EzBACKUP™

Software Manual

EzBACKUP™
Version 1.0

DataProtection
SOLUTIONS
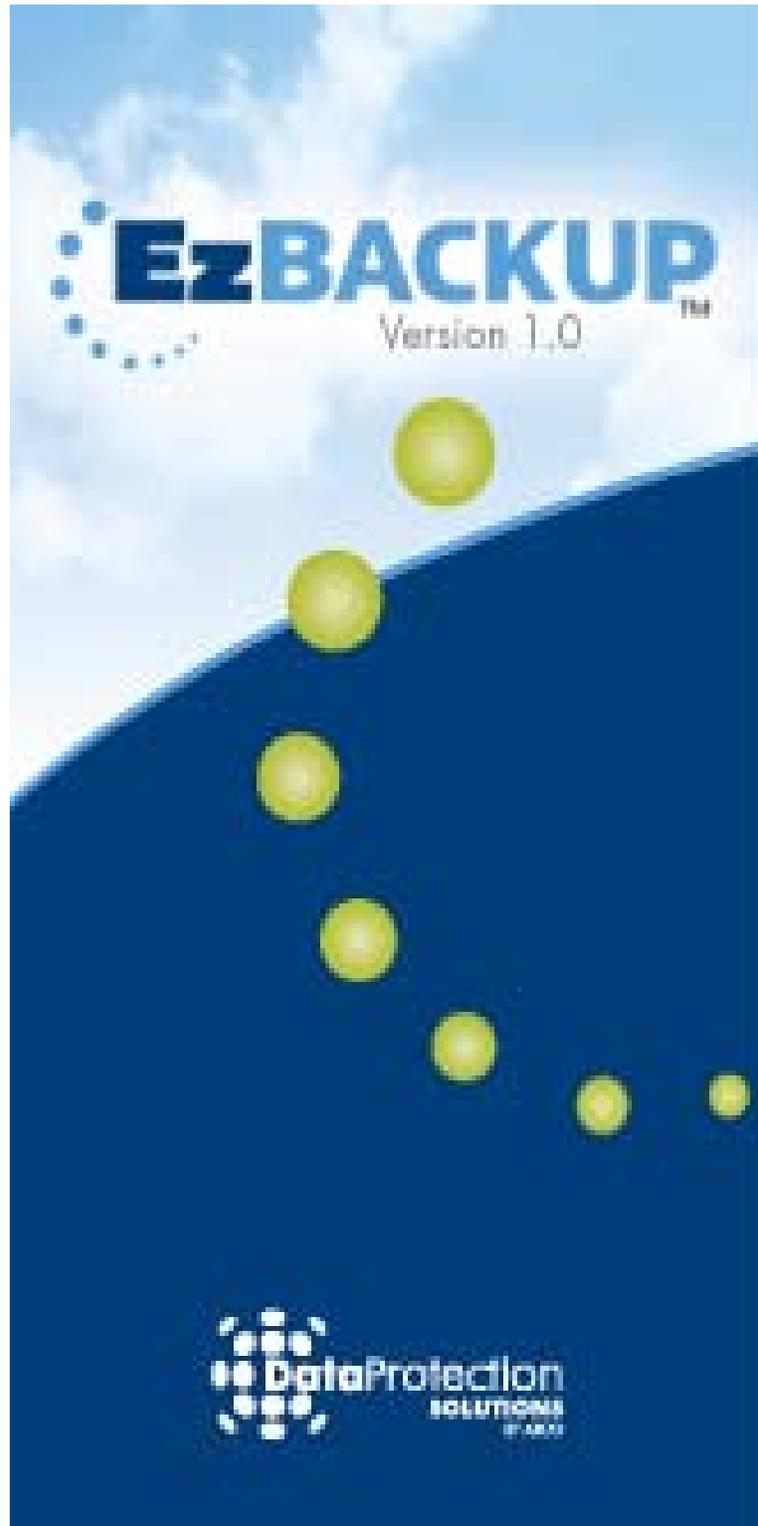
Regulatory Notices

This device complies with part 15 of the FCC Rules.
Operation is subject to the following conditions:

This device may not cause harmful interference, and
This device must accept any interference received,
including interference that may cause undesired operation.

Pursuant to part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Data Protection Solutions may cause harmful interference and void your authority to operate this equipment. Use of a shielded data cable is required to comply with the Class B limits of part 15 of the FCC Rules.
For further information, contact Data Protection Solutions.

Note
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with instructions, can cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.

Consult the dealer or an experienced radio/TV technician for help.

Acknowledgements

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Quick Start Guide

Follow this Quick Start Guide to get up and running quickly. This guide is for **Windows**® installs only. This guide is not intended to replace the complete manual. It is highly recommended that you take the time to review the entire manual in order to maximize the investment you have made in this superior Data Protection Solutions software. There are many features of **EzBackup™** that are not explained in this section.

EzBackup

EzBackup gives you the ability to make an image backup of your computer to the backup drive (using the bootable Installation CD) and also to send periodic updates of any new or changed files to the backup drive using the Windows application.

1. Click 'Install Now' on the CD splash screen and follow the instructions to install the EzBackup application. Make sure that the installation completes successfully,
2. Next you will choose your source and backup drives. So just before clicking the 'Finish' button the final screen of the installation, make sure that your drives are connected to the computer.
3. Once you have clicked 'Finish', the application will launch automatically and search your computer for available drives. It will display a pair of dropdown lists labeled 'Source Drive:' and 'Destination Drive:'
4. Choose your backup source and destination drives and click on Next. If your intended source and destination drives are not already connected, connect them now and click 'Refresh' to update the drive lists. (You cannot choose your current system drive (usually C:\) as the destination).
5. Click on the '**Next'** button at the top-right of the screen to initialize the drives you have chosen for backup.
6. Now restart your computer (with the Installation CD still in the CD drive). If your computer is set up to boot from a CD, you will see a splash screen with the EzBackup logo display as it boots up again. If you do not see the EzBackup logo (or if you see the Windows logo or the usual Windows loading messages), then you have not successfully booted from the CD. See the Troubleshooting section of this EzBackup manual for help.
7. Once the CD has finished loading, click on the Backup tab and follow the instructions to create an image backup of your computer to the backup drive.
8. When the image backup is complete, click 'OK'. The EzBackup Installation CD will be ejected. Remove the CD from the tray now and allow your computer to be restarted.
9. Once you are back in Windows, you will notice among the usual loading messages that the EzBackup Application has been started automatically and is now running in the background (the blue EzBackup icon appears in the system tray).
10. Click on 'Activate' if you already have a license code for the software or if you want to purchase one now. Click on 'Continue' if you wish to continue using the trial version of the software. Or click on 'Exit' to shut down the program.

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1. Introduction

Disaster recovery is now easier than ever. **EzBackup™** is a comprehensive data protection solution that provides a complete D2D (disk-to-disk) backup and restore solution – to go!

EzBackup™ will perform a complete mirror image of your computer's internal hard drive, including the operating system, applications, preferences, settings and all other data.

Leveraging Data Protection Solutions' proven DupliDisk mirror technology, you can create an image copy of your computer's hard drive that includes all data, program, and system files.

First Time User?

We recommend reading through this manual at least once, starting with the Introduction.

1.1 Minimum System Requirements

- PC with an available USB 1.1/2.0 port

- 4X CD-ROM Drive or better

- 32MB of hard drive space

- 128 MB of RAM

- 800 x 600 Minimum Screen Resolution

- Windows®:

  o Windows® 2000/XP Home or Professional

2. How to Install the EzBackup™ Application

> **Important:**
>
> **Please close ALL applications before starting.**

1. Close all applications that may be running. If you have a previous version of the **EzBackup™ application**, you do not need to uninstall it. The newest version will uninstall it automatically.

2. Insert the **EzBackup™** CD into the CD-ROM drive. You will see the install screen shown below. If it does not appear, use Windows® Explorer to navigate to your CD-ROM drive. Locate and open the **Windows®** folder and double-click on the file **setup.exe** in the EzBackup folder.

> **What is the .NET Framework® and why do I need to install it?**
>
> The .Net Framework® is from Microsoft and provides operating system support for the **EzBackup™** application. **EzBackup™** will not function without it. This will in no way impact your system.

3. Click on **Install Now** to start the installation.

4. Step through the installation screens and make the appropriate selections based on your preferences.

   Note: Select **Yes** to install the "Microsoft .NET Framework®" if a message appears that you need to install it.

5. When the installation has successfully completed, you will choose your source and backup drives. So just before clicking the 'Finish' button the final screen, make sure that your drives are connected to the computer.

6. Once you have clicked 'Finish', the application will launch automatically and search your computer for available drives. It will display a pair of dropdown lists labeled 'Source Drive:' and 'Destination Drive:'.
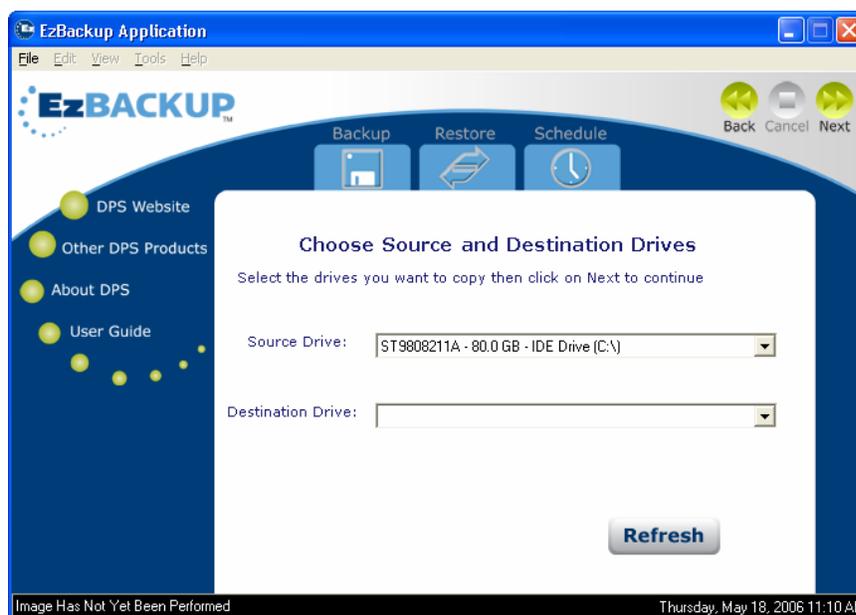
7. Choose your backup source and destination drives and click on Next. If your intended source and destination drives are not already connected, connect them now and click 'Refresh' to update the drive lists. (You cannot choose your current system drive (usually C:\) as the destination).

8. Click on the '**Next**' button at the top-right of the screen to initialize the drives you have chosen for backup.

9. When the drives have been successfully initialized, click '**Yes**' to reboot the computer and perform an image backup. The **EzBackup™** software is now installed.

10. Now restart your computer **with the Installation CD still in the CD-ROM drive**.

11. Continue from **Step 2** of the next section to perform your first **Image Backup**.

3. Making an Image Backup

An image backup is a block-by-block copy of the source or primary drive, including all system, formatting, preferences, settings and program data. An image on a USB 2.0 connection will take approximately 1 minute for each GB of recorded data on the primary drive (to see how much of your internal drive you have used, go to "My Computer", right-click on **Local Disk**, go to Properties and you will find the used size under General Information).   Backup times can vary based on whether your USB port is 1.1 or 2.0.

1. Insert the EzBackup Installation CD into your CD-ROM drive. Click on **Exit** if the Install Now splash screen appears.

2. Restart your computer. Your system should boot from the CD.

3. If your system is set up to automatically boot from the CD drive, you will see a splash screen with the **EzBackup** logo display as it boots up again.

4. Or if you know the key sequence that opens the boot menu for your machine or that makes it boot from a CD, you should enter that as your computer starts up, so that it will boot from the Installation CD.

5. If you do not see the **EzBackup** logo (or if you see the Windows logo or the usual Windows loading messages), then you have not successfully booted from the CD. See the Troubleshooting section of this manual for help.

6. Once the EzBackup CD application is loaded, the main image copy screen will appear.
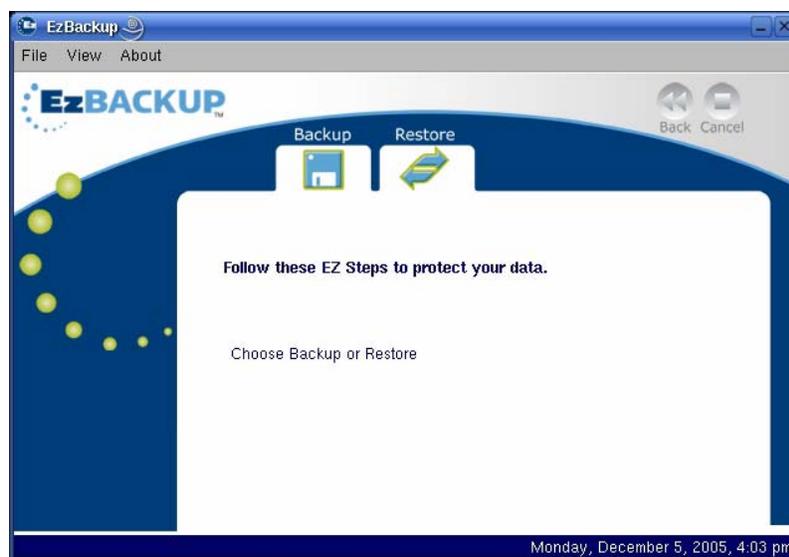
7. Click on the **Backup** tab. Select **Yes** when prompted to confirm the Image Backup.

8. The application then displays a progress window and the image backup begins.
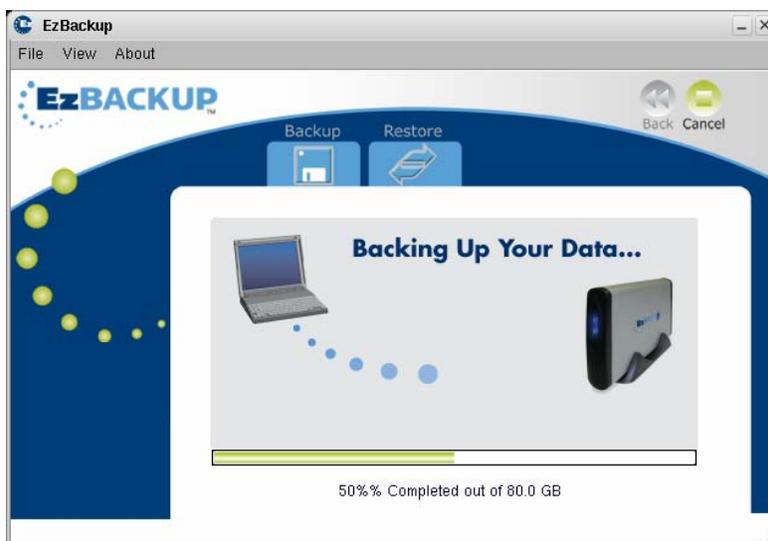
9. When the Image Backup is finished, a dialog box will appear indicating that the Image Backup has completed successfully. The CD-ROM drive will then open. **Remove the Installation CD from the CD-ROM drive.**

10. Click **OK** to restart your computer. The **EzBackup™** application will shut down and the computer will be **restarted** back into Windows as usual.

Important:

It is highly recommended that you **perform regular Image Backups** – e.g. once a month – to ensure that protected operating system files have been properly backed up

Tip:

Run scheduled computer virus and spyware protection scans before making a backup. In addition, consider coordinating your backup schedule and other system protection applications to optimize the safety and integrity of your data.

4. Using the EzBackup™ Application – *Backup*

4.1 How to Backup Your Files

4.1.1 All Files Backup

An **All Files** backup includes all files on your computer's internal hard drive except for some files that are restricted by the operating system.

1. Click on the **Backup** tab. The screen changes to a list of four backup types.

2. Click on the first type – **All Files**. Click on the **Next** arrow.

3. A dialog box opens asking if you want to back up data. Select **Yes**. This begins the backup.

4. The screen will change to display the progress of the backup.
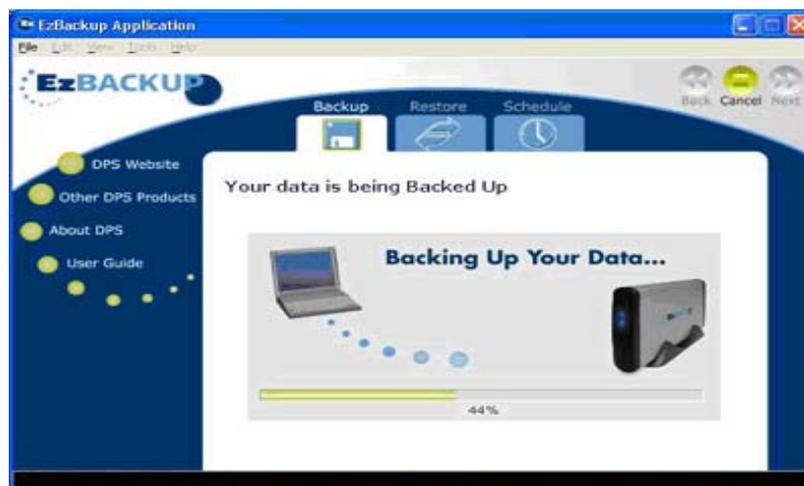
4.1.2 New/Modified Files Backup

A **New/Modified Files** backup searches all of the files on your hard drive and will only backup **New** files or files that have been **modified** since your last backup. These include new applications as well as data files.

1. Click on the **Backup** tab. The screen changes to a list of four backup types.

2. Click on the second type – **New/Modified Files**. Click on the **Next** arrow.

3. A dialog box opens asking if you want to back up data. Select **Yes**. This begins the backup.

4. The screen will change to display the progress of the backup.

4.1.3 Selected Files Backup

A **Selected Files** backup allows you to backup a select set of files that you specify. Files are selected from an Explorer-type window to create a **job list**, which can be saved and used in future backups. The saved job lists can be viewed, modified, and saved repeatedly to best suit your backup needs. In addition, **EzBackup™** also allows you to backup files by **file type** such as, *My Documents, Images, Music Files, etc.*

To **create** or **modify** a job list, continue with the following steps.

1. Click on the **Backup** tab. The screen changes to a list of four backup types.

1. Click on the third type – **Selected Files**. Click on the **Next** arrow.

1. The screen changes to a divided window, much like an explorer window, where drives or folders will be displayed in the first pane and folders and files will be displayed in the second pane.

2. Before any folders or files can be displayed, the **Local Disk (C:)** drive or **File Types** must be expanded. Click on the plus (+) signs on pane #1 to expand the drives, folders and file types. Continue to click on plus (+) signs to further expand folders.
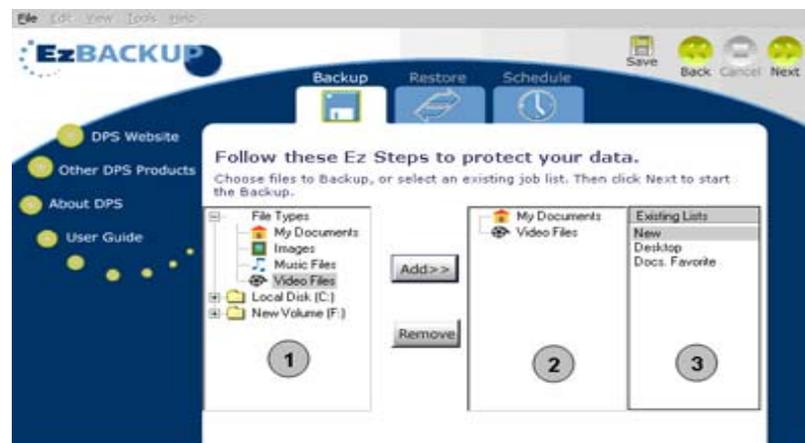
3. Click the **Add>>** button after each folder, file, or file type that is desired for backup has been selected. This will place each of them on pane #2, where they are now part of the list of files to be backed up.

4. If some files or folders inadvertently got added to your list in the pane #2 or if they are no longer desired for backup, you can select them and choose the **Remove** button. They will be removed from the list.

5. Once you are done creating your list on pane #2, you can select the **Save** button to save your list for future use. A dialog box will open allowing you to name the list and save.

6. Your saved list will appear on pane #3 entitled **Existing Lists** and is available for use in future backups. Items on pane #3 can also be selected for viewing or editing purposes where files or folders can be added or removed. The list can then be saved again by clicking the save button as done in step **7**.

1. Click on the **Next** arrow to begin the backup of the selected files. A dialog box opens asking if you want to backup data. Select **Yes**. This begins the backup.

2. The screen will change to display the progress of the backup.

## 4.2 Maintaining Your Backup Data

4.2.1 Scheduled Backups

EzBackup™ gives you the option of planning and scheduling your backups. You can pre-schedule up to eight unique backup programs. These can be an **All Files Backup**, a **New/Modified Files Backup**, and/or a **Selected Files Backup,** and they can be scheduled daily, weekly, monthly, or even just a single time.

EzBackup™ sets up a **default schedule** for you the first time the application is run after installation. This default backup has been scheduled to **backup New/Modified files every day at 4 p.m**. You can accept the default backup schedule or you can change it at any time.

4.2.2 How to Schedule a Backup
Follow the steps below to create or modify a backup schedule:

1. Click on the **Schedule** tab. A new screen will prompt asking you to select from a list of options. Select **Create new Schedule** and click on **Next**.
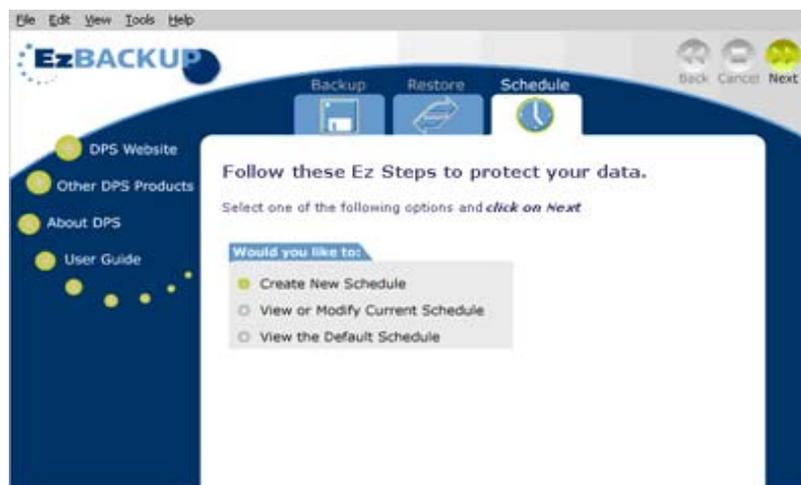
2. A view of a table showing the current backup schedule displays. Choose an empty row and double-click anywhere in the row to create a backup program in the chosen row.
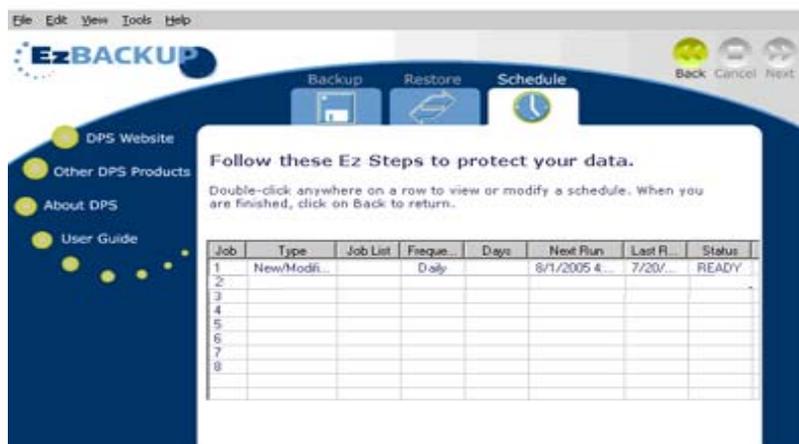
1. The screen changes to reveal numerous options to select for the creation of a scheduled backup program. Select the **Backup Type**, **Frequency**, and the **Start Date/Time and click Next to save the schedule**.
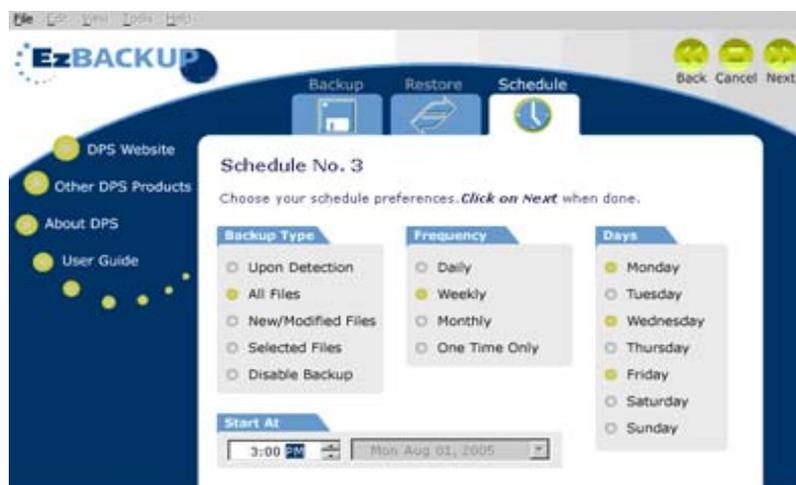

4.2.3 Selected Files Schedule Type

The **Selected Files** schedule type works almost identical to the way it works in the **Selected Files Backup** function explained earlier in this chapter. To use this option, follow the steps below.

1. Choose the **Selected Files** as the Backup Type when setting up a backup schedule. Select the options required to program the schedule. Click the **Next** arrow. The **Selected Files** Explorer-type window appears.

1. Select a predefined job list from the **Existing Lists** pane. Please see the **Selected Files Backup** section found earlier in this chapter for instructions on how to create or modify a job list.

1. Click the **Next** arrow.

2. The job list selected in step **2** has now been selected for use in the scheduled backup program you are creating.

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4.2.4 How to Modify a Scheduled Backup Program

1. Click on the **Schedule** tab. Select **View or Modify Current Schedule** and click **Next**.
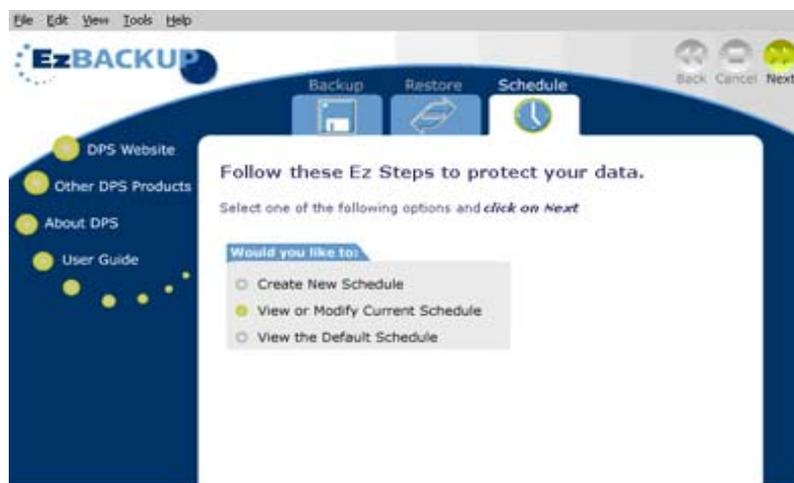
2. A view of the **Scheduled Backup Table** showing the current backup schedule displays.

3. Choose an existing program in the list and double-click anywhere in the respective row to modify the backup program. The screen changes to reveal a number of options that are available to modify the schedule preferences.

4. Make selections and settings accordingly to modify the schedule program and click on **Next.**
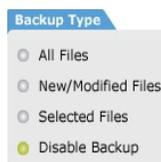
5. If you would like to **delete** the chosen program, select the **Disable Backup** option on the Schedule section. **You can also delete a job by right-clicking on the row that you would like to remove from the table of scheduled backups.**

4.3 Additional Features

4.3.1 EzBackup™ E-Mail Notification

EzBackup™ has an e-mail notification feature that can inform you the results of the backups. You can select to be notified only when a backup fails, when the backup was scheduled but was skipped by the user, or after each single backup. This feature is recommended for businesses or corporate environments that have access to an **SMTP server.**

To start using this feature, go to the **Tools** menu and select **E-Mail Notification**. A new window will appear. Fill in the following information:

To: E-mail address of recipient.

From: E-mail address of sender. This address can be the same as the recipient's address.

SMTP Host: Address of outgoing mail server. If you do not have the SMTP address information, please consult your IT administrator.

Subject: you can designate a subject line for your backup notification, especially if you want to be notified of backups on more than one computer.

To turn on E-mail Notification, select a **Notification Setting** and click **OK**.
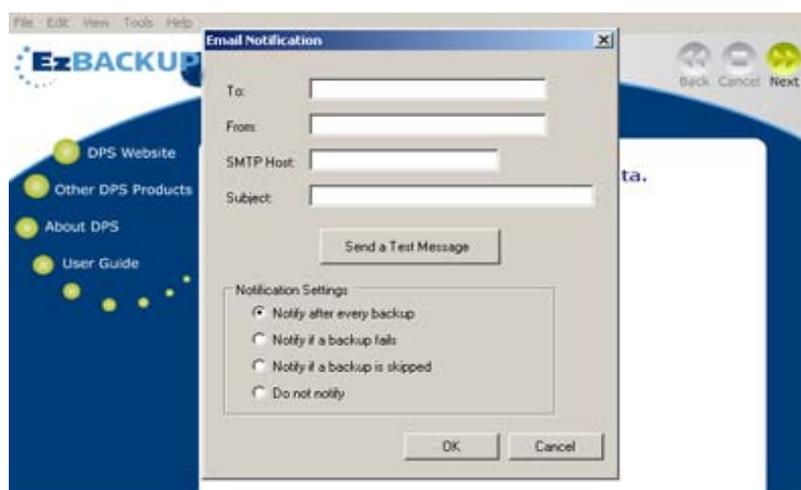
4.3.2 EzBackup™ Task Monitor

EzBackup™ has a monitoring program that runs automatically when you start your computer.

In Windows® OS, the application places a small icon in the system tray at the bottom right-hand corner of your computer screen. Double-clicking on this icon runs the **EzBackup™** application.

This icon also changes in appearance to alert you of a backup that is currently in progress (Windows® OS only).

5. Using the EzBackup™ Application- *Restore*

EzBackup makes it easy for you to restore either selected files or your whole system (total system recovery) when disaster strikes in the form of corruption, data loss, or drive failure. If you need to retrieve documents such as Word documents (.doc files) from the backup drive, all you need to do is a file restore, which will restore the files and/or folders that you select from the backup drive back into their original locations on the source drive. This will attempt to overwrite any copies of the files/folders that may still be on the source drive.

If you have a more serious problem with your system, due to corruption of system files, or even physical damage to the source drive, you should perform an image restore which will transfer all your backup data back to your source drive or to a replacement drive.

5.1 How to Restore Your Files

EzBackup™ allows you to quickly and easily restore selected files at any time. The **Restore** function works in a manner very similar to the **Selected Files Backup** function.

Note:

You can also restore your files by copying them from the backup drive using Windows® Explorer.

Follow the steps below to restore selected files:

1. Click on the **Restore** tab. The screen changes to a divided window much like an explorer window where drives or folders will be displayed on pane #1 and folders and files will be displayed on pane #2. (In many cases, the backup drive will be the E: drive, though the actual drive letter depends on what other devices are connected to your computer)
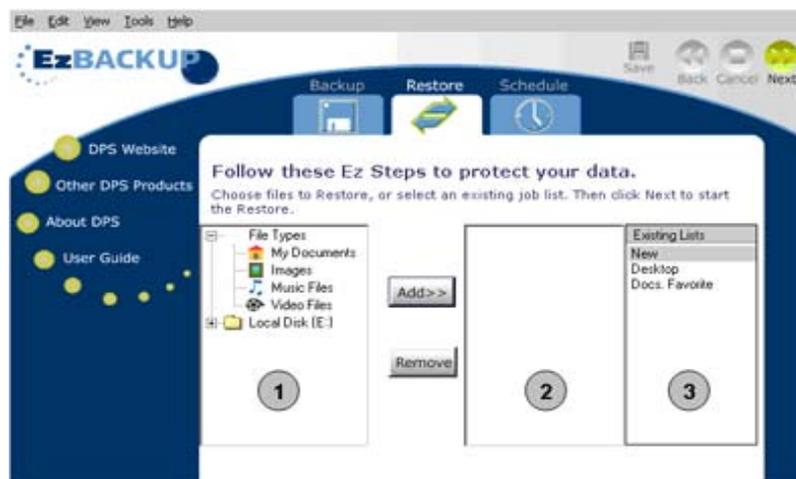
2. Before any folders or files can be displayed, the backup drive must be expanded. Click on the plus (+) sign next to the backup drive on pane #1 to expand the drive. Continue to click on plus (+) signs to further expand folders.

3. Click the **Add>>** button after each folder, file, or file type desired for restoration has been selected. This will place each of them on pane #2 where they are now part of the list of files to be restored.

4. If some files or folders inadvertently got added to your list on pane #2, or if they are no longer desired for restoration, you can select them and choose the **Remove** button. They will be removed from the list.
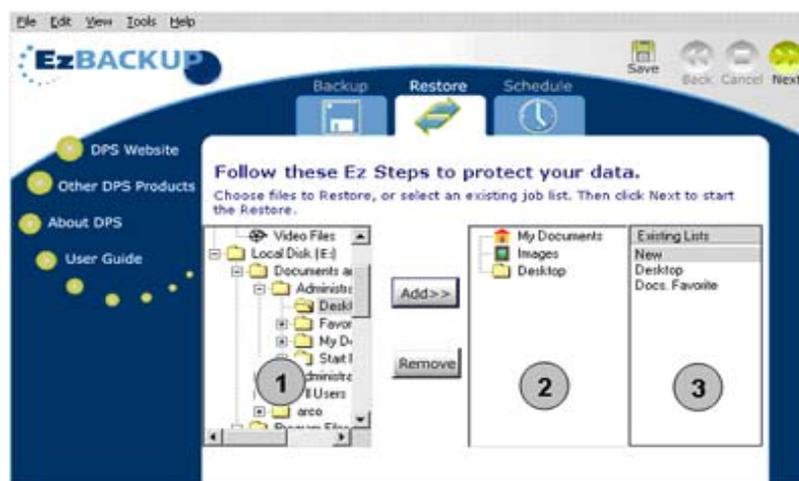
5. Once you are done creating your list on pane #2, you can select the **Save** button to save your list for future use. A dialog box will open allowing you to name the list and save.

6. Your saved list will appear on pane #3 entitled **Existing Lists** and is available for use in future restores. Items on pane #3 can also be selected for viewing or editing purposes where files or folders can be added or removed. The list can then be saved again by clicking the **Save** button as done in step **5**.

7. Click on the **Next** arrow to begin the restore of the selected files.

Throughout the **Restore** process you will be prompted in regards to overwriting or replacing files. Select **Yes to All** to allow all files to be restored, **Yes** to be allowed to choose with each file individually, **No** to skip over a particular file being restored or **No to All** to abort the entire **restore** process.

5.2 Total System Recovery (Image Restore)

EzBackup™ gives you the ability to perform a total system recovery by image restore from the backup drive to a replacement hard drive in the event that your original source drive fails or data is corrupted. An image restore is a block-by-block restoration of the backup drive, including all system, formatting, and program data.

Total System Recovery should be performed only to the hard drive that the image backup was created from or to a new replacement drive on the same computer. **Attempting to perform a Total System Recovery to a different computer may result in system instability.**


Important:

The replacement drive must be equal or larger in capacity than the drive it is replacing.

Please remember that **when performing a Total System Recovery, all the data on your source drive will be overwritten with the backup data from the backup drive**.

5.2.1 How to Restore Your System

1. Insert the CD into your CD-ROM drive. Click on **Exit** if the Install Now splash screen appears.

2. Restart your computer. Your system should boot from the CD.

3. If your system is set up to automatically boot from the CD drive, you will see a splash screen with the **EzBackup** logo display as it boots up again.

4. If you do not see the **EzBackup** logo (or if you see the Windows logo or the usual Windows loading messages), then you have not successfully booted from the CD. See the Troubleshooting section of this manual for help.

5. Once the EzBackup CD application is loaded, the main image copy screen will appear. Click on the **Restore** tab. You may have to select the source drive, which you will need to identify by model number and size, and then press **Nex**t. Finally, select **Yes** when prompted if you are sure that you want to proceed with an Image Restore to the selected drive.
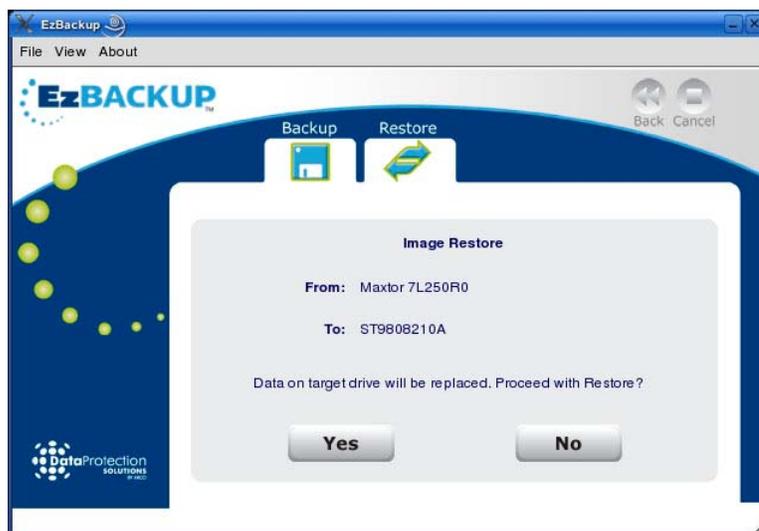
6. **EzBackup™** will ask you a second time if an **Image Restore** is what you want to do and it will warn you that **all data on the source drive will be replaced with backup data** (see message above). Select **Yes** if you are sure.

> **Attention**!
>
> **An Image Restore (Total System Recovery) replaces the entire contents of the drive being restored. Please take extra care to be sure that you really do want to perform a complete restore to your source drive.**

7. The restore process starts and a screen indicating progress is shown.

8. When the Image Restore is finished, a dialog box will appear indicating that the Image Restore has completed successfully. The CD-ROM drive will then open. **Remove the Installation CD from the CD-ROM drive.**

9. Click **OK** to shut down your computer. The EzBackup application will shut down and then the computer will be shut down too.

10. After the Image Restore has successfully completed and the computer has shut down **but before starting up the computer again, disconnect the backup drive from the system**. If your backup drive is an internal IDE or SATA drive, you can do this by disconnecting the drive's power and data connectors. If your backup drive is an external USB or FireWire drive, you can do this by turning off the drive (if it has a power switch) and disconnecting the USB or FireWire cable connecting it to the computer. You need to do this to give Windows® a chance to recognize the newly restored drive, especially if you have booted off the backup drive after the original source drive failed.

11. Start up the computer, allowing it to boot back into Windows. Verify that your source drive was successfully restored.

12. You can now re-connect your backup drive. If your backup drive is an internal IDE or SATA drive, shut down the computer, reconnect the drive's power and data connectors, and start up again. If your backup drive is an external USB or FireWire drive, you do not need to shut down. Just turn on the backup drive (if it has a power switch) and reconnect the USB or FireWire cable to the computer.

13. Open the EzBackup Application (or launch it from the system tray icon if it is already running). Go to the File menu and click on Choose Drives… Select your new source and destination and click on Next to initialize the newly restored source drive.

14. Your system is now fully recovered and ready to resume normal backup operation with EzBackup™.

6. Troubleshooting

This chapter provides solutions to common problems that may arise during or after installation or through normal operation of the system. Additionally, you will also find a section dedicated to providing specific tips or guidelines that will ensure a positive experience throughout the use of your backup solution. If you find that the solutions and guidelines presented here do not satisfy your specific needs, please refer to the **How to Get Help** section at the end of this chapter.

6.1 Problems/Solutions

1. **You do not see the EzBackup logo when trying to boot from the CD. Instead, you see the Windows logo or the usual Windows loading messages.**

   In most cases, this will require you to change the boot sequence of your computer. You can do this by accessing the BIOS settings when you start up the computer.

   - If you know the key sequence that opens the boot menu for your machine or that will make it boot from a CD, you should restart your system and enter that as the computer starts up, so that it will boot from the EzBackup-im CD.

   - If you do not know how to do this, see Appendix A of this manual for instructions on how to access your BIOS settings.

   - Try checking your computer documentation or your computer manufacturer's website for help on how to boot your computer from a CD.

   Once you have entered the setup menu of your computer's BIOS, look for a menu option called "Boot" or "Boot Sequence" and put the CD drive ahead of the hard drive in the boot order list. Then exit the BIOS settings mode, saving your changes, and allow the computer to restart.

2. **The error "Invalid Source and/or Backup Directories. Internal Error" is displayed.**

   Close down the **EzBackup™** application, restart your computer and try again.

3. **The error "E:\ is not accessible" is displayed when attempting a backup or restore, or when trying to access the backup drive through Windows® Explorer.**

The data on the backup drive has become corrupted. Please call Data Protection Solutions for technical support.

4. **Screen goes blank and the system appears to lock up.**

If the CD does not boot all the way up to the image backup application (the program with the "Backup" and "Restore" tabs on the upper-middle area), freezes near the end of boot time, or simply boots up and shuts down immediately after boot, run console mode. To do this, power up your computer and boot from the EzBackup CD. Right at the beginning, you will get a black screen with the word "EzBackup" on the top left corner and a blinking cursor below it. Within 5 seconds of seeing it, type "con" and press enter. The system will boot up normally, but rather than a graphical application, you will get a black screen with a text based application. Follow the instructions on the screen (type the number that corresponds to the option you want and press enter).

6.2 Tips/Guidelines

Do… perform regular system maintenance to keep your computer in good condition, such as running antivirus scans and updating security patches for your OS and applications.

Do… keep your antivirus and anti-spy ware software up-to-date.

Do… maintain your hard drive data by backing up regularly. Utilize the benefits of the Scheduled Backup feature.

Do... perform regular image backups of your hard drive to insure that all files restricted by the OS are properly backed up.

Do… perform an image backup after you make any major changes to the system, such as installing a new application or new hardware.

Do not… use **EzBackup™** to copy applications from one computer to another.

Do not… perform a total system recovery to a different computer than the one you created an image from. System instability could result.

6.3 How to Get Help

If you should find that you need help beyond what is offered in this manual, please contact **DPS Technical Suppor**t by using the methods below.

By telephone	954.925.7347
By fax	954.925.2889
By e-mail	technicalsupport@EzD2D.com
By mail	3100 N. 29th Court Hollywood, Florida 33020 USA
Support hours	Monday – Friday 9AM – 5PM Eastern Standard Time

7. Appendix A

How do I access my computer BIOS settings?

Many computers display BIOS access instructions while the computer boots. Pressing a key or a combination of keys before the Operating System begins to load will access the BIOS. In most cases you will simply press the 'del' key after the first visible text on your screen. Some other common keys are ESC, F1, F2, F10, Ctrl-Del. For more information, check the documentation that came with your computer or refer to the list below. If it is not listed, check the other screens of the BIOS setup, it is often part of an advanced setup page. If you are still experiencing difficulty please contact our tech support at: 954-925-2889 from 9:00 to 5:00 Eastern Standard Time.

Computer	Key Command(s)
Acer®	F1, F2, CTRL+ALT+ESC
AST®	CTRL+ALT+ESC, CTRL+ALT+DEL
Compaq® 8700	F10
CompUSA®	DEL
Cybermax®	ESC
Dell® 400	F3
Dell 400	F1
Dell Dimension®	F2 or DEL
Dell Inspiron®	F2
Dell Latitude	Fn+F1 (while booted)
Dell Latitude	F2 (on boot)
Dell Optiplex	DEL
Dell Optiplex	F2
Dell Precision™	F2
eMachine™	DEL
Gateway® 2000 1440	F1
Gateway 2000 Solo™	F2
HP® (Hewlett-Packard)	F1, F2
IBM®	F1
IBM E-pro Laptop	F2
IBM PS/2®	CTRL+ALT+INS after CTRL+ALT+DEL
IBM Thinkpad® (newer)	Windows: Programs-Thinkpad CFG.
Intel® Tangent	DEL
Micron™	F1, F2, or DEL
Packard Bell®	F1, F2, Del
Sony® VIAO	F2
Sony VIAO	F3
Tiger	DEL
Toshiba® 335 CDS	ESC
Toshiba Protege	ESC
Toshiba Satellite 205 CDS	F1
Toshiba Tecra	F1 or ESC

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