

AvePoint DocAve[®]

Quick User's Guide

**DocAve[®] Versions 2.5 and 3.1
for Microsoft[®]
Windows[®] SharePoint[®] Services**

AvePoint, Inc.
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Contents

Chapter 1: Introduction	3
Chapter 2: Installation	4
Chapter 3: Starting the Application	9
Chapter 4: Create A New Backup Plan	13
Chapter 5: Execute The Backup Plan	17
Chapter 6: Create and Execute a Restore Plan	19
Chapter 7: Context-Sensitive Help	26
Appendix - Technical Support	27

Chapter 1: Introduction

Thank you for choosing AvePoint *DocAve*® 2.5/3.1 as your Document Backup and Restore solution. We hope that you enjoy our product and that the information provided in this Quick Users Guide will make your Document Backup and Restore job as easy as possible.

Overview

No matter the size of their organization, customers are looking for better, more efficient ways to share information within their organization and with outside key suppliers, partners, and clients. Microsoft Office SharePoint presents a set of new technologies from Microsoft that was developed to facilitate information sharing both within organizations and over the Internet.

Microsoft Office SharePoint Portal Server 2003 allows enterprises to create a Web portal that allows users to share documents and search for information across the organization and enterprise, including SharePoint Team Services–based Web sites, all within one extensible portal interface. SharePoint Portal Server includes robust document management features that allow companies to incorporate business processes into their portal solution. However, it currently lacks powerful user-friendly backup and restore tools to safeguard all that data in the event of a disaster or even accidental deletion of vital documents.

AvePoint, Inc., a New Jersey based software company, has risen up to the challenge of developing cutting-edge software solutions for IT data backup and restore. AvePoint's new product, *DocAve 2.5/3.1*, offers businesses of any size powerful and flexible means for document data archiving of Microsoft Office SharePoint Portal Server 2003 and Windows SharePoint Services. By using new Microsoft APIs and in combination with its own powerful and flexible solutions, Avepoint's *DocAve* provides document-level backup and restore and allow you to archive and retrieve all shared documents easily and reliably.

With its state-of-the-art design and heuristic approach, *DocAve 2.5/3.1* can help you manage the daunting tasks of automated data backup of all document data, fast recovery of lost data, and maintaining cost control of the entire document archiving process. *DocAve's* intuitive and highly customizable features make SharePoint backup and restore a painless process while significantly lowering your maintenance and administrative costs.

Key Elements of Services

- **Smart menu** – pre-scripted operations that take the tedium out of common administrative tasks
- **Scheduling** – automated execution of full or incremental backup plans
- **Filtering** – robust granularity control that allows the user to remove individual folders of any folder and workspace from the backup plan
- **Locating data** – flexible storage mechanism that give users the ability to specify the storage location and the size of index and data files.
- **Pre and post scripting** – allows the user to set scripts to execute before and after the data backup process
- **Point and range browsing for restore** – restore documents at a specific time point for all workspaces specified within a backup plan or restore document data for a single workspace in a given time interval.
- **Graphic editing of backup profiles** – provides a flexible means for creating and modifying backup plan.
- **Powerful searching capability** – ease of use features that searches for folders on the server, folder contents in the backup plan, and documents to restore.
- **Full control of index and data file size** – allows the user to set a size limit for backup data file size, to enable backup data to span across backup storage media of any capacity, such as tape or CD/DVDs.
- **Multiple Data Storage Media Support** – allows any scripts, such as batch and executable files, to be automatically triggered when the size of index or data files have grown up to a user-defined threshold. These scripts, for instance, could be used to copy the data to backup storage media.
- **Data process monitoring** – view and monitor your backup and restore processes in real time.
- **Context-sensitive help**

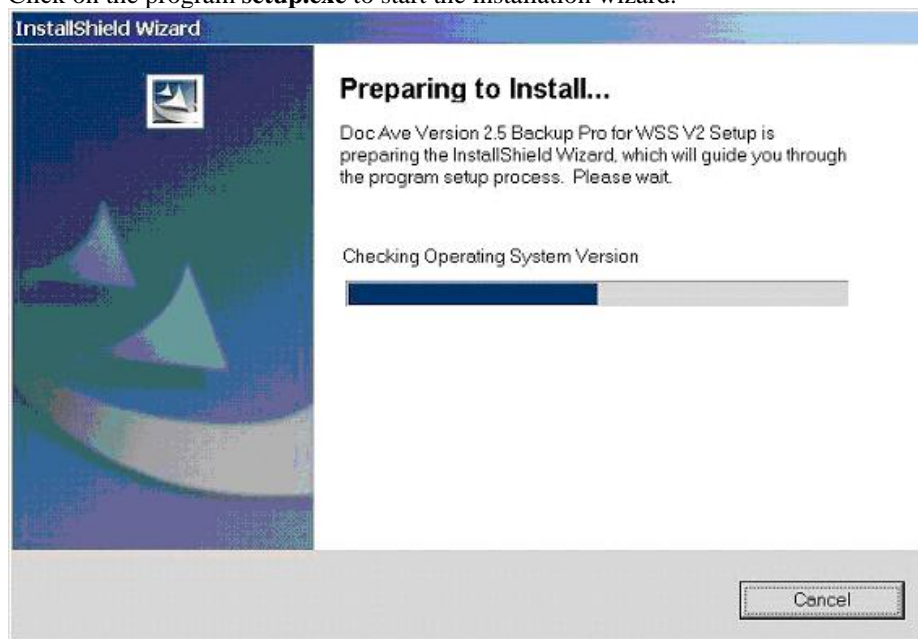
Chapter 2: Installation

Congratulations! You are now the owner of *DocAve 2.5/3.1*, one of the most powerful backup and restore solutions for Microsoft Office SharePoint Portal Server and Windows SharePoint Services. This chapter will guide you through the installation process.

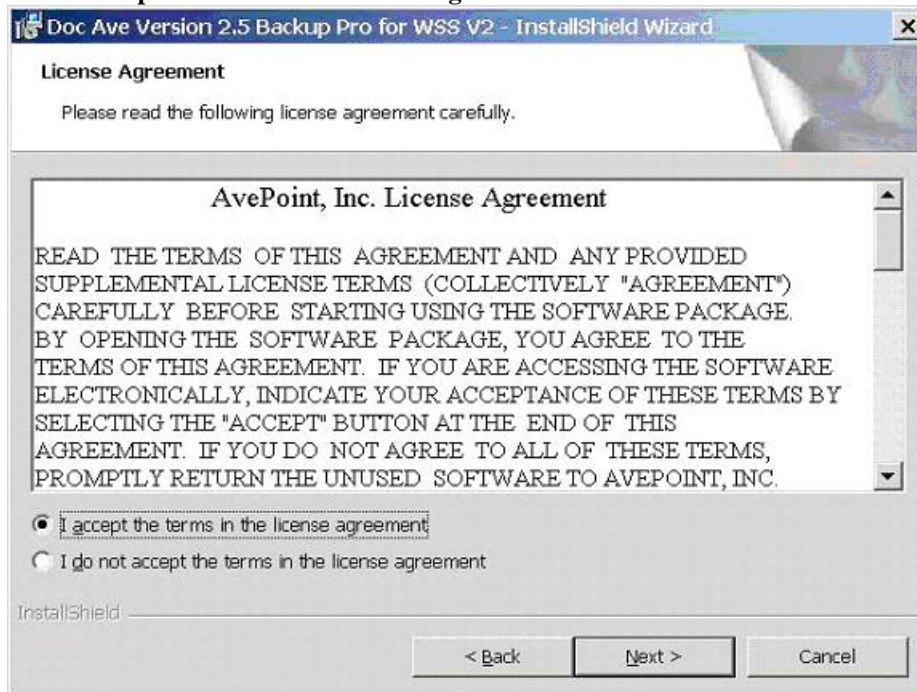
NOTE: check the Read Me file included with *DocAve 2.5/3.1* software for any updates to the installation process as described in this section.

1. Log on to the SharePoint Server as an Administrator, or as any user with the privilege to install programs.
2. There are four ways to install *DocAve*: from the CD automatically, from the CD manually using Windows Explorer, using Control Panel “Add or Remove Programs,” or from an installation package zipfile. Any of these four ways involve executing the **setup.exe** file
 - from the CD automatically: the Autorun process will execute the **setup.exe** file and start the installation process.
 - from the CD manually: manually click the **setup.exe** file to start the installation process
 - using Control Panel “Add or Remove Programs”: search for the **setup.exe** file and select it to start the installation process
 - from an installation package zipfile: unzip the Zipfile to a temporary directory, find and manually click the **setup.exe** file to start the installation process

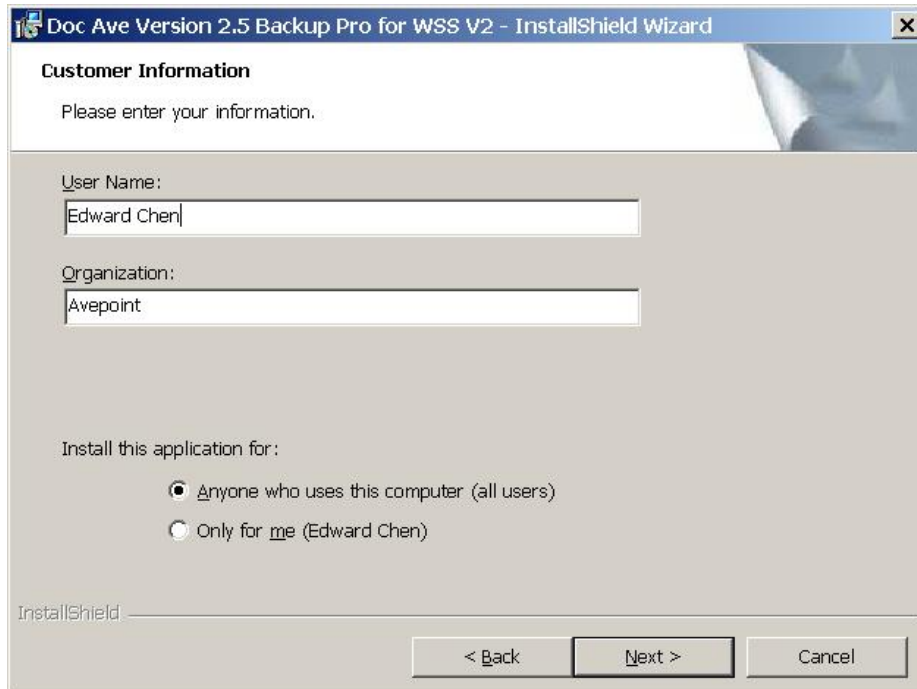
Click on the program **setup.exe** to start the installation wizard.



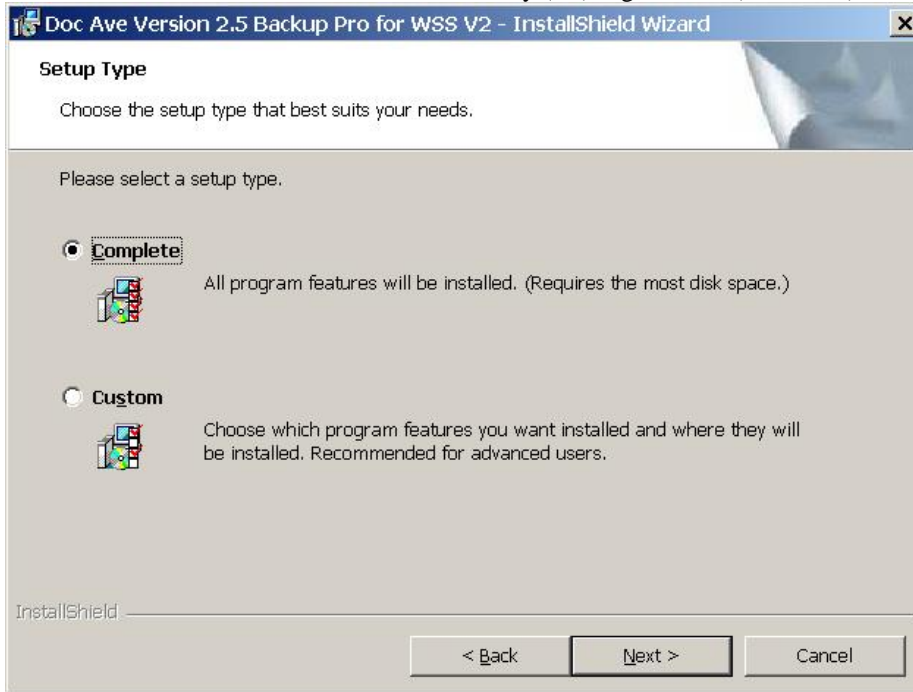
3. Click **I accept the terms in the license agreement** and click **Next**.



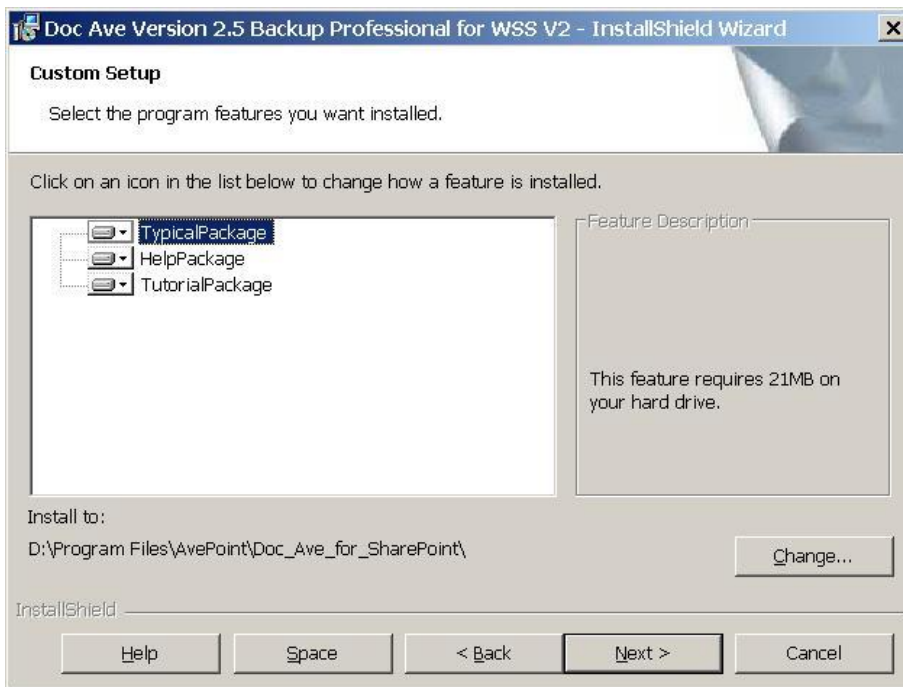
4. Enter the user name and organization. Ensure that **Anyone who uses this computer (all users)** is selected and click **Next**.



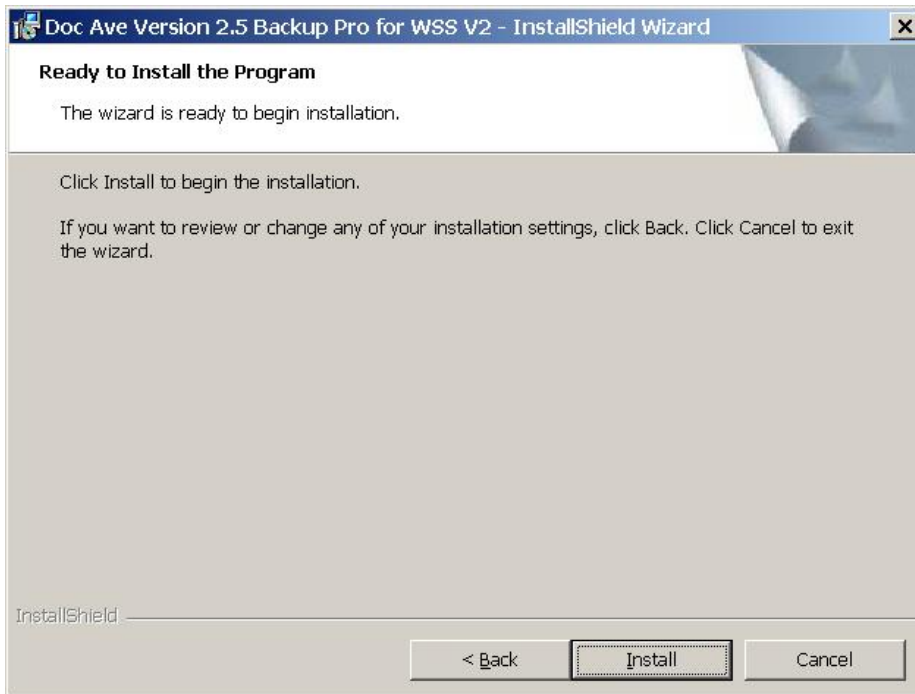
5. Select the Setup Type, which by default is “Complete.” Selecting “Complete” will install the application, Tutorial and User Guide into the default directory (C:\Program Files\AvePoint\Doc_Ave_for_SharePoint).



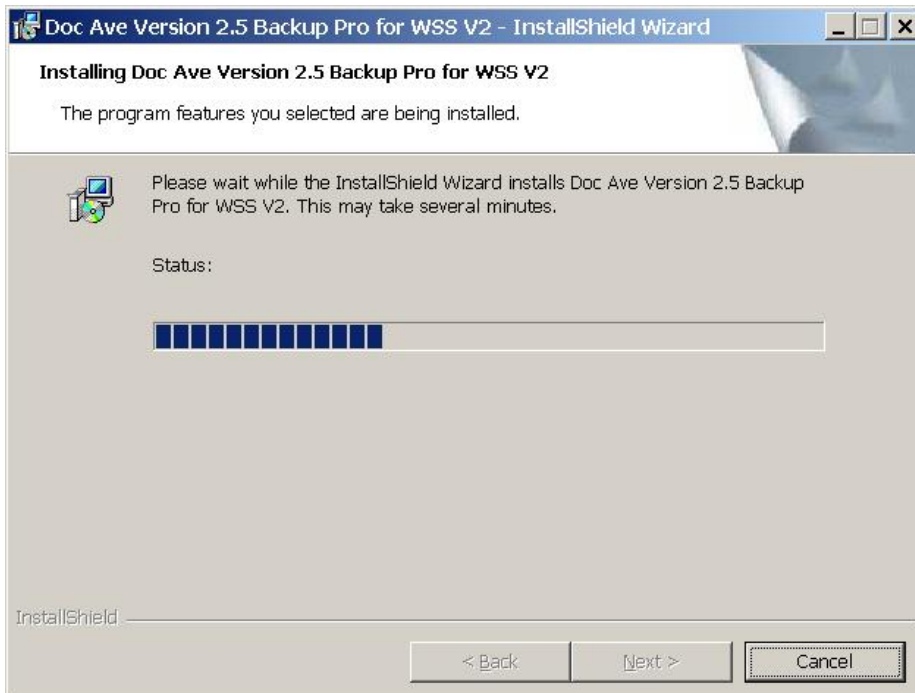
6. If you selected “Custom,” click **Change** and type in the new directory path where DocAve will be installed (for example <drive letter>:\Program Files\AvePoint\Doc_Ave_for_SharePoint\). Click **OK**. Click **Next**



7. Click **Install**.



8. Click **Next** to start the installation.



9. Click **Finish**.

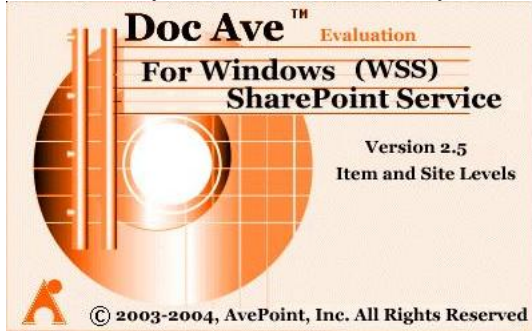


This completes the Installation process! You can now start running DocAve, where you will need to do a few more initialization steps before running a backup job.

Chapter 3: Starting the Application

Create an account

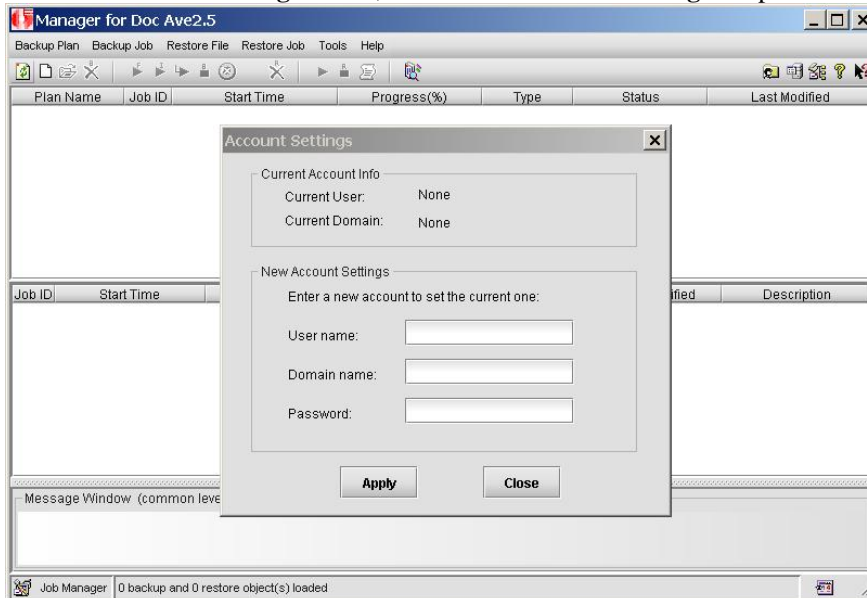
1. Log on to the server where AvePoint is installed with an Administrator ID.
2. Click **Start → All Programs → AvePoint DocAve Backup**, and click **AvePoint DocAve Backup for WSS V2**
3. The first time you enter *DocAve 2.5/3.1*, you will see the following greeting, which may look like this.



The **Initial Account Settings** window will appear specifying that “You must specify an account to do the backup and restore.” Click **OK**.



4. Click the **Account Settings** button, or **Tools → Account Settings** to open that window.

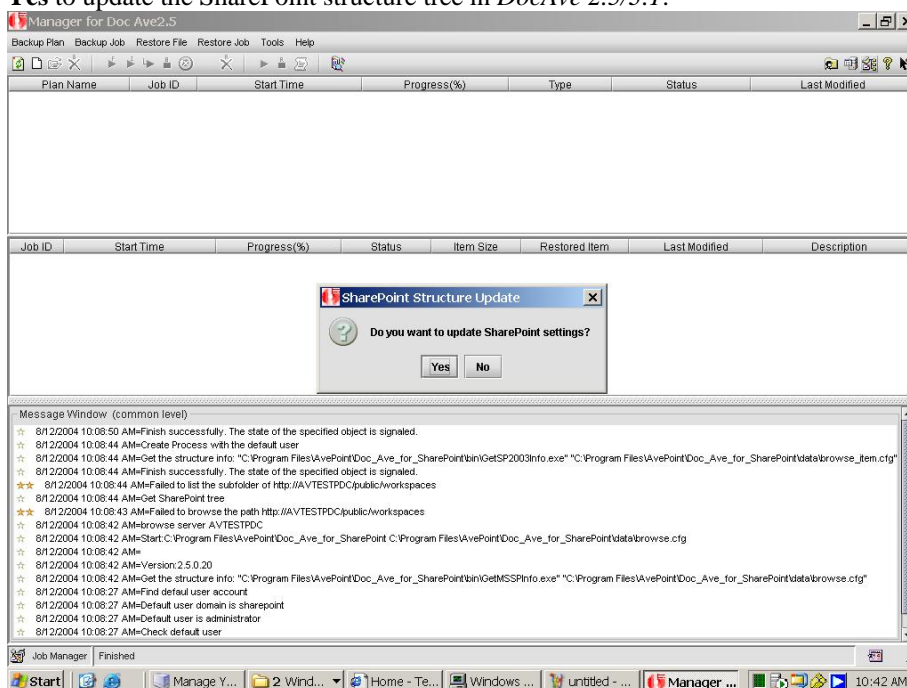


5. Enter the user name, domain name and password of the *DocAve* administrator account. Click **Apply**.

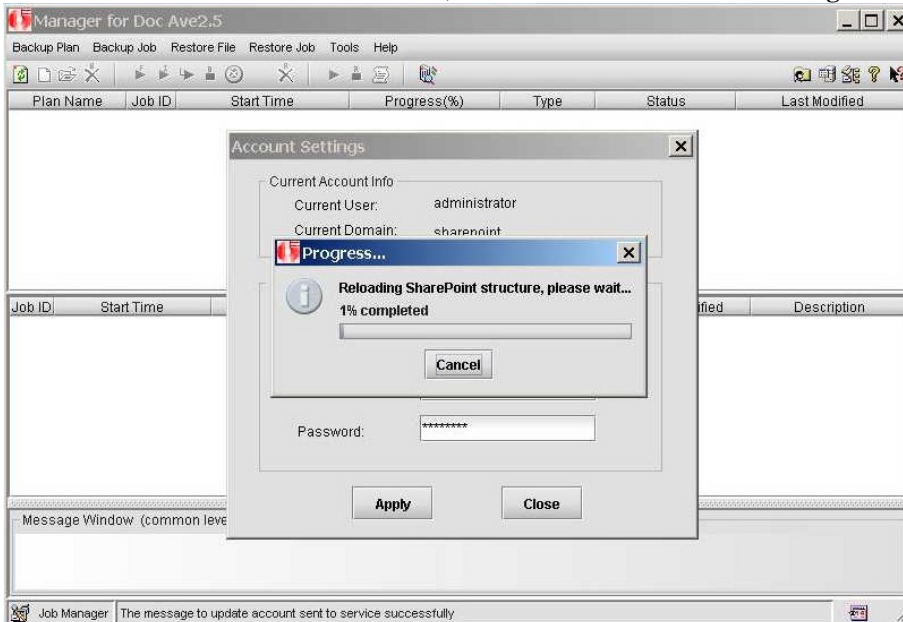


Update the SharePoint Structure

1. The first time the user account is entered, the **SharePoint Structure Update** window may appear. Click **Yes** to update the SharePoint structure tree in *DocAve 2.5/3.1*.

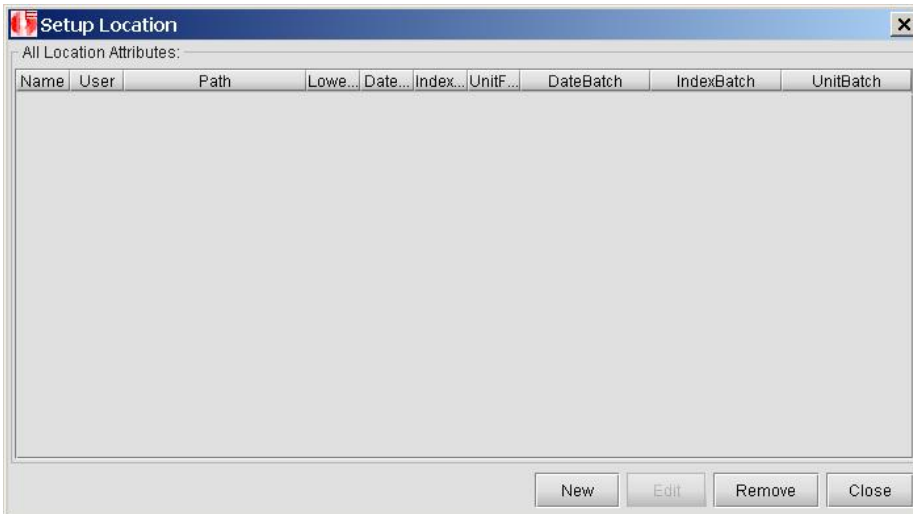


2. After the SharePoint structure is reloaded, click **Close** on the **Account Settings** window.

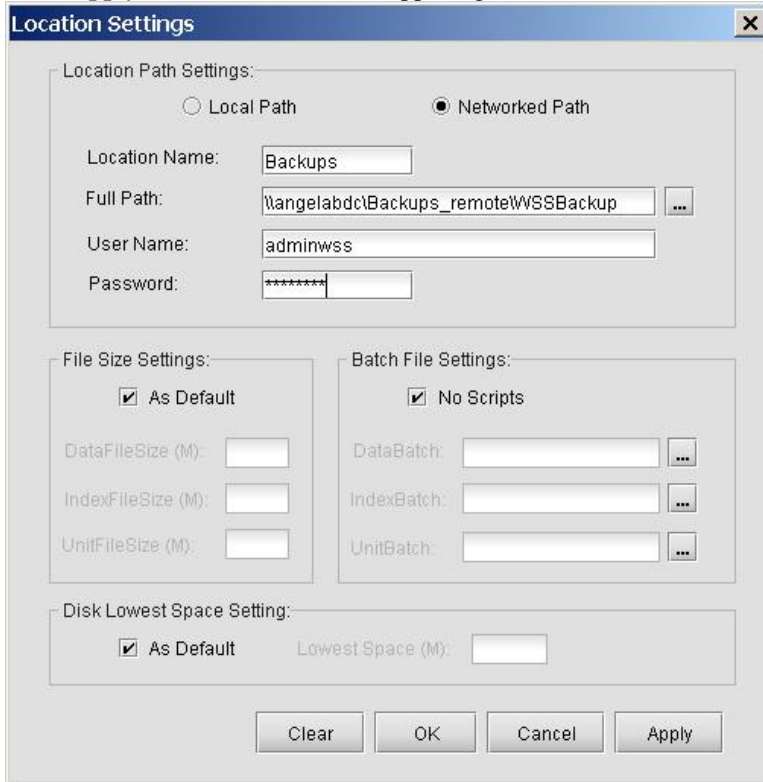


Configure the backup data location

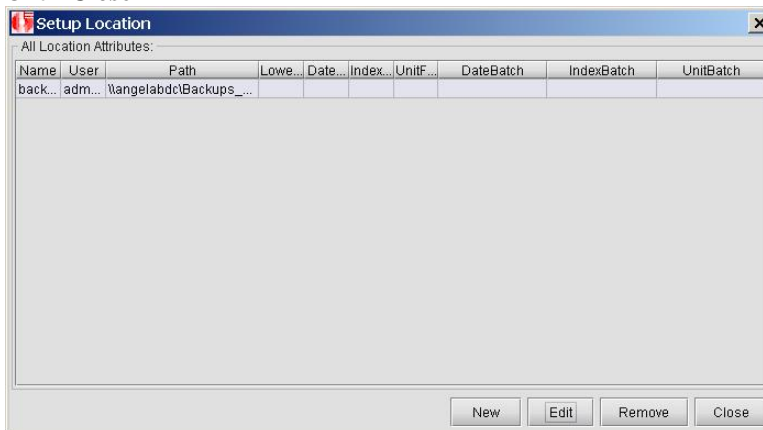
1. Log on to the server where AvePoint is installed with an Administrator ID.
2. Click **Start, All Programs, AvePoint DocAve 2.5/3.1 Backup for WSS V2**, and click **AvePoint DocAve 2.5/3.1 Backup for WSS V2**
3. Click the **Setup Location** button, or **Tools → Setup Location** to setup the location where backup data will be stored on the network.



- Select the backup data location as either a **Local Path** or a **Networked Path**.
 If the location is a **Local Path**, it is assumed to be a local subdirectory on your server. Enter a **Location Name** label, and the **Full Path** of the local subdirectory where the backup data will be stored, in <drive letter>:\<directory path> format (e.g., "D:\backups_local").
 If the location is a **Networked Path**, it can be any accessible drive location anywhere on your network. Enter a **Location Name** label, and the **Full Path** for that network drive location in UNC-format (\\<servername>\<share name>\<directory path>; e.g., "\\angelabdc\Backups_remote\WSSBackup"). In addition, enter the **User Name** of an account that can access that network drive location, and the **Password** for that account.
 Click **Apply** or **OK**, and then **X** (at upper-right-hand corner) to close.

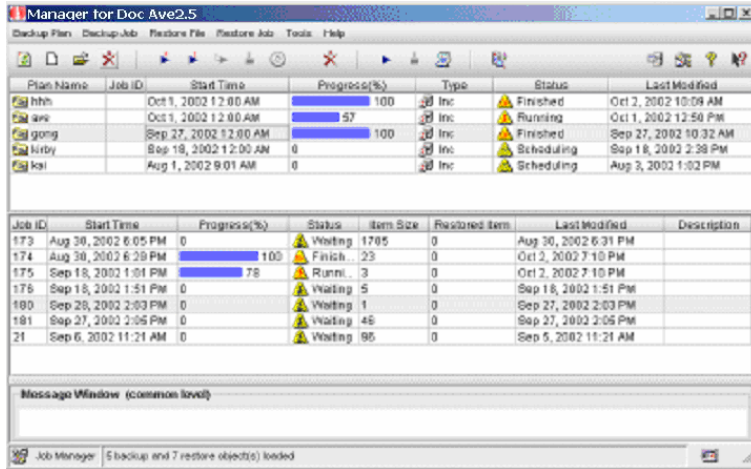


- Click **Close**



Chapter 4: Create A New Backup Plan

Now that *DocAve* is open, the Manager Window will appear and you should see the following:

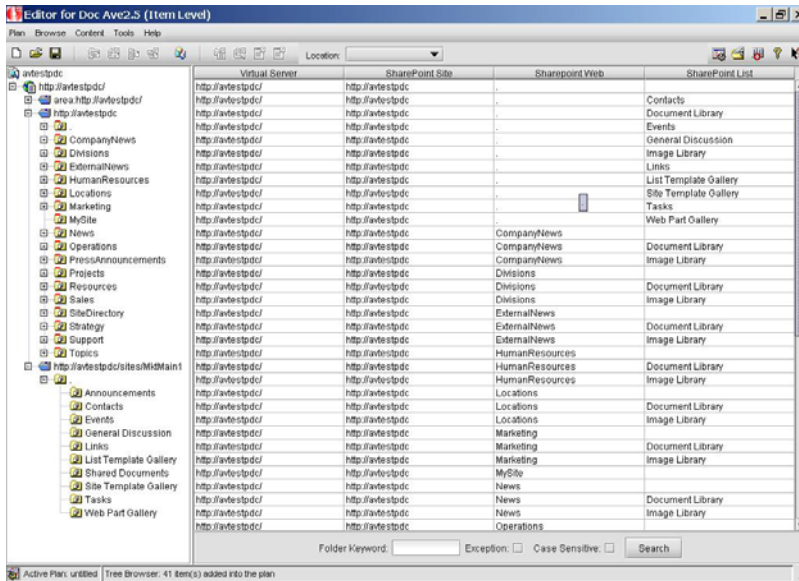



- The Menu Bar – at the top of the screen.
- The Main Toolbar – underneath the Menu Bar.
- The Backup Table – underneath the Main Toolbar.
- The Restore Table – underneath the Backup Table.
- The Message Window – underneath the Restore Table.
- The Status Bar and Message Window Control Icon at the bottom of the screen.

To create a backup plan, select **Backup Plan → Create a New Backup Plan** (or **Ctrl+W**) from the Menu Bar

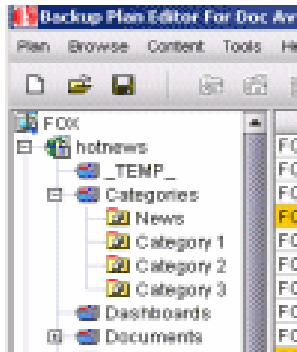


This brings up the **Backup Plan Editor**, where you should see the following:







- The Menu Bar – at the top of the screen.
- The Main Toolbar – underneath the Menu Bar.
- The SharePoint Structure Tree – on the left side of middle area.
- The Folder Content Table – on the right side of middle area.
- The Folder Content Search – underneath the Folder Content Table.
- The Status Bar – at the bottom of the screen.
- The Window Icon  – represents the Editor Window.

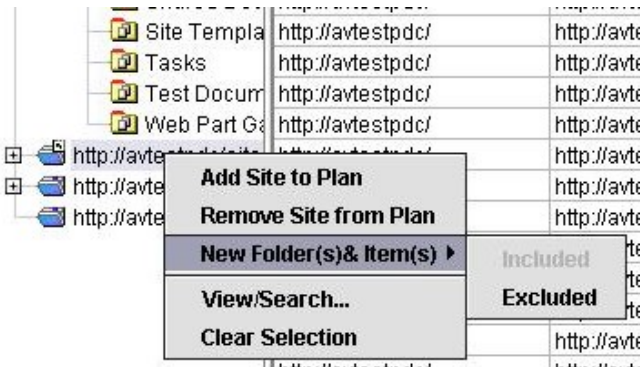
SharePoint Structure Tree



The SharePoint tree reflects the SharePoint server, sites and folder hierarchical structure on the server. The tree structure should be updated if the SharePoint structure changes. According to the SharePoint server, there are four (4) levels on the SharePoint structure. The following icons are used to represent the levels:

- **Server Icon**  – represents root of the structured tree.
- **Workspace Icon**  – represents second level of the structured tree.
- **Top-Level Site (Root Level Folder) Icon**  – represents third level of the structured tree.
- **Sub-Site (Second Level Folder) Icon**  – represents the basic element of the structured tree. The second level folder icons with a Tab mark indicates that the folder has been added into the current backup plan already, while folder icons without a Tab mark means that the folder has not.

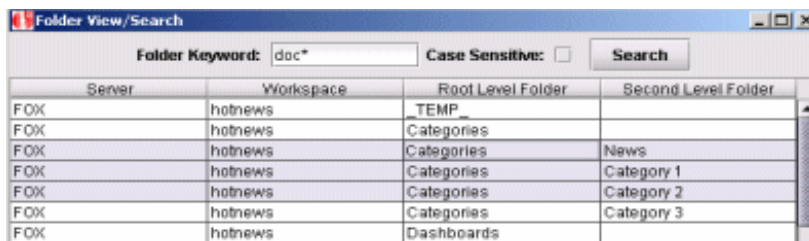
Popup Menu for SharePoint Structure Tree



The popup menu will be triggered if the user clicks right mouse button when the mouse is over the SharePoint structure tree. The following items are on pop menu. Note that this popup menu has been designed as a smart menu, meaning that it appears with different items associated with corresponding functions depending on the level selected by the user. The illustration here shows the menu for top-level site (root folder) level.

- **Add Whole XXX to Plan** – Allows you to add all folders under the current level into a backup plan.
- **Remove Whole XXX from Plan** – Allows you to remove all folders under the current level from a backup plan.
- **New Folder(s) Included** – Allows the backup plan to cover new folders and documents created or modified after the backup plan has been completed. This item is available for Server, Workspace and top-level site or site-collection (root folder) levels, and the smart menu will do it for you.
- **New Folder(s) Excluded** – Allows the backup plan to NOT cover new folders and documents created or modified after the backup plan has been completed. This item is only available for Server, Workspace and top-level site or site collection (root folder) levels, and the smart menu will do it for you.
- **View/Search...** – Allows you to search the folders on the server in case you need to know a specific folder's location. This search also provides multiple wildcard criteria..
- **Clear selection** – Allows you to clear all the selections on the tree.

Folder Content Table



The screenshot shows a window titled "Folder View/Search" with a search bar containing "doc*" and a "Search" button. Below the search bar is a table with four columns: "Server", "Workspace", "Root Level Folder", and "Second Level Folder". The table contains the following data:

Server	Workspace	Root Level Folder	Second Level Folder
FOX	hotnews	TEMP_	
FOX	hotnews	Categories	
FOX	hotnews	Categories	News
FOX	hotnews	Categories	Category 1
FOX	hotnews	Categories	Category 2
FOX	hotnews	Categories	Category 3
FOX	hotnews	Dashboards	

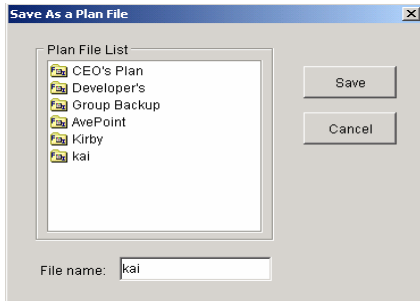
The content table covers the folders to be backed up in the Backup plan. The content table represents the folders in a relational table instead of as a structured tree. The following columns are on the content table:

- **Server Name** – Server name for SharePoint.
- **Workspace Name** – Workspace name for SharePoint.
- **Root Level Folder** – Root level (top-level site and site collection) folder name for SharePoint.
- **Second Level Folder** – Second level folders for SharePoint.

The following steps will describe the basic steps for creating a new Backup Plan.

- **Select and Add Folders into Content Table** – With the smart menu, the user can easily add whole folders and documents under the current levels, namely, the server, workspace, top-level site (first-level folder), or individual subsite (second level folder), into the Content table. As previously described, the Content table is the place where the inside folders will be covered in the Backup Plan. Once the folders are in the Content table, their icons will have a red Tab mark.
- **Edit Content Table** – In order to provide a flexible means for making a backup plan, the user can edit the Content table to ensure that only those folders that require backup will remain for the Backup plan. With the search capability on the Content table, the user can easily move selected or found folders out of the Backup plan.
- **Select A Location** – After adding folders into the Content table, select the Backup Data Location, from the “Location” dropdown list on the Editor Window main tool bar.
- **Setting up Pre- and Post-Scripts** – *DocAve 2.5/3.1* provides Pre- and Post-Script, which can be triggered to execute before and after the backup process, respectively. If necessary, the user can bring up the Pre- and Post-script dialog to set up scripts to operate the data. Most of time, the scripts will be executed for copying data into portable media, such as DVD/CDs. By default, pre- and post-scripting are not selected.
- **Filtering Folders** – If the user needs to save some time and storage space in the backup process, the user can filter some user-defined folders out of the Backup plan, for all folders in the Backup plan. By default, there are no folders under individual folder to be filtered out. See the User’s Guide for more details.
- **Scheduling** – Setting a timer to automatically execute a backup plan is called scheduling. By default, there is ‘No Schedule’ for both the full and incremental backup plans. In other words, default settings will never allow the backup plans to automatically execute and the user must therefore run it manually. If necessary, the users can set up a schedule. The full backup plan is normally set with the time interval, ‘Every Weekend’ while the incremental backup plan is set with ‘Every Weekday’.
- **Saving Backup Plan** – The last task is to save a backup plan. Each individual backup plan will be saved as a directory name under the subdirectory <application working directory>\data\. Each backup plan must be specified with a unique name. The user can also bring up the ‘Save As’ dialog from the application Plan



menu for saving the backup plan as a different name. The following figure is the 'Save As' dialog where only a unique backup plan name will be taken from the input box.



After the Backup plan has been saved, it will automatically be listed in the Backup Table on the Manager Window if the data monitor is turned on. If the data monitor is turned off, the user can reload the list in the Backup Table by clicking the Reload button on the main tool bar.

- **New Folders Included and Excluded** – There are many cases in which the system SharePoint structure has changed after the backup plan has been created. In other words, how can an old backup plan reflect the changes for a new SharePoint structure since some new folders may have been added into the structure?

When the user selects new folder included for the server, or for a workspace, this means that all new folders and documents under the server, or workspace in the new structure will be covered in the backup process. Otherwise, the new data (folders and documents) will be ignored in the backup process.

The icon  with the small arrow represents included while the icon  without the small arrow excluded. Again, please note that the function is available for server, workspace, and top-level site or site-collection levels.

Modify An Existing Backup Plan

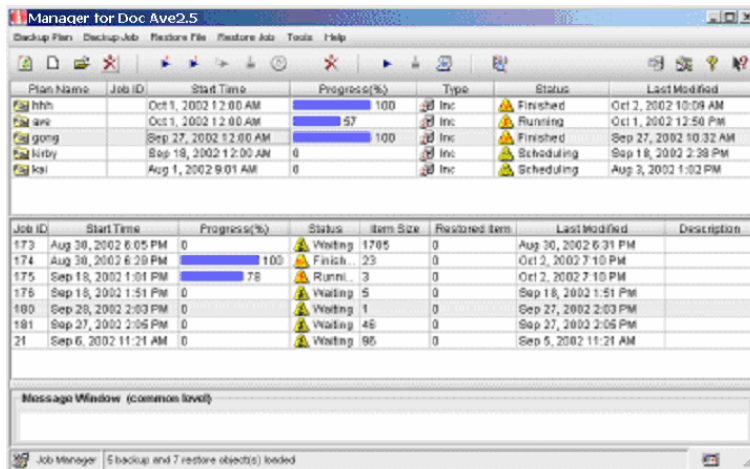
The steps for creating a new backup plan are also suitable for modifying an existing backup plan. Instead of clicking the New button on the Manager Window main tool bar, an existing backup plan can be opened and brought into the Editor Window by double clicking the row or selecting a row and clicking Open Button on the main tool bar.

It is noted that unlike creating a new backup plan, modifying an existing backup plan has some restrictions depending on the current status. Some restrictions are as follows:

- **Editing one backup plan at a time** – The user cannot edit more than one backup plan at a time. In other words, the Editor Window is allowed to just open once.
- **Only backup plans can be edited** – Conceptually, if the backup plan starts running, then it turns into a backup job. Therefore, only a true backup plan can be edited to avoid conflicts in the real-time process.

Chapter 5: Execute The Backup Plan

After the Backup job is created, it will be displayed in the Backup Table, as shown in the Manager illustration below.



- The Menu Bar – at the top of the screen.
- The Main Toolbar – underneath the Menu Bar.
- The Backup Table – underneath the Main Toolbar.
- The Restore Table – underneath the Backup Table.
- The Message Window – underneath the Restore Table.
- The Status Bar and Message Window Control Icon at the bottom of the screen.

To execute the backup plan, select **Backup Job** on the Menu Bar.



You will see the following when you click on **Backup Job**.

- **Start Selected Backup Job As Full Backup (Ctrl+F)** – Allows you to start a full backup job now.
- **Start Selected Backup Job As Incremental Backup (Ctrl+I)** – Allows you start an incremental backup job now.
- **Start Selected Backup Job As Resume (Ctrl+S)** – Allows you to resume a stopped job now.
- **Stop Selected Backup Job (Ctrl+P)** – Allows you to stop a running backup job; the stopped job can be resumed later.
- **Kill Selected Backup Job (Ctrl+K)** – Allows you to terminate a selected job; in this case, a ‘killed’ job cannot be resumed later.
- **Clear Selection** – Allows you to remove selections on the Backup Table.

You can execute the backup job as a Full Backup Job (recommended for new backup jobs), or if it is an existing job, as an Incremental Backup. Once the backup job is started, it can be monitored in the Backup Table using the progress bar. Backup jobs are finished when the progress bar reaches 100% (and then reverts back to 0 a minute later).

Backup Table

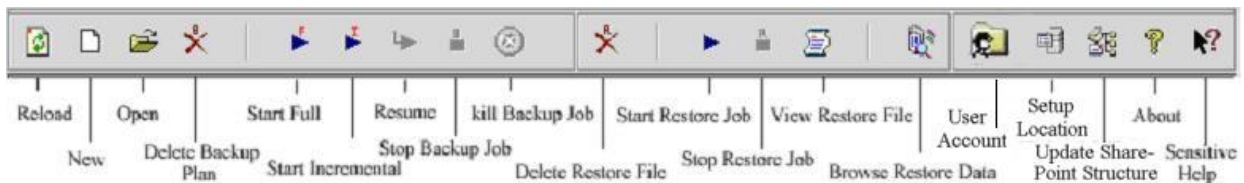
Plan Name	Job ID	Start Time	Progress(%)	Type	Status	Last Modified
kk		Jun 17, 2002 12:00 AM	0	Inc	Scheduling	Jun 17, 2002 10:59 AM
yul		Jun 17, 2002 12:00 AM	0	Inc	Scheduling	Jun 17, 2002 10:46 AM
AvePoint		Mar 12, 2002 12:00 AM	0	Inc	Waiting	Jun 19, 2002 3:11 PM
Kirby		Jun 13, 2002 12:00 AM	0	Inc	Scheduling	Jun 17, 2002 10:28 AM
kai		Jun 13, 2002 12:00 AM	0	Inc	Scheduling	Jun 17, 2002 10:33 AM
bbb	1	Mar 12, 2002 12:00 AM	25	Inc	Running	Jun 17, 2002 10:12 AM
aaa	2	Jun 19, 2002 3:41 PM	74	Full	Running	May 3, 2002 6:41 PM

The Backup Table is located underneath the main tool bar. To sort the table by columns, click the column header or hold the Shift key and click it for reverse sorting. If the Progress Monitor is on, the data on the table will be automatically updated every minute by default. The table also provides cell context-sensitive tooltips.

- **Backup Plan Name** – When a Backup Plan starts running, it turns into a Backup Job. And each job has the same name as its Backup Plan.
- **Job ID** – Each job has a unique job ID assigned automatically.
- **Start Time** – This column shows a scheduled time to run the backup job.
- **Progress (%)** – This column shows the percentage completed for a backup job.
- **Backup Type** – Backup Type is either Full backup or Incremental backup.
- **Backup Status** – This value can be Running, Waiting, Scheduling, No Schedule, and so on.
- **Last Modified** – Allows users to see when the Backup Plan was last changed.

If a backup job does not finish, it can be stopped or killed, and started again. The same backup jobs can be executed over and over any number of times. Multiple backup jobs can be executed simultaneously. Unwanted backup jobs can also be deleted.

Main Toolbar



The following icons are located on the Main Toolbar.

- **Reload** – Allows you to reload all the Backup Plan and Restore File data.
- **New** – Allows you to create a new Backup Plan.
- **Open** – Allows you to open an existing Backup Plan in the Backup Plan Editor.
- **Delete Backup Plan** – Allows you to delete an existing Backup Plan. All data related to the plan will be removed from the disk.
- **Start Full** – Allows you to start a full backup job now.
- **Start Incremental** – Allows you start an incremental backup job now.
- **Resume** – Allows you to resume a stopped job now.
- **Kill Backup Job** – Allows you to terminate a selected job; a 'killed' job cannot be resumed later.
- **Delete Restore File** – Allows you to delete a selected Restore File from Restore Table if the selected file is not running at the moment.
- **Stop Restore Job** – Allows you to stop a running restore job. The restore job can be restarted later.
- **View Restore File** – Allows you to bring up the view window to see information including restore status for a restore file. The view window is also capable of searching with wildcard criteria.
- **Create New Restore File** – Allows you to create a new Restore File for restore process. This will bring up the restore browse dialog first, which allows you to specify backup data from the location.
- **User Account** – Allows you to specify the user account to run DocAve. The user account must have full access privileges to both the Sharepoint server and SQL server.
- **Setup Location** – Allows you to bring up Location Setup dialog to create a new location, modify and delete an existing location.
- **Update SharePoint Structure** – Allows you to update the SharePoint tree structure from the server. Whenever changes are made to the Sharepoint environment, the structure needs to be reloaded into DocAve.
- **About** – Display software information, version number and copyrights.
- **Sensitive Help** – Allows you to bring up Context-Sensitive Help. When clicked, the cursor will turn into a hand-icon cursor, and then you can drop this cursor onto the component to bring up the help window.

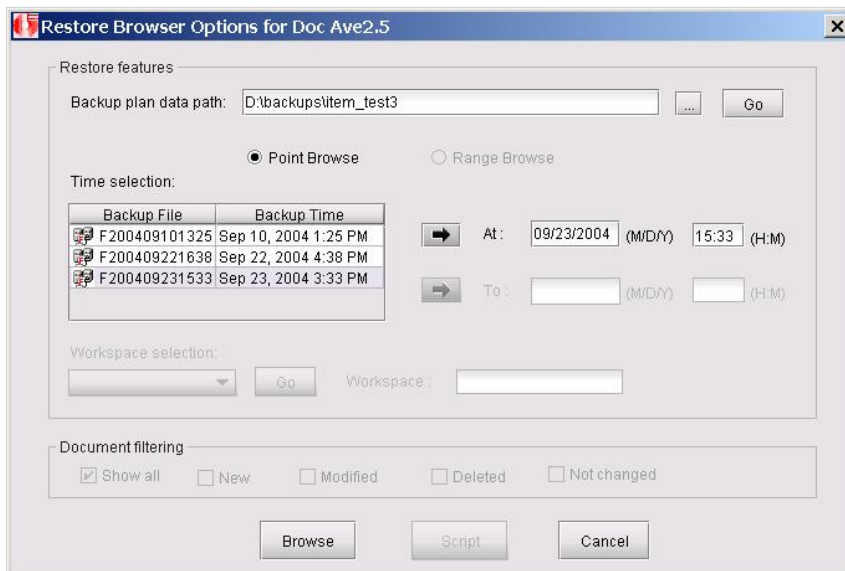
Chapter 6: Create and Execute a Restore Plan

As a reverse process of backup, the restore process will turn the backup data into the documents for a Backup plan. Since restore is a complex task relating to some important terminologies and concepts, this section will describe them step-by-step in detail.

Basically, a restore process can be described by the following four (4) steps:

- Open Restore Browse Options dialog – Allows the user to specify where the backup data is located, and how the folders and documents will be browsed.
- Open Restore Browser Window – Allows the user to select specific documents and folders for creating a restore file.
- Create a restore file – Allows the user to save the restore job to a restore file. If required, the restore file can be scheduled to automatically execute at a given time.
- Execute a restore process – Allows the user to start, stop and/or restart a restore job manually.

Restore Browse Options Dialog



The first step to start a restore process is to bring up the Restore Browse Option dialog where the user can select the backup data set from which to restore, as well as some parameters and restore browsing strategies.

There are **two** ways to bring up this dialog box.

The easy way is to click the Browser button on the main tool bar of the Manager Window with a selected row on the backup table. This will bring up the dialog with the backup data path for that job already specified.

The other way is to click the Browser button on the main tool bar of the Manager Window without any selection on the backup table rows. This will bring up the dialog with all empty input fields on the dialog.

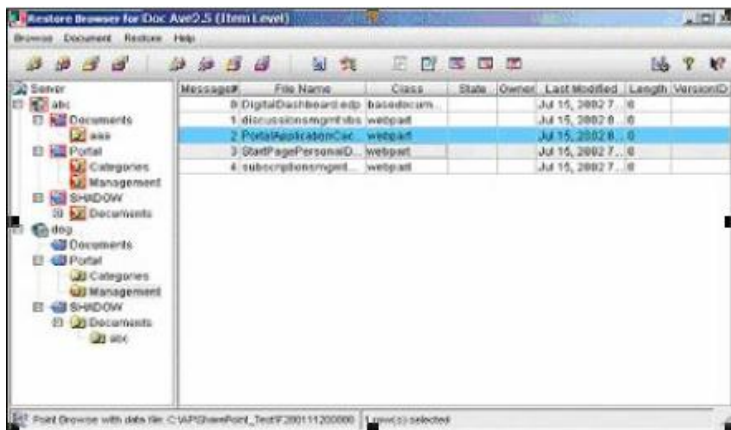
The Restore Feature settings contain the following individual components:


- Backup plan data path input – Allows the user to specify the directory path backup plan data.
- Browser button for backup plan data path – Allows the user to open a standard directory dialog to choose a directory path rather than typing one.

- Go button for backup plan data retrieve – Allows the user to retrieve all the data files based on the given path from the previous step. The backup data files will be displayed on the Time Selection table.
- Radio buttons for browsing strategy – This allows the user to select either Point Browse or Range Browse for restore browsing.
- Time selection table for backup data – Allows the user to display all the backup data files under a path when the Go button is clicked. There are two (2) columns on the table, one for Backup File and the other for Backup Time. The first column shows original backup data file formats with the icon, which represents the type of backup for each file. The original format is defined as Type-Date-Time (FYYYYMMDDHHMM) form, for example, F200008141005 means a full backup, dated 08/14/2000 and at 10:05. The second column on the table is designed to show a standard time format for the backup data files.
- Arrow buttons for picking up data – There are two (2) arrow buttons that can be used to allow the user to choose the time for selected backup data file on the table.
- Starting day and time input – Allows the user to input a date and time as a starting time point for browsing.
- End day and time input – Allows the user to input a data and time as an end time point for browsing.
- Browse button – Allows the user to bring up Restore Browser window after having all the requested options specified on the Restore Browse Option dialog.
- Clear button – Allows the user to clear all the input fields and restart again. This is helpful when the user makes mistakes and wants to remove all input.
- Cancel button – Allows the user to cancel current operations and shut down the dialog.

Restore File Creation and Scheduling

Clicking the **Browse** button on the **Restore Browser Options** dialog opens the Restore Browser window. Using the Browser, you can “drill” through your selected Backup data set to select the items, documents, libraries, or even entire sites and site collections that you wish to restore. The Restore Browser window shows the following:






- The Menu Bar – at the top of the screen.
- The Main Toolbar – underneath the Menu Bar.
- The Document Table – on the right side of middle area.
- The Browsed Folder Tree – on the left side of middle area.
- The Status Bar – at the bottom of the screen.
- The Window Icon –  represents Restore Browser Window.

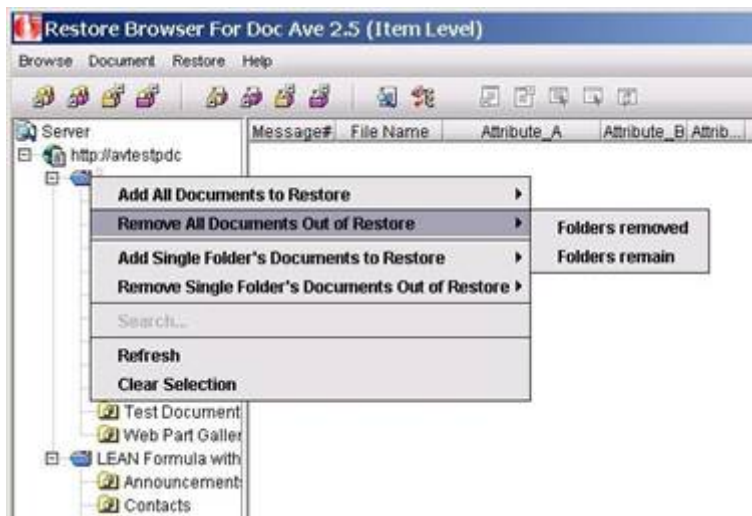
Browsed SharePoint Tree Structure for Restore

The Browsed Workspaces and Folders is shown as a structured tree. Under the root server, there are workspaces located at the same level. Under the individual workspace, there may have some root folders and second level folders as well. In order to distinguish the folders, we use different icons on the SharePoint tree.

There are three (3) icons representing folder restore status. For example, the status may have the icons as follows.

-  Inbox – A frame means that the Inbox folder will be restored.
-  Inbox – A frame and a solid dot mean that the Inbox folder and all the documents will be restored.
-  Inbox – A frame and an outlined dot mean that the Inbox folder and some documents (not all) will be restored.

Popup Menu for Browsed SharePoint Tree



The popup menu will be triggered when the user right clicks on the mouse in the SharePoint tree. The popup menu has the following items:

- **Add All Documents to Restore – Folders Included** – Allows you to add all documents under the current selected level including their folders to restore.
- **Add All Documents to Restore – Folders Excluded** – Allows you to add all documents under the current selected level but NOT including their folders to restore.
- **Remove All Documents out of Restore – Folders Removed** – Allows you to remove all documents under the current selected level including their folders from restore.
- **Remove All Documents out of Restore – Folders Remain** – Allows you to remove all documents under the current selected level but NOT including their folders from restore.
- **Add Single Folder's Documents to Restore – Folders Included** – Allows you to add all documents within only the current selected level including their folders to restore.
- **Add Single Folder's Documents to Restore – Folders Excluded** – Allows you to add all documents within only the current selected level but NOT including their folders to restore.
- **Remove Single Folder's Documents out of Restore – Folders Removed** – Allows you to remove all documents within only the current selected level including their folders from restore.
- **Remove Single Folder's Documents out of Restore – Folders Remain** – Allows you to remove all documents within only the current selected level but NOT including their folders from restore.

- **Search ...** – Allows you to bring up the search window to search for the documents under the current selected level. In other words, the search will just cover the documents within the current level and its sub levels.
- **Refresh** – Allows you to refresh the SharePoint tree for browsed status. When documents are added or removed on the search window, which was brought up from the current selected folder level on the browser window, the user can refresh the SharePoint tree to view the current status in accordance with the search window.
- **Clear Selection** – Allows you to clear all selections on the SharePoint tree.

Document Table for Restore Browser Window

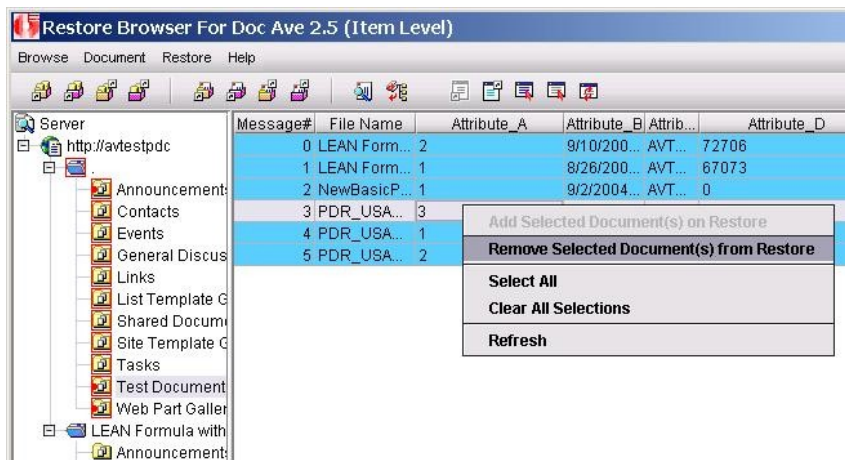
The document table is located on the right side of the middle area on the Browser Window. It shows abstractive information about documents. The selection will be shown with a dark blue highlighter on the rows while a document being restored will be indicated with light green highlighter.

Message#	File Name	Class	State	Owner	Last Modified	Length	VersionID
0	DigitalDashboard.odp	basedocum...			Jul 15, 2002 7..	0	
1	discussionsmgmt.vbs	webpart			Jul 15, 2002 8..	0	
2	PortalApplicationCac...	webpart			Jul 15, 2002 8..	0	
3	StartPagePersonalD...	webpart			Jul 15, 2002 7..	0	
4	subscriptionsgmt...	webpart			Jul 15, 2002 7..	0	

The table columns consist of the following. Note that the table can be sorted by columns.

- **Message #** – this is an ordinary number that keeps each document in order. The number is assigned to individual documents starting from 0. This allows the user to easily remember the document order when the table is sorted and the original order is changed.
- **File Name** – represents the document file name.
- **Class** – represents type of document.
- **State** – represents a status such as created or approved.
- **Owner** – represents the owner of document.
- **Last Modified** – represents the time of last modification.
- **Length** – represents the length of the document in bytes.
- **VersionID** – represents version number of document.

Popup Menu for Document Table in Restore Browser



The popup menu will be triggered when the user right clicks on mouse on any folder in the browsed SharePoint tree. The popup menu has the following items in detail.

- **Add Selected Document(s) to Restore** – Allows you to add selected documents or items to restore. After adding selected items to restore, the rows will be highlighted in light green, indicating they will be included in the restore file.
- **Remove Selected Document(s) to Restore** – Allows you to remove selected documents or items out of restore. After documents are removed from restore, the rows will not be highlighted.
- **Select All** – Allows you to select all rows in the table.
- **Clear All Selections** – Allows you to clear all the selection on the table.
- **Refresh** – Allows you to refresh the status on the document table.

Create and Schedule the Restore File

After you have selected all the items you wish to restore, you can create a Restore file by selecting from the Restore Browser menu **Restore** → **Create and Save a New Restore File** (or **Ctrl+C**), after which the **Create Restore File** dialog will open. Note that restore files can only be created and executed once; they cannot be edited or re-used. If you need to make changes, the only way is to create a new restore file.

Restore files are automatically assigned a unique name by the system. The restore file has a standard format like **RESTOREXXX.dat**, where **XXX** is a system-assigned unique job ID for each restore file. All the restore files will be stored under the directory **<DocAve installation directory>job**, so the user will not be able to move the restore files into other locations.

After documents or items have been selected for restore, the user is ready to create a restore file and set the schedule, if necessary. All the items selected by the user will be written into the restore file in a format that is complied with AvePoint's design for restore solutions.

On the option tabbed panel, there are two (2) features that need to be setup by the user on the restore creation dialog:

- **Description For Restore Job ...** – Enter a short description about this restore job. It will also be displayed on the Restore Browser
- **Restore Options** – The option allows the user to make a decision whether not to overwrite existing SharePoint items using the contents of the restore job. The default value is **Not Overwrite**.

On the schedule tabbed panel, only day and time need to be set up for a restore schedule since the restore schedule does not need to be executed for the time to time again. The default settings for the day and time are current day and time at the moment when the user clicks on the schedule tab to bring up the schedule tabbed panel. This technically means that the restore file will be automatically executed right away, by default.

Once a restore file has run, the restored documents covered in the restore file will be automatically added to the individual folders. Depending on the size of the documents or items, the restore process is almost instantaneous.

Restore Table

Job ...	Start Time	Progress(%)	Status	Item Size	Restored Ite...	Last Modified	Description
2	Feb 8, 2002 11:55 AM	0	⚠ Waiting	12	0	Feb 8, 2002 10:5...	
3	Feb 15, 2002 1:53 PM	0	⚠ Waiting	12	0	Feb 15, 2002 12:...	
4	Feb 8, 2002 11:56 AM	0	⚠ Waiting	12	0	Feb 8, 2002 10:5...	
5	Feb 8, 2002 6:46 PM	0	⚠ Waiting	12	0	Feb 8, 2002 5:48 ...	
148	Mar 11, 2002 5:15 PM	87	⏹ Stopped	1	0	Jun 20, 2002 12:1...	
149	Feb 4, 2002 10:07 AM	100	✅ Finished	19	0	Jun 20, 2002 12:1...	
151	Feb 15, 2002 1:21 PM	0	⚠ Waiting	19	0	Jun 20, 2002 12:2...	This restore file c...
152	Feb 15, 2002 1:53 PM	0	⚠ Waiting	2	0	Jun 20, 2002 12:2...	Full and Inc Back...

Restore table on Manager window

The Restore Table is located underneath the Backup table in the Manager Window. To sort the table by columns, click the column header or hold the Shift key and click the header for reverse sorting. If the Progress Monitor is on, the data on the table will be automatically updated every minute by default. The table also provides cell context-sensitive tooltips (see the picture)

- **Job ID** – Each job has a unique job ID assigned automatically.
- **Start Time** – This column shows a scheduled time to run the restore job.
- **Progress (%)** – This column shows the percentage completed for a restore job.
- **Restore Status** – This value can be Running, Waiting, Stopped, and so on.
- **Item Size** – This value will show the total number of items to be restored.
- **Restored Items** – This value will show the actual number of items that have been restored.
- **Last Modified** – Last Modified allows users to see when the Restore file was last changed.
- **Description** – This column shows the textual memo for the Restore file.

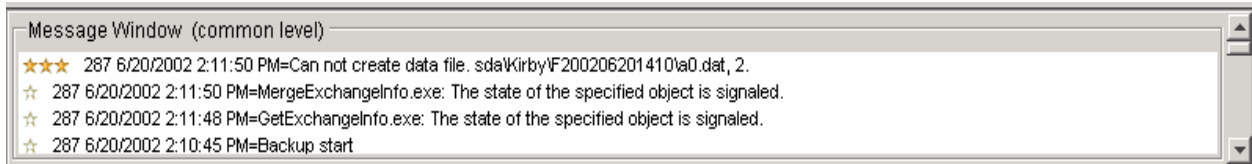
Popup Menu for Restore Table

Reload All
Delete Selected Restore File
Start Selected Restore Job
Stop Selected Restore Job
View Selected Restore Content
Clear Selection

The popup menu will appear when right clicking on mouse within the table.

- **Reload All** – Allows you to reload all Backup Plan and Restore file and update all the data.
- **Delete Restore File** – Allows you to delete a selected Restore file from Restore table if the selected file is not running at the moment.
- **Stop Restore Job** – Allows you to stop a running restore job. It is noted that *DocAve 2.5/3.1* will not allow a stopped restore job to restart again due to its complexity.
- **View Restore File** – Allows you to bring up the view window to see information including restore status for a restore file. The view window is also capable of searching with wildcard criteria.
- **Clear Selection** – Allows you to remove selections on the Restore Table.

Message Window on Manager Window



The Message Window is located underneath the Restore table. There are four (4) levels of messages being displayed in the window. The Message Window provides a real-time log file data view for the users. Since its data update is controlled by the Process Monitor, the Message Window is off if the Process Monitor is off.

- ★★★ Critical Level, which can cause the process to stop right away.
- ★★ Severe Level, which may or may not cause the process to stop.
- ★ Minor Level, which allows the process to continue to run.
- ☆ Common Level, which does not affect operations.

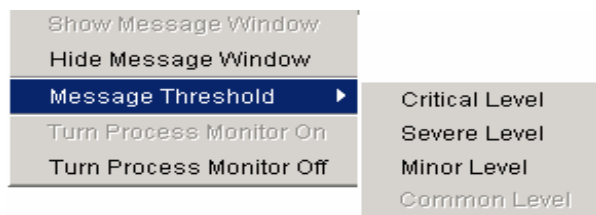
When the users have selected a particular Message Level, only messages with a higher level than the current level will be displayed in the Message Window; all other lower level messages will be dismissed. Since the Message Window is a real-time data viewer of log files, the users will have to look at the log file located in the logs directory to see the entire log data, if necessary.

Status Bar



The Status bar provides additional information on all the commands and various toolbars (lower left-hand corner).

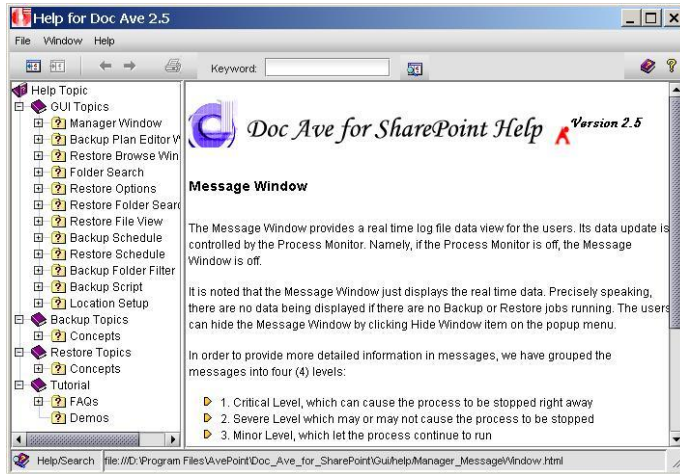
Popup Menu for Message Window



The popup menu will appear when right-clicking on mouse within the monitor icon.

- **Show Message Window** – Allows you to keep the message window on.
- **Hide Message Window** – Allows you to hide the message window.
- **Message Threshold Critical Level** – Allows you to display the messages up to critical level.
- **Message Threshold Severe Level** – Allows you to display the messages up to severe level.
- **Message Threshold Minor Level** – Allows you to display the messages up to minor level.
- **Message Threshold Common Level** – Allows you to display the messages up to common level.
- **Turn Process Monitor On** – Allows you to keep process monitor on.
- **Turn Process Monitor Off** – Allows you to shut process monitor off.







Chapter 7: Context-Sensitive Help



Context-sensitive Help window

DocAve 2.5/3.1 provides a powerful help system for the user. The context-sensitive structure displays help information depending on the current GUI component selected by the user and displays tool tips above GUI component as the user moves the mouse cursor within the *Document Ave* front end GUI application.

The above figure shows the browser window for context-sensitive Help. The browser window contains items as follows:

- **Hide File Window**  – click on this icon button to hide the File window. The File window is located on the left of the browser window, which shows a structured tree to cover all the help topics. These topics are organized in several separate groups, such as GUI topics, Backup topics and so on. The user can easily browse the detailed help information within the topics.
- **Show File Window**  – click on this icon button to display the File window.
- **Back**  – click on this button to move back to the previous page.
- **Forward**  – click on this button to move forward to the next page.
- **Keyword Search**  – click on this button to search for keyword-related help information. The search also provides multiple wildcard criteria and the search results will be displayed as a local html file.
- **On Line Help**  – click on this button to bring up IE browser for on-line help. The on-line help system will provide more fruitful, real-time upgraded help information for the user.

NOTE: *DocAve 2.5/3.1* does NOT provide printing function for the help system. If users need to print some help information, please go to on-line help which provides a more powerful search engine for the users.

To bring up the help browser for context-sensitive help on windows, first click the Help icon button on the main tool bar; the mouse cursor turns into a hand-sign cursor and then drops the cursor on a GUI component. On the dialogs, the user can simply press the F1 key to bring up the help browser to display corresponding help information associated with the current GUI component on the dialog.

Getting the most out of your Viewable Area

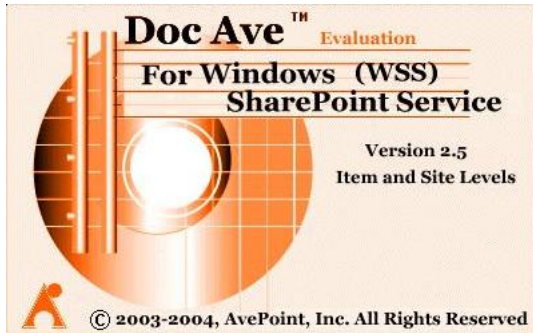
To get the most out of *DocAve 2.5/3.1*, it is recommended that you maximize your work area by double-clicking on the Title bar. This is the blue bar at the top of the screen.

Appendix - Technical Support

This appendix describes how to reach Technical Support and what to do to speed your service.

Before you use *DocAve 2.5/3.1*, complete the registration form and document to AvePoint, Inc. This will ensure that you will be provided with customer support based on technical support policy relating to the package you purchased. It will also allow us to keep you up-to-date on new products as they are introduced.

We can be reached globally at the following offices:



New Jersey Office

370 Campus Drive, Somerset NJ 08873, USA

Phone: 1.800.661.6588

Fax: 732.271.8655

Email: Service@AvePoint.com

For more information about on-line help, bug fixing and upgrade information, please visit our web site:
<http://www.AvePoint.com>