



Autotask Endpoint Backup Quick Start Guide

Welcome

Welcome to Autotask Endpoint Backup service (AEB). Whether you have just started an AEB trial or have already purchased AEB, this document will help you get up and running with AEB both easily and efficiently. By using this guide, you will very quickly see how AEB can benefit your business, especially for your critical file backup and storage needs.



Before You Get started

This guide is intended for end users who will install the AEB Desktop themselves and where the service provider has not locked down the UI. There are two primary ways to access Autotask Endpoint Backup:



Endpoint Backup Portal

The AEB web portal can be accessed through the AEB Desktop menu, allowing you to quickly see device information, view backup status and restore backups to a device.

Endpoint Backup Desktop

The software installed on the computer that is responsible for communicating between the local drive and the cloud. When a file is added to a location that has been specified for backup, AEB desktop will automatically recognize this and begin backing up the file. If any changes are made to a file after the initial backup, AEB Desktop will recognize the changes and initiate the backup.



How to Install the AEB Desktop

The first step is to install AEB Desktop

You will need your service provider to provide:

- A. A download link for the AEB Desktop
- B. A Team Key

During installation of the AEB Desktop, you will be prompted to enter the Team Key. Once this step is complete, your service provider will need to assign the device to your user account and approve the device.

After the device is approved, it will automatically connect to the AEB service and, if backup paths have been specified by your service provider, start to backup.

Specifying Folders for Backup

If your service provider has not specified backup paths, or you want to alter the backup paths they have set, you can do so via the AEB Desktop preferences.

1. Click on the AEB icon in the tray menu [Windows]/menu bar [Mac] and click 'Settings...'
2. Click 'Settings...'
3. If the "Backup paths controlled by administrator" option is checked, uncheck it.

Note: If this option is greyed out, your service provider has disabled you from making changes.

4. Click 'Add Folder'
5. Use the file browser to navigate to the folder you want to add to the backup paths, then click 'OK'. Alternatively, click 'Manage Backups'. In this view, you can select multiple folders at once, and also specify preferences regarding which file types to backup or ignore.
6. Click 'Finish'

If, in the 'Backup' tab, you enable the "Backup paths controlled by administrator" option, all the settings will revert to those set by your service provider. Any backup paths set within AEB Desktop will be lost.

Next Steps

Thank you for taking the time to go through this quick start guide. We have only touched on some of the features that you might find useful. You will see that the more you use AEB, the more you will understand how it can help you and your business become more secure and productive.

If you would like to have a personalized demonstration of the additional features, or if you have additional questions, please let us know.

Autotask Endpoint Backup Portal Help: <http://backup.autotask.net/help>