

## **Version**

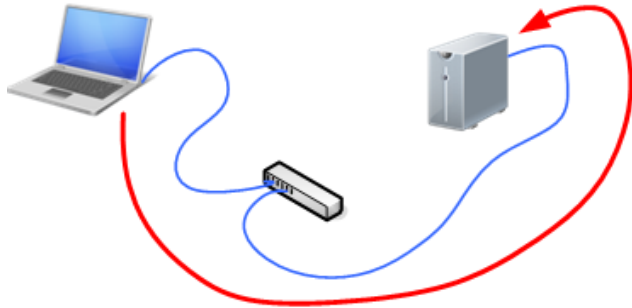
This help applies to QuickShadow Backup version 2.15.0

## Welcome

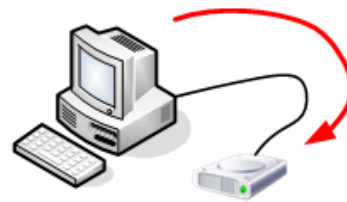
Thank you for downloading and using QuickShadow Backup.

### Purpose - or - What does this program do?

QuickShadow Backup is a backup program for Windows PC's. Supported operating systems are Windows XP, Server 2003, Vista, Windows 7 and Server 2008:



**Backup to Network Drive**



**Backup to External Drive**

QuickShadow Backup will sit quietly on your PC and:

- Watch files on your hard drive that change, and copy them to some other device such as a USB, eSATA or network attached (NAS) drive. This gives you an instant, up-to-date backup on the external device.
- Synchronise your hard drive and the backup device whenever you want, and do it FAST.

QuickShadow Backup will copy the updated files to your backup drive, and all the while go to a lot of trouble to make sure it does not slow down, or otherwise interfere with the operation of your PC.

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### Further reading:

- [More information](#)
- [Supported Operating Systems](#)
- [Copyright](#)
- [License terms and conditions](#)

## More about QuickShadow Backup

QuickShadow Backup is a backup program for Windows PC's.

It is designed to:

- ***Copy files that change on your PC to the external disk, as soon as possible after the change is detected.***
- ***Always keep the backup simple - no special programs, decoders, or extractors are needed***

QuickShadow Backup always copies files onto the backup as just plain files. You can ALWAYS get your files back from the backup device.

You NEVER need a special program, uncompressor, extractor, or other clever thing to get files back.
- ***Be easy to set up.***

There are only a few options, and they are all easy to explain and understand. Options have sensible names, are grouped to make them easy to find, and have extensive hints and on-line help.
- ***Make the selection of files to copy easy.***

Unlike other programs which want you to select from a tree view showing the disk structure (which gets impossible when you have a hundred thousand files or more), QuickShadow Backup lets you enter a few simple backup locations, and uses extension and exclusion patterns to ignore the files you don't want copied.
- ***Ignore all the rubbish.***

Junk like internet browser cookies and cache files - there is no point copying because it changes all the time, and it is automatically deleted by browsers. QuickShadow Backup comes pre-set with a list of exclusion patterns for Internet Explorer, FireFox, Google Chrome, and Google Desktop. And you can easily add your own patterns.
- ***Juggle its internal priorities so that it does not make your PC run slow.***

QuickShadow Backup aggressively runs in the background so that it is unobtrusive. It uses advanced features like Windows Performance Counters so that when a PC gets really busy, QuickShadow Backup gets even more out of the way.
- ***Do a really easy Synchronise.***

A synchronise checks my PC hard drive against the external NAS or USB drive, and copies over any differences it finds. A synchronise can be automatic (every time I start the program), or started manually, or started on a simple schedule.

And a synchronise can be stopped at any time.

A synchronise only copies files that are newer on my PC. I can synchronise my PC with about 100,000 files in about 4 minutes. Synchronise speed is not affected by how big the files are.

- ***Tell me what is going on (but only when I want it).***

I want progress bars to see how copying of big files is going, and I want to see if there are a bunch of files waiting to be copied. QuickShadow Backup can process hundreds of thousands of files, and always shows the processing in blocks of 5000. That's usually enough for anybody. And when I don't want to see this, then it gets out of the way.

- ***Give logging.***

You can log nothing, errors, or absolutely everything. You can clear the log at any time, even if a big update or synchronise operations is running. And you can view the log at any time as well, even while the program is running.

- ***Be small and unobtrusive.***

QuickShadow Backup can minimise to the system tray, on minimise OR on exit. But if that annoys you, there is an option so exit really will exit. This is done so that its a little more difficult to exit the program by mistake - which could lead to no backups being taken.

- ***Copy system and hidden files, and propagate file renames.***

QuickShadow Backup can, as an option, copy system and hidden files.

When files are deleted on the PC, the corresponding copy of the file can optionally be deleted (or preserved).

And when files are renamed on the PC, the copy can be automatically renamed as well.

- ***Handle Suspend / Resume***

If a backup operation is in progress, suspending, sleeping, or hibernating the PC causes an orderly stop of a backup in progress which is cleanly resumed after the PC wakes again.

- ***Warn if the Destination is getting full***

QuickShadow Backup allows a warning to be shown (with or without user acknowledgement) if the backup destination location gets filled to more than some amount.

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### Further reading:

[Registering](#)

[Logging](#)

[Synchronise](#)

## Registering

QuickShadow Backup is supplied with a 30 day evaluation period that has all of these features enabled.

After the 30 day period, these features will be disabled.

Users who register can use these features forever:

- ***Up to twenty (20) previous versions of a file can be kept on the backup***

Like regular files, the previous versions are easy to see, and retrieve, and are just plain files that you can get back at any time.

- ***Restore old versions from the backup using windows explorer***

Just find the file you want to restore in Windows Explorer, right click, and QuickShadow Backup will show you the previous versions on the backup, and allow them to be restored.

- ***Schedule a synchronise***

You can force a synchronise to happen when you want - either each day, each week day, each weekend day, on a given day of the week, or on a given day of the month.

- ***Two way synchronise***

A synchronise can run in both directions - from PC to the backup drive - AND from backup drive to PC.

This ensures that the PC and backup always have the most recent version of a file. This helps when you have multiple PC's and a networked backup - the PC's can do 2-way sync, and changes on one PC will flow to the backup, and then to the other PC.

- ***Multiple Backup Sets***

The original QuickShadow Backup allowed only a single backup set, and unregistered users still have this limitation. Registered users can have up to 10 backup sets.

(A backup set is a definition of some source locations that copy to a destination location).

- ***Offline Mode***

Some PC's - such as laptops - can be taken away from their backup device. QuickShadow Backup will remember all the file changes made while the backup was not available, and copy the files to the backup drive when it can. The list of changes can even be saved when QuickShadow Backup is shut down, and recalled on the next re-start.

- ***Backup of open files***

Open files can be backed up using Windows VSS (Volume Shadow Copy Services). No more lost Outlook mailboxes from users who never close Outlook! And every file can be backed up, any time, irrespective of what else is happening on the PC.

**Important:** Backing up open files is not a guarantee that the files can be used after. The files are in what is called a "crash consistent" state - as if the PC had crashed. For most programs most of the time this will be fine. And a backup - any backup - is better than no backup at all. However, backup of open files does carry a risk that the backup was taken with the files in a state where they can't be used.

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### Further reading:

[Backup Sets](#)

[Logging](#)

[Off-Line Operation](#)

[Open File Backup](#)

[Synchronise](#)

## Supported Operating Systems

QuickShadow Backup is tested and supported on these operating systems:

- Windows XP - Service Pack 2 and later, 32 and 64 bit editions
- Windows Vista - Service Pack 1 and later, 32 and 64 bit editions
- Windows 7 - 32 and 64 bit editions
- Windows 8 & 8.1 - 32 and 64 bit editions
- Windows Server 2003 - 32 and 64 bit editions
- Windows Server 2008 - 32 and 64 bit editions
- Windows Server 2012 - 32 and 64 bit editions

## Unsupported Operating Systems

If the service packs shown above for XP or Vista are not installed, QuickShadow Backup may or may not work.

QuickShadow Backup is reported by users to work on Windows 2000, however this operating system does not support backup of open files, so this feature will not work.

## Getting Started

To start using QuickShadow Backup, just run it.

Then use File->Setup, and set the options you want. All of the options are simple.

If something does not make sense, check the help for that item.

***(Note: The Setup menu is only available while QuickShadow Backup is idle - so if it is monitoring and copying changes, or synchronising, then it is not possible to enter setup. Stop those operations first. If you had auto-start selected, then QuickShadow Backup will automatically start monitoring and copying changes shortly after the program starts.)***

## Backup

You need to pick the location to back up from, and there can more than one. Click Add Path to add a location to backup from.

Select the place where the backup is to be made. This can be a network (NAS) drive or a USB drive.

If the NAS drive needs a username and password, enter them. Use the Test Access button to make sure the username and password are OK.

If in any doubt, leave the Destination Format set to "Use full source path in backup location". For more information about this selection, see [Backup Destination Format](#).

## Exclusions

These are things to ignore. Exclusions use a pattern match - so if you were to enter, for example:

`\PICTURES\`

as an exclusion, then ANYTHING containing `\PICTURES\` will be skipped. This means:

`c:\PICTURES`  
`c:\Documents And Settings\me\My Pictures\Pictures\Holiday Snaps`

and anything else at all containing `"\PICTURES\"` will be *skipped* out of the backup.

## Options 1 and Options 2

Under the options, set the behaviour you want for the program. Mostly you will leave the standard settings alone, but you may want to change the startup options and the "On Exit" options.

## Advanced Options

Registered users can set up Advanced options like versioning and schedules.

## Updates

You can enable or disable the automatic check to see if a new version of the program is available.



## Contacting Us

Comments, suggestions for improvement, and defect reports are welcome.

Please email: [support@quicklytech.com](mailto:support@quicklytech.com)

Alternatively, visit the web site: <http://quicklytech.com>

## About Quicklytech

Quicklytech is a small software company that produces QuickShadow Backup - the easiest and simplest instant backup program available.

### But why did this program come about?

I bought a Netgear ReadyNAS Duo to keep a backup of what's on my PC, especially photos, but also anything else that was going.

The ReadyNAS is wonderful – fast, easy to use, easy to set up.

I want a backup program for my PC, and I want it to do three things:

- From a location on my PC, copy everything there over to the backup drive.
- Once everything is copied to the backup drive, copy any files that change to the backup, as soon as possible after they change.
- Allow me to force a check or update, from the PC to the backup, any time I want.

But most of all I want simple.

There are many other backup programs out there, including some that come with the ReadyNAS.

The other backup programs are slow, unreliable, difficult to use, or just don't make it easy to do what I want.

So I wrote my own. QuickShadow Backup is the result.

## Common Backup Types

### Types of Backup

There are two common types of backup performed on computers:

- "Bare Metal" backup
- Data Files backup

**QuickShadow Backup is a Data Files Backup program.**

### "Bare Metal" backup

As the name implies, a "bare metal" backup is a low-level backup, usually taking some kind of complete image of a computer disk drive.

This kind of backup duplicates everything on a disk, including the operating system, and any specialised information used by the operating system.

Often such a backup includes things like deleted files sitting in a recycle bin, and other invisible information.

If performed correctly, a "bare metal" backup destination can be physically used as a replacement for a source disk which fails - and simply plugging it in is enough to have everything running again.

Normally to create a "bare metal" backup, the computer needs to be either shut down, or placed in some kind of special mode or state where the only task it can perform is to run the backup.

Such a backup usually takes several hours.

### Data Files backup

A data files backup only takes a copy of essential data files - such as:

- email mail boxes
- word processor documents
- spreadsheets
- digital photographs
- software source code

If essential data files have a backup taken, then in the event of a disaster such as a disk failure, they can be recovered - but you would have to re-install the operating system, and any programs, first.

A data files backup is usually fast, and can be run while the computer is used to do other things.

## Preventing Catastrophic Data Loss

This article is reproduced with the permission of the author, David Bott. It originally appeared on the [Netgear ReadyNAS web site](#).

Read it. Please.

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No files found.  
(Rapid heartbeat follows.)

It is not a question of **IF**... it's a question of **WHEN**. It happens when someone's laptop is stolen. It happens when fire rips through a business. And it happens when [large, professional data storage companies drop the ball](#):

The [big story](#) today is about Microsoft subsidiary Danger losing all T-Mobile Sidekick customer data from their servers. Danger is the company noted for the T-Mobile Sidekick, the revolution in cloud mobile, and most memorably, almost everybody living in 90210 having to get new phone numbers [because of Paris Hilton](#). Valued T-Mobile Sidekick customers received a notice today from the company updating them on the "data disruption" problem. The good news is that data is no longer being disrupted. The bad news is that there is no data left to be disrupted.

... as Sidekick users found out today, and ironically, as 7,500 users of online backup provider Carbonite found out after the company lost their backups (Carbonite can take some comfort in that they now rank very well for 'data loss' in search engines because of the incident. What do they say about bad publicity?). In the Danger case, it appears from initial speculation that the data was lost because they attempted to upgrade a storage array without backing it up first. Here is a case of smart and rational people who do this for a living at one of the best companies in the world, and they didn't even bother making a backup...

### When it happens to you, will your data be safe?

There are a variety of reasons that people buy NAS devices, such as the ReadyNAS. Many families have multiple computers and are looking for a way to provide easy, centralized access to their data. Other folks have suffered lost data due to hard drive failures and want an easy way to keep their data backed up.

Many NAS devices incorporate RAID (redundant array of inexpensive/independent disks) into their design. RAID is designed to allow users to recover from a single disk failure by striping the data across multiple disks. In the event that a single disk fails, the RAID array can rebuild the missing data by performing a parity calculation and the user can still have un-interrupted access to their data. When they replace the failed disk with a new one, the RAID array will automatically rebuild itself and continue to offer a protected data volume.

## Misconceptions

### Misconception 1:

Many people think that storing their data on a RAID-protected NAS is an adequate backup. In fact, it is not. Many people use their NAS as a central server and store **the only copy of their data** right on the NAS. Things like fire, flood, theft, accidental or intentional deletions, user error or multiple hard drive failures can all lead to catastrophic data loss. **If the only copy of your data is on the NAS, it is not a backup!**

### Misconception 2:

Many people use client-based software to backup the data on their PC to the NAS. This is a good thing because now they can maintain multiple copies of their data. The most current copy is on their PC and, if they're using versioning software, they can maintain a number of versions of their files on the NAS.

*[For example, QuickShadow is "client-based software" which will copy from PC to NAS, and it can make multiple versions on the backup device.]*

The only problem with this method is that all of your data is stored at the same location. A fire, flood, theft or other natural disaster will take your PC, NAS and whatever data resides on them. **If all of your data is stored at the same location, it is not a secure backup.**

### Misconception 3:

The third misconception is that you can use one of the RAID drives as a backup by pulling it out and storing it off-site (kind of like a backup tape). **This is definitely not a recommended method of maintaining a backup or your data.** [corndog from SmallNetBuilder.com](http://corndog.from.SmallNetBuilder.com) sums it up perfectly:

...using RAID-1 hot-pull as a method of backup is insane. I've posted previously about this. There are a few reasons why you should never ever do this. First – RAID is designed to be a "first level" method of data protection. That means it is supposed to protect the live data on your system. You still need to do backups, but RAID is supposed to protect against most problems, so you only need to go to your backups in the case of a real catastrophe. RAID protects the live running data – there is no guarantee about disks that are pulled. By design, pulled disks are crap. RAID makes no effort to ensure that the data on those disks is meaningful in any way.

Second, when you pull a disk, there are multiple levels of commit that you have just

broken. What guarantee do you have that the NAS wasn't right in the middle of saving a file right when you pulled the disk? Just because you made sure all your clients were not writing anything doesn't mean the NAS wasn't clearing a cache or something – you simply do not know. When you do not know, you should EXPECT corruption.

Third, your file system is not cleanly dismounted. Think about it. Say for instance you want to keep a safe copy of your Windows data somewhere, and you are planning to pull the disk that is in your Windows machine. Wouldn't you make sure you did a clean shutdown and the drive is dismounted properly before pulling out the disk? You wouldn't just pull the power plug and kill the machine, then pull the disk right? That's exactly what you are doing to the contents of the disk when you hot-pull a RAID1 drive.

Fourth, think of what RAID1 is all about – protection against drive failure. Now, think about how hard your drives are working during a typical day. Failure is most likely when the drive is most busy. If each day you hot-pull that disk, not only have you just walked away from redundancy until your new replacement disk is all mirrored again, you've also just put your drives to work – HEAVY work – remirroring. Guaranteed your disks are working waaaaay harder during the re-mirror process than at any other time during the day. So just when they are most likely to fail (when they are working the hardest) you have also intentionally removed the RAID protection at this same time too – that's just plain CRAZY!

Fifth, when you hot-pull a drive, it is powering off right in the middle of running – it has not been safetied, and it is MOVING (i.e. sliding out of your NAS). No matter how carefully and how smoothly you pull that drive, compared to the fine tolerances of space between the heads and the platter, you are giving it a massively rocky ride. Are you sure you aren't causing the heads to crash onto the platter while you are doing this? Where have you ever read that it is safe for the disk to hot-pull a good drive? Hot-pull is meant for drives that are already dead. Plain and simple.

Bottom line – when RAID was designed, it was never intended as a method of hot-pull-backup. For the reasons outlined above, it should never be done. Think about it this way: Backups are important. They protect your precious data. Backup solutions (such as backup software or synchronizing tools like rsync) are designed specifically for doing exactly this job – backing up your important stuff. If your data is really so important, why would you rely on a method that was never intended to even work, to protect it, when there are other, much better methods that were actually designed to do this job properly? For example, why would you try to put new tires on your car while driving down the road, when there are perfectly good garages you could pull into, and they can do it right?

I regularly see people on many different forums complaining about trying to use RAID1-hot-pull as a backup method and they always seem to have problems – makes me shake my head in disbelief every time. They mustn't really care about their data, or they would use a proper backup method.

## Proper Backups

A proper backup consists of **multiple copies** of data stored in **different locations**. If the only backup of your NAS sits on the shelf beside your NAS and there's a fire or theft, chances are your backup is going to be lost as well. At my place of employment, I backup over a dozen servers to a primary NAS at regular intervals throughout the day. Every night, I sync the data on the primary NAS to 2 separate NASes located at our remote locations. In the event of a major catastrophe, I have multiple backups maintained at multiple locations.

I'm not suggesting that this is an affordable or practical solution for the home user or SOHO-user, however, a couple of large capacity **external USB drives** can be utilized to provide rotating backups that are kept off-site. There are also services provided specifically for the ReadyNAS like ReadyNAS Vault

that offer a secure, remote facility to store your data.

There are data restoration companies like DriveSavers who can recover data from failed or damaged drives for the price of a new car — give or take a few thousand dollars. They can't recover data from a stolen device, though.

For a few hundred dollars, you can make sure that your data is safe. Just be sure to regularly backup your data, verify that your backup procedure works and that you can restore your data, and then keep the backup in a different location.

## Synchronise

**Synchronise** is the process of checking your source location (normally on your PC) to find if any files on it need to be copied to the backup **and** to then copy those where this is needed.

A Synchronise can be started [manually](#) or [automatically](#).

Synchronise in QuickShadow Backup has two flavours:

*Normal*

*Two-Way*

These are described below.

### **Normal Synchronise**

A Normal Synchronise will scan the source location(s) you specify, compare against the destination, and copy over any updates that are needed.

#### ***How this works***

- If a file on the source is **not found** on the destination - then it will be copied to the destination backup device.
- If a file on the source is found on the destination and it has a different size or modification date, then the file will be copied from source to destination **even if the file on the destination was newer**.

#### ***Speed***

A normal synchronise is very fast because it only checks that a file exists, and that it has the same date and time.

The only exception is creating an initial backup of a source location - which will copy everything the first time - this is limited by the copying speed. A subsequent synchronise will be much faster.

### **Two-Way Synchronise**

A Two-way Synchronise extends the checking of a Normal synchronise; it compares the files between source and destination, and copies the newer file to replace the older file. The older file that gets replaced might be on the source OR the destination.

#### ***How this works***

- If a file on the source is **not found on the destination** - then it will be copied to the destination backup device.
- If a file on the destination **is not found on the source** - then it will be copied to the source from the destination.
- If a file on the source is found on the destination and the file on the source location is more recent, then the file will be copied from source to destination.



- If a file on the source is found in the destination, and the file on the source location is older, then ***the file will be copied onto the source, from the destination.***

### **Speed**

Just like a normal synchronise, a two-way synchronise is very fast. The major difference is that files can be copied in both directions.

### **Things to watch out for**

When 2-way synchronise is enabled, then files deleted from the source will come back! They are considered missing because they are on the backup but not the source, and so will be restored.

2-way synchronise will not prevent unhappy results if two PC's share the same backup location, and both are used to actively edit a file - "he who saves last, wins".

### **Why would you use 2-way synchronise?**

A 2-way synchronise is helpful to have several PC's sharing the same backup location on a networked drive. In this case, when the PC's perform the synchronise, everything will be brought to a consistent state.

An example:

Computer A    \  
Computer B    /    Both backup to a NAS drive at a common location.

When a file is updated on Computer A, a synchronise will copy it to the NAS  
-> The more recent file was on Computer A

When a subsequent synchronise is performed on Computer B, the file will be copied from the NAS to Computer B  
-> The more recent file was on the NAS

### **How is "more recent" worked out?**

QuickShadow Backup looks at the last modified date and time of a file.

A period of +/- approximately 30 seconds is allowed as a "don't know what's going on" time.

So:

IF time on PC is more than 30 seconds after time on backup THEN  
PC file is newer - copy from PC to backup device

IF time on backup is more than 30 seconds after time on PC THEN  
backup drive file is newer - copy from backup device to PC

And clearly, if the two times match (to within about 30 seconds), the file will not be copied.

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### **Further reading:**

[Advanced Options](#)  
[Scheduled Synchronise](#)

## Scheduled Synchronise

A Scheduled Synchronise allows a synchronise operation to be performed automatically at regular intervals.

You can pick a time and select the synchronise to be run each day, each week day, each weekend day, on only one day of the week, or on a given day of the month. The period for running a scheduled synchronise is set in the [Advanced Options](#) setup page.

### **Important points about Scheduled Synchronise:**

- A scheduled synchronise can be run at most once per day.
- If QuickShadow Backup is not running at the time the synchronise would be started, then a catch-up will happen *if the program is later run on the same day* - but if QuickShadow Backup is run on some other day there is no catch-up.
- If a manual synchronise is performed a scheduled synchronise can still happen later in the same day.
- If a scheduled synchronise is performed, and QuickShadow Backup is exited and later restarted on the same day, the knowledge that the synchronise was performed (automatically) is lost and a catch-up Scheduled Synchronise will then be performed.
- If a scheduled synchronise is performed, and you change the setup, the knowledge that the synchronise has been performed on this day is cleared. This means that if the scheduled synchronise time is changed it is possible for a scheduled synchronise to run again on the same day.

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### **Further reading:**

[Advanced Options Synchronisation](#)

## Backup Sets

A **Backup Set** defines:

- a set of source locations (where things are backed-up FROM)
- a destination location (where things are backed-up TO)
- a few properties.

The properties of the backup set are optional - the name, a user name / password (if required for the destination location), the possible use of two-way synchronise, whether the backup set supports monitoring, and the format used to make the destination file names.

### Numbers of Backup Sets

To perform a useful backup, there needs to be at least one backup set.

QuickShadow Backup supports a maximum of 10 backup sets.

### Naming

Each backup set can be given a plain text name for easy location and determining what each set is used for.

### Enabling and Disabling

Each backup set can be enabled or disabled. This allows switching between backup sets without any need to delete or later re-create a backup set.

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### Further reading:

- [Backup Destination Format](#)
- [Synchronisation](#)
- [Scheduled Synchronise](#)

## Open File Backup

Normally when running a backup on a computer, files that are open by an application can't be backed up. The operating system enforces a thing called "file locking", where files in use can't be used by something else. This prevents data corruption, but it makes things hard for a backup program.

When using QuickShadow Backup, registered users can backup open files. QuickShadow Backup supports using Microsoft Volume Shadow Copy Service (which is commonly abbreviated to VSS).

Using VSS, QuickShadow Backup requests a "Snapshot" be taken of the disk, and the snapshot is then used for the backup operation. The disk, in the meantime, can have the files change (and those changes can be detected by QuickShadow Backup to be used in a subsequent backup operation).

If desired, a backup made using a snapshot in this manner can also be [verified](#).

### Disk Formatting

VSS, and Open File Backup only works for disks formatted with the NTFS format.

Some older disks are formatted with a method called FAT, FAT16, or FAT32. Many USB memory sticks are formatted this way. This formatting can not use VSS.

### Disk Location

VSS can only be used to make a snapshot on a disk directly attached to a computer. It is not possible to use VSS to make a snapshot of a disk on a NAS drive or remote PC.

### Supported Operating Systems

VSS is supported only on Windows XP, Server 2003, Vista, Server 2008 and Windows 7.

QuickShadow Backup supports VSS on these operating systems, for both 32 and 64 bit versions.

### A special note about Microsoft Office

The Microsoft Office programs (Word, Excel, etc) *keep their files open* after a save operation.

For unregistered users, or for users with VSS / Snapshots turned off, this causes QuickShadow Backup to be unable to copy the file to the backup until the application (word, excel, etc) is closed.

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### Further reading:

[Backup Locations](#)

[Backup Sets](#)

[Exclusions](#)

[Verify](#)

## Verify

When a file is copied to the backup, a Verify operation will perform a check after the copy to ensure that the copy is completely identical.

Verify is only available when using Volume Shadow Copy (VSS) snapshots.

The reason for this is that when VSS is **not** being used, the file might have changed between the copy and verify operations - leading to verify failures that are not actually failures at all. And reporting a failure like that would be bad.

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### Further reading:

[Open File Backup / VSS / Snapshots](#)

## Off-Line Operation

When a PC is permanently attached to a backup device, backup is always easy, reliable, and happens whenever you expect.

An example of this case might be a desktop PC attached to a home network with a NAS or USB drive present and always turned on.

If, however, the PC is not permanently attached, then it is still desirable to be able to backup. An example here might be a laptop that is taken from its docking station, used during the day, and returned in the evening. Once re-attached to the docking station with the backup device available, the files that changed should be copied to the backup device. Another example is where the backup device is removed or only attached periodically.

QuickShadow Backup keeps a record of the files that have been changed while the backup device is not available, and it periodically tries again to copy those files to the backup device. If the backup device is available, the files will be copied. If the backup device is not available, then the list of files is retained and tried later.

## Deferred Operations

QuickShadow Backup maintains a list of deferred operations.

A Deferred Operation might be a file that is to be copied - but could not be copied because it was open. Or perhaps the backup device was not available.

QuickShadow Backup keeps the deferred operations and, depending on the circumstances, tries to perform them again at a later time.

The delay until trying again might be:

- only a few minutes (for a file that was open, and could not be copied)
- about half an hour (for a backup device that was not available)
- about half an hour, or more (when open file copies are done, and the option was selected to do huge files less often)

---

### Further Reading:

[Open File Backup](#)

## Logging

QuickShadow Backup keeps logs of the operations it performs.

Logs take two forms:

- a log file recording the file operations (and failures) during monitoring and synchronising operations
- windows application logs, used to record start, stop, and errors during normal operation

The first log allows a detailed inspection of the files that were backed up, or not, and the reason. The second allows inspection of operation and error conditions - particularly by systems administrators in corporate systems.



## Versioning

When registered, QuickShadow Backup can maintain a previous history of old versions of files on the backup device.

### How Versioning Works

Versioning works as followings:

- When a file is copied to the backup device, an inspection is first made of the backup device to see if the file of the same name already exists
- If a file of that name does already exist, then it needs to be preserved as a previous version - so it is renamed to put ".(1)" on the end of the file name.
- But before that rename can be done - there might be an older version already there with ".(1)" on the end of its name - if that exists it needs to be renamed to ".(2)" on the end.
- And so on for the other versions.

The result of all this checking is:

- The most recent backup has the same name as the original file
- The most recent previous version of the file has ".(1)" on the end of its name
- The next most recent previous version has ".(2)" on the end of its name
- And so on - getting progressively older.

---

### Further reading:

[Synchronise](#)  
[Open File Backup / VSS / Snapshots](#)

## Batches

When QuickShadow Backup processes operations, internally it builds a series of queues. These contain the operations that are to be performed.

For example, there is a queue of file changes from the Monitoring and Watching of file changes. There is also a queue of files to copy from a synchronise.

These queues can get very large (especially during a first-time synchronise) - and the large queues become slow to process.

QuickShadow Backup therefore loads a "Batch" from the queues, and each batch is processed. When everything in the batch has been used, a new batch is fetched from the queues.

The maximum size of a batch is 5000 operations (but the queues that feed the batches are limited only by the available memory in your PC).

The effect of this is that when a large number of files are to be copied, renamed, etc, the largest possible number of "Pending" operations that will be seen at any time is 5000 - the largest possible batch.

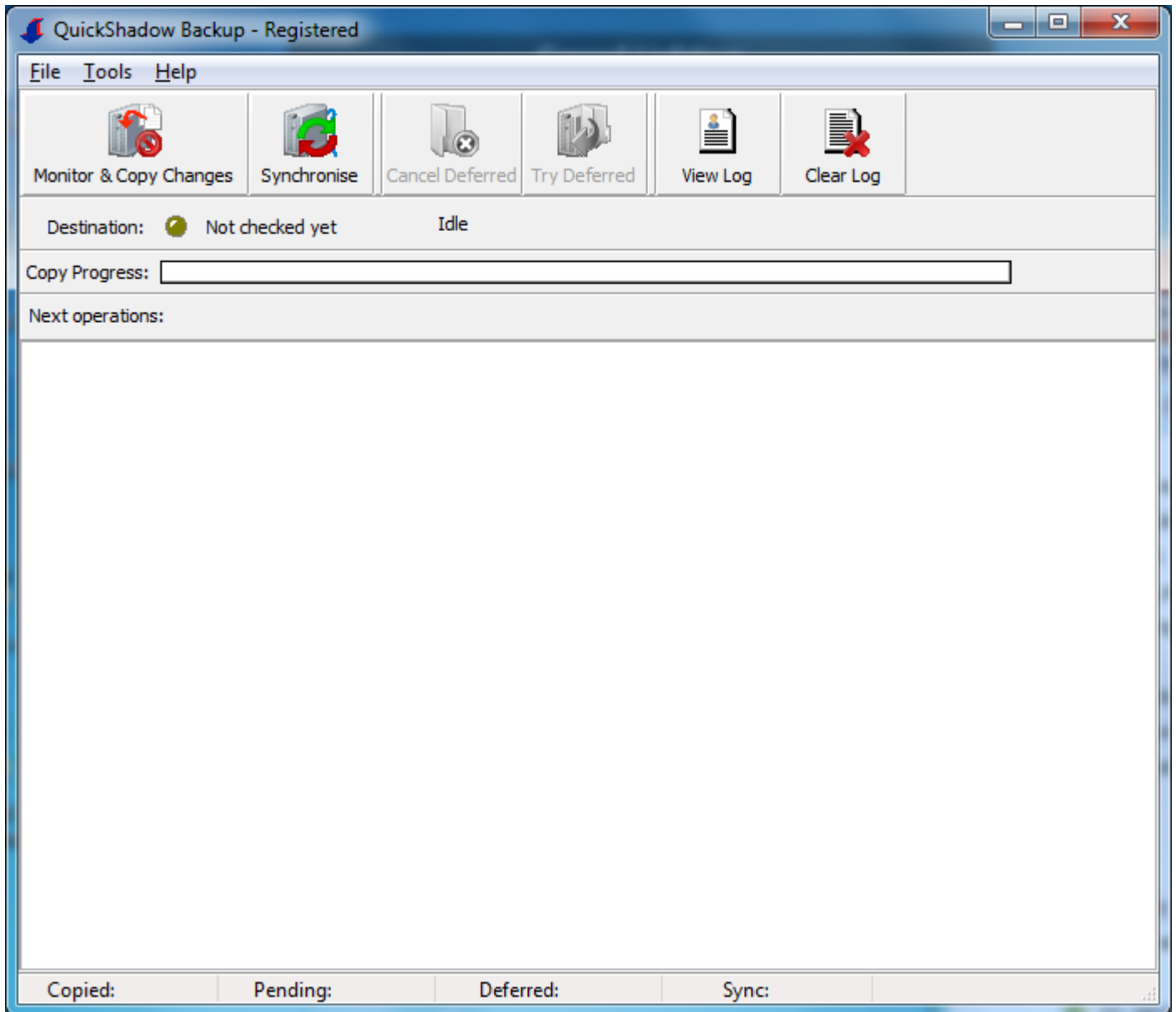
---

### Further reading:

[Monitor and Copy Changes](#)  
[Synchronise](#)

## Main Window

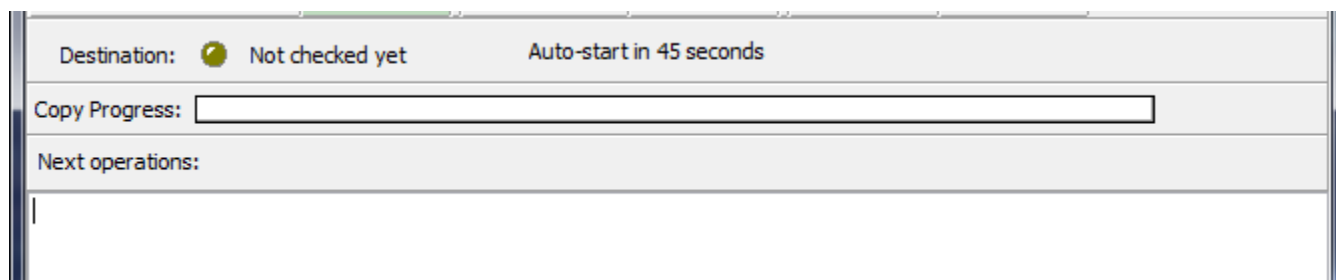
The main window appears when the program is run:



The buttons, menus, etc are described in separate help topics.

Other important parts of the main window:

### Status and Progress Part

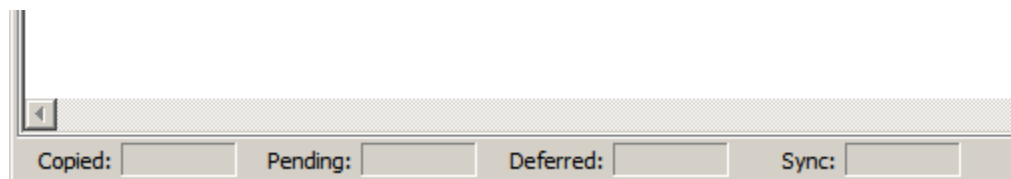


The Status and Progress Part shows the state of the destination (Not checked, OK, off-line, etc). There are also a series of state operating mode and status messages that can appear in this region.

The "Copy Progress" part shows a simple progress bar for the copy of each file, as it is being copied.

The "Next Operations" part shows the next few operations waiting to be performed - with the operation currently being performed at the top of the list. Operations include COPY, RENAME, DELETE.

### Counters Part



The counters part is at the bottom of the main window. This shows:

**Copied:** The number of files that have been copied to the destination(s) since the program was run.

**Pending:** The number of files waiting to be copied, in the current batch (there may be other files queued and waiting to make their way into a batch - the number of these files is not visible).

**Deferred:** The number of files that could not be copied (because of being open, unavailable, too large, etc) and which will be tried again later.

**Sync:** The number of files that have been checked in the current sync. A backup set with several source locations will count this up through each source.

---

### Further reading:

[Batches](#)

[Synchronisation](#)

## File Menu

### Setup

Activates the Setup screen where you can set the source and destination, options and behaviour.

*The Setup menu item is only available when QuickShadow Backup is not busy. This means that if a Synchronise is running, or locations are being watched, then it is not possible to enter Setup. Stop those operations first.*

### Minimise to Tray

Removes the main screen and instead puts a small icon in the system tray area near the clock. The tray icon has a right-click menu that pops up allowing the main screen to be restored, and other common options to be activated.

### Exit Program

Exits QuickShadow Backup.

---

### Further reading:

[Monitor and Copy Changes](#)  
[Start/Stop Sync](#)

## Tools Menu

### Load Settings from Backup XML File

QuickShadow Backup normally stores its settings in the Windows Registry.

As of version 2.1.0, it also writes the settings to an XML-formatted data file, which can be used to assist with support, and can allow restore of the settings if the XML file is also backed up.

This option allows the settings from the XML file to be loaded, over-writing the settings in the windows registry.

*This menu item is only available when QuickShadow Backup is not busy. This means that if a Synchronise is running, or locations are being watched, then it is not possible to load the settings from the XML file. Stop those operations first.*

### Cleanup Old Versions On Backup

When the QuickShadow Backup options are used to save previous versions of files on the backup, it can be difficult to locate the old versions of files and remove them if they are no longer wanted.

This option will run a separate program that can scan a backup location looking for the older versions of files, as created by QuickShadow Backup.

Once older versions are found, the user can select some, or all and delete them. The search can be done on the backup or any subset of it.

### Reset all "Do not show this again" Errors

Many QuickShadow Backup errors or warnings can be selected to be ignored in future - so after being shown and dismissed, they won't be shown again.

This menu option resets the memory of the warnings and errors to ignore, so that all errors and warnings will be shown.

---

### Further Reading:

[Versioning](#)

## **Help Menu**

### **Help**

Brings up on-line help.

### **Register...**

Users who have paid for a registered version can enter a registration code, which will enable advanced functions.

### **Check for updates...**

Checks to see if a new version is available for download.

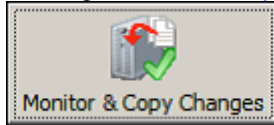
### **About**

Displays the About box, including support email and web site details.

## Monitor and Copy Changes

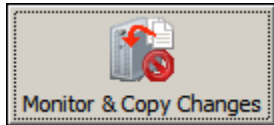
Clicking this button turns on and off monitoring for changes on your PC.

When this button has a big green tick through it, monitoring and copying of changes is ENABLED and running - for all [backup sets](#) you have that are enabled:



When Monitor and Copy Changes is enabled, QuickShadow Backup quietly watches the locations in your backup sets for changes to the files there. When changes are seen, the changes are copied to the destination location.

If this button has a traffic no-entry circle, then monitoring and copying of changes is DISABLED:



---

### Further reading:

[Backup Sets](#)  
[Start / Stop Sync Button](#)  
[Synchronisation](#)



## Start/Stop Sync

Clicking this button Starts (or Stops) a [Synchronise](#).

When there is no Synchronise running, the button has the words *Start Sync* showing:



If a sync is running, the button has the words *Stop Sync* showing:



---

### Further reading:

[Backup Sets](#)  
[The Monitor and Copy Changes Button](#)  
[Synchronisation](#)

## Cancel Deferred

Clicking this button will Cancel (and discard) any [Deferred Operations](#).

When there are no Deferred Operations, the button is grey and it has no effect:



If there are deferred operations - perhaps because the backup device is not available, or some files were open and could not be copied, then this button is coloured:



Clicking it will cause the deferred operations to be discarded.

---

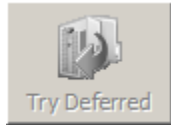
### Further reading:

[Deferred Operations](#)  
[The Try Deferred Button](#)

## Try Deferred

Clicking this button will cause any [Deferred Operations](#) to be attempted within the next few seconds, instead of being held back for between 10 and 30 minutes as is normally the case.

When there are no Deferred Operations, the button is grey and it has no effect:



If there are deferred operations - perhaps because the backup device is not available, or some files were open and could not be copied, then this button is coloured:



Clicking it will cause the deferred operations to be attempted again. This is not a guarantee that the deferred operations will succeed - if the original reason for deferral still holds, then the operations will be deferred again.

---

### Further reading:

[Deferred Operations](#)  
[The Cancel Deferred Button](#)

## View Log

Clicking this button will open the current log file in Notepad.

---

### Further Reading:

[Logging](#)

## Clear log

Clicking this button will erase (empty) the current log file.

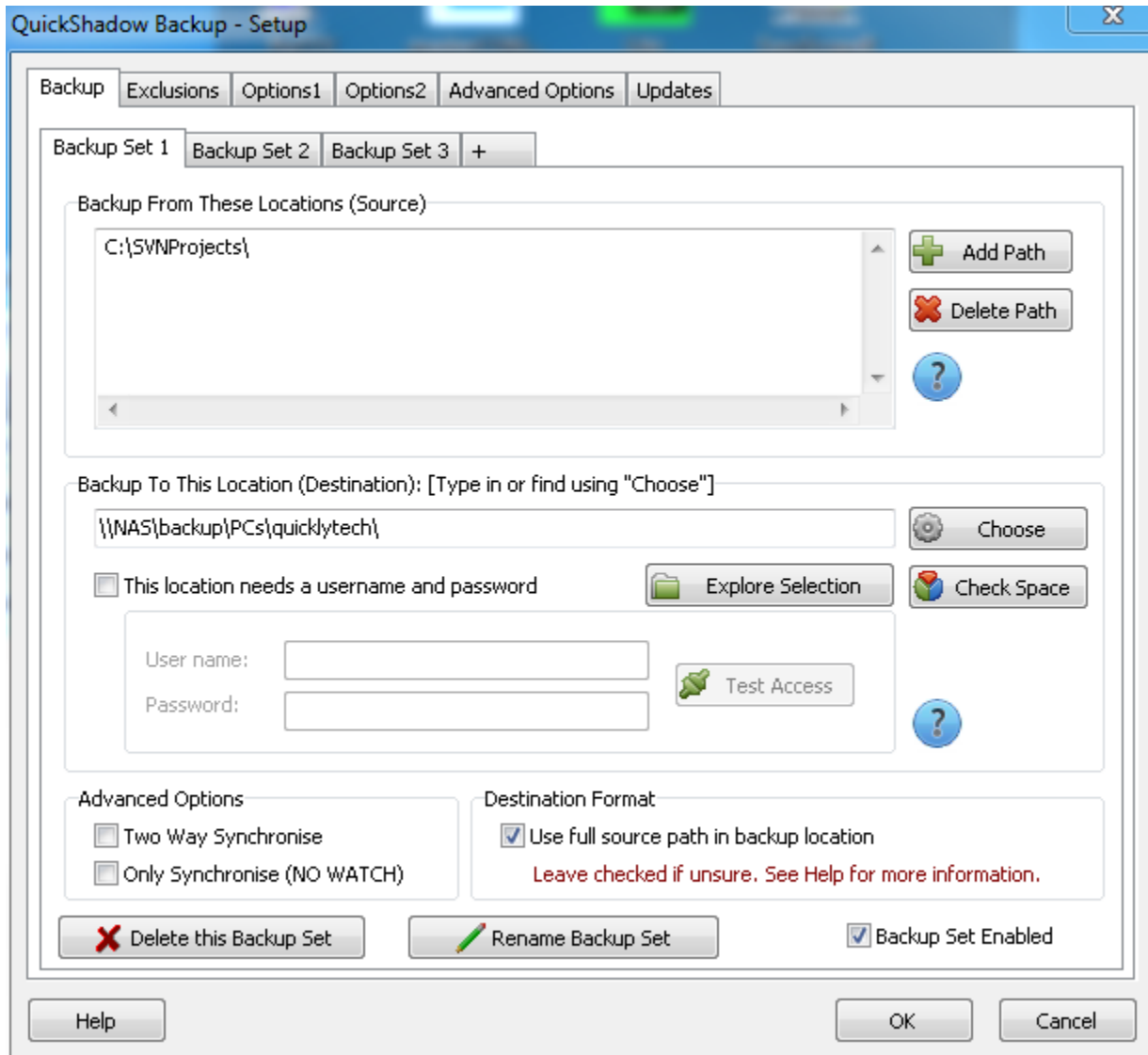
---

### Further Reading:

[Logging](#)

## Backup (Locations and Backup Sets)

The Backup Tab is where [Backup Sets](#) are defined:



Each Backup Set is made up of one or more source locations, which will be copied to a backup location.

### Backup From These Locations (Source)

In this part, you can select the locations to backup. You can have up to 10 source locations.

To add - click the *Add Path* button.

To delete a path, click the location to delete, and then click the *Delete Path* button.

**Important:** The Source Location(s) selected should not overlap one another. If they do, the results of the backup may be unpredictable, and the backup may take longer than it should.

**Important:** It is possible to backup from a remote machine by using a source location that is a drive letter or UNC path to a remote machine. Be warned though that this can be unreliable for

*some NAS drives* especially those that do not properly support watching for files that change.

### Backup To This Location (Destination)

On this part you select the location where the backup will be stored. This should be another disk - which can be a USB hard drive, a network (NAS) drive, or a share on another PC.

If you know the path for your backup device, you can just type it into the *Backup To This Location* box.

The *Choose* button is an alternative which lets Windows help you to navigate to the location you want.

The *Explore Selection* button will open a Windows Explorer at the location you entered - use this to check the location you chose and make sure it is where you really want the backup to go.

When you set the Backup To location, it's a good idea to make your PC name name part of the location, for example:

```
\\nas-box\backups\freds-pc\
```

The backups will be copied under the location, so in the above example, you might find:

```
\\nas-box\backups\freds-pc\c\Documents and Settings\...
```

Sometimes - when the backup is to a network (NAS) drive, the share used may need a username and password to be entered. If this is the case, you can enter them and test for correctness.

*Important:* On some versions of Windows, a network share with username and password will require the entry of the username and password *once only*. If this has already been entered - for example, when mapping a drive letter - then it is *unlikely* that the username and password will need to be entered again.

*Important:* The backup-to (destination) location must be writeable. If QuickShadow Backup can not write to that location, the backup will fail.

*Important:* The backup-to (destination) should not use drive letters for network drives. Please see the topic [Backup Destination - Drive Letters](#) for more information.

*Important:* The backup-from (source) and backup-to (destination) locations should not be on the same drive, and must never overlap each other. **Using the same drive for backup is not a backup! Drive failure will lead to total data loss.** Overlapped source and destination could lead to unpredictable operation.

### Backup Sets

Each Backup Set can be named, and registered users can have up to 10 Backup Sets.

Click the + tab to add a Backup Set.

The *Delete this Backup Set* and *Rename Backup Set* buttons are used to delete and name Backup Sets, respectively.

A Backup Set can be enabled or disabled using the checkbox *Backup Set Enabled*.

A typical use for Backup Sets is to partition one or more source disks and direct their backups to different locations. For example:

### Backup Set 1:

#### Sources:

c:\Documents And Settings\bill\My Documents

#### Destination:

\\nas\backup\bill

### Backup Set 2:

#### Sources:

c:\Documents And Settings\shared\Music

#### Destination:

\\nas\media

## Advanced Options

This part only appears for registered users. Please see [Backup \(Advanced Options\)](#) for more information about 2-way synchronise.

## Destination Format

This option determines how the source folder structure should appear on the destination. Please see [Backup Destination Format](#) for more information.

---

## Further Reading:

[Backup Sets](#)

[Backup \(Advanced Options\)](#)

[Backup Destination Format](#)

[Open File Backup](#)

[Off-line Operation](#)

[Synchronise](#)

[Verify](#)



## Backup (Advanced Options)

One the Backup Tab, each Backup Set has (for Registered users), an Advanced Options part.

### **Two Way Synchronise**

Here you can select 2-way synchronise.

A 2-way synchronise will copy files *in both directions*. This means:

If a newer file is on your PC it will be copied to the backup device.

OR

If a newer file is on your backup device it will be copied to your PC.

It is strongly recommended that you enable [Versioning](#) when using 2-way synchronisation.

Examples of how 2-way synchronise might be used:

1/ Sharing an MS Outlook mailbox between 2 PC's. Whichever has updated the file last will be the most recent, this will be copied to the backup device. Another PC can then perform a synchronise and it will acquire the more recent mailbox.

2/ Sharing a photo collection between PC's. Photos can be edited at any of several PC's, and the others would pick up the edited files when they perform a synchronise.

### **Important Notes about 2-Way Synchronise**

2-way synchronise looks at the file on your PC, and the file on the backup. It then copies the NEWEST (most recent) file to the location which has the OLDEST file.

This might, for example, copy from the backup device onto your PC - over-writing forever what is on your PC. This is why we ***strongly recommend*** that you enable the versions feature as well: in most circumstances, 2-way synchronise will not result in data loss. However, it MAY result in files being copied that are unexpected, and having a previous version to fall back on is highly desirable.

### **Only Synchronise (NO WATCH)**

If selected, this backup set will not (ever) use the Monitor (watch for changes) feature of QuickShadow Backup. Such a Backup Set can only be synchronised to copy updates or changes to the destination.

There can be some cases where a backup set created this way is useful - for example if the source or destination is not continuously available, or if changes are large and only need to be copied infrequently.

---

### **Further Reading:**

[Backup](#)  
[Backup Sets](#)  
[Versioning](#)

## Backup Destination Format

QuickShadow Backup copies a file to the destination in one of two formats.

Which format to use depends on your circumstances and preferences.

### Format 1.

This is the default format for a backup set, and is the format used in previous versions of QuickShadow Backup.

*This is used when the option "Use full source path in backup location" is checked.*

This format transforms a source file name to a destination name by:

- convert the drive letter by removing the ":"
- include the converted drive letter
- include the full source path
- put the destination path on the front

Example:

If the backup-to (destination) is set to:

```
\\my_nas\backup\cecil
```

And a file to backup is found at:

```
c:\Users\DeMille\My Documents\movie_plot.doc
```

Then this will be copied to the backup at:

```
\\my_nas\backup\cecil\c:\Users\DeMille\My Documents\movie_plot.doc
```

This form of backup ensures that the complete path of a file on the source is preserved, allowing easy mapping of a backed-up file to where it came from.

This method can be especially useful if a PC has several disks in it (drive C and D), because the backup path makes it very clear which disk a file came from.

### Format 2.

Format 2 is a short format which removes some of the source path information.

*This is used when the option "Use full source path in backup location" is NOT checked.*

This format transforms a source file name to a destination name by:

- remove the drive letter
- remove all of the folder names in the source location except the last one
- put the destination path on the front

Example:

If the backup-to (destination) is set to:

`\\my_nas\backup\cecil`

And the source location to backup was:

`c:\Users`

And a file to backup is found at:

`c:\Users\DeMille\My Documents\movie_plot.doc`

Then this will be copied to the backup at:

`\\my_nas\backup\cecil\DeMille\My Documents\movie_plot.doc`

This form of backup assumes that a user is aware of the mapping from each source location to a destination, for each backup set.

## Backup Destination - Drive Letters

It is ***not recommended*** that network drives be accessed using Windows drive letters.

For example, it is easy to make a persistent mapping from a drive letter in Windows Explorer to a NAS drive or remote PC.

You can then use that drive letter as part of the destination in QuickShadow Backup setup.

### ***Doing this is dangerous:***

A drive letter for the destination can easily be changed by a user at any time in Windows Explorer. Drive letters can be added, removed, or pointed to different locations. Programs that rely on drive letter mappings may stop working or may backup to a different place. There will be no notification to a user if this happens, because QuickShadow Backup does not know if a drive letter mapping has been changed.

As part of Setup, QuickShadow Backup checks destination locations and if a drive letter is used, offers to replace it by the equivalent UNC path. This is the path to the named system on your network.

When you are offered to change a destination to the UNC path you should accept this unless there is a very good reason for using drive letters.

---

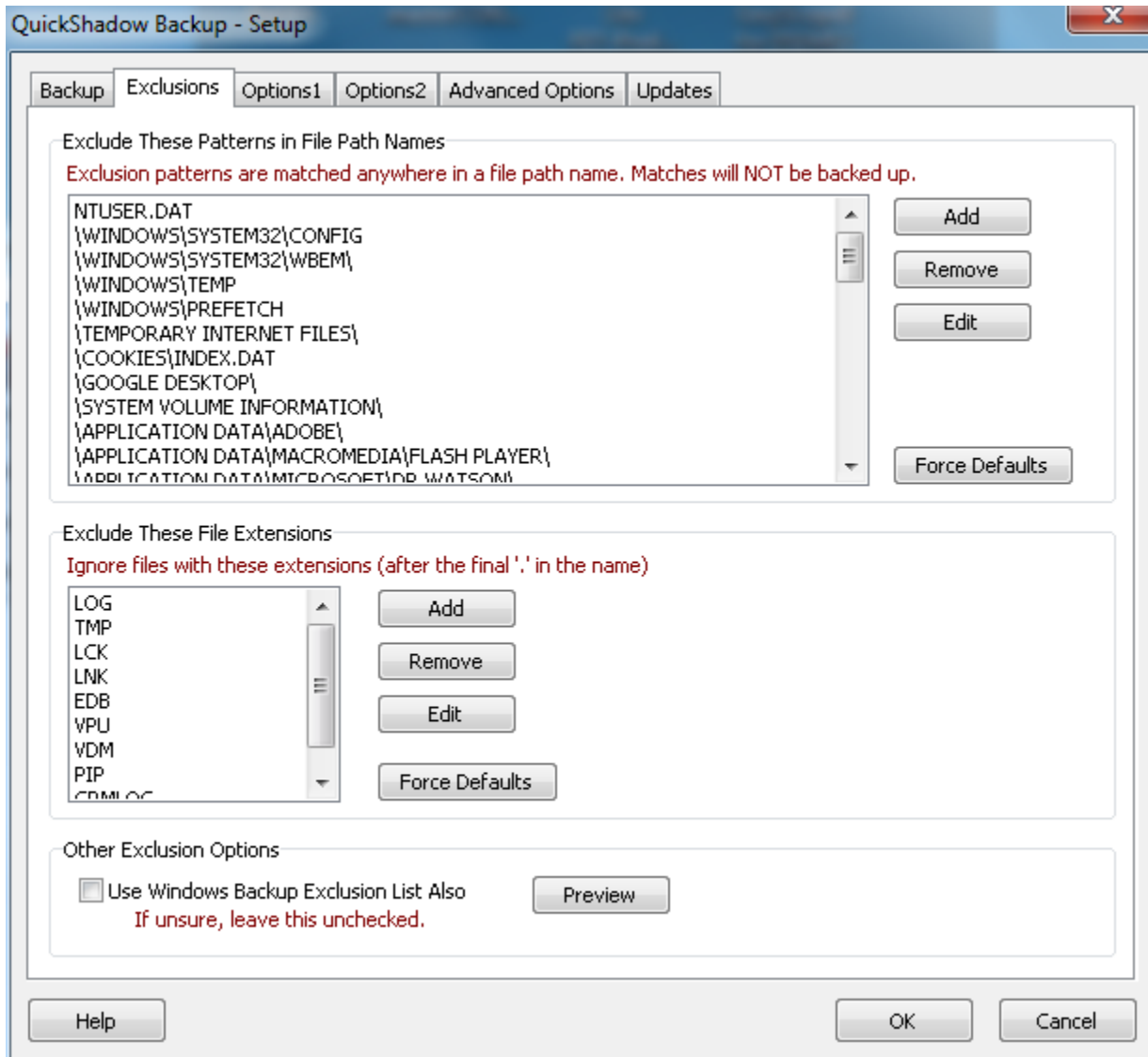
### **Further Reading:**

[Backup \(Locations\)](#)

[Backup Destination Format](#)

## Exclusions

Exclusions are used to prevent a backup of files that are not important.



Typically, files that are not important include temporary files, log files, lock files, soft links (shortcuts), and things like web browser cache files, anti-virus files, and bits of the windows operating system.

There are two types of exclusions. QuickShadow Backup applies both:

### Exclude Patterns

You can add *patterns* that will be excluded from the backup.

If the pattern is too general, you might have important data that is missed, so be careful with the patterns you might add.

**Important:** Short patterns are dangerous, use them carefully. For example, a pattern of FRED would mean that any file, at any location, with FRED appearing anywhere at all in the name, will not

be copied. This is a bad thing!

There are a large number of preset exclusions which will ignore most things that are not important - for example, anti-virus logs and files for AVAST and SYMANTEC are listed, along with other common parts of the windows operating system that should not be copied.

In general, you may want to look at the log files and find files that can't be copied - then add those to the exclusions. It should not be necessary to remove any of the existing exclusion patterns.

### **Exclude Extensions**

The extension is the part after the final "." in a file name.

Example:

The file name:  
    printer\_defaults.config.log  
has extension **.log**

A standard list of extensions to ignore is supplied and is usually sufficient, but can be changed if required.

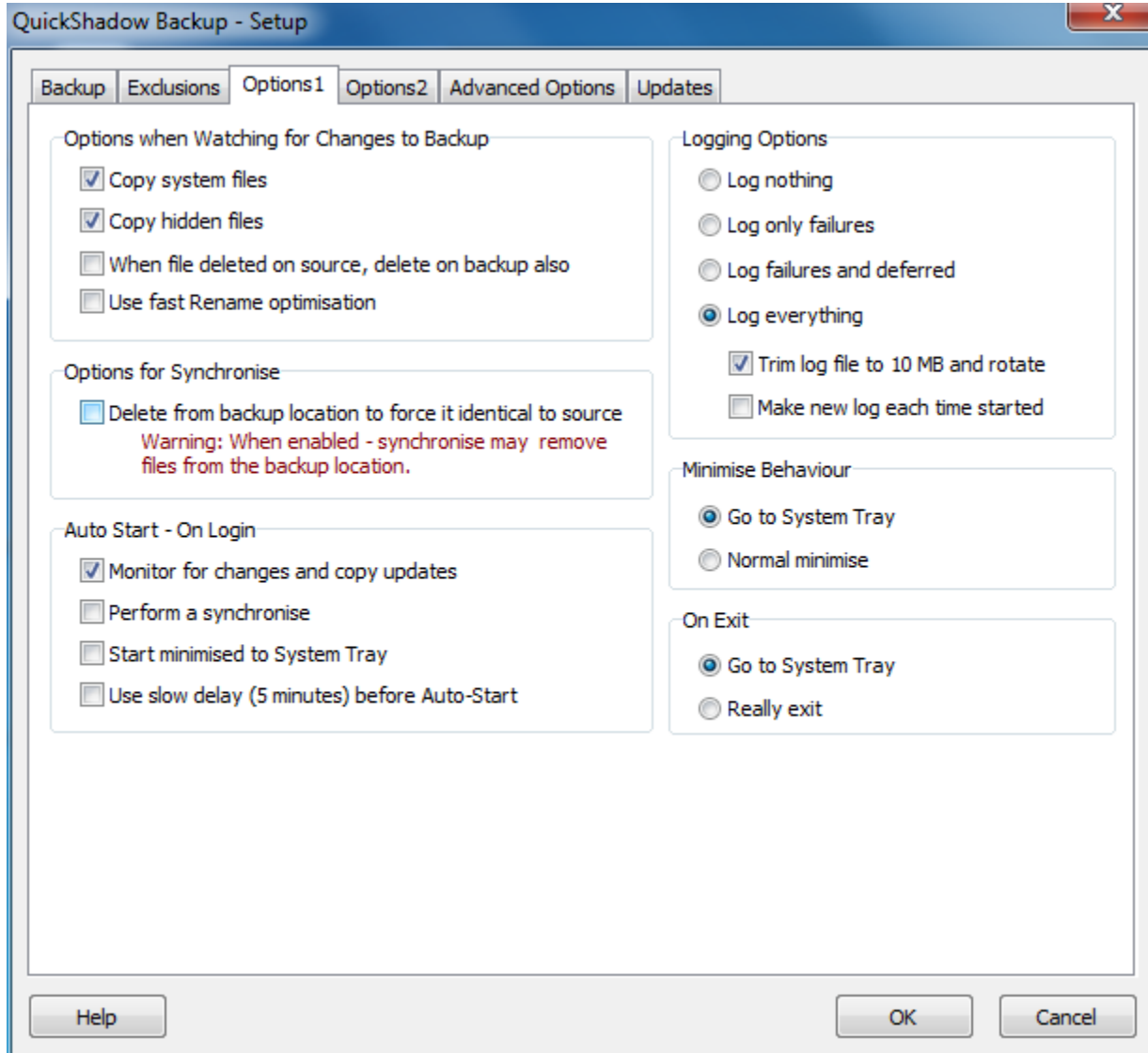
### **Other Options - Use Windows Exclusion List Also**

If this option is selected, then the exclusions used by the Windows Backup utility will be applied as well. To see what those exclusions are, click the Preview button.

## Options1

The Options1 tab allows some common settings to be changed.

The defaults are usually OK, so if in doubt, it should be fine to leave the standard settings alone.



### Options when Watching for Changes to Backup

These options affect [Monitoring the source locations](#) for changes - they have no effect during a [Synchronise](#).

*Copy System Files:* If checked, files marked as "System" will be copied (else ignored). System files are normally part of the Windows operating system. Suggest leave checked.

*Copy Hidden Files:* If checked, files marked as "Hidden" will be copied (else ignored). Hidden files are sometimes used by applications to remove clutter from folders by making files invisible, but sometimes they can be essential to copy to get a good backup. Suggest leave checked.

*When file deleted on source, delete on backup also:* If checked, a file on the source (the Backup From)

location that is deleted will also have the copy on the backup deleted. This can mean that you are not protected from an accidental delete! If checked, your backup won't get to be full of junk, but you might also permanently lose a file if you delete something by accident. **Suggest leave unchecked.**

*Use fast Rename optimisation:* When this is checked, a rename detected on a source will cause the same file on the backup to be renamed as quickly as possible. This avoids a copy of the file with the new name. However if this option is selected, some versions of Microsoft Office will not be backed up properly (see below). Suggest leave this option unchecked.

### Options for Synchronise

These options affect the [Synchronise](#) operation only.

*Delete from backup location to force it identical to source:* If checked, the backup will be checked against the source, and any files on the backup that are not on the source **will be deleted from the backup**. Use this option with care. Suggest that in general this is NOT checked.

*Important:* If a [two-way synchronise](#) is being performed, this option has no effect - because a file present on the destination but not on the source will be copied from destination to source - bringing the source up to date.

### Auto Start - On Login

These options allow you to set the operation of the program on start-up.

*Monitor for changes and copy updates:* If checked, the program will start up and then after about a minute, will begin to automatically monitor for changes and take backup copies. This is the same as clicking the "Monitor & copy changes" button on the main screen, but it is done automatically. Suggest this be checked.

*Perform a synchronise:* If checked, the program will perform a synchronise shortly after starting. Generally we suggest this is not checked.

*Start minimised [to System Tray]:* If checked, the program will start either minimised or in the System Tray instead of as a normal program on the screen. When checked this helps keep QuickShadow out of the way. Suggest this is checked.

*Use Slow Auto-Start:* Normally QuickShadow Backup will wait 1 minute after the PC starts before it will automatically synchronise or monitor for changes. On some slower PC's (or where a NAS drive takes a while to start if turned on at the same time), this is not long enough. In that case, use this option for a Slow Auto-start. If selected, QuickShadow will wait for 5 minutes instead of 1 minute after start up.

### Logging Options

These options allow the amount of logging to be changed. The log can be used to figure out what is going on, and to give a record of what is copied, and when.

The option *Trim Log File to 10 MB*, if checked, will cause log files to be limited to 10 MB in size. When a log file gets to that size it will be closed, moved to an "old log" file, and a new log will be created. This is a very simple log rotation system, allowing an older log to be kept and used if that should ever be needed.

The option *Make new log each time* will cause a new log file to be created each time QuickShadow is run, instead of extending the existing log file. Checking this option can make a less confusing log file. Unchecking this can help better with diagnosing problems because information from previous sessions will still be present. Suggest this is unchecked.



### Minimise Behaviour

When minimised, the program can minimise like normal Windows programs, to the task bar, or to the System Tray. Use of the Tray is recommended.

### On Exit

These options determine what happens when you click the "X" (exit) buttons on the program. If set to *Go To System Tray* or *Minimise* the program will not exit when the exit button is clicked - it will instead just disappear to a tray icon, or it will minimise - depending on the Minimise setting.

If the option *Really exit* is selected, then the program will always exit when the exit button is clicked.

*Note:* Even when the *Go to System Tray* option is selected, the program can be exited easily: from the tray, right click and select "Exit Program". Or from the main File menu, select the option "Exit Program".

---

### More information about Fast Rename Optimisation

Microsoft Office versions after 2003 (ie Office 2007 and later) can cause problems when Fast Rename Optimisation is enabled.

Specifically:

If the Advanced Option to create multiple versions on the backup is ENABLED

AND

If using Word or Excel 2007 or later

AND

If Fast Rename Optimisation is ENABLED

AND

Monitor and Copy Changes is being used

Then the most recent file on the backup will be *renamed* when Word or Excel perform a file save. This means that backup files will not roll up increasing version numbers because the file that should have been rolled up a version was renamed and so is not available.

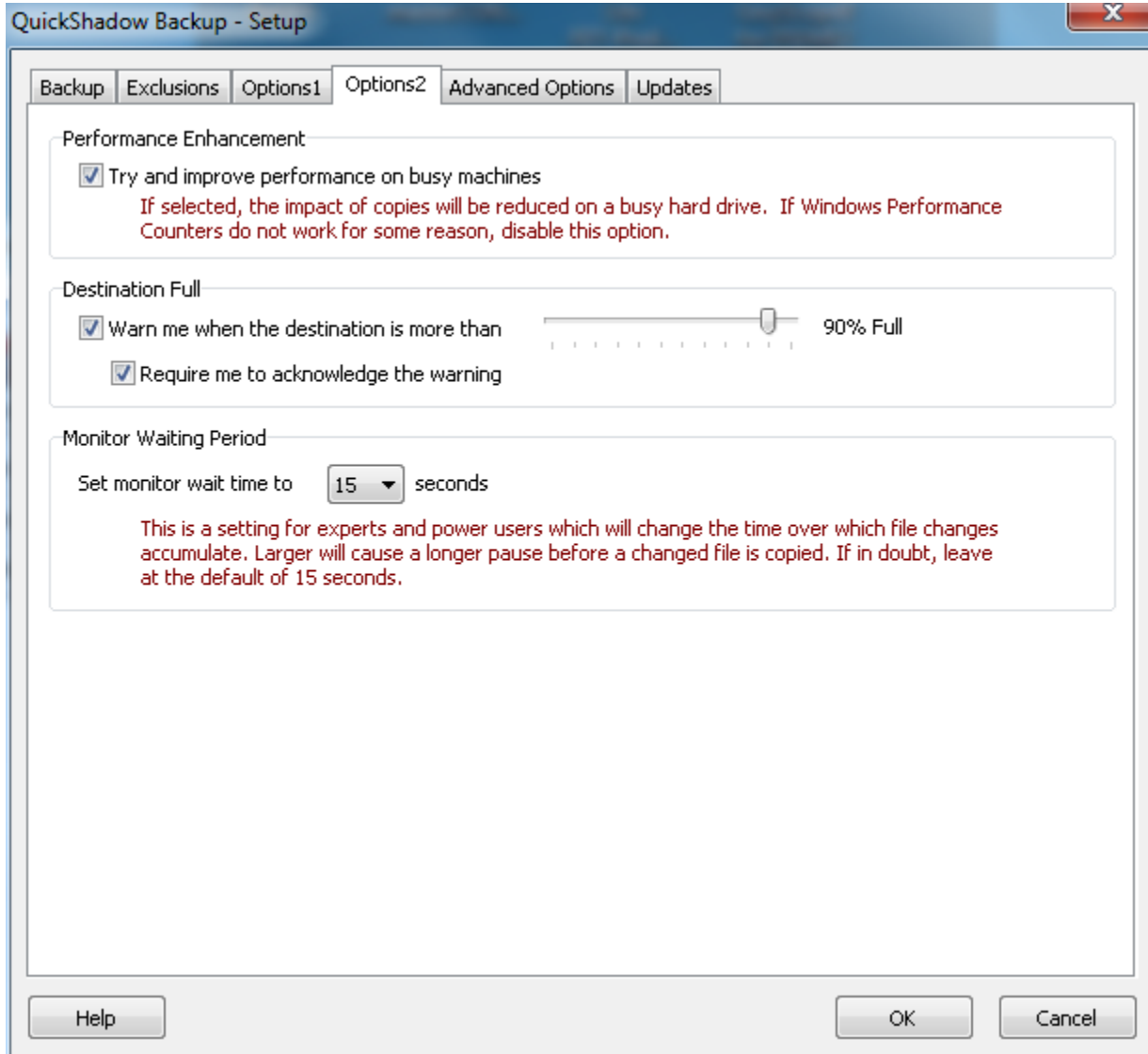
The files are not deleted from the backup but they are renamed to strange names and become difficult to find.

If the above circumstances apply, then Fast Rename Optimisation should be left disabled. Otherwise it can be turned on.

## Options2

The Options2 tab allows some less common settings to be changed.

The defaults are usually OK, so if in doubt, it should be fine to leave the standard settings alone.



### Performance Enhancement

The performance option allows you to turn on an ability to be even less obtrusive than normal.

If this is enabled, Windows Performance Counters are used to figure out when the PC is busy, and back off the QuickShadow Backup copy operations.

This should normally be checked. Some PC's have Windows Performance Counters disabled, and if that is the case warnings will be displayed. Unchecking this option will stop the warnings at the expense of losing the benefit of checking how busy the PC is.

If Windows Performance Counter warnings appear, you have some other problem with performance counters that needs to be solved.

### **Destination Full**

The destination full option will periodically check the destination to see how much space is used.

When the destination gets to have more than the specified amount of space in use, a warning will be displayed.

The warning can take 2 forms:

- A large and obvious form which informs the user that the destination is running out of space, and which the user must acknowledge; or
- An extra line of status information on the QuickShadow Backup main display. If this display is not shown or visible (for example it is minimised or in the tray) then this information will not be seen.

It is recommended that the default be used - both boxes checked.

In general, the destination-full warning level should be set to between 70% and 90%, depending on the size of the destination. (Larger destination devices should use a larger % value).

### **Monitor Waiting Period**

The monitor waiting period allows an adjustment for power users. When monitoring or watching, QuickShadow Backup has a file change accumulation period. If no changes are seen for this time period, the file is then scheduled for copying to the backup.

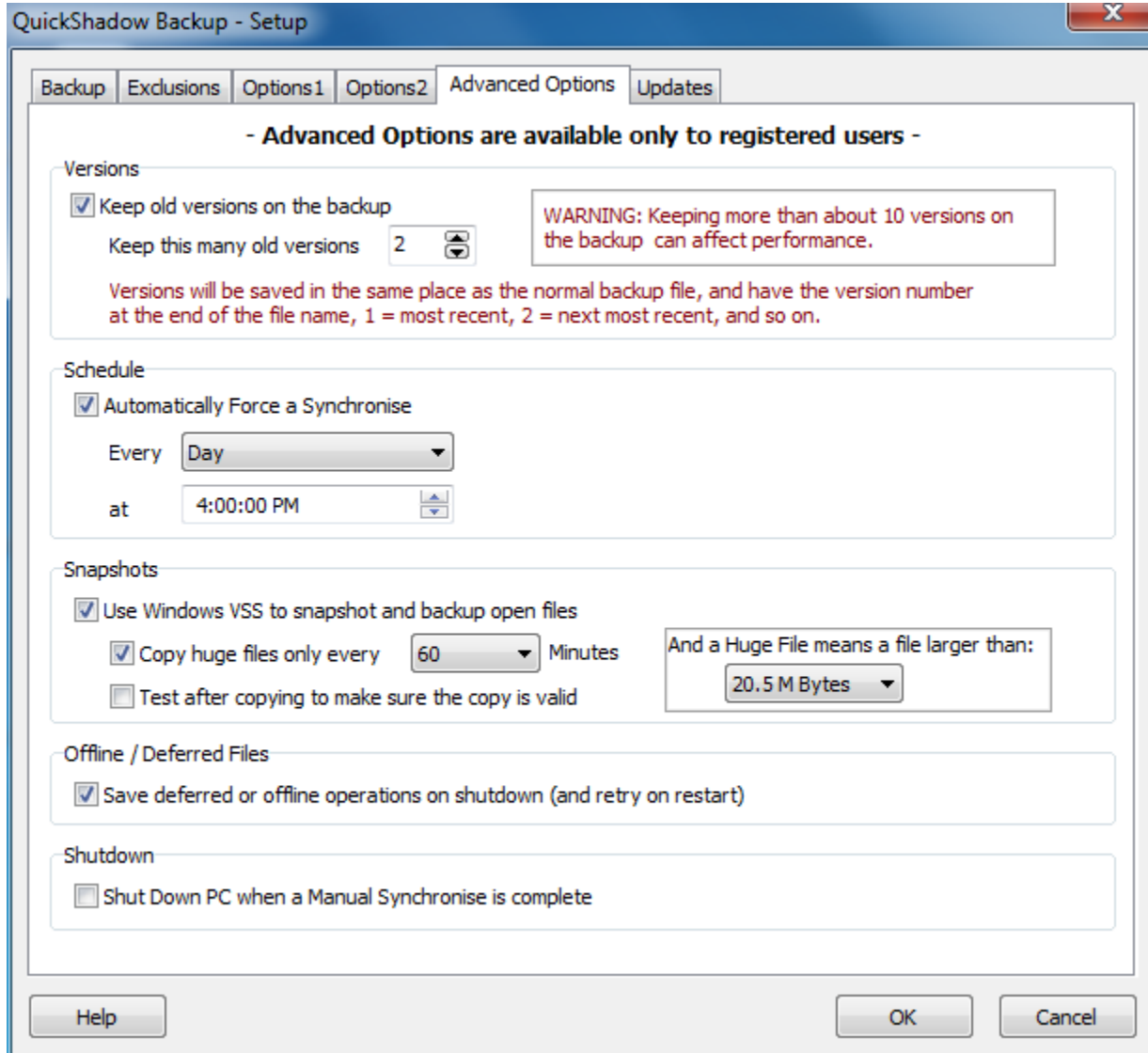
In some cases, for example, changing a file frequently, or saving a file and then renaming it, a longer period can be helpful as it allows more time for the operations to complete.

If in any doubts about this option, leave it set to the default period of 15 seconds.

## Advanced Options

Advanced Options are only available to registered users.

Advanced Options enables more specialised features and capabilities.



### Versions

If you select to *Keep old versions on the backup*, you can then select how many old versions to keep on the backup.

The backup will always have one more than the number of old versions you select.

For example, the file:

House\_Design.dwg

will appear on the backup with the same name - so the most recent version always has the same file name as the file on the source.

The most recent older version will be:

House\_Design.dwg.(1)

After that the next version will be:

House\_design.dwg.(2)

And so on.

The Windows Explorer right-click menu allows easy restore of old versions from the backup.

### **Schedule Synchronise**

This option allows a synchronise to be run at regular intervals.

You can pick a time and select the synchronise to be run each day, each week day, each weekend day, on only one day of the week, or on a given day of the month.

*Important points about Scheduled Synchronise:*

Please check [here](#) for more information about how Scheduled Synchronise works.

### **Snapshots & Verify**

Snapshots uses Windows Volume Shadow Copy Services (known as VSS) to take a disk snapshot, and then copy that - even when files are open and not normally accessible.

Snapshots is a powerful way to force a backup of files which are normally held open for long periods - for example email mailboxes.

*Important:* It is strongly suggested that registered users enable Snapshots. It provides a higher level of assurance for backups.

Snapshots has a downside - which is that files that are large and change frequently can be copied many times.

The option to copy *huge file* at some interval will limit the number of times large files (for example, Outlook and Thunderbird mailboxes) will be copied. This should be chosen at about 30 to 90 minutes.

Similarly, the size which defines a *huge file* can be changed. It is probably a good idea to set this size larger than most common word documents or digital photos.

*Test after copying to make sure the copy is valid* is only available when snapshots are used. It does a verify after the copy.

### **Offline / Deferred Files**

When operations are deferred - for example because a file was not available (if Snapshots was not used), or because the destination is offline (perhaps a laptop has been taken away from its backup drive), then the deferred operations can be saved when QuickShadow exits.

*Save deferred or offline operations on shutdown (and retry on restart)* will store the deferred operations to a file so they can be attempted later.

This means, for example, that a laptop can be taken away from the backup drive, used, and the changed files will be copied to the backup some time later - even if the laptop is shut down and restarted.

### **Shutdown**

If the shutdown option is selected, then QuickShadow Backup will shut down the PC (to a powered off state) once a manually activated synchronise has finished.

A synchronise started by a schedule, or when the program starts, will not cause the PC to be shut down, even if this option is selected.

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### **Further reading:**

[Deferred Operations](#)

[Off-Line Operation](#)

[Open File Backup](#)

[Synchronise](#)

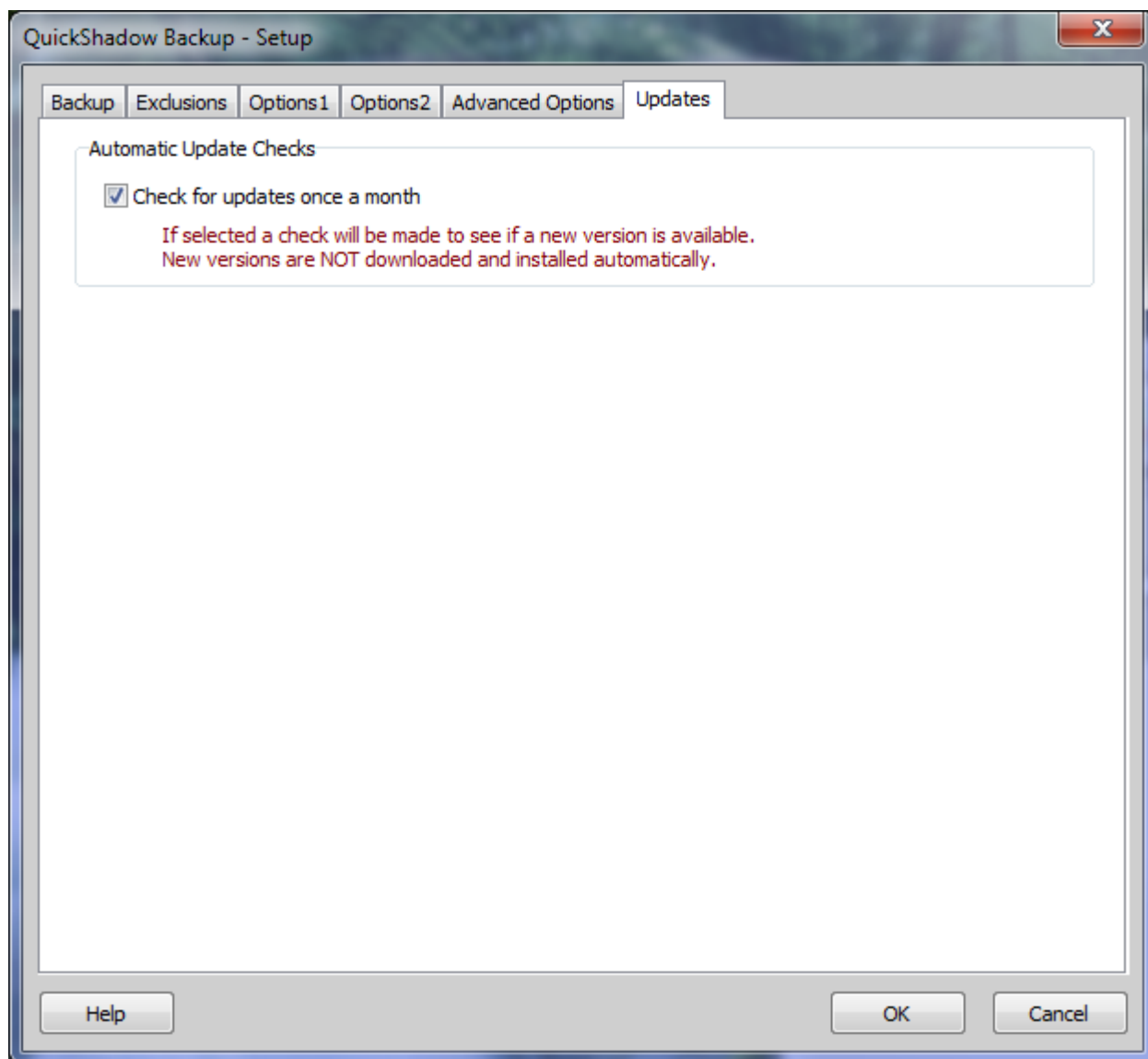
[Scheduled Synchronise](#)

[Verify](#)

[Versioning](#)

## Updates

The Updates tab allows selection for checking of updated versions.



### Automatic Update Checks

*Check for updates once a month:* if selected, QuickShadow Backup will check on the internet, automatically, once a month to see if a new version has been released.

If a new version is available you will be informed with a small message that appears on the screen.

Normal operation is not affected by the update check or notification.

***No information about you or your machine is transferred during an update check.***

## FAQ

### Frequency Asked Questions.

#### **What does this software cost?**

The unregistered version costs nothing, and allows basic backup for a single [Backup Set](#).

Users who register get a number of advanced features.

#### **So what's the catch?**

None.

QuickShadow was written out of a frustration that the readily available downloads for shareware and freeware backup programs either don't work as advertised, or are slow, or are way too complex.

Having written it to meet a personal need, it might as well be available for others.

#### **Can I set up a schedule?**

If you register - Yes.

If you do not register - No.

A schedule will perform a synchronise operation on a regular basis.

#### **QuickShadow Backup seems to be running, there is a tray icon for it. How do I stop it?**

Right click the tray icon, and select the exit option.

#### **Can I log the operations that QuickShadow Backup performs?**

Yes. In the [Setup page](#) is an option to set how much logging is performed. You can choose everything, only failures, or nothing.

#### **If I use logging, the log files get really big. How can I stop that?**

In the setup [options](#) for logging, you can select for log files to be trimmed. If you do so, they will be limited to 10 MB in size. And although you don't see it, there are two logs kept which are "rotated", so that there is always a current log and a previous log.

#### **I want to have copies made automatically to the backup when I add, rename, or edit files on my PC. Can QuickShadow Backup do this?**

Yes. This is exactly what it is designed for. Use the Button *Monitor and Copy Changes*.

#### **I read that some backup programs won't copy Outlook PST files. Will this one?**

Yes! Outlook PST files can get to be very big, and this means that the copy might take a long time. But you will get your copy made.

For unregistered users, Outlook PST files can only be copied when Outlook is not running, because Outlook holds the files open continually.



Registered users can use the Snapshot [Advanced Option](#) to copy Outlook PST files even when Outlook is running.

### **What about System and Hidden files? Some programs insist on being clever and stashing things into System and Hidden files so that we can't see them, but they are essential for a good backup?**

You can optionally select to copy [System and Hidden](#) files. This is the default, and we suggest you leave it enabled.

### **Can this software copy open files?**

During the evaluation period, and for registered users - Yes.

If you don't register, then open files can't be copied.

### **Can I make backup jobs like some other programs, with each job having a source and destination?**

Yes - for registered users. These are called [Backup Sets](#), and there can be up to 10 of them.

In general, though, most users will only want one or perhaps two Backup Sets.

QuickShadow Backup is designed to be really easy to set up and use. Complicated Backup Jobs just make things hard. The Backup Sets are a compromise between (complicated) jobs, and a simple system with no flexibility.

Each Backup Set allows you to have many source locations to copy from, and a single destination where the copies will be made. The folder structure on the destination is identical to the source.

As an example, a backup from

c:\Documents and Settings\fred\My Documents\My Photos

onto a NAS drive called

\\my\_nas\backup

will appear at:

\\my\_nas\backup\c\Documents and Settings\fred\My Documents\My Photos

OR (depending on how you set up QuickShadow Backup):

\\my\_nas\backup\My Photos

### **It is running and I can't change the setup! Help!**

When QuickShadow Backup is running, you can't change the setup. This is deliberate.

Just stop monitoring or an active synchronise, or both. Then change the setup.

Sometimes it can take a few seconds for all the internal parts to stop - be patient!

### **So QuickShadow Backup monitors changes to my files and copies the changes to the backup. But I do not want files I delete to be deleted from the backup. Can you handle that?**

Yes. You have the option for files that are deleted to be deleted from the backup, if you want. If you don't select that option, then files on the backup won't be deleted. Your backup might fill with old junk, but you have everything there.

**When I click the Force Synchronise button, it copies everything, right?**

Wrong! A Synchronise checks the source and destination. If the file exists in both, and is the same, it will not be copied. Only files that are different, or that do not exist on the destination will be copied.

**But I don't want the backup to be full of old junk, I want it to be identical!**

Normally, synchronise only copies from source to destination. If there are extra files on your destination, they will NOT be removed when you do a synchronise.

But there is an option to force synchronise to check the source and destination against each other and remove old junk from the destination. Use this with care!

**So you have this synchronise option to make them identical - what about versions on the backup?**

Old versions of files from the source are NOT removed from the backup.

If you want to remove old versions of files, use the Tools menu to run the old versions cleanup utility.

**How do I clean up old versions of backup files from the backup device?**

Use the Tools menu to run the old versions cleanup utility.

**So how fast is a synchronise, if it does not have to do much?**

A synchronise that only needs to copy a few files is very fast. On my system, I can synchronise 100,000 files and it takes about 4 minutes. When I do that, only perhaps 10 or 20 files will need to be copied, the rest is just checking.

**How about performance? How do I make it all go fast?**

Performance will be determined by your PC, your backup drive, and your networking.

If you use a NAS drive, with Ethernet, then Gigabit makes a huge difference. Make sure the NAS, any switches, and the PC are all able to use Gigabit speeds. This is the single biggest factor that determines performance.

If using a USB backup drive, make sure the drive and the PC support USB 2. This gives 480 MBits/sec. Use of USB 1.0 or 1.1 standards will be intolerably slow.

**Some backup programs make my PC run slow when they are copying something to the backup. What about this one?**

QuickShadow Backup goes to a lot of effort to run at a low priority so it does not interfere with the operation of your PC.

And during copy operations, it also checks continuously how busy the PC is, and pauses the copy to let other programs run. It does this because file copying can be a huge drain on PC performance - more than you might first think. Pausing the copy lets other programs do what they normally do, and gives you back the performance you want!

**Can this program be used for a corporate deployment? If so, how?**

Yes!

There are a few things needed for a corporate deployment:

1. For a silent install (perhaps from a domain logon script), run the installer with the command line option /VERYSILENT. For example: QuickShadowSetup /VERYSILENT

This will install using the defaults you normally step through, including the option to run on PC startup, but there will be no user prompts at all.

2. You can change the behaviour of QuickShadow Backup so once running, users can't mess about with it. Just run it with the option /QUIET on the command line. See below for doing this automatically on login/start.

The option /QUIET removes any warning or nag dialogs, and removes the right click menu from the tray icon. The tray icon is still present, but a user can't bring the program to full-screen, can't force a synchronise, and can't shut the program down.

3. If you want to have standard settings for all corporate users:

- set up one machine as a reference. Then use regedit to save to a ".REG" file the portion of the registry at HKLM\Software\QuicklyTech

- in the domain logon script use regedit/s <name of your .REG file>

- this will load your standard settings into the registry for users

- for windows XP, either run quickshadow.exe from the domain logon script, or use the same method to copy in a "Run" registry key to HKCU\Software\Microsoft\Windows\CurrentVersion\Run

- for windows Vista and windows 7, use the task scheduler to make a job that runs on logon.

All registry keys live in HKLM\Software\QuicklyTech. With that information, you can force whatever settings you want at logon time. That, and the /QUIET option allows silent setup, use, and standard setup.

For more information please contact QuicklyTech support.

### **What about Windows Vista or Windows 7? Are these supported?**

Yes. QuickShadow Backup needs to run as an Administrator, and it includes a built-in "manifest" that allows this. The user account in which it is run needs to have Administrator rights.

### **Can QuickShadow Backup run as a service?**

No. This is on the list of improvements, but right now this is not possible.

Of course, you could use a commercially available program that runs anything as a service. Google "windows run program as service" - there are a number of commercial offerings available.

### **Can I run QuickShadow Backup as a normal (limited) user?**

No. QuickShadow Backup must run in a user account that has Administrator rights.

## How to Donate

If you like the unregistered version of this software and do not want to register, please consider a small donation.

Compilers, web hosting, and digital signing are expensive. A donation of a few dollars helps to offset our costs. Please visit our web site for more details:

<http://quicklytech.com>

## **How To Register / Buy**

To register, and obtain a registered user license, please visit our web site:

<http://quicklytech.com>

And then follow the link to the registration page.

## Using the Windows Explorer

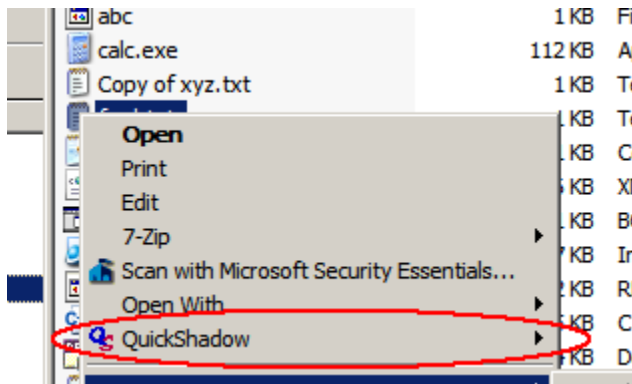
### QuickShadow Backup - One Click Explore and One-Click Restore

If a file is in a location that QuickShadow Backup is watching - either using the Monitor or Synchronise functions - then one-click explore (to find the backed-up file), and one-click restore are available.

#### One-Click Explore: Finding a file on the backup

Use Windows Explorer to locate a file, and right-click on it.

A "QS" icon shows the QuickShadow menu entry:



Clicking or moving the mouse to the right on this entry shows the option "Show in folder on backup".

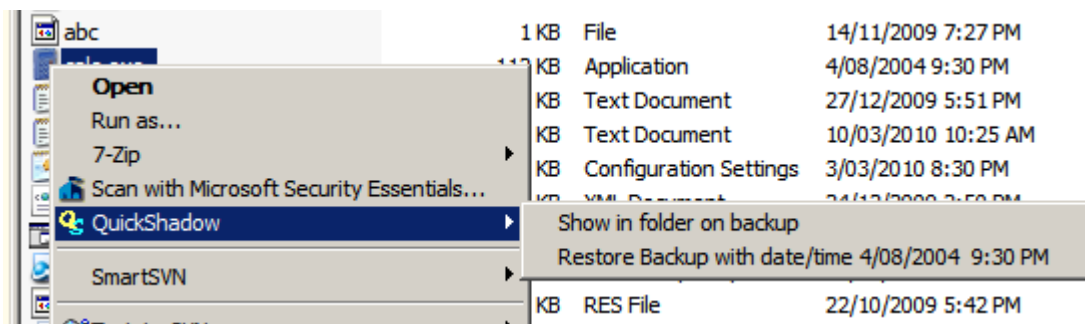
If that option is selected, a new Windows Explorer window will open, showing the file backup device, the folder structure where the file is located, and pre-selecting the file on the backup ready for open / inspection / copy.

#### One-Click Restore: Restoring a file from the backup

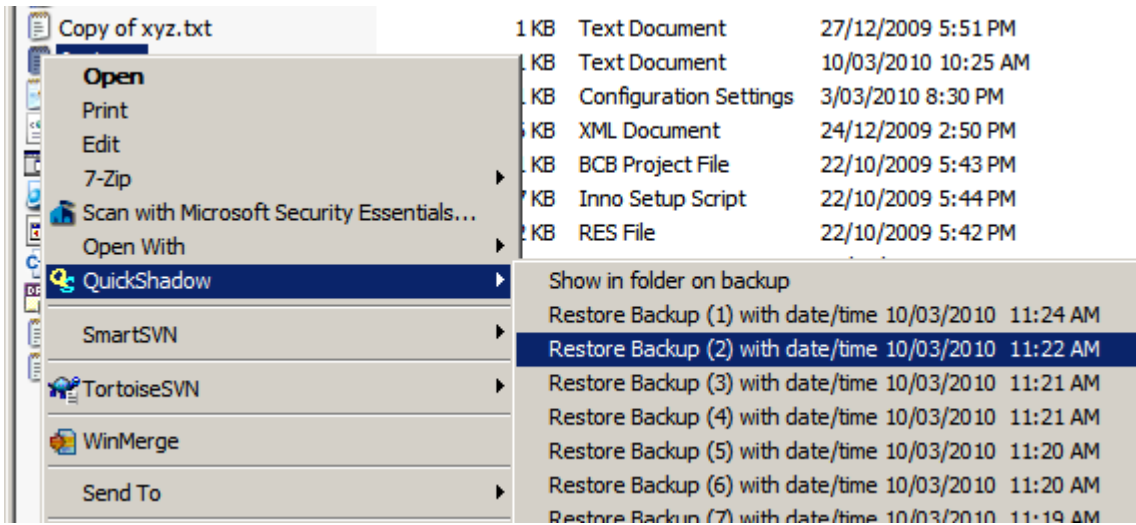
From the same menu shown above, the option under "Show in folder on backup" is "Restore", showing the date and time of the file that is on the backup, and which could be restored.

If the QuickShadow facility to monitor changes is used, then the file on the backup will normally be identical to the file on the source - with the same date, time, size as the file on the source.

If monitoring for changes is not used, and instead backup is done using a periodic synchronise, then the backup might be older than then the file on the source.



Registered users also see previous versions and have the opportunity to restore an older version:



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This program is however freely distributable.

Registered users get extra functions.

Registered users should keep their registration codes confidential, having purchased the extra function that registration brings.

Modifications or improvements will be considered.

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### Further reading:

[License](#)

[Contacting Us](#)



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## **FOOTNOTE TO LEGAL AGREEMENT**

Most if not all software contains defects - even software from the worlds largest software companies. Most times these bugs are minor, occasionally they are not.

QuickShadow Backup may well contain software defects, but along with that, computers, microprocessors and their operating systems also contain defects. They are also affected by environmental factors such hardware malfunctions, dirty power supplies, static electricity discharge, and even sun spot activity.

Whilst QuickShadow Backup and the developers have used their best endeavours, this is no protection against failures of the program, operating systems, hardware, networks, disk drives and other infrastructure. QuickShadow Backup attempts to make the backup copies it claims to, but like any other backup system this cannot be guaranteed. You are strongly encouraged to check your backup copies, and use the log files produced by QuickShadow Backup to ensure it is operating as you expect. You are also encouraged to report what you suspect to be incorrect operation.

## Icons

Icons used in this product are provided by a number of free-for-commercial use sources.

These are:

VisualPharm Hardware Icon Set: [http://www.visualpharm.com/hardware\\_icon\\_set/](http://www.visualpharm.com/hardware_icon_set/)

FAMFAMFAM Silk Icon Set: <http://www.famfamfam.com/lab/icons/silk/>

LED Icon Set: <http://led24.de/iconset/>

Quicklytech thanks these icon designers for their creativity and for allowing the free use of these icons.