

A-Click Backup Manager v8

Microsoft System Backup and Restore Guide

Ahsay Systems Corporation Limited

12 February 2019

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Revision History

Date	Descriptions	Type of modification
12 February 2019	Updated the FAQ Link for the Hardware Requirement in Ch. 1.1; Updated the FAQ Link for the Software Requirement in Ch. 1.2; Updated the screen shot for the Windows Server Backup and updated the KB article about Temporary Storage Location to Ahsay Wiki in Ch. 1.4; Added the Facebook Page and Twitter Account for the latest updates on AhsayACB and updated the screen shot of the General Setting in AhsayACB, updated the screen shot of the Backup Source in AhsayACB, and updated the KB Article about the Java Heap Size to Ahsay Wiki in Ch. 2; Updated the screen shots in logging in to AhsayACB in Ch. 4.1; Updated the screen shots in creating a MS Windows System Backup Set, updated the KB Article about Temporary Storage Location to Ahsay Wiki, added the configuration of backup schedule, updated the process in adding new storage destination / destination pool, updated the KB Article about the Backup Destination to Ahsay Wiki in Ch. 5.1; Updated the screen shots in starting a manual backup in AhsayACB in Ch. 7.1; Updated the screen shots in restoring the System Image in AhsayACB in Ch. 8.2;	New/ Modifications

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Introduction

The MS Windows System Backup module of AhsayACB provides you with a set of tools to protect your personal computers on Windows operating system platforms.

This includes an image-based / bare-metal backup feature, that leverages Microsoft's native Wbadmin command-line tool (<http://go.microsoft.com/fwlink/?LinkId=140216>), and recovery feature, to ensure that your computers are protected even if they are lost or destroyed entirely. The image can be recovered onto a new device if necessary.

Overview

This document contains information that are essential for understanding the MS Windows System backup and recovery process:

1. [Requirement and Limitation](#)
2. [Best Practice and Recommendation](#)
3. [Restore Consideration](#)
4. [Starting AhsayACB](#)
5. [Configuring a MS Windows System Backup Set](#)
6. [Overview on the Backup Process](#)
7. [Running a Backup](#)
8. [Restore with a MS Windows System Backup Set](#)

1 Requirements and Limitations

1.1 Hardware Requirement

Refer to the following article for the list of hardware requirements for AhsayACB:
[FAQ: Ahsay Hardware Requirement List \(HRL\) for version 8.1 or above](#)

1.2 Software Requirement

Refer to the following article for the list of compatible Windows operating systems platforms:
[FAQ: Ahsay Software Compatibility List \(SCL\) for version 8.1 or above](#)

1.3 Antivirus Exclusion Requirement

To optimize performance of AhsayACB on Windows, and to avoid conflict with your antivirus software, refer to the following link for the list of processes and directory paths that should be added to all antivirus software white-list / exclusion list:
[FAQ: Suggestion on antivirus exclusions to improve performance of Ahsay software on Windows](#)

1.4 Other Requirements and Limitations

Ensure that the following requirements are met:

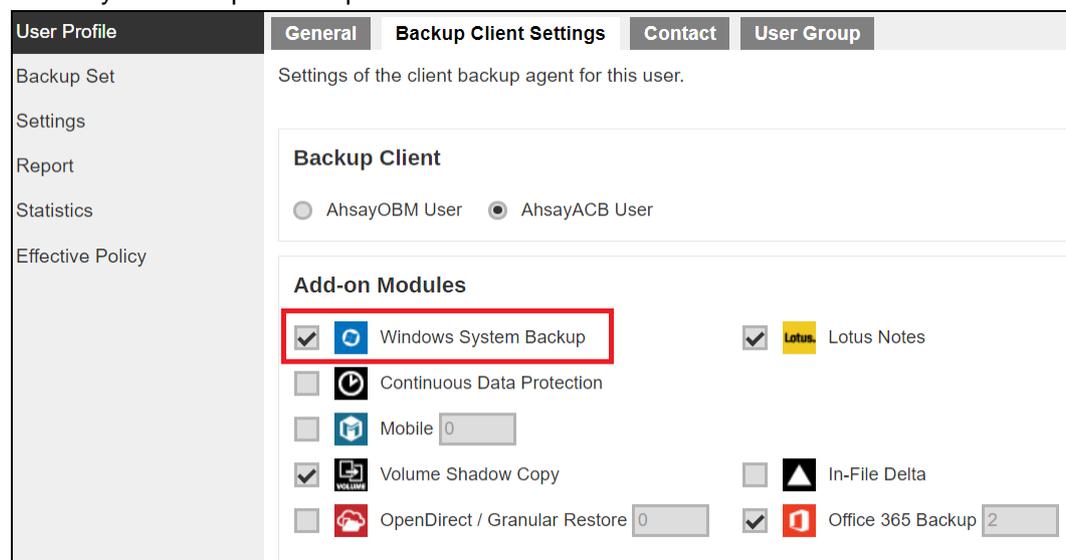
- 1. **AhsayACB Installation**

Make sure that AhsayACB is installed on the computer to be backed up.

- 2. **Add-on Module Requirement**

Make sure that the Windows System Backup add-on module is enabled for your AhsayACB user account.

Please your backup service provider for more details.



- 3. **Backup Quota Requirement**

Make sure that your AhsayACB user account has sufficient backup storage quota assigned to accommodate the storage for the system backup. Contact your backup service provider for details.

• **AhsayACB Licenses**

AhsayACB licenses are calculated on a per device basis:

- i. To backup users with 1 backup client computer (e.g. 1 AhsayACB installed), 1 AhsayACB license is required.
- ii. To backup users with multiple backup client computers, the number of AhsayACB licenses required is equal to the number of devices. For example, if there are 10 users to be backup with 3 backup client computers, then 3 AhsayACB licenses are required. Please contact your backup service provider for more details.

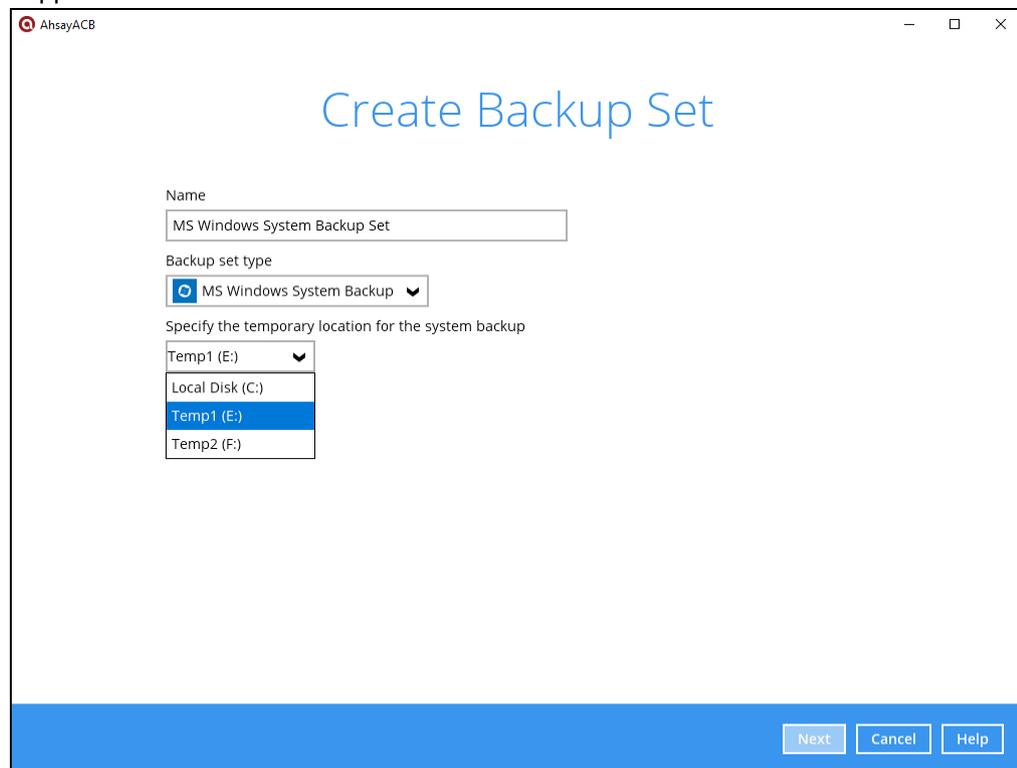
• **Latest Service Packs from Microsoft**

Ensure that you have the latest service packs installed.

Updates to the Windows operating system improve its performance and resolve known issues with Windows Server Backup.

• **Temporary Storage Location**

Make sure that the storage location configure for the system image is set to a supported location.



The temporary storage location is required by the WBADMIN utility to temporarily store the image file during the backup set.

The machine requires an additional drive to accommodate the spooling of the System State image file. As you can see on our sample screenshot above, we have three (3) drives in total, Local Disk C:, Temp1 E:, and Temp2 F:

If by any chance the machine has only one (1) drive and it is his/her Local Disk C:, then one of the following options will need to be implemented

- i. An extra physical drive will need to be installed
- ii. The existing C: drive will need to be repartitioned to create an additional drive, i.e. D:
- iii. A USB drive needs to be connected
- iv. Setup a network drive

Refer to this link for more details about the restrictions:

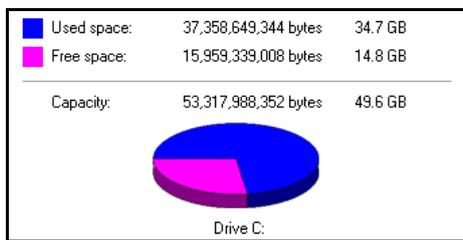
[FAQ: Restrictions on the temporary storage location for the Windows System State and System backup image file](#)

🔹 Disk Space Available in Temporary Storage Location

Make sure that there are sufficient disk spaces available in the storage location for the backup set.

For a system backup, it will typically require disk space of the total used size of all volumes selected for backup.

Note: Used space, not free space of all volumes selected for backup.



🔹 Maximum Supported Disk Size

For Windows Vista / 7, source volumes with size greater than 2 TB (e.g. 2040 GB - 2 MB = 2088958 MB) are not supported.

This limitation is related to the .vhd file size limit.

Note: This limitation does not apply to Windows 8 or newer releases of Windows.

2 Best Practice and Recommendation

Please consider the following recommendations:

- It is recommended that the latest version of AhsayACB is installed on the computer to be backed up.

User should also stay up-to-date when newer version of AhsayACB is released. To get our latest product and company news please subscribe to our Facebook page and Twitter account:

Facebook page: <https://www.facebook.com/ahsaybackup>

Twitter account: <https://twitter.com/ahsay>

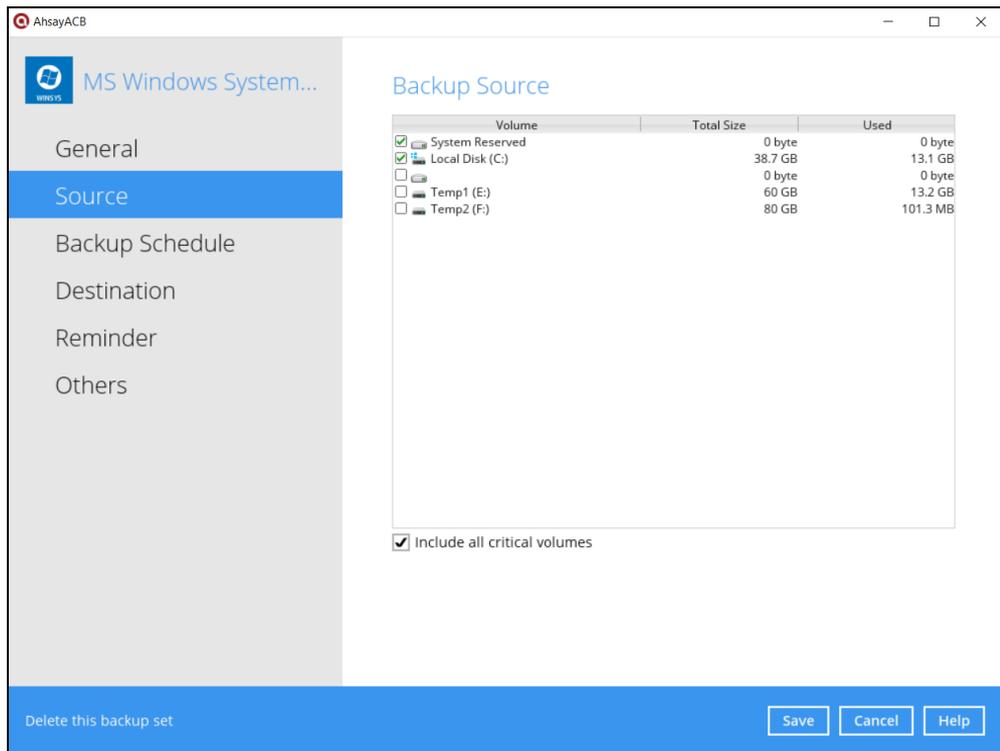
- For best performance, It is recommended that the temporary storage location of a MS Windows System backup set is set to a supported local volume, and not to a network volume (e.g. to improve I/O performance).

The screenshot shows the AhsayACB configuration window for an MS Windows System Backup. The window is titled "MS Windows System Backup" and has a sidebar with the following options: General, Source, Backup Schedule, Destination, Reminder, and Others. The "General" tab is selected. The main area contains the following fields and sections:

- Name:** MS Windows System Backup
- Owner:** w10-pro
- Windows System Backup:** Specify the temporary location for the system backup. The dropdown menu is set to Temp1 (E:).
- Windows User Authentication:**
 - Domain Name (e.g. Ahsay.com) / Host Name: w10-pro
 - User name: Administrator
 - Password: (empty field)

At the bottom of the window, there is a "Delete this backup set" link and three buttons: Save, Cancel, and Help.

- It is highly recommended to enable the **Include all critical volumes** option to select all critical volumes for backup automatically.



This will ensure that the backup image can be used for full-system / bare-metal recovery.

- Memory setting**

The default maximum Java heap size on a 64bit Windows machine is 2048M. For better performance especially for in-file delta generation of large image files it may be advantageous to increase the maximum Java heap size.

For best performance, consider increasing the memory allocation setting for AhsayACB (Java heap space)

Refer to this link for more details about the modification of the java heap size setting for AhsayACB:

[FAQ: How to modify the Java heap size setting of AhsayOBM / AhsayACB?](#)

- Not a Replacement for File Backup**

An image-based / bare-metal backup should never be considered a replacement for a nightly data backup plan.

Firstly, image-based backups do not lend themselves easily to recovery of a single file. The nature of image-based backup requires a complete restore of the system image file, even if you only want to recover a single file.

- System Recovery Plan**

Consider performing routine system recovery test to ensure your system backup is setup and performed properly. Performing system recovery test can also help identify potential issues or gaps in your system recovery plan.

For best result, it is recommended that you should keep the test as close as possible to a real situation. Often times when a recovery test is to take place, user will plan for the test (e.g. reconfiguring the test environments, restoring certain data in advance). For real recovery situation, you will not get a chance to do that.

It's important that you do not try to make the test easier.

3 Restore Consideration

Please consider the following before performing a restore:

- **Windows Account Permission**

To perform a full-system recovery, the operating system account that you use, must be a member of the Backup Operators or Administrators group.

- **Disk Size**

For recovery of operating system to a new hard disk, ensure that the disk that you restore to is at least the size of the disk that contained the volumes that were backed up, regardless of the size of those volumes within.

For example, if there was only one volume of size 100 GB created on a 1 TB disk during backup, then you should use a disk that is at least 1 TB when recovering.

- **Caution on Recovery to Dissimilar Hardware**

This recovery method requires the restore target system to have similar hardware and the exact same boot type as the source system from which the backup was taken. Disk adapters are especially sensitive. If dissimilar hardware is used, the restored system might not be boot.

For example, if the system backup image was taken from a BIOS-based system, the recovery environment must be booted in BIOS mode.

- **BitLocker Drive**

For computer with BitLocker Drive Encryption enabled, make sure to re-apply BitLocker Drive Encryption to the volume after a restore.

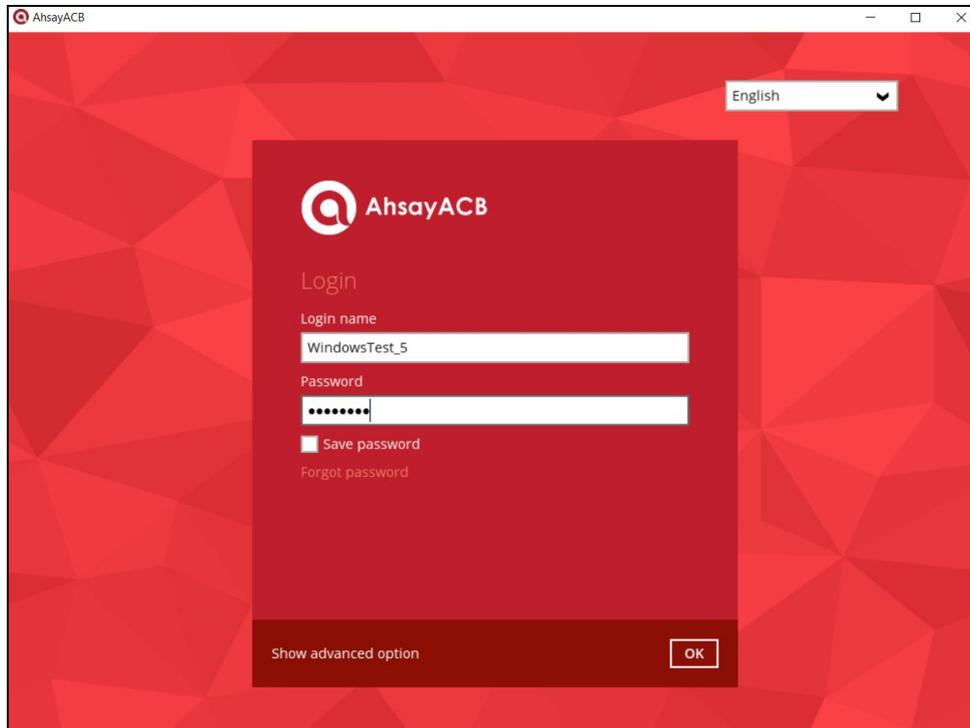
This will not happen automatically, it must be enabled explicitly.

For instructions, refers to the following: <http://go.microsoft.com/fwlink/?LinkID=143722>

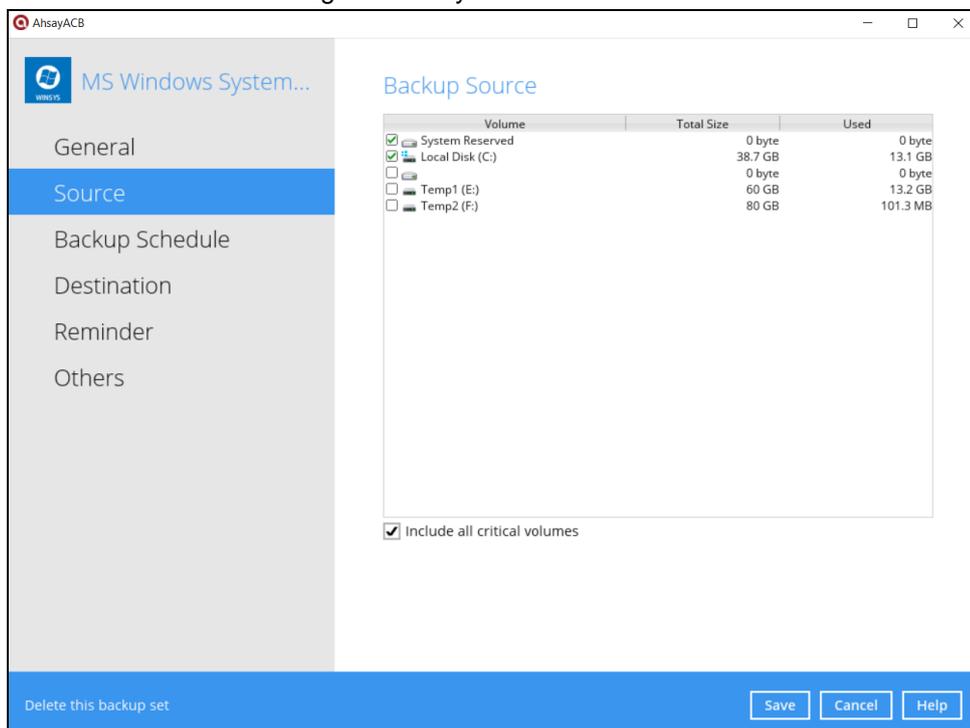
4 Starting AhsayACB

4.1 Login to AhsayACB

1. Login to the AhsayACB application user interface.
Double click the AhsayACB desktop icon to launch the application.
2. Enter the **Login name** and **Password** of your AhsayACB account.



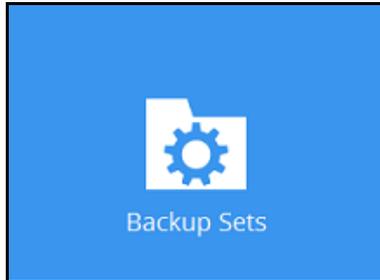
3. Click **OK** afterward to login to AhsayACB.



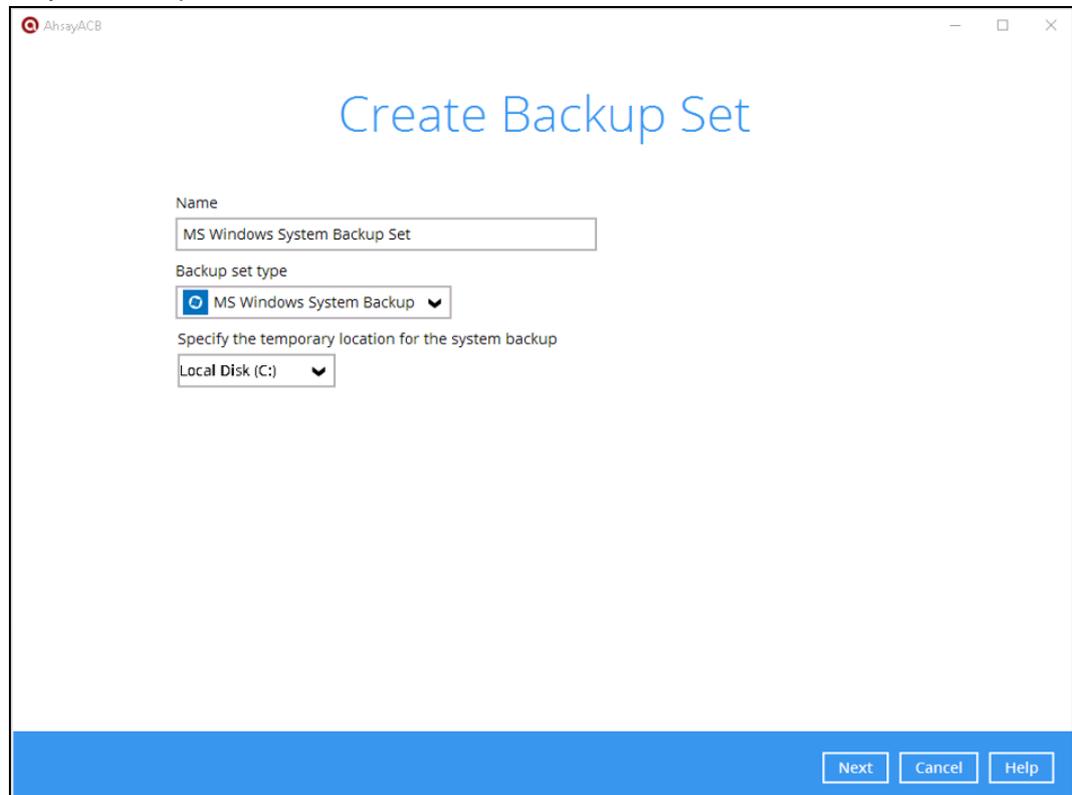
5 Configuring a MS Windows System Backup Set

5.1 Create a MS Windows System Backup Set

1. In the AhsayACB main interface, click **Backup Sets**.



2. Create a MS Windows System backup set by clicking the “+” icon next to **Add new backup set**.
3. Select **MS Windows System Backup** as the **Backup set type**; then enter a **Name** for your backup set.

A screenshot of a window titled 'AhsayACB' with the title bar containing standard window controls. The main content area is titled 'Create Backup Set' in blue text. Below the title, there are three input fields: a text box for 'Name' containing 'MS Windows System Backup Set', a dropdown menu for 'Backup set type' with 'MS Windows System Backup' selected, and another dropdown menu for 'Specify the temporary location for the system backup' with 'Local Disk (C:)' selected. At the bottom right, there are three buttons: 'Next', 'Cancel', and 'Help'.

4. Select the location where you would like to store the system image before generating the backup data.

Select a local volume from the dropdown menu. Click **Next** to proceed.

AhsayACB

Create Backup Set

Name
MS Windows System Backup Set

Backup set type
 MS Windows System Backup

Specify the temporary location for the system backup

Temp1 (E:)
Local Disk (C:)
Temp1 (E:)
Temp2 (F:)

Next Cancel Help

-OR-

Enter the UNC path to a network volume that is accessible to the client computer. Click **Next** to proceed.

AhsayACB

Create Backup Set

Name
MS Windows System Backup Set

Backup set type
 MS Windows System Backup

Specify the temporary location for the system backup

\\unc_path\share

Next Cancel Help

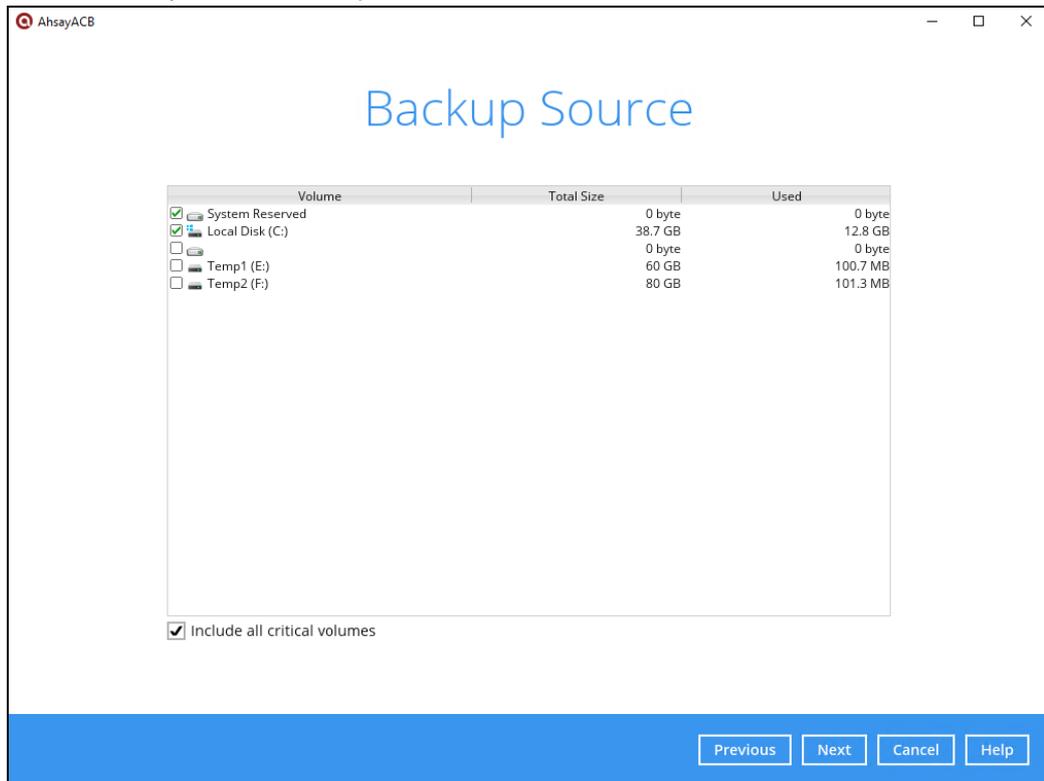
Note: Make sure that the storage location configured for the system image is set to a supported location.

Refer to the link to know the restrictions on the temporary storage location for Windows System State and System Backup Image File

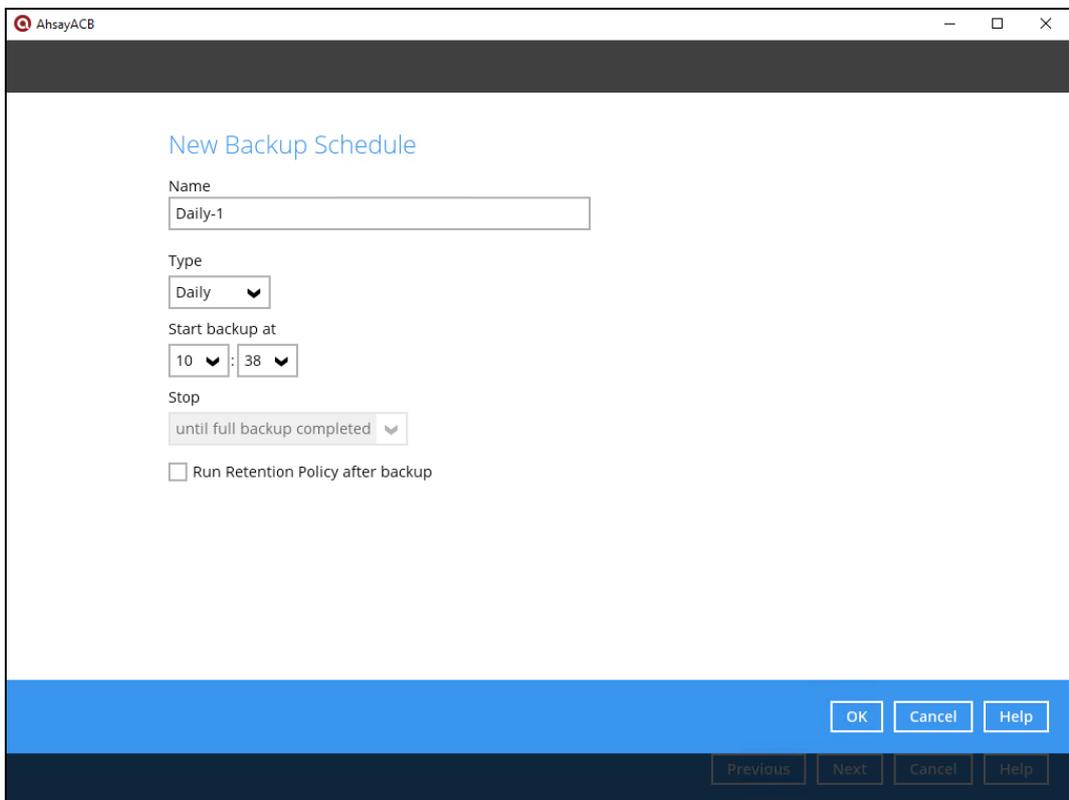
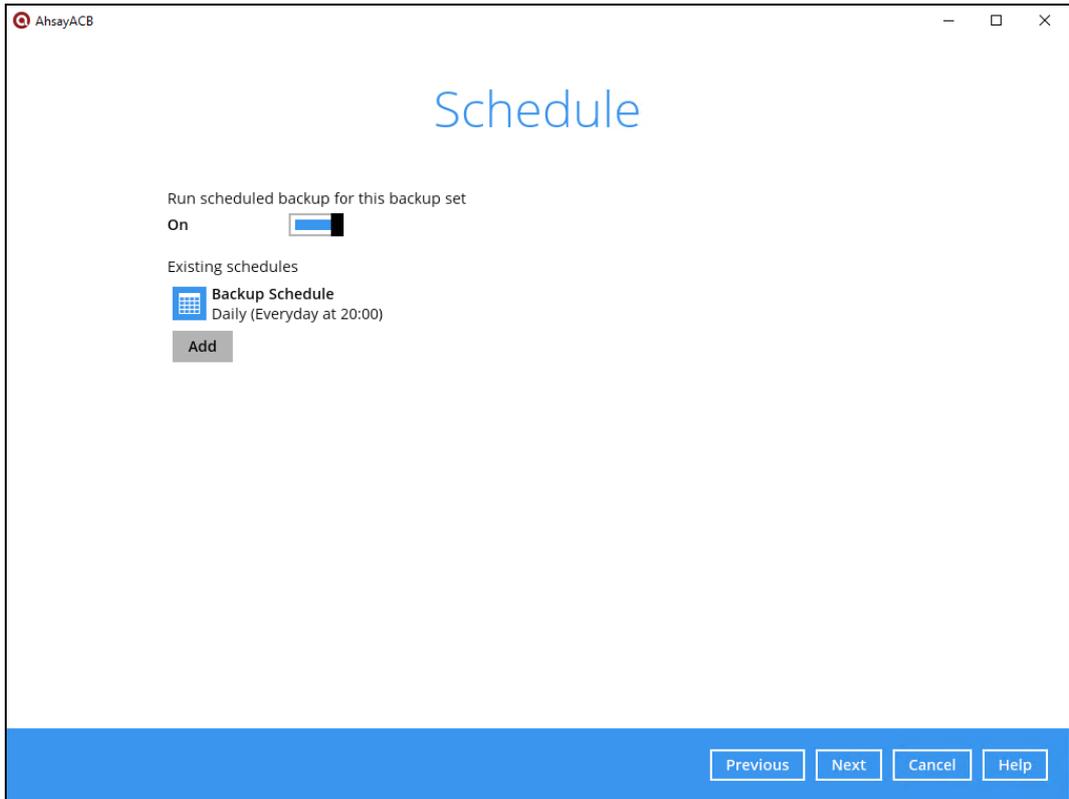
[FAQ: Restrictions on the temporary storage location for the Windows System State and System backup image file](#)

5. In the Backup Source menu, select the volume(s) which you would like to backup.

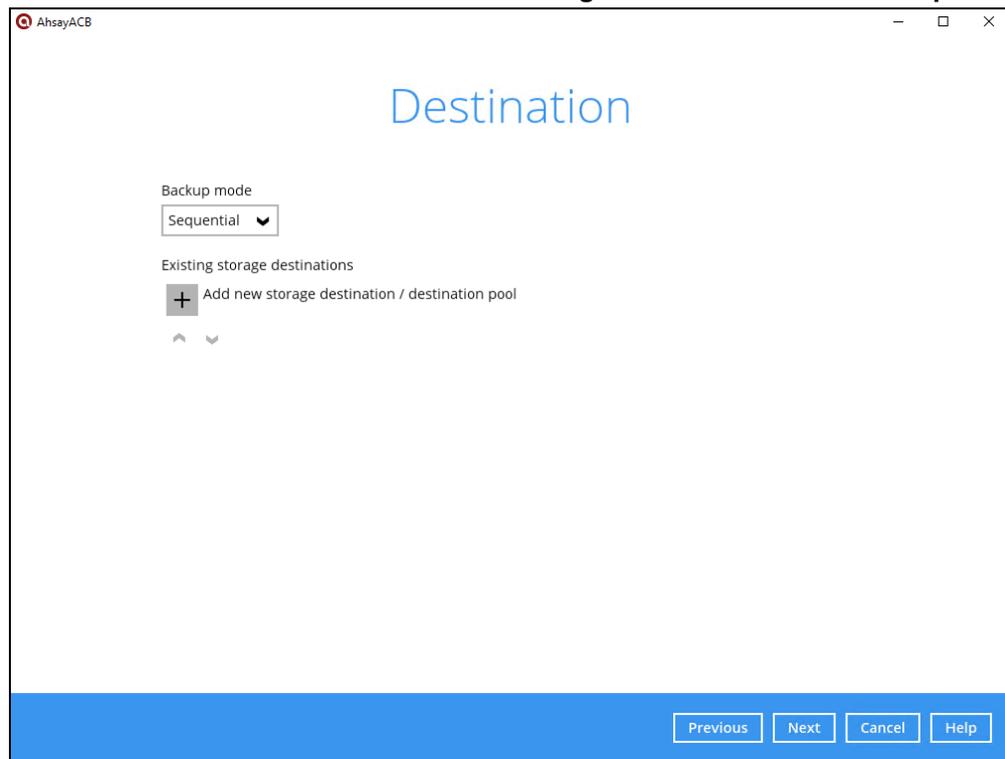
Enable the **Include all critical volumes** option to select all critical volumes for backup automatically. This will ensure that the backup image can be used for full-system / bare-metal recovery. Click **Next** to proceed.



6. In the Schedule menu, configure a backup schedule for backup job to run automatically at your specified time interval. Click **Add** to add a new schedule, then click **Next** to proceed afterward.



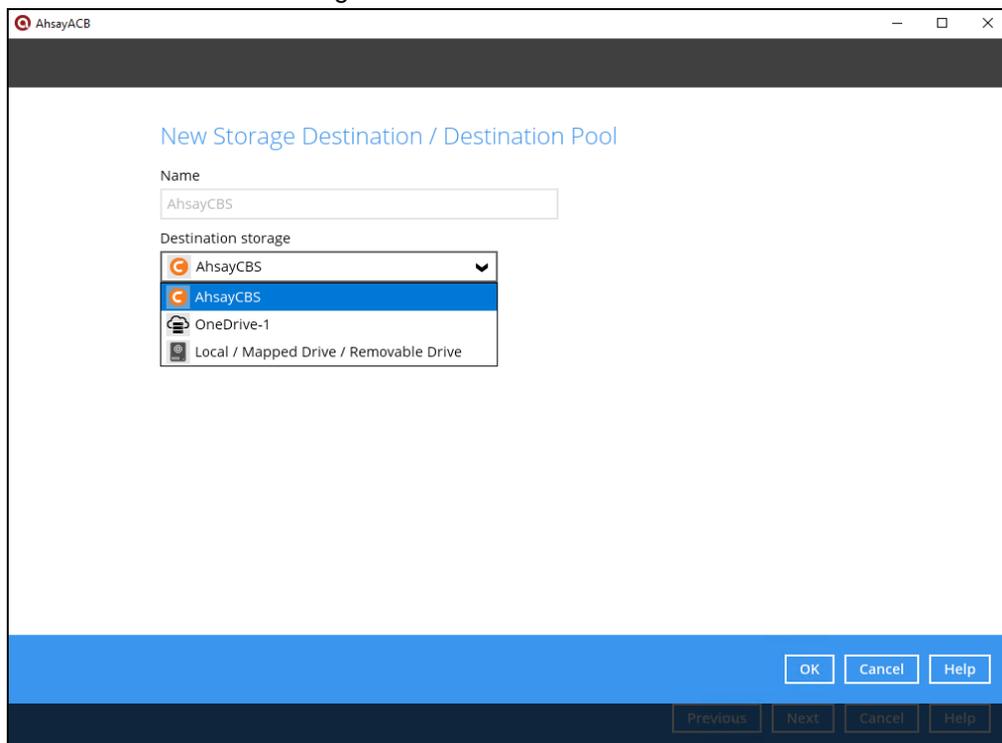
7. In the Destination menu, select a backup destination where the backup data will be stored. Click the “+” icon next to **Add new storage destination / destination pool**.



Note: For more details on Backup Destination, refer to this link
[FAQ: Frequently Asked Questions on Backup Destination](#)

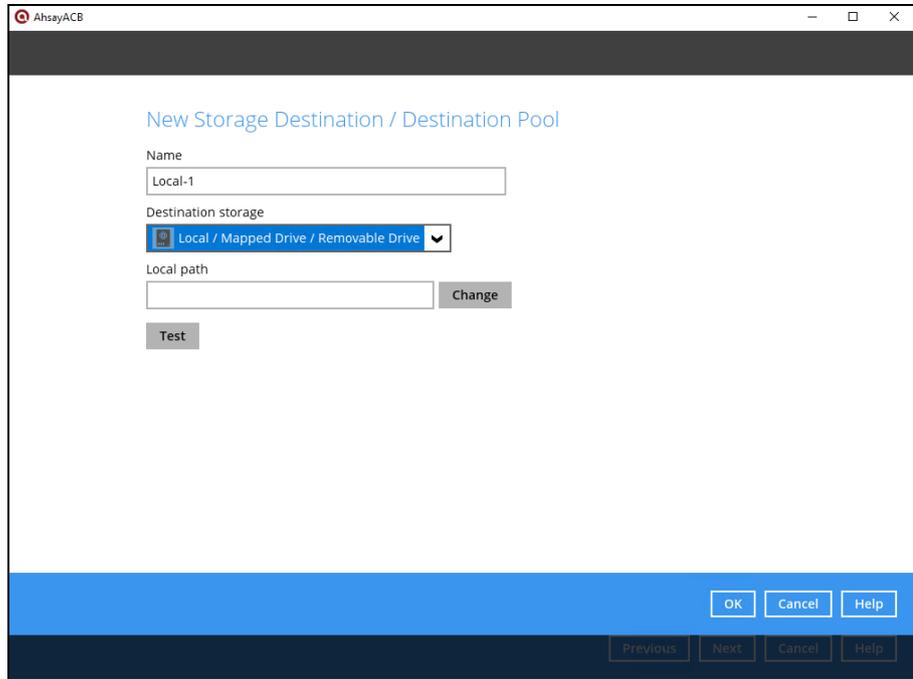
For more details on configuration of cloud storage as backup destination, refer to the [Appendix](#) section in this guide.

8. Select the Destination storage.

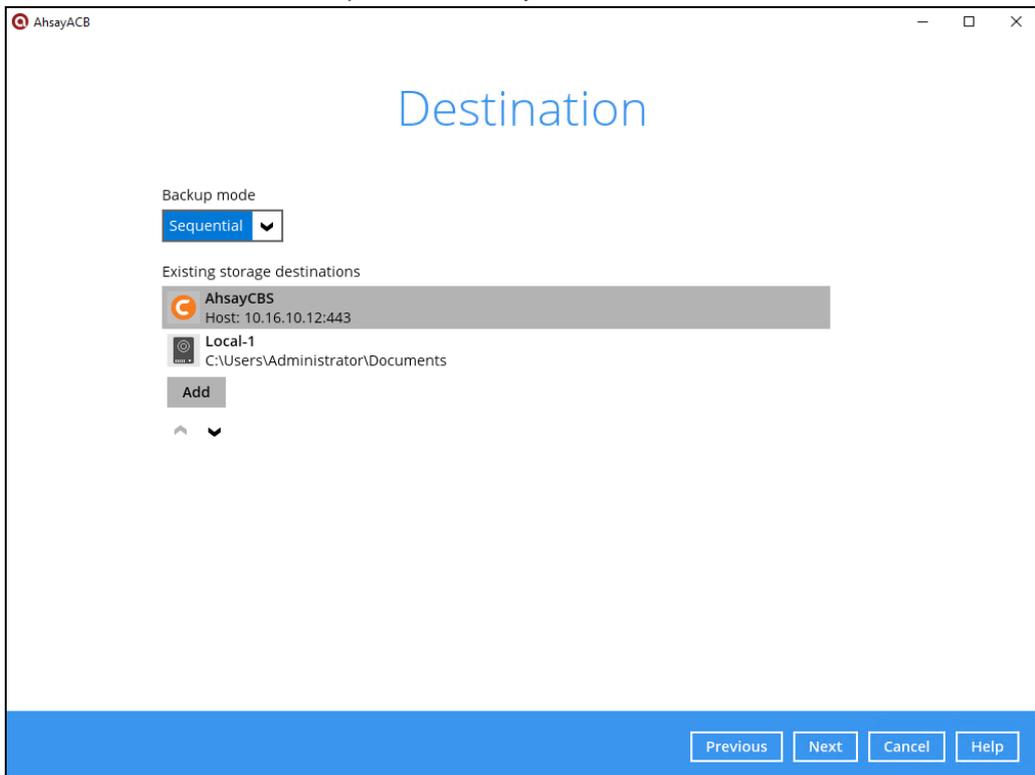


You can choose a storage combination of the Local/Mapped drive/Removable Drive, Cloud storage or FTP. Click **OK** to proceed when you are done with the settings.

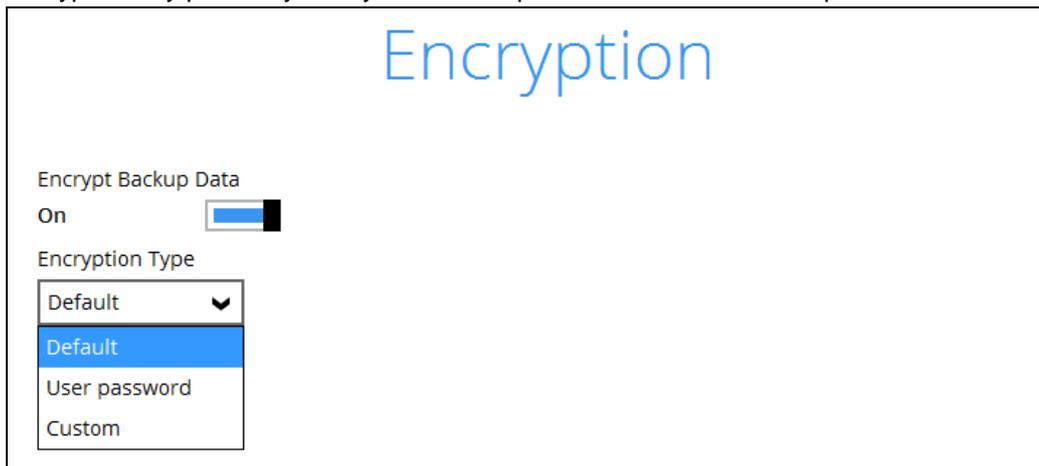
- If you have chosen the Local/Mapped Drive/Removable Drive option, click **Change** to browse to a directory path where backup data will be stored, then click **Test** to validate the path. **Test completed successfully** shows when the validation is done.



9. You can add multiple storage destinations. The backup data will be uploaded to all the destinations you have selected in the order you added them. Press the   icon to alter the order. Click **Next** to proceed when you are done with the selection.



10. In the Encryption window, the default **Encrypt Backup Data** option is enabled with an encryption key preset by the system which provides the most secure protection.

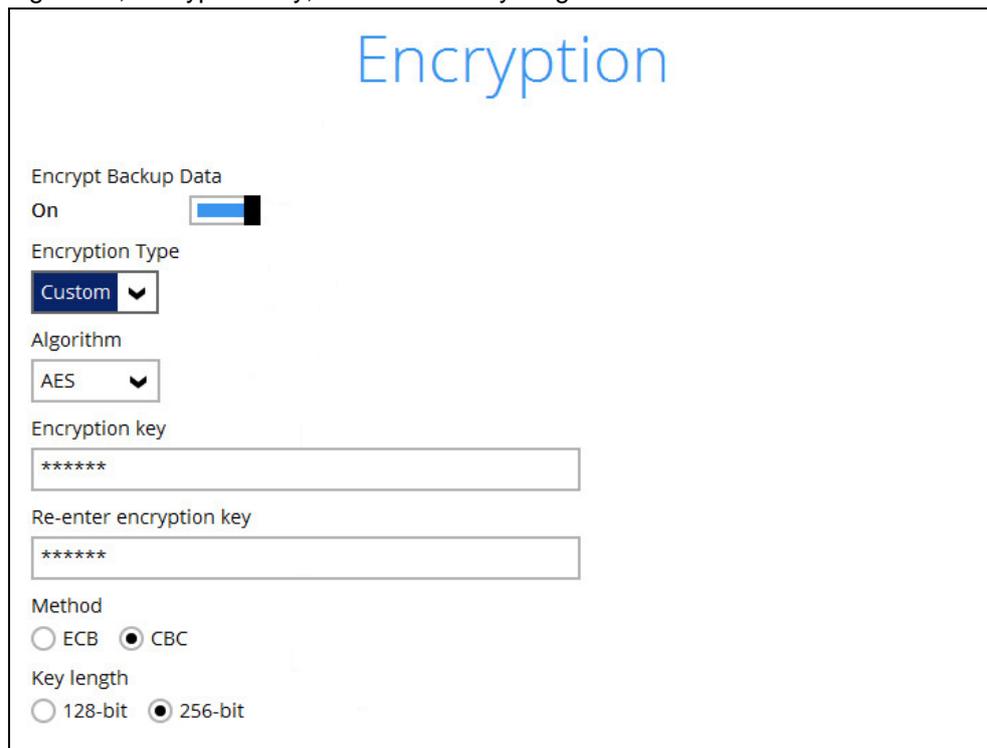


The screenshot shows the 'Encryption' window with the following settings:

- Encrypt Backup Data:** On (checkbox checked)
- Encryption Type:** Default (dropdown menu open, showing options: Default, User password, Custom)

You can choose from one of the following three Encryption Type options:

- **Default** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
- **User password** – the encryption key will be the same as the login password of your AhsayACB at the time when this backup set is created. Please be reminded that if you change the AhsayACB login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.
- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method and key length.



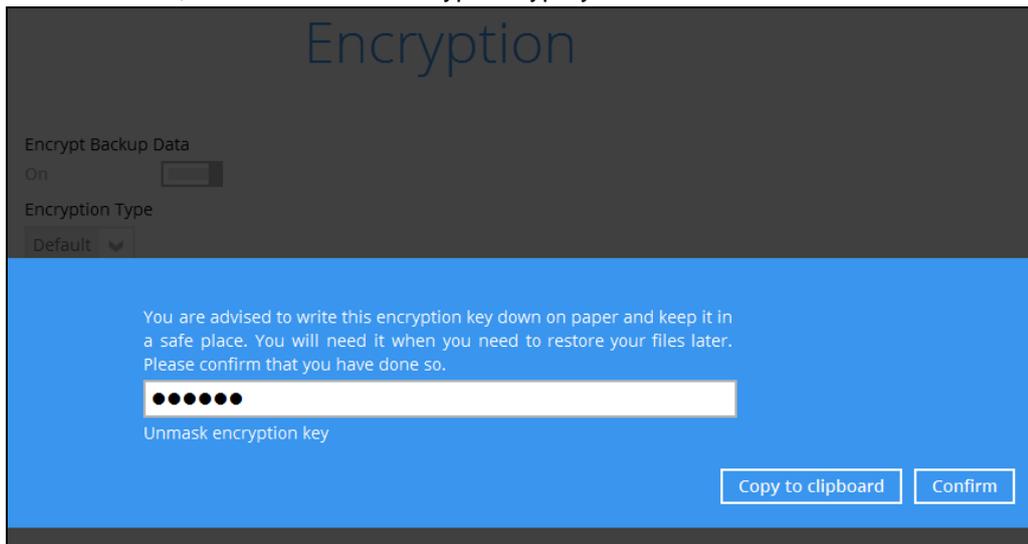
The screenshot shows the 'Encryption' window with the following settings:

- Encrypt Backup Data:** On (checkbox checked)
- Encryption Type:** Custom (dropdown menu open, showing options: Custom, Default, User password)
- Algorithm:** AES (dropdown menu open, showing options: AES, RSA)
- Encryption key:** ***** (text input field)
- Re-enter encryption key:** ***** (text input field)
- Method:** ECB CBC
- Key length:** 128-bit 256-bit

Note: For best practice on managing your encryption key, refer to the following KB article. <https://forum.ahsay.com/viewtopic.php?f=169&t=14090>

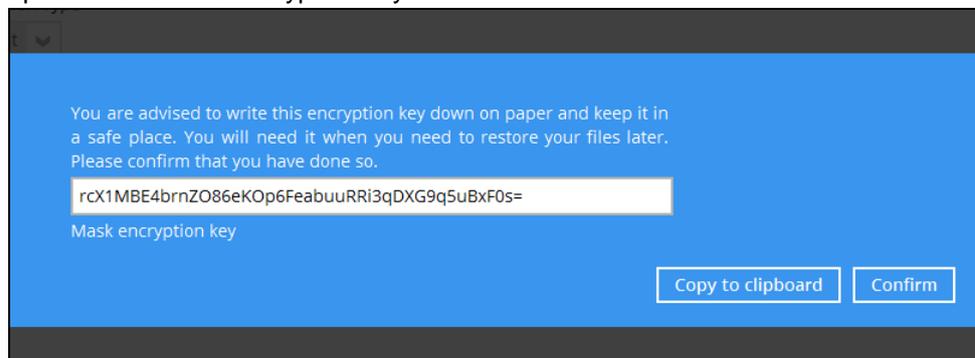
Click **Next** when you are done setting.

11. If you have enabled the Encryption Key feature in the previous step, the following pop-up window shows, no matter which encryption type you have selected.



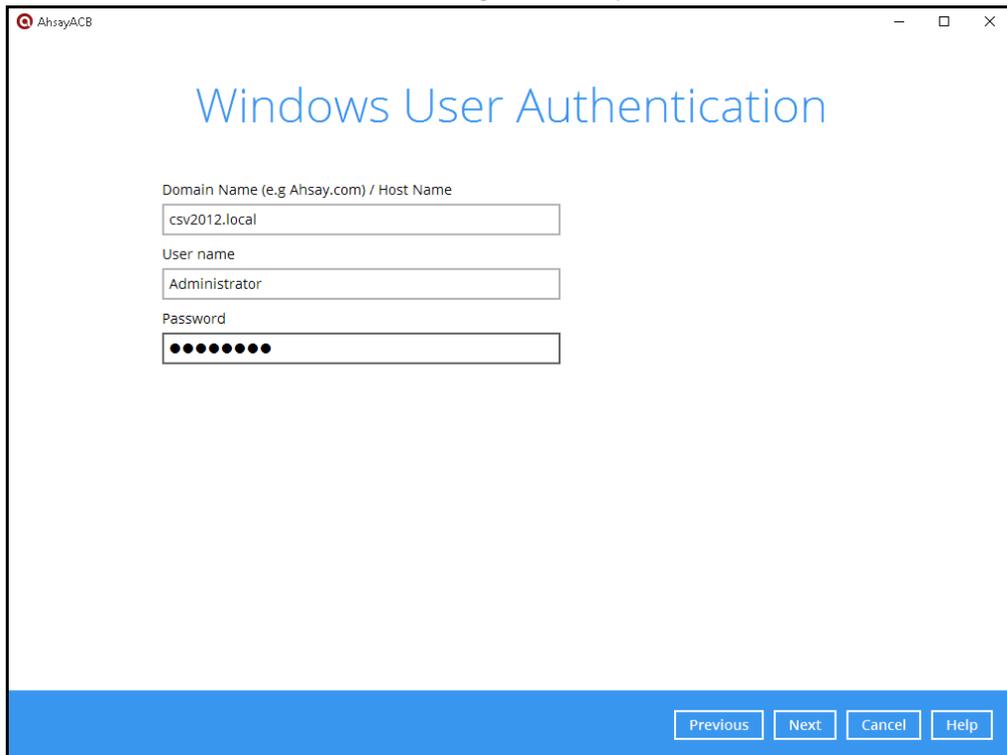
The pop-up window has the following three options to choose from:

- **Unmask encryption key** – The encryption key is masked by default. Click this option to show the encryption key.



- **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.
- **Confirm** – Click to exit this pop-up window and proceed to the next step.

12. Enter the **Domain Name / Host Name** of the computer, **User Name** and **Password** of the Windows account that will be running the backup.



AhsayACB

Windows User Authentication

Domain Name (e.g. Ahsay.com) / Host Name
csv2012.local

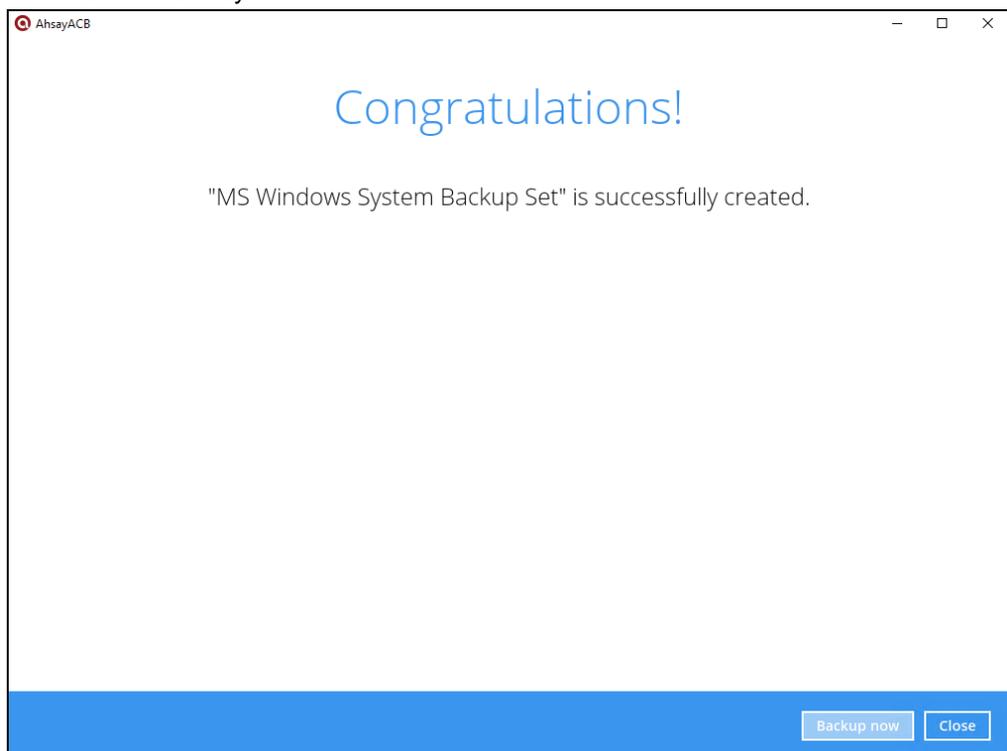
User name
Administrator

Password
●●●●●●●●

Previous Next Cancel Help

Note: This menu will only be displayed if a backup schedule is configured in the previous step.

13. Click **Next** to create the backup set.
14. The following screen is displayed when the new MS Windows System backup set is created successfully.



AhsayACB

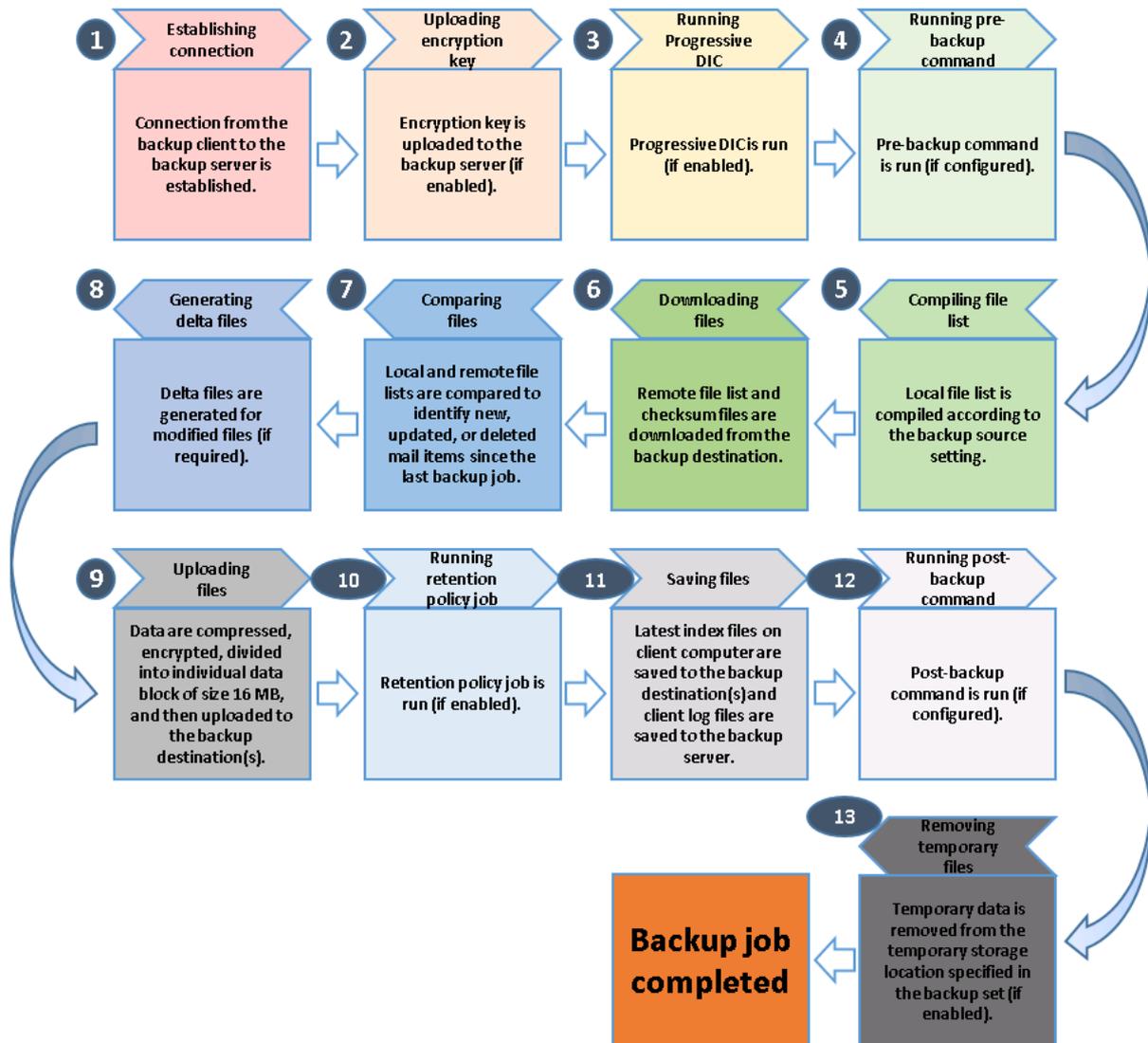
Congratulations!

"MS Windows System Backup Set" is successfully created.

Backup now Close

6 Overview on the Backup Process

The following steps are performed during a MS Windows System backup job.



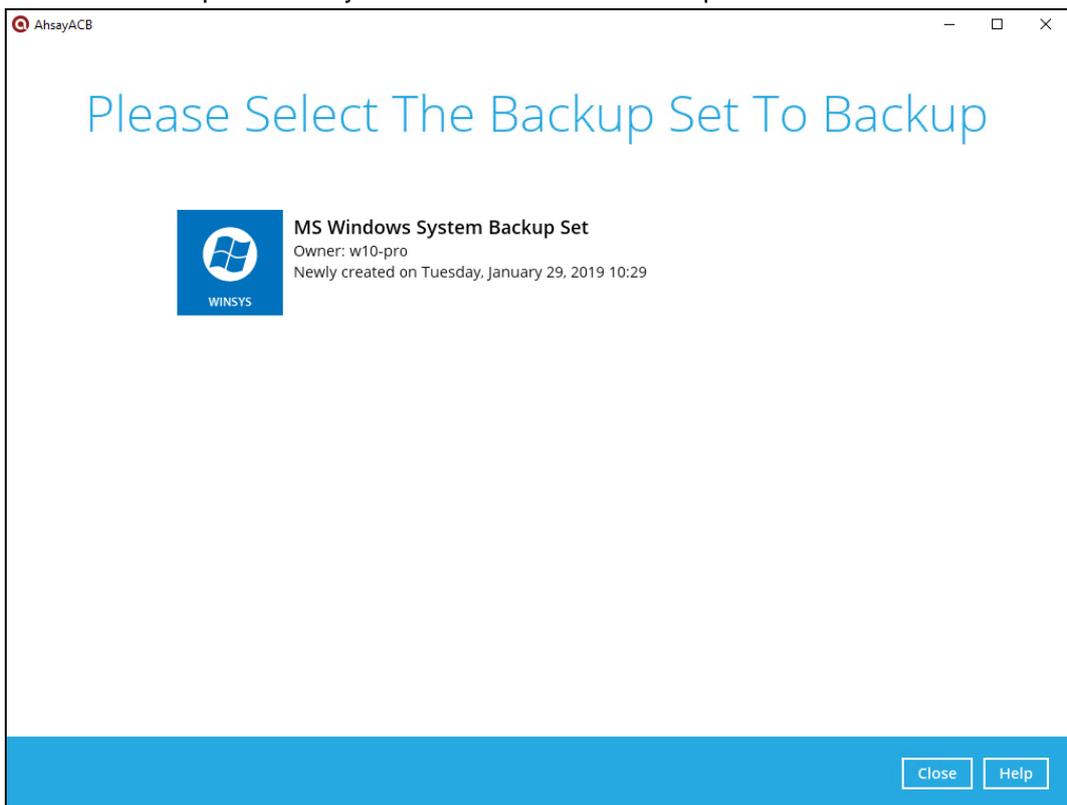
7 Running a Backup

7.1 Start a Manual Backup

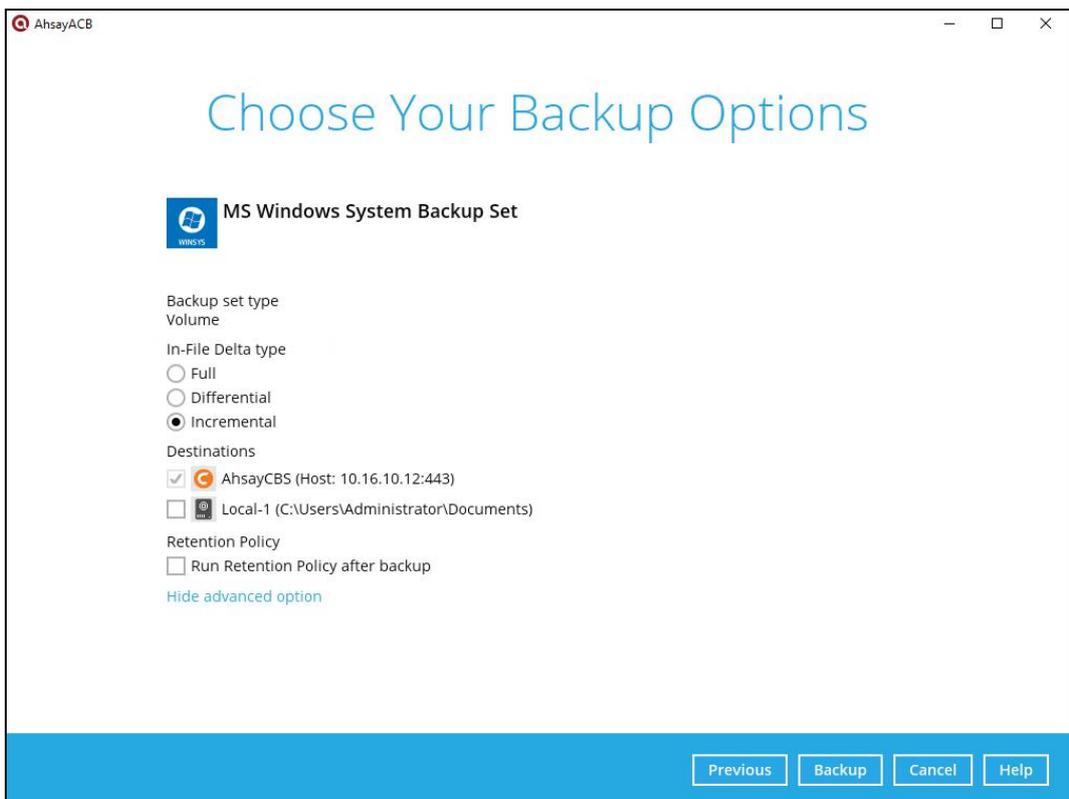
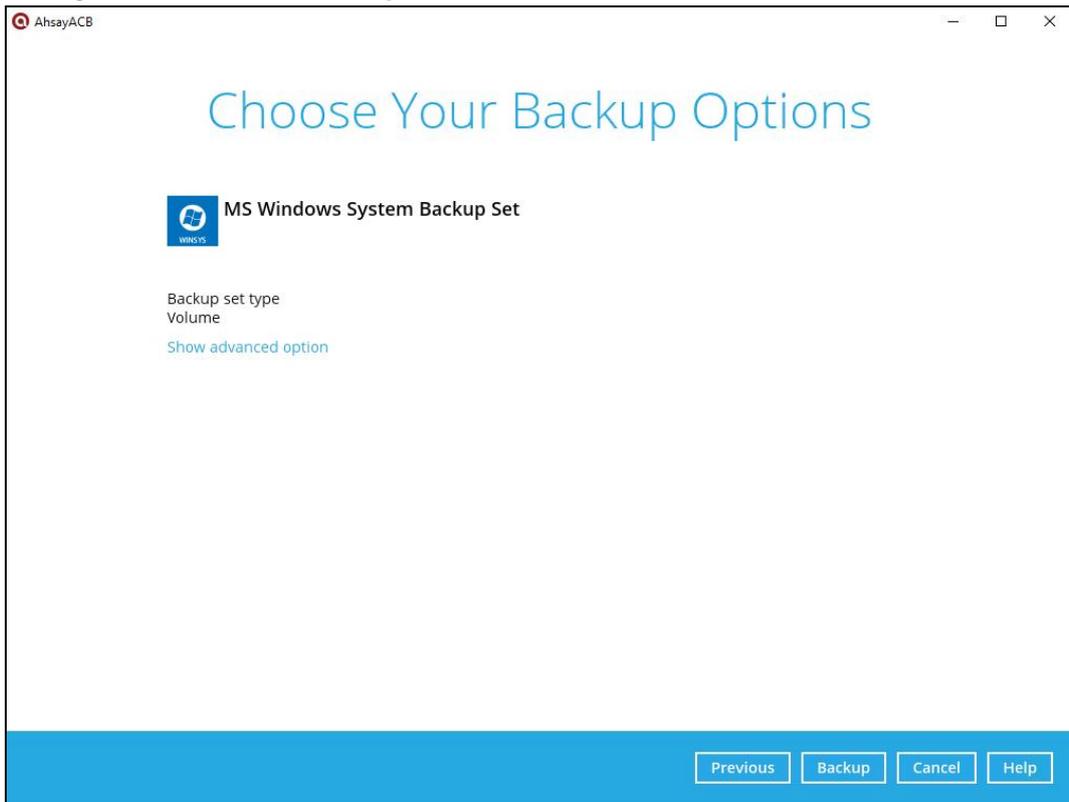
1. Click the **Backup** icon on the main interface of AhsayACB.



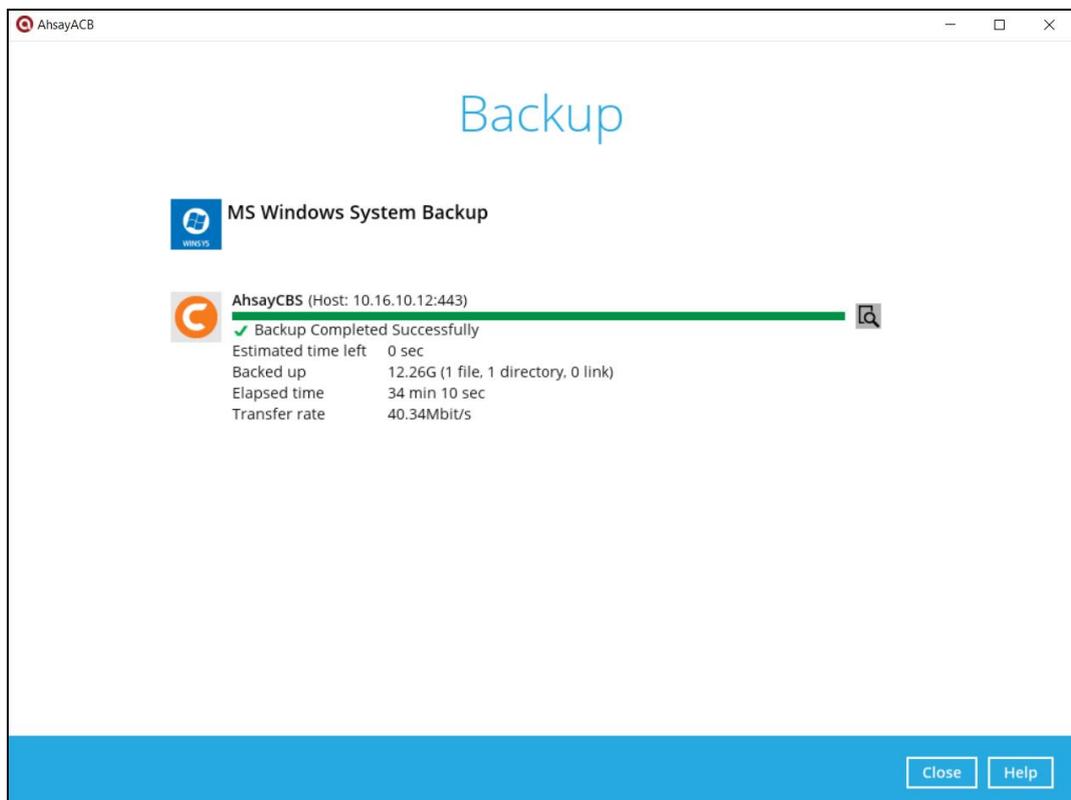
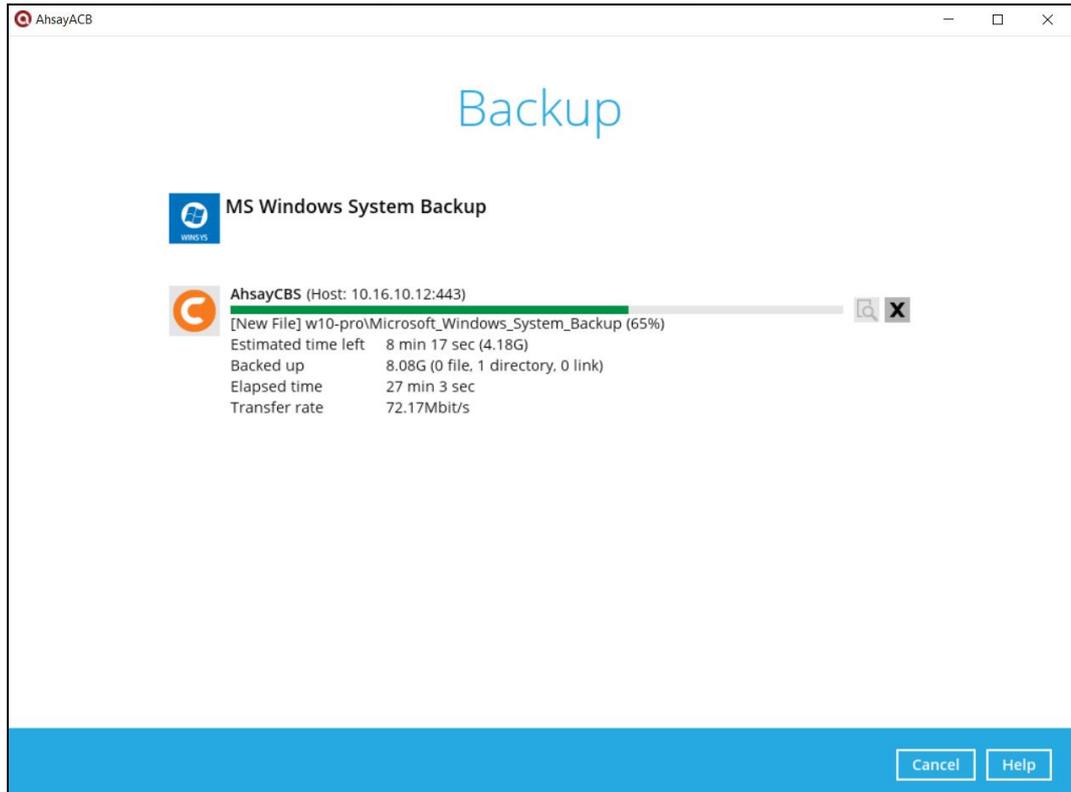
2. Select the backup set which you would like to start a backup for.



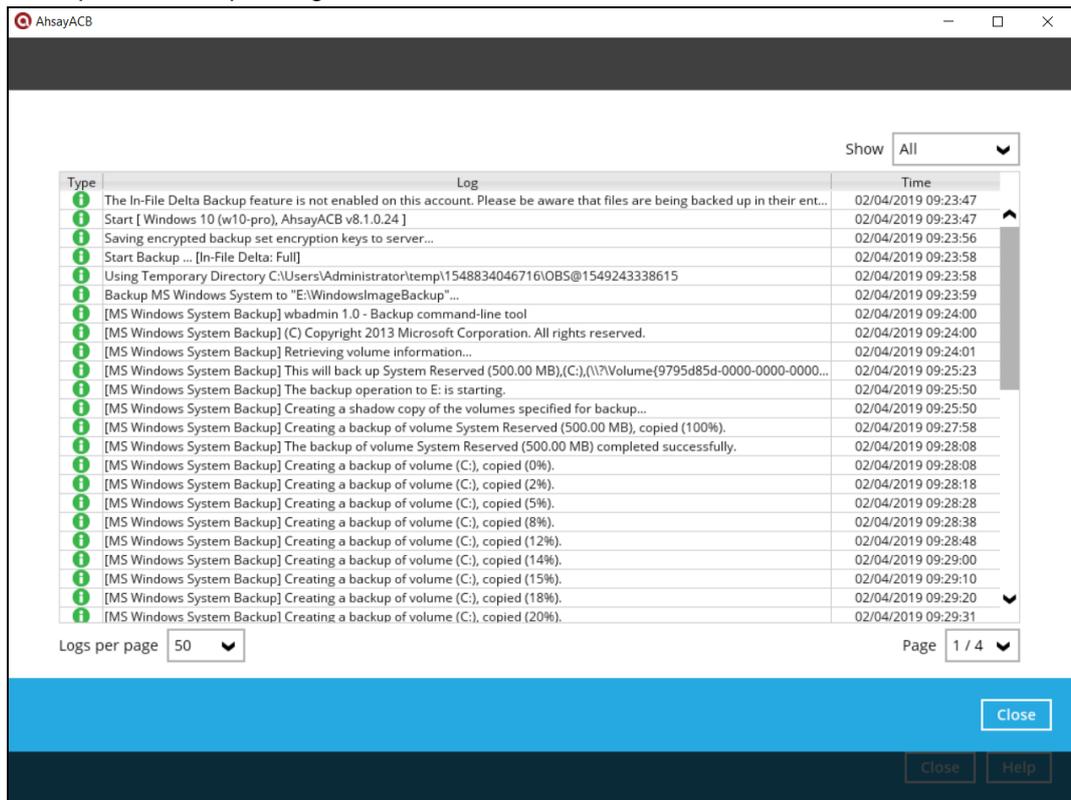
3. If you would like to modify the In-File Delta type, Destinations and Retention Policy Settings, click **Show advance option**.



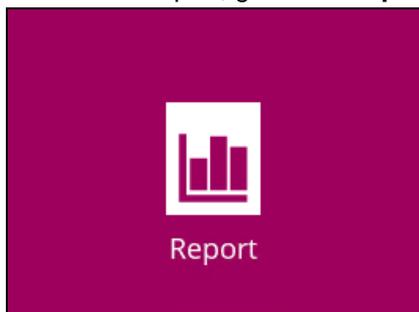
4. Click **Backup** to start the backup and wait until the backup is done.



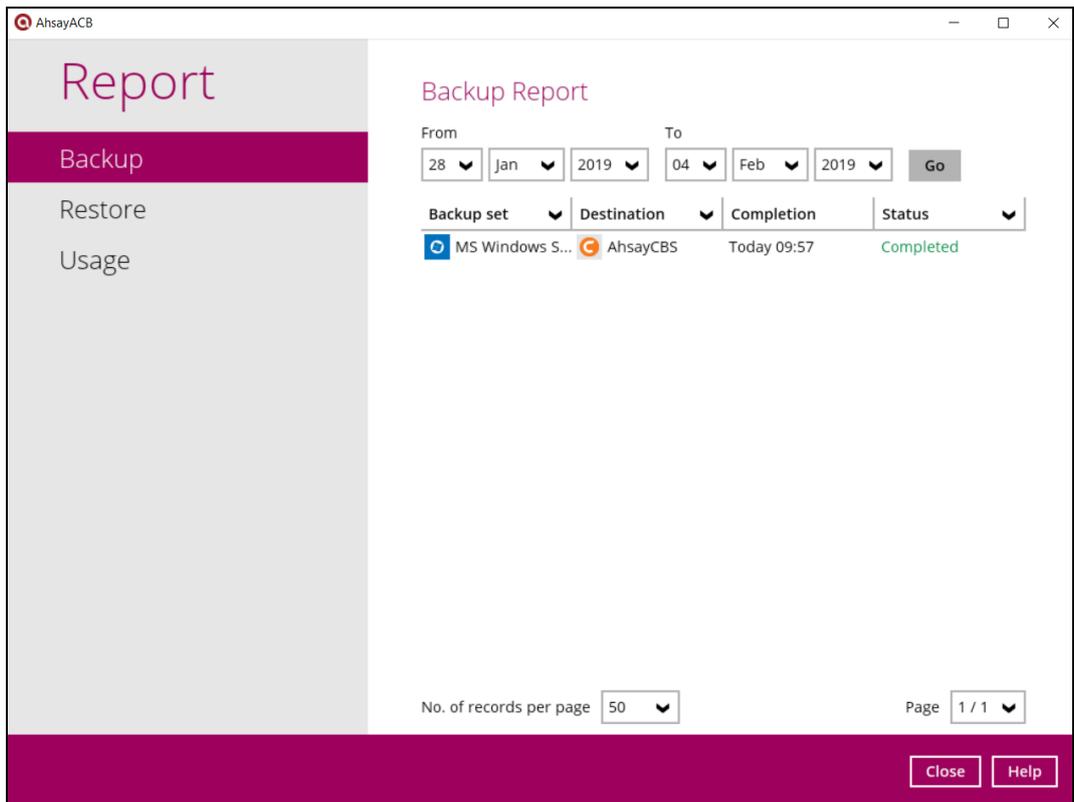
Check the log of your backup by clicking this icon . It will show you the log of your backup with corresponding date and time.



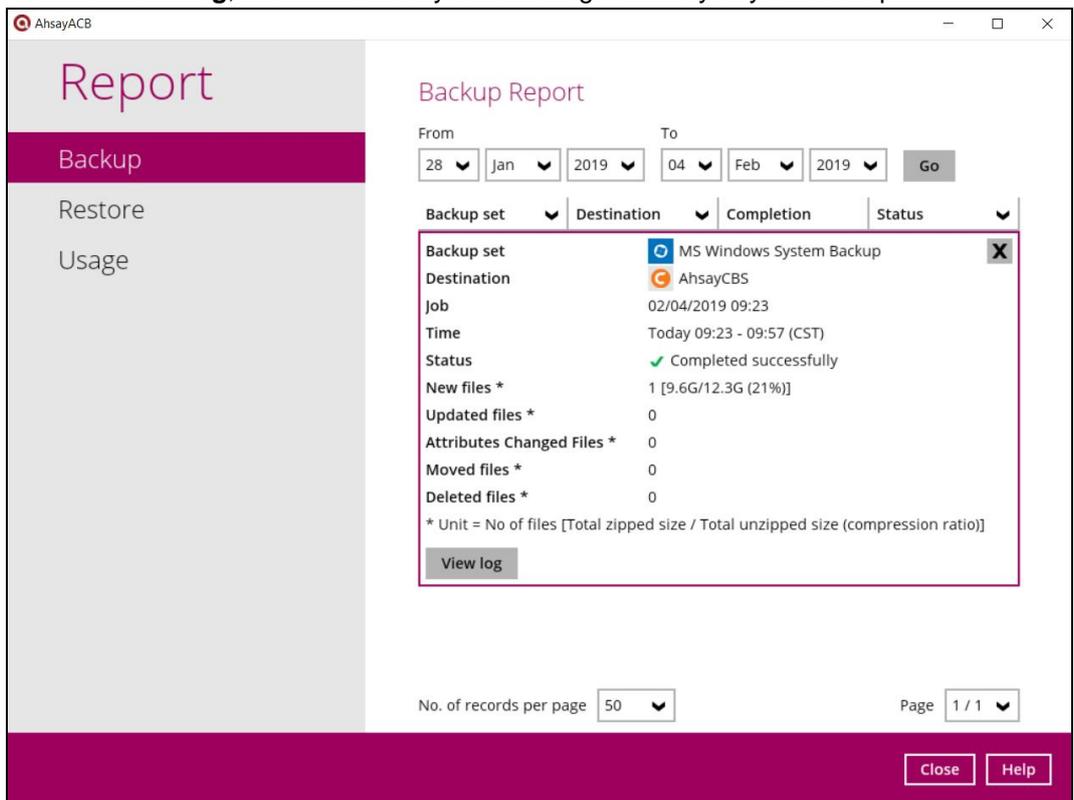
To view the report, go to the **Report > Backup**

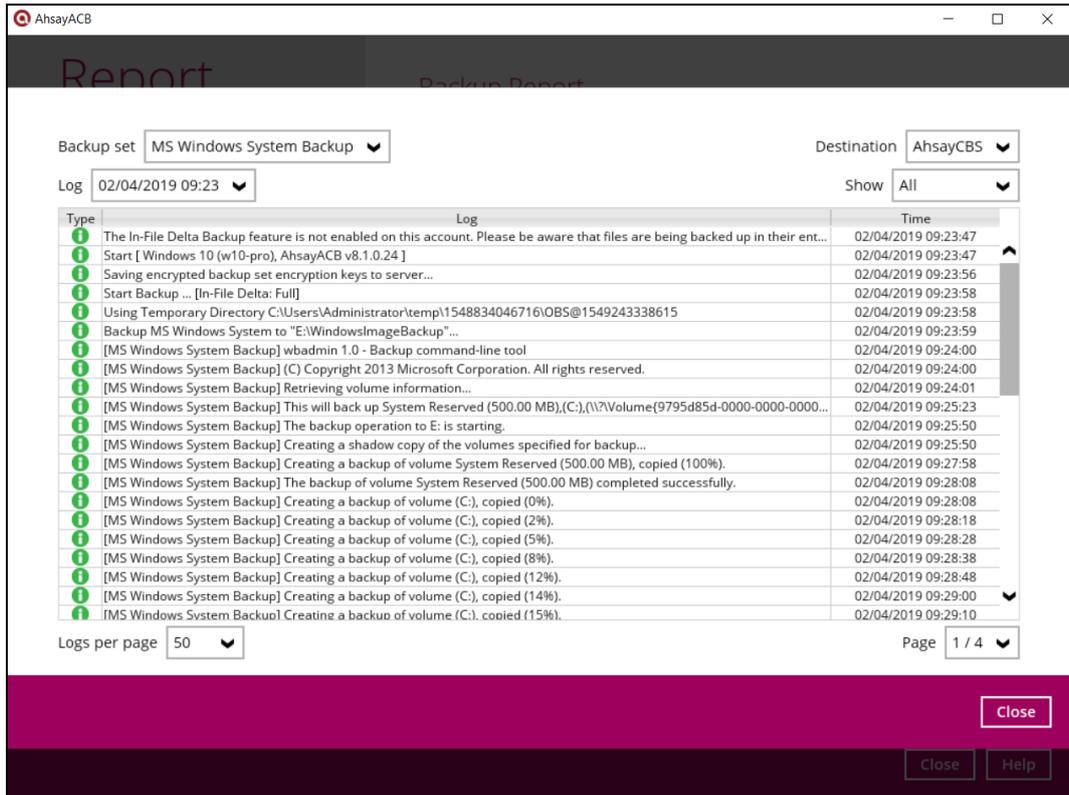


In this Backup Report screen, you can see the backup set with corresponding destination, completion date and time, and status.



Click the backup report and the summary of the backup will be displayed. You can also click the **View Log**, this will redirect you to the log summary of your backup.





You can also search for backup reports from a specific period of date. For example, we have the **From** date which is, **01 Feb 2019** and the **To** date which is, **04 Feb 2019**. Then click the **Go** button to generate the available reports.

From To

01	▼	Feb	▼	2019	▼	04	▼	Feb	▼	2019	▼	Go
----	---	-----	---	------	---	----	---	-----	---	------	---	----

If this is a valid range of dates then backup reports will be displayed unless there were no backup running on the specified dates. A message of **No records found** will also be displayed.

From To

01	▼	Feb	▼	2019	▼	03	▼	Feb	▼	2019	▼	Go
----	---	-----	---	------	---	----	---	-----	---	------	---	----

AhsayACB

Report

- Backup
- Restore
- Usage

Backup Report

From: 01 Feb 2019 To: 03 Feb 2019

Backup set	Destination	Completion	Status
No records found			

No. of records per page: 50 Page: -

8 Restore with a MS Windows System Backup Set

8.1 Login to AhsayACB

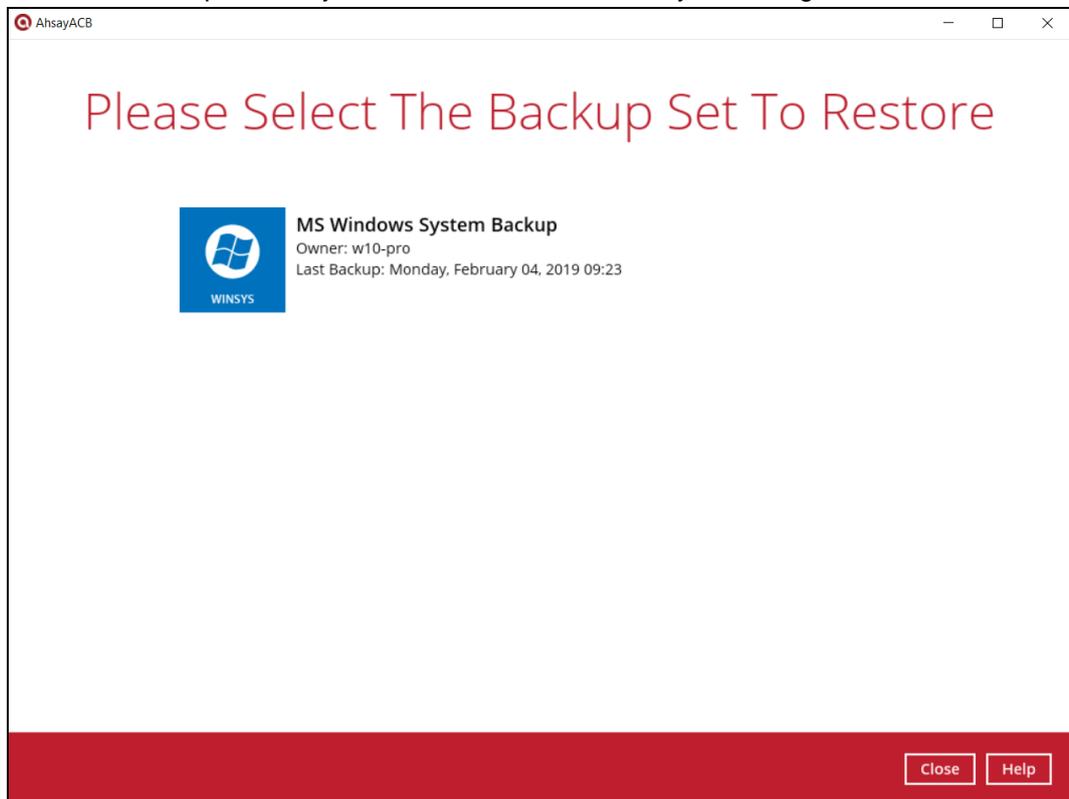
Login to the AhsayACB application according to the instruction provided in the chapter on [Starting AhsayACB](#).

8.2 Restore the System Image

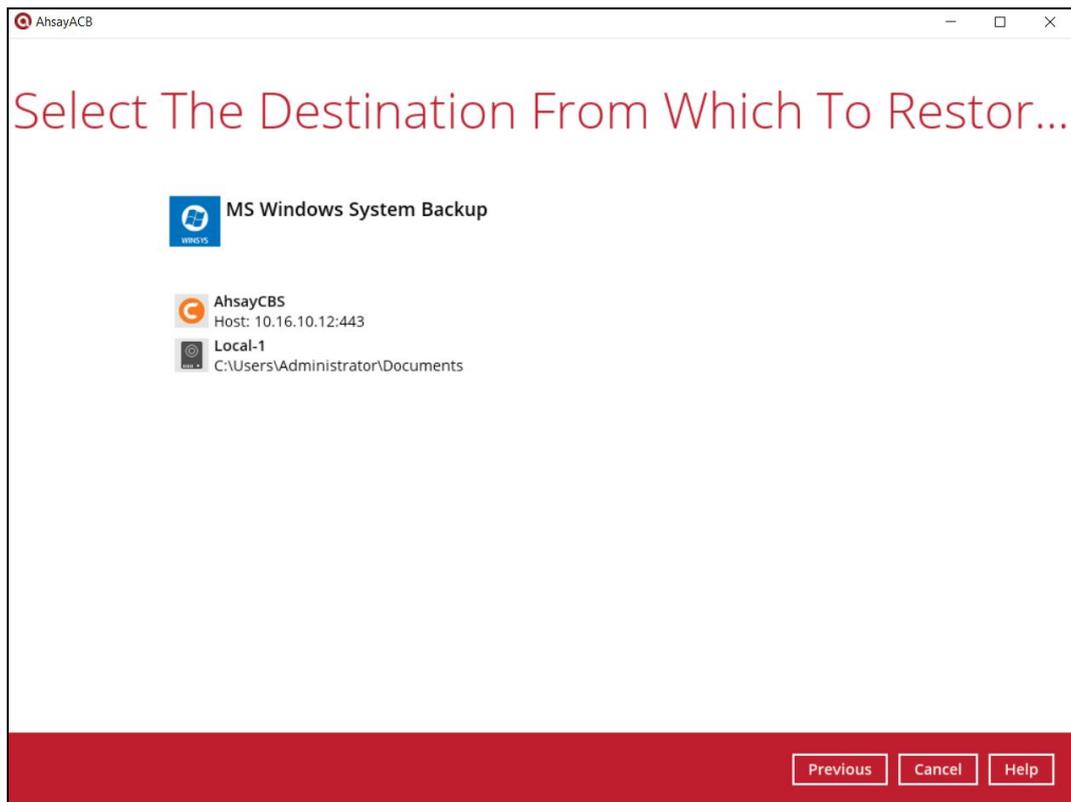
1. Click the **Restore** icon on the main interface of AhsayACB.



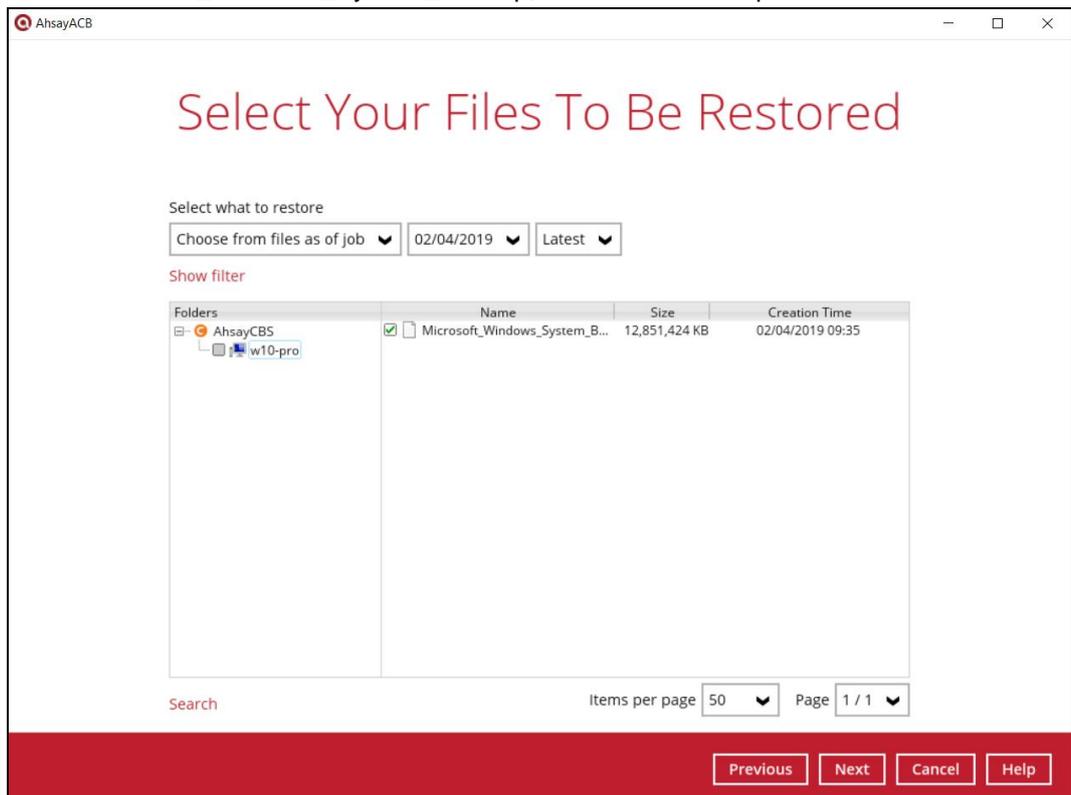
2. Select the backup set that you would like to restore the system image from.



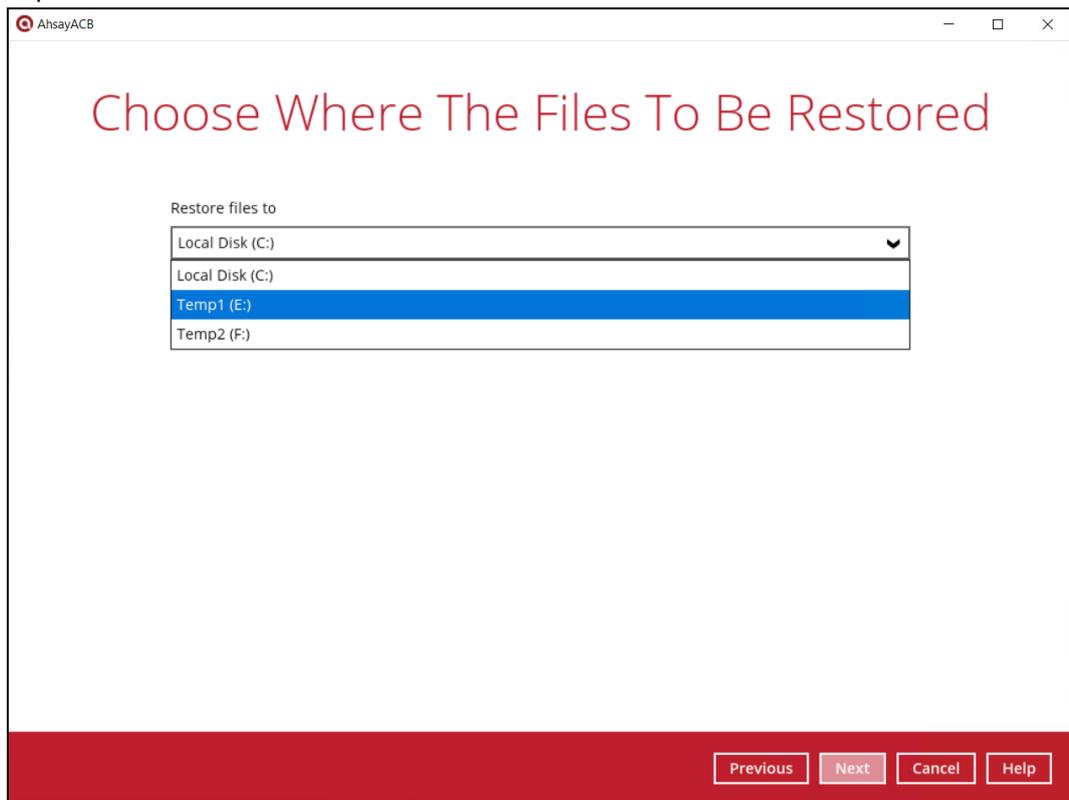
3. Select the backup destination that contains the system image that you would like to restore.



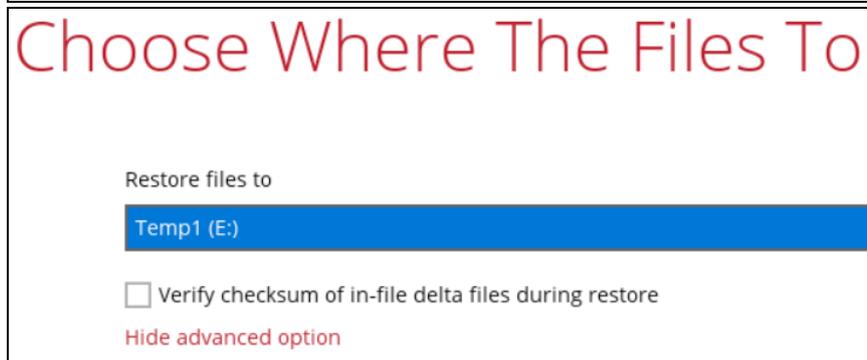
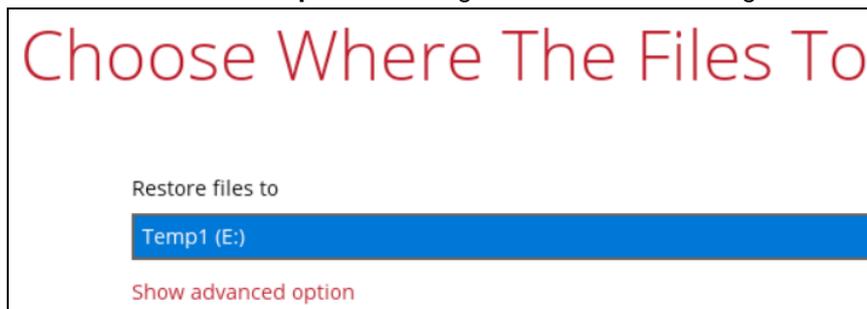
4. Select to restore from a specific backup job, or the latest job available from the **Select what to restore** drop down menu.
5. Select Microsoft_Windows_System_Backup, then click Next to proceed.



6. Select to restore the system image to a local volume or to a removable drive. Click **Next** to proceed.



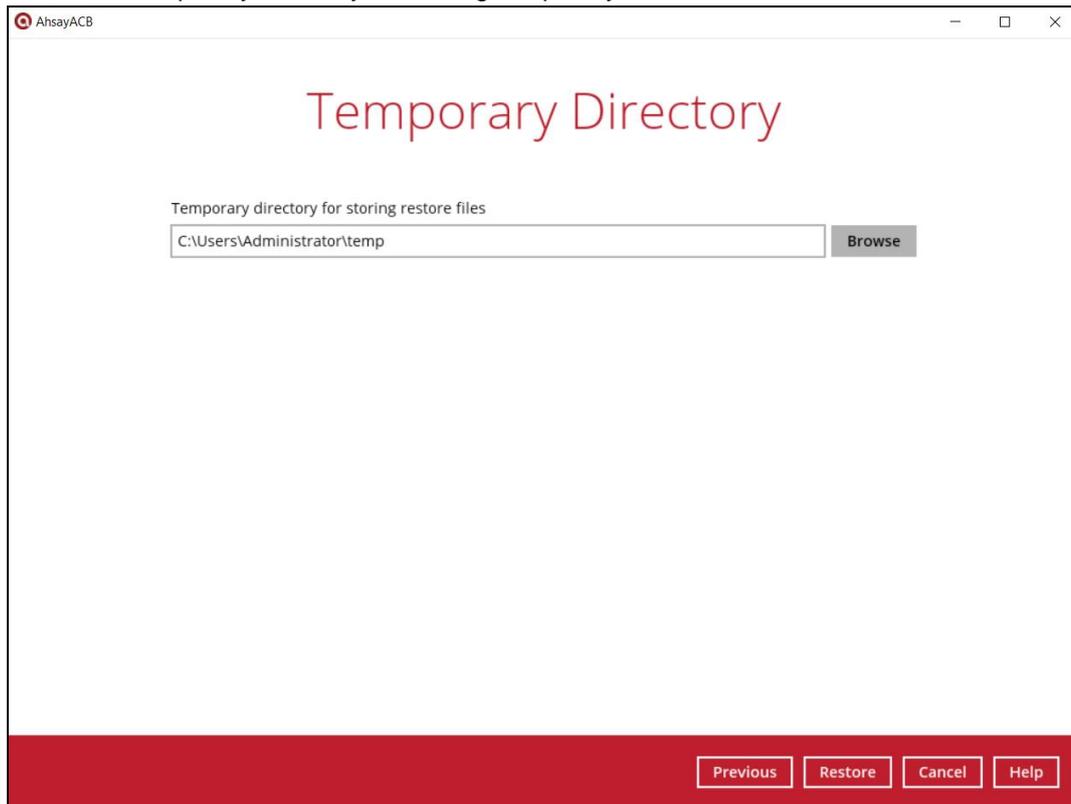
Click **Show advanced option** to configure other restore settings.



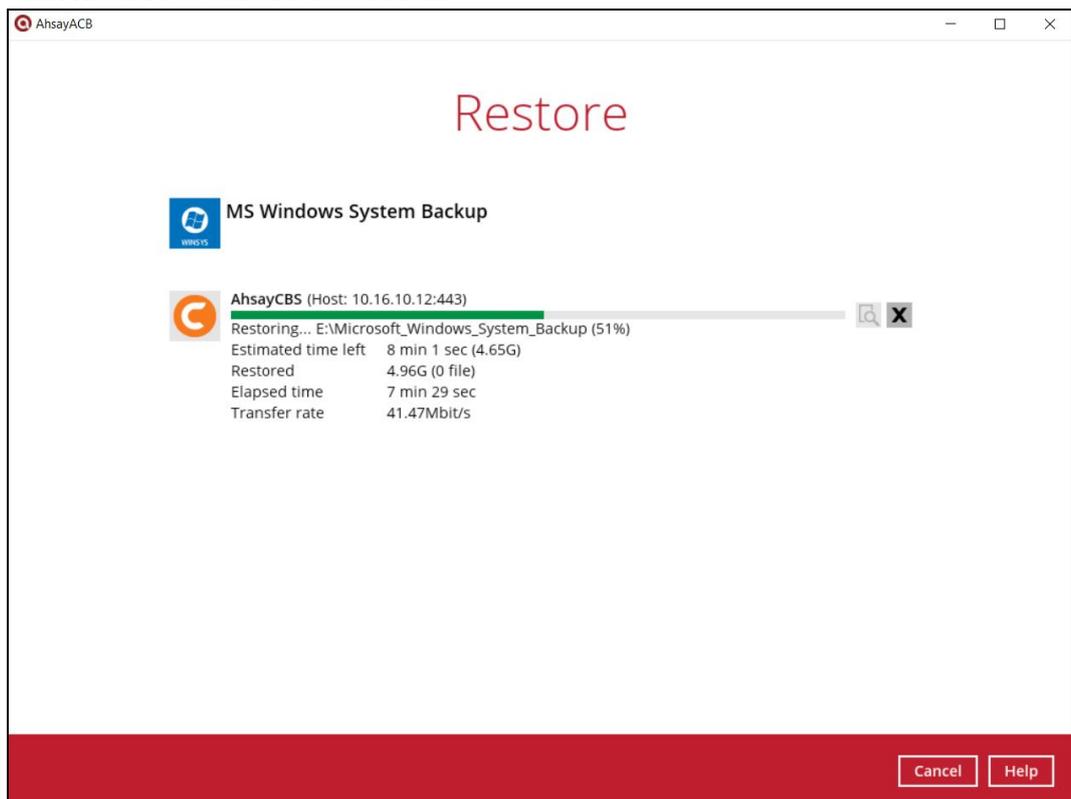
Verify checksum of in-file delta files during restore

By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

7. Select the temporary directory for storing temporary files.



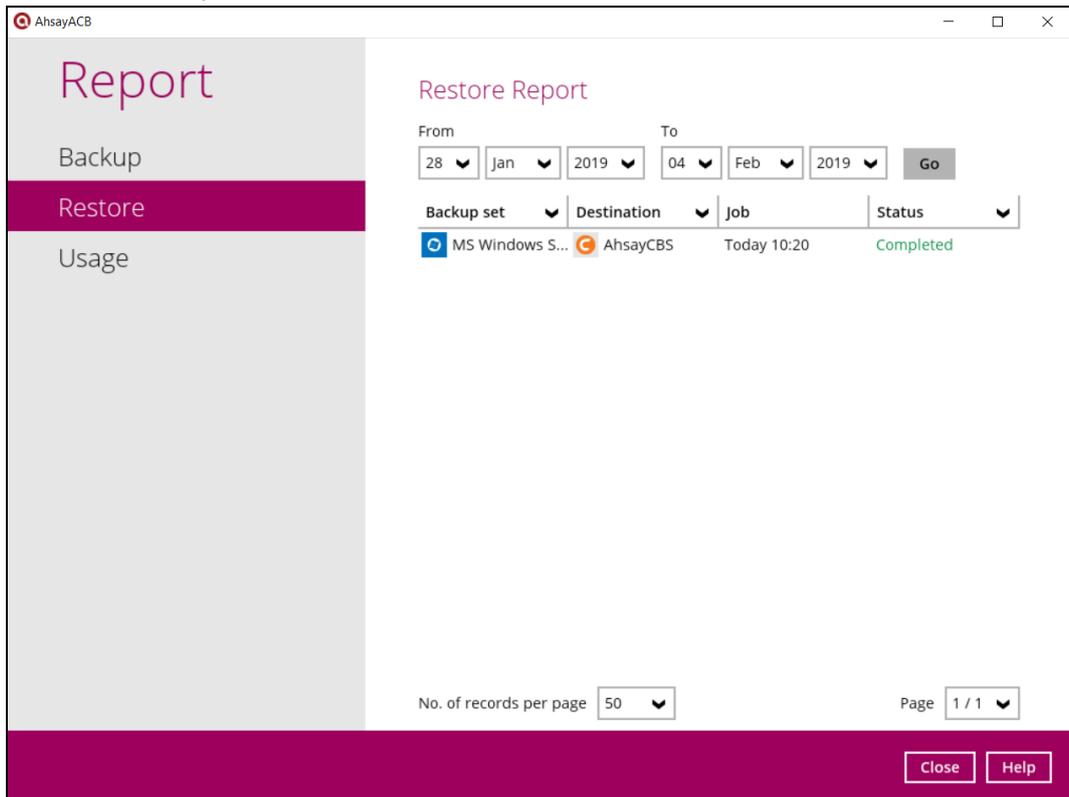
8. Click **Restore** to start the restoration.



To view the report, go to the **Report > Restore**



In this Restore Report screen, you can see the backup set with corresponding destination, completion date and time, and status.



Backup set	Destination	Job	Status
MS Windows S...	AhsayCBS	Today 10:20	Completed

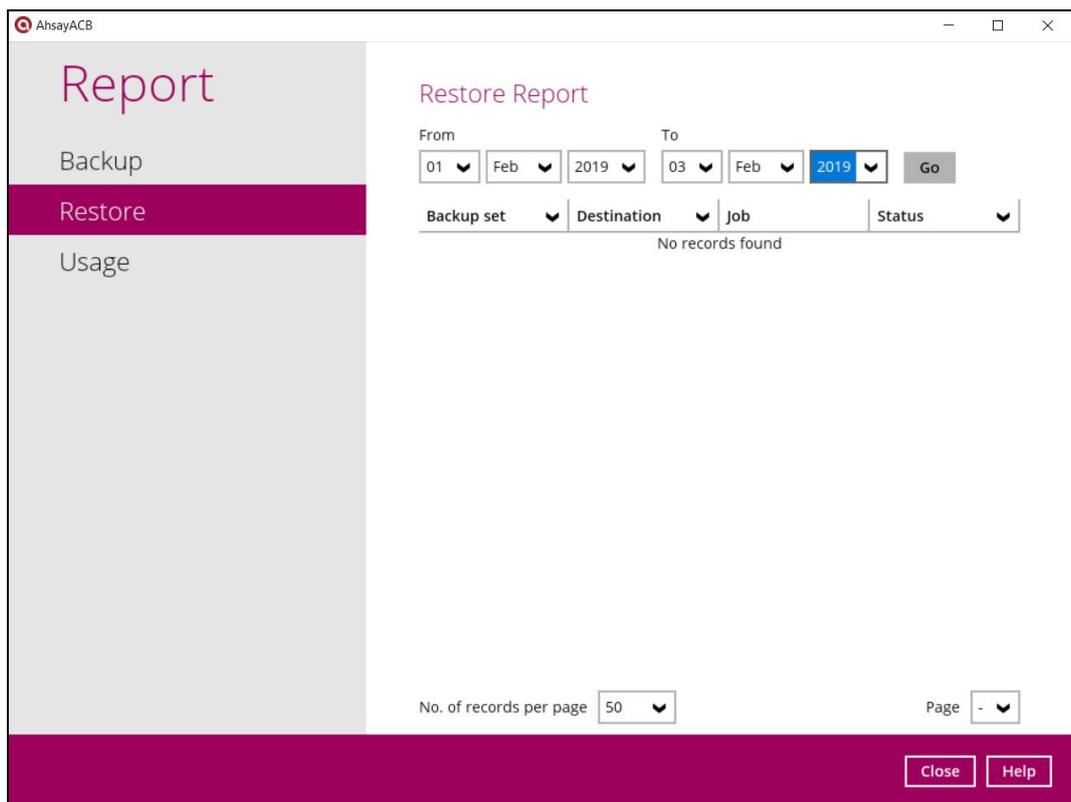
Click the restore report and the summary of the restoration will be displayed. You can also click the **View Log**, this will redirect you to the log summary of your backup.

You can also search for restore reports from a specific period of date. For example, we have the **From** date which is, **01 Jan 2019** and the **To** date which is, **23 Jan 2019**. Then click the **Go** button to generate the available reports.

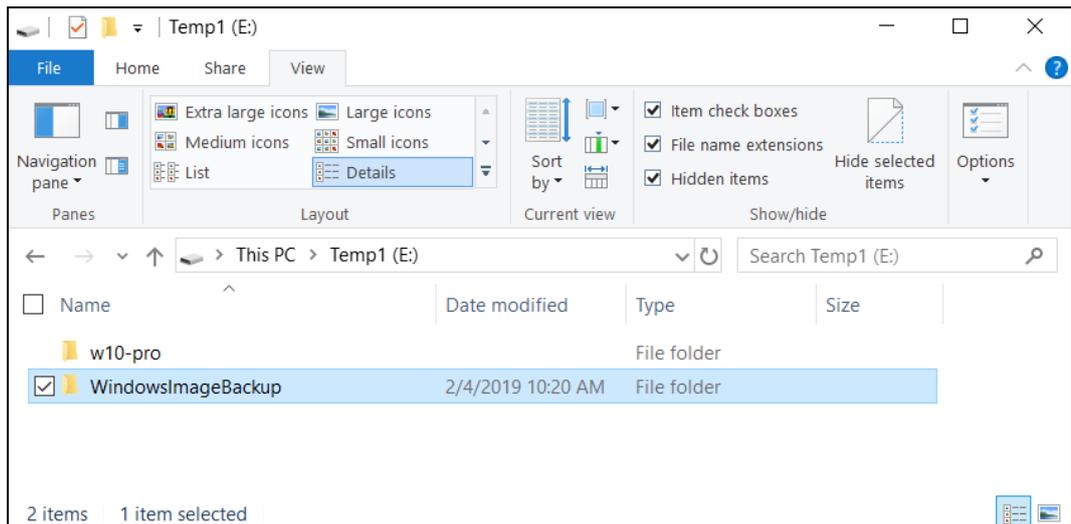
From: 01 Feb 2019 To: 04 Feb 2019 Go

If this is a valid range of dates then restore reports will be displayed unless there were no restoration running on the specified dates. A message of **No records found** will also be displayed.

From: 01 Feb 2019 To: 03 Feb 2019 Go



10. The restored system image files are stored in the **WindowsImageBackup** folder in the restore location.



Important: In addition to the system image files, the **WindowsImageBackup** folder includes catalog files that contain information about all backups in there up to the current backup, and Mediald, that contains the identifier for the backup storage location.

This information is required to perform a recovery. Do not alter the directory structure or delete any file / folder within the **WindowsImageBackup** folder.

11. Copy the **WindowsImageBackup** folder with its content to the server that you want to perform the restore for, or copy the folder to a network drive that is accessible to the server that you want to perform the restore for.

WindowsImageBackup folder must be stored at the root level of a volume (e.g. top-most level), unless you are copying the folder to a network drive.

12. Continue to the next section of the guide.

8.3 Recovering Your Server

You can recover perform a full-system (bare-metal) with the following tools:

Tool	What you can recover
Advanced startup option (in safe mode)	Full system recovery.
Advanced startup option (Windows installation media)	Full system recovery.

Note: You can also perform the above tasks using `wbadmin` command. For the syntax of the command, refer to the following: <http://go.microsoft.com/fwlink/?LinkId=140216>

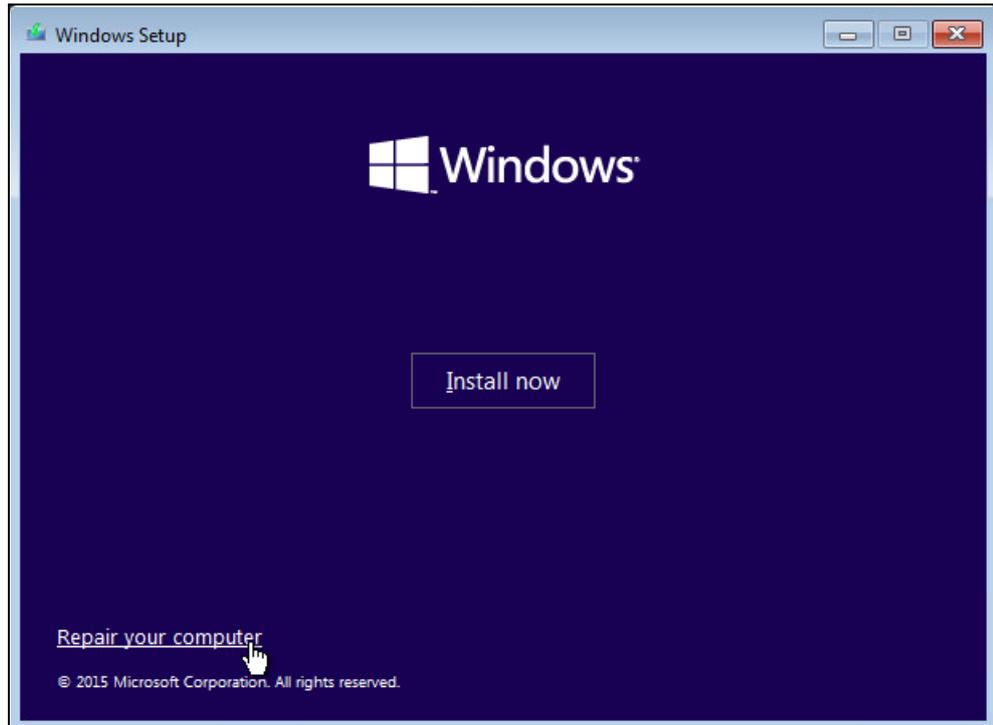
8.3.1 Recover a Full System

You can recover a full system using the advanced startup option by:

▶ Booting from a Windows installation media

Insert the installation media that has the same architecture of the system that you are recovering, and restart your computer. Press the required key to boot from the disc.

When you see the **Windows Setup** page, click **Next**, then click **Repair your computer**.

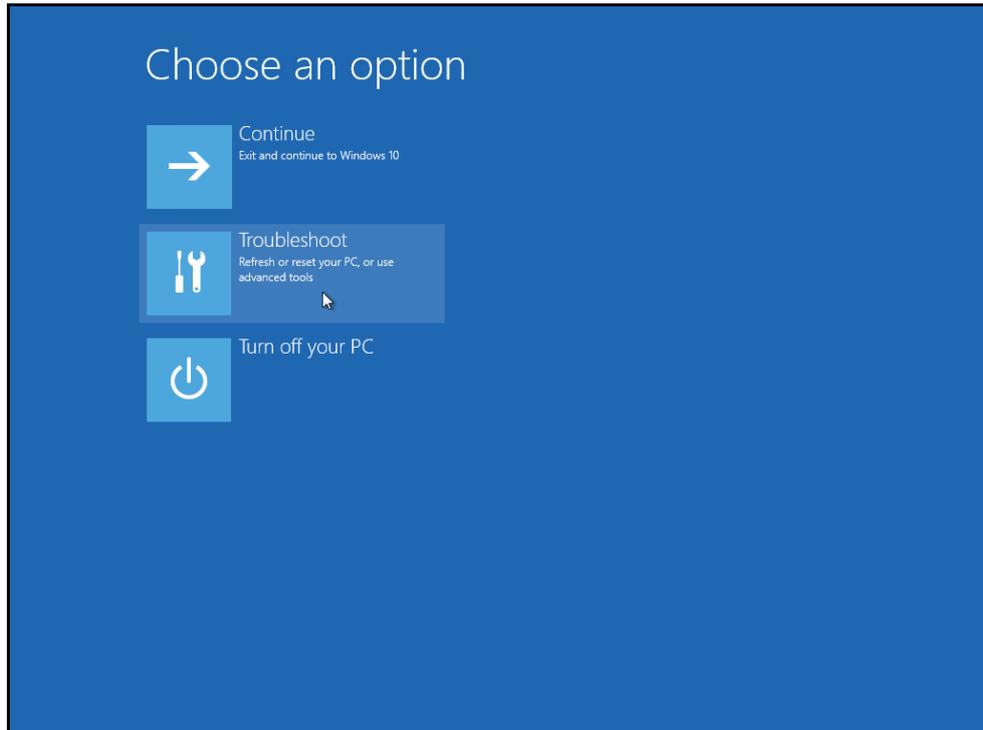


▶ Starting Windows in safe mode

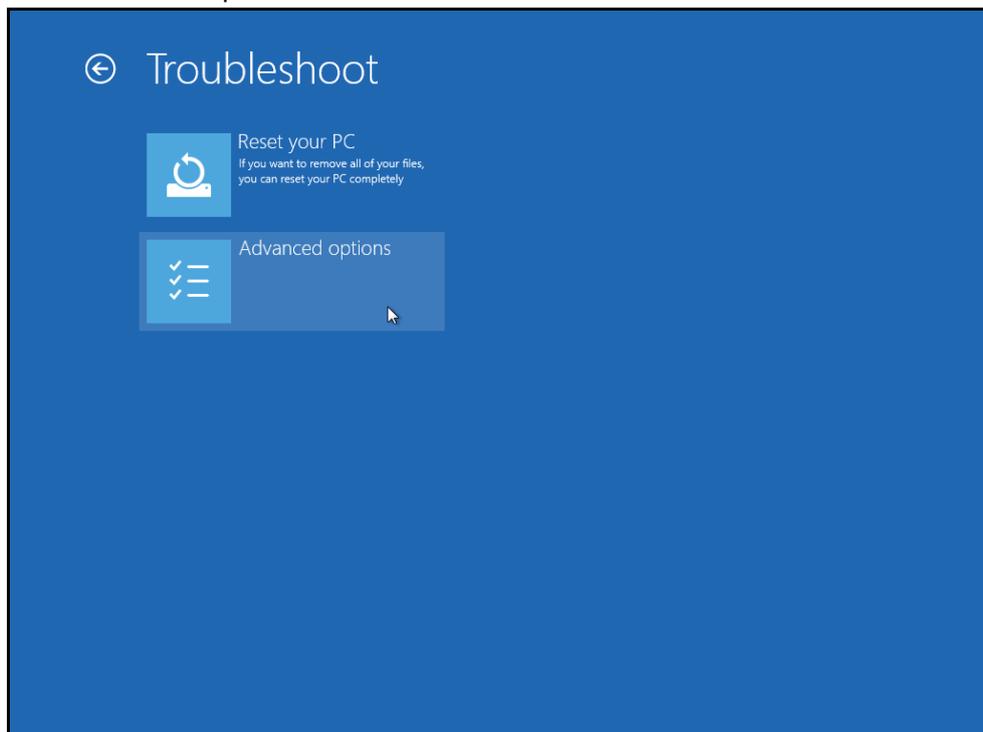
Press the **Power** button at the Windows login screen. In the Start menu or in the Setting screen, press and hold the SHIFT key on the keyboard and click **Restart**.

Once you are in the Startup Option menu, perform the following steps.

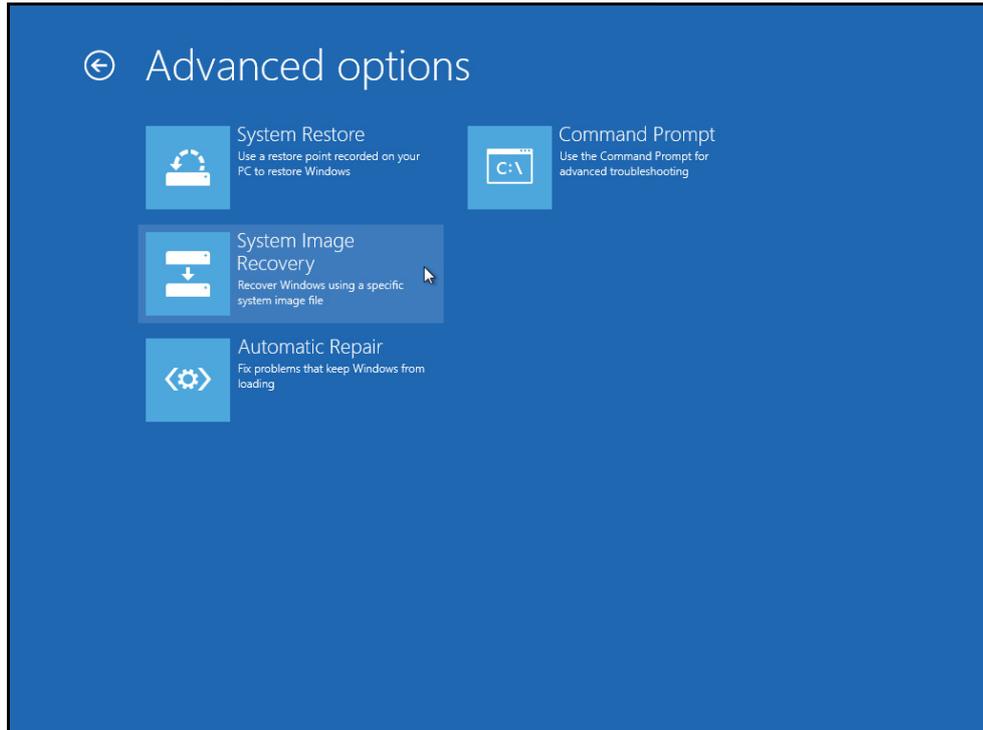
1. Click **Troubleshoot**.



2. Click **Advanced options**.



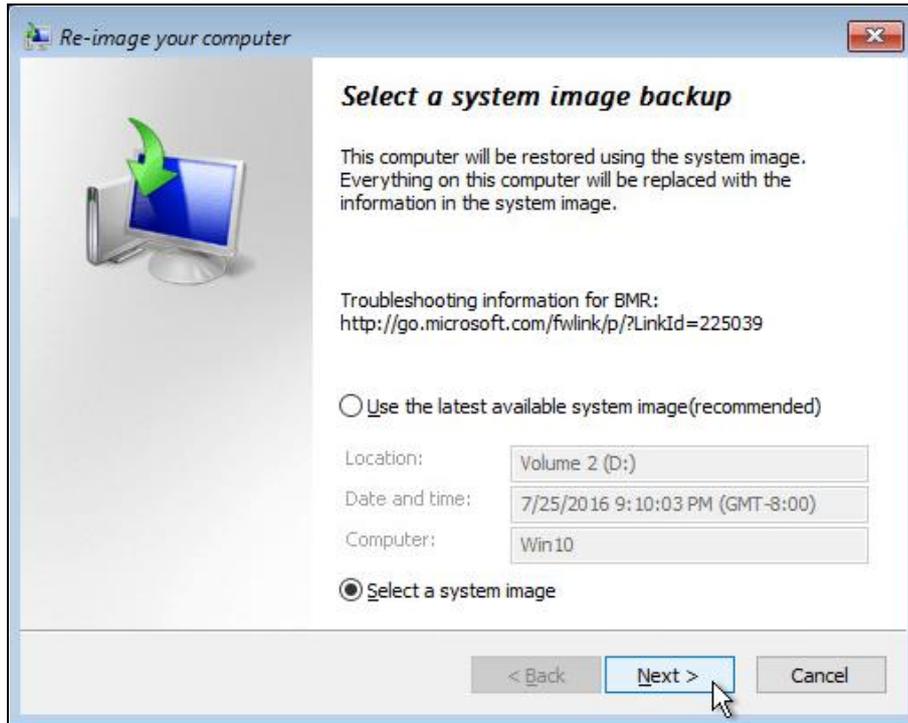
3. Click **System Image Recovery**.



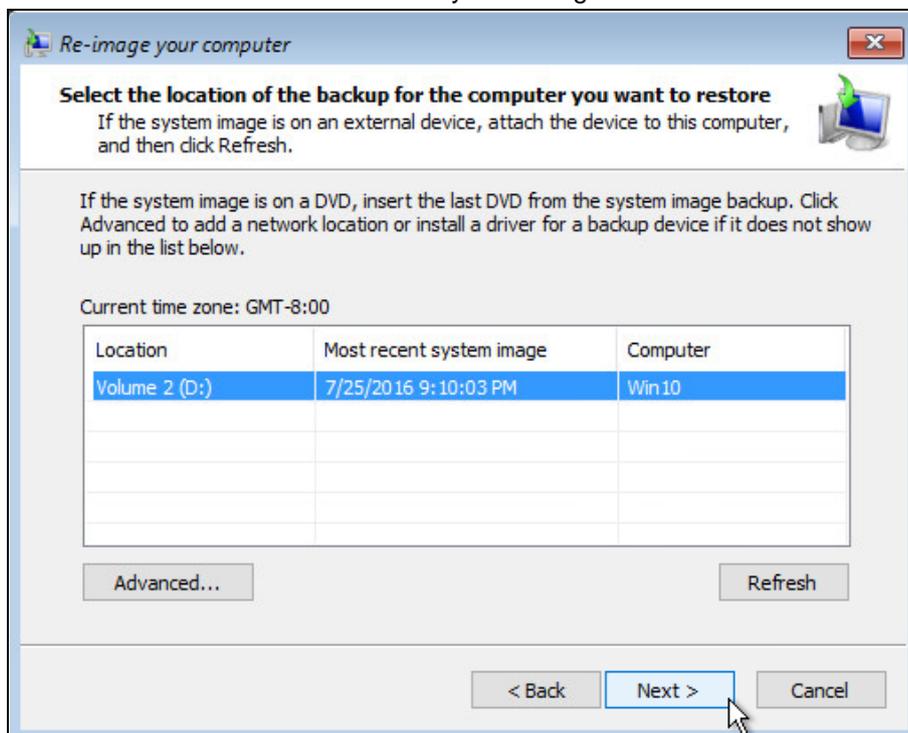
4. Log in with an administrative account by clicking on **Administrator**.



5. Click **Select a system image**, then click **Next**.



6. Select the location that contains the system image to restore from.



If you do not see the image available, then

- Click **Advanced**, and install the required driver for the removable drive to be accessed, if the system image was copied to a removable drive attached to the server.

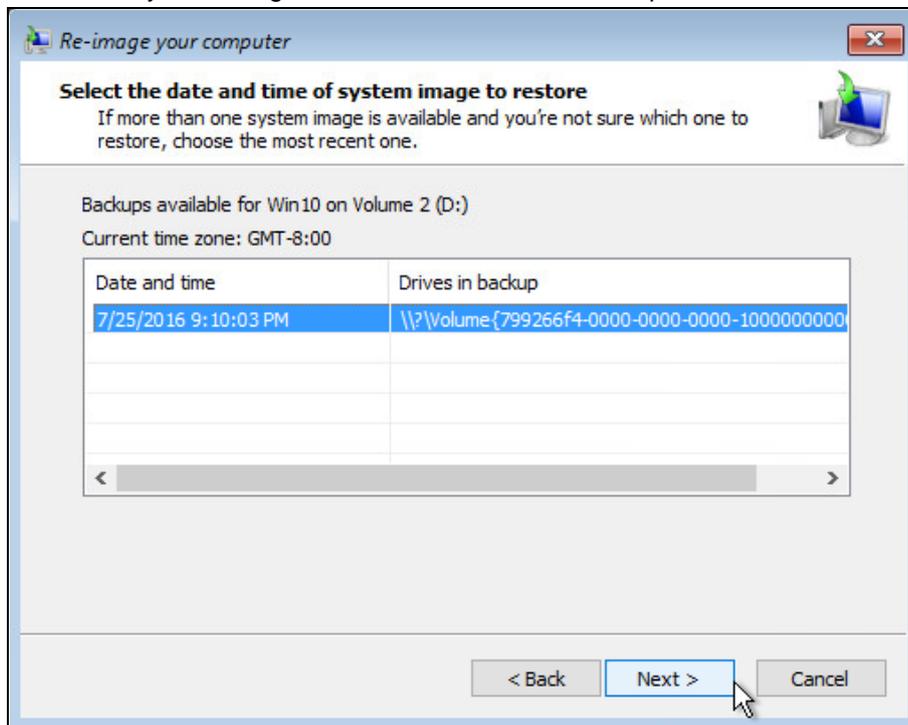
To install a driver, the driver must be located on the local system. You cannot install a driver from the network.

- Click **Advanced**, and browse to the remote shared folder which contains the system image, if the system image was copied to a network path.

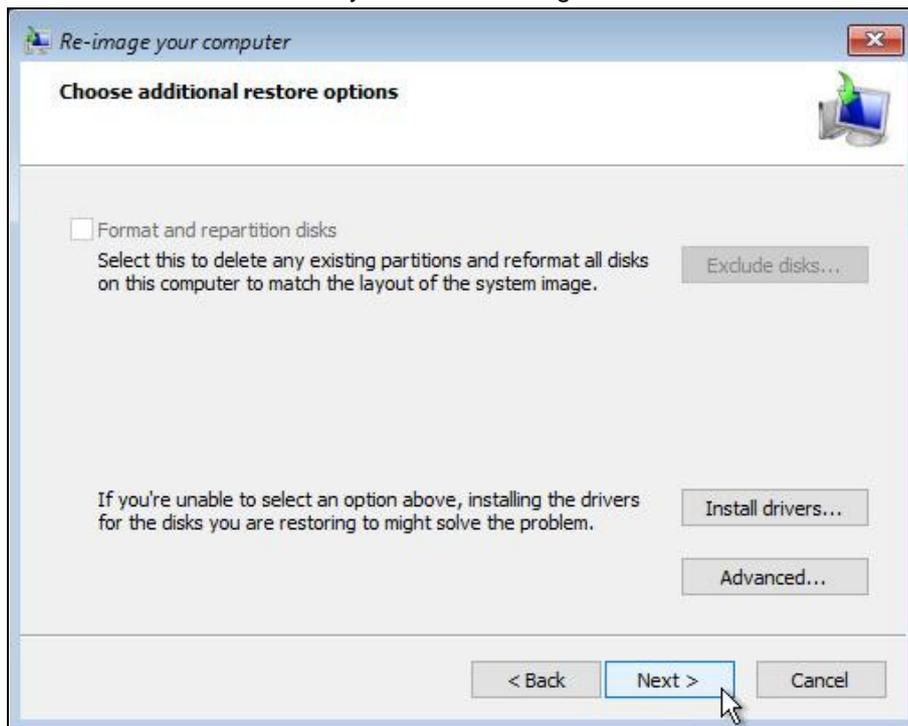
For domain environment, if the backup storage location is on a computer that is a member of that domain, then the computer containing the storage location should be on the IPsec boundary, to be accessible by non domain computer.

When a computer boots into Windows Recovery Environment, it becomes a non domain computer, therefore, cannot access the usual network shares. Only those computers that allow non domain computers to access the share can be used as a backup storage location in this way.

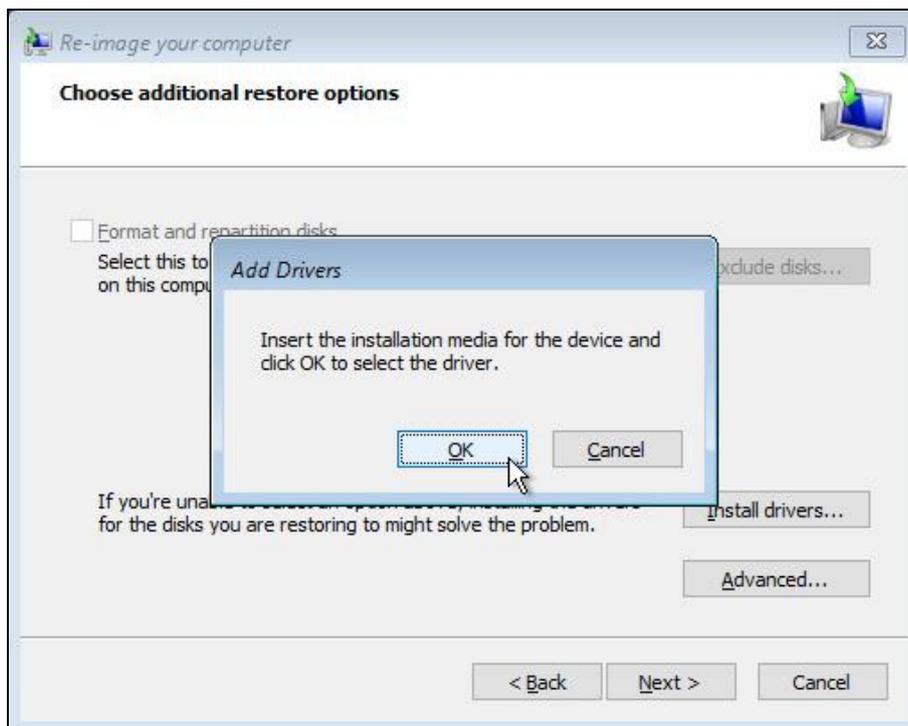
7. Select the system image to restore, then click **Next** to proceed.



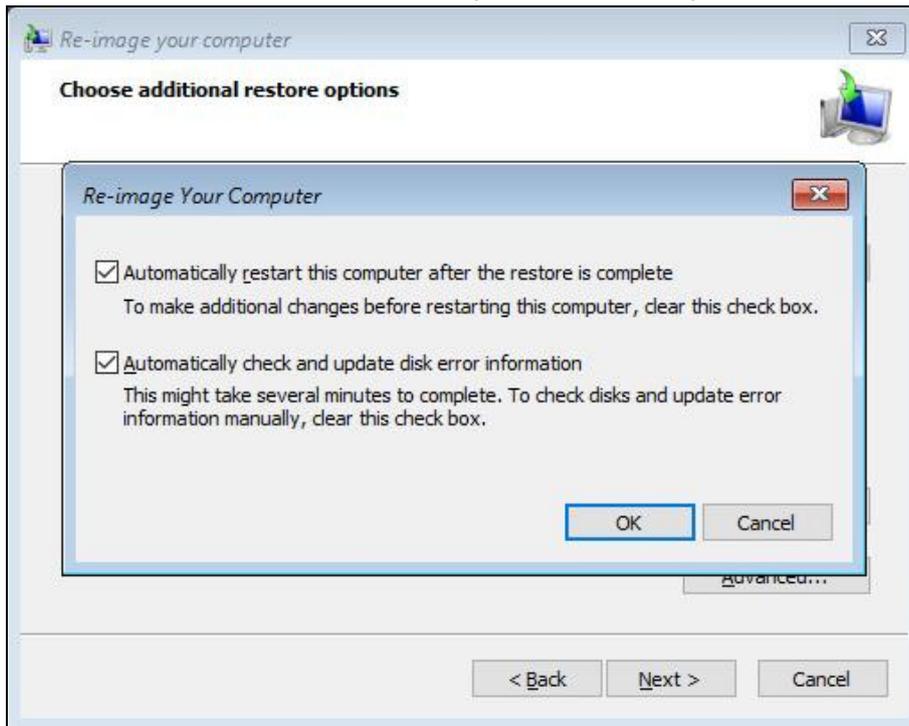
8. On the **Choose additional restore options** page, click **Install drivers** to install device drivers for the hardware that you are recovering to.



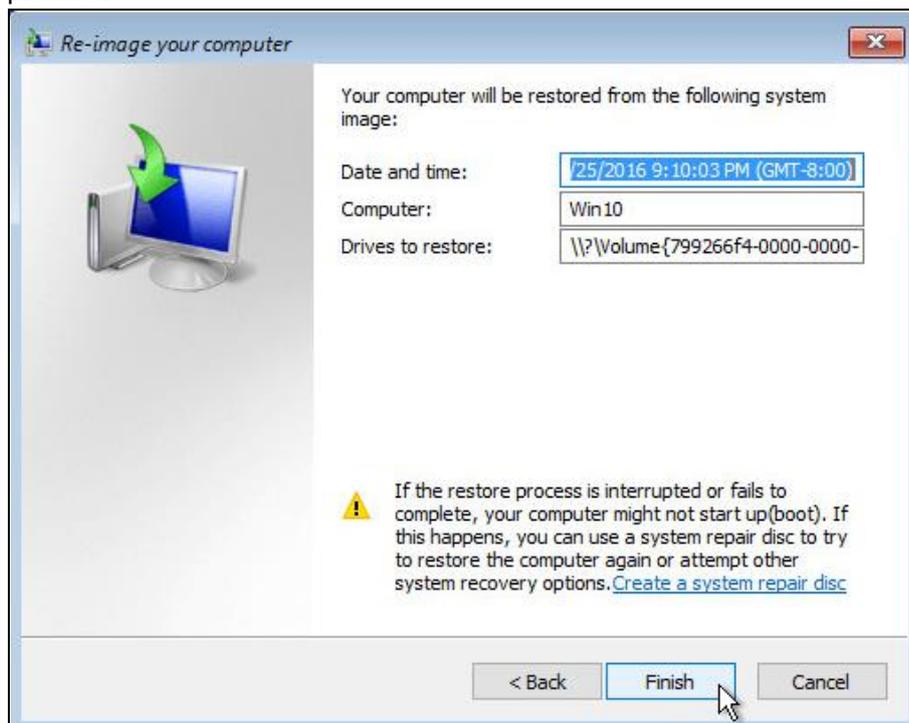
Click **OK** to add drivers.



Click **Advanced** to specify whether the computer is automatically restarted and the disks are checked for errors immediately after the recovery.



9. Confirm the details for the restoration, and then click **Finish** to start the recovery process.



Important: Do not interrupt the restore process.

The recovery will succeed as long as all the critical volumes (e.g. volumes containing operating system components) are recovered.

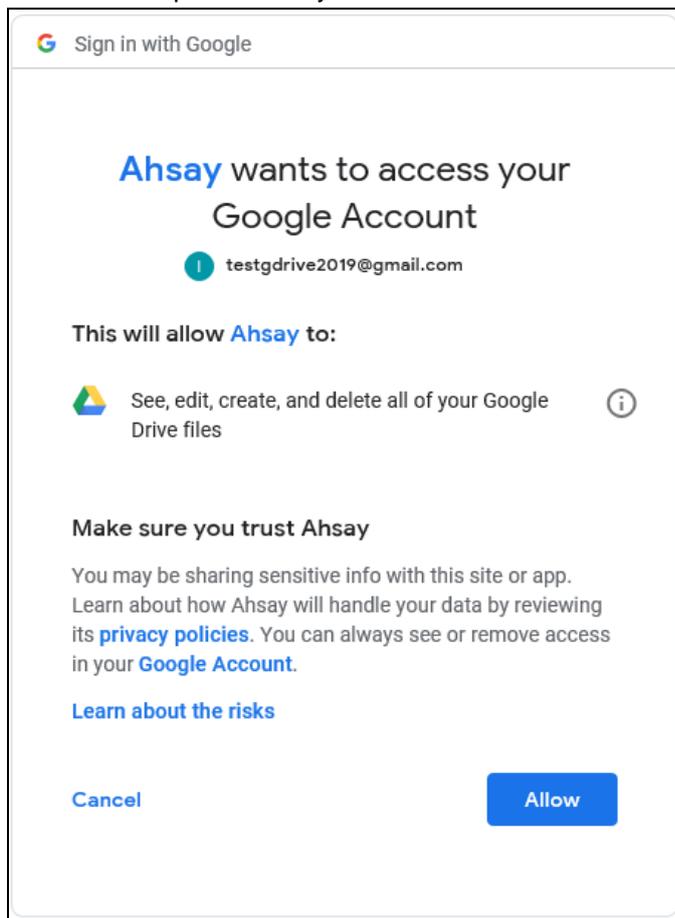
Appendix

Appendix A Cloud Storage as Backup Destination

For most cloud storage provider (e.g. Dropbox, Google Drive ... etc.), you need to allow access AhsayACB to access the cloud destination. Click OK / Test, you will be prompted to login to the corresponding cloud service.

Important: The authentication request will be opened in a new tab / window on the browser, ensure that the pop-up tab / window is not blocked (e.g. pop-up blocker in your browser).

Click Allow to permit AhsayACB to access the cloud storage:



Enter the authentication code returned in AhsayACB to complete the destination setup.

Note: A backup destination can be set to a supported cloud storage, backup server, FTP / SFTP server, network storage, or local / removable drive on your computer.

Multiple backup destinations can be configured for a single backup set. In fact it is recommended for you to setup at least 2 backup /;;'destinations for your backup set.

For more details on backup destination, for example which cloud service providers are supported, destination type, or limitation, you can refer to this FAQ link:

[FAQ: Frequently Asked Questions on Backup Destination](#)

Appendix B Uninstall AhsayACB

Refer to the Appendix of the AhsayACB Quick Start Guide for the corresponding operating system for details on how to uninstall AhsayACB:

https://www.ahsay.com/jsp/en/home/index.jsp?pageContentKey=ahsay_downloads_documentation_guides

Technical Assistance

To contact Ahsay support representatives for technical assistance, visit the following website:

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Also use the Ahsay Knowledge Base for resource such as Hardware Compatibility List, Software Compatibility List, and other product information:

<http://wiki.ahsay.com/doku.php?id=public:home>

Documentation

Documentations for all Ahsay products are available at:

https://www.ahsay.com/jsp/en/home/index.jsp?pageContentKey=ahsay_downloads_documentation_guides

You can send us suggestions for improvements or report on issues in the documentation, by contacting us at:

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Please specify the specific document title as well as the change required / suggestion when contacting us.