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Answers

inSync Client Activation

What does the activation email contain?

The activation email contains the following information:

- The URL to access the inSync Master.
- Email address and password to activate the inSync Client.
- Link to download the inSync installer.

How do I install the inSync Client on my laptop?

- If you want to install the inSync Client on your Windows laptop, see Install the inSync Client on your Windows laptop.
- If you want to install the inSync Client on your Mac laptop, see Install the inSync Client on your Mac laptop.
- If you want to install inSync Client on your Linux laptop, see Install the inSync Client on your Linux laptop.

Which credentials can I use to activate the inSync Client on my first laptop?

When your administrator creates inSync account for you, you will receive an activation email containing the following details:
• The URL to access the inSync Master.
• Email address and password to activate the inSync Client.
• Link to download the inSync installer.

You must use these details to activate inSync Client on my first laptop.

Can I install the inSync Client on my personal laptop?

You must confirm with your administrator about your organizational policies regarding activating inSync Client on your personal laptop.

While activating the inSync Client, I get two options, Add a new Device and Replace an existing device. What are these options?

If your administrator permits, you can have multiple laptops linked to your inSync account. The inSync Client will back up data from all these laptops. If you have inSync Share, contents inside the inSync Share folder on all the linked laptops are always in sync.

For example, if you have a Windows 8 laptop on which you have installed an inSync Client and your organization assigns another Windows 8 laptop to you, then you can install and inSync Client on your new laptop and then add this new laptop to your inSync account. Therefore, you can have two devices linked to your inSync account. You can also access the restore data for both the devices.

For more information, see Add a new laptop to your inSync account.

You can replace a laptop with another laptop that has the inSync Client installed on it. After you replace a device, the inSync Client backs up data from the new device.

For example, if you have a Windows 8 laptop on which you have installed an inSync Client and your organization assigns another Windows 8 laptop to you, but you do not want multiple devices linked to your inSync account, then you can replace your existing Windows 8 laptop with your new Windows 8 laptop. Therefore, you can have only one device linked to your inSync account.

For more information, see Replace a device linked with your inSync account.

How do I configure proxy for the inSync Client?

• If the inSync Client is unable to communicate with the inSync Master, you are prompted to provide the proxy server details to the inSync Client. For more information, see Configure proxy settings during the inSync Client activation.

• If the inSync Client has to communicate with the inSync Master through a proxy server and your administrator has allowed you to configure proxy server details for your inSync Client, then the Configure Proxy option appears under the Preferences page. For more information, see Configure proxy settings on the inSync Client.
**How do I start the inSync Client on my laptop?**

- If you want to start the inSync Client on your Windows laptop, see [Start the inSync Client on Windows laptops](#).
- If you want to start the inSync Client on your Mac laptop, see [Start the inSync Client on Mac laptops](#).
- If you want to launch the inSync Client on your Linux laptop, see [Launch the inSync Client on Linux laptops](#).

**What happens to your data when you replace the device while activating inSync Client?**

When you select the "Replace Device" option while activating inSync Client, the snapshots of the old device are retained on the new device. inSync ensures that there is no loss of data, and you can access and restore your data on the new device. Note: You must select the "Restore all backup data" check box to restore the latest snapshot of the old device on the new device.

**Configure the inSync Client**

**How do I add a folder for backup?**

You can configure folders for backup only if your administrator has allowed you to configure backup folders. For instructions on how you can configure folders for backup, see [Configure folders for backup](#).

**How do I remove folders that my administrator has configured for backup?**

You cannot exclude folders that your administrator has configured for backup. You can only exclude folders that you have configured for backup.

**I want to remove some files from the folder that my administrator has configured for backup. How do I remove these files?**

You cannot exclude files from the backup folders configured by your administrator.

**I do not want my administrator to access my backup data. How do I prevent them from accessing my data?**

You can allow or prevent administrators from accessing your data only if your administrator has allowed you to edit the privacy settings. For more information, see [Control privacy of your backup data](#).
I have relocated to a different business unit where applications are required to communicate with the proxy servers. How do I configure proxy settings for inSync Client?

You can configure proxy settings for inSync Client only if your administrator has allowed you to configure the proxy settings. For more information, see Configure proxy settings on the inSync Client.

Can I reset my inSync Client password?

Yes. You can rest your inSync Client password from the My Accounts page on the inSync Client. For more information, see Update your inSync account password.

Backup and Restore

Where can I find backup interval for the inSync Client?

You can find the backup interval on the Settings page, under the General tab, of the inSync Client.

When does inSync Client perform a full backup?

inSync Client performs a full backup in the following scenarios:

- When inSync Client is activated for the first time on a device.
- When the user is migrated from one storage to another.

My administrator has configured the backup interval to 8 hours. Can I update the backup interval to 12 hours?

You can update the backup interval only if your administrator has allowed you to update the backup interval. For more information, see the Update backup interval.
**What is a CPU priority?**

You can assign a CPU priority for the inSync Client so that backups do not interfere with users’ high-priority applications. For more information, see [Update the CPU priority](#).

**Can I limit the bandwidth used?**

If your administrator allows you to configure the bandwidth usage for your inSync Client, you can limit the bandwidth that inSync consumes for backing up data. This ensures that all applications on your laptop get a fair share of the available network bandwidth even during backups. For more information, see [Update network bandwidth](#).

**I want to back up an important file now. Can I perform a backup operation?**

Yes. You can manually start a backup at any time. For more information, see [Start and cancel backup](#).

**Can I pause a backup operation in-progress?**

You can pause backup operations only if your administrator has allowed you to pause backups. For more information, see [Pause and resume a backup operation](#).

**On the inSync Client, where can I see the actual number of files that inSync Client has backed up?**

On the inSync Client, you can view the actual number of files backed up by inSync Client in the **Last Backup Details** window. For more information, see [View last backup details](#).

**Can I restore data to a different laptop?**

Yes. You can restore data to a different laptop only if there is an inSync Client installed on it. During a restore operation, you can select the laptop to which you want to restore data. For more information, see [Restore system settings](#).

**Is there a difference between restoring data using the inSync Web and the inSync Client?**

If your administrator enables web restore for you, you can restore data from inSync Web. You can access inSync Web from any device. You can download data only from the inSync Web. This functionality is not supported for the inSync Client. For more information, see [Download data by using the inSync Web](#).
You can restore data by using the inSync Client only if there is an inSync Client on your laptop. You cannot access inSync Client from any other device. For more information, see Restore system settings.

**How do I download a backup file on my laptop?**

See, Download data by using the inSync Web.

**Can I restore system settings from my old laptop to my new laptop?**

You can restore system settings only if your administrator has included system settings in the backup operation. For more information, see Restore system settings.

**Will inSync back up my data if my device monitor is turned off, or is in screen saver mode or in sleep mode?**

inSync will back up your data if the monitor is turned off but the device is still powered on and also if the device is in screen saver mode.

inSync cannot backup your data when the device is in sleep mode. This is because no inSync process runs when the device is in sleep mode. As soon as the device comes back online, inSync will continue backing up your data.

**What is a Misconfigured Backup Folder and how to resolve it?**

Misconfigured Backup Folder is an alert which inSync generates when the folder marked for backup is either deleted from the device or the folder path is not correctly configured. As a result, inSync cannot back up a misconfigured folder and its contents. inSync sends an email to the inSync user and the administrator whenever this alert is generated.

On inSync Client, a Misconfigured Backup Folder is displayed as a folder with an exclamation mark.

A misconfigured email folder is displayed as an email with an exclamation mark.

If your administrator has configured the folder, request your administrator to again configure the folder with correct path or remove the folder from the backup. If you had manually added the folder for backup, check if the folder still exists at the location from where you had added it to the backup. If the folder does not exist, recreate it at the same location. You can also remove the folder from backup to stop the inSync Client from displaying the misconfigured backup folder.

The regular folder icon is restored on inSync Client when the Misconfigured Backup Folder alert is addressed. However,
if you remove the folder from the backup, the folder is not displayed on inSync Client.