

## RMS BACKUP FTP

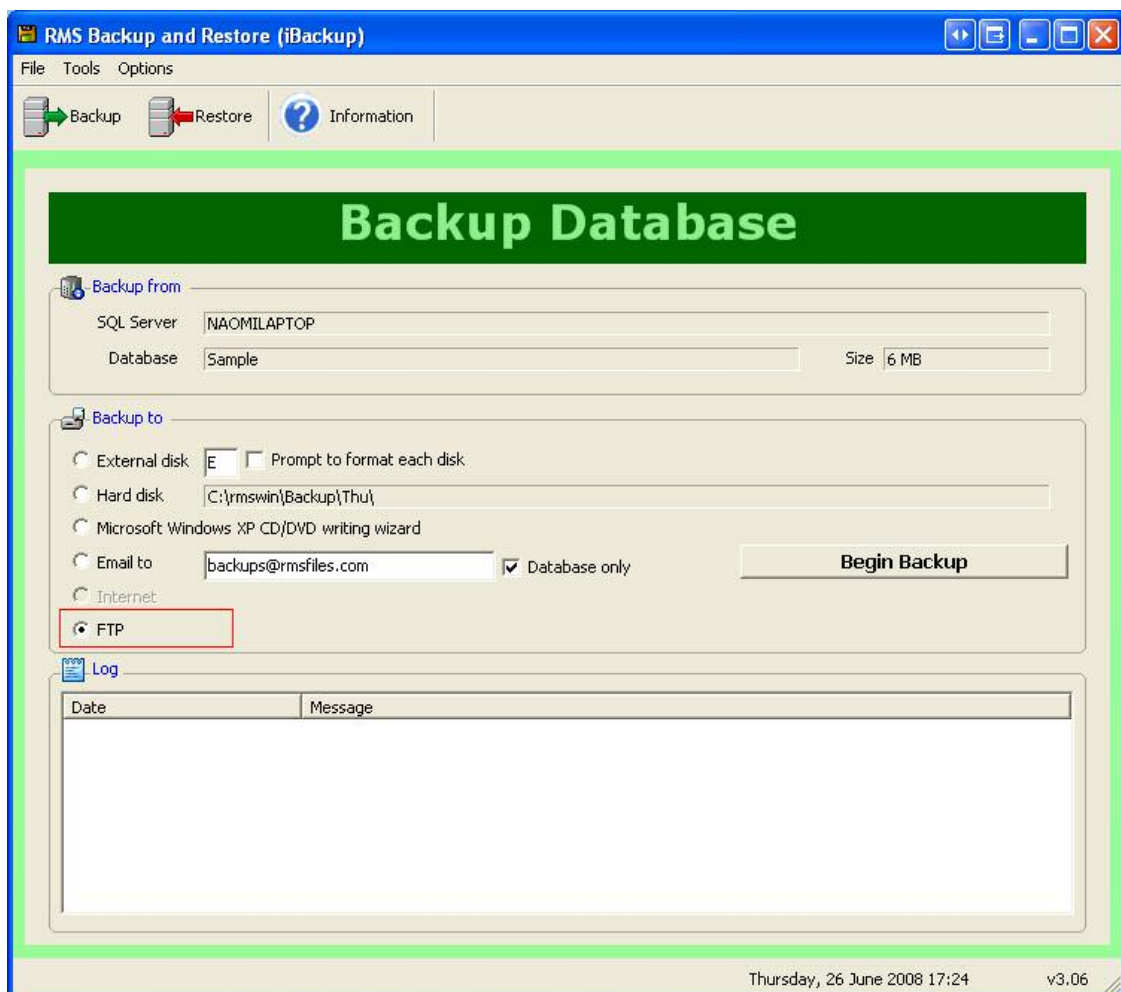
This backup option is only used when you are not currently using the RMS Ibackup feature and the staff member assisting with your Service Request requires a copy of your backup.

If your system security does not allow FTP transfer this backup option will not work, therefore please ensure with your computer technician that you have the correct permissions for FTP transfer.

Open your RMS Backup and Restore screen.

Go to Start > All Programs > RMS for Windows > Backup and Restore.

Once open select the Backup option on the top left hand side of the screen, you will be presented with the following screen.

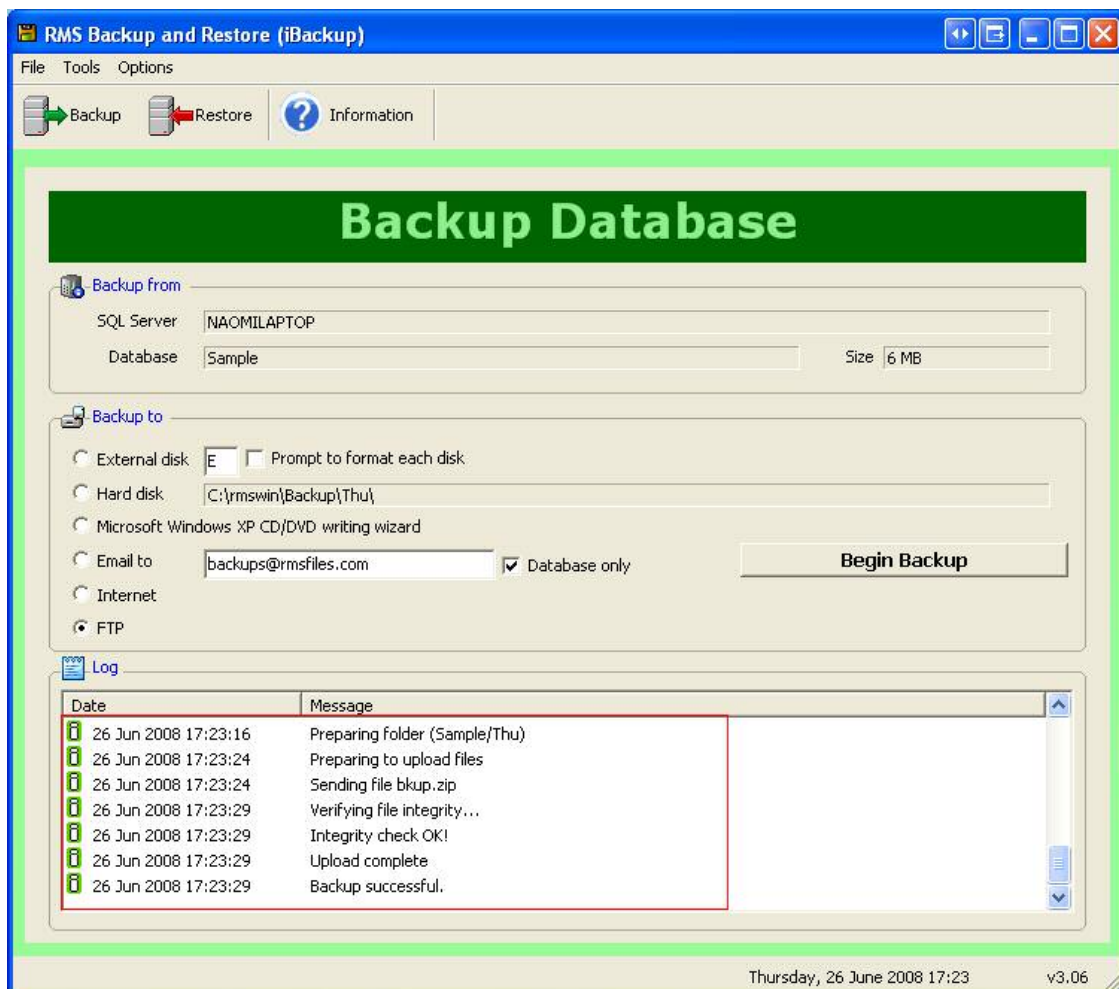


Choose the 'Backup to' option of FTP.

Select Begin Backup. You will then be presented with the below screen requesting today's password – to obtain this password you will be required to contact RMS support.



Once you have entered the correct password, select OK and the backup will commence.



RMS by default will always backup to the shared data path first, it will then copy this backup across to the FTP site.

Once the process is complete the following screen will appear – choose OK, you may then close the Backup and Restore screen.



A copy of your backup will now reside on the RMS public FTP folder, RMS support will now retrieve this backup to assist you with your service request.