

**Maxtor OneTouch™ II**  
**Small Business Edition**  
User's Guide



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# 1 Introduction

Thank you for selecting a Maxtor product.

Designed for the small business, your new Maxtor OneTouch™ II Small Business Edition installs easily and includes a simple wizard interface for setting up automated backup schedules, drive management, security and backup settings, and file restoration.

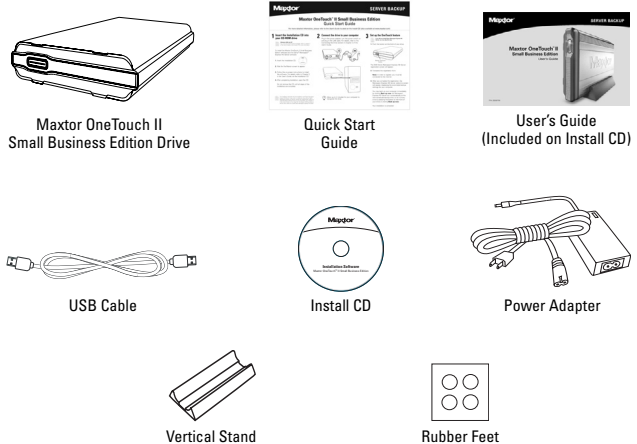
This user's guide will help you setup your Maxtor OneTouch II Small Business Edition and includes comprehensive steps for performing successful network backups.

The Maxtor OneTouch II Small Business Edition features:

- EMC/Dantz™ Retrospect® Express HD Server software
- Easy installation, setup wizard, and restore wizard
- Maxtor DriveLock™ security feature password-protects the contents of the drive in case of loss or unauthorized use
- Simple user interface for drive management, security and backup settings, and file restoration

## Included in this Kit

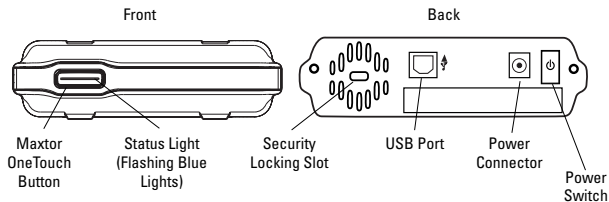
The Maxtor OneTouch II Small Business Edition comes complete with the components shown in Figure 1. Familiarize yourself with each of these items prior to installation.



**Figure 1.** Included in this Kit

## Drive Components

Before installing your new drive, review the features shown in Figure 2.



**Figure 2.** Drive Features

## System Requirements

### Server (minimum server requirements)

- Pentium III, 500 MHz equivalent processor or higher (does not support Intel A64 family)
- Windows Server (Server 2000, Advanced Server 2000, and Server 2003 Standard Edition)
- Windows Small Business Server (2000 and 2003)
- 32 bit OS versions only
- 256MB RAM or more as required by operating system
- Available USB 2.0 or USB 1.1 port
- CD-ROM drive
- Internet connection (for software updates)
- Remote e-mail notification: SMTP mail server access

### Client (remote status support only)

- Pentium III, 500 MHz equivalent processor or higher
- Windows XP Professional and Windows 2000 Professional
- 128MB RAM or more as required by operating system
- Network connection to server (must be connected to the same subnet)
- CD-ROM drive
- Internet connection (for software updates)
- Remote e-mail notification: SMTP mail server access

## Handling Precautions

Handle your drive with care! Follow the precautions listed here or you could damage your drive and void your warranty. Review the Maxtor Limited Warranty Card, included in the box, for more information.

The following precautions can prevent loss of data:

- Do not bump, jar, drop the drive or move while in operation.
- Do not stack drives.
- Do not set the drive on its side without using the vertical stand as it could fall over and cause damage.
- Do not remove any cables or power cords without properly disconnecting the drive through the operating system.
- Do not set any liquids or drinks on the drive. Liquids will damage the internal electronics.
- Do not attempt to open the drive's case. This will void your warranty.

## About this Guide

The following symbols and conventions are used in this guide:

**Bold** Used for menu, command, and keyboard selections you make and screens you will see.

*Italics* Used for emphasis and to identify new terms, which may also be defined in the Glossary.



Helpful information about a particular topic.



Important information to prevent problems and ensure that you are successful in using the drive.

## Maxtor Product Support

Maxtor Corporation provides a comprehensive product support section on its web site, including the latest software drivers, product specifications, user's guides, a complete troubleshooting section, and the Maxtor Knowledge Base – for answers to the most frequently asked questions.

### Maxtor USA Support

Visit [www.maxtorkb.com](http://www.maxtorkb.com) for the following information:

- **Search the Hard Drive Knowledge Base**

We store all resolved problems and FAQ's in our knowledge base. Search by product, category, keywords, or phrases.

- **My Stuff**

Login to modify or view your FAQ update notifications or update your personal profile.

- **Most Popular Help Topics**

Top five most frequently asked questions.

- **Software Download**

Download installation and diagnostic programs for your hard drive or External Storage device.

### Maxtor Worldwide Support

Visit [www.maxtor.com](http://www.maxtor.com) and click **worldwide support** or **contact us** for product support outside of the USA.

## 2 Installing Your Drive

In this chapter you will install your Maxtor OneTouch II Small Business Edition drive, the EMC® Dantz® Retrospect® Express Express HD Server backup software, and activate the Maxtor OneTouch button for simple backups of your valuable data anytime you need them. To ensure a successful installation, follow the steps outlined below.



Please do not connect the drive to your computer until **after** you have installed the software.

### Follow these steps to install your drive

**Step 1.** Install the software.

**Step 2.** Connect the drive to your computer.

### Software Installation Options

There are two options for the software installation:

- **Full Installation (Recommended)**

Installs the Maxtor software drivers necessary for the Maxtor OneTouch II Small Business Edition to operate, the OneTouch Utility program, and the EMC Dantz Retrospect Express HD Server backup software.

- **Install Drivers**

Installs **ONLY** the Maxtor drivers and the OneTouch Utility.

### Step 1. Install the Server Software



You must have Administrative Privileges to install and use the software.

To determine if you have these rights:

- Click the Windows **Start** button and choose **Control Panel**.
- Double click the **User Accounts** icon.
- If your account Logon is displayed at the bottom of this window with the description: **Computer Administrator**, you have the correct administrative privileges to install and run this software. If your system shows another type of account status, contact your IT/Systems Administrator for further assistance.

1. Turn on your computer.
2. Insert the Maxtor Installation CD into your CD-ROM drive. After a few seconds, the Maxtor Select Language screen will open.



If, for some reason, the Maxtor screen does not appear:

- Click the Windows **Start** button and then click **Run**.
- Click **Browse** and find the drive named **Install CD**
- Open **Install CD**, open **Launch** and click **OK**.

The Select Language screen will appear.

3. Select your **language**.

The Main Menu will appear next.

4. Select **Install Software**.

The Install Software screen will appear.

5. Select **Server Software**.

It may take a few seconds for the next screen to appear.



If a message appears asking you to restart, follow the on-screen directions to restart your computer. (Please do not eject the Installer CD.)

Once your computer restarts, you will see the next screen.

The **InstallShield** welcome screen will open.

6. Click **Next**.

The **License Agreement** screen will appear.

7. After reading the License Agreement, click **Yes**.

The **Customer Information** screen will appear.

8. Enter your **User Name** and **Company Name**.

If there are multiple users that log in to your computer, you can choose whether you want them to be able to use your Maxtor

OneTouch II Small Business Edition drive. The **all users** option is recommended.

Make your choice and click **Next**.

The **Choose Destination Location** screen will appear. In the **Destination Folder** section of the screen, you can see where the Maxtor software will be installed. If you wish to change this, click **Browse** and choose a new location.

9. When you are ready, click **Next**.

The **Select Program Folder** screen will appear.

You can see the name of the Maxtor program folder and where it will appear in the Windows Start menu. You can make changes to these settings, if you need to.

10. When you are ready, click **Next**.

The **Setup Status** window will appear briefly, then the **InstallShield Wizard Complete** window will appear.

11. Click **Finish**.

The Retrospect Express HD Server Installshield Wizard will appear automatically.



You may see a message asking you to **Please Reboot** your computer. If so, select: 'Yes, I want to restart my computer now' and click **OK**.





If you have chosen not to install Retrospect, eject the Install CD and go directly to “Step 2. Connect the Drive” on page 8.



If you have chosen to install Retrospect, please do not eject the Install CD and go to the next step.

**12. Click **Next**.**



You may see a message that the Microsoft.NET software will be installed on your computer. If so, follow the onscreen instructions to complete the installation.

The Retrospect Express HD Server welcome screen will appear.

**13. Click **Next**.**

The License Agreement screen will appear.

**14. After reading the agreement, select “I accept...” and click **Next**.**

The **Customer Information** screen will appear.

**15. Enter your **User Name** and **Organization**.**

Make your choice and click **Next**.

**16. Fill in your information and click **Next**.**

The **Setup Type** screen will appear.

**17. Choose the **Recommended** option to install all of the Retrospect Software (recommended). If you choose the**

**Custom** option, you will choose individual components and specify an install location before the installation begins.



If you do not install Retrospect Express HD Server, you will not be able to use it with the OneTouch backup feature described later in this guide.

Make your choice and click **Next**.

The **Ready to Install** screen appears.

**18. If you’re ready to install the Retrospect software, click **Install**.**

After the software is installed on your computer, the message “**InstallShield Wizard Completed**” will appear.

**19. Click the **Finish** button.**



If a message appears asking you to restart, follow the on-screen directions to restart your computer.

The **Welcome to Maxtor OneTouch Setup** screen will appear and a **Maxtor OneTouch** shortcut icon will appear on your desktop.

**20. Please remove the Maxtor Install CD from your computer.**

**21. Proceed to the next section: Connect the Drive.**

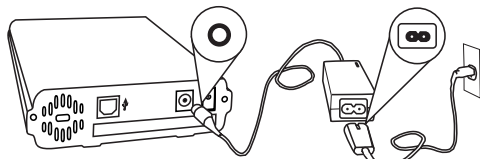
## Step 2. Connect the Drive

The Maxtor OneTouch II Small Business Edition drive connects to your computer using a USB interface. Make sure you know where the USB interface is located on your computer.

 **Please install the software BEFORE you connect the drive.**

### Connecting the Power

1. Plug the round female connector from the power adapter into the drive's power connector.
2. Plug the two-pin female connector on the power cord into the power adapter.




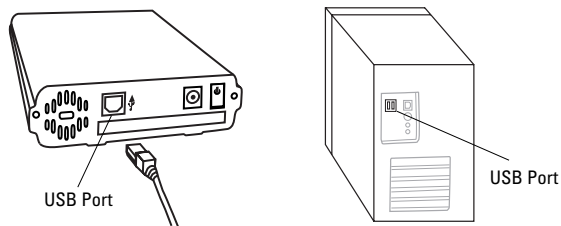
**Figure 3. Connecting the Power**

3. Plug the standard electrical plug from the power adapter into your power source.
4. Turn on the Maxtor OneTouch II Small Business Edition drive using the power switch on the back of the drive. The two blue lights on the front should illuminate.

## Connecting the USB Cable

### To connect the USB cable

1. Plug the flat end of the USB cable into any available USB port on your computer. This USB logo ™ may help you identify a USB port.
2. Plug the square end of the USB cable into the USB connection on the drive.



**Figure 4. Connecting a USB Port**



It may take up to 2 minutes for your computer to recognize the drive, after connecting it to your computer.

A 'Found New Hardware' message will appear briefly at the bottom of the screen once your drive is recognized by your computer.

3. If the **Welcome to Maxtor OneTouch Setup** screen is still visible, click **Cancel** to close it.

Your new drive will appear in the same way as your other drives, with a letter assigned to it by the operating system. The assigned letter will vary depending upon the number of other drives connected to your computer. Make a mental note of this drive letter.

If you installed Retrospect Express HD Server, go to the next step.

If you did not install Retrospect Express HD Server, the installation is complete and your Maxtor OneTouch II Small Business Edition drive is ready to use. See “Using Your Drive” on page 20, for information about using your drive for common applications.

4. Push the button on the front of your drive.



The Retrospect registration screen will appear.

5. To register immediately, enter your information in the registration form provided and click **Register**.

If you do not wish to register at this time, click **Register Later**.

If you have already registered, click **Already Registered**.



In order to register, you must be connected to the internet.

By registering<sup>1</sup>, you will have the option of receiving product updates, special offers, and important information about other data storage solutions from Maxtor.

Once you've made your selection, the **Retrospect** welcome screen will appear.

This screen displays the automatic backup settings for your computer. Retrospect Express will back up all the files on your computer to your Maxtor OneTouch II Small Business Edition drive, every day at 10 PM.

6. If you would like to start your first backup immediately, click **Back up now**.

- 
1. Your registration information is collected and maintained according to the EMC Dantz and Maxtor privacy policies located on their respective web sites.

In order to register, you must be connected to the Internet.

To close Retrospect Express HD Server, click the 'X' located at the upper right corner of the window.

You can back up manually, at any time, by pressing the button on the front of your drive.

Your hardware and software installation is now complete. See "Using Your Drive" on page 20, for information about using your drive and using Retrospect Express HD Server.

2

# 3 Installing the Client Software

The Maxtor OneTouch II Small Business Edition provides you the flexibility to launch and monitor your server backup from any client computer. To ensure a successful installation, follow the steps outlined here.

## OneTouch II Small Business Edition Client Installation

Perform the following steps to successfully install and use the Maxtor OneTouch II Small Business Edition Client software.

1. Insert the **Maxtor OneTouch II Small Business Edition Installation CD** into the client's CD-ROM drive.

If your system does not auto play the CD:

- a. Access **My Computer** or **Windows Explorer**.
- b. Right-click on the **Install CD** icon and select **Explore** from the drop down menu.

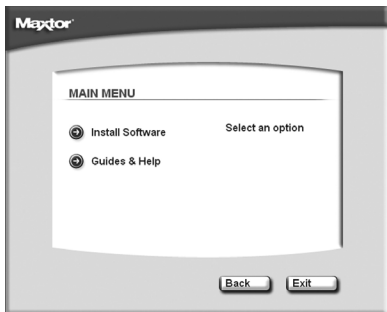


- c. Double-click on the **Launch.exe** icon.

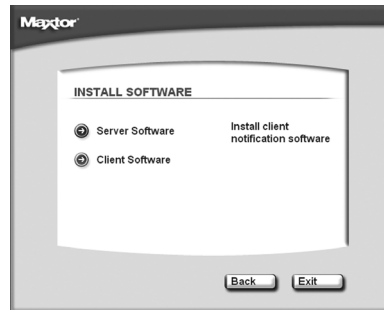


2. The **Select Language** screen will appear. Choose the language you wish to use during the installation process.

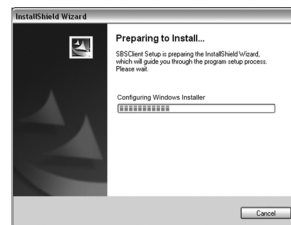
3. From the Main Menu, click on **Install Software**.



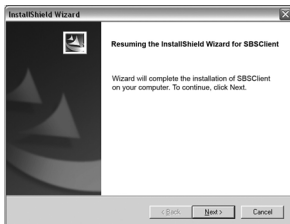
4. Once you are at the Install Software screen, select **Client Software** to begin the OneTouch II Small Business Edition Client installation.



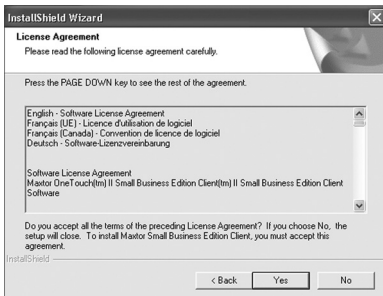
5. The OneTouch II Small Business Edition Client Setup prepares to install the software.



6. At the Welcome screen, click **Next>**.



7. Review the License Agreement and click **Yes** to accept.

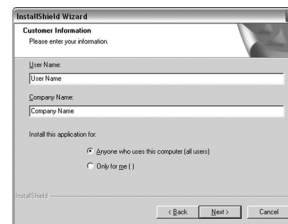


8. At the Customer Information screen, enter a **user name** and **company name** (if applicable).

Choose the application installation option:

- Anyone who uses this computer  
or
- Only for me

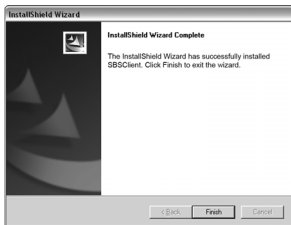
and click **Next>**.



9. At the Choose Destination Location screen, click **Next>** to accept the default destination folder or **Browse** to select another installation location.
10. The Setup Status screen will appear. The OneTouch II Small Business Edition Client software is now installing to your system.

3

11. When the OneTouch II Small Business Edition Client software completes the installation, click **Finish**.



If prompted, restart your computer.

After you exit from the InstallShield Wizard screen above, click on **Exit** in the Install Software screen.



## Using the Maxtor OneTouch II Small Business Edition Client Software

When installed/active, the OneTouch II Small Business Edition Client will appear as an icon in your Windows System Tray.



Click on the **OneTouch II Small Business Edition Client** icon to open the program.



The Maxtor OneTouch II Small Business Edition Client offers several options to launch and monitor your server backup.

**Server Discovery** locates all servers with the Retrospect Express HD Server application installed on them.

**Launch Backup** begins the backup on your servers.

**Backup Status** provides an update on the current condition of your server backup.

**E-mail Notification Settings** provides you with the option to receive server backup update messages.



## Options - Server Discovery

This option allows you to identify (Discover) networked servers that have Maxtor OneTouch II Small Business Edition Server Software installed. Select **Find Server(s)** to activate this option.



At this point, the Maxtor Small Business Edition Client will search your network for servers running with Maxtor OneTouch II Small Business Edition drives connected to them.



If the Maxtor Small Business Edition Client does not discover any attached servers, click **Re-Scan**.

**Note:** Software firewalls may restrict the use of the Maxtor Small Business Edition Client Server Discovery option. The Maxtor Small Business Edition Client software uses UDP Ports 4301 and 4302 to communicate with servers on the network.

You must configure your server to accept incoming and outgoing requests so it will allow exceptions of UDP Port 4301 and 4302 and/or the Maxtor Small Business Edition Client application. Once discovered, all available servers will be displayed.

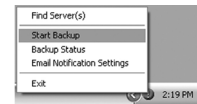
Click **Exit** to close the window.



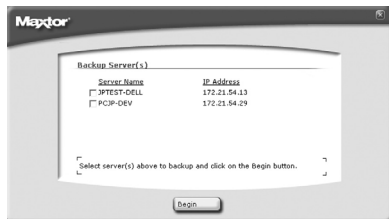
## Options - Launch Backup

Also known as the *Virtual OneTouch* Button. This option allows you to remotely launch an immediate backup of your server via the client.

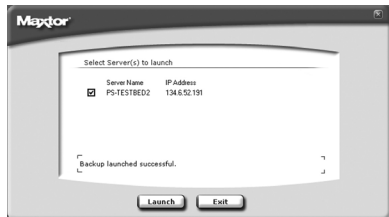
Select **Launch Backup** to activate this option.



If only one server is found, you will be prompted to launch the backup. If more than one server is found, then you will be presented with a list of up to five servers. Select the check box associated to the server you want to launch a backup from and click **Launch**.



Upon Launch, you will see a message indicating that the backup launched successfully.



**FYI:** Once the Maxtor Small Business Edition Client launches the backup, the following window will display on the server alerting you

that Retrospect Express HD Server will start the backup process in 20 seconds.



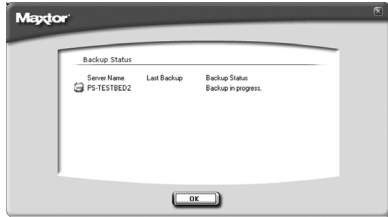
### Options - Backup Status

This option allows you to remotely check the status of the current (or last) Retrospect Express HD Server backup.

Select **Backup Status** to activate this option.



This example shows that a backup is still in progress on the server.



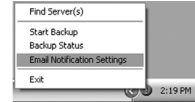
This example shows that a backup completed successfully on the server.



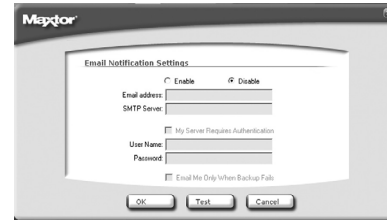
## Options - E-mail Notification Settings

This option allows you to send an e-mail message from the server that notifies you of the backup status.

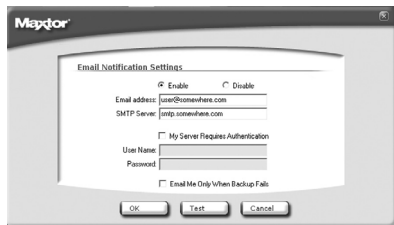
Select **Email Notification Settings** to activate this option.



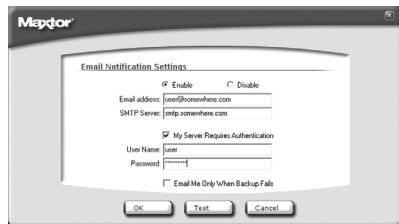
At the Email notification settings screen, select **Enable**.



Enter your e-mail address and the SMTP Server and click **OK**.



If authentication is required, check the **My Server Requires Authentication** box.



Enter your **User Name** and **Password**.

After you enter your e-mail address and SMTP server information, you can click on the **Test** button to receive an e-mail message confirming that the notification feature is working successfully.

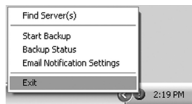
At this point, you will be sent an e-mail message to the aforementioned address each time there is a new backup status associated with the Maxtor OneTouch II Small Business Edition connected to your server.

If you want to be notified only when problems occur, check the **Email Me Only When Backups Fail** box. Click **OK** when all options are entered.

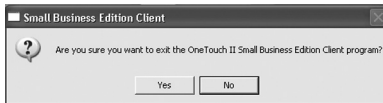
### Options - Exit

This option allows you to close the Maxtor Small Business Edition Client software and removes the icon from the Windows System Tray.

Select **Exit** to close the program.



Click **Yes** to close the program.

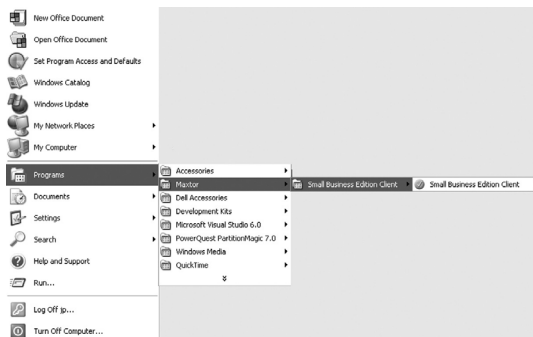


## Restarting the Maxtor Small Business Edition Client Software

The Maxtor Small Business Edition Client software is not located in a Startup folder and cannot be launched through standard methods.

To restart the Maxtor Small Business Edition Client:

1. Click on **Start** menu.



2. Select **Programs**.



3. Select the **Maxtor** folder.



4. Select the **Small Business Edition Client** folder.



5. Select **Small Business Edition Client**.



3

# 4 Using Your Drive

Once installed, you can use your new Maxtor OneTouch II Small Business Edition drive in the same way you use the other drives on your computer. Some of the basic ways you can use your new drive are:

- Back up your entire server through scheduled backups or with the use of the OneTouch button.
- Move or copy files or folders from your other drives, CD-ROMs, or other storage devices.
- Within virtually any application, save files to and open files from the new drive.

See “Using the Maxtor OneTouch Settings” on page 22, for more information on the Maxtor OneTouch Settings utilities, including:

- Security settings
- Power management features
- Diagnostic utilities
- Customizing the OneTouch button
- Using Retrospect Express to back up and restore your data
- Performance settings for your drive

## Maxtor OneTouch II Small Business Edition drive lights and their messages

The blue lights on the front of your drive provide useful information.

Message	Status
Both lights on	Power on/idle
Lights blink alternating every second	Active
One light off and one blinking	Standby mode

Table 1: Maxtor OneTouch II Small Business Edition drive lights

## Connecting and Disconnecting the Drive

The USB interface allow you to *hot swap* your Maxtor OneTouch II Small Business Edition drive; that is, connect and disconnect the drive while the computer and your drive are turned on.

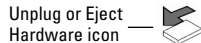
### To connect the drive to your computer

1. Make sure the drive is turned on and that both blue lights are illuminated.
2. Plug the USB cable into the drive and your computer.

After a moment, the computer will recognize that your drive is connected and the drive icon will appear in the My Computer window.

### To disconnect the drive from your computer

1. Double-click the Windows Unplug or Eject Hardware icon in your system icon tray located at the bottom right corner of your desktop.



A list of device choices appears.

2. Select the Maxtor drive and follow the on-screen directions to eject the drive.

The system will display a message saying that you can safely remove the drive.

3. Disconnect the drive from your computer.



Your system may not allow you to disconnect the drive. In this case, you may need to close all open applications and documents or shut down your system completely to disconnect the drive safely. Removing the drive from your computer without disconnecting it properly through the operating system can result in lost or damaged files.

## Naming Your Maxtor OneTouch II Small Business Edition Drive

Your new untitled drive appears in the same way as your other drives, with a new drive letter assigned by the operating system. The assigned letter will vary depending upon the number of other drives connected to your computer. Make a mental note of this drive letter. It's a good idea to name your new drive, so that is easy identify later when you use it for backing up your files.

To name your drive:

1. Open your **My Computer** icon (where your other drives appear.)
2. Right-click your new drive's icon and select **Properties**. The properties window will open.
3. In the **Label** section at the top of the window, enter a name for your drive. For example: '**Maxtor**.'

## Using the Maxtor OneTouch Settings

Your Maxtor OneTouch II Small Business Edition drive includes a utility that allows you to:

- Find out more information about your drive
- Customize your OneTouch button to open a different application or file
- Control power management settings for your drive
- Change performance settings
- Enable password security to restrict access to your Maxtor OneTouch II Small Business Edition drive
- Run diagnostic tests to troubleshoot potential hardware problems with your Maxtor OneTouch II Small Business Edition drive

### Opening the OneTouch Settings utility

Double-click the **Maxtor OneTouch** shortcut icon on your desktop.

The Maxtor Main Menu will appear.

The features are grouped into 3 functional areas:

**Setup & Restore:** Where you set up and run your backups as well as restore files from a backup using Retrospect Express HD Server. For more information see “Using Dantz Retrospect Express HD Server” on page 26 in chapter 5.

**Drive Management:** Where you can view information about your drive, adjust power settings, customize the OneTouch button, run diagnostics, and adjust performance settings.

**Security Settings:** Where you can control access to your Maxtor OneTouch II Small Business Edition drive.

### Drive Management

Click **Drive Management**.

The **Manage My Maxtor OneTouch II Small Business Edition drive** screen will appear.

### View Drive Information

This provides you with information about your drive including model number, serial number capacity, and more.

### Adjust Power Settings

You can set your Maxtor OneTouch II Small Business Edition drive to go to sleep (low power mode) after a period of inactivity. Simply select one of the time options from the drop-down menu and click **Apply**.



## Customize OneTouch Button

You can set the button on your Maxtor OneTouch II Small Business Edition drive to open an application or file of your choice. Click **Browse**, **double-click** the application or file, and click **Apply**.



If you did the Full Installation, including Retrospect, the button on your Maxtor OneTouch II Small Business Edition drive is automatically set to start a full system backup whenever you press it. If you customize it, it will disable your OneTouch button backup settings. However, you can reset the button at any time by clicking **Default**.

## Run Diagnostics

You can check the health of your drive. If you suspect there may be problems with your Maxtor OneTouch II Small Business Edition drive, click **Test** to run a diagnostic on your drive. If the test finds your drive to be defective, it will display an Return Material Authorization (RMA) code you will use to return your drive for repairs under warranty.

## Adjust Performance

You can adjust the performance of your drive.

**Highest Performance:** provides improved data throughput when data access patterns are random in nature.

## Security Settings

Click **Security Settings**.

If you have not created a password, the **Set Password** screen will appear.

If you set a password for your Maxtor OneTouch II Small Business Edition drive, every time your drive is on and connected to your computer, including when you start or restart your computer, or when you turn off your drive and turn it back on, you will need to enter your password in order to use your drive.

If you have forgotten your password, you can attempt to re-enter it or to recover it, by answering a question that you setup originally when you created your password. You are allowed 5 attempts before you must turn off your drive and turn it back on, to try again at which point you can try an additional 5 times.



**If you are not able to recover your password, the only other way to unlock the drive is to erase all of its contents.**

## Setting your Password

1. Click **Security Settings**.
2. Enter and re-enter a **Password**.



Your password must contain at least six characters, of which one must be a number.

You may also choose a secret question (from the list provided) and type in the answer. If you do not want to choose a secret question and answer, go to step 5.

3. Choose a **Secret Question**.
4. Enter and re-enter an **answer** to the question.
5. Click **Apply**.
6. Click **Confirm**.
7. Click **Close**.

### Changing your Password

1. Click **Security Settings**.
2. Click Change Password.
3. Enter your current Password.
4. Click **Continue**.
5. Enter a new password following steps 2 - 6 in Setting your Password.

### Disable Security

If you decide you want to disable the password you created, follow these steps:

1. Click **Security Settings**.
2. Click **Disable Security**.
3. Enter your current **Password**.
4. Click **Apply**.
5. Click **Close**.



The default setting for the security setting is disabled.

### Erase Drive

If all attempts to recover your password fail and you need to erase your drive, follow these steps:

1. Click **Security Settings**.
2. Click **Erase Drive**.
3. Click **Confirm**.
4. Click **Yes**.



The erase process may take up to two hours or more, depending on your operating system.



Do not turn off your computer or your drive during the erase or formatting process.

5. After the erase process is complete, turn off your drive and turn it back on.

The Format Drive window will appear.

6. Click **Format**.

## Dantz Retrospect Express HD Server User's Guide

Use the built-in help system in Dantz Retrospect Express HD Server by clicking the question mark icon at the top of the screen in Retrospect.

Note: You will need Adobe Acrobat Reader™ installed to open the guide. If you do not have it, you can download and install it for free from Adobe's website: [www.adobe.com](http://www.adobe.com).

## Using Security Lock

Your new drive includes a security locking slot on the back of the drive. The slot is compatible with most security locking cables.

## Open File Backup

Open File Backup protects all open files and applications on the server connected to your Maxtor OneTouch II Small Business Edition drive.

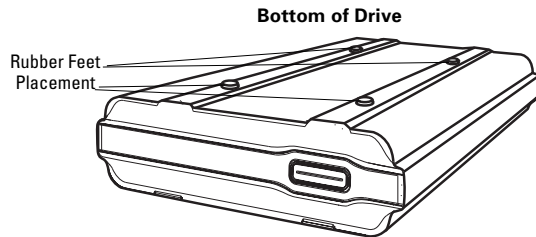
Open File Backup protects your server's files (requires NTFS file system on the server's hard drive) that are open and in use. This includes files on multiple volumes and business-critical server applications that run 24 hours a day, such as accounting, database, e-mail, or proprietary applications.

## Adding Rubber Feet to Your Maxtor OneTouch II Small Business Edition Drive

If you plan to use your drive on a desk surface, your kit includes four rubber feet to protect your drive and the surface of your desk.

To apply the feet:

1. Make sure your drive is disconnected properly from your computer. ("Connecting and Disconnecting the Drive" on page 21).
2. Make sure your drive is turned off, by turning off the power switch on the back of the drive.
3. Turn your drive so that the ridges are facing up. This is the bottom of the drive.
4. Place two rubber feet on each ridge on the bottom of your drive. One should be placed near the front and the other toward the back of each ridge.



**Figure 5.** Adding Rubber Feet to Your Drive

# 5 Restoring Your Drive

## Using Dantz Retrospect Express HD Server

### Understanding Restore Points

The first step to backing your files is to create a restore point. A restore point is simply a snapshot of your files based on a specific date in time. It contains all the files and folders you select to back up, as they exist at the time that you back up.

A restore point can be anything from a few files and folders to every file on your computer. Each time you back up, Retrospect Express HD Server adds a new restore point to your backup drive; thereby preserving copies of backed-up files and folders from multiple points in time. If there is not enough free disk space to add a new restore point, Retrospect Express HD Server automatically deletes older restore points to make room for new ones.

You can restore individual files and folders from any restore point back to your computer. You can also restore your entire computer to its state at the time a restore point was created.

Once you set up a backup, you can start it at any time by pressing the button on your Maxtor OneTouch II Small Business Edition drive. You can also schedule backups to take place automatically on specific days of the week.

In the “Restoring your Computer” section, later in this chapter, we will show you how to restore all the files on your computer in the event that your system is damaged or completely erased.

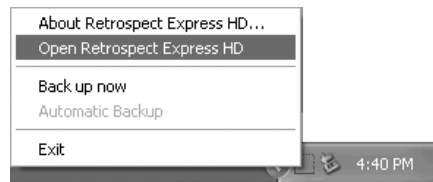
### Opening Dantz Retrospect Express HD Server

You can open Retrospect Express HD from either the **Start Menu**:

- **Start >Programs >Dantz >Retrospect Express HD**

From the System Tray:

- Right-click the red **Retrospect Express HD** icon:  
or
- Press the OneTouch button.



## Running an Immediate Backup

Though comprehensive backups can be scheduled to run at pre-determined times, you can launch them at any time by doing one of the following:

- Press the OneTouch button - this will launch your backup immediately
- Right-Click on the Retrospect icon located in the System Tray and select **Back up now** from the pop-up menu.
- Open Dantz Retrospect Express HD Server and click **Back up now**.

## Revising Your Backup Settings

1. Open Dantz Retrospect Express HD Server.
2. The Welcome Screen will appear. It should identify when the next scheduled backup is to take place. Click **Setup** to make changes to your backup.
3. Choose **Comprehensive Backup** and click **Next**.
4. Click **Next** at the Save Restore Points window
5. Change the days of the week or the starting time of your Backup and click **Finish**. You will then return to the main Retrospect Express window where your changes will be displayed and will go into effect at the time of your next Backup.

## Restoring From Your Backup

At times, your critical data may be corrupted. Fortunately, Dantz Retrospect Express HD Server provides you with the ability to restore your crucial files.



If you need to restore your entire computer, see “Restoring Your Complete System” on page 31.

1. Open Dantz Retrospect Express HD Server.

The Welcome Screen will appear, with the next scheduled backup displayed.

2. Click **Restore**.
3. Select a restore point from which you wish to recover your data and click **Next**.

Dantz Retrospect Express HD Server will now scan your computer.

4. Place a check in each box containing data you wish to restore
5. Use the search field to find specific files (e.g., music files, Word documents, etc.)

6. Click **Next**.

You will now be asked where you wish to restore your files to. You have two options:

- Their original location
- The following location

7. Make your choice and click **Restore**.



Dantz Retrospect Express HD Server will then restore the files to your pre-selected location and provide you with the time that it will take to complete the restore. When finished, the Dantz Retrospect Express HD Server window will appear.

### Understanding the Restore Points Window

The restore points window shows a calendar with the date in bold for the days that restore points were created. It will also list all the restore points in ascending order in a list box.

When you select a date on the calendar, the list of restore points will automatically scroll to show all those that are associated with that specific date. The latest backup on that date will be highlighted. The drive for the restore point will also be shown. A green icon will appear before the date if the backup was successful, a yellow icon if the backup succeeded with some non-fatal errors, and a red icon if the backup failed



If you manually cancel a backup, it is considered to be a fatal error.

If the restore point has a yellow or red icon, you can right-click the restore point to show the operation log, which will show you more information about the error.

### Locking Restore Points

Dantz Retrospect Express HD Server's Grooming Technology manages your restore points by automatically adding the latest restore points and removing the oldest. However, there may be times that you do not want certain restore points removed from your system. In order to prevent restore points from being deleted, you must lock them.

1. Open Dantz Retrospect Express HD Server.
2. Click **Restore**.
3. Highlight a restore point that you wish to use to lock your data and click **Lock** located in the upper right corner of the restore point screen.
4. To unlock a restore point, simply repeat this procedure and the restore point will be unlocked when you click **Lock** again.

## Viewing Restore Point Logs

There may be times that you want to see what may be causing problems with various restore points. You can accomplish this through viewing a restore point log.

1. Open Dantz Retrospect Express HD Server.
2. Click **Restore**.
3. Highlight a restore point that you wish to use to view and click on the **View Log** button located in the upper right corner of the restore point screen.

## Deleting Restore Points

Dantz Retrospect Express HD Server provides you with the ability to manually delete restore points. To manually delete a restore to point.

1. Open Dantz Retrospect Express HD Server.
2. Click **Restore**.
3. Highlight a restore point that you wish to remove and click on the delete button (the Red X) located in the upper right corner of the Restore.



When a restore point is deleted, Dantz Retrospect Express HD Server will reclaim the disk space. This process can take a long time. Do not turn off your computer until the process is complete.

## Creating Dantz Retrospect Express HD Server Duplicates

A duplicate saves the most recent version of files, in their original format, and overwrites the previous version. The following steps will show you how to create a duplicate.



Please be aware of the following information when creating duplicates:

- You cannot use Dantz Retrospect Express HD Server's comprehensive backup and duplicate features at the same time.
- Duplicates are NOT automated nor can they be scheduled.
- You can only run a duplicate "On Demand"; this means that the only time a duplicate is opened is when you manually open it.
- A duplicate will always **overwrite** previous versions of files.

1. **Launch** Dantz Retrospect Express HD Server.
2. Click **Setup**.

The **Select the type of Backup** window will be displayed.

3. Click **Duplicate** and click **Next**.

From the file duplication window, you can:

- Choose specific files and folders
- Choose files by type

4. Make your choice and click **Next**.

You will then be prompted to select a disk where you wish to store your duplicate files.

5. Check the appropriate box associated with your Maxtor OneTouch II Small Business Edition drive (or whichever drive you wish to back up to) and click **Finish**.

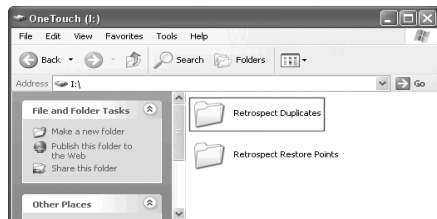
The welcome screen will appear where your duplicate settings are displayed.

6. Click **Duplicate now** to start the first duplicate backup.

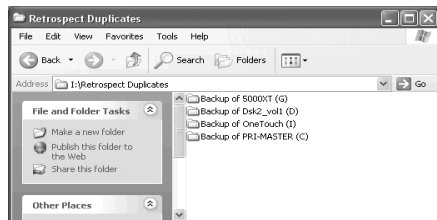
## Restoring Files from a Duplicate

Restoring files from a duplicate is as simple as drag and drop.

1. Open **My Computer** and double-click on the drive letter associated with your Maxtor OneTouch II Small Business Edition drive (or whichever drive you used to do your duplicate backup).



2. Double-click on the Retrospect Duplicates folder



3. Select the folder which contains your files and copy your files back to your PC.



## Restoring Your Complete System

### To restore your system:

1. Prepare your hard drive. Partition, if necessary, and format.
2. Install your operating system.



The following service packs need to be applied: Windows 2000 Server, Service Pack 3. Microsoft Internet Explorer 5.01 or later is required for all windows operating systems.

3. Reinstall the Maxtor OneTouch software including Dantz Retrospect Express HD Server. (For more information see chapter 2.)
4. **Open** Dantz Retrospect Express HD Server.
5. Click **Restore**

The next window displays a calendar listing all of your restore points.

6. Select the date that contains the restore point you wish to restore from.
7. Click the restore point you wish to restore from.
8. Click **Next**.

You are now asked which files/folders you wish to restore.

9. Place a check next to **My Computer** to select your entire computer for restore.

10. Click **Next**.

Now select where you want to restore your files.

11. Select **To Their original location on:** - to restore them to the exact location that they were initially copied from.



All data on the current source location will be lost during this process.

12. Click **Restore**.

At this point, Dantz Retrospect Express HD Server will start restoring files to your system. A status bar will show the progress of the restoration. If needed, you can press **Stop** to end the restore process.

If your system restore was successful, you can exit Retrospect.

13. Click the red **'X'** in the upper right corner of the window.

14. **Restart** your computer.



Your system may require more than one restart. Follow any additional on-screen instructions, if necessary, to complete your system restore.

## Rotating Backups

Your data is the life of your office. The Maxtor OneTouch II Small Business Edition provides an effective, backup/restoration tool for ensuring that you can return your server back into operation in an efficient and timely manner. However, what if your office was damaged from a fire or other natural cause? What if all of your computer equipment was stolen? These events could spell disaster to your business...your livelihood.

To prevent this from happening, it is recommended that you use a rotating backup solution for your small business needs. With this strategy, you would use any Maxtor OneTouch drive for backups; you would use the Maxtor OneTouch II Small Business Edition drive immediately for performing backups while keeping the other drive(s) off-site in another location. After a predetermined time (e.g., one week), you would rotate the drives – meaning that you would remove the current Maxtor OneTouch II Small Business Edition from the server, store it off-site and replace with the second drive.

Perform the following steps to successfully setup your server for rotating backups.

1. **Launch** the Retrospect Express HD Server software.
2. Click on **Setup**.
3. Click on **Next** in the screens until you get to the “Select the disk(s) to store your backups:” screen.
4. Select the **disk(s)** to start your backup. Select all the OneTouch drives (including your Maxtor OneTouch II Small Business Edition drive) you wish to use for rotating backups.
5. Finish the setup process.

A suggested strategy might be:

1. Using Dantz Retrospect Express HD Server, perform a Comprehensive Backup on the first Maxtor OneTouch II Small Business Edition drive. Repeat this for the second drive used in your rotating backup strategy.
2. Remove the second drive from your office and store in an offsite location (e.g., take it home, put it in a safe, etc.).



Note: Safely disconnect your Maxtor OneTouch II drive by using the Safely Remove Hardware option located in the system tray.

3. After a predetermined time, remove the current Maxtor OneTouch II Small Business Edition from your server and store it in an offsite location.



Note: Safely disconnect your Maxtor OneTouch II drive by using the Safely Remove Hardware option located in the system tray.

4. Return the second Maxtor OneTouch II Small Business Edition to your office and connect it to your server.
5. Repeat this process per your backup schedule.

# 6 Glossary

**Backup** – In Dantz Restropsect Express HD Server, a backup contains all the files and folders you selected to back up from a specific point in time. Previous backups are preserved, allowing you to store copies of your backup files from multiple points in time. See **Restore Point**.

**Byte** – A unit of storage on a drive that holds a single character. A byte is equal to 8 bits.

**Capacity** – The amount of information, measured in bytes, that can be stored on a drive. Also known as *storage capacity*.

**Data Transfer Rate** – The speed at which data transfers to and from the drive.

**Defrag** – (or defragment) A software utility that keeps the data for each file physically contiguous on the drive, which can enhance your drive's performance.

**Device Driver** – A software program that enables a PC to communicate with peripheral devices such as hard drives and CD-ROM drives. Each type of device requires a different driver. Device driver programs are stored on a computer's hard drive and are loaded into memory when the computer is started or when a device is plugged into the computer.

**Duplicate** – In Dantz Restropsect Express HD Server, a duplicate saves the most recent version of files, in their original format, and overwrites the previous version.

**External Hard Drive** – A external peripheral device containing a hard drive mechanism connected to a computer via a FireWire or USB interface.

**Format** – Formatting erases all information on a hard drive and sets up the file system for storing and retrieving files. Low-level formatting sets up the locations of sectors on the drive. Your drive was formatted with the NTFS file system at the factory.

**GB** – (Gigabyte) Equal to 1,000,000,000 (billion) bytes.

**Hard Drive** – An electromechanical device used for information storage and retrieval, incorporating one or more rotating disks on which data is recorded, stored, and read magnetically.

**Hot-Swap** – This feature allows you to connect and disconnect external devices while the computer and the devices are running. External drives, such as the Maxtor OneTouch SBS drive, can be hot-swapped.

**KB** – (Kilobyte) Equal to 1,000 (thousand) bytes.

**MB** – (Megabyte) Equal to 1,000,000 (million) bytes.

**Mb** – (Megabit) When used to describe data storage, equal to one million bits.

**Mbps** – (Megabits per second) When used to describe data transfer rates, it refers to one million bits per second.

**NTFS** – The primary file system for Windows 2000 and XP operating system that organizes files on your computer. Supports large capacity hard drives up to 2 TB.

**Operating System** – Software that allows the user and programs installed on your system to communicate with computer hardware such as a hard drive and processor.

**Partition** – A way to logically divide a hard drive so that an operating system treats each partition as if it were a separate hard drive. Each partition is assigned a unique drive letter in Windows.

**Port** – A connection or socket on the motherboard, controller card, case, or chassis for connecting peripheral devices, such as a FireWire port or USB port.

**Restore Point** – A snapshot of your files based on a specific date in time. It contains all the files and folders you select to backup, as they exist at the time that you back up.

**Script** – A saved backup procedure for Dantz Restopsect Express HD Server that you can schedule to run at some future date and time or on a repeating schedule, such as daily. You may create as many scripts as you wish.

**Spin Down** – Refers to the actual spinning of the disk mechanism. When a disk spins down, it stops spinning, thus conserving power.

**Startup Disk** – The drive from which the operating system loads to start up your computer.

**TB** – (Terabyte) Equal to 1,000,000,000,000 (trillion) bytes.

**USB** – Universal Serial Bus, a standard for connecting external devices to your computer.

**Volume** – A fixed amount of storage on a hard drive. The term volume is often used as a synonym for the drive itself, but it is possible for a single drive to contain more than one volume or for a volume to span more than one drive.

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