

HP Connected Backup

Installing PC Agents

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Protect



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About This Document

This document is for system administrators and Data Center technicians. To use this document, you must be familiar with your HP Connected Backup Data Centers and the Microsoft® Windows® operating system.

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Documentation Updates


The information in this document is current as of HP Connected Backup version 8.8.3. The content was last modified 16 March 2015.

You can retrieve the most current product documentation from Autonomy's Knowledge Base on the Customer Support Site.

A document in the Knowledge Base displays a *version number* in its name, such as *IDOL Server 7.5 Administration Guide*. The version number applies to the product that the document describes. The document may also have a *revision number* in its name, such as *IDOL Server 7.5 Administration Guide Revision 6*. The revision number applies to the document and indicates that there were revisions to the document since its original release.

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Related Documentation

The following documents provide more details on Connected Backup:

- *Connected Backup Product Overview*
- *Connected Backup Installing Mac Agents*
- *Connected Backup Administering PC Agents*
- *Connected Backup Administering Mac Agents*
- *Connected Backup Installing the Data Center*
- *Connected Backup Administering the Data Center*
- *Connected Backup Upgrading the Data Center*
- *Connected Backup Data Center Disaster Recovery*
- *Connected Backup Account Management Web Services Development*
- *Connected Backup Data Transfer API Administration Guide*
- *Connected Backup Management API Administration Guide*
- *Connected Backup PC Agent Quick Start*
- *Connected Backup Mac Agent Quick Start*
- *Connected Backup Media Agent Quick Start*
- *Connected Backup Web Services Programming Reference*
- *Connected Backup Release Notes*
- *Connected Backup Agent Version Matrix*
- *Connected Backup Interoperability Matrix*

- *Connected Backup Requirements Matrix*
- *Connected Backup Application Localization Matrix*
- *Connected Backup Documentation Localization Matrix*

In addition, all Connected Backup applications include online help.

Conventions

The following conventions are used in this document.

Notational Conventions

This document uses the following conventions.

Convention	Usage
Bold	User-interface elements such as a menu item or button. For example: Click Cancel to halt the operation.
<i>Italics</i>	Document titles and new terms. For example: <ul style="list-style-type: none">■ For more information, see the <i>IDOL Server Administration Guide</i>.■ An <i>action command</i> is a request, such as a query or indexing instruction, sent to IDOL Server.
<code>monospace font</code>	File names, paths, and code. For example: The <code>FileSystemConnector.cfg</code> file is installed in <code>C:\Program Files\FileSystemConnector\</code> .
monospace bold	Data typed by the user. For example: <ul style="list-style-type: none">■ Type run at the command prompt.■ In the User Name field, type Admin.
<i>monospace italics</i>	Replaceable strings in file paths and code. For example: <code>user <i>UserName</i></code>

Command-line Syntax Conventions

This document uses the following command-line syntax conventions.

Convention	Usage
[optional]	Brackets describe optional syntax. For example: [-create]
	Bars indicate “either or” choices. For example: [option1] [option2] In this example, you must choose between <i>option1</i> and <i>option2</i> .
{ required }	Braces describe required syntax in which you have a choice and that at least one choice is required. For example: { [option1] [option2] } In this example, you must choose <i>option1</i> , <i>option2</i> , or both options.
required	Absence of braces or brackets indicates required syntax in which there is no choice; you must type the required syntax element.
<i>variable</i> <variable>	Italics specify items to be replaced by actual values. For example: -merge <i>filename1</i> (In some documents, angle brackets are used to denote these items.)
...	Ellipses indicate repetition of the same pattern. For example: -merge <i>filename1</i> , <i>filename2</i> [, <i>filename3</i> ...] where the ellipses specify, <i>filename4</i> , and so on.

The use of punctuation—such as single and double quotes, commas, periods—indicates actual syntax; it is not part of the syntax definition.

Notices

This document uses the following notices:



CAUTION A caution indicates an action can result in the loss of data.



IMPORTANT An important note provides information that is essential to completing a task.



NOTE A note provides information that emphasizes or supplements important points of the main text. A note supplies information that may apply only in special cases—for example, memory limitations, equipment configurations, or details that apply to specific versions of the software.



TIP A tip provides additional information that makes a task easier or more productive.

Product References

This document references the following product:

- HP Connected Backup

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CHAPTER 1

Install

This chapter describes how to install Connected Backup Agents.

- Preparation
- Distribution Methods
- Multiple Language Support

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, refer to *Administering PC Agents* and Support Center Help.

User Computer System Requirements

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

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 **PC** 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 PC 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.

8. To start the installation, navigate to the folder that contains the Agent Setup file, and then double-click `AgentSetup.msi`.
9. Follow the on-screen instructions to complete the installation.
When the installation completes, the Installation Complete dialog box opens.
10. To exit the Agent Setup program, click **Finish**.
11. 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 such as IBM Tivoli, CA TNG, or Microsoft SCCM.

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 **PC** subnode.
3. Select the name of the Agent configuration to deploy.
4. On the View or Edit PC 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**.

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

Agent Installation

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

```
msiexec verbosity_mode /i path\AgentSetup.msi parameters  
logging
```

where

- *verbosity_mode* is one of the following standard options of the `msiexec` tool:

Option	Description
/qn	None. No graphical interface
/qtb	Basic. Displays Microsoft Windows progress and error dialog boxes
/qtr	Reduced. Displays Connected Backup progress and error dialog boxes
/qf	Full (Default). Displays all Connected Backup progress, error, and completion dialog boxes

If you do not specify a verbosity mode, the installation uses the default mode (/qf).



NOTE When you use the command-line installation program to install, recover, or upgrade an Agent, you must use the /qtb verbosity mode on Windows 7 computers if UAC is enabled and set to any level other than **Never notify**.

- *path* is the path name that contains the `AgentSetup.msi` 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 51.
- *logging* is an optional attribute of the `msiexec` tool to enable logging for the installation attempt. It consists of the verbose logging option of the `msiexec` tool and a file name for the logs to be saved to in the following format:

```
/l*v log_file
```

where

log_file is a filename to use for saved logging.

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 no on-screen prompts or displays:

```
msiexec /qn /i AgentSetup.msi
```

Example 2

Agent install with basic on-screen prompts or displays, and installation logs stored in `c:\log file.txt`:

```
msiexec /qb /i AgentSetup.msi /l*v "c:\log file.txt"
```



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

Example 3

Agent install with no on-screen prompts or displays, connecting to Active Directory account `jbloggs`, and backing up immediately after installation and registration:

```
msiexec /qn /i AgentSetup.msi LDAPID=jbloggs FIRSTBACKUP=1
```

Example 4

Agent install for an account reserved with code `ticket1`, with no on-screen prompts or displays, and using e-mail address `joe.bloggs@mycompany.com` and a password of `password1`:

```
msiexec /qn /i AgentSetup.msi RESERVATIONCODE=ticket1  
EMAILADDRESS=joe.bloggs@mycompany.com PASSWORD=password1
```

Example 5

Agent install in a community configured for single sign-on for `jbloggs` account with no on-screen prompts or displays, and backing up immediately after installation and registration:

```
msiexec /qn /i AgentSetup.msi ACCOUNTUID=jbloggs FIRSTBACKUP=1
```

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 **PC** subnode.
3. Select the name of the Agent configuration to deploy.
4. On the View or Edit PC Agent Configuration page menu, click **Download**.
The Download Agent Setup page opens.
5. Click **Download**.
The Save As dialog box opens.



NOTE Do not change the name of the AgentSetup.msi file. If you do, you cannot use central administration to upgrade Agents.

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.msi`.
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:

```
msiexec verbosity_mode /i path\AgentSetup.msi DISKIMAGE=option
logging
```

where

- *verbosity_mode* is one of the following standard options of the msiexec tool:

Option	Description
/qn	None - no graphical interface
/qtb	Basic - displays Microsoft Windows progress and error dialog boxes
/qtr	Reduced - displays Connected Backup progress and error dialog boxes
/qf	Full (Default) - displays all Connected Backup progress, error, and completion dialog boxes

If you do not specify a verbosity mode, the installation uses the default mode (/qf).

- *path* is the path name that contains the `AgentSetup.msi` file.

- *option* is one of the following disk image installation options:

Option	Description
<code>serviceon</code>	Installs an inactive Agent on the computer that users without administrator privileges can activate.
<code>serviceoff</code>	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 51](#).

- *logging* is an optional attribute of the msiexec tool to enable logging for the installation attempt. It consists of the verbose logging option of the msiexec tool and a file name for the logs to be saved to in the following format:

```
/l*v log_file
```

where

log_file is a filename to use for saved logging.

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 Command Prompt window on the computer with the disk image pre-installed Agent.
2. Change the path to the Agent installation directory.

- To activate the Agent, type the following command:

```
activate.exe -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 61](#).

Multiple Language Support

Each Agent supports multiple languages. By default, the Agent displays text in the language specified by the computer’s **Region and Language** settings in Control Panel. If the Agent does not support the specified language, it displays text in English (United States).

If necessary, you can override the Agent’s use of the **Region and Language** setting so that the Agent displays text in a different language than the operating system. For example, if the **Region and Language** setting is German, you can configure the Agent to display its text in English (United States).



NOTE The Agent Setup file (`AgentSetup.msi`) does not support multiple languages and does not base its language on the **Region and Language** setting of the computer.

The Setup file and its Setup Wizard, which performs interactive installations, display text only in the language defined by the Agent version specified in the Agent Configuration. The Agent installed, however, does support multiple languages.

To specify an Agent’s display language

- To specify the display language for both the Agent and the operating system, select the language in the **Region and Language** settings in Control Panel.
- To specify a display language for the Agent that differs from the one that the operating system uses, perform the following:
 - In the Windows registry, locate the **Agent** subkey.
The registry location of this key depends on the type of operating system:
 - 32-bit Windows: **HKLM\Software\Connected\Agent**
 - 64-bit Windows: **HKLM\Software\Wow6432Node\Connected\Agent**
 - If the **Agent** key does not already contain a **CultureOverrideCode** entry, create it in String format.

- c. Set the value of the **CultureOverrideCode** entry to one of the language tags that Connected Backup supports.

For example, to set the language to Italian, set the value to `it-IT`.

International versions of Agents typically support the following language tags:

- **de-DE**. German
- **en-US**. English (United States)
- **es-ES**. Spanish
- **fr-FR**. French
- **it-IT**. Italian
- **ja-JP**. Japanese
- **ko-KR**. Korean
- **nl-NL**. Dutch (Netherlands)
- **pt-BR**. Portuguese (Brazil)
- **pt-PT**. Portuguese (Portugal)
- **zh-CN**. Chinese (Simplified)

To see which languages a specific version of Connected Backup supports, refer to the *Connected Backup Application Localization Matrix* for that version.

3. Restart the Agent to activate the new language. To do so, either:
 - Restart the computer.
 - Use Windows Task Manager to end the `ConnectedAgent.exe` process, and then restart the Agent.

CHAPTER 2

Recover/Reinstall

This chapter describes how to recover and reinstall Agents.

- [Preparation](#)
- [Recovery Methods](#)

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
- Allow computer name change

User Computer System Requirements

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

System Permissions

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

Allow Computer Name Change

To recover a previously existing account from one computer to a new computer with a different computer name, use Support Center to allow a computer name change for the account. Additionally, if you plan to recover an account originally installed on a computer with a 32-bit operating system onto a computer with a 64-bit operating system (even if it is the same computer), use Support Center to configure the Agent to allow a computer name change.

For more information, refer to *Support Center Help*.

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.

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, and then double-click `AgentSetup.msi`.



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. In the Startup Options window, select **Recover an existing backup account**, and then click **Next**.
3. 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.

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 22](#). For more information about how to use the Agent Setup Wizard to recover an account, see [“Use the Agent Startup Wizard” on page 27](#).

Use the Command-line Installation Program

You can use the command-line installation program to recover version 7.x and version 8.x accounts. You do not have to know the version of an account before you recover it if you’re recovering to the newest 8.x Agent version. The Agent handles this circumstance automatically.



NOTE When you use the command-line installation account recovery method to upgrade an account from version 7.x to version 8.x, the installation program removes local rules and file selections that the user created, and installs the default 8.x Agent configuration for the community (not the Agent configuration associated with the Agent Setup file).

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 **PC** subnode.
3. Select the name of the Agent configuration in use by the account.
4. On the View or Edit PC Agent Configuration page menu, click **Download**.
The Download Agent Setup page opens.
5. Click **Download**.
The Save As dialog box opens.



NOTE Do not change the name of the `AgentSetup.msi` file. If you do, you cannot use central administration to upgrade Agents.

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:

```
msiexec verbosity_mode /i path\AgentSetup.msi
ACCOUNTNUMBER=account_number parameters logging
```

where

- *verbosity_mode* is one of the following standard options of the msiexec tool:

Option	Description
/qn	None. No graphical interface.
/qpb	Basic. Displays Microsoft Windows progress and error dialogs.
/qbr	Reduced. Displays Connected Backup progress and error dialogs.
/qf	Full (Default). Displays all Connected Backup progress, error, and completion dialogs.

If you do not specify a verbosity mode, the installation uses the default mode (/qf).



NOTE When you use the command-line installation program to install, recover, or upgrade an Agent, you must use the /qpb verbosity mode on Windows 7 computers if UAC is enabled and set to any level other than **Never notify**.

- *path* is the path name that contains the AgentSetup.msi file.
- *account_number* is the number of the account that you want to recover. Use the following syntax: nnnnn-nnnnn.



NOTE The msiexec tool supports the ACCOUNTNUMBER parameter for SSO-enabled accounts only when the tool runs in silent mode (/qn or /qpb verbosity).

- *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. NOTE 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 <i>user_password</i> 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 51](#).

- *logging* is an optional attribute of the msiexec tool to enable logging for the installation attempt. It consists of the verbose logging option of the msiexec tool and a file name for the logs to be saved to in the following format:

```
/l*v log_file
```

where

- *log_file* is a filename to use for saved logging.

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.

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!, with no on-screen prompts or displays:

```
msiexec /qn /i AgentSetup.msi ACCOUNTNUMBER=10100-55436  
TECHID=sampletech PASSWORD=stpassword123!
```


CHAPTER 3

Upgrade

This chapter describes how to upgrade Agents.

- Scenarios
- Upgrade Methods

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 (version 8.4.x and later)

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.



NOTE This release does not support direct upgrades from Agent versions earlier than 8.4. To upgrade an Agent earlier than version 8.4 to this release, perform a two-step upgrade process:

1. Upgrade the Agent to at least version 8.4 but earlier than 8.6.3.
2. Upgrade the Agent to this release.

Upgrade from 8.x Agents to this Release

You cannot upgrade directly to this release from an Agent version 8.x earlier than 8.4. The following table defines the upgrade path for 8.x Agents to this release.

Current Agent version	Upgrade process
8.0 through 8.3.x	<ol style="list-style-type: none">1. Upgrade the Agent to at least version 8.4 but earlier than 8.6.3.2. Upgrade the Agent to this release.
8.4.x	Upgrade directly to this release.

Depending on which 8.x Agent version you start with, use the tasks in this topic once or twice to upgrade to the current Agent version.

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, refer to 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, refer to 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.

Upgrade from 7.x Agents to this Release

To upgrade to this release from a version 7.x Agent, [you must perform a two-step Agent upgrade process](#):

1. [Upgrade 7.x Agents to](#) at least version 8.4 but earlier than version 8.6.3.
2. Upgrade 8.x to this release.

For details about this process, see [“Upgrade from 8.x Agents to this Release” on page 34](#).

To use central administration to upgrade one Agent from version 7.x to version 8.x (earlier than 8.6.3)



NOTE To upgrade an Agent from version 7.x to version 8.x, the logged on user must have administrator privileges during the upgrade process.

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 correct 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 account is immediately configured to use the new Agent configuration. The user's Agent is then changed to the assigned Agent configuration after the next successful Agent backup.

To use central administration to upgrade multiple version 7.x Agents to version 8.x (earlier than 8.6.3) at the same time



NOTE To upgrade an Agent from version 7.x to version 8.x earlier than 8.6.3, the logged on user must have administrator privileges during the upgrade process.

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.

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, refer to Support Center Help.
3. Create a report template to generate a report that lists the accounts to be upgraded to a new Agent configuration.
4. On the page for the created report template, click **Run Report**.
5. After Support Center creates the report, select the report to view its contents.
6. Click **Select Accounts**.
Support Center displays a check box next to each account that the report lists.
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, refer to 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 will be immediately configured to use the new Agent configuration. The users' Agents will be changed to the assigned Agent configuration after their next successful Agent backups.

Upgrade from 6.x Agents to this Release

To upgrade to this release from a version 6.x Agent, you must perform a three-step Agent upgrade process:

1. Upgrade 6.x Agents to version 7.x

For more information about how to upgrade accounts from version 6.x to version 7.x, refer to *Connected Backup Upgrading from Pre-8.0 Versions*.

2. Upgrade 7.x Agents to at least version 8.4 but earlier than version 8.6.3.

For details about this process, see “Upgrade from 7.x Agents to this Release” on page 36.

3. Upgrade 8.x to this release.

For details about this process, see “Upgrade from 8.x Agents to this Release” on page 34.

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 IBM Tivoli, CA TNG, or Microsoft SCCM.



NOTE This release does not support direct upgrades from Agent versions earlier than 8.4. To upgrade an Agent earlier than version 8.4 to this release, perform a two-step upgrade process:

1. Upgrade the Agent to at least version 8.4 but earlier than 8.6.3.
 2. Upgrade the Agent to this release.
-

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 **PC** subnode.
3. Select the name of the Agent configuration to deploy.
4. On the View or Edit PC Agent Configuration page menu, click **Download**.
The Download Agent Setup page opens.

5. Click **Download**.

The Save As dialog box opens.

NOTE Although this file should be saved as the default file name of `AgentSetup.msi`, you might have to save the file with a different name, depending on if the original Agent Setup file was distributed to users' computers with a different file name.



To verify the file name of the Agent Setup file used on a user's computer, examine the name of the Agent Setup file in the Agent Windows registry key. The key is in the following registry location, based on the Agent operating system:

32-bit: **HKEY_LOCAL_MACHINE\SOFTWARE\Connected\Agent**
64-bit: **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Connected\Agent**

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.

Upgrade from 8.x Agents to this Release

You cannot upgrade directly to this release from an Agent version 8.x earlier than 8.4. The following table defines the upgrade path for 8.x Agents to this release.

Current Agent version	Upgrade process
8.0 through 8.3.x	1. Upgrade the Agent to at least version 8.4 but earlier than 8.6.3. 2. Upgrade the Agent to this release.
8.4.x	Upgrade directly to this release.

Depending on which 8.x Agent version you start with, use the tasks in this topic once or twice to upgrade to the current Agent version.

To use the downloaded Agent Setup file to upgrade the Agent on users' computers, type the following command:

```
msiexec /qn /i path\AgentSetup.msi REINSTALLMODE=vamus  
REINSTALL=ALL REBOOT=R logging
```

where

- *path* is the path name that contains the `AgentSetup.msi` file.
- *logging* is an optional attribute of the `msiexec` tool to enable logging for the installation attempt. It consists of the verbose logging option of the `msiexec` tool and a file name for the logs to be saved to in the following format:

```
/l*v log_file
```

where

- *log_file* is a filename to use for saved logging.



NOTE When you use the command-line installation program to install, recover, or upgrade an Agent, you must use the `/qb` verbosity mode on Windows 7 computers if UAC is enabled and set to any level other than **Never notify**.

Upgrade from 7.x Agents to this Release

To upgrade to this release from a version 7.x Agent, [you must perform a two-step Agent upgrade process](#):

1. [Upgrade 7.x Agents to](#) at least version 8.4 but earlier than version 8.6.3.



NOTE To upgrade an Agent from version 7.x to version 8.x earlier than 8.6.3, the logged on user must have administrator privileges during the upgrade process.

2. Upgrade 8.x to this release.

For details about this process, see [“Upgrade from 8.x Agents to this Release” on page 40](#).

To use the downloaded Agent Setup file to an Agent from version 7.x to version 8.x (earlier than 8.6.3)

- Type the following command:

```
msiexec /i path\AgentSetup.msi logging
```

where

- *path* is the path name that contains the *AgentSetup.msi* file.
- *logging* is an optional attribute of the *msiexec* tool to enable logging for the installation attempt. It consists of the verbose logging option of the *msiexec* tool and a file name for the logs to be saved to in the following format:

```
/l*v log_file
```

- where

– *log_file* is a filename to use for saved logging.

Upgrade from 6.x to this Release

To upgrade to this release from a version 6.x Agent, you must perform a three-step Agent upgrade process:

1. Upgrade 6.x Agents to version 7.x

For more information about how to upgrade accounts from version 6.x to version 7.x, refer to *Connected Backup Upgrading from Pre-8.0 Versions*.

2. Upgrade 7.x Agents to at least version 8.4 but earlier than version 8.6.3.

For details about this process, see [“Upgrade from 7.x Agents to this Release” on page 41](#).

3. Upgrade 8.x Agents to this release.

For details about this process, see [“Upgrade from 8.x Agents to this Release” on page 40](#).

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** permission. Without this permission, 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.
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 **PC** subnode.
4. Select the name of the new Agent configuration to use.
5. On the View or Edit PC 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:

```
updateconfiguration.exe 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” on page 44](#) or [“Use UpdateConfiguration Command-line Options” on page 44](#).

When you run the command, the Command Prompt 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:

```
updateconfiguration.exe
```

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:

```
updateconfiguration.exe  
  (-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} <i>technician_password</i>	(Optional.) Password associated with the technician ID. NOTE This parameter does not support passwords for SSO accounts. Requires use of <code>-techid</code> option.
[{-configurationid -configid} <i>config_ID</i>]	(Optional.) ID of the new Agent configuration.
[{-help -?}]	(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:

```
updateconfiguration.exe -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:

```
updateconfiguration.exe
```

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:

```
updateconfiguration.exe -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](#)
- [Removal Methods](#)

Before You Begin

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

If you changed the location of the Connected EmailOptimization constituent file location for an Agent, manually remove the constituent files after you remove the Agent from a computer.

Removal Methods

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

- Using Control Panel
- Using the Agent Installation Wizard
- Using the command-line installation program

Use Control Panel

You can use the Windows Control Panel to remove an Agent. For more information about how to use Control Panel to remove programs, see Windows Help.

Restart the computer after you remove the Agent.

Use the Agent Installation Wizard

You can use the Agent Installation Wizard to remove an Agent.

To do so

1. Navigate to the folder where you copied the `AgentSetup.msi` 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. Complete one of the following steps:
 - ▣ Right-click `AgentSetup.msi`, and then select **Uninstall**.
 - ▣ Double-click `AgentSetup.msi`. When prompted that the Agent is already installed, click **Yes**.

The Remove the Agent Software window opens.

3. Click **Next**.

The Removing Agent window opens. After the Wizard removes the Agent, the Remove Complete window opens.

4. To exit the program, click **Finish**.
5. Restart the computer.

You have removed the Agent from the computer.

Use the Command-line Installation Program

To use the command-line installation program to remove an Agent

1. Open a Command Prompt window.
2. Change the path to the directory where you copied the `AgentSetup.msi` 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.

3. To remove the Agent, type the following command:

```
msiexec /x path\AgentSetup.msi
```

where

▣ *path* is the path name that contains the `AgentSetup.msi` file.

4. Restart the computer.

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 PC Agents.

- [Command-line Agent Setup File Parameters](#)
- [REGISTRATIONFILE Fields](#)
- [Activate Command](#)
- [Agent Setup Transforms](#)
- [GetSettings Command](#)

Command-line Agent Setup File Parameters

In addition to the standard msixec command-line options, 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: <code>ACCOUNTUID=value</code></p> <p>where <i>value</i> 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: <code>ACCOUNTNUMBER=value</code></p> <p>where <i>value</i> is a 10-digit account number in the format <code>nnnnn-nnnnn</code>.</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 (<code>/qn</code> or <code>/qb</code> verbosity), you must use the <code>TECHID</code> and <code>PASSWORD</code> parameters with a non-SSO technician ID that has access to the user's account.</p> ■ 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

Parameter	Description
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 <i>value</i> 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 <i>value</i> 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>

Parameter	Description
DISKIMAGE	<p>Installs an inactivated Agent on a computer.</p> <p>Use: Install</p> <p>Syntax: <code>DISKIMAGE=value</code></p> <p>where <i>value</i> 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: <code>EMAILADDRESS=value</code></p> <p>where <i>value</i> is a valid email address, with domain (example, <code>user@company.com</code>)</p> <p>Required parameter: <code>PASSWORD</code></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>

Parameter	Description
FIRSTBACKUP	<p>Specifies whether or not to run a backup after installation and registration.</p> <p>Use: Install</p> <p>Syntax: <code>FIRSTBACKUP=value</code></p> <p>where <i>value</i> 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: <code>LDAPID=value</code></p> <p>where <i>value</i> 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
MAKESHORTCUT	<p>Directs the Agent Setup process to create a Desktop shortcut.</p> <p>Use: Install</p> <p>Syntax: <code>MAKESHORTCUT=value</code></p> <p>where <i>value</i> is one of the following accepted values:</p> <ul style="list-style-type: none"> ■ 1. (Default) Create a Desktop shortcut. ■ 0. Do not create a Desktop shortcut.

Parameter	Description
PASSWORD	<p>Specifies the password for the created account.</p> <p>Use: Install</p> <p>Syntax: <code>PASSWORD=value</code></p> <p>where <i>value</i> 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: <code>PASSWORD=value</code></p> <p>where <i>value</i> 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: <code>REGISTRATIONFILE=value</code></p> <p>where <i>value</i> 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 page 58.</p>

Parameter	Description
RESERVATIONCODE	<p>Specifies an account reservation code to use for the created account.</p> <p>Use: Install</p> <p>Syntax: RESERVATIONCODE=<i>value</i></p> <p>where <i>value</i> 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=<i>value</i></p> <p>where <i>value</i> 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=<i>value</i></p> <p>where <i>value</i> is a technician account that exists in the account's 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=<i>value</i></p> <p>where <i>value</i> 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
ADDRESS1	Maximum character length = 40
ADDRESS2	Maximum character length = 40
ADDRESS3	Maximum character length = 40
CITY	Maximum character length = 40

Field name	Description
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>
```


Option	Description
<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. <p>NOTE: This option does not support SSO account passwords.</p> <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>
<pre>[-firstbackup]</pre>	<p>Starts a backup after Agent registration.</p> <p>This option is valid only for account registration, not account recovery.</p>

Option	Description
[-registernow]	<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>
[-createdesktopshortcut]	(Optional) Directs the Activate command to create a desktop shortcut to the Agent.
[-help]	(Optional) Displays help for the Activate command.

Agent Setup Transforms

You can use transforms instead of the Agent command-line interface to set the parameters in the Agent Setup file. The following table describes the Agent parameters that you can use your transform tool to specify:

Parameter	Description
ACCOUNTUID	Specifies the single sign-on user ID for the registration. Default value: 0 Applies to: new Agent installs
COMMUNITYID	Directs the Agent Setup process to use a community different from the one included in the Agent Setup file. Default value: 0 Applies to: new Agent installs, disk image pre-installs
CONFIGURATIONID	Directs the Agent Setup process to use an Agent configuration different from the one included in the Agent Setup file. Default value: 0 Applies to: new Agent installs, disk image pre-installs, account recoveries
FIRSTBACKUP	Specifies whether or not to run a backup after installation and registration. Default value: Undefined Applies to: new Agent installs NOTE To use this parameter in a transform, you must add FIRSTBACKUP to the transform property list. Values: <ul style="list-style-type: none"> ■ 1. Perform a backup after installation and registration ■ 0. Do not run a backup after installation and registration.
LDAPID	Specifies the enterprise directory user ID for the registration. Default value: 0 Applies to: new Agent installs

Parameter	Description
MAKESHORTCUT	<p>Directs the Agent Setup process to create a Desktop shortcut.</p> <p>Default value: 1</p> <p>Applies to: new Agent installs, disk image pre-installs, account recoveries</p> <p>Values:</p> <ul style="list-style-type: none">■ 0. Do not create a Desktop shortcut■ 1. Create a Desktop shortcut
REGISTRATIONFILE	<p>Directs the Agent Setup process to send user information in an XML file to the Data Center during the installation process.</p> <p>Default value: 0</p> <p>Applies to: new Agent installs, account recoveries</p>
TARGETDIR	<p>Specifies a different path in the Program Files folder to install the Agent.</p> <p>Default value: Undefined</p> <p>Applies to: new Agent installs, disk image pre-installs, account recoveries</p> <p>NOTE To use this parameter in a transform, you must add TARGETDIR to the transform property list. Do not use the default value found in the MSI.</p>

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:

```
getsettings.exe
    [{-fileset | -f}]
    [{-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.
[{-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:

```
getsettings.exe -a -c
```

Output:

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

Example 2

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

```
getsettings.exe -a -f -brief
```

Output:

```
XXXXXXXXXX, English 8.4.0.2
```

Example 3

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

```
getsettings.exe -c -xml
```

Output:

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


APPENDIX

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](#)

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” on page 72](#).

Step 2: Install an Agent on Your Computer

1. Complete one of the following steps:
 - ❑ If, in the File Download dialog box, you saved the Agent Setup file to your computer, navigate to the Agent Setup file (`AgentSetup.msi`) and then double-click it.
 - ❑ If, in the File Download dialog box, you clicked **Run**, continue to the next step.
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](#)" on page 72.

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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