





CONNECTED BACKUP AGENT QUICK START

Use this document as a quick reference for common Connected® Backup for PC and Mac Agent.

The Agent protects your critical data files. If the Agent is not already installed on your computer, contact your system administrator.

To view Help for a tab or window, click .

Opening the Agent

1. Open the Agent by doing any of the following:
 - Double-click  on your desktop, or  in the dock.
 - Click the Agent Status icon (), if present.
 - Click the Windows **Start** button, and then click **All Programs, Iron Mountain, Connected BackupPC**.
 - Double-click the Agent .exe file in the Agent installation folder.

The first time you open your Agent, an **Enter Password** pop-up window opens.

2. Enter your account password and click **OK**.

Backing Up Files

Your Agent can be configured to back up files automatically. Use this procedure to back up files manually.


1. Start the backup by doing any of the following:
 - Open the **Summary** or **Backup Set** tab and click the **Backup Now** button in the bottom, right corner.
 - Click **File > Backup Now**.

During the backup, the **Backing Up** window displays the progress of the backup.

2. To view the outcome of your most recent backup, open the **Summary** tab and look in the **Last Backup** panel.
3. To view details about the last backup, click the **View Details** link in **Last Backup**.

Retrieving Backed-up Files

1. Open the **Retrieve** tab. If prompted for your account password, enter it.
2. In the **Show Versions** list, select how you want the Agent to show your backed-up files in this tab:
 - **Most Recent** — Show only files backed-up during the most recent backup

- **As of Backup Date** -- Show only files backed up on a specific date
 - **All** -- Show all versions of your backed-up files
3. Use **Find** to locate a specific folder or file, or browse to select a folder or file. Only folders containing backed-up files appear in this tab.
 4. To view a folder's content, either select the folder in the left pane or double-click the folder in the right pane. The folder's content displays in the right pane.
 5. To select a folder or file to retrieve, click the check box next to that item. A green check mark () appears.
 6. Click **Retrieve**.
 7. In the **Retrieve options** window, select where to save the retrieved files and how to handle duplicate file names if retrieving more than one version of the same file. You can retrieve files to their original location, or to a selected folder. In the latter case, you can select to retain the file's original folder structure within the selected folder.
 8. Click **Retrieve**.

Viewing Agent History

1. Open the **History** tab.
2. To sort events, click a column heading.
3. To view details for an event, select the event and click **View**.
4. To export event details to a TXT or XML file, click **Export**.

Viewing Messages Sent to your Agent

Your Agent receives messages sent from the Data Center when it connects to the Data Center for a backup or Retrieve. If your Agent receives one or more new messages, a pop-up window opens.

1. Click **OK** to close the pop-up window. The **Summary** tab opens. New messages appear in the **Messages** area.
2. If a message includes a link, click the link to open the configured window. If there are more messages than the **Messages** panel can show, scroll or click **View All** to view all messages.

Optional Procedures

Your system administrator determines whether your Agent allows you to perform these optional procedures.

Changing Your Backup Set

Your backup set consists of files on your computer that the Agent backs up. Your system administrator determines which files are included in your default backup set.

1. Open the **Backup Set** tab. The Agent scans the files on your computer to determine which files are selected for backup.

The check box next to a folder or file name indicates whether the item is selected for backup:
 - The item is selected for backup
 - The item is not selected for backup
 - Some items in the folder are selected for backup
2. To view a folder's content, either select the folder in the left pane or double-click the folder in the right pane. The folder's content displays in the right pane.
3. To select a folder or file for the next backup, click the check box next to that item until a green check mark () appears. To remove a folder or file from the next backup, click the check box next to that item until the check box is cleared (). If the check box next to a folder or file name is disabled, you cannot change whether the item is selected for backup.

Changing Your Backup Schedule

1. Open the **Backup Schedule** window by doing any of the following:
 - Click **Tools > Backup Schedule**.
 - Open the **Summary** tab and click the link in the **Backup Schedule** panel.
2. Select how you want to back up files:
 - **Back up files automatically according to the following schedule** — You can still perform a manual backup at any time.
 - **Do not back up automatically** — Backup occurs only when you manually initiate it.

3. If you enable automatic backup, select each day the Agent should perform a backup, and select a time period when the backup should occur. Make sure the time period you select is one when your computer will be on and the backup process will not interfere with other resource-intensive activities.
4. Click **OK**.

Changing Your Backup Options/Preferences

1. For Windows, click **Tools > Options**. For Mac, click **Preferences** on the Connected Backup application menu. The **Backup** tab opens.
2. To allow your Agent to connect to the Data Center over an existing open dial-up connection, select **Allow backup over open dial-up connection**. Selecting this option can result in a slower backup.
3. Under **Backup Mode**, select what your Agent will do when a backup fails:
 - **Aggressive mode** — Reattempts backup until it succeeds
 - **Passive mode** — Waits until the next scheduled or manual backup
4. Click **OK**.

Performing Tasks with the Agent Status Icon

- To view the backup status, point to the Agent Status icon in the taskbar (dock) notification area. The backup status appears in a ToolTip.
- To open the Agent user interface, click the Agent Status icon.
- To perform certain Agent tasks quickly, right-click the Agent Status icon, and click any of these commands on the Agent Status menu.
 - **Manage Account Online**
 - **Back Up Now**
 - **Back Up and Exit**
 - **Cancel Backup**
 - **About Connected Backup**

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