

User Instruction

UBC Department of Botany inSync Backup Service

Prepared by:
Botany IT

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1. Hardware and software prerequisites

Minimum hardware requirement for inSync client application is 1.2GHz CPU, 512MB RAM, 100MB disk space.

The current inSync client application 5.9.9 support operating system listed below:

Windows 7 or newer (32 bit or 64 bit), Mac OS 10.10 or newer, Ubuntu (Unity interface, 64 bit) 14.04 or newer, CentOS (Gnome interface, 64 bit) 6.6 or newer, Redhat Enterprise Linux (64 bit) 6.6 or newer.

inSync backup service can also backup mobile devices using iOS 9.0 or newer, Android 5.0 or newer, and Windows Phone 8 or newer.

2. Obtain your user account

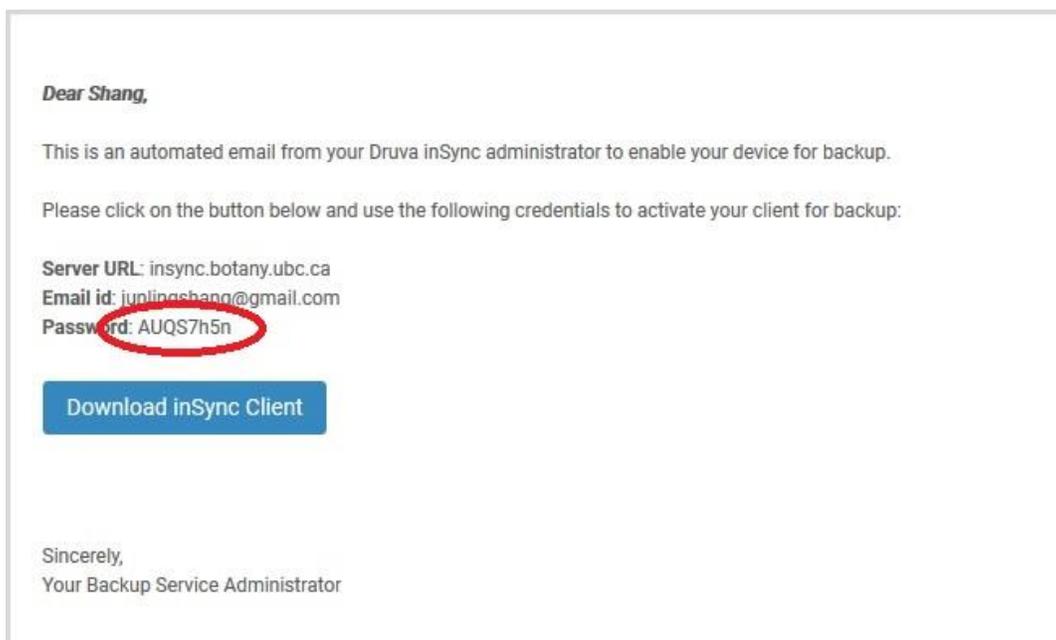
All users need to contact Botany IT at helpdesk@botany.ubc.ca to obtain your user account. Please refer to the Service Level Agreement for the Botany Backup Service to find out more information about the Eligibility and Cost of this service.

Each user account is uniquely identified by an email address as the username. Notifications and/or alerts related to your account will be sent to this email address.

When applying for a user account, the customer have two options:

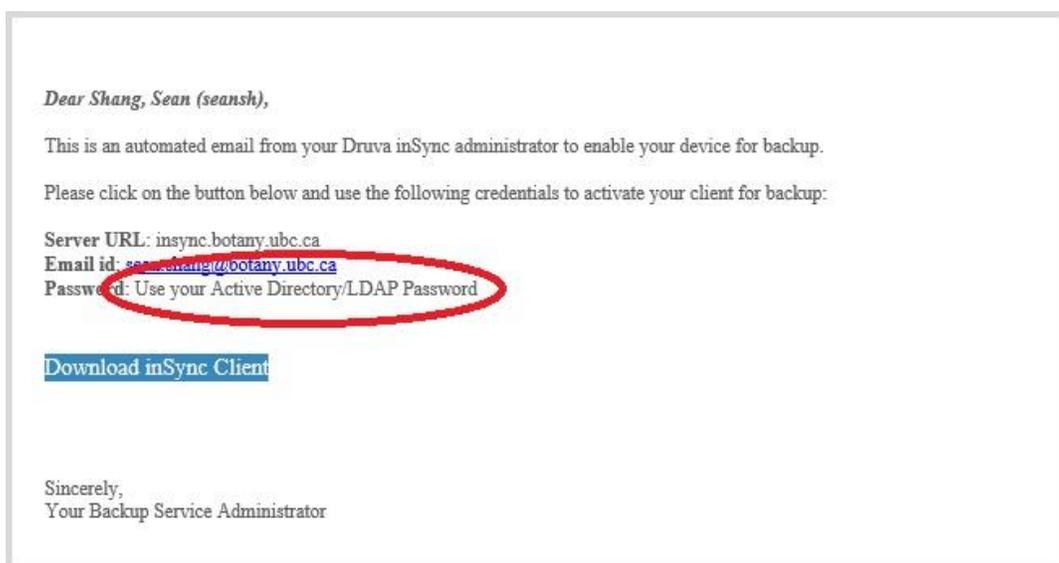
- a. Import your credential from UBC EAD (Enterprise Active Directory). When this option is used, the username will be your registered email address in EAD, and the password will be your CWL (UBC campus wide login account) password.
- b. Local account stored on the inSync server. When choose this option, you need to provide the desired email address that will be used as your username.

Once the account is provisioned, your will receive an email with the web portal URL, your username, your temporary password if you choose to have a local account stored on the inSync server, and a "Download inSync Client" link.



Note: When you login to the inSync backup service for the first time through the inSync client or the web portal, you will be asked to change your password to whatever password you prefer.

If you choose to import your credential from UBC EAD, you will receive a slightly different email like below - without a temporary password.



SECTION II: INSTALLATION AND INITIAL SETUP

1. Install inSync client application

1.1 Download links to inSync client installation files

You will need to download and install the inSync client application into all desktop or laptop computers you want to back up to this service. The download link included in the notification email as “Download inSync Client” button when your account was provisioned. In case you cannot find that email, the current version for the inSync client application is 5.9.9, and the URL to download the installation files is at <https://downloads.druva.com/insync/client/5-9-9/>.

For backing up an iOS, Android, or Windows Phone device, user will need to search for the “Druva inSync” App in the Apple Store, Google Play, or Microsoft Store, and load the App to your mobile device. Backup of mobile device with iOS, Android, or Windows Phone OS is limited to contacts, image, and video data, which means if you have a PDF or Word document in your mobile device, it won’t be backed up by inSync.

1.2 Installation

Installation for Windows and Mac computers is straight forward. Post download, run the installation file and follow the instructions prompted by the installer. You can choose all default settings during the installation, then click “Finish” at the end of the installation.

To install the inSync client for Ubuntu, you will need to open terminal, change the current working directory to the directory that contains the inSync client installer, then run “sudo dpkg -i <package name>” where <package name> represent the file name of the installer.

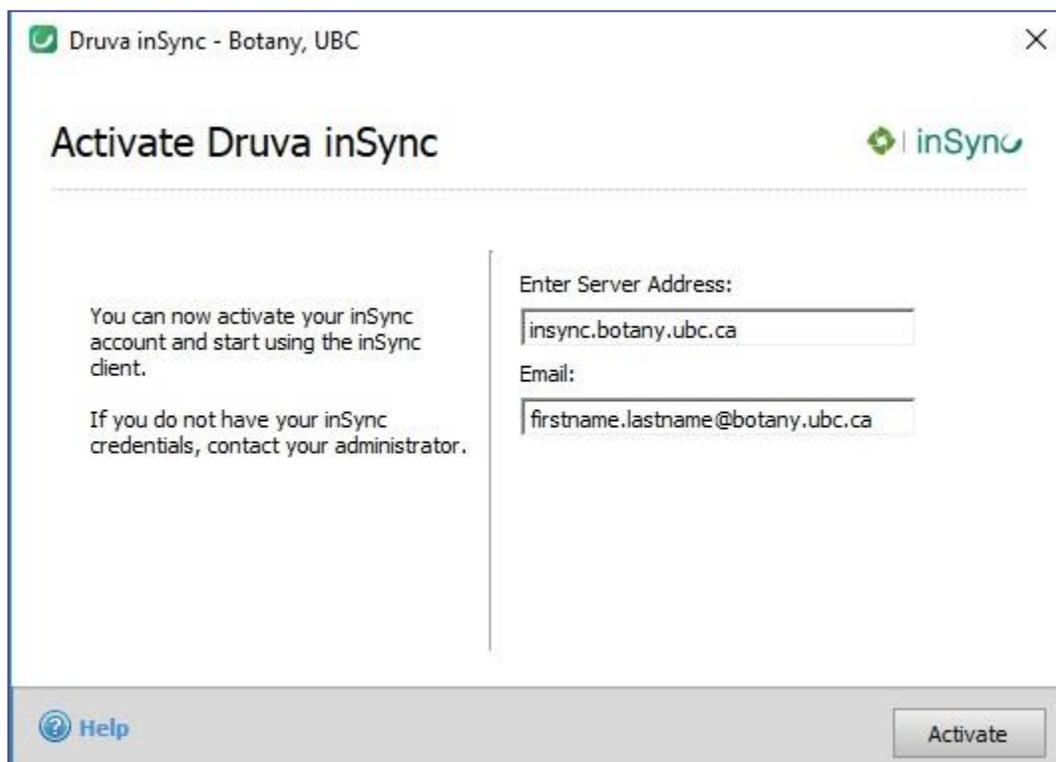
To install the inSync client for CentOS or RHEL, you will need to open terminal, change the current working directory to the directory that contains the inSync client installer, then run “rpm -ivh <package name>” where <package name> represent the file name of the installer.

2. Activate inSync client and initial Setup

2.1 Activate inSync client

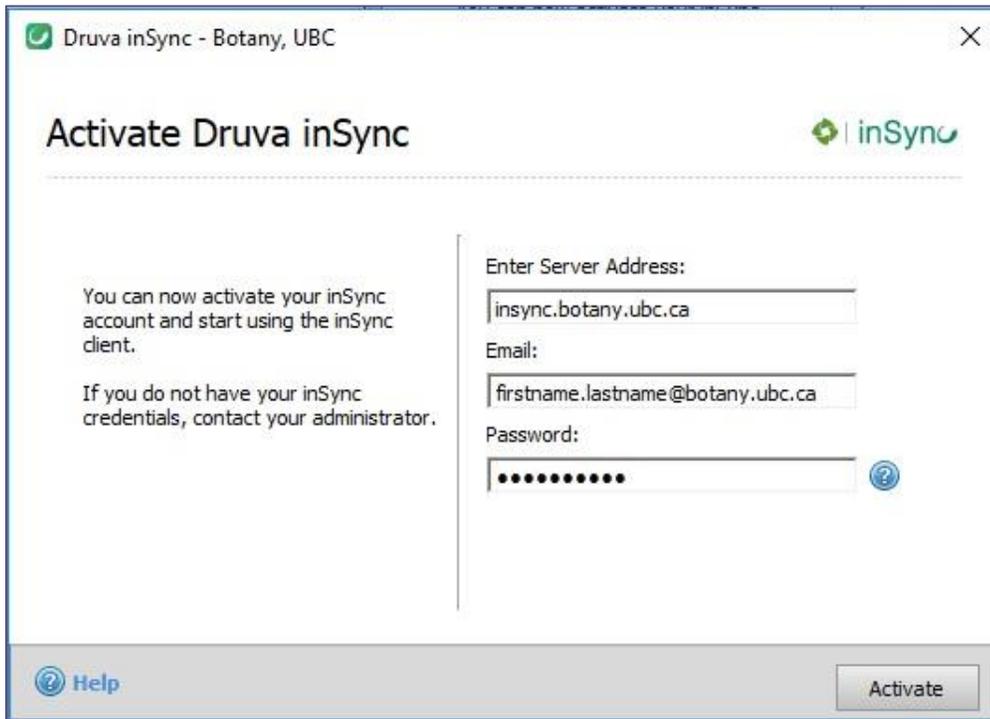
When installation is completed, you will need find the inSync icon and double-click it to launch the inSync client. In a Windows computer, you can find it either from the “Start menu”, on the “Desktop”, or in the “System tray”. In a Mac computer, it should be in the “System tray”, or “Launchpad”, or you can find it with the Finder under “Applications->Druva inSync”. In an Ubuntu machine, you can find the “Druva inSync” icon in the Unity applications menu. In a CentOS or RHEL machine, you can find the “Druva inSync” icon on the system tray.

You will see the “Activate Druva inSync” window as below when running in Sync client for the first time.



The screenshot shows a window titled "Druva inSync - Botany, UBC". The main heading is "Activate Druva inSync". Below the heading, there is instructional text: "You can now activate your inSync account and start using the inSync client. If you do not have your inSync credentials, contact your administrator." To the right of this text are two input fields: "Enter Server Address:" with the value "insync.botany.ubc.ca" and "Email:" with the value "firstname.lastname@botany.ubc.ca". At the bottom left is a "Help" button with a question mark icon, and at the bottom right is an "Activate" button.

Type in “insync.botany.ubc.ca” as the server address, then type in your email address registered as your user name, then click “Activate” button. If you connect to the server successfully and the email address you typed in is registered in the server, a new “Password” text box will show up for you to type in your password. Click “Activate” button to proceed when you are done, as shown below.

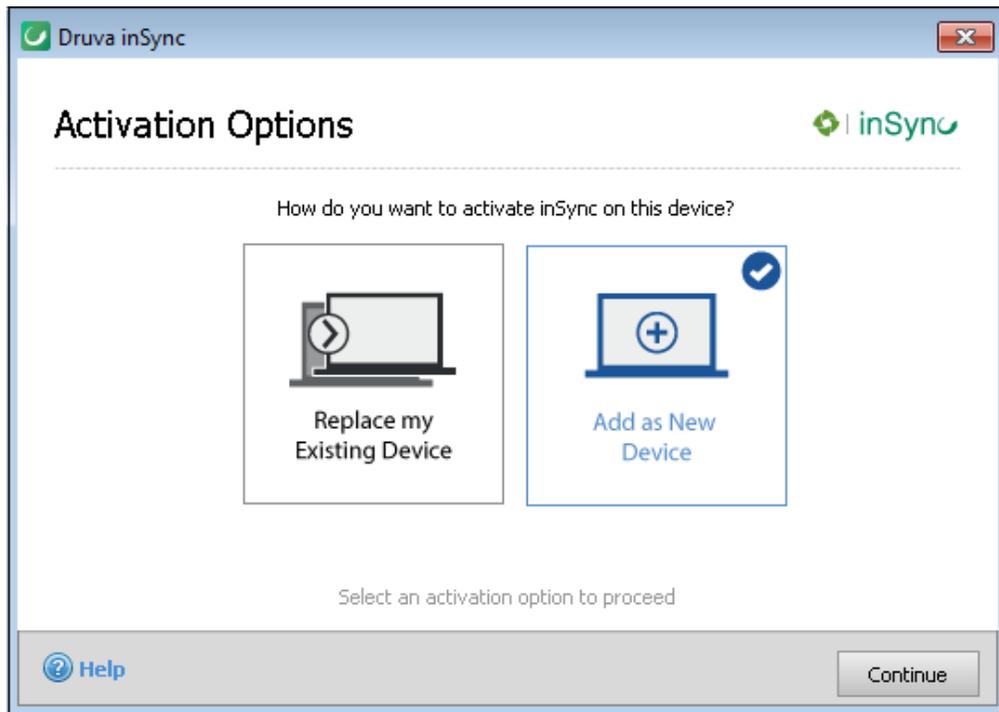


If the password used is the temporary password sent to you from the “Backup Admin” in the notification email, you will see the “Reset Druva inSync Password” window for you to change your password from the temporary password to your preferred password, as show below.

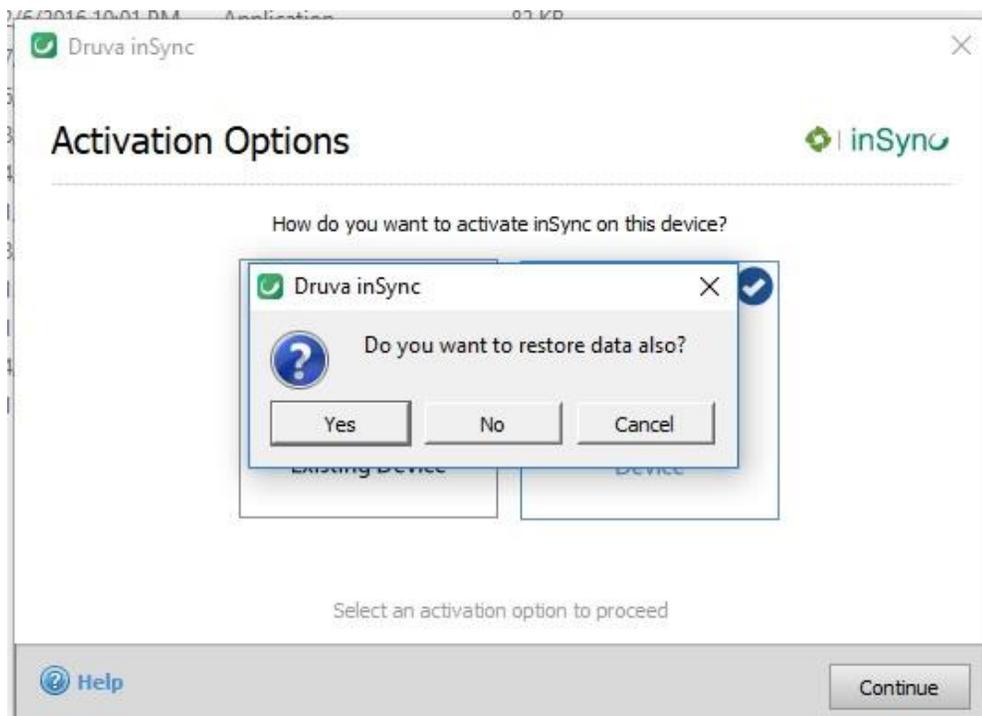


Type in your preferred password in the “New password” box and the “Confirm password” box then click “Continue”. Now you can login with your new password in the future.

You will see an “Activation Options” window.

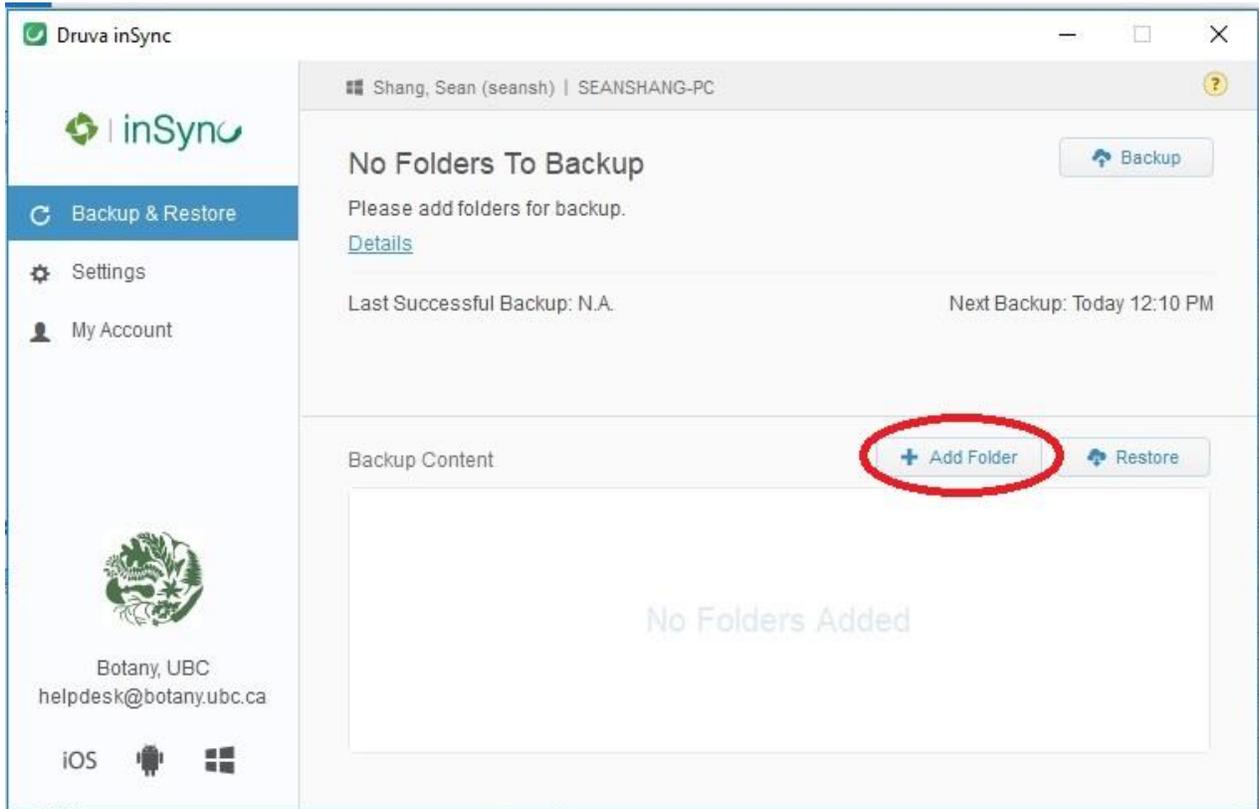


Normally you would choose “Add as New Device” then click “Continue”. Then inSync client will also ask you “Do you want to restore data also?” Since this is your first device to be backed up, you should click “No”. Now the device is added under your user account.

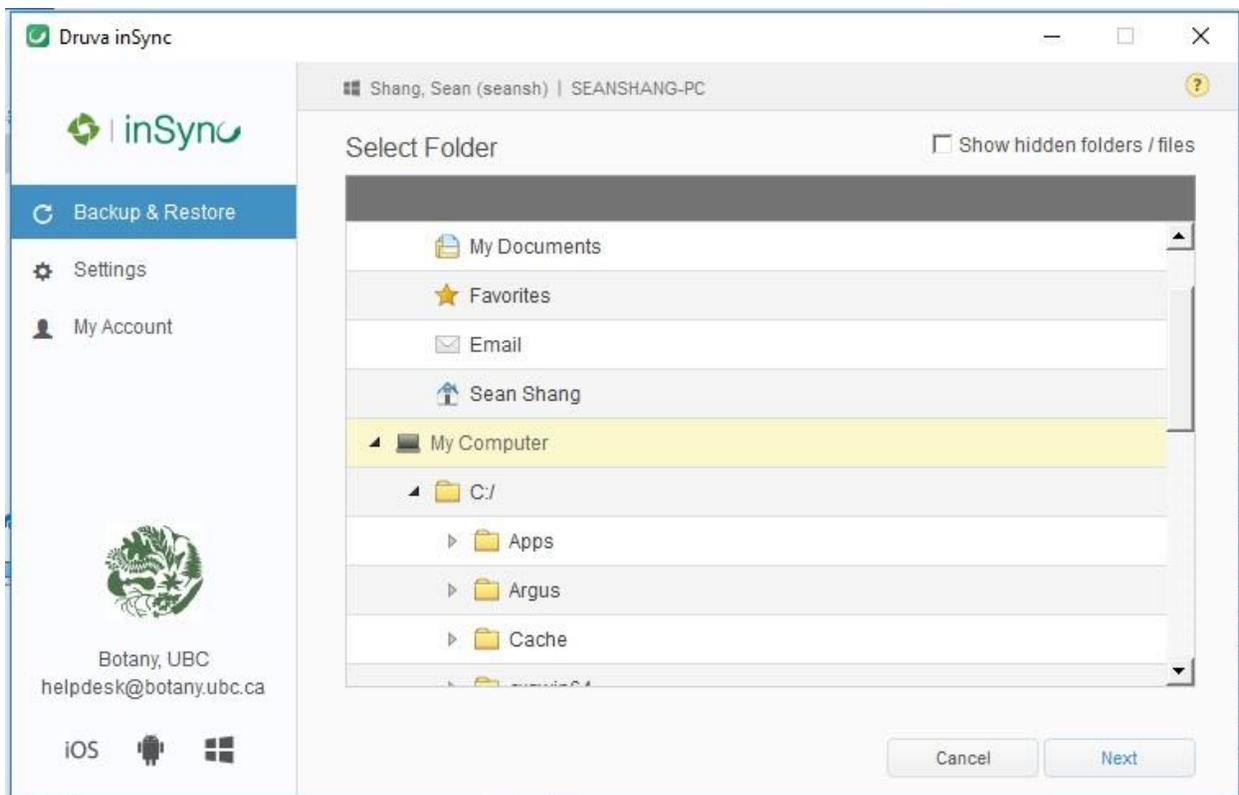


2.2 Select what to backup

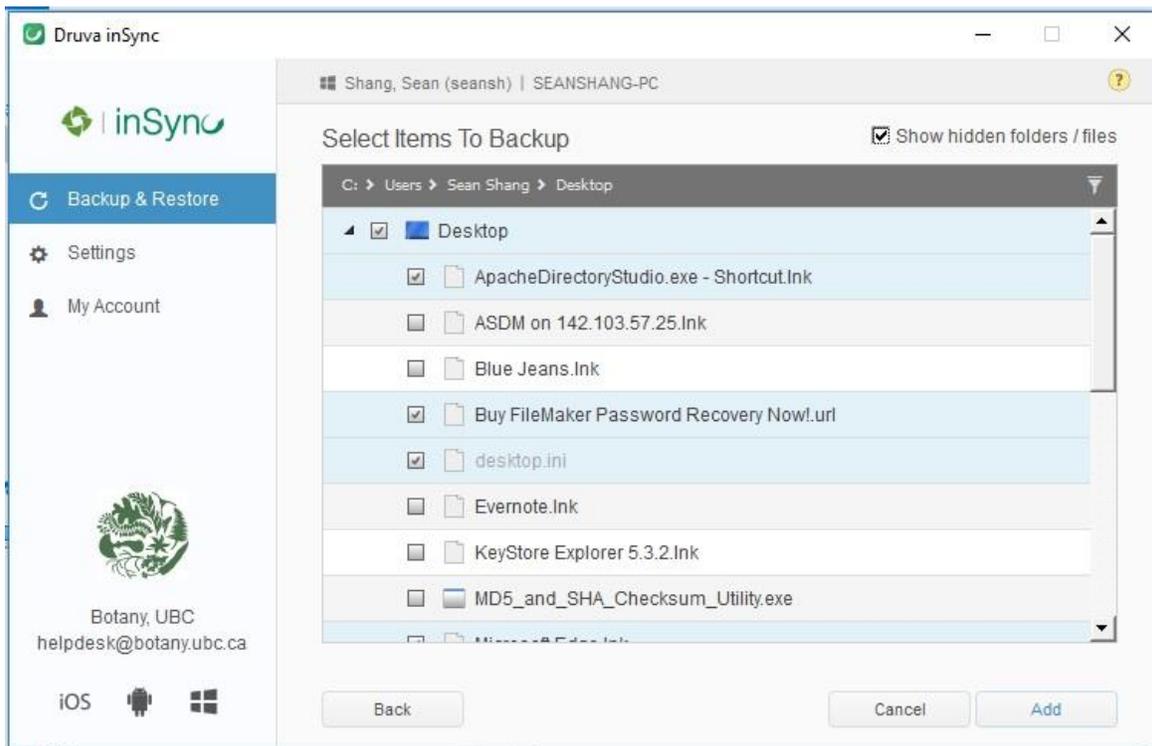
By default, no data will be pre-selected to be backed up. The first thing you need do after activating the inSync client is to select folders/files for backup. Click the “+ Add Folder” button to bring up the “Select Folder” window.



There is a check box for “Show hidden folders/files”. You can click the triangle to expand a folder to view the subfolder. Select the folder you want to add, then click “Next”.



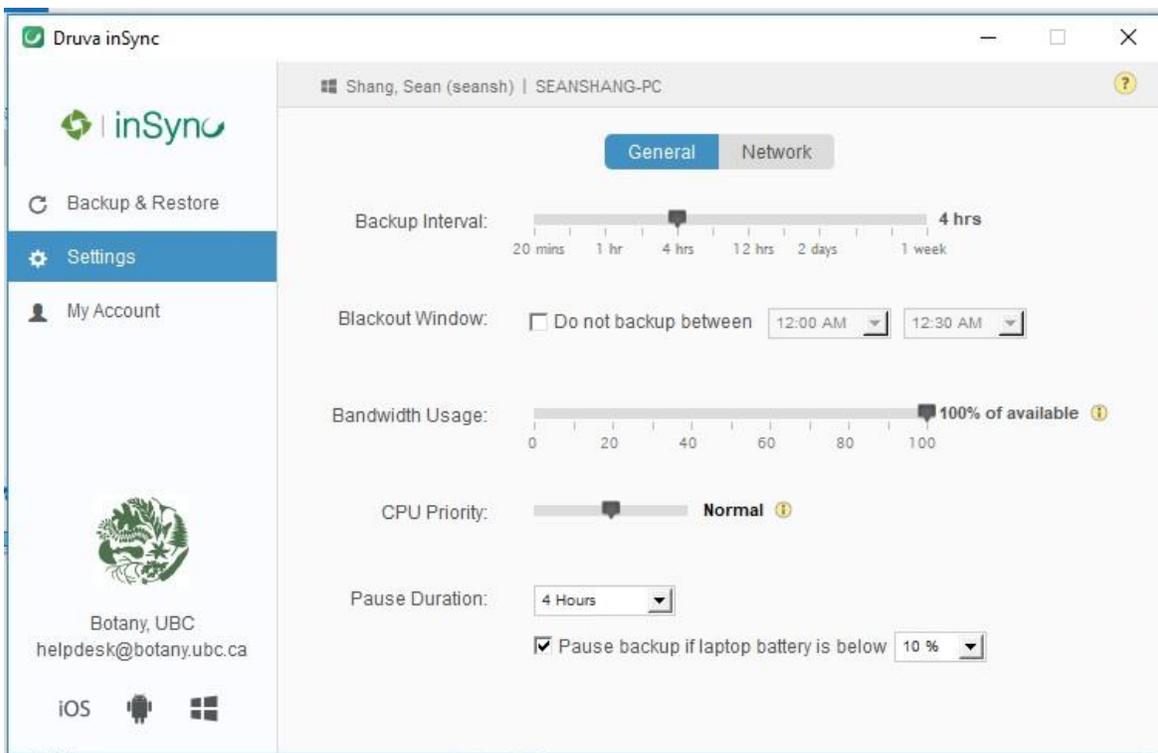
You now have the chance to review what you have selected. You can uncheck those you don't want to backup. Click “Add” when you are done.



Now you have selected what to backup, you can click the “Backup” button to start the backup right way, or wait for next scheduled backup.

2.3 Settings for backup

There are several settings you can change to customize your backup. As shown in the picture below.



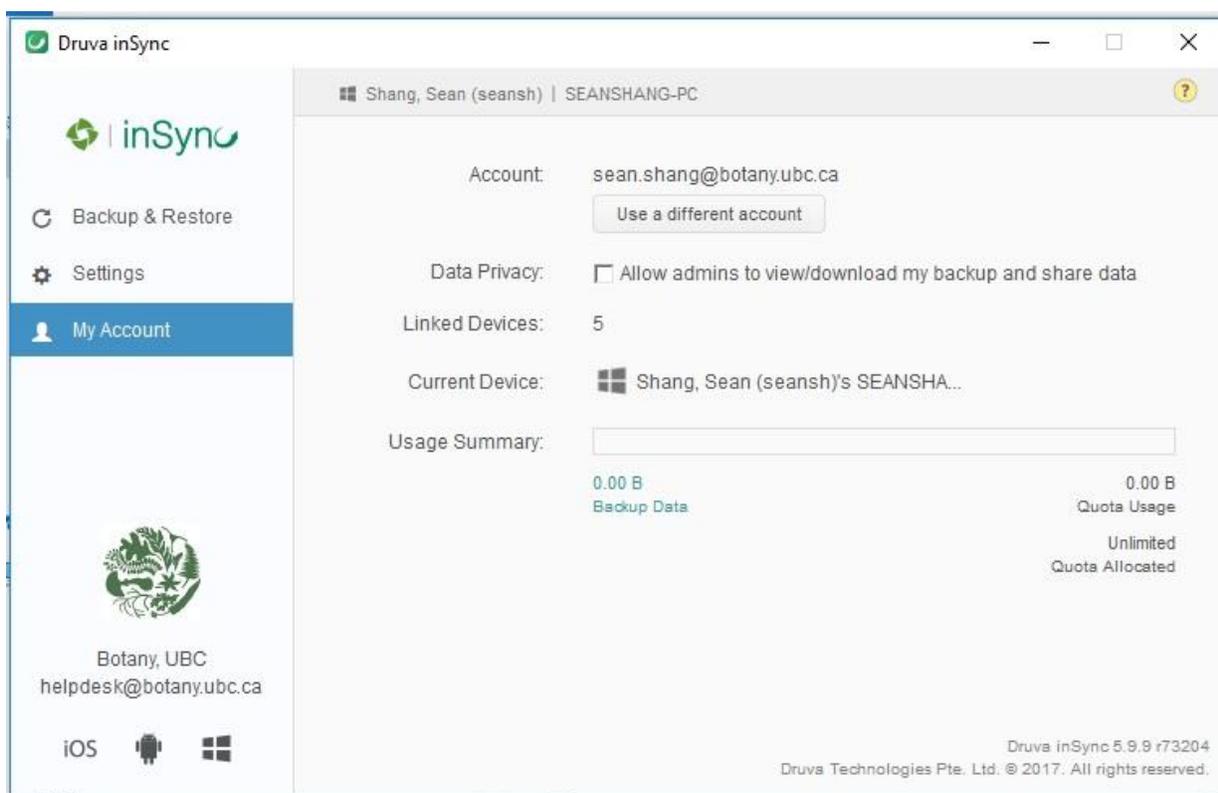
- a. Backup Interval – By default the interval is 4 hours. You can change it from 20 minutes up to 1 week. If a file is created then deleted/crash/vanish between two backups, it will not be backed up to the server and hence

cannot be restored. A shorter backup interval will be better for this kind of situation. However, if you have a slow computer, frequent backups will slow down your computer more.

- b. Blackout Window – If you set a blackout window, backup won't run during that time. This can be handy if you have a scheduled CPU/memory intensive workload during the blackout window.
- c. Bandwidth Usage – If you have a slow internet connection, you can define this number so that other applications can share the internet bandwidth with inSync client.
- d. CPU Priority – This is also for those old/slow computers. The lower CPU priority, the faster the other applications can run.
- e. Pause Duration – You can pause a running backup process. However the backup process will resume after the hours you pick here.
- f. Pause backup if laptop battery is below – This is to avoid interruption of the backup process with a drained battery.
- g. Network – You can choose not to backup when your device is connected to certain networks. For example, you can disable backup when using a wireless connection, and only backup when you are connected with an Ethernet cable.

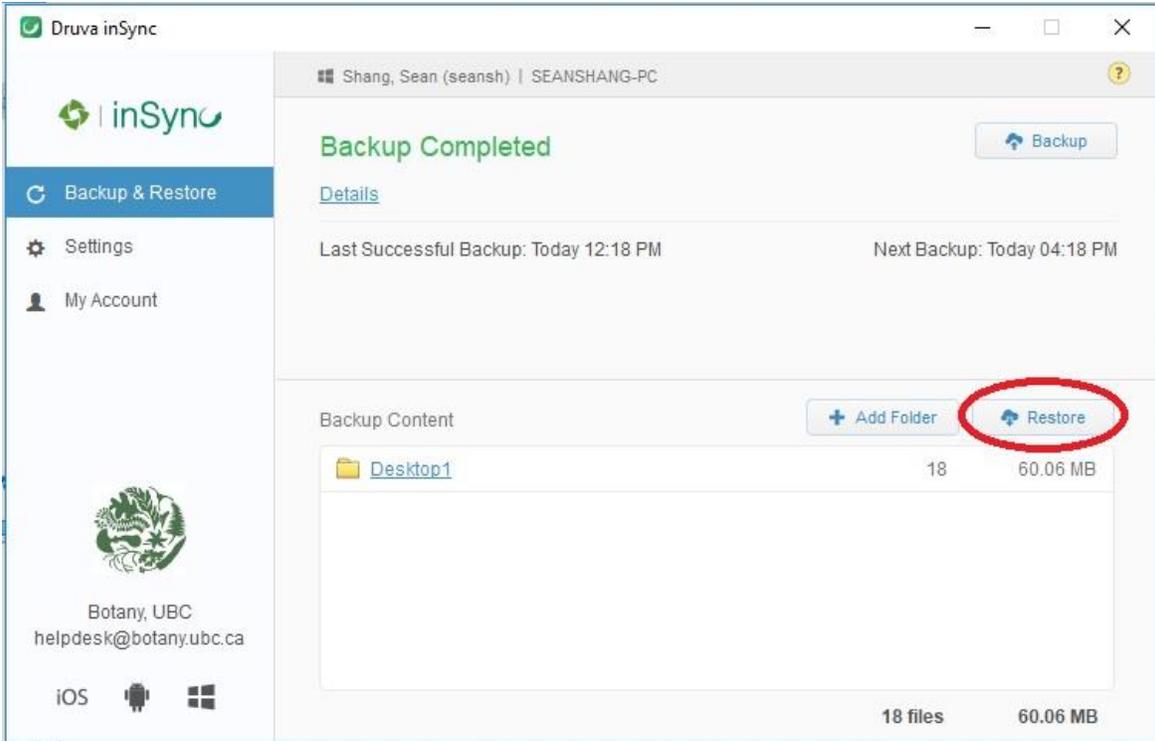
2.4 My Account

You can view a brief summary of your account information, such as linked devices, current device, space usage, etc. One setting you may need to change in the future is “Data Privacy”. By default, backup administrator has no access to user data, unless requested and enabled by the user. One way the user can enable backup administrators to access his/her data is by clicking the check box behind the “Data Privacy” to “Allow admins to view/download my backup and share data”.

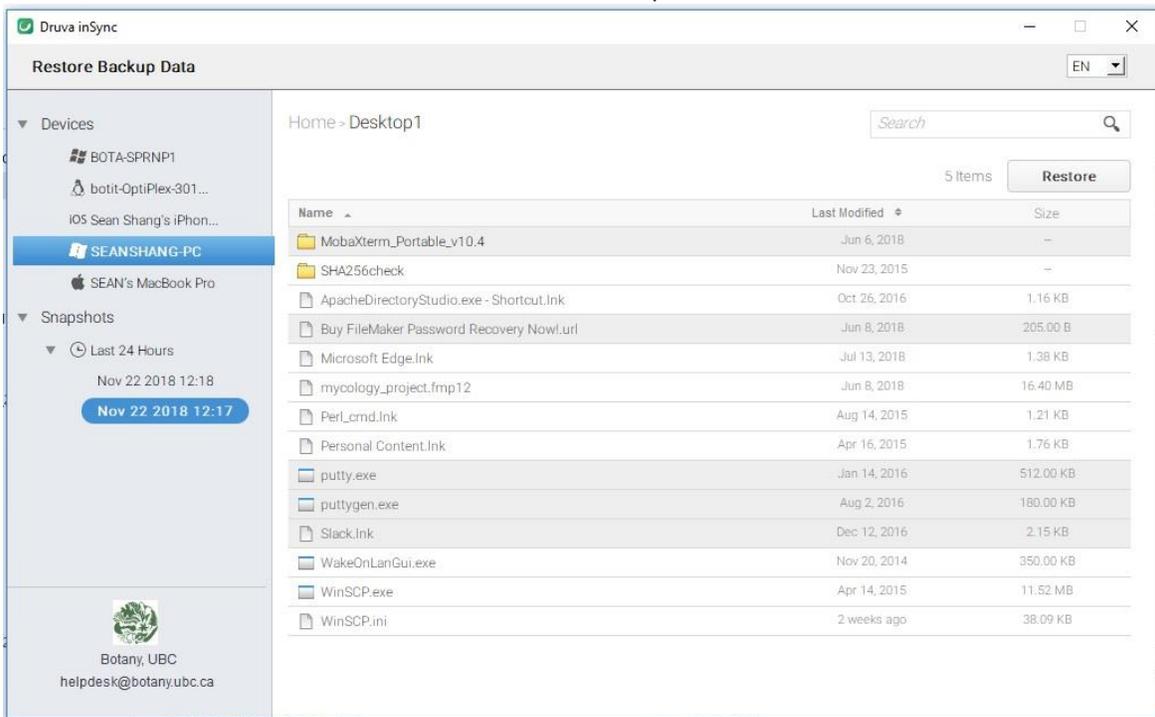


1. Data recovery using the inSync Client

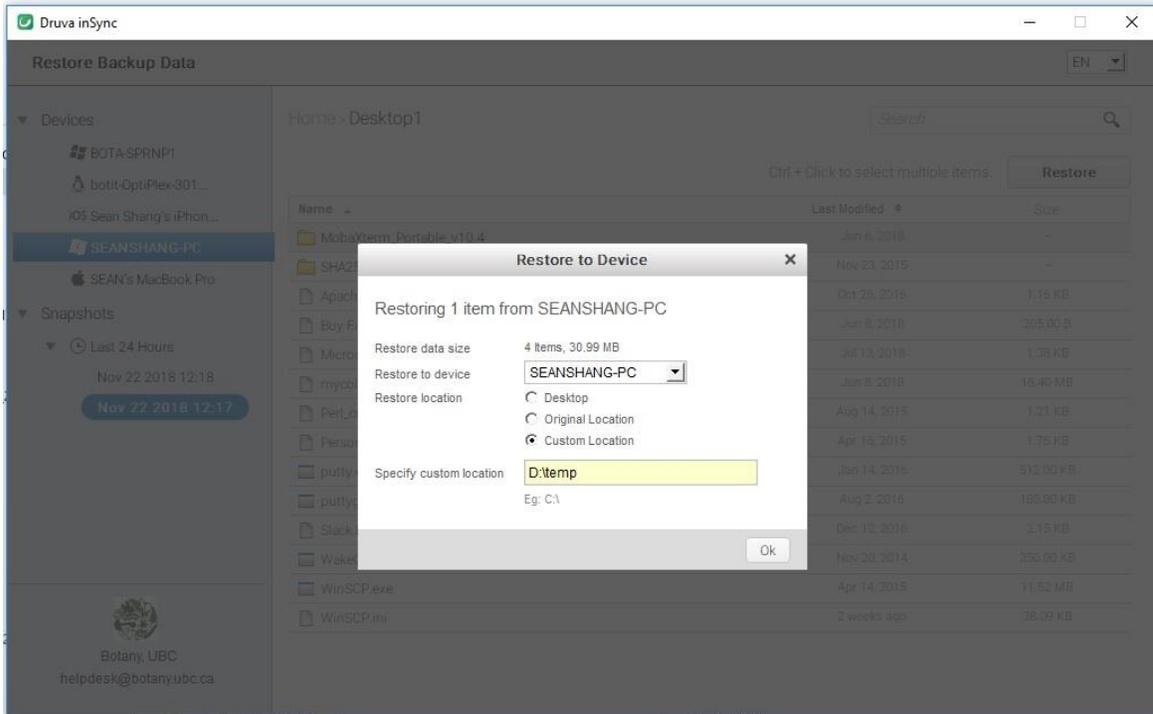
Open inSync Client, click the “Restore” button to recover your data.



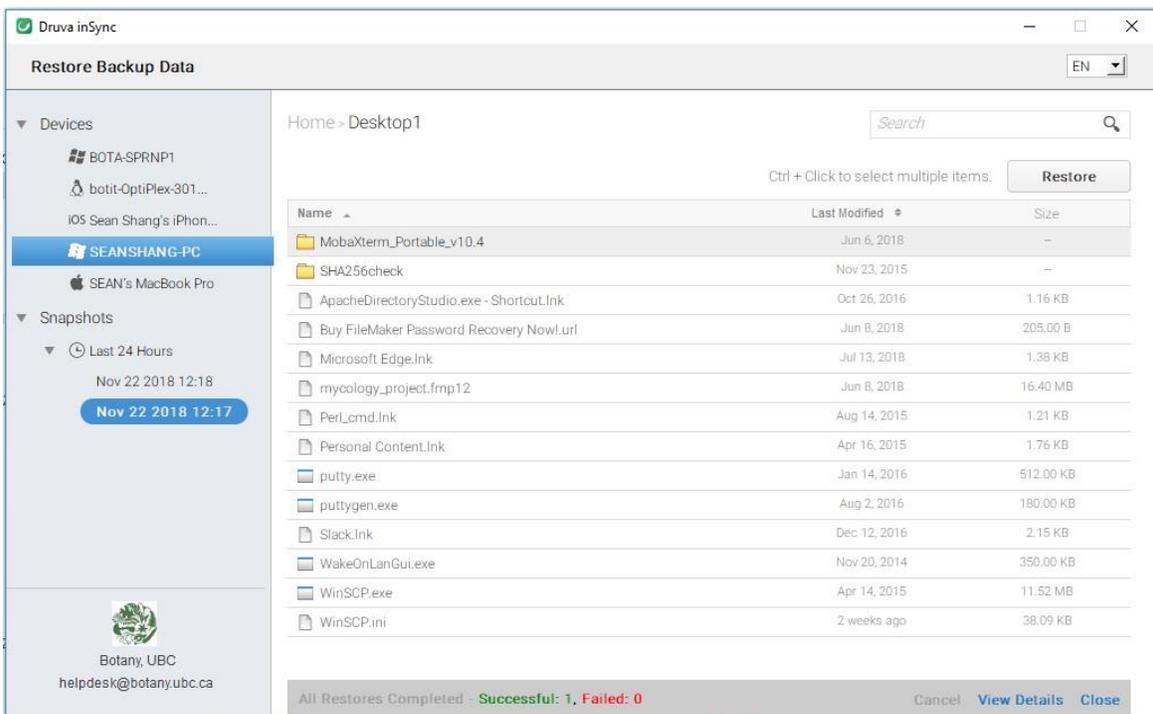
You can not only restore data from the current device, but also any device backed up under your user account. Pick the device you want to recover data from the “Devices” list on the left hand side. Every successful backup will create a snapshot for your selected data. Users can recover an older version of a file/folder or deleted file/folder by selecting a “Snapshot” of certain data and time. You can hold down the “Ctrl” key to do multiple selections, then click the “Restore” button for the next step.



Again, you can restore selected data to any device under your account, and you can pick the location for your restored data. Then click “OK” to proceed.



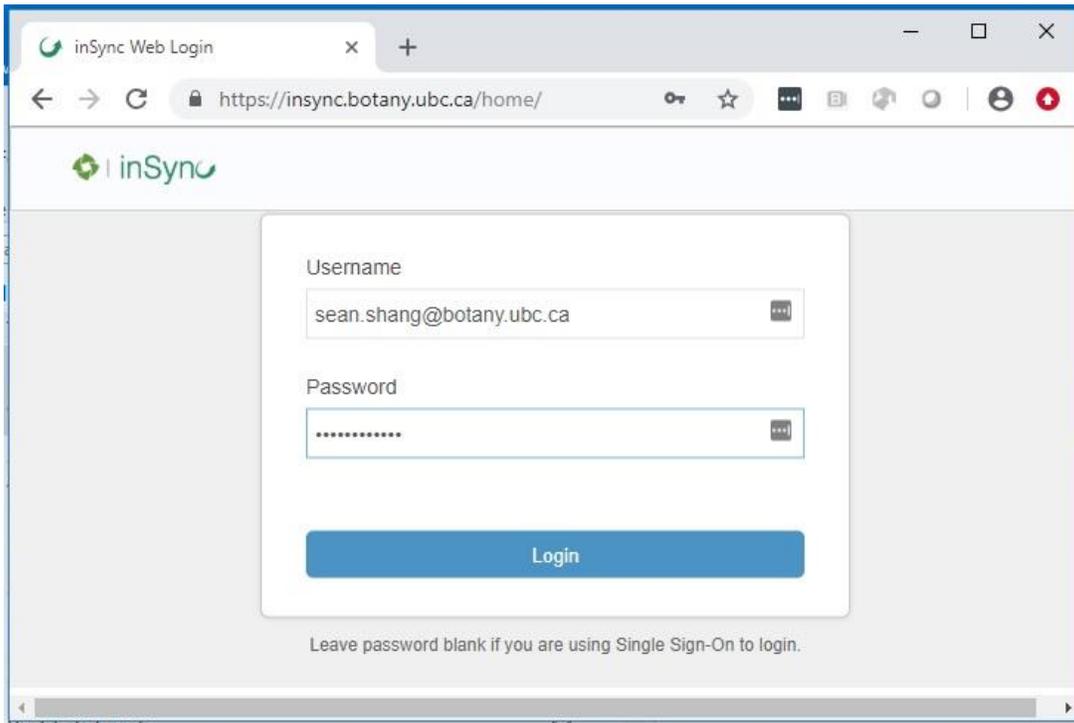
You can see the restore status at the bottom of the inSync client window.



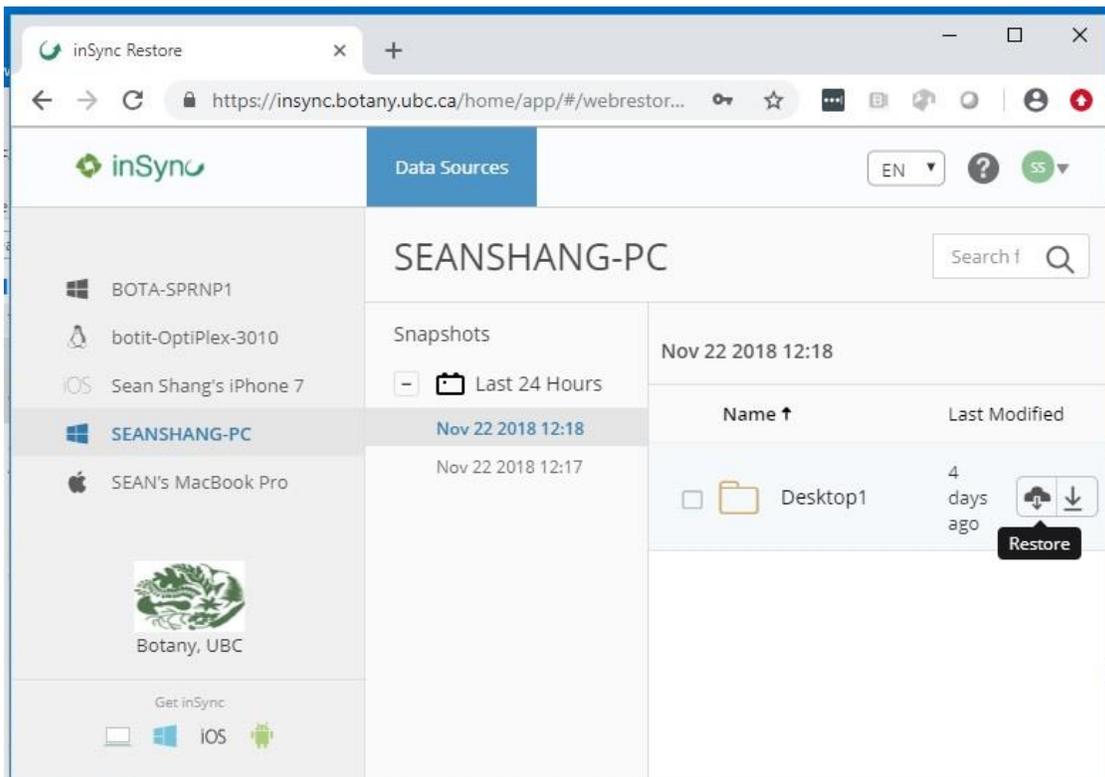
Note: By default, all 4 hour (or at a customized interval) snapshots will be kept for 30 days, weekly snapshots (the last successful backup of a week with Saturday as the last day of a week) will be kept for 24 weeks, and monthly snapshots (the last successful backup of a month) will be kept for 24 months.

2. Data recovery using the web portal

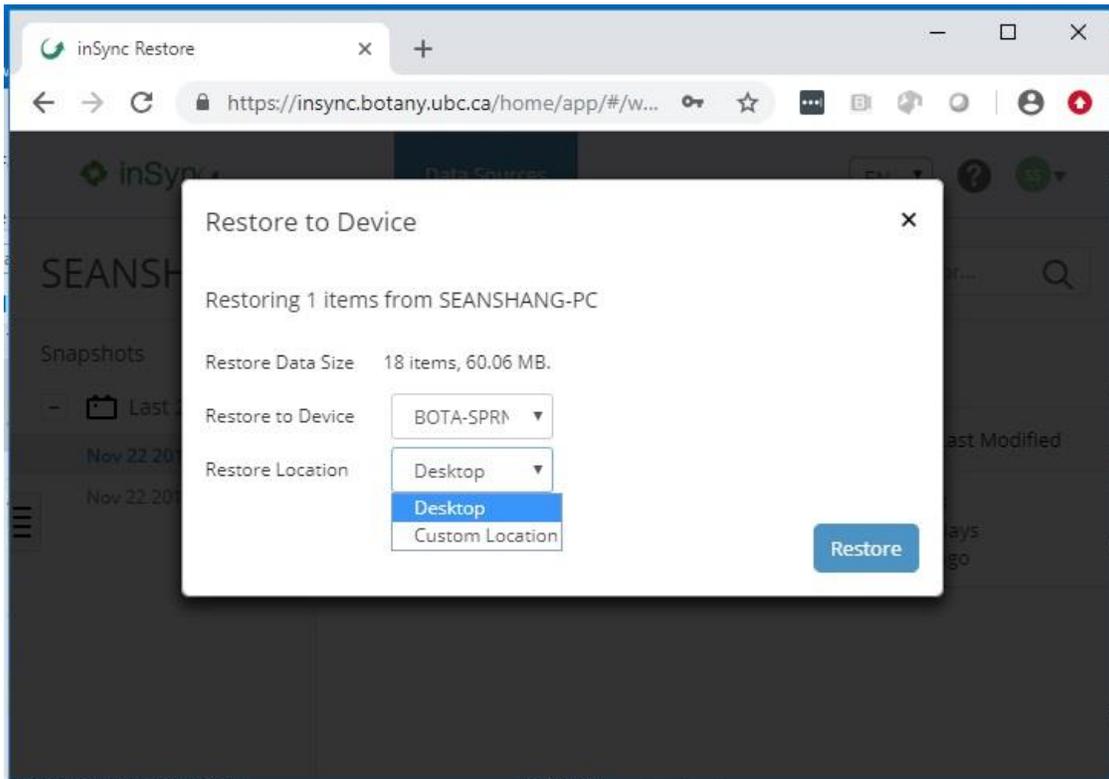
User can login to the web portal of this backup service at <https://insync.botany.ubc.ca> .



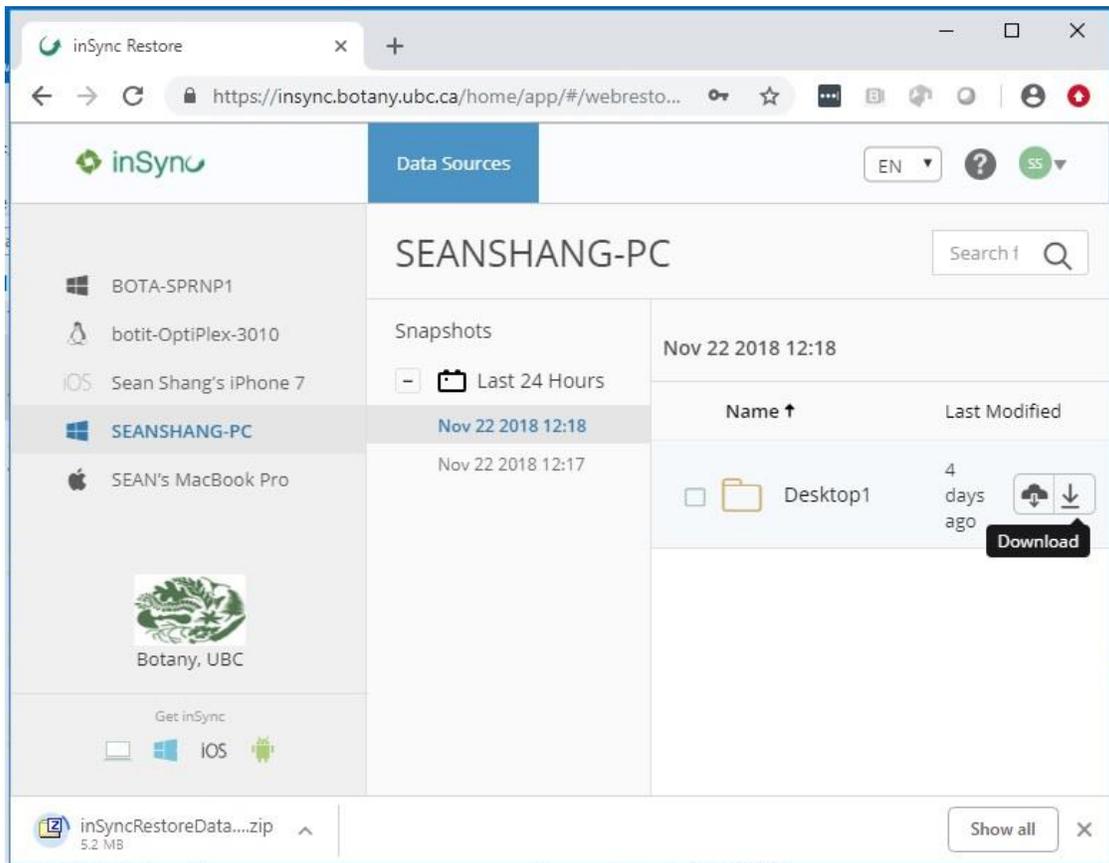
Similar to the inSync Client, users will be able to restore any backed up data from any device under your user account to the selected location of any device under the same account.



Select the device, the snapshot, the folder(s) or/and file(s), then click the restore button.



In the "Restore to Device" window, you can pick any device and location under your account to restore the selected data. Click the "Restore" button to start the restore process.



In addition to the “Restore” function, you can also download selected folder(s)/file(s) as a ZIP file to any computer by clicking the Download button.

SECTION IV: HOW TO GET HELP

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

Email: helpdesk@botany.ubc.ca

Phone: 604-827-1599

Room 1322, Biological Sciences Building

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

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

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