AOMEI Backupper Network FAQs

🅠 **You have already set numbers of the computers that can be backed up in parallel, why does not it work while performing backup? (How do you improve backup speed when there are a batch of computers backing up simultaneously?)**

A: Generally, if there are too many clients (such as, 10 or 20 computers) backing up to same NAS or Network share storage simultaneously, it may lead to backup speed slow due to bandwidth pressure within same LAN. Therefore, AOMEI Backupper Network allows you to set the suitable numbers of clients that can be backed up at the same time based on the LAN bandwidth and the storage server's capacity. However, the feature only works for these clients on which you perform backup manually via AOMEI Backupper Network console. If these clients are performing schedule backup, it will be invalid. So, the actual numbers of clients performing backup may be greater than the one you set. And, for schedule backups, you can set different time for each computer in same task or you can set different time for each group to run this task so it can resolve backup speed problem indirectly.

🅠 **Could AOMEI Backupper Network back up dynamic disks?**

A: AOMEI Backupper doesn't support backing up dynamic disks with disk backup and you can back up dynamic volumes with partition backup.

🅠 **When the disk/partition information (such as, drive letter, volume label and so on) of the clients have changed, why AOMEI Backupper Network doesn't update it timely.**

A: Please reboot AOMEI Backupper Network program on server side, select and double click the client computer with changing disk/partition information under **Computers**-->**Controlled Computer**, and then click **Refresh** button to update.

🅠 **The client computers always show "offline" on AOMEI Backupper Network.**

A: It might be that the "Backupper Service" of client has stopped. Please start Windows Task Manager, select Services, and then restart "Backupper Service". If clients are still "offline", please reinstall AOMEI Backupper standard beta on clients.

🅠 **Could AOMEI Backupper Network supports to back up these partitions with no drive letters on client computers?**

A: You can match label of these partitions with no drive letters to back up. But, AOMEI Backupper Network currently can't back up partitions with no drive letters and volume labels. In this situation, you can run AOMEI Partition Assistant on clients to assign drive letters or volume labels for these partitions manually.

Q Why do you receive "The network share/NAS username or password is incorrect..." during backup?

A: It might be that the username and password of the Share/NAS you added have changed, please click "new task" and then modify the username and password in "Share/NAS device" panel under "Step 3: select the destination location to save the backup". After that, back up again. Please noted that there is no need to create a new task, you just need to modify the username and password in Step 3.

Q Why does it fail when you remotely install/update/uninstall AOMEI Backupper Standard on the client computers?

A:
1) Please check if you are using the account under Administrators and the password should be not null. And, please right click **"This PC"**-->**Manage**-->**Local Users and Groups** to confirm the administrator account un-checks "**account is disable**" option.
2) There is no enough access permission for the clients computers, Windows service of clients is closed or prevention software are running on clients (for example, firewall and antivirus program are running, UAC remote is disabled and etc). Please modify these settings on clients: you can copy from "C:\Program Files (x86)\AOMEI Backupper Network Beta\tools\Preinstall.exe"on server side to clients and then run it , close anti-virus programs and personal firewall and so on. After that, please try to remote install/ update again.
3) Please confirm if your client account has write/read permission for installation location when doing remote installation.
4) If AOMEI Backupper Network is installed on Windows XP/Server 2003 system and the clients are running windows 10, then you need to enable "**SMB1.0/CIFS File Sharing Support**" on your clients because Windows XP/Server 2003 use SMB1.0/CIFS protocol. Please check "**SMB1.0/CIFS File Sharing Support**" option and you can find it under **Control Panel--> Programs and Features-->Turn Windows features on or off**. And, please press "**Win+R**" to open Run box, run "**gpedit.msc**" to open **Local Group**, and then **Enable insecure guest logons** under **Administrative Templates-->Network-->Lanman Workstation.** And then, reboot client computers.

   Note: You need to temporarily enable "**SMB 1.0 / CIFS File Sharing Support**". After installation is completed, we suggest you to turn off the "**SMB 1.0 / CIFS File Sharing Support**" for the sake of system security.