

My FileBackup

MySoftware Company™
Solutions to Grow Your Business

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MyFileBackup

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Documentation by D. Leatherman

SW210a Document Number 127-3902-2.3

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This agreement ("Agreement") is entered into between MySoftware Company ("MySoftware") and you ("you") and is the entire agreement between MySoftware and you and supersedes any and all prior agreements between the parties regarding the subject matter contained herein.

BY KEEPING THE SOFTWARE, YOU ARE INDICATING YOUR AGREEMENT TO BE BOUND BY ALL OF THE TERMS OF THIS AGREEMENT. PLEASE READ THIS ENTIRE AGREEMENT CAREFULLY.

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"Service Fees" mean the fees payable for the Service as set forth herein.

"Software" means the MyFileBackup Software program, in object code form. While MySoftware has no obligation to release any updates or upgrades to the Software, if the same are distributed to you, such update or upgrade shall also be deemed "Software." The term "Software" also includes the application which installs the Software on your computer.

"Service" or "Services" means the MyFileBackup service as the same is then offered by MySoftware and as the same may be changed by MySoftware as it desire in its sole discretion.

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The information shall be referred to as registration data ("Registration Data") You grant MySoftware the right to use and disclose certain Registration Data, in the aggregate, to third parties.

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- (2) protect and defend the rights or property of MySoftware; or
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- (2) conform to various networks' technical requirements;
- (3) conform to the limitations of this service; or
- (4) conform to other similar requirements.

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You understand that while your account will be password protected, security and encryption can be defeated by third parties (hackers and others), and your data which is transmitted and stored through the Software and Service may potentially be accessed by third parties. Accordingly, information which is proprietary and confidential should not be backed up via the Software or Service. You should always exercise safety precautions to maintain the secrecy of your password and change it frequently.

You agree that the Software and Service shall be utilized by you as only one form of data backup and that you will also backup your data using other means so that if your data which is stored using the Service is destroyed, corrupted or otherwise unusable, you will have other sources of such data. You should frequently backup all data and keep that data in multiple locations. The Service should only be used as one of your many off-site backup locations.

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MySoftware reserves the right to modify or discontinue the Software and Service upon notice. Where MySoftware exercises its right to terminate the Services, any unused portion of pre-paid fees shall be refunded or credited to you, at MySoftware's option. In the event MySoftware elects to discontinue the Software and/or the Service, MySoftware shall notify you at the address (email) provided by you.

Notwithstanding the foregoing, either party may terminate this Agreement thirty (30) days prior written notice to the other party. Should you object to any terms and conditions of this Agreement or any subsequent modifications thereto or become dissatisfied with the Service or Software in any way, your only recourse is to immediately: (1) discontinue use of the Software and Service; (2) delete the Software from your computer storage; and (3) notify MySoftware of termination. No refunds will be made.

TECHNICAL SUPPORT

MySoftware may, but is under no obligation to, provide technical support to you. Further, where MySoftware offers technical support, such support may require that you pay a fee for the same.

OTHER LIMITATIONS

MySoftware retains the right, at MySoftware's sole discretion, to determine whether or not your conduct is consistent with the letter and spirit of this Agreement and may terminate the license and Services if your conduct is found to be inconsistent with the Agreement.

YOUR CONDUCT

You are solely responsible for the contents of your data which is transmitted and stored through the Service. Your use of the Service is subject to all applicable local, state, national, and international laws and regulations.

You agree:

- (1) to comply with US laws and regulation regarding the transmission of technical data exported from the United States through the Service;
- (2) not to use the Service for illegal purposes;
- (3) not to interfere or disrupt networks connected to the Service; and
- (4) to comply with all regulations, policies, and procedures of networks connected to the Service.

You agree not to transmit or store through the Service any unlawful, harassing, libelous, abusive, threatening, harmful, vulgar, obscene, or otherwise objectionable material of any kind or nature. You further agree not to transmit any material that encourages conduct that could constitute a criminal offense, give rise to civil liability, or otherwise violate any applicable local, state, national, or international law or regulation. Attempts to gain unauthorized access to the Service or other computer systems are prohibited.

You shall not interfere with another end user's use and enjoyment of the Service or another entity's use and enjoyment of similar services.

Without limiting MySoftware's right to terminate the Service, MySoftware may, at its sole discretion, immediately terminate Service should your conduct fail to conform with these terms and conditions of the Agreement.

INDEMNIFICATION

You agree to indemnify and hold MySoftware, its parents, subsidiaries, affiliates, officers, and employees, harmless from any claim or demand or liability, including reasonable attorneys' fees and expenses, made by any third party due to or arising out of your use of the Software or Service, the violation of this Agreement, or the infringement by you, or other users of the Software or Service using your computer, of any intellectual property or other right of any person or entity.

GENERAL

This Agreement shall be governed by and construed in accordance with the laws of the state of California, excluding its conflict of law provisions. MySoftware and you each agree to submit to the exclusive jurisdiction of the courts of the state of California.

If any provision(s) of this Agreement is held by a court of competent jurisdiction to be contrary to law, then such provision(s) shall be construed, as nearly as possible, to reflect the intentions of the parties with the other provisions remaining in full force and effect.

MySoftware's failure to exercise or enforce any right or provision of this Agreement shall not constitute a waiver of such right or provision unless acknowledged and agreed to by MySoftware in writing.

You and MySoftware agree that any cause of action arising out of or related to the Software or Service must commence within one (1) year after the cause of action arose; otherwise, such cause of action is permanently barred.

The section titles in this Agreement are solely used for the convenience of the parties and have no legal or contractual significance.

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Getting Started

Overview

MyFileBackup allows you to back up your files to a secure location on the Internet. By backing up your files to a secure location, you can protect yourself against data loss due to an electrical surge or other catastrophic failure by your computer. Plus, you can access these files anytime from anywhere in the world. Your backup site is available to you 24 hours per day, 7 days per week.

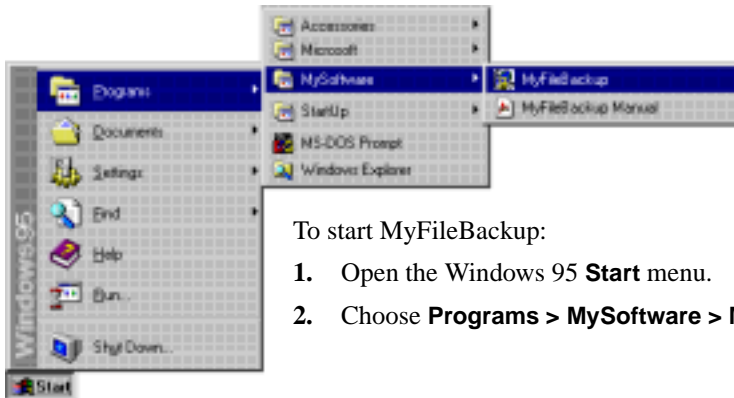
MySoftware offers several plans for backing up your files onto your own personal backup site. These plans allow you to choose the amount of space that you need. Your backup site is password protected, preventing unauthorized access to your files.

When you make changes to the files that you backed up, the changes are automatically backed up each time that you connect to the Internet. You can also back up your changes or update your files and account information manually using MyFileBackup.

Getting Connected to the Internet

To use MyFileBackup, you must have an account with an Internet Service Provider (ISP) and have a Web browser so that you can access the World Wide Web. You will not be able to back up your files to a backup site without an Internet connection.

Starting MyFileBackup



To start MyFileBackup:

1. Open the Windows 95 **Start** menu.
2. Choose **Programs > MySoftware > MyFileBackup**.

Learning the Basics

You can back up and maintain your files on your backup site using three simple steps.

- Step 1: Creating a Backup Folder
- Step 2: Backing Up Your Files
- Step 3: Updating Your Files

You can easily back up your files and manage your backup site by clicking a button on the right side of the main program window, then following the steps of a Wizard.



Open a backup site account.

Update the files on your backup site.

Create a trial site to see how your backup site will work.

You can download your files anytime using your Web browser. Point your Web browser to your backup site address, choose the file, then save the file on your computer.



Step 1: Creating a Backup Folder

Before you start the Backup Wizard, use Windows Explorer to move or copy all of the files you want to back up into a single folder on your computer. MyFileBackup creates a backup folder on your computer when you install the program. A shortcut to this folder is placed on your desktop. You can use this folder or create your own.

To keep your files organized, you can create folders within your backup folder. For example, you may want to create a Letters folder to store your correspondence and a Reports folder to store your spreadsheets.

For more information, see “Creating a Backup Folder” on page 14.

Step 2: Backing Up Your Files

When you are ready to back up your files, click the **Open Backup Account** button and follow the steps of the Wizard.

*If you want to see how a backup site works before opening an account with MySoftware, click the **Trial Backup** button and follow the steps of the Wizard.*



Using the Backup Wizard, you can choose the folder to back up, choose a backup site plan, name your backup site, and enter your passwords.

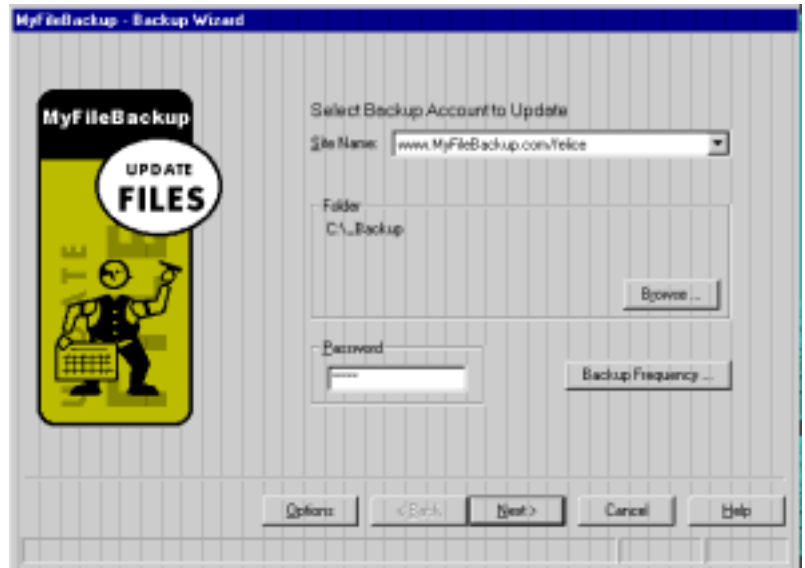
After you back up your files to your backup site, point your Web browser to your backup site address to view a list of your files and folders. To download a file, right-click it and choose to save the file on your computer.

- For more information about backing up your files, see “Backing Up Your Files” on page 14.
- For more information about downloading your files, see “Downloading Your Backup Files” on page 30.

Step 3: Updating Your Files

After you have set up your backup site, MyFileBackup automatically updates your backup files each time that you connect to the Internet. If you want to update your files manually, click the **Update Backup Files** button and follow the steps of the Wizard.

*If you want to update your account information, click the **Update Account** button and follow the Wizard.*



- When MyFileBackup automatically updates your files, only the files that have changed since the last backup are uploaded to your backup site.
- When you manually update your files, you can choose to update all of the files or just the files that have changed since the last time you backed them up. You can also choose to recreate your entire backup site.

NOTE: Recreating your backup site deletes all of the files on the backup site, then uploads the contents of your backup folder. If you have removed one or more files from your backup folder, they will also be removed from your backup site.

For more information about updating the files on your backup site, see “Updating Your Backup Files” on page 31.

Backing Up Your Files

Overview

Before you back up your files, you need to move or copy them into a single folder on your computer. This folder is duplicated on your Internet backup site. Whenever you make changes to the files in the backup folder on your computer, the changes are automatically uploaded to your backup site each time that you connect to the Internet.

If you want to see how a backup site works, you can upload your files to a test site. The files on the test site will be available for 12 hours.

When you are ready to backup your files on your personal Internet backup site, the Backup Wizard guides you through each step.

Creating a Backup Folder



MyFileBackup
Backup Folder

Before you start the Backup Wizard, use Windows Explorer to move or copy all of the files you want to backup into a single folder on your computer. MyFileBackup creates a backup folder on your computer when you install the program. A shortcut to this folder is found on your desktop. The actual location of the file on your computer is normally C:_Backup. You can use this folder or create your own.

To keep your files organized, you can create folders within the main backup folder. For example, you may want to create a Letters folder to store your correspondence and a Reports folder to store your spreadsheets.

If you are using a program that uses multiple support files (for example, some database programs), be sure that you include all of the necessary files in your backup. For more information, see the documentation for the program that created the files.

Creating a Backup Folder on your Computer

1. Right-click the Windows 95 **Start** menu and choose **Explore** from the shortcut menu to open Windows Explorer.
2. Click on a drive or folder in the list on the left. This is where the new folder will be placed.
3. Open the Windows Explorer **File** menu and choose **New > Folder** to create a new folder at the bottom of the list on the right.
4. Type a new name for the folder.



Use a descriptive name, such as your name or the name of your company. This is the folder that will contain all of the files that you want to back up.

5. Press ENTER.

You can add sub-folders to your backup folder to help keep your backup files organized. To create a sub-folder in your backup folder, follow the instructions above and click on your backup folder in step 2.

Copying Your Files to Your Backup Folder

1. Right-click the Windows 95 **Start** button and choose **Explore** from the shortcut menu to open Windows Explorer.
2. Locate the files that you want to backup.
3. Highlight those files on the right side of Windows Explorer.

Some programs, such as databases, create supporting files. Be sure that you highlight all of the files that are needed. For information about supporting files, see the documentation for the program that created the files.

4. Open the **Edit** menu and choose **Copy**.
5. Click on the next to your backup folder's name on the left side of Windows Explorer to display the sub-folders.
6. Click on the sub-folder where you want to store the files.
7. Open the **Edit** menu and choose **Paste**.



This creates a copy of the files on your computer giving you backup files for the originals on your computer.

To update the files on your backup site, copy the changed files to your backup folder. MyFileBackup will automatically update your backup site the next time you connect to the Internet. You can also update your files manually by clicking **Update Backup Files**, and then following the Wizard (see "Updating Your Backup Files" on page 31).

To back up your files without making copies in your backup folder, see "Creating a Backup Folder without Duplicating Files on Your Computer" on page 43.

When you open an account, files are added to your backup folder that start with a_c_c_t. Do not delete these files (see "If You Cannot Update Your Account..." on page 46.

Creating a Trial Backup Site

If you want to see how your backup site will work before opening an account, you can create a test backup site.

To create a test backup site:

1. Connect to the Internet. This can usually be done by starting your Web browser.
2. Click the **Trial Backup** button in the MyFileBackup main window.
3. Follow the steps of the Wizard.

The test backup site can contain up to 30 Mbytes of data and will be available for you to use for about 12 hours before the files are removed from the test backup site.

Entering Your Personal Information and

Enter your name, email address, and an access password in the first step of the Wizard.



Enter your name and email address in the appropriate boxes. Be sure to include your complete Internet email address, so that we can send you email confirming your trial backup site.

Backup sites are password protected. Enter a password in the **Access Password** box. Enter it again in the **Verify Access Password** box to make sure that it was entered correctly. You must enter at least four characters.

To continue to the next step of the Wizard, click **Next**.

Choosing the Folder to Backup

To locate the folder that contains the files that you want to backup, click the **Browse** button.

MyFileBackup installs a backup folder on your computer. This folder is normally found at C:_Backup.



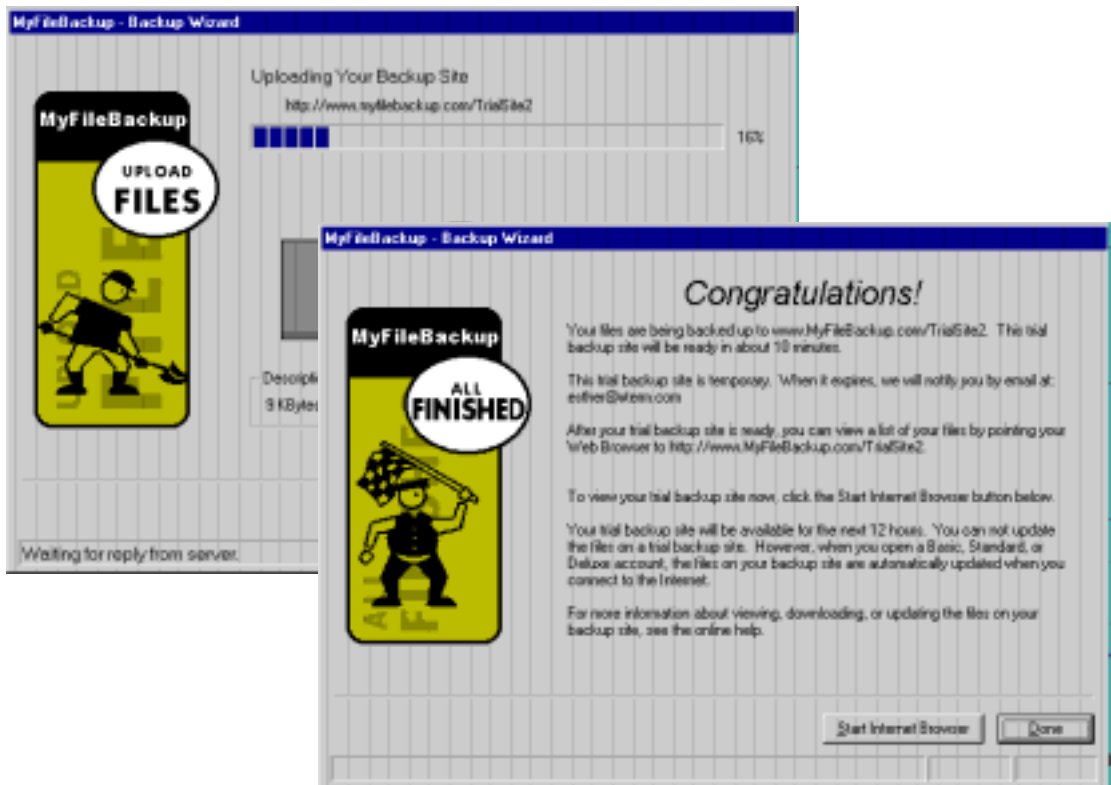
All of the files and sub-folders within the folder you choose will be backed up on the trial backup site.

To continue to the next step of the Wizard, click **Next**.

CAUTION: When you access your backup site, the files are displayed by a file named index.htm. If your backup folder contains a file named index.htm, *your file will be deleted*. If you want to back up this file, rename the file to something other than index.htm or index.html before making a backup of the folder.

Uploading to the Trial Backup Site

The Wizard automatically uploads all of the files and sub-folders from the folder you chose onto the trial backup site.

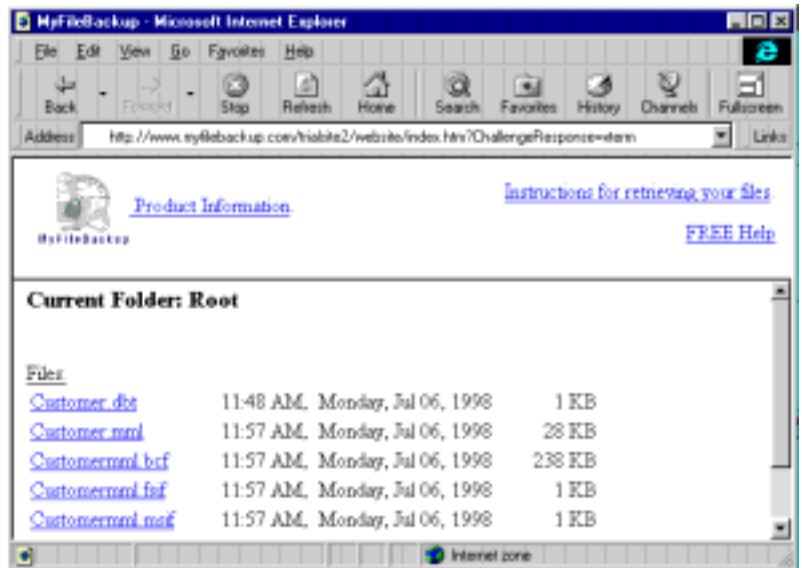


The final step of the Wizard displays the Internet address (URL) for your trial backup site. Write down this address before closing the Wizard.

When you want to view or download the files from your backup site, connect to the Internet and point your browser to this address. To view your backup site right away, click **Start Internet Browser**. After you connect to the site, you can bookmark it or add it to your list of favorites (see the documentation for your Web browser).

Viewing Your Trial Backup Site

To view your trial backup site right away, click the **Start Internet Browser** button at the bottom of the last page of the Wizard.



You can view a list of your files on your trial backup site for 12 hours after making the backup by pointing your Web browser to the trial backup site address displayed in the last page of the Wizard.

To download a file from the trial backup site, right-click the file and choose to save the file on your computer (see “Downloading Your Backup Files” on page 30).

NOTE: You cannot update the files on a trial backup site.

Opening a Backup Site Account

When you are ready to set up an account and create your backup site, connect to the Internet (usually by starting your Web browser) then click the **Open Backup Account** button in the MyFileBackup main window.

Choosing Your Backup Folder

In the first step of the Backup Wizard, choose the folder on your computer that you want to back up.

MyFileBackup installs a backup folder on your computer. This folder is normally found at C:_Backup.



To locate the folder that you want to back up, click the **Browse** button.

All of the files and sub-folders within the folder you choose will be backed up to the backup site.

To continue to the next step of the Wizard, click **Next**.

CAUTION: When you access your backup site, the files are displayed by a file named index.htm. If your backup folder contains a file named index.htm, ***your file will be deleted***. If you want to back up this file, rename the file to something other than index.htm or index.html before making a backup of the folder.

Choosing a Backup Plan

Several plans are available for backing up your files on your personal Internet backup site. These plans allow you to choose the amount of space that you need.



A short description of each plan displays when you choose one of the options at the top of this step. For more detailed information about MyFileBackup and each of the backup site plans, view our Web site at www.myfilebackup.com.

To continue to the next step of the Wizard, click **Next**.

Naming Your Backup Site

The name you give your backup site helps you to locate it with your Web browser.



You may want to use a descriptive name for your backup site, such as your name or the name of your company. The name you enter here is added to the end of the Internet address (URL) of your backup site. For example, if you name your backup site `felice`, the address for your backup site will be `http://www.myfilebackup.com/felice`.

To continue to the next step of the Wizard, click **Next**.

NOTE: If the backup site name you chose is already being used, a message displays informing you of this. Enter a different name before continuing to the next step.

Entering Your Passwords

MyFileBackup uses two passwords.

- One of your passwords allows you to update the files on your backup site and your account information.
- The other password is used to view and download the files from your backup site.

For maximum security, enter unique passwords for updates and file access.

*Make a note of your passwords and keep it in a safe place, even if you mark the **Save Password** check box. You will not be able to update or access your files without your passwords.*



The screenshot shows the 'MyFileBackup - Backup Wizard' window. On the left is a yellow graphic with a man carrying a briefcase and a speech bubble saying 'PASSWORD CHOICE'. The main area contains the following text and fields:

The site that you are proposing is:
<http://www.MyFileBackup.com/ice>

You will be required to enter this password into this wizard whenever you make changes to your Internet Backup Site. This will prevent unauthorized modifications to your Internet Backup Site.

MyFileBackup Wizard Password

Password: [text box] Save Password

Verify Password: [text box]

You must also choose a password for access to your backup site. You will be required to enter this password whenever you access your Internet Backup Site using a Web browser. This will prevent unauthorized access to your data.

Backup Site Password

Access Password: [text box]

Verify Access Password: [text box]

Please make a note of your passwords and store them in a safe place.

Buttons: < Back, Next >, Cancel, Help

When you enter your passwords, each character is represented by an asterisk (*).

Enter each password twice to make sure that you entered it correctly.

If you want MyFileBackup to remember your update password, mark the **Save Password** check box.

After you open your account you can change your passwords at any time (see “Updating Account Information” on page 34).

CAUTION: Although MySoftware has made reasonable efforts to ensure the security of your backup site(s) by including password protection capabilities, you should be aware that this security may be defeated, and it may be possible for someone to gain unauthorized access to your backup site. The fact that security is always an issue should be considered when determining the information to include in your backup site. MySoftware shall have no liability related to unauthorized access to, or modification of, your backup site, and the risk of the same is exclusively with you.

Entering Your Personal Profile

The information you enter in this step of the Wizard helps us contact you with information about your account. The information you enter here is for our exclusive use, and is not shared with other companies.



The screenshot shows a window titled "MyFileBackup - Backup Wizard" with a "PERSONAL INFO" tab. The window contains a form for entering personal details. The form fields are as follows:

Please enter your name and address.	
Country:	United States
First Name:	Ether
Last Name:	Felice
Street Address:	86 Beetle Street
City:	Menlo Park
State/Province:	CA
Zip/Postal Code:	94025
E-Mail Address:	ether@ethers.com
Home Phone:	1 1 -
Work Phone:	(650) 555-2647
Fax Phone:	(650) 555-3291

At the bottom of the form are four buttons: "< Back", "Next >", "Cancel", and "Help".

Choose the country that you live in from the **Country** drop-down list, then enter your name and address information in the remaining boxes.

The quickest and easiest way for us to contact you is through email. Please enter your Internet email address carefully.

To continue to the next step of the wizard, click **Next**.

Choosing a Payment Method

You can choose to send your credit card number through encrypted email, or fax it to us.

If you fax the card number to us, you will not be able to access the files on your backup site until we manually process the information. Manual processing can take several hours. When your credit card has been processed, you will be notified by email.



MyFileBackup - Backup Wizard

How would you like to pay for this backup site?

- Credit Card via Internet. Transmission is encrypted.
- Credit Card via FAX.
- Jump to Next Payment Method.

Credit Card Information:

Credit Card Type

VISA MasterCard American Express Discover

Name as it appears on the card: Erin Felice

Visa Card Number: 0000 0000 0000 0000

Expiration Date: (12/1999) 11/2000

Voucher Number: (if available)

< Back Next > Cancel Help

Choose the type of credit card you are using, then enter your information.

If you are using a voucher, enter the voucher number below your credit card information.

To continue to the next step of the Wizard, click **Next**.

Confirming Your Personal Information

Please take a moment to confirm that the information you entered is correct.

*If you are not ready to back up your files at this time, clear the **Upload Files Now** check box before you click **Next**.*



The screenshot shows the 'MyFileBackup - Backup Wizard' window. On the left is a yellow graphic with a cartoon character and a 'RECORDED INFO' speech bubble. Below the graphic is a checked checkbox labeled 'Upload files now'. The main area contains the following information:

Personal Information	
Name:	Esther Felice
Address:	86 Beetle Street
City, State, ZIP Code:	Menlo Park, CA 94025
Country:	United States
Home Phone:	None
Work Phone:	(950) 555-2847
Fax Phone:	(950) 555-3291
Email Address:	esther@stetson.com

Site Information	
Site Name:	http://www.MyFileBackup.com/felice
Service Plan:	Standard Plan

Billing Summary	
Credit Card Type:	Visa
Name On Card:	Esther Felice
Credit Card Number:	0000 0000 0000 0000
Monthly Charge:	\$19.95
Expiration Date:	11/2000

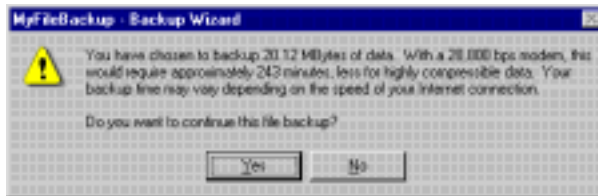
At the bottom are buttons for '< Back', 'Finish', 'Cancel', and 'Help'.

- If some of the information is incorrect, click **Back** until the Wizard step for that information is displayed, then make any required changes.
- If the information is correct, click **Finish** to continue to the next step of the Wizard.

Estimating the Upload Time

The first time you back up your files, the upload may take several hours. Updating only the files that have changed should take considerably less time. After you open a backup site account, you will be able to update your files on a regular basis. The time that it takes to upload your files depends on the size of the files, how well they compress, and your Internet connection speed. For example, If you are backing up files that total 2 Mbytes that can compress to 264 Kbytes, and your Internet connection is 28,800 bytes per second, then the upload will take approximately 10-15 minutes.

When you use a MyFileBackup Wizard to backup or update the files on your backup site, the Upload Size dialog opens to show you the total size of the files that will be uploaded.



The Upload Size dialog allows you to see what the original size of the file is, so that you can confirm that the correct files are being uploaded.

If the size does not look right, open Windows Explorer and check the total size of the files (see your Windows documentation).

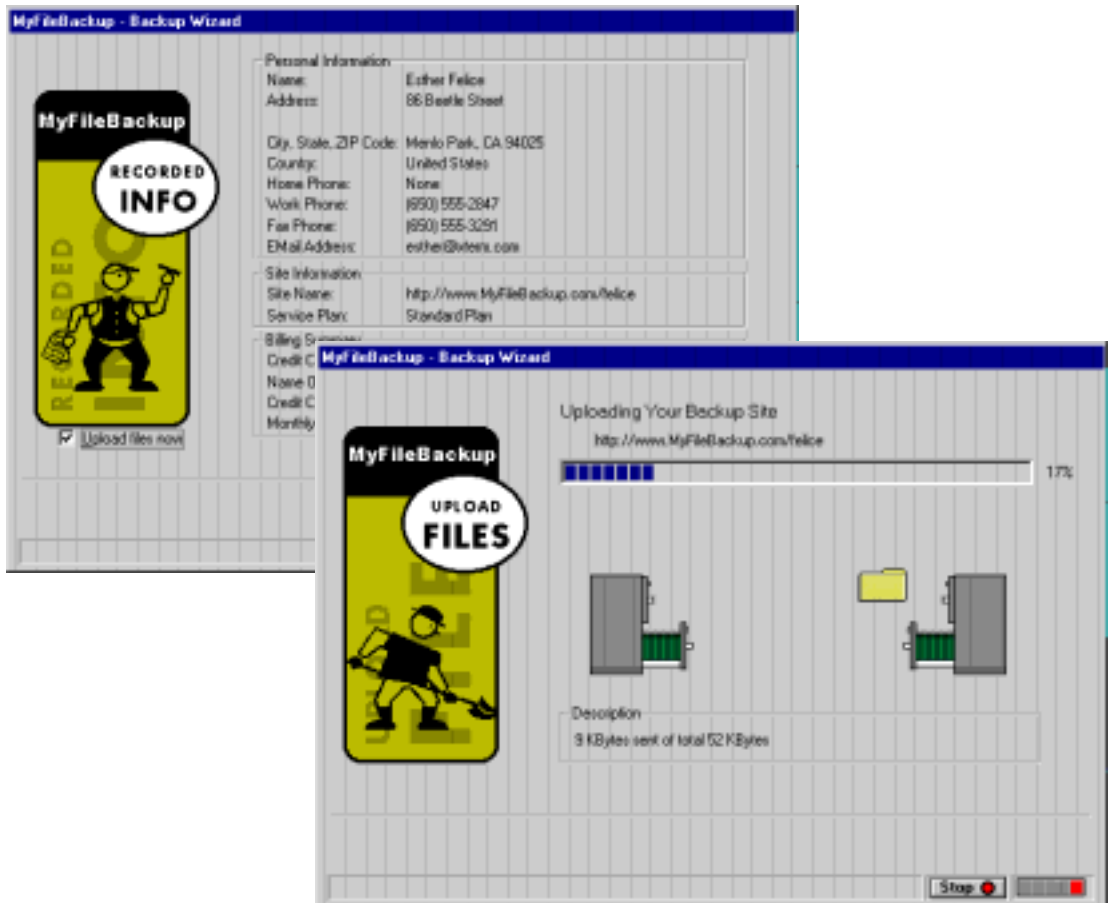
MyFileBackup uses proprietary compression to encrypt your files before uploading them to your backup site. The compressed file takes less time to upload.

The upload time is estimated. The actual upload time may be more or less than the time displayed in this dialog.

To continue, click **Yes**.

Uploading Your Files

The Backup Wizard automatically uploads your files to your backup site.



Your files are encrypted using proprietary compression before they leave your computer. This keeps the information secure during the upload.

The first time that you upload your files to your backup site, the process may take several hours. When you update your files later, the upload time is decreased, since you will normally only upload files that you have changed.

After your files are backed up, the last step of the Backup Wizard displays your backup site address. Make a note of this address and keep it in a safe place. If you want to view your backup site right away, click **Start Internet Browser**.

Viewing Your Backup Site

To view your backup site right away, click the **Start Internet Browser** button at the bottom of the last step of the Wizard.



To make it easier to find your backup site later, use your Web browser to bookmark your backup site or add it to your list of favorites (see the documentation for your Web browser).

You can view a list of the files on your backup site anytime by pointing your Web browser to the backup site address displayed in the last page of the Wizard.

To download a file from your backup site, right-click the file and choose to save the file on your computer (see "Downloading Your Backup Files" on page 30).

Managing Your Backup Files

Overview

After you transfer your files to your backup site, you can download them anytime using your Web browser and your passwords. In addition, you can update the files and add new files to your backup site.

Downloading Your Backup Files

To download your files from your backup site, first connect to the Internet, and then point your Web browser to your backup site.

Finding the Address of Your Backup Site

The Internet address (URL) of your backup site is displayed in the last step of the Wizard. We recommend that you make a note of this address and keep it in a safe place.

If you cannot remember your backup site address, you can view it using the Wizard.

To view your backup site address:

1. Click the **Update Backup Files** button to start the Wizard.
Your backup site address displays in the **Site Name** box.
2. Make a note of the name of the backup site that you want.
3. Click **Cancel** to close the Wizard.

Downloading a File

To easily find your backup site again, bookmark it or add it to your list of favorites (see the documentation for your Web browser).

1. Connect to the Internet.
2. Start your Web browser.
3. Type the address for your backup site in the **Address** or **Location** box of your browser, then press ENTER.

For information about entering an Internet address (URL), see the documentation for your Web browser.

4. Enter your file-access password.
5. Right-click the file that you want to download to open a shortcut menu.
6. Save the file on your computer by choosing the **Save Target As** or **Save Link As** option from the menu.
7. Use the Save As dialog to find the folder on your computer where you want to save the file and confirm the file name, then click **Save**.

If the file name contains codes (such as %20) to replace certain characters, you can manually restore the file name in the Save As dialog or use the File Name Converter program to return the file to its original name (see “If the File Name is Changed by Your Web Browser...” on page 50).

When you save the file on your computer, it is marked with the current date and time.

NOTE: If you download the file from the backup site to the same folder as the original file on your computer, the downloaded file will replace the original file. You may want to make a copy of the original file before downloading, or download the file to a different folder to make sure that the downloaded file is complete and error free.

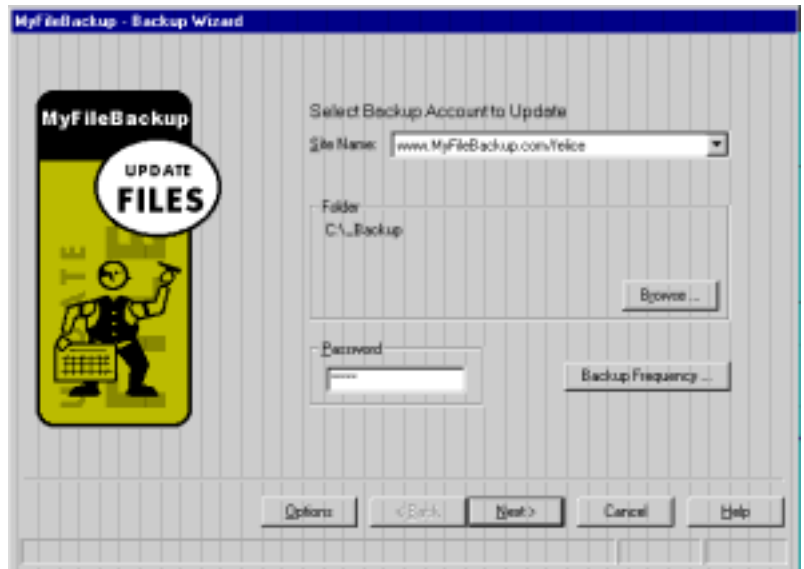
Updating Your Backup Files

You can update your files on your backup site, or add new files. You can also update your account information.

MyFileBackup will automatically update the files on your backup site each time that you connect to the Internet, or you can manually update your files any time.

Updating Files Using the Wizard

1. Start MyFileBackup
2. Click **Update Backup Files** to start the Wizard.



3. Make sure the backup site that you want to update is displayed in the **Site Name** box.
4. Make sure the folder that contains the updated files is listed in the **Folders** box. To change the update folder, click **Browse**.
5. Enter the update password that you used to open your account. For added security, your password displays as asterisks (*).
6. Click **Next** to move to the next step of the Wizard.



7. Choose how you want to update the files on your backup site.
 - To delete the files from your backup site and replace them with the files in your backup folder, choose **Re-create Site from Backup Folder**.
 - To transfer all of the files in the backup folder on your computer to your backup site, choose **Backup Entire Folder Contents**.
 - To transfer only the files that have changed, choose **Upload Changes Since Last Backup** (recommended).
8. Click **Next** to begin transferring the files.

Updating Account Information

To change your password, credit card information, or any other account-related information, use MyFileBackup to update your account.

1. Click **Update Account** to start the Wizard.

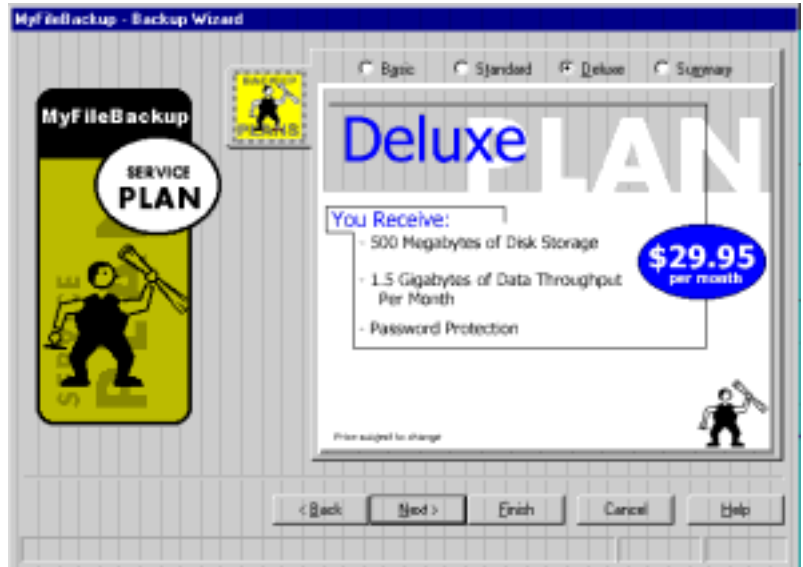


2. Make sure the backup site that you want to update is displayed in the **Site Name** box.
3. Make sure the folder that contains the updated files is listed in the **Folder** box.

To change the update folder, click **Browse**.

MyFileBackup installs a backup folder on your computer. This folder is normally found at C:_Backup.

4. Enter the update password that you used to open your account.
For added security, your password displays as asterisks (*).
5. Click **Next** to move to the next step of the Wizard.



6. If you want to change your backup plan, choose one of the options at the top of the Wizard.
A description of each plan displays when you choose its option.
7. Click **Next** to move to the next step of the Wizard.



8. If you want to change either of your passwords, enter the new password in the appropriate boxes.
If you want Windows to remember your update password, mark the **Save Password** box.
9. Click **Next** to move to the next step of the Wizard.

CAUTION: Although MySoftware has made reasonable efforts to ensure the security of your backup site by including password protection capabilities, you should be aware that this security may be defeated, and it may be possible for someone to gain unauthorized access to your backup site. The fact that security is always an issue should be considered when determining the information to include in your backup site. MySoftware shall have no liability related to unauthorized access to, or modification of, your backup site, and the risk of the same is exclusively with you.

MyFileBackup - Backup Wizard

Please enter your name and address.

Country: United States

First Name: Ethan Last Name: Felice

Street Address: 86 Beetle Street

City: Menlo Park

State/Province: CA

Zip/Postal Code: 94025

E-Mail Address: ethan@ethers.com

Home Phone: 1 1 Extension:

Work Phone: (650) 555-2647 Extension:

Fax Phone: (650) 555-3291 Extension:

< Back Next > Finish Cancel Help

10. If you want to change any of your personal information, enter the information in the appropriate boxes.

The information you enter in this step of the Wizard helps us contact you with information about your account. The information you enter here is for our exclusive use, and is not shared with other companies.

The quickest and easiest way for us to contact you is through email. Please enter your Internet email address carefully.

11. Click **Next** to continue to the next step of the wizard.



12. If you want to change your payment information, choose your new payment options.
To enter a new credit card, choose the type of card, then enter the credit card information in the boxes.
13. Click **Next** to move to the next step of the Wizard.



14. Verify that the information is correct.
If you need to make any changes, click **Back** until you return to the step that has that information, then make any needed changes.
15. If you want to upload files from the backup folder on your computer to your backup site, make sure that the **Upload files now** check box is marked.
16. Click **Next** to move to the next step of the Wizard.



17. Choose how you want to update the files on your backup site.

- To transfer all of the files in the backup folder on your computer to your backup site, choose **Backup Entire Folder Contents**.
- To transfer only the files that have changed, choose **Upload Changes Since Last Backup** (recommended).

18. Click **Next** to begin transferring the files and account information.

NOTE: You cannot remove files from your backup site when updating your account. To remove files from you backup site, see “Updating Files Using the Wizard” on page 32.

Closing Your Account

If you no longer need your backup site, you can close your account.

To close your account:

1. Connect to the Internet.
2. Open MyFileBackup.
3. Click **Close Account** to start the Wizard.



4. Make sure that the backup site address is correct in the **Site Name** box.
5. Enter the password that you used to open the account.
6. Click **Next** to move to the next step of the Wizard.

This information helps us to evaluate the needs of our customers.



7. Type your reason for closing the account in the box.
8. Click **Finish** to close your account.

Helpful Hints and Troubleshooting

Creating Backup Folders

Creating Multiple Backups of the Same File

You may want to keep more than one backup of the same file on your backup site. For example, If you are working on a contract, you may want to keep each revision for reference.

The easiest way to back up more than one copy of a file is to create a sub-folder in your backup folder for each version. Name the sub-folders something that will tell you what they are. For example, you can name the folder for the date of the file.

For more information about creating a sub-folder, see “Creating a Backup Folder on your Computer” on page 15.

Creating a Backup Folder without Duplicating Files on Your Computer


There are two ways to treat the files in your backup folder:

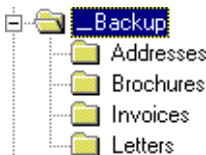
- Copy the original files to your backup folder. This allows you to have backups of the files on your computer that will be backed up onto your backup site. Using this method, you control when and what is backed up by copying files that you want to backup into your backup folder. For information about copying your files to your backup folder, see “Copying Your Files to Your Backup Folder” on page 15.
- Move the original files to your backup folder. This takes up less space on your computer and allows your files to be automatically backed up after you make changes to these files. This method takes a few extra steps to set up, but can be easier to maintain. For information about moving your original files to your backup folder, see “To Move Your Original Files to Your Backup Folder” on page 44.

To Move Your Original Files to Your Backup Folder

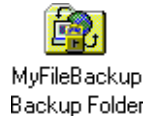
1. Create your backup folder and sub-folders as outlined in “Creating a Backup Folder on your Computer” on page 15.
2. Use Windows Explorer to locate the files that you want to back up.
3. Highlight those files on the right side of Windows Explorer.

Some programs, such as databases, create supporting files. Be sure that you highlight all of the files that are needed. For information about supporting files, see the documentation for the program that created the files.

4. Open the **Edit** menu and choose **Copy**.
5. Click on the  next to your backup folder’s name on the left side of Windows Explorer to display the sub-folders.



MyFileBackup automatically places shortcut to a backup folder on your desktop. The actual location of this folder on your computer is normally C:_Backup.



6. Click on the sub-folder where you want to store the files.
7. Open the **Edit** menu and choose **Paste**.
This creates a copy of the files on your computer.
8. Open the original program that created the files.
9. Use the original program to open the files in the backup folder and test them to make sure that they work properly with the program.
10. Locate and highlight the original files as you did in steps 2 and 3 above.
11. Press **DELETE**.
12. Click **OK** in the Confirm File Delete dialog to move the files to your Recycle Bin.

You can remove the files from your Recycle Bin at a later time. It is best to keep them for a while until you are sure that the files in the backup folder work properly with your original program.

MyFileBackup will automatically update your backup site each time that you connect to the Internet. You can also update your files manually by clicking **Update Backup Files**.

Restarting an Interrupted Upload

If you lose or close your Internet connection while MyFileBackup is uploading your files to your backup site, the next time that you manually update your backup site, the upload will continue where it left off. For example, if your upload is scheduled to take two hours and you close your Internet connection after one hour, the next time that you update your backup site, the upload will be completed in one hour.

If Some Files are not Backed Up...

If you have a program open that is using a file in your backup folder, that file will not be uploaded to your backup site. To make sure that all of the files in your backup site are uploaded, use the original program to close the file or close the program before backing up your files to your backup site.

MyFileBackup will not back up hidden or system files. If a file does not get backed up, use Windows Explorer to find the file, then right-click the file and choose **Properties**. Check the **Attributes** at the bottom of the Properties dialog. If the **Hidden** or **System** check boxes are marked, clear them and click **OK**. After you back up the file, you may need to restore the attributes before you can use the file.

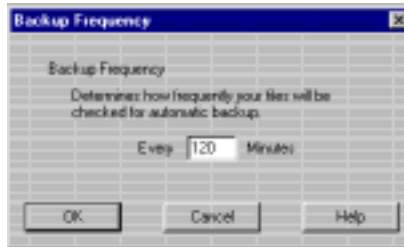
If Automatic Backup does not Occur...

To help improve the performance of your computer, MyFileBackup checks for new or changed files in your backup folder at specified intervals while you are connected to the Internet. If a new or changed file is found, it is automatically uploaded to your backup site.

Initially, the automatic backup frequency is set to 120 minutes (2 hours). You can change the frequency that automatic backups occur during your Internet connection (see “To Change the Automatic Backup Frequency” on page 46).

To Change the Automatic Backup Frequency

1. Open MyFileBackup.
2. Click **Update Backup Files** to start the Wizard.
3. Click **Backup Frequency** to open the Backup Frequency dialog.



4. Click in the **Backup Frequency** box and enter the number of minutes that you want MyFileBackup to wait before checking for updated files in your backup folder.
5. Click **OK**.

The information that you enter in the Backup Frequency dialog does not affect manual backups.

If You Cannot Update Your Account...

If you do not get an option to update your account, but are required to open a new account, you may have accidentally deleted some files from your backup folder that MyFileBackup needs.

When you create a new account, several files are placed in your backup folder to keep track of your account informations. These files all have names that begin with `_a_c_c_t`. If these files are accidentally deleted, or otherwise lost, MyFileBackup will not recognize that you have an account; you will only have the option to create a new account or trial backup.

Before you restore your account, use your Web browser to download the files from your backup site into your backup folder. After you have all of the files that you need in your backup folder, you can restore your account (see “To Restore Your Account” on page 47).

Before you restore your account, use your Web browser to download the files from your backup site into your backup folder.

To Restore Your Account

1. Click **Open an Account** to start the Backup Wizard.
2. Follow the steps of the Wizard, entering the same account name and password as your old account.

The Backup Wizard will recreate the `_a_c_c_t` files in your backup folder. Only the current files in the backup folder on your computer will be uploaded and available for future downloads.

If Your Files are Too Big to Upload...

If you get a message telling you that your files are too big to upload, you probably have exceeded the space limit for your backup site. The size of your backup site depends on the backup plan you chose.

- To increase the amount of space for your backup site, click **Update Account** to open the Wizard, then choose a different backup plan.
- To reduce the size of your upload, make sure that the backup folder on your computer does not contain files that you do not need to back up.
- To reduce the size of the files in your backup site, delete any unneeded files in your backup folder, then update your backup site choosing to re-create the site from the backup folder. This will remove any files from your backup site that are not in your backup folder.
- To reduce the size of your files on your backup site without deleting files that may no longer be in your backup folder, upload empty files that have the same name as files that you no longer need on your backup site.
- To clear your backup site and start over with a new account, close your account, then reopen your account using the exact same name and password as the account you closed. Using the same account name and password will help you avoid duplicate billing.

If Updates do not Display on Your Backup Site...

Your files are displayed on your backup site using a Web page that is read and displayed by your Web browser. Your Web browser saves copies of pages that you have viewed to speed up your Web browser's performance when displaying frequently-viewed Web sites. Click the **Reload** or **Refresh** button in your Web browser to view the latest version of file list on your backup site.

If you still do not see all of the files, click **Update Backup Files** and choose to upload all of the files in your backup folder.

If the Upload Ends without Uploading Your Files...

If the Account Summary step of the Wizard displays after you start an upload, you may not have enough room on your computer to store the encrypted files before uploading. This can occur if your backup folder is on a diskette, a read-only drive, or a hard drive with limited space.

Before uploading your files to your backup site, MyFileBackup encrypts your files with proprietary compression, then temporarily stores the compressed file in your backup folder. When the upload is completed, the temporary file is deleted.

If there is not enough room to save the compressed file in your backup folder, MyFileBackup cannot upload your files to your backup site.

Before you upload your files, make sure that you have several megabytes of free space free on the drive that contains your backup folder, and that your computer can save to this drive. The amount of space needed depends on the size of the files that you want to upload and the amount that the files can be compressed.

If Your Files do not Upload to Your Backup Site...

In order to use the Backup Wizard, your Internet access software must be Winsock compliant.

If you are using America Online 2.5 as your Internet Service Provider, you must upgrade to America Online version 3.0 or later by logging on to AOL and following the instructions for upgrading.

As of this writing, Prodigy does not support Winsock.dll. If you are using Prodigy as your Internet Service Provider, you may not be able to backup your files to an Internet backup site.

Using Winsock

Winsock.dll is a file that handles communication between Windows and the Internet. If your Internet access software uses this file, it is called *Winsock compliant*. Backing up your files using the Backup Wizard requires that you use Winsock compliant software. For more information, contact your Internet Service Provider (ISP).

There are some online services, such as America Online version 2.5 and Prodigy, which use their own proprietary software to handle this communication instead of using Winsock.

Although the normal installation of America Online 2.5 does not use the standard Winsock, they do have a custom version available which you can download. Installing this custom Winsock not only allows you to backup your files to an Internet backup site, but also allows you to use browsers and FTP utilities other than the ones included with your America Online software.

Downloading Files

Finding the Internet Address of Your Backup Site

The Internet address (URL) of your backup site is listed in the final step of the Backup Wizard. Normally the Internet address for your backup site is `http://www.myfilebackup.com/backup site name`, where *backup site name* is the name that you gave your backup site when you opened your account.

If you do not remember or have lost this information, you can view a list of all of the backup sites that you have created in the first step of the Wizard.

1. Open MyFileBackup.
2. Click **Update Backup Site** to start the Wizard.
Your backup site address is displayed in the **Site Name** box.
3. Make a note of the backup site name.
4. Click **Cancel**.

NOTE: MyFileBackup does not remember your trial backup site address. If you cannot remember the address of your trial backup site, open a new trial backup site and write down the address displayed in the final step of the Wizard.

Downloading Files to a Different Computer

You can download your files from your backup site anytime from anywhere in the world. All that you need is a Web browser, the Internet address (URL) of your backup site, and your download password.

However, since your account information is stored on your computer, you cannot upload files to your backup site from another computer.

Downloading a File without Losing the Current File on Your Computer

Because the integrity of a file that you download is subject to the quirks of your Internet connection, you may want to check the file that you download before you delete the file on your computer.

If you download a file from your backup site to the same folder that the original file is in, the original file will be replaced with the file that you downloaded. To prevent losing the information in the file on your computer, download the file to a different folder. You may want to create a download folder to temporarily store files that you download from your backup site.

If the File Name is Changed by Your Web Browser...

Some keyboard characters, such as space, are not allowed in file names on the Internet. If you have used one or more of these characters in your file name, the name may be changed by your Web browser when you try to download the file.

The easiest way to avoid this problem is to use Microsoft Internet Explorer to download your files. The Internet Explorer Web browser automatically restores the file name. If you are using Netscape Navigator, the unallowed characters are changed to code numbers (for example, space is changed to %20). If you do not have Internet Explorer on your computer, you can download it for free from Microsoft at <http://www.microsoft.com>.

To download a file with unallowed names using Navigator, you can change each file name as you save it, or use the File Name Converter program to return the file to its original name (see “To Use the File Name Converter Program” on page 51).

Use the following table to change the file names manually:

Change this code...	To...
%20	Space
%23	Pound (#)
%25	Percent (%)
%7E	Tilde (~)

To Use the File Name Converter Program

1. Download the files to the folder where you want them using the file name supplied by your Web browser.
2. Open the Windows 95 **Start** menu and choose **Programs > MySoftware > File Name Converter** to start the File Name Converter program.
3. Click **Continue** to browse for the folder where your files were saved.
4. Use the Browse for Folder dialog to locate the folder where you downloaded your files.
5. Click the folder to highlight it.
6. Click **OK**.

The File Name Converter checks all of the files in the folder you chose and in any sub-folders. If a code (such as %20) is found in the file name, the file is renamed using the character represented by the code (such as space).

7. If a file already exists in this folder that has the same name as the converted file name, a dialog displays asking you what to do.
 - To replace the old file with renamed file, click **Yes**. The converted file replaces the old file.
 - To keep the old file, click **No**. The downloaded file is not renamed.

Maintaining Your Backup Site

Changing Your Backup Site Plan

1. Connect to the Internet.
2. Open MyFileBackup.
3. Click **Update Account** to start the Wizard.
4. Follow the steps of the Wizard until you reach the step that gives you a choice of backup site plans.
5. Choose a plan from the options at the top of the step. A summary of each plan displays when you choose it.
6. When you reach the end of the Wizard, it sends the updated account information.

Changing Your Account Information

You can easily change your account information (such as your name, address, phone numbers, email address, and credit card number).

1. Connect to the Internet.
2. Open MyFileBackup.
3. Click **Update Account** to start the Wizard.
4. Follow the steps of the Wizard and enter the information that you want to change.
5. When you reach the end of the Wizard, it sends the updated account information.

Technical Support

If you have questions about backing up your files to a backup site, and you cannot find answers to your questions in this manual or the online help, check the back page of this manual or the online help for information about our Technical Support Policy.

Technical Support for Service Providers

For questions about backing up files to the Internet that are not directly related to MyFileBackup, such as how to connect to your Internet Service Provider, you should contact the support department for the Internet service you are using.

Contact information for some Internet service providers is listed below:

For help with...	Contact...
America Online	Voice: (800) 827-3338 If you can connect to AOL, you may want to look online for support. Open the Go To menu and choose Keyword , then enter one of the following keywords: help, html, Winsock, tech live.
CompuServe	Voice: (800) 848-8990 If you can connect to CompuServe, you may want to try one of the following areas: GO HPWIZ, GO NET-LAUNCHER, GO NLSUPP, or GO FEEDBACK.
EarthLink	Voice: (800) 395-8410 Email: support@earthlink.net

Glossary of Terms

Address

An address is the location of a computer, file, or other object on a network (as in Internet address).

Backup Folder



Your backup folder is the folder on your computer that contains all of the files and sub-folders that you want to back up. MyFileBackup automatically places a shortcut to a backup folder on your desktop. The actual location of this folder on your computer is normally C:_Backup.

When you create or update your backup site, the contents of your backup folder will be copied to a folder on your backup site. This folder also contains several files that keep track of your account information, with names that start with `_a_c_c_t`; do not delete these files.

Bookmark

A bookmark stores an Internet address, so that you can easily find that address again. Many Web browsers support bookmarks. It is a good idea to bookmark your backup site.

Browser

A Web browser is a program for navigating and viewing the World Wide Web. A Web browser, such as Netscape Navigator and Internet Explorer, allows you to view and download the files from your backup site.

Domain Name

The domain name is the location of the user's Internet account. It is the part of an Internet address that immediately follows the protocol (such as, <http://>). For example, www.mysoftware.com is a domain name. You can use the Backup Wizard to apply for a special domain name for your backup site.

Download

Downloading is the process of transferring a file from a computer at a remote location to your computer. You can download your files from your backup site to your computer. *See also* Upload.

Internet

The Internet is the cooperatively run, globally distributed collection of computer networks that exchange information via the TCP/IP protocol suite. The World Wide Web is part of the Internet.

Internet Service Provider

An Internet Service Provider (ISP) is a company or institution that allows access to the Internet. Many online services, such as America Online and EarthLink, can provide Internet access as well as access to their own private network.

Upload

Uploading is the process of transferring files from your computer to a computer at a remote location. You upload your files from your computer to your backup site for storage. *See also* Download.

URL

The URL (Uniform Resource Locator) for your backup site is its Internet address. It is made up of four parts:

- The protocol (such as <http://>)
- The domain or "host" name (such as www.myfilebackup.com/)
- The directory path (such as [mybackup/](http://www.myfilebackup.com/mybackup/))
- The file name (such as [index.htm](http://www.myfilebackup.com/mybackup/index.htm))

If the file name is omitted, Web browsers generally open the file named [index.htm](#) or [index.html](#). An [index.htm](#) file is created when you upload your files to your backup site. This file allows you to view and download the files you backed up. If you want to back up a file named [index.htm](#) or [index.html](#), rename the file before backing up your files to prevent losing the information in that file.

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Technical Support Policy

This policy replaces any previously published policies.

MySoftware is committed to providing customers with excellent technical support, and we have trained representatives available to address questions and product issues. Email Technical Support is available for an additional fee. Since MySoftware's goal is to provide powerful, low-cost software solutions, we have chosen not to include technical support costs in the price of our software. Yet, we are happy to provide this service to those customers looking for additional assistance.

RECOMMENDED STEPS BEFORE CONTACTING TECHNICAL SUPPORT - Look in the online help (open the **Help** menu and choose **Help Topics**) or check the Frequently Asked Questions in the Support section of the MySoftware Web site (<http://www.mysoftware.com>) for answers to your questions. Both the online help and the Web site have information, such as helpful hints and last minute updates.

TECHNICAL SUPPORT POLICY - Email Technical Support is available on a pay-per-incident basis. An incident is a single question or problem, regardless of how many contacts it takes to resolve. If you have additional questions or problems that are unrelated to the initial issue, these will be regarded as separate incidents and will be charged separately. Current support pricing is available in the Support section of the MySoftware Web site (<http://www.mysoftware.com>).

CONTACTING TECHNICAL SUPPORT - If you cannot find the answers to your questions in the online help or the manual, email technical support is available through our Web site.

The first step for receiving technical support is to go to the MySoftware Web site at <http://www.mysoftware.com>.

Use this information resource to:

- Get answers to Frequently Asked Questions (FAQs).
- Download software patches.
- Get updated product information.

If you don't find the answers to your questions on the Web site, you can submit a technical support request.

Click the Support link on <http://www.mysoftware.com>, then follow the instructions for submitting a technical support request.

This policy is subject to change without notice. Support services will be provided according to the prices, terms, and conditions in place at the time the services are used.
