

# *Surefind Information System Help*

## **The Basics.....**

[Getting Started with Surefind](#)

[Frequently Asked Questions](#)

[Trouble Shooting](#)

[Surefind Product Support](#)

## **The Surefind System.....**



(Click on the above icon for specific help)

# *Read Messages*

The Surefind Information System has the ability to send messages to its users. When important news or information is available from Surefind, it will be sent automatically to your computer when you connect to our systems. You **cannot** send Surefind messages via this option.

To display the contents of a message, you can do either of the following:

- Double-click on any message
- Single-click on any message to highlight it and double-click on the READ button.

# Select Directories/Files for Backup

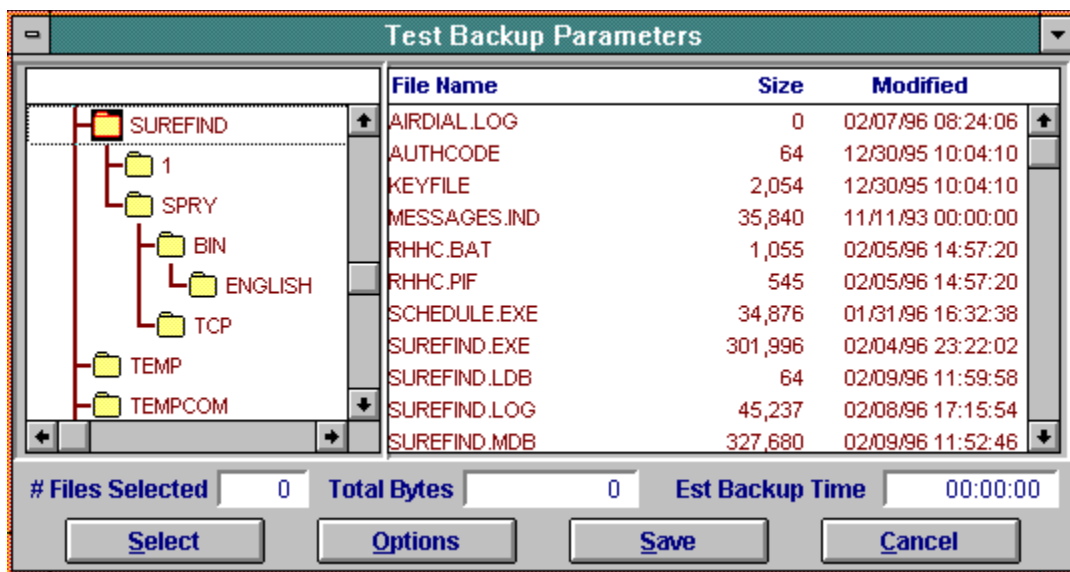
This option allows you to specify the criteria the Surefind System uses to select files for automatic backup. You can select specific drives, directories, sub-directories and files to be backed up as well as defining files or file types to exclude from backups.

When the Select Directories/Files for Backup option is selected, the window (shown below) is displayed. Single click on a directory to display its files. Double click on a directory to display its sub-directories.

Drives, directories, sub-directories and files displayed in **RED** **WILL NOT** be backed up. Drives directories, sub-directories and files displayed in **GREEN** **WILL BE** backed up **IF** that version of the file has never been backed up.

**NOTE:** If the directory has sub-directories, all sub-directories and all matching files in those sub-directories will be included or excluded. If you wish to exclude or include certain sub-directories, you must select/clear each one individually.

The file and byte count represents the **TOTAL** for all selected drives, directories and sub-directories. This does not mean that this number of files will be backed up.



Clicking the **OPTIONS** button displays the following window (shown below). Using this window, you can define specific files or file types (based on extension) to be excluded from your backups. For example, enter \*.BMP (asterisk, period, BMP) in **Exclude File Entry**, click the **ADD** button to add it and click **SAVE** to save your changes. Now Surefind will exclude all files that have the BMP extension. You can add any valid file extension or full file name to automatically exclude from backups....

**Backup Parameter Options**

**Exclude Special Files**

☒ Executable    ☒ System    ☒ Hidden

**Exclude Other Files**

Exclude File Entry

File Name

**Add**    **Edit**    **Delete**

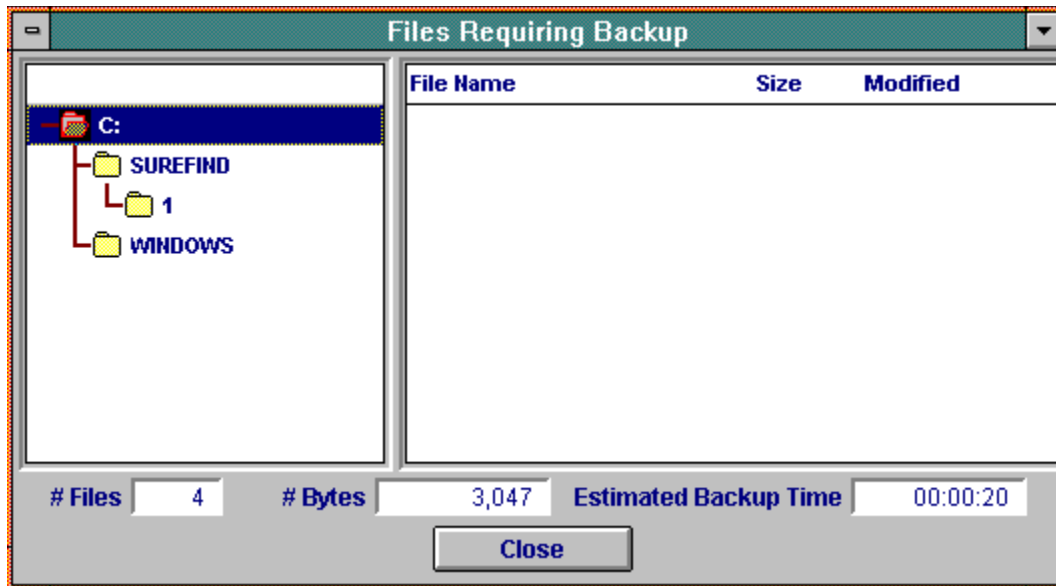
**Save**    **Cancel**

## Backup File List

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Once you have set up your [Backup Parameters](#), the Surefind software will automatically select files that require backing up based on the criteria you have set. Surefind will display a list of the directories containing files that require backing up. To view the files that Surefind will backup, simply single-click on the directory and the files will be displayed.

At the bottom of the window you will notice that Surefind displays the total number of files to be backed up (**#Files**), the total number of uncompressed bytes to be backed up (**#Bytes**) and the **Estimated Backup Time** in HH:MM:SS format.



# *Backup Files*

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Selecting this option will cause the Surefind software to backup your selected files to the Surefind Electronic Vault System. The following series of events take place when you select this option:

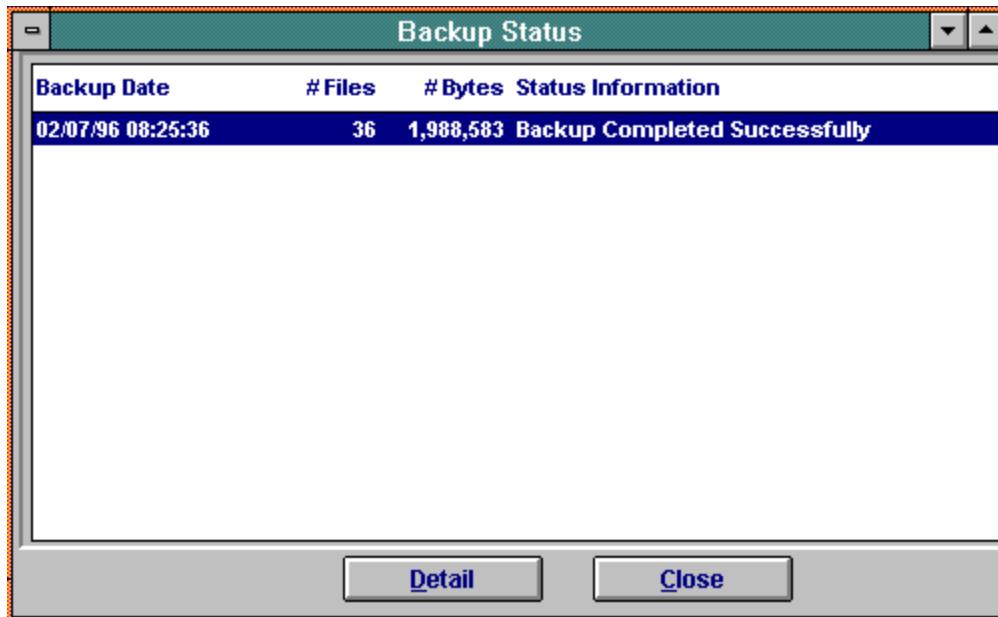
1. If it is **NOT** your [scheduled backup time](#), the Surefind software will confirm that you want to perform a backup now. If you do, choose the "**YES**" button, otherwise choose "**NO**".
2. The Surefind Software will collect all the files for backup, compress, and [encrypt](#) them before transmission.
3. At this point, Surefind will attempt to connect to a [local network access number](#) via your [modem](#) and phone line.
4. Once connected, your files are sent to the Surefind Electronic Vault System and stored on our Optical drives.
5. The status bar at the bottom of the Surefind Software window shows the file being sent and the percentage of the transfer complete until all of the files have been sent.
6. Once the transfer is complete, the [backup status](#) information is updated. You can view the status information as soon as the backup is complete.
7. THAT'S IT...!! Your files are now safe and secure at the Surefind Electronic Vault System.

# *Review Backup Logs*

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The Review Backup Log icon displays a summary listing of all backups that have been performed to date. The list is sorted in chronological order from the most recent (top of the list) to the oldest (bottom of the list). The summary listing shows the date and time of the backup, number of files and bytes and the status of the backup.

You can display detailed information on any backup listed by highlighting an entry and clicking the detail button at the bottom of the window. The detail listing displays all drives, directories, sub-directories, and files that were backed up during that run.

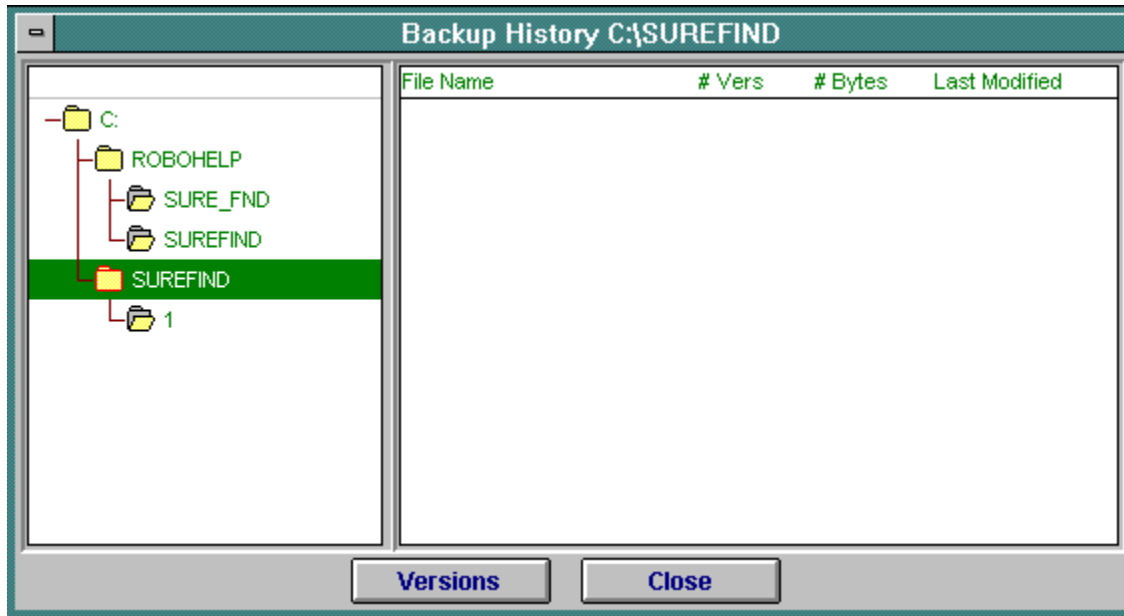


## *Review Backup History*

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The Backup Directory window displays every directory that contains a file or files that have been backed up. You can click on a directory to get a listing of each file in that directory that has been backed up.

When the files are listed, a version number for each file is displayed. When Surefind backs up the same file multiple times, we increase the version number associated with the file. This way, you always have access to every version of the file and can recover, if needed, any or all previous versions. If you click on an individual file, you can see the date and time the file was backed up.



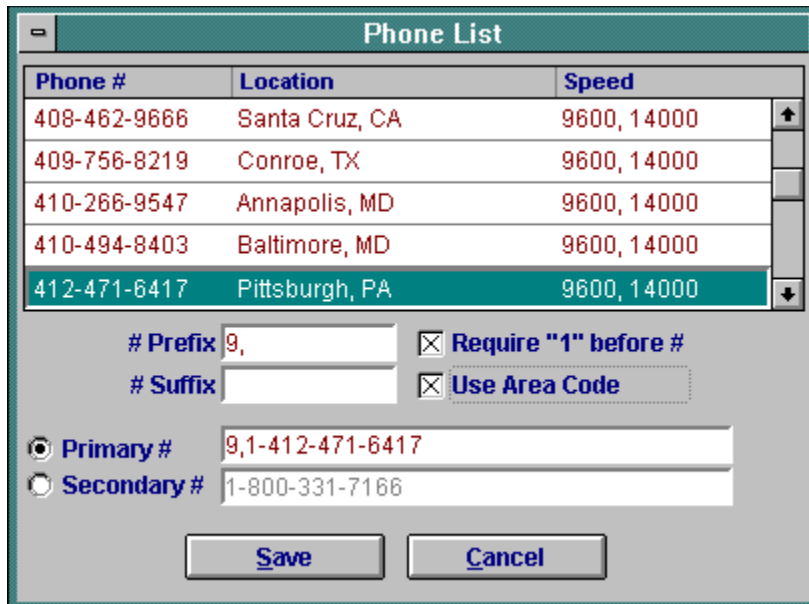


# Phone Lists

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The Phone List window allows you to choose the CompuServe local access number closest to your current location. Surefind will highlight the first phone number it finds that matches the area code you entered the [User Information](#) window when you installed Surefind for the first time.

Also within this window, you can include a **PREFIX** for the phone number, instruct the software to add a 1 before the area code, use the area code or not, or use a suffix. Surefind also allows you to have a Primary and Secondary number. You could use the Secondary number if, for example, you had the software installed on a lap top computer and travel to different cities.



The Phone List dialog box features a table with three columns: Phone #, Location, and Speed. The table lists five phone numbers with their respective locations and speeds. The last entry, 412-471-6417 in Pittsburgh, PA, is highlighted. Below the table, there are input fields for a prefix (set to 9) and a suffix, along with checkboxes for 'Require "1" before #' and 'Use Area Code'. At the bottom, there are radio buttons for 'Primary #' and 'Secondary #' with corresponding text input fields. The Primary number field contains '9,1-412-471-6417' and the Secondary field contains '1-800-331-7166'. 'Save' and 'Cancel' buttons are at the bottom.

Phone #	Location	Speed
408-462-9666	Santa Cruz, CA	9600, 14000
409-756-8219	Conroe, TX	9600, 14000
410-266-9547	Annapolis, MD	9600, 14000
410-494-8403	Baltimore, MD	9600, 14000
412-471-6417	Pittsburgh, PA	9600, 14000

# Prefix: 9, ☒ Require "1" before #

# Suffix:  ☒ Use Area Code

☒ Primary #: 9,1-412-471-6417

☐ Secondary #: 1-800-331-7166

# Modem Setup

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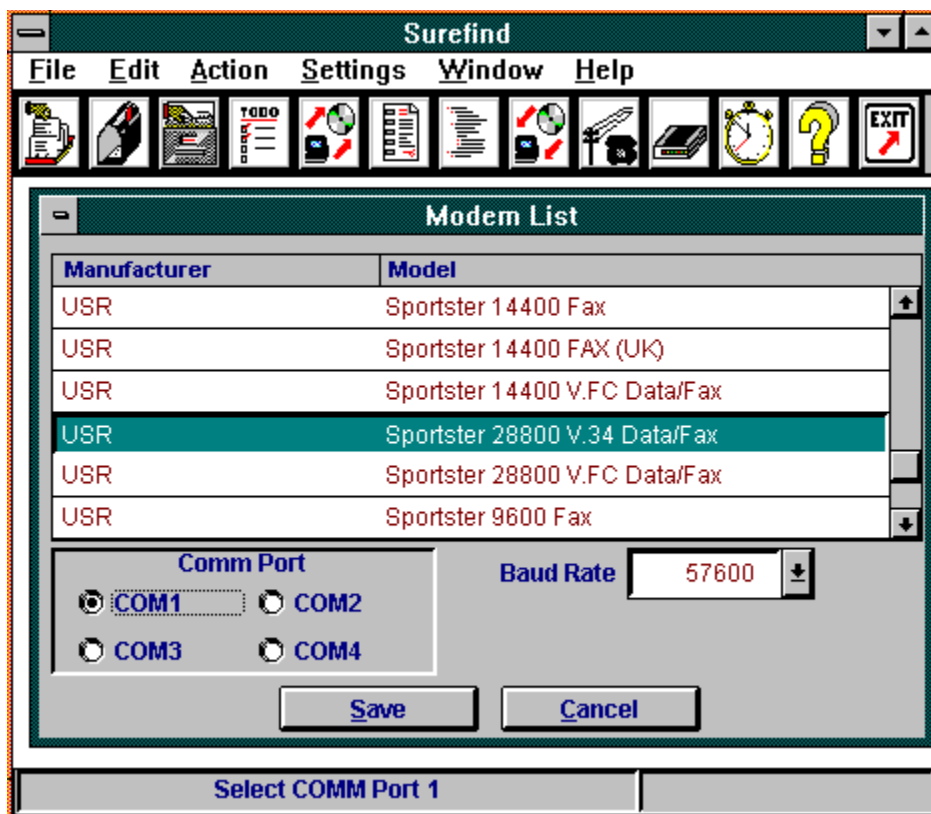
The Modem Setup window allows you to choose the modem installed in your personal computer so that the Surefind software can properly communicate with it.

If your computer did **not** come with a modem pre-installed, locate the documentation that came with the modem when you purchased it, scroll through the list until your make and model is found and select it.

If your computer came with a modem pre-installed, find the documentation that was included with the computer, scroll through the list until your make and model is found and select it. If you can not determine the make and model of your modem, **please contact the computer manufacturer or place of purchase for assistance.**

Once you have selected your modem from the list, you need to select the [Comm Port](#) that the modem uses for communications.

Then select the [Baud Rates](#) that your modem supports. If you are using a newer 14.4 or 28.8 bps modem, you can set the Baud Rate to 38,400 or 57,600. If you are using an ISDN modem, set the Baud Rate to 57,600 or 115,200.



## **Comm Port**

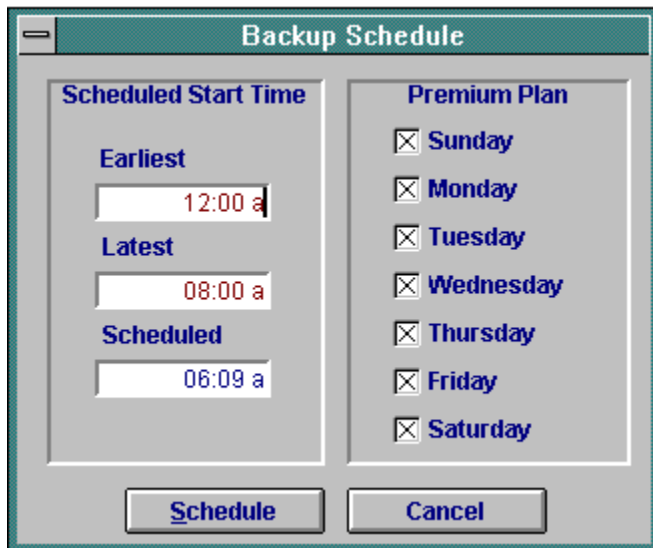
Communications or Serial Port on your computer. Com1 or Com2 are the most common ports used for modems.

# Backup Schedule

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The Backup Schedule allows you to set the day(s) and time the Surefind system will automatically backup files from your system. Depending on the Surefind Plan you have chosen, you may not be able to select the day(s) to perform automatic backups.

You can set the time “window” and day of the week to perform a backup. Choose an earliest and a latest time that you would like Surefind to perform an automatic backup for you. Surefind calculates the backup time based on your input. If you would like Surefind to backup at a specific time, enter that time in both the earliest and latest times. Next, choose the day or days of the week you would like Surefind to perform the backup. Click the Schedule button to save your choices.



The image shows a Windows-style dialog box titled "Backup Schedule". It is divided into two main sections. The left section, titled "Scheduled Start Time", contains three time input fields: "Earliest" with the value "12:00 a", "Latest" with the value "08:00 a", and "Scheduled" with the value "06:09 a". The right section, titled "Premium Plan", contains a list of days of the week, each preceded by a checked checkbox: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. At the bottom of the dialog box are two buttons: "Schedule" and "Cancel".

Scheduled Start Time	Premium Plan
Earliest 12:00 a	<input checked="" type="checkbox"/> Sunday
Latest 08:00 a	<input checked="" type="checkbox"/> Monday
Scheduled 06:09 a	<input checked="" type="checkbox"/> Tuesday
	<input checked="" type="checkbox"/> Wednesday
	<input checked="" type="checkbox"/> Thursday
	<input checked="" type="checkbox"/> Friday
	<input checked="" type="checkbox"/> Saturday

# Recover Files

The Surefind Software maintains a database of all directories, sub-directories and files that have backed up to date. File information such as last modification date, time, and size are stored during each backup so that any previous version of a file may be recalled from the Surefind Electronic Vault and restored to your computer.

From the Recover window, you can select the recover method you wish to use.

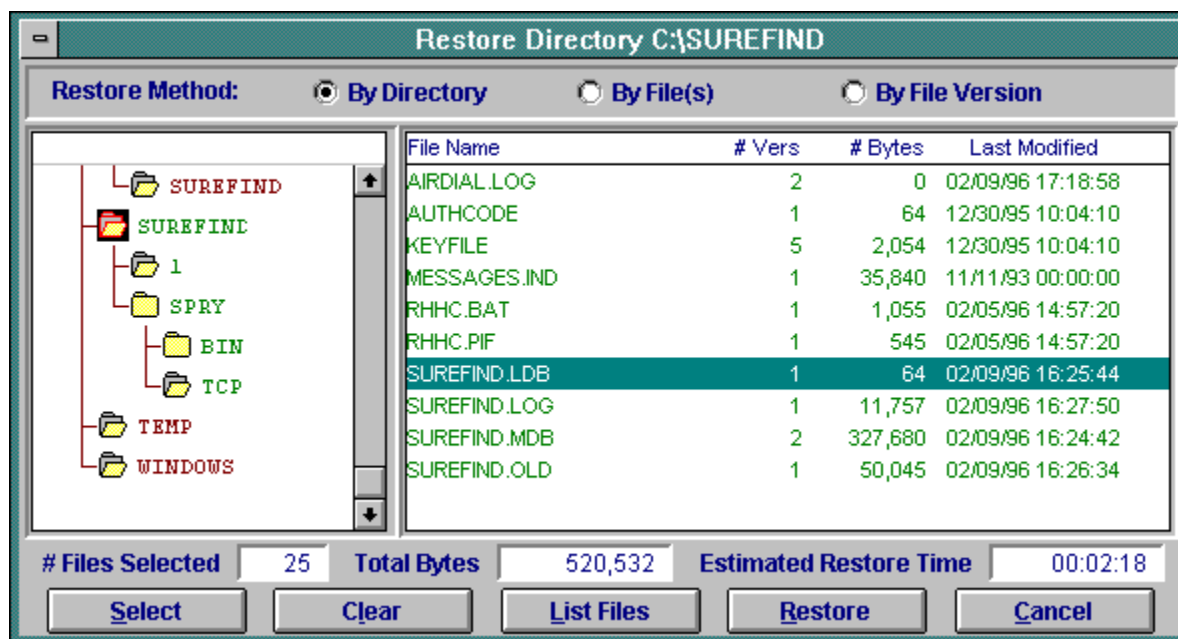
Recovery Methods:

- **By Directory** - If this option is selected, ALL files in a selected directory are recovered.
- **By File(s)** - If this option is selected, you can select specific files from any directory to be recovered.
- **By Version** - If this option is selected, you can recover previous versions of a file or files.

**NOTE:** The By Directory and By File(s) ONLY recover the most recent version of a file or files.

Drives, directories, sub-directories and files displayed in **GREEN** have been selected and those displayed in **RED** are not selected.

Once you have selected all the files you wish to recover, click the recover button to start the recovery process.



# *Surefind Help*

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Clicking this icon will display the main Surefind Help window.

## *Exit*

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Selecting this will terminate the Surefind Software. It **WILL NOT** terminate the Surefind Scheduler. The Scheduler Icon will remain minimized on the bottom of the Windows Desktop.

# Getting Started with Surefind

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During the installation process, Surefind guided you through several of the steps necessary to configure the software. At this point, you have completed the communications setup and registration process. There are several final configuration steps that you need to complete at this time. Please follow the final steps outlined below.

**The Surefind Software has two components, Administration and Scheduling.**

## *Surefind Scheduler*

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The Surefind Scheduler is added to the Windows Startup Group so that it is always running on your computer. You will notice that it appears on your desktop and when clicked on, it displays the date and time of the next scheduled backup. The scheduler's sole purpose in life is to ensure your scheduled backups run on time. The Scheduler **MUST** be on your desktop so that your scheduled backups execute. If you close the Scheduler, you can restart it by opening your Windows Startup Group and double-clicking on the Surefind Scheduler Icon.

## *Surefind Administration*

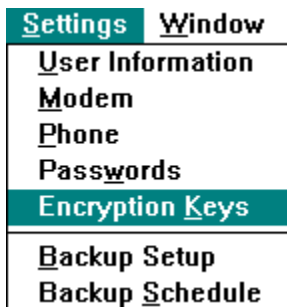
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The heart of the Surefind Software is added to a Windows Group called the Surefind Backup System. From here, you control the operation and configuration of the Surefind System. All of the following configuration changes will be made here.

## *Defining an Encryption Key.....*

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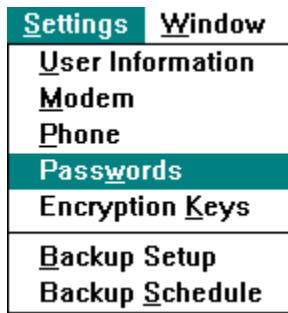


You need to select an Encryption Key that is used to secure your data during transmission and storage on our systems. Surefind uses the DES encryption scheme to secure your data. From the Settings pulldown menu, select the Encryption Keys entry. Your key can be any combination of letters and numbers, at least 8 characters and up to 32 characters maximum. Special characters such as !, @, #, \$, %, ^, &, \*, (, ), +, ? are **NOT** allowed. There is no need to remember this key since it is also encrypted, stored on your computer and backed up each time it is changed. Click the Modify button to save your Encryption Key.

## *Defining a Restore Password.....*

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Next, you need to choose a Password that will be used to secure file recoveries from our systems. This Password prevents unauthorized persons from restoring your files to other computer systems without your knowledge. From the Settings pulldown menu, select the Passwords option to set your new Recover Password. You need to list your current Password before you can change it. Surefind has an initial default password of **surefind** (**lower case**). Enter this as the Current Password. Be sure to choose a Password that you will remember, but one that is not easy for someone else to guess. You may want to write your password down and keep it in a secure place in case it is forgotten.

**NOTE: THE PASSWORD IS CASE SENSITIVE..!!! UPPER and LOWER case letters are DIFFERENT. Be SURE you KNOW what you are typing..!!!**

Once you have entered the current password and your new password, save it by clicking the modify button.

**IMPORTANT:** Clicking the modify button will cause the Surefind Software to dial your modem and attempt a connection to our systems. Your password is encrypted and stored on our systems as an added security measure.

## *Defining What Surefind Will Backup.....*

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At this point, you need to define the drives, directories, sub-directories and files that Surefind will manage for backup. Once you make the selections, Surefind will automatically backup every file that has changed in the selected directories and sub-directories since your last backup. Therefore, you should select the directories you store your work in. For example, if you store your word processing files in one directory, be sure to select that directory. As a rule of thumb, select the directories of the software you use most. To select directories and files for backup, click the icon that looks like a file cabinet drawer. When the window is opened, you will see a display that looks similar to the Windows File Manager. Drives, directories, sub-directories and files displayed in **GREEN** have been **SELECTED** for backup while those listed in **RED** are **EXCLUDED** from backup. You must single click on a directory, then click the SELECT button to select the directory and its files for backup.

**NOTE:** If the selected directories has sub-directories, all sub-directories the their files are automatically selected.

You can exclude directories, sub-directories and files by simply single-clicking on the directory or file and clicking the **CLEAR** button. By default, Surefind **EXCLUDES SYSTEM** files such as **EXE, DLL, HLP, COM** and all files marked as **SYSTEM** or **HIDDEN**. You can change this default, add additional files or file types by clicking the **OPTIONS** Button.

At the bottom of the window, Surefind displays the total number of files currently selected (from all selected directories and sub-directories), total number of uncompressed bytes, and an estimated time to

perform the backup. The estimated backup time is based on a 14.4 bps modem connection, so if you have a faster modem, your backup time will be less.

Once you have defined the criteria that Surefind uses to backup your system, click the **SAVE** button to store your choices.

## *Verify Backup Settings.....*

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At anytime you can see what directories, sub-directories and files Surefind will backup by clicking the icon that looks like a **CHECK** mark. By clicking this icon, you can see everything that will be backed up the next time a backup is performed. It's a good idea to select this to verify that everything you want to be backed up, will be backed up. If you need to change your settings, do so, and verify them after each change.

## *Perform a Backup Now.....*

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Once you have all of the drives, directories, sub-directories and files selected that you want to backup, click the backup icon to start the backup process. You will get a message that there is a backup scheduled already and you are asked if you wish to perform a backup now. Choose **YES** to perform a backup now. Surefind will collect all of the files designated for backup, attempt to dial your modem, connect to the Surefind Electronic Vault System and backup your files. Surefind displays a status window that allows you to watch the progress of the backup.

## *Check the Backup Status.....*

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Once the backup has completed, you can review the log entry that each backup creates. By clicking on the Review Logs icon, you can view the status log of each backup you have performed. By clicking the Detail button, Surefind will display the directories, sub-directories and files that were archived during that backup process.

## *Safe and Secure.....*

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That's it...! Surefind is now setup and ready to automatically backup files from your computer system. Please take a few minutes to review the Frequently Asked Questions section of this help file. It may help answer some current or future questions you may have.

# *Trouble Shooting*

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## *Communications/Modems*

We assume that you have a properly configured and functioning modem. The Surefind Online Software uses a standard dialing and communication program to communicate with our Security Vault Systems. Common communication troubles include:

- **Call Waiting** - This service, while it's great for voice, causes problems for data connections. You should disable call waiting by adding the prefix \*70, to the phone number being dialed by Surefind. You can do this by clicking the Phone List Icon in the Surefind Software and adding the \*70 to the beginning of the phone number used to connect to our Security Vault Systems.
- **Old/Slow Modems** - Surefind will not support modems slower than 9,600bps. If you are using a 9,600bps or an older 14,400bps modem, we suggest that you upgrade to a newer, high-speed modem. Surefind will operate fine with 9,600bps and 14,400bps modems, however, your backups will complete faster and this may reduce the charges from your local phone company.
- **High speed UARTS** - Most newer internal 14,400bps and 28,800bps modems have high speed UART chips which are used to buffer data to and from the modem. These UART chips are referred to as "**16550**" in the modem's documentation. If you are using an **external** modem, the UART chip that is on your computer's motherboard is used by the external modem. While, the 16550 UART is **NOT** required, if you are using a high speed **external** modem, you should be using a 16550 UART with the modem.

## *General Protection Faults*

While we have made every effort to fully test the Surefind Online product however, it is possible that this type of error may occur. If it does, please make a note of the **EXACT** error message and the sequence of events that may have caused it. Please contact Surefind Customer Support to report the problem.

## *Surefind Error Messages*

# *Frequently Asked Questions*

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## *Where is my data stored...?*

Your data is stored on optical disks at a Surefind Security Vault Center. We currently have two centers, one in Pittsburgh, PA. and one in Charlotte, NC. These centers are fully secured production class data centers that are staffed 24 hours a day, 7 days a week, 365 days a year.

## *What happens if I forget my Restore Password...?*

If you do forget your Restore Password, it can be reset by the Technical Support Staff at Surefind. As part of our security policy, we will require additional verification of your identity before the password is reset. Please see the [Surefind Product Support](#) section for the number of Technical Support.

## *How does Surefind choose a backup time...?*

Based on the times you entered in the earliest and latest fields of the schedule window, Surefind calculates a random time between these two times. This random time allows us to spread out the times backups are performed.

## *How do I choose a specific time to do my weekly backups...?*

Surefind selects a backup time based on the earliest and latest times you specify in the schedule window. If you would like to define a specific backup time, specify the same time in both the earliest and latest time fields.

## *What happens if I miss a scheduled backup...?*

If for some reason Surefind misses a scheduled backup ( i.e. Computer turned off, phone line not plugged in, network problem...), Surefind will alert you that a backup was missed and prompt you to run the backup immediately.

## *Will Surefind run on Windows 3.x under OS/2...?*

Yes it will, however, Surefind was designed to run under the native Windows 3.1 or 3.11 operating system. We cannot guarantee that Surefind will operate flawlessly when Windows is running under the OS/2 operating system. Additionally, the Windows 3.x version of Surefind **ONLY** supports the **FAT** file system. Surefind can not read files from a hard disk that uses the **HPFS** file system.

## *Will Surefind run on the Windows 95 operating system...?*

A Windows 95 compatible version is currently under development and should be available soon. Due to the file system changes introduced by Windows 95 ( i.e. long file names, VFAT file system ) this initial version of Surefind will **NOT** operate under Windows 95. Please check the Surefind Support Forum on CompuServe (GO SUREFIND) for details on the Windows 95 version of Surefind Online.

## *Will Surefind run on the Windows NT 3.5x operating system...?*

There will also be a Windows NT version of Surefind. Due to the file system changes introduced by Windows NT ( i.e. long file names, security, NTFS file system ) this initial version of Surefind will **NOT** operate under Windows NT. Please check the Surefind Support Forum on CompuServe (GO SUREFIND) for details on the Windows NT 3.5x version of Surefind Online.

*I use the Stacker disk compression utility, will Surefind work with Stacker...?*

Yes. Disk compression utilities operate at the system level. Requests to read and write to a compressed disk are handled by the compression software and Surefind operates without really knowing that the file(s) are compressed.

*I have multiple hard drives (or partitions) in my computer, will Surefind support all of them...?*

Yes, Surefind supports multiple hard drives or partitions. Keep in mind this version of Surefind will only support local, standard **FAT** formatted hard drives or partitions.

*My computer is connected to a local area network, will Surefind allow me to backup directories and files from a server...?*

This version of Surefind **ONLY** supports hard drives that are physically installed in your computer. There is a version of the Surefind Software specifically designed for local area networks and servers. Please contact Surefind for information on the Network version of the software.

# The *File* Pulldown Menu

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Using this pulldown menu, you can display messages from Surefind, Download a new version of the software when available, or exit.

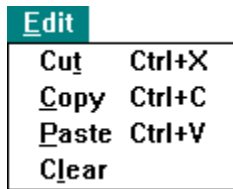
## Download New Version

We are constantly improving the Surefind product. As updates to the product become available, you can use this option to download the newest version of the product. Once you have downloaded a new version, follow the instructions that accompany the product.

New versions and product updates are also available for download via the Surefind Support Forum on CompuServe. (**GO SUREFIND**)

# *Edit* Pulldown Menu

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Surefind supports the standard windows clipboard feature. You can cut and paste information to and from the Surefind Software if needed.



## Clipboard

Cut, copy, paste or clear data from the clipboard.

# Action Pulldown Menu

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Action
<u>B</u> ackup
<u>R</u> estore
Backup <u>L</u> og
Backup <u>T</u> o Do
Backup <u>H</u> istory

# User Information

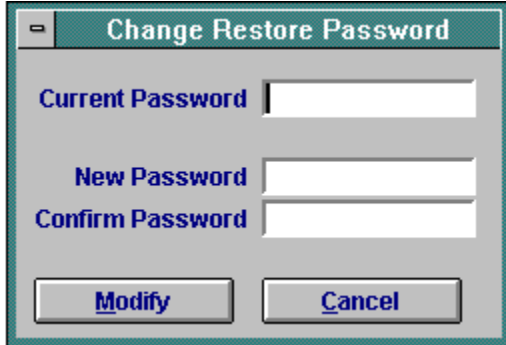
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This information is required as part of the registration process.

User Information						
Account #	CS999999-9999		System Name	3241-049		
User Information						
Name - Last	Customer	First	John	Middle	Q	
Company	Surefind Information, Inc.					
Position						
Phone	412-788-2511	FAX	412-788-2724	Modem		
E-Mail						
User		Address		Billing	Save	Cancel

# Passwords

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A screenshot of a Windows-style dialog box titled "Change Restore Password". It contains three text input fields labeled "Current Password", "New Password", and "Confirm Password". At the bottom, there are two buttons: "Modify" and "Cancel". The dialog box has a standard Windows XP aesthetic with a title bar and a light gray background.

The restore password is used to secure file recoveries from our systems. This Password prevents unauthorized persons from restoring your files to other computer systems without your knowledge. You need to list your current Password before you can change it. Surefind has an initial default password of **surefind (lower case)**, enter this as the Current Password. Be sure to choose a Password that you will remember, but one that is not easy for some else to guess. You may want to write your password down and keep it in a secure place in case it is forgotten.

**NOTE: THE PASSWORD IS CASE SENSITIVE..!!! UPPER and LOWER case letters are DIFFERENT. Be SURE you KNOW what you are typing..!!!**

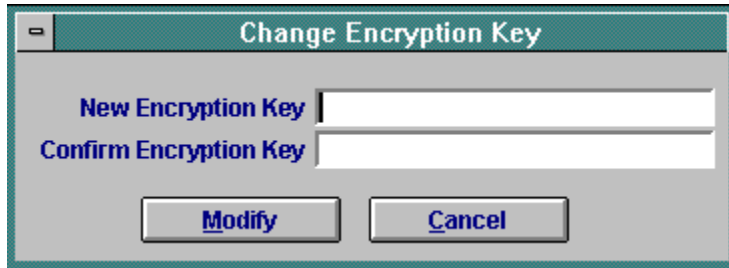
Once you have entered the current password and your new password, save it by clicking the modify button.

**IMPORTANT:** Clicking the modify button will cause the Surefind Software to dial your modem and attempt a connection to our systems. Your password is encrypted and stored on our systems as an added security measure.

If you do forget your restore password, please see the trouble shooting section of this help file for additional instructions.

# *Encryption Keys*

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A screenshot of a 'Change Encryption Key' dialog box. The dialog has a title bar with a minus button and the text 'Change Encryption Key'. Inside, there are two text input fields. The first is labeled 'New Encryption Key' and the second is labeled 'Confirm Encryption Key'. Below the fields are two buttons: 'Modify' and 'Cancel'. The 'Modify' button has a blue underline on the 'M' and the 'Cancel' button has a blue underline on the 'C'.

Select the Encryption Key that is used to secure your data during transmission and storage on our systems. Surefind uses the DES encryption scheme to secure your data. Your key can be any combination of letters and numbers, at least 8 characters and up to 32 characters maximum. Special characters such as !, @, #, \$, %, ^, &, \*, (, ), +, ? are **NOT** allowed. There is no need to remember this key since it is also encrypted, stored on your computer and backed up each time it is changed. Click the Modify button to save your Encryption Key.

# Settings Pulldown Menu

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<b><u>S</u>ettings</b>
<b><u>U</u>ser Information</b>
<b><u>M</u>odem</b>
<b><u>P</u>hone</b>
<b><u>P</u>ass<u>w</u>ords</b>
<b>Encryption <u>K</u>ey<u>s</u></b>
<b>Backup <u>P</u>arameters</b>
<b><u>S</u>chedule</b>

# Windows Pulldown Menu

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<b>W</b> indow
<b>C</b> ascade
Tile <b>V</b> ertical
Tile <b>H</b> orizontal
Arrange <b>I</b> cons
Close <b>A</b> ll
✓ <b>T</b> ool Bar
✓ <b>S</b> tatus Bar

## **Tool Bar Toggle**

This item toggles the Surefind Online icon tool bar on and off. By default the icon tool bar is on and is displayed when you start Surefind.



## **Status Bar Toggle**

This item toggles the Surefind Online status bar (located at the bottom of the Surefind Online window) on and off. By default the status bar is on and is displayed when you start Surefind. The status bar is used to display information to you during the operation of the Surefind Online software.

# *Surefind Product Support*

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Surefind is committed to providing the highest level of technical support to our customers. If you are having problems with our products, be sure to have the following information available **BEFORE** contacting us:

- Your **Account Number** and **System Name** ( Located in User Information )
- **Version Number** of the Surefind software you are currently running ( Located in Help/About)
- Your Computers' **Operating System** and **Version** ( i.e., Windows 3.1 or 3.11 )
- **Make** and **Model** of the modem installed in your computer.
- **Accurate description** of the problem you are having. Be sure to have any **error message** text that is displayed and the sequence of events that caused the problem.

## *Contacting Us...*

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### ***CompuServe:*    GO SUREFIND**

Surefind maintains a support forum on CompuServe. Product updates, News, Technical information, FAQ's, and E-mail access to our Product Support staff is available directly through our forum. E-mail questions are answered in 24 hours or less, except on weekends.

### ***Internet:*    102212.3614@compuserve.com**

You can E-mail questions directly to Surefind Product Support at the above Internet Mail Address. All E-mail is responded to in 24 hours or less, except on weekends.

### ***Our Address:***

Surefind Information, Inc.  
Park West One - Suite 390  
Pittsburgh, PA. 15275

### ***Office Hours:***

8:30 am to 6:00 pm Eastern Standard Time  
Monday through Friday, except Holidays

### ***Technical Support:***

Voice: 1-412-788-1564  
FAX: 1-412-788-2724

## Directory List

This window displays all directories and sub-directories containing files that require backing up. You can single-click any directory to display the files that will be backed up.

## **Files List**

This window displays all files in a given directory that need to be backed up.

## #Files

This displays the **total** (all directories on all drives) number of files that will be or have been backed up.

## #Bytes

This displays the **total** (all directories on all drives) number of **uncompressed** bytes that will be or have been backed up.

## Estimated Backup Time

This displays an estimated backup time for all files selected for this run. The estimated time is listed in the HH:MM:SS format. The estimated time is **initially** based on a 14.4bps modem connection. As files are backed up, Surefind will recalculate the estimated backup time based on transmission speeds of previous files and the amount of data remaining to be backed up.

Abbr. for Write-Once-Read-Many. Once the data is written, it can never be modified, updated or deleted. It can be re-read many, many times.

## **Prefix**

The prefix is added to the beginning of the phone number when the Surefind software dials your modem. A common prefix would be 9, (nine comma) which could be used if you need to dial "9" to get an outside line on your phone system. You could also use a prefix of \*70, to disable call-waiting while you're performing a backup.



## **Baud Rate**

The number of times, per second, that a signal can change on a transmission line.  
Set this number equal to, or higher than, the speed of your modem.

## Scheduled Start Time

Define the earliest time and the latest time you would like Surefind to backup your files. Surefind will calculate a time between the times you enter. If you want to perform a backup at a specific time, enter the same time in both the earliest and latest time fields.

Be sure to specify **AM** or **PM** (**a** or **p**) when you enter the time. You can also enter the time using Military time format.

## **Backup Days**

Select the day or days you would like Surefind to backup files from your system each week.

## New Encryption Key

You can modify your encryption key at any time. This key is used to keep your files secure when stored at a Surefind Electronic Vault Center and during transmission between your computer and Surefind.

The Encryption Key must be at least 8 characters long, no more than 32 characters long and can consist of a combination of letters and numbers. Special characters (i.e. \$,#,!,),\*,&,%,@.....) are **not allowed**.

## Directory List Window

This window lists all directories on a specific hard drive in your computer.

Directories displayed in **RED** are **NOT SELECTED** for backup. Directories displayed in **GREEN** will be backed up.

Single click a directory displayed in **RED**, then single click the **SELECT** button to cause Surefind to **INCLUDE** this directory. The directory will now be displayed in **GREEN**.

Single click a directory displayed in **GREEN**, then single click the **CLEAR** button to cause Surefind to **EXCLUDE** the directory from backup.

**NOTE:** If the directory has sub-directories, all sub-directories and all matching files in those sub-directories will be included or excluded. If you wish to exclude or include certain sub-directories, you must select each one individually.

## File List Window

This window displays files in a selected directory.

Files that Surefind has selected for backup are displayed in **GREEN** and files that will be excluded are displayed in **RED**.

Surefind automatically excludes SYSTEM files such as EXE, DLL, HLP, COM and all files marked as SYSTEM or HIDDEN.

You can change this default or add additional files using the OPTIONS Button.

## Clear/Select Button

When a **GREEN** (included) directory is selected, the button will display **CLEAR** allowing you to **EXCLUDE** the directory.

When a **RED** (excluded) directory is selected, the button will display **SELECT** allowing you to **INCLUDE** the directory.

**NOTE:** When you select a directory, **ALL** sub-directories are included or excluded by default.

## Options Button

Clicking this button allows you to define specific files or file types to be **EXCLUDED** automatically by the Surefind software.



# *Help* Pulldown Menu

<u>H</u> elp
<u>C</u> ontents
<u>S</u> earch
<u>A</u> bout Surefind

## **Help Contents**

Selecting this entry will display the main Surefind Online Help window.

## **Help Search**

Selecting this entry will display a help window that allows you to search for help on a specific topic.

## **Help About**

Selecting this entry will display a window that contains information about the Surefind Online Software. Information such as copyrights, Surefind Online software version number and Windows resource information are available here.

# *Surefind Error Messages*

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**Message:** Code # 1001, System currently processing a previous backup.

**Explanation:** The Surefind Security Vault System is still processing a previous backup when a request for another backup was received. This can occur if a second backup is started immediately after a previous backup finishes.

**Action:** Wait 5 minutes after a backup completes before attempting to start another.

**Message:** Code # 1003, Administrative Server failed to respond.

**Explanation:** Activity at each Surefind Security Vault is authorized by an Administrative Server and communication with this server is required for processing various requests. If communication is not possible of fails, requests are rejected.

**Action:** Wait a few minutes and try the operation again. If this message continues, please notify Surefind Customer Support.

**Message:** Code # 1004, Start request not received from the data server.

**Explanation:** Due to a communication failure, the Start request from the data server was never received.

**Action:** Wait a few minutes and try the operation again. If this message continues, please notify Surefind Customer Support.

**Message:** Code # 1005, 1006, 1007, 1008, 1009, or 1010 ,Connection to data server lost.

**Explanation:** Due to some sort of communications failure, the connection to the Surefind Security Vault system was lost or could never start. This could be caused by a network problem, local phone company problem, or something as simple as the call waiting tone disrupting communications.

**Action:** Wait a few minutes and try the operation again. If this message continues, please notify Surefind Customer Support.

**Message:** Code # 1011, Data file transfer problem with data server.

**Explanation:** During the transfer of files to or from your computer, an error was detected and the transfer stops.

**Action:** Wait a few minutes and try the operation again. If this message continues, please notify Surefind Customer Support.

**Message:** Code # 1012, Attempt to transfer file with an invalid name.

**Explanation:** The Surefind Security Vault system has detected that a file has changed during the backup process.

**Action:** Wait a few minutes and try the operation again. If this message continues, please notify Surefind Customer Support.

**Message:** Code # 1024, Data transfer operation failed.

**Explanation:** Something has interrupted the data transfer process from your computer to the Surefind Security Vault system. Most common causes are Call waiting, someone picked up an extension while your computer was using it, or a temporary problem with the connection from your local phone company.

**Action:** Wait a few minutes and try the operation again. If this message continues, please notify Surefind Customer Support.

**Message:** Code # 1027, Network connection with data server lost.

**Explanation:** Communications with the Surefind Security Vault system has been lost. The backup or recovery process has terminated due to the lost connection

**Action:** Wait a few minutes and try the operation again. If this message continues, please notify Surefind Customer Support.

**Message:** Code # 1050, Administrative Server failed to add user

**Explanation:** The Surefind Security Vault Administrative Server was unable to add you as a valid user on our systems.

**Action:** Wait a few minutes and try the operation again. If this message continues, please notify Surefind Customer Support.

**Message:** Code # 1051, User already registered with the Administrative Server.

**Explanation:** You have attempted to re-register with the Surefind Service after a successful registration.

**Action:** If you have re-installed the Surefind Software due to a data loss, please notify Surefind Customer Support for assistance.

**Message:** Code # 1090, Connection to data server failed.

**Explanation:** The Surefind software was unable to contact the Security Vault System.

**Action:** Wait a few minutes and try the operation again. If this message continues, please notify Surefind Customer Support.

**Message:** Code # 1091, Invalid password entered.

**Explanation:** During the Change Restore Password function, you have entered an incorrect Current Restore Password. By default, the restore password is **surefind** (*lower case*).

**Action:** Try the Change Restore Password function again and insure that the correct case is used. If you have forgotten your restore password, please contact Surefind Customer Support.

**Message:** Code # 1201, SHARE.EXE must be included in the AUTOEXEC.BAT file.

**Explanation:** If you are running Windows 3.1, you must have SHARE loaded in your AUTOEXEC.BAT. If you are running Windows 3.11 or higher, SHARE is automatically loaded by Windows for you.

**Action:** Please consult your DOS manuals for instructions on loading SHARE in your AUTOEXEC.BAT file.

**Message:** **46060**, Unable to complete restore, Code #1073.

**Explanation:** The restore password you entered is incorrect.

**Action:** Perform the restore again and ensure that the correct password is entered. Keep in mind that **CASE** is important. If you have forgotten your restore password, please contact Surefind Customer Support.

**Message:** **46360**, Unable to complete backup, Code #1027 or #1030.

**Explanation:** Due to a communications error, Surefind was unable to complete the backup process.

**Action:** Wait a few minutes and try the operation again. If this message continues, please notify Surefind Customer Support.

**Message:** **46400**, Collect system error , code #53

**Explanation:** This error is typically a result of a previous error encountered by the Surefind application. Surefind has attempted to open a control file and has been unsuccessful.

**Action:** Close the Surefind Application completely and restart it. If this message continues, please notify Surefind Customer Support.

**Message:**       **46410**, Unable to collect files requireing backup.

**Explanation:**   This error is typically a result of a previous error encountered by the Surefind application. Surefind has attempted to locate a file or files that require backing up and has been unsuccessful.

**Action:**        Close the Surefind Application completely and restart it.   If this message continues, please notify Surefind Customer Support.



