

# How to use the Backup Direct Professional Backup software

## Welcome to the Backup Direct Professional Backup Software

Thank you for choosing Backup Direct to protect your critical business data. This guide has been designed to help you get the most out of your Backup Direct service. It will show you how to install the software, select files for backup, backup your emails and how to recover your files.

If any of the advice is unclear, or you have further questions, please contact the Backup Direct Service Team on **0800 0789 438**, email [service@backupdirect.net](mailto:service@backupdirect.net) or visit [www.backupdirect.net/connected-version-8.4](http://www.backupdirect.net/connected-version-8.4) to watch some of our online demos

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## Installing

The following is a step by step process of how to install Backup Direct Professional PC onto your business computer:

1. Once you have completed the registration process you will be asked to download the software agent onto the desktop of your computer. Click OK.
2. Once the download is complete the software will ask you how you would like to run the installer. Click 'Run'. (If the software does not automatically try to install, look on your desktop for an icon called AgentSetup. Double click on this icon).
3. When going through the software installation process click OK to proceed past any security warnings related to your Agent Setup.
4. You will then see a page with agreement details. You should read and scroll through the agreement in this window to be sure you understand the terms
5. Once you have read the terms tick the box 'Accept terms in license agreement' and then click 'Next' to proceed.
6. The installer will then ask you if you are happy with the

default installation location. Check that you are happy with the default (this is normally fine) and then click 'Next'

7. Then click 'Allow' to permit the installer to access your computer
8. Let the installer proceed (the installation progress will be shown by a grey bar)
9. When the installation has completed click 'Finish'
10. Next open up your newly installed Backup Direct Professional PC software agent
11. You will be asked to enter your password (you created this during the registration process) and click OK.
12. The software agent will connect to our data centre and verify your password.
13. If your authentication is successful you will receive a welcome message. Click OK to close this.
14. You are now ready to start selecting data and create a backup.

## Selecting Files

The following is a step by step guide of how to locate the files you need to protect in the backup software and then how to include them in your BACKUP SET:

1. Open the **Backup Direct Professional PC software agent**
2. Click the **Backup Set** tab on the left hand side
3. Wait for the software to finish scanning your computer. (You should see a little 'Scanning' icon in the bottom left hand corner. Once the scan is complete the '?' symbol will disappear from the folder checkboxes)
4. When the software scan is complete you should see your **C: drive** folder and any other computer directories you have in the left hand column.
5. To find the files and folders stored on your regular desktop click the '+' icon next to your C: drive folder.
6. Next click on the '+' icon next to the folder called **Documents and Settings**
7. Next click on the "name" folder. (The 'name' folder is basically whatever you called your computer when you first set it up e.g. 'John' or 'Jane's computer' or 'Administrator'.)
8. By clicking on the appropriate 'name' folder you should now see all the folders and files that are normally stored under your desktop in the right hand side window.
9. To select the folders or files you need for backup put a tick in

the checkbox next to it. This will include the selected folder/ file within your Backup Set.

10. Once you have been through and selected all the appropriate files for backup – press **Backup Now!**
11. The Backup Direct Professional PC Backup software will then start encrypting the selected data and send it to our data centres.

### Why is my computer running slowly whilst it backs up?

When you do your first 'initial backup' your computer may experience performance issues and run slowly. This is because the backup software program is using computer memory to compress your data and send it to the Backup Direct data centres. Do not worry - this is not causing your computer harm.

What we recommend is that you refrain from completing the initial backup whilst you're using your computer in the day and rather run the first backup over the course of an evening. To do this, press **BACKUP NOW** and leave your computer on overnight. By the morning it should have completed – but if it hasn't – just stop the software and restart it the following evening. It will pick up from where it left off. Ongoing 'incremental/daily' backups then happen much quicker because only the data that has changed is being backed up.

## Backing up emails

Current and historical emails are some of the most valuable data sets a company can own. It is therefore important to include them in your Backup Direct Backup Set so you can recover them whenever, whatever. The following is a step by step guide of how to select your Microsoft Outlook emails in your Backup Set:

1. Open your **Backup Direct Professional PC software**
2. Click on the **Backup Set** tab
3. Wait for the software to finish scanning your computer (when the '?' symbols have disappeared from the file boxes - your scan is complete)
4. Click on the '+' next to the C: drive folder to see the folders stored inside it
5. Click on the '+' next to the **Documents and Settings** folder
6. Click on the '+' next to the 'name' of your computer e.g. 'John Smith' or 'Jane's computer'
7. Click on the '+' next to the Local Settings folder

8. Click on the '+' next to the Appdata folder
9. Click on the '+' next to the Microsoft folder
10. Click on the folder called Outlook
11. In the right side window of the backup software you should then see a list of files stored within that Outlook folder
12. Locate the file called 'Outlook.pst' and put a tick in the box next to it
13. You have now included your emails in your Backup Set

Completing this process means your company emails have automatically been selected for backup with the Backup Direct software. After the initial backup (which may take a considerable amount of time depending on the size of your .pst file) the software will only look for the changes that have been made to that Outlook.pst during the day. This means on-going backups happen very quickly.

When you need to recover your .pst file simply click on the Retrieve tab and locate it within your list of backed up files.

## Recovering Files

The following is a step by step process of how to retrieve files that you have backed up using Backup Direct Professional Backup.

### How to recover files using the Backup Direct software:

1. Open the **Backup Direct Professional Backup** software agent
2. Click the **Retrieve** tab.
3. Enter your account password (you created this during your initial registration) and click OK.
4. You should see the folders you have in the left hand column.
5. Click the '+' or '>' icon next to the desired folder to expand the structure.
6. This will show you all the files and folders that you have selected in your Backup Set. To see the files contained within specific folders simply click on the folder name. The contents of that folder will then appear in the right side column.
7. To select a file for retrieval put a tick in the checkbox next to it. You can select entire folders or individual files.
8. Once you are happy with your data selection, click the Retrieve button.

9. A window will pop up that shows you how many files will be restored and the total size of the files being restored.
10. The software will then ask you where you would like to save the files being recovered. You can either choose the original location where they were stored on your desktop or choose a new location.
11. Once you have selected the desired recovery location, click Retrieve to start the download
12. When the retrieval process is complete you will see a notification. You will also be reminded of the Retrieve Location and given the option to Open Folder directly.
13. Your files have been retrieved.

### How to recover files using the Backup Direct MyRoom feature:

1. As well as being able to recover your data through the backup software agent, Backup Direct Professional Backup also gives you the option of recovering data anywhere, anytime, through a standard web browser. The following is a step by step process of how to recover files using MyRoom:
2. Open a new internet browser window (Internet Explorer/ Firefox/Google Chrome etc)
3. Enter the address [www.backupdirect.net/myroom](http://www.backupdirect.net/myroom) into

## Recovering Files (cont.)

- your address bar.
4. Enter your Email Address and Password
  5. The welcome screen will show you a variety of available options – to retrieve your files you will need to click on the 'Retrieve Files with MyRoam' option
  6. The page will now show you the folders and files you have backed up using your software agent.
  7. To recover a specific file put a checkmark in the box next to it
  8. Once you have selected the files you wish to recover click the Retrieve button
  9. The program will then ask you which download option you want. We recommend that you choose the ZIP folder (.zip) method. This recovers your data in a normal folder structure similar to the way it was when you backed it up.
  10. Click Continue
  11. The Web Portal then provides instruction on what to do next. Please read the relevant paragraph and click below to continue
  12. Click Download
  13. Click Save
  14. As per the instructions on the web page you should direct your file download to your Desktop for ease of location
  15. Click Desktop to select that as the location
  16. Click Save to begin the download
  17. Your files will start downloading to your computer.
  18. Once the download is complete, return to your Desktop and double click to open the downloaded (compressed) zip file
  19. You should now see your retrieved files and you can start using them immediately

## Installing

The following is a step by step process of how to install Backup Direct Professional PC onto your business computer:

1. Once you have completed the registration process you will be asked to download the software agent onto the desktop of your computer. Click OK.
2. Once the download is complete the software will ask you how you would like to run the installer. Click 'Run'. (If the software does not automatically try to install, look on your desktop for an icon called AgentSetup. Double click on this icon).
3. When going through the software installation process click OK to proceed past any security warnings related to your Agent Setup.
4. You will then see a page with agreement details. You should read and scroll through the agreement in this window to be sure you understand the terms
5. Once you have read the terms tick the box 'Accept terms in license agreement' and then click 'Next' to proceed.
6. The installer will then ask you if you are happy with the

## Selecting Files

The following is a step by step guide of how to locate the files you need to protect in the backup software and then how to include them in your BACKUP SET:

1. Open the **Backup Direct Professional PC software agent**
2. Click the **Backup Set** tab on the left hand side
3. Wait for the software to finish scanning your computer. (You should see a little 'Scanning' icon in the bottom left hand corner. Once the scan is complete the '?' symbol will disappear from the folder checkboxes)
4. When the software scan is complete you should see your C: drive folder and any other computer directories you have in the left hand column.
5. To find the files and folders stored on your regular desktop click the '+' icon next to your C: drive folder.
6. Next click on the '+' icon next to the folder called Users
7. Next click on the 'name' folder. (The 'name' folder is basically whatever you called your computer when you first set it up e.g. 'John' or 'Jane's computer' or 'Administrator'.)
8. By clicking on the appropriate "name" folder you should now see all the folders and files that are normally stored under your desktop in the right hand side window.
9. To select the folders or files you need for backup put a tick in the checkbox next to it. This will include the selected folder/ file within your Backup Set.

default installation location. Check that you are happy with the default (this is normally fine) and then click 'Next'

7. Then click 'Allow' to permit the installer to access your computer
8. Let the installer proceed (the installation progress will be shown by a grey bar)
9. When the installation has completed click 'Finish'
10. Next open up your newly installed Backup Direct Professional PC software agent
11. You will be asked to enter your password (you created this during the registration process) and click OK.
12. The software agent will connect to our data centre and verify your password.
13. If your authentication is successful you will receive a welcome message. Click OK to close this.
14. You are now ready to start selecting data and create a backup.
10. Once you have been through and selected all the appropriate files for backup – press **Backup Now!**
11. The **Backup Direct Professional PC Backup** software will then start encrypting the selected data and send it to our data centres.

## Why is my computer running slowly whilst it backs up?

When you do your first 'initial backup' your computer may experience performance issues and run slowly. This is because the backup software program is using computer memory to compress your data and send it to the Backup Direct data centres. Do not worry - this is not causing your computer harm.

What we recommend is that you refrain from completing the initial backup whilst you're using your computer in the day and rather run the first backup over the course of an evening. To do this, press **BACKUP NOW** and leave your computer on overnight. By the morning it should have completed – but if it hasn't – just stop the software and restart it the following evening. It will pick up from where it left off. Ongoing 'incremental/daily' backups then happen much quicker because only the data that has changed is being backed up.

## Backing up emails

Current and historical emails are some of the most valuable data sets a company can own. It is therefore important to include them in your Backup Direct Backup Set so you can recover them whenever, whatever. The following is a step by step guide of how to select your Microsoft Outlook emails in your Backup Set:

1. Open your **Backup Direct Professional PC** software
2. Click on the **Backup Set** tab
3. Wait for the software to finish scanning your computer (when the '?' symbols have disappeared from the file boxes - your scan is complete)
4. Click on the '+' next to the C: drive folder to see the folders stored inside it
5. Click on the '+' next to the Users folder
6. Click on the '+' next to the 'name' of your computer e.g. 'John Smith' or 'Jane's computer'
7. Click on the '+' next to the Appdata folder
8. Click on the '+' next to the Local folder

9. Click on the '+' next to the Microsoft folder
10. Click on the folder called Outlook
11. In the right side window of the backup software you should then see a list of files stored within that Outlook folder
12. Locate the file called 'Outlook.pst' and put a tick in the box next to it
13. You have now included your emails in your Backup Set

Completing this process means your company emails have automatically been selected for backup with the Backup Direct software. After the initial backup (which may take a considerable amount of time depending on the size of your .pst file) the software will only look for the changes that have been made to that Outlook.pst during the day. This means on-going backups happen very quickly.

When you need to recover your .pst file simply click on the Retrieve tab and locate it within your list of backed up files.

## Recovering Files

The following is a step by step process of how to retrieve files that you have backed up using Backup Direct Professional Backup.

### How to recover files using the Backup Direct software:

1. Open the **Backup Direct Professional Backup** software agent
2. Click the **Retrieve** tab.
3. Enter your account password (you created this during your initial registration) and click OK.
4. You should see the folders you have in the left hand column.
5. Click the '+' or '>' icon next to the desired folder to expand the structure.
6. This will show you all the files and folders that you have selected in your Backup Set. To see the files contained within specific folders simply click on the folder name. The contents of that folder will then appear in the right side column.
7. To select a file for retrieval put a tick in the checkbox next to it. You can select entire folders or individual files.
8. Once you are happy with your data selection, click the Retrieve button.

9. A window will pop up that shows you how many files will be restored and the total size of the files being restored.
10. The software will then ask you where you would like to save the files being recovered. You can either choose the original location where they were stored on your desktop or choose a new location.
11. Once you have selected the desired recovery location, click Retrieve to start the download
12. When the retrieval process is complete you will see a notification. You will also be reminded of the Retrieve Location and given the option to Open Folder directly.
13. Your files have been retrieved.

### How to recover files using the Backup Direct MyRoam feature:

1. As well as being able to recover your data through the backup software agent, Backup Direct Professional Backup also gives you the option of recovering data anywhere, anytime, through a standard web browser. The following is a step by step process of how to recover files using MyRoam:
2. Open a new internet browser window (Internet Explorer/ Firefox/Google Chrome etc)
3. Enter the address [www.backupdirect.net/myroam](http://www.backupdirect.net/myroam) into

## Recovering Files (cont.)

- your address bar.
4. Enter your Email Address and Password
  5. The welcome screen will show you a variety of available options – to retrieve your files you will need to click on the 'Retrieve Files with MyRoam' option
  6. The page will now show you the folders and files you have backed up using your software agent.
  7. To recover a specific file put a checkmark in the box next to it
  8. Once you have selected the files you wish to recover click the Retrieve button
  9. The program will then ask you which download option you want. We recommend that you choose the ZIP folder (.zip) method. This recovers your data in a normal folder structure similar to the way it was when you backed it up.
  10. Click Continue
  11. The Web Portal then provides instruction on what to do next. Please read the relevant paragraph and click below to continue
  12. Click Download
  13. Click Save
  14. As per the instructions on the web page you should direct your file download to your Desktop for ease of location
  15. Click Desktop to select that as the location
  16. Click Save to begin the download
  17. Your files will start downloading to your computer.
  18. Once the download is complete, return to your Desktop and double click to open the downloaded (compressed) zip file
  19. You should now see your retrieved files and you can start using them immediately

## Installing

The following is a step by step process of how to install Backup Direct Professional onto your business Mac:

1. Once you have completed the registration process you will be asked to either open or download the software agent, choose to save and click. Click OK.
2. Once the download is complete open up the 'AgentSetup.mpkg' file
3. When going through the software installation process click continue to proceed past any security warnings related to your Agent Setup.
4. You will then see a page with agreement details. You should read and scroll through the agreement in this window to be sure you understand the terms then click 'Continue'
5. A box will appear asking you to agree to the term, click 'Agree'.
6. The installer will then ask for an installation location. By default this is to your Mac Harddrive. If you are happy with this default then click 'Install'
7. If required, type in your Mac password to allow the agent to install, click 'OK'
8. Let the installer proceed (the installation progress will be shown by a blue bar)
9. When the installation has completed click 'Close'
10. Next open up your newly installed Backup Direct Professional Backup software agent, this is available from Applications > Backup Direct > Connected
11. You will be asked to enter your password (you created this during the registration process) and click OK.
12. The software agent will connect to our data centre and verify your password.
13. If your authentication is successful you will receive a welcome message. Click OK to close this.
14. You are now ready to start selecting data and create a backup.

## Selecting Files

The following is a step by step guide of how to locate the files you need to protect in the backup software and then how to include them in your BACKUP SET.

1. Open the **Backup Direct Professional Backup software agent**
2. Click the **Backup Set** tab at the top of the agent
3. Wait for the software to finish scanning your Mac. (You should see a little 'Scanning' icon in the bottom left hand corner. Once the scan is complete the '?' symbol will disappear from the folder checkboxes)
4. When the software scan is complete you should see your Mac folder list in the left hand column.
5. To find the files and folders stored on your regular desktop click the '>' icon next to your Harddrive folder.
6. Next click on the '>' icon next to the folder called Users
7. Next click on the 'users' folder. (The 'users' folder is basically whatever accounts you have set up on your Mac e.g. 'John Smith' or 'Jane's Mac'.)
8. By clicking on the appropriate "user" folder you should now see all the folders and files that are normally stored under that account in the right hand side window.
9. To select the folders or files you need for backup put a tick in the checkbox next to it. This will include the selected folder/file within your Backup Set.
10. Once you have been through and selected all the appropriate files for backup – press **Backup Now!**
11. The **Backup Direct Professional Backup** software will then start encrypting the selected data and send it to our data centres.

### Why is my Mac running slowly whilst it backs up?

When you do your first 'initial backup' your Mac may experience performance issues and run slowly. This is because the backup software program is using Mac memory to compress your data and send it to the Backup Direct data centres. Do not worry - this is not causing your Mac harm.

What we recommend is that you refrain from completing the initial backup whilst you're using your computer in the day and rather run the first backup over the course of an evening. To do this, press **BACKUP NOW** and leave your Mac on overnight. By the morning it should have completed – but if it hasn't – just stop the software and restart it the following evening. It will pick up from where it left off. Ongoing 'incremental/daily' backups then happen much quicker because only the data that has changed is being backed up.

## Backup your Mail, Address Book and iCal

Current and historical emails are some of the most valuable data sets a company can own. It is therefore important to include them in your Backup Direct Backup Set so you can recover them whenever, whatever. The following is a step by step guide of how to select your emails in your Backup Set as well as your Address Book and iCal.

1. Open your **Backup Direct Professional Backup** software
2. Click on the **Backup Set** tab
3. Wait for the software to finish scanning your computer (when the '?' symbols have disappeared from the file boxes - your scan is complete)
4. Click on the '>' next to the Harddrive folder to see the folders stored inside it
5. Click on the '>' next to the Users folder
6. Click on the '>' next to the user you wish to backup e.g. 'John Smith' or 'Jane'
7. Click on the '>' next to the Library folder

### For Mail:

1. Click on the '>' next to the Mail folder
2. Click on the folder for your email account
3. In the right side window of the backup software you should then see a list of files stored within that Mail folder

## Recovering Files

The following is a step by step process of how to retrieve files that you have backed up using Backup Direct Professional Backup.

### How to recover files using the Backup Direct software:

1. Open the **Backup Direct Professional Backup** software agent
2. Click the **Retrieve** tab.
3. Enter your account password (you created this during your initial registration) and click OK.
4. You should see the folders you have in the left hand column.
5. Click the '+' or '>' icon next to the desired folder to expand the structure.
6. This will show you all the files and folders that you have selected in your Backup Set. To see the files contained within specific folders simply click on the folder name. The contents of that folder will then appear in the right side

4. Locate the file called 'INBOX.mbox' and put a tick in the box next to it
5. You have now included your emails in your Backup Set

### For iCal

1. Your iCal is located in the Calendars folder
2. Tick the box relating to your iCal account
3. You have now included your iCal in your Backup Set

### For Address Book

1. Your Address Book is located in the Application Support folder
2. Tick the box called Address Book
3. You have now included your Address Book in your Backup Set

Completing this process means your company emails, calendar and address book have automatically been selected for backup with the Backup Direct software. After the initial backup (which may take a considerable amount of time depending on the size of your files) the software will only look for the changes that have been made to these during the day. This means on-going backups happen very quickly.

**Note: You will need to ensure that your Documents and Emails are closed when the backup runs or else the backup**

column.

7. To select a file for retrieval put a tick in the checkbox next to it. You can select entire folders or individual files.
8. Once you are happy with your data selection, click the Retrieve button.
9. A window will pop up that shows you how many files will be restored and the total size of the files being restored.
10. The software will then ask you where you would like to save the files being recovered. You can either choose the original location where they were stored on your desktop or choose a new location.
11. Once you have selected the desired recovery location, click Retrieve to start the download
12. When the retrieval process is complete you will see a notification. You will also be reminded of the Retrieve Location and given the option to Open Folder directly.
13. Your files have been retrieved.

## Recovering Files (cont.)

### How to recover files using the Backup Direct MyRoam feature:

1. As well as being able to recover your data through the backup software agent, Backup Direct Professional Backup also gives you the option of recovering data anywhere, anytime, through a standard web browser. The following is a step by step process of how to recover files using MyRoam:
2. Open a new internet browser window (Internet Explorer/ Firefox/Google Chrome etc)
3. Enter the address [www.backupdirect.net/myroam](http://www.backupdirect.net/myroam) into your address bar.
4. Enter your Email Address and Password
5. The welcome screen will show you a variety of available options – to retrieve your files you will need to click on the 'Retrieve Files with MyRoam' option
6. The page will now show you the folders and files you have backed up using your software agent.
7. To recover a specific file put a checkmark in the box next to it
8. Once you have selected the files you wish to recover click the Retrieve button
9. The program will then ask you which download option you want. We recommend that you choose the ZIP folder (.zip) method. This recovers your data in a normal folder structure similar to the way it was when you backed it up.
10. Click Continue
11. The Web Portal then provides instruction on what to do next. Please read the relevant paragraph and click below to continue
12. Click Download
13. Click Save
14. As per the instructions on the web page you should direct your file download to your Desktop for ease of location
15. Click Desktop to select that as the location
16. Click Save to begin the download
17. Your files will start downloading to your computer.
18. Once the download is complete, return to your Desktop and double click to open the downloaded (compressed) zip file
19. You should now see your retrieved files and you can start using them immediately