EzBACKUP

Version 4.0

User Manual

DataProtection
SOLUTIONS BY ARCO

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EzBackup 4.0 User Manual

Part #: 04-0100017 Revised

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Minimum System Requirements

Microsoft Windows 2000 (with Service Pack 4), Windows XP (with Service Pack 2), Windows Vista

Available disk drive that will be dedicated to EzBackup

- Backup drive can be an internal (IDE, SATA, SCSI) or external (USB, FireWire, eSATA) drive
- Backup drive must be at least as large as the drive you want to backup

512 MB of free hard drive space

512 MB of RAM

4X CD-ROM Drive or better

- If EzBackup was installed from a web download, a CD-R/W (CD writer) drive is required, which will be used to create the bootable Recovery Disc.

800 x 600 minimum screen resolution

Introduction

EzBackup™ is a complete drive to drive backup and restore solution. It is designed to protect users against data loss, whether that loss is due to a single inadvertently deleted file or the failure of an entire hard drive.

EzBackup will create an image (exact duplicate) of your computer's internal hard drive, including the operating system, applications, settings and data files, on a second drive. The backup drive can be either an internal or an external drive.

After the initial image backup has been created, EzBackup will keep it up-to-date with file backups. These are backups of files and folders that can be run manually or set to run automatically at a scheduled time. In INCREMENTAL BACKUP MODE, each backup is maintained separately as a dated restore point. In OVERWRITE BACKUP MODE, each new backup overwrites the files in the previous one.

EzBackup's Partition Expander tool is designed to allow users to migrate easily to a larger hard drive.

Because EzBackup overwrites all data on the BACKUP DRIVE each time you perform an IMAGE BACKUP, your BACKUP DRIVE should be dedicated to EzBackup and should not be used to store anything other than your EzBackup image and file backups.

This product manual uses the following conventions:

ALL CAPS for application-specific terms such as IMAGE BACKUP
BOLD CAPS for required actions such as "click on **NEXT**"

(Most actions in the software require that you click on the **NEXT** button to continue.)

EzBackup Quick Start Guide

This Quick Start Guide is designed to allow Windows users to get up and running quickly. However, there are many features of EzBackup™ that are not explained in the Quick Start Guide. For additional information and more complete explanations, please refer to the complete user manual.

The Quick Start Guide and product manual use the following conventions: ALL CAPS for application specific terms, **BOLD** for required actions.

Understanding What EzBackup Does

EzBackup allows you to create an exact copy (IMAGE BACKUP) of your computer's hard drive on your BACKUP DRIVE and to update the backup periodically with any new or changed files. In INCREMENTAL BACKUP MODE, each backup is maintained separately as a dated restore point. In OVERWRITE BACKUP MODE, each new backup overwrites the previous one.

Your BACKUP DRIVE must be as large or larger than your SOURCE DRIVE.

Installing EzBackup

The EzBackup software will guide you through the set up process which includes making an initial IMAGE BACKUP. Once your IMAGE BACKUP has been completed, you can simply accept the program's FACTORY DEFAULT BACKUP SCHEDULE and a scheduled file backup will take place at 4:00 P.M. every day. Alternatively, you can easily change the DEFAULT BACKUP SCHEDULE or add more schedules so that backups take place as often and at whatever times you wish.

During first-time setup, EzBackup will ask if you want to set up the DEFAULT BACKUP SCHEDULE so that all new or modified files are backed up daily at 4:00 P.M. This FACTORY DEFAULT BACKUP SCHEDULE is established for your convenience only and can be easily changed or eliminated if it does not fit your needs.

1. The EzBackup software must be installed on your hard drive. Close any open applications and insert the EzBackup Installation & Recovery Disc into your CD-ROM drive. When the splash screen appears, click on **INSTALL NOW**. Ignore any warnings you may receive from your anti-virus software.

   If the splash screen does not appear automatically, open My Computer or right-click on the Start button and select Explore to navigate to your CD-ROM drive. Double-click on the CD-ROM drive icon to launch the EzBackup installer.

Alternatively, you can right-click on the CD-ROM drive icon and select Explore. Locate and open the Windows folder on the CD-ROM drive, then find and open the EzBackup folder. Double-click on the **setup.exe** file to start the installation.

If you are installing EzBackup from a web download, double click on the downloaded file to unzip it. The installation will begin automatically. If the installation does not begin automatically, navigate to the folder in which you have unzipped or expanded the EzBackup download file, then find and open the EzBackup folder. Double-click on the EzBackup **setup.exe** file to begin the installation.

2. When installation has completed successfully, the EzBackup application will launch automatically. A message will appear offering the choice to ACTIVATE, EXIT or CONTINUE the EzBackup application. Click **CONTINUE** to continue loading EzBackup.

3. A prompt will appear asking you to set up your SOURCE and BACKUP DRIVES. Click **YES** to continue.

4. EzBackup will now search your computer for available drives. Two drop-down lists, one labeled SOURCE DRIVE and the other DESTINATION DRIVE, will appear on screen. Select your SOURCE and DESTINATION DRIVES from the lists and click **NEXT**.

   If either drive is not listed, check that the drive is properly connected and turned on. If you have neglected to connect or power on an external drive, do so now and click **REFRESH** to update the drive lists. Then select your drives and click **NEXT**.

   If for some reason you need to return to the drive selection screen, you can select **SET UP DRIVES** from the File menu.

   You cannot choose your system boot drive (normally C:\) as the DESTINATION DRIVE for your backup. (This is to prevent you from overwriting your boot drive.)

5. Once you have selected your SOURCE and DESTINATION DRIVES, the Set Up Backup Options screen will appear.

   If you want to use INCREMENTAL BACKUP MODE (maintain each backup of your files as a dated restore point), select that option and click **NEXT**. If you want to use OVERWRITE BACKUP MODE (overwrite the previous backup of your files with the most recent backup), click on that radio button and click **NEXT**.

6. EzBackup will now ask if you wish to begin the image backup. Click **YES**.

7. EzBackup will restart your computer and begin to create an image backup (an exact duplicate) of your SOURCE DRIVE to the BACKUP DRIVE. A progress window will remain on-screen during copying. At the end of the copy process, the program will tell you that the IMAGE BACKUP was successfully completed and you will be asked to **PRESS ANY KEY TO CONTINUE**. The computer will then restart.

Your BACKUP DRIVE now contains an exact copy of your computer's internal drive. (For information on backing up or restoring files and folders, please refer to the full manual.)

8. When you restart your computer, the EzBackup application will launch automatically and again a message will appear offering the choice to ACTIVATE, EXIT or CONTINUE the EzBackup application. If you click **CONTINUE**, EzBackup will load in the background and begin running in trial mode. A blue EzBackup icon will appear in the system tray. This activation message will continue to appear on system startup for the duration of the 30-day trial period or until you activate your EzBackup software.

   Click on **ACTIVATE** if you already have a license code and wish to register the software or if you wish to purchase a license code now. The license code can usually be found on the reverse side of the disk jacket. Click on **CONTINUE** if you wish to continue using the trial version of the software. Or click on **EXIT** to shut down the program.

   You can activate your copy of the EzBackup software at any time by selecting **ACTIVATE** from the Help menu. It is recommended that you activate your EzBackup software as soon as possible. The trial version of the software allows you to restore files, but only licensed users will be able to perform an IMAGE RESTORE.

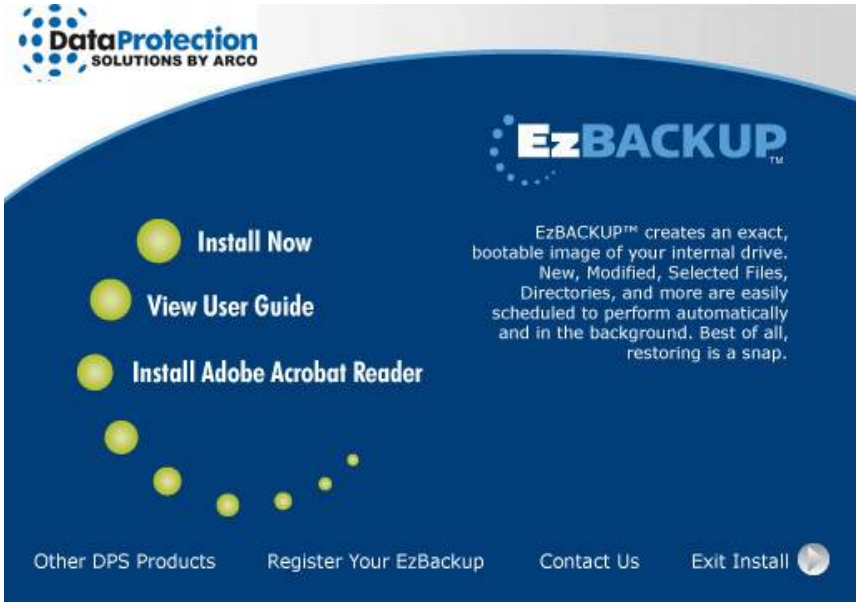
   Users who purchase a license online will receive a license code by e-mail, sent to the e-mail address they registered with.

9. Store the EzBackup Installation & Recovery Disc in a safe and handy place. You can restore backed up files using the EzBackup application that you have just installed. However, ***in the event that you must restore your entire drive to its original (and, if applicable, bootable state), a full image restore will be necessary which requires use of the Recovery Disc.***

   Users who have installed the trial version of EzBackup from a web download will be able to create a Recovery Disc using the **CREATE RECOVERY DISC** option from within EzBackup once they have purchased a license and activated the software.

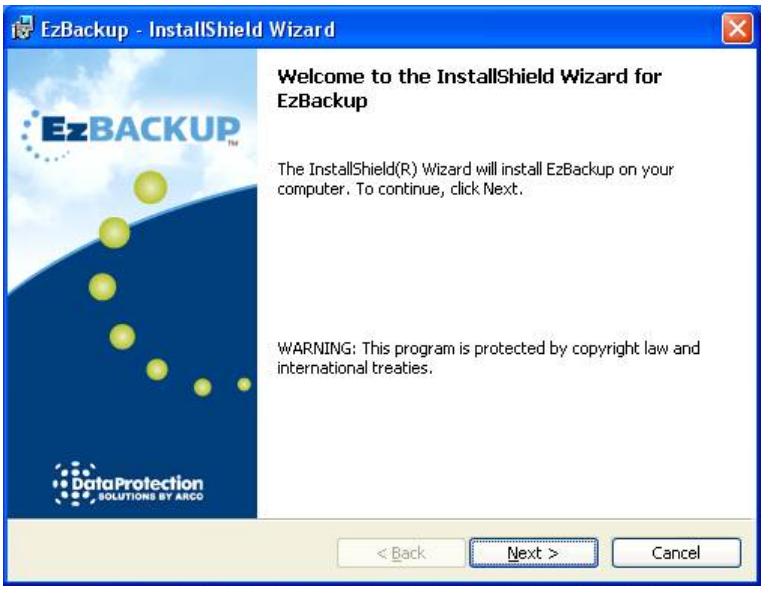
Chapter 1: Installing EzBackup

Close any open applications. Insert the EzBackup Installation & Recovery Disc into your CD-ROM drive. When the splash screen appears, click on **INSTALL NOW**.

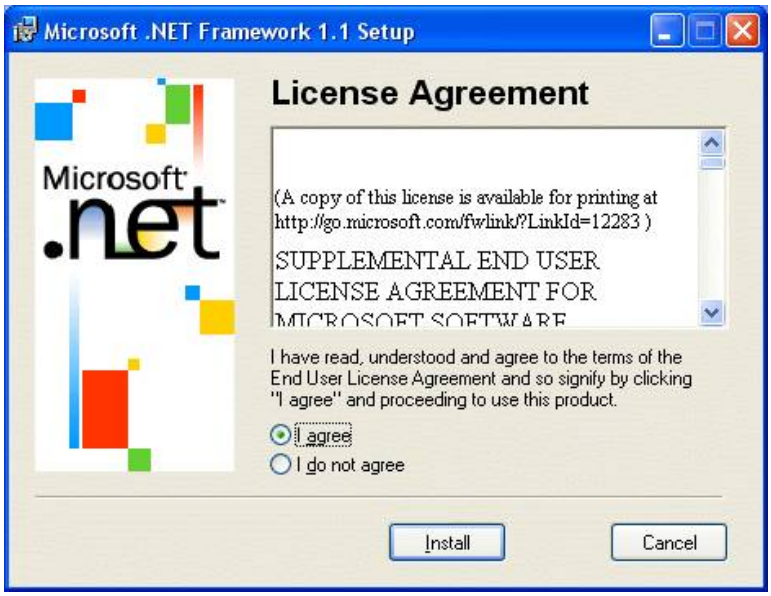


If the splash screen does not appear automatically, open My Computer or right click on the Start button and select Explore to navigate to your CD-ROM drive. Double-click on the CD-ROM drive icon to launch the splash screen. Alternatively, you can right click on the CD-ROM drive icon and select Explore. Locate and open the Windows folder on the CD-ROM drive, then find and open the EzBackup folder. Double-click on the **setup.exe** file.

If you are installing EzBackup from a web download, double-click on the downloaded file to unzip it. The installation will begin automatically. If the installation does not begin automatically, navigate to the folder in which you have unzipped or expanded the EzBackup download file, then find and open the EzBackup folder. Double-click on the EzBackup **setup.exe** file to begin installation.



If a message appears during installation indicating that you need to install the Microsoft .NET Framework, click **YES.** The .NET Framework provides Windows operating system support for the EzBackup application and you will need to install it if it is not already installed on your system. Installing .NET Framework will in no way impact your system. When installation of the .NET Framework has completed successfully, installation of EzBackup will continue.



Completing the Installation Process

When the installation process is complete, click **FINISH**. The EzBackup application will launch automatically. Remove the EzBackup Installation & Recovery Disc from the CD-ROM drive and replace it in its jacket.

Store the EzBackup Installation & Recovery Disc in a safe and handy place. You can restore backed up files using the EzBackup application that you have just installed. However, ***in the event that you must restore your entire drive to its original (and, if applicable, bootable state), an IMAGE RESTORE will be necessary which requires use of the Recovery Disc.***

Users who have installed the EzBackup software from a web download will be able to create a Recovery Disc from within EzBackup once they have purchased and activated the software.

Activating Your Copy of EzBackup

When EzBackup launches, you will be given the opportunity to activate your copy. It is recommended that you activate your copy at the first opportunity. The trial version of the software will allow you to restore files. However, ***only licensed users will be able to perform an IMAGE RESTORE.***

Click on **ACTIVATE** if you already have a license code and wish to register the software or if you wish to purchase a license code 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.

You can activate your EzBackup software at any time by selecting **ACTIVATE EZBACKUP...** from the Help menu.

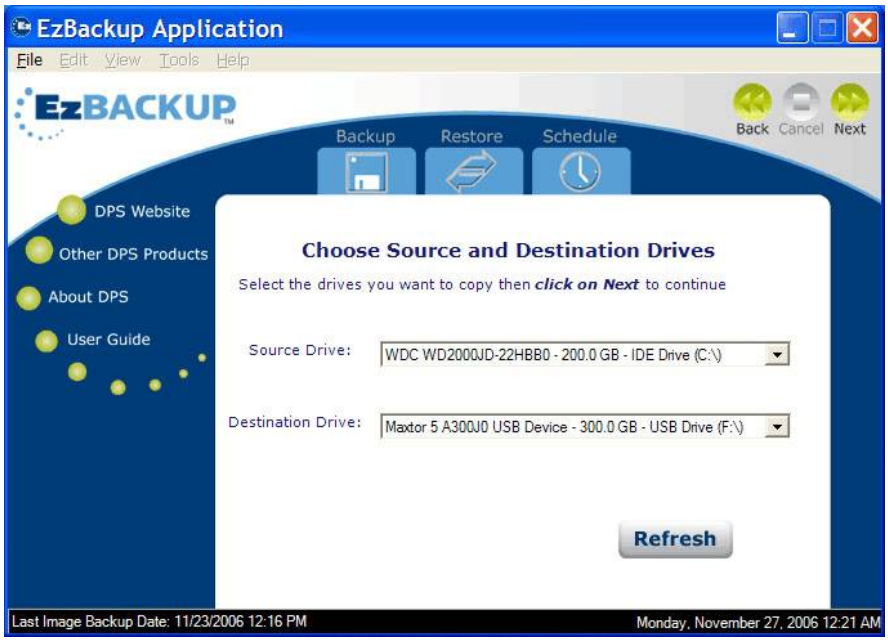
Users who purchase a license online will receive a license code by e-mail, sent to the e-mail address they registered with.

Chapter 2: Setting Up EzBackup

Before EzBackup can begin backing up your data, you need to provide some basic setup information. After installing EzBackup for the first time, a pop-up will appear requesting that you set up your drives. Click on **YES** to set up your drives.

Choosing Your Drives

EzBackup will require you to verify that the drives it has automatically selected as your SOURCE and BACKUP DRIVES are, in fact, the correct drives. Two drop-down lists, one labeled Source Drive and the other Destination Drive, will appear on-screen.



Select your SOURCE (usually your internal C:\ drive) and your Destination (BACKUP) DRIVE from the drop-down lists and click **NEXT**.

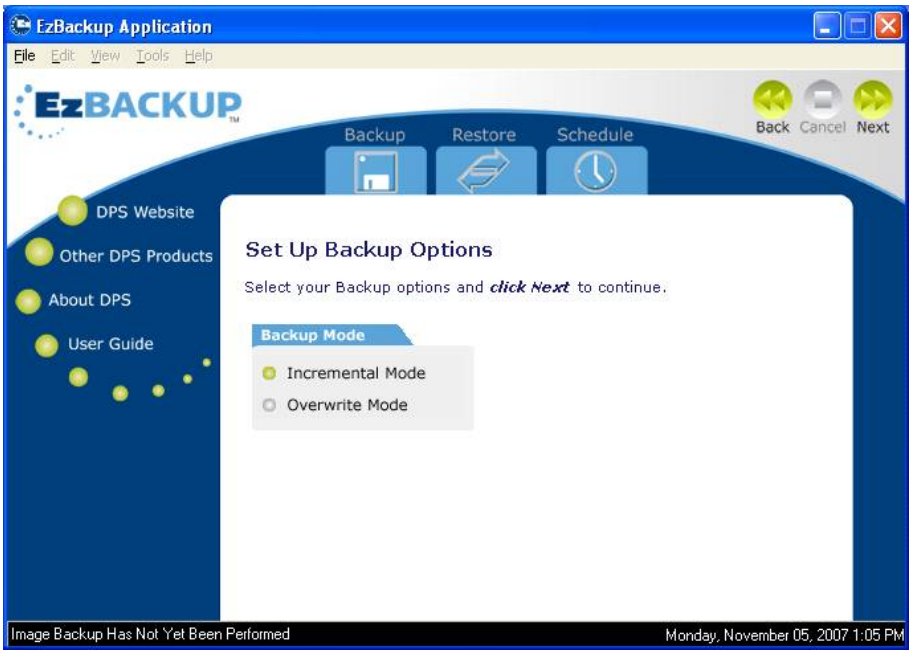
If a drive that you want to select is not displayed as an option in the appropriate drop-down list, check that the drive is properly connected and turned on. Also, check in My Computer to see if Windows has recognized the drive and lists it among your other drives. If you have not connected or turned on an external drive, do so now and click **REFRESH** to update the drive lists. (You may need to give Windows a moment to recognize a newly connected drive before the drive information appears). Then select your drives and click **NEXT** to continue.

You cannot designate your current system drive (normally C:\) as the BACKUP (Destination) DRIVE.

The Choose Source and Destination Drives screen is not designed to allow you to restore your entire SOURCE DRIVE from your BACKUP DRIVE or to restore your BACKUP to a replacement drive. See Chapter 7: Restoring an Image Backup for instructions on how to accomplish these tasks.

Selecting Backup Options

After you have selected your drives, the Set Up Backup Options screen will appear. You can choose to use either INCREMENTAL BACKUP MODE or OVERWRITE BACKUP MODE for your backups.



Incremental Backup Mode

If you want EzBackup to maintain each backup as a separate restore point, select the **INCREMENTAL MODE** option and click **NEXT**.

The number of backup and restore points you may maintain will depend on the size of your files, the frequency of your backups and the capacity of your BACKUP DRIVE.

Because INCREMENTAL BACKUPS are based on the last IMAGE BACKUP, whenever you make a new IMAGE BACKUP of your drive, both the previous IMAGE BACKUP and all previous

INCREMENTAL BACKUPS are overwritten. The new IMAGE BACKUP then becomes the base for future INCREMENTAL BACKUPS.

Overwrite Backup Mode

In OVERWRITE BACKUP MODE, when EzBackup backs up files, the new backups will overwrite the existing backups of those files on the BACKUP DRIVE. If you want to use EzBackup in this way, select the **OVERWRITE MODE** option and click **NEXT**.

EzBackup does not allow you to maintain two types of file backups. If, for example, you have existing INCREMENTAL BACKUPS and switch to the OVERWRITE BACKUP MODE, all previous INCREMENTAL BACKUPS will be deleted.

After selecting your backup options, click **NEXT**, and you will be prompted to begin the initial IMAGE BACKUP.

Initial Image Backup

After you have selected your backup options, you are ready to perform your initial image backup. Go to Chapter 3: Image Backup for the next step.

Each time you set up a pair of drives, you ***must*** run a new IMAGE BACKUP. Until the IMAGE BACKUP is completed, you will not be able to backup files.

After you set up a pair of drives, EzBackup will ask if you want to run the IMAGE BACKUP. If you do not wish to do the IMAGE BACKUP right then, click **CANCEL** when the START THE IMAGE BACKUP NOW? message appears.

Changing Your EzBackup Setup

To view your selected drives at any time, select **CURRENT SOURCE & DESTINATION** from the View menu. You cannot change selected drives from this screen.

To change the drives you have set up, select **SET UP DRIVES** from the File menu.

To change your backup options, select **SET UP DRIVES** from the File menu and click **NEXT**.

Please note that to change your backup options, you have to set up your drives again, and you will have to run a fresh image backup before you will be able to do further file backups.

Chapter 3: Creating an Image Backup

An IMAGE BACKUP is an exact byte-by-byte copy of the SOURCE DRIVE, including all operating system, program and data files. The IMAGE BACKUP is an integral part of the EzBackup backup process. It will allow you to restore or replicate your entire SOURCE DRIVE in the event of a catastrophic drive or system failure.

To make an IMAGE BACKUP, you must have a BACKUP DRIVE which is at least as large as your SOURCE DRIVE. For example, if your SOURCE (usually your internal C:\) DRIVE has a total capacity of 80 GB , you will need a BACKUP DRIVE that is 80 GB or larger. Your BACKUP DRIVE may be a fixed or a removable hard drive. EzBackup does not yet support making backups to removable media (such as floppy disks, Zip disks, CD, DVD) or to network drives.

Initial Image Backup

Once you have selected your drives and the backup options you want, EzBackup will ask to start the IMAGE BACKUP. Click **OK**.

EzBackup will restart your computer and create an IMAGE BACKUP (an exact duplicate) of your SOURCE DRIVE on the BACKUP (Destination) DRIVE. All existing data on the BACKUP DRIVE will be overwritten.

Each time you set up a pair of drives, you must perform an IMAGE BACKUP or you will not be able to perform any FILE BACKUPS.

A data transfer progress screen will appear. When the IMAGE BACKUP has been successfully completed, a message will request that you **PRESS ANY KEY TO CONTINUE...**. Press any key at this time and your computer will be rebooted back to Windows (unless you have manually disabled the keyboard interaction option in EzBackup preferences in which case you need do nothing; your computer will be restarted automatically.)

The next time that EzBackup runs, it will ask if you want to set up a backup schedule. You can either accept the FACTORY DEFAULT BACKUP SCHEDULE settings, create your own backup schedule, or skip this step entirely.

The DEFAULT SCHEDULE will back up NEW AND MODIFIED FILES every day at 4:00 P.M.

You have now completed setup of EzBackup. Your BACKUP DRIVE now contains an image copy of your SOURCE DRIVE, and the DEFAULT BACKUP SCHEDULE (if you created it) will run periodically to update the BACKUP DRIVE with any new or modified files.

For information on backing up and restoring files, see Chapter 4: Backing Up Files and Folders and Chapter 6: Restoring Files and Folders.

Image Backup from the EzBackup Application

After you have set up EzBackup, you should run image backups periodically. To run an IMAGE BACKUP, click on the Tools menu and select **IMAGE BACKUP**.

Image Backup Using the Recovery Disc

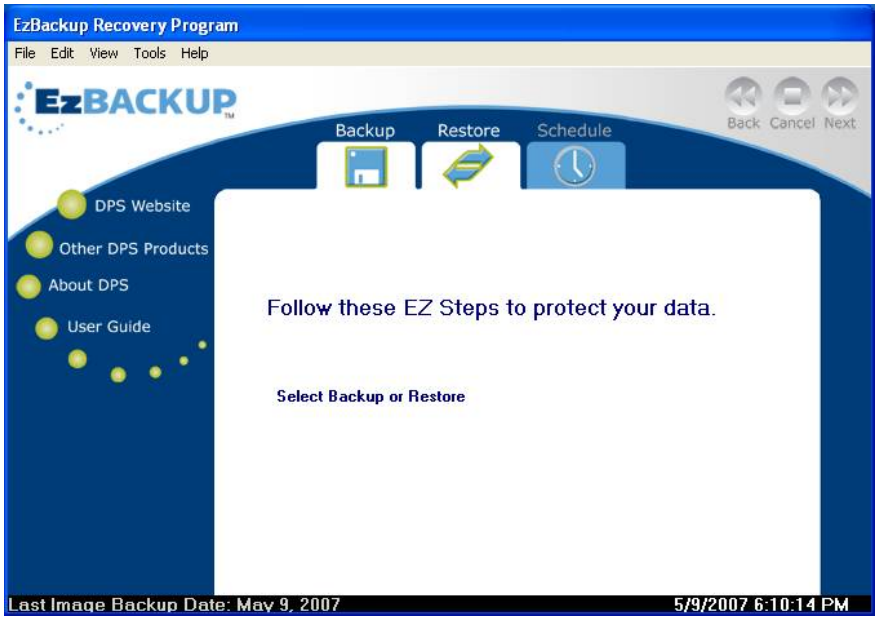
It is also possible to create an IMAGE BACKUP using the EzBackup Recovery Disc. This requires booting up your computer from the EzBackup Recovery Disc.

To do this, insert the Recovery Disc into your CD-ROM drive, reboot your computer and wait a few moments for the **PRESS ANY KEY TO BOOT FROM CD...** message to appear.

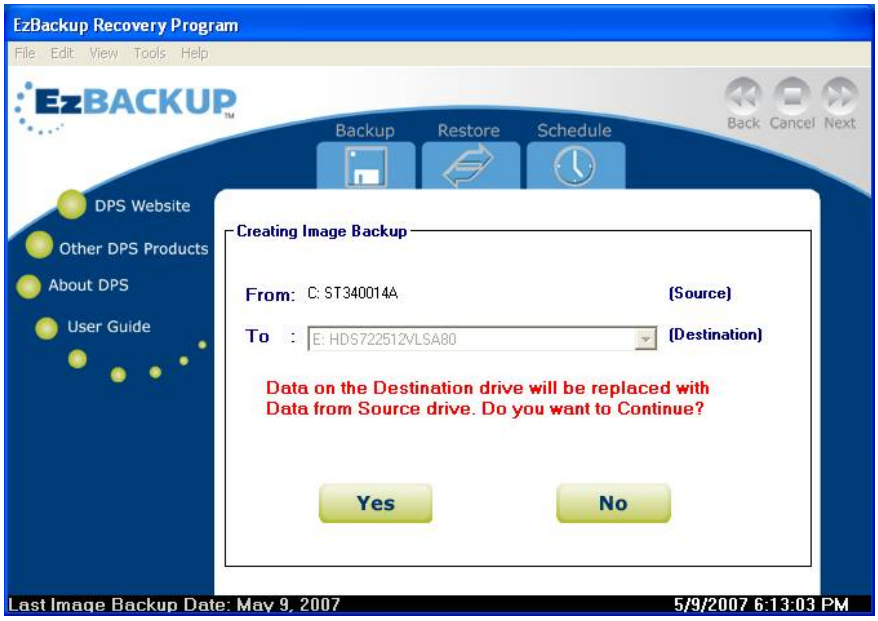
If you do not see this message (or if you see the usual Windows loading messages or your Windows desktop), you have not successfully booted from the CD. See the Troubleshooting section of this manual for help or refer to Appendix A for instructions on how to enable booting from a CD.

As the system boots from the Recovery Disc, a “Loading... Please Wait...” message will appear on-screen for several seconds while EzBackup Recovery Program starts up.

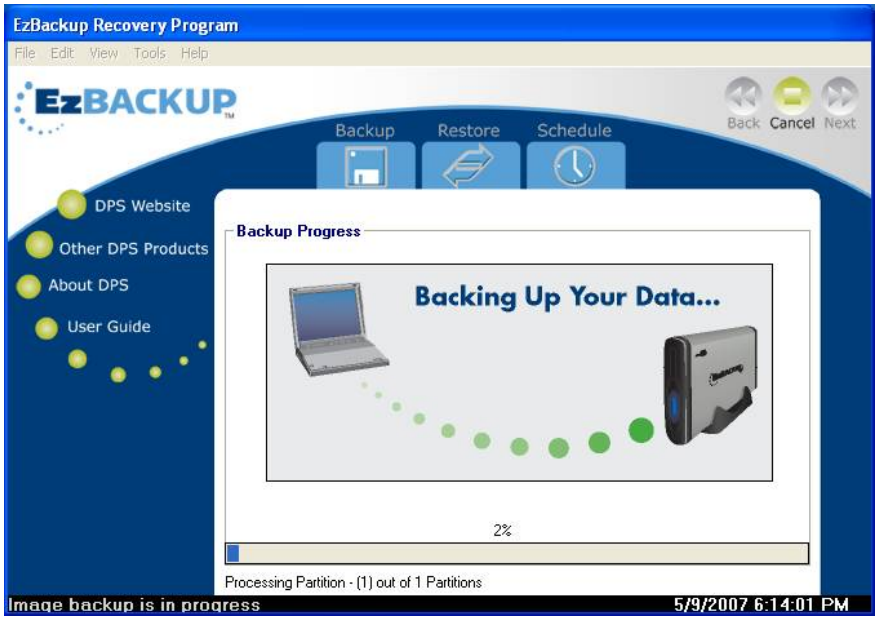
When the EzBackup Recovery Program appears, click on the **BACKUP** tab.



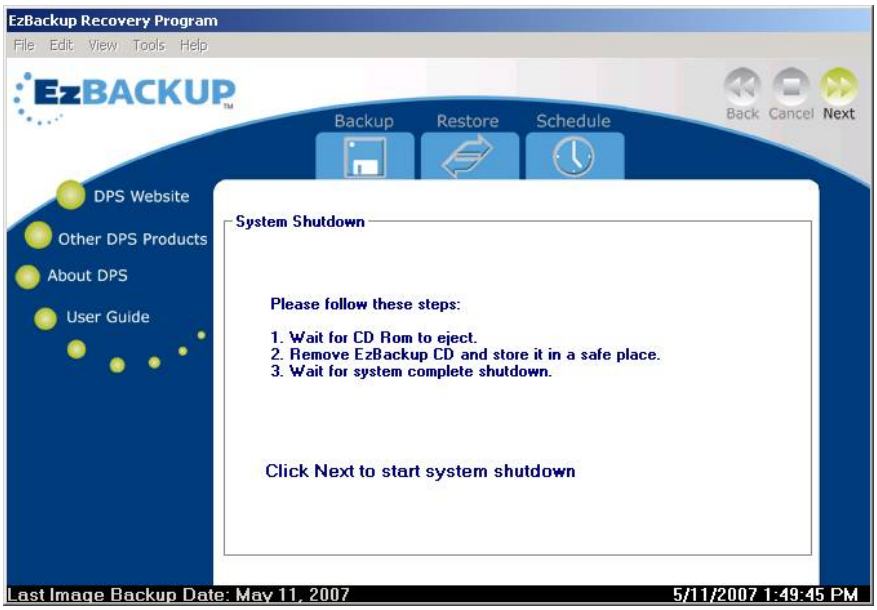
Verify that the source and destination drives are correct and click **YES** to continue.



The IMAGE BACKUP will begin.



When the IMAGE BACKUP is done, wait for the Recovery Disc to be ejected. Then remove it and store it in a safe place. Click **NEXT** to restart the system.



How long does an image backup take?

Transferring an image over a Hi-Speed USB 2.0 connection will take approximately one minute for each gigabyte (GB) of used space on the SOURCE DRIVE.

To determine how much space is currently used on your SOURCE DRIVE, go to My Computer, right-click on Local Disk C:\ (assuming you selected the C:\ drive as your SOURCE DRIVE) and select **Properties**. Under the **General Information** tab, you will find information about the size of your drive and the amount of free and used space on it.

Backup times will vary based on the amount of data being transferred as well as the speed of the backup device and connection type. For example, transfers across a Hi-Speed USB 2.0 connection will be up to 40 times faster than those via a USB 1.1 connection.

Tip: Run scheduled computer virus and spyware protection scans before making any backup to help safeguard the integrity of your backup data.

Activating EzBackup

If you have not yet activated your copy of EzBackup software or are currently using a trial version, a message will appear on screen each time EzBackup loads requesting you to **ACTIVATE**, **CONTINUE** or **EXIT** the program.

You can activate your copy of EzBackup any time by selecting **ACTIVATE EZBACKUP**... from the Help menu.

See Chapter 1: Installing EzBackup Software for information on how to activate your copy of EzBackup.

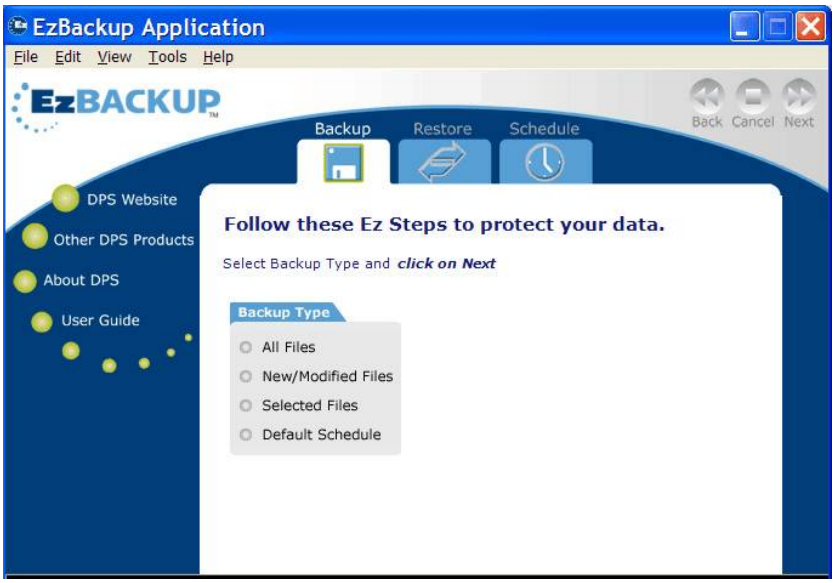
It is recommended that you activate your EzBackup software as soon as possible. The trial version of the software allows you to selected restore files and folders, but only registered users can perform a complete image restore.

Chapter 4: Backing Up Files and Folders

Once you have created your IMAGE BACKUP, you can begin backing up your files and folders. EzBackup provides you with a variety of options.

Backup Types

Click on the **BACKUP** tab to see the backup types. The choices are: All Files, New/Modified Files, Selected Files, and Default Schedule.



Select one of these backup types and click **NEXT** to proceed.

All Files

EzBackup will back up all of the files on your SOURCE DRIVE. (Some files may be locked by the operating system or by other running applications. EzBackup will not be able to copy these files during a file backup. To make sure that these restricted system and application files are backed up, you should periodically do another image backup. To start a new image backup of your drive, select **IMAGE BACKUP** from the Tools menu).

Once you tell it what to do, EzBackup works automatically in the background and will not interrupt your work. However, EzBackup can back up only those files that have been saved to your hard drive. Some applications, such as certain database programs, work primarily in memory, saving their data only occasionally to the drive. To ensure the highest level of data protection, close as many active applications as you can and make sure that all open files have been saved to your hard drive before allowing the backup to run.

New/Modified Files

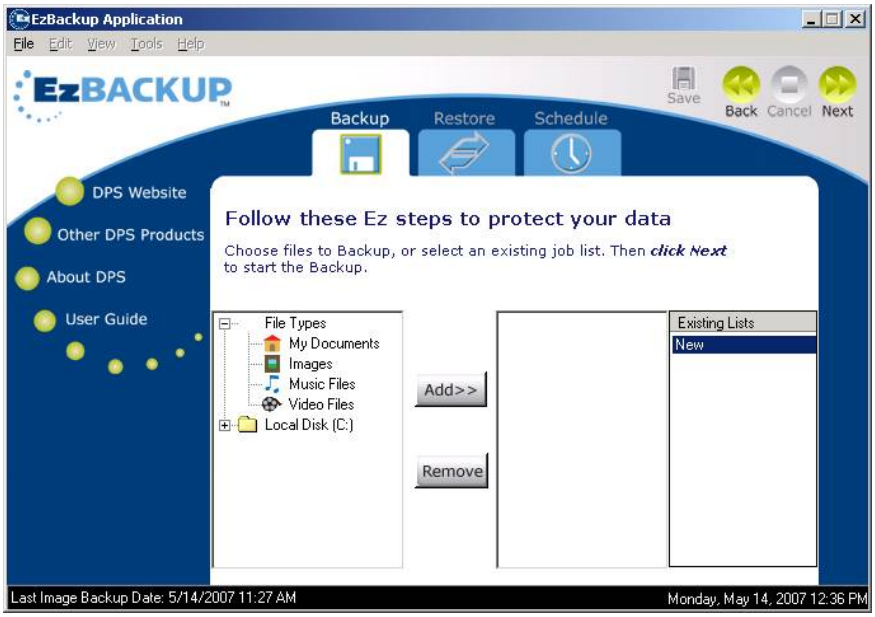
EzBackup will back up only files which have been added or changed since your last backup. (Some files may be locked by the operating system or by other running applications. EzBackup will not be able to copy these files during a file backup. To make sure that these restricted system and application files are backed up, you should periodically do another image backup. To start a new image backup of your drive, select **IMAGE BACKUP** from the Tools menu).

To ensure the highest level of data protection, close as many active applications as you can and make sure that all open files have been saved to your hard drive before allowing the backup to run.

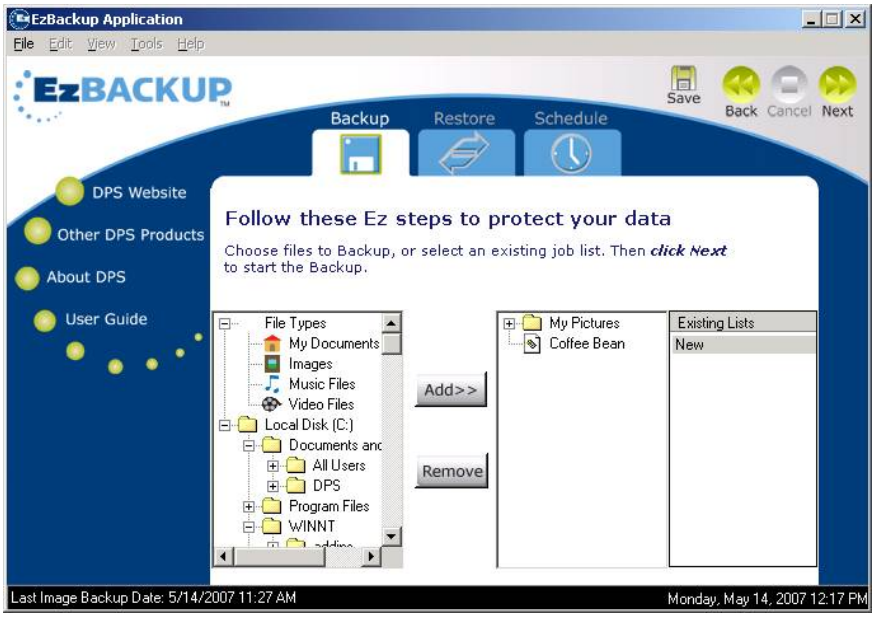
Selected Files

EzBackup will backup only the files and folders you have selected.

Choose the **SELECTED FILES** radio button and click **NEXT** to continue. The screen for selecting files and creating backup job lists will appear.



The screen has three panels. The left panel displays the contents of your SOURCE DRIVE as well as FILE TYPES that you can add to a backup job list. The middle panel show the file and folders that have been added to the current job list. The box on the right contains the existing saved job lists.



Using Backup Job Lists

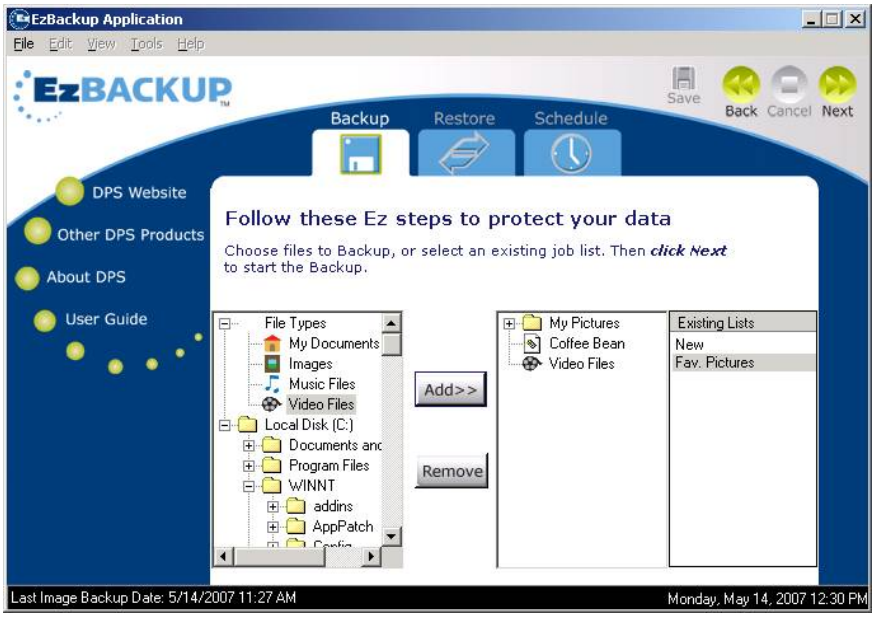
Create and use backup job lists to simplify backing up groups of files. Choose **SELECTED FILES** from the BACKUP tab screen. Click on **NEW** in the Existing Lists window to create a new job list.

To add to or delete items from an existing job list, select the name of that list from the Existing Lists box. The names of the files, folders and FILE TYPES within that job list will appear.

From the source drive box on the left, select the files, folders and FILE TYPES that you want to backup. Click **ADD** to include each item in your backup job list. If necessary, click on the plus (+) signs in front of the items in the SOURCE DRIVE panel to expand the drive or folders so that the individual files are visible. Added items will appear in the middle panel.

Select the item name and click **REMOVE** to eliminate any unwanted items from your job list.

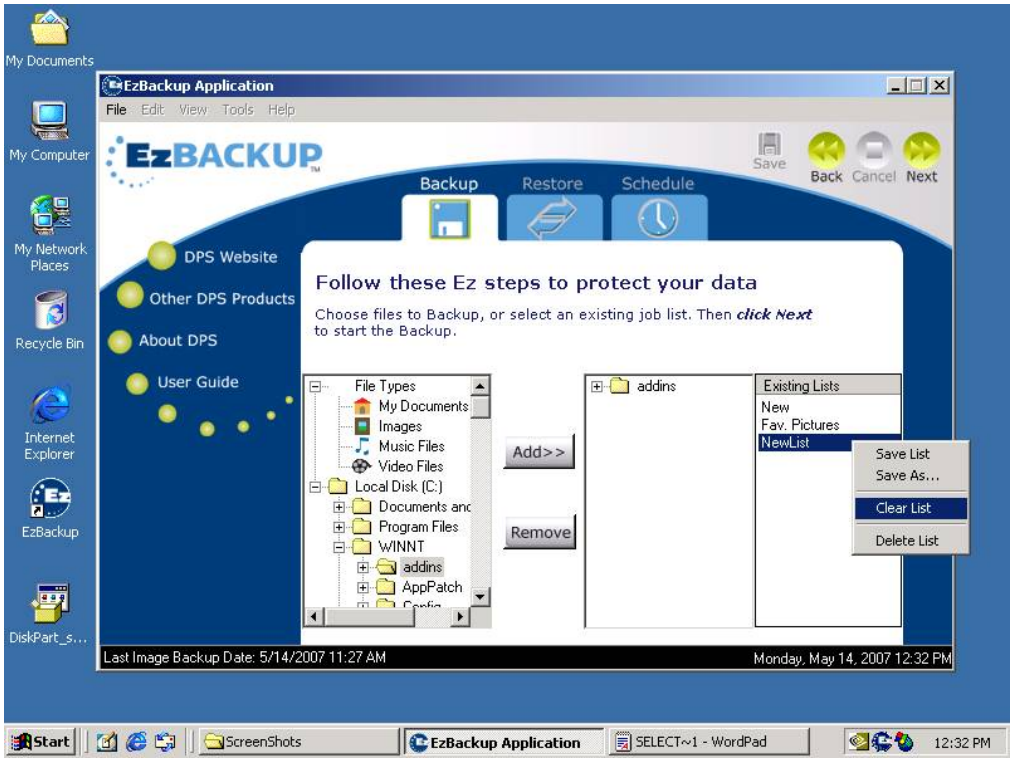
Click the **SAVE** button at the top of the screen to save the current job list.



Once you have selected all of the items you wish to include in your backup job list, click **NEXT** to continue. If you have not yet saved the current job list, EzBackup will ask if you want to save it now. Select **YES** if you want to save the job list for future backups. Select **NO** if don't want to save it. Select **CANCEL** to cancel the backup.

If you say **NO** to saving the list of files you have just selected, EzBackup will then ask if you want to backup the items you have selected anyway (without saving the list). If you click **YES**, EzBackup will start the backup of the items you selected.

If you save this job list as ***Fav. Pictures***, for example, the name ***Fav. Pictures*** will appear in your Job Lists. You can now select this ***Fav. Pictures*** list by name whenever you wish to create a backup schedule which includes this list of items. Backup job lists can be viewed, modified, and re-saved as often as necessary to best suit your backup needs. Right-click on the job list name to quickly **SAVE**, **CLEAR** or **DELETE** a list.

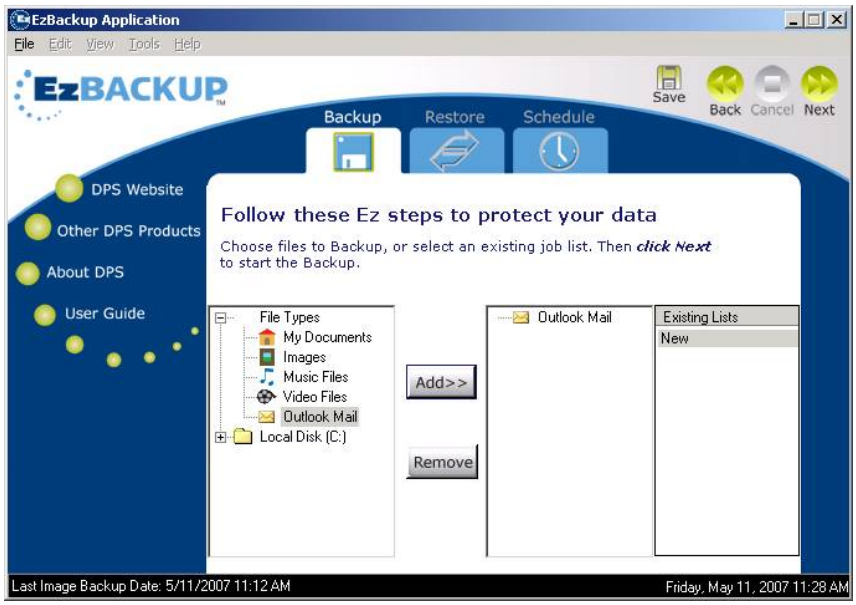


File Types

In addition to files and folders, EzBackup also provides FILE TYPES in the source drive box. FILE TYPES allow you to easily select a whole class of files for backup such as all of the files in the My Documents folder or every file of a certain file type, e.g. all pictures or all music files.

Items listed under FILE TYPES cannot be expanded to display individual files and folders. If you want to backup individual files or folders within the My Documents folder or within a FILE TYPE (rather than the entire folder or every file of a particular type), you will have to expand the SOURCE DRIVE (by clicking on the plus sign (+) next to Local Disk), and navigate to the desired files or folders to select the individual items. For example, to backup a particular file within My Documents, click on the plus sign (+) next to Local Disk to show the list of files and folders. Click on the plus sign (+) next to Documents and Settings and select a user. Click on the plus sign (+) next to that user name, then the plus sign (+) next to My (or a particular user's name) Documents and select the required file. Then click the **ADD** button to add it to the currently selected job list.

EzBackup also provides backup of Microsoft Outlook Mail files. (The Outlook Mail file type will only appear if Outlook is installed on your computer).

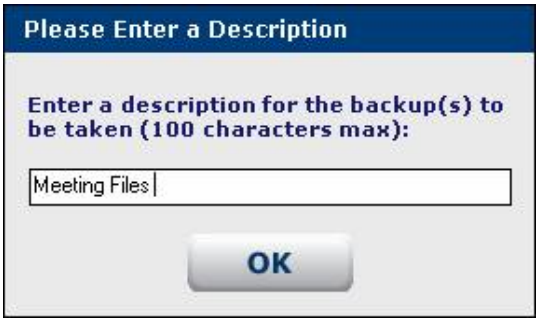


Default Schedule

EzBackup will run a backup immediately using the settings from the DEFAULT SCHEDULE. The DEFAULT SCHEDULE can be modified to suit your needs. (See Chapter 5: Scheduling File Backups for instructions on modifying the DEFAULT SCHEDULE).

Adding a Description for the Backup

If you set up EzBackup to use INCREMENTAL BACKUP MODE, you can enter a short description for the backup. This is to help you identify this particular backup when you select an incremental backup to use as a restore point during the restore process.



Chapter 5: Scheduling File Backups

You determine how and when EzBackup will execute your backups. EzBackup provides a variety of backup scheduling options and can store up to eight (8) unique backup schedules. (Because file backups work in conjunction with an image backup, no file backups can take place until the image backup has been performed.)

Once created, each backup schedule will be automatically executed at the time you have selected for it. For example, you may schedule a backup of all new and modified files for every day at 6:00 P.M. In addition, you may schedule a backup of selected files at 10:00 A.M., another at 12:00 P.M., another at 2:00 P.M. and another at 4:00 P.M. Your backup list will now include five separate backup schedules, all of which will execute automatically.

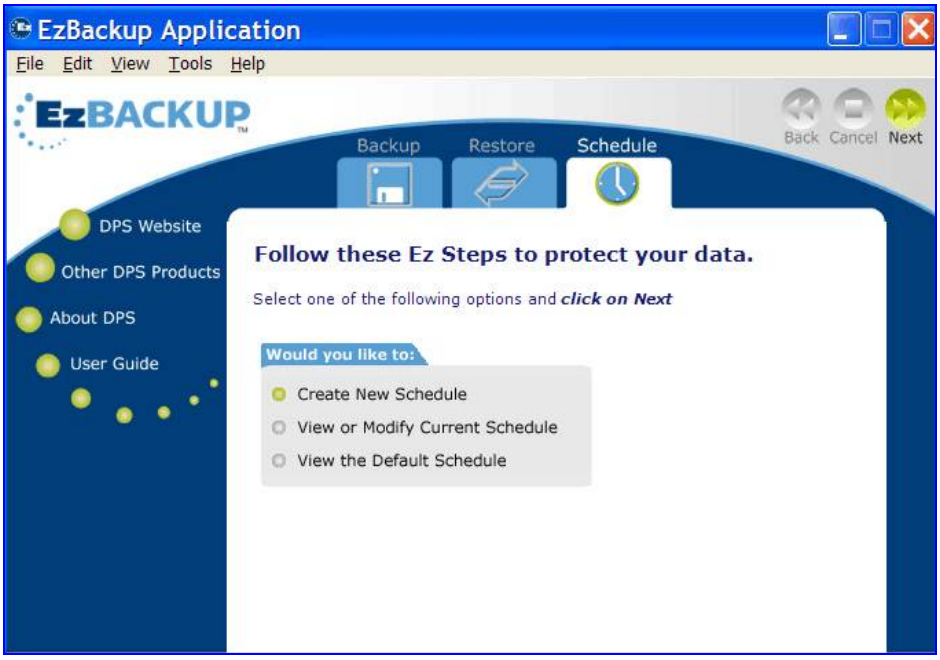
Scheduled backups will only run if EzBackup is running. EzBackup is set up to launch automatically when Windows starts and run in the background so that it can start your scheduled backups when they are due to be run. If you disable EzBackup from running at startup, you must remember to manually launch EzBackup if you want your scheduled backups to run at the selected time.

To know if EzBackup is running, look for the EzBackup icon in the system tray. This icon will always appear even if EzBackup is running in background mode. If the EzBackup icon is visible in the system tray, then EzBackup is running and your scheduled backups will run.

Backup schedules can be modified, disabled, or permanently deleted according to your needs.

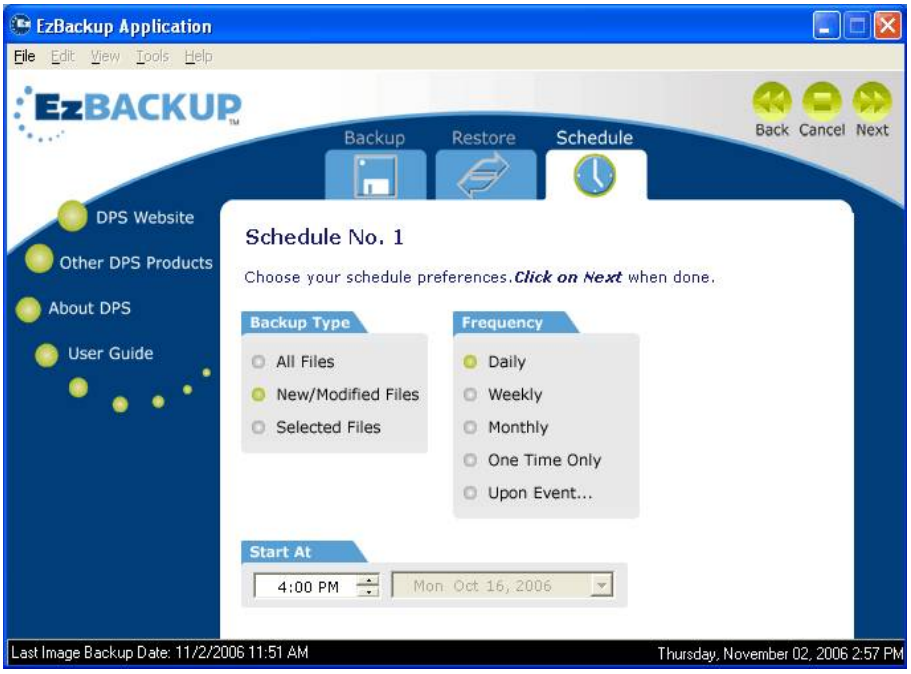
Click on the **SCHEDULE** tab. The Schedule Options screen offers three options: **CREATE NEW SCHEDULE**, **VIEW OR MODIFY CURRENT SCHEDULE**, and **VIEW THE DEFAULT SCHEDULE**.

Select an option and click **NEXT** to continue.



Setting Up a Scheduled Backup

Click on the **SCHEDULE** tab. Select **CREATE NEW SCHEDULE**. The Schedule Settings screen will appear. Each schedule you create will be automatically numbered. EzBackup allows you to create up to eight (8) unique schedules.



Click the radio button for the type of backup you wish to create from the BACKUP TYPE list. Choose how often you would like your backups to take place by selecting one of the choices from the FREQUENCY list.

If you select **DAILY**, **WEEKLY**, **MONTHLY** or **ONE TIME ONLY**, you will be required to select a time from the START AT box. If you select **WEEKLY**, a list of days will appear and allow you to select a particular day or days. If you select **MONTHLY**, both the DATE and TIME drop down lists will become active under the START AT heading.

After selecting your schedule options, click **NEXT** to continue. EzBackup will advise you that your backup schedule has been changed and ask if you wish to save the changes. If the details of the new schedule are the way you want them, click **YES** to save the changes. Your new schedule will be assigned a number and will now be displayed in your SCHEDULE LIST.

Upon Event

EzBackup offers the unique ability to schedule a backup to happen UPON EVENT. This feature allows you to select an event which, when it occurs, triggers an automatic backup. If your BACKUP DRIVE is not always connected or you are not able to guarantee that the computer or BACKUP DRIVE will be powered on at a specific time, you may wish to have EzBackup run your backups when one of the following events occur.

USB Connection

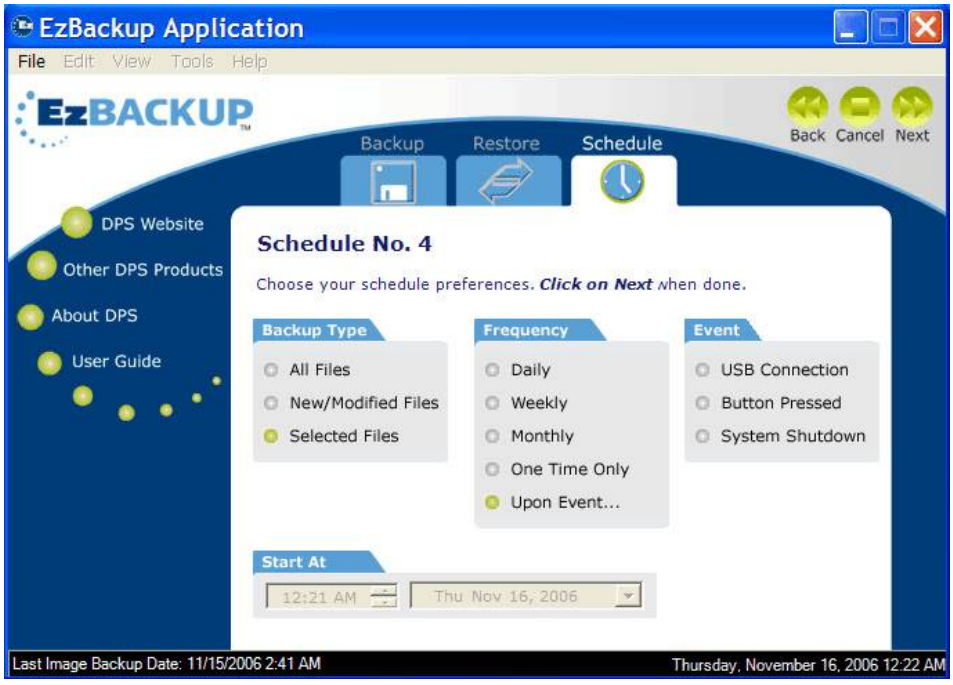
EzBackup will launch a backup whenever your computer senses that your external USB BACKUP DRIVE has been connected (or powered on).

Button Pressed

Some external drives feature an auto-launch backup button (not the on/off switch.) EzBackup can be set to launch whenever that auto-launch button is pressed.

System Shutdown

EzBackup can be set to run a backup whenever Windows receives a Shut Down command. (This will not be triggered by a Restart.)



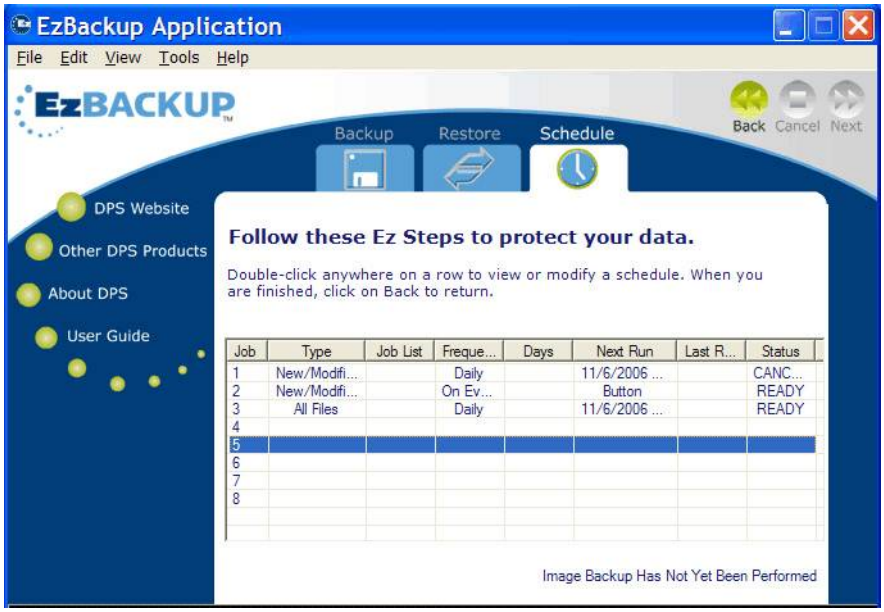
Select the appropriate EVENT for your needs and click **NEXT** to save the schedule.

Adding a Description for the Scheduled Backup

If you set up EzBackup to use INCREMENTAL BACKUP MODE, you can enter a short description for the scheduled backup. This is to help you identify all backups made by this particular schedule job when you select an incremental backup to use as a restore point during the restore process.

Viewing an Existing Schedule

You can view the details of your scheduled backups, make changes, or delete a schedule completely. Click on the **SCHEDULE** tab, select **VIEW or MODIFY CURRENT SCHEDULE** and click **NEXT**. The SCHEDULE LIST screen will appear and display all of your current schedules.



The Schedule List

Each line in the SCHEDULE LIST represents an existing schedule and indicates the type of schedule, how often the schedule executes, what days (if applicable) it is set to run, when it executed last, when it will execute next, and the current status of the schedule. Each schedule displayed in the SCHEDULE LIST will automatically execute at its designated time (unless it is disabled).

Double-click on a line to modify that schedule. Right-click on a line to temporarily **DISABLE** or re-**ENABLE** or permanently **DELETE** that schedule.

Modifying the Default Schedule

EzBackup includes a FACTORY DEFAULT BACKUP SCHEDULE that is set to backup New and Modified files every day at 4:00 P.M. If these settings are appropriate for your needs, you need do nothing. EzBackup will run the backup every day at 4:00 P.M. and back up your new and modified files. If, however, you wish to change or eliminate these settings, you can change or delete the DEFAULT BACKUP SCHEDULE at any time.

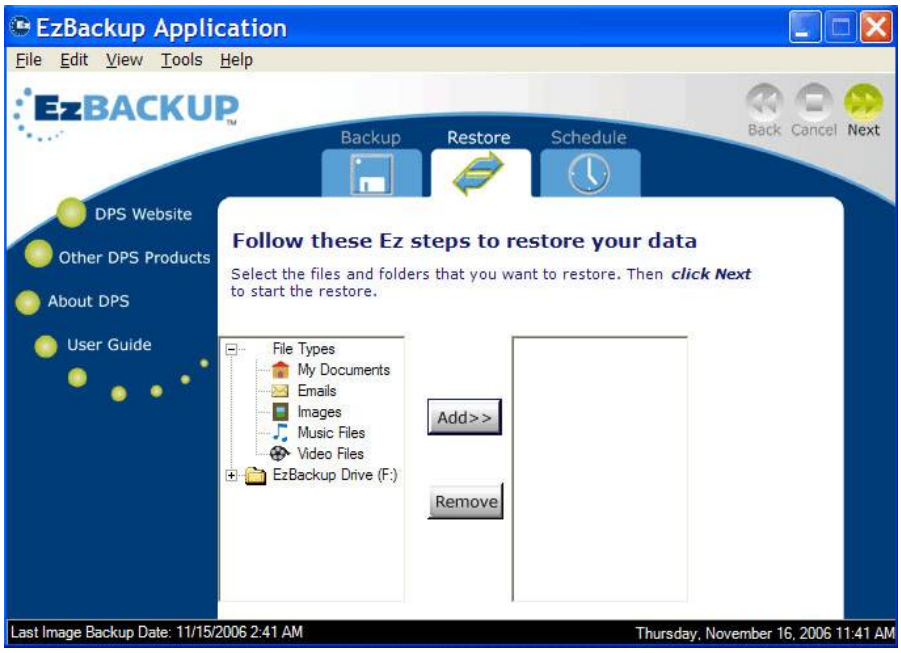
To modify the DEFAULT BACKUP SCHEDULE, click on the **SCHEDULE** tab, select **VIEW THE DEFAULT SCHEDULE,** and click **NEXT**. Select the BACKUP TYPE, FREQUENCY and/or EVENT and the START AT time, if required, and click **NEXT** to save the changes.

Chapter 6: Restoring Files and Folders

EzBackup makes it easy to restore files and folders from your BACKUP DRIVE. The procedure for restoring files and folders will depend on whether you selected INCREMENTAL BACKUP MODE or OVERWRITE BACKUP MODE when you set up your drives. (Go to **HARDWARE PROPERTIES** under the View menu to see your current Backup Mode. See Selecting Backup Options in Chapter 2: Setting Up EzBackup for instructions on setting or changing the backup mode.)

When Using Overwrite Backup Mode

To restore files from your BACKUP DRIVE, click on the **RESTORE** tab. The restore screen will appear. The list on the left of the screen reflects the contents of your BACKUP DRIVE. Select the files, folders and/or FILE TYPES you wish to restore from this list. You may need to click the plus sign (+) to expand the drive and/or folders in order to navigate to the required items.



Click **ADD** to include these files, folders and/or FILE TYPES in your list of items to be restored. Selected items will appear in the box to the right. Click **REMOVE** to remove any unwanted items from the your list.

In the above illustration, the BACKUP DRIVE appears as EzBackup Drive (F:\). Your drive letter may differ, depending on the settings of your particular computer.

Click **NEXT** to continue. Click **OK** when prompted to restore the selected files.

When Using Incremental Backup Mode

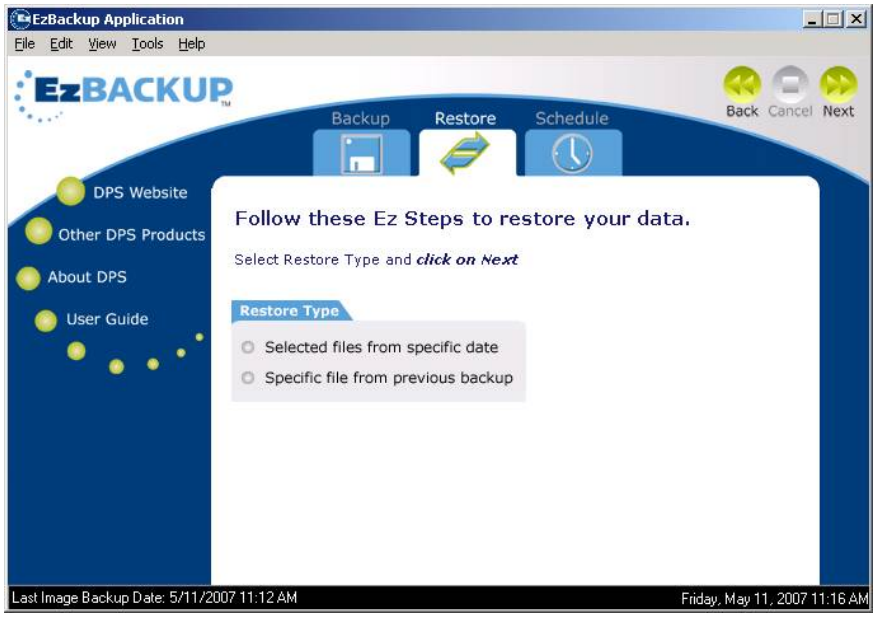
Unlike the OVERWRITE BACKUP MODE which overwrites the previous backup of files saved on the BACKUP DRIVE with the latest backup of those files, INCREMENTAL BACKUP MODE allows you to retain several backups of a file in a separate restore point.

The incremental backups use the most recent IMAGE BACKUP as their baseline. Then, based on your backup preferences (such as All Files, New/Modified Files or Selected Files), only the particular files and/or folders you have requested to be backed up are saved to the BACKUP DRIVE during your scheduled file backups.

Each INCREMENTAL BACKUP carries a record of the date and time (restore point) in which it was created. This allows you to select a particular point in time from which to restore your files.

Incremental Backup Restore Options

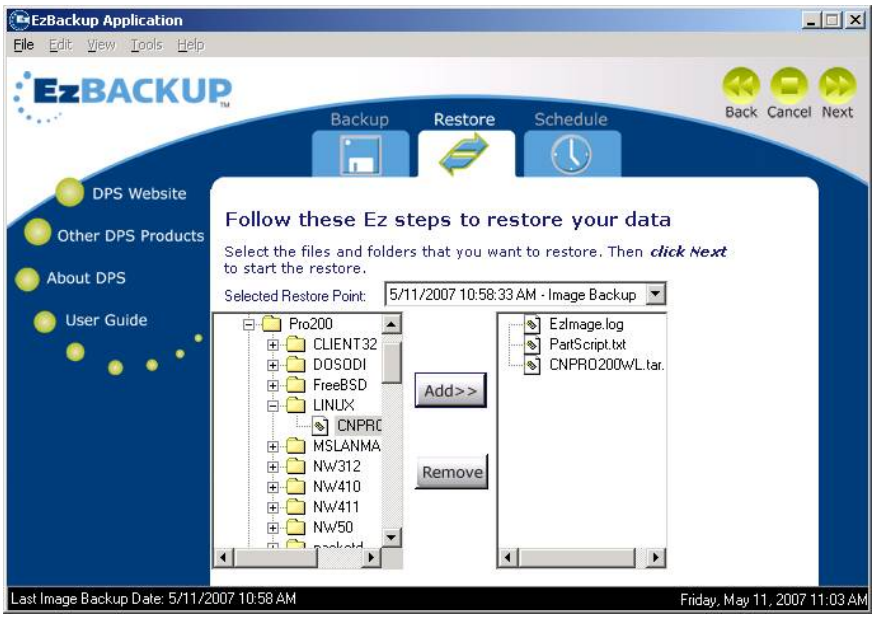
To restore files and folders from your BACKUP DRIVE, click on the **RESTORE** tab. The Select Restore Type screen will appear and present a list of restore options. Select the appropriate restore type and click **NEXT** to continue.



Selected Files From a Specific Date

Select **SELECTED FILES FROM SPECIFIC DATE** and click **NEXT** if you want to restore to your SOURCE (usually the C:\) DRIVE some of the files backed up on a particular date.

The restore screen will appear. The contents of your BACKUP DRIVE will be shown on the left-side of the screen. The contents of your BACKUP DRIVE will be the backups you have made of your SOURCE DRIVE (usually the C:\ drive) and will be listed as BACKUP FILES FROM C:\.



Select the files, folders and/or FILE TYPES you wish to restore from this list. You may need to click the plus sign (+) to expand the drive and/or folders in order to navigate to the required items.

Click **ADD** to include these files, folders and/or FILE TYPES in your list of items to be restored. Selected items will appear in the box to the right. Click **REMOVE** to remove any unwanted items from the your list.

When the files and folders you want to restore are listed in the box on the right, click **NEXT** to continue. EzBackup will restore those items to their original locations on your SOURCE DRIVE.

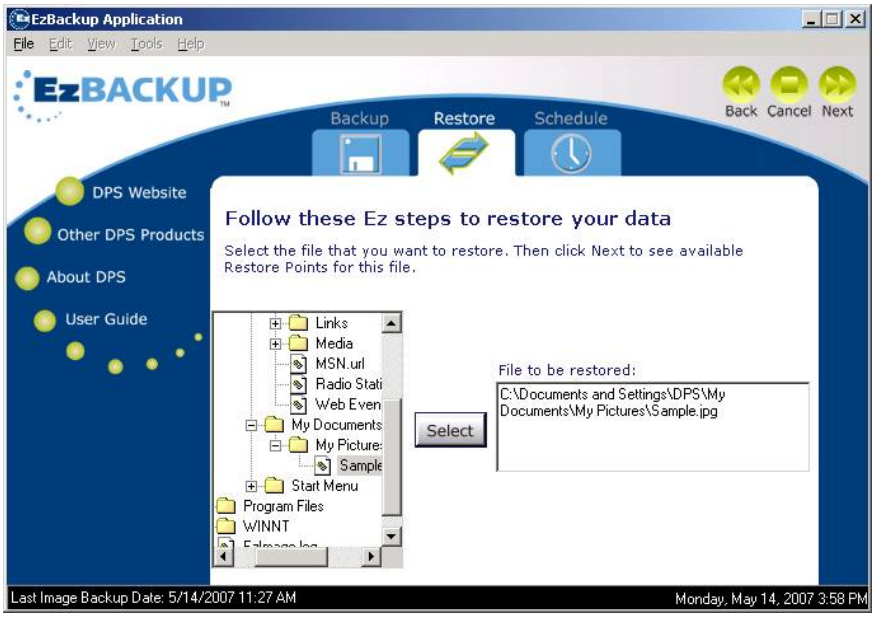
SELECTED FILES FROM SPECIFIC DATE is only for the purpose of restoring selected user files (such as files saved in your My Documents folder or on your Desktop) back to the SOURCE DRIVE.

If you want to restore your operating system and/or any of your applications, or if you wish to restore your BACKUP to a replacement drive, boot from the Recovery Disc and do an IMAGE RESTORE. (See Chapter 7: Restoring an Image Backup on page 34.)

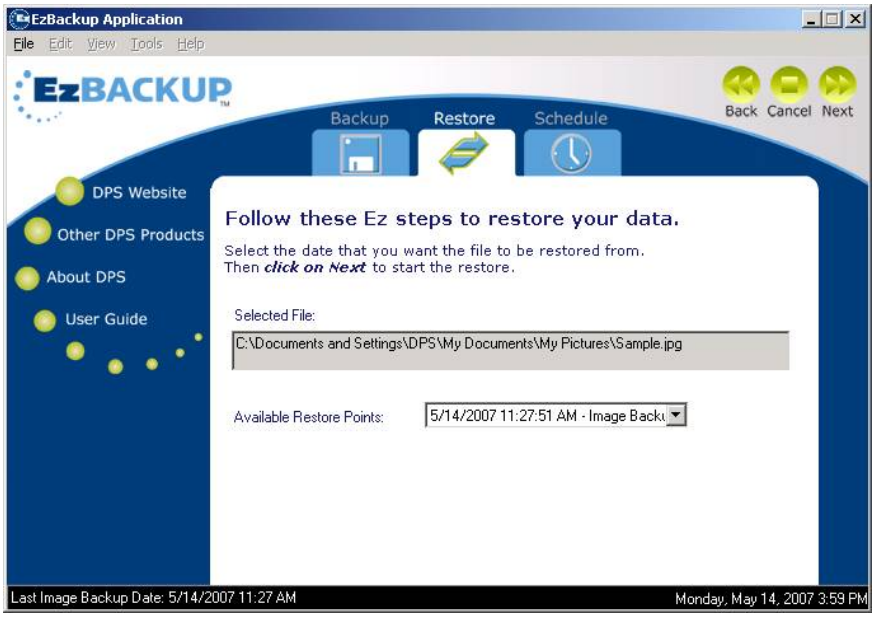
Do not use SELECTED FILES FROM SPECIFIC DATE to restore system files; system instability could result.

Specific File From a Previous Backup

Select **SPECIFIC FILE FROM PREVIOUS BACKUP** and click **NEXT** if you want to find all the backups of a particular file.



Select the file you want to search for and click **NEXT**. EzBackup will display a list of the backups of that file that it has saved on the BACKUP DRIVE.



Select the backup date you want to restore and click **NEXT** to continue. EzBackup will restore that backup of the file to its original location on your SOURCE DRIVE.

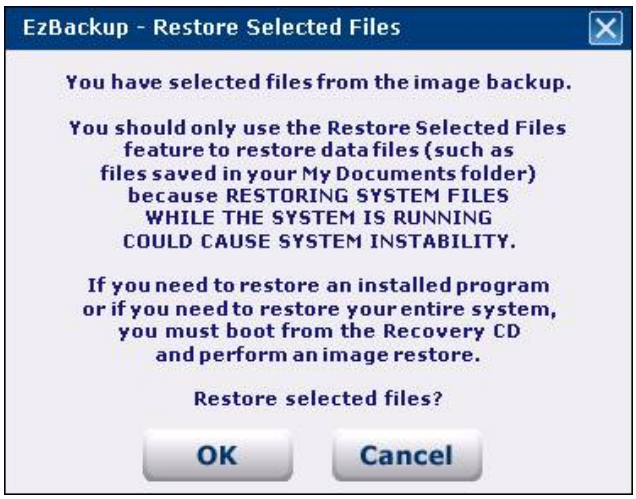
Overwriting Existing Files

If a copy of the file or folder to be restored already exists on your SOURCE (usually the C:\) DRIVE, EzBackup will ask if you wish to replace that file or folder. Click **YES** to replace the existing item, **YES TO ALL** to replace all existing items, **NO** to skip the current item, or **NO TO ALL** to skip all items (cancels the restore).

Restoring All Files

To restore all the files copied in a backup, you must boot from the Recovery Disc and perform an IMAGE RESTORE. This is because the backup files may include some system files that cannot be replaced while Windows is running. See the next chapter Chapter 7: Restoring an Image Backup for more information.

You may also see the following warning when you try to restore files from your backups. It is a reminder that you should boot from the Recovery Disc if the files you want to restore include system files that cannot be replaced while Windows is running. For example, if you want to restore installed programs or if the items you want to restore include Windows system directories, you must boot from the Recovery Disc and use the EzBackup Recovery Program to restore the backup.



Chapter 7: Restoring an Image Backup

If you have a more serious problem with your system due to corruption of system files—or even physical damage to the SOURCE DRIVE, the ability to restore individual files or folders may not offer an adequate solution. In such instances, you may need to perform an IMAGE RESTORE which will copy your IMAGE BACKUP as well as all of your file backups back to your SOURCE DRIVE or to a replacement drive.

The IMAGE RESTORE is a byte-by-byte restoration of the BACKUP DRIVE, including all system, formatting, and program data. An IMAGE RESTORE overwrites all the data on the original SOURCE DRIVE with the backup data from the BACKUP DRIVE.

If your SOURCE DRIVE is the system drive that Windows runs from (normally the C:\ drive), you should only restore the IMAGE BACKUP back to the original source drive or to a replacement drive connected to the same computer. Restoring the IMAGE BACKUP to the system drive of another computer may result in system instability.

This is because an IMAGE BACKUP created from a system drive includes system information specific to the computer that it was created on, such as information about the hardware that was connected to the system (the type of processor, special drive setups, the video display card, etc). Using this system information to run a different computer could cause Windows to become confused and lead to system crashes.

IMAGE RESTORE capability is not available in the trial version of the software. An activated copy of EzBackup and an EzBackup Recovery Disc are required to perform an IMAGE RESTORE.

The IMAGE RESTORE process cannot be run from within Windows. This is because it replaces system files that are necessary for Windows to run properly. Thus, the IMAGE RESTORE must be run from the EzBackup Recovery Disc. The Recovery Disc runs Windows PE, which contains its own operating system files that allow it to boot up the computer. However, to utilize this capability, your computer must be capable of booting from the CD-ROM drive. Virtually all computers are capable of booting from the CD-ROM drive. However, not all computers have this capability enabled by default. For instructions on how to enable booting from the CD-ROM drive, see Appendix A at the end of this product manual.

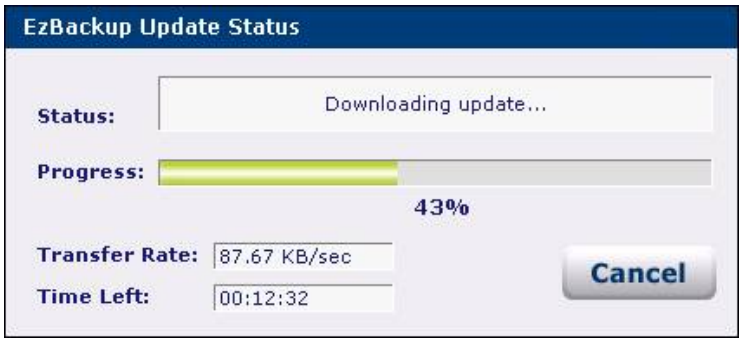
Creating a Recovery Disc

If you do not have a copy of the EzBackup Recovery Disc (such as if you installed EzBackup from a web download), you will need to create a one in order to be able to do IMAGE RESTORE.

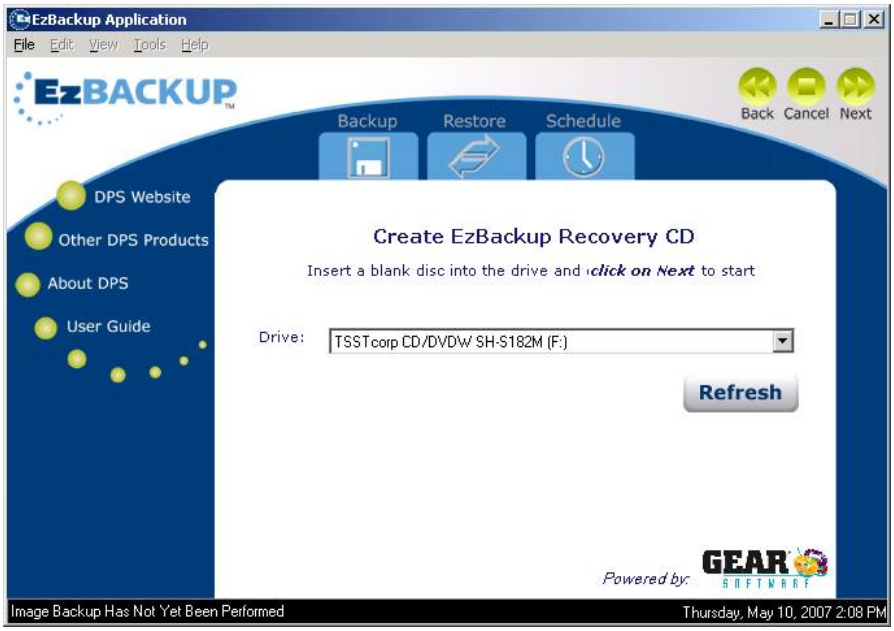
To create a Recovery Disc, you will need a CD-R/W (CD writer) drive and a blank CD (a CD-R or CD-RW disc).

Place a blank CD into the CD-R/W drive. From the Tools menu in EzBackup, select **CREATE RECOVERY DISC.** EzBackup will check to see if it has the data it needs to create the Recovery CD. If not, it will need to retrieve this data from the web.

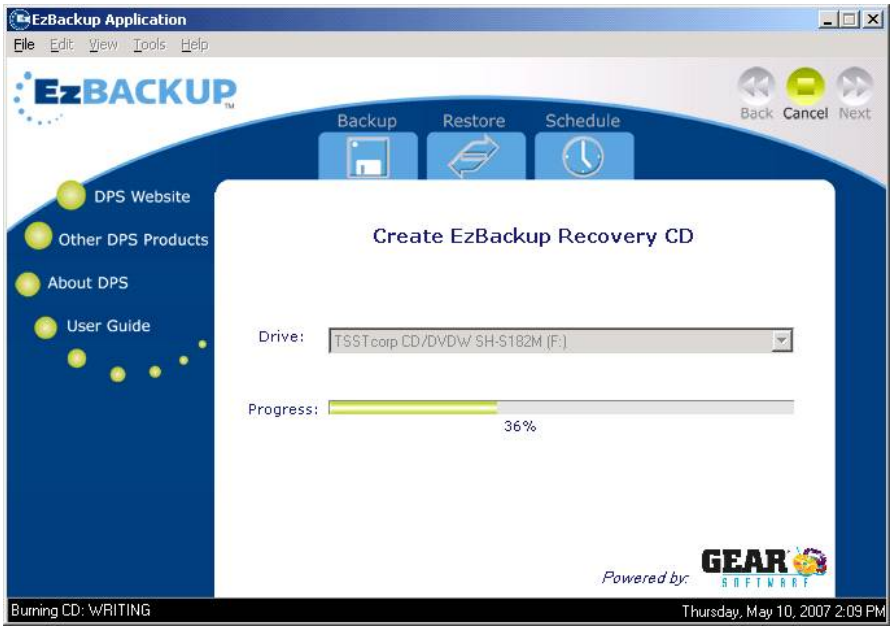
Click **OK** to begin the download if asked.



When the download is complete, EzBackup will be ready to burn the Recovery Disc to the blank disc.



If your CD writer is not selected in the drive window, click the down arrow to view additional devices or click on REFRESH. Make sure there is a writable CD in the selected drive and click **NEXT**.



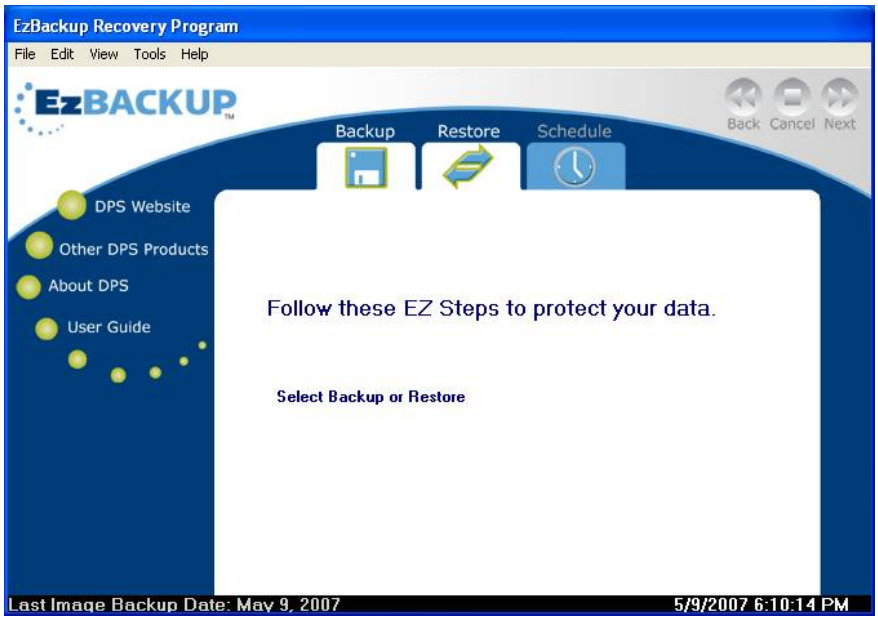
The disc will be ejected when the burn process is completed.

Begin the Image Restore

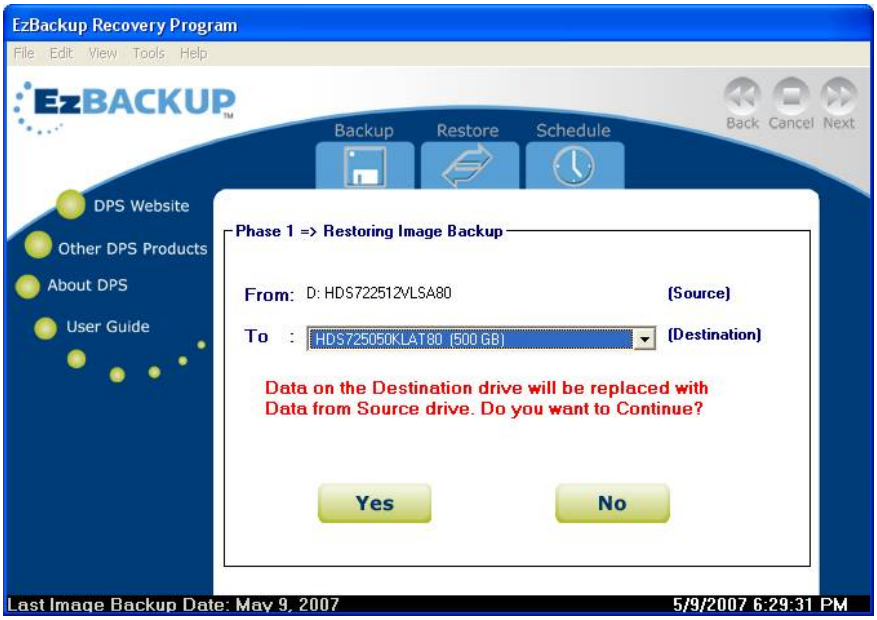
To begin the IMAGE RESTORE process, insert the EzBackup Installation & Recovery Disc (or a Recovery Disc that was created by the application) into your CD-ROM drive and restart the computer. If booting from the CD-ROM drive is enabled, a message will appear for a few seconds that says "**PRESS ANY KEY TO BOOT FROM CD...** " At this time, press any key on your keyboard to boot from the Recovery Disc.

If you do not see this message (or if you see the usual Windows loading messages or your normal Windows desktop), you have not successfully booted from the CD. See the Troubleshooting section of this manual for help or refer to Appendix A for instructions on how to enable booting from the CD-ROM drive.

As the system boots from the Recovery Disc, a "Loading... Please Wait..." message will appear on-screen for several seconds while the EzBackup Recovery Program starts up.



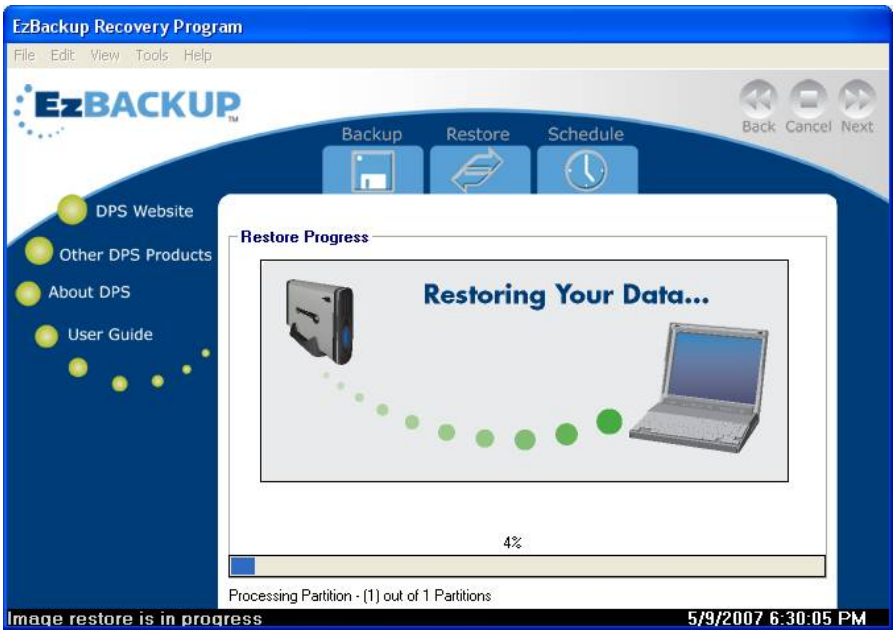
When the EzBackup Recovery Program appears, click on the **RESTORE** tab.



Confirm that the source is the BACKUP DRIVE that you want to restore from and that the destination selected is the drive that you want to restore to (or change the selection to the correct drive). Click **YES** to proceed with an IMAGE RESTORE to the selected destination drive.

EzBackup will ask a second time if you want to continue with the IMAGE RESTORE. Click **YES**.

The IMAGE RESTORE will begin.



The IMAGE RESTORE will overwrite everything on the destination drive with data from your BACKUP DRIVE (the restore source).

If you set up EzBackup to use INCREMENTAL BACKUP MODE, see the next section Restoring Incremental Backups for how to restore your INCREMENTAL BACKUPS.

If you set up EzBackup to use OVERWRITE BACKUP MODE, doing an IMAGE RESTORE will also restore your latest file backups. See the section below titled Completing the Image Restore Process for the final steps.

Restoring Incremental Backups

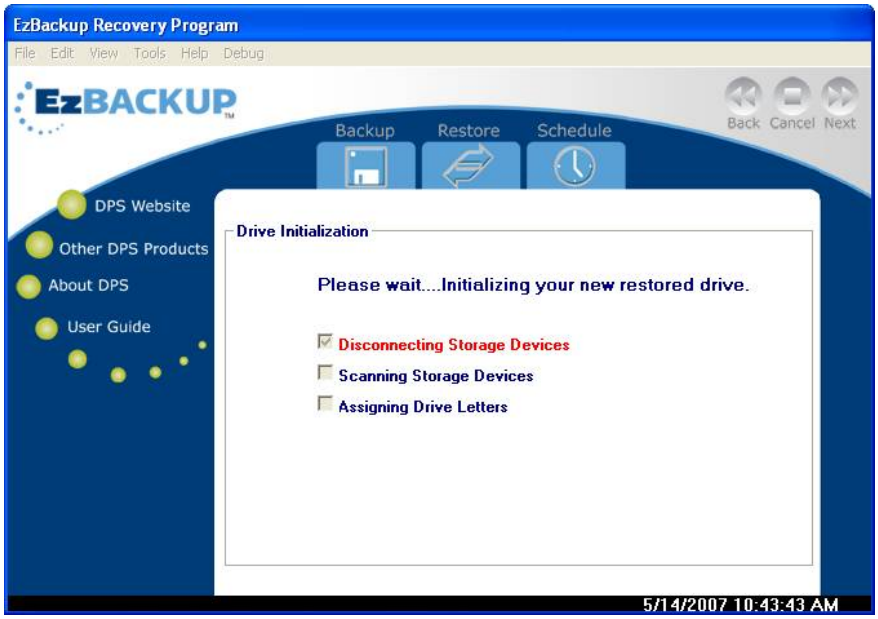
When EzBackup is in OVERWRITE BACKUP MODE, the image that is restored when you perform an IMAGE RESTORE already includes the latest files from your regular backups.

When EzBackup is in INCREMENTAL BACKUP MODE, each INCREMENTAL BACKUP is kept as a separate restore point. So after you have performed an IMAGE RESTORE, EzBackup will need to restore your INCREMENTAL FILE BACKUPS in a separate step.

You can always return to the EzBackup Recovery Program at a later point in time to restore more INCREMENTAL BACKUPS to the drive if you need to. (You can only restore INCREMENTAL BACKUPS to a drive that you have previously done an IMAGE RESTORE to).

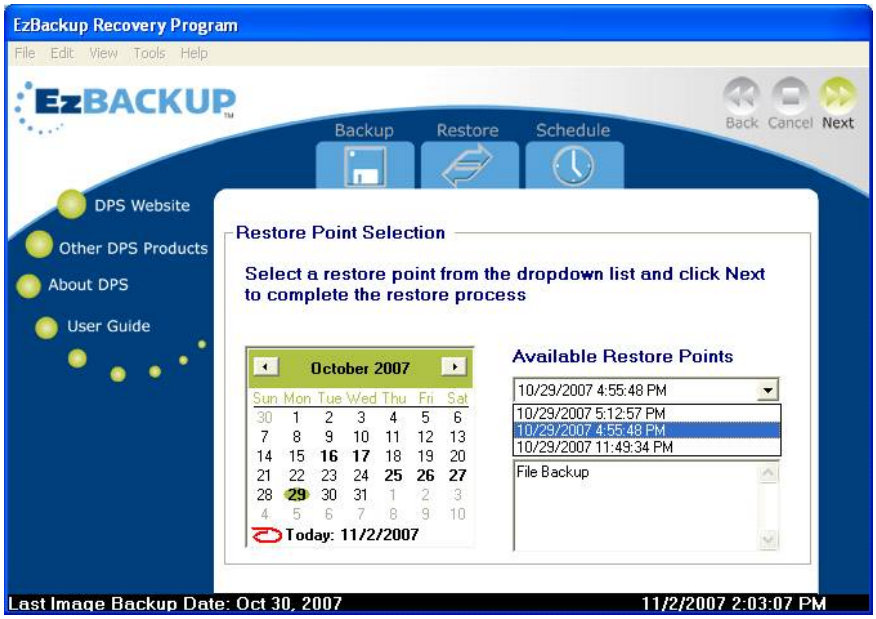
Simply make sure that the backup drive and the drive that you want to restore to are connected to the computer and turned on. Insert the EzBackup Recovery Disc into the CD-ROM drive and restart your computer. When the EzBackup Recovery Program appears, select the **RESTORE** tab.

After completing the instructions above for performing an IMAGE RESTORE, wait while the EzBackup Recovery Program remounts the newly restored drive.



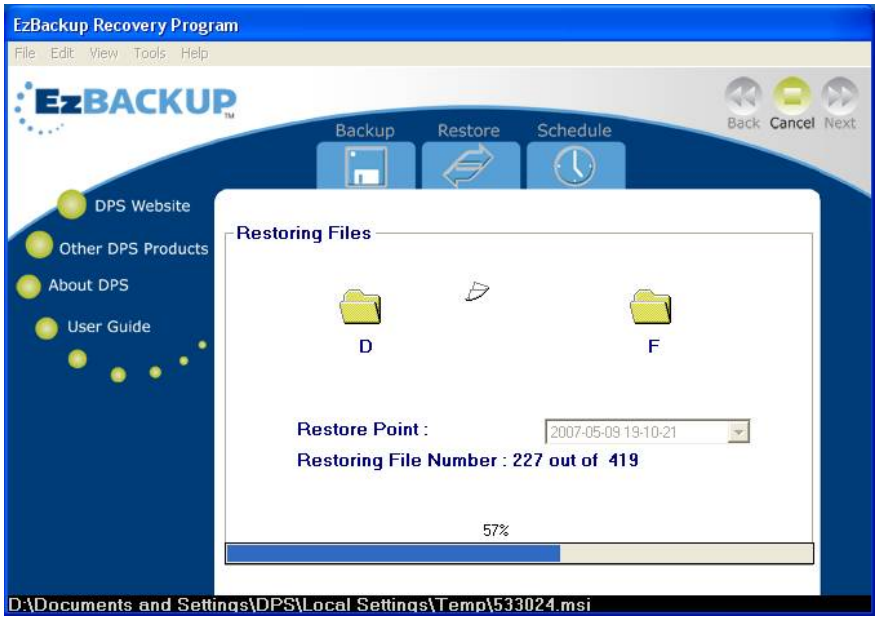
Select the restore point that corresponds to the date of the latest INCREMENTAL BACKUP that you want EzBackup to restore.

(This would typically be the last INCREMENTAL BACKUP that was performed on the computer. However, you may want to select an earlier backup as the restore point. This could be the case if you know that there are problems (corruption, virus/spyware infection) on your computer that could have been copied into the latest backup).



Once you have selected a restore point, click **NEXT** to start restoring your INCREMENTAL BACKUPS.

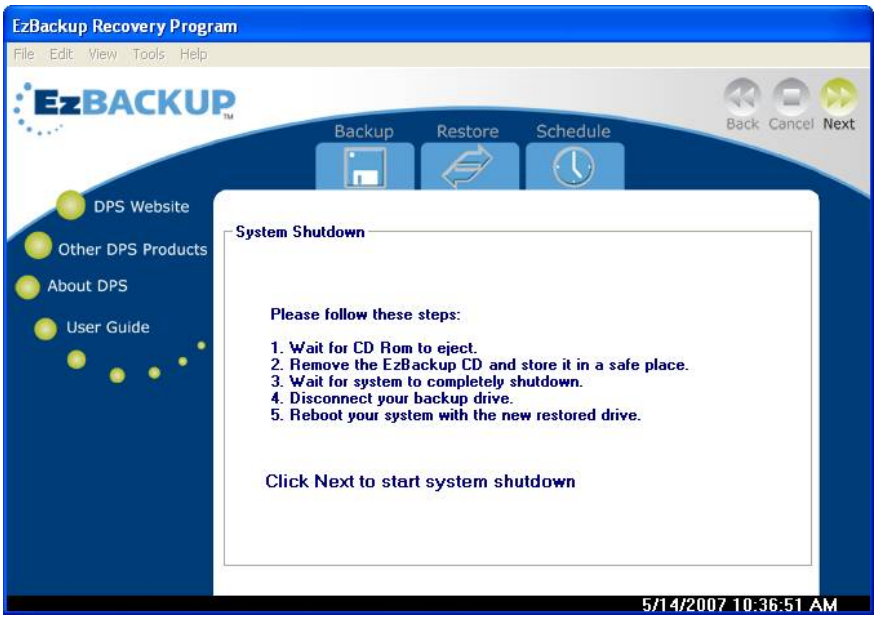
The EzBackup Recovery Program will restore the most recently backed up version of each file that was backed up prior to and including the restore point that you have selected.



When EzBackup has finished restoring the INCREMENTAL BACKUPS, you are ready to complete the IMAGE RESTORE process with the following final steps.

Completing the Image Restore Process

When the EzBackup Recovery Program is finished, it will display a list of the final steps that need to be done to complete the IMAGE RESTORE process. Make sure to follow these steps carefully, to avoid problems booting from your newly restored drive.



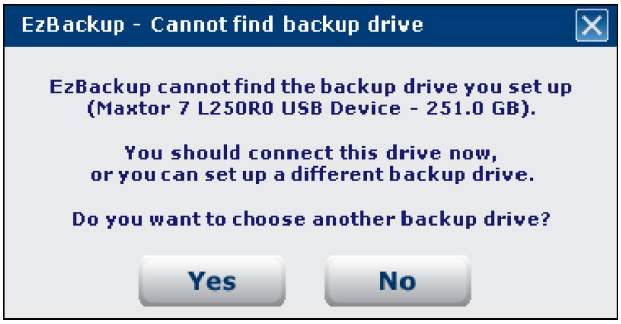
First, the CD-ROM drive will eject the Recovery Disc. Remove the EzBackup Recovery Disc from the CD-ROM drive. Click **NEXT** to shut down your computer.

If you are restoring a system drive (the drive that Windows boots from, normally the C:\ drive): **Before rebooting the computer, disconnect the BACKUP DRIVE from the system**. You need to boot from the newly restored drive at least once to give Windows the opportunity to recognize or re-recognize the drive as its primary boot drive. **If you fail to do this, Windows may boot from the BACKUP DRIVE instead of the restored drive.**

If your BACKUP DRIVE is an internal drive, you can do this by disconnecting the drive's power and data connectors. If your BACKUP DRIVE is an external drive, simply flip the off switch and/or disconnect the drive's power cable and its (USB or FireWire) PC connection.

When Windows reloads, open My Computer and verify that your SOURCE (usually C:\) DRIVE was successfully restored.

(If EzBackup displays a message saying that it can't find the BACKUP DRIVE you set up and asking if you want to choose another drive, click **NO** to ignore it for now.)



You can now re-connect your BACKUP DRIVE.

If your backup drive is an internal drive, shut down the computer, reconnect the drive's power and data connectors, and start up again. If your backup drive is an external drive, you do not need to shut down the computer. Just reconnect the drive's power cable, turn it on (if it has a power switch) and reconnect it to the computer.

Your system is now fully restored and ready to resume normal backup operation with EzBackup.

Chapter 8: Migrating to a Replacement Drive

It is sometimes necessary to replace your computer's hard drive. This could be because of a mechanical failure in the old drive, or because you want a drive with a larger capacity. When you replace a hard drive, you will need to copy all the data from the old drive to the new drive. This process of moving data to a new replacement drive is called migration, and EzBackup makes it easy.

As long as all the data on your SOURCE DRIVE has been backed up to your BACKUP DRIVE, all you have to do is install the new drive in your computer and perform an IMAGE RESTORE to it. EzBackup will transfer to the new drive all the data it has backed up from your old SOURCE DRIVE, and you will be able to immediately start using your new drive, without having to reinstall the OS, your applications, and all your files and settings.

To use EzBackup, the BACKUP DRIVE has to be at least as large (or preferably larger) in capacity than the SOURCE DRIVE you want to back up. If you replace your existing SOURCE DRIVE with a new drive which is larger than your existing BACKUP DRIVE, you will need to replace the BACKUP DRIVE with a drive that is at least as large as the replacement drive.

Before migrating to a new drive, make sure that you have a current IMAGE BACKUP of your SOURCE DRIVE on your BACKUP DRIVE.

See Chapter 7: Restoring an Image Backup on page 34 for instructions on using IMAGE RESTORE to transfer your information to a new drive.

When using IMAGE RESTORE to migrate to a new drive from your IMAGE BACKUP, it is necessary to understand that the usable storage space on the *new* SOURCE DRIVE will initially be limited to the size of the *old* SOURCE DRIVE. Say, for example, that your old SOURCE DRIVE had a total capacity of 40 GB and that your new drive has a total capacity of 120 GB. The IMAGE RESTORE process will copy a 40 GB partition to your new drive that is the image of the data from your old drive. This 40 GB partition will appear in My Computer as if it were the entire drive and you will not have access to the remaining 80GB of capacity on the new drive.

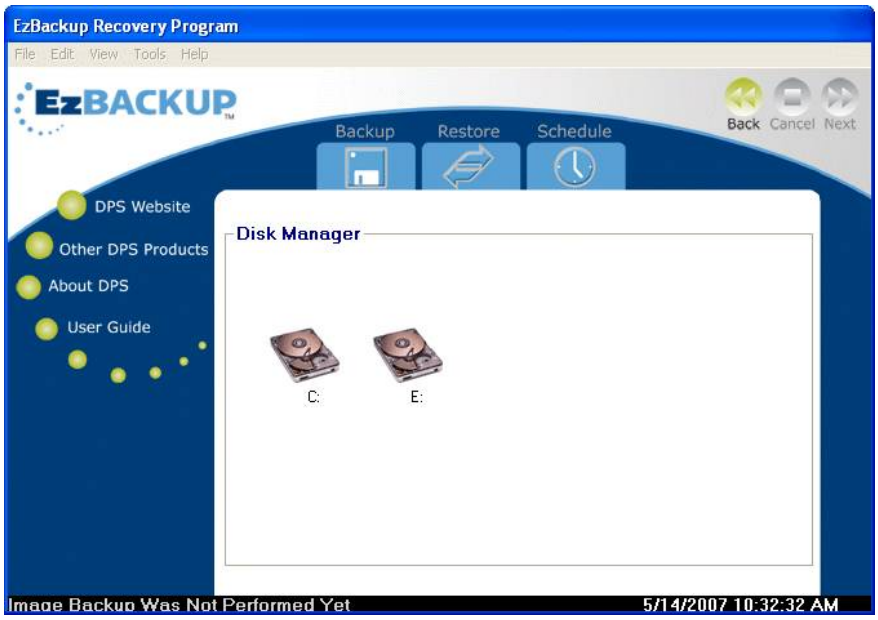
The PARTITION EXPANDER provides a quick and easy method to reclaim this missing extra capacity.

Using the Partition Expander

The PARTITION EXPANDER will help you complete the process of migrating (moving your data) to a larger drive. It is a utility that can expand hard drive partitions, and it will allow you to reclaim the remaining storage space that seems to be missing after you use IMAGE RESTORE to migrate to a larger replacement drive.

After completing all the steps to restore the IMAGE BACKUP (and any INCREMENTAL BACKUPS, if present and if desired) to the new drive, you are ready to expand the partition on the new drive.

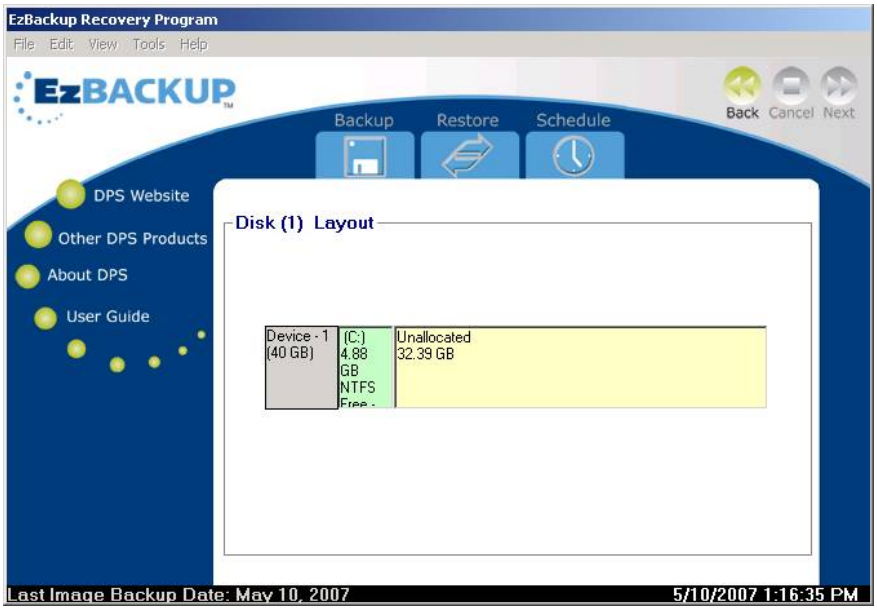
Boot from the Recovery Disc (just as you did to perform the IMAGE RESTORE). When the EzBackup Recovery Program appears, select **DISK MANAGER** from the Tools menu.



Click on the disk drive icon that represents the new replacement drive (or any other drive that you wish to expand).

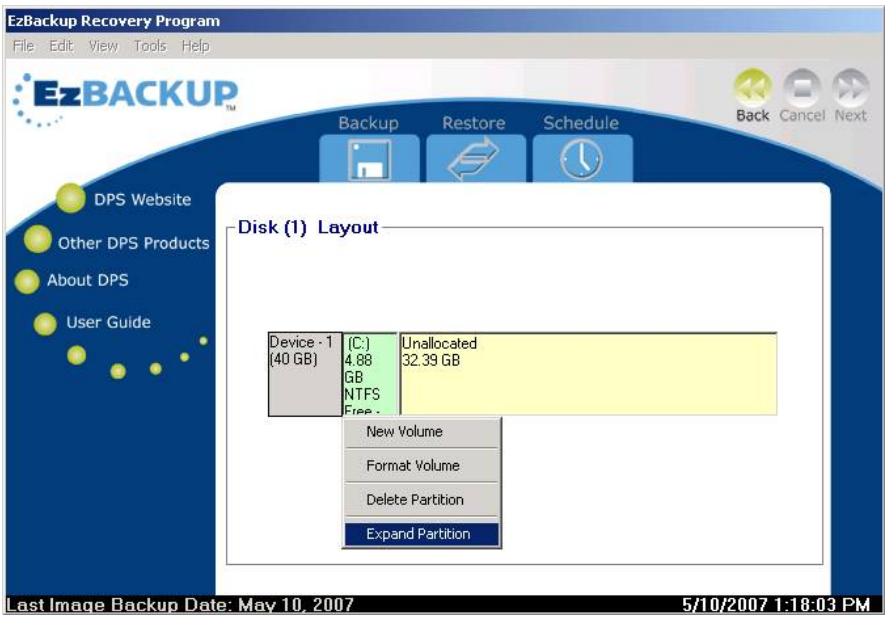
Note that the drive letter assigned to the drive may be different than usual. You may need to move the mouse pointer over each drive to display that drive's properties so that you can select the right one.

When you click on a drive, EzBackup displays the disk layout for that drive.

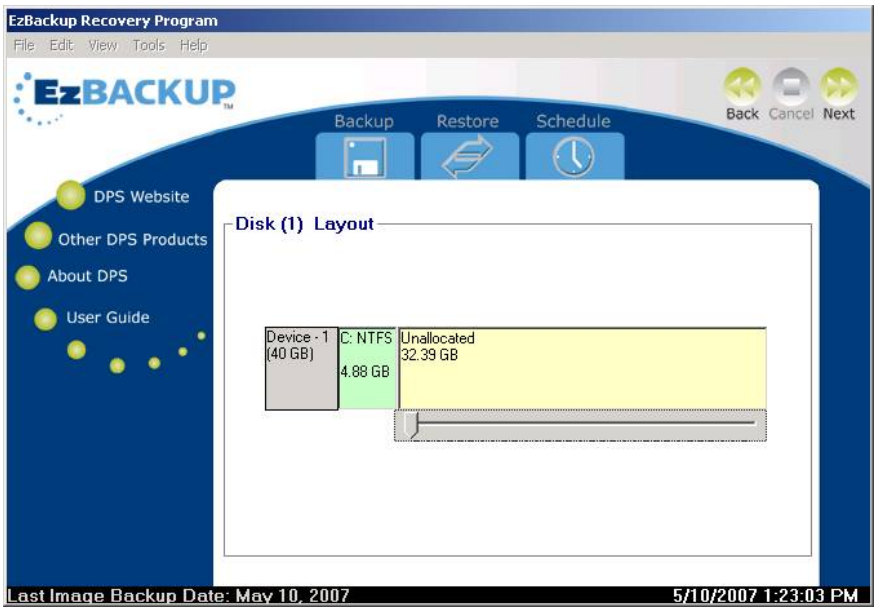


The green area shows the amount of drive capacity that has already been allocated to an existing partition. The yellow area labeled “Unallocated” shows you how much remaining space there is to reclaim on the drive.

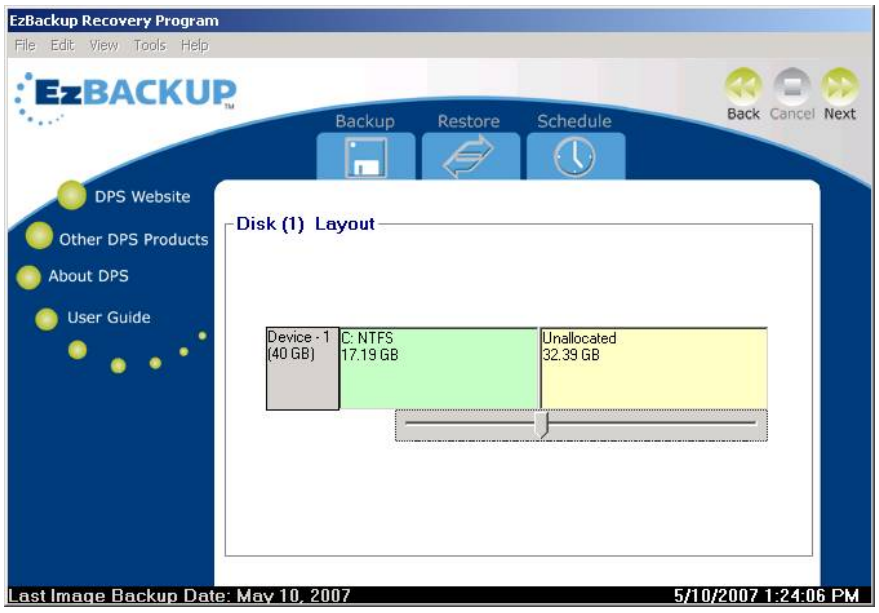
Right-click in the green area that represents the partition that you want to expand and select **EXPAND PARTITION** from the drop-down menu.



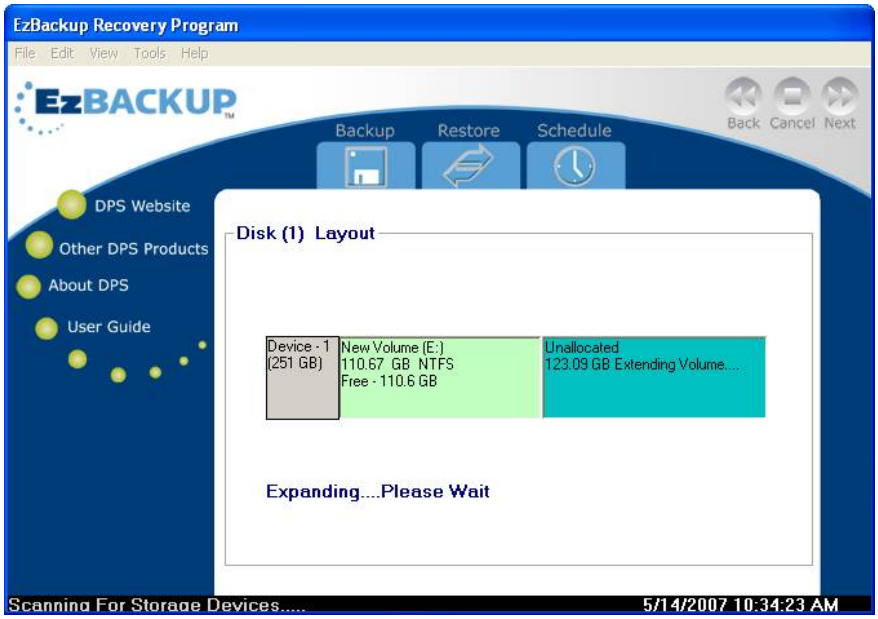
A slider indicates how much the partition can be expanded.



Drag the slider to expand the partition size.



When you have set the slider to indicate your desired partition size, click **NEXT** to start the expansion.

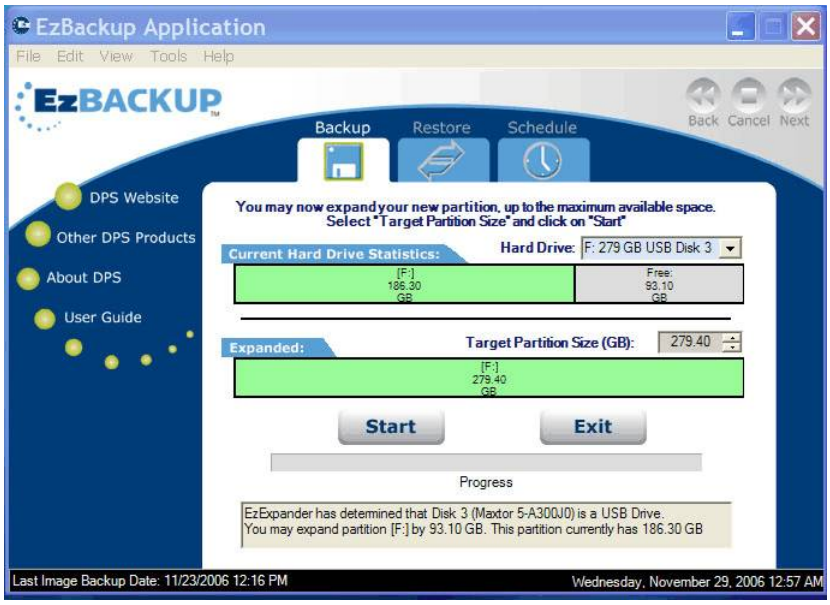

EzBackup Recovery Program
File Edit View Tools Help
EzBACKUP
Backup
Restore
Schedule
Back Cancel Next
DPS Website
Other DPS Products
About DPS
User Guide
Disk (1) Layout
Device - 1
(251 GB)
New Volume (E:)
110.67 GB NTFS
Free - 110.6 GB
Unallocated
123.09 GB Extending Volume....
Expanding....Please Wait
Scanning For Storage Devices.....
5/14/2007 10:34:23 AM

Using the Partition Expander in Windows

You can also use the PARTITION EXPANDER included in the EzBackup Application from Windows. However you will not be able to expand your new replacement drive if it is the system drive that Windows runs from (normally the C:\ drive).

Select **PARTITION EXPANDER** from the Tools menu. The PARTITION EXPANDER screen will appear. Your SOURCE and BACKUP DRIVES will appear in the HARD DRIVE drop-down box. If you have other disk drives attached to this computer, those drives will also appear in the drop-down box.

Select your replacement drive from the HARD DRIVE drop-down list.



The CURRENT HARD DRIVE STATISTICS box will show you the current disk layout of your new SOURCE DRIVE. The total size of the partitions will add up to the entire size of your *old* SOURCE DRIVE. The remaining free space will reflect any extra space on the new SOURCE DRIVE.

The EXPANDED box will show you what the layout of the drive will look like after the expansion.

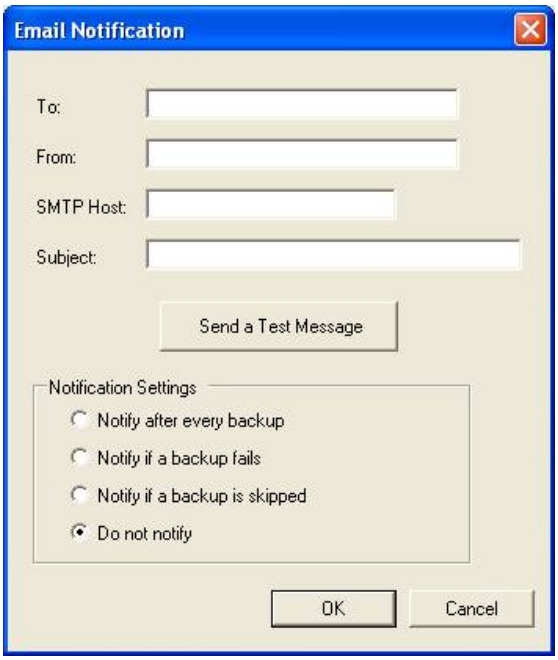
Select the existing partition, use the up-down arrows to adjust the TARGET PARTITION SIZE to the desired size, and click **START**. When the expansion is finished, the CURRENT HARD DRIVE STATISTICS will be updated with the new partition size.

Click **EXIT** when you are done.

Chapter 9: E-mail Notification

EzBackup can be set to run backups on a pre-determined schedule so that your computer can be backed up regularly even when you are not around If you need confirmation that a backup has actually taken place while you have been absent, you can activate E-MAIL NOTIFICATION. This feature has been provided to allow you to be notified by e-mail that any scheduled backups have, in fact, taken place and have been successful.

Select **E-MAIL NOTIFICATION** from the Tools menu. The E-mail Notification screen will appear.



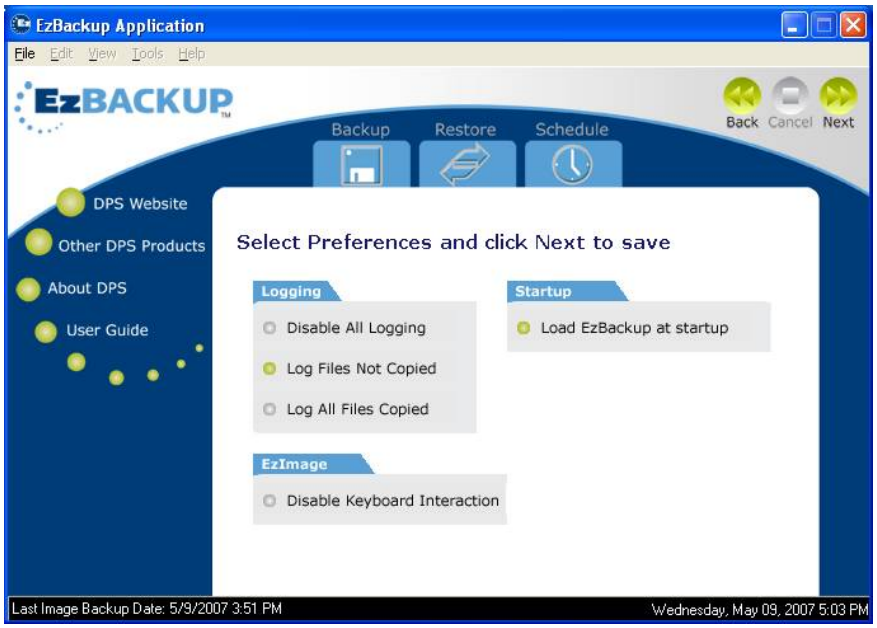
Enter the e-mail address you want notifications to be sent to, the e-mail address to be used as the sender, the mail service (SMTP) host address (for example, mail.myprovider.com) and a readily recognizable subject line (such as: Backup Report from Bob's Computer) to appear in the message.

Use **SEND A TEST MESSAGE** to ensure that the information has been properly entered and that the notification feature is working properly. You should then check your e-mail inbox to verify that the notification has arrived.

The default notification option is DO NOT NOTIFY. To enable E-MAIL NOTIFICATION, select one of the other notification options: **NOTIFY AFTER EVERY BACKUP**, **NOTIFY IF A BACKUP FAILS** or **NOTIFY IF A BACKUP IS SKIPPED**.

Chapter 10: Preferences

Select **PREFERENCES** from the Edit menu to modify the preferences.



Logging

EzBackup automatically tracks activity whenever EzBackup is running. There are three options for running your log files. You may disable all logging activity, maintain a log of only those files that were scheduled to copy but did not copy or maintain a log of all the files actually copied in each backup.

To view a copy of your current log file, select **VIEW LOG** from the View menu.

To clear the log file of all information, select **CLEAR LOG** from the View menu.

EzImage

Some computers, laptops in particular, may not be able to respond to the prompt to “Press Any Key to Continue...” which appears at the end of the IMAGE BACKUP process. If this issue arises, select **DISABLE KEYBOARD INTERACTION** from the preferences screen to tell EzBackup to continue without waiting for keyboard input.

Startup

EzBackup is set by default to load when Windows starts up. If you prefer to launch EzBackup manually, deselect the **LOAD EZBACKUP AT STARTUP** option.

Chapter 11: Tips and 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. Take advantage of the benefits of the Scheduled Backup feature.

Do... perform regular image backups of your hard drive to insure that all files are properly backed up. Some files are locked by the operating system or another program, and so cannot be copied during a regular file backup.

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 an image restore to a drive which will be used as the system drive on a different computer than the one you created an image backup from. System instability could result because the image backup contains system information specific to the original computer's hardware.

Chapter 12: Troubleshooting

We have tried to make the use of EzBackup as uncomplicated and self-explanatory as possible. However, if you are experiencing difficulty installing or using EzBackup, this chapter may provide useful suggestions for dealing with these issues.

If the potential issues presented here do not correspond to the problem you are having, please refer to the How to Get Help section at the end of this chapter.

Installation

Q: I inserted the EzBackup Installation CD but the installation splash screen does not appear automatically.

A: Go to My Computer and double-click on your CD-ROM drive (often D:\ or E:\). If the installation screen still does not appear, right-click on the drive icon and select Explore. Double-click on the Windows folder to open it and then on the EzBackup folder. Double-click on the **setup.exe** file to launch the installation.

Q: I see two EzBackup drive icons in My Computer. Is this normal?

A: If you have selected the INCREMENTAL BACKUP MODE option, two EzBackup drive icons may appear in My Computer after you do an IMAGE BACKUP. This is normal. The first drive is your BACKUP DRIVE and contains the image backup; the second drive is also part of your BACKUP DRIVE which will contain the INCREMENTAL BACKUPS.

Drive Information

Q: How do I find out what SOURCE and BACKUP DRIVES have been set up?

A: From the View menu, select **CURRENT SOURCE & DESTINATION**. Click on **BACK** to exit this screen.

Recovery Disc

Q: I inserted the EzBackup Recovery Disc and restarted my computer but the EzBackup screen did not appear. Instead the Windows logo or the usual Windows loading messages appeared on screen.

Q: My computer is not booting from the EzBackup Recovery Disc. How do I get my computer to boot from a CD?

Q: How do I enable booting from a CD?

A: It sounds like your computer has not been set up with the ability to boot from the CD-ROM drive. The EzBackup Recovery Disc requires this ability to work, but luckily it is not difficult to enable. All you need to do is change your computer's boot sequence (the order in which the computer looks for drives to boot from) by adjusting the BIOS settings.

If you know the key sequence (the key(s) to press) to open the boot menu for your computer or that will make it boot from a CD, you should restart your system and press those keys as the computer starts up. If you do not know how to do this, see Appendix A of this manual for instructions on how to access your computer's BIOS settings.

Also, check your computer's manual or the manufacturer's website which may provide instructions on how to boot the 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-ROM 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.

Q: I booted from the EzBackup Recovery Disc and then accidently removed the CD from the CD-ROM drive before/while running the IMAGE BACKUP/RESTORE. I tried putting the CD back in but my computer is still frozen. What should I do?

A: Once you boot from the Recovery Disc, it should not be removed until the image process is completed. If the system is not responding, make sure the Recovery Disc is seated properly in the CD-ROM drive, disconnect the computer from power, wait at least 30 seconds, then reconnect the power and restart the computer. Let your system boot from the Recovery Disc again and load the EzBackup Recovery Program.

How to Get Help

If you need help beyond what is offered in this manual, please contact Technical Support. (Support is available Monday through Friday from 9:00 AM to 5:00 PM ET).

By telephone	954.925.7347
By fax	954.925.2889
By e-mail	technicalsupport@EzD2D.com

Appendix A

Accessing the Computer BIOS Settings

Many computers display BIOS access instructions while the computer boots. Pressing a particular key or combination of keys before the operating system begins to load will allow you to access the BIOS.

In many cases you need only press the **DELETE** key after the first visible text appears on your screen to interrupt the loading process and enter the BIOS screen. Other commonly used keys are ESC, F1, F2, F10, CTRL-DELETE. For more information, check the documentation that came with your computer or refer to the list below.

When you reach the BIOS screen, look for an option called BOOT SEQUENCE. If you don't find it on the main BIOS screen, check the other screens of the BIOS setup. The BOOT SEQUENCE option is often found on an advanced setup page.

If you continue to experience difficulty, please contact Technical Support at (954) 925-7347. (Support is available Monday through Friday from 9:00 AM to 5:00 PM Eastern Time).

Computer	Key Sequence
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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