

Duke Office of Information Technology

Getting Started with PC Backup

Before you register for a backup plan, [organize your files](#). Then use the instructions below to set up the Connected® software on your computer and select files to back up. Once you've successfully installed the software and run a backup, refer to the [Connected Agent Quick Start](#) (PDF) for additional tasks.

For help, visit [Iron Mountain Support](#).

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Backup recommendations

OIT recommends the following practices when backing up your files:

- ? Music and video: Due to the large amount of storage space taken up by most music and video files, do not use the Connected service to back up this data. If you do so, you will require a significantly more expensive plan than if you were to only back up Microsoft Office files, for example. Instead, back up your music and videos on a CD/DVD, external hard drive, or iPod.
- ? Images: If you have many and/or large image files in the My Pictures folder or other locations on your computer, you may wish to exclude this folder from the Connected backup to save storage space. As with music and video files, use an alternate back up method to store these files.
- ? Favorites: Back up your Favorites folder, which stores the addresses of your favorite Internet sites. Favorites is located in your user directory on the C: drive.

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Register for a plan

To register for a Connected plan, do the following. You will need a valid credit card.

NOTE: When you register for the service, you must agree to the [terms of use](#).

1. [Visit Iron Mountain](#) to select your plan. Click Register.
2. On the Service License Agreement page, read the agreement carefully, click the checkbox to agree to the terms, and click Next.

3. On the Registration page, fill out the required fields and click Submit. The Registration Complete page appears and displays your account number and registration code. You will also receive an email with this information.
4. Click Print.

You are now ready to download and install the software.

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Download and install software

To download the online backup software, do the following:

1. On the Registration Complete page, click Download Software. The Download Instructions page appears.
2. (Optional) Click Print.
3. Click Download. The Opening onlinebackup.exe window opens.
4. Click Save File. The file is downloaded (by default, to the Desktop).

To install the Connected agent, do the following:

1. Double-click *onlinebackup.exe*. The Backup Agent Setup window opens.
2. Click Install.
3. In the next window, click Run. The Welcome to Agent Configuration window opens and the Configure Backup Agent option is selected.
4. Click Next.
5. In the Registration Code window, type your registration code and click Next.
6. In the Account Name Verification window, type your name and click Next.
7. In the Account Password window, type a password in the boxes provided and click Next.
8. In the Configuring Backup Agent window, click Finish. The Connected DataProtector agent starts and contacts the backup servers. The Update Complete window appears.

NOTE: This step can take several minutes, depending on the amount of data on your hard drive.

1. Click Next. The Backup Schedule window appears.

You are now ready to select your backup schedule.

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Select backup schedule and file selection method

To select your backup schedule file selection method, do the following:

1. In the Backup Schedule window, specify when you would like to perform backups and click Next. We recommend you choose a time when your PC will be on and you are unlikely to be using it for important work or demanding computing tasks.
2. In the File Selection window, click to select the Let me select which files and/or folders to back up option and click Next.

NOTE: If you haven't [organized your files](#), you may wish to select the Let the Backup Agent find my data files option. However, doing so can take quite a while and use up your quota far more quickly than if you manually select the files and folders to back up.

1. In the Ready to Select Files for Backup window, click Finish. The Connected DataProtector software starts and scans your PC. When it is finished, the Backup View tab displays your folders and files.

You are now ready to select your folders and files for backup.

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Select folders and files to back up

To select the entire My Documents folder for back up, do the following:

1. In the Backup View tab, select Explore to pick files.
2. Click to expand the Documents and Settings folder.
3. Click to expand your account folder (it has the same name as your PC login).
4. Select the My Documents folder. The contents of the folder appears in the right pane.
5. In the right pane, click the checkbox for ...this entire folder.... The Backup Rule Wizard window appears.
6. Select the Back up all files in this folder option and click OK. The Backup Rule Wizard closes and green checkmarks are displayed for all the contents of the folder.

To omit folders (for example, My Music) from the backup set, do the following:

1. In the right pane, click the checkbox for the desired folder. The Backup Rule Wizard window appears.
2. Select the Don't back up any files in this folder option and click OK. The Backup Rule Wizard closes and a red X appears next to the selected folder.

To select folders on additional drives (other than C:) for back up, do the following:

1. From the Backup View tab, select Explore to pick files.
2. From the Options menu, select Advanced Backup Rules > Drives. The Advanced Rules window opens.
3. Click the checkbox for the desired drive.

NOTE: An X indicates the drive will be excluded from the backup set. A blank checkbox indicates the drive will be considered for backup.

1. Click OK.

To select additional folders for backup, do the following:

1. From the left pane in the Backup View tab, click to select the desired folder. The folder contents appears in the right pane.

2. In the right pane, click to select the checkbox for the desired folder(s). The Backup Rule Wizard window appears.
3. Select the Back up all files in this folder option and click OK. The Backup Rule Wizard closes and green checkmarks are displayed for all the contents of the folder.

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Back up your files

Once you have selected your backup set, you are ready to backup. Click Backup Now, or wait for the scheduled backup to occur. Be aware that your initial backup may take quite a while to complete, but subsequent backups will take considerably less time. If you have questions, contact [Iron Mountain Support](#).

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