

Cloud Backup™ User Guide (for Android)



Disclaimer

Information in this document is subject to change without notice and does not represent a commitment on the part of ASIGRA Inc.

ASIGRA Inc. makes no representation or warranty, express, implied, or statutory, with respect to, and assumes no responsibility for the accuracy, completeness, sufficiency or usefulness of the information contained herein.

This document may contain sample screen shots, used to demonstrate Partner procedures. All information appearing in this document is used for illustration purposes only, and it should be considered fictitious.

Copyright

The software described in this document is furnished under a license agreement. It is against the law to copy the software on any medium except as specifically allowed in the license agreement.

“Asigra”, the Asigra logo, “Asigra Cloud Backup”, “Recovery is Everything”, and “Recovery License Model” are trademarks of Asigra Inc. All other brand and product names are, or may be trademarks of their respective owners.

Document Prepared by:	Your Service Provider:
Asigra Inc.	Partner telecommunications Ltd
1120 Finch Avenue West, Suite 400	□
Toronto, Ontario, CANADA M3J 3H7	□
info@asigra.com	□
www.asigra.com	www.partner.co.il

Document Revision History Table

This shows the major changes made to this document from version to version.

Version/Date	Notes
v13.1 [Revision Date: March 11, 2016]	
	<ul style="list-style-type: none">• "Configure the Cloud Backup app to connect to a Cloud Backup Server" on page 6•

- User Guide** 5
 - Configure the Cloud Backup app to connect to a Cloud Backup Server** 6
 - Start Cloud Backup app** 9
 - Working with your Backup Set** 10
 - Edit the Backup Set 10
 - Backup (Scheduled & On-Demand) 13
 - Restore 15
 - Delete 19
 - Logs (Activity & Event)** 20
 - Troubleshooting: Re-registering Cloud Backup** 21
 - In-Depth: Network Type Detection (WiFi, 3G, ...)** 22

User Guide

This user guide is for the Cloud Backup app for Android devices (tablets & smartphones). The screenshots in this document are taken from a Samsung Nexus smartphone, but due to screen size differences, some screens may differ slightly.

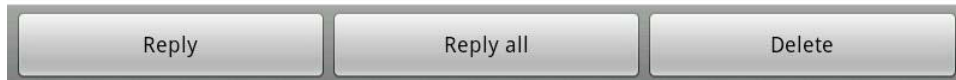
Configure the Cloud Backup app to connect to a Cloud Backup Server

Before using the Cloud Backup app, you must configure the settings to point your mobile device to a Cloud Backup server (called a DS-System).

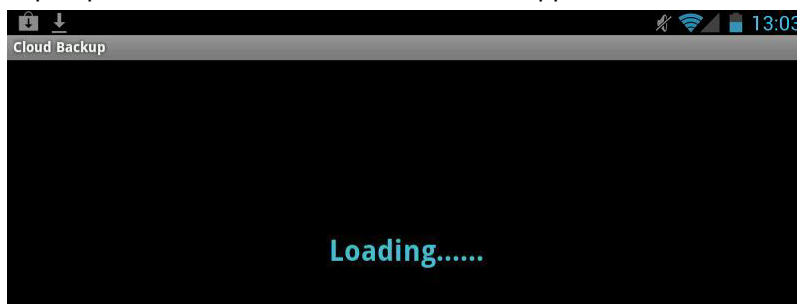
1. Download the Cloud Backup app from your Service Provider.
 - Your Service Provider will maintain the latest compatible version of the Cloud Backup app on their website, FTP, DS-NOC or other server.

Note: Do not download or update your Cloud Backup app with the one listed in Google Play unless instructed to do so by your Service Provider. The version on GooglePlay is maintained for demonstration purposes only and may not be compatible with your Service Provider's DS-System.

2. If you have already registered for a DS-Client with a Service Provider, you may have received a CRI (Customer Registration Information) file by E-Mail.



3. Tap "Open" on the CRI attachment file. The app initializes.



- The "EULA" screen appears. Before you can proceed, you must agree to the End User License Agreement by tapping "Accept". Afterwards, this screen will

not appear.



4. The “Cloud Backup settings” screen appears.



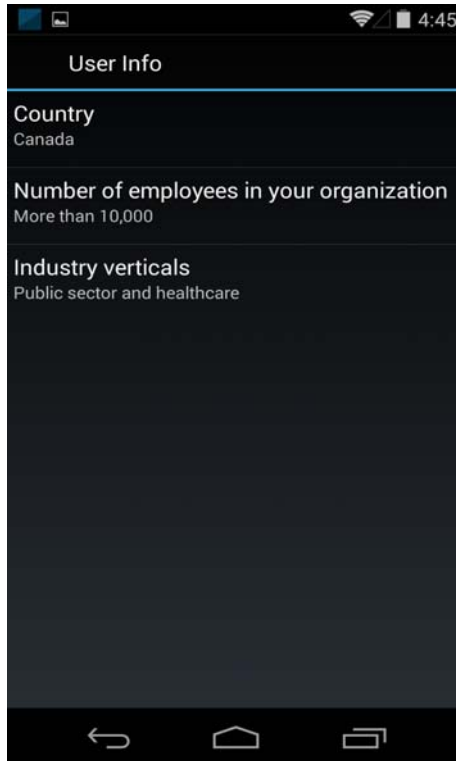
5. You must configure the DS-System where the Cloud Backup app will send your mobile device's backup data. This information (with the exception of the Private Key) is supplied by your Service Provider in the CRI file (or you can type the information in manually to an empty screen).

Field Descriptions	
Service Provider Name	(Optional) You can enter this information, if desired.
DS-System IP Address	The IP address for the Cloud connection.
DS-System Port Number	By default, this is 4401. It should not be changed.
Account Number	The Account number assigned to you by your Cloud Backup Service Provider.
DS-Client Number	The unique client number that is assigned to this Cloud Backup app installation.

<p>Account Encryption Key</p> <ul style="list-style-type: none"> This key is normally supplied by your Service Provider. 	<ul style="list-style-type: none"> AES128 Encryption is used with the Account Key. This key is 16-characters long and has the same auto-complete as the Private Key. If you enter a shorter string, an ‘auto-complete’ feature repeats the string you entered from the start until 16 characters are filled. <p>For example:</p> <ul style="list-style-type: none"> “123” will become “1231231231231231”; “abc12” will become “abc12abc12abc12a”
<p>Private Encryption Key</p>	<p>Your encryption key to be used for data that comes uniquely from your mobile device.</p> <ul style="list-style-type: none"> AES128 Encryption is used with the Private Key. This key is 16-characters long. (Auto-complete for shorter strings applies in the same way as the Account Key.)

NOTE: If your Service Provider enables “Encryption Key Forwarding”, the Account and Private Encryption Keys are forwarded (in encrypted format) to the DS-System. This means your Service Provider will be able to create a valid .CRI file containing the encrypted keys, which will be able to recreate a working version of this DS-Client.

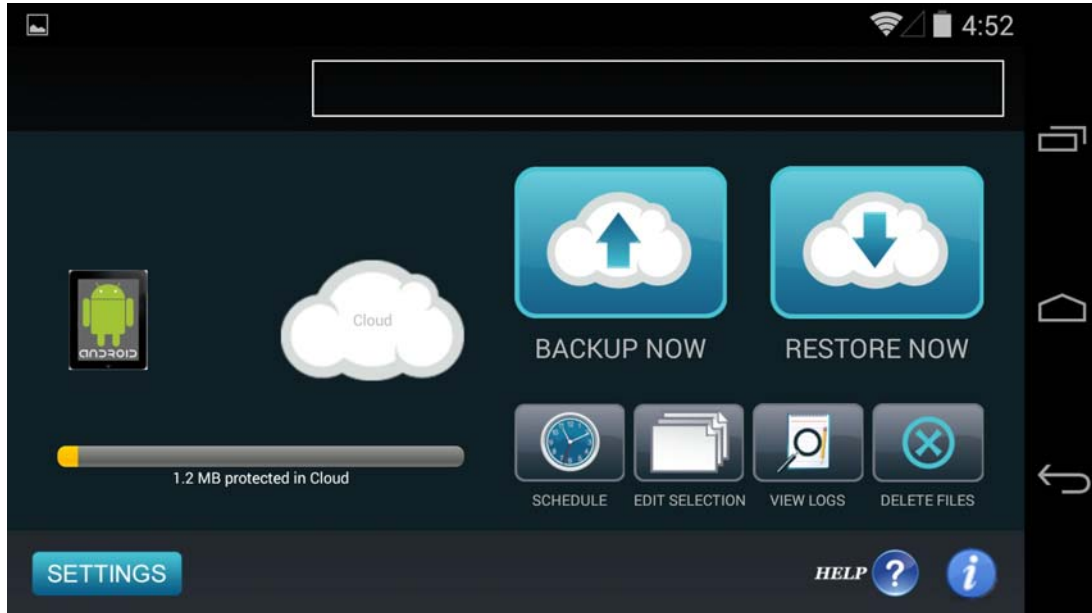
- Tap “OK”. A “User Info” popup screen appears.





- You must supply the requested information about your organization.
- Tap “OK”. Once these settings are configured, your Cloud Backup app should be able to perform backup and restore with the Cloud Backup server.

Start Cloud Backup app

1. On the Android main screen, tap the “Cloud Backup” app icon.
2. A “loading” screen appears as the app initializes.
3. The Cloud Backup app screen appears.



4. The following set of buttons allow you to manage your backup:

Button Descriptions	
Backup Now	See “Backup on demand” on page 13.
Restore Now	See “Restore” on page 15.
Schedule	See “Schedule your backup set” on page 14.
Edit Selection	See “Edit the Backup Set” on page 10.
View Logs	See “Logs (Activity & Event)” on page 20.
Delete Files	See “Delete” on page 19.
Settings	See “Configure the Cloud Backup app to connect to a Cloud Backup Server” on page 6.
Help 	Opens this PDF user guide.
About 	Opens an “About” screen with general information about the product.

Working with your Backup Set

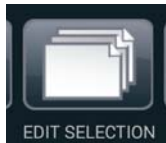
Activities on Cloud Backup app center around the backup set. A default backup set is created at installation time. All the activities you perform on the Cloud Backup app will be related to this backup set:

- [“Edit the Backup Set” on page 10](#)
- [“Backup \(Scheduled & On-Demand\)” on page 13](#)
- [“Restore” on page 15](#)
- [“Delete” on page 19](#)

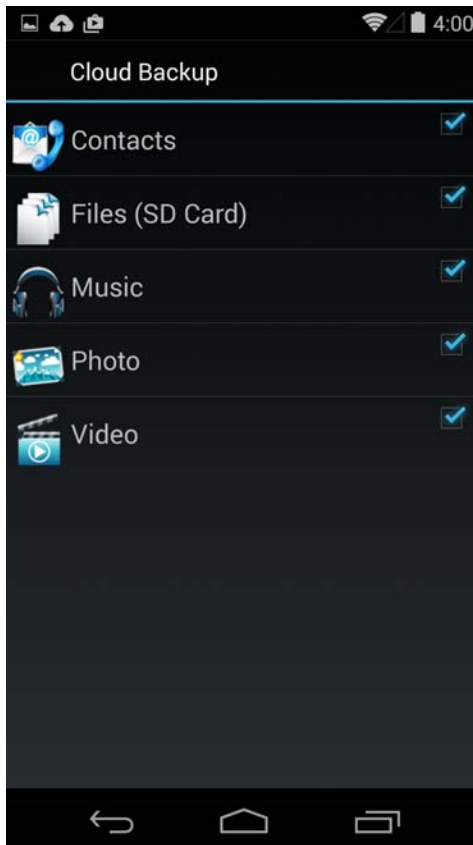
Edit the Backup Set

The default backup set is created at installation time on your Android device. You can change the items selected for backup, depending on your requirements.

1. Tap the “Edit Selection” button.



2. The “Edit Selection” screen appears.




3. Tap to select the items you would like to backup from your Android device. (Tap the checkbox beside an item to select all its data and sub-items. Tap on the item name to see if you can select sub-items individually.):

- **Contacts:** Backup contacts on your device. If selected, all contacts on your device will be backed up.
 - **Files (SD Card):** Backup data files from any SD Card attached to your device. Tap to select individual folders or files for backup. (See “Select Files from an SD Card for backup” on page 11.)
 - **Music:** Backup music files on your device. Tap to select individual music files for backup. (See “Select Music files for backup” on page 12.)
 - **Photo:** Backup photos on your device. If selected, all photos on your device will be backed up.
 - **Video:** Backup videos on your device. If selected, all videos on your device will be backed up.
4. Once an item is selected (with a checkbox), it is configured for backup.
- Note: A new generation (different version) of a selected item is only backed up if changes have occurred since the previous backup.*

Select Files from an SD Card for backup

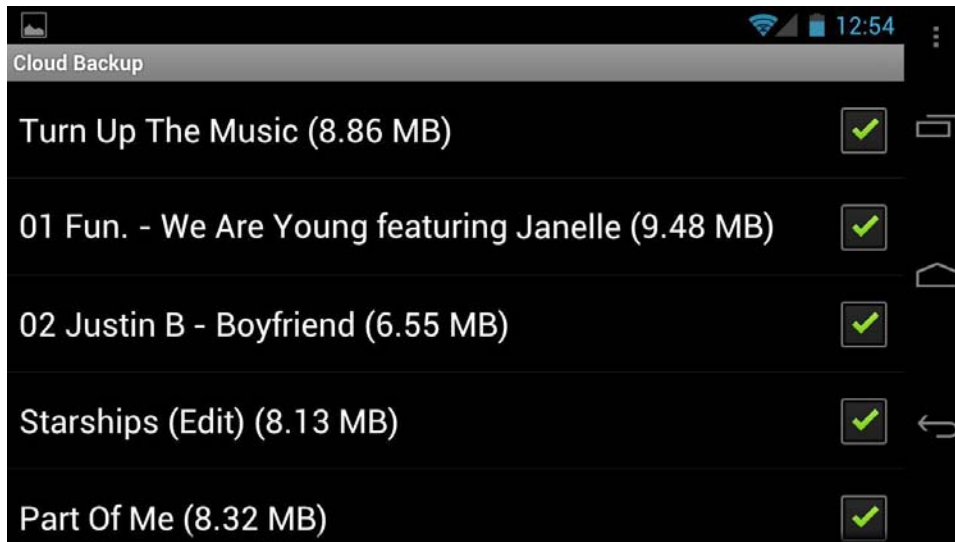
Tapping “Files (SD Card)” opens another screen with additional backup sub-items.



- This screen contains a list of SD Card(s) on your Android device that can be backed up.
- Folders (and sub-folders) that are listed can be selected individually for backup.
- By default, the backup will filter for the file extensions **doc**, **pdf**, **txt**, and **xls**. This means backup looks for files with these extensions (files with other extensions are skipped). You can tap  to add or remove file extensions. Changes to the extension filter apply to all folders selected for backup from the SD Card(s).

Select Music files for backup

Tapping “Music” opens another screen with additional backup sub-items.



- This screen contains a list of the music files that can be backed up from your Android device.
- Each item listed shows the file name and size.

Backup (Scheduled & On-Demand)

Your backup set comes with a default schedule when it will automatically backup your device's data to the Cloud. You can always backup on-demand.

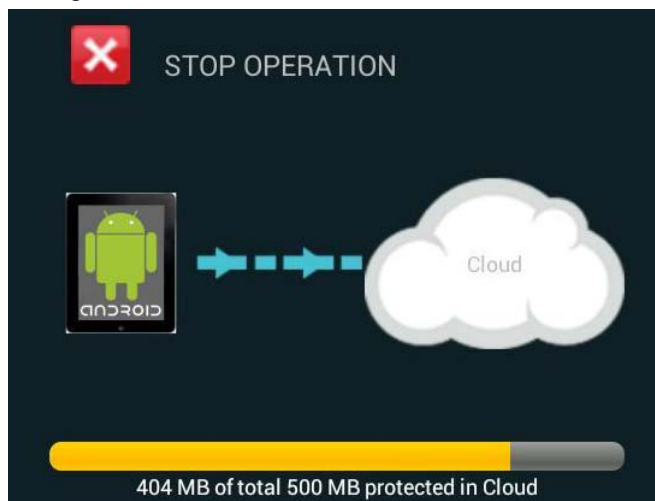
- See [“Backup on demand”](#) on page 13.
- See [“Schedule your backup set”](#) on page 14.

Backup on demand

1. Tap “Backup Now”.



2. The backup will start immediately. An animation shows the direction of the data flowing to the Cloud.



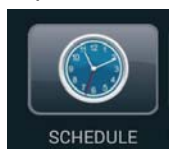
3. Check the Logs for results. If you see any errors, you can check the Event Log.
 - See [“Logs \(Activity & Event\)”](#) on page 20.

Schedule your backup set

The schedule allows you to set a time to automatically backup and protect your mobile device's data. At any time, you can alter the schedule of the backup set.

NOTE: In order for the schedule to launch automatically, your Android device must be on and the Cloud Backup App must have been launched at least once. If you power off the device, you must launch the Cloud Backup App again in order for the service to start.

1. Tap the "Schedule" button.



2. The "Schedule" screen appears.

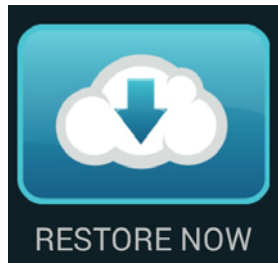


- The default setting is to backup once a night between 8PM-8AM from Monday to Sunday. The start time is randomly selected at installation for each DS-Tablet.
3. Edit the schedule, as required:
 - **Time:** Adjust the spinners to select the date and time you want this schedule to run.
 - **Repeat:** (Everyday / Specific days) This is the frequency at which the scheduled backup will run.
 - **Keep Max generations:** Select the maximum number of generations of a backup item (e.g. Contacts) that will be backed up (kept on the Cloud Backup Server).

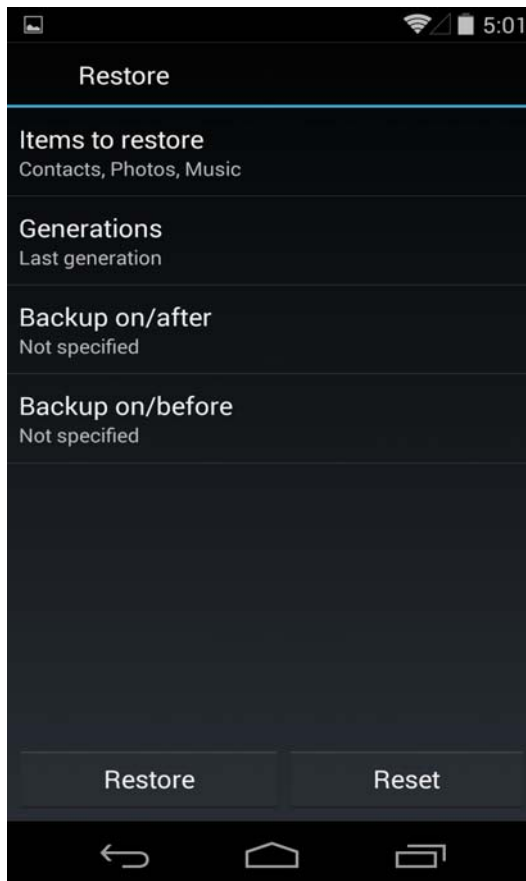
Restore

Restoring backup set data is always on-demand. You can select all or part of the backed up data, and apply various filters if you want only data from a particular time or fitting a particular pattern.

1. Tap “Restore Now”.

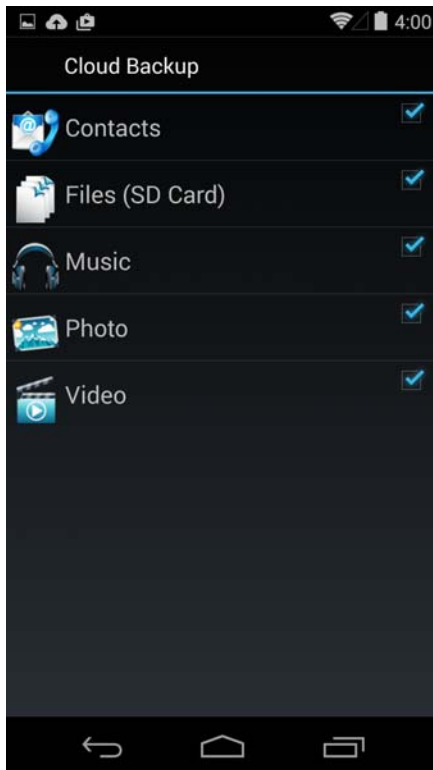


2. The “Restore” screen appears.



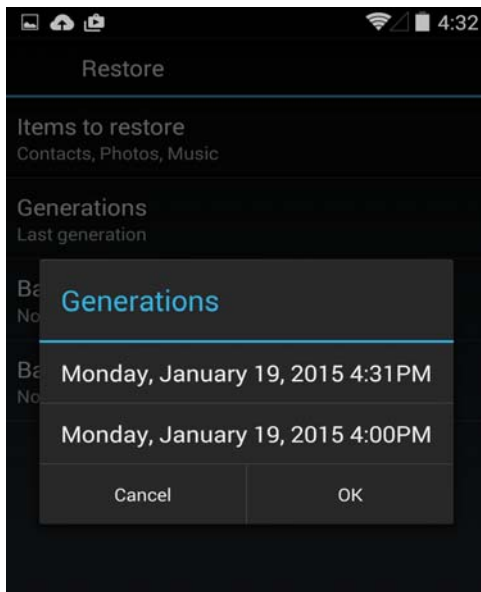
- “Backup on/after”: Default is not specified. If you make a selection, that will be the **earliest backup** date and time for data that can be selected for restore.
- “Backup on/before”: Default is not specified. If you make a selection, that will be the **latest backup** date and time for data that can be selected for restore.

3. You must select the “Items to restore” by tapping on it and choosing the backed up data you want to restore.

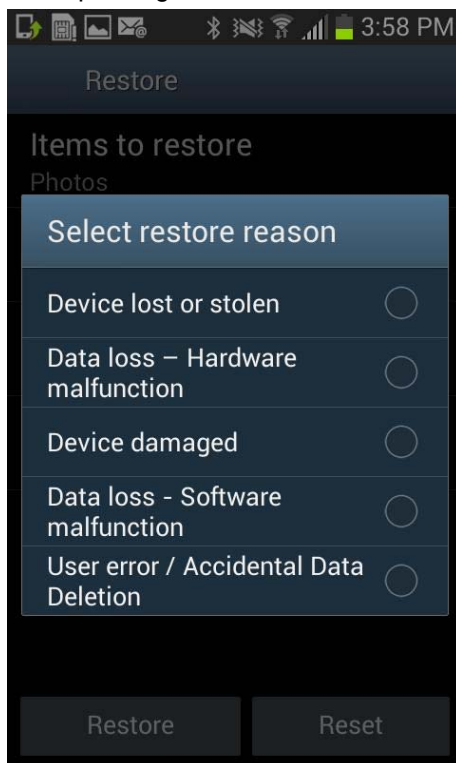


- Tap to select the item(s) to restore, then tap “OK”.
4. Tap to select the items you would like to restore to your Android device. Some items can be tapped to display sub-folders with individual backup items (like files, music, videos, etc.).
 - **Contacts:** Tap to select all backed up contacts for restore to your device.
 - **SD-CARD:** Tap to select individual folders or files for restore to the SD-Card(s) on your device.
 - **Music:** Tap to select individual music files for restore to your device.
 - **Photos:** Tap to select individual photos for restore to your device.
 - **Videos:** Tap to select individual videos for restore to your device.
 - **Other items:** Items that do not have sub-folders will have their selection turned on / off when you tap them.
5. Tap “OK” when you have finished selecting the items to restore.

- The default is to select the latest generation of your backup data.



- If you want to restore an older backup, tap “Generations” and select from the list that is displayed, then tap “OK”.
- A popup “Restore Reason” screen appears. You must select one of the listed reasons for requesting this restore.



- The restore will start immediately.

- When you have finished your restore selections, tap "OK". The restore will start immediately. An animation shows the direction of the data flowing from the Cloud.



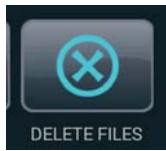
Note: If the exact same generation of a selected restore item already exists on the Android device, the restore of that item is skipped.

- Check the Logs for results. If you see any errors, you can check the Event Log.
 - See "Logs (Activity & Event)" on page 20.

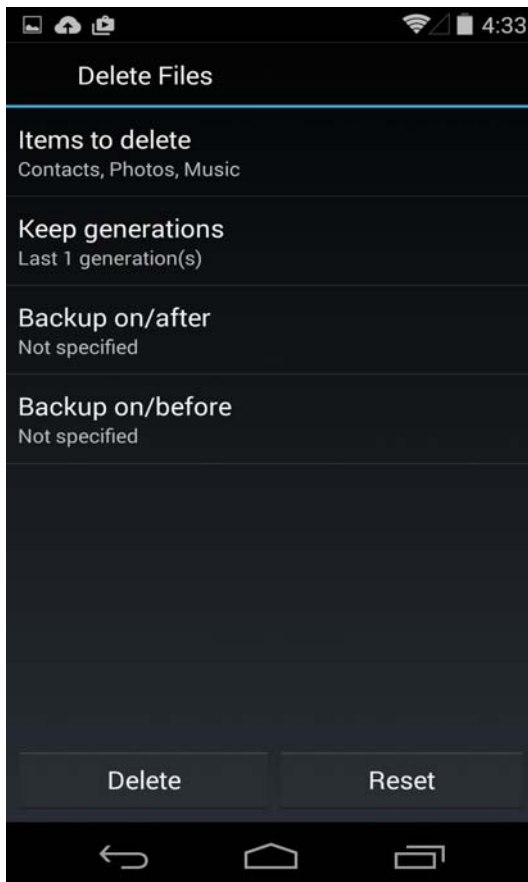
Delete

You can selectively delete backed up data.

1. Tap the “Delete Files” button.



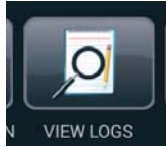
2. The “Delete Files” screen appears.



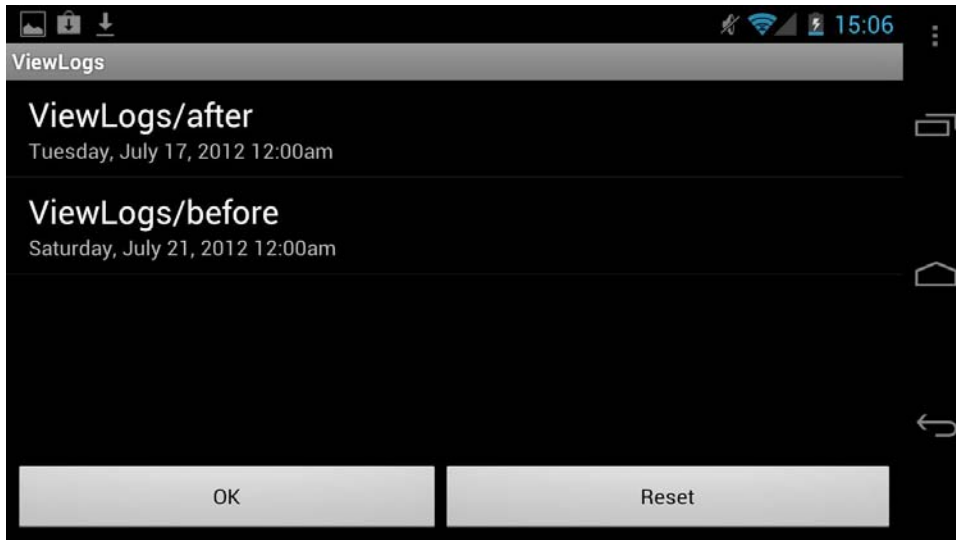
3. Select the backed up items you want to delete.
 - You can use the different filters to narrow the data you want to delete.
4. Select how many generations you want to keep (i.e. not delete).
 - If you set this to “1”, the latest generation of all backup files will be kept. If you set this to “0”, all generations that are selected will be deleted.
5. Tap “OK”. The delete will start immediately with an animation showing the deletion process.
6. Check the Logs for results. If you see any errors, you can check the Event Log.
 - See “Logs (Activity & Event)” on page 20.

Logs (Activity & Event)

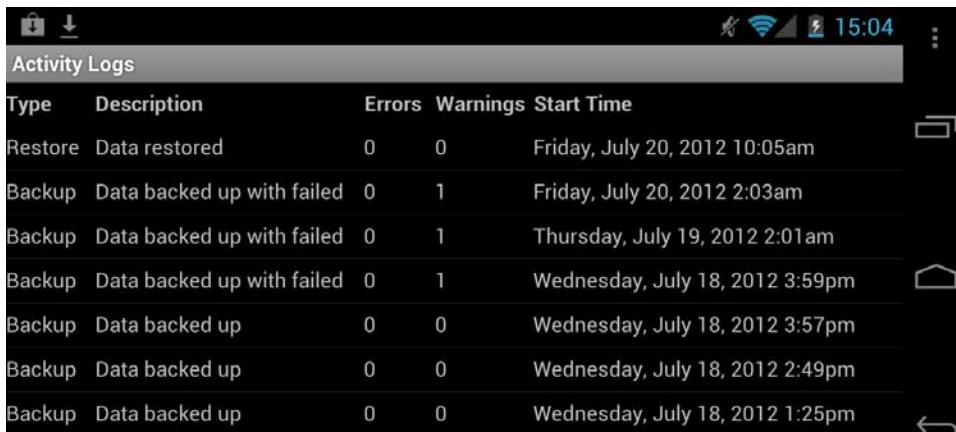
1. Tap "View Logs".



2. The "View Logs" screen appears.

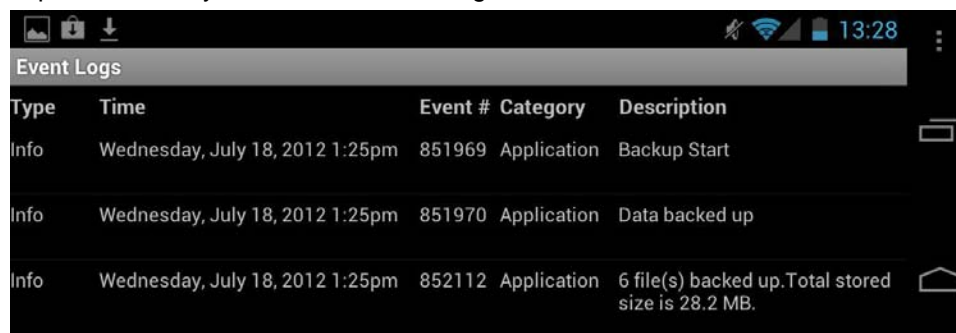


3. Select the date of the logs you want to view and tap "OK". The "Activity Logs" screen appears.



Type	Description	Errors	Warnings	Start Time
Restore	Data restored	0	0	Friday, July 20, 2012 10:05am
Backup	Data backed up with failed	0	1	Friday, July 20, 2012 2:03am
Backup	Data backed up with failed	0	1	Thursday, July 19, 2012 2:01am
Backup	Data backed up with failed	0	1	Wednesday, July 18, 2012 3:59pm
Backup	Data backed up	0	0	Wednesday, July 18, 2012 3:57pm
Backup	Data backed up	0	0	Wednesday, July 18, 2012 2:49pm
Backup	Data backed up	0	0	Wednesday, July 18, 2012 1:25pm

- Tap on an activity to view the "Event Log" for it.

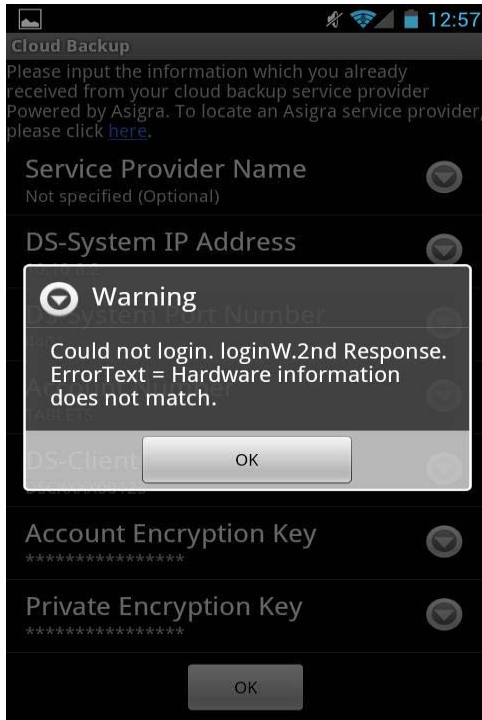


Type	Time	Event #	Category	Description
Info	Wednesday, July 18, 2012 1:25pm	851969	Application	Backup Start
Info	Wednesday, July 18, 2012 1:25pm	851970	Application	Data backed up
Info	Wednesday, July 18, 2012 1:25pm	852112	Application	6 file(s) backed up. Total stored size is 28.2 MB.

Troubleshooting: Re-registering Cloud Backup

Normally, a 1:1 relationship is enforced between a mobile device and the DS-Client account configured on the Cloud Backup Server (DS-System). This is achieved by registering the mobile device's hardware with the DS-System automatically on first connection, then on subsequent connections DS-System verifies that the connection is coming from the same hardware.

If you ever need to change your mobile device (e.g. you buy a new Tablet), but want to keep using the same Cloud Backup account (with all the backed up Contacts, etc.), you will encounter a "Hardware information does not match" error when first connecting to the DS-System with the new Tablet. The error occurs after you tap "OK" in the "Settings" page.



To remove the previous hardware registration information and replace it with the current hardware, call your Service Provider:

1. Ask them to uncheck the "Requires Registration" option from your DS-Client account on the DS-System.
2. Once this is done, you can tap "OK" in the same "Settings" page of the Cloud Backup app.
 - If re-registration is successful, you will see the main Cloud Backup app screen.
3. After successful re-registration, ask your Service Provider to re-apply the "Requires Registration" option to your DS-Client account, which will only allow connections from your current Tablet.

In-Depth: Network Type Detection (WiFi, 3G, ...)

Creation Date: September 12, 2012

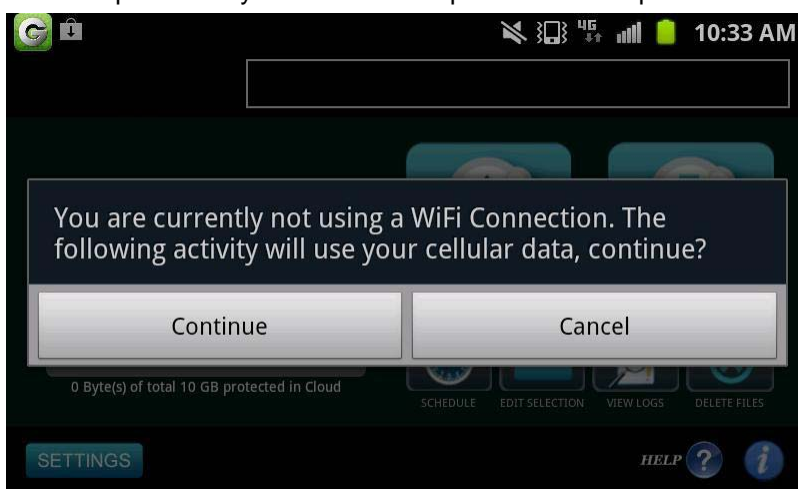
Revision Date: September 12, 2012

Product: DS-Client (Android)

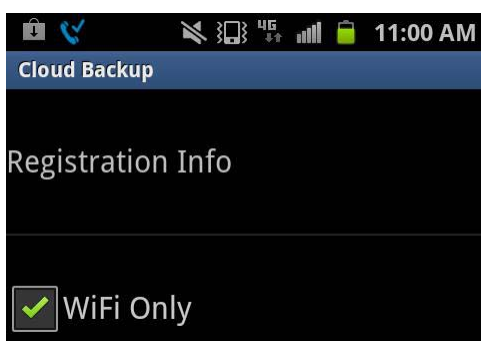
Summary

By default, the Android DS-Client attempts to use a WiFi connection when it needs to connect to the network (for backup, restore, etc.). This is primarily a cost feature, since many WiFi connections are free.

If the Android DS-Client activity cannot use a WiFi connection, Cloud Backup will inform you with a popup warning that it will try to use your device's cellular data plan (e.g. 3G, LTE) for the network connection. You can tap "Continue" to proceed using your cellular data plan's connection (note this will use up some of your cellular data plan's allowed upload/download limit).



If you do not want to see this warning, you can turn it off by going to your Android device's Home and tapping "Applications" > "Cloud Backup". Tap "Settings" and uncheck the "WiFi Only" setting.



- ON: (Default) Popup warning appears whenever Android DS-Client attempts to connect to the network using your cellular data plan.
- OFF: No warning appears when Android DS-Client switches the type of network connection.

The information provided in this document is provided "AS IS", without warranty of any kind. ASIGRA Inc. (ASIGRA) disclaims all warranties, either express or implied. In no event shall ASIGRA or its business partners be liable for any damages whatsoever, including direct, indirect, incidental, consequential, loss of business profits or special damages, even if ASIGRA or its business partners have been advised of the possibility of such damages. © Asigra Inc. All Rights Reserved. Confidential.