CONNECTED BACKUP FOR PC AGENT QUICK START

Use this document as a quick reference for common Connected® Backup PC AgentApplication tasks. If the AgentApplication is not on your computer, contact your system administrator.

To view Help for a tab or window, click .

Opening the Agent

To open the Agent, perform one of the following tasks:

- Double-click on your desktop.
- Click the Agent Status icon ( ), if present.
- Click the Windows **Start** button, and then click **All Programs >Iron Mountain>Connected BackupPC**.
- Double-click the `Agent.exe` file in the Agentinstallation folder.

Logging onto the Agent

The first time that you open your Agent, an **Enter Password** window opens. Enter your account password and then click OK.

Backing up files

To back up files manually, complete the following steps:

1. To start the back up, complete one of the following steps:
   - Open the **Summary** or **Backup Set** tab. Click the **Back Up Now** button in the bottom right corner.
   - Select **File > Back Up Now**.

   During the backup, the **Backing Up** window displays the progress of the backup.
2. To view your most recent backup, open the **Summary** tab, and then look in the **Last Backup** panel.
3. To view details about the last backup, click the **View Details** link in the **Last Backup** panel.

Retrieving backed-up files

To retrieve files from your Agent backup file set, complete the following steps:

1. Open the **Retrieve** tab. If prompted, enter your account password.
2. In the **Show Versions** list, specify the file versions that you want the Agent to display:
   - **Most Recent** — Displays only the files from the most recent backup.
   - **As of Backup Date** — Displays only the files backed up on a specific date.
   - **All** — Displays all versions of your backed-up files.
3. To locate a specific folder or file or browse to select a folder or file, click **Find**. This tab displays only the folders that contain backed up files.
4. To view a folder's contents, complete on of the following steps:
   - Select the folder in the left pane.
   - Double-click the folder in the right pane.

   The right pane displays the folder's content.
5. To select a folder or file to retrieve, select the check box next to that item. A green check mark ( ) appears.
6. Click **Retrieve**.

   The **Retrieve** options window opens.
7. In the **Retrieve** options window, make the following decisions:
   - Where to save the retrieved files. You can retrieve files to their original location or to a new folder.
   - How to handle conflicting file names. If you retrieve more than one version of the same file, you can choose to rename the file or overwrite the file.
8. In the **Retrieve** window, click the **Retrieve** button.

   The **In Progess** window opens, and the retrieve process begins.

Viewing Agent Connected Backup event history

To view yourAgent history, complete the following steps:

1. Open the **History** tab.
2. To sort events, click a column heading.
3. To view details for an event, select the event, and then click **View**.
4. To export event details to a TXT or XML file, click **Export**.

Viewing messages sent to your Agent

Your Agent The Connected Backup application receives messages from the Data Center each time it connects for a backup or Retrieve. When the application receives new messages, a window opens. To use this window, refer to the following steps:

1. To close the window, click **OK**. The **Summary** tab opens and displays new messages in the **Messages** panel
2. If a message includes a link, to open the configured window, click the link.
3. To view all received messages from the Data Center in the **Messages** panel Scroll.

Optional Procedures

rules settings, preferences and permissions determine if you can perform the following optional procedures.

Changing Your Backup Set

Your backup set consists of files on your computer that the Agent backs up. You can determine which files to include in your default backup set if you have the proper permission. To change your default backup set, complete the following steps:

1. Open the **Backup Set** tab. The Agent scans the files on your computer to determine which files are selected for backup.

   The check box next to a folder or file name indicates whether the item is selected for backup:

   — The item is selected for backup.

   — The item is not selected for backup.

   — Some items in the folder are selected for backup.

2. To view a folder's contents, select the folder in the left pane or double-click the folder in the right pane. The right pane displays the folder's content.

3. To select a folder or file for the next backup, click the check box next to that item. A green check mark ( ) appears.

4. To remove a folder or file from the next backup, select the check box next to that item until the check box is cleared ( ). If the check box next to a folder or file name is disabled, you cannot change whether to select the item for backup.

Changing Your Backup Schedule

To change your Backup schedule, complete the following steps:

1. To open the **Backup Schedule** window, complete one of the following steps:
   - Click **Tools > Backup Schedule**.
   - Open the **Summary** tab, and then click the link in the **Backup Schedule** panel.

2. Select how you want to back up files:
   - **Back up files automatically according to the following schedule** — You still can perform a manual backup at any time.
   - **Do not back up automatically** — Backup occurs only when you manually initiate it.

3. If you enable automatic backup, select each day that you want the Agent to perform a backup, and then select a time period for the backup to occur. Be sure to select a time period when your computer is on and the backup process does not interfere with other resource-intensive activities.

4. Click **OK**.

Changing Your Backup Options

To change your backup options, complete the following steps:

1. Select **Tools > Options**. In the **Options** window, the **Backup** tab opens.

2. To enable your Agent to connect to the Data Center over an existing open dial-up connection, select **Allow backup over open dial-up connection**. If you select this option, your backup might take more time.

3. Under Backup **Mode,** select how your Agent proceeds if a backup fails:
   - **Aggressive mode** — Attempts to back up until a successful backup occurs.
   - **Passive mode** — Waits until the next scheduled or manual backup.

4. Click **OK**. Your Backup options have been saved.

Performing Tasks with the Agent Status Icon

Use the Agent Status Icon to perform the following tasks:

- To view the backup status, select the Agent Status icon in the taskbar notification area. A ToolTip displays the backup status.
- To open the Agent user interface, click the Agent Status icon.
- To perform certain Agent tasks quickly, right-click the Agent Status icon, and then click any of these commands on the Agent Status menu.
  - **Open Connected Backup/PC Agent** or **Open Connected Backup/PC with Server Option Agent**
  - **Manage Account Online**
  - **Back Up Now**
  - **Back Up and Exit Windows**
  - **Cancel Backup**
  - **About Connected Backup/PC Agent** or **About Connected Backup/PC with Server Option Agent**