Rebit Backup

User Guide

September 2017 Rev. A02

https://rebitbackup.rebitgo.com

Rebit Backup

The Service offers customers consumer-level backup solutions for their personal files including local backup solutions and various levels of online backup space depending on the offer selected. The backup service is designed and intended to provide a secondary backup location for copies of files that are ordinarily housed on the consumer's personal computer(s).

THE BACKUP SERVICE IS NOT AN ARCHIVAL SERVICE OR AN EXTENSION OF A CONSUMER'S HARD DRIVE. THE ONLINE BACKUP SERVICE IS DESIGNED TO HOUSE COPIES OF FILES THAT ARE PRIMARILY AND ORDINARILY STORED ON THE CONSUMER DEVICE THAT IS BEING BACKED UP. IT IS SOLELY THE CUSTOMER'S RESPONSIBILITY TO MAINTAIN ORIGINAL VERSIONS OF ALL CONTENT.

IMMEDIATELY UPON TERMINATION OF THE CUSTOMER'S SUBSCRIPTION TO THE REBIT BACKUP SERVICE, ALL OF THE CUSTOMER'S DATA AND OTHER INFORMATION, INCLUDING WITHOUT LIMITATION BACKUP COPIES, UNDER CUSTOMER'S ACCOUNT WILL BE PERMANENTLY DELETED.
NEITHER REBIT NOR ANY OF ITS SUBCONTRACTORS WILL HAVE ANY LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS ATTRIBUTABLE TO THE BACKUP SOLUTION OR OTHERWISE.

Rebit Backup

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Getting Started

We have specially designed this backup service to be easy to use.

1. Select a password to activate your backup service. An online backup with a default set of file and folders will automatically start as soon as your service is activated.
2. Customize the folder selection of your online backups to make sure your most important files are protected.
3. Add a Local Backup with Full System Protection to make sure your entire computer is protected.

Rebit Backup

Types of Backups

Rebit Backup offers three different backup destinations:

	Backs up to ...	Are best for ...
Online Backups	Your Rebit online backup account	Backing up your most important files, such as pictures and documents, to an online backup account. Should disaster strike, your most important files are protected in an off-site location.
Local Backups	A USB hard drive connected to your computer	Backing up your entire hard drive using Full System Protection.
Network Backups	A network storage drive or Windows network share	Small businesses or experienced home users: with network backups, you have the ability to back up your entire computer or just selected files.

Hybrid (Online + Local) Backups = Peace of Mind

Rebit makes hybrid backups very simple. By offering both on-site (local and network backups) and off-site (online backups), you can create a hybrid backup strategy.

To create your hybrid backup strategy:

1. Protect your most important files by backing up to an online backup account. Refer to Online Backups.

2. Start your Full System Protection by backing up to either a local or network destination. Refer to Local Backups and Full System Protection and Network Backups.

Don't Forget to Create a Recovery Media

In the event of a hard drive failure or if you need to recover your entire computer, you will need a Full System Recovery Disk containing the Rebit Backup recovery software. We recommend that you create the recovery disk after installation. Learn more in Creating a Recovery Disk

Restoring your Files and Folders

Once files and folders are backed up, you can easily restore older versions of files and folders from your Rebit backups. Learn more in Restoring Files and Folders

Full System Recovery

Should disaster strike, Rebit backups provide the ability to recover your entire system from a Full System Backup. You select a recovery point, which is typically the date of the most recent backup. Rebit restores your entire computer onto the new hard disk, exactly as it was at the selected backup time. Learn more in Full System Recovery

Rebit Backup

Rebit Backup Features

Feature	Description
Continuous Data Protection	Continuous Data Protection means that whenever a file is created or changed, Rebit Backup automatically keeps your computer backed up by capturing changes "on the fly" as you work with your computer.. Continuous Data Protection is used with full system backups to local and network destinations.
Recovery Points	A recovery point is a point in time to which you can restore your entire computer. Rebit Backup makes recovery points every 24 hours when your backup drive is connected to your computer, and can also be created by clicking the Backup Now button. Recovery points are created for full system backups to local and network destinations.
File and Folder Backups	Select the types of files that you want to backup from a list or pre-set options. Or create your own custom backup set. File and folder backups occur every two hours when the computer is connected to the backup destination.
File and Folder Versions	As you make changes to documents, pictures or other files, Rebit Backup captures a backup of the updated file and also keeps copies of the older versions of that file. You can restore these files and folders at any time.
The Notification Tray Icon	Rebit Backup places an icon in the Windows Notification Tray. You can find the Rebit icon amongst the other icons in the notification tray area in the lower-right corner of your screen.
Pruning of the Oldest Files	As file versions are saved, they will use space on the backup location. Rebit Backup, however, will intelligently remove the oldest versions of the backed up files to make space for more recent backups. This ensures that your backup locations are never full.
The Rebit Backup Dashboard	The Dashboard provides a view of the overall status of your backups, as well as the ability to manage your backups.
Full System Recovery	Should disaster strike, Rebit backups provide the ability to recover your entire system from a Full System Backup.

We also provide an online resource to allow you to:

• Reset your online backup password, if you have forgotten it
• Change the email address associated with your backup account
• Change your online backup password
• Download the backup browser
• Download the recovery media required for the full system recovery

Visit https://rebitbackup.rebitgo.com to manage your passwords and download the backup browser and recovery media.

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Installing and Activating Rebit Backup

Download and install Rebit Backup from the toolbox settings Rebit software. Click on **toolbox**, then click **settings**, then click the blue **Install** button.

Once the software is installed, you will see the following screen:
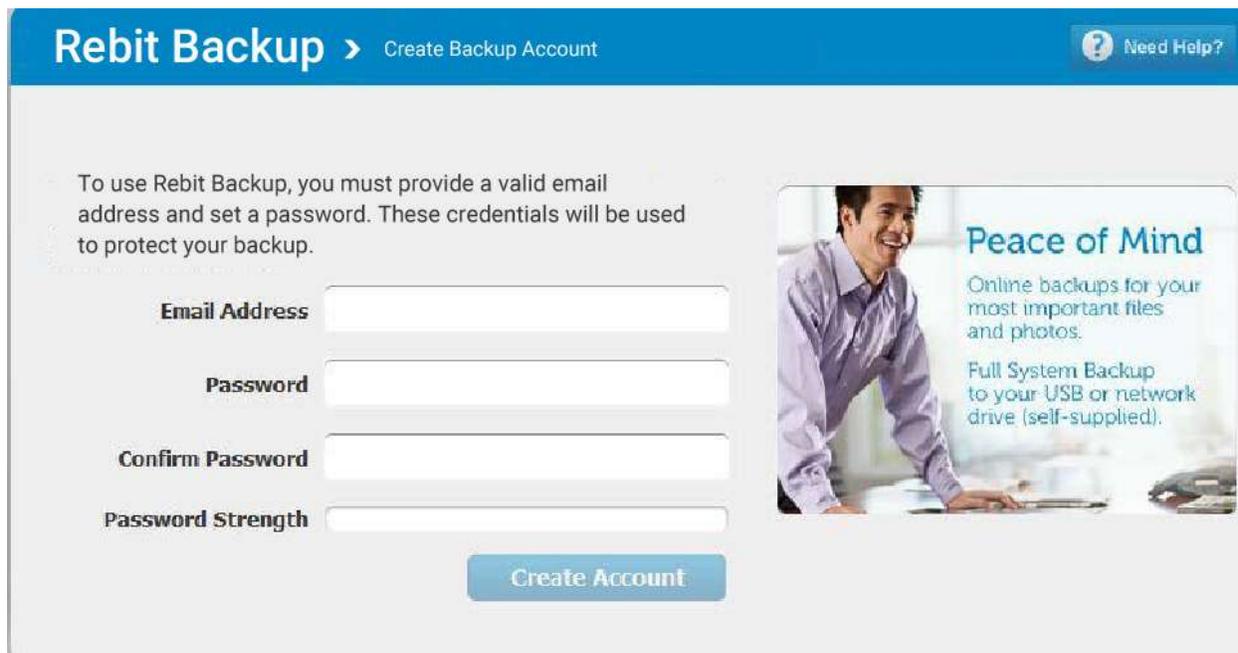
Simply enter the email address used to sign up for Rebit, and choose a password to protect your backups. This password is required to browse the backups and restore from backups.

Backup Password

Your backups are protected by the password you selected. You will need to type in this password to browse and restore files. To change or reset your backup password, please visit rebitbackup.rebitgo.com

If you have a multi-PC subscription, please note that all PCs on the same subscription plan share the same backup password and anyone with this password can browse and restore from any of your PCs' backups.

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Using Rebit Backup

The Rebit Backup dashboard is designed to be intuitive and easy to use.
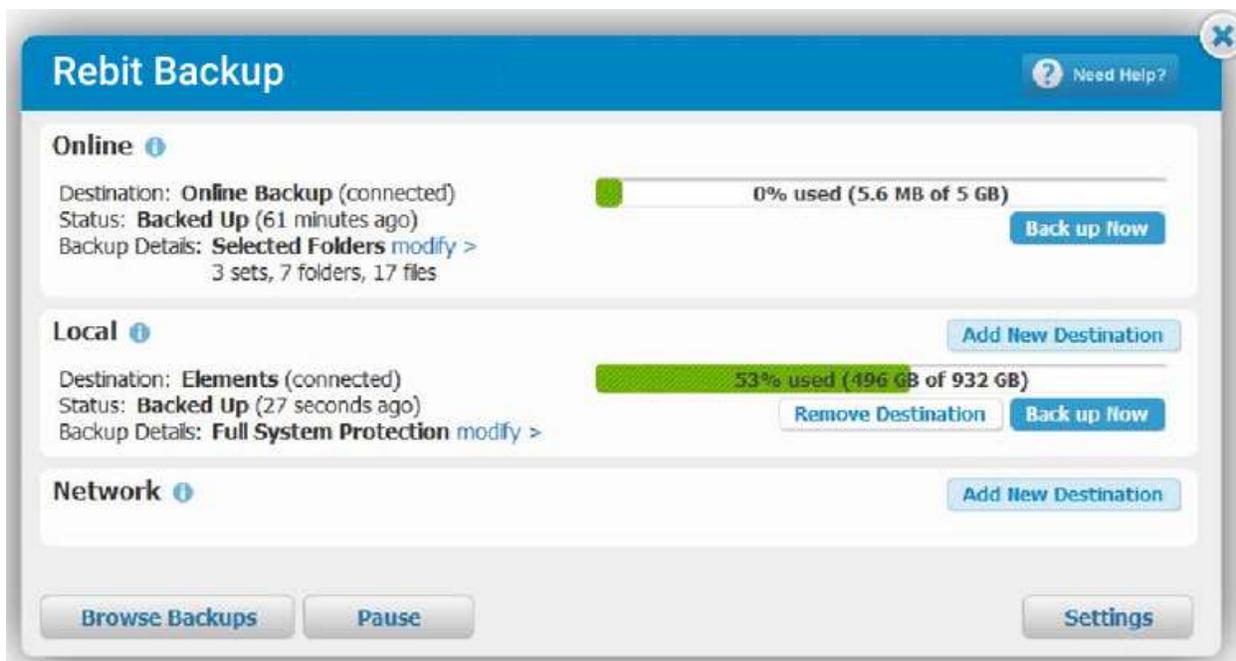
Browse Backups allows you to view and restore from existing backups. Learn more in Restoring your Files and Folders

Pause allows you to suspend backup activities if you require the full, uninterrupted performance of the computer.

Settings provides access to password, recovery disk, software update, and the online resources.

Need Help will open a live chat session with a Rebit agent.

Modify allows you to view and change the backup type and selected folders.

Add New Destination and **Remove Destination** allow you to select/deselect the drives where your backups will be stored.

X will close the Rebit Backup dashboard. You will continue to see an icon in the system tray and automatic backups will continue to run in the background.

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Online Backups

How Online Backups Work

As long as your computer is connected to the Internet, Rebit Backup backs up the files you selected for the online backups every two hours.

Your first backup will likely take hours, and if you have a lot of data and a slow internet connection, it could take days.

Subsequent backups will occur much faster since they only have to backup changes to your files.

You may also initiate a backup by pressing the "Backup Now" button.

Rebit comes with predefined backups sets or you can create your own custom backup set.

To view what is selected for backup, simply mouse over the "modify" link

Turning on a Predefined Backup Set

The predefined backup sets will back up files stored in the Windows folders designated for that type of file. For example, if you turn on the predefined backup set called "Music," Rebit Backup Service will backup the files in the "Music" or "My Music" folder that Windows provides you. If you have multiple users that log in to your computer, all users' Music folders and the shared music folder will be backed up.

To turn on a predefined backup set:

1. On the Online Backup page, turn on a predefined backup set by clicking the Off button. When a backup set is enabled, the button changes to On and that backup will begin immediately.

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Backup Set	What's included
Desktop	All files and folders on the desktops of all users
Documents	All files and folders in the documents/my documents folders of all users and the public/shared documents
Pictures	All files and folders in the pictures/my pictures folders of all users and the public/shared pictures
Music	All files and folders in the music/my music folders of all users and the public/shared music
Videos	All files and folders in the videos/my videos folders of all users and the public/shared videos

Creating a Custom Backup Set

To create your own backup set:

1. On the Online Backup page, click **Add**.

2. On the Selected Folders window, choose which folders you want to include in the backup by clicking **Add more folders**.

3. To exclude a folder within a folder you have selected, hover over the files and folders you have added and click the **exclude children** link.

4. Optionally, rename the backup set by clicking the word **Custom** at the top of the window and entering your own name for the backup set.

5. When you are done adding folders, click **Done**. The backup will automatically begin.

Backing Up All Backup Sets

Click **Backup Now** to start a backup for all enabled backup sets.

Upgrading Online Backup capacity

Call Rebit or click on the live help button for information on how inexpensive it is to purchase additional online backup space.

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Local Backups and Full System Protection

We recommend connecting an external USB hard drive and configuring your local backups.

How Local Backups Work

The Rebit Backup software backs up your entire computer, as well as selected files, to an external hard drive.

The backup drive must be connected to your computer in order to back up your data or to allow you to access archived files.

You can disconnect the backup drive for extended period of time, but your computer will not be backed up during this time.

The more changes and additions you make to files on your computer while the backup drive remains disconnected, the longer it will take to catch up when it is reconnected.

You may also initiate a backup by pressing the "Backup Now" button.

By default, Full system protection is enabled for your system drive. On the Local Backup page, you can enable Full System Protection, select predefined backup sets, or create a custom backup set of selected files and folders.

Before you begin

• Make sure the USB hard drive you want to back up to is connected and powered on.

• You may use any USB hard drive that has more free space than the total amount of space used on your system drive. For example, if you have 800GB used on your system drive, you should have more than 800GB available on your USB hard drive.

Need help or wish to purchase an external USB hard drive? Call or click anytime and our Rebit team will be happy to assist you.

What is Full System Protection?

Full system protection backs up your entire computer. It will automatically back up everything on the hard drive that you boot your computer from. If you have a second hard drive inside your computer, you can click the **Modify** button to add that drive to your full system backup.

When you enable Full System Protection, whenever your computer is connected to the local or network backup drive, Rebit Backup keeps your computer backed up by capturing changes "on the fly" as you work with your computer. When your computer is disconnected from that backup destination, no backups occur. But Rebit Backup backs up changes to files on your computer as soon as you reconnect it.

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Adding a Local Backup Destination

To add a local drive:

1. On the Dashboard, click the plus sign in the Local Drive section.
2. On the Add Local Drive page, select the USB-connected device on which you want to store backups.

On the Local Backup page, by default, Full System Protection is enabled. All of the files and folders on your computer's C drive will be backed up to the local drive. As long as your local drive is connected to your computer, Rebit Backup will capture the changes you make to your files and back those changes up.

Turning on a Predefined Backup Set

The predefined backup sets will back up files stored in the Windows folders designated for that type of file. For example, if you turn on the predefined backup set called "Music," Rebit Backup will back up the files in the "Music" or "My Music" folder that Windows provides you. If you have multiple users that log in to your computer, all users' Music folders and the shared music folder will be backed up.

To turn on a predefined backup set:

On the Online Backup page, turn on a predefined backup set by clicking the Off button. When a backup set is enabled, the button turns green and that backup will begin immediately.

Setting Up a Custom Backup Set

If you want to only backup a selected set of folders, you can create a custom backup set.

To create a custom backup set:

1. On the Dashboard, click **Setup** to open the Local Backup page.

2. On the Local Backup page, click **Add**.

3. On the Selected Folders window, choose which folders you want to include in the backup by clicking **Add more folders**.

4. To exclude a folder within a folder you have selected, hover your cursor over the added folder and click the **exclude children** link.

5. Optionally, rename the backup set by selecting the **Custom** field at the top of the window and entering your own name.

6. When you are done adding folders, click **Done**. The backup will automatically begin.

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Network Backups

On the Network Backup page, you can enable Full System Protection, select predefined backup sets, or create a custom backup set.

Before you begin

• Make sure the network share you want to back up to is configured to allow read and write access.

• The time required for backing up and restoring may be up to three times longer with network shares than with backing up to a local USB drive.

Adding a Network Destination

To add a network destination:

1. On the Dashboard, select Add New Destination in the Network Drive section.

2. The Rebit Backup software searches for available network shares. Select the network share or manually enter the share path in the following format: \\pc_name\share_name. If you want to back up to a folder within the share, add the folder to the end of the share path: \\pc_name\share_name\folder_name.

3. If the share is public, you do not have to enter a username and password. If the share is password-protected, however, you must enter the username and password.

Creating a Recovery Disk

In the event of a full system recovery, you will need a recovery disk containing the Rebit boot software. This page allows you to create the recovery media required for the full system recovery.

Types of Recovery Media Supported

- CD-R, CD-RW
- DVD-R, DVD-RW
- USB Flash Drive - It is recommended that the entire flash drive be dedicated to the recovery media. Do not store any other files or data on the flash drive.

Creating the Recovery Media

1. Prepare the recovery media by one of the following methods:
   - Insert the CD or DVD into your computer's CD or DVD drive, or
   - Connect the USB drive to your computer.

2. On the **Settings** page, click **Recovery Disk**.

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3. On the Creating Recovery Disk page, click the appropriate button for the type of media you are using: **CD or DVD** or **USB Drive**.

4. On the next window, select the drive you want to use to create the recovery disk.

5. Click **Start**.

6. Once the recovery media has been created, label it "Rebit Full System Recovery."

7. If you want to make sure the recovery media is working, boot your computer from the CD, DVD or USB drive. The start-up screen will be displayed. On the language selection screen, click Cancel to reboot back to your normal PC.

8. Store the recovery media in a safe place.

Browsing the Backup Locations

When you browse your backed up files, you will see file versions for the backups on all of the connected backup locations. You can browse the files and folders stored on the backup locations in any of the following ways:

From Windows Explorer:
1. Right-click on a file on your computer in Windows Explorer.
2. Select Rebit Backup. This opens a cascading menu.
3. Select **Browse Backup**.

From the Rebit Dashboard:
Click the **Browse Backup** button.

Your backups are viewable in a drive named "Rebit Backup"

You will be prompted to enter your backup password before you are granted access to the files. You will then see icons for each of your backup destinations.

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Restoring your Files and Folders

When you browse the backup location, you will find that the folder structure mirrors the folder structure of your computer. For example, if a file is in the Letters folder on your computer, its backup file is in the Letters folder.

Note: Remember that a file displayed in the Rebit window may represent more than one file version. Double-click on a file name to display all the backup versions of that file. Deleted files are displayed with dimmed icons.

Drag and Drop to Restore

You can drag and drop the backed up item onto your desktop or to another location on your hard disk. The restored file has the backup date and time added to its name.

Copy and Paste to Restore

You can use the Windows Copy command (**Edit->Copy** or **<Ctrl>-C**) to copy the item to the clipboard and then use the Windows Paste command (**Edit->Paste** or **<Ctrl>-V**) to paste it elsewhere on your computer.

Right-click to Restore

You can right-click on the item you want to recover. The resulting menu lets you perform these actions:

• **Open**: open the item in its native application. Use that application to save a copy elsewhere.

• **Copy**: copy the file to the clipboard. You can then paste it into your preferred destination folder.

All files and folders you restore from Rebit backup to your computer remain on Rebit as backup files. They can be restored again if necessary.

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File Versions

Once files and folders are backed up to Rebit Backup, you can easily restore older versions of files and folders from your Rebit backup.

File versions are created for both types of backups: Full System Protection, and File and Folder backups.

Rebit Backup not only makes recovery points; it also backs up old versions of files that you modify. This allows you to recover previous versions of a file.

You can see a file's versions for all the locations either by browsing the backup or by right clicking on a file and select Rebit Backup.

In windows explorer, open the Rebit Backup folder.

Double-click on a filename to display all the backup versions of that file.
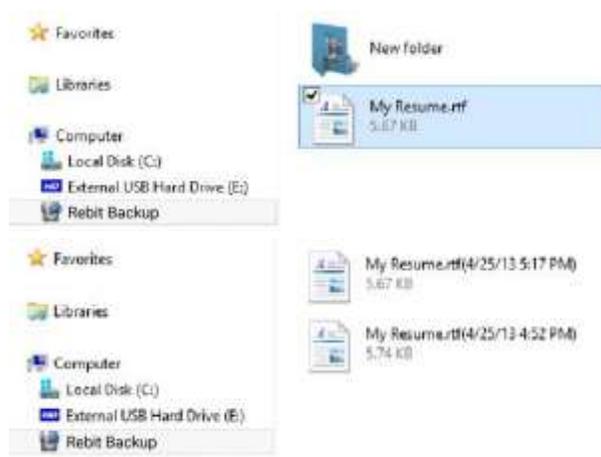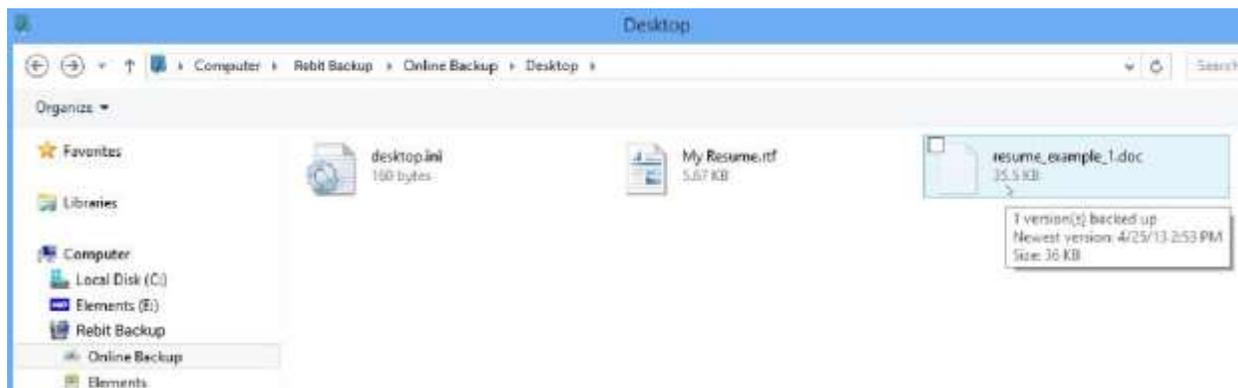

You can open or restore files and versions
using drag and drop, copy and paste as explained in the previous section.

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Recovering Deleted Files

A deleted file remains on Rebit. However, the file icon is dimmed to indicate that the file was deleted. You can float your mouse over the file icon to see the date that the file was deleted.

To recover deleted files and folders from Rebit proceed as follows:

1. On the backup location, navigate to the folder from which you deleted the file. See Browsing the Backup Locations for details.

2. Deleted files have a dimmed icon

   • To recover the most recent version of a file, copy and paste the file, or drag and drop its icon, to your desktop or another folder.

   • To recover an older version, double-click the file icon and choose the version you want from the resulting list. Then copy and paste the file, or drag and drop its icon, to your desktop or another folder.

Browsing Backups from a Computer without Rebit Installed

If you wish to browse the backups on the drive from a computer without the Rebit software installed, you can install and use a standalone backup browser.

Installing the Backup Browser

1. On the computer that does not have Rebit installed, download and install the backup browser from the following web site: https://rebitbackup.rebitgo.com

2. Once the browser or software is installed, you can browse the backups on the drive. Refer to Browsing the Backup Locations.

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3. You will be prompted to enter the password before you are granted access to the files.

Full System Recovery

Note: Should you ever need the information in this section, you won't have access to it because your computer will be non-functional. Therefore, it is recommended that you print this section and store it with the CD-ROM, DVD or USB drive containing the recovery disk. Refer to Creating a Recovery Disk.

Rebit Backup makes it possible to completely recover from a hard disk malfunction by restoring your fully backed-up computer to a new drive or drives. When you replace a malfunctioning hard disk with a new one, you must use a new hard disk that's at least as large as the original hard disk.

If your computer is rendered unusable through loss or damage, you may be able to recover to an identical replacement computer using the procedure described in Overview of the Recovery Procedure, below.

• The replacement computer must be identical the original in every respect, except the main disk drive which must be of equal or greater capacity than the original disk drive.

• In addition, certain security features, such as fingerprint readers, may prevent successful recovery.

Any other differences can cause recovery to fail because of inconsistencies between the hardware and restored software.

If you cannot replace the old computer with an identical one, or if security features interfere with recovery, it is recommended that you instead restore only your data files to the new computer without attempting to recover the entire system.

Overview of the Recovery Procedure

To perform a full system recovery, complete the following steps:
1. Creating a Recovery Disk
2. Recovering your Hard Disk

Recovering Your Hard Disk

Note that wireless connections are not supported during the recovery process.

To perform a full hard disk recovery using the Rebit recovery disk on the CD-ROM, DVD or USB drive, follow these steps:

1. Replace the malfunctioning hard disk with a new hard disk according to the hardware instructions.

2. Insert the full system recovery disk that you made in Creating a Recovery Disk.

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- If you are using a recovery CD-ROM or DVD disk, turn on the power long enough to open the drive and insert the disk. Close the drive and turn off the power to the computer.

- If you are using a recovery USB drive, plug it into the USB drive on your computer.

3. Connect the backup drive to your computer.

- If you are using a USB drive, connect the Rebit Backup drive to the computer USB port.

- If you are using a network backup drive, connect it to the computer via a network cable. Note that wireless connections are not supported during the recovery process.

4. Turn on the power to your computer. The computer should start and boot from the Rebit CD-ROM recovery drive. If it does not, you may need to make changes to the system BIOS to permit booting the computer from the appropriate drive. See the documentation for your computer for detailed instructions on how to do this.

5. Follow the on-screen instructions provided by the recovery software. You must select a recovery point, which is typically the date of the most recent backup. Rebit restores your entire computer onto the new hard disk, exactly as it was at the selected backup time.

   Caution: Do not interrupt the recovery process. It is likely to take several hours. The software will prompt you when your system has been recovered.

6. Once Rebit has recovered your computer on the new hard drive, it will automatically resume continuous backup of your computer.

Restoring to a Larger Drive

During the Full System Recovery process, you have the option of restoring to a drive larger than your original drive.

If you choose to restore to a drive larger than the original drive, keep in mind:

• All NTFS sections with a drive letter assigned are increased proportionally to the size they were on the original drive.
• All non-NTFS sections are preserved in size and copied to the new drive.

What happens when your Rebit service expires?

If your Rebit subscription has come to an end, you will not be able to use Rebit to create new backups.

- All online backups you made will be deleted from our servers
- If you made local backups to an external hard drive or network drive, you may continue to browse and restore them using the Rebit Backup software.

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However, Rebit makes no guarantees and does not provide support once your service expires.

You should backup your files using a different program or backup service.

Rebitbackup.rebitgo.com online resource

We provide an online resource to allow you to:

- Reset your online backup password, if you have forgotten it
- Change the email address associated with your backup account•
- Change your online backup password
- Download the backup browser
- Download the recovery media required for the full system recovery

Visit https://rebitbackup.rebitgo.com to manage your passwords and download the backup browser and recovery media.

Updating the Rebit Backup software

Rebit Backup will automatically update itself to the latest version. You may check for updates manually by clicking **Settings**, **Software Updates**.

Importing backups

You can browse and restore files and folders from the backups of a different computer on the same or different backup account.

To import from a USB drive, you must first attach the USB drive to the PC.

To import from a network drive, you must first map the network share (so it has a drive letter) to your PC

To Import online backup, same as below but you will need to enter the email address and password for the online backup account.

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1. Open windows explorer, select Computer, then open the Rebit Backup folder.

2. Enter your backup password, if prompted.

3. Right click in an open space and select **Import local backup** or Import online backup).
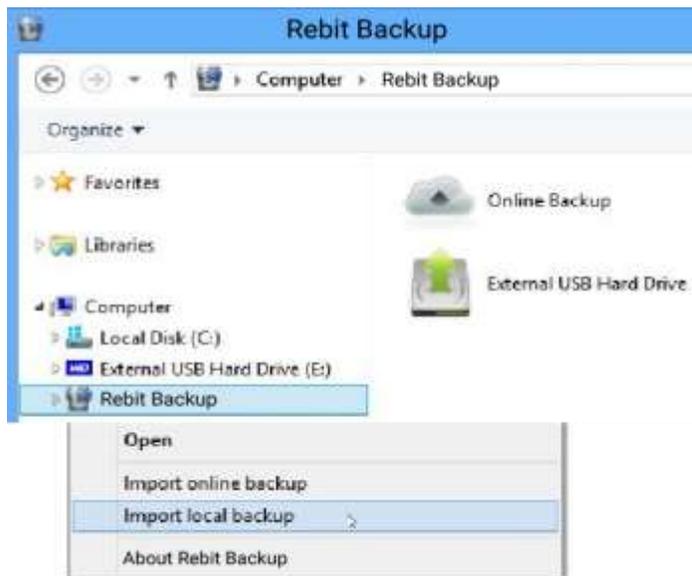
4. Rebit Backup scans all attached USB drives and mapped network shares for Rebit backups. It does not re-import the backups for the current PC.

5. When "please wait..." dialog disappears, refresh the Explorer view with F5. You'll now see an Imported folder that allows you to browse backups for all the PCs backed up to that backup device.

6. When opening a PC's backup, you will be prompted to provide the backup password for that PC.

7. You can now copy/paste or drag/drop backed up files and folders from the other PCs.

8. At the next reboot, the "Imported" folder is removed, but any recovered files still remain.

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Technical Specifications

System Requirements

- Windows 7
- Windows 8
- Windows 10

Are any files excluded from backup?

Yes, there is a small set of files excluded from backup.

For drives configured with Full System Protection, files which are meaningless for full system restore such as the "pagefile.sys" and "hiberfil.sys" system files are excluded.

Thanks for choosing Rebit.
We look forward helping to make your digital life easier.