

# Performing a Clean Reinstall

#### https://campus.barracuda.com/doc/93197072/

In order to properly reinstall the Backup Agent, please follow these steps. Keep in mind that the path and directory names are dependent on your branding. If you are using a private encryption key and don't have it on hand, you will want to <u>export the key</u> before you uninstall.

### Directions

- 1. Uninstall the Backup Agent and rename the installation directory with an (.old) extension.
- 2. Go to the management portal and navigate to the **Downloads** tab.
- 3. Select **Download Installer** from the drop-down and click on the **Installer** link to begin downloading the installer file.
- 4. Run the installer and follow the prompts to install the Backup Agent. When the installation finishes, check the box to open the Backup Monitor and hit **Finish**.

📷 Setup - ECHOplatform	
	Completed the ECHOplatform Setup Wizard
	Setup has finished installing ECHOplatform on your computer.
	Click Finish to exit Setup.
	Start ECHOplatform Monitor
	Finish

5. When the Backup Monitor opens, enter the client account username in the Username field and put the computer account password in the Password field. Usually, the computer account password is the same as the client account password but <u>they may differ</u>. Click the drop-down to select the computer account you want to link the Backup Agent to and hit Validate.



Setup	ECHOplatform - Setup Account Info
Setup	ECHOplatform
SureIT <sup>®</sup>	Enter Your Account Information         Your account information consists of your username, password, and optionally a unique computer ID. If you are installing the additional computer, please ask your backup administrator for the proper username, password and encryption key.         Type your username:         knowledgebase         Type your password:         watto to set up this computer:         Laptop (0000)
Connected	Validate >

6. The next page of the setup is the **Test Connection** page. Click **Test** to begin the test connection, then **Next** when the test has completed.

A = = + 8 *	ECHOplatform - Test Connection
Setup	
<ul> <li>Setup</li> </ul>	ECHOplatform
eSureIT	Test Your Connection to the Remote Servers         Image: The test connection process ensures that the backup software is properly configured to backup your files.
	Connect to Server Create Test File Securely Upload Download & Process
	Bark Test
Connected	About _;;

7. Choose the option for **Move Account to This Computer**. (This is a correct choice even if you are reinstalling the software on the same computer).



Setup	ECHOplatform - Setup Type
Setup Setup	What Type of Setup Would You Like to Perform?
	We have detected that you have previously installed the backup software. In order to protect the integrity of any data that you have previously backed up, please choose one of the options below.           Recover Previous Installation           Use this option when recovering from a previous installation of this account.           Move Account to This Computer           Select this option if you want to move the account to this computer and no longer backup from the old computer.
	Recovery Mode Installation A recovery mode installation allows you to restore files, but not backup any new files.
Connected	About ";;

8. If you were prompted with the selection from step (7), the next part of the setup will be the catalog restoration.

Click **Next** to begin the catalog restoration process. When finished, hit **Next** again to finish the setup.



9. Lastly, you will be given the opportunity to change some basic settings: the temporary folder location and the base revision rule. Click **Next** to complete the installation.



▲ == ₩ ⊗ ↔ Setup	ECHOplatform - Setup Default Settings	X
Setup	ECHOplatform	
eSureIT	Default Settings Please select the basic options for how your data will be backed up.	rs ?
	Basic Options	\$
	Temp Folder Revision Rules	*
Connected	Next	About

## Optional

In order to preserve an audit trail for backup, restore, and delete actions, it is necessary to keep logs generated by the software. Each backup, restore, or delete job that runs makes a subfolder within the installation's "Logs" folder. Those folders will need to be kept to retain the detailed history of the Backup Agent.

- 1. Open the old installation folder and within it, the "Logs" folder.
- 2. Copy all folders except for "0" and paste into the new "Logs" folder.
- 3. At this point, you can delete the old installation folder as the logs have been transferred to the new one.

# Barracuda Intronis Backup



#### Figures

- 1. preinstall.png
- 2. install1.png
- 3. install2.png
- 4. install3.png
- 5. install4.png
- 6. install5.png

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