

Product Overview

Genie Backup Manager™ (GBM), is a very easy to use yet powerful and flexible software that can backup and restore files, documents, emails, settings, programs and more, to virtually any local or remote location, including internal and external hard disks, FTP locations, across network, optical media, removable media, memory sticks, and tapes. GBM also offers offsite (online) backup service.

GBM is the only backup software on the market that offers unlimited FREE Plugins, which the user can download or create to extend the capabilities of Genie Backup Manager™ .

GBM is perfect for users of all computer comfort levels. Novice users will find it easy to create their first backup job in matter of minutes after installing the software, thanks to its intuitive wizard-based user interface, while advanced users will appreciate the software's extended scalability and flexibility, with features such as preserving NTFS Alternative Data Streams, Email notification, Self restorable backups, and scripting capabilities.

GBM also caters for the data protection needs of business enterprises, by offering features that ensure a reliable backup mechanism for mission critical data, such as backing up using Open File Backup (OFB), for businesses operating around the hour that cannot afford to shutdown its running applications during backup, highly secure encryption, for sensitive documents that must not fall into the wrong hands and scheduling unattended backup tasks for regularly safeguarding constantly changing data.

Online backup is our latest offering for users who wish to protect their data, without the hassle of maintaining shelves of stacked backup desks or cartridges, by performing true offsite backups to Genie-Soft's backup servers. Our online backup solution ensures around-the-hour data accessibility, and is highly secure, through username and password encryption, as well as 128-bit Secure Socket Layer (SSL) data transmission, certified by the leading global provider of SSL certificates, Thawte.

As we introduce GBM, we are confident that it can efficiently and effectively address all your data protection needs. Let GBM work for you and never again worry about losing what you have spent years building or collecting.

Feature Matrix

Genie-Soft offers a variety of backup and recovery products, each priced and carrying a set of features tailored to cater for the needs of different categories of users. Genie Backup Manager comes in three editions: Server, Pro and Home.

Server is the full edition with all features enabled, while Pro and Home are the somewhat limited-functionality editions. Genie-Soft also offers two specialized backup utilities for protecting Microsoft Outlook and Outlook Express data.

Below you can find a comparison of the features available in each edition.

Product	Server 7.0	Pro 8.0	Home 8.0
Features			
Open File Backup Option	✓	✓	✓
Disaster Recovery	✓	✓	✓
Built in CD/DVD burning capability	✓	✓	✓
Backup Outlook Express	✓	✓	✓
Backup Outlook 2000-2007	✓	✓	✓
Backup Windows Mail	✗	✓	✓
Backup Windows Contacts	✗	✓	✓
Create Outlook Profiles	✓	✓	✓
Backup Files & Folders	✓	✓	✓
Backup My photos	✓	✓	✓
Backup media Files	✓	✓	✓
Backup My Documents	✓	✓	✓
Backup Programs	✓	✓	✓
Backup Desktop	✓	✓	✓

Backup Favorites	✓	✓	✓
Backup Internet Explorer Settings	✓	✓	✓
Backup Windows Address Book (WAB)	✓	✓	✓
Backup Windows Settings	✓	✓	✓
Backup Fonts	✓	✓	✓
Automatic Backup Scheduler	✓	✓	✓
AES Encryption	✓	✓	✓
Purging	✓	✓	✓
Pre & Post Commands	✓	✓	✗
GenieScript: create custom backup scripts	✓	✓	✗
Backup File Integrity Testing	✓	✓	✓
Backup your data with or without compression	✓	✓	✓
Backup as EXE file (To any medium)	✗	✓	✓
Backup to a remote FTP Server (Unlimited size)	✓	✓	✓
Integrated Online Backup	✓	✓	✓
On-The-Fly Compression	✓	✓	✓
Auto Update	✓	✓	✓
Automatic Media Spanning	✓	✓	✓
Backup to Tape	✓	✓	✗
Email Notification	✓	✓	✓
Catalog	✓	✓	✓

CPU Management	✓	✗	✗
MS Exchange	✓	✗	✗
SQL Server	✓	✗	✗
Cloning	✓	✓	✗
Advanced Schedule	✗	✓	✗
Backup Access Control List	✓	✓	✗
CRC data verification	✓	✓	✗
Backup Transfer Method	✓	✓	✗
Manual Folder/File selection	✓	✓	✗
Auto Multi-drive spanning	✓	✓	✗
Differential Backup	✓	✓	✗
Auto Multi-drive spanning	✓	✓	✗
CD/DVD Backup Simulation	✓	✓	✗
Price	\$ 400	\$ 69.95	\$ 49.95

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What's New In Version 8.0?

Disaster Recovery

GBM can recover your system from malicious spyware, virus attacks, system failure, or deletion. Thanks to the enhanced PE (Preinstalled Environment) technology, Genie Disaster Recovery supports Vista and you can also perform your disaster recovery backups online. There is no need for Windows Setup CD. Two simple steps and you are all set.

[More info...](#)

Free Open File Backup Option

GBM currently added Microsoft's latest Volume Shadow-Copy Service (VSS) framework, to permit consistent backup of locked and open files without the need for additional applications or plug-ins.

[More info...](#)

Enhanced Online Backup Integration

Now it is easier to view, manage and delete your online backup storage. Added Bandwidth Throttling to control how much GBM takes from internet connection. Also improved connectivity that auto resumes when connection returns.

[More info...](#)

Improved Scheduling Capabilities

Now it is easier to protect and rotate backups with the intuitive easy to use scheduling interface that is integrated in the backup wizard with two modes; Basic Schedule and Advanced Schedule

[More info...](#)

REV Support

Now with the new Iomega REV support, users can automatically erase, enable/disable write and password protection before and after backup.

[More info...](#)

Improved Connectivity:

GBM now detects when backup destination is accessible and also reports disconnected network drives being backed up. Also Auto resumes when connection returns.

Enhanced Graphical User Interface

Now more organized with clear options making GBM's interface better than ever.

Enhanced Filtering Options

Added support of Date and file size filtering and newly added in scripting

[More info...](#)

Control Power Options and Backup Speed

You can control backup speed before or during backup and enable/disable power options or change them during backup.

Pause/Snooze Backups:

You can pause currently pause backups and postpone scheduled backups to start later via snoozing

[More info...](#)

New Compression Engine:

The new zip engine is more resource friendly making backups faster and with better compressing capabilities.

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GBM System Requirements

Windows 2000:

- Hard drive with at least 25MB free disk space for installation
- 512 RAM
- IE 5 or higher
- 133 MHz processor or faster

Windows XP:

- Hard drive with at least 25MB free disk space for installation
- 512 RAM
- IE 5 or higher
- 233 MHz processor or faster

Windows Vista:

- Hard drive with at least 25MB free disk space for installation
- 512 RAM
- IE 7
- 1 GHz Processor or faster

How to: Install Genie Backup Manager

Installing from the downloaded file:

Run the downloaded .exe file and follow the on-screen instructions to install GBM.

To install from CD:

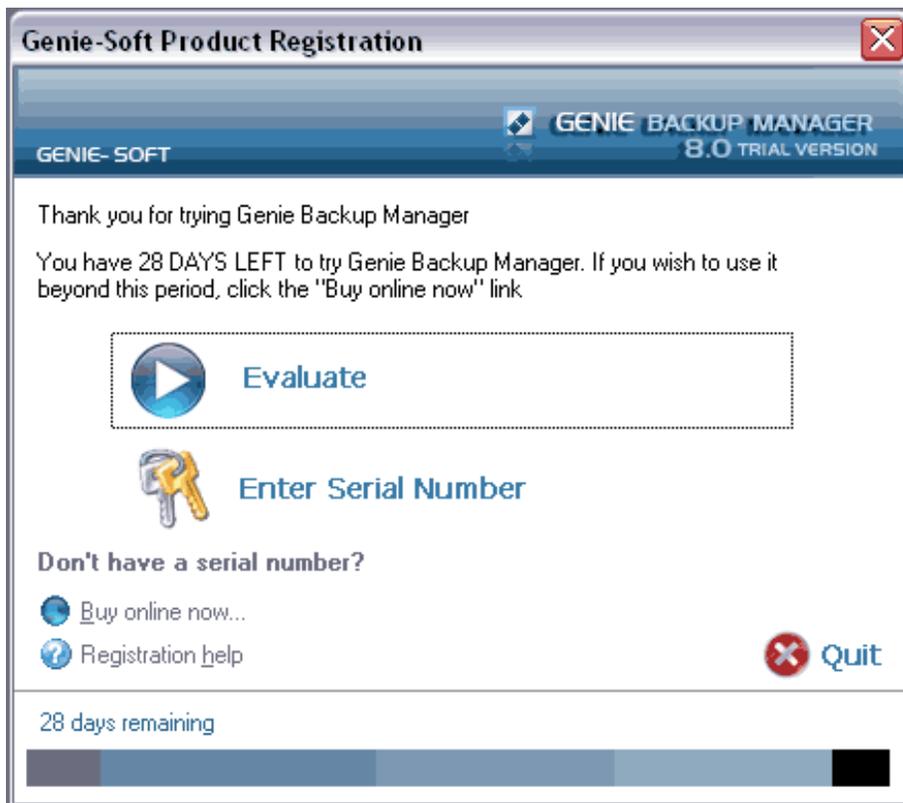
1. Insert the CD into your CD-ROM drive. Setup.exe will automatically be run. (If this fails to work, double click the .exe setup file on the CD).
2. Follow the on-screen instructions.

How to: Register Your Copy of GBM

Upon purchasing a GBM license, the user will receive an email containing a serial number for unlocking the software and removing the trial period limitation.

To register GBM before the end of the trial period:

1. Start GBM.
2. From the toolbar, click Help then select Registration .
3. Type or copy-paste the serial number into its designated field then click OK.



To register GBM at a later date (30+ days after installation):

1. Start GBM.
2. A dialog will appear instructing you to register your software. Select Enter Serial Number then insert your registration code..

Online Registration

Registering your copy of GBM online after purchase will entitle you to receive prioritized technical assistance via email (within 24 hours), MSN messenger and ICQ live online support and special discounts on other Genie-Soft software titles and future releases.

Online registration is done by filling the online registration form on the Genie-Soft web site.

How to register GBM online?

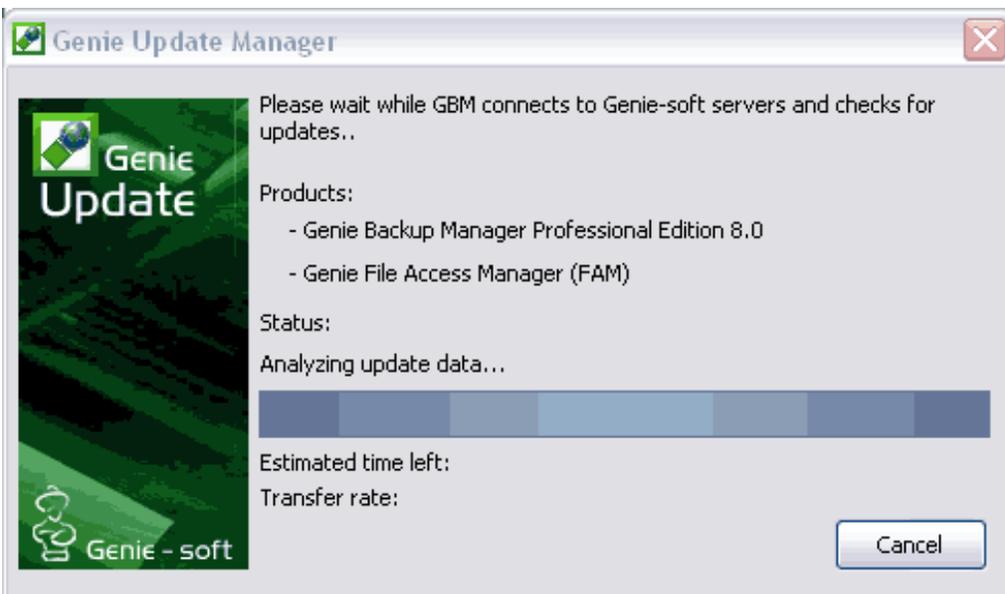
1. Start GBM.
2. From the left navigation menu in the main screen select Online Registration.
3. Click Sign Up Now.
4. Follow the instructions on the registration page.

How to: Check for updates

The Genie-Soft support team regularly post updated builds of GBM with minor enhancements and fixes for known issues. Registered users of GBM can use the Genie-Update tool to download the latest updates for the software free of charge.

To check for updates:

1. From the Tools menu in the main screen, select Genie Update.
2. Select Next.
3. Follow the on-screen instructions.



Open File Backup Agent's System Requirements

Supported Platforms:

Microsoft Windows 2000 and above (Windows 2000 / XP / Vista), running on Intel-compatible processors.

Windows 2000:

- Hard drive with at least 20MB free disk space for installation
- 64 RAM
- IE 5 or higher
- 133 MHz processor or faster

Windows XP:

- Hard drive with at least 20MB free disk space for installation
- 128 RAM
- IE 5 or higher
- 233 MHz processor or faster

Windows Vista:

- Hard drive with at least 25MB free disk space for installation
- 512 RAM
- IE 7
- 1 GHz Processor or faster

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How to: Install Open File Backup Agent

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To install OFB from the Internet:

1. Run the setup file from the location to which you've downloaded it.
2. Follow the on-screen instructions.
3. Restart the computer.

To install OFB from a CD:

1. Close all programs.
2. Insert the CD labeled Genie Backup Manager into your CD-ROM drive.
3. From the Start menu, Select Run.
4. Type D:\OFB\OFB_setup_Final.exe (Substitute the appropriate letter of your CD-ROM drive for D).
5. Follow the on-screen instructions.
6. Restart the computer.

How to: Register Open File Backup Agent

Upon purchasing a Open File Backup license, the user will receive an email containing a serial number for unlocking the software and removing the trial period limitation.

To register OFB before the end of the trial period:

1. From the toolbar, click Help then select Register OFB Agent.
2. Type or copy-paste the serial number into its designated field then click OK.

Upgrade to the New Version of Genie Backup Manager

If you already own an older version of Genie Backup Manager and wish to purchase the latest, or if you wish to upgrade to a more powerful edition, you are entitled to an "upgrade discount". Please follow the link below for more information about upgrading options and pricing.

<http://www.genie-soft.com/products/upgrades.html>

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How to: Install GBM as an Upgrade

When installing Genie Backup Manager as an upgrade, there is no need to uninstall previous versions first; GBM files will be copied to a different directory as an independent product, without causing any conflicts.

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How to: Import Backup Jobs from Previous Versions

The first time you run GBM 8.0 it will scan for Backup jobs from older versions and will prompt the user whether or not you would like to import. However, you can manually import from selecting Import Previous Jobs from the File menu in the toolbar, then follow the on-screen instructions. This imports job configurations, settings, and unattended scheduled tasks, but it will not import catalog records for version 6.0.

Only backup jobs created using Genie Backup Manager 6.0 and 7.0 can be imported, and the first execution of a backup job after it has been imported from version 6.0 will run as a full "Normal" backup, regardless of the backup type selected and also mirror and incremental with rollback disabled backups created in version 7.0, to ensure consistency; backup jobs imported from GBM 7.0 will continue running without reverting to full backup

How to: Restore Backups Created Using Older Versions

GBM 7.0 backups will be restored directly from GBM 8.0; however, if you've upgraded from Genie Backup Manager Version 6.0 to version 8.0, you can follow the steps below to restore backups created using the old version:

1. From the toolbar select File, then select Version 6.0 External Restore Utility.
2. Select Browse and locate the backup set you wish to restore data from.
3. Select Next.
4. Select the data items you wish to restore then click Finish.

What Can GBM Do?

Genie Backup Manager is a powerful backup and restore utility designed to backup your personal files, folders and settings. However, although this is an important part of disaster recovery, GBM is not intended to recover from a complete system failure in the normal backup procedure; Microsoft Windows needs to be installed and running properly in order for Genie Backup Manager to restore your data and settings.

Private users only need to back up files that they have created or modified themselves. Computers use both program and data files; programs can be reloaded from the original discs, but your data can only be reloaded from backup copies, which is where Genie Backup Manager comes into play.

Although Genie Backup Manager can reset the archive bit/flag of copied files during backup, determining which files have been modified since the last backup run is done using the file's last modified date and time attribute. This ensures that backup jobs are mutually independent, i.e. backing up a certain file with one backup job does not prevent it from being backed up again by another.

Genie Backup Manager is now enhanced with Disaster Recovery feature that enables you to recover your Windows installation after it becomes unstable or inoperable. Genie Disaster Recovery backs up what is needed to recover a system; reducing backup time and space to ensure faster recovery time of system

Managing Backup Jobs

Copying an Existing Backup Configuration

Duplicate existing backup job and then easily modify its configuration. To do so, click Tools from the application's toolbar, select Jobs Manager, select a backup job, then click Clone job.

Editing a Backup Job Configuration

You can use the Edit Previous Jobs button in the application's main window, then select a backup job to modify its configuration. Another possibility would be to click Backup from the main window, and go to the Job info page, select Edit Job, select a backup job from the list and click Load.

When the Properties window opens, go to the page with the settings you want to modify.

Deleting a Backup Job

Click Tools from the application's toolbar, select Jobs Manager, select a backup job, then click Remove. The catalog entries for deleted backup jobs will be removed, but files and folders from the source and destination will not be deleted.

Rename a Backup Job

Click Tools from the application's toolbar, select Jobs Manager, select a backup job, then click Rename...

Backup Types

There are four basic types of backup supported by GBM. Selecting the best backup type for your purposes depends on the storage media used, disk space considerations, and file version needs.

Full

Backup all selected files and folders every time backup is executed. A new independent backup set will be created replacing files from older runs, unless the user explicitly opts to keep them by changing [file purging settings](#).

- Full backup takes the longest time among all backup types.
- Best used for one-time backups, such as for migrating personal files to a new computer.

Incremental

Backup only files that have been added or modified since the last backup. Files that were deleted, renamed or moved from the source machine will not be deleted from the backup archive.

- The first backup run will automatically backup all selected files and folders (i.e. run as if full backup was selected).
- Incremental backup with the rollback option enabled is best for spanning backed up data over multiple storage volumes, such as CDs and DVDs, and for online and FTP backup.
- Over time, incremental backup requires less space and time than differential backup, however, it requires more time during restore, and all volumes containing previous increment versions and the most recent full backup must be available.

Mirror

Backup only files that have been added or modified since the last backup. Old versions of files will be replaced with newer ones and missing files will be deleted from the backup set.

- The first backup run will automatically backup all selected files and folders.
- Mirror backup is best for keeping an exact "mirror" copy of the original data on external hard disks, or on a file server, and when access to old versions of files is not required.

Differential

Backup only files that have been added or modified since the most recent normal (full) backup.

- The first backup run will automatically backup all selected files and folders.
- Over time, differential backup requires more space and time than incremental backup, however, restore takes less time, and only the volumes containing the last differential backup and the most recent normal backup are required.
- Best for spanning backed up data over multiple storage volumes, such as CDs and DVDs.

Note:

For a complete comparison between backup types, please refer to the following knowledgebase:

<http://www.genie-soft.com/asp/Community/KnowledgeArticle.asp?KBID=76>

Data Verification

Verification ensures that backed up data was successfully written on the storage media and that it can be restored reliably. Genie Backup Manager will by default verify backed up data immediately after the backup task is completed. Users can also choose to test data integrity of a backup archive at a later time using the [Testing Data Integrity](#) tool.

Testing data integrity can be done using one of two methods in Genie Backup Manager, these are:

- **Bit-by-bit verification:** This is the default method used by GBM to verify that a backup archive is restorable, and the data contained within it is not corrupt. This is done by reading every bit of each backed up file, however, this verification method does not compare data to make sure that the backed up and original versions of files are exactly identical. This means that if the contents of a file in the backup archive were modified after backup, Genie Backup Manager will not detect it.
- **CRC check verification:** CRC is short for (Cyclic Redundancy Check); a very powerful technique to obtain data reliability. The CRC is one of the most used techniques for error detection in data communications and file verification.

When this verification method is used, Genie Backup Manager will generate a table of CRC values for all the selected files during backup. Come verification time, a new CRC table is generated for the data stored in the backup archive, and the CRC value for each file being verified is compared against its counterpart in the original table created during backup. If a file passes CRC check, that means that it can be restored reliably, and that it is exactly the same as the file that was originally backed up.

File Versioning in Genie Backup Manager

Genie Backup Manager is a great tool for maintaining numerous versions of backed up files; selecting incremental backup with rollback or differential backup will ensure that each time the backup job is run, updated files are appended to the backup set instead of replacing older versions.

The catalog feature allows users to browse through all versions for any given backup job, sorted by date, and enables them to restore (rollback) all or some of their files to the state they were in, at the point in time that backup was executed.

Users can also limit the number of backup versions Genie Backup Manager should keep per backup job, in order to preserve disk space. This is done by configuring [Purging settings](#).

Security in Genie Backup Manager

Genie Backup Manager offers multiple levels of protection to ensure that backed up data is not accessible to unauthorized persons. ZIP passwords offer moderate protection for compressed backups, with the added flexibility of being compatible with most compression utilities, to allow users to manually restore data from backup archives, while AES (Advanced Encryption Standard) encryption has the advantage of being highly secure, as it is adopted by NIST (National Institute of Standards and Technology) as an FIPS-approved (Federal Information Processing Standard) symmetric encryption algorithm that may be used by U.S. Government organizations (and others) to protect sensitive information

Our online backup solutions enjoy an added level of protection, through username and password encryption, as well as 128-bit Secure Socket Layer (SSL) data transmission, certified by the leading global provider of SSL certificates, Thawte.

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Compression in Genie Backup Manager

Genie Backup Manager uses non-proprietary ZIP64 compatible compression to reduce backed up data size and save space, supporting up to $2^{64} - 1$ files within a zip archive as well as files that have a size greater than 4GB, for a zip file size that can reach up to about 18 million terabytes (more precisely, $2^{64} - 1$ bytes).

The Genie Backup Manager compression engine offers fast performance and low memory usage. Speed improvements reach 25%-75% in certain contexts. It also provides 15 to 20% better compression than other formats on many popular file types, especially XML data.

Users can choose between 9 levels of compression starting from no-compression, which packs the entire backup neatly within a single file, but without the overhead to the backup speed added by compression.

Backup without Compression

Choosing to backup data without compression causes GBM to copy the data to a single folder on the storage device while preserving the original folder tree structure, this makes data more accessible and less susceptible to corruption.

Files Created by GBM Locally

Genie Backup Manager creates a variety of temporary and permanent files and folders on the machine on which its running during its various operations that are either intended to be used by the user or for the program's internal use.

Job-related files and folders

When a new backup job is configured, the wizard creates a "JobSettings.dat" file in a folder carrying the same name as the backup job (usually in C:\Documents and Settings\

In addition, GBM also creates subfolders in the same location for each backup execution starting with a folder named "00000000" for the first backup run, and a new folder with the name incremented by one for each subsequent execution. Each folder contains catalog information for the corresponding backup run.

Temporary folders

Genie Backup Manager creates a temporary folder at the start of each session to store transient files and folders that are created during the program's operations, such as data waiting to be written to CD or DVD, or data being encrypted or compressed etc.

- Temporary session folder will be deleted when the session is closed (upon exiting main application).
- Unless otherwise specified by the user, GBM will look for the local drive with the most free disk space and select it for storing its temporary folders and files.
- Temporary files created during a backup run will be deleted when backup is complete.

Logs

Genie Backup Manager provides a log engine that helps you track backup, restore and test operations. It also offers advanced logs for tracking and debugging backup operations, tape operations, and volume shadow copy snapshots. For more information on each of these logs and how to access them, please refer to the [Logs and Reports](#) section.

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Files Created on the Backup Destination

This is a list of the most important files that Genie Backup Manager might create on the backup destination, along with a description of what each folder/file type signifies:

.gbp

The .gbp file type is associated in Windows with Genie Backup Manager, and it represents the file that the user needs to select in order to load the backup for restore. This file is recreated at each backup execution. When backup is executed with compression enabled, the file with the extension ".gbp" will represent the main backup output file containing the entire backup archive along with GBM's internal use files. If data was forced to split, such as in the case of multiple media spanning, this will be the last file in the set.

In case of backup with compression disabled, GBM will create a file called Main.gbp in the uncompressed backup folder at each backup execution, which will only serve as a link to the index.gix catalog file, located in the same folder, that holds the necessary information for restoring the data from the backup archive.

.c00<X>

This file type represents a split in a compressed backup archive; this occurs when a single compressed archive is divided into multiple linked portions, sequentially numbered starting with .c000 to c00X, where X is the number of split compressed file parts. The last file in the set is always the file [{backup job name}.gbp](#).

.n00<x>

This extension represents a source file that has been split during a backup execution with compression disabled.

.exe

This file is created when the [Self-Restorable backup](#) option is selected in the backup job's configuration. If this file is present, Genie Backup Manager does not need to be installed on the target machine in order to restore data from the archive.

If compression was enabled, this file will contain the entire backup archive as long as the size of the data in its compressed form is less than the number specified for the [Enable one-file self-restorable backups](#) option; however if this size limit was exceeded, or if the backup was uncompressed, Genie Backup Manager will create a file called "Swift_restore.exe", which will only contain a self-executable version of the restore functionality.

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How to: Start Genie Backup Manager

Before you start, make sure that your backup devices have been detected and are configured correctly without conflicts.

To start Genie Backup Manager...

- Click Start , point to Programs > Genie-Soft, and then click Genie Backup Manager 8.0.
- If you have selected the option to add an icon to your Quick Launch bar when you installed the software, you can click that icon to start Genie Backup Manager.
- Double click the Genie Backup Manager system tray icon .

The Welcome Screen

The welcome screen is the first window that opens when the user runs GBM. This window contains links to tutorials and helpful information and tips for using Genie Backup Manager.

To open the welcome screen at any time click Help in the toolbar then select Welcome Screen. To suppress the welcome screen remove the checkmark next to Show welcome screen at startup.

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The Grand Tour

If you are a first time user of Genie Backup Manager, it is recommended that you watch the backup tutorial to become familiar with the software and its interface. The tutorial will simulate the creation of a backup job and guide you through the backup wizard screens. Other tutorials are available and can be accessed from the [Welcome screen](#).

To view the Genie Backup Manager flash tutorial select Take a Tour from the applications main window.

Failing to View the Tutorial

If the tutorial fails to play, you might need to install the latest version of the Macromedia Flash Player. You can download the latest version of Flash Player from the Macromedia website by clicking the link below:

http://www.macromedia.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash

Shortcuts

The most important functions in GBM are assigned keyboard shortcuts for increased accessibility.

[+ Backup Wizard Shortcuts](#)

[+ Main Window Shortcuts](#)

[+ Miscellaneous Shortcuts](#)

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Selection Panes

Selecting data for backup or restore in GBM is done using a Windows-Explorer-like interface. Selection panes are used to select or deselect files, folders, and various items and settings.

When an item from the left pane is highlighted its contents will be displayed in the right pane, to refine the selection if necessary.

-  A plus sign means that the listing can be expanded to display additional items.
-  A minus sign means that the listing can be collapsed to hide displayed items beneath it.
-  An empty check box means that the item can be selected but is currently not.
-  A check box with a blue or green check mark means that the item is selected with all its contents.
-  A gray check mark means that some but not all of the item's contents have been selected.
-  A grayed out check box means that the item is not available or not selectable; if the item has an Expand/Collapse box then the user needs to expand the listing to be able to select its contents.

My Folders Selection Options

Right-clicking on any item (file or folder) in the right-hand pane in My Folders tab and selecting Selection Options presents the user with several options for selecting files and folders, these are:

- Select All: Select all items in the pane
- Clear All: Deselect all items in the pane
- Select Files Only: Only select files appearing in the current view
- Select Folders Only: Only select folders appearing in the current view
- Invert Selection: Invert the selection in the current view (unselected items will be selected, and selected items will be deselected)

Accessibility

Microsoft Windows offers "Accessibility Options" that make it more eye-friendly for people with visual disabilities. They allow you to modify the display to make it easier to work with the computer.

GBM supports visual accessibility options; changing Windows appearance will change GBM's user interface making the software more readable for people with color blindness, weak vision etc...

- GBM needs to be restarted before changes in visual accessibility options are applied.

Windows and Dialogs

Most windows and dialogs in Genie Backup Manager can be resized to fit the users preference. The minimum dimensions for the main window is 740X570, hence it is recommended to set the display resolution to 800X600 or more in order to be able to see the entire contents of any window.

When a pane or window is not resizable and part of its contents is hidden, scroll bars will appear enabling the user to view the concealed parts.

GBM by default remembers the location and size of the main window upon exiting the application so that these attributes would be retained the next time GBM is started. To disable this feature, click the Tools menu command, select Global Preferences, select General, then remove the checkmark next to Save window location on exit.

Job Summary

During the creation or modification of a backup job, the lower-left corner of the backup wizard will provide a summary of the backup job's settings, this include:



- Job name: Name assigned to the backup job.
- Media Type: Media selected for storing the backup.
- Backup Type: Full, increment, mirror or differential (backup all selected files or new and changed files).
- Compression: Compression setting (with or without compression).
- Security Type: Type of security setting used (None, zip password protection or encryption).
- Estimated size: The total estimated size of selected items.
- Estimated items: The estimated number of files selected for backup.

Wizards Overview

GBM adopts wizard-like interfaces for its three main functions: Backup, Restore, and Scheduling unattended backups. Each of these will be described in details later on.

Each wizard is comprised of a series of dialog boxes guiding the user through the steps required to perform the task, all the user has to do is choose the appropriate options in each dialog and then click Next to proceed to the following step. At any point, the user can click the Previous button to correct or modify selections made in previous dialogs.

Getting Help

GBM users can seek assistance regarding the use of the various functions and features of the software using several different help resources, which include:

- [Offline Help](#)
- [Online Technical Support](#)
- [The Knowledge Base](#)
- [Community Forums](#)

Exiting GBM

To exit GBM do one of the following:

- From the File menu in the toolbar select Exit.
- Press <ALT + F4>.
- Click the X button on the top right corner of the program.

Attempting to exit will open a dialog asking the user to confirm the request

Suppressing the quit confirmation dialog

Registered users can suppress the quit confirmation dialog, to do so:

1. From the toolbar, select Tools, then select Global Preferences.
2. Select General.
3. Remove the checkmark next to Confirm quit dialog box.

The System Tray Agent

The System Tray Agent is a service that runs in the background and displays an icon  in Windows System Tray to allow quick access to the following Genie Backup Manager functions:

- [Starting Genie Backup Manager.](#)
- [Obtaining status reports on your recently performed backups.](#)
- [Controlling Open File Backup Agent.](#)
- [Creating a new backup job.](#)
- [Editing an existing backup job by selecting one from a list.](#)
- [Silently running a backup job \(Run Backup\).](#)
- [Running a backup job and shutdown the computer automatically immediately after backup is completed.](#)
- [Checking for updates for Genie Backup Manager.](#)
- [Enabling and disabling pop-ups](#)

To start the GBM System Tray Agent, click Start, point to Genie-Soft, point to Genie Backup Manager 8.0 Tools, then click Genie Agent.

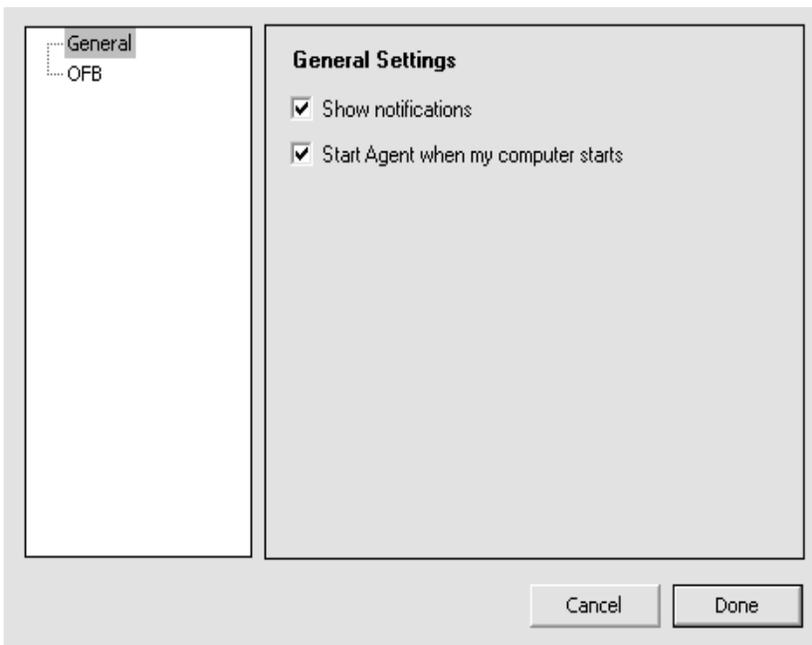
How to: Set the Genie System Tray Agent to Run at Startup

1. Go to Start > Genie-Soft > Genie Backup Manager 8.0 Tools > then click Genie Agent.
2. Right click the Genie Agent icon in the system tray  then select Settings.
3. Make sure Start agent when my computer starts is checked.

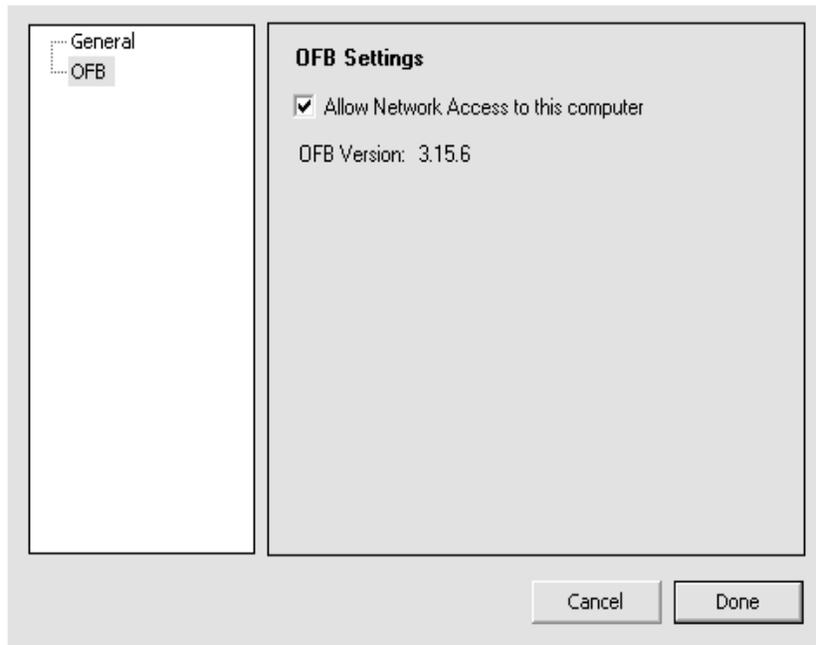
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System Tray Agent Settings

To open the GBM agent settings dialog right click on the Genie Backup Manager icon in the system tray then select Settings.



- Show notifications: Display GBM agent notifications.
- Start agent when my computer start: Run the GBM system tray agent as a process at startup.



- Allow network access to this computer: Allow remote computers connected via LAN to use Open File Backup Agent to backup open files on this machine.

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How to?

Genie Backup Manager

[How to: Install Genie Backup Manager](#)

[How to: Register Your Copy of GBM](#)

[How to: Check for updates](#)

[How to: Install GBM as an Upgrade](#)

[How to: Import Backup Jobs from Previous Versions](#)

[How to: Restore Backups Created Using Older Versions](#)

[How to: Start Genie Backup Manager](#)

Open File Backup Agent

[How to: Install Open File Backup Agent](#)

[How to: Register Open File Backup Agent](#)

The System Tray Agent

[How to: Set the Genie System Tray Agent to Run at Startup](#)

Catalog

[How to: Back up the Catalog](#)

Local/LAN

[How to: Restore from a Local Drives](#)

[How to: Enable OFB Agent to Backup Open Files on Remote Locations](#)

[How to: Restore Data Stored on Network Locations](#)

Tape

[How to: Restore Data Stored on Tapes](#)

FTP

[How to: Restore Data Backed Up Using FTP](#)

Online Backup

[How to: Restore/View Online Backups](#)

[How to: Purchase Extra Online Space](#)

[How to: Delete Online backups](#)

Optical Media

[How to: Restore from Optical Media](#)

Removable Media

[How to: Restore from Removable Media](#)

Outlook

[How to: Backup MS Outlook Data](#)

[How to: Backup While MS Outlook is Running](#)

[How to: Restore Outlook Data](#)

Outlook Express

[How to: Backup Outlook Express](#)

[How to: Backup while Outlook Express is running](#)

[How to: Restore Outlook Express Data](#)

[How to: Synchronize Outlook Express Mail Folders](#)

[How to: Synchronize Outlook Express Settings](#)

[How to: Extract mail folders directly from a backup](#)

[How to: View Backed Up Emails](#)

Windows Mail

[How to: Backup Windows Mail Data](#)

[How to: Restore Windows Mail Data](#)

Windows Registry

[How to: Back Up the Entire Registry](#)

[How to: Back Up Selected Registry Keys](#)

[How to: Restore Windows Registry](#)

Desktop

[How to: Back up Desktop Items](#)

[How to: Restore Desktop Items](#)

My Documents

[How to: Back Up My Documents](#)

[How to: Restore My Documents Folder](#)

Windows Address Book

[How to: Back Up Windows Address Book](#)

[How to: Restore Windows Address book](#)

[How to: Synchronize Windows Address Book Contacts](#)

Windows Contacts

[How to: Backup Windows Contacts](#)

[How to: Restore Windows Contacts](#)

Windows Favorites

[How to: Back Up Windows Favorites](#)

[How to: Restore Windows Favorites](#)

Windows Fonts

[How to: Back Up Windows Fonts](#)

[How to: Restore Windows Fonts](#)

My Media

[How to: Use playlists to backup media files](#)

[How to: Automatically scan for media files](#)

[How to: Restore Media Files](#)

My Photos

[How to: Back Up Images and Photos](#)

[How to: Restore Images and Photos](#)

Windows Settings

[How to: Back Up Windows Settings](#)

[How to: Restore Windows Settings](#)

My Folders

[How to: Create New File Filters](#)

[How to: Import and export file filters](#)

[How to: Restore Files and Folders](#)

[How to: Restore to a Different Location](#)

My Plugins

[How to: Back Up Programs and Program Settings](#)

[How to: Compile a Plugin Script](#)

Settings

[How to: Create a Quick-Backup Shortcuts on the Desktop](#)

[How to: Create Self-Restorable Backups](#)

Scheduler

[How to: Rotate Backups using Advanced Scheduling](#)

Restore

[How to: Load Backup from the Archive](#)

[How to: Load Backup from the Catalog](#)

[How to: Restore Using SwiftRestore](#)

[How to: Restore/View Online Backups](#)

[How to: Restore Data](#)

Disaster Recovery

[How to: Create Genie Disaster Recovery Bootable CD/DVD disc](#)

[How to: Create Genie Disaster Recovery Backup](#)

[How to: Restore Disaster Recovery Job](#)

E-mail Notification

[How to: Activate E-mail Notification](#)

[How to: Send Email Notifications](#)

Genie Script

[How to: Create a Plugin using XML tags](#)

[How to: Create a Plugin using Plugin Creator](#)

GRunScript

[How to: Create a Backup Job Script](#)

[How to: Run a Scripted Backup](#)

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Main Window Commands

The main window contains a selection of the most important Genie Backup Manager functions.

Main Commands



Starts the new [backup](#) wizard.



Starts the [restore](#) wizard.



Starts the [disaster recovery](#) wizard



Starts the [catalog](#).



Opens a list of available backup jobs which the user can choose from to edit a backup job's configuration.



Enables you to View/Restore and Manage your [online account](#)



Switch to Easy mode

Tools

 **Run Backup** - Opens a list of available backup jobs which the user can from to quickly execute a backup.

 **Global Preferences** - Opens Genie Backup Manager's [preferences dialog](#).

 **Test Data Integrity** - Opens the [Test Data Integrity](#) window.

 **Genie Update** - Opens the GBM [automatic update](#) window.

 **Take a Tour** - Opens a flash-based walk-through for configuring a new backup job in Genie Backup Manager.

Quick Links

 **Buy Now** - Direct link for purchasing GBM online.

 **My Account** -Direct link to My Account for online registered users

 **Backup Encyclopedia** - Opens the Backup encyclopedia.

 **Online Registration** - Register your copy of GBM online.

 **Online Support** - Contact information for the Genie-Soft technical support team.

 **Home Page** - Opens the Genie-Soft home page in your default Internet browser.

 **Free Plugins** - Opens the Genie-Soft Plugins database page to download free GBM Plugins.

Menu Commands

Menu	Item	Function
File	Backup Wizard	Open the backup wizard.
	Restore Wizard	Open the restore wizard.
	Online Restore Wizard	Restore backups stored on the Genie-Soft online backup server.
	Tape Restore Wizard	Open the tape restore wizard.
	Scheduling Wizard	Schedule a backup job to run unattended.
	Cataloging	Open the backup Catalog library.

	Default Backup Folder	Browse the default location used by GBM for storing backups.
	Import Previous Jobs	Import backup jobs created by version 6.0 of Genie Backup Manager.
	Version 6.0 External Restore Utilities	Open an external utility for restoring backups created using Genie Backup Manager 6.0.
Tools	Test Backup	Test a backup set's data integrity to ensure it can be restored reliably.
	Advanced Search	Search the catalog library or a backup archive for previously backed up files.
	Jobs Manager	Open the backup jobs manager window.
	Logs Manager	View, print and manage your backup logs and reports.
	Online Login	Open a dialog to enter your Genie-Soft's online backup credentials.
	Start GBM Agent	Run the Genie Backup Manager monitoring agent in the system tray.
	Extract Archive from .exe File	Extract a backup set from a self-restorable backup.
	Format Re-Writable CD/DVD	Quick-erase or fully format CD/DVD media.
	Undo Plugin Restore	Uninstall programs previously restored using My Plugins.
	GenieScript Compiler	Open the GenieScript script compiling utility.
	Tape Operations	Tools for erasing, adjusting tape tension, and ejecting tapes.
	Global Preferences	Open the Global Preferences window to edit general and advanced Genie Backup Manager settings.
Help	Contents	Open the Genie Backup Manager help documentation.
	Backup Encyclopedia	Open Genie-Soft's free Backup Encyclopedia project web site.
	Welcome Screen	Open the welcome screen.
	Supported Recorders	
	Genie-Soft Home Page	Opens your default internet browser to the Genie-Soft web site.

Check for Updates	
About	Credits and basic information about the product.
Registration	Open the Genie Backup Manager registration dialog to enter your serial number and unlock the software.
Register OBF Plugin	Open a dialog to insert your Open File Backup agent serial key.
How to register	Open help page on how to register your copy of GBM.
Technical Support - Contact Us	Contact information for getting in touch with Genie-Soft support team to receive technical assistance.
How-To	A list of links to the most important how-to help pages.

To access a program menu item using the keyboard

1. Press <ALT>. This will highlight the File menu in the toolbar.
2. Use the right and left arrow keys to move horizontally between menus and the up and down arrow keys to move between items inside each menu.
3. Press <ENTER> to activate the selection.

Backup Summary

The backup summary panel displays a summary report for the most recently performed backup. It also offers quick access links for viewing the complete backup report as well as re-running the backup.



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The Backup Wizard

Users can create backup jobs in Genie Backup Manager using one of two different wizard layouts:

[Easy mode](#): A 3-step simple wizard. Advanced backup settings are set to default.

[Normal Mode](#): A 5-step wizard that gives users more control over the backup job and its settings.

Changing the Backup Wizard Layout

To switch from one backup wizard layout to another:

From the main screen, click the Switch to Easy Mode or Switch to Normal Mode button in the lower-right corner of the screen.

Opening the Backup Wizard

- From the startup screen click the Backup button.
- From the Files menu, select Backup Wizard.

For each backup job you must specify at least the source files, folders, or other data items that you want to backup (third wizard step), the rest of the options are not mandatory as they are set to default values, but can be changed by the user.

The user can move between the wizard screens using one of the following ways:

- Clicking the Next button in the lower right corner, to go through all the wizard screens one at a time. Clicking the Previous button takes the user one step back.
- By choosing the desired wizard screen from the Backup Steps menu on the left side of the screen. This allows the user to skip steps that have been set before.

Features not available in Easy Mode

- Backup to Removable, CD/DVD, FTP, Online, and Tape
- Creating more than one backup job
- Timestamp
- Encryption
- Backup without compression
- Advanced Schedule
- Self Restorable backup

- Incremental, differential, and mirror
- Purge settings
- Cataloging
- Email notification
- Pre & Post Commands
- Backup Transfer Method

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The Restore Wizard

Using the Restore Wizard you can restore from a backup job. The restore wizard consists of two steps (pages), from which users can configure what and how to restore. To open the restore wizard select click the Restore button from the main window, or select the Files menu, then select Restore Wizard.

These are the steps that you must confirm in the restore wizard:

1. Select a file to restore (loading the backup): Select the backup archive you wish to restore data from. Depending on the destination on which the backup is stored, select one of the following options from the left menu:
 - Select Backup Set: For selecting and loading a backup stored on disk-based media, or more generally, any backup destination other than Genie-Soft's online backup servers, or tape media. See the Restore section.
 - Tape Restore: Select and load a backup stored on tape media. See [Restoring from Tape Media](#).
2. Data Selection: Select the files and folders you wish restore. User data is divided into three categories to make it more manageable during backup and restore: My Profile, My Folders, and My Plugins. Click Next to start restore.

The Disaster Recovery Wizard

Users can create Disaster Recovery in two main steps:

1. Create Disaster Recovery Bootable Disk (One time only)
2. Create Genie Disaster Recovery Backup

Opening the Disaster Recovery Wizard

- From the startup screen click the Backup button.
- From the Files menu, select Disaster Recovery Wizard.

The user can move between the wizard screens using one of the following ways:

- Clicking the Next button in the lower right corner, to go through all the wizard screens one at a time. Clicking the Previous button takes the user one step back.
- By choosing the desired wizard screen from the GDR Steps menu on the left side of the screen in the Disaster Recovery backup job. This allows the user to skip steps that have been set before.

Online Backup Account

From this page users can manage the whole online backup account. Login to My Account enables users to connect to their online account and view the backed up jobs. Select a backup job or Genie drive and click Restore/View to view the contents of the backed up or uploaded data to Genie Drive. Create Backup Job opens the online backup wizard to create a new online backup Job.

If the Online Account is running out of space, you can Delete Selected Job, Delete all Jobs, or upgrade your online plan from Need more space link.

Under Web Online Account Management, you can Manage My Workspace, which opens the online backup web service. This Workspace enables you to create, edit, and view documents directly from the web account, opens thumbnails of images and much more! For more information, please visit your online account via web.

Global Preferences

The Preferences window houses the settings, preferences and configurations for GBM.

To open the Preferences window, do one of the following:

- From the toolbar click Tools, then select Global Preferences.
- From the Tools left-hand menu in the main screen, select Global Preferences.

Note: Settings selected from the preferences dialog will apply to all created backup jobs.

Preferences: General

The General page of the Global Preferences window (accessible from the Tools menu, Global Preferences menu item) contains general settings of the program.

Auto update

Select the frequency at which GBM should automatically check for software updates. (This option is only available for registered users). ([Settings](#))

Confirm quit dialog box (registered version)

Causes GBM to prompt the user to confirm before closing the main application. This option is only available for registered users.

Associate the extension ".gbp" with GBM in Windows

Associate the extension (.gbp) with Genie Backup Manager in Windows; clicking a file with ".gbp" extension will automatically load the backup and open the restore wizard within Genie Backup Manager.

Save window location on exit

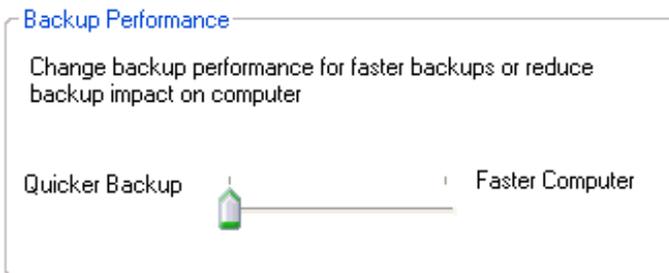
Remember the size and location of the GBM main window the next time it is run.

Temporary files folder

Specify a local folder for storing temporary files created by GBM during its various operations, See [Files Created by GBM Locally](#). ([Settings](#))

Global Preferences: General - Advanced

The Advanced page of the Global Preferences window (accessible from the Tools menu, Global Preferences menu item) contains advanced settings for the program.



Change Backup performance for jobs to either run Faster backups or reduce impact of backup on your computer

Enable advanced logging for debugging (might slow down computer during backup)

Enable advanced logging. Used for trouble shooting purposes by the Genie-Soft technical support team.

[Open GBM advanced logs folder](#)

Open the folder containing Genie Backup Manager's advanced debugging logs.

Global Preferences: General - Sound Alerts

The Sound Alerts page of the Global Preferences window (accessible from the Tools menu, Global Preferences menu item) contains settings related to attaching sounds to various events in the program.

Enable sound alerts

Enable associating sounds with Genie Backup Manager events.

Enable sound alerts

Events

Backup finished successfully
Backup finished with errors
Data verification complete
Prompt to switch disks
Testing data integrity complete

List of GBM events that the user can add sound alerts to.

Attach sound to selected event

Enable sound alert for the selected event.

Browse...

Browse your computer to select a sound file to be associated with the selected event.

Play

Preview selected sound file.

Preferences: Backup Settings

The Backup Settings page of the Global Preferences window (accessible from the Tools menu, Global Preferences menu item) contains settings related to backup operations.

Always display backup log

Automatically display the backup activity log after each backup run.

Always display backup summary

Automatically display summary of results after each backup run.

Automatically close Outlook Express before backup

Close Outlook Express before each backup run, to avoid running into locked files during backup. ([Settings](#))

Automatically close Outlook before backup

Close MS Outlook before each backup run, to avoid running into locked files during backup. ([Settings](#))

Show hidden files/folders in "My Folders"

Display and allow selection of files with hidden/system attribute in the file selection panes in My Folders.

After verification wait secs then start backup automatically

After GBM confirms selections, wait X seconds before starting backup.

Default backup destination:



The default folder used for storing backups when a new backup job is created.

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Preferences: Backup Settings - Advanced Settings

The Advanced Backup Settings page of the Global Preferences window (accessible from the Tools menu, Global Preferences menu item) contains advanced backup-related settings.

Preserve Alternative Data Streams (ADS)

Preserve NTFS Alternative Data Streams even when data is backed up to a non-NTFS partition.

Use CRC check to compare files (Slower)

Compares CRC output of each file in the backup set against the original file to ensure data integrity.

Enable one-file self-restorable backups

When self-restorable backup sets is enabled with compression and the size of the data after compression is less than the amount specified, the entire backup set will be contained within a self-executable file (.exe). Otherwise, the self executable file will be copied as a separate file on the backup destination.

Rename unicode files (Using GRename Technology)

When a filename is in unicode, rename the file using a unique GUID, to avoid problems restoring the data on platforms that do not support unicode character sets. GBM will rename the file to its original name upon restore.

Backup ACL (Access Control List)

Backup Access control list that specifies permissions when sharing.

Tape Settings

Tape backup related settings. ([Controls](#))

Global Preferences: CD/DVD Settings

The CD/DVD Settings page of the Global Preferences window (accessible from the Tools menu, Global Preferences menu item) contains options pertaining to writing to optical media.

Use Joliet file system

Select this option if you want to use filenames that contain up to 64 characters in length, including spaces. This is the default option and is used to record most CDs/DVDs. Joliet also records the associated DOS-standard name (8+3 characters) for each file so that the disk may be read on DOS systems or earlier versions of Windows.

Joliet must be used if you want to use file names that contain up to 64 characters in length, including spaces. Joliet also records the associated DOS-standard name (8+3 characters) for each file so that the CD may be read on DOS systems or earlier versions of Windows.

ISO9660 is used if you want to be able to read the CD on different platforms including DOS, Macintosh, OS/2, Windows and UNIX. Files and directories recorded to CD based on the ISO 9660 standard must meet the following (8+3) requirements:

- A file name may not contain more than eight alphanumeric characters and the underscore symbol [_].
- A file name extension may not contain more than three alphanumeric characters.
- A directory name may not contain more than eight alphanumeric characters and the underscore symbol [_].

Although using ISO is supported in GBM it is strongly recommended that the user uses Joliet to avoid running into file/folder naming compatibility problems. Otherwise, the user must manually make sure that the naming convention of all selected files and folders are compatible with the ISO9660 standard.

Cache disk image before burning (CD-R/CD-RW only)

This option increases the reliability of backup to CD media by creating a temporary file on the hard disc that is then written at once to disc. Caching, however, means that GBM will first copy the data to a temporary local drive and then onto the CD, which adds a few minutes to the total running time for each disc.

- Caching is not supported on DVD.
- If GBM doesn't detect enough space to perform caching, data will be copied directly to the CD.

Finalize disc (No further writing to the disk is possible)

Close the CD/DVD media so that further writing to it is not possible. This is done by not recording the next writable address in the last session's [lead-in](#), so that in the next time the recorder attempts to write, it has no way of knowing where to begin writing. Only finalize CDs if you are sure that you will not be appending new backup versions to it.

Use "BURN Proof" technology (if supported by drive)

This technology helps prevent bad burns and CD/DVD creation errors, including buffer underrun and trackwriter errors. This option might not be supported by all CD/DVD drives.

A Buffer Underrun occurs when the PC cannot deliver data fast enough to the drive's buffer. If the drive's buffer empties because of the lack of data, the laser will turn off. The resulting gap on the media usually renders a CD-R disc unusable"

The BURN-Proof feature is effective only for Buffer Under Run errors. Therefore this feature does not cover the following cases

- Power outage or power disconnection.
- Malfunction or abnormality in PC / Application software.
- Impact on the drives or inferior condition of the media.

Import previous sessions on disk

If the CD contains more than one session, the most recent session is automatically imported so that it could be updated with the new data.

Each time data is written to a CD/DVD disk a table of contents is written at the end of the session in order to make the disk readable. This procedure is called session closing; data can still be appended to the disk after a session is closed.

Genie Backup Manager will by default import previous sessions on the inserted disc before writing to it so as not to lose existing data.

Disabling this feature causes GBM to write a new table of contents that does not refer to previously written data on the disc, rendering that data hidden and inaccessible, but it will not free the space occupied by it.

If a file with the same name as the backup file already exists on the CD, GBM will rename the new file by appending a trailing number, that is incremented by one for each new version of the file that is added.

Rename archive if a file/folder with the same name exists

This option prevents accidental overwriting of previous backup jobs stored on the CD/DVD in case a file with a similar file name already exists on it.

Simulate backup before committing data to disc

Do a backup simulation before burning data to disc to ensure that data can be written successfully.

Backup to CD/DVD media can be somewhat tricky, a scratched disc or incompatible writing speeds might render a backup media set useless or corrupt. Now, you can set Genie Backup Manager to perform a backup simulation to the inserted CD/DVD media to test whether the backup task will be carried out successfully, before committing data to the media.

Eject last backup disc after the backup is finished

When backup to optical media is performed, eject the last disk in the media set to alert user that backup is finished.

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Global Preferences: Online Backup

The Online Backup page of the Global Preferences window (accessible from the Tools menu, Global Preferences menu item) contains options related to the online backup functionality.

Bandwidth Throttling

- Enable Bandwidth Throttling
Limit how much of internet connection GBM uses

This option enables you to limit the bandwidth used to upload to Genie Servers

Max Upload Rate: KB/s

Maximum upload rate GBM can use to upload backed up files to Genie Servers

Always throttle

Always limit maximum upload rate

Throttle between these hours

From: To:

Limit maximum upload rate between these hours; otherwise, use full bandwidth

Limit online cache to:

If this option is disabled Genie Backup Manager will cache the entire backup set to file in a temporary local location, and then upload it to the Genie-Soft Online Backup Servers. Otherwise, GBM will cache and upload chunks of data according to the size limit specified in the option below.

Cache size: MB

Set the size for local temporary cache created before uploading data. Make sure your hard drive has enough disk space for the cache file to be created.

Global Preferences: Open File Backup

The Open File Backup page of the Global Preferences window (accessible from the Tools menu, Global Preferences menu item) contains options related to handling open files during backups.

Disable Open File Backup

Disable using Open file backup to handle backing up open files

Use Volume Shadow Copy (fully integrated)

Allow Volume Shadow Copy service to copy open files during backups.

Use Genie Open File Backup Agent (additional Add-on)

Allow Open File Backup Agent to copy open files during backups.

Start

Run Open File Backup Agent as a process in the background.

Pause

Stop Open file Backup Agent. It is recommended to always keep OFB running to ensure a skipped-files-free backups.

OFB Status:

Displays the status of Open File Backup Agent: (Activated, Paused or Not installed).

OFB Version:

The version of Open File Backup Agent currently installed on the computer.

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Preferences: Restore Settings

The Restore Settings page of the Global Preferences window (accessible from the Tools menu, Global Preferences menu item) contains settings related to restore operations.

If a file being restored exists in the destination folder

- Do not replace existing file
- Replace if restored file is newer
- Always replace files

Instructs GBM what to do when a file with the same name as the one being restored exists in the destination folder.

Always display log after restore

Automatically open the restore log after each restore job.

Restore file modified dates and attributes

Remember each backed up file's attributes (hidden, read-only, system, archived) and modified date and time stamp, to insure they are retained when files are restored.

Outlook restore settings

Settings to be used when restoring Microsoft Outlook data. ([Settings](#))

Global Preferences: Testing Data Integrity

The Testing Data Integrity page of the Global Preferences window (accessible from the Tools menu, Global Preferences menu item) contains settings defining how Genie Backup Manager verifies the reliability of produced archives after backup.

Automatically test data after backup

Run data integrity test automatically after backup is complete.

Ask me

Prompt me for action after backup is finished.

Do not test

Do not perform data integrity testing after backup.

Test only new and changed files

When performing increment, mirror or differential backups, verify only files that have been newly appended to the backup set.

Global Preferences: Email Notification Settings

The Email Notification page of the Global Preferences window (accessible from the Tools menu, Global Preferences menu item) contains the mail server settings GBM uses for sending notifications of performed backups via email.

SMTP Server:

SMTP server hostname or IP address.

Port:

SMTP port number. Default value is 25.

SSL

SSL (Secure Sockets Layer) is a security protocol that provides communication privacy. Select this option if your SMTP server supports SSL.

From:

Email address to appear in the sender (From) line.

To:

Email address of the recipient of the notification.

Subject:

Text to appear in the Subject line of the notification email

Attach backup log

Select this option to include the backup log with every notification email.

Open a dialog for configuring advanced email sending options. ([Controls](#))



Send dummy notification email to test the entered settings

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Global Preferences: Auto-Exclude

The Auto-Exclude page of the Global Preferences window (accessible from the Tools menu, Global Preferences menu item) contains settings for automatically ignoring specific files and folders during backup.

Some system files and folders on the computer are not made to be moved or copied, and are accessed only by the Windows system, trying to backup these files will cause an error in GBM. To avoid running into backup problems, GBM by default skips these files and folders in all the backup jobs created by the user. This preferences window enables the user to add/remove files and folders from the 'Auto-Exclude' list.

Enable auto-exclude (Recommended)

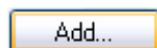
Automatically exclude the files and folders specified in the list whenever a backup is performed.

File/Folder name	Description
C:*.crmlog	ComPlus
C:\hiberfil.sys	Power Management
C:\pagefile.sys	Memory Page File

List of files and folders to be automatically excluded from all backup jobs.



Remove an item form the list.



Add an item to the auto-exclude list.

Global Preferences: Cataloging

The Cataloging page of the Global Preferences window (accessible from the Tools menu, Global Preferences menu item) contains settings related to the cataloging feature of the program.

Enable Cataloging

Allow GBM to create a library containing history of backup jobs/runs.

Access restore-wizard even when media set is not loaded

Enable user to choose a backup set from the catalog and open it within the restore wizard, to browse and select files for restore, even if the media set is still not loaded.

Read index from catalog (Enable changing storage location)

Allow GBM to do an increment, mirror, or differential backup run by referring to the backup job index saved in the catalog, instead of the one on the storage media. This is needed when the user is trying to store the data from a new backup run on a new media volume, other than the one containing the data from the previous run.

The Catalog

The Catalog is a library containing a list of all defined backup jobs and the files backed up during each job's executions. With this utility, users can keep track of file versions, and run, view search for and extract files directly from the backup archive without going through the restore wizard.

For each new execution of a backup job, Genie Backup Manager creates a new subfolder in a folder carrying the same name as the backup job (usually in C:\Documents and Settings\\Application Data\Genie-Soft\GBMAPPLICATION\), starting with a folder named "00000000" for the first backup execution, and a new folder with the name incremented by one for each subsequent run. Each folder contains catalog information for the corresponding backup execution, which Genie Backup Manager refers to, to populate the catalog window.

To access the catalog click the Catalog button in the main window, press <Alt+C>, or select Catalog from the File menu.

Although highly not recommended, users can disable cataloging if they feel that they will not be benefiting from this feature, and wish to spare the small amount of disk space that would otherwise be consumed by the catalog files. This can be done by clicking the Tools menu, selecting Global Preferences, selecting Cataloging, and unchecking the box next to Enable cataloging. Note that doing so will prevent Genie Backup Manager from writing catalog information locally, thus loosing all historical data related to backup executions, and the ability to browse, search, extract, view, or run backed up files, unless restored first.

Using the Catalog

Backup jobs are listed in alphabetical order in the left pane of the catalog window. Expanding the tree beneath a backup job displays its versions ordered according to the date and time on which they were executed. Users can expand the tree under any backup version to view detailed information about the files that were backed up. The following filters can be selected: All files, New files, Unchanged files, Modified files, and Deleted files. Clicking on one of the filters displays the results in the right pane. The following columns are available in the file list view, which can also be used for sorting:

- Filename: name of listed file.
- Size: size of listed file -before compression if backup set was compressed-
- Date Modified date of the most recent change made to the file before it was backed up.
- GBM Data Type: My Profile, My Folders or My Plugins.
- Extension: the filename extension (file type) of the backed up file.
- Original Path: the original path in which the backed up files was located.

The user can further refine the list of results by typing a filename mask in the Filter by field above the results pane. For more advanced file searching options, see [Advanced Search](#).

Right-Click Options

Right clicking an object from the panes in the Genie Backup Manager Catalog will open a menu with options related to the clicked item.

Right-Clicking a Backup Job:

- Delete Job: Delete all catalog entries for the currently selected job.
- Expand All: Fully expand the tree beneath the selected backup job.
- Collapse All: Collapse the tree of backup runs below the selected backup job.

Right-Clicking a Backup Run:

- Restore: open the restore wizard to restore data from the selected backup run.
- Show log: Show backup log for the selected backup run.
- Delete: Delete the catalog entry for the selected backup run.
- Delete All: Delete all catalog entries for the currently selected job.

Right-Clicking a File:

- Restore selected file: Extract the selected file to a location specified by the user.
- Restore checked files: Restore all files with ticked checkboxes to a location specified by the user.
- Mark all: Mark all files as selected.
- Clear all: Deselect all files.
- Run selected file: Open selected file using the application associated by Windows with its file type.
- View with Notepad: View selected file using Notepad.

Advanced Search

The file Search dialog offers the most direct way to locate a backed up file. Use the Search dialog if you are looking for common file types, if you remember all or part of the name of the file you want to find, If you recall the size of the file you wish to locate, or if you know when you last changed a file. The Search dialog can search within all performed backup runs to locate all revisions of a file or files.

To open the advanced search dialog from the catalog window, click the Advanced Search link the upper-right corner.

You can write the name of the file you wish to locate directly in the Search for field. If you know only part of the name, you can use [wildcard](#) characters to locate all files that include that part in the name. For example, *map.* will find "road map.jpg", "tech map.doc", and "tech map.txt". You can also search for files which names contain a sequence of adjacent letters. For example, ost will find "most wanted.doc", "host.txt", and "outlook.ost".

You can instruct Genie Backup Manager to look for your file either in a specific backup archive, or in all the archives created by currently configured backup jobs, by selecting one of the following options from the Search in drop-down menu.

- Selected Backup Run: Search for file within the highlighted backup run.
- Selected Backup Job: Search for file within the selected backup job.
- All Jobs: Search the entire catalog.
- Browse for Backup Job: Open a list of backup jobs/runs to choose from
- Browse for Backup File: Specify a backup set to search within, useful when there is no catalog entry is available for that backup set.

The GBM data type menu enables you to refine your search by specifying whether the file you are searching for belongs to a My Profile item.

You can use additional search criteria to make your search more specific by clicking the More choices tab, this will enable you to refine your search according to the size and/or "last modified date and time" attribute of the file(s) you are looking for.

How to: Back up the Catalog

The catalog is normally small enough to fit on one floppy disk depending on the total number of files listed in the catalog.

To backup the catalog

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Plugins tab.
3. Select GBM 8.0 Preferences, Jobs, Scripts and Catalogs.

Backup Devices

The Where to Backup wizard screen defines where the backup will be stored. To choose a storage device during backup job creation/editing select Where to backup from the left navigation menu in the backup wizard. Make sure you can write in the destination and the selected folder (you have the proper rights and the media is not write-protected).

GBM is the only backup software that grants users the flexibility of choosing between all the following storage destinations without the need for purchasing and installing extra plugins or add-ons:

- External and Internal hard disks.
- Across network (Shared network locations, SAN devices, NAS devices, etc.).
- Memory Sticks (Flash memory).
- CD/DVD media (all formats - DVD±RW/DVD±R/DVD-RAM/CD-R/CD-RW), including Blu-ray.
- Removable media devices (REV, floppy disks, ZIP disks, JAZ etc ...)
- Remote locations using FTP service.
- Tape devices.
- Online backup.

For each backup run, a new index (".gbp file") is created in the destination folder, containing the backup job's catalog as well as other information necessary for Genie Backup Manager to be able to restore data automatically. If this file is lost, GBM will not be able to restore data, and the user will only be able to manually access the files and folders stored in the archive. The catalog is also stored locally to enable offline browsing of the data stored in the backup (even if the storage media is not loaded), as well as file versioning information.

If the backup destination drive/device is missing or disconnected when backup starts, Genie Backup Manager will display a warning message saying that there is not enough space on the destination, and backup will be aborted.

Note:

In easy mode, backing up to Local/LAN is only supported

Internal and External Drives

Genie Backup Manager allows users to backup data to hard disk drives of all kinds, whether internal or external (hard drives, USB drives etc.). In addition, GBM enables users to select more than one hard disk as a backup destination; if one hard disk gets full, GBM will automatically continue backup to the next hard disk specified in the [multi-drive spanning](#) list. The Local/LAN option is selected by default when you define a new backup job, and data is backed up to the [default backup destination](#) as specified in the [Global Preferences](#) window.

To backup to an internal or external hard drive during backup job creation or editing, select Where to Backup from the left-hand menu, then select Local/LAN location.

If the backup destination drive/device is missing or disconnected when backup starts, Genie Backup Manager will display a warning message saying that there is not enough space on the destination, and backup will be aborted. Users can avoid this using either the [Multi-Drive Spanning](#), or the [Backup Transfer Method](#) features.

If the desired location is not visible in Windows Explorer, users can also type the backup destination path directly in the box.

Note:

You can also backup USB attached external drives using Removable media option as it is automatically detected.

Multi-Drive Spanning

Multi-drive spanning allows Genie Backup Manager to treat multiple disk drives as one during backup.

Many people have more than one partition defined on their hard drive, others have more than one drive that they use to store backups on. Most backup solutions allow the user to select only one partition/drive as a target for storing data for each backup job, when that drive is full, backup will cease to run, unless the user manually frees more disk space, or automatically sets the software to erase the contents of the media. Genie Backup Manager offers a novel way for handling these scenarios, using multi-drive data spanning.

Multi-drive spanning is a feature that enables users to divide backed up data onto more than one local/LAN location, this includes multiple partitions, hard disks, shared and mapped networked locations, SAN and NAS devices etc.

Multi-drive spanning locations can either be preset, i.e. the user gets to predefine an ordered list of storage locations for GBM to use. Or, the user can set GBM to prompt him for a new location, once the drive currently being used is full. This feature is disabled by default.

Selecting Repeat , causes Genie Backup Manager to cycle through the list of backup devices, such that when the last destination in the list is full, GBM will re-attempt to backup on the first destination, and then the second, and so on.

Enabling multi-drive data spanning:

To allow GBM to span backed up data onto more that one local/LAN location:

1. From the left-hand navigation menu in the backup wizard select Where to Backup .
2. Select Local/LAN location .
3. Select Allow multi-drive spanning .
4. Choose one of the following options:
 - Use all available Space : Write until current location is full before moving on to the next one.
 - Use fixed split size: Use a fixed amount of disk space from the current location then move on to the next one, even if the previous one still has free disk space.
5. Click Auto spanning drive List to create a list of predefined locations for GBM to use. If no list is defined, GBM will prompt the user to enter a new backup location once the one currently being used is full.



Tip:

Use Read index from catalog to enable GBM to perform incremental, mirror, or differential backups without the need to reload the full backup

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Splitting Backup Files

Using the new 64-bit Zip compression, Genie Backup Manager compresses backed up data to one file that can reach up to about 18 million terabytes in size (more precisely, $2^{64} - 1$ bytes) - provided that this is supported by the file system being used - However, the user might want to split the compressed backup file into multiple smaller chunks, for instance in order to copy them later to removable media, or when the file system, such as FAT 16, does not allow creation of large files etc.

GBM can split the backup set into multiple linked files with sequentially numbered extensions (e.g. .001 .002 .003 etc ...) with the last file in the series assigned the main (.gbp) extension.

To split backup files:

1. From the left navigation menu in the backup wizard select Where to Backup.
2. Select Local/LAN Location.
3. Select Enable multi-drive spanning.
4. Select Use fixed split size, then enter the desired split size value.

How to: Restore from a Local Drives

Restoring data from backups stored on local hard drives is straight forward.

1. Make sure that the drive on which your backup is stored is attached to the computer and accessible from Windows Explorer.
2. Open the folder holding the backup on your device.
3. Double click the main "gbp" file corresponding to the backup set you wish to restore data from.

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Backup to Network Locations

Genie Backup Manager allows backing data to LAN-connected devices (Local Area Networks), these include shared network folders, mapped networked drives, SAN devices, NAS devices etc...

To backup to a networked device or location during backup job creation or editing, select Where to Backup from the left-hand menu, select Local/LAN location, click Browse, then select My Network Places or type the full path to the backup destination.

If the backup destination drive/device is missing or disconnected when backup starts, Genie Backup Manager will display a warning message saying that there is not enough space on the destination, and backup will be aborted. Users can avoid this using either the [Multi-Drive Spanning](#), or the [Backup Transfer Method](#) features.

If the desired location is not visible in Windows Explorer, users can also type the backup destination path directly in the box, e.g. "\\Server\shared documents".

Backup from Network Locations

Genie Backup Manager users can backup data from shared folders on networked devices. To do so select What to Backup from the backup wizard, click My Folders tab, from the folders view pane select My Network Places , then select the folder(s) you wish to backup. If the desired location is not visible in My Folders , use the manual files selection feature to enter the path to the data location manually.

If the desired network location is a mapped drive/folder, simply browse to the drive letter assigned to it from the folders view pane to select the data for backup.



Tip

On a Microsoft Windows Network if you share a folder that has a dollar sign '\$' at the end of its name, then it is considered hidden and other machines cannot see it, unless you explicitly enter its name in the address bar or the command prompt. Users can add this kind of sources by manually typing the complete path in the Manual File Selection panel. To add a new item, click Add, then type the full path to file or folder. Select Include sub-folders if you wish child folders to be included in the backup.

How to: Enable OFB Agent to Backup Open Files on Remote Locations

Open File Backup Agent can be set to handle open files while backing up data using Genie Backup Manager from a network-connected machine. This allows centralized LAN-based backups for clients with potentially-open files.

Perform the following steps on each network computer you intend to backup data from:

1. Install Open File Backup Agent.
2. Click Start, point to Genie-Soft, then Genie Backup Manager 8.0 Tools, and click OFB.
3. Right-click the Genie Agent icon in the system tray then select Settings.
4. Make sure Allow Network Access to This Computer is selected.

How to: Restore Data Stored on Network Locations

1. In the main screen click Restore.
2. Click Select Backup Set.
3. Browse to the location of the backup set and select the ".gbp" file corresponding to the backup version you wish to restore, then click Open.
4. Click Next.
5. Continue with restore.

Backup to Tapes

GBM supports backup to tape devices with the option to span data over multiple tape cartridges. Tapes are one of the most commonly used backup storage devices due to the fact that they can store large amounts of data at a relatively low cost.

To backup to tape, select *Where to Backup* from within the backup wizard, select *Tape Devices*. Tape devices are listed in GBM in the same order as the machine's BIOS.

Genie Backup Manager allows backed up data to be divided, and stored on up to ten tape cartridges. Each tape must be formatted at least once using GBM's tape erase tool before it can be used for backup.

Genie Backup Manager stores a copy of the backup job's catalog both on the last cartridge of the tape set used during backup, and locally on the computer on which backup was performed. If the local copy of the catalog is missing, the user needs to regenerate it using the [tape scan](#) feature in order to restore data.

Tape Backup Limitations

When backup to tape is selected, the following GBM features are not supported.

- Self-restorable backups.
- Purging.
- Mirror backup and incremental backup without rollback.
- 192-bit AES encryption.
- Extracting from Catalog

How to: Restore Data Stored on Tapes

1. Insert the last cartridge from tape set into the drive.
2. Open the Restore Wizard.
3. From the left navigation menu select Tape Restore.
4. Select the appropriate backup job/run corresponding to the backup archive you wish to restore from, If the catalog entry for that backup is not present you will need to [Generating the Tape Catalog](#).
5. Click Next.
6. Continue with restore.

Generating Tape Catalog

When backup to tape media is performed using Genie Backup Manager, a catalog (index) of backed up files and folders is generated and stored on the tape, and another copy is stored locally on your machine. Genie Backup Manager needs this index in order to properly restore data from the tape.

When restoring data from tape to a machine different from the one where the backup was made, or if the local copy of the tape catalog was deleted either intentionally or during a system format, the catalog needs to be regenerated.

Regenerating the backup catalog for a single tape backup set

1. Insert tape into the drive.
2. Open the Restore Wizard.
3. From the left navigation menu select Tape Restore.
4. Click Generate Catalog. GBM will scan the tape and detect all GBM backups stored on it and list them.
5. Wait until Status is "idle".

Regenerating the backup catalog for a multi-tape backup set

If Genie Backup Manager spanned your data during backup over more than one tape cartridge, you will need to do the following in order to generate the catalog:

1. Open the Restore Wizard.
 2. From the left navigation menu select Tape Restore.
 3. Insert the last tape from the backup set into the tape drive.
 4. Click Generate Catalog. Genie Backup Manager will scan the tape then prompt you to insert the first tape from the set.
 5. Insert the first tape then click Ok.
 6. Wait until Status is "idle".
 7. Repeat steps 4 through 6 for each remaining tape, inserting them in backwards sequence, starting with the tape before the last in the set, then the tape before that, and so on, until the first.
- Trying to generate a catalog from a tape that is not the last tape in a backup set will result in an error; Genie Backup Manager will report that no catalog was found.

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Tape Tools

The Tape Operations utility offers a number of options for handling tape media, including tape erase, tape eject, tape tension adjustment, and deleting tape catalog.

To open the Tape Operations dialog click Tools from the toolbar then select Tape Operations.

Selecting Erase will format the inserted tape cartridge, deleting its contents, and preparing it for use with GBM. Tapes must be formatted at least once using GBM's Tape Erase before it can be used for backup. If automatic tape erase was selected from the backup wizard's Settings page, and the tape was not properly formatted for backup, GBM will automatically format it. When Tape Erase is selected, the Tape Label field will be enabled allowing users to change the tape's internal volume label before erasing it.

Selecting Eject will expel the cartridge currently inside the tape drive.

Select Tension to tune the inserted cartridge's tape tension. Periodic tape tension adjustment is recommended. Variance in tape tension can cause read-write errors and wear-and-tear to the media and hardware; too little tension can result in early tape flying, even though the head may have little or no visible wear. Too much tension will not show up until later because the greater tension will maintain tape to gap contact longer, but will wear like a belt sander, actually shortening the performance period.

Select Remove on-tape catalog to delete catalog entries stored on the inserted tape as a sort of quick-erase. Deleting on-tape catalog will remove references to performed backup jobs, in which case restore of data stored on tape will not be possible unless the user [regenerates the catalog](#).

FTP Servers

Genie Backup Manager allows users to perform backup operations to any FTP server connected to the Internet by simply entering the server's address and authentication. Genie Backup Manager will create a local temporary copy of the backup, then "push" a data stream that can be compressed and/or encrypted to the designated FTP server. This feature will allow you to easily store data offsite or perform centralized backups for remote client data.

To perform FTP backup, select Remote Location Using FTP from the Where to Backup page in the backup wizard. Available space on FTP server will not be calculated/displayed during backup. You will need to make sure the FTP account you are using has enough disk space.

When backing up to a remote machine using FTP, GBM first creates a temporary copy of the backup locally on the machine then uploads it to the FTP server, these files are by default deleted immediately when backup to FTP is complete. The user can set GBM to keep these files even after backup is done - to serve as a local second copy of the backup- from the Advanced Settings dialog.

If the connection is dropped or interrupted, or if there was no upload activity for a considerable period of time during backup to a remote FTP server, GBM will pause the upload and retry to reestablish connection (if possible) then resume from the broken point; GBM repeats these steps until the entire backup is uploaded or the number of retries specified by the user are exceeded. Users can modify the number of auto-resume retries from the Advanced Settings dialog.

Users can restrict the transfer rate at which GBM uploads data to the FTP server during backup, so as not to "hog" the connection's bandwidth from the Advanced Settings dialog.

Limitations of FTP Backup

When FTP backup is selected, the following GBM features are not supported.

- Purging old backup files.
- Incremental backup without rollback.
- Mirror backup.
- Extracting from Catalog



Tip:

You can rotate backup types via scheduling, for more information, please refer to [How to: Schedule Rotating Backup Jobs](#)

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FTP Backup Settings

The FTP backup settings dialog allows access to advanced FTP connection settings that users can customize for optimized performance and compatibility with the FTP server.

To open the advanced FTP Backup settings dialog, select Where to Backup from within the backup wizard, select Remote location using FTP, then click Advanced Settings.

Address:

Name or IP address of FTP server.

Port:

FTP server port number. Default value is 21.

User:

Username for the FTP access account.

Password:

FTP access account password.

Backup directory:

Path to which the backup should be stored on the server. If path does not exist, GBM will create it.

Perform a test connection to the server, to check that the entered settings are correct.

Advanced FTP connection settings. ([Controls](#))

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How to: Restore Data Backed Up Using FTP

GBM currently does not support direct data restore from FTP sites. In order to restore FTP backed up data, the user needs to first download the backup files from the FTP server using either an Internet browser, or a third party FTP software. It is recommended to use third party FTP software to download the backup set for better reliability and speed.

Restoring from FTP Using the Default Internet Browser

1. Open your default Internet browser.
2. Login to the FTP site containing your backed up data by entering its URL into the address bar in the following format:

ftp://[username]:[password]@[ftpsiteaddress]

Where:

- [username] is the username of the FTP account used for uploading files.
- [password] is the password for the FTP account used for uploading files.
- [ftpsiteaddress] is the address for the FTP site used for uploading files, including the complete path to the location of the backup set.

E.g.

ftp://sam:mypassword@my.ftp.site.com/genie/monday/

3. Locate the backup set and then Copy/Paste it onto your hard disk.
4. Follow the [local restore](#) procedure.

Restoring from FTP Using Third Party Software

1. Use a third-party FTP software to download the complete backup set onto your hard disk.
2. Follow the [local restore](#) procedure.

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Online Backup

Online backup is Genie-Soft's latest offering for users who wish to safeguard their data, without the hassle of maintaining shelves of stacked backup disks or cartridges. Online backup with GBM is as easy as backing up to any local hard drive, ensures around-the-hour worldwide data accessibility, and is highly secure, through username and password encryption, as well as 128-bit Secure Socket Layer (SSL) data transmission, certified by the leading global provider of SSL certificates, Thawte.

You can sign up to get a free-of-charge trial account to test our unparalleled online backup service by clicking the [Sign up for a free trial account](#) link. The trial account will grant you 50MB of free online backup space. Credit card information will be requested, but your card will not be charged.

Your Genie-Soft online-backup account also offers Genie Drive feature, which enables uploading personal files via email, organize your data by creating new folders, deleting, cutting, copying, and pasting files and folders to different locations in the Drive. In addition to that, Genie Drive allows you to easily share folders with friends and family or cooperate workgroups. You can drag-drop files and folders to the drive that is installed on your computer and it will automatically synchronize with the web service. For more features, login to your online account via web.

Finally, using Genie Online-Backup, you can set multiple users and allocate disk space quota for each one.

Setting Genie Backup Manager to perform online backup:

1. Make sure you have an online backup account with enough free space.
2. From the backup wizard, select Where to Backup.
3. Select Online backup.
4. Click Login.
5. If this is the first time you login to your online account in GBM 8.0 a registration form will appear. If you do not have an online backup account, fill the information to register. Or click Login if you already have an account.
6. Type your email address and password in their respective fields (Email/Password) as were entered when you signed up to the Genie-Soft online backup service.
7. Choose between [Standard and Secure](#) data transmission.
8. Click Login now.

OR

1. From the Main page Click Online Backup Account
2. If this is the first time you login to your online account in GBM 8.0 a registration form will appear. If you do not have an online backup account, fill the information to register. Or click Login if you already have an account.
3. Type your email address and password in their respective fields (Email/Password) as were entered when you signed up to the Genie-Soft online backup service.
4. Choose between [Standard and Secure](#) data transmission.

5. Click Login now.
6. In the main screen, select Create Backup Job

You can change the Genie-Soft online account you use for backup by clicking the Change User button.

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Security Options

High data security and privacy during online backups in Genie Backup Manager are achieved through the application of the following data-security standards:

Securing Account Passwords

This security measure is applicable even when secure online backup is not selected.

Passwords are encrypted using the SHA-256(Secure Hash Algorithm). This hash encryption algorithm is one of the required secure hash algorithms for use in U.S. Federal applications, including the use of other cryptographic algorithms and protocols, for the protection of sensitive unclassified information.

This Encryption methodology is a one way encryption; therefore it cannot be decrypted at the server's side and therefore there is no way to recover a password from the data base, the server will only be able to reset the password and not recover it. The reset password will be sent to the user's personal email, this process prevents hackers from resetting the user's account, which is a great feature to prevent user impersonation.

Securing Data Transmission

Genie Online Backup supports a 128- bit Secure Socket Layer (SSL) certified by the leading global provider of SSL certificates *Thawte*. This protocol uses RSA encryption algorithm in order to encrypt the data on the link and prevent hackers from eavesdropping on personal information.

This Authentication is done to reassure the clients that they are sending their information to the right source. In other words, the certificate based authentication verifies that we are who we say we are. This authentication is done by the SSL certificate provided by *Thawte*. An SSL Web Server Certificate enables Genie Online Backup users to view the following information:

- The domain for which the certificate was issued. This allows them to check that the SSL Web Server Certificate was issued for your exact host and domain.
- The owner of the certificate. This acts as further reassurance, since customers are able to see whom they are doing business with.
- The physical location of the owner. Once again this reassures customers that they are dealing with an actual entity.
- The validity dates of the certificate. This is extremely important, since it shows users that your Digital Certificate is current.

Setting Secure Data Transmission:

1. From the left navigation menu in the backup wizard select Where to Backup.
2. Select Online Backup.
3. Click the Change User button.

4. Make sure Secure is selected.

OR

1. From Online Backup Account in Main Page
2. Click the Change User button.
3. Make sure Secure is selected

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Online Backup Settings

Online Backup Settings slightly differ from other backup settings by the following:

[Full Backup](#): Backs up all selected data every run

[Backup without versioning \(Mirror backup\)](#): backs up new and modified files; deletes missing files in a single archive

[Backup with versioning \(Incremental backup\)](#): backups up new and modified files in a new backup archive (disabling rollback is not supported)

[Security](#): All security options provided in GBM are fully supported in Genie Online backup in addition to Secure data transmission

[Bandwidth Throttling](#): This feature enables you to limit the bandwidth used to upload backup to the offsite Genie servers.

[Purging](#): Control the your online space usage via purging and also number of backup versions

More settings: [Power Management Options](#), [Reset Archive bit option](#), [Email notification](#), and [Pre & Post commands](#) are also fully supported

How to: Restore/View Online Backups

1. From the Main Page Select Online Backup Account
2. Click Login to My Account if you are not currently logged in and enter your email account and password. Select Secure or Standard transmission and click Login now
3. Wait for Genie Backup Manager to list all the backups available online.
4. Select a backup job from the list.
5. Click Restore/View to restore or view your backup
6. To Restore, select the data you wish to restore and continue with restoration process



Tip

You can also search and restore an individual file via catalog

How to: Restore from Genie Drive

1. From the Main Page Select Online Backup Account
2. Click Login to My Account if you are not currently logged in and enter your email account and password. Select Secure or Standard transmission and click Login now
3. Wait for Genie Backup Manager to list all the backups available online.
4. Select Genie Drive to restore files that were uploaded manually.
5. Click Restore/View or Next
6. Select the files/folders you wish to restore and choose one of the following restore modes:
 - Alternative: restore data to the specified path, while maintaining the original folder tree structure.
 - Single folder: restore data to the specified path, after collapsing the original folder tree structure (no subfolders).

How to: Purchase Extra Online Space

If you wish to upgrade your online backup account to another plan that offers more storage space or seats (users), do the following:

Directly from application:

1. From the backup wizard, select Where to Backup.
2. Select Online backup.
3. Click Buy more space

OR

1. From the Main page Click Online Backup Account
2. Click Need more space?

From Internet

1. Open your Internet browser.
2. Go to <http://online.genie-soft.com> and login to your account.
3. From the main page select Billing.
4. Click Buy more space.
5. A list of extra space/seats plans that you are eligible to upgrade to will be displayed. Choose the plan that suites your needs.

- During backup if GBM determines that the user does not have enough online backup space, it will notify the user and give the option to purchase more backup storage space.

How to: Delete Online backups

1. From the Main Page Select Online Backup Account
2. Click Login to My Account if you are not currently logged in and enter your email account and password. then wait for Genie Backup Manager to list all the backups available online.
3. Select the backup job from the list and click Delete Selected Job or Delete all Jobs

Optical Media

Genie Backup Manager can write to CD/DVD media of any format (DVD±RW/DVD±R/DVD-RAM/CD-R/CD-RW), including double layer DVDs and Blu-ray, using both built-in burning capability and packet writing - with the aid of third party software -.

To set Genie Backup Manager to backup to a CD/DVD drive, select Where to Backup from the left-hand menu, select CD/DVD media, then select the drive letter of the recorder you wish to use.

You can backup an unlimited amount of data to CD/DVD media even if one disc does not have sufficient space to hold all the data, since GBM will by default divide your backup into several discs (*automatic disk spanning*), and all you need to do is to replace discs when prompted to do so.

Genie Backup Manager will by default use the entire amount of empty space available on each inserted disk during backup, you can select Use fixed split size to instruct GBM to only fill up a fixed amount of space on each inserted disc. Make sure to leave some space as a safety margin for the table of contents that will be written to close the disc session.

If GBM fails to write to disc or is interrupted during the process, the user will be given the option to retry by inserting a new disc, or to cancel the operation.

Genie Backup Manager checks the integrity of data written on each disc in the backup set immediately after the disc's session is closed. If the data is corrupt, GBM will ask the user whether to proceed with backing up the rest of the data (in the case of automatic disc spanning) or cancel the backup task.

To prevent GBM from verifying data integrity after writing to a CD/DVD, uncheck the option Verify data after backup in the disc burning progress dialog that appears during backup.

To retrieve an updated list of supported optical recorders, make sure you are using the latest Genie Backup Manager version using the Genie-Update tool, from the main application window click Help, then select Supported Recorders.

GBM by default uses the maximum speed supported by both the recorder drive and the inserted media for burning, however, for trouble shooting purposes the user can select a custom writing speed by clicking Advanced Settings. If no disk is inserted in the drive, GBM will load the list of speeds supported by the recorder drive, inserting a disk in the drive would cause GBM to load the list of speeds supported by both the recorder and inserted media.

Disc Recording Options

Genie Backup Manager uses two methods for writing a CD/DVD disc: The built-in burner and Incremental Writing (AKA Packet Writing) using third party software.

Track-at-Once recording is what most recorders and software support today, and is the built-in default CD/DVD recording method used in Genie Backup Manager, which means that you do not need to use third party software to use it for writing data to optical media. Track-at-once burning does not allow manipulation of individual files after they have been written to disc, and thus, only supports full, incremental with rollback, and differential backup types. Purging old backups is also not supported.

Packet writing on the other hand lets you treat an optical disc as though it were a big floppy disk, allowing in the process for the deletion and replacing of individual files, thus supporting all backup types, including incremental without rollback and mirror (as long as data is not divided over multiple discs). However, Genie Backup Manager supports this recording method only through the use of third party software.

Built-in burner vs. packet writing.

Issue	Track-at-Once	Packet Writing
Speed	Slower.	Faster (Except when backup without compression is used).
Compatibility	Readily readable on most drives.	In most cases the packet writing software used to write the data must be installed in order to read from the disk.
Incremental & Mirror Backup	Rollback forced. Mirror backup not supported.	Backup with rollback option disabled is supported (new versions of files overwrite old versions). Mirror backup supported.
Purging old backups files	Not supported.	Supported as long as data is not divided over more than one disk.
Availability	Built in.	Must use third party packet writing software. Note: Default Windows XP writing component does not use packet writing.
Disk space utilization	More disk capacity.	Less disk capacity; Packet Writing consumes more space on disc.
Pre-use formatting	Blank disks need not be formatted before usage. Disks previously written to using packet writing software must be fully erased: Tools > Format Re-writable CD > Full Format.	All disks must be formatted at least once using the third party software, to become compatible with packet writing. Note: Disks formatted using one packet writing software must be reformatted before being used with another.

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Using the Built-in Burner

The built-in CD/DVD burner in Genie Backup Manager can write to almost all optical media formats, including the new dual-layer DVD and Blu-Ray technologies; no third party software is required.

To set GBM to backup to optical media using the built-in burner:

1. From within the backup wizard select Where to Backup.
2. Select CD/DVD media (DVD±RW/DVD±R/DVD-RAM/CD-R or CD-RW).
3. Make sure Use packet writing Software is not selected.

Incremental Writing (Packet Writing)

If your CD/DVD device is not compatible with Genie Backup Manager, or if you wish to use backup types not supported by GBM's built-in burner, you can use third party packet writing software.

Packet writing is a term for software that lets you record data onto an optical disc directly from Windows Explorer, My Computer, or from the File/Save As section of any computer program. Simply put, it lets you treat a CD as though it were a big floppy disk.

When backup using third party packet writing software is selected, Genie Backup Manager will still control what and how much data is written to each inserted disc.

- CD/DVDs written with this method can only be recognized on other computers if the same third party packet writing software is installed there too.
- Free Packet-Writing software are available for download on the Internet, please refer to the following knowledgebase article for more information: <http://www.genie-soft.com/asp/community/KnowledgeArticle.asp?KBID=128>

To set GBM to write to CDs and DVDs using third party packet writing software:

1. From within the backup wizard select Where to Backup.
2. Select CD/DVD media (DVD±RW/DVD±R/DVD-RAM/CD-R or CD-RW).
3. Select Use third party packet writing Software.

Formatting Optical Media

GBM comes with a CD/DVD formatting tool that can perform both quick erase and full disc format.

This feature can only be used with re-writable optical media.

- New blank discs need not be formatted before using them with Genie Backup Manager. However, if the disk has been written to previously using a packet writing software then it needs a full format before GBM can use it for backup.
- When using packet writing, make sure the disc you wish to backup to has been formatted using the third party packet writing software.

Setting a backup job to automatically erase CD/DVD discs before backup:

1. From the left navigation menu in the backup wizard select Where to Backup.
2. Select CD/DVD media (DVD±RW/DVD±R/DVD-RAM/CD-R or CD-RW).
3. Make sure Automatically erase disc before backup is selected.

- Automatic disc erase uses quick erase, not full format.

Manually erasing CD/DVD discs:

1. From the toolbar click Tools, then select Format Re-Writable CD/DVD.
 2. Select the drive letter of the recorder containing the disk you wish to erase.
 3. Select one of the following options:
 - Quick Erase: Quickly delete the contents of the disk (takes around 1-2 minutes to complete)
 - Format: Fully format disc (might take around 30 minutes or more to complete).
- Quick erasing re-writable disks might render them 'stubborn' after a number of erases, it is recommended to perform a format every 7-10 quick erase sessions to revitalize the disk.

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How to: Restore from Optical Media

To restore data stored on CD or DVD discs:

1. Insert the last disc in the backup set into the drive.
2. Open the Restore wizard.
3. Click Select backup set.
4. Browse to the CD/DVD drive and select the catalog ".gbp file".
5. Click Open.

CD/DVD Backup Strategies

GBM offers flexibility and reliability when backing up to CD/DVD. Here are some strategies to make your backup reliable and more flexible:

1. Use blank CD/DVDs: For reliable backups it is recommended that you use blank (new) CD/DVDs to ensure that the CD/DVD does not contain scratches from extensive use.
2. Simulate Backup: GBM offers simulating capabilities to ensure successful burning of backup so you know that your backup will burn correctly on the CD/DVD before it actually backs up. To can enable this option from Tools> Global Preferences> CD/DVD Settings> Simulate backup before committing backup to disc
3. Create full backup on high capacity media: Backing up to CD/DVD is much slower than backing up to a hard drive. Also DVD's even if dual layered cannot compare with the high capacity Hard drives. In GBM you can create your full backup on an external drive, edit your job, select incremental or differential on CD/DVD. Please make sure Read index from catalog (Enable changing storage location) is selected from Tools> Global Preferences> Cataloging
4. Rotate backup types via scheduling: Purging is disabled when burning backups to CD/DVD media. However, you can rotate backup types using Advanced schedule in Scheduler. for more information, see [Advanced Schedule](#)
5. Use packet writing software to purge backups: you can enable purge option using packet writing software as it enables writing to CD/DVD as if you were backing up to a hard drive. Packet writing also allows you to perform mirror backups and incremental backups with rollback disabled.

Removable Media

Removable media devices include floppy disks, JAZ drives, ZIP drives, memory sticks, etc. Removable media is a practical backup destination, because it allows automatic media spanning, i.e. GBM would backup to the inserted volume until all available space has been consumed then prompt the user to insert a new disk, and so on, until all data has been written.

To set Genie Backup Manager to backup to a removable media device, open the backup wizard, select Where to Backup, then select Multiple Disks (Removable Media Devices). A list of all attached removable media devices will be displayed to choose from. External hard disk drives are now detected under removable media; however, you may backup external harddisk under Local/LAN option to enable multi-drive spanning. For more information, see [Backup to Internal and External Drives](#).

You can backup an unlimited amount of data removable media even if one volume does not have sufficient space to hold all the data, since GBM will divide your backup into several discs, and you only need to replace discs when the program prompts you to do so.

Select Automatically erase contents of disk before backup if you wish to save time by allowing GBM to quick-format each inserted volume during backup.

REV® devices are implicitly supported in GBM

REV Device Settings

Now GBM supports Iomega REV operations to ensure a more reliable and non interrupted backup. These settings include:

Eject disk after backup: After backup completes, GBM safely and automatically ejects REV disc after backup. This procedure is similar to right-clicking the REV drive icon in My Computer or Windows Explorer and select Eject.

Disable write protection during backup/enable after backup: If you insert a write protected REV disk prior backup any traditional backup program or a simple copy to disk cannot be achieved if write protection is enabled. Selecting this option will check if your REV disc is write protected and will disable it before backup. In addition to that, when backup completes, write protection will be automatically enabled.

Disable access protection during backup/enable after backup: Access protection prevents anyone without the password from adding, deleting, modifying, or viewing your files. Therefore, if this option was enabled prior backup, GBM will fail to perform backup. However, using this option and entering the access protection password in the Password field will automatically disable access protection before backup and enable it afterwards.

Notes:

If write protection and access protection were originally disabled, GBM will not enable it after backup

How to: Restore from Removable Media

To restore data stored on removable media:

1. Make sure the last storage volume from the backup set is inserted/connected.
2. Open the Restore wizard.
3. Click Select backup set.
4. Browse to removable media drive and select the catalog ".gbp file".
5. Click Open.

The Default Backup Destination

When a new backup job is created, the backup destination option (where to backup) will be set to a default local folder, typically "My Documents\My Backups", which can be later changed by the user.

To change GBM's default backup folder select Tools from the toolbar, select Global Preferences, select Backup Settings, and enter a new path in the Default backup destination box. Note that the default backup destination can only be set to point to a local or networked location.

To view the contents of the default backup folder click File from the toolbar then select Default Backup Folder.

Backup Transfer Method

Disconnections during backup (network failure, faulty disks etc.) can lead to corrupt backups. To avoid having to redo backup when such an event occurs, users can activate this feature to make a temporary local copy of the data before copying it to its final destination; this way, Genie Backup Manager can resume backup from where it was interrupted.

To activate Backup Transfer Method for a backup job, select Settings from the backup wizard, click on the More Settings link, select Backup Transfer Method, and make sure the option Backup to local temporary location before copying to backup destination is checked.

Media ID

During backup to removable or optical media, Genie Backup Manager will assign a different id (label) to each disc/volume for identification. It is recommended to mark the media with this label, since GBM will refer to it as it prompts the user to replace disks during restore or when attempting to add new versions to a backup.

GBM names each disk using the following naming scheme:

<Backup Job Name> - <Volume Number>

Where:

- Backup Job Name: is the name assigned to the backup job.
- Volume Number: indicates the disk's number according to the sequence in which volumes were inserted during backup.

To change the Media ID:

1. From the left navigation menu in the backup wizard select Settings.
2. Click Advanced Settings.
3. Make sure Change media ID is selected.
4. Type a new label to be used instead of the backup job name.

Data

User data is divided into three categories to make it more manageable during backup and restore. Data selection is the third screen in the backup wizard.



This user data group contains various built-in plugins that you can use to backup some of the most important items on your computer; this includes Emails, Favorites, Windows Settings, Desktop files and folders etc...

Plugins are system independent, i.e. one can backup his favorites, for instance, from a Windows XP machine and restore them on a Windows 2000 machine, without having to worry about the changed Windows environment, and GBM would know exactly where to copy the files.

The items in this group were selected to include the most commonly backed up data types during system formats.



This user data group allows you to backup files and folders from any location readily accessible from My Computer using an easy to use Windows-Explorer-like interface.

Use this group when you know where your files and folders are located and need to be able to access/restore files individually.



This group lists plugins that can be used to back up various items, such as programs, program settings, saved games, databases etc ...

These plugins are different from those in My Profile in that users can download free plugins to extend the capabilities of GBM, or create their own custom plugins and share them with other users.

Profile Data

This user data group contains various built-in plugins that you can use to backup some of the most important items on your computer; these include Emails, Favorites, Windows Settings, Desktop files and folders etc. The items in this group were selected to include the data types most commonly backed up during system formats.

My Profile items can be migrated between different computers or different versions of Windows safely; one can backup his favorites, for instance, from a Windows XP machine and restore them on a Windows 2000 machine, and GBM would know exactly where to copy the files.

Selecting an item from the left pane displays a list of selection refinements in the right pane, along with item-specific settings.

Backing up Email Clients Data

Genie Backup Manager offers backup options for of the most commonly used email clients: Ms Outlook (2000-2007, Windows Mail, and Outlook Express. Backup of other email clients' data is also supported through Genie-Soft's [free plugins project](#).

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MS Outlook

Genie Backup Manager can help you to backup all your Outlook data or transfer your existing [Outlook profile\(s\)](#) from one computer to another. Using Genie Backup Manager you can migrate your Outlook profile between different versions of Windows.

MS Outlook Data Items that GBM Can Backup:

- Main data files (Outlook.pst, Archive.pst) and additional [data files](#) created by the user.
- Extensions (addins).
- Settings and preferences, including customized toolbar settings, contacts and nicknames, send and receive settings, navigation pane settings, rules etc ...
- Signatures: The blocks of formatted text and/or graphics that appear at the end of e-mails send that identify yourself and your contact information.
- Stationery: Stationery and themes are a set of unified design elements and color schemes you want to apply to messages. They specify fonts, bullets, background color, horizontal lines, images, and other design elements you want to include in outgoing e-mail message
- Custom Forms: Custom forms created by outlook users. Forms are an easy way to distribute and collect information electronically.
- E-mail accounts: POP3, IMAP and HTTP e-mail accounts
- Miscellaneous options set by the user while using Microsoft Outlook such as: notifications, displays, read receipts, sending options and formats, maintenance preferences, etc...
- Categories: Any Microsoft Outlook item can be assigned to one or more categories. Consistent use of categories makes it easier to locate specific items.

Outlook Data Files

The following is a list of MS Outlook files that GBM can backup.

Description	Stored in	Typical File Location
Outlook data files	(.pst)	drive:\Documents and Settings\ <user>\Local Settings\Application Data\Microsoft\Outlook</user>
Offline Folders file	(.ost)	drive:\Documents and Settings\ <user>\Local Settings\Application Data\Microsoft\Outlook</user>
Personal Address Book	(.pab)	drive:\Documents and Settings\ <user>\Local Settings\Application Data\Microsoft\Outlook</user>
Offline Address Books	(.oab)	drive:\Documents and Settings\ <user>\Local Settings\Application Data\Microsoft\Outlook</user>
Command bar and menu customizations (.dat)	(.dat)	drive:\Documents and Settings\ <user>\Application Data\Microsoft\Outlook</user>
Navigation Pane settings. This file includes Shortcuts, Calendar, and Contact links.	(.xml)	drive:\Documents and Settings\ <user>\Application Data\Microsoft\Outlook\Outlook.xml</user>
Outlook contacts nicknames	(.nk2)	drive:\Documents and Settings\ <user>\Application Data\Microsoft\Outlook</user>
Rules	(.pst)	drive:\Documents and Settings\ <user>\Application Data\Microsoft\Outlook Note: If you upgraded from a version of Outlook prior to Outlook 2002, you may have a .rwz file on your computer hard disk drive. The file is no longer needed and the rules information is now kept on the server for Microsoft Exchange e-mail accounts, and within the personal folders file (.pst) for POP3 and IMAP e-mail accounts. You can delete the file.</user>
Print styles	(Outlprnt with no extension)	drive:\Documents and Settings\ <user>\Application Data\Microsoft\Outlook</user>
Signatures	(.rtf, .txt, .htm)	drive:\Documents and Settings\ <user>\Application Data\Microsoft\Signatures</user>
Stationery	(.htm)	drive:\Documents and Settings\ <user>\Application Data\Microsoft\Stationery</user>
Custom forms		drive:\Documents and Settings\ <user>\Local Settings\Application Data\Microsoft\Forms</user>
Dictionary	(.dic)	drive:\Documents and Settings\ <user>\Application Data\Microsoft\Proof</user>

Templates	(.oft)	drive:\Documents and Settings\ <user>\Application Data\Microsoft\Templates</user>
Send/Receive settings	(.srs)	drive:\Documents and Settings\ <user>\Application Data\Microsoft\Outlook</user>
Message	(.msg, .htm, .rtf)	drive:\Documents and Settings\ <user>\My Documents</user>

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How to: Backup MS Outlook Data

1. Log in to the Windows account using the Outlook profile(s) you wish to backup.
2. From the left navigation menu in the backup wizard select What to Backup.
3. Select My Profile tab.
4. Expand the Outlook tree to view available profiles.
5. Select the checkboxes next to the profiles you wish to backup.
6. From the right-hand pane select the desired Outlook data items for each profile.

How to: Backup While MS Outlook is Running

GBM may not properly backup Outlook data files if Outlook is running. To avoid files being skipped during backup if the Open File Backup service is disabled, the user can set GBM to automatically close Outlook before backup starts and then reopen it when backup is complete.

For a better solution to avoid this and all similar open-file problems, see [Managing open files](#).

To set GBM to automatically close Outlook before backup:

1. From the toolbar, click Tools, then select Global Preferences.
2. Select Backup Settings.
3. Select Automatically close Outlook before backup.
4. If you wish to let GBM run outlook again after backup, select Reopen Outlook after backup.
5. Enter the number of minutes GBM should wait for Outlook to close before aborting backup; GBM will not be able to close Outlook if one of its dialogs or internal messages is open.

How to: Restore Outlook Data

Although Genie Backup Manager can backup multiple Outlook profiles simultaneously, each profile must be restored separately.

1. Open the restore wizard.
2. Load a backup, then click Next.
3. Make sure the My Profile tab is selected.
4. From the left-hand pane, expand the tree under Outlook, then select a profile.
5. From the items list pane select the Outlook Data Items you wish to restore.
6. Choose one of the following options:
 - Create a new profile: create a new profile, and restore data to it.
 - Overwrite existing profile: overwrite existing profile with the one being restored.
 - Append to Existing profile: merge restored profile with an existing one. PST files will be appended as additional data files, not synchronized.
7. If you wish to restore another Outlook profile, run Outlook once, then close it and repeat steps 1 through 6

Outlook Express

Genie Backup Manager can help you to backup all your Outlook Express data or transfer your existing Outlook Express identity from one computer to another. Using Genie Backup Manager you can also migrate your Outlook Express emails and settings between different versions of Windows.

GBM is also the first and ONLY Outlook Express backup utility to allow users to view, read, print, and extract emails directly from the backup without restoring them first.

- Outlook Express makes it easy for two or more users on the same PC to keep their mail separate using identities. GBM can backup multiple Outlook Express identities simultaneously.
- Selecting an Outlook Express mail folder will automatically select all its subfolders.
- To select an Outlook Express mail folder without its subfolders or to deselect a folder without unselecting its subfolders, right-click on the checkbox next to it.

How to: Backup Outlook Express

1. From the left navigation menu in the backup wizard select Where to Backup.
2. Select My Profile tab.
3. Expand the Outlook Express tree to view identities available for backup.
4. Select the checkboxes next to the identities you wish to backup.
5. From the right-hand pane select the desired Outlook Express data items for each identity.

How to: Backup While Outlook Express is Running

GBM may not properly backup Outlook Express data if Outlook Express is running and if Open File Backup (OFB) is disabled. To avoid files being skipped during backup, the user can set GBM to automatically close Outlook Express before backup and then reopen it when backup is complete.

For a better solution to avoid this and all similar open-file problems, see [Managing open files](#).

To set GBM to automatically close Outlook Express before backup:

1. From the toolbar, click Tools, then select Global Preferences.
2. Select Backup Settings.
3. Select Automatically close Outlook Express before backup.
4. If you wish to let GBM run outlook Express again after backup, select Reopen Outlook Express after backup.
5. Enter the number of minutes GBM should wait for Outlook Express to close before aborting backup. GBM will not be able to close Outlook Express if one of its dialogs or internal messages is open

How to: Restore Outlook Express Data

Although Genie Backup Manager can backup multiple Outlook Express identities simultaneously, each identity must be restored separately.

1. If you are restoring to a new Windows installation, you must start Outlook Express once before attempting to restore.
2. Open the restore wizard.
3. Load the backup, then click Next.
4. Make sure the My Profile tab is selected.
5. From the left-hand pane, select the identity you wish to restore.
6. From the items list pane select the Outlook Express data items you wish to restore.
7. Click Select identity.
8. Choose an identity from the list and click Select.
9. Click Back to Restore.
10. Finish selecting other backup items and click Next to start restore.
11. Repeat steps 2 through 10 to restore additional Outlook Express identities.

How to: Synchronize Outlook Express Mail Folders

Genie Backup Manager isn't an Outlook Express synchronization tool per se', however, GBM offers a work around, by restoring data to a dummy temporary identity, from there the user can use Outlook Express import functionality to synchronize emails form the existing identity with emails from the restored identity.

To synchronize Outlook Express Emails:

1. Open the restore wizard.
2. Load a backup, then click Next.
3. Make sure the My Profile tab is selected.
4. From the left-hand pane, select the identity you wish to restore.
5. From the items list pane select the Outlook Express data items you wish to restore.
6. Click Select identity.
7. Choose an identity from the list, then click Select.
8. Select Synchronize my emails.
9. Click Ok and complete the restore process.
10. When restore is complete, run Outlook Express.
11. From the File menu select I mport then select Messages.
12. Select Microsoft Outlook Express.
13. Select Genie Backup I dentity and click Next until you reach the Select Folders page.
14. Choose one of the following options:
 - I mport all.
 - Selected Folders.

How to: Synchronize Outlook Express Settings

To synchronize settings and email accounts from a backed up Outlook Express identity with an existing Outlook Express identity do the following:

1. Open the restore wizard.
2. Load the backup, then click Next.
3. Make sure the My Profile tab is selected.
4. From the left-hand pane, expand the Outlook Express list, then select an identity.
5. From the item list pane, make sure Outlook Express Root is not selected, and select Outlook Express Data.
6. Click Select identity.
7. Choose an identity from the list, then click Select.
8. Click Back to Restore.

How to: Extract Mail Folders Directly from a Backup

This feature allows you to extract an Outlook Express mail folder directly from backup without having to restore the entire identity.

1. Open the restore wizard.
2. Load the backup, then click Next.
3. Make sure the My Profile tab is selected.
4. From the left-hand pane, select an identity.
5. From the items list pane, expand the Outlook Express Root tree, and select an email folder.
6. Click Extract.
7. Select a folder then click Ok.

How to: View Backed Up Emails

GBM is the first Outlook Express backup utility to allow users to view, read, print, and extract emails directly from the backup without restoring them first.

1. Open the restore wizard.
2. Load the backup, then click Next.
3. Make sure the My Profile tab is selected.
4. From the left-hand pane, select an identity.
5. From the items list pane, expand the Outlook Express Root tree, then select an email folder.
6. Click View Emails.

Windows Mail

Windows Mail is the successor to Outlook Express. Windows Mail builds on the foundation of Outlook Express, adding a variety of new features designed to make your e-mail experience more productive and fun, while helping to reduce risks and annoyances such as phishing and junk e-mail. With GBM, users can backup and restore Windows Mail emails, accounts, rules, and stationery simply and easily with a click of a button.

Windows Mail Data Items that GBM Can Backup:

- Mail: Inbox, Outbox, drafts, Deleted Items, Junk email folders, and all user defined folders for emails
- Accounts: Email accounts, Internet news accounts and Directory Service accounts.
- Rules: Message rules created in Windows Mail
- Settings: This includes the options the user selects and sets while using Windows Mail such as: notifications, displays, send/receive message options, read receipts, sending options and formats, maintenance preferences, etc...
- Stationery: Stationery and themes are a set of unified design elements and color schemes you want to apply to messages. They specify fonts, bullets, background color, horizontal lines, images, and other design elements you want to include in outgoing email messages.

How to: Backup Windows Mail Data

1. From the left navigation menu in the backup wizard select Where to Backup
2. Select My Profile tab
3. Select Windows Mail

How to: Restore Windows Mail Data

1. Open the [Restore wizard](#).
2. Load the backup, then click Next.
3. Make sure the My Profile tab is selected.
4. From the left-hand pane, select Windows Mail
5. Select one of the following options:
 - Overwrite: This option enabled GBM to add missing emails, stationery to your current configuration. This method is recommended even if you are restoring to a new installation
 - Merge: This option enabled GBM to add missing emails, stationery to your current configuration. This method is recommended even if you are restoring to a new installation

Backing Up Other Email Clients

Backup of email clients other than MS Outlook and Outlook Express is supported through Genie-Soft's [free Plugins project](#). The Genie-Soft plugins database contains hundreds of downloadable free plugins that extend Genie Backup Manager's capabilities to support backup of extra items, such as email clients, that are not already listed in the My Profile section. Users can also create custom plugins to backup additional items not included in the database, by writing XML-based scripts (for more information see [Scripting](#)).

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Windows Registry

Windows Registry is a database that holds the settings and options in your windows system. Whenever you make changes to your hardware configurations, software, users settings or PC preferences on your computer these changes are reflected in and stored in windows registry.

If you are the kind of person who likes to fiddle with registry to tweak settings or if you're a software experimenting fan, then backing up your registry is a necessity. Using Genie Backup Manager, you can backup your entire registry or just a few selected keys.

How to: Back Up the Entire Registry

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Profile tab.
3. In the left-hand pane Select the checkbox next to Registry.
4. Select Backup Entire Registry.

How to: Back Up Selected Registry Keys

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Profile tab.
3. In the left-hand pane Select the checkbox next to Registry.
4. Select Backup selected registry keys.
5. Click Add Registry Keys
6. Select a registry key then hit Add. Repeat this step until all desired registry keys are selected.
7. Click Done.

How to: Restore Windows Registry

Restoring the entire registry must NOT be performed except on the same machine and under the same Windows installation. Restoring the registry under a different Windows installation (for example after a system format) or to another machine WILL corrupt your system.

Arbitrary restoring registry keys may have unpredictable consequences and cause your system to crash or corrupt installed programs. It is recommended not to restore registry keys unless the user knows exactly what the keys are for.

To restore Windows Registry

1. Open the restore wizard.
2. Load the backup then click Next.
3. Select My Profile tab.
4. Select the checkbox next to Registry.
5. From the right-hand pane, select the registry key(s) you wish to restore.

The Desktop

The Desktop area is the preferred location for storing files that the user needs to be readily available and accessible, however, the actual Desktop folder is nested in the drive in a location not obvious to most people. Genie Backup Manager will backup and restore Desktop items to their correct locations on the target computer regardless of the Windows version installed or the user account under which you are logged on.

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How to: Back up Desktop Items

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Profile tab.
3. Select Desktop.
4. From the right-hand pane select one of the following two options:
 - All desktop: backup the entire Desktop area with all its files and subfolders. The desktop area will be automatically re-scanned each time backup is performed to include newly added files and folders.
 - Selected files and folders: backup only a selected set of files and folders. Selection will not be re-scanned for new files in subsequent backups.

Note:

Shortcuts (*.lnk) are excluded from the backup job as they are linked to different locations that may not be restored in the original location causing broken and unused links.

How to: Restore Desktop Items

Genie Backup Manager allows you to migrate your Desktop area items between different machines, Windows, and user accounts.

1. Open the restore wizard.
2. Load the backup then click Next.
3. Select My Profile tab.
4. From the left-hand pane, select Desktop.
5. From the right-hand pane, select the Desktop items you wish to restore.
6. Select one of the following options:
 - Restore to Desktop to restore to the desktop area of the currently logged on user.
 - Restore to alternate location to restore to a different folder.

My Documents Folder

Most applications, including VS.NET, and the Microsoft Office suite etc. consider 'My Documents' as the default location for any user's work. However, this folder is mapped differently for each user on the same computer.

Genie Backup Manager enables you to backup 'My Documents' folder quickly and easily, over and over again, each time making sure that new and changed files are always backed up. Moreover, GBM will always restore 'My Documents' to its correct path on the target computer regardless of the Windows version installed or the user account under which you are logged on.

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How to: Back Up My Documents

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Profile tab.
3. Select My Documents.
4. From the right-hand pane, select one of the following two options:
 - All My Documents: Backup the entire 'My Documents' folder. Genie Backup Manager will automatically re-scan the 'My Documents' folder for newly added files before each backup run.
 - Selected Files/Folders: Select specific files and folders to be backed up from within the 'My Documents' folder. Genie Backup Manager will only backup the original set of selected files each time, newly added files and folders will be ignored.

How to: Restore My Documents Folder

1. Open the restore wizard.
2. Load the backup, then click Next.
3. Make sure the My Profile tab is selected.
4. From the left-hand pane, select My Documents.
5. From the right-hand pane, select the Desktop items you wish to restore.
6. Select one of the following options:
 - Restore to My Documents: to restore to the My Documents folder of the currently logged on user.
 - Restore to alternate location to restore to a different folder.

Windows Address Book

Windows Address Book is where contact information is stored. This information is used by programs such as Microsoft Outlook, Microsoft Outlook Express, Microsoft Internet Explorer, Microsoft NetMeeting, and Microsoft Phone System.

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How to: Back Up Windows Address Book

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Profile tab.
3. Select Windows Address Book.

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How to: Restore Windows Address book

1. Open the restore wizard.
 2. Load the backup, then click Next.
 3. Make sure the My Profile tab is selected.
 4. From the left-hand pane, select Windows Address Book.
- Windows Address Book contacts are listed according to Outlook Express identities, to be able to view the restored Windows Address Book contacts properly make sure restored Outlook Express identities keep their old names. Otherwise [synchronize your Windows Address Book](#) data.

How to: Synchronize Windows Address Book Contacts

Restoring Windows Address Book will replace the existing WAB file on the machine. The user can manually synchronize the existing address book with the backed up version by doing the following:

1. Open the restore wizard.
2. Select the backup set, then click Next.
3. Make sure the My Profile tab is selected.
4. From the left-hand pane, select Windows Address Book.
5. Click View Backed Up Windows Address Book.
6. From the toolbar click File, then select Export.
7. Select WAB Address Book, and save the WAB file in a temporary location.
8. Run Outlook Express.
9. From the toolbar click File, then select Import.
10. Select Address Book.
11. Browse to the location of the saved WAB file and select it then click Ok.

Windows Contacts

Microsoft Windows Vista provides a new mechanism and user interface for storing and retrieving information about people (contacts) who are important to the users of Microsoft Outlook and Windows Mail (formerly Outlook Express)

How to: Backup Windows Contacts Data?

1. From the left navigation menu in the backup wizard select What to Backup
2. Select My Profile tab
3. Select Windows Contacts
4. Select Include Windows Live Contacts (if available) if you wish to backup Windows Live contacts.

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How to: Restore Windows Contacts

1. Open the restore wizard.
2. Load the backup, then click Next.
3. Make sure the My Profile tab is selected.
4. From the left-hand pane, select Windows Contacts

Note:

This option is used to restore Windows contacts backed up originally via GBM, restoring windows contacts will only restore missing contacts and will not delete newly created contacts that were not originally backed up via GBM.

Windows Favorites

In Microsoft Internet Explorer you can tell the program to remember a list of your "favorite" Web pages, so that you can go back to them easily, without having to type in the address (URL) again. Genie Backup Manager allows you to backup your Favorites, transfer them from one computer to another, or migrate them between different versions of Windows.

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How to: Back Up Windows Favorites

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Profile tab.
3. Select Favorites.

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How to: Restore Windows Favorites

1. Open the restore wizard.
2. Load the backup, then click Next.
3. Make sure the My Profile tab is selected.
4. Select Favorites.

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Windows Fonts

Windows Fonts are the files used by your operating system to display and print text. These fonts come in many different styles and types, and their location is usually unknown to users. Genie Backup Manager allows you to backup your Fonts, transfer them from one computer to another, or migrate them between different versions of Windows.

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How to: Back Up Windows Fonts

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Profile tab.
3. Select Windows Fonts.

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How to: Restore Windows Fonts

1. Open the restore wizard.
2. Load the backup, then click Next.
3. Make sure the My Profile tab is selected.
4. From the left-hand pane, select Windows Fonts.
5. From the right-hand pane select the fonts you wish to be restored.

Media Files

Genie Backup Manager can be set to automatically backup music and video playback files of all formats including: MP3, MPEG, DAT, WAV, RealPlayer files, MediaPlayer files, QuickTime files etc...

Genie Backup Manager offers two easy methods for locating and backing up media files on your computer: using playlists, and scanning for media files.

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How to: Use Playlists to Backup Media Files

A media playlist is a table of your favorite media files -or more commonly, mp3s- that you have currently loaded into a media player to play in a specific order, by saving this list to file you can reuse it to play the same songs without having to re-select them each time.

Since most users already have their favorite songs on their machines organized in playlists, GBM offers a novel way of backing up media files using these playlists to locate favorite songs and movie clips and copy them to the backup destination.

GBM will also backup the playlist itself and regenerate it in the same original order at restore time so as to play the same songs even if they were restored to a different location.

- GBM currently only supports 3 playlist formats: m3u, pls and wpl.

How to use playlists to backup media files?

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Profile tab.
3. Click the plus sign next to My Media to expand the list beneath it.
4. From the right-hand pane click Add Playlist.
5. Select a media playlist file then click Open.

How to: Automatically Scan for Media Files

You can set Genie Backup Manager to automatically locate and backup media files scattered on your hard drive. By default, when this option is selected, GBM will search for media files under the 'My Media' folder located in 'My Documents', however, the user can include new folders/drives to be scanned each time the backup job is run. The supported formats GBM scans for are the following:

```
*.au, *.snd, *.asf, *.wm, *.wmx, *.wmd, *.wma, *.wax, *.wmv, *.wvx, *.avi, *.wav, *.mpeg, *.mpg, *.mpe,
*.m1v, *.mp2, *.mpv2, *.mp2v, *.mpa, *.mp3, *.mid, *.midi, *.rmi, *.aif, *.aifc, *.aiff, *.rt, *.rm, *.ram, *.ra,
*.rmvb, *.rp, *.rv, *.mov, *.qt, *.m4a, *.m4p, *.mp1, *.mpga, *.ssm, *.sdp, *.3gp, *.mp4, *.swa, *.3gpp,
*.mpa, *.m1a, *.m1v, *.mqv, and *.bwf
```

Genie Backup Manager will automatically re-scan the default media folders, defined in Genie Backup Manager, for new media files each time the backup job is run. However, new custom folders added by the user won't be re-scanned, unless the user clicks the Scan button in backup job editing mode.

Using Automatic Scan to Back Up Media Files?

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Profile tab.
3. Select My Media.
4. If you wish to let GBM scan your entire computer for media files, click Scan, make sure Local drives minus program files is selected, then click Search.
5. If you wish to scan for media files only in certain folders of your choice, click Add Folder, select the folder you wish to scan, then click OK. Repeat this step until all folders are selected.
6. When the media files list is populated, expand the tree, to view a list of all detected media files, and select the ones that you wish to backup.

How to: Restore Media Files

1. Open the restore wizard.
2. Load the backup, then click Next.
3. Make sure the My Profile tab is selected.
4. Depending on the media backup method you selected, select Media Playlist or My Media Files.
5. From the right-hand pane, select the media files you wish to restore.
6. From the Restore files to list box select one of the following options:
 - Original location: restore each media file to the original path from which it was backed up.
 - Alternate location: restore all media files under a user-specified folder, maintaining the original folder structure.
 - Single folder: restore all media files to the root of a user-selected folder.
7. If you're restoring media files backed up using the playlist method, select Regenerate playlist to generate a new playlist based on the new locations to where your files were copied.

Images and Photos

You can set Genie Backup Manager to automatically locate and backup image files scattered all over your hard drive. By default, when this option is selected, GBM will search for images under the 'My Pictures' folder located in 'My Documents', however, the user can include new folders/drives to be scanned for images.

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How to: Back Up Images and Photos

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Profile tab.
3. Select My Photos.
4. If you wish to let GBM scan your entire computer, click Scan, make sure Local drives minus program files is selected, then click Search.
5. If you wish to scan only in certain folders of your choice, click Add Folder, select the folder you wish to scan, then click Ok. Repeat this step until all folders are selected. Genie Backup Manager will automatically re-scan the default media folders, defined in Genie Backup Manager, for new image files each time the backup job is run. However, new custom folders added by the user won't be re-scanned, unless the user clicks the Scan button in backup job editing mode before backup.
6. When the photos list is populated, expand the three, to view a list of all detected image files, and select the ones that you wish to backup. GBM will display a thumbnail preview of any highlighted image in the upper-right corner of the program.

How to: Automatically Scan for Photos and Images

You can set Genie Backup Manager to automatically locate and backup media files scattered on your hard drive. By default, when this option is selected, GBM will search for photos and images files under the 'My Pictures' folder located in 'My Documents', however, the user can include new folders/drives to be scanned each time the backup job is run. The supported formats GBM scans for are the following:

*.bmp, *.dib, *.jpg, *.jpeg, *.jpe, *.jfif, *.gif, *.tif, *.tiff, and *.png

Genie Backup Manager will automatically re-scan the default media folders, defined in Genie Backup Manager, for new media files each time the backup job is run. However, new custom folders added by the user won't be re-scanned, unless the user clicks the Scan button in backup job editing mode.

Using Automatic Scan to Back Up Images and Photos

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Profile tab.
3. Select My Photos.
4. If you wish to let GBM scan your entire computer for media files, click Scan, make sure Local drives minus program files is selected, then click Search.
5. If you wish to scan for media files only in certain folders of your choice, click Add Folder, select the folder you wish to scan, then click OK. Repeat this step until all folders are selected.
6. When the media files list is populated, expand the tree, to view a list of all detected media files, and select the ones that you wish to backup.

-

How to: Restore Images and Photos

1. Open the restore wizard.
2. Load the backup, then click Next.
3. Make sure the My Profile tab is selected.
4. Select My Photos.
5. From the right-hand pane, select the image files you wish to restore.
6. Select one of the following options:
 - Restore to original location: to restore each image to the same path from which it was originally backed up.
 - Restore to alternate location to restore all image files under a different folder.

Internet Explorer

GBM enables the user to backup the following items that define the way Internet Explorer functions:

- Internet Explorer Settings: Home page, security, privacy, content, connections, programs, and advanced settings.
- Internet Explorer Cookies: Cookies are small text files that some web sites use to store information on your PC, among other reasons they are used sometimes to grant you access next time around to the web site or for customization features.

How To: Backup Internet Explorer

1. From the left navigation menu in the [backup wizard](#) select What to Backup
2. Select My Profile tab
3. Select Internet Explorer
4. In the right-hand pane, select one of the following options:
 - Internet Explorer Settings: Home page, security, privacy, content, connections, programs, and advanced settings.
 - Internet Explorer Cookies: Cookies are small text files that some web sites use to store information on your PC, among other reasons they are used sometimes to grant you access next time around to the web site or for customization features.

How to: Restore Internet Explorer Settings

1. Open the [Restore wizard](#)
2. Select the backup set, then click Next
3. Make sure the My Profile tab is selected
4. From the left-hand pane, select Internet Explorer Settings

Windows Settings

GBM gives users the ability to backup the following selection of personalized Windows settings and configurations:

- Desktop Wallpapers: Desktop wallpaper settings and background image.
- Visual Appearance: Shapes, sizes and colors of windows, buttons and fonts.
- International settings: Regional settings, Time, Date, Currency and Number formats.
- Mouse Preferences: Mouse pointer behavior settings.
- Mouse Cursors: Preferred mouse cursor scheme.
- Connections Settings: Network connection accounts. Backing up Dialup Preferences will only backup network connection settings; needed protocols should already be installed and the modem should already be configured.
- Power Settings: PC power options properties located in the control panel.
- Consol Settings: Windows command prompt settings, options, colors, font and layout.
- Multimedia: For storing favorite sound, audio, and video settings plus the sounds scheme; sounds associated with events in the windows system.
- Advanced Settings: Saves Windows Explorer advanced view settings, such as hide extensions, show system files etc...

How to: Back Up Windows Settings

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Profile tab.
3. Select Windows Settings.
4. Select the individual Windows settings items that you want to backup.

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How to: Restore Windows Settings

1. Open the restore wizard.
2. Load the backup, then click Next.
3. Make sure the My Profile tab is selected.
4. From the left-hand pane, select Windows Settings.
5. From the items list pane select the individual items you wish to restore.

Files and Folders

This user data group allows you to backup files and folders from any location readily accessible from My Computer using an easy to use Windows-Explorer-like interface.

Use this group when you know where your files and folders are located and need to be able to access/restore files individually.

Selecting My Documents or items from the Desktop area for backup from My Folders does not guarantee that they will be restored properly, since the paths to these folders might differ on a other computers, new Windows installations or a different Windows versions. To avoid this, it is recommended to backup these items from [My Profile](#).

-  A plus sign means that the listing can be expanded to display additional items.
-  A minus sign means that the listing can be collapsed to hide displayed items beneath it.
-  An empty check box means that the item can be selected but is currently not.
-  A check box with a blue or green check mark means that the item is selected with all its contents.
-  A gray check mark means that some but not all of the item's contents have been selected.
-  A grayed out check box means that the item is not available or not selectable; if the item has an Expand/Collapse box then the user needs to expand the listing to be able to select its contents.

My Folders Selection Options

Right-clicking on any item (file or folder) in the right-hand pane in My Folders tab and selecting Selection Options presents the user with several options for selecting files and folders, these are:

- Select All: Select all items in the pane
- Clear All: Deselect all items in the pane
- Select Files Only: Only select files appearing in the current view
- Select Folders Only: Only select folders appearing in the current view
- Invert Selection: Invert the selection in the current view (unselected items will be selected, and selected items will be deselected)
- Run: Will execute the selected file
- Open: Opens selected File/Folder
- Open in Windows Explorer: Opens the path of the file/folder in Windows Explorer
- Properties: Displays the File/Folder properties

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Selecting Files and Folders for Backup

The My Folders window is divided into two panes; the left-hand pane lists drives and folders, where as, the right-hand pane lists the contents of the highlighted drive or folder form the left-hand pane.

Selecting files and folders for backup:

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Folders tab.
3. Click in the checkbox next to each individual folder or file that you wish to backup.

When running repetitive backup tasks, especially scheduled unattended backups, the user would normally want files that are newly created in, or moved to a selected folder to be included in the backup automatically, without having to manually select them each time before running the backup task.

Genie Backup Manager automatically detects files and subfolders that have been added to a selected folder after the date of most the recent backup, provided that the parent folder was originally selected, i.e. the check box next to the folder was ticked when the backup job was created (or edited).

Example:

Lets assume Jack has a folder called Week that has three files, Saturday, Sunday, and Monday. Jack first creates a backup job, and selects the contents of the folder Week for backup. The next day, Jack adds several new files and folders to the folder Week.

- Scenario: When Jack created the backup job he selected folder Week for backup by ticking its check box, marking all its files for backup.

Result: All new files and folders will be appended to the backup.

- Scenario: Jack selected the three files by ticking folder Week's check box, but before saving the backup job he deselected files Sunday and Monday.

Result: All new files and folders will be appended to the backup.

- Scenario: Jack selected the three files by ticking each file's checkbox individually.

Result: New files and folders won't be appended to backup.

Hidden and System files are made selectable in GBM only if they were visible in Windows Explorer. You can set GBM to always hide files with hidden or system attributes so that they would not to be included in the backup, regardless of their status in Windows Explorer. To do so, click Tools, then select Global Preferences, select Backup Settings, then remove the check mark next to Show hidden files/folders in My Folders.

On a Microsoft Windows Network if you share a folder that has a dollar sign '\$' at the end of its name, then it is considered to be hidden and other machines cannot see it, unless you explicitly enter its name in the address bar or the command prompt. Users can add this kind of sources to the backup selection by manually

typing the complete path in the Manual File Selection panel. To add a new item, click Add, then type the full path to file or folder. Select Include sub-folders if you wish child folders to be included in backup.

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File Filtering

Users can filter selected files in My Folders based on filename, date, and size criteria. For instance users can choose to backup only .doc files in a certain folder or exclude all files that start with the letters (sa), backup files created between May and June this year, and/or not to include files/folders larger than 2GB.

Filters are applied to sources through rules consisting of an include filter or an exclude filter. Only one restriction type (include or exclude) can be assigned per rule. During backup, Genie Backup Manager processes only files that match the include filter and do not match the exclude filter. If a file satisfies both an include filter rule and an exclude filter rule, the exclude filter takes precedence and the file is not processed.

Rules are composed from restrictions created with one or more [filename masks](#) separated by a semicolon. If a file satisfies at least one restriction, the rule will apply.

- Filters are not reflected in the file/folder selection tree, they are only processed during backup.
- A rule can be attached to any folder but is only processed if the folder was selected for backup.
- If a rule is created for a folder "m1" and another rule is created for one of its decedents (sub folders) "\m1\m2", Genie Backup Manager will process the subfolder (m2)'s distinct rule regardless of the rule of parent folder (m1).

How to: Create New File Filters

1. From the navigation menu of the backup wizard select What to Backup.
2. Select My Folders tab.
3. Click File Filters.
4. Click Create Rule.
5. Select one of the following options:
 - All data: Apply created filter to all selected files and folders in the backup job.
 - Selected folder: Apply created filter to the folder that was highlighted prior to opening the File Filters dialog.
 - Browse for folder: Select a folder to attach the created filter to.
6. Click Ok to return to the main dialog.
7. Select one of the following two options:
 - Include only file with the following mask: Only files matching the specified file mask will be processed during backup.
 - Exclude files with the following mask: File matching the specified file mask will not be processed.
8. Type the name or part of the name of files you wish to filter. You can use [wildcard](#) characters to filter files that include a certain part of the name. For instance *.doc will filter all files with the extension doc. You can add more than one file mask per rule, use a semicolon (;) as a separator.
9. If you wish to apply the created rule to the descendants of the selected folder, select Include Sub folder
10. Click More options to enable filtering by size and date.
 - [Filtering by Size](#)
 - [Filtering by Date](#)

Quickly Adding a File Extension to a Previously Created Filter

From the My Folders tab in the What to Backup wizard screen right-click on the folder then choose Add rule to this folder.

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How to: Import and Export File Filters

File filter rules can be exported from one backup job so as to be imported and used again in another.

Exporting File Filtering Rules to File

1. Open the File Filters dialog.
2. Select Export.
3. Choose a location to save the file to.
4. Click Ok.

Importing File Filtering Rules from File

1. Open the File Filters dialog.
2. Select Import, then select Import from File.
3. Browse to the location of the filters ".gix" file and select it, then press OK.

Importing Filters from Another Backup Job:

1. Go to My Folders.
2. Click File Filtering Rules.
3. Select Import, point to Import from Backup Job, then choose a backup job from the list.

Auto-Exclude

Some system files and folders on the computer are not intended to be moved or copied, and are accessed only by the Windows system, trying to backup these files will cause an error in GBM, so, to avoid running into backup problems, GBM does not process these sources during backup in any of the defined backup jobs. You can add custom Auto exclude rules to treat specific files and folders in the same manner.

Adding an Auto Exclude rule:

1. Click Tools in the toolbar, then select Global Preferences.
 2. Select Auto Exclude.
 3. Click Add.
 4. Type the full path of the file/folder to be excluded. You can use [wildcards](#) here.
 5. Type a description for the added item.
 6. Click Ok.
 7. Restart GBM.
- To disable all Auto-Exclude rules uncheck the option Enable Auto Exclude.
 - To remove an Auto-Exclude rule, select it from the Auto-Exclude list then click Remove.

Using Wild Cards

A wildcard character is a keyboard character such as an asterisk (*) or a question mark (?) that is used to represent one or more characters when referring to files and folders.

Wildcard Characters Usage

Asterisk (*)	<p>Use the asterisk as a substitute for zero or more characters. If you are looking for a file that you know starts with "gloss" but you cannot remember the rest of the file name, type the following:</p> <p>gloss*</p> <p>This locates all files of any file type that begin with "gloss" including Glossary.txt, Glossary.doc, and Glossy.doc. To narrow the search to a specific type of file, type:</p> <p>gloss*.doc</p> <p>This locates all files that begin with "gloss" but have the file name extension .doc, such as Glossary.doc and Glossy.doc.</p>
Question mark (?)	<p>Use the question mark as a substitute for a single character in a name. For example, if you type gloss?.doc , you will locate the file Glossy.doc or Gloss1.doc but not Glossary.doc.</p>

How to: Restore Files and Folders

1. Open the restore wizard.
2. Load the backup, then click Next.
3. Select the My Folders tab.
4. Choose the files and folders you wish to restore.

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File Attributes

During backup, files attributes, including the modified date and time stamp, might change depending on factors such as the storage device being used, file splitting, file system etc ... GBM saves this information during backup and reassigns each file its correct attributes during restore.

To disable restoring file attributes:

1. Open the restore wizard.
2. Load the backup, then click Next.
3. Select My Folders tab.
4. Click Advanced.
5. Uncheck the option Restore file attributes.

How to: Restore to a Different Location

By default, restore returns each file and folder selected for restore to the original path from where it was backed up. Genie Backup Manager can be set to restore the data to a different user-specified path.

1. Open the restore wizard.
2. Load the backup, then click Next.
3. Select My Folders tab.
4. From the Restore file to combo box, choose one of the following options:
 - Original location: restore each file and folder to its original path.
 - Alternative: restore data to the specified path, while maintaining the original folder tree structure.
 - Single folder: restore data to the specified path, after collapsing the original folder tree structure (no subfolders).

Restoring Existing Files

By default, when a file being restored already exists in the destination folder, GBM will compare the two files' modified date and time stamps and overwrite the existing file only if it was older than the one being restored.

To change this behavior:

1. Open the restore wizard.
2. Load the backup, then click Next.
3. Select My Folders tab.
4. Click Advanced.
5. Choose one of the following options:
 - Do not replace existing files.
 - Replace older files.
 - Always replace files.

Programs and Program Settings

Other backup software charge users extra for downloading plugins that allow them to extend the software's capabilities and automatically backup additional items, such as email clients data, application settings, instant messengers, etc... Genie Backup Manager, however, offers its users unrestricted access to hundreds of plugins from the constantly growing Genie-Soft add-ins database free of charge.

Genie Backup Manager comes bundled with several popular plugins, which users can select for backup from the My Plugins tab in the backup wizard. Extra plugins can be downloaded by typing the name of an application in the Easy plugin search and download box then clicking Go; GBM will search the database and return a table of downloadable plugins matching that keyword.

My Plugins lists all installed plugins, but only those connected to applications detected on the system will be selectable.

Users can also use GBM's XML-based scripting to create new plugins, and share them with friends, colleague, and other GBM users.

How to: Back Up Programs and Program Settings

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Plugins tab.
3. Select items you wish to backup.

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Adding and Removing Plugins

Extra GBM plugins can be obtained and installed using the following methods:

- [Searching for new plugins](#) in the Genie-Soft database and downloading them.
- Creating custom plugins using [GenieScript](#).
- Visiting the Genie-Soft community forums, and requesting a new script to be written for the program/item you wish to backup, Genie-Soft support team and other GBM users will do their best to help you.

How to Search for Plugins?

1. From the left navigation menu in the backup wizard select What to Backup.
2. Select My Plugins tab.
3. In the Easy plugin Search and download field, type the name, or part of the name, of the application or item you wish to be able to backup, then click Go.
4. Click the Download button next to the plugin you wish to install.

Installing a plugin:

Simply double-click the plugin file to install it.

Removing a plugin:

Right-click the plugin, then select Remove selected.

How To: Restore Plugins

1. Open the [Restore wizard](#).
2. Load the backup, then click Next.
3. Select the My Plugins tab.
4. Choose the Plugins you wish to restore.
5. Select Restore Destination (Per Plugin)
 - Restore to Default Location: Restores data to the currently installed program location.
 - Restore to Alternate Location (if applicable): If the plugin is a full application backup, the user can specify a new location to restore the data as if you are installing the program in a new location.



Tip

To undo plugin restoration, see [Plugin Rollback](#)

Plugin Rollback

Restoring of data backed using plugins can be reversed with the help of the GBM restore-undo utility.

1. From the toolbar, click Tools, then select Undo Plugin Restore. A list of all restored My Plugins items will open.
2. Select an item from the list and click Uninstall.

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Backup Types

There are four types of backups supported by GBM that depend on whether the user wants to backup all the selected data, or just new and changed files. Backup types are: *Full*, *Incremental*, *Differential*, and *Mirror*.

The first run always backs up all selected files and folders, and a backup catalog (.gbp file) is stored on the destination media. On subsequent runs, Genie Backup Manager searches for the catalog ".gbp file" in the destination. If the media is empty or it does not contain the catalog file, GBM will start with a new full backup. If the catalog file is found, GBM will make a new version, with a new version of the catalog file, depending on the selected backup type and versioning settings.

- Genie Backup Manager also stores a local copy of the catalog file on the computer on which the backup is performed. If you do not wish GBM to look for the file in the destination media - for instance, to store different versions on separate media volumes - you can set GBM to [read the index from the local catalog](#).
- You can disable reset archive bit, if you do not want GBM to reset archives. This option will not affect on the backup jobs ran on GBM

Notes:

Differential, incremental, and mirror backups are not supported in Easy mode

For Online Backup types, see [Online Backup Settings](#)

Full Backup

When a user selects Full backup, GBM will back up all the selected files and folders each time the backup job is run. New files will also be appended to the selection. On consecutive runs, in general, this backup type is more time and space consuming than the other three backup types, but is more user friendly.

To set GBM to always run a full backup, select Full, from the Settings screen in the backup wizard.

- This backup type is best for one-time backups to migrate data between computers.

Incremental Backup

In incremental backup, the first run always backs up all selected files and folders, and a backup catalog (.gbp file) is stored on the destination media. On subsequent runs, Genie Backup Manager searches for the catalog ".gbp file" in the destination. If the media is empty or it does not contain the catalog file, GBM will start with a new full backup. If the catalog file is found, GBM will create a new backup version, containing only files that have been added or modified *since the previous run*. A new version of the catalog file will be appended to the media, and files that were deleted, renamed or moved from the source machine will not be deleted from the backup archive, but they will not be included in the last version of the catalog.

To set GBM to use incremental backup, select **I ncrement**, from the **Settings** screen in the backup wizard.

- Incremental backup, by default, uses the files' "modified date and time" attribute to determine which files have been modified since the previous backup run.

Rollback

Enabling rollback during increment backup will cause GBM to keep old versions of modified files backed up in previous runs; this way the user can still restore (rollback to) any backed up older version of a certain file to protect against losing data by mistake.

With rollback enabled, each backup run will create a new file on the destination media - or a new folder if compression was disabled - containing new and changed files, and a new catalog ".gbp file" will be added to the root backup folder, with a trailing number appended to the filename; this number will be incremented by one for each new version, starting with zero (0) on the second run.

Example:

Backup Job.gbp ... First run.

Backup Job.0.gbp ... Second version.

Backup Job.1.gbp ... Third version.

Backup Job.2.gbp ... Fourth version.

Disabling rollback means that GBM will append new files to the original backup file/folder, while modified files will overwrite older versions.

When backup using compression is selected, if the data after compression exceeds 2GB in size, rollback will be forced.

- The catalog will only contain one entry during incremental backup with rollback disabled. Each new version catalog will replace the previous one.
- Disabling rollback is not supported when backup to tape is selected.
- Disabling rollback is not supported when FTP backup is selected.
- Backup without rollback is not supported backing up to Online

- Backup without rollback is not supported when media is not re-writable, or if the user does not have delete permission on the destination.
- To backup to CD/DVD with rollback disabled, media needs to be re-writable and packet writing enabled.
- Backup without rollback is not supported when spanning to more than one location

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Differential Backup

In differential backup, the first run always backs up all selected files and folders, and a backup catalog (.gbp file) is stored on the destination media. On subsequent runs, Genie Backup Manager searches for the catalog ".gbp file" in the destination. If the media is empty or it does not contain the catalog file, GBM will start with a new full backup. If the catalog file is found, GBM will create a new backup version, containing only files that have been added or modified *since the most recent full backup*. A new version of the catalog file will be appended to the media, and files that were deleted, renamed or moved from the source machine will not be deleted from the backup archive, but they will not be included in the catalog.

To set GBM to use differential backup, select Differential, from the Settings screen in the backup wizard.

Each backup run will create a new file on the destination media - or a new folder if compression was disabled - containing new and changed files, and the new catalog ".gbp file" will be added to the root backup folder, with a trailing number appended to the filename; this number will be incremented by one for each new version, starting with zero (0) on the second run.

Example:

Backup Job.gbp First run.

Backup Job.0.gbp Second version.

Backup Job.1.gbp Third version.

Backup Job.2.gbp Fourth version.

- Differential backup, by default, uses the files' "modified date and time" attribute to determine which files have been modified since the previous backup run.

Mirror Backup

In mirror backup, the first run always backs up all selected files and folders, and a backup catalog (.gbp file) is stored on the destination media. On subsequent runs, Genie Backup Manager searches for the catalog ".gbp file" in the destination. If the media is empty or it does not contain the catalog file, GBM will start with a new full backup. If the catalog file is found, GBM will create a new backup version, in which new files will be appended to the original archive, modified files will *replace* older versions, and files that are missing from the source machine will be removed from the backup archive. The catalog ".gbp file" will be replaced with a new version. The resulting backup archive consists of either one compressed file or one folder.

To set GBM to use mirror backup, select Mirror, from the Settings screen in the backup wizard.

Limitations of Mirror Backup

- When backup using compression is selected, if the data after compression exceeds 2GB in size
- The catalog will contain only one entry when mirror backup is enabled, with new versions of the catalog replacing old ones.
- Mirror backup is not supported when backup to tape is selected.
- Mirror backup is not supported when FTP backup is selected.
- Mirror backup is not supported when media is write protected, not rewritable, or if user does not have delete permission on the destination.
- To use mirror backup to CD/DVD, the media needs to be re-writable with packet writing enabled, and limited to only one disc.
- Not supported when spanning to more than one location

Security in Genie Backup Manager

Genie Backup Manager offers multiple levels of protection to ensure that backed up data is not accessible to unauthorized persons. ZIP passwords offer moderate protection for compressed backups, with the added flexibility of being compatible with most compression utilities, to allow users to manually restore data from backup archives, while AES encryption has the advantage of being highly secure, as it is adopted by NIST as an FIPS-approved (Federal Information Processing Standard) symmetric encryption algorithm that may be used by U.S. Government organizations (and others) to protect sensitive information

Our online backup solutions enjoy an added level of protection, through username and password encryption, as well as 128-bit Secure Socket Layer (SSL) data transmission, certified by the leading global provider of SSL certificates, Thawte.

Zip Password Protection

Genie Backup Manager uses standard zip format compression, and thus can add a standard zip compression password to the created archive; using this protection method would still allow users to access their data using ZIP-compatible compression utilities. Users will not be able to browse or restore files and folders stored inside a ZIP-password-protected backup until they enter their passwords.

- This method only offers moderate protection; it is not recommended for securing sensitive data.
- ZIP passwords cannot be less than 6 characters long.

To add zip password protection to a backup job:

1. From the left navigation menu in the backup wizard select Settings.
2. From the Security box select Password Protection.
3. Type a password twice in the Password and Confirm Password fields

Encryption

Encryption is encoding data to prevent any non-authorized party from reading or changing it. The level of protection provided by encryption is determined by an encryption algorithm. The contents of the data that you want to protect are encrypted based on a password that you specify. In order for GBM later restore the original contents of the encrypted files, the correct password must be supplied

AES Encryption

GBM uses AES encryption. AES is the Advanced Encryption Standard. This encryption method, has been adopted by NIST as an FIPS-approved (Federal Information Processing Standard) symmetric encryption algorithm that may be used by U.S. Government organizations (and others) to protect sensitive information

GBM supports AES encryption in 3 different strengths: 128-bit AES, 192-bit AES and 256-bit AES. These numbers refer to the size of the encryption keys that are used to encrypt the data; the higher the number the stronger the encryption, at the expense of being slightly slower. All three methods can provide significantly greater security than the password protection method.

The strength of encryption does not depend only on the length of the encryption key used but also on the password supplied by the user. Please read more about Encryption Passwords

- GBM requires that the correct password be supplied before the contents of an encrypted backup set can be viewed or restored to its original unencrypted form. The password is not required, however, for actions that do not require access to the unencrypted contents of the file. In particular, encrypted files can be deleted from backup set, or can be replaced within the backup set, without a password

Notes on encryption safety

Encryption can be a very effective measure for protecting your sensitive data; however, even encrypted documents can be compromised . The following is a list of some of the ways in which the safety provided by encryption can be compromised. Note that these are not GBM related risks but rather risks that arise from mishandling the password or a file in its unencrypted form

AES encryption at 192-bit is not supported when Tape backup is selected.

If a keystroke monitor (key-logger) or other malicious code (such as a trojan horse) is running on your computer, your password may be recorded when you type it. Be sure to check frequently for viruses and follow other recommended computer safety procedures

If you extract an encrypted file and then delete it, it may be possible for someone to later "undelete" the file using file recovery software or the Recycle Bin. You can use the Genie Wipe tool to irreversibly delete sensitive files

When you extract, open or view a file directly from the backup set (using Catalog or from the Restore Wizard), GBM must extract the file to a temporary location so that the associated program can open it. If you subsequently close GBM without first closing the program that is using the file, GBM may not be able to delete the temporary copy of the file, thereby leaving it on disk in unencrypted form. The associated program may also make one or more backup copies of the decrypted file, and GBM will not be able to delete these

After backing up or restoring encrypted files, some or all of the unencrypted file contents may remain in your

computer's memory or the page swap files on disk. A malicious user may be able to retrieve this unencrypted information

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Using Encryption in Backup

GBM can protect backed up data from being accessed by unauthorized people using AES encryption. GBM encrypts data on-the-fly, meaning that it encrypts files as they are being copied to the backup storage device instead of first encrypting the entire data then backing it up.

To add AES encryption protection to a backup job:

1. From the left navigation menu in the backup wizard select Settings.
2. Select AES Encryption.
3. Type a password twice in the Password and Confirm Password text input boxes.
4. Click Encryption Strength.
5. Choose an encryption level.

Note

- Encryption applies only to the contents of backed up files. Information about an encrypted file, such as its name, date, size, and attributes, can be viewed, without a password, by anyone who has access to the backup set.
- Encryption is not supported in Easy Mode

Decrypting data during restore

Upon selecting a backup set with encryption protection for restore, GBM will request the encryption password. The user will not be allowed to browse, view, extract or restore data unless the correct password is supplied.

Encryption Passwords

The security of your data depends not only on the strength of the encryption method but also on the strength of your password, including factors such as length and composition of the password, and the measures you take to ensure that your password is not disclosed to unauthorized third parties.

You should keep the following considerations in mind when choosing passwords for your files:

Encryption password cannot be less than 6 characters long

- In general, longer passwords are more secure than shorter passwords. To take maximum advantage of the full strength of AES encryption passwords lengths must be approximately:
 - 15 characters for 128-bit encryption.
 - 23 for 192-bit encryption.
 - 31 characters for 256-bit encryption.
- Passwords that contain a combination of upper and lower case letters, digits, and punctuation are more secure than passwords containing only letters.
- Because you can use spaces and punctuation, you can create "pass phrases" that are long enough but still easy to remember and type.
- Avoid using easily guessed passwords such as names, birthdays, Social Security numbers, addresses, telephone numbers, etc...
- Avoid storing the password on the same volume on which the encryption data is located.
- Keep a record of the passwords you use and to keep this record in a secure place. GBM has no way to access the contents of an encrypted file unless you supply the correct password.

Online Backup Security

High data security and privacy during online backups in Genie Backup Manager are achieved through the application of the following data-security standards:

Securing Account Passwords:

This security measure is applicable even when secure online backup method is not selected.

Passwords are encrypted using the SHA-256(Secure Hash Algorithm). This hash encrypted algorithm is one of the required secure hash algorithms for use in U.S. Federal applications, including use by other cryptographic algorithms and protocols, for the protection of sensitive unclassified information. This standard is called secure because, for a given algorithm, it is computationally infeasible to find a message that corresponds to a given message digest, or to find two different messages that produce the same message digest. Any change to a message will, with a very high probability, results in a different message digest.

This Encryption methodology is a one way encryption; therefore it cannot be decrypted at the server's side and therefore there is not way recover a password from the data base the server will only be able to reset the password and not recover it. The reset process will be sent to the user's personal email, this process prevents hackers from resetting the user's account, which is a great feature to prevent user impersonation.

Securing Data transmission:

Genie Online Backup supports a 128- bit Secure Socket Layer (SSL) certified by the leading global provider of SSL certificates Thawte. This protocol uses RSA encryption algorithm in order to encrypt the data on the link and prevent hackers from eavesdropping on personal information.

This Authentication is done to reassure the clients that they are sending their information to the right source. In other words, the certificate based authentication authenticates that we are who we say we are. This authentication is done by the SSL certificate provided by Thawte. An SSL Web Server Certificate enables the Genie Online Backup users to view the following information:

- The domain for which the certificate was issued. This allows them to check that the SSL Web Server Certificate was issued for your exact host and domain.
- The owner of the certificate. This acts as further reassurance, since customers are able to see whom they are doing business with.
- The physical location of the owner. Once again this reassures customers that they are dealing with an actual entity.
- The validity dates of the certificate. This is extremely important, since it shows users that your Digital Certificate is current.

Enabling Data Transmission Security:

1. From the left navigation menu in the backup wizard select Where to Backup.

2. Select Online Backup.
3. Click the Change User button.
4. Make sure Secure is selected.

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Pre and Post Job Commands

To run commands before or after backup is completed, users can use the Pre and Post Job Commands option.

These are some of the helpful tasks that a user can accomplish using pre/post commands...

Task	Command(s)
Checking disk drives for errors before backup.	CHKDSK
Copying, moving, deleting and replacing files and folders.	COPY, XCOPY, RENAME, REPLACE, MOVE, DEL
Defragmenting a drive before or after backup.	DEFRAG
Temporarily disabling real-time antiviral software to speed up backup.	Refer to the command line options section of your anti-virus help documentation.
Printing documents (such as the activity log when backup is done).	PRINT
Shutting down, logging off or restarting the computer.	SHUTDOWN

For a complete list of Windows system commands that can be used, open the Start menu, click Run, type *CMD* and click OK, then type *help* and press enter. for more information on using a specific command type "<command> /?" in the command prompt then press enter.

To attach pre/post job commands to a backup job:

1. From the left navigation menu in the backup wizard select Settings.
2. Click More Settings then select Pre & Post Job Commands.
3. Make sure the Enable Pre & Post Job Commands option is checked
4. From the Events list select whether to attach a pre or post job command.
5. Make sure Enable Command is selected.
6. In the Command Line box, type the command you wish to be executed or browse for a .batch, .cmd or script file you wish to execute for multiple commands
7. If you do not wish for one process to run until the previous one in the sequence has finished, make sure the Wait until previous process ends option is selected. Other wise the command and the backup job will run almost simultaneously.

Environmental Variables

Output files from backup jobs have varying names, depending on the backup job name and the number of the backup run. Using special environmental variable strings, you can write commands and pass the backup job's output files as parameters without having to worry about their changing names:

`$BACKUPOUTPUT$` Resolves to the complete path of the main backup file/folder.

`$LOGFILE$` Resolves to the complete path of the backup log file.

`$BACKUPPRFOLDER$` Resolves to the complete path of the parent folder containing the backup set.

`$BACKUPFILENAME$` The name of the output backup file, without the path.

- Environmental variables passed to commands must be enclosed in quotations, such as "\$BACKUPOUTPUT\$".

Built-In Commands

When using the following commands, Genie Backup Manager will open a dialog displaying the progress of the command execution. Each one of these commands takes two parameters:

- Copy: Copy a file or folder to a new location.
- Move: Move a file or folder to a new location. The file/folder in the original location will be deleted.
- Rename: Rename a file or folder.

Understanding Backup Sets and Purging

When the storage media is re-writable, and the user has the right folder privileges, Genie Backup Manager can be set to delete old backup files created by the backup job, to save space. The way purging old backups works varies depending on the backup type used. Purging is not supported when Mirror Backup is used .

To set GBM to purge old backup files created by a backup job:

1. From the left menu in the Backup Wizard, select Settings.
2. Click Purge Settings.
3. Select one of the following options:
 - Keep old backups: Do not delete old backups
 - Keep only last X backups: Keep only the last X backup files and delete files produced by older backups
 - Keep old backups for a period of X days: Delete any backup file older than X days

Backup Sets

To understand how purging works in Genie Backup Manager, the user needs to be familiar with the concept of Backup Sets. For the purpose of this help documentation, a backup set is the minimum collection of backup files - or folders, in the case of backup without compression - that are needed to successfully perform a restore. For example, if the user wishes to restore files that were backed up using an incremental backup job on March 23rd, then every backup file created by this backup job since that date and back to the most recent full backup before that date should be present and are considered a backup set.

Purging works with backup sets and not backup runs. if the user chooses to "keep the last 5 backups", that means that Genie Backup Manager will always keep the most recent 5 backup sets created by that job.

Purging with Full Backup

Full backup copies all the selected files each time the backup is performed. Each time a full backup is performed, a new backup set is created, and a bracketed number after the backup job name is incremented by one, to denote the backup run number.

Since each backup run creates a backup set, keeping the last X backup sets means keeping the backup files produced by the most recent X backup runs.

Ex:

A full backup is performed, job name is "My_backup", and purging option selected is "keep only last 4 backups".

- 1st run** My_backup.gbp is created
- 2nd run** My_backup(1).gbp is created
- 3rd run** My_backup(2).gbp is created
- 4th run** My_backup(3).gbp is created
- 5th run** My_backup(4).gbp is created and My backup.gbp is deleted
- 6th run** My_backup(5).gbp is created and My Backup(1).gbp is deleted
- 7th run** My_backup(6).gbp is created and My Backup(2).gbp is deleted

Purging with Incremental Backup

During incremental backups, the first backup run performed after the backup job is created is a Full backup, subsequent backup runs are all incremental until the user elects to reset the backup job to full, either manually or automatically using the "Limiting increments" feature. GBM treats each full backup and all subsequent increments until the next full run as a complete backup set.

For each backup run that is performed, a number after the backup job name is incremented by one, when backup is switched to full, that number is reset and another bracketed number is incremented by one to denote the number of full backups performed since the backup job was created.

When purging is selected, backup rotation is forced, which means that after a certain number of incremental backups, Genie Backup Manager will automatically reset the backup type to full for one backup run, then performs another set of incremental backup runs, then resets to full again, and so on.

If the user enables purging with the option to "Keep only last X backups", Genie Backup Manager will reset backup type to full "full" X time, and on the X+1 run, it will delete the oldest backup set.

Example

An incremental backup is performed.

- Job name: "My_backup"
- Purging option: "keep only last 3 backups"
- Backup rotation: 2 increments.

* Bold denotes the creation of a new backup set.

1st run	My_backup.gbp is created (Full backup) .	
2nd run	My_backup.0.gbp is created (increment).	Backup Set
3rd run	My_backup.1.gbp is created (increment).	
4th run	My_backup(1).gbp is created (Full backup) .	
5th run	My_backup(1).0.gbp is created (increment).	Backup Set
6th run	My_backup(1).1.gbp is created (increment).	
7th run	My_backup(2).gbp is created (Full backup) .	
8th run	My_backup(2).0.gbp is created (increment).	Backup Set
9th run	My_backup(2).1.gbp is created (increment).	
10th run	My_backup(3).gbp is created (Full). <i>My_backup.gbp, My_backup.0.gbp & My_backup.1.gbp are deleted</i>	Backup Set
11th run	My_backup(3).0.gbp is created (increment).	
12th run	My_backup(3).1.gbp is created (increment).	
13th run	My_backup(4).gbp is created (Full). <i>My_backup(1).gbp, My_backup(1).0.gbp & My_backup(1).1.gbp are deleted</i>	

Purging with Differential Backup

During differential backups, the first backup run performed after the backup job is created is a full backup, subsequent backup runs are all differential until the user elects to reset the backup job to full, either manually or automatically using the "Limiting increments" feature. Each differential backup along with the most recent full backup combined form a standalone backup set. Backup files produced in between those two backups can be deleted safely.

Purging with "Limit increments" option enabled

If purging was selected and the "Limit increments" option was enabled for X increments. Genie Backup Manager will automatically reset the backup type to full after every X differential backup runs. Purging in this case will treat each full backup run with all subsequent consecutive differential runs as a backup set, and purging will work exactly like in the case of incremental backup.

Purging with "Limit increments" option disabled

If purging is selected with the "limit increments" option disabled, Genie Backup Manager will treat each differential backup run along with the most recent full backup as a standalone backup set. Thus, the option to "Keep only last X backups" means that only the full backup run, the last differential

backup, and the most recent X intermediate backups are kept.

Example

An incremental backup is performed.

- Job name: "My_backup"
- Purging option: "keep only last 3 backups"
- Limit increments: disabled.

1st run	My_backup.gbp is created (Full backup) .
2nd run	My_backup.0.gbp is created (Differential).
3rd run	My_backup.1.gbp is created (Differential).
4th run	My_backup.2.gbp is created (Differential).
5th run	My_backup.3.gbp is created (Differential). <i>My_backup.0.gbp is deleted.</i>
6th run	My_backup.4.gbp is created (Differential). <i>My_backup.1.gbp is deleted.</i>
7th run	My_backup.5.gbp is created (Differential). <i>My_backup.2.gbp is deleted.</i>
8th run	My_backup.6.gbp is created (Differential). <i>My_backup.3.gbp is deleted.</i>

Rotating Backups

When increment or differential backup is used, the user can set GBM to automatically switch to full backup after a specific number of increments. Each full backup and its subsequent increments are treated by GBM as one backup set, enabling the user to purge old backup sets safely.

To set GBM to limit the number of increments for each backup set:

From the left menu in the Backup Wizard, select Settings

1. Click Purge Settings.
2. Select the Limit increments option.
3. In Number of increments, type the number of increments you wish GBM to perform before switching to full backup .

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Understanding Archive Bit and Backup Types

The archive bit is a file attribute that is set whenever a file is modified. For backups that use archive bits, this bit is turned off after the backup completes, indicating to the system that the file has been backed up. If the file is changed again before the next backup, the bit will be turned on and Genie Backup Manager will back up the file.

Whenever a file is created or changed, the operating system activates the Archive Bit or modified bit . By default, unless you specifically select to use the archive bit, Genie Backup Manager uses the last modified date and time stamp to determine whether a file has been backed up.

Using the archive bit in determining changed files, however, can cause confusion if the user is not careful, if the data selection for more than one backup job overlap. To explain this, consider this scenario: Jack has two backup jobs that he has scheduled to run consecutively, named Documents and Work . The folder Monthly Reports was selected to be backed up by both backup jobs. Come backup time, the job Documents, will backup the folder the turn off the archive bit. When its time for the job Work to run, it will find that the folder has already been backed up and skips the folder.

When the archive bit method is used with full, increment or mirror backup, GBM will turn off the archive bit after each backup run. However, when used with differential backup, GBM will only reset the bit in the first full backup, but not in subsequent differential runs, this way, GBM will always keep backing up files that have changed since the first full backup.

To set GBM to reset the archive bit after backup:

1. From the left menu in the backup wizard Select Settings.
2. Click More Settings then select Advanced Settings.
3. Select Reset the Archive Bit.

To use the archive bit in determining changed files:

1. Click the Start menu in the Windows toolbar, then select Run.
2. Type *regedit*.
3. Browse the registry until you reach the following key:
HKEY_CURRENT_USER\Software\Genie-Soft\GBMAPPLICATION\Main\
4. Double-click the value CompareMethod.
5. Set the value to 0 (zero).

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Adding a Timestamp to the Backup File

A timestamp is a combination of date + time that is appended at the end of the backup filename to indicate when the backup run was performed

To attach a timestamp to the backup set:

1. From the left navigation menu in the backup wizard select Job Info.
2. Click Backup Filename Options.
3. Select Attach timestamp to backup set.
4. From the Timestamp format combo-box choose preferred date/time format.
5. Click Ok.

Timestamp formats

Timestamp formats are:

- Month dd, yyyy@hh:mm:ss AM/PM
- Day of the week, Month dd, yyyy
- Month dd, yyyy
- yyyy-mm,dd
- Month dd
- mm-dd-yyyy@hh-mm AM/PM
- mm-dd-yyyy@hh-mm-ss AM/PM
- hh.mm.dd AM/PM

Rotating Backup Types

When increment or differential backup is used, the user can set GBM to automatically switch to normal backup after a specific number of increments. Each full backup and its subsequent incremental or differential executions are treated by GBM as one backup set, enabling the user to purge old backup sets safely.

To set GBM to limit the number of increments for each backup set:

1. From the left menu in the backup wizard, select Settings.
2. Click Purge Settings.
3. Select the Limit increments option.
4. In Number of increments, type the number of increments you wish GBM to perform before switching to full backup.

Note:

You can also rotate backup types using [Advanced Schedule](#)

Compression

Genie Backup Manager uses non-proprietary ZIP64 compatible compression to reduce backed up data size and save space, supporting up to $2^{64} - 1$ files within a zip archive as well as files that have a size greater than 4GB, for a zip file size that can reach up to about 18 million terabytes (more precisely, $2^{64} - 1$ bytes).

The Genie Backup Manager compression engine offers fast performance and low memory usage. Speed improvements reach 25%-75% in certain contexts. It also provides 15 to 20% better compression than other formats on many popular file types, especially XML data.

Users can choose between 9 levels of compression ranging form no-compression, to best.

To set GBM to compress backed up data:

1. From the left navigation menu in the backup wizard select Settings.
2. Select Use Compression.
3. Select the desired compression level from the combo box.

Backup without Compression

Selecting to backup data without compression would cause GBM to copy the data to a folder on the storage device while preserving the original file/folder structure, this makes data more accessible and less susceptible to corruption.

Power Management Options

Users can set Genie Backup Manager to trigger a power-saving event after a backup job has been executed. Allowed options are:

- Exiting Genie Backup Manager.
- Shutting down computer.
- Setting computer on Hibernate mode.
- Logging off computer.
- Setting computer on Stand-by mode.

To configure power-saving options for a backup job, select the Settings screen from the backup wizard, click More Settings, then select Advanced Settings. Selected power-saving options must be supported by the computer. To configure power management settings for your computer, double-click Power Options in the Control Panel.

How to: Create Backup Shortcuts on the Desktop

Users can create shortcuts on the desktop area for created backup jobs for easy access. Shortcuts also run backup jobs without the need to go through the backup wizard.

To create a shortcut for a backup job:

1. Open Jobs Manager.
2. Select a backup job.
3. Click Create Shortcut.

How to: Create Self-Restorable Backups

Genie Backup Manager offers users a feature that enables them to restore their backed up data to any machine regardless of whether GBM is installed on it. Choosing Enable Self-Restorable backup option creates a standalone self-executable .exe file on the storage media, which can be used to browse backed up data and restore it on any machine, even if GBM is not installed on it.

How to Create a Self-Restorable Backup Archive?

1. Open the backup wizard.
2. From the left navigation select Settings.
3. Select Enable Self-Restorable Backup.

One-File SwiftRestore

If the data is backed up using compression, and is less than 200MB after compression, Genie Backup Manager will turn the entire backup set into one self-executable file. Otherwise, the software will create a separate .exe file in the same folder as the backup set; However, the user can specify to create a larger one file swift restore file by the following steps:

1. Go to Tools, then select Global Preferences.
2. Click the plus icon next to Backup Settings then select Advanced Settings.
3. Make sure Enable one-file self-restorable backups is selected.
4. Select a preferred size from the drop-down menu, or type a custom value (maximum 2 GB).

Notes

- Self-Restorable backup is not supported when backup to tape is selected.
- One-file self-executable backups is not supported when backup data is spanned over multiple volumes or forced to split.

Extracting the Backup Archive from a SwiftRestore File

If the SwiftRestore .exe file got corrupted, users can extract the backup archive from the self-executable file:

1. From the toolbar click Tools, then select Extract archive from .exe file.

2. Click Browse to locate and select the desired self-executable backup file.
3. Click Extract. The extracted backup set will be stored in the same folder as the original SwiftRestore .exe file

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Command Line Parameters

Genie Backup Manager can be started with various command line parameters to execute different actions on a particular backup job, such as loading and running a backup job, running the application minimized, alternating between backup types, shutting down the computer after backup etc. The parameters can be used to create shortcuts which start backup tasks automatically.

Syntax

GBM8 [-e] [-job "backup job name"] [-h] [-noexit] [-showlogfile] [-novalidate] [-bt|1 2 3 4] [-shutdown| 1 2 3 4]

Parameters

Command	Result
-e	Activate the Command Line engine.
-job "job name"	Name of the backup job to be performed.
-novalidate	Do not verify backed up data after backup.
-h	Run the backup monitor minimized when backup starts.
-showlogfile	Display backup log when backup is complete.
-noexit	Do not exit Genie Backup Manager after backup.
-bt	Specify backup type to be used with this backup run.
	-bt1 Force running the backup job in full mode (backup all selected files).
	-bt2 Force running the backup job in increment mode.
	-bt3 Force running the backup job in mirror mode.
	-bt4 Force running the backup job in differential mode.
-shutdown	Choose power saving option to be executed when backup is complete.
	-shutdown1 Shutdown computer.
	-shutdown2 Hibernate.
	-shutdown3 Logoff.
	-shutdown4 Standby.

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The Scheduler

Backing up data can take a lot of time depending on the size of the data intended for backup, during which a large portion of the machine's resources are consumed by the backup application. To avoid interrupting work or slowing down the machine while it is being actively used, users can schedule backup tasks to run unattended at times that guarantee no interruptions to their work. Scheduling also insure that the data is being backed up on a regular basis without user interaction.

Scheduling Backups are Step 5 in the Backup Wizard. GBM enables users two modes of backup scheduling in normal mode:

Basic Schedule: Schedule your backup Daily, Weekly, Monthly, Once, or at Windows login

Advanced Schedule: This option enables the user to schedule backups, rotate backup types, and limit backup sets in one simple step.

Basic Schedule

Scheduling is step 5 of the backup process in the backup wizard, in this step you can select how often you wish the backup job to be executed. Available options are: Every few hours, Daily, Weekly, Monthly, Once, and At Windows login.

How to schedule backup jobs in Basic Schedule?

1. From the left navigation menu in the backup wizard select Schedule
2. Check Enable Schedule, to enable schedule options.
3. Select how frequent you wish to run the backup:
 - Run Every Few Hours: runs backup every few hours, in this option you can also specify the days you wish the task to run
 - Run Daily: Runs backup daily at a specific time
 - Run Weekly: Specify the time and days you wish the backup to run
 - Run Monthly: Specify the time and day of the month
 - Run Once: Run this backup one time on a specific time
 - Run at Windows logon: Runs every time you logon into your computer
4. Under Security Settings, you can specify if you wish to run the backup whether the user is logged on or not. If you select Run whether user is logged on or not, you must enter the Windows login username or password; otherwise your backup will not run if Windows is logged out.
5. In More Settings, you can specify the following options:
 - Minimize backup window when running job: Selecting this option runs the backup job while scheduled backup window is minimized
 - Do not start backup if the computer is running on batteries: You can set this option that tells the task to run only if the computer is on AC power (not battery power)
 - Do not wait 10 seconds before starting backup: By default the scheduled backup has a 10 second delay counter before actually running the backup. Choosing this option will enable to run the task without this 10 second delay.
 - Wake up computer to run this task (if supported): If your computer is set to sleep at the time of backup, you can choose to wake up the computer to run the task. This option is enabled if Run whether user is logged on or not is enabled.

Advanced Schedule

A common practice in scheduling backups is to set the task to run backup in normal mode (all selected files) on a weekly or monthly basis, and in increment or differential mode daily or weekly, the recurrence of backups depends on how critical the data is and how frequently it changes. This all can be achieved in Advanced Schedule mode

How to schedule backup jobs in Advanced Schedule?

1. From the left navigation menu in the backup wizard select Schedule
2. Check Enable Schedule, to enable schedule options.
3. Choose Advanced Schedule
4. By default, Full Backup Scheduling is always enabled as you cannot perform a incremental/differential backup without a full backup. Select how frequent you wish to run the backup as full backup type:
 - Run Every Few Hours: runs backup every few hours, in this option you can also specify the days you wish the task to run
 - Run Daily: Runs backup daily at a specific time
 - Run Weekly: Specify the time and days you wish the backup to run
 - Run Monthly: Specify the time and day of the month
 - Run Once: Run this full backup one time on a specific time
 - Run at Windows logon: Runs every time you logon into your computer
5. Select Differential/Incremental Backup (optional) and select how frequent you wish to run incremental/differential backup:
 - Run Every Few Hours: runs backup every few hours, in this option you can also specify the days you wish the task to run
 - Run Daily: Runs backup daily at a specific time
 - Run Weekly: Specify the time and days you wish the backup to run
6. Under Security Settings, you can specify if you wish to run the backup whether the user is logged on or not. If you select Run whether user is logged on or not, you must enter the Windows login username or password; otherwise your backup will not run if Windows is logged out.
7. In More Settings, you can specify the following options:
 - Limit Number of backup sets to (if supported by media): This option enables GBM to keep the most recent "X" number of full backups with its incremental/differential backups
 - Minimize backup window when running job: Selecting this option runs the backup job while scheduled backup window is minimized

- Do not start backup if the computer is running on batteries: You can set this option that tells the task to run only if the computer is on AC power (not battery power)
- Do not wait 10 seconds before starting backup: By default the scheduled backup has a 10 second delay counter before actually running the backup. Choosing this option will enable to run the task without this 10 second delay.
- Wake up computer to run this task (if supported): If your computer is set to sleep at the time of backup, you can choose to wake up the computer to run the task. This option is enabled if Run whether user is logged on or not is enabled.

To learn more about how to rotate backups using advanced schedule, see [How to: Rotate Backups using Advanced Scheduling](#)

Notes:

- Advanced Scheduling is not supported in easy mode
- Limiting backup sets is not supported on FTP, Tape, CD/DVD using burning technology, and when the backup is spanned to multiple locations
- Advanced scheduling overwrites purge settings and backup types specified in the settings page when schedule runs. If you backup manually, it will take backup settings from the Backup Settings page.

How to: Rotate Backups using Advanced Scheduling

Rotating backup types is recommended for more reliable backups. The following examples will demonstrate how to perform this practice easily in advanced scheduler.

Example 1:

Perform full backups on the first Sunday of the month and differential backups weekly on Fridays:

- In the advanced schedule, under Full backup, select Run Monthly
- Set the time you wish the backup to run, and then select on the first Sun of the month
- Mark the checkbox next to Differential Backup (optional) to enable differential backup schedule
- Select Run Weekly and set the time for the backup to run and under on the following days select Fri

Example 2:

Perform full backups weekly on Sunday, incremental backups daily every 5 hours the rest of the week, and on the beginning of a new week, delete the backups of the last week

- In the advanced schedule, under Full backup, select Run Weekly
- Set the time you wish the backup to run, and under on the following days select Sun
- Mark the checkbox next to Incremental Backup (optional) to enable differential backup schedule
- Select Run Every Few Hours, in Run Every set it to 5 hours, and under on the following days select Mon, Tue, Wed, Thurs, Fri, and Sat
- Under More Settings, change Limit number of backup sets to (if supported by media) from unlimited to 01

The Backup Monitor

When running a backup job as a scheduled backup task or from a desktop shortcut the task will be run in a small window called the Backup Monitor.

The Backup Monitor Controls:

Help: Opens the Help documentation

Show Log...: Displays the backup log, this option is only enabled after backup completes

Abort: Aborts backup progress

Status bar: This window will display the status of the backup task along with a bar indicating progress.

Pause: Pauses the backup, this option is enabled during the backup process

Stop Timer: Cancels the 10 second timer before backup starts, to start the backup manually, click Start Backup

Snooze: Postpones the backup and runs it later specified in the Click Snooze to be reminded again in. You can choose the to snooze for:

- 10 minutes: after 10 minutes run backup
- 30 minutes: after 30 minutes, run backup
- 1 hour: after an hour run backup
- 2 hours: after 2 hours run backup
- 8 hours: after 8 hours, run backup
- 1 day: run this backup the next day at the same time

Note:

You can only snooze before backup starts

Computer power options: Set or change the computer power options to be performed after backup completes. These options are:

- No Power option: do not perform anything after backup completes
- Shutdown: Shutdown computer after backup completes
- Logoff: Logoff computer after backup completes
- Hibernate: Hibernate computer after backup completes
- Suspend: Suspend computer after backup completes

For more information about power options, see [Power Management Options](#)

Run Backup

Users can run a backup job without going through the backup wizard by doing one of the following:

- From the Tools menu in the main page, click Run Backup and select a job to run.
- Create a shortcut on the Desktop for the backup job and double-click it whenever you wish to run a backup task.

Backup Progress

After the user selects Backup Now from the Selection Confirmation window, GBM will start the process of backing up data. The Backup Progression window displays the status of the backup job, this information includes:

Backup Job Name: Name assigned to the backup job.

Backup File: The full path and filename of the output backup file/folder.

Backup Type: Backup type of this backup run (Full, Increment, Mirror or Differential).

Backup Status: The current action being carried out

Elapsed Time: Time elapsed since the user hit the Backup Now button.

Actual Size: Actual size of processed data.

Compressed Size: Size of processed data after compression.

Processed: Number of new files being added to the backup set.

Updated: Number of processed files that have changed since the previous backup run.

Skipped: Number of processed files that have not been added to the backup set due to errors.

Unmodified: Number of processed files that have not changed since the previous backup run.

Missing: Number of processed files that have been moved or deleted since the previous backup run.

Backup Progress Options:

During backup, the user can change the following Options:

Pause: While the backup is running, the user can pause the backup if needed; however, tampering with the created backup could lead to unstable results

Backup Performance: During backup, a user can speedup backup performance by moving the pointer closer or exactly on Quicker backups or reduce impact on backup on the system with moving the pointer closer to Faster Computer. You can globally change this setting from Global Preferences in [General - Advanced](#) page

Enable/disable power options when backup completes: Using this option the user can enable/disable power options upon completing backup or change the power option that was pre-configured during creating backup. For more information about power options, see [Power Management Options](#)

Note:

Backup progress options are only supported in Normal Mode

Data Verification

Verification ensures that backed up data was successfully written on the storage media and that it can be restored reliably. Genie Backup Manager will by default verify backed up data immediately after the backup task is completed. But the user can also choose to test data integrity of a backup archive at a later time using the [Testing Data Integrity tool](#).

Testing data integrity can be done using one of two methods in Genie Backup Manager, these are:

- **Bit-by-bit verification:** This is the default method used by GBM to verify that a backup archive is restorable, and the data contained within it is not corrupt. This is done by reading every bit of each backed up file, however, this verification method does not compare data to make sure that the backed up and original files are exactly identical. This means that if the contents of a file in the backup archive were modified after backup, Genie Backup Manager will not detect it.
- **CRC check verification:** CRC is short for (Cyclic Redundancy Check); a very powerful technique to obtain data reliability. The CRC is one of the most used techniques for error detection in data communications and file verification.

When this verification method is used, Genie Backup Manager will generate a table of CRC values for all the selected files during backup. Come verification time, a new CRC table is generated for the data stored in the backup archive, and the CRC value for each file being verified is compared against its counterpart in the original table created during backup. If a file passes CRC check, that means that it can be restored reliably, and that it is exactly the same as the file that was originally backed up.

CRC verification is not supported when backup is performed with encryption without compression.

Genie Backup Manager by default uses bit-by-bit verification for testing backed up data, to switch to CRC check, click the Tools menu, select Global Preferences, select Backup Settings, select Advanced Settings, and make sure the option Use CRC check to compare files is selected.

Genie Backup Manager will automatically verify backed up data when the user closes the backup summary dialog. To change this behavior, click the Tools menu, select Global Preferences, select Test Data Integrity, then choose one of the following options:

- **Automatically test data after backup:** Always verify data after backup without asking me
- **Ask me:** Ask me whether to verify data when backup is completed.
- **Do not test:** Do not verify backed up data.

By default, after an incremental, mirror or differential backup, Genie Backup Manager will only verify new and changed files that have been added to the backup set, which saves time, based on the assumption that the rest of the data was verified previously when it was first backed up.

To set Genie Backup Manager to verify the entire backup archive at the end of each backup execution, click the Tools menu, then select Global Preferences, select Test Data Integrity, and make sure the option Test only new and changed files is not selected.

To manually test a backup, make sure that the storage media holding the backup is connected, click the Tools menu, select Test Backup, select the backup job which created the backup archive you wish to test, then click Test now. Alternatively, you can directly select the backup by clicking Browse, navigating to the location of the archive, and selecting the backup's ".gbp" file.

Post-backup data verification is not supported when the backup storage media is Tape or a remote machine using FTP or when Online Backup is selected. However, in all cases, data is verified while it's being written to the media.

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Verification Methods

Testing data integrity can be done using one of two methods in Genie Backup Manager, these are:

- Bit-by-bit verification: This is the default method used by GBM to verify that a backup archive is restorable, and the data contained within it is not corrupt. This is done by reading every bit of each backed up file, however, this verification method does not compare data to make sure that the backed up and original files are exactly identical. This means that if the contents of a file in the backup archive were modified after backup, Genie Backup Manager will not detect it.
- CRC check verification: CRC is short for (Cyclic Redundancy Check); a very powerful technique to obtain data reliability. The CRC is one of the most used techniques for error detection in data communications and file verification.

When this verification method is used, Genie Backup Manager will generate a table of CRC values for all the selected files during backup. Come verification time, a new CRC table is generated for the data stored in the backup archive, and the CRC value for each file being verified is compared against its counterpart in the original table created during backup. If a file passes CRC check, that means that it can be restored reliably, and that it is exactly the same as the file that was originally backed up.

CRC verification is not supported when backup is performed with encryption without compression.

Changing the Verification Method

Genie Backup Manager by default uses the bit-by-bit verification method for testing backed up data, to switch to the CRC check verification method, do the following:

1. From the tool bar, click Tools, then select Preferences.
2. Select Backup Settings then Advanced Settings.
3. Make sure the option Use CRC check to compare files is marked.

Verifying New and Changed Files

By default, after an incremental, mirror or differential backup run, Genie Backup Manager will only verify new and changed files that have been added to the backup set. This saves a lot of time, based on the assumption that the rest of the data was verified previously when it was first backed up.

To set Genie Backup Manager to verify the entire backup archive (data created by most recent full backup along with all subsequent increments), you can do the following:

1. From the tool bar, click Tools, then select Global Preferences.
2. Select Testing Data Integrity.
3. Make sure the option Test only new and changed files is marked.

Data Integrity Testing Tool

The Data Integrity Testing tool verifies backed up data to ensure it can be reliably restored. To open the Data Integrity Testing tool click Tools in the toolbar, then select Test Backup.

The Controls

- Backup Jobs: List of executed backup jobs.
- Backup Job: Name of backup job.
- Status: Availability of the backup archive. If the media is not loaded, or the backup archive has been moved, the backup will not be available for testing.
- Backup File: Path and filename of the backup archive.
- Refresh List: Refresh list of backup jobs and their statuses.
- Browse: Manually locate the backup archive you wish to test.
- Test Now: Perform data integrity test for the selected backup job from the list.
- View Test Log: Displays the log produced by a performed data integrity test.
- Settings: Open the data integrity testing settings page in the Global Preferences dialog.
- Close: Close the Data Integrity Testing Tools dialog.
- Help: Open this help page.

Managing Open Files

Genie Backup Manager ensures business continuity of all their mission critical data, by backing up opened or used files by other users or applications; leveraging Microsoft's latest Volume Shadow-Copy Service (VSS) framework, to permit consistent backup of open files without the need for additional applications or plug-ins.

This option works for Windows XP, Windows 2003, and Windows Vista operating systems only. To backup open or locked files on Windows 2000, users must install Open File Backup Agent as an add-on.

Open File Backup agent is a utility that helps GBM capture files that are open, even if they are changing during the backup, without locking users out of the applications or forcing them to log off the network, giving your backup software the ability to protect ALL your mission critical data by giving it access to exclusive, open or in use files. And ensuring business continuity by protecting your data in real time without causing interruptions.

Volume Shadow Copy Service

The Volume Shadow Copy Service (VSS) provides the backup infrastructure for the Microsoft Windows XP operating system, serving a mechanism for creating consistent point-in-time copies of data known as shadow copies. Microsoft's VSS component allows GBM to backup opened files, resulting in a skipped-files free backup.

Allowing VSS to handle backup of open files

1. From the toolbar click Tools, then select Global Preferences.
2. Select Open File Backup.
3. Select Use Volume Shadow Copy.

Limitation of Volume Shadow Copy Service:

- Works only with NTFS formatted partitions.
- Supported only under Windows XP, Windows Vista, and Windows Server 2003.

Open File Backup Agent(OFB)

Genie Backup Manager Provides two options to ensure business continuity of all their mission critical data, by backing up files even if opened or used by other users or applications. Genie Backup Manager utilizes the latest technical innovations available. Leveraging Microsoft's latest Volume Shadow-Copy Service (VSS) framework, to permit consistent backup of open files without the need for additional applications or plug-ins.

This option works for Windows XP and Windows 2003 operating systems only. For support for other operating systems and some older legacy applications, users must install Open File Backup Agent as an add-on.

Open File Backup agent is a utility that helps GBM capture files that are open, even if they are changing during the backup, without locking users out of the applications or forcing them to log off the network, giving your backup software the ability to protect ALL your mission critical data by giving it access to exclusive, open or in use files. And ensuring business continuity by protecting your data in real time without causing interruptions.

Using Open File Backup Agent

Open File Backup Agent (OFB) is easy to use, once activated, it will work in the background without the need for user interaction.

Checking whether OFB Agent is installed:

1. From the toolbar click Tools, then select Global Preferences.
2. Select Open File Backup
3. The OFB status field will indicate whether OFB is installed or not.

Checking whether OFB is running:

Through the system tray, right click on the GBM icon and select Open File Backup and make sure the check mark is next to Start.

1. From the toolbar click Tools, then select Global Preferences.
2. Select Open File Backup
3. The OFB status field will indicate whether OFB is installed or not.

Allowing OFB to handle backup of open files:

1. From the toolbar click Tools, then select Global Preferences.
2. Select Open File Backup
3. Click Start.

Or through the system tray, right click on the GBM icon and select Open File Backup then click Start.

Pausing OFB:

1. From the toolbar click Tools, then select Global Preferences.
2. Select Open File Backup.
3. Click Pause.

Or through the system tray, right click on the GBM icon and select Open File Backup Agent then click Pause.

Allowing Open File Backup to Backup Open Files From Remote Locations

Open File Backup can be set to handle open files while backing up data using Genie Backup Manager from a network-connected machine. This allows centralized LAN-based backups for clients with potentially-open files.

Perform the following steps on each network computer you intend to backup data from:

1. Install Open File Backup Agent.
2. Click Start, point to Genie-Soft, then Open File Backup Agent.
3. Right-click the Agent icon in the system tray then select Settings
4. Make sure Allow Network Access to This Computer is selected.

How to: Load Backup from the Catalog

If you want to restore data from a backup that was created on the same computer you are restoring to, and the original backup job configuration is still present, you can load the backup and browse backed up files and folders even if the backup archive itself is not accessible at the time. This is also the case for restoring Online Backups and restoring backups from tape media.

To load a backup using the catalog:

1. Open the [Restore Wizard](#).
2. Under Select a file to restore, click the plus sign next to the name of the backup job to view a list of all its backup executions.
3. Select the backup run you wish to restore from.
4. Click Next to continue configuring the restore task.

Alternatively, you can do the following:

1. Open the [Catalog](#).
2. Under History of backup runs, click the plus sign next to the name of the backup job to view a list of all its backup executions.
3. Right-click a backup execution and select Restore. This will open the restore wizard and load the selected backup.
4. Click Next to continue configuring the restore task.

Note:

Genie Backup Manager will try to locate the backup archive in the default backup destination configured in the backup job. If GBM fails to find the archive, it will prompt you to insert/connect the media on which the backup is stored, and select the folder containing the .gbp needed to restore the data.

How to: Load Backup from the Archive

Backup catalogs ("index.gix" files) are saved locally and in the backup destination together with the backup archive. When a backup job is executed, a new ".gbp" file is created, containing the catalog file and other internal information needed by GBM to restore the data.

To load a backup in order to restore data from it, simply double-click the .gbp file corresponding to the backup version you want to restore. Alternatively, you can open the [Restore Wizard](#), click Browse to navigate to the location of the .gbp file and select it, then click Open.

A special file naming convention is used by Genie Backup Manager to denote different backup versions/executions of the same backup job. For more information, see [Backup Types](#).

How to: Restore Using SwiftRestore

Users do not need to have Genie Backup Manager installed in order to restore data from a self-restorable backup. Simply run the self-executable ".exe" file located in the backup folder, click Extract (or Run) to extract the backup archive to a temporary folder on your machine and open the [restore wizard](#). Then click Browse to select the .gbp file corresponding to the backup version you wish to restore, and click Next to select data items you wish to restore. Finally click Next to restore your data.

- If the entire backup archive was stored in a single compressed self-executable file, the SwiftRestore .exe file will be named <backup job name>.exe.
- If the backup archive is not compressed or consists of more than one file (such as in the case of incremental or differential backup, or when data is too big to fit into one .exe file), the self-executable file will be named GBM8_SwiftRestore.exe.

Extracting the backup archive from a SwiftRestore file

If the self-executable .exe file got corrupted, users can extract the backup archive from the self-executable file in order to restore using the Genie Backup Manager application:

1. Open Genie Backup Manager.
2. Select the Tools Menu.
3. Select Extract archive from .exe file.
4. Click Browse to locate and select the self-executable backup file.
5. Click Extract. The extracted backup archive will be stored in the same folder as the original SwiftRestore .exe file.

How to: Restore Data?

My Profile:

[How to: Restore Outlook Data](#)

[How to: Restore Outlook Express Data](#)

[How to: Restore Windows Mail Data](#)

[How to: Restore Windows Registry](#)

[How to: Restore Desktop Items](#)

[How to: Restore My Documents Folder](#)

[How to: Restore Windows Address book](#)

[How to: Restore Windows Contacts](#)

[How to: Restore Windows Favorites](#)

[How to: Restore Windows Fonts](#)

[How to: Restore Media Files](#)

[How to: Restore Images and Photos](#)

[How to: Restore Internet Explorer Settings](#)

[How to: Restore Windows Settings](#)

My Folders:

[How to: Restore Files and Folders](#)

My Plugins:

[Restore Plugins](#)

Genie Disaster Recovery

Disaster recovery focuses on continuous system protection by backing up Windows, system state, documents, settings, and programs to recover the system to a stable state prior system failure.

Genie Backup Manager provides an easy to use wizard to create the disaster recovery backup. Genie Disaster Recovery consists of two main steps

1. [Create Genie Disaster Recovery \(GDR\) Bootable Disk](#)
2. [Create Genie Disaster Recovery \(GDR\) Backup](#)

Opening the Disaster Recovery Wizard

To start the Disaster Recovery wizard do the following:

- From the Main Screen click the Disaster Recovery button.

Important Note:

Disaster Recovery Backup should only be restored on the same hardware configuration of the Disaster Recovery Backup.

How To: Create Genie Disaster Recovery Bootable CD/DVD Disk

Genie Disaster Recovery (GDR) Bootable disc enables GBM to restore your Disaster recovery data outside the Windows environment. The boot disc is mainly a CD/ DVD used to start GBM's Disaster Recovery's restore wizard and therefore enables the user to select the most recent disaster recovery backup. Only one copy of this disc is required, therefore it is unnecessary to perform this step every time a disaster recovery backup is performed.

This disc contains of the following components:

1. Windows boot files
2. Genie runtime files necessary to run the Disaster Recovery restore wizard

Important note:

You must create this bootable disc in order to restore your disaster recovery data, as the regular GBM program is only operable in Windows environment.

To Create GDR Bootable Disc

1. In the Main Page, Select Disaster Recovery
2. A Dialog will open, click Create GDR Bootable or in the Welcome Page of the Disaster recovery wizard, Select Create Genie Disaster Recovery (GDR) Bootable disc, then click Next
3. Select CD/DVD Recorder and choose CD/DVD writer that contains a blank CD/DVD in order to create your bootable disc
4. Click Next to continue

How To: Create Genie Disaster Recovery Backup

After Genie Disaster Recovery bootable disc is created, it is required to backup essential data to restore your system to the previous state prior the disaster.

The following components are always added to the disaster recovery backup job:

- Windows Folder
- Program Files
- Documents and Settings
- System State

Note:

It is recommended that the GDR backup job only consists this data as this backup is restored outside windows environment and for a faster recovery without any conflicts or errors, it is recommended that the size stays reasonable and all other data should be backed up in a different backup and restored inside windows environment. For more information, please refer to [Disaster Recovery Strategies](#)

To Backup Genie Disaster Recovery (GDR) Backup:

1. In the Main Page, select Disaster Recovery
2. If a Genie Disaster Recovery Bootable disk is not created and you do not wish to create one in the time being, [not recommended](#), then click Skip creating disk. If a disk has been created, then in the welcome page Select Create Disaster Recovery Backup and click Next
3. In [Where to Backup page](#), Select the Backup Destination
4. In [What to Backup](#) a list of Disaster Recovery Data is displayed you can add additional folders by clicking on Add Additional Files/Folders link or via My Folders Tab.
5. From the [Settings Page](#) Select the Settings of the backup job
6. Click Next to start backup

Important Note:

Creating Disaster Recovery bootable disk is essential to restore your Disaster Recovery Backup job.

Disaster Recovery: Where to Backup

In Disaster recovery you can backup to the following locations:

[Internal and External Drives](#): This includes local drives, External USB drives, and Flash disks. You can also enable multi drive spanning to span your disaster recovery backup to more than one location

[Network locations](#): This includes any drive, RAID, SANs NAS... remotely off your computer

[Online Backup](#): Genie Disaster Recovery Backup is the ONLY software that enables Creating Disaster Recovery Backups to Genie offsite storage. Now with the enhanced restoration process, you can recovery your system in No time.

[Optical Media](#): This includes (DVD±RW/DVD±R/DVD-RAM/CD-R/CD-RW), including double layer DVDs and Blu-ray, using both built-in burning capability and packet writing - with the aid of third party software -.

[Removable media](#): You can also create REV, External USB, Flash disks, Zip, Jaz and floppies using removable media option

Disaster Recovery: What to Backup

What to Backup Consists of Two Tabs:

My GDR: Contains the essential data necessary to restore your system after failure to boot your operating system or if it becomes unstable. This data consists the following:

- Windows Folder: Contains the Windows Folder; Drive:\Windows
- Program Files: Contains data of installed programs; Drive:\Program Files
- Documents and Settings: Contains Documents and Settings Data for All users; Drive:\Documents and settings
- System State: Contains the following:
 - Boot files, including system files and performance counter configurations
 - COM+ Class registration database: A store of registration information for COM objects in the Windows system. COM is a standard for binary interoperability of registered software components.
 - Windows Registry: A database that Windows uses to store hardware and software configuration information, user preferences and setup information
 - System Files under Windows File protection: A system service that protects special operating system files. In the event that one of these files is deleted or overwritten, System File Protection will replace the file with the original from its cache

My Folders: If you wish to add other important files to your backup you can do so from the Add additional Files/ Folders link or by Clicking on [My Folders](#) tab.

Note

Adding additional Files/Folders is not recommended because it will increase the size of the backup and time resulting in increasing time of system recovery. It is recommended to keep a separate backup for your personal files/folders and restore them in Windows environment. For more information, please refer to [Disaster Recovery Strategies](#)

Disaster Recovery Settings

The user can configure the disaster recovery backup job with the following settings:

Compression: Create Disaster Recovery backup with non-proprietary 64-bit ZIP compression or perform backup without compression to view backup in native format. For more information, please review the [Compression](#) section in the help documentation

Security: Disaster Recovery backup can be secured with multiple levels of protection to ensure that backed up data is not accessible to unauthorized persons. Either with Zip password protection or AES encryption. For more information about security options, see the [Security in GBM](#) section.

Disaster Recovery Strategies

Having a disaster recovery job minimizes Recovery Time Objective (RTO) after unstable systems, hardware failure, virus attacks, and erroneous deletion of system files...

Restoring Disaster Recovery is performed outside Windows environment; therefore, the disaster recovery job consists of two Parts

1. Creating a bootable disk to run the disaster recovery restoration environment
2. The actual disaster recovery job.

To restore your data, you must insert the bootable disk when the computer starts, then browse for your Disaster recovery job.

To ensure faster RTO, it is recommended:

1. Perform disaster Recovery on a newly installed machine with all important programs installed on the system: Disaster Recovery job includes Windows folder, program files, documents and settings, and System state; however, in fears of virus attacks, spyware or other malicious attacks on these files; it is recommended that you perform disaster recovery on a clean system to ensure consistent data.
2. Keep your disaster recovery backup as small as possible: Restoring disaster recovery data is performed outside windows environment, leaving the system unfeasible. Therefore, it is not recommended to include large files and folders in the Disaster recovery job, assuring faster recovery time of the operating system. When the system is up, you may restore your data in windows environment, if needed.
3. Perform separate backups of your data: GBM enables fast backup and restore of data backups inside Windows environment. Therefore, it is recommended to perform recurrent-scheduled data backups to avoid minimum data loss.

Walkthrough: Creating Disaster Recovery

This Walkthrough summarizes how to create a complete disaster recovery backup

Step 1: Create Genie Disaster Recovery Bootable

In this Step you will create a bootable CD/DVD needed to boot the restoration runtime environment. This step is only required once

Requirements: Blank or empty CD/DVD, disc.

Recommended: New CD/DVD

Steps:

1. In the Main Page, Select Disaster Recovery
2. A Dialog will open, click Create GDR Bootable or in the Welcome Page of the Disaster Recovery wizard, Select Create Genie Disaster Recovery (GDR) Bootable disc, then click Next
3. Select CD/DVD Recorder and choose CD/DVD writer that contains a blank or empty CD/DVD in order to create your bootable disc
4. Click Next to continue

Step2: Create Disaster Recovery Job:

This step backs up the main data necessary to recover your system after it fails to load properly

Requirements: Backup storage media;

Recommended: External, online, or removable media.

Steps:

1. In the Main Page, select Disaster Recovery
2. If a Genie Disaster Recovery Bootable disk is not created and you do not wish to create one in the time being, not recommended, and then click Skip creating disk. If a disk has been created; in the welcome page Select Create Genie Disaster Recovery(GDR) Backup and click Next
3. In [Where to Backup](#) page, Select the Backup Destination
4. In [What to Backup](#) a list of Disaster Recovery Data is displayed you can add additional folders by clicking on Add Additional Files/Folders link or via My Folders Tab.
5. From the [Settings Page](#) Select the Settings of the backup job
6. Click Next to start backup

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How to: Restore Disaster Recovery Job?

Disaster Recovery is only used to restore your current windows installation from virus attacks, accidental deletion of system files, or any action leading to an unstable system.

You can simply restore your disaster recovery job by following these steps based on the disaster recovery backup destination:

[⊕ To Restore Disaster Recovery Job from file stored on Local/LAN,CD/DVD, or removable media:](#)

[⊕ To Restore Disaster Recovery Job from Online disaster recovery job:](#)

Logs and Reports

Genie Backup Manager offers a variety of detailed logs and reports that help users to keep track of what happens during its various operations, the most important of which is backup.

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The Logs Manager

The Logs Manager utility provides users with a graphical interface for viewing, exporting and printing backup activity logs. The logs manager keeps a complete archive of all the logs produced by backup jobs that are currently configured in the Jobs Manager.

To open the Logs Manager, Click Tools, then select Logs Manager. Users have the choice of viewing backup jobs in the following sorting orders:

- By Jobs: Logs are sorted according to the names of their respective backup jobs. Expanding the tree beneath a backup job displays a list of its versions sorted according to their dates.
- By Date: Logs are sorted according to the date on which the backup job was run. Jobs that were run on the same day are grouped together.

The logs manager offers two types of logs: Normal and Detailed.

Normal

The normal log is opened by default after each backup run. It displays a summary of the backup task's settings and statistics, grouped into four sections:

- Job information: selected backup job settings, including the job's name, backup destination, backup type, etc.
- Backup information: a breakdown of the types and sizes of the backed up data sources.
- Backup summary: a summary of the types of processed files (new, modified, unchanged, deleted, skipped) and errors encountered during backup.
- Data integrity test: displays a summary of errors encountered during testing the integrity of each file in the backup archive (if any).

You can print this log by clicking Print, or save it as an html file by clicking Save as.

Detailed

The detailed log lists all processed files along with each file's status - whether successfully backed up or not. Genie Backup Manager's internal files - files creating by GBM in the backup archive for the purpose of cataloging and indexing - are hidden by default. You can view them by checking the Show GBM system files option.

To only view skipped file - files that GBM failed to backup - select Show only skipped/failed files and folders.

This log can be saved to a text file that can be later on printed or emailed by clicking the Export button.

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The Backup Log

The normal log is opened by default after each backup run. It displays a summary of the backup task's settings and statistics, grouped into four sections:

- Job information: selected backup job settings, including the job's name, backup destination, backup type, etc.
- Backup information: a breakdown of the types and sizes of the backed up data sources.
- Backup summary: a summary of the types of processed files (new, modified, unchanged, deleted, skipped) and errors encountered during backup.
- Data integrity test: displays a summary of errors encountered during testing the integrity of each file in the backup archive (if any).

The Restore Log

To view the log file containing details about GBM's activity during restore click View Restore Log in the last screen of the restore wizard

There is only one restore log, which is overwritten during every restore task. The Restore log file is located in the following folder:

Windows 2000/XP/2003: Drive: \Documents and Settings\%Username%\Application Data\Genie-Soft\GBMAPPLICATION\Jobs\restore.html

Windows Vista:

C:\Users\USERNAME\AppData\Roaming\Genie-Soft\GBMAPPLICATION\Jobs\restore.html

Data Verification Log

After using the Data Integrity Test tool to perform data verification on a backup archive, you can click the View Test Log button to display an HTML file containing the test results. Any encountered errors will be listed in the log.

For a complete list of backed up files and the status of each tested file, select [Click here](#) for a more detailed log.

GBM Trace Log

When trace log is activated, Genie Backup Manage logs all backup activities and dumps the verbose to a file, for purposes of debugging. The file is typically located in:

Windows 2000/XP/2003: Drive:\Documents and Settings\%Username%\Application Data\Genie-Soft\GBMAPPLICATION\Log

Windows Vista:

C:\Users\USERNAME\AppData\Roaming\Genie-Soft\GBMAPPLICATION\Log

Where X is the letter of the drive on which Windows is installed.

To activate the GBM trace log click the Tools menu, select Global Preferences, select General, select Advanced, make sure Enable advanced logging for debugging is checked. Note that activating the trace log will slightly slow down the program's operations.

The trace log is emptied every time Genie Backup Manager is restarted.

Tape Trace Log

Genie Backup Manager logs all tape-related operations and stores them in a file typically located in

Windows 2000/XP/2003: Drive:\Documents and Settings\%Username%\Application Data\Genie-Soft\GBMAPPLICATION\Log

Windows Vista:

C:\Users\USERNAME\AppData\Roaming\Genie-Soft\GBMAPPLICATION\Log

If you encounter a problem with tape backup, restore, or tape operations, you can submit this file to the Genie-Soft support team for debugging.

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VSS Trace Log

Genie Backup Manager logs all [Volume Shadow Copy](#) operations and stores them in a file typically located in

Windows 2000/XP/2003: Drive: \Documents and Settings\%Username%\Application Data\Genie-Soft\GBMAPPLICATION\Logsvsslog.log

Windows Vista:

C:\Users\USERNAME\AppData\Roaming\Genie-Soft\GBMAPPLICATION\Logsvsslog.log

If you encounter a problem with backup while GBM is set to use Microsoft's Volume Shadow Copy service to backup open files, submit this file to the Genie-Soft support team for debugging.

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Email Notification

If you are a network administrator who is always on the move, and you've scheduled backup jobs to run while you're away, but still need to make sure everything goes smoothly, then email notification is the feature you need.

E-mail notification is a nifty feature that enables GBM to send information to the user about the status of the performed backup upon its completion via email.

How to: Activate E-mail Notification

1. From the toolbar click Tools, then select Preferences.
2. Select Email Settings.
3. Select Enable e-mail notification.
4. Enter the following settings:
 - SMTP server: The name or IP address of SMTP server to be used for sending notification emails
 - Port: SMTP sending port. (25 by default)
 - SSL: SSL (Secure Sockets Layer) is a security protocol that provides communication privacy. Select this option if your SMTP server supports this protocol.
 - From: The email address to appear in the From field of the sent notification email
 - To: The address of the recipient of the notification email
 - Subject: Enter the description that will appear in the Subject field on the sent email

How to: Send Email Notifications

1. Make sure [email notification is enabled](#).
2. From the left navigation menu in the backup wizard select Settings.
3. Click More Settings then select Email Notification.
4. Select Send e-mail notification.
5. Choose one of the following options:
 - When backup is complete: Send notification email when backup is over.
 - Only if error occurs: Send notification email only if GBM encountered a problem during backup (skipped files, failed to create backup file, etc...)
1. Type a subject for the submitted email. If you do not manually enter a subject line, it will by default be sent as "GBM Backup Notification"

SMTP Authentication

GBM supports different SMTP authentication methods for sending email notifications. SMTP authentication uses different methods of encryption to protect the user mail account's name and password as they are being sent to the SMTP server. If you do not know which authentication method your email server uses, please consult your system administrator.

To choose an authentication method:

1. From toolbar, click Tools, then select Preferences.
2. Select Email Notification Settings.
3. Click Authentication Method.
4. Choose one of the following authentication methods:
 - NONE: Send the password to the server in an insecure format.
 - AUTH LOGIN: Most common authentication method.
 - CRAM MD5: (Challenge Response Authentication Mode), most secure authentication method.
 - LOGIN PLAIN: Sends authentication in plain text

Pop-Up Notifications

When System Tray Agent is activated, Genie Backup Manager will occasionally display pop-up dialogs notifying the user of the status of configured backup jobs, along with information about the most recently executed backup. This dialog will alert users when a backup job has not been executed for a long period of time.

To manually view the pop-up notification, right click the System Tray Agent icon, then select Analyze my backup status.

Sound Alerts

Genie Backup Manager can be set to play sound files to notify users when specific backup-related events take place, such as when a backup task is completed, or when GBM prompts the user to replace a storage volume.

To open the Sound Alerts settings page, click Tools, select Global Preferences, expand the General list, then select Sounds.

To disable sound alerts, uncheck the Enable sound alerts option.

To attach a sound file to a predefined event, select the event from the list, select Attach sound to selected event, then click Browse to select a sound file from your computer.

Events that support sound alerts are:

- Finishing backup successfully.
- Finishing backup with errors.
- Completing data verification.
- Prompting the user to replace disk during a multiple media backup.
- Finishing data integrity testing.

Scripting in Genie Backup Manager

GBM offers two powerful scripting environments that can help users take control of what and how they backup

- GenieScript: XML-based scripting designed to enable users to create custom plugins that extend the capabilities of GBM.
- GRunScript: Most backup software offer complex command line options to allow users to perform backups without using the user interface, a feature which is intended to provide extended flexibility for advanced users who wish for instance to create batch files that can be shared with other network users to perform standardized backup tasks. Genie Backup Manager takes this a step further by allowing users to create complete backup jobs using XML based scripting.

Using XML Tags

This page is not intended to teach you scripting per se, it will however give you an insight on the way tags work. GenieScript and GRunScript are very simple, and you don't have to be an advanced user to understand how to use them for writing scripts. You can learn scripting while creating your first GenieScript plugin, or GRunScript backup job, especially with the aid of the Templates and Examples provided in this help section.

Tags are commands that come in two parts: A beginning and a closing tag, both parts are enclosed within brackets, and the difference between a beginning and an ending tag is the forward slash `</>` on the latter.

Ex: `<Author> Genie-Soft </Author>`

The bracketed text is the command that needs to be performed, the text between the beginning and ending tags is a value that is passed on to the command, for instance in the previous example, the tag `<Author>` passes on the name of the author of the script to the compiler.

Sometimes tags also have properties; these are subcommands that are usually included in the beginning tag that pass on specific properties to the compiler related to the main tag command.

Ex: `<Folder IncludeSub =" False"> C:\personal </Folder>`

Here, the tag `<Folder>` is telling GBM to backup the folder (C:\personal), the property `IncludeSub` which is set to `False` instructs it to only backup files in the main folder, and to ignore any underlying subfolders.

Note:

- Tags are case sensitive.

Environmental Variables

Environmental Variables are like the wildcards of file and folder paths, they are provided by Windows so as to enable writing portable bits of code to be used on any Windows platform.

Each one of these variables corresponds to a certain system or custom folder in the Windows OS, and will always get the right path for that folder, which might differ from one Windows platform to another.

Say for instance that you want to write a code that uses the file Notepad.exe file located in the Windows directory, in that case you would refer to the path to that file as `$$P_WIN$$/Notepad.exe`, that will ensure that your code points to the right path whether you're working under Windows NT, 2000 or XP

Here's a list of all Windows and custom environmental variables that you can use when writing scripts:

Windows Environmental Variables	
<code>\$\$P_WIN\$\$</code>	Windows path (C:\WINNT, C:\Windows)
<code>\$\$P_WINTEMP\$\$</code>	Windows temporary location
<code>\$\$P_PROGRAM_FILES\$\$</code>	Program files folder. A typical path is C:\Program Files.
<code>\$\$P_COMMON_PROGRAMFILES\$\$</code>	Contains application program related files that are, or can be, used by more than one application program. A typical path is C:\Program Files\Common Files
<code>\$\$P_DESKTOP\$\$</code>	File system directory used to physically store file objects on the desktop (not to be confused with the desktop folder itself). A typical path is C:\Documents and Settings\username\Desktop
<code>\$\$P_COMMON_DESKTOP\$\$</code>	Refers to the desktop items common for all the users. A typical path is C:\Documents and Settings\All Users\Desktop.
<code>\$\$P_PROGRAMS\$\$</code>	File system directory that contains the user's program groups (which are also file system directories). A typical path is C:\Documents and Settings\username\Start Menu\Programs.
<code>\$\$P_STARTMENU\$\$</code>	File system directory containing Start menu items. A typical path is C:\Documents and Settings\username\Start Menu.
<code>\$\$P_APPDATA\$\$</code>	File system directory that serves as a common repository for application-specific data. A typical path is C:\Documents and Settings\username\Application Data
<code>\$\$P_SENDTO\$\$</code>	File system directory that contains Send To menu items. A typical path is C:\Documents and Settings\username\SendTo.
<code>\$\$P_STARTUP\$\$</code>	File system directory that corresponds to the user's Startup program group. The system starts these programs whenever any user logs onto Windows NT® or starts Windows® 95. A typical path is C:\Documents and Settings\username\Start Menu\Programs\Startup.

\$\$P_COOKIES\$\$	File system directory that serves as a common repository for Internet cookies. A typical path is C:\Documents and Settings\username\Cookies.
\$\$P_FAVORITES\$\$	File system directory that serves as a common repository for the user's favorite items. A typical path is C:\Documents and Settings\username\Favorites.
\$\$P_HISTORY\$\$	File system directory that serves as a common repository for Internet history items.
\$\$P_INTERNET_CACHE\$\$	File system directory that serves as a common repository for temporary Internet files. A typical path is C:\Documents and Settings\username\Temporary Internet Files.
\$\$P_PERSONAL\$\$	File system directory that serves as a common repository for documents. A typical path is C:\Documents and Settings\username\My Documents.
\$\$P_COMMON_DOCUMENTS\$\$	Refers to the Documents common for all users. Typical path C:\Documents and Settings\All Users\Documents
\$\$P_COMMON_MUSIC\$\$	Refers to music files common for all users. Typical path C:\Documents and Settings\All Users\Music
\$\$P_COMMON_PICTURES\$\$	Refers to pictures and image files common for all users. Typical path C:\Documents and Settings\All Users\Pictures
\$\$P_COMMON_VIDEO\$\$	Refers to video and media files common for all users. Typical path C:\Documents and Settings\All Users\Video
\$\$P_RECENT\$\$	File system directory that contains the user's most recently used documents. A typical path is C:\Documents and Settings\username\Recent.
\$\$P_TEMPLATES\$\$	File system directory that serves as a common repository for document templates.
\$\$P_SYSTEM\$\$	System folder. A typical path is C:\WINNT\SYSTEM32
\$\$P_LOCAL_APPDATA\$\$	File system directory that serves as a data repository for local (nonroaming) applications. A typical path is C:\Documents and Settings\username\Local Settings\Application Data
\$\$P_COMMON_PROGRAMS\$\$	File system directory that contains the directories for the common program groups that appear on the Start menu for all users. A typical path is C:\Documents and Settings\All Users\Start Menu\Programs.
\$\$P_COMMON_STARTMENU\$\$	File system directory that contains the programs and folders that appear on the Start menu for all users. A typical path is C:\Documents and Settings\All Users\Start Menu.
\$\$P_COMMON_STARTUP\$\$	File system directory that contains the programs that appear in the Startup folder for all users. A typical path is C:\Documents and Settings\All Users\Start Menu\Programs\Startup.

\$\$P_COMMON_TEMPLATES\$\$	File system directory that contains the templates that are available to all users. A typical path is C:\Documents and Settings\All Users\Templates.
\$\$P_COMMON_APPDATA\$\$	Application data for all users. A typical path is C:\Documents and Settings\All Users\Application Data.
\$\$P_CONNECTIONS\$\$	Refers to network and Dial-up Connections.
\$\$P_CDBURN_AREA\$\$	Refers to staging area used by Windows to store the data before recording to CD. Typical path USERPROFILE\Local Settings\Application Data\Microsoft\CD Burning
\$\$P_NETHOOD\$\$	Location of the "Network Neighborhood" folder. Typically located in "\Documents and Settings\%Username%\NetHood"
Custom Environmental Variables	
\$\$<Variable Name>\$\$	Returns the path or file/folder name assigned to the variable in the <Variables> tag
\$\$P_APPPATH\$\$	Path for the application retrieved from Registry using the <Path> tag (GenieScript)
\$\$P_APPPATHEXE\$\$	Current Application EXE file name. (GenieScript)
\$\$P_COMPUTERNAME\$\$	Returns network name for the computer on which the backup job is being run.
\$\$P_USERNAME\$\$	Returns username of the user currently logged on into Windows.

Plugin Scripting (GenieScript)

GenieScript is XML-based scripting designed to enable users to create custom plugins that extend the capabilities of GBM.

What Can GenieScript Do?

Any installed Windows based application stores data and settings on your computer through a number of "changes" that it makes to your system, such as copying files to certain folders, writing to registry, etc... GenieScript gives you access to these program-unique changes and data so that you can back them up for safe keeping and restore them whenever the need to do so arises. This means that with GenieScript you can backup anything from application settings and saved games to entire programs.

GenieScript can be used effectively to automate the backup of items such as:

- Entire programs.
- Program settings and preferences.
- Database files.
- Mail clients' data.
- Game saves.

And much more.

GenieScript also provides the means for making backed up items portable between different Windows platforms using [Environmental Variables](#).

How to: Create a Plugin using XML Tags

In order to simplify learning GenieScript we've written an example using all the tags needed to write a full plugin script and added explanation after each tag or block of script using the script comments convention. (Sentences enclosed in `<!-- -->` are comments that the compiler will ignore and are only there for the benefit of whoever reviews the script).

Notes:

- Click the plus sign to view sub-tags and explanation.
- Tags are case sensitive.
- The script must be written using the same tag order as listed above.

`⊕ <Backup> <!-- Starts the script file, a necessary tag that tells the compiler that the plugin script has begun. -->`

`</Backup>`

How to: Create a Plugin using Plugin Creator

Most users prefer dealing with GUIs to perform tasks. The Plugin creator generates the XML file automatically without the need to write the XML tags. This can be done in 11 simple steps:

[Step 1: Information](#)

[Step 2: Supported Version](#)

[Step 3: Main Program Path](#)

[Step 4: Variables](#)

[Step 5: Registry](#)

[Step 6: Files](#)

[Step 7: Folders](#)

[Step 8: Ini Files](#)

[Step 9: Shortcuts](#)

[Step 10: Restore](#)

[Step 11: Author](#)

Winamp3

⊕ <Backup>

</Backup>

Win Zip

⊕ <Backup>

</Backup>

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How to: Compile a Plugin Script

After you've finished writing a backup script you need to convert it into a binary file that GBM can understand, this is done using GenieScript Compiler which can be found in the "Genie Backup Manager Tools" window under Genie-Soft in the Start Menu.

To compile a GS script:

1. From the toolbar in Genie Backup Manager, click Tools, then select GenieScript Compiler.
2. Click Open and browse to the location where you've stored your script.
3. Click Compile.
4. If your script is error free the compiler will create a file with the extension (gpc) in the same folder as the script.
5. Copy the output file to the folder GScript in your GBM main program folder. This is typically:
Drive: \Program Files\Genie-Soft\GBMAPPLICATION\GScript

Script Compilation Errors

Error Message	Number	Description
The operation was successful	0	Operation was successful
Failed to create output file name	1	Failed to create output filename, make sure there is enough space or that the folder is not locked
File does not exist	2	The script file does not exist or GScript can't open the file, make sure the file is not locked
Could not find "Backup" main tag	3	Couldn't find or open <Backup> tag, make sure the tag is spelled correctly; tags are case sensitive
Could not find "Program" tag	4	Couldn't find or open <Program> tag, make sure the tag is spelled correctly; tags are case sensitive
Could not find "Main" tag	5	Couldn't find or open <Main> tag, make sure the tag is spelled correctly; tags are case sensitive
Could not find "Main -> Name" tag	6	Couldn't find or open <Name> tag inside <Main>. This tag is necessary, it contains name of the item that the script backs up
Could not find "Version" tag	7	Couldn't find or open <Version> tag, you must specify the version or you can type "ALL" to make script applicable to all versions
Could not find "Path" tag	8	Couldn't find or open <Path> tag, make sure the tag is spelled correctly; tags are case sensitive
Could not find "Path -> Filename" tag	9	Couldn't find or open <Filename> tag, make sure the tag is spelled correctly; tags are case sensitive
Could not find "Path -> Type" tag	0	Couldn't find or open <Type> tag inside <Path>. Valid Type values are: -1, 1, 2, 3
Could not find "Path -> Keyname" tag	10	Couldn't find or open <Keyname> tag inside <Path>, make sure the tag is spelled correctly; tags are case sensitive
Could not find "RegistryKeys" tag	11	Couldn't find or open <RegistryKeys> tag, make sure the tag is spelled correctly; tags are case sensitive
Could not find "RegistryKeys -> Key" tag	12	Couldn't find or open <Key> tag inside <RegistryKeys>, make sure the tag is spelled correctly; tags are case sensitive
Error while Parsing "IncludeSub" Attribute inside "Key" tag	13	Could not parse attribute "IncludeSub" within <Key> tag inside <Registry>, valid values are TRUE or FALSE (case sensitive)
Error while Parsing "Files" tag	14	Couldn't find or open <Files> tag, make sure the tag is spelled correctly; tags are case sensitive
To without From, Must write from tag	15	<To> without <From>, you must enter a <From> tag before you write <To> tag
Error while Parsing "Links" tag	16	Couldn't find or open <Links> tag, , make sure the tag is spelled correctly; tags are case sensitive
Icon index is invalid	17	Links icon index is invalid, valid values are 0 and higher
Could not find "Restore" tag	18	Couldn't find or open <Restore> tag, make sure the tag is spelled correctly; tags are case sensitive
Could not find "RestorePath" tag	19	Couldn't find or open <RestorePath> tag, make sure the tag is spelled correctly; tags are case sensitive
Could not parse "Path -> IncludeSub" tag	20	Could not parse <IncludeSub> tag within <Path> tag, valid values are TRUE or FALSE (case sensitive)

Could not parse "File -> Filter" tag	21	Could not parse <Filter> tag within <File> tag, valid values are TRUE or FALSE (case sensitive)
Could not parse "Folders" tag	22	Couldn't find or open <Folders> tag, make sure the tag is spelled correctly; tags are case sensitive
To without From, Must write from tag	23	<To> without <From>, you must enter <From> tag before you write <To> tag
Could not parse "Folders -> IncludeSub" tag	24	Could not parse <IncludeSub> tag within <Folders> tag, valid values are TRUE or FALSE (case sensitive)
Could not parse "File -> NeverUninstall" tag	26	Could not parse <NeverUninstall> tag within <File> tag, valid values are TRUE or FALSE (case sensitive)
Could not parse " File-> CompareTimeStamp" tag	27	Could not parse <CompareTimeStamp> tag within <File> tag, valid values are TRUE or FALSE (case sensitive)
Could not parse "File -> RegServer" tag	28	Could not parse <RegServer> tag within <File> tag, valid values are TRUE or FALSE (case sensitive)
Could not find "Ini -> IniFile" tag	29	Couldn't find or open <IniFile> tag within <Ini>, make sure the tag is spelled correctly; tags are case sensitive
Error while Parsing "Links -> URL" tag	30	Could not parse <URL> tag within <Links> tag, valid values are TRUE or FALSE (case sensitive)
Error while Parsing "Path -> Enable" tag	31	Could not parse <Enable> tag within <Path> tag, valid values are TRUE or FALSE (case sensitive)
Error while Parsing "Restore -> PathMustExist" tag	32	Could not parse <PathMustExist> tag within <Restore> tag, valid values are TRUE or FALSE (case sensitive)
Error while Parsing "Restore -> Uninstall" tag	33	Could not parse <Uninstall> tag within <Restore> tag, valid values are TRUE or FALSE (case sensitive)

Scripted Backup (GRunScript)

Most backup software offer complex command line options to allow users to perform backups without using the application's graphical user interface, a feature which is intended to provide extended flexibility for advanced users who wish for instance to create batch files that can be shared with other network users to perform standardized backup tasks. Genie Backup Manager takes this a step further by allowing users to create complete backup jobs using XML based scripting.

GRunScript is created by feeding the script all the settings and selections the user would specify using the backup wizard, these include:

1. Backup Job information.
2. Backup storage device selection.
3. Data selection.
4. Settings.
 - Backup Type.
 - Security settings.
 - Compression settings.
 - Email notification settings.

How to: Create a Backup Job Script

In order to simplify learning GRunScript we've written an example script using all the tags needed to write a full script file and added explanation after each tag or block of script using the script comments convention. (Sentences enclosed in `<!-- -->` are comments that the compiler will ignore and are only there for the benefit of whoever reviews the script).

Notes

- Click the plus sign next to each tag to expand it.
- Tags are case sensitive.

`⊕<Backup>` `<!--` Starts the script file, a necessary tag that tells GBM to start interpreting `-->`

`</Backup>`

How to: Run a Scripted Backup

To run a scripted backup:

1. Convert the script's extension from .xml to .grs.
2. Double click the file. This will automatically start the backup job without the need of opening the GBM interface.

To schedule your script as an unattended backup task:

1. Click Start, click All Programs, point to Accessories, point to System Tools, and then click Scheduled Tasks.
2. Double-click Add Scheduled Task.
3. Click Next.
4. Click Browse, then select the script file.
5. Continue by following the on-screen instructions.

Backup to Tape Media

1. [Backup to tape dialog freezes with Idle status](#)

Backup to tape dialog freezes with Idle status

SYMPTOMS

While backing up large amount of data to tape, the progress dialog freezes with and 'Idle' status without performing any tape activity.

This status reflects the status of the tape hardware and has nothing to do with what the program is actually doing. Here this isn't an error; the program is generating the Table Of Contents that is to be written on the tape. It doesn't mean the program has stopped working.

CAUSE

Backing up a large number of files causes this delay. Real-time virus scanning also might slow down the process too.

RESOLUTION

Try to disable your virus scanner if this stays for too long. Otherwise ignore it and the program should start showing activity soon.

Scheduling Unattended Backup Tasks

1. [Generic troubleshooting tips.](#)
2. [GBM Is requesting a username for scheduling an unattended backup although I do not use one.](#)
3. [Error Message: "Failed to create a scheduled backup job."](#)
4. [Error message: "Ox80070005: Access is denied."](#)

Generic troubleshooting tips

GBM uses Windows Schedule task to schedule the backup tasks. However, under certain circumstances, Windows fails to run the scheduled tasks. Here are steps to troubleshoot scheduling issues.

1. Run the Job manually from GBM: If the scheduled task does start but encountered problems running, open GBM and run the task from there as it may be a problem from the backup job itself. If you encounter problems in the manual run, please contact technical support.
2. Check the scheduled task status: If your scheduled tasks are running in different times than expected or not running at all, check your scheduled tasks from Control Panel> Scheduled Tasks, remove all unwanted schedules of the task or edit the schedule time of the schedule task by right-clicking the scheduled task> properties> under the schedule tab you can edit the schedule. You can also edit the scheduled tasks via GBM from Scheduled Wizard> Edit Existing Tasks. You can also check the Status column in the Scheduled Tasks window. The following table describes the status types.

Status	Description
Blank	The task is not running, or it ran and was successful.
Running	The task is currently being run.
Missed	One or more attempts to run this task was missed.
Could not start	The most recent attempt to start the task failed.

For details on the scheduled tasks status, go to step 4.

3. Run the job via scheduled Tasks: You can try to attempt a manual run from opening the scheduled task in the task wizard> Right-click> Run and see if the tasks runs.
4. Check the scheduled task logs for detailed tasks status: The Scheduled Tasks log (SchedLgU.txt), enables you to view more information about the status of a scheduled task. This log file for Scheduled Tasks is stored in the Windows folder, where it is used to record the activity of scheduled tasks. You can use the log file to determine why a task might have stopped, by viewing errors that may have encountered the task or to check on the status of a task. Usually, you can search the Microsoft knowledge base <http://support.microsoft.com/search/> with the error codes you are encountering and find fixes and workarounds for common errors.
5. Manually schedule the task: You may refer to the following knowledgebase article on how to manually schedule unattended GBM backup tasks.

<http://www.genie-soft.com/asp/Community/KnowledgeArticle.asp?KBID=55>

6. Schedule a Task non- related to GBM: Try scheduling a task that is not related to GBM so you can identify if the problem is related to GBM or Windows.

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GBM Is requesting a username for scheduling an unattended backup although I do not use one.

SYMPTOMS:

Genie Backup Manger requests a username and password for scheduling an unattended backup task even though mine is a standalone computer and no user name or password are required to log in.

CAUSE:

Your Windows has a login password, but its set to Null.

RESOLUTION:

Use the following when you are prompted to enter a username and password

User: {Username}
Password: Empty

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Error Message: "Failed to create a scheduled backup job."

If you are on a domain the user name must be written in the format Domain/Username. Also make sure that the user name and password that you entered are the ones for the user logged onto the machine when the backup job is intended to run.

GBM uses Windows Scheduled Tasks agent to schedule unattended backup jobs. Make sure that the Scheduled Tasks agent is active by manually creating a scheduled task and running it once. For instructions on how to do this, please follow the link below:

<http://www.genie-soft.com/asp/Community/KnowledgeArticle.asp?KBID=55>

In most cases, the user will get an error message that reads

"The new task has been created, but may not run because the account information could not be set. The specific error is: 0x8007007a: The data area passed to a system call is too small."

This indicates that the buffer that stores account information for ALL scheduled tasks is finite, and has been exhausted.

To work around this error:

1. Copy/Paste the following to a notepad file and name it *StopStartTaskScheduler.bat*.

```
@echo off
net stop "Net Logon"
net stop "Windows Time"
net stop "Task Scheduler"
net start "Windows Time"
net start "Net Logon"
net start "Task Scheduler"
@ping -n 901 127.0.0.1 >nul
@echo You may set the account information for the 'new task' and schedule additional tasks.
```

2. Open a CMD prompt.
3. Type *StopStartTaskScheduler.bat* and press Enter.
4. When you see the You may set the account information for the 'new task' and schedule additional tasks message, in 15 minutes, the Task Scheduler scavenger tool, which start 10 minutes after the Task Scheduler service is started, should have freed enough buffer memory.

NOTES:

- You may have to press OK in a dialog that tells you that some scheduled tasks have been missed.
- When the script starts the Task Scheduler, it is normal to receive: "The requested service has already been started."

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Error message: "0x80070005: Access is denied"

SYMPTOMS:

When I try to create a scheduled job manually from windows schedule wizard I get an error message that reads "0x80070005: Access is denied"

CAUSE:

This problem also occurs because of a regression that was introduced in Windows XP Service Pack 2 (SP2) and Windows XP Tablet PC Edition 2005.

RESOLUTION:

Please make sure that you are logged on into your user's account with the correct password, Even though if you are an administrator the scheduler will not recognize you as you are not logged on with admin password.

From Microsoft knowledge base : "A supported hotfix is now available from Microsoft, but it is only intended to correct the problem that is described in this article. Only apply it to systems that are experiencing this specific problem. This hotfix may receive additional testing. Therefore, if you are not severely affected by this problem, we recommend that you wait for the next Windows XP service pack that contains this hotfix."

To download fix please use the following link:

<http://www.microsoft.com/technet/security/bulletin/ms04-022.msp>

To work around this problem:

1. Click Start, click Run, type Gpedit.msc, and then click OK.
2. Expand the following items in the Local Computer Policy list:
 - Computer Configuration
 - Windows Settings
 - Security Settings
 - Local Policies
3. Click User Rights Assignment.
4. Double-click Access this computer from the network, and then click Add User or Group.
5. Add the new user name or the group name in the Enter the object names to select area.
6. Click Check Names to verify the entries.
7. Click OK two times.

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Backup Types

1. [Error Message: "Missing index.gix file, can't continue without this file".](#)
2. [GBM is set to backup only new and changed files, but it reports the size of the entire set of selected files and folders before backup, even though few files were added or updated.](#)

Error Message: "Missing index.gix file, can't continue without this file"

SYMPTOMS:

When backing up in mirror or incremental mode with compression disabled, the backup can't find index.gix and reports the error message:

"Missing index.gix file, can't continue without this file"

CAUSE:

Your previous backup run was interrupted.

RESOLUTION:

Run a full backup. This will recreate the index.gix file.

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GBM is set to backup only new and changed files, but it reports the size of the entire set of selected files and folders before backup, even though few files were added or updated

CAUSE

During the "confirming data selections" step before backup, Genie Backup Manager depends on the Archive bit/flag attribute to determine which files have not already been backed up. If GBM was not able to reset this flag during previous backups, for instance if the source was write-protected, it will assume that all files need to be backed up. Note that this does not prevent GBM from actually backing up only the correct set of files in real-time, as it refers to its own internal index.

RESOLUTION

If the data source was a network location, change the share permissions for folders that you've selected for backup to "full control". Otherwise, please make sure that the source media is not write-protected.

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Restoring a Self-Restorable Backup

1. [Error message: "The application has failed to start because {MSVCP71.dll or MFC71U.dll} was deleted. Reinstalling the application may fix the problem"](#)

Error message: "The application has failed to start because {MSVCP71.dll or MFC71U.dll} was deleted. Reinstalling the application may fix the problem"

SYMPTOMS:

While trying to restore from a self-restorable (SwiftRestore) backup, the system displays an error saying that a DLL file is missing.

CAUSE:

You have previously uninstalled a program that inadvertently deleted a files that is necessary for this operation.

RESOLUTION:

Click [HERE](#) to download the file MSVCP71.dll

Click [HERE](#) to download the file MFC71U.dll

Place the downloaded file in the folder:
C:\WINDOWS\system32

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Contacting Support

Even though we strive to make Genie Backup Manager easy to install and use, we understand that sometimes you may need a helping hand.

Before contacting the support team, please take the time to collect the following information that will help our team identify the problem and provide you with timely support:

1. Name of the product you are using and build number. You can find the build number by opening the main application and going to Help > About.
2. Windows platform the program is being used on.
3. Registration name and serial number if applicable.
4. Can the problem be consistently reproduced, if so what are the steps that can be followed to replicate the error.

You can contact the support team at Genie-Soft using the helpdesk call tracking system. Users must be signed up with My Account in order to send inquiries (available for free for both registered and non registered users). [Sign up with My Account](#).

If you've forgotten your password, click on the [Forgot your password?](#) link in the My Account login page, enter your email address, and click Send. An email will be sent to you. Click the link in the email to confirm the request. The system will then automatically reset your password and send you another email containing the new password.

Registered users can also:

- Add (genie_soft@hotmail.com) on MSN messenger. Registered XP users may request remote Assistance.
- Contact the support technician through ICQ, UIN #266034018.

Using the Helpdesk

To access the helpdesk, log in to '[My Account](#)'. From the My Account menu, select Helpdesk.

If you click on Main, a list of all open tickets will be displayed; click on a ticket's case number to view your inquiry and the support technician's responses.

To submit a new inquiry, click on Submit New Request, complete the form, then click Send. To attach a file to the call ticket, click Choose to select the file you wish to send from your computer, then click Attach.

Upon form submission, a ticket will be created in our call tracking system. When the support specialist assigned to your call responds to your inquiry, an e-mail will be sent to notify you with a URL and a unique ticket number that you can use to view the response. You can send a reply by writing a new message in the text box at the bottom of the page, then clicking Send.

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Ordering Genie Backup Manager

Genie Backup Manager has a trial version. This means that you can evaluate a fully functional copy of the software for FREE. You are entitled to evaluate the software for up to 30 days without obligation to pay. After 30 days, if you decide to keep the software, you must pay for and register your copy with us.

There are also a number of 'incentives' for registering:

1. Removes the registration and license dialogs.
2. You can use the software after the trial period.
3. You can use the auto update feature to check for new software upgrades and fixes.
4. Receive priority customer support.
5. Free upgrade to any minor version (8.x), and 1 year of free major upgrades.
6. Special offers on major upgrades after the one year period.

How to register / purchase:

To purchase the software point your web browser to <http://www.genie-soft.com/store/store.html>

Software Satisfaction Guaranteed

If for any reason you are not satisfied with software purchased directly from Genie-Soft, simply contact us for a refund within 21 days of purchase.

For returns, please contact sales@genie-soft.com

Please note that shipping and delivery charges are non-refundable.

These terms and conditions apply only to Genie-Soft software purchased directly from Genie-Soft. If your software was purchased through a different vendor, it must be returned to that vendor and is subject to the return policies of that vendor.

Your Order Is Secure

Ordering through Genie-Soft. is certain to provide you with a safe and secure credit card transaction.

Your order is secure because we use Secure Socket Layer (SSL) encryption for every transaction.

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