



# Pacnet DataVault

## *User Guide*

### *Version 1.1*

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## 1. INTRODUCTION

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

Pacnet DataVault encrypts your data locally before it is sent to our data centers over a Secure Socket Layer (SSL) connection. Your backups are stored using either 448-bit Blowfish or 256-bit Advanced Encryption Standard (AES) to ensure data protection.

## 2. Installing DataVault

There are multiple steps to the installation process:

1. Download the DataVault client from the DataVault Web Portal.  
<https://login.datavault.pacnet.com/login/user>
2. Install the software on your computer.
3. Activate client.
4. Create initial backup sets.
5. Advanced configuration: This step is optional and can be performed after installation. See [Using the Settings Windows](#) in Chapter 3 for more information.
6. Configuring DataVault:

Steps:

- [Downloading DataVault Installer](#)
- [Installing the DataVault Client](#)
- [Using the Setup Wizard](#)

### Downloading DataVault Installer

You will receive an activation email once your administrator creates a DataVault account for you. To download the installer, you can either click on the email link or save the executable file into your machine and then run the file.

## Installing the DataVault Client

1. Locate the DataVault files in your computer then double-click the client on Windows executable file (ends in .exe). The Setup Wizard will start.

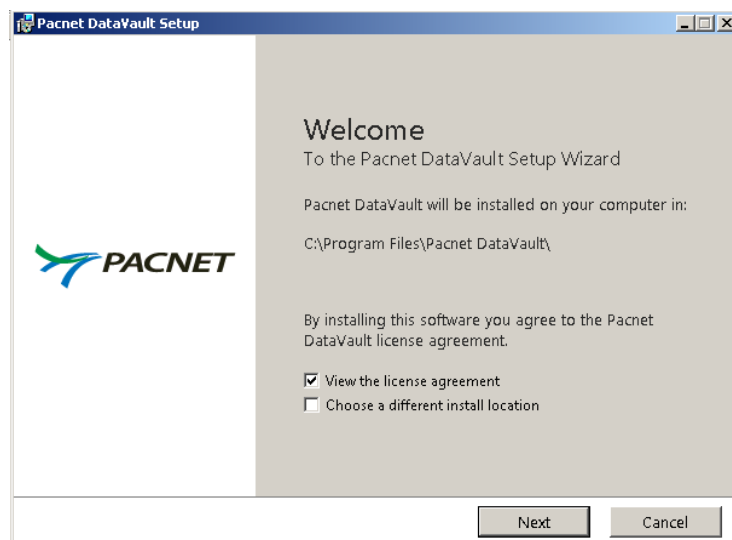


Figure 1: Welcome Screen

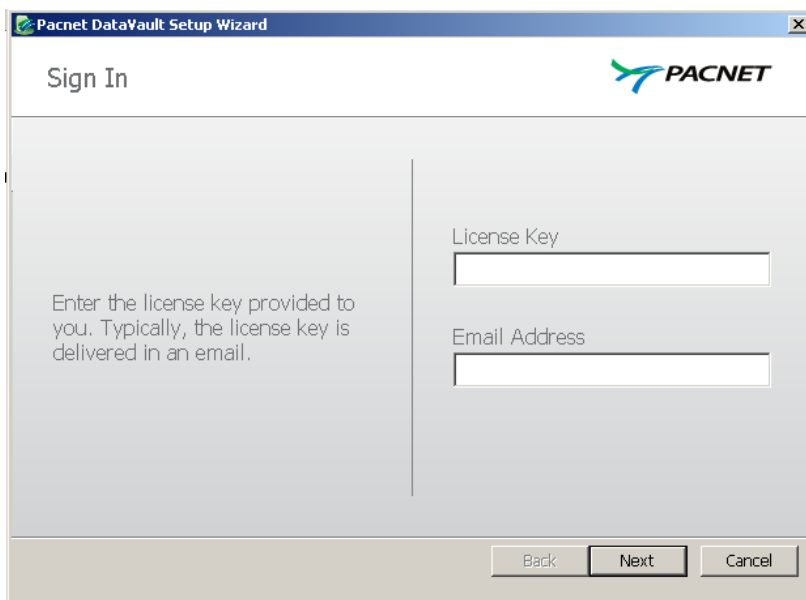
2. To choose a different installation directory, select the **Choose a different install location** checkbox (optional).
3. Click **Next** to start the installation and continue with running the Setup Wizard.

## Using the Setup Wizard

The Setup Wizard automatically starts after the DataVault files have been copied. If you do not complete the setup, the Wizard runs again when you open the DataVault Settings. After the Setup Wizard has been completed, use the Settings window to make any additional changes to your configuration.

### Signing in with a License Key

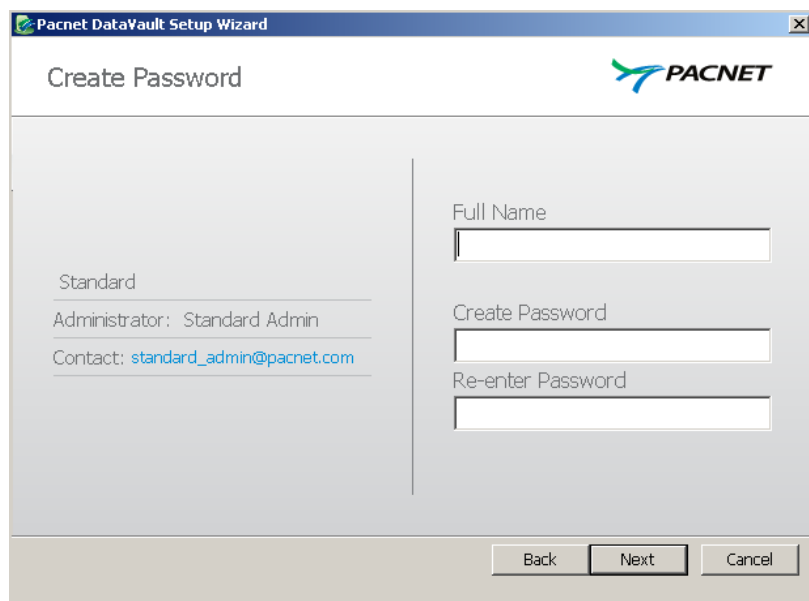
If a license key was sent to you via email you will find it at the bottom of the email.



**Figure 2: Setup Wizard**

4. In the **License Key** field, type or copy the license key that you received in the email.
5. In the **Email Address** field, type the email address that received the email.
6. Click **Next** to sign in and proceed to the next step.

## Creating Password

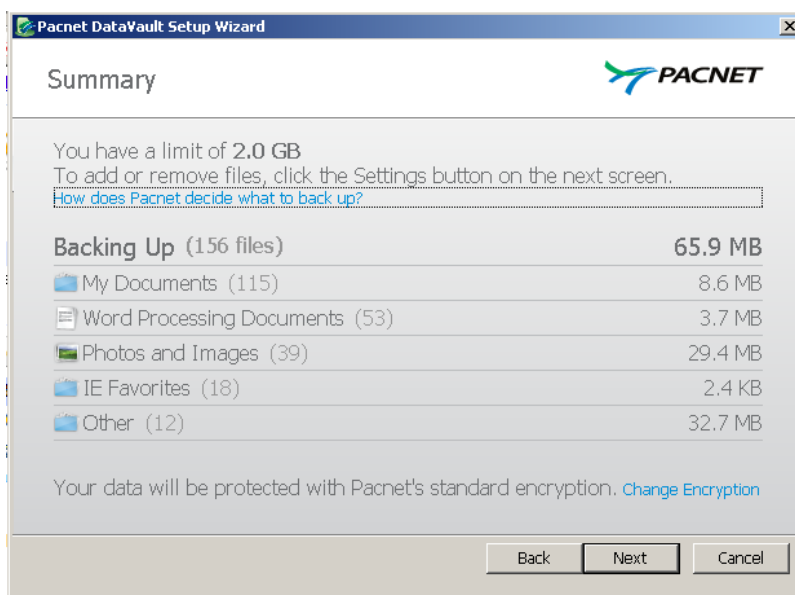


**Figure 3: Create Password Screen**

1. Enter your name in the **Full Name** field.
2. In the **Create Password/Re-enter Password** fields, type in the new password for this account. (Please note this password will be used to login to the DataVault portal for file restoration.)
3. Click **Next** to proceed to the next step.

## Scanning for Files

DataVault 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 you exceeded your quota, you can deselect some files until you reach your data quota. If you choose to continue the backup process while your data is above quota, DataVault will back-up your files until your limit is reached and any files over your limit will not be backed-up.



**Figure 4: Selecting Files Summary**

1. (Conditional) If you have space limitations, select the sets of files you want to back-up until your limit is reached. If the selected files exceeded your limit and you continue backing-up, DataVault will back up your files until your limit is reached. Any additional files will not be backed-up.
2. (Optional) To change the encryption used to secure your data, click **Change Encryption**.
3. Click **Next**.

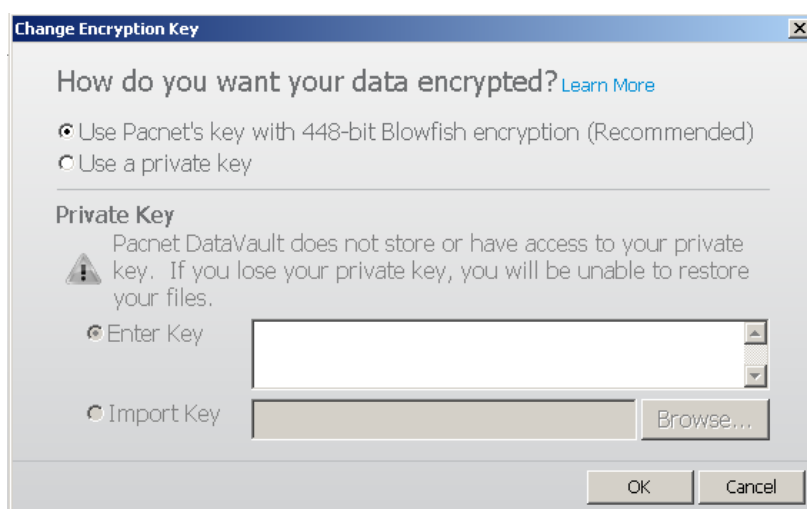
## Changing Encryption

DataVault encrypts your data before it is sent to the backup servers. While the default encryption key is recommended, you can choose a different key to suit your needs. Depending on your configuration, you can choose from the following:

- Use DataVault's key with 448-bit Blowfish encryption (Recommended)
- Use a private key

**⚠ Caution:** If you select **Use a private key**, you are responsible for remembering this key. If you forget your personal key, you will not be able to access your backed -up files when they are restored.

**⚠ Caution:** After you have set up DataVault, you cannot change the encryption specified without reinstalling DataVault and uploading your data all over again.



**Figure 5: Changing Encryption**

1. Select the encryption method you want. If you choose to use a private key, enter the key by copying or typing it into the **Enter Key** field or by importing a key file using the **Browse** button next to the **Import Key** field.

**⚠ Caution:** If you lose your key, neither you nor Pacnet will be able to decrypt your data.

2. Click **OK** when done.

## Setup Complete

Review the information in the Setup Complete dialog box to understand how long your backup will take. The initial backup takes a while because all of your selected files must be encrypted before being sent to the backup servers. The time it takes to complete the initial backup depends on your Internet connection speed and how busy your computer is. This is a common issue with all online backup services.

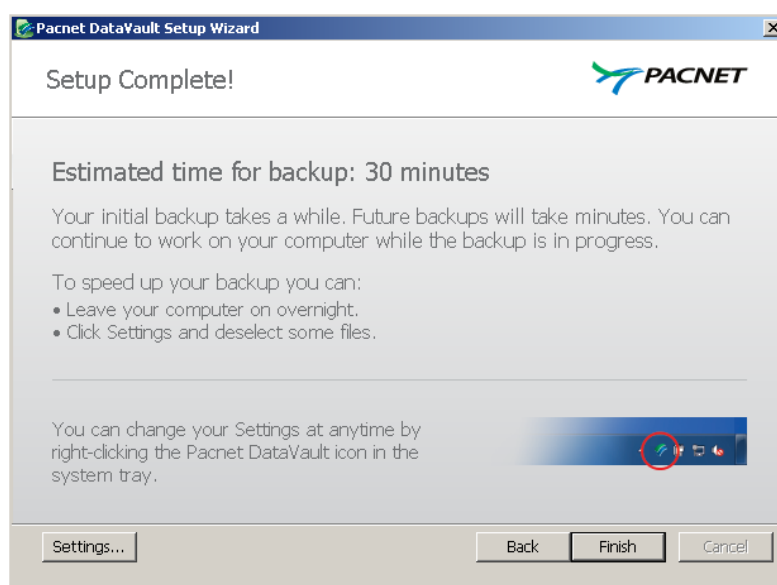


Figure 6: Setup Complete Screen

Select an option:

- **Settings:** Exits the Setup Wizard and opens the Settings window so you can edit backup sets and change other settings.
- **Back:** Returns you to the Setup Wizard to change the choices you've have made.
- **Finish:** Exits the Setup Wizard and starts your first backup.
- **Cancel:** Exits the Setup Wizard without saving the choices you've made. DataVault is still installed but not configured. When you open DataVault Settings, the Setup Wizard starts again.

### 3. Using the Settings Windows


The Settings window lets you set additional configuration options such as choosing specific files to back up, when you want to perform backup and which alerts you want displayed.

The following topics are available:

Topics:

- [Understanding Backup Sets](#)
- [Selecting Backup Sets](#)
- [Creating Custom Backup Sets](#)
- [Setting Up Rules](#)
- [Editing Backup Sets](#)
- [Using the File System Tab to Select Backup Content](#)
- [About Deleting, Moving, and Renaming Files](#)
- [Scheduling Backups](#)
- [Configuring an Automatic Backup](#)
- [Configuring a Scheduled Backup](#)
- [Temporarily Suspending Backups](#)
- [Configuring Options](#)
- [Configuring General Options](#)
- [Setting Bandwidth Restrictions](#)
- [Setting Backup Speed](#)
- [Understanding Local Backup](#)
- [Configuring Advanced Options](#)
- [Using Proxy Servers](#)
- [About the History](#)
- [Viewing Backup and Restore History](#)
- [About Restoring Files](#)
- [Changing the Location of Temporary Files](#)

You can open the Settings window using one of the following options:

- Right-click the DataVault icon  in your system tray, then click Settings.
- When the backup completes, the Status window is displayed. Click Settings to open the DataVault Settings window.

Click the tabs to view and change your backup settings. **Click OK** when you have finished making all your changes. The Settings window closes.

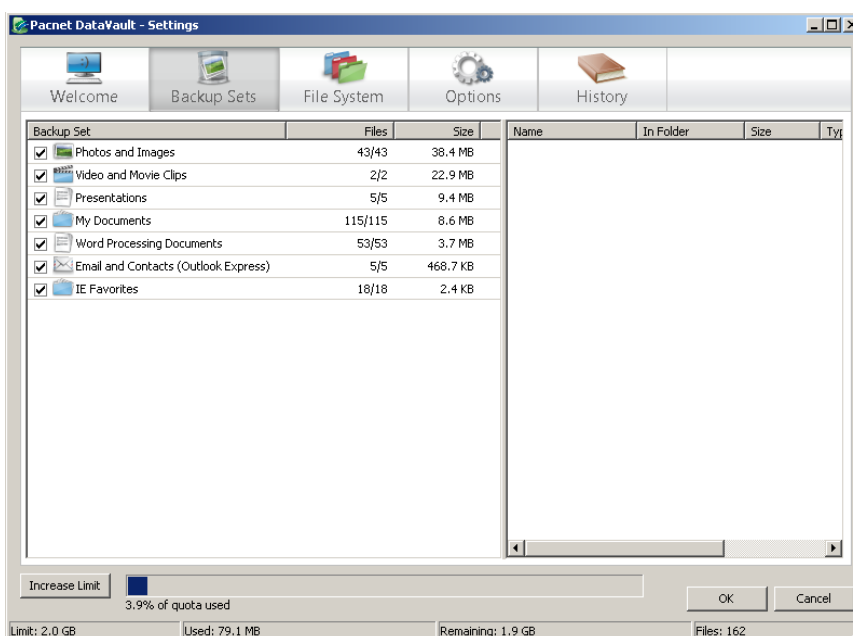


Figure 7: Settings Window

## 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 onto your computer, DataVault automatically selects that file for all subsequent backups.

This table describes the behavior of the backup set selector.


Checkbox	Description
<input type="checkbox"/>	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.
<input checked="" type="checkbox"/>	All of these files will be backed-up and new files in this set will not be backed-up.  When you select the checkbox for a backup set, all the existing files are selected for backup. De-selecting the checkbox de-selects all files in the backup set.

By default, backup sets containing no files that meet the backup set criteria are not listed as available backup sets.

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

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 color than the rest of the files.


## Selecting Backup Sets

1. Right-click the **DataVault** icon  in your system tray, then select **Settings**.
2. Click the **Backup Sets** tab.
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. If you exceeded your space allotment (as shown in the **quota used** bar), click **Increase Limit** to launch the Pacnet DataVault website for information or deselect files until you are within your quota.
6. When you have finished in this tab, continue your configuration in other tabs, or click **OK**. Your settings are saved and the Settings window closes.

## Creating Custom Backup Sets

DataVault lets you create custom backup sets for your specific requirements. 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 edit images on Photoshop, you may not want to keep all of the resulting output files because you have the original Photoshop .psd file. You can select your working photos directory and then create a rule to exclude all the .jpg, .gif and other graphic file types. This way, only your Photoshop files are backed-up.

After creating a backup directory, you can also 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 DataVault icon  in your system tray, then select **Settings**.
2. On the **Backup Sets** tab, right-click on the left pane of the window, and select **Add Backup Set**. The Backup Sets window appears.
3. On the **Backup Set Name** field, specify a name for your new backup set.
4. On the right pane, select the locations where your files are stored.
5. To create rules for your backup set, click **Add a rule**. Use the drop-down and text field to specify the rule criteria. The **Rules** wizard appears. (See [Setting Up Rules](#) for more information.)

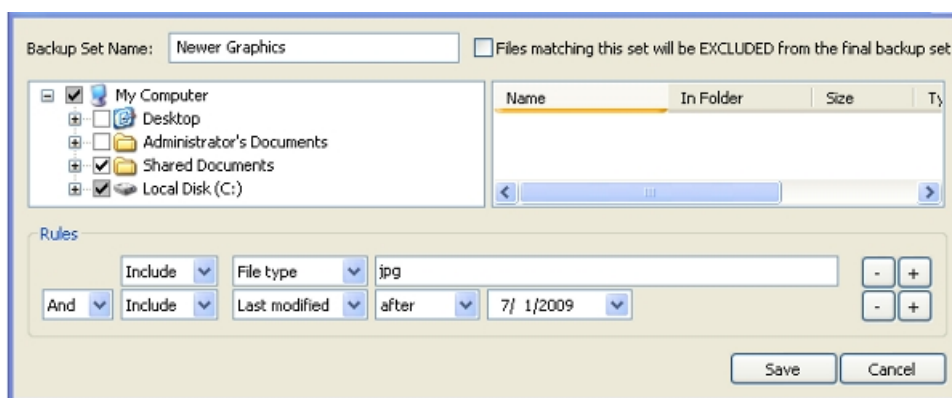


Figure 8: Backup Set Editor

6. To add another rule, click **+**.
7. When you have finished in this tab, continue your configuration in other tabs, or click **Save**. Your settings are saved and the **Settings** window closes.

## Setting-Up Rules

There are many possible rules 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

Use the second drop-down to select a file attribute for the backup set. The available options are:

#### File Type

Specify the file extension in the text box. Examples are .exe, .doc, .txt, .pdf.

Include  File type  pdf

#### Size

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

Include  Size  is greater than  64 KB

#### 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.

Include  Last modified  between  1/ 2/2007  8/ 2/2007

#### 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.

Include  Created  after  1/ 2/2007

## 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.

Include	File name	starts with	D
---------	-----------	-------------	---

## 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 if you want just **Files** or **Files and folders**.

Include	Folder name	ends with	ment	Files and folders
---------	-------------	-----------	------	-------------------


## Editing Backup Sets

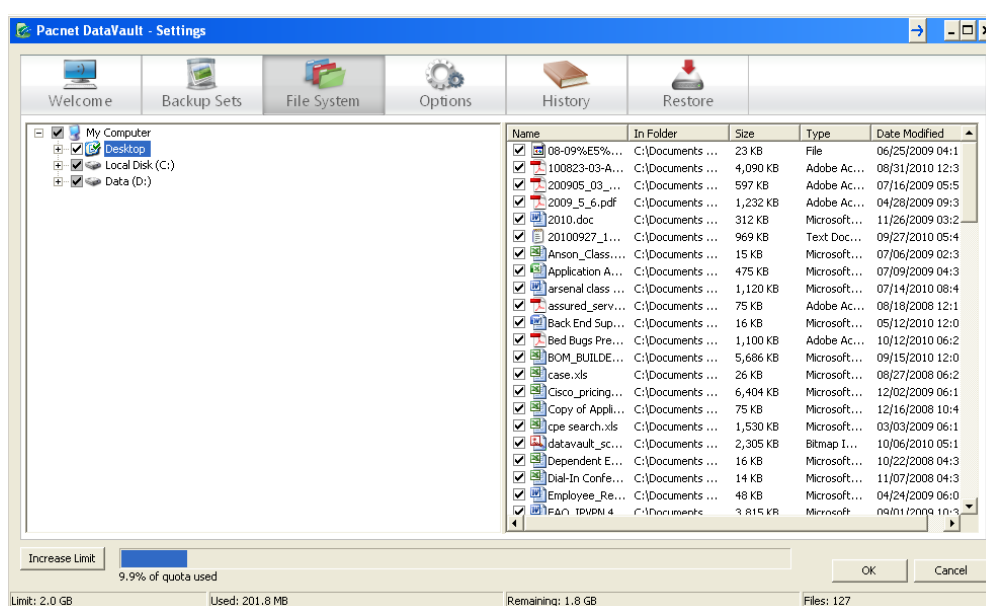
Editing a backup set takes just moments and is easy to accomplish. When you edit a backup set, you can change the file attributes or the directories that should be used to determine if files are included in the backup.

1. Right-click the **DataVault icon**  in your system tray, then select **Settings**.
2. On the **Backup Sets** tab, double-click the backup set you want to edit.
3. Edit the backup set. See [Creating Custom Backup Sets](#) for more information.
4. When you have finished in this tab, continue your configuration in other tabs, or click **OK**. Your settings are saved and the Settings window closes.

## 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 in either the Backup Sets or File System tabs are shown as selected in both tabs. Likewise, deselecting a file in either tab also deselects it in the other.

1. Right-click the **DataVault icon**  in your system tray, then select **Settings**.
2. Click the **File System** tab. 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 color than the rest of your files.



**Figure 9: File System Tab**

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

## About Deleting, Moving, and Renaming Files

When you delete a file from your computer, the file is marked for deletion on the backup servers. The file is permanently deleted from the servers 30 days after it was deselected.

When you use the Settings window to deselect a file to exclude from future backups using either the Backup Sets or File System tab, the file is marked for deletion on the next back-up on the backup servers. The file is permanently deleted from the servers 30 days after it was deselected.

When a file is marked for deletion on the backup servers, DataVault immediately releases the storage space used by that particular file. 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.

DataVault recognizes when you delete, move, or rename files on your system and updates the backup servers accordingly. DataVault keeps an exact copy of your selections on the servers and all changes (deletions, moves and renaming) of files on your system are mirrored.

When you rename a file on your system, DataVault treats it as a deletion of the old file and the creation of a new file with the same content. If you need to restore the file, and the restore date is prior to the renaming, the file uses the old name. After the date of renaming, the file uses the new name. All versions are kept as long as they are selected in the file list.

When you move a file from one location to another on your file system, DataVault treats this in the same manner as a renaming.

After renaming or moving a file, the file need not be uploaded again.

## Scheduling Backups

There are two scheduling methods you can use to customize when and how often DataVault should back up your computer.

- **Automatic:** Backups occur when your computer is not in use. You can choose the parameters that DataVault uses to determine when to start an automatic backup. See [Configuring an Automatic Backup](#).
- **Scheduled:** Backups occur at the time you select. You can choose how often and when the backup occurs. See [Configuring a Scheduled Backup](#).

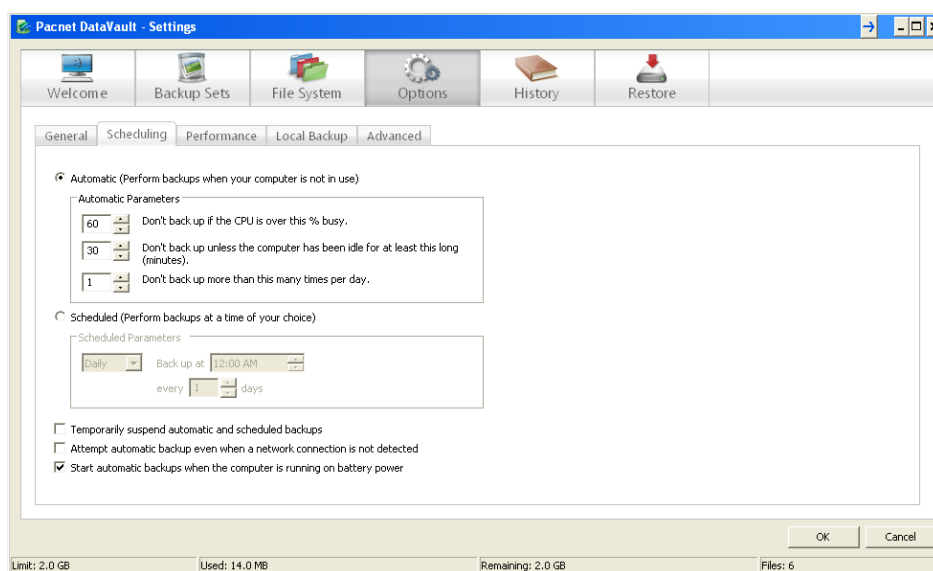



Figure 10: Scheduling


## 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 **DataVault** icon  in the system tray and select **Settings**.
2. Click **Options**, then click the **Scheduling** tab.
3. Select **Automatic** (Perform back-up when your computer is not in use).

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

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

 **Caution:** These parameters are cumulative and all conditions must be met before a backup starts or resumes.

5. (Optional) Configure the following options:

Option	Description
<b>Attempt automatic backups even when the computer is running on battery power.</b>	Backups continue to occur even when your computer is running on battery power.
<b>Start automatic backups when a network connection is not detected.</b>	Backups are attempted regardless of whether a network connection is detected. Use this if your network connection is unreliable.

6. When you have finished in this tab, continue your configuration in other tabs or 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 you use Microsoft® Windows Vista® operating system, some settings might be grayed out. To resolve the problem, perform the following:

1. In the upper-right part of the window, click **Change settings that are currently unavailable**.
2. In the Windows Access Control Window, click **Trust**. The Settings window reloads displaying the settings that were previously grayed out.

## Configuring a Scheduled Backup

Scheduled backups occur at the time you select.

1. Right-click the **DataVault** icon  in your system tray, then select **Settings**.
2. Click **Options**, then click the **Scheduling** tab.
3. Select Scheduling.
4. From the drop-down list, select **Daily** or **Weekly** backups.
5. Select the time of day you want to perform the backup. For **Weekly** backups, select the day of the week you want the backup to run.
6. Select the frequency of backups. (For example, every two days.)
7. (Optional) Configure the following options:

Option	Description
<b>Attempt automatic backups even when the computer is running on battery power.</b>	Backups continue to occur even when your computer is running on battery power.
<b>Start automatic backups when a network connection is not detected.</b>	Backups are attempted regardless of whether a network connection is detected. Use this if your network connection is unreliable.

8. When you have finished in this tab, continue your configuration in other tabs or click **OK**. Your settings are saved and the **Settings** window closes.


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

If you are using Microsoft® Windows Vista® operating system, some settings might be grayed out. To resolve the problem:


1. In the upper-right part of the window, click **Change settings that are currently unavailable**.
2. In the Windows Access Control Window, click **Trust**. The Settings window reloads displaying the settings that were previously grayed out.

## Temporarily Suspending Backups

You can temporarily suspend automatic and scheduled backups from the Scheduling tab in the Settings window.


1. Right-click the **DataVault** icon  in your system tray, then select **Settings**.
2. Click **Options**, then click the **Scheduling** tab.
3. Select **Temporarily suspend automatic and scheduled backups**.

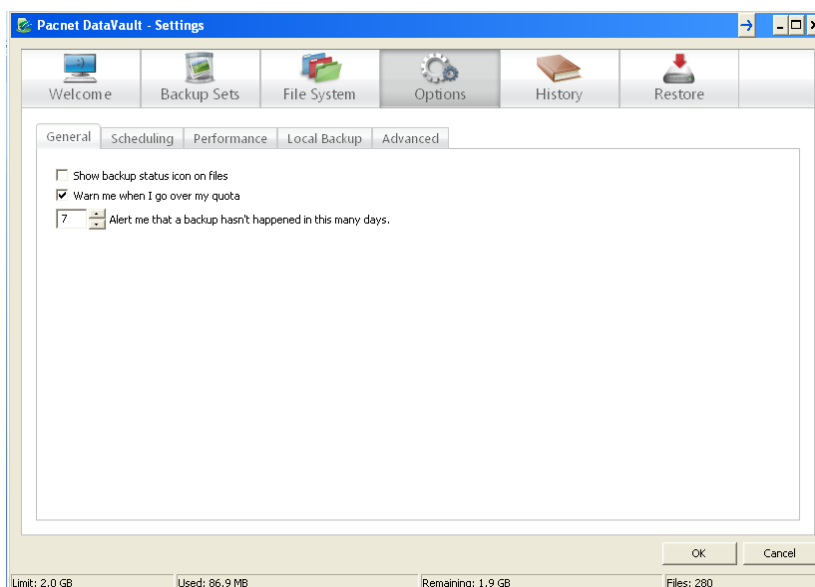
 **Note:** DataVault will not run backups until you deselect the suspend option.

You can also suspend backups by right-clicking the **DataVault** icon  in your system tray and selecting **Suspend**.

## Configuring Options

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


1. Right-click the **DataVault** icon  in your system tray, then select **Settings**.
2. Click the **Options** tab. Use the sub-tabs to configure different options.



**Figure 11: Client Options**

## Configuring General Options

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

1. Right-click the **DataVault** icon  in your system tray, then select **Settings**.
2. Click **Options**, then click the **General** tab.
3. Select the check boxes next to the options you want to activate. Deselect any undesired options.

Option	Description
<b>Show backup status icon on files</b>	Displays icons next to files and folders in Windows Explorer when a file is included in your backup list.
<b>Warn me when I go over quota</b>	Launches a small window alerting you when you have exceeded your quota.
<b>Alert me when a backup hasn't happened in this many days</b>	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 in this tab, continue your configuration in other tabs, or click **OK**. Your settings are saved and the **Settings** window closes.


If you are operating system is Microsoft® Windows Vista® some settings might be grayed out. To resolve the problem:

1. In the upper-right part of the window, click **Change settings that are currently unavailable**.
2. In the **Windows Access Control** window, click **Trust**. The **Settings** window will reload displaying the settings that were previously grayed out.

## 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 (DataVault 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 DataVault to use less of your upload bandwidth so other higher priority services such as email can use it. This is called "restricting." You can customize the backup restriction so that you don't tie up your information lines when you need them the most. While restricting determines the amount of bandwidth you want to dedicate to DataVault, Backup Speed determines how much of your computer's CPU is dedicated to the encryption and backup of your files.

1. Right-click the **DataVault** icon  in your system tray, then select **Settings**.
2. Click **Options**, then click the **Performance** tab.
3. Select Enable Bandwidth Restriction.

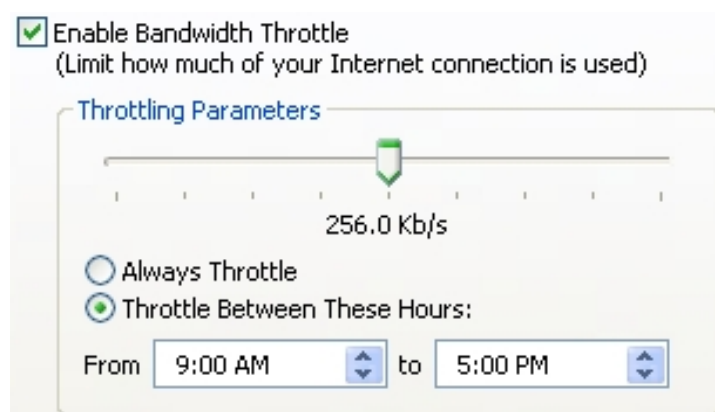



Figure 12: Bandwidth restriction

4. Click and hold the slider to move left or right. Slide the control to the left to limit the bandwidth used or to the right to increase the bandwidth available for backups.
5. Decide whether you want DataVault to always be restricted 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. When you have finished, continue your configuration in other tabs, or click **OK**. Your settings are saved and the **Settings** window closes.

## Setting Backup Speed

Backup Speed determines how much of your computer's CPU is dedicated to the encryption and backup of your files. You can choose to have faster backups or better performance for your computer.

1. Right-click the **DataVault** icon  in your system tray, then select **Settings**.
2. Click **Options**, then click the **Performance** tab.
3. Click and hold the slider to adjust your backup speed. Slide the control to the right for quicker backups or to the left for faster PC response time.
4. When you have finished in this tab, continue your configuration in other tabs, or click **OK**. Your settings are saved and the **Settings** window closes.

## Understanding Local Backup

In addition to backing-up your files to the remote backup servers, you can back up files to the drive locally attached to your computer. This lets you keep a snapshot of your data in case you need to retrieve an older file you deleted or if you have a catastrophic hardware failure. Your local backup can back-up to a mapped network share, an internal drive, or an externally attached USB or Firewire drive. However, the drive must have an assigned drive letter.


Local backups occur simultaneously with your online backup. If your online backup stops before it is completed, 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 synchronized to the new drive.

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.

Like your online backup account, deleted files are stored for 30 days before they are removed from your local backup. You can also see local backup events in your history.

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.

## Configuring Local Backup

1. Right-click the **DataVault** icon  in your system tray, then select **Settings**.
2. Click **Options > Local Backup**.

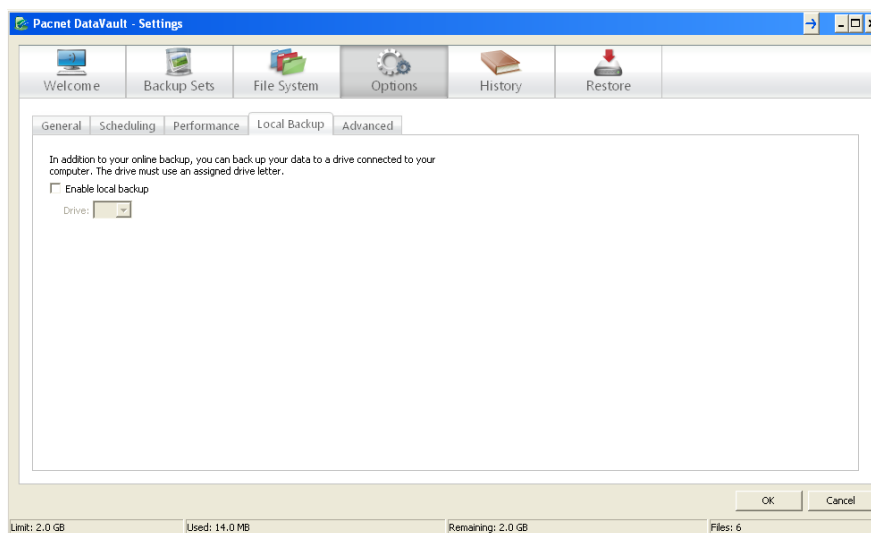



Figure 13: Configuration Local Backup

3. Select **Enable local backup**.
4. Use the Drive drop-down box to select the drive where you want your backup files stored.

## Configuring Advanced Options

1. Right-click the **DataVault** icon  in the system tray and select **Settings**.
2. Enter your Username and Password, if prompted.
3. Click **Options**, then click the **Advanced** tab.
4. Select the check boxes next to the options you want to activate. Deselect any undesired options.


Option	Description
<b>Automatically update the client software without prompting me</b>	Automatically installs any updates as soon as they are released.
<b>Automatically log me in when opening the Settings window</b>	Saves your username and password so that you do not need to log in each time you access the Settings window.
<b>Show status when a backup successfully completes</b>	Launches the Status window when a backup has completed successfully.
<b>Show all pre-configured backup sets</b>	Displays all the pre-configured backup sets in the Backup Sets tab.
<b>Show advanced backup set features</b>	Lets you define a backup set that prevents files from being backed-up, instead of defining a set that includes files to be backed-up.
<b>Show the virtual drive in Computer</b>	Displays the virtual drive, DataVault Remote Backup, when you open My Computer
<b>Show the restore option on the right-click menu on Windows Explorer</b>	Displays the Restore Files in Folder entry in the right-click menu in Windows Explorer.
<b>Enable support for backing-up open files</b>	Lets DataVault 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.
<b>Enable support for backing-up EFS encrypted files</b>	Lets DataVault back-up files that have been EFS encrypted.
<b>Show all protected operating system files</b>	Displays the C:\Program Files and C:\Windows directories. When this option is not selected, DataVault hides these directories to assist users in making wiser backup choices.
<b>Show more details in Status Window</b>	Displays additional information about your backup or restore in the Status window such as the number of megabytes.

5. When you have finished this tab, continue your configuration in other tabs or 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.

## Using Proxy Servers

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

1. Right-click the **DataVault** icon  in your system tray, then select **Settings**.
2. Click **Options > Advanced**.
3. Click Setup Proxy.

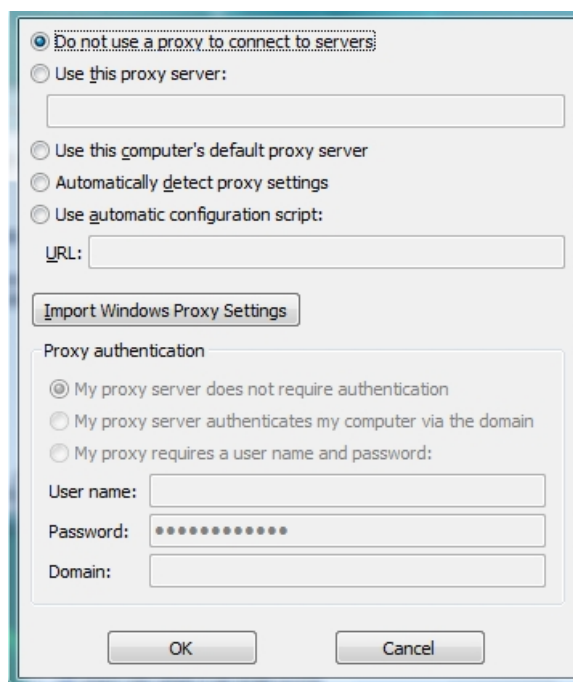


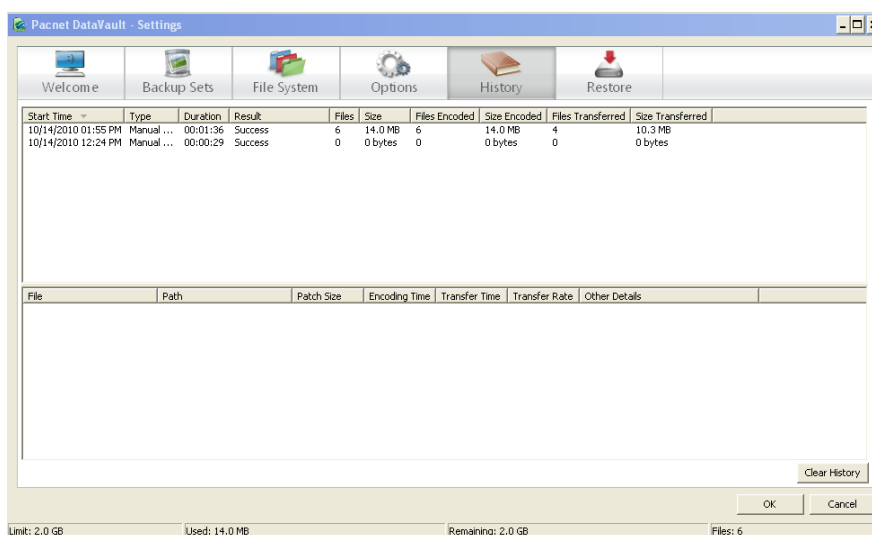
Figure 14: Proxy Configuration

4. To use a proxy server, select one of the following:
  - **Use this proxy server:** Enter the proxy server you want DataVault to use.
  - **Use this computer's default proxy server:** DataVault uses the default proxy server configured for this computer.
  - **Automatically detect proxy settings:** DataVault configures the proxy server based on your local network proxy settings.
  - **Use automatic configuration script:** DataVault uses the specified script to activate the proxy service. Enter the URL where the script is located.
  - **Import Windows Proxy Settings:** DataVault 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 in this tab, continue your configuration in other tabs, or click **OK**. Your settings are saved and the **Settings** window closes.

## About History

The **History** tab displays all attempted DataVault 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 15: 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
- Number of files backup or restore
- Size of backup or restore transferred

## Viewing Backup and Restore History

1. You can open the **Settings** window at the History tab in one of the following ways:
  - Right-click the **DataVault**  icon in your system tray and select **Settings**. Click the **History** tab.
  - Right-click the **DataVault**  icon in your system tray, and select **Status**. Click **History**.
2. 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.
3. (Optional) Click **Clear History** to clear the history.
4. When you have finished, continue your configuration in other tabs, or click **OK**. Your settings are saved and the **Settings** window closes.


## About Restoring Files

You can use the **Restore** tab to restore files. For more information, see [About Restoring Files](#).

## Changing the Location of Temporary Files

In order to encrypt your files, DataVault creates a temporary directory on the hard drive containing the files you are backing-up. For the encryption process to work correctly, your hard drive must have enough free disk space to fit 130% of the largest single file you are trying to back-up. For example, if the largest file is 1 GB, you'll need 1.3 GB of free space on your drive to encrypt the file. You may need more space than this since DataVault encrypts more than one file at a time. However, if you are backing-up multiple drives, DataVault spreads the encryption process across the drives, so less space is needed.


If you have another drive that has enough free space to store the temporary files, then you can change the location where temporary files are stored.

 **Caution:** Changing the temporary folder settings changes the settings system-wide, not just for DataVault, but for all programs that use the Windows temp directories.

1. Browse where you want the temporary files to be stored.
2. Right-click in the folder or drive, then click **New > Folder**.
3. Rename the folder to **Temp**.
4. Choose one of the following options:
  - Click **Start**, then right-click **My Computer**.
  - For Windows Vista, click **Start**, then right-click **Computer**.
5. Click **Properties**.
6. Select one of the following options:
  - Click **Advanced** tab, then click **Environment Variables**.
  - For Windows Vista, click **Advanced** system settings, then click **Environmental Variables**.
7. In the **User variables** group box, select **Temp**, then click **Edit**.
8. In the **Variable Value** field, type the path of the new temp folder you created. For example, D:\temp
9. Click **OK** in the Edit User Variable window.
10. In the System variables group box, select **Temp**, then click **Edit**.
11. In the **Variable Value** field, type the path of the new temp folder you created. For example, D:\temp
12. Click **OK** in the **Edit System Variable** window.
13. Click **OK** in the **Environmental Variables** window then click **OK** in the **System Properties** window.
14. For the changes to take effect, you must restart your computer.

## 4. The Status Windows

The **DataVault Status** window lets you view the status of the latest backup or restore, start a backup manually and launch the **DataVault Settings** window.

To access the **Status** window, right click the **DataVault icon**  in your system tray, then select **Status**. When a backup is in progress, its status is shown by text and the “spinning wheel”.

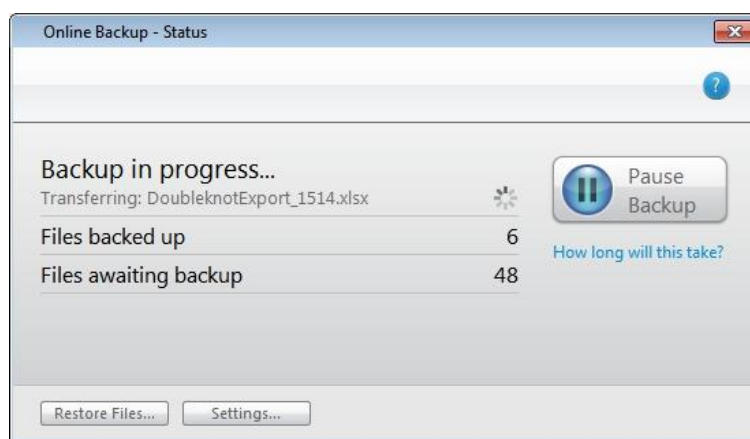


Figure 76: Client Status Window

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.

## Using the Status Window

The DataVault Status window lets you view the status of a current backup, start a backup manually and launch the DataVault Configuration window.

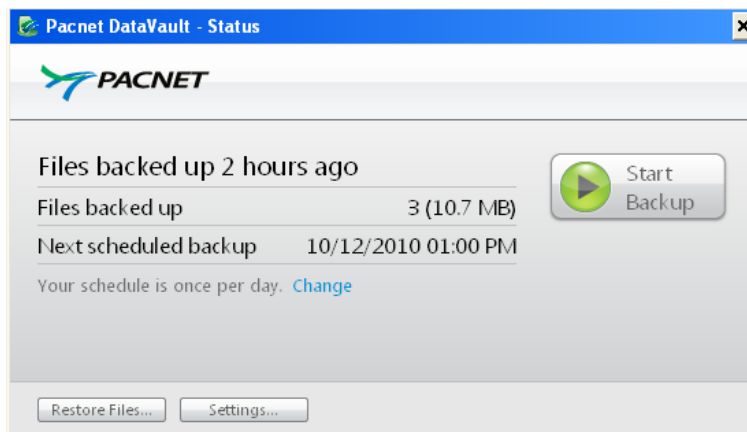



Figure 87: Client Status Window

1. Right-click the **DataVault icon**  in your system tray, then select **Status**.
2. From the **Status** window, you can select any of the following options:

Option	Description
<b>Start Backup</b>	Starts a backup
<b>Settings</b>	Opens the Settings window
<b>Restore Files</b>	Opens Restore file window

## 5. About Restoring Files

The following table lists the types of restores you can perform:

Option	Description
<b>The Restore tab</b>	Lets you restore files from the Settings window in the DataVault Client.
<b>Virtual Drive (DataVault Remote Backup)</b>	Lets you restore files from a virtual drive using either the window explorer or the My Computer window.
<b>Right-click restores</b>	Lets you restore files from the window explorer or the My Computer window by right-clicking in the window and selecting the files restore.
<b>Web restores</b>	Lets you download files from the DataVault Web site.

The **Restore** tab does not appear until after the first backup has taken place.

You can also click **Restore Files** in the Status window or right click the DataVault icon in the system tray and select **Restore Files**.

DataVault in-client restores return your files to their original location on your hard drive.

 **Important:** You cannot perform an in-client restore when the machine is in the process of a backup.

Topics:

- [Restoring Files Using the Restore Tab](#)
- [Using the DataVault Virtual Drive](#)
- [Right-Click Restores](#)
- [Restoring from the Web](#)

## Restoring Files Using the Restore Tab

You can restore files from the DataVault Settings window.

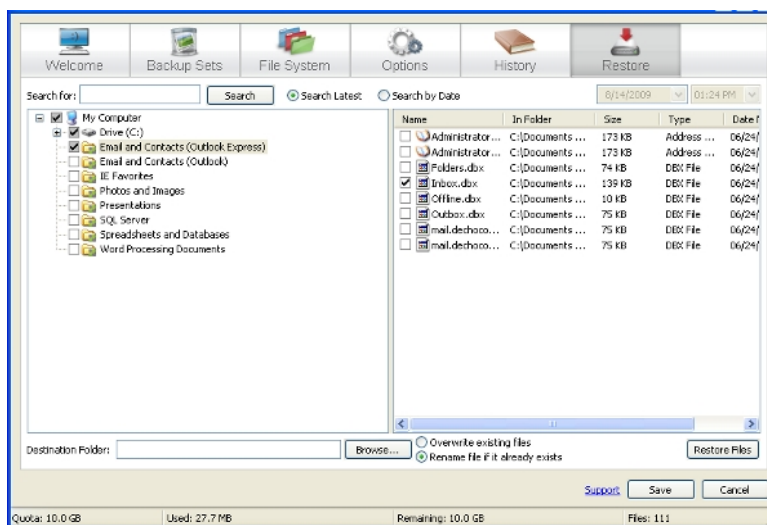




Figure 98: Restore Tab

1. You can open the Settings window at the Restore tab in one of the following ways:
  - Right-click the **DataVault** icon  in your system tray, and select **Settings**. Click the **Restore** tab.
  - Right-click the **DataVault** icon  in your system tray, and select **Status**. Select **Restore Files**.
2. From the drop-down menus in the top-right corner of the page, select the date and time that correspond to the backup you want to restore.
3. In the left pane, select the backup set from which you want to restore files.
4. In the right pane, select the file or files you want to restore.
5. Click **Browse** to select the destination folder for your restored files.
  - When the **Browse** window opens, navigate to the desired folder.
  - Alternatively, create a new folder by clicking **Make New Folder** then specify the name of the new folder in the appropriate field.
  - Click **OK** to return to the Settings window.
6. Select whether you want to overwrite existing files or rename files if they already exist.
7. Click **Restore Files**.

The Status window opens showing the progress of the restore.

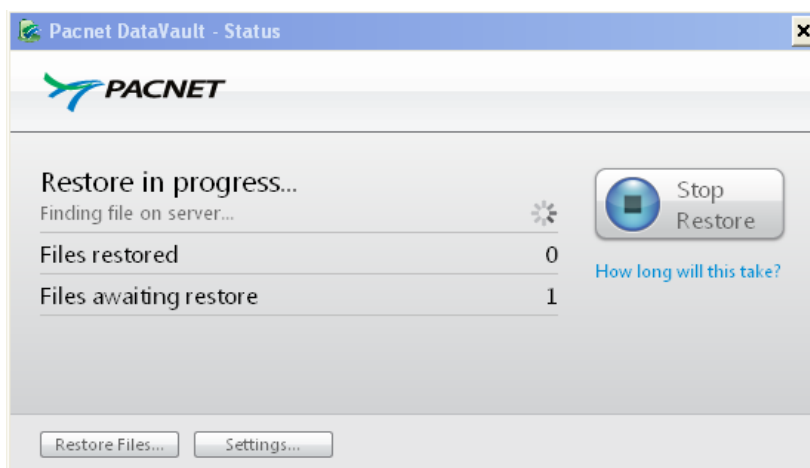


Figure 19: Status Window

## Using the DataVault 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 list appears, select **Pacnet DataVault**.
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) In the case of a corrupt file where a file by such name appears on local drive, you may either overwrite or rename the file when prompted by DataVault. 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](#) for more information.

1. Open Windows Explorer:
  - Use either the Start menu or your desktop icon to navigate to **My Computer**.
  - Right-click on the **Start** button, click **Explore Windows Explorer**, then click **My Computer** (**Computer** for Vista users).
2. Browse to the file or folder you want to restore.
3. Select one of the following options: **Restore Files in Folder**, or **Restore Previous Version of a File**.

### Restore Files in Folder

1. 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.
2. Select the file or files you want to restore.

### Restore Previous Version of a File

1. 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.
2. Select the version you want to restore.
3. Select the file versions you want to restore from the list of versions, then right-click the selected files or folders.
4. Select one of the following options:
  - To restore the files or folders to the same location, click **Restore**. If the file already exists, you must select whether you want to **Overwrite**, **Rename**, or **Cancel** the restore.
  - To restore the files or folders to a new location, click **Restore to** browse the location where you want to save the files, then click **Save**. The **Status** window opens showing the progress of your file restore.

## Restoring from the Web

While you can quickly and easily restore files with the Pacnet DataVault software on your computer, you may also log in to your account online to restore files. Just as with Pacnet DataVault, 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.

1. In your browser's address bar, type <https://login.datavault.pacnet.com/login/user>, then login to your account.
2. Click the name of the computer from which you want to restore files.
3. Click **Choose Files To Restore** in the upper right corner.

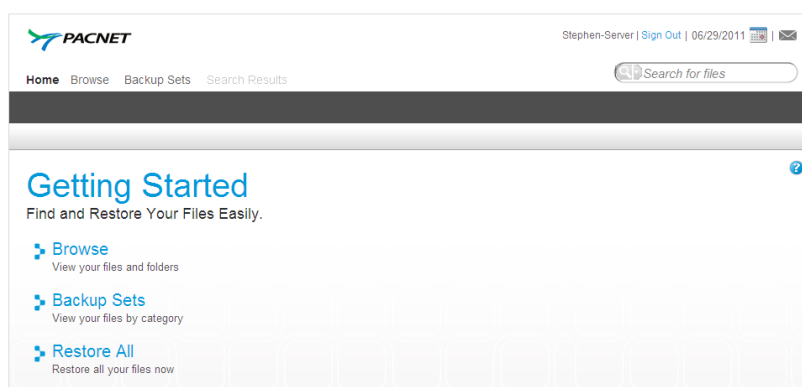


Figure 20: Web Restore Page

Pacnet DataVault Web Restore provides several ways for you to look for files or folders to restore.

- Look for files in the same folder structure as on your computer with the Browse page.
- 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.
- Look for files or folders in groups based on the default or custom backup sets in Pacnet DataVault.
- Select all your files to restore with a single click.

## 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**.

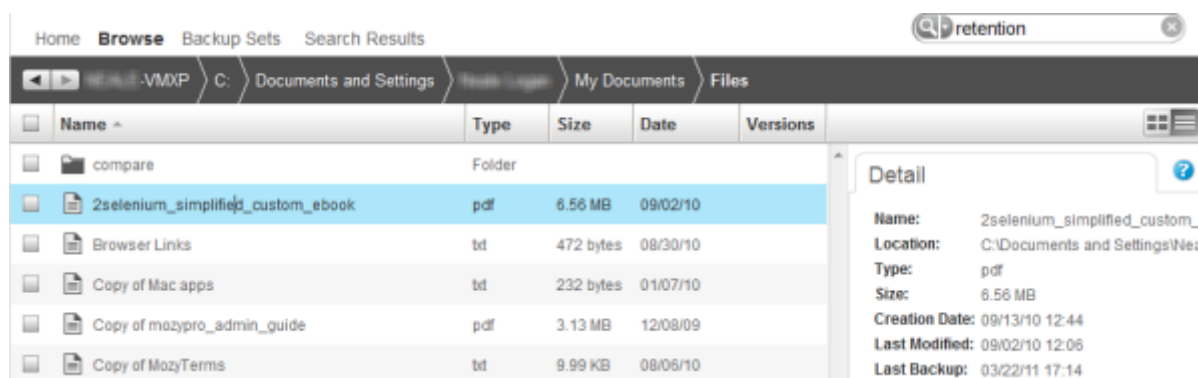



Figure 21: Browse Page

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 viewing.

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.

## Understanding the Search Result 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.

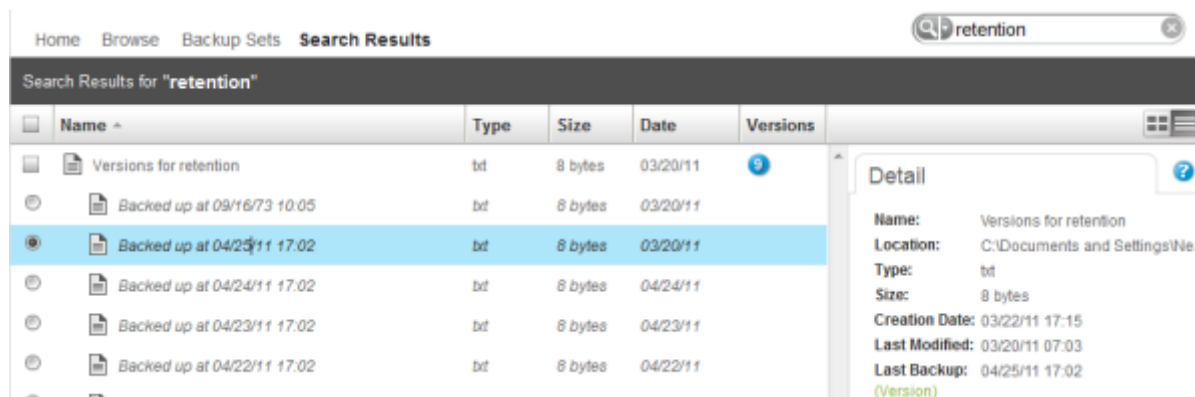


Figure 22: Search Result Page

## 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?](#)

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**.

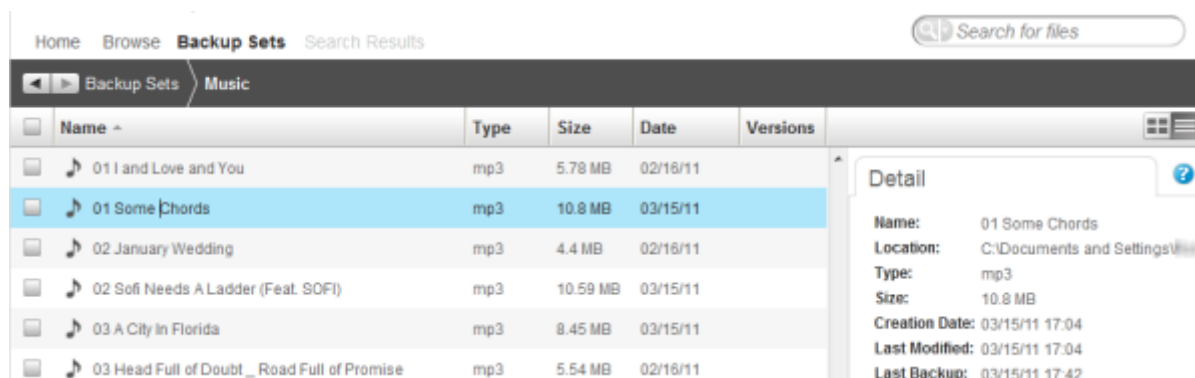



Figure 23: Backup Sets Page

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 backward or forward, similar to how the back and forward buttons work in your Web browser.

## Understanding the Restore All Option

In Pacnet DataVault Web Restore, the **Restore All** capability 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.

Regardless of the delivery method you choose, getting all your files could take some time.


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 checked before you click Restore All. For more information, see [Restoring a File I Deleted from My Computer](#).

After you have restored all your files, you can install Pacnet DataVault on the new computer with the same user ID and password 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 Pacnet DataVault on your old computer. You need not upload all your files because your new computer will be associated with files you backed-up from your old computer.

## 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.

To restore a single file:

1. In Pacnet DataVault 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 checkbox 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.

## 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. Thus, if your set of files is very large, it would 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 Pacnet DataVault 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.

## Restoring All My Files

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

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, check the box for **Show deleted files**. For more information, see [Restoring a File I Deleted from My Computer](#).
2. On the Pacnet DataVault Web Restore Home page, click **Restore All**.
3. Choose the delivery method for your restored files.

## 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 Pacnet DataVault, 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 Pacnet **DataVault Web Restore**, click **Browse** or **Search** to find the file to restore.
2. On the **Browse or Search Results** page, click **Show Deleted Files**.

## Restoring an Older Version of a File

As you edit files over time, different versions of files will be 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 a version of the same file backed-up last weekly

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

To restore an older version of a file:

1. In Pacnet **DataVault 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.

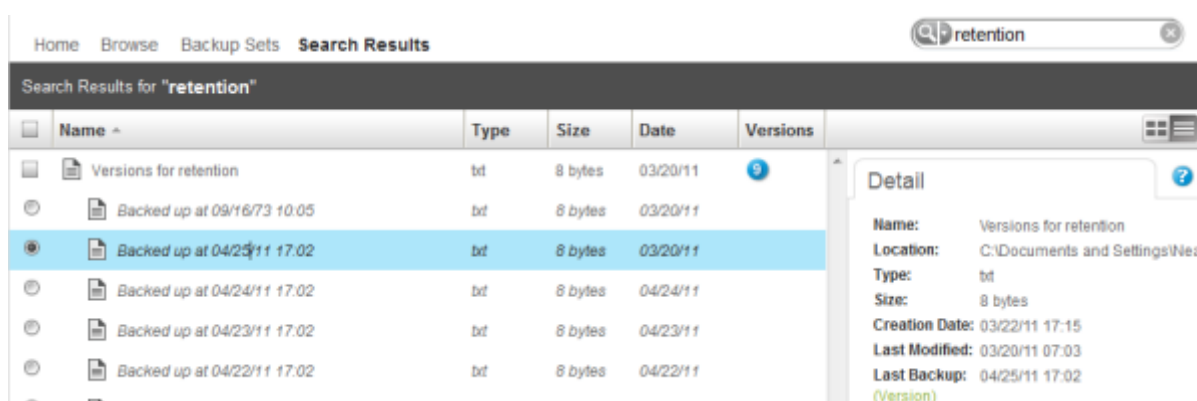



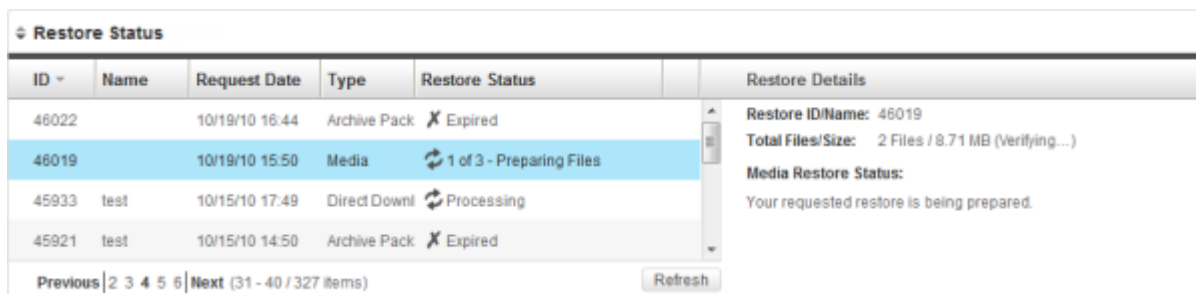
Figure 24: Version Available

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 checkbox. You can restore only one version of a file in any single restore set.
5. Click **Submit**, and choose how your restored files will be delivered to you.

### 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 .



Restore Status					
ID	Name	Request Date	Type	Restore Status	Restore Details
46022		10/19/10 16:44	Archive Pack	Expired	<b>Restore ID/Name:</b> 46019 <b>Total Files/Size:</b> 2 Files / 8.71 MB (Verifying...) <b>Media Restore Status:</b> Your requested restore is being prepared.
46019		10/19/10 15:50	Media	1 of 3 - Preparing Files	
45933	test	10/15/10 17:49	Direct Downl	Processing	
45921	test	10/15/10 14:50	Archive Pack	Expired	



Previous | 2 3 4 5 6 | Next (31 - 40 / 327 items) Refresh

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 the following information:

Column	Description
<b>ID</b>	The identification number for a restore set. To sort according to ID, click the column header.
<b>Name</b>	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.
<b>Request Date</b>	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.
<b>Type</b>	Identifies the method you specified when you requested the set of files, either Direct Download or Archive Package. To sort according to type, click the column header.
<b>Restore Status</b>	<p>If the restore type is Direct Download, the status are:</p> <ul style="list-style-type: none"> <li>• <b>Waiting:</b> You need to get the Pacnet DataVault Restore Manager to start downloading your files, or you need to start the Direct Download of your files.</li> <li>• <b>In Progress:</b> Your files are being restored by the Pacnet DataVault Restore Manager.</li> <li>• <b>Completed:</b> Your files have been restored by the Pacnet DataVault Restore Manager.</li> <li>• <b>Cancelled:</b> Your restore request has been cancelled.</li> </ul> <p>To cancel a request for a direct download restore, click  before it is in the In Progress status. You cannot cancel a request once it is in progress.</p> <p>If the restore type is Archive Package, the statuses are:</p> <ul style="list-style-type: none"> <li>• <b>Processing:</b> Your files are being prepared for restore.</li> <li>• <b>% Complete:</b> Your files are being retrieved.</li> <li>• <b>Ready for Download:</b> Click the Download Links to download your files.</li> <li>• <b>Downloaded:</b> You have downloaded the set of files.</li> <li>• <b>Expired:</b> Your request and all downloadable files have expired.</li> <li>• <b>Cancelled:</b> Your restore request has been cancelled.</li> </ul> <p>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.</p>
<b>Restore Details</b>	<p>Confirms the restore ID and the name of the restore set you have selected and shows this information about the restore:</p> <ul style="list-style-type: none"> <li>• The total number of files and the total size of the restore set.</li> <li>• Detailed information about the status.</li> <li>• 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.</li> </ul> <p><b>Note:</b> If you have requested a large single archive package restore you will see it being segmented into separate, smaller downloads. This is done for your benefit, because your wait and download times are shorter for smaller downloads.</p>

## 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?

Delivery Method	Description
<b>Direct Download</b>	<p>Direct Download lets you run the Pacnet DataVault Restore Manager on your computer. Pacnet DataVault 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 switched off your computer, the Pacnet DataVault Restore Manager will resume where it left off.</p> <p>If you have chosen a personal encryption key when you installed Pacnet DataVault, you can provide this key during download, avoiding the need to decrypt your files after download.</p> <p>Pacnet DataVault 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.</p>
<b>Archive Package</b>	<p>An archive package compresses the files you selected into a single file, so that it downloads faster. You will be notified when the archive package containing your set of files is ready. This will be quick if the archive package is small. 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.</p> <p>After you have downloaded the archive package, you will need to extract your files and manually store the files in your elsewhere you want them.</p> <p>If you see in the Restore Summary that the size of your restore set is more than 200 GB, you should instead choose Direct Download, 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.</p> <p>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 instead of a single very large download. This is to your advantage as your waiting and download times are shorter for smaller downloads.</p>

## Understanding the Pacnet DataVault Restore Manager

The Pacnet DataVault Restore Manager is designed to simplify the process of downloading and restoring your backups. Choosing Direct Download and using the Pacnet DataVault Restore Manager allows you to choose as many files or folders as you like, and pause, cancel, and resume downloads. The Pacnet DataVault 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 Pacnet DataVault Restore Manager

To download a restore you requested with the Pacnet DataVault Restore Manager:

1. On the **Pacnet DataVault 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 **Pacnet DataVault Restore Manager** for this restore. The **Pacnet DataVault Restore Manager** downloads to your browser's default location.
3. Locate and run the **Pacnet DataVault Restore Manager**. The **Pacnet DataVault 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, **Pacnet DataVault Restore Manager** picks up where it left off when you resume the restore.
8. (Optional) If you chose a personal key when you installed Pacnet DataVault, during the download click "Stopped: need private key", provide your personal key, then click **OK**. Your files are restored to the location you selected.

## Downloading Files Manually

If you choose not to use Direct Download and the Pacnet DataVault 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?](#)
2. Select the restore, then under **Restore Details**, click the link to download the restore.
3. Save the compressed restore file to your **Desktop**.
4. 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.
5. **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.
6. Choose your next action:
  - If you chose to use your own personal key to encrypt files when you first installed the Pacnet DataVault software, skip the rest of this task and go to [How do I decrypt my restore?](#)
  - Otherwise, go to the next step.
7. Extract your compressed files.

## 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.

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 use Microsoft® Windows Vista® or Windows 7, you can also select to copy the file and rename it keeping the existing file and adding the renamed restored file to the same folder.

## Decrypting Restored Files Using Your Own Private Key

If you opted to use your own private key during registration, you must either have the saved key file from when you installed the program or remember the password you used.

To decrypt files:

1. Log in at <https://login.datavault.pacnet.com/login/user>
2. Click the name of the computer containing the files you restored.
3. Click the **Crypto Utility** link to download the crypto utility.
4. Save the file to a location you will remember later (such as your Desktop).
5. Right-click on the Crypto Utility file, then click **Run as administrator** to run the program.



Figure 26: Crypto Utility

6. Select from one of the following key options, then click **OK**.

Option	Description
<b>Enter Key</b>	Enter the password phrase you used to create your personal key.
<b>Import Key</b>	Specify the location of the key you saved locally during the installation.

- In the **Source Folder**, specify the folder where you saved your downloaded files.

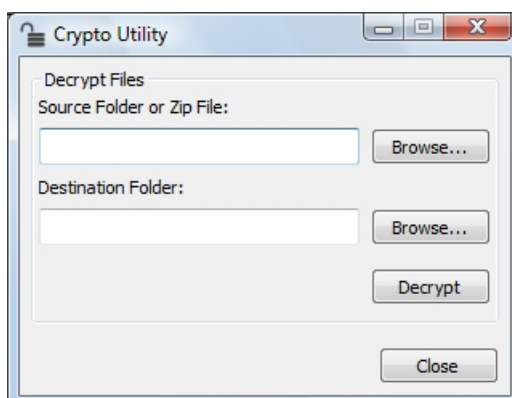


Figure 27: File Locations

- Specify the folder where you want to place the decrypted files in to the **Destination Folder** field. The **Source** and **Destination** folders cannot be in the same path.
- Click **Decrypt** to decrypt the files. The files are decrypted to the specified destination folder. The **Status** window displays the progress of your **Restore**.

## Performing VSS Restores

If you have server license, and you backed-up Volume Shadow Service (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 Pacnet DataVault server license.

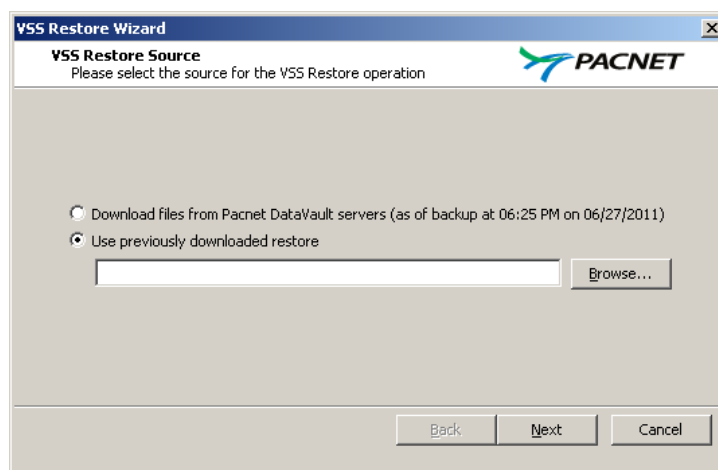


Figure 28: VSS Restore Wizard

You can either download the latest backup file from Pacnet DataVault servers or you can use previously downloaded files, which typically stores under the path of `C:\Users\Administrator\AppData\Local\Temp`

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

## Restoring Microsoft Exchange Server Data

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

Once each mailbox store has been successfully dismounted, you are ready to perform the restore.

4. Right-click the **Pacnet DataVault icon** in the system tray, then click **Status**.

The **Status** window appears.

5. Click **Restore Files**.

The **Pacnet DataVault Configuration** window appears.

6. Click **VSS Restore**.
7. 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.

8. Select the method used to access the backup set:
  - Download files from **Pacnet DataVault Remote Backup Server**.
  - Use previously downloaded web restore.
9. If you prefer to use a previously downloaded restore, browse to the location where either the files is stored.
10. Click **Next**.

The VSS downloading window appears.

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

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

12. Open the Microsoft Exchange System Manager and navigate to the **Servers** folder.
13. Expand each storage group.
14. For each mailbox store, right-click the mailbox store, then click **Mount Store**.

**Note:** If configuring Pacnet DataVault to back up a Microsoft® Exchange Server® residing on the same hardware as the domain controller, it is important to select the check boxes for VSS Active Directory and Windows File Replication Service (SYSVOL) backup sets from the configuration module.

## 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 **Pacnet DataVault** icon in the system tray, then click **Status**.  
The **Status** window appears.
4. Click **Restore Files**.  
The **Pacnet DataVault Configuration** window appears.
5. Click **VSS Restore**.
6. Select the **VSS: MS SQL Server** backup sets that need to be restored.
7. Select the method used to access the backup set:
  - Download files from **Pacnet DataVault Remote Backup Server**.
  - Use the previously downloaded Web restore.
8. If you select to use a previously downloaded restore, browse to the location where either the files is stored.
9. Click **Next**. The VSS downloading window appears. Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.
10. Click **Start > Run**, type **Service.msc**, then click **OK**.
11. Right-click the **SQL Server** service, then click **Start**.

## Restoring Active Directory and SYSVOL Data

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

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

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

5. Click **Start > All Programs > Pacnet DataVault > Pacnet DataVault Status**.
6. Click **Restore Files**.

The **Pacnet DataVault Configuration** window appears.

7. Click **VSS Restore**.
8. 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.

9. Select the method used to access the backup sets:
  - Download files from the Pacnet DataVault Remote Backup Server.
  - Use previously downloaded Web restore.
10. If you select to use a previously downloaded restore, browse to the location where either the files is stored.
11. Click **Next**.

The VSS downloading window appears.

12. 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 COM+

1. Right-click the **Pacnet DataVault** icon in the system tray, then click **Status**.  
The **Status** window appears.
2. Click **Restore Files**.  
The **Pacnet DataVault Configuration** window appears.
3. Click **VSS Restore**.
4. Select the **VSS: COM+ backup set**:
  - Download files from **Pacnet DataVault Remote Backup Server**.
  - Use previously downloaded web restore.
5. If you select to use a previously downloaded restore, browse to the location where either the files is stored.
6. Click **Next**. The VSS downloading window appears.
7. Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.
8. Once you have completed the restore, you must restart Windows for the restore to take effect.

## Restoring the Registry

1. Right-click the **DataVault icon** in the system tray, then click **Status**. The **Status** window appears.
2. Click **Restore Files**. The **Pacnet DataVault Configuration** window appears.
3. Click **VSS Restore**.
4. Select the **VSS: Registry** backup set:
  - Download files from **Pacnet DataVault Remote Backup Server**.
  - Use previously downloaded web restore.
5. If you select to use a previously downloaded restore, browse to the location where either the files is stored.
6. Click **Next**. The VSS downloading window appears.
7. Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.
8. Once you have completed the restore, you must restart Windows for the restore to take effect.

## 6. Changing Your Password

If you have forgotten your password or need to change your password, follow these steps:

1. Browse to <https://login.datavault.pacnet.com/login/user>
2. Click **Forgot your password**.
3. Enter your email address, and click **Continue**.
4. 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, then click **Continue**. Your password will have been changed.

## 7. Uninstalling DataVault

If you would like to uninstall Pacnet DataVault, follow these steps:

1. Click **Start > All Programs > Pacnet DataVault > Uninstall Pacnet DataVault.**
2. Click **Yes** to confirm the uninstalling of Pacnet DataVault.
3. When prompted to restart, click **Yes.**