

# Colorado Backup Online Guide

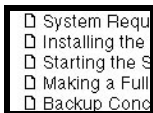
## How to use this online guide



Use the **Browse** buttons to go to the first or last page of the document, or forward or backward one page at a time.



Use the **Go Back** buttons to retrace your steps through the document.



Down the left-hand side of the window is an electronic table of contents. Click on any text line to jump to that page in the document.



## Colorado Backup Online Guide *(continued)*



Use the Find button to search for a word or phrase in the document.

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Rev. A

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# System Requirements

Before you install the software, check your computer for the following items:

- A 386-based personal computer or higher.
- 2 MB of available disk space. (To check available disk space, double-click on My Computer; click on the icon representing the disk where the backup software will be installed; open the window's File menu and select Properties.)
- 4 MB of free memory. (To check for free memory, double-click on My Computer; open the window's Help menu and select About Windows 95. The amount of memory and percentage in use is listed.)



# Installing Colorado Backup

1. Insert the diskette labeled “CB for Win 95 & DOS” into your floppy drive.
2. Click on the **Start** button on the Windows 95 task bar and select **Run** from the list of options.
3. At the prompt, type **A:SETUP**. (Type **B:SETUP** if the diskette is in drive B:.) Click on **OK**.
4. A screen welcomes you to Colorado Backup for Windows 95. Click on **OK**.
5. After the status bar reaches 100%, a dialog box appears indicating that Windows 95 must be restarted to complete the installation process. Remove the installation diskette and click on **Yes**. Windows 95 is shut down and restarted.



## Installing Colorado Backup *(continued)*

6. The New Hardware Found dialog box appears indicating it has located your tape drive. (If you installed a SCSI adapter board to accommodate the tape drive and have not rebooted since its installation, the adapter board will also appear.) Click on **OK** to let Windows 95 select the settings for your hardware.

You are returned to the Windows 95 desktop. Colorado Backup is now installed and you are ready to perform backup operations.



# Starting Colorado Backup

1. To start Colorado Backup, click on the **Start** button on the task bar.
2. Point to **Programs** and select **Colorado Backup for Windows 95** from the Programs menu. Select **Colorado Backup**.
3. Read the information in the Welcome to Colorado Backup dialog box and click on **OK**.
4. Read the next dialog box that explains backups and click on **OK**. The Colorado Backup main window appears.



# Making Your First Full System Backup

Let's get started by making a Full System Backup. That is, everything on your computer's hard drives will be copied to your tape. A Full System Backup includes your system registry (the registry files are part of the Windows 95 operating system and are necessary for your system to work properly) and ensures that your entire system can be restored in the case of a sudden power failure, software problem, mechanical failure, or user mistake. You don't need to perform a Full System Backup each time you make a backup, but you should do one the first time you make a backup, thereafter at regular intervals, and when you install new hardware or software on your system.





## Making Your First Full System Backup *(continued)*

### To make a Full System Backup:

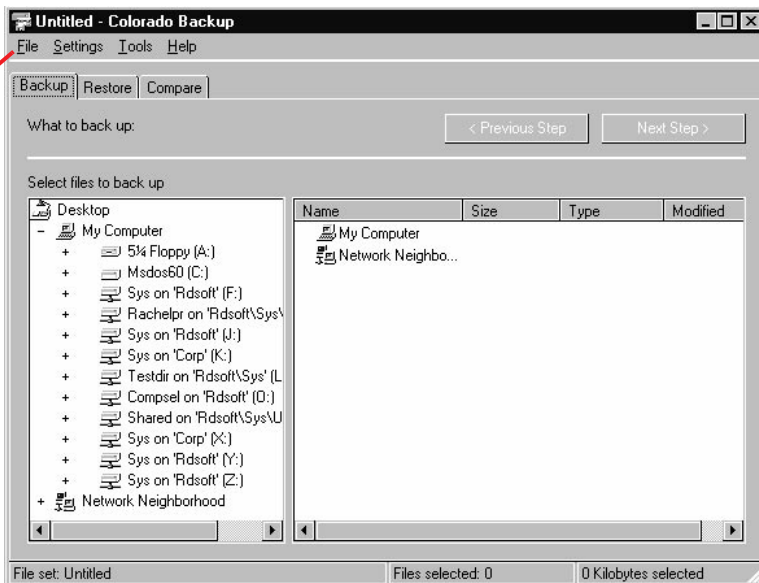
1. You will need at least one formatted tape. If the tape does not say “formatted” or “preformatted”, you must format it first; see the section “Preparing a Tape for Use” on page 55.
2. Insert the tape into the tape drive. After the cartridge is inserted, you will hear the sound of the tape being wound back and forth. These noises indicate that the tape drive is finding the beginning of the tape, determining the tape's length and format, and positioning the read/write head.
3. Start Colorado Backup (from the **Start** menu select **Programs**, **Colorado Backup for Windows 95**, then **Colorado Backup**). A couple of information screens are shown, then the main screen



## Making Your First Full System Backup (continued)

appears:

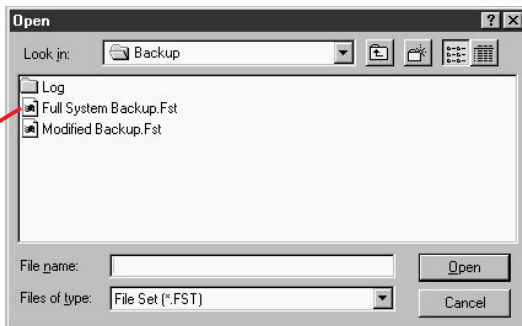
From the File menu, select Open File Set.



## Making Your First Full System Backup (continued)

4. Next you'll select the file set for a Full System Backup. From the **File** menu, select **Open File Set**. The Open screen appears:

Highlight Full  
System  
Backup.Fst



5. Highlight **Full System Backup.Fst**

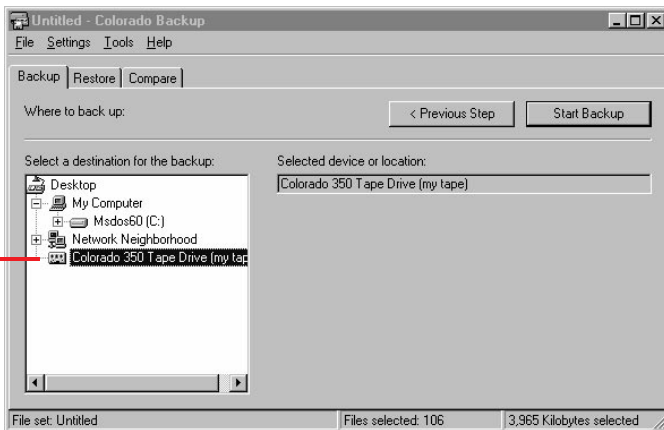
6. Select **Open**. An information screen will show that the list of files included in a Full System Backup are being prepared.



## Making Your First Full System Backup (continued)

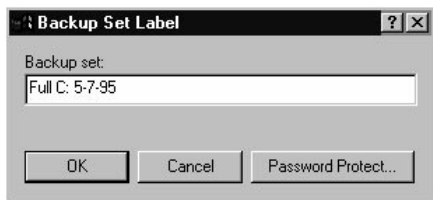
- When the main screen reappears, click on **Next Step**.
- Select the destination for your backup—your tape drive—by highlighting the name of your tape drive.

Click on the name of your tape drive to select it as a destination for the backup.



## Making Your First Full System Backup *(continued)*

9. Select **Start Backup**. The Backup Set Label dialog box appears.



10. Type a name in the Backup Set Label text box to help you remember what the backup contains. A good set name might include the type of backup (Full in this case) the letter of the drive you are backing up (C: in this case) and any other information you want to include.



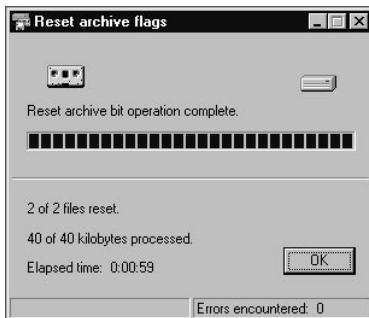
## Making Your First Full System Backup *(continued)*

11. Click on **OK**. The backup will begin. After the backup is finished, the software will automatically compare the files on tape to the files on the drive to make sure no errors occurred during the backup. A dialog box will appear indicating the backup is complete.



## Making Your First Full System Backup (continued)

12. Click on **OK**. The next screen indicates the number of files, amount of data compared and archive bits reset after the backup was completed.



13. Click on **OK**. The main screen reappears.



# Understanding Backup Concepts

## Why Should I Back Up My Computer?

Backups provide insurance against the loss of data due to hard drive failure or human error. This loss can occur at any time. Backups also allow you to return to older file versions, to free up space on your hard drive, and transfer files easily from one computer to another.

## How Often Should I Back Up?

You should back up your data as often as you use your computer. If you use your computer every day, you should back up every day. If you only use your computer once a week, you should back up once a week. When deciding on your backup routine ask yourself this





## Understanding Backup Concepts *(continued)*

question: How many days would it take for me to recreate my current hard drive if I were to lose everything right now?

### Which Kind of Backup Should I Use?

Colorado Backup offers several types of backup: Automated Daily, Full System, Total, Modified Files Only, and Selective. Use whatever combination of backups meets your particular needs.

- **Automated Daily Backup** offers the easiest way to set up a backup routine. This feature lets you schedule backups to occur at convenient times, such as over lunch or after work hours. Once the schedule is set, leave a tape in the drive, leave your computer on, and the software does the rest. This type of backup is described more fully on page 27.



## Understanding Backup Concepts *(continued)*

- **Full System Backup** backs up your entire system including all of your computer's local hard drives and your registry files. The registry files are part of the Windows 95 operating system and are necessary for your system to work properly. You will need to have a backup of the registry files in order to recover from a system crash. You don't need to perform a Full System Backup each time you make a backup, but you should do one the first time you make a backup, thereafter at regular intervals, and when you install new hardware or software. Instructions for doing a Full System Backup begin on page 8.
- **Total Backup** backs up an entire hard drive to tape. Once you have made a Full System Backup, you can begin making Total Backups. A Total Backup ensures that you have a copy of all your program and data files and will be able to get back to work quickly if you accidentally delete a file. Keep in mind that a Total Backup



## Understanding Backup Concepts (continued)

does not make a copy of your system registry (the registry files are part of the Windows 95 operating system and are necessary for your system to work properly). Total Backup is described starting on page 21.

- **Modified Files Only Backup** backs up only those files that have changed or been added since the last Total Backup. This type of backup saves time and tapes since you are backing up fewer files each time. The disadvantage is that restoring a file might take longer, since you may have to look at more than one tape to find the most current version of the file. Modified Backup is explained in the section “Questions and Answers” on page 67.

*TIP: First, do a Full System Backup. Then, the simplest and fastest backup strategy is a weekly Total Backup with daily Modified backups. We recommend that you use two sets of tapes so that you*



## Understanding Backup Concepts *(continued)*

*are never overwriting your last backup with your current backup.*

- **Selective Backup** backs up only the files or directories that you select. This type of backup is used mainly to transfer files from one computer to another or to free up space on your drive (called *archiving*). Instructions for doing a Selective Backup begin on page 38.



# Making a Total Backup

A Total Backup will back up all the files on your hard drive (or whichever drive you select) *except* the system registry. You can back up more than one drive at a time. To back up your system registry (which should be done at regular intervals or when you make changes to your system) perform a Full System Backup, explained on page 8.

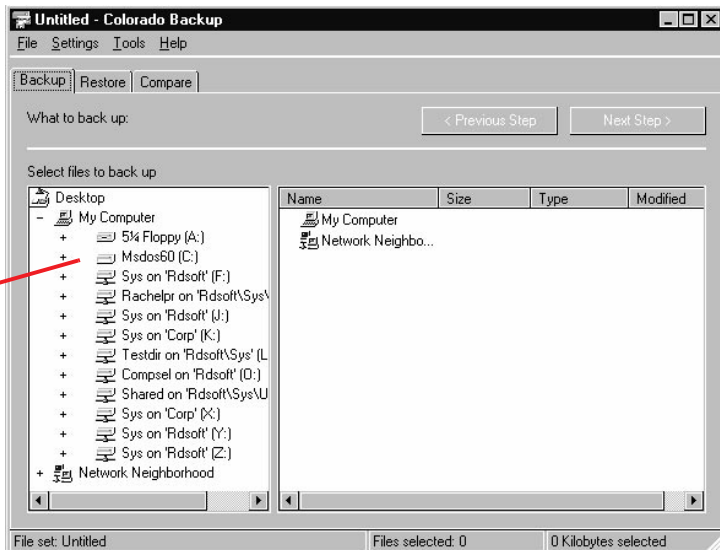


## Making a Total Backup (continued)

### To make a Total Backup:

1. Start Colorado Backup. The main screen appears:

Click on the box next to drive you want to back up.



## Making a Total Backup *(continued)*

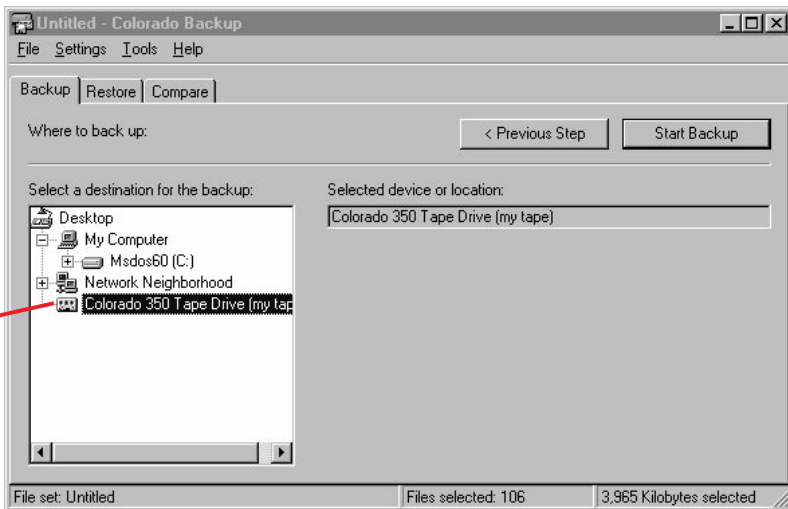
2. Click on the box next to the drive(s) you want to back up. This selects all the files on the drive(s). A checkmark will appear in each box. A checkmark also appears next to each file in the right pane of the window.



## Making a Total Backup (continued)

3. Click on the **Next Step** button in the upper right-hand corner of the screen. The screen for selecting the backup destination appears:

Click on the name of your tape drive to select it as the destination for the backup.





## Making a Total Backup (continued)

4. Select a destination for the backup—your tape drive—by clicking on the name of your tape drive on the left side of the screen.
5. Click on **Start Backup**. The Backup Set Label dialog box appears:



6. Type a name in the Backup Set Label text box to help you remember what the backup contains. A good set name might include the type of backup (Total in this case), the letter of the drive you are backing up (C: in this case), and any other information you want to include.



## Making a Total Backup *(continued)*

7. Click on **OK**. The backup will begin. After the backup is finished, a dialog box will appear indicating the backup is complete.
8. Click on **OK**. The next screen appears indicating the number of files and amount of data backed up.
9. Click on **OK**. The main screen reappears.



# A Hands-off Approach to Backups

Use Automated Daily Backup to back up your hard drive at a specified time, such as after work hours, or over lunch each day. Just pick a time for the backups to occur, put a tape in the drive, leave your computer running, and the software takes care of the rest.

## How Automated Daily Backup Works

Automated Daily Backup will make a Full System Backup (back up every file on your hard drive(s) including your system registry) every day.

If you would like to have more than one day's worth of backups on hand, use more than one tape.

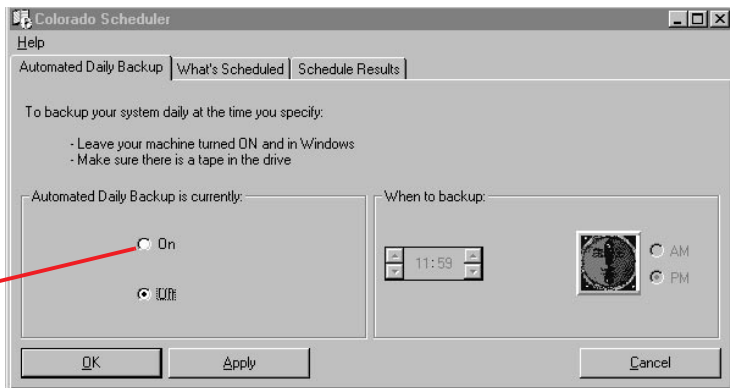


## A Hands-off Approach to Backups (continued)

### To set up Automated Daily Backup:

1. From the task bar on the bottom of the Windows 95 screen, click on **Colorado Scheduler**. The Colorado Scheduler screen appears:

Click **On** to make backups occur each day at 11:59PM (23:59).



## A Hands-off Approach to Backups *(continued)*

2. Click **On**. Backups will occur at 11:59PM (23:59). If you want your backups to start at a different time, change the time by clicking on the arrows.
3. Click on **OK**. When the Scheduler is turned on, it will appear on the task bar at the bottom of your screen.
4. Insert a formatted tape into the tape drive. If you cannot fit an entire backup on one tape, the backup will stop and the software will prompt you to insert another tape when the first tape is full. You will also be asked to switch tapes when the software does a compare after the backup.



## A Hands-off Approach to Backups *(continued)*

### In Order for Automated Daily Backups to Run

- Leave your computer on. You may want to close as many programs as you can. This helps the backup run more efficiently.
- Make sure a formatted tape is in the tape drive.



# Starting a Backup with One Button

You can start a Full System Backup by double-clicking on an icon on your Windows 95 desktop. The icon appears when you install Colorado Backup for Windows 95.

## To start a backup with one button:

1. Insert a formatted tape into your drive.
2. Double click on the **Full System Backup** icon on your desktop.



3. A Full System Backup (a backup of your system registry and all the hard drives on your system) will begin.



# How Do I Know If My Backups Are OK?

To ensure that you will be able to restore your backup when you need to, you must do a Compare. The Compare command compares the files on the tape to the files on your hard drive to make sure that they are exactly the same. When you install Colorado Backup for Windows 95, it is set to perform a compare after each backup. You can disable this option from the **Settings** menu in the **Options, Backup** screen. At a minimum, however, you should Compare after making your first few backups and after making any changes to your computer system. By comparing files, you can also verify that your hardware and software are correctly installed.

In this section we will do a Total Compare, that is, everything in a certain backup set will be compared to the hard drive.





## How Do I Know If My Backups Are OK? *(continued)*

### **To compare all the files in a backup set:**

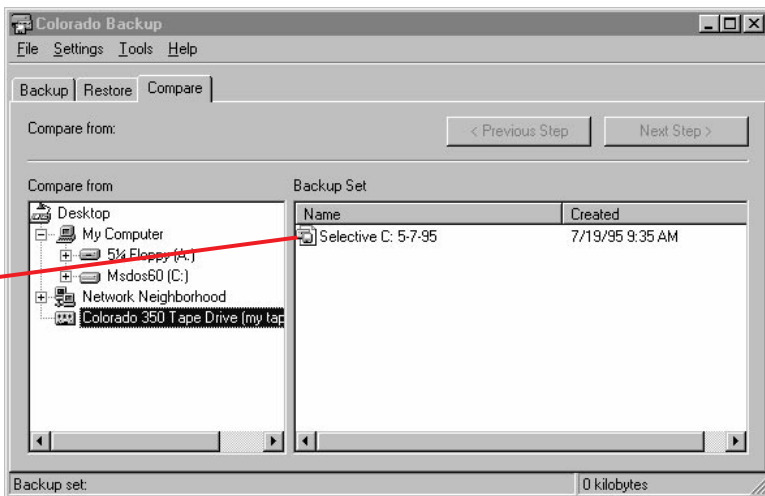
1. Insert the tape that contains the files you want to compare into the drive.
2. Start Colorado Backup. The main screen appears.



## How Do I Know If My Backups Are OK? *(continued)*

3. Select **Compare** from the tabs towards the top of the screen. The Compare screen appears:

After selecting the tape drive, highlight the backup set that you want to compare.



## How Do I Know If My Backups Are OK? *(continued)*

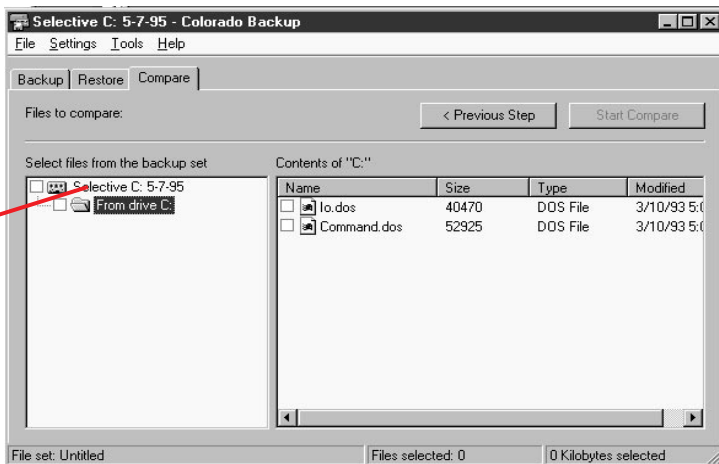
4. Highlight the name of your tape drive on the left side of your screen. The backup sets that are on the tape will appear on the right side of the compare screen.



## How Do I Know If My Backups Are OK? *(continued)*

5. Select the backup set you want to compare, then click on the **Next Step** button in the upper right-hand corner of the screen. A screen appears showing you the contents of the backup set:

Click on the backup set name, then the box next to the name to select the backup set.



## How Do I Know If My Backups Are OK? *(continued)*

6. Select the entire backup set by clicking on the backup set name (to collapse the directory) then double-clicking on the box next to the backup set name.
7. Click on **Start Compare**. After the compare is finished, a dialog box will appear indicating the compare is complete.
8. Click on **OK**. If errors occurred during the compare, a dialog box appears telling you which files didn't match. The screen indicates the number of files and amount of data compared.
9. Click on **OK**. The main screen reappears.



# Backing Up Specific Files

Sometimes you may want to back up only certain files rather than your entire hard drive. Backing up a few selected files is convenient if you transfer files from one computer to another or when you want to take work home from the office.

## Archiving

Another reason to back up only a few selected files is to free up space on your hard disk (called archiving). Archiving is copying files that you no longer use or seldom use from your hard drive to tape. The copied files can then be deleted from your hard drive to provide additional disk space. And, if you find that you ever need the archived file in the future, it can be easily restored from the tape. When archiving, designate a special tape, one that you don't do your regular backups on. When you're finished, label it or write-protect it



## Backing Up Specific Files *(continued)*

(see the literature that came with the tape cartridge for instructions on how to write-protect).

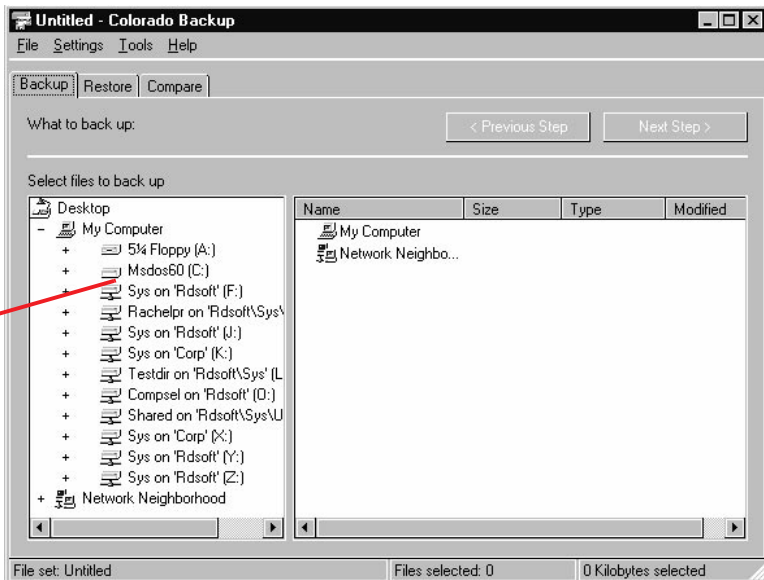


## Backing Up Specific Files (continued)

### To back up selected files:

1. Start Colorado Backup. The main screen appears:

Click on the disk icon next to the drive name to display its files and directories.

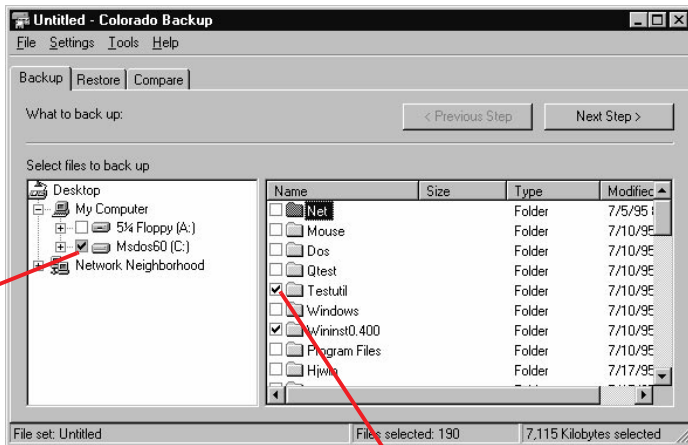




## Backing Up Specific Files (continued)

2. Select the files you want to back up by clicking on the disk icon next to the drive you want to back up. The files and directories will be displayed on the right side of your screen:

Double-click on the disk icon to display its files and directories.



Click on the box next to the file or directory to select it.



## Backing Up Specific Files *(continued)*

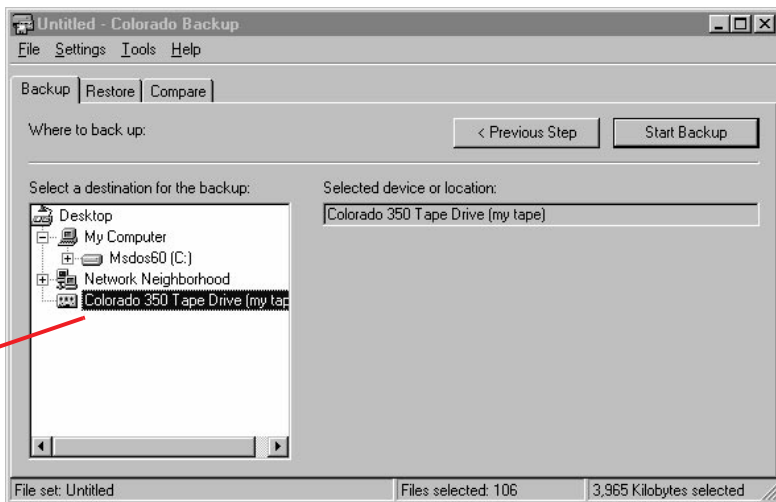
3. Click on the boxes next to the files and directories you want to back up. (To open a directory double-click on the folder icon next to it.) The checkmark in the box indicates that the file or directory has been selected. If you select an item by mistake, click on it again to unselect it.
4. When you have finished selecting files, click on the **Next Step** button in the upper right-hand corner of the screen.



## Backing Up Specific Files *(continued)*

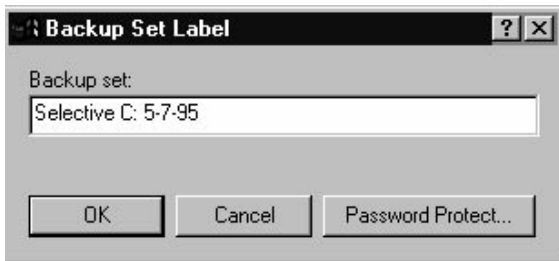
5. Select a destination for the backup by highlighting the name of your tape drive.

Click on the name of your tape drive to select it as the destination for the backup.



## Backing Up Specific Files *(continued)*

6. Click on **Start Backup**. The Backup Set Label dialog box appears:



7. Type a name in the Backup Set Label text box to help you remember what the backup contains. A good set name might include the type of backup (Selective in this case), the letter of the drive you are backing up (C: in this case), and any other information you want to include.



## Backing Up Specific Files *(continued)*

8. Click on **OK**. The backup will begin. After the backup is finished, a dialog box will appear indicating the backup is complete.
9. Click on **OK**. A screen appears indicating the number of files and amount of data backed up.
10. Click on **OK**. The main screen reappears.

*CAUTION: If you plan to delete the files you just backed up from your hard drive make sure you do a compare to ensure that the backup worked and the files will be OK should you need to restore them.*



# Restoring Files to Your Hard Drive

Restoring is the process of copying files from a tape to your hard drive. When you accidentally delete a file, transfer work to another computer, or need to retrieve an earlier version of a file that you have archived, you'll do a Restore. The files will be restored to the same place on your hard drive and will contain the same information as they did when they were last backed up.

Sometimes you will only be restoring one file; at other times you may need to restore all the files as in the case of a hard drive crash. In this section we will be restoring selected files or directories, the most common type of restore.



## Restoring Files to Your Hard Drive *(continued)*

### To restore files and directories to your hard drive:

*NOTE: If you have a hard drive crash or a system crash, you will want to restore all of the files from your latest Full System Backup tape (because it includes your system registry) then if you made Modified backups, restore them in the order they were created.*

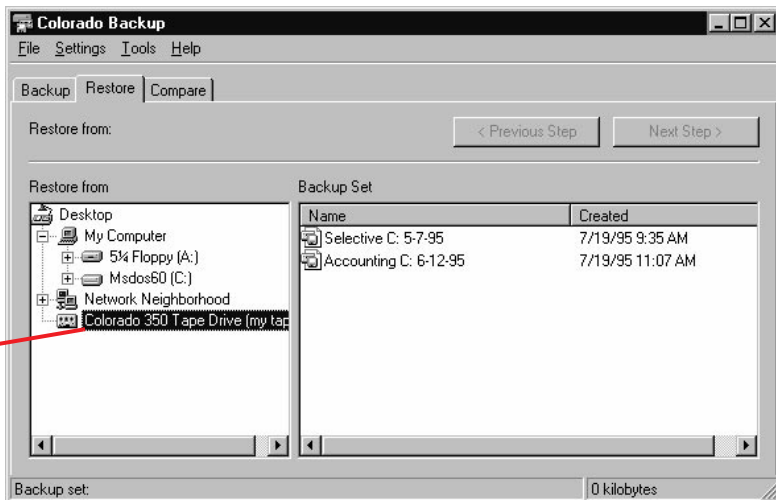
1. If you want to overwrite files that exist on your hard drive (as in the case of a disk crash) make sure Overwrite files is selected. Check the setting under the **Settings** menu, in **Options**, **Restore**. Remember, if Overwrite is selected the files on your hard drive will be replaced with the files from the tape.
2. Insert the tape that contains the files you want to restore into the tape drive.



## Restoring Files to Your Hard Drive *(continued)*

3. Start Colorado Backup. The main screen appears. From the tabs towards the top of the screen, select **Restore**. The Restore screen appears:

Highlight the name of the tape drive. The backup sets on the tape will appear on the right side of the screen.





## Restoring Files to Your Hard Drive *(continued)*

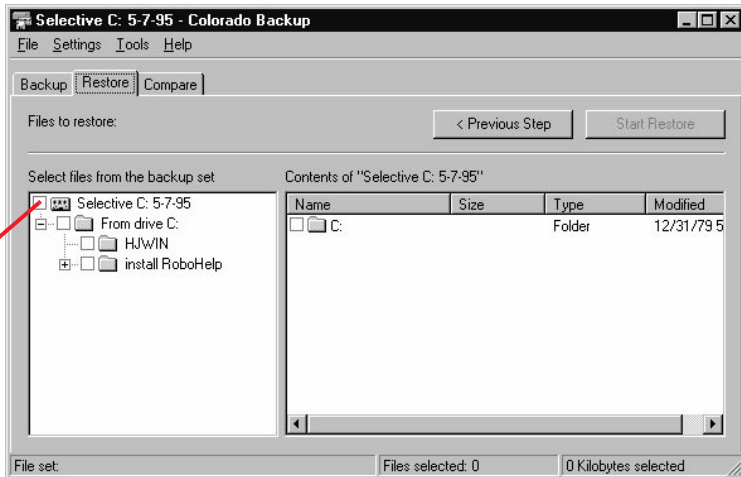
4. Highlight the name of the tape drive on the left side of your screen. The backup sets on the tape will appear on the right side of the screen.
5. Highlight the backup set that contains the files you want to restore.



## Restoring Files to Your Hard Drive *(continued)*

6. Click on the **Next Step** button in the upper right hand corner of the screen. This might take a minute or more, while the tape drive locates the backup set on the tape. A screen appears displaying the contents of the tape:

Click on the box next to the backup set name to restore all the files.



## Restoring Files to Your Hard Drive *(continued)*

7. To restore *all* of the files in the backup set, click on the backup set name (to collapse the directory) then double-click on the box next to the backup set name. To select certain files to restore, double click on the folder to display the contents of the backup set. The files and directories in the backup set appear on the right hand side of the screen. Click in the box next to the files and directories you want to select.
8. Click on the **Start Restore** button in the upper right-hand corner of your screen. The Restore begins. After the restore is finished, a dialog box will appear indicating the restore is complete.
9. Click on **OK**. A screen appears indicating the number of files and amount of data restored.
10. Click on **OK**. The main screen reappears.



# Viewing the Contents of a Tape

Just as you can view the contents of a disk using the Windows 95 Explorer, you can also view the contents of a tape using Colorado Backup. You might want to view a tape's contents before restoring files or erasing a tape.

## **To view the contents of a tape:**

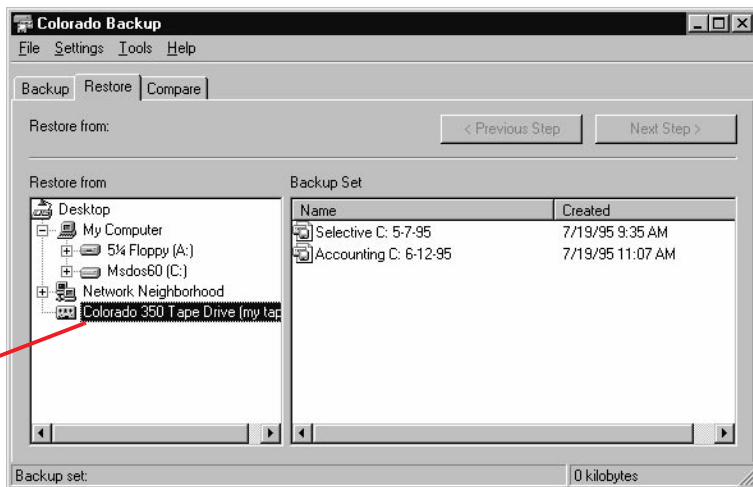
1. Insert the tape you want to view into the tape drive.
2. Start Colorado Backup. The main screen appears.



## Viewing the Contents of a Tape (continued)

3. From the tabs towards the top of the screen click on **Restore**.  
The restore screen appears:

Click on the tape drive name to display the contents of the tape in the drive.



## Viewing the Contents of a Tape *(continued)*

4. Click on the name of your tape drive on the left side of the screen. The backup sets included on the tape will appear on the right side of the screen.
5. If you want to view the contents of a backup set, double click on it. You will hear the tape being wound back and forth while the tape drive finds the backup set on the tape. The files and directories it contains are displayed.
6. When you are done viewing, click on the **Backup** tab towards the top of the screen to return to the Backup screen.



# Preparing a Tape for Use

All tapes must be formatted before you use them for the first time. Formatting a tape takes from 3 minutes to five hours depending on your tape drive model, the speed of your controller, and the length of the tape. Preformatted tapes are ready for making backups immediately, saving you the time it takes to do a format.

*CAUTION: Formatting erases all data on a tape. The data cannot be recovered.*

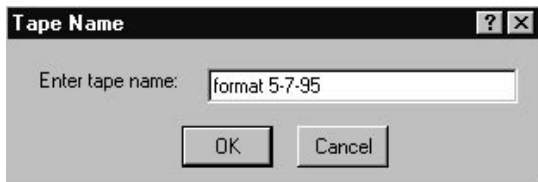
## **To prepare a tape for use:**

1. Insert the tape you want to format into the tape drive.
2. Start Colorado Backup. The main screen appears.



## Preparing a Tape for Use *(continued)*

- From the **Tools** menu, select **Format Tape**. The Tape Name screen appears:



- Enter a new name for the tape or accept the default name. Click on **OK**.
- When the format is finished, a screen appears indicating the format is complete.
- Click on **OK**. Another screen appears indicating how long the format took.





## Preparing a Tape for Use *(continued)*

7. Click on **OK**. The main screen reappears.



# Erasing a Tape

If you have a tape that contains data you no longer need, you can erase it and reuse the tape. This procedure usually takes less than a minute.

## To erase a tape:

1. Insert the tape to be erased into the tape drive.
2. Start Colorado Backup. The main screen appears.
3. From the **Tools** menu, select **Quick Erase Tape** or **Secure Erase Tape**. A tape that has been Quick Erased can be Unerased (the data restored to the tape) as long as no data is written to the tape after it is erased. Secure Erase erases the data permanently and takes almost as long as formatting.



## Erasing a Tape *(continued)*

4. A warning screen appears. If you want to erase the data from your tape, click on **Yes** to proceed.
5. When the erase is finished, a screen appears indicating the erase is complete. Click on **OK**.
6. A screen indicates how long the operation took. Click on **OK**. The main screen reappears.



# Unerasing a Tape

If you accidentally Quick Erased a tape that you want data from, you can Unerase it with this utility. A tape that has been written to since the Quick Erase cannot be Unerased.

*NOTE: Tapes erased using Secure Erase, however, cannot be unerased. PowerTape and PowerDAT tapes cannot be unerased.*

## To unerase a tape:

1. From the **Tools** menu, select **Unerase Tape**. A warning screen appears.
2. Click on **Yes** to proceed. After the unerase is finished, a dialog box will appear indicating the operation is complete.
3. Click on **OK**. The screen indicates how long the operation took.



## Unerasing a Tape *(continued)*

4. Click on **OK**. The main screen reappears.



# Disaster Recovery

If your system crashes, you will need to restore the data from your most recent Full System Backup tape to your hard drive. Before that happens, however, you will need to get your system running.

## To recover from a hard drive crash:

1. Try to reboot your system and get it working without taking drastic actions such as formatting.
2. Reinstall Windows 95.
3. Reinstall Colorado Backup for Windows 95.
4. Make sure Overwrite is selected so that files on your drive will be overwritten with files from the tape. Check it under the **Settings** menu, in **Options, Restore**.



## Disaster Recovery *(continued)*

5. Restore the data from your most recent Full System Backup tape. For instructions, read “Restoring Files to Your Hard Drive” on page 46. If you have done Modified backups since the last Full System Backup, restore each of these in the order they were created.



# Network Compatibility

Colorado Backup for Windows 95 is fully integrated with the networking capabilities of Windows 95. The software can back up long filenames and data on a remote station. However, if you perform a Full System Backup, which includes the system registry, on a remote station, the backup will contain *your* registry, not that of the remote station.

*NOTE: Colorado Backup for Windows 95 will back up peer nodes, but no server specific information.*





# Tape Compatibility

The Colorado Backup software for DOS, Windows 95, and Windows has some interchangeability. Below is a chart to explain what the different software packages can read.

Software Package	What it can read
Colorado Backup for DOS	Reads backups written with Colorado Backup for DOS and Windows. CBDOS versions 4.6 or later can read Windows 95.
Colorado Backup for Windows 95	Reads backups written with Colorado Backup for DOS, Windows, or Windows 95.



## **Tape Compatibility** *(continued)*

<b>Software Package</b>	<b>What it can read</b>
Colorado Backup for Windows	Reads backups written with Colorado Backup for Windows or DOS.



# Questions and Answers

*Q: What if I have a C: and a D: hard drive to back up?* A: Colorado Backup for Windows 95 allows you to back up more than one hard drive at once with Full System, Total, and Selective backups.

*Q: What if all the data on my hard drive doesn't fit on one tape?* A: Colorado Backup will prompt you to insert a new tape when the first tape is full.

*Q: How do I protect a backup from being read by someone else?* A: You can password protect a backup, then anyone trying to view or restore the data must first enter the password. In the Backup Set Label box (this appears when you start a backup) there is a password option.



## Questions and Answers *(continued)*

*Q: Can I use tape backup to free up space on my hard drive?* A: You can back up files, then delete them from your hard drive. It is important to perform a compare operation prior to deleting them from your drive. This insures that the copy of the file(s) on the tape matches the file(s) on the drive.

*Q: How do I restore files from Total and Modified Backups?* A: If you need to restore one file, locate the latest tape that contains the file by inserting the tapes then double-clicking on the backup sets to bring up the file list. Restore the file from the tape with the latest date. If you have a hard drive crash and need to do a Total Restore, first restore the Total Backup, then restore each successive Modified Backup with Overwrite on. From the Settings menu select Options, then Restore.



## Questions and Answers *(continued)*

*Q: What if I accidentally erase a tape? A: If the tape was erased with Quick Erase the data can be recovered, providing it has not been written to since the Quick erase operation occurred. From the Tools menu, select Unerase. This will unerase the tape. Note: Unerase does not work on PowerTape or PowerDAT drives. Data erased with Secure erase cannot be recovered.*

*Q: How do I back up only files that have changed? A: You can back up only the files that have changed since the last backup with a Modified backup. From the Settings menu, select Options, then Backup. Click on the circle next to Modified. The next backup you make will only back up the changed files on the drive you selected.*



# Customer Support Services

## Telephone

USA (M-F, 7am-5:00pm Mountain time) . . . . . 970-635-1500

Europe (M-F, 8:30am-5pm Netherlands time)

English language support . . . . . 31 (0)20 682 2628

French language support. . . . . 31 (0)20 681 7750

German language support. . . . . 31 (0)20 681 7810

Spanish language support. . . . . 31 (0)20 581 3379

## FAX

USA . . . . . 970-667-0997

Europe . . . . . 31 (0)20 606 2495



## Customer Support Services *(continued)*

### **QICFAX™**

USA and Canada . . . . . 800-368-9673  
All other countries . . . . . 970-635-1510

### **Bulletin board**

USA (8,N,1,F, 1200-19.2K baud) . . . . . 970-635-0650  
Europe (8,N,1,F, 1200-9600 baud) . . . . . 31 (0)20 647 5433  
or 31 (0)20 647 8491  
or 31 (0)20 647 8766

**Email** . . . . . Colorado\_Support@HP-Loveland-om10.om.hp.com

**FTP** . . . . . col.hp.com (login: anonymous)  
Change directories to /dist/hp-colorado



## Customer Support Services *(continued)*

**World Wide Web** . . . . . <http://www.corp.hp.com/Publish/isg>

**CompuServe** . . . . . 72662,2165 located in the PCVENF forum  
under Colorado Memory Systems.



USA: Colorado Memory Systems, 800 S. Taft Ave., Loveland, CO 80537

Europe: Hewlett-Packard Nederland B.V., CMS Division, P.O. Box 58144, 1040  
HC Amsterdam, The Netherlands

