



PARAGON Technologie GmbH, Systemprogrammierung

Heinrich-von-Stephan-Str. 5c • 79100 Freiburg, Germany

Tel. +49 (0) 761 59018201 • Fax +49 (0) 761 59018130

Internet www.paragon-software.com • E-mail sales@paragon-software.com

System Backup 2010

User Manual

Contents

Introduction	3
How Does System Backup Protect My Computer?	3
First Start	4
What Should I Do When My Computer is in Trouble?	5
Working with System Backup	5
Checking Whether My Computer is Safe	5
Browsing and Using Snapshot Contents.....	6
Changing Backup Settings	6
More Control on Computer Snapshots	7
Troubleshooter.....	7

Introduction

Paragon System Backup™ 2010 is an ideal solution for those who feel strongly about the system and data protection issue, but are not willing to stuff their heads with technical peculiarities. Once installed and set up (not a big challenge even for a newbie thanks to catchy hints and a highly intelligent program engine), it will take care of your computer in such a gentle way you hardly know, until a disaster strikes. And when it does strike, System Backup will be ready to get everything back on track.

- [How Does System Backup Protect My Computer?](#)
- [First Start](#)
- [What Should I Do When My Computer is in Trouble?](#)

How Does System Backup Protect My Computer?

System Backup operates with a snapshot (or an image) of the whole disk system or its separate partitions. It not only includes the contents of all user-made files, but additionally contains the exact structure of directories, information about file allocation, file attributes and other related data. Thus it enables to successfully process system or encrypted partitions of any file system type, no matter what kind of information they contain.

Snapshot Storage Location

But making a snapshot of your disk system doesn't guarantee protection of your data until it properly stored. That's why first thing System Backup offers to do is to create the **Snapshot Storage Location** (that's where backup images of your hard disk will be stored). Reliable and effective Snapshot Storage Location should meet the following criteria:

- ❑ It has to be enough in capacity to store a snapshot of your entire hard disk;
- ❑ It's good if it can be easily isolated from your system.

Therefore if you've got an external storage device enough in capacity to store at least one snapshot of all on-disk data, it's the best choice, as in this case even a hard disk malfunction won't be of any harm to you.

If you don't have an external storage device, but there's enough free space on your hard disk to store a snapshot of all on-disk data, our program can make a special secured place on it that has an independent system layout, i.e. a separate partition, and will stay operable should the active file system be damaged. To avoid an accidental removing or unauthorized access of the backup data, this partition is hidden, thus it won't be recognized by your operating system.

Recovery Facilities

Recovery facilities are what you desperately need when your system fails to boot because of a hardware malfunction or a virus attack.

By default System Backup embeds bootable recovery environment in the on-disk Snapshot Storage Location (just press F6 at the system startup to activate it). It can help you out unless you face a hard disk malfunction. For tackling problems of this kind there's the Recovery CD (you need to burn it to a CD/DVD with the program wizard available from the Change Settings dialog, the [Storage and Recovery](#) tab). With its help you will be able to start up the computer and try to get

your system back on track providing you've got a previously made backup image or at least retrieve valuable information out of the failed hard disk.

First Start

Once you've completed the installation procedure and restarted the system (you need to do that to activate a system driver that will enable to accomplish a background backup of your hard disk), System Backup will prompt you to create the **Snapshot Storage Location**.

Creating the Snapshot Storage Location

System Backup provides the **Create New Storage** wizard that can help you minimize participation in this operation. It will analyze your system and then offer the most appropriate place to store snapshots. Anyway you're free to see results of that analysis and make your own choice (if there are several options).

So let's see how it works:

1. On the first page the wizard will dwell on the upcoming operation. It's just for a get-to-know goal.
2. Then it will start analyzing your disk system for a purpose of establishing the Snapshot Storage Location. That's why you need to plug in an external storage device before the process starts, if you've got one of course. The analysis includes the following steps:
 - ❑ Retrieving information on all system storage devices, their capacity and amount of the contained data;
 - ❑ Determining an appropriate place (maybe several) to create the Snapshot Storage Location.
3. When the analysis is accomplished, the wizard will either suggest a place it considers the best to create the Snapshot Storage Location or state that you don't have any:
 - ❑ In the first case, you may just agree with the wizard and confirm its choice (recommended) or see results of the analysis and try some other place (if available). The wizard can even shrink the system partition to release space for the Snapshot Storage Location;
 - ❑ In the second case, the wizard will offer you to purchase an external storage device of a certain capacity depending on the amount of your data.
4. If you've got an apt place for the Snapshot Storage Location, the wizard will start creating it, which might require the computer reboot to accomplish the operation. Please take it for granted.

Creating a Snapshot

Once the Snapshot Storage Location is ready to use, it's time to protect your system and data, i.e. to make an initial snapshot of your hard disk.

After the initial snapshot has been created, our program will change the yellow icon in the system tray to green - your system and data are 100 percent protected. From this time on, System Backup will automatically make a new snapshot every week to keep all changes backed up, which however can be customized.

Creating Recovery CD

Finally we highly recommend you to burn the Recovery CD to a CD/DVD disc, which can help you out in case of a hard disk malfunction. You can do that with the **Create Recovery CD Wizard** available from the Change Settings dialog, the [Storage and Recovery](#) tab. With its help you will be able to start up the computer and try to get your system back on track providing you've got a previously made backup image or at least retrieve valuable information out of the failed hard disk.

What Should I Do When My Computer is in Trouble?

Sooner or later you might face a situation when your system starts to give you a little trouble or even fails to boot, maybe you've just lost some important data by an accident. Whatever the problem, System Backup can help you out. But first you need to estimate the problem and choose the best remedy.

Well, our program offers several options to take your computer out of the crisis:

- ❑ If you've deleted some files by an accident, you can easily retrieve them from an existing snapshot;
- ❑ If your system gives you a trouble you can either replace all the necessary system files from an existing snapshot to the system partition (you know what you're doing, don't you?) or restore the whole snapshot (more preferable);
- ❑ If your system fails to boot, you can either start up your computer from the on-disk Snapshot Storage Location (just press F6 at the system startup to activate it) or the Recovery CD (either CD or DVD) and then again replace all the necessary system files from an existing snapshot to the system partition (you know what you're doing, aren't you?) or restore the whole snapshot (more preferable);
- ❑ If your system fails to boot because of a damaged hard disk (no sense of restoring any more), you can start up your computer from the Recovery CD and then copy all data you need to an external storage device, a CD/DVD, or a network share.

Working with System Backup

Here you can find all the necessary information on how to effectively work with System Backup.

- ✓ [Checking Whether My Computer is Safe](#)
- ✓ [Browsing and Using Snapshot Contents](#)
- ✓ [Changing Backup Settings](#)
- ✓ [More Control on Computer Snapshots](#)

Checking Whether My Computer is Safe

System Backup interacts with the user through a web-like interface with an advanced system of font and color indication. So let's see how it works:

- ❑ Our program indicates three main operating states in color (red, yellow, and green) both in the console and in the system tray. Each obviously reflects different states your automatic snapshots are in at the moment. So even a cursory glance is enough to estimate the

situation. Please note this indicator only deals with automatic snapshots, but not those created [manually](#);

- ❑ The most relevant information is always delivered in larger fonts to attract your attention;
- ❑ Minor settings are always hidden to focus on what is really crucial;
- ❑ Broad use of hyperlinks helps to provide better work experience.

Browsing and Using Snapshot Contents

All available snapshots, both automatic and manual, get on the snapshot list. For easy management, each snapshot has a label (creation date by default). By clicking on the required snapshot, you call a popup menu with available commands:

- ❑ **Restore** to restore the whole snapshot. Please note that all contents on the disk selected for restoring purposes will be overwritten during the operation, so make sure the snapshot you choose is up-to-date to minimize the risk of data loss;
- ❑ **Explore** to browse the snapshot contents and retrieve any files you need;
- ❑ **Delete** to delete the snapshot.

Changing Backup Settings

Despite the fact that System Backup bases its ideology on the minimal user involvement in the operation process, it still leaves the possibility to customize any parameter. In the Change Settings dialog you can find three tabs, called **Backup**, **Storage and Recovery**, and **Email**, each containing a number of settings. So let's see what you can modify.

Backup

Actually all parameters here are relevant for the automatic snapshot creation:

- ❑ You can define how often you want your computer to be backed up. Besides selecting the standard periodical values (Daily, Weekly, Monthly), you're free to disable the automatic snapshot creation at all by choosing the **Don't Back up Automatically** option, which however is not recommended;
- ❑ You can also define how many snapshots are allowed in the Snapshot Storage Location (from 1 to 5). If you don't care about having several snapshots, which will reflect certain time stamps of your system and data, choose **1**. If yes, choose the required value;

Storage and Recovery

As the name infers, this section deals with the Snapshot Storage Location and the Recovery Facilities:

- ❑ For the Snapshot Storage Location you can change location and size. As we've mentioned already, first time you start the program, System Backup tries to create reliable and effective Snapshot Storage Location. Your system however may not offer resources to do that. That's why our program has to apply a roundabout way (resize of the system partition). Nevertheless, after purchasing an external storage device, you can reconfigure the Snapshot Storage Location to increase the level of system and data protection;
- ❑ For the Recovery Facilities you can download an advanced WinPE 2.0 based version of the Recovery CD from the company's web site (this option is not available in the trial version)

and then burn it to a CD/DVD. Anyway, you can make here a regular Recovery CD any time you like.

Email

Options of this section are for sending support requests to Paragon Support Team:

- ❑ **Outgoing mail server (SMTP).** To send messages by using the built-in mail client, it is necessary to have access to a computer running an SMTP (Simple Mail Transfer Protocol) server. All outgoing messages are first sent to the SMTP server, which in its turn delivers them to the required recipients. The address may be represented as a traditional Internet host name (e.g.: mail.com) or as an IP numeric address (e.g. xxx.xxx.xxx.xx).
- ❑ **User e-mail address.** Specify an e-mail address that has been assigned by the Internet Service Provider or organization's e-mail administrator.
- ❑ **My outgoing server requires authentication.** Activate the option to allow the program to make authentication on the server before sending messages.
 - User name. Enter the name that will be used to log in to the e-mail account.
 - Password. Enter the password that will be used to access the mail server.

More Control on Computer Snapshots

Besides the automatic snapshot creation to the Snapshot Storage Location, System Backup enables to make a snapshot of the entire hard disk or a separate partition any time you like. It supports all present day techniques to store snapshots:

- ❑ Backup to the current Snapshot Storage Location;
- ❑ Backup to a local mounted (with drive letter assigned) partition;
- ❑ Backup to a network drive to stand a better chance of success in case of a hard disk failure.

After you've chosen the required backup destination, System Backup will automatically check its available space and notify if it cannot be used. Moreover it will suggest an easy to understand snapshot name, which however can be modified.

Troubleshooter

Here you can find answers to the most frequently asked questions that might arise while using System Backup:

Q: Is there any possibility to make automatic snapshots of separate partitions?

A: In the automatic mode System Backup makes snapshots of all partitions of your hard disk since it's the only way to guarantee protection of all your data. If you feel like backing up separate partitions, you'd better use Paragon Drive Backup Personal - it's more efficient in this.

Q: Could System Backup make snapshots strictly according to a set timeframe?

A: The concept of System Backup doesn't require a strict timeframe for automatic snapshots - you can only set a desired timeframe to make the program automatically initiate a background

backup of your hard disk when the deadline is coming. Though this process doesn't demand a lot of system resources, you've got the option to cancel the operation any time you like - it'll be automatically completed.

Q: I've manually backed up all partitions of my hard disk through the **Back up the entire hard drive or specific disks** option, but the program indicator is still red. Is it a kinda bug?

A: The color indicator both in the console and in the system tray only deals with automatic snapshots, but not those created manually. If you feel like manually backing up system and data, you'd better use Paragon Drive Backup Personal - it's more efficient in this.

Q: In the program group I've found a subfolder named **Advanced**. What's that?

A: In this folder you can find the major wizards of our flagman products, with the help of which you can set up the required operation exactly according to your demands, as they offer to specify a lot of additional parameters. Please note however that these wizards are for experienced users only, who know exactly what they need. We've put them for your friends, who do prefer traditional-like wizards when helping you out to get the most out of System Backup. If you personally fell like using these wizards, then you'd better use Paragon Drive Backup Personal.

Q: I've connected an external storage, but System Backup doesn't enable to create the Snapshot Storage Location on it. What's the problem?

A: Most likely System Backup has just had not enough time to recognize your storage device. To tackle this issue please close the console, re-connect the device, and only after that try to create the Snapshot Storage Location. If still not, please restart the computer, connect the device, and only after that try to create the Snapshot Storage Location.

Q: System Backup requires the system restart to create the Snapshot Storage Location. Is that normal behavior?

A: No, it's not. Normally the program won't ask you to restart the computer when creating the Snapshot Storage Location. Please check, whether the VSS service is active or ask your friends to do that. If VSS is active, but System Backup still requires the system restart, please address Paragon Support Team: <http://www.paragon-software.com/support/index.html>

Q: Could I create the Snapshot Storage Location on a network share?

A: The current version of the program doesn't support this functionality.

Q: So where the Snapshot Storage Location is located?

A: If you create the Snapshot Storage Location on one of your internal hard disks, then it'll be on a special hidden partition (called the backup capsule in other Paragon products), which can only be accessed with Paragon products. If on an external storage, then System Backup will create a separate folder to keep snapshots, so they will be available as any other file stored on that device.

Q: What does the gray indicator in the system tray mean?

A: It means System Backup is initializing and cannot show the console at the moment.

Q: What should I do when the program operates incorrectly, but I've not found my problem in this troubleshooter?

A: Please address Paragon Support Team: <http://www.paragon-software.com/support/index.html>