

WebAttachedBackup v13.3

iOS DS-Client User Guide

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1 About this guide

This guide describes how to use the iOS DS-Client to back up and restore data on your iOS device.

1.1 Intended audience

This guide is intended for users of the iOS DS-Client who want to back up and restore data (contacts, calendar, photos, and reminders) on their iOS device.

1.2 Formatting conventions

The following formatting conventions are used in this guide:

Bold

Bold font identifies components, window and dialog box titles, and item names.

Italic

Italic font identifies references to related documentation.

Monospace Font

Monospace font identifies text that you should type or that the computer displays.

NOTE: Notes emphasize information that is useful but not essential, such as tips or alternative methods for performing a task.

IMPORTANT: Important notes emphasize information that is essential to the completion of a task and draw special attention to actions that could adversely affect the operation of the application or result in a loss of data.

About this guide

Formatting conventions

2 Getting started

The iOS DS-Client allows you to back up and restore the data (contacts, calendar, photos, and reminders) on your iOS device. You can download the iOS DS-Client from the App Store.

2.1 Configuring the iOS DS-Client

Before using the iOS DS-Client, you must configure the settings for the Cloud Backup Server (DS-System) where your data will be backed up.

NOTE: If you have already registered the iOS DS-Client with a service provider, you should have received a Customer Registration Information (CRI) file containing the required information.

To configure the iOS DS-Client:

1. Locate the email from your service provider and open the CRI attachment.
2. Read and accept the software license agreement by tapping **Agree**.
3. In the **DS-System IP** box, type the IP address of the Cloud Backup Server (DS-System). If you have multiple IP addresses, separate each address with a semi-colon (;).
4. In the **DS-System Port** box, type the port number of the Cloud Backup Server (DS-System). The default port number is 4401 and should not be changed.
5. In the **Account #** box, type the account number assigned to you by your service provider.
6. In the **Account Key** box, type the account encryption key assigned to you by your service provider.
7. In the **Verify Acc Key** box, retype the account encryption key.
8. In the **DS-Client #** box, type the unique client number assigned to this device by your service provider.
9. In the **Private Key** box, type the unique private encryption key that is to be used for all data that comes from your device.

10. In the **Verify Pri Key** box, retype the private encryption key for your device.

NOTE: Encryption keys use AES128 or AES256 encryption depending on the types of DS-Clients in your account. The encryption keys must be 16 characters (AES128) or 32 characters (AES256). If you enter a shorter string, an auto-complete feature repeats the string until 16 (or 32) characters are filled. For example, “123” becomes “1231231231231231”.

11. Tap **Save**.
12. Under **User Info**, enter the requested information about your organization.
13. Tap **Save**.

NOTE: If your service provider enabled **Encryption Key Forwarding**, the account and private encryption keys are forwarded in encrypted format to the DS-System. This allows your service provider to create a valid CRI file containing the encrypted keys so that they can recreate a working version of the client.

2.2 Re-registering the iOS DS-Client

Normally, a 1:1 relationship is enforced between your 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. On subsequent connections, the DS-System verifies that the connection is coming from the same hardware.

If you need to change your mobile device, but want to keep using the same Cloud Backup account, you must remove the previous hardware registration information and replace it with the current hardware registration information,. Otherwise, you will receive a “Hardware information does not match” error when first connecting to the DS-System with the new device.

To re-register the iOS DS-Client:

1. Contact your service provider and ask them to disable the **Requires Registration** option for your DS-Client account on the DS-System.
2. When this is done, open the **Settings** dialog box in the iOS DS-Client and tap **Save**. If re-registration is successful, you will see the following message.

```
Login successful. Your DS-Client # [...] and private key [...]
have been stored in your device. Please keep them...
```

3. After successful re-registration, ask your service provider to enable the **Requires Registration** option for your DS-Client account on the DS-System to ensure that only connections from your current device are allowed.

2.3 Configuring the Wi-Fi connection settings

By default, the iOS DS-Client attempts to use a Wi-Fi connection to connect to the network. This is primarily a cost-savings feature, since many Wi-Fi connections are free.

If your device cannot use a Wi-Fi connection, a message will appear prompting you to use your cellular data for the network connection. To use your cellular data, tap **Continue**.

If you do not want to see this message, you can turn it off by configuring the Wi-Fi connection settings for the application.

To configure the Wi-Fi connection settings:

1. On the device's **Home** screen, tap **Settings**, and then tap **Cloud Backup**.
2. To display the message whenever the application attempts to connect to the network using your cellular data, select the **WiFi Only** check box. To turn off the message, clear this option.

2.4 Enabling Location Services

The first time that you attempt to back up a photo or video, you will be prompted to allow the iOS DS-Client to access your Camera Roll.

If you tap **OK**, backups will proceed without issue. However, if you tap **Don't Allow**, you will encounter errors when attempting to back up a photo or video because the Location Services for the Cloud Backup application have been turned off. To resolve this issue, enable the Location Services for the iOS DS-Client.

To enable Location Services:

1. On the device's **Home** screen, tap **Settings**.
2. Tap **Location Services** and ensure that **CloudBackup** is enabled.

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Enabling Location Services

3 Working with your backup set

A default backup set is created at installation time. All the activities that you perform using the iOS DS-Client are related to this backup set.

3.1 Configuring the default backup set

You can configure the default backup set to determine which items on your device are backed up.

To configure the default backup set:

1. Tap **Edit Selection**.
2. Under **Backup Items**, select the items that you want to back up.
 - **Contacts** – Backs up all the contacts on your device. Each generation that is backed up is time stamped. This item is selected by default.
 - **Calendar** – Backs up your calendar. Each generation that is backed up is time stamped. This item is selected by default.

NOTE: A new generation (different version) of your contacts or calendar is only backed up if changes have occurred since the previous backup.

Photos – Backs up the photos and videos on your device. By default, only photos are backed up. To configure the backup settings, tap **Photos**.

NOTE: Each photo and video is considered a unique object and backed up individually (one generation). Photos and videos are assigned a unique ID so that the same item is skipped on subsequent backups.

- **Reminders** – Backs up all the reminders on your device. Each generation that is backed up is time stamped. This item is selected by default.
3. By default, retention is enabled and set to 3 generations. To configure the retention settings, tap **Keep Last Generations**, and then select the maximum number of generations of a backup item that you want to retain on the Cloud Backup Server (DS-System).

NOTE: Each time you back up an item that has changed, a new generation is created. When the maximum number of generations has been reached, the latest generation overwrites the oldest.

3. When you have finished selecting the items that you want to back up, tap **Done**.

3.2 Scheduling a backup

Your backup set comes with a default schedule that notifies you when it is time to back up the data on your device. The default setting is to back up your data once a night between 8 PM and 8 AM from Monday to Sunday. The start time is randomly selected at installation. You can modify the schedule at any time.

To schedule a backup:

1. Tap **Schedule**.
2. In the **Repeat** box, specify how often you want the schedule to run.
3. To play a sound at the scheduled time, enable the **Alert** option.
4. In the **Start Time** box, specify the time that you want the schedule to run.
5. Tap **Save**. At the scheduled time, a message will appear to remind you to perform a backup.

3.3 Performing an on-demand backup

In addition to your scheduled backup reminders, you can perform an on-demand backup of your data at any time.

To perform an on-demand backup:

- Tap **Backup Now**. The backup starts immediately.

NOTE: If there are any errors, view the event log. For more information on viewing the event log, see [Section 3.6, “Viewing logs”, on page 15](#).

3.4 Restoring a backup

You can perform an on-demand restore of your data at any time by selecting all or part of the backed up data that you want to restore. You can also apply various filters if you only want to restore data from a particular time.

To restore a backup:

1. Tap **Restore Now**.
2. Under **Filter**, do the following:
 - a) In the **Start Time** box, select the earliest backup date and time for data that can be selected for restore.
 - b) In the **End Time** box, select the latest backup date and time for data that can be selected for restore.

NOTE: By choosing a start time and end time, only the items that were backed up during this time period will be available to restore.

3. Under **Backup Items**, tap the check box beside the items that you want to restore.
 - **Contacts** – Tap to select the specific generation of your contacts that you want to restore.
 - **Calendar** – Tap to select the specific generation of the calendar that you want to restore.

NOTE: To retain your existing contacts or calendar data, enable the **Keep Current** option. This means that you might have duplicate entries. To replace your existing contacts or calendar with the data that you restore from the selected backup, disable this option. This option is enabled by default.

- **Photos** – Tap to select the individual photos or videos that you want to restore, and then tap **Back**. To configure the restore options, tap **Options**, and select one of the following scan options:
 - **No Scan** – The restore process does not perform restore duplication checking. If you select a photo or video that already exists on the device, a duplicate is restored with a different file name. However, the file name is not visible on the device so you will see two identical files.
 - **Fast Scan** – The restore process compares the thumbnail of each photo or video with the file in the Cloud Backup database. This option minimizes duplication and takes significantly less time than a full scan. However, there is still a possibility of duplicate items because the comparison is based only on the thumbnail.

- **Full Scan (default)** – The restore process compares the signature of each photo or video with the file in the Cloud Backup database. This option provides the best checking to minimize duplication, but takes the longest time.
 - **Show Photo Stream** – When enabled, photos from all your iOS devices are available for selection. This option is disabled by default.
 - **Reminders** – Tap to select the specific generation of your reminders that you want to restore. This option is disabled by default so photos from your Photo Stream are not available for selection.
4. When you have finished selecting the items you want to restore, tap **Restore**.
 5. Select a reason for requesting the restore, and then tap **Done**. The restore process starts immediately.

NOTE: If there are any errors, you can view the event log. For more information on viewing the event log, see [Section 3.6, “Viewing logs”, on page 15](#).

3.5 Deleting a backup

You can delete backed up data by selecting the items that you want to delete.

To delete a backup:

1. Tap **Delete Files**.
2. Under **Filter**, do the following:
 - a) In the **Start Time** box, select the earliest backup date and time for data that can be selected for deletion.
 - b) In the **End Time** box, select the latest backup date and time for data that can be selected for deletion.

NOTE: By choosing a start time and end time, only the items that were backed up during this time period will be available to delete.

3. Tap **Leave generations** and select how many generations of your data that you want to retain on the Cloud Backup Server (DS-System).

NOTE: 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.

4. Under **Backup Items**, select the backed up items that you want to delete. The number of generations that will be deleted is displayed.

5. Tap **OK**. The delete process starts immediately.

NOTE: If there are any errors, you can view the event log. For more information on viewing the event log, see [Section 3.6, “Viewing logs”, on page 15](#).

3.6 Viewing logs

You can troubleshoot issues by viewing detailed activity and event logs for all your backup and restore activities.

NOTE: Activity and event logs are retained in the database for three months and then automatically deleted.

To view logs:

1. Tap **View Logs**.
2. To view the event logs for a specific activity, tap the activity.
3. To view a list of all the events, tap **Event Log**.

NOTE: To configure the activities that appear in the Activity Log or the events that appear in the Event Log, tap the **Filters** icon in the upper-right corner.
