



# CONNECTED BACKUP FOR MAC AGENT QUICK START

Use this document as a quick reference for common Connected® Backup Application tasks. If the Application is not on your computer, contact your system administrator.

To view Help for a tab or window, click .

## Opening the Agent

To open the application, perform one of the following tasks:

- Double-click  in your dock, if applied.
- Select **Applications > Iron Mountain > Connected Backup > Connected Backup**.
- Double-click the Connected Backup application in the application's installation folder.

## Logging onto the Application

After you install the application onto your computer, the program opens automatically. An **Enter Password** window opens. Enter your password and then click **OK**.

## Backing up files

To back up files manually, complete the following steps:

1. To start the back up, complete one of the following steps:
  - Open the **Summary** or **Backup Set** tab. Click the **Back Up Now** button in the bottom right corner.
  - Select **File > Back Up Now**.

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

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

## Retrieving backed-up files

To retrieve files from your Agent backup file set, complete the following steps:

1. Open the **Retrieve** tab. If prompted, enter your account password.
2. In the **Show Versions** list, specify the file versions that you want the Agent to display:
  - **Most Recent** — Displays only the files from the most recent backup.
  - **As of Backup Date** — Displays only the files backed up on a specific date.
  - **All** — Displays all versions of your backed-up files.
3. To locate a specific folder or file or browse to select a folder or file, click **Find**. This tab displays only the folders that contain backed up files.

4. To view a folder's contents, complete one of the following steps:

- Select the folder in the left pane.
- Double-click the folder in the right pane.

The right pane displays the folder's content.

5. To select a folder or file to retrieve, select the check box next to that item. A black check mark (  ) appears.

6. Click **Retrieve**.

The **Retrieve** options window opens.

7. In the **Retrieve** options window, make the following decisions:

- Where to save the retrieved files. You can retrieve files to their original location or to a new folder.
- How to handle conflicting file names. If you retrieve more than one version of the same file, you can choose to rename the file or overwrite the file.

8. In the **Retrieve** window, click the **Retrieve** button.

The **In Progress** window opens, and the retrieve process begins.

## Viewing Connected Backup event history

To view your Connected Backup history, complete the following steps:

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

## Viewing messages sent to your Agent

The Connected Backup application receives messages from the Data Center each time it connects for a backup or Retrieve. When the application receives new messages, a window opens. To use this window, refer to the following steps:

1. To close the window, click **OK**. The **Summary** tab opens and displays new messages in the **Messages** section.
2. If a message includes a link, to open the configured window, click the link.
3. To view all received messages from the Data Center in the **Messages** section, click the Show All Messages link.

## Optional Procedures

The Agent rules settings, preferences and permissions determine if you can perform the following optional procedures.

### Changing Your Backup Set

Your backup set consists of files on your computer that the Application backs up. You can determine which files to include in your default backup set if you have the proper permission. To change your default backup set, complete the following steps:

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 contents, select the folder in the left pane or double-click the folder in the right pane. The right pane displays the folder's content.
3. To select a folder or file for the next backup, click the check box next to that item. A black check mark (  ) appears.
4. To remove a folder or file from the next backup, select 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 to select the item for backup.

### Changing Your Backup Schedule

To change your Backup schedule, complete the following steps:

1. To open the **Backup Schedule** window, complete one of the following steps:
  - Click **Tools > Backup Schedule**.
  - Open the **Summary** tab, and then click the link in the **Backup Schedule** section.
2. Select how you want to back up files:
  - **Back up files automatically according to the following schedule** — You still can 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 that you want the Agent to perform a backup, and then select a time period for the backup to occur. Be sure to select a

time period when your computer is on and the backup process does not interfere with other resource-intensive activities.

4. Click **OK**.

### Changing Your Backup Options

To change your backup options, complete the following steps:

1. Select **Connected Backup>Preferences**. The **Preference** window opens.
2. On the **Tab**, select how your Agent proceeds if a backup fails:
  - **Aggressive mode** — Attempts to back up until a successful backup occurs.
  - **Passive mode** — Waits until the next scheduled or manual backup.
3. Click **OK**. Your Backup options have been saved.
4. On the **Filevault** pane, if you have FileVault-protected files, you can manage the Mac OS X account and password combinations that the Agent needs in order to back up the FileVault-protected Home folder if you are not logged on to your computer at the time of a backup.
  - **Enable the Agent to back up the contents of your FileVault-protected home folder when you are logged out** - Enables the **Account User Name** field pop-up menu and **Password** field.

The following elements appear only if the **Enable the Agent to back up the contents of your home folder when you are logged out** is selected:

- **Account User Name** - Determines which FileVault-protected home folder to access.
- **Password** - Enables you to specify the password required to gain access to the home folder associated with the account user name.
- **Cancel** - Closes the window without saving your changes.
- **OK** - Closes the window and saves your changes.

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