

BackTrack Quick Start Guide

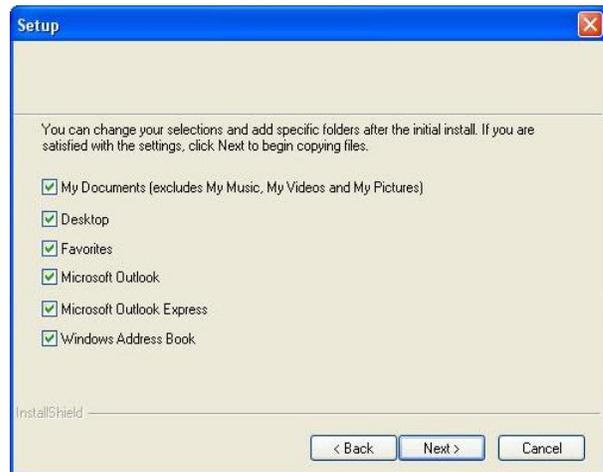
Installing BackTrack

Before installing the BackTrack software please note that it is required that the software be installed on your server computer to prevent any complications when backing up files over the network. Performing this installation will set BackTrack to be run as a service allowing it to run in the background without having a user logged in. This is most beneficial and recommended for offices that have a dedicated server which is not always in use.

To perform the BackTrack installation, you must be logged on to the computer as the Administrator or have sufficient Administrative permissions. If you do not have the appropriate permissions or are not familiar with them, please contact your Computer Technician.

**Please note that running the BackTrack software as a service will not allow you to back up any mapped /network drives and that any Windows operating systems older than Windows NT (95, 98 and ME) do not support installing programs as services and for that reason BackTrack cannot be installed using this method.*

1. To start the download of the BackTrack software, click on the 'Activate Your Account' link found in the email that was sent to you from The Bridge Network and follow the instructions on downloading the software.
2. During the installation you will be prompted with the default folders you wish to back up. If desired, you can back up some of these folders (My Documents, Outlook, etc...) otherwise deselect these options and configuration for backing up your Tracker information will take place after installation.
3. After installation of BackTrack is complete the software will automatically scan the files marked for backup and get version information.
4. Before the Backup software starts its initial scanning, shutdown the BackTrack software by right clicking on the icon  and selecting Shutdown.
5. Remove BackTrack from your startup group by clicking Start | (All) Programs | Startup, right click on BackTrack Online Backup and choose delete.
6. Open the Control Panel by going to Start | Control Panel. (Depending on your setup you may need to select Settings before Control Panel becomes visible).
 - a. If you are prompted to Pick a Category, select Performance and Maintenance | Administrative Tools | Services
 - b. If you are *not* prompted for a category select Administrative Tools | Services
7. Choose 'Online Backup Service' from the list and double click on it
8. In the 'Log On' tab, ensure that *Local System Account* is selected and *Allow Service to Interact with Desktop* is checked. On the 'General' tab change the startup type to *Automatic*.



9. Once finished click the Start button to start the service. The BackTrack icon will appear in the system tray.
10. BackTrack will prompt for a username and password. Use the same Username issued and Password that was created during the initial download of the software.



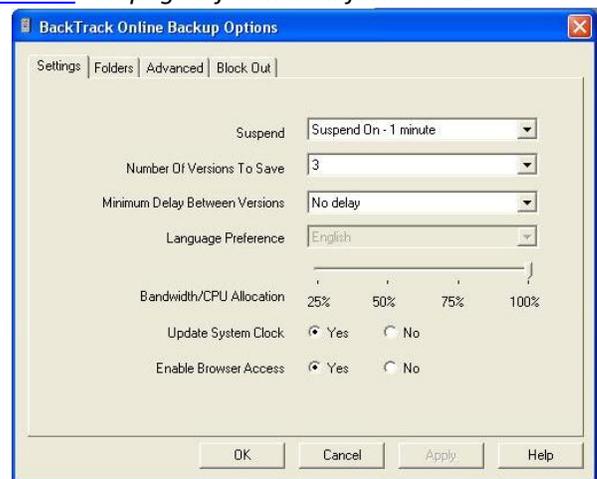
11. Once all of the checking is complete the software will attempt to start the initial backup of your data. At this point, move the mouse or press any key on your keyboard to temporarily pause the backup in order to select the appropriate folders.

12. To manually configure the BackTrack software; select Options from the main program window.

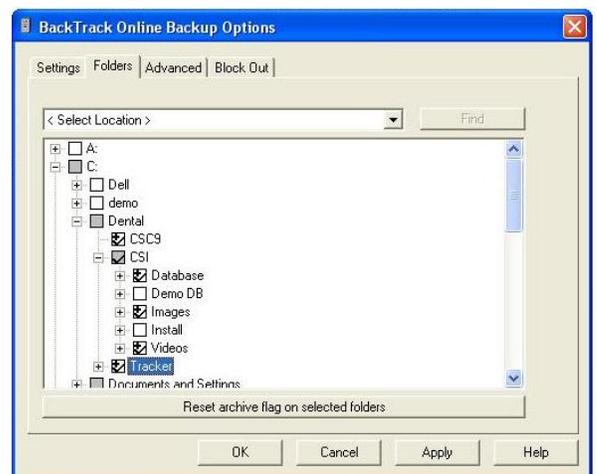
13. Several tabs are displayed in which users may setup the way BackTrack will be able to backup your data based on the needs of your office.

a. Settings

- *Suspend* – After user activity has ended, this represents the delay until the program will initialize the backup. See [“Using Suspend Mode”](#) on page 3 for more information.
- *Number of Versions to Save* – This is the amount of old backups that will be stored. If an office is doing one backup per day, three days worth of backups will be available for download at any time. This number should be increased based on the delay you have set between versions. *Recommended setting is at least 3 versions.*
- *Minimum delay between versions* – Since there are a set number of versions being backed up, setting this to a large interval may prevent having multiple versions of a file within the same day. However, setting this to a larger interval makes the backups for the file less frequent.
- *Bandwidth/CPU Allocation* – Determines the amount of CPU allocation BackTrack will be using, this setting should *only* be changed for lower end computers where the backup software slows down the computer.
- *Update System Clock* – BackTrack will automatically check the system clock determine if it is incorrect and will automatically change it. *Keeping this setting on is recommended for accurate date and times for backups.*
- *Enable Browser Access* – When enabled, you can log on to the website and download or delete files using any web browser.



b. Folders



- In this tab you will choose the directories that will be backed up by the software. This should include the main Tracker folder as well as folders for ChairSide Imaging and ChairSide Charting (if applicable). These folders are most commonly found in C:\Dental on the server.
- After files are selected click on “Reset Archive Flag” incase another software has set this. This will help ensure the success of the initial backup.
- c. Advanced
 - *Proxy Server and Temporary File Location* – These settings are best left as the default and should *only* be changed by your computer technician.
- d. Block Out
 - Select the hours and days in which you DO NOT want BackTrack to backup any files.
- e. Exclude
 - Here you can select certain file types to not be backed up to resolve conflicts with some applications. This is only used as a troubleshooting step.
- f. Open Files
 - The Open File driver allows BackTrack to backup files even when they are being used. This is a very important feature and should be turned on. Having the Open File driver installed means that your important data will be backed up even if somebody forgets to exit the application at the end of the day. You can install the driver by clicking on the button labeled ‘Install Open File Driver’. There will also be a checkbox labeled ‘Back up files even if they are held open by another application’. Ensure that this checkbox is enabled (checked).

14. After changing all of the necessary settings, select OK on the options screen and select ‘Backup Now’ on the main screen. This will start the initial backup sequence in which it will gather all of the necessary file information and proceed with the initial backup of the files.

Depending on your internet connection and file sizes this can be a lengthy operation which should probably be performed after office hours or during a period where computers are not in use. All subsequent backups will be incremental and very short in length.

It is VERY important that during this initial backup that no other backup software is running. This may cause the software to work improperly and important files may be skipped. After the backup has completed, view the log by clicking on the ‘Log’ button in BackTrack to determine if any files may have been accidentally skipped during the backup.

For more information and questions on using the BackTrack software click on ‘Help’ at the main program screen or call Technical Support at 1-800-92BRIDGE ext 2.

Using Suspend Mode

The suspend mode found in the options screen provides a timer of how long the backup operation will ‘pause’ if a user activity is detected. If the machine that is currently running BackTrack is also used for other day to day activities, and a dedicated server is not available in the office, then it is strongly recommended that this option should be turned off as the backup will not be performed with the computer in use, most likely before or after office hours or during lunch.

If this is the case, the number of versions should also be increased to compensate for more backups being done throughout the day.