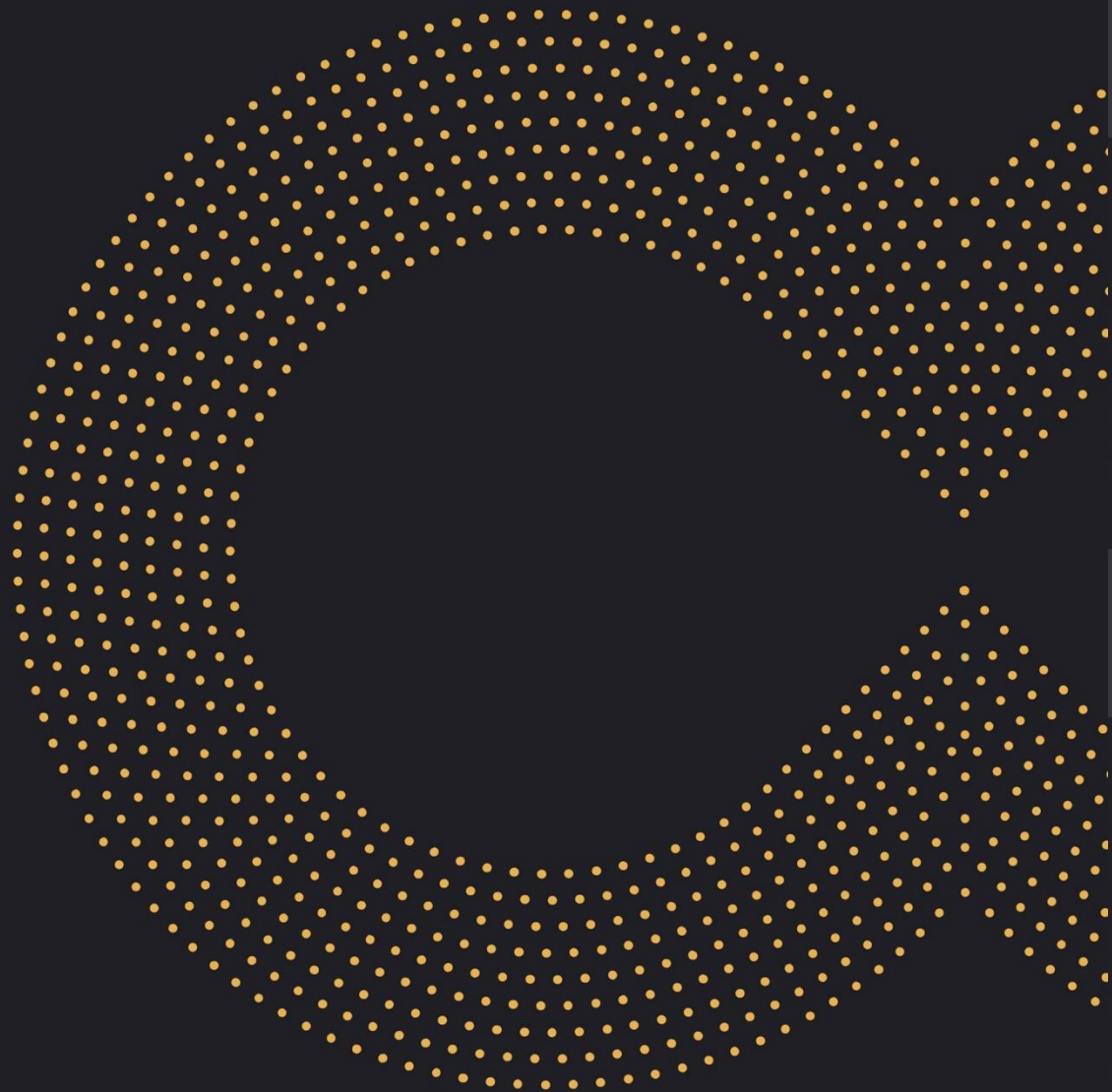


oodrive save

User Guide

Oodrive Save



Terms of use

Without prejudice to any rights reserved and unless expressly authorized, no part of this document may be reproduced, recorded or introduced into a consultation system, or sent in any format or by any means whatsoever without the written permission of the OODRIVE GROUP.

Any requests for permission to reproduce or obtain further copies of this document should be sent to the OODRIVE GROUP.

Distribution list

| Company | Role |
|----------------|--|
| Oodrive Group | Oodrive Group colleagues and customers |

Contents

| | | |
|------|---|----|
| 1. | Getting started with Oodrive Save | 7 |
| 1.1. | Compatibility..... | 7 |
| 1.2. | Download and install the application on your PC..... | 7 |
| 1.3. | Log in to the application | 8 |
| 1.4. | Oodrive Save overview..... | 10 |
| | The dashboard | 10 |
| | Quick actions for backup sets | 11 |
| 1.5. | Search for a backed-up file | 12 |
| | Filter your search..... | 12 |
| 1.6. | Update the application..... | 13 |
| 1.7. | Access the web application..... | 13 |
| 1.8. | Uninstall the application | 14 |
| 2. | Creating a backup set | 14 |
| 2.1 | Step 1: Create the backup set | 14 |
| 2.2 | Step 2: Choose files to back up..... | 15 |
| | Select the items | 15 |
| | Specify exclusions | 16 |
| | Analyze your selection | 17 |
| 2.3 | Step 3: Schedule backups..... | 19 |
| 2.4 | Step 4: Configure advanced options..... | 20 |
| | Offline backup | 20 |
| | Insert automation scripts | 21 |
| 3. | Backup OneDrive folders | 22 |
| 3.1 | Step 1: Configuring OneDrive local synchronization..... | 22 |
| 3.2 | Step 3: Create the backup set..... | 23 |
| 4. | Backup with Bare Metal Recovery (BMR) | 23 |
| 4.1 | Step 1: Create a new BMR set..... | 24 |
| 4.2 | Step 2: Choose the items to backup..... | 24 |
| 4.3 | Step 3: Schedule a BMR backup..... | 25 |
| 5. | Backing up a virtual machine | 26 |
| 5.1 | For VMware | 26 |

| | |
|---|----|
| Step 1: Create a VMware Virtual Machines backup | 26 |
| Step 2: Install integration services | 27 |
| Step 3: Create the backup set..... | 28 |
| 5.2 For Hyper-V | 29 |
| Step 1: Back up a Linux VM with Hyper-V | 29 |
| Step 2: Create a backup set for Hyper-V | 31 |
| Step 3: Check a successful backup with reserve | 32 |
| 6. Backing up a remote SQL Server database | 32 |
| Step 1: Configure specific user profiles | 32 |
| Step 2: Prepare the data..... | 33 |
| Step 3: Create the backup set | 35 |
| 7. Viewing backup and recovery reports | 36 |
| 7.1 Access all reports | 36 |
| 7.2 Display detailed reports | 37 |
| 7.3 Fix detected errors and warnings | 38 |
| Backup and recovery statuses..... | 38 |
| Backup warnings | 39 |
| 7.4 Access the backup configuration report..... | 40 |
| 8. Recovering data | 41 |
| 8.1 Recovery location rules..... | 41 |
| Case No. 1. Recovering a single file or folder | 41 |
| Case No. 2. Recovering several files or folders | 41 |
| Case No. 3. Recovering an application..... | 42 |
| 8.2 Restore data from the PC application | 43 |
| Step 1: Select the backup | 43 |
| Step 2: Select the items..... | 44 |
| Step 3: Choose the location for restored items | 46 |
| Step 4: Choose the restore rule | 46 |
| Step 5: Recover data | 47 |
| Step 1: Select the backup | 47 |
| Step 2: Select the items..... | 49 |
| Step 3: Choose the location for restored items | 51 |
| Step 4: Choose the restore rule | 51 |
| Step 5: Recover data | 51 |

| | | |
|------|--|----|
| 8.3 | Recover a backup with Bare Metal Recovery | 52 |
| | Step 1: Prepare for recovery | 52 |
| | Step 2: recover the data | 53 |
| 8.4 | Recovery with the Recovery Tool..... | 54 |
| | Step 1: Install the Recovery Tool..... | 55 |
| | Step 2: Select the backup | 56 |
| | Step 3: Select the items..... | 57 |
| | Step 4: Choose the location for restored items | 59 |
| | Step 5: Choose the restore rule | 59 |
| | Step 6: Recover data | 60 |
| 9. | Managing existing backups..... | 61 |
| 9.1 | View backed-up elements | 61 |
| 9.2 | Edit a backup set..... | 62 |
| | Rename an existing backup set..... | 62 |
| | Modify the backup selection..... | 62 |
| | Specify exclusions | 63 |
| | Modify the schedule | 65 |
| 9.3 | Clean blocks when scheduling a local backup..... | 66 |
| 9.4 | Advanced options | 67 |
| | Offline backup | 67 |
| | Insert automation scripts | 68 |
| | Back up ACL rights..... | 69 |
| 9.5 | Delete a backup set | 70 |
| 9.6 | Pause a backup..... | 70 |
| 10. | Managing the configuration | 71 |
| 10.1 | View backup account..... | 71 |
| 10.2 | Authorize remote viewing | 71 |
| | Configure remote access | 71 |
| | Configure access via HTTP proxy | 72 |
| 10.3 | Protect access to backup sets..... | 73 |
| | Change your password | 73 |
| | Configure restricted access..... | 74 |
| | File encryption..... | 74 |
| 10.4 | Configure specific user profiles | 75 |

| | |
|---|----|
| 10.5 Refine selection filters..... | 76 |
| 10.6 Adjust backup performance | 77 |
| Set the backup transfer speed..... | 77 |
| Schedule the transfer speed | 77 |
| 10.7 Set alerts..... | 78 |
| 10.8 Set execution options | 79 |
| Set a temporary directory | 79 |
| Enable execution options..... | 80 |
| 10.9 Configure offline backup | 81 |
| 10.10 Backup files regardless of the modification date | 82 |
| 10.11 Export and import the configuration of Oodrive Save | 83 |
| Export a configuration..... | 83 |
| Import a configuration..... | 84 |
| 10.12 Troubleshoot the installation | 84 |

1. Getting started with Oodrive Save

Oodrive Save offers companies an effective way of protecting their computer data. Oodrive Save is a highly secure automated backup solution that sends the user's computer data to a remote storage center.

Oodrive Save enables you to back up your computer files as often as you want, thanks to a fully automated procedure.

The data is sent encrypted via the AES 256-bit protocol to ensure its confidentiality. It is then stored in fully secure hosting centers.

1.1. Compatibility

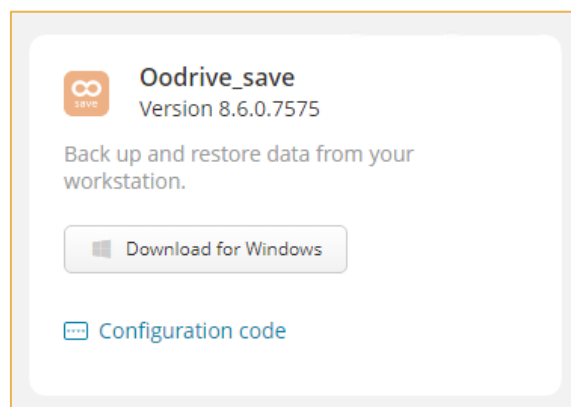
Please visit the following web page on software compatibility:

<https://www.adbackup-help.com/en/wp-content/uploads/sites/2/compatibility-guide-oodrive-save.pdf>.

Oodrive Save is installed under Windows but can back up any connected Mac or Linux computer in a network.

1.2. Download and install the application on your PC

1. Log in to the Oodrive Save web interface from our website at the following address: <https://backup.oodrive.com/auth/ws/name-of-your-workspace/?service=user-home>
2. From the **Installers** section, click the **Download for Windows** link in the **Oodrive Save** section and save the file.



3. Click **Configuration code** under the download link, then **Copy code**.
4. Once you have downloaded the ***.exe** file, go to your Downloads folder and double-click on this file to start installation.

5. Click **Yes** to allow the application to make changes to your device.
6. Select the application language, then click **OK**.
7. Click **Next** to start the installation.
8. Paste the configuration code in the dedicated field, then click **Next**.
9. Follow the steps in the installation wizard to install the **Oodrive Save** application.
10. When installation is complete, select **Launch Oodrive Save** and click **Finish** to launch the application.

1.3. Log in to the application

When Oodrive Save first launches, you will be asked to log in.

1. Log in using your Oodrive login credentials.

Note: After 5 failed login attempts, a security code will be automatically emailed to you. This code will be required in addition to your password.

If you have forgotten your password, click **Forgot your password?**

If two-factor authentication has been configured, you will also be asked to enter the code received on your mobile device.

2. When logging in for the first time, the **Encryption Selection** window asks you to select an encryption method for your files:
 - If you want to **use an automatically generated key** which will be kept on the backup servers: leave the option selected.
 - If you want to **generate a key manually** with a personal pass phrase: select this option and enter your pass phrase.

Important: Your encryption key is strictly personal and will not be saved on the backup servers. **If you lose it, we will not be able to supply it to you, and you will not be able to recover your files.**

Please note: This choice is permanent and cannot be changed.

3. Click **OK** to confirm your choice.

4. If you are an administrator, a window gives you the option to enable restricted access.

Restricted access limits access to backup sets, scheduling and settings configuration of the Oodrive Save application. This protects your data from being changed or deleted from your computer.

- **To enable restricted access:** enter the backup administrator's email address, then create and confirm your password. Next, confirm by clicking **OK**.
- If you do not want to enable restricted access: click Cancel.

Note: This operation is not definitive. You can enable restricted access later from the **Configuration** menu.

5. You access the application.

1.4. Oodrive Save overview

The dashboard

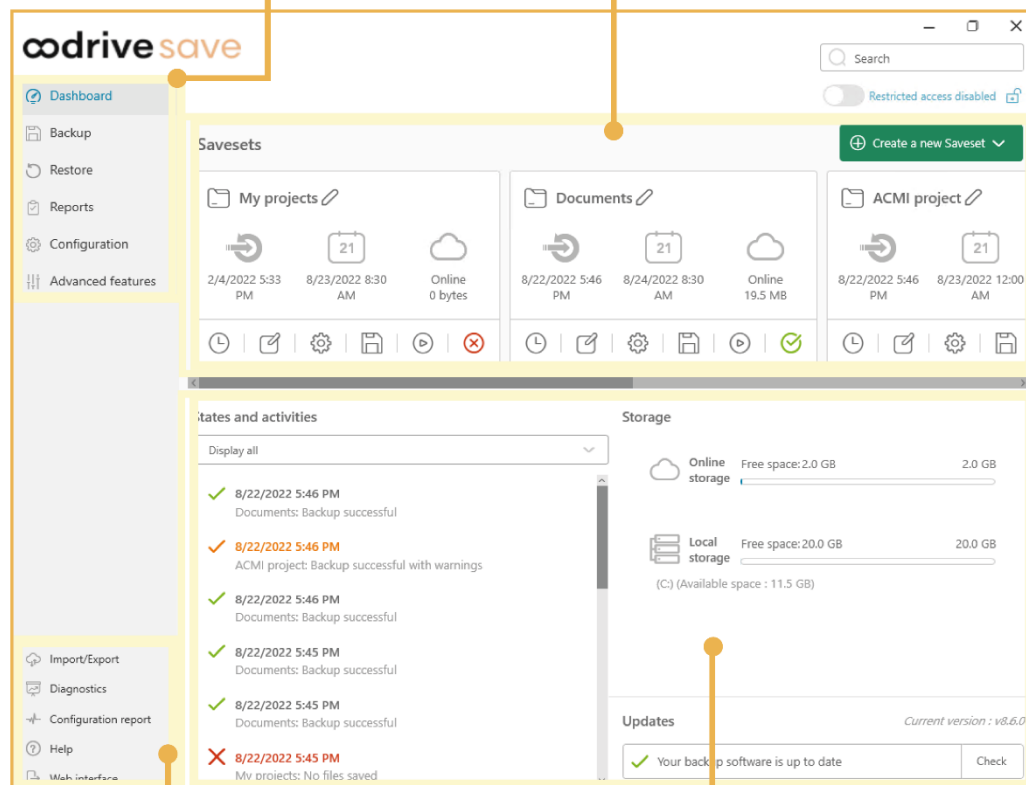
From the dashboard, you can view all the information relating to your backups at a glance.

Browse in the application

Access the main modules of the application to manage your backup and recovery operations.

Manage your backup sets

Perform quick action on your existing backup sets.



Access additional options

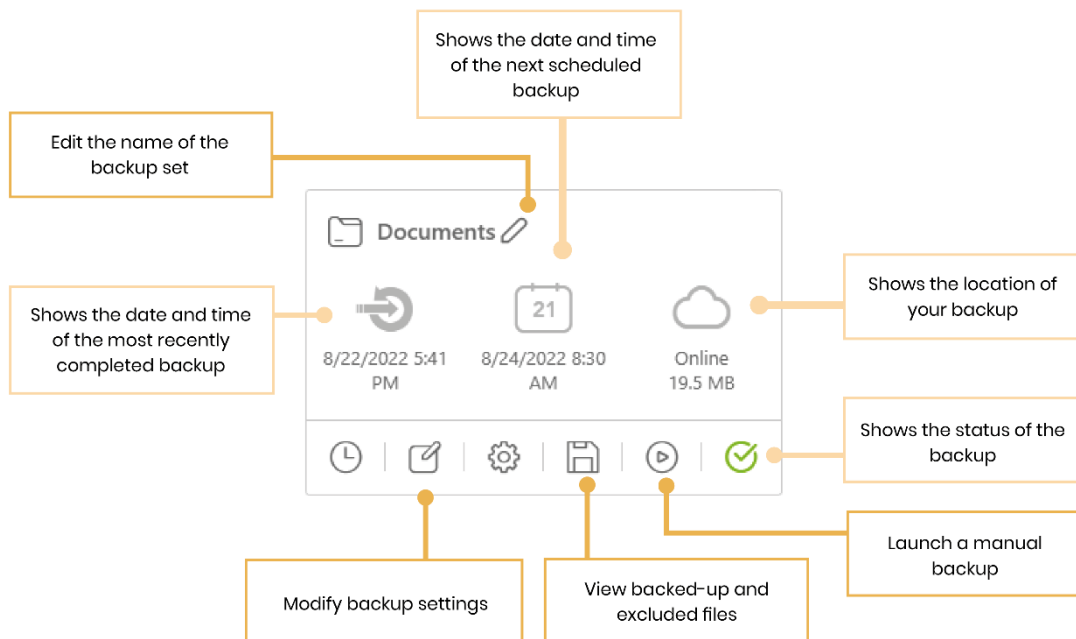
Access the Oodrive Save web interface, launch a diagnosis of your installation, view the configuration report and export your configuration in .dat format.

Stay informed

View the status of your backup and recovery operations and your storage space, as well as the latest available updates.

Quick actions for backup sets

The **Savesets** section of the dashboard shows all the available backup sets. From this section, you can view key information for a set, edit this set, or launch a manual backup.




1.5. Search for a backed-up file

The application lets you perform searches in all your backed-up files.

1. In the **Search** field in the upper-right corner of the window, enter the extension for the files you want, or at least 3 characters.
2. Press **Enter** on your keyboard to confirm your search.

Filter your search

You can refine your search by creating filters.

1. Click **Add filter** to start to create a new rule.
2. Choose whether to **Include** or **Exclude** by clicking on the drop-down menu.
3. Select the type of items to filter: **File**, **Folder**, **Any**.
4. Follow the instructions provided by the information button  to fill in the remaining fields.
5. Confirm your rule by clicking **+** to its right.

Note: You can remove your filter by clicking **X**.

6. Repeat the process to add other filters.
7. View the results of your search.

1.6. Update the application

To ensure that the solution runs smoothly, the Oodrive Save application updates regularly and automatically.

If you are in doubt, you can check via the dashboard whether you are running the most recent version of the application.

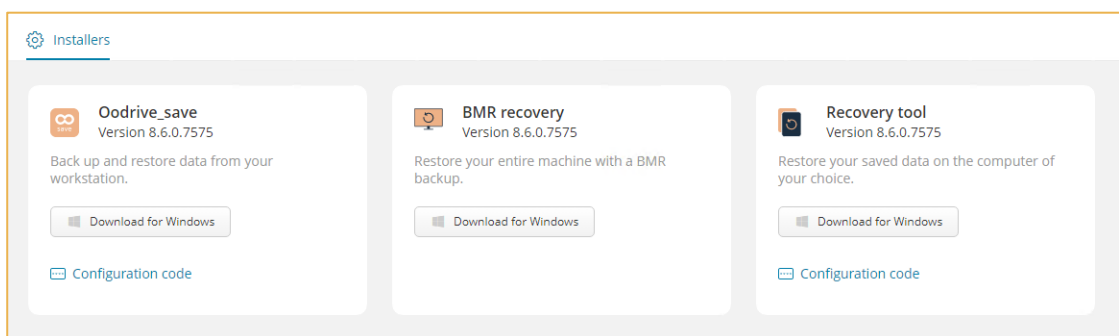
1. To check whether your application is up to date, click **Check** in the **Updates** section of the dashboard.
2. If a more recent version of the application is detected, the update will start automatically.

If the update fails, you can go to the web interface to download the most recent version of the Oodrive Save application.

1.7. Access the web application

The Oodrive Save web interface lets you download your backup and recovery tools:

- Oodrive Save
 - BMR recovery (only available if you have made a BMR backup)
 - Recovery Tool
1. In the lower-left section of the Oodrive Save window, click **Web interface**.
 2. A new tab opens in your browser. Enter your login details and click **Log in**.
 3. You are taken to your web interface:



1.8. Uninstall the application

Uninstalling the application will not delete the files backed up on the server. Before uninstalling, it is advisable to close all programs that are currently running.

1. Go to the **Start** menu of your computer.
2. Select **Settings**, then **Apps & features**.
3. Select **Oodrive Save** from the list of applications.
4. Click **Uninstall**.
5. Confirm uninstallation by clicking **Uninstall**.

2. Creating a backup set

2.1 Step 1: Create the backup set

1. Click **Backup** to go to your backup sets.
2. Click **Create a new saveset** and select **Create a new saveset**.
3. Enter the name of your backup set in the **New saveset name** field.
4. Choose a storage location:
 - **Online:** Your files are stored in the cloud.
 - **On local:** Your files are stored on the hard disk of your machine, or on an external device (such as an external hard drive or USB key, for example). The default local storage size permitted is set to 10 times the size of your subscription.

If you choose local storage, click **Browse** in the **Local backup location** section and select the location of your choice in your local file manager.

5. Click **Next** to access the menu for adding backup items.

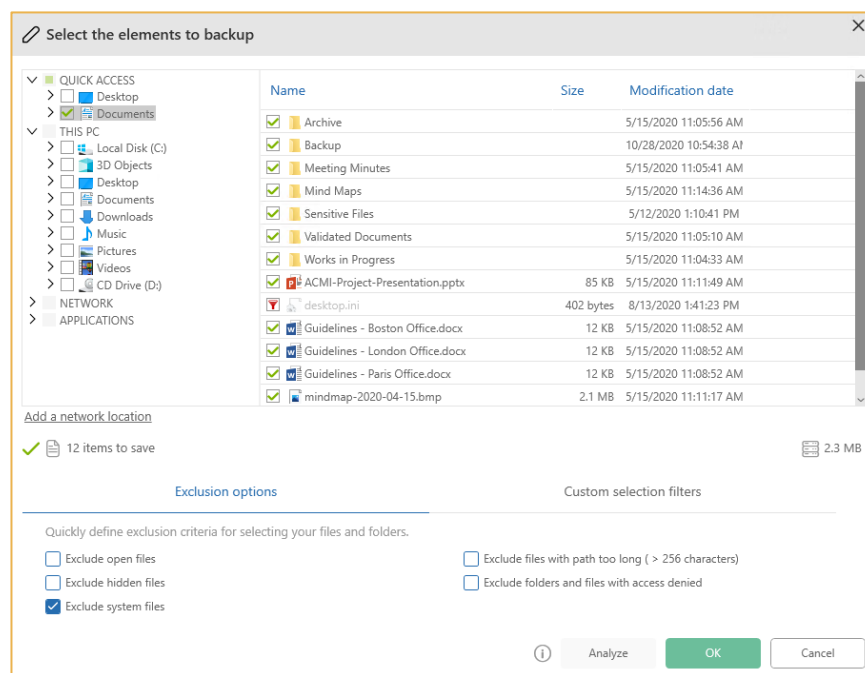
2.2 Step 2: Choose files to back up

Select the items

1. Select the **Manual selection** option and click **Select** to go to the backup items selection window.

Note: If you want to reuse the selection from an existing set, select the **Copy selection from an existing saveset** option, then select the backup set in question from the drop-down list. After that, click **Next** to go straight to the next step.

2. Expand the menus of the file manager to access the items you want to back up:
 - **Quick access:** Choose documents from the most commonly used locations.
 - **This PC:** Select files/folders on the drives of your computer.
 - **Network:** Select files on your company's network.
 - **Applications:** Back up data from your applications (email, web browser, VMware hypervisor, OneDrive synced folders, etc.).
3. Navigate the file manager and select the items you want to back up.



4. To ensure effective data recovery, we recommend that you select a maximum of 1 TB of data per backup set. The application shows the number of files to back up, as well as the amount of disk space your selection represents.

Specify exclusions

To prepare your data for backup, you can specify folder or file exclusion criteria.


By doing so, you can avoid unnecessarily exceeding the data allocation, and issues with files that should not be included in the backup.

Apply exclusion criteria

1. In the **Select the elements to backup** window, click the **Exclusion options** tab.
2. Select the files you want to exclude from your backup:

| Type of file to exclude | Description |
|--|---|
| Open files | Provides an option not to select files currently in use for a backup. |
| Hidden files | Hidden files are usually important files whose purpose is to assist in the running of the operating system; if altered or deleted, they may make the operating system unstable. |
| System files | System files are files with system attributes. By default, they are not backed up. |
| Files with path too long (>256 characters) | Files whose path is over 256 characters may not be accessible on your computer. |
| Folders and files with access denied | Folders with insufficient access rights indicate an incompatibility between your files and the user profile for your application. |

Apply exclusion or inclusion filters

1. In the **Select the elements to backup** window, click the **Custom selection filters** tab.
2. Click **Add filter** to start to create a new rule.
3. Choose whether to **Include** or **Exclude** by clicking on the drop-down menu.
4. Select the type of items to filter: **File, Folder, Any**.
5. Follow the instructions provided by the information button  to fill in the remaining fields.
6. Confirm your rule by clicking **+** to its right.

Important: You can remove your filter by clicking **X**.

7. Repeat the process to add other filters.

Once your filters have been created, you will be able to analyze your selection.

If you do not want to run an analysis, click **OK** to confirm your selection, then click **Next**.

Analyze your selection

Before backing up, we recommend that you perform an analysis of all selected data, particularly if the selection is complex and may contain files that you do not want to back up, or files that are corrupt.

1. Click **Analyze** to run the selection analysis.
2. Once the analysis is complete, confirm your selection.

Items that may prevent the backup from being optimized are classified into the following categories:

| Category | Description |
|---|---|
| Picture, music and video files | Multimedia documents are usually associated with personal use. Check that your selection contains only data that you think is relevant. |
| Too long paths (>256 characters) | Files whose path is over 256 characters may not be accessible on your computer. |
| Files over 2 GB | Files that are over 2GB are shown. |
| Folder access denied or File access denied | Folders with insufficient access rights indicate an incompatibility between your files and the user profile for your application. |
| System files | System files are files with system attributes. By default, they are not backed up. |
| Folders with a lot of files | Folders with a large number of files may slow a backup down. We recommend that you reduce the number of files contained in any folders that are detected. |

- To remove a file identified by the selection analyzer from the backup, deselect the file in the rightmost column.

Note: To make your analysis easier, you can sort files by **Name**, **Size** or **Modification date** by clicking on the applicable column heading.

- When you have finished examining the selection analysis and you have made the necessary corrections, click **OK**.
- Click **OK** to save your selection, then click **Next**.
- Click **Next** again to go to the backup scheduling menu.

2.3 Step 3: Schedule backups

There are two types of backups: manual or scheduled.

Manual backups can be launched at any time, as needed, while scheduled backups run automatically and on a recurring basis, according to a predefined schedule.

1. To create an automatic backup schedule, click **Add schedule task**.
2. Select a scheduling method using the **Make a backup** drop-down list:
 - **Daily:** Run daily backups at the times of your choice.
 - **Weekly:** Set one day a week, at the time of your choice, to perform the backup.
 - **Monthly:** Select a date or a specific day to launch your backup.
 - **Continuously:** This option is suited to files that change frequently, enabling you to launch backups during the day at the frequency of your choice.
3. After selecting the scheduling method, fill in the fields that appear on the screen.
4. Once you have set your schedule, confirm it by clicking **Add**.
5. The new schedule is displayed in the list of schedules for the backup.

| Type | Date | Count | Status | Optimization ⓘ |
|--------|-----------------------------------|-------|-------------------------------------|--------------------------|
| Manual | | - 7 + | | |
| Daily | Mon, Tue, Wed, Thu, Fri, at 08:30 | - 5 + | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Adjust the number of backups to be retained for this schedule in the **Count** column. You can keep up to 60 backups per schedule.

6. Add as many schedules as necessary. You can add up to 10 schedules for a single backup set.

Note: If several schedules exist for the same backup set, you can reduce the number of manual backups saved, or choose not to save any.

7. Click **Next** to confirm your schedule.

This will take you to the **Advanced configuration** menu. If you do not need these settings, you can click **Create** to confirm your new backup set.

2.4 Step 4: Configure advanced options

The **Advanced configuration** menu gives you access to two additional options: **offline backup** and **script insertion**.

Offline backup

The offline backup option enables the temporary local backup of data sets if network connection is lost.

1. Click the **Offline backup** tab.
2. Enable the option by clicking the toggle switch.
3. When you enable offline backup for the first time, a window appears on the screen, letting you view the default settings for offline backup and modify them as desired.

Click **Modify** to save the offline backup settings.

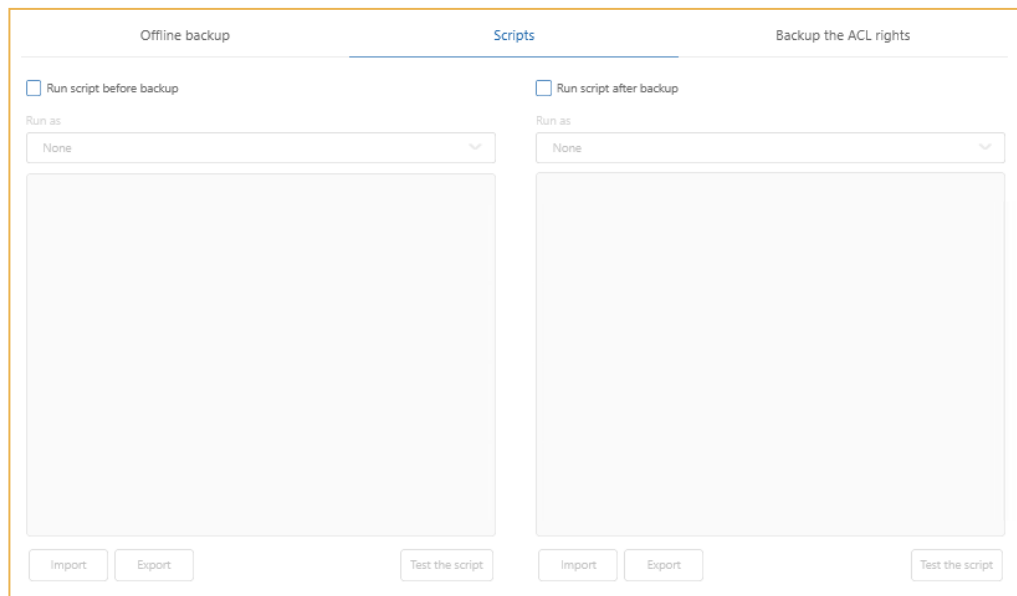
Offline backup is now enabled. If you have finished your advanced configuration, click **Create**.

Insert automation scripts

You have the option to run a script before and after the backup.

These scripts are specific automations you can use to manage how the application handles certain file formats.

1. Click the **Scripts** tab.



2. Select **Run script before backup** or **Run script after backup** to specify when the script runs.

Note: You can select both steps to apply a different script to each of them.

3. If you want to link a user profile to the script you want to run, select a profile using the **Run as** drop-down menu.

If you want to run two different scripts, you can link a different user profile to each of them.

Note: To link a user profile to a script you want to run, you need to have configured at least one Windows user profile in advance in the **Advanced features** of your Oodrive Save application.

4. Enter your DOS commands in the field corresponding to the selected step or click **Import** to make a direct call to a **.bat** file.

If you have finished your advance configuration, click **Create**.

3. Backup OneDrive folders

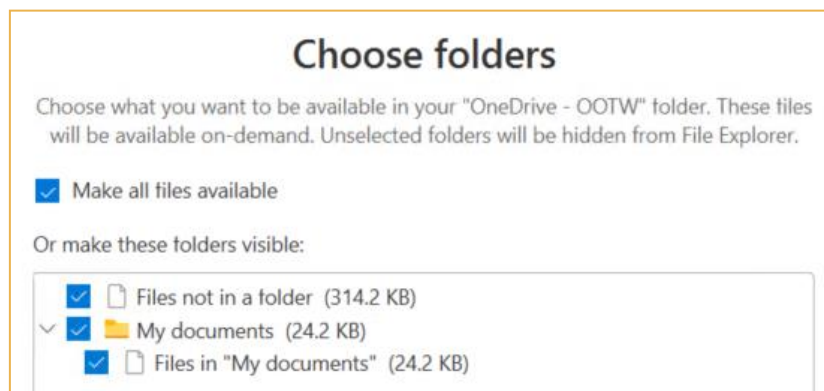
You can back up OneDrive folders which are synchronized to your computer.

You can only make a backup of the content of folders synchronized with OneDrive. In other words, the backup is a snapshot at a given moment of the data you have chosen to synchronize to your computer from your OneDrive cloud.

It is impossible to back up the content of OneDrive files and folders directly from the OneDrive cloud. The Oodrive Save application can only back up items available locally on your computer.

3.1 Step 1: Configuring OneDrive local synchronization

1. Access Microsoft OneDrive settings and go to the **Settings** tab.
2. In the **Files On-Demand** section, select **Save space and download files as you use them**.
3. In the **Account** tab, go to the section relating to syncing locations and click **Choose folders**.
4. In the **Choose folders** window, select **Make all files available** or select the files you want to make available for backup in the folder synchronized from OneDrive to your computer.

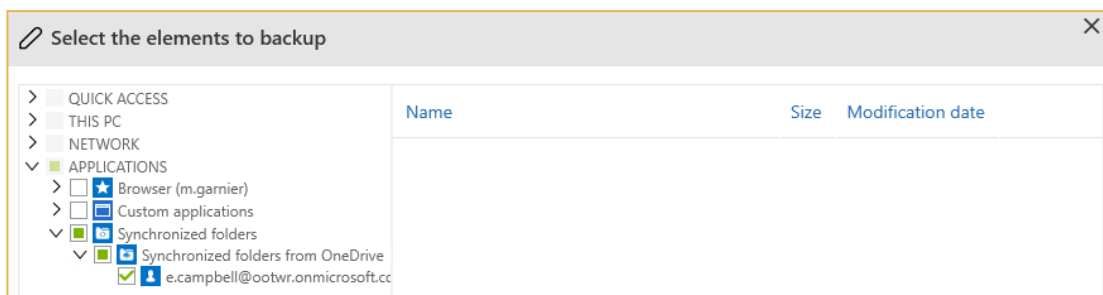


5. Click **OK** twice.

3.2 Step 3: Create the backup set

After configuring the synchronization of your OneDrive folders, you now need to create the backup set that will allow you to back up the data synced to your computer.

1. Create the new backup set. If necessary, refer to the *Creating a backup set* section on page 14.
2. At the backup items selection step, select the **Manual selection** option and click **Select**.
3. Expand the **Applications** menu in the file manager and select the items you want to back up under the **Synchronized folders from OneDrive** application.



Please note: Folders synchronized with OneDrive are named in line with the OneDrive account login detected in the Windows Registry of the computer.

4. Click **OK**, then **Yes**.
5. Click **Next**, and configure schedules and advanced options as required.
6. Click **Create** to save your set.

4. Backup with Bare Metal Recovery (BMR)

Bare Metal Recovery (BMR) is a data backup technique that protects a disk partition so that it can be restored to a new machine or a virtual machine.

A snapshot of the machine and installed software is taken directly at the time of the backup. A specific recovery tool, launched from a CD/DVD or USB key, restores all previously backed-up hard drives to a new machine.

If an accident occurs, BMR dramatically reduces the recovery time compared to classic file recovery techniques.

Important: BMR backup does not support RAID storage devices.

4.1 Step 1: Create a new BMR set

1. Click **Backup** to go to your backup sets.
2. Click **Create a new saveset** and select **Create a new BMR saveset**.
3. Enter the name of your BMR set in the **New saveset name** field.
4. Choose a storage location:
 - **Online:** Your files are stored in the cloud.
 - **On local:** Your files are stored on the hard disk of your machine, or on an external device (such as an external hard drive or USB key, for example). The default local storage size permitted is set to 10 times the size of your subscription.

If you choose local storage, click **Browse** in the **Local backup location** section and select the location of your choice from your local file manager.

5. Click **Next** to access the menu for adding backup items.

4.2 Step 2: Choose the items to backup

The backup items menu shows available partitions for the backup. Select the partitions of your choice to add them to the list of items to backup.

Note: The system and boot partitions are selected by default and cannot be deselected.

4.3 Step 3: Schedule a BMR backup

There are two types of backups: manual or scheduled.

Manual backups can be launched at any time, as needed, while scheduled backups run automatically and on a recurring basis, according to a predefined schedule.

1. To create an automatic backup schedule, click **Add schedule task**.
2. Select a scheduling method using the **Make a backup** drop-down list:
 - **Daily:** Run daily backups at the times of your choice.
 - **Weekly:** Set one day a week, at the time of your choice, to perform the backup.
 - **Monthly:** Select a date or a specific day to launch your backup.
 - **Continuously:** This option is suited to files that change frequently, enabling you to launch backups during the day at the frequency of your choice.
3. After selecting the scheduling method, fill in the fields that appear on the screen.
4. Once you have set your schedule, confirm it by clicking **Add**.
5. The new schedule is displayed in the list of schedules for the backup.

| Type | Date | Count | Status | Optimization ⓘ |
|--------|-----------------------------------|-------|-------------------------------------|--------------------------|
| Manual | | - 7 + | | |
| Daily | Mon, Tue, Wed, Thu, Fri, at 08:30 | - 5 + | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

6. Add as many schedules as necessary. You can add up to 10 schedules for a single backup set.

Note: If several schedules exist for the same backup set, you can reduce the number of manual backups saved, or choose not to save any.

7. Once you have finished, click **Create** to confirm your new BMR set.

5. Backing up a virtual machine

Oodrive Save allows you to protect all of your Microsoft Hyper-V and VMware virtual machines using a single installed copy of the backup software.

Note: Oodrive Save does not support 32-bit VMware VMs. It is not possible to create a backup for a 32-Bit VMware VM with the Oodrive Save application.

5.1 For VMware

Step 1: Create a VMware Virtual Machines backup

1. Click the **Advanced features** section, then click **Custom applications**.
2. Click **Add** and select **VMware virtual machines**.
3. Fill in all of the fields in the **Add a custom application** window.
4. Once you have filled in the form, you will need to do a connection test to check the accuracy of the data you have entered.
5. Click **Connection test** to start the test.
6. The test result is shown on the screen. Once you have read the result, click **OK** to close the dialog box.

Note: If the test fails, check the information you entered and perform another connection test.

7. After a successful connection test, click **Add** to confirm the configuration.
8. Click **Apply** to save your new custom application.

Important: To optimize the backup of a virtual machine, it is important to enable the Changed Block Tracking (CBT) and Integration tools from the VMware configuration console. Please refer to the documentation for your VMware. The supported version of ESXi is 5.1 and higher.

Step 2: Install integration services

In order to correctly back up a virtual machine, the integration services must be installed. Installation processes vary between the Windows and Linux environments.

For Windows

1. Select a Windows VM on VMware.
2. Right-click on the VM. Go to **Settings**, then click the **Options\Advanced\General** tab.
3. Click **Settings** and enter **True** on the **sata0:0.ctkEnabled** line.
Note: If the **sata0:0.ctkEnabled** line does not exist, you will need to add it before entering the **True** value.
4. Turn on the VM, then click **Invite\Install/Upgrade VMware Tools**.
5. Go to the VM and run the setup.exe file.
6. Restart the VM.

Important: Supported file systems are **NTFS** and **Fat32**.

For Linux

1. Right-click on the VM in **Modify Settings**, then click the **Options\Advanced\General** tab.
2. Click **Settings** and enter **True** on the **ctkEnabled** line.
3. Mount the VM Tools image.
4. Decompress.
5. Enter the command **sudo install : sudo ./vmware-install.pl -d**.
6. Restart the VM.

Important: Supported file systems are **ext**.

Step 3: Create the backup set

1. Create the new backup set. If necessary, refer to the *Creating a backup set* section on page 14.
2. At the backup items selection step, select the **Manual selection** option and click **Select**.
3. Expand the **Applications** menu in the file manager and click **Custom applications**.
4. Select the virtual machine(s) you want to back up.

Please note: To ensure effective data recovery, we recommend that you select only one VM per backup set.

5. Click **OK**, then **Yes**.
6. Click **Next** and configure schedules and advanced options as required.
7. Click **Create** to save your set.

5.2 For Hyper-V

Step 1: Back up a Linux VM with Hyper-V

Integration services known as “integration components” are services that enable the virtual machine to communicate with the Hyper-V host.

For Linux virtual machines, integration services (Linux Integration Services or LIS) have been added to newer versions of the Linux kernel.

For older distributions

Microsoft supplies a download containing installable LIS drivers for some Linux installations based on these old kernels.

| Ubuntu 16.04 | Ubuntu 14.04 | Ubuntu 12.04 |
|--|---|---|
| <p>LIS installation:</p> <pre>apt-get update apt-get install --install-recommends linux-virtual-lts-xenial</pre> <p>Install the hv_vss_daemon:</p> <pre>apt-get install --install-recommends linux-tools-virtual-lts-xenial linux-cloud-tools-virtual-lts-xenial</pre> | <p>LIS installation:</p> <pre>apt-get update apt-get install --install-recommends linux-virtual-lts-xenial</pre> <p>Install the hv_vss_daemon:</p> <pre>apt-get install --install-recommends hv-kvp-daemon-init linux-tools-virtual-lts-xenial linux-cloud-tools-virtual-lts-xenial</pre> | <p>LIS installation:</p> <pre>apt-get update apt-get install --install-recommends linux-generic-lts-trusty</pre> <p>Install the hv_vss_daemon:</p> <pre>apt-get install --install-recommends hv-kvp-daemon-init linux-tools-lts-trusty linux-cloud-tools-generic-lts-trusty</pre> |

For CentOS 7.2

1. Perform a system update using the following commands:

```
yum check-update
```

```
yum update
```

2. Install Linux Integration Service yum install hyperv-daemons

For CentOS 5.11 (kernel 2.6.18-398.el5)

1. Open a terminal as root and type the following command:

```
curl -L -o backupessentials.tar.gz  
https://github.com/LIS/backupessentials/tarball/1.0
```

2. In the appropriate directory, enter: `cd hv/hv-rhel5.9/rpm`

3. Run the installation: `./install.sh`

4. Type: `reboot`

5. Check that LIS has been installed:

```
# /sbin/modinfo hv_vmbus  
  
filename: /lib/modules/2.6.32-71.el6.x86_64/extra/microsoft-hyper-  
v/hv_vmbus.ko version: 4.1.2  
  
license: GPL  
  
srcversion: 63AD0529F69F51AEA8979B9  
  
alias: acpi*:VMBus:*  
  
alias: acpi*:VMBUS:*  
  
depends:  
  
vermagic: 2.6.32-71.el6.x86_64 SMP mod_unload modversions
```

6. Check the running driver services:

```
# /sbin/lsmmod | egrep -i "^hv|hyperv"  
  
hv_utils          19202  0  
hv_netvsc         35452  0  
hyperv_keyboard   12777  0  
hid_hyperv        13059  0  
hv_storvsc        17739  2  
hyperv_fb         17805  2  
hv_vmbus          309053 6 hyperv_keyboard, hv_netvsc, hid_hyperv,  
                  hv_utils, hyperv_fb, hv_storvsc
```

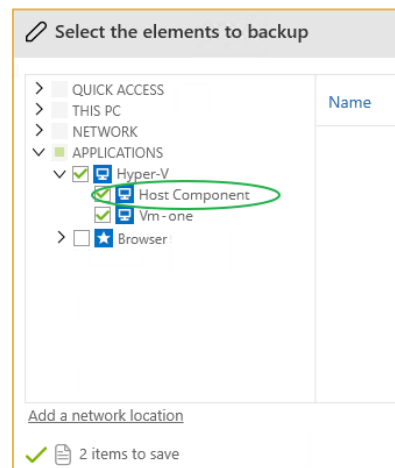
Step 2: Create a backup set for Hyper-V

Important: Before starting a recovery to the original location, note that the Hyper-V virtual machine can only be used once the operation has completed.

1. Create the new backup set. If necessary, refer to the *Creating a backup set* section on page 14.
2. At the backup items selection step, select the **Manual selection** option and click **Select**.
3. Expand the **Applications** menu in the file manager and click **Custom applications**.

The hypervisor installed on the machine is detected automatically.

4. Click the hypervisor to display a list of virtual machines, then select the ones you want to back up.



Please note: To ensure effective data recovery, we recommend that you select only one VM per backup set.

5. Select the **Host Component** item.

Note: Although this item is not a VM, it contains configuration files linked to the virtual machines hosted on the machine, and to the hypervisor. This configuration information will be used in a recovery operation and will help to optimize its performance.

6. Click **OK**, then **Yes**.
7. Click **Next** and configure schedules and advanced options as required.
8. Click **Create** to save your set.

Once the backup of selected machines is performed, they are protected and can be restored on another hypervisor.

Step 3: Check a successful backup with reserve

In the case of a successful backup with reserve following a VM backup, you need to issue the Powershell command `Get-VMIntegrationService -VMName «nomDeLaVM»` as an administrator to check whether VSS services are working.

```
PS C:\Users\z.allouche> Get-VMIntegrationService -VMName "CentOS_5.11"
-----
VMName      Name                                     Enabled PrimaryStatusDescription SecondaryStatusDescription
-----
CentOS_5.11 Synchronisation date/heure             True   OK
CentOS_5.11 Pulsation                     True   OK
CentOS_5.11 Échange de paires clé-valeur         True   OK
CentOS_5.11 Arrêt                                    True   OK
CentOS_5.11 VSS                                       True   OK
CentOS_5.11 Interface de services d'invité         False  OK

PS C:\Users\z.allouche> _
```

6. Backing up a remote SQL Server database

You can back up SQL databases that are on another server on your network.

It is only possible to access this data if the Windows profile has been created.

Note: From Oodrive Save version 7.4.0 onwards, only Remote SQL Server databases are available.

Step 1: Configure specific user profiles

1. Expand the **Advanced features** menu and click **Profiles**.
2. In the **User profiles** section, click **Add** to start configuring a new profile.
3. Enter the domain, username, and password, then click **OK**.
4. In the **Manage the directories** section, click **Add**.
5. Enter the directory path and select the linked user profile.
6. Confirm by clicking **Apply**.

Step 2: Prepare the data

1. Expand the **Advanced features** menu and click **Custom applications**.
2. Click **Add** and select **Remote database SQL Server**.
3. Fill in all of the fields in the **Add a custom application** window. You can modify them later.

| Field | Description |
|--|--|
| Application Name | Enter the name of the application to be added. This application will appear under this name in the file manager. |
| Instance | Enter the name of the remote SQL server instance. If your server does not have an instance name, you should use the default MSSQLServer or SQLEXPRESS name (https://msdn.microsoft.com/fr-fr/library/ms177440.aspx). |
| Database | Enter the name of the database as it appears in your SQL application |
| Port | Enter the port number for connecting to the application: <ul style="list-style-type: none"> • Check in the configuration of your SQL Server that the TCP/IP protocol is active: https://msdn.microsoft.com/fr-fr/library/ms177440.aspx • The standard values to provide are 1433 or 1730. |
| Windows authentication / SqlServer authentication | Select the authentication type and enter the connection information: <ul style="list-style-type: none"> • Windows authentication: select the Windows profile to use. • SqlServer authentication: Enter the MS SQL Server system administrator username/password. |

| Field | Description |
|--------------------|---|
| Local path | Enter the local path on the remote machine. It will be used as a “temporary directory” on the computer on which the databases are stored. For example: C:\Data\Backup |
| Remote path | Enter the UNC (Uniform Naming Convention) path for this same directory. For example: \\ServWin2012\Backup |

Once you have filled in the form, you will need to do a connection test to check the accuracy of the data you have entered.

4. Click **Connection test** to start the test.
5. The test result is shown on the screen. Once you have read the result, click **OK** to close the dialog box.

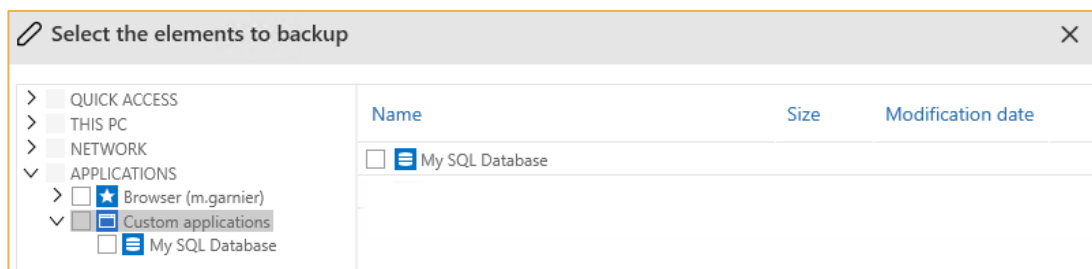
Note: If the test fails, check the information you entered and perform another connection test.

6. After a successful connection test, click **Add** to save your new custom application.

Step 3: Create the backup set

After configuring the user profile and the application to back up, you now need to create the backup set that will allow you to back up your SQL database.

1. Create the new backup set. If necessary, refer to the *Creating a backup set* section on page 14.
2. At the backup items selection step, select the **Manual selection** option and click **Select**.
3. Expand the **Applications** menu in the file manager and click **Custom applications**.



4. Select the application you have just configured so that you can add your SQL database to the backup items list.
5. Click **OK**, then **Yes**.
6. Click **Next**, and configure schedules and advanced options as required.
7. Click **Create** to save your set.

7. Viewing backup and recovery reports

The **Reports** section provides access to the various reports generated by the application: online and local backup reports, as well as recovery reports.

7.1 Access all reports

1. Click on the **Reports** section.
2. This takes you to all of your backup and recovery reports.

Backup, recovery, online backup and local backup reports are all displayed by default.

| Name | Start | End | Storage | State |
|---------------------------------------|--------------------|--------------------|---------|-----------------------------------|
| Documents 11 KB in 19 seconds | 8/22/2022 5:40 PM | 8/22/2022 5:40 PM | ☁ | ✔ Backup successful |
| My projects 0 bytes in 5 seconds | 8/22/2022 5:40 PM | 8/22/2022 5:40 PM | ☁ | ✘ No files saved |
| ACMI project 0 bytes in 7 seconds | 8/22/2022 5:30 PM | 8/22/2022 5:30 PM | 📁 | ✔ Backup successful |
| ACMI project 0 bytes in 11 seconds | 8/22/2022 12:21 PM | 8/22/2022 12:21 PM | 📁 | ✔ Backup successful |
| Projet ABC 9.0 MB in 11 seconds | 8/22/2022 12:21 PM | 8/22/2022 12:21 PM | 📁 | ✔ Backup successful |
| Documents 0 bytes in 5 seconds | 8/22/2022 12:01 PM | 8/22/2022 12:01 PM | ☁ | ✔ Backup successful |
| Documents 0 bytes in 5 seconds | 8/22/2022 12:00 PM | 8/22/2022 12:00 PM | ☁ | ✔ Backup successful |
| ACMI project 0 bytes in 5 seconds | 8/22/2022 12:00 PM | 8/22/2022 12:00 PM | 📁 | ⚠ Backup successful with warnings |
| Documents 0 bytes in 4 seconds | 8/22/2022 11:59 AM | 8/22/2022 12:00 PM | ☁ | ✔ Backup successful |
| My projects 16 KB in 3 seconds | 8/22/2022 11:57 AM | 8/22/2022 11:57 AM | ☁ | ✘ No files saved |
| My projects 16 KB in 4 seconds | 8/22/2022 11:54 AM | 8/22/2022 11:54 AM | ☁ | ✘ No files saved |

3. If you want to view a precise report type, click the **Filter reports** drop-down list and deselect the report types you do not want to see.
4. Click on the report of your choice to view the summary of backed-up files and applications.

7.2 Display detailed reports

1. In the **Reports** section, select the backup or recovery for which you want to display the detailed report.
2. In the **Information** panel that opens on the right, click **More details**.
3. A new window opens in your web browser, showing the detailed report.
4. To analyze or check your files, click on the selection tiles in the Files or Applications section.

The screenshot displays the 'oodrive_save' interface for a backup report. At the top, it shows 'ACMI Project' with a 'Backup successful' status. Below this, it lists the user 'c.chardon' and the operation 'Manual operation' (version 8.6.0). The backup started on 8/22/22 at 11:21 AM and ended at the same time, with a total size of 3.8 MB. A summary table shows 51 files backed-up, 0 disappeared, 0 with error, and 0 action required. The Applications section shows 0 backed-up, 0 missing, 0 with error, and 0 action required. A table below lists the files with columns for Name, Size, Modified, State, and Location.

| FILES | | | | APPLICATIONS | | | |
|-----------|-------------|------------|-----------------|--------------|---------|------------|-----------------|
| 51 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| backed-up | disappeared | with error | action required | backed-up | missing | with error | action required |

| Name | Size | Modified | State | Location |
|--------------------------------|-----------|---------------------------|--------------------|----------------------------------|
| ACMI - Meeting Minutes.docx | 0.0 Bytes | Feb 22, 2021, 10:39:34 AM | Saved successfully | C:\Users\...Documents\Mes Docume |
| ACMI-Procédures.pdf | 31.3 KB | Aug 5, 2021, 11:20:04 AM | Saved successfully | C:\Users\...Documents\Mes Docume |
| ACMI-Procédures.pdf | 31.3 KB | Aug 5, 2021, 11:20:04 AM | Saved successfully | C:\Users\...Documents\Mes Docume |
| ACMI-Project-Presentation.pptx | 84.5 KB | Feb 22, 2021, 10:39:35 AM | Saved successfully | C:\Users\...Documents\Mes Docume |
| Compte rendu 20012019.pdf | 606.0 KB | Nov 13, 2020, 12:29:07 PM | Saved successfully | C:\Users\...Documents\Mes Docume |

7.3 Fix detected errors and warnings

Backup and recovery statuses

The status of a backup or recovery is shown by a symbol which gives an at-a-glance indication of backup and recovery results.



Successful backup: this status indicates that the backup has been run correctly and all files in the selection set have been protected.



Successful backup with reserve: this status indicates that the backup has been run correctly. However, warnings have been detected, and the list is displayed in the backup report.

These warnings are related to the user's computer and its configuration.



Backup error: this status indicates that there has been a backup error preventing the data contained in the backup set from being protected.

This error depends on the software and needs to be handled by the support department.



Backup failed: this status indicates that the backup has failed completely.

Click **More Details** in the backup report to access more information to allow you to fix this status.



No backup performed: this status indicates that the backup was unable to run, and no report could be generated.

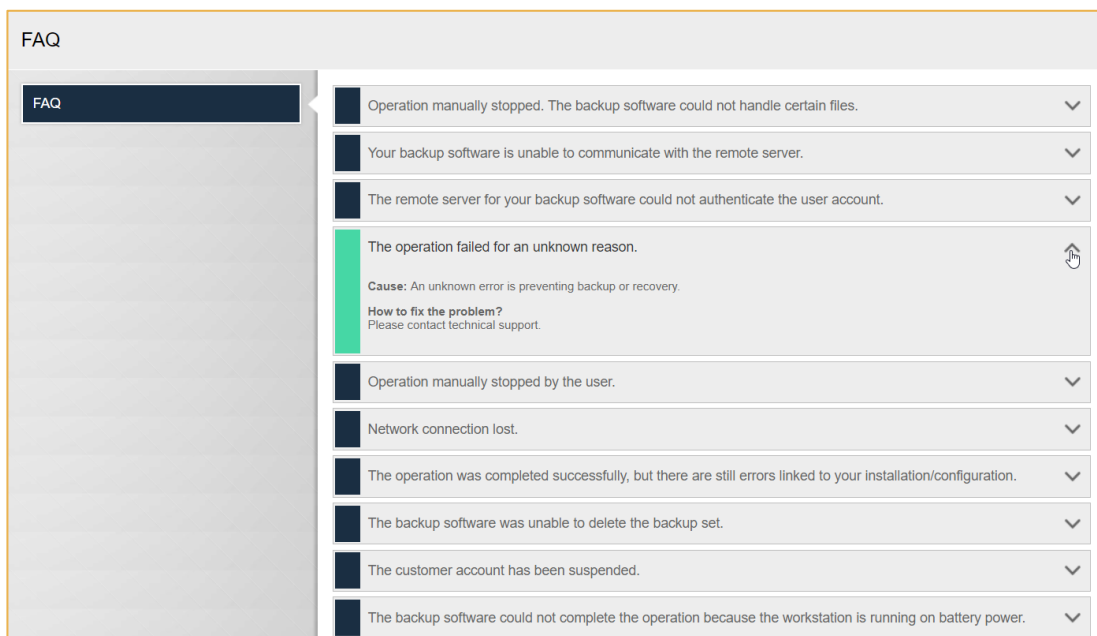
Backup warnings

An FAQ page is available to you, to guide you through interpreting backup results and resolving configuration issues with the application.

You can access it at this address: <https://adserveur.oodrive.com/help/backup/en>.

1. Click the **Reports** section.
2. Click the backup for which a warning has been detected.
3. In the **Information** panel that opens on the right, click **More details** to access the detailed report.
4. Go to the **State** column in the detailed report and click the title of the warning.

You are redirected to the FAQ section relating to your warning.



In this FAQ, you can view the reasons for the alert, along with the recommended action to correctly back up the problem file(s).

7.4 Access the backup configuration report

The backup configuration report contains all information associated with a user's account and backup configurations. If you are a Reseller, this report can be used as a contractual document to present to your customers.

1. In the lower-left corner of the Oodrive Save application, click **Configuration report**.
2. The report opens in a new browser window.
3. You can save the configuration report or print it directly from your browser:
 - To save the report on your computer, right-click on the document and select **Save as...**
 - To print the report, press **Ctrl+P** and configure your print settings.

Rapport de configuration de sauvegarde
Date 28 juin 2018

Le revendeur
oodrive - Internal

Le client
Philippe Charrel
Tranche - Oodrive Internal

Compte utilisateur

| | | | |
|-------------|--|----------------------|---|
| Identifiant | <input type="text" value="admin@o"/> | Date début | <input type="text" value="20 août 2012"/> |
| E-mail | <input type="text" value="p.charrel@oodrive.com"/> | Type d'abonnement | Tranche AdBackup Pro ML V5 - 10 To |
| | | Capacité de stockage | 5 Go |

Informations sur la machine

| | |
|--|--|
| <p>Système d'exploitation Windows 10</p> | <p>Disques et emplacements réseau C:\ Capacité : 236 Go , disponible : 167 Go</p> |
| <p>AntiVirus Webroot Webroot SecureAnywhere 9.0.20.31 Microsoft Corporation Windows Defender 4.13.17134.1</p> | |
| <p>Navigateur Mozilla Firefox Google Chrome Internet Explorer 11.00.17134.1</p> | |
| <p>Version installée 7.2.1.6649</p> | |

Jeux de sauvegarde

BMR TEST(local)

Emplacements à sauvegarder

Gestion des fichiers

8. Recovering data

If you change computer, or your computer has experienced data loss, you can recover lost files in several different ways.

Four data recovery techniques are available:

- The PC application
- Recovery with the Recovery Tool
- Granular recovery of a virtual machine
- Recovery of a BMR file

8.1 Recovery location rules

When recovering items, three cases are possible:

Case No. 1. Recovering a single file or folder

If just one item (file or folder) is selected for recovery, the item will be recovered to the precise selected location.

Examples:

- Backed-up item: `C:\ProgramData\Oodrive\Oodrive Save`
- Selected recovery location: `C:\Windows\`
- Effective recovery location: `C:\Windows\Oodrive Save`

Case No. 2. Recovering several files or folders

If several items (files or folders) are selected for recovery, the path identified when backing up the items will be recreated at the selected recovery location in order to retain the file structure of the items.

Examples:

- Backed-up items:
`C:\ProgramData\Oodrive\Oodrive Save`
`C:\ProgramData\Oodrive\SavedData\Instructions.pdf`
- Selected recovery location: `C:\Windows\`
- Effective recovery location:
`C:\Windows\c_\ProgramData\Oodrive\Oodrive Save`
`C:\Windows\c_\ProgramData\Oodrive\SavedData\Instructions.pdf`

Case No. 3. Recovering an application

If an application is selected for recovery, the path identified when backing up the application will be recreated at the selected recovery location in order to retain the file structure of the items contained within the application.

Examples:

- Backed-up application:

```
Application\SQL\MyServer\MyDb
```

- Selected recovery location: C:\Windows\
• Effective recovery location:

```
C:\Windows\c_\MyDatabases\MyDb\MyDb.mdf
```

```
C:\Windows\c_\MyDatabases\MyDb\MyDb_log.ldf
```

```
C:\Windows\c_\MyDatabases\MyDb\FileStreamData\filestream.hdr
```

```
C:\Windows\c_\MyDatabases\MyDb\FileStreamData\dad4ebb2-40ae-49d6-a2ee-2e55926258a3\e771a312-6136-485f-aafd-50545dc1cd57\MyDbDatafile1
```

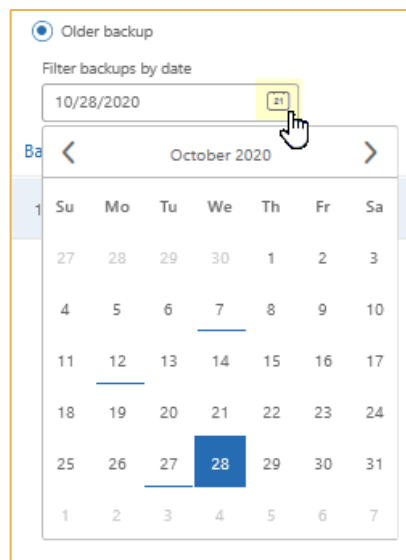
```
C:\Windows\c_\MyDatabases\MyDb\FileStreamData\dad4ebb2-40ae-49d6-a2ee-2e55926258a3\e771a312-6136-485f-aafd-50545dc1cd57\MyDbDatafile2
```

```
C:\Windows\c_\MyDatabases\MyDb\FileStreamData\dad4ebb2-40ae-49d6-a2ee-2e55926258a3\e771a312-6136-485f-aafd-50545dc1cd57\MyDbDatafile3
```

8.2 Restore data from the PC application

Step 1: Select the backup

1. Click the **Restore** section.
2. Select the backup set you want to restore in the **Backup to restore** drop-down menu.
3. Choose your backup:
 - To choose the most recent backup, make sure the **Last backup** option is selected. It is selected by default.
 - To choose an older backup, select the **Older backup** box and use the calendar to select the date of your choice.



- **Please note:** Days on which backups were made are underlined, and only backups that are still available are shown.
4. Click **Next** to confirm your selection.

Step 2: Select the items


The **Element selection** menu lets you choose files to recover and configure inclusion and exclusion filters that must apply to the recovery.

Please note:

- In the case of a recovery for an earlier date, files created later will not be recovered.
 - For a complete and up-to-date recovery, we recommend that you recover all your files from the date of the most recent backup.
1. To select the files you want to recover, select the **Manual selection** option and click **Select**.
Note: If you want to recover all items from the set, leave the **All elements** option selected and click directly on **Next**.
 2. In the new window, navigate through the backup items file manager and select the items you want to recover:
 - Select **only the folder** if you want to recover all the files it contains.
 - Select **one single file** if you want to restore only that file.

You will now be able to apply filters to your selection. If you do not want to apply filters, click directly on **OK**, then **Next**.

Apply exclusion or inclusion filters

1. In the **Select the elements to restore** window, click the **Custom selection filters** tab.
2. Click **Add filter** to start to create a new rule.
3. Choose whether to **Include** or **Exclude** by clicking on the drop-down menu.
4. Select the type of items to filter: **File, Folder, Any**.
5. Follow the instructions provided by the information button  to fill in the remaining fields.
6. Confirm your rule by clicking **+** to its right.
Important: You can click **X** to remove your filter.
7. Repeat the process to add other filters.
8. Once you have finished, click **OK** to confirm your filters.
9. Click **Next** to move to the next step.

Step 3: Choose the location for restored items

In the **Restore location** menu, choose the location where you want to restore your data:

- **To restore to the original location** for the backed-up files, ensure that the **Original location** option is selected. It is selected by default.

Important: It is vitally important never to restore system files to their original location.

- **To choose another restore location**, select the **Custom location** option and click **Browse**. Next, select a folder in the **Browse for Folder** window and click **OK** to confirm your selection.

You can now set the restore rule.

Step 4: Choose the restore rule

You can specify how the application behaves in the event of conflicts with existing files.

In the **Restore rule** section, click the drop-down list and select the action to perform in the event of a conflict:

- **Replace if local file is older:** The application will replace pre-existing files on your hard drive if they are older than the backup.
- **Always replace:** The application always replaces pre-existing files on your hard drive with the backup files.
- **Never replace:** The application never replaces pre-existing files on your hard drive.

Please note: Whatever you choose, the **Always replace** restore rule will be automatically applied to your applications to maintain their integrity.

Step 5: Recover data

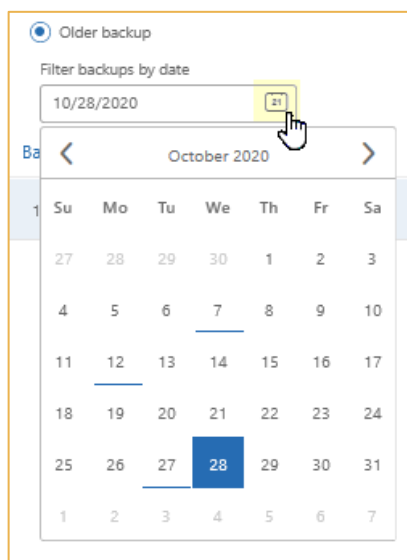
1. Once you have set the restore options, click **Restore**:
2. Click **OK** in the alert window to confirm your choice.
3. Let the restore process run until completed.

You can now find the restored files in the location you have specified.

8.3 Restore data from a virtual machine

Step 1: Select the backup

1. Click the **Restore** section.
2. Select the backup set you want to restore in the **Backup to restore** drop-down menu.
3. Choose your backup:
 - To choose the most recent backup, make sure the **Last backup** option is selected. It is selected by default.
 - To choose an older backup, select the **Older backup** box and use the calendar to select the date of your choice.



- **Please note:** Days on which backups were made are underlined, and only backups that are still available are shown.

4. Click **Next** to confirm your selection.

Step 2: Select the items

Virtual machines backed up using Oodrive Save can be restored in one of two ways. You can:

- Restore the VM in full
- Perform a granular restoration

A granular restoration lets you quickly select and restore data saved in a virtual machine. By doing so, you can restore files chosen from any of the VM drives without having to restore the VM in its entirety.

Full restoration

1. Select the virtual machine(s) you want to restore:
 - **All elements:** restore the entire set. If this contains several virtual machines, they will all be restored in full.
 - **Manual selection:** select one or more VMs to restore in full.
2. If you have selected the **Manual selection** option, click **Select** and select the virtual machine(s) you want to restore, then click **OK**.
3. Click **Next**.


Granular restoration

Select the files

1. Click **Granular restoration**.
2. Using the drop-down menu, select the virtual machine on which the data you want to restore is saved.
3. Click **Select**.
4. In the new window, navigate through the drive file structure of the virtual machine and select the items you want to restore:
 - Select **only the folder** if you want to recover all the files it contains.
 - Select **one single file** if you want to restore only that file.

You will now be able to apply filters to your selection. If you do not want to apply filters, click directly on **OK**, then **Next**.

Apply exclusion or inclusion filters

1. In the **Select the elements to restore** window, click the **Custom selection filters** tab.
2. Click **Add filter** to start to create a new rule.
3. Choose whether to **Include** or **Exclude** by clicking on the drop-down menu.
4. Select the type of items to filter: **File, Folder, Any**.
5. Follow the instructions provided by the information button  to fill in the remaining fields.
6. Confirm your rule by clicking **+** to its right.
Important: You can click **X** to remove your filter.
7. Repeat the process to add other filters.
8. Once you have finished, click **OK** to confirm your filters.
9. Click **Next** to move to the next step.

Step 3: Choose the location for restored items

In the **Restore location** menu, choose the location for restoring your data:

- **To restore to the original location** for the backed-up files, ensure that the **Original location** option is selected. It is selected by default.

Please note: In order to maintain the integrity of your system, restoration to the original location is disabled when performing a granular restoration.

Important: It is vitally important never to restore system files to their original location.

- **To choose another restore location**, select the **Custom location** option and click **Browse**. Next, select a folder in the **Browse for Folder** window and click **OK** to confirm your selection.

You can now set the restore rule.

Step 4: Choose the restore rule

You can specify how the application behaves in the event of conflicts with existing files.

In the **Restore rule** section, click the drop-down list and select the action to perform in the event of a conflict:

- **Replace if local file is older:** The application will replace pre-existing files on your hard drive if they are older than the backup.
- **Always replace:** The application always replaces pre-existing files on your hard drive with the backup files.
- **Never replace:** The application never replaces pre-existing files on your hard drive.

Please note: Whatever you choose, the **Always replace** restore rule will be automatically applied to your applications to maintain their integrity.

Step 5: Recover data

1. Once you have set the restore options, click **Restore**:
2. Click **OK** in the alert window to confirm your choice.
3. Let the restore process run until completed.

You can now find the restored files in the location you have specified.

8.4 Recover a backup with Bare Metal Recovery

If an accident occurs and a user needs to perform a BMR recovery of their data, an ISO image containing a bootable OS is available via web access.

Step 1: Prepare for recovery

1. Log in to the Oodrive Save web interface from our website at the following address: <https://backup.oodrive.com/auth/ws/name-of-your-workspace/?service=user-home>
2. From the **Installers** section, click the **Download** link in the **BMR Recovery** section and save the file.
3. Once the tool has been downloaded, and before running it, burn an ISO image to a CD/DVD or save it to a USB key.

To recover data to a virtual machine, the image can be mounted from the hypervisor.

4. Run the BMR recovery tool and log in with your Oodrive credentials.
5. Check the configuration of the network card and your network connection, and that drivers have been installed on the target machine.

Generate the following key combinations on your keyboard while pointing the mouse at **Network setting: Shift + Ctrl + Alt + left mouse click.**

6. Boot from the target machine.
7. Choose the keyboard language.
8. Click **Log in**.
9. Select your BMR backup set and its snapshot.

Only BMR-type sets can be recovered using this tool.

10. Choose a target disk.
11. Select the backed-up partitions.

Depending on the set selected, the recovery interface displays the source disks and their backed-up partitions.

12. A pop-up appears, asking you to confirm the operation. Click **Confirm**.

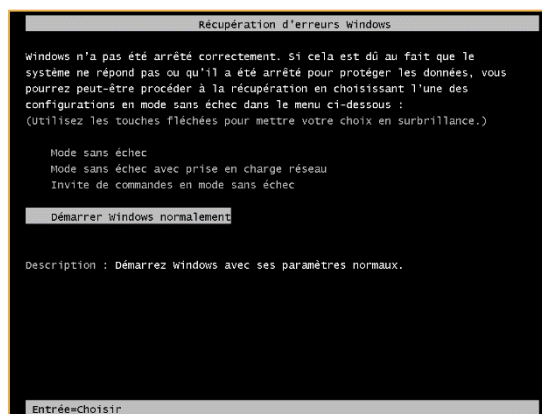
13. Let the recovery process run until completed.
14. A new screen appears, letting you analyze the result of the BMR recovery.

To recover the data to the new hardware, the tool first removes any existing content. The user is notified and must confirm twice to proceed.

Step 2: recover the data

1. After the data has been transferred, the tool displays a report.
 - Recovery status (success or fail)
 - The list of mass storage devices and network cards detected on the target machine
 - Recovery start and end date/time
 - For each hardware device in the list, the tool indicates whether the driver has been found successfully. If necessary, the user can update the driver manually.
2. At the end of the recovery process, the user must restart the machine to apply the changes to the new hardware.
3. Because a snapshot of the computer was taken, Windows will display a message on restarting that the computer was not shut down properly.

Choose **Start Windows normally**.



4. Complete the installation of drivers on the new machine (graphics card, sound card, network, etc.).

If a BMR backup has been performed on a local storage device, it is possible to restore backed up data to this device.

The user must log in and authenticate with the BMR recovery tool.

Once the local storage device path and its login/password have been entered, the user must select the backup and start the recovery.

8.5 Recovery with the Recovery Tool

The Recovery Tool lets you recover your backed-up content without using the Oodrive Save application installed on users' computers.

Technical Requirements:

Recovery with the Recovery Tool requires the following items to be installed on your computer:

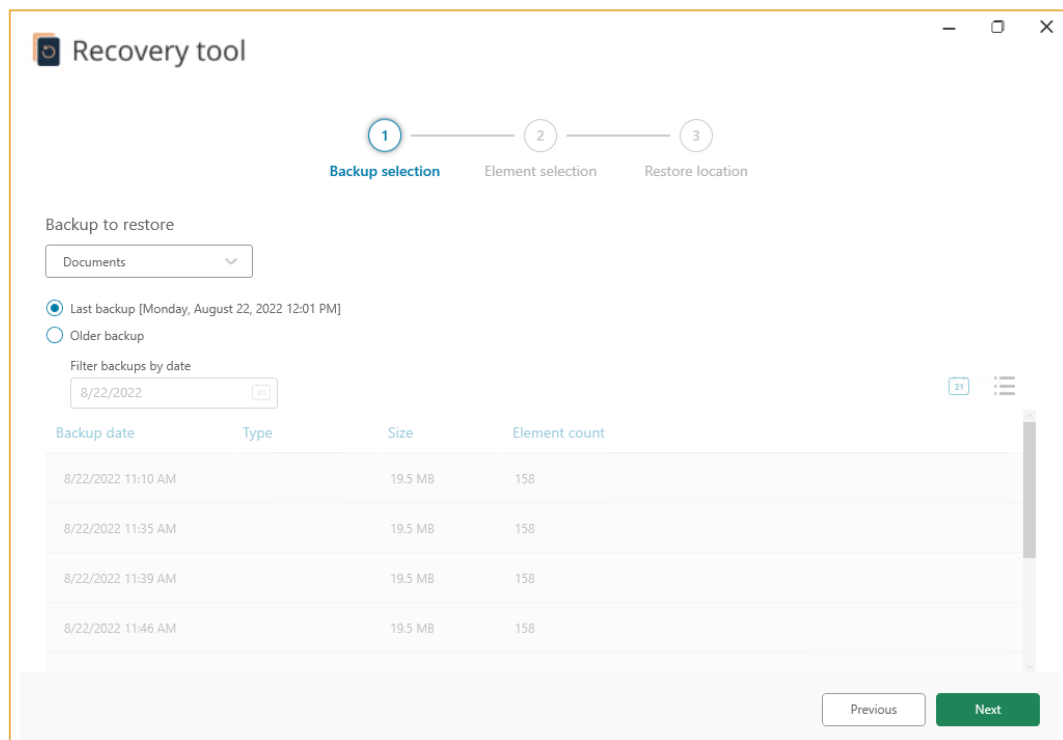
- **.NET Framework**
You can download this from the following address: <https://docs.microsoft.com/en-us/dotnet/framework/install/on-windows-10>
- **Visual C++ for Visual Studio 2013**
You can download this from the following address: <https://support.microsoft.com/en-us/help/2977003/the-latest-supported-visual-c-downloads>

Ensure that these components are correctly installed on your computer before downloading the Recovery Tool.

Step 1: Install the Recovery Tool

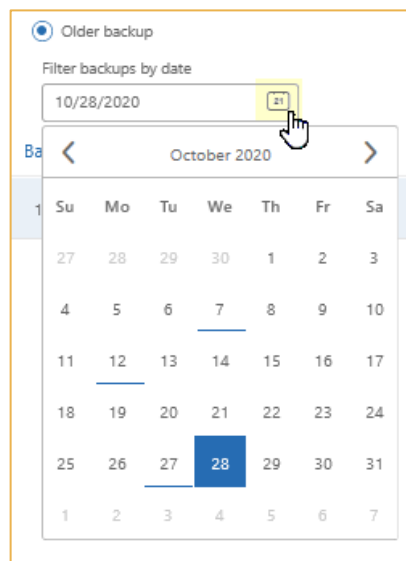
1. Log in to the Oodrive Save web interface from our website at the following address: <https://backup.oodrive.com/auth/ws/name-of-your-workspace/?service=user-home>
2. From the **Installers** section, click the **Download** link in the **Recovery Tool** section and save the file.
3. Once you have downloaded the ***.exe** file, go to your Downloads folder and double-click on this file to start installation.
4. Click **Yes** to allow the application to make changes to your device.
5. Log in with your Oodrive login credentials.

You access the Recovery Tool interface:



Step 2: Select the backup

1. Select the backup set you want to restore in the **Backup to restore** drop-down menu.
2. Choose your backup:
 - **To choose the most recent backup**, make sure the **Last backup** option is selected. It is selected by default.
 - **To choose an older backup**, select the **Older backup** option and use the calendar to select the date of your choice.



- **Please note:** Days on which backups were made are underlined, and only backups that are still available are shown.
3. Click **Next** to confirm your selection.

Step 3: Select the items


The **Element selection** menu lets you choose files to recover and configure inclusion and exclusion filters that must apply to the recovery.

Please note:

- In the case of a recovery for an earlier date, files created later will not be recovered.
 - For a complete and up-to-date recovery, we recommend that you recover all your files from the date of the most recent backup.
1. To select the files you want to recover, select the **Manual selection** option and click **Select**.
Note: If you want to recover all items from the set, leave the **All elements** option selected and click directly on **Next**.
 2. In the new window, navigate through the backup items file structure and select the items you want to recover:
 - Select **only the folder** if you want to recover all the files it contains.
 - Select **one single file** if you want to restore only that file.

You will now be able to apply filters to your selection. If you do not want to apply filters, click directly on **OK**, then **Next**.

Apply exclusion or inclusion filters

1. In the **Select the elements to restore** window, click the **Custom selection filters** tab.
2. Click **Add filter** to start to create a new rule.
3. Choose whether to **Include** or **Exclude** by clicking on the drop-down menu.
4. Select the type of items to filter: **File, Folder, Any**.
5. Follow the instructions provided by the information button  to fill in the remaining fields.
6. Confirm your rule by clicking **+** to its right.
Important: You can click **X** to remove your filter.
7. Repeat the process to add other filters.
8. Once you have finished, click **OK** to confirm your filters.
9. Click **Next** to move to the next step.

Step 4: Choose the location for restored items

In the **Restore location** menu, choose the location for restoring your data:

- **To restore to the original location** for the backed-up files, ensure that the **Original location** option is selected. It is selected by default.

Important: It is vitally important never to restore system files to their original location.

- **To choose another restore location**, select the **Custom location** option and click **Browse**. Next, select a folder in the **Browse for Folder** window and click **OK** to confirm your selection.

You can now set the restore rule.

Step 5: Choose the restore rule

You can specify how the application behaves in the event of conflicts with existing files.

In the **Restore rule** section, click the drop-down list and select the action to perform in the event of a conflict:

- **Replace if local file is older:** The application will replace pre-existing files on your hard drive if they are older than the backup.
- **Always replace:** The application always replaces pre-existing files on your hard drive with the backup files.
- **Never replace:** The application never replaces pre-existing files on your hard drive.

Please note: Whatever you choose, the **Always replace** restore rule will be automatically applied to your applications to maintain their integrity.

Step 6: Recover data

1. Once you have set the restore options, click **Restore**:
2. Let the restore process run until completed.
3. Once the recovery is complete, the recovery report is displayed on the screen. If you want to view the more detailed version, click **More details**.
4. Click **Finish**.

You can now find the restored files in the location you have specified.

9. Managing existing backups

Once your backups have been created, you can continue to view and update them over time.

You can:

- View the status of backed-up files
- Edit a backup set (name, selection, location, schedule)
- Enable block cleaning after a local backup
- Modify advanced options for a backup set
- Delete a backup set
- Pause a backup

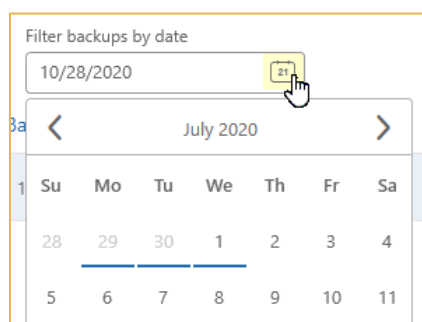
9.1 View backed-up elements

When backing up a set, you can view backed-up or excluded elements.

1. Click **Backup** to go to your backup sets.
2. Click the backup set whose files you want to view.
3. In the information panel on the right, click **Show** next to **Saved files**.

A new window opens in which you can view backups made for the set.

4. To filter backups by date, click the calendar icon in the **Filter backups by date** section and select the date of your choice.



Days on which backups were made are underlined, and only backups that are still available are shown.

Note: To stop filtering by date and display all backups made for the set, click the list icon



in the upper-right corner of the window.

5. In the list of backups, click on the **Show details** button associated to a backup to access the backed-up elements window.
6. Click the tab for the files you want to view:
 - **All elements:** displays all elements included in the backup selection within the file navigator.
 - **Not saved items:** displays only elements that have not been backed up.
 - **Excluded items:** displays only excluded items.

Note: You can click on one of the column headings to sort the files by the criterion of your choice.

9.2 Edit a backup set

Rename an existing backup set

1. Go to the **Dashboard** section.
2. In the **Savesets** section of the dashboard, identify the backup set whose name you want to change.
3. Click on the **pencil** icon to the right of the current name.
4. Enter the new name in the dialog box, then click **OK**.

Once confirmed, the name of the backup set is changed on the dashboard.

Modify the backup selection

1. Click **Backup** to go to your backup sets.
2. Click the backup set you want to modify.
3. In the information panel on the right, click **Modify** next to **Items to save**.
4. A new menu opens, revealing the files selected in your backup.
5. Select or deselect items in the file manager to add or remove them from the backup.
6. Click **OK** to save your changes.

Specify exclusions

You can redefine exclusion criteria for folders or files in a backup set.

1. Click **Backup** to go to your backup sets.
2. Click the backup set you want to modify.
3. In the information panel on the right, click **Modify** next to **Items to save**.

This takes you to the backup elements selection window, from which you will be able to set exclusions.


Apply exclusion criteria

1. In the **Select the elements to backup** window, click the **Exclusion options** tab.
2. Select the files you want to exclude from your backup:

| Type of file to exclude | Description |
|--|--|
| Open files | Provides an option not to select files currently in use for a backup. |
| Hidden files | Hidden files are usually important files whose purpose is to assist in the running of the file system; if altered or deleted, they may make the operating system unstable. |
| System files | System files are files with system attributes. By default, they are not backed up. |
| Files with path too long (>256 characters) | Files whose path is over 256 characters may not be accessible on your computer. |
| Folders and files with access denied | Folders with insufficient access rights indicate an incompatibility between your files and the user profile for your application. |

3. Once you have finished, click **OK** to confirm your exclusion criteria.

Apply exclusion or inclusion filters

1. In the **Select the elements to backup** window, click the **Custom selection filters** tab.
2. Click **Add filter** to start to create a new rule.
3. Choose whether to **Include** or **Exclude** by clicking on the drop-down menu.
4. Select the type of items to filter: **File, Folder, Any**.
5. Follow the instructions provided by the information button  to fill in the remaining fields.
6. Confirm your rule by clicking + to its right.

Important: You can click **X** to remove your filter.

7. Repeat the process to add other filters.
8. Once you have finished, click **OK** to confirm your filters.

Modify the schedule

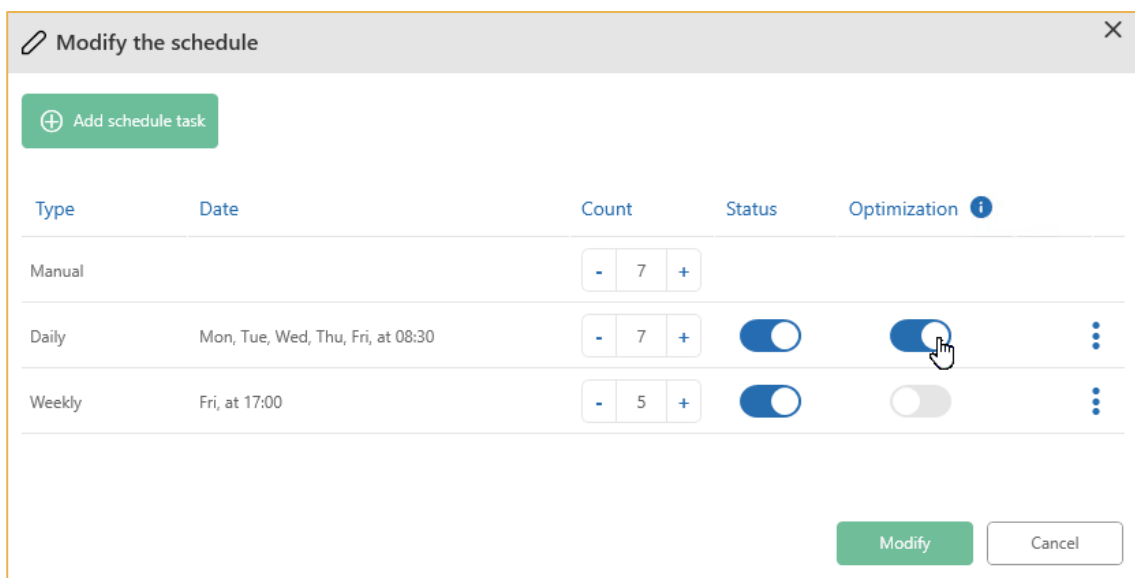
You can modify the automatic backup schedule for your set.

1. Click **Backup** to go to your backup sets.
2. Click the backup set you want to modify.
3. In the information panel on the right, click **Modify** next to **Schedule**.
4. In the **Modify the schedule** window, make the desired modifications.
 - **To disable or re-enable an automatic schedule:** click the **Status** toggle switch.
 - **To configure a new schedule:** click **Add schedule task**. Once you have set the schedule, click **Add** to confirm it.
 - **Modify an existing schedule:** click the three dots to the right of the schedule and select **Edit schedule task**. Once you have made the changes, click **Modify** to confirm them.
5. When you have finished making your changes, click **Modify** to save them.

9.3 Clean blocks when scheduling a local backup

To optimize the storage space used when making local backups, you can launch a block cleaning process at the beginning of scheduled or manual backups.

1. Click the **Backup** section to go to your backup sets.
2. Click on a backup set with a local storage location.
3. In the information panel on the right, click **Modify** next to **Schedule**.
4. In the **Modify the schedule** menu, click the toggle switch located in the **Optimization** column to enable block cleaning.



If the set has several automatic schedules, you must click the toggle switch associated with each one.

5. When you have finished making your changes, click **Modify** to save them.

Once you have enabled this option, block cleaning will be performed at the beginning of the backup. The operation may take several minutes.

You can return to the scheduling options for a backup at any time to activate or deactivate local storage optimization.

9.4 Advanced options

You can modify the advanced options associated with a backup set. To do this, you must go to the advanced options configuration menu.

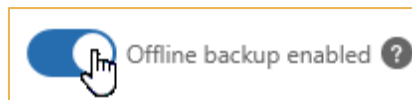
1. Click **Backup** to go to your backup sets.
2. Click the backup set whose advanced options you want to modify.
3. In the information panel on the right, click **Configure** next to **Advanced options**.

This takes you to the advanced options configuration menu.

Offline backup

The offline backup option enables the temporary local backup of data sets if network connection is lost.

1. In the advanced options configuration menu, click the **Offline Backup** tab.
2. Click the toggle switch to enable or disable offline backup.



3. Click **Configure** to save your changes.

Insert automation scripts

You have the option to run a script before and after the backup.

These scripts are specific automations that manage how the application handles certain file formats.

1. In the advanced options configuration menu, click the **Scripts** tab.

The screenshot shows the 'Scripts' configuration interface. It features two main sections: 'Sauvegarde hors connexion' and 'Sauvegarde des droits ACL'. Each section contains a checkbox to enable script execution, a dropdown menu to select the user profile to run the script as (currently set to 'Aucun'), and a large text area for entering DOS commands. At the bottom of each section are buttons for 'Importer', 'Exporter', and 'Tester le script'.

2. Select **Run script before backup** or **Run script after backup** to specify when the script runs.

Note: You can select both steps to apply a different script to each of them.

3. If you want to link a user profile to the script you want to run, select a profile using the **Run as** drop-down menu.

If you want to run two different scripts, you can link a different user profile to each of them.

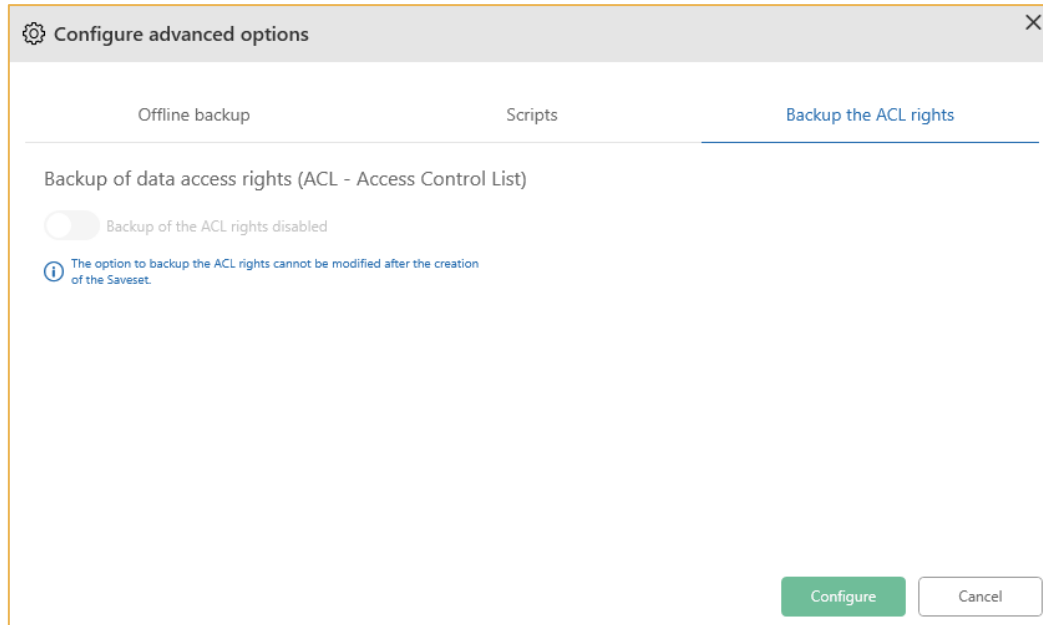
Note: To link a user profile to a script you want to run, you need to have configured at least one Windows user profile in advance in the **Advanced features** of your Oodrive Save application.

4. Enter your DOS commands in the field linked to the selected step or click **Import** to make a direct call to a **.bat** file.
5. Click **Configure** to save your changes.

Back up ACL rights

An ACL is a list of Access Control Entries (ACEs), which is used to assign or remove rights for an individual or group.

This feature cannot be modified once the backup set has been created.



9.5 Delete a backup set

You can delete a backup set. The data backed up online with this backup set will then be deleted from Oodrive servers.

Important: This action cannot be reversed. If you use this feature, you will not be able to recover the deleted data.

1. Click **Backup** to go to your backup sets.
2. Click on the backup set you want to delete.
3. Delete the selected set by clicking **Delete** in the upper-right corner of the screen.
4. A warning message is shown on the screen. Confirm that you want to delete the set by clicking **Yes** twice.

Your backup set is permanently deleted from the servers.

9.6 Pause a backup

Pausing the backup process enables the user to run other operations that may take priority on the machine.

1. Once you have started your backup, monitor its progress via the new **Backup in progress** menu.
2. Click **Pause**.

Important: The pause becomes "Stop" after 30 minutes.

To restart, click **Continue the Backup** and Oodrive Save will pick up the transfer again from the point at which the process was put on hold.

10. Managing the configuration

From the **Configuration** section of Oodrive Save, you can configure the following elements:

- **Backup agent**
- **Protection settings**
- **Selection filters**
- **Backup performance**
- **Alert and report sending**
- **Execution options**
- **Offline backup**

10.1 View backup account

You can check which user is currently logged in to the Oodrive Save PC application.

1. Expand the **Configuration** menu and click **Protection**. This will take you to the **Protection** menu.
2. You can view the login of the current user in the **Backup account** section.

10.2 Authorize remote viewing

You can authorize or prohibit remote viewing of your local files and folders via the Backups administration module and configure proxy settings.

Configure remote access

Authorize viewing of your local files and folders via the Backups administration module to enable your backup administrator to manage your selections remotely.

Important: This action is read-only and does not provide access to data.

1. Expand the **Configuration** menu and click **Agent**. This will take you to the **Backup agent configuration** menu.
2. Click the toggle switch in the **Remote configuration** section to authorize or prohibit remote viewing of files and folders on storage devices.
3. Click **Apply** to confirm your choice.

Configure access via HTTP proxy

Use this menu if you need to make changes to the configuration of your proxy.

1. Expand the **Configuration** menu and click **Agent**. This will take you to the **Backup agent configuration** menu.
2. Click the **HTTP proxy** toggle switch if it is not yet enabled, then fill in the form fields.

Important: If you are not familiar with these settings, contact your IT department manager or your internal IT support for more information.

3. Click **Apply** to confirm your configuration.

Configure restricted access

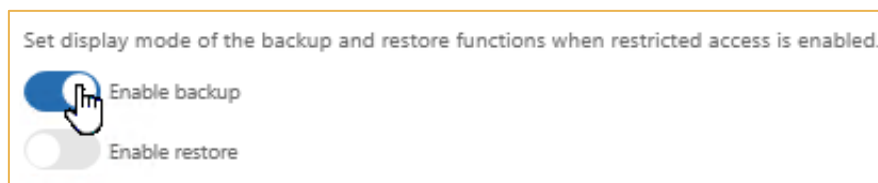
To restrict access to backup sets, scheduling and configurations of Oodrive Save, you can enable restricted access.

To configure restricted access, you will need:

- the email address associated with the backup administrator's account
- the password to disable restricted access

When restricted access is enabled, users will have read-only access to the software interface and will not be able to make any changes.

1. Expand the **Configuration** menu and click **Protection**. This takes you to the **Protection** menu.
2. To enable restricted access, click the **Restricted access** toggle switch.
3. Enter the backup administrator's email address.
4. Enter the password for restricted access in the **Password** and **Confirmation** fields.
5. Click **OK**.
6. If you want to authorize backup or recovery when restricted access is enabled, click the toggle switch for each option.



Because the restricted access settings are stored in memory, the Oodrive Save application will be protected when reinstalled, and the option will appear in the configuration report.

You can go back to the **Protection** menu at any time to disable or modify restricted access. In particular, you can change the administrator's email address and password for restricted access.

File encryption

The file encryption procedure is fully automated. The data is sent encrypted via the **AES 256-bit protocol** for reasons of confidentiality. It is then stored in fully secure hosting centers.

You do not need to take any particular action.

10.4 Configure specific user profiles

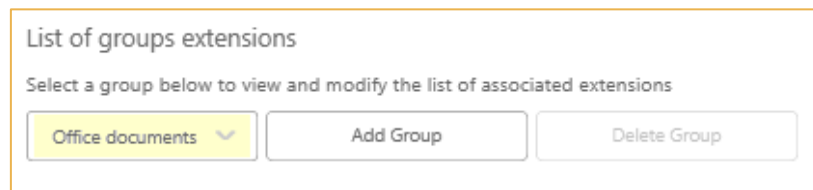
You can create Windows profiles to back up directories that are restricted to specific users.

1. Expand the **Advanced features** menu and click **Profiles**.
2. In the **User profiles** section, click **Add** to start configuring a new profile.
3. Enter the domain, username, and password, then click **OK**.
4. In the **Manage the directories** section, click **Add**.
5. Enter the path to the directory with restricted access and select the linked user profile.
6. Confirm by clicking **Apply**.

10.5 Refine selection filters

Filters can be applied for backups, recoveries and searches. The **Configure the selection filters** menu enables you to expand existing extension groups or create new groups.

1. Expand the **Configuration** menu and click **Selection Filters**. This takes you to the **Configure the selection filters** menu.
2. In the **List of groups extensions** section, use the drop-down list to select the group of formats of your choice.



Note: You are able to create additional custom groups. To do so, click **Add group** and enter the name of the group, then click **Add** to confirm.

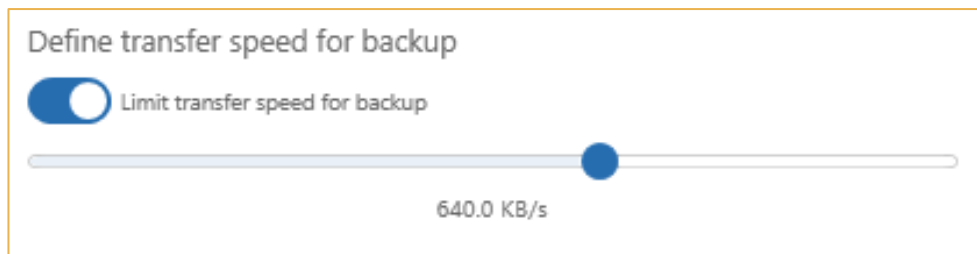
3. Once the group has been selected, all formats included in this group are displayed in list form.
4. Modify the formats handled by the filter as required:
 - **To add a missing format:** click **Add**, enter the file extension and click **Add** again to confirm your new format.
 - **To modify a format:** select the format in the list and click **Modify**. Make your changes, then click **Modify** to confirm them.
 - **To delete a format:** select the format in the list and click **Delete**.
5. Once you have finished, click **Apply** to confirm your configuration.

10.6 Adjust backup performance

Set your Internet bandwidth time slots and transfer speed to avoid slowing down other applications connected to the Internet.

Set the backup transfer speed

1. Expand the **Configuration** menu and click **Performances**. This will take you to the **Backup Performance** menu.
2. Click the **Limit transfer speed for backup** toggle switch to enable this option.
3. Specify your transfer speed by dragging the slider until you reach the desired speed in KB/s.



Schedule the transfer speed

You can control these backup speed adjustments according to a precise time schedule.

1. From the **Backup Performance** menu, click the **Use this transfer speed only during the following period of time** toggle switch.
2. Specify the time schedule by choosing a start and finish time.
3. Click **Apply** to confirm your schedule.

10.7 Set alerts

You can configure the frequency at which backup reports are sent and received, along with alert levels.

1. Expand the **Configuration** menu and click **Alerts** to go to the alert management menu.
2. Enable the toggle switch for each alert you want to receive.

| Option | Description |
|--|---|
| Send reports by email | Choose report sending frequency. |
| Send an alert when the number of files that are no longer saved exceeds ... | Oodrive Save alerts the user when previously backed-up files have been deleted from the PC and retained. |
| Send an alert when one or more selected folders are empty | Oodrive Save's philosophy is that an explicitly selected folder must not be empty. If it is empty, a warning will be automatically sent to the user to alert them. |
| Send an alert when my storage space is reduced by... | If a large number of files are deleted, manually or accidentally moved, reducing storage space, Oodrive Save sends an alert to notify the user. |
| Send an alert when my storage device has critical errors | Oodrive Save automatically detects integrity errors affecting your storage device (hard drive, USB key, etc.) each time you back up. |
| Send an alert when ransomware is detected | <p>When launching a backup, Oodrive Save detects malicious attacks by ransomware on the data in your selection.</p> <p>To ensure that your backup history is free from this type of infection, Oodrive Save does not perform the backup, indicated with the status "Successful with reserve", and immediately notifies you by sending an alert.</p> |
| Automatically analyze my saveset every ... days | <p>A backup set may evolve over time and, as a result, many files may be added on a daily basis.</p> <p>In order to obtain essential information on the selection of files and to optimize backups, Oodrive Save allows you to enable and disable a periodic analysis of the content of backup sets.</p> |

Note: If you want to be notified in the event of major changes to a backup set, we recommend that you configure the following three alerts:

- Send an alert when the number of files that are no longer saved exceeds ... %
 - Send an alert when one or more selected folders are empty
 - Send an alert when my storage space is reduced by... %
3. If necessary, set thresholds that will cause alerts to be sent.
 4. Once you have finished, click **Apply**.

10.8 Set execution options

You can specify how the application behaves when executing backups.

Set a temporary directory

Set the temporary directory in which the application will store your files for the purposes of encrypting/decrypting and compressing/decompressing them during backup and recovery operations.

1. Expand the **Configuration** menu and click **Execution options**.
2. Go to the **Temporary directory** section.
3. Click **Browse**.
4. Browse the file manager to select the location of the temporary directory.
5. Confirm by clicking **Apply**.

Enable execution options.

1. Expand the **Configuration** menu and click **Execution options**.
2. In the **Execution options** section, click the toggle switch for an option to enable or disable it.

| Option | Description |
|--|--|
| Show the application upon start | Displays the Oodrive Save application interface when the Windows session starts. |
| Show splash screen | Displays the Oodrive Save application splash screen when the Windows session starts. |
| Show the application when the backup starts | Displays the Oodrive Save application interface when a backup starts. |
| Do not start backup automatically when the computer is on battery | To avoid over-using energy resources, no backup will be run when the Oodrive Save application detects that you are using battery power. |
| Turn off the computer at the end of the backup | <p>When this option is enabled, the computer will automatically switch off at the end of the last backup of the day.</p> <p>Enter the start time for your working day and Oodrive Save will automatically identify the last backup of the day.</p> <p>When the option to turn off the computer is enabled, Oodrive Save will notify you when the computer is about to be turned off. You then have 60 seconds to cancel and return to the previous screen if you want to continue working.</p> |
| Never run an operation between ... and ... | <p>Allows you to set a time period during which you do not want your computer to be slowed down. Oodrive Save will not launch an automatic backup during this period.</p> <p>If a backup is in progress at the start of this period, it will automatically stop.</p> |

3. Click **Apply** to confirm your choice.

10.9 Configure offline backup

The offline backup option is the temporary local backup of data sets in the event of a loss of network connection.

By default, offline backup is configured as follows:

- The backup is only performed if the data for backup accounts for 20% or less of the hard disk's total capacity.
- Online synchronization occurs automatically as soon as the network connection is restored.
- You can find the temporary backup directory in the "OoBackup" folder in the Oodrive Save installation directory.

You can edit this configuration at any time from the **Offline backup** menu.

1. Expand the **Configuration** menu and click **Offline backup**.
2. Configure offline backup according to your needs:
 - **To set the destination location for the temporary backup:** Click Browse and select the location of the temporary directory in the **Browse for Folder** window.
 - **To set the maximum storage size allocated to offline backup:** drag the slider to the desired storage quota.
3. Confirm by clicking **Apply**.



10.10 Backup files regardless of the modification date

The systematic backup function enables you to manually enter and protect files with an out of date timestamp but content that may change (e.g. Windev/Firebird databases).

1. Expand the **Advanced features** menu and click **Systematic backup**.
2. Click **Add** and enter file extensions that must always be backed up.
3. Click **Add** to confirm the extension you have entered.
4. Click **Apply**.

The extension is added to the list of file extensions that must always be backed up.

In the future, Oodrive Save will always back up files with this extension in every backup operation.

10.11 Export and import the configuration of Oodrive Save

If you are a Reseller and you have a number of computers to deploy, the basic configuration process for the application can be repetitive.

To facilitate the configuration process, you can save the backup configuration locally on a computer.

Administrators will be able to import this configuration for all future installations of the application.

Export a configuration

1. In the lower-left section of the Oodrive Save window, click **Import/Export**, then click **Export configuration**.
2. Select the configuration items you want to export and deselect the ones you do not want to export.
3. Click **Export** to confirm your choice.
4. A window opens in which you can include your custom profiles and applications:
 - If you want to include them, set a password and click **OK**.
 - If you do not want to include them, click **Continue without password**.
5. Browse the file manager to choose the directory in which you want to save the configuration file.
6. Click **OK** to confirm your choice of location.

A message informs you of the success of the operation and gives a reminder of the selected backup location.

Import a configuration

1. In the lower-left section of the Oodrive Save window, click **Import/Export**, then click **Import configuration**.
2. Browse the file manager to select and open the **.dat** file you have saved.
3. In the **Import configuration** window, select the configuration items you want to import.
4. Once you have finished making your selection, click **Import**.

10.12 Troubleshoot the installation

This tool enables you to perform a quick or full test to determine whether there are slow speed issues or errors with your Oodrive Save installation and environment.

1. In the lower-left section of the Oodrive Save window, click **Diagnostics** to go to the compatibility diagnosis tool.
2. Click **Quick test** or **Full test** to start the analysis.

Note: We recommend you run a **Full test**.

Where necessary, this tool enables our support team to detect any issues with your installation in order to provide you with technical assistance.

At the end of the test, the result is displayed in a pop-up. When you have finished viewing the result, click **OK** to close the window.

∞drive