

Introduction

How Does LiveBackUp Work?

The Design Manager LiveBackUp software copies, encrypts, and compresses your Design Manager database. A copy is stored both locally on your computer in a folder of your choice and at our secure Internet site where the data is further archived for safe-keeping.

During the daytime hours, LiveBackUp will quickly and efficiently archive your current Design Manager database . . . even while you are running your Design Manager software! For the evening back-up, LiveBackUp will not only archive the information, but will also execute database maintenance to keep your software running smoothly and efficiently. After the archive file is stored at your site, LiveBackUp then transfers a copy to the Design Manager offices.

LiveBackUp will notify you if either archive procedure fails, so the problem can immediately be addressed. Moreover, the technicians at Design Manager, Inc. monitor the data received from you daily and will contact you directly if a problem has been detected.

Hardware Requirements

System Requirements

1 GHz or higher processor

256MB of RAM

LiveBackUp requires very little free hard disk space to install, less than 10 MB. However, depending on the size of your database and the number of days of archives you wish to maintain, from 1 to 5 GB of free space (or more) may be required to store the back-ups.

The operating system should be XP Home or Professional Service Pack 3, Server 2003, Vista, and Windows 7.

LiveBackUp works with Design Manager 2000, SE6, 2011, Professional 6.0, 7.0, or higher.

Please note: *for Windows™ 2000, 2003, XP Home, XP Pro, Vista, Windows 7 all available **Windows™ Updates** must be installed!*

Internet Requirements

LiveBackUp requires the computer to be connected to the Internet at the scheduled back-up times to successfully transfer the data to the Design Manager site. For this reason, a high-speed connection (Cable, DSL, etc.) is required.

Anti-virus and firewall software are necessary tools to safely traffic the Internet for business or leisure. LiveBackUp **must** be allowed access through any Internet protection software for both subscription verification and to transfer the daily archives. LiveBackUp uses the **FTP protocol** for these procedures. Corporate Firewalls must open FTP traffic on Port **21** for livebackup.designmanager.com. When Windows Firewall or an equivalent local Firewall asks whether to keep blocking Design Manager LiveBackUp, "**always unblock**" needs to be selected.

Power Requirements

LiveBackUp requires that the computer be on for automatic back-ups to work. The computer should **not** be set to power down automatically and **not** to go into hibernate mode (stand-by mode is usually OK). To check your computers power settings go to Windows Control Panel and choose Power Options.

Setting Up

Installing

****NOTE: If you have a network, LiveBackUp should be installed on only one computer; this can be the server or a workstation that has access to the Design Manager folder. Running LiveBackUp on more than one computer is not necessary and can impede system performance.**

Installation Procedure

To install simply insert the LiveBackUp Installation CD into your CD-ROM drive. The Installation program should automatically commence after a moment or two. If the Installation does not begin automatically, click the Windows **Start** button and select **Run**. In the **Open** textbox, type **d:\setup** (where **d:** is the drive letter of the CD-ROM drive) and click **OK** to manually begin the Installation.

After the Installation program reviews some system settings and initializes the Windows Installer, you'll come to the **Welcome to InstallShield Wizard for Design Manager LiveBackUp** window. Click **Next** to continue.

You **must** read and agree to the terms of the License Agreement by selecting the **"I accept . . . "option** to install the LiveBackUp software. After selecting, click **Next**. *If you do not agree to the licensing agreement, cancel the Installation and return the LiveBackUp CD and Manual to Design Manager, Inc. for a full refund.*

On the Destination Folder window, you can choose where to install the LiveBackUp software. By default, LiveBackUp is installed into **Program Files\Design Manager\LiveBackUp**. This is also the directory under which your local back-ups are stored. You can select another destination by clicking the **Change** button; this would be a good time to pick a destination that has enough disk space to handle the archived back-ups. Once you have decided on a destination, click **Next** to continue.

The LiveBackUp software will now install. After the installation is complete, you must reboot computer to finalize the loading of the software.

After rebooting, LiveBackUp will ask permission to search for installations of Design Manager. You must click **OK** for LiveBackUp to locate your Design Manager software. If LiveBackUp detects only a single installation, it will immediately try to verify your subscription to the service. If multiple copies of Design Manager are located, you will be asked to select the desired installation to which you wish to link your LiveBackUp subscription. A subscription is required for **each** installation upon which you want to run the LiveBackUp service.

During this phase your Firewall Software may ask if it should block Design Manager LiveBackUp, you must tell your Firewall to permanently **unblock** LiveBackUp.

After your subscription has been verified, the LiveBackUp installation is complete!

For most systems, LiveBackUp will start operating automatically using the default settings. Remember, Design Manager will contact you if they are not receiving back-ups within a few days.

Network Installation

You do **not** need to install LiveBackUp on every computer on the network. Installing the software on any one computer which can access the file location of the Design Manager Software is all that is required. It is recommended that you install LiveBackUp on the network computer with the best performance and most available disk space. This is most commonly the computer designated as the network server.

Running the Software

When you click on the "X" in the upper corner of the LiveBackUp software, the program remains running as a system tray or notification icon. Double-click the icon to re-open LiveBackUp. When back-ups trigger, the LiveBackUp window will appear and will disappear to the system tray when the back-up is complete.

On the **Options Menu** there is also an **Exit** option. This **Exit** option terminates execution of the software. Do not use this option unless you want to terminate the software and not run back-ups. When the software is terminated it can be restarted by choosing the icon from the Windows™ Start Menu, All Programs, Startup group or by re-starting the computer.

Configuring LiveBackUp

Settings

At this juncture, you may want to configure LiveBackUp to suit your back-up needs. All of the necessary tools to do so are located on the **Settings** window, under **Options → Settings**.

Design Manager Folder

This file path represents the current location of the Design Manager installation which LiveBackUp will archive. The folder path can be changed by either manually entering a valid network path or by clicking the **Find** button to search for the desired location. Please note that the serial number of the selected Design Manager installation **must** match the serial number of your LiveBackUp subscription. You can determine your LiveBackUp serial number by selecting **Options → About Design Manager LiveBackUp**.

Daytime Back-Up

Daytime archives are optional. If you do not wish to run a back-up during working hours, you can uncheck the **Run Daytime Backup** checkbox. This **must** be checked for the first daily archive to run. You can also select which days of the week you would like to have the daytime back-up execute by selecting the checkbox of the appropriate day. The **Start Time** indicates the time of day to execute the daytime archive. You must input the time in the format of **HH:MM AM/PM** (AM or PM).

Since daytime back-ups generally run while you are using the computer, it is important that you do not have your computer set to give priority to background applications. If your computer seems slow during daytime back-ups, check your background execution settings. To check the settings go to Windows Control Panel and choose System. In the System Window, choose Advanced, Performance Settings, Advanced Tab, Processor Scheduling, and make sure Programs is selected.

Nighttime Back-Up

The nighttime archive will always be executed. Additionally, database maintenance to enhance your Design Manager performance and prevent data corruptions will be completed. You cannot disable the nighttime back-ups. You can select which days of the week you would like to have the nighttime back-up execute by selecting the checkbox of the

appropriate day. The **Start Time** indicates the time of day to execute the nighttime archive. You must input the time in format of **HH:MM AM/PM** (AM or PM).

Storage Location Folder

The file path designated in this field determines where LiveBackUp will store your archived data files. By default, LiveBackUp will store the archives in **Program Files\Design Manager\LiveBackUp\back-up files** but you can enter any valid local disk or network location that you desire.

Minimum number of days to keep files in storage folder

This number represents how many days worth of archives you would like to maintain in the Storage Location folder. If you have selected to have both daytime and nighttime back-ups, two archives will be stored per day. If you are only archiving at night, only one file will be stored per day. After the archive is older than the specified number of days, it will be permanently deleted from the Storage Location folder. The minimum setting is 1 day or about 2 or 3 back-up files. If zero is entered, back-ups will be maintained permanently. *If using the zero setting make sure that you have a method of removing old files to prevent running out of disk space.*

Include Pictures

There is a checkbox for each day and night to include pictures in your backup. Selecting the **Include Pictures** checkbox will include any stored Item, Inventory, Catalog, or Group picture in the backup (Inventory, Catalog, and Group are only found in the Professional software). Note that the daytime or nighttime checkbox must be selected above the corresponding "include pictures" box in order for the backup to trigger.

Since including pictures will greatly increase the size of the archive file and slow down your Internet connection during the backup, the default is to only send them at night and on only one week day. For this reason, if all data including pictures is lost and it becomes necessary to restore a backup, the latest backup with pictures should be restored. After the backup with pictures is restored, the latest data-only backup can then be restored.

Running LiveBackUp

Status

The main LiveBackUp window will display an overall system status and current detailed information of the following LiveBackUp services:

- Daytime Back-up
- Nighttime Back-up
- Nighttime Database Maintenance
- Stored at Design Manager, Inc.

Main Status

The Main Status indicates the current overall state of LiveBackUp and has three classifications:

- **OK, Idle** – all LiveBackUp services have successfully executed on their last attempt
- **Working** – LiveBackUp is currently archiving the database or is performing maintenance.
- **Back-up Failure! See Log.** – LiveBackUp could not execute one of its services upon the last attempt. Viewing the LiveBackUp Log is discussed under **Running LiveBackUp → Log**. *Note that a failure of one of the back-ups may not indicate a critical problem. You may wait for another cycle to complete to see if the failure persists.*

Service Status

Listed beneath each of the LiveBackUp services is detailed information regarding the current status of the particular service. The basic status information is as follows:

- **Completed** – will be displayed if the service was successful upon its last attempt. The date and time of last attempt will also be listed.
- **Problem Occurred, See Log** – is shown if an error occurred as LiveBackUp attempted to execute the service. Viewing the LiveBackUp Log is discussed under **Running LiveBackUp → Reviewing LiveBackUp Activity**.
- **Disabled** – will be shown if the Daytime service has been inactivated as discussed in **Configuring LiveBackUp → Settings**.

For active Daytime and all Nighttime services, the next scheduled day and time to run the service is displayed beneath the current status.

Manual Archive – the Back-up Now Button

Clicking the **Back-up Now** button will immediately proceed with the archive process. If your Design Manager software is currently in use, then the Daytime back-up will commence. The Nighttime back-up and database maintenance will be performed if the Design Manager software is not in use. After the archive file is stored in the Storage Location folder on your system, it will be sent to our Internet site.

Restoring an Archive – the Restore Button

If a situation ever arises where it becomes necessary to restore your Design Manager data from a prior archive, you will click the **Restore** button. The **Restore** button displays the **Restore** window which shows all of the archives currently saved in the Storage Location folder. The files are named in the format **DMBackup_MM-DD-YYYY-HH-MM-SS.zip** which conveys the exact day and time the archive was created. To replace the current Design Manager data, select the appropriate archive file on the **Restore** window and click **Open**. Doing so compresses and transmits your current Design Manager data to our Internet site, and replaces it with the selected archive. Database maintenance is then performed to insure the integrity of the data. After the restoration completes successfully, you can begin using your Design Manager software with the archived data.

When there has been a total system failure or you are moving to a new computer, you may not have any back-ups in the Storage Folder. When this is the case, you will need to retrieve a back-up from Design Manager's Internet Site. See the next section...

Retrieving an Archive – the DM Site Button

If you ever need to retrieve an archive from the Design Manager Internet site, simply click the **DM Site** button. Doing so will launch the **Design Manager Site Download** window which displays all the stored archives of your data that reside on Design Manager's Internet site. The files are named in the format described in **Restoring an Archive** to assist in determining which archive you would like restored. By selecting the desired archive and clicking the **Download** button, you will transfer a copy of the back-up from our Internet site into your Storage Location folder. Design Manager will maintain a minimum of the latest 10 back-

up files on the site. To replace your current Design Manager data with the back-up, follow the instructions described above in **Restoring an Archive**.

Reviewing LiveBackUp Activity – the Log Button

If an error message is displayed in the Status of a service or you would like to review your LiveBackUp service activity, click the **Log** button. This will display the exact time and date and description of all recent LiveBackUp processes, with the most recent event at the top of the grid. Log information will be stored based upon the **Minimum number of days** on the **Settings** window.

Technical Support

When you first order the LiveBackUp service, Design Manager will wait 15 to 20 business days before checking to see if they are receiving back-ups. This gives you time to install the software and get it operational on your own. When Design Manager does not receive any back-ups or detects a problem with your back-up, Design Manager will wait 2 to 3 business days to see if back-ups begin to arrive again. If back-ups do not arrive, Design Manager will attempt to contact your office to alert you of the problem. Design Manager will call and e-mail your company according to the contact information in Design Manager's files. Design Manager will try to contact you once each day for three business days or until back-ups resume. If you cannot be contacted Design Manager will mail a letter explaining the back-up failure and will not attempt to contact you again until you contact us.

To change your LiveBackUp contact information or for help with LiveBackUp please call Design Manager Technical Support at **(215) 345-0844 (M-F, 9 to 5 EST)** or e-mail us at **support@designmanager.com**. A registered subscriber of the Design Manager LiveBackUp service will not be charged for technical support pertaining only to the LiveBackUp Service.

For subscription renewal please call **(800) 836-2999** or e-mail **sales@designmanager.com**.

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