



**Clickfree C2N Home Backup Drive  
User Guide  
for Microsoft Windows users**



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# Using the Clickfree C2N Home Backup Drive

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The **Clickfree** C2N Home Backup Drive has dual personalities. You can:

- use the built-in hard drive for backups (this is the most common usage), or
- use CDs/DVDs for backups, in which case your C2N Home Backup Drive acts just like the **Clickfree** DVD Transformer.

As a result, this document has two divisions, one for using the built-in hard drive for backups (starting with “Introducing Clickfree C2N Home Backup Drive (HD)” on page 10) and the other for using CDs/DVDs for backups (starting with “Introducing Clickfree C2N Home Backup Drive (DVD)” on page 80).

Each chapter title has either “(HD)” or “(DVD)” at the end so you can easily tell which division you are in.

## PACKAGE CONTENTS

Your **Clickfree** backup package contains:

- one **Clickfree** C2N Home Backup Drive
- one USB cable to attach the C2N Home Backup Drive to your computer
- one quick start guide

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**Note:** Because of software updates, what appears on your screen may look slightly different from what appears in this document.

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## DEFINITIONS

Just to make sure that the user guide is clear, we’re going to define a couple of terms that are used throughout the guide.

### *Administrator*

“Administrator” is a special login name for the user who can make system-wide changes to the computer, has full control, and can access all of the files on the computer. Most home users are automatically the Administrator of their computer. If you don’t know if you are the Administrator, or how to log in as Administrator, you might need to talk to the person who set up the computer for you. If no one set up your computer for you, then by default, you are the Administrator.

### *Back up and Restore*

Backing up is making copies of data so that a copy can be used to restore the original after the data is lost or destroyed. Backups are used to restore data after loss of or damage to your computer’s hard drive, and to restore files that have been accidentally deleted or corrupted.

Making a backup of your content only copies it from your computer to your C2N Home Backup Drive /CDs/DVDs, and does not delete it from the computer’s hard drive.



Restoring your content from a backup only copies it from your C2N Home Backup Drive /CDs/DVDs to your computer, and does not delete it from these media.

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**Important:** Clickfree never erases or replaces content on your computer's hard drive, unless you ask it to replace a file during restore.

Clickfree never erases anything other than the backups it has performed. Any other data stored on your C2N Home Backup Drive /CDs/DVDs is left untouched and is never erased.

And unless you ask it to remove backed-up content, Clickfree never erases or replaces content on your C2N Home Backup Drive. Clickfree never erases or replaces content on your CDs or DVDs.

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Your Clickfree backups are also handy for moving or copying data from one computer to another.

### Content

Normally you don't use Clickfree to back up your programs or operating system (Windows), only the data that you have created or copied to your computer – music, photos, letters, emails, tax information etc. In this guide we refer to this data as *content*.

### File

Information used by your computer and stored in a specific place on your hard drive. A *file* may be *content*, a program or part of a program, or information a program uses in some way.

Sometimes the relationship between *content* and *file* is clear: a photo or a letter is usually a single file. On the other hand, a single email message may be just a part of a large file that contains many messages, and related information such as email addresses, calendar events etc. However, you don't need to be concerned about this because Clickfree takes care of all the details for you.



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# Introducing Clickfree C2N Home Backup Drive (HD)

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Thank you for buying the **Clickfree** C2N Home Backup Drive – the easiest way to keep the valuable information on your networked computers safe.

**Clickfree** is an easy-to-use computer backup system that automatically searches for and backs up content stored on your computer. No hardware configuration or software installation is required. It can backup files on any combination of Windows or Macintosh computers that are on the same network.

The backup procedure begins once the **Clickfree** C2N Home Backup Drive has been attached to your computer. The first time you run the backup, a utility called BackupLink is installed. Now the C2N Home Backup Drive can be attached to another computer on the network. All computers that have the BackupLink utility installed can run the backup over the network, as long as the C2N Home Backup Drive is connected to one of the computers on the network.

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**Caution:** Please remember that a backup is meant to be a second copy of your computer data, not the only copy of your data. Having two copies (redundancy) is what keeps your important data safe. Please use your **Clickfree** C2N Home Backup Drive to keep a safe copy of your data.

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## MAIN FEATURES

### *Clickfree backup technology*

- Automatically starts when connected to your computer, or when BackupLink is launched from your desktop or system tray (if connecting to **Clickfree** C2N Home Backup Drive over a network)
- Does not require any software installation or setup (BackupLink is installed automatically the first time you connect the **Clickfree** C2N Home Backup Drive to your computer and run a backup)
- Automatically searches for and backs up the important data from your computer – hundreds of types of data used by many thousands of computer programs
- For most users the automatic search finds and backs up everything that matters

### *Customizable backup options*

- Includes options for custom file types and full folder backup
- Still runs as **Clickfree**, even after customizing settings
- Remembers your customized settings for each computer you use it with

### *Multi-PC backup*

- Can hold the backups for as many computers as you like, depending only on the available space on the C2N Home Backup Drive



### *Easy restore to same or other computer*

- Backed-up content can quickly and easily be restored
- You can just as easily 'restore' content to a different computer as to the original one
- This makes **Clickfree** a great way to move your content from your old computer to your new one
- Allows you to undo a restore, in case you accidentally overwrote a file you need to keep

### *How it backs up*

- The first time you connect a **Clickfree** C2N Home Backup Drive to your computer it searches for, finds, backs up and organizes all of your important content
- Each subsequent time you connect **Clickfree** to your computer (or launch the BackupLink from your system tray, if connecting to the C2N Home Backup Drive over a network), it just does an update:
  - Any new files since your last backup are added to the backup
  - Any files that were changed since your last backup are updated on the backup
  - Any files that were deleted from your computer since the last backup, are left on the backup

### *Photo Viewer*

- Conveniently view backed-up photos in thumbnail and expanded view

### *Import music*

- Easily import music from your iPod to your computer, and to iTunes

### *Non-Admin users*

- Users without administrator privileges can perform backups and restores



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## Basics (HD)

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### HOW DOES CLICKFREE WORK?

All you need to do to keep your projects, photos, videos, music etc. safe is to plug the **Clickfree** C2N Home Backup Drive in to your computer and let it work!

No need to install software or to configure anything. Your computer knows when **Clickfree** has been plugged in, and it runs the backup program automatically. The first time the backup program is run, a BackupLink utility is installed in your system tray (in the bottom right corner of your screen beside the clock).

You can back up as many computers as you like on the same network with the **Clickfree** C2N Home Backup Drive. The same thing happens each time you plug it into a new computer. And each of your backed-up computers is kept separate on your C2N Home Backup Drive.

When **Clickfree** has finished backing up each computer (and has installed the BackupLink), just leave the C2N Home Backup Drive connected to one of the computers on the network. Each time you want to backup one of the computers on the network, you would just run the BackupLink utility from the icon on the desktop or system tray, and it will look for the C2N Home Backup Drive over the network. You can also schedule a backup automatically (see “Scheduling Automatic Backups” on page 69).

If your data is lost for any reason (hard disk crash, laptop lost or stolen, content accidentally deleted), you’ll be really happy that you bought and used **Clickfree**. Your backed-up content is safe on your **Clickfree** backup, waiting to be restored when you have a working computer again.

A **Clickfree** backup is also ideal for transferring your content from an old computer to a new one.

Sometimes, for a variety of reasons, the program may not run by itself – it may need a little help. If this happens to you, don’t worry – it’s easy to get things going. We’ll show you how a little later. For details, see “What if Clickfree doesn’t start up automatically?” on page 21.



## WHAT GETS BACKED UP?

### CLICKFREE BACKS UP CONTENT

At **Clickfree** we want to protect our customers from losing things that are irreplaceable. That's why **Clickfree** finds and backs up all of the content from wherever it is on your computer.

When it runs automatically, **Clickfree** searches your computer for all of the content that you have either created or placed in your computer. This includes photos, music, video, office documents, financial data, email, and so much more - over 400 types of files. To see a list of the categories of content that **Clickfree** backs up automatically, see "What content categories does Clickfree back up?" on page 13. Most likely, this means that it will back up everything that matters to you right out of the box without you having to do anything but plug it in.

Unless you explicitly ask it to do so, **Clickfree** does not back up the programs or the operating system. This means that your backup won't need nearly as much space as the size of your computer's hard drive since your content may only take up a small portion of your hard drive's capacity, and we only look for the content.

### DOES CLICKFREE BACK UP ALL OF MY CONTENT EVERY TIME?

The first time you back up your computer **Clickfree** backs up all of the content it finds, which might take some time - it just depends on how much you have. Each time you use **Clickfree** after that, it only backs up the new or changed content, so it will be much quicker.

### WHAT CONTENT CATEGORIES DOES CLICKFREE BACK UP?

**Clickfree** backs up content in these categories:

- Photos - including common graphic formats such as JPEG and RAW
- Music - including CD audio, MP3, MIDI
- Emails - including Thunderbird, Eudora, and those from Microsoft Office
- Text Documents - usually from word-processing programs such as Microsoft Word, Open Office, and WordPerfect
- Spreadsheets - for example, Microsoft Excel, Open Office, and Lotus 123
- Presentations - for example, Microsoft Powerpoint and Corel Show
- Artwork and Drawings - such as Corel Draw, Visio and Paintshop images
- Video - for example, AVI, MPEG, Shockwave Flash
- Favorite Websites - internet shortcuts and address books
- Other - including zip and RAR files, XML, and comma-separated values files
- Financial - such as those from QuickBooks and tax programs

Want to know more? You can look at the details by following the steps in "How do I change how Clickfree does backups" on page 23 without making any changes.



## WHAT DO I NEED BEFORE I START?

All you need to start your backup is the **Clickfree** C2N Home Backup Drive and the included USB cable. Before you start your first Restore, you should read through the “Restoring My Content (HD)” chapter (page 33).

For **Clickfree** to work, your computer needs to be running one of these operating systems:

- Microsoft Windows 7 (any editions)
- Microsoft Windows Vista (any editions)
- Microsoft Windows XP (any editions)
- Mac OSX 10.5 or higher running on an Intel processor

In addition you need:

- One free USB port on your computer
- At least 100 MB of free space on your computer

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**Note:** All computers that you want to backup onto the **Clickfree** C2N Portable Hard Drive must be connected on the same network (wired or wireless).

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## Backing Up My Content (HD)

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### HOW DO I START USING MY CLICKFREE C2N HOME BACKUP DRIVE?

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**Note:** If you are a non-administrator user, or are an administrator setting up a **Clickfree** C2N Home Backup Drive for a non-administrator user, see “Non-administrator users” on page 53 before you begin using the C2N Home Backup Drive for the first time.

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If you have not yet backed up a computer onto the **Clickfree** C2N Home Backup, follow the instructions below.

If you have previously backed up a computer onto the **Clickfree** C2N Home Backup, use the BackupLink utility – see page 19.

#### BACKING UP A COMPUTER THE FIRST TIME

1. Make sure that your computer is switched on and has finished starting up.
2. Log in, if that is what you normally do.
3. Attach the **Clickfree** C2N Home Backup Drive to your computer by connecting one end of the USB cable to the drive and the other end to a USB port on your computer.



A USB port usually looks like this:  and frequently has a symbol  beside it. USB ports are usually found at the front of a desktop computer, often in pairs. On a laptop computer they may be at the back, front or side.

Please try to connect to a USB port on the computer itself -- using a USB hub may not provide enough power.

When you connect the C2N Home Backup to your computer, some messages appear on the screen telling you that your computer has found new hardware. The messages may mention Clickfree, Disk drive, and/or CD-ROM drive. You don't need to do anything about these messages. Most likely you will not see these messages when you attach **Clickfree** the next time.

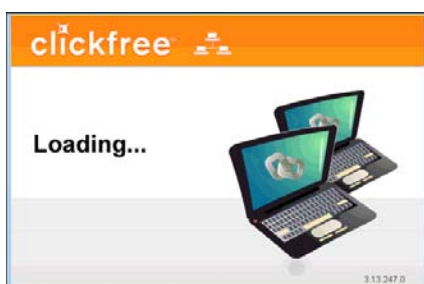
4. Wait for the **Clickfree** screen to appear. You may have to wait up to a full minute for your computer to recognize the **Clickfree** C2N Home Backup Drive.
5. If your C2N Home Backup Drive is password protected, you are prompted to enter the password to access the drive for backup or restore.





- If you do not remember your password, click Show Hint and use the hint to help you enter your password.
- If you still do not remember your password, see "What if I forget my password?: on page 66.

After you enter the password, **Clickfree** loads.



6. The first time you run the **Clickfree** Backup on your computer, you will see the End User License Agreement. Click *OK* to accept the terms and conditions of use.



7. If a major software update is available, **Clickfree** prompts you to install it:



Just click *Update* and follow the instruction on the screen.

8. When **Clickfree** starts to run, a *Welcome* screen appears and shows the number of seconds left before the backup starts automatically:





**Note:** After you have backed up content on your C2N Home Backup Drive, *View Files* and *Restore/Transfer* buttons appear at the bottom of the screen beside *Options*.

### Zero effort backup – really!

Unless you stop the countdown by clicking a button, at the end of the countdown period **Clickfree** starts the backup.

- If you want to let **Clickfree** decide what needs to be backed up from where, then you're done: just relax and let **Clickfree** work.

**Without any effort on your part, Clickfree is safeguarding your valuable content!**

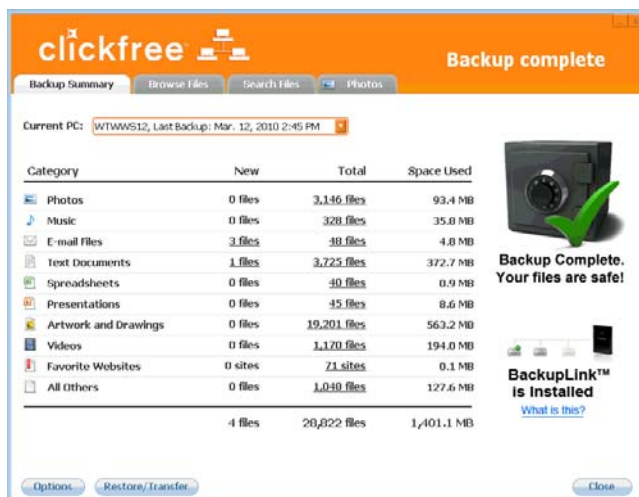
For details, see "What gets backed up?" on page 13.

- If you want to make changes to how backup is done, click *Options* and see "How do I change how Clickfree does backups?" on page 23

9. During the backup, **Clickfree** displays some screens to show progress:







The *Backup Summary* screen shows you how many files in each category were backed up this time (*New* column) and for all backups for this computer, including this time (*Total* column). The *Space Used* column shows the amount of space that files from all backups for this computer take up on the C2N Home Backup Drive.

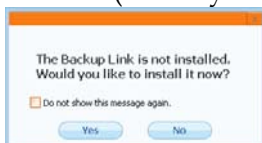
It also tells you that the BackupLink utility is installed. For information about using BackupLink, see below.

When you see the *Backup Summary* screen, simply click *Close*. You're done!

- Repeat these steps to back up another computer on the same network, if necessary. Leave the C2N Home Backup Drive connected to any computer on the network that has been backed up (and has the BackupLink installed).



**Note:** If you later uninstall the BackupLink (e.g. if you will be running **Clickfree** on this computer only), or if you unplug the C2N Home Backup Drive before the backup is complete (and therefore BackupLink does not get installed), you must use this procedure to run the backup each time. BackupLink is only installed automatically after the first backup; each subsequent backup will prompt you to install it (unless you select “Do not show this message again”).



## USING THE BACKUPLINK UTILITY

After the first backup on a computer, the **Clickfree** BackupLink utility is installed. You will see an icon on your desktop and in the system tray (bottom right corner of your screen).



Double-click the icon on the desktop to open the BackupLink Status screen (or click once on the icon in the system tray). This screen shows all computers that have been backed up onto the same C2N Home Backup Drive, and what their current status is:



- The computer you're currently working on is always listed first, followed by all other computers that have been backed up onto the C2N Home Backup Drive.
- You can see which computer the C2N Home Backup Drive is currently connected to.
- A green checkmark indicates that it is ready for backup at any time. The last backup date and time is shown.
- **There is a *Backup Now* button beside each computer. You can start a backup on any of the computers listed (not just your own).** The backup will run over the network to wherever the C2N Home Backup Drive is connected.

**Tip:** Set up an automatic backup schedule so you don't have to worry about a thing. Refer to “Scheduling Automatic Backups” on page 69.



### Turning off the Notifications

When **Clickfree** is backing up your files, whether you started it manually or it started automatically, you will see status notifications in the bottom right of your screen.



If you don't want to see these anymore, you can click *Hide this message* when you see it. Alternatively, right-click on the BackupLink icon in your system tray and choose *Turn off Notifications*.



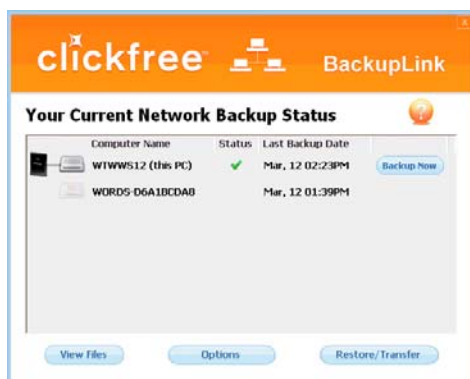
### Troubleshooting:

If a backup is currently running on any of the connected computers, it says “Backing up” and all the *Backup Now* buttons are disabled until the backup is complete:



If one of the computers is not available (for example, the user may not be logged on to the network), it will still be listed but will be grey. Notice that it does not have a checkmark and there is no *Backup Now* button:

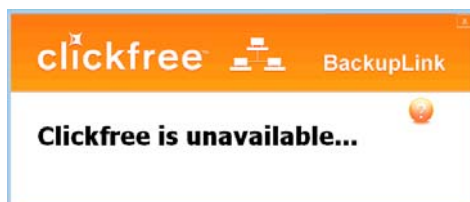




If you see a yellow warning icon beside a computer, it means the computer is online, but cannot access the C2N Home Backup Drive. You will need to contact Customer Support.



If the C2N Home Backup Drive is not currently connected to any of the computers, you will see:



## WHAT IF CLICKFREE DOESN'T START UP AUTOMATICALLY?

There could be a couple of reasons why **Clickfree** does not run when you plug in the **Clickfree** C2N Home Backup Drive:

- If you are connecting the C2N Home Backup Drive to a USB hub (which could be in your monitor or keyboard), the hub may not provide enough power for a C2N Home Backup Drive. Try connecting to a USB port on the computer itself.
- If you see a message telling you that "**Clickfree™ Backup cannot start because you do not have the required permissions. Please re-login to this computer as the Administrator.**" :
  1. Log out.
  2. Unplug the **Clickfree** C2N Home Backup Drive.



3. Log in again as Administrator.
  4. Plug the **Clickfree** C2N Home Backup Drive in again.  
The backup then starts automatically.
- Your computer settings may prevent **Clickfree** from running automatically because “Autorun” is turned off.

To fix this problem, follow these steps. You only need to do this once, not every time you use **Clickfree**.

As an alternative, you can temporarily bypass autorun. If you use this method, you will have to follow this procedure every time you connect the **Clickfree** C2N Home Backup Drive.

♦ **To turn on Autorun – Windows XP:**

1. Download the “autoplay repair wizard” from the Microsoft website.
2. Run the program.

♦ **To turn on Autorun – Windows Vista:**

1. Click the *Start* button on your computer, then click *Control Panel*.
2. In the screen that appears, click *Autoplay*.
3. Scroll to the bottom of the *Autoplay* screen and select *Restore all defaults*.
4. Click *Save*.

♦ **To temporarily bypass Autorun – Windows XP/Vista:**

1. Wait for two minutes after you connect your C2N Home Backup Drive to your computer:
2. Click the *Start* button on your computer, then click *My Computer* (WindowsXP/2000) or *Computer* (Vista).
3. In the screen that appears, find *Clickfree\_System*.
4. Right-click and select *Explore*.
5. Double-click *StartClickFreeBackup.exe*.



## WHAT IF THE VISTA AUTOPLAY SCREEN APPEARS?

In Windows Vista, if the AutoPlay screen appears:



1. Check *Always do this for software and games*.
2. Click *Start ClickFree Backup*.

You only need to do this once, not every time you use **Clickfree**.

## HOW DO I CHANGE HOW CLICKFREE DOES BACKUPS?

You can change:

- The categories of content **Clickfree** backs up
- The file types/extensions that **Clickfree** searches for – see “How do I choose individual file types for backup?” on page 73.
- Where **Clickfree** looks for this content

You can also tell **Clickfree** to back up all of the files in a folder.

---

**Note:** Changes you make to how **Clickfree** does backups are “sticky”: they are stored and applied again to later backups on this computer unless you modify them, or use factory settings – see “What are ‘factory settings’ and how do I use them?” on page 61.

---

### *What do the Cancel, Next, and Back buttons do?*

As you go from one step to the next to back up content, the screens you see usually have buttons for *Cancel*, *Next >*, and *Back >*.

*Cancel* abandons the changes you have made and returns you to the *Manage Settings and PCs* screen.

*Next >* accepts the decisions you have made so far, then moves on to the next step and the next decision.



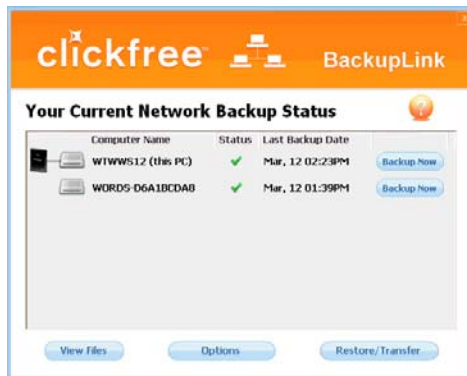
*Back* > sends you back to the previous step so that you can change a decision you already made. Until you click *Start* or *Cancel* there is no limit to how often you can go back and make changes.

◆ **To review or change what gets backed up:**

1. Double-click the icon on the desktop to open the BackupLink Status screen (or click once on the icon in the system tray).



2. In the BackupLink status screen, click *Options*.

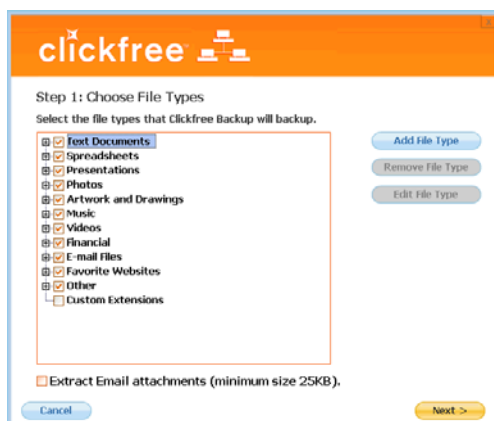


The *Manage Settings and PCs* screen is displayed:



3. In the left side of the screen, click on the computer that you want to change settings for (changes are made to the orange one). Now click *Change Backup Settings*.





### CHOOSING CATEGORIES OF CONTENT TO BE BACKED UP – REQUIRED

4. All of the categories are selected by default. Choose the categories of content to be backed up, for example, Text Documents, Photos, and Videos.
  - To include a category, for example, Photos, in the backup, make sure that the box to the left of the category name is checked: ☒ **Photos**. If it isn't, click the box to check it. You can add and remove the checkmark by clicking in the box.
  - To exclude a category, for example, Music, from the backup, make sure that the box to the left of the category name is unchecked: ☐ **Music**. If it is checked, click the box to uncheck it.

---

**Note:** You can make a finer selection by choosing file types within each category. For details, see “How do I choose individual file types for backup?” on page 73.

---

5. If you use Microsoft Outlook or Outlook Express for your email, and you want to back up files that are attached to email messages, check the *Extract email attachments ...* checkbox.
6. When you are finished choosing content categories, click *Next >*.

---

**Note:** You must choose at least one file type or category – you cannot leave all file types and categories unchecked.

---





## CHOOSING LOCATIONS TO SEARCH FOR CONTENT – REQUIRED

7. Choose where you want **Clickfree** to search for the categories you chose earlier – **Clickfree** can either:

- look through your entire computer (the default setting)  
or
- look only in certain folders


### ♦ To look through the entire computer

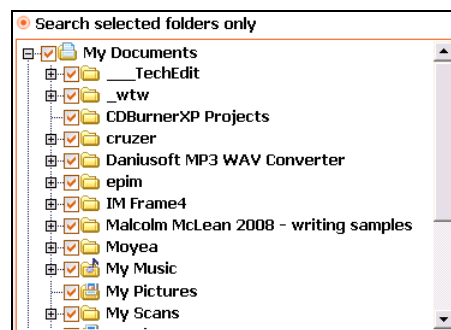
- Choose *Search the entire computer* ☒ **Search entire computer**

**Clickfree** can optionally skip temporary folders and/or folders that Windows uses for its own files:

- Check or uncheck *Skip TEMP directories* to skip or not skip temporary folders.
- Check or uncheck *Skip Windows System folders* to skip or not skip folders that Windows uses for its own files.

### ♦ To look only in certain folders:

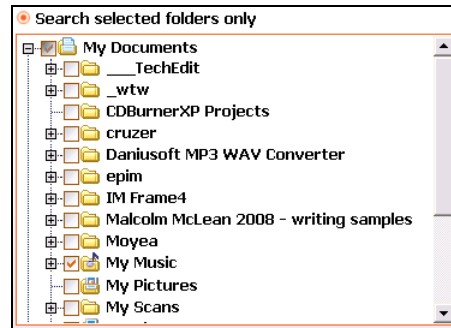
- Choose *Search selected folders only* ☒ **Search selected folders only** then select folders from *My Documents*. and *My Computer*.
  - To search the entire *My Documents* folder, make sure that the checkbox is checked ☒  **My Documents**.
  - To see details of a folder under *My Documents*, click the + to the left of the checkbox. This expands *My Documents* to show the folders that it contains, and changes the + to a -. Click the - when you want to collapse the folder again.



Each folder with a + beside it can also be expanded.

- You can now choose the individual folders you want to be searched by adding and removing checkmarks in the checkboxes. For example, to search only the Music folder, uncheck the *My Documents* checkbox, then check only *Music*:





- Do the same for *My Computer*.

---

**Note:** You must choose a location – you cannot leave all locations unchecked.

---

- When you have made your choices, click *Next >*.



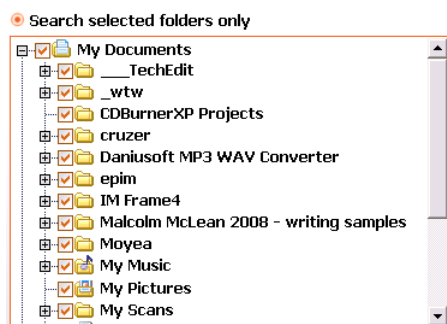
### CHOOSING COMPLETE FOLDERS TO BE BACKED UP – OPTIONAL

- Choose complete folders to be backed up in addition to categories and locations.

The folders you choose here are completely copied - except for files whose file types were *unchecked* in “Choosing locations to search for content – required” on page 26. Complete folders are backed up in addition to the file types in the locations you already chose.

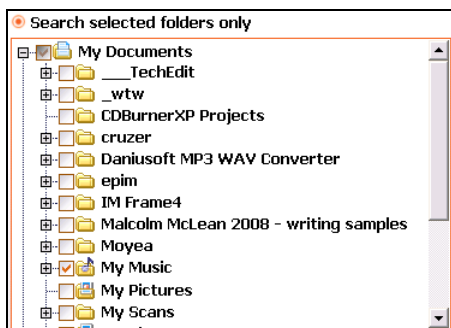
- To add the entire *My Documents* folder to the backup, make sure that the checkbox is checked ☒ **My Documents**.
- To see details of a folder under *My Documents*, click the + to the left of the checkbox. This expands *My Documents* to show the folders that it contains, and changes the + to a -. Click the – when you want to collapse the folder again.





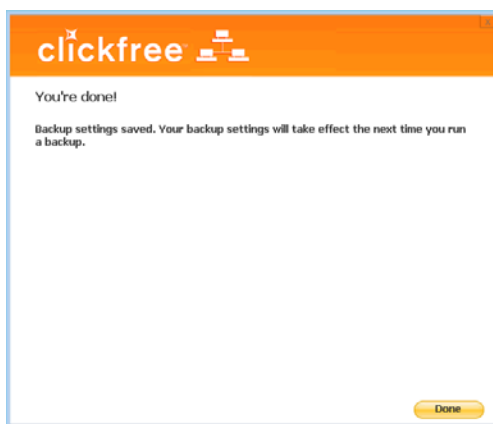
Each folder with a + beside it can also be expanded.

- You can now choose the individual folders you want to include in the backup by adding and removing checkmarks in the checkboxes. For example, within *My Documents* if you want to include only the folder with Music, uncheck the *My Documents* checkbox, then check only *Music*:



- Do the same for *My Computer*.

10. When you have made your choices, click *Next* >.



11. Click *Done* then *Close* to continue with the countdown.

You can click *Start* at this time to go to the backup right away without waiting for the rest of the countdown.



### *Clickfree searches for content to back up*

Before actually backing up any content, **Clickfree** searches the locations you chose for your chosen categories of content:



It adds up the sizes of all of the content it finds, then adds the sizes of the files in the complete folders you also chose. See “What if there is not enough space on my Clickfree C2N Home Backup Drive?” on page 30.

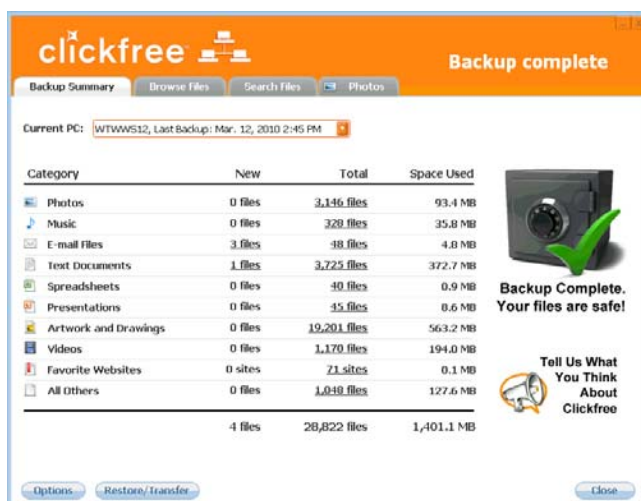
### *Clickfree backs up your content*

If there is enough space on your C2N Home Backup Drive, **Clickfree** then backs up the content and complete folders you chose to your C2N Home Backup Drive:





At the end of the backup, a *Backup Summary* screen is displayed:

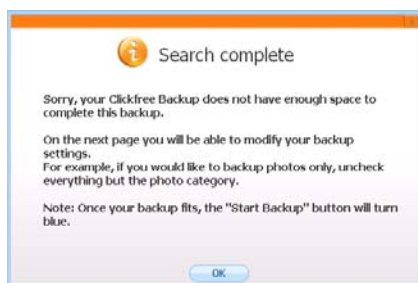


The *Backup Summary* screen shows you how many files in each category were backed up this time (*New* column) and from all backups for this computer, including this one (*Total* column). The *Space Used* column shows the amount of space that files from all backups for this computer take up on the C2N Home Backup Drive.

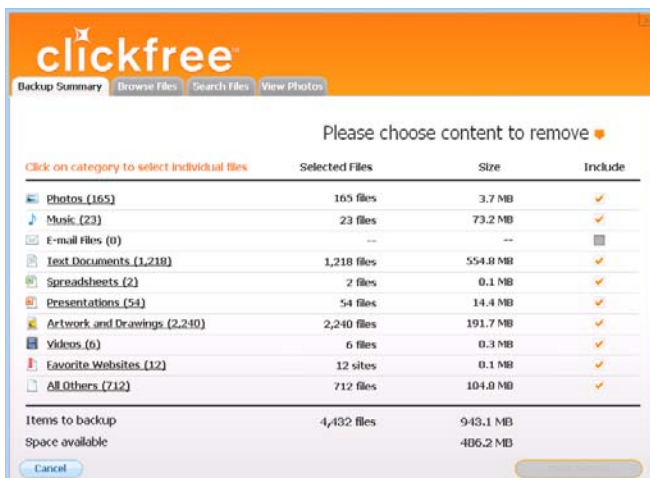
When you see the *Backup Summary* screen, simply unplug the **Clickfree** C2N Home Backup Drive and store it in a safe place.

## WHAT IF THERE IS NOT ENOUGH SPACE ON MY **CLICKFREE** C2N HOME BACKUP DRIVE?

While **Clickfree** is searching for content to back up, it adds up the amount of disk space needed and compares that with the free space on the C2N Home Backup Drive. If there is not enough free space for your content, **Clickfree** prompts you to change the files selected for backup:

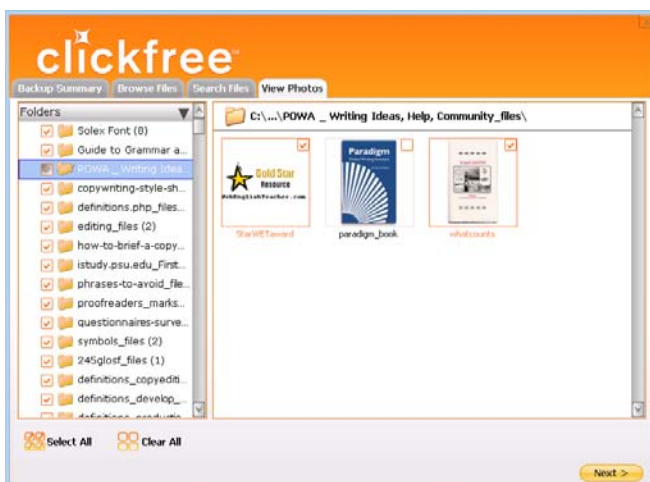






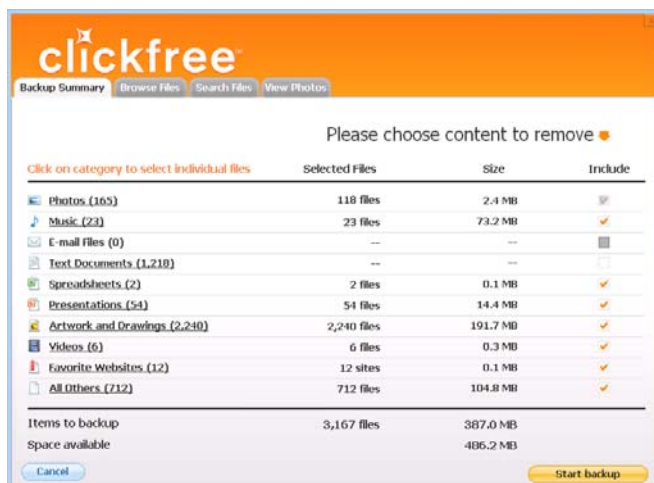
Either:

- unselect one or more content categories by unchecking their *Include* checkboxes, until the *Start Backup* button is enabled (turns orange), or
- use the *Browse*, *Search*, and/or *Photo* tabs to choose files not to be included in the backup:





When the *Start Backup* button is enabled (turns orange):



click *Start Backup*. Backup proceeds as usual.

As an alternative, if you have backups from an old computer that you don't need to keep any more, you could cancel the backup, remove the old computer (for details, see "To remove a computer" on page 61), and restart the backup.



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## Restoring My Content (HD)

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### WHAT IF MY COMPUTER'S INTERNAL HARD DRIVE STOPS WORKING, OR I WOULD LIKE TO TRANSFER MY CONTENT TO A NEW COMPUTER?

All computer hard drives fail eventually, sometimes without warning. Occasionally, computers suffer damage that affects the hard drive. Sometimes, laptop computers get lost or stolen. Sometimes, also, you may delete content by mistake. When these things happen, other computer users may lose valuable, sometimes irreplaceable, data.

But if you lose content you'll be really happy that you bought and used **Clickfree**. Your backed-up content is safe on your **Clickfree** backup, and can be restored when you have a working computer again.

A **Clickfree** backup is also ideal for transferring your content from an old computer to a new one.

### WHAT DO I NEED BEFORE I CAN USE CLICKFREE TO RESTORE MY CONTENT?

---

**Note:** If you are not an administrator, or are an administrator setting up a **Clickfree** C2N Home Backup Drive for a non-administrator user, see "Non-administrator users" on page 53 before you begin using the C2N Home Backup Drive for the first time.

---

Before you can restore your content, your computer needs to be working – at the very least it needs to be able to start up and display the desktop.

Of course, you can 'restore' your content to any computer that meets the system requirements (see "What do I need before I start?" on page 14), not just to the computer whose content you backed up.

If you are restoring content to a new computer that has never been connected to the **Clickfree** C2N Home Backup Drive, plug the **Clickfree** C2N Home Backup Drive in to your new computer.

If you are restoring content to a computer that has previously been backed up using the **Clickfree** C2N Home Backup Drive, use the BackupLink utility (double-click the BackupLink icon on your desktop or your system tray (bottom right corner of your screen)).

When the **Clickfree** application launches, click the *Restore/Transfer* button at the bottom of the countdown screen.



## HOW DO I GET MY CONTENT BACK?

To get your content back you don't need to do much more than you did to back the content up – it just takes a couple of clicks.

As with **Clickfree** backup, you can either make some choices – whether to restore all, or just selected content, and where the content is restored to – or you can allow **Clickfree** to make the choices for you.

### WHAT GETS RESTORED, AND TO WHERE?

When **Clickfree** restore runs without you changing any options, it restores all of the content that was backed up, and puts it in the same folders on your computer that it was backed up from. This is the best choice if you have a new computer, or if you have repaired your old computer and all of the content was erased.

On the other hand, if you have files on the computer, the restored files replace files of the same name in the same location, but only after asking your permission.

If you prefer, you can easily tell **Clickfree** restore to restore your files to a place on your computer's hard drive where they will not replace the files you already have.

For details, see:

- “How do I let Clickfree restore decide what to restore and where?” on page 34
- “How do I change how Clickfree restores content?” on page 37

## HOW DO I LET CLICKFREE RESTORE DECIDE WHAT TO RESTORE AND WHERE?

You can allow **Clickfree** to make the decisions about what to restore and to where, but you need to confirm what **Clickfree** plans to do.

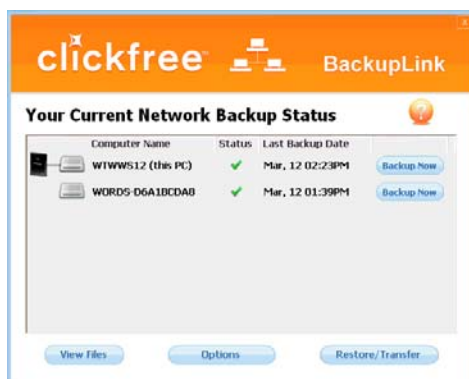
### ◆ To let Clickfree decide what to restore and to where:

1. Double-click the icon on the desktop to open the BackupLink Status screen (or click once on the icon in the system tray).

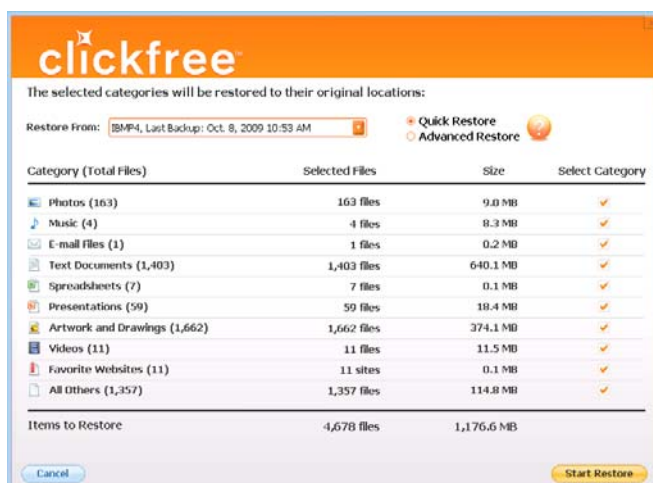


2. In the BackupLink status screen, make sure that the **Clickfree** C2N Home Backup Drive is available, then click *Restore/Transfer*.





3. The *Restore* screen appears.



Note that all of the categories that have backed-up content are checked off in the *Select Category* column.

4. Before you click *Start Restore* to restore all of your content, or select categories to be restored, look at the computer name in the *Restore From* box:

**Restore From:** IBMP4, Last Backup: Oct. 8, 2009 1:41 PM

If your C2N Home Backup Drive contains backups created on the computer that you are using, the *Restore From* box by default contains the name of this computer, and, unless you change it, the content to be restored will come from this computer.

5. Click the arrow at the right of the *Restore From* box:

**Restore From:** IBMP4, Last Backup: Oct. 8, 2009 1:41 PM

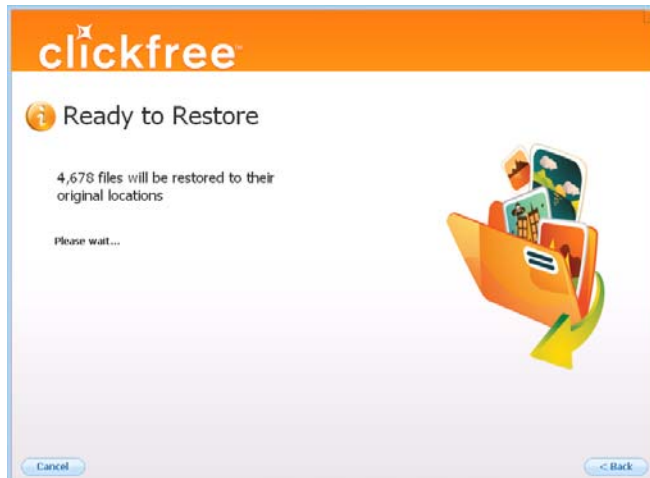
IBMP4, Last Backup: Oct. 8, 2009 1:41 PM

JMA\_DELL, Last Backup: Oct. 8, 2009 1:27 PM

The drop-down list contains the names of all of the computers that have been backed up on your C2N Home Backup Drive.

6. Select the name of the computer whose content you want to restore.
7. Since you are going to restore all of your content, simply click *Start Restore*.





Clickfree confirms how many files will be restored, and where they are going to be restored to.

As Clickfree restores your content, it shows you what is happening and how far it has gotten in the process.



---

**Warning:** During restore, Clickfree overwrites any files it finds with the same name and from the same location as those that were backed up.

---



When all of your content has been restored, **Clickfree** tells you that it is done.



8. Click *Close*.

---

**Note:** After a restore, **Clickfree** gives you the chance to undo the restore. If you want to undo, see “How do I undo a restore?” on page 56.

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---

**Note:** Your content has not been deleted from your **Clickfree** backup: it is still safe on the C2N Home Backup Drive.

---

## HOW DO I CHANGE HOW CLICKFREE RESTORES CONTENT?

By making choices at several steps in the restore process you can affect which content is restored and where it is restored to.

### *What do the Cancel, Next, and Back buttons do?*

As you go from one step to the next to restore content, the screens you see usually have buttons for *Cancel*, *Next >*, and *Back >*.

*Cancel* completely stops the restore, and returns you to the countdown screen.

*Next >* accepts the decisions you have made so far, then moves on to the next step and the next decision.

*Back >* sends you back to the previous step so that you can change a decision you already made. Until you click *Restore Now* or *Cancel* there is no limit to how often you can go back and make changes.



## RESTORING CONTENT

### ♦ To change how Clickfree restores content:

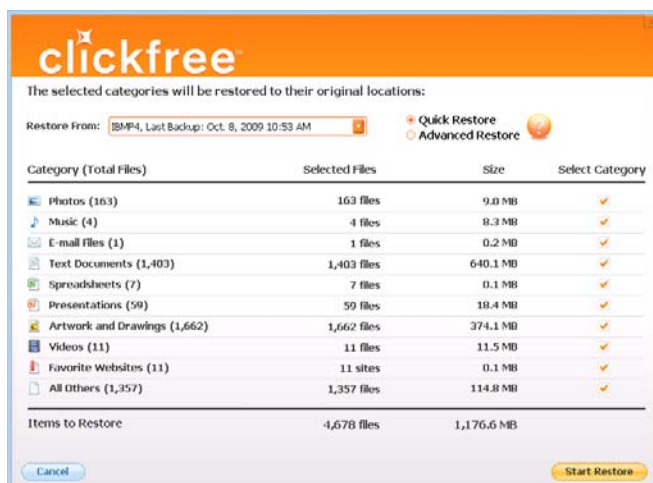
1. Double-click the icon on the desktop to open the BackupLink Status screen (or click once on the icon in the system tray).



2. In the BackupLink status screen, make sure that the **Clickfree** C2N Home Backup Drive is available, then click *Restore/Transfer*.



The *Restore* screen appears:

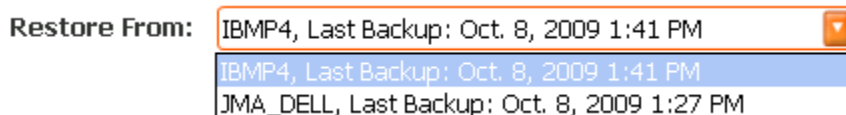


If your C2N Home Backup Drive contains backed-up content from the computer that you are using, the *Restore From* box by default contains the name of this computer, and, unless you change it, the content that will be restored will be from this computer.



### CHOOSING THE COMPUTER TO RESTORE FROM

- Click the arrow at the right of the *Restore From* box:



and select the name of the computer whose content you want to restore.

- To restore content from more than one computer simply repeat the restore process choosing a different computer each time in step 3.
- Choose *Advanced Restore* ☒ **Advanced Restore**.
- What you do next depends on whether you want to restore all or only some of your files.
  - If you want to restore only some of your files, continue with step 7.
  - If you want to restore all of your files, click *Start Restore* and go to step 8.

### CHOOSING CATEGORIES OF CONTENT TO BE RESTORED

- Note that all of the categories that contain files (with the number of files in parentheses after the category name) have checkboxes that you can check off in the *Select Category* column.

For each category whose content you want to restore, click the checkbox to select the category.



- Click *Next >*.

You can also choose to restore content of individual file types within each category. For details see “How do I choose individual files for restore?” on page 75.



## CHOOSING WHERE TO RESTORE CONTENT TO

9. What you do next depends on whether you want to restore your content to its original locations or to somewhere else.
  - If you want to restore your content to its original locations, leave *Clickfree will automatically restore my files to their original location* selected:
    - ☒ **Clickfree will automatically restore my files to their original locations**, and continue with step 10.
  - If you want to restore your files to a different location, see “How do I choose another drive and/or folder to restore to?” on page 78.
10. Click *Start Restore*.

As **Clickfree** restores your content, it shows you what is happening and how far it has gotten in the process.



**If you are restoring files to somewhere other than the original locations**, before it overwrites an existing file on your computer with one of the same name from the backed-up files, **Clickfree** asks if you want to replace the existing file with the same-name file from the backup:

11. You can choose to:
  - Keep both copies of this one file – click *Keep Both*. **Clickfree** renames the backed-up file by adding ‘ (2)’ to the end of the file name, then restores the renamed file.
  - Keep both copies of all same-name files – check *Do this for all duplicate files* and click *Keep Both*. **Clickfree**, without asking you, renames the remaining backed-up files by adding ‘ (2)’ to the ends of the file names, then restores the renamed files.
  - Not replace this one file – click *Skip*
  - Not replace any same-name files – check *Do this for all duplicate files* and click *Skip*. **Clickfree** skips all remaining same-name files without asking you.
  - Replace just this file – click *Replace*
  - Replace all same-name files – check *Do this for all duplicate files* and click *Replace*. **Clickfree** replaces all remaining same-name files without asking you.



If two files have the same size (KB) and same date modified, it is likely to be safe to skip.

If you skip any files, **Clickfree** completes “with exceptions”. For details see “Restore completed with exceptions” on page 41.

When all of your content has been restored, **Clickfree** tells you that it is done:



12. Click *Close*.

---

**Note:** After a restore, **Clickfree** gives you the chance to undo the restore. If you want to undo, see “How do I undo a restore?” on page 56.

---

---

**Note:** Your content has not been deleted from your **Clickfree** backup: it is still safe on the C2N Home Backup Drive.

---

Now, simply unplug the **Clickfree** C2N Home Backup Drive and store it in a safe place.

## HOW DO I RESTORE FILES FROM MULTIPLE COMPUTERS?

The process of restoring is described in “How do I let **Clickfree** restore decide what to restore and where?” on page 34, or “How do I change how **Clickfree** restores content?” on page 37.

To restore files from more than one computer, simply repeat the restore process choosing a different computer each time.

## RESTORE COMPLETED WITH EXCEPTIONS

If you skip any files during a restore, the *Restore Complete* screen has an *Exceptions* link at the bottom left. Click the link to see a list of the files that were not restored.



## HOW DO I FIND FILES THAT WERE RESTORED

If **Clickfree** restored your files to a folder that was not their original location, **Clickfree** puts an icon on your desktop so that you can quickly and easily get to the restored content:



### ♦ To find files that were restored:

Double-click the icon to open a *Windows Explorer* at the folder where your content was restored.

You can now use *Explorer* to move the files to a more convenient folder.

## MY PROGRAM CANNOT FIND THE RESTORED FILES – WHAT SHOULD I DO?

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**Note:** Some programs, especially those like *Outlook* in which you do not open files from a file open dialog, expect to find their files in a particular folder. If you restore files to a folder other than the original location, your program may not be able to find them.

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If your program displays an error message telling you that it cannot find its files, or if the program starts up but your data is missing, you will need to move the files to the proper folder.

Unfortunately, this is different for every application and you may need to consult the program's Help or user guide to find out where the files need to be moved to.



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## Browsing, Searching & Viewing My Files (HD)

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From the *Backup Summary* screen you can:

- Browse your backup(s) for files
- Search your backup(s) for files
- View backed-up files

♦ **To browse and search for files, or view photos:**

1. Double-click the icon on the desktop to open the BackupLink Status screen (or click once on the icon in the system tray).

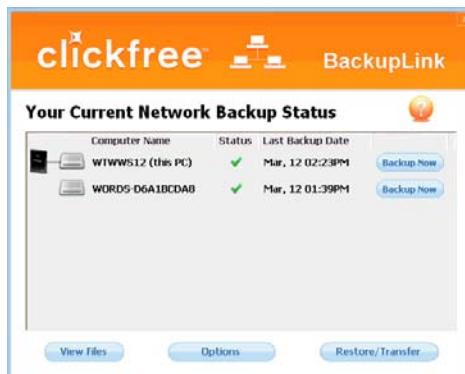


2. In the BackupLink status screen, click *View Files*.

---

**Note:** You can only do this if the Backup Status is “Ready”, not if any of the connected computers is currently backing up.

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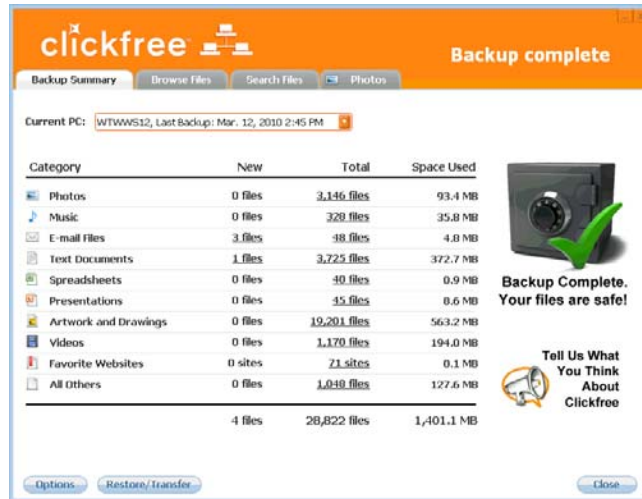


3. The welcome screen is displayed. Before the countdown gets to zero, click *Viewer*.



The *Backup Summary* screen is displayed.





4. In the *Current PC* box select the name of the computer whose files you want to search for/browse for/view.
5. Do one of the following:
  - Click the name of a category , and follow "How do I search for my backed-up files" on page 49

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**Note:** If the Category you click is *Photos*, follow "How do I view and use photos" on page 44

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- Click the *Photos* tab, and follow "How do I view and use photos" on page 44
- Click the *Browse Files* tab, and follow "How do I browse my backed-up files" on page 48
- Click the *Search Files* tab, and follow "How do I search for my backed-up files" on page 49

## How do I view and use photos?

1. On the *Backup Summary* screen, in the *Current PC* box, select the name of the computer whose files you want to search for/browse for/view.
2. Click the *Photos* tab

The photo viewer shows "thumbnails", or miniature views of your photos and videos.





3. Select one or more photos and use the buttons at the bottom of the screen to:

- Print them on your own printer
- Share them on Facebook or Myspace
- Email them (if you use Outlook or Outlook Express for your email)

You can also select one photo and use it as wallpaper for your computer.

◆ **To select photos:**

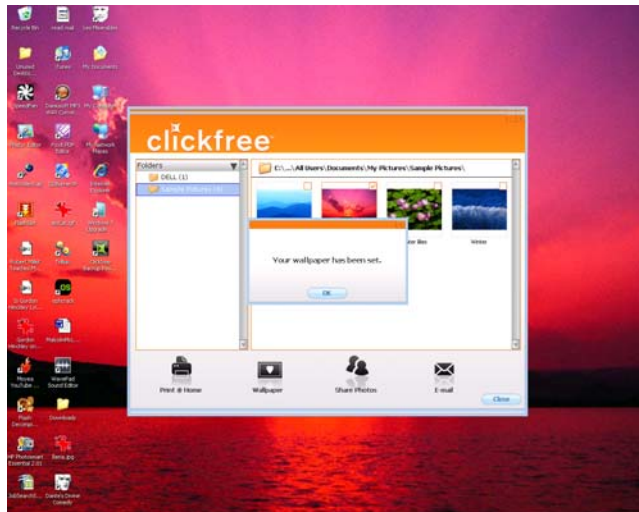
Click the photo so that the checkbox at the top right is checked. As you continue to click photos, they are added to the selection.



◆ **To use a photo as wallpaper:**

1. Click the photo. Make sure that only one photo is selected.
2. Click *Wallpaper*. The chosen photo becomes your computer Wallpaper:





◆ **To print photos:**

1. Select the photos.
2. Click *Print @ Home* and select the *Print Style*:

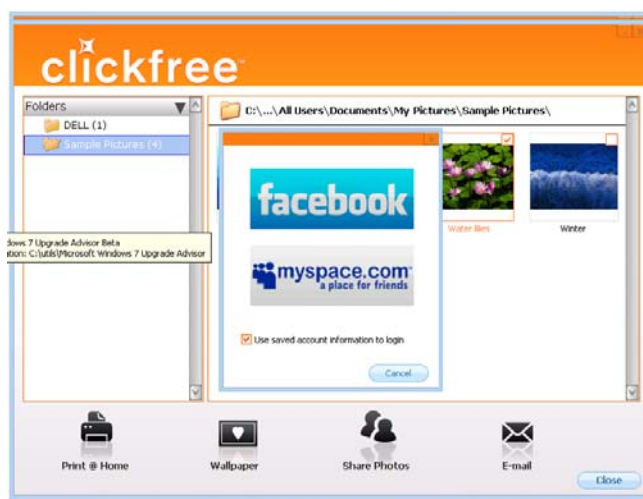


3. Set the *Printer Options*, then click *Print*.

◆ **To share photos:**

1. Select the photos.
2. Click *Share Photos*:





3. Click *facebook* or *myspace.com* and log in.

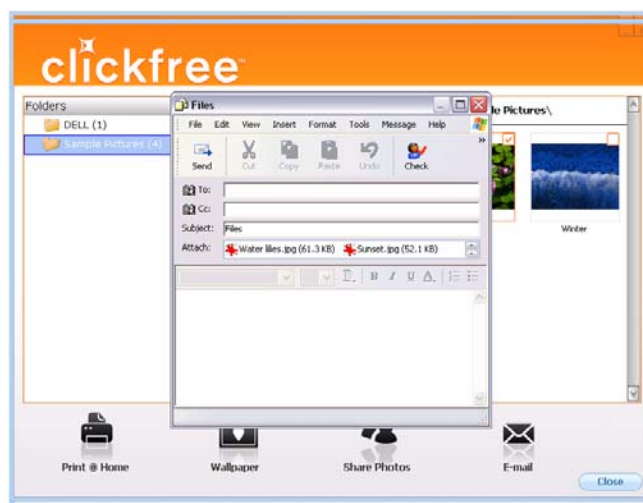
◆ **To email photos:**

If you use *Outlook* or *Outlook Express* for your email, you can create a blank email message and attach your photos.

1. Select the photos.

2. Click *Email*:

Your email program opens a new blank message with the photos included as attachments:



3. Address and send the message as you would normally do.



◆ **To open a photo:**

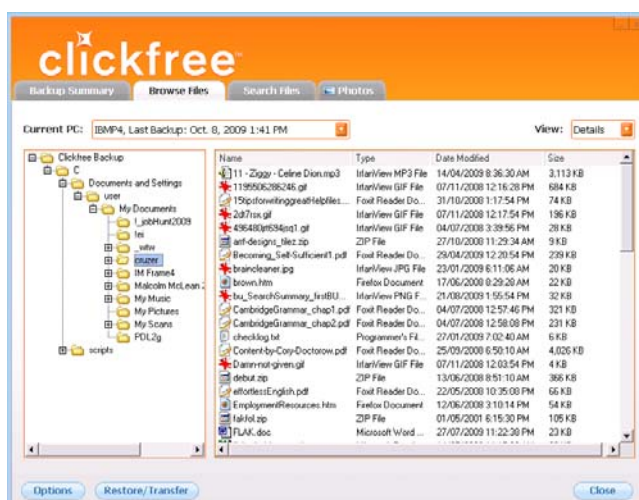
Double-click the photo. It opens in your usual program for working with photos:



## HOW DO I BROWSE MY BACKED-UP FILES?

◆ **To browse for files that you have backed up:**

1. On the *Backup Summary* screen, in the *Current PC* box, select the name of the computer whose files you want to search for/browse for/view.
2. Click the *Browse Files* tab.
3. Expand and collapse the folders on the left side of the screen:
  - Click the + to expand the view
  - Click '+' to the left of a collapsed folder to expand it
  - Click '-' to the left of an expanded folder to collapse it
  - Click a folder or the folder name to view the list of contents



To find out more about what you can do with the files that are displayed, see “What can I do with files from browse, search and view photos” on page 51.



## HOW DO I SEARCH FOR MY BACKED-UP FILES?

1. On the *Backup Summary* screen, in the *Current PC* box, select the name of the computer whose files you want to search for/browse for/view.
2. Do one of the following:
  - Click the name of a category other than *Photos*.

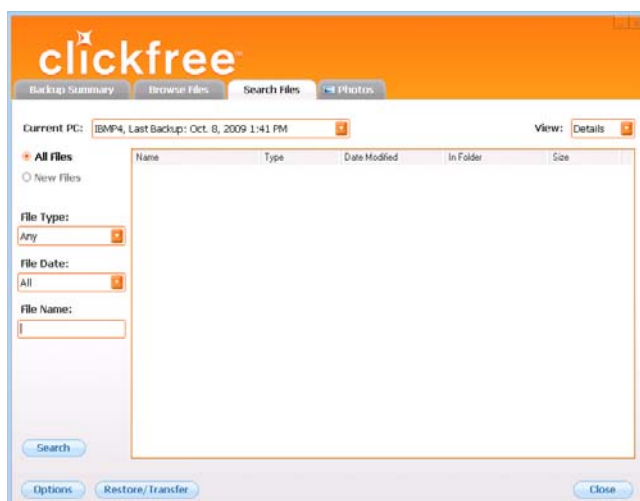
---

**Note:** If the Category you click is *Photos*, follow “How do I view and use photos” on page 44

---

- Click the *Search Files* tab

If you clicked the *Search Files* tab, the *Search* screen looks like this:



If you clicked a category name, the *File Type* is already filled in, and all files of that category, regardless of *File Date* or *File Name*, are displayed.

3. Enter search factors to find the files you want.



◆ **To search for files:**

1. Use the combination of *File Type*, *File Date*, and *File Name* that you think should match the file(s) you want to find:

The screenshot shows three search filter boxes. The 'File Type' box has a dropdown menu with 'All Others' selected. The 'File Date' box has a dropdown menu with 'Within the last year' selected. The 'File Name' box has a text input field containing '\*.tmp'.

These selections are combined so that only files that match all of them are found – in this case only files in the category *All Others*, **and** created/last changed within the last year, **and** with names ending with 'tmp'.

- *File Type* – select a category, or 'Any' if you want all categories to be searched
- *File Date* – select the time period within which the files were created or changed, or 'All' if you want the date to be ignored
- *File Name* – type a "mask" to select files. A blank file name matches all files.

Type whatever you can remember of the file names you want to find, and substitute:

- ? for one character, meaning that character can be anything at all
- \* for any number of characters, meaning these characters can be anything at all

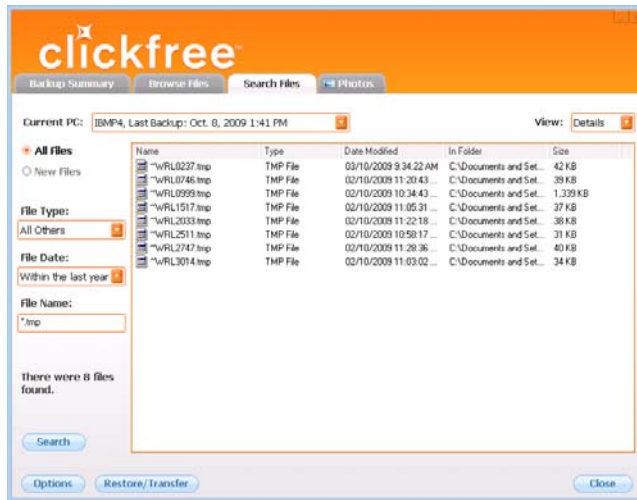
For example (assuming that the *File Type* and *File Date* selections you made would include them):

- To find all files whose names begin with '08Dec', type '08Dec\*' – this will find 08Dec\_LetterToMary.doc, but not 2008DecemberExpenses.xls
- To find all files with 'Dec' anywhere in the name, type '\*Dec\*' – this will find 08Dec\_LetterToMary.doc, 2008DecemberExpenses.xls, etc
- To find all files with 'n' as the second character of the name, type '?n\*' – this will find IndiaSlides.ppt, inukshuk5.jpg, but not 5inukshuk.jpg
- To find all files of type 'doc' or 'docx', type '\*.doc\*' – of course, this will also find any files that have type 'doczzz' as well

2. Click *Search*.



Files that match all of your search factors are displayed.



For information about what you can do with the files that are displayed, see “What can I do with files from browse, search and view photos” on page 51.

## WHAT CAN I DO WITH FILES FROM BROWSE, SEARCH AND VIEW PHOTOS

When you have files displayed in the browse, search or photo view screens, you can either:

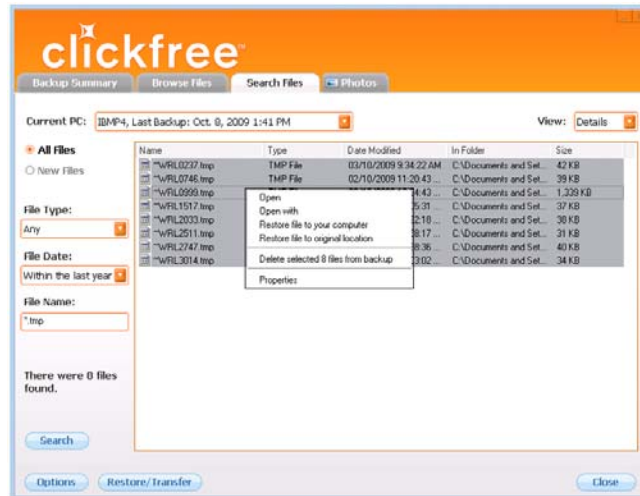
- double-click a file to open it with the program that your computer normally uses for files of this type
- right-click a file and choose one of several actions as shown below

If you select more than one file, some of the actions act on all of the selected files.

### ♦ To work with the file(s) you have selected:

1. Right-click the file (or one of the files) to bring up a menu.
2. Select one of the menu items:
  - *Open* – to open the file with the program that your computer normally uses for files of this type
  - *Open with* (not for photos in the *View Photos* screen) – to choose the program that you want *Windows* to use to open the file
  - *Restore file to your computer* – to restore that file to a location you choose. See “Restoring content” on page 38 to continue with the restore.
  - *Restore file to original location* – to restore that file to its original location. See “Restoring content” on page 38 to continue with the restore.
  - *Delete selected files from the backup* – to delete files from the backup and optionally exclude them from all later backups:





- *Print this picture* (only for photos in the *View Photos* screen) – takes you to the same *Print Style* screen as you see when you click *Print @ Home*, but this time to print only one photo.



---

## Advanced Topics (HD)

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### NON-ADMINISTRATOR USERS

Non-administrator users are subject to certain limitations:

- The first time that a non-administrator user uses the C2N Home Backup Drive, an administrative user password is required.
- If your C2N Home Backup Drive is password protected, a non-administrator user cannot backup or restore files.
- A non-administrator user can back up only those files that are visible to the user. Normally that means only files that belong to that user, or that are shared by all users.
- A non-administrator user can restore files only to locations that are visible to the user.

### NON-ADMINISTRATOR USER – FIRST USE

1. Follow steps 1 to 3 of “Backing Up a Computer the First Time” on page 15.
2. When you see the prompt:



enter the login name and password of an administrative user, then click *OK*.

3. Continue with step 4 of “Backing Up a Computer the First Time” on page 15.

### HOW DO I IMPORT MUSIC FROM MY IPOD TO MY COMPUTER?

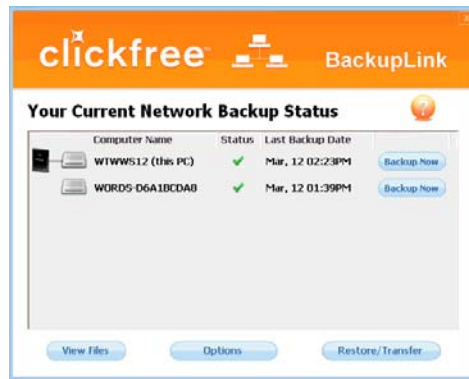
You can use your **Clickfree** C2N Home Backup Drive to copy music from your iPod/iPhone to your computer.

1. Double-click the icon on the desktop to open the BackupLink Status screen (or click once on the icon in the system tray).



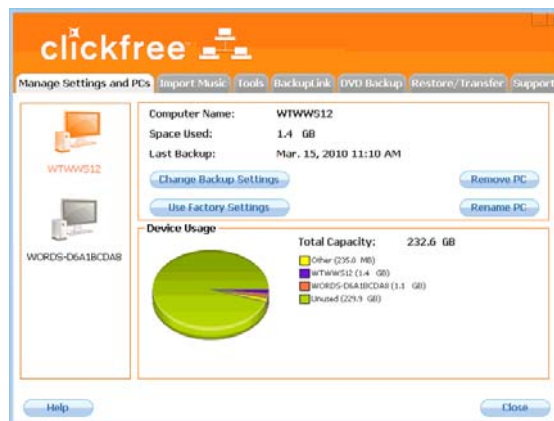
2. In the BackupLink status screen, click *Options*.





**Note:** You can only do this if the Backup Status is “Ready”, not if any of the connected computers is currently backing up.

The *Manage Settings and PCs* screen is displayed:



3. Click the *Import Music* tab.

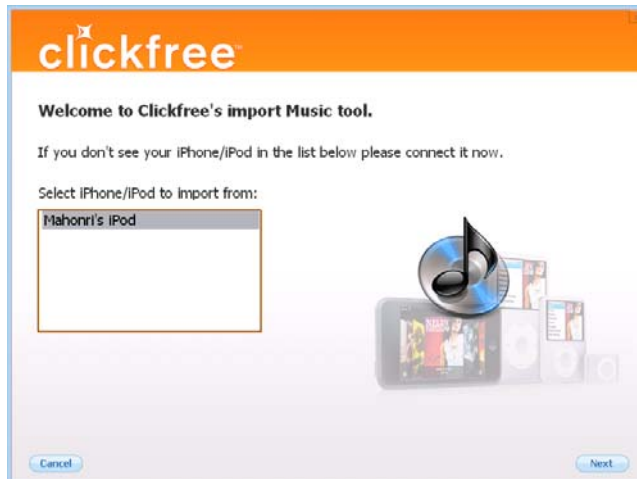


4. Attach your iPod/iPhone to a USB port on your computer.
5. Click *Import Music*.

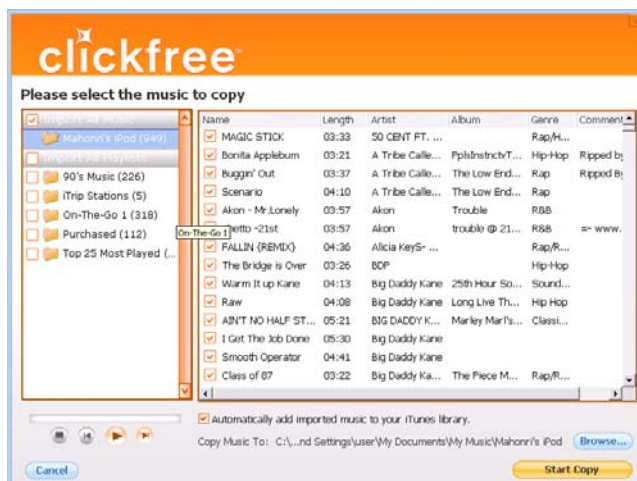




6. Select the iPod/iPhone to import music from, and click *Next*.



7. Select the music to be copied by checking and unchecking a combination of the *Playlists* on the left, and individual *Titles* on the right, or, to import all of the music on the iPod/iPhone, ensure that the *Import All Music* checkbox is checked.



A grey checkmark in a playlist's checkbox means that some of its titles are selected.



Note that, since a title may be included in more than one playlist, checking or unchecking any given playlist may result in a change in the selection status of other playlists.

---

**Note:** You can use the controls at the bottom left of the screen to play any title from your iPod through your computer's sound system. If the title will not play in Windows Media Player, the appropriate program opens to play it.

---

8. If you do not want to import the music to iTunes, uncheck the *Automatically add imported music to your iTunes library* checkbox.

9. Click *Browse* to select the location to copy the music files to.

10. Click *Start Copy*.

The music files are imported to your computer.

11. Click *Close*.

12. If you are adding the imported music to your iTunes library, wait until the *Adding new music ...* box closes.

## How do I undo a restore?

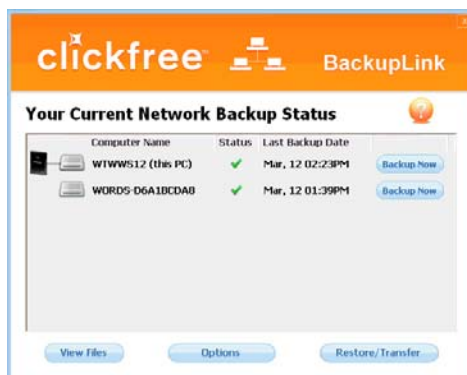
If you realize, after restoring your files, that the restore accidentally overwrote a file you need to keep, **Clickfree** allows you to undo the latest restore.

### ◆ To undo the latest restore:

1. Double-click the icon on the desktop to open the *BackupLink Status* screen (or click once on the icon in the system tray).



2. In the BackupLink status screen, click *Options*.



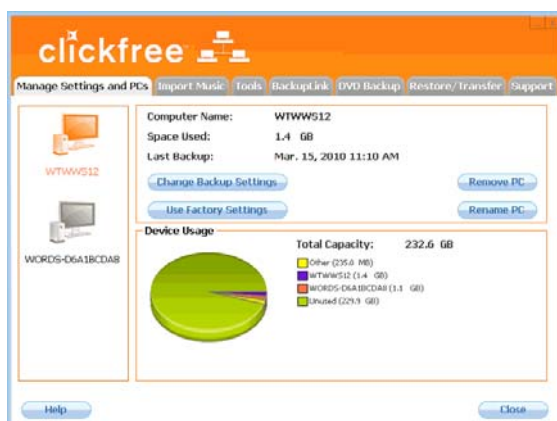
---

**Note:** You can only do this if the Backup Status is "Ready", not if any of the connected computers is currently backing up.

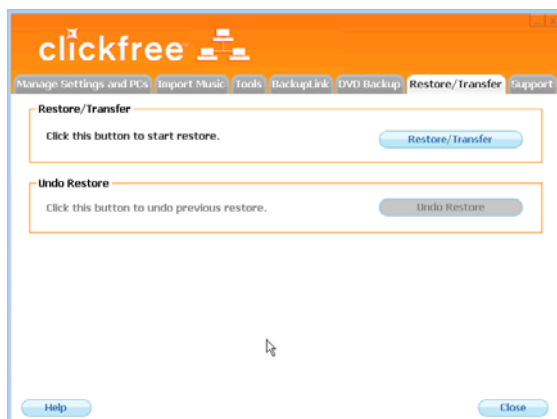
---



The *Manage Settings and PCs* screen is displayed:



3. Click the *Restore/Transfer* tab:



4. Click *Undo Restore*:



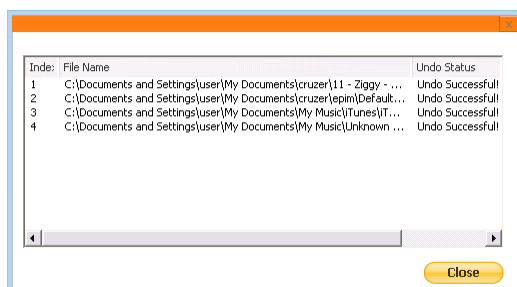
5. Click *Start*.



The latest Restore is undone:



6. To see what files were replaced by undoing the restore, click *Click here to view undo log*:



## WHAT IF THERE IS MORE THAN ONE USER ON MY COMPUTER?

This matters only if each user has a separate user login name for the computer. If every user logs in with the same user name, all of their content is backed up and restored at the same time regardless of who is logged in.

When **Clickfree** runs, it can only back up the content that you can access from your login, and restore content to locations you have access to. Because *Windows 2000*, *Windows XP* and *Windows Vista* maintain a separate *Documents* or *My Documents* folder for each user name, **Clickfree** can back up only the corresponding content that belong to the person who is logged in, unless that person logs in as the Administrator.

### Administrator

“Administrator” is a special login name for the user who can make system-wide changes to the computer, has full control, and can access all of the files on the computer. Most home users are automatically the Administrator of their computer. If you don’t know if you are the Administrator, or how to log in as Administrator, you might need to talk to the person who set up the computer for you. If no one set up your computer for you, then by default, you are the Administrator.



## WHAT IF I HAVE MORE THAN ONE COMPUTER?

**Clickfree** C2N Home Backup Drive can backup as many computers as you like: you are limited only by the amount of space on your C2N Home Backup Drive.

**Clickfree** creates a unique identifier for each computer that it is used with, regardless of the computer's name. This allows **Clickfree** to back up content for more than one computer without the files getting mixed up with each other, even if all of the computers have the same name.

You can change the name of a computer after backup to make it easier to remember which computer is which. You change a computer's name from the **Clickfree Manage Settings and PCs** screen.

## HOW IS BACKUP DIFFERENT WHEN I HAVE MORE THAN ONE COMPUTER?

It makes no difference at all - just plug the C2N Home Backup Drive in to each computer to do the first back up and install the BackupLink utility. After that, just leave the C2N Home Backup Drive plugged in to one of the computers on the network. Whenever you want to backup a computer, just run the BackupLink from the computer's system tray, and it will back up to the C2N Home Backup Drive over the network.

Each time you back up a computer for the first time, its name is added to the drop down list of computers that you see on the *Backup Summary*, *Restore Summary*, and *Options* screens.

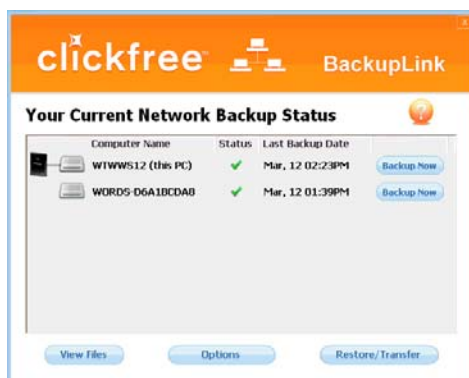
### ♦ To find the name of a computer:

1. In the BackupLink status screen, click *Options*.

---

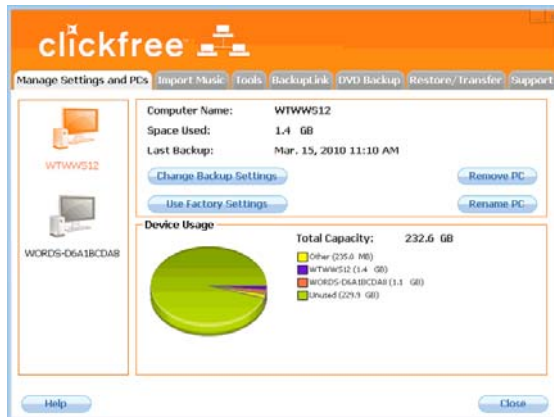
**Note:** You can only do this if the Backup Status is "Ready", not if any of the connected computers is currently backing up.

---





The *Manage Settings and PCs* screen is displayed:



All of the computers that **Clickfree** has backed up on your C2N Home Backup Drive are shown at the left side of the screen, with the computer names underneath.

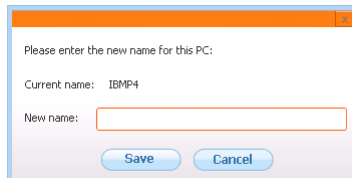
When you click one of the computers, **Clickfree** shows:

- the computer name
- the amount of space taken up by backed-up content for that computer
- the date and time of last backup

#### ◆ To rename a computer:

On the *Manage Settings and PCs* screen:

1. Click the computer whose name you want to change.
2. Click *Rename PC*.



3. Type the new name for the computer and click *Save*.

---

**Note:** Use only letters, numbers and hyphens for the computer name.

---



#### ◆ To remove a computer:

If you no longer want to keep content backed up from a computer (for example, you may no longer have that computer, and have already restored its content to another computer), you can free up space on your C2N Home Backup Drive by removing the old computer from **Clickfree**.

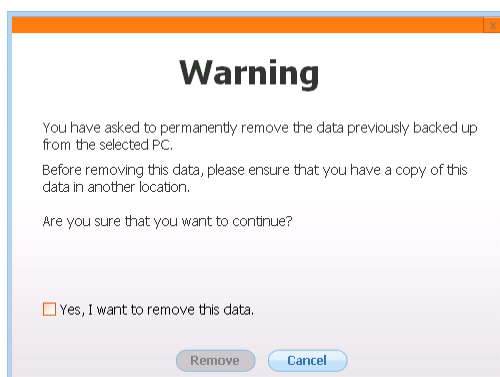
---

**Warning:** If you have not restored the content and you still want to keep it, do not remove the computer from **Clickfree**: you cannot restore content from a computer that you have removed.

---

On the *Manage Settings and PCs* screen:

1. Click the computer you want to remove.
2. Click *Remove PC*.



3. If you really want to remove the computer from **Clickfree**, check the checkbox and click *Remove*.

---

**Warning:** Once you have removed a computer from **Clickfree** there is no way to recover that computer's content from the C2N Home Backup Drive.

---

**Clickfree** may take several minutes to erase the data, depending on the amount of content backed up on the C2N Home Backup Drive.

To see how to remove the content from all computers, see "Master Reset" on page 68.

## WHAT ARE 'FACTORY SETTINGS' AND HOW DO I USE THEM?

Factory settings can be used in **Clickfree** in two places:

- When choosing categories and file types to be backed up – see "Choosing categories of content to be backed up – required" on page 25  
*Use Factory Settings* for categories and files types means that all categories and the corresponding file types are included.



- When choosing locations to search – see “Choosing locations to search for content – required” on page 26  
*Use Factory Settings* for locations means that the entire computer is searched, except for temporary folders and folders that *Windows* uses for its own files.
- ♦ **To reset categories and file types to factory settings:**
  1. On the *Choose File Types* screen click *Use Factory Settings*.
  2. Click *Next >* and continue with choosing locations to be searched.
- ♦ **To reset locations to search to factory settings:**
  1. On the *Choose File Locations* screen click *Use Factory Settings*.
  2. Click *Next >* and continue with choosing complete folders.

## CLICKFREE TOOLS

Several tools are available for working with **Clickfree**:

- *Clickfree Password* – prevents unauthorized access to your C2N Home Backup Drive
- *Software Update* – upgrades the **Clickfree** software
- *Language* – changes the language used in the **Clickfree** screens
- *Master Reset* - removes all backed-up content from your C2N Home Backup Drive, and erases any changes you have made to the backup settings

---

**Note:** The tools are only available on the computer that the **Clickfree** C2N Home Backup Drive is physically plugged in to; if you access the C2N device over the network using the BackupLink utility, you will not be able to use any of these tools.

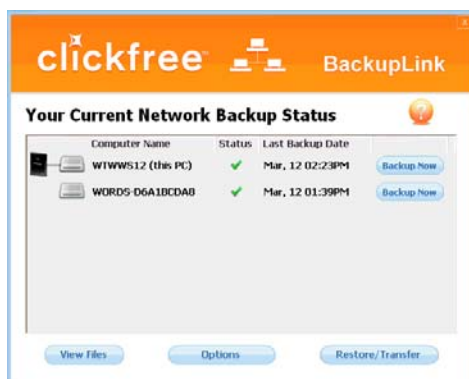
---

- ♦ **To use Clickfree tools:**
  1. Double-click the icon on the desktop to open the BackupLink Status screen (or click once on the icon in the system tray).



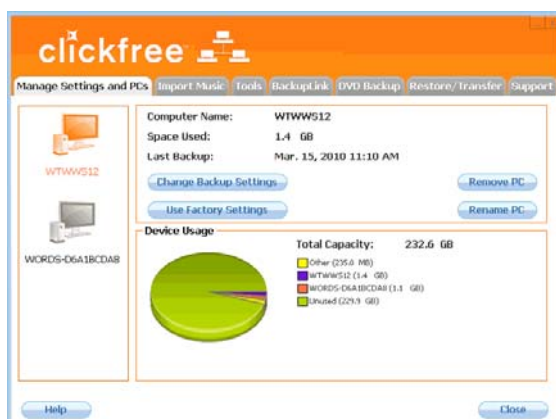
2. In the BackupLink status screen, click *Options*.



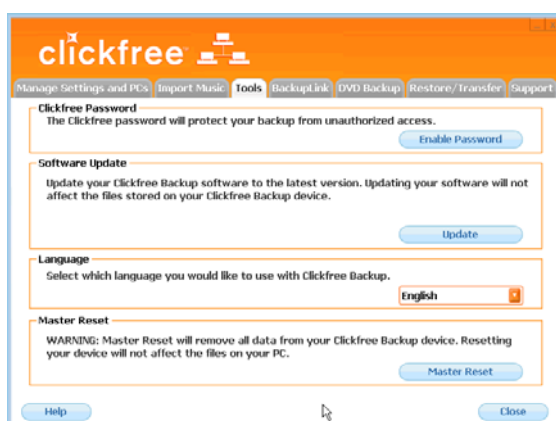


**Note:** You can only do this if the C2N Home Backup Drive is physically connected to your computer, and the Backup Status is “Ready” (i.e. not if any of the connected computers is currently backing up).

The *Manage Settings and PCs* screen is displayed:



3. Click the *Tools* tab to show the available tools:





## HOW DO I USE PASSWORD PROTECTION?

### *Do my files need password protection?*

If your **Clickfree** C2N Home Backup Drive is lost or stolen, anyone with a computer that meets the hardware and software prerequisites can restore files from your C2N Home Backup Drive simply by connecting the C2N Home Backup Drive to their computer, unless the C2N Home Backup Drive is protected by a password.

You should protect your files using a password if the content you have backed up is sensitive in any way, for example, contains trade secrets, or if it would be embarrassing to you if it got into the wrong hands, and there is any possibility that the C2N Home Backup Drive could be lost or stolen.

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**Note:** You cannot run backups as a non-administrator (see “Non-administrator users” on page 53) if your C2N Home Backup Drive is password protected.

---

---

**Note:** If you set a password, a scheduled backup is delayed until you enter the password. See “Scheduling Automatic Backups” on page 69 for more details.

---

### *How do I choose a password?*

Choose your password according to the sensitivity of the content you are protecting. Advice on passwords is easy to come by – just google “choose password” to find as much advice as you could possibly use. **Clickfree** imposes no restrictions on the password, and treats upper-case and lower-case letters as identical.

---

**Warning:** Be sure to pick a password that would be difficult for anyone else to discover and that you will be able to remember – if you forget your password there is no way to recover any backed-up content from the C2N Home Backup Drive.

---

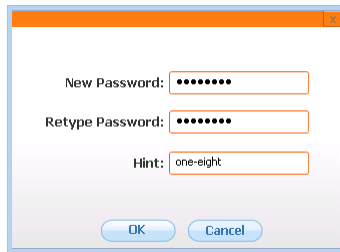
### *How do I enable password protection?*

1. In the *Manage Settings and PCs* screen, click the *Tools* tab.





2. Click *Enable Password*.



3. Type your password in both the *New Password* and *Retype Password* fields.
4. Optionally set a hint. See below for details.
5. Click *OK*.

#### *How does setting a 'hint' help me?*

If you forget your password, then, as noted in the warning above, you have effectively lost access to all of the backups on your C2N Home Backup Drive.

**Clickfree** gives you a second chance to remember the password, in the form of a hint.

If you choose to set a hint, then when **Clickfree** asks you for your password you can click the Show hint link and see the hint you entered when you enabled password protection.

However, don't forget that anyone who finds or steals your C2N Home Backup Drive can also click the link and see your hint. This means that your hint should be as difficult to use as possible for anyone other than yourself – in fact, it means that your hint should be as secure as your password. There is no point at all in having a strong password but using a hint that gives it away to anyone who clicks the link.

---

**Warning:** Be sure to pick a hint that would be difficult for anyone else to interpret and that you will be able to remember – if you forget your password and cannot remember it using the hint there is no way to recover any backed-up content from the C2N Home Backup Drive.

---

For example, if my password is 'J@ntetelc0' (Jantetelco is a town in Mexico with a population of about 500), then my hint could be 'Lugar de la patria' – a title by which Jantetelco is known only to people who live near there – and by you!

#### *Can I change my password?*

The way to change your password is simply to disable security from the *Backup Summary* screen, as shown in "How do I disable password protection?" on page 66, then to re-enable it as shown in "How do I enable password protection?" on page 64.

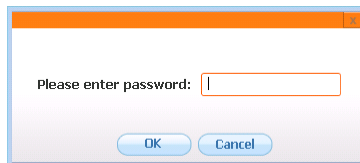


### How do I disable password protection?

1. In the *Manage Settings and PCs* screen, click the *Tools* tab.



2. Click *Disable Password*:



then click *Yes* when asked if you are sure.

You can re-enable password protection from the *Tools* screen. See “How do I enable password protection?” on page 64.

### What if I forget my password?

If you have forgotten your password, and cannot remember it from the hint you set when you enabled password protection, your only choice is to reset the C2N Home Backup Drive and lose all of your backed-up content.

To reset the C2N Home Backup Drive:

1. When prompted to type your password, click *Forgot My Password*.

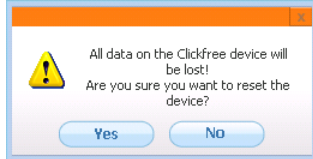


You can:

- erase the backed-up content and re-enable password protection – go to step 2
- erase the backed-up content and disable password protection – go to step 6

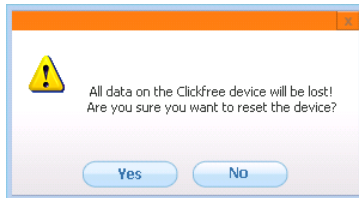


2. Leave *Erase backed up data and re-enable security* selected.
3. Type a new password (that you will remember) in both the *New Password* and *Retype Password* fields.
4. Optionally set a hint.
5. Click *Erase and Enable security*,



and continue with step 8.

6. Select *Erase all backed up data but do not re-enable security*.
7. Click *Erase*



and continue with step 8.

8. Click *Yes* to confirm that you are sure you want to erase all backed-up content.

**Clickfree** shows you how far it has got with erasing data, then tells you that your C2N Home Backup Drive has been reset.

## UPDATING CLICKFREE SOFTWARE

From time to time **Clickfree** software is upgraded to provide new or enhanced features. You must manually check for updates. Your computer must be connected to the internet for updated software to be found and installed.

If you access the **Clickfree** C2N Home Backup Drive over the network (using the BackupLink utility), updates are applied the next time you start a backup.

1. On the *Tools* screen click *Update*. **Clickfree** checks for available updates.

If the software in your **Clickfree** C2N Home Backup Drive and your computer is up to date, click *OK* on the dialog that pops up.

2. If an update is available, **Clickfree** shows you what progress is being made in downloading the update and updating your software:







---

**Warning:** While a software update is taking place it is very important for you not to remove the **Clickfree** C2N Home Backup Drive from your computer and not to turn off or restart the computer until the update is complete.

---



3. When the software update is complete, you must unplug the **Clickfree** C2N Home Backup Drive and plug it in again for the update to take effect.

## MASTER RESET

*Master Reset* is used to remove all backed-up content from all computers that have been backed up on your C2N Home Backup Drive, and to apply factory settings – see “What are ‘factory settings’ and how do I use them?” on page 61.

After you perform a *Master Reset* you can no longer restore any previously backed-up content. However, your C2N Home Backup Drive can still be used for new backups.

---

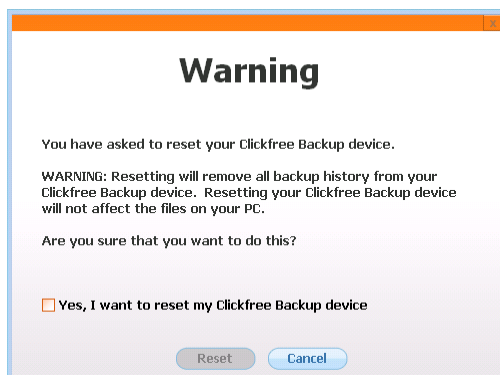
**Note:** **Clickfree** never erases anything other than the backups it has performed.

---

If you want to remove only the content that was backed up from one computer, see “To remove a computer” on page 61.

### ♦ To remove all backed up content:

1. On the *Tools* screen click *Master Reset*.



2. If you really want to remove all backed-up content from **Clickfree**, check the checkbox and click *Reset*.



---

**Warning:** Once you have removed content from **Clickfree** using Master Reset there is no way to recover any backed-up content from the C2N Home Backup Drive.

---

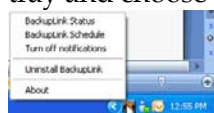
**Clickfree** may take several minutes to erase all of the content, depending on the amount of content backed up on the C2N Home Backup Drive.

## SCHEDULING AUTOMATIC BACKUPS

The **Clickfree** scheduler can run a backup automatically (if the C2N Home Backup Drive is “Ready”).

---

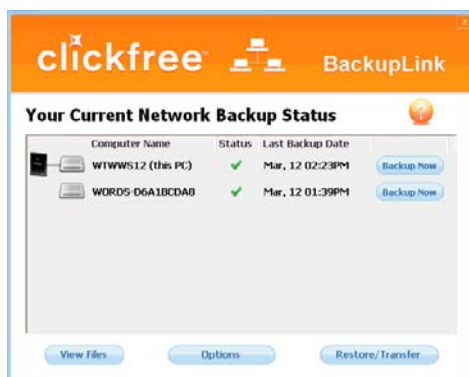
**Tip:** To open the schedule quickly, right-click on the BackupLink icon in your system tray and choose *BackupLink Schedule* (skip to step 4).



1. Double-click the icon on the desktop to open the BackupLink Status screen (or click once on the icon in the system tray).



2. In the BackupLink status screen, click *Options*.



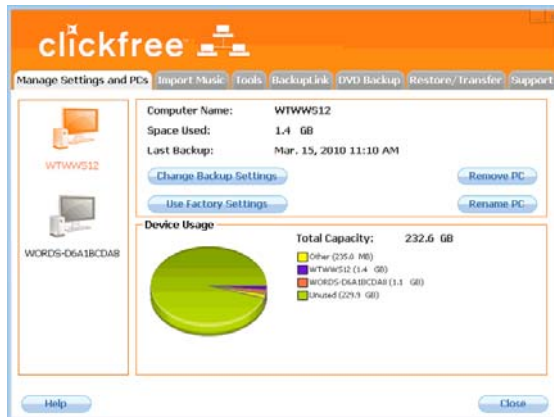
---

**Note:** You can only do this if the C2N Home Backup Drive is connected to your computer, and the Backup Status is “Ready” (i.e. not if any of the connected computers is currently backing up).

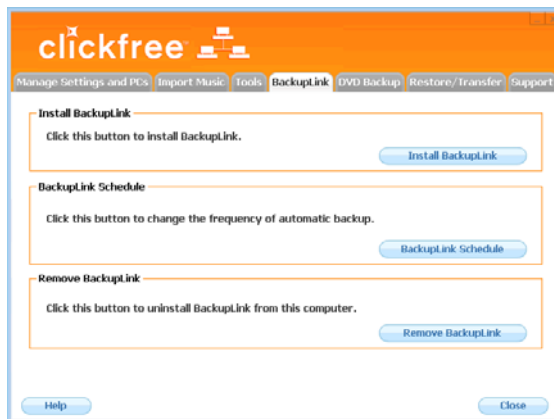
---



The *Manage Settings and PCs* screen is displayed:



3. Click the *BackupLink* tab.



4. Click *Install Backup Scheduler*.
5. The backup schedule for this computer is shown.



6. Make sure *Enable BackupLink to run every:* is selected, then choose the appropriate interval and time to start the backup, then click *OK*.

If you have configured the backup schedule for your computer, and the C2N Home Backup Drive is ready, a backup is started automatically, with no intervention from you, at the set time interval.

However:

- Although a scheduled backup will wake your computer from sleep mode, it will not run if the computer is hibernating.



- If your C2N Home Backup Drive uses password protection, the scheduled backup is delayed until you enter the password. See “How do I disable password protection?” on page 66 for details on turning off password protection.
- If another computer is being backed up at the time your backup is scheduled, your backup will begin as soon as the C2N Home Backup Drive is ready.

## HOW DO I ADD/REMOVE/EDIT FILETYPES

In addition to allowing you to choose to back up pre-defined file types within the pre-defined categories, **Clickfree** has a category called Custom Extensions to which you can add file types that are not included in the pre-defined categories.

You can add, remove, and change file types using the *Choose File Types* screen:



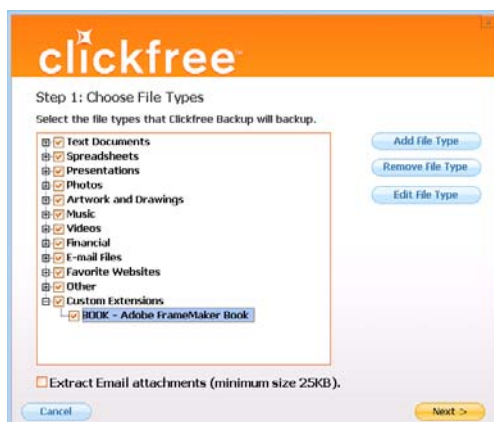


◆ **To add a file type:**

1. Click *Add File Type*:



2. Type the extension for the new file type, and click *Save*.  
The new file type is added to *Custom Extensions*:



◆ **To remove a file type:**

1. Click a file type in *Custom Extensions*, and click *Remove File Type*:



2. Click *Yes*.

The file type is removed from *Custom Extensions*.



◆ **To change a file type:**

1. Click a file type in *Custom Extensions*, and click *Edit File Type*:



2. Type the new extension for the file type, and click *Save*.

The file type in *Custom Extensions* is modified.

3. When you are finished working with custom extensions, click *Next >* and continue with choosing locations to be searched.

## HOW DO I CHOOSE INDIVIDUAL FILE TYPES FOR BACKUP?

You already saw how to choose file categories for backup in “Choosing categories of content to be backed up – required” on page 25.

You can also expand each category and select or unselect individual file types that make up that category.

---

**Note:** When a category is selected or unselected by checking or unchecking its checkbox, all of the file types that make up that category are also selected or unselected.

---

◆ **To select one or more file types in a category:**

1. Click the + to the left of the checkbox. This expands the category list to show the file types that make up that category, and changes the + to a - :





2. You can now choose the individual types of file you want to include in the backup by adding and removing checkmarks in the checkboxes.  
You collapse the category again by clicking the - .
3. If you need to back up file types that are not in any category, see “How do I Add/Remove/Edit filetypes” on page 71 for details of how to add a new file type.
4. When you are finished selecting file categories and file types, click *Next >* and continue with choosing locations to be searched.

## CAN I EXCLUDE A FILE FROM BACKUP?

After you have completed a backup, you can review the backed-up files and not only delete individual files from the backup, but ensure that these files are never backed up again.

For details, see “To work with the file(s) you have selected” on page 51.



## HOW DO I CHOOSE INDIVIDUAL FILES FOR RESTORE?

On the advanced *Restore Summary* screen you can click checkboxes to select the category whose files you want to restore.



You can also:

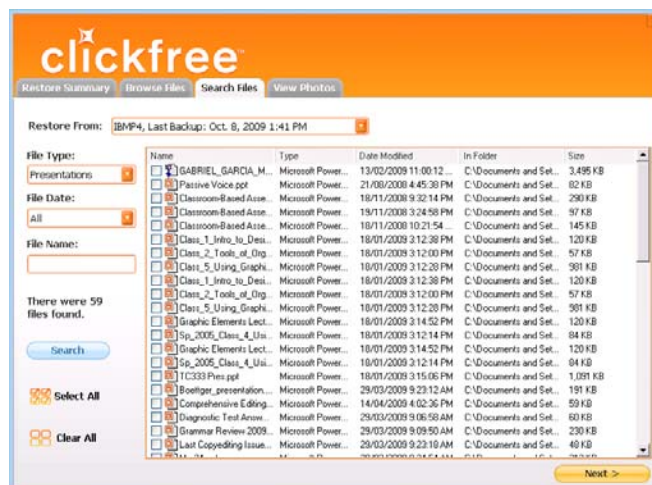
- Select backed-up files within a category
- Browse through folders that contain backup files
- Search for backed-up files by file type, file date, and file name

Files selected by each of these means are included in the restore.

### ◆ To select files within a category:

1. Click *Advanced Restore*.
2. Click the category name.

All files in that category are shown in the *Search Files* screen.




3. Select the files to be restored, and click *Next >*.

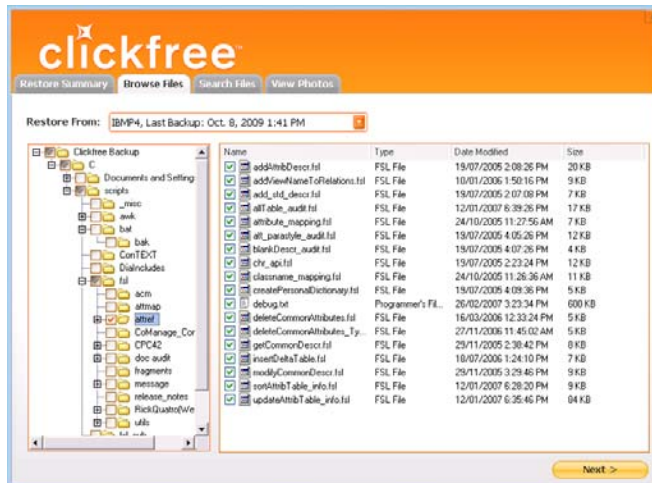


You are returned to the *Restore Summary* screen where you can make more selections.

- If you are finished selecting files, click *Next* >.

♦ **To select files by browsing:**

- Click the *Browse Files* tab then click the +  to expand the view.



- Select the files to be restored, and click *Next* >.

You are returned to the *Restore Summary* screen where you can make more selections.

- If you are finished selecting files, click *Next* >.

♦ **To select files by searching:**

- Click the *Search Files* tab.



- Select the combination of *File Type*, *File Date*, and *File Name* that should find the files you want to restore:



The screenshot shows three search filter sections:

- File Type:** A dropdown menu with 'Any' selected. The list of options includes: Any, Text Documents, Spreadsheets, Presentations, Photos, Artwork and Drawings, Music, Videos, E-mail Files, Favorite Websites, Email Attachments, and All Others.
- File Date:** A dropdown menu with 'Within the last year' selected. The list of options includes: All, Within the last week, Within the last month, and Within the last year.
- File Name:** A text input field containing the text 'class'.

These selections are combined so that only files that match all of them are found – in this case only files in the category Photos, **and** created/last changed within the last year, **and** with names starting with 'inuk'.

- *File Type* – select a category
- *File Date* – select the time period within which the files were created or changed
- *File Name* – type a “mask” to select files:

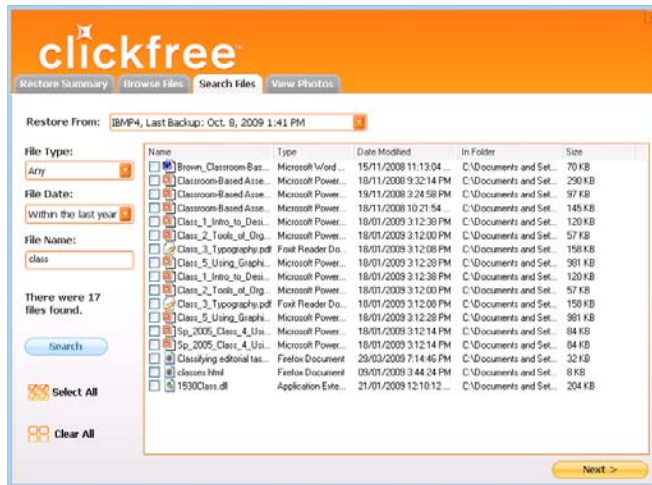
Type whatever you can remember of the file names you want to find, and substitute:

- ? for one character, meaning that character can be anything at all
  - \* for any number of characters, meaning these characters can be anything at all
- For example, assume that the File Type and File Date selections would include them:
  - To find all files whose names begin with '08Dec', type '08Dec\*' – this will find 08Dec\_LetterToMary.doc, but not 2008DecemberExpenses.xls
  - To find all files with 'Dec' anywhere in the name, type '\*Dec\*' – this will find 08Dec\_LetterToMary.doc, 2008DecemberExpenses.xls, etc
  - To find all files with 'n' as the second character of the name, type '?n\*' – this will find IndiaSlides.ppt, inukshuk5.jpg, but not 5inukshuk.jpg
  - To find all files of type 'doc' or 'docx', type '\*.doc\*' – of course, this will also find any files that have type 'doczzz' as well

3. Click *Search*.



Files that match all of your search criteria are displayed.



4. Select the files to be restored, and click *Next >*.

You are returned to the *Restore Summary* screen where you can make more selections.

5. If you are finished selecting files, click *Next >*.

## HOW DO I CHOOSE ANOTHER DRIVE AND/OR FOLDER TO RESTORE TO?

After you choose file categories and, optionally, individual files to restore, on the *Select Location to Restore Files* screen you can choose:

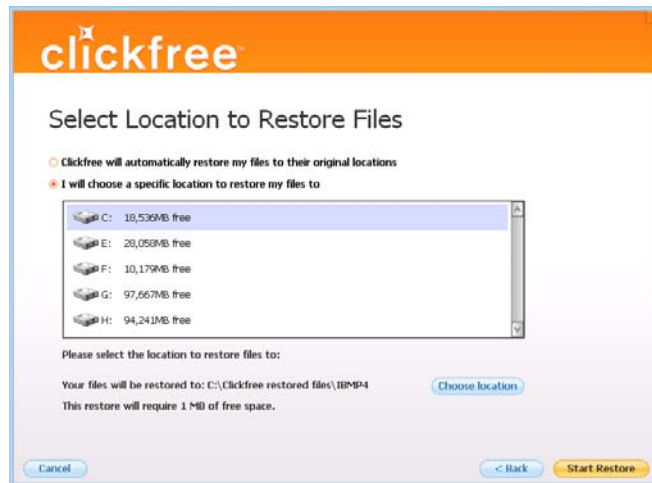
- To restore files to their original locations, or
  - the disk drive to restore content to (if you have more than one)
  - the folder on that drive to use

If any drive does not have enough space for the content to be restored, the drive letter and free space are 'greyed':

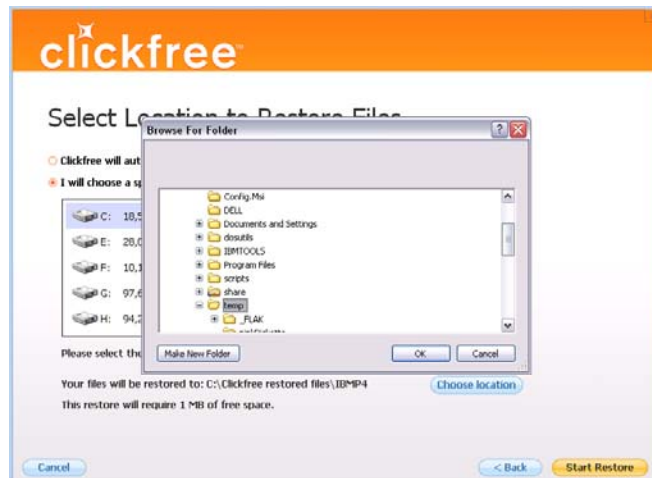


◆ **To select another drive and/or folder to restore to:**

1. On the *Select Location to Restore Files* screen, click *I will choose a specific location to restore my files to*.



2. Select the drive to restore to.  
The folder that will be used is shown below the drives.
3. To change the folder, click *Change Folder* and select the folder you want.



As usual, click + to expand a folder, - to collapse the folder again.

4. To create a new subfolder, click *New Folder*, type the folder name, and click *OK*.
5. Click *Next >*, and continue with "Choosing categories of content to be restored" on page 39.



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# Introducing Clickfree C2N Home Backup Drive (DVD)

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Thank you for buying the **Clickfree** C2N Home Backup Drive – the easiest way to keep the valuable information on your computer safe.

**Clickfree** is an easy-to-use computer backup system that automatically searches for and backs up content stored on your computer. No hardware configuration or software installation is required. The backup procedure begins once the C2N Home Backup Drive has been attached to your computer.

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**Caution:** Please remember that a backup is meant to be a second copy of your computer data, not the only copy of your data. Having two copies (redundancy) is what keeps your important data safe. Please use your **Clickfree** C2N Home Backup Drive to keep a safe copy of your data.

---

## MAIN FEATURES

### *Clickfree backup technology*

- Does not require any software installation or setup
- Automatically searches for and backs up the important data from your computer – hundreds of types of data used by many thousands of computer programs
- For most users the automatic search finds and backs up everything that matters

### *Customizable backup options*

- Includes options for custom file types and full folder backup
- Still runs as **Clickfree**, even after customizing settings
- Remembers your customized settings for each computer you use it with

### *Multi-PC backup*

- Holds information about all of the backups you make while using it. It can hold the information for any number of computers

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**Note:** You need separate recordable media for each computer – each CD or DVD can be used for only one backup.

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### *Easy restore to same or other computer*

- Backed-up content can quickly and easily be restored
- You don't need the C2N Home Backup Drive to restore content – if necessary, a restore can be done using only the recordable media containing the backed-up files. However, unless the C2N Home Backup Drive is not available, you should always use it for a restore.
- You can just as easily 'restore' content to a different computer as to the original one



- This makes **Clickfree** a great way to move your content from your old computer to your new one

### *How it backs up*

- The first time you use a **Clickfree** C2N Home Backup Drive to back up your computer to CD/DVD it searches for, finds, backs up and organizes all of your important content
- Each subsequent time you connect **Clickfree** to your computer, you can choose to just do an update:
  - Any new files since your last backup are added to the backup
  - Any files that were changed since your last backup are updated on the backup
  - Any files that were deleted from your computer since the last backup, are ignored

### *Photo Viewer*

- Conveniently view backed-up photos in thumbnail and expanded view

### *Backup disks*

Generally, throughout this guide, the recordable media (CDs and DVDs) used to back up your content are referred to as *backup disks*.

### *History*

---

**Important:** Although the C2N Home Backup Drive backs up all of your content to *backup disks*, and all of your content can be restored using the backup disks alone (that is, without using the C2N Home Backup Drive), if possible you should always perform restores and transfers with the C2N Home Backup Drive plugged in. This is because backup history is stored on the C2N Home Backup Drive.

---

This includes information about which disk holds which files, and, in particular, which disk has the most up-to-date version of a file that has been backed up more than once.

Without the C2N Home Backup Drive, to restore your files you will likely need to run restore from multiple backups to be sure that you can restore all of your files in their most current versions.



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## Basics (DVD)

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### How Does Clickfree Work?

All you need to do to keep your projects, photos, videos, music etc. safe is to plug the C2N Home Backup Drive in to your computer, start the DVD backup (see “How do I start using my Clickfree C2N Home Backup Drive (DVD)?” on page 85”), supply recordable media when prompted, and let it work!

No need to install software or to configure anything.

You can back up as many computers as you like with the **Clickfree** C2N Home Backup Drive. The same thing happens each time you plug it into a new computer. And information about each of your backed-up computers is kept separate on the C2N Home Backup Drive.

When **Clickfree** has finished backing up each computer, just unplug the C2N Home Backup Drive and store it and the backup disks in a safe place. We recommend that you do not leave the **Clickfree** C2N Home Backup Drive plugged into your computer: your content is safer if the C2N Home Backup Drive and your backup disks are kept separately from the computers you have backed up.

If your data is lost for any reason (hard disk crash, laptop lost or stolen, content accidentally deleted), you’ll be really happy that you bought and used **Clickfree**. Your backed-up content is safe on your backup disks, waiting to be restored when you have a working computer again.

A **Clickfree** backup is also ideal for transferring your content from an old computer to a new one.

Sometimes, for a variety of reasons, the program may not run by itself – it may need a little help. If this happens to you, don’t worry – it’s easy to get things going. We’ll show you how a little later. For details, see “What if **Clickfree** doesn’t start up automatically?” on page 89.



## WHAT GETS BACKED UP?

### CLICKFREE BACKS UP CONTENT

At **Clickfree** we want to protect our customers from losing things that are irreplaceable. That's why **Clickfree** finds and backs up all of the content from wherever it is on your computer.

When it runs automatically, **Clickfree** searches your computer for all of the content that you have either created or placed in your computer. This includes photos, music, video, office documents, financial data, email, and so much more - over 400 types of files. To see a list of the categories of content that **Clickfree** backs up automatically, see "What content categories does Clickfree back up?" on page 83. Most likely, this means that it will back up everything that matters to you right out of the box without you having to do anything but plug it in.

Unless you explicitly ask it to do so, **Clickfree** does not back up the programs or the operating system. This means that your backup won't need nearly as much space as the size of your computer's hard drive since your content may only take up a small portion of your hard drive's capacity, and we only look for the content.

### DOES CLICKFREE BACK UP ALL OF MY CONTENT EVERY TIME?

The first time you back up your computer **Clickfree** backs up all of the content it finds, which might take some time - it just depends on how much you have. Each time you use **Clickfree** after that, you can choose to back up only the new or changed content, so it will be much quicker.

### WHAT CONTENT CATEGORIES DOES CLICKFREE BACK UP?

**Clickfree** backs up content in these categories:

- Photos - including common graphic formats such as JPEG and RAW
- Music - including CD audio, MP3, MIDI
- Emails - including Thunderbird, Eudora, and those from Microsoft Office
- Text Documents - usually from word-processing programs such as Microsoft Word, Open Office, and WordPerfect
- Spreadsheets - for example, Microsoft Excel, Open Office, and Lotus 123
- Presentations - for example, Microsoft Powerpoint and Corel Show
- Artwork and Drawings - such as Corel Draw, Visio and Paintshop images
- Video - for example, AVI, MPEG, Shockwave Flash
- Favorite Websites - internet shortcuts and address books
- Other - including zip and RAR files, XML, and comma-separated values files
- Financial - such as those from QuickBooks and tax programs

Want to know more? You can look at the details by following the steps in "How do I change how Clickfree does backups?" on page 90 without making any changes.



## WHAT DO I NEED BEFORE I START?

All you need to start your backup is the **Clickfree** C2N Home Backup Drive and blank backup disks. Before you start your first Restore, you should read through the “Restoring My Content (DVD)” chapter of this manual.

For **Clickfree** to work, your computer needs to be running one of these operating systems:

- Microsoft Windows 7 (any editions)
- Microsoft Windows Vista (any editions)
- Microsoft Windows XP (any editions)
- Mac OSX 10.5 or higher running on an Intel processor

In addition you need:

- One free USB port on your computer
- At least 100 MB of free disk space on your computer
- A DVD or CD writer
- Recordable media – CDs or DVDs



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## Backing up my content (DVD)

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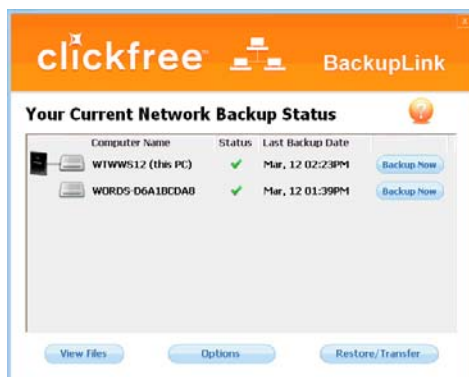
### HOW DO I START USING MY CLICKFREE C2N HOME BACKUP DRIVE (DVD)?

♦ To start using your Clickfree C2N Home Backup Drive for DVD backup:

1. Double-click the icon on the desktop to open the BackupLink Status screen (or click once on the icon in the system tray).



2. In the BackupLink status screen, click *Options*.

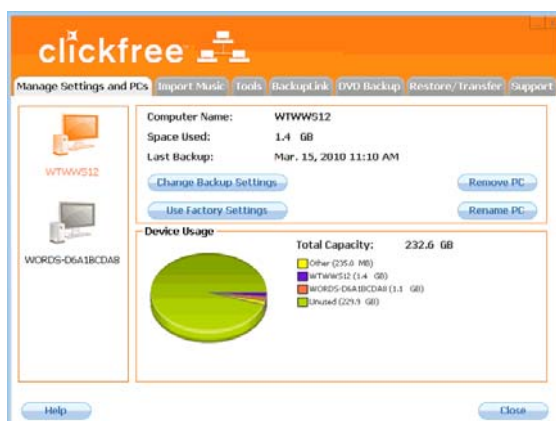


---

**Note:** You can only do this if the Backup Status is “Ready”, not if any of the connected computers is currently backing up.

---

The *Manage Settings and PCs* screen is displayed:



3. Click the *DVD Backup* tab, then click *Launch DVD Backup*.





4. The **Clickfree** DVD backup program starts up.

A *Welcome* screen appears and shows the number of seconds left before the backup starts automatically:




---

**Note:** The *View / Restore* button does not appear until you have backed up content using your C2N Home Backup Drive.

---

### ***Zero effort backup – really!***

Unless you stop the countdown by clicking a button, at the end of the countdown period **Clickfree** starts the backup.

- If you want to let **Clickfree** decide what needs to be backed up from where, then **you're done**: just relax and let **Clickfree** work.

All you need to do is to put recordable media in your CD/DVD writer when prompted.

**Without any effort on your part, **Clickfree** is safeguarding your valuable content!**

For details, see “What gets backed up?” on page 83.

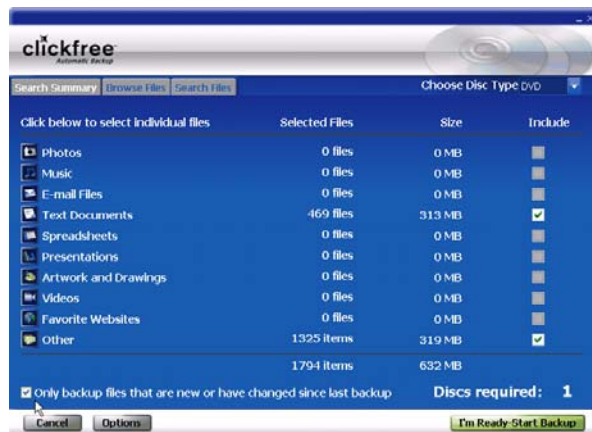
- If you want to make changes to how backup is done, click *Options* and see “How do I change how Clickfree does backups?” on page 90



Clickfree displays some screens to show progress:



- Click *OK*.



- Choose whether you are backing up onto CD or DVD.

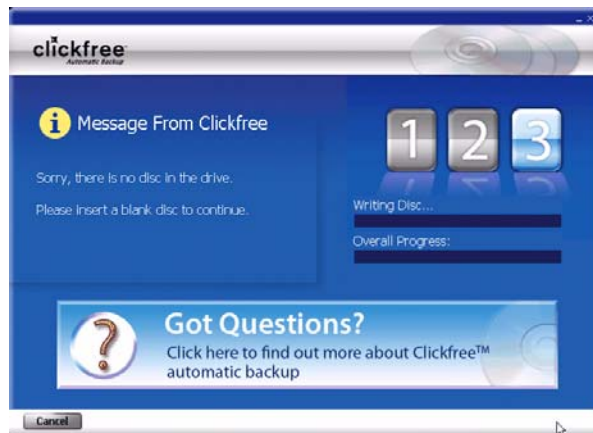
Clickfree tells you how many disks are needed.

If you previously backed up this computer, you can choose whether to backup only files that are new or have changed since the last backup.

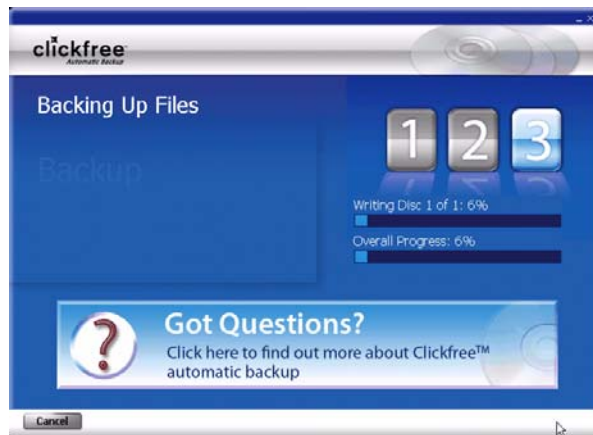
- Click *I'm Ready-Start Backup*.



**Clickfree** prompts you when to put recordable media in your CD/DVD writer:



and starts the backup:

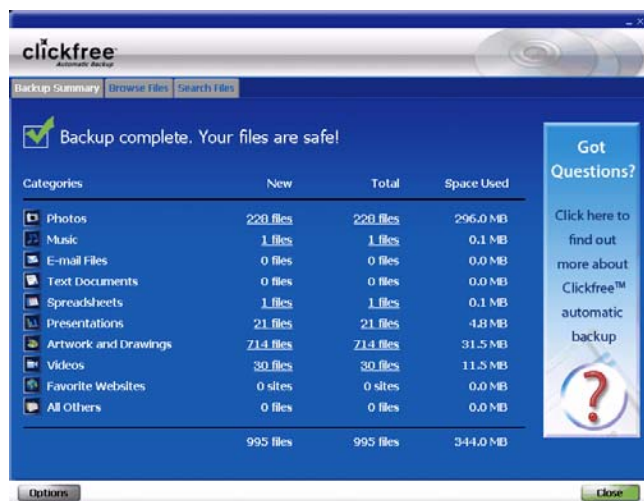


**Clickfree** tells you when the backup is complete:



- Click **OK**.





The *Backup Summary* screen shows you how many files in each category were backed up this time (*New* column) and from all backups, including this one (*Total* column). The *Space Used* column shows the amount of space that files from all backups take up on their respective backup disks.

When you see the *Backup Summary* screen, simply unplug the **Clickfree** C2N Home Backup Drive, eject and label the backup disk(s), and store them in a safe place.

---

**Note:** **Clickfree** tells you to label the disk with a number and date. If you have more than one computer to back up, you should also write the computer's name (seen on the Backup Summary screen) on the disk. In addition, since **Clickfree** identifies backups by number, date, and time, you should also write the time of backup if it is possible that you may make more than one backup in a day.

---

## WHAT IF CLICKFREE DOESN'T START UP AUTOMATICALLY?

If you see a message telling you that "**Clickfree**™ Backup cannot start because you do not have the required permissions. Please re-login to this computer as the Administrator.":

1. Log out.
2. Unplug the **Clickfree** C2N Home Backup Drive.
3. Log in again as Administrator.
4. Plug the **Clickfree** C2N Home Backup Drive in again.  
The backup then starts automatically.



## HOW DO I CHANGE HOW CLICKFREE DOES BACKUPS?

You can change:

- The categories of content **Clickfree** backs up
- The file types/extensions that **Clickfree** searches for – see “How do I choose individual file types for backup?” on page 129.
- Where **Clickfree** looks for this content.

You can also tell **Clickfree** to back up all of the files in a folder, regardless of what category or file type they are.

---

**Note:** Changes you make to how **Clickfree** does backups are “sticky”: they are stored and applied again to later backups on this computer, unless you modify them or apply factory settings – see “What are ‘factory settings’ and how do I use them?” on page 123.

---

### *What do the Cancel, Next, and Back buttons do?*

As you go from one step to the next to back up content, the screens you see usually have buttons for *Cancel*, *Next >*, and *Back >*.

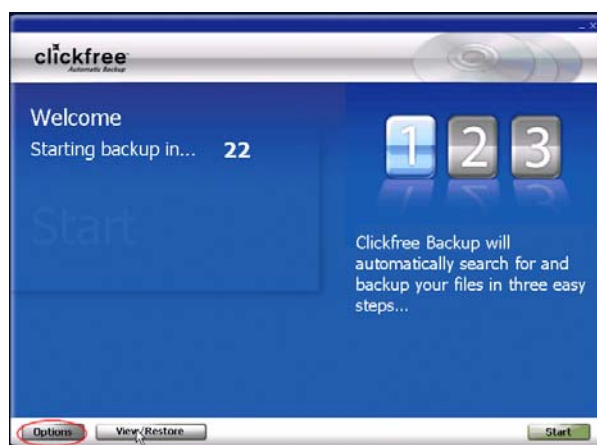
*Cancel* abandons the changes you have made and returns you to the *Manage Settings and PCs* screen.

*Next >* accepts the decisions you have made so far, then moves on to the next step and the next decision.

*Back >* sends you back to the previous step so that you can change a decision you already made. Until you click *Start* or *Cancel* there is no limit to how often you can go back and make changes.

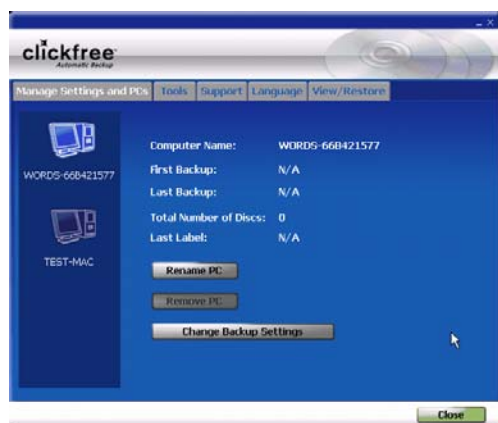
### ♦ To review or change what gets backed up:

1. Follow the procedure “How do I start using my Clickfree C2N Home Backup Drive (DVD)?” on page 85.
2. Before the countdown reaches zero, click *Options*.





The *Manage Settings and PCs* screen is displayed:



- Now click *Change Backup Settings*.



### CHOOSING CATEGORIES OF CONTENT TO BE BACKED UP – REQUIRED

- All of the categories are selected by default. Choose the categories of content to be backed up, for example, Text Documents, Photos, and Videos.
  - To include a category, for example, Photos, in the backup, make sure that the box to the left of the category name is checked ☒ Photos. If it isn't, click the box to check it. You can add and remove the checkmark by clicking in the box.
  - To exclude a category, for example, Music, from the backup, make sure that the box to the left of the category name is unchecked ☐ Music. If it is checked, click the box to uncheck it.

---

**Note:** You can make a finer selection by choosing file types within each category. For details, see “How do I choose individual file types for backup?” on page 129 in the “Advanced Topics (DVD)” chapter.

---

- When you are finished choosing content categories, click *Next >*.




**Note:** You must choose at least one file type or category – you cannot leave all file types and categories unchecked.



### CHOOSING LOCATIONS TO SEARCH FOR CONTENT – REQUIRED

6. Choose where you want **Clickfree** to search for the categories you chose earlier – **Clickfree** can either:
  - look through your entire computer (the default setting)
  - or
  - look only in certain folders



#### ♦ To look through the entire computer:

- Choose *Search the entire computer* .

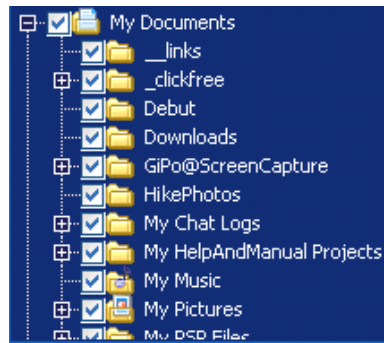
**Clickfree** can optionally skip temporary folders and/or folders that Windows uses for its own files:

- Check or uncheck *Skip TEMP directories* to skip or not skip temporary folders.
- Check or uncheck *Skip Windows System folders* to skip or not skip folders that Windows uses for its own files.

#### ♦ To look only in certain folders:

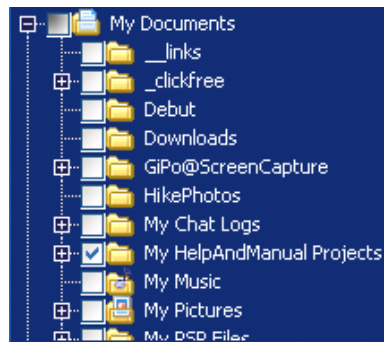
- Choose *Search selected folders only*  then select folders from *My Documents* and *My Computer*.
  - To search the entire *My Documents* folder, make sure that the checkbox is checked .
  - To see details of a folder under *My Documents*, click the + to the left of the checkbox. This expands *My Documents* to show the folders that it contains, and changes the + to a -. Click the - when you want to collapse the folder again.





Each folder with a + beside it can also be expanded.

- You can now choose the individual folders you want to be searched by adding and removing checkmarks in the checkboxes. For example, to search only the folder with the Help and Manual projects, uncheck the *My Documents* checkbox, then check only *My HelpAndManual Projects*:



- Do the same for *My Computer*.

---

**Note:** You must choose a location – you cannot leave all locations unchecked.

---

7. When you have made your choices, click *Next* >.






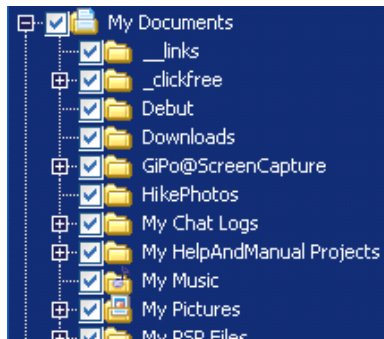


### CHOOSING COMPLETE FOLDERS TO BE BACKED UP – OPTIONAL

8. Choose complete folders to be backed up in addition to categories and locations.

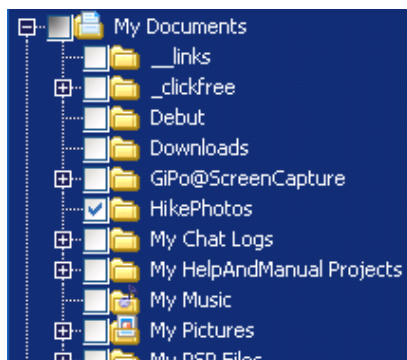
The folders you choose here are completely copied -, all of their files are backed up regardless of file type. Complete folders are backed up in addition to the file types in the locations you already chose.

- To add the entire *My Documents* folder to the backup, make sure that the checkbox is checked    *My Documents* .
- To see details of a folder under *My Documents*, click the + to the left of the checkbox. This expands *My Documents* to show the folders that it contains, and changes the + to a -. Click the - when you want to collapse the folder again.



Each folder with a + beside it can also be expanded.

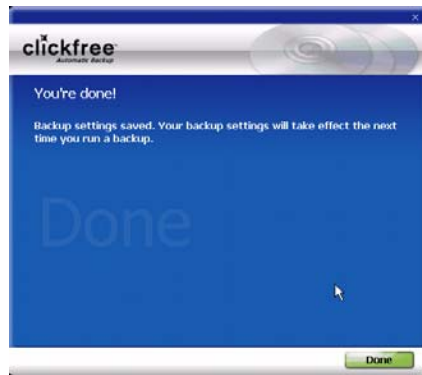
- You can now choose the individual folders you want to include in the backup by adding and removing checkmarks in the checkboxes. For example, within *My Documents* if you want to include only the folder with the photos of your hike, uncheck the *My Documents* checkbox, then check only *HikePhotos*:



- Do the same for *My Computer*.

9. When you have made your choices, click *Next* >.

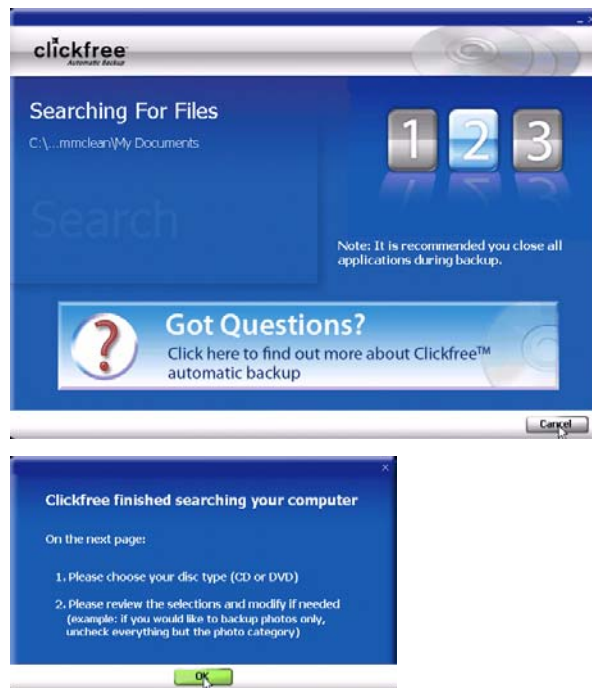




10. Click *Done* then *Close* to continue with the countdown. You can click *Start* at this time to go to the backup right away without waiting for the rest of the countdown.

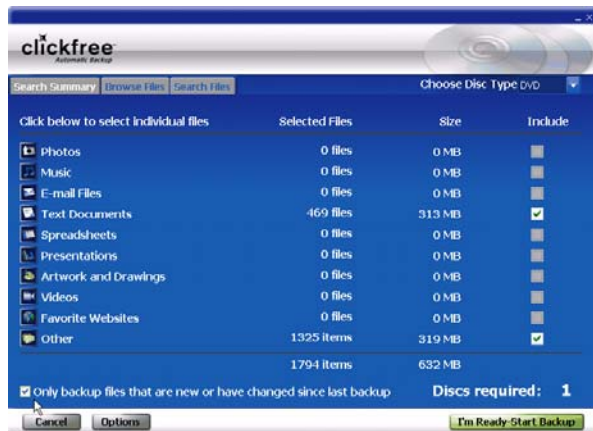
### *Clickfree searches for content to back up*

Before actually backing up any content, **Clickfree** searches the locations you chose for your chosen categories of content:



11. Click *OK*.



*Clickfree backs up your content*

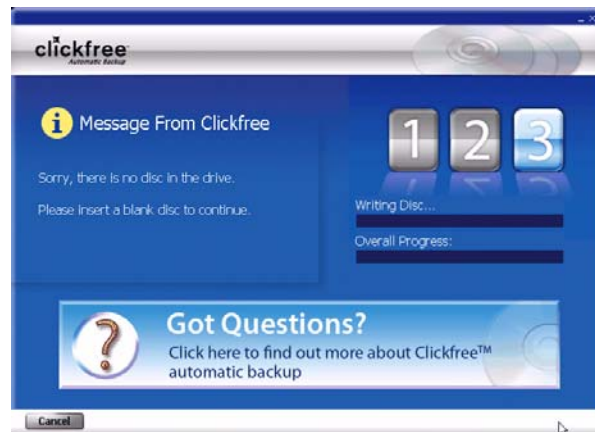
- Choose whether you are backing up onto CD or DVD.

**Clickfree** tells you how many disks are needed.

If you previously backed up this computer, you can choose whether to backup only files that are new or have changed since the last backup.

- Click *I'm Ready-Start Backup*.

**Clickfree** prompts you when to put recordable media in your CD/DVD writer:



**Clickfree** then backs up the content and complete folders you chose to your backup disks:





14. Click **OK**.

At the end of the backup, a *Backup Summary* screen is displayed:



The *Backup Summary* screen shows you how many files in each category were backed up this time (*New* column) and from all backups, including this one (*Total* column). The *Space Used* column shows the amount of space that files from all backups take up on their respective backup disks.

When you see the *Backup Summary* screen, simply unplug the **Clickfree** C2N



Home Backup Drive, eject and label the backup disk(s), and store them in a safe place.

---

**Note:** Clickfree tells you to label the disk with a number and date. If you have more than one computer to back up, you should also write the computer's name (seen on the Backup Summary screen) on the disk. In addition, since Clickfree identifies backups by number, date, and time, you should also write the time of backup if it is possible that you may make more than one backup in a day.

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## Restoring My Content (DVD)

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### WHAT IF MY COMPUTER'S INTERNAL HARD DRIVE STOPS WORKING, OR I WOULD LIKE TO TRANSFER MY CONTENT TO A NEW COMPUTER?

All computer hard drives fail eventually, sometimes without warning. Occasionally, computers suffer damage that affects the hard drive. Sometimes, laptop computers get lost or stolen. Sometimes, also, you may delete content by mistake. When these things happen, other computer users may lose valuable, sometimes irreplaceable, data.

But if you lose content you'll be really happy that you bought and used **Clickfree**. Your backed-up content is safe on your **Clickfree** backup, and can be restored when you have a working computer again.

A **Clickfree** backup is also ideal for transferring your content from an old computer to a new one. For details, see "How do I restore from multiple computers? And how can I undo a restore?" on page 109.

### WHAT DO I NEED BEFORE I CAN USE CLICKFREE TO RESTORE OR TRANSFER MY CONTENT?

Before you can restore your content, your computer needs to be working – at the very least it needs to be able to start up and display the desktop.

You need the CDs or DVDs that were used to back up your computer. In addition you should have the C2N Home Backup Drive you used to back up your content. You can restore files without the C2N Home Backup Drive, but it is more difficult to restore all of your files without the C2N Home Backup Drive. See "How do I restore my files using only the backup disks?" on page 123.

Of course, you can 'restore' your content to any computer that meets the system requirements (see "What do I need before I start?" on page 84), not just to the computer whose content you backed up.

The easiest way to copy content between computers is to have your backup disks handy and plug the C2N Home Backup Drive in to your new computer. When the **Clickfree** application launches, just click the *Restore* button at the bottom of the countdown screen and follow the procedure to restore content in "How do I let **Clickfree** restore decide what to restore and where?" on page 100.



## HOW DO I GET MY CONTENT BACK?

To get your content back you don't need to do much more than you did to back the content up – it just takes a couple of clicks, and the insertion of backup disks when asked.

As with **Clickfree** backup, you can either make some choices – whether to restore all, or just selected content, and where the content is restored to – or you can allow **Clickfree** to make the choices for you.

---

**Note:** At the start of a restore, **Clickfree** asks you to insert a backup disk with a particular number and date.  
In addition, as the restore proceeds, if you have backed up the computer more than once, **Clickfree** may ask you to insert one or more other backup disks with a particular numbers and dates.

---

### WHAT GETS RESTORED, AND TO WHERE?

When **Clickfree** restore runs without you changing any options, it restores all of the content that was backed up, and puts it in the same folders on your computer that it was backed up from. This is the best choice if you have a new computer, or if you have repaired your old computer and all of the content was erased.

On the other hand, if you have files on the computer, the restored files replace files of the same name in the same location, but only after asking your permission.

If you prefer, you can easily tell **Clickfree** restore to restore your files to a place on your computer's hard drive where they will not replace the files you already have.

For details, see:

- “How do I let **Clickfree** restore decide what to restore and where?” on page 100
- “How do I change how **Clickfree** restores content?” on page 105.

## HOW DO I LET CLICKFREE RESTORE DECIDE WHAT TO RESTORE AND WHERE?

You can allow **Clickfree** to make the decisions about what to restore and to where, but you need to confirm what **Clickfree** plans to do.

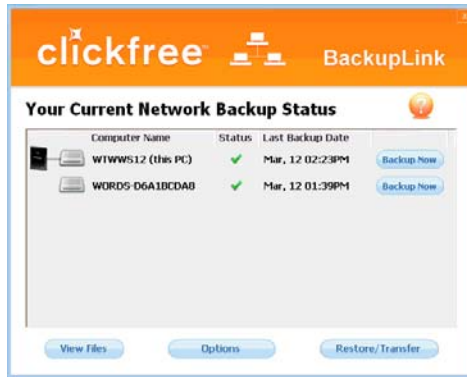
### ♦ To let Clickfree decide what to restore and to where:

1. Double-click the icon on the desktop to open the BackupLink Status screen (or click once on the icon in the system tray).



2. In the BackupLink status screen, click *Options*.





**Note:** You can only do this if the Backup Status is “Ready”, not if any of the connected computers is currently backing up.

The *Manage Settings and PCs* screen is displayed:



3. Click the *DVD Backup* tab, then click *Launch DVD Backup*.



4. The **Clickfree** DVD backup program starts up.



Because you have backed up content to CD/DVD using your C2N Home Backup Drive, the countdown screen now shows a button at the bottom to allow you to *View* or *Restore* files:



- Before the countdown gets to zero, click *View/Restore*. The *Restore Summary* screen appears.



Note that all of the categories that have backed-up content are checked off in the *Select Category* column.

- Before you click *Next*, or select categories to be restored, look at the computer name in the *Restore From* box: **Restore From:** WORDS-668421577

If your C2N Home Backup Drive was used to back up the computer that you are using, the *Restore From* box by default contains the name of this computer, and, unless you change it, the content to be restored will come from this computer.

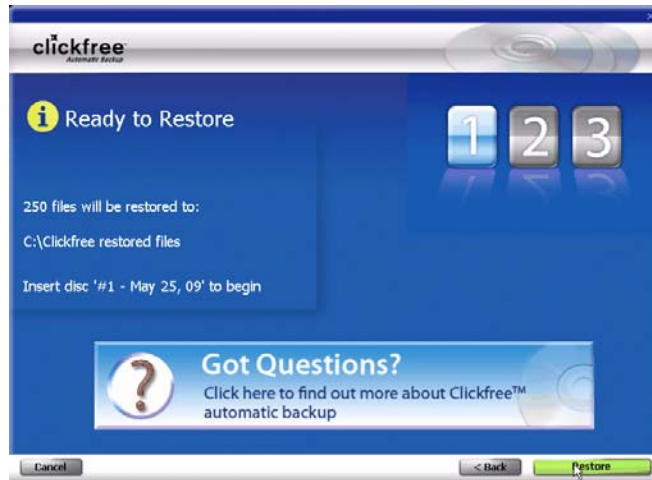
- Click the arrow at the right of the *Restore From* box:



The drop-down list contains the names of all of the computers that have been backed up using the C2N Home Backup Drive.



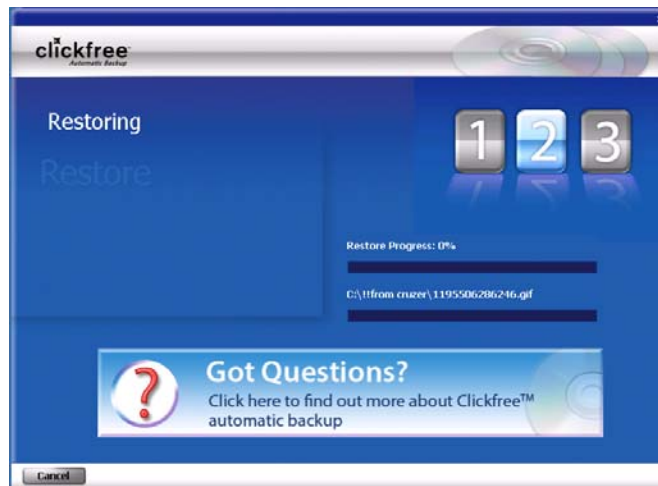
8. Select the name of the computer whose content you want to restore.
9. Click *Next* >.



**Clickfree** confirms how many files will be restored, and where they are going to be restored to (original locations, if the same locations exist on this computer), and which backup disk is needed.

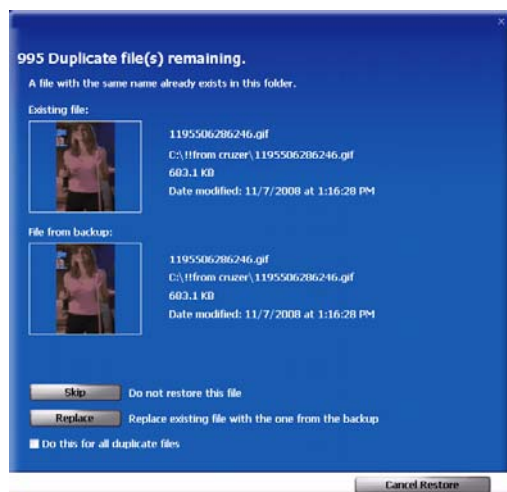
10. Insert the requested backup disk and click *Restore*.

As **Clickfree** restores your content, it shows you what is happening and how far it has gotten in the process.



11. Before it overwrites an existing file on your computer with one of the same name from the backed-up files, **Clickfree** asks if you want to replace the existing file with the one from the backup:





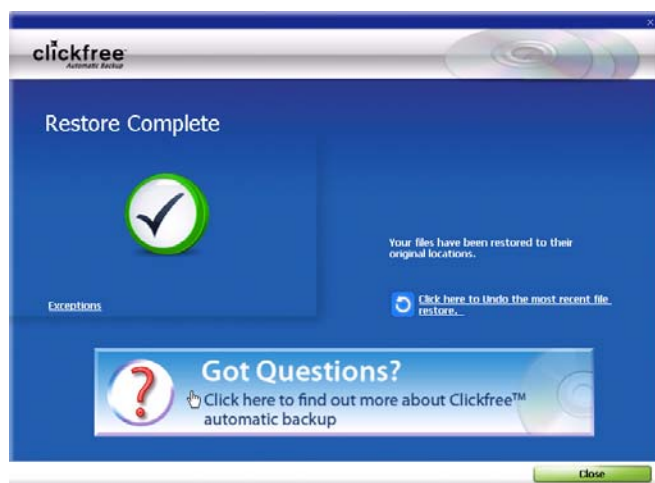
12. You can choose to:

- Not replace this one file – click *Skip*
- Not replace any same-name files – check *Do this for all duplicate files* and click *Skip*. **Clickfree** skips all remaining same-name files without asking you.
- Replace just this file – click *Replace*
- Replace all same-name files – check *Do this for all duplicate files* and click *Replace*. **Clickfree** replaces all remaining same-name files without asking you.

If two files have the same size (KB) and same date modified, it is likely safe to skip.

If you skip any files, **Clickfree** completes “with exceptions”. For details see “Restore completed with exceptions” on page 110.

13. When all of your content has been restored, **Clickfree** tells you that it is done, and, if it has replaced files on your computer, gives you a chance to undo the restore.



If you want to undo, see “How do I undo a restore?” on page 111.

---

**Warning:** There is no way to undo *after* you close this dialog.

---

14. If you do not want to undo the restore, click *Close*.



---

**Note:** Your content has not been deleted from your **Clickfree** backup disks.

---

- When you see the Restore Summary screen, simply unplug the **Clickfree** C2N Home Backup Drive, eject the backup disk(s), and store them in a safe place.

## HOW DO I CHANGE HOW CLICKFREE RESTORES CONTENT?

By making choices at several steps in the restore process you can choose which content is restored and where it is restored to.

### *What do the Cancel, Next, and Back buttons do?*

As you go from one step to the next to restore content, the screens you see usually have buttons for *Cancel*, *Next >*, and *Back <*.

*Cancel* completely stops the restore, and returns you to the countdown screen.

*Next >* accepts the decisions you have made so far, then moves on to the next step and the next decision.

*Back <* sends you back to the previous step so that you can change a decision you already made. Until you click *Restore* or *Cancel* there is no limit to how often you can go back and make changes.

## RESTORING CONTENT

### ♦ To change how Clickfree restores content:

- Follow steps 1 to 5 of the previous section “How do I let **Clickfree** restore decide what to restore and where?” on page 100.

The *Restore Summary* screen appears:



- Before you click *Next*, or select categories to be restored, look at the computer name in the *Restore From* box: **Restore From:** WORDS-66B421577



If your C2N Home Backup Drive was used to back-up the computer that you are using, the *Restore From* box by default contains the name of this computer, and, unless you change it, the content that will be restored will be from this computer.

### CHOOSING THE COMPUTER TO RESTORE FROM

- Click the arrow at the right of the *Restore From* box:



and select the name of the computer whose content you want to restore.

- To restore content from more than one computer simply repeat the restore process choosing a different computer each time in step 3.
- What you do next depends on whether you want to restore all or only some of your files.
  - If you want to restore only some of your files, continue with step 6.
  - If you want to restore all of your files, click *Next* and go to step 8.

### CHOOSING CATEGORIES OF CONTENT TO BE RESTORED

- Note that all of the categories that contain files (with the number of files in parentheses after the category name) have the checkboxes checked in the Select Category column.

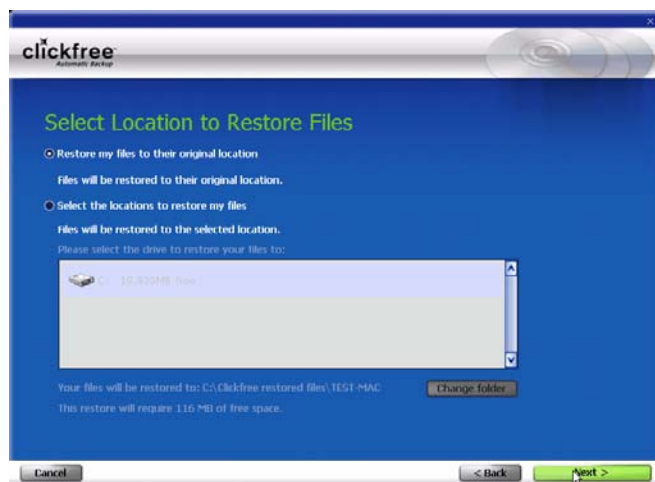
For each category whose content you *do not* want to restore, click the checkbox to deselect the category.



You can also choose to restore content of individual file types within each category. For details see “How do I choose individual files for restore?” on page 130 in the “Advanced Topics (DVD)” chapter.

- Click *Next* >.

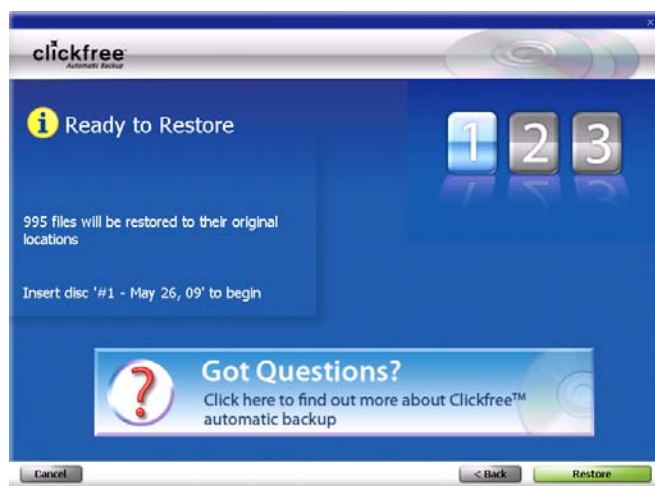




### CHOOSING WHERE TO RESTORE CONTENT TO

8. What you do next depends on whether you want to restore your content to its original locations (if the same locations exist on this computer) or to somewhere else.
  - If you want to restore your files to a location where they will not overwrite existing files on your hard drive, see “How do I choose another drive and/or folder to restore to?” on page 133 in the “Advanced Topics (DVD)” chapter.
  - If you want to restore your content to its original locations, click *Next* >.

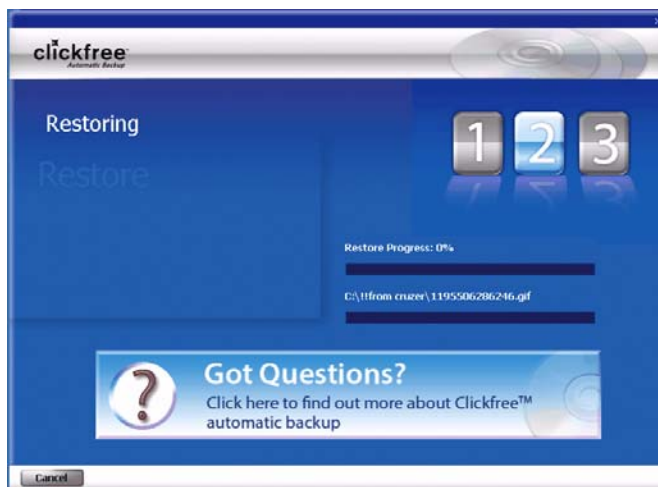
A summary screen shows you how many files will be restored, where they will be restored to, and which backup disk is needed.



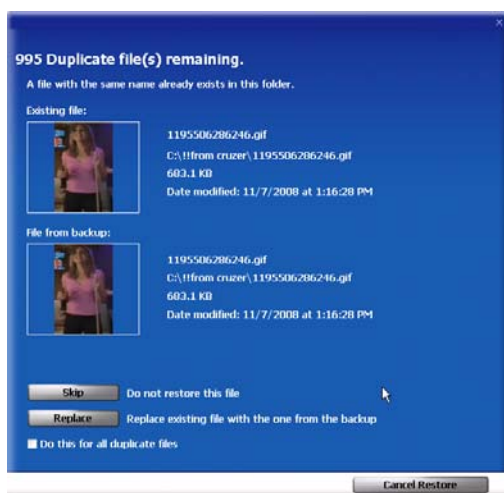
9. Insert the requested backup disk and click *Restore*.



As **Clickfree** restores your content, it shows you what is happening and how far it has gotten in the process.



Before it overwrites an existing file on your computer with one of the same name from the backed-up files, **Clickfree** asks if you want to replace the existing file with the same-name file from the backup:



10. You can choose to:

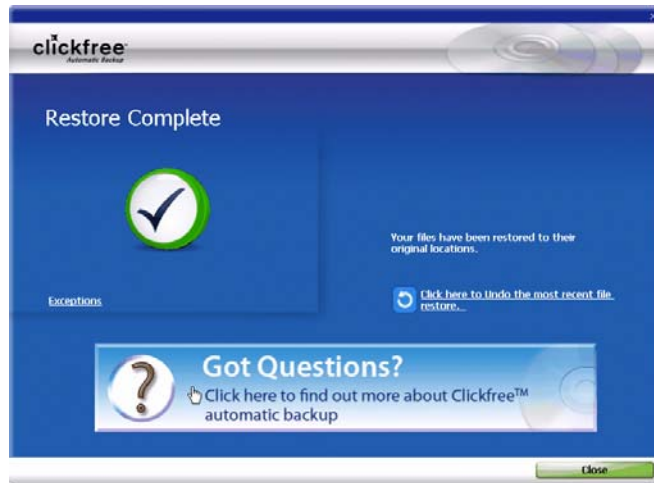
- Not replace this one file – click *Skip*
- Not replace any same-name files – check *Do this for all duplicate files* and click *Skip*. **Clickfree** skips all remaining same-name files without asking you.
- Replace just this file – click *Replace*
- Replace all same-name files – check *Do this for all duplicate files* and click *Replace*. **Clickfree** replaces all remaining same-name files without asking you.

If two files have the same size (KB) and same date modified, it is likely to be safe to skip.

If you skip any files, **Clickfree** completes “with exceptions”. For details see “Restore completed with exceptions” on page 110.



When all of your content has been restored, **Clickfree** tells you that it is done, and, if it has replaced files on your computer, gives you a chance to undo the restore.



If you want to undo, see “How do I undo a restore?” on page 111.

---

**Warning:** There is no way to undo *after* you close this dialog.

---

11. If you do not want to undo the restore, click *Close*.

---

**Note:** Your content has not been deleted from your **Clickfree** backup: it is still safe on the backup disks.

---

When you see the *Backup Summary* screen, simply unplug the **Clickfree** C2N Home Backup Drive, eject the backup disk(s), and store them in a safe place.

## HOW DO I RESTORE FROM MULTIPLE COMPUTERS? AND HOW CAN I UNDO A RESTORE?

### ♦ To restore files that were backed up on another computer:

1. Click the arrow at the right of the *Restore From* box:



and select the name of the computer whose files you want to restore.

---

**Warning:** If you choose *Restore my files to their original location* to restore files backed up on a different computer, you may inadvertently overwrite files that by chance have the same name on both computers. Be very careful before proceeding with such a restore.

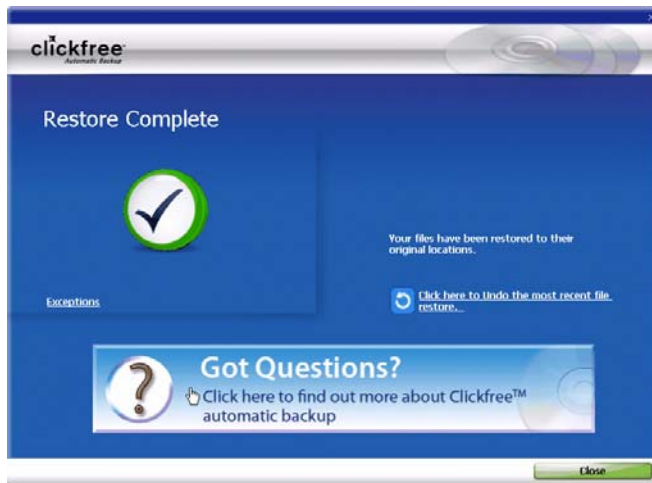
---



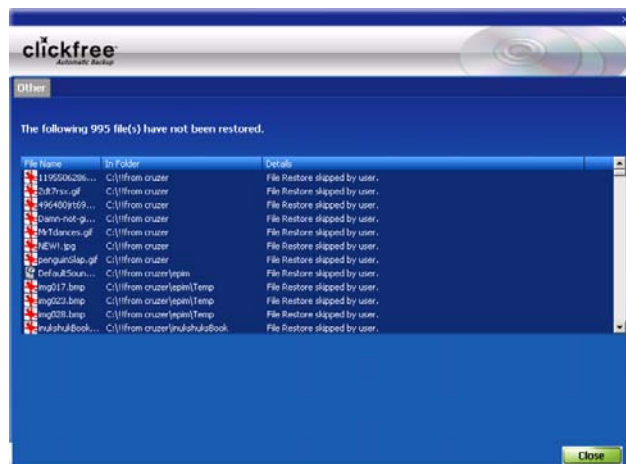
2. Continue with restore as described in “How do I let **Clickfree** restore decide what to restore and where?” on page 100, or “How do I change how **Clickfree** restores content?” on page 105.
3. To restore files from more than one computer simply repeat the restore process choosing a different computer each time.

### RESTORE COMPLETED WITH EXCEPTIONS

If you skip any files during a restore, the Restore Complete screen has an *Exceptions* link at the bottom left:



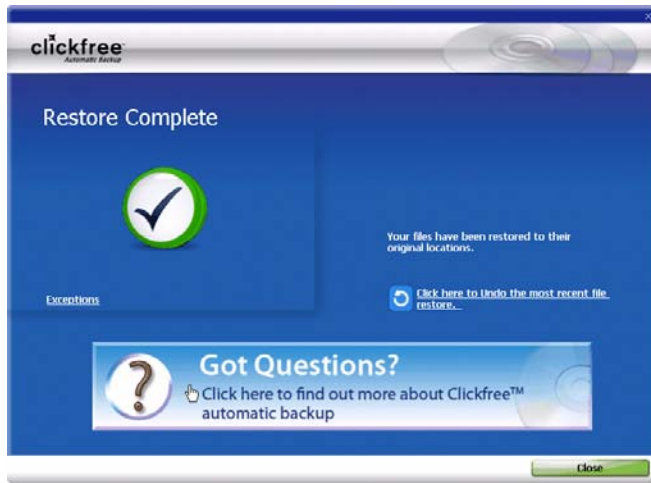
- Click the link to see what files were not restored:





## HOW DO I UNDO A RESTORE?

Whenever you restore files to their original locations, **Clickfree** gives you a chance to undo the restore, in case you have mistakenly overwritten a file.



### ◆ To undo the effects of a restore:

1. Click *Click here to undo*.

The restored files are replaced on your computer by the files that were there before the restore.

However, the backed-up content is still safe on your backup disks.

---

**Warning:** There is no way to undo *after* you close this dialog.

---

2. Click *Close*.
3. When you see the *Restore Summary* screen, simply unplug the **Clickfree** C2N Home Backup Drive, eject the backup disks, and store them in a safe place.

## HOW DO I FIND FILES THAT WERE RESTORED

If **Clickfree** restored your files to a folder that was not their original location, **Clickfree** puts an icon on your desktop so that you can quickly and easily get to the restored content:



### ◆ To find files that were restored:

Double-click the icon to open a *Windows Explorer* at the folder where your content was restored.

You can now use *Explorer* to move the files to a more convenient folder.



*My program cannot find the restored files – what should I do?*

---

**Note:** Some programs, especially those like *Outlook* in which you do not open files from a file open dialog, expect to find their files in a particular folder. If you restore files to a folder other than the original location, your program may not be able to find them.

---

If your program displays an error message telling you that it cannot find its files, or if the program starts up but your data is missing, you will need to move the files to the proper folder. Unfortunately, this is different for every application and you may need to consult the program's Help or user guide to find out where the files need to be moved to.



## Browsing, Searching & Viewing My Files (DVD)

From the *View/Restore* screen you can:

- Browse your backup(s) for files
- Search your backup(s) for files
- View backed-up files

**Note:** When you try to do anything with a file (for example, to open the file), **Clickfree** prompts you to insert the backup disk that contains the latest (most up-to-date) version of that file.

### STARTING FROM THE WELCOME SCREEN



#### ♦ To browse and search for files, or view photos:

Before the countdown gets to zero, click *View/Restore*. The following screen is displayed.





◆ **To browse and search for files, or view photos:**

1. In the *Restore from* box select the name of the computer whose files you want to search for/browse for/view.
2. Click *Advanced* to display the *Browse Files*, *Search Files*, and *View Photos* tabs.
3. Select the date and time of the backup whose files you want to work with.
4. Do one of the following:
  - Click the name of a category , and follow "How do I search for my backed-up files?" on page 118
  - Click the *View Photos* tab, and follow "How do I view and use photos?" on page 114
  - Click the *Browse Files* tab, and follow "How do I browse my backed-up files?" on page 117
  - Click the *Search Files* tab, and follow "How do I search for my backed-up files?" on page 118

## How do I view and use photos?

The photo viewer shows "thumbnails", or miniature views of your photos and videos.



You can select one or more photos and use the buttons at the bottom of the screen to:

- Print them on your own printer
- Share them on Facebook or Myspace
- Email them (if you use Outlook or Outlook Express for your email)

You can also select one photo and:

- Use it as wallpaper for your computer



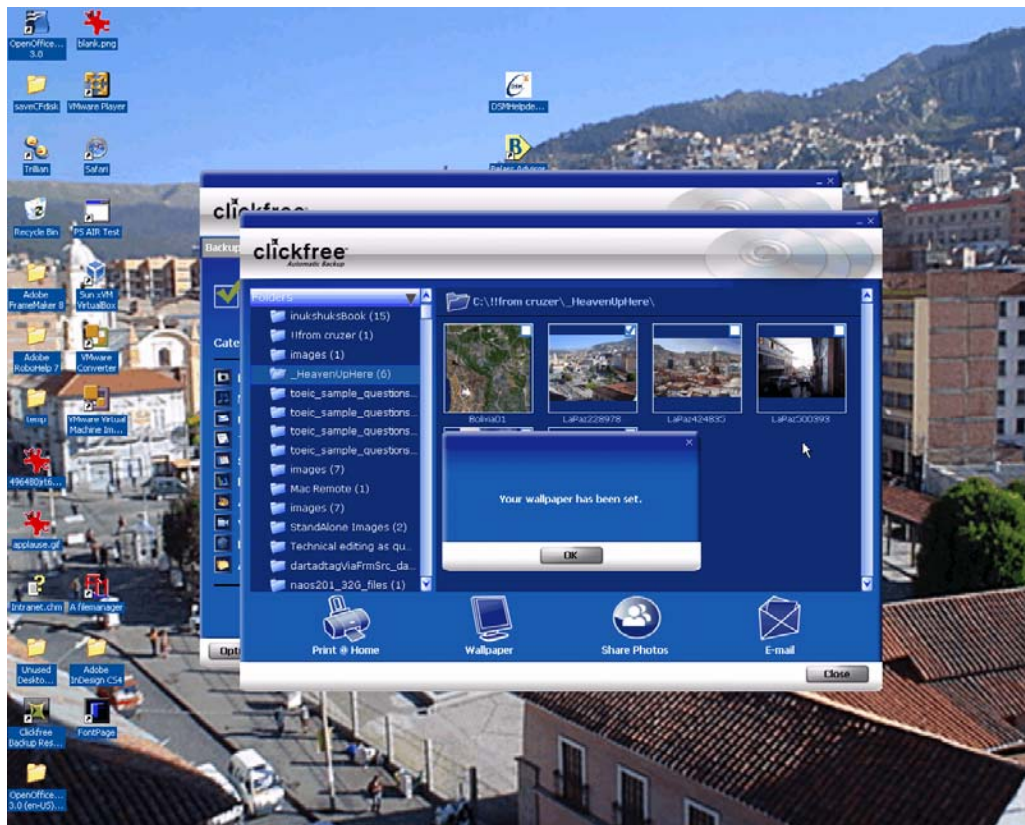
◆ **To select photos:**

Click the photo so that the checkbox at the top right is checked. As you continue to click photos, they are added to the selection.



◆ **To use a photo as wallpaper:**

1. Click the photo. Make sure that only one photo is selected.
2. Click *Wallpaper*. The chosen photo becomes your computer Wallpaper:



◆ **To print photos:**

1. Select the photos.
2. Click *Print @ Home* and select the *Print Style*:





3. Set the *Printer Options*, and click *Print*.

♦ **To share photos:**

1. Select the photos.
2. Click *Share Photos*:

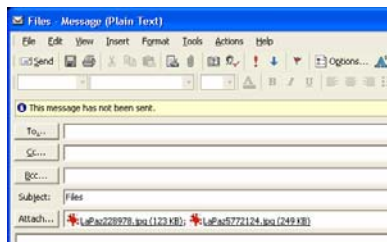


3. Click *facebook* or *myspace.com* and log in.

♦ **To email photos:**

1. Select the photos.
2. Click *Email*:

If you use *Outlook* or *Outlook Express* for your email, the email program opens a new blank message with the photos included as attachments:



3. Address and send the message as you would normally do.



◆ **To open a photo:**

Double-click the photo. It opens in your usual program for working with photos:

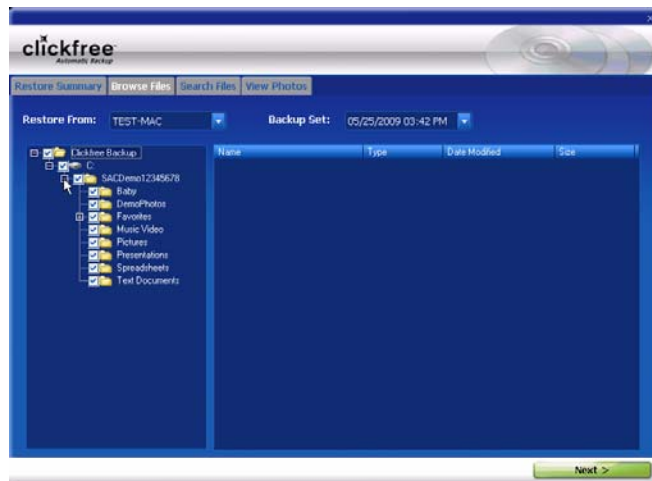


## HOW DO I BROWSE MY BACKED-UP FILES?

◆ **To browse for files that you have backed up:**

Expand and collapse the folders on the left side of the screen:

- Click the + to expand the view
- Click '+' to the left of a collapsed folder to expand it
- Click '-' to the left of an expanded folder to collapse it
- Click a folder or the folder name to view the list of contents

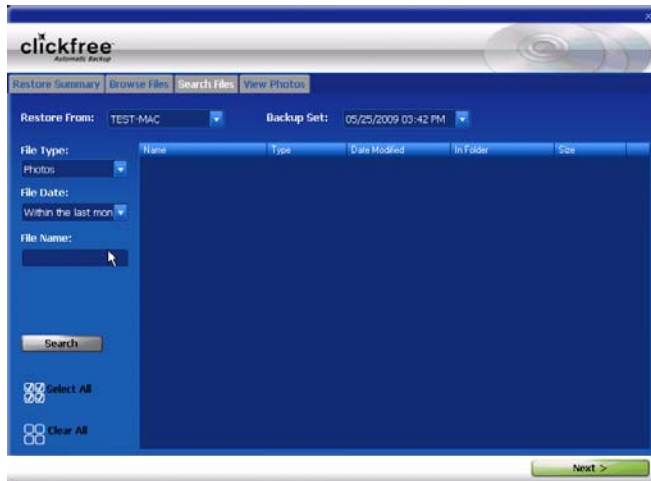


To find out more about what you can do with the files that are displayed, see “What can I do with files from browse, search and view photos” on page 119.



## HOW DO I SEARCH FOR MY BACKED-UP FILES?

If you clicked the *Search Files* tab, the *Search* screen looks like this:

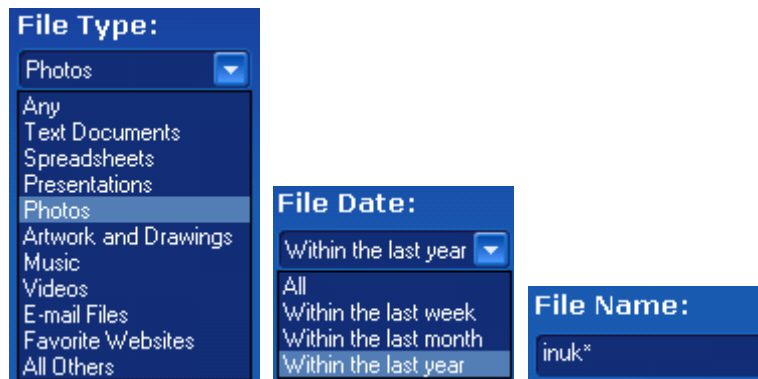


You can enter search factors to find the files you want.

If you clicked a category name, the *File Type* is already filled in, and all files of that category, regardless of *File Date* or *File Name*, are displayed.

### ◆ To search for files:

1. Use the combination of *File Type*, *File Date*, and *File Name* that you think should match the file(s) you want to find:



These selections are combined so that only files that match all of them are found – in this case only files in the category Photos, **and** created/last changed within the last year, **and** with names starting with 'inuk'.

- *File Type* – select a category, or 'Any' if you want all categories to be searched
- *File Date* – select the time period within which the files were created or changed, or 'All' if you want the date to be ignored
- *File Name* – type a "mask" to select files. A blank file name matches all files.

Type whatever you can remember of the file names you want to find, and substitute:

? for one character, meaning that character can be anything at all

\* for any number of characters, meaning these characters can be anything



For example (assuming that the *File Type* and *File Date* selections you made would include them):

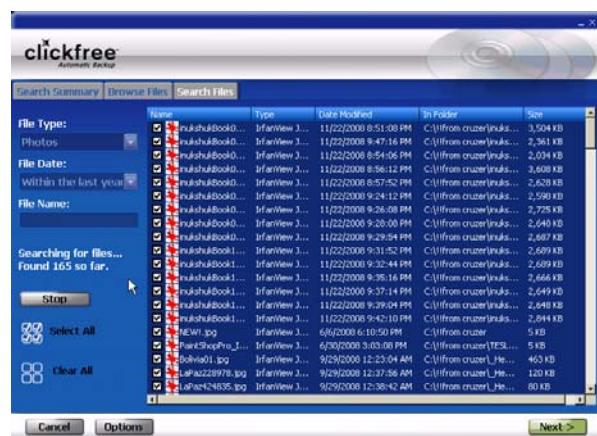
To find all files whose names begin with '08Dec', type '08Dec\*' – this will find 08Dec\_LetterToMary.doc, but not 2008DecemberExpenses.xls

To find all files with 'Dec' anywhere in the name, type '\*Dec\*' – this will find 08Dec\_LetterToMary.doc, 2008DecemberExpenses.xls, etc

To find all files with 'n' as the second character of the name, type '?n\*' – this will find IndiaSlides.ppt, inukshuk5.jpg, but not 5inukshuk.jpg

To find all files of type 'doc' or 'docx', type '\*.doc\*' – of course, this will also find any files that have type 'doczzz' as well

2. Click *Search*. Files that match all of your search factors are displayed.



For information about what you can do with the files that are displayed, see “What can I do with files from browse, search and view photos” on page 119.

## WHAT CAN I DO WITH FILES FROM BROWSE, SEARCH AND VIEW PHOTOS

When you have files displayed in the browse, search or photo view screens, you can either:

- double-click a file to open it with the program that your computer normally uses for files of this type
- right-click a file and choose one of several actions as shown below

If you select more than one file, some of the actions act on all of the selected files.

### ◆ To work with the file(s) you have selected:

1. Right-click the file (or one of the files) to bring up a menu.
2. Select one of the menu items:
  - *Open* – to open the file with the program that your computer normally uses for files of this type
  - *Open with* (not for photos in the *View Photos* screen) – to choose the program that you want *Windows* to use to open the file



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## Advanced Topics (DVD)

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### WHAT IF THERE IS MORE THAN ONE USER ON MY COMPUTER?

This matters only if each user has a separate user login name for the computer. If every user logs in with the same user name, all of their content is backed up and restored at the same time regardless of who is logged in.

When **Clickfree** runs, it can only back up the content that you can access from your login, and restore content to locations you have access to. Because *Windows 2000*, *Windows XP* and *Windows Vista* maintain a separate *Documents* or *My Documents* folder for each user name, **Clickfree** can back up only the corresponding content that belong to the person who is logged in, unless that person logs in as Administrator.

#### Administrator

“Administrator” is a special login name for the user who can make system-wide changes to the computer, has full control, and can access all of the files on the computer. Most home users are automatically the Administrator of their computer. If you don’t know if you are the Administrator, or how to log in as Administrator, you might need to talk to the person who set up the computer for you. If no one set up your computer for you, then by default, you are the Administrator.

### WHAT IF I HAVE MORE THAN ONE COMPUTER?

**Clickfree** C2N Home Backup Drive can be used to back up as many computers as you like.

---

**Note:** Each CD or DVD is used for only one backup. Once a backup is finished you cannot record anything else on the disk.

---

**Clickfree** creates a unique identifier for each computer that it is used with, regardless of the computer’s name. This allows **Clickfree** to back up content for more than one computer without the files getting mixed up with each other, even if all of the computers have the same name.

You can change the name of a computer after backup to make it easier to remember which computer is which.

You change a computer’s name from the **Clickfree Options** screen.



## HOW IS BACKUP DIFFERENT WHEN I HAVE MORE THAN ONE COMPUTER?

It makes no difference at all - just plug the C2N Home Backup Drive in to each computer to back it up.

Each time you back up a computer for the first time, its name is added to the drop down list of computers that you see on the *Backup Summary*, *Restore Summary*, and *Options* screens.

### ♦ To find the name of a computer:

1. Follow steps 1 to 2 of “How do I start using my Clickfree C2N Home Backup Drive (DVD)?” on page 85.
2. When you see the countdown, click *Options*.



All of the computers that Clickfree has backed up to CD/DVD using your C2N Home Backup Drive are shown at the left side of the screen, with the computer name underneath.

When you click one of the computers, Clickfree shows:

- the computer name
- the date and time of first and last backup
- the number of disks used for the last backup
- the label you were asked to write on the last disk used

### ♦ To rename a computer:

On the *Options* screen:

1. Click the computer whose name you want to change.
2. Click *Rename PC*.



3. Type the new name for the computer and click *Save*.  
Use only letters, numbers and hyphens for the computer name.



---

◆ **To remove a computer:**

If you no longer want to keep backup history for a computer (for example, you may no longer have that computer, and have already restored its content to another computer), you can remove the old computer.

---

**Note:** Even after you remove a computer from your C2N Home Backup Drive, you can still restore content from backup disks. However, information about which files are on which disk is lost.

---

On the *Options* screen:

1. Click the computer you want to remove.
2. Click *Remove PC*.



3. If you really want to remove the computer from **Clickfree**, check the checkbox and click *Remove*.

---

**Warning:** Once you have removed a computer from **Clickfree** there is no way to recover that computer's backup history.

---

To remove backup history for all computers, see "Master Reset" on page 125.

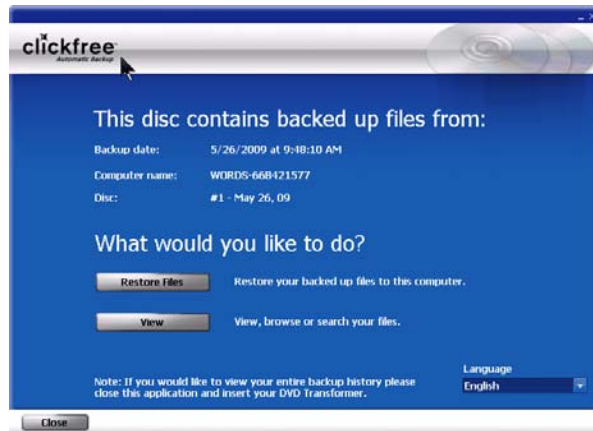


## HOW DO I RESTORE MY FILES USING ONLY THE BACKUP DISKS?

If the C2N Home Backup Drive is not available, you can restore content using only the backup disk(s).

### ♦ To restore content using only a backup disk

1. Insert the disk in the computer:



2. Click *Restore Files* and continue with the normal restore procedure.
3. If you click *View*, you see a summary of backed-up files.



You can continue with the normal browsing and searching functions.

## WHAT ARE 'FACTORY SETTINGS' AND HOW DO I USE THEM?

Factory settings can be used in **Clickfree** in two places:

- When choosing categories and file types to be backed up – see "Choosing categories of content to be backed up – required" on page 91

*Use Factory Settings* for categories and files types means that all categories and the corresponding file types are included.



- When choosing locations to search – see “Choosing locations to search for content – required” on page 92

*Use Factory Settings* for locations means that the entire computer is searched, except for temporary folders and folders that *Windows* uses for its own files.

♦ **To reset categories and file types to factory settings:**

1. On the *Choose File Types* screen click *Use Factory Settings*.
2. Click *Next >* and continue with choosing locations to be searched.

♦ **To reset locations to search to factory settings:**

1. On the *Choose File Locations* screen click *Use Factory Settings*.
2. Click *Next >* and continue with choosing complete folders.

## HOW DO I CHANGE THE INTERFACE LANGUAGE?

♦ **To choose which language is used in the Clickfree screens:**

When you start **Clickfree**, it automatically uses the language that Windows is set for.

If you want to change the language that **Clickfree** uses:

1. During the countdown, before the countdown reaches zero, click *Options*.
2. Click the *Language* tab.
3. Click the arrow at the right of the language box and choose the language you prefer.

## HOW DO I MAKE MULTIPLE BACKUPS?

The first time you back up a user's content using the C2N Home Backup Drive, **Clickfree** makes a full backup. The next time you perform a backup for the same user you can choose to back up only new and changed content.

If you want to keep multiple backups of a user's content, on the *Search Summary* screen uncheck *Only backup files that are new or have changed since the last backup*.

## WHAT ARE THE CLICKFREE TOOLS, AND HOW DO I USE THEM?

Several tools are available for working with **Clickfree**:

- *Master Reset* - removes all back up history from your C2N Home Backup Drive, and erases any changes you have made to the backup settings.
- *Software Update* - upgrades the **Clickfree** software
- *Verify* - checks that files have been correctly written to CD/DVD, and that they can be read



◆ **To use the Clickfree tools:**

1. Connect **Clickfree** to your computer as described in “How do I start using my Clickfree C2N Home Backup Drive (DVD)?” on page 85.
2. When you see the countdown screen, click *Options* before the countdown reaches zero:



3. Click the *Tools* tab to show the available tools.



## MASTER RESET

*Master Reset* is used to remove backup history of all computers that have been backed up using your C2N Home Backup Drive, and to apply factory settings – see “What are ‘factory settings’ and how do I use them?” on page 123.

---

**Note:** Even after you perform a *Master Reset* you can still restore any previously backed-up content from the backup disks. However, information about which files are on which disk is lost.

---

**Clickfree** never erases anything other than the history of backups it has performed.

If you want to remove only the backup history for one computer, see “To remove a computer” on page 122.



◆ **To remove all back up history:**

1. On the *Tools* screen click *Master Reset*.



2. If you really want to remove all backup history from your C2N Home Backup Drive, check the checkbox and click *Reset*.

---

**Warning:** Once you have reset **Clickfree** using the Master Reset there is no way to recover any backup history.

---

## UPDATING CLICKFREE SOFTWARE

From time to time **Clickfree** software is upgraded to provide new or enhanced features.

You can:

- Have **Clickfree** check for updates each time you connect it to your computer – this is the default action, you don't need to do anything
- Manually check for updates

In both cases your computer needs to be connected to the internet for updated software to be found and installed.

◆ **To check automatically for updates:**

**Clickfree** automatically looks for updates when it is connected to your computer and you have a connection to the internet. To ensure this feature is on, make sure that the checkbox *Automatically check for software updates* is checked on the *Tools* screen:

☒ *Automatically check for software updates*

Every time that you connect **Clickfree** to your computer it automatically checks for updated software and, if an update is available, prompts you to download and install it.

◆ **To stop checking automatically for updates:**

Make sure that the checkbox *Automatically check for software updates* is unchecked on the *Tools* screen: ☐ *Automatically check for software updates*

◆ **To check manually for updates:**

1. On the *Tools* screen click *Update*. **Clickfree** checks for available updates.

If the software in your **Clickfree** C2N Home Backup Drive and your computer is up to date, click *OK* on the dialog that pops up.



If an update is available, **Clickfree** shows you what progress is being made in downloading the update and updating your software:




---

**Warning:** While a software update is taking place it is very important for you not to remove the **Clickfree** C2N Home Backup Drive from your computer and not to turn off or restart the computer until the update is complete.

---

2. When the software update is complete, you need to unplug the **Clickfree** C2N Home Backup Drive and plug it in again for the update to take effect.

## VERIFY

Writing files to CD and DVD is generally a very reliable process, with a low error rate.

However, if you are willing to spend the extra time needed during backup (approximately double the time), you can ask **Clickfree** to verify the backup – that is, to check that all files on the backup disk are readable and are identical to the original files.

### ♦ To verify backups:

- On the *Tools* screen check *Verify after burn*.

Now, every time that you use your C2N Home Backup Drive for a backup, **Clickfree** checks all of the files.

## HOW DO I ADD/REMOVE/EDIT FILETYPES?

In addition to allowing you to choose to back up pre-defined file types within the pre-defined categories, **Clickfree** has a category called Custom Extensions to which you can add file types that are not included in the pre-defined categories.

You can add, remove, and change file types using the *Choose File Types* screen:





**◆ To add a file type:**

1. Click *Add File Type*:



2. Type the extension for the new file type, and click *Save*.

The new file type is added to *Custom Extensions*:

**◆ To remove a file type:**

1. Click a file type in *Custom Extensions*, and click *Remove File Type*:



2. Click *Yes*.

The file type is removed from *Custom Extensions*:

**◆ To change a file type:**

1. Click a file type in *Custom Extensions*, and click *Edit File Type*:



2. Type the new extension for the file type, and click *Save*.

The file type in *Custom Extensions* is modified.

3. When you are finished working with custom extensions, click *Next >* and continue with choosing locations to be searched.



## HOW DO I CHOOSE INDIVIDUAL FILE TYPES FOR BACKUP?

You already saw how to choose file categories for backup in “Choosing categories of content to be backed up – required” on page 91.

You can also expand each category and select or unselect individual file types that make up that category.

---

**Note:** When a category is selected or unselected by checking or unchecking its checkbox, all of the file types that make up that category are also selected or unselected.

---

### ♦ To select one or more file types in a category:

1. Click the + to the left of the checkbox. This expands the category list to show the file types that make up that category, and changes the + to a -:

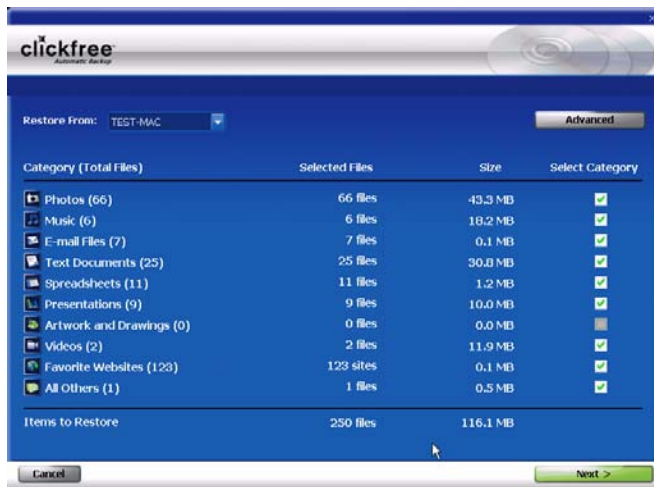


2. You can now choose the individual types of file you want to include in the backup by adding and removing checkmarks in the checkboxes.  
You collapse the category again by clicking the - .
3. If you need to back up file types that are not in any category, see “How do I Add/Remove/Edit filetypes?” on page 127 for details of how to add a new file type.
4. When you are finished selecting file categories and file types, click *Next >* and continue with choosing locations to be searched.



## HOW DO I CHOOSE INDIVIDUAL FILES FOR RESTORE?

On the *Restore Summary* screen you can click checkboxes to select the category whose files you want to restore.



You can also:

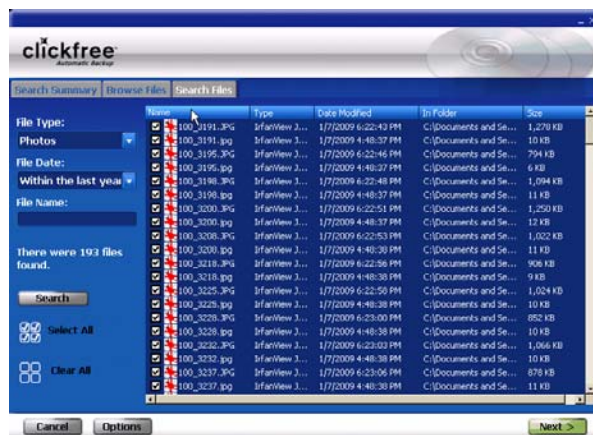
- Select backed-up files within a category
- Browse through folders that contain backup files
- Search for backed-up files by file type, file date, and file name

Files selected by each of these means are included in the restore.

### ◆ To select files within a category:

1. Click *Advanced*, to display the *Browse Files*, *Search Files* and *View Photos* tabs.
2. Select the date and time of the backup whose files you want to work with.
3. Click the category name.

All files in that category are shown in the *Search Files* screen.




4. Select the files to be restored, and click *Next >*.

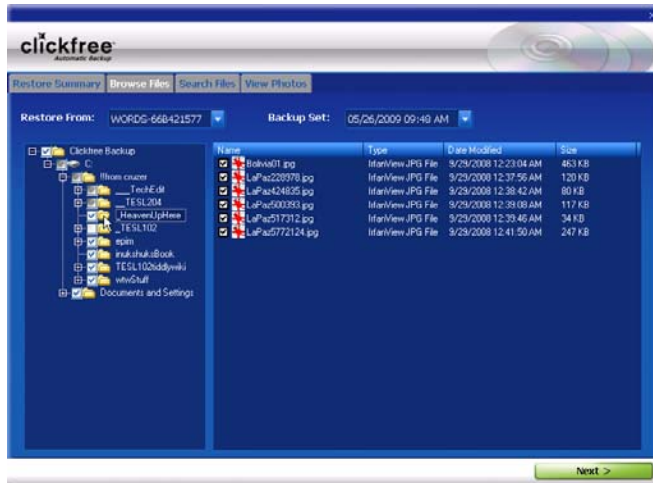


You are returned to the *Restore Summary* screen where you can make more selections.

5. If you are finished selecting files, click *Next >*.

♦ **To select files by browsing:**

1. Click the *Browse Files* tab then click the +  to expand the view.



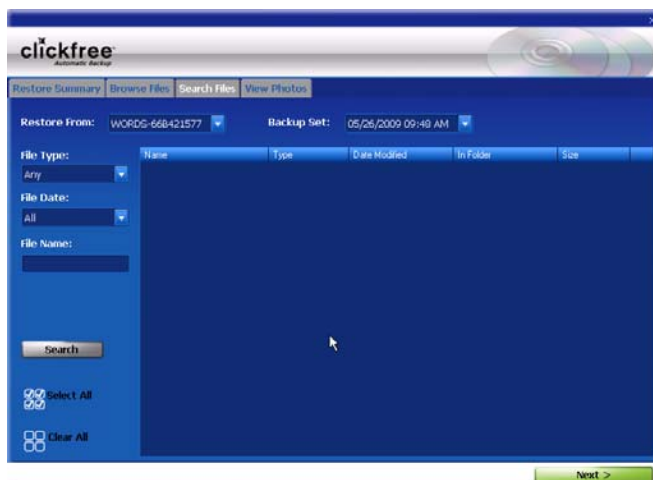
2. Select the files to be restored, and click *Next >*.

You are returned to the *Restore Summary* screen where you can make more selections.

3. If you are finished selecting files, click *Next >*.

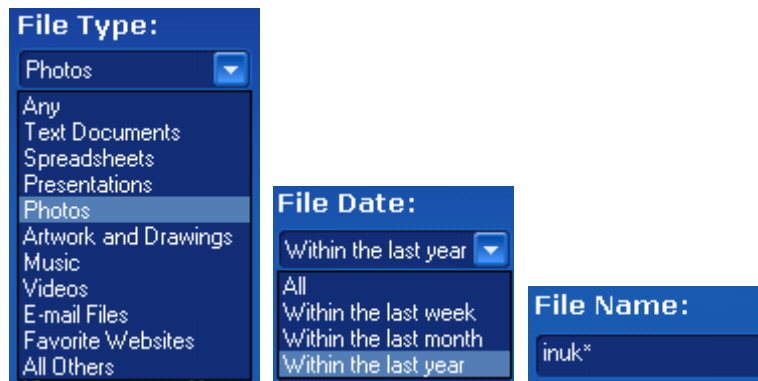
♦ **To select files by searching:**

1. Click the *Search Files* tab.



2. Select the combination of *File Type*, *File Date*, and *File Name* that should find the files you want to restore:





These selections are combined so that only files that match all of them are found – in this case only files in the category Photos, **and** created/last changed within the last year, **and** with names starting with 'inuk'.

- *File Type* – select a category
- *File Date* – select the time period within which the files were created or changed
- *File Name* – type a “mask” to select files:

Type whatever you can remember of the file names you want to find, and substitute:

? for one character, meaning that character can be anything at all

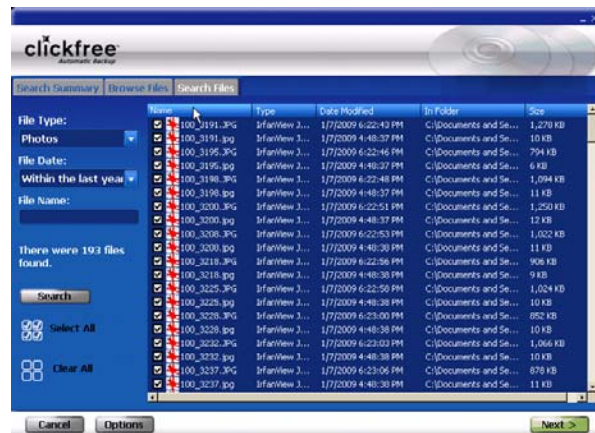
\* for any number of characters, meaning these characters can be anything at all

- For example, assume that the File Type and File Date selections would include them:
- To find all files whose names begin with '08Dec', type '08Dec\*' – this will find 08Dec\_LetterToMary.doc, but not 2008DecemberExpenses.xls
- To find all files with 'Dec' anywhere in the name, type '\*Dec\*' – this will find 08Dec\_LetterToMary.doc, 2008DecemberExpenses.xls, etc
- To find all files with 'n' as the second character of the name, type '?n\*' – this will find IndiaSlides.ppt, inukshuk5.jpg, but not 5inukshuk.jpg
- To find all files of type 'doc' or 'docx', type '\*.doc\*' – of course, this will also find any files that have type 'doczzz' as well

3. Click *Search*.



Files that match all of your search criteria are displayed.



4. Select the files to be restored, and click *Next >*.

You are returned to the *Restore Summary* screen where you can make more selections.

5. If you are finished selecting files, click *Next >*.

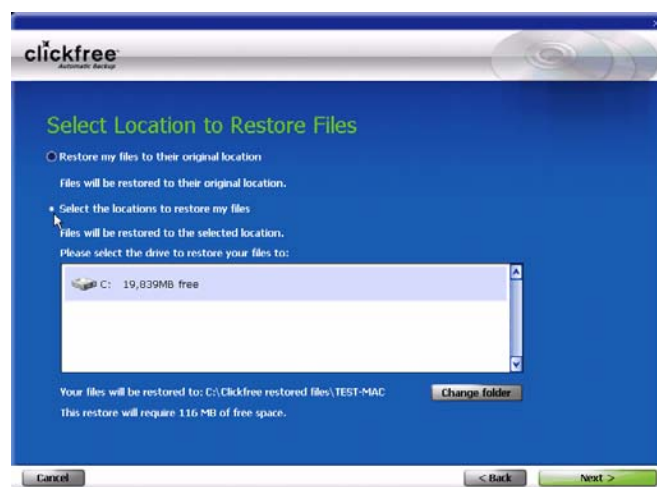
## HOW DO I CHOOSE ANOTHER DRIVE AND/OR FOLDER TO RESTORE TO?

On the *Select Location to Restore Files* screen you can choose:

- the disk drive to restore content to (if you have more than one)
- the folder on that drive to use

If any drive does not have enough space for the content to be restored, the drive letter and free space are 'greyed':

- ◆ To select another drive and/or folder to restore to:

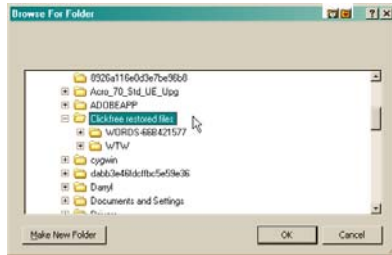


1. Choose *Select the location to restore my files*.
2. Select the drive to restore to.



The folder that will be used is shown below the drives.

3. To change the folder, click *Change Folder* and select the folder you want.

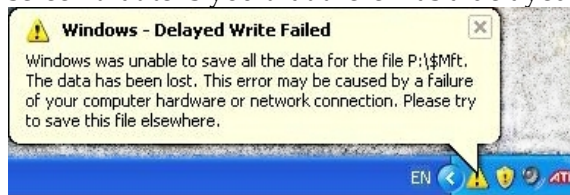


As usual, click + to expand a folder, - to collapse the folder again.

4. To create a new subfolder, click *New Folder*, type the folder name, and click *OK*.
5. Click *Next >*, and continue with “Choosing categories of content to be restored” on page 106.

## DELAYED WRITE FAILED

**Note:** Sometimes when you unplug the C2N Home Backup Drive you will see a screen that tells you that there was a delayed write failure:



This is nothing to be concerned about – the message can safely be closed and ignored.



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