



# **Zinstall FullBack Windows Backup Software User Guide**



## Zinstall FullBack User Guide

Thank you for purchasing Zinstall FullBack.

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

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## Contents

Introduction .....	4
System Requirements .....	5
Installing and activating the software.....	6
Part 1 - Backup .....	8
Start your backup.....	8
Choosing a location for your backup .....	9
USB external hard drive / USB stick / SD Card .....	9
Network drive / SAN / NAS / Personal Cloud Drive .....	10
Dropbox / Amazon S3 / Cloud Storage .....	12
Excluding files and folders from your Backup.....	14
Part 2 – Restore.....	16
Restoring a file .....	17
Restoring files to a replacement computer .....	18
Full restore (programs, settings, files) to a replacement computer .....	19
Appendix A.....	22
Troubleshooting Guide .....	25

## Introduction

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

For a (very) quick start:

1. Download and install Zinstall FullBack on your computer
2. Connect a drive where you want to store the backup, such as an external USB drive (you can of course use a variety of other backup storage location options, including Cloud storage or Network storage – see **page 10**)
3. Run Zinstall FullBack
4. Click the “On” button to start the backup

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

For more details, read the Guide below.

## System Requirements

### Backup PC

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

### Operating system supported

Operating system	Supported?
<b>Windows 10</b>	Yes
<b>Windows 8</b>	Yes
<b>Windows 7</b>	Yes
<b>Windows Vista</b>	No
<b>Windows XP</b>	No
<b>Windows Server 2019</b>	Only in FullBack Server
<b>Windows Server 2016</b>	Only in FullBack Server
<b>Windows Server 2012</b>	Only in FullBack Server
<b>Windows Server 2008</b>	Only 2008 R2, in FullBack Server
<b>Windows Server 2003</b>	No

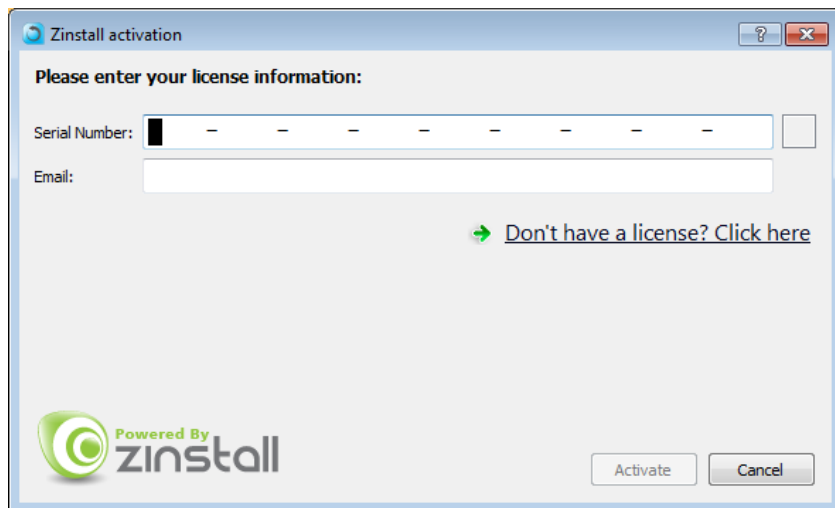
### Notes

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

## Installing and activating the software

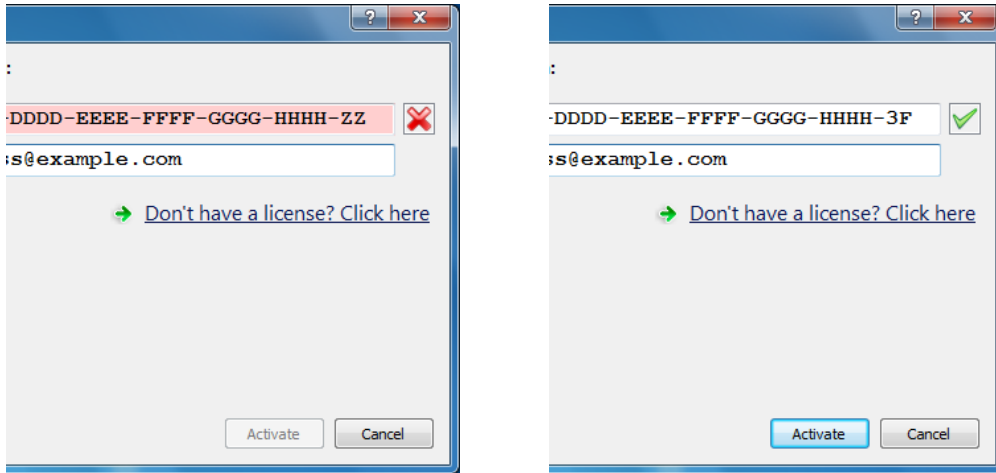
The first step in performing the migration is running the software on your computer.

1. If an Internet connection is available, connect the computer to the Internet to simplify product activation.
2. Download the software on your computer
  - a. If the Zinstall product was purchased electronically, download the software using the link from the Zinstall License Information email received after purchasing. You can also download from [www.zinstall.com/download](http://www.zinstall.com/download)
  - b. If the Zinstall product was obtained as a packaged CD, install the software from the CD.
3. Run the software
4. Perform product activation:
  - a. When Zinstall software is purchased electronically over the Internet, the serial number is obtained from the License Information email, which is sent from Zinstall Support upon purchase.
  - b. When Zinstall software is purchased as a packaged CD, the serial number is printed on a sticker on the CD package.
  - c. You need to supply the serial number when prompted by the software.
  - d. When Zinstall software runs for the first time, you will be asked to enter the serial number and your email address:

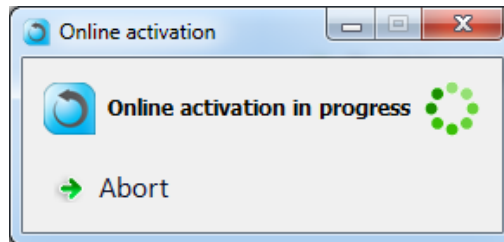


- e. It is very important to provide a correct email address, otherwise you may experience difficulties in receiving support – Zinstall Support System recognizes licensed users by email address.

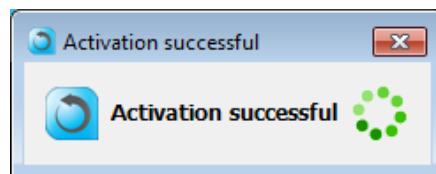
5. Enter the serial number and email address
  - a. If a red “X” appears to the right of the serial number, this means that the serial number has been accidentally mistyped. Double-check all of the characters, and correct the typo.
  - b. When a green checkmark appears to the right of the serial number, this means that the number has been typed correctly.



6. Press the “Activate” button. An “Activation in progress” message will appear:



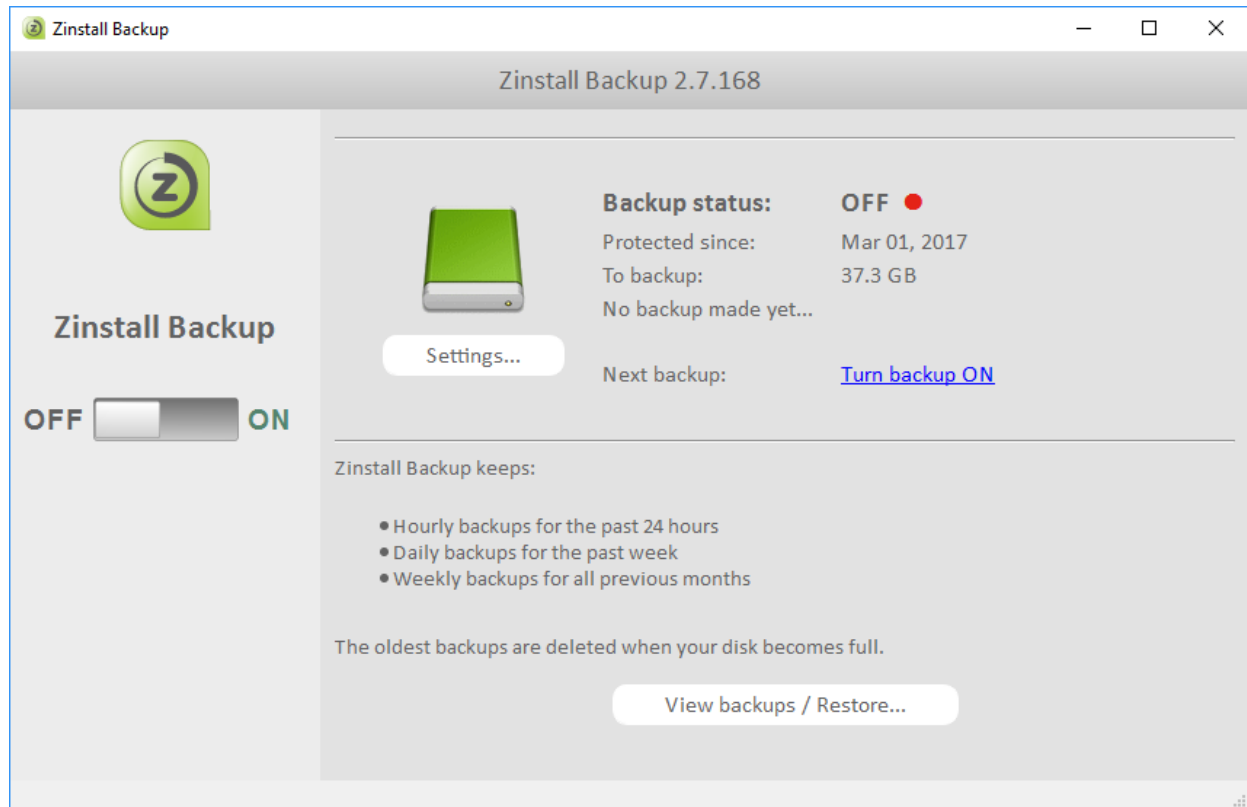
- a. If the computer is connected to the Internet, activation will be performed automatically over the Internet.
  - b. If the computer cannot be connected to the Internet, the activation can be performed using any other Internet connection (“offline activation”). If this is the case, see **Appendix A, Web Activation** for further instructions.
7. After a successful activation, the following message will appear:



## Part 1 - Backup

### Start your backup

Once your Zinstall FullBack is installed and activated, it will show you the main Backup screen.



If a suitable Backup storage destination is available (such as a USB external hard drive), it will be detected automatically. You can of course change it, if needed, by pressing the “Settings” button.

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

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

After a few seconds, you will see an indication that an initial backup is now being performed. This takes a while to do the first time. Once done, smaller incremental backups will be performed every 3 hours (you can change the backup frequency in Settings).



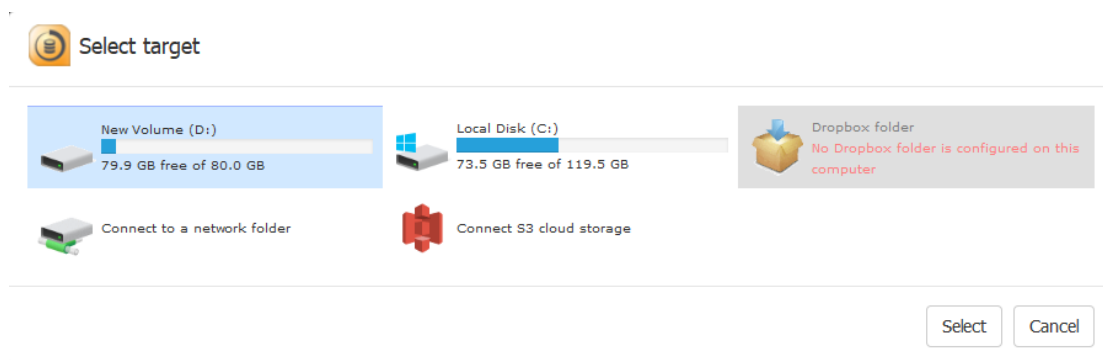
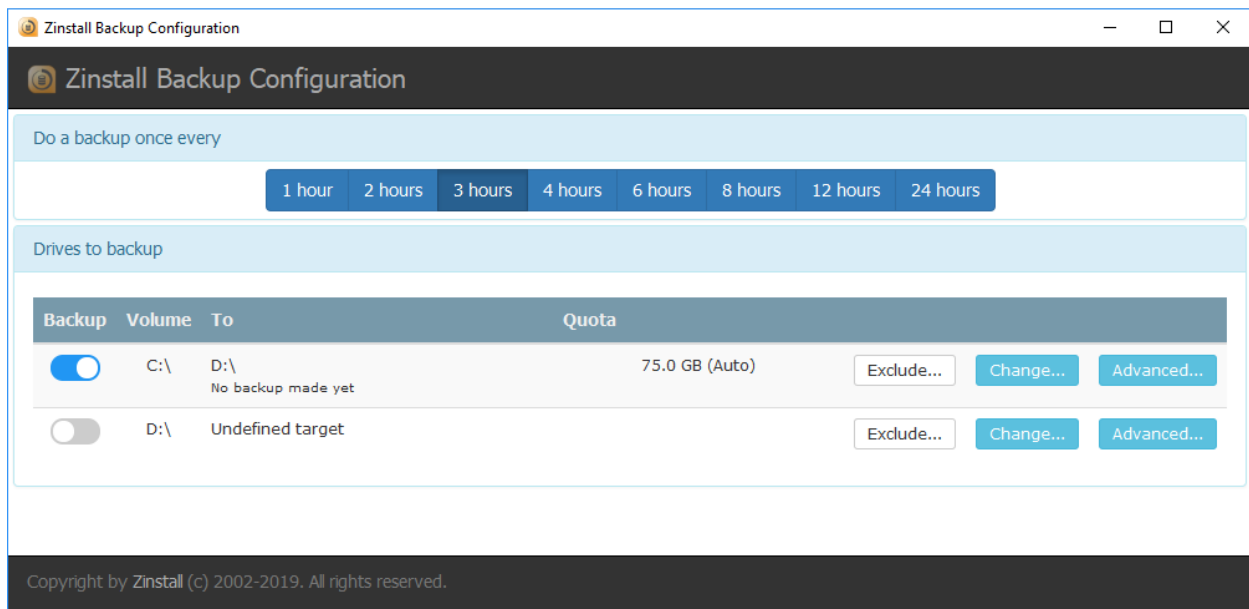
## Choosing a location for your backup

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

### USB external hard drive / USB stick / SD Card

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

1. Click the Settings button on the main Backup screen.
2. Click the Change button next to the drive you want to backup (usually, your C drive)
3. Select your USB drive from the list of drives it shows
4. Close the Settings screen

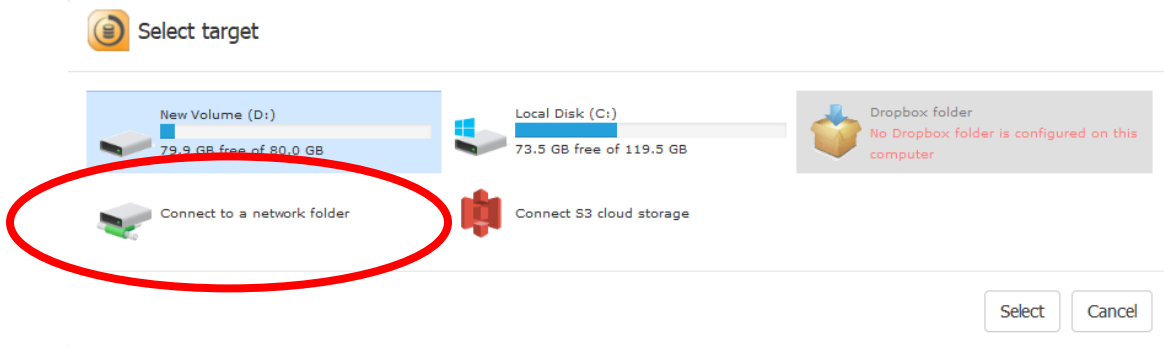


## Network drive / SAN / NAS / Personal Cloud Drive

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

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

1. Click the Settings button on the main Backup screen.
2. Click the Change button next to the drive you want to backup (usually, your C drive)
3. Select “Connect to a network folder”



4. At this point, you can either choose from available network drives shown by Windows, or connect to a different network drive.

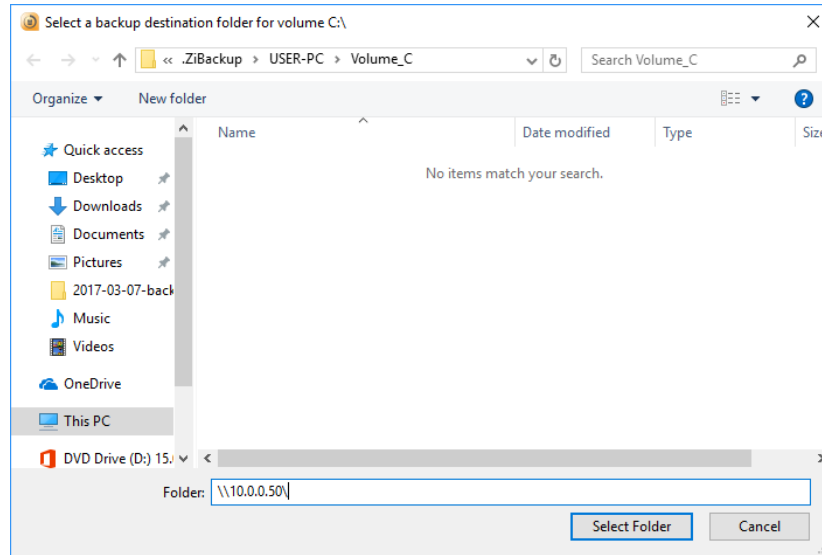
To connect to your desired drive, use its IP address or full network name. For example, if the IP address for your drive is 10.0.0.50, you would type in the following in the Browse window (at the bottom):

\\10.0.0.50\

Or, you can use its full network name, such as (for example):

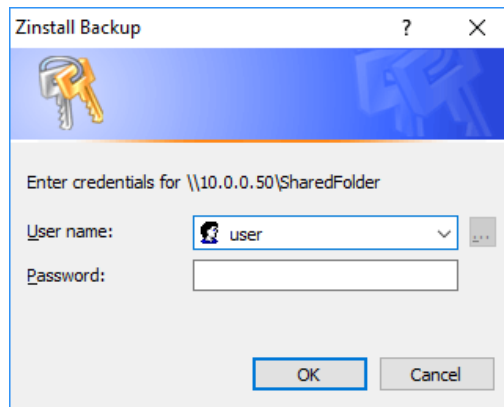
\\wdmycloud\

## Zinstall FullBack User Guide

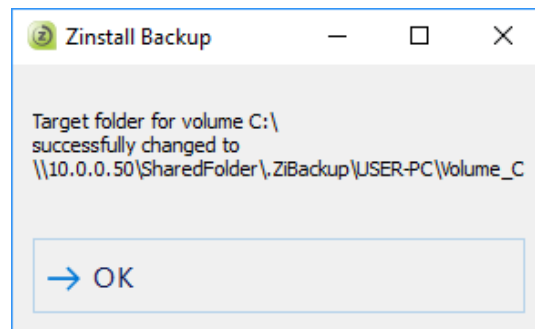


Then, press the Select folder button on the right

5. You will now see the folders on your network drive. Select the one where you want to store the backup, and press the Select folder button again
6. Close the Settings screen to complete the selection
7. When prompted, enter your username and password to access the network folder



You will get a confirmation pop-up, stating that the backup location has been changed to your network drive.



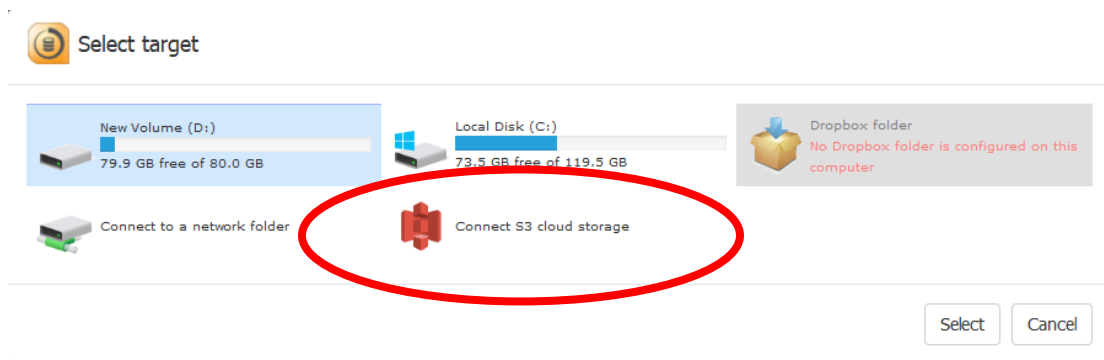
## Backup to Cloud Storage

In addition to the options above, you can use a 3<sup>rd</sup> party Cloud storage option to achieve an additional off-side copy of your backup. The downside of using Cloud storage is that it takes a long time to upload files to the cloud. The advantage is, of course, having a backup which is completely off premise.

## Backup to Amazon S3

Here is how to use Amazon S3 as your Backup location:

1. Click the Settings button on the main Backup screen.
2. Click the Change button next to the drive you want to backup (usually, your C drive)
3. Select “Connect S3 cloud storage”



4. Enter your AWS **Access Key** and **Secret Key** credentials, and click OK  
See instructions on retrieving those keys below.
5. Close the Settings screen to complete the selection

Your backup will now use your Amazon S3 as its destination.

## How to retrieve your AWS Access Key and Secret key

Here is the Amazon guide on retrieving your AWS Access Key and Secret key:

<https://aws.amazon.com/blogs/security/how-to-find-update-access-keys-password-mfa-aws-management-console/>

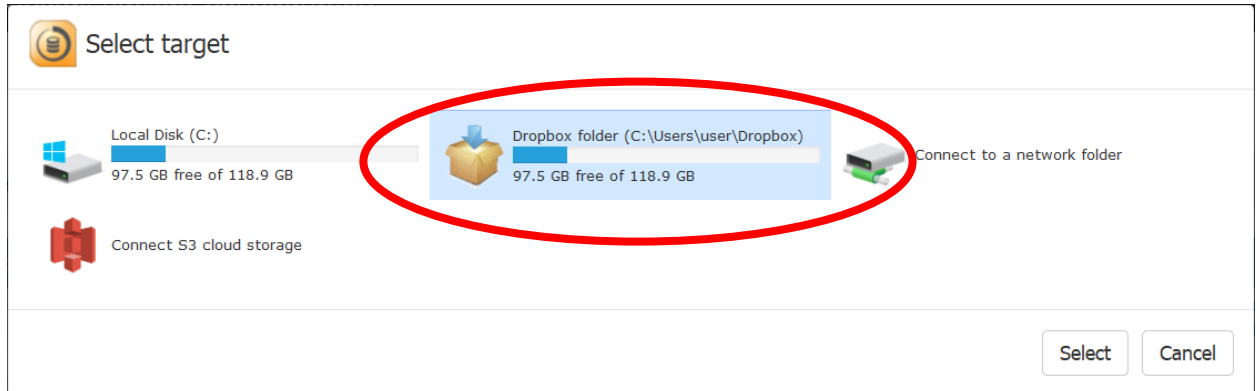
In short, here is how that is done:

1. [Sign in to your AWS Management Console](#)
2. Click on your user name in the upper right section of the navigation bar
3. From the drop-down menu, select “My Security Credentials”
4. Scroll down to the “Access keys for CLI, DSK & API access” section
5. Click the “Create access key” button. This generates a new secret access key.
6. Click “Show secret access key” below.

## Backup to Dropbox

Here is how to use Dropbox as your Backup location:

1. Click the Settings button on the main Backup screen.
2. Click the Change button next to the drive you want to backup (usually, your C drive)
3. Select “Dropbox Folder” from the list that opens



4. Close the Settings screen to complete the selection

Your backup will now use your Dropbox as its destination.

### **NOTE:**

Dropbox works by syncing files from your computer to its Cloud storage. This means that in order to store something on Dropbox, you also have to store it on your local drive. Thus, in order to keep your backup in Dropbox, you not only need to have enough Dropbox storage, but also enough space on the drive that holds your Dropbox folder.

To save local disk space, you can right-click on the zibackup folder in your Dropbox folder, go to Smart Sync and select “Online Only”. This will tell Dropbox to keep most of the backup files in Dropbox only (removing the already uploaded files from your local drive).

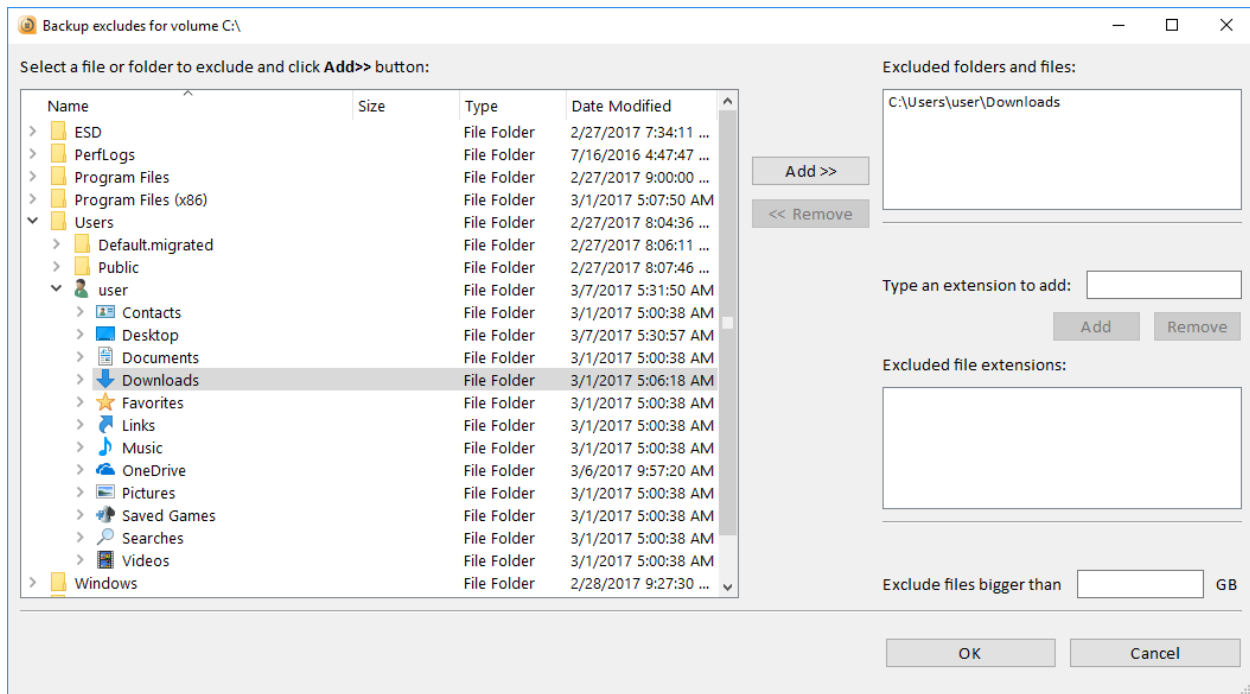
## Excluding files and folders from your Backup

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

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

Here is how to do that:

1. On the main Backup screen, click the Settings button.
2. Locate the entry for the drive on which you want to manage the exclude list (usually, that would be your C drive – first line).
3. Click on the “Exclude...” button on the right.
4. Select the folder you want to exclude from the list on the left, and click the “Add >>” button to add it to the exclude list.
5. Click OK to complete the process.



On the same exclude screen, you can also globally exclude specific file extensions (for example, you can exclude all .VMDK files which tend to be pretty large), or exclude files large than a certain size (for example, you can exclude all files larger than 10GB).

## Limiting Storage Space usage (Quota)

By default, backups will use up an automatically determined amount of storage space on the backup location you've defined for each drive. This amount is called a quota.

Once the total space used by the backup gets close to the quota, older backups will start getting merged together, in order to free up space. This is done automatically.

If you prefer, you can change the allowed space (quota) in Settings. To do that, click the "Advanced" button next to the drive you'd like to address, and check the "Define User Quota" checkmark.

Then, change the value for quota to the desired number of GBs.

## Changing Backup frequency

Zinstall FullBack performs backups automatically, once in a set number of hours. You can use the Settings menu to change that number to a desired value, such as once every 1 hour, 2 hours, 3, 4, 6, 8, 12, 24 hours, 1 day, 2 days, 7 days.

HINT: In most cases, 3 hours is a good frequency to use. It's not too often, but also not too far apart.

**NOTE:** What happens if I disconnect when Backup drive?

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

## Part 2 – Restore

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

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

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

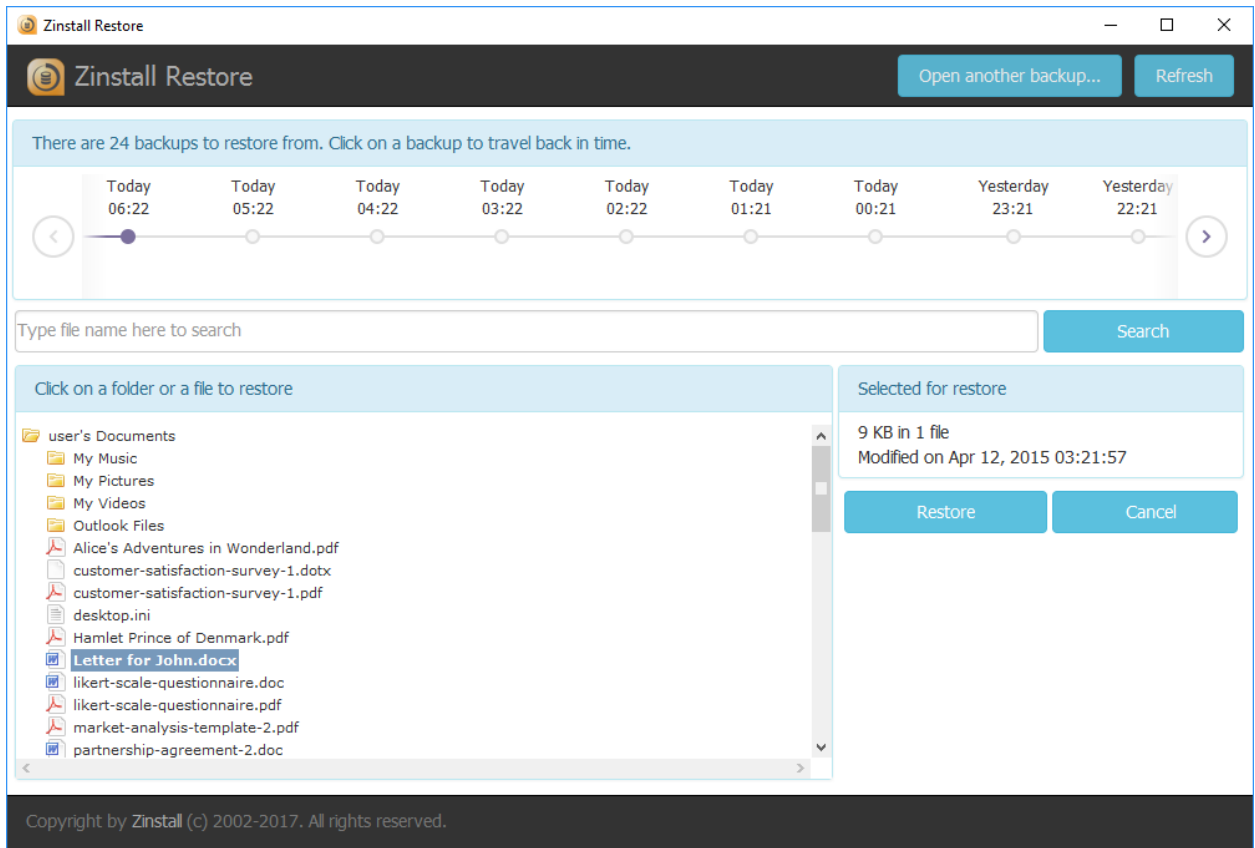


## Restoring a file

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

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

1. On the Zinstall FullBack screen, click the Restore button to activate the Restore wizard



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

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

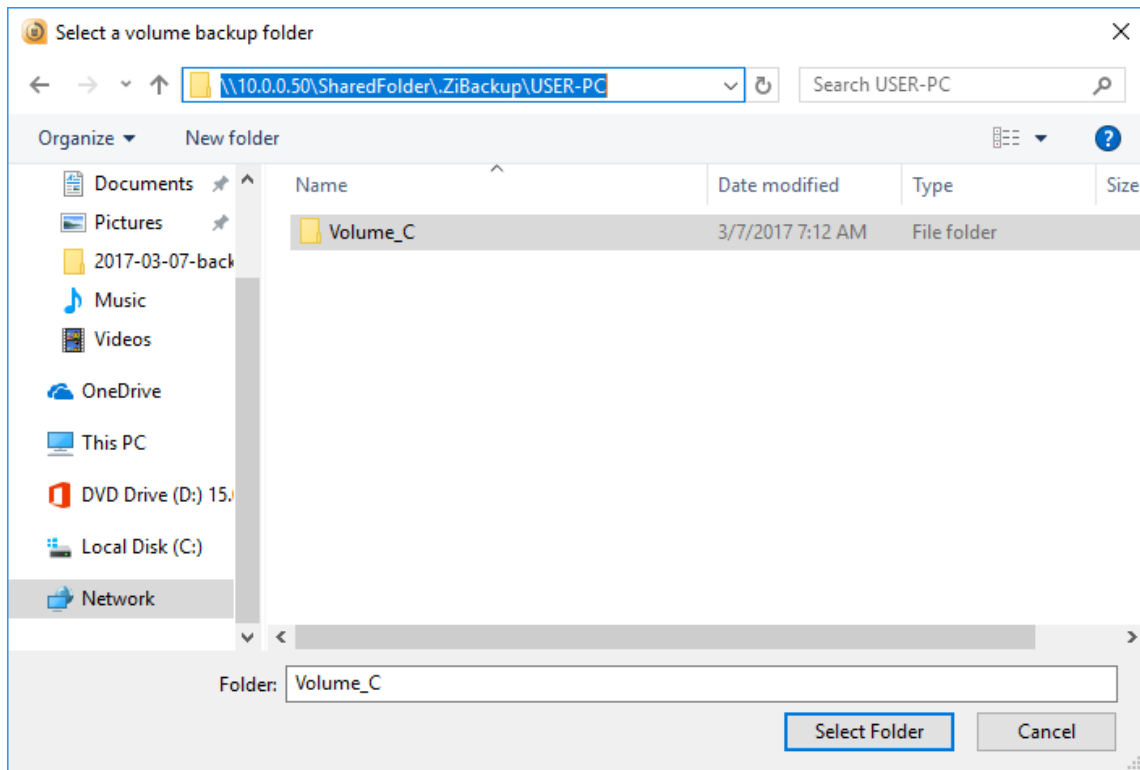
## Restoring files to a replacement computer

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

**Note:** This is best used for restoring a set of folders and files – not for restoring the entire contents of the old computer. If you do need to restore the entire contents of the old computer from backup, including programs, settings and files, see “**Full restore** (programs, settings, files) to a replacement computer” below.

Here is how to restore files or folders to a replacement computer:

1. First, download and install Zinstall FullBack onto the replacement machine. Run Zinstall FullBack when the installation is complete.
2. On the Zinstall FullBack screen, click the Restore button to activate the Restore wizard.
3. Click the “Open another backup...” button at the bottom right
4. In the Browse window that opens, navigate to the location of the Backup from which you want to restore files.
5. At that location, enter the ZiBackup folder, then the folder with the original computer’s name, and select the Volume\_C folder inside. Click the Select Folder button to open the Backup.



6. Once the Backup is open, proceed with same instructions as in the previous section to restore files or folders from it.

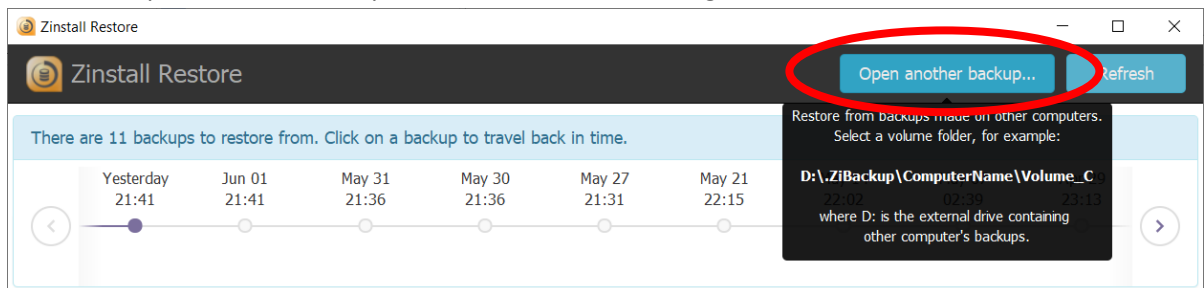
## Full restore (programs, settings, files) to a replacement computer

If you prefer to do a full restore to a replacement computer, where you restore programs, settings, profiles, accounts and all files from the backup, you would need to use Zinstall Migration Kit Pro (separate product). If you have FullBack Pro, the Rescue Kit is included in your purchase.

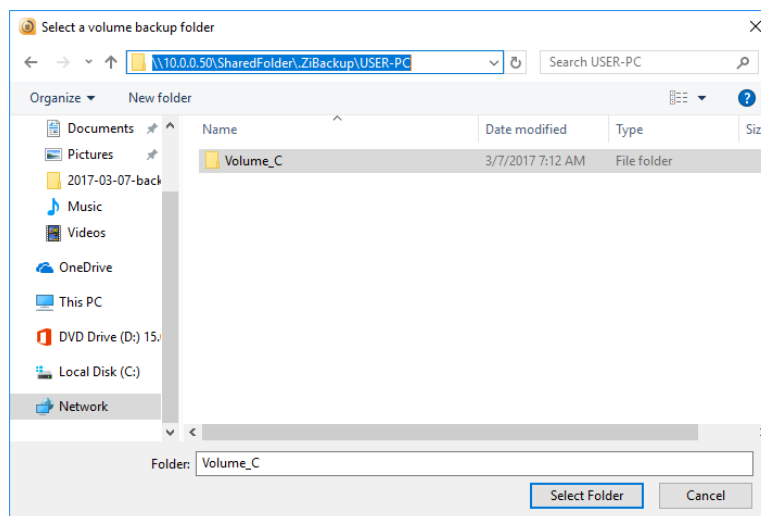
Here is how:

### Part 1: Select a backup to restore from

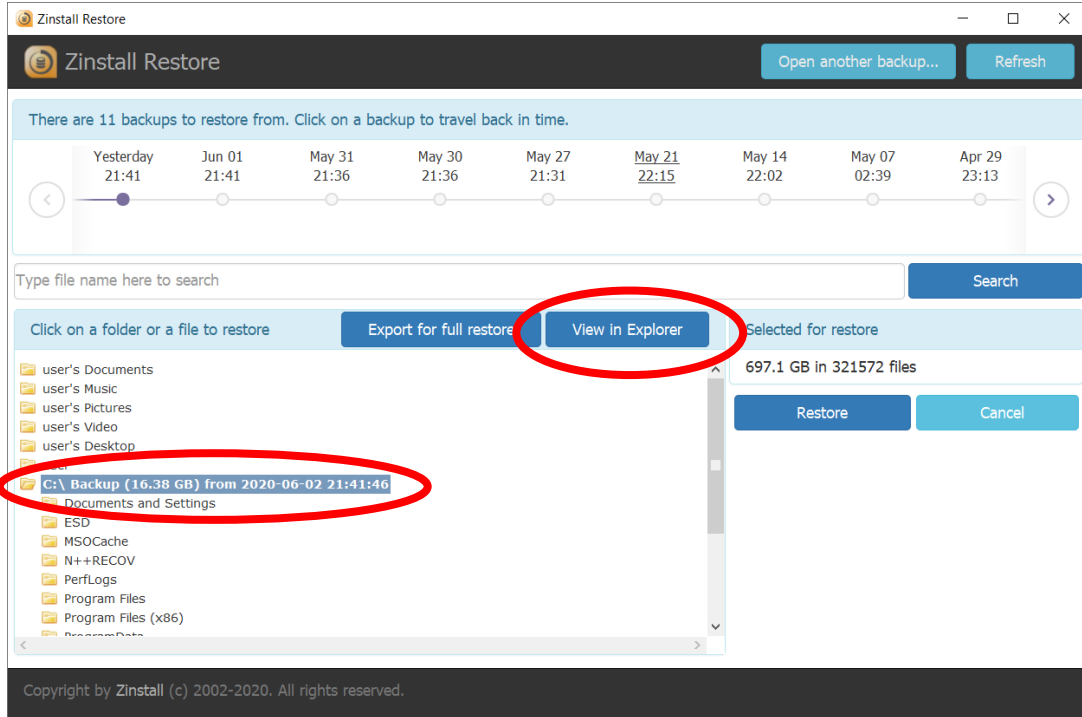
1. First, download and install Zinstall FullBack onto the replacement machine. Run Zinstall FullBack when the installation is complete. You can download FullBack from [www.zinstall.com/download-fullback](http://www.zinstall.com/download-fullback)
2. On the Zinstall FullBack screen, click the Restore button to activate the Restore wizard.
3. Click the “Open another backup...” button at the bottom right



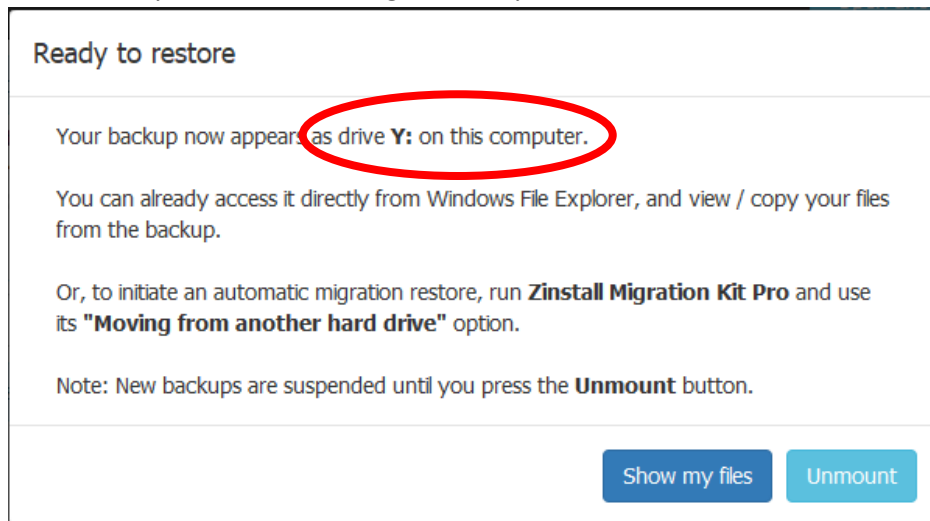
4. In the Browse window that opens, navigate to the location of the Backup from which you want to restore files.
5. At that location, enter the ZiBackup folder, then the folder with the original computer's name, and select the Volume\_C folder inside. Click the Select Folder button to open the Backup.



6. Choose the date and time of the backup that you would like to restore from, and highlight the “C:\ Backup” line at the bottom.
7. Click the “View in Explorer” button that appears in the middle of the screen after you highlight the “C:\ Backup from...” entry:

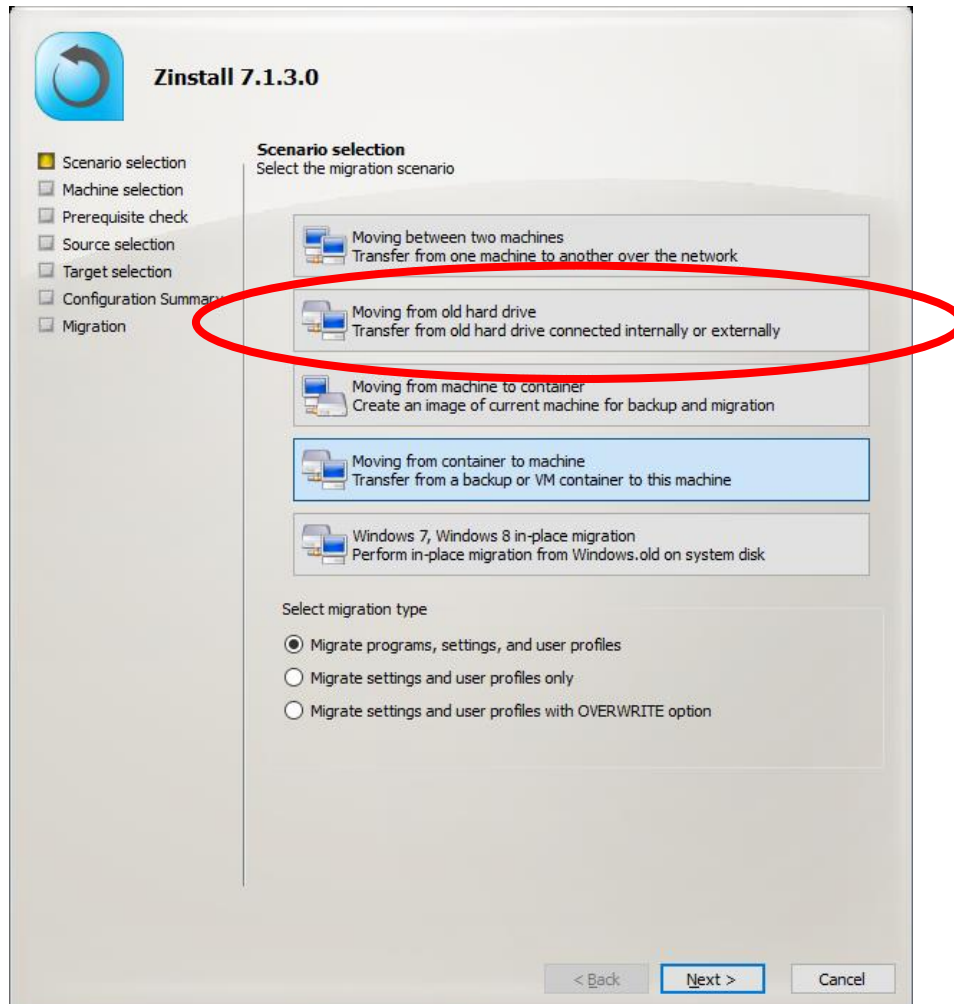


8. This will prepare your backup for restore, and make it available as a virtual hard drive on the computer. The “Ready to restore” message will tell you which **drive letter** it has:



## Part 2: Run the full restore

1. Download and run Zinstall Migration Kit Pro on your replacement computer
2. Choose its “Moving from old hard drive” option, and click Next



3. Click Next again on the Prerequisite check screen
4. On the Source selection screen, put a checkmark next to the mounted volume from the “Ready to restore” message above (in the example we are following here, that was Drive Y – it will likely be a different drive in your case).
5. If you want to exclude some files, folders or programs from the restore, you can click the “Advanced” button to enter Selective recovery mode.
6. Click Next and proceed with the wizard to start the recovery process.

Once done, the programs, settings and files from your backup will be restored to your new computer, and it will be ready for your use.

### **Alternative Restore Procedure**

The standard restore process (as outlined above) works best for backup storage drives with high access speed. If you feel that the restore process is too slow, you can use an alternative restore method instead. This method first exports your backup to a container file, and only then restores it to the computer. This requires additional storage space (to store that container), but – for slower drives – will result in a quicker restore overall.

First, perform steps 1-6 of Part 1: Select a backup, as outlined above.

Then, do the following:

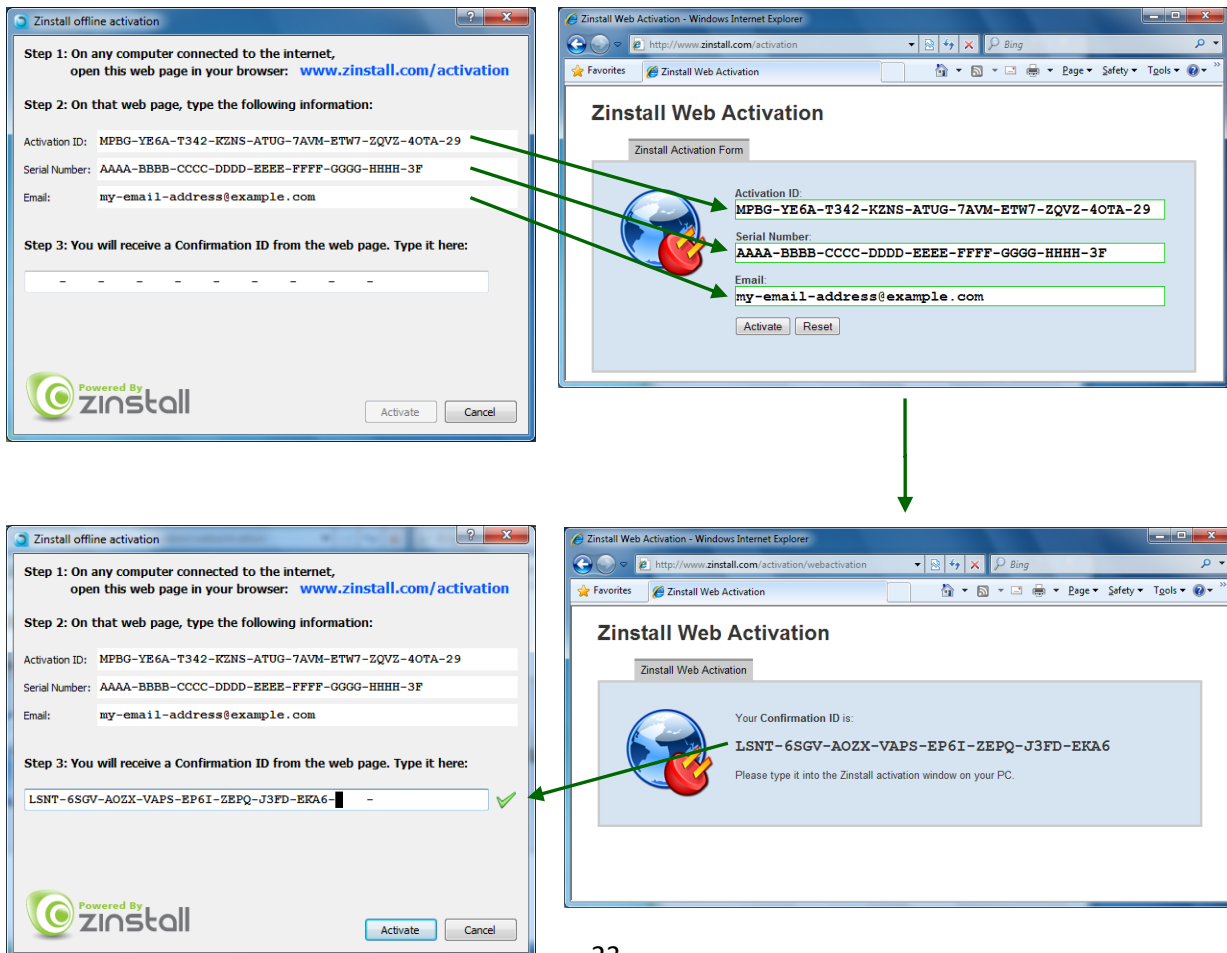
1. Highlight the “C:\ Backup from...” entry, and click the “Export for full restore” button that appears in the middle of the screen (not the “View in Explorer” button as in the standard restore process).
2. This will open the export to container wizard. Follow the prompts, and make sure to remember where you have chosen to save the container (and what you have named it).
3. Once the container is created, download and run Zinstall Migration Kit Pro on your replacement computer
4. Choose its “Moving from container to machine” option, and click Next (not of the “from old hard drive” option as in the regular restore process), and click Next
5. Click Next again on the Prerequisite check screen
6. On the Source selection screen, click Browse and select the container that you have created in step 2 above.
7. Click Next and proceed with the wizard to start the recovery process.

## Appendix A

### Web Activation

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

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



## CHKDSK

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

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

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

## Converting a FAT32 drive to NTFS file system

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

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



## Troubleshooting Guide

### Message Codes

Message Code	Troubleshooting instructions
<p><b>10</b></p>	<p><b>A currently running application is preventing Zinstall from operating properly.</b>                      Close down all applications running on your computer and run Zinstall Backup again. If you are unsure which application to close - restart your computer and run Zinstall again.</p>
<p><b>11</b></p>	<p><b>No activations remaining</b>                      Your license has been activated on too many computers, and cannot be activated on more computers. Another license is required.</p>
<p><b>13</b></p>	<p><b>You are trying to activate the wrong product with your serial number / Anti Virus or Firewall blocking Zinstall from loading</b></p> <ol style="list-style-type: none"> <li>1. Make sure the serial number you are using fits the product you are trying to activate it with. For example, if you are activating Zinstall FullBack, make sure you are using a Backup serial.</li> <li>2. Make sure antiviruses and firewalls are uninstalled or fully disabled.</li> </ol>
<p><b>190</b> <b>191</b></p>	<p><b>Critical Windows service is corrupted on your computer</b>                      This message code appears when an essential standard Windows component is either malfunctioning or corrupted. Although such malfunctioning / corrupted component is not part of Zinstall software, it needs to be fixed in order to allow proper execution of Zinstall within the Windows installation. When this message is shown, it also includes detailed information about the name of the malfunctioning component and a failure code which can be used for troubleshooting.</p> <p>Troubleshooting:</p> <ol style="list-style-type: none"> <li>1. If the problem is caused by Microsoft Windows Management Instrumentation service (WMI) – i.e. Microsoft component malfunction – it should be fixed by utilizing Microsoft’s support resources.</li> <li>2. The following instructions initiate a built-in Windows component repair:                         <ol style="list-style-type: none"> <li>a. Open Control Panel -&gt; Add/Remove programs</li> <li>b. Click “Add/Remove Windows Components” on the left panel</li> <li>c. Click “Next”, and then “Finish” in the dialog that pops up</li> <li>d. Windows will try to reinstall its standard components</li> </ol> </li> </ol>

<p><b>262</b></p>	<p><b>General error</b>          Troubleshooting:</p> <ol style="list-style-type: none"> <li>1. Perform a CHKDSK - hard drive consistency check - on the hard drive of the SOURCE computer</li> <li>2. Make sure there are no firewall/antivirus/security software installed / running on</li> <li>3. Restart both the SOURCE and the TARGET computers</li> <li>4. Then run the migration again</li> </ol>
<p><b>298</b></p>	<p><b>One or more of the partitions on the computer's hard drive are formatted using the FAT32 file system</b></p> <p>For a reliable backup, FAT32 partitions should be upgraded to the NTFS file system. See Appendix B above for instructions.</p>
<p><b>467</b> <b>469</b></p>	<p><b>Hard drive or storage location has disconnected during the migration</b>          The hard drive (or storage location) has disconnected from the machine during the process. This can also be caused if the source has a major corruption of its data, preventing the data from being read.</p> <p>Steps to resolve:</p> <ul style="list-style-type: none"> <li>- Make sure the source drive is securely connected to the machine</li> <li>- Run CHKDSK on the drive (see Appendix above).</li> <li>- Restart the computer</li> </ul> <p>Then, run Zinstall again.</p>