Veritas Desktop Agent for Mac

Getting Started Guide

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Documentation version for Veritas DLO 9.0 SP1

Legal Notice

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Preface

The Getting Started Guide contains information about how to install and configure the Veritas DLO Desktop Agent on a Mac machine. This document also provides step-by-step instructions to configure manage the Desktop Agent on a Mac machine.

Intended Audience

This document is intended for users who want to install the Desktop Agent on a Mac machine.

Introduction

The Veritas DLO Desktop Agent for Mac is an easy-to-use solution, which provides file backup and recovery for Mac Desktops and Laptops. Users can perform backup and restore operations using the Desktop Agent console that is customized for the Mac operating system.

Support for backup and restore is provided irrespective of whether the desktop or laptop is connected to the network or is offline.

When the desktop is not connected to the network, files are backed up to a local user data folder on the desktop. When the computer reconnects to the network, files are backed up from the local desktop user data folder to the designated network user data folder. Users who have multiple Mac computers can synchronize the data between their computers so that the most recent file versions are available on all their computers.

The Desktop Agent for Mac also supports the backup of Apple Mail and Microsoft Outlook 2011 for Mac.

Installation

System Requirements

The following are the system requirements for this version of Desktop Agent that needs to be installed on a Mac computer.

Item	Description
Operating System	• Mac OSX 10.9 (64-bit) • Mac OSX 10.10 (64-bit) • Mac OSX 10.11(64-bit) • Mac OSX 10.12 (64-bit)
Processor	Intel
Memory	2GB RAM or more
Disk Space	300 MB

Note: Mac 10.9, 10.10 do not have 32-bit.

Before Installing Desktop Agent on Mac

Complete the following tasks before installing the Desktop Agent on a Mac machine.

1. Install and configure DLO Administration Server on a Windows server machine.

2. The DLO administrator must ensure that the TCP/IP protocol is enabled for the DB instance, and the port number is set.

3. Irrespective of the firewall state in the DB server (ON or OFF), the administrator must enter the DB port in **SQL Server Configuration Manager > SQL Server Network Configuration > "Protocols for <Instance name>" > TCP/IP Protocol Settings > TCP Port**.

4. If the firewall is ON in the DB server, then this port should also be included in the firewall exception list.

    Note: The default DB port is **1433**.

5. Also, restart the DLO DB service after providing the TCP port number.

6. If there is a customized TCP Port, then do the following on DLO Mac Agent once it is installed:

    a. Open the `Agentconfiguration.plist` file located in users/<username>/.Applications/Veritas/DLO/.settings folder.

    b. Change the String value of the key `DBPort` from 1433 to the new value.

    c. Launch the DLO Mac Agent.

Figure 1 TCP/IP Properties
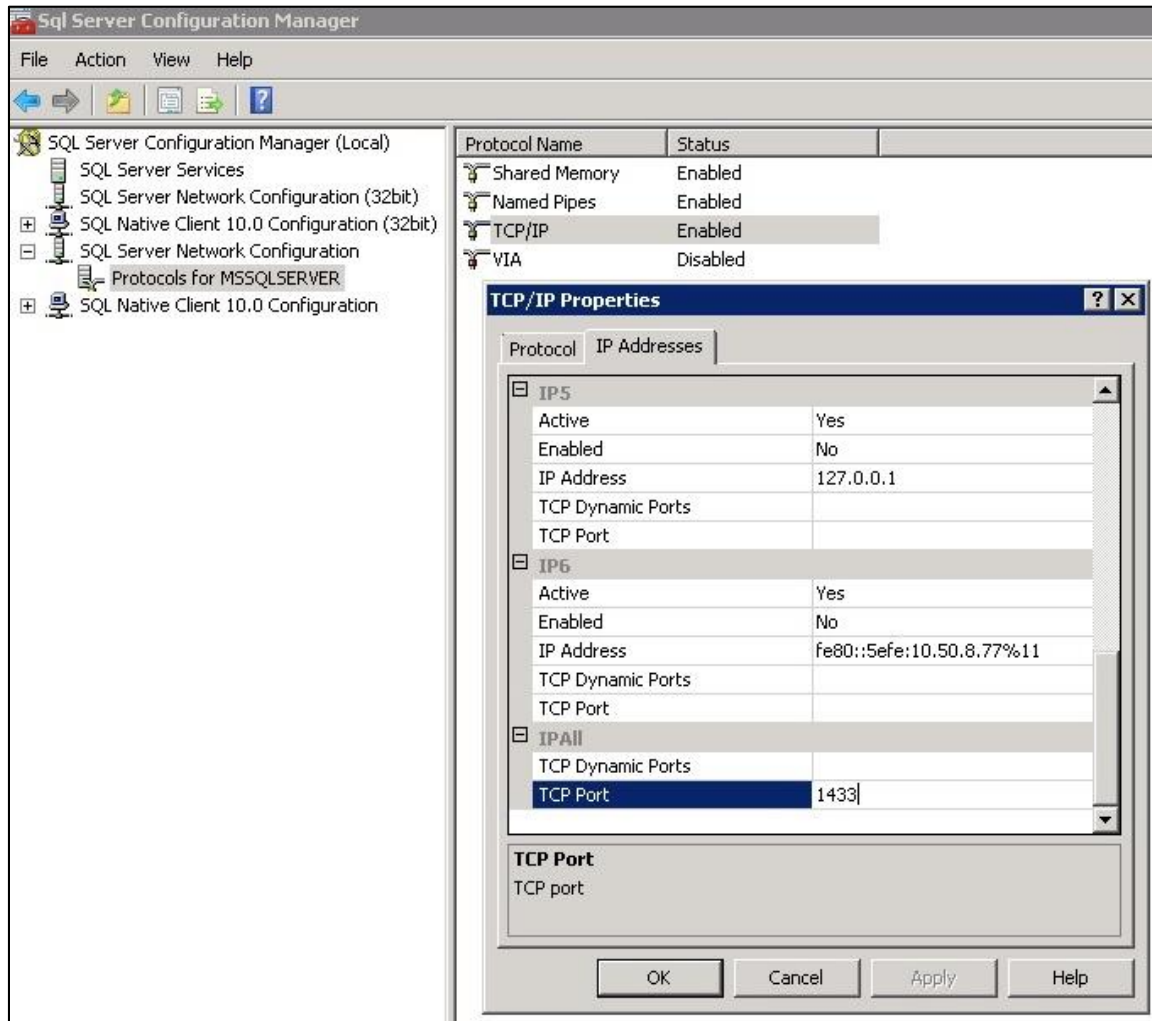
Note: The default port to communicate with DB Server is **1433**.

7. To verify the communication to DB server use Telnet. (Example, `telnet <IP> <port>`.)

Installing Desktop Agent on Mac

Make sure that you have completed the prerequisite tasks as explained in the section Before Installing Desktop Agent on page 6.

To install the Desktop Agent on Mac:

1. From the desktop menu options, select **Finder**.

2. Select **Go > Connect to Server**.

3. In the **Server Address** field, type the network address of DLO Server using one of the following formats.

- `smb://IPaddress/`
- `smb://DNSname/`

4. Click **Connect**.

> **Note**: You can directly type the server address along with the share name.
> `smb://IPaddress/DLOMacAgent.`

5. From the list of shared folders, open **DLOMacAgent** folder, copy the **setup.ini** and the installer package for Mac to your local machine.

6. Double-click the file **Veritas_DLO_Agent.pkg**.

7. On the Welcome screen, click **Continue.**

8. Read the license and click **Continue**.

9. Click **Agree**.

10. The default installation path for Mac is **/Applications**. To change the install path, click the **Change Install Location** button, and do one of the following:

    a. Select **Install for all users** to install Desktop Agent in the default location, that is, **/Applications OR**

    b. Select **Install on a specific disk** to install in any other disk other than the default startup disk. This option is useful when you want to install the Desktop Agent on any additional hard disks or hard drive partitions that exist on the local Mac machine.

11. Click **Continue**.

12. Click **Install**.

13. Once the installation is completed, click **Close**.

Note: When the Mac Desktop Agent is installed on a computer that is not in a domain, and when you launch the Desktop Agent for the first time, you are prompted to enter the user name, password, and domain. Provide the administrator credentials that was used to install the DLO Administration Server.

Launching the Desktop Agent on Mac

To launch the Desktop Agent for Mac:

1. Navigate to the location where you installed the Desktop Agent (typically **/Applications**), and double-click the application **VeritasDLO.**

When you launch the Desktop Agent for the first time, a dialog is displayed.

Figure 2: User credentials at first time launch

2. Type the password. The User Name field displays the name of the user who has logged in.

3. Click **Log In**.

   Note: By default, the **Save encrypted passwords used by DLO** check box is selected. This ensures that the user credentials are saved in the login Keychain. If this check box is not selected, then you need to type the password every time you launch the Desktop Agent.

4. Once the authentication is successful, an initializing screen is displayed and you can see a DLO tray app icon to the top right of the Desktop menu.

5. Click the Desktop Agent tray app icon and from the tray app menu, click **Open Desktop Agent.**

   The Desktop Agent is launched and relevant status of the Agent is displayed in the Status menu.

Figure 3: Status of Desktop Agent
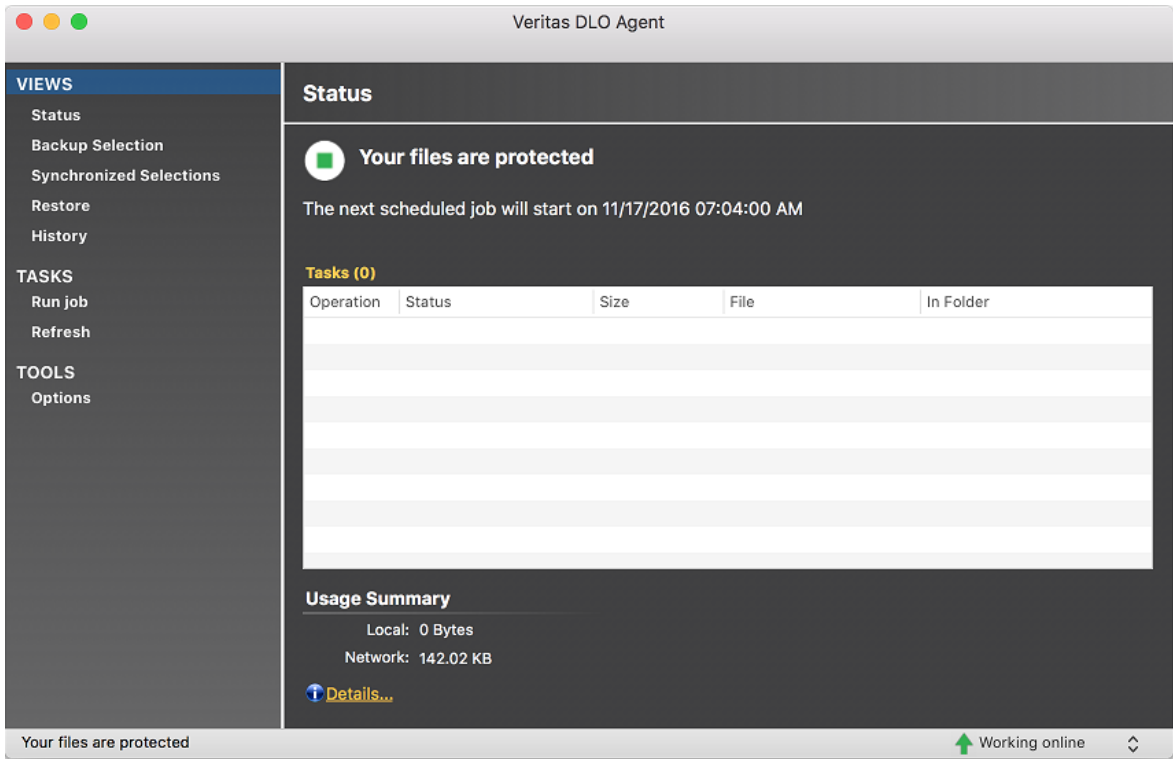
Configuration

This section explains how to configure the Desktop Agent and use the available features.

Using Default Backup Selections

The Desktop Agent is configured to back up commonly used files and folders by default. You can add additional backup selections or cancel the use of default backup selections.

The following folders are backed up by default:

Item	Description
My Documents	▪ All files in My Documents
My Desktop	All files on the Desktop
My Music	All files in Music
My Movies	All files in Movies
My Pictures	All files in Pictures

Adding a Backup Selection

After you install the Desktop Agent, you need to add or modify the backup selections to be able to take backups.

Backup selections can be added from the profile that exists either in the DLO Administration Server or in the Desktop Agent console.

For more information about backup selections, refer to the section **About Desktop Agent for Mac** in the *Veritas DLO Administrator's Guide*.

To add a backup selection:

Note: In this scenario, you can add a custom backup selection from the Desktop Agent console.

1. Under **Views** in the Tasks bar, click **Backup Selections**

    a. Click **Add** to add a backup selection.

       -Or-

    b. Drag the required backup selection folder to the right pane.

> ⓘ You can drag only folders into the backup selection list and the current version supports the drag-and-drop of only **one** folder at a time.

Figure 4: Choosing backup selection folders
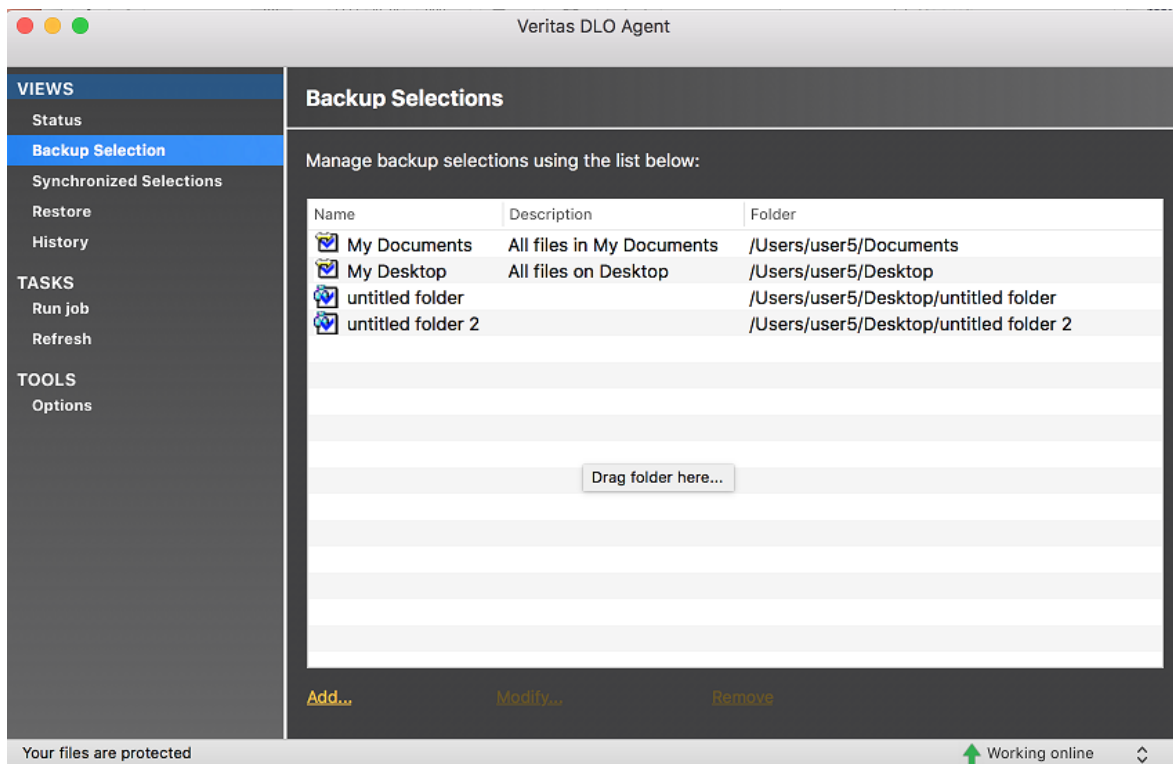
Modifying a Backup Selection

To modify an existing backup selection:

1. Under **Views** in the Tasks bar, click **Backup Selections**.

2. Select the required folder and click **Modify**.

    Note: To make sure that you have the privileges to modify a profile backup selection, check the privileges in **User Settings** for the profile.

Deleting a Backup Selection

When you delete a backup selection, the backup files are deleted after the number of days specified in the backup selection.

To delete a backup selection:

1. Under **Views** in the Tasks Bar, click **Backup Selections**.

2. Select the backup selection you want to delete.

3. Click **Remove**.

4. Click **Yes** to confirm the deletion, or click **No** to cancel.

Backing up Files and Folders

You can use three different backup modes in the Desktop Agent to back up files and folders that exist within a backup selection.

Note: You can configure all these backup modes from the server profile or from the Desktop Agent console, only if you have the privileges. This privilege is configured in the **User Privileges** setting of the profile.

1. **Continuous Backup:** The backup is triggered according to the interval set and in this backup mode, the Desktop Agent continuously triggers backup as per the interval set without user intervention. To choose this option, select **Tools > Options**, and click the **Schedule** tab. In the **Run Jobs** pane, select the option **According to Backup Interval.**

   Note: The default value set in this interval is 30 minutes.

2. **Scheduled Backup:** The backup is configured to run as per the customized schedule. Select **Tools > Options**, and click **Schedule** tab. In the **Run Jobs** pane, select the option **According to a Scheduled Interval.**

   ▪ Click **Modify** to modify the schedule. You can specify whether you want to run the schedule daily or on specific days in a week. You can specify the frequency of the schedule by choosing the options **Run once at** and **Run every**.

3. **Manual Backup**: This option allows you to run the backups manually. Under **Tasks,** click **Run Job** to perform a manual backup.

Figure 5: Backup modes
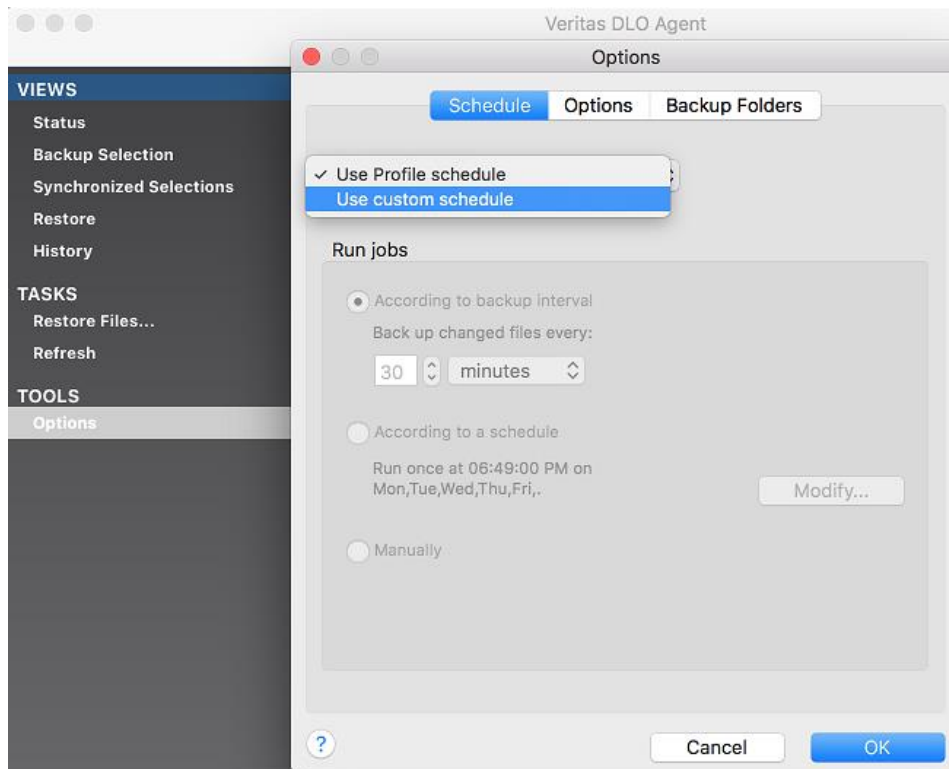
To change the backup mode from the Desktop Agent console:

1. Select **Tools > Options**, and click the **Schedule** tab.

2. Select **Use custom schedule** from the drop-down list and select the required options in the **Run Jobs** pane.

Restoring Files and Folders

To restore backed up files:

1. Under **Views**, click **Restore**.

2. Select one of the following revision display options:

   - **All Revisions**: All file revisions are displayed and are available as restore selections.

   - **Latest Revision**: Only the latest file revision is displayed and is available as a restore selection.

3. Expand **My Backups** folder; select the check box for the required folder that should be restored. When a backup folder is selected, all the files within that folder are also selected. You can either restore the entire backup folder or select only specific files within the folder.

Figure 6: Restore window
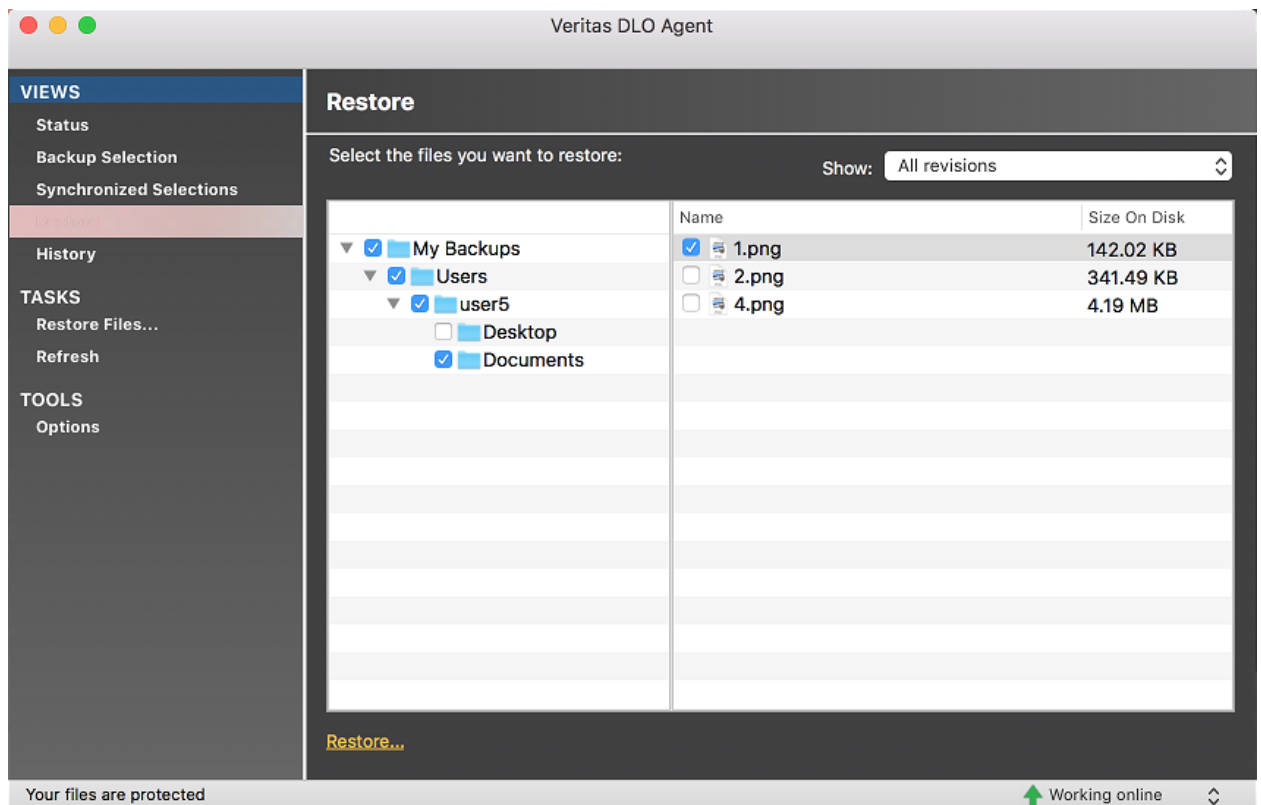
You can restore the backed up files and folders in two ways:

4. In the Restore menu, right-click any backup folder or right-click any file within the folder and click Restore. In this option, you need not select the check box for the files or folders.

5. Select the check box for the required folder or files within a folder and click the **Restore…** link

displayed at the bottom of the window.

6. In the **Restore** window, select one of the options:
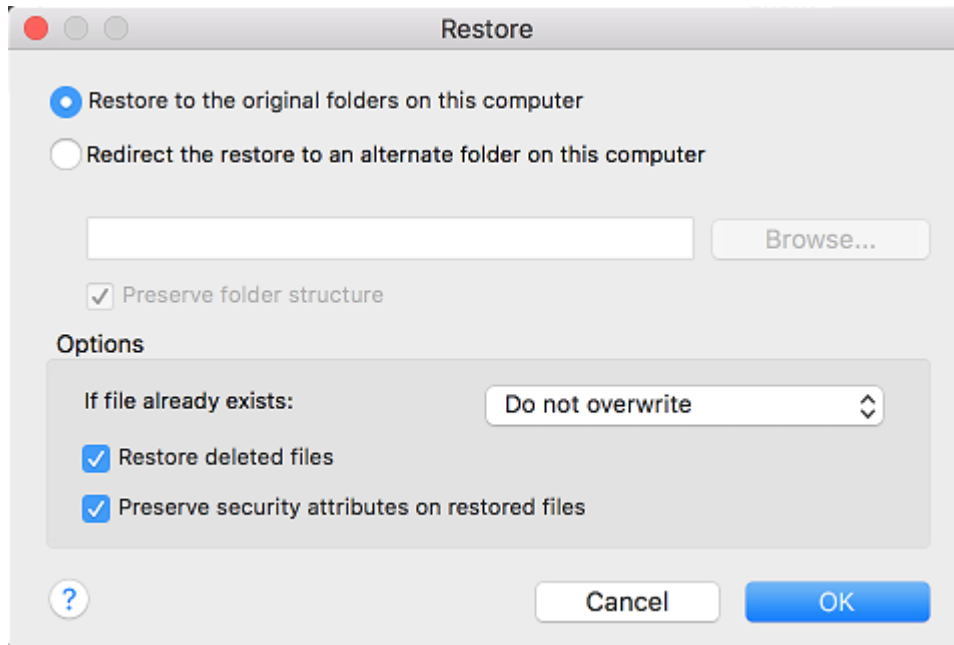
Figure 7: Restore options

- ▪ Select **Restore to original folders on this computer** to restore the selected files to the original folder. This option is selected by default. OR

- ▪ Select **Redirect the restore to an alternate folder on this computer** to restore the files to an alternate location on the same computer. Browse and select the location to restore files.

7. Select the check box **Preserve folder structure** to restore the data with its original directory structure. If you clear this option, then the entire data (including the data in subdirectories) is restored to the path you specify.

8. If the file already exists, then in the **Options** pane, select one of the following options from the drop-down list.

   a. **Do not overwrite:** Does not overwrite the file that exists in the restore location.

   b. **Prompt:** Displays a prompt, to confirm overwriting the file.

   c. **Overwrite:** Overwrites the existing file with the restored file.

9. Next, select these options:

   a. **Restore Deleted files**: Select this option if you want to restore files even though the source file has been deleted.

   b. **Preserve Security attributes on restored files**: Select this option to preserve security information in the restored files.

10. Click **OK**. The files are restored to the specified location.

Synchronizing Mac with a remote Mac

Synchronizing backed-up data allows you to work on a file on any of your desktops/laptops with the assurance that you are working on the most recent version. For more information on synchronization, refer to the *Veritas DLO Administrator's Guide*.

To synchronize files between multiple Mac desktops and laptops:

1. Under **Views** in the Tasks bar, click **Synchronized Selections**.

   The desktops available for synchronization are displayed in the **Remote Computers** pane.

2. Select the backup selection folder that you want to synchronize.

3. Click **Save changes** to synchronize the backup selection folder

4. To revert a synchronized folder to the normal backup mode, clear the check box next to **the** synchronized backup folder in the right pane.

5. Click **Save Changes**.

Uninstalling the Desktop Agent on Mac

To uninstall the Desktop Agent, delete the folder where the app is located. That is, navigate to the path where the Desktop Agent is installed, (example: `/Applications`) right-click the application **VeritasDLO** and click **Move to Trash**. You have to enter the local administrator credentials for uninstalling the DLO Mac Agent.

Frequently Asked Questions

Along with the installer, what files are installed, and where are these files located?

The installer copies `VeritasDLO.app` (Desktop Agent app) to the installed location: `/Applications`. Third-party libraries such as `libACE.dylib`, `libcrypto.so`, `libfreetds.so` and `AgentConfiguration.plist` (contains DB settings, Media Server Details, LUDF and NUDF path) are bundled along with the VeritasDLO.app.

If there is a custom DB port other than the default DB port, how does the Desktop Agent communicate with DB server through this custom port?

Mac agent can still communicate with DB server through a custom DB port with some changes in the `Agentconfiguration.plist` file. For more information, see [Before Installing Desktop Agent on Mac](#)

Who can use Desktop Agent and is there any user privilege associated with it.

Only users who are part of a domain can use Desktop Agent. Local users who are not part of the domain can use the Desktop Agent from DLO 8.0 version.

Are the credentials saved when I enter the password in the credential prompt? Also, if I change the password, how can I launch the Desktop Agent again?

In the credential prompt, the check box **Save encrypted passwords used by DLO** is selected by default. Selecting this option ensures that the user credentials are saved in the `login keychain`: `com.DLOClient.mac`.

When you change the password, you need to type the password again the next time you launch the Desktop Agent. This new password will overwrite the existing password in the `login keychain`: `com.DLOClient.mac`.

What should I do if I want the credential prompt to be displayed every time I launch the Desktop Agent?

In the credential prompt, clear the check box **Save encrypted passwords used by DLO**. In case you have selected this check box and launched the Agent, then go to Keychain Access and delete the login keychain `com.DLOClient.mac` where the user credentials are stored.

Can I do a push installation of DLO Mac Agents from the server?

No, Push installation is not supported for DLO Mac Agents.

Troubleshooting

I am unable to launch the Desktop Agent, as the following message is displayed: "The Desktop Agent cannot launch until it can contact the server database."

This problem occurs if the Desktop Agent is unable to communicate with the DB server, and due to one of these reasons:

- DB server is shut down

- Unable to telnet to DB server through the specified port

- The `Agentconfiguration.plist` file contains an invalid DB Sever name/IP or invalid database port. Hence, make sure the setting is accurate in the `AgentConfiguration.plist` file.

I am unable to launch the Desktop Agent, as the following message is displayed: "Unable to configure a Desktop Agent. No settings found for the current user and no automatic user assignments match."

This error occurs because the AUA settings are not configured in the DLO Administration server, or the user is not part of the configured AUA settings.

To resolve this issue, configure the AUA settings or manually add this user account in the server, and launch the Desktop Agent again.

The following error message is displayed: "Authentication Failed. Do you want to try again?"

This error message is displayed when you enter an invalid password in the credential prompt. Click **OK** to enter the password again, or click **Cancel** to launch the Desktop Agent again.

How do I view the files that are backed up locally (or) where is DUDF located?

DUDF path is actually hidden.

- The DUDF path is `/Users/<username>/.Applications/Veritas/DLO/`.

- Files that are backed up locally are located in
`/Users/<username>/.Applications/Veritas/DLO/.dlo/_lm`.

- Application logs are located in
`/Users/<username>/.Applications/Veritas/DLO/.settings`

  History logs are located in
`/Users/<username>/.Applications/Veritas/DLO/.dlo/.logs`.

Does DLO MAC Agent trigger backups for Apple Mail and Microsoft Outlook 2011 for Mac?

Yes, Desktop Agent triggers backups for Apple Mail and Microsoft Outlook 2011 for Mac, only if you have added the path of the Mail directory as part of the profile (or) custom backup selection.

Example

To back up Apple Mail, enter the path as `/Users/<User Name>/Library/Mail` in the backup selection
To back up Microsoft Outlook 2011 for Mac, enter the path as `/Users/<User Name>/Documents/Microsoft User Data/Office 2011 Identities`