FREQUENTLY ASKED QUESTIONS (FAQs)

SYMANTEC BACKUP EXEC DESKTOP AGENT (DLO)
PERSONAL COMPUTER DATA BACKUPS

Q1. I've been told that UHCL is changing how campus personal computers are backed up (data backups). Why are the changes being made?

A. Currently UHCL personal computers are backed up at night. When users turn off their PCs or have power failures within their offices, UCT is unable to backup the data for these users. In addition, the current backup method neither allows the user to confirm that his/her data is backed up, nor to restore files readily.

Q2. How will the new PC data backup benefit me?

A. The new backup system has a variety of benefits for you:

- Your data is automatically backed up whenever you save a file.
- You will be able to easily check the status of your data backups to verify that your data has been backed up.
- You will be able to restore deleted or previous versions of changed files to your PC. You can choose to perform the restore yourself or, as always, you can call the UCT Support Center for file restore support.
- If needed, you or the Support Center will be able to restore files much more quickly than with the previous backup system.
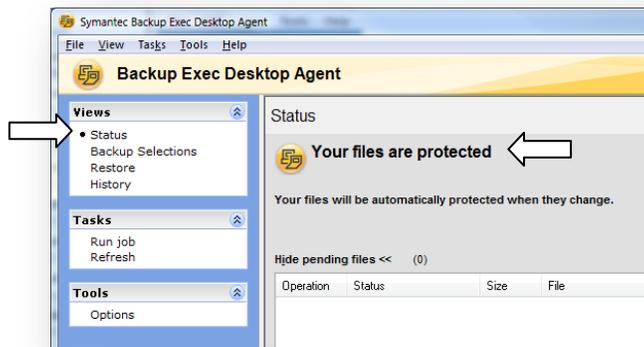
Q3. How do I check the status of my backups?

A. You are encouraged routinely to check the status of your data backup. Checking the status of your data backups is a two step process.

1. First, locate and double-click the Backup Exec (DLO) icon in the PC's System Tray at the bottom-most, right hand edge of the screen.

2. Second, double-click the *Status* tab on the top left Task Pane menu that appears from clicking the Backup Exec (DLO) icon. In the main Backup Exec (DLO) window, your

status should read; "Your files are protected".

3. If your status is anything other than "Your files are protected" try closing all open files or programs. If the status does not change after 10 or 15 minutes, please contact the UCT Support Center at x2828.

Q4. How do I restore my files myself?

A. Below is the step by step process for restoring files. For more detailed information, please see the Symantec Backup Exec Agent (DLO) Manual.

1. Double-click on the Backup Exec (DLO) icon in the System Tray.

2. In the *Views* section of the Task Pane, click Restore.

The Restore window displays a Windows Explorer-like view of the computers you have logged onto with backed up data. (Only data that you have backed up under your account is displayed.)

3. Expand the desired computer tree view and navigate to the folder containing the file to be restored.
4. Click the box next to the file to select it to be restored. Selection is indicated by a check mark. You may select an entire folder to be restored.
5. Click *Restore* in the Task Pane or from the bottom of the Restore window.
6. Uncheck *preserve security attributes*. They will be inherited from the restore location.

7. You can restore the file to its original location or browse to a location on the computer you are logged onto.

Q5. What files are backed up?

A. All files stored in your Documents folder that were created with software on the UCT supported software list, the UCT recommended software list, or with software purchased by your department will be backed up, with the exception of the file types listed in the user manual on the Support Center website. For a listing of these supported applications, click here, and for hardware, click here.

NOTE: PCs must be protected under a UHCL-purchased warranty plan to be backed up.

Q6. How long are my backups available to me?

A. All backed up files will be kept until you delete them from your Windows PC. After that time, you will have 30 days to restore your file(s).

Q7. Are there any differences with the new backup system if I use VPN to get to my office files from home?

A. Yes, if you create or update your office files from home via VPN, your files will not be backed up unless or until you do one of the following:

- Leave your office PC logged in when you leave the office,
- Log on to your PC when you come into the office,
- Use Remote Desktop over VPN from your home PC to log onto your office PC. Online support for Remote Desktop over VPN is available on the Support Center website, though e-mail to supportcenter@uhcl.edu. Telephone support is not offered for VPN or Remote Desktop.

Q8. Does the new backup system save my e-mail Personal Folders?

A. Yes but your Personal Folders must be opened to your Outlook client. If you use Personal Folders, your Computer Coordinator can assist you to ensure that the Personal Folders are properly opened on your PC or contact the Support Center at x2828 or e-mail supportcenter@uhcl.edu

Q9. Does the new backup system save my personal e-mail folders if I use Auto-Archive?

A. Yes but your archive mail folders must be opened to your Outlook client. If you use Auto-Archiving your Computer Coordinator can assist you to ensure that the Archive Folders are properly opened on your PC or contact the Support Center at x2828 or e-mail supportcenter@uhcl.edu.

Q10. What is the schedule for the changing my desktop PC over to the new backup software?

A. UCT is working on a campus schedule for 2009. The new backup option will be installed when your computer is upgraded to the new Microsoft Vista operating system.

Q11. How long will my files be stored after I delete them from my PC?

A. Files you have deleted from your PC (from a backed up folder!) will be stored on the central backup server for thirty days.

Q12. What do I do if I have more questions?

A. Contact the Support Center x2828, e-mail supportcenter@uhcl.edu or contact your Computer Coordinator.