

# Backup & Restore Guide – Device 365+

## Disk Image Snapshots

This solution has licence costs and is recommended only if you want to do Image snapshots for Windows and Linux machines with the added features of booting from ISO/USB and restoring files online. If you do not want or need these features, then our Device 365 solution will be more suitable as it has no licence costs. Please check the differences and costs before proceeding below.

### Step 1 – Choose your Storage Region

- If you have partner portal access or have come direct to setup an account, please select which region you want to store your data from the following listed.



#### Image Backup UK

Backup Disk Images,  
Drives or Partitions  
(Windows & Linux)



#### Image Backup US

Backup Disk Images,  
Drives or Partitions  
(Windows & Linux)

### Step 2 – Sign Up Process

- Follow the steps by entering in your details and confirm the account once done.

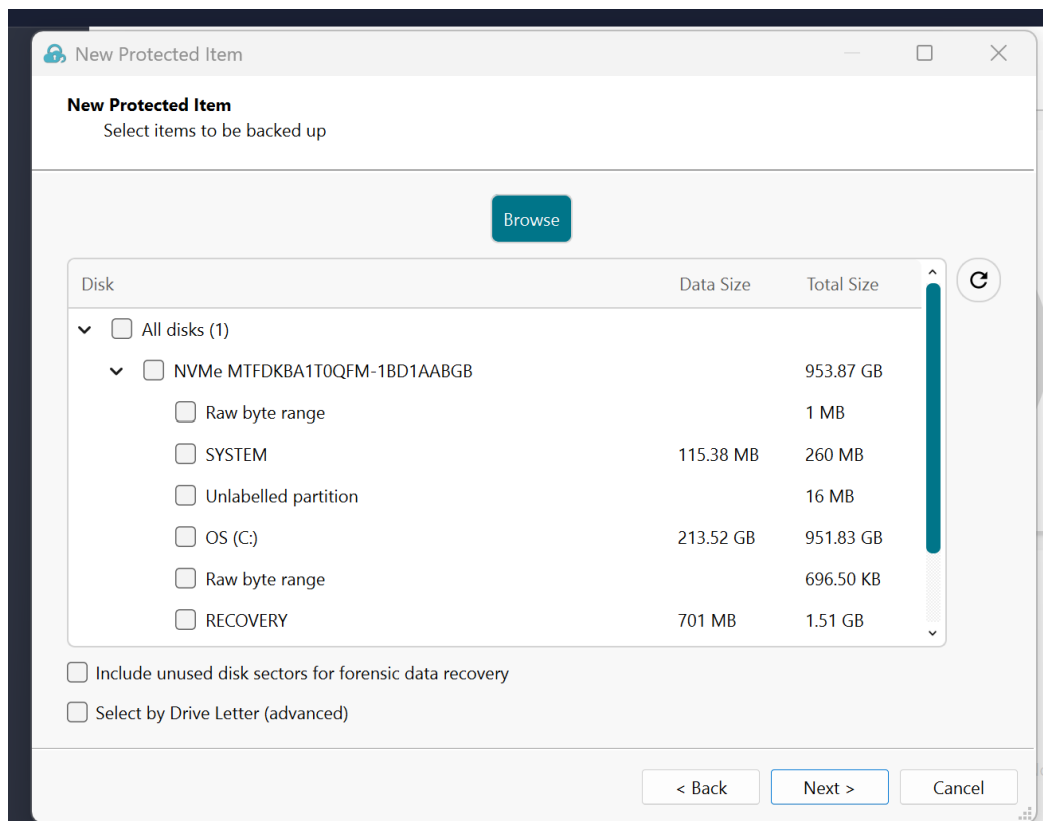
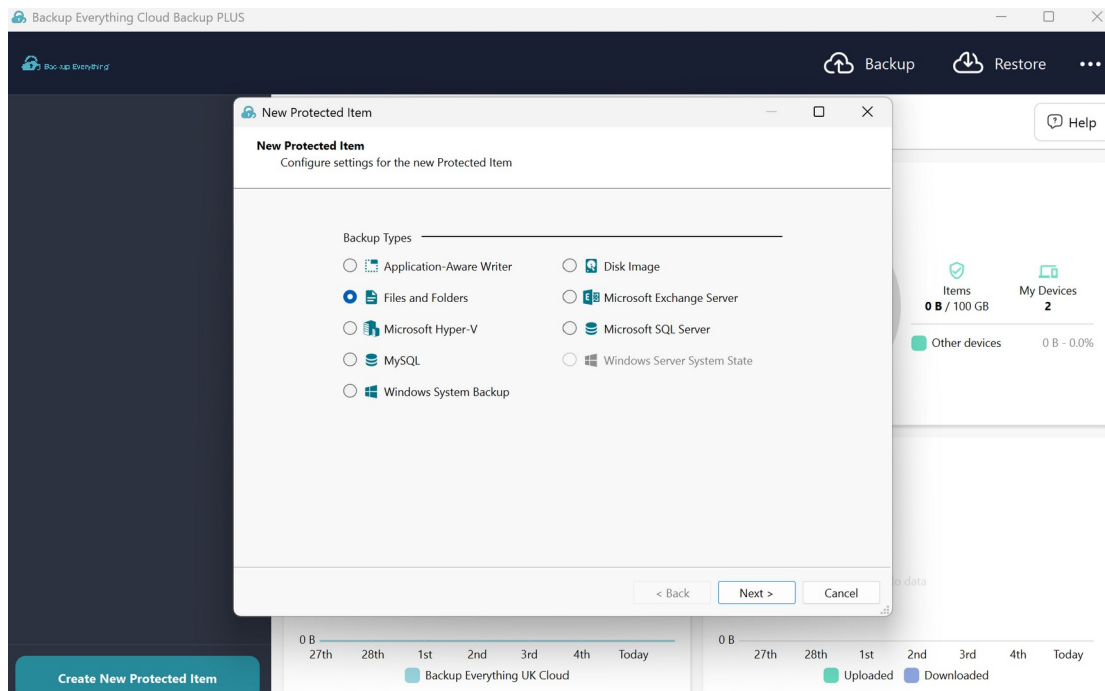
### Step 3 – Software Download and Portal Access

- Download the software from the following links depending on the storage region chosen.

UK – [Click here](#)

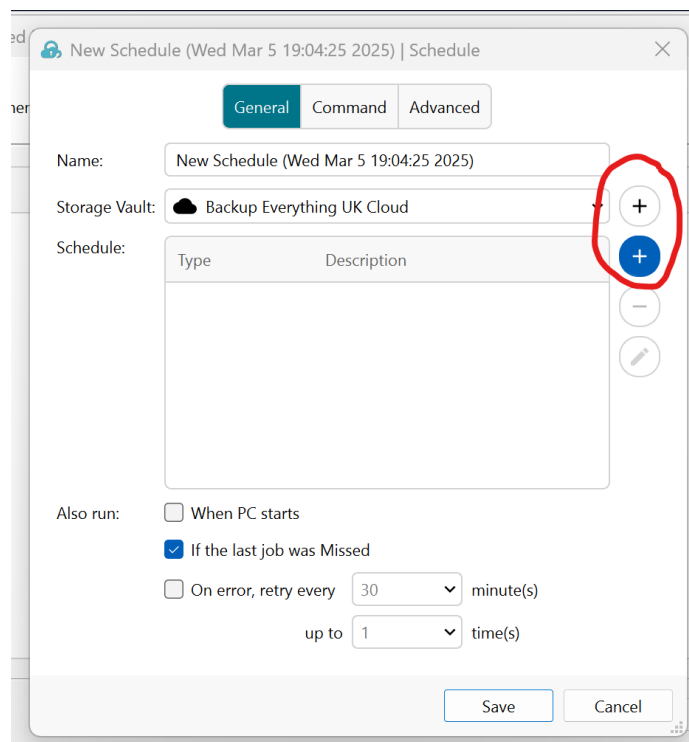
US – [Click here](#)

## Step 4 – Login to the software and create your Disk Image Backup Set



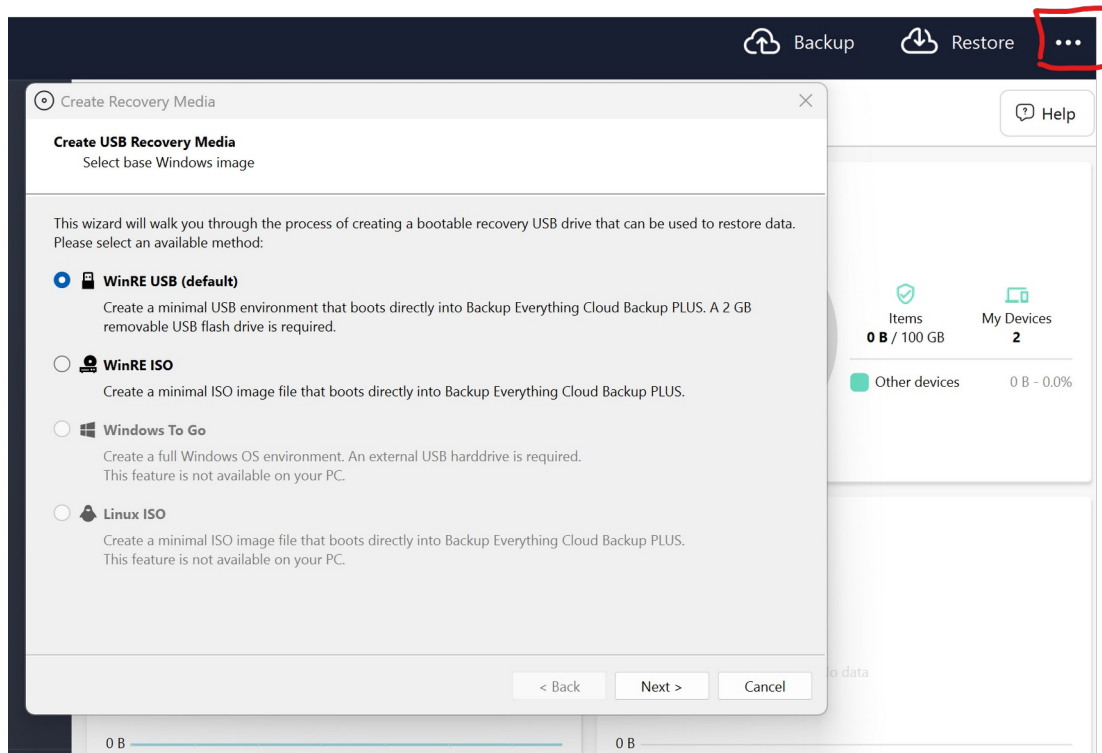
## Step 5 – Add your Storage Destination and Schedule

You can create cloud and local backup storage vaults. **If you have multiple servers - please create a vault PER server.**



## Step 6 – Create your Recovery Media

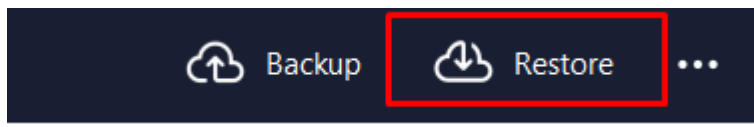
**THIS IS THE CRUCIAL STEP - PLEASE ENSURE THAT AFTER CREATING THE IMAGE BACKUP SET, THIS IS COMPLETED**



## Restore Process (Steps 7-13)

### Step 7 - Launch Restore Process

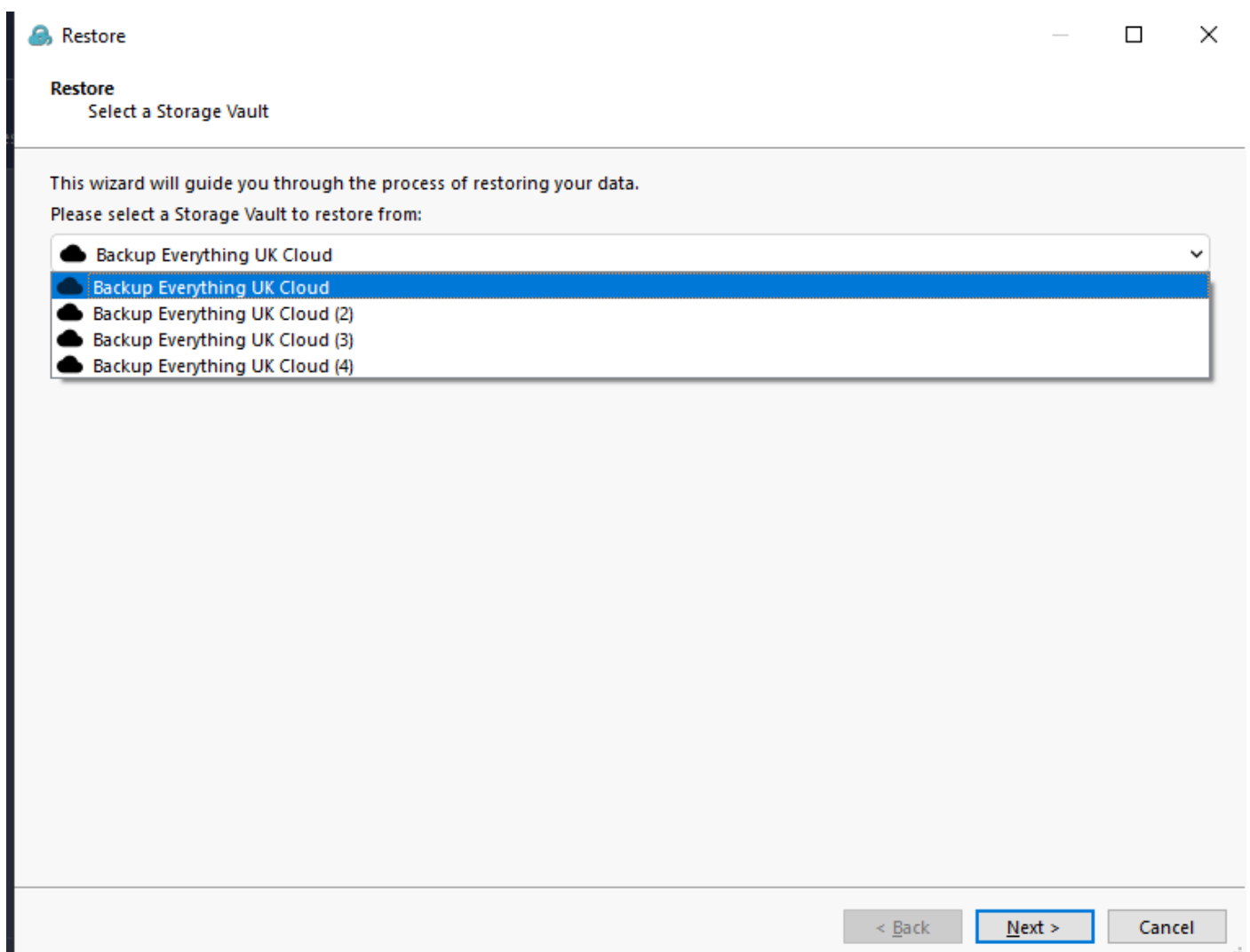
Click on the "Restore" button/tab to begin the restore wizard



### Step 8 - Select Storage Vault

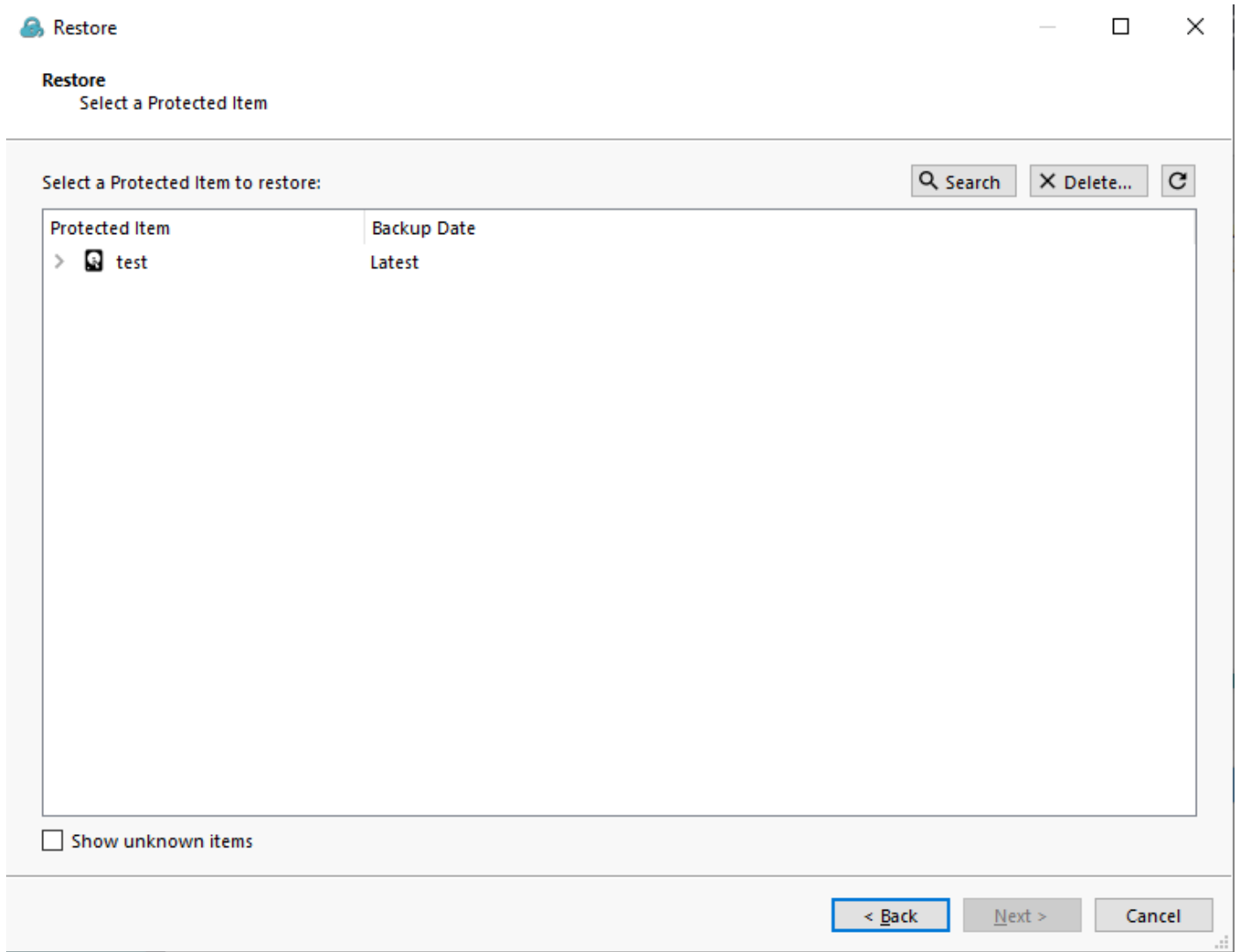
Choose the vault containing your backup

Click "Next" to proceed



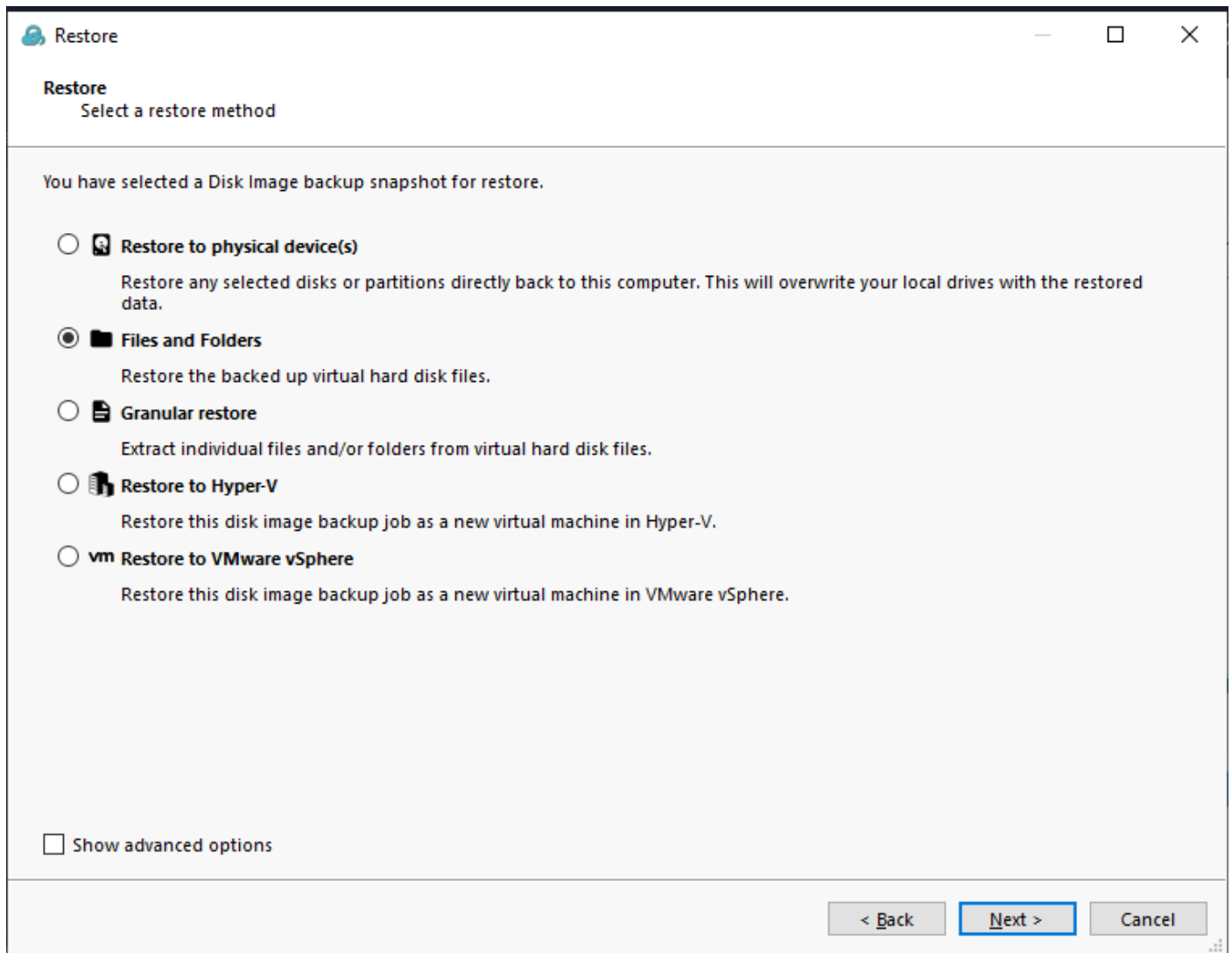
### Step 9 - Select Protected Item

- Choose the specific backup set you want to restore (e.g., "test")
- Verify the backup date is correct
- Click "Next" to continue



### Step 10 - Choose Restore Method

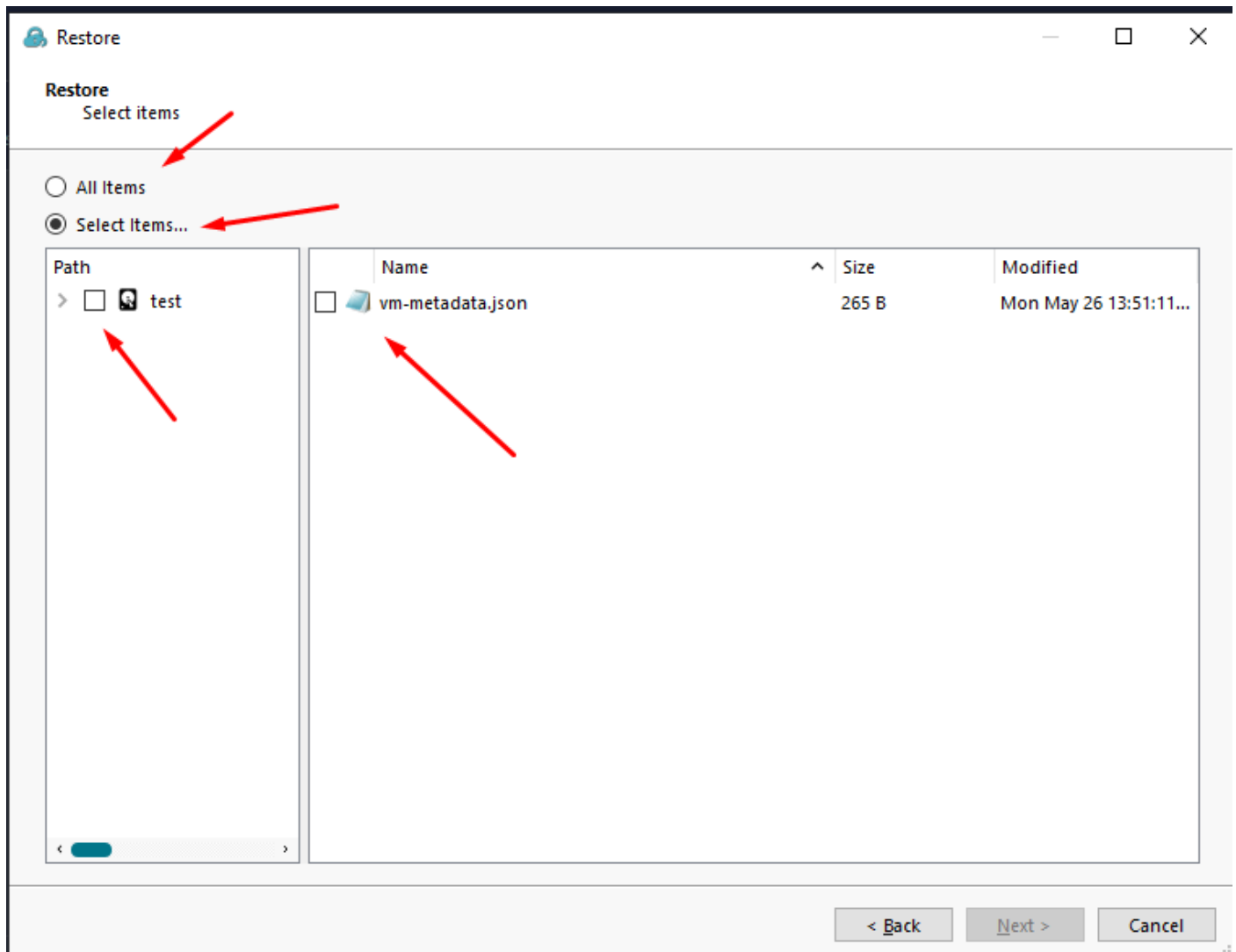
- Select one of the available restore options:
  - Restore to physical device(s) - Overwrites local drives
  - Files and Folders - Restores virtual hard disk files
  - Granular restore - Extracts individual files/folders
  - Restore to Hyper-V - Creates new VM in Hyper-V
  - Restore to VMware vSphere - Creates new VM in VMware



- Click "Next" after selection

### Step 11 - Select Items to Restore

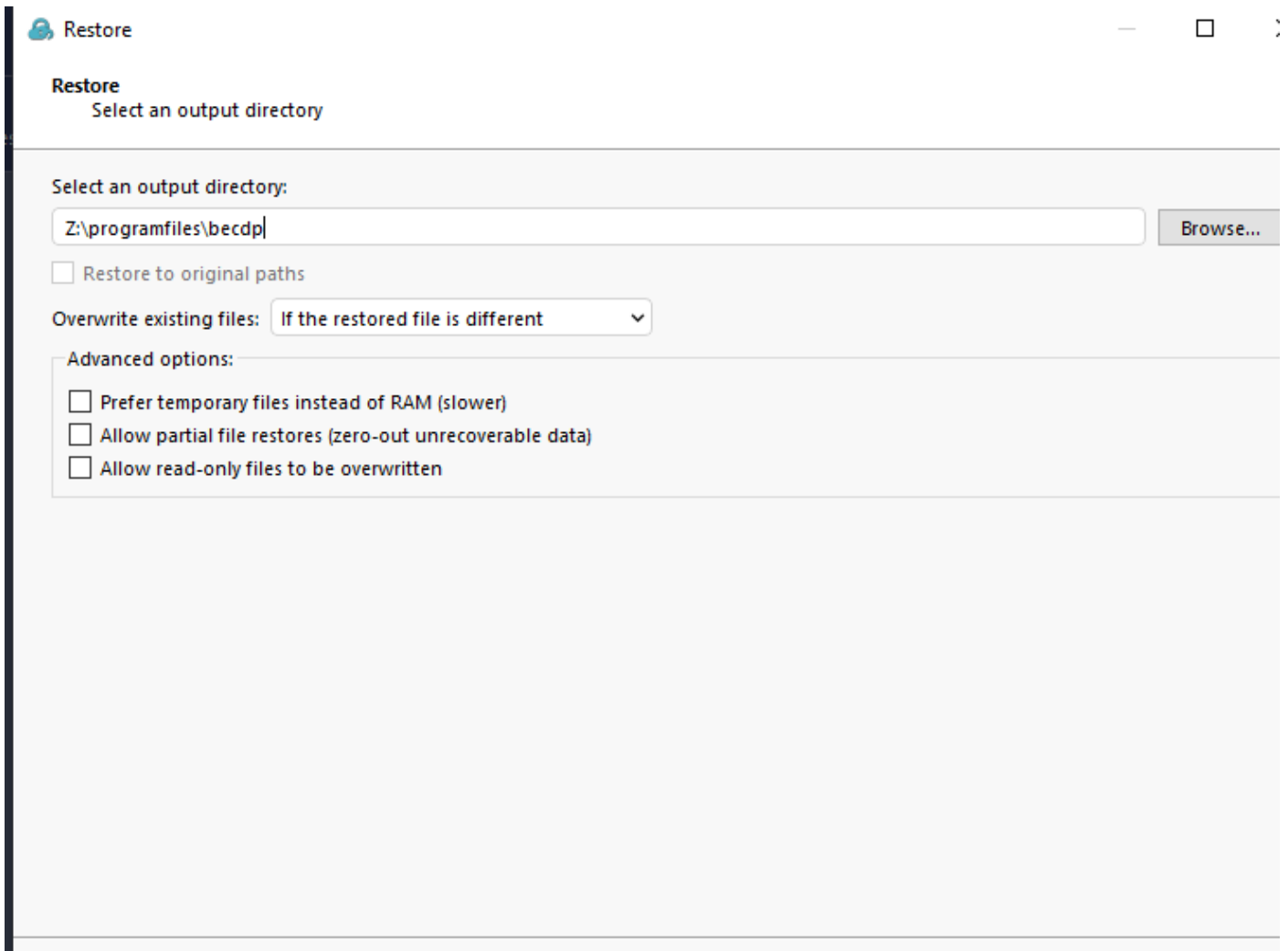
- Choose between "All items" or "Select items..." for granular restore
- Review the file list including names, sizes, and modification dates



- Click "Next" when ready

## Step 12 - Configure Output Settings

- Select output directory (browse to choose location)
- Choose whether to restore to original paths
- Set overwrite existing files preference
- Configure any advanced options if needed:
  - Prefer temporary files instead of RAM
  - Allow partial file restores
  - Allow read-only files to be overwritten



- Click "Restore" to begin restore

### Step 13 - Complete Restore

- Monitor the restore progress
- Verify restored files in the output directory
- Close the wizard when complete