Downloading the Retrospect Backup or Recovery Software Application from Retrospect Website

User's Guide



Notes, Cautions, and Warnings



NOTE: A NOTE indicates important information that helps you make better use of your computer

- △ CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.
- WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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Downloading and Saving Installation File

A newly purchased PowerVault RD1000 is supplied with a Single Server licensed version of the Retrospect backup and recovery software. To download your copy of the file:

1 Take out the license card from the RD1000 package (box). A screen shot of sample license card is given here.

Figure-1 Backup and Recovery License Card



2 Start an internet browser, and then go to <u>www.retrospect.com/dell</u>.

Figure-2 Download Retrospect Single Server License

ownload Retrospect Single Server		Complete 3-in-1 Data Protection for Small and Medium Businesse
o install Retrospect:		Retrospect
 Complete the form below by entering your n is located on the back of the Retrospect do 2. Download your Retrospect software. 	ame, email, country, and license key. Your license key vnload card that was included with your hardware.	powerful, versatile, easy to use
3. Double-click the Retrospect product file to b	egin your installation.	SINGLE SERVER
3. Double-click the Retrospect product file to t	egin your installation. United States	SNOLE SERVER
3. Double-click the Retrospect product file to t Country License Key	egin your installation. United States	SNOLE BEFORE

3 From the **Country** drop-down menu, select your country, type the license key printed on your license card, and then click **Enter**.

Figure-3 Select country and type license key

Country	United States	•
License Key		

4 In the **Opening Retrospect <license number>.zip** dialog box, select appropriate option, and then click **OK**.

Figure-4 Save license file

Opening Retrospect_1	0_0_0_213.zip			
You have chosen to open:				
Retrospect_10_0_0_213.zip				
which is: WinZip File (455 MB)				
from: http://download.retrospect.com				
What should Firefo	x do with this file?			
Open with	WinZip (default)			
Save File				
Do this <u>a</u> utomatically for files like this from now on.				
	OK Cancel			

The download process is started and the license file is automatically saved to the folder selected by you.

Figure-5 Download license file

3% of Retrospect_10_0_0_213.zip from download.retrosp		
9		
Retrespect 10.0.0.212 sin from download extrement com		
Retrospect_10_0_215.2ip from download.retrospect.com		
Estimated time left: 6 min 25 sec (9.14MB of 455MB copied) Download to: C:\Users\bo\Retrospect_10_0_213.zip		
Transferrate: 1.15MB/Sec		
Solose this dialog box when download completes:		
Qpen Open <u>F</u> older Cancel		
SmartScreen Filter checked this download and did not report any threats. Report an unsafe download.		

- 5 After the installation file is downloaded, extract the setup file, and then double-click to install the application.
- 6 Dell technical support assists you in resolving issues related to missing or incorrect license codes. For more information, contact your local service provider.

Getting Help

Contacting Dell



NOTE: : If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

- 1 Go to **dell.com/support**.
- 2 Select your support category.
- **3** Verify your country or region in the **Choose a Country/Region** drop-down menu at the bottom of the page.
- 4 Select the appropriate service or support link on the basis of your requirement.