**Druva Reactivation for Windows**

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| **TITLE / DESCRIPTION OF PROCESS** | | How to activate backups once Druva fails. | | |
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| **CREATED BY** | **OBJECTIVE** | | **PREREQUISITES** | **EXPECTED RESULTS** |
| Carlos Sainez | To rescue Druva from a failed state and restore periodic backups. | | Druva is failing its periodic backups |  |
| **PROCESS NUMBER** |
|  |
| **INITIAL ISSUE DATE** |
| 2/6/22025 |
| **CURRENT VERSION** |
| 1 |
|  |  | |  |  |
| **STEP NUMBER / ID** | **INSTRUCTIONS** | | **ILLUSTRATION OF STEP** | **EXPECTED RESULTS** |
| **1** | Go to your spotlight on your menu bar (in red circle), and search for Druva. Select Druva InSync in the popup menu. | |  |  |
| **2a** | In the Druva window select BACKUP, located on the upper right-hand side. Continue to STEP 4 | |  |  |
| **2b** | If instead you see this screen, please type your Day One Bio email and select CONTINUE. Move on to STEP 3 | |  |
| **3** | You will be redirected to your default web browser. If you are not logged into Okta it will ask you to log in.  Once that is done you will get a banner asking you to open Druva. Please click on Open InSync Agent. | |  |  |
| **4** | The Druva windows will now reappear. Please click on the BACKUP button located on the upper right-hand corner. Do not turn off your laptop or close the Druva window while the new backup is running.  If it is successful, your Druva window will say Backup Complete. Otherwise please reach out to [carlos.sainez@dayonebio.com](mailto:carlos.sainez@dayonebio.com) for further support. | |  |  |