.6 GHz	7.17.0.0 or above
TS-873U-RP	AMD R-Series RX-421ND	7.17.0.0 or above
TS-873U	AMD R-Series RX-421ND	7.17.0.0 or above
TS-677	AMD Ryzen 5 1600, Turbo Core 3.6 GHz	7.17.0.0 or above
TVS-873e	AMD R-Series RX-421BD	7.17.0.0 or above
TVS-873	AMD R-Series RX-421BD	7.17.0.0 or above
TVS-673e	AMD R-Series RX-421BD	7.17.0.0 or above
TVS-673	AMD R-Series RX-421BD	7.17.0.0 or above
TVS-473e	AMD R-Series RX-421BD	7.17.0.0 or above
TVS-473	AMD R-Series RX-421BD	7.17.0.0 or above

SMB - Middle-Range:

TS-1635AX	Marvell Armada 8040	7.17.0.0 or above
TS-1635	Annapurna Labs Alpine AL-514	7.17.0.0 or above
TS-1263XU-RP	AMD G-Series GX-420MC	7.17.0.0 or above
TS-1263XU	AMD G-Series GX-420MC	7.17.0.0 or above
TS-1263U-RP	AMD Quad-core 64-bit 2.0GHz	7.17.0.0 or above
TS-1263U	AMD Quad-core 64-bit 2.0GHz	7.17.0.0 or above
TS-963X	AMD G-Series GX-420MC	7.17.0.0 or above
TS-873	AMD R-Series RX-421ND	7.17.0.0 or above
TS-863XU-RP	AMD G-Series GX-420MC	7.17.0.0 or above
TS-863XU	AMD G-Series GX-420MC	7.17.0.0 or above
TS-863U-RP	AMD Quad-core 64-bit 2.0GHz	7.17.0.0 or above
TS-863U	AMD Quad-core 64-bit 2.0GHz	7.17.0.0 or above
TS-673	AMD R-Series RX-421ND	7.17.0.0 or above
TS-563	AMD G-Series GX-420MC	7.17.0.0 or above
TS-473	AMD R-Series RX-421ND	7.17.0.0 or above
TS-463XU-RP	AMD G-Series GX-420MC	7.17.0.0 or above
TS-463XU	AMD G-Series GX-420MC	7.17.0.0 or above
TS-463U-RP	AMD Quad-core 64-bit 2.0GHz	7.17.0.0 or above
TS-463U	AMD Quad-core 64-bit 2.0GHz	7.17.0.0 or above
TS-451	Intel Celeron 2.41GHz	7.17.1.10 or above
TS-253A	Intel Celeron N3150 / N3160	7.17.0.0 or above
TVS-863+	AMD G-series GX-424CC	7.17.0.0 or above
TVS-863	AMD G-series GX-424CC	7.17.0.0 or above
TVS-663	AMD G-series GX-424CC	7.17.0.0 or above
TVS-463	AMD G-series GX-424CC	7.17.0.0 or above

SMB - Entry-Level:

TS-1232XU-RP	Annapurna Labs Alpine AL-324	7.17.0.0 or above
TS-1232XU	Annapurna Labs Alpine AL-324	7.17.0.0 or above
TS-1231XU-RP	Annapurna Labs Alpine AL-314	7.17.0.0 or above
TS-1231XU	Annapurna Labs Alpine AL-314	7.17.0.0 or above
TS-1079 PRO+	Intel Core i3-2120	7.17.0.0 or above
TS-932X	Annapurna Labs Alpine AL-324	7.17.0.0 or above
TS-832XU-RP	Annapurna Labs Alpine AL-324	7.17.0.0 or above
TS-832XU	Annapurna Labs Alpine AL-324	7.17.0.0 or above
TS-831XU-RP	Annapurna Labs Alpine AL-314	7.17.0.0 or above
TS-831XU	Annapurna Labs Alpine AL-314	7.17.0.0 or above
TS-831X	Annapurna Labs Alpine AL-314	7.17.0.0 or above
TS-809 PRO	Intel Core E7400	7.17.0.0 or above
TS-432XU-RP	Annapurna Labs Alpine AL-324	7.17.0.0 or above
TS-432XU	Annapurna Labs Alpine AL-324	7.17.0.0 or above
TS-431XU-RP	Annapurna Labs Alpine AL-314	7.17.0.0 or above
TS-431XU	Annapurna Labs Alpine AL-314	7.17.0.0 or above
TS-431X2	Annapurna Labs Alpine AL-314	7.17.0.0 or above
TS-431X	Annapurna Labs Alpine AL-212	7.17.0.0 or above
TS-531X	Annapurna Labs Alpine AL-314	7.17.0.0 or above
TS-259 PRO+	Intel Atom D525	7.17.0.0 or above

Home - High-End:

TS-251+	Intel(R) Celeron(R) J1900	7.17.0.0 or above

Home - Middle-Range:

TS-431P2	Annapurna Labs Alpine AL-314	7.17.0.0 or above
TS-431P [2]	Annapurna Labs Alpine AL-212	7.17.0.0 or above
TS-328	Realtek RTD1295	7.17.0.0 or above
TS-231P2	Annapurna Labs Alpine AL-314	7.17.0.0 or above
TS-231P [2]	Annapurna Labs Alpine AL-212	7.17.0.0 or above
TS-131P [2]	Annapurna Labs Alpine AL-212	7.17.0.0 or above

Home - Entry-Level:

TS-228A	Realtek RTD1295	7.17.0.0 or above
TS-228	Realtek RTD1195	7.17.0.0 or above
TS-128A	Realtek RTD1295	7.17.0.0 or above
TS-128	Realtek RTD1195	7.17.0.0 or above

77. Supported Synology NAS – v8

Here is a list of the supported Synology devices for version 8 of the backup client.

Supported Synology NAS Models			
System Model:	**CPU:** [1] **:**	**JDK:**	**Supported Version:**
x19 Series:			
DiskStation DS119j	Marvell Armada 3700 88F3720	Oracle JDK 8	8.1.0.0 or above
RackStation RS1219+	Intel Atom C2538	OpenJDK	8.1.0.0 or above
x18 Series:			
FlashStation FS1018	Intel Pentium D1508	OpenJDK	8.1.0.0 or above
DiskStation DS118	Realtek RTD1296	Oracle JDK 8	8.1.0.0 or above
DiskStation DS218	Realtek RTD1296	Oracle JDK 8	8.1.0.0 or above
DiskStation DS218j	Marvell Armada 385 88F6820	Oracle JDK 7	8.1.0.0 or above
DiskStation DS218play	Realtek RTD1296	Oracle JDK 8	8.1.0.0 or above
DiskStation DS218+	Intel Celeron J3355	OpenJDK	8.1.0.0 or above
DiskStation DS418	Realtek RTD1296	Oracle JDK 8	8.1.0.0 or above
DiskStation DS418j	Realtek RTD1293	Oracle JDK 8	8.1.0.0 or above
DiskStation DS418play	Intel Celeron J3355	OpenJDK	8.1.0.0 or above
DiskStation DS718+	Intel Celeron J3455	OpenJDK	8.1.0.0 or above
DiskStation DS918+	Intel Celeron J3455	OpenJDK	8.1.0.0 or above
DiskStation DS1618+	Intel Atom C3538	OpenJDK	8.1.0.0 or above
DiskStation DS3018xs	Intel Pentium D1508	OpenJDK	8.1.0.0 or above
DiskStation RS818+	Intel Atom C2538	OpenJDK	8.1.0.0 or above
DiskStation RS818RP+	Intel Atom C2538	OpenJDK	8.1.0.0 or above
RackStation RS2418+	Intel Atom C3538	OpenJDK	8.1.0.0 or above
RackStation RS2418RP+	Intel Atom C3538	OpenJDK	8.1.0.0 or above
RackStation RS2818RP+	Intel Atom C3538	OpenJDK	8.1.0.0 or above
RackStation RS3618xs	Intel Xeon D-1521	OpenJDK	8.1.0.0 or above

x17 Series:

FlashStation FS2017	Intel Xeon D1541	OpenJDK	8.1.0.0 or above
FlashStation FS3017	Intel Xeon E5-2620 v3 x 2	OpenJDK	8.1.0.0 or above
DiskStation DS1517	Annapurna Labs Alpine AL314	Oracle JDK 7	8.1.0.0 or above
DiskStation DS1517+	Intel Atom C2538	OpenJDK	8.1.0.0 or above
DiskStation DS1817	Annapurna Labs Alpine AL314	Oracle JDK 7	8.1.0.0 or above
DiskStation DS1817+	Intel Atom C2538	OpenJDK	8.1.0.0 or above
DiskStation DS3617xs	Intel Xeon D1527	OpenJDK	8.1.0.0 or above
RackStation RS217	Marvell Armada 385 88F6820	Oracle JDK 7	8.1.0.0 or above
RackStation RS3617xs	Intel Xeon E3-1230 v2	OpenJDK	8.1.0.0 or above
RackStation RS3617xs+	Intel Xeon D1531	OpenJDK	8.1.0.0 or above
RackStation RS3617RPxs	Intel Xeon D1521	OpenJDK	8.1.0.0 or above
RackStation RS4017xs+	Intel Xeon D1541	OpenJDK	8.1.0.0 or above
RackStation RS18017xs+	Intel Xeon D1531	OpenJDK	8.1.0.0 or above

x16 Series:

DiskStation DS116	Marvell Armada 385 88F6820	Oracle JDK 7	8.1.0.0 or above
DiskStation DS216	Marvell Armada 385 88F6820	Oracle JDK 7	8.1.0.0 or above
DiskStation DS216j	Marvell Armada 385 88F6820	Oracle JDK 7	8.1.0.0 or above
DiskStation DS216+	Intel Celeron N3050	OpenJDK	8.1.0.0 or above
DiskStation DS216+II	Intel Celeron N3050	OpenJDK	8.1.0.0 or above
DiskStation DS216se	Marvell Armada 370 88F6707	Oracle JDK 7	8.1.0.0 or above
DiskStation DS416	Annapurna Alpine AL212	Oracle JDK 7	8.1.0.0 or above
DiskStation DS416j	Marvell Armada 388 88F6828	Oracle JDK 7	8.1.0.0 or above
DiskStation DS416slim	Marvell Armada 385 88F6820	Oracle JDK 7	8.1.0.0 or above
DiskStation DS416play	Intel Celeron N3060	OpenJDK	8.1.0.0 or above
DiskStation DS716+	Intel Celeron N3150	OpenJDK	8.1.0.0 or above
DiskStation DS716+II	Intel Celeron N3160	OpenJDK	8.1.0.0 or above
DiskStation DS916+	Intel Pentium N3710	OpenJDK	8.1.0.0 or above
RackStation RS2416+	Intel Atom C2538	OpenJDK	8.1.0.0 or above
RackStation RS2416RP+	Intel Atom C2538	OpenJDK	8.1.0.0 or above
RackStation RS18016xs+	Intel Xeon E3-1230 v2	OpenJDK	8.1.0.0 or above

x15 Series:

DiskStation DS115	Marvell Armada 375	Oracle JDK 7	8.1.0.0 or above
DiskStation DS115j	Marvell Armada 370	Oracle JDK 7	8.1.0.0 or above
DiskStation DS215j	Marvell Armada 375	Oracle JDK 7	8.1.0.0 or above
DiskStation DS215+	Annapurna Alpine AL212	Oracle JDK 7	8.1.0.0 or above
DiskStation DS415+	Intel Atom C2538	OpenJDK	8.1.0.0 or above
DiskStation DS715	Annapurna Alpine AL314	Oracle JDK 7	8.1.0.0 or above
DiskStation DS1515	Annapurna Alpine AL314	Oracle JDK 7	8.1.0.0 or above
DiskStation DS1515+	Intel Atom C2538	OpenJDK	8.1.0.0 or above
DiskStation DS1815+	Intel Atom C2538	OpenJDK	8.1.0.0 or above
DiskStation DS2015xs	Annapurna Alpine AL514	Oracle JDK 7	8.1.0.0 or above
DiskStation DS2415+	Intel Atom C2538	OpenJDK	8.1.0.0 or above
DiskStation DS3615xs	Intel Core i3-4130	OpenJDK	8.1.0.0 or above
RackStation RS815	Marvell Armada XP	Oracle JDK 7	8.1.0.0 or above
RackStation RS815+	Intel Atom C2538	OpenJDK	8.1.0.0 or above
RackStation RS815RP+	Intel Atom C2538	OpenJDK	8.1.0.0 or above

x14 Series:

DiskStation DS114	Marvell Armada 370	Oracle JDK 7	8.1.0.0 or above
DiskStation DS214se	Marvell Armada 370	Oracle JDK 7	8.1.0.0 or above
DiskStation DS214	Marvell Armada XP	Oracle JDK 7	8.1.0.0 or above
DiskStation DS214+	Marvell Armada XP	Oracle JDK 7	8.1.0.0 or above
DiskStation DS414	Marvell Armada XP	Oracle JDK 7	8.1.0.0 or above
DiskStation DS414j	Mindspeed Comcerto C2000	Oracle JDK 7	8.1.0.0 or above
DiskStation DS414slim	Marvell Armada 370	Oracle JDK 7	8.1.0.0 or above
RackStation RS214	Marvell Armada 370	Oracle JDK 7	8.1.0.0 or above
RackStation RS814	Marvell Armada XP MV78230	Oracle JDK 7	8.1.0.0 or above
RackStation RS814+	Intel Atom D2700	OpenJDK	8.1.0.0 or above
RackStation RS814RP+	Intel Atom D2700	OpenJDK	8.1.0.0 or above
RackStation RS2414+	Intel Atom D2700	OpenJDK	8.1.0.0 or above
RackStation RS2414RP+	Intel Atom D2700	OpenJDK	8.1.0.0 or above
RackStation RS3614xs	Intel Core i3-4130	OpenJDK	8.1.0.0 or above
RackStation RS3614xs+	Intel Xeon E3-1230 v2	OpenJDK	8.1.0.0 or above
RackStation RS3614RPxs	Intel Xeon E3-1230 v2	OpenJDK	8.1.0.0 or above

x13 Series:

DiskStation DS213j	Marvell Armada 370	Oracle JDK 7	8.1.0.0 or above
DiskStation DS713+	Intel Atom D2700	OpenJDK	8.1.0.0 or above
DiskStation DS1513+	Intel Atom D2700	OpenJDK	8.1.0.0 or above
DiskStation DS1813+	Intel Atom D2700	OpenJDK	8.1.0.0 or above
DiskStation DS2413+	Intel Atom D2700	OpenJDK	8.1.0.0 or above
RackStation RS3413xs+	Intel Xeon E3-1230 v2	OpenJDK	8.1.0.0 or above
RackStation RS10613xs+	Intel Xeon E3-1230	OpenJDK	8.1.0.0 or above

78. SQLite index corruption

If you see the following message similar to this:

org.sqlite.SQLiteException: [SQLITE_CORRUPT_INDEX] SQLite detected an entry is or was missing from an index (database disk image is malformed)

Fix:
Change the temporary directory path to a new clean location and rerun the backup.

If issue persists, recreate the backup set to generate a fresh index database.

79. Platform does not support UNC path

If you see the following message similar to this:
Platform does not support UNC path (\X.X.X.X \X).

Reason: The selected source path points to a UNC share on the Synology NAS. The backup agent cannot directly back up data from a UNC path — the files must reside on the NAS itself to be accessible.

Fix: Remove the UNC path (\192.168.88.18\sic) from the backup source and ensure that the data is placed directly on the NAS for backup.

80. Understanding RetentionPolicy

Issue:
You may see greyed-out items in recent backups or completely empty file lists when browsing older restore points.

Explanation:
This is normal system behavior controlled by your **Retention Policy**:

- **Greyed-outitems** = Files are under active retention management
  - Files are still stored and restorable
  - Greyed appearance indicates they're being managed for future archiving/deletion
  - Typically seen in recent backup points

- **Empty restore points** = Files have been removed by retention policy
  - Backup files have been automatically deleted after retention period expired
  - Only the job record remains; no files available for restore
  - Typically seen in older backup points beyond retention period

Select what to restore

| Choose from files as of job ⌄ | 05/01/2025 ⌄ | Latest ⌄ |

Folders	Name	Size	Date modified
⊟ 🖥 Singapore			
⊟ 🔶 GERMAXCOSVR (SQL SER			
📁 System Databases			

Resolution:

- This confirms your retention policy is working correctly
- To modify retention settings: Refer to point **46. Change Retention Period** for detailed steps

81. Unable To Create Temp Directory (0B)

To resolve the issue, verify that the 'SYSTEM' account and the 'Administrators' security group are both granted 'Full Control' permissions over the specified directory.

```
Using Temporary Directory D:\TMP\1753857692533\Predefined@-1743175287968
Estimated time left     0 sec
Backed up               0B (0 file, 0 directory, 0 link)
Elapsed time            10 min 0 sec
Transfer rate           0bit/s
```
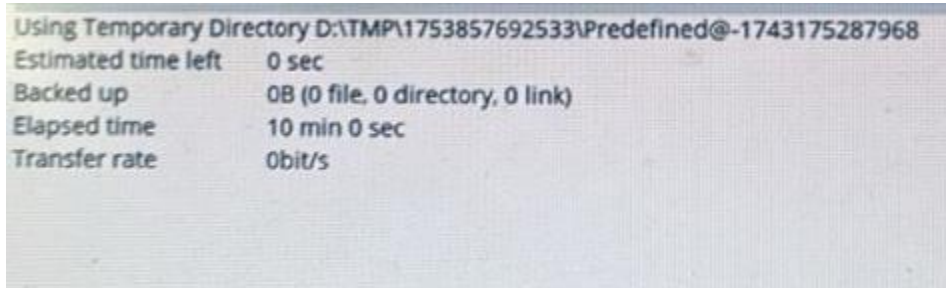
82. How to remove a backup set from a device.

If you have access to the client then delete from there or if not contact us.

83. How to delete an account.

Contact us to remove an account.

84. Concurrent Backup Job / Locked Index (BJW.exe Process) Error.

Error Example:
com.ahsay.afc.cloud.h: [ObsManager.logStartBackup] Failed to log start backup
Cause:
This error occurs when a previous backup job did not close properly, leaving the index or BJW.exe process locked. As a result, any new backup attempt detects a running job and fails to start.
Fix:
Open Task Manager on the affected machine.

Locate and end all **BJW.exe** processes.

Restart the backup service or the application.

Rerun the backup job manually.