



General Troubleshooting Helpful Hints

1. Does the client self-test work?

Self-test software is built into the main menu of the backup client – see the Run > Test Connection pulldown menu option. It tests the basic operation of the software. If this doesn't work, backups will definitely not work. Note where the self-test fails and contact Dr.Backup support. We may be able to provide some guidance on how to diagnose the problem. Most common reason for a self-test failure is a personal firewall setting.

2. Is there enough virtual memory?

Backup client software moves files into (virtual) memory so that they can be compressed and encrypted. This means that there must be enough virtual memory available to hold the largest file in your backup set. Typically, Windows creates a swapfile size (virtual memory) which is 1.5 times the amount of physical memory available. For large file backups, we recommend increasing this value to 2048 MB. Right click on My Computer and navigate through the property dialog boxes to adjust swapfile size.

3. Is the machine set to go into hibernate mode?

Windows tracks when your machine is unattended and may attempt to switch into *standby* or *hibernate* mode. In this mode, programs do not run and only human interaction (a mouse click, keystroke or switch throw) can re-awaken the PC. In this mode, the remote backup software could stall or actually completely slip its next scheduled start time. If this occurs, abort the program, then stop and restart the *rbackup.exe* program to resume normal operation. To run unattended backups, verify that hibernate and standby settings of your PC are disabled. Traditional powersaver features such as monitor and disk drive power-off are compatible with the backup software. Use the control panel "power settings" applet to check settings or disable standby or hibernate.

4. Is there a personal firewall on the machine?

Personal firewalls can block applications from communicating with the Internet unless explicitly authorized. Make sure that *rbackup.exe* and *rbclient.exe* are not blocked as that could prevent backups from occurring. Changes required are specific to the personal firewall package installed on the Windows machine. Consult your software vendor's documentation for additional information.

5. Are multiple backup sets scheduled for same time?

Make sure you don't schedule multiple backup sets to run at the same time. Stagger your start times to avoid overlap. Overlapping backups could result in a backup set not running, or an in-process backup being pre-empted prior to completion.

6. Are you backing up files that you don't recognize?

Make sure that you have NOT selected the entire *Documents and Settings* folder to be backed up. Rather, drill down into this folder and select only the subfolders or files which represent critical data – whose file names you recognize! This is necessary since there are frequently locked and hidden system files in the subfolders you don't need to backup. Some files in the Documents and Settings folder may not even be readily visible – even when viewed with Windows Explorer. (hidden and system files)



Note: In the Documents and Settings folder, there is a subfolder called Local Settings. Be extra certain not to backup the temporary cache used by the Internet Explorer browser which is located in this folder.

7. Is your account significantly over quota?

After verifying that you have selected only folders with critical user data, review your last backup log file to be sure that there are no file exceptions or locked files noted. Attempting to backup locked files causes Dr.Backup to suspend automatic (old) version purging until the issue is resolved. While this is an important safety feature of the software, it will ultimately cause quota exceeded problems. Resolve the locked file situation and normal purging of aged backups will resume automatically.

8. No locked files, but still over quota?

Switch the client into Administrator mode and check your data retention properties. Keep only the number of copies of a backup set you feel is essential for your operations. Review the *Administrator Control Mode* tech note on the Dr.Backup website for a more complete explanation of version control settings.

9. Concerns or problems leaving your PC logged in?

Consider installing the client software to run as a windows "service." When installed as a service, an interactive login is not required to run backups. This is ideal for workgroup server backups. Review the tech note *Remote Backup for Servers* on the Dr.Backup website for info on how to install Dr.Backup as a service. This feature is supported on any PC running Windows NT4, 2000, XP or 2003.

10. Running as a service and having problems?

If you make changes in the backup schedule, please be sure to stop/restart the remote backup service from your control panel Applications tools (services) folder. Restarting the service should cause the schedule database to be re-read and normal operations to continue. If for some unknown reason backups have stopped running, use the taskmgr program to end the "rbackup.exe" and "rbclient.exe" programs. Then, restart the Remote Backup program from the control panel services applet. Normal operation should be resumed.

11. In middle of backing up a large file, the client seems to get stuck?

This could be due to the NAT software on your workgroup router "timing-out" the control channel to Dr.Backup's servers. The backup client operates very similar to a modified passive (PASV) ftp server. A control channel is first opened and used to authenticate the client. Once that is done, the control channel tells the client what ports to write the data to for backup. While data is being written, the control channel is open, but idle. By default on some routers, idle channels are automatically disconnected after a specific period of time. This will cause the backup to be stalled after the current data file completes its transmission. Fix is to upgrade your router to latest firmware revision if possible. Many vendors have designed new firmware for their routers which increases its timeout value or correctly handles open PASV ftp sessions. Most commercial grade routers do not experience this issue.