



backup.com

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symantec.

User Guide

Revision 1.2



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Backup.com User Guide

Document revision: 1.2

I. Introduction

Today all Information Assets (data) are critical to the operations of the business. Continuous availability of these Information Assets is a necessary and vulnerable element of a successful business.

Information is our most important asset. It is also the easiest possession to lose and the most difficult to replace. When examining data loss related to computer, some of the most common causes are:

- Mechanical Problems
- Human Error/Intervention
- Computer Theft and Damage
- Virus Invasion
- Acts of Nature

The cost of recreating lost computer data can run into thousands of dollars when you add up the bottom line cost of the personnel and hours involved. A single sales letter could take many hours to perfect. A brochure could take weeks to rebuild. Multiply those hours by dozens of files and you understand the enormous expense involved.

Most backup options require software, hardware and someone physically handling the backup, switching tapes, CD's or DVD's. But technology now allows you to implement a professional backup strategy with corporate level security by using the Internet. A safer, more reliable, more convenient alternative to traditional backup methods, Backup.com's custom backup scheduling means data is automatically protected using a backup schedule that is easily modified to fit the customer's changing needs.



II. Why Backup.com?

Backup.com is a secure, remote backup service that manages your backup strategy for you from a remote site. It provides PC-level security and encrypted file transfer access through your Internet service provider. The service backs up the files you have selected, and then copies them, in an encrypted form, to a remote location during each backup session. It acts as an offsite storage unit for your most valuable information. After you've installed the software and selected what files you wish to backup and set the backup scheduler, the service handles the backups automatically- or you can initiate a manual backup anytime.

Backup.com allows you to include all or part of your data to be backed up. You can customize your backup scheme to fit your needs by selecting only the files and directories you wish to backup. If you want to change the files that you include or exclude, you can do that using the provided backup software. Online backup services also make it simple to restore your files in case of a crash, theft or other catastrophe.

Backup.com uses compression and incremental file backup technology, allowing it to work much faster and more cost effective than other backup options. Your Internet connection will determine the length of time necessary to transfer your data.

Backup.com offers many unique features such as the following:

- Automatic, self-installing application
- Seamless integration within Windows NT ® 4.0, Windows ® 2000, Windows ® XP, and Windows ® Vista
- Automatic scheduled backup, day or night, with error-free verification
- Secure access by Internet anytime or anywhere, ideal for mobile laptop users
- 90-day multiple file-version archiving
- Compresses and encrypts files offline to dramatically reduce connection times
- Employs highest level *strong encryption*:
 - U.S. Department of Commerce export-approved
 - Secure Internet channel with Diffie-Hellman key exchange
- Patented Checkpoint/Restart and Trickle Full technologies for absolute file integrity during interrupted transmission

III. How Backup.com Works

Backup.com uses a unique and patented approach to connect PCs to Enterprise-level storage management, making secure online backups a reality. It handles all PC data and growth gracefully.

The storage facility incoming data lines have capacity demand-expandable to OC48, from diverse carriers with separate central stations, with one petabyte of capacity (1000 terabytes, or one million gigabytes).

This setup provides Backup.com with the only truly scalable system available. Static, dropped lines, call waiting, etc..., don't require a restart. An algorithm written into the software picks up the transmission from the point of interruption.

The Backup.com proprietary algorithm picks up and transmits only the change when a file changes, not the entire file (incremental not differential). Only Backup.com provides a total sub file incremental backup.

During the customer's first backups, a complete data backup is collected. This initial process requires several hours of online time. This initial session may be spread out over a few backup sessions.



IV. Backup.com Security

SwapDrive's products (Backup.com) and associated websites have security measures in place to protect the access, loss, misuse and alteration of the data and personally identifiable information under its control. The security and integrity of customer data is our business. SwapDrive employs sophisticated security measures and uses encryption technology like banks and the US Government.

After Backup.com is installed on your PC, the "data" (from the files selected by you) and your personally identifiable information are encrypted on your PC before being transmitted to SwapDrive. Once SwapDrive receives the transmission, it is authenticated, protected from the outside by a firewall and the data is stored in its encrypted form within SwapDrive's system. A Password is required before decryption of the customer's data can begin.

Our software never commits the customer's Password to permanent storage (anywhere), never transmits it to SwapDrive and it cannot be recreated from anything the customer transmits to SwapDrive. At SwapDrive, access to customer's personally identifiable information is limited to e-mail addresses, contact and billing information. Even credit card information is kept encrypted within SwapDrive's system.

Backup.com utilizes 256-bit AES encryption. Files are not just simply encrypted with AES 256bit. Each file is broken up into small blocks and is then transferred to the SwapDrive data center out of order. After the initial backup, data blocks from files that have changed are transmitted during any given session.

V. How to Install

a) Trial Offers

Backup.com offers a free 30-day trial period that will allow you to evaluate the service and see if it will meet your data protection needs.

You won't have to do a thing if you wish to retain the service once the trial period ends. You will be automatically charged under the service plan you originally selected. If you opted to upgrade your protected data limit during the trial period, this will automatically invalidate the free trial and you will be billed for the protected data limit immediately.

You will need to contact the Customer Support team to terminate service if you do not wish to retain the Backup.com service and do not wish to be billed. Otherwise you will be automatically charged under the service plan you signed up for originally if you do not close your account prior to the end of the trial period.

b) System Requirements

In order for Backup.com to work properly, it must at least meet the basic system requirements. If the basic system requirements are not met, Backup.com may not work properly. The system requirements for Backup.com are:

- Windows NT 4, Windows 2000, Windows XP, or Windows Vista
- Microsoft Internet Explorer 5.0 or higher or Mozilla FireFox 2.0 or higher
- Any Internet Connection
- At least 250 MB of hard drive space.

c) Installing Backup.com

You will first need to create an account before you can start utilizing the Backup.com service. Creating an account and installing Backup.com takes only a few minutes. Follow these steps to begin the process:

1. Go to <http://www.backup.com> and click on the Sign Up Now button located on the main screen of the Backup.com website.

If you are an existing Backup.com customer and need to reinstall your Backup.com service, refer to "*Sect. X. Re-installing Backup.com*", pg. 18-19.

2. The next screen is the account registration form and requires the following information:
 - Email – This is the email address Backup.com will use to contact you in regards to your account, special promotions and where we will send your password hint to when you request it. The proper form for an email address is username@internetprovider.com. E.g. Joe@aol.com.
 - First/Last Name – This is the name of the person who will be the account owner.
 - Primary Phone Number – This will be the primary contact phone number of the person that will be the account owner.
 - Credit Card Information – This will be the credit card you wish to be billed for service at the end of the trial period, renewal or any service upgrades. The credit card will not



be charged until the end of the trial period unless you opt to upgrade your service level past the trial limit. All credit card information is kept encrypted once received.

- Password and Password Hint - The Password is the key used to encrypt your data when you perform a backup. The Password is also used to allow you to update your account information, reinstall your Backup.com service and use the web restore feature.

If you were to misplace your Password, the hint you have designated can be sent to the email address listed on your account. The hint cannot be sent to any other email address.

It is crucial you provide accurate and up to date information. The details you provide are used to help verify your identity when requesting support. Customer Support may not be able to properly assist you if they cannot verify proper ownership.

3. You will be assigned an Account ID after clicking "**Submit**". The Account ID is an automatically assigned eight-digit number that acts as your Backup.com username.

Please note that by clicking "**Submit**", you agree to the terms of service outlined in the Backup.com End User License Agreement. A link to this is located directly below the "**Submit**" button.

4. You will see your Account ID on screen. Write this number down and click the "**Download Now**" link. Windows Vista users may need to click Save instead, right-click on the installer and select "Run as Administrator". Otherwise Windows Vista may not grant Backup.com the necessary permissions to work properly.
5. You will be asked where you want to install Backup.com after the software finishes downloading. Click the "**Next**" button to install using the default location (C:\Program Files\Online Backup).

If you opt to install Backup.com in another location, ensure it is installed in its own unique directory. Backup.com is intentionally designed not to back itself up. If you were to install it in another location, it may prevent you from selecting files for (e.g. installing the software in C:\Program Files\ instead of C:\Program Files\Online Backup\, you would not be able to select anything in the Program Files sub-directories for backup).

6. A second window will come up asking for your account ID and password. Enter this information and click "**OK**". The program will validate your login information and close if the information entered is correct. It will generate an invalid account information error message if it is not.
7. Backup.com may require you to restart your computer to complete the installation. You will have to wait till you restart the computer to select files and start your first backup.

You will see a new program group and two new icons appear on your computer:

1. By clicking on Start -> Programs -> Online Backup, you will be presented with four options:
 - a. File Selection Wizard – This will launch a web browser and take you to directions on how to select files for backup.



- b. Online Backup – This will launch the main Backup.com application. You will be able to access the Backup, Restore, Comm Settings, Account Info, Activity Log, and Help screens.
 - c. Internet Start Page – This will launch a web browser and take you back to the “**Getting Started**” web page.
 - d. Uninstall Online Backup - This is where you can uninstall Backup.com. This option is not available in the Windows Control Panel
2. In your Windows system tray, the lower left of your screen next to the clock; you will see an icon that looks like a little gray computer with a blue monitor behind it. Right-clicking on this icon will present you with the following options:
- a. Launch Main Application - This will launch the main Backup.com application. You will be able to access the Backup, Restore, Comm Settings, Account Info, Activity Log, and Help screens.
 - b. Go to Internet Home Page - This will launch a web browser and take you back to the “**Getting Started**” web page.
 - c. Start Backup - This will initiate a manual backup.
 - d. Suspend Scheduled Backups – This will disable the automatic backup scheduler. To re-enable it, you will have to click on this option again.
 - e. About Backup – This will provide you with the version of the Backup.com software you are using your Account ID.

VI. Selecting Files for Backup

There are two separate ways to select files for backup. Choose the method that works best for you. **All files can be de-selected in the same way that they are added.**

The Backup.com service will retain a copy of your files for 90 days after the LAST time you successfully backed them up. What this means is:

1. When you take a file out of your backup selection we will keep that file active for another 90 days. After 90 days we understand you no longer want to protect that file and it will no longer be available through your Backup.com account.
2. If for some reason you do not backup at all for 90 days then you will have no backup of your data.

a) The File Selection Wizard

A file selection wizard will automatically appear after you have completed the installation of the Backup.com application. Please note that a reboot of your PC may be required to complete the installation before you see the wizard.

The file selection wizard will automatically select the following items based on what you decide to back up:

- My Documents
- Desktop
- Favorites/Bookmarks
- Microsoft Outlook

You will have the following three choices to continue once you have finished selecting items from the wizard:

- View, Add or Edit - If you wish to view or make changes to your file selection, you would click on the "View, Add or Edit" button. This will bring up the Backup screen within the main Backup.com program.
- Start Backup Now –This will start an immediate backup using the file selection you selected with the wizard.
- Finish – Use this option if you do not wish to make any further changes. The wizard will close and return you to the screen you were on previously.

b) What to Select for Backup

We recommend backing up only those files that cannot be easily replaced. Generally speaking, these would be files that you create and save to your hard drive. Some examples might be text documents, spreadsheets, databases, tax, and/or finance files. Files that you created will usually have a name that you assigned to them and be relatively easy to find.

As a guideline, you do not want to select:

- Operating System files such as ones that end in DLL, SYS, CPL, or VXD.
- Temporary files such as ones that end in TMP.
- Application or Program files such as ones that end in EXE, INI, HLP, DAT or ISU.
- Scan Disk Error files such as files ending in LOG.

If you're not sure what files to select for a specific application, check the help documentation available, associated websites or customer support for that specific application. Due to the variety of applications available, SwapDrive Customer Support can only provide basic information on what you should select for backup. Many applications have multiple versions and data files associated to them. It is ultimately up to you what to select and to verify you have the proper files selected.

c) Selecting files from the Backup.com User Interface

Selecting files for backup using the main Backup.com interface will give you the highest level of control. By default, you will be taken to the **"By Tree"** file selection method when you select **"Backup"** after opening the main application. This allows you to select files by the drive where they are located down to one specific file. Backup.com will not allow you to select files that are located on removable media such as a CD, floppy or zip disk.

1. From the *Start* menu *Programs* option or from the Windows system tray icon, launch the main Backup.com application.
2. Click the **"Backup"** tab located in the upper toolbar. You will see a Windows Explorer style tree view of your computer appear.
3. Clicking on the (+) plus sign will expand a directory to display all sub-directories available. Clicking on the (-) minus sign will collapse the listing of sub-directories.
4. To select an entire drive, directory or folder, click on the check box next to it in the left pane. A checkmark with a white background will appear next to the directory or drive you just selected.

If you select a directory, all sub-directories above it and the drive will have a checkmark appear next to them with a gray background. This is only an indicator that there are files or directories selected somewhere within that path.

For example, if you were to select C:\My Documents on your main C: drive, you will see a checkmark with a white background appear next to the C:\My Documents directory and the C: drive directly above it will have a checkmark with a gray background next to it.

5. To select files individually, first click on the directory name where the file is located in the left pane. Then click on the check box next to the file in the right pane.
If you select a file, all sub-directories above it and the drive will have a checkmark appear next to them with a gray background. This is only an indicator that there are files or directories selected somewhere within that path.

For example, if you were to select C:\My Documents\Finances.xls on your main C: drive, you will see a checkmark with a gray background appear next to the C:\My Documents directory and C: drive.

6. If you want to backup your selection(s) at a later time, click on the **"Save"** button located in the toolbar in the upper left of the screen. Then close the Backup.com program. Your selection(s) will then be backed up at a later time using the automatic backup scheduler.

If you want to initiate an immediate backup, click on **"Start Backup"** button located in the lower right of the screen. A backup will start immediately.

7. To de-select a file, directory or drive from backup, remove the checkmark(s) next to the item you wish to no longer backup.

Note: Your computer must be on, logged into your profile if your pc has multiple users and all files you want to protect must be closed for an automatic backup to occur. Backup.com will automatically connect and disconnect from the Internet.

You also have the ability to select files with a wildcard by using the **"By File Rules"** option located only within the main Backup.com user interface. This is also where Backup.com stores your file selection(s). Follow these steps to create or modify a file rule:

1. From the *Start* menu *Programs* option or from the Windows system tray icon, launch the main Backup.com application.
2. Click the **“Backup”** tab. You will see a Windows Explorer style tree view of your computer appear.
3. Click on the **“View”** pull-down menu located in the top toolbar.
4. Select **“By File Rules”** from the pull-down menu.
5. You will see a white screen appear with the following:
 - a. Rule Type – This will tell you if this is an **“Include”** or **“Exclude”** rule. An **“Include”** rule means the drive, directory or file selected will be backed up. An **“Exclude”** rule means the exact opposite, the drive, directory or file selected will be excluded from being backed up.
 - b. Precedence – This is an internal sorting number Backup.com uses and cannot be changed.
 - c. Rule – This is the actual drive, directory or file being included or excluded for backup.
- Add – This will allow you to create a new rule.
- Remove – This will allow you to remove an existing rule.
- Edit – This will allow you to edit an existing rule.
8. To add a new rule, click on the **“Add”** button located at the bottom of the screen. The **“Add New Include or Exclude Rule”** box will appear with the following options:
 - a. Type of Rule – This will specify if the rule will include or exclude a drive, directory, file or wildcard.
 - b. Apply Rule to – This will only allow you to apply this rule to the current backup.
 - c. Build Rule – This is where you will specify the drive(s), directory, specific file or file wildcard.

Clicking on the **“Drive”** pull-down menu will show you all physical drive letters installed on your computer. You can select one specific drive or select **[All Drives]**.

“Directory” will allow you to manually enter the directory path. If you don’t know the specific directory path, you can click on the **“Browse”** button and a tree view of your computer will appear. If you want the rule to include all sub-directories of the directory you specified, click on the **“Search subdirectories for matching file(s)”** checkbox.

“File” is where you specify the file or file wildcard you want to include or exclude for backup.

For example, you want to exclude all files ending with the extension of TXT from being backed up on the C: drive. You would first click the **“Add”** button. Click on the **“Drive”** pull-down and select the C: drive from the list of available drives. Leave the **“Directory”** box empty but make sure you check **“Search subdirectories for matching file(s)”**. Click in the **“File”** box and type *.TXT. Click OK to complete the new rule.

9. If you want to backup your selection(s) at a later time, click on the **“Save”** button located in the toolbar in the upper left of the screen. Then close the Backup.com program. Your selection(s) will then be backed up at a later time using the automatic backup scheduler.

If you want to initiate an immediate backup, click on **“Start Backup”** button located in the lower right of the screen. A backup will start immediately.

Note: Your computer must be on, logged into your profile if your pc has multiple users and all files you want to protect must be closed for an automatic backup to occur. Backup.com will automatically connect and disconnect from the Internet.

d) How Much Do I Have Selected?

When selecting files for backup, you do not want to exceed your protected data limit. The protected data limit is the amount of megabytes you have signed up for and is the maximum amount of data you can select for any particular backup. If you were to select more than your protected data limit, your backup may complete successfully. To verify the amount of data you have selected, follow these steps:

1. From the *Start* menu *Programs* option or from the Windows system tray icon, launch the main Backup.com application.
2. Click the **"Backup"** tab located in the upper toolbar. You will see a Windows Explorer style tree view of your computer appear.
3. At the bottom right hand corner of the page, there is a **"Start Backup"** button. Directly below this button are two small text boxes. **"Files"** will tell you how many files you have selected for backup. **"Mbytes"** will tell how many megabytes you have selected. **"Mbytes"** may change to read **"Kbytes"** or **"Gbytes"** depending on how much you have selected. This information is also available in the sidebar located to the left hand side of the program screen.

Note: Your computer must be on, logged into your profile if your pc has multiple users and all files you want to protect must be closed for an automatic backup to occur. Backup.com will automatically connect and disconnect from the Internet.

VII. Using the Backup.com Scheduler

We automatically choose a schedule for your daily backups when Backup.com first installs which you might want to adjust. To change your pre-scheduled backup time:

1. From the *Start* menu *Programs* option or from the Windows system tray icon, launch the main Backup.com application.
2. Click the **"Backup"** tab located in the upper toolbar. You will see a Windows Explorer style tree view of your computer appear.
3. Below the grayed out **"Save"** and **"Undo"** buttons, click on the **"Schedule"** tab. It is located right next to the **"Files"** tab and looks similar to a folder tab.
4. Select the days and times that work best for you.
5. Click the **"Save"** button in the top toolbar or close the Backup.com program to save your new schedule. Your next backup will automatically occur during the time you have specified.

You can also disable the scheduler and by selecting "Manual Backups Only".

VIII. Communications Settings

Backup.com can connect to the Internet using a variety of methods such as a dialup connection, cable, DSL or LAN. How you connect may change with the variety of choices available for Internet connectivity. You will need to update how it connects to perform your backups and restores in order for Backup.com to work properly.

a) Updating Your Communication Settings

1. From the *Start* menu *Programs* option or from the Windows system tray icon, launch the main Backup.com application.
2. Click the **"Connection Settings"** button located in the upper toolbar. Your current communication settings will appear.
3. Select **"Permanent Internet Connection"*** if you connect to the Internet using a DSL, Cable or LAN connection.

If you connect to the Internet using a phone line, select **"Dial-up Internet Connection"**. The Backup.com installation will attempt to pull the necessary connection information from Dialup Networking. You will need to verify the Dialup connection, User Name and Password you use to connect to the Internet is correct.

*Customers that use AOL, MSN or other providers that use a custom dialer to connect to the Internet may need to use **"Permanent Internet Connection"** and disable the automatic backup scheduler. These providers do not allow third party applications to automatically connect to the Internet.

4. Click on the **"Save"** button located in the lower right next to the **"Start Backup"** button or close the Backup.com program to save your changes.. Your selection(s) will then be backed up at a later time using the automatic backup scheduler.

IX. Restoring Files from Backup.com

Once you have backed up your files, they are safe, secure and ready to be restored whenever you need them. You can restore and access your important files anytime, anywhere from any PC with an Internet connection.

a) How Does Restore Work?

The data was first encrypted, compressed and finally broken up into 5-megabyte files for transmission using the password you specified when you originally backed up your files. The amount of data transferred in any given backup will vary and may be shorter than the original backup since Backup.com only backs up incremental changes

The restore process may take some time to complete once you initiate it. Many factors have a hand in deciding on how long the restore will take:

- How much data you choose to restore
- How long you've been backing up your data.
- Your Internet connection. The faster the connection, the faster the transfer rate once data is completed compiling and is ready to be sent to you.

You will see a message stating Backup.com is “**Waiting for Server**” when you initiate a restore. This is not an error message. When you request to restore your data, we have to gather all necessary pieces to rebuild the data. Meanwhile, your machine is checking on the server status from time to time to see if the process has completed. You will see a counter that will start at 5 minutes and continue to cycle up to 60 minutes. If it runs longer than that, the timer may restart at 5 minutes again.

Let the restore run until you see the confirmation box that it has completed. If you stop it before it completes, you will have to start the restore from the beginning. Once it completes, it will place the data in the destination you specified at the start of the process.

b) Restoring Using the Backup.com User Interface

Restoring files using the main Backup.com interface will give you the highest level of control in restoring your data. By default, you will be taken to the “**By Tree**” restore selection method when you select “**Restore**” after opening the main application. This will allow you to restore from any of the successful backups you have performed in the last 90-days. After selecting the date you wish to restore from, you will be able to restore one specific date, a specific drive, directory or file.

1. From the *Start* menu *Programs* option or from the Windows system tray icon, launch the main Backup.com application.
2. Click the “**Restore**” button located in the upper toolbar. You will see a list of dates appear showing the last 90-days of successful backups that are available for restore. These are called Restore Sets.
3. Clicking on the (+) plus sign will expand a date to display all drives that were backed up. Clicking on the (+) sign next to one of the drives will show all directories available for restore under that drive letter. Clicking the (+) plus signs next to the directories will show you the sub-directories available for restore. Clicking on the (-) minus sign will collapse any of the listings.
4. To select an entire restore set, drive, directory or folder, click on the check box next to it in the left pane. A checkmark with a white background will appear next to the restore set, directory or drive you just selected.

If you select a directory, all sub-directories above it and the drive will have a checkmark appear next to them with a gray background. This is only an indicator that there are files or directories selected somewhere within that path.

For example, if you were to select C:\My Documents on your main C: drive, you will see a checkmark with a white background appear next to the C:\My Documents directory, the C: drive directly above it and the specified restore set will have a checkmark with a gray background next to it.

5. To select files individually, first click on the directory name where the file is located in the left pane. Then click on the check box next to the file in the right pane.
If you select a file, all sub-directories above it, the drive and the specified restore set will have a checkmark appear next to them with a gray background. This is only an indicator that there are files or directories selected somewhere within that path.

For example, if you were to restore C:\My Documents\Finances.xls on your main C: drive, you will see a checkmark with a gray background appear next to the C:\My Documents directory, the C: drive and the restore set.

6. Before you begin your restore, you may want to specify where your data is going to be restored. Look directly below the grayed out **"Save"** and **"Undo"** buttons. Then click on the **"Destination"** tab, located right next to the **"Files"** tab and looks similar to a folder tab. Next you will see a screen appear with the following options:
 - a. Destination Directory – This will allow you to restore your data back to where they were originally backed up from or restore to a new directory.

Restoring to the original directory will not recreate a directory if it does not already exist. In order to use this option, the directory structure must match the old computer in order for this to work properly. If it does not match, then the restore may not be able to complete.

By default when you restore, Backup.com will restore your data to a new directory called @Restore and will recreate the directory structure, as it was when the files were originally backed up. You can specify another by typing in the directory name or by clicking the **"Browse"** button. **"Browse"** will bring up a tree view of your computer.

By default, **"Include directory information"** is checked. This will re-create the directory structure, as it was when the data was originally backed up. If you do not want Backup.com to do this, uncheck the box.

- b. What to do if a file already exists – By default, Backup.com will select **"Do Not Overwrite"** which will not restore a file if it locates one with the exact same filename in the directory you're restoring the data to.

You can change this to **"Overwrite files"**, which will effectively delete the file that is currently on your system and replace it with the file you're restoring.

If you're not sure if you want to overwrite a specific file, you can select **"Confirm overwrite of file(s)"**. This will give you a dialog box asking you to verify that you want to overwrite the specific file. If you select cancel, it will skip the file and move on to the next one.

7. When you have completed your selection(s), click on the **"Start Restore"** button located in the lower right of the screen. The restore will start immediately.
 8. Once the restore completes, your drive, directory, folder, or file will now be safely restored to your selected destination.

You also have the ability to select files for restore with a wildcard by using the **"By File Rules"** option located only within the main Backup.com user interface. This is also where Backup.com stores your restore selection(s). To create or modify a file rule, follow these steps:

1. From the *Start* menu *Programs* option or from the Windows system tray icon, launch the main Backup.com application.
2. Click the **"Restore"** tab. You will see a Windows Explorer style tree view of your computer appear.
3. Click on the **"View"** pull-down menu located in the top toolbar.
4. Select **"By File Rules"** from the pull-down menu.
5. You will see a screen appear with the following:
 - a. Rule Type – This will tell you if this is an **"Include"** or **"Exclude"** rule. An **"Include"** rule means the drive, directory or file selected will be restored. An **"Exclude"** rule means the exact opposite, the drive, directory or file selected will be excluded from being restored.
 - b. Precedence – This is an internal sorting number Backup.com uses and cannot be changed.
 - c. Rule – This is the actual drive, directory or file being included or excluded for restore.
 - Add – This will allow you to create a new rule.
 - Remove – This will allow you to remove an existing rule.
 - Edit – This will allow you to edit an existing rule.

6. To add a new rule, click on the **"Add"** button located at the bottom of the screen. The **"Add New Include or Exclude Rule"** box will appear with the following options:
 - a. Type of Rule – This will specify if the rule will include or exclude a drive, directory, file or wildcard.
 - b. Apply Rule to – This will allow you to specify what restore set you want the rule to apply to.
 - c. Build Rule – This is where you will specify the drive(s), directory, specific file or file wildcard.

Clicking on the **"Drive"** pull-down menu will show you all physical drive letters that were backed up and that are available for restore from the date you specified. You can select one specific drive or select **[All Drives]**.

"Directory" will allow you to manually enter the directory path. If you want the rule to include all sub-directories of the directory you specified, click on the **"Search subdirectories for matching file(s)"** checkbox.

"File" is where you specify the file or file wildcard you want to include or exclude for restore.

For example, you want to exclude all files ending with the extension of TXT from being restored up on the C: drive. You would first click the **"Add"** button. Click on the **"Drive"** pull-down and select the C: drive from the list of available drives. Leave the **"Directory"** box empty but make sure you check **"Search subdirectories for matching file(s)"**. Click in the **"File"** box and type *.TXT. Click OK to complete the new rule.

7. Once you are done selecting the files you want to restore, click on the **"Start Restore"** button located in the lower right of the screen. The restore will start immediately.
8. Once the restore completes, your drive, directory, folder, or file will now be safely restored to your selected destination.

c) Restore Using Web Restore

The Web Restore function allows you to restore files anytime, anywhere using Internet Explorer 5.0 and higher. Web restore will allow you to access the last successful backup performed only. If you have a need to restore data from an earlier date, you will need to use the main **"Backup.com application"**.

1. Go to <http://www.backup.com> with an active Internet connection.



2. Select **“Login”** located in the upper right of the screen.
3. Enter your account ID and password.
4. Click **“Login”**.
5. Click on the **“Web Restore”** link to login.
6. A Security Warning will appear after clicking **“Web Restore”**. The security box will grant permission to download a web-based version of the Backup.com restore utility. This is a small download and will take less than 5 minutes on a dialup connection.

Note: You will be able to restore your data to multiple PC's but will only be able to backup any modified data by using another Backup.com account on the machine where you restored the data. **The “Web Restore” feature is not intended as a file sharing service.** Please contact Customer Support if you are interested in file sharing.

7. Once **“Web Restore”** loads, you will see a screen that has the following information:
 - a. Account ID # (root) – This will display the Account ID you used to login to **“Web Restore”**. Clicking on the (+) plus sign will expand to show you the drives available. Clicking on the (-) minus sign will collapse the listing.
 - b. Drive Letters – This will show you what drives are available for restore. Clicking on the (+) plus sign will expand to show you the directories and files available. Clicking on the (-) minus sign will collapse the listing.
8. To select the entire restore set, a particular drive, directory or folder, click on the check box next to it in the left pane. A checkmark with a white background will appear next to the restore set, directory or drive you just selected.

If you select a directory, all sub-directories above it and the drive will have a checkmark appear next to them with a gray background. This is only an indicator that there are files or directories selected somewhere within that path.

For example, if you were to select C:\My Documents on your main C: drive, you will see a checkmark with a white background appear next to the C:\My Documents directory, the C: drive directly above it and the specified restore set will have a checkmark with a gray background next to it.

9. Since **“Web Restore”** is a single pane view, clicking on the (+) plus sign next to a specific directory will show you what files are available for restore under that specific directory.

If you select a file, all sub-directories above it, the drive and the specified restore set will have a checkmark appear next to them with a gray background. This is only an indicator that there are files or directories selected somewhere within that path.

For example, if you were to restore C:\My Documents\Finances.xls on your main C: drive, you will see a checkmark with a gray background appear next to the C:\My Documents directory, the C: drive and the restore set.

10. When you're ready to start your restore, click on the **“Restore”** button located at the bottom of the **“Web Restore”** screen.
11. Next you will see a screen appear with the following options:
 - a. Destination Folder – This will allow you to restore your data back to where they were originally backed up from or restore to a new directory.



Restoring to the original directory will not recreate a directory if it does not already exist. In order to use this option, the directory structure must match the old computer in order for this to work properly. If it does not match, then the restore may not be able to complete.

By default when you restore, Backup.com will restore your data to a new directory called @Restore and will recreate the directory structure, as it was when the files were originally backed up. You can specify another by typing in the directory name or by selecting an alternative directory from the tree view of your computer located on the right of the screen.

By default, **“Include folder(s) information”** is checked. This will re-create the directory structure, as it was when the data was originally backed up. If you do not want Backup.com to do this, uncheck the box.

- b. What to do if a file already exists – By default, Backup.com will select **“Do Not Overwrite”** which will not restore a file if it locates one with the exact same filename in the directory you’re restoring the data to.

You can change this to **“Overwrite files”**, which will effectively delete the file that is currently on your system and replace it with the file you’re restoring

If you’re not sure if you want to overwrite a specific file, you can select **“Confirm overwrite of file(s)”**. This will give you a dialog box asking you to verify that you want to overwrite the specific file. If you select cancel, it will skip the file and move on to the next one.

- 12. When you have completed your selection(s), click on the **“OK”** button located in the lower middle of the screen. The restore will start immediately.
- 13. Once the restore completes, your drive, directory, folder, or file will now be safely restored to your selected destination.

X. Re-installing Backup.com

You may need to reinstall the Backup.com program due to a computer crash or the purchase of a new computer. Reinstalling will allow you to continue to protect your important data and restore the data you have backed up previously.

Note: Backup.com does not support shared accounts on multiple PCs. You must uninstall Backup.com from your old PC before re-installing your account on your new PC. To un-install, from the *Start Menu*, select *Programs*, *Online Backup*, and **“Uninstall Online Backup”**. The use of the same account on more than one computer is a violation of the End User License Agreement and may cause complications in restoring your data.

1. Go to <http://www.backup.com> with an active Internet connection.
2. Select **“Login”** located in the upper right of the screen.
3. Enter your account ID and password.
4. Click on the **“Reinstall”** link to login.
5. Click on the **“Download”** button. Click on **“Download Now”** and select **“Run”** when prompted. Windows Vista users may need to click **Save** instead, right-click on the installer and select **“Run as Administrator”**. Otherwise Windows Vista may not grant Backup.com the necessary permissions to work properly.
6. You will be asked where you want to install Backup.com after the software finishes downloading, Click the **“Next”** button to install using the default location (C:\Program Files\Online Backup).

Ensure Backup.com it is installed in its own unique directory if you opt to install the program in another location. Backup.com is intentionally designed not to back itself up. If you were to install it in another location, it may prevent you from selecting files for (e.g. installing the software in C:\Program Files\ instead of C:\Program Files\Online Backup\, you would not be able to select anything in the Program Files sub-directories for backup).

7. After you completed setting up your Internet connection, Backup.com may require you to restart your computer to complete the installation.

Once your computer completes the restart, Backup.com will connect to the SwapDrive data center to retrieve a copy of the database which contains your restore set information and file selection details.

8. The Backup.com icon will re-appear in the *Windows system tray*.

In some instances the Restore button is grayed out once you have completed the reinstallation. You can run the following utility to resolve this issue and also retrieve a copy of your prior backup selection:

https://secure10.backup.com/dv/atbackup_refresh_utility.exe

It is important to note that you should review your file selection to ensure what you need to have backed is what is currently selected.

XI. Uninstalling Backup.com

You may have the need to uninstall Backup.com to move your account to a new PC or to help troubleshoot a problem you may be experiencing.

1. Click on the *Start* button and go to *Programs*.
2. From *Programs*, go to the *Online Backup* file folder
3. Click on "**Uninstall Online Backup**".
4. A box will come up with the following:

"Please Note: Uninstalling the software will not cancel your account. Please contact Customer Support If you wish to cancel your account. Some Backup.com files may not be removed from your system. You may delete them manually. Are you sure you wish to uninstall?"

5. To continue uninstalling the software, click "**Yes**". To abort uninstalling the software, click "**No**".
6. If you clicked "**Yes**", Backup.com will need to restart your computer to complete the removal of the Backup.com software. Click "**OK**" when you are ready to restart. Be sure to save all open documents and close any open applications first.
7. Once your computer has completed the restart, double-click on the *My Computer* icon located on your *Windows desktop*. Then double-click on the *C:* drive. If you installed Backup.com on another drive, double-click on that drive letter instead.
8. Find and delete the "Online Backup" directory. Typically this is located at *C:\Program Files\Online Backup*.

Please Note: Uninstalling will not cancel your account. If you need to cancel, please contact Customer Support.