

Alibaba Cloud

Hybrid Backup

FAQ

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Document conventions









Style	Description	Example
 Danger	A danger notice indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	 Danger: Resetting will result in the loss of user configuration data.
 Warning	A warning notice indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	 Warning: Restarting will cause business interruption. About 10 minutes are required to restart an instance.
 Notice	A caution notice indicates warning information, supplementary instructions, and other content that the user must understand.	 Notice: If the weight is set to 0, the server no longer receives new requests.
 Note	A note indicates supplemental instructions, best practices, tips, and other content.	 Note: You can use Ctrl + A to select all files.
>	Closing angle brackets are used to indicate a multi-level menu cascade.	Click Settings> Network> Set network type .
Bold	Bold formatting is used for buttons, menus, page names, and other UI elements.	Click OK .
Courier font	Courier font is used for commands	Run the <code>cd /d C:/window</code> command to enter the Windows system folder.
<i>Italic</i>	Italic formatting is used for parameters and variables.	<code>bae log list --instanceid</code> <i>Instance_ID</i>
[] or [a b]	This format is used for an optional value, where only one item can be selected.	<code>ipconfig [-all -t]</code>
{ } or {a b}	This format is used for a required value, where only one item can be selected.	<code>switch {active stand}</code>

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1. Common issues

1.1. FAQ

How much data can I back up by using Hybrid Backup Recovery (HBR)?

The storage space of Alibaba Cloud vaults is unlimited. The vaults can be expanded to store large amounts of backup data.

How long does it take to back up data by using HBR?

It depends on factors, such as the total size of data, the total number of files, and the network bandwidth. If the network bandwidth is stable, the time it takes to complete a backup job is calculated as follows: $\frac{\text{The total size of data}}{\text{The network bandwidth}} = \text{The required time}$.

What types of data can I back up by using HBR?

For more information, see [What is Hybrid Backup Recovery](#).

Does HBR encrypt backup data that is stored in the cloud?

Yes, all backups in HBR are protected by using AES-256 encryption.

Does HBR support data compression and data deduplication?

Yes, the compression and deduplication ratio depend on the type of source data. The maximum ratio is 30:1.

Does HBR support incremental backups?

Yes, successive copies of the data only contain the changes since the previous backup copy is created.

What can I do if I forget my logon password for a client?

You can re-download a client from the HBR console, install the client, log on to the client, and enter a new password on the registration page.

How can I create a backup plan?

You need to first create backup policies. When creating a backup plan, you need to select the location of a data source and the required policy. After you change a backup policy, the change will be synchronized to the associated backup plan. If you delete a backup policy, the related backup job is also deleted. However, you can continue using completed backups.

Is actual data backed up when I back up symbolic links?

No. Linux symbolic links are similar to Windows shortcuts. When you back up symbolic links, only links are backed up rather than the linked data.

How can I view a failure cause for a backup or restore job?

Move the pointer over the Failed status to view the cause of the failure.


Does Hybrid Backup Recovery (HBR) support a remote data restoration?

Yes. When a failure occurs on a protected host, you can install a backup client on another host. Then, you can download a certificate that is used to restore the protected host from the HBR console. You can use the certificate to register an account and log on to the backup client. Locate the required backup on the Backups list to restore data.

1.2. How do I prevent RAM users from mistakenly deleting backup data?


This topic describes how to use a Resource Access Management (RAM) policy to prevent RAM users from mistakenly deleting data stored in backup vaults. The purpose is to more effectively protect your data.

RAM is a resource access control service provided by Alibaba Cloud. You can configure RAM policies based on the responsibilities of users. Using the configured RAM policies, you can manage users such as employees, systems, or applications. For example, you can control which resources under your Alibaba Cloud account are accessible to RAM users and prevent RAM users from mistakenly deleting backup data.

 **Note** If you use RAM policies, we recommend that you use RAM Policy Editor to generate required RAM policies. For more information, see [RAM Policy Editor](#).

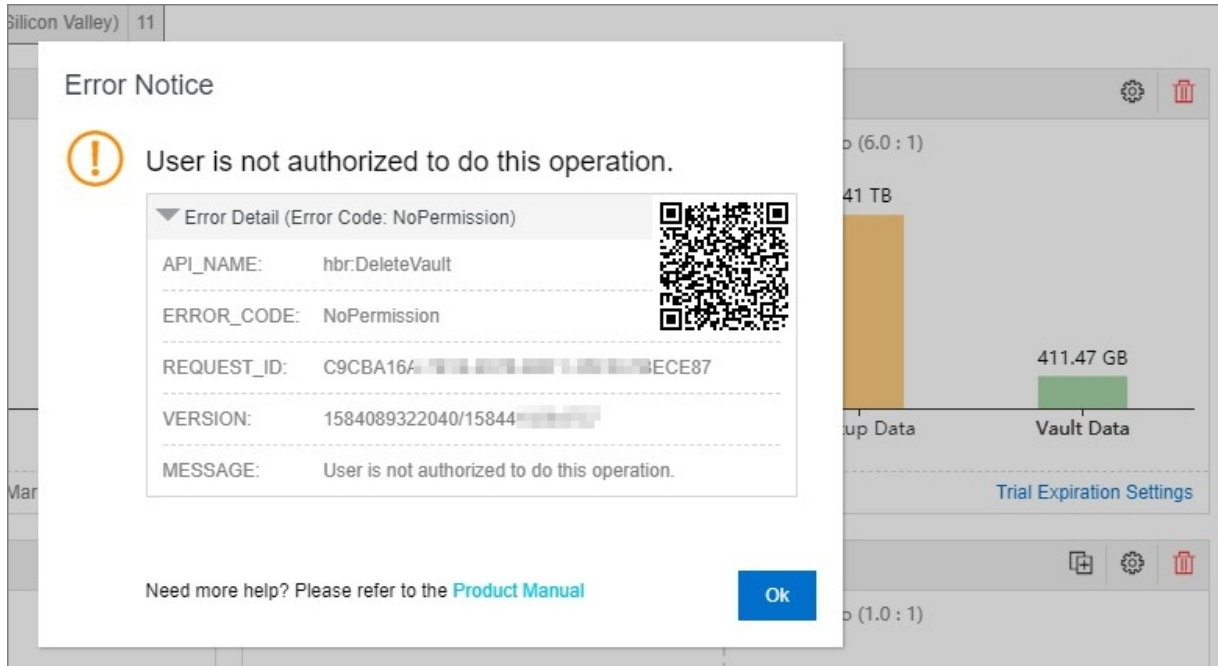
The following example shows a RAM policy that can prevent RAM users from mistakenly deleting backup data:

```
{
  "Version": "1",
  "Statement": [
    {
      "Effect": "Deny",
      "Action": [
        "hbr:DeleteVault",
        "hbr:DeleteClient",
        "hbr:DeleteClients",
        "hbr:DeleteHanaInstance",
        "hbr:DeleteSqlServerInstance",
        "hbr:DeleteServer",
        "hbr:DeleteSnapshot"
      ],
      "Resource": [
        "acs:hbr:*:{uid}:vault/{vaultId}",
        "acs:hbr:*:{uid}:vault/{vaultId}/*"
      ]
    }
  ]
}
```

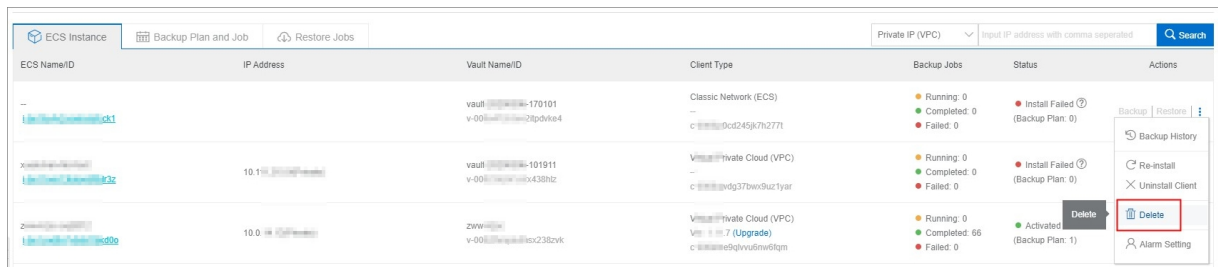
 **Note**

- In the preceding RAM policy, `vaultId` specifies the ID of the backup vault to be protected. To protect all backup vaults, enter an asterisk (*).
- For more information about how to use the elements in the preceding RAM policy, such as `Effect`, `Action`, and `Resource`, see [Policy elements](#).

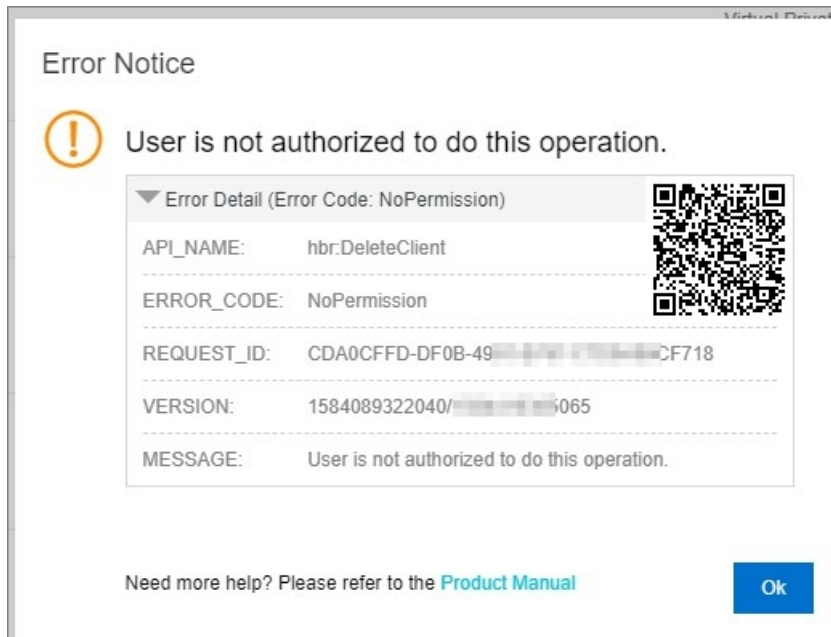
After you configure the preceding RAM policy, an error message appears when a RAM user attempts to delete a protected backup vault, as shown in the following figure.



After you configure the preceding RAM policy, an error message appears when a RAM user attempts to delete a backup client, for example, an Elastic Compute Service (ECS) file backup client, as shown in the following figure.



After the user clicks **Delete** in the **Actions** column of the target ECS instance, the following message appears: "Deleting a client deletes the existing backup data and causes the backup and recovery tasks that are being executed to fail. Before deleting a client, please ensure that the backup data of this client is no longer needed, and that there are no backup and recovery tasks being performed on the client." After the user reads the message and clicks **OK**, an error message appears, as shown in the following figure.



1.3. What can I do if a client connection exception occurs?

If you receive an email or SMS message that notifies you of a connection exception of a Hybrid Backup Recovery (HBR) backup client, we recommend that you check the running status of the client and the network connectivity to ensure smooth data backup and recovery.

Check the running status of the HBR backup client

Check the status of the HBR backup client if it fails to be upgraded or connected. If the client is not running as expected, we recommend that you uninstall and then reinstall the client. For more information about how to check the running status of an HBR backup client in Windows or Linux, see [How can I check the running status of a backup client?](#).

Check the network connectivity

The following table lists the public and internal endpoints of HBR in different regions.

Region	Public endpoint	Internal endpoint
China (Hangzhou)	https://hbr.cn-hangzhou.aliyuncs.com	https://hbr-vpc.cn-hangzhou.aliyuncs.com
China (Shanghai)	https://hbr.cn-shanghai.aliyuncs.com	https://hbr-vpc.cn-shanghai.aliyuncs.com
China (Qingdao)	https://hbr.cn-qingdao.aliyuncs.com	https://hbr-vpc.cn-qingdao.aliyuncs.com
China (Beijing)	https://hbr.cn-beijing.aliyuncs.com	https://hbr-vpc.cn-beijing.aliyuncs.com

Region	Public endpoint	Internal endpoint
China (Zhangjiakou)	https://hbr.cn-zhangjiakou.aliyuncs.com	https://hbr-vpc.cn-zhangjiakou.aliyuncs.com
China (Hohhot)	https://hbr.cn-huhehaote.aliyuncs.com	https://hbr-vpc.cn-huhehaote.aliyuncs.com
China (Shenzhen)	https://hbr.cn-shenzhen.aliyuncs.com	https://hbr-vpc.cn-shenzhen.aliyuncs.com
China (Chengdu)	https://hbr.cn-chengdu.aliyuncs.com	https://hbr-vpc.cn-chengdu.aliyuncs.com
China (Hong Kong)	https://hbr.cn-hongkong.aliyuncs.com	https://hbr-vpc.cn-hongkong.aliyuncs.com
Singapore	https://hbr.ap-southeast-1.aliyuncs.com	https://hbr-internal.ap-southeast-1.aliyuncs.com
Australia (Sydney)	https://hbr.ap-southeast-2.aliyuncs.com	https://hbr-vpc.ap-southeast-2.aliyuncs.com
Malaysia (Kuala Lumpur)	https://hbr.ap-southeast-3.aliyuncs.com	https://hbr.ap-southeast-3.aliyuncs.com
Indonesia (Jakarta)	https://hbr.ap-southeast-5.aliyuncs.com	https://hbr-vpc.ap-southeast-5.aliyuncs.com
Japan (Tokyo)	https://hbr.ap-northeast-1.aliyuncs.com	https://hbr.ap-northeast-1.aliyuncs.com
Germany (Frankfurt)	https://hbr.eu-central-1.aliyuncs.com	https://hbr.eu-central-1.aliyuncs.com
US (Silicon Valley)	https://hbr.us-west-1.aliyuncs.com	https://hbr.us-west-1.aliyuncs.com
China East 2 Finance	https://hbr.cn-shanghai-finance-1.aliyuncs.com	https://hbr-vpc.cn-shanghai-finance-1.aliyuncs.com

1.4. How can I check the running status of a backup client?

If a backup job fails or you failed to update a backup client, check the status of the backup client. If a client is not running as expected, you can uninstall the client and reinstall the client. This topic describes how to check the status of a backup client.

Windows

If a backup client is installed on a Windows system, you can perform the following steps to check the running status of the backup client:

- Check whether the backup service is running as expected

Open the **command prompt** and run the `services.msc` command to view the status of local services. If the client is running as expected, the status of the Aliyun hybrid backup service is Started.

- View system logs

If the service is not running as expected, open the **command prompt** and run the `eventvwr` command. You can check the system logs for errors that are related to the hybridbackup service.

- Check whether port 8011 is open for a local backup client

Open the **command prompt** run the following command.

```
netstat -ano | findstr "8011"
```

Linux

If a backup client is installed on a Linux system, you can perform the following steps to check the status of the backup client:

- Check whether the backup service is running as expected

Open a shell and enter `ps aux|grep hybrid` . If the status of the service is started, it indicates that the client is running as expected.

- Check whether port 8011 is open for a local backup client

Open a shell and enter `lsof -i:8011` .

View logs

You can check the status of the backup client based on log files.

Log files of a client are located in the client installation folder. The log files are `hybridbackup.log` and `ids_<a specific date and time>.log` .

1.5. Create an AccessKey for a RAM user

The AccessKey ID and AccessKey secret are required when you install the file backup client and the virtual machine backup client. This topic describes how to create an AccessKey for a Resource Access Management (RAM) user.

Context

Do not use the AccessKey of your Alibaba Cloud account. If it is leaked, the security of all your resources is threatened. We recommend that you use the AccessKey of a RAM user to reduce the risk of leakage.

Procedure

To create an AccessKey for a RAM user, perform the following operations:

1. Log on to the **RAM console** by using an Alibaba Cloud account.
2. In the left-side navigation pane, click **Users** under **Identities**.
3. In the **User Logon Name/Display Name** column, click the username of the target RAM user.
4. In the **User AccessKey Pairs** section, click **Create AccessKey**.

Note You must enter a verification code if you are creating an AccessKey pair for the first time.

5. Click OK.

Note

- The AccessKey Secret is displayed only once when you first create it. You cannot retrieve the AccessKey Secret if you forget it. We recommend that you save the AccessKey Secret for subsequent use.
- If the AccessKey pair is disclosed or lost, you must create a new one. Currently, you can create a maximum of two AccessKey pairs.

1.6. Where are the logs of a backup client?

This topic describes how to view the logs of the hybrid cloud backup client on Linux and Windows systems.

- Linux

The path of logs: `/opt/alibabacloud/hbr/logs#`

```
last login: Fri Feb 22 11:29:38 2019 from 42.120.74.101
root@ubuntu32bit:~# cd /opt/alibabacloud/hbr/logs/
root@ubuntu32bit:/opt/alibabacloud/hbr/logs# ll
total 1680
drwxr-xr-x 4 root root 4096 Feb 22 00:01 ./
drwxr-xr-x 8 root root 4096 Feb 21 11:04 ../
drwxr-xr-x 2 root root 4096 Feb 21 23:04 2019-02-21/
drwxr-xr-x 2 root root 4096 Feb 22 13:04 2019-02-22/
-rw-r----- 1 root root 1694290 Feb 22 13:42 hybridbackup.log
-rw-r----- 1 root root 2400 Feb 22 13:42 updater.log
root@ubuntu32bit:/opt/alibabacloud/hbr/logs#
```

- Windows

The path of logs: `C:\Program Files\Aliyun Hybrid Backup Service\logs`

1.7. Differences between user-created backup systems and Hybrid Backup Recovery

This topic describes the differences between user-created backup systems and Hybrid Backup Recovery (HBR) and the advantages of HBR. User-created backup systems include those you build on the cloud or in local data centers.

Item	User-created backup system	Hybrid Backup Recovery
------	----------------------------	------------------------

Item	User-created backup system	Hybrid Backup Recovery
Permission management	<p>Not supported</p> <p>No strict permission management is available to performing a manual backup. Improper operations such as accidental file deletion are prone to occur.</p>	<p>Supported</p> <p>With Resource Access Management, HBR users are categorized multiple permission groups. This is designed to reduce data security risks.</p>
Deduplication and compression	<p>Not supported</p> <p>Repeated backups increase a large number of storage costs and reduce backup speed.</p>	<p>Supported</p> <p>HBR supports deduplication and compression technologies that are developed by Alibaba Cloud. These technologies help you to reduce the amount of transmitted data and occupied storage. This is designed to reduce costs and increase the backup speed.</p>
Backup alerts	<p>Not supported</p> <p>You need to manually track backup processes to identify whether backup failures occur. Several backup failures are only found when you attempt to restore data from the backups.</p>	<p>Supported</p> <p>HBR provides users with notifications, such as when a backup fails or when a client is disconnected from a server.</p>
Lifecycle of data backups	<p>Manual management</p>	<p>Automatic management</p>
Data restoration	<p>You must manually restore data from multiple data copies.</p>	<p>You only need to select a backup version from which data is restored. You can also set restore rules.</p>
Management cost	<p>High</p> <p>Manual backups require custom scripts to run backups and dedicated backup engineers to manage backups. This brings difficulties for backup management and administration, reduces resource utilization, and increases management costs.</p>	<p>Low</p> <p>With HBR, you do not need to be concerned with issues, such as hardware procurement, configuration, cluster expanding, and security. Instead, you only need to upload backups onto cloud vaults.</p>

1.8. Can I back up symbolic links by using Hybrid Backup Recovery (HBR)?

When you use HBR to back up symbolic links, only links are backed up rather than linked folders. We recommend that you back up actual folders.

1.9. How do I uninstall a backup client?

Windows

1. Open the client installation folder: *C:\Program Files\Aliyun Hybrid Backup Service*.
2. Double-click `unins000.exe`.
3. In the dialog box, click Yes.

Linux

1. Navigate to the client installation folder: `/opt/alibabacloud/hbr/`.
2. Run the `./uninstall` command to uninstall the client.

```

Last login: Thu Nov 15 09:45:55 2018 from 42.120.74.111
root@Ubuntu:~# cd /opt/alibabacloud/hbr/
root@Ubuntu:/opt/alibabacloud/hbr# ll
total 36
drwxr-xr-x 7 501 staff 4096 Nov 13 14:36 ./
drwx----- 3 root root 4096 Nov 14 15:42 ../
drwxr-xr-x 5 501 staff 4096 Nov 15 10:05 client/
drwxr-xr-x 2 501 staff 4096 Nov 13 14:36 download/
drwxr-xr-x 4 501 staff 4096 Nov 15 00:43 logs/
-rwxr-xr-x 1 501 staff 508 Nov 13 14:36 setup*
-rwxr-xr-x 1 501 staff 233 Nov 13 14:36 uninstall*
drwxr-xr-x 2 501 staff 4096 Nov 14 15:42 update/
drwxr-xr-x 2 501 staff 4096 Nov 13 14:36 versions/
root@Ubuntu:/opt/alibabacloud/hbr# ./uninstall
Uninstalling Hybrid backup client ...
Complete
root@Ubuntu:/opt/alibabacloud/hbr# cd ..
root@Ubuntu:/opt/alibabacloud# rm -rf hbr/
root@Ubuntu:/opt/alibabacloud# ll
total 8
drwx----- 2 root root 4096 Nov 15 11:33 ./
drwxr-xr-x 3 root root 4096 Oct 24 11:06 ../
root@Ubuntu:/opt/alibabacloud#
    
```

1.10. What are resource requirements for backup?

The following table lists resource requirements for backing up data of different volumes.

Backup type	Data volume	CPU	Memory
Back up files	100,000 files	Dual-core	4 GB
	1 million files (8 TB in total)	Dual-core	8 GB
	10 million files	Quad-core	16 GB
Back up SQL Server databases	2 GB or less	Single-core	4 GB
	4 GB	Dual-core	4 GB

Backup type	Data volume	CPU	Memory
	4 GB or more	Quad-core	4 GB
Back up virtual machines	N/A	Quad-core	16 GB

2.ECS backups FAQ

2.1. How do I delete ECS backup clients?

Hybrid Backup Recovery (HBR) allows you to delete Elastic Compute Service (ECS) backup clients, for example, clients for backing up files, SAP HANA databases, or SQL Server databases in ECS. This topic describes how to delete an ECS backup client in the HBR console if you no longer need the client.

Context

After you delete an ECS backup client, the existing backup data is also deleted, and relevant in-progress backup and restore jobs will fail. Before you delete an ECS backup client, make sure that the backup data of this client is no longer needed and this client has no backup and restore jobs in progress.

Delete the file backup client of an ECS instance

To delete the file backup client of an ECS instance, follow these steps:

1. Log on to the [HBR console](#).
2. In the left-side navigation pane, choose **Backup > ECS File Backup**.
3. On the **ECS Instance** tab, find the ECS instance for which you want to delete the file backup client, and choose **More > Delete** in the Actions column.

Delete the backup client of an SAP HANA instance

To delete the backup client of an SAP HANA instance, follow these steps:

1. Log on to the [HBR console](#).
2. In the left-side navigation pane, choose **Backup > ECS Application Backup**. On the **ECS Application Backup** page, select **SAP HANA**.
3. On the **SAP HANA Instance** tab, find the SAP HANA instance for which you want to delete the backup client, and choose **More > Delete** in the Actions column.

Delete the backup client of an SQL Server instance

To delete the backup client of an SQL Server instance, follow these steps:

1. Log on to the [HBR console](#).
2. In the left-side navigation pane, choose **Backup > ECS Application Backup**. On the **ECS Application Backup** page, select **SQL Server**.
3. On the **SQL Server Instance** tab, find the SQL Server instance for which you want to delete the backup client, and choose **More > Delete** in the Actions column.

2.2. What should I do if an error occurs while starting the client fails?

Description

When you install an ECS client, the **Installation Failed** status is displayed. An error message appears, indicating that you failed to start the client.

Troubleshoot

[Connect to an ECS instance from a remote client](#) and check whether anti-virus applications such as Qihoo 360 are installed on the ECS instance. Anti-virus software causes the installation failure of an ECS client.

Solution

You can uninstall the ECS client from the ECS instance, stop anti-virus software, and then reinstall the ECS client. You can perform the following steps:

1. [Uninstall an ECS client from an ECS instance](#).
2. Stop anti-virus software.
3. Log on to the [Hybrid Backup Recovery console](#).
4. In the left-side navigation pane, choose **ECS Backup > ECS File Client**.
5. Locate the ECS instance where the ECS client failed to install. Choose **Operations > Reinstall**.

2.3. What should I do if an error occurs while using a RAM user to back up data from an ECS instance because the user has insufficient permissions?

This issue occurs when you do not grant the RAM user the `AliyunHBRDefaultRole` and `AliyunECSAccessingHBRRole` roles by using an Alibaba Cloud account.

Log on to the Hybrid Backup Recovery console with an Alibaba Cloud account, choose **ECS Backup > ECS File Backup**, and grant the RAM user the roles. You can also grant the `AliyunRAMFullAccess` and `AliyunSTSAssumeRoleAccess` permissions to a RAM user.

2.4. What should I do if an error occurs while installing a client because the installation process times out or the client failed to start?

This issue occurs when anti-virus software such as Qihoo 360 blocks the installation process. You can stop anti-virus software and reinstall the client.

2.5. Why am I prompted an error message indicating the checksum fails on the client after I update the client on an ECS instance?

The client is uninstalled or the ECS instance is stopped. If the client is uninstalled, reinstall the client in the HBR console. If the instance is stopped, restart the ECS instance.

2.6. What should I do if updating a client fails?

If you fail to update a client, you must ensure that the `hbrupdater` service is running on an ECS instance. If the service is not running, you must start the `hbrupdater` service and update the client again.

2.7. What should I do if a backup job fails to run after I restart the Cloud Assistant client?

When you use Hybrid Backup Recovery to back up data, you need to install the Cloud Assistant client on the ECS instance if the instance is located in a classic network. After the Cloud Assistant client is installed, you need to configure the `region-id` file and then [restart the Cloud Assistant client](#).

2.8. What can I do if the error message "The strategy of AliyunECSAccessingHBRRolePolicy is missing on EcsRamRole. Please refer to the FAQ for authorization" appears when I install the HBR backup client on an ECS instance?

You cannot install the Hybrid Backup Recovery (HBR) backup client on an Elastic Compute Service (ECS) instance if the `AliyunECSAccessingHBRRolePolicy` policy is not attached to the Resource Access Management (RAM) role of the instance. This topic describes how to troubleshoot and resolve this issue.

- [Troubleshooting](#)

Perform the following steps to view authorization policies that are attached to the RAM role of an ECS instance:

- i. Log on to the [HBR console](#).
- ii. In the left-side navigation pane, choose **Backup & Recovery > ECS File Backup**. On the ECS File Backup page, click **ECS Instance**.
- iii. On the **ECS Instance** tab, find the ECS instance that fails to be installed with the backup client and click the link in the **ECS Name/ID** column.
- iv. On the **Instance Details** page, view the **RAM role** of the ECS instance in the **Basic Information** section.

The preceding figure shows that the `AliyunECSAccessingHBRRolePolicy` policy is not attached to the RAM role of the ECS instance.

- **Solution**

To attach the `AliyunECSAccessingHBRRolePolicy` policy to an ECS instance that is assigned a RAM role, perform the following steps:

- i. Log on to the [RAM console](#).
- ii. Click **RAM Roles** in the left-side navigation pane. On the **RAM Roles** page, find the RAM role that is assigned to the target ECS instance.
- iii. Click **Input and Attach** in the **Actions** column.
- iv. In the **Add Permissions** pane, select **System Policy** for **Type**, enter `AliyunECSAccessingHBRRolePolicy` in the **Policy Name** field, and then click **OK**.
- v. Go to the [HBR console](#) and uninstall and reinstall the HBR backup client.

For more information about how to uninstall and reinstall the HBR backup client, see [Install an HBR backup client for ECS](#).

2.9. What can I do if the backup client fails to be installed for an SAP HANA instance because multiple `/usr/sap//SYS/global/hdb/opt` directories exist?

You can perform the following operations to resolve the issue:

1. Log on to the target Elastic Compute Service (ECS) instance remotely.
2. Modify the `/usr/sap/<SID>/SYS/global/hdb/opt` directory of SAP HANA instances that do not require backup to `/usr/sap/<SID>/SYS/global/hdb/opt_backup`.
3. Go back to the Hybrid Backup Recovery (HBR) console, and reinstall the backup client for the SAP HANA instance.

3. On-premises backup FAQ

3.1. How can I change the number of the logon port for a file client?

When you install a file client, port 8011 is the default port that you use to log on to the file client. If port 8011 is occupied by other applications, you can change the logon port of the file client when installing the client.

Windows

If Windows is running on a server or virtual machine from which you want to back up data, you can perform the following steps to install a client and specify a logon port:

1. Download a client to the server or virtual machine.
2. Extract the client installation package.
3. Open the command prompt.
4. Navigate to the directory where the client installation file is located.
5. Enter the name of the client installation file and add the `/p=<a specified port number>` parameter. For example, `hbr-install-1.5.2-windows-amd64.exe /p=8022`. Press Enter and follow the instructions to install the client.

```
C:\Users\wb-cy387076\Downloads\hbr-install-1.5.2-windows-amd64>hbr-install-1.5.2-windows-amd64.exe /p=8022
```

After the client is installed, open a browser and enter `http://localhost:<a specified port number>` in the address bar. Press Enter to activate the client.

Linux

If Linux is running on a server or virtual machine from which you want to back up data, you can perform the following steps to install a client and specify a port to log on to the client:

1. Download a client to the target server or virtual machine.
2. Extract the client installation package to a directory and run the `./setup -p <a specified port number>` command to start the Hybrid Backup Recovery service. For example, if you want to set the logon port number of the client to 8022, run the `./setup -p 8022` command.

```
[root@47 software]# tar -zxvf hbr-install-1.3.4-linux-amd64.tar.gz
hbr-install-1.3.4-linux-amd64/
hbr-install-1.3.4-linux-amd64/client/
hbr-install-1.3.4-linux-amd64/download/
hbr-install-1.3.4-linux-amd64/logs/
hbr-install-1.3.4-linux-amd64/setup
hbr-install-1.3.4-linux-amd64/uninstall
hbr-install-1.3.4-linux-amd64/update/
hbr-install-1.3.4-linux-amd64/versions/
hbr-install-1.3.4-linux-amd64/update/updater
hbr-install-1.3.4-linux-amd64/client/hybridbackup
hbr-install-1.3.4-linux-amd64/client/ids
hbr-install-1.3.4-linux-amd64/client/resource/
hbr-install-1.3.4-linux-amd64/client/www/
hbr-install-1.3.4-linux-amd64/client/www/dist/
hbr-install-1.3.4-linux-amd64/client/www/dist/index.html
hbr-install-1.3.4-linux-amd64/client/www/dist/static/
hbr-install-1.3.4-linux-amd64/client/www/dist/static/css/
hbr-install-1.3.4-linux-amd64/client/www/dist/static/fonts/
hbr-install-1.3.4-linux-amd64/client/www/dist/static/img/
hbr-install-1.3.4-linux-amd64/client/www/dist/static/js/
hbr-install-1.3.4-linux-amd64/client/www/dist/static/js/app.7e558a4017f7c8ad58a4.js
hbr-install-1.3.4-linux-amd64/client/www/dist/static/js/manifest.afb9fdc23e85cda133f8.js
hbr-install-1.3.4-linux-amd64/client/www/dist/static/js/vendor.cbd4977a3094b35cf5a3.js
hbr-install-1.3.4-linux-amd64/client/www/dist/static/img/hbr_logo.b8bbcfb.png
hbr-install-1.3.4-linux-amd64/client/www/dist/static/img/logo.1922e1b.png
hbr-install-1.3.4-linux-amd64/client/www/dist/static/img/logotxt.827883a.png
hbr-install-1.3.4-linux-amd64/client/www/dist/static/img/logotxt_en.eefd9c8.png
hbr-install-1.3.4-linux-amd64/client/www/dist/static/fonts/element-icons.6f0a763.ttf
hbr-install-1.3.4-linux-amd64/client/www/dist/static/fonts/iconfont.012cf6a.woff
hbr-install-1.3.4-linux-amd64/client/www/dist/static/fonts/iconfont.a24068e.woff2
hbr-install-1.3.4-linux-amd64/client/www/dist/static/fonts/iconfont.a37b0c0.ttf
hbr-install-1.3.4-linux-amd64/client/www/dist/static/css/app.2af72af1fc9bac8fc91108877b2708bc.css
hbr-install-1.3.4-linux-amd64/client/resource/en-US.json
hbr-install-1.3.4-linux-amd64/client/resource/zh-CN.json
[root@47 software]# cd hbr-install-1.3.4-linux-amd64
[root@47 hbr-install-1.3.4-linux-amd64]# ll
total 28
drwxr-xr-x 4 501 games 4096 Sep 21 16:31 client
drwxr-xr-x 2 501 games 4096 Sep 12 10:36 download
drwxr-xr-x 2 501 games 4096 Sep 12 10:36 logs
-rwxr-xr-x 1 501 games 307 Sep 12 10:36 setup
-rwxr-xr-x 1 501 games 233 Sep 12 10:36 uninstall
drwxr-xr-x 2 501 games 4096 Sep 21 16:31 update
drwxr-xr-x 2 501 games 4096 Sep 12 10:36 versions
[root@47 hbr-install-1.3.4-linux-amd64]# ./setup -p 8022
Setting up Hybrid backup client ...
Complete
[root@47 hbr-install-1.3.4-linux-amd64]#
```

After the client is installed, open a browser and enter `http://localhost:<a specified port number>` in the address bar. Press Enter to activate the client.

3.2. What should I do if backing up Windows local files fails with an error message showing "Access is denied"?

Description

When you use a backup client to back up local Windows files, the backup fails, and the number of errors is displayed.

Click the number of errors next to the backup job to download a full report. The report contains error messages that indicate "Access is denied".

Solution

This issue occurs when users in the SYSTEM group are not granted full access to failed files. To resolve this issue, grant the SYSTEM group full access to these failed files.

3.3. How can I install a Hybrid Backup Recovery (HBR) client on Windows 2016?


You can use the Windows 2016 built-in tool to extract a client installation package. Right-click the extracted installation file, select Properties, select Unlock, and then click OK to install the client.

3.4. Reactivate a file client

If you fail to activate a file client, you can perform the following steps to reactivate the client.

Reactivate a client in the console

1. Log on to the [Hybrid Backup Recovery console](#).
2. On the File Client page, locate the failed client.
3. In the Actions column, click **Activate Client**.
4. In the **Create Client** dialog box, enter the required information based on the descriptions provided in the following table.

Name	Description
Client IP Address	The IP address of the server or virtual machine that hosts the client.  Note The IP address must be accessible by a browser.
AccessKey ID	Download the AccessKey ID and AccessKey Secret of the Alibaba Cloud account where the Hybrid Backup Recovery (HBR) service is activated.
AccessKey Secret	Download the AccessKey ID and AccessKey Secret of the Alibaba Cloud account where the HBR service is activated.
Create Client Password	Set the logon password of the client. The password must be a minimum of six characters in length.

5. Click **Activate Client** to open a web page. You can use this web page to operate the file client. You can use a file client to back up data.

Reactivate a client on a web page

1. Log on to the [HBR console](#).
2. On the File Client page, locate the failed client.
3. In the Actions column, click **Download Certificate**, and then save the certificate.
4. Open a browser, enter `http://localhost:8011` in the address bar to open the **Initialize Register** window, and configure the required settings based on the descriptions provided in the following table.

 **Note**

- If you perform a backup operation on an intermediate host, you must change `localhost` to the IP address of the server or virtual machine from which you back up data.
- Port 8011 is the default port that you can use to logon to a file client. If port 8011 on the server or virtual machine is occupied by another application, you can **specify another port number for a file client**.

Name	Description
Upload Certificate	You can upload the token you have downloaded from the console. The token is used as a certificate. The validity period of each certificate is two days. You must download a new certificate to register a client when the certificate in use expires.
AccessKey ID and AccessKey Secret	Download the AccessKey ID and AccessKey Secret of the Alibaba Cloud account where the HBR service is activated.
Network Type	<ul style="list-style-type: none"> ○ VPC: Select this option when the server or virtual machine is located in a Virtual Private Network (VPC) and in the same region where the backup source is located. ○ Classic: Select this option when VPCs are not applicable.
Password	Set the logon password of the client. The password must be a minimum of six characters in length.
Encrypt AccessKey	If you use the password to encrypt the AccessKey, you must enter the password after each restart.

5. Click Register to activate the client.