

QuickBooks Online Backup User Guide

Introduction

Today, information is our most important asset. It is also the easiest possession to lose and the most difficult to replace. Likewise, computers have become the tool through which our data passes and on which it is stored. A study of data loss related to computer found that the most common reasons people lose their data are:

- Mechanical problems with their computer
- Human error/intervention
- Computer theft and damage
- Virus invasion
- Acts of nature

The cost of recreating lost computer data can run into thousands of dollars when you add up the bottom line cost of the personnel and hours involved. A single sales letter could take many hours to perfect. A brochure could take weeks to rebuild. A personal financial spreadsheet could take months to recreate. Multiply those hours by dozens of files and you understand the enormous expense involved.

Most backup options require software, hardware and someone physically handling the backup, switching tapes, CD's or floppy disks. However, technology now allows you to implement a professional backup strategy with corporate level security by using the Internet. A safer, more reliable, more convenient alternative to traditional backup methods, Online Backup's custom backup scheduling means data is automatically protected using a backup schedule that is easily modified to fit the your changing needs.

The following document will take you through the process of creating a QuickBooks Online Backup account, installing the backup software, changing the settings to meet your needs, creating and uploading backup sets, and restoring backup sets using the client application, or Web Restore.

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Description of QuickBooks Online Backup

Online Backup is a secure, remote backup service that manages your backup strategy for you from a remote site. It provides PC-level security and encrypted file transfer access through your Internet service provider. The service backs up the files you have selected, and then copies them, in an encrypted form, to a remote location during each backup session. It acts as an offsite storage unit for your most valuable information. After you have installed the software, selected what files you wish to backup and set the backup scheduler, the service handles the backups automatically. You can also initiate a manual backup anytime from within QuickBooks, or by accessing the Online Backup application directly from the Program directory or the system tray icon.

Online Backup allows you to include all or part of your data to backup. You can customize your backup scheme to fit your needs by selecting only the files and directories you wish to backup. If you want to change the files that you include or exclude, you can do that using the provided backup software. The QuickBooks Online Backup service also make it simple to restore your files in case your computer crashes, is stolen, or other such catastrophe occurs.

Unique Features

Online Backup uses compression and incremental file backup technology, allowing it to work much faster and more cost effective than other backup options. Your internet connection will determine the length of time necessary to transfer your data. Online Backup offers many other unique features such as the following:

- Automatic, self-installing application
- Seamless integration within Windows NT ® 4.0, Windows ® 2000, Windows ® XP, and Windows ® Vista
- Automatic scheduled backup, day or night, with error-free verification
- Secure access by Internet anytime or anywhere, ideal for mobile laptop users
- Compresses and encrypts files offline to dramatically reduce connection times
- Employs highest level *strong encryption*:
- U.S. Department of Commerce export-approved
- Secure Internet channel with Diffie-Hellman key exchange
- Patented Checkpoint/Restart and Trickle Full technologies for absolute file integrity during interrupted transmission

How Online Backup Works

Online Backup uses a unique and patented approach to connect PCs to Enterprise-level storage management, making secure online backups a reality. It handles all PC data and growth gracefully.

For those of you techies, the Online Backup storage facility has data lines coming into it that are capacity demand-expandable to OC48, from diverse carriers with separate central stations, with one petabyte of capacity (1000 terabytes, or one million gigabytes). In other words, this setup provides Online Backup with the only truly scalable system available.

The Online Backup software prevents disruption of the data transfer from your computer to the data center. A complex algorithm in the program tells the software the exact point in the transmission process where the interruption occurred. When the internet connection restores, the software program knows exactly where to begin re-transmitting your data.

After your first full back up, the Online Backup software monitors the files that have changed on your computer since your last backup. At the point of the scheduled backup, Online Backup's proprietary algorithm transmits only the modified parts of your data, not the entire file. Only Online Backup provides a total sub file incremental backup.

The Online Backup service will retain up to seven versions of your successfully backed up files for as long as your account remains active.

Online Backup Security

QuickBooks Online Backup and its associated websites have security measures in place to protect the access, loss, misuse and alteration of the data and personally identifiable information under its control. The security and integrity of customer data is our business. QuickBooks Online Backup employs sophisticated security measures and uses encryption technology similar to what is in use by financial institutions and by the US Government.

After installing Online Backup on your PC, the data (from the files selected by you) and your personally identifiable information go through an encryption process on your PC before transmitting the data over the internet to the QuickBooks Online Backup servers. Once QuickBooks Online Backup receives the transmission, it is authenticated, protected from the outside by a firewall and the data is then stored in its encrypted form within QuickBooks Online Backup's system. Access to your data is restricted by password, and is required before your data can be decrypted and transmitted back to your computer.

The Online Backup software does not store your password, and never transmits it to QuickBooks Online Backup system. Only your email address, telephone number, and billing information are stored in the Online Backup system. Rest assured credit card information is encrypted within QuickBooks Online Backup's system.

Online Backup utilizes 256-bit AES encryption. In addition to the encryption, each file is broken up into small blocks and then transferred to the QuickBooks Online Backup data center out of order. After the initial backup, data blocks from modified files transmit during any given session.

First 30 days Free

Online Backup offers a free 30-day period that will allow you to evaluate the service and see if it will meet your data protection needs.

Retaining Online Backup service after the trial period ends is easy; billing occurs automatically for the service plan you selected if you do not cancel service prior to the end of the trial period.

If you decide to cancel the Online Backup service, you will need to contact the Customer Service team at **www.quickbooks.com/contactme** to terminate service.

Installing QuickBooks Online Backup

System Requirements

In order for QuickBooks Online Backup to work properly, your computer must meet these basic system requirements:

- Windows NT 4, Windows 2000, Windows XP, or Windows Vista
- Microsoft Internet Explorer 5.0 or higher
- Mozilla Firefox 2.0 or higher
- Any Internet Connection
- At least 100 MB of hard drive space.

Create a QuickBooks Online Backup Account

Before you can start utilizing the Online Backup service, you will first need to create an account. Creating an account and installing Online Backup takes just a few minutes. To begin the process, follow these steps:

1. Browse to http://quickbooks.intuit.com/product/add_ons/online_data_backup.jhtml and click the **Try Now** button to the right of the desired Online Backup Service Plan located on the Pricing tab of the main screen.

If you are an existing Online Backup customer and need to reinstall your Online Backup service, refer to page [16. Reinstalling and Uninstalling Online Backup](#).

2. The next screen is the account registration form and requires the following information:
 - First/Last Name – This is the name of the account owner.
 - Email – Include the email address to use for QuickBooks to contact you about your Online Backup account and special promotions. This is also where we will send your password hint to when you request it. The proper form for an email address is username@internetprovider.com. (E.g. Joe@aol.com)
 - Choose Plan – This will allow you to select the amount of backup space and **trial period service level**, or upgrade and pay for service immediately.
 - Credit Card Information – This is the credit card used for service billing when the trial period expires. Credit card billing occurs at the end of the trial period unless you opt to upgrade your service level past the trial limit. All credit card information is encrypted once received.
 - Password and Password Hint - The password is the key used to encrypt your data when you perform an online backup. The password allows you to update your account information, reinstall your Online Backup service and use the web restore feature.

If you were to lose or forget your password, we can send you the password hint you designated to the email address provided during registration or after the last account update. We cannot send the password hint to any other email address.

3. A unique Online Backup Account ID displays after clicking **Continue**. The Account ID is an automatically assigned eight-digit number that acts as your Online Backup username. Please note that by clicking **Continue**, you agree to the terms of service outlined in the **Online Backup End User License Agreement**.

Installing the QuickBooks Online Backup Software

4. After clicking the **Start Download** button, a Security Warning will appear. Select **Run** or **Grant** so the program can create the necessary registry entries to complete the installation process.
5. After the software finishes downloading, select the **Run** button to begin installing the Online Backup client application. You will be asked where you want to install Online Backup. Click the **Next** button to install using the default location (C:\Program Files\QuickBooks Online Backup).

If you opt to install Online Backup in another location, ensure the application installs in its own unique directory, as it does not back itself up. If you were to install the application in another location, it may prevent you from selecting files within the parent directory. For example, installing the software to C:\Program Files\ instead of C:\Program Files\QuickBooks Online Backup\, would prevent you from backing up any files from within the Program Files sub-directory.

6. Continue clicking the **Next** button through the installation screens until prompted to enter your Account ID and password. Enter the **Account ID** and **password**, and click **OK** to complete the installation process.

Setting up the Online Backup Software

After installation completes, you will see a new program group and one new icon appear on your computer:

1. By clicking on Start > Programs > QuickBooks Online Backup, you will be presented with two options:
 - a. Online Backup – This will launch the main Online Backup application. Once the application is open, you can access the Backup, Restore, Scheduler, Internet Connection Settings, Activity Log, Account Info, and Help screens.
 - b. Uninstall Online Backup - This is where you can uninstall Online Backup. You can also uninstall the Online Backup application from within the Control Panel > Add or Remove Programs.

2. In your Windows system tray near your computer's clock, you will see the QuickBooks Online Backup icon. Right-clicking on this icon will present you with the following options:
 - a. Launch Main Application - This will launch the main Online Backup application.
 - b. Go to Internet Home Page - This will launch a web browser and take you to the **QuickBooks Online Backup** website.
 - c. Start Backup - This will initiate a manual backup.
 - d. Suspend Scheduled Backups – This will disable the automatic backup scheduler. The system tray icon now contains a red X. To toggle the scheduler on again, right-click the system tray icon a second time, and then select Suspend Scheduled Backups.
 - e. Quit Scheduler – closes the Online Backup icon from the system tray
 - f. About... - This will provide you with the version of the Online Backup software and your Online Backup Account ID.

Selecting Files for Backup

There are a couple of ways to select a file for backup, through a directory tree, or for advanced users, by creating rules. All files are de-selected in the same way that they are added. Before selecting files to backup, it is first important to understand what types of data should be backed up.

What Files to Select for Backup

We recommend backing up only those files that cannot be easily replaced. These are files that you create and save to your hard drive. Some examples might be text documents, spreadsheets, databases, tax, and/or finance files. Files that you created will usually have a name that you assigned to them and be relatively easy to find. As a guideline, you do not want to select:

- Operating System files such as ones that end in DLL, SYS, CPL, or VXD
- Temporary files such as ones that end in TMP
- Application or Program files such as ones that end in EXE, INI, HLP, DAT or ISU
- Scan Disk Error files such as files ending in LOG

If you are not sure what files to select for a specific application, check the help documentation, associated websites or customer support for that specific application.

By Tree File Selection

Selecting files for backup using the main Online Backup interface will give you the highest level of control. The program defaults to the **By Tree** file selection method after opening the Online Backup application. The By Tree method allows you to select files on specific drives and in specific folders. It also allows you to pick individual files in each folder to backup. In general, Online Backup will not allow you to select files that are located on removable media such as a CD or USB drives.

1. From the Start menu > Programs option or from the Windows system tray icon, launch the main Online Backup application. Click the Backup tab located in the upper left corner of the toolbar. You will see a Windows Explorer style tree view of your computer.
2. Click the (+) plus sign to expand a directory to display all sub-directories available. Click the (-) minus sign to collapse the listing of sub-directories.
3. To select an entire drive, directory or folder, click on the check box next to it in the left pane. A checkmark with a white background will appear next to the directory or drive you just selected. Remember it is not necessary to backup system files. If you select the entire C:\ drive, you may receive an error message indicating Protected Data Limit reached. This error indicates the selected files exceed the amount of available free space for your account.
4. When selecting a directory, all sub-directories above it and the drive will have a checkmark appear next to them with a gray background. This is only an indicator that there are files or directories selected somewhere within that path. For example, if you were to select C:\My Documents on your main C: drive, you will see a checkmark with a white background appear next to the C:\My Documents directory and the C: drive directly above it will have a checkmark with a gray background next to it.
5. To select files individually, first click on the directory name where the file is located in the left pane. Then click on the check box next to the file in the right pane.
6. To de-select a file, directory or drive from backup, remove the checkmark(s) next to the item you no longer wish to backup.
7. If you want to backup your selection(s) later, click on the Save button located in the lower right next to the Start Backup button. Your selection(s) will backup later using the automatic backup scheduler.

To immediately backup your files, click on Start Backup button located in the lower right corner of the screen. A backup will start immediately.

Note: Your computer must be on and logged into your Windows profile if your pc has multiple users. Make sure to close all files you want to protect for automatic scheduled backups to occur. Online Backup will automatically connect and disconnect from the Internet.

By File Rules Selection

You also have the ability to select files with a wildcard by using the By File Rules option located only within the main Online Backup client application. This is where Online Backup stores your file selection(s). To create or modify a file rule, follow these steps:

1. From the Start menu > Programs option or from the Windows system tray icon, launch the main Online Backup application.
2. Click the Backup icon. You will see a Windows Explorer style tree view of your computer appear.
3. Click View from the Menu bar.
4. Select By File Rules from the drop-down menu. You will see a white screen appear with the following:
Rule Type – This will tell you if this is an Include or Exclude rule. An Include rule means that the drive, directory or file selected will be backed up. An Exclude rule means the exact opposite, the drive, directory or file selected will be excluded from being backed up.
 - Precedence – This is an internal sorting number Online Backup uses and cannot be modified.
 - Rule – This is the actual drive, directory or file being included or excluded for backup.
 - Add – This will allow you to create a new rule.
 - Remove – This will allow you to remove an existing rule.
 - Edit – This will allow you to edit an existing rule.
5. To add a new rule, click on the Add button located at the bottom of the screen. The Add New Include or Exclude Rule box will appear with the following options:
 - Type of Rule – This will specify if the rule will include or exclude a drive, directory, file or wildcard.
 - Apply Rule to – This will only allow you to apply this rule to the current backup.
 - Build Rule – This is where you will specify the drive(s), directory, specific file or file wildcard.

Clicking the Drive drop-down menu shows you all physical drive letters installed on your computer. You can select one specific drive or select [All Drives].

Directory allows you to enter the directory path manually. If you do not know the specific directory path, can click on the Browse button and a tree view of your computer will appear. If you want the rule to include all sub-directories of the directory you specified, click on the Search subdirectories for matching file(s) checkbox.

File is where you specify the file or file wildcard you want to include or exclude for backup.

For example, you want to exclude all files ending with the extension of TXT from backing up on the C: drive. You would first click the Add button. Click on the Drive drop-down and select the C: drive. Leave the Directory box empty but make sure you check Search subdirectories for matching file(s) . Click the File box and type *.TXT. Click OK to complete the new rule.

6. If you want to backup your selection(s) later, click on the Save button located in the lower right next to the Start Backup button. Your selection(s) back up later using the automatic backup scheduler.

If you want to initiate an immediate backup, click on Start Backup button located in the lower right of the screen. A backup will start immediately.

Note: Your computer must be on and logged into your Windows profile if your pc has multiple users. Make sure to close all files you want to protect for automatic scheduled backups to occur. Online Backup will automatically connect and disconnect from the Internet.

Determine How Much You Have Selected to Backup

When selecting files for backup, you do not want to exceed your **protected data limit**. The protected data limit is the amount of megabytes you have signed up for and is the maximum amount of data you can select for any particular backup. If you were to select more than your protected data limit, your backup may not complete successfully. To verify the amount of data you have selected, follow these steps:

1. From the Start menu > Programs option or from the Windows system tray icon, launch the main Online Backup application.
2. Click the **Backup** tab located in the upper left corner on the toolbar. You will see a Windows Explorer style tree view of your computer appear.
3. Displayed on the left side of the window is a green section that includes information for the following:
 - a. Backup Cap Size – the amount of megabytes included in your subscription
 - b. Account ID – your Online Backup Account ID
 - c. Backup – includes the number of files selected, and associated space used to backup the selected files
 - d. Space Available: - displays the amount of space used, and the amount of free space available for your account.
4. In the bottom right hand corner of the page, there are buttons for **Start Backup, Save, Undo** and **Help**. Directly below the Save button are two small text boxes. The **Files** box displays the number of files selected for backup. The amount of megabytes you have selected to backup display to the right with “**MB**” or “**KB**”.

Using the Online Backup Scheduler

When Online Backup first installs, the backup scheduler is set to perform your daily backups automatically. The default start time may vary, depending on the time set on the system used for the Online Backup client application.

Changing your scheduled backup time can be done by selecting Start > Programs > QuickBooks Online Backup > Online Backup to open the Online Backup application.

1. Click the **Scheduler** icon located in the upper toolbar.
2. Select the days and times that work best for you.
3. Click on the **Save** button located in the lower right corner to save your new schedule. Your next backup will automatically occur during the time you have specified.

If using the Online Backup client application on a server, you must log into the server for the scheduler to run, but make sure the files selected to backup are not open or in use. You can also disable the scheduler by selecting the Scheduler button from the toolbar; select the radio button for Manual Backup only, and then click the **Save** button in the lower right corner.

Internet Connection Settings

Online Backup can connect to the Internet using a variety of methods such as a dialup connection, cable, DSL or LAN. With the variety of choices available for internet connectivity, how you connect may change. In order for Online Backup to work properly, you will need to update how it connects to perform your backups and restores.

1. From the Start menu > Programs option or from the Windows system tray icon, launch the main Online Backup application.
2. Click the **Connection Settings** button located in the upper toolbar. Your current settings will appear.
3. Select **Permanent Internet Connection*** if you connect to the Internet using a DSL, Cable or LAN connection. Customers that use AOL, MSN or other providers that use a custom dialer to connect to the Internet will need to use **Permanent Internet Connection** and disable the automatic backup scheduler. These providers do not allow third party applications to connect automatically to the Internet.

If you connect to the Internet using a phone line, select **Dial-up Internet Connection**. The Online Backup installation will attempt to pull the necessary connection information from Dialup Networking. You will need to verify the Dialup connection, User Name and Password you use to connect to the Internet is correct.

4. Click on the **Save** button located in the lower right next to the **Start Backup** button or close the Online Backup program to save your changes.

Restoring Files from QuickBooks Online Backup

Once you have backed up your files, they are safe, secure and ready to restore whenever you need them. You can restore and access your important files from any PC with an internet connection anytime and anywhere.

How Restore Works

There are two methods for restoring backup sets; using the QuickBooks Online Backup software or through the QuickBooks Online Backup website via the Web Restore function. Up to 7 days of backups are available in your QuickBooks Online Backup account when using the client application, but only the last successful backup set is accessible using Web Restore.

When you originally backed up your files, the data was encrypted using the password you specified, compressed and finally broken up into 5-megabyte files for transmission.

Restoring one of your backups requires the Online Backup system to decrypt, uncompress, and transmit your data. This process may take some time to complete and is influenced by:

- How much data you choose to restore
- How long you have been backing up your data
- Your internet connection speed

When you initiate a restore, you will see a message stating Online Backup is **Waiting for Server**. This is not an error message. The message indicates that the software in the data center is gathering all of the necessary pieces to rebuild your data. Meanwhile, your machine is checking on the server status from time to time to see if the process has completed. While the software is working, you will see a counter that will start at 5 minutes and continue to cycle up to 60 minutes.

Let the restore run until you see the confirmation box that it has completed. If you stop it before it completes, you will have to start the restore from the beginning. Once it completes, it will place the data in the destination you specified at the start of the process.

Restore with the Online Backup Software

Restoring files using the Online Backup software will give you the highest level of control in restoring your data. Like the backup process, there are two methods of restoring your data, By Tree and By File Rules.

By Tree Restore

The **By Tree** restore selection method opens by default when you select **Restore** after opening the Online Backup application. You will be able to choose which backup to restore from the last 7 successful backups. You are also able to select the drive and location where to restore the files.

1. From the Windows Start menu > Programs option or from the Windows system tray icon, launch the main Online Backup application.
2. Click the Restore button located in the upper toolbar. You will see a list of dates appear showing the last 7 days of successful backups that are available for restore.

3. Click the (+) plus sign to expand a drive and to display all drives included in the backup set. Click the (+) sign next to one of the drives to display the directories available for restore under that drive letter. Click the (+) plus sign next to the directories to display you the sub-directories available for restore. Click the (-) minus sign to collapse any of the listings.
4. To select an entire restore set, drive, directory or folder, click on the check box next to it in the left pane. A checkmark with a white background will appear next to the restore set, directory or drive you just selected.

When you select a directory, all sub-directories above it and the drive will have a checkmark appear next to them with a gray background. This is only an indicator that there are files or directories selected somewhere within that path.

For example, if you were to select C:\My Documents on your main C: drive, you will see a checkmark with a white background appear next to the C:\My Documents directory, the C: drive directly above it and the specified restore set will have a checkmark with a gray background next to it.

5. To select files individually, first click on the directory name where the file is located in the left pane. Then click on the check box next to the file in the right pane.

If you select a file, all sub-directories above it, the drive and the specified restore set will have a checkmark appear next to them with a gray background. This is only an indicator that there are files or directories selected somewhere within that path.

6. Before you begin your restore, specify the directory where your data is going to restore. Click the Destination tab located next to the Files tab in the left pane. You will see a screen appear with the following options:

- Destination Directory – This will allow you to restore your data to the directory where they originally backed up from or restore to a new directory.

Restoring to the original directory will not recreate a directory if it does not already exist. In order to use this option, the directory structure must match the old computer in order for this to work properly. If it does not match, then the restore may not complete successfully.

By default when you restore, Online Backup will restore your data and will recreate the original directory structure. You can specify another location by typing in the directory name or by clicking the Browse button. Browse will bring up a tree view of your computer.

Include directory information is checked by default to recreate the directory structure as it was when the data was originally backed up. If you do not want Online Backup to do recreate the directory structure, uncheck the box.

- By default, Online Backup will select **Do Not Overwrite** if it locates a file with the exact same filename in the directory to which you are restoring the data.

You can change this to **Overwrite files**, which will effectively delete the file that is currently on your system and replace it with the file you are restoring. (not recommended)

If you are not sure if you want to overwrite a specific file, select to **Confirm overwrite of file(s)**. This will give you a dialog box asking you to verify that you want to overwrite the specific file. If you select Cancel, it will skip the file and move on to the next one.

7. When you have completed your selection(s), click on the **Start Restore** button located in the lower right corner of the screen. The restore will start immediately.

8. Once the restore completes, your drive, directory, folder, or file safely restores to your selected destination.

By Files Rules Restore

You also have the ability to select files for restore with a wildcard by using the **By File Rules** option located only within the main Online Backup client application. This is where Online Backup stores your restore selection(s). To create or modify a file rule, follow these steps:

1. From the Start menu > Programs option or from the Windows system tray icon, launch the main Online Backup application.
2. Click the Restore tab. You will see a Windows Explorer style tree view of your computer appear.
3. Click on the View pull-down menu located in the top toolbar.
4. Select By File Rules from the pull-down menu and you will see a screen appear with the following:
 - Rule Type – This will tell you if this is an Include or Exclude rule. An Include rule means the drive, directory or file selected will be restored. An Exclude rule means the exact opposite, the drive, directory or file selected will be excluded from being restored.
 - Precedence – This is an internal sorting number Online Backup uses and cannot be changed.
 - Rule – This is the actual drive, directory or file being included or excluded for restore.
 - Add – This will allow you to create a new rule.
 - Remove – This will allow you to remove an existing rule.
 - Edit – This will allow you to edit an existing rule.
5. To add a new rule, click on the Add button located at the bottom of the screen. The Add New Include or Exclude Rule box will appear with the following options:
 - Type of Rule – This will specify if the rule will include or exclude a drive, directory, file or wildcard.
 - Apply Rule to – This will allow you to specify what restore set you want the rule to apply to.
 - Build Rule – This is where you will specify the drive(s), directory, specific file or file wildcard.

Clicking on the Drive pull-down menu will show you all physical drive letters that were backed up and that are available for restore from the date you specified. You can select one specific drive or select [All Drives].

Directory will allow you to enter manually the directory path. If you want the rule to include all sub-directories of the directory you specified, click on the Search subdirectories for matching file(s) checkbox.

File is where you specify the file or file wildcard you want to include or exclude for restore.

For example, you want to exclude all files ending with the extension of TXT from restoring on the C: drive. You would first click the Add button. Click on the Drive drop-down and select the C: drive from the list of available drives. Leave the Directory box empty but make sure you check Search subdirectories for matching file(s). Click the File box, and then type *.TXT. Click OK to complete the new rule.

6. Once you finish selecting the files you want to restore, click on the **Start Restore** button located in the lower right corner of the screen. The restore will start immediately.
7. When the restore completes, your drive, directory, folder, or files safely restore to your selected destination.

Restore using Web Restore

The Web Restore function allows you to restore files anytime, anywhere using **Internet Explorer 5.0** and higher. Web Restore allows you to access the only the last successful backup. If you have a need to restore data from an earlier date, you will need to use the main **Online Backup application**.

1. With an active Internet connection, go to <https://secure10.backup.com/dv/dvloginintqkb.asp?VendorID=INTQKB>
2. Enter your **Account ID** and **password**.
3. Click the **Web Restore** button.
4. A Security Warning will appear after clicking Web Restore. The security box will grant permission to download a web-based version of the Online Backup restore utility. This small download will take less than 5 minutes to download on a dial-up connection.
5. QuickBooks Online Backup Web Restore function requires an ActiveX component. If prompted to install the ActiveX component called WRX.cab, say **Yes** to the prompt before proceeding.

Note: You will be able to restore your data to multiple PC's but will only be able to backup any modified data by using another Online Backup account on the machine where you restored the data. The Web Restore feature is not intended as a file sharing service.

6. Once Web Restore loads, you will see a screen that has the following information:
 - Machine ID # (root) – This will display the Account ID you used to login to Web Restore. Click the (+) plus sign show you the drives available, and the folders and files included in the backup set. Click the (-) minus sign to collapse the listing.
 - Drive Letters – This will show you what drives are available for restore. Click the (+) plus sign to expand the directories and files available. Click the (-) minus sign to collapse the listing.
7. To select the entire restore set, a particular drive, directory or folder, click the checkbox next to it in the left pane. A checkmark with a white background will appear next to the restore set, directory or drive you just selected.

When you select a directory, all sub-directories above it and the drive will have a checkmark appear next to them. This is only an indicator that there are files or directories selected somewhere within that path.

For example, if you were to select C:\My Documents on your main C: drive, you will see a checkmark with a white background appear next to the C:\My Documents directory, the C: drive directly above it and the specified restore set will have a checkmark next to it.

8. Since Web Restore is a single pane view, clicking on the (+) plus sign next to a specific directory will show you what files are available for restore under that specific directory. If you select a file, all sub-directories above it, the drive and the specified restore set will have a checkmark appear next to them with a gray background. This is only an indicator that there are files or directories selected somewhere within that path.

For example, if you were to restore C:\My Documents\Finances.xls on your main C: drive, you will see a checkmark appear next to the C:\My Documents directory, the C: drive and the restore set.

9. Click on the Restore button located at the bottom of the Web Restore screen to begin restoring the backup set.

10. You will see a screen appear with the following options:

- Destination Folder – This allows you to restore your data back to the originating folder or to restore to a new directory.

Restoring to the original directory will not recreate a directory if it does not already exist. In order to use this option, the directory structure must match the old computer in order for this to work properly. If it does not match, then the restore may not complete.

By default when you restore, Online Backup will restore your data to a new directory called Restore and will recreate the directory structure, as it was when the files were originally backed up. You can specify another directory by typing in the directory name or by selecting an alternative directory from the tree view of your computer located on the right of the screen.

By default, the Include folder(s) information box is checked. This will re-create the directory structure, as it was when the data was originally uploaded to the Online Backup servers. If you do not want Online Backup to do this, uncheck the box.

- What to do if the file already exists - By default, Online Backup will select Do Not Overwrite if it identifies a file in the directory to which your data is being restored with the exact same filename.

You can change this setting to Overwrite files, which will effectively delete the file that is currently on your system and replace it with the file you are restoring.

If you are not sure if you want to overwrite a specific file, you can select Confirm overwrite of file(s). This will give you a dialog box asking you to verify that you want to overwrite the specific file. If you select Cancel, Online Backup will skip the file and move on to the next one.

11. When you have completed your selection(s), click on the OK button located in the lower middle of the screen. The restore will start immediately.

12. Once the restore completes, your drive, directory, folder, or file will now be safely restored to your selected destination.

Reinstalling Online Backup

You may need to reinstall the Online Backup application due to a computer crash or the purchase of a new computer. Reinstalling the application will allow you to continue protecting your important data and restore the data you have backed up previously.

Note: Online Backup does not support shared accounts on multiple PCs. You must uninstall Online Backup from your old PC before re-installing your account on your new PC. If you need to uninstall the Online Backup application, refer to [page 17 – Uninstalling Online Backup](#). Using the same Account ID on more than one computer may cause complications in restoring your data.

1. With an active Internet connection, go to <https://secure10.backup.com/dv/dvloginintqkb.asp?VendorID=INTQKB>
2. Enter your **Account ID** and **password**.
3. Click on the **Reinstall** button.
4. One Security Warning will appear after clicking **Reinstall**.

This will create the necessary registry entries and install the program. If you do not click **Yes** or **Grant**, you will receive an error stating you have not granted permission and Online Backup will not be able to install automatically.

5. After the software finishes downloading, select the **Run** button to begin installing the Online Backup client application. You will be asked where you want to install Online Backup. Click the **Next** button to install using the default location (C:\Program Files\QuickBooks Online Backup).

If you opt to install Online Backup in another location, ensure the application installs in its own unique directory, as it does not back itself up. If you were to install the application in another location, it may prevent you from selecting files within the parent directory. For example, installing the software to C:\Program Files\ instead of C:\Program Files\QuickBooks Online Backup\, would prevent you from backing up any files from within the Program Files sub-directory.

6. Continue clicking the **Next** button through the installation screens until prompted to enter your Account ID and password. Enter the **Account ID** and **password**, and click **OK** to complete the installation process.

Uninstalling Online Backup

You may have the need to uninstall Online Backup to move your account to a new PC or to help troubleshoot a problem you may be experiencing.

1. From the Microsoft Windows Start menu, select Programs > QuickBooks Online Backup > Uninstall Online Backup
2. A box will come up with the following:

Please Note: Uninstalling the software will not cancel your account. If you wish to cancel your account, please contact Customer Support. Also, note that some Online Backup files may not be removed from your system. You may delete them manually. Are you sure you wish to uninstall?

3. To continue uninstalling the software, click **Yes**. To abort uninstalling the software, click **No**.
4. If you clicked **Yes**, Online Backup will need to restart your computer to complete the removal of the Online Backup software. Click **OK** when you are ready to restart. Be sure to save all open documents and close any open applications first.

5. Once your computer has completed the restart, double-click on the *My Computer* icon located on your *Windows desktop*. Then double-click on the C: drive. If you installed Online Backup on another drive, double-click on that drive letter instead.
6. Find and delete the Online Backup directory. Typically, this is located at C:\Program Files\Online Backup.

Please Note: Uninstalling will not cancel your account. If you wish to cancel, please contact Customer Support.