

Lasso CDP

Client Guide

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1 Setting up your Lasso CDP client

1.1 Installing the Lasso CDP Client Software

Warning: Before installing the Lasso CDP Client Software, please save document changes and close all open applications.

Lasso CDP Client software must be installed on each Server, PC, and Laptop in the network that will be backed up to the Lasso CDP Appliance.

Note: You must have Administrator privileges on the computer to install the Lasso CDP Client software. However, Administrator privileges are not required to run the Lasso CDP Client application.

1. Insert the Lasso CDP Client Software Installation CD in the computer's CD-ROM drive. The InstallShield Wizard Welcome screen opens. Click Next and the Lasso CDP License Agreement will open (Figure 1).

If you have downloaded the software, select **Setup.exe** to begin the installation process

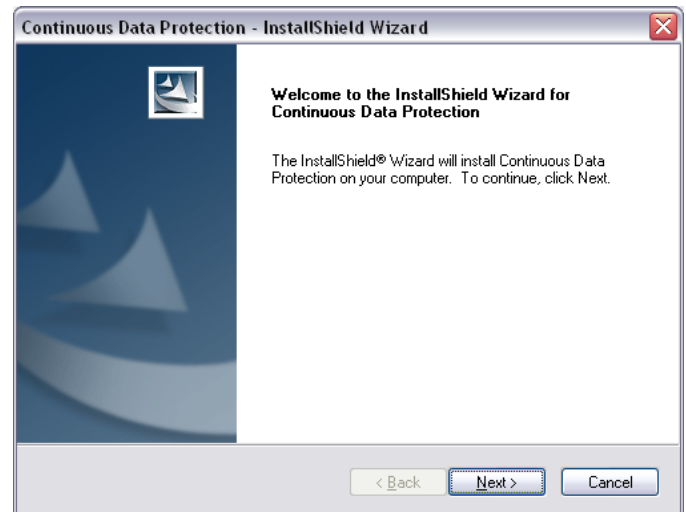


Figure 1

2. If you agree, select I accept the terms of the license agreement and click Next (Figure 2).

Note: The Lasso CDP client requires the Microsoft™ .NET Framework 1.1 software and installs it automatically if it is not already present on your computer. Although the Lasso CDP client software requires only about 6 MB of disk space, the .NET software can require as much as 23 MB or more.



Figure 2

3. Select Complete and Click Next to start the installation process (Figure 3).

Note: For Custom Installation, refer to Section 2.1.1.

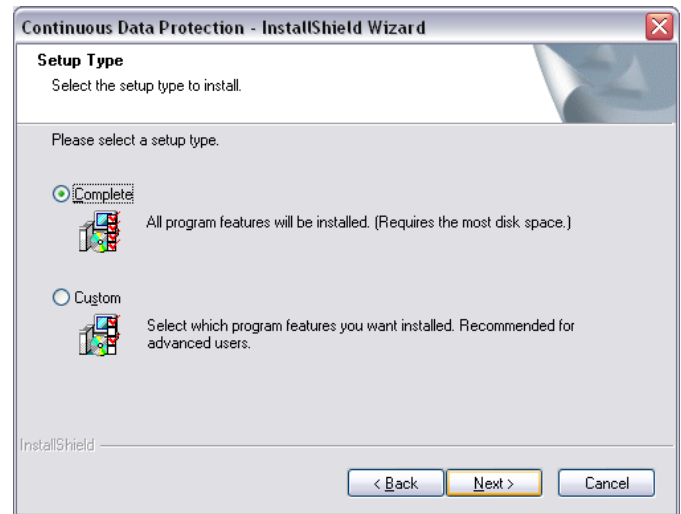


Figure 3

4. The Setup Status screen will show the progress of the installation (Figure 4). This may take a few minutes depending on the speed of the PC or if the .NET service is installed.

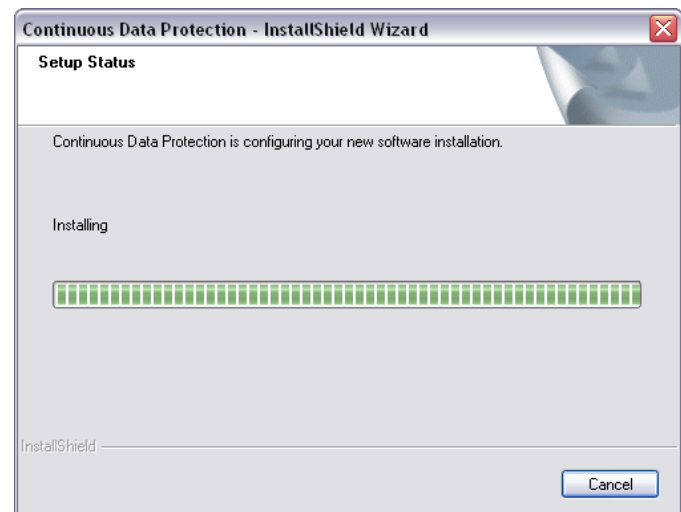


Figure 4

5. Once the software installation is complete, a Lasso CDP Client icon automatically appears on the Desktop and in the Start Menu (Figure 5).

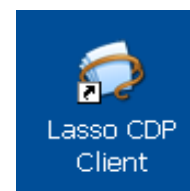


Figure 5

1.1.1 Custom Installation

Lasso CDP can be configured to install only the needed software modules (Figures 6 and 7).

- **Lasso CDP Agent** – Required installation. The agent takes less than 2 MB of memory and has no impact on the client or network.
- **Lasso CDP Client** – Needed for end-user recovery of files backed up on the Lasso CDP Appliance and for backup configuration if enabled by the IT Administrator.
- **Lasso CDP Administration Tool** – Required for central management of the Lasso CDP Appliance and all connected Clients. Optional install on the individual Clients.

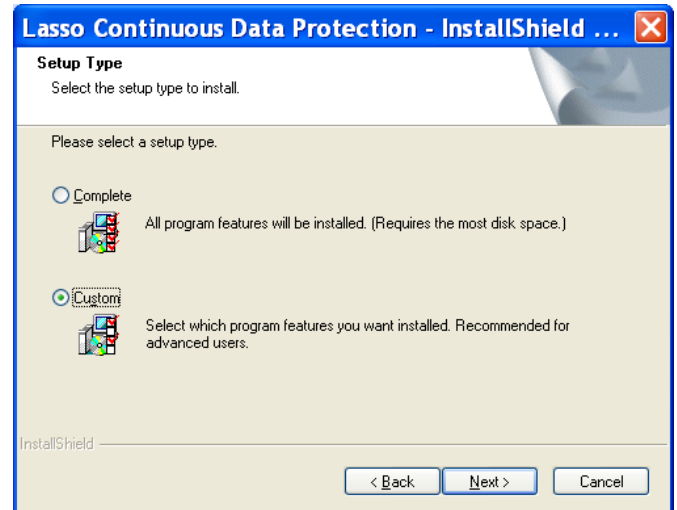


Figure 6

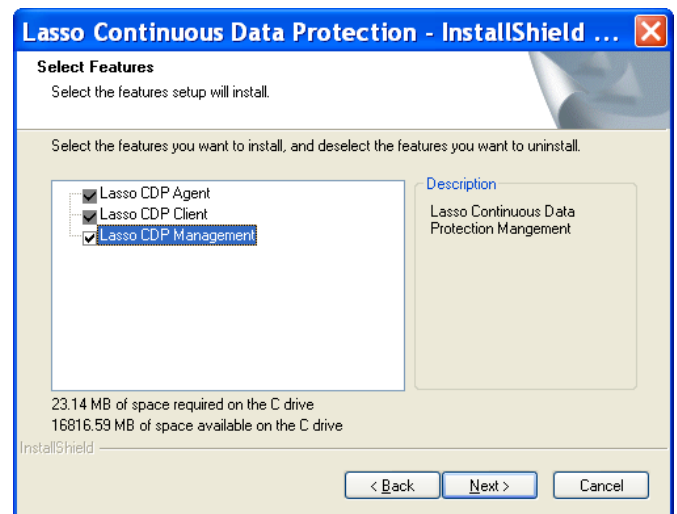


Figure 7

1.2 Configuring Firewalls

Most software firewalls detect Lasso CDP during installation and prompt for permission to open the appropriate ports. If you have a firewall installed you will need to configure it before using the Lasso CDP Client or Lasso CDP Appliance.

1.2.1 Windows XP SP2

Windows XP SP2 installs and activates a firewall by default. If you applied Service Pack 2 *after* installing the Lasso CDP Client software, you may need to add CDPAgent.exe and Lasso.Client.exe to Windows XP Internet Connection Firewall settings before the backup service can start again. Microsoft has excellent instructions on how to do this here:

http://www.microsoft.com/windowsxp/using/security/internet/sp2_wfexceptions.mspx

To enable or disable Windows XP Internet Connection Firewall:

- Open the Network Connections control panel (Start > Control Panel).
- Click the LAN or high-speed Internet connection that you are using under Network Tasks in the left window
- Click Change Windows Firewall Settings. In this menu you can simply select off, then click OK.

1.2.2 McAfee Personal Firewall

Note: If you are using Windows XP SP2, make sure you have configured XP's firewall first, using the instructions above.

If you are using a McAfee firewall product you will likely see warnings when starting the Lasso CDP Client such as the following (Figure 8). In both cases, select Grant Access.

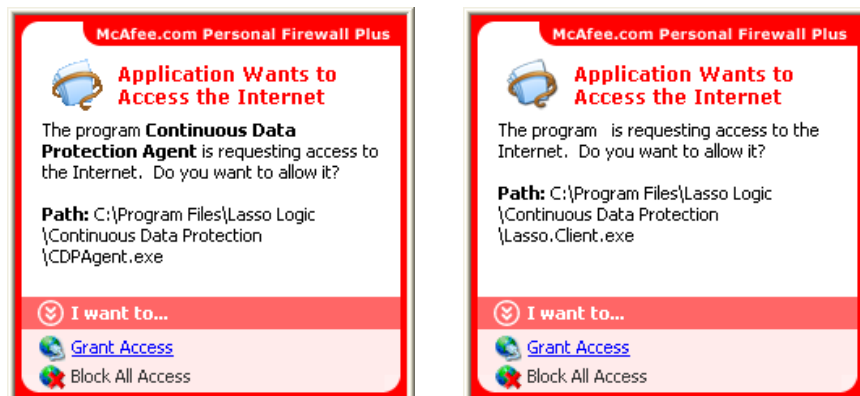


Figure 8

You can also manually add CDPAgent.exe and Lasso.Client.exe to the Allowed Applications list. Here's how:

- **Step 1:**

- Open McAfee Personal Firewall
- Select Internet Applications List
- Choose New Allowed Application
- Navigate to Program Files > Lasso Logic > Continuous Data Protection> Lasso.Client.exe
- Click Open to select the Lasso.Client.exe file.
- Choose New Allowed Application.

- **Step 2:**

- Navigate to Program Files > Lasso Logic > Continuous Data Protection> CDPAgent.exe
- Click Open to select the CDPAgent.exe file.
- Close McAfee Personal Firewall

When properly configured, McAfee program control should look like the following (Figure 9).

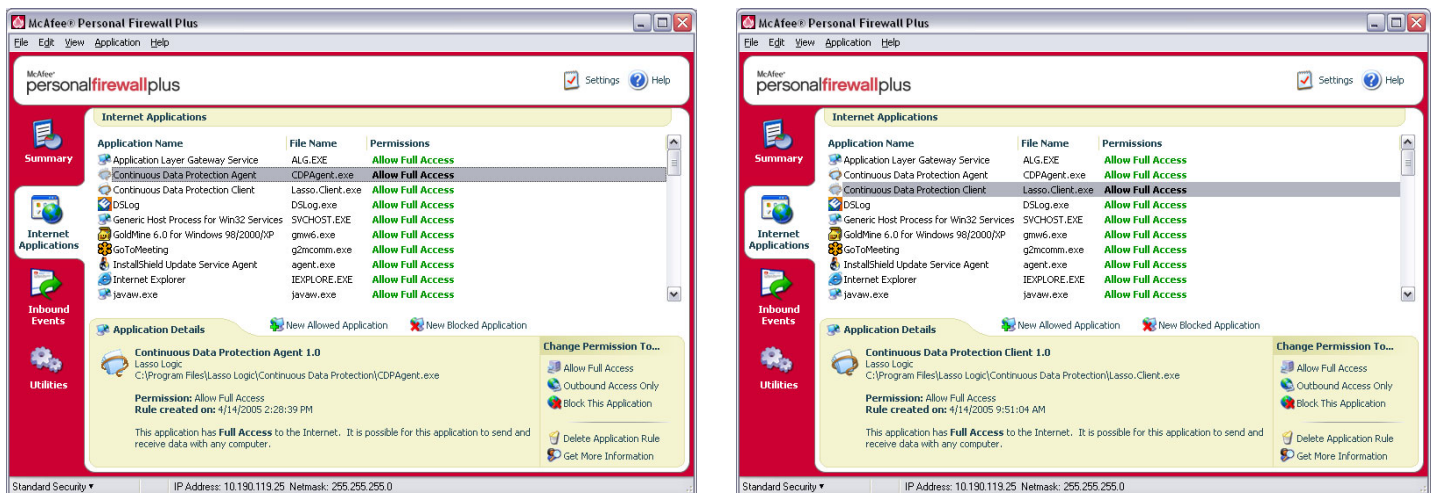


Figure 9

1.2.3 Norton Internet Security and Norton Personal Firewall

Note: If you are using Windows XP SP2, make sure you have opened ports or disabled XP's firewall first, using the instructions above.

If you are using a Norton Internet Security and Norton Personal Firewall product you will likely see warnings when starting the client such as the following (Figures 10 and 11), In both cases select Permit Always.



Figure 10

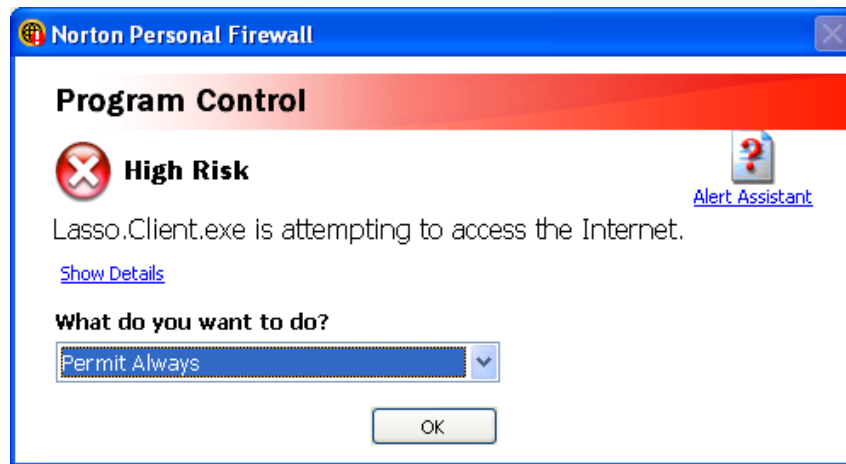


Figure 11

To manually configure Norton Internet Security and Norton Personal Firewall:

- **Step 1:**

- Open Norton Internet Security (a new window will appear)
- Double-click Personal Firewall, or click once to select Personal Firewall, then click the configure button to the right (Figure 12)
- Click the Program Control tab
- Click the Add button
- Navigate to Program Files > Lasso Logic > Continuous Data Protection > Lasso.Client.exe
- Click the Open button
- The window should now display "Internet Access Permit All" next to Lasso.Client.exe

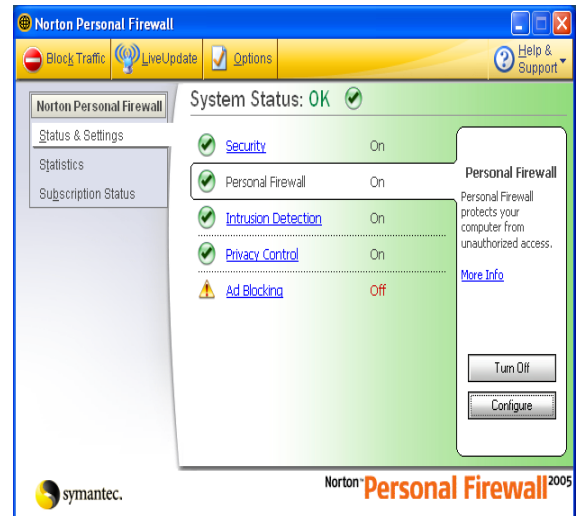


Figure 12

- **Step 2:**

- Click the Program Control tab again
- Click the Add button
- Navigate to Program Files > Lasso Logic > Continuous Data Protection > CDPAgent.exe
- Click the Open button
- The window should now display "Internet Access Permit All" next to CDPAgent.exe. (Figure 13)
- Click the OK button

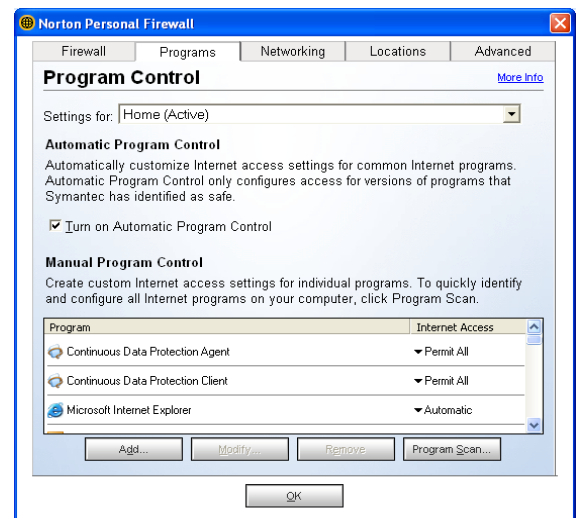


Figure 13

This adds Lasso.Client.exe and CDPAgent.exe, which should enable you to backup your files. You may need to restart your computer for these changes to take effect.

For online support using Norton Internet Security or Norton Personal Firewall, visit the Symantec Web site: <http://www.symantec.com/techsupp/>.

1.2.4 Zone Alarm

If you have Zone Alarm installed you will likely see the following warnings immediately after installing the Lasso CDP Client and attempting to use the CDP service (Figure 14):



Figure 14

Zone Alarm personal firewall must be configured to grant server rights to Lasso.Client.exe and CDPAgent.exe. By default, Zone Alarm will block applications from connecting to other computers and acting as servers. If you have checked the box "Remember this setting" when receiving the initial warnings, then you will not receive additional ones.

Manual configuration of Zone Alarm:

Step 1:

- Open Zone Alarm and select Program Control
- Next, click the Program Wizard button to set the correct permissions for Lasso.Client.exe
- In the Program Wizard window, select the Advanced option to manually set server permissions for Lasso.Client.exe then click the Next button to open the Secure Programs window
- Click the Add button
- Navigate to Program Files > Lasso Logic > Continuous Data Protection > Lasso.Client.exe

- Click the Open button
- In the Secure Programs window, set Lasso.Client.exe with both access and server rights, then click the Finish button

Step 2:

- Select Program Control again
- Next, click the Program Wizard button to set the correct permissions for CDPAgent.exe
- In the Program Wizard window, select the Advanced option to manually set server permissions for CDPAgent.exe then click the Next button to open the Secure Programs window
- Click the Add button
- Navigate to Program Files > Lasso Logic > Continuous Data Protection > CDPAgent.exe
- Click the Open button
- In the Secure Programs window, set CDPAgent.exe with both access and server rights, then click the Finish button

When properly configured, McAfee program control should look like the following (Figure 15).

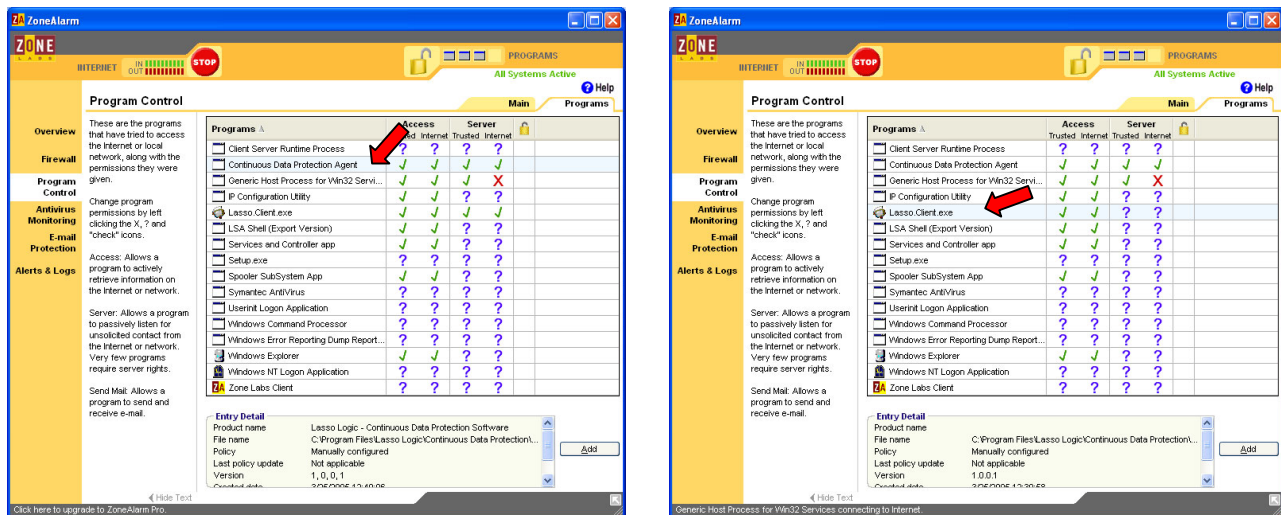


Figure 15

This adds Lasso.Client.exe and CDPAgent.exe, which enable you to backup your files. For online support using Zone Alarm, visit the Zone Labs Web site:

<http://www.zonelabs.com/support/>.

1.3 Configuring Your System Backup

Select the Lasso CDP Client icon from your desktop or System window to launch the Client. Once your Lasso CDP Client has connected to the Lasso CDP Appliance, the client window will open (Figure 16).

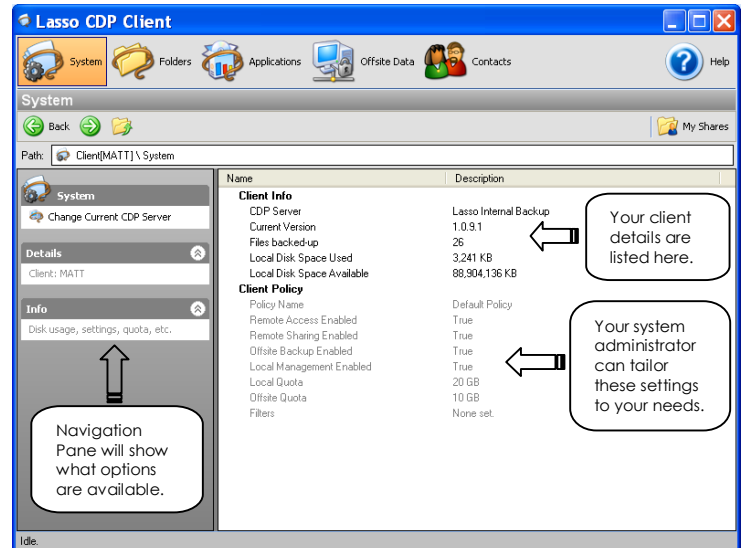


Figure 16

1.3.1 Backup your files

Lasso CDP automatically and continuously backs up your folders and files as you work. The process is simple:

Step 1: In **Folders**, select folders for backup either from your PC folder list by selecting **Add New Folder Backup** or from the Common Folders list by selecting **Add Common Folder Backup** (Figures 17 & 18).

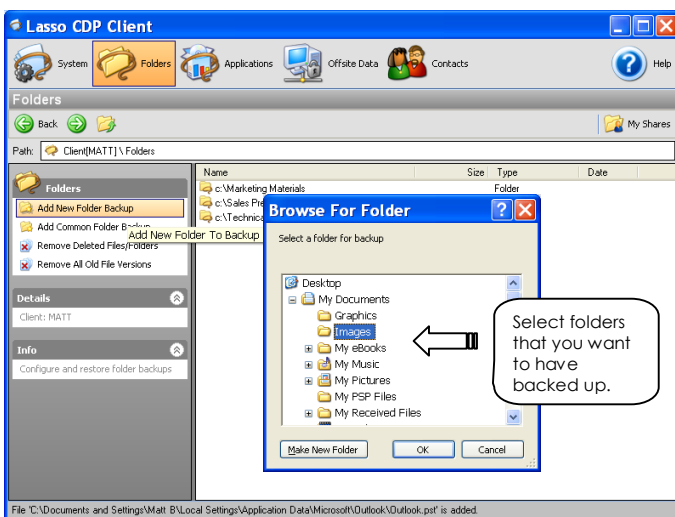


Figure 17

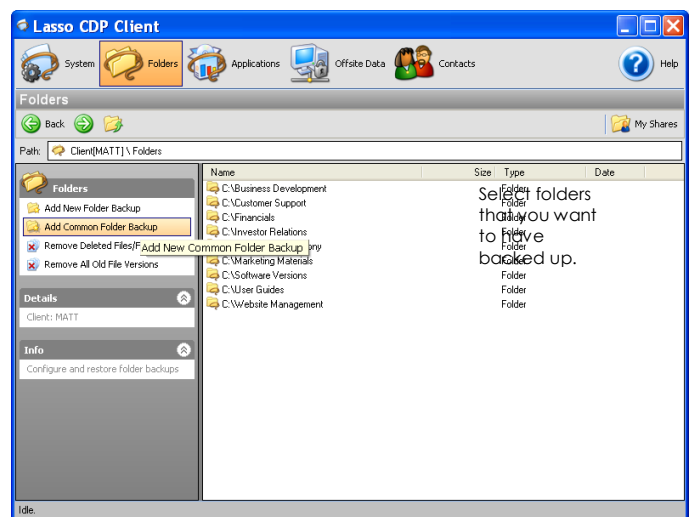


Figure 18

Step 2: Click **Add** to confirm folders for back up.

Step 3: The **Folder** screen lists all the folders selected for continuous backup (Figure 19).

Note: When you back up a folder, all sub-folders and files within that folder are set for back up too.

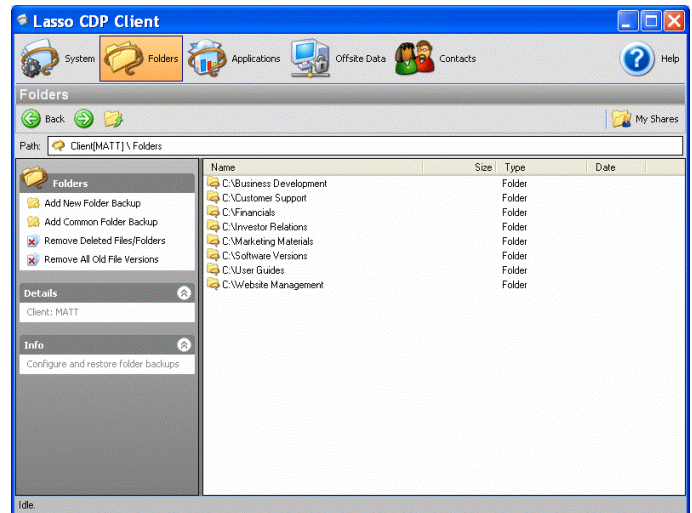


Figure 19

1.3.3 Remove Old File Versions

You may want to remove old versions of files that you update often. This can be done easily:

Step 1: Highlight the file and click **Remove Old File Versions** from the File Tasks window.

Step 2: Click **Yes** to complete.

Step 3: This will leave you with only the current version of your document backed up on Lasso CDP (Figure 23).

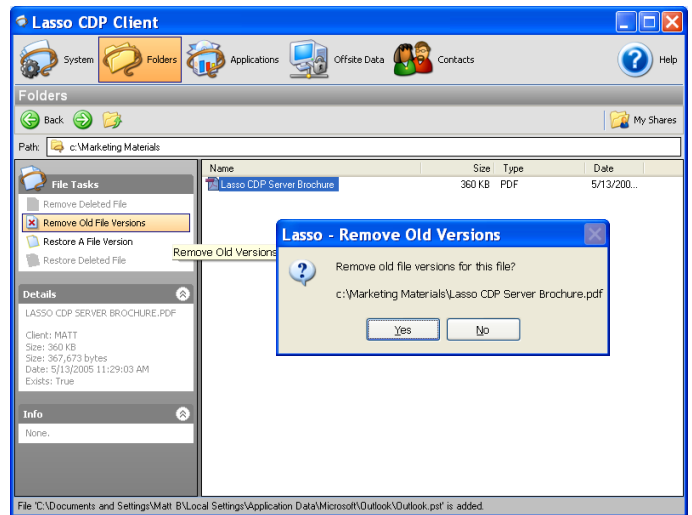


Figure 23

1.3.4 Restore Deleted Files

Deleted files will be shown as grayed out icons on your main backup menu.

Step 1: Select the file/directory that you want to restore

Step 2: Click **Restore Deleted File** in the left window pane.

Step 3: The folder or file will then be restore to its original directory (Figure 24).

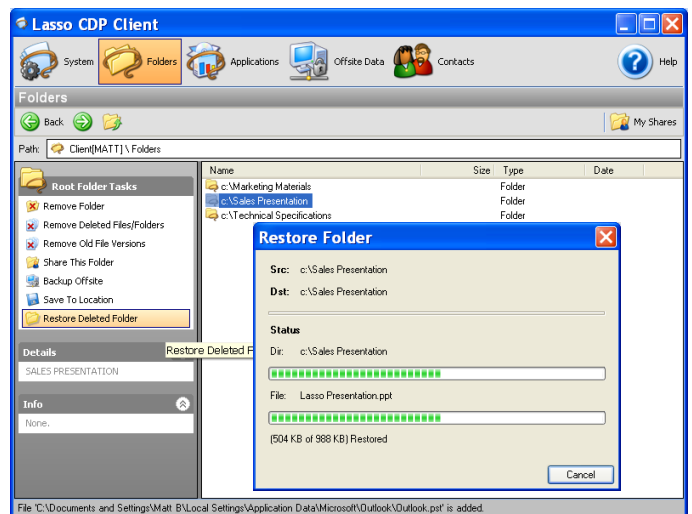


Figure 24

1.3.5 Back up your applications

Lasso CDP automatically and continuously backs up the data for your critical applications. To set an application for backup:

Step 1: In **Applications**, select **Add Application** in the left window pane (Figures 25).

Step 2: Highlight the application for back up and click **Add** to confirm (Figure 26).

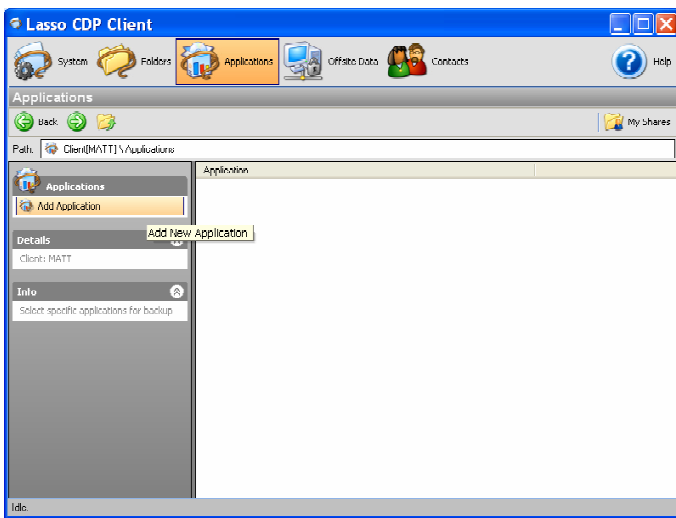


Figure 25

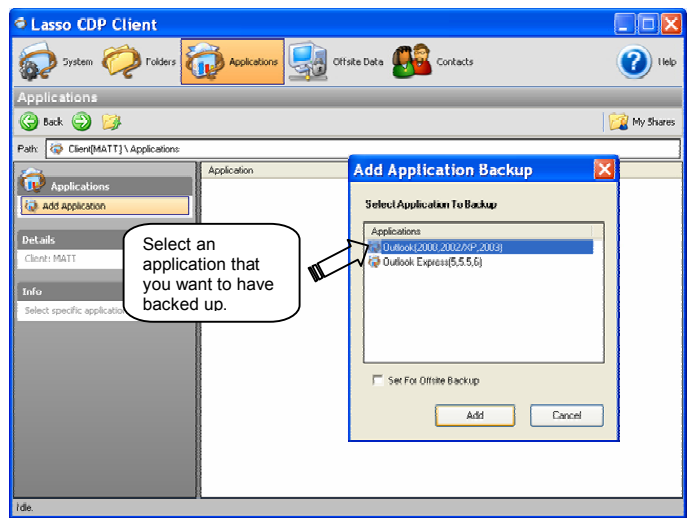


Figure 26

Step 3: The **Application** screen lists all the applications selected for continuous backup (Figure 27).

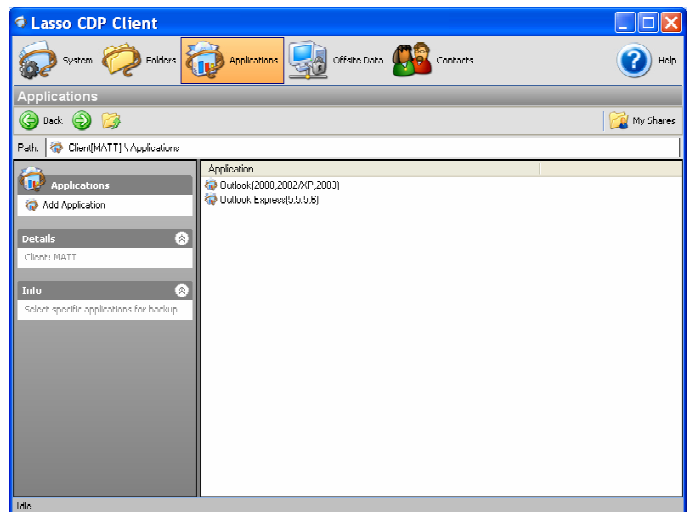


Figure 27

1.3.5.1 Microsoft SQL Server (7, 2000, 2005)

Step 1: Launch the CDP Client Tool and select **Applications**.

Step 2: Select **Add Application**. MS SQL Server (7, 2000, 2005) will appear as a choice in the Add Application Backup dialog. Select MS SQL Server (7, 2000, 2005) and click Add.

Step 3: The **Add SQL Server Instance** dialog will appear. Choose at least one instance and click Add.

Step 4: Select an instance and Click **Add Database**. All available databases will appear. Choose one or more databases and click Add.

1.3.5.1.1 Configure SQL Authentication

Step 1: With an Instance or Database selected, click on **Configure Authentication**. The Authentication dialog appears. Uncheck "Use Trusted Connection" if you want to authenticate users that are created in SQL Server. You may click Test Connection to see if the settings are correct and valid. Otherwise click Save.

Step 2: Configuring Authentication on the Instance level acts as a "policy" for all databases contained within that Instance. Configuring Authentication on the database level overrides any Instance Authentication settings for that database.

1.3.5.1.2 Configure Backup Interval

Step 1: With an Instance or Database selected, click on **Backup Interval**. The Schedule Interval dialog appears. Configure settings for Full, Differential and Log intervals.

Step 2: Configuring Backup Interval on the Instance level acts as a "policy" for all databases contained within that Instance. Configuring Backup Interval on the database level overrides any Instance Interval settings for that Database.

1.3.5.1.3 Restore A Database

Step 1: Select a previously backed up Database and click **Restore Database**. This option is only available from the Client tool locally on the machine where SQL Sever is installed.

Step 2: If any versions appear, select one and make a Restore selection either **Restore to Application, Restore To Disk**. (Revisions may not appear immediately or even for some time due to a number of reasons including, but not limited to large databases, single user mode databases, 24x7 databases, or other databases with high access frequency.)

Restore to Application: Click this option if you want to auto restore a database locally. Select a location for the temporary files to be stored during the restore process and click OK (The temporary file will be deleted after restore is complete). Select an Instance to restore to and click OK.

Restore to Disk: Use this option if you wish to restore a database manually to a local or non-local location with SQL Server. Select a location for the .bak file to be saved and click OK. You may now import the database using you preferred MS SQL application.

1.3.5.2 Microsoft Exchange

1.3.5.2.1 Configure Lasso to backup Exchange:

Step 1: Install Lasso Client software on your Exchange server

Step 2: Launch the Client Tool, go to Applications and click to Add Application.

Step 3: The MS Exchange application will appear as a choice in the Add Application Backup dialog. Select MS Exchange, select Storage Groups and Store(s) to backup

Step 4: Set Backup Interval for Log, Differential and Full backups.

Note: You must have sufficient free disk space for a temporary file to be created during backup, greater than the current size of the Exchange databases being backed up. Currently Lasso uses the system temp/tmp directories; however these System Variables can be changed to another drive to control the location of the temporary file.

There are two ways to restore MS Exchange data:

1. Use the Microsoft Exchange native 'Recovery Storage Group' feature (Exchange 2003 only), or create a new Storage Group and Store(s) (Enterprise versions only).
2. Overwrite existing Store(s) databases (available for all versions)

Please note: Exchange Server Standard (2000) does not allow multiple Mailbox Stores, the existing Mail Store(s) must be overwritten. Create a new Storage Group for each Public Folder Store.

Tip: If restoring Exchange data to a new Exchange server, either a) name the new server the same name as the original server's name (original must be offline) or b) change the original server name from within the Administration Tool->Lasso Clients, to the new Exchange server name. When restoring to a new server the Storage Group and Store(s) must be named identical to the original(s).

1.3.5.2.2 Prerequisites for restoration:

Exchange 2003

(Using Microsoft Exchange native 'Recovery Storage Group' feature):

Create New 'Recovery Storage Group' and add Store(s)

Step 1: Exchange System Manager>Servers, rt. click Server_Name>New>Recovery Storage Group

Step 2: Rt. click new Recovery Storage Group>Add Database to Recover...>Select Store(s) to recover

-Continue with 'Restore a version of Exchange data from Lasso' section below-

Exchange 2000 Enterprise

(For Exchange 2000 Standard please see 'Overwriting Store(s)' below):

Step 1: Rename the existing (original) Storage Group

Step 2: Create a new Storage Group with name identical to original (ex. 'First Storage Group')

Step 3: Create new Store(s) with name identical to original (ex. 'Mailbox Store (Server_Name)' or 'Public Folder Store (Server_Name)')

Step 4: Add Store(s) and dismount Store(s) before restoring through Lasso.

-Continue with 'Restore a version of Exchange data from Lasso' section below-

Overwriting Store(s) - (Available for all Exchange versions)

Step 1: Exchange System Manager>Servers>Server_Name>Storage Group>Store

Step 2: Rt. click each Store> properties, Database tab, check 'This database can be overwritten by a restore')

Step 3: Rt. click each Storage Group>properties, check path to databases's and remove all E00xxxx.chk and E00xxxx.log files, where E00 is the Log file prefix for the Storage Group.

Step 4: Dismount Store(s) before restoring

1.3.5.2.3 RESTORATION

Restore a version of Exchange data from Lasso:

Step 1: Launch Lasso Client

Step 2: Go to Applications tab, drill-down into Microsoft Exchange Server>Storage Group>Information Store

Step 3: Select the Information Store, choose 'Restore Information Store'

Step 4: Select the Log, Differential or Full backup you would like to restore from.

Step 5: When prompted to choose location for the temporary file, confirm there is sufficient space available. At a minimum there should be more available space than the current Exchange data (for all Stores) is consuming.

Step 6: After restore is complete you can use Exchange Server Mailbox Merge Wizard (ExMerge) to merge multiple Mailbox Stores.
<http://www.microsoft.com/downloads/details.aspx?FamilyID=429163EC-DCDF-47DC-96DA-1C12D67327D5&displaylang=en>

For more information on using Exchange 2003's Recovery Storage Group see:

<http://www.microsoft.com/technet/prodtechnol/exchange/2003/library/ue2k3rsg.msp>
<http://support.microsoft.com/default.aspx?scid=kb;%5bLN%5d;824126>

1.3.5.3 Manual Backup of Microsoft SQL and Exchange

If for any reason you wish to manually backup SQL Server (7, 2000, 2005) and Exchange follow these steps:

Step 1: Create a local directory.

Step 2: Add the new local directory to your local Lasso folder backups.

Step 3: Follow the instructions provided by Microsoft to create a schedule of full and incremental backups following the instructions provided in the MSDN tutorials.

http://msdn.microsoft.com/library/default.asp?url=/library/en-us/adminsql/ad_bkprst_9zci.asp
<http://www.microsoft.com/technet/prodtechnol/exchange/2000/library/reskit/resguide/c28back.msp>
<http://support.microsoft.com/?scid=kb;en-us;296788&spid=1773&sid=78>

Step 4: Make sure to configure your SQL Server and Exchange backup to output to the Lasso Folder backup you created.

Step 5: You are finished. Lasso CDP Client will automatically pick up these products and send them to the Lasso CDP Appliance.

1.3.5.4 MS Active Directory

1.3.5.2.4 Backup

Step 1: Install Lasso software on a Domain Controller

Step 2: Add 'Windows Active Directory' from the Application tab in Lasso client

Step 3: Set Backup Interval for Full backups (Daily, Weekly, Biweekly, Monthly)

1.3.5.2.5 Restore

Step 1: Restart Domain Controller in 'Directory Services Restore Mode' (F8 after POST/BIOS but before Windows splash-screen)

Step 2: Login as Restore Mode Administrator (see below to reset)

Step 3: Launch Lasso client

Step 4: Select Applications>Microsoft Active Directory then click Restore Data

Step 5: Select the version you would like to restore and click 'Restore to Application'

Step 6: After restoration is complete restart the Domain Controller in normal mode

1.3.5.2.6 Miscellaneous Notes

How To Reset the Directory Services Restore Mode Administrator Account Password in Windows Server 2003:

<http://support.microsoft.com/Default.aspx?kbid=322672>

Per Microsoft defaults, the Active Directory information expires after 60 days ('default tombstone lifetime').

1.3.6 Restore Application

Step 1: **Select the application** that you want to restore.

Step 2: In the left window pane, select **Restore a File Version**.

Step 3: **Select the file version** for restore and then the directory that you want to restore to and click **Save to Location** (Figure 28).

Note: Remote Folder Restore via Administration tool will be restored locally by default. For use by client restored folder must be sent to client machine. Make sure the file is saved in the appropriate root folder on the Client.

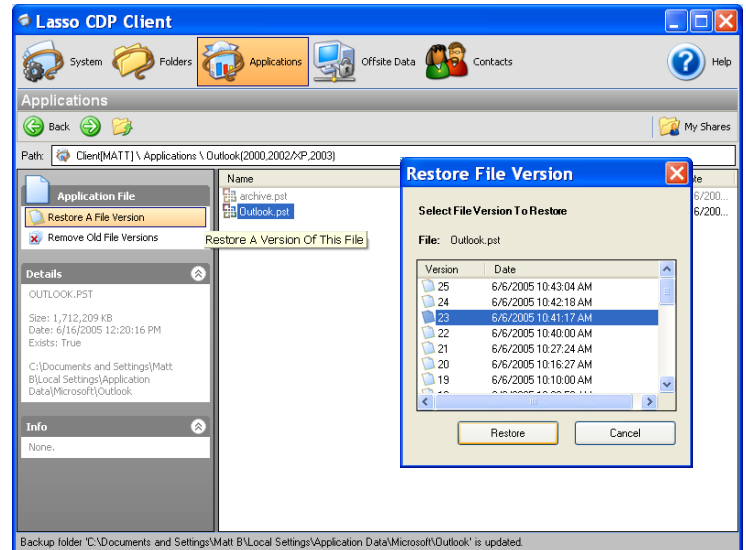


Figure 28

1.3.7 Remove Application

Step 1: **Highlight** the application you wish to remove.

Step 3: Select **Remove Application** from the left window pane.

Step 3: Click **Yes** at the warning screen to complete (Figure 29).

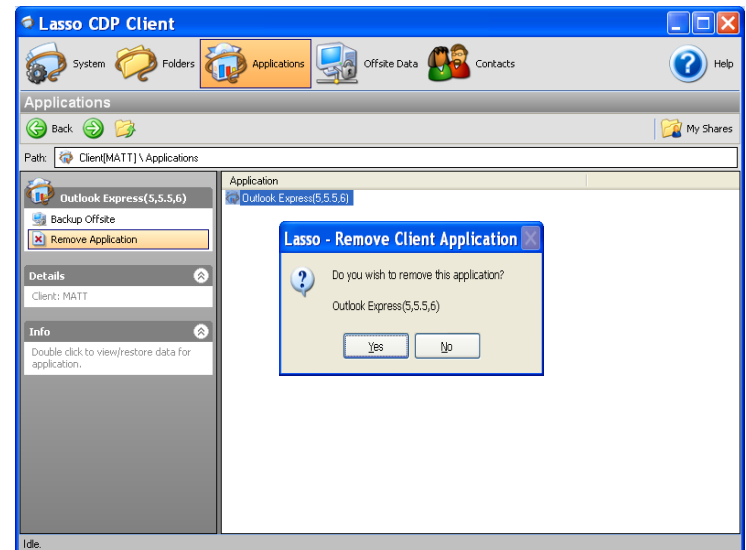


Figure 29

1.3.8 Share Your Files

You may want to share files with others. The folders you select for sharing must be set for backup to Lasso CDP and all files within a shared folder will be accessible to your Contact. You will need to set permissions for access to your data.

Step 1: In **Contacts**, select **Add Contact** from the left window pane. Enter your name and email address and click **Save**. These contacts you can share your data with (Figure 30).

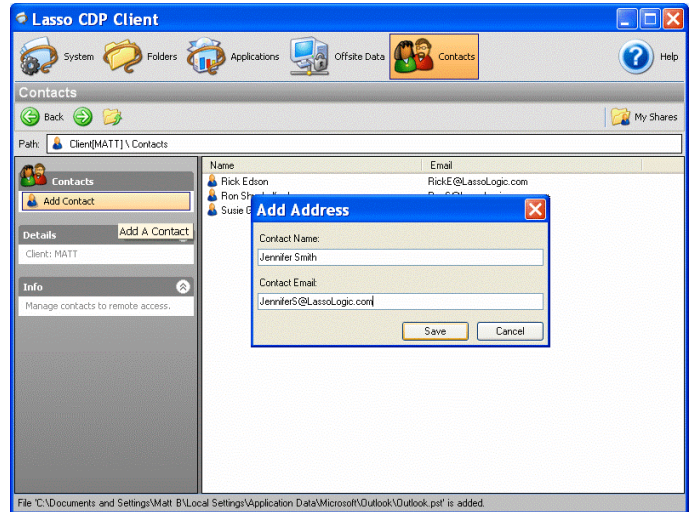


Figure 30

Step 2: After you have added contacts to your share list, you can easily share files with them. Select the name from the contact list and click **Add Folder Share**. Select the folder you want to share and click **Add** to complete (Figure 31).

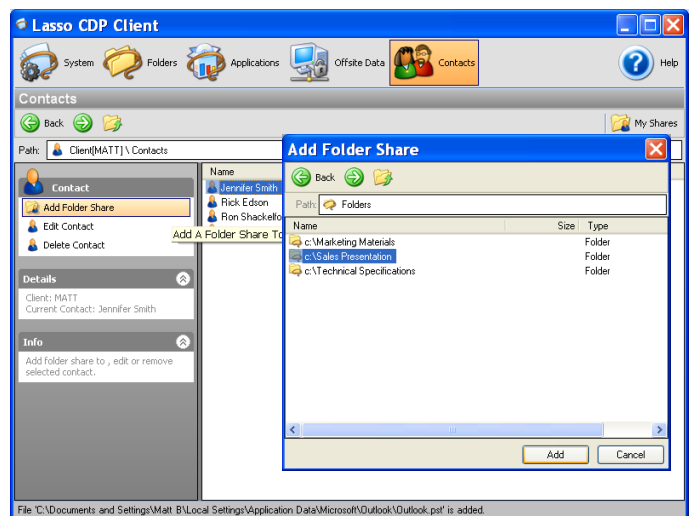


Figure 31

Step 3: Your contact will receive an email invitation to create a free Lasso account. Once that's done, your files can be downloaded by your contact (Figure 32).

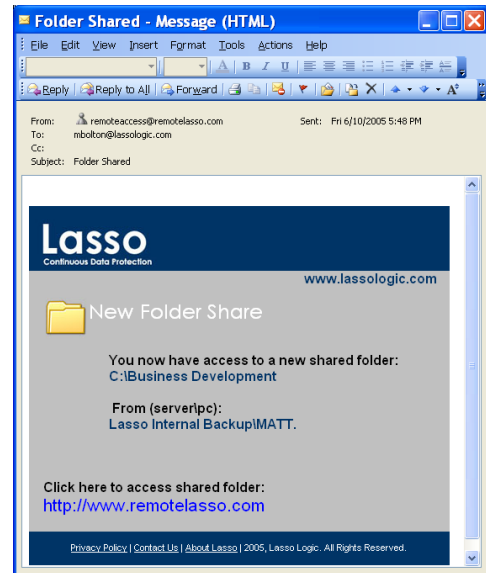


Figure 32

1.3.9 View Shared Folders

You can view the status of all your shares at any time:

Step 1: Press the **My Shares Button** in the right corner of the client window.

Step 2: **Displayed will be the entire share catalog** that you have setup. Included in this list will be folders that you have labeled for sharing and what computers have access to them (Figure 33).

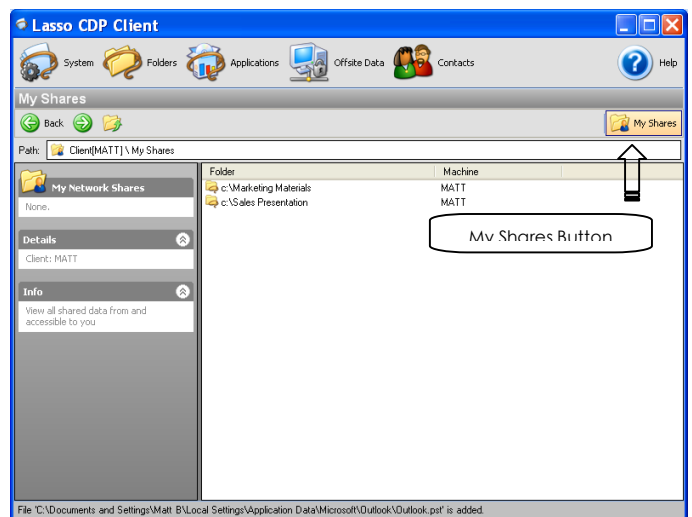


Figure 33

1.3.10 Managing Shared Folders

Step 1: Select **Manage Shares** from the left window pane.

Step 2: The Manage Shares window shows what Contacts has access to a specific folder (Figure 34).

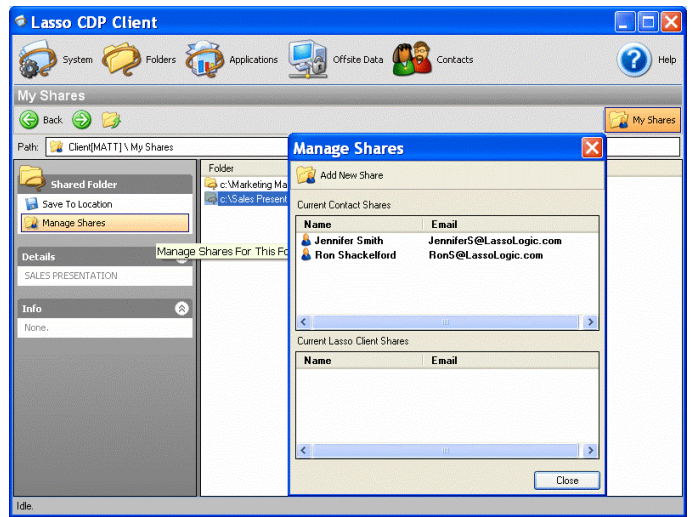


Figure 34

You may wish to give another Contact access to a folder:

Step 1: Select **Add New Share**.

Step 2: **Highlight the Contact** you wish to grant access to a folder.

Step 3: Click **Share** to complete (Figure 35).

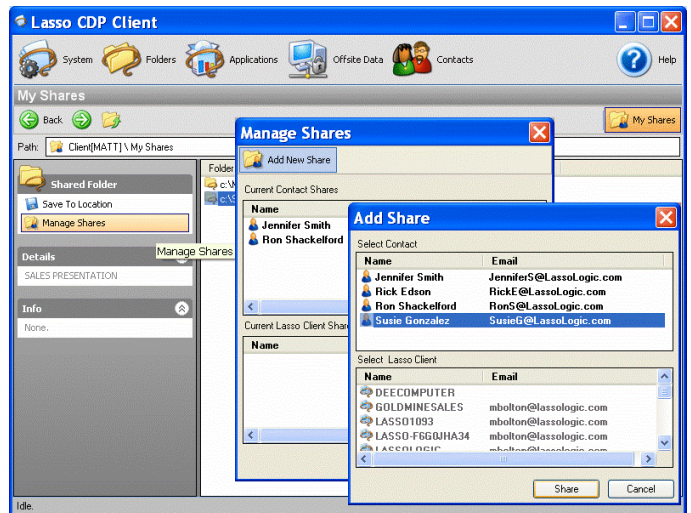


Figure 35

You can remove a contact from a Shared Folder:

Step 1: **Select** the contact you want to remove a folder share from

Step 2: **Highlight** the folder in to be removed

Step 3: Select **Remove Folder Share** from the left window pane (Figure 36).

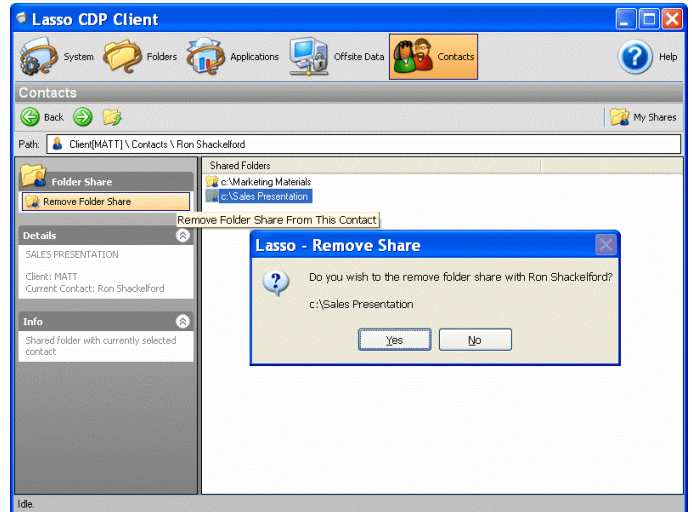


Figure 36

1.3.11 Offsite Backup

You may wish to have your files backed up offsite for extra data security and disaster protection.

Step 1: **Browse to the folders** you currently have protected by the Lasso CDP

Step 2: Click **Backup Offsite** from the left window pane.

Step 3: Click **Set Status** to confirm folder for offsite backup (Figure 37).

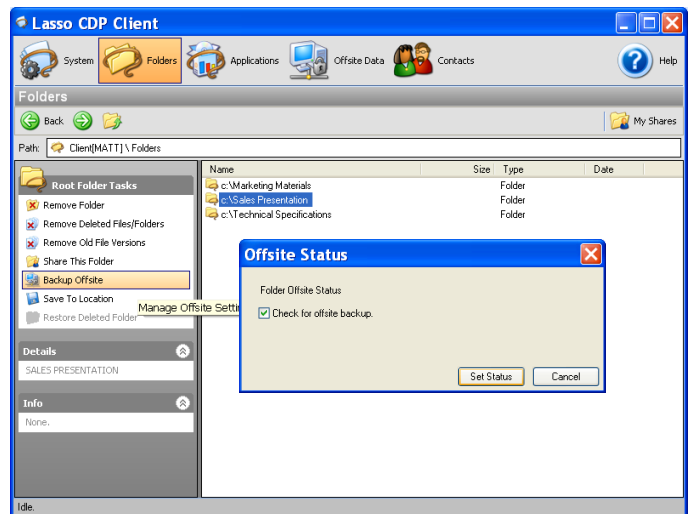


Figure 37

You can also accomplish offsite backup through the **Offsite Data** section.

Step 1: Select **Add Offsite Folder** in the left window pane.

Step 2: Browse the selected folders you have already defined for local backup.

Step 3: Click **Add** to confirm folder for offsite backup (Figure 38).

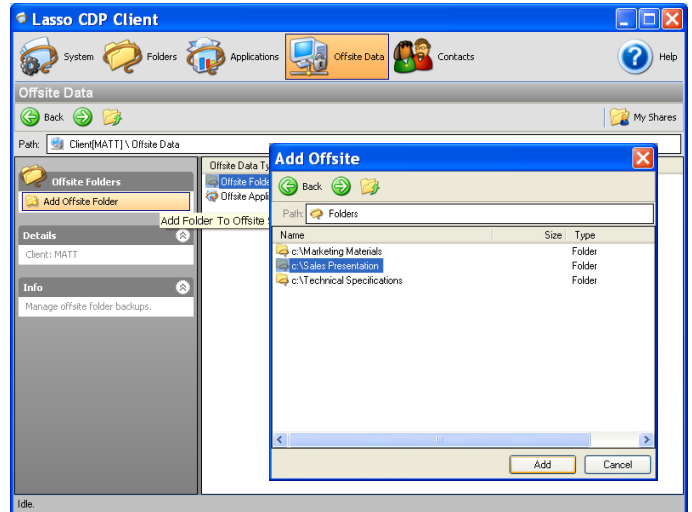


Figure 38

1.3.12 Remote Access to Data

Lasso CDP gives you the capability to access your files and files that other Lasso CDP users have shared with you remotely through any internet connection via www.remotelasso.com. The folders you select for access must be set for backup to the Lasso CDP Appliance and all files within a shared folder will be accessible to you. You will need to set permissions for access to your data.

Step 1: In **Contacts**, select **Add Contact** from the left window pane. Enter your name and email address and click **Save** (Figure 39).

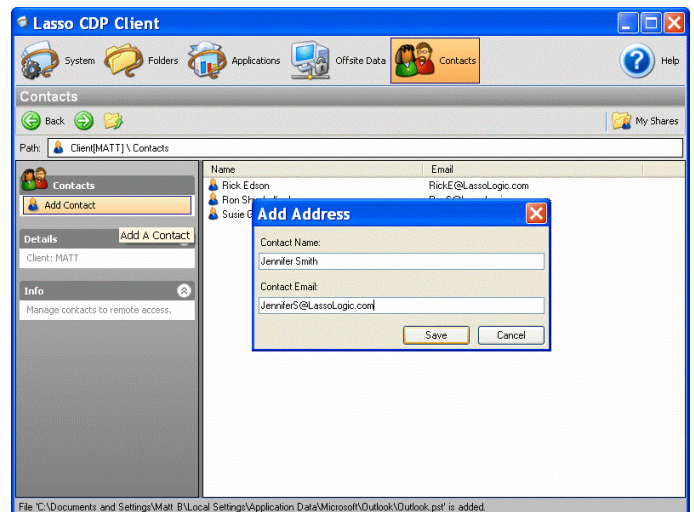


Figure 39

Step 2: After you have added your contact information, you can easily set your folders and files for remote access. Select your name from the contact list and click **Add Folder Share**. Select the folder you want to access remotely and click **Add** to complete (Figure 40).

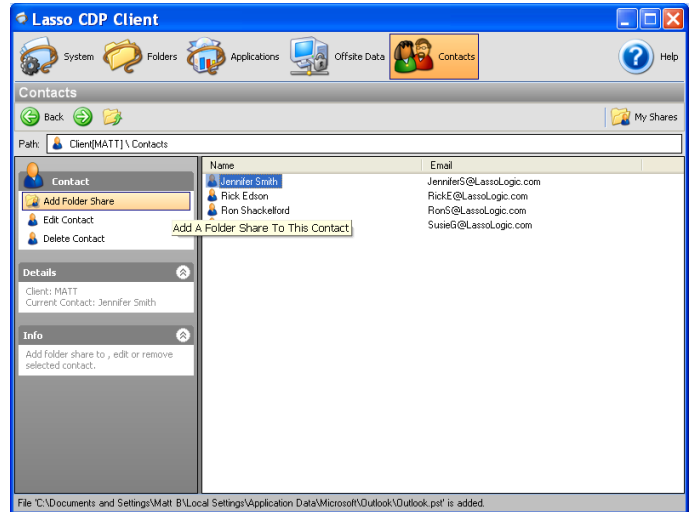


Figure 40

Step 3: This folder and all of its files will now be accessible to you for viewing or download via www.remotelasso.com (Figures 41 and 42).

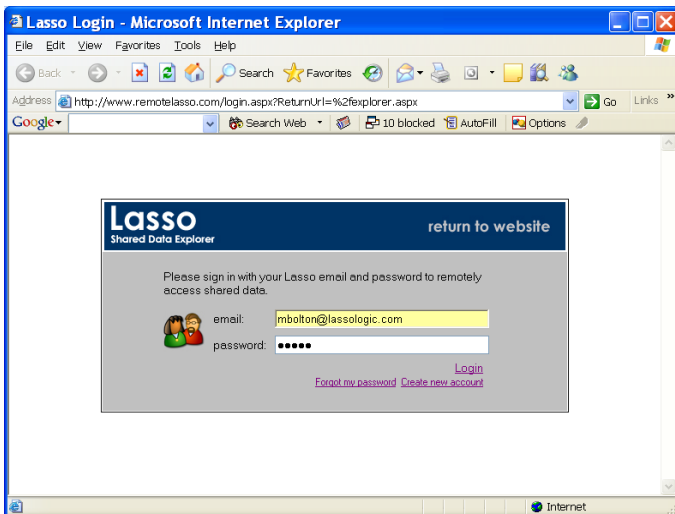


Figure 41

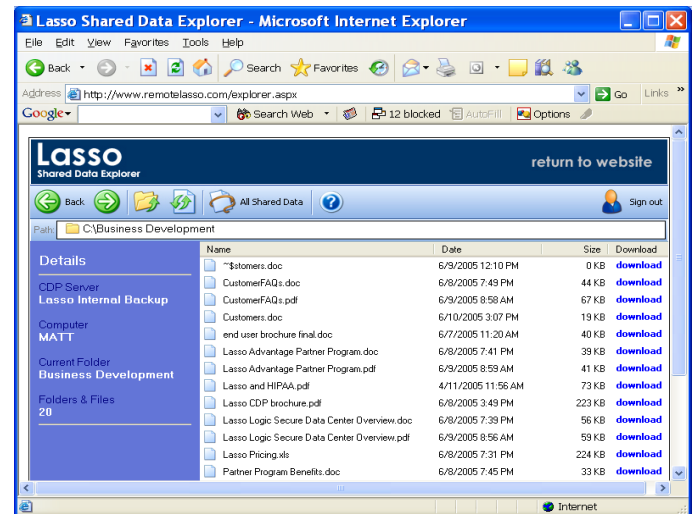


Figure 42

2 Recovering After a Crash

If your PC should experience an event that results in data loss, you will still be able to recover any data that you had defined for backup under the Lasso CDP Client.

- Step 1: If your PC should become inoperable, please follow the prescribed restore procedures of your system administrator which may include the re installation of your operating system or even a new PC.
- Step 2: Once your system(s) is operable again, reinstall the Lasso CDP client software on each affected computer using the software provided by Lasso Logic. Enter the same user name and email address that you entered during your initial installation for the reinstall.

Note to system administrators and advanced users: If you are using a new PC, it must have the same Computer Name as the previous machine in order to re-synch the data from the Lasso CDP Appliance.

- Step 3: Connect to the Lasso CDP Appliance and click Folders. Previously backed up folders and files will be displayed and will be ready for downloading to your restored workstation. Simply select the directory that you want to restore and click Save To Location. Select a restore destination and click OK (Figure 43).

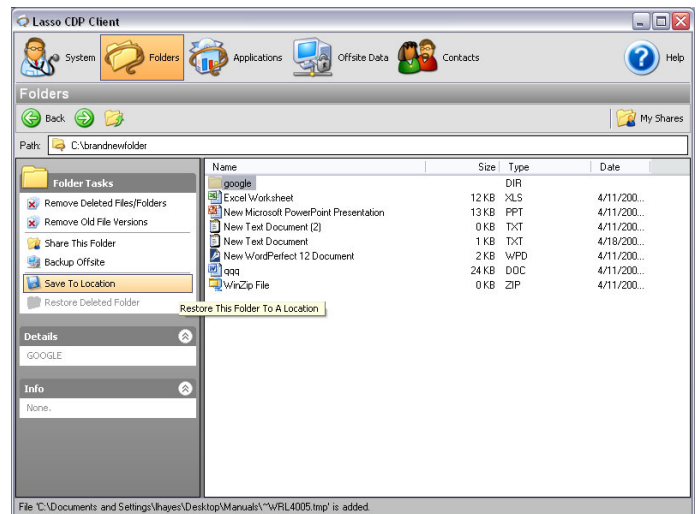


Figure 43

3 Support

3.1 *On line Support*

Please be sure to read our Frequently Asked Questions and On-line Help at <http://www.lassologic.com/support.htm>.

3.2 *Telephone Support*

Telephone support is available free of charge for the initial setup of your newly purchased Lasso CDP products. Call **415-357-9688** between 9:00 a.m. and 7:00 p.m. PST. When contacting Technical Support, be sure to have your Lasso Logic License Key available.