

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 www.retrospect.com/dell.

Figure-2 Download Retrospect Single Server License

Download Retrospect Single Server

Download Retrospect Single Server


To install Retrospect:

1. Complete the form below by entering your name, email, country, and license key. Your license key is located on the back of the Retrospect download card that was included with your hardware.
2. Download your Retrospect software.
3. Double-click the Retrospect product file to begin your installation.

Country

License Key

Click "Enter" to begin your download.



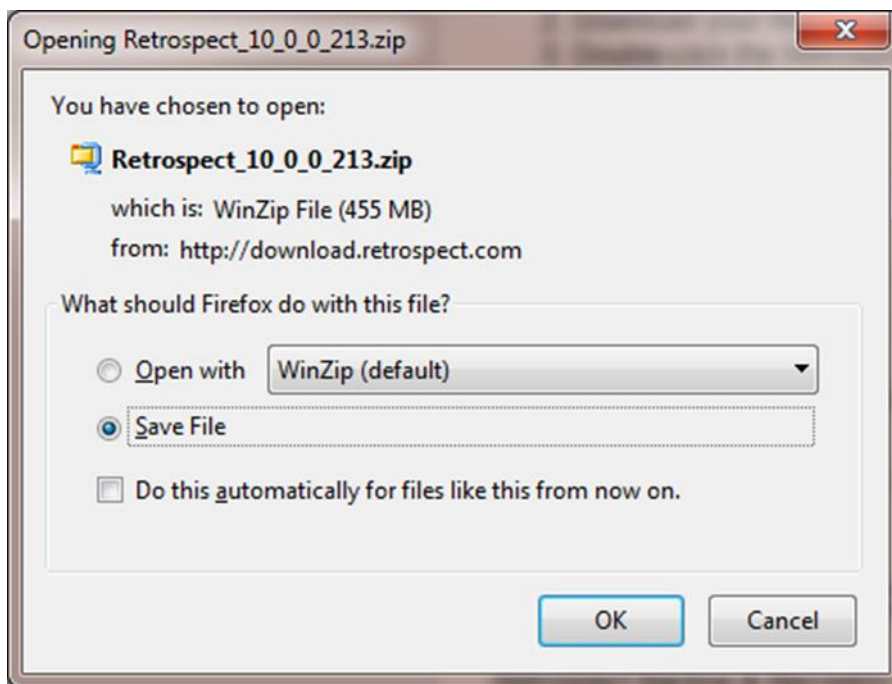
- 3 From the **Country** drop-down menu, select your country, type the license key printed on your license card, and then click **Enter**.

Figure-3 Select country and type license key

Country
License Key

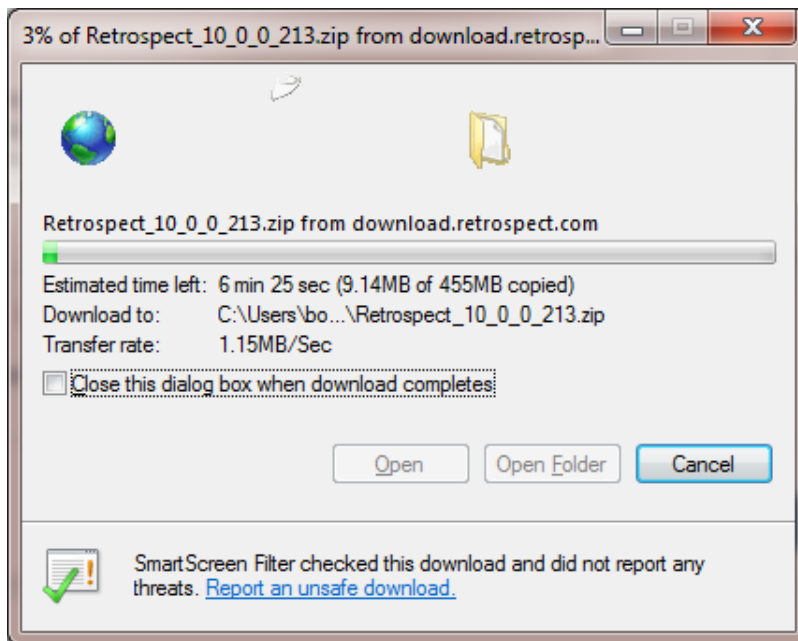
- 4 In the **Opening Retrospect <license number>.zip** dialog box, select appropriate option, and then click **OK**.

Figure-4 Save license file



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


Figure-5 Download license file



- 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.