

# User's Guide

**CONNECTED**  
NETWORK BACKUP

The Premier  
Network Backup  
That Everyone's  
Talking About

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# User's Guide

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# Overview of Network Backup

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## Data Backup and Recovery Service

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

Connected Network Backup is a safety net to protect your valuable data from loss, damage, or disaster. Using the Connected Network Backup software, your files are backed up daily and automatically to the company's Secure Data Centers.

## What to Expect with Network Backup

- 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 less than five minutes
- Choice of ways to connect — network when you are in the office, modem when you are on the road
- 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
- Point-In-Time™ repair, enabling you to restore your system to the way it was configured on a date that you select
- Retrieval of saved files from anywhere at any time
- Ability to retrieve lost or damaged files without having to call the Help Desk

You can rely on Connected Network Backup to protect your data files and have them available when you need them. Your data is encrypted, 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.

## Getting Started

In order to use Connected Network Backup, the Backup Agent software needs to be installed on your computer. Your company may install it for you or give you the software to install on your own computer.

To install Connected Network Backup yourself, you will need the backup software (and in some cases an Account Ticket or Registration Code). When your company's Help Desk has given you the software and any other information, run the setup file that they tell you to, then follow the on-screen instructions.

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

If you have an additional computer to back up, you will need to register it as an entirely different account. Contact your company's Help Desk for instructions.

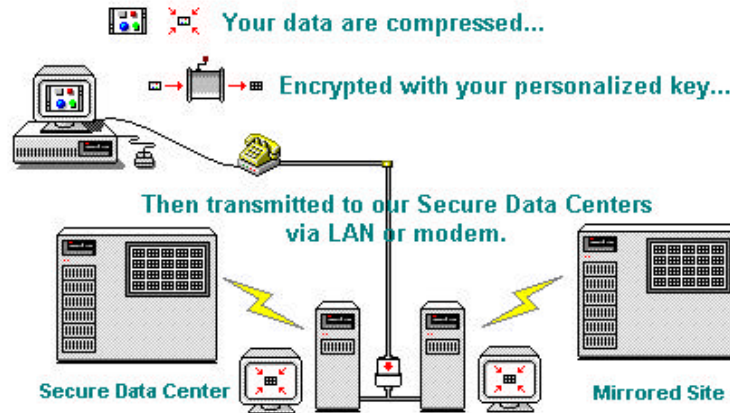
## How Does It Work?

Once Connected Network Backup 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 Backup 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 Backup 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 restoring.

*NOTE:* This guide covers the basic features of Connected Network Backup. Additional features may or may not be enabled in your version of the software.

## Installation & Registration

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### If Network Backup is Already Installed...

Proceed to the next section and start your first backup.

### If Network Backup is Not Installed...

Then, to install it yourself, use the setup program provided by the company. In some cases you may also be provided with a set of numbers and words, referred to as an Account Ticket or a Registration Code.

### 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.

If you are prompted for a Registration Code or Account Ticket, enter what you were given. If this information is already filled in on the screen, just click **Next**.

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

#### ENCRYPTION KEY

An Encryption Key is necessary to recover your files from the Backup Data Server. In most cases, an Encryption Key will be created automatically for you. However, if your version of Connected Network Backup asks you for an Encryption Key, choose a word or phrase that you can remember, and be sure to write it down and keep it in a safe place.

## FIRST BACKUP

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### Making Your First Backup

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

Connected Network Backup scans your disk and automatically selects files to be backed up. When Connected Network Backup has finished scanning your disk, it displays a list of files with a **green** checkmark in front of each file included in the backup set.

**STARTING NETWORK BACKUP**  
From the Windows Start bar, go to the program group that contains Connected Network Backup and click on its 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 Connected Network Backup run automatically according to schedule or you may go ahead and make 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 files or new ones 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**. Next time, Connected Network Backup will where it left off.

If Connected Network Backup is interrupted due to a poor connection, it 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

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### Automatic Backup

By default, Connected Network Backup is 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 done when you come in the next day.

Users of mobile computers are protected by Hands-Free Backup™. With this feature selected, Connected Network Backup looks for an opportunity to back up. Next time it detects a network connection, it starts a back up automatically and silently.

### Backup on Demand

You can perform a backup whenever the need arises. Start Connected Network Backup 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 backup from there 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 on **View Details** at the bottom of the screen.

After your review you can close Connected Network Backup. 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

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### Changing File Selections

The group of files that are protected by Connected Network Backup is called the backup set. Connected Network Backup automatically detects files that appear to be important data files and adds them to the backup set.

To edit the backup set, start Connected Network Backup 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**.

#### Point-In-Time™ Repair

Connected Network Backup may 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 the Help Desk if you are uncertain.

## ADVANCED FEATURES

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### Point-In-Time™ Repair

Point-In-Time™ Repair is designed to repair damaged configurations. By comparing the current system state of your computer with an earlier correct state, saved in a prior backup, Point-In-Time™ Repair 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 Connected Network Backup has been configured to support this feature on your computer, you will see a Repair View tab between the Restore View tab and the Log tab. When Point-In-Time™ Repair is enabled, so is the Full backup method, (found at Options, Advanced Rules, File Selection).

Point-In-Time™ Repair should only be used on advice from the Help Desk. Unless instructed otherwise, follow this procedure: In **Repair View**, click the **Repair Options** button, enter a **Rollback Date**, and click **View**. Review your list of selected files, make any needed changes, then click **Repair Now**.

### 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, select a different connection, or limit the size of a backup session.

Under Options, if Advanced Rules is enabled on your computer, you can 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.

If your version of the software supports the Account Password feature, you can create one. From the menu bar, select Options, Security, and Change Account Password.

For information about File Sharing, click Help. If you do not see a File Sharing option, or if it is grayed out, it means that the company does not support this function

## RESTORING FILES

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### To Restore Your Data

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

Connected Network Backup stores several generations of your backups, which gives you the ability to restore a file that is older than your most recently backed up version of it. Ordinarily, you will see only the latest version of a file in your directory tree. If you wish to see previous versions, check the **Restore Options** button in the bottom center of Restore View. Then choose how far back you want to go by entering a specific date.

#### RESTORING ONE FILE

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

#### RESTORING A DIRECTORY, OR FOLDER

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

#### RESTORING EVERYTHING

In the directory tree: Highlight the topmost folder, My Computer.

In the right pane: Click the checkbox in front of My Computer.

A **blue** folder contains files that have been selected to be restored.

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

## Getting Help

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### Online Help

For help on any topic, click the **Help** button in the main view. 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 Connected Network Backup program in order to access your account, you should contact the Help Desk for special instructions.

