

DS-Consumer Client Installation Guide



Assumptions

The following assumptions are made about the audience for this document:

Familiarity: User is familiar with the Operating System platform. User is familiar with basic Internet browsing.

Correct Input: User enters the correct data (e.g. user names, passwords, etc.) when asked or required. If invalid data is entered, an error message will appear, and you will be forced to correct the error before you may proceed.

Canceling activities: The option to cancel the current activity (in some cases the option is “No”) will exit the activity.

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This document may contain sample screen shots, used to demonstrate Asigra Cloud Backup™ procedures. All information appearing in this document is used for illustration purposes only, and it should be considered fictitious.

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About Asigra Cloud Backup™

Asigra Cloud Backup™ is a unique alternative to traditional backup methods, replacing conventional tape based systems with a fully automated Online solution. It provides centralized and automated backups of PCs, file servers and application/database servers with secure offsite storage and immediate Online restoration.

The system uses a DS-Client, installed onto the customer network, which hosts the Asigra Cloud Backup™ client application software that performs the backup and restore activity.

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Before you install or upgrade	4
I) Supported Platforms	4
II) Hardware & Software Minimum Requirements	4
III) Obtain the DS-Consumer Client Installation Program	4
IV) Select your encryption key(s)	5
V) Log in to target installation computer	5
Run the DS-Consumer Client Installation Program	6
Step 1. Run Installation Package	6
Step 2. Select Destination Location	6
Step 3. Start Copying Files	6
Step 4. Enter Registration Information and DS-System Address	6
Step 5. Select Encryption Key(s)	7
Step 6. Select Service Logon Account	7
Step 7. Finish Installation	8
Custom 'Wrapped' Installation	8

Before you install or upgrade

I) Supported Platforms

Platform	Version
Windows® XP x86 (32-bit)	<ul style="list-style-type: none"> Professional SP3 Home SP3
Windows® XP x64 (64-bit)	<ul style="list-style-type: none"> Professional SP2
Windows® VISTA x86 (32-bit) or x64 (64-bit)	<ul style="list-style-type: none"> Ultimate SP2 Enterprise SP2 Home Basic SP2 Business SP2 Home Premium SP2
Windows® 7 x86 (32-bit)	<ul style="list-style-type: none"> Starter SP1 Home Basic SP1 Home Premium SP1 Ultimate SP1 Enterprise SP1 Professional SP1
Windows® 7 x64 (64-bit)	<ul style="list-style-type: none"> Home Premium SP1 Ultimate SP1 Enterprise SP1 Professional SP1

II) Hardware & Software Minimum Requirements

You should use the best hardware possible to maximize Asigra Cloud Backup™ performance. If applicable, it is strongly recommended that you use the fastest brand-name components available.

Hardware	x86 (32-bit) or x64 (64-bit) Architecture
CPU	2 GHz or greater
RAM	1 GB RAM or more
Free disk space for application and buffer	1 GB or more

III) Obtain the DS-Consumer Client Installation Program

Contact your Asigra Cloud Backup™ Service Provider to register. You will be provided with:

- Installation Disc (or download from Service Provider Website);
- Your Customer Account number: _____;
- Your DS-Consumer Client number:
_____;
- The DS-System IP address: _____;

Write these numbers down (a space is provided for each above). They are required by the Installation program in **“Step 4. Enter Registration Information and DS-System Address”** on **page 6**.

- Alternatively, your service provider may provide a download of a Custom ‘Wrapped’ Installation with all these selections pre-loaded (see: **“Custom ‘Wrapped’ Installation”** on **page 8**).

IV) Select your encryption key(s)

- Data backed up through the DS-Consumer Client is encrypted using the encryption key(s) you specify.
- Encryption keys are set once. You cannot change the key(s) once set. The DS-Consumer Client service will not be allowed to start.
- You must select the type of encryption key (DES, AES 128-bit, AES 192-bit, AES 256-bit). Stronger encryption requires longer keys (8, 16, 24, or 32 characters).
- **Private key:** You must set this key.
- **Account key:** If you only have one DS-Consumer Client, you do not need to set this key. When you have more than one DS-Consumer Client (or regular DS-Client), you must specify an Account key. This must be the same for every DS-Consumer Client / DS-Client that is registered under this same customer account on the DS-System. Common data from your DS-Consumer Client(s) / regular DS-Clients will be encrypted using the Account key.

V) Log in to target installation computer

- Make sure you have logged on as the target DS-Consumer Client computer's Administrator (or a user with equivalent privileges).

Run the DS-Consumer Client Installation Program

Step 1. Run Installation Package

Depending on your selections, some different screens will appear. These differences are noted below.

1. **[Option A]** Run the installation program from the download directory or from the corresponding folder on the installation DVD:
 - `\\Software\DS-Client\DS-Consumer_Client\ConsumerClient.exe`
- [Option B]** Run the Asigra Cloud Backup™ Installation Center for Windows Products (**setup.exe**) located in the root directory of the installation DVD.
 - The Installation Center is a common launcher for all Windows-platform installations. It allows you to choose the specific installation package you want, without the need to browse the installation DVD.
- [Option C]** Run a custom 'wrapped' installation supplied by your Service Provider (usually downloaded from their Web Site).
 - For this type of installation, skip to **"Custom 'Wrapped' Installation" on page 8.**
2. Follow the GUI to install DS-Consumer Client. A "Hardware and Software Pre-requisite Scan" screen appears.
 - Click "Install".
3. The License Agreement page appears. You must accept the license agreement to continue. Click Next.

Step 2. Select Destination Location

1. Specify the Destination Folder.
 - The default is: **C:\Program Files\CloudBackup\DS-Consumer Client**
2. Click Next.

Step 3. Start Copying Files

1. The Start Copying Files screen appears.
2. Click Next.
3. The installation copies the files according to your setup specifications.

Step 4. Enter Registration Information and DS-System Address

1. The Enter Registration Information screen appears.
2. Enter the appropriate information in each field of the screen.

Name	Enter a descriptive name for this DS-Consumer Client.
Account #	Enter your Account number.
DS-Client #	Enter your DS-Consumer Client number.
Browse	An alternative to manually entering the above information is to use a .CRI file supplied by your Service Provider. Click Browse to search for this file.

3. Your Account and DS-Client numbers must match those provided to you by your Service Provider System (see: **III) Obtain the DS-Consumer Client Installation Program** in the Before You Install section).

4. Enter the IP address of the DS-System your DS-Client will be using. Your Service Provider may have more than one IP address for the DS-System, if this is the case you can specify any or all of them. The same applies for N+1 DS-Systems.
 - Use a semi-colon (;) to separate each IP address.
5. Click Next.

Step 5. Select Encryption Key(s)

1. The Encryption Keys Setup screen appears. In this screen, you must set the encryption key that the DS-Client will use. (See: **IV**) **Select your encryption key(s)**)
 - Choose an encryption type (DES or AES) and level (# of bits) from the list.
 - An encryption key is case sensitive. Its length (in characters) depends on the type and level of encryption selected. DES requires 8 characters, AES-128 requires 16 characters, AES-192 requires 24 characters, and AES-256 requires 32 characters. For better security, do not use dictionary words or proper names, and try to randomly mix numbers in with the letters.
 - Auto-complete feature: If you do not specify the full amount of characters in the Key field, installation will fill in the remainder by repeating the string of characters you have entered. (e.g. entering "123" with AES-128 will generate an encryption key of "1231231231231231", or entering "a" for DES will generate the encryption key "aaaaaaaa").
 - Keep the key(s) in a secure location. It is necessary if you ever need to reinstall your DS-Client (e.g. if the computer was destroyed in a disaster) to a new computer.
2. **Private Key:** You must set the private key for your DS-Consumer Client.
 - Backup data from your DS-Consumer Client installation will be encrypted with this key.
3. **Account Key:**
 - Common backup data from all your DS-Consumer Client / regular DS-Client installations will be encrypted with this key.
4. **Allow encryption key forwarding to DS-System:**
 - Check to have DS-Consumer Client forward the encryption key(s) to the DS-System the first time it connects with DS-System.

NOTE: If you forward the keys, they will remain encrypted on the DS-System. However, your Service Provider will be able to create a valid .CRI file containing the encrypted keys. This file will be able to recreate a working version of this DS-Consumer Client. Make sure this conforms to your security policies before enabling this option.
5. Click Next.

Step 6. Select Service Logon Account

1. The Select Service Logon Account screen appears allowing you to choose the user account and password on the DS-Consumer Client computer that will be used by the service.
 - You can skip this page by leaving the fields empty and clicking "Next", which means the "LocalSystem" account will be used for the service.
 - If you specify a user, it must be a member of the local computer's "Administrators" group.

- If you specify the same user account and password as you are currently logged into the Windows computer with, the OneClick DS-User will use those credentials to automatically log into the DS-Consumer Client when it is launched.
2. Click Next.

Step 7. Finish Installation

1. The Setup Complete screen appears once all files are copied.
2. Click Finish to complete the installation.

Custom 'Wrapped' Installation

If you downloaded the installation from your Service Provider's Web Site, it will probably be their customized version. This simplified, 'custom wrapped' installation already contains several pre-defined selections, therefore you will only need to select the language, agree to the license, choose a Private Encryption Key, and enter your E-Mail address:

1. Run the downloaded installation file.
2. The License Agreement page appears. You must accept the license agreement to continue. Click Next.
3. Select a Private Encryption Key. You must choose the type (strength), and provide the key and confirm it a second time.
4. Enter your E-Mail address.
5. Click Next to complete the installation.
 - The OneClick DS-User GUI will start if the installation completes successfully.