Zinstall Backup
User Guide

Thank you for purchasing Zinstall Backup.

If you have any questions, issues or problems, please contact us:

Support email: **support@zinstall.com**
Sales email: **sales@zinstall.com**
Visit our website: **www.zinstall.com**

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Introduction

Zinstall Backup allows you to perform a complete backup of all programs and files on your computer. It is built to work automatically, keeping your backup always up-to-date in background.

For a (very) quick start:

1. Download and install Zinstall Backup on your computer
2. Connect a drive that you want to use to store the backup, such as an external USB drive (you can of course use a variety of other backup storage location options – see **page 9**)
3. Run Zinstall Backup
4. Click the "On" button to start it

That's it – from this point on, Zinstall Backup will keep protecting your computer. You do not need to run it every time you turn the computer on; it will run automatically. It is of course recommended to check, once in a while, that it shows that a backup has recently been made (to make sure you do not have any issues with the physical drive).

For more details, read the Guide below.

System Requirements

Backup PC

	Minimum	Recommended
Processor	Intel Pentium 4 or AMD Athlon XP CPU	Intel or AMD Dual core CPU
Memory	1GB RAM	2GB RAM or higher
Hard drive free space	1GB and, in addition, enough space for transferred applications and files	20GB and, in addition, enough space for transferred applications and files
Network Adapter	10/100 network adapter / wireless	Gigabit network adapter

Operating system supported

Operating system	Supported?
Windows 10	Yes
Windows 8	Yes
Windows 7	Yes

Notes

- Zinstall software must be executed with administrative privileges on both backup and recovery systems
- Zinstall software cannot be executed when the Windows OS is running in safe mode
- If the Windows operating system is malfunctioning, or any of Windows subcomponents are corrupt, the backup might not work properly
- Internet connection is required to perform online product activation

Running and activating the software

The first step in performing the migration is running the software on your computer.

1. If an Internet connection is available, connect the computer to the Internet to simplify product activation.
2. Put the Zinstall software on the SOURCE computer
    a. If the Zinstall product was purchased electronically, download the software using the link from the Zinstall License Information email received after purchasing. You can also download from www.zinstall.com/download
    b. If the Zinstall product was obtained as a packaged CD, install the software from the CD.
3. Run the software
4. Perform product activation:
    a. When Zinstall software is purchased electronically over the Internet, the serial number is obtained from the License Information email, which is sent from Zinstall Support upon purchase.
    b. When Zinstall software is purchased as a packaged CD, the serial number is printed on a sticker on the CD package.
    c. You need to supply the serial number when prompted by the software.
    d. When Zinstall software runs for the first time, you will be asked to enter the serial number and your email address:
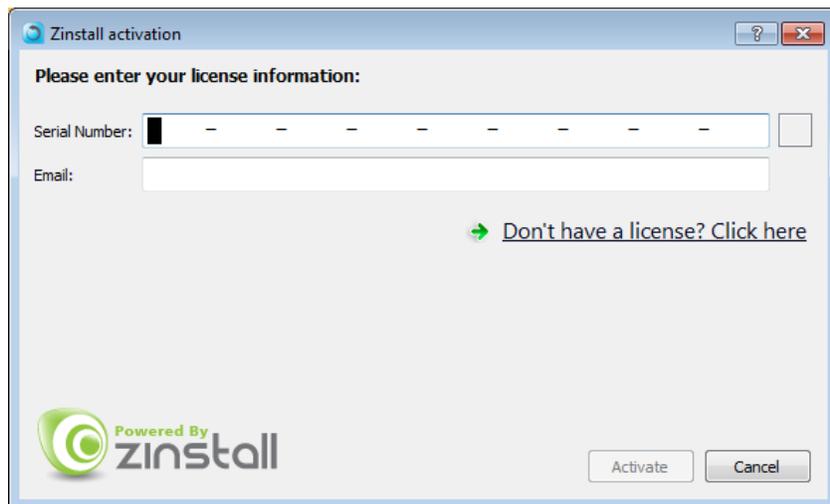
    e. It is very important to provide a correct email address, otherwise you may experience difficulties in receiving support – Zinstall Support System recognizes licensed users by email address.
5. Enter the serial number and email address

a. If a red "X" appears to the right of the serial number, this means that the serial number has been accidentally mistyped. Double-check all of the characters, and correct the typo.

b. When a green checkmark appears to the right of the serial number, this means that the number has been typed correctly.
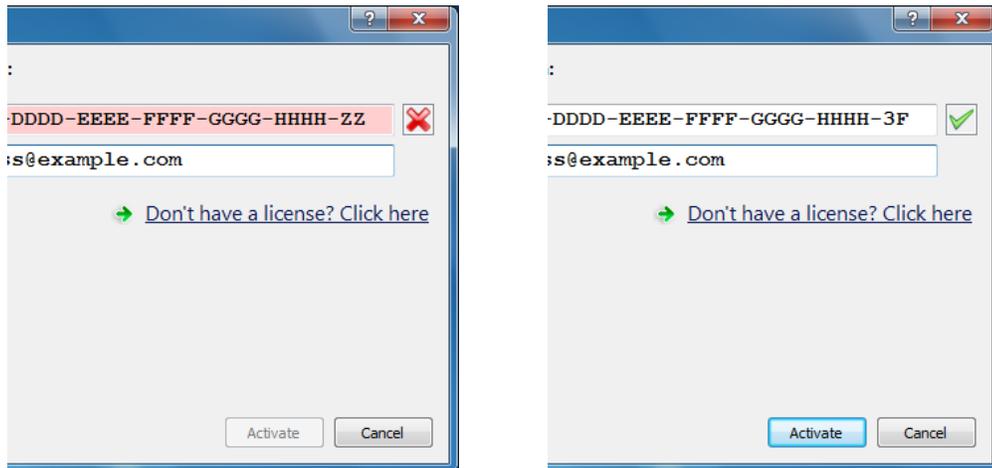
6. Press the "Activate" button. An "Activation in progress" message will appear:
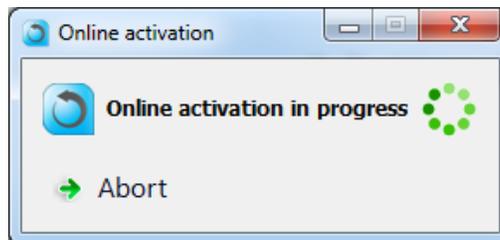
a. If the computer is connected to the Internet, activation will be performed automatically over the Internet.

b. If the computer cannot be connected to the Internet, the activation can be performed using any other Internet connection ("offline activation"). If this is the case, see **Appendix A, Web Activation** for further instructions.

7. After a successful activation, the following message will appear:
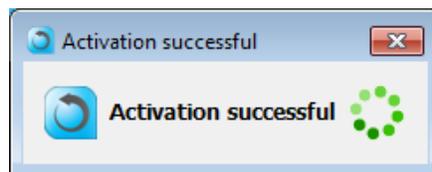
Part 1 – Backup

Start your backup

Once your Zinstall Backup is installed and activated, it will show you the main Backup screen.
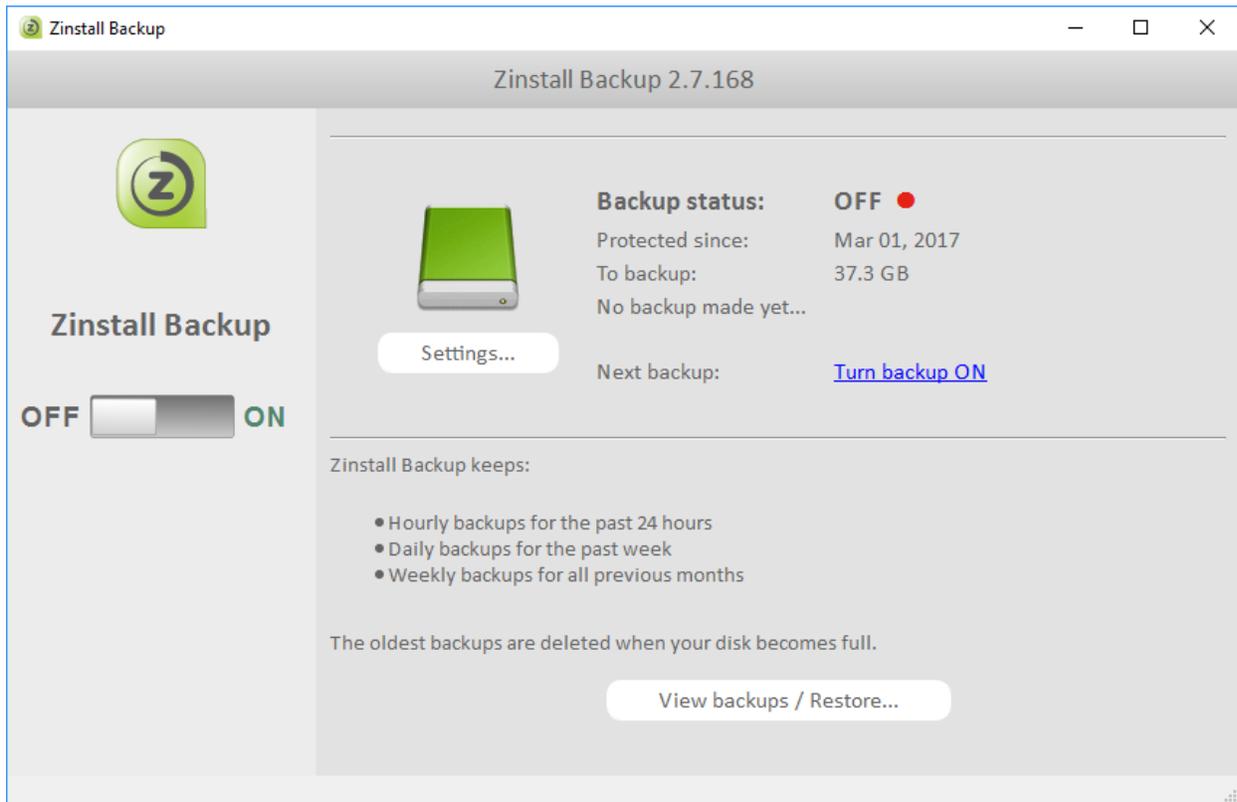
If a suitable Backup storage destination is available (such as a USB external hard drive), it will be detected automatically. You can of course change it, if needed, by pressing the "Settings" button.

For various options of storing your backup, please refer to the next section, "Choosing a location for your backup".

Once you have selected your backup storage location, just click "Turn Backup On" to start your backup.

After a few seconds, you will see an indication that an initial backup is now being performed. This takes a while to do the first time. Once done, smaller incremental backups will be performed every hour.

Choosing a location for your backup

Zinstall Backup can store your backup in a number of different locations. Here are some examples:

USB external hard drive

The simplest way to store your backup is just a USB external hard drive. All you need to do is connect it to the computer, and run Zinstall backup. If the USB drive is connected while the backup is first launched, it will be automatically detected as the backup storage location. Or, you can manually configure it to be the backup storage location – here is how:

1. Click the Settings button on the main Backup screen.
2. Click the Change button next to the drive you want to backup (usually, your C drive)
3. Browse to your USB external hard drive, and click "Select folder"
4. Close the Settings screen
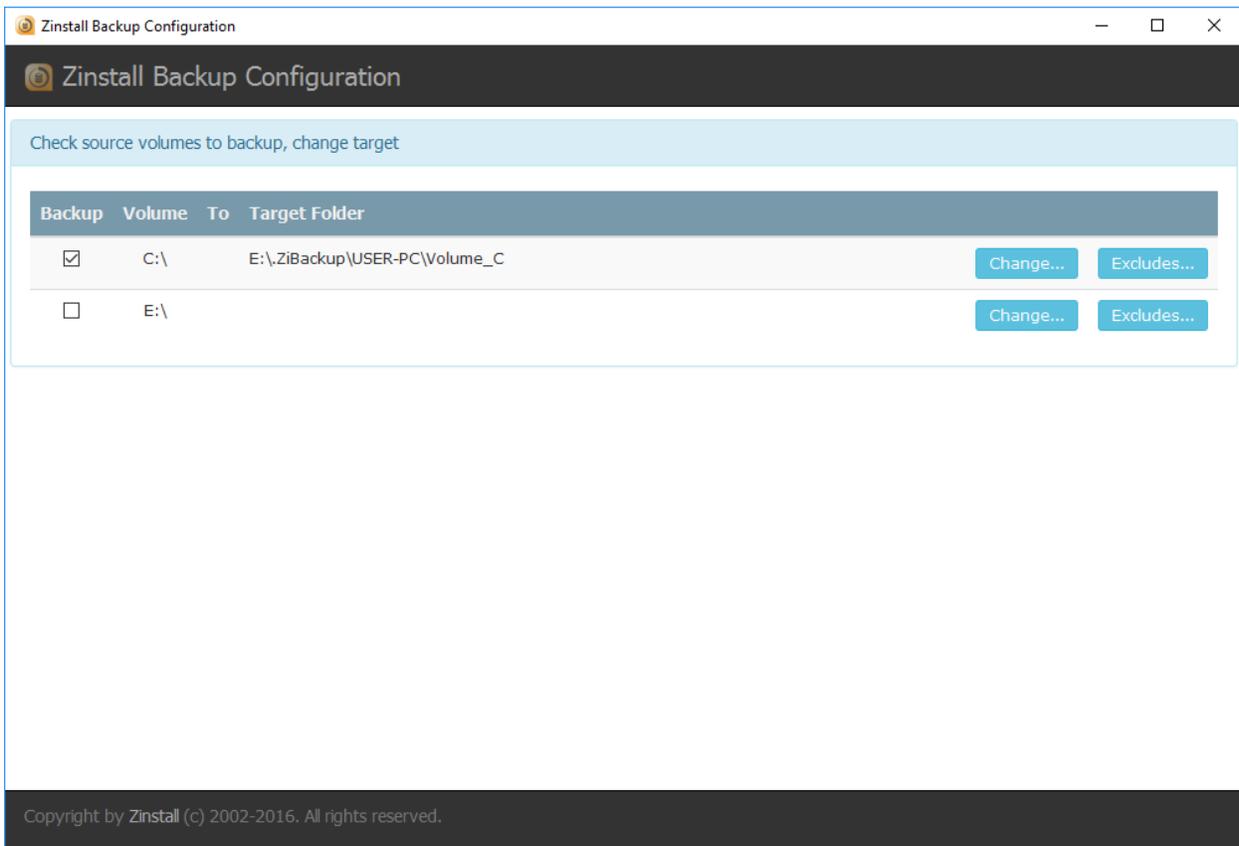
SD card

This option is similar to a USB drive (see above), with a few extra pros and cons.

The benefit of using an SD card on a laptop or tablet is that it is physically unobtrusive – it does not stick out of the laptop, and can just silently stay inside the machine, providing a great way to keep an externally stored backup.

The downside of an SD card is that it is more expensive per GB of storage, and slightly slower. They also do not come in as large capacity as normal USB drives.

To set an SD card as your backup location, use the instructions from the USB drive section.

Network drive / SAN / NAS / Personal Cloud Drive

A network drive is any location that is accessed via your home or office network, as opposed to a physical drive of your computer or USB drive connected to your computer. For example, it could be shared location on your server, another computer or a network storage device.

Here is how to configure your Zinstall Backup to keep your backup on a network drive:

1. Click the Settings button on the main Backup screen.
2. Click the Change button next to the drive you want to backup (usually, your C drive)
3. At this point, you need to access the network drive, using its IP address. For example, if the IP address for your drive is 192.168.1.29, you would type in the following in the Browse window (at the bottom):
   \\192.168.1.29\
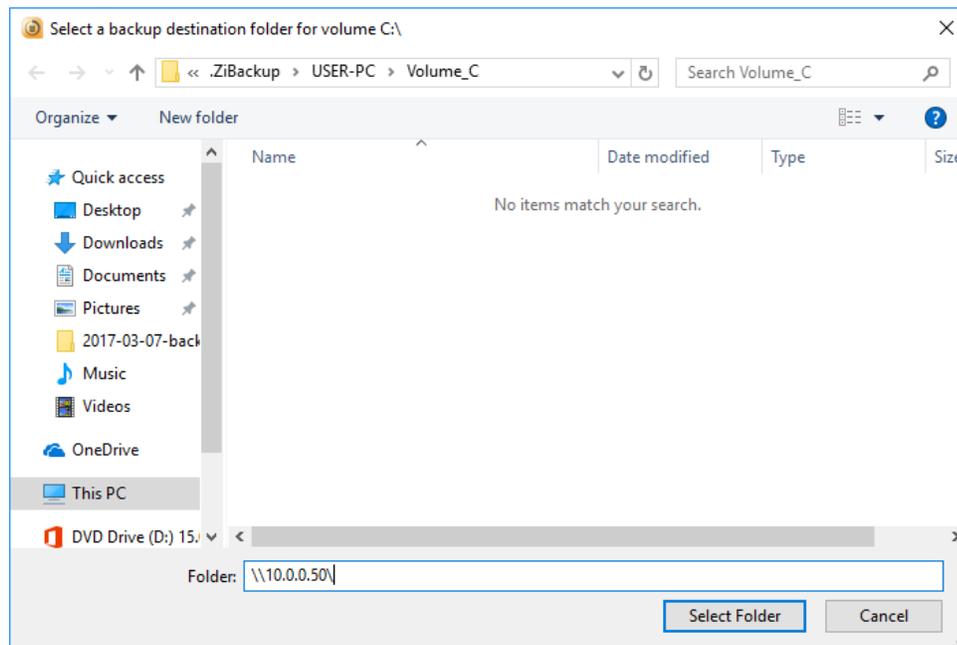
   Then, press the Select folder button on the right

4. You will now see the folders on your network drive. Select the one where you want to store the backup, and press the Select folder button again

5. Close the Settings screen to complete the selection
6. When prompted, enter your username and password to access the network folder
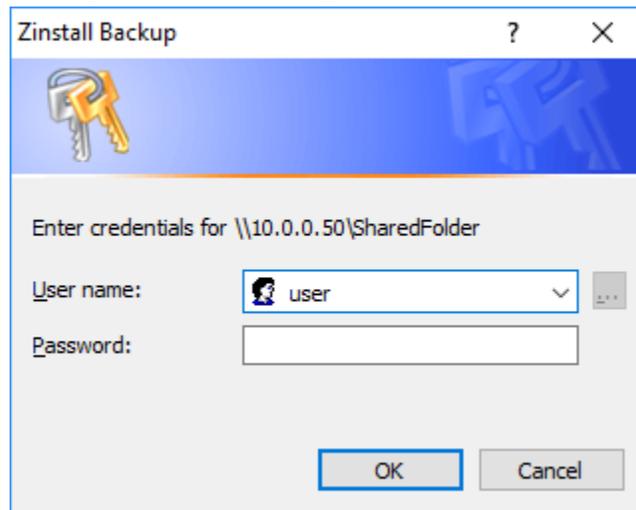
You will get a confirmation pop-up, stating that the backup location has been changed to your network drive.
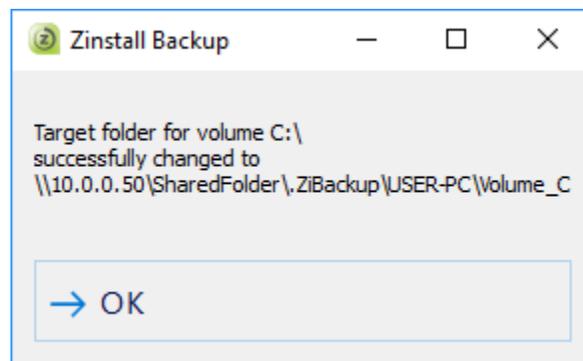
Dropbox / Cloud Storage

In addition to the options above, you can use a 3rd party Cloud storage option to achieve an additional off-side copy of your backup. The downside of using Cloud storage is that it takes a long time to upload files to the cloud, so it should be used as a secondary backup location, in addition to a proper local backup.

Here is how to use Cloud storage as your Backup location:

1. Click the Settings button on the main Backup screen.
2. Click the Change button next to the drive you want to backup (usually, your C drive)
3. Browse to locate your Cloud storage folder (for example, your Dropbox folder)
4. Close the Settings screen to complete the selection

Your backup will now use your Cloud storage!

What happens if I disconnect when Backup drive?

If you disconnect your Backup location drive from the computer, don't worry - Zinstall Backup will still monitor the changes made on the computer. This way, when you reconnect the drive, all the changes you've made will be securely backed up to it, bringing your backup up to date.

Excluding files and folders from your Backup

By default, Zinstall Backup will backup all files on your computer, in order to ensure that everything is protected and safe at all times.

With that, you can exclude some folders or files from the backup. For example, if your Downloads folder is not that important to you and you want to exclude it from the backup, in order to save space, you can add it to the Exclude list.

Here is how to do that:

1. On the main Backup screen, click the Settings button.
2. Locate the entry for the drive on which you want to manage the exclude list (usually, that would be your C drive – first line).
3. Click on the "Excludes…" button on the right.
4. Select the folder you want to exclude from the list on the left, and click the "Add >>" button to add it to the exclude list.
5. Click OK to complete the process.
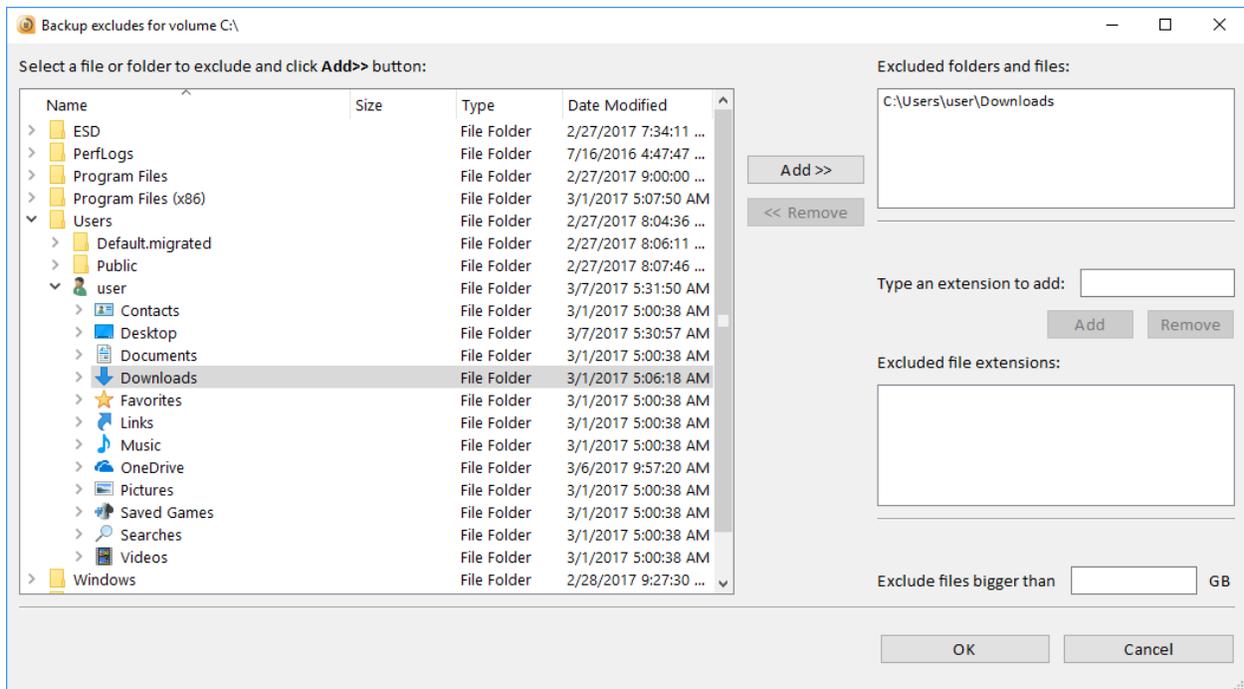
On the same exclude screen, you can also globally exclude specific file extensions (for example, you can exclude all .VMDK files which tend to be pretty large), or exclude files large than a certain size (for example, you can exclude all files larger than 10GB).

Part 2 – Restore

A backup is only as good as its ability to allow you to restore your stuff from it.

We'll cover the following restore scenarios in this section:

- **Restoring a file:**
  For a situation when you accidentally delete a file, or just damage its contents, you can restore a previous version of it (from different times and dates in the past, like a time machine!)
- **Restoring files to a replacement computer:**
  For a situation when you need to restore files from the backup to a different computer, such as a replacement in case of a disaster.
- **Full restore (programs, settings, files) to a replacement computer:**
  For a total restore to a replacement computer – not just files, but programs, settings, profiles, personalization, accounts etc.

Restoring a file

If you've accidentally deleted a file on your computer, or have damaged a file, don't worry – you have a copy saved in your Backup!

Here is how to restore a file from your Zinstall Backup:

1. On the Zinstall Backup screen, click the Restore button to activate the Restore wizard
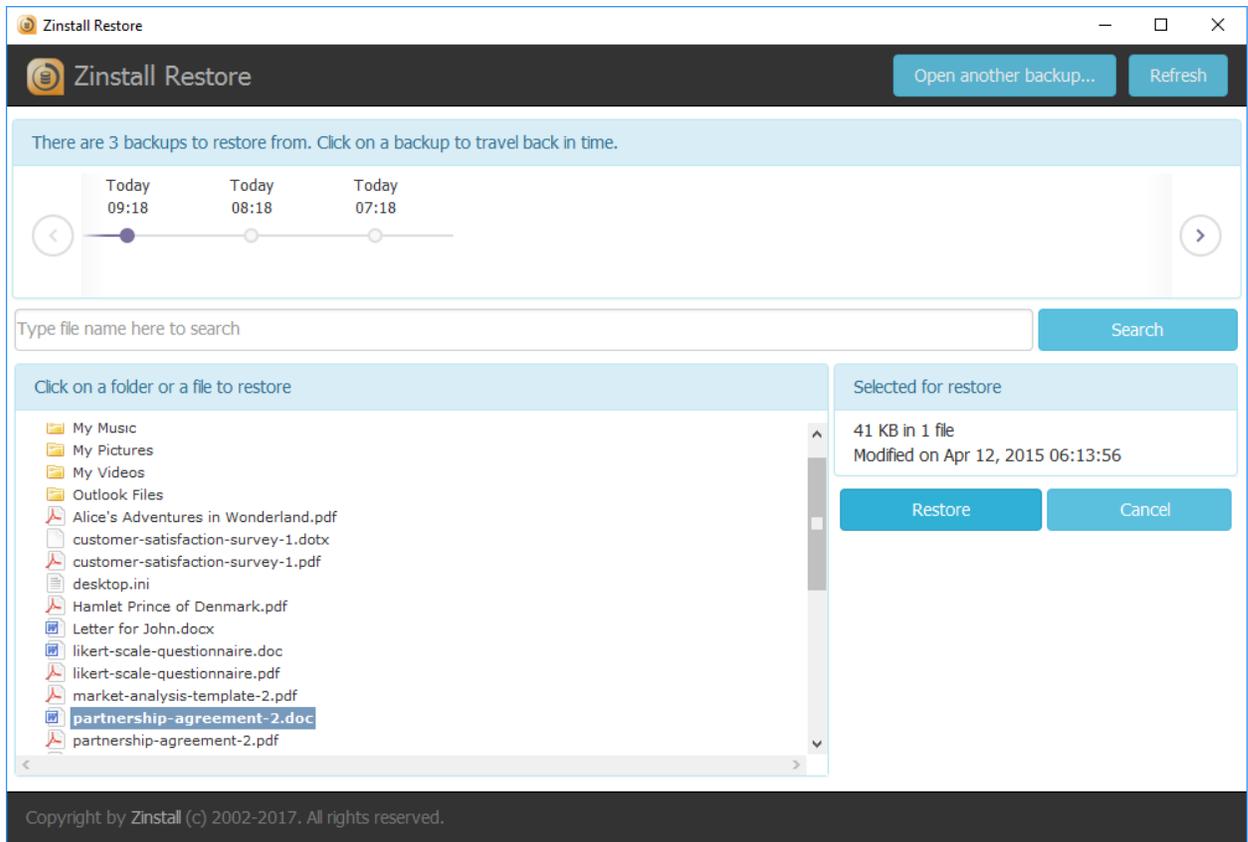
2. You will see available backup times at the top (latest is selected by default). You can choose a different time or date, if you prefer to get an older copy of the file.
3. Find your file – there are two options to do it:
    a. If you remember the name of the file, just type it into the search box in the middle of the screen and click "Search".
    b. If you do not remember the name of the file, but remember where it was stored, browse the backup folders you see at the bottom of the screen, until you find your file.
4. Once the file is located, click the Restore button on the right to perform the restore.

That's it – your file is back in its original location!

Restoring files to a replacement computer

Here is how to restore files and folders from your backup onto a different computer – such as a replacement machine in case of a disaster.

1. First, download and install Zinstall Backup onto the replacement machine. Run Zinstall Backup when the installation is complete.
2. On the Zinstall Backup screen, click the Restore button to activate the Restore wizard.
3. Click the "Open another backup…" button at the bottom right
4. In the Browse window that opens, navigate to the location of the Backup from which you want to restore files.
5. At that location, enter the .ZiBackup folder, then the folder with the original computer's name, and select the Volume_C folder inside. Click the Select Folder button to open the Backup.
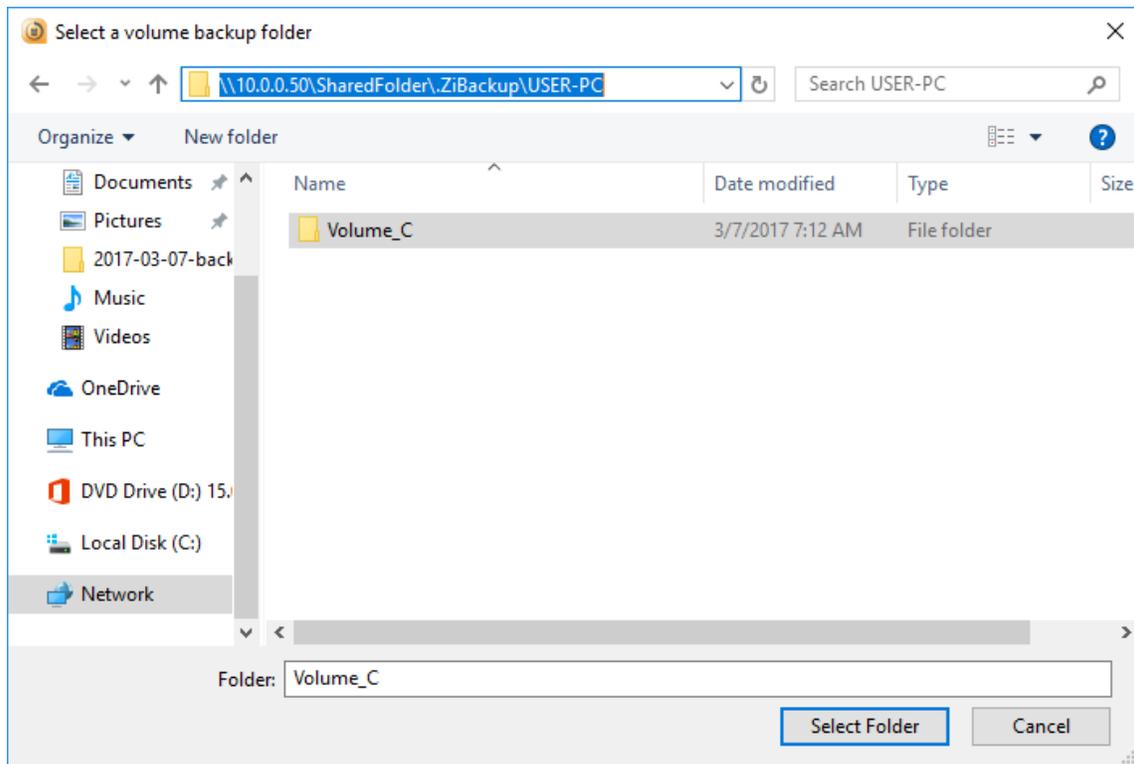
6. Once the Backup is open, proceed with same instructions as in the previous section to restore files or folders from it.

Note: This is best used for restoring a set of folders and files – not for restoring the entire contents of the old computer.

If you do need to restore the entire contents of the old computer from backup, including programs, settings and files, see "Full restore (programs, settings, files) to a replacement computer" below.

Full restore (programs, settings, files) to a replacement computer

If you prefer to do a full restore to a replacement computer, where you restore programs, settings, profiles, accounts and all files from the backup, you would need to use Zinstall Rescue Kit (separate product).

Here is how:

1. Download and run Zinstall Rescue Kit on your replacement computer
2. Choose its 3rd scenario, "Moving from Container to Machine", and click Next
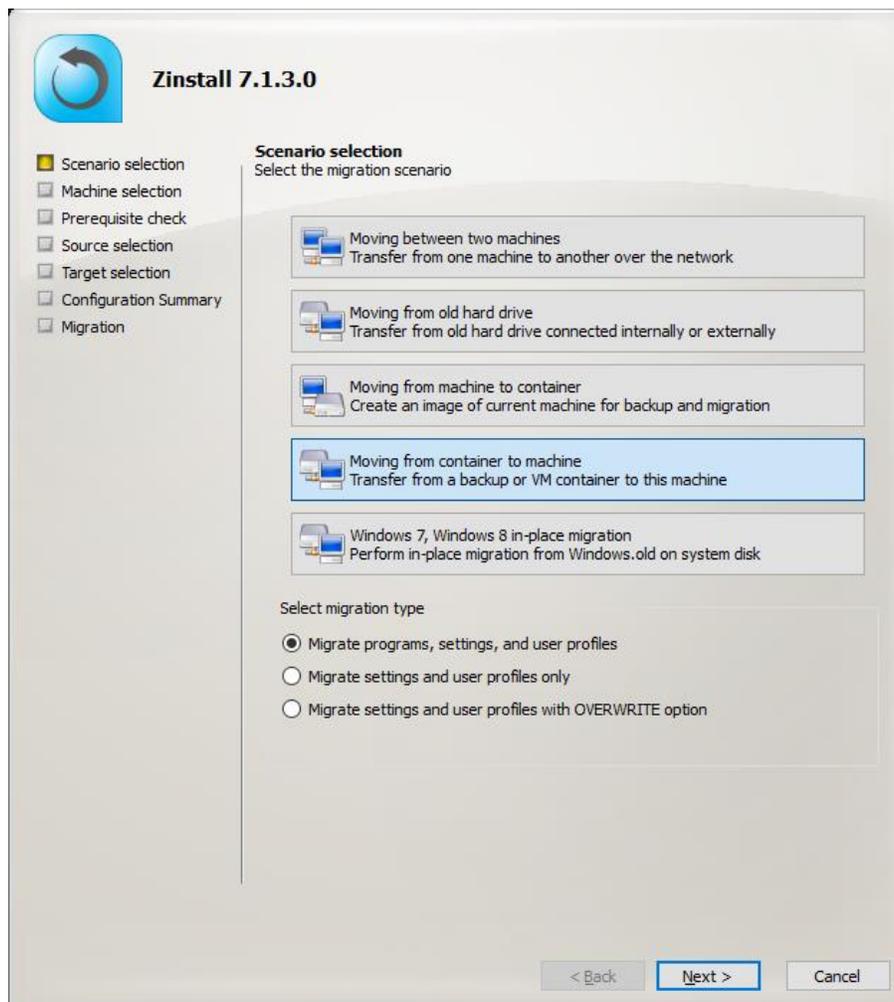
3. Click Next again on the Prerequisite check screen
4. On the Source selection screen, click Browse
5. In the Browse window, go to your Backup storage location, and then into the .ZiBackup folder.
6. In the .ZiBackup folder, go into the folder with the old computer's name, and then to Volume_C.
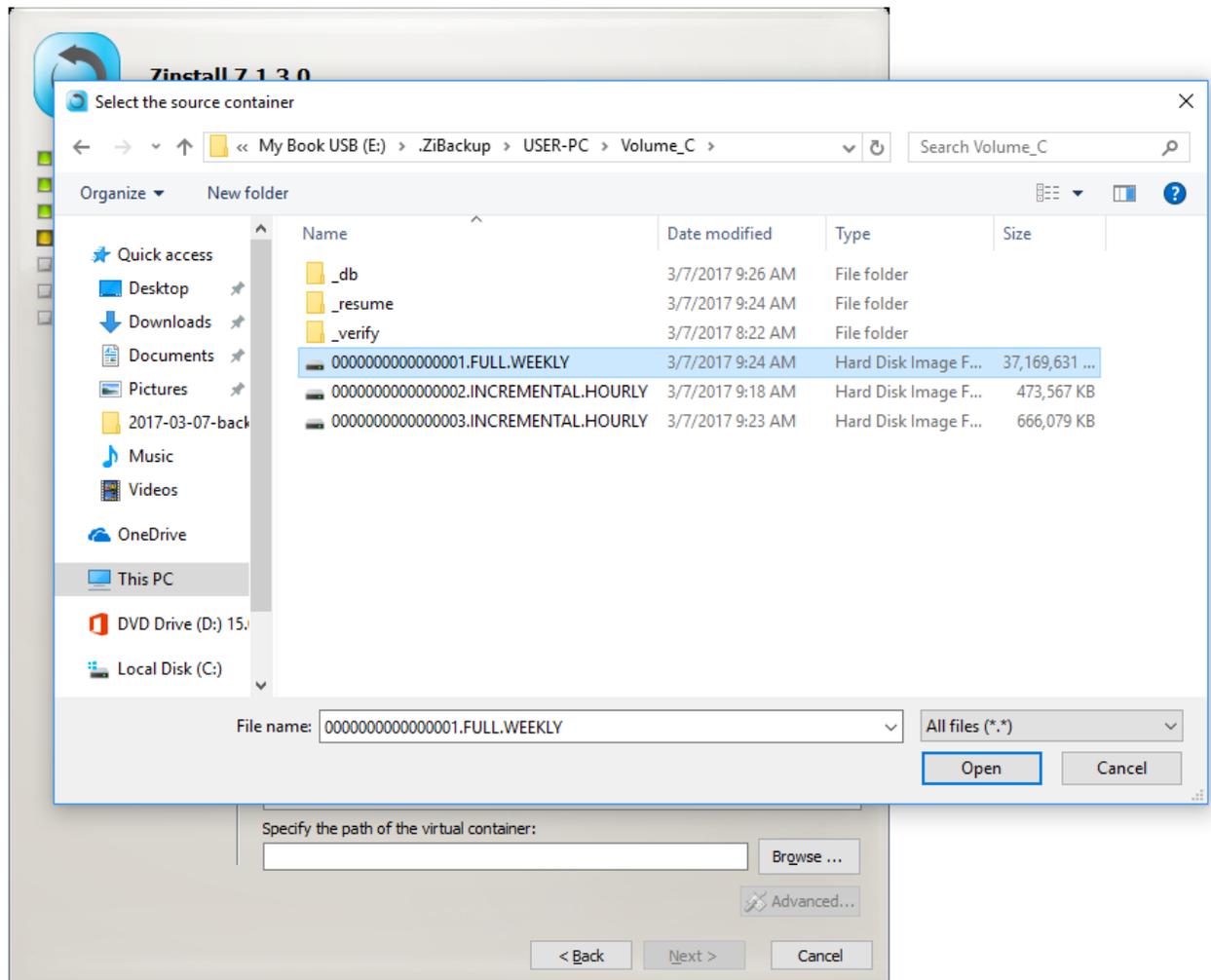
7. Switch the "file type" menu at the bottom right from "Virtual disk files" to "All files"
8. You will see many different VHD files. Locate the one that has the lowest number next to it (is should also be the largest)
9. Select the file and click the Select button to confirm.

10. If you do not want to recover all the programs and files from backup, you can click the Advanced button to enter Selective recovery mode
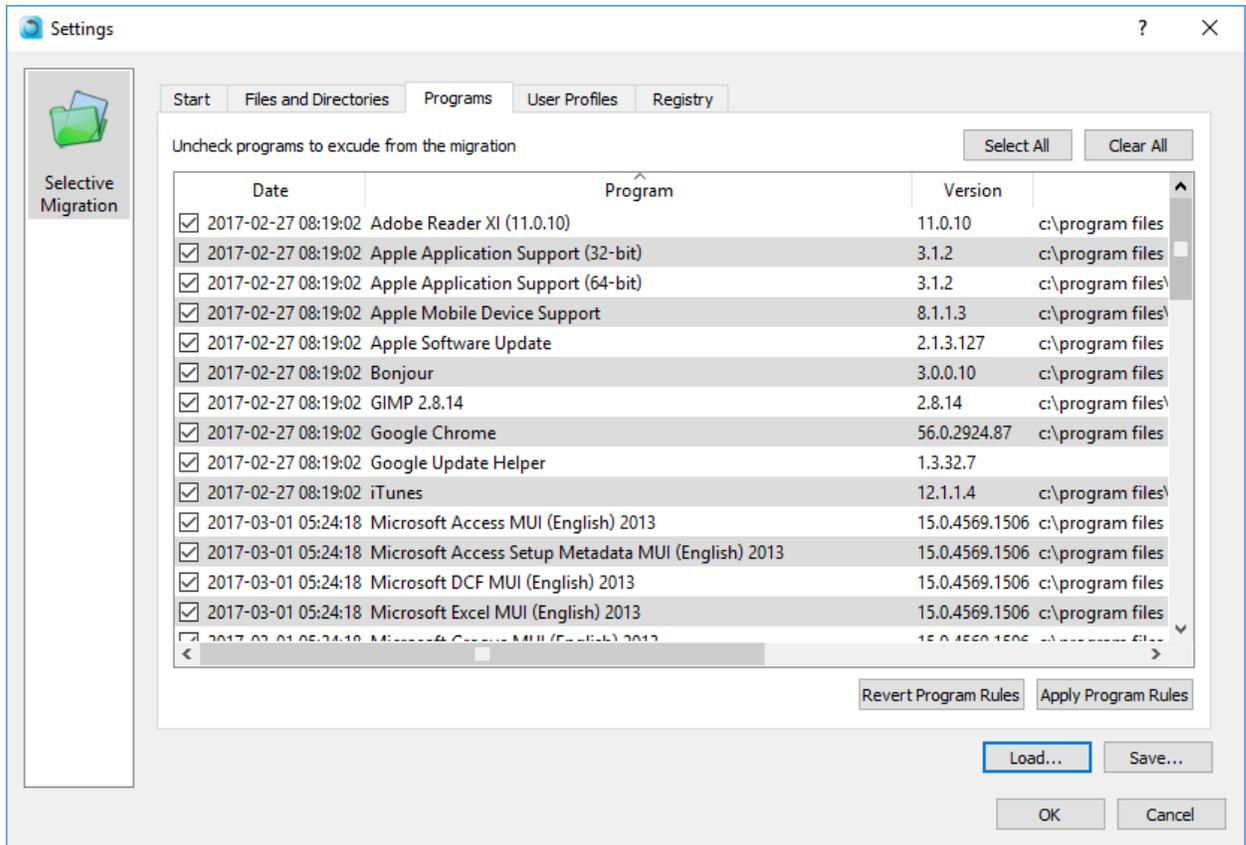
11. Click Next and proceed with the wizard to start the recovery process.

Once done, the programs, settings and files from your backup will be restored to your new computer, and it will be ready for you use – just like the old one has been!

After the restore is complete, install Zinstall Backup on the replacement computer to keep it protected going forward.

Appendix A

Web Activation

If a computer is not connected to the Internet, Zinstall Backup will be unable to activate itself automatically. In this case, Zinstall Backup will prompt you to perform a Web Activation manually.

1. On any computer with an Internet connection, open a browser (for example, Internet Explorer)
2. Go to www.zinstall.com/activation – It doesn't matter which computer you use for this - you can even use your phone.
3. In browser Web Activation form, enter the Activation ID, Serial Number and email as they are shown in the running Zinstall Backup window.
4. Click *Activate* in the browser.
5. The Web Activation form will show you a Confirmation ID.
6. Enter this Confirmation ID in the running Zinstall Backup window.
7. Click Activate in the running Zinstall Backup window.

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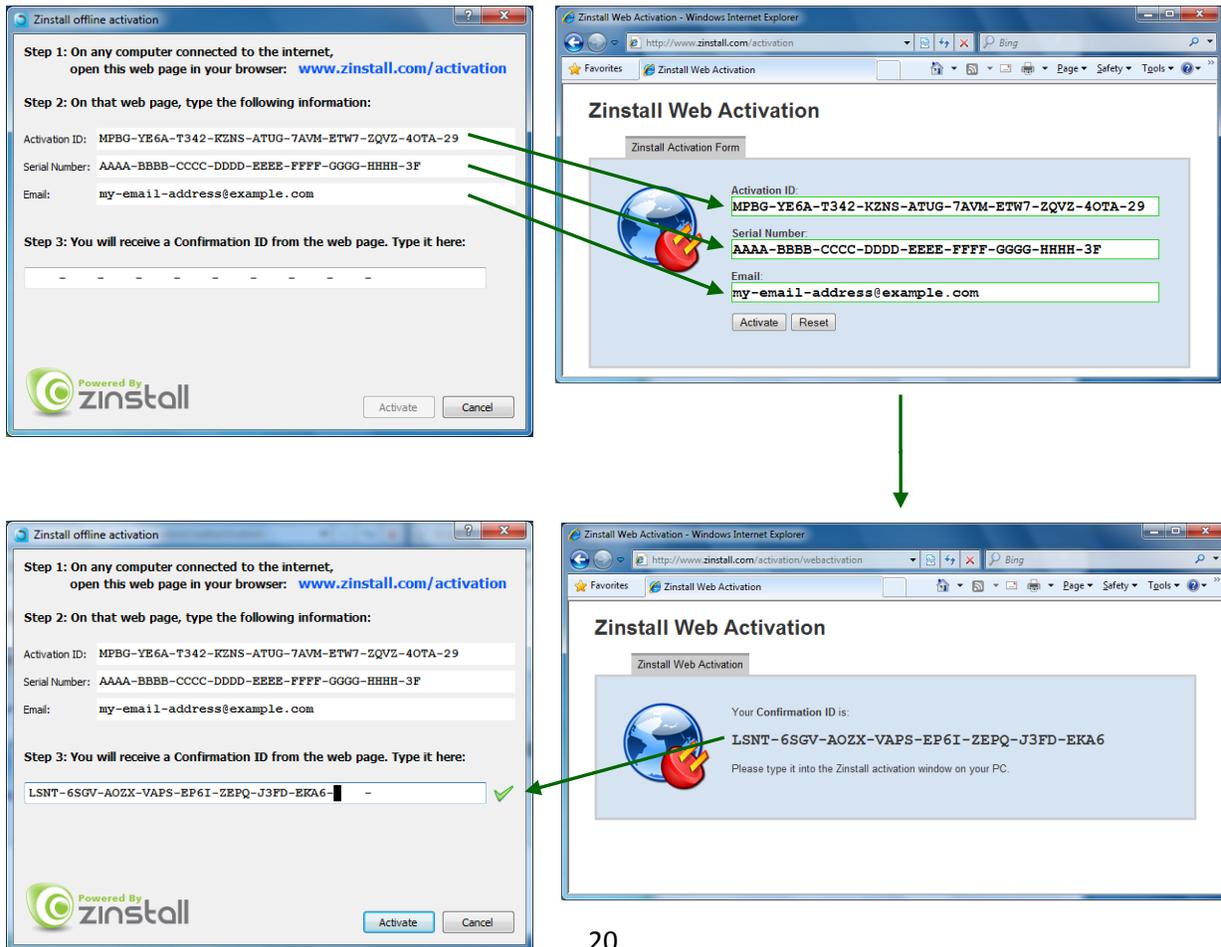
CHKDSK

To perform a Windows CHKDSK hard drive consistency check, and fix possible errors, do the following:

1. Right-click on the Start button (bottom-right corner of the screen)
2. Select "Command Prompt (Admin)"
3. If prompted to allow the application to run, click Yes.
4. In the window that opens (black window, white text), type the following command. Instead of F:, type in the drive that you want to check (could be C:, D:, E:, F: etc.) Make sure to type a colon (":") after the drive letter:
   ```
   chkdsk  /f  /r  /x  F:
   ```
5. Press enter
6. If you are prompted to reboot, accept.

If you have several hard drives, you need run CHKDSK for each of them.

Converting a FAT32 drive to NTFS file system

If your intended storage location is a hard drive that uses the outdated FAT32 system, you will need to convert it to the modern NTFS file system. This conversion does not remove the files from the drive, so nothing is lost. Here is how to do it:

1. Right-click on the Start button (bottom-right corner of the screen)
2. Select "Command Prompt (Admin)"
3. In the window that opens (black window, white text), type the following command. Instead of F:, type in the drive that you want to check (could be D:, E:, F: etc.) Make sure to type a colon (":") after the drive letter:
   ```
   convert F: /FS:NTFS
   ```
4. Press Enter to begin the conversion process. This may take some time - wait for it to complete.

Troubleshooting Guide

Message Codes

Message Code	Troubleshooting instructions
10	**A currently running application is preventing Zinstall from operating properly.** Close down all applications running on your computer and run Zinstall Backup again. If you are unsure which application to close - restart your computer and run Zinstall again.
11	**No activations remaining** Your license has been activated on too many computers, and cannot be activated on more computers. Another license is required.
13	**You are trying to activate the wrong product with your serial number /** **Anti Virus or Firewall blocking Zinstall from loading** 1. Make sure the serial number you are using fits the product you are trying to activate it with. For example, if you are activating Zinstall Backup, make sure you are using a Backup serial. 2. Make sure antiviruses and firewalls are uninstalled or fully disabled.

190 191	**Critical Windows service is corrupted on your computer**
	This message code appears when an essential standard Windows component is either malfunctioning or corrupted. Although such malfunctioning / corrupted component is not part of Zinstall software, it needs to be fixed in order to allow proper execution of Zinstall within the Windows installation. When this message is shown, it also includes detailed information about the name of the malfunctioning component and a failure code which can be used for troubleshooting.
	Troubleshooting:
	1. If the problem is caused by Microsoft Windows Management Instrumentation service (WMI) – i.e. Microsoft component malfunction – it should be fixed by utilizing Microsoft's support resources.
	2. The following instructions initiate a built-in Windows component repair:
	    a. Open Control Panel -> Add/Remove programs
	    b. Click "Add/Remove Windows Components" on the left panel
	    c. Click "Next", and then "Finish" in the dialog that pops up
	    d. Windows will try to reinstall its standard components

262	**General error** Troubleshooting: 1. Perform a CHKDSK - hard drive consistency check - on the hard drive of the SOURCE computer 2. Make sure there are no firewall/antivirus/security software installed / running on 3. Restart both the SOURCE and the TARGET computers 4. Then run the migration again
298	**One or more of the partitions on the computer's hard drive are formatted using the FAT32 file system** For a reliable backup, FAT32 partitions should be upgraded to the NTFS file system. See Appendix B above for instructions.

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	Hard drive or storage location has disconnected during the migration
	The hard drive (or storage location) has disconnected from the machine during the process. This can also be caused if the source has a major corruption of its data, preventing the data from being read.
	Steps to resolve:
	   - Make sure the source drive is securely connected to the machine
	   - Run CHKDSK on the drive (see Appendix above).
	   - Restart the computer
	Then, run Zinstall again.