

Connected DataProtector Backup Client User Notes

The Connected DataProtector Backup Client has been installed onto your computer hard drive by DLS technicians. It has been set to run automatically every day on your computer in the background. There is no need to manually run a backup.

Connected Backup Client Agent

During backup, the Connected Backup Client Agent scans the computer's hard disk and identifies files to be included in the back up. Files that are new on the hard disk, have not previously been backed up, or have changed since the last backup, will be included in the backup set. The Agent then compresses, encrypts and uploads these files to the Data Center. In the case of changed files, the Agent backs up only the changed portions of the files. The Agent can back up any individual file up to 3.6 gigabytes in size.

During a backup, the Agent performs the following tasks:

- Scans the computer's hard disk.
- Analyzes files identified in the scan.
- Connects to the Data Center.
- Transmits the files to the Data Center.
- Records backup results to a log.

File Retrieval

The Connected Backup Client Agent's retrieve functionality enables end users to restore backed-up files onto their computers. The **Retrieve View** tab in the Agent user interface displays a list of retrievable files. By default, the Agent's **Retrieve View** tab lists the most recent versions of files created during the Agent's last backup. However, you can change the options to display all versions of all files, or to show the files that were backed up on or before a specified date. This enables you to retrieve earlier versions of files and not just the most recent.

To start a Retrieve, the end user:

- Selects the versions of the files to retrieve to initiate the download.
- Specifies a destination location.
- Connects to Data Center where the requested files are collected and repackaged.
- Repackaged files are uncompressed, decrypted, and saved to the end user computer.

Agent Tabs

The Agent interface contains a tabbed view, with each tab providing different functions. Depending on the permissions granted in the Agent configuration, some functionality is hidden from the end user. Each tab displays different information and permits easy access to basic backup and retrieve functionality.

The tabs are labeled **Home**, **Backup View**, **Retrieve View**, **Heal Wizard**, and **Log**.

Home Tab

The Home tab displays the name of the user, the account number, and the date, time and size of the most recent backup. If the last backup was not fully successful a warning is displayed.

If the number of days since the last fully successful backup exceeds the pre-configured limit, a warning is displayed. The Home tab can also contain a link to a Web site that you create to display information about the account, such as usage rates and backup sizes.

Backup View Tab

The Backup View tab displays the files that need to be backed up and, with the proper setting, enables end users to include and exclude files from the backup.

Retrieve View Tab

The Retrieve View tab displays files that have been previously backed up and controls that allow you to retrieve these files or previous versions of files from the Data Center.

Log Tab

The Log tab displays results for each Backup, Retrieve, Heal, Data Migration, or Audit scan. These logs can be used to determine if these events were successful and which files, if any, were not successfully backed up, retrieved, healed, or migrated.

Agent Security Features

The Agent's security features ensure that files cannot be intercepted and decoded while being transmitted between the computer and Data Center. Other safeguards prevent end users from retrieving files from other accounts that they are not authorized to access.

Agent security features include:

- Encryption keys stored by the Agent on end user's local hard drive. Only the Agent that encrypts a file for backup can decrypt a file for retrieval.
- Account passwords to add a layer of protection against unauthorized access to data.
- Access control list management for multiple users on the same Windows 2000/XP computer hard drive.

File Retention

- Files deleted from your computer are retained on the Data Center for 60 days before being deleted.
- Old versions of any file are deleted after they are either 15 days old, or if there are 3 newer versions of the file already in the Data Center.

If you have any questions, please call the DLS Help Desk at 617-495-8411.