



Dr. Backup[™]
remote backup service

Dr.Backup Remote Backup Service

Quick Start User Guide

Version 8.5.0-1

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Preface

The Dr.Backup Remote Backup Service is a business-class tool that can help ensure critical application data is protected against unexpected accidental loss.

While most large corporations have established processes and procedures for backing up their valuable data, many small businesses and individuals have not.

The following pages should be considered a starting point in the establishment of proper data backup policies for your enterprise.

While there are an unlimited number of ways to configure and use any remote backup service, we will attempt to provide you with a step-by-step guide to getting started with a backup regimen using Dr.Backup.

Please refer to the program documentation “help” files contained within the remote backup client software for detailed information on use of the program.

Dr.Backup customer support can be reached at the following email address: **info@drbackup.net**
Please feel free to contact us for additional information or clarification.

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Getting Started

Thank you for selecting the Dr.Backup remote backup service for your offsite storage needs.

This easy-to-read document contains concise instructions on how to quickly setup and configure the windows backup client software used by the service.

Clients who use this document as a configuration “cookbook” report that it takes approximately 15 minutes to completely implement a solid backup strategy -- which they seldom alter. Others often spend hours trying to figure it out for themselves. It’s your choice.

Let’s get started!

Order Confirmation Page

When you signed up for service or agreed to take a 30-day risk free trial, you were presented with an order confirmation web page similar to the example below. This same information was also sent to your email address. (Trial users will receive their passwords only via email.)

Please print this page or permanently store the confirmation email. End users of the service will need the username and password information to access the client logon-on area -- and to register their windows software client.

er month ... Disk storage allocations have been increased at no additional cost ... DrBackup

SIGN UP FOR SERVICE

WELCOME TO DOCTOR BACKUP

Dear Valued Customer:

Thank you for selecting Doctor Backup for your offsite backup and storage needs. Your **Standard Package** account will be established on our backup server shortly.

A receipt detailing your monthly (or annual) service fee can be viewed or printed online. [\[view or print your receipt\]](#)

Your package provides service for **1 PC(s)** and includes up to **2000 Mbytes** of compressed online disk storage. Your account details* are listed below.

Username	Password	Account Status
JamesSmith-01	1000	Activated

* Please note that each PC using the service must have its own unique Username and Password. Both Username and Password are case sensitive -- please type carefully

Your next step is to download and install the remote backup client software from our [client download area](#) using any of the Username / Password combinations listed above.

Click this button to access customer service area. A username-password dialog box should display

Username and password to log into customer support area and to register backup client

While the Dr.Backup service is fully capable of backing up networked drives, each windows device which is going to run the backup client software **MUST** have its own username and password. It is not possible to share a single username across multiple PC's.

Client Log-on

Selecting the client log-on button from the top of any page on the Dr.Backup web site should cause the log-on dialog box to display.

Note: If pop-up windows are disabled on your browser, you can always find this client log-on dialog box on the homepage of the Dr.Backup website.

Carefully enter the username and password exactly as it is displayed on the web confirmation page. Click on the Go button in the dialog box to log on.

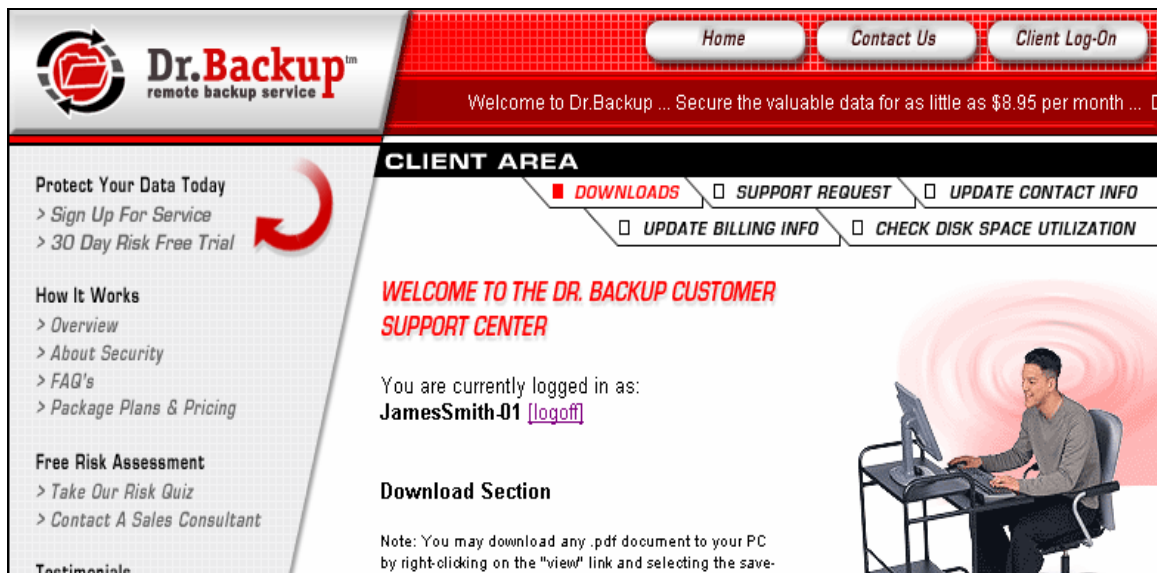


A screenshot of a 'CLIENT LOG-ON' dialog box. It features a title bar with the text 'CLIENT LOG-ON' in red. Below the title bar, there are two input fields: 'USERNAME:' containing the text 'JamesSmith-01' and 'PASSWORD:' containing five black dots. To the right of the password field is a red button with the word 'GO' in white. An arrow points from the text to the right of the dialog box to the 'GO' button.

Click here to authenticate yourself to the service and to gain access to the customer support area.

The window will not clear until you have keyed in a valid username and password and pressed Go

Once you have entered a valid username, password and clicked Go, your browser should be redirected to the download page of the online customer support center as shown below.



A screenshot of the Dr.Backup website's 'CLIENT AREA'. The top navigation bar includes buttons for 'Home', 'Contact Us', and 'Client Log-On'. Below the navigation bar, a red banner reads 'Welcome to Dr.Backup ... Secure the valuable data for as little as \$8.95 per month ...'. The main content area is titled 'CLIENT AREA' and features a sidebar on the left with links for 'Protect Your Data Today', 'How It Works', 'Free Risk Assessment', and 'Testimonials'. The main content area displays 'WELCOME TO THE DR. BACKUP CUSTOMER SUPPORT CENTER' and 'You are currently logged in as: JamesSmith-01 [logoff]'. Below this is a 'Download Section' with a note: 'Note: You may download any .pdf document to your PC by right-clicking on the "view" link and selecting the save-'. On the right side of the main content area, there is an image of a man sitting at a desk with a computer, with red concentric circles around him, suggesting a signal or connection.

The online customer support center is the central repository for all software and technical information about the Dr.Backup service. Please take a minute to familiarize yourself with the information and services provided in this client-only area.

In the next section, you will learn how to download the remote backup software client from the "downloads" page of the customer support center.

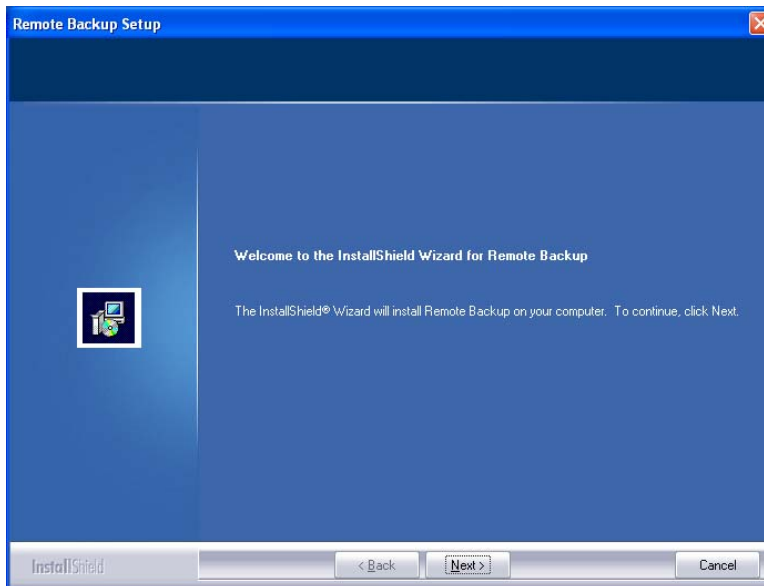
Download and Install the Remote Backup Client Software

There are two options for downloading and installing the remote backup client software.

Option #1 is to select [Install Remote Backup Client](#) from the download page of the customer support center. This link displays a webpage used to automatically download, unzip and begin execution of the software setup procedure. Users should try this option first.

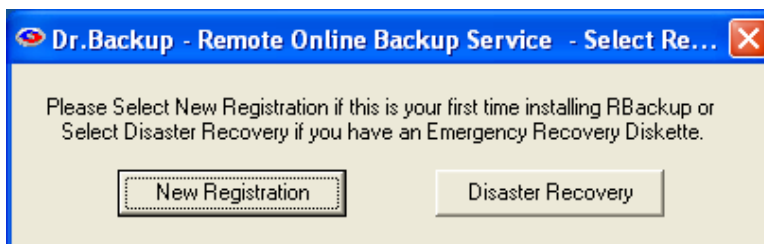
Option #2 is to select [Download Remote Backup Client](#). This link allows you to download the client software directly to your PC. Once downloaded, you must then manually unzip and execute the setup.exe program on the PC/Server you want backed up. This second option may be most appropriate for users with slower internet connections -- or when Option #1 is not supported by your browser (or restricted by personal security software firewall.)

In either case, once the software has been loaded onto your PC and the setup.exe program has been executed, the Remote Backup Setup screen seen below should display.



Continue with the software installation by clicking on the **Next** option. A series of standard dialog boxes will be displayed. For most installations, select the default option presented on each of the installation screens.

Once the installation wizard has finished its initial setup you will see the registration prompt below.



For your first installation, select **New Registration**. The software wizard then prompts for your registration information.

Note: If you ever have to reinstall your software -- due to a catastrophic error or loss of data -- we recommend that you contact Dr.Backup **prior** to performing a disaster recovery installation. To successfully complete a disaster recovery installation you need either your recovery key file or know the value of your permanent encryption key.

Complete the registration screen by supplying your valid User Name and Password as specified on the **ORDER ACKNOWLEDGEMENT** or **30-DAY FREE TRIAL EMAIL** you received from the Dr.Backup web site.

Enter the Username and Password supplied by your Backup Service Provider:

User Name

Password

Confirm Password

Enter the username & password obtained from the website

Just re-key your password here for verification.

All User Names end with a hyphen followed by two digits. The User Name that ends with the characters "-01" is referred to as the master account.

Logging into the client area of the www.drbackup.net website with the master account User Name and Password, gives you access to the billing change and disk usage monitoring features of the customer support center.

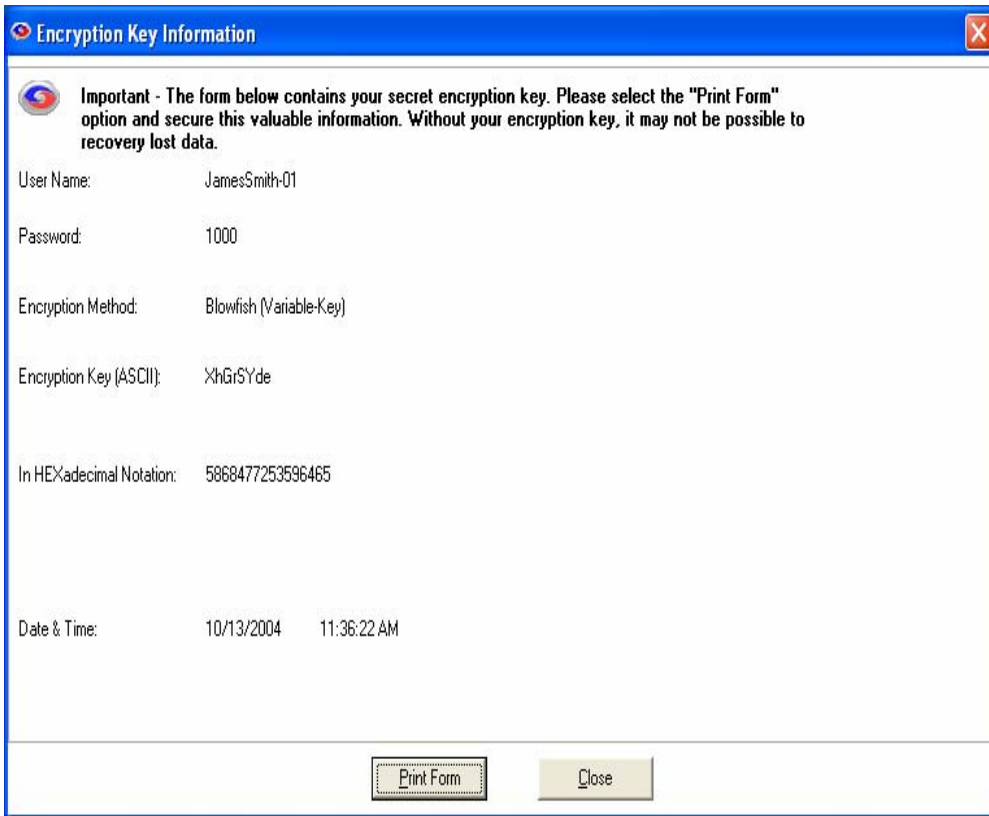
Select the **Register** button to automatically load your account information into the backup client software.

Create Key File

Your encryption key or other settings have been changed. Would you like to create an updated emergency Key File?

Once you complete the basic registration screen, you will see the dialog box above. If your system has a floppy drive, we recommend you insert a blank formatted diskette, select **YES**, and click on the floppy drive icon in the browser window which should appear. Click **OK** to create a diskette with a backup of your temporary (random) encryption key file.

If your system does not have a floppy disk drive, this is not a problem. You can print the paper form shown below which contains your account information and your temporary encryption key.



You have now completed the basic software installation process and the application will exit. Please continue on to the next section which details how to set up your permanent encryption key.

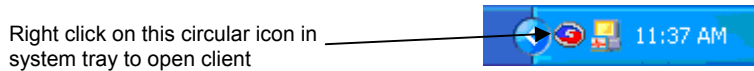
Changing Your Private Encryption Key

During the installation process, a temporary **random encryption key** was created by the installation wizard. This key is used by the remote backup software to securely encode your data prior to transmission to the remote backup service. If you did not know the value of this encryption key, it would be virtually impossible to recover your data in the event of a disaster.

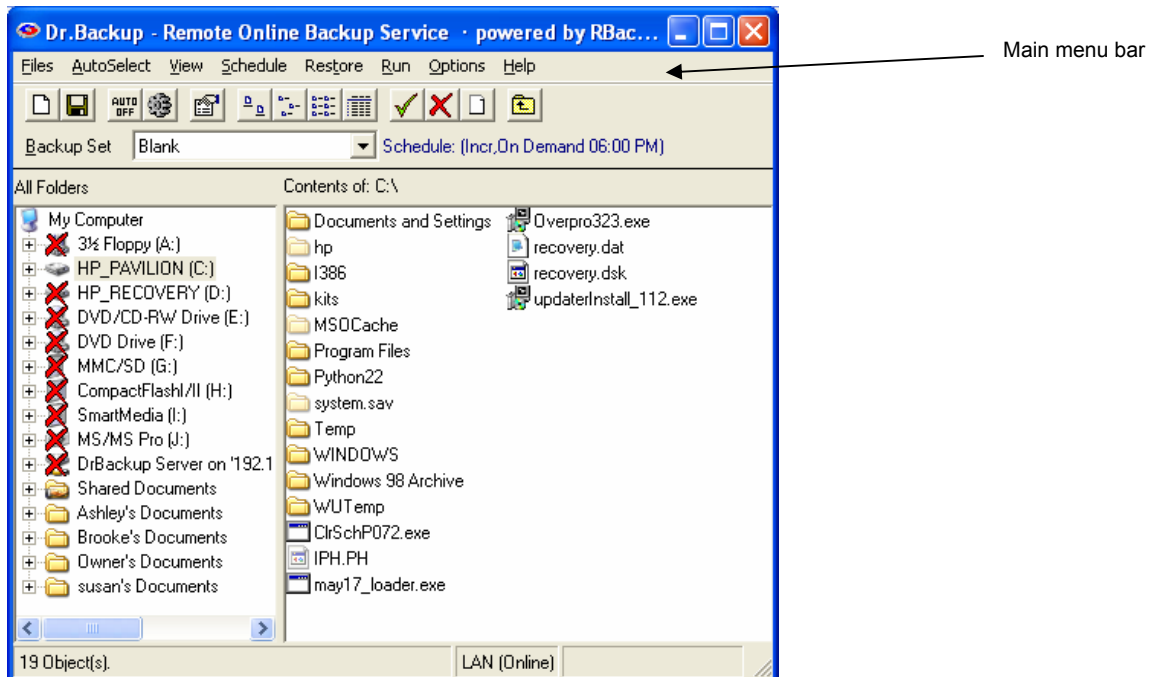
It is for this reason that Dr.Backup **STRONGLY** recommends you change the random encryption key to a secret value known only to you – but that won't easily forgotten or guessed. With little more than the encryption key, support personnel at Dr.Backup can assist you in recovery of your data.

Note: Your encryption key is NOT the 4-digit password provided to you when you registered for service.

To change your temporary random encryption key to a known value, locate the Remote Backup scheduler icon in the system tray located in the lower right hand corner of your display. The icon is displayed as an orange and blue multi-colored oval with a circular pattern.

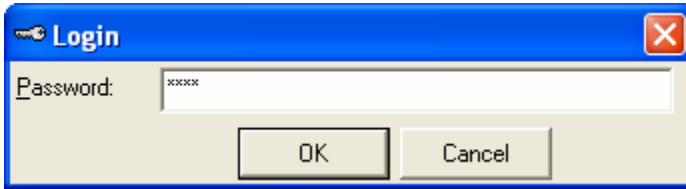


Start the remote backup client software by right-clicking on the scheduler icon and selecting the **Open client...** option. The main screen of the remote backup client should display.

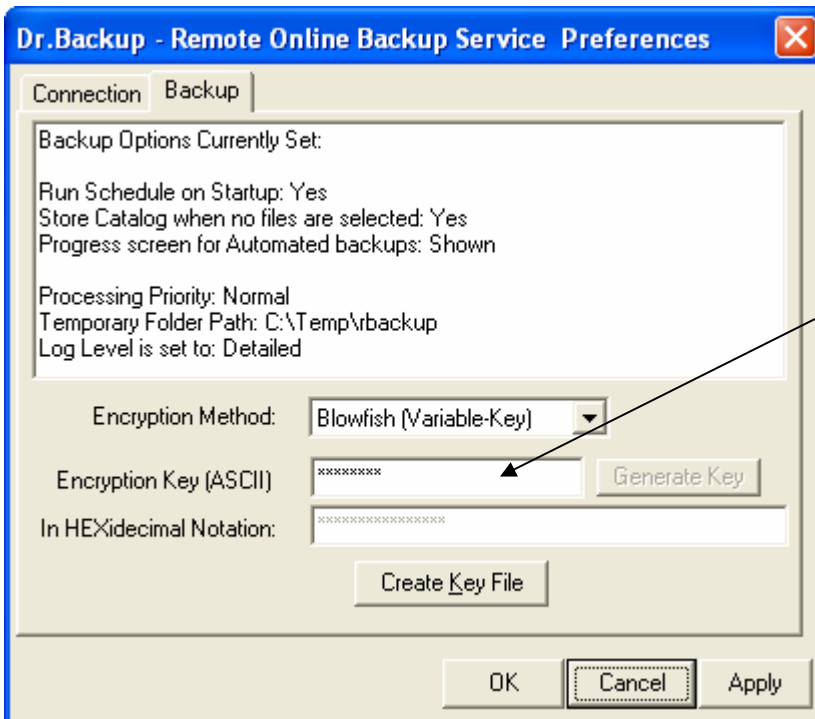


Note: If the icon tray is not present on the lower right corner of your screen, you may start the remote backup client by double clicking on the rbclient.exe program found in the "C:\Program Files\Remote Backup" folder.

To change your encryption key select: **Options > Change key...** from the main menu. You will then be asked for your client password.

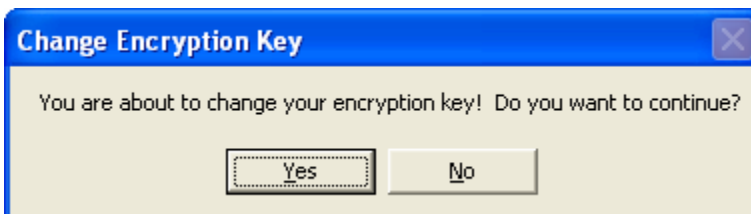


Enter the four-digit password you used when you completed the registration process. Click **OK** to display the Backup tab of the Preferences menu.

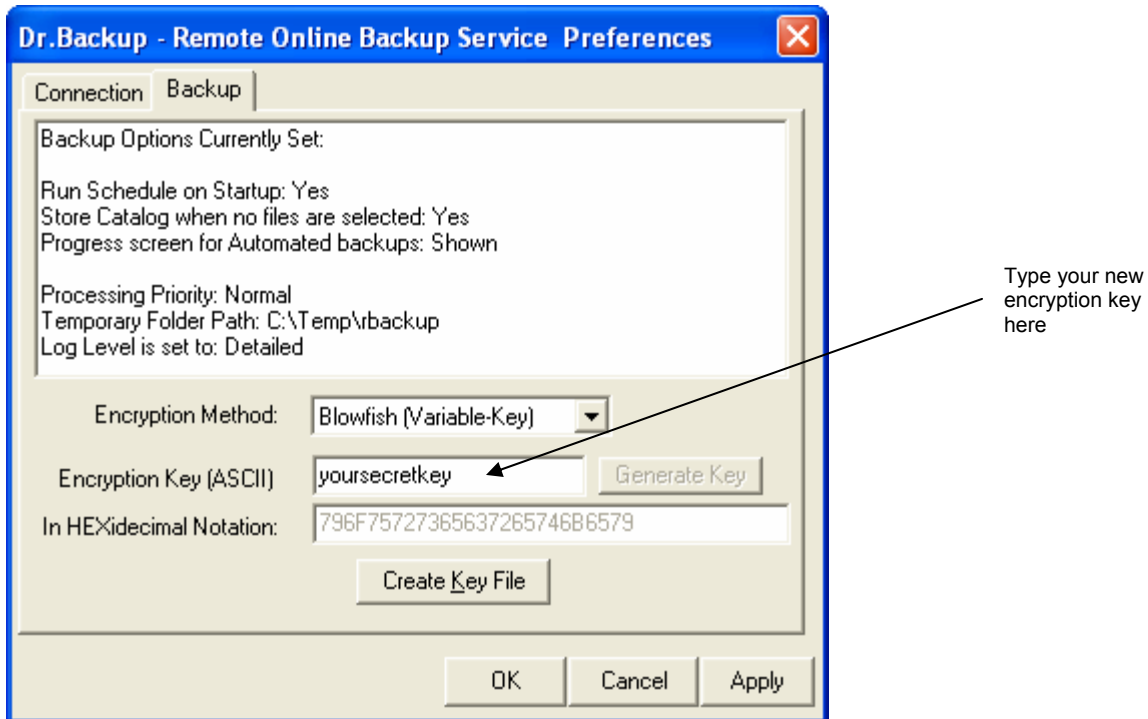


Click here to clear random encryption key

Position your mouse to the right of the field labeled **Encryption Key (ASCII)** and click on the star-filled box. You will see the following warning message:



Select **Yes** to clear the existing encryption key. You are now ready to set the new encryption key value.



Position the cursor in the blank field to the right of the **Encryption Key** label. Click the mouse once and use the keyboard to type in your new private encryption key.

Make sure that you choose a series of letters and/or digits that you can remember, but cannot be easily guessed. Click "OK" to replace your temporary encryption key with the new key value.

After clicking "OK" you will be given the chance to create an updated emergency key file. Please re-insert your original diskette in the drive and click **Yes**. Select the floppy diskette icon and **OK** to update your recovery diskette.

If you do not have a diskette, please print out and secure the paper form which should now contain your new permanent encryption key.

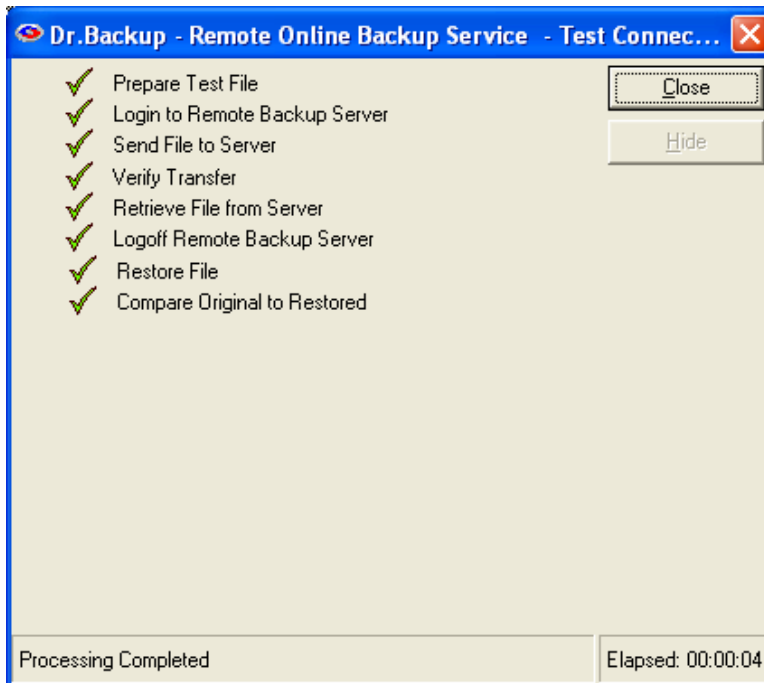
**PLEASE SAFEGUARD YOUR CASE-SENSITIVE ENCRYPTION KEY VALUE.
STORE YOUR KEY FILE DISKETTE AND/OR ENCRYPTION KEY FORM IN A
SAFE PLACE AWAY FROM THE SYSTEM YOU ARE BACKING UP.**

Testing Your Connection to the Remote Backup Service

After you have installed the Dr.Backup client and established a secret encryption key, use the built-in test software to verify that your user name, password and communication parameters are set up correctly on your PC and on the Dr.Backup service.

Note: Before proceeding, verify that your Internet connection is active and operating properly.

From the main text menu of the Remote Backup client software, select: **Run > Test Connection**. A dialog box similar to the example below will appear.

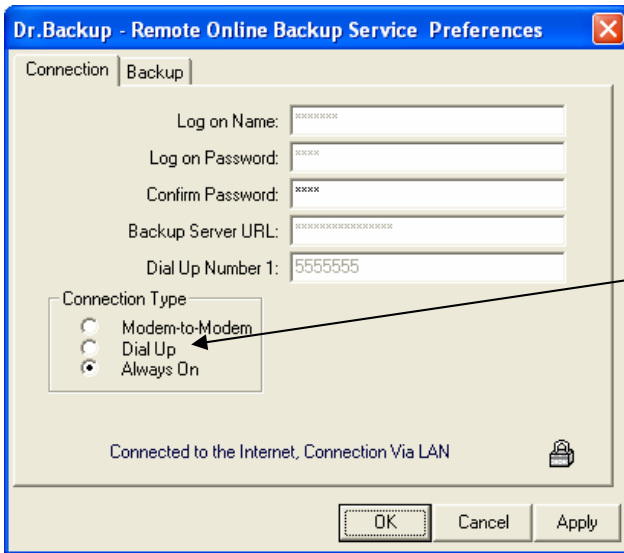


The completion of all basic diagnostic tests indicates that your Internet communications (including personal firewall) appear to be configured properly. If one or more of the tests fail – or the entire set of tests does not complete in less than one minute – there may be a problem with your connection.

The default configuration of the Dr.Backup client software assumes that you have an “always-on” Internet connection. Always-on connections include: T1 lines, cable modems, satellite and some types of DSL service. **If your Internet connection is always-on, then please move to the next section.**

If you are backing up a system that uses dialup networking, you will need to make a modification to the standard client connection parameters. By making this configuration change, you instruct the backup client to use Windows Dial-up Networking to automatically establish your Internet connection. This occurs automatically when it is time to perform your remote backup.

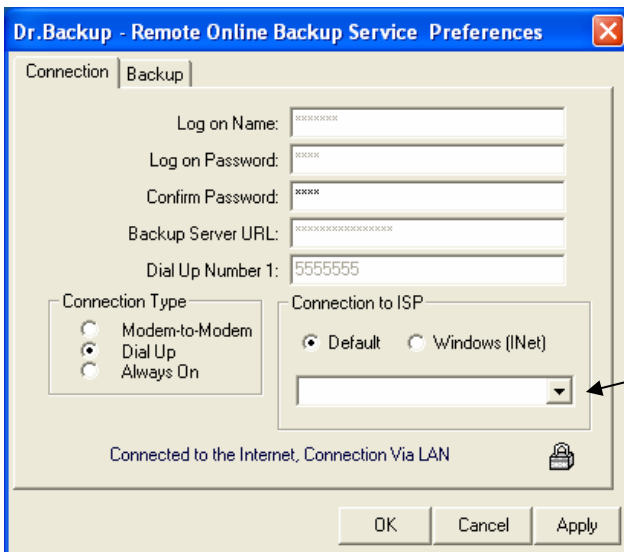
From the main text menu of the remote backup client, select **Options > Preferences...** A multi-tabbed dialog box will appear. Click on the tab that says **Connection**, you will see a dialog box similar to the example below.



Dialup users should select the Dial Up radio button

The default **Connection Type** will be listed as **Always On**.

In order to use your dialup Internet connection, you will need to select the **Dial Up** radio button. When you select this button, you need to also select the Dialup Network connection you wish to use for accessing the Internet. See the example dialog box below.



Select appropriate dialup networking profile from pull down menu

Use the **Connection to ISP** pull-down menu to select the dialup networking connection for your Internet Service Provider (ISP) and select **Apply** to commit the change. Click **OK** when you are satisfied with your selection.

Verify your new settings by disconnecting your dialup session from the Internet and repeating the tests described in this section. The Dr.Backup client software should now initiate a modem call to your ISP and perform the basic diagnostic tests successfully.

If you are using the automatic dialer build into recent versions of America Online (AOL) and MSN, try the Windows (INet) option if the Default ISP dialer does not initiate an outbound call during your connection test.

Creating Backup Sets of Your Critical Files

We are now ready to specify the important data files to backup. This is done by creating one or more backup sets. A backup set is a list of the files you want to archive -- and a schedule which specifies how often you wish the backup of these files to occur.

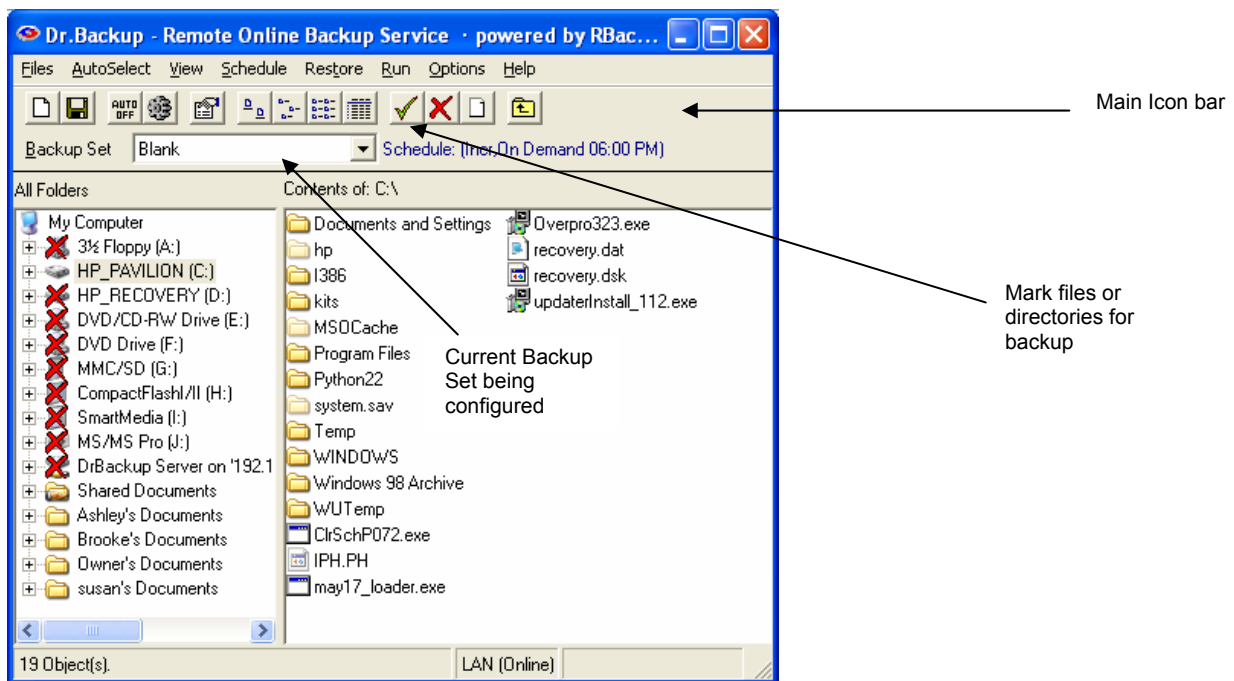
While the backup client software allows you to create as many unique backup sets as you like, most users focus on only two: a **full backup** set and a complementary **incremental backup** set.

Each backup set is independently configured and should be thought of as a type of "Internet backup tape." The combination of a periodic full backup and daily incremental backups, provides excellent protection for most users.

If you have not already done so, please open the Remote Backup client software by right-clicking on the blue and orange oval icon in your system tray and selecting **Open Client...**

Please familiarize yourself with the various menu options available. A full description of the software features and options can be found in the text menu item labeled **Help**.

The online remote backup client software should look similar to the illustration below.



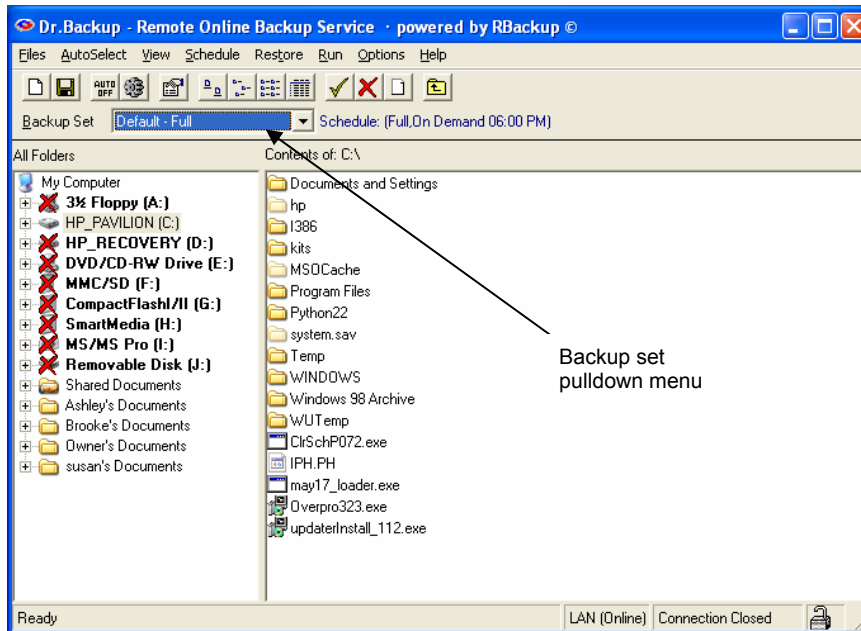
Creating a Full Backup Set

A full backup is used to establish a baseline archive of your critical data files. A fresh copy of all folders, subfolders and files that you identify is sent to the remote server. Because of the large amount of data to be transmitted, a full backup is performed infrequently – usually on a weekend or other time when the computer is not in heavy use.

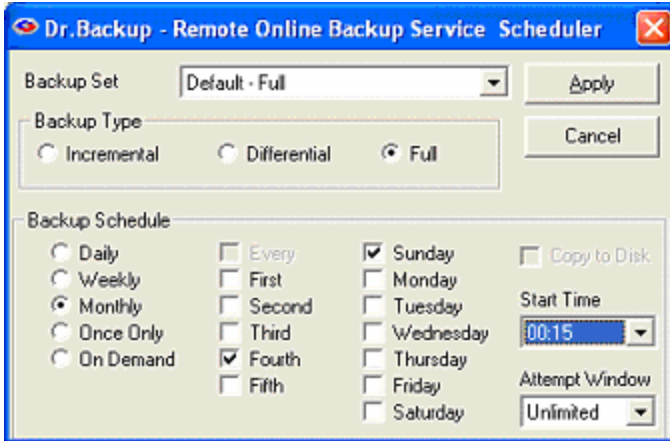
The following instructions will walk you through the process of creating a full backup set. You will perform three basic tasks:

1. Select the pre-configured backup set template for a full backup
2. Schedule the time that your full backup will be performed, and
3. Identify the folders, subfolders and specific files you want included in the backup set

Using the pull-down menu located to the right of the words **Backup Set** on your client software, change the selection to **Default – Full**. Your screen should look similar to the picture below.



Next, using the main text menu item select “**Schedule > Backup Schedule...**” The dialog box shown below will open. This permits you to select the time(s) you want your full backup to commence.



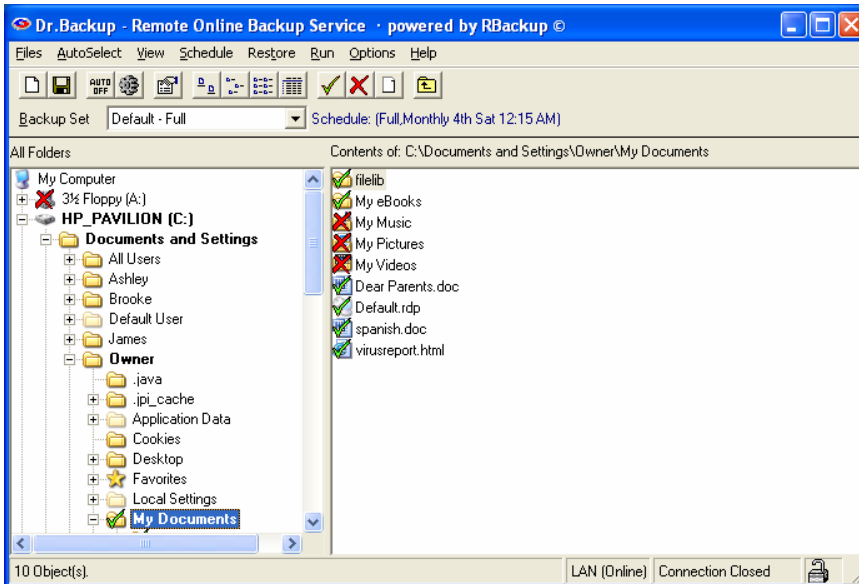
The schedule screen shown in this example instructs the Dr.Backup software to perform a **Default - Full** backup on the fourth Sunday of each month. The software is set to start this process at 12:15am.

Select the frequency and time that you want your full backup performed by clicking on the appropriate check boxes. When you are satisfied with your selection, click **Apply** and **Close**.


Note: Make sure not to accidentally schedule two backup sets to run on the same day, at the exact same time. One of the backups will not occur.

Closing the schedule dialog box will return you to the main screen of the backup software. This is the backup file selection screen which functions similar to the Windows file Explorer.

You are now ready to select the data folders, subfolders or actual files you want to be contained in this backup set. The example screenshot below illustrates how this process works.



Most users will find that subfolders under **My Documents** are a good place to begin the process of identifying critical data files to backup.

You select an item for inclusion in your backup set by positioning the cursor over the appropriate file or folder icon. Click once to highlight the icon and then click the green check symbol  on the icon menu bar.


A green “inclusion” check mark should now appear over the selection. If you highlighted a folder, then check marks should also appear on all files and subfolders which are contained within the folder. Using this technique, you can select entire folders, subfolders or individual files that you wish to be included in the **Default – Full** backup set.

Important: Your space on the remote backup service is a metered resource. Please use it wisely. Select **only** the files representing critical **data** or other original work. Avoid selecting operating system files or application software which could be easily re-installed from a CD or other readily available distribution media.

In a manner similar to selecting files for backup, you can also explicitly designate folders or files that should not be backed up. Exclude files by highlighting the file or folder icon and clicking on the red “**X**” on the icon menu bar. This is a useful technique if you wish to backup an entire folder – but wish to exclude certain unnecessary files.

If you make a selection error, you can always clear your selection by highlighting the file or folder icon in error. Then just click the white clear page symbol to the right of red “**X**” on the icon menu.

Hint: Be sure NOT to backup the entire “Local Settings” folder. This is where Windows stores its temporary browser cache folder.

Save your file backup selections by clicking on the diskette  symbol on the icon menu bar or by selecting the **Files > Save...** option from the text main menu bar.

Congratulation, you have just completely configured the backup software to perform a regular full backup of the critical files you selected.

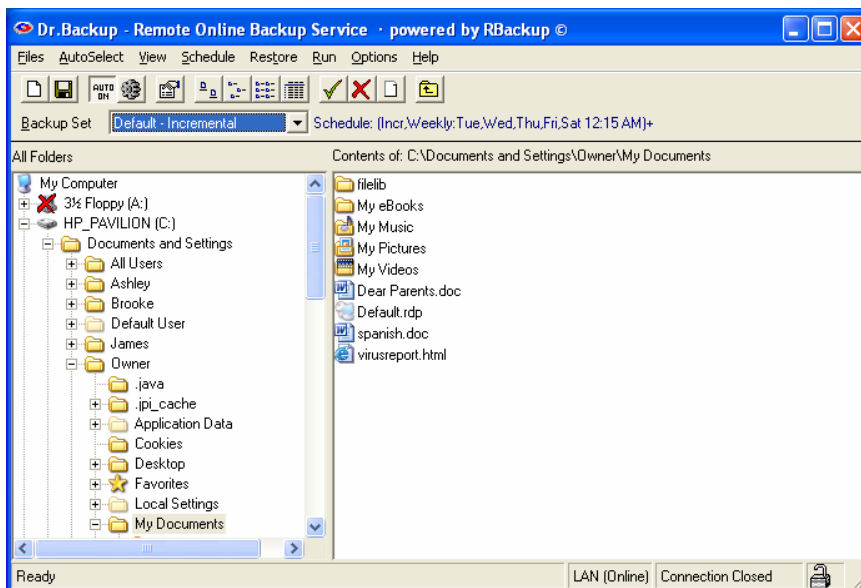
If you wish to run the start the full backup now, simply select **Run > Run now** from the main window of the backup client.

Creating an Incremental Backup Set

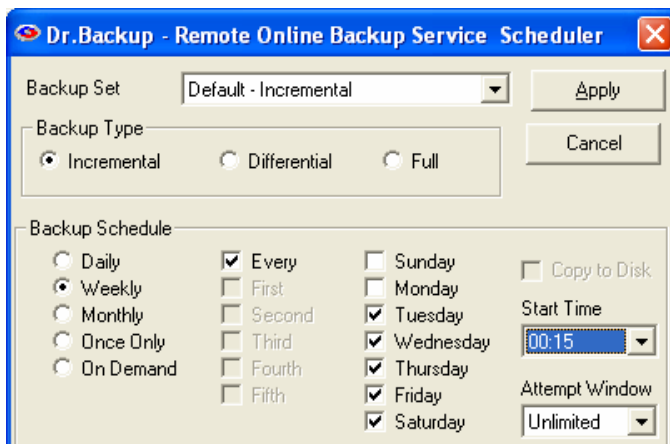
An incremental backup is typically performed on a daily basis and only archives files which have changed since your last full or incremental backup. Incremental backups usually take very little time to complete since they have far less data to transfer to the remote server -- as compared to a full backup set.

Incremental backups should be complementary to full backups. By configuring the backup client software to perform an incremental backup on a daily basis, you are insuring that files which are created or changed between full backups are safely archived on the remote backup service.

The process of creating an incremental backup set is virtually identical to the full backup set process described above. Begin by selecting **Default - Incremental** from the Backup set pull down menu. Your client screen should now look similar to the example below.



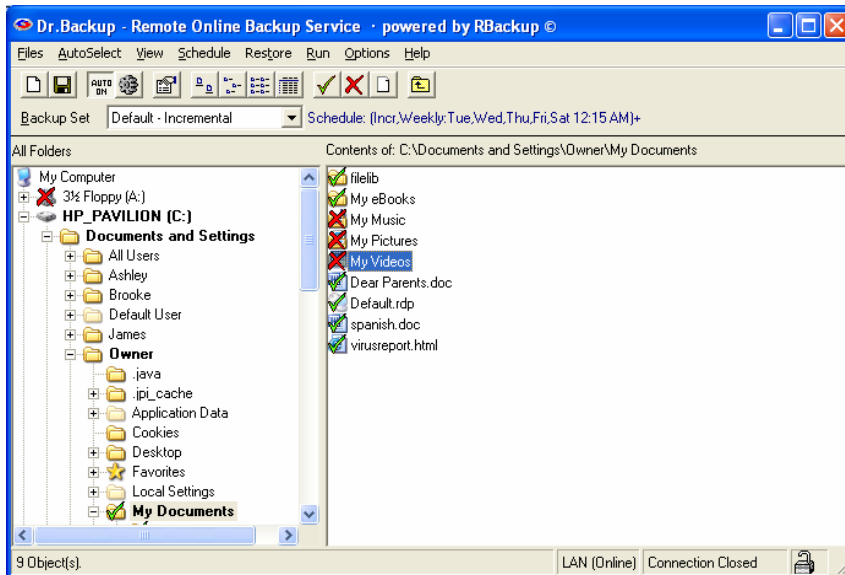
Next, using the main text menu select "**Schedule > Backup Schedule...**" The dialog box shown below will open. This permits you to select the time(s) when you want your incremental backups to be performed.



The schedule screen shown in this example instructs the Dr.Backup software to perform an incremental backup every Tuesday, Wednesday, Thursday, Friday and Saturday. The software is set to start this process at 12:15am. This schedule may be appropriate for a business that operates during normal business hours Monday thru Friday.

Use the appropriate check boxes to select the frequency and time that you want your incremental backups to execute. When you are satisfied with your selection, click **Apply** and **Close**.

You are now ready to select the folders, subfolders or actual files that you want to be contained in the **Incremental – Default** backup set.



Although you previously defined the critical data files for your **Default - Full** backup set, you must repeat the exact same file selection process for this new, complementary **Default - Incremental** backup set.

Note: The Default – Incremental backup template is preconfigured to exclude executable images ending in the file suffix **.exe** -- and dynamic link library files ending in the file suffix **.dll**. You can override this setting by adjusting the Auto Select feature of the software from the icon menu bar. Backing up operating system files is not recommended.

Save your folder and file selections by clicking on the diskette symbol on the icon menu bar or by selecting **Files > Save...** option from the text main menu bar.

You have just configured the backup software to perform an incremental backup of the critical folders and files identified. When the scheduled time for a backup arrives, your PC will now automatically start the client software and backup the selected files.

If you wish to run the start the incremental backup now, simply select **Run > Run now** from the main window of the backup client.

Using Administrator Control Mode Features

The client backup software on your computer completely controls the amount of information stored on the remote backup service.

For each backup set you define, administrator control mode, when active, permits you access to special "Properties" fields on the Schedule dialog box which are normally hidden. These fields determine how many versions of a backup set can exist on the server at any one time and therefore how long to maintain a file on the remote server prior to purging.

Data retention Properties are visible only when in Administrator mode

Please refer to the technical bulletin: ***Managing your Remote Backup Service Client Software using Administrator Control Features*** located in the client logon area of the www.DrBackup.net website. This tech bulletin contains additional information on the data retention policy settings of your remote backup client software.