

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	e restore,	CIICK:	Save	and	Restore	το	

DoubleBackup by SecureMyFirm
Monitor Backup Restore Help About cpu:
Account: activepractice Computer: win-7h0r023v8cj@workgroup (local) V Refresh
○ Every file version ● Latest version backed up v before v 09/03/2017 11:35  verwrite existing files Available to Restore
Restore this folder and it's subfolders Restore contents of this to der only (not subfolders)
Right-click
Right-click or drag and drop a selected folder or file above to add it to the following paths to restore:       Clear paths to restore
Path to Restore Subfolders
5 Save and Restore to -> \\?\C:\Temp
(idle) Save Quit



### **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.

DB	DoubleBac	kup by SecureMyFirm		-	□ ×
Monitor Backup Restore	Help About				cpu:
Overview Details E-Mail					
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 during done	1	-999	~
		(idle)		Save	Quit



#### **Restoring to a New Drive or Computer**

Download and run the DoubleBackup installer using this link: <u>https://delivery.shopifyapps.com/-/2e5d801865766a4b/bfc395430dd67d81</u> Installation instructions are available here: <u>https://cdn.shopify.com/s/files/1/1118/2312/files/DoubleBackup-Fast-Installation-Guide.pdf</u>

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**
- 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.

User Informa	tion:				
First name:	Alf			Phone:	(80
Last name:	Ja			E-Mail:	aie
Organization:	Discourses			Billing code:	my Lourup I us a usu manadal
Account Info	mation:				
with its ba only one of	ckups). You	n must be u	using the same softw iated with a given o	are client (with sam omputer's backups.	blace an older one and continue e brand) as the old computer and For your security and protection, his computer to impersonate the
with its ba only one of you will al old one in the retriev system to	ckups). You computer ca so need to co the license val process v last state of	u must be u n be associontact you manager. All overwrtw old system	using the same softw iated with a given o r backup host, as th Please click on the e all local backup hi so, after it complete	rare client (with sam omputer's backups. ley need to enable t Impersonate butto story, settings, and	e brand) as the old computer and For your escurity and protection, his computer to impersonate the in to perform this operation. NOTE elections effectively revering this theck resultant selections and
with its ba only one of you will all old one in the retriev system to settings (s	ckups). You computer cal so need to c the license al process v last state of such as folde	u must be u n be associ- ontact you manager. All overwrite old system as in this cl	using the same softw iated with a given o r backup host, as th Please click on the e all local backup hi so, after it complete	rare client (with sam omputer's backups, ley need to enable t impersonate butto story, settings, and so, you will need to c are appropriate for th	e brand) as the old computer and For your escurity and protection, his computer to impersonate the in to perform this operation. NOTE elections effectively revering this theck resultant selections and
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