

SEED LOAD

Backup files to a removable hard disk (seed loading)

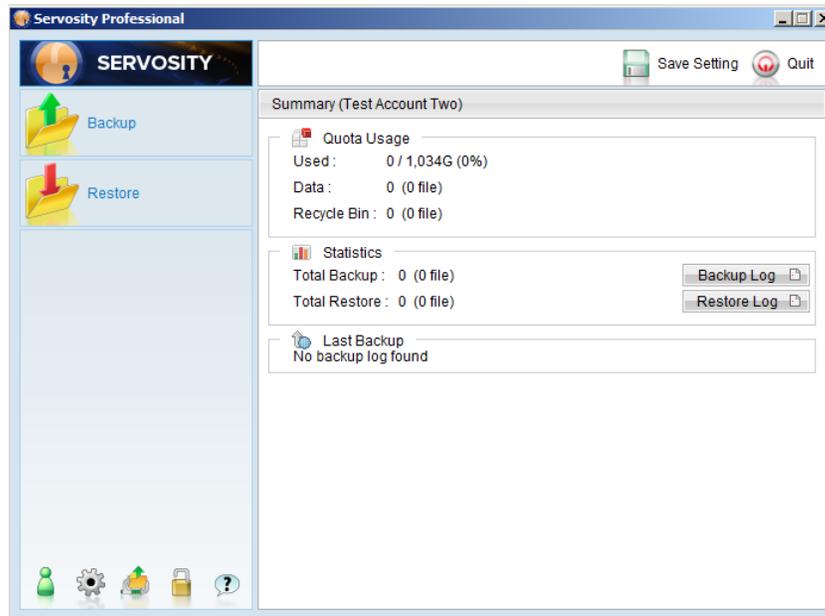
If you have a lot of data that needs to be backed up (e.g. 200GB), it will likely take a considerable amount of time to perform the initial full backup over the Internet. If you run into this problem, Servosity offers you the option to run a Seed Loaded Backup. You can use the Seed Loading Utility to backup your data to a local hard disk (instead of directly to the online backup server) and then transport the backup data, using removable hard disk, to Servosity. The Support Engineer can then load all your backup files from your removable hard disk into your backup account. This could save you days (even weeks) of performing your first full backup. Since subsequent backups will be incremental (only new or updated files will be uploaded to the server) you should have no problems uploading your backup data afterwards.

The process will start by requesting the portable drive from Servosity (or using your own USB drive). Once you have received the drive you can then perform your Seed Load. Below is a step-by-step process that will help complete your Seed Load and ensure that your data is protected.

** Note – Please contact Servosity Support at support@servosity.com and let us know that you will be doing a seed load. We will make sure a ticket is opened for you to track the progress of the seed load.

To perform seeding loading, please do the following:

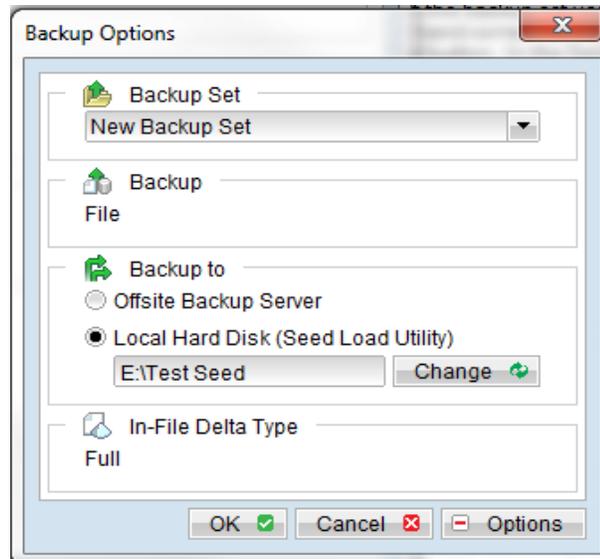
- i. Remove the portable drive from the box, plug it into a power source and connect to the computer that you will be performing the seed load on. Most portable drives will connect via an open USB port on the client computer. The portable drive should now show up on the available hard drives for the client computer.
- ii. Open Servosity PRO/STD by right clicking the  icon located in the system tray located near the clock and click [**Open**].
- iii. Make sure that you have created a Backup Set before continuing the Seed Load process.
- iv. Once you have opened Servosity PRO/STD the Main Window will appear. In the upper left-hand corner click on [**Backup**].



The Backup Options window will appear. Select the backup set you want to run from the [**Backup Set**] drop down menu and then click on the [**Options**] menu in the lower right hand corner of the Backup Options window. This will

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expand the [**Backup to**] section of the window. Next, click the [**Local Hard Disk (Seed Load Utility)**] radial button. In the field located below the radial button option you will then enter the directory where you want the files to be stored. This directory should be located on the portable drive.



****It is important to make sure you have enough free space in the directory specified.**

- i. Press the [**OK**] button to start the backup job.
- ii. Once the backup job is complete you should get the message "Backup Completed Successfully". Click [**Close**].
- iii. For each backup set you have just seed loaded, it is important that you disable any scheduled backups until your seed load is received by Servosity and loaded into your account. Click the "Backup Settings" button,  click "Backup Schedule", and uncheck "Run scheduled backup on this computer". Click [**OK**]
- iv. Now just click the [**Quit**] option in the upper left-hand corner of the agent. When asked "Save backup set settings to backup server?" click [**Yes**]
- v. After you close Servosity PRO/STD you are ready to disconnect the portable storage device from the client computer. Return to the box and send back to Servosity using the pre-packed label that was included in the seed load packaging. Please make sure to document the Company and Username of the backup account on form below. This will allow Servosity to ensure that the data is backed up to the proper account.

Servosity will notify you once we receive the seed load and again once it is loaded and verified by the backup server. Once verification is complete, please reopen the Servosity client, and following the directions in set viii above, re-enable the "Run scheduled backup on this computer" option for the backup sets in question.

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Seed Load Information Form

Please fill out the form below and place it in the box when the seed load device is shipped back to Servosity.

Company Name: _____

Backup Account User Name: _____

Ticket Number: _____

Your Name: _____

Best Contact: (Phone Number or Email Address): _____

Return Address (if using your own drive):

Ship to:

Servosity
Attention: Seed Load
101 North Main Street, Suite 301
Greenville, SC 29601