



# LogMeIn Backup User Guide

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# About LogMeIn Backup

LogMeIn Backup is an easy-to-configure and easy-to-use backup solution. If you have two PCs connected to the Internet, you can create a Backup network allowing important files on each PC to be automatically backed up on the other.

LogMeIn Backup gives you control over data on devices you manage, placing security and ease of accessibility in your hands. With LogMeIn Backup, you can be confident important data is secure and available when you need it.

This document is based on version 3 of LogMeIn Backup.

For additional help and reference, visit the LogMeIn Backup [Support Site and Knowledge Base](#).

The content of this document is also available as online Help from the Backup Console **Help** menu.

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# Getting Started with LogMeIn Backup

## How does LogMeIn Backup Work, at-a-glance?

1. Create an account with LogMeIn.
2. Install LogMeIn Backup on each machine that you want to add to your LogMeIn Backup account.
3. Define the machines you want to use as Storage PCs (computers to which you are saving Backup Sets).
4. Define Backup Sets (groups of files to be backed up) on the Source PCs.

Your important files will be automatically and securely backed up on the Storage PC.

## About Security in LogMeIn Backup

- There is no need to open any extra ports on your corporate or personal firewall, as all communication between the Source and Storage PC uses the standard web protocol (HTTP).
- An encrypted connection is established between the Source PC and Storage PC, using established Internet protocols (256-bit SSL).
- Files held on the Storage PC can be encrypted with password protection using a 1024-bit public key.
- Note that the encryption password is not retrievable! If you use this option it is your responsibility to remember your password. See [How to Create a Backup Set, Step 2: Settings](#) on page 11 for instructions.)
- No files or folders are held on LogMeIn servers.
- The Storage PC can be any distance away from the Source PC, reducing the risk of a disaster striking both the active data and the backup data.

## LogMeIn Backup System Requirements

The same minimum requirements apply to both Storage PCs and Source PCs.

- Microsoft Windows Vista, XP, Server 2003, Server 2008 (all including 64-bit); and 2000
- You must have a connection to the Internet when performing non-local backups
- You must have JavaScript enabled in your browser
- You must have enough disk space to hold the backed up data
- Recommended for accessing your LogMeIn account: Internet Explorer 5.0 or later, Netscape Navigator 4.0 or later, or Mozilla Firefox 1.0 or later

## About Your LogMeIn Account

You must have a LogMeIn account to use LogMeIn Backup.

Once you have an account you can install and configure the LogMeIn Backup software (the "Backup Console").

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If you already have an account associated with any of these LogMeIn products, you do not need to create a new one: LogMeIn Pro<sup>2</sup>, Free, Central, or Hamachi<sup>2</sup>.

### How to Create a LogMeIn Account

You must have a LogMeIn account to use LogMeIn software and services.

Once you have created your account, you will be able to add computers to your account.

1. Go to [www.LogMeInBackup.com](http://www.LogMeInBackup.com).
2. Click **Create an account** in the upper-right corner.  
The registration form is displayed.
3. Fill in the registration form and follow all on-screen instructions.  
Upon completing the account form you will be sent a confirmation email.
4. Carefully follow all instructions in the email you receive from LogMeIn regarding account activation.

### How to Install LogMeIn Backup to a Local Computer

Follow this procedure to download and install the LogMeIn Backup software to your local computer.

1. Log in to your Backup account at <https://secure.logmein.com/home.asp>.  
The LogMeIn My Computers page is displayed.
2. Click **Add Computer** on the My Computers page.  
Installation will begin.
3. Follow the on-screen instructions to complete the installation process.  
The installation wizard will guide your progress.

### About Installing LogMeIn Backup on a Remote Computer

You can send installation links to remote machines to facilitate the process of downloading and installing LogMeIn Backup.

Deployment is a simple process. At a glance, the process looks like this:

- Simply send an Installation Link (a clickable URL) to the remote computer on which you want to install LogMeIn Backup.
- Ask a colleague at the remote computer (or use a remote access tool) to open the Installation Link.
- You will then be able to access the computer using LogMeIn Backup.



## How to Install LogMeIn Backup on a Remote Computer

Follow this procedure to send a LogMeIn Backup installation link email to an off-site computer or user. LogMeIn Backup will be installed on the computer that the recipient is using when the installation link is opened.

1. On the My Computers page, click **Add Computer**.  
The Select a LogMeIn Product page is displayed.
2. On the Select a LogMeIn Product page, select the **Deploy LogMeIn Backup to remote computer(s)** option and click **Continue**.  
The Set Computer and Application Properties page is displayed.
3. Fill in the necessary fields and select the appropriate options for the remote installation:
  - **Enable computer(s) as a Storage PC to store Backup sets:** This enables the machine receiving the link to act as both a Backup Source PC and a Storage PC.
  - **Protect LogMeIn Backup Console with the LogMeIn account password:** Select this option to provide an additional level of security to ensure that the LogMeIn account password has to be entered before Backup can be used on the remote machine.
  - **I want to receive email alerts about backup results:** Select this option to monitor backup activity made by the remote machine. Email alerts are sent to the specified address(es).

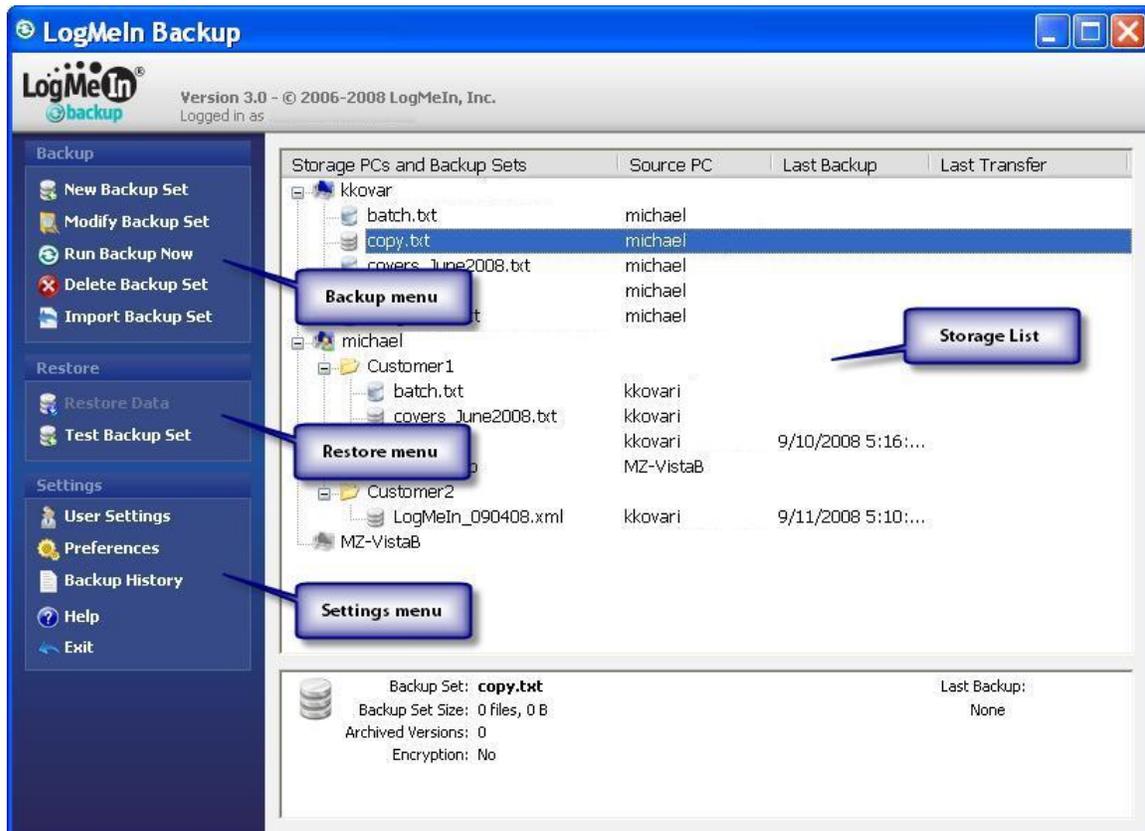
Once you have made the appropriate settings, click **Continue**.

4. Send the installation link using one of these methods:
  - **Copy:** This copies the link in the field to the PC's clipboard, ready for pasting into an email message or an instant message service message. The recipient then has only to click on the link to begin the LogMeIn Backup installation process.
  - **Send by email:** This will automatically open the administrator's default email client, for example Microsoft Outlook, and insert the link into the body of the message.
  - Select **Test link** to see how the link will look to the recipient. This could be used, for example, to check if settings have been made correctly.
5. Tell the recipient to click on the installation link and follow all on-screen installation instructions. LogMeIn Backup will be installed on the computer that the recipient is using when the installation link email is opened.

## About the LogMeIn Backup Console

Use the LogMeIn Backup Console to perform all backup and restore actions. There are four simple ways to start the LogMeIn Backup Console.

The names used for the different areas of the console are shown on the illustration below.



## How to Start the LogMeIn Backup Console

There are four simple ways to start the LogMeIn Backup Console:

- Double-click the LogMeIn Backup icon in the system tray
- Right-click the LogMeIn Backup icon in the system tray and select **Launch Backup Console**
- Use the Windows **Start** menu and locate LogMeIn Backup on the Programs List
- Double-click the LogMeIn Backup desktop icon

## How to View LogMeIn Backup Computers on the My Computers page

You must be logged in to your LogMeIn account at [www.LogMeIn.com](http://www.LogMeIn.com).

- On the My Computers page, select **Backup**.  
All computers running LogMeIn Backup will be displayed.



## How to Rename a Computer

Change the name used for listing a computer in your LogMeIn account.



**Important:** This changes how your computer is listed in your LogMeIn account. This does not change the actual Computer Name as set at the operating system level (for example, under **System Properties > Computer Name** in Windows).

1. Go to [www.LogMeIn.com](http://www.LogMeIn.com).
2. Log in to your account using your LogMeIn account ID (email address and LogMeIn password).
3. On the My Computers page, click **Properties > General Settings** for the computer you want to rename.
4. Enter a new computer name in the **Computer description** box.
5. Click **Change** to save the new name.

You must refresh the Backup Console before the new name(s) will be shown on the Backup Console Storage List. To refresh computer names on the Backup Console, right-click in the empty space on the Storage List and select **Refresh Pane**.

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# Enabling and Disabling Storage PCs

## How to Disable a Storage PC

Follow these steps to disable your local computer as a Storage PC.

1. On the Backup Console **Settings** menu, select **Preferences**.  
The Preferences window is displayed.
2. On the **Preferences** menu, select **This Storage PC**.
3. Select **Disable this Storage PC**.
4. Click **Save Settings**.  
The PC cannot be used as a storage location until enabled.

When disabled, your computer is listed in your own Backup Console with a grey icon, but it will not appear in the Backup Console of any other user.

## How to Enable/Disable a PC using the System Tray Icon

Follow these steps to use the system tray icon to enable/disable your local computer as a Storage PC.

1. Right click the LogMeIn Backup icon in the system tray.  
The system tray menu is displayed.
2. Select **Enable/Disable this Storage PC** from the menu.

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# Creating, Scheduling, and Modifying Backup Sets

## How to Create a Backup Set – Overview

A Backup Set is a collection of files and folders to be backed up as a group. Creating a Backup Set is a multi-step process aided by a Wizard-like series of dialog boxes.

The files in a Backup Set can be backed up manually or according to a Backup Schedule. The term refers to the group of files and to the definition of the group of files.

At a glance, creating a Backup Set involves the following steps:

1. Select the files and folders to be backed up.
2. Name the Set and define the Storage PC, Location, Encryption, & Advanced settings.
3. Define the backup schedule.
4. Choose the appropriate save options.

## How to Create a Backup Set, Step 1: Select Files and Folders

This is the first step in the process of creating a Backup Set. Follow this procedure to select the files and folders to be backed up as part of a Backup Set.

1. On the Backup Console Storage List, select the computer to which the Backup Set will be stored. The **New Backup Set** menu item will be enabled.
2. Select **New Backup Set**. The first page of the Back Up Files and Folders Wizard is displayed (“Select all files and folders for this Backup Set” page).
3. On the “Select all files and folders for this Backup Set” page, select the files and folders to be included in the Set.
  -  Back up all items in the folder, including items added since the last backup
  -  Back up all selected items, including items added since the last backup
  -  Back up all selected items, excluding items added since the last backup
  -  No folder contents will be backed up
4. Click **Next**. The second page of the Back Up Files and Folders Wizard (“Choose settings for this Backup Set”) is displayed.

## How to Create a Backup Set, Step 2: Settings

This is the second step in the process of creating a Backup Set. Follow this procedure to name the Set and define the Storage PC, Encryption settings, and Advanced settings.

1. On the second page of the Back Up Files and Folders Wizard (“Choose settings for this Backup Set”), give the Backup Set a name in the **Backup Set Name** field.

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2. Select the **Storage PC**. The computer selected during "Step 1: Select Files and Folders" is automatically selected. This will become the PC to which the backup will be made.
  3. In the **Versions** section, decide how many versions of each backup set you want to keep.  
A new version is created every time you backup, but a file is only copied from Source PC to Storage PC if it is new or has been modified.
  4. If you want the files to be held in an encrypted state on the Storage PC, then check the **Encrypt Backup Set** box and enter and confirm the password to be used.  
If you forget this password, your backed up files will become unusable - *the password cannot be retrieved for you*.
  5. Click **Advanced Backup Set options** if you want to work with advanced options. See [About Advanced Backup Set Options](#) on page 12.
  6. Click **Next**.  
The third page of the Back Up Files and Folders Wizard is displayed ("Select the schedule for this Backup Set").

### How to Create a Backup Set, Step 3: Define the Schedule

This is the third step in the process of creating a Backup Set. Follow this procedure to define the backup schedule.

1. On the third page of the Back Up Files and Folders Wizard ("Select the schedule for this Backup Set"), if you want the backup set to be run automatically, select **Automatically run this Backup Set** at regular intervals and define the schedule.  
Even when you define a schedule you can still manually force a backup operation.
2. Click **Backup Set Properties** if you want to work with advanced scheduling properties. See [How to Schedule a Backup as a Scheduled Task](#) on page 14.
3. Click **Next**.  
The final page of the Back up Files and Folders wizard is displayed (the Save Settings page).

### How to Create a Backup Set, Step 4: Choose your Save Options

This is the third and final step in the process of creating a Backup Set. Follow this procedure to define the choose how you want to save the backup set.

1. On the final page of the Back up Files and Folders wizard (Save Settings page), choose your save options by selecting one of the following options:
  - Click **Save Settings** to save the schedule. Backups will run according to the saved schedule.
  - Click **Save Settings and Run Backup** to save the schedule and carry out an immediate backup. A Backup will be executed immediately; subsequent Backups will run according to the saved schedule.
  - Click **Save Settings and Export** to save and export the Backup Set. For more information regarding the export function, see [About Importing and Exporting Backup Sets](#) on page 20.
2. Click **Finish**.  
Your set will be saved according to your settings.

### About Advanced Backup Set Options

Use Advanced Backup Set options to control file compression and block sizing, and to perform integrity testing.

To change Advanced Backup Set options, click **New Backup Set/Modify Backup Set > Next > Advanced Backup Set options**.

<b>File Compression</b>	Select <b>File compression &gt; Auto</b> to compress data without encrypting the entire backup set. Backup will assess if it is worthwhile to compress each file in a backup set and will compress accordingly. For example, LogMeIn Backup might determine that a text based file should be compressed, but music or movie files should not.
<b>Uniform Block Sizing</b>	Select <b>Uniform Block Sizing</b> if you want the application to use the same block size for all files in the Backup Set. This could result in wasted space per block (slack space).
<b>Dynamic Block Sizing</b>	Select <b>Dynamic Block Sizing</b> if you want the application to determine the most efficient possible block size. Block size will be unique for each file. Minimum size is 300KB; maximum is 65000KB (65MB).
<b>Single Block Per File</b>	Select <b>Single Block Per File</b> if you want each file in the Backup Set to be backed up as a single block (block size will be equal to file size).
<b>Integrity Test</b>	This feature allows you to confirm if the backup process has been performed correctly.  See <a href="#">About File Integrity Testing</a> on page 13 for details.
<b>Always create new version when any File Attribute has changed</b>	Select this option if you want the application to create a new version of the Backup Set if the File Attribute of any file in the Set has changed, even when no data has otherwise been changed. File Attributes can be system, hidden, read-only, and archive.

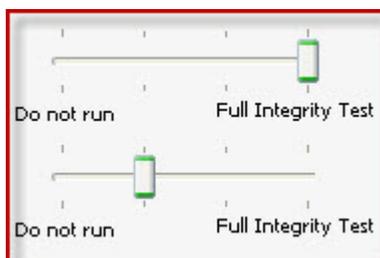
## About File Integrity Testing

This feature allows you to confirm if the backup process has been performed correctly.

When you run a full File Integrity Test, you are asking LogMeIn Backup to verify that the Backup Set catalog contents match the stored files on the Storage PC. When the test completes successfully, then Backup Set integrity has been verified and the files can be successfully restored on the Source PC.

The test process is similar to the Backup/Restore process: progress is shown in the main window, logs are made to both the server and client side, a detailed log is generated to the backup history, and it can be cancelled on both sides.

To activate the File Integrity Test, go to **New Backup Set/Modify Backup Set > Next (Define Backup Set) > Advanced Backup Set Options** and use the slides to set the test level.



- **1st slide position:** Do not run a test.
- **2nd slide position:** Check if the Version Definition is loadable (Version Integrity Check). This ensures that the Version Definition file -- the file that contains the catalogue of what was backed up during that specific run time -- is indeed readable.
- **3rd slide position:** Check if the data file exists on the Storage PC (Catalogue Integrity Check). This option performs the same check as above, while also comparing the Version Definition to what is currently being held in the Data

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Folder for the selected Backup Set. This ensures that LogMeIn Backup stored the files properly, and that they are retrievable.

- **4th slide position:** Check if the Data Folder matches the Data Sent (Full Integrity Check). This option performs the two checks above and goes one step further by essentially performing a Mock Restore. Use this option to ensure that the files within the data folder are complete and readable, without actually having to perform a full restore.

Select **Retry Backup if test fails** to automatically restart the backup procedure if the integrity test finds errors. The backup will be restarted using the previously uploaded files and resend the damaged chunks only.

Select **Allow Backups to complete with errors** if you want the procedure to complete even if errors occur during the backup process. If this box is checked, the Backup will only fail if there is a long term disconnection (more than 2 hours), or if the Backup process is cancelled or paused.

You can also run a File Integrity Test as part of the [How to Export an Existing Backup Set](#) on page 20 procedure.

## About Backup Set Scheduling

You set the Backup Set schedule during the process of creating or modifying a Backup Set (see [How to Create a Backup Set, Step 3: Define the Schedule](#) on page 12).

More advanced scheduling options are available by scheduling a backup as a Scheduled Task (see [How to Schedule a Backup as a Scheduled Task](#) on page 14).

## About Backups Scheduled During Short Months

Backup operations scheduled to run on the 29th, 30th or 31st of each month will not run during months without these days.

For example, if you choose the 30th of each month to backup your defined Backup Sets, your backup will not run in February.

## How to Schedule a Backup as a Scheduled Task

LogMeIn Backup allows you to make detailed schedule settings using functionality that mirrors the Windows Scheduled Tasks tool.

Once you have specified a time for your backup operations using the Back Up Files and Folders Wizard, you can click **Backup Set Properties** to open the Backup Set Properties dialog box.



**Note:** Available functionality on the Backup Set Properties dialog box may differ depending on your operating system. For further information, consult Windows Scheduled Tasks documentation for your operating system.

### Backup Set Properties, Task tab

Path: New/Modify Backup Set > Scheduling tab/page > Backup Set Properties > Task tab

The Task tab allows you to view and add comments to tasks, set a password for tasks and to enable/disable the task. You are also able to specify if the task should run only when the user is logged onto the machine.

### Backup Set Properties, Schedule tab

Path: New/Modify Backup Set > Scheduling tab/page > Backup Set Properties > Schedule tab

The Schedule tab will summarize the day, date and time of any schedule settings made using the Back Up Files and Folders Wizard.

Field	Description
Show multiple schedules	Select the Show multiple schedules tab to be able to pull down a list of your scheduled backup operations from a drop-down menu. You will need to specify which type schedules you want to view; daily, weekly or monthly.
Advanced	To fine tune your schedule time settings, click <b>Advanced</b> . The Advanced Schedule Options dialog box will be displayed. <ul style="list-style-type: none"> <li>• Set an end date for the scheduled task</li> <li>• Set the task to repeat at specific times</li> <li>• Set the task to be stopped at a specific time point, even if it is not complete (this is useful if there is a critical task set to run at a certain time that would need all the computer's resources)</li> </ul>

### Backup Set Properties, Settings tab

Path: New/Modify Backup Set > Scheduling tab/page > Backup Set Properties > Settings tab

The Settings tab allows you to further control when your schedule backups will run and what will happen once a job has completed or if a job fails to complete.

Field	Description
Delete task if it is not scheduled to run again	Select this option if you want to delete a Backup Set once it has been backed up and if the Set is not scheduled to be backed up at any time in the future.
Stop the task if it runs for...	Enter a value in this field if you want the back up process to be stopped if it does not complete successfully during the specified time period.
Only start the task if the computer has been idle...	Define tasks to start only if the computers have been idle for a set amount of time. This feature is especially useful if you have a Backup Set due to run, but you may unexpectedly need to use your computer. The task will be postponed until the next scheduled occasion.
Stop the task if the computer ceases to be idle	Select this option if you want the backup process to be stopped if the computer goes into use while the backup is in progress.
Don't start the task if the computer is running on batteries	Select this option if you want to prevent the backup process from running if the computer is on battery power.
Stop the task if battery mode begins	Select this option if you want to stop a task if the computer switches to battery power.
Wake the computer to run this task	Select this option if you want to wake the computer to run the scheduled task at the scheduled time.

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## How to Automatically Delete a Backup Schedule

Follow this procedure to set LogMeIn Backup to automatically delete a Backup schedule once a Backup Set has been backed up successfully.

1. On the **Backup** menu, select **New Backup Set/Modify Backup Set**.  
The Back Up Files and Folders Wizard is displayed.
2. Go to the Schedule page (Define Schedule tab) of the Back Up Files and Folders Wizard.
3. On the Schedule page (Define Schedule tab), click **Backup Set Properties**.  
The Backup Set Properties dialog box is displayed.
4. On the Backup Set Properties dialog box, select the **Settings** tab.
5. On the **Settings** tab, select **Delete the task if it is not scheduled to run again**.
6. Save your settings.

## How to Modify a Backup Set

Follow this procedure to modify an existing Backup Set.

1. On the Backup Console Storage List, select the Backup Set you want to modify.
2. On the **Backup** menu, select **Modify Backup Set**.  
The Back Up Files and Folders dialog box is displayed with tabs corresponding to each step in the Backup Set Wizard process.
  - The **Select Files and Folders** tab corresponds to the “Select all files and folders for this Backup Set” page of the Backup Set Wizard
  - The **Define Backup Set** tab corresponds to the “Choose settings for this Backup set” page of the Backup Set Wizard
  - The **Define Schedule** tab corresponds to the “Select the schedule for this Backup Set” page of the Backup Set Wizard
3. Select the appropriate tab and make the desired changes. The settings you can modify correspond to the settings you can make while creating a new Backup Set.

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# Running, Pausing, and Resuming Backup Sets

## How to Force a Backup (Run Backup Now)

Follow this procedure to run a backup manually.

Even if you have defined a schedule for a Backup Set, you can manually execute a backup at any time.

1. On the Storage List, select the backup set to be backed up.
2. On the Backup Console **Backup** menu, select **Run Backup Now** on the Backup menu .  
Your backup will be executed.

## How to Pause or Cancel a Backup from the Storage PC

The user of the Storage PC can pause or cancel an operation on the Storage PC. The operation can only be resumed from the Source PC.

1. To pause or cancel a backup job running on the Storage PC, highlight the chosen Backup set.  
A summary of the task will appear in the pane at the bottom of the screen.
2. Select the **Pause/Cancel** button to stop the Backup or Restore process on the Storage PC. A warning dialog box is displayed with the following options:
  - **Continue Now** – you do not pause the process
  - **Pause and Continue Later** – you pause the process to continue it at a later time
  - **Cancel Backup Process** – you cancel the whole process
3. The user of the Source PC will be advised that the process has been paused in the Backup history.

## How to Pause or Cancel a Backup from the Source PC

When backing up a large file you may need to pause or cancel a Backup while it is running.

On the Storage List of the Source PC, right-click the Backup Set and click **Pause/Cancel** to display a warning dialog box with the following options:

- **Continue Now** – you do not pause the process
- **Pause and Continue Later** – you pause the process to continue it at a later time
- **Cancel Backup Process** – you cancel the whole process

## How to Resume a Paused Backup

Follow this procedure to resume a paused backup.

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1. Select the paused item on the Storage List.  
The **Continue** button will be displayed.
  2. Click **Continue** to resume the Backup process.  
The original item will remain in the list, but a new, identical item will appear directly underneath it on the Backup Console. The original Backup process is restored from the point at which it was paused.

Should you want to pause the Backup process again, you will need to right-click the newly created item in the Storage List and select **Pause/Cancel**.

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# Deleting Backup Sets

## How to Delete a Backup Set

Follow this procedure to delete a Backup Set. **Deleting a backup set is permanent and cannot be undone.**

1. On the Storage List, select the backup set you want to delete.
2. On the **Backup** menu, select **Delete Backup Set**.  
A warning will be displayed.
3. In the warning box, click **Keep Set** if you decide not to delete the backed up files.
4. In the warning box, click **Delete Set Anyway** to go ahead and delete the files.

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# Importing and Exporting Backup Sets

## About Importing and Exporting Backup Sets

LogMeIn Backup's Export and Import functionality helps you manually move or copy a Backup Set to a new storage computer.

Export/Import facilitates the transfer of Backup Sets to another source computer and is particularly useful for transferring many Gigabytes of data in a timely manner on the initial backup.

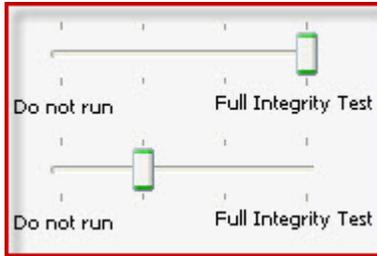
### Example: Importing and Exporting a Large Backup Set

A 200GB Backup Set could take many days to backup over the Internet. Instead you can export the Set to an export file (.lmb) that you then save to a pen drive, DVD, or other storage device. You can then physically (that is, not electronically) send or carry the storage device containing the Backup Set to the place where your Storage PC is located. The large Backup Set can then be electronically transferred (imported) to the Storage PC and backed up accordingly.

## How to Export an Existing Backup Set

Follow this procedure to export an existing Backup Set.

1. On the Storage List, select the Backup Set you want to export to another Storage PC.
2. On the **Backup** menu, select **Export Backup Set**.  
The Export Backup Set dialog box will be displayed.
3. On the Export Backup Set dialog box, perform the following actions:
  - Specify the New Storage PC to which you will export the Backup Set
  - Select the Target Storage Location on the Storage PC (this function is only available if the Storage PC is running LogMeIn Backup version 3)
  - Name the file in the **Save as** field
  - If the Storage PC is not running version 3 of LogMeIn Backup, use the **Save in** field to define the location to which the Backup set will be exported.
  - Select **Split Backup Set with maximum volume size** if you want to transfer the exported set to a device that cannot hold the complete file (for example: a 100GB Backup Set to a 2GB pen drive).
4. To test the package after export, move the slider to the appropriate position.



- **1st slide position:** Do not run a test.
  - **2nd slide position:** Check if the Version Definition is loadable (Version Integrity Check). This ensures that the Version Definition file -- the file that contains the catalogue of what was backed up during that specific run time -- is indeed readable.
  - **3rd slide position:** Check if the data file exists on the Storage PC (Catalogue Integrity Check). This option performs the same check as above, while also comparing the Version Definition to what is currently being held in the Data Folder for the selected Backup Set. This ensures that LogMeIn Backup stored the files properly, and that they are retrievable.
  - **4th slide position:** Check if the Data Folder matches the Data Sent (Full Integrity Check). This option performs the two checks above and goes one step further by essentially performing a Mock Restore. Use this option to ensure that the files within the data folder are complete and readable, without actually having to perform a full restore.
5. If you are running a test, select one of the following options:
- Select **Check latest version of the Backup Set** to ensure that the Restore process can be run from this version.
  - Select **Check all Versions of the Backup Set** to check every version, thus ensuring that the Restore process can be run from any version.
6. Click **OK** to export the Backup Set.  
The Set will be saved to the selected location as an export file with the file extension .lmib.

If an error is found during testing, the error will be fixed the next time you back up the Set. The error will not be carried to consecutive versions.

## How to Export a New Backup Set

You can save and export a new Backup Set during the process of making a new Backup Set.

Follow the procedure described in [How to Create a Backup Set, Step 4: Choose your Save Options](#) on page 12 , and be sure to select **Save Settings and Export** on the final page of the Backup Set Wizard.

## How to Import Backup Sets to a Storage PC

Follow this procedure to import a Backup Set.

Importing a Backup Set is the process of saving an export file (file extension .lmib) to a specific Storage PC.

1. Once you have completed the export process, bring the hard drive (or whatever you used to store the .lmib file) to the final storage machine.
2. At the storage computer, click **Import Backup Set** and navigate to the .lmib file saved on your external drive.

---

Backup will un-package the Set into the storage folder, and the set will appear in the Storage list. When the Backup Set runs again it will only backup the files that have changed



**Note:** If you receive the message `The Backup Set was Exported to another Storage PC` when trying to Import the backup set to a storage computer, then the Backup Set has not been created or exported properly. When creating and exporting a Backup Set please choose the final storage computer within the **Storage PC** drop down box on the Back Up Files and Folders Wizard. During the Backup Set creation process you must select the final storage computer as the storage location. This is also true if you are exporting an existing backup set.

---

# Restoring Data

## How to Restore Backed Up Files

Follow this procedure to restore files to any PC in your account, including the Storage PC to which they have been backed up.

1. On the **Restore** menu select **Restore Data**.  
The Restore Files and Folders Wizard is displayed.
2. On the Restore Files and Folders Wizard, use the **Select the version to restore** drop-down menu to select the Backup Set from which files are to be restored.  
By default, the latest version of the Backup Set is shown.
3. If you want to restore only a selection of the files in the Backup Set, then clear the checkboxes of those files you do not want to restore.  
When you clear the checkbox for a folder or disk, then all files and subfolders beneath that folder are also deselected: this is useful if you want to restore only one file from a backup set.
4. Click **Next**.  
The second page of the Restore Files and Folders Wizard is displayed.
5. On the second page of the Restore Files and Folders Wizard, use the **Restore files and folders into...** field to specify the location to which the files are to be restored.
6. Use the **If files and folders of the same name already exist...** section to define how LogMeIn Backup will handle duplicate files.
7. Click **Restore**.  
If the backup set has been password protected, you will be prompted for the password.  
The selected files will be restored to the chosen location. Restoration status is displayed in the Restore Files and Folders Wizard.

Once the restoration is complete, you can click **View Details** on the Restore Files and Folders Wizard to view your Backup History.

## How to Cancel a Restore Operation

The user of the Storage PC can follow this procedure to cancel a Restore operation.

- The user of the Storage PC can highlight the applicable task and select **Cancel** in the task summary pane at the bottom of the screen.  
Both users (Storage and Source PC) will be notified that the process has been cancelled.

---

# User Settings

## How to Purchase a LogMeIn Backup Subscription

Follow this procedure to buy a new LogMeIn Backup subscription from the Backup Console.

1. From the **Settings** menu, select **User Settings > Subscription** and click **Purchase a Subscription**. You will be taken to the LogMeIn Backup website.
2. Follow the online directions.

## How to Change Notification Settings

Follow this procedure to change how LogMeIn Backup will notify you about various backup events.

To set email notifications, see [How to Set up Email Notifications](#) on page 31.

1. On the Backup Console **Settings** menu, select **User Settings**.  
The User Settings window is displayed.
2. On the User Settings window, select **Messages**.  
The Messages tab is displayed.
3. On the Messages tab, select any of the following options:
  - Select **Notify if there are no Storage PCs on your account** to display a message on service start-up if no PC in your account has been defined as a Storage PC.
  - Select **Notify if all Storage PCs are offline** to display a message on service start-up if no Storage PC in your account is available at the moment the LogMeIn Backup service starts on your PC.
  - Select **Notify if only the local Storage PC is available** to display a message on service start-up if the only Storage PC available is your own computer.
  - Select **Confirm before disabling local Storage PC** to display a message on service shut-down before a PC's storage capability is disabled.
  - Select **Confirm before changing storage folder and restarting Storage PC service** to display a message on service shut-down if you have changed the location where backup sets are to be stored on a Storage PC.
  - Select **Notify that scheduled backups will continue to operate** to display a message when you close the Backup Console explaining that, even though the console is closing, the LogMeIn Backup service will still run and will continue to perform scheduled backups and act as Storage PC (if the Storage PC facility is enabled on your PC).
  - Select **Confirm before creating local Backup Sets or exporting to local computer** if you want to be warned when you select the local computer as storage PC for a new backup or export: `This Backup Set will be stored on the same computer as the files it backs up. Should your hard disk fail, both sets of files might be lost.`
  - Select **Show summary after creation of new Backup Sets** if you want to be shown a summary of the contents and status of every backup set you create.
  - Select **Storage incompatibility warning** if you want to see warning messages resulting from version incompatibility (certain LogMeIn Backup features will only function if all involved PCs are running an appropriate version of the software).

- 
4. Click **Save Settings**.

## How to Use Scheduled Backup Authentication

Use this feature to configure Backup to run using a non-System Account.

1. On the Backup Console **Settings** menu, select **User Settings**.  
The User Settings window is displayed.
2. On the User Settings window, select **Scheduled Backups**.  
The Schedule Backups tab is displayed.
3. On the Schedule Backups tab, select one of the following options:
  - Select **Run Scheduled Backups under the System Account** if you want to run all backups using the main System Account. When you select this option, make sure that you have access to all files and folders that you want to back up.
  - Select **Run Scheduled Backups on behalf of** and fill in the associated fields (**Domain\Username** and **Password**) if you want to run backups using an account other than the System Account (for example, using an Administrator account).
4. Click **Save Settings**.

You must reschedule any existing Backup Sets for this change to take effect.

## How to Troubleshoot Missing Files

Follow these instructions if your backups are missing files or folders even when they appear to have been completed successfully.

If your backups are missing files or folders even when they appear to have been completed successfully, then the Windows System Account probably does not have full access to the “missing” files or folders. This usually occurs because the files or folders are on a network drive.

Steps 1-3 help you determine if the missing files are on a network drive. Steps 4-8 show you how to set access permissions for the network drive.

1. On the **Settings** menu click **Backup History**.  
The Backup History window is displayed.
2. On the Backup History window, select the problematic backup set and choose **Show Report**.  
The Backup Report for that Set will be displayed.
3. Review the report. If you see the message `Cannot access file`, then go to the the Source computer and open the LogMeIn Backup Console.
4. On the Source Computer, from the **Settings** menu, select **User Settings > Scheduled Backups**.  
The Scheduled Backups window is displayed.
5. On the Schedule Backups window, select the **Run Scheduled Backups on behalf of** option.
6. In the **Domain\Username** field, enter a Windows username and password for an account that has full access to the missing files or folders.
7. Click **Test Settings** to verify the user account.
8. Click **Save Settings** to close the screen.  
You may need to run LogMeIn Backup as a domain administrator depending on the way the permissions have been configured within your network.

---

You must reschedule any existing Backup Sets for this change to take effect. Run the backup set and confirm that the files were transferred by viewing the Backup History report.

---

# Preferences

## How to Set Storage PC Settings

You can make a number of settings impacting a selected Storage PC using the **Preferences** window > **This Storage PC** tab.

1. On the Backup Console **Settings** menu, select **Preferences**.  
The Preferences window is displayed.
2. On the Preferences window, select the **This Storage PC** tab.
3. On the This Storage PC tab, make the following settings, as appropriate:
  - Select **Enable this computer as a Storage PC to store Backup Sets** if you want to be able to use the selected computer as a storage location.
  - Select **Disable this Storage PC** if you do not want to use the selected computer as a storage location.
  - In the **Store history in** field, enter the location where backup logs are to be archived. By default these logs are created in the installation directory.
  - In the **Keep report files for** field, enter the number of days for which you want to save log files.
  - Use the **Storage locations** section to add or edit storage locations. For details, see [How to Add a Storage Location](#) on page 27.
4. Click **Save Settings**.

## How to Add a Storage Location

Follow this procedure to specify multiple storage locations on the same machine.

1. On the Backup Console **Settings** menu, select **Preferences**.  
The Preferences window is displayed.
2. On the Preferences window, select the **This Storage PC** tab.
3. In the This Storage PC tab, click **Add**.  
The Browse for Folder dialog box is displayed.
4. On the Browse for Folder dialog box, select or create the Folder you want to use as a Storage Location and click **OK**.  
The Storage Location Details dialog box is displayed.
5. Use the Storage Location Details dialog box to set storage limits. See [How to Set Storage Limits](#) on page 28.
6. Click **OK** to save your changes.  
Your new Storage Location is listed on the This Storage PC tab > Storage locations list.

## How to Use a Network Drive as a Storage Location

You can store Backup Sets onto a network drive.

This means that you can use the Storage PC to store Backup Sets even when the physical drive to which the Sets will be backed up is not on the Storage PC itself.

---

Organizations large enough to have dedicated storage drive facilities will particularly benefit from this feature. The file/folder selection process is similar to the normal process, but a network drive can be selected.

Follow the standard procedure for setting a storage location and simply choose a network folder as your storage location. See [How to Add a Storage Location](#) on page 27 for details.

## How to Set Storage Limits

Follow this procedure to set storage limits.

You can control your valuable disk space by setting storage limits for all defined storage locations.

1. On the Backup Console **Settings** menu, select **Preferences**.  
The Preferences window is displayed.
2. On the Preferences window, select the **This Storage PC** tab.  
The This Storage PC tab is displayed.
3. On the This Storage PC tab, select a storage location from the list.
4. With a storage location selected, click **Edit**.  
The Storage Location Details dialog box is displayed.
5. In the Storage Location Details dialog box, use the following fields to set storage limits on the selected storage location.
  - Set a value expressed in megabytes in the **Reject backup if estimated remaining free space would be less than...** field
  - Set a value expressed in megabytes in the **Reject backup if estimated storage space would be larger than...** field.
6. Select the **Use as Storage location if the Source PC is running LogMeIn Backup version 2.x or older** if you want this to be the default Storage location for all Source PCs running an older version of Backup.
7. Click **OK**.  
The settings you made in the Storage Location Details dialog box will be saved.

## How to Change Startup Options

Follow this procedure to change how LogMeIn Backup behaves on start-up.

1. On the Backup Console **Settings** menu, select **Preferences**.  
The Preferences window is displayed.
2. On the Preferences window, select the **Startup** tab.  
The Startup tab is displayed.
3. On the Startup tab, make the following settings, as appropriate:
  - Select **Password Prompt** if you want LogMeIn Backup to prompt for a LogMeIn account name and password each time the application is started.
  - Select whether or not you want the system tray icon to be available in the system tray.
  - Select **Enable debug logging** if you want to generate detailed logs to assist with troubleshooting efforts.
4. Click **Save Settings**.

---

## How to Update LogMeIn Backup Software

You can choose to either automatically or manually check for software updates.

1. On the Backup Console **Settings** menu, select **Preferences**.  
The Preferences window is displayed.
2. On the Preferences window, select the **Updates** tab.
3. On the Updates tab, make the following settings, as appropriate:
  - Select **Check for updates when application is started** box to ensure that you are always using the latest version of LogMeIn Backup. The default setting is to check for updates when Backup starts.
  - Click **Check for an update now** to manually check for an updated version.
4. Click **Save Settings**.

## How to Make Proxy Settings

If you use a proxy server to reach the Internet, then you can configure LogMeIn Backup to also use the proxy server.

- On the Backup Console **Settings** menu, select **Preferences > Proxy Settings** and complete the appropriate connection details.

## How to Set Bandwidth Limits

Follow this procedure to set limits to the bandwidth used during the backup process.

1. On the Backup Console **Settings** menu, select **Preferences**.  
The Preferences window is displayed.
2. On the Preferences window, select the **Bandwidth** tab.  
The Bandwidth tab is displayed.
3. If your machine is a Storage PC that connects to multiple Source PCs, you can set the maximum speeds per machine using the following two fields. These settings only affect the operation of your computer as a Storage PC.
  - **Upload speed per Source PC:** This is the is maximum transfer speed for each restore operation performed from this Storage PC to other Source PCs.
  - **Download speed per source PC:** This is the maximum transfer speed for each backup operation performed from other Source PCs to this Storage PC.
4. The following two fields apply to LogMeIn Backup in total:
  - **Total upload speed:** This is the is maximum upload speed for all parallel backup operations performed from this PC to any other Storage PC or restore operations to any other Source PCs.
  - **Total download speed:** This is the maximum download speed for all parallel backup operations performed from any other Source PCs to this PC or restore operations from any other Storage PC.
5. Click **Save Settings**.

---

## How to Set Access Rights to Backed-up Material

Follow this procedure to make backed-up material stored on your local computer available to users of other computers in your account.

1. On the Backup Console **Settings** menu, select **Preferences**.  
The Preferences window is displayed.
2. On the Preferences window, select **Access Rights**.  
The Access Rights page is displayed.
3. On the Access Right page, select the **Backup Set Access** tab.
4. On the Backup Set Access tab, in the left pane, select the **Source** of the backed-up material.
5. In the right pane, select each computer to which you want to grant access rights.
6. Click **Save Settings**.  
The user of any computer selected in the right pane will be able to view and restore backed-up sets stored on the local computer that originate from the Source PC selected in the left pane.

## How to Assign Storage Locations

Follow this procedure to assign the storage location to be used by Backup Sets originating from individual Source PCs.

1. On the Backup Console **Settings** menu, select **Preferences**.  
The Preferences window is displayed.
2. On the Preferences window, select **Access Rights**.  
The Access Rights page is displayed.
3. On the Access Rights page, select the **Storage Location Access** tab.
4. On the Storage Location Access tab, select a **Source PC** in the left column.
5. In the middle column, select one of the following options:
  - Select the **Storage Location** that you want to use for Backup Sets originating from the selected Source PC.
  - Select **No Access** if you do not want the selected PC to have access to your local computer. A user at a Source PC with **No Access** will not be able to see your computer as a potential Storage PC.
6. Click **Save Settings**.  
Backup Sets originating from the selected Source PC will be stored in the selected Storage Location on the local computer.



**Note:** Changing these settings does not impact previously created Backup Sets. If you want to change the active storage location for an existing Backup Set, you must export from the old storage location and import the LMIB file to the new location. See [How to Export an Existing Backup Set](#) on page 20.

## How to Reassign a Backup Set to Another Source PC

Follow this procedure to ‘impersonate’ a lost Source PC and redirect its original access rights to another Source PC.

---

Assume you have a Source PC that has created Backup sets in the past on the Storage PC at which an Administrator is currently sitting. By default, only a Source PC can edit, delete or restore the Backup sets it created. If that Source PC crashes or is stolen, it will not be able to perform these operations with its Backup sets.

It is possible for an administrator to 'impersonate' a lost Source PC and redirect its original access rights to another Source PC, using the Reassign Sets to Another Source PC feature. Assume that you are temporarily redirecting the rights to work with Backup sets from a 'lost' Source PC to another machine – so the lost data can be reassigned from the Storage PC to the new PC.

1. On the Backup Console **Settings** menu, select **Preferences**.  
The Preferences window is displayed.
2. On the Preferences window, select **Access Rights**.  
The Access Rights page is displayed.
3. On the Access Rights page, in the **Select Old Source PC** drop-down box, select the 'lost' Source PC.
4. In the **Select New Source PC** drop-down box select the machine to which you want to reassign the lost PC's Backup sets.
5. Click **Reassign**.  
The access rights to the Backup sets will now be reassigned to the 'new' Source PC.
6. Click **Save Settings**.

## How to Set up Email Notifications

Follow this procedure to define who will receive automatic email when the defined backup events occur.

To ensure that users know if a Backup operation has been successful or not, Backup gives users the option to receive emails after each Backup operation or only following unsuccessful Backups.

This provides added user confidence that a Backup transaction has been successfully accomplished. Users will also be made aware when a transaction has not been successful and will be able to take the appropriate steps.

1. On the Backup Console **Settings** menu, select **Preferences**.  
The Preferences window is displayed.
2. On the Preferences window, select the **Notifications** tab.  
The Notifications tab is displayed.
3. On the Notifications tab, select the following options, as appropriate:
  - If you want to receive emails about Backup Set test results, select **Send Notification Emails about test results from this computer**.
  - If you want to receive emails about backup results, select **Send Backup Notification Emails...**
  - Select **Attach log file to email** to receive log files as attachments to Notification Emails



**Note:** Log files will be attached as .txt files or zipped in their entirety and attached as .zip files. If the resulting .zip would still be too large, then Backup will zip and send a filtered excerpt containing the beginning and end of the original log, as well as any error messages. The complete log file will always be stored in the location defined at Preferences > This Storage PC > Store history in.

4. You must specify the email address(es) to which the notifications will be sent. Use a semicolon ( ; ) to separate addresses.
5. Click **Save Settings**.

---

# About Backup History

Every time a backup is performed or a file is restored, an entry is written to the backup history.

On the Backup Console **Setting** menu, select **Backup History** to view the backup history.

When the Backup History window is open, you can select any item in the report on the page and click Show Report to see details, including the following:

- Type
- Backup Set Name
- From Source PC
- To Storage PC
- Total Files Checked
- New or Modified Files to be Transferred
- Data Processed
- Files Processed
- Data Transferred
- Backup Set size
- Number of Versions available
- Space required to restore last version
- Started: MM/DD/YYYY HH:MM:SS AM/PM TIME ZONE
- Ended: MM/DD/YYYY HH:MM:SS AM/PM TIME ZONE
- Duration: H:MM:SS
- Duration of actual file transfer: H:MM:SS
- Transfer rate

---

# Notes

## About Block Level Incremental Backups

LogMeIn Backup features block level incremental backups, meaning that the Backup file is effectively segmented.

When a change is made to a file, Backup is able to detect which segment of the file has been changed. It could be that only one small part of the file has been changed, if so, on subsequent Backup operations, only this part of the Backup Set is transferred. If the whole file has been altered, then the whole file gets transferred. The obvious benefit here is that only changed parts of files need to be backed up, thus reducing backup times and traffic.

## About Backup Transfer Time

LogMeIn Backup transfer speeds are determined by the Internet upload and download speeds of both the source and storage computers. To help decrease backup time, LogMeIn Backup compresses data during transfer roughly at a 2:1 ratio. Also, after the initial backup, subsequent backup transfers are shorter since only files that have changed since the last Backup Set will be transferred.

If the backup set is too big and will take too long to transfer over the Internet, the software does provide a function to physically move backup sets with a USB drive or other medium to the storage computer.

## About Local Mode

With Local Mode you are able to backup from one drive to another on your local computer even if you lose the connection to the LogMeIn Backup gateway.

Local Mode is a temporary state caused by loss of network connectivity. Other Source PCs will see your computer in the list of available Storage PCs and it will be marked as offline.

If you disable your computer as a Storage PC when Backup is still online (you are logged in to your account and Backup is running), then the computer will be able to run backups to other Storage PCs and run backups locally. Other Source PCs will not be able to access the computer. It will be removed from the list of available Storage PCs.



**Note:** With version 3, you can perform local backups even if your computer is not enabled as a Storage PC. This helps you prevent other users of computers attached to your LogMeIn Backup account from using your computer as a Storage PC, while still maintaining your ability to do so.

When working in Local Mode, "Local Mode" appears on the Backup Console interface. After the internet connection is restored Backup will return from Local Mode to normal operation.

---

# LogMeIn Backup Glossary

## Backup Account

The Backup Account is a single account with LogMeIn containing a number of PCs on which backups can be made.

## Backup Console

The Backup Console is the software you use to manage and execute your backups.

## Backup Network

All the PCs in one Backup Account make up a Backup Network.

## Backup Set

A Backup Set is an arbitrary collection of files and folders to be backed up as a group. The files in a Backup Set can be backed up manually or according to a Backup Schedule. We use the term both to refer to the group of files and to the definition of the group of files.

## Backup Schedule

A predefined schedule assigned to a Backup Set defining when the Backup Set is to be backed up. A Backup Set with no Backup Schedule will only be saved when you explicitly request it.

## Manual Backup

A backup that takes place outside a schedule is referred to as a Manual Backup.

## Source PC

A Source PC is a computer from which Backup Sets are backed up to a Storage PC. A PC can be both a Source PC and a Storage PC.

---

## **Storage Location**

A storage location is a folder on the local Storage PC to which Backup Sets from Source PCs can be directed. Use storage locations to manage Backup Sets coming from various source computers.

## **Storage PC**

A Storage PC is a computer in your Backup Account to which Backup Sets can be saved. A PC can be both a Source PC and a Storage PC. By default, every PC added to your account is a Storage PC.

---

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