

Windows



Connected Backup Software Installation

For use by:	Employees
Version:	3.1
Date:	13-11-2019
Owner:	SID Library/SSC ICT

Connected Backup

Registering, downloading, installing and managing Connected Backup for Windows

Before you begin

The following instructions are supported by TU Delft and have been tested to be working. We offer this manual to you as an extra service. If you encounter problems following the instructions, contact your Service Desk or Workstation Services (WPS).

Prerequisites **Java Runtime**

If Java Runtime is not installed on your computer, Java Runtime might request for your permission to be installed during installation of Connected Backup. Upon request, allow it to install.

Backup configurations

During registration you can choose only one type of configuration per computer. If you registered your computer accidentally with the wrong configuration, you have to apply for a new Connected Backup account for your computer at your Service Desk.

If you want to use Connected Backup on another computer, apply again for a new Connected Backup account at your Service Desk.

TU configuration

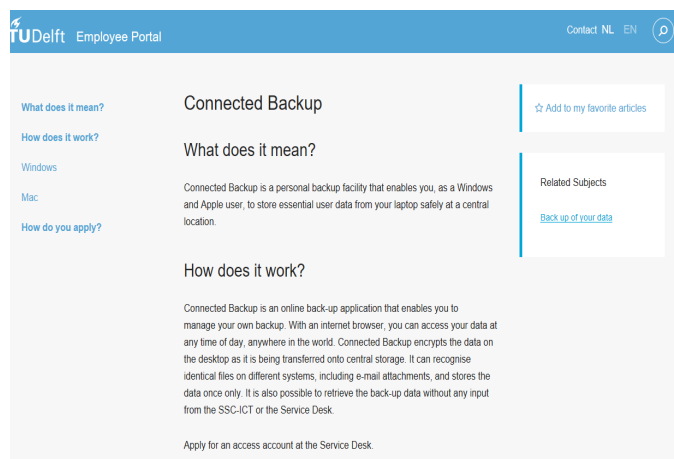
This configuration is intended for all types of computer users. It is not fully configurable. Some folders are set by default for backup and cannot be changed. Some file types are excluded such as music and movie files.

Standard configuration

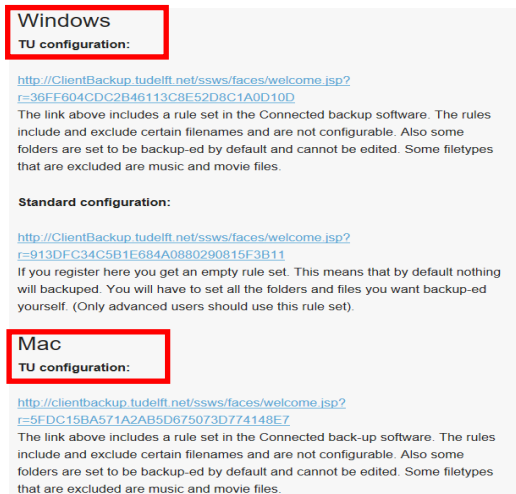
This configuration is intended for advanced computer users. By default nothing is set up for backup, but it allows you to choose any file and folder for backup.

Account registration

Step 1. Go to <https://intranet.tudelft.nl/-/connected-backup>.

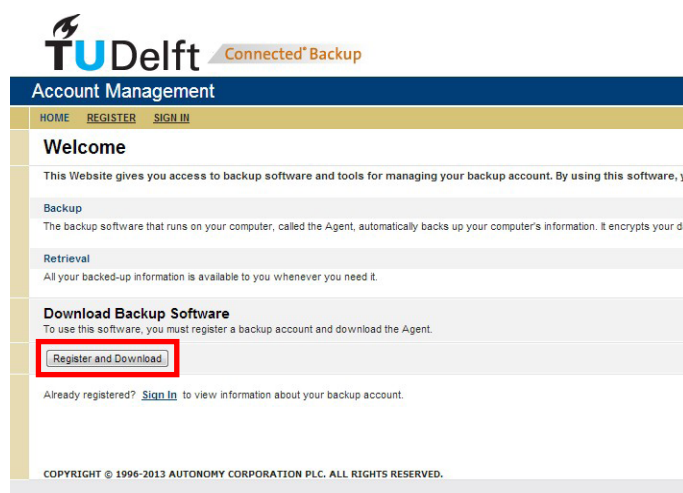


Step 2. Select one of the desired backup configurations. Read carefully the information, before making a choice. You can ask for an account via the Servicedesk.

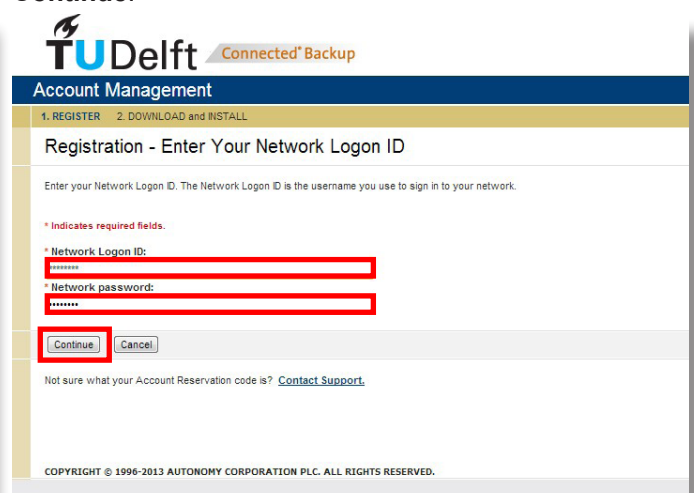


Software download

Step 3. Click on **Register and Download**.



Step 4. Enter your NetID and password and then click on **Continue**.



Step 5. Check if the account information provided is the same as in your confirmation email sent to you by the Support Desk. Click on **Download Software** to continue.

The screenshot shows the 'Account Management' page with a yellow header bar containing '1. REGISTER' and '2. DOWNLOAD and INSTALL'. The main heading is 'Registration Complete'. Below it, a message states: 'Your backup account is registered. You can download the Agent software and install it on your computer now.' Under 'Backup Account Information', fields for 'Account number:', 'Name:', and 'Email address:' are visible. A note says 'Print this information for your records.' At the bottom, there are 'Print' and 'Download Software' buttons, with the latter highlighted by a red rectangle. The footer contains the copyright notice: 'COPYRIGHT © 1996-2008 IRON MOUNTAIN INCORPORATED. ALL RIGHTS RESERVED.'

Step 6. Click on **Begin Download**.

The screenshot shows the 'Account Management' page with a yellow header bar containing '1. REGISTER' and '2. DOWNLOAD and INSTALL'. The main heading is 'Download Instructions'. Under 'Downloading for Mac', instructions are provided for Mac users. At the bottom, there is a 'Begin Download' button highlighted by a red rectangle.

Software installation

Step 7. Run the downloaded "AgentSetup.msi". Check your account information again and click **Next**.

The screenshot shows the 'Connected Backup/PC Agent Installer' window. The title bar says 'Connected Backup/PC Agent Installer'. The main area has a 'Welcome' section with text about the agent's function and a note about registering an account. At the bottom, there are 'Next >' and 'Cancel' buttons, with 'Next >' highlighted by a red rectangle.

Step 8. If desired, change your install options and click **Next** to continue.

The screenshot shows the 'Connected Backup/PC Agent Installer' window at the 'Install Options' screen. It allows selecting the 'Installation Folder' (default: C:\Program Files (x86)\Iron Mountain\Connected BackupPC\), with a 'Browse...' button. There are checkboxes for 'Create a shortcut to Agent on the Desktop' (checked) and 'Automatically back up after installation completes' (unchecked). At the bottom, there are '< Back', 'Next >', and 'Cancel' buttons, with 'Next >' highlighted by a red rectangle.

Step 9. Wait for the installation to complete.

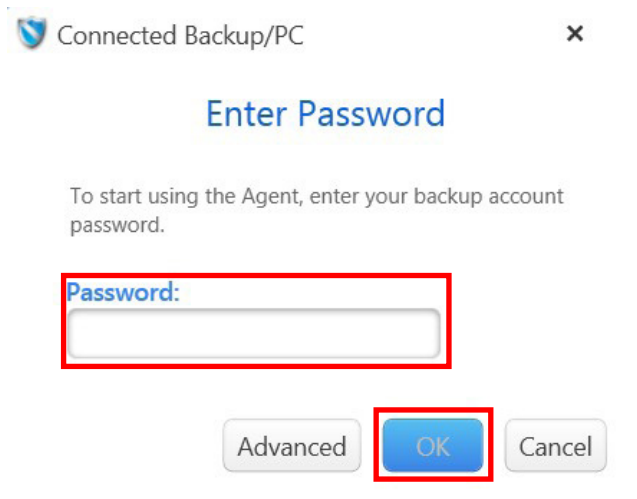
The screenshot shows the 'Connected Backup/PC Agent Installer' window at the 'Installing Agent' screen. It displays the text 'Installing the Agent software. Please wait' and a progress bar under the 'Status:' label. At the bottom, there is a 'Cancel' button.

Step 10. Click on **Finish**.

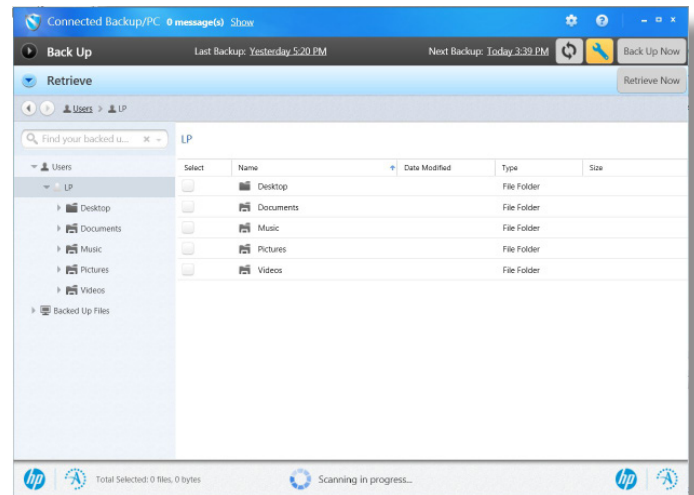
The screenshot shows the 'Connected Backup/PC Agent Installer' window at the 'Installation Complete' screen. It displays the text 'The Agent installation completed successfully.' and 'To exit the installation program, click Finish.' At the bottom, there is a 'Finish' button highlighted by a red rectangle.

Software management: making a backup

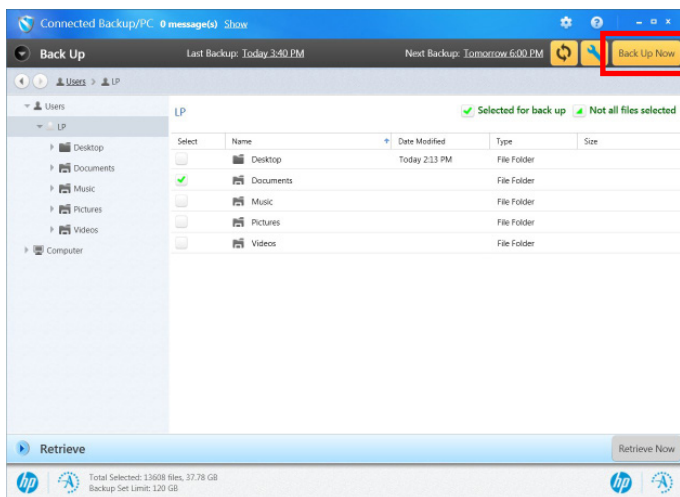
Step 1. Start Connected Backup/PC. If asked, enter your NetID password and click **OK** to continue.



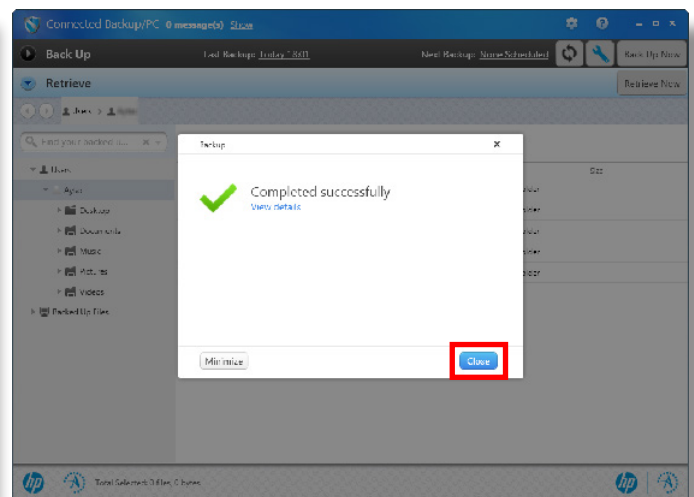
Step 2. The first time it might take a while scanning your computer. After the scan you can start your backup.



Step 3. Depending on your backup configuration, select the desired files and/or folders for backup. Click on **Back Up Now** to start your backup.

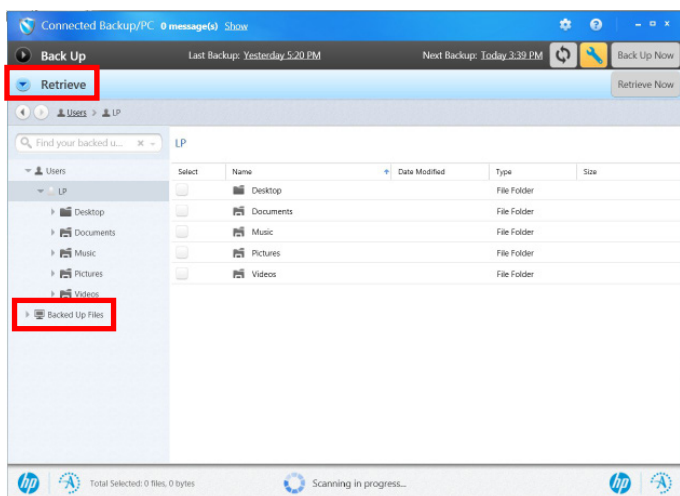


Step 4. Wait for your backup to complete and click **Close** to finish. During backup you can minimise the window and continue with your work.

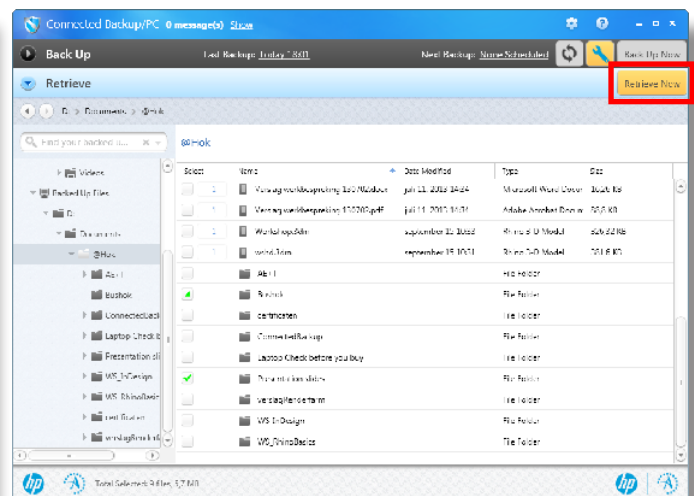


Software management: Retrieving a backup

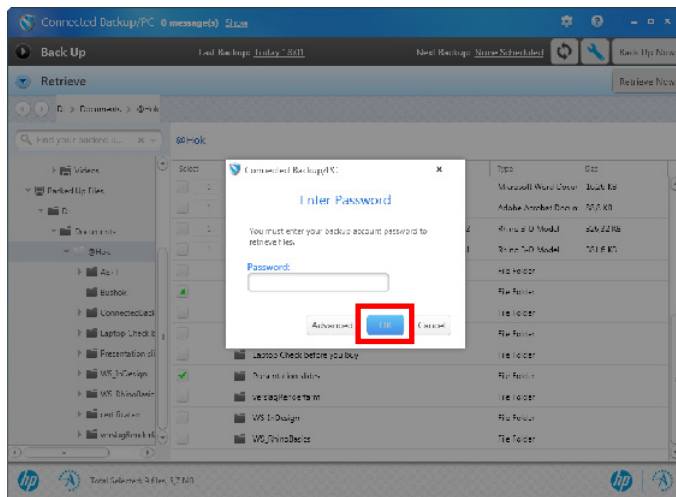
Step 1. Start Connected Backup/PC and click on **Retrieve** to select your **Backed Up Files**.



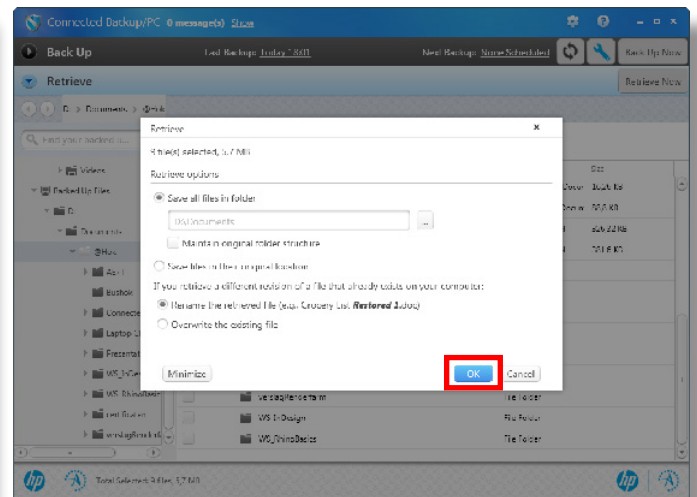
Step 2. After your selection of your desired files click on **Retrieve Now**.



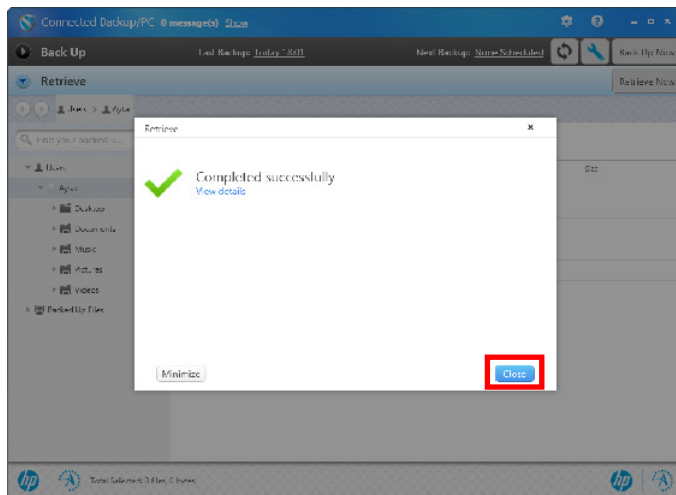
Step 3. Enter your NetID password and click **OK**.



Step 4. Select how to save your selected file(s) on your computer and click on **OK** to start retrieving.



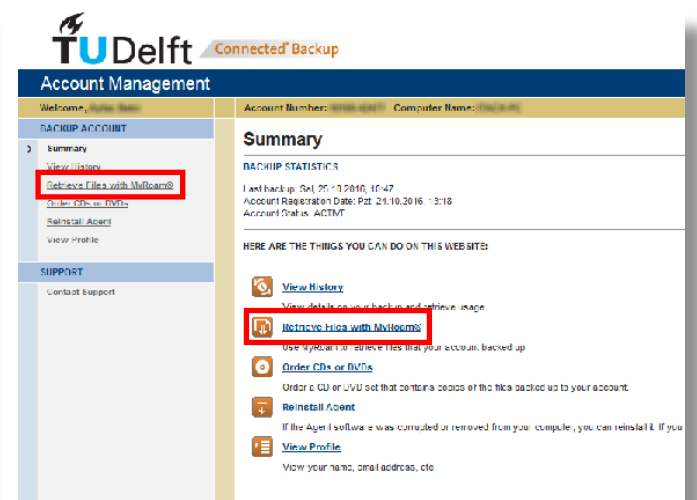
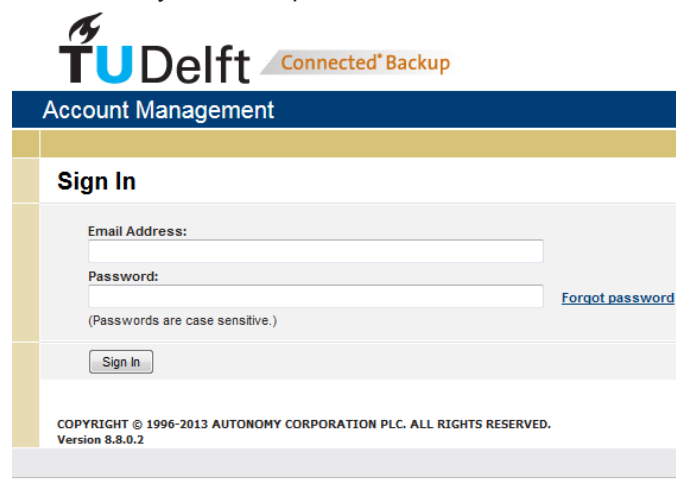
Step 5. Wait for your file(s) to be retrieved and click **Close** to finish. During retrieval you can minimise the window and continue with your work..



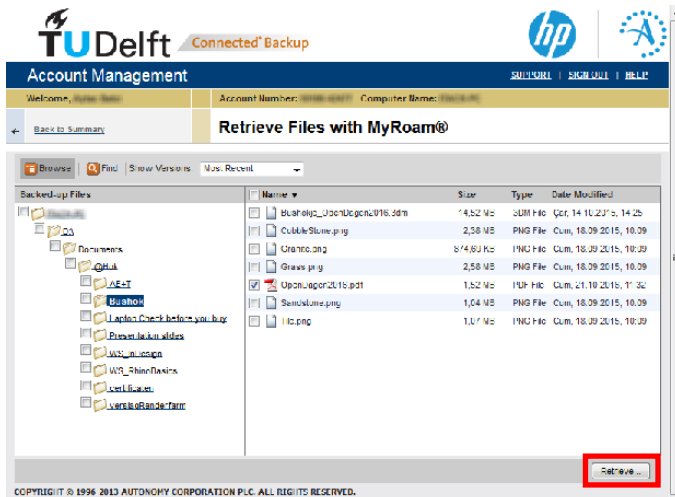
Software management: Retrieving a backup from another computer

Step 1. Open your browser and go to **clientbackup.tudelft.net**. Sign in with your NetID or TU Delft email address and your NetID password.

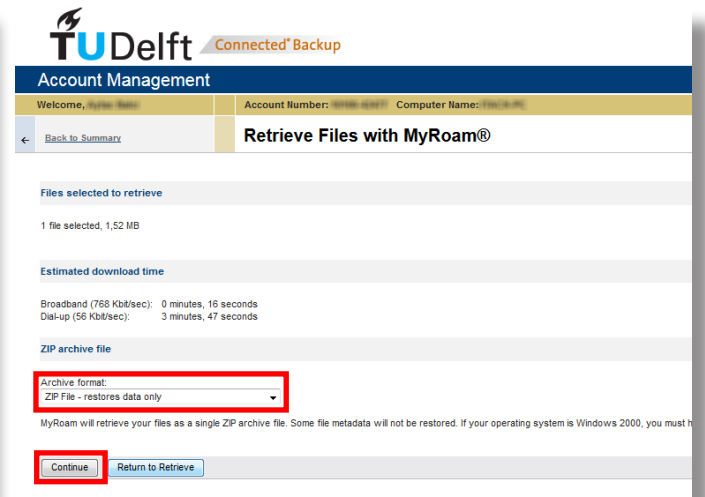
Step 2. Click on **Retrieve Files with MyRoam©**.



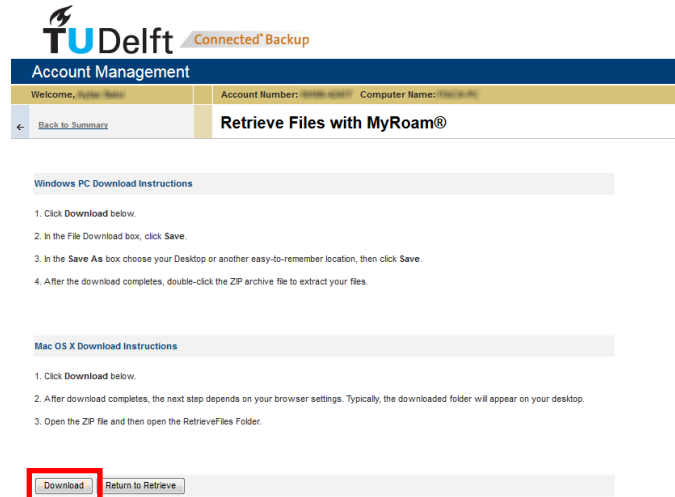
Step 3. To expand a folder click on the underlined folder name. Tick the checkboxes to select the desired folder(s) and/or file(s) to retrieve. Click on **Retrieve...** to continue.



Step 4. Select the file format (ZIP for EXE) on how to save your selected file(s) on your computer and click on **Continue**.



Step 5. Wait for your download file to be created. Click on **Download** to save your ZIP or EXE file containing your selected folder(s) and/or file(s) on your computer.



Troubleshooting

Error: There are no reserved accounts available.
Cause: You have already used a Connected Backup account for a computer.
Solution: Request at your Service Desk a new Connected Backup account.

Error: Wrong password or account number.
Cause: Unknown.
Solution: Try again if you surely entered your NetID password. After a few attempts it should connect and start scanning your files. Otherwise contact your Service Desk.

