

User's Guide

BackUp Solutions

We save your day... everyday!

**The Leading
Solution for Simple,
Secure and
Affordable PC Data
Protection**

The BackUp Solution

User's Guide

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Overview of Software

Data Backup and Recovery Service

What happens if you accidentally overwrite a file? What happens when you need to revert to a previous version of a file? What happens if your laptop is stolen? What happens if your hard disk crashes?

The BackUp Solution Online Backup is a safety net to protect your valuable data from loss, damage, or disaster. With the agent software, your files are backed up daily and automatically to the company's secure Backup Data Centers.

What to Expect with The BackUp Solution

- Automatic file selection to get you up-and-running fast; you can change selections later on
- Safe and secure backup of your files, with dual-level protection from unauthorized access
- Scheduled, unattended backups to assure that backups occur regularly and with certainty
- Fast, reliable daily backups — typically lasting less than five minutes
- Choice of ways to connect — network when you are in the office, modem when you are on the road
- Backup from anywhere in the world and at anytime — historical data center uptime of 99.9% over the last 7 years
- Hands-Free Backup™, for mobile computer users, to back up automatically the next time a network connection is available
- Access to recently saved versions of the same file, so that you have a trail of your changes
- Heal™, enabling you to restore your system to the way it was configured on a date that you select (full system only)
- Retrieval of saved files from anywhere at any time
- Ability to retrieve lost or damaged files quickly and easily

You can rely on The BackUp Solution to protect your data files and have them available when you need them. Your data is encrypted, and then sent to a Backup Data Center, where multiple copies of everything you transmit are stored for safekeeping.

With scheduled, automatic backups that take just a few minutes daily, you can enjoy the peace of mind that comes from knowing that, no

matter what happens, your data is safe and can always be quickly recovered.

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Getting Started

In order to use The BackUp Solution, the Agent software needs to be installed on your computer. Your consultant may install it for you or give you the software to install on your own computer. You may also be provided with a link to your consultants' website for the software download.

In just a few minutes, you'll be ready for your first backup. This guide will tell you how to install and register the Agent, how to make your first backup, how to run daily automatic backups, and how to retrieve saved files.

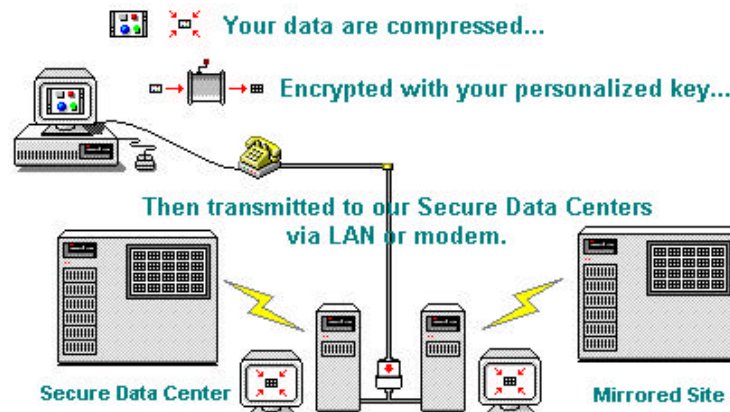
If you have an additional computer to back up, you will need to register it with an entirely different account.

How Does It Work?

Once the Agent has been set up, you can leave your computer on for daily backups to take place automatically, or whenever it is connected to a network. At a specified time, the software will scan your hard disk for files that are new or changed since your last backup. It will compress a copy of any file that it finds and then encrypt it so that no one else can read it. It will then connect to a Data Center and transmit your files for safekeeping.

Your data files are protected by encryption during transmission and storage. Your stored files can be retrieved at any time.

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When you retrieve data, your files are transmitted from a Data Center to your computer, where they are returned to their original uncompressed, unencrypted form. There are safeguards to keep from accidentally overwriting files already on your disk that may have the same name as the files you are retrieving.

NOTE: This guide covers the basic features of The BackUp Solution. Additional features are enabled in your software and help is available at any time by pressing the F1 key.

Installation & Registration

If The BackUp Solution is Already Installed...

Proceed to the next section and start your first backup.

If The BackUp Solution is Not Installed...

To install it yourself, use the setup program provided by the company.

INSTALLATION AND REGISTRATION

Run the setup program that you are given, and follow the on-screen prompts to enter any information that is called for.

When you are finished, the Agent will connect (via your computer network or a telephone line) to a Backup Data Center and assign an account number to your computer.

ENCRYPTION KEY

The Encryption Key will be created automatically for you during the installation and is necessary to recover your account from the Backup Data Server. Make sure you print your account information during the installation. This printout will contain all the information necessary to recover your account if you need to reinstall the software.

FIRST BACKUP

Making Your First Backup

Upon completion of installation and registration, you will be taken to the Backup View. If you closed the Agent after registering, re-start it now and click the **Backup View** tab.

The Agent scans your disk and automatically selects files to be backed up. It then displays a list of files with a **green** checkmark in front of each file included in the backup set.

Starting the software from the Windows Start bar, go to the program group The BackUp Solution and click on the filename.

You should review the list of files selected for backup to see that it includes everything that you want to protect. To fine-tune the list you may wish to select a different view by clicking on **Browse to pick files**, in the blue windowpane. If you need help navigating through your directory list, see the section on *Selecting Files*.

When you are ready to back up, you may wait to let the Agent run automatically according to schedule, or you may go ahead and run your first backup now by clicking the **Backup Now** button at the bottom of the screen.

NOTE: The first time that you back up a file, it is transmitted in its entirety, so first backups generally are large and take a while. Afterward, only changed or new files are transmitted, so a typical daily backup will take five minutes or less.

INTERRUPTED BACKUPS

You may stop a backup in progress by clicking **Cancel**. The next time a backup is initiated either automatically or by you, the Agent will pick up where it left off.

If the backup is interrupted due to a poor connection, the Agent will automatically try to resume the backup in progress. It can reconnect and continue without having to re-send files that have already been transmitted.

DAILY BACKUP

Automatic Backup

By default, backups are set to run automatically, daily, at a scheduled time after working hours. Just leave your computer on and your backups will take place overnight and be finished by the time you come in the next day.

Users of mobile computers may enable Hands-Free Backup™. With this feature selected, the Agent looks for an opportunity to back up. Each time it detects a network connection, it starts a backup automatically and silently.

Backup on Demand

You can perform a backup whenever the need arises. Start the Agent from the Windows Start menu. To back up immediately, click **Backup Now** on the Home page. To review your selections beforehand, click the **Backup View** tab, then use the **Backup Now** button on that screen when you are ready.

Transmission Log

At the end of every backup, a summary is displayed on the Home page. It confirms that your files have been securely backed up.

For a history of your backups, click the **Log** tab. Highlight the log entry that you are interested in, then double-click it or click **View Details** at the bottom of the screen.

After your review you can close the Agent. When you exit, automatic backups will still occur if you leave your desktop computer on, or when you reconnect your mobile computer to the company network.

SELECTING FILES

Changing File Selections

The group of files that are protected by The BackUp Solution is called the backup set. The Agent can automatically detect files that appear to be important data files and add them to the backup set.

To edit the backup set, start the Agent and click the **Backup View** tab. You may view the contents of your hard drive(s) in a continuous list or in a directory tree layout. Switch between the two views by clicking on **Files needing backup** or **Browse to pick files**.

NAVIGATING AND SELECTING INDIVIDUAL FILES

SORTING. You can sort the contents in the right windowpane by Name, Type, Size, or Date by clicking once on the heading of the column that you want to sort on.

FINDING. If you know the name of the file that you are looking for, click on the **magnifying glass icon** (upper right) and enter the name of your file, then click **Find Next**.

SELECTING. In the right windowpane, click on the checkbox in front of the file name. A **green** check mark will be placed in front of an included file and a **red** x-mark in front of an excluded file.

SELECTING AN ENTIRE FOLDER OR DIRECTORY

Select **Browse to pick files**. Navigate in the directory tree pane until the folder you want is displayed in the right windowpane. Then, in the right windowpane, click on the checkbox in front of the folder. In the Rule Wizard pop-up window, click either **Back up all files in this directory**, or **Don't back up any files in this directory**. Click **OK**.

Healä

Full System Backup clients have been configured to use this feature on your computer. If so, be sure not to *deselect* any files that may be necessary to repair your system. Check with your consultant if you are uncertain.

ADVANCED FEATURES

Healä

Heal™ is designed to repair damaged configurations. By comparing the current system state of your computer with an earlier correct state that was saved in a prior backup, Heal™ can restore your computer to its prior state. This feature works only when the hardware configuration is identical to what it was at the time that you want to revert to.

If the Agent has been configured to support this feature on your computer, you will see a **Heal Wizard** tab between the Retrieve View tab and the Log tab. When Heal™ is enabled, so is the Full backup method (found at Options, Advanced Rules, File Selection).

Heal™ should only be used on advice from the Help Desk. Unless instructed otherwise, you can click the Heal tab and follow the instructions given by the Heal Wizard.

iRoamä

iRoam™ lets you restore files over the Internet through your Web Browser. If your company purchased this feature, you can retrieve files from any computer connected to the Internet.

To retrieve files through a browser, the iRoam option must be enabled in the Agent software. While running the Agent, click on **Options**® **Security...** to verify that the checkbox labeled “Allow files to be retrieved from a web browser” is checked. If not, click on the checkbox to select the option. If you are away from your desktop you can request to have this option enabled by sending an email to support@backuphelp.com.

If this feature is available, the following URL is the appropriate Internet address for connecting to the secure iRoam web server:
<https://iroam.connected.com/>

Options

Use **Options** (on the menu bar) to view or change some of your settings. For example, you can change your backup schedule, edit your name and address or select a different connection method.

Under Options, Advanced Rules allows you to edit your backup selections. The various options for editing backup rules appear in a sub-menu. If the sub-menu is grayed out, then the option is either not available on your computer or you are not in Backup View.

For more information on the various options that you can configure, click the Agent's **Help** button.

NOTE: The help files may describe options or features that are not enabled in your configuration.

RETRIEVING FILES

To Retrieve Your Data

If you should ever need to recover damaged or lost files, start The BackUp Solution and click the **Retrieve Files** button (on the Home screen) or click on the **Retrieve View** tab. By default, “Explore this account’s files” is selected and a directory tree is displayed.

The BackUp Solution can store several generations of your backups, which gives you the ability to retrieve a file that is older than your most recently backed-up version of it. Ordinarily, you will see only the latest backed-up versions of your files in Retrieve View. If you wish to see previous versions, click the **Retrieve Options** button in the bottom center of Retrieve View. Then choose how far back you want to go by entering a specific date.

RETRIEVING ONE FILE

Locate the file that you want to retrieve and, in the right windowpane, click the checkbox in front of the file name.

RETRIEVING A DIRECTORY, OR FOLDER

Locate the folder and, in the right windowpane, click on the folder’s checkbox.

RETRIEVING EVERYTHING

In the directory tree: Highlight the topmost folder, My Computer.
In the right pane: Click the checkbox in front of My Computer.

NOTE: When you click on the checkbox in front of My Computer, a check mark is not placed in the checkbox.

In Retrieve View, a folder is shown in **blue** if it contains files that have been selected for retrieval.

Next, click **Retrieve Now**. In the next screen(s), indicate your preferences, then click **OK**. If there is anything about the Retrieve Now choices that that you do not fully understand, click on **Help** before proceeding.

Retrieving Data Over The Web

You can retrieve files over the Web, see *iRoam* in the previous section, by connecting to a secure web server and entering your account

number and identifying information. For details, contact your consultant.

GETTING HELP

Online Help

For help on any topic, click the **Help** button in the main view or select an option from the **Help** menu. For direct access to help on the specific function that you are working with, press the **F1** key.

Company Support

In the event that you need to reinstall the Agent in order to access your account, you should contact your consultant for special instructions.