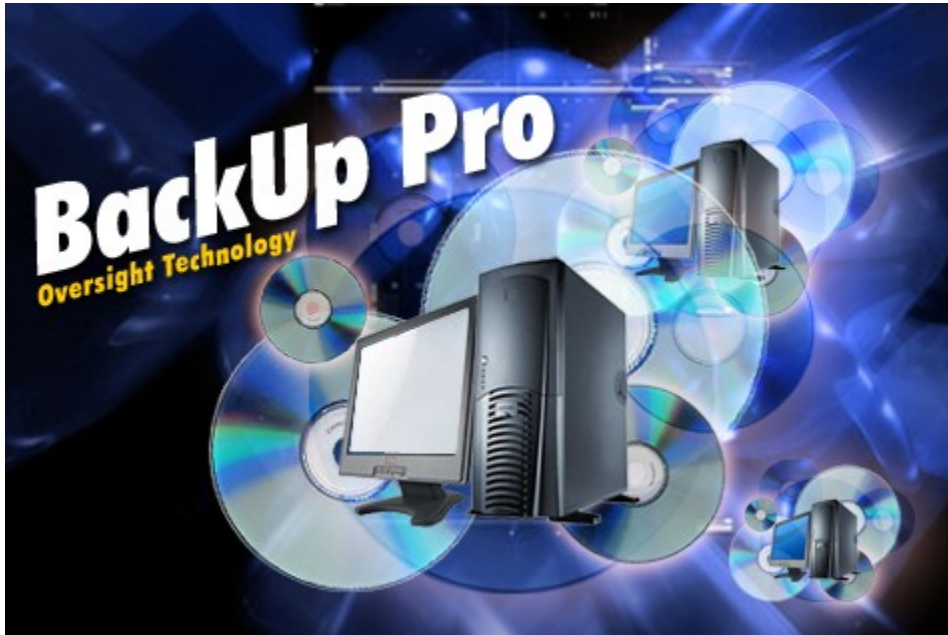


# BackUp Pro User's Guide





Copyright © Oversight Technology Corporation, 2007. All rights reserved.

Windows is a registered trademark owned by Microsoft Corporation.

All other mentioned trademarks can be registered trademarks of their respective owners.

THIS DOCUMENTATION IS PROVIDED AS IS, THERE ARE NO EXPLICIT OR IMPLIED OBLIGATIONS, CONFIRMATIONS OR WARRANTIES, INCLUDING THOSE RELATED TO SOFTWARE MARKETABILITY AND SUITABILITY FOR ANY SPECIFIC PURPOSES, TO THE DEGREE OF SUCH LIMITED LIABILITY APPLICABLE BY LAW.

# Table of Contents

<b>CHAPTER 1. INSTALLING BACKUP PRO</b>	
BACKUP PRO INTRODUCTION.....	4
INSTALLATION.....	4
<b>CHAPTER 2. CREATING BACKUPS WITH BACKUP PRO</b>	
GETTING STARTED.....	5
CREATING BACKUPS.....	5
ADDITIONAL FEATURES TO ENHANCE YOUR BACKUP.....	6
RUNNING YOUR BACKUP MANUALLY.....	8
RESTORING BACKUPS.....	8
HARD DRIVE CRASH RESTORATION.....	8
UNDERSTANDING THE MENU.....	8
GENERAL PREFERENCES.....	9
IMPORTANT FILES TO BACKUP.....	10
<b>CHAPTER 3. TROUBLESHOOTING BACKUP PRO</b>	
COMMON PROBLEMS & ERRORS.....	13
GETTING HELP.....	15

# CHAPTER 1: INSTALLATING BACKUP PRO

## INTRODUCTION

Hard drive crashes, viruses and other data-erasing disasters can happen any time. With BackUp Pro you are more than prepared. It's not enough to make backup copies of important files, you need to place them in a different location than the original files. That way, if your hard drive fails, you can retrieve your important files or sensitive data from a network drive, backup drive, FTP account, flash card or even a web-based email account such as Gmail or Yahoo.

BackUp Pro will backup your important files to multiple locations on a given schedule, compress your files, encrypt your files, and restore everything seamlessly.

## INSTALLATION

BackUp Pro installs in a few easy steps:

1. Download your licensed copy of BackUp Pro and save to it your desktop. This is the Windows Installer package.
2. Locate and double-click the BackUp Pro Windows Installer package (i.e. BackUpPro.msi)
3. BackUp Pro will begin installing and you need only follow the directions on the screen.

**Note:** If you see a Windows warning during the installation process please disregard this warning and continue the installation process.

## CHAPTER 2. CREATING BACKUPS

### GETTING STARTED

This program operates by creating "Backup Items" which store information about specific files and folders. Once you have created a backup item you can add files and folders to it, specify destinations for the files to be backed up to, and restore the files in that backup item at any time.

### CREATING A BACKUP ITEM

Click the "**New Item**" button.

**Enter a name for your backup item.** This must be unique in your list of backup items. The more descriptive the name, the better.

Choose files or folders to backup. You can add as many folders or files as you want, but we recommend keeping things organized by using several smaller backup items if possible.

**To add a folder** click the "Add" button and select "Folder". Then browse the folder you want to add.

**To add files** click the "Add" button and then select "Files". Select the files you want to add.

You can do this repeatedly to add more files or folders.

If you want to include or exclude certain files you can do so using the Include Masks and Exclude Masks. The wild card character is an asterisk(\*). If you want to work with all files you can skip this step.

**Choose your destination.** You can choose a local or LAN Folder (including remote shares), an FTP server, or an email account.

#### **Local/LAN Folder**

Click "Add New Destination"

Select "Local/LAN Folder"

Browse to the folder you want to backup to and select it.

Press OK to add the folder to your list of backup destinations.

### **FTP Location**

Click "Add New Destination"

Select "FTP Location"

Enter your FTP server's address, username, password and port. You can type the location of the folder you want to backup to on the FTP Server, or click the "..." button to connect to your FTP server and browse folders.

Press OK to add the FTP location to your list of backup destinations.

### **Email Address**

Click "Add New Destination"

Select "Email Address"

If you haven't already filled out your mail server information in the General Preferences screen, you will be prompted to do so. Follow the advice in the Tips section for configuring your mail server settings. Close the settings window, settings are saved automatically.

You can use the "Send Test Email" button to send a test email to the address specified, using the server information you specified. Make sure you are properly receiving the test message before continuing.

Type the email address you want to send the files to.

Press OK to add the email address to your list of backup destinations.

## **ADDITIONAL FEATURES TO ENHANCE YOUR BACKUP**

### **Rotation**

You can choose to rotate destinations each time your backup item is backed up, or backup to every destination each time. Click Next.

### **Timestamps**

Adding timestamps to your backups will place all your backed up files into folders with the date and time in their name. This helps to identify when the files were backed up, and also allows you store multiple backups (files in folders with different names won't be overwritten by subsequent backups).

### **Timestamp Settings**

You can choose the accuracy of your timestamps. Essentially, this is how often you want to stop overwriting older backups. For example, if you chose "month", then each time a new month passes a new backup folder will be created. Then, all month long, each time you run the backup item the files will replace any existing files that were backed up this month. When a new month comes, the most recent files for the previous month will be kept and the program will start writing files to a new folder.

You can also choose to have the program delete old versions automatically to save space in your backup location. Note that the program cannot delete files backed up to an email address.

### **Compression Type**

The program can use .ZIP compression to reduce the size of your files and preserve space in the backup location. You can choose not to zip file if you want easy access to them using this program, or select one of the two compression options. The "many .ZIP files" option will compress each file individually. This reduces the chance that a .ZIP file might become corrupt, and is easier to upload to a remote server or send VIA email address. If you choose "one .ZIP file" you can store all your files in one .ZIP file. This is good for backup to Local or LAN folders.

### **Encryption**

The program can use Blowfish compression to obscure the data in your files and make them unreadable. In order to restore the files you will need to restore them through this program, or use the encryption tool in the "Tools" menu to decrypt them. We recommend that you only use encryption for particularly important files, because it will increase the time that it takes to backup and restore your files.

### **Scheduler**

You can set up schedules for this backup item to run. You must check the "Enable Scheduler" checkbox in order to enable schedules for this backup item. Choose a date and time for the schedule to first run. If you want the schedule to run more than once you should check the "Run Schedule" checkbox and select a period (Daily, Weekly or Monthly) for the backup to be run. The backup will be run in the period you specify at the time you specified.

**IMPORTANT:** The program must be running in order for schedules to be executed. We recommend turning on "Run at Startup" in the "File > General Preferences" menu to ensure that the program is always running. **ALSO:** We highly recommend separating each schedule by at least 10 minutes to allow all previous backups to complete before beginning a second one.

You're Finished! Click the "Finish" button to add the backup item to the main program window.

## **DELETING AN ITEM**

Click your item in the list to select it. The "Delete" button should become enabled. Click the "Delete" button to delete your item. You will be prompted to confirm your choice. Please note that this only deletes your backup item, it does NOT delete any files that you have backed up using this item, and it does NOT delete the original files you were backing up.

## **SETTINGS**

Click your item in the list to select it. The "Settings" button should become enabled. Click the "Settings" button to open the settings window for this particular item. Alternately, you can double-click any item to open its settings window. We recommend performing a fresh backup after changing settings

to test the new settings.

## **RUNNING YOUR BACKUP MANUALLY**

Click your item in the list to select it. The "Backup" button should become enabled. Click the "Backup" button and your backup item will run. We recommend testing each backup item to ensure it is properly configured.

## **RESTORING A BACKUP**

Click your item in the list to select it. The "Restore" button should become enabled. Click the "Restore Button" to open the version list window. This window shows you every version of your backup files that is available. Select the version you want to restore and click either "Restore to Previous Location" or "Restore to New Location". If you chose "Restore to New Location" you will be prompted to specify the new location for the files to be restored. Otherwise the restoration will begin. If the files you are restoring already exist you will be prompted to overwrite them or keep them.

## **IN THE EVENT OF A HARD DRIVE CRASH**

To quickly and easily restore your files in the event of a complete hard drive crash, we recommend the following:

- Create a new backup item called "Backup Program"
- If you received registration information, save it in a file. Otherwise you can skip this step.
- Add this program's installer (.MSI) file, the registration information file that you just created, and the program's "Data" folder (which can be found in the same folder you installed the program in) to the backup item.
- (Note: If you are unsure where the installer is located on your hard drive, click Start > Search > For Files and Folders and search for "\*.msi" without the quotes. When the installer is found copy it to a location you will remember.)
- Choose a destination that is NOT on the same hard drive as the above files. A different drive or FTP server is best. If you do not have access to either, a free online email account or a different drive partition is second best.
- Choose not to encrypt or compress the backup item, and choose a regular schedule for the backup item to run.

This way, in the event that your entire hard drive should fail, you can reformat your hard drive, reinstall windows, reinstall this program and manually restore the "Data" folder from backup. From that point on you can use the program to easily and quickly restore all your backed up files.

## **UNDERSTANDING THE MENU**

### **File Menu**

**New Item:** Creates a new backup item

**Backup:** Performs a backup of the selected backup item

**Restore:** Opens the version list to begin restoration of the selected backup item

**Delete:** Deletes the selected backup item

**Settings:** Displays the settings of the selected backup item

**General Preferences:** Opens the general preferences window

**Exit:** Exits the program

## **Tools Menu**

**File Extractor:** Allows you to manually extract files from .ZIP files in the event that you cannot restore them automatically with this program

**File Decryptor:** Allows you to manually decrypt encrypted files (.bf) in the event that you cannot restore them automatically with this program

**Help Menu:** Displays the help file and readme information

**About Menu:** Displays information about this program

## **GENERAL PREFERENCES**

### **Email Configuration**

#### **Mail Server**

This is the server you intend to send mail THROUGH, not necessarily the server you want to send the mail TO. It will generally be mail.server.com or smtp.server.com.

#### **Port**

Mail ports are generally 25 or 1025, but can be any number.

#### **Email From:**

The email address you want to send files from. Should match the server address.

#### **Email To:**

The email address you want to send files to. Can be any email address and does not have to match the server.

#### **Username/Password**

If your server requires authentication to send mail, fill in your username and password

**Use Authentication**

If your server requires authentication to send mail, check this box

**Test**

Sends a test message using the information you have entered

**Default FTP Values**

This area stores your default FTP server information so that you don't have to type it every time you add an FTP backup location.

**Default LAN Backup Folder**

This area stores your default LAN backup folder so that you don't have to type it every time you add a new LAN backup location

**Startup Options****Open minimized to the system tray**

If you would like the program to be unobtrusive when running you can have it open to the system tray.

**Don't show the splash screen**

If you would like the program to be unobtrusive when running you can have it not show the splash screen when opening.

**Exit Options****Don't show a reminder when I close the program**

Prevents the program from reminding you that it is still running in the system tray

**Always exit completely when I close the program**

Prevents the program from continuing to run in the system tray (closing the program now disables scheduled backups until you start the program again)

**IMPORTANT FILES TO BACKUP**

The following is a list of the essential files that you should consider backing up using BackUp Pro:

- This program's installer (.MSI file), registration information, and "/data/" folder (see above)
- Digital photos
- Digital music you have purchased
- Tax and other financial information (MS Money, Quicken, Etc...)
- Business Documents
- Email Folders

Other files you should consider backing up:

- Program Installers (if you have the space this can save days of tracking down programs). Most newer hard drives have more than enough storage space to allow you to copy entire CDs to your hard drive and back them up. You might also consider creating ISO files from your CD collection.
- The System Registry (see <http://support.microsoft.com/default.aspx?scid=kb;en-us;322756> ) or backup the "config" folder in the Windows System Folder and the "NTUSER.DAT" file in your Profile "C:\Documents and Settings\[your username]\NTUSER.DAT"
- The entire Windows System Folder (in the event that a file is corrupted you can easily restore it from backup)

Here is a list of files you should consider backing up. You may think of additional files you'll want to back up, so it's a good idea to think about it and make a list before you start. This article applies to Windows XP users using all Service Packs.

**Internet connection information.** The first thing that you'll want to take note of in the Internet connection category is your ISP's phone number if you are using a 56K modem. Open the Network Connections folder from the Windows Start. You can then right-click on your ISP connection, and select Properties from the shortcut menu. You can then copy down the telephone number in the connection's dialog box.

The next things that you may want to take note of are your IP numbers. If your ISP requires you to use specific IP numbers, you'll find them by double clicking your ISP connection in the Network Connections window or by clicking the LAN icon in the notification area on the bottom right of your screen. Click the Support tab and you can write down all the TCP/IP Settings numbers that you find on the page.

Instead of writing down the information, you can take a screen capture of each dialog box. To do so, you simply open the desired dialog box and press Print Screen. Then launch Paint, pull down the Edit menu and select Paste. In a couple of seconds, Paint will display a copy of the dialog box. At this point, you can pull down the File menu and click the Print command. You'll then have a printed record of the information.

**Internet URLs.** In addition to your connection information, chances are that you want to save your Web site shortcuts or URLs. For example, if you're using Internet Explorer, you'll find the URLs in the C:\Documents and Settings\CNETAU\Favorites folder (assuming that your user name is CNETAU). Simply back up the entire Favorites folder to tape or floppy disk.

If you're using another browser or operating system, check with your documentation to find out where and how your URLs are stored. Then, back them up.

**E-mail folders and address books.** If you want to keep your address book and e-mail folders intact, you'll need to back up the corresponding files. For example, if you're using Outlook Express, you'll track down your address book by using Find to search for a file with the extension WAB. You'll then track down your e-mail folders by using Find to search for a folder called Mail. This folder contains all

your e-mail folders as well as links to any newsgroups that you subscribe to. If you're using another e-mail program, check with your documentation to find out where the files containing your e-mail folders and address book are stored. Then, back them up.

**Trillian/ICQ contacts and logs.** If you are a hardcore instant messaging person, you may want to store a database of your buddies and back up all the exchanges you've had with your colleagues, friends or family. Go to C:\Program Files\Trillian\users\default and store Buddies.xml and the Logs folder.

For ICQ, your contact list and history logs are can be found at C:\Program Files\ICQ\200Xz (where X is the number and z is the letter of your particular version). Back up your contact list by making a copy of this database folder related to the version of ICQ you use.

**Documents, music, videos, pictures, icons, WAV files.** Ensure that you back up all your favorite songs, movies, pictures and essential documents right away. You don't want to spend hours working on a project, downloading music or videos, taking photos, plus your cool icons and WAV files only to lose them. Backing up these files guarantees you'll be able to restore your customized user interface to current form easily.

**Updates and patches.** If you've downloaded any updates or patches to your operating system or to your applications, you'll want to make sure that you back up those files individually so you can easily update without having to download the updates or patches again.

**Shortcuts or scripts.** If you've created any special shortcuts or script files, you'll want to track them down and back them up. Doing so will save you from having to recreate them from scratch.

**Programming files.** If you are a programmer, DO NOT forget to backup up all those files with .java or .vb extensions if you are a Java or Visual Basic person. The same applies to others such as Flash or SQL files too. After those countless late nights spent at the computer, don't spend even more time coding them again.

**Start menu organization.** If you've spent a lot of time customizing and organizing your Start menu's structure, you won't want to have to recreate it. Take a few moments to write down the names and sketch the menu's organization. You can also take note of your customization settings for Taskbar and Start Menu options by right-clicking on an empty area in your Start menu and selecting Properties.

**Application information.** If you're using Microsoft Office or some other application suite, you should also back up any templates, macros, or other customized items that you don't want to have to recreate. For example, suppose that you're using Word and you've created a lot of macros that help you to quickly and easily produce your documents. You'll find most of your macros stored in Word's templates. By default, macros are stored in the Normal.dot template. If you've created a custom template for your word processing needs, the template also probably has macros stored in it.

If you use and have added personalized entries to the AutoCorrect utility, you'll want to back up the AutoCorrect files as well. To do so, use Find to track down the ACL files on your hard drive. You should be able to find all the ACL files in your Windows folder.

If you're using another office suite with similar functions, you'll need to refer to your documentation for more information on which files you need to back up. Don't forget to check the company's Web site if

you don't find the information in the documentation.

## CHAPTER 3. TROUBLESHOOTING BACKUP PRO

### COMMON PROBLEMS

- The program won't work and I'm getting a Runtime error '429' message. What do I do?
- Error 1931: Cannot update a system file
- None of my test emails are working properly. What should I do?
- Error 1309: Error reading from the file [filename]. Verify that the file exists and that you can access it.
- Run-time Error 13: Type Mismatch
- Files backed up to FTP are 0 kb instead of their actual file size.
- I am still having problems connecting to my FTP account and my test emails are still not working properly. Could this be a firewall issue?

---

#### **The program won't work and I'm getting a Runtime error '429' message. What do I do?**

This error message, usually accompanied with text such as 'ActiveX component can't create object'. This means that a system file has not been properly registered or has been removed from your system. Sometimes this happens when an uninstaller for a different program accidentally removes a file BackUp Pro installed. A simple reinstallation of the software will fix this.

#### **Error 1931: Cannot update a system file**

This error can occur for a number of reasons:

- Another application is currently using the file.
- You may have an outdated version of a Windows operating system component. Most frequently this is Internet Explorer, and updating to the most current version will solve the problem.

In both cases you can ignore the error because the file is already installed on your computer.

#### **None of my test emails are working properly. What should I do?**

Contact your Internet Service Provider and ask them what their settings are. Typically you can find their email settings online at their website but oftentimes some broadband companies (such as Cablesystem and Comcast) require you to call in and request your email address from them. They will then set it up for you and you need only enter the information they give you into BackUp Pro's main settings.

**Error 1309: Error reading from the file [filename]. Verify that the file exists and that you can access it.**

This can happen when you have saved the installer (.MSI) in your Temporary Internet Files or another folder that does not deal well with additional temp files.

To fix the problem simply save the installer to a different directory like your Desktop or My Documents folder.

### **Run-time Error 13: Type Mismatch**

The solution to this error is simple. Go into your Program Files on your Hard Drive (C:\Program Files) and delete the entire BackUp Pro directory (the folder that says BackUp Pro). Now try to reinstall the software and it will work just fine.

### **Files backed up to FTP are 0 kb instead of their actual file size.**

This can be an indication that your connection is being blocked somehow.

The first thing to do is turn on passive connections to your FTP server. To do this, click you backup item and select "Settings".

Select the Backup Locations tab.

Select your FTP location from the list and click "Details".

Place a check mark in the box labeled "Passive Mode".

Click OK in both windows to save your settings.

Run the backup again to test passive mode (which avoids using specific ports on your computer and the server).

### **I am still having problems connecting to my FTP account and my test emails are still not working properly. Could this be a firewall issue?**

It absolutely could! If you believe a firewall is blocking access the first thing you should check is Windows Firewall.

Click Start > Settings > Control Panel > Windows Firewall

If the firewall is enabled ensure that "Don't allow exceptions" is not checked.

Then click the "Exceptions" tab.

Look through the list to see if BackUp Pro is already listed as an exception (meaning that it is allowed to connect to the Internet).

If it is not, click "Add Program". Select BackUp Pro from the list, or browse to your program files folder and find the executable (.exe) file.

Now Windows Firewall should let that program connect to the Internet.

Other popular firewalls can also block programs from accessing the Internet. Norton Antivirus's "Internet Worm Protection" is actually a firewall. Try disabling it to see if the problem is resolved. Other popular firewalls are ZoneAlarm and Black Ice, both of which will block all third-party software unless you give it instructions to do otherwise.

## GETTING HELP

Oversight Technology offers many support options to licensed users.

**Support Center:** <http://www.oversightcorp.com/support/>



**FAQs:** The Houdini Frequently Asked Questions is kept updated and can answer most questions right away. Please visit the Houdini FAQs at <http://www.oversightcorp.com/support/faqs-backup.php>



**User Guides:** Check to make sure you have the most recent version of this guide and download manuals for other Oversight Technology products.



**Help Desk:** Still need help? Open a ticket and a support representative will resolve your problem within 24 hours. Visit the help desk at <http://www.oversightcorp.com/helpdesk/>