



Remote Backup Software

User Manual

Legal Information

About this Manual

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website.

Please use this user manual under the guidance of professionals.

Disclaimer

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, IS PROVIDED "AS IS", WITH ALL FAULTS AND ERRORS, AND OUR COMPANY MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF THIRD PARTY. IN NO EVENT WILL OUR COMPANY, ITS DIRECTORS, OFFICERS, EMPLOYEES, OR AGENTS BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, AMONG OTHERS, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA OR DOCUMENTATION, IN CONNECTION WITH THE USE OF THIS PRODUCT, EVEN IF OUR COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.




REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. OUR COMPANY SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, OUR COMPANY WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.

SURVEILLANCE LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS THE APPLICABLE LAW. OUR COMPANY SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.

Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
 Danger	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.
 Caution	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
 Note	Provides additional information to emphasize or supplement important points of the main text.

Contents

Chapter 1 Introduction and Overview	1
1.1 Running Environment	1
1.2 Summary of Changes	1
Chapter 2 System Configuration	2
2.1 Configure General Parameters	2
2.2 Configure Backup Disk	2
2.3 Configure Backup Notification	3
Chapter 3 Device Management	4
3.1 Add Device by IP Address or Domain Name	4
3.2 Add Device by IP Segment	5
3.3 Add Devices in a Batch	5
Chapter 4 Remote Backup	7
4.1 Manual Backup	7
4.2 Scheduled Backup	8
4.3 Search Backup Video File	10
4.4 Log Search	11

Chapter 1 Introduction and Overview

Remote Backup software can back up the video files stored in the device and save the video files to the local disk. You can add the devices to the software and configure the backup settings. Then you can start backup manually, or set backup schedule and the backup will start automatically according to the schedule.

This user manual describes the function, configuration, and operation steps of the software. To ensure the proper usage and stability of the software, refer to the contents below and read the manual carefully before operation.

1.1 Running Environment

The following is recommended system requirement for running the software.

Operating System

Microsoft Windows XP (32-bit), Windows Server 2003 (32-bit), Windows 7 (32/64-bit), Windows Server 2008 (32/64-bit), Windows 10 (32/64-bit)

CPU

Intel Pentium IV @ 3.0 GHz and above

RAM

1G and above

Video Card

RADEON X700 Series

Display

1024*768 resolution and above

1.2 Summary of Changes

The followings are the changes between this version and the previous version.

- Delete the following two device adding mode: Import from Client and HiDDNS.
- Support adding devices to the software by IP segment. See **Add Device by IP Segment** for details.
- Support adding devices in a batch. See **Add Devices in a Batch** for details.
- Support email encryption. See **Configure Backup Notification** for details.
- Support pausing or starting backup, and viewing backup details during backup. See **Manual Backup** or **Scheduled Backup** for details.

Chapter 2 System Configuration


You can configure the general parameters, such as auto-run function, maximum reconnection number, and parallel backup tasks, select the disk for backup, and configure email notification for backup.

2.1 Configure General Parameters

You can configure the frequently-used parameters, including auto-run function, maximum number for reconnecting the device when connecting failed, and the number of backup tasks performed at the same time.

Perform this task when you need to configure general parameters.

Steps

1. Click  to enter the System Configuration page.
2. Click **General Parameters** on the right.
3. Check **Auto-run** to enable running the software automatically after the PC startup.
4. Set the maximum reconnection number.

The software will connect the device automatically when the device disconnected (due to network disconnected, etc.). If the connection number exceeded the limit, the device will not be connected and the downloading task of the device will stop.


5. Set the parallel backup number, which indicates the number of backup tasks which can be performed at the same time.
6. Click **OK**.

2.2 Configure Backup Disk

You can select the disk in the local PC for storing the video files and set the solution when the disk space is insufficient.

Perform this task when you need to configure the backup disk.

Steps

1. Click  to enter the System Configuration page.
2. Click **Backup Disk**.
3. Select the solution when the backup disk space is insufficient.

Stop Downloading and Prompt

The backup will be stopped and the software will give you a prompt to extend the disk space.

Overwrite Oldest Backup File and Continue to Download

The downloaded video files will overwrite the oldest files in the disk.

4. Select the local disk.



Note

You should select the disk with at least 2GB free space, or the video files will not be saved.


5. Click **OK**.

2.3 Configure Backup Notification

You should configure the email notification for backup before sending the backup result (e.g., backup completed or exception, etc) message to the designate email account.

Perform this task when you need to configure backup notification.

Steps

1. Click  to enter the System Configuration page.
2. Click **Backup Notification**.
3. Check **Email Notification** to enable sending email notification.
4. Select the encryption type.
5. Select the prompt type.

Downloaded

Send an email notification when the backup task completed and the video files downloaded.

Download Exception

Send an email notification when the backup exception.

Expired Video Not Downloaded

Send an email notification when there's expired video not downloaded.

6. Set the receiver's and sender's information, such as email address, SMTP server, port, etc.

User Name

Enter the user name of the sender's email address.

Password

Enter the password of the sender's email address.

7. Click **Test** to send an email to the receiver for test.
8. Click **OK**.

Chapter 3 Device Management

You can add device to the software for backing up the device's video files and save the videos to the local PC.

3.1 Add Device by IP Address or Domain Name

When you know the IP address or domain name of the device to add, you can add the devices to your system by specifying the IP address (or domain name), user name, password, and other related parameters. After adding the device, you can back up the video files stored in the device.

Before You Start

Make sure the devices (cameras, DVR, etc.) you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the software via network.

Perform this task when you need to add device by IP address or domain name.

Steps

1. Click **Device Management** to enter the Device Management page.
2. Click **Add** to open Add Device window.
3. Select **IP** or **Domain** as the adding mode.
4. Input the required information, including device name, IP address (or domain name), port, user name, and password.



Note

By default, the device port No. is 8000.



Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

5. **Optional:** Set the flow speed to control the video downloading speed.
6. Click **OK**.

3.2 Add Device by IP Segment

If the devices having the same user name and password, and their IP addresses are between the IP segment, you can specify the start IP address and the end IP address, user name, password, and other related parameters to add them. After adding the device, you can back up the video files stored in the devices.

Before You Start

Make sure the devices (cameras, DVR, etc.) you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the software via network.

Perform this task when you need to add device by IP segment.

Steps

1. Click **Device Management** to enter the Device Management page.
2. Click **Add** to open Add Device window.
3. Select **IP Segment** as the adding mode.
4. Input the required information, including start and end IP address, port, user name, and password.



Note

By default, the device port No. is 8000.



Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

5. **Optional:** Set the flow speed to control the video downloading speed.
6. Click **OK**.

3.3 Add Devices in a Batch


You can input the device information into the predefined template to add multiple devices at a time. After adding the devices, you can back up the video files stored in the devices.

Before You Start

Make sure the devices (cameras, DVR, etc.) you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the software via network.

Perform this task when you need to add device by importing the template which contains information of multiple devices.

Steps

1. Click **Device Management** to enter the Device Management page.
2. Click **Add** to open Add Device window.
3. Select **Batch Import** as the adding mode.
4. Click **Export** and save the predefined template (CSV file) on your PC.
5. Open the exported template file and input the required information of the devices to be added on the corresponding column.
6. Click  and select the template file.
7. Click **OK**.

Chapter 4 Remote Backup

You can back up the video files of the added devices and store the videos to the local PC. You can also search the videos which have been saved in the local PC.

Two backup mode are available: Manual and Scheduled.

- Manual: You can add backup tasks and start backup manually.
- Scheduled: You can add backup schedule and the backup will start automatically according to the schedule.

4.1 Manual Backup

The video files stored in the device can be backed up to your local disk. You can set the backup conditions and start backup manually.

Before You Start

Add the device to the software first. See **Device Management** for details.

Perform this task when you need to start backup manually.

Steps

1. Click **Manual Backup** to enter the Backup Now page.
2. Click **Add Schedule**.
3. Set the backup task name.
4. Select the video type you want to back up.

Scheduled

The scheduled video files can be backed up.

Alarm

The alarm triggered video files can be backed up.

Motion Detection

The motion detection triggered video files can be backed up.

Manual

The manual recorded video files can be backed up.

5. Set the time period for backup.

The video files recorded in this time period will be backed up.

6. Select the stream type.



Note

If you select **Self-Adaptive** as the stream type, the software will backup the files with main stream preferentially.

7. Add backup channel.

- 1) Click **Add Channel** to open Add Channel page.
- 2) Check the device channel.
- 3) Click **OK** to add the selected channel(s) to the backup task.



Note

- The channel can be only added to one backup task.
- You can check the channel and click **Delete Channel** to delete the selected channel.
- You can click **View Details** to view the device channel details and click Delete Channel to delete the selected channel as desired.

8. Click **OK** to start backup immediately.

You can view the total backup progress and the current channel backup progress.

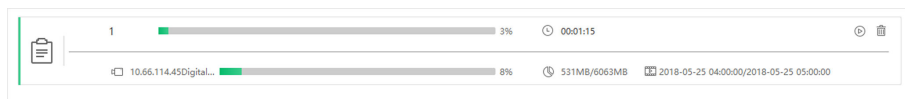


Figure 4-1 Backup Progress

9. Optional: Perform the following operations after starting backup.

Pause	Click to pause the backup task.
Pause All	Click Pause to pause all the backup tasks.
Start	Click to start the backup task.
Start All	Click Continue to start all the backup tasks.
View Backup Details	Click Backup Details to view backup task details, including parallel task number, progress, downloaded file size, and total file size.
Delete	Click to delete the backup tasks.

4.2 Scheduled Backup

The video files stored in the device can be backed up to your local disk. You can set the backup schedule and the backup will start automatically according to the schedule.

Before You Start

Add the device to the software first. See **Device Management** for details.

Perform this task when you need to start backup automatically according to the schedule.

Steps

1. Click **Scheduled Backup** to enter the Schedule Backup page.
2. Click **Add Schedule**.
3. Set the schedule name.
4. Select the stream type.



Note

If you select **Self-Adaptive** as the stream type, the software will backup the files with main stream preferentially.

5. Add backup channel.

- 1) Click **Add Channel** to open Add Channel page.
 - 2) Check the device channel.
 - 3) Click **OK** to add the selected channel(s) to the schedule.
-



Note

- The channel can be only added to one backup task.
 - You can check the channel and click **Delete Channel** to delete the selected channel.
 - You can click **View Details** to view the device channel details and click Delete Channel to delete the selected channel as desired.
-

6. Set the backup schedule.

Days of Week

The days of the week when the backup starts.

Recording Time

The video files recorded in this time period will be backed up.

Video Type

Select the video type.

Scheduled

The scheduled video files can be backed up.

Alarm

The alarm triggered video files can be backed up.

Motion Detection

The motion detection triggered video files can be backed up.

Manual

The manual recorded video files can be backed up.

Backup Time

The time period when the backup will start.

Backup Date

The backup date which is away from the backup date.

Example

If you set the days of the week to Wednesday, recording time to 18:00-20:00, video type to Manual, backup time to 20:00-24:00, and backup date to 2 Day(s) before, then the backup will

start automatically during 20:00 to 24:00 on Wednesday and the video files recorded during 18:00 to 20:00 on Monday will be backed up.

7. Optional: Click **Copy to** to copy the settings to the other defined schedule.

8. Click **OK**.

Result

The backup will start automatically according to the set schedule.

What to do next

You can pause or start the backup task, and view the backup details, including progress, parallel task number, downloaded file size, and total file size.

4.3 Search Backup Video File

You can search the video files which were backed up in the local disk.

Before You Start

Add the device to the software first. See *Device Management* for details.

Perform this task when you need to search backup video files.

Steps

1. Click **Video Search** to enter the Video Search page.
2. Select the backup channel.
3. Select the video type.

Scheduled

The scheduled video files in the backup channel can be searched.

Alarm

Alarm triggered video files in the backup channel can be searched.

Motion Detection

Motion detection event triggered video files in the backup channel can be searched.

Manual

Manual recorded video files in the backup channel can be searched.

4. Set the time period.
5. Click **Search**.




The matched video files can be displayed in the list. You can view the channel name, video file size, and so on.



Note

Please narrow the search condition if there are too many video files.

6. Perform the following operation(s) after searching the video files.

- Playback** Click  on Operation column to play the videos.
- Location** Click  on Operation column to enter the video files' saving path.
- Export** Click  on Operation column to save single video file to another file path. You can also select one or more video files and click **Export** above to saving the selected files to another file path.

4.4 Log Search

You can search and view the log files of the Remote Backup software.

Perform this task when you need to search log files.

Steps

1. Click **Log Search** to enter the Log Search page.
2. Select the log type.
3. Set the time period.
4. Click **Search**.

The matched log files with details will display in the list.



Note

Please narrow the search condition if there are too many log files.

5. **Optional:** Click **Export** and save the selected log files to the local PC.

