



You first. The technology follows.™

Time Warner Cable Business Class Online Backup Quick Start Guide

Table of Content

- Table of Content3**

- Chapter 1: Online Backup Overview.....5**
 - Tips on Backing Up Files 5

- Chapter 2: Getting Started – Administrators7**
 - Activating Your Account..... 7
 - Logging in to the Admin Console 7
 - Adding Users 8

- Chapter 3: Getting Started – Users9**
 - Windows Users 9
 - Mac Users..... 14

Chapter 1: Online Backup Overview

Time Warner Cable Business Class Online Backup provides remote backup services for computers and servers. Your files are automatically backed up to a secure, off-site data center so that you can easily recover files that get damaged or lost. Backed up files are protected at all times – files are encrypted before they are sent over the Internet, while they are being sent over the Internet, and when they are stored in the data center.

Online Backup is easy to set up. You simply download and install the Online Backup software on to your computer. Online Backup works in the background. By default, it goes to sleep whenever the computer is in use so that the computer and the network connection are not slowed down. You have the flexibility to customize how the software works – selecting when and how often backups occur, which files to backup, and other settings.

This guide provides instructions on getting started with Online Backup for administrators and users. Before you proceed with installation, we recommend that you read the following backup tips.

Tips on Backing Up Files

Selecting Files for Backup

Online Backup was designed to back up data files. When determining which files should be backed up, you should include business-critical data that is difficult to replace or crucial to the operation of your business, such as:

- Proprietary documents
- Spreadsheets
- Contact lists
- Financial records
- Database files
- Intellectual property
- E-mail

Online Backup allows you to manually select files or folders or to use backup sets. Backup sets group files according to file type in specified directories. For example, the **Word Processing Documents** backup set backs up all Microsoft Word, OpenOffice.org, WordPerfect, Adobe Acrobat, and text files on your computer under the My Documents and Desktop folders. Online Backup comes with default backup sets that you will see during the setup process.



NOTE: Online Backup was not designed to back up system and application files, such as disk images (.iso), virtual drives (.vnc, .vhd, .vmsn), and system configuration and driver files (.sys).

Tips on Reducing Backup Time

The initial backup will take the longest time and may take several days or longer since all selected files will need to be encrypted and sent to the Online Backup data center. A number of factors impact this initial backup time, including size of files to be backed up, amount of bandwidth and computer usage devoted to Online Backup, and speed of your Internet connection. For a typical system on a typical broadband line, and if you continue working on your computer during the backup, Online Backup backs up data at the rate of about 2-4 GB per day. If left undisturbed on a fast connection, however, you can back up over 9 GB in a single day.

After the initial backup, subsequent backups will be much faster. Online Backup performs differential backups so that it only backs up the portions of your files that have changed since the last time they were backed up.

While your computer is being backed up, you can work on your computer. However, if you wish to speed up the time it takes to complete the initial backup, you may want to consider the following options:

- Only back up critical files initially. Add other files after the initial backup is completed.
- Exclude files that are typically very large in size, such as videos, from the initial backup.
- Change bandwidth and CPU settings used by Online Backup.
- Keep your computer on overnight. You may need to adjust your Energy Saver preferences to prevent the computer from going into "sleep" mode for uninterrupted backup.

Chapter 2: Getting Started – Administrators

Online Backup offers the Admin Console to allow administrators to manage their company's backup environment. This section describes how administrators can quickly get their company started with Online Backup. For more details, please view the [Online Backup Administrator Guide](#) available in the **Support** section of the Admin Console.

Activating Your Account

When your company signs up for Online Backup, you will receive a welcome email. To activate your account:

1. Click on the activation link in the welcome email.
2. You will see your **User Name** which is the email address to which the welcome email was sent.
3. Create a **Password** for your account.

 **NOTE:** The password must be at least eight (8) characters.

4. Click **Log In** to access the Admin Console.

You are now ready set up users for your account. See [Adding Users](#) for details. If you need to log back into the Admin Console, see [Logging in to the Admin Console](#).

Logging in to the Admin Console

After you activate your account, you can log in to the Admin Console at any time to manage your backup environment:

1. Go to <https://login.onlinebackup.twcbc.com/>. Click on the **Admin Login** link.

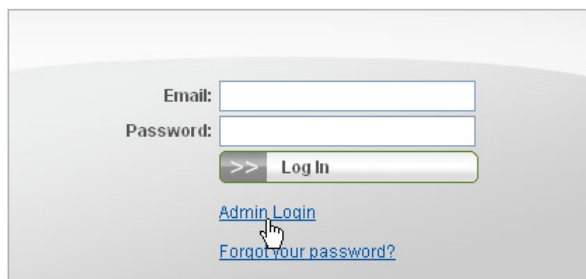


Figure 1: Admin Login link

2. Enter your **User Name** (which is the email address associated with your administrator account) and **Password**.
3. Click **Log In**. After you log in to your site, you see the Dashboard page of the Admin Console.

Adding Users

After activating your account, you will need to add users. New users will receive an email that provides a download link to the Online Backup software client and license key information.

To add users:

1. Go to <https://login.onlinebackup.twcbc.com/>. Click on the **Admin Login** link and log in.
2. In the Admin Console's left menu, click **Add New User** under **Users**.

The screenshot shows the Admin Console interface for Online Backup. The left sidebar contains a menu with sections: Admin Console, Users, Admins, Configuration, and Resources. Under the 'Users' section, 'Add New User' is highlighted. The main content area shows the 'Users' page with a 'View all' link and a breadcrumb 'Test Company » Jeanney'. There are three search links: 'Search / List Users', 'Search / List Machines', and 'Add New User'. The 'Add New User' form has the following fields: Name, Email, # of Server Licenses, Desired Quota per Server License, # of Desktop Licenses, and Desired Quota per Desktop License. A 'Save Changes' button is at the bottom right.

Figure 2: Add New User link in the Admin Console

3. Enter the following values:
 - In the **Name** field, type the user's name.
 - In the **Email** field, type the user's email address.
 - In the **# of Server Licenses** field, specify the number of licenses you want to allocate for the user. If a user needs to back up multiple computers, each computer will need a separate license key.



NOTE: We recommend you assign Server Licenses to all users. Server licenses back up both personal computers and servers.

- In the **Desired Quota per Server License** field, specify the amount of backup storage (in GB) you want to allocate for the user. You must assign a minimum of 1 GB for each user.
 - Disregard the **# of Desktop Licenses** and **Desired Quota per Desktop License** fields and leave empty.
4. Click **Save Changes** when you are finished. A welcome email is sent to the user with a link to download the software client and license key(s) required to install and setup Online Backup.

You can also add or assign users to User Groups that you can create based on user roles, organizations, storage needs, or other factors. See the [Administrator Guide](#) available in the **Support** section of the Admin Console.

Chapter 3: Getting Started – Users

The Online Backup software client is installed on user computers to allow users to configure their backups, restore files, and track their backup histories. The client is available in Windows and Mac versions. This chapter describes how users on both platforms can get started with Online Backup.

Windows Users

To get started with Online Backup, you will need to follow these steps:

1. Receive the Online Backup welcome email from your company administrator.
2. Download the Online Backup client software by clicking on the download link in the email.
3. Install the software on your computer and activate it by entering the license key provided in the email.

Download & Install Online Backup Software

You will receive a welcome email once your company administrator creates an Online Backup account for you. If you do not have this email, please contact your company Online Backup administrator.

1. Click on the Online Backup client download link provided in your welcome email.
2. Depending on your browser's configuration, do one of the following to start the installation:

Internet Explorer	
Option	Action
Run	Click this option to start installing Online Backup.
Save	If the run option is not available, click Save to save the file on your computer. You need to note the location where you saved the file. You might want to save the file to your Desktop so you can easily find it. After the file is saved to your computer, do one of the following: 1. If the Download Complete dialog displays, click Run to start installing Online Backup. 2. Using Windows Explorer, browse to the location of the file and double-click the file name (OnlineBackup-XXX.exe).

Firefox	
Option	Action
Automatic Download	If Firefox automatically downloads and saves the file, do the following in Firefox: 1. Click Tools > Downloads to open the Downloads window. 2. Double-click the file name (OnlineBackup-XXX.exe).
Save	If prompted, click Save and select a location. You need to note the location where you saved the file. You might want to save the file to your Desktop so you can easily find it. After the file is saved to your computer, do the following: 1. Using Windows Explorer, browse to the location of the file. 2. Double-click the file name (OnlineBackup-XXX.exe).

3. When you double-click on the Online Backup file (OnlineBackup-XXX.exe), the Setup Wizard starts.

Quick Start Guide

4. Click **Next** on the Welcome screen to continue.
 - (Optional) To choose a different installation directory, select the **Choose a different install location** checkbox and click **Next**.

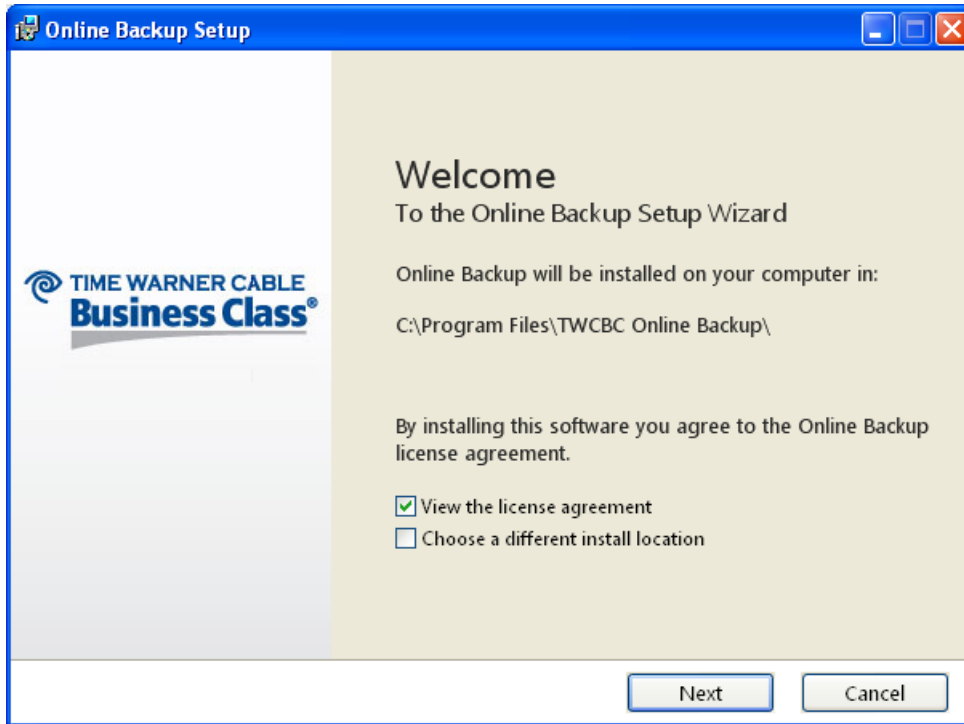


Figure 3: Welcome screen

5. After reviewing the License Agreement, click **Install** to start the Setup Wizard.

Quick Start Guide

Use the Setup Wizard

The Setup Wizard automatically starts after the Online Backup files have been copied. If you do not complete the Setup Wizard, it starts when you try to open the Online Backup Settings. After the Setup Wizard has been completed, use the Settings window to make changes to your account.

Signing In



NOTE: If you are backing up multiple computers, you will need a separate license key for each computer. Contact your company administrator if you need more license keys.

1. In the **License Key** field, type or copy the license key that you received in your welcome email.

The screenshot shows a window titled "TWCBC Online Backup Setup Wizard" with a "Sign In" header. On the left, there is a vertical line and the text "Enter the license key that was provided to you in the welcome email." On the right, there are two input fields: "License Key" containing "AB123" and "Email Address" which is empty. At the bottom right, there are three buttons: "Back", "Next", and "Cancel". The "Next" button is highlighted with a blue border.

Figure 4: Sign In screen

2. In the **Email Address** field, type the email address that received the email.
3. Click **Next**.
4. Enter your first and last name in the **Full Name** field.
5. Enter a password in the **Create a Password** field. Your password must be at least eight characters.
6. Re-enter the password.
7. Click **Next**.

Quick Start Guide

Scanning for Files

Online Backup scans your hard drive for data files and groups them by common file types into backup sets. You can edit these backup sets using the Backup Settings button at the end of the Setup Wizard. If the selected files exceed your account limit, you can deselect files until you are under your limit. If you choose to continue while still over your limit, Online Backup backs up your files until your limit is reached, and any files over your limit are not backed up. If you need more storage space, contact your administrator.

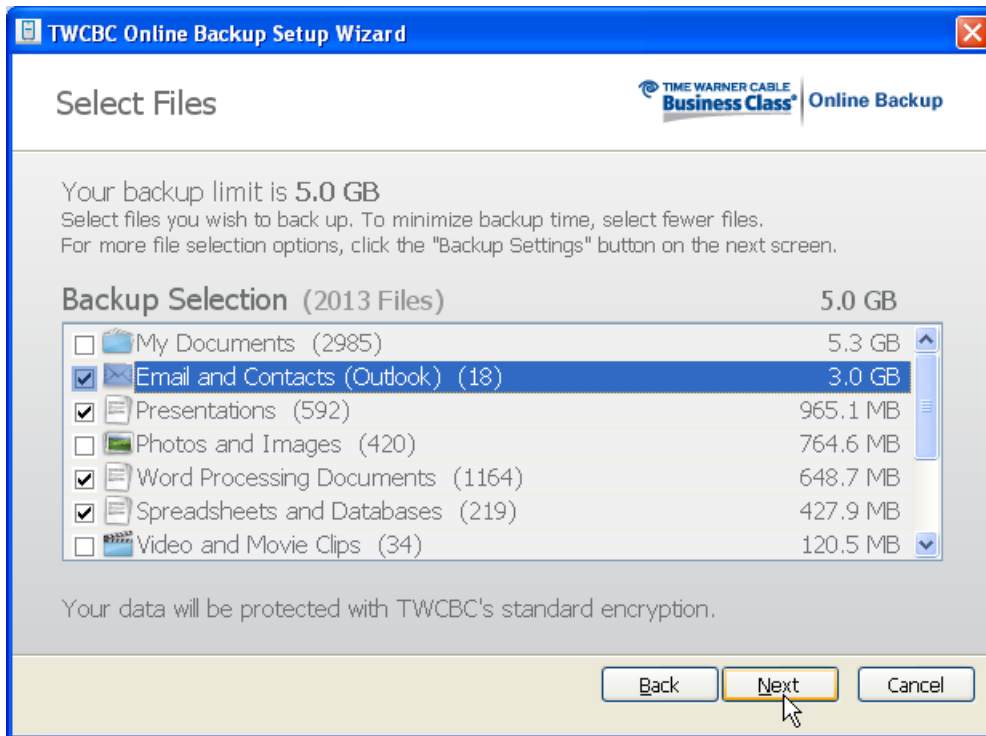


Figure 5: Select Files

Quick Start Guide

Setup Complete

The Setup Complete dialog box provides an estimate of your initial backup. The first backup requires more time because all of your selected files must be encrypted and then sent to the backup servers. Future backups will not take as long. The time to complete the initial backup depends on how much data is being backed up, how busy your computer is and the speed of your Internet connection. To make the initial backup faster, see [Tips on Backing Up Files](#) on page 2.

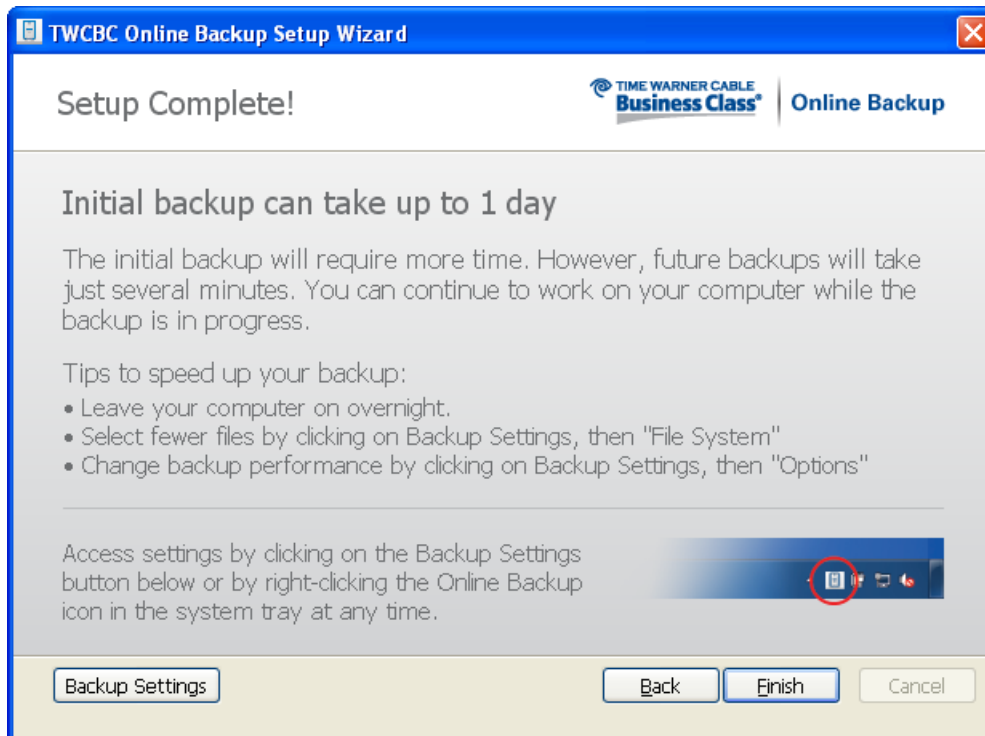


Figure 6: Setup Complete Screen

Select an option:

- **Backup Settings:** Exit Setup Wizard and open the Settings window so you can edit backup sets and change other settings.
- **Back:** Go back in the Setup Wizard to change the choices you have made.
- **Finish:** Exit the Setup Wizard and start your first backup.
- **Cancel:** Exit the Setup Wizard without saving the choices you made. Online Backup is still installed but not configured. When you open Online Backup Settings, the Setup Wizard starts again.

Installation is Complete

Online Backup is now installed. Here are some important things to know:

- The Online Backup icon will now appear in the menu bar next to the clock
- Your first backup might take a while depending on the amount of data and the speed of your Internet connection.
- You can continue to use your computer while your backup is running.

For more details on using Online Backup, see the [Online Backup User Guide for Windows Users](#).

Quick Start Guide

Mac Users

To get started with Online Backup, you will need to follow these steps:

1. Receive the Online Backup welcome email from your company administrator.
2. Download the Online Backup client software by clicking on the download link in the email.
3. Install the software on your computer and activate it by entering the license key provided in the email.

Download & Install Online Backup Software

You will receive a welcome email once your company administrator creates an Online Backup account for you. If you do not have this email, please contact your company Online Backup administrator.

1. Click on the Online Backup client download link provided in your welcome email.
2. After the file is downloaded to your computer, the Online Backup installer icon will appear on your desktop. Double click on it to open the Online Backup installation window.



Figure 7: Online Backup installation icon

3. Click on the Online Backup Installer icon.

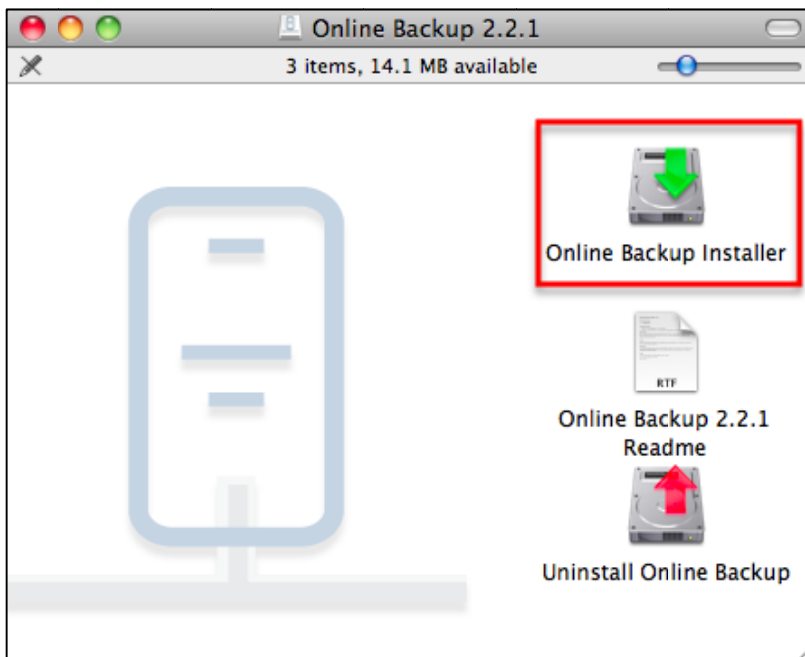


Figure 8: Online Backup installation window

Quick Start Guide

- Click **Continue** and the Welcome screen will appear. Click **Continue**.

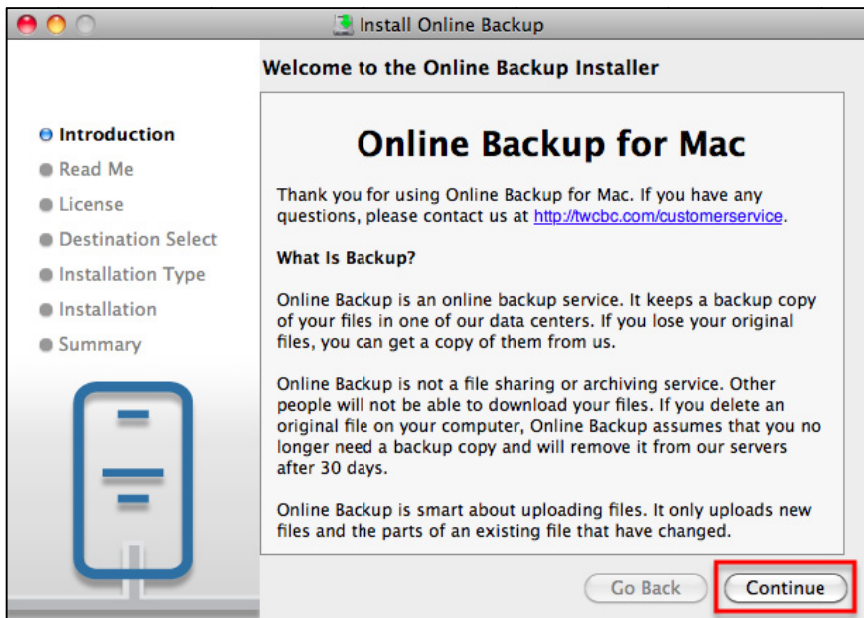


Figure 9: Welcome screen

- Read the Important Information page, then click **Continue**.
- Read the License Agreement, click **Continue**, then click **Agree**.
- Click **Continue**. Online Backup will be installed to the root library folder of System Preferences. Click **Install**.
- Enter your Mac's administrator name and password, then click **OK**.
- After Online Backup is successfully installed, click **Close** to exit the installation program.

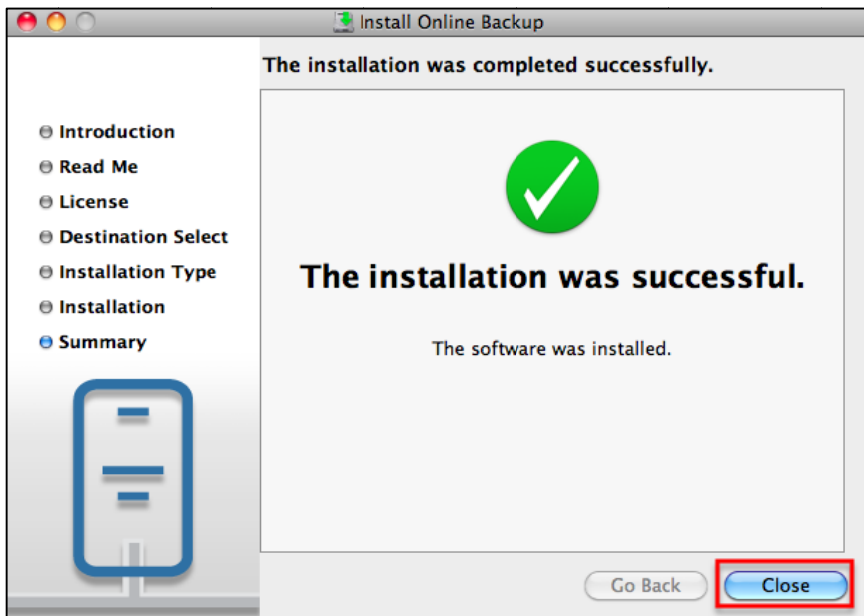



Figure 10: Successful installation screen

Quick Start Guide

Activate Online Backup

After you close the installation program, you will need to enter the license key that is provided in your Online Backup welcome email.

 **NOTE:** If you are backing up multiple computers, you will need a separate license key for each computer. Contact your company administrator if you need more license keys.

To activate Online Backup:

1. In the **Email Address** field, type the email address to which the license key was sent.
2. In the **Product Key** field, type or copy the license key in your welcome email. Click **Next**.

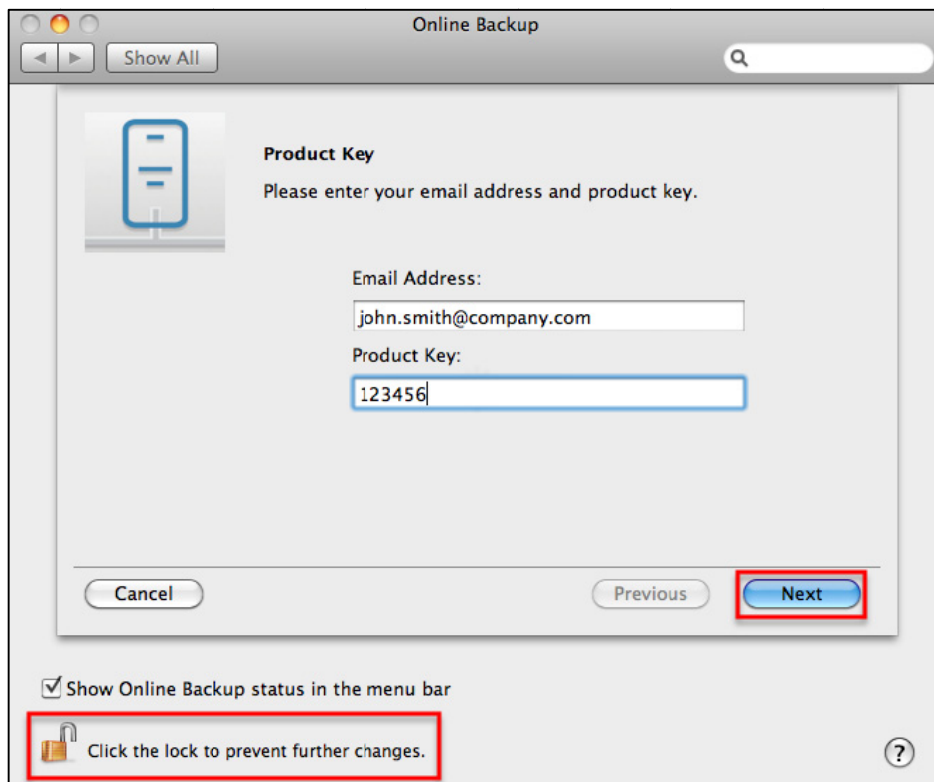


Figure 11: Email and License Key screen

 **NOTE:** Make sure the lock is open in the lower left corner so you can enter information.

3. In the **Name** field, type your name.
4. In the **Password** field, type a password. Your password must be at least **eight characters**.
5. In the **Retype Password** field, type your password again. Click **Next** to finish setup.

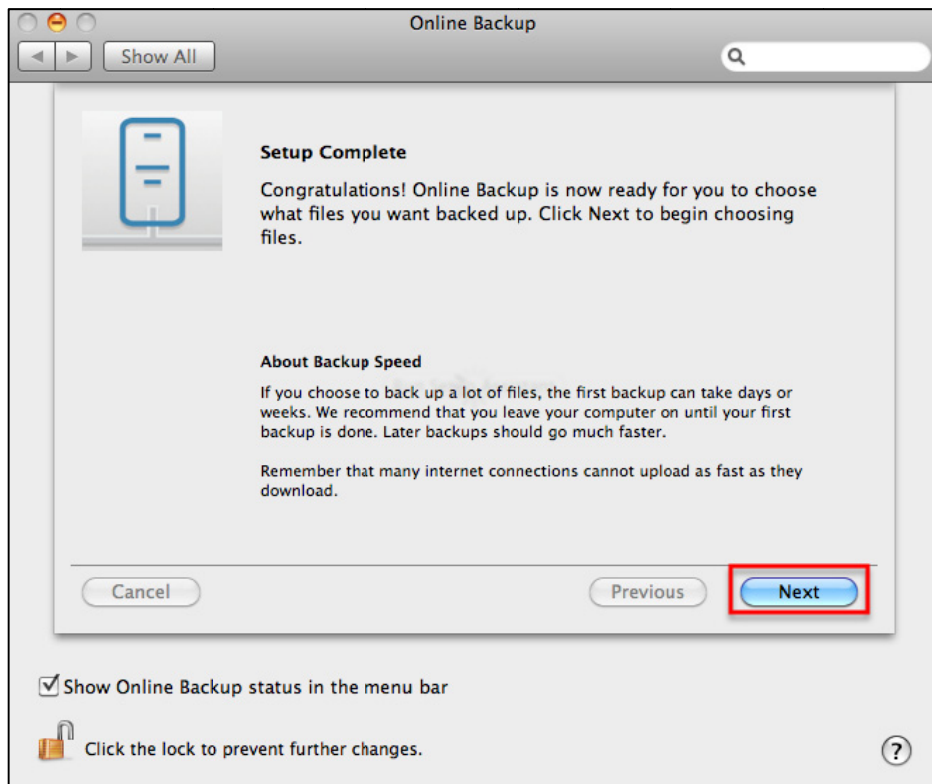


Figure 12: Setup complete screen

Online Backup is now installed. Here are some important things to know before your first backup:

- Your first backup might take a while depending on the amount of data and the speed of your Internet connection. See [Tips on Backing Up Files](#) on page 2 for more details.
- You can continue to use your computer while your backup is running.
- To access Online Backup, go to **System Preferences**.

For more details on using Online Backup, see the [Online Backup User Guide for Mac Users](#).