

How to restore files and folders with DoubleBackup

Introduction

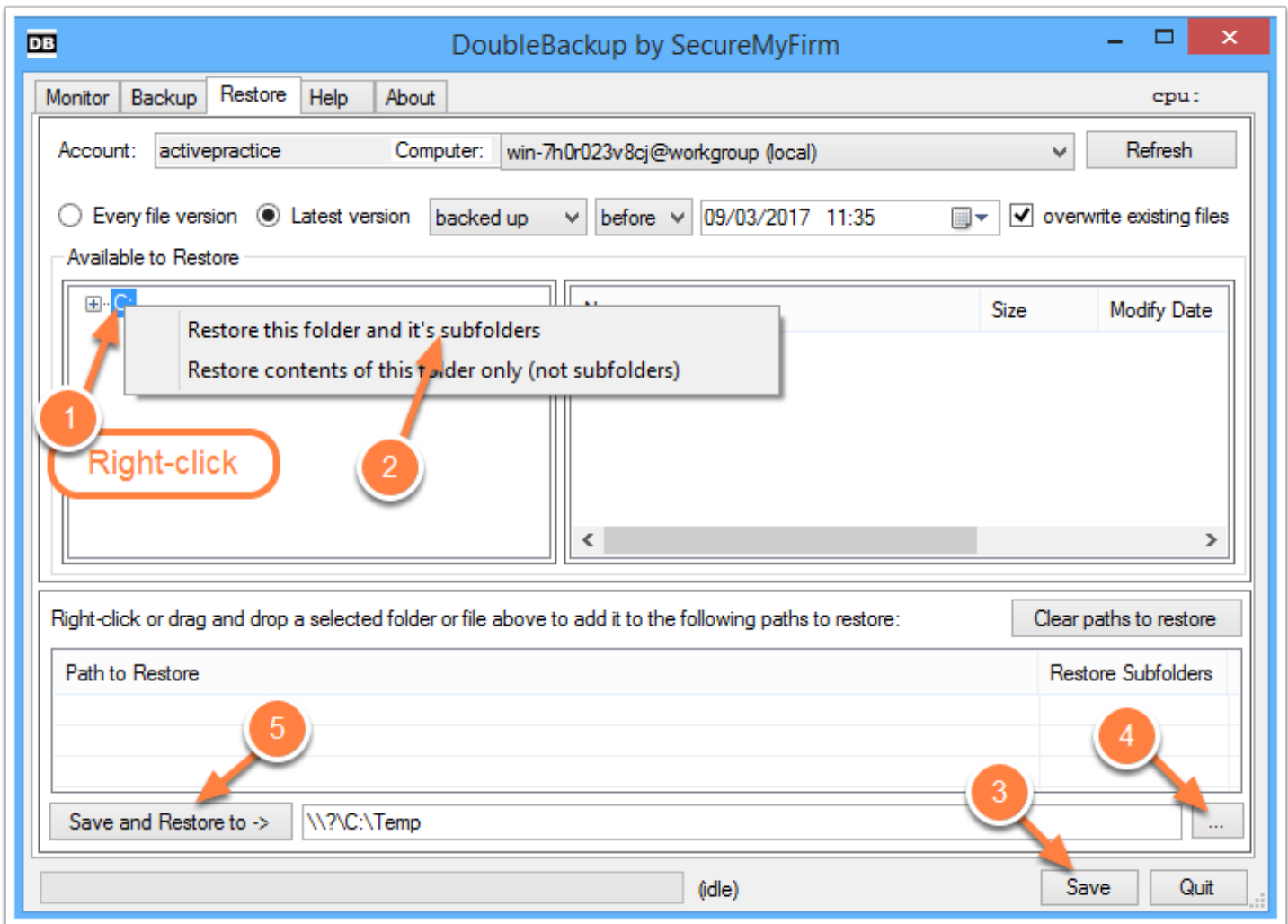
These instructions explain how to restore files, folders or entire drives from backup. The first pages cover the situation in which your DoubleBackup software is already installed and working.

If you need to restore to a machine where DoubleBackup is not yet installed, go to the section, **Restoring to a New Drive or Computer**, below.

Folders and Files to Restore and Destination

Open DoubleBackup and click the **Restore** tab to begin.

1. Right-click the drive you want to restore. Or expand the drive by clicking [+] and then right-click the folder(s) you want to restore.
2. Choose to restore subfolders (or not to).
3. Click **Save**, then repeat the above steps to select **any other** drives or folders to restore.
4. Click on the [...] button and choose a folder to restore to.
DoubleBackup is designed to restore to a temporary folder distinct from the location of the original files that were backed up. You can copy the restored files from a temporary folder to their proper location later using Windows File Explorer.
5. To start the restore, click: **Save and Restore to**



Results of Restore

Restores are listed in the Details Tab of the Monitor Tab as **downloads**.

The results are color-coded. Green is completed. Yellow is completed with errors. In this sample restore, four files or folders were not restored.

Double-click to see more details about an Restore (download) or Backup (upload).

Completed with errors likely is not a problem.

The screenshot shows the DoubleBackup by SecureMyFirm application window. The 'Monitor' tab is active, and the 'Details' sub-tab is selected. A table displays the results of various operations. The table has columns for Date, Operation, Stage, Errors, and Result. The rows are color-coded: yellow for operations with errors, green for successful operations, and red for interrupted operations.

Date	Operation	Stage	Errors	Result
2017-09-02 12:57:15	download	completed (with errors) (wi...	4	4
2017-09-02 12:30:24	upload	completed	0	0
2017-09-02 12:18:45	test selections	completed	0	0
2017-09-02 11:36:00	test selections	interrupted during scannin...	1	-999
2017-09-02 11:11:27	Quervina Windows for VS...	interrupted durina done	1	-999

The interface also includes a menu bar (Monitor, Backup, Restore, Help, About), a status bar showing '(idle)', and buttons for 'Save' and 'Quit'.

Restoring to a New Drive or Computer

Download and run the DoubleBackup installer using this link:

<https://delivery.shopifyapps.com/-/2e5d801865766a4b/bfc395430dd67d81>

Installation instructions are available here:

<https://cdn.shopify.com/s/files/1/1118/2312/files/DoubleBackup-Fast-Installation-Guide.pdf>

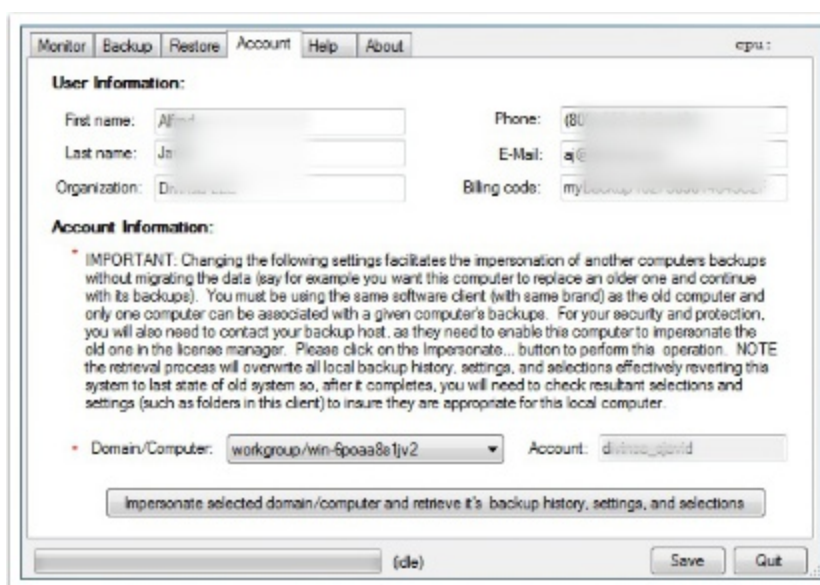
You will need the email address, Account Name, old Domain Name, old Computer Name and password used for creating your account. We provided this information to you and also have securely retained it.

During the installation process at the **Selections** screen, choose: No selections. Also skip the steps for creating a backup.

After installation, close DoubleBackup. Open it again, following these steps:

1. Click Start and type **cmd** (Windows 7: All Programs / Accessories / Command Prompt)
2. Right-click on **Command Prompt** and choose **Run As Administrator**
3. At the prompt type each of these commands, pressing **Enter** after each one:
**cd\
cd "Program Files"
cd doublebackup
doublebackup_gui -account**
4. On the **Account** tab, change the **Domain/Computer** choice to the one matching the **old computer**.
5. Click: **Impersonate selected domain/computer and retrieve...** Click **Save**.
6. Call us at 888.922.1120. For your security, we will confirm your right to restore the entire backup.

Now restore your files from our data center. See instructions, page 2 above.



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