

# Spectrum Business Cloud Backup User Guide

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## Introduction

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Spectrum Business Cloud Backup provides remote backup and file management services for internet-connected devices.

Your computer, laptop, and sever hold your most important files, including email, photos, music, financial data and business contacts. Spectrum Business Cloud Backup protects your files by automatically backing up your data in our cloud-based data centers. If disaster strikes, or whenever you choose, you can restore any files quickly and easily.

Spectrum Business Cloud Backup is easy to set up. You can choose when, and how often, the backup program will run and which files are included. As part of the backup process, each file is encrypted before being sent over the internet and remains encrypted in the data center, ensuring you're the only person who can access them.

## How it works

Spectrum Business Cloud Backup can be installed on both Windows and Mac computers. Spectrum Business Cloud Backup is a small software program that works quietly in the background and automatically backs up new and changed files when your computer is idle or at scheduled intervals.

Your account Administrator determines how much space is available for the backup software installed on computers you use.

With Spectrum Business Cloud Backup you can:

- Backup any files you choose.
- Restore some or all of those files, including recent versions or recently deleted files.
- Download any backed up files from a computer web browser.

## System requirements

To use each Spectrum Business Cloud Backup feature, you must meet the following system requirements:

Feature	System Requirement
Spectrum Business Cloud Backup Software	<p><b>Operating System:</b></p> <ul style="list-style-type: none"><li>• Windows 2007 or above. Windows Vista or above. Latest service packs required.</li><li>• Mac OS X 10.7 or Later.</li></ul> <p><b>Note:</b> Support may be limited for other operating systems that aren't listed above.</p> <p><b>Processor:</b> 1.8 GHz Intel Core Duo (Dual core) or equivalent.</p> <p><b>Screen Resolution:</b> 1024x768 or higher.</p> <p><b>Memory:</b> 512 MB. Plus 1 GB available for every 1 million files selected for backup.</p> <p><b>Hard Drive Space (available):</b> 1 GB. Plus 1 GB available for every 1 Million files selected for backup.</p>
Spectrum Business Cloud Backup Web Access	<p><b>Web Browser:</b> Internet Explorer 9 or higher, Chrome 22 or later, Firefox 17 or later, and Safari 6 or later.</p> <p><b>Internet Connection:</b> 128 kbps upload speed.</p>

## Spectrum Business Cloud Backup Security

When you use Spectrum Business Cloud Backup, your files are encrypted on your computer before they are sent over a secure internet connection (SSL) to the data center. An encryption key is simply a secret code attached to your files that ensures your files remain safe in transit and when stored in the data center. Encrypted files can only be read if you have both the encryption key and the means to read the encrypted file. You can also preserve security for your files by keeping your password secret and changing it periodically.

When you install the Spectrum Business Cloud Backup software, you select the type of encryption you want to use for all files backed up from that computer. In order to change your encryption type, you'll need to uninstall the software, delete that computer from your account, then reinstall the software choosing a new encryption type and then upload all of your files again.

### Standard Encryption

Standard encryption uses a 448-bit Blowfish encryption key, which is shared among a portion of Spectrum Business Cloud Backup customers. Spectrum Business separately stores the key. This lets us automatically decrypt your files when you download or restore the files you back up.

### Personal Key Encryption

With personal encryption, the 256-bit AES encryption key is provided by you and known only to you. When you select personal encryption during installation, you're asked to enter your key. The key can be any combination of characters, symbols, or numbers, and can be as short or long as you like.

**Note:** Spectrum Business doesn't store your personal encryption key. If you lose your personal encryption key, neither you nor Spectrum Business can decrypt your files. It's recommended that you save a copy of your encryption key for your records. We also suggest that you don't save your key on your computer or a USB, as it could fail or be damaged.

If you need to reinstall the backup software, you can avoid backing up all your files again by ensuring all your files are on the computer and providing the same personal encryption key during installation.

The following table shows how each capability is affected by each encryption type.

Capabilities	Standard Encryption (448-bit Blowfish encryption)	Personal Encryption (256-bit AES encryption)
Restore files using the backup software itself without providing an encryption.	Yes	Yes
Use Spectrum Business Cloud Backup on the Web to download and restore files.	Yes	Yes
Easiest restore from Spectrum Business Cloud Backup on the Web because you don't need to: <ul style="list-style-type: none"><li>Remember the encryption key</li><li>Take extra, manual steps to decrypt files</li></ul>	Yes	No
Use file preview, photo thumbnail, and file name search in Spectrum Business Cloud Backup on the Web.	Yes	No

## Reset a Forgotten Password

To reset your password you need to contact your Administrator.

## Spectrum Business Control Panel

This Spectrum Business Cloud Backup User Guide walks you through the basics of installing and configuring the Cloud Backup service. Before you get started, your Administrator needs to create your Service User account.

Once your Service User account is created, you'll receive a Welcome Email containing the following:

- Username
- Create Password Link
- License Key
- Software Download Link for Windows or Mac.

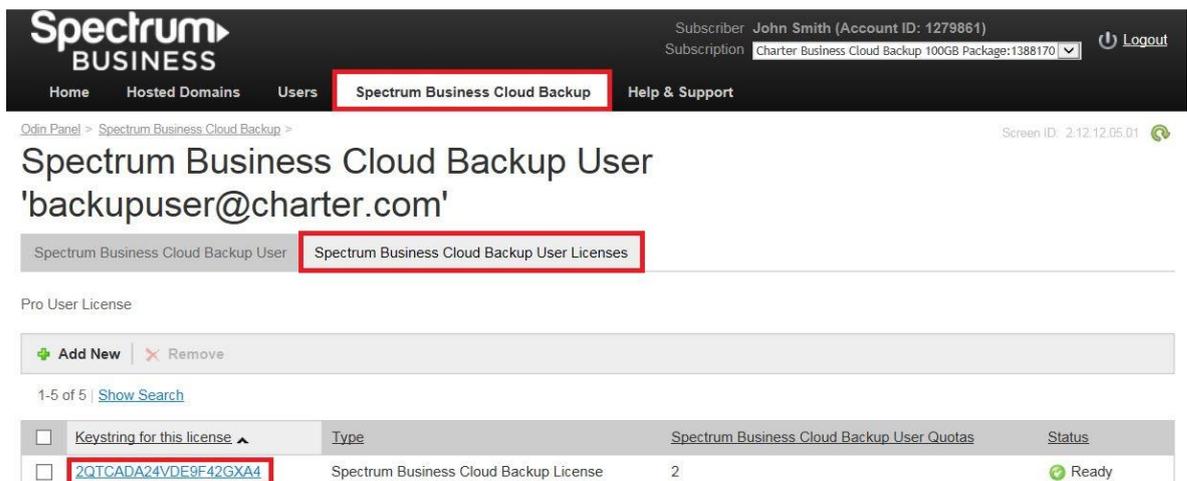
### How to Identify your License Key

Your License Key can be found in your Welcome Email or accessed through the Spectrum Business Control Panel:

1. Open a web browser and go to <https://cp.spectrum-business.net/single.html>.
2. Enter your Username and Password, then select **Login**.



3. Select the **Spectrum Business Cloud Backup** tab.
4. Choose your Username from those listed, then select the **Spectrum Business Cloud Backup User Licenses** tab to view your License Key information.



	Keystring for this license ^	Type	Spectrum Business Cloud Backup User Quotas	Status
<input type="checkbox"/>	2QTCADA24VDE9F42GXA4	Spectrum Business Cloud Backup License	2	Ready

# Installing the Spectrum Business Cloud Backup Software

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## Downloading the Backup Software

**Note:** Your Administrator must create a valid Spectrum Business Cloud Backup Service User account before you can install and use the Cloud Backup service. Adding a computer to your account requires an additional license key.

You can download the Spectrum Business Cloud Backup software couple of ways:

1. Select the download link provided in the Welcome Email sent by your Administrator.

**OR**

1. Sign in to the user portal at <https://backup.charterbusiness.com/login>.
2. Select **Restore Files** to open the web restore manager.
3. Choose the **Dashboard** tab, then select **Summary**.
4. Next to **Devices**, choose **Download**.
5. Under **Additional Downloads**, select **All Software**.
6. Select **Windows** or **Mac**.

**Note:** Installation is the only time at which you can choose the type of encryption used to secure your files. Depending on your account, you might not see all the encryption options.

## Install Spectrum Business Cloud Backup Software for Windows

1. Locate the SpectrumBusinessCloudBackup-X\_XX\_X\_XXX-XXXXX.exe file. (**Note:** The downloaded files are usually located in the default download folder.)
2. Double click the exe file.
3. If prompted, select **Yes** to run this file.
4. When the Welcome Window appears, choose **Next**.
5. Review the license agreement, then select **Install**.
6. If prompted, select **Yes** to run this file. Enter your account credentials, then select **Next**.
  - **License Key:** This is provided by your Administrator.
  - **Email Address:** Registered email address. If you're not sure what email address was used to register please contact your Administrator.
7. Enter your password, then select **Next**.
8. Choose the appropriate action:
  - If the summary window appears go to step 12.
  - If the summary window doesn't, the Cloud Backup software recognizes that your credentials were used previously and you can proceed to the next step.
9. If you see a message asking to confirm replacement of a computer, select **NO**.
10. On the summary window, review categories and the amount of files which are automatically selected.
11. (Optional) Select the type of encryption you want for your files in the data center.

12. (Optional) Type, paste, or import your own encryption key, then select **OK**.
13. Choose **Next**. The setup complete window appears.
14. Choose the appropriate action:
  - To immediately start backing up the automatically selected files, select **Finish**.
  - To change which files are selected before the first backup starts, choose **Settings**. You might want to de-select files if you don't have enough storage space, or to select only your most critical files to back them up as quickly as possible. You can adjust this setting later time.

**Note:** If you do this, the first backup starts when settings permit, or you can manually start the first backup.

## Install Spectrum Business Cloud Backup Software for Mac OS X

1. Open the **Spectrum Business Cloud Backup Installer**.
2. If prompted, select **Continue** to run a program to determine if the software can be installed.
3. When the Welcome Window appears, select **Continue**.
4. Review the Read Me page, then choose **Continue**.
5. Review the License, then select **Continue > Agree > Continue**.
6. On the Installation Type window, select **Install**.
7. Enter your Mac Administrator credentials to permit the installation, then select **Install Software**.
8. When the installation completes, choose **Close** to exit the installation program and start the setup assistant.
9. Enter your account credentials, then select **Next**.
  - **License Key:** This is provided by your Administrator.
  - **Email Address:** Registered email address. If you're not sure what email address was used to register please contact your Administrator.
10. Enter your password, then select **Next**.
11. If you see a message asking to confirm replaced of a computer, choose **No**.
12. Select the encryption method you would like to use, then select **Next**.
13. (Optional) Type, paste or import the encryption key, then select **OK**.
14. On the Setup Complete window, choose **Next**.
15. The Spectrum Business Cloud Backup preference window opens.

Congratulations! The backup software is installed and the selected files will begin backing up. It's normal for the first backup to take hours, days or even weeks. However, you can use your computer while backups are running.

Leave your computer running and connected to the internet for as long as possible. If your computer sleeps, hibernates, goes into standby mode or is turned off, backups automatically resume at the next opportunity. Each backup session reports progress independent of previous sessions. All backup sessions begin reporting progress with zero, even a resumed first backup that ran previously for hours or days.

## Replacing a Computer

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To replace a computer you have backed up with Spectrum Business Cloud Backup, you should begin by moving, downloading or restoring all of your previously backed up files to the replacement computer. If you can still use your old computer, it's recommended that you manually transfer files to the new computer rather restoring them from Spectrum Business Cloud Backup.

If you can't use your old computer, you can download or restore your files using the Spectrum Business Cloud Backup Web Console. If you use Spectrum Business Cloud BackupPro or Spectrum Business Cloud Backup and your account isn't enabled to use the Web Console, you can ask your account Administrator to do this on your behalf. It's easiest to restore your files when the operating systems are the same, but you may certainly restore your files when the platforms are entirely different.

When the new computer has the same platform as the computer being replaced (both use Windows or both use Mac), you can install the Spectrum Business Cloud Backup software using your same account credentials to associate your files already in the Spectrum Business Cloud Backup data center with the new computer, as if they had always been backed up from the new computer. It looks like a full initial backup, but it will take less time.

**Note:** This doesn't automatically put your previously backed up files onto the replacement computer.

- If your previously backed up files are on the new computer, the first backup finishes relatively quickly.
- If your previously backed up files aren't present on the replacement computer during the first backup, those files in the Spectrum Business Cloud Backup data center are identified as deleted from the computer. In this case, you must finish recovering those files to your new computer before the grace period expires.

When the new computer and the computer being replaced have different platforms (one is Windows and the other is Mac), the backup software can't associate your files already in the Spectrum Business Cloud Backup data center with the new computer. In this situation, ensure all of your previously backed up files are present on the new computer. Then, install the backup software on the new computer, using your same Spectrum Business Cloud Backup account credentials. Once your files are backed up from the new computer, delete the old computer from your account.

### Replacing a Computer with the Same Platform

If you're downloading or restoring files to a computer using the same platform (Windows to Windows, or Mac to Mac), you can use any method available. This might include:

- Downloading from Spectrum Business Cloud Backup using the Web Console.
- Contacting your Administrator to recover your files on your behalf.
- Restore options in the Spectrum Business Cloud backup software.

**Note:** It's best to not install the Spectrum Business Cloud backup software and use the Replace Computer process until all of your previously backed up files are present on the new computer. Otherwise, your files will be considered deleted and you'll have to recover them within your grace period, after which they are permanently deleted from the Spectrum Business Cloud Backup data center.

If both the new and replacement computer have exactly the same operating systems and your usernames are identical, the default folder structure is identical on both computers. In this case, restoring is straight forward. Regardless of how you recover files, you can choose to preserve the original file location when restoring. This means that files are restored into the exact same folder structure as they were in when they were backed up and you won't have to manually move any files.

If the new and replacement computers have different operating systems (for example Windows XP and Windows 7) or if your username isn't identical on both computers, you'll need to move your recovered files manually after they are on your computer. This is because your recovered files are in the exact same folder structure they were in when they were backed up, but this exact folder structure doesn't apply to the new computer. Whether you choose to preserve the original location or choose a location, you'll need to manually move your recovered files from their original folders into more appropriate folders.

Consider an example of restoring files backed up from a computer running Windows XP to a computer running Windows 7. You're restoring files from your Documents backup set and your username is the same on both computers:

- On the Windows XP computer, your folder structure looks like this: C:\Documents and Settings\your user name\My Documents.
- On the Windows 7 computer, your folder structure looks like this: C:\Users\your user name\My Documents.

Let's say that when you restore files onto the Windows 7 computer, you save them into their original folder structure. If you open your Documents folder on your new computer, you won't see your restored files, and your programs won't be able to see the restored files using their default behavior. To resolve this, manually move all files out of the folders under C:\Documents and Settings\your user name\My Documents and into C:\Users\your user name\My Documents.

After your recovered files are safely on your new computer, you can install the Spectrum Business Cloud Backup software on the new computer using the same credentials, being sure to choose to replace the old computer, and begin backing up your new computer.

## Replacing a Computer with a Different Platform

If the new computer has an entirely different platform (Windows versus Mac), you can't use the Replace Computer process, and you can't restore using the Spectrum Business Cloud Backup software installed on the new computer.

You can restore files only by signing in to your Spectrum Business Cloud Backup account online and selecting the files you wish to download on to the new computer. When your previously backed up files are restored to your new computer, they are in the exact same folder structure as when they were originally backed up. Because the default folder structure on the new platform is entirely different, you must manually move your recovered files from the Original folders (created during the restoration process) into the appropriate folders on the new computer.

Consider an example of restoring files from your Documents backup set to a computer with a different platform, and assume that your username is the same on both computers:

- On your Mac, your default folder structure may look something like this: Users/your user name/Documents.
- On your Windows computer, your default folder structure may look something like this: C:\Users\your user name\My Documents.

If you restore document files backed up from a Windows computer to a Mac, you would move the files from the newly-created My Documents folder into the existing Mac Documents folder.

If you restore document files backed up from a Mac to a Windows computer, you would move the files from the newly-created Documents folder into the existing Windows My Documents folder.

After your recovered files are safely on your new computer, you can delete the old computer from your account, install the Spectrum Business Cloud Backup software on the new computer using the same credentials and then begin backing up files on your new computer.

If your account has enough storage space and if you're not already backing up the maximum number of computers allowed, you might instead back up the new computer before you delete the old computer from your account.

## Install Spectrum Business Cloud Backup to Replace a Computer

Before you begin, you must:

1. Understand the computer replacement process.
2. Move, download, or restore all of your previously backed up files to the replacement computer.
3. Download the backup software to the replacement computer. For more information, see [Download Spectrum Business Cloud Backup Software](#).

**Note:** This doesn't automatically put your previously backed up files onto the replacement computer.

When you install the Spectrum Business Cloud Backup software to replace a computer, you must use your same Spectrum Business Cloud Backup username and password. You can do this to:

- Backup a new Windows/Mac computer that replaces an old Windows/Mac computer.
- Backup a previously backed up computer with a replacement hard drive.
- Backup a previously backed up computer with a re-installed operating system.
- Backup a previously backed up computer from which you removed the backup software.
- Backup files on the same computer with a different encryption key or type of encryption. If you change encryption for your backups, all of your files must be uploaded again.

### Windows

1. Download the [Spectrum Business Cloud Backup software](#).
2. Locate the SpectrumBusinessCloudBackup-X\_XX\_X\_XXX-XXXXX.exe file. (**Note:** The downloaded files are usually located in the default download folder.)
3. Double click the exe file.
4. If prompted, select **Yes** to run this file.
5. When the Welcome Window appears, choose **Next**.
6. Review the license agreement, then select **Install**.
7. If prompted, select **Yes** to run this file. Enter your account credentials, then select **Next**.
  - **License Key:** This is provided by your Administrator.
  - **Email Address:** Registered email address. If you're not sure what email address was used to register please contact your Administrator.
8. Enter your password, then select **Next**.
9. The backup software recognizes that your credentials were previously used. When a message appears asking you to confirm the replacement, select **Yes**.
10. On the summary window, review categories and the amount of files which are automatically selected.
11. (Optional) Select **Change Encryption** to choose the type of encryption you want for your files in the data center, then enter your personal encryption key and select **OK**.
12. Choose **Next**. The setup complete window appears.
13. Choose the appropriate action:
  - To immediately start backing up the automatically selected files, select **Finish**.
  - To change which files are selected before the first backup starts, choose **Settings**. You might want to de-select files if you don't have enough storage space, or to select only your most critical files to back them up as quickly as possible. You can adjust this setting later time. **Note:** If you do this, the first backup starts when settings permit, or you can manually start the first backup.

## Mac OS X

1. Download the [Spectrum Business Cloud Backup software](#).
2. Open the **Spectrum Business Cloud Backup Installer**.
3. If prompted, select **Continue** to run a program to determine if the software can be installed.
4. When the Welcome Window appears, select **Continue**.
5. Review the Read Me page, then choose **Continue**.
6. Review the License, select **Continue > Agree > Continue**.
7. On the Installation Type window, select **Install**.
8. Enter your Mac Administrator credentials to permit the installation, then select **Install Software**.
9. When the installation completes, Choose **Close** to exit the installation program and start the setup assistant.
10. Enter your account credentials, then select **Next**.
  - **License Key:** This is provided by your Administrator.
  - **Email Address:** Registered email address. If you're not sure what email address was used to register please contact your Administrator.
11. Enter your password, then select **Next**.
12. The backup software recognizes that your credentials were previously used. When a message appears asking you to confirm the replacement, select **Yes**.
13. Select the encryption method you would like to use, then select **Next**.
14. (Optional) Type, paste, or import the encryption key, then select **OK**.

**Note:** If the replaced Mac computer used a version of the Spectrum Business backup software previous to 2.9 and if you intend to use the same personal key but enter it incorrectly, the incorrectly entered key is considered a new encryption key.
15. On the Setup Complete window, choose **Next**.
16. The Spectrum Business Cloud Backup preference window opens.

Congratulations! The backup software is installed and selected files on this new computer will be backed up. Files in the data center from a replaced computer are associated with this new computer as if they had always been backed up from the new computer.

If your previously backed up files are present on the new computer, those files are not uploaded to the data center unless they were changed or are sufficiently small. In this case, your first backup on a replacement computer can finish relatively quickly. However, if you supplied a different personal encryption key, all your files are considered different and must be uploaded to the data center.

## Sending Your Files to Spectrum Business Cloud Backup

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With Spectrum Business Cloud backup, there are no restrictions based on file type or size. You can select which files to backup during installation, and change your selection before the first backup starts.

If the selected files exceed your storage space, the backup software automatically favors quantity over size. For example, if one large file is selected as well as thousands of small document files, the smaller document files are prioritized.

New files may be automatically selected for backup if they are saved into a folder that is being backed up. It's recommended that you periodically verify you're backing up your most important files.

If you delete a file on your computer, it no longer counts against your use of storage space. Deleted files are permanently removed from the data center after 60 days.

As you change files, each backup sends the differences to the data center. This means that you can recover older versions of files during the same grace period for deleted files. This is useful for reverting to a previous draft of a document.

### Accessing the Backup Software

After you install the Spectrum Business Cloud Backup software on your computer, it typically runs constantly in the background, backing up selected files either automatically or as scheduled. You may need to access the backup software for several reasons, including:

- Change which files are backed up.
- Edit your backup settings.
- Review status or history information for backups.
- Verify that files are backed up.
- Restore files.

On Windows computers, the Status and Settings windows can be opened through the Windows notification area, sometimes referred to as the system tray, or Start menu. The default location of the notification area is in the lower right corner of your desktop, next to the clock.

On Mac computers, you can access the backup software from the Menu bar or System Preferences.

### Open the Backup Software on Windows through the Notification Area

**Note:** If you use Windows 8, you must use the Desktop view to see the notification area. To open the Desktop view, select the **Desktop** tile.

The Windows notification area, or system tray, is located in the lower- right corner of your desktop, next to the clock. It provides icons to quickly access programs such as the Spectrum Business Cloud backup software.

1. In the notification area, right-click the Spectrum Business Cloud Backup software icon.
2. If you don't immediately see the Spectrum Business Cloud Backup icon in the notification area, select the **Up** arrow.
3. Choose any of the following options:
  - To open the Status window, select **Status**.
  - To open the Settings window, choose **Settings > More Settings**.
  - To open any other windows or change some settings quickly, select the appropriate option in the menu.

## Open the Backup Settings Window

You can open the Settings window to:

- Select files to backup.
- Change settings, such as when files are backed up.
- Review your backup history.
- Select files to restore.

Choose one of the following options to open the Settings window.

- (Windows 8) On the **Start** screen, select **Spectrum Business Cloud Backup Settings**.
- (Windows 10, Windows 7 or earlier) Right click the **Spectrum Business Cloud Backup** icon in the notification area, then select **Settings > More Settings**.

## Open the Backup Status Window

You can open the Status window to:

- Manually start and pause a backup.
- See details about a backup in progress.
- Open the **Backed Up Files** window.
- Review result of the last attempt to backup or restore.
- Open the **Backup Sets** tab on the Settings window.
- Open the **Restore** tab on the Settings window (Only after the first backup is complete).
- Manually stop a restore in progress.

Choose one of the following options:

- (Windows 8) On the **Start** screen, select **Spectrum Business Cloud Backup Status**.
- (Windows 10, Windows 7 or earlier) Select **Start > All Programs > Spectrum Business Cloud Backup > Spectrum Business Cloud Backup Status**.

## Open the Backup Preferences Window

You can open the Spectrum Business Cloud Backup Preferences window to:

- View the status of a backup.
- Select files to backup.
- Change settings such as when files backup.
- Review the backup history.
- Select files to restore.

Choose one of the following options:

- Select the **Spectrum Business Cloud Backup** icon in the menu bar, then choose **Open Spectrum Business Cloud Backup Preferences**.
- Choose the **Preferences** icon, then select the **Spectrum Business Cloud Backup** icon.

## Choosing Files to Backup

When you install the Spectrum Business Cloud Backup software, the most commonly backed up files are preselected for you. You can change which files are selected any time you like, selecting or deselecting files to use more or less storage space. Your use of space is calculated based on current selections.

### Automatic vs. Manual File Selection:

Method	Description
Automatic	<p>During installation, the Spectrum Business Cloud Backup software automatically selects files to backup. Predefined backup sets look for common types of files such as documents, spreadsheets, financial files and emails your computer desktop or anywhere in the default Documents folder. On a Windows computer, this is only the C drive. On a Mac, backup sets are called Suggested Files/Folders.</p> <p>You can also create or change the rules for backup sets to meet your own needs. For example, you may create a backup set which backs up all .JPG files on your computer.</p>
Manual	<p>You can browse the contents of your computer and manually select files and folders to backup. You can also deselect files you don't want to backup. For example, you might have a folder of temporary documents that you want exclude from backing up.</p>

You can use both automatic and manual file selection at the same time, or you might prefer to use only one method. It's always a good idea to verify that all of your most important files are selected.

**Note:** If you use Windows and you wish to use 2xProtect, you can't select EFS-encrypted files for backup. Any EFS-encrypted files must be deselected before your first backup using 2xProtect.

### Automatic Backup

Spectrum Business uses predefined backup sets to automatically identify files that should be included in a backup. You can also create custom backup sets. In the Spectrum Business Backup software for Mac, backup sets are called Suggested Files/Folders. When a backup set is selected, any new or updated files that match that backup set's definition are automatically selected for backup.

Files may not be selected by the default backup sets if:

- You save them to a drive other than the default drive (Typically the C drive on Windows).
- You save them to a folder which is not a default folder.
- You save rather uncommon types of files.
- You save them on an additional internal hard drive or an external hard drive.

### Automatically Select Files to Backup on Windows

1. Open the **Settings** window and then select the **Backup Sets** tab. The Backup Set window appears.

**Note:** Accessing the **Settings** window may vary based on the operating system you're using. See instructions to [Open the Backup Settings Window](#) above.

2. In the **Backup Set** list on the left, mark a check box to select or deselect any backup set.
3. (Optional) To see what files are automatically included by any backup set, select the name of a backup set. Files included by the backup set are listed in the right pane. If you want to access a file in Windows Explorer, right click the name of the file in the right pane and select **Show in Windows Explorer**.
4. (Optional) In the right pane, deselect any files you don't want to backup.
5. Select **OK**. Your changes are saved and the Settings windows closes.

## Automatically Select Files to Backup on a Mac

1. Select the **Spectrum Business Cloud Backup** icon in the menu bar, then select **Open Spectrum Business Cloud Backup Preferences**.
2. Choose the **Files & Folders** tab, then select **Advanced**.
3. Under **Backup**, select **+**, then choose **Suggested File/Folder**.
4. Mark the check box to select or deselect any set of suggested files and folders, then choose **OK**. The selected sets appear in the **Advanced** window under Backup.
5. Select **OK**. Your changes are saved and the Preferences window closes.

**Note:** Backups can't happen unless your computer is turned on and connected to the internet, and not in hibernation, sleep or standby mode.

## Custom Backup Sets

Spectrum Business Cloud Backup software lets you define custom backup sets for your specific needs. When you create or edit a backup set, you can specify files or folders to include or exclude according to criteria you define, such as file type, date created or size.

For example, if you have a large number of images on your computer, but only want to backup the final versions of these images, you can create a custom backup set to only look for image files in your Final Images folder.

## Create and Edit Backup Sets on Windows

**Note:** Before you can create an exclusionary backup set, you must first select Show advanced backup set features on the **Advanced** tab under **Options** on the Cloud Backup Settings window.

1. Open the Cloud Backup **Settings** window. For more information, see [Open Cloud Backup Settings Window](#).
2. Select the **Backup Sets** tab, then choose one of the following actions:
  - To create a new backup set, right-click anywhere in the left pane under **Backup Set**, then select **Add Backup Set**.
  - To change an existing backup set, right-click the name of the backup set in the left pane under **Backup Set**, then select **Edit Backup Set**. The Backup Set Editor appears. The left pane shows your computer's drive and folder structure. When you select the name of a folder in the left pane, the files inside it are listed in the right pane. This is similar to what you can see on the File System tab on the Settings window.
3. In the **Backup Set Name** field, specify a name for the backup set.
4. (Optional) In the left pane, select the folder in which this backup set should select files.
5. (Optional) Under **Rules**, create a rule this backup set should use to select files.
  - Choose whether to include or exclude files according to the first rule.
  - Choose the nature of this rule and specify details for the rule.
2. (Optional) To create an additional rule for this backup set to use when selecting files, click **+** and repeat Step 5.
3. Select **OK** to save this backup set. To use this backup set, select it in the left pane of the Backup Sets tab on the Settings window.
4. Choose **OK**. Your changes are saved and the Settings window closes.

**Note:** Backups can't happen unless your computer is turned on and connected to the internet and not in hibernation, sleep or standby mode.

Rule Type	Options
File Type	Use only valid file extensions. For example, exe, doc, txt. Use spaces to separate file extensions. Dots aren't necessary. To learn what file extensions are appropriate for any program you use, search online or in the help or documentation for that program.
Size	Specify whether to select files smaller than or larger than the size you provide in KB (kilobytes). If you think of size in terms of MB (megabytes), you need to convert that size to KB. You can find calculators online to help you make this conversion.
Last Modified	Specify whether to select files last modified before, after or between dates you select.
Created	Specify whether to select files created before, after or between dates you select.
File Name	<p>Specify the rule by which files are selected according to name. You can set whether the name:</p> <ul style="list-style-type: none"> <li>• is</li> <li>• is not</li> <li>• starts with</li> <li>• doesn't start with</li> <li>• ends with</li> <li>• doesn't end with</li> <li>• contains</li> <li>• doesn't contain</li> </ul> <p>Any word or characters you specify. If you specify a name which contains a space, enclose the entire name within quotation marks. For example, "expense reports".</p>
Folder Name	<p>Specify the rule by which folders or both folders and files are selected according to name. You can set whether the name:</p> <ul style="list-style-type: none"> <li>• is</li> <li>• is not</li> <li>• starts with</li> <li>• doesn't start with</li> <li>• ends with</li> <li>• doesn't end with</li> <li>• contains</li> <li>• doesn't contain</li> </ul> <p>Any word or characters you specify. If you specify a name which contains a space, enclose the entire name within quotation marks. For example, "my docs".</p>

## Create and Edit Backup Sets on Mac

1. Select the **Spectrum Business Cloud Backup** icon in the menu bar, then select **Open Spectrum Business Cloud Backup Preferences**.
2. Choose the **Files & Folders** tab, then select **Advanced**.
3. Under **Backup**, select **+**, then **Advanced**.
4. In the **Rule Name** field, specify a name for this backup set rule.
5. At the Backup files inside field, specify which folder this backup set will select files from. When you select a folder, all of its subfolders are included as well.
6. Choose one of the following options:
  - **Any:** Any files which match any of the following rules are selected.
  - **All:** All of the following rules must be true for files to be selected.
  - **None:** None of the following rules must be true for files to be selected.
7. Choose the nature of this rule and specify details for the rule:

Rule Type	Options	Description
File Extension	<ul style="list-style-type: none"> <li>• is</li> <li>• is not</li> <li>• begins with</li> <li>• ends with</li> <li>• contains</li> <li>• is like</li> </ul>	Specify types of files using valid file extensions such as exe, txt, pdf, psd, and so forth. <ul style="list-style-type: none"> <li>• Use spaces to separate file extensions.</li> <li>• Dots are not necessary.</li> <li>• To learn what files extensions are appropriate for any program you use, search online or in help or documentation for that program.</li> </ul>
Name	<ul style="list-style-type: none"> <li>• is</li> <li>• is not</li> <li>• begins with</li> <li>• ends with</li> <li>• contains</li> <li>• is like</li> </ul>	Specify files with a specific file name.
Any Parent Folder	<ul style="list-style-type: none"> <li>• contains</li> <li>• is</li> <li>• is not</li> </ul>	Specify parent folders with a specific name.
File Size	<ul style="list-style-type: none"> <li>• is less than</li> <li>• is less than or equal to</li> <li>• is greater than</li> <li>• is greater than or equal to</li> <li>• is</li> <li>• is not</li> <li>• B</li> <li>• KB</li> <li>• MB</li> <li>• GB</li> <li>• TB</li> </ul>	Specify the size of files you want to select, then select the appropriate measurement.

8. (Optional) To add another rule, select **+** and repeat Step 7.
9. Select **OK**. The newly created backup set rules appear in the list under Backup.

## Manual File Selection

You can manually select or deselect any files or folders at any time using the **File System** tab on the Cloud Backup **Settings** window. If you select a folder, any files later added to that folder are automatically included in backups. If selections were made using backup sets, you can review the **File System** tab to see exactly which files and folders are selected.

### Select Files Manually in Backup Software for Windows

1. Open the **Settings** window. For more information, see [Open Cloud Backup Settings Window](#).
2. Select the **File System** tab. Your computer's file system is displayed in the left pane.
3. Choose any action:
  - To see how a specific folder or drive is treated by backups, hover over the name and wait for the tool tip to appear.
  - To select a different drive, such as a data partition, a second internal drive, or an external drive, select the check box to its left. USB or flash drives can't be backed up.
  - To select or deselect a folder, select the check box to its left. When you select a folder, all its subfolders are selected as well.
  - To expand a folder, select **+**.
  - To collapse a folder, select **-**.
  - To display files saved in a folder, choose the name of the folder.
  - If you want to access a file in Windows Explorer, right-click the name of the file in the right pane and select **Show in Windows Explorer**.
  - To select or deselect a file, choose the check box to its left. The names of encrypted files are displayed in a different color.  
**Note:** If you're using Spectrum Business Cloud Backup 2xProtect, locally EFS encrypted files can't be backed up. If you wish to use 2xProtect, you must first deselect such files.
  - To select from a shared or network location, right-click any item in the left pane and select **Add network share**.
4. Select **OK**. Your changes are saved and the Settings window closes.

**Note:** Backups can't happen unless your computer is turned on and connected to the internet and not in hibernation, sleep or standby mode.

### Select Files Manually in Backup Software for Mac OS X

1. Select the **Spectrum Business Cloud Backup** icon in the menu bar, then select **Open Spectrum Business Cloud Backup Preferences**.
2. Choose the **Files & Folders** tab.
3. Select from the following actions:
  - To see whether a file or folder is selected for backup, select the **Status** icon. For more information, see [Seeing the Status of a File Selected for Backup](#).
  - To select a folder or file for backup, select **+**. When you select a folder, all its sub folders and files are selected as well.
  - To deselect a folder or file from backing up, choose **-**.
  - Drag and drop files from any Finder window. Your changes are automatically saved.

## Seeing How Much of Your Storage Space is Used

Space consumption is reported to the data center when each backup completes. Therefore, the amount of space consumed can differ between the backup software and what you may see online. This is normal and is reconciled when each backup completes.

Your Administrator assigns storage space for each computer you backup. A bar represents your usage of space in the data center. The bar is divided into segments, which show the total size of all files currently selected for backup on this computer, the total additional space consumed by other devices being backed up and how much space is still available.

On Windows, if you have a certain threshold of total space and are using less than half of it, the bar splits in two. The left portion zooms in to make it easier to see the space you're using. As the available space falls below thresholds, the right portion changes from gray to yellow and finally to red. If you're over your space limit, the bar appears on all tabs of the Settings window, along with a warning. To resolve this, either contact your Administrator for more space in the data center or deselect files from backing up. When you deselect files from backing up, they no longer count against your storage space.

In the backup software for Windows, this bar appears on the Settings window, at the bottom of both the **Backup Sets** tab and the **File System** tab.

On Mac, as the available space falls below thresholds, first a yellow and then red icon appears next to the bar. In the backup software for Mac, this bar appears on all tabs of the Preferences window.

## Using Less Space in the Data Center

You should regularly review which files are selected to ensure that files you value the most are backed up, and also to ensure that files aren't inadvertently selected and consuming storage space. If you rely on automatic selections to back up certain types of files or if you have selected entire folders, it's possible to inadvertently back up files.

To use less space, consider de-selecting these files from your backups.

Files	Description
Program or Application Files	Installed program or application files shouldn't be selected because they can't typically be restored; programs and applications need to be installed. However, some programs create special files that store Program or application files your data or settings, such as bookmark files for a Web browser. You should select such files because they can be restored and then used by the programs which interact with them.
Installer Files	If you can download files which install programs and applications, or if still have the original installation CDs or DVDs, you don't need to back up installer or setup files. Only back them up if you know you can't obtain them by any other means.
Files Obtained from DVD or CD	If you still have the original CDs or DVDs, you may not need to back up media files such as music or movies.
Files Obtainable From Other Locations	If you have collected files from different locations that you can get again without much trouble, such as PDFs or pictures from Web sites, you might not want to back them up, especially if they are very large.

## Seeing Which Files Are Backed Up

There are several different ways to view the files you're backing up. It's recommended that you periodically verify you're backing up the files you intend to.

To see which files are backed up, you can use:

- The backup software installed on your computer. Files which you see listed as available to restore are backed up to the data center.
- A Web browser on any computer with internet access.
- Windows Explorer on Windows computers.

## See List of Backed Up Files in Windows

In the backup software for Windows, you can see a list of files which are backed up to the data centers. While files are being backed up, you can also see a list of files awaiting backup. You may also be interested in seeing the history of your backup and restore transactions.

1. Choose one of these options:
  - Right-click the **Spectrum Business Cloud Backup** icon in the notification area, then select **View Backed Up Files**.
  - Open the **Status** window, then select **Files backed up**.

**Note:** The Files backed up list shows detailed information about files backed up to the data center. The Files awaiting backup list appears only during a backup.

2. Choose any of these actions:

Find a File	In the <b>Search for</b> field, enter the file name and then select <b>Search</b> . You can use letters, numbers, symbols, spaces and the wild card. To go back to the complete list of all files, choose <b>Clear</b> .
Sort the List	Select the label of any column to sort by that column, either in ascending or descending order. You can sort with these columns: <ul style="list-style-type: none"><li>• Name</li><li>• In Folder</li><li>• Size</li><li>• Type</li></ul>
Resize a Column	Hover over the right side of the column label, then double-click to expand to the width of the longest information in the column or click and drag to manually expand/condense the column.

## See Backup History in Backup Software for Windows

In the backup software for Windows, the History tab on the Settings window shows attempts to backup or restore files, and whether the attempt was successful or not, allowing you to identify files that are no longer being backed up and files that were deleted from the computer or deselected from the backup.

1. Open the **Settings** window and then select the **History** tab.

**Note:** Accessing the **Settings** window may vary based on the operating system you're using. See instructions to [Open the Backup Settings Window](#) above.

2. Choose from the following actions:
  - Review information about each recent attempt to backup or restore.
  - Select any column header to sort the list of attempts by that column either in ascending or descending order.
  - Choose any backup or restore attempt to see a list of files transferred in that attempt in the bottom pane.
3. In the bottom pane, choose any of the following actions:
  - Select any column header to sort the list of files by that column either in ascending or descending order.
  - Review information about each file transferred for the selected backup or restore.

Column	Description
File	The name of the file.
Path	The full path for the location of the file on your computer starting with the drive letter.
Patch Size	The size of the information transferred from that file. This might be the entire file, or it might only be a portion of the file which changed since it was last backed up.
Encoding Time	The amount of time it took for this file to be prepared for transfer.
Transfer Time	The amount of transfer time for this file.
Transfer Rate	The rate at which this file was transferred.
Other Details	<ul style="list-style-type: none"> <li>• <b>Bad patch detected. Backing up full file next time:</b> The state of the information transferred for this file indicates that it's necessary to back up this file entirely in the next backup attempt rather than only the most recently changed portion.</li> <li>• <b>File locked during backup:</b> The file wasn't backed up because it was locked by some other program on your computer. You can enable support for backing up open files in advanced settings.</li> <li>• <b>Successfully opened locked file for backup:</b> Indicates the file was in use by another process, but VSS was used to enable access for backup.</li> <li>• <b>Unable to snapshot volume:</b> A problem occurred during backup but should resolve itself on the next attempt. If the error persists, contact your account Administrator.</li> <li>• <b>File already on servers:</b> The file wasn't transferred because it already exists in the data center.</li> <li>• <b>Unable to open file for backup:</b> This file wasn't accessible. The location may have been unavailable, the file may not have been readable, or the file may have been locked by another process when it was requested.</li> <li>• <b>EFS encrypted file:</b> The file is locally EFS encrypted.  <b>Note:</b> You can't use 2xProtect for files that are locally EFS encrypted. If you're backing up EFS-encrypted files online, before your first local backup you must either deselect them, or you must deselect Enable support for backing up EFS encrypted files in advanced settings.</li> <li>• <b>Error sending data:</b> A problem occurred during backup but should resolve itself on the next attempt. If the error persists, contact your account Administrator.</li> <li>• <b>Duplicate file:</b> This exact file is in more than one location on your computer, and each instance is selected for backup; therefore only one instance of this file is sent to the data center.</li> </ul>

Other Details Continued	<ul style="list-style-type: none"> <li>• <b>Data Shuttle:</b> This file was backed up to a Data Shuttle device.</li> <li>• <b>Failed to connect to network share:</b> The backup software wasn't able to connect to a network share to transfer this file.</li> <li>• <b>VSS:</b> This file was backed up as part of a VSS backup set.</li> <li>• <b>VSS writer error crash-consistent only:</b> A problem occurred during backup but should resolve itself on the next attempt. If the error persists, contact your account Administrator.</li> <li>• <b>Unable to copy to local backup directory:</b> This file couldn't be copied to the location designated for 2xProtect. This should resolve itself on the next backup attempt. If the error persists, contact your account Administrator.</li> <li>• <b>External drive is unavailable:</b> This file couldn't be backed up because it's on an external drive which isn't available.</li> <li>• <b>Removed (restorable for ## days):</b> This file is marked for permanent deletion from the data center after the grace period. It's available to restore during the grace period.</li> <li>• <b>Moved into the 2xProtect history:</b> This file was moved into the 2xProtect version history folder in the designated location.</li> <li>• <b>Unable to move into the 2xProtect history:</b> This file couldn't be moved into the 2xProtect version history folder in the designated location.</li> <li>• <b>Removed from the 2xProtect history:</b> This file was deleted from the 2xProtect version history folder in the designated location.</li> </ul>
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4. (Optional) Select **Clear History** to delete the history of backup and restore attempts.
5. Choose **OK**. Your changes are saved and the Settings window closes.

## See Backup History in Backup Software for Mac

In the backup software for Mac, the **History** tab on the Settings window shows attempts to backup or restore files, and whether the attempt was successful or not. The left pane lists your backup attempts by date and time. A green check mark indicates a successful backup while a red minus indicates an unsuccessful or incomplete backup. You can review specific error messages for more details, and if necessary you may request assistance.

1. Select the **Spectrum Business Cloud Backup** icon in the menu bar, then select **Open Spectrum Business Cloud Backup Preferences**.
2. Choose the **Summary** tab, then **History**.
3. In the left pane, select any backup attempt to see its details in the right pane.
4. In the right pane, choose any of these actions:
  - Select any column header to sort the list of files by that column either in ascending or descending order.
  - Review information about each file transferred for the selected backup.
  - The **Notes** column shows specific information about each file, such as whether it was already in the data center or if the file failed to transfer.
  - For any unsuccessful attempt to back up (indicated with a red minus) select **More Info** to see detailed error information.
5. (Optional) To search for a specific file in the selected backup attempt, enter the necessary characters in the **Search** field.
6. When you have finished viewing the history, choose **Done**.

## Seeing the Status of a File Selected for Backup for Windows

Status icons allow you to easily see the status of a file that has been selected for backup.

When you open Windows Explorer to browse files and folders on your computer, you can see status icons for files selected for backup in the backup software.

	The file is currently backed up to the data center.
	The file has been previously backed up, but it has been changed or modified and will be backed up again when the next backup runs.
	The file isn't backed up to the data center, but will be backed up when the next backup runs.

## Seeing the Status of a File Selected for Backup for Mac

In the backup software for Mac, when you open the **Files & Folders** tab in **Preferences** window, you can see status icons for files selected for backup.

	The file or entire folder has been selected for backup.
	Only some of the files in the folder have been selected for back up.
	Appears when you hover over a folder which displays a yellow circle status icon. Selecting the button lets you backup all or none of the contents of this folder by selecting Back up folder name or Don't backup folder name.
	Appears when you hover over a folder that contains no files selected for backup. Selecting the button lets you back up all contents of the folder. To expand the folder and view its contents, choose the folder name.
	Appears when you hover over any folder with a green circle status icon. Selecting the button deselects the folder and all of its contents from backing up.
	Indicates that the file or folder is excluded from backing up.

## Backup Hidden Files

Hidden files are typically system files used by your operating system or by programs installed on your computer. By default, these files aren't visible on most computers.

In most cases, you won't backup hidden files. However, there may be times when you want to backup hidden files. For example, if you want to be able to recover your iTunes folders exactly how they are, you need to back up the entire iTunes folder, including the hidden files.

### Windows

1. Open the **Settings** window and then select the **Backup Sets** tab. The Backup Set window appears.

**Note:** Accessing the **Settings** window may vary based on the operating system you're using. See instructions to [Open the Backup Settings Window](#) above.

2. Choose the **Options** tab, then select the **Advanced** tab.
3. Select **Allow back up and display of protected operating system files**, then choose **OK**.
4. When selecting files to backup in the Spectrum Business Cloud Backup Settings window, hidden files can now be selected.

**Note:** This doesn't make hidden files visible in Windows Explorer. Consult the help for your Windows operating system to see how to make hidden files visible when using Windows Explorer.

## Mac

1. Choose one of the following actions:
  - To show hidden files in Spectrum Business Cloud Backup and the Finder, run the following command from the Terminal application:  
`defaults write com.apple.finder AppleShowAllFiles YES`
  - To show hidden files only in Spectrum Business Cloud Backup and not in Finder, run the following command from the Terminal application:  
`defaults write com.mozy.preferences ShowAllFiles YES`
  - To hide hidden files in Spectrum Business Cloud Backup and the Finder, run the following command from the Terminal application:  
`defaults write com.apple.finder AppleShowAllFiles NO`
  - To hide hidden files only in Spectrum Business Cloud Backup and not in Finder, run the following command from the Terminal application:  
`defaults write com.mozy.preferences ShowAllFiles NO`

## Backing Up Files from Other Devices

Spectrum Business Cloud Backup can only backup files from drives that are considered fixed or mounted by the operating system; this may include some external drives that are directly connected. Spectrum Business Cloud Backup can't back up files from flash, thumb or memory stick type drives.

When you choose files to backup, if additional drives appear and are selectable, you may back up files on such drives. You can select files manually or automatically from other drives.

## Controlling When Files Get to Spectrum Business Cloud Backup

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By default, your files backup automatically when your computer usage falls low enough. You may instead set a schedule for your backups, and you may back up manually at any time.

You can manually pause any backup in progress. This might be a good idea if you're planning to shut down your computer, so that the process pauses cleanly rather than being abruptly interrupted.

You may also temporarily suspend automatic and scheduled backups. You might want to do this if you're having work done on your computer. While automatic or scheduled backups are suspended, you may still backup manually any time you wish.

### Backup Manually

Spectrum Business Cloud Backup backs up your files on a schedule or automatically. However, you can start a manual backup any time. You might want to do this if you have just completed important work and you don't expect an automatic or scheduled backup to begin soon.

### Windows

To start a manual backup in Windows:

1. Open the **Status** window and then choose **Start Backup**.

**Note:** Accessing the **Status** window may vary based on the operating system you're using. See instructions to [Open the Backup Status Window](#) above.

### Mac

To start a manual backup in Mac:

1. Select the **Spectrum Business Cloud Backup** icon in the menu bar, then select **Open Spectrum Business Cloud Backup Preferences**.
2. Choose **Back Up Now** to start a manual backup.

## Backup Automatically

By default, the Spectrum Business Cloud Backup software backs up automatically when your computer meets specific criteria, such as how long it has been idle.

### Windows

1. Open the **Settings** window, then choose **Options** and select the **Scheduling** tab.

**Note:** Accessing the **Settings** window may vary based on the operating system you're using. See instructions to [Open the Backup Settings Window](#) above.

2. Select **Automatic** (perform backups when your computer isn't in use).
3. Set the following options:

Don't backup if the CPU is over this % busy.	Specify the level of computer processing utilization which determines whether an automatic backup can begin or must stop. If your computer's processing activity exceeds this percentage, automatic backups will still begin and backups in progress will continue. For example, if you set this to 15%, then a backup won't start or continue unless computer processing falls below 15%.
Don't back up unless the computer has been idle for at least this long (minutes).	Specify how many minutes your computer must be idle before an automatic backup can begin. If a program or your system settings cause the computer to become active, a backup in progress stops until the specified idle time is reached again. For example, if you set this to 30 minutes, then a backup won't start unless the computer has been idle for over 30 minutes. If during a backup the computer becomes active, the backup will continue.
Don't back up more than this many times per day.	Specify the maximum number of backups that can occur in a day. The minimum is one time. The maximum is twelve times.
<b>Note:</b> All of these conditions must be met at the same time before a backup can start or resumes.	

4. (Optional) Set the following options:

Attempt automatic backup even when a network connection isn't detected	Backups are attempted regardless of whether a network connection is detected. Use this if your network connection is unreliable.
Start automatic backups when the computer is running on battery power	Backups will start even when your computer is running on battery power.

5. Select **OK**. Your changes are saved and the Settings window closes.

### Mac

1. Select the **Spectrum Business Cloud Backup** icon in the menu bar, then select **Open Spectrum Business Cloud Backup Preferences**.
2. Select the **Options** tab.
3. Select **Back Up Automatically**. Your changes are automatically saved.

## Backup on a Schedule

If you don't want your computer to backup automatically, based on usage thresholds, you can set Spectrum Business Cloud Backup to backup on a schedule. For example, you might want your computer to backup during your lunch hour, or at a specific time at night, or once a week on a specific day.

### Windows

1. Open the Spectrum Business Cloud Backup **Settings** window.

**Note:** Accessing the **Settings** window may vary based on the operating system you're using. See instructions to [Open the Backup Settings Window](#) above.

2. Choose **Options**, then select the **Scheduling** tab.
3. Choose to backup on a schedule.
4. Select **Scheduled** (Perform backups within 15 minutes of the chosen time).
5. Select when and how often you want your backups to happen. Select either **Daily** or **Weekly**, then set the approximate time of the day you want to backup your computer. If you selected Daily, select how often to backup. Every day is most often and every seven days is least often. If you selected Weekly, you must also select the day of the week you want the backup to run, then how often to back up. Every week is most often and every seven weeks is least often.
6. (Optional) Choose whether to select when a scheduled backup is missed, allow an automatic backup. When a scheduled backup is missed, this option automatically backups when computer usage thresholds permit, rather than waiting until the next scheduled backup. This is useful when your computer isn't running or has no internet connection during the time scheduled for backup, such as when you're traveling.
7. (Optional) Set the following options:

Attempt automatic backup even when a network connection isn't detected.	Backups are attempted regardless of whether a network connection is detected. Use this if your network connection is unreliable.
Start automatic backups when the computer is running on battery power.	Backups will start even when your computer is running on battery power.

8. Select **OK**. Your changes are saved and the Settings window closes.

### Mac

1. Choose the **Spectrum Business Cloud Backup** icon in the menu bar, then select **Open Spectrum Business Cloud Backup Preferences**.
2. Select the **Options** tab, then choose **Backup on a schedule**.
3. Select either every day, every other day, every week or every other week. For weekly backups, select the day of the week you want your backup to run.
4. Your changes are automatically saved.

## Pause a Backup in Progress

You can pause a backup in progress any time you wish. You might do this if you're planning to heavily use your computer's resources or your internet connection, or if you're planning to install new software.

Any transaction underway at the moment must complete before the pause takes effect. This means that if a large file is being backed up, there can be a delay before pausing is complete. You may shut down your computer while a backup is in progress without pausing.

### Windows

1. Open the Spectrum Business Cloud Backup **Status** window, then select **Pause Backup**.

**Note:** Accessing the **Status** window may vary based on the operating system you're using. See instructions to [Open the Backup Status Window](#) above.

### Mac

1. Select the **Spectrum Business Cloud Backup** icon in the menu bar.
2. Choose **Pause Backup**.

## Changing Performance

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You can change performance settings for Spectrum Business Cloud Backup so that it runs faster or slower. If the backup software is set for maximum performance, the result might be that other computer programs, Web browsing or streaming capabilities are slower. If Spectrum Business Cloud Backup is set for minimum performance, you might not be able to backup your files. You can also choose how much of your internet connection Spectrum Business Cloud Backup uses. This is known as bandwidth throttling and allows you to control what programs can use more or less of your internet connection at any given time. If the backup software is set to maximum backup speed, you may find that it can be even faster if no other devices use your network at the same time. For the Windows backup software, you can also choose how much of your computer's resources are dedicated to encrypting and backing up your files.

### Change Performance for Backup on Windows

You can change performance settings for backups so that they occur more quickly or slowly. Spectrum Business Cloud Backup software for Windows provides two settings for controlling performance, backup speed and bandwidth throttling.

**Note:** Performance settings apply only to uploading files when backing up. They don't apply to downloading files when restoring.

1. Open the Spectrum Business Cloud Backup **Settings** window.  
**Note:** Accessing the **Settings** window may vary based on the operating system you're using. See instructions to [Open the Backup Settings Window](#) above.
2. Select **Options**, then choose the **Performance** tab.
3. To limit how much of your internet connection is used by backups, select **Enable Bandwidth Throttle**, then move the slider left to use less bandwidth or right to use more bandwidth for backups.
4. Choose one of the following options:
  - **Always Throttle:** Uses the bandwidth speed limit you specified for every backup, all the time.
  - **Throttle Between These Hours:** Uses the bandwidth speed limit you specified only during specific times, such as office hours or the weekend. Set the time and days for when the speed limit is in effect. Backups which happen outside the schedule you set use as much of your internet connection as possible, ignoring your speed limit.
5. To set the balance between quicker backups or faster computer performance, move the slider under **Backup Speed** to the right for quicker backups or to the left for faster computer performance.
6. Select **OK**. Your changes are saved and the Settings window closes.

### Change Performance for Backup on Mac

You can change performance settings for backups so that they run faster or slower, which has an impact on the overall performance of your computer.

1. Select the **Spectrum Business Cloud Backup** icon in the menu bar, then select **Open Spectrum Business Cloud Backup Preferences**.
2. Choose the **Performance** tab, then select a limit backup speed.
3. Click and hold the slider to drag it left for slower backups or right for faster backups.
4. (Optional) To use this speed limit only during specific times, select **Limit between**, and then set the beginning and ending times.

## Backing Up to a Local Drive (Windows ONLY)

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In the Spectrum Business Cloud Backup software for Windows, 2xProtect lets you backup the same files to the data center and to a local drive, providing a second level of protection. Because your files are backed up locally, restoring is also much faster than waiting for your files to download from the data center.

**Note:** 2xProtect isn't available in the Spectrum Business Cloud Backup software on Mac.

Backups to the data center and to a local drive occur simultaneously. The same files are transferred and the same storage capacity applies to both backups. You can't select different files to backup online versus locally, and you can't choose for local backups to happen at a different time than online backups.

If your online backup stops during a backup, 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 replace a local backup drive with a new drive that doesn't contain any backup files, all of your files are backed up to the new drive, as long as it has the same drive letter. If a local backup occurs when an online backup can't, the status will show either Preparing data or Communicating with server until the local backup is complete.

You can enable local backup version history to restore previous versions of files from your local backup. If you don't enable local backup version history, files and folders that have been deselected from the backup set or deleted from your computer will no longer be available from the local backup. However, because deselected or deleted files remain in our cloud-based data center during your grace period, you can still download them through the Spectrum Business Cloud Backup software or from Spectrum Business Cloud Backup Web Console.

Just like online backups, you can see local backup events in your history. However, you can see only whether a local backup was successful; you can't see details. Only final status information is provided for local backups, though during a local backup to a removable drive, you may see indications of drive activity.

### Requirements for Using 2xProtect

- You can't choose the system drive (C:\) to store local backups.
- Local backups are made to the root of the drive. You can't specify a path on the local drive, to backup to a specific folder on that drive.
- You can use 2xProtect 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, a recent attempt was incomplete with a link to LocalBackupError0, meaning that the online backup succeeded, but the local backup didn't. This is because the drive you had used for local backup isn't connected.
- Be sure the drive you want to use for 2xProtect has enough space available to hold all the files selected for backup. If you also wish to enable local backup version history, the drive must have enough available space for that as well.
- If there isn't 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 won't actually be full as reported in the log file.
- You can't use 2xProtect for files that are locally EFS encrypted. If you're backing up EFS- encrypted files online, before your first local backup you must either deselect them, or you must disable support for backing up EFS-encrypted files on the Advanced tab of the Settings window.
- Avoid deep file paths. Because of limitations imposed by MS Windows, 2xProtect can't backup a file with a full path and file name that is longer than 260 characters.
- 2xProtect works with either the NTFS or FAT32 file system; however, FAT32 doesn't support backing up files larger than 4 GB.

## Local Backup Version History on Windows

2xProtect is available only when using the backup software for Windows. 2xProtect isn't available for Mac.

When new versions of files are backed up with 2xProtect, older versions of those files can be automatically moved to a separate version history folder on the drive you selected for local backup. Files you either delete from your computer or deselect from backing up are also retained in that same version history folder. You can use Windows Explorer to retrieve files from the 2xProtect version history folder on your local backup drive.

**Note:** Each time a file is moved to the version history, an entry is added to the History tab on the Settings window, so you can monitor the activity of the version history.

The 2xProtect version history shares drive space with the local backup itself. By default this limits its size according to both the size of the drive and the space used by 2xProtect. You can set the maximum size for 2xProtect version history to prevent it from growing too large. If you don't want to use 2xProtect version history, set the maximum size to zero. You can also set the maximum size of files to save in version history, which prevents it from being filled too quickly with large files.

Version history can store up to five previous versions of a file, space permitting. When the version history folder is full, because either the drive is full or the size limit you set for the folder has been reached, the oldest versions of files are deleted to make room for new files. Version history for local backup isn't an archive. Don't assume that 2xProtect version history is any more than a convenient temporary location from which to retrieve a file you accidentally deleted or changed. If you need to recover a file from version history, use Windows Explorer to access the version history folder. The files in the folder are organized in the same way as they are on your computer's hard drive.

The folder is located at SpectrumBusinessCloudBackupLocalBackup <computer\_name>-history on the drive you selected for 2xProtect, where <computer\_name> is your computer name. Filenames in the version history folder use the original filenames with an epoch time stamp appended. If you're interested, you can search the Web for sites to help you convert the time stamp to a date and time meaningful to you, but basically, the larger the number, the more recent the file. You can copy any files in the version history folder to any other folder you want in the same way you would copy any other file in Windows. After copying the file, you can rename the file, if wanted, and open the file as usual with the application that created it.

## Backup to a Local Drive on Windows

**Note:** You can't use 2xProtect for files that are locally EFS encrypted. If you're backing up EFS- encrypted files online, before your first local backup you must either deselect them, or you must disable support for backing up EFS-encrypted files on the **Advanced** tab of the Settings window.

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's connected.
2. Open the Spectrum Business Cloud Backup **Settings** window.

**Note:** Accessing the **Settings** window may vary based on the operating system you're using. See instructions to [Open the Backup Settings Window](#) above.

3. Select the **Options** tab, then choose **Local Backup**.
4. In the **Drive** field, select the drive where you want your local backup files stored.

**Note:** While it's possible to select a drive that you're backing up files from, we caution against doing this because if your drive fails, you lose both your files and your local backup.

5. (Optional) Select **Add Network Share**, then provide the UNC path, username and password to backup to that local network drive.

6. (Optional) To enable version history for local backup, set the following options:

Maximum file size	Specify the maximum size file that can be added to the version history. Use this to save space by excluding large files from the version history.
Maximum size of history folder	Specify the maximum size of the version history folder. If this is set to <b>0</b> , no history is saved. This size for the history folder can't be set to be larger than the drive storing the history and the local backup with which the history shares space.

The history folder is located at SpectrumBusinessCloudBackupLocalBackup\

7. (Optional) To empty the local backup version history folder, select **Empty History**. The version history for local backups is deleted. The most recent local backup itself remains.
8. Select **OK**. Your changes are saved and the Settings window closes.

## Change Temporary File Location for Backup Software on Mac

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The backup software for Mac uses a temporary folder on your hard drive to prepare your files for encryption. If you want to use another mounted drive that has more space available to store the temporary files, you can choose a custom location where Spectrum Business Cloud Backup places the temporary files.

1. Select the **Spectrum Business Cloud Backup** icon in the menu bar, then select **Open Spectrum Business Cloud Backup Preferences**.
2. Choose the **Options** tab, then select **Use custom location for temporary files** and choose the adjacent default location.
3. Choose from the following options:
  - Select another folder.
  - To browse to the new location, select **Choose**, set a location, and then select **Open**.
4. Your changes are automatically saved.

## Controlling Access to the Backup Service

You can prevent Spectrum Business Cloud Backup software from backing up your computer when it's connected to the internet on specific networks. You may want to do this, for example, when connected to a metered network or a mobile network.

Additionally, if you use a proxy server, you may want to ensure it's used for backups. A proxy server is a server that sits between a computer and the internet. The proxy server receives requests from a computer inside the network, performs the action requested, and then returns the results to the requesting computer. The backup software doesn't require you to use a proxy server. However, if you have defined a proxy server on your Mac, the backup software for Mac automatically uses it. Windows users can change proxy server settings directly in the backup software. You may also want to add some advanced proxy server settings to accommodate the service specifically, particularly where firewalls are concerned.

### Prevent Backups on Specific Networks on Windows

1. Open the Spectrum Business Cloud Backup **Settings** window.

**Note:** Accessing the **Settings** window may vary based on the operating system you're using. See instructions to [Open the Backup Settings Window](#) above.

2. Select the **Options** tab, then choose the **Network** tab.
3. Under **Network Filter**, select networks to never use when backing up the computer.

### Prevent Backups on Specific Networks on Mac

1. Select the **Spectrum Business Cloud Backup** icon in the menu bar, then select **Open Spectrum Business Cloud Backup Preferences**.
2. Choose the **Performance** tab, then **Network Filter**.
3. Select the networks to never use when backing up the computer.

### Advanced Proxy Server and Firewall Settings

The Spectrum Business Cloud Backup service doesn't require you to use a proxy server. If you've already defined a proxy server for a Mac, the backup software for Mac automatically uses it. Windows users can change proxy server settings directly in the Spectrum Business Cloud Backup software. If you're connecting through a firewall or have defined advanced settings on your proxy server, you may need to add these settings to your configuration:

Settings	Required Values
Ports used by Spectrum Business Cloud Backup software.	<ul style="list-style-type: none"><li>• Port 80</li><li>• Port 443</li></ul>
IP ranges Required: If you only allow connections to a specific IP addresses on ports 80 and 443.	<ul style="list-style-type: none"><li>• 65.44.121.0/24</li><li>• 74.112.144.0/21</li><li>• 173.243.48.0/20</li></ul>
URLs used by Spectrum Business Cloud Backup software. If you use URL filtering.	<ul style="list-style-type: none"><li>• berkeleydata.com</li><li>• mozyoem.com</li><li>• mozy.com</li><li>• mozypro.com</li><li>• mozyenterprise.com</li></ul>

## Set Backup Software to Use a Windows Proxy Server

Windows users can change proxy server settings directly in the Spectrum Business Cloud Backup software. You may want to add some advanced proxy server settings to accommodate Spectrum Business Cloud Backup specifically, particularly where firewalls are concerned.

1. Open the Spectrum Business Cloud Backup **Settings** window.

**Note:** Accessing the **Settings** window may vary based on the operating system you're using. See instructions to [Open the Backup Settings Window](#) above.

2. Select the **Options** tab, followed by the **Network** tab.
3. Choose **Setup Proxy**.
4. To use a proxy server, choose from the following options:
  - **Use this proxy server:** Enter the proxy server you want Cloud Backup to use.
  - **Use this computer's default proxy server:** Cloud Backup uses the default proxy server set up for this computer.
  - **Automatically detect proxy settings:** Cloud Backup configures the proxy server based on your local network proxy settings.
  - **Use automatic configuration script:** Cloud Backup uses the specified script to activate the proxy service. Enter the URL where the script is located.
  - **Import Windows Proxy Settings:** Cloud Backup automatically copies your existing Windows proxy settings at the time you select it. It doesn't continually monitor your Windows proxy settings for modifications. If your proxy settings change, you need to import your settings again using this option.
5. Select a Proxy authentication option:
  - **My proxy server does not require authentication:** You don't need to specify your username, password or domain for the proxy server.
  - **My proxy server authenticates my computer via the domain:** Uses your domain to sign in.
  - **My proxy requires a username and password:** Specify the username, password and optional domain for the proxy server.



The screenshot shows a dialog box titled "Setup Proxy" with the following options and fields:

- Do not use a proxy to connect to servers
- Use this proxy server: [Empty text box]
- Use this computer's default proxy server
- Automatically detect proxy settings
- Use automatic configuration script: [Empty text box]
- URL: [Empty text box]
- 
- Proxy authentication:
  - My proxy server does not require authentication
  - My proxy server authenticates my computer via the domain
  - My proxy requires a user name and password:
    - User name: [Empty text box]
    - Password: [Masked text box]
    - Domain: [Empty text box]

Buttons:

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

## Enable or Disable Status Icons for Backup Software on Windows

You can view the status of selected files in Windows Explorer. If you enabled status icons for the backup software for Windows, you can see if a file has been successfully backed up, if a file will be backed up again, or if a file hasn't been backed up at all.

These icons are enabled by default. Other programs may use icon overlays as well. If too many icon overlays are enabled, they may not display correctly, perhaps in the backup software or for some other program. Therefore, you may want to disable the Spectrum Business Cloud Backup status icons.

1. Open the Spectrum Business Cloud Backup **Settings** window:

**Note:** Accessing the **Settings** window may vary based on the operating system you're using. See instructions to [Open the Backup Settings Window](#) above.

2. Choose the **Options** tab, then select the **General** tab.
3. Select **Show backup status** icon on files, then choose **OK**. Your changes are saved and the Settings window closes.
4. Restart your computer to allow your changes to take effect.

## Setting Advanced Options in the Backup Software for Windows

You may change settings for the Spectrum Business Cloud Backup software to enable certain features or to see more information from it. If you can't change settings, you may be able to resolve this issue yourself.

1. Open the Spectrum Business Cloud Backup **Settings** window.

**Note:** Accessing the **Settings** window may vary based on the operating system you're using. See instructions to [Open the Backup Settings Window](#) above.

2. If prompted, enter your username and password.
3. Select **Options**, then choose **Advanced**.
4. Change your settings, selecting or deselecting any of the following:

Automatically update the client software without prompting me.	Automatically installs any updates as soon as they're released.
Automatically log me in to the Settings window and to my online account.	Saves your username and password. Use of this option means you don't need to sign in when you: <ul style="list-style-type: none"> <li>• Open the Settings window.</li> <li>• Choose to Access your files online either on the Restore tab on the Settings window, or on the Backed up files window, or from the Spectrum Business Cloud Backup notification area menu.</li> </ul>
Show status when a backup completes.	Opens the Status window when a backup has completed.
Show all pre-configured backup sets.	Shows every possible default backup set on the Backup Sets tab, regardless of whether any files on your computer could be selected by them.
Show advanced backup set features.	Allows you to define a backup set that prevents files from being backed up, rather than includes files to backup.
Show the virtual drive in Computer.	Displays the virtual drive, Spectrum Business Cloud Backup, when you open My Computer.
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.
Enable support for backing up open files.	Allows you to backup both open and locked files. This isn't available on systems that don't have an NTFS-formatted drive, or on Windows 2000.
Enable support for backing up EFS encrypted.	Allows you to backup files that have been EFS encrypted. <b>Note:</b> You can't use 2xProtect local backup for EFS encrypted files. To use 2xProtect local backup, you must deselect any EFS encrypted files from your backup set.
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 isn't selected, no files in these folders are backed up. Hiding these folders assists users in making wiser backup choices. Displays additional information about your backup or restore in the Status window such as the number megabytes.

5. Choose **OK**. Your changes are saved and the Settings window closes.

## Getting Files from Spectrum Business Cloud Backup

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You can download or restore all of the files you've backed up with Spectrum Business Cloud Backup to any computer. You can choose to download them a few at a time or all at once.

When your files are backed up, they're saved in the data center in exactly the same folder structure as they were in on your computer. This means that when you download or restore your files, they come back to you organized in exactly the same folder structure. If you put your files onto a computer with a different folder structure or a different platform or operating system, this means that you'll have to move them into more appropriate folders.

### When You Have a Disaster

If your computer is lost, stolen, or damaged, you can download or restore all of your backed up files to any computer. You can recover files that were deleted, and you can recover older versions of files.

**Note:** If you intend to replace a computer, be sure all your files are recovered to the new computer before you install the Spectrum Business Cloud Backup software and begin backing up.

If you urgently need specific files, you can quickly restore or download only those files, and then restore or download the remaining files later.

### Restoring Files

You can use a web browser on any computer to access your files online to access files backed up from all computers on your account.

**Note:** When you sign in to your account online, you may be required to verify your email address or to pass the CAPTCHA (Completely Automated Public Turing Test to Tell Computers and Humans Apart) test. CAPTCHA protects Web sites by generating tests that humans can pass, but that computer programs can't. This prevents automated software from performing actions which degrade the quality of service, whether due to abuse or resource expenditure. These measures increase security and validate your email address when you activate your account or change your email address.

### Windows Client

You can restore or download files using the backup software installed on your computer. With the Restore tab on the Settings window, you can:

- Restore a single file.
- Restore many files.
- Restore an older version of a file.
- Recover a file you had recently deleted.
- Recover all your files.
- Search for a file when you know part of the name of the file, including the type.
- Browse for a file when you know where on your computer it was when it was backed up.
- Overwrite files existing on your computer with the versions you are restoring.
- Keep a version already on your computer as well as download an older version.
- Recover files to a new computer from one you replaced (requires both computers to have the same platform).

Unless you specify a different destination folder, your files are automatically restored to the folders they were in originally at the time they were backed up, beginning with the drive letter and creating all necessary folders. If you have chosen to use 2xProtect, and if that local backup drive is connected, files are restored from that drive instead of over the internet. Any files that can't be restored from the local backup for some reason are downloaded from the data center.

**Note:** You can't restore files until after the first backup is complete or while your computer is backing up.

To restore files in Windows:

1. Open the Spectrum Business Cloud Backup **Settings** window:

**Note:** Accessing the **Settings** window may vary based on the operating system you're using. See instructions to [Open the Backup Settings Window](#) above.

2. If prompted, enter your username and password.

3. Select the **Restore** tab, then choose from the following options:

- To browse or search for the most recent version of files or folders, select **Search Latest Version**.
- To browse or search as of a specific date and time, choose **Search by Date**, then in the top right corner of the **Restore** tab, choose the date and time.

**Note:** Do this if you've installed the Spectrum Business Cloud Backup software on a replacement computer and need files as of the last backup occasion on the old computer. You might also do this if you need versions of files from before they were corrupted or from before your computer was affected by a virus or malware.

- To search for files or folders, enter the appropriate characters in search field and select **Search**.
- To browse in the folder structure or in backup sets, in the left pane, choose the drive, folder, or backup set from which to restore files.

**Note:** Observe the appearance of the check boxes as you select and deselect drives, folders or backup sets to know whether they include all, some, or none of their contents. A marked box with a white background means all contents are included. A marked box with a gray background means some of the contents are included. An unmarked box means no contents are included.

- To select specific files from any drive, folder, or backup set, select those files in the right pane when the appropriate folder is selected in the left pane.
- To instead use your Web browser to restore files, select **Access your files online**, in the lower-left corner. If prompted, enter your username and password.

**Note:** All files deleted or deselected from backing up within your grace period are available to be selected.

4. When you have selected all the necessary folders and files, choose one of the following options:

Choose a specific folder where the selected files will be saved	<p>Select <b>Browse</b>. Browse to the destination folder, creating a new folder if necessary, then select <b>OK</b>. In the Destination Folder, see the full path of the folder where all the selected files will be saved.</p> <p>Inside the destination folder, the files are saved into the complete folder structure they were in when they were backed up. If you choose the destination well, such as a separate drive or partition or a new folder at the top level of your drive, this can make it easier to later move your restored files to more useful locations, such as into your Documents folder. If you choose poorly, it can mean that your restored files will be many folders deep, and it may be more difficult for you to find them.</p>
Save the selected files into the original folder structure	<p>Ensure that Destination Folder is blank.</p> <p>The files will be saved into the complete folder structure they were in when they were backed up. This is most useful when restoring to the original computer, or if the folder structure of a replacement computer is identical to the folder structure for the backed up files, including your username on the replacement computer.</p>

5. Choose one of the following options:
  - **Overwrite existing files:** If the computer has any of the selected files already in the destination folder, overwrite them with the versions from the data center. This is useful to discard current versions of files in favor of older versions.
  - **Rename copy if original file exists:** If the computer has any of the selected files already in the destination folder, keep them as they are and also add the restored files with (#) added to the file name. For example, if you do this twice you'll have three copies of the same file with names like original.doc, original (1).doc, and original (2).doc. This is useful if you need both your current version and an older version of the same file so you can compare them. If none of the selected files already exist in the destination folder, it doesn't matter which of these options is selected.
6. Select **Restore Files**.
7. The Status window opens, showing the progress of files being restored.

### Restore Files through the Virtual Drive on Windows

The computer must have the Spectrum Business Cloud Backup software installed and backups must have completed. You can see all your backed up folders in a virtual Spectrum Business Cloud Backup drive using the Explorer window. This virtual Spectrum Business Cloud Backup drive doesn't physically exist, and it doesn't consume space on your computer's hard drive. Folders and files that aren't backed up aren't shown in the Spectrum Business Cloud Backup drive virtual drive.

To restore files on a Windows computer using the Spectrum Business Cloud Backup virtual drive:

1. Choose one of the following:
  - (Windows 8) From the **Start** screen, select **Computer**.
  - (Windows 10, Windows 7 or earlier) Select **Start**, and then choose **Computer/My Computer**.
2. Select the Spectrum Business Cloud Backup virtual drive, then navigate through the drive and folder structure of your backed up files.
3. (Optional) To see all files ever in a folder:
  - a. Right-click that folder and then select **Change time**.
  - b. Select **See a merged view of all files ever in the folder**, and then select **OK**.
4. A new window opens and displays the files available to be restored.
5. (Optional) To see files in a folder as of a specific backup occasion:
  - a. Right-click that folder and then select **Change time**.
  - b. Select **See the folder as of a specific backup time**.
  - c. Choose the date of a backup, and then if necessary select a time on that date.
  - d. Select **OK**.
6. A new window opens and displays the files available to be restored.
7. Take any of these actions:
  - To restore a file to its original location on your computer, right-click the file and then select **Restore**.
  - To restore a file to a location you specify on your computer, right-click the file, select **Restore To**, and then choose the folder in which to save the file.
  - To restore all the contents of a folder to their original location on your computer, right-click the folder, and then select **Restore**.
  - To restore all the contents of a folder to a location you specify on your computer, right-click the folder, select **Restore To**, and then choose the folder in which to save the file.

8. (Optional) If any files you've selected exist in the folder they are being restored to, choose whether to overwrite those files with the versions being restored, or whether to rename files.
9. Renaming lets you keep both the existing and restored versions by automatically appending a unique numerical identifier to the names of the restored files.
10. The Status window shows the progress of files being restored.

## Restore Files through Windows Explorer

The computer must have the Spectrum Business Cloud Backup software installed and backups must have completed. Any time you use an Explorer window to navigate to folders on your computer, you can right-click to quickly restore files which were deleted from that folder, or to restore older versions of files directly into that folder. You can restore single files or folders or many files or folders. You may also restore older versions of files. You can choose to restore files to their original locations or to a location you specify. You can also choose whether to replace files on your computer with the versions you restore (overwrite) or to rename files which would otherwise be duplicates.

To restore files when using Windows Explorer:

1. Choose one of the following:
  - (Windows 8) From the Start screen, select Computer.
  - (Windows 10, Windows 7 or earlier) Select Start, and then choose Computer/My Computer.
2. Navigate through your computer's actual drive and folder structure.
3. (Optional) To restore files in a specific folder, right-click an open space in the Explorer window, and then select **Restore Files in Folder**. A new window opens and displays the files available to be restored.
4. (Optional) To restore a previous version of a selected file, right-click the file, and then **choose Restore Previous Version**. A new window opens and displays the files available to be restored.
5. (Optional) To see all files in a folder within your grace period:
  - a. Right-click that folder and then select **Change time**.
  - b. Select **See a merged view of all files ever in the folder**, and then choose **OK**.
  - c. A new window opens and displays the files available to be restored.
6. (Optional) To see files in a folder as of a specific backup occasion:
  - a. Right-click that folder and then select **Change time**.
  - b. Select **See the folder as of a specific backup time**.
  - c. Choose the date of a backup, and then if necessary select a time on that date, then select **OK**.
  - d. A new window opens and displays the files available to be restored.
7. Take any of these actions:
  - To restore a file to its original location on your computer, right-click the file and then select **Restore**.
  - To restore a file to a location you specify on your computer, right-click the file, select **Restore To**, and then choose the folder in which to save the file.
  - To restore all the contents of a folder to their original location on your computer, right-click the folder, and then select **Restore**.
  - To restore all the contents of a folder to a location you specify on your computer, right-click the folder, select **Restore To**, and then choose the folder in which to save the file.
8. (Optional) If any files you've selected exist in the folder they're being restored to, choose whether to overwrite those files with the versions being restored, or whether to rename files. Renaming allows you to keep both the existing and restored versions by automatically appending a unique numerical identifier to the names of the restored files.

## Mac Client

You can restore or download files using the Spectrum Business Cloud Backup software installed on your computer. With the Restore window, you can:

- Restore a single file.
- Restore many files.
- Restore an older version of a file.
- Recover a file you had recently deleted.
- Recover all your files.
- Search for a file when you know part of the name of the file, including the type.
- Browse for a file when you know where on your computer it was when it was backed up.
- Overwrite files existing on your computer with the versions you're restoring.
- Keep a version already on your computer as well as download an older version.
- Recover files to a new computer from one you replaced (requires both computers to have the same platform).

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

**Note:** You can't restore files until after the first backup is complete or while your computer is backing up.

1. Select the **Spectrum Business Cloud Backup** icon in the menu bar, then select **Restore Files**.
2. If prompted, enter your username and password. The Restore Files window appears.
3. In the **Backup Date** field, select the date and time corresponding to the backup occasion you want to restore.
4. (Optional) To see only certain files or folders, enter a search term in the Search field. Files and folders that match the search term are displayed in the files and folders list.
5. Navigate to and select the files to be restored.
6. Select **Browse**, then browse to the location that you want to restore the files into.
7. Choose **Restore** to restore the files.
8. (Conditional) If the destination directory isn't empty, then you receive a warning that any files with the same name will be overwritten. To continue with the restore, select **Continue**.

## Restore from the Web

### Restore or Download All My Files from the Web

If you need to restore all your files, the Emergency Restore Wizard is the fastest way to ensure all your files are selected. Files are restored from all drives for the selected computer. Only the most recently backed up versions of files are restored. Regardless of the delivery method you choose, getting all your files may take some time. Therefore, if you urgently need a few files, consider downloading only those files while you wait for the rest to arrive.

1. Sign in to the user portal <https://backup.charterbusiness.com/login>.
  2. Identify the computer to restore and then select **Restore Files**.
  3. Choose **Emergency Restore**, in the upper-right corner of the page.
  4. When the Restore Wizard appears, select **Yes**.
  5. Select the computer or device to restore files from, then choose **Next**.
  6. You can restore all files from only one device at a time.
  7. Provide a name for this set of files, up to 64 characters, then select **Next**.
  8. A unique name for each set of files is helpful if you're restoring more than once, or for different devices, or with different files selected.
  9. (Optional) Change the date from which to restore to get versions of files from before today, then select **Next**. For example, if you need versions of files from before your computer was infected with a virus, you can select any versions files backed up within your grace period.
  10. (Optional) Select **Include Deleted Files** to include files considered deleted within your grace period, then choose **Next**.
- Note:** You should do this if the backup software was installed on a new computer and the Replace Computer process was used to complete the first backup with none of your files present on that new computer. If this isn't selected, none of your previously backed up files will be included.
11. Select **Download Compressed Archives**, then choose **Next**.
  12. The restore wizard will close. Select **Download History** to view the status of the file.

### Download a File Immediately from the Web

You can also download a file immediately from Spectrum Business Cloud Backup on the Web. You can download older versions of files and files considered deleted.

**Note:** You can't download files larger than 512 MB this way. For such large files, select the Large Download Option.

1. Sign in to the user portal at <https://backup.charterbusiness.com/login>.
2. Identify the computer and then select **Restore Files**.
3. Choose **Devices**, find and select the file, then select **Download Now**. 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.

## Select Several Files from the Web

You can select several files in any one folder or an entire folder to restore. If you need to select files or folders from among more than one folder, you must use the Restore Queue.

1. Sign in to the user portal at <https://backup.charterbusiness.com/login>.
2. Identify the computer and select **Restore Files**, then choose **Devices**.
3. To download the file to your computer immediately, select **Download Now** under **Actions**. Depending on your Web browser, the file is saved or opened on your computer.

**Note:** Selections with a total size more than 512 MB cannot be downloaded this way. For large selections, you must select **Large Download Options** to use a different delivery method.

## Enable the Restore Queue on the Web

The Restore Queue allows you to download files from more than one folder at a time, yet doesn't require you to restore all files you've backed up.

1. Sign in to the user portal at <https://backup.charterbusiness.com/login>.
2. Select **Dashboard** then choose **Summary**.
3. To the right of **Preferences**, select **Edit**. The Preferences box appears.
4. Choose whether to enable the Restore Queue, then select **Save Preferences**.

## Select Files from Different Folders on the Web

Before you can select from different folders, you must enable the Restore Queue on the Web Console to choose files from more than one folder at the same time.

1. Sign in to the user portal at <https://backup.charterbusiness.com/login>.
2. Identify the computer and select **Restore Files**, then choose **Devices**.
3. Select any folders or files you wish, and then choose **Add to Restore Queue** under **Actions**. The added items are identified with a star.
4. Select from the following actions to continue building the **Restore Queue**:

Clear Selection	De-select any files or folders. Doesn't remove items from the Restore Queue. Only clears all check boxes in the current view.
Include Deleted Files	Shows files marked for deletion from the data center once their grace period expires.
Change Date	Change the date from which all selections are made. This removes all items currently in the Restore Queue because you can select from only one date.
View Restore Queue	See your Restore Queue. To return to the previous view and continue adding to the Restore Queue, select Previous view at the top of the list of items.
Show Versions	See all available versions of any selected file. You may add any version of a file to the Restore Queue.
Show Details	See details for any selected items in the current view.
Add to Restore Queue	Add selected items to the Restore Queue.
Remove from Restore Queue	Remove selected items from the Restore Queue.

5. To obtain the items in the Restore Queue, select **View Restore Queue** under **Actions**, then choose **Restore Files in Queue**. The Restore Wizard appears.

## Select Files from the Web Using Backup Sets

You can use the Restore Queue to backup files or folders from among more than one folder. Backup sets let you see your files in groups according to rules for how your files are automatically selected for backup. Backup sets are useful when selecting files to restore or download if you know what kind of files you want, but you have no idea what it might be called or where it might be on your computer. They are also useful if you need to quickly restore from a specific category of files, such as photos or email and contacts. You can use backup sets to select entire sets of similar files, or you can choose specific files within a backup set.

**Note:** Backup sets only show if they were used to select your files for backup in Spectrum Business Cloud Backup. If your files are only manually selected for backup, then backup sets aren't available in the Spectrum Business Cloud Backup Web Console.

1. Sign in to the user portal at <https://backup.charterbusiness.com/login>.
2. Identify the computer and select **Restore Files**, then choose **Devices**.
3. Select **Backup Sets**. The list of backup sets appears.
4. Select an entire backup set, or navigate inside the backup set to choose specific files and folders.
5. While selecting files, you can perform the following actions:

Clear Selection	De-select any files or folders. Does not remove items from the Restore Queue. Only clears all check boxes in the current view.
Include Deleted Files	Shows files marked for deletion from the data center once their grace period expires.
Change Date	Change the date from which all selections are made. This removes all items currently in the Restore Queue because you can select from only one date.
View Restore Queue	See your Restore Queue. To return to the previous view and continue adding to the Restore Queue, click Previous view at the top of the list of items.
Show Versions	See all available versions of any selected file. You may add any version of a file to the Restore Queue.
Show Details	See details for any selected items in the current view.

## Search for Files on the Web

With the Spectrum Business Cloud Backup Web Console, the Search functionality helps you find files and folders, regardless of what computer or drive they were backed up from.

**Note:** When using Search, you must provide at least two characters (letters, numbers or symbols), and you can use the wildcard (\*) as long as it's the last character. 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.

1. Sign in to the user portal <https://backup.charterbusiness.com/login>.
2. Enter the search term in the Search box, then select the **magnifying glass** icon or **Enter** on your keyboard. The search results are displayed.
3. (Optional) You can choose to search a different computer or device or select from one of the last five search terms you used.
4. Select any files or folders to restore, or choose **Download Now** under **Actions**, for files less than 512 MB.

## Access Files Online

You can use a Web browser on any computer to access files backed up from all computers on your account.

1. Sign in to the user portal at <https://backup.charterbusiness.com/login>.
2. If the email address you see on this screen isn't correct, enter a valid address in the Change email field, then select **Send**.
3. Find the validation message in your email account and choose the link to verify your email address.
4. If the email address you see on this screen is correct, but you can't find the validation message in your email account, choose **Resend**.
5. Once you have verified your email address, select **Go to Account**.
6. Choose the appropriate option:
  - If you see the **Dashboard** tab, then you can select files from any backed up computer.
  - If you don't see the **Dashboard** tab, find the name of the computer from which you want to restore files, then choose **Restore Files**.

## Recover Files Deleted from Your Computer

You can download or restore files that were deselected from backing up or deleted from your computer. Deselected or deleted files don't count against your use of storage space, but do remain available to restore until your grace period for deleted files expires.

You can recover deleted files:

- In the Spectrum Business Cloud Backup software for Windows by selecting the date and time of an occasion in the past when that file was backed up.
- In an Explorer window on a Windows computer backed up with Spectrum Business Cloud Backup.
- In the Spectrum Business Cloud Backup virtual drive on a Windows computer being backed up with Spectrum Business Cloud Backup.
- In the local backup version history if you use 2xProtect on a Windows computer and if you've enabled version history for local backup.
- In the Spectrum Business Cloud Backup software for Mac by selecting the date and time of an occasion in the past when that file was backed up.
- In your Spectrum Business Cloud Backup account on the Web by selecting Include Deleted Files to include files considered deleted within 60 day period.

**Note:** If you specifically chose to replace a computer while installing the Spectrum Business Cloud Backup software, your backed up files may be considered deleted and must be recovered within your grace period.

## Recovering Older Versions of Files

You can download or restore older versions of your files. When changed files from your computer are backed up, previously backed up versions of those files are kept in the data center for the duration of the same grace period of 60 days applies to deleted files.

You can recover older versions of files:

- In Spectrum Business Cloud Backup for Windows by selecting the date and time of a past backup.
- In an Explorer window on a Windows computer backed up with Spectrum Business Cloud Backup.
- In the Spectrum Business Cloud Backup virtual drive on a Windows computer being backed up with Spectrum Business Cloud Backup.
- In the local backup version history if you use 2xProtect on a Windows computer and if you've enabled version history for local backup.
- In Spectrum Business Cloud Backup for Mac by selecting the date and time of a past backup.
- In your Spectrum Business Cloud Backup account on the Web by selecting Change Date when selecting files, or by choosing a specific file.

If you're backing up a Windows computer and using the local backup feature, you have access to a separate history that lets you restore older files locally.

## See History of Downloads from the Web

When you sign in to your account online and look at **Download History**, you can see the status of all requests you've made for files, including instant downloads. You can check the progress of requests you've made for media. You can also begin downloading any sets of files you've requested.

1. Sign in to the user portal at <https://backup.charterbusiness.com/login>.
2. Select **Dashboard**, then choose **Download History**. Download History appears.
3. Review the list of requests you've made, then choose from the following options:
  - To begin downloading a set of files requested by Direct Download, select **Waiting**.
  - To begin downloading a set of files requested by Archive Package, choose under **Action**.
  - To cancel a requested restore, if possible, select under **Action**.
  - To see detailed information about a requested set of files, choose under **Action**.

## Understanding Download History on the Web

Download History displays the status of all requests you've made for files and allows you to check the progress of requests you've made or begin downloading any sets of files you've requested.

**Note:** Download History refreshes automatically after five minutes. To refresh Download History sooner, select **Refresh**, above the upper right side of the list.

You can sort Download History in ascending or descending order by selecting any column label. In Download History, you can see this information:

Column	Description
Device	The name of the device from which a set of files was backed up. Stash may be listed as well, if you use it.
Name	The name you provided for a set of files.
Request Date	The date and time that you submitted your request for a set of files to be restored.
Type	Identifies whether Instant Download, Direct Download or Archive Package was selected as the delivery method when you requested the set of files.
Restore Status	<p>If the type is Direct Download, the statuses are:</p> <ul style="list-style-type: none"> <li>• <b>Waiting:</b> You need to get the 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 Restore Manager.</li> <li>• <b>Completed:</b> Your files have been restored by the Restore Manager.</li> <li>• <b>Cancelled:</b> Your restore request has been cancelled.</li> </ul> <p><b>Note:</b> To cancel a request for a direct download, select under Action <b>before</b> the status becomes In Progress. You can't cancel a request once it's In Progress.</p> <p>If the 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> Select 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><b>Note:</b> To cancel a request for an archive package restore, select under Action before the status becomes Ready for Download. You can't cancel a request once it's Ready for Download.</p>
Action	<p>Hover over any request listed, then select one of the following:</p> <ul style="list-style-type: none"> <li>• See detailed information about this request.</li> <li>• Cancel this request. (Once a request status has progressed to a certain point, described above, it can't be canceled.)</li> </ul>

## Decrypt Restored Files

If you chose to use your own encryption key when you first installed the Spectrum Business Cloud Backup software, you must have that key to decrypt files you download or restore. If you can't provide that key, neither you nor Spectrum Business can decrypt your files.

**Note:** If you need to decrypt files, it's recommended that you put all your restored files into a temporary folder, then decrypt the files using your personal key before saving them to their final destination.

If you're not sure whether you chose personal encryption during installation, try to open a file that you just restored to your computer. If you can't open the file and you receive a message about encoding or encryption, your files were encrypted with your personal key.

### Decrypt Files on Windows with Your Personal Key

If you used the Spectrum Business Cloud Backup Web Console to recover your files, you'll need to download the Crypto Utility to provide your personal key and thereby decrypt the files you are restoring.

**Note:** You can decrypt files on a Windows or Mac computer, regardless of what computer they were originally backed up from. For more information, see [Why Platform Matters](#).

1. Download the Crypto Utility from <https://backup.charterbusiness.com/downloads/CharterBusinessCloudBackupcryptoutil.exe>

**Note:** The Crypto Utility tool can also be downloaded from the [Administrator Web Console](#) under **Resources > Download Mozy Client > Windows Crypto Utility**.

2. Save the file to a location you will remember later (such as your Desktop).
3. Right-click on the Crypto Utility file, then select **Run as Administrator** to run the program.
4. Select one of the following key options, then choose **OK**.
  - **Enter Key:** Enter the password phrase you used to create your personal key.
  - **Import Key:** Browse to the location of the file containing the key you saved locally when you first installed the Spectrum Business Cloud Backup software.
  - **Import Encrypted Customer Key:** Browse to the location of the file containing the encrypted customer key, and then browse to the location of the shared secret key.
5. Enter the following information, then select **Decrypt**.
  - **Source Folder:** Specify the folder where you saved the files you restored.
  - **Destination Folder:** Specify the folder where you want to place the decrypted files.

**Note:** The Source and Destination folders can't be the same. If you're restoring to operating system identical to the one you backed up from originally, you can specify the merely the appropriate drive letter.



6. The files are decrypted to the specified destination.

## Decrypt Files on a Mac with Your Personal Key

If you chose to use your own personal key when you first installed the Spectrum Business Cloud Backup software, and you later used the Spectrum Business Cloud Backup Web Console to recover your files, you must use the backup software to provide your personal key and thereby decrypt files you recovered.

**Note:** You can decrypt files on a Windows or Mac computer, regardless of what computer they were originally backed up from. For more information, see [Why Platform Matters](#).

1. Right-click **the Spectrum Business Cloud Backup** icon in the menu bar, then select **Open Decrypt**.
2. Select **Browse** next to the **Source** field to specify the folder into which you saved your restored files.
3. Choose **Browse** next to the **Destination** field to specify the folder where you want to place the decrypted files.

**Note:** The Source and Destination folders can't be the same. If you're restoring to operating system identical to the one you backed up from originally, you can specify the merely the appropriate drive letter.

4. Choose one of the following options to enter the key to decrypt the restored files.
  - Select **Enter the key manually** and enter the exact phrase used to create your previous personal key. For example, if you entered "This phrase is my personal key" when creating your key in the previous installation, then enter this same phrase in the field provided.
  - If you retained the personal\_encryption\_key.dat file, select **Import key from file** and browse to the location of the file. Select the file and then choose **Open** to load the file.

Source: click browse to choose

Destination: Desktop

Use the key specified in current configuration

Enter the key manually:

Import key from file:

5. Select **Decrypt** and the files will be decrypted to the specified destination folder.

## Why Platform Matters

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The terms platform and operating system mean almost the same thing. An operating system lets your computer run its most basic functions, and is the platform upon which programs like word processors or web browsers can be installed and used. Think of platform as a broader term that is the operating system and associated hardware, while operating system is more often used when referring to specific versions of an operating system.

There is a version of the Spectrum Business Cloud Backup software that works on computers with the Windows platform. There is a version of the Spectrum Business Cloud Backup software that works on computers with the Mac platform. Every operating system has a specific default folder structure. Your user profile has its own uniquely named folder in a specific location in the folder structure for your computer. Your backed up files are saved in the data center in exactly this folder structure. When you restore your files, you choose whether to save them onto the computer in this same folder structure or whether to save them into a different folder you specify. If the operating system and user profile of both the old and new computer are exactly identical, choosing to preserve the original folder structure when restoring is easiest. If the folder structures aren't exactly identical, regardless of whether you preserve the original folder structure or specify a different destination for your restored files, you'll need to move your files into more appropriate locations. If you're restoring files to a computer using the same platform (Windows to Windows or Mac to Mac), you can use any method available.

This might include:

- Downloading from Spectrum Business Cloud Backup on the Web.
- Contacting your Administrator to recover your files on your behalf.
- Restore options in the backup software as originally installed on the computer or after using the Replace Computer process.

**Note:** It's best to not install the Spectrum Business Cloud Backup software and use the Replace Computer process until all of your previously backed up files are present on the new computer. Otherwise, you must recover all your files within your grace period, after which they are permanently deleted from the data center.

If the new computer has an entirely different platform (Windows versus Mac), you can't use the Replace Computer process, and you can't restore using the backup installed on the new computer. You can restore files only by signing in to your Spectrum Business Cloud Backup account online and selecting the files manually.

## Uninstalling the Spectrum Business Cloud Backup Client Software

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There are several reasons you may want to uninstall the Spectrum Business Cloud Backup software. Uninstalling the Spectrum Business Cloud Backup software doesn't disconnect your service. If you intend to reinstall the Spectrum Business Cloud Backup software and if you have used a non-default encryption type, changed default settings, or have a complex set of rules for automatically selecting files, you should make note of these before you uninstall. This will make it easier to personalize your settings when you reinstall.

If you're using Windows, you have the option when you uninstall to save your settings, eliminating the need to reselect files and backup sets, or recreate custom backup sets. Restore your saved sections by replacing the default settings file with the saved one after you reinstall. Do this by copying the file in c:\Program Files\Spectrum Business Cloud Backup\Config\backup into the Config folder.

### Uninstall Backup Software for Windows

Uninstalling the backup software allows you to prepare for a reinstall.

1. Open the **Start** menu to uninstall the Cloud Backup software:
  - o Windows 7 or earlier: Select **Start > All Programs > Spectrum Business Cloud Backup > Uninstall Spectrum Business Cloud Backup**.
  - o Windows 8: With the **Start** screen showing, enter **Control Panel** in the Windows Control Panel, right-click **Spectrum Business Cloud Backup**, and then select **Uninstall**.
2. When prompted, choose **Yes** to confirm uninstalling the backup software.
3. Select **Yes** if you want to save your configuration settings.
4. Save your settings if you plan to reinstall and don't want to reselect files, reselect backup sets and recreate custom backup sets.
5. If you're prompted to restart, select **Yes**.

### Uninstall Backup Software for Mac

Uninstalling the backup software allows you to prepare for a reinstall.

**Note:** If your account is closed before you uninstall the backup software, hold down the **Option** key on your Mac while selecting the **Spectrum Business Cloud Backup** icon in the menu bar, then select **Uninstall Spectrum Business Cloud Backup**.

1. Select the **Spectrum Business Cloud Backup** icon in the menu bar, then select **Open Spectrum Business Cloud Backup Preferences**.
2. Choose the **Summary** tab, then select **Uninstall**.
3. (Optional) To save your configuration file, select **Keep configuration and log files**.
4. Select **Uninstall** to verify, then enter your username and password in the appropriate fields and select **OK**.

## Troubleshooting

### Duration of Backups and Downloads

During backups, both initial and routine, your files are uploaded to the Spectrum Business Cloud Backup data center. When you download or restore your files, they are downloaded to your computer from the data center. The data center receives and sends files as fast as your connection permits. During installation of the backup software, your internet speed is tested to ensure that your connection is fast enough for backups. You can get a rough estimate of your transfer speed before you begin your initial backup by using a test at <http://speedtest.spectrum.com>. The speed of your internet connection can vary widely, and is influenced by things that Spectrum Business may not control. Repeating internet speed tests will often give you varied results due to the amount of congestion on the internet or applications running on your computer, for example. However, your numbers shouldn't change by more than 50%. Initial backups can take a long time to complete if you have a large amount of files.

Approximate backup times are provided to help you roughly understand what to expect.

<b>Approximate Backup Times</b>					
<b>File Size / Speed</b>	<b>1.5Mbps</b>	<b>6Mbps</b>	<b>Spectrum Business Internet 30Mbps</b>	<b>Spectrum Business Internet 50Mbps</b>	<b>Spectrum Business Internet 100Mbps</b>
100 Megabyte	9 Minutes	2.2 Minutes	45 Seconds	25 Seconds	13 Seconds
500 Megabyte	45 Minutes	12 Minutes	3 Minutes	1 Minute 30 Seconds	1 Minute
1 Gigabyte	1.5 Hours	23 Minutes	5 Minutes	3 Minutes	2 Minutes
5 Gigabyte	8 Hours	2 Hours	25 Minutes	15 Minutes	10 Minutes
10 Gigabyte	16 Hours	4 Hours	50 Minutes	30 Minutes	20 Minutes
30 Gigabyte	46 Hours	12 Hours	2 Hours 30 Minutes	1 Hour 30 Minutes	60 Minutes

Ideally, you would be able to backup at the maximum rate of your internet connection, but other factors can affect how long it takes.

<b>Factor</b>	<b>Details</b>
Amount of Data	The more data you have to back up, the more time it takes.
Number of files	The backup software must prepare each file individually for backup. The more files you have, the more preparation time is needed.
Size of files	Large files can take longer to back up, especially if the backup is interrupted and resumes numerous times.
Internet connection speed	Internet connection speeds can fluctuate greatly. Speeds can sometimes drop to a small fraction of the maximum speed. As speeds slow down, backup times increase.
Network access by other applications on your computer	If other applications on your computer, such as a Web browser or email program, are accessing the Internet at the same time you are backing up data, the backup time increases.
Network access by others on your network	If you're on a network with others also accessing the Internet, the backup time increases.

Changes in the state of the computer	If your computer is shut down or goes into sleep, hibernation, or standby mode, the backup stops. When the computer is active again and a backup session begins (either manually, or according to schedule or automatic settings), it resumes where it left off.
Computer usage	If your computer's processing resources are heavily used, such as accessing files or processing data, fewer resources are available for use by the backup software to transfer files. This can result in slower backups.
Performance settings in the backup software	You can determine how much of the available Internet connection is used by the backup software. When using Windows, you can also determine how much of the computer's processing resources are available to the backup software. If performance for the backup software is set low, backups are slow and possibly even stopped.
Whether your computer has an Internet connection	If your computer loses its Internet connection your backup is interrupted. It should automatically resume at the next opportunity.

After your initial backup, subsequent backups are relatively quick. Chances are that you won't even notice them. This is possible because the backup software performs what are called differential backups, which means that only the portions of your files which changed since the last time those files were backed up are uploaded, along with any new files selected for backup. This saves time, bandwidth and storage space. If you have many files, restoring or downloading them can take a long time for all the same reasons as uploading them. However, with Spectrum Business Internet service we provide much higher speeds for downloads than for uploads. This means that restoring or downloading files can be much faster than backing them up.

**Note:** The backup software automatically resumes interrupted backups and downloads. Progress is reported for each session individually. When a transfer resumes, the progress reported always starts at 0% because it represents only the amount of the remaining data to transfer. For example, you have 1 GB of files to back up, and half was backed up before the session was interrupted. When the backup later resumes, the beginning progress is 0% for the remaining 500 MB, rather than 50% on the full 1 GB.

## Setting Are Grayed Out in the Backup Software for Windows

If settings for the Spectrum Business Cloud Backup software on your Windows computer are visible but you can't access them, there are a few possible solutions.

First, you may be able to notify Windows to grant you access to these settings. The steps for doing this differ slightly depending on which version of Windows you have.

1. Open the Spectrum Business Cloud Backup **Settings** window.

**Note:** Accessing the **Settings** window may vary based on the operating system you're using. See instructions to [Open the Backup Settings Window](#) above.

2. In the bottom-right part of the **Settings** window, select **Change settings that are currently unavailable**.
3. In the **Windows Access Control** window, choose **Trust**.

The Spectrum Business Cloud Backup Settings window reloads and you can now access settings that were previously grayed out. If the error persists, you may need to sign in to your computer with a user account that has administrative permissions.