

Working with Persona Backup

inSync 5.2

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1. What is Persona Backup?

Persona Backup is a new feature introduced with inSync 5.2. It allows users to backup various system and application settings from their laptops or desktops. This feature is available for inSync Enterprise, inSync Private Cloud, and inSync Cloud – Enterprise and Unlimited editions.

Users set up their computers per their own preferences. Not only do they configure the OS on their laptops and desktops per their choice, they also configure their frequently used applications best suited to their requirements. Losing these preferences can hamper their productivity as they are forced to work under an unfamiliar environment. The Persona Backup feature allows users to backup their system and application preferences, and restore these preferences when required.

The Persona Backup feature is very useful under the following scenarios:

- Replacing a lost device: The user can restore the system and application settings from the lost device to the replacement device. This ensures that the user has the same familiar environment on the replacement device.
- Adding a new device: The user can copy the system and application settings backed up from the first device to the recently added device. This ensures that the user has the same familiar environment on all devices.
- Upgrading the OS on a device: The user can restore the backed up system and application settings after the upgrade. This ensures that the user's preferences are not lost after the upgrade.

2. Backing Up System and Application Settings

2.1 Supported Operating Systems

Through Persona Backup, you can back up system and application settings from the following Operating Systems:

- Windows XP and above
- Mac OS 10.6 and above

Note: Persona Backup is not supported for starter editions of Microsoft® Windows XP, Windows Vista, and Windows 7.

2.2 Settings Backed Up from Windows Computers

For Windows OS, the following system and application settings are backed up.

Category	Settings Backed Up
OS Settings	Region and Language Settings – Default language, locations Personalization* – Wallpaper, themes Display* – Screen resolution Taskbar and Start Menu – Start menu customizations Folder Options - Show/hide hidden folders Printer settings File encryption
Network Settings	SSID and passwords for Wireless Network connections* Domain settings*

Browser Settings (IE 7 and above)	<p>General Settings – Home page, deleting browsing history on exit, fonts, languages, default search engine</p> <p>Security Settings – Security levels for various zones</p> <p>Privacy Settings – Pop-up blocker and InPrivate browsing settings</p> <p>Content Settings – Certificates and Publisher settings</p> <p>Connection Settings – Dial Up, VPN, and LAN settings</p> <p>Advanced Settings – Enable/disable JavaScript</p>
Microsoft Outlook (2003 to 2010)	<p>Junk email preferences</p> <p>Compose message format settings</p> <p>Message arrival settings</p> <p>Calendar work time settings</p> <p>Email send/receive settings</p> <p>Email signatures</p>
MS Office (2003 to 2010)	Word, PowerPoint, and Excel templates

NOTE: Settings marked * are backed up only from Windows 7 systems.

In case of Domain settings, only the settings are backed up. Users are not added to the domains automatically when system and application settings are restored.

For Network Settings, internet connection sharing details, shared network configurations, and software and hardware bridge details are not backed up.

2.3 Settings Backed up from Mac Computers

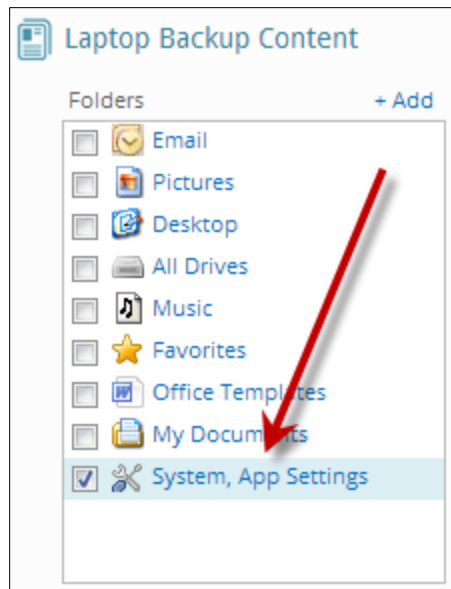
For Mac OS, the following system and application settings are backed up.

Category	Settings Backed Up
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Network Settings	SSID and passwords for Wireless Network Connections
Browser Settings (Safari)	History Home page settings Default search engine Bookmarks
Apple Mail	Configured email ID and password Email signatures Font and color settings General settings Rules
Address Book	Contacts
KeyChain	Passwords saved into Keychain

2.4 How Settings are Backed Up

Persona Backup is represented as **System, App Settings** on the inSync user interface. The inSync Administrator can activate the **System, App Settings** backup for different profiles. On the inSync Admin Console, the option to activate Persona Backup is available for every profile on the Laptop Backup Content tab, under Folders.



Once activated, system and application settings for all users associated with the selected profiles will be backed up once every 7 days.

Few things to note about Persona Backups are:

- inSync end-users do not have the ability to enable or disable system settings backup.
- A computer can have multiple users logging on to it. inSync will not back up settings for all users logging on to the computer. It backs up the common computer settings and settings specific to the user associated with the inSync account.
- inSync backs up only those settings that have been modified by the user. Settings left to their defaults are not backed up. During restores, for settings that have not been modified by the user, no change is made to the defaults on the new device.

3. Restoring System and Application Settings

3.1 Permitted System and Application Settings Restores

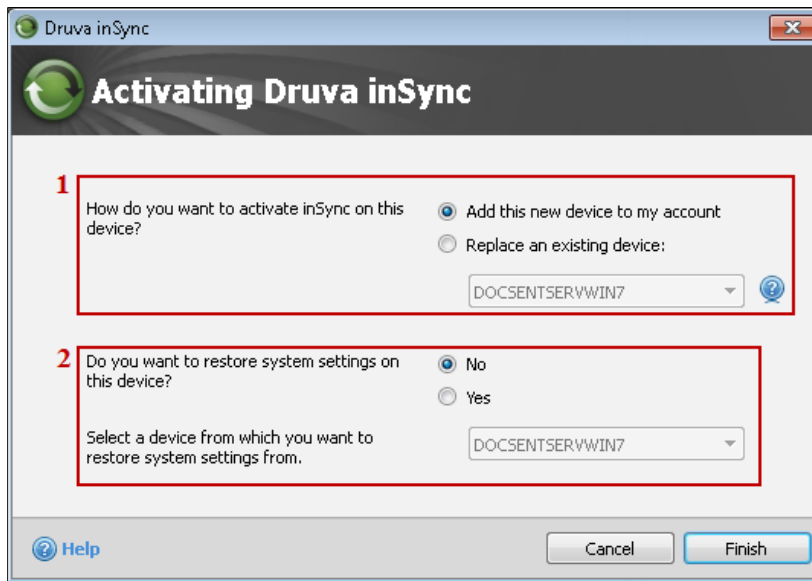
When restoring system and application settings, users must keep the following restrictions in mind.

Supported Restores	Unsupported Restores
Windows XP Service Pack 3 to Windows 7, Windows 8	32-bit OS to 64-bit OS, or the reverse
Windows 7 to Windows 7, Windows 8	Windows to Mac, or the reverse
Windows 8 to Windows 8	Windows XP to Windows XP
Mac 10.6 to Mac 10.6	Higher version of OS to a lower version
Mac 10.7 to Mac 10.7	Lower version of Mac OS to a higher version
Mac 10.8 to Mac 10.8	MS Office to MS Office (different versions)
IE 7 to IE 7 and above	Office 2013 settings
MS Office to MS Office (same version)	Windows or Mac user accounts password

3.2 How Settings are Restored

Only those inSync end-users, for whose profile inSync Administrator has activated **System, App Settings** can restore the system and application settings.

The inSync end-user can restore the settings when activating inSync Client while adding a new device or replacing an existing device.



Users who have multiple devices, from which system and application settings are being backed up, can select the device whose system and application settings they want to restore. Once the settings are restored, users must restart the computer.

NOTE: Before initiating system and application settings restore, users must ensure OS and the applications on the new device and the device from which settings are being restored match the supported restores requirements.

4. Using Persona Backup to Manage OS Migration

Organizations often have the requirement of migrating to a newer version of an OS once the support for the older version is dropped. For example, Windows XP to Windows 7 migration. OS Migration is a troublesome and time consuming affair because after the migration, various settings have to be manually set up for the new OS. In such situations, system administrators can use the Persona Backup feature of inSync to effectively manage the migrations.

If you are an inSync Administrator, you can assist the migration as follows:

1. Activate **System, App Settings** for all profiles.
2. Ask all users to start a backup from inSync Client. If backup fails for any user, contact Druva Support to resolve the issue.
3. Upgrade the OS and other applications on the user's device. Alternatively, replace the user's device with one that has the new OS.
4. Ask users to install and activate inSync on the replacement device. During activation, users must choose to restore system and application settings from the old OS.
5. After system settings are restored, they must restart the computer.
6. Ask users to restore data on the replacement device.