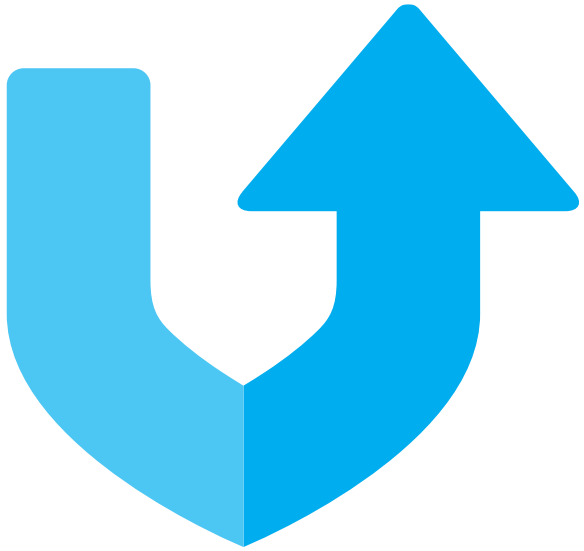


nexetic

Nexetic Shield Backup Client

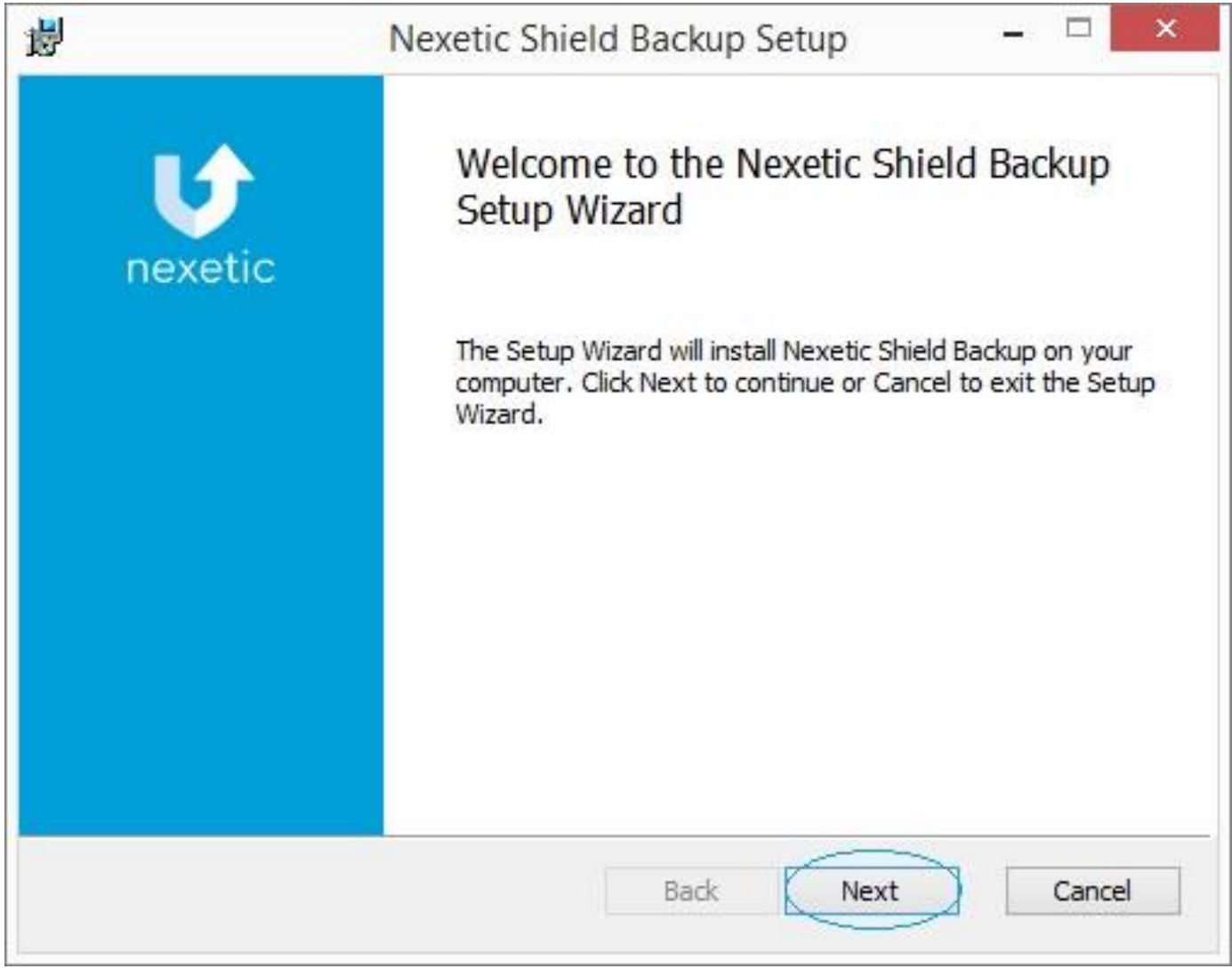
Getting started

Installing the Client software

New end users are created via Control Panel by their vendor. The new user will receive his/her user data via email:

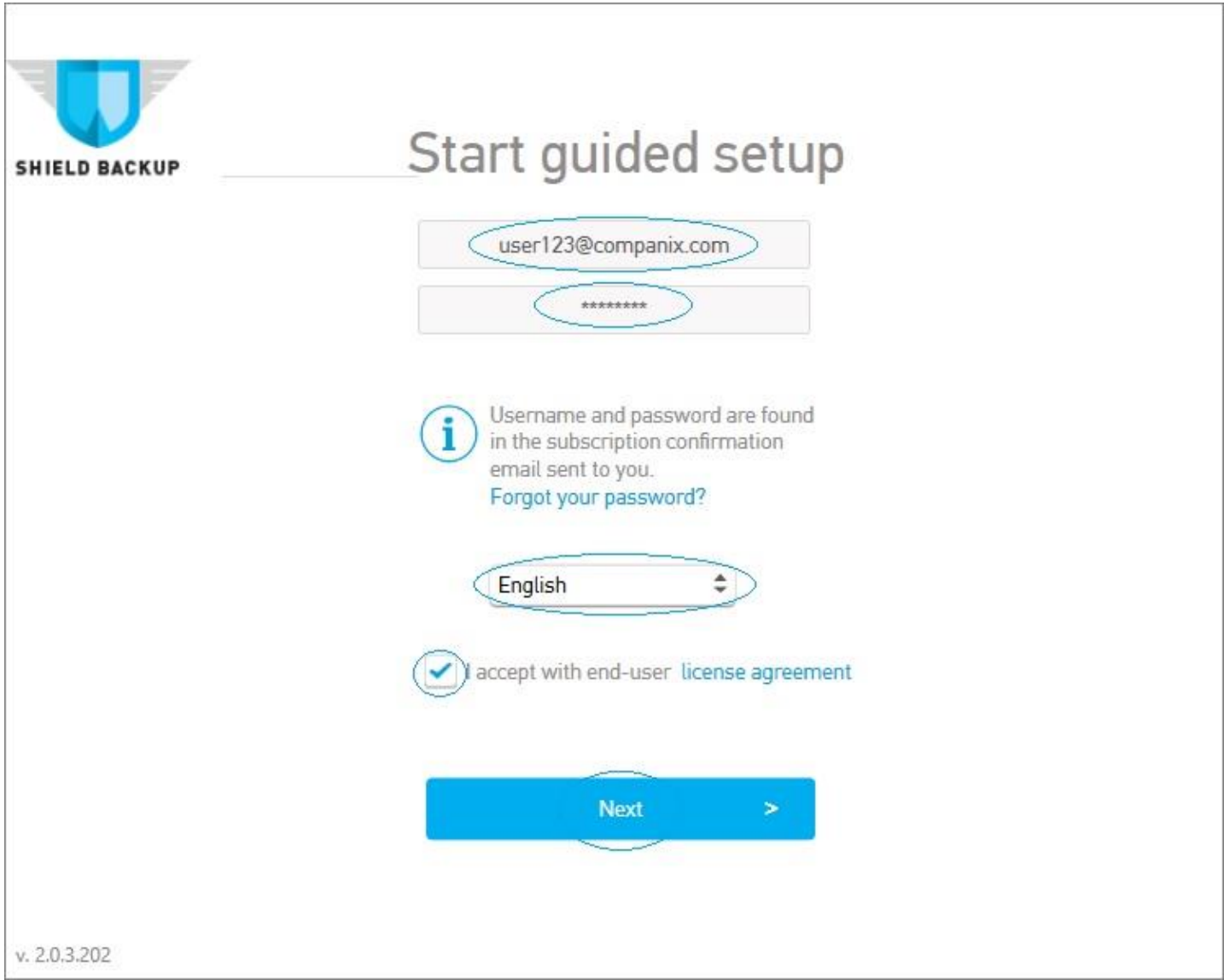
- Download link for both PC and Mac version of the program
- User id, and password for one time use

Installing the software is easy – just click the download link. Save the installation package on your desktop and start the installation.



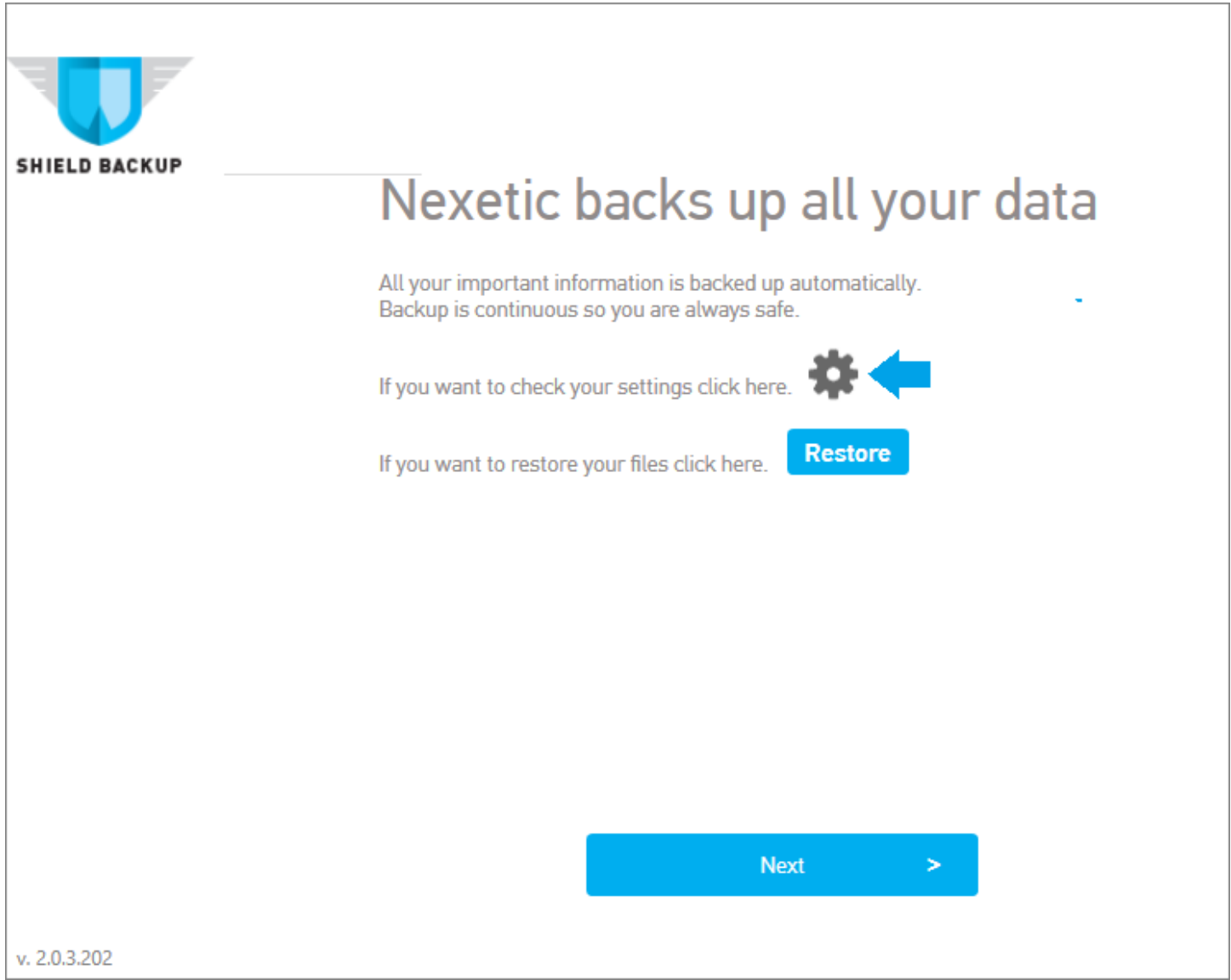
Setting up the Client

- Once installation is completed, guided setup will start. Type your user name and password from the inviation email that was sent to you before.
- Choose your language – the options are English, French, Swedish, Finnish, and Russian.
- Accept the end-user license agreement.



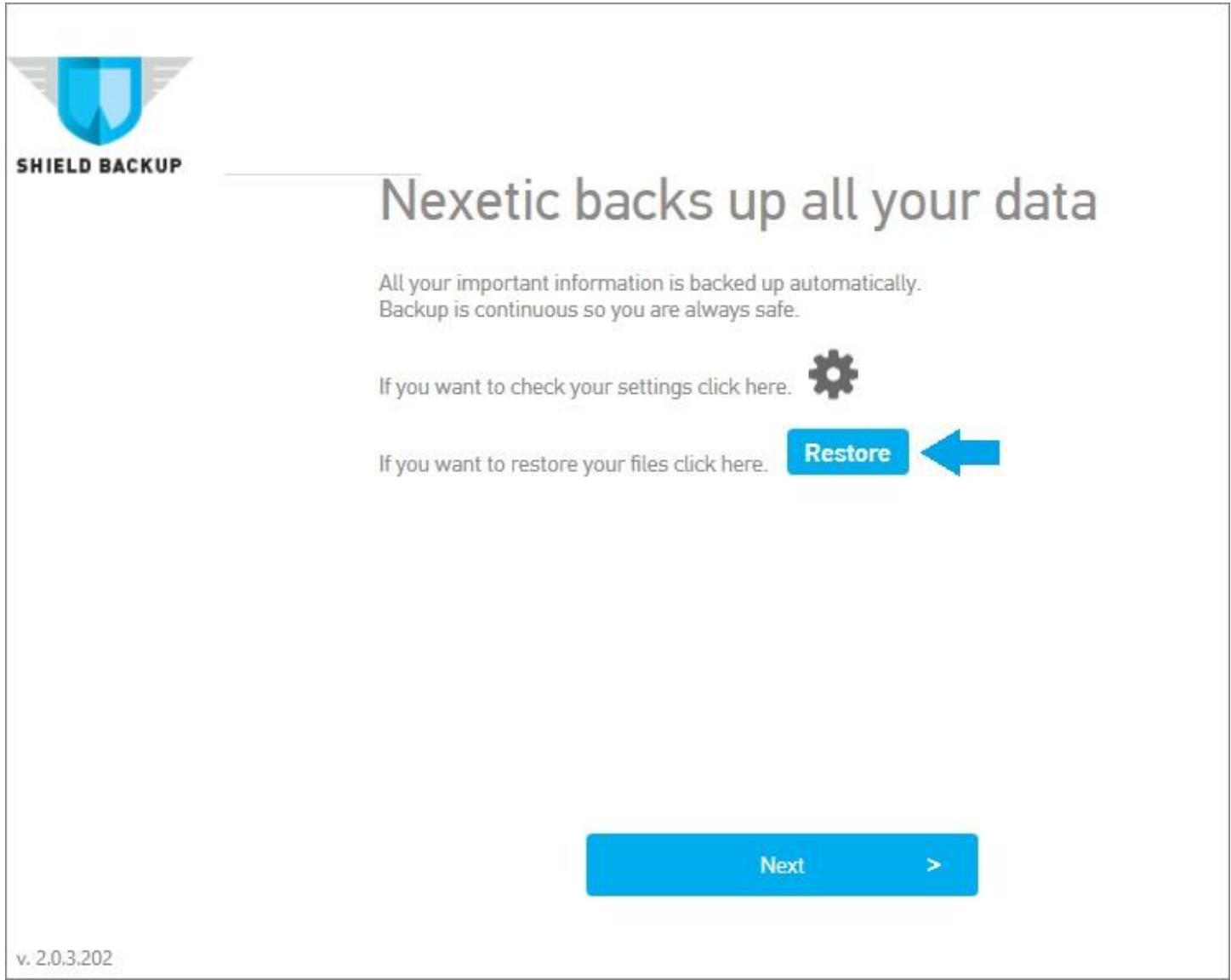
Setting up the Client

- By default, all your data will be backed up
- System folders, program files and certain file types might have been excluded from the backup by your Vendor
- You can exclude more folders or file types by clicking the gear wheel
  - Only allowed for users with full access rights



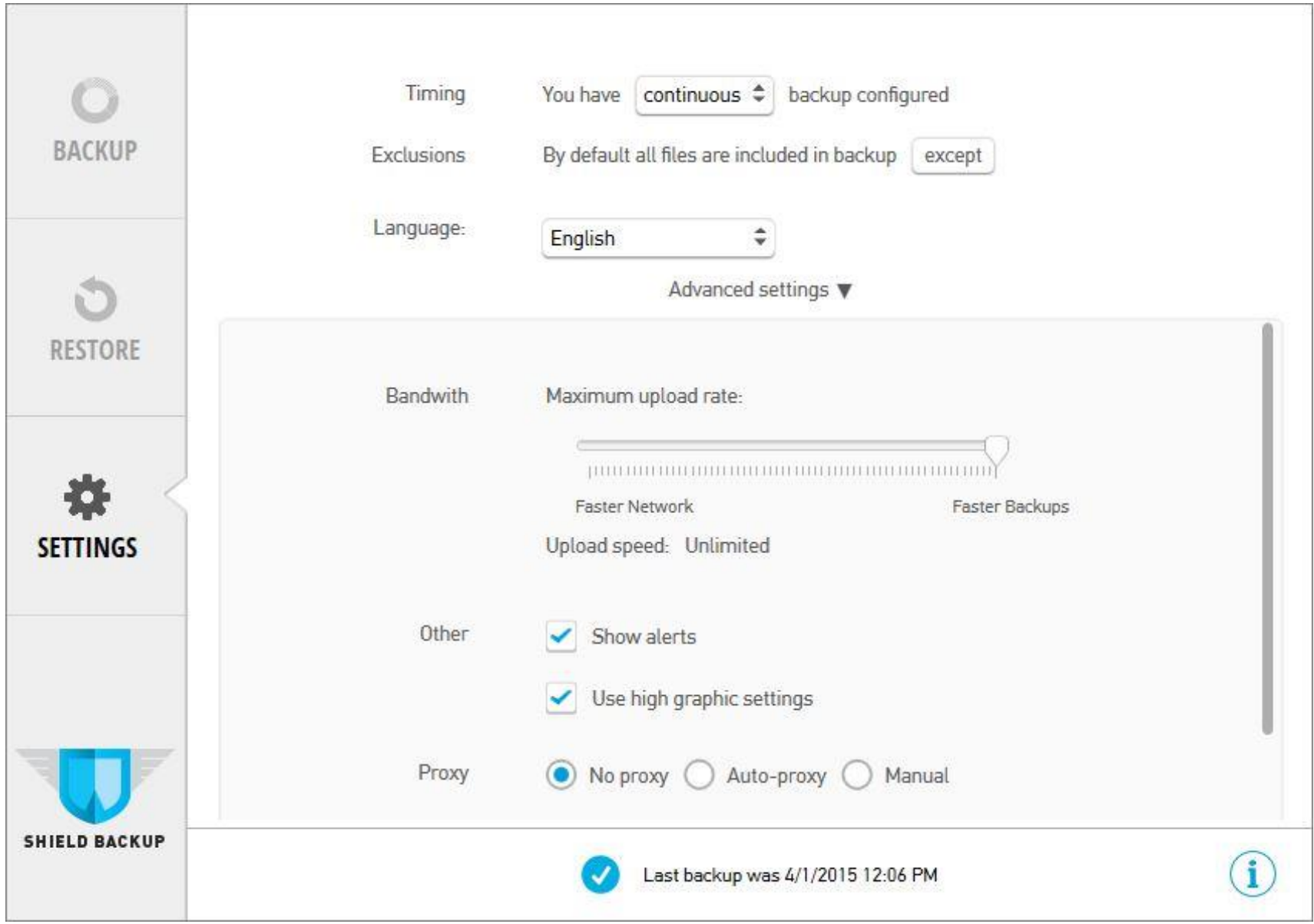
Setting up the Client

- If you are installing the Client on your new laptop and want to restore the data from your old laptop, it is recommended to do it now.
- Click Restore and select the restoration options of your choice
- NOTE: If you don't restore data from your old computer at this point, the data will be available for restoration for no more than 30 days. To restore it, open Restore window and tick the box Restore deleted files and folders as part of your restoration choices.



Client Settings

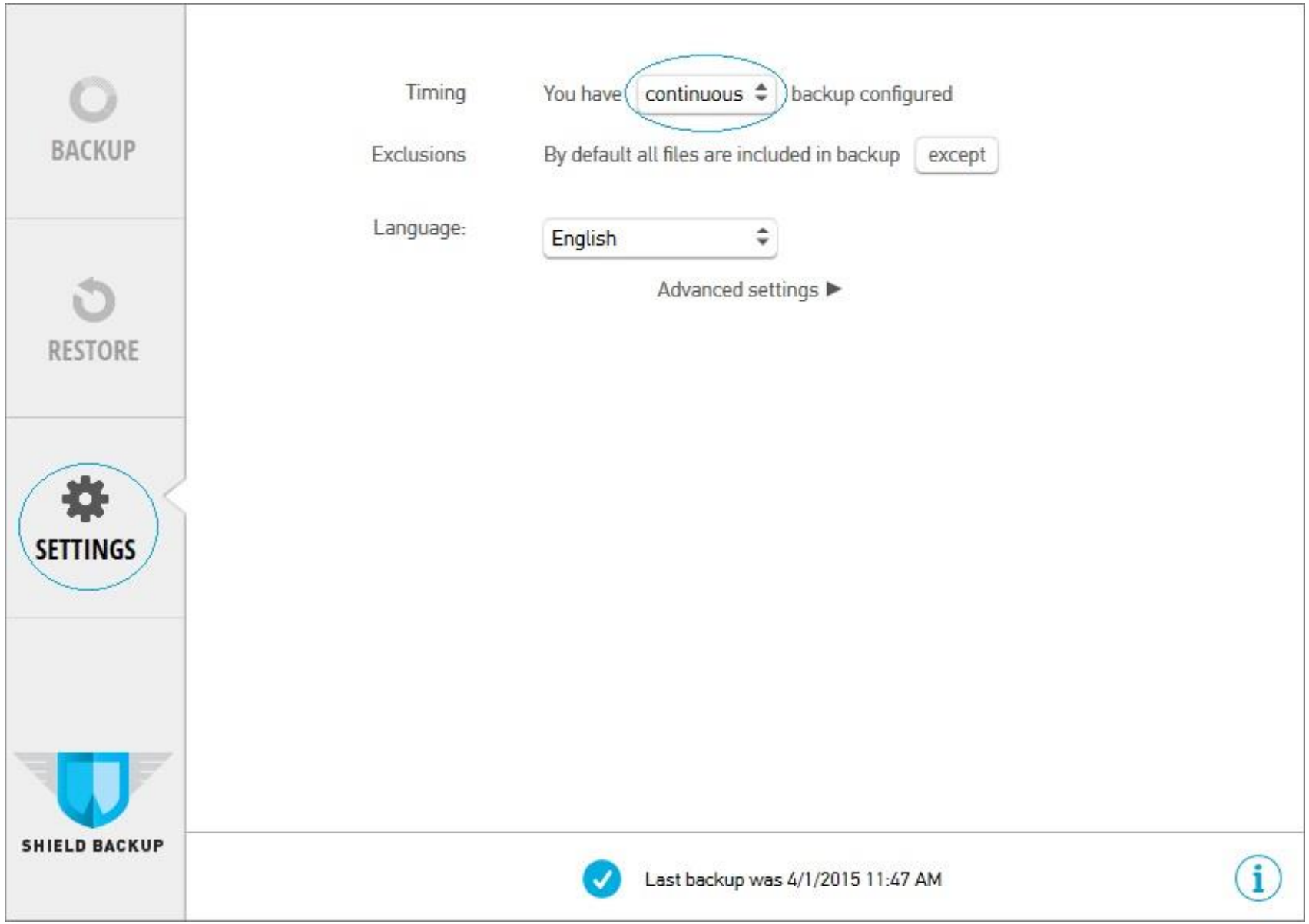
- In Settings users with full access rights can change all the settings in their backup client
- Users with no access rights can only change the language of their client
- User rights have been set by your Vendor / Support



Client Settings

Timing:

- Turn off - no backups are being made
- Continuous - your data is being backed up automatically every few minutes (the recommended option)
- Daily - your data will be backed up once a day. You can select time for the daily backup.



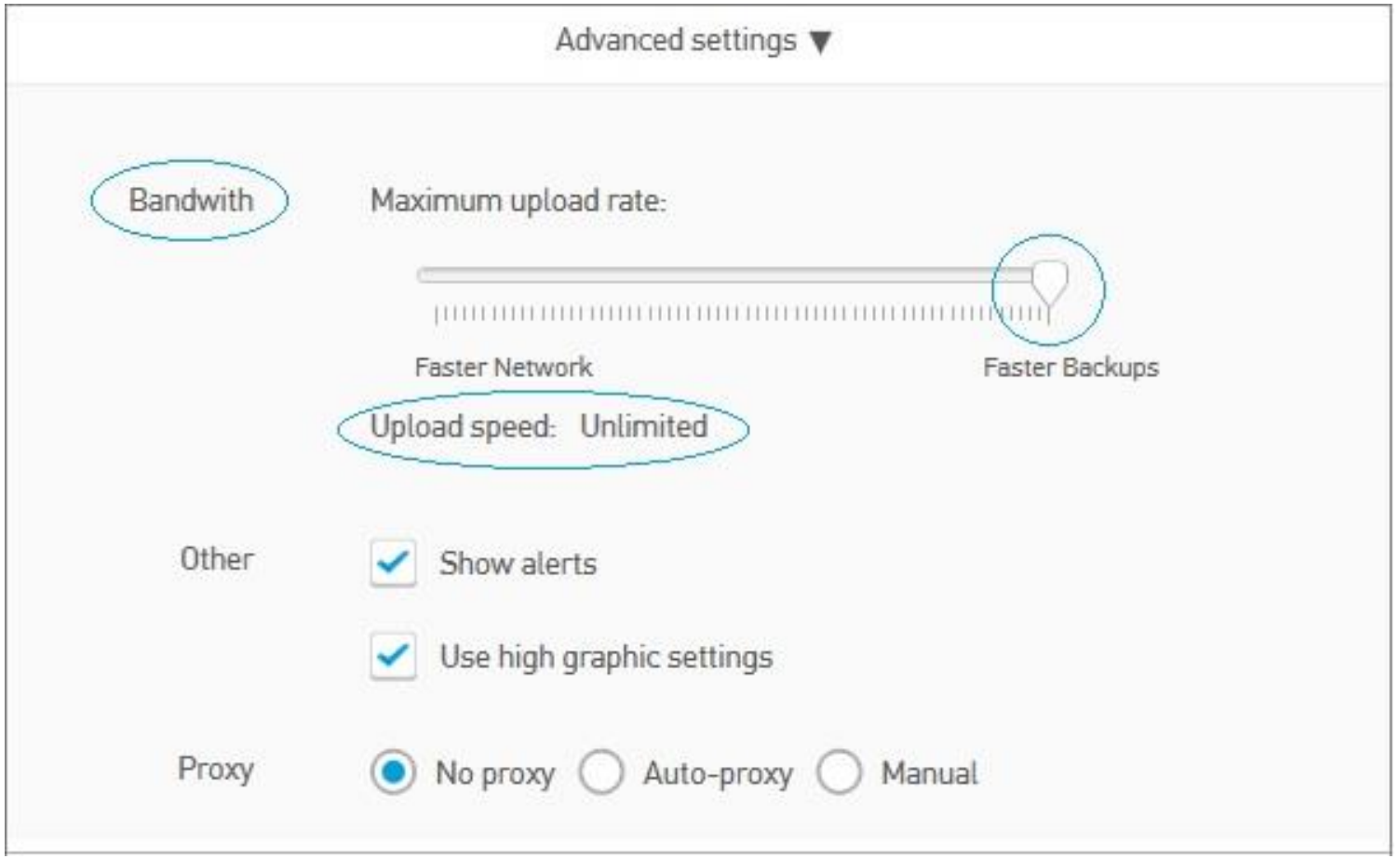
Client Settings

- By default, all your data will be backed up
- System folders, program files and certain file types might have been excluded from the backup by your Vendor
- You can exclude more folders or file types by clicking the except button in Exclusions

Advanced Settings

Bandwidth: bandwidth allowed for the backup service

- Unlimited bandwidth recommended
- Can be reduced temporarily when in slow / limited network
- The technology adapted by Nexetic makes continuous backups very fast



Using the Backup service

Open the client by double clicking Nexetic Shield icon on your Desktop.

- You will land on Backup view with a lot of information about your backup status.
- In the pie diagram you can see distribution of your files among different content types such as Pictures, Office documents, Videos etc.
- For a list of your biggest files, click Biggest files – also available by content type.

Backup

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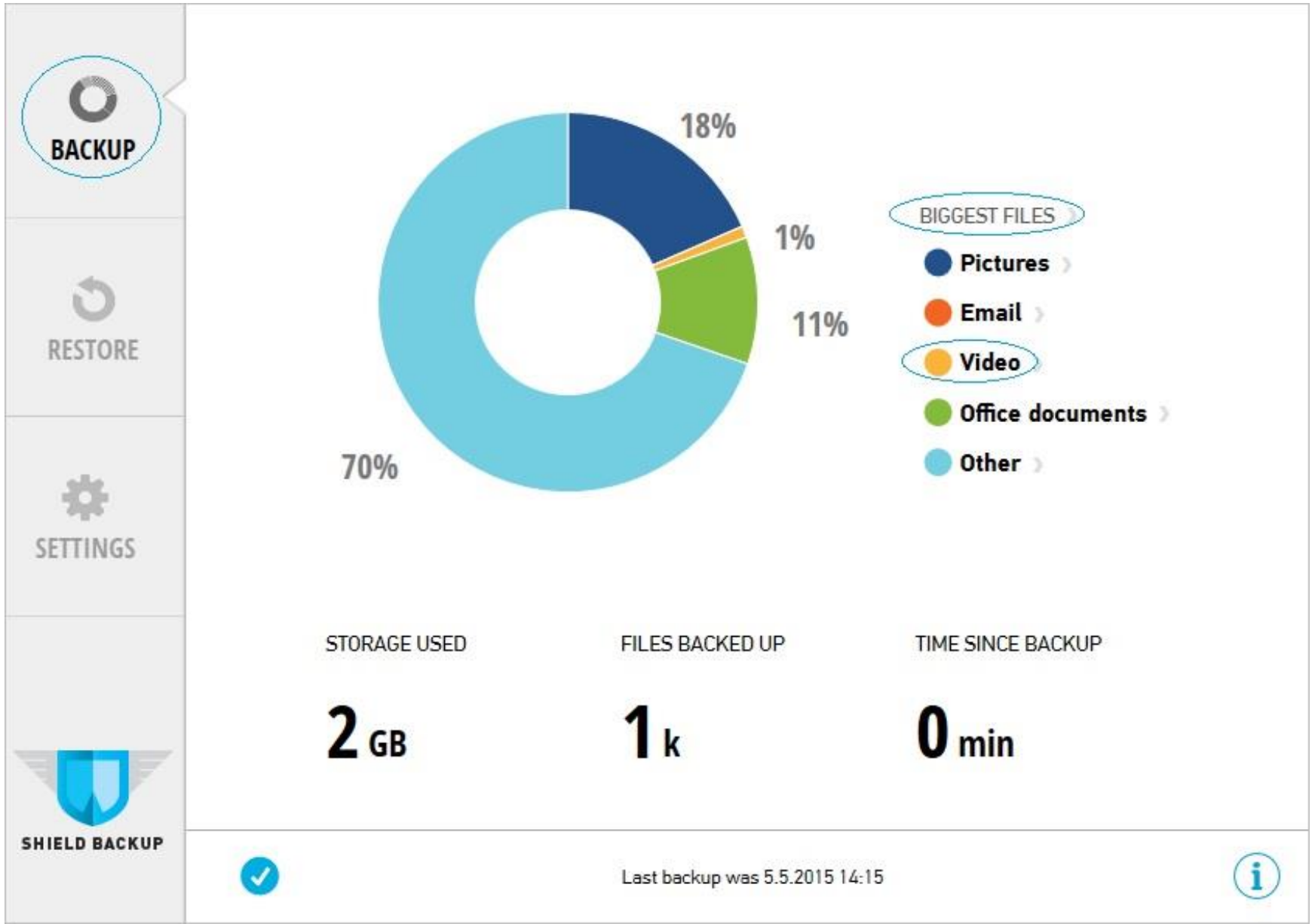
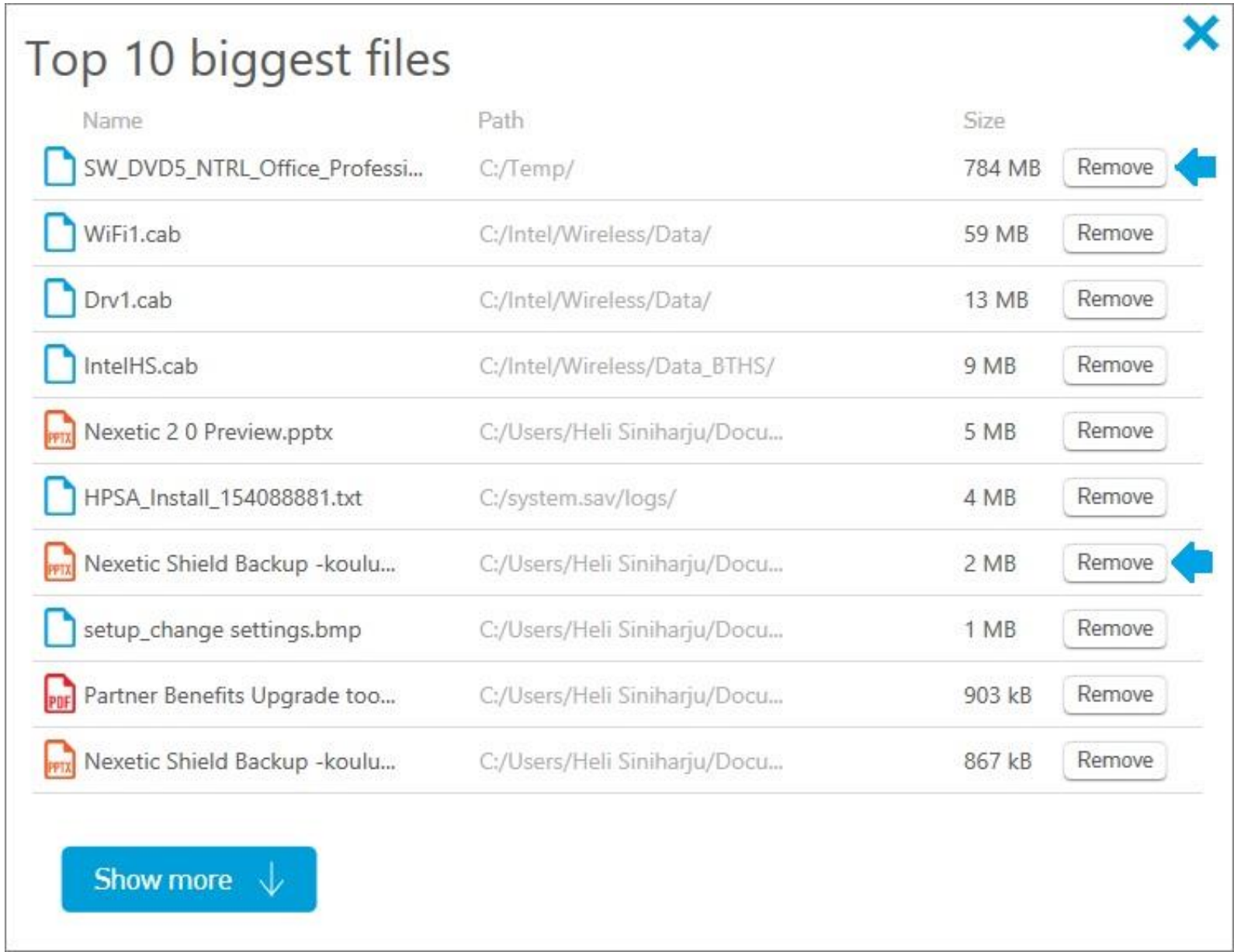


Backup

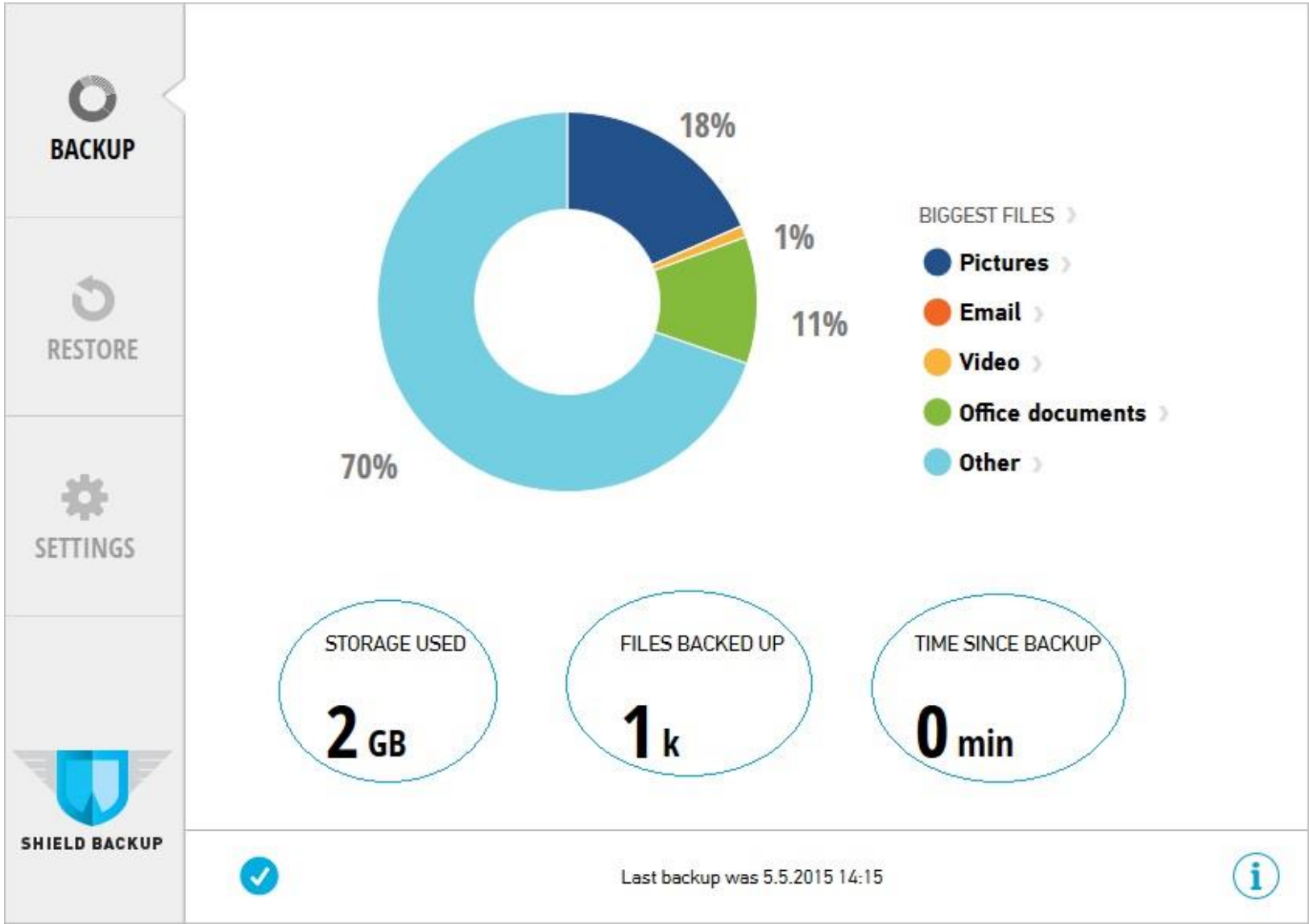
- You can exclude single files from backup by clicking Remove button next to the file name
- The actual file will not be deleted, just excluded from the backup



Backup

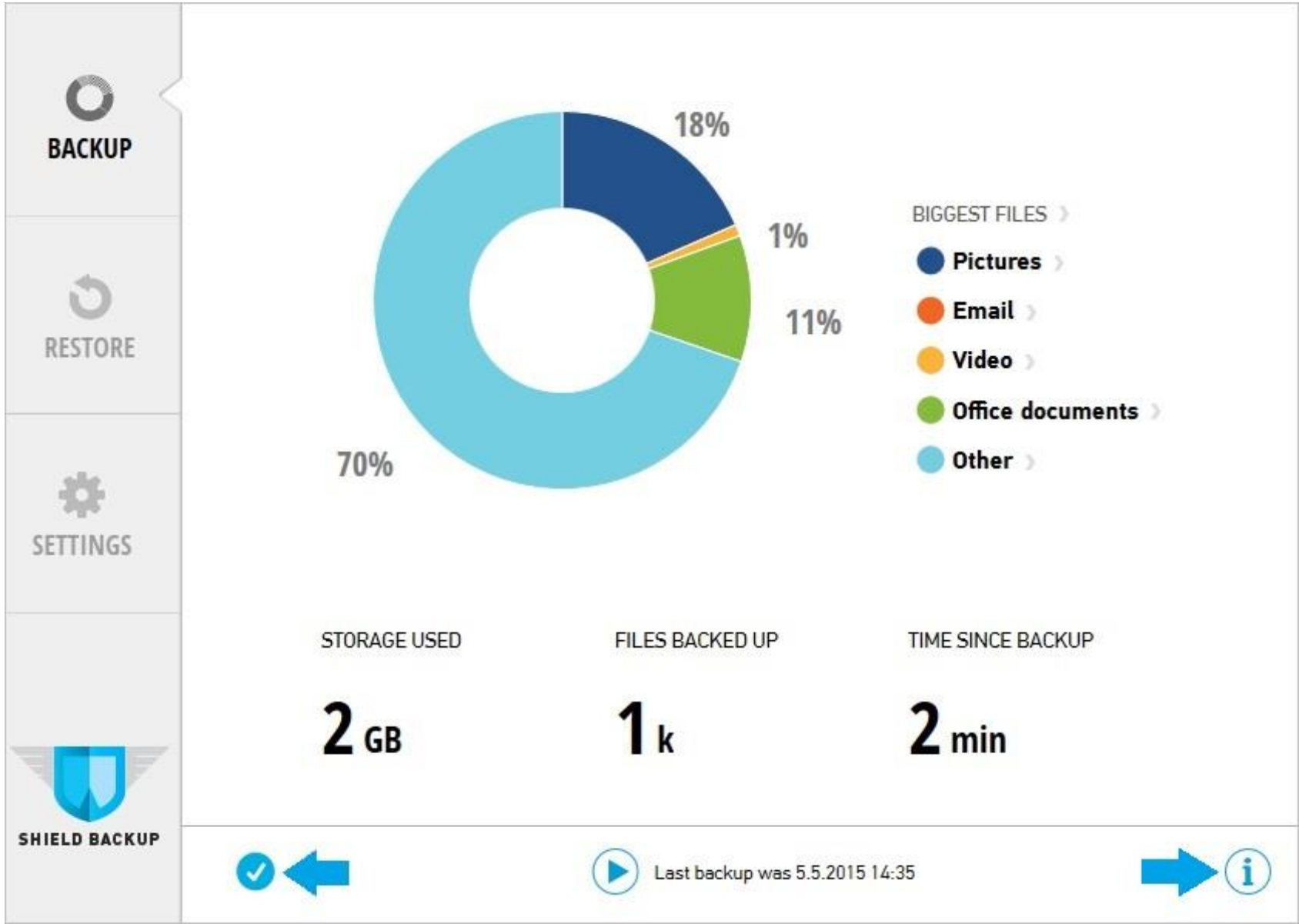
- Storage used: disk space of the backed up files on your computer (not on the backup server)
- Files backed up: number of your backed up files
- Time since backup: the time passed since last backup started

  If you have chosen continuous backup, your data will be backed up every few minutes.

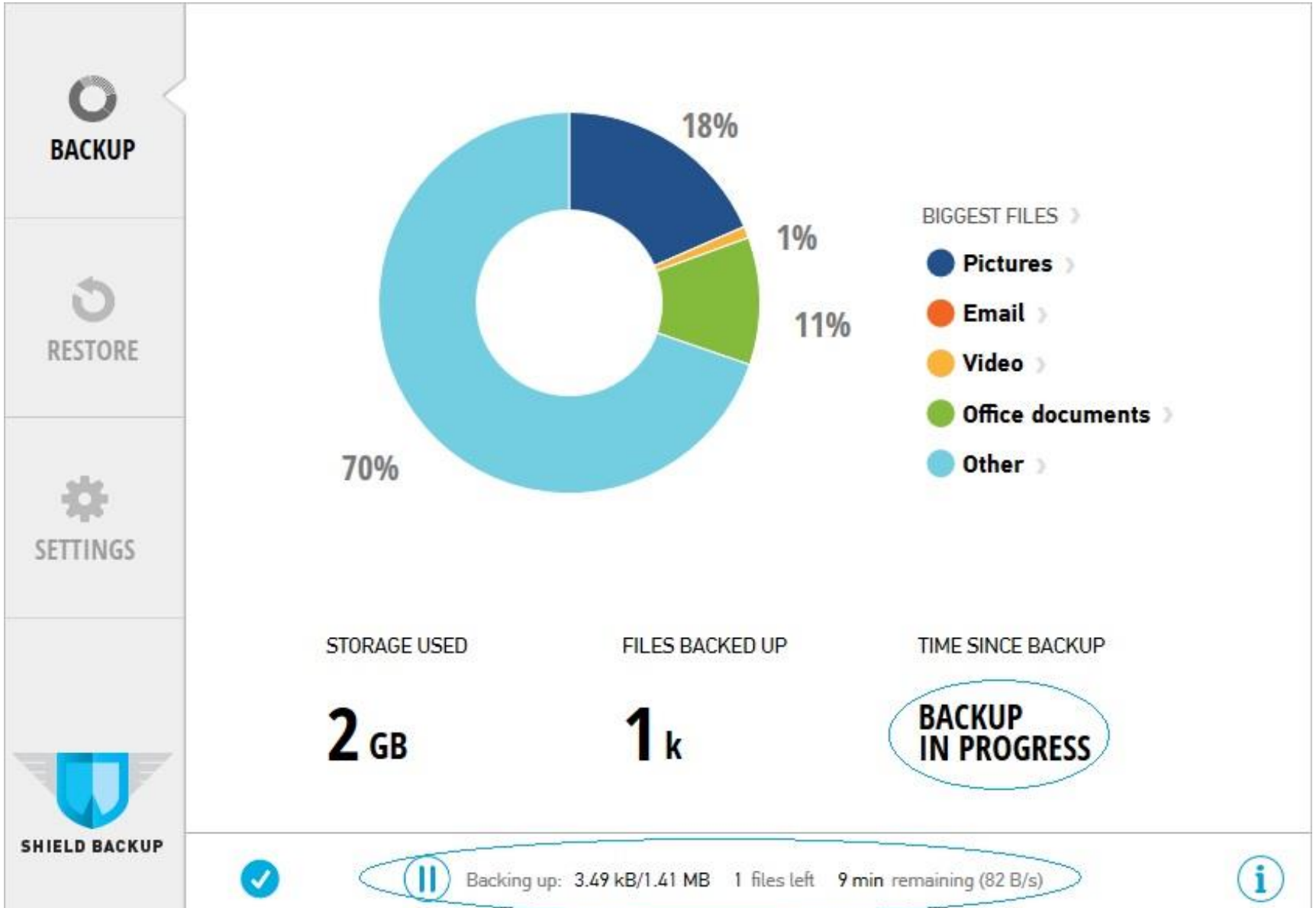


Backup

- At the bottom of the page you can see time of the latest backup and status of the process
  - Blue tick means everything is fine
  - Orange or red shield indicates a problem
- For info about the user, access rights, software version etc click i button at the lower right corner of the page. There you can also send log files to our Support.



Backup in progress...



Restoring Data

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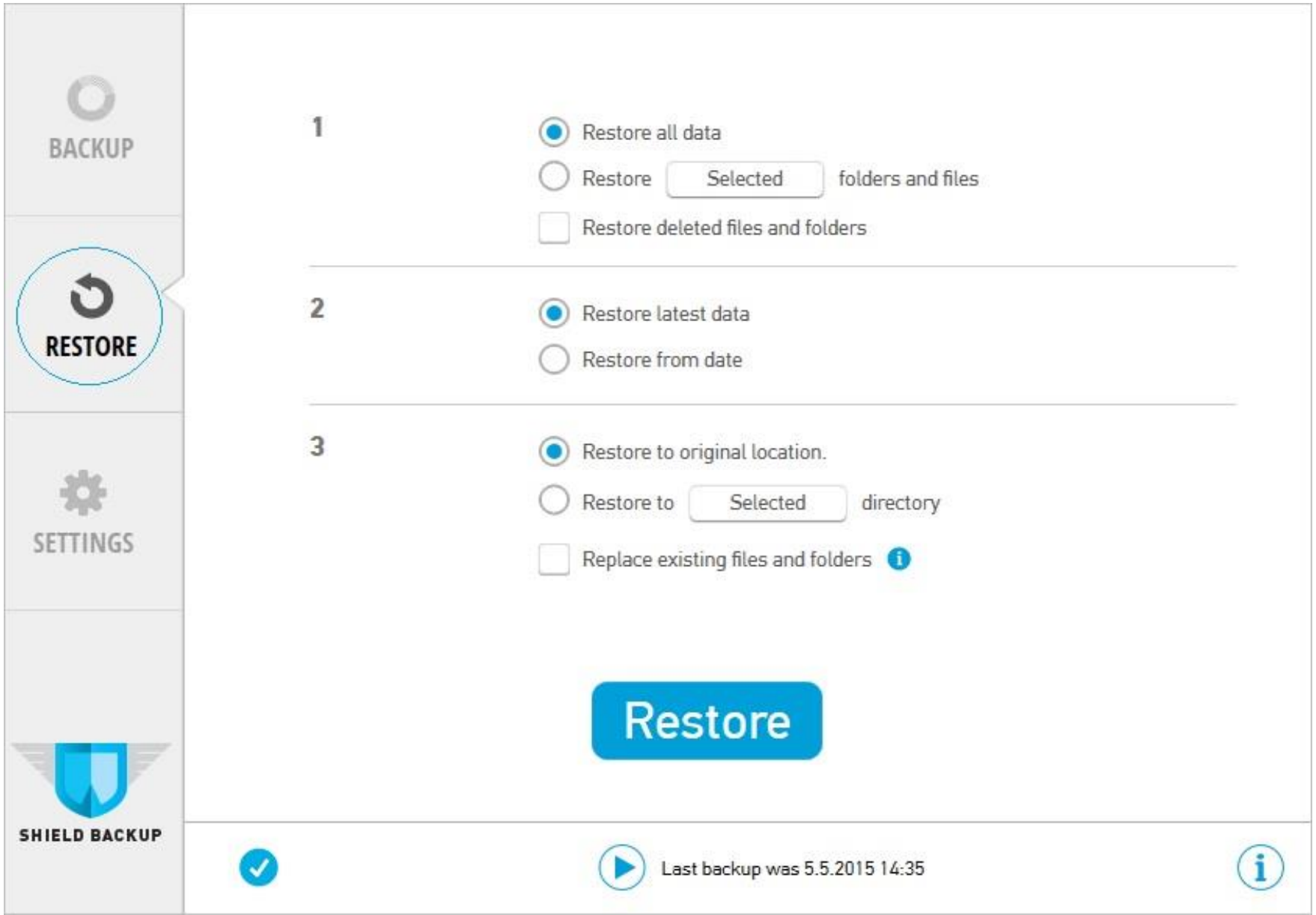


Restoring Data

1 – which files and folders?

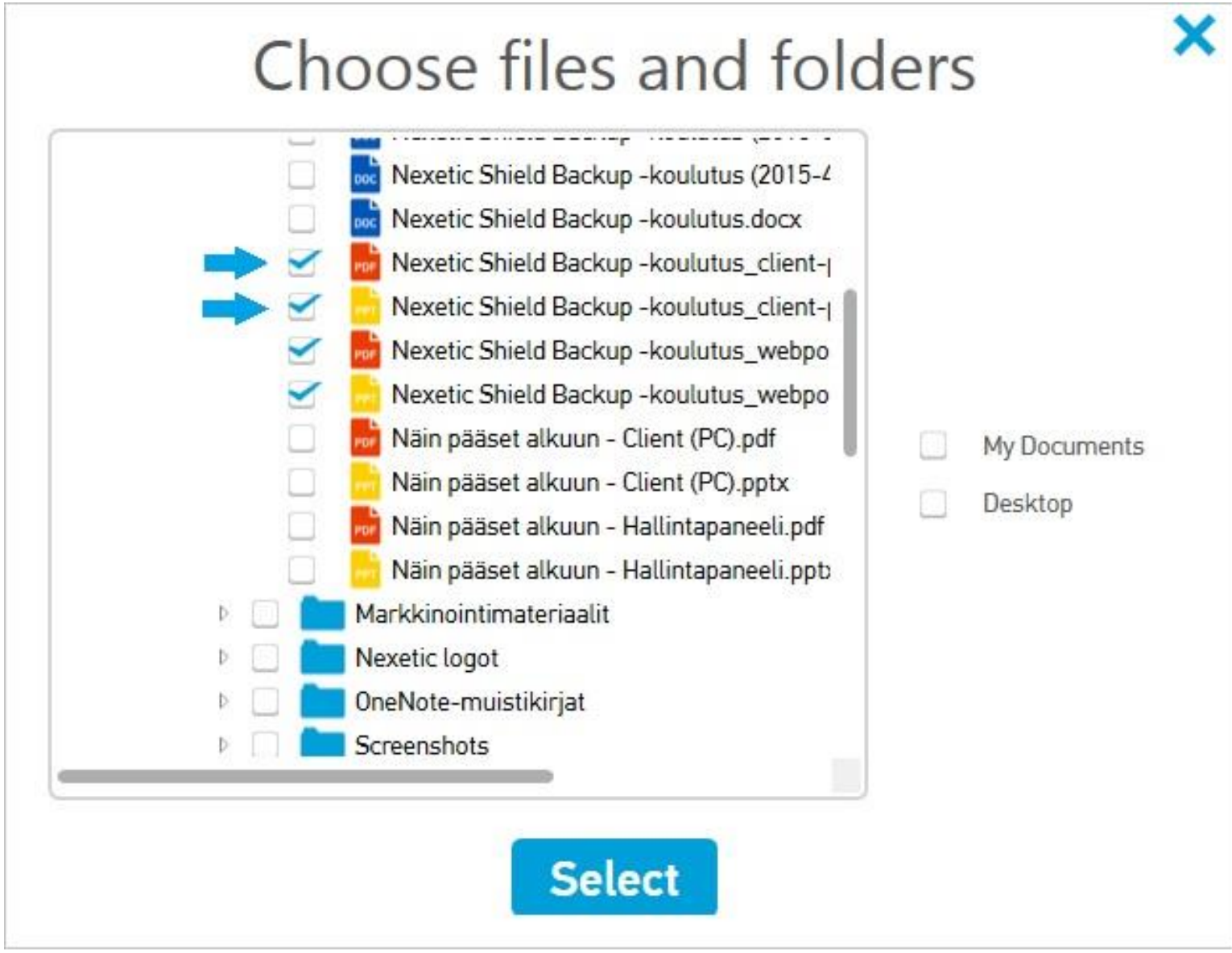
Choose either:

- All data, or

- Restore selected folders and files

  -> choose files or folders from the directory tree

  -> Shortcut to Documents and Desktop



Restoring Data

2 – From which time?

Choose either:

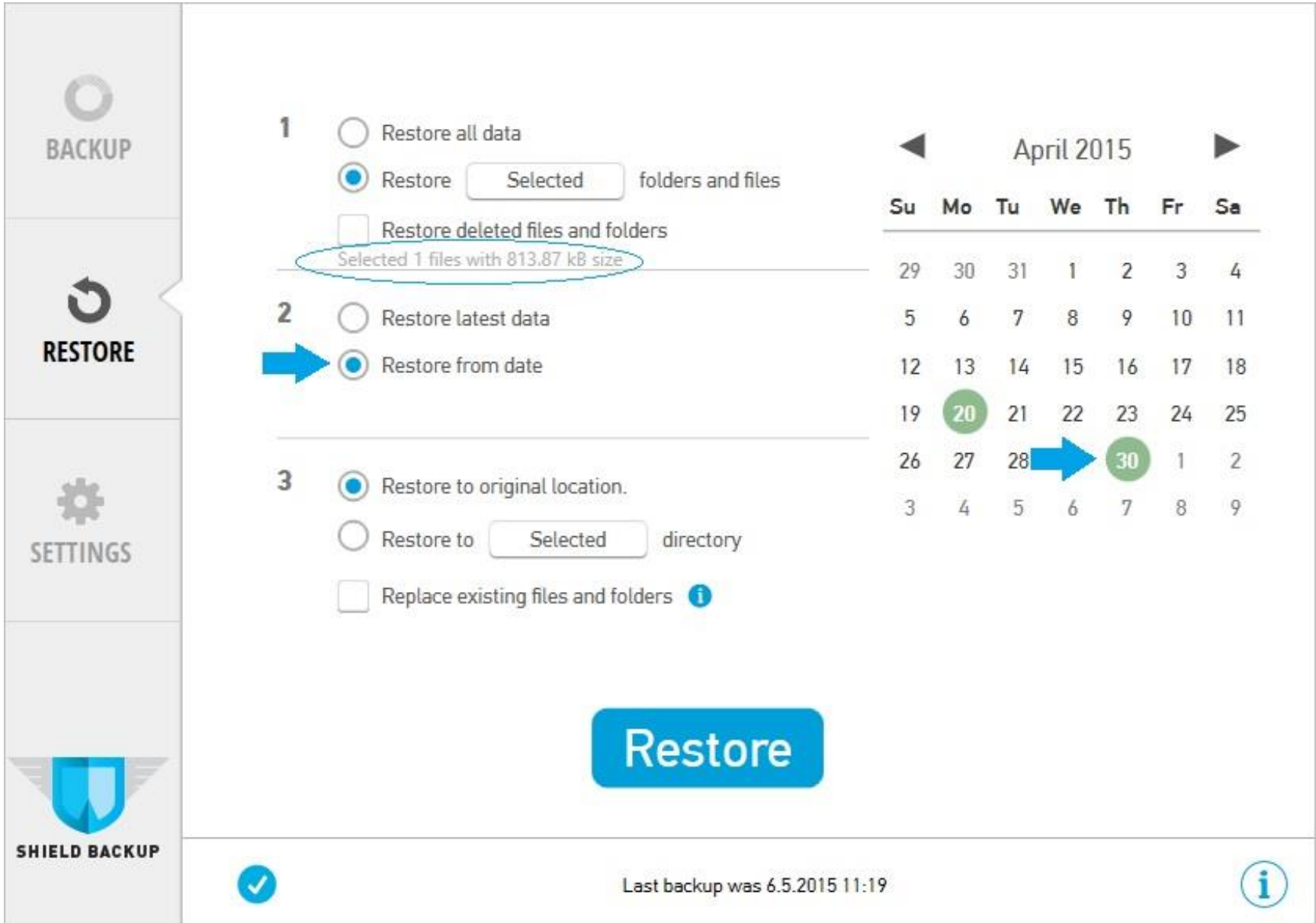
- Restore latest data, or

- Restore from date (1 file only)

1) Dates when you edited and saved your file appear in the calendar
2) Choose a date and click it for more versions of the file
3) Choose a time

- Restore from date (many files)

1) Choose a day from the calendar
2) If there is no version of the file on your chosen date, the previous version will be restored

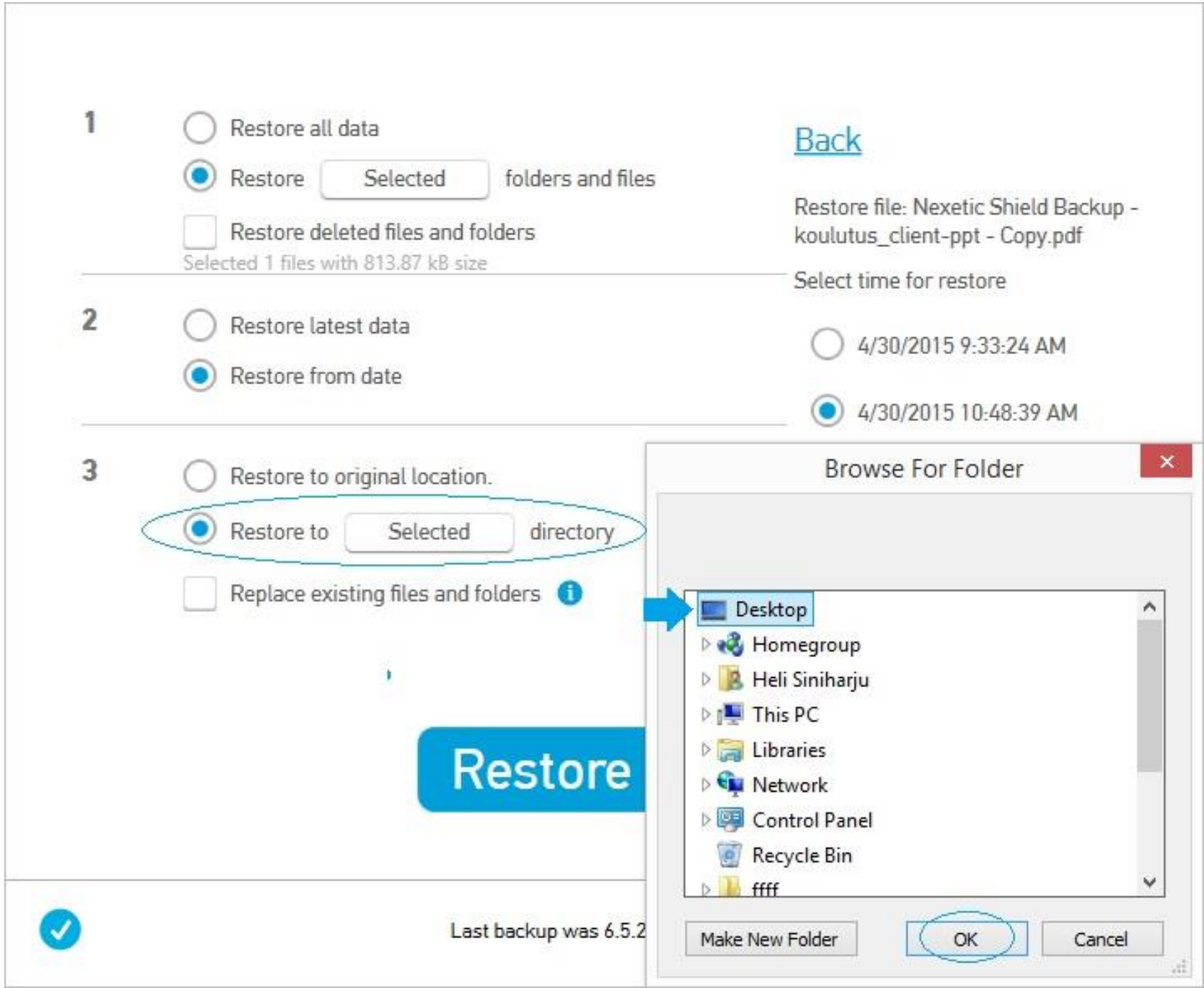


Restoring Data

3 – Where to?

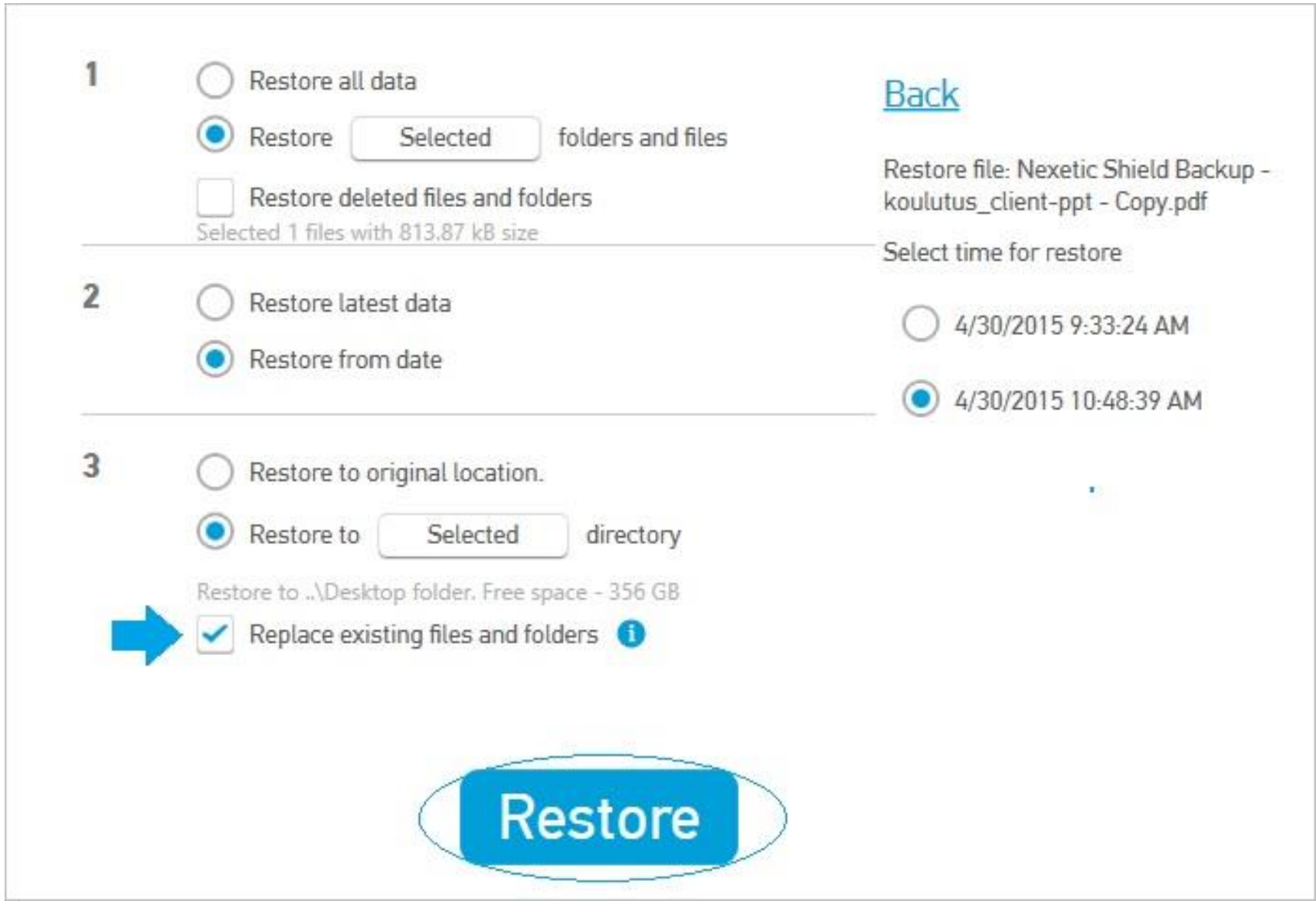
Choose either:

- Restore to original location
  - The same folder where the files used to be in, or
- Restore to ”selected” directory
  - Choose the directory where you wish to restore your data, or
  - Create a new folder



Restoring Data

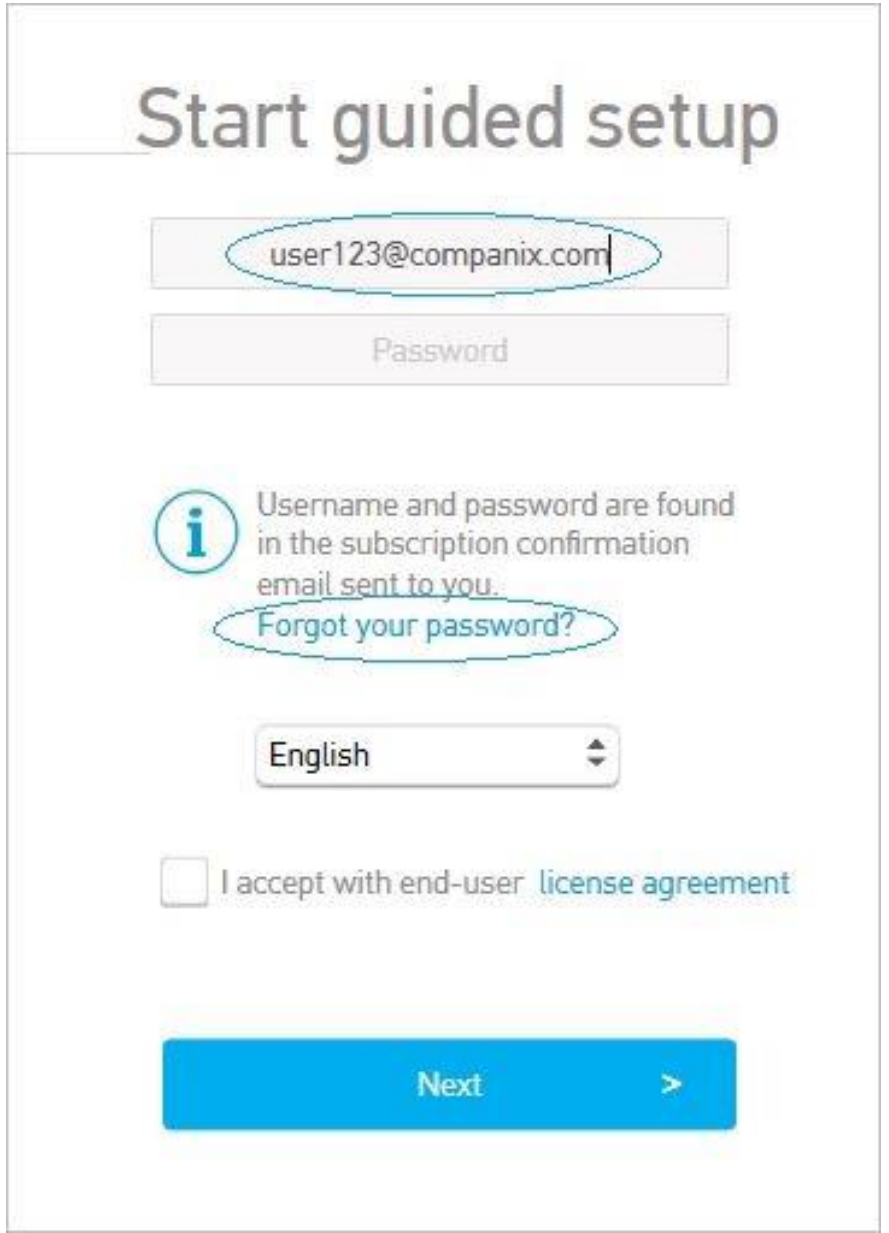
- If you wish to replace the existing files (if any), choose Replace existing files and folders
- Otherwise the files will be restored with another name (e.g. document 2015-5-5 16-25-1)
- Start the restoration by clicking Restore. Restoring data may take a while, depending on the size and number of the files being restored. The status of the process will appear at the bottom of the page.



Transfer to a new computer

This applies to existing users who are installing the software on a new laptop:

- You will find download link for the Client in the email that was sent to you when you first started using the backup sofware. Download the installation files for PC or Mac.
- In Guided Setup, first write your username. You can check it from your emails.
- Click Forgot your password? link to obtain a new password, as your our old password is no longer valid. A new password will be sent to your email.
- Fill in your password and select your language
- Accept end-user license agreement and click Next.



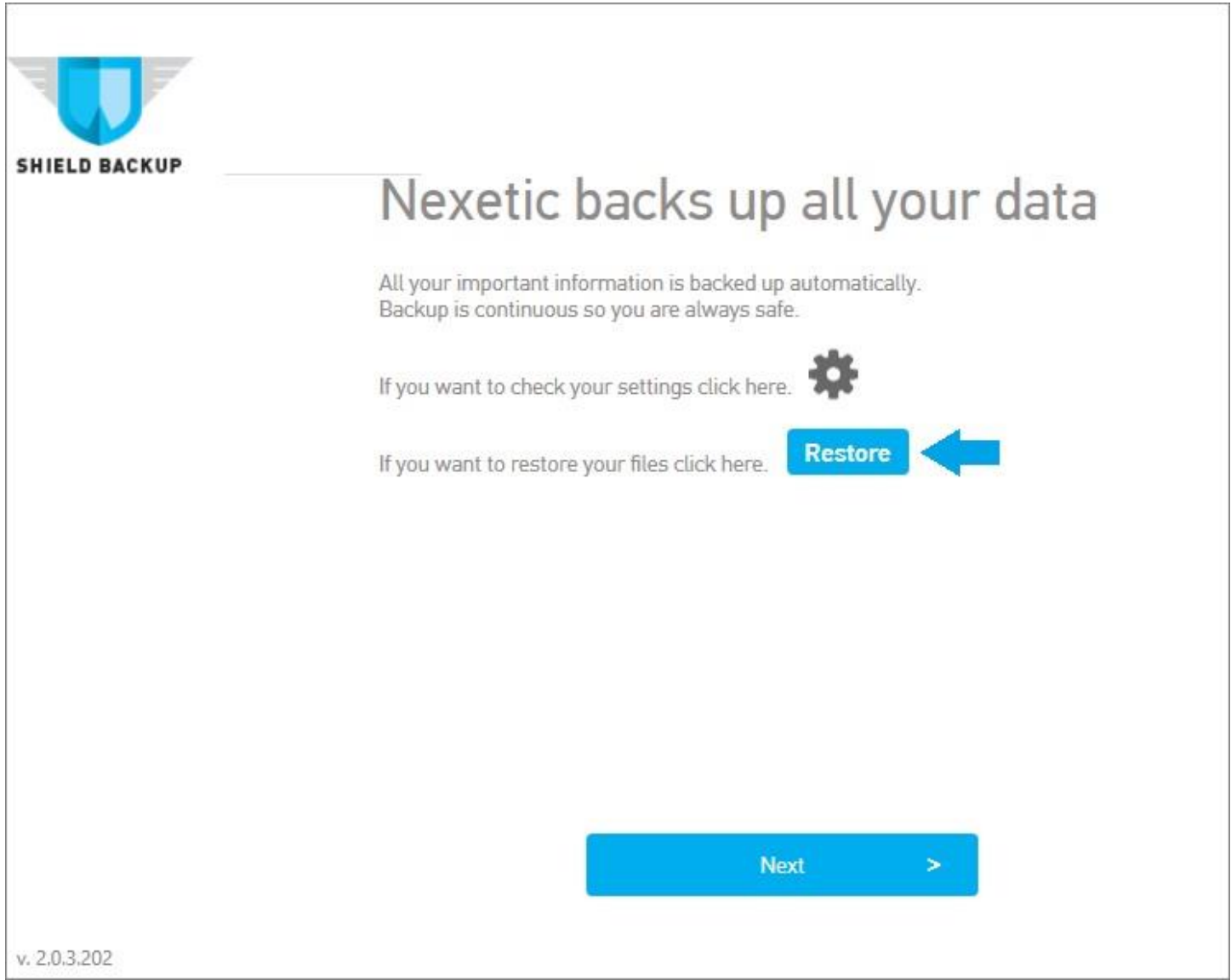
Transfer to a new computer

It is recommended to restore the data from your old computer at this point.

- Click Restore and select the restoration options of your choice

If you don't restore your old data now, you have to do it within 30 days to avoid loss of data

- In Restore window, tick the box Restore deleted files and folders to include data from your old computer



Shields

- Shields indicate the status of backup service

- Green Shield: OK status. No errors or warnings.

- Orange Shield: Problem status

- Red Shield: Error status

- Grey Shield: Service is not active

- Black Shield: Backing up data has not started

Green Shield

- Backup service is running without any problems
- Data is being backed up according to timing settings
- No failed files
- No errors or warnings

Orange Shield

Problem status. Different scenarios:

- Client is running, but no backups have been made for the last 7 days
- Backing up single files has failed

Red Shield

Error status. Different scenarios:

- Backup service is not running / is turned off
- No more disk space left for backups
- No connection from service
- No connection from client
- Backing up data has failed

Grey Shield

Backup service is not active. Possible scenarios:

- Client has not been running for more than 30 days
- The last time user signed in was more than 30 days ago

Black Shield

Backing up data has not started. Different scenarios:

- Client has not started to backup data
- Adding / registering a user has failed