




Remote Data Backups - Mac QuickStart Guide

My Account ID: _____
My Password: _____

Remote Data Backups protects your critical data files. This is a quick reference for common backup agent tasks.

To view Help for a tab or window, click .

Register and Download

1. On our website, click the button for the appropriate backup size you need. If in doubt, choose a larger size to make sure your first backup completes; we can always downgrade your account later. Click the 'Which plan do I need?' for help selecting the right size.
2. On the popup browser Window, Click the New Account button at the bottom.
3. On the next page, click the Register and Download button.
4. Enter your Registration Information, make note of your password, and click Continue.
5. Click Print, print at least two copies, write your password on each, and store them safely, at least one offsite. For the security and privacy of your data, only you have access to your password in the event you need it.
6. Click Download Software. Wait a moment while the system generates your customized agent.
7. Once complete, click Begin Download. When the download completes, click Open to run the installer.
8. On the Installer Welcome window, click Continue.
9. Click Continue to accept the default location to install the software, then click Install.
10. When installation completes, enter your password, then click OK.
11. A message appears while your account is synchronized for backup with data centers. Click "Close".
12. Wait while the software scans your computer to identify files to be backed up.

Run an Initial Backup

1. To start a backup, click the **Backup Now** button.



Your first backup can take several hours to complete, depending on the amount of data in your backup set and your connection speed. Subsequent backups are smaller and faster because the agent backs up only new files and changes to previously backed-up files. Note: You can close the Remote Data Backups software while a backup is in progress, or cancel the backup and restart it later where it left off.

2. Once the backup completes, you will see a popup message displaying the results of your backup. From now on, your computer will be backed up automatically every night according to the schedule you set (from 8 to 9 pm by default; to change, click the link under Backup Schedule on the Summary page).
3. If your computer is turned off during this scheduled time, it will be backed up the next time your computer is turned on.

Opening the Agent

1. Click the Remote Data Backups icon from the Dock at the bottom of your desktop.
2. Click your hard drive icon on your desktop. Then navigate to Places / Applications / Remote Data Backups / Remote Data Backups.



Backing Up Files

By default, Remote Data Backups backs up files automatically. Use this procedure to back up files manually.

1. From the **Summary** or **Backup Set** tab, click the Backup Now button in the bottom right corner
2. During the backup, the Backing Up window displays the progress of the backup.
3. While the first backup transfers ALL files, subsequent backups send only new files and delta blocks within changed files.
4. To view the outcome of your most recent backup, open the **Summary** tab and look in the **Last Backup** panel.
5. To view details about the last backup, click the **View Details** link in the **Last Backup** panel.

Retrieving Backed-up Files

1. Open the **Retrieve** tab. If prompted for your account password, enter it.
2. In the **Show Versions** list, select how you want the Agent to show your backed-up files in this tab:

Show Versions:

- **Most Recent** — Show only files backed-up during the most recent backup
 - **As of Backup Date** — Show only files backed up on a specific date
 - **All** — Show all versions of your backed-up files
3. Click **Find** to locate a specific folder or file, or browse to select a folder or file. Only folders containing backed-up files appear in this tab.
 4. To view a folder's content, either select the folder in the left pane or double-click the folder in the right pane. The folder's content displays in the right pane.
 5. To select a folder or file to retrieve, click the check box next to that item. A check mark () appears.
 6. Click **Retrieve**.
 7. In the **Retrieve options** window, select where to save the retrieved files and how to handle duplicate file names if retrieving more than one version of the same file. You can retrieve files to their original location, or to a selected folder. In the latter case, you can select to retain the file's original folder structure within the selected folder.
 8. Click **Retrieve**.



Changing Your Backup Set

Your backup set consists of files on your computer that the Agent backs up. Your system administrator determines which files are included in your default backup set.

1. Open the **Backup Set** tab. The Agent scans the files on your computer to determine which files are selected for backup.

The check box next to a folder or file name indicates whether the item is selected for backup:

- The item is selected for backup
- The item is not selected for backup
- Some items in the folder are selected for backup

2. To view a folder's content, either select the folder in the left pane or double-click the folder in the right pane. The folder's content displays in the right pane.
3. To select a folder or file for the next backup, click the check box next to that item until a check mark () appears. To remove a folder or file from the next backup, click the check box next to that item until the check box is cleared (). If the check box next to a folder or file name is disabled, you cannot change whether the item is selected for backup.
4. By default, the Mac agent selects files in the user's local (/Volumes/your hard drive name/Users) folder. This includes all Users and the Shared folder.
5. By default some files are excluded, such as audio / video files (iTunes). Including these non-business critical files can take up additional space in your backup account and easily place the account over limit.
 - If you choose to backup these types of excluded files, simply remove the "Exclusion" for these file types in the Tools menu / Advanced Rules / Unlocked Rules.
 - Here you can view more info on files excluded from the backup set. Users can set up Advanced Rules to select or exclude files by location, type or both. Just make sure to keep track of the current account limit and be careful not to exclude any files you need to back up.
 - If you decide to return the account to the default data selection, remove all of the user created rules. Please note that this will not bring back any deleted exclusion rules from the Unlocked Rules area.

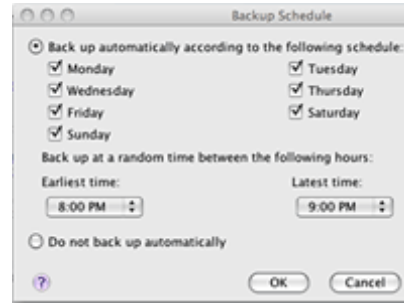
Changing Your Backup Schedule

1. Open the Backup Schedule window by clicking the link under Backup Schedule on the Summary page.
2. By default, automatic backups are scheduled to initiate daily in a window between 8 pm and 9 pm.

Backup Schedule

Sunday-Saturday
8:00 PM-9:00 PM

Next automatic backup:
4/22/09 8:39 PM



3. If you enable automatic backup, select each day the Agent should perform a backup, and select a time period when the backup should occur. Make sure the time period you select is one when your computer will be on and the backup process will not interfere with other resource-intensive activities.
4. Click **OK**.

Viewing Agent History

1. Open the **History** tab.
2. To sort events, click a column heading.
3. To view details, double-click the event or select it and click **View**.
4. To export event details to an XML file, click Export.

For more information, please contact:



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866.7.BACKUP

support@rdbu.com
www.RDBU.com

My Account ID: _____
My Password: _____