

KeepVault Online Backup Quick Start Guide & User Manual

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KeepVault Online Backup Quick Start Guide

System Requirements, Installation & Startup

The KeepVault software requires Windows XP, Vista, 7, or Home Server. KeepVault Pro & Business also works with Windows Server 2003 and 2008.

If KeepVault is not already installed on your PC, run the KeepVault setup exe to install it.

Follow the installer directions to complete installation on your system. In some cases a reboot may be required after install.

Minimum:

- Windows XP, Windows Vista, or Windows 7
- 1.0 GHz Intel Pentium 3 (or equivalent) processor
- 512 MB RAM
- 40 GB internal hard drive
- Wired or wireless Ethernet

Recommended:

- Windows XP, Windows Vista, or Windows 7
- 1.6 GHz Intel Pentium 3 (or equivalent) processor
- 1.0 GB RAM
- 80 GB internal hard drive
- 100 Mbit/s wired Ethernet
- External USB/Firewire/eSata HDD for local protection

The Benefits of Online Backup & Local Backup

KeepVault provides backup to both the Online storage and simultaneously to a local drive. Local backups offer the advantages of speed and convenience, but do not protect you against theft, fire, or other disastrous loss. Backup to online storage is slower, but protects you against hard drive failure, and disasters like floods, earthquakes, fire, theft.

Estimating Your Online Backup Storage Needs

On first run, KeepVault will scan your system to determine how many files are not protected and are at risk of data loss. Use this information to help determine the amount of online storage space you will require. You can by-pass the scan by clicking the “Get started ...” link at any time.



Sign-in to Online Backup

KeepVault Online Backup will prompt you to provide the e-mail address/username and serial/subsription number that you created when signing up. See Figure 1. No account? Visit www.KeepVault.com to signup. During this phase you may also choose to enter your own 16-character encryption, or let KeepVault Online Backup choose one for you. KeepVault Online Backup encrypts your data before sending it to the online storage servers so that only you can read it. Review and accept the Online Backup Terms and Conditions, and then click the 'Login' button.



Setup KeepVault Online Backup via the First-run Wizard

Once signed-in to your online account, the easy to use KeepVault setup wizard appears. In step 1 set 'what' you want to protect. Select which folders to protect online via the 'Change or select additional protected folders' link. By default the 'User' folders are protected. Protect either all the files in those folders, or only protect specific categories such as Photos. All settings can be modified later via the 'Settings' button in the main interface. Click 'Next' when ready to continue.



Figure 3 - Easy Setup Wizard Step 1 of 2

Step 2 lets you set 'where' and 'when' to backup. First, choose whether to enable 'Local Protection' in addition to the online backup; backup to a USB key or hard drive. You can enable this feature later via the 'Settings' menu. Next, choose whether KeepVault protects in 'Real Time' or only between certain times. Use 'Always/Real Time' for maximum protection. See Advanced Setup Options discussion below



Figure 4 - Easy Setup Wizard Step 2 of 2

Advanced Online Backup Setup Options

At the end of the wizard you have the option to ‘show advanced options’. These settings can also be viewed at any time via the “Settings” button in the main KeepVault Online Backup interface.

‘Protected Files and Folders’ – set which files to protect in which locations. You can choose to include files based on their category type, eg Photos, and edit which file extensions are in each category.

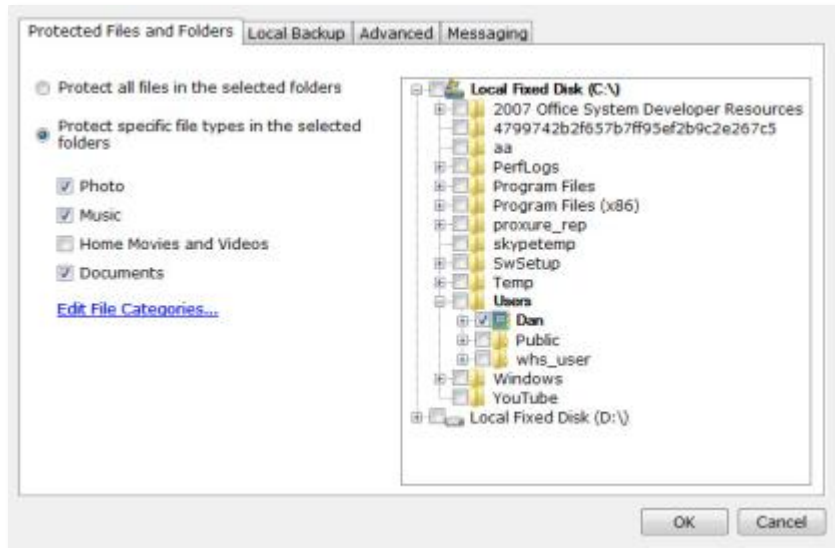
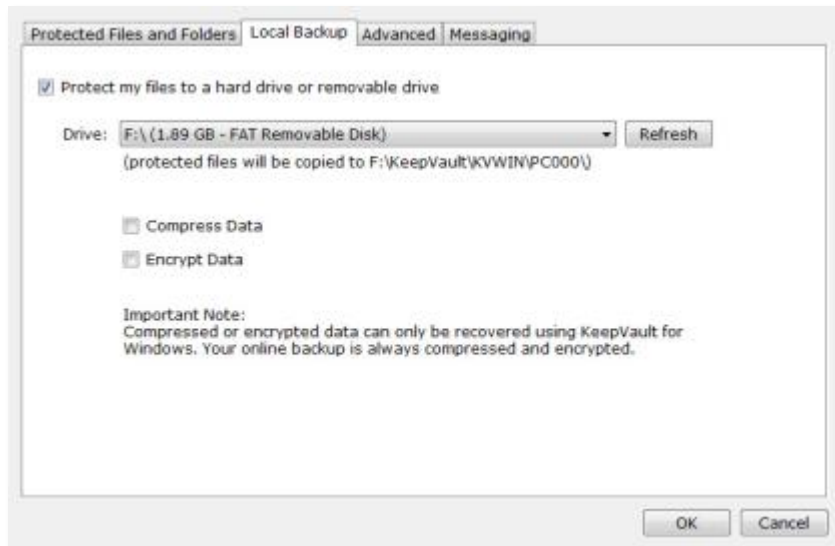
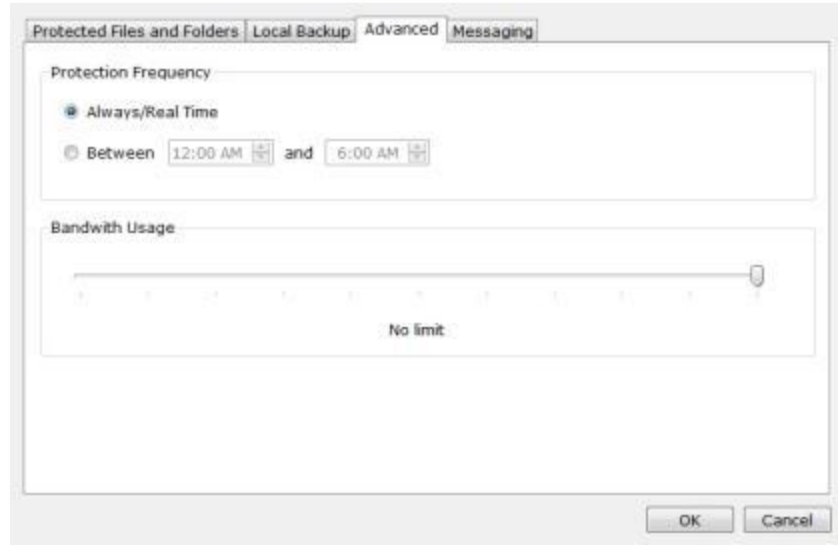


Figure 5 - Protected Files and Folders Settings

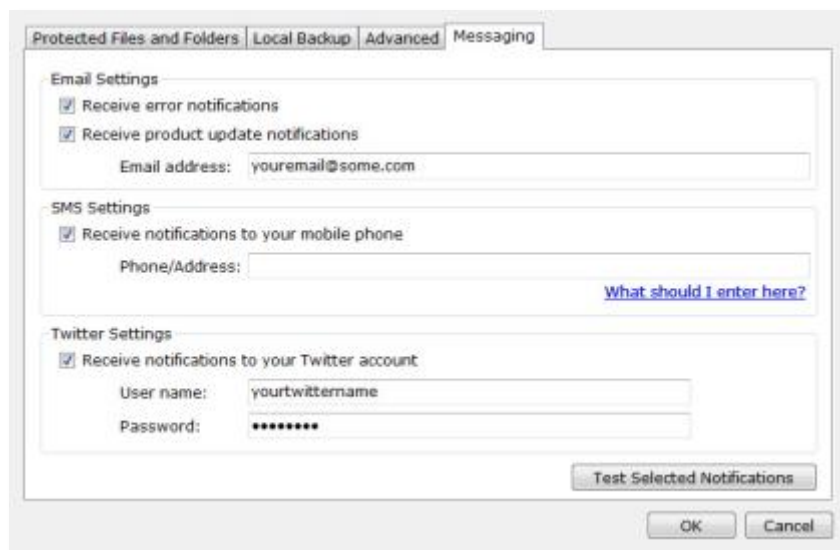
‘Local Backup’ – Enable or disable local backup, and select which device to use. Also, you can enable data compression and encryption to the local drive. IMPORTANT – encrypted and compressed data can only be accessed via KeepVault Online Backup.



‘Advanced’ – set whether KeepVault is continually protecting your data (whenever new or changed files are detected) or whether backups only occur between certain time (perhaps at night when your computer is not busy). You can also set the amount of bandwidth KeepVault uses.



'Messaging' – KeepVault Online Backup will notify you if it is unable to backup your files. Enter your email, SMS, or Twitter contact information to receive these notifications.



KeepVault Online Backup User Interface Explained

The main interface is where you review the status of both your online and local backups. Use the 'pause' and 'play' buttons to control real-time backups.

The amount of online and local storage space consumed and remaining is shown via text and the visual bar graph. The lower section of the interface shows progress for the file currently being backed up and the total number of files under protection for both local and online. Access the 'Restore', 'Settings', and 'History' features along the top left of the interface. Free-up space online via the 'Delete Protected

Files' link in the lower left of the interface. Increase your online storage capacity via the 'Buy More Storage' link.



KeepVault Online Backup - Full Recovery

If you need to recover all your files simply click 'Recover' in the main interface, then select 'One-click Recovery'. This will bring back any file missing on your PC, but will not overwrite existing files. Full recovery from the online servers can take a long time, especially if your bandwidth is low.



Figure 10 - Full Recovery

Selective File Recovery & Selective Download

If you only want to recover certain files to their original location, choose the 'Selective Recovery' option. On the subsequent screen choose which file to restore and whether to overwrite existing files. 'Selective Download' lets you download files to a location/directory of your choosing.

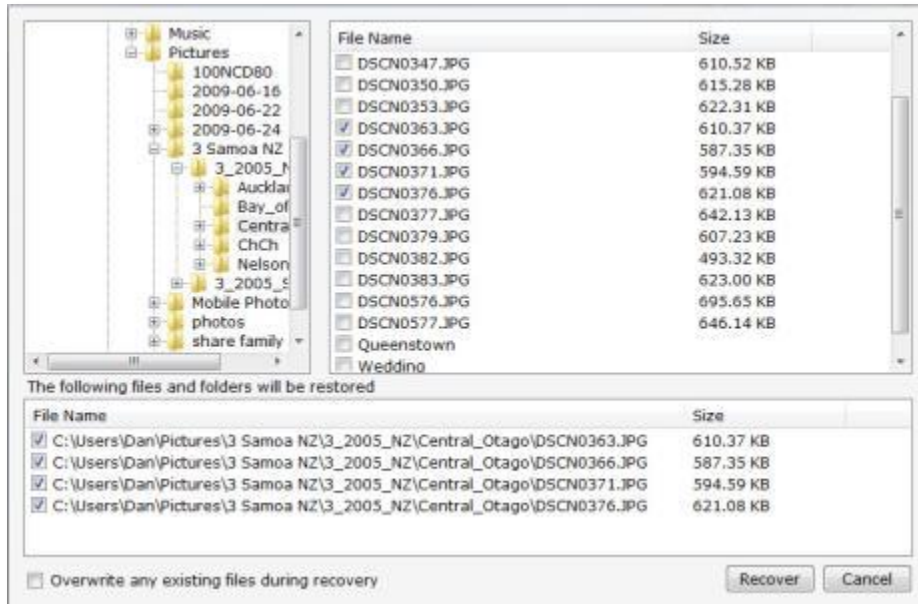


Figure 11 - Selective File Recovery

Viewing the KeepVault Online Backup History

There are three tabs within the 'History' view.

The first tab deals with events that occur within the application; these are usually the start and stop events that occur when you startup and shutdown your PC. Other events include out of space and online and local backup error messages.

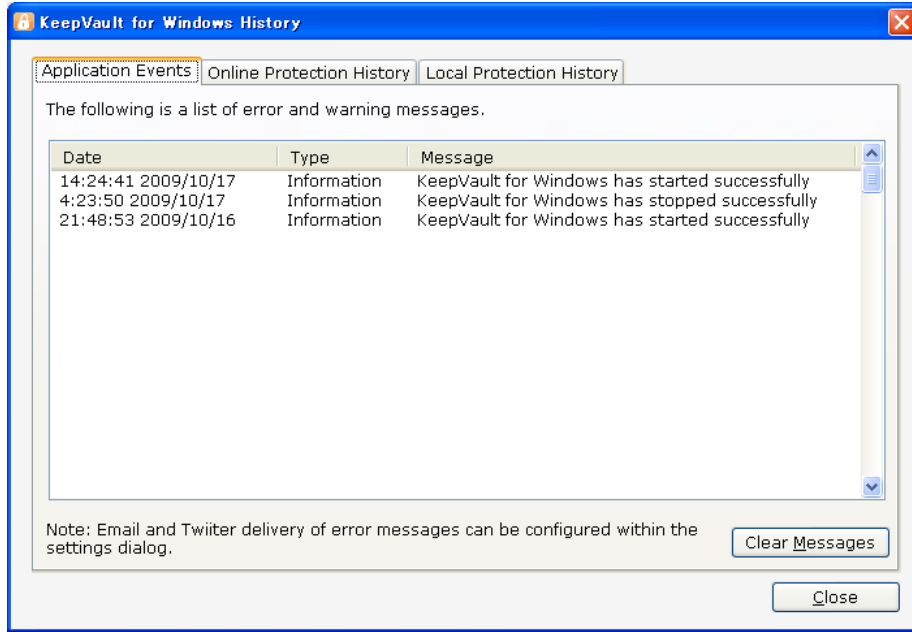


Figure 12 - Application event history

The other tabs show what files were protected online and locally, and when they were protected.

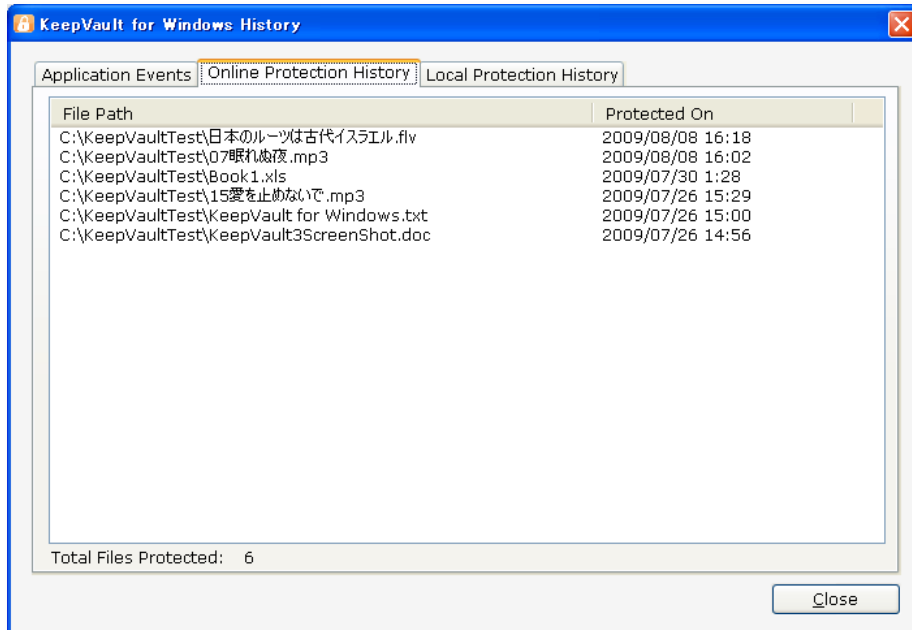


Figure 13 - Protection History

Detailed Instructions/User Guide

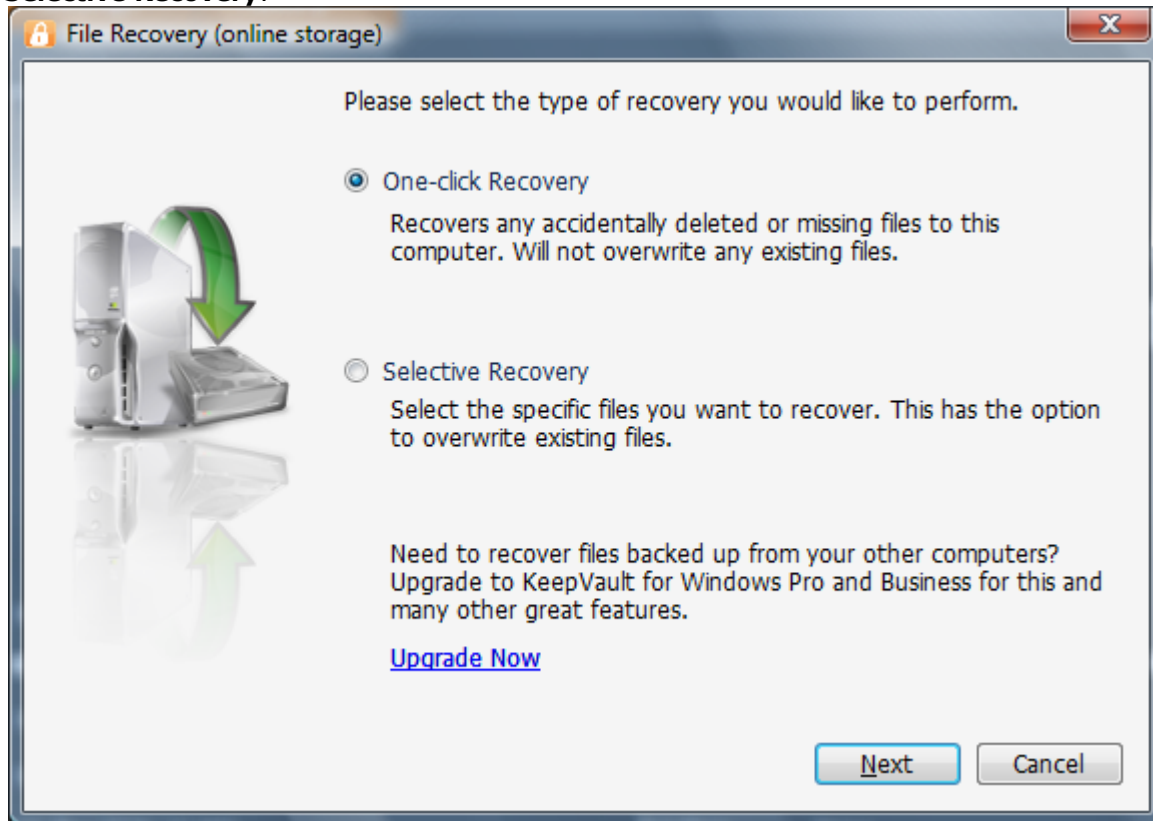
Restoring Data Using KeepVault Online Backup for Windows

There are two types of KeepVault accounts: one is the [Standard](#) and the other is [Pro & Business](#).

- With the Standard version, there are 2 ways to restore your data:

1. By clicking the Restore tab at the top of the Main UI, this allows you to restore data back to your original Windows PC that already has KeepVault installed, with options for **One-click Recovery** and

Selective Recovery:

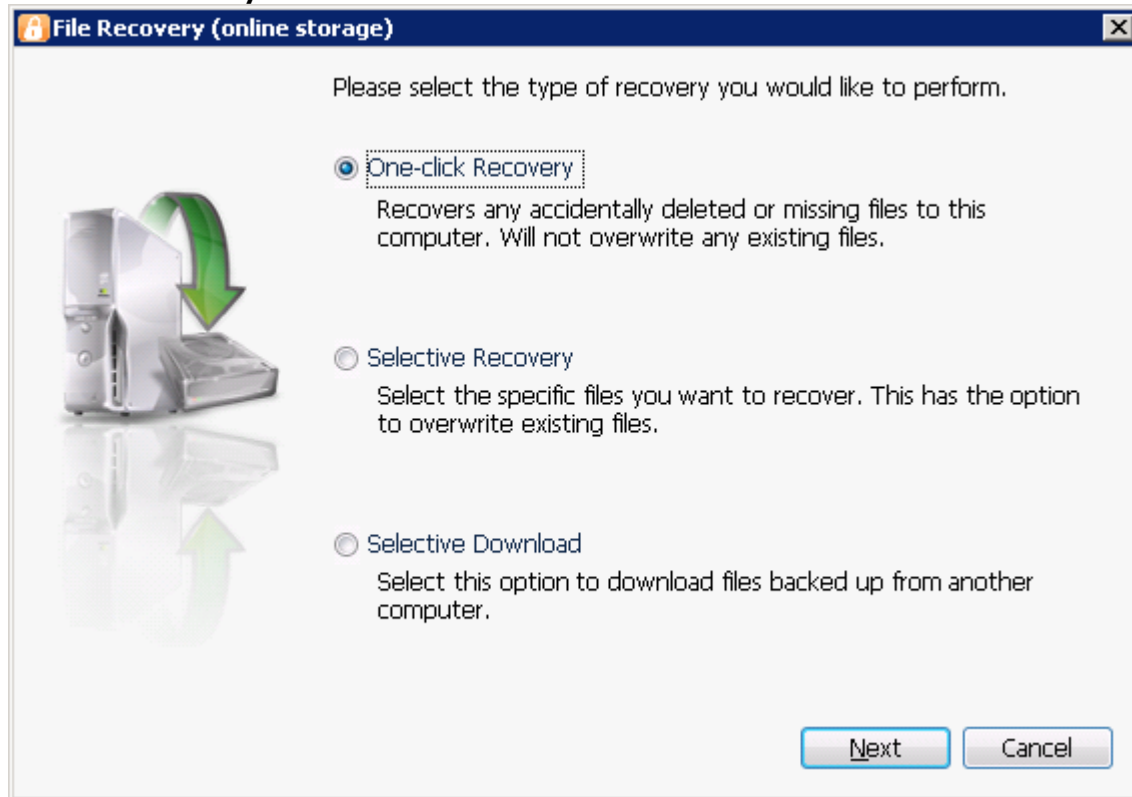


2. When your Windows PC dies, you can restore your data using the following steps: [click here](#)

- With the Pro & Business version, there are 4 ways to restore your data:

1. By clicking the Restore tab at the top of the Main UI, this allows you to restore data back to your original Windows PC that already has KeepVault installed, with options for **One-click Recovery** and

Selective Recovery:



2. When your Windows PC dies, you can restore your data using the following steps: [click here](#)

3. From any other system, select the **Selective Download** option from the Restore tab and the steps for this feature are available [here](#)

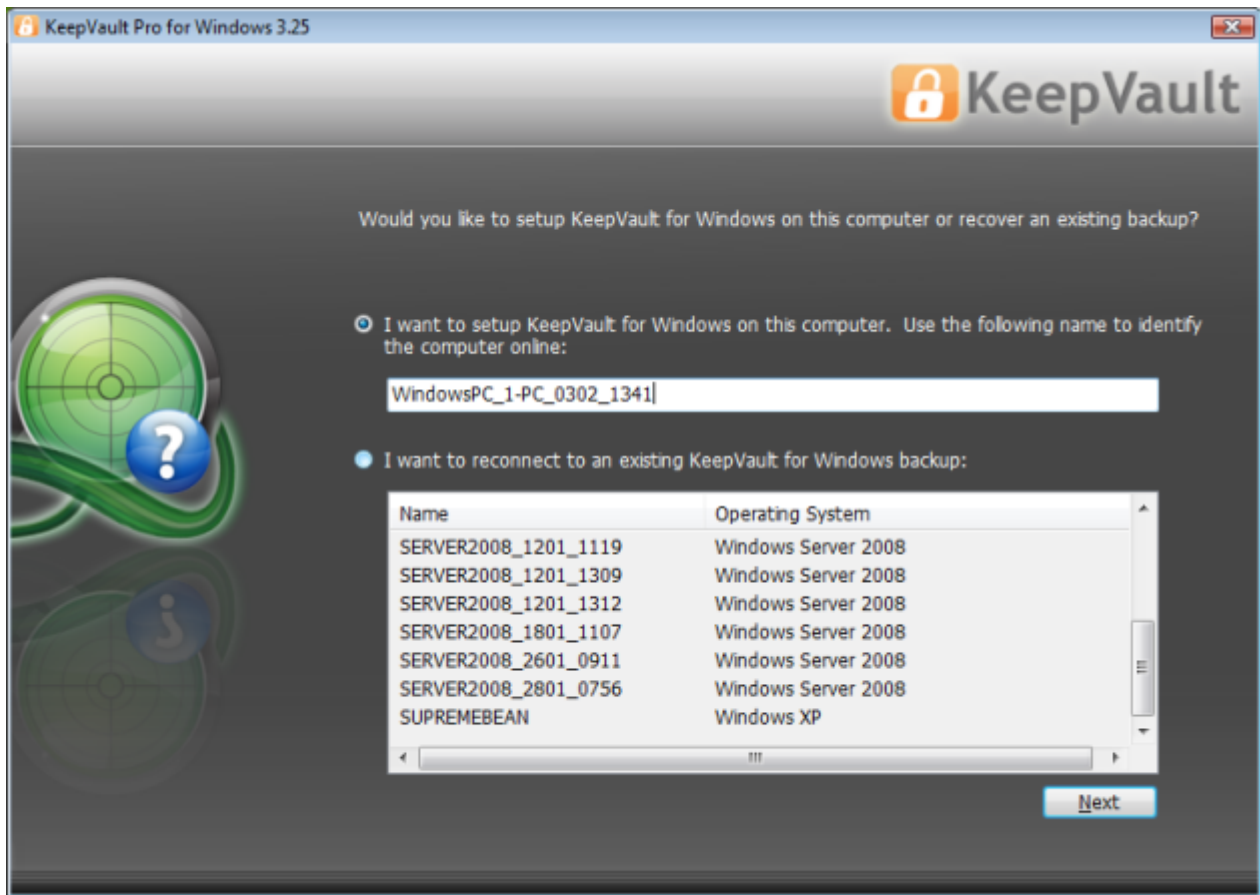
4. You can restore files from the Web via our Web Access feature. Login here: https://www.proxure.com/kv_redirect/business/login.php and Setup Web Access.

Restoring Data After a PC “Dies”/Fails

[Download](#) and install KeepVault Online Backup on another Windows PC. Right after installation is successful, you will see the KeepVault splash screen and then the File Estimate screen:

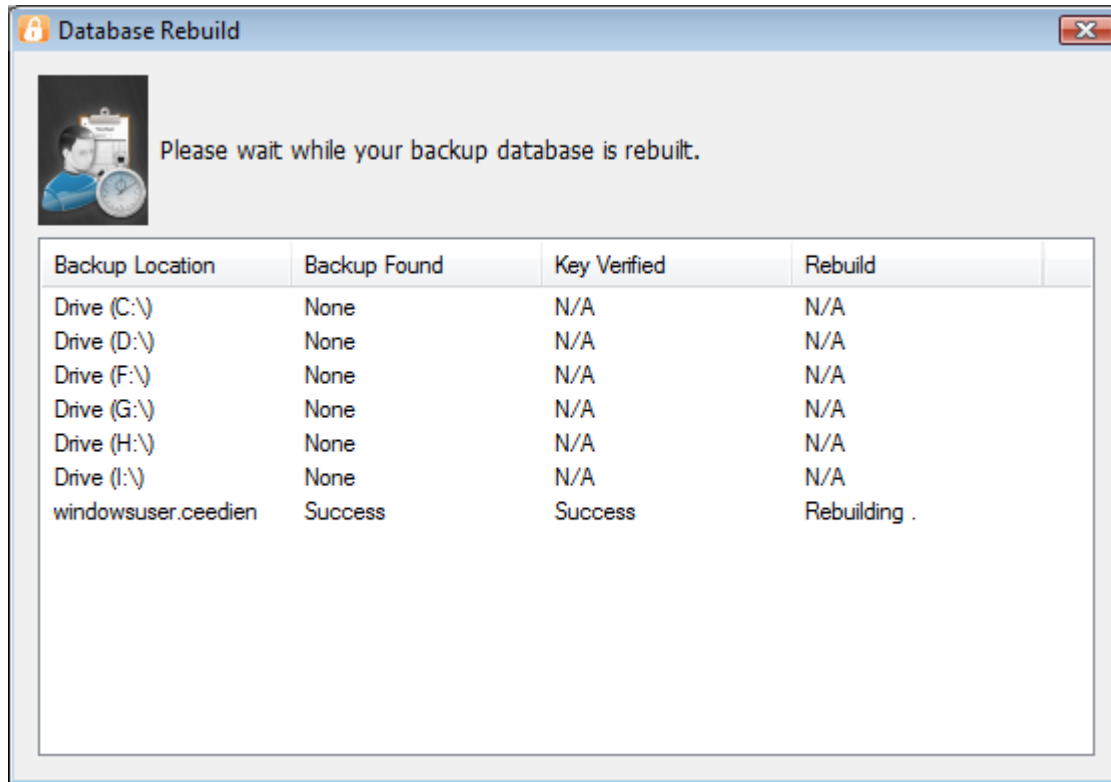


Click link at bottom **Get started and protect your system now**, and Login with same credentials used on first install. Once you click Login, you will see the following screen:

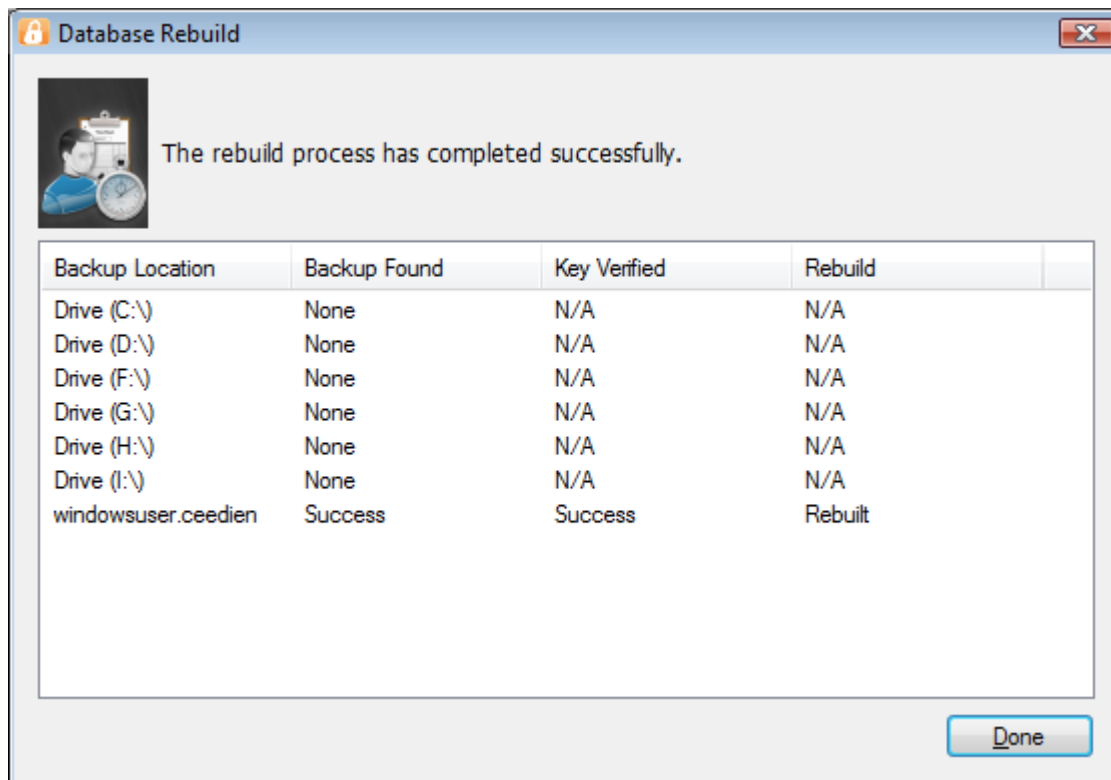


In order to recover an existing backup, select the second option from the above screen **I want to reconnect to an existing KeepVault Online Backup for Windows backup:**, highlight the **Name** of the backup set you would like to reconnect to, then select **Next** .

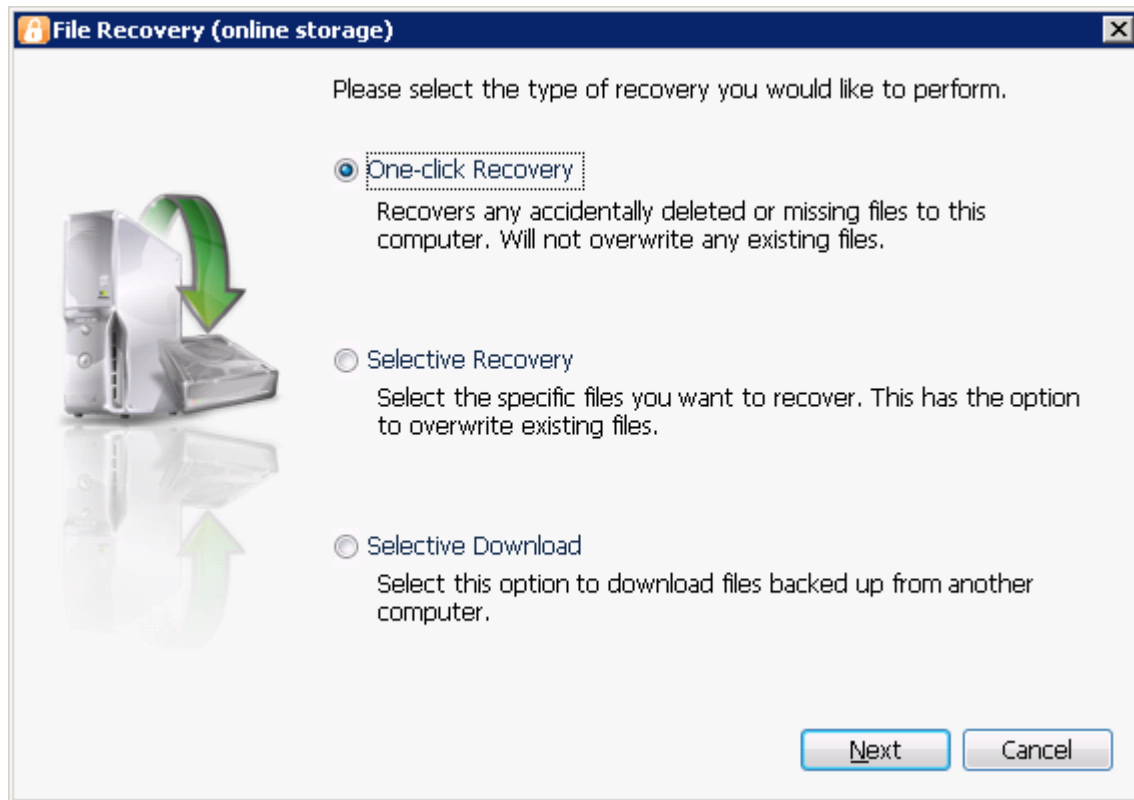
You will next see the **Database Rebuild** screen:



The time it takes for the rebuild process to finish depends on the amount of files in your backup set, and the distance from the KeepVault online servers. Once the rebuild of your local database is complete, you will see the below screen:



Select **Done** from above and you will be taken to Step1 of the Wizard screen. Select your settings in Step 1 and Step2 and click Done to start KeepVault Online Backup. Next, click the Restore tab from the Main UI and select the type of restore you would like to perform:

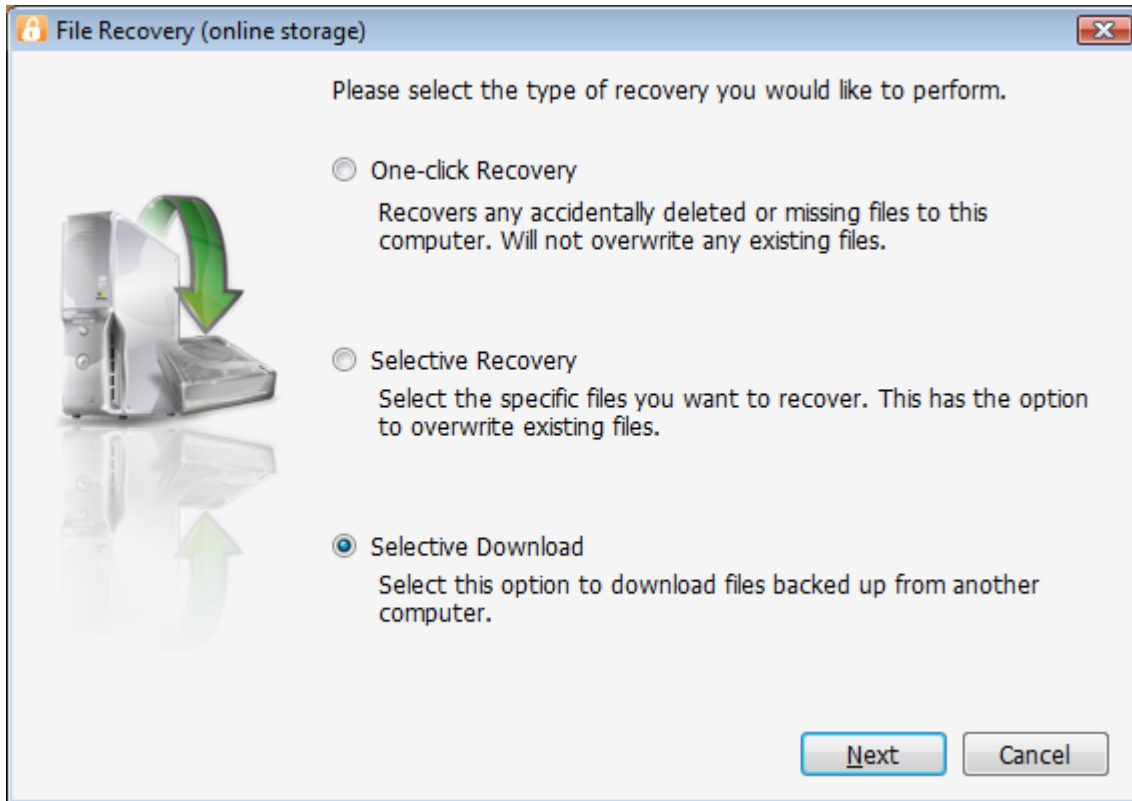


Accessing Files Between Computers/Selective Download Feature

With the Selective Download feature, you can restore files to any other PC that have already been protected to your KeepVault Online Backup account by another system.

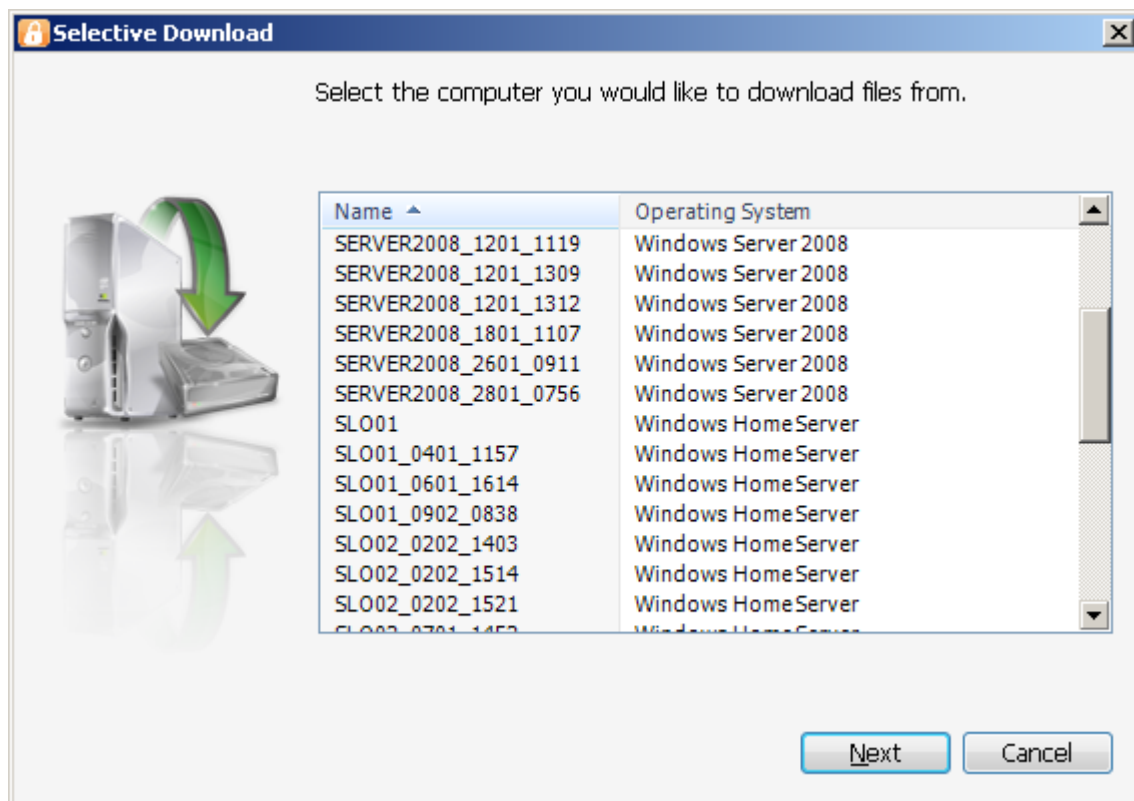


From the Main KeepVault Online Backup screen above, click the tab called **Restore** located in the upper left, then click the animated 'world' icon that appears, and the following restore screen will show:

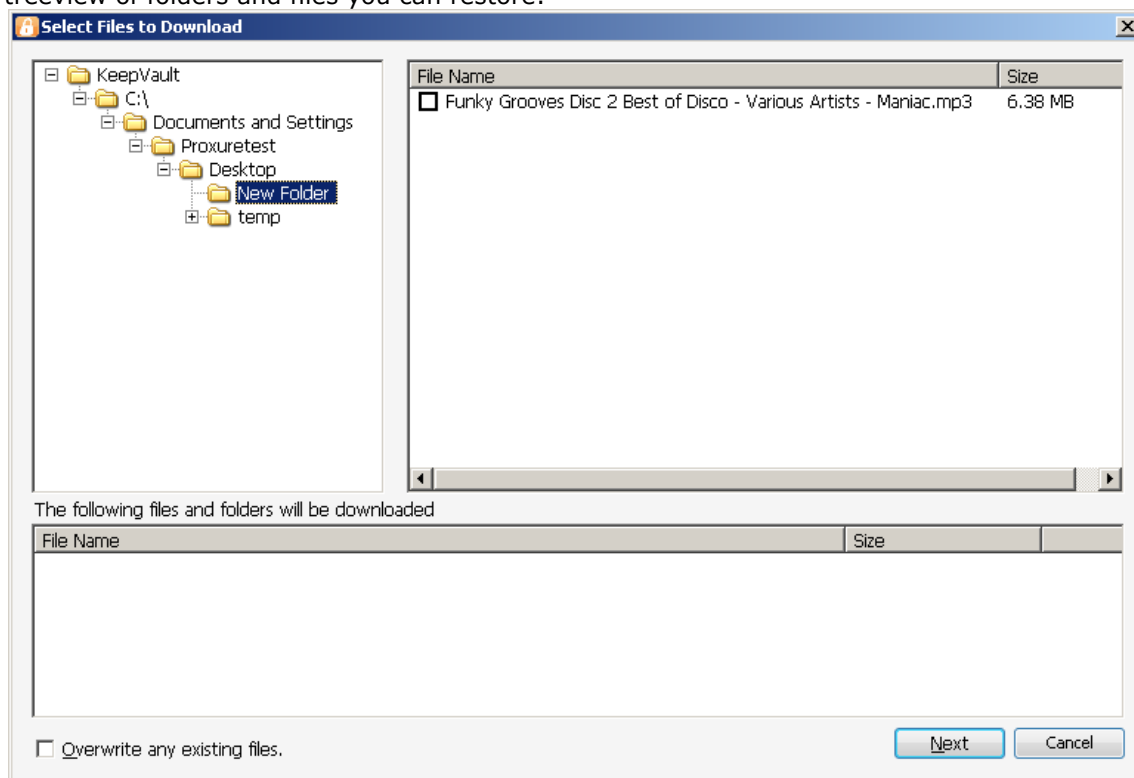


Please note: If you have the Standard version of KeepVault Online Backup installed, the Selective Download feature shown above will be replaced with an upgrade link. When you upgrade your account the upgrade link will automatically be replaced with the Selective Download feature and you will not have to re-install KeepVault Online Backup.

For Pro and Business users, click **Selective Download** from the above screen and you will see the list of backup sets that are protected to your KeepVault Online Backup account:

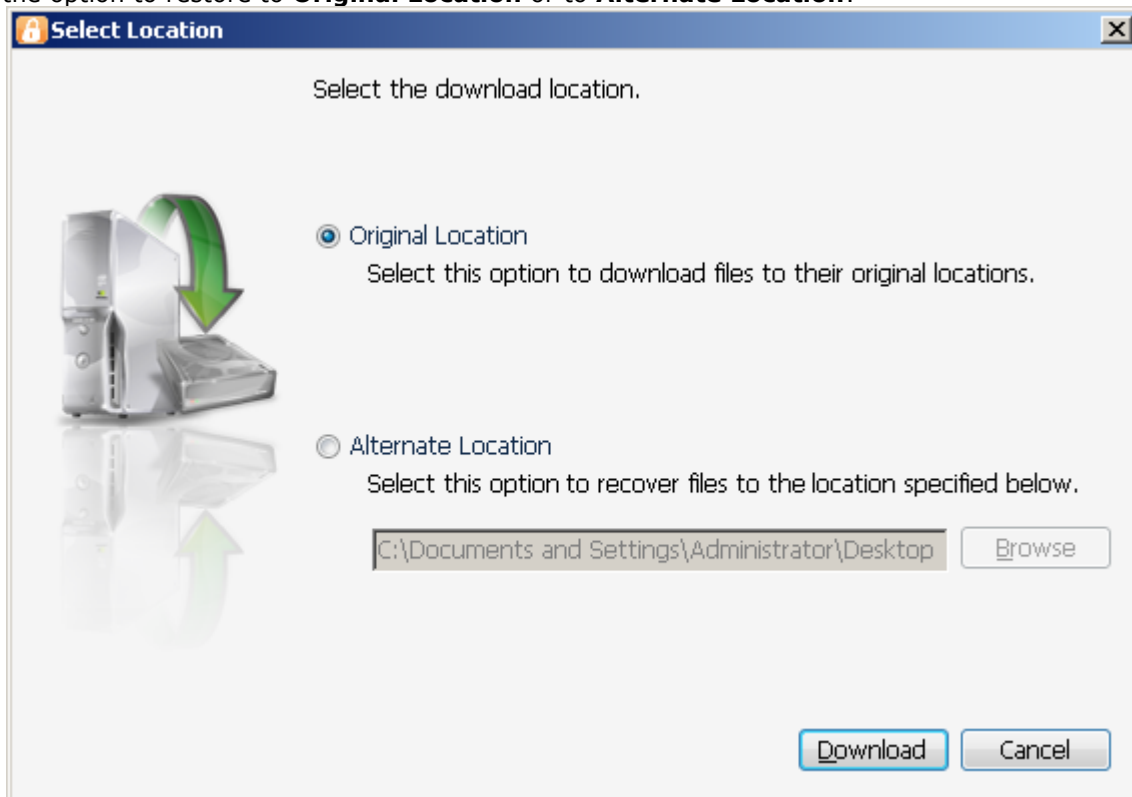


Click the backup set you would like to restore files from and then click **Next** and you will see the treewiew of folders and files you can restore:



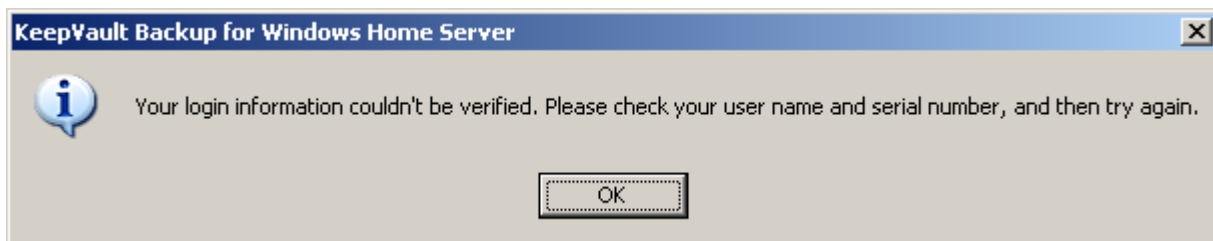
Note: you can also choose to **Overwrite any existing files** from this screen.

Select the folders and/or files you would like to restore and then select **Next** and then you are given the option to restore to **Original Location** or to **Alternate Location**:



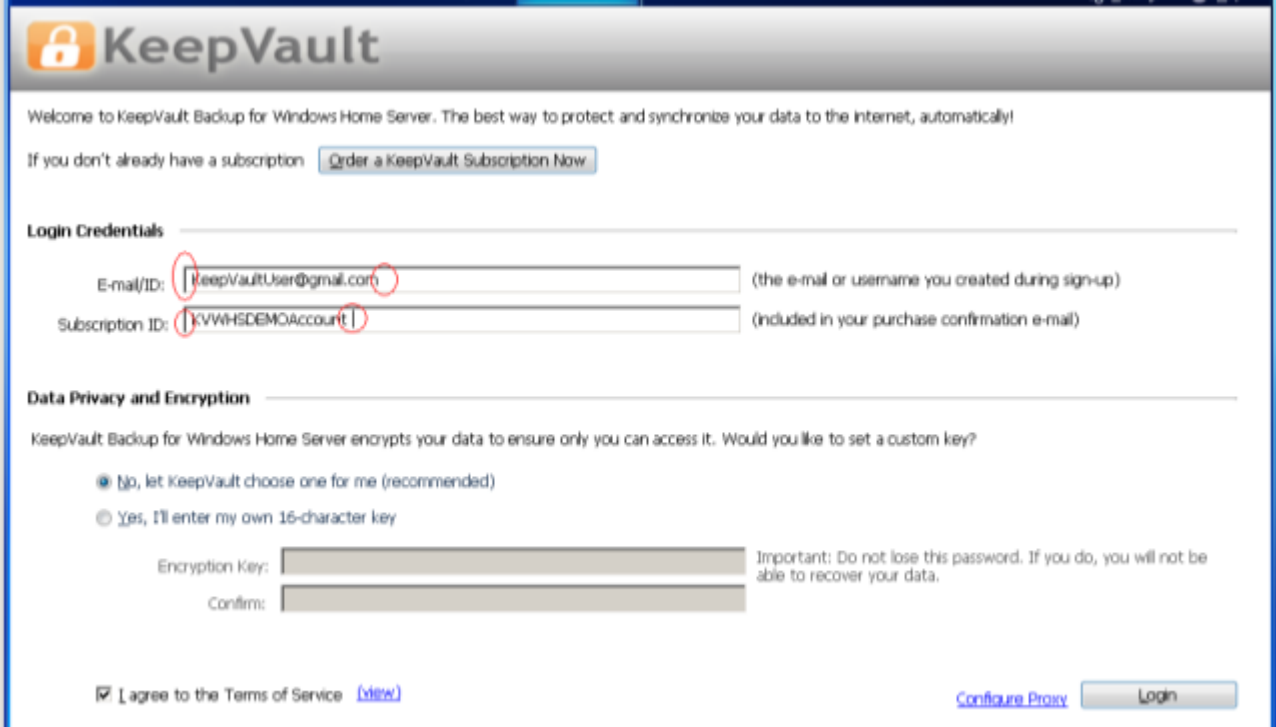
Troubleshooting – Login Information Not Working

Symptom: I get the following error when logging into my KeepVault Online Backup account:



Cause & Solution #1: The most common cause of this error are blank spaces accidentally entered with your login information. If you copy and pasted this information, verify you didn't copy blank spaces before or after your information. Click each field and then use the delete key in order to delete blank spaces. If the problem still occurs, we recommend that you manually type in this information instead of using copy and paste.

Below is a screenshot showing where the blank spaces may be located:



Welcome to KeepVault Backup for Windows Home Server. The best way to protect and synchronize your data to the internet, automatically!

If you don't already have a subscription [Order a KeepVault Subscription Now](#)

Login Credentials

E-mail/ID: (the e-mail or username you created during sign-up)

Subscription ID: (included in your purchase confirmation e-mail)

Data Privacy and Encryption

KeepVault Backup for Windows Home Server encrypts your data to ensure only you can access it. Would you like to set a custom key?

No, let KeepVault choose one for me (recommended)

Yes, I'll enter my own 15-character key

Encryption Key:

Confirm:

Important: Do not lose this password. If you do, you will not be able to recover your data.

I agree to the Terms of Service [View](#)

[Configure Proxy](#)

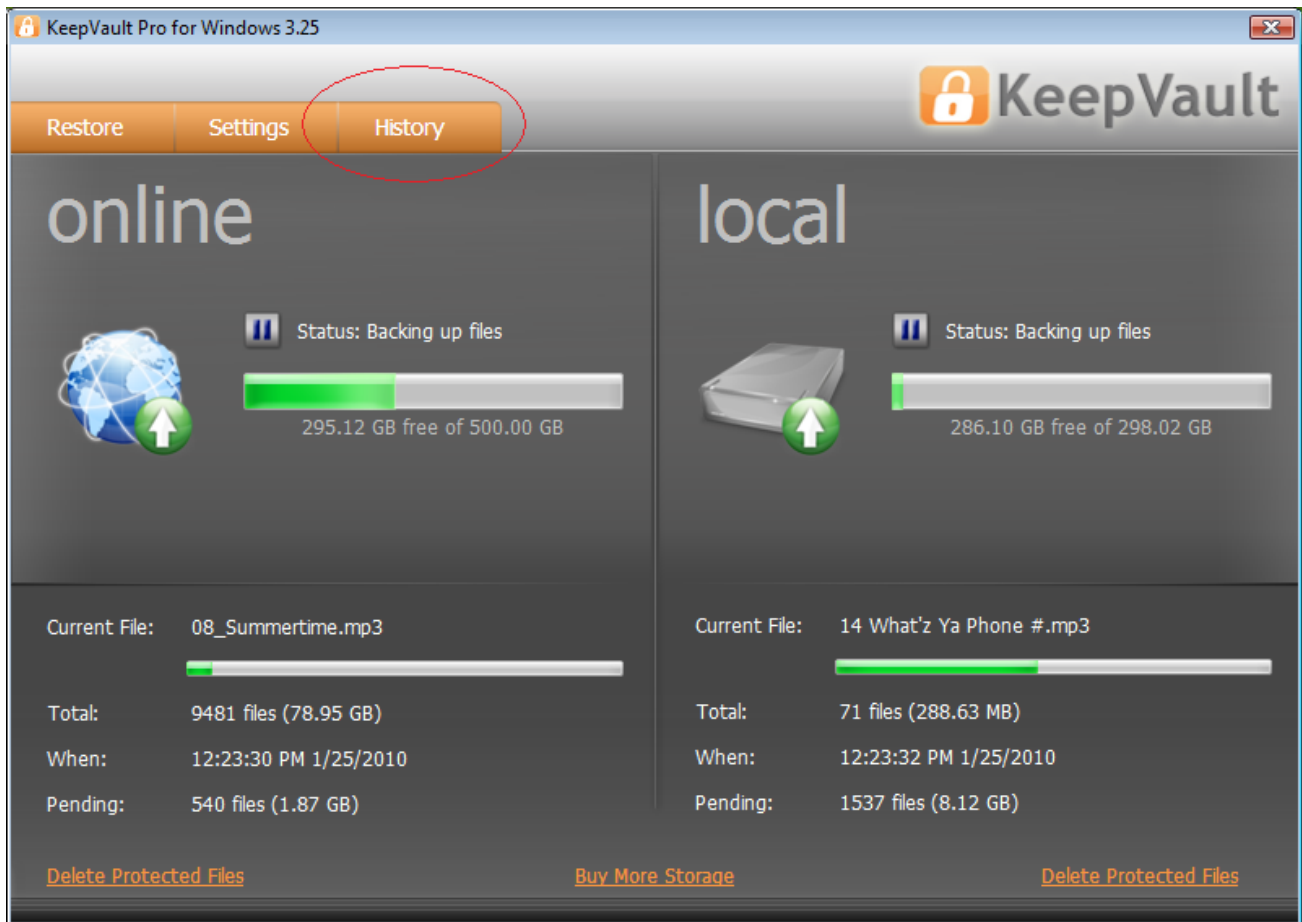
Cause & Solution #2: If the above solution does not help, please make sure you are using the very first subscription/serial number that was assigned to your account. Most KeepVault accounts are based on a yearly subscription and every time the account is renewed you will get a new subscription number associated with this transaction. This new subscription number is linked to your KeepVault account on our online Login page: https://www.proxure.com/kv_redirect/products.php?upgrade=true, but you will continue to use the original subscription/serial number in order to Login via the KeepVault software application

Reminder: The online login page will accept all subscription/serial numbers assigned to your account while the KeepVault Online Backup application Login page will only accept the original subscription/serial number.

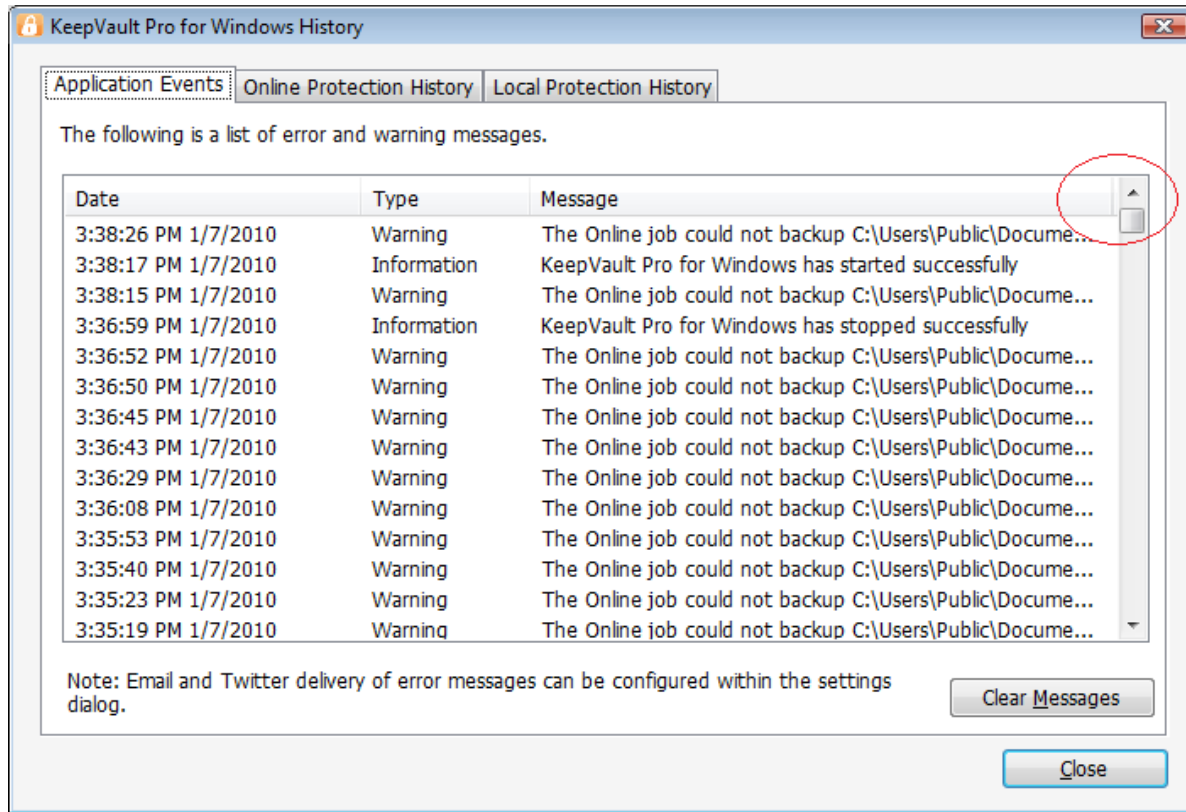
Cause & Solution #3: If the above 2 steps do not help, please verify you can browse the Internet on the system you are trying to log into. If the Internet does not work, KeepVault will not be able to login in order to verify your KeepVault account. Reboot or contact your Internet service provider to determine why your Internet is down.

Troubleshooting – KeepVault Online Backup Protection Stopped

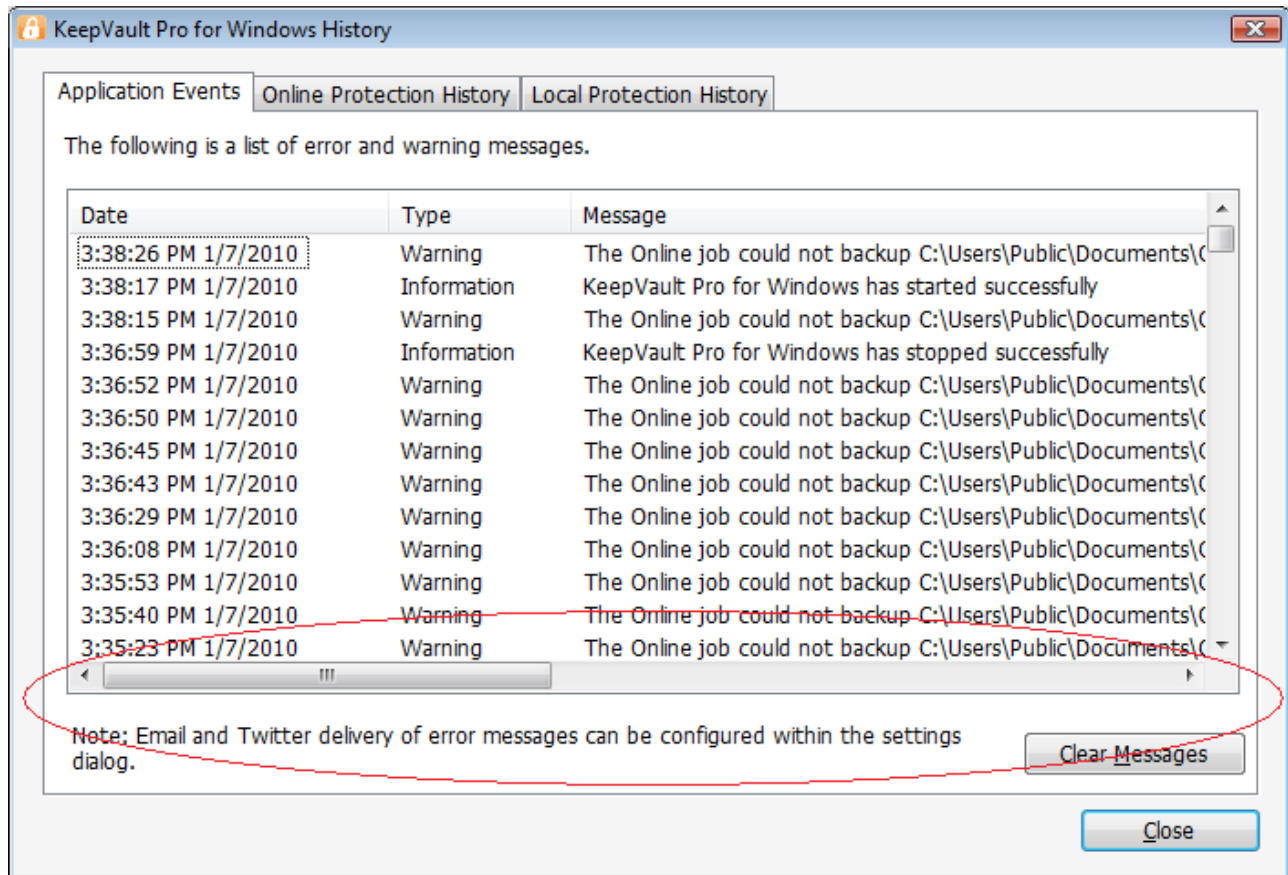
When protection has stopped an event is added to the event log and this event will provide additional information on the reason why protection has stopped. On your PC, click the **History** tab located on the main screen:



Under the Application Events tab in History, at the end of the Message column you will see a vertical column bar, circled below:



Next, place your cursor over this vertical column bar and the cursor will change to a black vertical line with arrows pointing left and right. Once you see the cursor change, double click your left mouse button and the horizontal scroll bar will appear to allow you to see the entire Error/Message:



Sending Log Files to KeepVault Online Backup Engineers

Copy and then run the below registry key from your system, Reboot your system and once the issue occurs again, zip and email support your 7 debug log files that are listed below, support@proxure.com.

NOTE: if the links below open Windows Media Player, close this and instead right-click the link and select 'Save Target As...' and then rename the highlighted 'File name' to LoggingEnableKVVHS3.reg.

- [Enable KeepVault Online Backup Logging](#)

Location of log files on your Client PC:

1. 7 text files located here C:\Program Files\KeepVault for Windows\Engine\Support:

CCeedienLog.txt
CWin32ClientLog.txt
CWin32HTTPLog.txt
KVClient.txt
KVServer.txt
mdsdk.txt
StreamLog.txt

You can disable logging by running this registry key and then rebooting your system:

- [Disable KeepVault Online Backup Logging](#)

