Updating to the Latest Version of Dr.Backup

This technical note details the steps required to update a working version of Dr.Backup to the latest release while maintaining the existing configuration settings. Windows versions supported include: Windows XP, Server 2003, Vista, Windows 7 and Server 2008. (32-bit and 64-bit operating system releases)

Windows 2000 users should NOT attempt to update their software prior to contacting Dr.Backup support. Select features found in v11.2.2 (and greater) are not supported on W2K.

Note: You must be logged onto your computer as a user with Administrative privileges prior to beginning this upgrade process.

Upgrade Instructions

1. Browse to the www.drbackup.net website and use your account username and password to log into the client area. Locate the download link for the updated remote backup software (server or workstation) and click and save the software to your desktop.

2. Stop all copies of the remote backup scheduler (**rbackup.exe**) and remote backup client (**rbclient.exe**) if they are running on your system. Verify using Task Manager that neither program is active.

3. Use Windows explorer to navigate to the remote backup program folder, usually c:\program files\remote backup. Copy the following files to your desktop: **backup.mdb, rbnetuse.ini, pre-*.bat and post-*.bat**

Note: If you do not save the backup.mdb file to the desktop **BEFORE** installing the updated software, your configuration settings will be lost. Saving the other files listed will preserve previously made customization performed by Dr.Backup technicians.

4. Use the Windows control panel **Add/Remove Programs** or **Program and Features** utility to identify and uninstall the **Remote Backup** program. Often, it will be necessary to restart your computer after uninstalling an older version of Dr.Backup. Please restart prior to proceeding to the next step.

5. To begin the software update, double click on the software program downloaded in Step #1. We recommend taking all the default answer during the installation process. At the conclusion of the installation, it may sometimes be necessary to perform a system reboot.

6. Copy the files you saved in Step #3 above back into the c:\program files\remote backup folder – replacing any new versions which may have been loaded onto your system during the default software installation.

7. Double click on the remote backup icon on your desktop and the backup software should open on your screen. Use the Run | Test Connection command to verify that the program is operational and can communicate with the Dr.Backup servers on the Internet.

The software update should now be complete. Verify that your backup settings and scheduled jobs appear as they did prior to the update. If you have any questions or difficulties, please contact customer support at 301-560-4534.

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