

Online Backup

User Manual



Copyright © Donkerhoek Data 2020

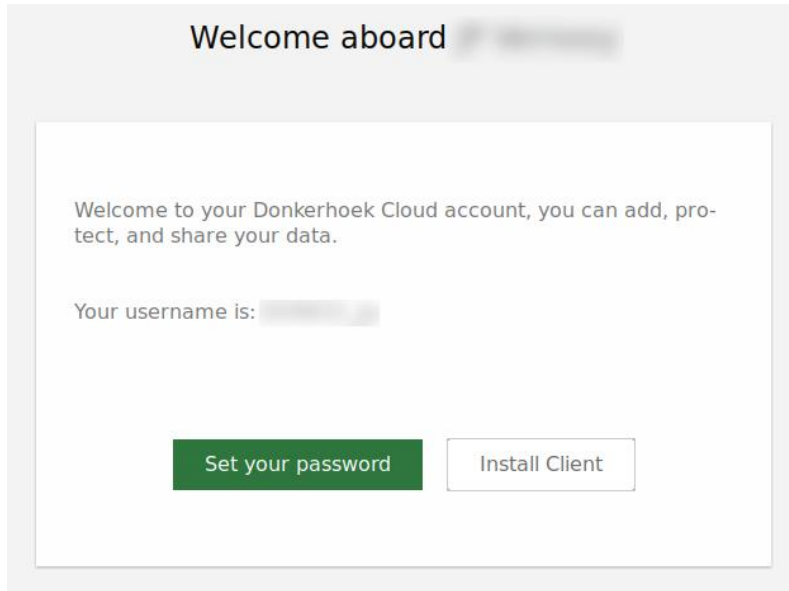
Table of Contents

Finalizing Your Account	2
Installation	3
Signing In	4
Recovering Access To Previous Backups	6
Automatic Updates	8
Main Window	9
Setting up Backup Directories	11
Backup Synchronization	14
Notification Preferences	15
Deleting Backups	16
Sharing Backups with Donkerhoek Data	17
Downloading Backups	18
Resetting Your Account Password	19

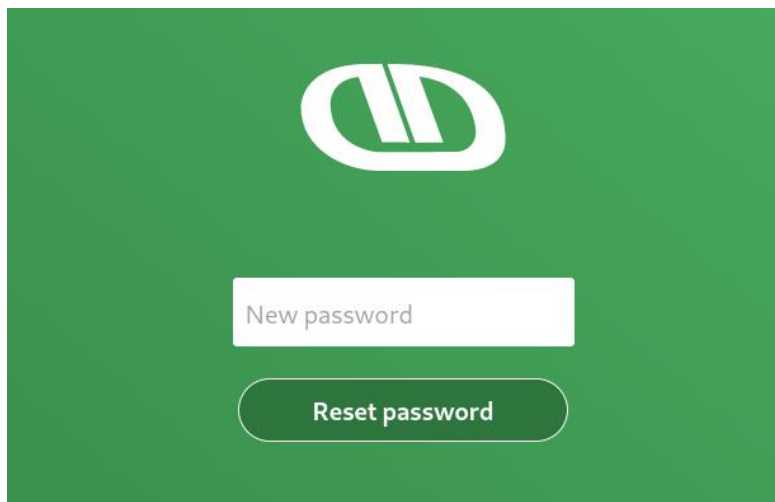
Finalizing Your Account

When signing up for the Donkerhoek Data Online Backup service, we'll create your account and send you a welcome email that will help you finalize your account setup. In order to improve security, we do not provide a pre-set password, and as a result, your account will be unusable until you set up a password yourself.

After account creation, you will receive an email similar to the one below:



Please click on the [Set your password](#) link to complete your account setup. You will be redirected to the Password Reset page:



Fill in a unique password, consisting of at least 8 characters, containing upper and lower case letters, numbers and special characters.

Click [Reset password](#) to finish setting up your password, then close the page. **Your account setup is now complete.**

Please proceed to the next section of the documentation detailing the Online Backup Client software installation procedure.

Installation

In order to make use of the Donkerhoek Data Online Backup service on your computer, you have to install and set up the Online Backup Client program.

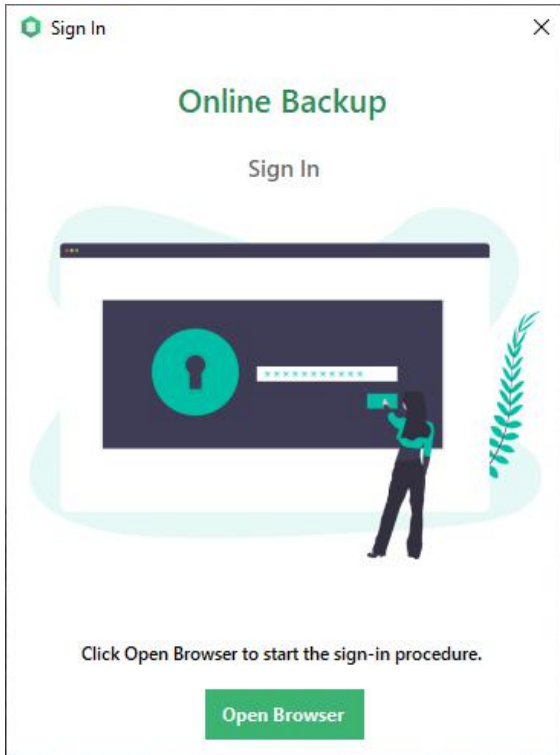
Please follow these steps to download and install the Online Backup Client program:

1. Download the installation package from <https://downloads.donkerhoekdata.co.za/online-backup/latest-release.exe>
2. Once the download has finished, run the package by double-clicking it's icon.
3. Follow the on-screen prompts of the installation wizard. Leave all options on their default values, unless you understand the implications of changing them.
4. Once the installation is complete, the Online Backup Client program will start automatically.
5. Please continue to the next section of this document and follow the sign-in procedure to connect the program to your Donkerhoek Data Cloud account.

Signing In

Once the installation is complete, the Online Backup Client will be started automatically. On the first run, you will have to sign in using your Donkerhoek Data-issued username, and the password you set up when finalizing your account.

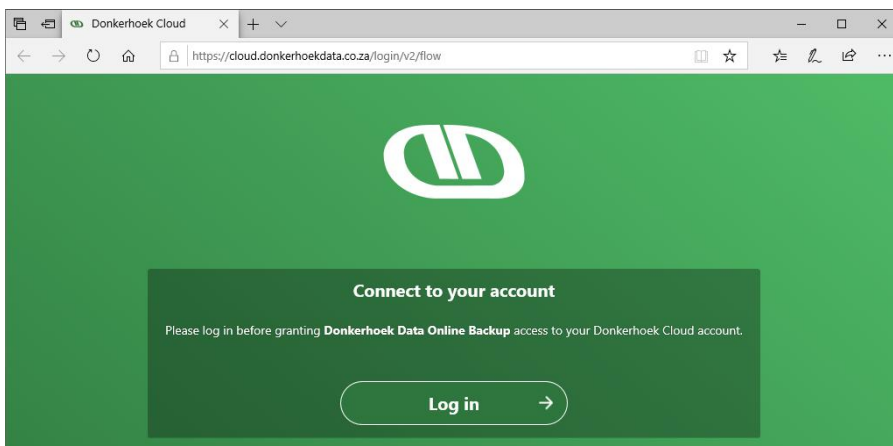
The following screen will be shown after installation:



In order to sign in to the service, the program will attempt to open a browser window and direct you to <https://cloud.donkerhoekdata.co.za/login/v2/flow> where you are to enter your login credentials.

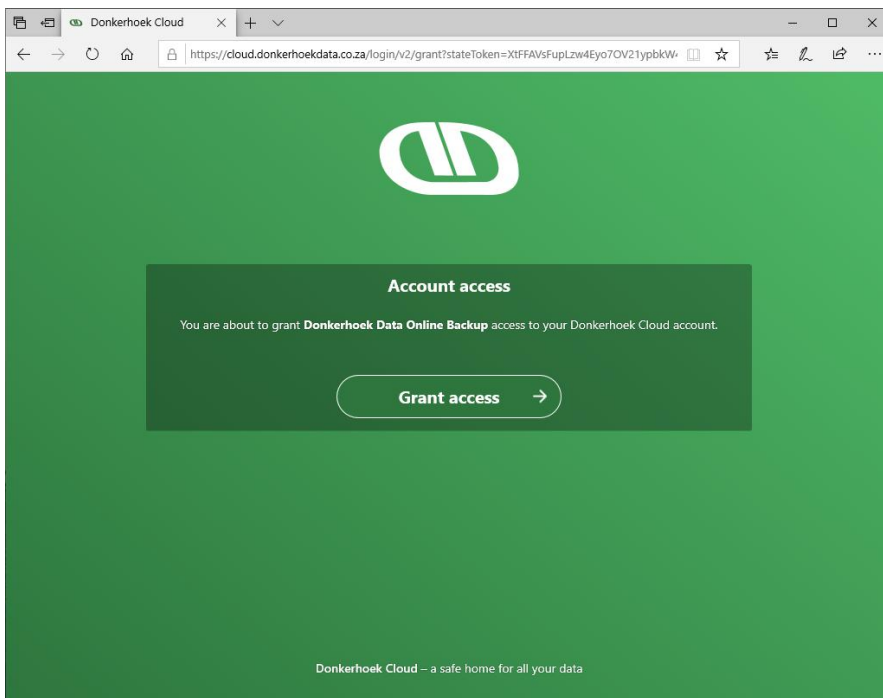
Click on **Open Browser** to start this procedure, then go to your default browser to find the newly-opened page. The Online Backup Client program will continue waiting until it has detected a successful sign-in on the newly-opened web page.

The page you are directed to should look similar to this:



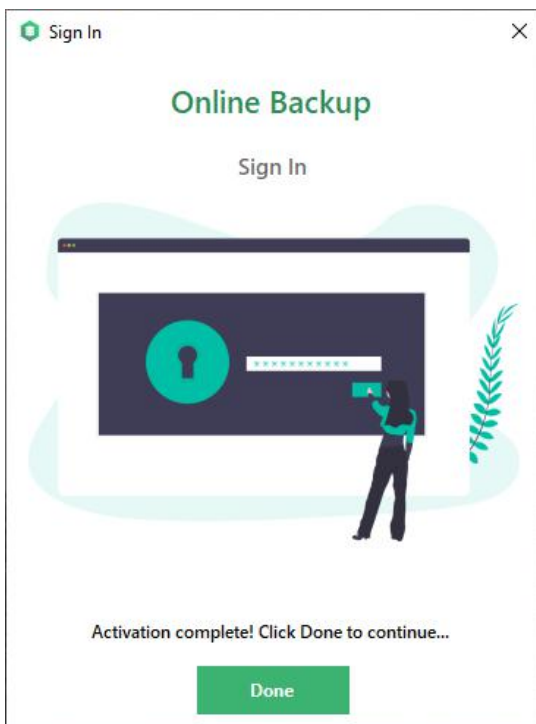
On this page, click [Log In](#). You will then be directed to the next page where you are to enter your credentials.

After logging in, you'll be asked to confirm whether you'd like to link your Donkerhoek Data Cloud Account to your installation of the Online Backup Client program.



Please click [Grant access](#). At this point the login procedure is finished, and you may close the sign-in page.

After closing the page, you'll notice that the Sign In window indicates a successful login.



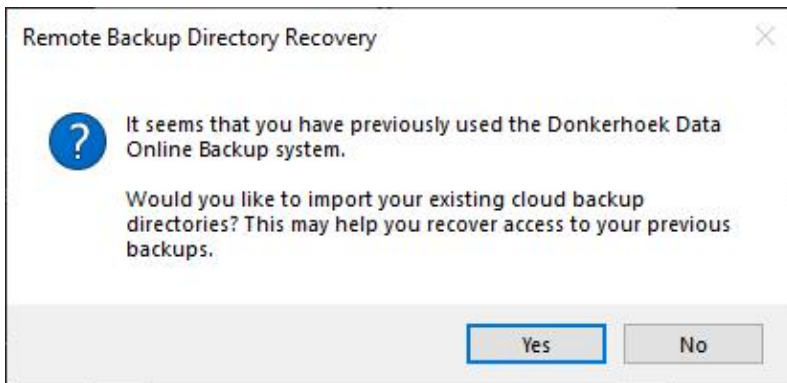
Please click on [Done](#) to finish the activation procedure. You may now start using the Online Backup Client program.

Recovering Access To Previous Backups

While starting up for the first time, the Donkerhoek Data Online Backup Client program will check whether you have previously used the service. If previous backup directories are found on your Donkerhoek Cloud Account, you will be prompted to import them.

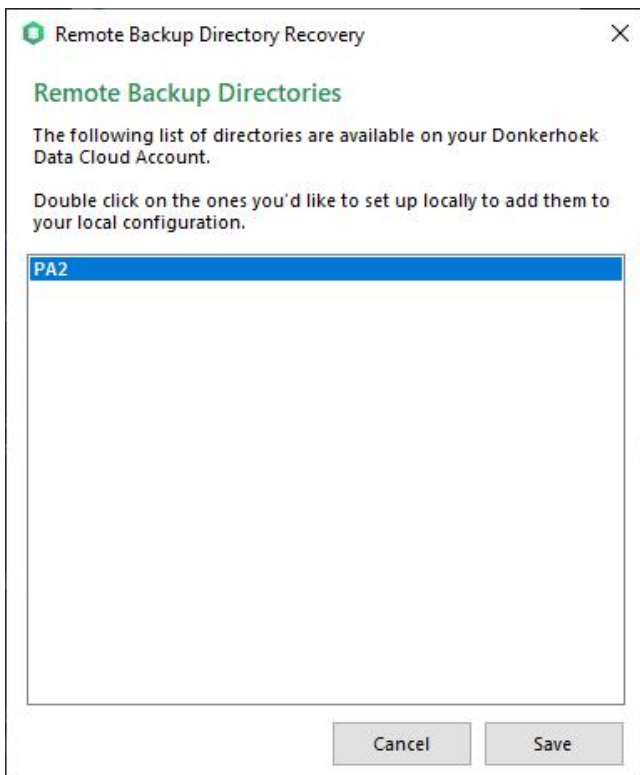
This step may help you recover access to data directories you've set up previously, but lost due to computer hardware failure, viruses or ransomware, or any one of the many reasons people typically lose data.

The following prompt will ask you whether you'd like to recover some or all of your previous backup directories:



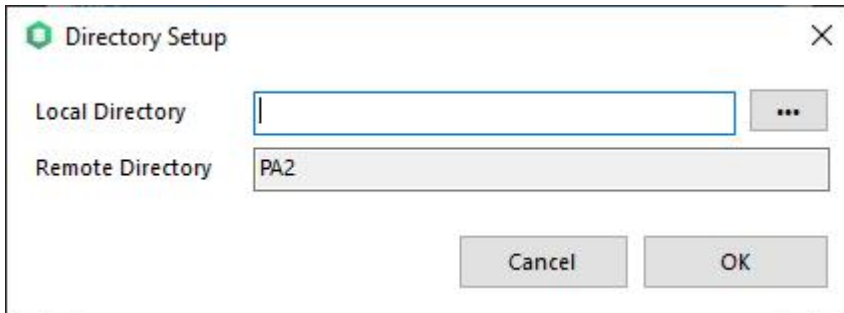
By selecting **No**, you confirm that the program should not bother checking for previous backup directories again, and that you do not want to recover anything.

By selecting **Yes**, the program will present you a list of online backup directories present in your Donkerhoek Data Cloud Account:



In order to recover access to any of the listed directories, please double-click on any entry to set up that directory in your local configuration.

You will be presented with the standard Directory Setup window:



You'll notice that the *Remote Directory* field is already filled in, and cannot be changed. In order to recover access to the selected remote directory, you also require a corresponding *Local Directory*.

Please use the Browser button [...] to select a local directory on your machine with which you'd like to link the remote directory.

Click **OK** to finalize the setup. This will add the setup you've just completed to your local directory configuration settings, and will allow you to access the remote directory contents using the remote backup management functionality as described in [Deleting Backups](#), [Sharing Backups with Donkerhoek Data](#) and [Downloading Backups](#).

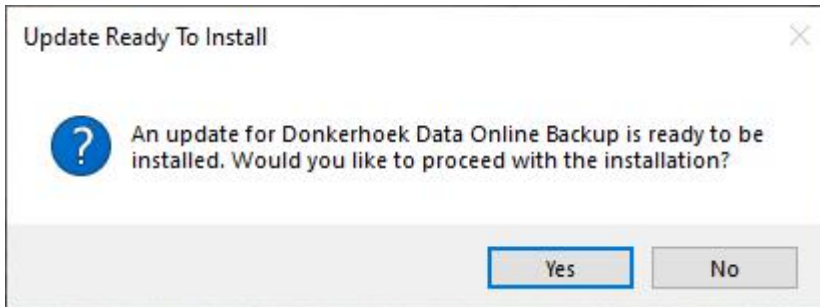
Repeat this setup process for all the directories you would like to recover, then click **Save** to finalize the recovery process.

Automatic Updates

In order to improve your experience using the Online Backup Client, we might periodically issue automatic updates that are installable directly from the program itself.

Upon start-up, the Online Backup Client program will check for any updates, and download the update package in the background. You will be prompted to confirm the installation only once the update package has been downloaded and verified.

The following dialog window might be shown at some point during application start-up:



Selecting **Yes** will close the Online Backup Client program and launch the installer package. The installation will continue automatically, and the Online Backup Client program will restart automatically after the installation has completed.

Selecting **No** will defer the update installation to the next time the application is started again - either when your computer is restarted or when you log in again.

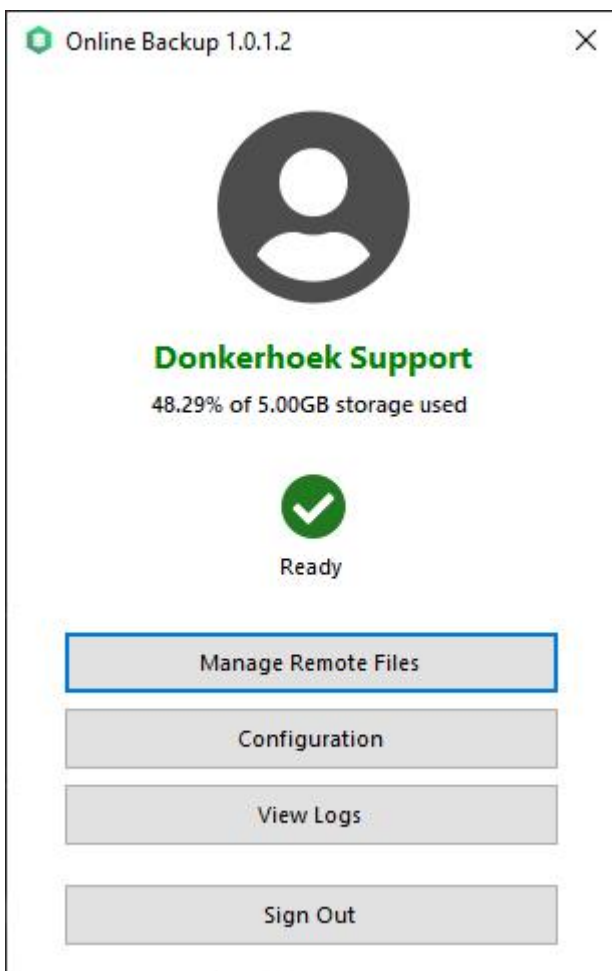
Main Window

The Online Backup Client program is a single-instance application, meaning that only one instance of the program can run at any time. By default, the application is set to automatically start when you start the computer and log in.

The application typically starts in a hidden state, but can be recalled in a variety of ways, including:

1. Opening the application using a shortcut from the desktop
2. Opening the application from the Start menu
3. Double clicking the notification indicator icon in the System Tray (the area at the end of the task bar, near the date and time)
4. Right-clicking the notification indicator icon in the System Tray and selecting **Open Main Window**.

By using one of the above-mentioned methods, the Main Window will be displayed:



From here you can see the user currently logged-in and the storage quota (the total amount of allocated online storage space as well as the current usage percentage) at the top.

The current activity status is displayed in the center of the window. This might help you determine whether the program is actively uploading anything.

You can also access the core features using the actions at the bottom:

- **Manage Remote Files:** Shows a list of backup files available on your Donkerhoek Data Cloud account, and allows you to share, delete or download one or more files.
- **Configuration:** Allows you to configure which local directories to monitor for changes and change your notification preferences.
- **View Logs:** See what's going on in the background. Useful for diagnosing issues and assisting with support related queries.
- **Sign Out:** Allows you to log out the currently-logged in user and delete all settings and configurations applicable to your session. The next time you run the Online Backup Client program, you will have to Sign In and set up the application again.

Setting up Backup Directories

Whenever you initiate a backup from within most Donkerhoek Data software packages, the application will create one or more files containing the backed-up data at a certain location on your computer.

Since the data directory configuration is not universal among installations of various Donkerhoek Data software packages, the directories that have to be monitored will have to be configured manually. This step is required before the Online Backup Client can function, and is only performed upon initial setup.

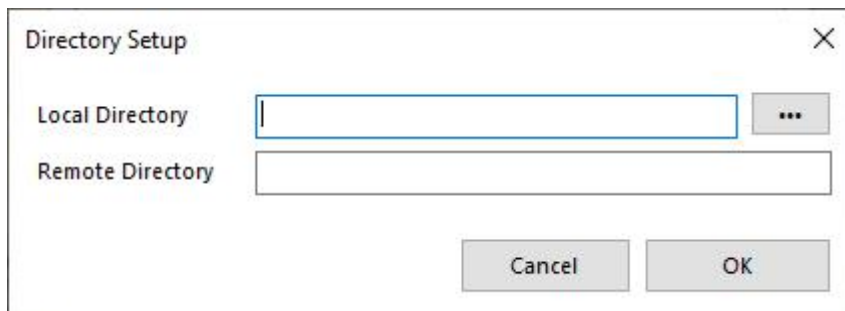
When your computer starts up, your configured backup directories are scanned, and if some new or changed files are encountered, they are uploaded to the Donkerhoek Data Cloud servers automatically. During the day the program monitors your backup directories, and automatically uploads any new or changed files.

In order to set up your backup directories, first launch the Online Backup Client via one of the launch methods described in the [Main Window](#) section.

Select **Configuration** to view, add or remove the currently-configured backup directories.

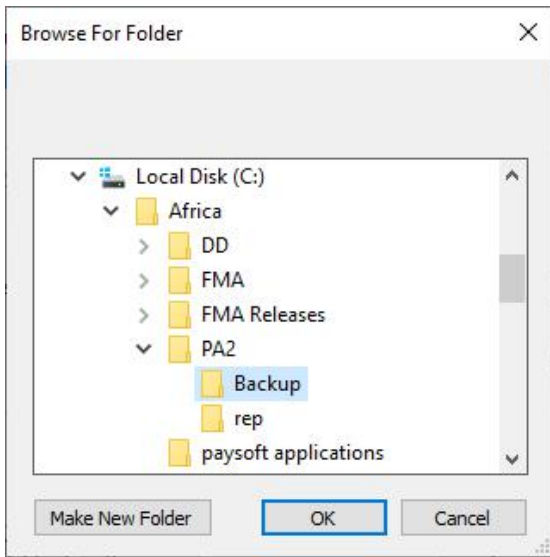


Initially no directories will be configured. To add a new directory, select **Add** on the bottom of the window.



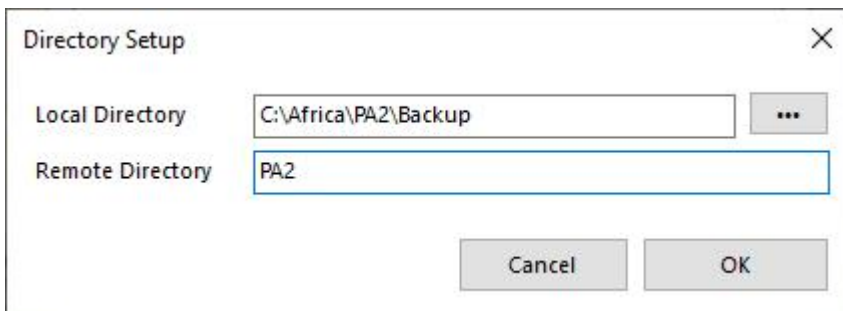
Here you have to select the directory on your computer containing the backup files, and also give the remote directory a recognizable name for later reference.

Start by clicking on the [...] button. A folder browse dialog will be shown. Use it to navigate to the appropriate backup directory and click OK once you've selected the Backup directory.



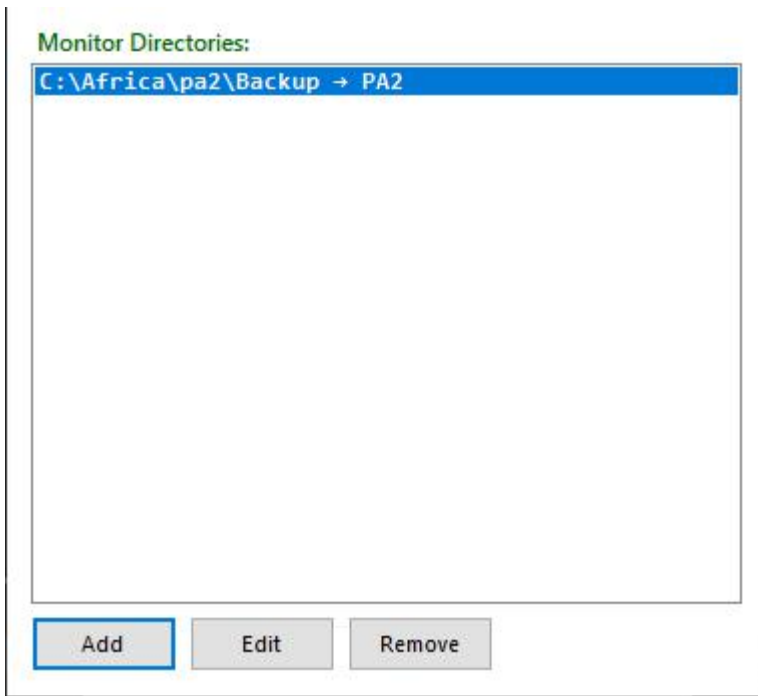
After you've selected the backup directory, give the remote directory a suitable name. In our example, we've selected the C:\Africa\PA2 backup directory, so it makes sense to name the remote directory "PA2".

The resulting dialog will look something like this:



You may now click **OK** to confirm the directory setup.

The Directory Configuration window will then indicate your newly-configured backup directory:



Please remember to repeat this process for each of your Donkerhoek Data packages.

Once you've added a directory configuration for each of your packages, simply close the window to finalize your setup.

After the Directory Configuration windows closes, the Online Backup Client will automatically upload any backup files in your configured directories to the Donkerhoek Data Cloud servers.

Backup Synchronization

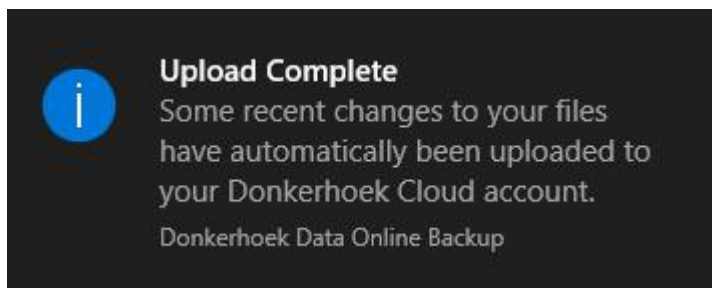
Backups are automatically synchronized with the Donkerhoek Data Cloud servers whenever they are detected. Since the Online Backup Client starts when you start your computer, it always monitors your data directories for new backup files.

Backup synchronization happens in one of the following situations:

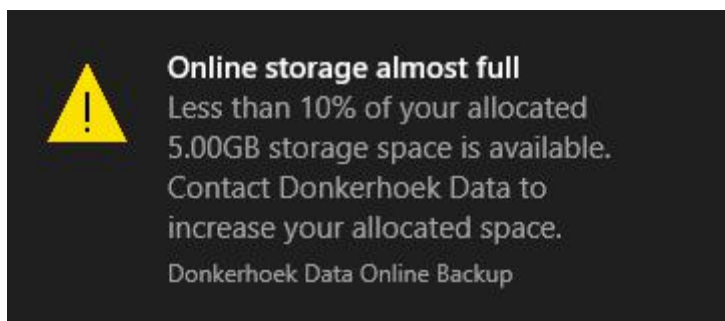
1. Whenever a file is added, modified or renamed in one of the configured backup directories.
2. Whenever the computer starts or the user logs in
3. Whenever a change is made to the backup directory configuration.

The computer's notification system is utilized to indicate to the user whenever a backup has been synchronized.

When synchronization completes, the following notification will be shown:



At some point you may start filling up your allocated storage quota. In this case, a special notification will be shown after synchronization is complete:

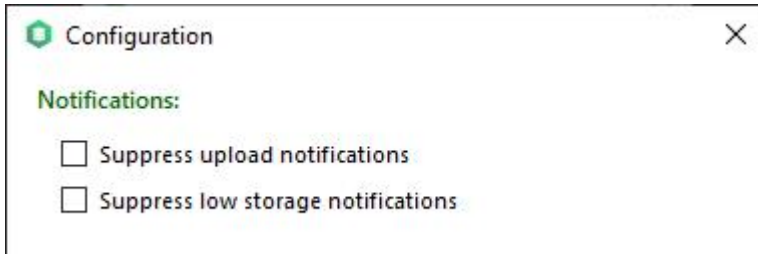


If you start seeing this notification, please consider upgrading your package so that you can make use of the larger allocated storage quota, or delete some old backup files that you no longer require. See [Deleting Backups](#) for a detailed explanation on how to delete backup files from your remote storage space.

Notification Preferences

The Donkerhoek Data Online Backup system makes use of your system's notification system to indicate when certain events occur. If you find yourself constantly closing these notifications, you may want to consider suppressing them from within the Donkerhoek Data Online Backup Client program.

To do this, open the [Main Window](#) using one of the described methods, then go to **Configuration**.



From here, you may suppress both the "Upload Complete" notifications, as well as the "Online storage almost full" notifications.

Simply selecting either or both of these check-boxes will immediately start suppressing the relevant notifications.

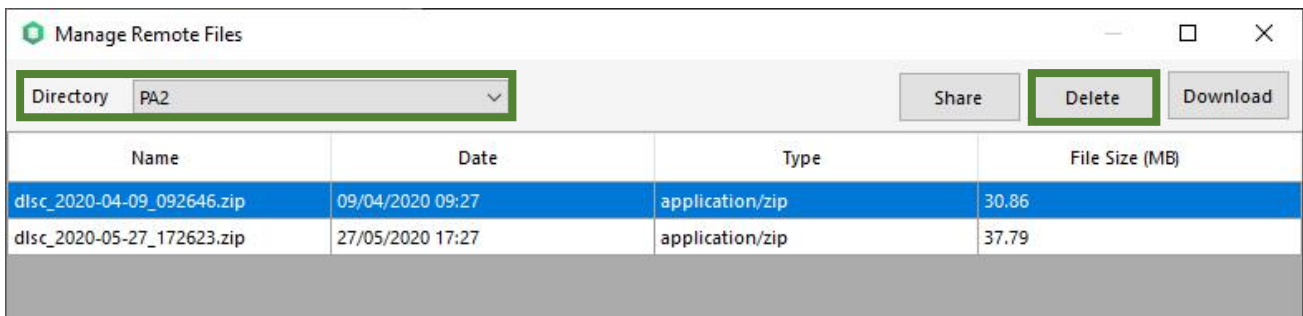
Please note: Suppressing low storage notifications may result in you not being aware of issues pertaining to your quota usage. Uploads will fail if you've exceeded your online storage quota.

Deleting Backups

As your usage of the Donkerhoek Data Online Backup service continues, you will eventually reach your online storage quota. When this happens, you can either contact Donkerhoek Data to increase your online storage quota, or remove some of your older, unnecessary backups.

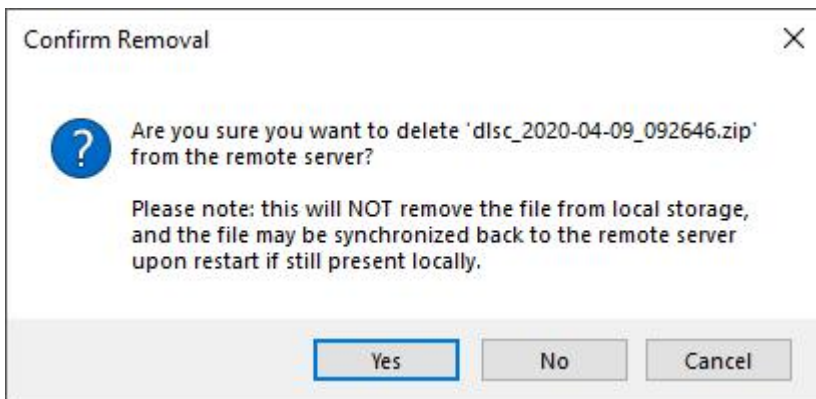
To remove a backup, open the [Main Window](#), then select **Manage Remote Files**.

The list of all available backups will then be presented. Please ensure you've selected the correct **Directory** before continuing. The list of available backup files on the bottom will now be populated according to your selection.



From this list you can select one or more backups for deletion. Highlight the items you would like to remove, then click the **Delete** action.

Since this action is irreversible, you will be prompted to confirm deletion for each backup you've selected.



Selecting **Yes** will remove the backup file from the remote server. Selecting **No** will skip the specified file, and proceed to the next file if you've selected more than one file, while selecting **Cancel**, will stop the process immediately.

Sharing Backups with Donkerhoek Data

It may be necessary to share data with Donkerhoek Data from time to time in order to have changes made to your system, or to have a Support Consultant investigate a possible issue.

The Online Backup Client program has a built-in feature that allows you to share a backup, that's been uploaded to the Donkerhoek Data Cloud servers, with the Support Consultant assisting you.

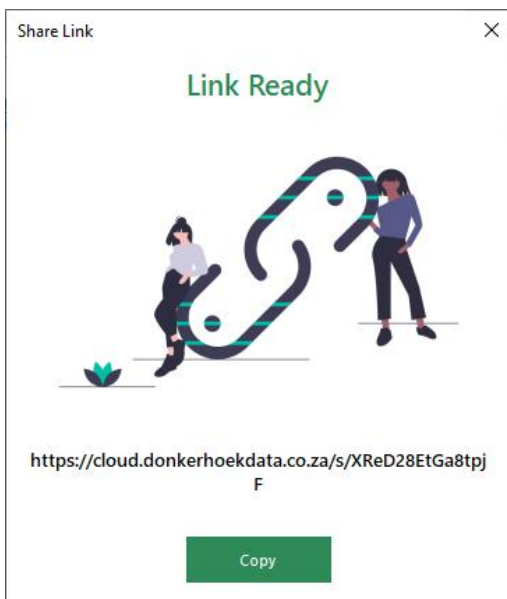
Open the **Main Window**, then select **Manage Remote Files**.

Then ensure you have selected the correct **Directory** on the top-left corner of the window.



Find the backup you would like to share with Donkerhoek Data, select it from the list, then click the **Share** action in the top-right corner.

The application will now generate a link that you can send to the Support Consultant assisting you. Use the **Copy** button to copy the generated link to your clipboard. You can now paste the link in an email, live chat or another sharing mechanism of your choice.



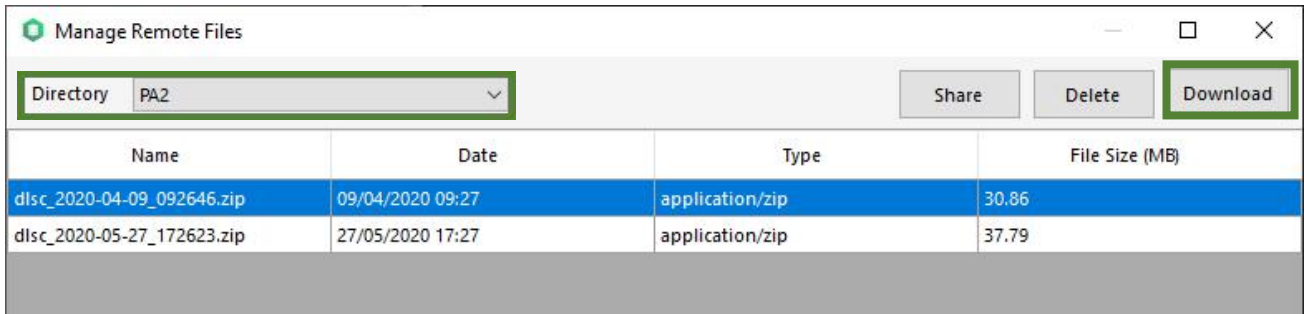
The shared link expires after 24 hours, after which the backup will no longer be accessible to Donkerhoek Data unless we've downloaded the linked backup.

Downloading Backups

If you ever lose access to your local backups, as in the case of a lost or stolen computer, or damage resulting from disaster, the Donkerhoek Data Online Backup client allows you to re-download any necessary backups.

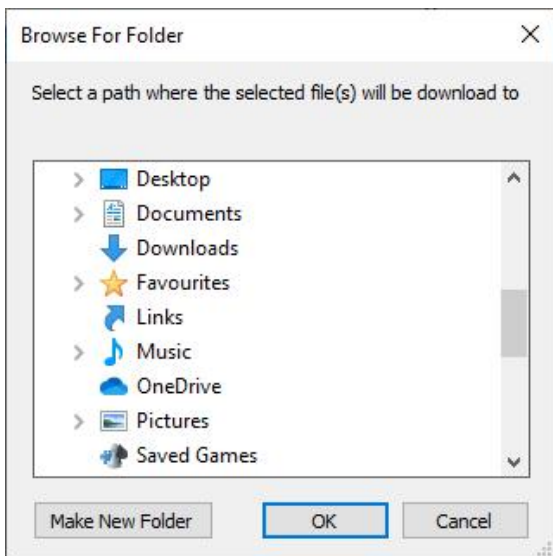
To do this, open the Main Window, then select **Manage Remote Files**.

Select the relevant backup directory from the drop-down menu on the left. The list of available backup files on the bottom will now be populated according to your selection. From this list, you may select one or more files for download.



Once you've selected the files you're interested in downloading, click the **Download** action on the right side of the window.

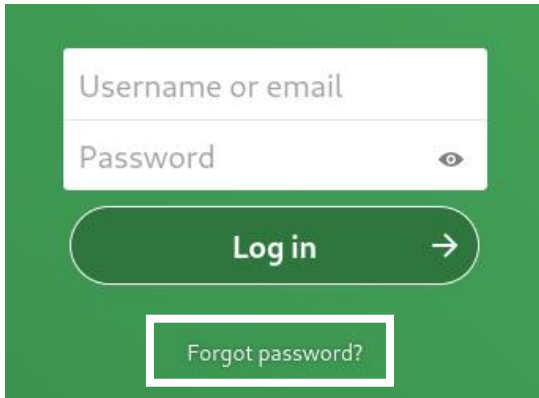
You will now be prompted to select a download destination:



Once you've selected the download destination, the download process will start. Each selected file will be downloaded into the selected destination. A message dialog will indicate when the download has completed.

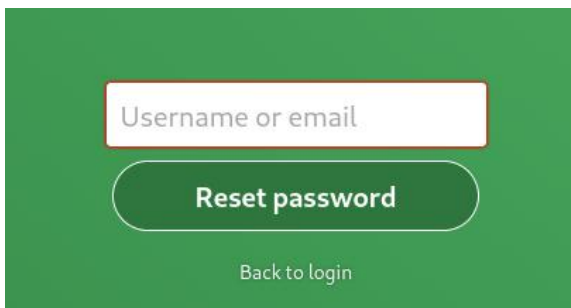
Resetting Your Account Password

In the event that you've lost or forgotten your Donkerhoek Data Cloud account password, you may request a password reset email by going to <https://cloud.donkerhoekdata.co.za/> and clicking on "Forgot Password?"



A screenshot of a login page with a green background. It features two input fields: "Username or email" and "Password" with an eye icon. Below the fields is a "Log in" button with a right-pointing arrow. At the bottom, a "Forgot password?" link is highlighted with a white rectangular border.

Next, you will be prompted to enter your username. Please enter the username that was issued by Donkerhoek Data when you signed up for the Online Backup service, or the email address that was supplied to Donkerhoek Data when you signed up.

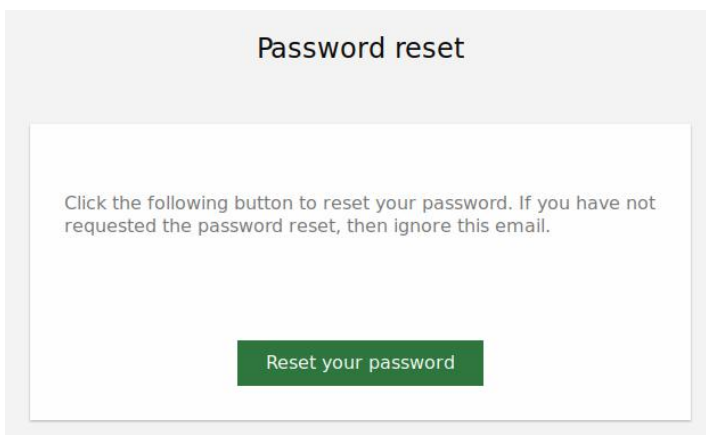


A screenshot of a password reset page with a green background. It features a "Username or email" input field with a red border. Below it is a "Reset password" button. At the bottom, there is a "Back to login" link.

Click **Reset password** to request a reset.

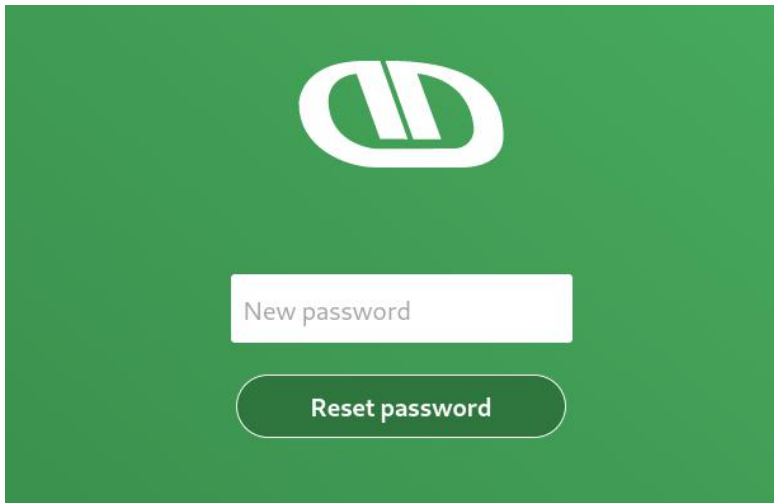
If you've entered a valid username/email address, an email containing a password reset link will be sent to the email address you supplied when signing up for the Online Backup service. This additional step helps us determine that you are the owner and primary user of the account you are attempting to reset the password for.

The email will look similar to the one below:



A screenshot of an email titled "Password reset". The email content includes the text: "Click the following button to reset your password. If you have not requested the password reset, then ignore this email." Below this text is a green button labeled "Reset your password".

Click the **Reset your password** link. You will now be directed to the same Reset Password page that was used to set up your original password.

A screenshot of a password reset form. The form is centered on a solid green background. At the top center is a white logo consisting of a stylized 'D' with a vertical bar through it. Below the logo is a white rectangular input field with the placeholder text 'New password'. Underneath the input field is a white rounded rectangular button with the text 'Reset password' in green.

Fill in a new unique password, **consisting of at least 8 characters, containing upper and lower case letters, numbers and special characters**, then click **Reset password** to finish the reset procedure.

Your password has now been reset.