



burninghelix

PUZZLER MEDIA LIMITED TECHNICAL SUPPORT  
OS X 10.11.x HELP DOCUMENT  
No.7

"TIME MACHINE BACKUPS WITH OS X 10.11.x"

British Apple Users Info and Support  
[www.macstrategy.com](http://www.macstrategy.com)

British Apple Users IT Consultancy and Services  
[www.burninghelix.com](http://www.burninghelix.com)

# USING TIME MACHINE WITH OS X 10.11.x

## BASIC INFORMATION ABOUT TIME MACHINE

"Time Machine" is an automated backup system built into OS X 10.11. Once it is configured and switched on it will automatically backup all your personal/work files. It does this in the background – hourly backups for the past 24 hours, daily backups for the last month and weekly backups until your backup disk is full. You do not need to do anything – just let Time Machine do what it needs to do in the background by itself.

## CONFIGURING TIME MACHINE

Time Machine should already be configured for your use on your computer. Go to Apple Menu > System Preferences > Time Machine.

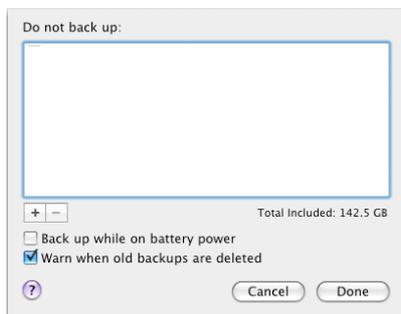


**Backup Disk** > to configure the hard disk you are going to use as the Time Machine backup drive, click "Change Disk"

Make sure **Time Machine** is switched "ON".

Make sure "Show Time Machine status in the menu bar" is ticked.

Click the "Options" button to choose whether to allow your computer to backup on battery power and also to set any specific areas/files on your hard drive to NOT be backed up!



In the Options area of Time Machine (see left), to set any specific areas/files on your hard drive to NOT be backed up, click on the "+" button to add an item, or select an item from the list in the window, and click the "-" button to remove an item.

For example, if you have certain files/documents you don't want backed up, you could create a folder on the desktop called "Do not backup" and add this folder to the Options area.

**NOTE:** To switch Time Machine on, or off, go to Apple Menu > System Preferences > Time Machine and either flick the Time Machine switch to the ON or OFF position.

**NOTE:** If you have a laptop computer, you will have a separate external hard drive (usually called "*your initials* Backup HD") for use as a Time Machine backup disk. Do NOT use this hard disk for anything else and remember to plug the drive in to your computer *as often as possible*.

**NOTE:** If you have a desktop (tower) computer, you will have a separate internal hard drive for use as a Time Machine backup disk (usually called "Backup HD"). Do NOT use this hard disk for anything else.

**NOTE:** If you have a desktop (mini) computer, you will have a separate external hard drive for use as a Time Machine backup disk (usually called "*your initials* Backup HD"). Do NOT use this hard disk for anything else and remember to switch the drive on and connect it to your computer *as often as possible*.

**NOTE:** Time Machine does NOT replace the need to backup your work files to Landen or Godel. It does NOT replace the need to "archive" your work in the normal way either. Time Machine is just another layer of support in case something goes wrong. It is NOT a *single* solution for backing up your work.

# USING TIME MACHINE WITH OS X 10.11.x

## RECOVERING FILES

If you lose or accidentally delete a file or folder, and you've been using Time Machine to back up your computer, the fastest way to recover your missing item is to use Time Machine and Spotlight together.

Make sure the Time Machine icon is in the Dock. If it isn't, go to Macintosh HD > Applications and drag Time Machine to your dock to put it there.

To easily restore a particular file, first use Spotlight to specify the file, or folder, location you need to recover. For example, if you need to recover a presentation on architecture, search for "architecture" using Spotlight.

Once you've located the file you want to restore, (or a file you want to restore even if Spotlight can't find it), click the Time Machine icon in the Dock, Spotlight will pass your search to Time Machine.

In the Time Machine "time travel" window, use the large arrows to the right of the search window, or the timeline on the right window edge of Time Machine, to browse through your backups. Your previous search is performed in every backup window as it is displayed.

**NOTE:** The purple marks in the timeline, on the right, indicate Time Machine backups on an external/additional volume (i.e. external hard disk or secondary hard disk for Mac Pro tower users). If you have a portable Mac, the marks in the timeline on the right, will be white which indicate Local Snapshots on your startup disk. Like normal Time Machine backups, local snapshots are usually made hourly. If your Time Machine volume is available, both types of backups are done at the same time, so you'll see adjacent purple and white tick marks with the same time. If the Time Machine volume isn't available, local snapshots will continue on the same schedule, so for that period you'll only see white ones.

When you've found the file you want, select it and use Quick Look (press the space bar with the file selected) to make sure it is the file you want to recover.

Click Restore to restore the file. The restored item is returned to its original location. For example, if the file was in the Documents folder, it is returned to the Documents folder.

Time Machine may ask if you want to re-create one, or more folders, in order to return a restored item to its original location.

Besides restoring deleted files, Time Machine can restore previous versions of an existing file. For example, if you made changes to a really important presentation, then accidentally saved unwanted changes to the original file, Time Machine can restore the previous version, and preserve the current version too!

To learn more about Time Machine, click the Help menu in the Finder, type "Time Machine" and press Return.

## FREQUENTLY ASKED QUESTIONS

**Q. I use Time Machine to backup my computer, but when Time Machine is backing up the menu bar clock icon no longer spins. Is there something wrong?**

A. No. In an effort to help save battery life the icon is now static. However, an extra arrowhead now appears on the clock icon when a backup is in progress.

## USING TIME MACHINE WITH OS X 10.11.x

### Q. Does Time Machine backup everything on my hard disk?

A. No. Time Machine does not make a "clone" of your hard disk. It will backup almost all of your personal files and settings. However, it does not backup files that are open/in use. Therefore it is best to perform one Time Machine backup, per day, where all of your applications have been quit. You can make this part of your daily routine. Either at the start of the day, turn on your Mac, don't have any applications running and select "Back Up Now" from the Time Machine menu (in the top right) OR at the end of the day, quit all running applications and select "Back Up Now" from the Time Machine menu (in the top right) but make sure you have enough time for the backup to complete before you have to turn off the computer and leave e.g. 10 minutes.

### Q. Can I change how often Time Machine backs up?

A. No

### Q. I have an external hard disk for Time Machine backups. What happens if I don't plug it in/switch it on?

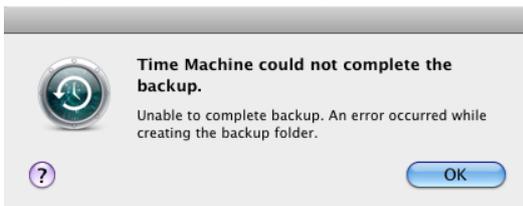
A. Nothing! Time Machine simply won't backup your computer/files until you plug it in again. However, Time Machine will warn you if you haven't backed up for more than 10 days.

### Q. The Time Machine menu bar icon has a little "i" in it. What is this?

### Q. The Time Machine System Preference has a red "i" warning circle in it. What is this?

A. This usually means there was a problem with the latest backup. You can troubleshoot basic Time Machine issues using this help page on the internet: <http://support.apple.com/kb/HT3275> – if you need help with this, please contact Support in the first instance.

### Q. I get an error message that Time Machine cannot complete the backup. What should I do?



A. The most common reason for this is that Time Machine cannot access the external Time Machine hard disk properly (for whatever reason). So, the first steps to resolve this problem are:

Step 1: Shut down your computer.

Step 2: Turn off the external Time Machine hard disk and disconnect it.

Step 3: Start up your computer.

Step 4: Reconnect the external Time Machine hard disk.

Step 5: Switch on the external Time Machine hard disk.

Step 6: Does the external Time Machine hard disk mount on the desktop? If yes, select "Back Up Now" from the Time Machine menu on the menu bar (top right).

Step 7: Go to Apple menu > System Preferences > Energy Saver and under **both** 'Battery' and 'Power Adapter' tabs, make sure "Put the hard disk(s) to sleep when possible" is **UNTICKED**.

If the error still persists, or Time Machine still cannot back up, please contact Support.

### Q. Can I stop a hard disk being used as a Time Machine backup drive?

### Q. Can I have more than one Time Machine backup drive?

A. Yes. Go to System Preferences > Time Machine and click on the "Add or Remove Backup Disk..." option (on the right) and scroll down if necessary. Add or remove disks as required.

# USING TIME MACHINE WITH OS X 10.11.x

## FORMATTING A HARD DISK FOR TIME MACHINE USE

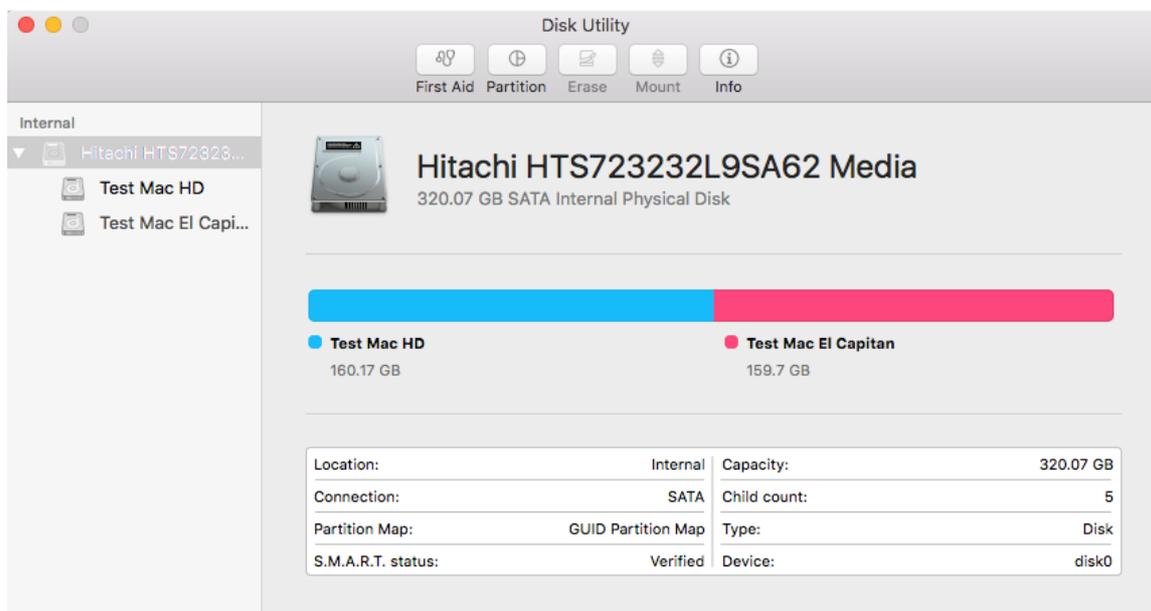
If your Mac is a tower Mac Pro computer, make sure the hard disk you are going to use for Time Machine is physically installed inside your computer.

If your Mac is a laptop, or a Mac mini computer, make sure the hard disk you are going to use for Time Machine is physically connected to your computer with a cable (preferably FireWire 800 or Thunderbolt but USB will do in an emergency) and if necessary, that the hard disk is switched on.

**NOTE:** The icon for the hard disk you are going to use for backups should be mounted on the desktop before you continue.

First quit all running applications.

Now go to Macintosh HD > Applications > Utilities > Disk Utility. The Disk Utility window will show the hard disks installed, and/or connected to your computer, (as in the example picture below).



On the left, select the (external) hard disk (device) that you are going to use to backup files TO (make sure you select the hard drive icon and **not** the indented icon with the name of the hard disk on it).

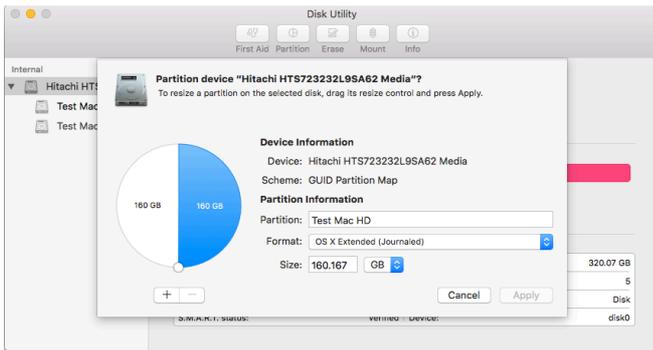
Check the drive's 'Partition Map' at the bottom of the window. It should be "GUID Partition Map". If you need to change the Partition Map, or you want to erase the hard disk blank, so that you can use it for Time Machine backups from scratch, follow these instructions:

**NOTE: Following these instructions will delete ALL data on the hard disk you have selected in the Disk Utility window. Make sure there is nothing on the hard disk that you want to keep. If you previously used this hard disk for backups all backup history will be LOST/DELETED.**

Step 1: Select the (external) hard disk that you are going to use to backup TO (make sure you select the hard drive icon and not the indented icon with the name of the hard disk on it).

Step 2: Click on the "Partition" button at the top.

# USING TIME MACHINE WITH OS X 10.11.x



Step 3: At the 'Partition device' window:

- ➔ Set 'Scheme' to "GUID Partition Map".
- ➔ There should only be ONE (1) partition in the circle on the left – if there is more than one click the "-" button until there is only one.
- ➔ For 'Partition' (name) enter "*your initials* Backup HD".
- ➔ Set 'Format' to "OS X Extended (Journaled)".

**NOTE:** You are now ready to format your backup hard disk. However, please note that once you follow the next step ALL/ANY data on the hard disk will be DELETED. Make sure there is nothing on the backup hard disk that you want to keep.

Step 4: Now click the "Apply" button.

**NOTE:** You can now set up Time Machine on your Macintosh using the instructions at the beginning of this document. The first backup will (obviously) take some time, as Time Machine has to make the first backup of everything on your hard disk.

## APPLE MACINTOSH TECHNICAL SUPPORT

If you have a problem with your Apple Macintosh computer please do one of the following to log a support incident:

1. Email xxx@xxx.com (if possible)
2. Contact your line manager