



# BE SMB PC Setup

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## System Requirements

### Supported Operating Systems:

Platform	Version
Windows® XP	Professional SP2>, or Media Center SP2>, or
Windows® Vista	Business SP1>, or Ultimate SP1>, or Enterprise SP1>
Windows® 7	Professional >, or Enterprise >, or Ultimate

### Minimum Hardware Requirements:

Processor	Pentium 4 @ 1.7 GHz
RAM	512 MB minimum, 1 GB recommended
Hard Drive Space	A minimum requirement of 5GB of storage space is recommended.

The backup software had been designed to be compatible with the majority of home and office hardware firewalls.

*Tech Note: The web portal uses HTTP and HTTPS on ports 80 and 443. The backup client uses a proprietary protocol that looks to a firewall like SSL on port 443.*

## Initial Setup and Configuration

Using BE is easy. Simply activate your account, install the software, and select your files for backup.

### Activating your Account

Once you have set up your Backup Everything account you will receive a Welcome Email to the address associated with your account.

To **activate** your account:

1. Click on the link 'Activate your account' in the Welcome Email as displayed above.
2. When prompted, fill in your username as displayed in the Welcome Email and set your password and security question.
3. Once you have read through the Terms and Conditions, check 'I agree' and click 'Activate Account'.
4. Your account will now be activated and you are ready to install the software.

### Installing the Backup Client

Once your account has been activated, you are now ready to install the Backup Client onto the system(s) you wish to back up. To install the software:

1. Log on to the Web Portal at [mydata.backupeverything.co.uk](http://mydata.backupeverything.co.uk) with your username and password.
2. Click on the 'Download' tab in the left panel.
3. Click on 'Click here to install on Windows'.
4. This will open the Install Shield Wizard.
5. When prompted, click 'Run'.
6. Select the language that you would like for the installation and click 'ok'.
7. Click 'Next' until you get to the finish screen. Click Finish to launch the client.
8. Please enter your username and password to connect to your Backup Everything Account.
9. By default our client will automatically back up the selected folders as seen in the screen below. Once your installation is complete you will be able to personalize your backup further. Once you are satisfied with the selections, click 'Next'.
10. Once the wizard has been completed, click 'Finish'. Your files will now be transferred to our data centers.

## Uninstalling the Backup Client

In the event that you must uninstall the Backup Client from your PC:

1. Right click on the BE icon located in the bottom right hand corner of your screen and select 'Shutdown' from the menu.
2. Click on your start menu and select 'Control Panel'.
3. Click on 'Programs and Features'. This will return a list of all programs installed on your computer.
4. Locate and select 'PC Client. Click 'Uninstall'. This will open the Install Shield Wizard. Follow the onscreen instructions to complete the removal of the software.

## Understanding the Backup Client Features

The Backup Client is the software installed on your computer. It is important to familiarize yourself with the different features in order to optimize your BE experience.

### The Backup Client Menu

When you right click on the Backup Everything icon located in the bottom right hand corner of your screen, you will see a menu. This menu allows you to access the features of the Backup Client software installed on your computer.

Remote Desktop' allows you to use the remote desktop feature.

Fast Support' is used when setting up a remote session with our Support Staff.

Restore' allows you to restore files through the Backup Client

Options' allows you to change setting regarding your backups. See below for further details.

Status' takes you to the Status Viewer outlined below.

Shutdown' will stop the client from backing up your files. You can restart the client by going to your Programs menu and restarting it.

### Options

The 'Options' tab is important for managing your backups. Through this tab, you can adjust how your backups perform, when they are performed, how many versions will be saved, adjust your folder selections and much more.

#### *Settings*

##### Suspend

This feature determines whether or not backups will run in the background while you are using your computer.

With **Suspend On**, the backups will automatically pause when keyboard or mouse activity is detected. When the activity stops, the backup will continue from where it left off. This will prevent the backup from making your PC or internet connection seem slow while you are working.

With **Suspend Off**, the backups will run in the background even while you are using the computer.



### Number of Versions to Save

This feature determines how many versions of each file will be saved. Every time a file is backed up, it is stored as a new version. This allows you to restore an older version of a file even if it has been backed up several times since the original backup. This feature does not add significant data to your storage. Each version only contains the data that has been changed since the last backup.

### Minimum Delay between Versions

New files are backed up as soon as they are available. This feature determines how much time must pass before a new version of a file is created.

### Language Preference

This determines the language used for the Backup Client interface.

### Log Level

Logs keep a record of what our software does on your computer. By default, the log level is set to **'Normal'**. These logs can be particularly helpful for troubleshooting. In the event that you need more details about your backup, you can change your log level to **'High'**.

*Remember to change your log level back to 'Normal' once you no longer need the more detailed version to prevent log files from taking up too much space on your computer.*

### Bandwidth/CPU Allocation

This determines the amount of Internet and computing resources used by the Backup Client. By default, the Backup Client will use as much bandwidth and computing resources as it needs.

Lowering the Bandwidth Allocation will help the Backup Client to be less invasive.

### Enable Browser Access

This determines whether or not your data will be available on the MyData Web Portal.

If set to **'Yes'**, you will be able to log on to the Web Portal and download or delete files from any browser. If set to **'No'**, you can only access your data through the Backup Client.

### Password Protect Settings

This determines whether or not you are prompted to enter your username and password when you try to open the Options dialogue box. You may choose to keep this setting on if you are using a shared computer.

## *Folders*

The Folder Selections window shows you the folders selected for backup. You can browse your data by clicking on the plus (+) sign beside the folder name, or you can 'Select Location' in the drop down menu and jump to a specific location.

Depending on your folder selections you may see different messages inside the boxes:

- All files and subfolders are selected
- Files in the current folder are selected, but no subfolders
- No files are selected in this folder, but there are selections in the subfolders below
- Files are selected in this folder and there are also selections in the subfolders below

## Reset Archive Flags on Selected Folders

Archive Flags ensure that all files being backed up or waiting to be backed up are flagged. Resetting the flags ensures that our software will check every single folder/file once again for any altered data. This option will ensure that no files are skipped during backup.

## *Advanced*

### Proxy Server

If you use a proxy server to access the Internet, you will need to enter your proxy settings here. For more information about your proxy settings, please contact your Network Administrator.

### Specify a Location for Temporary Files

When performing backups and restores, the Backup Client creates temporary files on your system. You will need as much free space available as the largest file on your backup. If you do not have sufficient space on your primary drive, you will need to specify an alternate location here.

### *Block Out*

This feature allows you to choose hours during the week when the backup will not run.

Simply select the hours that you do NOT want your system to back up by clicking the appropriate boxes. The settings will take effect once you click the 'Apply' button.

The Block Out feature can be overwritten by the 'Backup Now' button, located on the main screen of the Backup Client.

## *Exclude*

If you have certain file types that you do NOT want to back up from your selected folders, you can use this feature to exclude them from your backup. The file types that are on this list will NOT be backed up to our data centers.

To **add** a file extension to this list:

1. Select 'Add'.
2. Type in the extension of the file type that you do NOT want to backup.
3. Once you are satisfied with your list, select 'Save'.
4. Click 'Apply'.

To **remove** a file extension from this list:

1. Click on the file extension you no longer want excluded from the backup.
2. Select 'Remove'.
3. Click 'Apply'.

## *Open File Driver*

The Open File Driver allows you to back up files even while they are being held open by another application. This is particularly useful when backing up files such as MS Outlook.

Once the driver is installed, the minimum delay between versions will be changed to 12 hours. This is done to prevent multiple versions of a file being generated and backed up within a very short period of time. Clicking 'Backup Now' from the Status Viewer will override this setting and immediately backup.

To **install** the driver:

1. Click on 'Options' > 'Open Files'.
2. Click on 'Install Open File Driver'; as displayed above.
3. Once the installation is complete, click 'Apply' and 'OK'.

To **uninstall** the driver:

1. Click 'Remove Open File Driver'.
2. You will need to restart your computer to complete the uninstallation.

## **Error Messages**

If an error occurs while backing up your files, it will be displayed in the Status line of the Status Viewer Window. To access the status viewer, click on the BE icon located in the bottom right hand corner of your screen.

### *Initializing System*

This status means that the **Backup Client is preparing its connection** to our data centers. It is normal to see this status right after you have started the software.

If you are seeing this status more frequently, it may be that the Backup Client is having trouble connecting to your internet. This could be due to a number of reasons such as firewall or anti-virus settings. To troubleshoot this, make sure that the Backup Client is on your list of programs allowed to access the internet through your connection (in particular, backup.exe and restore.exe, which are located in the BE program folder).

### *Lost Connection to Server*

This status means that the Backup Client is **not able to connect to our data centers** over the internet.

Please ensure that you have an active internet connection.

In order to determine the problem, you will need to verify the Backup Client's connection to our data centers. To do this:

1. Click on the BE icon located in the bottom right hand corner of your screen.
2. Click 'Options' in the left panel.
3. Click the 'Advanced' tab at the top.
4. Click 'Test' to start the connection test.

If the Backup Client **passes** all connection tests, it means the computer is connecting to the internet, but the Backup Client is not. This is usually due to firewall/anti-virus settings.

### *Files Pending/Delayed*

This status means that Backup Client has tried to back up a file that was **still locked by an application**. The Client has momentarily skipped the file and will continue to monitor it until it becomes free and can be safely backed up.

You can avoid skipping an open/locked file by installing the Open File Driver. The driver allows you to back up files even when they are being held open by other applications. This is particularly useful if you are backing up Outlook, for example.

To install the Open File Driver, please follow the instructions in the "Open File Driver" section of this manual.

### *Paused Due to User Activity*

This status means the Backup Client has **detected keyboard and/or mouse activity** and has automatically paused the backup. The backup will automatically resume from where it left off once the activity has stopped.

This 'Suspend' feature is outlined further in this manual. You can adjust these settings under preferences.

### *Block Out*

This status means that the Backup Client has paused the backup due to **block out hour settings**. Once the Backup Client detects that it is no longer blocked out, the backup will automatically resume from where it left off.

This 'Block Out' feature is outlined further in this manual. You can adjust these settings under preferences.

## Managing Your Stored Data

By default, the BE software automatically backs up the folders selected during the software installation. You can personalize your backup at any time by following the Selecting Folders for Backup section of this manual.

### Selecting Folders for Backup

If you would like to add folders to your backup:

1. Open the Backup Client installed on your computer by clicking on the icon found in the bottom right hand corner of your screen
2. In the Status Viewer, click 'Options' in the left panel.
3. Click the 'Folders' tab at the top.
4. Here you will be able to click through your folders and select the folders you wish to back up by clicking the checkbox.
5. Once you have made your folder selections, click 'Apply' and 'OK'.

### Removing Files from Backup

If you would like to remove folders from your backup:

1. Follow the above steps 1 through 4 in "Selecting folders for Backup".
2. Deselect any selected folders that you no longer wish to back up.
3. Once you are satisfied with your selections, click 'Apply' and 'OK'.
4. Because Backup Everything never deletes files from our data centers without your permission, you will need to follow the "Removing Files that are still on my Computer" section of this manual to ensure that you are no longer paying for storage of unwanted files.

#### *Removing Files That Are Still On My Computer*

If you have removed files from your folder selections that still exist on your computer, you will have to manually delete them from our servers. For instructions, please see the "Removing Files from Storage" section of the MyData for End Users guide.

#### *Removing Files That Are No Longer On My Computer*

When you delete files from your computer our data centers will keep the last backed up version in our storage so that you can retrieve it in case of accidental deletion. To remove these files, run the Clean Up Wizard. To do this:

1. Open the Backup Client installed on your computer by clicking on the icon found in the bottom right hand corner of your screen.
2. Click 'Clean Up' in the left panel.
3. Insert your username and password when prompted, click 'OK'.

4. The File Management Wizard will open and show all Orphaned folders/files that exist in our data centers but not on your computer.
5. Select the folders/files you wish to remove from our data centers. When you are satisfied with your selections click 'Next'. Confirm your selections and click 'Finish'.
6. Your changes will be updated and will be visible in your MyData Web Portal.

## Backing Up Third Party Software Applications

### Part 1 of 2: Backing up Quickbooks locally

If you use Quickbooks and would like to back up these files, you will first have to create a local backup from within Quickbooks on your system and then select both the .QWB and .QBB files for backup.

To **create a local backup** of your Quickbooks:

1. Open your Quickbooks software.
2. Click 'File' and select 'Save Copy or Backup'.
3. In the window that opens, select 'Backup copy' and click 'Next'.
4. Select 'Local Backup' and click 'Options'.
5. In the window that opens, click 'Browse'. Here you will have to find a location to save your backup. Select a folder and click 'Ok'.
6. In the "Backup Options" window, ensure that all other settings are selected as seen above. Once you are satisfied with your settings click 'Ok'.
  - a. Selecting 'Add the date and time...' will ensure that none of your local backups are overwritten.
  - b. Setting a reminder will remind you to perform local backups.
  - c. 'Complete Verification' ensures that none of your data is corrupted or damaged before it is backed up.
7. Click 'Next'.
8. Select 'Only schedule future backups' and click 'Next'.
9. Check the box under 'Backup automatically:' and select how often you want your files saved to your local system. If you select 1, it will back up every time your company file closes. If you select 5, it will back up every fifth time your company file closes. When you are satisfied with your settings, click 'Finish'.

### Part 2 of 2 - Backing up Quickbooks offsite with BE

1. Open the Backup Client installed on your computer by clicking on the icon found in the bottom right hand corner of your screen.
2. Click 'Options' in the left panel.
3. Click the 'Folders' tab at the top.
4. Locate the .QBB file in the location you selected in step 5 above. Select the file by clicking the white box to the left.
5. Locate and select the .QBW file. By default, it can be found here:  
C:\Users\Public\Documents\Intuit\QuickBooks\Company Files
6. Click 'Apply' and 'Ok'.



## Backing up Outlook

Outlook files are one of the default folders selected for backup during the installation of BE. If you have deselected this, you will have to add Outlook to your folder selections. To do this:

1. Open the Backup Client installed on your computer by clicking on the icon found in the bottom right hand corner of your screen
2. Click 'Options' in the left panel.
3. Click the 'Folders' tab at the top.
4. In the <Select Location> drop down menu, select 'Outlook' and click 'Find'.
5. This will locate your Outlook folder on your system. To select this for backup, click the white box so that you see a check mark and a plus sign . Click 'Apply' and 'Ok'.

Because Outlook files are different than regular files and are kept open, we recommend that you install the **Open File Driver** to ensure that your Outlook files are backed up continuously. To install the Open File Driver, please refer to the section "Open File Driver" of this manual.

## Backing up Mozilla Firefox


Mozilla Firefox files are one of the default folders selected for backup during the installation of BE. If you have deselected this, you will have to add these files to your folder selections. To do this:

1. Open the Backup Client installed on your computer by clicking on the icon found in the bottom right hand corner of your screen.
2. Click 'Options' in the left panel.
3. Click the 'Folders' tab at the top.
4. In the <Select Location> drop down menu, select 'Mozilla Firefox Profiles' and click 'Find'.
5. This will locate your Mozilla Firefox folder on your system. To select this for backup, click the white box next to 'Profiles' so that you see a check mark and a plus sign . Click 'Apply' and 'Ok'.

## Backing up Windows Mail

Windows Mail files are one of the default folders selected for backup during the installation of BE. If you have deselected this, you will have to add these files to your folder selections. To do this:

1. Open the Backup Client installed on your computer by clicking on the icon found in the bottom right hand corner of your screen
2. Click 'Options' in the left panel.

3. Click the 'Folders' tab at the top.
4. In the <Select Location> drop down menu, select 'Windows Mail' and click 'Find'.
5. This will locate your Windows Mail folder on your system. To select this for backup, click the white box next to 'Windows Mail' so that you see a check mark and a plus sign . Click 'Apply' and 'Ok'.

## Backing up Quicken

To backup Quicken, you will first have to create a local backup, relocate the file to your 'My Documents' and then select it for backup with the BE software.

To **create** a local backup:

1. Open your Quicken software.
2. Click 'File' and select 'Backup and Restore' > 'Backup QuickenFile'.
3. Set the file location for where you would like the restore to be saved. Click 'Ok'.

**Locating** your files:

1. Launch Quicken
2. Click 'File' > 'Open'.
3. Locate your file, right click and select 'Properties'. This will tell you where the files is located; make note of this and exit Quicken.

**Moving** your local backup to 'My Documents':


1. Click on your start menu and select 'My Computer'. Locate your file as noted in step 3 above.
2. Right click on your file and select 'Cut'.
3. Now open your 'My Documents' folder.
4. Click 'New Folder' and name it Quicken. Open the folder.
5. Right click inside the folder and select 'Paste'.

To **show** location to Quicken:

1. Launch Quicken.
2. Click 'File' and select 'Open'.
3. Locate your file; 'My Documents' > 'Quicken' > 'File Name'. Open the file.
4. Quicken will now remember this location.

To select Quicken for **backup**:

1. Open the Backup Client installed on your computer by clicking on the icon found in the bottom right hand corner of your screen.
2. Click 'Options' in the left panel.
3. Click the 'Folders' tab at the top.

4. In the <Select Location> drop down menu, select 'My Documents' and click 'Find'.
5. This will locate your Documents folder and list all subfolders. Locate and select the 'Quicken' folder by clicking inside the white box to the left so that you see a check mark and a plus sign . Click 'Apply' and 'Ok'.

## Restoring Data

Once your data has been backed up, it is available both through the MyData Web Portal and through the 'Restore' feature on the Backup Client.

### Restoring Data through the Backup Client

This method is recommended for individual files or small amounts of data. To use this feature:

1. Open the Backup Client installed on your computer by clicking on the icon found in the bottom right hand corner of your screen.
2. Click 'Restore' in the left panel and enter your username and password.
3. You will see a list of all systems you are backing up.
  - a. To restore the entire system check the box to the left of the system name and click 'Restore'.
  - b. To restore a specific file/folder, click on the plus (+) sign until you find it, select the box to the left of the file/folder, and click 'Restore'.
4. Select the folder you would like to restore to by clicking through the plus (+) signs. We recommend that you do not select to 'Overwrite existing files' to ensure that you do not overwrite anything you do not intend to.

*Checking 'Restore using unattended mode' will run the restore without stopping when errors are encountered. If you choose this it is recommended that you review the logs.*

5. Once the restore has completed, a log will be produced and the folder will open.

### Restoring Data through the Web Portal

This method is recommended for large amounts of data. Files and folders can be restored from any Web Browser and to any system. For instructions, please see the "Restoring My Data" section of the MyData for End Users guide.

### Restoring Data in the Event of a Complete Hard Drive Failure

When performing full restores we recommend using the restore feature through the MyData Web Portal. We also recommend using the Mozilla Firefox web browser.

For instructions on restoring all of your data in case of hard drive failure, please see the "Restoring Data in the Event of Hard Drive Failure" section of the MyData for End Users guide.

## Contact Us

If you have any questions, or require further assistance, contact us!

### Backup Everything Support

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