

# Using Backup Exec

Designed and Created  
by  
Seagate Software, Inc.  
The Authority in Windows Data Protection

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# *Getting Started*

Backup Exec is a powerful backup solution for Windows 95 designed to protect your valuable data. This user manual provides detailed information and procedures for installing, using, and navigating within Backup Exec. Other valuable information is available through Backup Exec's On-line Help.

## **Where to Look—Getting Started**

<b>For information about</b>	<b>See</b>
Installing and configuring Backup Exec	Installing Backup Exec, page 10
Using Automatic Data Protection	Automatic Data Protection, page 14
Backing up and restoring your files quickly	One-Button Backup, page 14 One-Button Restore, page 15
Creating an Emergency Restore Disk	Creating an Emergency Recovery Diskette, page 43
Using Emergency Restore	Emergency Restore, page 44
Restoring all your files without an emergency restore disk	Restoring All Your Files, page 46
Using Backup Exec's Wizards to create backup and restore jobs	Using the Backup Wizard, page 26 and Using the Restore Wizard, page 48
The Backup window and options	Where to Look—Backup, page 23
The Restore window and options	Where to Look—Restore, page 43
The Compare window and options	Where to Look—Compare, page 57

## *Installing Backup Exec*

For information about	See
Designing and implementing an effective backup strategy	Backup Strategies, page 67
Solving common problems	Troubleshooting Tips, page 73
Getting technical assistance	Technical Support, page 83

## **Installing Backup Exec**

This section provides system requirements and installation instructions.

### **System Requirements**

Make sure your computer meets the following requirements before you begin the installation.

- IBM or 100% compatible 386/DX or higher
- 8 MB RAM or greater
- Windows 95
- A hard drive with at least 10MB free
- A Microsoft or 100%-compatible mouse is highly recommended

### **Installing Your Software**

#### *To install Backup Exec*

1. Select Run from the Start menu.
2. Type (Your CD-ROM drive letter):\SETUP.EXE and press Enter. The CD Browser appears. The Browser allows you to choose from available products and languages.
3. Select your language and product, then click Install.

### **Configuring Your Backup Device**

Most types of backup devices are automatically detected and configured the first time you run Backup Exec. Your backup device will be listed in the

Where to back up box and in the lower right corner of the Backup Exec window.

**NOTE:** If your backup device is not detected and you are not using a high-speed controller card, see “Backup Device Configuration” on page 73 for troubleshooting information.

### ***Adding a High-Speed Controller Card or an IDE Controller Card***

If you want to install a high-speed controller card, use the Windows 95 Add New Hardware Wizard after you’ve finished installing Backup Exec. If you want to change settings for a hardware device, use the Windows 95 System Device Manager window.

#### ***To install a High-Speed Controller Card or an IDE Controller Card:***

1. Choose settings from the Start menu, then click Control Panel.
2. Double-click the Add New Hardware icon.  
The Add New Hardware Wizard appears.
3. To begin installing your card, click Next.
4. The Add New Hardware Wizard asks you if you want Windows to search for your new hardware. Click No, then click Next to continue.
5. Select Tape drive controllers from the Hardware types list. Click Next to continue.
6. Choose the manufacturer and model of your card. Click Next to continue.
7. Windows 95 displays the Resource Type and Settings. Print or write down these settings, which you will use to configure your card. See “To change your hardware settings:” below, to adjust these settings. Click Next to continue.

**NOTE:** If Windows 95 cannot find suitable settings, click Next, then click Start Conflict Trouble Shooter and follow the instructions.

Or,

Click Cancel. If you cancel, your hardware is not added and you are returned to the My Computer window. See Windows Help or your Windows 95 User’s Guide for more information on resolving hardware conflicts.

8. Click Finish.

## *NetWare Support*

9. Shut down your computer.
10. Change the settings on your card to match the settings provided by the Windows 95 Add New Hardware Wizard.  
  
See your hardware manual for information on changing your card's settings.
11. Restart your computer and Windows 95.

### ***To change your hardware settings:***

1. Choose settings from the Start menu, then click Control Panel.
2. Double-click the System icon.
3. Click the Device Manager tab in the System Properties window.  
  
The Device Manager tab appears.
4. Select the hardware that you want to change settings for, then click Properties.  
  
The Properties window appears.
5. Click the Resources tab in the Properties window.
6. To change your Input/Output Range, Interrupt Request, or Direct Memory Access settings, highlight the item and click Change Setting. Make any changes and click OK.
7. Close the System control panel.
8. Shut down your computer.
9. If necessary, change the settings on your card and reinstall it in your system. See your hardware manual for instructions.
10. Restart your computer and Windows 95.

## **NetWare Support**

NetWare support provided by Backup Exec includes the capability to back up the NetWare 3.11-3.12 server bindery, and NetWare file and directory attributes from NetWare server volumes, including trustee information. Use the Back up Netware Bindery... option to back up your Netware bindery files. See "Advanced Tab" on page 40 for more information on this option.

### *Starting Backup Exec*

All NetWare file attributes and trustee information is backed up, except MAC name space. When these files are restored to a NetWare volume, the extended information also restores. If the trustee information is not applicable to the restore location, it will not restore. An error message is posted to the log file if this occurs.

A network administrator on a NetWare 3.11-3.12 server can back up and restore the server bindery. The bindery is automatically selected for backup if any file from the SYS volume is selected and the bindery option in the Options dialog is also selected. Restore works similarly. If the Restore Bindery option is selected in the Options dialog, and any file on the SYS volume is selected for restore, you are prompted to restore the bindery.

**NOTE:** For trustees, EAs, and bindery backup or restore the user must be logged into the server as a network administrator and the Novell 32-bit NetWare client must be installed.

Although NetWare Directory Services may appear in the selection panes, please be aware that their folder structures cannot be backed up or restored.

## Starting Backup Exec

When you install Backup Exec, the program and its folder are added to the Windows 95 Start menu. If you chose to have a Backup Exec icon added to your desktop, you may double-click this icon to open the program.

*To start your backup software:*

1. Click the Start button on the Windows 95 taskbar.
2. Select Programs and point to the Backup Exec folder.
3. Click Backup Exec.
4. Backup Exec opens and also appears on the taskbar.
5. The Backup Exec Startup window displays.

## Quick Start

This section shows how to back up and restore your files easily and quickly using Automatic Data Protection, One-Button Backup, and One-Button Restore. Before you start, be sure your backup devices have been detected and

## ***Quick Start***

configured by Windows 95. See "Configuring Your Backup Device" on page 10.

## **Automatic Data Protection**

Automatic Data Protection ensures your data is backed up on a regular basis. When you first start the application, you are prompted with the option of initiating Automatic Data Protection.

Any job created with Automatic Data Protection can later be edited with Backup Exec. You can also use System Agent to schedule a job created with Automatic Data Protection.

### ***To use Automatic Data Protection:***

1. Select a day of the week for the backup job to run, or select "Daily" or "Weekdays".

If you choose a day of the week the "New and changed files" option is displayed. If you choose "Day" or "Weekday", the "New and changed files" option is not displayed and All Selected Files backups are automatically performed.

2. Click OK.

## **One-Button Backup**

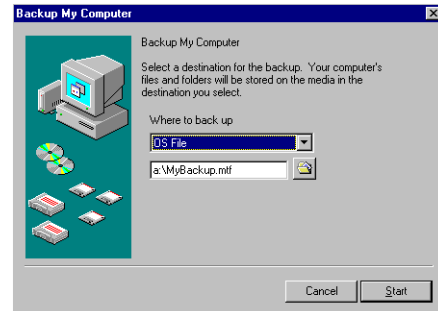
One-Button Backup launches a backup of all local hard disks, including the Registry.

### ***To use One-Button Backup:***

1. Double-click the One-Button Backup icon in the Backup Exec program group. Or, click the Start menu, select Programs, select Backup Exec, and then click One-Button Backup.

The One-Button Backup dialog appears.

2. Select a device or Files or Folders in the drop-down list box. If you select Files or Folders, a text box and browse button appear. See “Files or Folders Backup” on page 30 for more information.
3. Click Start.



The backup will run as either a full or differential backup (with default settings) depending on the following criteria. For more information on full and differential backup types, see Backup Types, page 70

An All Selected Files backup is performed if:

- Ten differential backups have been performed since the last All Selected Files backup, regardless of dates.
- More than seven days have passed since the last backup.

A differential backup is performed if:

- No more than seven days have passed since the last All Selected Files backup.

### ***Default Backup Job Settings***

Your backup job will run with the following default settings:

- **What to back up**—All Selected Files. See “What to Back Up” on page 30.
- **Where to back up**—Tape Drive. See “Where to Back Up” on page 30.
- **How to back up**—Compress, Prompt. See “How to Back Up” on page 31.

## **One-Button Restore**

One-Button Restore launches a series of dialogs which help you perform a restore in just a few steps.

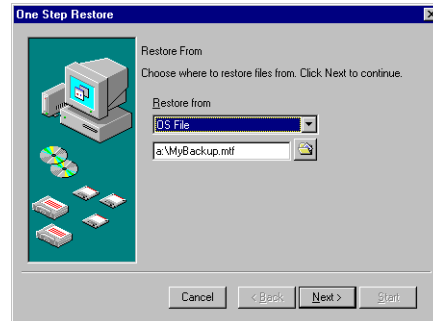
## Quick Start

### To run One-Button Restore:

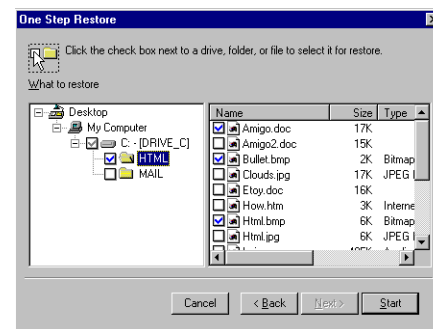
1. Double-click the One-Button Restore icon in the Backup Exec program group. Or click the Start menu, select Programs, then select Backup Exec, and then click One-Button Restore.

The One-Button Restore dialog box appears.

2. Select a device or Files or Folders in the drop-down list box. If you select Files or Folders, a text box and browse button appear. See “Files or Folders Backup” on page 30 for more information. Click Next to continue.



3. Check the drives, folders, and files you want to restore.
4. Click Start to begin restoring your files. A message appears when the restore completes.



## Restore Default Settings

Your restore will run with the following default settings:

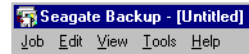
- **What to Restore**—Folder view. See “File Views” on page 52.
- **Where to restore**—Original Location. See “Where to Restore” on page 53.
- **How to restore**—Do not replace. See “How to Restore” on page 54.

## Using Backup Exec

This section provides an overview of the various tools and features that Backup Exec offers.

### Menus

The title bar contains five menu items: Job, Edit, View, Tools, and Help. You can access these menus and the submenu items at any time.



The Backup, Restore, and Compare tabs appear at the top of the main application window. Click these tabs to move between program functions.



### Toolbar

Use Backup Exec's toolbar to select program features with a single mouse click. Hold the cursor over a button for a short description of its function.

Toolbar buttons (listed from left to right) perform the following functions:

Click:	To do this:
--------	-------------



Create a new untitled backup job.



Open a saved backup job.



Name and save a backup job for future use.










Select one or more highlighted drives, folders, or files, and place check marks next to them.



Deselect one or more highlighted drives, folders, or files, and remove the check marks next to them.

## *Using Backup Exec*

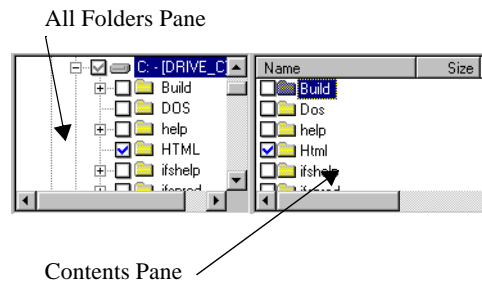
Click:	To do this:
	Open the Restore File Version dialog box to choose the specific version of a file you want restored.
	Open the Backup Wizard, which leads you step-by-step through the selection of files, settings, and options for your backup.
	Open the Restore Wizard, which leads you step-by-step through the selection of files, settings, and options for your restore.
	Open the Job Options dialog box, where you can select options for the current backup job.
	Display your files as small icons in vertical rows (List View).
	Display your files in a vertical list with file size, type, and modified date (Detail View).
	Display a short description of menu items, windows, buttons, and boxes when the item is clicked.

## Selection Panes

Drives and files are selected the same way in Backup Exec as they are in Windows Explorer. Selection panes are used to select and deselect drives, folders, and files for backup, restore, and compare.

The two sections of the selection panes are:

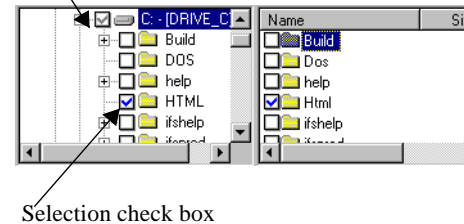
- **All Folders Pane**—On the left. Displays a list of your computer's drives and folders.
- **Contents Pane**—On the right. When a folder is highlighted in the All Folders Pane, the files in that folder appear in the Contents Pane.



Click the Expand/Collapse button to expand or collapse a folder.

Expand/collapse button

- A plus sign (+) means the listing can be expanded to display additional folders.
- A minus sign (–) means the listing can be collapsed so that folders beneath it are not displayed.
- Folders without buttons indicate there are no subfolders.



Click a selection check box to select or deselect files and folders.

- An empty check box means the drive, folder, or file has not been selected for backup or restore.
- A blue checkmark means one or more items in a folder have been selected for backup or restore.
- A gray checkmark means that some, but not all, of a drive or folder has been selected.

## *Using Backup Exec*

- A red X means that the file's type has been excluded. See "Exclude Files Tab" on page 39 for more information.

## **Help**

The Backup Exec on-line help system provides in-depth information about the program and its functions.

### ***Context-Sensitive Help***

Context-sensitive help provides you with information about the current window, dialog box, or program message. To get context-sensitive help on the current operation, press the F1 key on your keyboard.

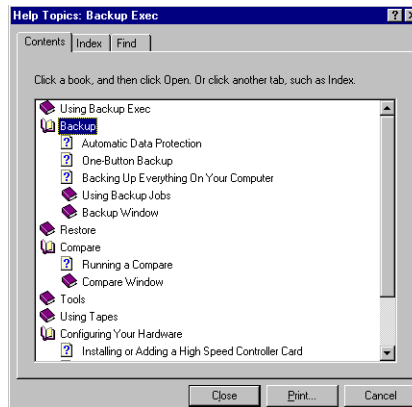
### ***Help Menu***

The Help menu provides help for each program function and assistance with backup and restore concepts and skills. There are three items in the Help menu: Help Topics, Using Help, and About Backup Exec.

### **Help Topics**

Help Topics opens the Help window, which contains three tabs.

- The Contents tab displays a list of topics in the help system arranged by category.





A book represents a help category containing subtopics. Double-click the book to open it.

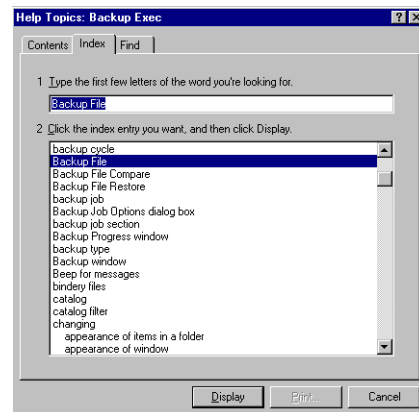


An open book displays a list of topics and books.

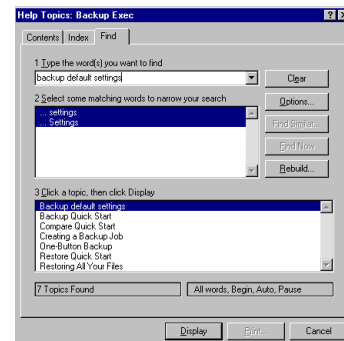


A page represents a help topic. Double-click it to open the help window for that topic.

- The Index tab lists keywords alphabetically. Type the first few letters of a keyword and matching items are highlighted.



- The Find tab provides a full-text search capability for any word or phrase in help. You must set up the search file the first time you use the Find tab. Then type a word or phrase and select a topic from the list.



## Using Help

The Using Help menu item provides help for the help system. It explains how to use help effectively and how to customize your help system.

## *Using Backup Exec*

### **About Backup Exec**

About Backup Exec displays your software's version number and licensing information.

### **Exiting Backup Exec**

- On the Job Menu, click Exit.

Or,

- Click the Close button.

You are asked if you want to save any changes to your current backup job. Click Yes to save your backup job or click No to discard the changes. The application closes.

# *Using Backup*

This chapter explains how to use the Backup window to copy files from your computer to a backup location. It begins by describing the steps needed to perform a backup using Backup Exec.

Your first backup should be of your entire computer. After you have backed up your computer, you can create backup jobs to save your options and file selections. By creating several jobs, you can customize your backups and protect your data quickly and, if you wish, automatically.

You can use a Backup Wizard or the Backup window to create a backup job. Selections and options are described in later sections of this chapter.

## **Where to Look—Backup**

For more help about backup topics, see:

- One-Button Backup, page 24
- Backup Jobs, page 25
- Using the Backup Wizard, page 26
- The Backup Window, page 29
- Backing Up Files with the Backup Window, page 31
- Using Backup Jobs, page 33
- The Backup Set, page 35
- Backup Options, page 35
- Advanced Tab, page 40

## One-Button Backup

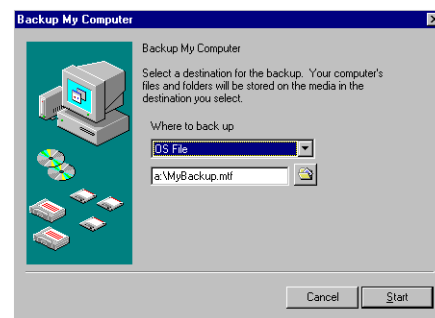
One-Button Backup launches a backup of all local hard disks, including the Registry.

***To use One-Button Backup:***

1. Double-click the One-Button Backup icon in the Backup Exec program group. Or click the Start menu, select Programs, select Backup Exec, and then click One-Button Backup.

The One-Button Backup dialog appears.

2. Select a device or Files or Folders in the drop-down list box. If you select Files or Folders, a text box and browse button appear. See “Files or Folders Backup” on page 30 for more information.
3. Click Start.



The backup will run as either a full or differential backup (with default settings) depending on the following criteria.

An All Selected Files backup is performed if:

- Ten differential backups have been performed since the last All Selected Files backup, regardless of dates.
- More than seven days have passed since the last backup.

A differential backup is performed if:

- No more than seven days have passed since the last All Selected Files backup.

### ***Default Backup Job Settings***

Your backup job will run with the following default settings:

- **What to back up**—All Selected Files. See “What to Back Up” on page 30.
- **Where to back up**—Tape Drive. See “Where to Back Up” on page 30.

- **How to back up**—Compress, Prompt. See “How to Back Up” on page 31.

## Backup Jobs

Backup Exec uses backup jobs to save and reuse file and option selections. You create a backup job by selecting drives and files for backup, choosing program settings and options, and saving your selections with a new job name.

A backup job includes all selections made at the time it is saved:

- Drives, folders, and files to back up
- Backup type
- Backup device
- Options selected or default selections

Backup jobs can be opened, saved, and deleted using the Job menu. In the Backup window, you can open a backup job with the Backup Job list.

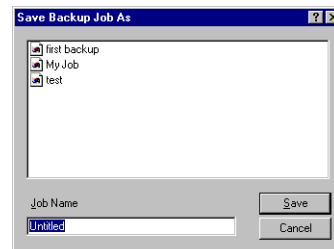
To change a backup job, simply make new file or option selections. When you run a backup, your changes are automatically saved. To save your changes under a different name, choose Save As from the Job menu and enter a new name, or type the new name in the Backup Job list box. If you attempt to save a new job using an existing name, the program asks you whether or not to overwrite the existing job. If you choose overwrite, the new job replaces the existing job.

You can use the Backup Wizard (page 26) or the Backup window (page 31) to create new backup jobs or you can modify and rename existing job files.

By saving your backup jobs, you can run them again without making your selections again.

The Backup Job box lists your saved backup jobs. Type a new name in the box to save the job under a different name.

**NOTE:** You must make file selections before saving your backup job.



## Using the Backup Wizard

The Backup Wizard is a series of dialog boxes that guides you through the steps required to create a new backup job.

The Backup Wizard is used to create new backup jobs. It cannot be used to modify an existing job.

Using the Wizard is easy. All you need to do is make selections by clicking the appropriate options. After you've made your selections, click the Next button and the Wizard displays the next step.

### ***To create a job using the Backup Wizard:***

1. Click Backup Wizard in the Startup window, then click OK.

Or,

Click the Backup Wizard icon on the toolbar.

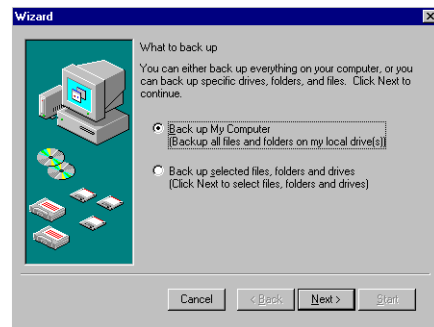
The What to Back Up window of the Backup Wizard is displayed.

2. Select the drives and files you want to back up.

To back up all files, folders, and drives on your computer, click *Back up all files on my local drive(s)*. Click Next to continue. The Backup Type Wizard window appears.

Or,

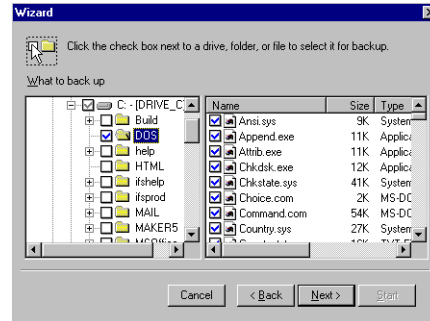
To back up only some of the files, folders, or drives on your computer, click *Back up only certain files, folders, or drives*.



## Using the Backup Wizard

The Backup Wizard Selection Panes appear.

Select the specific drives, folders, and files you want to back up. For more information on selecting files, see page 19. Click Next to continue.

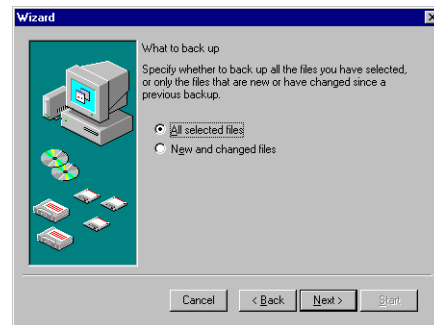


### 3. Select a backup type.

Click *All Selected Files* to back up all selected files, then click Next.

Or,

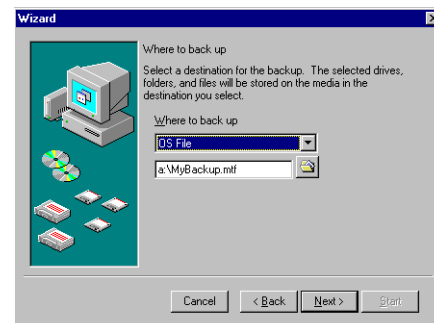
Click *New and Changed Files Only* to back up only files that are new or have changed since the last *All Selected Files* backup and click Next.



**TIP:** *New and Changed Files Only* will use a differential backup type. For more information on backup types, see page 70.

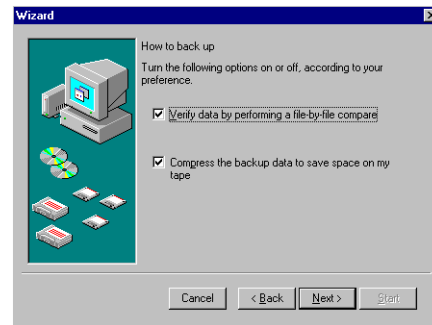
### 4. Select a destination for the backup from the Where to back up list. You may choose a backup device, or Files or Folders. See "Files or Folders Backup" on page 30 for more information.

Click Next to continue.



## Using the Backup Wizard

5. The How to Back Up Wizard window appears. Click options to select or deselect them. For information about backup options, see page 31. Click Next to continue.

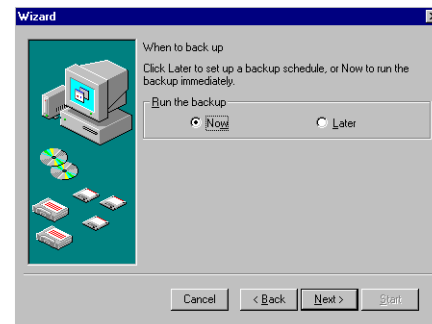


The When to Back Up Wizard window appears.

6. Click Now to begin this backup immediately or click Later to schedule this backup for a later time.

To back up later, specify the frequency, then set the time, date, and/or days of the week to run this backup job. For more information on

scheduling your backup job, see page 40. Click Next to continue.

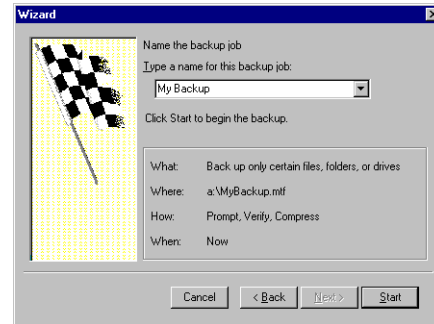


## The Backup Window

The Name the Backup Job window appears.

7. Type a name for this backup job.
8. Review the backup job's summary. To change an option, use the Back and Next buttons.
9. Click Start to begin this backup job. The Backup Progress window appears.

Or, Click Finish to run your job as scheduled.

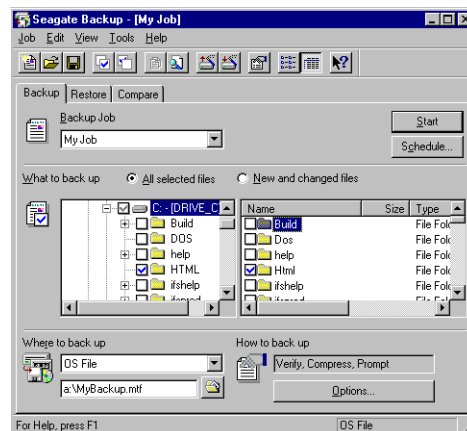


## The Backup Window

This section first describes the Backup window. Step-by-step instructions for creating backup jobs begin on page 31.

The Backup window gives you quick access to all the backup job options, and includes four main sections.

- **Backup Job**—Select your Backup Job from the drop-down list.
- **What to Back Up**—Select your drives and files to back up from the selection pane. Choose the backup type.
- **Where to Back Up**—Select a device, or select Files or Folders to back up your files to your hard drive, a network drive, or a floppy disk.
- **How to Back Up**—Lists your option settings, and displays the Options button.



## Backup Jobs List

The Backup Job list box contains all available backup jobs. If you are creating a new backup job, Untitled appears as the default name. To save a new backup job, click Save from the Job menu.

## What to Back Up

Select your backup type and files in the What to back up section.

Two backup types are displayed in the Backup window under What to back up: All Selected Files, and New and Changed Files.

- **All Selected Files**—Backs up all selected files.
- **New and Changed Files**—Backs up all the selected files that have changed since the last All Selected Files backup.

If you choose New and Changed Files, the default setting is differential backup. Use the Option button to change your backup type. See “Type Tab” on page 38 for more information or “Backup Types” on page 70 for a complete description of each type.

## Backup Selection Panes

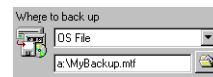
Backup Exec uses the same drive and file selection methods as the Windows 95 Explorer. Drives and folders are selected in the All Folders Pane and individual files and folders are selected in the Contents Pane. Select drives and files to back up by clicking the check box next to the item. For more information, see “Selection Panes” on page 19.

## Where to Back Up

The drop-down list box in the “Where to back up” section contains the names of all your backup devices. Your primary backup device is automatically selected for your backup device. To change your backup location, select another device in the drop-down list box, or select Files or Folders to back up your files to your hard drive, a network drive, or a floppy disk.

### Files or Folders Backup

The Files or Folders option enables you to back up your files to a custom location, such as a hard disk, a network drive, or a floppy disk.



### ***Backing Up Files with the Backup Window***

When files are backed up to Files or Folders, Backup Exec uses a special naming convention to help organize these items. Files or Folders appear with a .MTF extension. If you open a Files or Folders item in Explorer, Backup Exec automatically launches.

You cannot use the Files or Folders option for Emergency Restore.

**NOTE:** The Files or Folders option does not require that your files are written to a media that's formatted for back up use only. You may want to use the Files or Folders option if you plan on using a media for additional purposes other than back up. However, if you use a media that is formatted for back up use only, you may only write backup files to that device.

#### ***To back up to Files or Folders:***

1. Select Files or Folders in the drop-down list box in the Backup window.

A text box and browse button appear below the drop-down list box.

2. Type a path in the text box.

Or,

Click Browse, select a folder in the list, then click OK. The folder appears in the text box.

**NOTE:** You may also specify a filename for your Files or Folders Backup. However, if you do not type a filename, Backup Exec provides a name for you.

## **How to Back Up**

The Backup Job Options dialog box lets you set your backup options, password protect your backup set, and change your backup type. Current option settings are listed above the Options button. For information about backup options, see "Backup Options" on page 35.

## **Backing Up Files with the Backup Window**

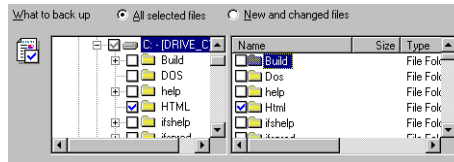
#### ***To back your files up using the Backup window:***

1. Select New from the Job menu.

The Backup window appears.

## Backing Up Files with the Backup Window

2. Select What to back up. All selected files is the default setting. To change your backup type, click New and changed files.



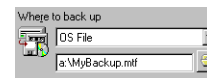
See “Type Tab” on page 38 for more information.

3. Select the files to back up. Click the check boxes next to the drives and files you want to back up.

A blue checkmark indicates the drive, file, or folder is selected for backup. A red X indicates that the file’s type is excluded.

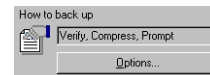
See “Selection Panes” on page 19 for more information.

4. Select Where to back up. To change your backup destination, select another device from the list, or select Files or Folders to back up your files to your hard drive, a network drive, or a floppy disk.



See “Where to Back Up” on page 30 for information on the Files or Folders option.

5. Select How to back up. The default settings are Full Compression and Prompt. To change your backup options, click Options. The Backup Options dialog box lets you set each of your options. See “How to Back Up” on page 31.



6. Click Schedule to run your job at a later time. See “Advanced Tab” on page 40.



Or,

Click Start to run your backup job now. Your backup job is saved. See “Backup Progress Window” on page 34.

Or,

Select Save from the Job menu to save your job for future use. The name you give it will appear in the Backup Job list.

## Using Backup Jobs

### *To open a backup job:*

1. Click the Backup tab in the main application window.
2. Highlight a job name in the Backup Job combo box.

The backup job's settings appear.



Or,

Choose Open from the Job menu.

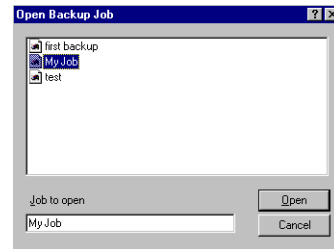
The Open Backup Job dialog box appears.

3. Select a Backup Job from the list.

Or,

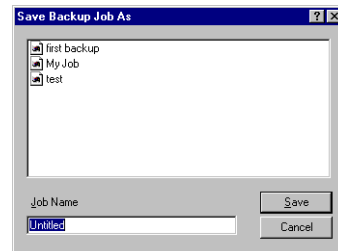
Type a job name (description) in the Job to open text box.

4. Click Open.



### *To change settings in an existing backup job:*

1. Open the backup job you want to modify and make your changes.
2. Choose Save As from the Job Menu.  
The Save Backup Job As dialog box appears. It is identical to the Open Job dialog box.
3. Type a name into the Job Name text box. You may type a name of up to 130 characters (including spaces).



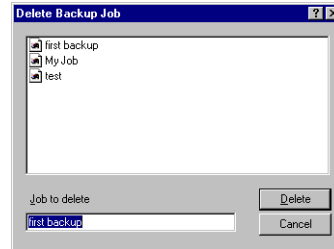
4. Click Save.

### *To delete a backup job:*

**NOTE:** You cannot delete the job that is currently open. To delete the current job, open a different job, then proceed.

## Using Backup Jobs

1. Choose Delete from the Job menu.  
The Delete Backup Job dialog box appears. It is identical to the Open Job dialog box.
2. Select a Backup Job, or type a job name (description) in the Job Name text box.
3. Click Delete. You are asked to confirm your action. Click Yes to continue.



### To run your backup job:

- Click Start.

If your backup job is new or modified, the program prompts you to save the backup. The new job is added to the Backup Job combo box when it is saved.

## Backup Progress Window

The Backup Progress window appears when you start your backup. It continually updates information about your backup job.

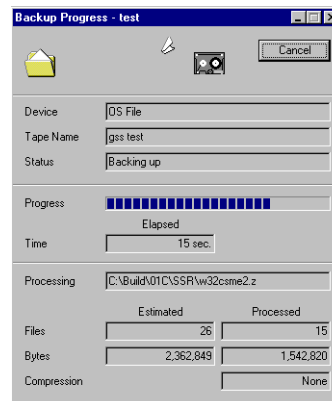
The name of the backup job in progress is displayed in the window title bar.

The top section displays the backup device, media name, and the current status of the backup job.

The center section displays a progress bar showing the percentage of the backup job completed and the estimated time remaining.

The bottom section displays the name of the file currently being processed, the estimated number and size of files to be backed up and already processed, and the compression ratio.

When the backup is complete, the OK and Report button replace the Cancel button. Click Report for a summary of your backup or click OK to continue.



### ***Canceling Your Backup***

You can cancel the backup at any time by clicking Cancel or pressing Esc.

**NOTE:** Canceling your backup may take several minutes, depending on the size of the backup set.

**CAUTION:** If you cancel a backup, some backup devices will not be able to recover the space already used by the backup on the media. To use this space, you will have to erase or overwrite the entire media.

### ***Viewing Your Backup Report***

When the backup is complete, the Cancel button changes to OK and a Report button is displayed below it. Click Report to view a summary of your backup or click OK to continue.

## **The Backup Set**

After you perform a backup job, your files are stored on the media in a special format called a backup set. If your backup uses two or more medium, one backup set is stored on each media. Information about each backup set is stored in the catalog. For information about catalogs, see “Catalog Cleanup” on page 65.

## **Backup Options**

*To open the Backup Job Options dialog box:*

- Click Options in the How to backup section.

The Backup Job Options dialog box appears.

### **Backup Job Options Dialog Box**

The Backup Job Options dialog box contains the following tabs:

- General Tab (page 36).
- Passwords Tab (page 37).
- Type Tab (page 38).
- Exclude Files Tab (page 39).

*To display an option group:*

- Click on a tab.

The option group appears.

***To select an option or change an option setting:***

- Click on the check box or button next to the option.

***To save your current settings and change option groups:***

1. Click Apply.
2. Click the next option group's tab.

***To save your option settings and return to the Backup window:***

- Click OK.

Your backup options are saved and you return to the Backup window.

## ***General Tab***

Use the General tab to set the Verify data and Compression options and tell Backup Exec how to handle medium that already contain backups.

- **Verify data** by performing a file-by-file compare after the backup has been completed.

If you back up with the Verify Data option on, Backup Exec will verify the data by reading it back from the backup medium after writing it and comparing it to data on the disk.

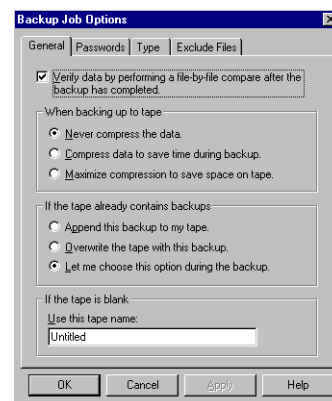
Because Verify Data takes twice as long, you may choose to turn this option off. However, it is strongly recommended that you use Verify Data to help ensure the reliability of your backups.

- When backing up to media

**Never compress the data**—turns data compression off.

**Compress data and save time during backup**—compresses your data as much as possible with a minimum reduction in speed.

**Maximize compression and save space on media**—compresses your data as much as possible without regard to speed. This may cause your backup to take longer, however the resulting backup set will use less space.



## ***Backup Options***

Compression uses a “shorthand” to reduce file sizes, so that data can be written in less space.

**NOTE:** If your data has already been compressed, select Never compress the data. Compressing data that has already been compressed, causes the data to occupy more media space..

- If the media already contains backups

**Append this backup to my media**—your data is placed after the last backup set on the media.

**Overwrite the media with this backup**—all the backup sets on your media are overwritten.

**CAUTION:** If you choose to overwrite the media, all data on the media will be erased.

**Let me choose this option during the backup**—the name of the media in the drive is displayed when the backup job begins, and you are prompted to choose Overwrite or Append.

**If the tape is blank use this tape name**—you can name the tape if it is blank by typing a tape name in the text box.

## ***Passwords Tab***

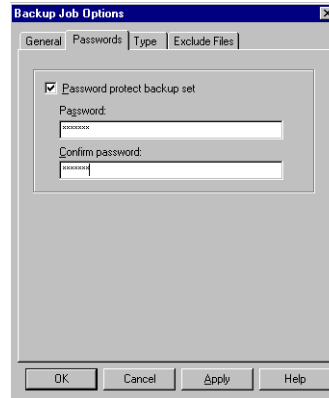
Use the Passwords tab to provide data security by password-protecting your backup. Your password is required to load or retrieve a catalog, and compare or restore files in the backup set.

**CAUTION:** Make careful note of your password. Without it, you will not be able to access or recover data in your password-protected backup set. Passwords are case-sensitive. For example, “my password” is not the same as “My Password.”

## Backup Options

### To create a password:

1. Click Password protect backup set.
2. Type your password in the Password text box.
3. Retype your password in the Confirm password text box.
4. Click OK.



## Type Tab

Use the Type tab to choose a backup type and to select Unattended operation.

### Backup types

- **All selected files**—Backs up all the files you have selected.
- **New and changed files only**—If you choose New and changed files, two additional backup types are displayed.

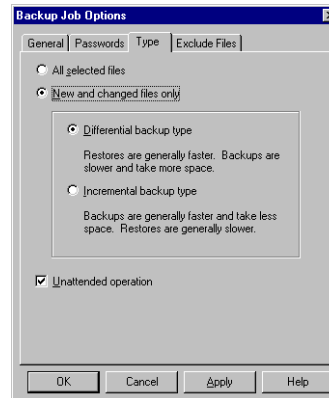
Differential backup type—Backs up all the selected files that have changed since the last All Selected Files backup.

Incremental backup type—Backs up all selected files that have changed since the most recent All Selected Files or Incremental backup.

See “Backup Types” on page 70 for more information about these backup types.

### Unattended operation

Check Unattended operation to run unattended backup jobs. This option enables the program to bypass all prompts during a backup operation.



### ***Exclude Files Tab***

Use the Exclude Files tab to exclude certain file types from your Backup Job. File exclusions are made based on registered type or custom type.

**NOTE:** Excluded file types are marked in the selection panes with a red X.

#### ***To exclude files by registered type:***

1. Click the Exclude Files tab in the Backup Job Options dialog box.

The Exclude Files tab appears.

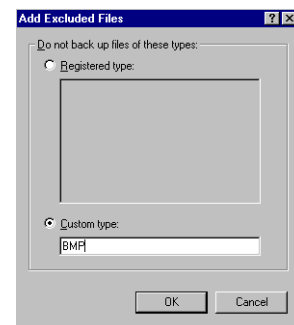
2. Click Add.

The Exclude files from backup dialog box appears.

3. Click Registered type.

4. Select the file type you want to exclude in the Registered type list.

5. Click OK.



Your exclusion appears in the Do not back up files of these types list box. To exclude additional registered file types, repeat steps 2 through 5.

#### ***To exclude files by custom type:***

1. Click the Exclude Files tab in the Backup Job Options dialog box.

The Exclude Files tab appears.

2. Click Add.

The Exclude files from backup dialog box appears.

3. Click Custom type.

4. Type a three letter file extension in the Custom type text box.

For example, type bat to exclude all your batch files.

5. Click OK.

Your exclusion appears in the Do not back up files of these types list box.

To exclude additional file types, repeat steps 2 through 5.

## ***Backup Options***

*To remove a file type from the Do not back up files of these types list:*

1. Select the file type you want to remove from the list.
2. Click Remove.

## ***Advanced Tab***

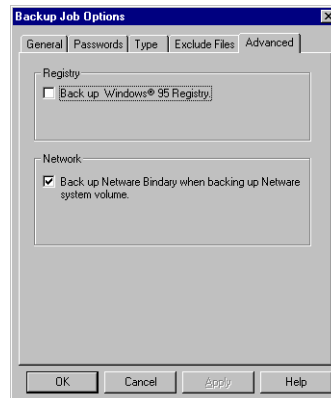
Use the Advanced tab to specify whether or not the Windows 95 Registry and the Netware Bindery files are backed up.

- **Back up Windows 95 Registry(Recommended)**—The Registry is automatically selected for backup when your local drive is selected.
- **Back up Netware Bindery...**—Backs up the Netware Bindery when a Netware system volume is selected for back up. Backup Exec will back up NetWare 3.11-3.12 server bindery, and NetWare file and directory attributes from NetWare server volumes, including trustee information.

**NOTE:** If you don't have the Novell 32-bit NetWare client installed, the Back up Netware Bindery... option will not be available.

*To set the Advanced Options:*

1. Click Options on the Backup windows.  
The Backup Job Options dialog box appears.
2. Click the Advanced tab in the Backup Job Options dialog box.  
The Advanced tab appears.
3. Check the options you want.  
Click OK.



## Scheduling a Backup Job

Backup Exec provides an easy and effective way to schedule your backup jobs. Scheduling your backup jobs can save you time and ensure that your files are backed up regularly.

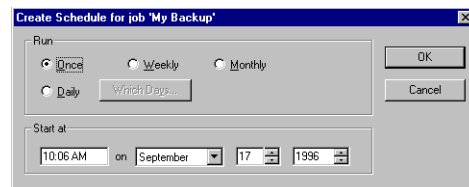
You can choose to run your job once, daily, weekly, or monthly. Once you schedule your backup job, and save the settings, your backup job runs automatically at the set times. If necessary, you can turn your backup job schedules on or off.

If you have scheduled jobs pending when you exit Backup Exec, a dialog box displays and asks if you want to minimize the application to allow scheduled jobs to run. Select Yes and the program displays a small icon on the Windows 95 taskbar. This icon enables scheduled jobs to run. Right-click the icon to open or close Backup Exec.

### *To schedule a backup job:*

1. Click Schedule on the Backup window.

The Schedule Backup Job dialog box appears. The name of the selected Backup Job is displayed on the title bar.



2. Select Once, Daily, Weekly, or Monthly.

The program displays option settings that correspond to your selection. For example, if you select Weekly, the program prompts you to choose a time and the day of the week for your backup job. See “Setting Frequencies” on page 42 for additional information.

3. Choose your settings.
4. Click OK.

### *To edit a scheduled backup job:*

1. Select the job you want to schedule in the Backup Job drop-down list box.
2. Click Schedule.

The schedule for this job appears.

3. Make your changes.

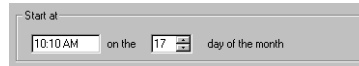
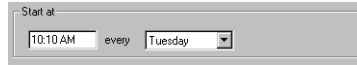
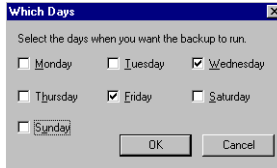
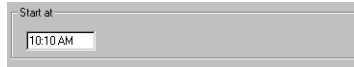
## *Scheduling a Backup Job*

4. Click OK.

### **Setting Frequencies**

When you schedule a backup job, the settings that appear depend on the frequency you choose:

- **Once**—Set the time and the date.
- **Daily**—Set the time. If you want to specify certain days of the week for your job to run, click Which Days, then check the days you want your job to run.
- **Weekly**—Set the time and the day of the week.
- **Monthly**—Set the time and the day of the month.



# *Using Restore*

This chapter explains how to use the Restore Wizard and the Restore window to restore files to your hard disk. Restore reads the selected backup sets and restores your files to a specified location (usually their original location). You can restore one file, several selected files, or all files from a backup job. You can also select individual versions of a file, specify the destination for the restored files, and set options.

Whether you are restoring your entire system, a single file, or a particular version of a file, Backup Exec makes it simple to set up the restore process. You can use either the Restore Wizard or the Restore window to specify your restore.

## **Where to Look—Restore**

For more help on restore topics, see:

- Creating an Emergency Recovery Diskette, page 43
- Emergency Restore, page 44
- One-Button Restore, page 45
- Restoring All Your Files, page 46
- Using the Restore Wizard, page 48
- The Restore Window, page 49
- Restoring Files with the Restore Window, page 54
- Restore Progress Window, page 55

## **Creating an Emergency Recovery Diskette**

Backup Exec Emergency Restore enables you to rebuild the operating system and the latest All Selected Files backup without having to reinstall the operating system or the backup software. Your entire local drive can be restored using the Emergency Recovery Diskette.

## ***Emergency Restore***

The first time Backup Exec launches, you are prompted to create an emergency recovery diskette. If you do not create an emergency recovery diskette at that time, you may do so later by choosing Emergency Diskette from the Tools menu.

### ***To create an Emergency Recovery Diskette:***

1. Select Recovery Diskette from the Tools menu.
2. If you have more than one device, your devices appear on the Tools menu under Emergency Diskette. Select the device you want to use to store your local drive and Registry files.
3. Insert the Emergency Diskette into drive a:.
4. If the diskette is not formatted, select Yes to format the disk.

A progress screen appears. A message displays when the Emergency Diskette is complete.

**NOTE:** If you are using a compressed drive for your Emergency Recovery diskette creation and restore process, you may not be able to restore all of the data.

If you are using a SCSI device for Emergency Restore, you must have DOS ASPI drivers.

## **Emergency Restore**

The emergency restore process can be used to recover from hard disk failure. If you do not have an emergency recovery diskette, see *Restoring All Your Files*, page 46. If you created an emergency recovery diskette, follow the steps below.

### ***To use Emergency Restore:***

1. Boot up your system with the Emergency Diskette.
2. The computer boots into DOS mode. Instructions appear on your screen, prompting you to start the media-based recovery process. Choose Yes to launch the Emergency Restore program.

The instructions on your screen also help you partition and format the hard disk prior to restoring.

3. Follow the steps on your screen and insert the media containing the most recent All Selected Files backup of the drive you want to restore.

### *One-Button Restore*

The media is scanned, and you are presented with a list of sets on the media.

4. Select the set you want to restore by using the arrow keys to highlight the set. After you've highlighted a set to restore, press Enter.

Backup Exec displays a list of drives backed up within a selected set.

5. Select the drive you want to restore by using the arrow keys to highlight the drive, then press Enter.

A temporary catalog is rebuilt from the media. Everything in the selected volume is restored. A message displays when the restore is complete.

6. Remove the ER disk, then reboot your system. You may need to reboot several times if any hardware changes have occurred.

## One-Button Restore

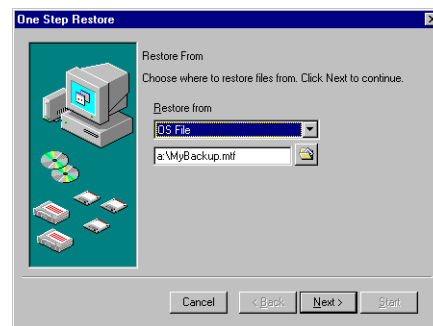
One-Button Restore launches a series of dialogues which help you perform a restore in just a few steps.

### *To run One-Button Restore:*

1. Double-click the One-Button Restore icon in the Backup Exec program group. Or, click the Start menu, select Programs, select Backup Exec, and then click One-Button Restore.

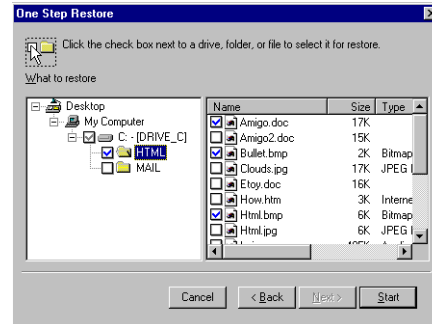
The One-Button Restore dialog box appears.

2. Select a device or Files or Folders in the drop-down list box. If you select Files or Folders, an edit box and browse button appear. See "Files or Folders Backup" on page 30 for more information.



A progress dialog appears, then the file selection panes appear.

3. Check the drives, folders, and files you want to restore.
4. Click Start to begin restoring your files. A message appears when the restore completes.



### ***Restore Default Settings***

Your restore will run with the following default settings:

- **What to restore**—Folder view. See “File Views” on page 52.
- **Where to restore**—Original Location. See “Where to Restore” on page 53.
- **How to restore**—Do not replace. See “How to Restore” on page 54.

## **Restoring All Your Files**

This section explains how to quickly and easily restore all your files in the event of a hard disk failure. This procedure can also be used to transfer all your files to a new computer.

Before you can restore your files after a hard disk failure, you must first prepare your hard disk and reinstall Windows 95. Then follow these steps:

1. Install and configure Backup Exec. See “Installing Backup Exec” on page 10.
2. Collect the media(s) containing your most recent All Selected Files and your New and Changed Files backups. The backup sets you’ll need to restore depends on your backup strategy.

If you performed:

**All Selected Files only**—restore only your most recent backup set.

**All Selected Files and Differential New and Changed Files**—restore your All Selected Files backup first, then restore the most recent Differential backup set.

## *Restoring All Your Files*

**All Selected Files and Incremental New and Changed Files**—restore your All Selected Files backup first, then restore each of the Incremental backups sets in order, starting with the oldest.

3. Restore the All Selected Files backup set. Make the following option selections on the Restore window:

**What to Restore**—Click Device view, then select each local drive and the Registry.

**Where to Restore**—Choose Original Locations.

**How to Restore**—Choose Always replace.

4. If you backed up the Windows 95 registry, the Restore Registry dialog box appears.

**CAUTION:** Restoring the Registry may cause serious problems if your hardware configuration has changed since you last backed up the Registry.

If your system's hardware configuration and system settings *have not changed* since the last backup of the registry, select **Restore hardware and system settings to the registry**, then click OK.

The entire registry will be restored along with all selected local drives.

Or,

If your system's hardware configuration has changed (if, for example, you've added a new drive or changed the IRQ settings on a card), deselect (uncheck) **Restore hardware and system settings to the registry** and continue with the operation, only those portions of the registry containing your software settings and configuration will be restored along with all selected local drives.

5. Restore any New and Changed Files backup sets using step 3 and 4.

## **Restoring Bindery Files**

You can restore your bindery files, if you backed up files on your SYS volume or Novell Server and checked the Back up NetWare Bindery... option. See "Advanced Tab" on page 40 for more information on this option.

**To restore your bindery files:**

1. Click the Restore tab.

The Restore window appears.

### *Using the Restore Wizard*

2. In the selection panes, select any file(s) on the SYS volume.
3. When prompted whether or not to restore the bindery, click Yes.

## Using the Restore Wizard

The Restore Wizard guides you through the steps required to run a restore, using a series of windows to let you choose the options used to create your restore. After choosing an option, click Next to continue.

### *To create your restore using the Restore Wizard:*

1. Click Restore Wizard in the Startup window and click OK or, click the Restore Wizard button on the toolbar or, select Restore Wizard from the Tools menu.

The Restore From window appears.

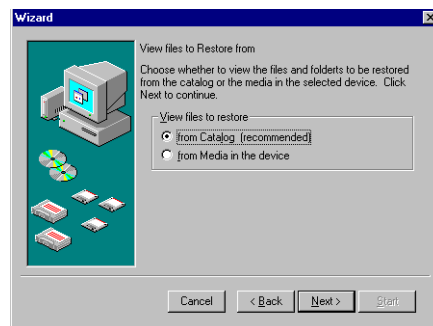
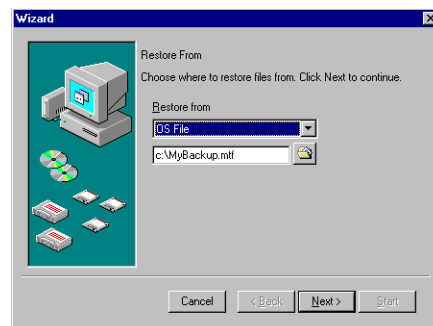
2. Choose the backup device to restore from.
3. You may select your files from the catalog stored on your hard disk or from the media in your drive. See “File Views” on page 59 for more information.

Click Next to continue.

The Restore selection pane window appears.

4. Click the check boxes next to the items you want to restore. For more information on file selection, see “Selection Panes” on page 19.

Click Next to continue.



## The Restore Window

The Where to Restore window appears.

5. Choose a destination for your restored files.
6. If you choose to restore to another location, type a path into the text box or click Browse.
7. Files are restored in their original folder structure unless you check *Restore all files to a single folder*. See “Where to Restore” on page 53.

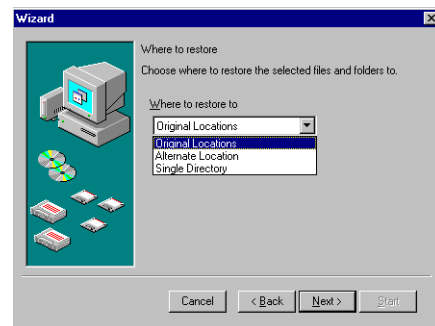
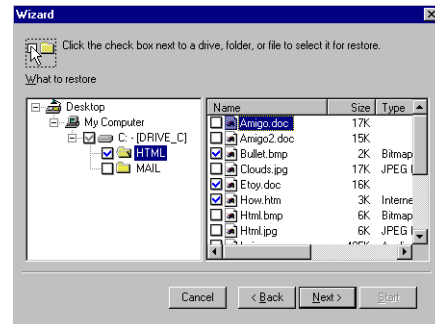
Click Next to continue.

The How to Restore window appears.

8. Select an Overwrite option. See “How to Restore” on page 54.
9. Click Start.

The Restore Progress window appears.

See “Restore Progress Window” on page 55.



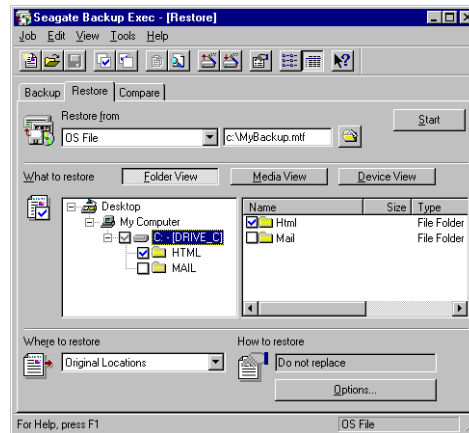
## The Restore Window

This section first describes the Restore window. Step-by-step instructions for restoring your files begin on page 54.

The Restore window gives you quick access to all the restore options. The Restore window is composed of four sections.

## The Restore Window

- **Restore from**—Select the backup device to restore from, or select Files or Folders if you backed up your files to a hard drive, network drive, or a floppy drive.
- **What to restore**—Select the files you want to restore.
- **Where to restore to**—Select the location to restore your files to.
- **How to restore**—Select your overwrite option.



## Restore From

The Restore from box lists all available backup devices to restore from. To change your restore from device, select another device in the drop-down list box. If you used the Files or Folders selection and backed your files up to a hard drive, a network drive, or a floppy disk, select Files or Folders in the drop-down list box.

### Restore Files or Folders

The Files or Folders option enables you to restore your files from a custom location, such as a hard disk, a network drive, or a floppy disk.



When files are backed up to Files or Folders, Backup Exec uses a special naming convention to help organize the Files or Folders. Files or Folders appear with a .MTF extension. If you open a Files or Folders item in Explorer, Backup Exec automatically launches.

#### *To restore your files from Files or Folders:*

1. Select Files or Folders in the Restore from drop-down list box on the Restore window.  
  
A text box and browse button appear below the drop-down list box.
2. Type a path and filename in the text box.

Or,

Click Browse, select a folder in the list, then click OK. The folder appears in the text box.

## **File Find**

The File Find option enables you to locate file(s) for restore. You can search by filename, location, and date backed up. Backup Exec lists all the backed up files that match your criteria.

You may terminate the File Find operation at any time, by clicking the Close button.

### ***To search for files with the File Find option:***

1. Select the device that you used to back up your file(s).
2. Click the File Find button on the Toolbar or, select File Find from the Edit menu.

The File Find window appears.

3. Enter a file name and path (if no path is entered, Backup Exec searches all paths).
4. To search by date, click the Date Backed Up tab and enter a date or date range.
5. To start searching, click Find Now.

Backup Exec searches the catalog that corresponds to the selected device and displays a list of all files that match the search criteria.

## **What to Restore**

Select a file view and files to restore in the What to restore section.

### **Catalog**

Each time you make a backup, Backup Exec creates a backup catalog. This catalog contains information about the files and folders that were backed up and the Backup Job used. Backup Exec uses the information in the backup catalog to restore or compare backed-up files.

After viewing the backup catalog, you may find items you no longer need to restore or compare. To remove these items from the backup catalog, use the

Catalog Cleanup command located on the Tools menu. See “Catalog Cleanup” on page 65 for more information.

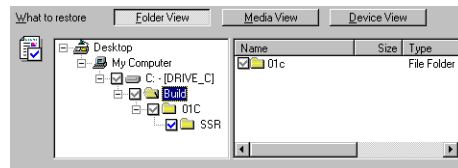
**NOTE:** If you are trying to convert a catalog from a previous version of your backup software that you used with several different devices for your backups, you may get a message indicating the catalog is empty. If this occurs, select Media view on the Restore window.

## File Views

Backup Exec provides three different view options to help you select the files you need to restore.

- **Folder view**—view the catalog on the hard disk using the traditional file tree system.
- **Media view**—view the catalog by media.
- **Device view**—view the backup set(s) in the selected device.

You may also limit your view to display the catalog listing for the selected device only.



### To view files for a specific device:

1. Select the device you want to view in the Restore from drop-down list box on the Restore window.
2. Select Filter by device from the View menu.

The catalog listing for that device appears in the selection panes.

**NOTE:** To view a backup set that spans from one media to another, you must select Device view for *all* medium containing the backup set.

## Restore Selection Panes

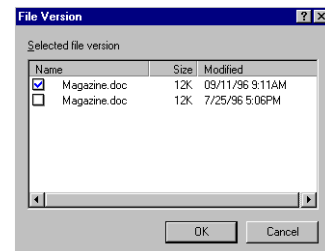
Backup Exec uses the same drive and file selection methods as the Windows 95 Explorer. Drives and folders are selected in the All Folders pane and individual files and folders are selected in the Contents pane. Select drives and files to restore by clicking the check box next to the item. For more information, see “Selection Panes” on page 19.

### ***Multiple File Versions***

If you back up the same set of files more than once backup device , you will be able to restore any of the versions you've backed up.

Backup Exec normally restores the most recent file version. To restore an older version, choose Version from the Edit menu or toolbar and use the File Version dialog box, which lists each available version's size, media name, and date/time modified.

You can also open the File Version dialog if you right-click a file in the Restore selection pane, and then click Version.



### **Where to Restore**

You'll usually want to restore files to the same place from which you backed them up. However, if you want to restore your files to a different location, use the Where to restore box. The following selections are available:

- **Original Location**—All files and folders are restored to the same path from which they were backed up. This is the default setting.
- **Alternate Location**—All files and folders are restored using the original tree as backed up, but the root of the tree is set to the specified path.
- **Single Directory**—All files and folders are restored to a single folder, specified in the path text box.

#### ***To restore your files to an alternate location:***

1. Select Alternate Location from the Where to restore list.
2. Type a path into the text box.

Or,

Click Browse, select a folder in the list, then click OK. The folder appears in the text box.

#### ***To restore your files to a single folder:***

1. Select Single Directory from the Where to Restore drop-down list box.
2. Type a folder (directory) name into the text box.

Or,

## Restoring Files with the Restore Window

Click Browse, select a folder from the list, then click OK. The folder appears in the text box.

## How to Restore

Restore options let you choose how to treat files in your backup set with the same name as those on your hard drive.

### *To set your restore options:*

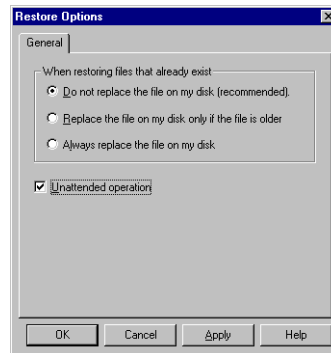
1. Click Options in the Restore window.

The Restore Options dialog box appears.

2. Choose a Restore option.

**Do not replace**—Never replace the files on the hard disk, even if the backed-up file is a more recent version than the file on the hard disk.

**Replace older files**—Replace only older files with the most recent file versions.



**CAUTION:** Always replace—Always replaces the files on the disk. Always Replace always overwrites the files on your hard disk with the backed up files.

3. Check Unattended operation and the program will bypass prompts during a restore.
4. Click OK.

## Restoring Files with the Restore Window

### *To restore files using the Restore window:*

1. Click Blank Restore Job in the Startup window or, click the Restore tab from the Backup or Compare window.

The Restore window appears.

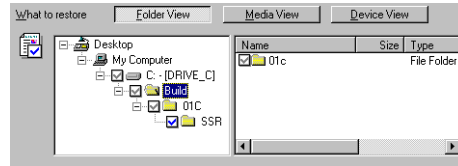
2. Select the backup device containing the files you wish to restore. If you backed your files up to a hard disk, network drive, or a floppy disk, select



## Restore Progress Window

Files or Folders. See "Restore Files or Folders" on page 50 for more information.

3. To choose your files from your backup device instead of the catalog on your hard disk, select Device view. See "File Views" on page 52.
4. Click next to the drive and files you want to restore.



5. To change your restore location, select another location in the Where to restore box. See "Where to Restore" on page 53.
6. To change your restore options, click Options. See "How to Restore" on page 54.
7. Click Start.



## Restore Progress Window

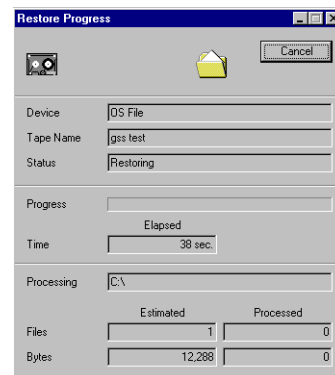
The Restore Progress window appears when you click Start and provides information about your restore. It is divided into three sections.

The top section lists the selected backup device and the name of your media. It also displays the current status of your restore.

The center section displays a progress bar and the time elapsed.

The bottom section lists the name of the file currently being restored, and the estimated number and size of the files restored.

You can cancel the restore at any time by clicking the Cancel button or pressing Esc.



When the restore is complete, the Cancel button changes to OK and a Report button is displayed below it. Click Report for a summary of your restore or click OK to continue.

# *Using Compare*

This chapter explains how to use the Compare window to read data from the backup set and compare it to the data on the hard disk. You can compare one file, selected files, or all files in the backup set.

Compare is a separate function designed to provide maximum data security. After you have created a backup set, you can go to the Compare window and verify that the information contained on the backup media is identical to the data on the hard disk and that it can be restored.

**NOTE:** It is strongly recommended that you perform compares after your first few backups and after changing your system's configuration. This will confirm Backup Exec is running properly on your computer.

**TIP:** Performing a compare at any time in the future lets you see how the files in the backup set differ from the files currently on the hard disk.

## **Where to Look—Compare**

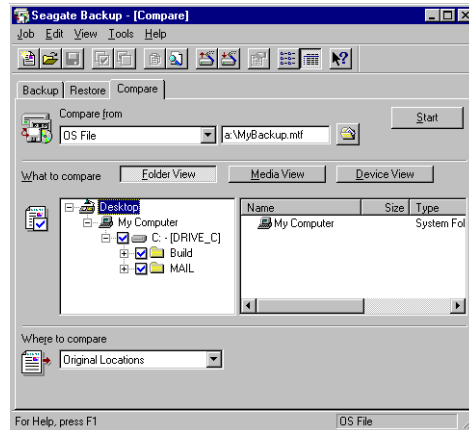
For more help on compare topics, see:

- The Compare Window, page 58
- Comparing Files with the Compare Window, page 60
- Compare Progress Window, page 61

## The Compare Window

The Compare window gives you quick access to all the compare options. It consists of three main sections:

- **Compare from**—Select the backup device to compare from.
- **What to compare**—Select the files you want to compare.
- **Where to compare**—Select the location to compare your files to.



### Compare From

The Compare from drop-down list box lists all available backup devices to compare from. To change your compare from drive, select another drive in the drop-down list box. If you used the Files or Folders selection and backed your files up to a hard drive, a network drive, or a floppy disk, select Files or Folders in the drop-down list box.

#### Compare Files or Folders

The Files or Folders option enables you to compare your files from a custom location, such as a hard disk, a network drive, or a floppy disk.



When files are backed up to a Files or Folders, Backup Exec uses a special naming convention to help organize the Files or Folders. Files or Folders appear with a .MTF extension. If you open a Files or Folders item in Explorer, Backup Exec automatically launches.

#### *To compare your files from a custom location:*

1. Select Files or Folders in the Compare from drop-down list box on the Compare window.

A text box and browse button appear below the drop-down list box.

## *The Compare Window*

2. Type a path and filename in the text box.

Or,

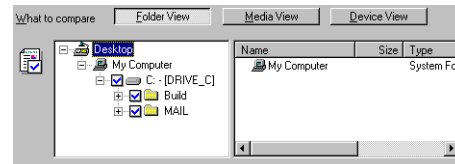
Click Browse, select a folder in the list, then click OK. The folder appears in the text box.

## **What to Compare**

Select the catalog location and files to compare in the What to compare section.

### *File Views*

Backup Exec provides three different view options to help you select the files you want to compare.



- **Folder view**—view the catalog on the hard disk using the traditional file tree system.
- **Media view**—view the catalog using a media view
- **Device view**—view the backup set(s) in the selected device.

You may also limit your view to display the catalog listing for the selected device only.

### *To view files for a specific device:*

1. Select the device you want to view in the Compare from drop-down list box on the Compare window.
2. Select Filter by device from the View menu.

The catalog listing for that device appears in the selection panes.

## **Compare Selection Panes**

Backup Exec uses the same drive and file selection methods as the Windows 95 Explorer. Drives and folders are selected in the All Folders pane and individual files and folders are selected in the Contents pane. Select drives and files to compare by clicking the check box next to the item. For more information, see “Selection Panes” on page 19.

## Where to Compare

You'll usually want to compare files to the same drive and directory as the one from which they were backed up. If their location has changed, however, the Where to compare box lets you specify where the original files are now located.

### *To compare your options to an alternate location:*

1. Select Alternate Location from the Where to compare drop-down list box.
2. Type a path in the text box.

Or,

Click Browse, select a folder in the list, then click OK. The folder appears in the text box.

### *To compare your files to a single directory:*

1. Select Single Directory from the Where to Compare drop-down list box.
2. Type a folder (directory) name into the text box.

Or,

Click Browse, select a folder from the list, then click OK. The folder appears in the text box.

### *To start comparing your files:*

- Click Start.

## Comparing Files with the Compare Window

### *To compare your files:*

1. Click the Compare tab in the Main Application window.

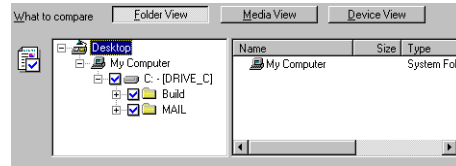
The Compare window appears.

2. Select the backup device containing the backup set you wish to compare in the Compare from drop-down list box.



## Comparing Files with the Compare Window

3. Select the files you wish to compare. See “Selection Panes” on page 19 for more information.



4. Select a location in the Where to Compare drop-down list box.



5. Click Start. The Compare Progress window appears.

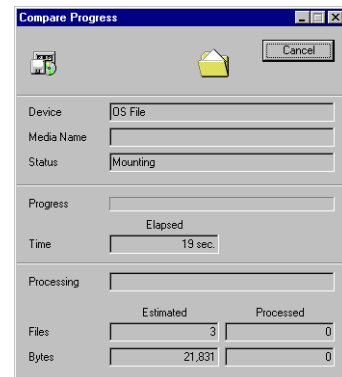
## Compare Progress Window

The Compare Progress window appears when you click Start and provides information about your compare. It is divided into three sections.

The top section lists the selected backup device and the name of your media. It also displays the current status of your compare.

The center section displays a progress bar and the time elapsed.

The bottom section lists the name of the file currently being compared, and the estimated number and size of the files compared.



You can cancel the compare at any time by clicking the Cancel button.

When the compare is complete, the OK and Report button replace the Cancel button. Click Report for a summary of your compare or click OK to continue.

### *Comparing Files with the Compare Window*



# Tools

Backup Exec offers several tools to help you handle your medium, catalog, and reports. This chapter describes how to use Media Tools, Catalog Tools, Report Tools, and Preferences.

## Media Tools

The following Media Tools commands are located on the Tools menu.

**NOTE:** If you have more than one backup device configured, each device will be listed and will have its own set of tools. Different drive types use different tool sets.

### Identify

This command displays the media's contents.

#### *To identify a media:*

1. Select Media from the Tools menu, then select Identify.  
The Identify window appears. The device name and media name are displayed.
2. To view the backup sets on the media, click View media in the Identify Progress window.
3. Select OK to close the Identify window.

### Format

This command formats a QIC media. When a media is formatted, all data on the media is lost. Formatting can take several hours to complete, depending on the media type.

**NOTE:** SCSI medium use the Initialize media tool instead of the Format media tool.

#### *To format a QIC media:*

**CAUTION:** Formatting destroys all data on the media.

1. Select Media from the Tools menu, then select Format.

If the media contains data, a message box appears asking you to confirm the operation.

2. Click Yes to confirm the operation or No to cancel.
3. Enter a new media name, then click OK.

If the drive supports multiple capacities, you are prompted to select either a high or low capacity format.

### ***Erase***

This command erases all files on a SCSI media, and positions the media to start recording.

#### ***To erase a SCSI media:***

**CAUTION:** Erasing destroys all data on the media.

1. Select Media from the Tools menu, then select Erase.

If the media contains data, a message box appears asking you to confirm the erase.

2. Click Yes to confirm the operation or No to cancel.

The Erase Progress window appears.

### ***Initialize***

This command erases a media and prepares it for use.

#### ***To initialize a media:***

**CAUTION:** Initializing a media destroys all data on the media.

1. Select Media from the Tools Menu, then select Initialize.

If the media contains data, you are prompted to confirm the initialize.

2. Click Yes to confirm the operation or No to cancel.

If you are using a SCSI media, you may enter a new media name.

3. Click OK.

The Initialize Progress window appears.

### ***Retension***

This command winds and rewinds a media to remove any slack and evenly tension the media by performing a fast forward and rewind.

***To retension a tape:***

- Select Media from the Tools menu, then select Retension.

The Retension Progress window appears.

***Rename***

Use this command to rename your QIC media.

***To rename a QIC media:***

1. Select Media from the Tools menu, then select Rename.

A dialog appears displaying the media name for the inserted QIC media.

2. If you wish to rename your QIC media, type a name in the text box, then click OK.

***Emergency Diskette***

Use this command to create a recovery disk.

***To create a recovery disk:***

- Select Emergency Diskette from the Tools menu. See "Creating an Emergency Recovery Diskette" on page 43 for additional instructions.

**Report Tools**

Report tools give you access to the backup log or report, which provides backup information and error messages. The following commands are available under the Report sub-menu.

- **View**—Launches Notepad with the log file loaded and displays the last five reports.
- **Print**—Launches Notepad and prints the log file.

**TIP:** Click Report on the Progress window to view the report for the current backup, compare, or restore operation.

**Catalog Cleanup**

The Catalog Cleanup tool helps you manage your catalog. Use this command to delete items from the backup catalog. This command displays the Catalog Cleanup dialog box. See "Catalog" on page 51 for more information.

**NOTE:** If you remove a file from the catalog, you must perform a "Media View" to restore or compare that file.

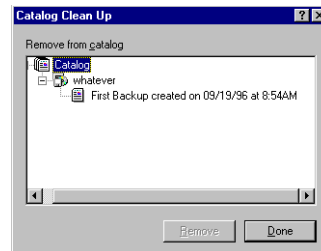
## Comparing Files with the Compare Window

### *To delete items from the backup catalog:*

1. On the Restore or Compare window, select Catalog Cleanup from the Tools menu.

The Cleanup Catalog dialog box appears.

2. Select a device, media, or backup set in the Remove from catalog list box.
3. Click Remove.



## Preferences

The Preferences dialog box lets you set the following options:

### *General*

- **Beep for messages**—The program sounds an audible warning when it displays messages.
- **Show startup screen on application startup**—The startup screen (page 13) is displayed each time the program starts.

### *Backup*

- **Back up the Registry when backing up Windows (Recommended)**—The Registry is automatically selected for backup when the Windows folder is selected.
- **Compute selection information before Backup, Restore, and Compare operations**—The estimated number and size of files selected are displayed. Computing selection information also enables Backup Exec to display time estimates and file counts in the Progress windows.

# ***Backup Strategies***

This chapter provides advice and assistance for setting up your own backup strategy, which is nothing more than a plan for protecting your data. Remember, though, that unless your data is backed up, it is not protected.

## **Where to Look—Backup Strategies**

- Protecting Your Data, page 67.
- Developing a Backup Strategy, page 68.

## **Protecting Your Data**

The main purpose of a backup program is to copy the files on a hard disk to another location in case of a hard disk failure. Backup Exec also lets you recover deleted files, return to older file versions, and transfer files from one computer to another.

### **Protect Against Hard Disk Failure**

A hard disk can fail at any moment, rendering all data inaccessible. A “crash” can be caused by mechanical failure, software failure, an electrical surge, fire, water, or even dust and smoke particles. Partial hard disk failures are not uncommon. Sectors of a disk can lose magnetic retentiveness, resulting in corrupted or lost data.

Statistics show that the information on your hard drive probably represents well over 3,000 hours of work. The data, and your investment of both time and effort, should be protected from loss. Backup Exec provides such protection. A properly backed up hard disk can be restored within minutes.

**NOTE:** For assistance in case of a hard disk failure, see “Restoring All Your Files” on page 46.

### **Protect Against Accidental Deletion**

Almost everyone has looked for a file only to discover that it has been accidentally deleted.

## ***Developing a Backup Strategy***

With a good backup routine, your data is protected from such mishaps. When files are backed up, they can be restored to your hard disk. Backup Exec has been designed so you can locate and restore files as you need them.

### **Access Older File Versions**

You may need to save or go back to earlier versions of your files. For example, you may need to see an earlier version of a spreadsheet or word processing document.

With Backup Exec, maintaining different versions of the same files can be a simple procedure. If backups are performed regularly, different versions of files will be available for quick and easy restoration. For more information see “Multiple File Versions” on page 53.

### **Archive Files**

It seems that there is never enough space on a hard disk. The urge to delete rarely used files is tempered by the possibility, however small, that these files may be needed again.

Archiving can help. Archiving is the process of saving copies of selected files for future retrieval. Backing up data provides an automatic facility for archiving. After files are backed up onto a media, you can delete them from your hard disk. If they are ever needed again, they can be easily restored.

### **Transfer Files**

You may need to transfer a set of files to a new computer or to all the computers in your department. Or you may need to bring files home from work each day. Backup Exec lets you transfer files from one computer to another. You simply back up the desired files and then restore them to other computers.

You don't have to worry about fitting your files on diskettes or what to do with very large files, because you can fit most large files on a single media cartridge. If you are transferring more files than will fit on one media cartridge, Backup Exec will prompt you to insert another media as needed.

## **Developing a Backup Strategy**

Before you perform your first backup, you may want to develop a backup strategy. A strategy ensures Backup Exec is set up to match your priorities.

Consider the following as you begin:

- What files must be backed up?
- How much time can you spend backing up?
- How often should files be backed up?
- What is the capacity of the backup device available for backups?
- How important is it to automate backups?
- Will you be working alone or does your routine depend on others in your organization?
- How important or valuable is your data?

Once you've made these decisions, you can get started. These issues are addressed in this chapter.

## **What Should You Back Up?**

There are as many approaches as there are Backup Exec users. Here are some considerations in backing up data files and program files.

- Data files

A common practice is to back up data files daily or weekly. However, if losing one day's work is more than you can afford, consider backing up more often.

- Program files

You may want to back up your program files during each All Selected Files backup, every few months, or when you add or reconfigure a software package.

**TIP:** Backing up program files saves you the time and trouble of reinstalling and reconfiguring them from the original program diskettes if a problem develops.

Whenever you perform a backup, you can back up one file, one folder, or a set of files or folders on one drive or multiple drives. You can make your file selections each time, or save your selections and reuse them.

### ***Flexibility***

You can back up all your drives, including network drives, at one time. Or, you can base your backup strategy on how frequently a set of files changes. Then you can make monthly, quarterly, or semiannual backups of files that seldom

## *Developing a Backup Strategy*

change (program files), and daily or weekly backups of files that change frequently (data files).

### ***Organization***

Further, you may want to make separate backups of different types of data files. It is easiest to do this if you keep related files grouped together in their own folders or give them the same file extension. For example, it is easy to make separate backups of spreadsheet, graphics, and word processing files if each type is contained in its own folder or has a unique file extension.

However, if you work on projects that require spreadsheet, graphics, and word processing files, it is easiest to back up all the project-related files if you keep them in one folder. If you keep your files in separate folders, you can still create a backup set of all the project files by selecting them from various folders. The backup set you create can also be used to archive files at the project's completion.

## **Backup Types**

Backup Exec offers three backup types:

- All Selected Files backup

**NOTE:** An All Selected Files backup is called a Full backup in previous versions of Backup Exec.

- New and Changed Files backup (Differential)
- New and Changed Files backup (Incremental)

Use the All Selected Files and either the incremental or differential backup types on a regular basis to safeguard your data.

### ***All Selected Files Backup***

An All Selected Files backup creates a backup set containing all the files that you select. It can include all the files on your hard disk (a total backup) or can include any combination of drives, folders, and files you designate.

**NOTE:** It is important to remember that Backup Exec backs up only the files and folders you select. Files that are not selected will not be backed up.

You can back up your data by making only All Selected Files backups, but this is inefficient. Instead, Backup Exec lets you save time by performing partial backups that include only files that have changed.

## *Developing a Backup Strategy*

An All Selected Files backup copies all selected files. Incremental and differential backups look at that same set of files and copy only the files that are new or have been changed since the last full or incremental backup.

All selected files backs up every file regardless of the file's archive bit status. When the backup is complete, the archive bits are turned off.

**NOTE:** If you only select individual files manually, new files will not be backed up during an incremental or differential backup. If you want new files to be included, make sure the drive or folder where the files are located is selected.

### *Differential Backup*

This option backs up all the selected files that have changed since the last All Selected Files backup. Therefore, a differential backup may take a little longer to complete than an incremental backup. On the other hand, you have to keep only the last All Selected Files and the latest differential backup sets to restore files successfully, so this choice may result in less media space needed for the entire backup set.

The differential backup backs up all files that have the archive bit on. When the backup is complete, the archive bit(s) are left on. Each file backed up will be backed up again in the next differential or All selected files session.

### *Incremental Backup*

An incremental backup backs up all selected files that have changed since the last All Selected Files or incremental backup. Because an incremental backup backs up only files that have changed, it is quick, and you're fully protected against data loss. Incremental backups have the added advantage of providing quick access to intermediate versions of your files.

For example, you might do an All Selected Files backup on Friday and incremental backups each business day. You will need to keep all the backup sets made from Friday to Thursday. If you do the All Selected Files backup on Friday and have to restore on Wednesday, you'll need the backup sets made on Friday, Monday, and Tuesday.

Incremental backups back up files with the archive bit on. After the backup completes, the archive bit(s) are turned off. Files won't be backed up in the next incremental backup unless they are modified and their archive bits are reset to on.

## **Backup Cycles**

For a backup system to remain effective over time, backups must be implemented in regularly maintained cycles. A backup cycle begins when you perform an All Selected Files backup of a group of files and includes either the latest differential or all the incremental backups you subsequently perform. A new backup cycle begins when you perform the next All Selected Files backup of the same group of files. The backup cycle for a set of files may last a day, a week, a month or longer if you prefer.

Backup cycles for different groups of files may be of different durations, depending on the types of files and how you use them. Your backup software keeps track of all the backups you perform as part of a backup cycle, to help you easily restore any files you have backed up.

To set up a weekly backup cycle with an All Selected Files backup on Friday and incremental backups on Monday through Thursday, use the following procedure.

### ***To create a weekly backup cycle:***

1. Label your media. If your backup requires more than one media, label and number all the medium so you can recognize them easily.
2. Start your cycle on Friday. Insert your first media in the backup device and perform an All Selected Files backup.
3. On Monday, reinsert the media you used for the All Selected Files backup and perform an incremental backup. The incremental backup automatically appends to the All Selected Files backup. The media now contains all files backed up with the All Selected Files backup plus all files that were subsequently created or changed.
4. On Tuesday through Thursday, perform incremental backups. Each subsequent incremental backup appends to the previous backup. If you need more than one media, you will be prompted to change medium. After your Thursday backup, you will have a complete rotation set.
5. On Friday, begin the cycle with a second set of medium.

Create two backup media sets and alternate between the sets so that the most recent set is maintained while overwriting the previous media set. Be sure to label your medium so that you maintain two separate sets. If you are using your backup software for the first time, back up all of your files immediately. After your files are safely backed up, you can use the Schedule Backup Job dialog box object to establish a regular backup cycle.

# ***Troubleshooting Tips***

This chapter provides troubleshooting tips to solve the most common configuration, compatibility, and other issues.

## **Where to Look—Troubleshooting**

- Backup Device Configuration, page 73
- System and Software Lockups, page 78
- Common Error Messages, page 80
- Other Frequently Asked Questions, page 83

## **Backup Device Configuration**

This section is designed to help you configure your system. You will find useful troubleshooting tips that can help you solve most of the problems you may encounter.

Backup Exec supports plug and play operation. However, if for some reason your backup device is not automatically detected, this section provides instructions on manually configuring your drive or controller. Chances are you won't need to manually configure either of them, but since you are working with a new operating system, we want to make sure you have all the information you need to get up and running quickly.

See your device type below for specific steps.

### **QIC Backup Devices**

**NOTE:** If you are using a high-speed controller card, first see “High Speed Controller Cards” on page 77.

### ***Conflicts With Drivers from Other Backup Programs***

Some driver files from other backup programs and Windows 3.1 applications may conflict with your backup software. Table 1 on page 74 lists the driver files, with their associated application, that may be causing a conflict.

## Backup Device Configuration

As a troubleshooting step, disable any drivers on your system that are causing the conflict.

**CAUTION:** If you are running the applications associated with these driver files, do not remove them permanently.

### *To disable drivers that may be creating conflicts:*

1. Make a copy of your SYSTEM.INI file (found in your Windows folder) and name the copy SYSTEMBKUP.INI. This provides an unmodified copy of your original file.
2. Click Run on the Start menu.
3. Type system.ini and click OK. The SYSTEM.INI file opens in Notepad.
4. In the [386Enh] section of your SYSTEM.INI file, type a semi-colon (;) at the beginning of the driver file lines listed below. The semi-colon disables the driver that may be causing a conflict.
5. Save the modified SYSTEM.INI file and restart your computer.

If you find that any of the programs listed below with a dagger (†) are causing the conflict, you should obtain the Windows 95 version of the software to eliminate the problem.

**Table 1: Driver File Lines and Associate Applications**

Driver File Line	Application
device=cmswtape.386	Colorado Backup for Windows
device=cmsdtape.386	Colorado Backup for DOS
device=vfintd.386	Backup Exec, Conner Backup, Iomega Backup, Norton Backup
device=cpbvxd.386	Central Point Backup
†device=symevnt.386	Symantec Norton Utilities
†device=adw30.386	After Dark Screen Savers
†device=awdos.386	PCanywhere for DOS
†device=vpcaw.386	PCanywhere for Windows
device=fastback.386	Fastback Backup
device=irw286.drv	Irwin Eztape Backup
device=novabkp.386	Novastor Backup
device=virwt.386	Irwin EZtape Backup

## ***Conflicts With Other Programs***

### ***If the problem persists:***

1. Make a copy of your WIN.INI file (found in your Windows folder) and name the copy WINBKUP.INI. This provides an unmodified copy of your original file.
2. Click Run on the Start menu.
3. Type win.ini and click OK. The WIN.INI file opens in Notepad.
4. Type a semi-colon (;) at the beginning of the load= and run= lines, then save the file.
5. Restart your computer and run Backup Exec.

## ***Conflicts With Other Device Drivers***

If the problem continues try changing the file extension of any Backup Exec drivers that are not in use to .old.

### ***To change the file extension of Backup Exec drivers that are not in use:***

1. Open the Explorer, double-click Window, double-click System, then double-click Iosubsys.

The contents of the Iosubsys folder appear in the right pane.

2. Search for the files listed in Table 2, and change their file extensions to .old. For example, rename drvppqt.vxd to drvppqt.old
3. Launch Backup Exec.

***Table 2: Drivers Not In Use***

<b>If you are using this device:</b>	<b>Change these files:</b>
QIC backup device connected to the floppy disk controller	drvppqt.vxd drvwcdb.vxd
QIC backup device connected to the Parallel Port	drwq117.vxd drvwcdb.vxd
SCSI backup device	drvppqt.vxd drvwq117.vxd

## **SCSI Backup Devices**

If your system cannot locate your SCSI backup device, disable any real-mode drivers loading in your CONFIG.SYS file. Follow the steps below:

1. Click Run on the Start menu.
2. Type sysedit.exe and click OK.
3. Click on the CONFIG.SYS window.
4. Type rem at the beginning of each line that contains a real-mode driver.  
For example, rem device=c:\aspi\aspi4dos.sys
5. Save the CONFIG.SYS file.
6. Restart your computer and run Backup Exec.

## **Parallel Port Backup Device**

If your system cannot locate your Parallel Port device, you may have an IRQ conflict.

### ***To check for IRQ conflicts:***

1. Right-click the My Computer icon and select Properties.
2. Click the Device Manager tab in the System Properties window.
3. Computer is highlighted and appears at the top of the list. Click Properties.
4. Make sure your printer port drive is the only device with an IRQ setting of 07. If another device has the same IRQ setting, change that device's IRQ setting to avoid conflicts.

**NOTE:** Your printer port may not appear in this list. If it does not appear, change your printer port IRQ setting using the steps in the next section.

5. Restart your computer and rerun Backup Exec.

### ***To change your printer port IRQ setting to 07:***

1. Right-click the My Computer icon and select Properties.
2. Click the Device Manager tab in the System Properties window.
3. Double-click Ports in the list box, select Printer Port (LPT1), then click Properties.
4. Click the Resources tab, then write down your current Input/Output Range settings.

### ***Backup Device Configuration***

5. Uncheck Automatic Settings and select Basic Configuration 1 in the Setting based on drop-down list box.  
Interrupt Request appears in the list box.
6. Highlight Interrupt Request and click Change Setting.
7. Select 07 for the new interrupt.
8. Click OK and verify that the Input/Output Range is at the setting you wrote down.
9. Click OK, then restart your computer.

#### ***If the problem persists:***

- Remove any conflicting drivers or programs. See “QIC Backup Devices” on page 73.
- Some drives may be incompatible with enhanced parallel ports (ECP/EPP). Check with your computer hardware vendor to confirm the kind of parallel port you have and to learn how to change the setting from ECP or EPP to a compatible setting, such as bi-directional.

## **High Speed Controller Cards**

If your system cannot locate your high-speed controller card, you must change your card's settings. First remove your card, then reinstall and reconfigure your card with the new settings.

#### ***To remove your high-speed controller card:***

1. Right-click the My Computer icon and select Properties.
2. Click the Device Manager tab in the System Properties window.
3. Double-click Tape Drive Controllers in the list box, select your high-speed controller card, then click Remove.
4. Shut down your computer and ensure that the power is off.
5. Physically remove your high-speed controller card (see your hardware manual for instructions).
6. Turn the computer on and restart Windows 95.

#### ***To reconfigure and reinstall your high-speed controller card:***

1. Select Settings on the Start menu, then click Control Panel, and then double-click the Add New Hardware icon.

### *System and Software Lockups*

2. To begin installing your high-speed controller card, click Next.
3. The Add New Hardware Wizard asks if you want Windows to search for your new hardware. Click No, then click Next to continue.
4. Select Tape Drive Controllers from the Hardware types list, then click Next.
5. Choose the manufacturer and model of your controller card, then click Next.
6. Windows 95 displays the Resource Type and Settings. Print or write down these settings, which you will use to reconfigure your high-speed controller card.
7. Click Finish, then shut down your computer.
8. Change the settings on your card to match the settings provided by the Add New Hardware Wizard. See your hardware manual for information on changing your card's settings.
9. Install your card, then restart your computer and Windows 95.

## **System and Software Lockups**

If your system or software stops responding, there is often a conflict with out-dated software drivers or with other software. This section will help you eliminate those and other conflicts.

### **Backup Exec Locks Up During Installation**

If you are using DriveSpace or Stacker, install Backup Exec on a non-compressed volume.

***To determine which volume is non-compressed:***

1. Click the Start button on the Task bar.
2. Click Programs, Accessories, System Tools, DriveSpace 3.
3. You should now see a list of the compressed volumes as well as the Host drive (the host drive is non-compressed). If you double-click on the host volume it will indicate how much space is available.
4. Ensure that you have at least 8Mb available on the host drive.

5. Ensure that the host drive is not hidden. To unhide the host drive, click on the host drive and click the Properties button. Uncheck the “Hide this host drive” option.
6. Install Backup Exec to the host drive.

If Backup Exec still locks up after installation, boot Windows 95 in Safe Mode by holding down F8 during boot-up. Install Backup Exec while in Safe Mode. When the installation is complete, reboot the system in normal mode and then run Backup Exec. If this procedure does not resolve the problem, contact Seagate Software Technical Support (See “Contacting Technical Support” on page 83 ) and request replacement installation diskettes.

## **System Locks Immediately After Installation**

If your system is locking up immediately after Backup Exec is installed, there may be conflicts between Backup Exec and other applications.

### ***To disable other applications:***

1. Press the CTRL, ALT and DELETE key at the same time to display the Close Program dialog box.

The only application that can be running is the Explorer.

2. Close other applications by highlighting the desired application and clicking the End Task button.

If all applications have been disabled and Backup Exec is still not responding, rename (using an .OLD extension) the Backup Exec drivers not being used. See “To change the file extension of Backup Exec drivers that are not in use:” on page 75.

## **Backup Exec Locks Up While Displaying Selection Information Before a Backup**

Files in your Recycle Bin may be conflicting with other files on your hard drive. Delete the files in your Recycle Bin before using Backup Exec.

### ***To empty the Recycle Bin:***

- Click the right mouse button on the Recycle Bin located on the Desktop, then select Empty Recycle Bin.

## ***Common Error Messages***

### ***To delete any protected files in the Norton Recycle Bin:***

- Right click on the Norton Protected Recycle bin located on the desktop. Select Empty Norton Protected Files.

If the problem continues, files in TEMP and cache folders may be causing the backup software to appear locked up. Delete any on-line service TEMP folder files or Cache folder files. Most on-line and web browsers allow you to purge their disk cache (for example, Netscape, Microsoft Internet Browser, or AOLnet).

### ***To delete these temp files:***

1. In NetScape 2.0, click Options, Network Preferences, Clear Disk Cache Now.

Or,

In Microsoft Internet Explorer, click View, Options, then Advanced tab. In the cache box, click Empty.

2. Launch Backup Exec and start the backup again.

## **Common Error Messages**

This section lists some common backup device errors.

### **“ASPI Manager Not Found” or “ASPI Manager Not Responding”**

1. Try the steps in “SCSI Backup Devices” on page 76.
2. Try the steps in “QIC Backup Devices” on page 73.
3. Lower the rate at which data is transferred to the backup device from the SCSI BIOS to 5MB/sec. Refer to your hardware manual for complete instructions.
4. Ensure the SCSI backup device has a low SCSI ID (for example, a lower ID than a CD-ROM installed on the system).
5. Contact your hardware vendor for the latest BIOS or Firmware for your SCSI adapter card and/or backup device and get the latest Windows 95 miniport driver for your SCSI controller.

## **“Tape Controller Not Responding” Error During Backup, Compare, or Restore**

If you have a parallel port backup device, see “Parallel Port Backup Device” on page 76.

If you have an internal QIC backup device that is attached to the floppy disk controller, use the Device Manager to verify that there are no extra backup device hardware entries.

*To remove backup device entries:*

1. Right-click the My Computer icon and select the Properties command.
2. Click the Device Manager tab.
3. Locate the Tape Drive Controller section. If you find an entry in this section that has an “X” on the icon, remove it by selecting the item and clicking the Remove button. (You may not have a Tape Drive Controller section in the Device Manager).
4. Restart Windows 95.

If the problem continues and you are using a high speed controller (accelerator card), make sure that the settings on the card match those reported by the Device Manager. Refer to “High Speed Controller Cards” on page 77 for more information.

## **“DMA Conflict” During Backup or Compare**

- First see “QIC Backup Devices” on page 73 for troubleshooting tips.

If the problem occurs after performing the steps in “QIC Backup Device,” follow the steps below.

1. Go to Device Manager and double-click the backup device item.
2. Select the backup device and click Properties.
3. Select the Settings tab and disable “high speed burst mode,” “concurrent video update,” and “concurrent hard disk access.”
4. Reduce the transfer rate to its lowest setting (500 Kb/Sec).

If you still have a DMA conflict problem, use the lowest resolution setting available on your video card. If this fixes the problem, contact your video card or computer manufacturer for available driver updates for Windows 95.

### *Common Error Messages*

#### **“Media Not Formatted or Unreadable”**

If you are receiving a “media not formatted or unreadable by drive” error and are using an internal backup device, try these steps:

1. Right-click the My Computer icon and select Properties.
2. Click the Device Manager tab in the System Properties window.
3. Expand tapr drives and double-click your internal drive.
4. Click the Settings tab in the Properties window.
5. Uncheck the High speed burst transfers option and click OK.
6. Restart your computer.

# ***Technical Support***

Many problems can be solved with the on-line help system or *User's Guide*. You can always press F1 to get help for the active window or dialog box. If you have a problem that cannot be solved using the on-line help or this User's Guide, collect the information described in "Preparing for Technical Support," then refer to the telephone numbers listed on your manual cover.

## **Contacting Technical Support**

### ***Preparing for Technical Support***

Write down your exact problem. Include the following information:

- Name and version number of your program copy.
- The wording of any error messages from your backup software, DOS, Windows, or any other application involved in the problem.
- Your computer name and model.
- Names and models of any additional hardware (expanded memory boards, special video cards, tape drive controllers, etc.).
- Operating system and version number (including Windows).
- Can you consistently reproduce the problem you are having?
- Has this problem occurred previously? If it is new, did you change your system configuration recently?

### ***When calling, follow these guidelines:***

- Call from a phone next to your computer.

Please have your notes ready with the information described above, then contact the technical support number shown on the back cover of your user guide.

## ***Common Error Messages***

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