

Stand-Alone Backup & Recovery Solution



Version 1.0

Windows

Linux



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, please refer to the manual, included on the installation CD, for **Linux®** installations. 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 product. There are many features of the **EzBackup™sa** that are not explained in this section.

1. **Turn your computer on to install the EzBackup™sa application.** If your computer is already on, close down all applications.
2. **Connect your new EzBackup™sa to your computer.** Connect the USB cable to the unit and to an available USB port on your computer. Connect the power supply connector to the 12V socket on the unit and plug the wall mounted power supply into a wall outlet. **Turn on the EzBackup™sa** and also **turn on the internal fan** of the **EzBackup™sa**, as well.
3. **Insert the EzBackup™sa Installation, Backup & Restore CD that came with your unit into the CD-ROM drive.** The install screen should appear. Click on **Install Now** to start the installation. **Upon completion of the software installation, leave the EzBackup™sa Installation CD in the CD-ROM drive.**

Note: Select **Yes** to the “Microsoft .NET Framework®” question if message appears. Step through the installation screens and make the appropriate selections based on your preferences.

4. Exit all applications. It is now necessary to re-boot your computer from the CD with the CD still in the CD-ROM drive. In most cases this will require you to alter the boot sequence from within the BIOS settings after restarting. For information on accessing the BIOS settings see Appendix A. Once you have restarted and entered the setup menu look for a menu option called “Boot” or “Boot Sequence”. If it is not listed, check the other screens of the BIOS setup, it is often part of an advanced setup page.
5. **The computer will boot from the CD-ROM drive and the EzBackup™sa install splash screen will appear.** Choose **Backup** from the screen and follow the onscreen instructions to create the first image backup of your hard drive and prepare the **EzBackup™sa** for use.

Note: If your computer does not boot from the CD (e.g. Windows® Operating System starts to load), please refer to your computer documentation to learn how to configure your computer’s BIOS to allow for a boot from the CD-ROM drive.

6. **Upon completion of the image backup, follow the onscreen instructions.** The CD-ROM drive will open. **Remove the Installation CD** from the CD-ROM drive and click **OK** to **shut down your computer.**
7. **Turn your computer back on.** Your **EzBackup™sa** is now set up and ready for normal use. Continue to familiarize yourself with your new **EzBackup™sa** by reading the complete manual.

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1. Introduction

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

EzBackup™sa 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. This provides you with a portable, bootable backup drive that is 100% consistent with your main or primary drive. By using the Installation, Backup & Restore CD that is included, restoring your data is easy. All of the functions and features of **EzBackup™sa** are controlled with the friendly **EzBackup™sa** software for Windows® and Linux®.

Installation is simple. A quick USB connection with the provided cable is all you need to be on your way to performing easy backups and having the piece of mind you deserve.

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®:
 - Windows® 2000/XP Home or Professional
- Linux®:
 - Kernel 2.4 or Above
 - X Window
- Macintosh®:
 - Mac OS X (Panther/Tiger)

1.2 Box Contents

- 1 **EzBackup™sa** External Drive Unit
- 1 **EzBackup™sa** Quick Start Guide
- 1 **EzBackup™sa** Installation, Backup & Restore CD
- 1 External Drive Unit Stand
- 1 USB Cable
- 1 Wall Mount Power Supply
- 1 Warranty Card



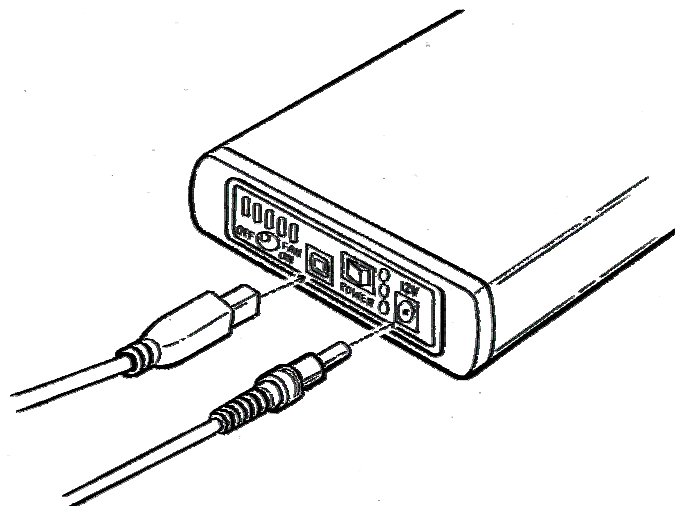
2. Setting up Your EzBackup™sa

Important:
Please close ALL applications before
starting.

2.1 Connecting the EzBackup™sa

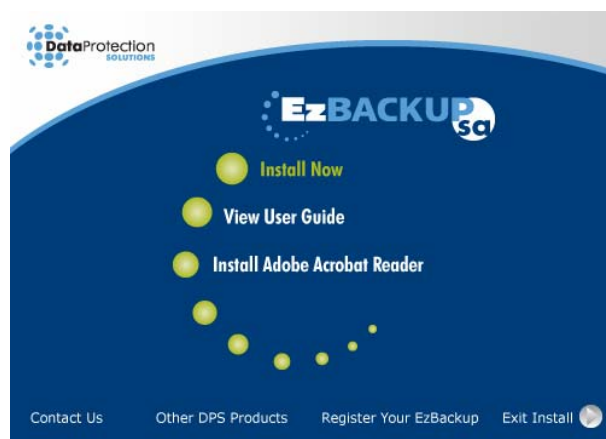
Connecting your **EzBackup™sa** is easy. By following the simple steps below, you will be on your way to backing up your data in just a few minutes.

1. Connect the smaller, rounded end of the included USB cable to your **EzBackup™sa** as shown in the illustration below.
2. Connect the other end of the USB cable to an available USB port on your computer.
3. Locate the included wall mounted power supply. Insert the small, round power supply connector into the **12V** power socket on the **EzBackup™sa** as shown in the illustration. Plug the power supply into an available outlet on your wall or power strip.
4. **Turn on** your **EzBackup™sa** by pressing the **power switch** so that the white dot is in the down position. Turn the **internal fan** on by sliding the fan power switch to the **on** position.
5. The **EzBackup™sa** setup is complete. **Important:** Your new **EzBackup™sa** will not function effectively unless a **Full Image Backup** is done. Please continue on to the next section to install the application and to complete your first Image Backup.



2.2 How to Install the EzBackup™sa Software – Windows®

1. Close all applications that may be running. If you have a previous version of the **EzBackup™sa**, you do not need to uninstall it. The newest version will uninstall it automatically.
2. Insert the **EzBackup™sa** Installation, Backup & Restore CD that came with your unit into the CD-ROM drive. The install screen should appear. 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 **EzBackupInstall.exe**.



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

Note: Select **Yes** to the “Microsoft .NET Framework®” question if message appears.

4. Select **Yes** to the “**Install EzBackup™sa**” question.
5. Step through the installation screens and make the appropriate selections based on your preferences.
6. Upon completion of the install, select **Exit Install** from the bottom right-hand portion of the window.
7. The **EzBackup™sa** software is now installed.
8. **Leave the CD in the CD-ROM drive.**
9. Follow **Steps 2–7** from **section 3** to perform the **Full Image Backup** and to complete the installation.

What is .NET Framework® and why do I need to install it?

Dot Net Framework® provides operating system support for the **EzBackup™sa** application. **EzBackup™sa** will not function without it. This will in no way impact your system.

2.3 How to Install the EzBackup™sa Software – Linux®

1. Insert the **EzBackup™sa** Installation, Backup & Restore CD that came with your unit into the CD-ROM drive. Go to the directory where the CD is mounted. Navigate to the **Linux®** directory of the CD and run the file **InstallEzBackup**. The install screen should appear.
2. Click on **Install Now** to start the installation.
3. Select **Yes** to the “**Install EzBackup™sa**” question.
4. Step through the installation screens and make the appropriate selections based on your preferences.
5. Upon completion of the install, select **Exit Install** from the bottom right-hand portion of the window.
6. The **EzBackup™sa** software is now installed.
7. **Leave the CD in the CD-ROM drive.**
8. Follow **Steps 2–7** from **section 3** to perform the **Full Image Backup** and to complete the installation.

2.4 How to Install the EzBackup-sa Software – Mac

1. **Turn your computer on to install the EzBackup™sa application.** If your computer is already on, close down all applications.
2. **Connect your new EzBackup™sa to your computer.** Connect the USB or Firewire cable to the unit and to an available USB or Firewire port on your computer. Connect the power supply connector to the 12V socket on the unit and plug the wall mounted power supply into a wall outlet. Turn on the **EzBackup™sa** and also turn on the internal fan of the **EzBackup™sa**, as well. If an error message pops up reading “The disk you inserted was not readable”, click on ignore.
3. **Insert the EzBackup™sa Installation, Backup & Restore CD that came with your unit into the CD-ROM drive.** Browse CD inside Mac OS X directory, and double click on install package. Be sure to install onto your primary internal drive. **Upon completion of the software installation, leave the EzBackup™sa Installation CD in the CD-ROM drive.**
4. Exit all applications and restart your computer with the CD still in the CD-ROM drive.
5. Press and hold “C” button to boot from CD, as the system begins to boot.

3. Creating a Full 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. Your **EzBackup™sa** utilizes the included Installation, Backup & Restore CD to create an Image Backup.

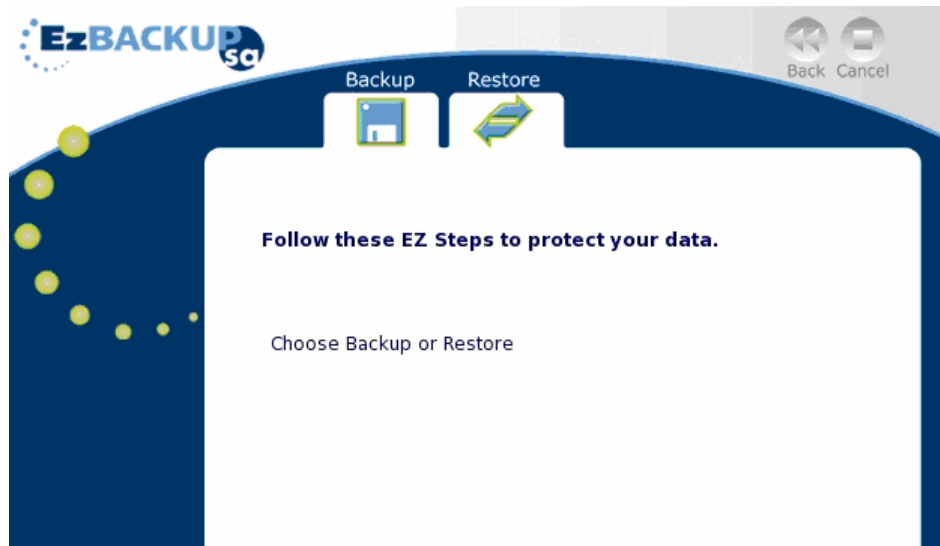
Important:

Your new **EzBackup™sa** will not function effectively unless an **Image Backup** is performed first. Please ensure this step is completed before proceeding.

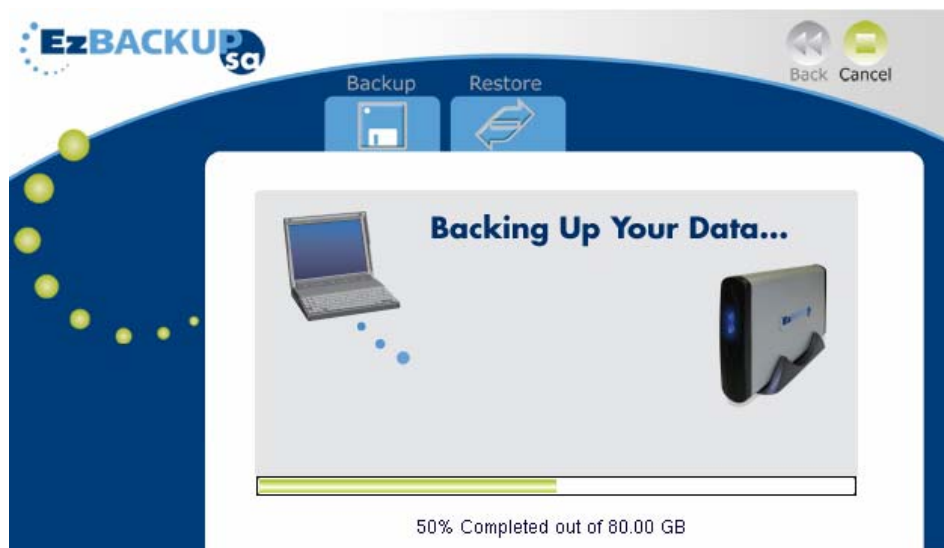
1. Insert the included Installation, Backup & Restore CD into your CD-ROM drive. Click on **Exit** if the auto start screen appears.
2. **Restart your computer. Your system will boot from the CD. If it does not, please refer to your computer’s documentation to learn how to configure your computer’s BIOS to allow for a boot from the CD-ROM drive.**



3. You should see the **EzBackup™sa** install splash screen after the computer is done booting from the CD-ROM drive.



4. Select **Backup**. Select **Yes** both times, when prompted, to confirm the creation of the Image Backup. The Image Backup begins and displays a progress window.



5. Upon completion of the Image Backup, 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.**
6. Click **OK** to shut down your computer. The **EzBackup™sa** application screen will close and the computer will **shut down**.
7. You can now restart your computer and set or schedule your backup.

It is highly recommended that you perform regular Image backups – e.g. once a month – **to insure that protected operating system files have been successfully backed up.** Please follow **steps 1 to 7** from this section to create future image backups.

To find out when was the **last time** that you performed an image backup, open the **EzBackup™sa** application. You will see the date of the **last image backup** performed at the **bottom – left of the screen**.

Important:

Please be sure to perform **scheduled virus and SPAM protection before any backup**. In addition, consider coordinating your backup schedule and other protection applications to assure the integrity of your computer system.

3.1 Default Backup

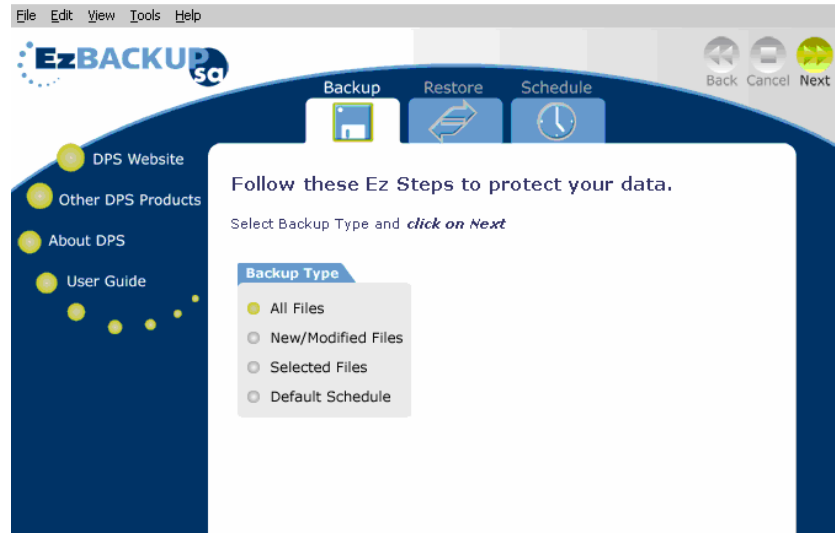
A Default backup (New/Modified files backup everyday at 4pm) has been set up for you. **EzBackup™sa** will ask you if you wish to accept it when you open the application for the first time after installation has been successfully completed. Click **Yes** if you wish to accept it. This default backup will then become **Job #1** on the schedule table.

You can always **modify** this setup through the **Schedule** section by selecting **View or Modify Default Backup** option. You can also initiate this backup by selecting **Default Schedule** on the **Backup** section.

For your convenience, **Upon Detection, or Ez-Touch_{sm}**, backup through **Button Pressed** has already been enabled. This feature will work properly even if you do not accept the Default backup (Windows® OS only). For more information about **Ez-Touch_{sm}**, please refer to **How to Create a Schedule Backup Program** on **section 4**.

4. Using your EzBackup™sa – *Backup*

4.1 Performing a Backup



4.1.1 All Files Backup

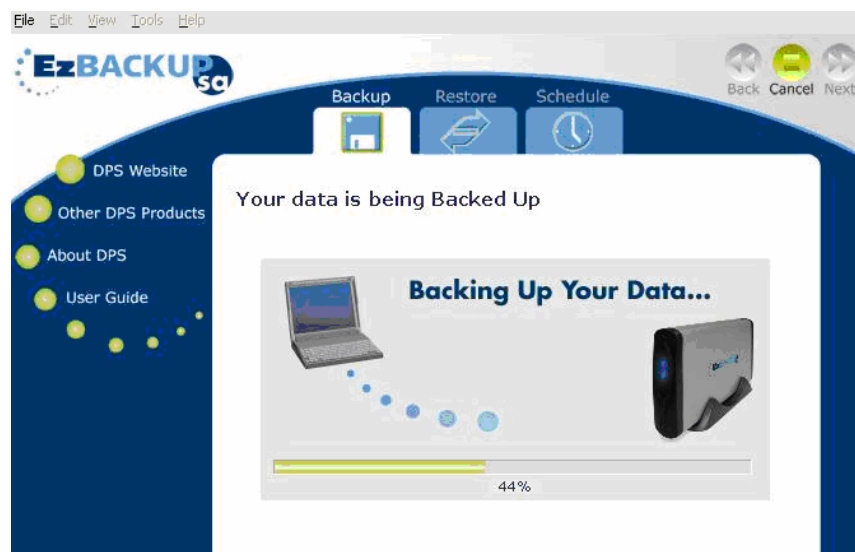
An **All Files** backup includes all files on your computer's internal hard drive except for some files that are restricted by the operating system.

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 automatically change to display a bar graph indicating 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 automatically change to display the progress of the backup.

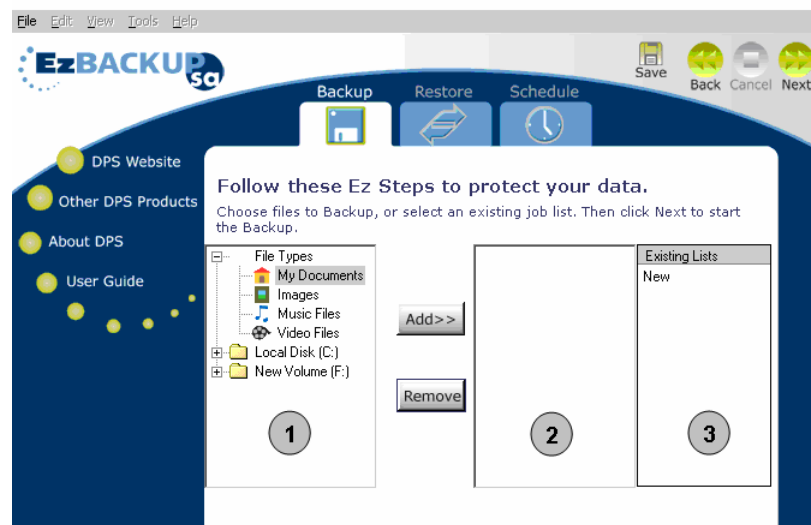


4.1.3 Selected Files Backup

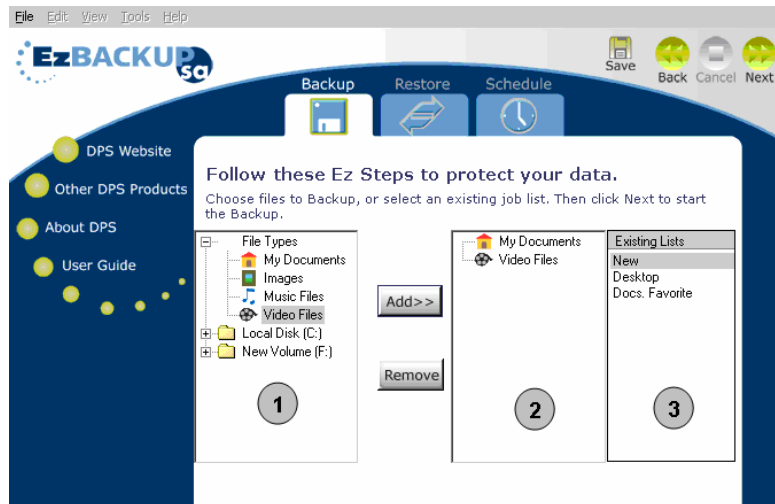
A **Selected Files** backup allows you to backup a select set of files that you specify. Files are selected from an Explorer-type window to create a **job list**, which can be saved and used in future backups. The saved job lists can be viewed, modified, and saved repeatedly to best suit your backup needs. In addition, **EzBackup™sa** 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.
2. Click on the third type – **Selected Files**. Click on the **Next** arrow.
3. 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.



4. 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.



5. 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.
6. 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.
7. 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. 
8. 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.
9. 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.
10. The screen will automatically change to display the bar graph indicating the progress of the backup.

4.2 Maintaining Your Backup Data

4.2.1 Scheduled Backups

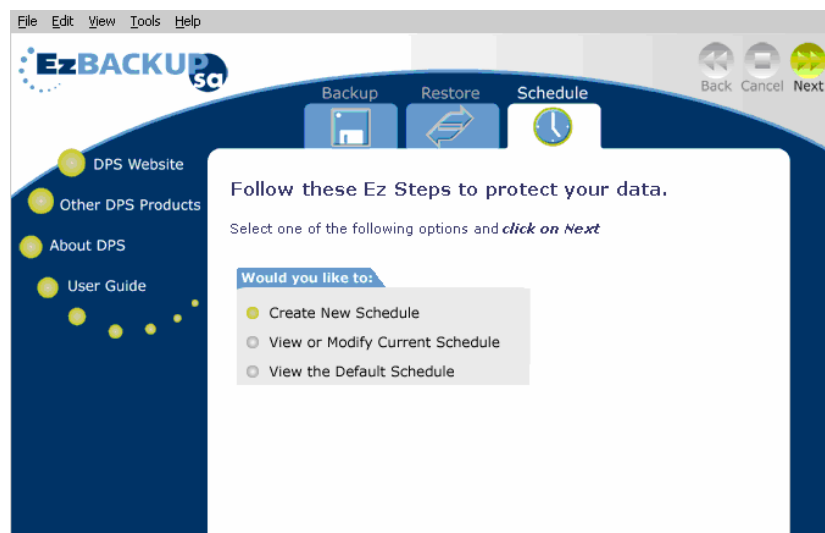
EzBackup™sa gives you the option of planning and scheduling your backups. You can pre-schedule up to **eight** unique backup programs. These can be an **All Files Backup**, a **New/Modified Files Backup**, and/or a **Selected Files Backup**, and they can be scheduled daily, weekly, monthly, or even just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

EzBackup™sa also features **Ez-Touch_{sm}**, which allows **New/Modified Files Backup** to automatically start when your **EzBackup™sa** is plugged into the computer's USB port and turned on, or when the blue button is pressed on the front of the unit (**Ez-Touch_{sm}** by Button Pressed does not apply to Linux® OS). You can enable **Ez-Touch_{sm}** by selecting **Upon Detection Backup**.

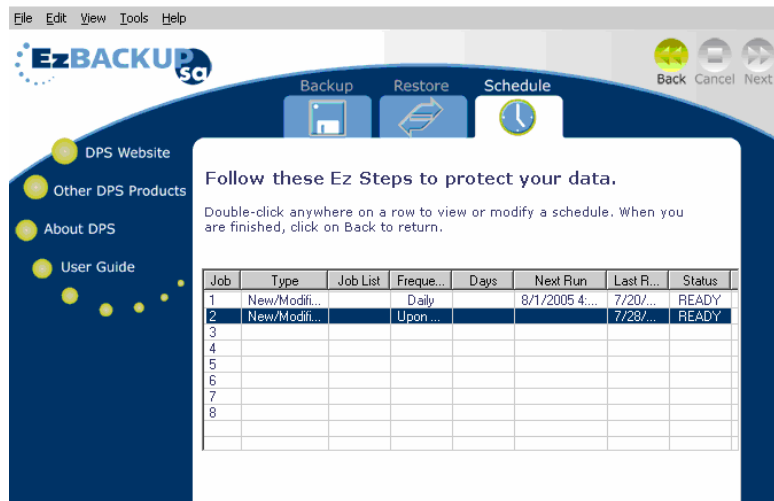
EzBackup™sa also gives you the option to enable a **default schedule** when the application is opened for the first time after installation has been completed. This default backup has been scheduled to backup **New/Modified files everyday at 4 p.m.** Whether you have or have not accepted the default backup, please follow the steps below to create or modify a backup program.

4.2.2 How to Create a Scheduled Backup Program

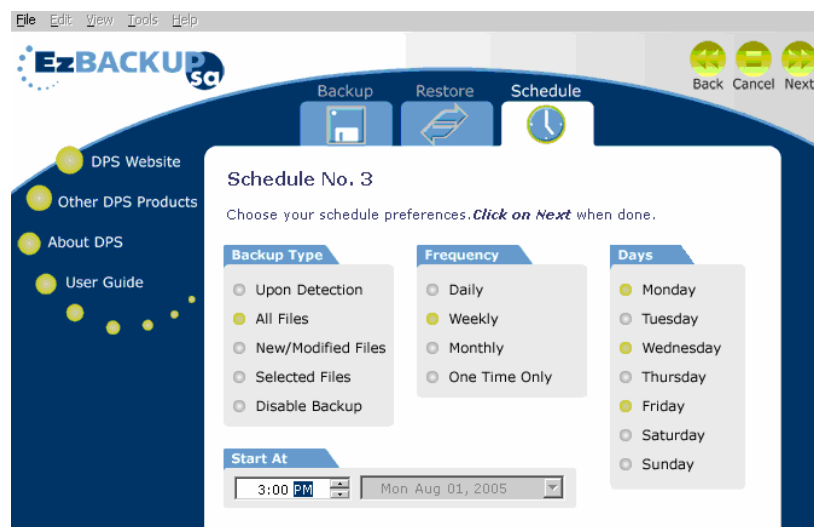
1. Click on the **Schedule** tab. A new screen will prompt asking you to select from a list of options. Select **Create new Schedule** and click on **Next**.



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.



3. 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**.



4. **Ez-Touch_{sm}**: The **Upon Detection** Backup Schedule offers two additional options: **Drive Connected** and **Button Pressed**. **Upon Detection** only allows **New/Modified Files** backup. This is indicated by the words “New/Modified Files” being displayed in green.

Drive Connected

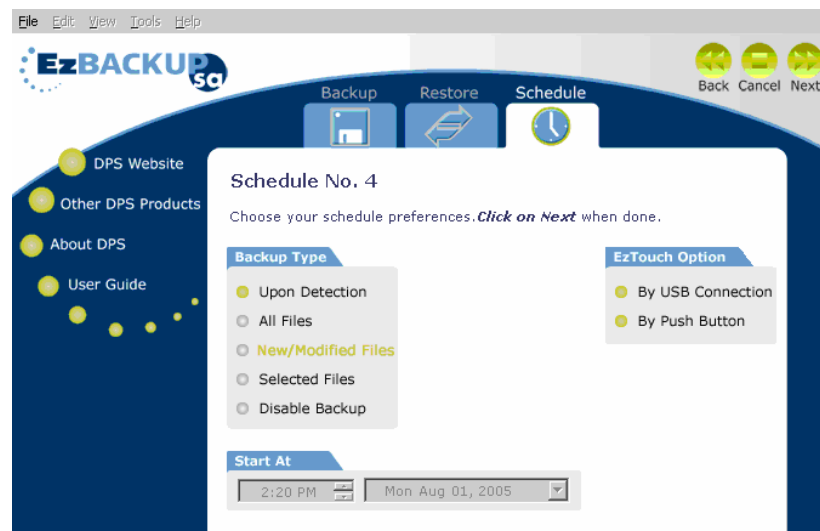
The Drive Connected backup type causes the respective backup program to start as soon as the **EzBackupTMsa** is **plugged** into the computer's **USB port** and **turned on**. This option invokes only a **New/Modified Files** backup.

Button Pressed

When the **blue button** is pressed on the front of the **EzBackupTMsa**, the **EzBackupTMsa** software loads, displays on the screen, and a **New/Modified Files** backup starts automatically. This is very convenient for spur-of-the-moment backups and can be done at any time. For your convenience, this feature has already been enabled and it can be used anytime after an image backup has been completed (Windows® OS only).

Note:

The button on the front of the **EzBackupTMsa** unit does not function in the **Mac®** and **Linux®** operating system environment. However, it will eventually be available to registered users via **www.EzD2D.com/service**.



5. Select the **Next** arrow to save the program and return to the **Scheduled Backup Table** seen previously in step 1.

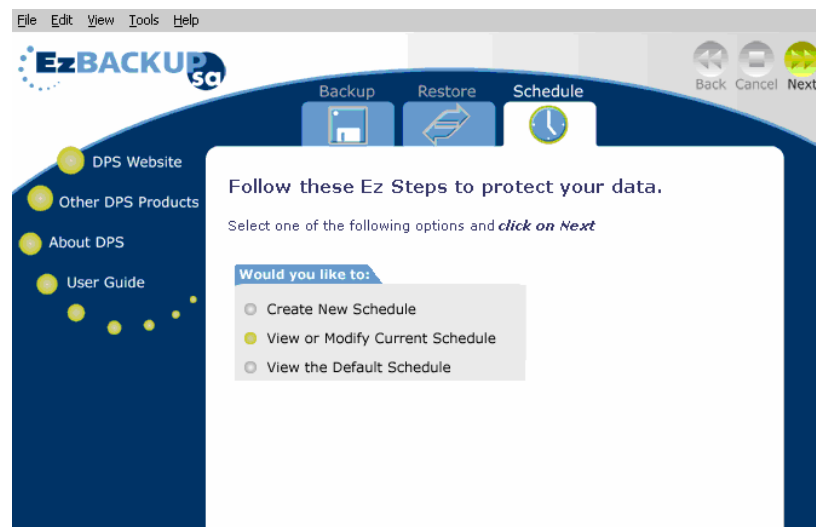
4.2.3 Selected Files Option

The **Selected Files** option 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.

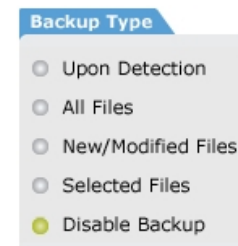
1. Choose the **Selected Files** option from within the **Schedule** tab. Select the options required to program the schedule. Click the **Next** arrow. The **Selected Files** Explorer-type window appears.
2. Select a predefined job list from the **Existing Lists** pane. Please see the **Selected Files Backup** section found earlier in this chapter for instructions on how to create or modify a job list.
3. Click the **Next** arrow.
4. The job list selected in step 2 has now been selected for use in the scheduled backup program you are creating.

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™sa E-Mail Notification

EzBackup™sa 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 enable this feature, go to the **Tools** menu and select **E-Mail Notification**. A new window will prompt requesting for the following information:

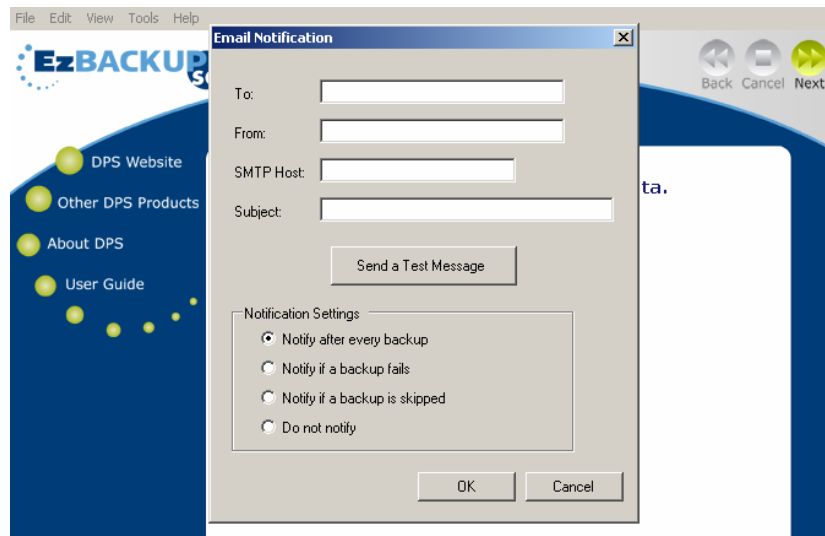
To: E-mail address of recipient.

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

SMTP: 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.

Once you have completed the information required, simply select the **Notification Settings** and click **OK**.



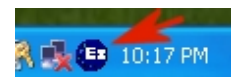
4.3.2 Hardware Properties

To check the size and properties of your **EzBackup™sa hard drive** and of your computer's internal hard drive, go to the **View** menu and select **Hardware Properties**.

4.3.3 EzBackup™sa Task Monitor

EzBackup™sa has a monitoring program that runs automatically when you start your computer. The monitor's function is to detect when the **EzBackup™sa** has been plugged in, when the blue button on the unit has been pressed, and also to execute any scheduled backups.

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™sa** application.



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



5. Using Your EzBackup™sa - *Restore*

5.1 Restoring Your Data Files

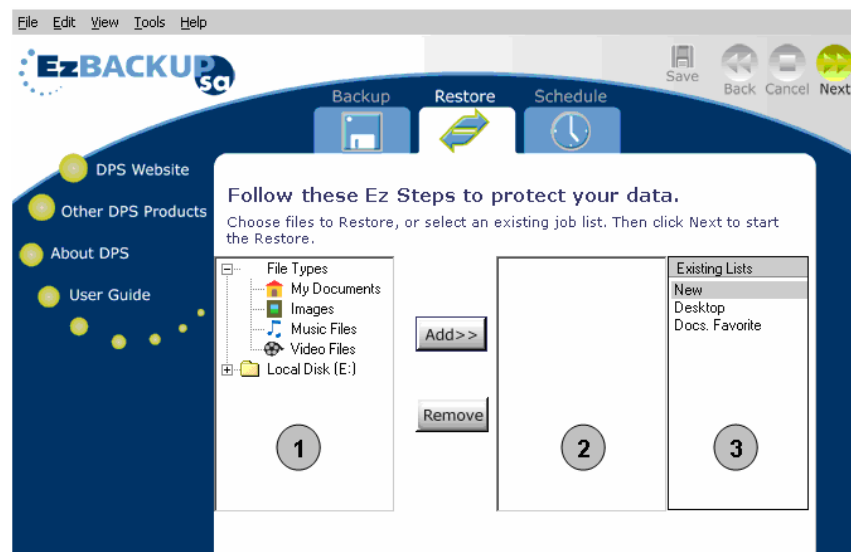
EzBackup™sa allows you to quickly and easily restore selected files or your entire system at any time. To restore **Selected Files**, the **Restore** function works in a manner very similar to the **Selected Files Backup** function.

Note:

EzBackup™sa allows you to **restore** not only from its Restore function, but also from **Windows® Explorer**.

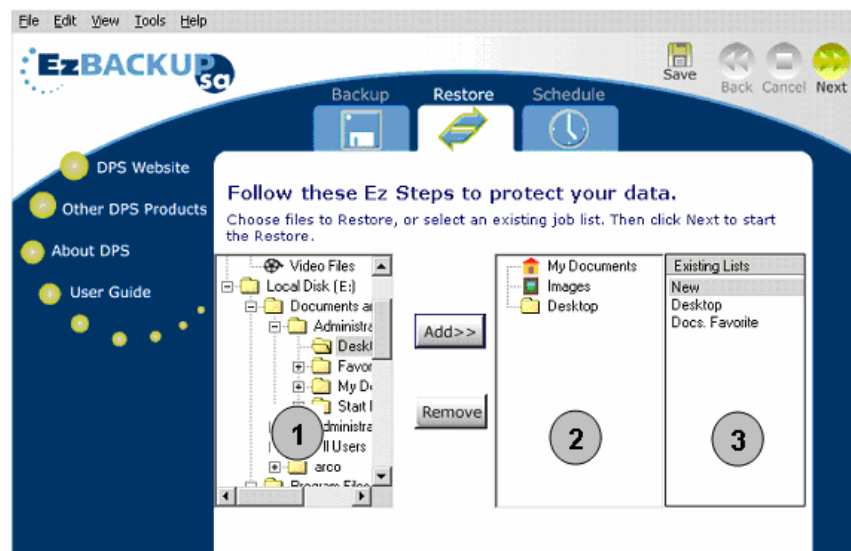
5.2 How to Initiate a Restore

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 most cases, and depending on what other devices are connected to your computer, the backup drive will be the E: drive).



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.
8. 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.



5.3 Total System Recovery

EzBackup™sa gives you the ability to perform a total system image recovery from the backup drive. An image recovery is a block-by-block restoration of the backup drive, including all system, formatting, and program data. An image recovery on a USB 2.0 connection will take approximately 1 minute for each GB of recorded data on the secondary drive (to see how much of your secondary drive you have used, go to “My Computer”, right-click on the **EzBackup™sa** drive, go to Properties and you will find the used size under General Information). Restore times can vary based on whether your USB port is 1.1 or 2.0.

Your **EzBackup™sa** utilizes the included Installation, Backup & Restore CD to perform an Image Recovery.

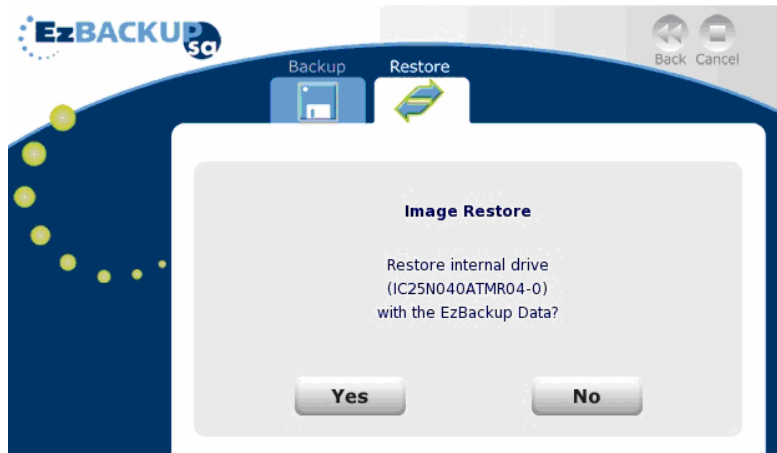
Total System Recovery should be **performed only** to the **hard drive** that the **image backup was created from** or to a **new replacement drive**. Attempting to restore to a different computer may result in system instability and will create an invalid restore.

Please remember that when performing a **Total System Recovery**, or **Full Image Restore**, **all the data on your computer's internal hard drive** will be **overwritten** with **all the data** on the **EzBackup™sa** drive.

Important:

Replacement drive must have a larger capacity than drive that is being replaced.

1. Insert the included Installation, Backup & Restore CD into your CD-ROM drive. Click on **Exit** if the auto start screen appears.
2. Restart your computer. Your system will boot from the CD. If it does not, **please refer to your computer documentation to learn how to configure your computer's BIOS to allow for a boot from the CD-ROM drive.**
3. You should see the **EzBackup™sa** install splash screen after the computer is done booting from the CD-ROM drive.
4. Select **Restore**. Select **Yes** when prompted if you are sure that you want to perform a Full Image Restore.



Attention!

A Full System Restore or Total System Recovery replaces
~~the entire contents of the drive being restored. Please~~

5. **EzBackup™sa** will ask you a second time if an **Image Restore** is what you want to do and it will warn you that **all internal data will be replaced with EzBackup™sa data** (see message above). Select **Yes** if you are sure.
6. The restore process starts and a screen indicating progress is shown.



6. 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 you are still experiencing difficulty please contact our tech support at: 954-925-2889 from 9:00 to 5:00 EST.

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

7. 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.

7.1 Problems/Solutions

1. The blue light is not lit on the EzBackup™sa. The EzBackup™sa appears unresponsive.

- The wall mounted power supply might not be plugged in all the way. Ensure the power supply is well seated in the power outlet it's plugged in to.
- The EzBackup™sa might be turned off. Make sure that the unit and the fan are on.

2. The EzBackup™sa unit keeps getting unusually hot.

- Check to ensure the Fan switch, on the back of unit, is turned on.
- Ensure that the EzBackup™sa unit is placed in a location where it can get adequate ventilation.

3. The error “Invalid Source and/or Backup Directories. Internal Error” is displayed.



- EzBackup™sa has lost connection with the external drive unit. Check power to the drive, check the USB connection on the back of the drive, and check the USB connection to the computer.
- Close down the EzBackup™sa application, restart your computer and try again.
- The EzBackup™sa software cannot connect to the EzBackup™sa drive. Please call Data Protection Solutions for technical support.

4. The error “E:\ is not accessible” is displayed when attempting a backup or restore, or when trying to access the drive with Windows® Explorer.



- The data on the **EzBackup™sa** drive has become corrupted. Please call Data Protection Solutions for technical support.

5. **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. **Problems with Dynamic Disks, Raid 0, and Raid 1.**

Dynamic Disks is not supported by the **EzBackup™sa**, because the backup created under it is unreadable under Windows. Raid 0 & Raid 1 are also not supported by the **EzBackup™sa**.

7.2 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 not... unplug **EzBackup™sa** while a backup or restore is in progress. Doing so may cause damage or loss to data.

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 your **EzBackup™sa** 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.

Do not... drop or jar the **EzBackup™sa** unit while it is turned on. Damage to data or the drive itself may result.

Do not... reformat the **EzBackup™sa** drive as this will delete all the data on it, including critical information required for operation with the **EzBackup™sa** software.

7.3 How to Get Help

If you should find that you need help beyond what is offered in this manual or if your **EzBackup™sa** is in need of repair or warranty service, please contact **DPS Technical Support** by using the methods below.

By telephone	954.925.7347
By facsimile	954.925.2889
By electronic mail	technicalsupport@EzD2D.com
By mail	3100 North 29th Court Hollywood, Florida 33020 USA
Hours of Support	Monday – Friday 9AM – 5PM ET.

In the unlikely event your **EzBackup™sa** is in need of repair, you will need to obtain a Return Merchandise Authorization (RMA) number. An RMA number is required before returning the product to DPS. To obtain an RMA number, please have your product serial number handy and call DPS at the telephone number above. Ship the product back to us in its original carton or equivalent with the RMA number, your name, and address on the shipping label.

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DPS One-Year Limited Warranty

This warranty gives you specific legal rights. You may also have other rights that vary from one jurisdiction to another.

THE WARRANTIES GIVEN HEREIN, TOGETHER WITH ANY IMPLIED WARRANTIES COVERING THE HARDWARE, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO ONE YEAR FROM THE DATE OF DELIVERY TO PURCHASER, WITH THE EXCEPTION OF HARD DISK DRIVES (HDD). DPS WILL HONOR THE FIRST YEAR OF THE HDD WARRANTY PERIOD, AFTER WHICH TIME THE PURCHASER MUST CONTACT THE MANUFACTURER FOR ANY ADDITIONAL COVERAGE. THE HDD WARRANTY PERIOD BEGINS FROM THE DATE OF DELIVERY AND IS SUBJECT TO THE SAME TERMS AND CONDITIONS AS FOLLOWS:

Data Protection Solutions ("DPS") warrants to the Purchaser that DPS's hardware is free from defects in workmanship or material under normal use and service. This warranty commences on the date of delivery of the hardware to the Purchaser. Any claim under the warranty must include a dated proof of purchase or invoice. In any event, DPS's liability for defective hardware is limited to repairing or replacing the hardware. During the warranty period, DPS agrees to repair or replace, at its sole option, without charge to Purchaser, any defective component part of the hardware. To obtain service, Purchaser must return the hardware to DPS or an authorized DPS distributor in an adequate container for shipping. The postage, shipping and insurance charges incurred in shipping to DPS will be paid by Purchaser and all risk for the hardware shall remain with Purchaser until such time as DPS takes receipt of the hardware. Upon receipt, DPS will promptly repair or replace the defective unit, and then return said unit to Purchaser, postage, shipping and insurance prepaid. DPS may use reconditioned or like new parts or units, at its sole option, when repairing any hardware. Repaired products shall carry the remaining warranty period pertaining to original purchase, or one (1) year whichever is greater. This warranty is contingent upon proper use of the hardware by Purchaser and does not cover: damage due to accident, unusual physical, electrical or electromechanical stress, neglect, misuse, failure of electric power, air conditioning, humidity control, transportation, operation with media not approved by DPS, or tampering with or altering of the hardware.

DPS SHALL NOT BE LIABLE TO YOU FOR LOSS OF DATA, LOSS OF PROFITS, LOST SAVINGS, SPECIAL INCIDENTAL, CONSEQUENTIAL, INDIRECT OR OTHER SIMILAR DAMAGES ARISING FROM BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, OR OTHER LEGAL ACTION EVEN IF DPS OR ITS AGENT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BROUGHT AGAINST YOU BY ANOTHER PARTY.

This warranty allocates risks of product failure between Purchaser and DPS.

DPS's hardware pricing reflects this allocation of risk and limitations of liability contained in this warranty. The warranty set forth above is in lieu of all other express warranties, whether oral or written. The agents, employees, distributors and dealers of DPS are not authorized to make modifications to this warranty, or additional warranties binding on DPS. Accordingly, additional statements such as dealer advertising or presentations, whether oral or written, do not constitute warranties by DPS and should not be relied upon.

Returning the product to Data Protection Solutions: Contact Technical Support to obtain a Return Merchandise Authorization (RMA) number. You must have an RMA number before returning the product to us. Ship the product back in the original container with the RMA number, name, and address on the shipping label.

Purchaser should address all matters concerning this warranty to:

Data Protection Solutions
3100 North 29th Court
Hollywood, Florida 33020 U.S.A.
e-mail: info@EZd2d.com
[http:// www.EZd2d.com](http://www.EZd2d.com)

Telephone: 954.925.2688
Facsimile: 954.925.2889
Tech Support: 954.925.7347

This product is patent pending.

