

# Welcome to the ZCB Help Center

## Quick Start

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The Quick Start guide explains how to install ZCB and configure your first backup.

 [Quick Start Guide - v4.12](#)

## User Guide

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The User Guide contains special backup requirements and detailed technical information.

 [User Guide - English - v4.12](#)

## FAQs

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### How can I delete old backup data from cloud?

You can configure ZCB to automatically delete old backup data by configuring suitable retention policies. However, if you wish to manually delete data which has not expired as per the retention policy, please see [How to delete backup data from disk or cloud](#).

### Is ZCB HIPAA compliant?

ZCB supports various requirements to comply with HIPAA regulations when it is properly configured and is implemented as part of a fully HIPAA compliant solution.

### Can I backup data from a mapped network drive?








Yes. ZCB supports backing up mapped drives provided the shares are accessible by **amandabackup** user. ZCB supports both Windows and SMB shares mapped as drives. Backup of NTFS encrypted files on mapped network drive will fail with **Access Denied** error. Please see [How to use external or mapped network drives with ZCB](#).








[View All Questions](#)

## Knowledgebase

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### Popular Articles

-  [Can ZCB restore an individual mailbox in Exchange?](#)
-  [How does ZCB handle the loss of network connectivity to the cloud?](#)
-  [How to install ZCB on a Read-Only Domain Controller](#)
-  [How to delete backup data from disk or cloud](#)
-  [Collecting ZCB logs for troubleshooting](#)
-  [Info: Limitations of the Backup to Cloud operation.](#)
-  [Error: Cloud communication error\[`CLOUD\_ERROR\_SignatureDoesNotMatch`\]](#)

-  Files and folders located on a a mapped drive become unselected
-  How long does it take to back up to the cloud?
-  How to use external or mapped network drives with ZCB
-  What is the amandabackup user?
-  How to move local backups to a new folder
-  How to use the Delete All Backups Finished Before function
-  How to use a NAS device with ZCB

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**If you still need help, please create a support case.**