

Connected Backup

Software Version 8.11.6

Installing Mac Agents



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Chapter 1: Install

This chapter describes how to install Micro Focus Connected Backup Agents.

- [Preparation, below](#)
- [Distribution methods, below](#)

Preparation

To install a Connected Backup Agent on a computer, you must meet the following requirements:

- Existing Agent Configuration
- User computer system requirements
- System permissions

Existing Agent configuration

To deploy Agents, you must create an Agent configuration in Support Center. An Agent configuration contains the features and settings that comprise an Agent, including the Agent version and the default file selection rules.

For more information, see *Administering Mac Agents* guide and Support Center Help.

User computer system requirements

For requirements that a computer must meet before you can install the Agent, see *Connected Backup Requirements Matrix* guide.

System permissions

To install an Agent, you must log on to the computer with local administrator privileges during the Agent installation process.

Distribution methods

After you have established that the Agent system requirements have been met, choose from the following available Agent distribution methods:

- Using the Account Management Website
- Using the command-line installation program
- Using disk image pre-install

Use Account Management Website

Account Management Website enables users to manage their own accounts, which includes the following tasks:

- Create a new Connected Backup account.
- Download an Agent Setup file.
- Install the Agent on a computer.

NOTE:

For information about how to access Account Management Website, contact the Data Center administrator.

Administrator Tasks

To obtain the URL for the Agent configuration to use for the Agent deployment

1. Open a Web browser, and then sign in to Support Center.
2. Navigate to the community where you want to create the account. The community contains the Agent configuration to deploy.
3. Expand the **Configurations** node, and then expand the **Mac** subnode.

NOTE:

You cannot create accounts in the root community. If you create an Agent configuration in the root community, to obtain a URL, navigate to a subcommunity.

4. Select the name of the Agent configuration to deploy.
5. On the View or Edit Mac Agent Configuration page, scroll to the bottom of the page, and then copy the Account Management Registration URL.

NOTE:

The Account Management Registration URL is case sensitive.

You can now provide the Account Management Registration URL to your users to begin the Agent deployment process.

Agent installation

To use Account Management Website to install an Agent on a computer

1. On the user's computer, open a Web browser, and then navigate to the Account Management Registration URL.
2. On the Welcome page, click **Register and Download**.
If your account requires acceptance of the Service License Agreement, AMWS displays it.
3. To accept the Service License Agreement, if required, click **Accept**.
If you click **Decline**, the registration process stops and you cannot download the Agent Setup file.
4. If the system prompts you for one of the following pieces of information, provide the required information:
 - **Reservation account code**. Enter the code that you received from your system administrator, and then click **Continue**.
 - **Network Logon ID**. Enter the network logon ID (or user name) and password, and then click **Continue**.
 - **Single sign-on account credentials**. Provide the requested information to sign in.
5. If the **Registration** page appears, enter the required information, and then click **Continue**. Be sure to complete required fields, which are marked with an asterisk.

NOTE:

Passwords for native Connected Backup accounts must meet the following requirements:

- contain a minimum of six alphanumeric characters
- contain a maximum of 100 alphanumeric characters
- contain at least one character that is different from the other characters

Remember the e-mail address and password that you enter during this step. You need this information to sign in to AMWS to finish the Agent installation and manage the account.

6. To create the Agent Setup file for the computer, click **Download Software**.
The Preparing the Software to Download page opens. When the file is ready, the Web browser displays the Download Instructions page.
7. Click **Begin Download**, and then save the Agent Setup file to a folder on your computer.

NOTE:

The Agent Setup file is bound to the account number created for the user during the registration process. You cannot use the Agent Setup file install the Connected Backup Agent for other users.

NOTE: A pop-up message is displayed when you download a file from AMWS (install or reinstall agent) on the host system. Click **Allow** to continue with the download. Clicking **Cancel** disables the download option. Refresh the page. You will not be able to

download the file till you click **Allow** in the pop-up message.
The pop-up is not displayed again, once you click **Allow**.
Following is an example of the pop-up message:
`"Do you want to allow download on "Testvm1420.testlab.net"?"`

8. To start the installation, navigate to the folder that contains the Agent Setup file.
9. Double-click `AgentSetup.pkg`.

NOTE: During the installation, a pop-up message is displayed requesting access to **Downloads** folder. Click **OK** to proceed.
Following is an example of the pop-up message:
`"Installer" would like to access files in your Downloads folder.`

NOTE: Denying **Download** or **Desktop** folder's access to agent installer will lead to Registration Failure.

10. Follow the on-screen instructions to complete the installation.

When the installation completes, the Installation Complete dialog box opens.

NOTE: A pop-up message is displayed requesting access to control system events. Click **OK** to proceed with the installation.
Following is an example of the pop-up message:
`"Installer" wants access to control "System Events". Allowing control will provide access to documents and data in "System Events", and to perform actions within that app.
The uninstall wizard hangs if you deny System Events access to agent installer.`

11. To exit the Agent Setup program, click **Close**.

NOTE: Post installation of Agent, a pop-up is displayed. Click **Allow** to display notifications including alerts, sounds and icon badges from Connected Backup. Else, click **Don't Allow**.
Following is an example of the pop-up message:
`"Connected Backup" Notifications
Notifications may include alerts, sounds and icon badges.`

12. When the Agent starts, at the prompt, enter your account credentials:
 - If you specified a password during the registration process, enter that password.
 - If your account is mapped to an LDAP or Single Sign-On account, enter the credentials for that account.

You see this prompt only the first time that you open the Agent after its initial installation.

The Connected Backup Agent is now available for use on the user's computer.

Use the command-line installation program

An Agent Setup file that is not directly associated with one account is available from Support Center for Agent configurations. This generic Agent Setup file enables you to distribute the Agent to multiple

users' computers, and then install an account via the command-line.

The command-line installation method enables you to use any file distribution method to create scripts or wrappers and distribute the Agent Setup file to multiple clients. You also can use third-party file distribution software.

Administrator Tasks

To obtain the Agent Setup file to use for the Agent deployment

1. Open a Web browser, and then sign in to Support Center.
2. In the community where you created the Agent configuration to deploy, expand the **Configurations** node, and then expand the **Mac** subnode.
3. Select the name of the Agent configuration to deploy.
4. On the View or Edit Mac Agent Configuration page menu, click **Download**.

The Download Agent Setup page opens.

5. Click **Download**.

The Save As dialog box opens.

6. Navigate to the folder in which you want to save the Agent Setup file, and then click **Save**.

NOTE: From 8.11.6 onwards, the packaging structure has changed as follows:

- a. The following are the Agent Setup files when downloaded using Support Center:

- i. AgentSetup.pkg
- ii. AgentSetup.mpkg
- iii. Resources
- iv. Install

- b. The following are the Agent Setup files when downloaded using Account Management Website:

- i. AgentSetup.pkg
- ii. Resources
- iii. Install

Do not delete or replace any setup files. Make sure to run AgentSetup.pkg instead of earlier preferred AgentSetup.mpkg when you want to install Mac Agent.

NOTE: From 8.11.6 onwards, the `install.exe` will be outside the `AgentSetup.pkg` or `AgentSetup.mpkg`.

To deploy the Agents, use the Agent Setup files you downloaded.

Agent installation

To install the Agent on users' computers with the downloaded Agent Setup file, type the following command in a terminal window:

```
sudo verbosity_mode /i path/install parameters LOGFILE=fileName
```

NOTE: A pop-up message is displayed requesting access to control system events. Click **OK** to proceed with the installation.

Following is an example of the pop-up message:

"Installer" wants access to control "System Events". Allowing control will provide access to documents and data in "System Events", and to perform actions within that app.

where

- *path* is the path name that contains the install file.
- *parameters* is one or more of the Agent Setup command-line parameters. For a complete list of available parameters, see [Command-line Agent setup file parameters, on page 28](#).
- LOGFILE=fileName is an optional parameter that enables logging of the installation process to a file named *fileName*. You can specify either an absolute or relative path reference in the value of *fileName*.

Examples

The following examples represent some uses of the command-line installation method to install a Connected Backup Agent:

Example 1

Agent install without user intervention

```
sudo path/install
```

Example 2

Agent install without user intervention, and installation logs stored in log file.txt:

```
sudo path/install LOGFILE="log file.txt"
```

NOTE:

Whenever spaces exist in any command-line parameter, enclose the parameter in double-quotes ("").

Example 3

Agent install without user intervention, connecting to Active Directory account jbloggs, and backing up immediately after installation and registration:

```
sudo path/install LDAPID=jbloggs FIRSTBACKUP=1
```

Example 4

Agent install for an account reserved with code ticket1, and using e-mail address joe.bloggs@mycompany.com and a password of password1:

```
sudo path/install RESERVATIONCODE=ticket1 EMAILADDRESS=joe.bloggs@mycompany.com  
PASSWORD=password1
```

Example 5

Agent install in a community configured for single sign-on for jbloggs account and backing up immediately after installation and registration:

```
sudo path/install ACCOUNTUID=jbloggs FIRSTBACKUP=1
```

Command-line install with Apple Remote Desktop

Use Apple Remote Desktop to perform a command-line installation on multiple computers simultaneously.

When you use Apple Remote Desktop, you do not specify installation parameters that associate the Agent with a user. The Data Center assigns an account number to the Agent when the user opens the Agent for the first time, and the user can then update the account profile with identifying information.

To use Apple Remote Desktop to perform a command-line installation

1. Extract the Agent Setup files.
2. Open Apple Remote Desktop.
3. From Apple Remote Desktop, select all of the computers on which you want to install the Agent.
4. From the Apple Remote Desktop Manage menu, select **Copy items**.

The Copy items dialog box appears.

5. Select Agent Setup files.
6. From the Place items in drop-down menu, select **Top folder of the disk**.
7. Click **Copy**.

Apple Remote Desktop sends the Agent Setup files to the computers that you selected.

8. Click **Close**.
9. If they are not already selected, select the computers that received the Agent Setup file.
10. From the Apple Remote Desktop Manage menu, select **Send UNIX command**.

The Send UNIX Command dialog box appears.

11. In the **Command** field, type the following command:

```
path/install
```

12. For the **Run command as** option, select user.

13. In the User field, type `root`.
14. Click **Send**.

Apple Remote Desktop installs the Agent on the selected computers.

Use disk image installation

If you use pre-configured disk images for your computers, you can create and use an Agent Setup file not already associated with a Connected Backup account to install Agents. After you use a third-party disk-imaging tool to place the disk image that contains an unregistered Agent on a user's computer, either the user or an administrator can activate Agent through a provided application, and the Data Center assigns the Agent an account number. The Agent can then back up to and retrieve files from the Data Center.

Since these unregistered Agent installations do not have account numbers, they do not use a license on the Data Center until they are activated by the user or an administrator.

NOTE:

For each Data Center environment that your users connect to, create a separate disk image that uses separate Agent Setup files.

Administrator Tasks

To obtain the Agent Setup file to use for the Agent deployment

1. Open a Web browser, and then sign in to Support Center.
2. In the community where you created the Agent configuration to deploy, expand the **Configurations** node, and then expand the **Mac** subnode.
3. Select the name of the Agent configuration to deploy.
4. On the View or Edit Mac Agent Configuration page menu, click **Download**.

The Download Agent Setup page opens.

5. Click **Download**.

The Save As dialog box opens.

6. Navigate to the folder in which you want to save the Agent Setup file, and then click **Save**.

You now can begin the Agent deployment process using the downloaded Agent Setup file.

Agent installation using Agent Installation Wizard

To install the Agent on a disk image without registering an account number

1. Navigate to the folder that contains the Agent Setup file, and then double-click `AgentSetup.pkg`.

The Welcome window opens.

2. Select one of the following options:
 - **Create a disk image with a running service.** Installs an inactive Agent on the computer that users without administrator privileges can activate.
 - **Create a disk image only.** Installs an inactive Agent on the computer that requires a user with administrator privileges to activate.

The User License Agreement window appears.

3. Click **Next**.
4. Follow the on-screen instructions to complete the installation.

When the installation is complete, the Installation Complete dialog opens.

5. To exit the Agent Setup program, click **Finish**.

The Connected Backup Agent is now installed on the computer. This Agent is not associated with any accounts on the Data Center, and must be activated before computer backups are attempted.

Agent installation using command-line installation program

To use the command-line installation program to install an Agent on a disk image, but not register an account on the Data Center, type the following command:

```
sudo verbosity_mode /i path/install DISKIMAGE=option LOGFILE=fileName
```

where

- *path* is the path name that contains the install file.
- *option* is one of the following disk image installation options:

Option	Description
serviceon	Installs an inactive Agent on the computer that users without administrator privileges can activate.
serviceoff	Installs an inactive Agent on the computer that requires a user with administrator privileges to activate.

If you do not specify an option for DISKIMAGE, an active Agent is installed by the command-line program. For more information about this parameter, see [Command-line Agent setup file parameters, on page 28](#).

- *LOGFILE=fileName* is an optional parameter that enables logging of the installation process to a file named *fileName*. You can specify either an absolute or relative path reference in the value of *fileName*.

The Connected Backup Agent is now installed on the computer. This Agent is not associated with any accounts on the Data Center, and must be activated before computer backups are attempted.

Activate disk image installation Agents

Agents installed with these methods are inactive Agents, that do not back up files until an administrator or a user activates them.

To activate an Agent for users without administrator privileges

1. Start the Connected Backup Agent.
2. Click **Activate Now**.

The Agent connects to the Data Center and registers an active account.

To activate an Agent that requires a user with administrator privileges to activate

1. Open a terminal window on the computer with the disk image pre-installed Agent.
2. To activate the Agent, type the following command:

```
sudo cbactivate -registernow
```

The Agent connects to the Data Center and registers an active account.

For more information about additional command-line parameters for the Activate application, see [Activate command, on page 35](#).

Chapter 2: Recover/Reinstall

This chapter describes how to recover and reinstall Agents.

- [Preparation, below](#)
- [Recovery methods, below](#)

Preparation

If your computer experiences a problem or you replace your computer's hard drive, you can reinstall the Connected Backup Agent and then reconnect to your existing account on the Data Center.

To recover an account, the following requirements must be met:

- User computer system requirements
- System permissions

User computer system requirements

For requirements that a computer must meet before you can install the Agent, see *Connected Backup Requirements Matrix* guide.

System permissions

To install an Agent, you must log on to the computer with local administrator privileges during the Agent installation process.

Recovery methods

You can recover accounts in the following ways:

- Using the Account Management Website
- Using the Agent Startup Wizard
- Using a disk image pre-install Agent
- Using the command-line installation program

Use the Account Management Website

You can access the Account Management Website for the user's account and download a new Agent Setup file to reinstall the Agent.

To recover a user's account using the Account Management Website

1. Open a Web browser, and then sign in to the user's Account Management Website.

To sign in, use the credentials associated with the account, or select the **Access User's Online Account** link on the account's summary page in Support Center.

NOTE:

In order to see the **Access User's Online Account** link in Support Center, be sure that your technician account has the Access Users' Data permission. If you do not have this permission, you cannot see or use the link.

The Account Management Website opens with the user's account information.

2. Select **Reinstall Agent**.
3. Click **Download Software**.
4. To reinstall the Agent, follow the instructions on the Download Instructions page.

The Connected Backup Agent is installed and reconnected to the user's account. The Agent is now available for use on the user's computer.

NOTE:

Before you complete a backup, retrieve any files that are missing from the computer. The Agent marks any files that are missing from a computer after a recovery (for example, due to a computer replacement or hard drive recovery) as deleted. This might cause Compactor to remove files over time due to the file expiration rules.

Use the Agent Startup Wizard

You can let users recover their own accounts if the accounts' Agent configurations include the use of the Agent Startup Wizard. For more information about how to enable the Agent Startup Wizard in the Agent Settings for an Agent configuration, see Support Center Help.

To use the Agent Startup Wizard to recover an account

1. Navigate to the folder that contains the Agent Setup file. .

NOTE:

Use the same Agent Setup file that was used to install the Agent. If the original Agent Setup file is not on the computer, download from Support Center an Agent Setup file that uses the same Agent version installed on the computer.

2. Double-click AgentSetup.pkg.
3. In the Startup Options window, select **Recover an existing backup account**, and then click **Next**.
4. Follow the prompts and enter the information required to recover your account.

The Connected Backup Agent is installed and reconnected to the user's account. The Agent is now available for use on the user's computer.

NOTE:

Before you complete a backup, retrieve any files that are missing from the computer. The Agent marks any files that are missing from a computer after a recovery (for example, due to a computer replacement or hard drive recovery) as deleted. This might cause Compactor to remove files over time due to the file expiration rules.

Use a disk image installation Agent

You can use an Agent installed as part of a disk image that has not yet been used to register an account in order to recover an existing account, as long as the Agent configuration in use includes the use of the Agent Setup Wizard. For more information about how to enable the Agent Startup Wizard in the Agent Settings for an Agent configuration, refer to Support Center Help.

To use a disk image installation Agent to recover an account, activate the account, and then use the Agent Setup Wizard recovery procedure to complete the account recovery. For more information about Agent activation, see [Activate disk image installation Agents, on page 14](#). For more information about how to use the Agent Setup Wizard to recover an account, see [Use the Agent Startup Wizard, on the previous page](#).

Use the command-line installation program

You can use the command-line installation program to recover accounts.

Administrator tasks

To obtain the Agent Setup file to use for the account recovery

1. Open a Web browser, and then sign in to Support Center.
2. In the community where you created the Agent configuration to deploy, expand the **Configurations** node, and then expand the **Mac** subnode.
3. Select the name of the Agent configuration in use by the account.
4. On the View or Edit Mac Agent Configuration page menu, click **Download**.

The Download Agent Setup page opens.

5. Click **Download**.

The Save As dialog box opens.

6. Change the folder to the directory you want to save the Agent Setup file in, and then click **Save**.

You can now begin the account recovery process using the downloaded Agent Setup file.

Account recovery

To use the downloaded Agent Setup file to recover an account on a user's computer, type the following command:

```
sudo path/install ACCOUNTNUMBER=account_number parameters LOGFILE=fileName
```

where

- *path* is the path name that contains the install file.
- *account_number* is the number of the account that you want to recover. Use the following syntax: nnnnn-nnnnn.
- *parameters* is one of the following Agent Setup command-line parameter options:

Options	Description
TECHID=technician_ id PASSWORD= technician_ password	Recovers account using a technician ID. Both TECHID and PASSWORD are required, and require the technician ID and technician password, respectively. To recover an SSO account in silent mode (/qn or /qb verbosity), you must use a non-SSO technician ID.
USERPASSWORD= user_password	Recovers account using the user's account password information. The user_password is the password associated with the Connected Backup account.

NOTE:

Be sure that your technician ID has the **Access Users' Data** permission. If you do not have this permission, you cannot use the TECHID/PASSWORD option to recover an account.

For a complete list of available parameters, see [Command-line Agent setup file parameters, on page 28](#).

- *LOGFILE=fileName* is an optional parameter that enables logging of the installation process to a file named *fileName*. You can specify either an absolute or relative path reference in the value of *fileName*.

The Connected Backup Agent is installed and reconnected to the user's account. The Agent is now available for use on the user's computer.

NOTE:

Be sure to retrieve any files missing from the computer before completing a backup. Any files missing from a computer after a recovery (such as due to a computer replacement or hard drive recovery) will be marked as deleted by the Agent, which could cause their removal over time by the Compactor service per the file expiration rules.

Example

The following example demonstrates the use of the command-line installation method to recover an account:

Recover a user account with account number 10100-55436, using technician ID sampletech and a technician password of stpassword123!:

```
sudo path/install ACCOUNTNUMBER=10100-55436 TECHID=samletech  
PASSWORD=stpassword123!
```

Chapter 3: Upgrade

This chapter describes how to upgrade Agents.

- [Scenarios, below](#)
- [Upgrade methods, below](#)

For information on upgrade path, see the latest *Connected Backup Release Notes*.

Scenarios

You can use the Agent upgrade process to install a newer version of an Agent on users' computers and also to change the Agent configuration in use by accounts. When you change the Agent configuration an Agent uses, you can configure the following attributes:

- Profile and Website settings
- Agent settings
- File selection rules
- Displayed Agent language

Upgrade methods

Choose from the following available Agent upgrade methods:

- Use central administration
- Use the command-line installation program
- Use UpdateConfiguration

Use central administration

Use the central administration feature of Support Center to upgrade Agents to new Agent versions with minimal user interaction.

This option lets you use Support Center to upgrade Connected Backup Agents to newer versions without the use of third-party system management tools.

To use central administration to upgrade a single version 8.x Agent

1. Open a Web browser, and then sign in to Support Center.

NOTE:

Be sure that your technician account has the Change the Agent Configuration of Accounts permission. If you do not have this permission, you cannot complete this process.

2. Enable central administration for the community that contains the account associated with the Agent to be upgraded if it has not already been enabled.

For more information about how to enable central administration, refer to Support Center Help.

3. Search for the account.
4. If Support Center displays multiple results, click the appropriate account number.

The Account Summary page opens.

5. Select **Assigned Configuration**.

The Change Agent Configuration page opens.

6. Select the new Agent configuration for the account from the list of available Agent configurations, and then click **Save and Deploy**.

The Data Center configures the account to use the new Agent configuration. The Data Center then changes the user's Agent to the assigned Agent configuration during the Agent synchronization of the next backup.

To use central administration to upgrade multiple version 8.x Agents at the same time

1. Open a Web browser, and then sign in to Support Center.

NOTE:

Be sure that your technician account has the Change the Agent Configuration of Accounts and Run Reports permissions. If you do not have these permissions, you cannot complete this process.

For more information about how to set technician account permissions, see Support Center Help.

2. Enable central administration for the community that contains the account associated with the Agent to be upgraded if it has not already been enabled.

For more information about central administration, see Support Center Help.

3. Create a report template to generate a report that lists the accounts to be upgraded to a new Agent configuration.

For more information about how to create report templates, see Support Center Help.

4. On the page for the created report template, click **Run Report**.
5. After the Support Center creates the report, select the report to view its contents.

6. Click **Select Accounts**.

A check box appears to the left of each account listed by the report.

7. Select the accounts from the report to be upgraded to the new Agent configuration, and then click **Create Group**.

For more information about groups, see Support Center Help.

8. On the Report page menu, click **Group** and then click Change Configuration.

The Change Group Account Configuration page opens.

9. Select the new Agent configuration for the grouped accounts from the list of available Agent configurations, and then click **Save and Deploy**.

The accounts are immediately configured to use the new Agent configuration. The users' Agents are then changed to the assigned Agent configuration during the Agent synchronization portion of the next backup.

Use the command-line installation program

An Agent Setup file that is not directly associated with one account is available from Support Center for Agent configurations. This generic Agent Setup file lets you distribute the Agent to multiple users' computers and then install an account via the command-line.

The command-line installation method lets you use any file distribution method to create scripts or wrappers and upgrade the Agent on multiple clients, without the use of central administration. You can also use third-party file distribution software such as Apple Remote Desktop.

To obtain the Agent Setup file to use for the Agent upgrade process

1. Open a Web browser, and then sign in to Support Center.
2. In the community where you created the Agent configuration to deploy, expand the **Configurations** node, and then expand the **Mac** subnode.
3. Select the name of the Agent configuration to deploy.
4. On the View or Edit Mac Agent Configuration page menu, click **Download**.

The Download Agent Setup page opens.

5. Click **Download**.

The Save As dialog box opens.

6. Change the folder to the directory you want to save the Agent Setup file in, and then click **Save**.

You can now begin the Agent deployment process using the downloaded Agent Setup file.

To use the downloaded Agent Setup file to upgrade the Agent on users' computers

Type the following command:

```
sudo path/install REINSTALLMODE=vamus REINSTALL=ALL LOGFILE=fileName
```

where

- *path* is the path name that contains the install file.
- *LOGFILE=fileName* is an optional parameter that enables logging of the installation process to a file named *fileName*. You can specify either an absolute or relative path reference in the value of *fileName*.

Use UpdateConfiguration

The Agent installation folder of a version 8.4.x or later Agent contains the UpdateConfiguration command. This command changes the Agent configuration that the installed account uses on the Data Center. It performs the following tasks:

- Upgrades an Agent to a later version, or an Agent that uses a different language.
- Changes the Profile and Website settings, rules, or Agent settings that are applied to an account.
- Changes the Agent branding.

The UpdateConfiguration command lets you use either command-line options or a graphical user interface to collect the Agent configuration, Support Center technician, and technician password that it requires. Regardless of which mode of this command you use, the following requirements exist:

- The command does not support single sign-on (SSO) credentials. You must use a technician ID that meets the following criteria:
 - has native Connected Backup credentials or is mapped to an enterprise directory
 - has permission to access the community in which the user's account resides
- The technician ID must have the **Change the Agent Configuration of Accounts** and **Access User's Data** permissions. Without these permissions, the tool will not update the configuration.
- The Agent configuration must be available for use in the community where the account resides.

To change the Agent configuration of an installed Agent

1. Open a Web browser, and then sign in to Support Center.

NOTE: Be sure that your technician account has the **Change the Agent Configuration of Accounts** and **Access User's Data** permissions to update the configuration in the installed agent.
For more information about how to set technician account permissions, refer to Support Center Help.

2. Navigate to the community that contains the Agent configuration.
3. In the community where you created the Agent configuration to deploy, expand the **Configurations** node, and then expand the **Mac** subnode.
4. Select the name of the new Agent configuration to use.
5. On the View or Edit Mac Agent Configuration page, scroll to the bottom of the page to view the Agent configuration ID to use with the UpdateConfiguration command.
6. To change the Agent configuration that the Agent uses on a user's computer, at the command

prompt, type the following command:

```
cbupdateconfiguration options
```

If you do not provide `options`, the command displays its graphical user interface to capture your information. For more information about how to use the UpdateConfiguration command, see [Use the UpdateConfiguration Graphical User Interface, below](#) or [Use UpdateConfiguration command-line options, below](#).

When you run the command, the terminal window displays errors and diagnostic messages regarding the Agent configuration change. After you run the command, the Agent is immediately configured to use the new Agent configuration, and downloads the necessary files and settings to make the change without having to start or complete a backup.

Use the UpdateConfiguration Graphical User Interface

To use the UpdateConfiguration graphical user interface, run the UpdateConfiguration command without options:

```
cbupdateconfiguration
```

In the user interface, specify the Agent configuration, Support Center technician, and associated technician password. You can also select the **Download any changes to the file set used in the Agent's current configuration** option. This option allows changes made in Support Center to the Agent's configuration to be sent to the Agent when central administration is turned off for the Agent's community.

Use UpdateConfiguration command-line options

The UpdateConfiguration command uses the following syntax:

```
cbupdateconfiguration
```

```
{-techid | -id} technician_ID
```

```
{-password | -pw} technician_password
```

```
[{-configurationid | -configid} config_ID]
```

```
[{-help | -?}]
```

The UpdateConfiguration command has the following options:

Option	Description
{-techid -id} <i>technician_ID</i>	(Optional.) Technician ID that either has native Connected Backup credentials or is mapped to an enterprise directory. NOTE: This parameter does not support IDs that use SSO credentials. Requires use of <code>-password</code> option.
{-password -pw}	(Optional.) Password associated with the technician ID.

Option	Description
<code>technician_password</code>	NOTE: This parameter does not support passwords for SSO accounts. Requires use of <code>-techid</code> option.
<code>[{-configurationid -configid} config_ID]</code>	(Optional.) ID of the new Agent configuration.
<code>[{-help -?}]</code>	(Optional.) Displays help for the Retrieve command.

Examples

The following examples demonstrate the use of the UpdateConfiguration application:

Example 1

Update the installed Agent to use Agent configuration 152 on the Data Center by using a Support Center technician called Admin, with the password NewPass1:

```
cbupdateconfiguration -configid 152 -techid Admin -pw NewPass1
```

Example 2

Update the installed Agent by displaying a dialog box that prompts for the required Agent configuration, Support Center technician, and technician password:

```
cbupdateconfiguration
```

Example 3

Update the installed Agent to a new Agent configuration on the Data Center by using a Support Center technician called Admin, with the password NewPass1:

```
cbupdateconfiguration -techid Admin -pw NewPass1
```

This example is useful if you have disabled central administration, but you assigned a new Agent configuration to an account.

Chapter 4: Remove/Uninstall

This chapter describes how to remove Agents from users' computers.

- [Before you begin, below](#)
- [Removal methods, below](#)

Before you begin

To remove an Agent, you must have administrator privileges on the computer.

Removal methods

To remove the Agent from your computer, use one of the following methods:

- Using the Mac interface
- Using the command-line installation program

Use the Mac interface

To use the Mac interface to remove an Agent

1. In Finder, browse to one of the following locations:
 - If the Agent was a new installation, browse to `/Applications/Autonomy/Connected Backup`.
 - If the Agent was an upgrade from a previous version, browse to `/Applications/Iron Mountain/Connected Backup`.
2. Double-click **Uninstall Connected Backup**.

NOTE: A pop-up message is displayed requesting access to control system events. Click **OK** to proceed with the Uninstallation. Following is an example of the pop-up message:
"Uninstall Connected Backup" wants access to control "System Events". Allowing control will provide access to documents and data in "System Events", and to perform actions within that app.

You have removed the Agent from the computer.

Use the command-line

To use the command-line to remove an Agent

1. Open the Terminal utility.
2. To remove the Agent, type the following command:

```
sudo /Library/AgentService/bin/uninstall
```

You have removed the Agent from the computer.

Chapter 5: Reference

This chapter describes the parameters of the command-line applications involved with the installation, upgrade, and removal of Mac Agents.

- [Command-line Agent setup file parameters, below](#)
- [REGISTRATIONFILE Fields, on page 33](#)
- [Activate command, on page 35](#)
- [GetSettings Command, on page 37](#)

Command-line Agent setup file parameters

You can use product-specific parameters with the Agent Setup file.

The following table describes the parameters for the Agent Setup file:

Parameter	Description
ACCOUNTUID	<p>Specifies the single sign-on (SSO) network account user ID for the registration.</p> <p>Use: Install</p> <p>Syntax: ACCOUNTUID=value</p> <p>where value is a user name in the third-party identity provider.</p> <p>NOTE: Do not use this parameter with any of the following parameters:</p> <ul style="list-style-type: none">• EMAILADDRESS• LDAPID• RESERVATIONCODE
ACCOUNTNUMBER	<p>Directs the Agent Setup file to recover a specific account.</p> <p>Use: Recovery</p> <p>Syntax: ACCOUNTNUMBER=value</p> <p>where value is a 10-digit account number in the format nnnnn-nnnnn.</p> <p>Required parameters: Use one of the following parameter options:</p> <ul style="list-style-type: none">• TECHID and PASSWORD <p>To recover a single sign-on (SSO) account in silent mode (/qn or /qb verbosity), you must use the TECHID and PASSWORD</p>

	<p>parameters with a non-SSO technician ID that has access to the user's account.</p> <ul style="list-style-type: none"> • USERPASSWORD <p>This parameter is not valid with SSO accounts.</p> <p>NOTE: Do not use this parameter with any of the following parameters:</p> <ul style="list-style-type: none"> • ACCOUNTUID • COMMUNITYID • CONFIGURATIONID • EMAILADDRESS • FIRSTBACKUP • LDAPID • RESERVATIONCODE
COMMUNITYID	<p>Directs the Agent Setup process to use a community different from the one included in the Agent Setup file.</p> <p>Use: Install</p> <p>Syntax: <code>COMMUNITYID=value</code></p> <p>where <code>value</code> is a valid community ID on the Data Center.</p> <p>Verify that the Agent configuration in use is active in the community specified by this parameter. If the Agent configuration is not active, the installation uses the default Agent configuration for the community.</p> <p>CAUTION: The Agent Setup process does not validate the community ID provided by this parameter. The installation process fails if you use an invalid community ID. If this happens, reinstall the Agent with a valid community ID.</p>
CONFIGURATIONID	<p>Directs the Agent Setup process to use an Agent configuration different from the one included in the Agent Setup file.</p> <p>Use: Install</p> <p>Syntax: <code>CONFIGURATIONID=value</code></p> <p>where <code>value</code> is a valid Agent configuration ID on the Data Center.</p> <p>CAUTION: The Agent Setup process does not validate the Agent configuration ID provided by this parameter.</p>
DISKIMAGE	<p>Installs an inactivated Agent on a computer.</p>

	<p>Use: Install</p> <p>Syntax: DISKIMAGE=value</p> <p>where value is one of the following accepted values:</p> <ul style="list-style-type: none">• no. (Default) Installs an active and registered Agent.• serviceoff. Installs an inactive Agent on the computer that requires a user with administrator privileges to activate.• serviceon. Installs an inactive Agent on the computer that users without administrator privileges can activate. <p>NOTE: If you use this parameter to install an inactive Agent, installation fails if you use any of these additional parameters:</p> <ul style="list-style-type: none">• ACCOUNTUID• ACCOUNTNUMBER• EMAILADDRESS• FIRSTBACKUP• LDAPID• PASSWORD• RESERVATIONCODE• REGISTRATIONFILE• TECHID• USERPASSWORD <p>NOTE: The installation process fails if you attempt to install an inactive Agent on a computer that already has an Agent.</p>
EMAILADDRESS	<p>Specifies the email address for the created account.</p> <p>Use: Install</p> <p>Syntax: EMAILADDRESS=value</p> <p>where value is a valid email address, with domain (example, user@company.com)</p> <p>Required parameter: PASSWORD</p> <p>NOTE: If you do not specify an e-mail address and password with an account during installation, the account is associated with the user's computer name.</p>

FIRSTBACKUP	<p>Specifies whether or not to run a backup after installation and registration.</p> <p>Use: Install</p> <p>Syntax: FIRSTBACKUP=value</p> <p>where value is one of the following accepted values:</p> <ul style="list-style-type: none">• 1. Perform a backup after installation and registration.• 0. (Default) Do not run a backup after installation and registration.
LDAPID	<p>Specifies the enterprise directory user ID for the registration.</p> <p>Use: Install</p> <p>Syntax: LDAPID=value</p> <p>where value is a user name in the enterprise directory.</p> <p>You can use system variables with this parameter (example, %username%), but not registry variables.</p> <p>NOTE: Do not use this parameter with any of the following parameters:</p> <ul style="list-style-type: none">• ACCOUNTUID• EMAILADDRESS• RESERVATIONCODE
LOGFILE	<p>Specifies the name and location of a log file for the Agent Setup file.</p> <p>Use: Install</p> <p>Syntax: LOGFILE=value</p> <p>where value is a file name with an absolute or relative path reference.</p>
PASSWORD	<p>Specifies the password for the created account.</p> <p>Use: Install</p> <p>Syntax: PASSWORD=value</p> <p>where value is a valid account password.</p> <p>Required parameter: EMAILADDRESS</p> <p>NOTE: A valid account password consists of six to 100 alphanumeric characters and at least one character that differs from the other characters.</p> <p>NOTE: If the created account is in either an enterprise directory or single-sign on community, this parameter is ignored by the Agent Setup process.</p>

PASSWORD	<p>Specifies the password of the technician ID to use for an account recovery.</p> <p>Use: Recovery</p> <p>Syntax: PASSWORD=value</p> <p>where value is the valid technician password for the technician account you are using for the account recovery.</p> <p>Required parameters: ACCOUNTNUMBER and TECHID</p>
REGISTRATIONFILE	<p>Directs the Agent Setup process to send user registration information in an XML file to the Data Center during the installation process.</p> <p>NOTE: This parameter does not support XML files for accounts that are mapped to an enterprise directory or use single sign-on credentials.</p> <p>Use: Install</p> <p>Syntax: REGISTRATIONFILE=value</p> <p>where value is the location and name of an XML file that contains account registration information.</p> <p>NOTE: If the XML file does not exist in the location provided by this parameter, the Agent installation process will complete, but with no user information fields populated.</p> <p>For more information about how to create the XML file for this parameter, see REGISTRATIONFILE Fields, on the next page.</p>
RESERVATIONCODE	<p>Specifies an account reservation code to use for the created account.</p> <p>Use: Install</p> <p>Syntax: RESERVATIONCODE= value</p> <p>where value is a valid account reservation code from Support Center.</p>
TARGETDIR	<p>Specifies a different path in the Program Files folder to install the Agent.</p> <p>Use: Install</p> <p>Syntax: TARGETDIR=value</p> <p>where value is the complete path of the new installation folder, including drive letter.</p>
TECHID	<p>Specifies the technician ID to use for an account recovery.</p> <p>Use: Recovery</p> <p>Syntax: TECHID=value</p> <p>where value is a technician account that exists in the account's</p>

	<p>community.</p> <p>Required parameters: ACCOUNTNUMBER and PASSWORD</p> <p>NOTE: To recover an SSO account in silent mode (/qn or /qb verbosity), this parameter requires a non-SSO technician ID.</p> <p>NOTE: The technician ID requires the Access Users' Data permission in the account's community to work with this parameter.</p>
USERPASSWORD	<p>Specifies the user's account password to use for an account recovery.</p> <p>Use: Recovery</p> <p>Syntax: USERPASSWORD=value</p> <p>where value is a valid account password.</p> <p>Required parameter: ACCOUNTNUMBER</p>

REGISTRATIONFILE Fields

When you use the REGISTRATIONFILE parameter with the command-line installation, you instruct the Agent Setup process to read an XML file that contains registration field values for an account. These values are then associated with the new account by the Agent Setup process immediately after installation.

NOTE:

The REGISTRATIONFILE parameter does not support XML files for accounts that are mapped to an enterprise directory or use single sign-on credentials.

When you create an XML file for the registration information, be sure you include all of the available fields in the file. Values that do not have a value can be left blank between the opening and closing field tag.

The registration XML file cannot set field states, such as hidden, read-only or required. You must set states in the **Profile and Website Settings** page in Support Center.

The following table describes the fields within the REGISTRATIONFILE XML file:

Field name	Description
FIRSTNAME	Maximum character length = 32
MIDDLENAME	Maximum character length = 16
LASTNAME	Maximum character length = 64
COUNTRY	Maximum character length = 32

Field name	Description
ADDRESS1	Maximum character length = 40
ADDRESS2	Maximum character length = 40
ADDRESS3	Maximum character length = 40
CITY	Maximum character length = 40
STATE	<p>Maximum character length = 40</p> <p>This field connects to a localized field on the Account Management Website based on the locale it is installed in. The following list includes the localized field connections:</p> <ul style="list-style-type: none"> • Canada: Province • France: Region • Germany: Region • Japan: Prefecture • UK: County • U.S.: State • All other countries: Region
POSTALCODE	Maximum character length = 11
EMAIL	<p>Maximum character length = 100</p> <p>If you use both this field and the EMAILADDRESS parameter, the installation ignores the value in EMAILADDRESS, and uses the value in this field.</p>
COMPANY	Maximum character length = 64
DEPARTMENT	Maximum character length = 64
LOCATION	Maximum character length = 32
MAILSTOP	Maximum character length = 16
COSTCENTER	Maximum character length = 16
EMPLOYEEID	Maximum character length = 16
PHONE	Maximum character length = 32
EXTENSION	Maximum character length = 16
CUSTOM	Maximum character length = 255

NOTE:

You must use uppercase for the field names in the XML file that contains the registration

information.

If any field values exceed the maximum character length for a field in the XML file, the installation generates error messages only in the Data Center DCMaint logs. In addition, the Agent Setup file does not display them in the command prompt window.

Enclose each registration field value in a CDATA section to ensure that the parser interprets values as character data, and not XML markup. If you leave out the CDATA section, the XML file incorrectly parses any special characters, such as "<" and "&" in the registration field values.

The Agent reads the XML information immediately after installation or account recovery, and then encrypts and sends the information to the Data Center. If you change the content of the registration XML file after installation, the Agent does not send updated registration fields to the Data Center.

Sample XML file content

```
<REGISTRATIONFIELDS>
<FIRSTNAME><![CDATA[John]]></FIRSTNAME>
<MIDDLENAME></MIDDLENAME>
<LASTNAME><![CDATA[Smith]]></LASTNAME>
<COUNTRY></COUNTRY>
<ADDRESS1></ADDRESS1>
<ADDRESS2></ADDRESS2>
<ADDRESS3></ADDRESS3>
<CITY></CITY>
<STATE></STATE>
<POSTALCODE></POSTALCODE>
<EMAIL></EMAIL>
<COMPANY></COMPANY>
<DEPARTMENT></DEPARTMENT>
<LOCATION></LOCATION>
<MAILSTOP></MAILSTOP>
<COSTCENTER></COSTCENTER>
<EMPLOYEEID></EMPLOYEEID>
<PHONE></PHONE>
<EXTENSION></EXTENSION>
<CUSTOM><![CDATA[ASSETNUM324]]></CUSTOM>
</REGISTRATIONFIELDS>
```

Activate command

The Activate command registers or activates an inactive Connected Backup Agent account. It uses the following command-line syntax:

```
cbactivate
```

```
[ [ -accountuid accountUID | -ldapid ldapID | -rescode
  reservationcode ] [-firstbackup ] |
  [ -account account# -password password [ -techid techid ]
```

```
]
[ -registernow ]
[ -help]
```

The following table describes the command-line options for the Activate

Option	Description
<pre>[-accountuid <i>accountUID</i> -ldapid <i>LdapID</i> -rescode <i>reservationcode</i>]</pre>	<p>(Optional) Specifies the user ID or reservation code to use for Agent registration.</p> <p>You can specify one of the following options:</p> <ul style="list-style-type: none"> • <code>-accountuid <i>accountUID</i></code> Specifies the single sign-on user ID for the Agent registration. • <code>-ldapid <i>LdapID</i></code> Specifies the enterprise directory user ID for the Agent registration. • <code>-rescode <i>reservationcode</i></code> Specifies the reservation code required by the Data Center for the Agent registration. The Data Center requires this parameter only if the community that the Agent is configured to use requires account reservation. For more information about account reservation, see Support Center Help.
<pre>[-account <i>account#</i> - password <i>password</i> [-techid <i>techid</i>]]</pre>	<p>(Optional) Specifies the account to use for account recovery with an inactive Agent.</p> <p>You can specify following options:</p> <ul style="list-style-type: none"> • <code>-account <i>account#</i></code> Specifies the account number to recover. • <code>-password <i>password</i></code> Specifies the password of the technician who recovers the account, if the <code>-techid</code> option is also used. Otherwise, it specifies the password of the user who owns the account. <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin: 10px 0;"> <p>NOTE: This option does not support SSO account passwords.</p> </div> <ul style="list-style-type: none"> • <code>-techid <i>techid</i></code> Specifies the technician ID to use for account recovery.

	<p>NOTE: This option does not support SSO technician IDs. To recover an SSO account, use a technician ID with native account credentials.</p> <p>Required options: <code>-account</code> and <code>-password</code>. To recover an SSO account, the <code>-techid</code> option is also required.</p>
[<code>-firstbackup</code>]	<p>Starts a backup after Agent registration.</p> <p>This option is valid only for account registration, not account recovery.</p>
[<code>-registernow</code>]	<p>(Optional) Directs the Activate command to immediately start the Agent service, run the Agent Startup Wizard, register the account, and then start the Agent.</p> <p>Whether the Agent Startup Wizard runs depends on the following:</p> <ul style="list-style-type: none"> • For native accounts, the Wizard runs only if you used Support Center to enable the Agent Startup Wizard for the Agent configuration. Otherwise, the Agent registers immediately and anonymously. • For accounts mapped to an enterprise directory or single sign-on account, the Wizard runs only if you do not also specify the <code>-ldapid</code> or <code>-accountuid</code> parameter, respectively. Otherwise, if you did specify one of these parameters, the Agent registers immediately with the ID provided by the <code>-ldapid</code> or <code>-accountuid</code> parameter. <p>If you do not specify the <code>-registernow</code> option, the account registers after you restart the computer.</p>
<code>-help</code>	(Optional) Displays help for the Activate command.

GetSettings Command

The `GetSettings` command displays the Agent configuration ID and community ID for an installed Agent.

The `GetSettings` command uses the following command-line syntax:

```
cbgetsettings
```

```
[{-fileset | -f}]
```

```
[{-endpoint | -e} endpointUrl]
```

```
[{-brief | -b}]
```

```
[{-registration | -r}]
```

```
[{-config | -c}]  
[{-accountnum | -a}]  
[{-lastbackup | -l}]  
[{-xml | -x}]  
[{-help | -?}]
```

The following table describes the command-line options for the GetSettings command:

Option	Description
[{-accountnum -a}]	(Optional) Displays Agent's 9-digit account number.
[{-brief -b}]	(Optional) Abbreviates displayed output.
[{-config -c}]	(Optional) Displays Agent configuration ID and community ID for Agent.
[{-endpoint -e} <i>url</i>]	(Optional) Specifies the service end point. The default value is <code>http://localhost:16386/</code> .
[{-fileset -f}]	(Optional) Displays Agent's version and language.
[{-lastbackup -l}]	(Optional) Displays time and status of last backup of Agent. NOTE: You will receive error messages if you have not backed up this account.
[{-registration -r}]	(Optional) Displays user registration information for the Agent on the current computer.
[{-xml -x}]	(Optional) Converts the displayed output to XML format.
[{-help -?}]	(Optional) Displays help for the GetSettings command.

Examples

The following examples demonstrate the use of the GetSettings command:

Example 1

Display the account number, Agent configuration ID, and community ID of the Agent:

```
cbgetsettings -a -c
```

Output:

```
Account Number = XXXXXXXXX  
Community = YY  
Configuration = ZZ
```

Example 2

Display the account number and version and language of the Agent, in brief format:

```
cbgetsettings -a -f -brief
```

Output:

```
XXXXXXXXX, English 8.4.0.2
```

Example 3

Display the Agent configuration ID and community ID of the Agent, in XML format:

```
cbgetsettings -c -xml
```

Output:

```
<RegistrationInfo>  
<Community>2129</Community>  
<Configuration>10955</Configuration>  
</RegistrationInfo>
```

Appendix A: Sample user instructions

This appendix contains an example of information that you can provide to users if you want them to register an account and install the Agent. You can copy and modify the text in this template to communicate instructions to users.

- [Register an account and install an Agent, below](#)

Register an account and install an Agent

Your company uses Connected Backup software to back up and protect data. To protect the files on your computer, you must register a backup account and install the Connected Backup Agent software on your computer. To do so, you must complete the following procedures:

1. Register your backup account
2. Install an Agent on your computer
3. Open your Agent for the first time after installation
4. Start your first backup

This document tells you how to complete each procedure.

Step 1: Register your backup account

1. Go to Account Management Website (AMWS) in one of the following ways:
 - Click the link in the e-mail message that your system administrator sent to you.
 - Open a web browser, and then enter the URL that your system administrator sent to you.
The **Welcome** page opens.
2. Click **Register and Download**.
If your account requires acceptance of the Service License Agreement, AMWS displays it.
3. To accept the Service License Agreement, if required, click **Accept**.
If you click **Decline**, the registration process stops and you cannot download the Agent Setup file.
4. If the system prompts you for one of the following pieces of information, provide the required information:
 - **Reservation account code**. Enter the code that you received from your system administrator, and then click **Continue**.
 - **Network Logon ID**. Enter the network logon ID (or user name) and password, and then click

Continue.

- **Single sign-on account credentials.** Provide the requested information to sign in.
5. If the **Registration** page appears, enter the required information, and then click **Continue**.

If you register two different Agents, the information on this page might change, depending on the Agent configuration.

NOTE:

Passwords for native Connected Backup accounts must meet the following requirements:

- contain a minimum of six alphanumeric characters
- contain a maximum of 100 alphanumeric characters
- contain at least one character that is different from the other characters

Remember the e-mail address and password that you enter during this step. You need this information to sign in to AMWS to finish the Agent installation and manage the account.

IMPORTANT:

For security reasons, do not write down your password. When you create a password, create one that is easy for you to remember, but difficult for someone else to guess.

If the registration completes successfully, AMWS displays the **Registration Complete** page. This page displays the following information for your account:

- account number
 - one of the following:
 - account user name and e-mail address, if you have a native Connected Backup account or one mapped to an enterprise directory
- If you have a native Connected Backup account, you can change this information at a later time by using AMWS to update your profile. However, to change this information if your account maps to an enterprise directory, you must contact your system administrator or update the values in the enterprise directory.
- user ID, if you have a Connected Backup account that maps to a single sign-on account

If the registration fails, AMWS displays an error message that explains why the registration did not complete.

6. Print the information on the **Registration Complete** page, and then store it in a secure location.

You need this information to sign in to AMWS and manage your account online.

7. Click **Download Software**.

While AMWS waits for the Data Center to create the Agent Setup application for your account, it displays the **Creating Your Download** page. When the file that contains this application is ready to download, AMWS displays the **Download Instructions** page.

8. When the Download Instructions page opens, read the instructions, and then click **Begin**

Download.

The **File Download** dialog box opens.

9. Complete one of the following steps:
 - To save the Agent Setup file to your computer, click **Save**.
 - To run the Agent Setup program, click **Run**.
10. Continue to the next procedure, [Step 2: Install an Agent on your computer, below](#).

Step 2: Install an Agent on your computer

1. Navigate to the default download location, double-click the AgentSetup.pkg setup file.
2. In the Welcome screen, click **Next**.

The Application License dialog box opens.
3. Accept the license agreement, and then click **Next**.

The Installation Options dialog box opens.
4. Accept the default installation location or browse to another location, and then click **Next**.

The Installing Agent screen opens. This screen informs you about the progress of the installation. When the installation is complete, the Installation Complete screen opens.
5. To complete the installation, click **Finish**.
6. To open the Agent after you install it, continue to the next procedure, [Step 3: Open the Agent for the first time after installation, below](#).

Step 3: Open the Agent for the first time after installation

After you install the Agent, the Agent opens automatically, and prompts you for your account credentials.

1. Depending on the type of credentials your Agent configuration requires, either:
 - In the Enter Password dialog box, enter your account password.
 - In the browser that opens, enter your Single Sign-On credentials.
2. Click **OK**.

You receive a message as the Agent synchronizes your account with the Data Center. After the Agent synchronizes with the Data Center, the Welcome to the Agent window opens.
3. For information about how to use the Agent for the first time and how to perform your first backup, click **Help**.

You can print the Help topic for reference.
4. Close the Help topic, and then click **Close**.

The Welcome to the Agent window closes.

The Backup Set tab opens and the Agent compiles your backup set. A Scanning message opens at the lower, left of this tab during that process.

After the Agent compiles your backup set, the application displays the total number of files in the backup set and the total number of files scanned at the bottom of the Backup Set tab.

Step 4: Start your first backup

To start your first backup, click **Backup Now**.

You receive a backing up message. The first backup can take several hours to complete, depending on the number of files in your backup set and the speed of the network connection. Subsequent backups are smaller and faster because the Agent backs up only new files and changes to previously backed-up files.

You can close the Agent while a backup is in progress. You can view the results of the backup by reopening the Agent and viewing the Summary or History tab.

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