

Storegate Backup for Mac - User Manual

Storegate Backup for Mac - User Manual

*Applies to version 0.9.9.9. The manual follows the app's English interface; terms in **bold** are the exact buttons and headings you see in the app.*

Contents

1. [About Storegate Backup](#)
 2. [Installation](#)
 3. [Getting started - the guide](#)
 4. [Parts of the app](#)
 5. [Overview](#)
 6. [Backup](#)
 7. [Photos](#)
 8. [Restore](#)
 9. [Settings](#)
 10. [What is not backed up](#)
 11. [Filenames on the server](#)
 12. [Notifications](#)
 13. [Updates](#)
 14. [Troubleshooting](#)
-

1. About Storegate Backup

Storegate Backup backs up selected folders and files on your Mac, and optionally your entire Photos library, to your Storegate account. The app has two parts:

- **The menu bar app and its window** - where you choose what to back up, follow progress and restore.
- **The background service** - runs the actual backups on schedule, even when the window is closed.

System requirements

Requirement	Value
macOS	15 or later
Processor	Apple Silicon (M-series)
Account	Storegate account with at least one free computer backup license
Network	Internet connection; sign-in happens in your browser

2. Installation

1. Open the downloaded `.dmg` file.
2. Drag **Storegate Backup** to the **Applications** folder.
3. Launch the app from Applications or via Spotlight.

On first launch the sign-in view appears. The app places itself in the menu bar and opens the main window. You can close the window at any time; the app keeps running in the menu bar.

Tip: When you finish the guide, **Open at login** is turned on automatically so scheduled backups run after a restart without you opening the app. You can change this under **Settings › Computer backup**.

3. Getting started - the guide

The first time you sign in, a four-step guide walks you through setup. The progress bar at the top shows where you are. You can click **Cancel** at the bottom at any time to go straight to the app (for example if you only want to restore files); the guide returns on the next launch until setup is complete.

Step 0 - Sign in

Click **Sign in**. Your browser opens Storegate's sign-in page. Once you've signed in, a confirmation page appears in the browser ("You can close this tab and go back to Storegate Backup") and the app continues automatically.

If nothing happens after clicking **Sign in**, an error is shown under the button, usually "Couldn't start sign-in. Check your internet connection and try again."

Step 1 - Registering your computer

The app reserves a slot (license) for this Mac at Storegate. The computer gets the same name as in **System Settings › General › About**. If a computer with that name already exists, the new one gets a suffix, e.g. "MacBook Air (2)".

If **No licenses available** appears, the account has no free slots. You have three options:

Button	What it does
Restore previous license	Opens Restore in a sheet so you can retrieve files from an existing computer backup before freeing its slot.
Add license	Opens the account page in the web portal where you can add or activate a license.
Manage licenses	Opens the computer backups page in the web portal where you can unregister an old computer.

Then click **Try again**.

Step 2 - Choose what to back up

A file tree shows your Mac. Click the circles to select folders or individual files:

- Green check = the whole folder is selected.
- Orange dash = parts of the folder are selected.
- Click the arrow or the row name to expand a folder.
- **Show hidden** reveals hidden files and folders (names starting with a dot, and e.g. `~/Library`).

Volumes your plan doesn't allow (external drives or network shares) are dimmed with an explanation and can't be selected.

Below the tree is the **Photos** card with a switch. Turning it on prompts macOS for access to your photo library. See [section 7](#).

Click **Continue** when done. The button is enabled as soon as at least one folder or **Photos** is selected. You can change your selection at any time later.

Step 3 - Schedule and bandwidth

Here you set when and how fast backups run. The defaults work well; click **Skip** or **Done**. The settings are described in detail under [Settings](#).

Step 4 - All set

Click **Back up now** to start the first run right away, or **Close guide** to let the schedule handle it. The app lands on **Overview**.

4. Parts of the app

Menu bar

The Storegate icon is always in the menu bar while the app runs. A small symbol in the icon's corner shows the state: rotating arrows during a run, a red exclamation mark if the last run failed.

Click the icon for the menu:

Row	Meaning
Status line	E.g. Ready, Backing up... 12/40, Paused 25 min, Everything is backed up, Not signed in.
Back up now / Abort backup	Starts or aborts a run.
Show files online	Opens your backed-up files in the web portal.
Open Storegate Backup (⌘O)	Opens the main window.
Quit (⌘Q)	Quits the app.

Main window

The sidebar on the left has four tabs:

- **Overview** – status, statistics and history.
- **Backup** – choose what to back up, start and pause.
- **Restore** – get files and photos back.
- **Settings** – account, schedule, bandwidth, Photos and support.

The app's version number is shown at the bottom of the sidebar.

5. Overview

Status card

At the top, the current state is shown with an icon, title and subtitle:

Title	Meaning
Ready to back up	Nothing is running. The subtitle reads "Automatic backup every 12 hours".
Indexing...	The app is comparing your files with the server ("Analyzing changes...").
Backing up – N left	Files are being uploaded; the speed is shown in the subtitle.

Title	Meaning
Paused N min	The run is paused and will resume automatically.
Everything is backed up	The last run succeeded; the subtitle shows how long it took.
Backup failed	The subtitle shows the reason.
No network connection	The Mac is offline; the run starts when the connection returns.
Comparing photos – N left / Uploading photos – N left	A Photos pass is running.
Restoring – N left	A restore is running.

To the right is **Back up now**, or **Pause/Cancel** while something is running. A progress bar appears under the text during a run.

Transfer rate

During a transfer a graph shows the current speed.

Stat cards

Card	Contents
Storage	How much your backups occupy, plus "X available of Y" for the whole account. The bar turns orange above 70% and red above 90%.
Selected items	Number of selected folders and files.
Last backup	Items in the last run, Backed up if nothing needed doing, In progress... , Paused , Failed or Waiting .
Status	Registered , Checking... , Not registered , No licenses available or Error .
Photos backed up	Number of backed-up photos (only when Photos is on). During a pass: "processed / total".

History

Lists the five most recent file runs (**Files** or **Restore**) and the five most recent Photos passes, newest first. Each row shows how long ago, the result and how long the run took.

Underlined numbers are clickable:

- **N done** – list of backed-up files.
- **N filtered** – files the policy blocked, with the reason.

- **N failed** – files or photos that couldn't be backed up, with the error message.

In the list you can switch between **Done**, **Filtered** and **Failed** and use **Copy all** to copy the list to the clipboard, e.g. for a support ticket.

An orange symbol with a number on a file row means those files were uploaded several runs in a row without appearing on the server. Hover over the symbol to see which ones. See [Troubleshooting](#).

During a run the history is replaced by a card showing the most recently transferred files in real time.

6. Backup

The tab has three parts: the **Photos** card at the top (see [section 7](#)), the **Selection** file tree, and a pinned footer with buttons and status.

Selecting folders and files

The tree works as in the guide. Click the circles to select or deselect. Changes are **not** saved immediately; the footer shows "N unsaved change(s)" with two buttons:

- **Confirm selection** – saves the changes. New selections are included in the next run.
- **Discard** – reverts to the saved state.

If a folder can't be added, a message explains why, e.g. "External drives aren't included in your plan."

What happens when you deselect a folder?

The folder stops being backed up. Its files on the server are kept according to your **Deleted files** setting (see [Settings](#)) and can be restored until then.

Start, pause and cancel

Button	What it does
Back up now	Starts a run immediately. Photos are included if the feature is on.
Pause	Pauses the transfer for 30 minutes. The button changes to Paused N min ; click again to resume right away. Resumes automatically when the time is up, even if the window is closed.
Cancel	Aborts the run. Files already uploaded are kept; the next run continues where it left off.

The status line under the buttons shows "N left · N done · N failed" and the current speed, and when the run finishes e.g. "Done – 128 items on 42.0s" or "Everything is already synchronized".

A backup and a restore can't run at the same time. While a restore is running the button is disabled and the text "Restore in progress – your backup will run automatically afterwards" is shown.

Folders that can't be reached

If a selected folder couldn't be reached during the last run (for example an external drive that isn't connected), an orange box appears over the tree: "N backup folders could not be reached". Nothing is deleted on the server while a volume is offline. For each folder you can:

- **Add again** – connect the drive and click; a dialog opens where you confirm the folder so access is renewed.
- The ... menu › **Pause backup of this folder** – pauses the folder until you reactivate it.
- The ... menu › **Remove permanently...** – see below.
- **x** – hides the box until the next run.

Paused and removed folders

If there are paused or removed folders, the footer shows "· N paused/removed" and the **Manage...** button. The **Paused and removed folders** sheet has two tabs:

- **Paused** – folders that aren't backed up until you click **Reactivate**. "The volume is connected again" appears in green if the folder is reachable. **Remove permanently...** removes the folder entirely.
- **Removed** – folders that have been removed and whose files are deleted from the server after the retention period. **Restore** brings the folder back into the backup before then.

Removing a folder permanently

The **Remove the backup folder permanently?** dialog shows the file count and size on Storegate. The text and button depend on the **Deleted files** setting:

- Automatic deletion **on**: "The server will delete the files automatically in N days, per your setting. You can restore them from the Restore tab until then." The button is **Remove permanently**.
- Automatic deletion **off**: "The server won't delete the files automatically. You can restore them from the Restore tab, or delete them manually via the web portal." The button is **Stop backing up**.

Keep closes the dialog without changes.

7. Photos

Photos backs up your entire Photos library, including albums, Live Photos and edits. The feature is off by default.

Turning it on

Turn on the switch on the **Photos** card under **Backup**, in the guide, or under **Settings › Photos**. macOS then asks for access to your photo library; choose **Allow Full Access**. The first pass starts immediately.

The access level is shown as a colored badge next to the heading:

Badge	Meaning
Access granted (green)	The whole library is backed up.
Limited access (orange)	Only the photos you selected in the macOS dialog are backed up. Grant full access for the whole library.
Access denied (red)	Click Open System Settings and grant Storegate Backup access under Privacy & Security › Photos .

How it works

- Photos runs as its own pass alongside the computer backup and follows its schedule. In **Continuous** mode the Photos pass runs with the automatic run every 12 hours and on **Back up now**.
- Each photo is stored once even if it's in several albums (deduplicated). Albums and folder structure are saved in a catalog file (manifest) used on restore.
- Photos in **Recently Deleted** are never backed up.
- Photos in the **Hidden** album are only included if you turn on **Include hidden photos**.
- **iCloud Shared Library** isn't supported yet ("Coming soon").

Options (Settings › Photos)

Setting	Description
Include hidden photos	Includes photos in the Hidden album. Off by default.
iCloud originals › Download the originals	Downloads originals that only exist in iCloud so the whole library is secured. Takes more time and data. Default.
iCloud originals › Skip cloud-only and warn	Backs up only photos already on the Mac. Faster, but cloud originals are not included; the card shows "N photos skipped".

At the bottom a summary shows the photo count, size and when the last pass ran.

Status and messages on the card

During a pass the card shows "N / M photos · N new · N deduplicated" with a progress bar, speed and a **Cancel** button. The subtitle switches between "Scanning the library...", "Comparing photos

with the server..." and "Uploading...". A pass over a large library can spend a long time comparing without uploading anything; that's normal.

After the pass the card may show:

Message	Meaning and action
N photos skipped	Only in iCloud and the mode is "Skip cloud-only". Switch to Download the originals to secure them.
N photos couldn't be read	Temporary read errors. They'll be included again on the next pass.
N photos can't be backed up	Have failed several passes in a row. Click Show photos for a per-photo list. If the cause is a read error: open the photos in the Photos app to fetch the originals and include them again.

The **Failed photos** list shows filename, cause ("Could not be read from the Photos library" or "Upload failed"), the number of consecutive runs and the date of the first failure. **Copy all** copies the list.

Turning it off

Turning off the switch cancels a running pass. Photos already backed up remain on the server and can be restored.

8. Restore

The tab has a segmented control at the top: **Files** or **Photos**.

Restoring files

1. Pick a computer backup in the **Choose backup...** menu. You can pick any of the account's computers, including a Mac other than the one you're using.
2. Wait while the file tree loads ("Getting file tree").
3. Select folders and files in the tree. **All** and **None** select or deselect everything. The footer shows "N items selected".
4. Click **Select destination** and choose where the files should go. The folder name appears next to the button. You can create a new folder in the dialog.
5. Click **Restore now**.

Files are written to the destination with the same folder structure as in the backup. If a file already exists at the destination it is not overwritten and is counted as "skipped"; choose an empty destination folder if you want a complete copy. Apps and other packages (e.g. `.app`) stored as zip archives on the server are unpacked automatically.

During the restore the status shows "N left · N downloaded · N skipped · N failed" and the speed. **Pause** pauses for 30 minutes, **Cancel** aborts. When done, e.g. "Done – 240 retrieved on 95.3s" is shown.

If the **Filenames not fully restored** box appears, some files got the server's name form (e.g.  instead of ). The contents are complete; only the name differs. See [section 11](#).

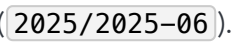
A restore can't start while a backup is running; the text "Backup in progress – you can restore once it finishes" is shown.

Restoring photos

Photos are always restored to an export folder. Your Photos.app library is never touched.

1. Choose **Photos** in the segmented control. A preview shows the photo count, album count, total size and the album list.
2. Click **Select destination** and choose a folder.
3. Click **Restore now**.

The export folder is laid out like this:

- Each album becomes a folder; folders in the Photos app become subfolders.
- Photos not in any album go into **All Photos**, sorted into subfolders by year and month ().
- A photo in several albums is written into each album folder.
- Live Photos get their video next to the still; edited photos get both the original and the edited version.

Status is shown at the bottom: "Fetching manifest...", "Restoring... N files" and finally "Done – N files", possibly followed by ", N missing" if a resource wasn't found on the server.

9. Settings

Account

Shows the signed-in username.

- **Manage account** – opens account settings in the browser.
- **Sign out** – signs out on this Mac. Other computers on the account are not affected. Your backups stay on the server; your folder selections are saved locally and are still there when you sign in again with the same account.

Computer backup

Shows the Mac's name at Storegate.

- **Manage backup** – opens the computer backups page in the browser.
- **Unregister Mac** – frees the license. **Warning:** all backed-up files for this Mac are permanently deleted from Storegate and this cannot be undone. You must type **CONFIRM** in the dialog to enable the **Unregister** button. After unregistering, the guide appears again.
- **Open at login** – starts the app in the menu bar when you log in to your Mac so scheduled runs happen without you opening the app. Recommended on. If the line "Turned off in System Settings › Login Items" appears, macOS has blocked it; click **Open System Settings** and allow Storegate Backup.

Schedule

Mode	Behavior
Continuous	Changes are detected continuously and backed up shortly after you save (a couple of seconds of quiet is required, at most ten seconds of delay under constant changes). In addition, a full check runs every 12 hours, which also includes Photos. Default.
Daily	One run per day at the chosen hour.
Weekly	One run per week on the chosen weekday and hour.

If the Mac is off or offline at the scheduled time, the backup runs as soon as possible afterwards. Some plans don't allow **Continuous**; then only **Daily** and **Weekly** are shown.

Deleted files

Controls what happens on the server to files you delete locally or remove from the backup.

- Switch **on**: files are kept for the chosen period (**Delete automatically after**, e.g. **1 day, 2 weeks, 30 days, 60 days**) and then permanently deleted. Which periods are available is set by your plan.
- Switch **off**: nothing is deleted automatically. You can delete manually via the web portal.

If the control is dimmed, your plan doesn't allow changing the setting.

Bandwidth

Two sliders limit the speed for **Uploading** and **Downloading**. Drag to the right for full speed (the maximum is set by your plan). The lowest limit is 800 kbit/s. The value is shown to the right of the slider.

Concurrent transfers

Number of files uploaded or downloaded in parallel (1–5). More gives faster transfer of many small files but uses more resources. The default is 1; only raise it if support recommends it.

Photos

See [section 7](#).

Support

Button	What it does
Contact support	Opens Storegate's help center in the browser.
Create log archive	Creates an encrypted archive on the Desktop named Storegate Backup.<username>.<date>.zip.enc . It contains the app's logs and local databases (no file contents from your backups) and can only be opened by Storegate support. Attach it to your support ticket.
Show guide again	Restarts the guide from the folder selection step.
Check for Updates	Checks whether a new version is available.
Clear other accounts' data	Only shown if another Storegate account has been used on this Mac. Removes that account's local folder selections. Backups on the server are not affected.

10. What is not backed up

The following is never included, and appears in the history as **filtered** with a reason:

- **Hidden files and folders** (names starting with a dot, and system-hidden folders like **~/Library**) if your plan doesn't allow hidden items. You can see them in the tree with **Show hidden**, but they are filtered at run time if the policy says no.
- **Symbolic links** are not followed.
- **Cache and junk folders:** **.Trash**, **Caches**, **cache**, **node_modules**, **__pycache__**, **.npm**, **DerivedData**, **.gradle**, **kapt3**, **.pytest_cache**, **.mypy_cache**, **.next**, **.turbo**, **.venv**, plus **~/Library/Caches**, **~/Library/Logs** and **~/Trash**.
- **Temporary files:** **.DS_Store**, **Thumbs.db**, **desktop.ini**, ***.tmp**, ***.swp**, ***.swo**, ***.lock**.
- **Files larger than the plan's maximum size**, if the plan has such a limit.
- **External drives and network shares** if your plan doesn't include them. They appear dimmed in the tree.
- **Photos in Recently Deleted** in the Photos app.

Your plan may add further rules; they then appear as the reason in the **Filtered** list.

Apps and packages (**.app**, **.photoslibrary** and other folders macOS shows as a single file) are backed up as a zip archive and unpacked automatically on restore. In the web portal they appear as **Name.app.sgbundle.zip**.

11. Filenames on the server

Some characters can't be stored in filenames on the server and are replaced with  on upload:   : " / \ | ? * % + ^ and invisible control characters. The app keeps a translation table so files get their real name back when restored on the same Mac, and a copy of the table travels with the backup so it also works from another Mac.

If the table is missing, **Filenames not fully restored** is shown after the restore. The contents are complete; you can rename the files manually.

Emoji and other unusual characters in filenames may in some cases be rejected by the server. Such files appear under **Failed** in the history.

12. Notifications

The app sends system notifications via macOS Notification Center. The first time, macOS asks for permission; allow it to receive them.

Notification	When
Backup complete	Run finished without errors. Only shown while the app is in the background.
Backup completed with errors	Run finished but some files failed. The count is shown.
Backup finished with a warning	Files may not have been saved on the server. See the history.
Backup failed	The whole run aborted; the reason is shown.
Restore complete / completed with errors / failed	The equivalents for restore.
Storage is full	Your Storegate account is full. Free up space or upgrade your plan.
N photos can't be backed up	Photos have failed several passes in a row.
Some files don't seem to be saved on the server	The same files are uploaded run after run without appearing on the server. Contact support with a log archive.

Error notifications play a sound; notifications about successful runs are silent.

13. Updates

The app checks for updates automatically every three hours, and at launch if at least three hours have passed since the last check. When a new version is available, a dialog with release notes appears; choose **Install Update** to install. The update is signed and verified before installation. A running backup is interrupted and resumes after the update.

You can check manually via **Settings › Support › Check for Updates** or via the app menu **Storegate Backup › Check for Updates...**

14. Troubleshooting

Common messages

Message	Cause and action
No network connection	The Mac is offline. The run starts automatically when the connection returns.
Your session has expired. Please sign in again.	The session is no longer valid. Click Sign in . Your folder selections are kept.
Storegate Backup storage is full. Free up space or upgrade your plan.	The account is full. Delete files via the web portal or upgrade.
The system disk is full.	Your Mac's disk is full. Free up space and start the run again.
The server isn't responding properly. Please try again later.	Temporary server error. Wait and try again.
License is invalid or missing.	Check licenses via Manage backup .
External drives aren't included in your plan. / Network drives aren't included in your plan.	The folder is on a volume the plan doesn't allow.
A backup is in progress. Wait for it to finish and try again.	Backup and restore can't run at the same time.
Can't start right now	Same as above, shown as a dialog.
Couldn't connect to the background service – try again in a moment.	The background service is starting. Wait a few seconds and click Try again . If that doesn't help: quit the app from the menu bar and launch it again.
The folder could not be added	See the reason in the dialog, usually a policy rule.
Registration failed	Check the network and click Try again . The app retries automatically with increasing intervals.

Message	Cause and action
Storegate doesn't have access to Photos	Grant access in System Settings › Privacy & Security › Photos .

The status card says "Not signed in" even though I signed in

Open the window and sign in again. If it recurs: quit the app from the menu bar, launch it again and check that **Open at login** is on.

Backups don't run after a restart

Check that **Open at login** is on under **Settings › Computer backup** and that Storegate Backup is allowed under **System Settings › General › Login Items**.

The same files are uploaded every run

The history shows an orange warning symbol and the notification "Some files don't seem to be saved on the server" appears. The filenames most likely contain characters the server doesn't handle. Create a log archive and contact support.

Sending logs to support

1. Go to **Settings › Support › Create log archive**.
2. Wait until "Saved: Storegate Backup.....zip.enc" appears in green.
3. Attach the file from your Desktop to your ticket via **Contact support**.

The archive is encrypted and can only be opened by Storegate support.