redstor™
BackupPro

Running Server Edition in Backup Operator Mode

USER MANUAL

For Microsoft Windows

Introduction

From version 7.0.3, the Backup Pro Server Edition (SE) Backup Client supports Backup Operator (BO) mode. This mode enables the backup and restore of **all** files and folders, regardless of the permissions that protect them. BO mode works by running the Backup Client service as a member of the Backup Operators group, rather than as an Administrator.

> **Note**: *BO Server Edition Backup Clients are supported on the same Windows operating systems as non-BO SE Backup Clients.*

Deployment

Using the SP Console's Deployment Wizard, you can deploy a Windows Backup Operator SE Backup Client as long as the Console is set for BO mode:

> **Note**: *The SP Console must be version 7.0.3 or later.*

There are two methods to run the Console in BO mode.

Method 1:

1. If your SP Console is open, close it and open the SP Console's **settings.xml** file for editing.
   Default location for Windows Server 2008, Windows 7, and Windows Vista:

   `C:\Users\[Current user]\AppData\Roaming\Redstor Backup Pro\Console`

   Default location for Windows Server 2003 and Windows XP:

   `C:\Documents and Settings\[Current user]\Application Data\Redstor Backup Pro\Console`

2. Update the `<backupOperator>`**`false`**`</backupOperator>` parameter to
   `<backupOperator>`**`true`**`</backupOperator>` and save the changes.

3. Open your SP Console, right-click on the Backup Group for which you want to make a deployment, and click **Deploy**.

4. On the first screen, you will notice an additional Backup Client type, **Server Edition (Backup Operator)**. Select it and complete the rest of the Deployment Wizard.
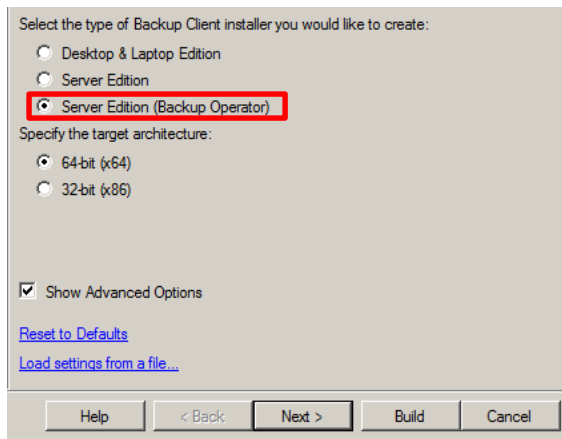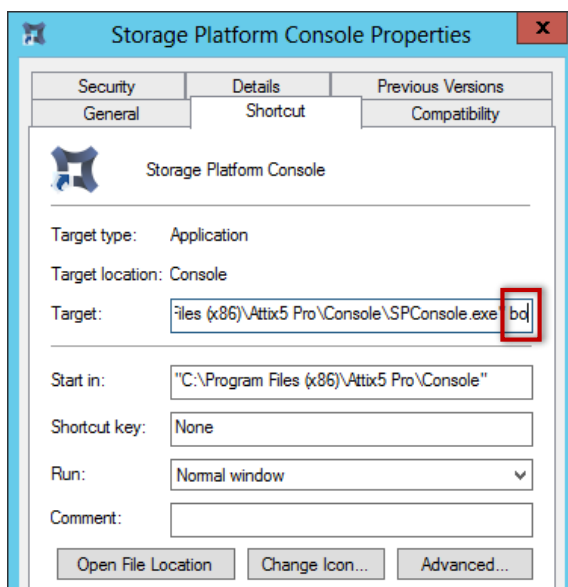
5. You have now successfully deployed a Server Edition Backup Client that will automatically run in Backup Operator mode once installed.

Method 2:

1. If your SP Console is open, close it and right click on the icon used to launch the SP Console application.
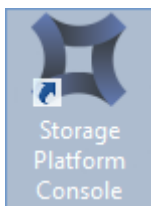
2. Click **Properties**.

3. In the Target text box on the Shortcut tab, leave a space after the existing text and type **bo**. Ensure that this is written outside the quotation mark.

4. Click **Apply** and then **OK**.

5. Open your SP Console, right-click on the Backup Group for which you want to make a deployment, and click **Deploy**.

6. On the first screen, you will notice an additional Backup Client type, **Server Edition (Backup Operator)**. Select it and complete the rest of the Deployment Wizard.
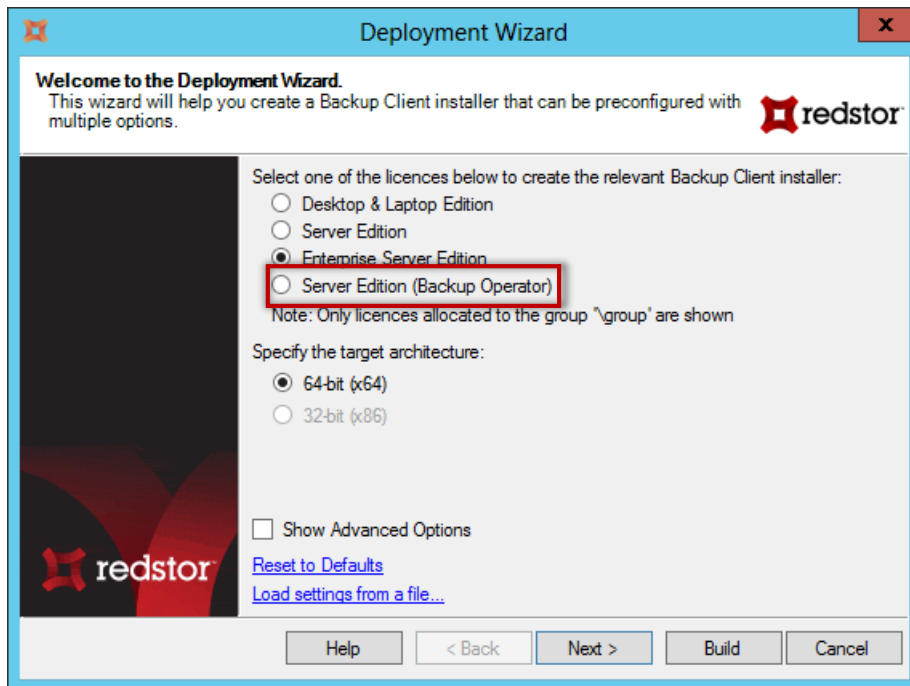
7. You have now successfully deployed a Server Edition Backup Client that will automatically run in Backup Operator mode once installed.

Backup Client notes

Note: The user that the backup service runs as must be a member of the "Backup Operator" group.

Warning: Warning: If you install an SE Backup Client that is in BO mode, you will not be able to reconnect and back up to an existing Backup Account whose backups were made in non-BO mode. The same holds true if you install an SE Backup Client that is in non-BO mode, you would not be able to reconnect to an existing Backup Account whose backups were made in BO mode.

The application title for Backup Clients in BO mode is "Backup Pro SE Vx.x (Backup Operator)" (where x.x is the current Backup Client version). **Help > About…** also displays "(Backup Operator)" in the application title.

Note: *For Windows 2008 (including R2) and 2012, the backup service **must** be set to run as a user that has access to the Backup Client installation folder.*

Limitations

- If the Backup Client service is run as a user that does not have rights to stop, start, or restart the service, the Backup Client will be unable to update to future versions. The user running the service must have rights to stop, start, or restart the service in addition to having access to the installation (default: Program files) folder.
- **Recommendation:** Run the service as LocalSystem.
- Auto-updating BO Backup Clients prior to V7.03 may result in a number of issues. We recommend manually uninstalling BO Backup Clients prior to V7.0.3 and manually installing V7.0.3 to avoid any problems.
- Upgrading your operating system from Windows Server 2003 64-bit to Windows Server 2008 64-bit will break any V6 Backup Clients installed. Upgrades from Windows Server 2003 32-bit to Windows Server 2008 32-bit will, however, work.
- BO Backup Clients do not support **Change Journal**. Using Change Journal results in an error: "Problem iterating change journal for volume C:: Access denied.".
- BO Backup Clients support the following plug-ins only:
  - Email Notification
  - Script
  - WSB
  - VSS
- Folder permissions are **not** restored. File permissions are, however, restored.
- Task file restores are **not** supported.
- Registry keys are opened with read/write access despite only read access being required.
- Cross-platform restores are **not** supported.
- WebAccess is **not** supported.
- To restore data, you **must** be logged in as the Backup Operator user under which the data was backed up.
- The Backup Operator Client does not support normal data and vice versa. The SP does prevent a mix-up between Backup Operator and normal data. On the client and in the
- AS/SS log the following error should be displayed/logged when switching *from BO backups* to normal backups or restores:

  "Backup Operator mode set for existing backups - Backup Client must use BO mode"

- The following error should be displayed/logged when switching *from normal backups to BO backups or restores:*

  "Backup Operator mode not set for existing backups - Backup Client must use non-BO mode"