1 Quick Guide to Restore Data Using ONE-PLUS

This quick start guide will walk you through the steps on how to restore your data using ONE-PLUS Client.
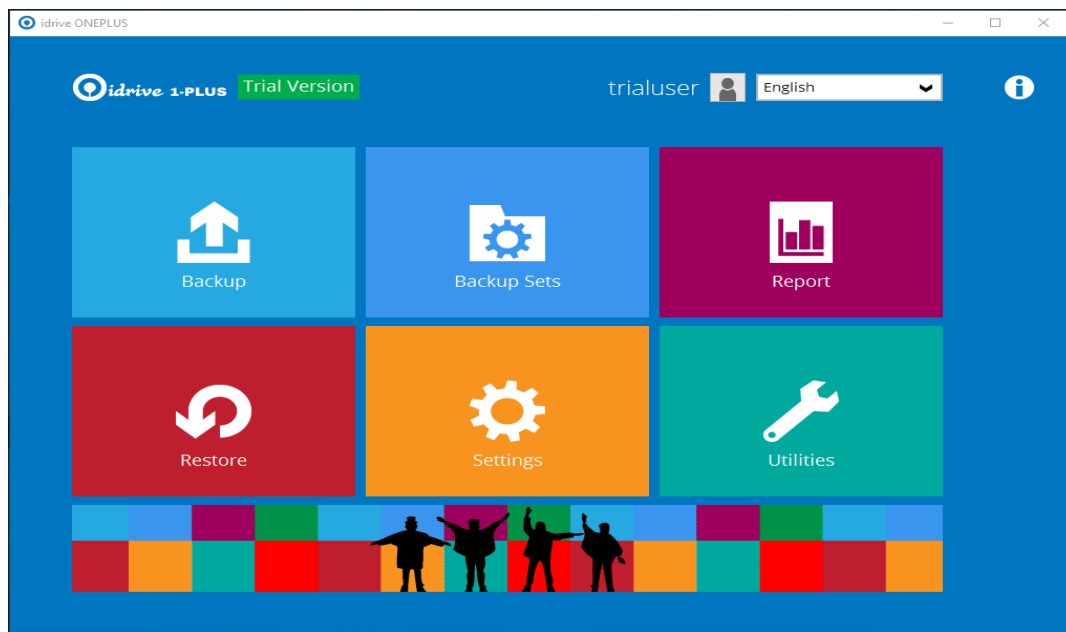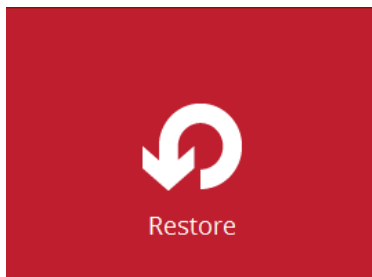
2   Restore Data

Restore Method

There are two restore methods available, the traditional restore and OpenDirect restore. OpenDirect restore applies only to File backup sets with OpenDirect feature enabled.
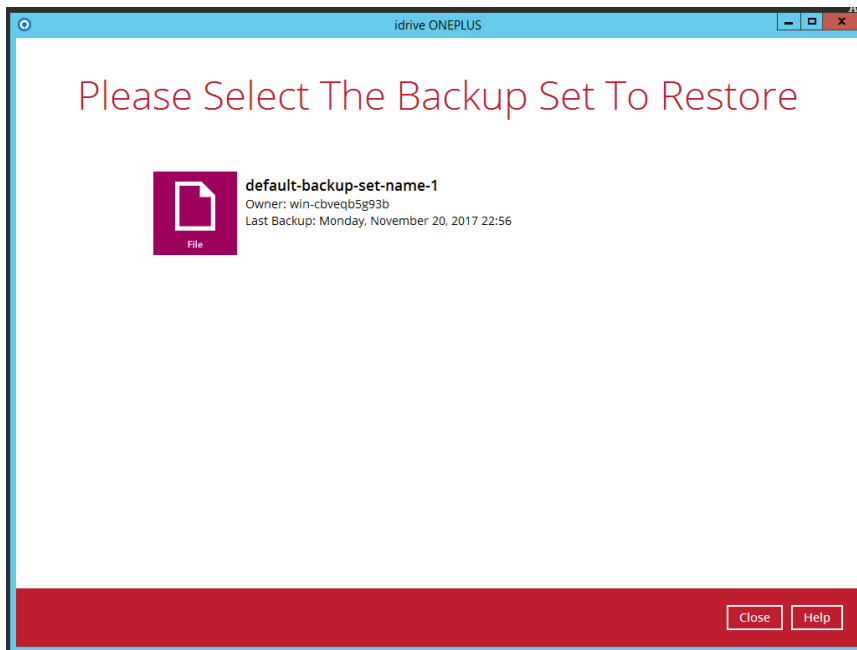
Traditional Restore

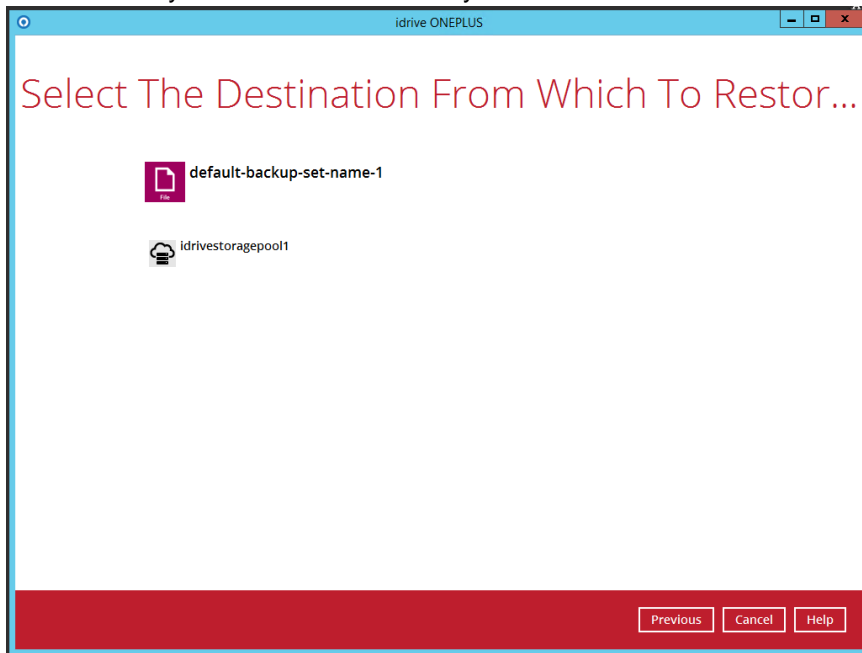1. Log in to the idrive ONE-PLUS application

2. Click the **Restore** icon on the idrive ONE-PLUS main interface.

3. All the available backup sets for restore will be listed. Select the backup set that you would like to restore data from.

4. Select where you would like to restore your data from.

5. Select **Normal restore**.

6. Select to restore files from a specific backup job, or from all files available, then select the files or folders that you would like to restore.

   There are two options from the **Select what to restore** dropdown menu:

   ⊙ **Choose from files as of job** – This option allows you to select a backup version from a specific date and time to restore.

   ⊙ **Choose from ALL files** – This option allows you to restore all the available backup versions for this backup set. Among all the available backup versions, you can even select only some of the backup versions of a file to restore.

The following is an example showing all the available backup versions of the file **File 1.txt**. The latest version is shown in solid black color and all the previous versions are shown in grey color. You can identify the file version from the **Date modified** column.

Name	Size	Date modified
☑ File 1.txt	26 KB	11/25/2016 13:18
☑ File 1.txt	26 KB	11/25/2016 13:04
☑ File 1.txt	26 KB	11/25/2016 12:47
☑ File 2.txt	29 KB	11/25/2016 13:19
☑ File 2.txt	28 KB	11/25/2016 13:05
☑ File 2.txt	28 KB	11/25/2016 12:47
☑ Report 1.rtf	16 KB	11/25/2016 13:18
☑ Report 1.rtf	16 KB	11/25/2016 13:05
☑ Report 2.rtf	70 KB	11/25/2016 13:19
☑ Report 2.rtf	69 KB	11/25/2016 13:06

When the restore is done, you will see all the selected backup versions in the restore destination. The latest backup version has the file name as the original file, while the previous versions have the time stamps added to their file names for easy identification.

Name ▲	Date modified	Type	Size
File 1.txt	11/25/2016 1:18...	Text Document	26 KB
File 1_2016-11-25-12-59-54.txt	11/25/2016 12:4...	Text Document	26 KB
File 1_2016-11-25-13-07-14.txt	11/25/2016 1:04...	Text Document	26 KB
File 2.txt	11/25/2016 1:19...	Text Document	29 KB
File 2_2016-11-25-12-59-54.txt	11/25/2016 12:4...	Text Document	28 KB
File 2_2016-11-25-13-07-14.txt	11/25/2016 1:05...	Text Document	28 KB
Report 1.rtf	11/25/2016 1:18...	Rich Text Docum...	16 KB
Report 1_2016-11-25-13-07-14.rtf	11/25/2016 1:06...	Rich Text Docum...	16 KB
Report 2.rtf	11/25/2016 1:19...	Rich Text Docum...	70 KB
Report 2_2016-11-25-13-07-14.rtf	11/25/2016 1:06...	Rich Text Docum...	69 KB

7. Click the **Show files** checkbox to select individual files for restoration. Click **Next** to proceed when you are done with the selections.

8. Select to restore the files to their **Original location**, or to an **Alternate location**. Then, click **Next** to proceed.

⊙ **Original location** – The backed up data will be restored to the computer running Idrive ONE-PLUS under the same directory path as on the machine storing the backup source. For example, if the backup source files are stored under **Users/[User's Name]/Downloads** folder, the data will be restored to **Users/[User's Name]/Downloads** as well on the computer running Idrive ONE-

PLUS.

Choose Where The Files To Be Restored

- Alternate location – You can choose to restore the data to a location of your choice on the computer where idrive ONE-PLUS is running.
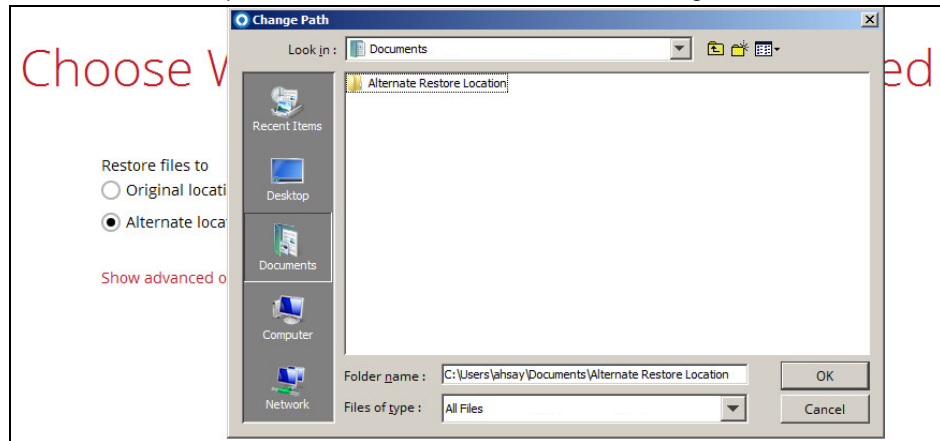
9. Click Show advanced option to configure other restore settings:

- Restore file permissions
  Restore file permissions are disabled by default. When you perform a file restore

on shared files or folders using a shared computer, it is recommended that you enable Restore file permissions by ticking the checkbox so that the files restored will not be fully accessible to everyone using the shared computer.

⊙ **Delete extra files**

By enabling this option, the restore process will attempt to synchronize the selected restore source with the restore destination, making sure the data in the restore destination is exactly the same as the restore source. Any data created after backup will be treated as "extra files" and will be deleted from the restore source if this feature is enabled.

Example:

i) Two files are created under the **Document folder 01**, namely doc 1 & doc 2.

ii) A backup is performed for folder **Document folder 01**.

iii) Two new files are created, namely doc 3 & doc 4.

iv) A restore is performed for the **Document folder 01**, with **Delete extra files** option enabled.

v) Since doc 3 & doc 4 have never been backed up, therefore they will be deleted from **Document folder 01**, leaving only the two files that have been backed up.

WARNING

Please exercise extra caution when enabling this feature. Consider what data in the restore destination has not been backed up and what impact it would cause if those data is deleted.

Prior to the data restore and synchronization, a warning message shows as the one shown below. Only clicking **Yes** will the "extra file" be deleted. You can click **Apply to all** to confirm deleting all the "extra files" at a time.

⊙ **Follow Link (Enabled by default)**
When this option is enabled, not only the symbolic link or junction point will be restored, the directories and files that the symbolic link or junction point links to will also be restored.

The table below summarizes the behaviors when a restore is performed with different settings.

Follow Link	Restore to	Behavior
Enabled	Original location	Symbolic link or junction point is restored to the original backup location. Target directories or files are also restored to the original backup location.
	Alternate location	Symbolic link or junction point is restored to the location specified. Target directories or files are also restored to the alternate location specified.
Disabled	Original location	Symbolic link or junction point is restored to the original backup location. Target directories or files are **NOT** restored to the original backup location.
	Alternate location	Symbolic link or junction point is restored to the location specified. Target directories or files are **NOT** restored to the alternate location specified.

⊙ **Resolve Link (Only for restoring to Alternate Location)**
This option must be used in conjunction with the **Follow Link** option. When this option is enabled, the symbolic link or junction point, as well as the directories and files that the symbolic link or junction point links to will also be restored in the alternate location you have chosen. That means the link or junction will point to the alternate location instead of the original location.

The table below summarizes the behaviors when a restore is performed with this option turned on and off.

Resolve Link	Behavior
Enabled	Symbolic link or junction point is restored to the alternate location specified, with its target directories and files also restored to the same location in their relative path. Target of the link or junction is updated to the new relative path. In other word, the link or junction now points to the new alternate location.

Disabled	Symbolic link or junction point is restored to the alternate location specified, with its target directories and files also restored to the same location in their relative path. However, target of the link or junction is **NOT** updated to the new relative path. In other word, the link or junction still points to the original location.

Click **Next** to proceed.

10. Select the temporary directory for storing temporary files, such as delta files, when they are being merged.

    By default, the temporary files are stored under the temp directory of the user profile directory. In case the same directory path does not exist in the computer you are running Idrive ONE-PLUS, you have to click **Browse** to define a new location for storing the temporary files. Otherwise, you will not be able to perform a restore.

11. Click **Restore** to start the restore. The status will be shown.

12. When the restore is completed, the message "Restore Completed Successfully" will appear.

You can click the 🔍 **View** icon on the right hand side to check the log. A window will pop up to

show the log. Click **Close** to exit the pop-up window.

13. In the Restore window, click **Cancel** to close the Restore window.

14. To exit idrive ONE-PLUS, click the "**x**" on the top right corner. A message will appear to ask for your confirmation. Click **Yes** to close the application. If you wish to use idrive ONE-PLUS again, you will then have to launch it again.
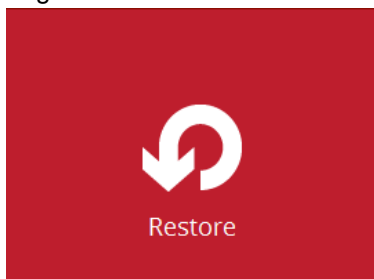
OpenDirect Restore

This restore method applies to backup sets created with OpenDirect restore enabled only.

> **IMPORTANT**
>
> Before you proceed with the OpenDirect Restore, make sure the following dependencies are fulfilled. Failure to do so may cause the restore to fail.
>
> 🔵 Microsoft Visual C++ 2015 Redistributable (x86) / (x64)
> https://www.microsoft.com/en-us/download/details.aspx?id=48145
>
> 🔵 Update for Universal C Runtime in Windows
> https://support.microsoft.com/en-us/help/2999226/update-for-universal-c-runtime-in-windows
>
> 🔵 Microsoft Security Advisory 3033929 (for Windows 7 and Windows Server 2008 R2)
> https://technet.microsoft.com/en-us/library/security/3033929.aspx

1. Log in to the idrive ONE- Click the **Restore** icon on the idrive ONE-PLUS main interface.

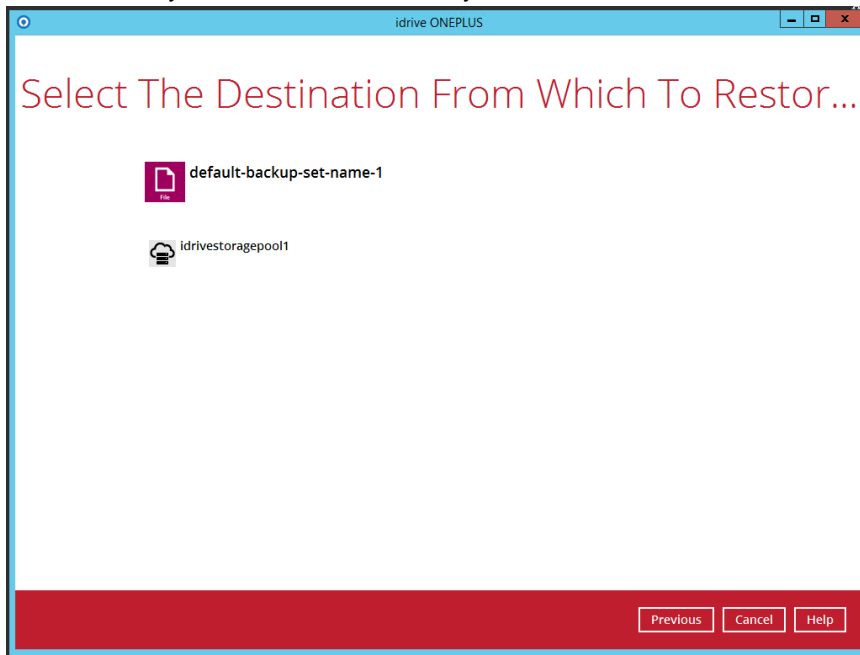
2. All the available backup sets for restore will be listed. Select the backup set that you would like to restore data from.
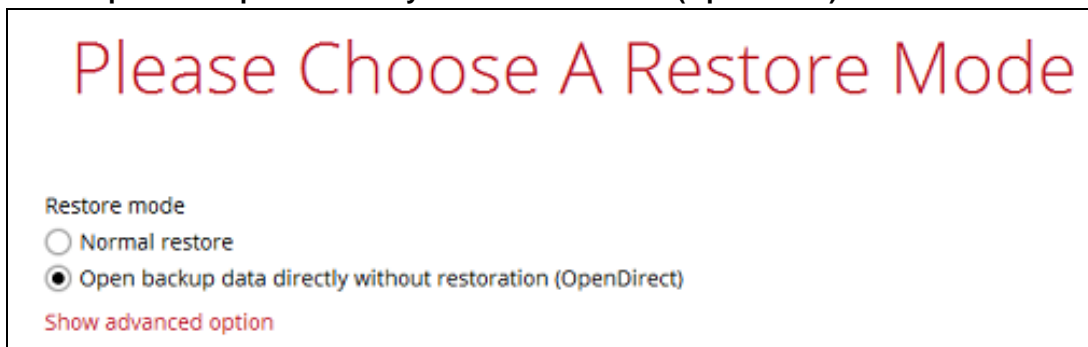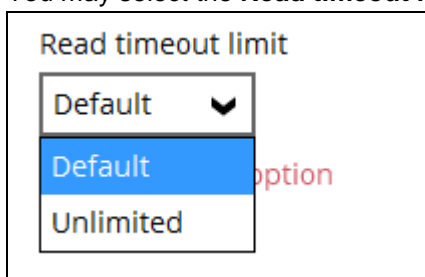
3. Select where you would like to restore your data from.

4. Select **Open backup data directly without restoration (OpenDirect).**

You may select the **Read timeout limit** by clicking Show advanced option.

This selection defines the duration when the OpenDirect restore session will be disconnected if there is no response from the mounted compressed or image file.

- ➢ **Default** – This setting should be suitable for compressed or image file located on a local, removable, or network drive. The time out value is15 seconds.

- ➢ **Unlimited** – the connection will not be time out when this is selected. This selection is recommended under the following usage:

  - ▪ Backup destination is a cloud stroage.

  - ▪ IdriveCBS over the Internet.

  - ▪ A large compressed or image file with large incremental delta chain.

<table>
<tr><td>Note</td></tr>
<tr><td>If in doubt or unsure about the compressed or image file size or network stability, it is recommended to use Unlimited.</td></tr>
</table>

Click **Next** to proceed when you are done with the selection.

5. Select to restore files from a specific backup job, or from all files available, then select the files or folders that you would like to restore.
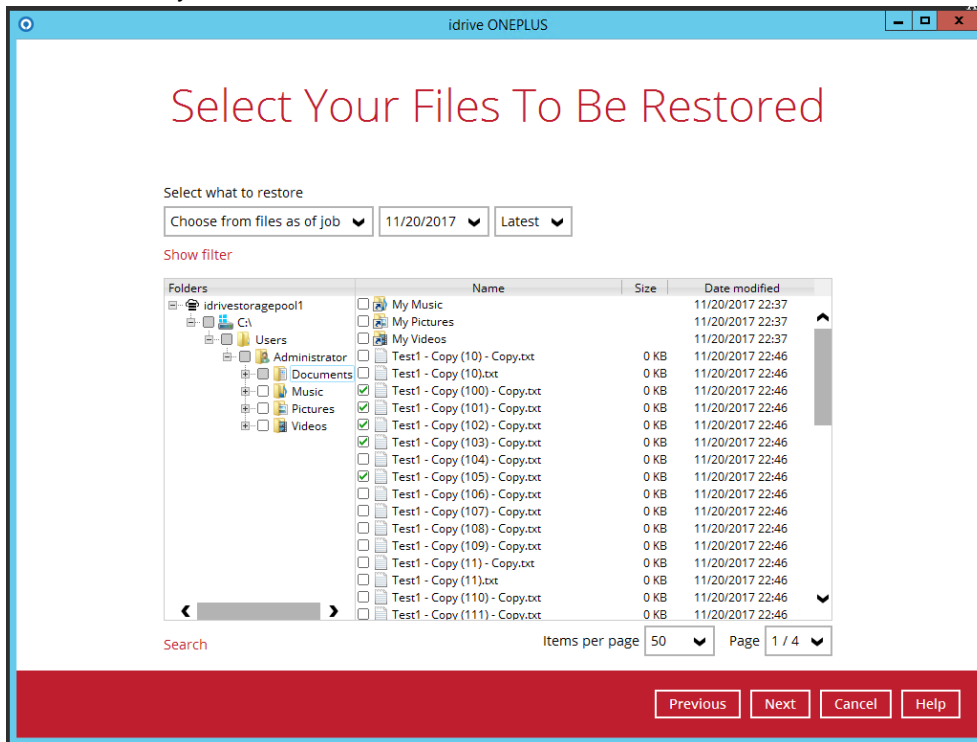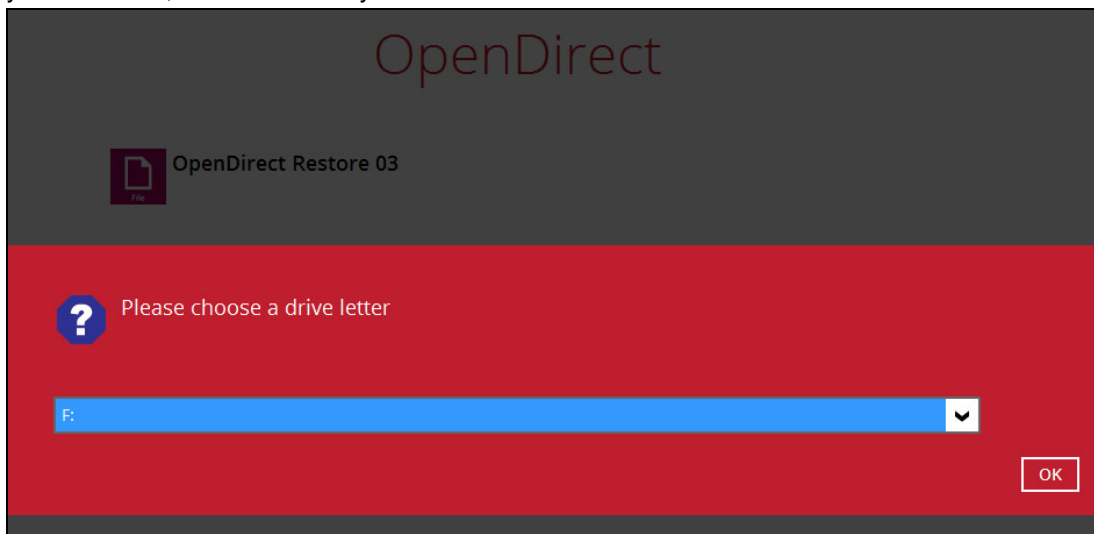

6. Select a temporary directory for storing restore files, then click Restore to start the OpenDirect restore.
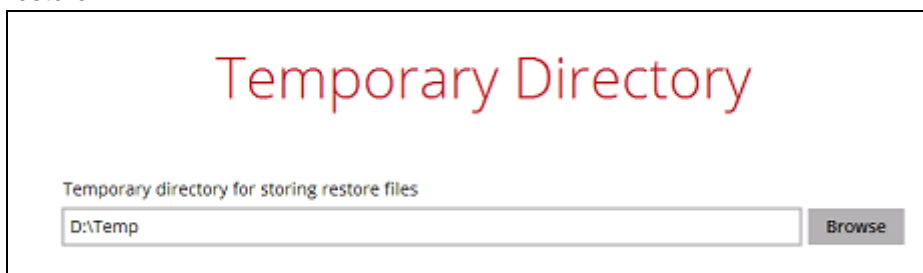

7. Click **Restore** to start the restore. The status will be shown.

8. You will be prompted to select drive letter where you wish the mounted files to be mapped on your machine, click **OK** when you have finished selection.

9. The following screen shows when you perform OpenDirect restore for this backup set on this machine for the first time only. Make sure you click **Yes** to confirm mounting the file(s) on this machine. Clicking **No** will exit the restore process.
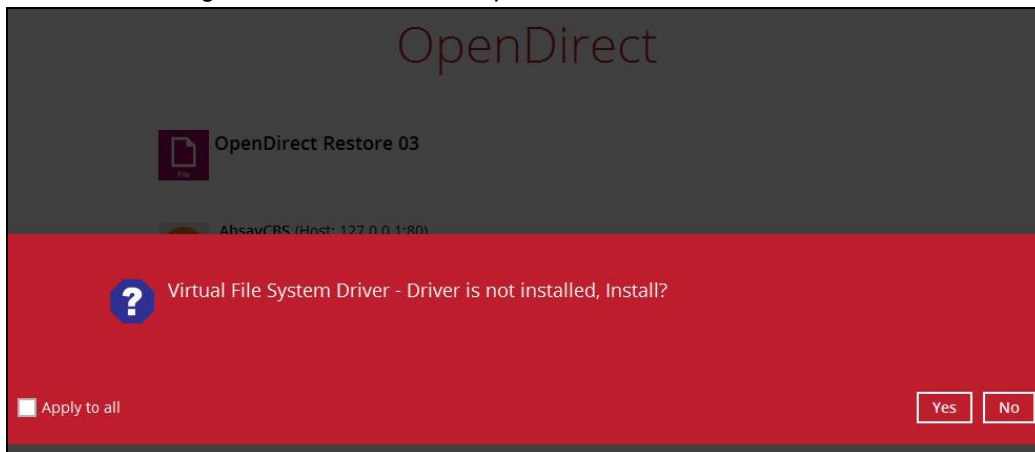
10. The selected drive letter will be mapped and prompted in the Windows Files Explorer with the files you wish to restore shown.
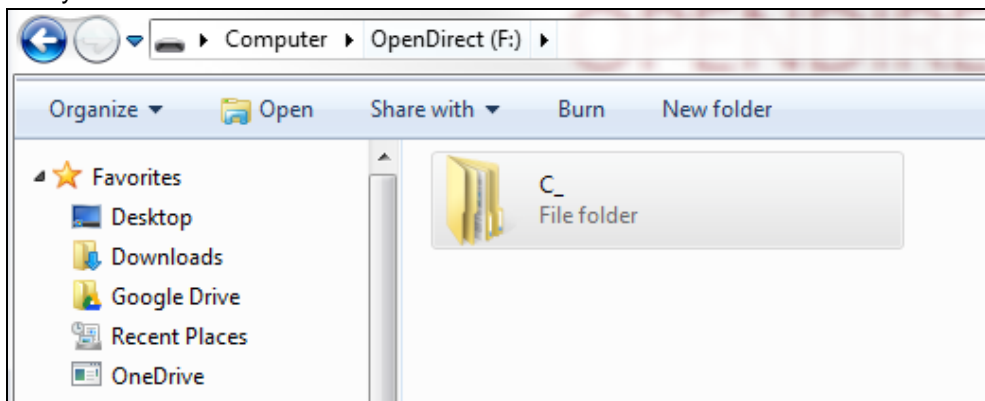
11. You can now click on the files to view them directly from here, which will be in read-only mode.
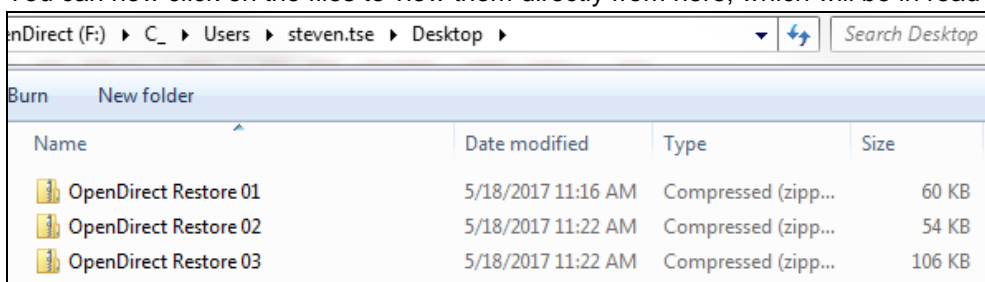
   If it is a zipped file, you can directly click on it to see all the individual files inside.

You may also copy individual file(s) you wish to restore to your local machine.

🖻 mounting in progress	PNG image		15 KB	No
🖻 mounting in progress 2	PNG image	**Open**	15 KB	No
🖻 mounting in progress 3	PNG image	Copy	14 KB	No
🖻 mounting in progress 4	PNG image	Properties	11 KB	No

12. The mounted drive letter cannot be ejected from the Windows File Explorer, it will only be closed when you exit Idrive ONE-PLUS.

◢ 🖥 Computer
  ▷ 🖴 OS (C:)
  ▷ 🖴 Data (D:)
  ◢ 🖴 OpenDirect (F:)
    ◢ 📁 C_
      ▷ 📁 Users
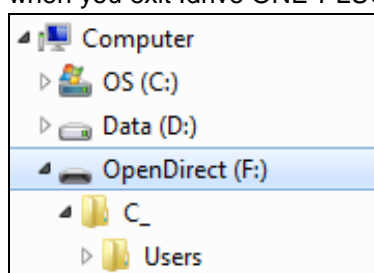
13. When you have finished restoring the necessary files, you can go back to idrive ONE-PLUS and click **Cancel** to exit the OpenDirect Restore.

OpenDirect

📄 OpenDirect Restore 03
    File

    AbsavCBS (Host: 127.0.0.1:80)

❓ Are you sure to stop the OpenDirect?

[Stop the OpenDirect] [Cancel]

IMPORTANT

1. As a result of the limitation of the virtual file system library, the mapped drive will only be unmounted from your machine when you exit Idrive ONE-PLUS. In other words, each OpenDirect restore session on idrive ONE-PLUS can only mount and unmount once.

2. **OpenDirect restore** of file backup sets:

   ➢ Will not show up on the **Restore Status** tab in **Live Activities** of the backup service provider idriveCBS. **Restore Status** tab in **Live Activities** only applies to the restore performed directly through idrive ONE-PLUS.

   ➢ Will not generate restore reports or report email on backup service provider idriveCBS.

   ➢ Will not generate restore log on idrive ONE-PLUS.