avast! BackUp for Windows

User Guide

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Chapter 1

avast! BackUp Overview

avast! BackUp is a secure and reliable backup solution for your business needs. Through the easy-to-use avast! BackUp client interface, you can customise your file selection and backup scheduling. The avast! BackUp backup service saves 30 days of data history for each file you back up. In the event that you need to restore files (in the case of computer failure, loss, etc.), avast! BackUp makes it easy to recover the data via the avast! BackUp client.

avast! BackUp encrypts your data locally before it is sent to avast! data centres over an SSL connection. Your backups are then stored in the avast! data centre with either 448-bit Blowfish or 256-bit AES encryption to ensure your data is protected.

It's easy to install and configure the avast! BackUp client. Simply register at *www.avast.com*, download and install the client, select the files you need to back up and you're set to go.

Chapter 2

Installing avast! BackUp

To install avast! BackUp, you must perform the following tasks.

• Download avast! BackUp. For more information, see *Downloading avast! BackUp* on page 7.
• Install avast! BackUp, choosing sets of files to back up and setting encryption for your files. For more information, see *Installing the avast! BackUp Client* on page 8 and *Using the Setup Wizard* on page 8.
• Your first back up should start automatically. For more information on additional settings, see *Using the Settings Window* on page 11.

Topics:

•   Downloading avast! BackUp
•   Installing the avast! BackUp Client
•   Using the Setup Wizard

Downloading avast! BackUp

You can download avast! BackUp on any computer. You may need to do this for any of these reasons:

• To manually upgrade to the latest version of avast! BackUp on a computer you are currently backing up.
• To start backing up a new computer you've added to your account.
• To start backing up a replacement computer if your old computer was lost, stolen or damaged.

☞ **Tip:** Before you install avast! BackUp on your new computer to replace a computer you can no longer use, you should restore all the files backed up from your old computer. To do this, log in to your account online and restore from the Web. This is a good idea because once your replacement computer is backed up, any files that are not on your new computer are marked for deletion from the avast! servers after 30 days. This approach gives you as much time as you need to be sure all your files are safely restored to your new computer. Only after you are sure, install avast! BackUp to tell avast! you've replaced the old computer and to continue backing up those files.

To download avast! BackUp on any computer:

1. In your browser's address bar, type *http://files.avast.com/files/backup/avast_backup_setup.exe*; then press **Enter**.
2. Save the file somewhere you will easily find it, such as your desktop.

Now you can install avast! BackUp.

Installing the avast! BackUp Client

1. Browse to the location where you saved the avast! BackUp client, then double-click the avast! BackUp Client on Windows executable file (ends in `.exe`). The avast! BackUp Wizard starts.
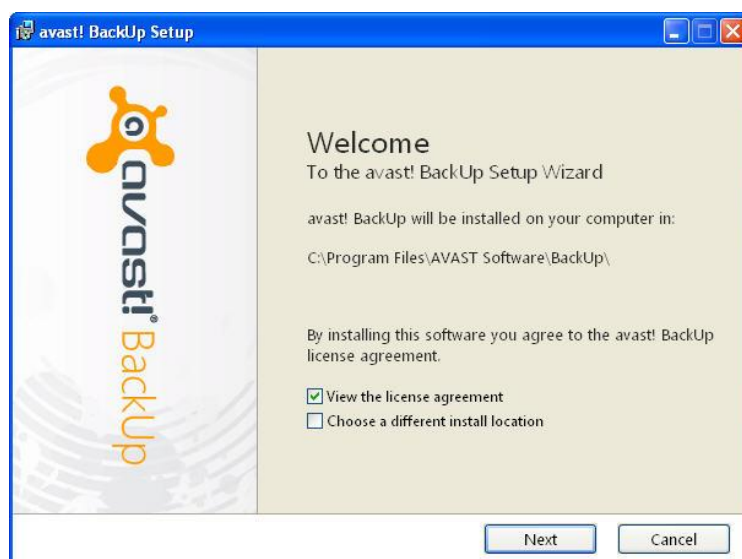
Figure 1: Welcome screen

2. (Optional) To choose a different installation directory, select the **Choose a different install location** checkbox.
3. Click **Install** to start the installation and continue with the Setup Wizard.

Using the Setup Wizard

The Setup Wizard automatically starts after the avast! BackUp files have been copied. If you do not complete the Setup Wizard, it starts when you try to open the avast! BackUp Settings. After the Setup Wizard has been completed, use the Settings window to make any additional changes to your configuration.

Signing In with a Licence Key

If a licence key was emailed to you to register your client, you will find the licence key at the bottom of the email.

1. In the **Licence Key** field, type or copy the licence key that you received in the email.
2. In the **Email Address** field, type the email address that received the email.
3. Click **Next** to sign in and proceed to the next step.

4. If prompted, enter the password for this account.

Scanning for Files

avast! BackUp scans your hard drive for data files and groups them by common file types into backup sets. You can edit these backup sets using the Settings button at the end of the Setup Wizard. If your account has a limit and the selected files exceed your limit, you can deselect files until you are under your limit. If you choose to continue while still over your limit, avast! BackUp backs up your files until your limit is reached, and any files over your limit are not backed up.

If you need more storage space, contact your administrator.
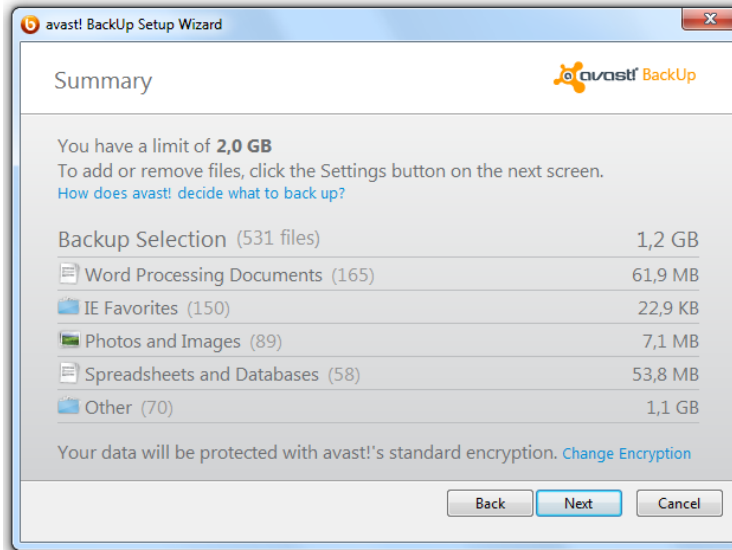
Figure 2: Select Files

1. (Conditional) If you have a space limitation, choose one of these options.

   • Ask your administrator for more space.
   • Select the sets of files you want to back up until your limit is reached. If you go over your limit, you can deselect files until you're back under. If you need more precision in selecting files, you can click Settings on the next window.

   If the selected files exceed your limit and you continue, avast! BackUp backs up your files until your limit is reached. Any additional files are not backed up.

2. Click **Next**.

Setup Complete

Review the information in the Setup Complete dialogue box to understand how long your backup might take. The first backup takes a while because all of your selected files must be encrypted and then sent to the backup servers. The time to complete the initial backup depends on how busy your computer is and how fast your Internet connection is. This is a common issue with all online backup services.
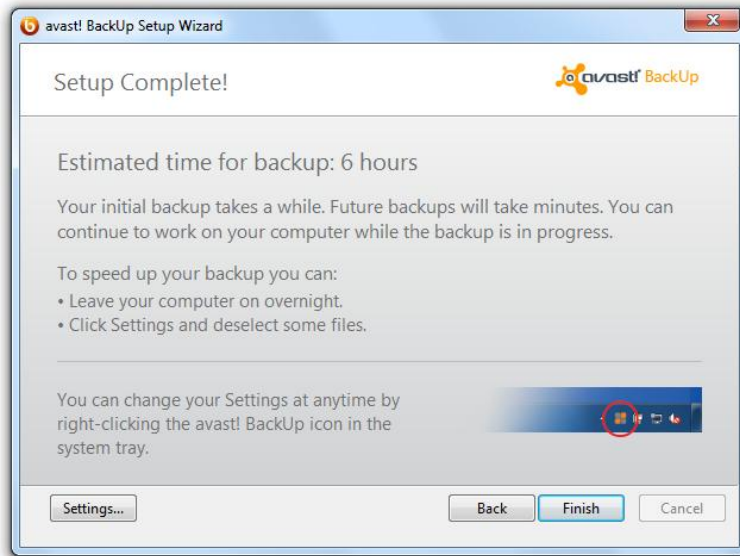
Figure 3: Setup Complete Screen

Select an option:

- **Settings**: Exits the Setup Wizard and opens the Settings window so you can edit backup sets and change other settings.
- **Back**: Use this button to go back in the Setup Wizard to change the choices you have made.
- **Finish**: Exits the Setup Wizard and starts your first backup.
- **Cancel**: Exits the Setup Wizard without saving the choices you made. avast! BackUp is still installed but not configured. When you open avast! BackUp Settings, the Setup Wizard starts again.

Chapter 3

Using the Settings Window

The Settings window lets you set additional configuration options such as choosing specific files to back up, when you want backups to take place and what alerts you want displayed. You can open the Settings window using one of the following options:

- Right-click the **avast! BackUp** icon ⓑ in your system tray, then click **Settings**.
- When the backup completes, the Status window is displayed. Click **Settings** to open the avast! BackUp Settings window.

Click the tabs to view and change your backup settings. When you have finished making all your changes, click **Save**. The Settings window closes.

Figure 4: Settings Window
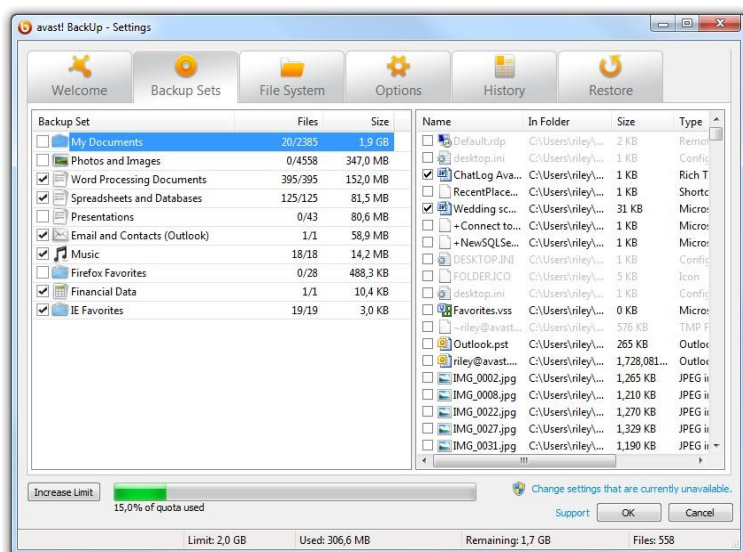
The following topics are available:

Topics:

- Understanding Backup Sets
- Using the File System Tab to Select Backup Content
- About Deleting, Moving and Renaming Files
- Scheduling Backups

Understanding Backup Sets

Backup sets let you easily select files to back up according to file type in specified directories. Each time a new file of a type you have selected for backup is saved to your computer, avast! BackUp automatically selects that file for all subsequent backups.

By default, backup sets containing no files that meet the backup set criteria are not listed as available backup sets. To view all available backup sets, the **Show all pre-configured backup sets** option must be selected. For information on how to change this option, see *Setting Options* on page 22.

For example, selecting the box for the Word Processing Documents backup set automatically backs up all Microsoft Word, OpenOffice.org, WordPerfect, Adobe Acrobat, and text files on your computer under the My Documents and Desktop folders. All subsequent files saved to your computer in these folders with the same file extensions are automatically added to your backups.

Figure 5: Backup Sets
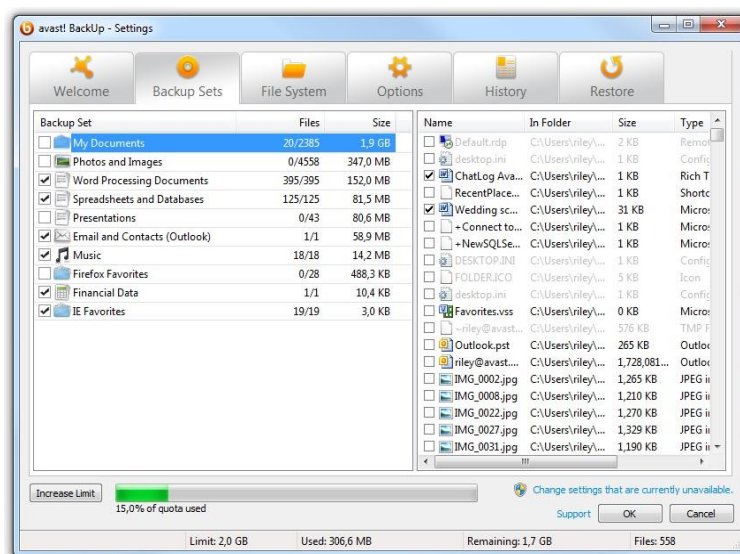
When you click the name of a backup set, a list of the files included in the backup set is displayed in the right pane. File names for encrypted files are displayed in a different colour than the rest of the files.

👉 **Note:** If you are using local backup, you cannot back up any files that are locally EFS encrypted. Before you run your first local backup with avast! BackUp, you must first exclude any EFS encrypted files.

This table describes the behavior of the backup set selector.

Checkbox	Description
☐	New files matching this backup set will not be backed up. However, the backup set displays files that are being backed up because they match the rules of a different backup set or they were explicitly selected.
☑	All of these files will be backed up, and new files in this set will be backed up.
	When you select the box for a backup set, all the existing files are selected for backup. De-selecting the box de-selects all files in the backup set.

Selecting Backup Sets

1. Right-click the avast! BackUp icon 🅑 in your system tray, then select **Settings**.
2. Select **More Settings**, then click **Backup Sets**.
3. From the Backup Set list in the left pane, select the check box next to the set you want to include in your backup.

   Select the name of the set to view its list of files in the right pane.
4. Deselect the check box next to any unwanted files in the file list.
5. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

Editing Backup Sets

Editing a backup set takes just moments and is easy to accomplish. When you edit a backup set, you can change the file attributes or the directories that should be used to determine if files are included in the backup.

1. Right-click the avast! BackUp icon 🅑 in your system tray, then select **Settings**.
2. Select **More Settings**, then click **Backup Sets**.
3. Under Backup Sets, double-click the backup set you want to edit.
4. Edit the backup set.

   See *Creating Custom Backup Sets* on page 13 for more information.
5. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

Creating Custom Backup Sets

avast! BackUp lets you create custom backup sets for your specific needs. When you create a custom backup set, you select the specific files or directories to include in the set or you create rules that include or exclude files and directories. For example, if you often enhance your photos using Photoshop, you might not want to keep all of the resulting output files because you have the original Photoshop .psd file. You can select your working Photoshop directory and then create a rule to exclude all the .jpg, .gif and other graphic file types. The result is that only Photoshop files are backed up.

Additionally, after creating a backup directory, you can choose to exclude the set from your backup by selecting the **Files matching this set will be EXCLUDED from the final backup set** checkbox. This checkbox appears if the **Show advanced backup set features** is selected on the Advanced tab under Options in the Settings window.

1. Right-click the avast! BackUp icon 🅑 in your system tray, then select **Settings**.
2. Select **More Settings**, then click **Backup Sets**.

3. On the Backup Sets tab, right-click in the left pane of the window and select **Add Backup Set**. The Backup Sets window appears.

4. In the **Backup Set Name** field, specify a name for your new backup set.

5. In the right pane, select the locations where your files are stored.

6. To create rules for your backup set, click **Add a rule**.

   Use the drop-downs and text field to specify the rule criteria.

   The Rules wizard appears.

Figure 6: Backup Set Editor
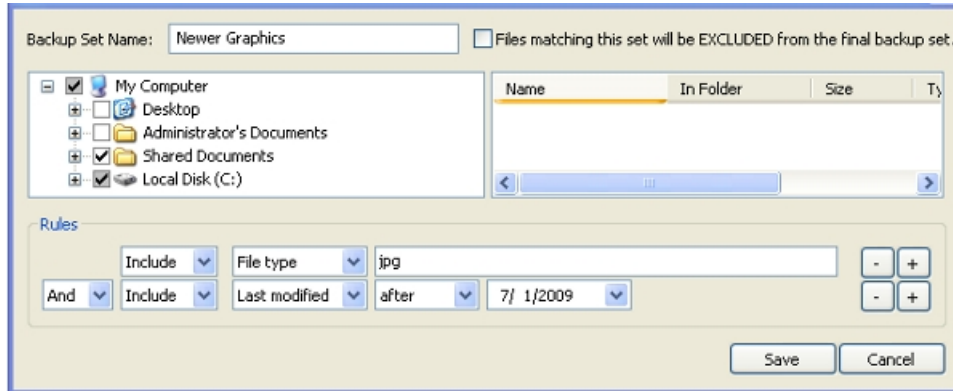
7. To add another rule, click +.

8. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

Setting Up Rules

There are many possible rule combinations for backup sets. They are all based on either including or excluding certain files according to your specifications. The following sections explain the different options you can use to build a rule, moving from left to right while building your rules.

Including and Excluding Data

The first criterion you select is whether to include or exclude the data from the backup set.

Click the first drop-down box and select:

- **Include** to include data.
- **Exclude** to exclude data.

Selecting File Attributes

This section contains the following topics:

File Type

Specify the file extension in the text box. Examples are exe, doc, txt, pdf. Separate file extentions with spaces. Dots are not necessary.

Size

Select either **is less than** or **is greater than** for your option, then specify the number of kilobytes in the text box.

Last Modified

Select either **before**, **after**, or **between** from the next drop-down list

Before and **after** allow you to select one date for the date field. If you select **between**, two date fields appear so you can set the range.

You can enter the date manually or select the date from a calendar that appears when you click the date field drop-down menu.

Created

Select either **before**, **after**, or **between** from the next drop-down list

Before and **after** allow you to select one date for the date field. If you select **between**, two date fields appear so you can set the range.

You can enter the date manually or select the date from a calendar that appears when you click the date field drop-down menu.

File Name

Select one of the following from the next drop-down list:

• **is**
• **is not**
• **starts with**
• **doesn't start with**
• **ends with**
• **doesn't end with**

Specify the word or characters in the text box.

👉 **Note:** If you are specifying the name of a file, and if that name contains a space, you must enclose the entire name within inverted commas. For example, if the file name is *expense reports*, you must type `"expense reports"`.

Folder Name

Select one of the following from the next drop-down list.

• **is**
• **is not**
• **starts with**
• **doesn't start with**
• **ends with**
• **doesn't end with**

Specify the word or characters in the text box and then select the desired criteria that you want to search: **Files** or **Files and folders**.

☞ **Note:** If you are specifying the name of a folder, and if that name contains a space, you must enclose the entire name within inverted commas. For example, if the folder name is `my docs`, you must type `"my docs"`.

Configuring Microsoft Volume Shadow Services Backup Set Rules

For server backups, you might want to back up Microsoft Exchange, Active Directory, Microsoft SQL Server, SYSVOL, registry and COM+ data. This helps with quick restoration when you have lost data.
avast! makes this process easy for you. For Microsoft Exchange, Active Directory, Microsoft SQL Server, SYSVOL, registry, and COM+ data, avast! BackUp uses the native Microsoft VSS writers to back up the data while the services are running. Microsoft VSS support is only available with Windows 2003 server or later.

☞ **Important:** This functionality is only available with a avast! BackUp server licence.

If these services are running on your machine, the avast! BackUp client automatically detects the available services and displays them in the **Backup Sets** tab.

To back up these applications for file sets, select the check box next to the backup set. The avast! BackUp client then automatically uses the Microsoft Volume Shadow-copy Service (VSS) Writer to do the backup.

At the time of backup, if the Exchange services are running, a request is made to the VSS, which notifies the Exchange services that a backup is about to take place. Once the backup has occurred, Exchange is notified that the backup has occurred successfully and Exchange deletes the Exchange logs.

For the Microsoft SQL Server to back up, the SQL Server VSS Writer service must be started before the backup set displays. It is suggested that you set the SQL Server VSS Writer service to automatically start when Windows starts. When the backup sets appear for Microsoft SQL Server, each database displays as a separate backup set. The SQL Server services and SQL Server VSS Writer then move any pending transactions in memory to the store file to ensure that the backup includes the most recent changes available; after which, a snapshot of the files is backed up.

After avast! BackUp has backed up the file, only the changed blocks of the file are transmitted. This happens at the block level, not the file level, so subsequent backups can take minutes instead of hours.

This style of Exchange and SQL Server backup results in a significantly reduced impact on the performance of the server as well as on the SQL/Exchange services. Because avast! BackUp avoids interfacing with the services directly, no downtime or slowdown of any kind is experienced.

☞ **Important:** If you are configuring avast! BackUp to back up a Microsoft Exchange Server residing on the same hardware as the domain controller, it is important to select the VSS Active Directory and Windows File Replication Service (SYSVOL) backup sets.

Using the File System Tab to Select Backup Content

The **File System** tab lets you select or deselect any files or folders on your system to include with your backup. This method differs from selecting backup sets because instead of searching for a file type, you specify the individual files or folders to include in the backup. Any files selected on either Backup Sets or File System are shown as selected in both places. Likewise, deselecting a file in either place also deselects it in the other.

1. Right-click the avast! BackUp icon 🔵 in your system tray, then select **Settings**.
2. Select **More Settings**, then click **Backup Sets**.

3. Click **File System**.
   The File System is displayed in the left pane and individual files are displayed in the right pane. An encrypted file name is displayed in a different colour than the rest of your files.
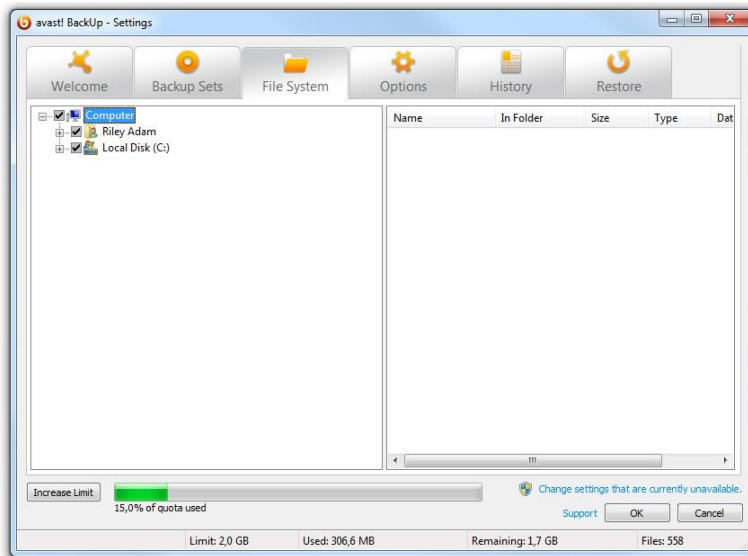
Figure 7: File System Tab

4. Select the folders you want to include in the backup. When you select a folder, all its subfolders are also selected.
5. Select or deselect individual files in the right pane that you want to include or exclude from the backup.
6. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

None of the steps above affects the feature that automatically marks subsequently created files in selected folders. You can hover your mouse pointer over a folder to reveal a tooltip explaining how it is treated during a backup.

Adding Files and Folders Through Windows Explorer

You can add files and folders to your backup list by right-clicking on the file or folder in Windows Explorer. If the option to "Add to the avast! BackUp backups" isn't an option, that means the file is already selected for backup, or it is a file that avast! cannot backup such as shortcuts. You cannot add a network-mapped drive to the backup using this method.

You cannot remove files and folders from a backup by right clicking on them; you have to use the Settings window.

To add a file or folder to your backup list

1. Open Windows Explorer.
2. Right-click the file or folder you want to add, then select **Add to avast! BackUp backups**.

The file or folder is added to your backup list, and is backed up the next time a scheduled backup occurs.

Adding a Network Share

If your computer is in a network environment, you can add network shares to your file system backups. This allows you to back up content on another computer that is shared. You can only add a network share with a server licence type.

☞ **Important:** This functionality is only available with a avast! BackUp server licence.

For information on how to share files and folders on another computer, see the computer's operating system help.

1. Right-click the avast! BackUp icon 🅑 in your system tray, then select **Settings**.
2. Click the **File System** tab.
3. Right-click the left folder list panel, then select **Add network share**.
4. In the **Share** field, enter the UNC path to the share.
   An example of a UNC path could be ¥¥shareserver¥share.
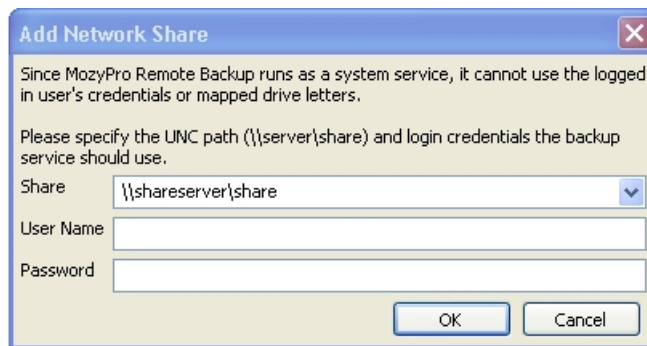
Figure 8: Network Share

5. If the machine requires you to log in to use the share, enter the user name in the **Username** field.
6. In the **Password** field, enter the password that is required by the share.
7. Click **OK**.
   If the share has been configured correctly, the share point displays in the list in the left pane.

About Deleting, Moving and Renaming Files

avast! BackUp recognises when you delete, move or rename files on your computer, and updates the backup servers. avast! BackUp keeps an exact copy of your current selections on the backup servers, meaning that all changes (deleting, renaming, moving) to files on your system are mirrored. Only your current selections are counted against your use of storage space.

Versions of files are kept as far back as 30 days. For example, if you back up a file and then never change it, you may restore that initial version of the file, regardless of how long ago it was backed up, as long as your account is valid. If you change a file daily and back it up daily, the oldest version you can restore is from 30 days ago. If you change a file once every seven days and you back up daily, the four most recent versions are available for restore.

When you delete a file from your computer (or deselect it from backing up) and avast! BackUp subsequently backs up your computer, those files are marked for permanent deletion from the backup servers after 30 days. When a file is marked for deletion, it immediately no longer counts against your use of storage

space. However, the most recent version of the file is kept for 30 days, after which the file is deleted permanently from the backup servers and is no longer retrievable.

When you rename a file on your computer, avast! BackUp treats it as deleting a file (with the old name) and creating a new file with the same content (with the new name). If you need to restore a file after you renamed it, you can restore the most recent versions under the new name, or within 30 days you can restore any versions under the old name.

When you move a file from one folder to another on your computer, avast! BackUp treats it the same as renaming a file.

Scheduling Backups

There are two scheduling methods you can use to customise when and how often avast! BackUp should back up your computer.

• **Automatic:** Backups occur when your computer is not in use. You can choose the parameters that avast! BackUp uses to determine when to start an automatic backup. See *Configuring an Automatic Backup* on page 19.

• **Scheduled:** Backups occur at the time you select. You can choose how often and when the backup occurs. See *Setting Backup Schedule* on page 20.

Figure 9: Scheduling

Configuring an Automatic Backup

Automatic backups occur when your computer meets specific criteria such as how long it has been idle.

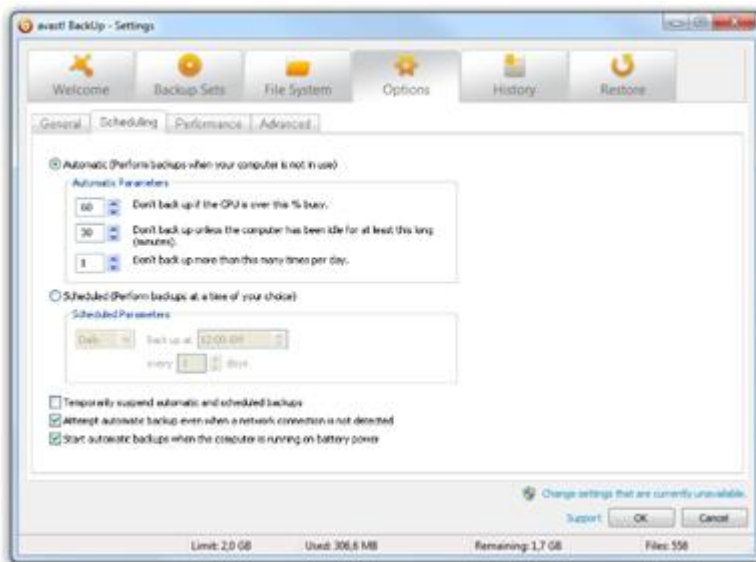1. Right-click the avast! BackUp icon in your system tray, then select **Settings**.
2. Enter your Username and Password, if prompted.
3. Select **More Settings**, click**Options**, then click the **Scheduling** tab.

4. Select **Automatic (Perform Backup when your computer is not in use)**.

5. Set the parameters by clicking the up and down arrows.

Option	Description
Don't back up if the CPU is over this % busy.	Specify the highest percentage for the computer use in which a backup will run. If your computer use exceeds this percentage during an automatic backup, the backup stops until the system falls below the setting you specify. For example, if you set this to 15%, then a backup won't start unless the CPU utilisation falls below 15%.
Don't back up unless the computer has been idle for at least this long (minutes).	Specify how long (in minutes) that your PC is idle before a backup is run. If a program or system settings cause the computer to become active, the backup stops until the system is idle for the number of minutes specified. For example, if you set this to 30 minutes, then a backup will not start unless the computer has been idle for over 30 minutes. If, during a backup, the computer becomes active, the backup stops and does not resume until the computer has been idle for 30 minutes again.
Don't back up more than this many times per day.	Specify the minimum number of hours avast! BackUp waits before performing an automatic backup.

> ⚠️ **Caution:** These parameters are cumulative, meaning that all conditions must be met before a backup starts or resumes.

6. (Optional) Set the following options:

Option	Description
Attempt automatic backup even when a network connection is not detected	Backups are attempted regardless of whether a network connection is detected. Use this if your network connection is unreliable. It is not selected by default.
Start automatic backups when the computer is running on battery power	Backups will start even when your computer is running on battery power. It is not selected by default.

7. When you have finished changing these settings or other settings, click **OK**. Your settings are saved and the Settings window closes.

> 👉 **Note:** You do not need to be logged in to Windows for your backup to run.

If settings are visible but you cannot access them, and if you use Microsoft's Vista or Windows 7, you may need to notify Windows to grant you access to these avast! BackUp settings.

• For Windows 7, click the link for the User Account Control icon on the avast! BackUp Settings window.
• For Vista, in the upper-right part of the avast! BackUp Settings window, click **Change settings that are currently unavailable**, then in the Windows Access Control Window, click **Trust**.

The avast! BackUp Settings window reloads, and you can now access settings that were previously greyed out.

Setting Backup Schedule

Set a schedule for when your computer backs up. For example, you might want your computer to back up during your lunch hour, or at a specific time at night, or once a week on a specific day.

To schedule when your computer will back up:

1. Right-click the avast! BackUp icon 🔵 in your system tray, then select **Settings**.

2. Select **More Settings**, click**Options**, then click the **Scheduling** tab.

3. Select **Scheduled**.

4. Select either **Daily** or **Weekly** for the frequency of your backup.

5. Select the approximate time of the day you want to back up your computer. If you selected Weekly backups, you must also select the day of the week you want the backup to run.
   Your computer starts to back up during a 30-minute window, from 15 minutes before to 15 minutes after the time you select. The exact time can be different for every backup. This makes it easier for your backup to succeed, rather than fail because too many computers start uploading to the avast! BackUp servers at exactly the same time.

6. Select the daily or weekly frequency of backups. (For example, every two days or every week.)

7. (Optional) Set the following options:

Option	Description
Attempt automatic backup even when a network connection is not detected	Backups are attempted regardless of whether a network connection is detected. Use this if your network connection is unreliable. It is not selected by default.
Start automatic backups when the computer is running on battery power	Backups will start even when your computer is running on battery power. It is not selected by default.

8. When you have finished changing these settings or other settings, click **OK**. Your settings are saved and the Settings window closes.

   👉 **Note:** You do not need to be logged in to Windows for your backup to run as scheduled. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.

If settings are visible but you cannot access them, and if you use Microsoft's Vista or Windows 7, you may need to notify Windows to grant you access to these avast! BackUp settings.

• For Windows 7, click the link for the User Account Control icon on the avast! BackUp Settings window.

• For Vista, in the upper-right part of the avast! BackUp Settings window, click **Change settings that are currently unavailable**, then in the Windows Access Control Window, click **Trust**.

The avast! BackUp Settings window reloads, and you can now access settings that were previously greyed out.

Temporarily Suspending Backups

You can temporarily suspend automatic and scheduled backups.

1. Right-click the avast! BackUp icon 🔵 in your system tray, then select **Settings**.

2. Select **More Settings**, click**Options**, then click the **Scheduling** tab.

3. Select **Temporarily suspend automatic and scheduled backups**

   👉 **Note:** avast! BackUp will not run backups until you deselect the suspend option.

You can quickly toggle this setting on or off by right-clicking the avast! BackUp icon 🔵 in your system tray, selecting **Settings**, then clicking **Suspend**.

Setting Options

You can switch certain features on or off according to your preferences and system setup.

1. Right-click the avast! BackUp icon 🅑 in your system tray, then select **Settings**.
2. Click **More Settings**, then click **Options**.
3. Use the sub-tabs to change settings for avast! BackUp.

Figure 10: Client Options

If settings are visible but you cannot access them, and if you use Microsoft's Vista or Windows 7, you may need to notify Windows to grant you access to these avast! BackUp settings.

• For Windows 7, click the link for the User Account Control icon on the avast! BackUp Settings window.

• For Vista, in the upper-right part of the avast! BackUp Settings window, click **Change settings that are currently unavailable**, then in the Windows Access Control Window, click **Trust**.

The avast! BackUp Settings window reloads, and you can now access settings that were previously greyed out.

Setting General Options

You can switch certain features on or off according to your preferences.

1. Right-click the avast! BackUp icon 🅑 in your system tray, then select **Settings**.
2. Click **More Settings**, then click **Options**.
3. Click the **General** tab, then select the options you want to activate. Deselect any undesired options.

Option	Description
Show backup status icon on files	Displays icons next to files and folders in Windows Explorer when a file is included in your backup list. It is selected by default.
Warn me when I go over my quota	Opens a small window alerting you when you have exceeded your quota. It is selected by default.
Alert me that a backup hasn't happened in this many days	Lets you set the number of days before an alert pops up to tell you a backup has not occurred.

4. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

If settings are visible but you cannot access them, and if you use Microsoft's Vista or Windows 7, you may need to notify Windows to grant you access to these avast! BackUp settings.

• For Windows 7, click the link for the User Account Control icon on the avast! BackUp Settings window.

• For Vista, in the upper-right part of the avast! BackUp Settings window, click **Change settings that are currently unavailable**, then in the Windows Access Control Window, click **Trust**.
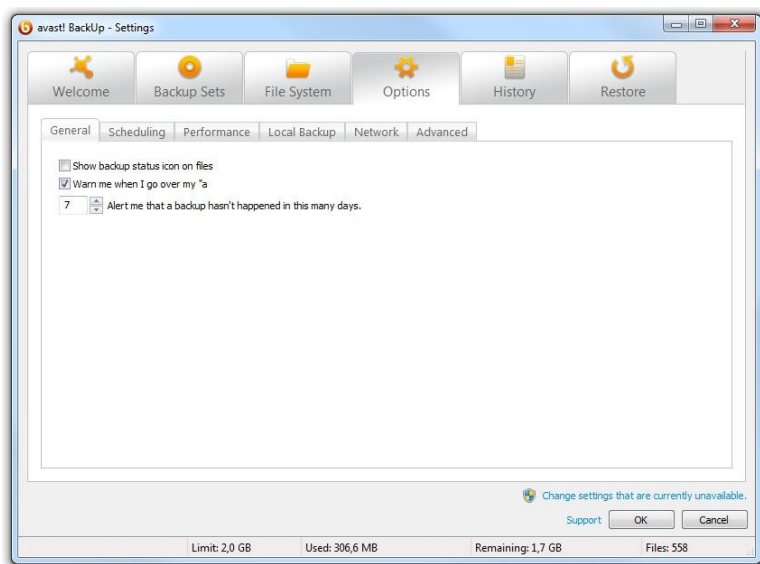
The avast! BackUp Settings window reloads, and you can now access settings that were previously greyed out.

Adjusting Performance

Use the following options to adjust the performance of your backups.

Setting Bandwidth restriction

To understand how bandwidth restriction works, imagine a set of two power lines running to and from your house, but instead of power, information such as word processing files or images is flowing through the lines. One line is only for uploading to the Internet (avast! BackUp backups, email, etc.), while the other is only for downloading from the Internet (incoming email, photos, programs, etc.). Your Internet service provider supplies your information lines and determines the size of those lines. Only so much data can flow through them at a time.

During some parts of the day (or always, depending on your service), you might need avast! BackUp to use less of your upload bandwidth so other higher priority services such as email can use it. This is called "restricting." You can customise the backup restriction so that you don't tie up your information lines when you need them the most. While throttling determines the amount of bandwidth you want to dedicate to avast! BackUp, Backup Speed determines how much of your computer's resources (CPU) is dedicated to the encryption and backup of your files.

1. Right-click the avast! BackUp icon 🅑 in your system tray, then select **Settings**.
2. Click **More Settings**, then click **Options**.
3. Click the **Performance** tab, then select **Enable Bandwidth Throttle**.
4. Click and hold the slider to move it left or right.
   Slide the control to the left to decrease the bandwidth used or to the right to increase the bandwidth available for backups.
5. Decide whether you want avast! BackUp to always throttle or only during a specified period of the day, such as during office hours.
   If you select **restrict Between These Hours**, specify the range.
6. Decide which days you want avast! BackUp to throttle, such as during the working-week.
   Select the specific days on which you want throttle avast! BackUp.

7. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

Setting Backup Speed

Backup Speed determines how much of your computer's resources (CPU) are dedicated to encrypting and backing up your files. You can choose to have faster backups or better performance for your computer.

To set backup speed:

1. Right-click the avast! BackUp icon in your system tray, then select **Settings**.
2. Choose one of these options:

   • To quickly set the backup speed, select **Backup Speed**, then click either **Slow**, **Medium** or **Fast.**
   • To have more options in setting the backup speed, go to the next step.

3. Click **More Settings**.
   The Settings window opens.
4. Click **Options**, then click the **Performance** tab.
5. Under Backup Speed, click and hold the slider, then drag it to the right for quicker backups or to the left for faster computer performance.
6. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

Preventing Backups on Specified Networks

You can prevent avast! BackUp from backing up your computer when it is connected to the Internet on specifc networks. You may want to do this, for example, when connected to a metered network or a mobile network. When this is set by avast! BackUp administrators, you cannot deselect a network.

To prevent backing up on a specific network:

1. Right-click the avast! BackUp icon in your system tray, then select **Settings**.
2. Click **More Settings**, then click **Options**.
3. Click the **Network** tab, then under Network Filter select networks to never use when backing up the computer.

   If any networks are selected and locked, your avast! BackUp administrator has chosen for you to never use that network. To change this setting, contact your avast! BackUp administrator.

Using Proxy Servers

If your computer uses a proxy server, you can choose if you want avast! BackUp to use the server during backups. By default, proxy servers are not used and the Do not use a proxy to connect to servers option is selected.

1. Right-click the avast! BackUp icon in your system tray, then select **Settings**.
2. Click **More Settings**, then click **Options**.
3. Click **Network**, then click **Setup Proxy**.
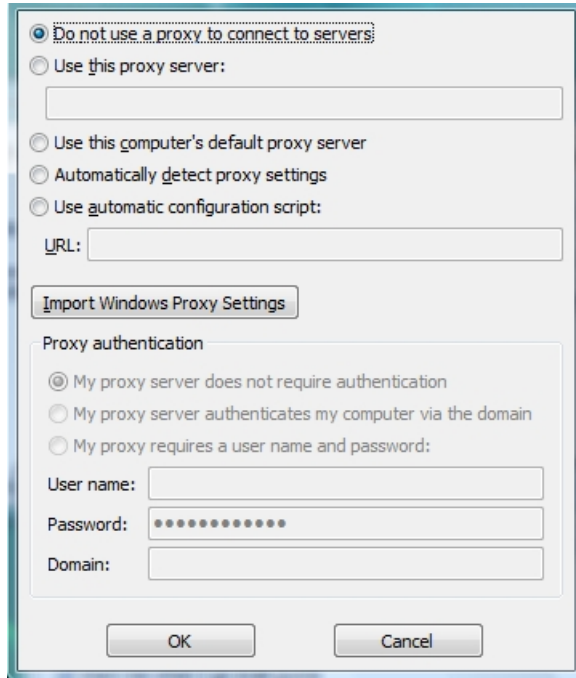
Figure 11: Proxy Configuration

4. To use a proxy server, select one of the following

    - **Use this proxy server:** Enter the proxy server you want avast! BackUp to use.

    - **Use this computer's default proxy server:** avast! BackUp uses the default proxy server configured for
      this computer.

    - **Automatically detect proxy settings:** avast! BackUp configures the proxy server based on your local
      network proxy settings.

    - **Use automatic configuration script:** avast! BackUp uses the specified script to activate the proxy
      service. Enter the URL where the script is located.

    - **Import Windows Proxy Settings:** avast! BackUp automatically copies your existing Windows proxy
      settings at the time you select it. It does not continually monitor your Windows proxy settings for
      modifications. If your proxy settings change, you need to import your settings again using the Proxy
      Configuration window.

5. Select a **Proxy authentication** option:

    - **My proxy server does not require authentication:** No authentication is used.
    - **My proxy server authenticates my computer via the domain:** Uses your domain for authentication.
    - **My proxy requires a user name and password:** Specify the user name, password and domain (optional)
      for the proxy server.

6. Click **OK** to save your settings.

7. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the
    Settings window closes.

Setting Advanced Options

1. Right-click the avast! BackUp icon 🅱 in your system tray, then select **Settings**.

2. Enter your username and password, if prompted.

3. Click **More Settings**, then click **Options**.

4. Click the **Advanced** tab, then select the options you want to activate. Deselect any undesired options.

Option	Description
Automatically update the client software without prompting me	Automatically installs any updates as soon as they are released. It is selected by default.
Automatically log me in when opening the Settings window	Saves your username and password so that you do not need to log in each time you access the Settings window. It is selected by default.
Show status when a backup successfully completes	Launches the Status window when a backup has completed successfully. It is selected by default.
Show all pre-configured backup sets	Displays all the preconfigured backup sets on the **Backup Sets** tab. It is not selected by default.
Show advanced backup set features	Lets you define a backup set that prevents files from being backed up, rather than includes files to back up. It is not selected by default.
Show the virtual drive in Computer	Displays the virtual drive, {{{virtual_drive_name}}}, when you open My Computer. It is selected by default.
Show the restore option on the right-click menu in Windows Explorer	Displays the Restore Files in Folder entry in the right-click menu in Windows Explorer. It is selected by default.
Enable support for backing up open files	Lets avast! BackUp back up both open and locked files. This is not available on systems that do not have an NTFS-formatted drive, or on Windows 2000. It is selected by default.
Enable support for backing up EFS encrypted files	Lets avast! BackUp back up files that have been EFS encrypted. ☞ **Note:** You cannot use local backup for EFS encrypted files. To use local backup, you must deselect any EFS encrypted files from your backup set. It is not selected by default.
Allow backup and display of protected operating system files	Displays the C:¥Program Files and C:¥Windows folders to allow selection of files within them for backup. When this option is not selected, no files in these folders are backed up. Hiding these folders assists users in making wiser backup choices. It is not selected by default.
Show more details in Status window	Displays additional information about your backup or restore in the Status window such as the number of megabytes. It is not selected by default.

5. When you have finished on this tab, continue changing settings on other tabs if you wish, then click **OK**. Your settings are saved and the Settings window closes.

   ☞ **Note:** You do not need to be logged in to Windows for your backup to run.

Understanding Local Backup

In addition to backing up your files to the online backup servers, you can back up the same files to a drive which is attached to your computer or to a network drive using a UNC path. This lets you keep a snapshot of your last online backup locally, so that you can immediately restore from your local backup, rather than wait for a restore request to be fulfilled. This provides you with a second level of protection as well as convenience.

Local backups occur simultaneously with your online backup, and back up exactly the same files. If your online backup stops before it is complete, your local backup continues. If the local backup drive is unavailable, your online backups continue as scheduled. The next time the local backup drive is available, your data is backed up to the local drive. If you remove a local backup drive after a backup and replace it with a new drive that does

not contain any backup data, all of your backed up data will be synchronised to the new drive, as long as it has the same drive letter. If a local backup occurs when an online backup cannot occur, such as if you have no Internet connection, the status will show either `Preparing data` or `Communicating with server` until the local backup is complete.

Unlike your online backup, the files in your local backup are not encrypted. This means your data can be readily accessed by you or someone else using the same drive. If needed, you can use programs such as Bitlocker or Truecrypt to encrypt your data on the local drive. If you do directly access your local backup files, and if you do delete any folder in that backed up set, that folder will no longer be backed up locally; however, it will still be backed up online. If a restore is ever necessary, the files will be restored from the online backup.

Just like your online backup account you can see local backup events in your history, but you will see only whether a local back up was successful; you will not see details. Only final status information is provided for local backup, though during a local backup to a removable drive, you may see indications of drive activity.

If you change your settings to exclude something, or if you delete something that had been selected for backup, those files and folders are no longer restorable from the local backup. However, because online backup stores files for 30 days, a restore can still be done from your online backup.

The maximum size of your local backup is the same as your online backup account. For example, if your account is limited to 2 GB, then your local backup is also limited to 2 GB.

Requirements for Using Local Backup

- Local backup works with either the NTFS or FAT32 file system; however, FAT32 does not support backing up files larger than 4 GB.
- You can use local backup with an internal drive, or an externally attached USB or Firewire drive; however, the drive must have an assigned drive letter. If the Status window shows that the backup was successful, but you also see this message, `An attempt n minutes ago was incomplete` with a link to LocalBackupError0, this means that the online backup was successful, but that the local backup was not. This is because the drive you had used for local backup is not connected.
- You can use local backup with a network drive using the UNC path.
- You cannot use local backup for files that are locally EFS encrypted. If you are backing up EFS encrypted files online with avast! BackUp, you must deselect them before your first local backup with avast! BackUp.
- If there is not enough room on the drive selected for local backup, the local backup fails and DISK FULL is entered in the error log file. Because the local backup failed, no files are written to the drive and therefore the drive will not actually be full as reported in the log file.
- Avoid deep file paths. Local backup cannot back up a file with a full path and file name that is longer than 260 characters.
- Local backups are made to the root of the drive. You cannot specify a path on the local drive, to back up to a specific folder on that drive.

Setting Up Local Backup

1. If the drive you intend to use for local backup is removable, such as a USB drive or an external hard drive, ensure it is connected.
2. Right-click the avast! BackUp icon in your system tray, then select **Settings**.
3. Click **More Settings**, then click **Options**.
4. Click **Local Backup**, then select **Enable local backup**.
5. In the **Drive** field, select the drive where you want your backup files stored.

☞ **Note:** While it is possible to select a drive that you are backing up files from, we caution you against doing this because if your computer crashes, you lose both your files and your local backup.

If you select Add Network Share, you are prompted to provide the UNC path and the user name and password so that avast! BackUp can back up to the network drive.

If settings are visible but you cannot access them, and if you use Microsoft's Vista or Windows 7, you may need to notify Windows to grant you access to these avast! BackUp settings.

• For Windows 7, click the link for the User Account Control icon on the avast! BackUp Settings window.
• For Vista, in the upper-right part of the avast! BackUp Settings window, click **Change settings that are currently unavailable**, then in the Windows Access Control Window, click **Trust**.

The avast! BackUp Settings window reloads, and you can now access settings that were previously greyed out.

About the History

The History tab displays all attempted avast! BackUp backups and restores. The top pane lists all the backups and restores and the bottom pane displays the details for each backup and restore.
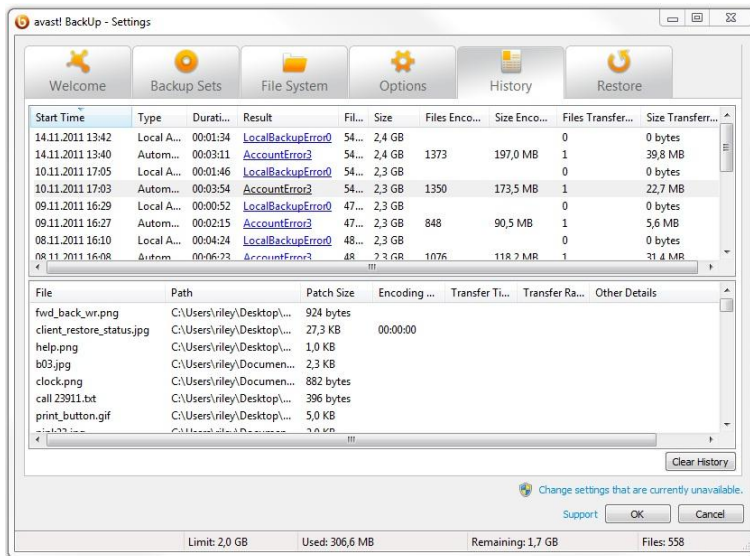
Figure 12: History

The following information is displayed in the top pane:

• The start time
• Type of backup or restore
• Duration
• Result
• Number of files included

- Size of the entire backup or restore
- Number of files encoded and transferred
- Size of backup or restore and encoded files

Viewing Backup and Restore History

To open History on the Settings window:

1. Right-click the avast! BackUp icon ![icon] in your system tray, then select **Settings**.

2. Select **More Settings**, then click **History**.

3. Click a backup or restore in the top pane. The list of files for that backup or restore appears in the bottom pane.
   You can sort by any of the column headings in either pane.

4. (Optional) Click **Clear History** to clear the history.

5. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

You can also see History by right-clicking the avast! BackUp ![icon] icon in your system tray, then clicking **History**.

Chapter 4

The Status Window

The avast! BackUp status window lets you see the status of the latest backup or restore and start a backup manually. It also provides access to see what files are backed up, to restore files, to change your settings and to get more space for your backups.
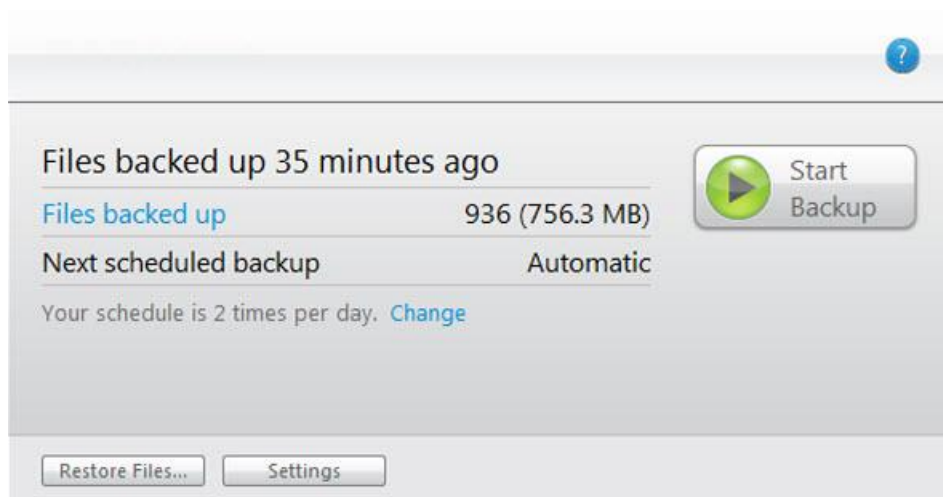
Figure 13: Status Window

After a backup or a restore has been attempted, the Status window displays whether the backup or restore was successful and when it was completed. If an error occurred during the backup or restore, the window displays an error code with a brief explanation for the error and a link to more information.

The following topics are available:

Topics:

- Using the Status Window
- Seeing Percentage Complete on the Status Window
- Seeing What Files Are Backed Up

Using the Status Window

The avast! BackUp Status window lets you see the status of a current backup or restore, and start a backup manually. It also provides access to see what files are backed up, to restore files and to change your settings.
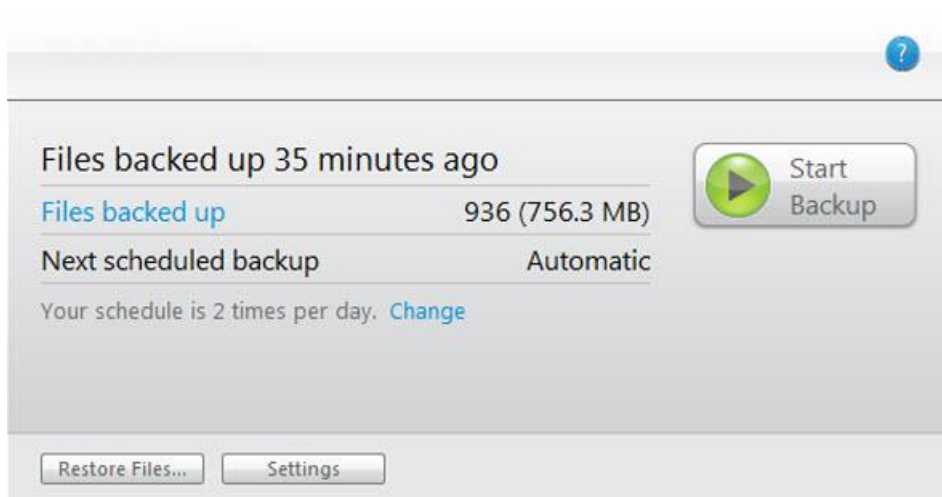
Figure 14: Status Window

1. Right-click the avast! BackUp icon 🔴 in your system tray, then select **Status**.

2. On the Status window, you can select any of the following options:

Option	Description
Start Backup	Starts a backup.
	If you see a message that the backup failed because of bad credentials, the most likely cause is that you changed your password in your online account pages. To change your password in the avast! BackUp software, click **Set credentials now**, then change your password to match the password you set online.
Pause Backup	If a backup is in progress, pauses the backup.
Stop Restore	If a restore is in progress, stops the restore.
🔵	Opens Help
Support	Opens the avast! BackUp online support page in your browser.
Files backed up	Opens the Backed up files window, where you can see detailed information about currently backed up files.
Change	Opens the Scheduling tab, where you can change when your files are backed up.
Percentage Complete	(Optional) Shows how much of a backup in progress is complete.
Restore Files	Opens the Restore tab, where you can find files to restore.
Settings	Opens the Settings window.

Seeing Percentage Complete on the Status Window

You can choose to see progress information for your backups on the Status window.

To toggle Percentage Complete on or off on the Status window:

1. Right-click the avast! BackUp icon 🔴 in your system tray.

2. Click **Settings**, then click **Enable Advanced View**.

When Enable Advanced View is on, the Percentage Complete for any backup in progress is visible on the Status window. This is the size of all the files backed up so far out of the total size of all the files selected for backup.
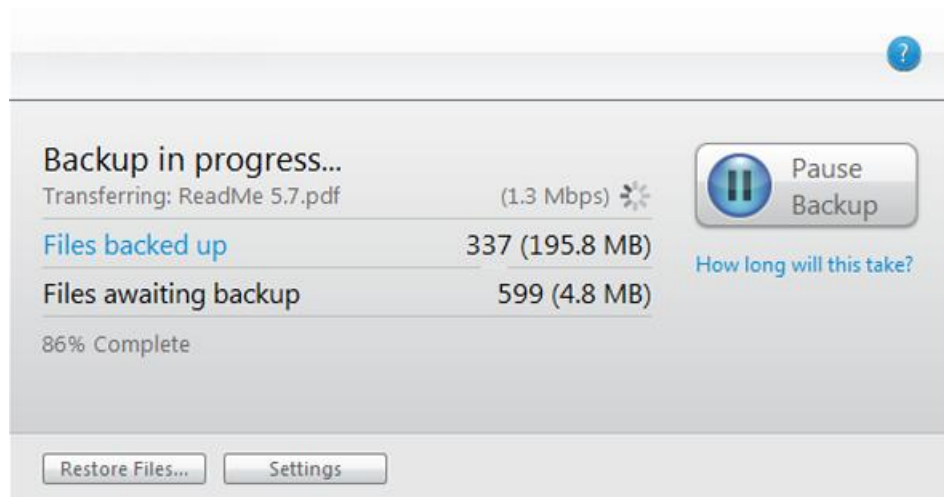
Figure 15: Percent Complete, Status Window

Seeing What Files Are Backed Up

In addition to seeing the history of your backup and restore transactions, you can see what files are backed up. Before and after a backup, you see only the Files backed up list. But while files are being backed up, you can also see the Files awaiting backup list.

To see what files are backed up, choose one of these options:

• Right click the avast! BackUp icon in your system tray 🅱, then click **View Backed Up Files**.
• On the Status window, click **Files backed up**.
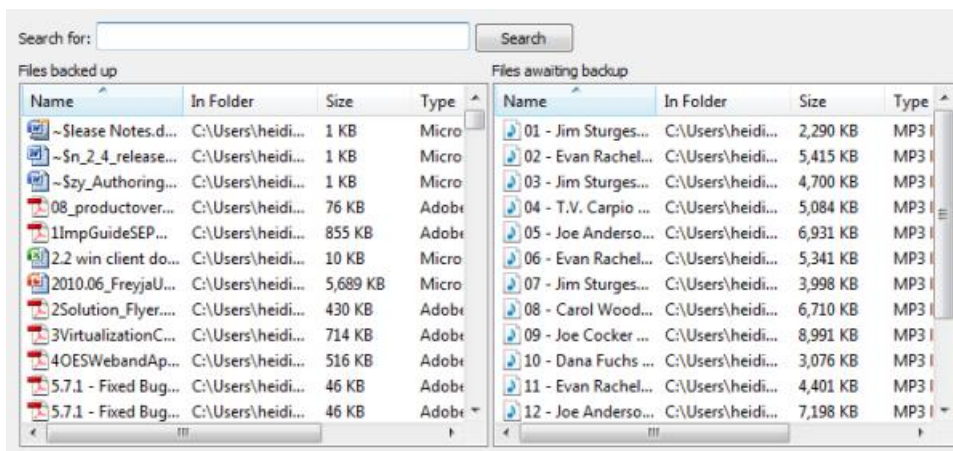
Figure 16: Backed up files window

The Backed up files window shows detailed information about currently backed up files. The Files awaiting backup list appears only during a backup. You can do any of these actions:

Action	Description
Find a file	In the **Search for** field, type characters to use in searching for files, then click **Search**. You use letters, numbers, symbols, spaces and the wildcard. The search looks for these characters in the name of the file, and in the full path of the folder. To once again see the complete list of all files, clear the **Search for** field, then click **Search.**
Sort the list	Click the label of any column to sort by that column, either in ascending or descending order. You can sort with these columns: • Name: The name of the file, including its extension. • In Folder: The full path for the folder the file is in on your computer. • Size: The size of the file. • Type: The type of file. • Date Modified: The date and time the file was last modified on your computer.
Resize a column	Hover your mouse pointer over the right side of the column label. When the mouse pointer changes to re-size mode, either double-click to expand to the width of the longest information in the column or click and drag to manually expand or condense the column.

Chapter 5

Restoring Files from the Client

The following table describes the ways you can restore files using avast! BackUp:

Option	Description
The Restore tab	Lets you restore files from the Settings window in avast! BackUp. The **Restore** tab does not appear until after the first backup has taken place.
{{{virtual_drive_name}}}	Lets you restore files from a virtual drive using either the file explorer window or the My Computer window.
Right-click restores	Lets you restore files from the file explorer window or the My Computer window by right-clicking in the window and selecting the files to restore.

You can also restore files to a new computer from a previously backed up computer. For more information, see *Replacing a Computer* on page 61.

The following topics are available:

Topics:

- Restoring Files Using the Restore Tab
- Performing VSS Restores
- Using the avast! BackUp Virtual Drive
- Right-Click Restores

Restoring Files Using the Restore Tab

You can restore files from the Restore tab on the avast! BackUp Settings window.

When you restore this way, your files are automatically restored to the folders they were in originally, at the time they were backed up, unless you specify a different destination folder.

You can restore a single file, many files, an older version of a file or even all your files. If you part of the name of the file, you can search for it. Or if you know where on your computer a file was when it was backed up, you can browse for it. You can overwrite files existing on your computer with the versions you are restoring, or you can keep the version on your computer already as well as the restored, renamed version.

If you have chosen to use Local Backup, and if that avast! BackUp local backup drive is connected, files are restored from that drive instead of over the Internet. If any files cannot be restored from the local backup for some reason, they are downloaded from the avast! BackUp servers.

👉 **Important:** You cannot use the Restore tab until after the first backup is complete, or while your computer is backing up.
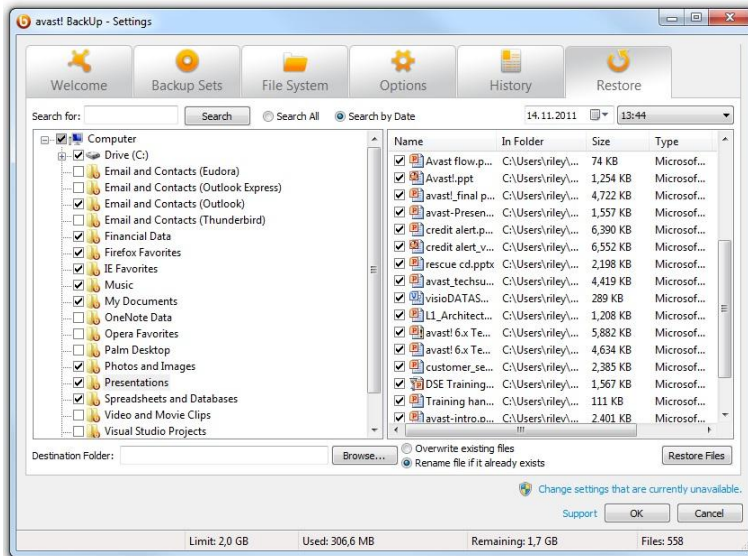
Figure 17: Restore Tab

To restore files using the Restore tab:

1. Right-click the avast! BackUp icon 🔵 in your system tray, then select **Settings**.
2. Select **More Settings**, then click **Restore**.

   👉 **Tip:** You can also click **Restore Files** in the Status window or right click the avast! BackUp icon in the system tray and select **Restore Files**.

3. Choose one of the following options:

   • To restore the most recent version of files you search or browse for regardless of when they were backed up, click **Search All**.
   • To restore from a backup made at a specific date and time, click **Search by Date**, then in the top right corner of the Restore tab, choose the date and time.

4. Choose one of the following options:

   • To search for files using any part of the filename, in the **Search for** box, type a part of a file name to search for, then click **Search**.
   • To look for files, folders or backup sets to restore, in the left pane, click the drive, folder or backup set from which to restore files. Observe the appearance of the boxes as you select and deselect items to know whether they are completely included, partly included or excluded.

5. (Optional) To restore specific files, in the right pane, select the files to restore.

6. Choose one of the following options:

Option	Description
Choose a specific folder to restore files to	Click **Browse**. Browse to the destination folder, creating a new folder if necessary, then click **OK**. In the **Destination Folder** field, see the full path of the folder where all the selected files will be restored to. Inside the destination folder, the files will be restored into the folder structure they were in when they were backed up.

Option	Description
Automatically restore the selected files into the original folder structure they were backed up in	Ensure that Destination Folder is blank.

7. Select whether to overwrite existing files in the destination folder, or whether to rename files being restored and preserving the files currently in that location, adding the renamed restored version.

8. Click **Restore Files**.

The Status window opens, showing the progress of files being restored.
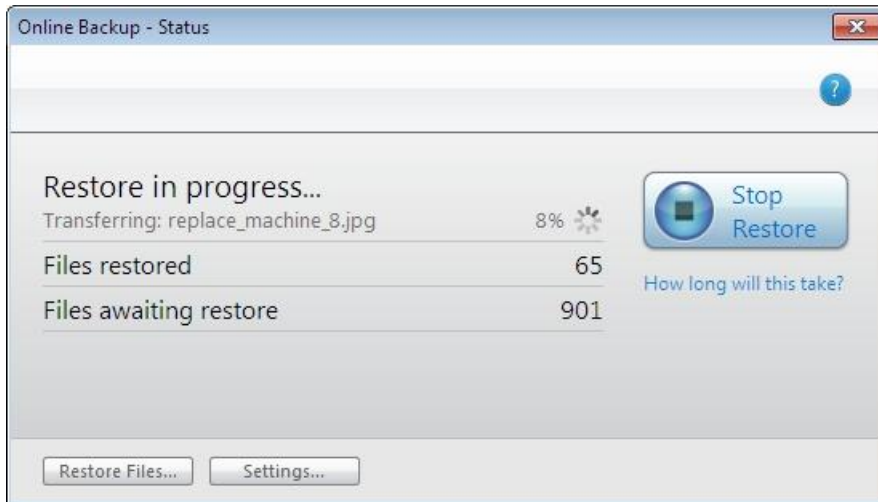
Figure 18: Status Window

Performing VSS Restores

If you have a server licence and you have backed up VSS data such as Microsoft SQL Server, Microsoft Exchange Server, Active Directory and the Windows File Replication Service (for example, SYSVOL), you can use the VSS Restore to recover this data.

☞ **Important:** This functionality is only available with a avast! BackUp server licence.

The process for restoring VSS data is slightly different depending on the type of data you are restoring.

Restoring Microsoft Exchange Server Data

This task involves these steps:

Dismount All Mailbox Stores on page 37

Perform the Restore on page 38

Mount All Mailbox Stores on page 38

Dismount All Mailbox Stores

Before you restore the Microsoft Exchange data, you must dismount all the mailbox stores.

1. Open the Microsoft Exchange System Manager and navigate to the Servers folder.
2. Expand each storage group.
3. For each mailbox store, right-click the mailbox store, then click **Dismount Store**.

Perform the Restore

Once each mailbox store has been successfully dismounted, you can perform the restore.

1. Right-click the avast! BackUp icon in the system tray, then click **Restore Files**.
2. Click **VSS Restore**.
3. Select the VSS: MS Exchange Server backup set.

   ⚠️ **Caution:** Selecting the Authoritative Restore forces the restored directory database to be replicated to other servers on the domain after the backups have been restored.

4. Select the method used to access the backup set:
   • Download files from the avast! BackUp Remote Backup Server.
   • Use previously downloaded restore.

5. If you select to use a previously downloaded restore, browse to the location where the files are stored.
6. Click **Next**.

   The VSS downloading window appears.

   Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.

Mount All Mailbox Stores

Once the restore has been completed, all mailbox stores need to be entered.

1. Open the Microsoft Exchange System Manager and navigate to the Servers folder.
2. Expand each storage group.
3. For each mailbox store, right-click the mailbox store, then click **enter Store**.

Restoring Active Directory and SYSVOL Data

This task involves these steps:

Restart the Server in Directory Service Restore Mode

Before restoring data to Active Directory and SYSVOL, you must restart the server in Directory Service Restore mode.

1. Restart the server.
2. During the restart process, press and hold the **F8** key on the keyboard.
3. When the Windows Advanced Options menu appears, select **Directory Services Restore Mode**, then press **Enter.**
4. When the Authentication window appears, log in as the local administrator.

Restore Data to Active Directory and SYSVOL

Once you have restarted the server in Directory Services Repair mode, you are ready to begin the restoration process.

1. Right-click the avast! BackUp icon in the system tray, then click **Restore Files**.
2. Click **VSS Restore**.
3. Select **VSS Active Directory** and **SYSVOL**.

    ⚠️ **Caution:** When you select the Authoritative Restore, Windows causes Active Directory to replicate and overwrites objects and object trees of objects to all domain controllers in the domain.

4. Select the method used to access the backup sets:

    • Download files from the avast! BackUp Remote Backup Server.
    • Use previously downloaded restore.

5. If you select to use a previously downloaded restore, browse to the location where the files are stored.
6. Click **Next**.

    The VSS downloading window appears.

    Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.

After successfully restoring Active Directory and SYSVOL, restart Windows Server in normal mode, then log in as the domain controller Admin.

Restoring Microsoft SQL Server Data

1. Click **Start** > **Run**, type Service.msc, then click **OK**.
2. Right-click the **SQL Server** service, then click **Stop.**

    👉 **Note:** Do not stop the SQL Server VSS writer process.

3. Right-click the avast! BackUp icon in the system tray, then click **Restore Files**.
4. Click **VSS Restore**.
5. Select the VSS: MS SQL Server backup sets that need to be restored.
6. Select the method used to access the backup set:

    • Download files from the avast! BackUp Remote Backup Server.
    • Use previously downloaded restore.

7. If you select to use a previously downloaded restore, browse to the location where the files are stored.
8. Click **Next**.

    The VSS downloading window appears.

    Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.

9. Click **Start** > **Run**, type Service.msc, then click **OK**.
10. Right-click the **SQL Server** service, then click **Start**.

Restoring COM+

1. Right-click the avast! BackUp icon in the system tray, then click **Restore Files**.
2. Click **VSS Restore**.
3. Select the VSS: COM+ backup set:

    • Download files from avast! BackUp Remote Backup Server.
    • Use previously downloaded web restore or files copied from DVD restore.

4. If you select to use a previously downloaded restore, browse to the location where either the files or the DVD is stored.
5. Click **Next**. The VSS downloading window appears.
6. Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.

Once you have completed the restore, you must restart Windows for the restore to take effect.

Restoring the Registry

1. Right-click the avast! BackUp icon in the system tray, then click **Restore Files**.
2. Click **VSS Restore**.
3. Select the VSS: Registry backup set:

    • Download files from avast! BackUp Remote Backup Server.
    • Use previously downloaded restore.

4. If you select to use a previously downloaded restore, browse to the location where the files are stored.
5. Click **Next**. The VSS downloading window appears.

    Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.

Once you have completed the restore, you must restart Windows for the restore to take effect.

Using the avast! BackUp Virtual Drive

1. To access the My Computer window:

    • Use either the Start menu or your desktop icon to navigate to My Computer (Computer for Vista users)
    • Right-click on the **Start** button, click **Explore** , then click **My Computer** (**Computer** for Vista users).

2. When the file listing appears, select **{{{virtual_drive_name}}}** .
3. Navigate to the folders and files you want to restore.

    You might need to select from a number of different dates and times of backed up files.

4. Select the most recent or the specific files you require.
5. Right-click on the folder or file and select **Restore** from the drop-down menu.
6. (Conditional) If, in the case of a corrupted file, a file by that name exists on your local drive, either overwrite or rename the file when prompted by avast! BackUp.

If you know the file is corrupt and would like to overwrite the file, click **Overwrite** . If you are unsure, click **Rename** and rename the file. Make sure you keep track of the new file you created.

The Status window opens showing the progress of your file restore.

Right-Click Restores

The right-click restore lets you right-click in a Windows Explorer window and select the files to restore. The right-click restore is the simplest and most efficient way for Windows users to perform a restore for a small number of files in the event of accidental loss, deletion or corruption. You can restore a single file, multiple files in a folder, or a previous version of a file. To restore files across multiple directories, use the Restore tab in Settings. See *Restoring Files Using the Restore Tab* on page 35 for more information.

1. Open Windows Explorer.

Option	Description
Windows 2000/XP/2003	• Navigate to **My Computer** using either the Start menu or the desktop icon.
	• Right-click on the **Start** button, click **Explore**.
Windows Vista/	• Navigate to **Computer** using either the Start menu or the desktop icon.
	• Right-click on the **Start** button, click **Open Windows Explorer**.

2. Browse to the file or folder you want to restore.

3. Select one of the following options:

Option	Description
Restore Files in Folder	Right-click an open space in the Windows Explorer window, then click **Restore Files in Folder**.
	A new window opens and displays the files available to be restored.
Restore Previous Version of a File	Right-click the file, then click **Restore Previous Version**.
	A new window opens and displays the previous versions of the file that are available to be restored.

4. Select the files or file versions you want to restore from the list, then right-click the selected files or folders.

5. Select one of the following options:

Option	Description
Restore	Used to restore the files or folders to the same location. If the file already exists, you must select whether you want to **Overwrite**, **Rename**, or **Cancel** the restore.
Restore to	Used to restore files or folders to a new location. Browse to the location where you want to save the files, then click **Save**.

The Status window displays the progress of your restore.

Chapter 6

Restoring Files from the Web

This chapter contains the following topics:

Topics:

Logging In to avast! Web Restore

To log in to your account online and restore files from the Web:

1. Log in to your account online at the URL provided by your avast! BackUp administrator.

   It should resemble this, *https://subdomain.mozypro.com/login*, where *subdomain* is replaced by the actual subdomain for your avast! BackUp account.

2. Find the name of the computer from which you want to restore files, then click **Restore Files**.

avast! Web Restore opens and you can begin to restore files backed up from the selected computer. For more information, see *Choose Files to Restore* on page 44.

Restoring Files from the Web

While you can quickly and easily restore files with the avast! BackUp software on your computer, you may also log in to your account online to restore files. Just as with avast! BackUp, you can quickly restore one or a few files, including older versions of files or files that you deleted from your computer in the past 30 days. You can even restore all your files.

Choose Files to Restore

avast! Web Restore provides several ways for you to look for files or folders to restore. If you would like to understand the restore process better, you can find recommendations and strategies to help you have the best possible experience. For more information, see *Strategies for Using avast! Web Restore* on page 53.

- Look for files in the same folder structure as on your computer with the Browse page. For more information, see *Understanding the Browse Page* on page 51.
- Search for files or folders using some or all of the characters in their names, then select files or folders on the Search Results page. For more information, see *Searching for Files* on page 52 and *Understanding the Search Results Page* on page 52.
- Look for files or folders in groups based on the default or custom backup sets in avast! BackUp. For more information, see *Understanding the Backup Sets Page* on page 50.
- Select all your files to restore with a single click. For more information, see *What is Restore All?* on page 46

When you view your files on the Browse, Backup Sets or Search Results pages, you can take any of these actions:

Action	Description
Navigate using breadcrumbs	Available only on the Browse page or the Backup Sets page. For more information, see *Understanding the Browse Page* on page 51 or *Understanding the Backup Sets Page* on page 50.
See information about a file or folder	Click a file or folder. You can see information in the Detail pane, to the right. You may or may not see a preview of the file. If you do not see the Detail pane, click 🔲.
Change between list or thumbnail view	Click either ⊞ or ▤.
Sort the view of files and folders differently	In list view, click the label for any column to sort by that column in ascending or descending order. In thumbnail view, click **SORTING**, then choose the attribute to sort by in ascending or descending order.
Change the width of a column	In any view that shows columns, hover the mouse pointer over the divider between column labels, then when the mouse pointer becomes a pair of arrows, click and drag to change the width of the column.
Restore a single file now	For the file, click 🔵. The file is downloaded to your computer. Depending on your Web browser, the file is saved or opened on your computer the same as any other file you download from the internet. 👉 **Note:** Files larger than 100 MB cannot be instantly downloaded. Instead, you must add such files to a set to restore.
Add a file or folder to a set of files to restore	Click the box for a file or folder. The file or folder is added to the set you are creating in the Restore Summary pane.
See files you deleted from your computer in the past 30 days	On the Browse or Search Results page, click **Show Deleted Files**. The Backup Sets page never shows deleted files.

Action	Description
See previous versions of a file	Click ⑥. A list of previous versions appears. Select a version to see its details in the Detail pane, to the right. To download a previous version immediately, click ⬇ for that version. ☞ **Note:** Files larger than 100 MB cannot be instantly downloaded. Instead, you must add such files to a set to restore. To add a previous version to a restore set, click ○ to select it, then click that file's box. You can restore only one version of a file in any single restore set.
Change the date to see files backed up from a specific date	Click ▦. If you do this, any files you have already selected to restore will no longer be selected. You can select files from only one date at a time.
Remove a file or folder from a set of files to restore (if you selected it in error)	In the Restore Summary pane, click the box for that file or folder. The file or folder is no longer listed in the set you are creating in the Restore Summary pane.
Remove all files or folders from a set of files to restore	In the Restore Summary pane, click **Clear All**. The Restore Summary pane has no files listed.
Submit your set of files to be restored	In the Restore Summary pane, click **Submit**. Choose how your restored files will be delivered to you. For more information, see *Choosing the Delivery Method* on page 54.
See help topics for the page you are viewing	Click ❓. You see a list of topics related to the page you are viewing.
See messages from avast! Web Restore	Click ✉. When you click View Restore Details in any message, that particular restore is highlighted in the Restore Status pane.

The following topics are available:

Restoring All My Files

You can use avast! Web Restore to restore files from a lost, damaged or stolen computer. You

may also want to restore all your files if you:

• have upgraded or reinstalled your operating system.
• have upgraded or installed a new hard drive.
• are changing to a new computer, even with a different platform (Windows versus Mac).

☞ **Note:** avast! Web Restore is not a file transfer utility. While you can use it to move your files, you may have a better experience if you plan ahead and arrange for your files to be manually transferred. For more information, see *Strategies for Using avast! Web Restore* on page 53.

To restore all your files:

1. (Optional) If you want to include all files you deleted from your computer in the past 30 days in your restore, select the box for Show deleted files. For more information, see *Restoring a File I Deleted from My Computer* on page 47.
2. On the avast! Web Restore Home page, click **Restore All**.

3. Choose the delivery method for your restored files. For more information, see *Choosing the Delivery Method* on page 54.

After you receive your files and get them onto your computer, you can install avast! BackUp using the same user ID and password, choosing to replace the original computer. Your first backup should not take as long as a backup from scratch, because avast! BackUp on your computer should be able to simply associate to all the files already on the server.

The following topics are available:

What is Restore All?

In avast! Web Restore, Restore All makes it easy for you to restore all your files if your computer has been lost, stolen or damaged. Restore All packages all your backed up files in a single set, then lets you choose how they will be delivered. For more information, see *Strategies for Using avast! Web Restore* on page 53 and *Choose the Delivery Method for Your Restored Files* on page 54.

☞ **Note:** If you can still use your old computer, we don't recommend using avast! Web Restore to get your files onto your new computer. avast! Web Restore is designed to restore your backed up files, but it is not intended to be a file transfer utility. For more information, see *If You Can Still Use Your Old Computer* on page 46.

Regardless of the delivery method you choose, getting all your files could take quite some time. Therefore if you urgently need a few files, consider downloading only those files. For more information, see *Restoring Several Files* on page 47.

With Restore All, only the most recently backed up version of any file is restored. Files are restored from all drives for this computer. Files marked for deletion (files that you deleted from your computer within the past 30 days) are not restored unless the option to Show deleted files is selected before you click Restore All. For more information, see *Restoring a File I Deleted from My Computer* on page 47.

After you have restored all your files, you can install avast! BackUp on the new computer with the same user ID and password, choosing to replace your old computer. This tells your new computer that files you backed up from your old computer now belong to the new computer, and you will no longer be able to use avast! BackUp on your old computer. You will not need to upload all your files because your new computer will be associated with files you backed up from your old computer. You will not need to restore, because you have already moved your files. If you find that you missed any files, you have 30 days to restore them using either avast! Web Restore or avast! BackUp.

If You Can Still Use Your Old Computer

Your experience will probably be better if you move your files yourself, directly between the two computers. This is because it may be faster than using avast! Web Restore, and using avast! Web Restore may not be easier than manually moving files if you are not technically proficient. You can find tools and information to help you do this on your computers and on the internet, or ask a friend who is computer proficient to help you. If you really want to move your files using avast! Web Restore, you certainly may, using any method that make sense to you.

Restoring a Single File

You can download a single file immediately, with one exception. If the file is larger than 100 MB, you must instead add it to a New Restore set and download that set once you are notified that it is ready.

You may also restore an older version of a file, or a file you deleted from your computer. For more information, see *Restoring a File I Deleted from My Computer* on page 47 or *Restoring an Older Version of a File* on page 48.

To restore a single file:

1. In avast! Web Restore, click **Browse**, **Search**, or **Backup Sets** to find the file to restore.
2. Choose one of these options.

   - If the file is smaller than 100 MB, click ⬇ for the file you want to download. The file is downloaded to your computer. Depending on your Web browser, the file is saved or opened on your computer the same as any other file you download from the internet.
   - If the file is larger than 100 MB, click the box for the file. The file is added to the Restore Summary pane. Go to the next step.

3. Click **Submit**, then choose how your restored files will be delivered to you. For more information, see *Choosing the Delivery Method* on page 54.

Restoring Several Files

To get several files or folders, you add them to a set.

If the set is small, downloading is the best choice. If the set is very large, it may take some time before you get notification that the download is ready. Downloading a large set also takes some time. Therefore, if your set of files is very large, it may be better to have them shipped to you. If you don't want to have them shipped to you, you can create as many smaller sets as you wish to download them more easily than a very large set.

To get several files or folders in a set:

1. In avast! Web Restore, click **Browse**, **Search**, or **Backup Sets** to find the file to restore.
2. Click the checkbox for any files or folders you want to add to the set.
3. Click **Submit**, then choose how your restored files will be delivered to you. For more information, see *Choosing the Delivery Method* on page 54.

Restoring a File I Deleted from My Computer

If you delete a file or folder from your computer but you had backed it up with avast! BackUp, you have 30 days to restore it. This is in case the deletion was accidental. However, after 30 days the deletion is considered intentional and the file or folder is permanently deleted from your online backup.

Files marked for deletion from your online backup are kept in the same folder structure as on your computer until they are permanently deleted.

👉 **Note:** The Backup Sets page never shows deleted files.

To restore a file or folder that you deleted from your computer:

1. In avast! Web Restore, click **Browse** or **Search** to find the file to restore.
2. On the Browse or Search Results page, click **Show Deleted Files**.

Figure 19: Show Deleted Files

Notice that files or folders marked for deletion from your online backup are shown in avast! Web Restore as (Deleted).

3. To add a file or folder to a set, click the box.

4. Click **Submit**, then choose how your restored files will be delivered to you. For more information, see *Choosing the Delivery Method* on page 54.

Restoring an Older Version of a File

As you edit files over time, different versions of those files are backed up. When you choose files to restore, you can select an older version of any file. You can download a single, older version of a file immediately. Or you can add an older file version to a set of files to restore.

Within a single set of files to restore, you can only download one version of the same file. In other words, you cannot create a set that contains a file that was backed up yesterday and also version of that file that was backed up last week.

If you do need to restore more than one version of a file, you can download them separately, being sure that you save them on your computer with different names or locations.

To restore an older version of a file:

1. In avast! Web Restore, click **Browse**, **Search**, or **Backup Sets** to find the file to restore.

2. Look in the Versions column to see if there are at least two versions of a file available.
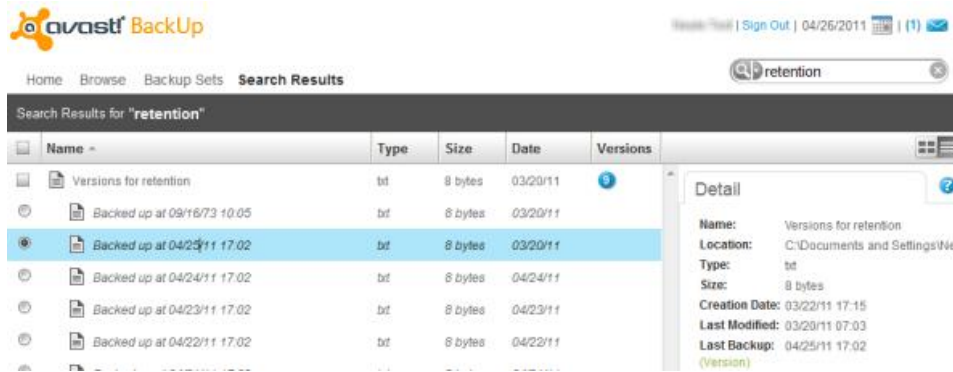
Figure 20: Versions Available

3. Click ⑥.

   The number on this button indicates the number of versions available to restore.

   A list of the versions appears, sorted by the date and time they were backed up.

4. To add an older version of a file to a restore set, click ⊙ to select it, then click that file's box.

   You can restore only one version of a file in any single restore set.

5. Click **Submit**, then choose how your restored files will be delivered to you. For more information, see *Choosing the Delivery Method* on page 54.

Restoring Files from a Different Drive

If you use Search or Backup Sets to view files, you can see all files backed up from all drives.

If you use Browse to view files, you can only see files from one drive at a time. If you backed up files from another drive, such as a second hard drive, you will not see those files until you change your browsing path.

To change your browsing path when you are using the Browse page:

1. In avast! Web Restore, click **Browse**.
2. In the breadcrumbs on the Browse page, click the name of the computer you are restoring files from. This is the first segment of the breadcrumbs, while the drive letter is the second segment.
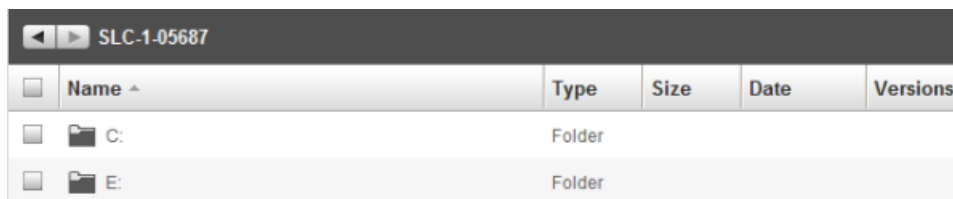
Figure 21: Computer Name in Breadcrumbs

   The different drives for that computer are listed.

3. Click the drive you want to browse for the files or folders you want to restore.
4. To add a file or folder to a set, click the box.
5. Click **Submit**, then choose how your restored files will be delivered to you. For more information, see *Choosing the Delivery Method* on page 54.

Restoring Files from a Different Computer

If you are backing up more than one computer with avast! BackUp, you may want to return to your account page to choose a different computer to restore files from.

To return to your account page from avast! Web Restore:

Click your user name in the upper right corner, next to Sign Out.

Restoring Backup Sets

In avast! BackUp, common file types are grouped into backup sets to automatically select them for backup. For more information, see *What are backup sets?* on page 51

You can use backup sets, for example *Photos and Images* or *Email and Contacts*, to select entire sets of similar files to restore, or you can choose specific files within a backup set to restore. If you back up files from more than one drive on your computer, backup sets can be a convenient way to choose files to restore, without having to navigate and select files across separate drives.

To select files using Backup Sets:

1. In avast! Web Restore, click **Backup Sets**.
   The list of backup sets displays.
2. Take any of these actions:

   - To select an entire backup set to restore, click the box for that backup set.
   - To choose specific files or folders from a backup set, navigate inside the backup set, then click the box for any file or folder.

3. Click **Submit**, then choose how your restored files will be delivered to you. For more information, see *Choosing the Delivery Method* on page 54.

Understanding the Backup Sets Page

The Backup Sets page lets you see your files in groups, according to the rules for how your files are backed up. For more information, see *What are backup sets?* on page 51

The Backup Sets page is useful if you know what kind of file you want to restore, but you have no idea what it might be called or where it might be on your computer. It is also useful if you need to quickly restore from a specific category of files, such as music. For example, the standard backup set for Music shows all your backed up music files, regardless of what drives or folders they were in. The Backup Sets page never shows files you deleted from your computer in the last 30 days.

To open the Backup Sets page, click **Backup Sets**.
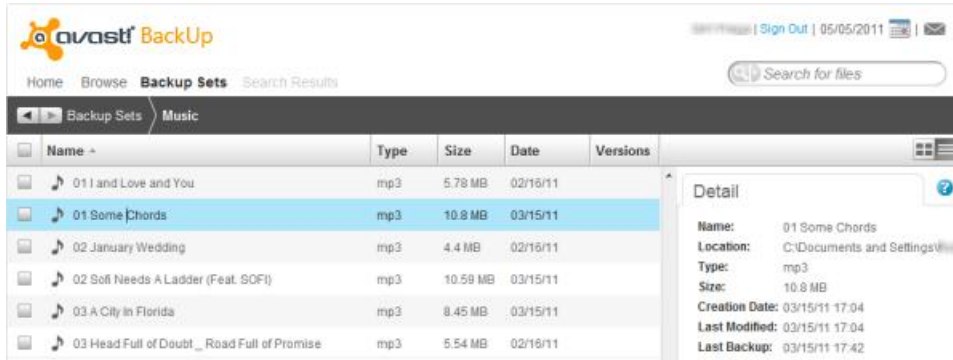
Figure 22: Backup Sets Page

On the Backup Sets page, you can use breadcrumbs to navigate. To see the entire list of backup sets, click **Backup Sets**. Or, click ◄ | ► to navigate back or forward, similar to how the back and forward buttons work in your Web browser.

What are backup sets?

Backup sets let you easily select files to back up in the avast! BackUp software according to file type in specified directories. Each time a new file of a type you have selected for backup is saved to your computer, avast! BackUp automatically selects that file for all subsequent backups.

For example, selecting the box for the Word Processing Documents backup set automatically backs up all Microsoft Word, OpenOffice.org, WordPerfect, Adobe Acrobat and text files on your computer under the My Documents and Desktop folders. All subsequent files saved to your computer in these folders with the same file extensions are automatically added to your backups.

Understanding the Browse Page

The Browse page lets you see your backed up files in a folder structure, the same way they are arranged on your computer.

If you want to restore specific folders and files and you know where they are, you can navigate through the folder structure using the Browse view. Once you find the specific folders or files, you can add them to a set to restore them, or you can download a single file immediately.

To open the Browse page, click **Browse**.
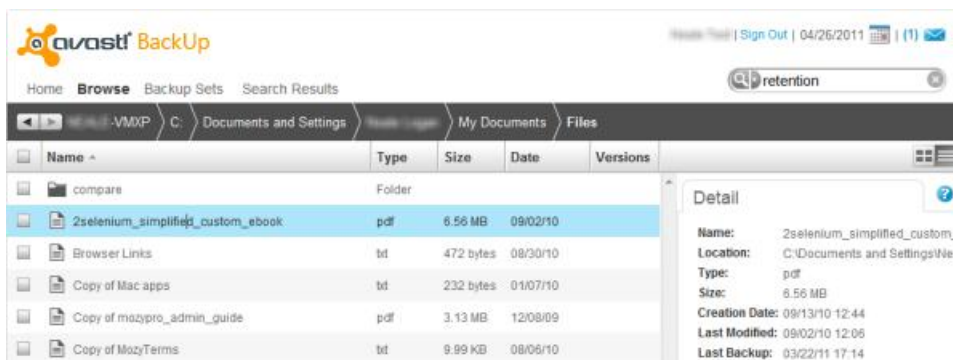
Figure 23: Browse Page

On the Browse page, you can navigate using breadcrumbs.

Breadcrumbs, in the black bar, show you where you are inside the folder structure for your backed up files. The name of the computer you backed up is the first part of the breadcrumb.

Next is the drive that you have backed up. To change which drive to look into, click the name of the computer.

After that you can see the names of folders as you click down into your folder structure. The name of the folder you are currently looking in is shown last. If the name of a folder is very long, it may be collapsed in the breadcrumbs to make room for the name of the folder you are currently looking in.

Click on any part of the breadcrumb to go to that part of your backed up folder structure. Or, click ◀ | ▶ to navigate back or forward, similar to how the back and forward buttons work in your Web browser.

Searching for Files

Use Search to find files or folders with names that contain the search term you enter. Search looks for your search term anywhere in the file or folder name, including the file extension. You can see only one set of search results at a time.

To search for files or folders:

1. In avast! Web Restore, choose one of these options:

   - Type the search term in the **Search** box, then click 🔍.

     ☞ **Note:** You must type at least two characters (letters, numbers or symbols), and you can use the wildcard (*) as long as it's the last character.

   - To use one of the five search terms you used previously, click ▸ and choose one of the search terms.
   - To clear text while entering it in the Search box, click ⊗.
   - To stop a search before it finishes, click ⊗.
   - To clear the last search results and return to the previous view, click ⊗.

   The search results are displayed.

2. To add a file or folder to a set, click the box.

3. Click **Submit**, then choose how your restored files will be delivered to you. For more information, see *Choosing the Delivery Method* on page 54.

Understanding the Search Results Page

Search lets you find files and folders by looking for characters you type in the folder or file name, including the file type, no matter what drive they were backed up from, or what backup set they belong to.

To see Search Results, type at least two characters (letters, numbers or symbols) in the **Search** box, then click 🔍.

☞ **Tip:** You can use a wildcard in your search, as long as it's the last character.
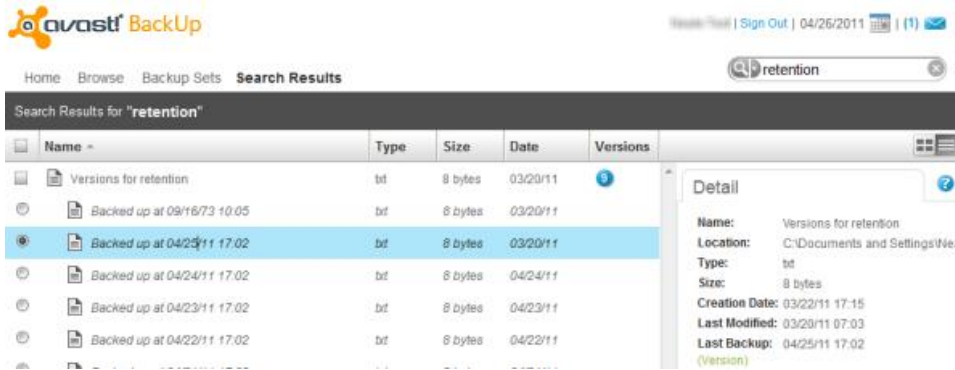
Figure 24: Search Results Page

Strategies for Using avast! Web Restore

Restoring is simple when you need to restore only one or a few files, or perhaps restore a single file you deleted from your computer. However, if you need all your files, you may need to understand some concepts to choose a good strategy for your situation. The best strategy depends on how you answer these questions.

Question	Strategies
How big is this restore set?	If you don't have a fast, reliable internet connection, it may be difficult to download large sets of restored files. Consider creating several smaller sets of files instead of one very large set of files. To stay organised, you could create sets that contain similar files, perhaps according to backup set. Or you could create sets based on how important files are to you, or how urgently you need them.
How fast do I need my files?	Downloading a lot of files can take time. Exactly how much time depends on the total size of the restore set you are downloading as well as the speed of your internet connection. If you need only some of your files urgently, consider choosing them in a separate set. Because that set is likely to be smaller, you should be able to download it faster. You can choose the less urgent files for a later, separate download.
Can I still use my old computer?	avast! Web Restore is designed to restore your backed up files, but it is not intended to be a file transfer utility. If you can still use your old computer, you should move your files yourself. For more information, see *What is Restore All?* on page 46 If you can no longer use your old computer, you should restore all your files to your new computer before you install avast! BackUp, replacing your old computer. This lets you take as much time as you need, avoiding the pressure of verifying all your files are restored within 30 days of installing avast! BackUp.
Does the computer I am restoring to have the same platform or a different platform (Windows versus Mac)?	While it is possible to download restores to a different platform, you must be prepared to cope with the technical challenges of doing so.
Have I already installed avast! BackUp on my replacement computer?	If you have installed avast! BackUp on your replacement computer and chosen to replace your old computer, you have 30 days to restore your files. This is because avast! BackUp does not know why files that you backed up before are no longer present on the computer being backed up. All files that are not present to be backed up are marked for permanent deletion from the avast! servers after 30 days.
Do I require file metadata, such as Date Created or Date Modified?	When you restore using avast! Web Restore, metadata is not preserved. If metadata is important, restore those files with the Restore tab in avast! BackUp instead of with avast! Web Restore.

Choose the Delivery Method for Your Restored Files

When you click Restore All or when you click Submit at the bottom of the Restore Summary pane, you must choose the delivery method for your restored files. Choose a delivery method that meets your needs based on your answers to these questions:

• How big is this restore set?
• How fast do I need these files?
• Does the computer I am restoring to have the same platform or a different platform (Windows versus Mac)?
• Am I able to perform the steps required by a particular delivery method to get my files onto my computer?

You can learn about recommendations and strategies you might want to use, based on your situation. For more information, see *Strategies for Using avast! Web Restore* on page 53.

These are the delivery methods you can choose:

Delivery Method	Description
Direct Download	Direct Download lets you run the avast! Restore Manager on your computer. avast! Restore Manager lets you download large files or sets of files much faster, in one or multiple download sessions. If you lose your connection or turn off your computer, the avast! Restore Manager will resume where it left off. avast! Web Restore can automatically put your restored files back into their original location or into a location you choose. This makes Direct Download the ideal method for restoring all of your files from a lost, damaged or stolen computer to a new computer of the same platform.
Archive Package	An archive package compresses the files you selected into a single file, so that it downloads faster. When the archive package containing your set of files is ready, you will be notified that you can download it. If the archive package is small, this is quick. If the archive package is very large, it may take some time before you get your notification. Downloading a large archive package may also take some time. After you have downloaded the archive package, you will need to extract your files from it, then manually put all the files where you want them. If you see in the Restore Summary that the size of your restore set is more than 200 GB, you should instead choose Media Restore, or consider creating a few smaller sets instead of a single large set. This lets you download your most critical set of files first, so you can start using them while you download less critical files. If you do choose Archive Package for a very large set of files, for example 1 TB, you may be notified that it is available in separate downloads, rather than a single very large download. This is done on your behalf, because your wait and download times are shorter for smaller downloads.

Choosing the Delivery Method

When you click Restore All or when you click Submit at the bottom of the Restore Summary pane, you must choose the delivery method for your restored files.

You can learn about recommendations and strategies you might want to use, based on your situation. For more information, see *Strategies for Using avast! Web Restore* on page 53 or *Choose the Delivery Method for Your Restored Files* on page 54.

To choose the delivery method:

1. (Optional) If you want to provide a name for your set of restored files, you can type up to 64 characters. If you don't provide a name, you can use the ID number to identify a set of restored files. You can see this number in Recent Messages, in Restore Status and in email messages you get from avast! Web Restore.
2. Choose one of these delivery methods for your set of files:

- Direct Download using avast! Restore Manager to stream files to your computer, automatically restoring into the same folder they were backed up from or to a folder you choose. For more information, see *Understanding the avast! Restore Manager* on page 56.
- Archive Package, requiring manual download and un-compressing. You are notified when the archive package is ready for you to download. You can see the status of your archive package in the Restore Status pane. For more information, see *Where can I see information about my restores?* on page 55 and *Downloading Files Manually* on page 57.

Get Your Restored Files
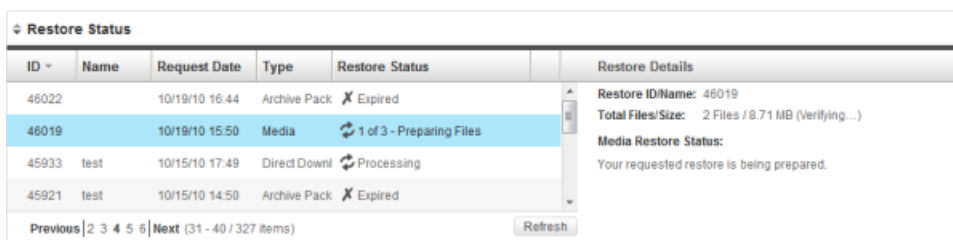
With avast! Web Restore, you can choose to download a single file immediately, download a set of files, or have a set shipped to you. For more information, see *Choosing the Delivery Method* on page 54.

- If you clicked 🔵 to download a single file immediately, the file is downloaded to your computer. Depending on your Web browser, the file is saved or opened on your computer the same as any other file you download from the internet. For more information, see *Restoring a Single File* on page 46.
- If you added files to a set and chose Archive Package, see *Downloading Files Manually* on page 57.
- If you added files to a set and chose Direct Download using the avast! Restore Manager, see *Downloading with the avast! Restore Manager* on page 56.
- If you added files to a set and chose Media Restore, the package contains information to help you restore your files.

Where can I see information about my restores?

On the Home page, the Restore Status pane shows information about all the restore sets you have requested. You can see the status and details of each restore, and you can download or cancel a restore.

To see the Restore Status pane, you must be on the Home page. Scroll to the bottom of the window and click ⬍.

Figure 25: Restore Status

You can scroll through up to ten restores on a single page. If you have more than ten restores, you can also use the pagination controls to page and scroll through your entire list.

👉 **Note:** The Restore Status pane refreshes automatically after five minutes. To refresh the Restore Status pane sooner, click **Refresh**. You may need to refresh the Restore Status pane if you just requested a small set of files to download and are waiting for it to be ready.

In the Restore Status pane, you can see this information:

Column	Description
ID	The identification number for a restore set. To sort according to ID, click the column header.

Column	Description
Name	The name of a restore set. To sort according to name, click the column header. To provide a name for a restore set, click in the Name column for that restore, then type up to 64 characters.
Request Date	The date and time that you submitted your request for a set of files to be restored. To sort according to request date, click the column header.
Type	Identifies the method you specified when you requested the set of files, either Direct Download, Archive Package or Media. To sort according to type, click the column header.
Restore Status	If the restore type is Direct Download, the statuses are: • Waiting: You need to get the avast! Restore Manager to start downloading your files, or You need to start the Direct Download of your files. • In Progress: Your files are being restored by the avast! Restore Manager. • Completed: Your files have been restored by the avast! Restore Manager. • Cancelled: Your restore request has been cancelled. To cancel a request for an direct download restore, click ⊗ before it is in the In Progress status. You cannot cancel a request once it is In Progress. If the restore type is Archive Package, the statuses are: • Processing: Your files are being prepared for restore. • % Complete: Your files are being retrieved. • Ready for Download: Click the Download Links to download your files. • Downloaded: You have downloaded the set of files. • Expired: Your request and all downloadable files have expired. • Cancelled: Your restore request has been cancelled. To cancel a request for an archive package restore, click ⊗ before it is in Ready for Download status. You cannot cancel a request once it is ready for download.
Restore Details	Confirms the restore ID and the name of the restore set you have selected and shows this information about the restore: • The total number of files and the total size of the restore set. • Detailed information about the status. • If the type is Archive Package, the link for downloading it shows under Download Links. To download a set of files, click the link or links under Download Links. For more information, see *Downloading Files Manually* on page 57. 👉 **Note:** If you had requested a single archive package restore that was very large, you may see that it was segmented into separate, smaller downloads. This is done for your benefit, because your wait and download times are shorter for smaller downloads.

Understanding the avast! Restore Manager

The avast! Restore Manager is designed to simplify the process of downloading and restoring your backups. Choosing Direct Download and using the avast! Restore Manager allows you to choose as many files or folders as you like, and pause, cancel and resume downloads. The avast! Restore Manager is not actually installed on your computer. It is a program that runs once to download, decrypt, uncompress and restore files to their original location or a location you choose.

Downloading with the avast! Restore Manager

To download a restore you requested with the avast! Restore Manager:

1. On the avast! Web Restore Home page, find the restore you want to download in the Restore Status pane, then click **Waiting**.

2. In the Direct Download window, click **Download** to download the avast! Restore Manager for this restore. The avast! Restore Manager downloads to your browser's default location.

3. Locate and run the avast! Restore Manager.
   The avast! Restore Manager login window appears.

4. Enter your Email and Password, then click **Next**.
   All your Direct Download restores are listed in the next window.

5. Select your current restore, then click **Next**.

6. Choose a destination for your restored files, then click **Next**.

7. Confirm the details of your restore, then click **Start**.

   If you pause the restore or lose your connection, avast! Restore Manager picks up where it left off when you resume the restore.

Your files are restored to the location you chose.

If you are restoring to a computer which does not have avast! BackUp installed, you can click **Install Mozy Backup**. You can choose to add this computer to your account or to replace a computer. For more information, see the appropriate topics at
https://support.avast.com/index.php?_m=knowledgebase&_a=view&parentcategoryid=656.

Downloading Files Manually

If you choose not to use Direct Download and the avast! Restore Manager, you should use a download manager. Web browsers such as Firefox or Safari provide their own download managers. This is because restores can be large, and therefore can take some time to completely and successfully download. If the download process has any problems or disruptions, a download manager can restart the process where it left off, rather than starting the entire download again from the beginning. You can search for and obtain download managers on the Internet.

To download the restore you requested:

1. In the Restore Status pane, look for the restore you want to download.
   For more information, see *Where can I see information about my restores?* on page 55

2. Select the restore, then under Restore Details, click the link to download the restore.

3. Save the compressed restore file to your Desktop.

   This file may resemble a folder. It contains all your restored files in a compressed (or zipped) fashion, to make the file as small as possible so you can download it faster.

   ☞ **Note:** If you find the file isn't being saved, or if your web browser simply tries to open the file instead of offering to save it, you may need to change your browser settings and try again. For help in doing this, consult your Web browser's help topics.

4. Choose your next action:

   • Otherwise, go to the next step.

5. Extract your compressed files. If you need instructions, see the appropriate topic.

The following topics are available:

Extracting Downloaded Files on a Windows Computer

If your Windows computer does not have the extraction program supplied by Microsoft, you can search for and obtain one on the Internet, such as 7-Zip. You can download the 7-Zip application at: *http://sourceforge.net/project/downloading.php?groupname=sevenzip&filename=7z457.msi&use_mirror=superb-east*.

To extract a set of files on a Windows computer:

1. Right-click the folder, and then click **Extract All**.
2. Choose one of these options:

   • If you are using the same computer the files were backed up from, or one with the same operating system, you can restore all the files and folders into the original folder structure they were backed up in. Browse to the drive letter they were backed up from originally, most likely the C:¥ drive.
   • If you are using a different computer or one with a different operating system, you can restore all the files and folders into the original folder structure they were backed up in, and from there move them into their final locations. Browse to a drive letter to restore to, most likely the C:¥ drive.

3. Click **Extract**.

On the C:¥ drive, all the files are restored into the original folder structure they were backed up from. This will take some time because the files are uncompressed as they are copied. In the process, any folders that did not exist are created.

☞ **Note:** If any file with the same name already exists in any folder, you must select whether you want to replace it. If you have Windows Vista or Windows 7, you can also select to copy the file and rename it, thereby by keeping the existing file and adding the renamed restored file to the same folder.

☞ **Note:** If you need move your files and you need more information, see *What is a Platform or Operating System?*

Where do I put my restored files for common applications?

When you restore files, they are typically restored to the same folder structure they were in when they were backed up. This is usually sufficient for most programs to be able to find your files.

Most of the time, where you restore the files is not important. You can restore the files anywhere the program has access. However, you may need to ensure certain files are in particular folders for some programs to be able to find them in these situations:

• You have changed platforms.
• You have upgraded your operating system.
• You are restoring from a crash with re-installed programs.

For more information, see *What is a Platform or Operating System?*

In general, you can use the **File** > **Open** menu in any program to make a note of the full path for the folder opened by default. Then you can move the necessary files into that folder.

In some cases, having the file in particular folder is not sufficient. You may also need to point certain programs, such as email or financial programs like Outlook, Entourage or Quicken, to where its data file was restored. After your files are in the correct folder, use the **File** > **Open** menu in that program to actually open the necessary file.

There is a great diversity in the kinds of programs avast! BackUp customers use and their different versions, as well individual differences in how they may be set up. Therefore, it is not practical to attempt provide

detailed instructions for pointing a wide array of programs to their files. The documentation for any program should provide information about which folders its files should be in, as well as instructions for pointing to those files if necessary.

Because many customers have this issue with MS Outlook on Windows, this general information may help you find the topics you need in the documentation provided by Microsoft for your version of MS Outlook. It may also help you understand how to research the documentation for other programs.

On Windows, MS Outlook stores email, contacts and other items in single, large data files. Most often, these are *Personal Folders* files, or *.PST* files. If you search the product help or documentation for .PST or data file, you should see many topics that can help you re-associate MS Outlook to your restored email. For example, if you use MS Outlook 2007, its help article titled *Move an Outlook data file from one computer to another* may be useful.

Troubleshooting

If you have a specific question about avast! Web Restore that you do not see answered elsewhere, you may find the answer here.

Why do I see extra files that I didn't back up?

You may see files in avast! Web Restore that you don't have on your computer, and that you did not back up.

These are artefacts of the backup process that are shown only for a certain kind of Mac or Linux file. If you restore files, you do not need include them; however, no harm will result if you select them.

Chapter 7

Replacing a Computer

In the event of disaster or data loss, you can use avast! BackUp to easily restore your backup to another computer. You can also migrate your backup from one computer to another, as well as transfer files from an old computer to a new computer. To switch to a new computer using your avast! BackUp account, you must replace your existing computer.

☞ **Note:** Once you change computers on your existing account, you will no longer be able to perform backups on the replaced computer, but you will still be able to restore files from that computer for a period of 30 days.

☞ **Important:** You cannot perform this procedure if your new computer has a different platform (Windows versus Mac) from the computer you are replacing. For more information, see *Restoring to a Different Platform or Operating System*.

To replace a computer:

1. Download and start installing the latest version of avast! BackUp on the replacement computer.

   For instructions on downloading and installing the latest client, see *Installing avast! BackUp* on page 7.

2. When prompted during the install, log in to avast! BackUp using your email and password.
   avast! BackUp automatically recognises that you are using a different computer and starts the Replace Machine wizard.
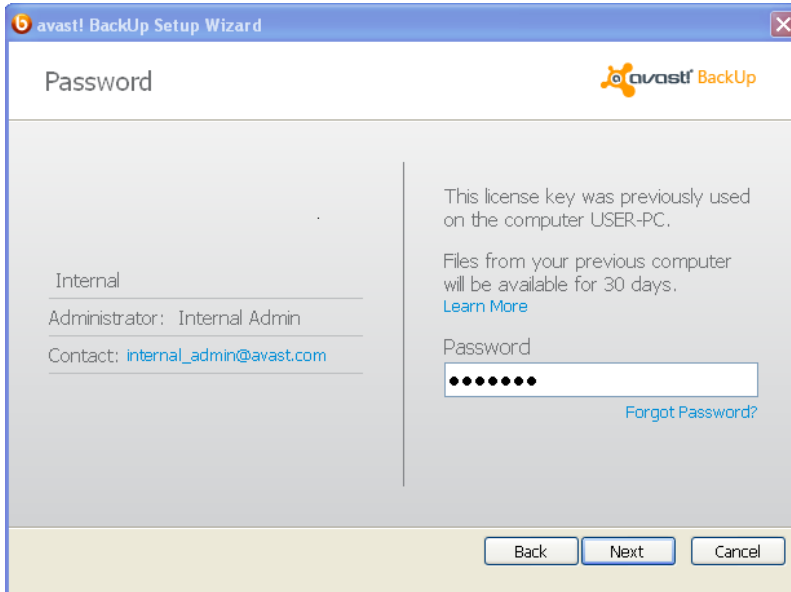
Figure 26: Replace Machine Wizard

3. Enter your password, then click **Next**.
   A dialogue appears asking you to confirm the replacement.
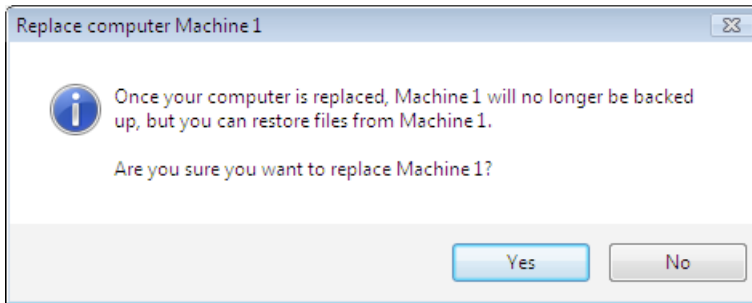
Figure 27: Confirm Replacement Dialogue

4. Click **Yes** to proceed with the replacement.
   The Setup Wizard continues to set up your computer. See *Scanning for Files* on page 9

Topics:

- How do I migrate from one platform to another?

How do I migrate from one platform to another?

avast! BackUp cannot directly restore files backed up from one platform (Windows versus Mac) to a different platform. This means that when you install avast! BackUp on a new computer, if the new computer and the old computer have different platforms, you cannot choose the option to replace a computer.

However, you can restore files from one platform to another. To do this, the best option is to request a DVD restore, as this allows for the greatest compatibility.For more information, see *Restoring Files from the Web* on page 43.

While it is possible for you to download using Web restore between platforms, we advise that only advanced computer users attempt this. This is because the task involves a many manual steps, a good undertanding of difference in folder structures between platforms and a working knowledge of file compression on both platforms.

Files are restored in the format and folder structure appropriate for the platform of the computer they were backed up from.

Files backed up from the Windows platform are zipped together as a `.zip` file. If your filenames contain unicode text or more than 256 characters, your are instead zipped into an `.exe` file. While a .zip file can be opened on a Mac, an .exe file must first be downloaded to a Windows computer for extraction. After that, you can manually copy the files to a Mac.

Files backed up from the Mac platform are compiled into a `.dmg` file. If you are restoring to a Windows computer, you have a choice for extracting the files from the .dmg files. You can open the .dmg files on a Mac and copy them to a Windows computer, or download a utility that allows you to extract .dmg files for Windows. For example, the latest beta version of 7-Zip allows you to extract a .dmg file for Windows.

When restoring files from one platform to another platform, some files may not be compatible between platforms and applications. You are responsible for this risk, and avast! cannot be held responsible for any issues that arise.

Chapter 8

Managing Your Account Online

This chapter contains the following sections:

Topics:

Logging in to Your Account Online

When you log in to your account online, you may be required to verify your email address or to pass the CAPTCHA test. For more information, see *What is CAPTCHA?* These measures increase security and validate your email address when you activate your account or change your email address.

1. In your browser's address bar, type *https://admin.backup.avast.com/login/user*; then press **Enter**.
2. Specify your email address and password in the appropriate fields, then click **Log In**.
3. (Conditional) If your attempts to log in fail, you may see the CAPTCHA test.
   a) Read the CAPTCHA characters.
   b) Type the CAPTCHA characters, then click **Log In**.
4. (Conditional) You may see a screen requesting you to verify your email address.

   - If the email address you see on this screen is correct, find the validation message in your email account and click the link to verify your email address.
   - If the email address you see on this screen is not correct, enter a valid address in the **Change email** field, then click **Send**.

     Find the validation message in your email account and click the link to verify your email address.

   - If the email address you see on this screen is correct, but you cannot find the validation message in your email account, click **Resend**.

   Once you have verified your email address, click **Go to Account**.

Logging Out

To log out of your online account pages:

Click **Log Out** in the Account Pages menu on the left side of the page.

Alternately, click **Log Out** in the upper right corner of the page while you are logged in to the system.

Changing a Password

You can change your password yourself, or reset a forgotten password. You will also need to enter your new password in the avast! BackUp software, ensuring the passwords match so that you can continue backing up your files.

To change your password:

1. In your browser's address bar, type *https://admin.backup.avast.com/login/user*; then press **Enter**.
2. Click **Forgot your password**.
3. Enter your email address, then click **Reset Password** .
4. Click **Continue**.

   An email is sent to the listed email address with a link to reset your password.

5. Click the link in the email.
6. Enter your new password.

   Your password must contain at least 8 characters.

7. Click **Continue**.

   Your password has been changed in your online account; however, you must enter your new password in avast! BackUp as well.

8. Right-click the avast! BackUp icon 🔵 in the system tray, select **Settings**, then click **More Settings**.
9. When prompted for your password, type your new password in the appropriate field, then click **Login**.

Your forgotten password is changed, ensuring you can continue backing up your files.

Chapter 9

Internationalization

The avast! BackUp Windows client determines what language to display in from the language the Windows operating system displays in. In other words, if your Windows operating system is in Italian, when you install avast! BackUp, it will be set to display in Italian.

If you need to change the language for the avast! BackUp Windows client after installation, you will need to install the Windows Multilingual User Interface (MUI) appropriate for your operating system. For more information, see *Install the Windows MUI* on page 67.

Topics:

Install the Windows MUI

If you want to change the language for the avast! BackUp Windows client after installation, you must install the MS Windows Multilingual User Interface (MUI) appropriate for your operating system.

You can obtain the MUI from Microsoft Corporation at *http://msdn.microsoft.com/en-us/goglobal/bb978454.aspx*, where you can also find instructions for installing it and changing settings. For more information, see *MS Windows Language Support* on page 67.

MS Windows Language Support

To change the display language for the avast! BackUp Windows client after you have installed it, you must install the MS Windows Multilanguage User Interface (MUI) appropriate for your operating system.

Windows has four settings that relate to localisation. You can find instructions for changing these settings online from Microsoft Corporation.

Setting	What It Does	How the avast! BackUp Windows Client Uses It
System Locale	The ANSI code page for non-Unicode applications. After changing this setting, the computer must be rebooted for it to take effect.	Setting is not used because the client is 100% Unicode.
User Locale	Sorting rules, date, time, number and currency formats. A change to this setting takes effect immediately.	For all sorting, and formatting of numbers and time. Notably, this also changes the language of days of the week for scheduling options, since that has to do with dates,

Setting	What It Does	How the avast! BackUp Windows Client Uses It
	Note that some pieces of this information may be cached, such as when using it to select es instead of es-ES for the UI language, therefore, the application may need to be restarted.	independent of the UI language. Also, most of these settings can be completely customised.
User UI Language	Controls the language that the user interface is displayed in. After changing this setting, you must log out and log back in for it to take effect.	To choose a language for the installer and the application. Note that on Windows Vista, some languages are not fully localised. Therefore, an additional option is presented to choose the fallback language. For example, for Arabic, you can choose either French or Spanish to fill in the gaps for the pieces that are not localised to Arabic. Since the Mozy client only has complete localisations, we don't care about this, but it can generate multiple entries in our own fallback list, so that if the user chooses French as the Arabic fallback, the client displays in French instead of English, because we don't have Arabic.
User Geographic Location	Physical location for local services (news weather). This is separate from user locale, because user locale may be set to French if you are from France and prefer French number formatting, but have moved to the US to live and/or work. A change to this setting takes effect immediately.	Uses your geographic location when activating a machine to automatically determine which data centre to house your data. This setting does not exist on Windows 2000. The avast! BackUp client uses the user locale instead as the best approximation.

Localised Languages

The avast! BackUp Windows client is currently localised into these languages.

Language	ISO Language Code
German	de
English	en-GB
English (United Kingdom)	en-GB
Spanish (Spain)	es-ES
French	fr
Italian	it
Japanese	ja-JP
Dutch	nl
Portuguese (Brazil)	pt-BR

How Your avast! BackUp Online Account Pages Select Language During Log-in

This is the process your avast! BackUp online account pages use to determine what language to use:

1. Determines if the language is included as part of the URL. (While this is not typical, it is an option.)
2. Determines if you have a login cookie.
3. Determines if a language is set in your browser.
4. Determines the default language setting.

If the login page cannot determine the language, the login page is displayed in English and you can choose a language.

How the avast! BackUp Admin Console Selects Language During Log-in

This is the process the avast! BackUp Admin Console uses to determine what language to use:

1. Determines if the language is included as part of the URL. (While this is not typical, it is an option.)
2. Determines if you have a login cookie.
3. Determines if a language is set in your browser.
4. Determines the default language setting.

If the login page cannot determine the language, the login page is displayed in English and you can choose a language.

Chapter 10

Uninstalling avast! BackUp

If you intend to reinstall avast! BackUp later, you should save your settings file, which contains your backup sets and other settings for avast! BackUp. If all your files are present on the computer when you reinstall and if you have saved your settings file, all or some of your files may not need to be re-uploaded again, but may instead be re-associated to the files backed up on the avast! servers. While this process takes time, it is faster than a full backup.

To uninstall avast! BackUp:

1. Click **Start** > **All Programs** > **avast! BackUp** > **Uninstall avast! BackUp**.
2. Click **Yes** to confirm uninstalling avast! BackUp.
3. When prompted to restart, click **Yes**.

Uninstalling avast! BackUp does not remove your files from the avast! servers. If you replace your machine, you can associate your backed up files to the same computer or to a different computer, restore your files if necessary, and resume backing up. For more information, see *Replacing a Computer* on page 61.

Uninstalling does not cancel your account. avast! BackUp customers must contact Customer Support to cancel an account.

Chapter 11

Installation Command Line Switches

avast! BackUp uses InnoSetup (*http://www.jrsoftware.org/isinfo.php*) to script and package the avast! BackUp client installer. InnoSetup can be called from most other installer packages and supports a number of parameters.

The following table explains the switches that can be used when starting an installation from the command line:

Switch	Definition
/SP	Disables the "This will install... Do you wish to continue?" prompt at the beginning of the installation.
/SILENT	Causes the installer to present only a progress bar without details and without need for user intervention.
/VERYSILENT	Forces the installer to present no dialogue at all. The install takes place entirely in the background. No user intervention is required.
/NORESTART	If a reboot is required, the user is not prompted. By default, if a reboot is required, the user is prompted to reboot. If a restart is necessary, the /NORESTART command isn't used, and Setup is silent, the installer displays a Reboot now? message box. If set to /VERYSILENT, the installer reboots without asking.
/NOTRAY	Disables the tray icon.
/NOSTATUS	Prevents the Status window from appearing.
/Lang	Sets the installation language and the client language. You must use the four-digit ISO code for the language and region, such as es-ES.
/LOG=" [path] filename"	Creates a log file of the specified filename in the specified directory. If no path is specified, the log file is created in the current working directory. The default working directories are …¥Program Files¥{{{short_product_name}}} Enterprise¥Data for Windows, and …/Library/Logs for Mac. The log file details installation and run actions, and is created with a unique name based on the current date. (It does not overwrite or append any existing files).
/NOCANCEL	Prevents the user from cancelling during the installation process.
/RESTARTEXITCODE=exit code	Specifies the custom exit code that setup returns when a restart is needed.
/LOADINF="filename"	Instructs Setup to load the settings from the specified file after having checked the command line. This file can be prepared using the /SAVEINF= command, as explained below. Make sure you enclose the filename in quotes if the filename contains spaces.
/SAVEINF="filename"	Instructs Setup to save installation settings to the specified file. Make sure you enclose the filename in quotes if the filename contains spaces.
/DIR="x:¥dirname"	Overrides the default directory name displayed on the Select Destination Location wizard page. A fully qualified pathname must be specified.
/GROUP="folder name"	Overrides the default folder name displayed on the Select Start Menu Folder wizard page.
/userproxy:PROXY	Defaults avast! BackUp to use a specified proxy. Usage example: `/useproxy:proxyserver:80`
/usemachinedefaultproxy	Defaults avast! BackUp to use the machine's default proxy.
/autodetectproxy	Defaults avast! BackUp to automatically detect a proxy auto- Script using DHCP or DNS.
/pacurl:URL	Defaults avast! BackUp to use the proxy auto-configuration Script at the specified URL. If multiple proxy options are used, the last one specified takes precedence.

Switch	Definition
/usemachineproxyauth (NT Domains only)	Defaults avast! BackUp to authenticate to the proxy using the machine's credentials.
/proxyuser:USERNAME	Specifies the user name used to connect to the proxy server.
/proxypass:PASSWORD	Specifies the password used to connect to the proxy server.
/proxydomain:DOMAIN (NT Domains only)	Defaults avast! BackUp to authenticate to the proxy using these credentials. If multiple proxy authentication options are specified, the last one will take precedence.
/ou:ORGANIZATIONALUNIT (NT Domains only)	For organisations using automatic activation, defaults the Organisational Unit instead of looking it up from the NT Domain. The OU is used during activation to automatically select a user group for the new user in the Admin Console.
/preferredactivationtype:TYPE (NT Domains only)	Specifies simple, productkey, auto or assisted to change the default activation type of the avast! BackUp client.

Chapter 12

Frequently Asked Questions

This section provides answers to these frequently asked questions:

Topics:

- How long does it take to back up?
- Why does the first backup take so long?
- Can I Test My Bandwidth?
- How does avast! BackUp Determine Which Files to Back Up?

How long does it take to back up?

For a typical system on a typical broadband line, and if you continue working on your computer during the backup, avast! backs up data at the rate of about 2-4 GB per day. If left undisturbed on a fast connection, however, you can back up over 9 GB in a single day. You may experience faster or slower speeds depending on your connection.

During installation, avast! tests your bandwidth to ensure your Internet connection is fast enough. If you want to get an estimate of the transfer rate before you begin your initial backup, you may want to use a bandwidth meter to measure your broadband connection speed. We recommend using the meter from *Speakeasy* or *Speedtest.net*.

After your initial backup, subsequent backups are relatively quick. Chances are that you won't even notice them. This is possible because avast! performs what are called differential backups, which means that it only backs up the portions of your files that have changed since the last time they were backed up. This saves lots of time, bandwidth and storage space.

Why does the first backup take so long?

Two things affect your initial back up time:

Amount of Data to Back Up

avast! BackUp automatically determines the files to back up using backup sets. Your first backup has to copy all of the selected files to the server. How long this first backup takes depends on the amount of data selected to be backed up. All backup services like avast! BackUp have similar issues.

One way to shorten the first backup is to deselect some non-critical files for the initial backup using avast! BackUp Settings, and then add them to your backup later on. To remove files from the backup, see *Selecting Backup Sets* on page 13.

See *How does avast! BackUp Determine Which Files to Back Up?* on page 76 to understand what files are being backed up.

Subsequent backups take minutes because only the files that have changed are uploaded to the servers.

Upload Speed

While today's Internet connections are much faster, more applications such as email are also using your Internet connection. Since many of these tasks need access to the Internet, avast! BackUp gives these programs priority, using the remaining bandwidth to send your data to the backup servers. This lets you continue working on your computer doing other tasks such as using email or surfing the Web.

As the amount of bandwidth available to avast! BackUp is limited, the first backup takes longer because there is so much data to send to the servers. All backup services like avast! BackUp have similar issues.

To check your upload speed, run a *Can I Test My Bandwidth?* on page 76.

Can I Test My Bandwidth?

You can test the speed of your Internet Connection using any of the sites below.

• *Speakeasy*
• *Speedtest.net*

Compare the results of your speed test to the Internet service you purchased. You can try to increase your bandwidth by setting up bandwidth restrictionor closing applications that are accessing the Internet.

If you repeat the test, you will probably get a different reading because the amount of traffic on the Internet is always changing and applications on your computer that are accessing the Internet are also changing. However, your numbers should not change by more than 50%.

How does avast! BackUp Determine Which Files to Back Up?

During installation, avast! BackUp scans your harddrive and categorises all of your data files into backup sets such as word processing documents, digital photos, music files and so on.

to avoid wasting your bandwidth, avast! BackUp does not back up your operating system, applications, or temporary Internet files. These files are best restored by reinstalling the software so that they are configured correctly with your system. Other files avast! BackUp omits are disk images (.iso), virtual drives (.vmc, .vhd, .vmsn), system configuration and driver files (.sys), and application files (.exe, .dll).