Persona Backup FAQs

What system settings does inSync back up?

To know the default system settings that inSync backs up, see Supported system settings.

Does inSync use USMT?

Yes, it does. To perform a back up of system settings, all instances of inSync Client on Windows OS invoke the User State Migration Tool (USMT).

Can I use custom USMT XMLs?

Yes, you can. However, you must request assistance from the Druva Support team to do this.

What platforms does inSync support for system settings backup?

inSync supports Microsoft Windows 7 or later and Mac OS X 10.8 or later.

Note: inSync does not backup system settings on any of the Windows Server operating systems, Windows 2000, or any of the starter editions for Windows XP, Windows Vista, or Windows 7.

What is the default backup interval for system settings?

By default, system settings are backed up every 30 days.

Can I restore system settings from the inSync Management Console?

No, you cannot. You must instruct users to restore system settings to their devices. See, System settings restore.

Where can I look for system restore errors?

You can find system restore errors in the inSync log files. inSync also displays an error if your system settings restore is...
not successful.

**How does inSync help me with operating system migration?**

To know more about operating system migration by using inSync. See, [OS migration using Persona Backup](#).

**Can I track operating system migration across my organization?**

inSync does not track operating system migrations across your organization. However, you might be able to find some third-party tools that can perform such as tracking.

**Do I see an alert if an OS migration fails?**

inSync does not display alerts for migration failures.

**Is the OS license also migrated?**

inSync does not perform the actual OS migration. inSync helps you import system settings before the migration. After the migration, inSync restores those system settings. To know if the OS license gets migrated.

**With System, App Settings enabled, the manual backup takes longer time to complete as compared to the Scheduled backup. What is the reason?**

The System, App Settings is configured to run every 30 days as per the schedule. But when a manual backup is triggered, it also includes the System, App settings backup and hence the time taken is longer than the scheduled backup.

**What happens during a System, App Settings backup?**

During a System, App settings backup, inSync triggers User State Migration Tool (USMT) which collects the information about application settings, registry information from a pre-defined xml file. These xml file is called as Config.xml and migsetting.xml. Based on the parameters defined under xml files, inSync creates a backup of the System, App settings.

**Does inSync back up a user's group membership?**

Yes, inSync backs up a user's group membership during persona backup. Consider a scenario where a inSync user U1 is an administrator of a laptop L1 with inSync Client installed and persona backup enabled. When the backup of laptop L1 is restored to another laptop L2, the inSync user U1 will automatically be added to the list of administrators of laptop L2. For more information about the components which USMT can migrate, refer the [Operating-system components](#) article from Microsoft.

**Does inSync back up drivers and hardware related settings?**

No, inSync does not back up drivers and hardware related settings. For more information on the components that USMT does not migrate, refer the [What USMT does not migrate](#) article from Microsoft.
**When can I restore the System, App settings?**

System, App settings can be restored only while activating the inSync Client for the first time on a device. The settings cannot be restored with any subsequent restores initiated from the inSync Client or inSync Management Console.

For more information, see [How to restore System, App settings and backup data?](https://docs.druva.com/Endpoints/040_Backup_and_Restore/040_Backing_up_system_and_app_settings_(Persona_Backup)…)

**Tip:** The first backup from a replaced device replaces the system, app settings of the old device.

System, App settings cannot be restored if:

- The restore option is bypassed during the activation of a new device.
- The original device from which the system, app settings were backed up is deleted from inSync Management Console.
- Persona backup is disabled in the current profile assigned to the user.

**Tip:** System settings are backed up every 30 days during scheduled backups and with every manual backup.

To enable or disable persona backup, see [Enable Persona Backup](https://docs.druva.com/Endpoints/040_Backup_and_Restore/040_Backing_up_system_and_app_settings_(Persona_Backup)…).

**Why are my device snapshots empty?**

Consider a scenario where you have configured System App settings for backup. The device backup completes successfully; however, when you attempt a restore, you can see a snapshot but there is no data to restore. You can also see files backed up from the device under Manage > Users > Manage snapshots.

![Device snapshots empty](https://docs.druva.com/Endpoints/040_Backup_and_Restore/040_Backing_up_system_and_app_settings_(Persona_Backup)…)

This behavior is by design. When you have enabled the backup of System App settings, its restore is available only
once when either the user device is replaced or when a new device is configured in inSync for a backup.