

A hand holding a computer mouse is visible in the bottom left corner. A CD-ROM is in the top left, and another is in the bottom right. The background is a blurred image of a computer monitor and keyboard. The text is centered over the image.

Will It Ever End?

Saga of a Online Backup

April, 2011



Background

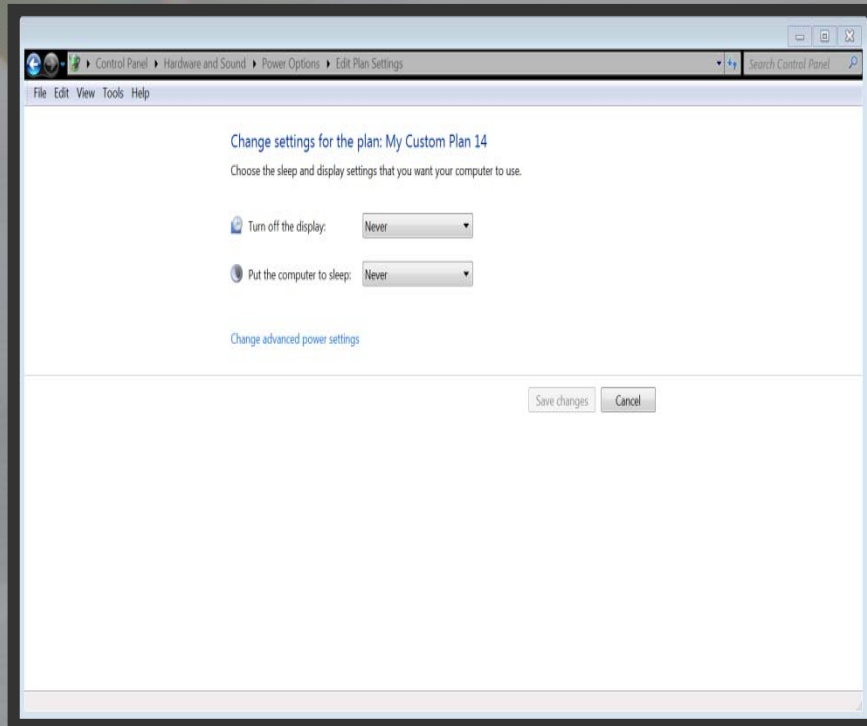
- Backup to Carbonite
- My upload speed was 43 Mbps (download 35.7 Mbps)
 - Checked speed several times daily
- I have a desktop computer using Windows 7 that is password protected which is 11 months old



Problem

- I needed to back up approximately 34 GB of data
 - Documents, photos and financial data
- My PC kept going to sleep and stopping the backup
- By day 7 I was getting frustrated because the backup was only 60% complete

Attempted Solution



- I had gone into Control Panel and changed all power options to “Never” however the PC was still going into sleep mode and stopping the backup

Attempted Solutions (continued)



- On day 7 I phoned Carbonite for assistance
- Carbonite's tech personnel checked my PC and told me that the problem was with Dell or Microsoft

Attempted Solution (continued)



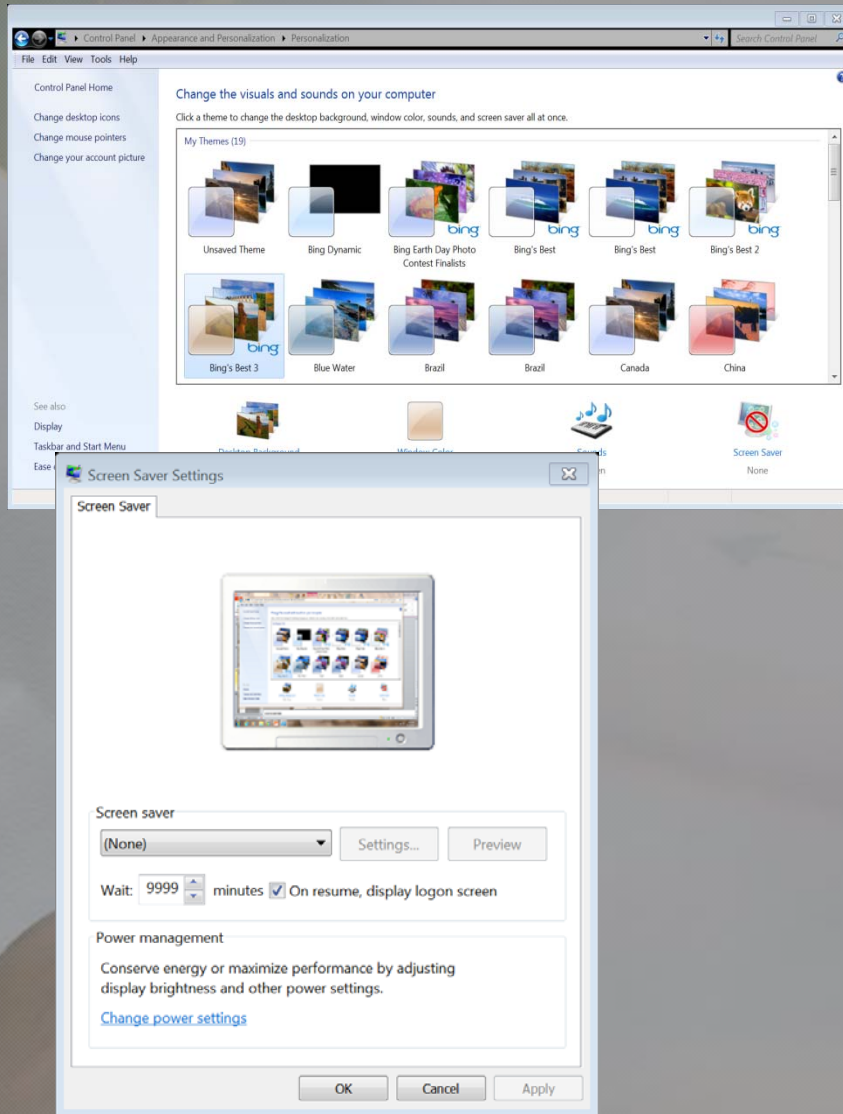
- On day 8 phoned Dell and was told the following:
 - You know if you move your mouse every 15 minutes the PC won't go to sleep
 - Why would you want to do a online backup?
 - We have software for sell that will scan your PC and check for problems
 - We are better than Microsoft in resolving Windows problems for a fee

A hand holding a computer mouse is visible in the bottom left corner. A CD/DVD disc is visible in the top left corner. The background is a light, textured surface.

Resolution

- On the 8th day after my 3 hours with a Dell technician, I research the problem on the internet
- Found a old chat site that was over 5 years old regarding Windows XP going into sleep mode after approximately 30 minutes
- If you password protect your PC using Windows there is a default of 30 minutes without activity and the PC goes to sleep


Resolution (continued)



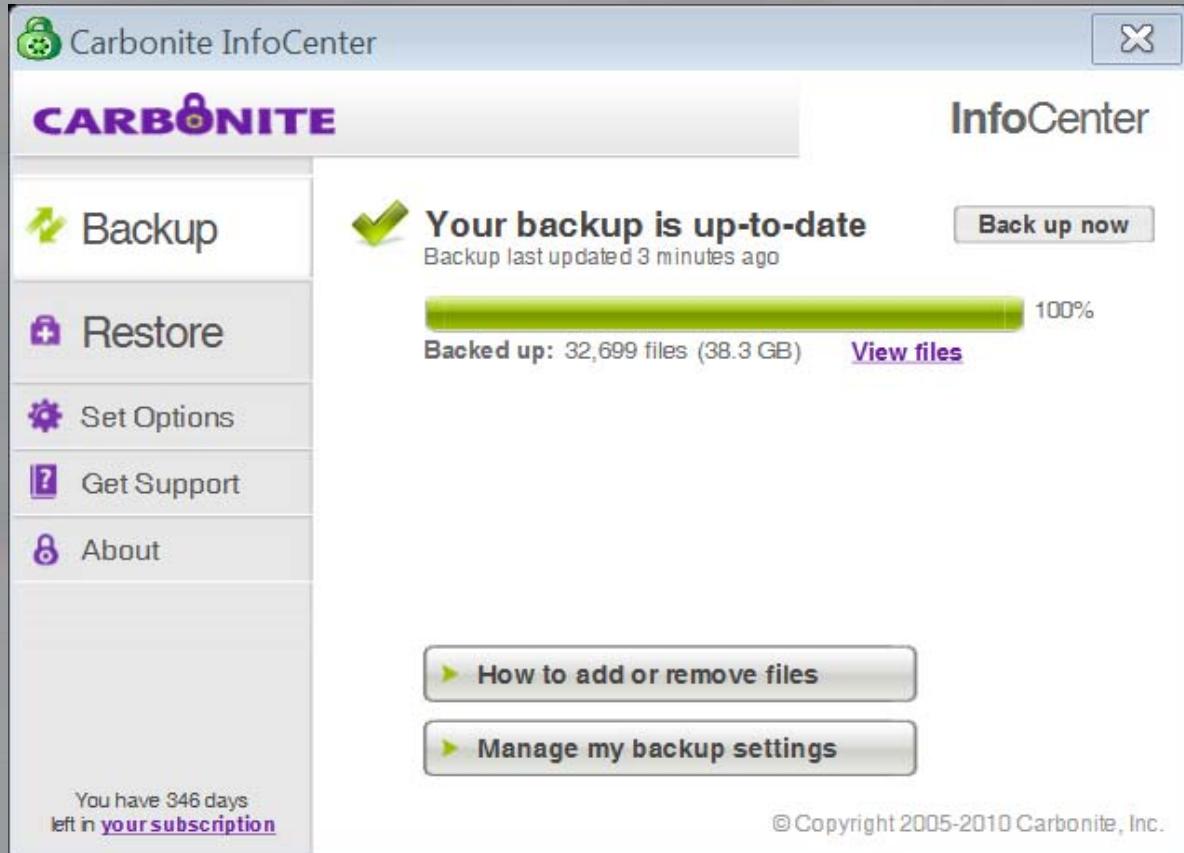

- To correct this issue in Windows 7
 - Control Panel
 - Change screen saver
 - Change the minutes to a very high number (ex. 9,999 = 6.9 days)
 - When the backup is complete change the setting back to what ever you want

Backup Complete

- The backup was complete after 9 days and 4 hours and I had backed up
 - 31,360 files and 34 GB (no software)
 - With many wasted hours/days due to the PC going to sleep and stopping the backup
- Hint - photos take longer than most other files
 - I backed up approximately 6,000 photos
 - It took 3 ½ days to complete this task
 - It backs up each individual photo one at a time




Would I do a full online backup again? Absolutely!




Carbonite InfoCenter

CARBONITE InfoCenter

- Backup
- Restore
- Set Options
- Get Support
- About

 **Your backup is up-to-date**

Backup last updated 3 minutes ago

 100%

Backed up: 32,699 files (38.3 GB) [View files](#)

You have 346 days left in [your subscription](#)

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 Backup

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You have 343 days
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[▶ Search for files to restore](#)

Search for files in your backup by name or when they were last saved.

[▶ Browse my online backup drive](#)

View the files in your online backup organized just as they are on your computer. Navigate to the file or folder you'd like to retrieve from your backup, then right-click on it and select "Restore".

[▶ Restore all of my files](#)

Launch the Carbonite Restore Manager to recover all the files in your backup to this computer.

Carbonite InfoCenter

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You have 343 days left in [your subscription](#)

Options | Backup Schedule

- Display colored status dots on my files and folders?
- Set Carbonite's Internet usage to Low Priority?
- Freeze your backup for safekeeping?

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 Backup

 Restore

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 About

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Options

Backup Schedule

- Update my backup automatically (**Recommended**)
- Update my backup once a day starting at
[12] [00] am pm
- Do not back up between the hours of
[11] [55] am pm & [12] [00] am pm
- Use advanced scheduling options [\(View / Set\)](#)