

# StoreSafe Users Manual

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## Windows Operating Systems

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## 1. Product Information

Product: StoreSafe Online Backup Client

Version: 3.13.1.5

### 1.1. System Requirements

Operating System	<ul style="list-style-type: none"><li>➤ Windows 2000 Professional</li><li>➤ Windows XP (Home / Professional)</li><li>➤ Windows Vista</li></ul>
Hardware Resources	<ul style="list-style-type: none"><li>➤ PC with 300 Megahertz (MHz) or higher processor clock speed recommended</li><li>➤ 128 MB Memory</li><li>➤ 25 MB of disk space</li><li>➤ Internet connection (e.g. ADSL, SDSL)</li></ul>
Required Software	<ul style="list-style-type: none"><li>➤ Microsoft .Net framework 1.1 (will install automatically with client)</li></ul>

## 2. Features

### 2.1. Application plug-ins

The StoreSafe client makes it very easy to backup Microsoft Outlook, Outlook Express, Favourites and Windows System State, containing e.g. Windows Registry, Active Directory and System and Boot Files

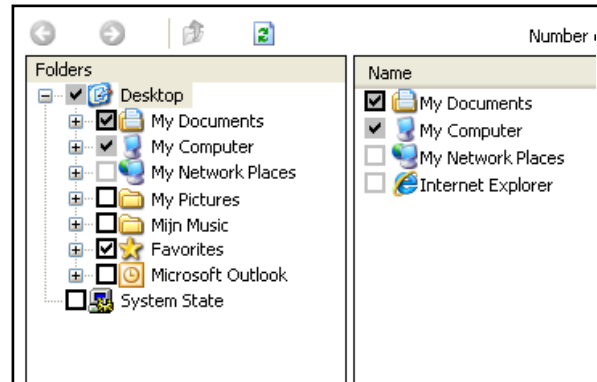


Figure 1: Data selection options

### 2.2. Scheduled Backup

You can make one or more scheduled backup tasks. You can schedule the tasks multiple times a day, weekly or monthly. After the tasks are created, they will run through their schedule automatically. After completion of a backup, a report is sent by e-mail. You are always up-to-date on the status of your backups.

### 2.3. Management Console

The StoreSafe Service also includes a Management Console, which can be accessed through an internet browser (e.g. Internet Explorer). It has several functions:

- Access your data to restore or remove a file
- Change user settings (e.g. password)
- Overview of your backups through logs and reports

## 3. Setup

### 3.1 Setup Wizard

After executing the setup you can choose your preferred language for the Setup Wizard. Currently English, Dutch, French, German, Spanish, Italian and Polish are supported

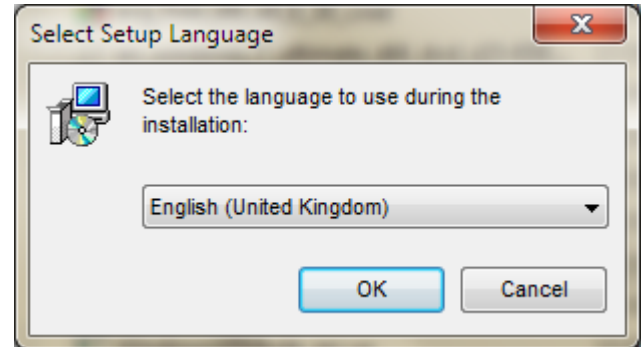


Figure 2: Choose Language

The next steps are:

- Accepting the license agreement
- Choosing an installation directory
- Choosing a Start Menu folder name
- Selecting preferred shortcuts

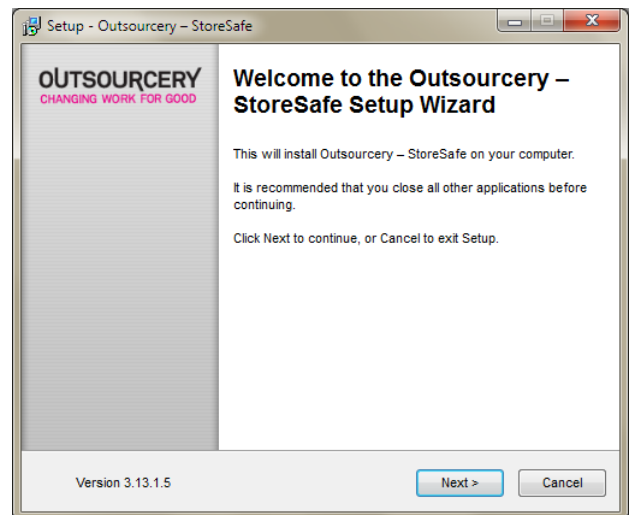


Figure 3: Setup StoreSafe Backup Client

If the .Net framework (1.1) is not yet installed on your computer, the setup will download and install this framework first. This can take a few minutes (Approximate size: 23 MB).

When the completion screen shows, the StoreSafe Client is successfully installed on your computer!

By default the option to start StoreSafe after the installation is already select. Leave this ticked and click Finish

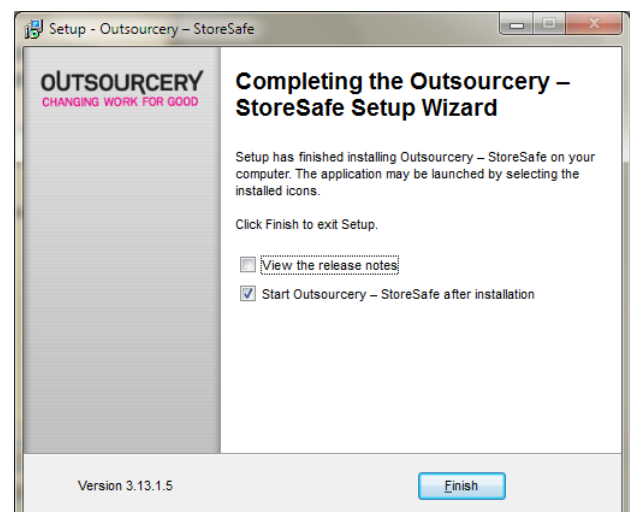
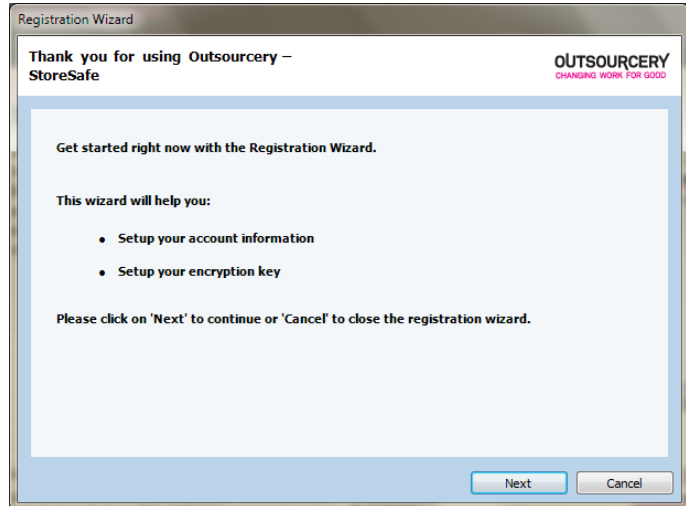


Figure 4: Completion Screen

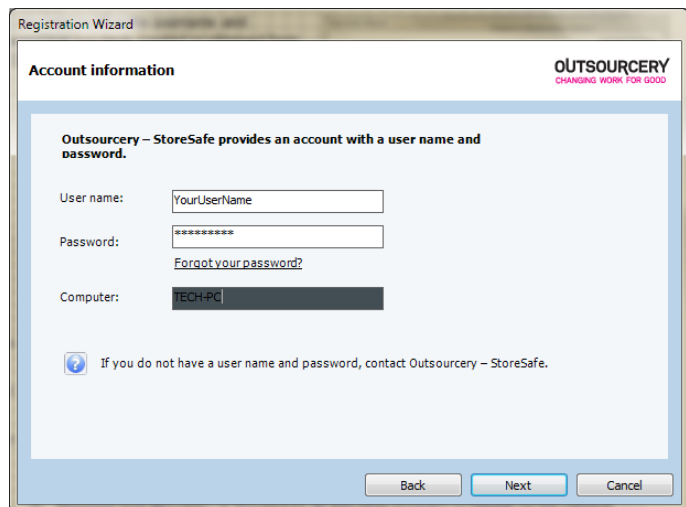
### 3.2. Registration Wizard

When the StoreSafe Client is started for the first time, it will start with the Registration Wizard. The Registration Wizard guides you to fill in the account information and encryption key. With the encryption key your data will be encrypted and decrypted.



**Figure 5: Registration wizard**

First, you need to fill in the username and password that you received from Outsourcery.



**Figure 6: User account**

**Note:** This screen also displays the computer name which will be registered at the Backup Server to store all files.

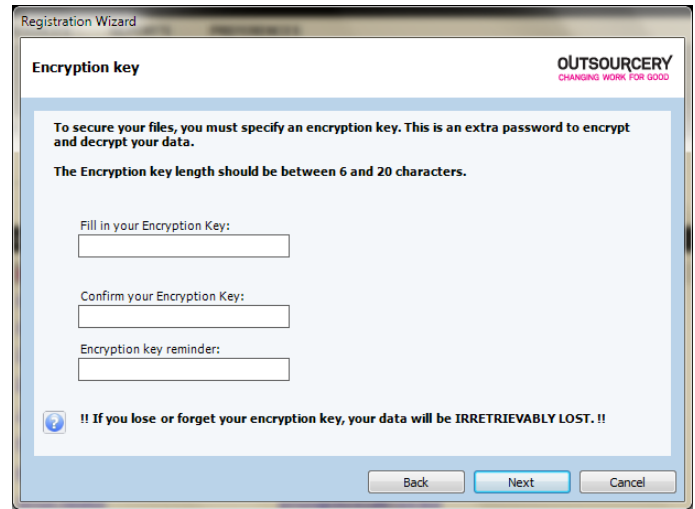
**Note:** If you don't remember your password you can click on the link below the password text field. A reminder will then be sent to your registered e-mail address.

**Note:** If there is a problem with the username and password, several causes can apply to this:

- The username and/or password does not exist or is incorrect
- The time on your machine differs very much from the real time (more than 24 hours)
- Required port 443 (SSL) is blocked by an anti-virus program or firewall on the network

The next wizard page will ask you to set an encryption key. This key encrypts all backup data and decrypts data when restoring.

You can set the encryption key only once. After setting this key it cannot be changed. If you forget the encryption key, it is impossible to access your backup data. Please keep a copy of the encryption key in a safe place.

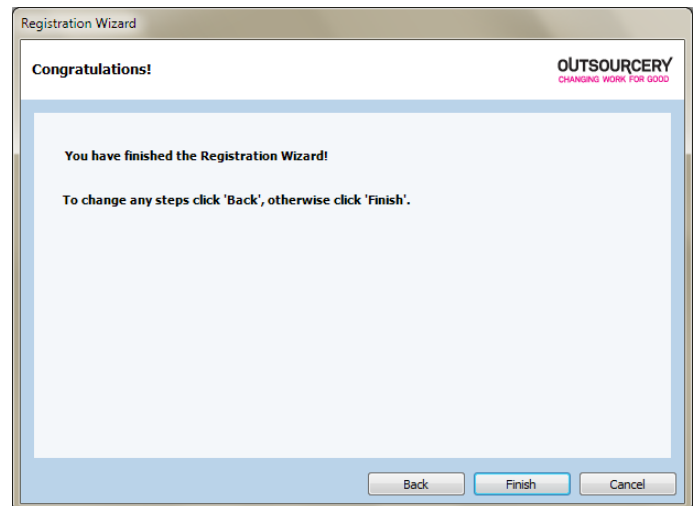


**Figure 7: Encryption key**

**IMPORTANT:** This key is unique and can only be chosen once and cannot be changed afterwards. Treat this key with great care, since it is required to restore your files after a system crash.

**Note:** It is possible to store a reminder which can be sent to your personal e-mail address. In this wizard the field to enter the reminder will change into a link: "Forgot your encryption key?"

The wizard is now finished. If the StoreSafe Client is installed for the first time, the Registration Wizard will present the option to start the "Backup Wizard" after finishing.



**Figure 8: End of Registration Wizard**

## 4. Wizards

### 4.1. Backup Wizard

The Backup Wizard provides a clear and friendly way to detect important data for backup and makes configuring a first backup task very easy.

Start the Backup Wizard from Backup Wizard option on the StoreSafe home screen.

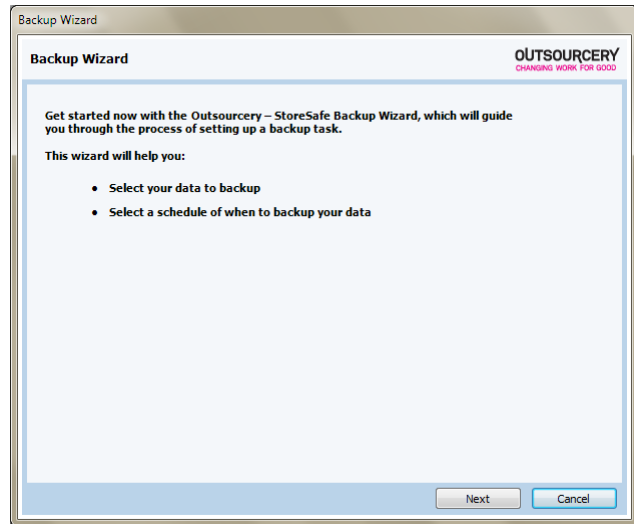


Figure 9: Start of Backup Wizard

The first view in the wizard allows you to name the task. It also provides a dropdown box with profiles of important data. Selecting an item in the drop down box will also show a description of what the profile contains.

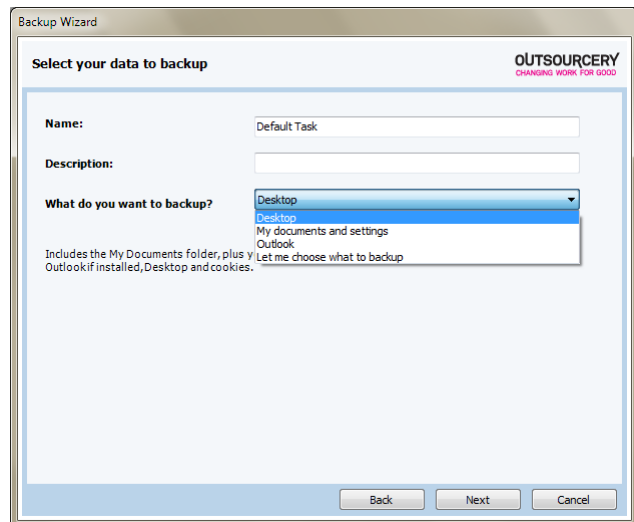
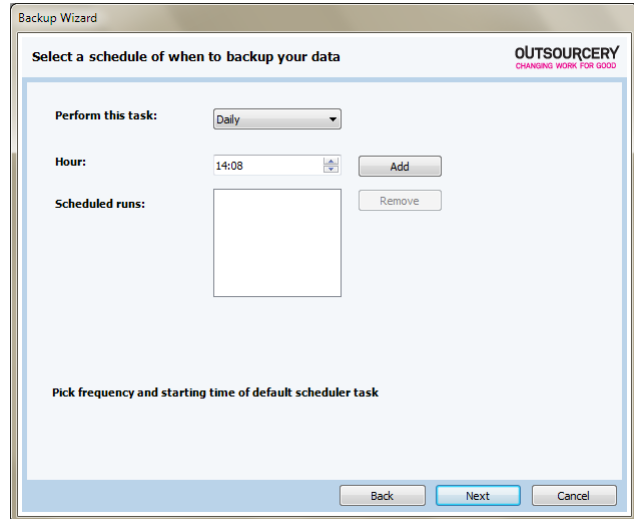


Figure 10: Set the task

The next view will allow you to schedule the backup task. You can set time and frequency. The frequency can be set as:

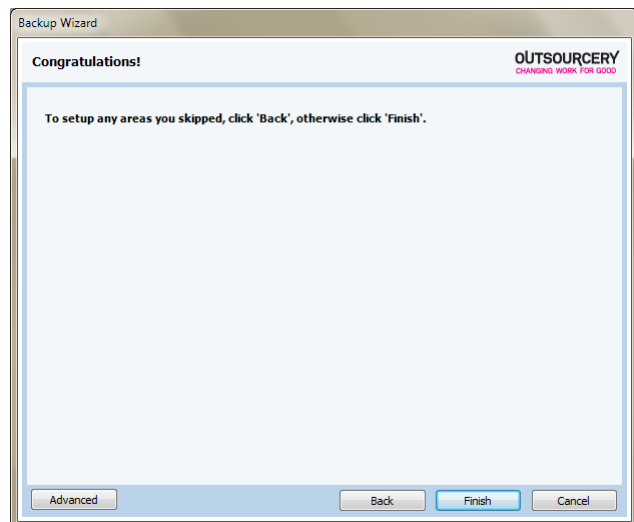
- Once
- Daily
- Weekly
- Monthly

You can also schedule multiple backups per day.



**Figure 11: Set a schedule**

Now the backup task is fully configured. When clicking on the “Finish” button the task will appear in the StoreSafe Client. You can also click the “Advanced” button to specify more options.



**Figure 12: End of Backup Wizard**

## 4.1.1. Advanced Options

The advanced options consist of two extra steps in the wizard to configure filters and backup location.

### Filter

The first view allows you to filter the data in the task. You have to add a filter and determine if the filter ignores the files (“except files”) or allows only the files in the filter and ignores all other files (“only files”).

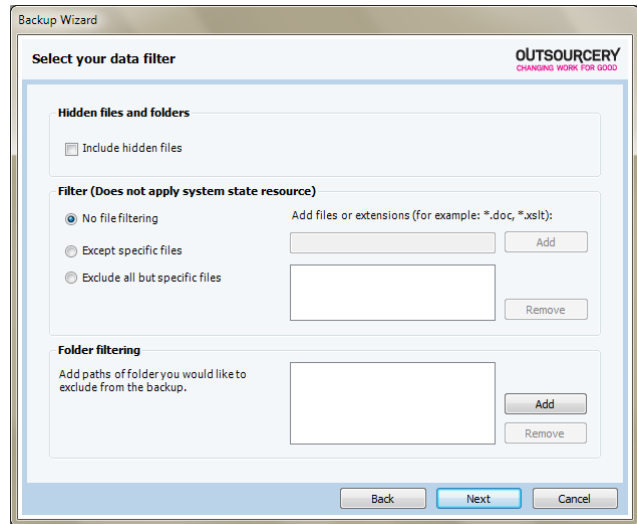


Figure 13: Select a filter

### Local Backup

The next view of “Advanced” will allow you to determine if the backup has to be performed online or locally. If you choose to backup locally, you need to specify the destination location for the backup (a local folder on the pc or an external medium).

**Tip:** A removable hard disk can be selected as a local backup location.

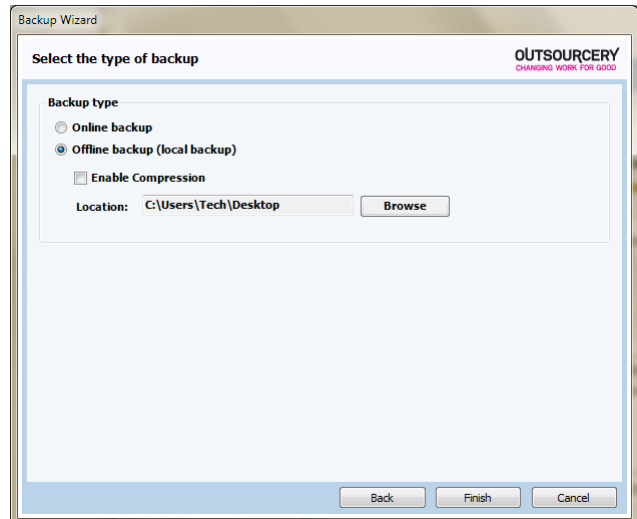
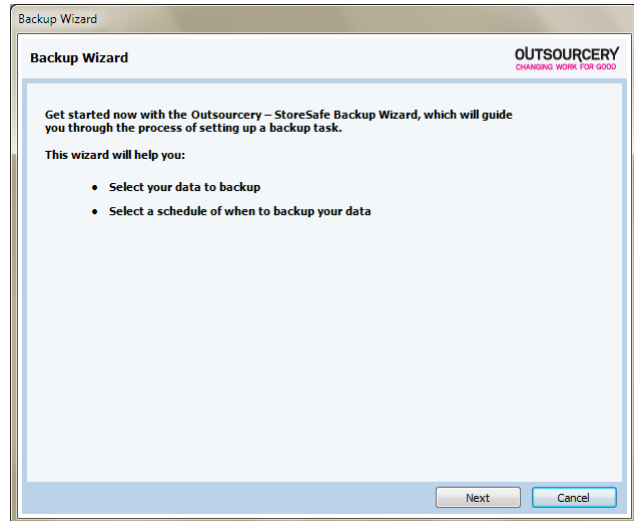


Figure 14: Select Offline Backup (local backup)

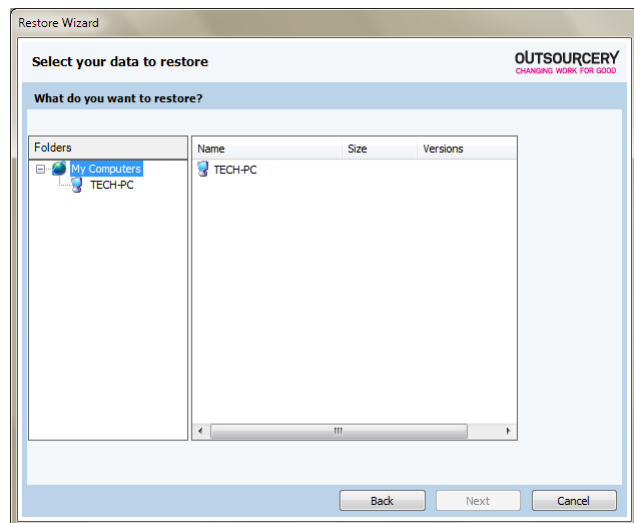
## 4.2. Restore Wizard

The Restore Wizard provides a clear and friendly way to restore your data. Click on Restore Wizard in the “Home” view of the StoreSafe Client.



**Figure 15: Start of Restore Wizard**

In the next view you can see the data on the Backup Server. Here you can select the data that needs to be restored.



**Figure 16: Select your file or folder**

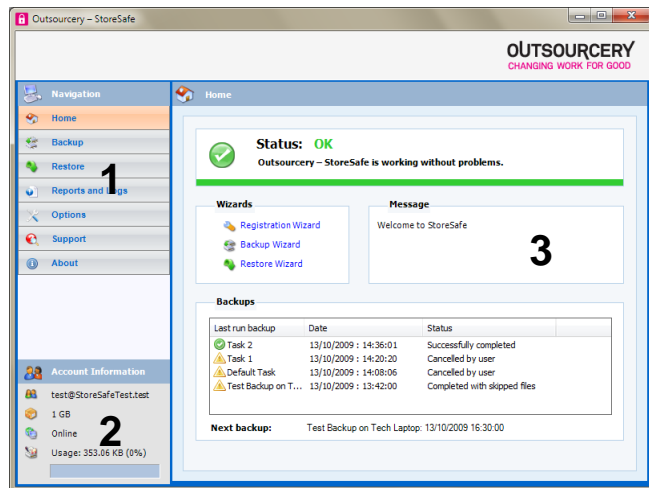
Next, you can specify the location where the restored data must be placed and the “overwrite rules”. Next to that you can choose to calculate the restore size. Enabling this option allows the StoreSafe Client to give an estimation of the restore time remaining. Skipping this calculation saves time.

In the next view you can choose to filter out specific files or folders during the restore. By clicking [Start] in the last screen, the restoration of your files will begin.

## 5. The Client Interface

The main interface of the StoreSafe Client, shown in the figure on the right, consists of 3 components:

1. Navigation Panel
2. Account Information
3. Main Panel (e.g. Home)



**Figure 17: Client interface**

### 1. Navigation panel

The Navigation Panel is the main navigation through the StoreSafe Client. The options:

- Home: Monitor the status and use Wizards
- Backup: Create and manage backup tasks
- Restore: Restore your remote backup data
- Reports and Logs: View status information of executed backups
- Options: Configure program settings
- Support: View contact information for support
- About: Additional information about the StoreSafe Client

### 2. Account Information

Shows account details, such as:

- Account Name
- Amount of Remote Storage
- Program Status
- Usage of your Remote Storage

### 3. Main Panel

The Main Panel is the working space of the StoreSafe Client. This panel will change its view, while navigating through the Online Backup Client.

## 6. Home View

### Overall Status

When starting the Online Backup Client, the program will show the Home view. This view

can also be accessed through the Navigation Panel. On top of the Home view you can see the overall status of the backup service.

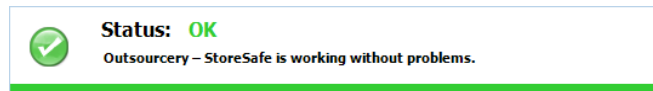


Figure 18: Overall Status

### Wizards

Right beneath the overall status, you can start Wizards to help you with registration, creation of backup tasks and restoration of data.

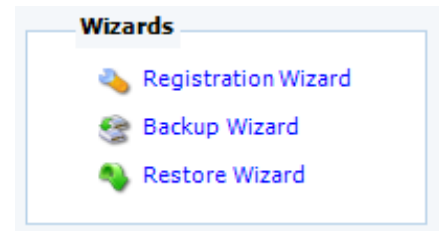


Figure 19: Supportive Wizards

### Task Statuses

At the bottom of the Home view the last three ran backups are shown. Next to the task names you can see their statuses and the date/time they finished.

Below the table the next scheduled backup task is shown including the start date and time.

Last run backup	Date	Status
Task 2	13/10/2009 : 14:36:01	Successfully completed
Task 1	13/10/2009 : 14:20:20	Cancelled by user
Default Task	13/10/2009 : 14:08:06	Cancelled by user
Test Backup on T...	13/10/2009 : 13:42:00	Completed with skipped files

**Next backup:** Test Backup on Tech Laptop: 13/10/2009 16:30:00

Figure 20: Status of the last and next backup

## 7. Backup

### 7.1. Manage Backup Tasks

By clicking on “Backup” in the Navigation Panel, you can manage your backup tasks. By selecting a task in the task list, you can examine its specifications. You can manually run, edit or delete the task. It is also possible to create new tasks.

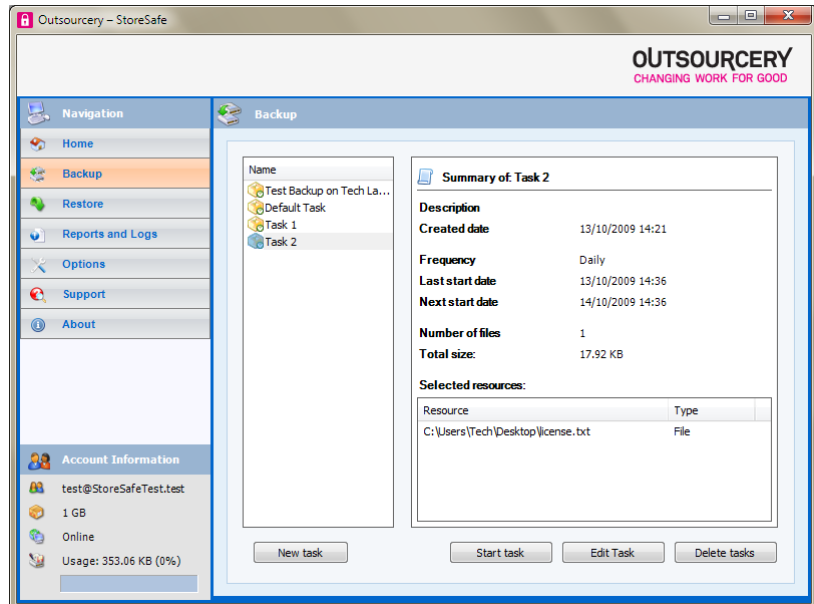


Figure 21: Backup Screen

### 7.2. Creating a backup task

To create a backup task, click on [New Task] below the task list in the Backup view. “Task Properties” will pop up; it allows you to configure the task. If you cancel Task Properties, the task will not be saved. Read more about how to configure a task with Task Properties in paragraph 8.3.

### 7.3. Task Properties

Task Properties appears when creating a new task, or editing an existing task. It allows you to configure the settings of the task. Task Properties contains 5 tabs:

- General: Task Name, Description and run options
- Data: Select data resources for backup
- Schedule: Time and Frequency
- Filter: Exclude files and folders from backup
- Advanced: Ability to run backup scripts

## 7.3.1. General Tab

The “General” tab allows you to set the general options of the backup task.

### Name and Description

It is advised to give the backup task a descriptive name to increase the recognition of the task when monitoring. Optionally you can enter a task description.

### Backup Type

By default, the StoreSafe Client makes backups online (to an external Backup Server, over the Internet). It is also possible to make a local backup, e.g. to a removable hard disk. This results in a self-extractable ZIP file which can be shipped to your Online Backup Provider. The Online Backup Provider can include the data in your backup account.

By selecting the “Offline backup (local backup)” radio button, a default local backup directory is displayed in the “Location” textbox. It is possible to change this location by browsing an additional directory.

**Note:** Volume Shadow Copy is available only on Windows XP, Vista and Windows Server 2003

## 7.3.2. Data Tab

The “Data” tab allows you to select data to backup within the task. You can easily navigate through your system with the Windows Explorer-like tree at the left. Data can be selected by checking the boxes in front of the files and folders.

When a folder is selected for backup, underlying files and folders are automatically included in the selection, unless explicitly deselected.

**Note:** If a folder is checked with a grey background only a part of this folder is part of the backup set.

**Note:** A light grey square in front of a file or folder means that it is not possible to adopt that item in the backup set

## 7.3.3. Schedule Tab

You can set a schedule for the backup task in the “Schedule” tab. A task can be scheduled by setting a start time and frequency. By default, the schedule is set to a daily backup at the time the task originally is created.

The following frequencies can be set:

- Once: Task is performed once
- Daily: Task is performed daily
- Weekly: Task is performed one or multiple days a week
- Monthly: Task is performed once a month

You can also schedule multiple backups per day.

### 7.3.4. Filter Tab

The “Filter” tab offers the possibility to exclude files and folders from the backup set. You can also choose to include hidden files by checking the checkbox.

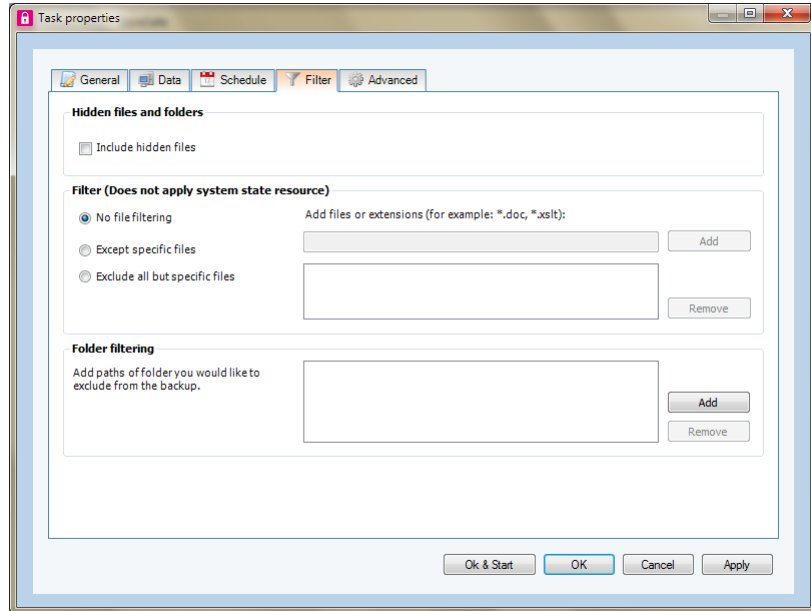


Figure 22: Filter view

Filter options:

- No file filtering (default)
- Filter out files on file name/extension (“Except specific files”)
- Filter out all files except with certain file name/extension (“Except all but specific files”)
- Filter out folders by browsing their locations.

**Note:** To specify a filter, regular search expressions can be inserted:

- Filter document (.doc) files: \*.doc
- Filter files starting with hello: hello\*
- Filter a specific file: ntuser.dat

### 7.3.5. Advanced Tab

#### Pre-Script

A Pre-Script is an advanced option to run certain operations before starting the backup task. You can simply browse a command or batch file (e.g. C:\scripts\command.bat) which will be executed prior to the start of the backup task.

#### Continue if Pre-Script fails

When checked, the backup will be performed, even if the prescript did not run properly.

## Post-Script

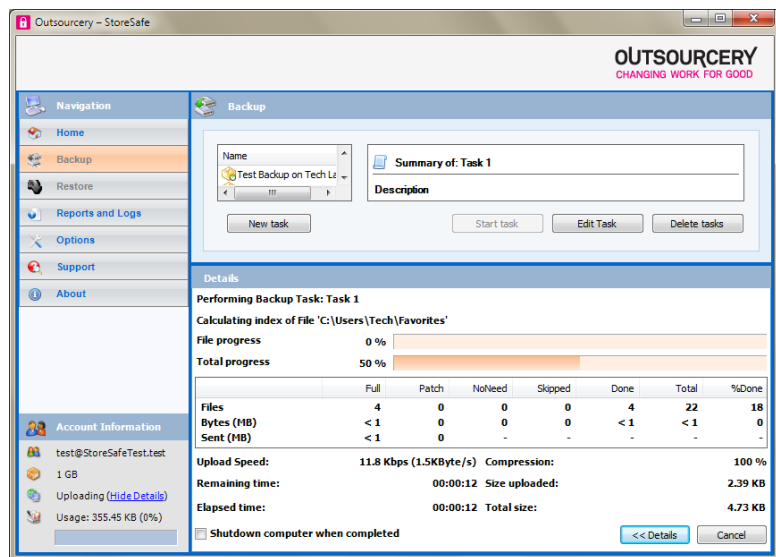
A Post-Script is an advanced option to run certain operations after a backup task has run. You can simply browse a command or batch file (e.g. C:\scripts\command.bat) which will be executed after the backup task is completed.

## Checkboxes

- **Active**  
When checked, the task is activated and will be performed by schedule.
- **Shutdown Computer when completed**  
When checked, your system will shut down automatically after completion of the backup task.
- **Enable Volume Shadow Copy**  
When checked, the task will backup files that are in use (open files).

## 7.4. Monitor backup progress

The backup process can be monitored by clicking on “Details” on the bottom of the application. The “Details” bar is only shown during a backup process. The “Details” screen will pop-up automatically when a backup task is initiated.



**Figure 23: The detail screen while making a backup**

## 7.4.1. Details Screen

### Progress bars

- File progress: The progress of the backup of the indicated file
- Total progress: The progress of the total backup task.

### Details table (shown on click [Details>>])

- Full: Full backed up files
- Patch: Patched backed up files (incremental backup patch over last backup)
- No Need: Unchanged files (unchanged compared to last backup)
- Skipped: Skipped files (details in the logs)
- Done: The total amount of processed data
- Total: The total amount of selected data
- %Done: The percentage of processed data

### Other information

- Avg.upl.speed: The average upload speed
- Remaining time: The estimated remaining time
- Elapsed time: The elapsed time
- Compression: The average compression rate of the backed up data
- Size uploaded: The size of the uploaded data
- Total size: The total size of the selected data

## 8. Restore

### 8.1. View stored data

Your remotely stored data can be accessed by clicking “Restore” in the Navigation Panel. The “Restore” view allows you to restore this remote data to your computer.

The Windows Explorer-like view shows one or more computers, because the data are related to their source computer. When you open a computer node, you will notice that all data kept the same structure as it was on your computer.

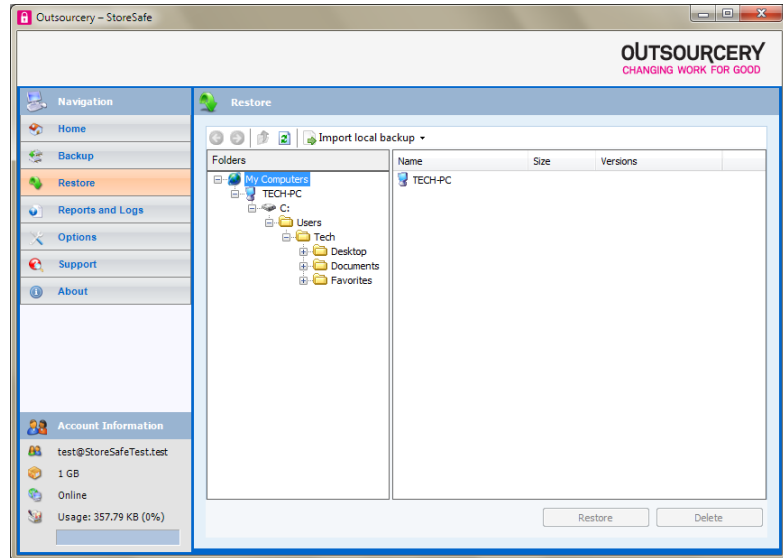


Figure 24: Restore Screen

### 8.2. Restore Data

Data can be restored per file, folder or drive. Select files, folders or drives you want to restore in the Restore view. By clicking [Restore] the “Restore Options” screen will pop up and allows you to select a version and a restore location. Read paragraph 9.3 for more information.

#### 8.2.1. Restore local backup

Within the Restore view it is possible to import your local backups. This allows you to restore data from e.g. a local hard disk to your computer.

Select “Import local backup” in the Restore view, then open a “local backup file”, which is a ZIP file. Once the local backup is loaded in the tree of the Restore view, you can restore the data in the same way as your remote data.

**Note:** The local backup file is a special ZIP file created with the StoreSafe Client.

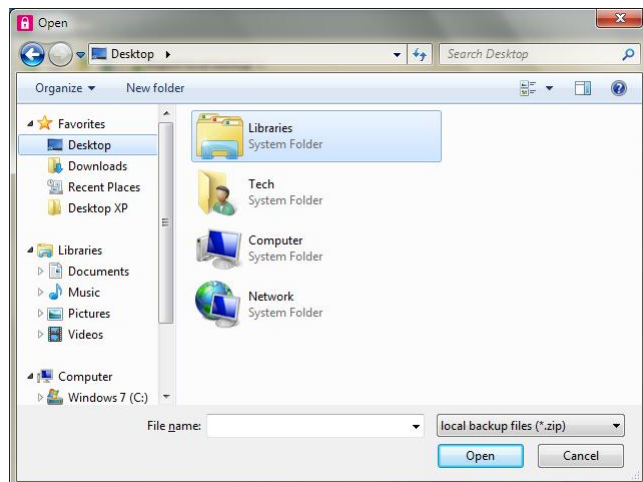


Figure 25: Select “local backup file” for restore

## 8.3. Restore Options

### 8.3.1. Version

The client can store multiple versions of files, by default the Online Backup Client stores 3 versions of a file. This amount can be changed in the “Options” view (paragraph 10.2 of this manual).

#### Latest Version

To restore the latest version, keep the version setting unchanged. This means that the “Latest version” radio button is selected.

#### Restore at date

It is possible to restore a file or folder at a selected date in history. Select the “Older versions” radio button. Now you can select a date in history. The latest backed up versions of the selected files or folder before that date will be restored (if that backup version exists).

#### Restore specific version

A specific version of a stored file can be selected. To do so, select the “Specific version” radio button.

The available versions of the file will be displayed in the dropdown box. Simply select the favoured version.

### 8.3.2. Location

The location is where the files will be restored.

#### Default location

The Default location is predefined. The default location can be changed in the Options view (see paragraph 10.2).

#### Original location

When “Original location” is selected, the files will be restored to their original location on your computer. If the files already exist on your computer, the Online Backup Client will prompt Overwrite options.

#### Selected location

If you want to browse a location, choose this option.

### 8.3.3. Duplicate Files

You can choose from four options available:

- Overwrite – replace the existing file on the PC
- Rename – replace the existing file on the PC
- Skip – file will be skipped and not restored
- Ask Me – StoreSafe will ask you to select of the 3 above options

### 8.3.4. Calculate restore size before downloading tick box

You can choose to calculate the restore size. Enabling this option allows the Online Backup Client to give an estimation of the restore time remaining. Skipping this calculation saves time.

### 8.3.5. Advanced

When clicking [Advanced], a popup will show that allows you to use Pre- and Post-scripts. For more information on these scripts, read the paragraphs “Pre-script” and “Post-script” in paragraph 7.3.1.

## 8.4. Deleting stored data

First select the data that needs to be deleted (you can select multiple files or folders). Click on [Delete] in the lower main panel to delete the file(s).

**Note:** Removing a folder with many files might cause the folder not to disappear immediately, since the server software will execute this in the background.

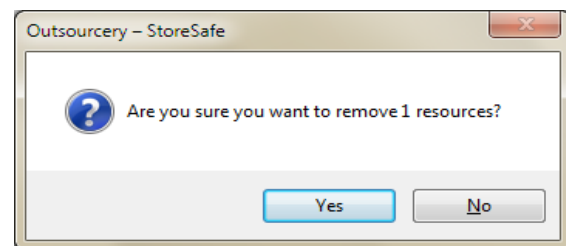


Figure 26: Confirm delete action

## 8.5. Monitor restore process

The restore process can be monitored by clicking on “Details” on the bottom of the application during the process of a restore (the details-screen will pop-up automatically when a restore is initiated).

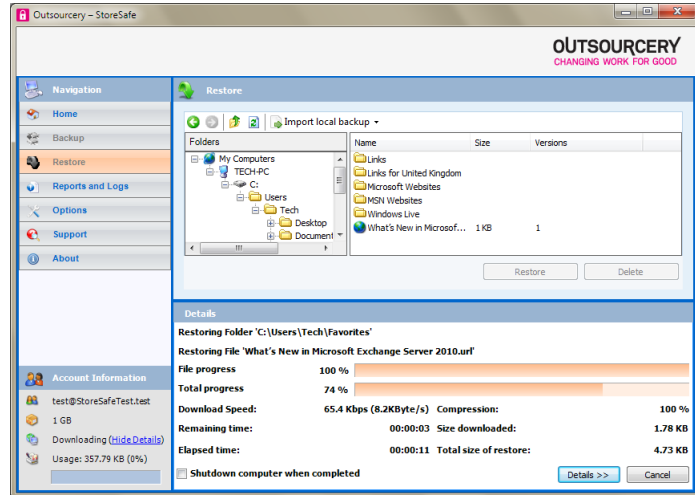


Figure 27: Restoring Data

### Progress information

- File progress: The progress of the restore of the indicated file
- Files Restored: The number of files that have been restored
- Files Skipped: The number of files that have been skipped
- Bytes Restored (MB): The amount of restored files in Megabytes
- Bytes Skipped (MB): The amount of skipped files in Megabytes
- Bytes Received (MB): The amount of received files in Megabytes
- Avg.downl.speed: The average download speed
- Remaining time: The estimated time remaining
- Elapsed time: The elapsed time
- Compression: The average compression rate of the backed up data
- Size downloaded: The size of the downloaded data
- Total size: The total size of the selected data

## 9. Reports and Logs

### 9.1. Reports

The “Reports”-view shows a history of reports. You can view the status of past backups and restores.

Details of a report can be viewed by selecting the report and clicking on [View]. This report will also be sent to you by e-mail after a task is completed.

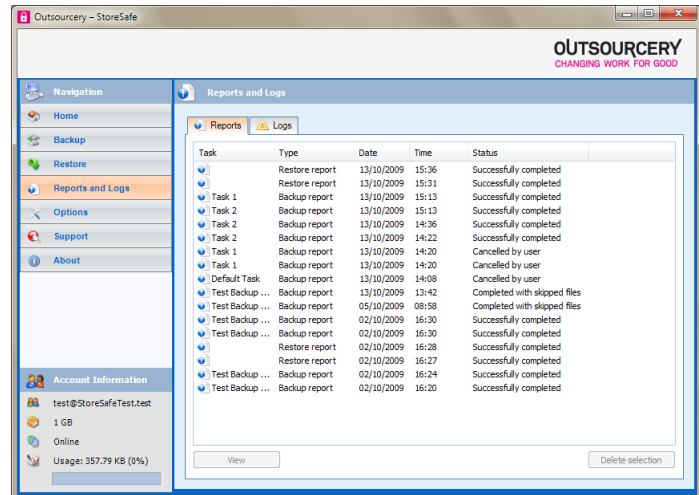


Figure 28: Report view

### 9.2. Logs

The “Logs” view shows a history of log files. Three types of events can occur:

➤ **Information**

This is information on the progress of the backup or restore procedure

➤ **Warning**

Non fatal errors occurred during the backup or restore process.

➤ **Error**

A fatal error has occurred in the StoreSafe Client.

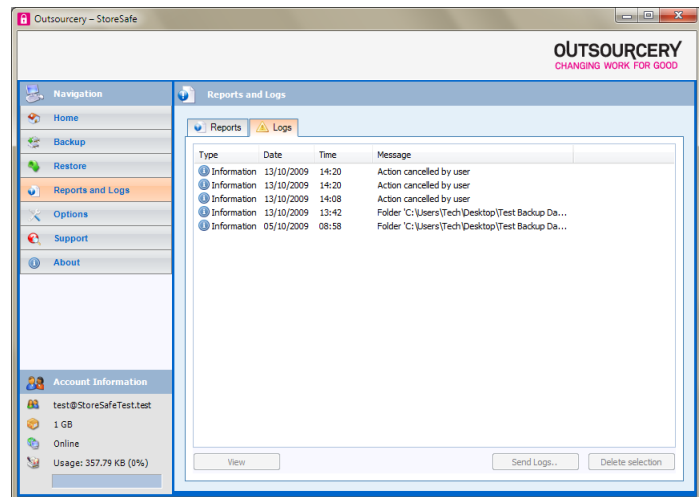
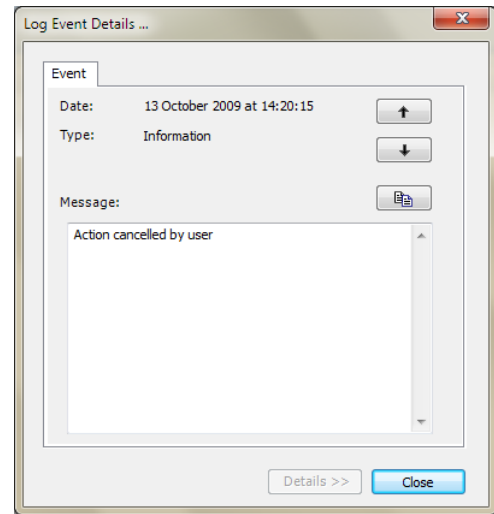


Figure 29: Log view

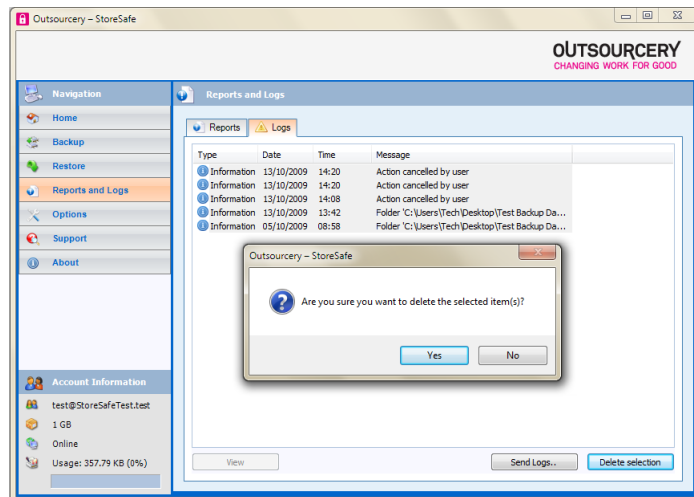
Details of a log message can be viewed by selecting the specific log message and clicking on [View]. This shows a dialog with detailed information of the message.



**Figure 30: Log Event Details**

### 9.3. Cleaning Reports and Logs

In a few steps it is possible to clean the reports or logs list. In the list of reports or logs, you can make a selection (using ctrl and shift). To clear the list, click on [Delete Selection].



**Figure 31: Deleting Reports and Logs**

## 10. Options

You can change program and process settings in the Options view, which can be accessed through the “Options” button in the Navigation Panel. The Options view contains the following tabs:

- General
- Backup and Restore
- Advanced

### 10.1. General Tab

In the General tab, you can set general options of the StoreSafe Client. Self explaining checkboxes can be used to configure the program settings. Next to that you can set the **language** of the Online Backup Client. You can also change your password of your backup account.

### 10.2. Backup and Restore tab

In the Backup and Restore tab, you can set options that are specific for backing up and restoring with the Online Backup Client.

**Version** In this view the maximum number of versions of backed up files can be set. The default value is 3 versions, minimum is 2.

#### Restore folder

The textbox contains the default restore location. This is the folder where data is restored by default when you don’t choose a specified folder.

#### Backup

##### Start backup of missed task

When this setting is enabled, the missed tasks will automatically start the next time the service of the Online Backup Client is started.

##### Request confirmation when starting a missed task

When this option is enabled you get a pop up box where you can choose to start the missed backup task(s)

#### Compression Settings

You can add file extensions that should never be compressed during backup. You can add multiple extensions separated with commas.

**Minimum file size (bytes):** Smaller files will not be compressed

**Maximum file size (bytes):** Larger files will not be compressed. (0 = no maximum file size)

## 10.3. Advanced tab

### **Backup- and restore-privileges**

This overrules access rights for administrators for backup purposes

### **Add Backup/Restore reports to windows logs**

Used to track errors in the backup or restore processes.

### **Enable the diagnostics**

Diagnostics is a logging system for error tracking

### **Perform backup by background service**

This option is used to make backups of servers while the user is logged off.

### **Advanced Encryption type**

Encryption of the data can be encrypted with AES 128 bits or 256 bits encryption. Where the AES 128 Bits encryption is faster, AES 256 bits encryption is more secure.

### **Temporary folder**

You can select the folder where temporary files are stored before they are transferred to the Backup Server.

**Note:** Make sure there is enough disk space available to store the largest file to upload

**Note:** Make sure that this is an empty folder, because this folder is cleared after the backup

## **Connection**

### **Timeout factor for service requests**

This is a service based timeout interval that can be set depending on the speed and reliability of the internet connection. It is a multiplier of the default timeout interval of 10 seconds.

### **Bandwidth usage**

This allows you to adjust the upload speed in percentage (%) of the available bandwidth between the Online Backup Client and the Backup Server.

## 11. Support

Clicking on “Support” in the "Navigation" panel will give contact details of your for Technical Support.

## 12. About

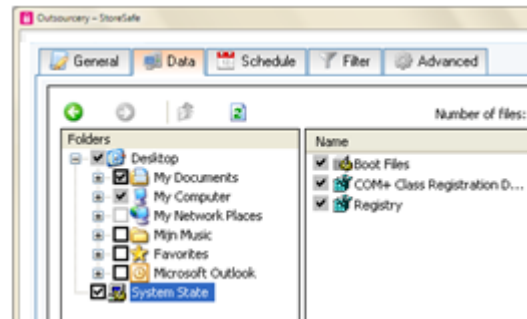
Clicking on “About” in the "Navigation" panel will give details on the version of the software and the license of the software.

## 13. Windows System State

### 13.1. How to backup?

System State can be selected in the Folders pane of the Data tab in Task Properties.

When the backup task is started, the StoreSafe Client will run Windows NTBackup to perform the actual backup of the System State and then upload the backup file to the Backup Server.



**Figure 32: Selecting System State for backup**

Performing a backup of the System State is a straightforward operation and involves no special user intervention.

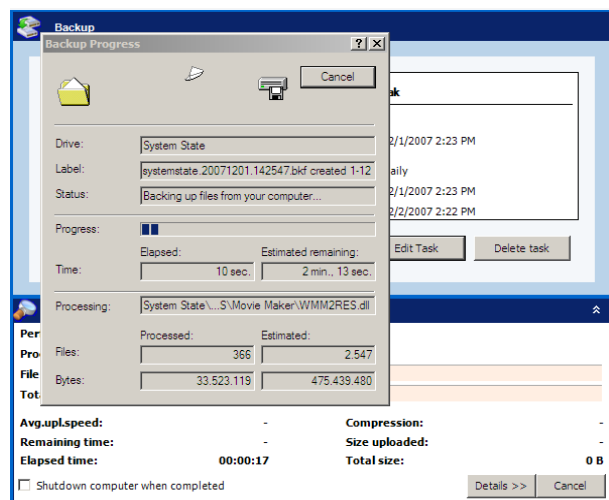
#### 13.1.1. Backup Requirements

The StoreSafe Client uses Windows NTBackup tool to generate a backup of the computers “System State”. There are no further requirements to perform a System State backup.

**Note:** Please note that pressing Cancel during NTBackup's backup procedure cancels the backup but will not report an error.

**Note:** Windows XP Home Edition does not support NTBackup by default. To use System State backup feature, please install NTBackup. More information:

<http://support.microsoft.com/default.aspx?scid=kb:en-us;q302894>



**Figure 33: NTBackup performing System State backup**

## 13.2. How to Restore?

Restoring a System State involves a few steps that are explained below:

### 1. Download System State file

Go to the Restore view and select the version of the System State that needs to be restored. Start the restore to download the System State backup file to a selected local folder.

### 2. Open NTBackup

After downloading the backup file, the restore can be completed manually using NTBackup. The tool can be started the start menu (Start > Programs > Accessories > System Tools > Backup.)

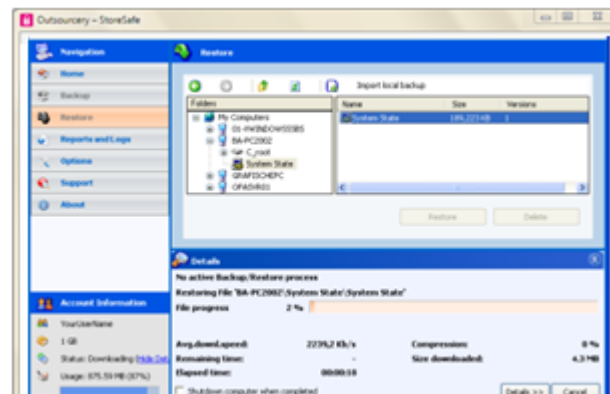
### 3. Restore system files

Select the System State version that needs to be restored in the NTBackup tool.

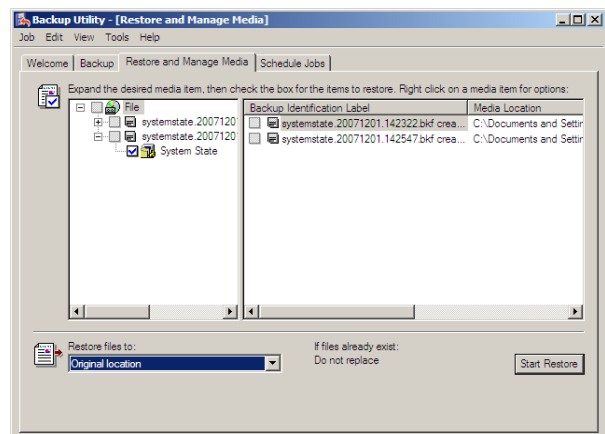
When the restore is started, the tool will most probably fail to connect to the backup media file because of an incorrect location.

You are then offered the possibility to browse to the location where the StoreSafe Client placed the restore file.

Select the correct file and complete the restore using the NTBackup tool.



**Figure 34: Restoring System State**



**Figure 35: Restoring System State with NTBackup**