



USER GUIDE – CLOUDME FOR WD SENTINEL

TABLE OF CONTENTS

INTRODUCTION	3
Safe European Storage	3
How does this really work?	3
GETTING STARTED	4
Setting up an account	4
Setting up a company account	4
BACKING UP YOUR SENTINEL	5
Adding folders	5
Scheduled backup	5
Manual backup	6
Encrypt sensitive folders	6
RECOVERING FOLDERS	8
Recovering a backup on a new Sentinel	8
Recovering missing files and folders	9
Recovering previous versions or deleted files	10
DISASTER RECOVERY	11
Recovering without the Sentinel hardware	11
FINDING MY BACKUP IN CLOUDME	12
UPGRADING YOUR CLOUDME ACCOUNT	14
ACCESSING AND SHARING CONTENT	15
UPDATING	17
SUPPORT	18

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INTRODUCTION

CloudMe provides a safe and easy way to backup your WD Sentinel to the cloud in case something happens to your WD Sentinel. It will provide you with an off-site disaster recovery backup, secured in our European data center.

Safe European Storage

CloudMe is the European Sync / Storage provider. A full service provider of; file syncing, backup, restore, sharing and online cloud storage. All data on CloudMe is safely stored on servers that are owned, operated and maintained by CloudMe in a data center facility located in Sweden, the European Union. From this data center, CloudMe serves users worldwide in more than 200 countries. CloudMe is incorporated in Sweden, EU.

With a Microsoft Storage Server compatible hardware as the WD Sentinel, you are able to leverage CloudMe as an off-site, disaster-proof protection, if something should happen to your Sentinel. Your data may at anytime be restored to a Sentinel. You may also enjoy the mobile clients of CloudMe for iPhone, iPad and Android to view or share folders on your Sentinel.



New WD Sentinel customers enjoy a trial version of a 100 GB CloudMe account for 30 days. After this period, you may subscribe for 100 GB or upgrade to 200 GB, 500 GB, 2 TB or 5 TB. The only requirement is that you have at least a 100 GB account to unlock the enterprise features of CloudMe with Sentinel support.

How does this really work?

It works behind the scenes, constantly keeping a backup of what is on your WD Sentinel in the cloud. You may sleep well, knowing that the WD Sentinel and CloudMe will safeguard your data. The WD Sentinel will make sure all your computers have a backup, but it will also allow you to have a file server in your office or home through the use of shared folders. CloudMe will make sure that the backup of all your clients are safely stored in the cloud and that also the contents of the shared folders are available as a backup in the cloud. Using the CloudMe web interface or mobile apps, you are able to view the data. This is very handy if you forgot a document on the company file server. If a file or folder is lost on the WD Sentinel, you may at anytime restore it from the cloud. We will even keep all versions of a file in for 30 days in the cloud – allowing you to always know that there is a way to get your files back.



CloudMe consists of two parts on your WD Sentinel. A service that runs invisible in the background and the Microsoft Storage Server dashboard plugin that allows you to configure and manage CloudMe. It's with the plugin you setup and associate your CloudMe account. In order for CloudMe to be able to continue and backup to your CloudMe account after closing the management interface, you need to stay logged in and not choose to logout before closing the management interface. This is because the background service needs to have continued access to your CloudMe account in order to save the backups it performs in the background. You should only logout if you need to associate your Sentinel with another CloudMe account, which in turn removes association with the previous account.

GETTING STARTED

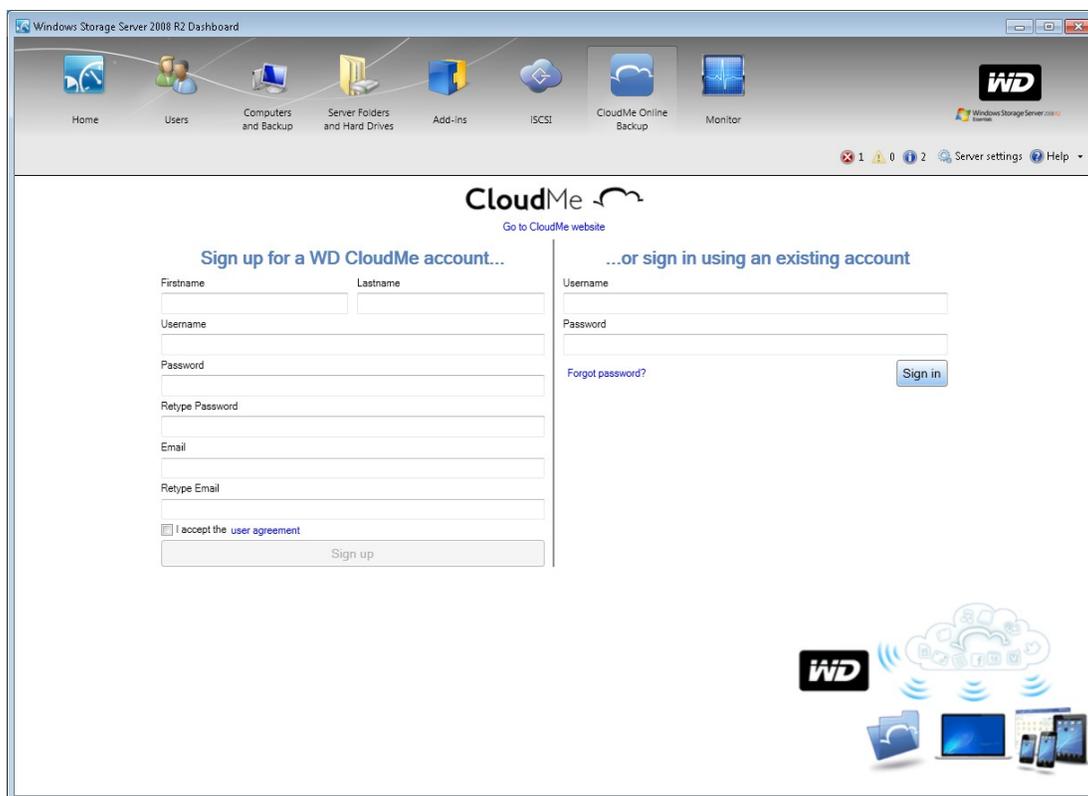
In order to be able to use CloudMe, you need to make sure that CloudMe is available on your WD Sentinel. You will recognize that your device is CloudMe Ready by seeing the blue CloudMe icon in the toolbar as shown below. If CloudMe is not installed, you can download the dashboard plugin from <https://cloudme.com/install/sentinel>



Setting up an account

All you need is a CloudMe account, and if you sign up for the trial account inside the dashboard plugin, you will automatically get a 30 day 100 GB premium account for free. If you already have a premium account of 100 GB or higher, you may login directly using your existing CloudMe account. Free accounts for consumers will not work.

As long as you are logged in, CloudMe can backup your Sentinel.



It is important that you enter a valid email address. This email is later used for password recovery, notifying you that you account is starting to get full, and more. If your account is full, the backup will not continue and you may potentially loose data in the event of a disaster. Please white list the email address of support@cloudme.com to be sure to receive emails sent from CloudMe.

Setting up a company account

If the WD Sentinel is used in an office environment, we recommend that you create a specific CloudMe account for the WD Sentinel and keep your private CloudMe account for your personal computer, tablet or phone. Anyone with physical access to the WD Sentinel could otherwise gain access to parts of your private account. If you are interested in more than backing up your Sentinel there are further benefits to using a company account. Learn about using the Sentinel and CloudMe to create a shared file archive that multiple employees can access under the "Accessing and Sharing Content" section.

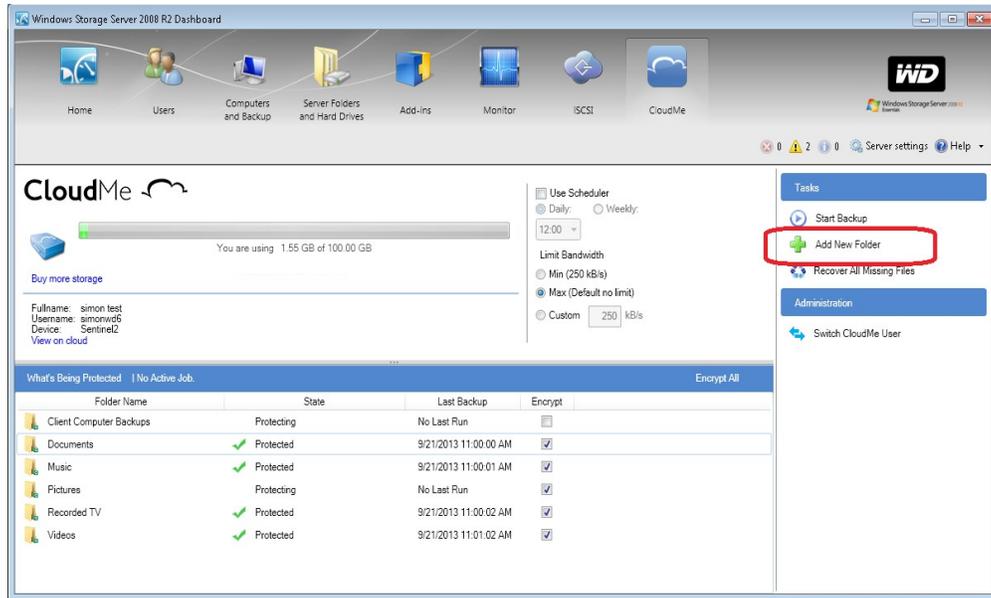


BACKING UP YOUR SENTINEL

Once you have logged into CloudMe you will be prompted to name your device. This will be the name your device is stored under on CloudMe. You will be directed to a screen with information about your account as well as tools for creating or recovering a backup. Several default Sentinel folders are automatically added to your CloudMe account and can be viewed under what's being protected. You may remove these folders or add new ones from the Sentinel in order to include them in your backup. Removing a folder from the backup list will not remove the folder from the Sentinel and no files will be removed or changed on the Sentinel in the backup process.

Adding folders

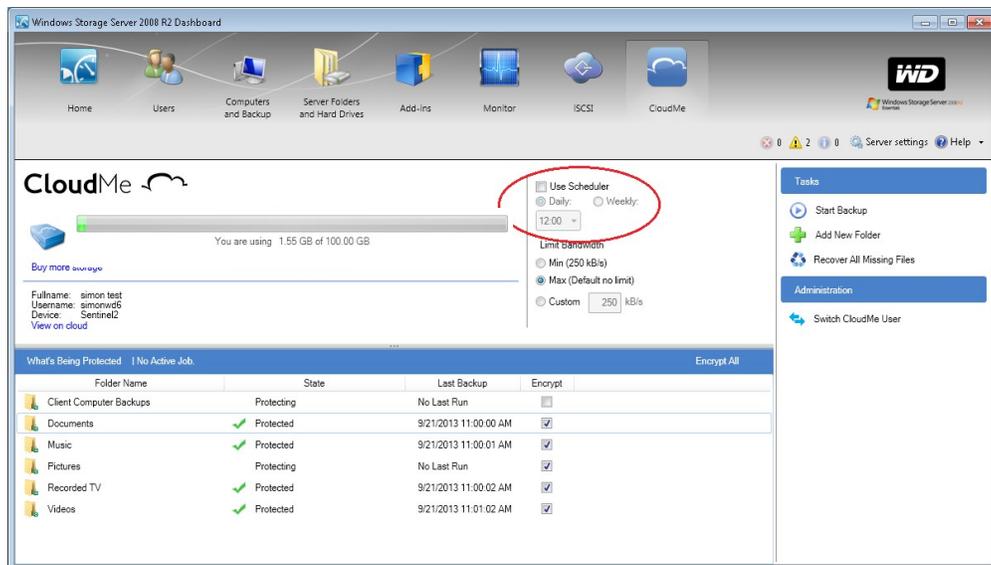
It is possible to add additional folders to the backup by selecting Add new folder on the right side in the tasks section. Added folder will be part of your CloudMe online backup.



When selecting this option you will be provided a window with the folders on your Sentinel. Select the folder you would like to backup from the Sentinel. The added folder will be part of your CloudMe backup.

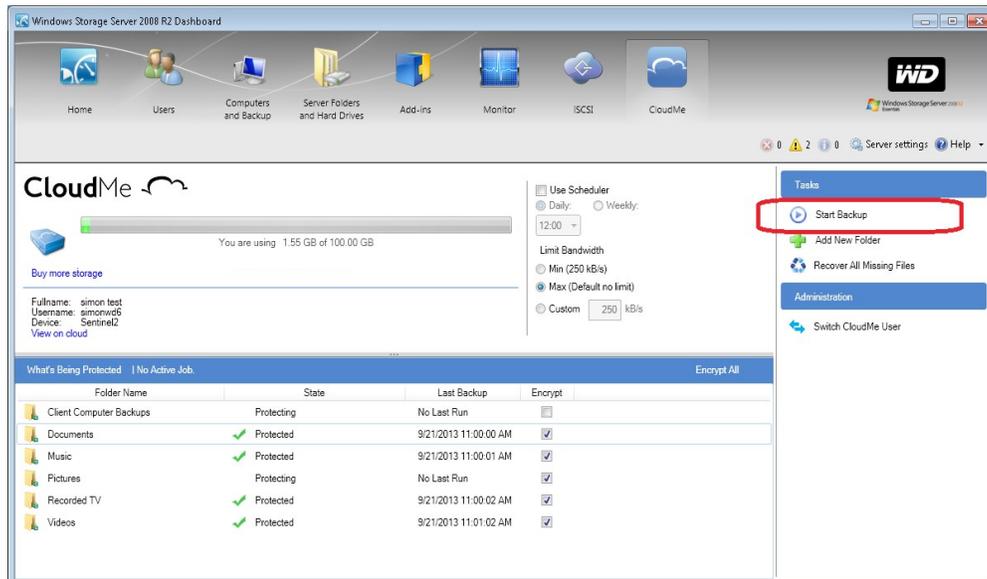
Scheduled backup

To set up a scheduled backup for your Sentinel, select Use Scheduler and set when you want the backup to occur. CloudMe will then perform backup of all added backup folders in the background at the scheduled time.



Manual backup

You can manually backup the device or an individual folder at any time by selecting start backup in the tasks section to the right. This will not affect your scheduler and backup will also be performed at scheduled time.



Encrypt sensitive folders

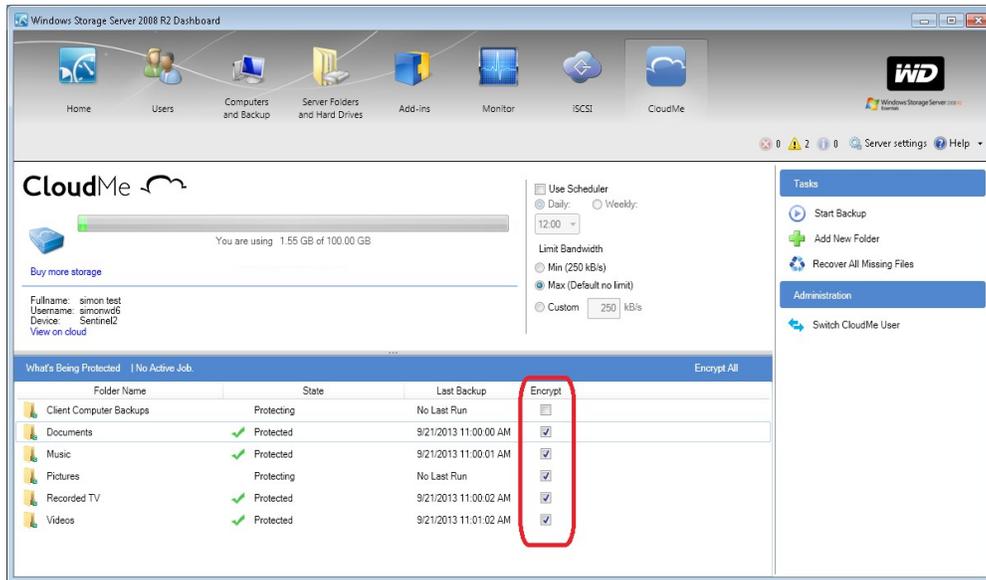
With CloudMe you are able to activate client-side encryption for any folder. This will require you to enter an encryption key that will be used to encrypt your files before sending them over the encrypted communication channel to CloudMe. Since all encryption is done on the client-side and we believe in strong security, CloudMe does not save your encryption key on our servers.

Tip: If you loose your encryption key, your files will be unrecoverable!

If you encrypt folders that you are backing up, you **MUST** have the encryption key to decrypt the files on a new Sentinel if a disaster occurs and you need to restore your backup. CloudMe will not encrypt files stored on the Sentinel, only files sent to the cloud and CloudMe.



To start using encryption, simply check Encrypt next to any folder and you will be prompted for an encryption key. This key will be stored on your local machine and CloudMe will not keep a copy of it.



Please write this encryption key down and store in a safe place for future recovery needs. The files in this folder will be uploaded encrypted on the next backup. Using encryption on shared folders will not allow you to view these files on other CloudMe clients like iPhone, iPad, Android, WebShares or through web browsers, since they do not have local decryption capabilities.

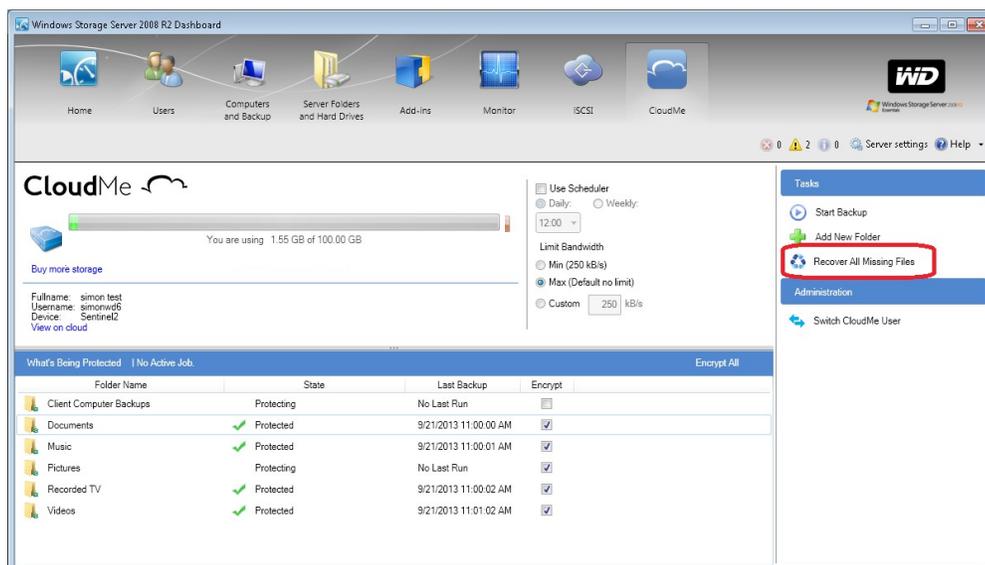
RECOVERING FOLDERS

Before you start to recover any folders or files, you need to know if you need to recover an entire backup, or a select few files and folders. In this section we will start with a full recovery.

Recovering a backup on a new Sentinel

If you have a backup stored in the cloud through CloudMe and need to restore the backup to a new or reinstalled WD Sentinel machine, please follow these steps.

1. The first step in setting up a new Sentinel, is to fix computers that had been attached to the old Sentinel. On any computer that was attached to the old Sentinel uninstall Windows Storage Server 2008 R2 connector. Then install the connector from your new Sentinel to the computer.
2. To perform a recovery to a new Sentinel you will need your CloudMe account information, the device name that you wish to recover, and the names of the folders you want to recover for the device. If you are uncertain of your device name or the folders you have backed up check the section “Finding my Backup in CloudMe” to learn about getting information for the devices you have backed up from the CloudMe web interface.
3. Once you have the necessary information you will proceed with the steps from “Getting started”. Make sure you have CloudMe installed, and login to your existing account.
4. Once you are logged in, enter the name of the device you wish to restore (check the storage section “Finding my Backup in CloudMe” to find the Backup folder location, its subfolders are the names of devices with a backup)
5. If you had any folders in the original account that you wish to recover that don't appear under the current list in the CloudMe dashboard, add those folders. To add a folder click Add new folder as shown in the “Adding folders” section. Then choose a location on the Sentinel for storing the restored folder, and create a folder with exactly the same name as the folder stored on CloudMe (case sensitive). This folder will receive the files from the folder to restore from the cloud.
6. If you have encrypted any folders you have uploaded to CloudMe, select Encrypt for any folder and enter your password. You can then uncheck encrypt as the password is now saved on your machine. If you do not do this or enter an incorrect password it will not be possible to decrypt your files.
7. Once you have added all of the folders you want to recover select “Recover All Folders” in the tasks section.



8. Once recover all folders has completed, the entire backup will have been downloaded to your Sentinel (please note that this might take hours or days depending on the size of your account and amount of files being recovered). When you hook up a computer to the new Sentinel, it will generate that computers profile, allowing easy recovery of the files you had backed up for that computer provided you followed the first step of reinstalling the connector. To generate the computer profiles that link files to computers without the original computer look under the “Disaster Recovery” section in this user guide.



Recovering missing files and folders

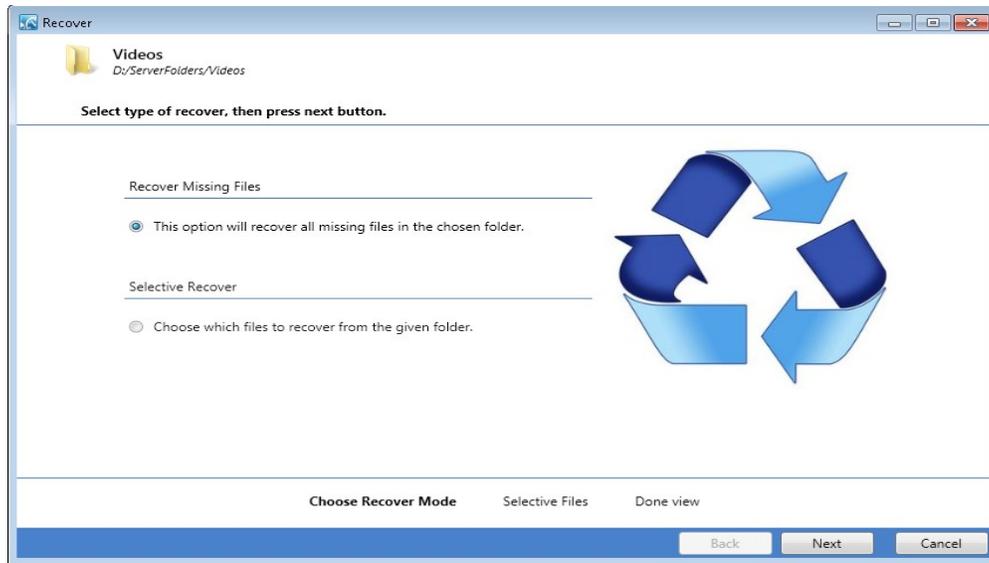
You can recover any file or folder that has been backed up to the cloud for an existing folder on a Sentinel.

If you choose to recover all existing files for the account or a folder NO FILES WILL BE OVERWRITTEN.

However, if you choose select individual files for recovery you will be given the option to overwrite existing files.

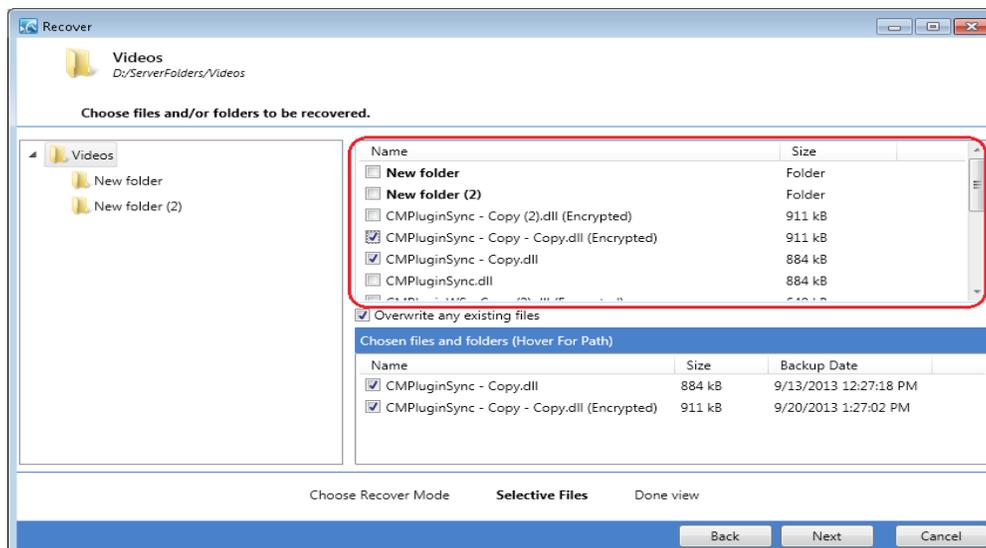
To recover all the files in a missing folder do the following.

1. Select the folder you wish to recover files in
2. Select the top option to recover all missing files and hit next. This will not overwrite any files
3. Finish



To recover individual files in a missing folder:

1. Select the folder you wish to recover files in
2. Select the bottom option to choose which files to recover and hit next
3. In this view the folder tree for the folder is shown on the left. The top right section shows your files and folders stored with CloudMe. Select files you wish to recover here. The files you have selected will appear in the bottom section providing an overview and allowing you to easily uncheck file you do not wish to recover.

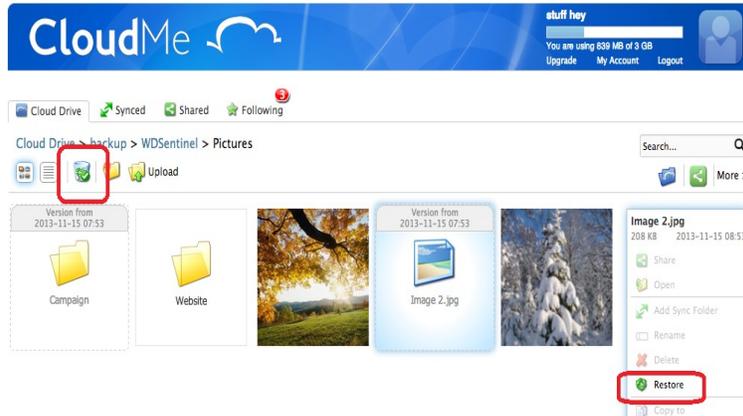


4. Once you have selected your files you can choose whether to overwrite existing files. Then hit next.
5. You will be presented with an overview of how many files you are recovering. Finish to begin recovery.

Recovering previous versions or deleted files

Additionally, through the CloudMe web interface (<https://cloudme.com>) it is possible to recover previous versions of files or files that have been recently deleted from your CloudMe account.

1. Check the “Finding my Backup in CloudMe” section to see how to access your backup on the CloudMe web interface
2. Select the Trashcan icon in the toolbar. This will make all versions visible of a file for the last 60 days. Old or deleted versions of files and folders will appear with a grey outline and the date the version was created.
3. Select the files or folders you want to recover and choose Restore in the more menu. This will not overwrite existing files or folders with the same name. If a conflict occurs you will be prompted to select a new name.



4. These files should now be visible on your Sentinel when you select the option to recover and should be restored when recovering all.

DISASTER RECOVERY

If you loose access to your Sentinel and the computers it was backing up, it is possible to restore from CloudMe.

The steps for "Recovering your files on a new Sentinel" will recover all files to a new Sentinel. However, if you have also lost the computers you will need to restore the configuration file for the Sentinel to get information on the computers that were connected and provide easier restoration of a specific computer.

For complete disaster recovery complete the following steps.

1. Complete all steps for "Recovering your files on a new Sentinel" to recover all files to your new Sentinel.
2. The configuration file needed to restore the computer accounts on your new Sentinel is stored in the original Sentinel's folder on CloudMe. Follow the steps for "Finding my Backup in CloudMe" to get to the folder for the original Sentinel you have backed up. In this folder you will find a file named DevicesInfo.xml.
3. Place DevicesInfo.xml from CloudMe at C:/ProgramData/Microsoft/Windows Server/Data/DevicesInfo.xml. On your Sentinel.
4. Restart your Sentinel. Your original computers should now appear on the Sentinel allowing for restoration of the files specific to a computer.

Recovering without the Sentinel hardware

After a disaster, it might take some time for you to be able to get a new WD Sentinel delivered. If you still need to access content from shared folders on the Sentinel that was part of your CloudMe backup, you may still recover its content to a normal desktop computer using the CloudMe Sync software. Please note that this type of recovery does not allow you to recover the contents of computers being backup through the Microsoft Storage Server connector.

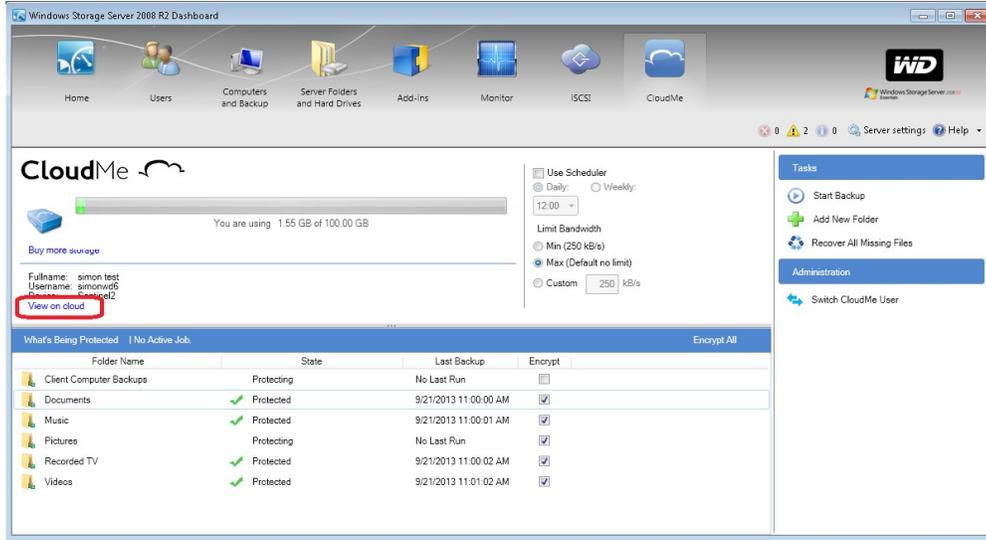
1. Download and install CloudMe Sync from <https://cloudme.com/install>, the software is available for Windows, Mac and Linux
2. Select "View Sync Folders"
3. Choose "Add folder"
4. Select a location on your desktop computer for the recovered folder, then select the location of the folder from the Sentinel backup in the cloud. This is done under the "Remote path" field by clicking the yellow folder icon, then selecting Cloud Drive:/Backup/{device name}/{folder to recover}. The example in the screenshot below shows how the entire backup folder is recovered for all Sentinel devices.
5. Choose to "Download only"
6. Choose automatic sync as off.
7. Save your settings
8. Choose not to share the folder
9. Right click the folder and choose "Sync now" or click the play icon inside a circle to starting downloading the backup to your desktop computer.



FINDING MY BACKUP IN CLOUDME

This section will show you how to access your Sentinel's backup on CloudMe's website. These files can also be accessed from our other platforms. Visit our website for more information.

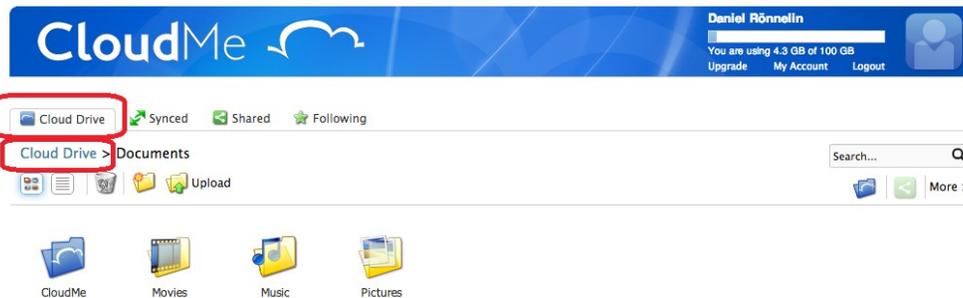
1. From the Sentinel interface, in the CloudMe tab click "View on cloud"



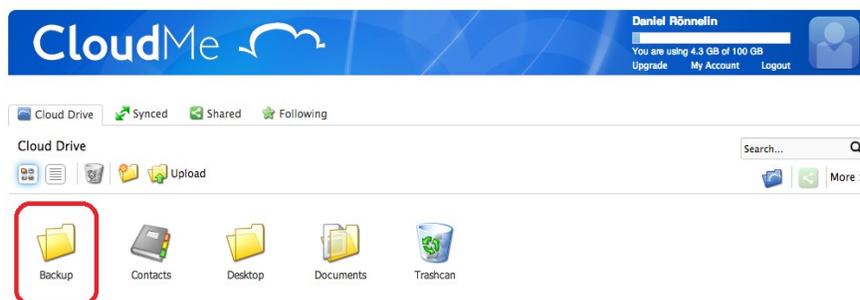
2. This will take you to <https://cloudme.com>. You can now login in to your CloudMe account.



3. Select the "Cloud Drive"-tab and you will be in the Documents folder. Select "Cloud Drive" in the folder path to move up to the root level of your CloudMe account shown in the image.



4. In the root of your CloudMe account, you can now select the “Backup” folder. In this folder you will find one folder for each backed up Sentinel, named with the device name you chose when associating your CloudMe account with the Sentinel. In the device folder you can find all the folders that have been included in the backup for this device.

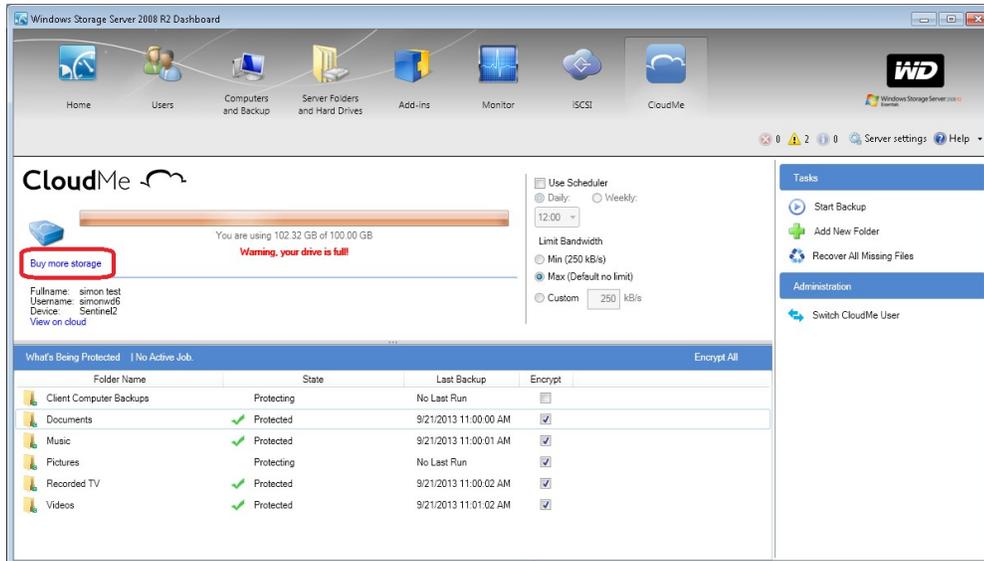


When logged into CloudMe’s web interface you can access the backup folder directly by following the link <https://cloudme.com/en#files:/backup>

UPGRADING YOUR CLOUDME ACCOUNT

To continue using your CloudMe account after your trial has run out or get more space, you will need to upgrade your account.

1. From the Sentinel dashboard, in the CloudMe plugin, click “Buy more storage”. Or in any browser go to <https://cloudme.com/en/sentinel>.



2. Select the storage plan you would like and select the Buy/Upgrade button
3. Then select whether you would like a monthly or annual payment plan
4. You will be prompted to Login to CloudMe. Enter your account information
5. Complete your upgrade through the use of a credit card or Paypal account

Tip: Monthly payments provide the most convenient method, since your credit card will be charged once every month and there will be no risk in forgetting to make the payment for the next year. Annual payments require that you remember to pay for the next annual term manually (after reminder being sent out over email). If you forget to make the annual payment, your CloudMe backup will eventually be locked down.

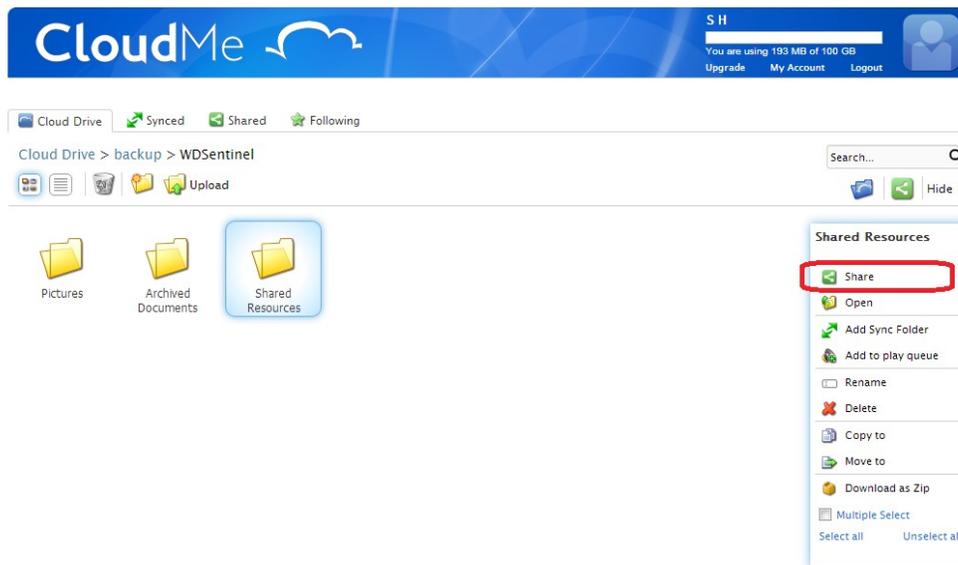
ACCESSING AND SHARING CONTENT

In addition to providing a great backup of your files, CloudMe has other useful features. One of them is the ability to access folders you have included in the backup from the CloudMe mobile apps or a web browser using your account. Further you can share archived files so other employees can view them. A WebShare is a very convenient way to give employees access to archived content while preventing modifications to backups and maintaining account security.

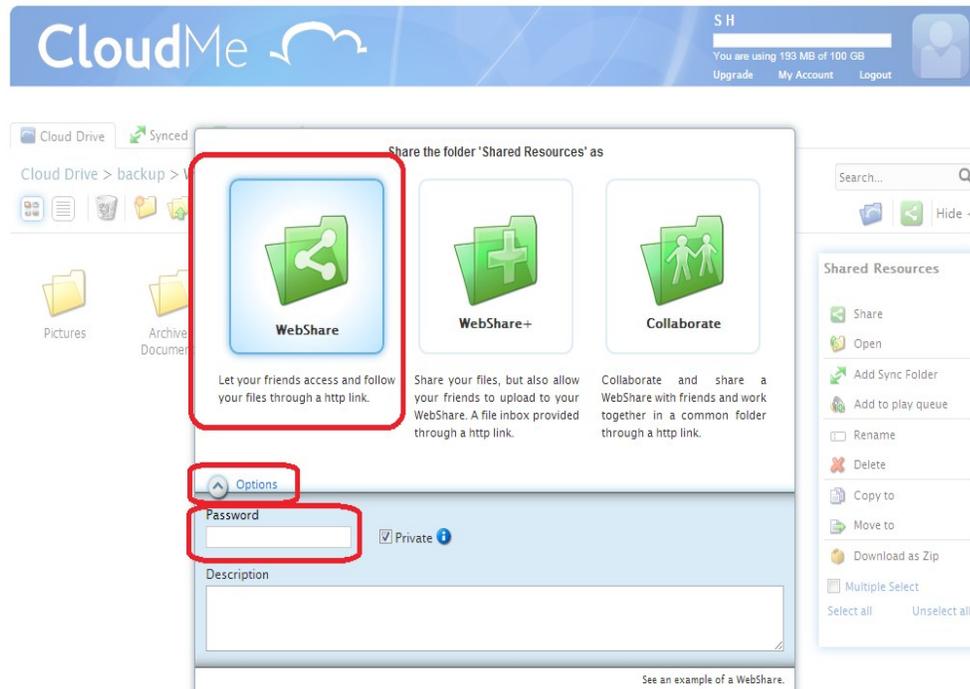
Please note that when CloudMe on the Sentinel does a backup, any file changed in the cloud, or changed through a WebShare (configured to allow read/write), will be overwritten the next time a backup is performed. Changes will not be synced back to the Sentinel. In order to bring back a changed file to the Sentinel a selective restore of that file is needed or a full sync of the folder (not supported by CloudMe online backup).

Creating and updating a shared archive

1. Backup to any files you want to be shared from a local machine to your Sentinel.
2. Follow steps for adding a folder if the folder you want to share isn't already visible in your CloudMe folders. If the folder is already visible continue to the next step.
3. Make a manual backup of the folder in the CloudMe tab (As described in the "Manual Backup" section). If the folder has been previously been shared on CloudMe you can stop here. Your existing WebShare should now be up to date. If you have not previously shared content on the CloduMe website or through a mobile app continue with step 4.
4. Follow the steps for "Finding my backup in CloudMe."
5. Right click on the folder you wish to share.
6. Select Share from the menu.



7. WebShare should be selected by default, keep this option. For security under options set a password for the folder. Then hit share. (We do not recommend using WebShare+ and Collaborative folders with CloudMe backup software for the Sentinel, see the section below for details).



8. Your WebShare has now been created. It can be accessed through the link given in this window. You can email the link, share it via social media, or cancel sending the link. If you cancel the WebShare will still be available at the link.

It is also possible to view and share your files from a Mobile app. While a detailed explanation of the mobile app is beyond the scope of this guide, to view your files using a mobile app, go to the Home-tab, click on the “Cloud Drive” text underneath the icons and go to the Backup folder. They can then be shared using the menu.

An additional benefit to using a company account for the Sentinel following a shared folder on your private account will not count toward your private accounts quota, so you may accept WebShares from the premium CloudMe Sentinel account even with a free personal CloudMe account.

Having a larger account that through WebShares, shares folders to other accounts, is a great way to move the idea of an office file server to the cloud. It is also convenient to setup different WebShares for different departments and access needs. Perfect for a business or family account and similar to how you can use a WD Sentinel with shared folders.

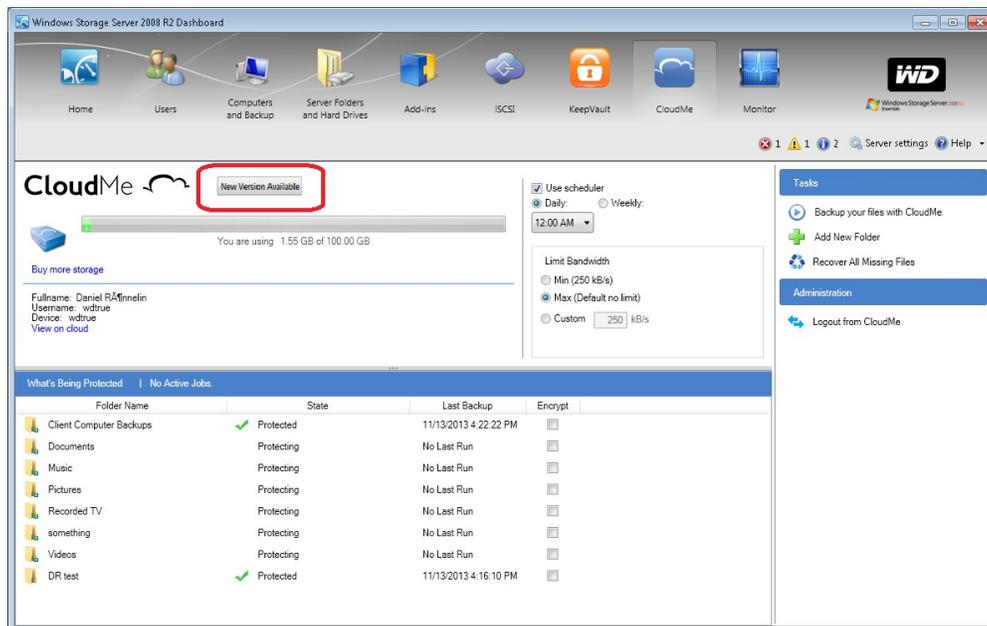
Collaborating and Remote updating your archive

We do not recommend the use of the CloudMe backup software for the Sentinel to collaborate and work together in folders or for editing files remotely. Its intention and purpose is for backup and off-site viewing of information. If you need syncing capabilities, for collaboration and access to working copies of documents instead of backups, please install CloudMe Sync on the device where work will be done (through the CloudMe website not the Sentinel dashboard). You may install the CloudMe Sync software through the virtual desktop access mode to the Sentinel. Do not include the same folders on the Sentinel in both the sync software and the CloudMe online backup software at the same time. This may cause unexpected behavior and cause constant syncing of files.

UPDATING

When a new version of CloudMe becomes available for your Sentinel a button will appear. This button will only be visible if a new version of CloudMe is available. Install as follows.

1. Click on the button to go to the CloudMe website.



2. Download the new version.
3. Open the dashboard application.
4. Navigate to the Add-ins tab
5. Click the "CloudMe Online Backup" item in the list
6. Press "Remove the add-in" in the right tasks list
7. Remove the current add in.
8. Return to the newly Downloaded version and double click it to install the updated version.

Removing the old version and installing a new version on your Sentinel will not affect the backup you have on CloudMe. Your backup will be visible on the Sentinel as before you uninstalled once you reinstall the CloudMe plugin.

SUPPORT

For support of CloudMe Backup for Sentinel, please visit:

<http://forum.cloudme.com>

Here you can search for answers to common questions. If you have a general question that you think other users can benefit from knowing the answer to, please use the forum.

If you have a very specific or personal question, please email us directly at support@cloudme.com

Please note that we cannot decrypt any encrypted folders that you have lost the encryption key for.

The supported languages for CloudMe Online Backup are; English, French, German, Portuguese, Spanish and Swedish. The installed and configured language of Windows Storage Server will decide the used language. Languages such as Portuguese and Swedish may require you to install additional language packs for Windows.

If you need to recover your CloudMe password, please use this link that will send you a password recovery email to your registered email address:

<https://sos.cloudme.com/recover>

To end a premium subscription, please use the following link that will send you a subscription cancellation email to your registered email address:

https://sos.cloudme.com/cancel_subscription

If you want to delete your CloudMe account and all files and backups in your account, please use this link (a valid registered email is required in order to confirm account deletion):

<https://sos.cloudme.com/remove>

If you want to setup or change your registered email address with your CloudMe account, then please login to CloudMe through its web interface. Click on "My Account" in the top right corner. Make the change, enter your password in the confirmation field and click the Save button. From here you can also access the referral program to invite your friends to use CloudMe and earn extra gigabytes of free storage.

Thanks for using CloudMe!