

EXHIBIT 11

R E T R O S P E C T U S E R ' S G U I D E

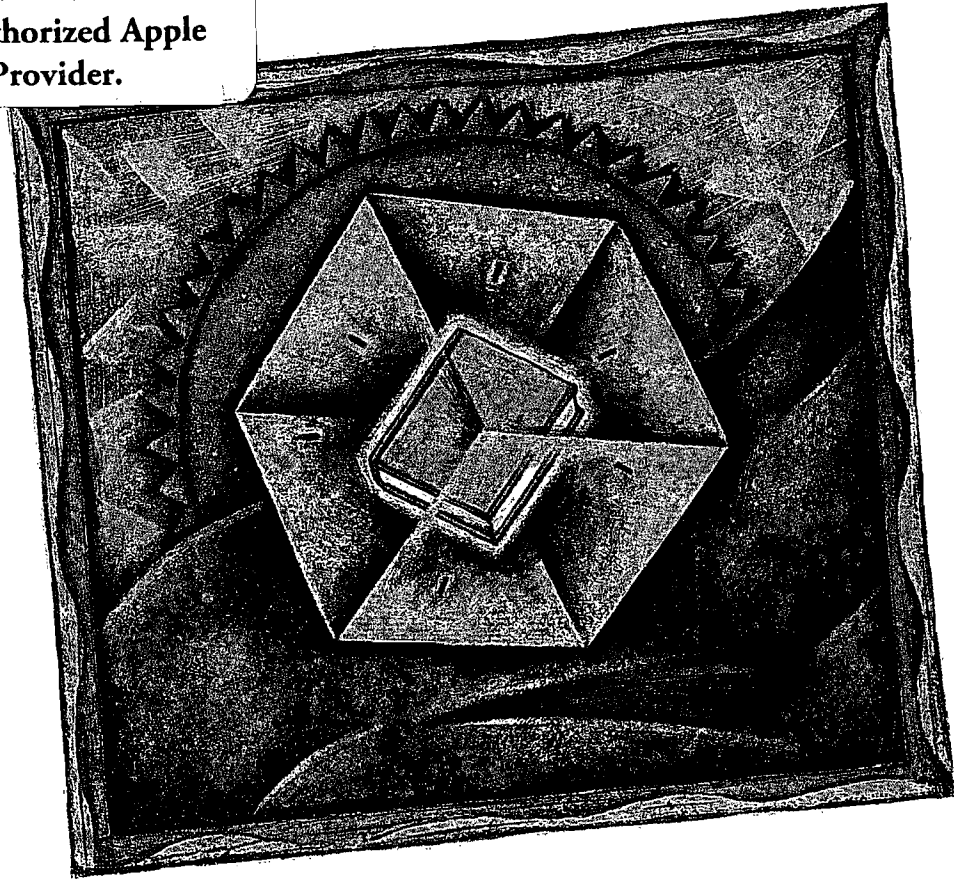
Dantz Development Corporation

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TM

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Retrospect[®]

Powerful Backup Software for the Macintosh

APMW0076038



Retrospect[®]

USER'S GUIDE

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APMW0076040

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Hard work and great attitudes by the entire Dantz staff.

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Chapter 6, Customizing Backups, describes how to customize your backup operations by using Subvolumes, Browser windows, and Retrospect options (such as data compression).

Chapter 7, Using Selectors, describes how to create Selectors that search for specific groups of files and folders to back up or restore.

Chapter 8, Restoring, describes how to restore files from a backup.

Chapter 9, Managing StorageSets, describes various management tasks, such as archiving files and viewing the Detail Log, Backup Report, and Files Report.

Chapter 10, Configure Window Options, describes how to set Retrospect Program options, prepare media, and set up any other components of your backup, restore, and archive operations.

Chapter 11, Maintenance and Repair, describes various maintenance tasks, such as repairing damaged backups and verifying media integrity.

Appendix A, Troubleshooting, answers common questions and problems.

Appendix B, Power User Tips, provides tips and shortcuts valuable to the Macintosh power user.

Appendix C, Retrospect Files and Symbols, provides a description of each Retrospect file.

Appendix D, Backing Up and Restoring Servers, provides instructions for backing up and restoring AppleShare servers.

Glossary defines important terms and symbols used in this guide.

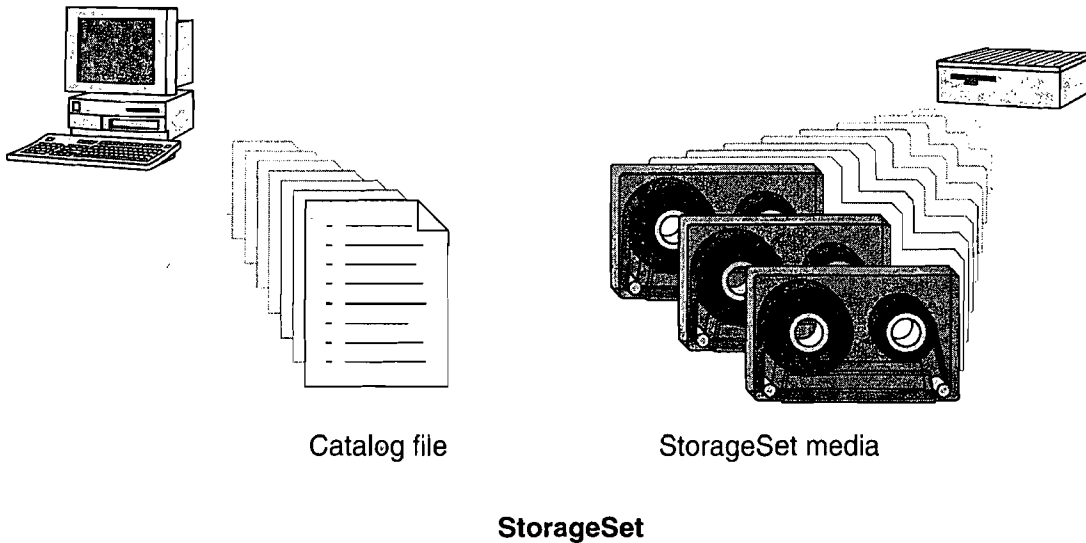
Index cross references commonly used terms, features, and commands used throughout this manual.

Understanding Retrospect

This chapter explains the basic Retrospect concepts and features that are used throughout this manual. New Retrospect users will find this information especially helpful. A brief description of other Dantz products that you may be interested in appears at the end of this chapter.

StorageSets, Catalogs, and SnapShots

Every time Retrospect performs a backup, it copies files into a **StorageSet**. A StorageSet is either a series of removable media (disks, tapes, or cartridges) or a single Macintosh file that holds the files you backed up. The three types of StorageSets are described below. Every StorageSet has a **Catalog**, which is an index of the files contained on the backup media. Retrospect creates the Catalog the first time you back up, and updates it on subsequent backups. A **SnapShot** is a record of the list of files and the folder hierarchy for a particular volume at the time of the last backup. A SnapShot for each volume is stored in the Catalog and replaced on subsequent backups. As you will learn later, SnapShots make it easy to restore recently backed up files from a StorageSet.



Disks StorageSets

A **Disks StorageSet** uses any ejectable media that appears on the Macintosh desktop, such as floppy disks or removable disk cartridges (including optical, Floptical, Bernoulli, and SyQuest cartridges). The data files are stored on the ejectable media, and the Catalog is usually saved on your hard drive.

A Disk StorageSet can span multiple pieces of media, called **members**, and you can add media as the StorageSet grows larger. Each disk or cartridge in a Disks StorageSet can contain only the Retrospect Data file; no other files can be kept on the media.

Tapes StorageSets

A **Tapes StorageSet** uses tapes from most Macintosh SCSI tape devices, which do not appear on the Macintosh desktop. Retrospect supports nearly every Macintosh SCSI tape drive on the market. Check the device notes in your Retrospect package, as well as the Read Me files included on the Retrospect disk, for more information on supported tape drives. On a Tapes StorageSet, the data files are stored on the tapes, and the Catalog is usually saved on your hard drive.

A Tapes StorageSet can occupy multiple tapes and you can add tapes as the StorageSet grows larger. Each tape can contain only one StorageSet.

7. Make copies of the Retrospect floppy disks and store them in a safe place away from heat, humidity, or anything magnetic.



Note: *In addition to the installed files, Retrospect creates files for its own use while the application is running. For a brief description of the installed files and the auxiliary files, see Appendix C, “Retrospect Files and Symbols.”*

Upgrading from earlier versions

Retrospect 2.0 supports all old Archives, Catalogs, and backup or archive scripts created with earlier versions of Retrospect. To upgrade, install Retrospect according to the instructions in this chapter and then follow the instructions provided for using the Updater to update your old scripts and settings. For additional information about upgrading, see the Release Notes that accompanied your upgrade.

Retrospect 2.0 reflects several important changes in terminology. The term **StorageSet** now refers to the set of storage media that make up a backup—this was previously called an Archive. **Macintosh File StorageSet** is used instead of Combined File to refer to a type of StorageSet that stores the Catalog and the data in a single file. **Catalog** refers exclusively to the *index file* that lists the files and folders contained in a specific StorageSet. The term **archive** is used as a verb, meaning to *move* files from a source volume to a StorageSet (deleting them from the source volume). An **Archive Script** is a script that performs this function.

Starting Retrospect

To start Retrospect, double-click the Retrospect icon. The Retrospect Directory window (shown in the next section) appears and you are ready to begin. When you want to quit the application, simply choose **Quit** from the **File** menu.

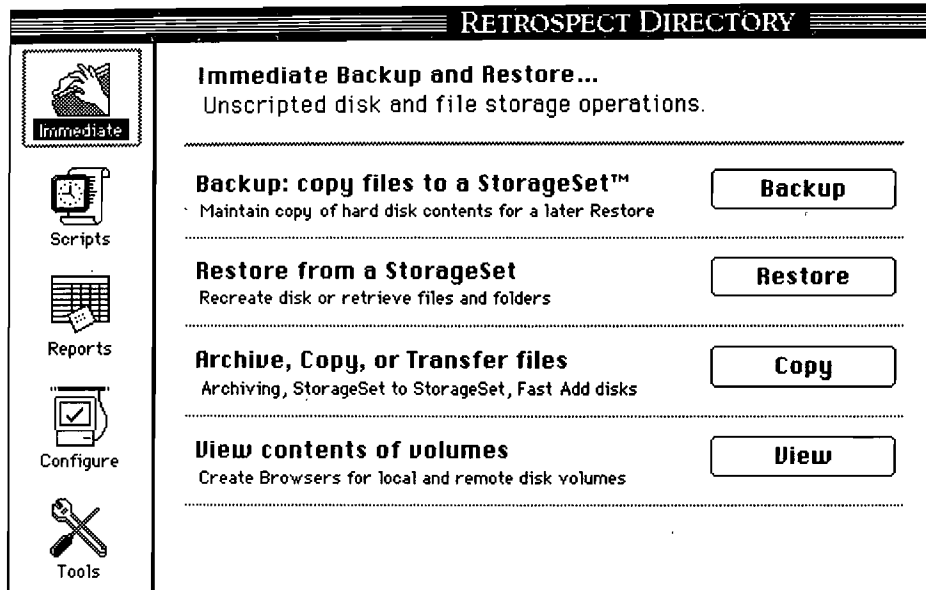
The Retrospect Directory

You begin all operations from the Retrospect Directory. The **Immediate**, **Scripts**, **Reports**, **Configure**, and **Tools** icons represent the major tasks you can perform. Clicking an icon or typing the first letter of its name displays the available operations for the selected task.

When you start Retrospect, **Immediate** is automatically selected and the window displays the immediate backup and restore operations. To select an operation, click the appropriate button or anywhere within its description.



Tip: You can also use the keyboard to quickly select tasks and operations. Type the first letter of the icon plus the first letter of the operation (for example, type "IB" to choose Immediate Backup).



The Retrospect Directory

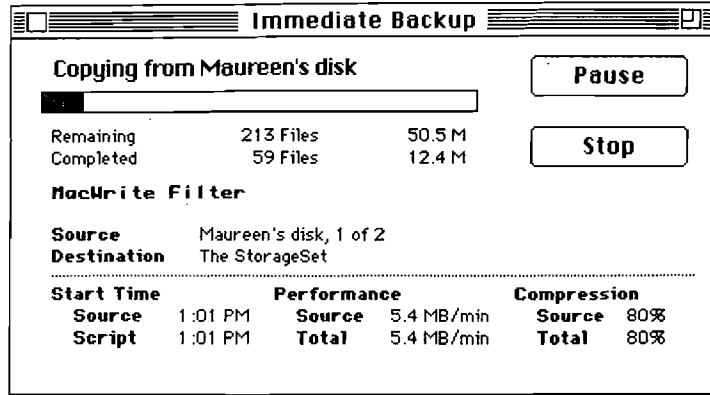
Immediate lets you back up, restore, or archive files. You can also view the contents of any volume.

Scripts lets you set up a backup or archive procedure so that you can execute the procedure whenever you want. You can schedule scripts to run automatically or start them manually.

Reports lets you view the Backup Report, which shows the backup status of users and volumes, the Detail Log, which shows status and error messages, and the Files Report, which lists files backed up by StorageSet and session.

Configure lets you set Retrospect application options, configure Remote Macintosh computers (when Retrospect Remote is installed), create StorageSets and Selectors, and prepare media for use.

Tools lets you perform various maintenance tasks, such as updating or recreating Catalogs, repairing StorageSets, and verifying media integrity.



Execution Status window

3. When Retrospect informs you that the execution is complete, click the **close box** to return to the Retrospect Directory, where you can select another operation or quit the application.

Planning subsequent backups

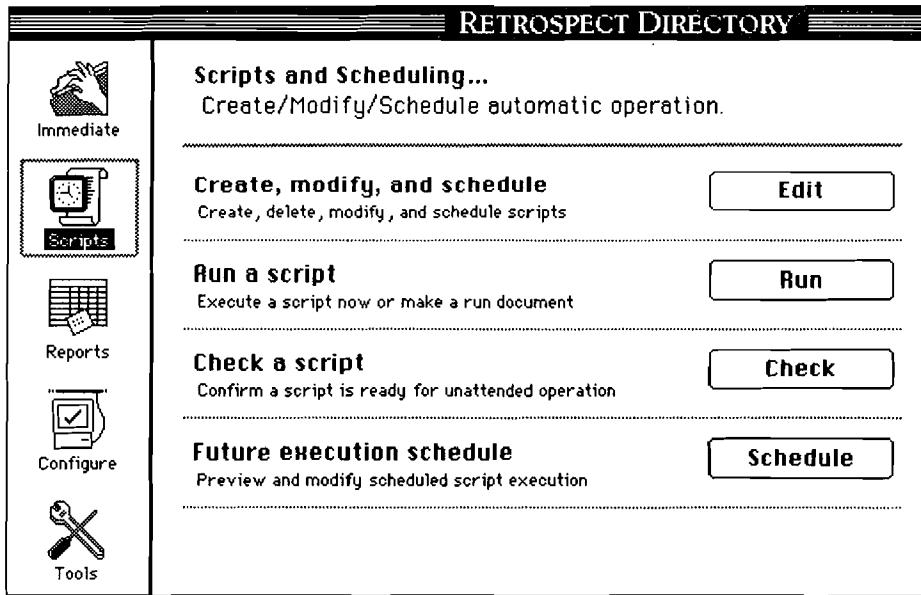
For subsequent backups, you can repeat the basic backup procedure as often as you want and even switch between multiple StorageSets to maintain extra backup copies of your volumes. By default, Retrospect only backs up those files that have changed since the previous backup to a StorageSet.

If you want to automate your backups so they can be performed while your Macintosh is unattended you can use Retrospect's scripting feature to set up and schedule backups. See Chapter 4, "Automating Backups with Scripts" on page 41 for more information on creating, modifying, and scheduling scripts.

If you want to back up specific files or folders, you will probably want to use Selectors to mark files for backup. Retrospect Selectors can be retained between backups and used with scripts to fully automate your backups. See Chapter 7, "Using Selectors" on page 103 for more information on creating and managing Selectors.

The Script window

To work with scripts, begin by clicking the **Scripts icon** on the left side of the Retrospect Directory. The window changes to show the Scripts and Scheduling options. The following sections provide detailed instructions for each of these operations.



Scripts and Scheduling options

Creating a backup script

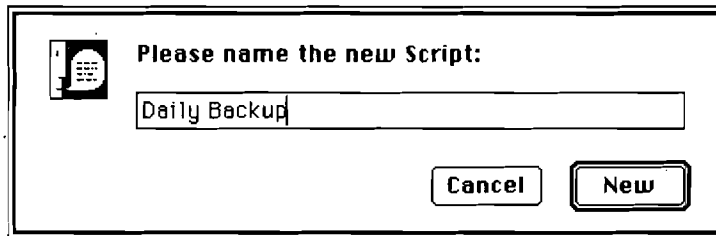
The steps for creating a backup script are similar to those for performing an Immediate Backup. The difference is that your choices are saved in the script and the backup is not performed until you actually run the script.

There are three basic steps to creating a script:

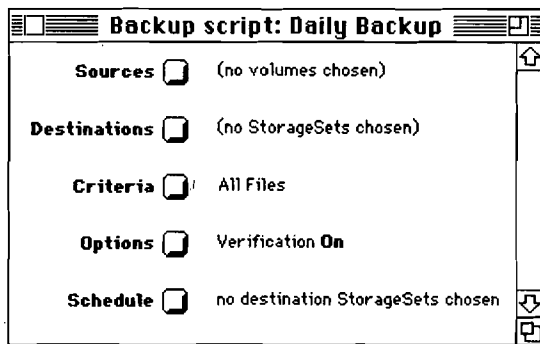
- Choosing the source volumes to back up
- Choosing the StorageSets on which to store the files
- Scheduling when you want the script to execute automatically

You can also use these steps to create an **archive** script, which gives you the option of *moving* files to the StorageSet (deleting them from the Source once they have been verified).

3. Click the Backup option to create a Backup Script, then click **OK**.
If you are creating an Archive Script, click the Archive option instead of Backup. An Archive Script is similar to a Backup Script, except that you have the option of *moving* files from the Source to the StorageSet and *deleting* them from the Source.
4. Type a name for the script, then click **New**.



The Script window appears. It is similar to the Immediate Backup window, but has a **Schedule** button at the bottom and does not have a Files Chosen button for displaying the Browser. (You cannot use the Browser to select files for a scripted backup.) The current settings appear to the right of the buttons.



Script Summary window for a Backup Script

You can change the Sources, Destinations, Criteria, Options, or Schedule by clicking the appropriate button.

Sources lets you add or remove selected source volumes.

Destinations lets you add or remove selected StorageSets.

Criteria lets you choose a Selector that provides criteria for selecting files and folders. You will typically choose the default Selector, **All Files**, which backs up all files on the Source. For more information on creating Selectors, see Chapter 7, "Using Selectors" on page 103.

Backup options

Verification verifies that files have been copied correctly by comparing files in the StorageSet with the original files after the backup is performed. If the StorageSet has multiple members, you must reinsert all members to which data has been written. Although verification increases the time it takes for a backup to be completed, it ensures that information is correctly written to the StorageSet.

Data Compression saves space in the StorageSet by compressing files while copying them into the StorageSet to about half of their original size. Compression savings achieved are reported in the expanded Status window and the Detail Log. The amount of compression savings you can rely on depends on the types of files you are compressing. Text files will compress quite a bit. Application and System files will not. Files are automatically decompressed when you restore them. Retrospect automatically turns off software compression when copying to a tape device that has built-in compression. Retrospect uses the built-in Compress Selector to identify files that are already compressed. Retrospect does not attempt to re-compress these files.

Archiving options

Move Files (only available for archive operations or archive scripts) deletes files from the Source volume after they have been copied to the StorageSet. If Verification is turned on and the files do not match exactly, the originals will not be deleted.



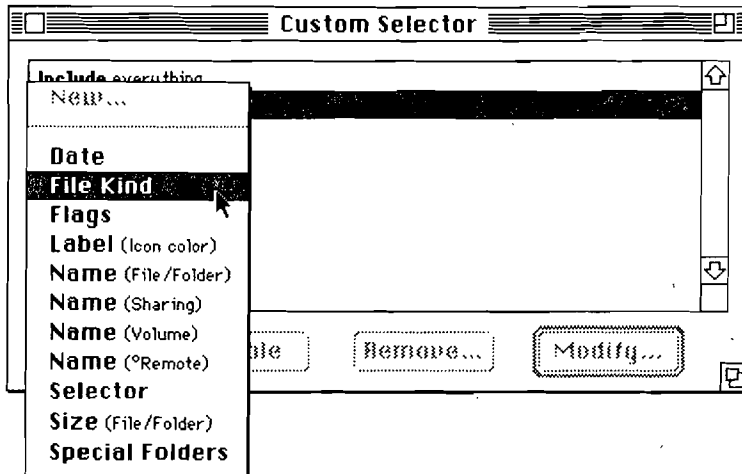
Note: Do not use the Move Files option without also turning on the Verification option. You should perform at least one additional verified archive before deleting files from the Source.

AppleShare options

Lock out volumes during backup

Applies to AppleShare 3.0 or later. Disconnects users and prevents them from using a shared volume during backup. When you check this option, you can type a warning message that will be displayed to users before they are disconnected; you can also specify how many minutes advanced warning users will be given. This option will lock out users only if you are running Retrospect on the server itself.

4. Position the pointer over the small down arrow underneath the **Include** or **Exclude** heading to display a pop-up menu of condition types.



The Conditions pop-up menu in the Selector Detail window

You can build your own Selectors from the following conditions:

- **Date** lets you specify Creation, Modification and Backup dates as conditions.
- **File Kind** lets you specify file creator and type as conditions.
- **Flags** lets you specify file attributes, such as file marked, matched, busy, locked, invisible, alias, name locked, stationery, or custom icon as conditions.
- **Label (Icon Color)** lets you specify a file or folder's label as a condition. The Label menu in the Finder contains seven labels (and colors, if your monitor displays color or shades of gray) and the "None" option. Each checkbox in this window corresponds to a specific menu option position in the Label menu and not to the actual color or label name.
- **Name (File or Folder)** lets you specify the name of the file or folder as a condition. The File pop-up menu has three options: "File" matches the name of the file, "Folder" matches the name of the folder and selects the files immediately inside the folder, and "Enclosing Folder" matches the name of the folder and selects *all* files within the folder, including files nested in other folders.
- **Name (Sharing)** lets you specify sharing owner, group or login names as a condition.
- **Name (Volume)** lets you specify the name of the volume as a condition.

Glossary

access privileges – The privileges given to (or withheld from) users to see folders, see files, and make changes to server or System 7 file share volumes. Retrospect allows a user to back up files only if the user has read access to those files. Similarly, a user can copy files to a server only if the user has write access to that server.

archive (v) – To *move* files from your hard disk to a StorageSet, freeing up space on your hard disk. Retrospect's Copy function will not delete the original files after copying them to the StorageSet unless you specify that you want to do so. Also see "back up."

StorageSet – Previously called Archive (n). Retrospect stores all files in StorageSets. You can create a StorageSet by using the Backup or the Copy function or by choosing Catalogs under the Configure icon. There are two parts to a StorageSet—the Catalog file that keeps track of the files, and the files themselves. There are three types of StorageSets, depending on the StorageSet media you use—*Disks* StorageSets (for multiple ejectable HFS volumes), *File* StorageSets (for a single HFS volume), and *Tapes* StorageSets (for tapes).

Backup Report – Displays the information in the Detail Log in terms of individual volumes. In the Backup Report, all known volumes are displayed with information about when they were last backed up.

back up (v) – To *copy* files from your disk to a StorageSet, such as tape, another hard disk, floppy disks, and so on. You should back up your files regularly in case something happens to your disk or any files.

backup date – The most recent time and date a file, folder, or volume was copied to a StorageSet. Retrospect will set this date for volumes, folders, and/or files ONLY if you check the appropriate boxes under Options in the Execution window. Also see "creation date" and "modification date."