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# User Guide

Active Online Backup - Secure, automatic protection

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Congratulations on purchasing Active Online Backup, an investment in your peace of mind. Your valuable backups are immediately encrypted on your computer with ultra-strong 448-bit encryption. Backups are continually transferred to secure servers maintained by our strategic partner, CrashPlan, which provides secure backup software and storage in a state-of-the-art underground facility in a former bank vault in Minneapolis, Minnesota.

## 1. Quick Setup

1. Download the setup file using the link displayed after making your payment or the link in the Registration e-mail.
2. Double-click the setup file to run the installation.
3. After installation, fill in the Account form:

Enter your E-mail address in Username.

Enter a strong Password that you create.

Enter the Registration key you received in your Registration E-mail.

**Create your Account**

Please enter your email address and password. This information identifies you and encrypts your files so nobody else can access them.

New Account  Existing Account

First name:

Last name:

Username:

Password:

Retype password

Registration key:  -  -  -

4. Press: **Create Account**
5. Select the files to backup. See the next section for instructions.

**Note:** You need your e-mail address and your Account Password to open your secure Web page <https://crashplan.com/manage> where you can restore files from your backup. If you choose to password-protect the software on your computer, you also need your e-mail address and Account Password. You may also create a separate Private Password for extra protection. The Private Password is known only to you and can never be retrieved, recovered or broken by anyone.

## 2. Backup - Selecting Folders and Files

This section explains how to use the CrashPlan software to select folders and individual files you want to backup. You also use these instructions to make changes to your backup selection.

To select the folders and files to backup:

1. Open the Active Online Backup CrashPlan software. If you just installed it, the software is already open.

Open it any time by going to Start | Programs | CrashPlan | CrashPlan

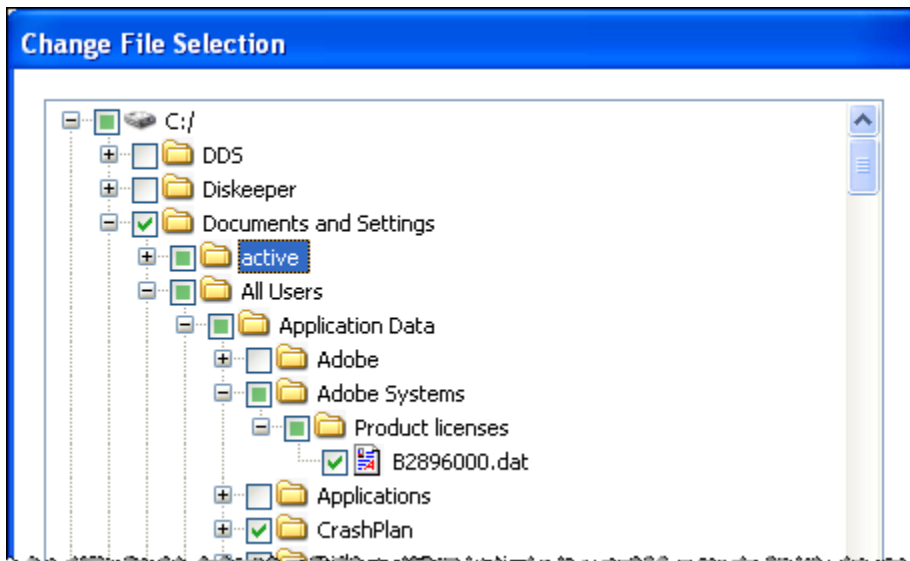
Or you can right-click on the CrashPlan icon in the lower right corner of the screen and press Show Application.

2. The opening page is the Backup page. Go to the bottom and press Change...



It may take several minutes to load a tree of all the available folders.

3. Check the folders you want to backup.



Note: Checking a drive or folder selects **all its subfolders**.

4. You can drill down to subfolders and files by clicking the plus [+] icons.
5. Select folders or files by checking their checkboxes.

Individual files have file icons next to their checkboxes.

Checking a folder selects all its subfolders.

Unchecking a file or folder changes its parent folder's icon to a green box.

6. Press Save

7. Press the Start Backup button near the top.

Your new settings are effective right away.

## 2.1. Backup - Changing Selected Folders and Files

You can easily change the folders and files you have selected for backup by adding more or unchecking some of them.

Remember that if a drive or folder is checked, all its new subfolders and files will be backed up.

To change your backup selection:

1. Follow steps 1, 2, and 3, above.

Note: If you have a large number of files, it may take several minutes for the file tree to appear after clicking the Change button.

2. Find any unchecked drive, folder or file you want to backup.

3. Check the checkbox next to any unchecked drive, folder or file you want to backup.

You may also change your backup selection using your secure Web page. To do that, go to your secure Web page, <https://crashplan.com/manage>, login, click on your computer name, and click on Client Settings. There you can enter Included files or Excluded files.

## 3. Checking on Your Backups

Active Online Backup runs continually and automatically based on your settings. To start with, you will receive a backup report by e-mail once every seven days.

You can check on your backup status, restore files, and change most settings from either:

- The Active Online Backup - CrashPlan software, or
- Your secure Web page - <https://crashplan.com/manage>


You should check the status of your backups periodically so that you can rest assured that all is operating correctly. You can check your backups on your secure Web page or with the CrashPlan software on the computer being backed up.

To check the status of your backup on your secure Web page:

1. Go to: <https://crashplan.com/manage> (click to open page)
2. Login with your account e-mail address and Account Password.

Username:

Password:



[Forgot your password?](#)

3. Check the Percent Complete, Time since Last Backup and the Last Connect Date.

Computers

Name	Selected	% Complete	Last Backup	Last Connect	Version
GUID	Bytes	Stored	Comp %	Created	OS
<a href="#">green</a>	83980 27.1 GB	96% 32.5 GB	13 mins 0.0%	5/5/09 11/14/08	4.14.2009 Windows XP 5.1

**Percent Complete**      **Time since Last Backup**      **Last Connect Date**

If the Percent Complete is not 100%, it means that some files or changes are waiting to be backed up when the computer is idle.

4. Amount of Data Backed Up - The second row, above, shows **Selected Bytes** and **Stored**.

**Selected Bytes** is the total size of the files on your computer that are backed up.

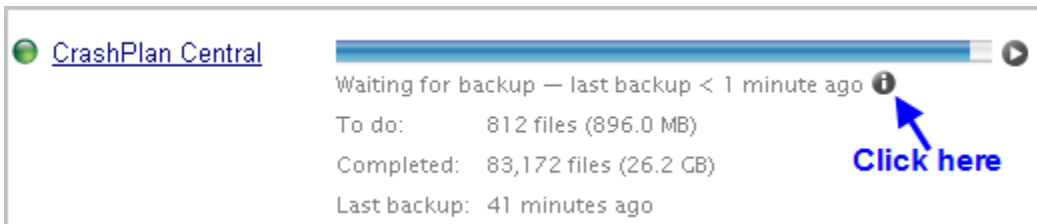
**Stored** is the total size of your backup on our servers. Compression of your files reduces their size. Keeping versions of your files slightly increases the size.

To check the status of your backup with the CrashPlan software:

1. Open the CrashPlan software by going to Start | CrashPlan | CrashPlan

Or you can right-click on the CrashPlan icon in the lower right corner of the screen and press Show Application.

2. Click on Backup.
3. Click on the "i" icon.



4. You see:

To do - the number and size of files to backup

Completed - the number and size of files already backed up

Last backup - the time since the last backup

At least once every week it is a good idea to check your backup by performing a test restore. You can restore one document selected at random to the computer desktop. Then open it. Active Online Backup verifies that all data is accurately copied at the time it is backed up, but test restores give you confidence that Active Online Backup is working.

## 4. Restoring Files

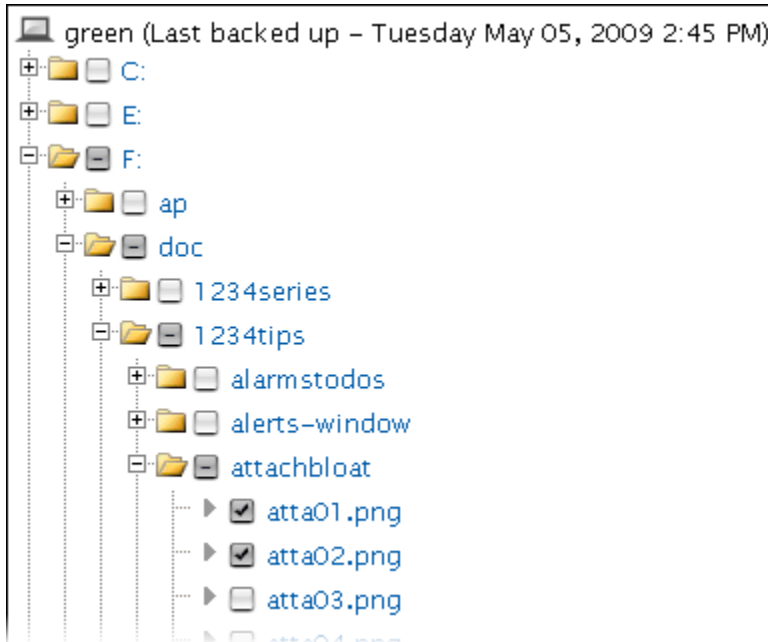
You can restore one, several, or all files using the CrashPlan software or a Web page. The Web page interface may work significantly faster, so try that method first.

To restore a file using the Web page:

1. Go to: <https://crashplan.com/manage> (click to open page)
2. Login with your account e-mail address and Account Password.
3. Click on the Restore link for your computer.

Computers						
Name	Selected	% Complete	Last Backup	Last Connect	Version	Connected
GUID	Bytes	Stored	Comp %	Created	OS	Mount Point
<a href="#">green</a>	83980 27.1 GB	96% 32.5 GB	1 hr 0.0%	connected 11/14/08	4.14.2009 Windows XP 5.1	yes <input type="button" value="restore"/>

4. To restore DELETED FILES, click the box at the bottom: Display deleted files
5. Click on the files you want to Restore.



6. You can drill down to subfolders and files by clicking the plus [+] icons.
7. Select folders or files by checking their checkboxes. Checking a folder selects all subfolders.  
Click the gray triangle by a file to show and select an EARLIER VERSION of a file.
8. Press Restore.
9. Click on: "Click here to download your restored files"
10. Save the downloaded file or files and open them in the folder where they are saved.

After downloading the file or files, open them and check their content. They are downloaded as a ZIP file with a name like CrashPlanPROWebRestore\_2.zip. You can open the ZIP file and extract or copy the files it contains using MS Windows or a ZIP program.

To restore a file using the CrashPlan software:

1. Open the CrashPlan software by going to Start | CrashPlan | CrashPlan

Or you can right-click on the CrashPlan icon in the lower right corner of the screen and press Show Application.

2. Click on Restore.
3. Check the folders and files that you want to restore.

Click on the [+] icons to expand folders. This can take a number of minutes depending on the number of files.

4. Make changes, if needed, to the Restore options. Click the underlined words to change the version or destination of the restored files.

Restore the most recent version to Desktop and rename any existing files.

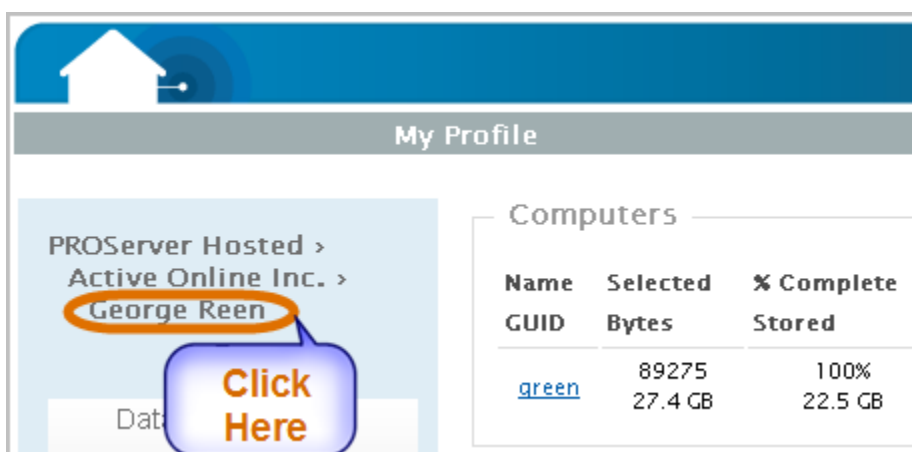
5. Press Restore.

## 5. Changing Your Account Password or E-mail

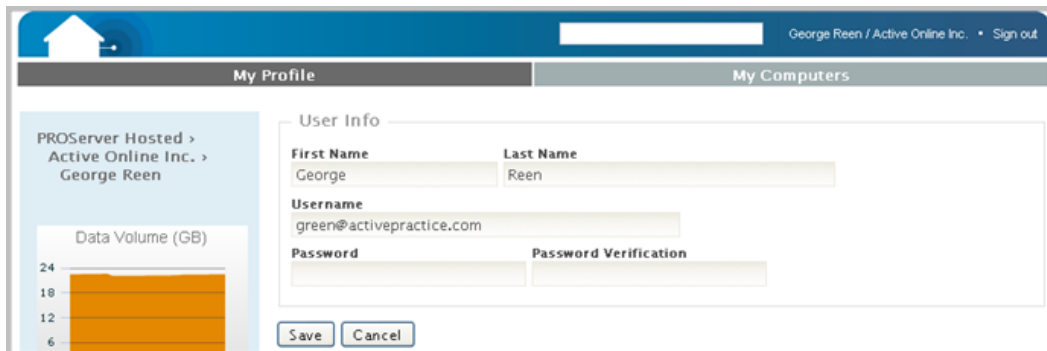
**Important:** If your e-mail address changes, it is extremely important to change it in your secure Web page. If a problem develops with your computer or your Internet connection that prevents backups for more than a day, a notification is sent to your e-mail address.

To change your account password or e-mail address in your secure Web page:

1. Go to: <https://crashplan.com/manage> (Click to open page.)
2. Login with your account e-mail address and Account Password.
3. Click on your name in the left pane.



4. Change your Account Password or E-mail.



5. Press Save.
6. Exit your My Profile page by clicking My Computers or click Sign out (upper right corner).

## 6. Advanced Security Measures

With Active Online Backup, you have the option to:

1. Lock the backup software, CrashPlan, on your computer with your Account Password.
2. Lock the contents of your backups with an added Private Password so that only you keep the exclusive key.

### 6.1. Optional: Locking the Backup Software

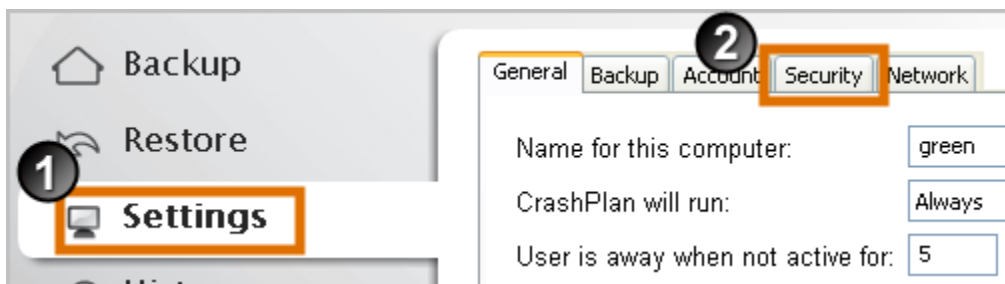
Normally your computer or server is protected by a login and password. No one can access your original files without signing in.

Even though you may trust someone inside or outside your office with access to your computer, server and files, you may choose to prevent them from opening the CrashPlan backup software and changing settings without your knowledge.

You have the option to lock the CrashPlan software with the same password you use to access your secure Web page, your Account Password.

To lock the CrashPlan software:

1. Go to: Start | Programs | CrashPlan | CrashPlan
2. Click on **Settings** and then on the **Security** tab.



3. Check the box: Require account password to access CrashPlan desktop application



After locking the CrashPlan software, anyone who needs to change the backup settings or restore files will need the Account Password.

## 6.2. Optional: Locking Backups with an Added Private Password

### Account Password Protection

The contents of your backups are encrypted and protected using your Account Password. In addition, they are encrypted a second time as they are transferred from your computer to our secure servers.

The advantages of using only your Account Password to lock up your backups are:

1. If you forget or lose your Account Password, you can recover it by contacting Technical Support.
2. You only need one password in order to restore files.

An Account Password is not exclusively within your control, since it can be reset by Technical Support. That is an advantage if you forget or lose your Account Password. But if you want to trust no one to reset your password, you can encrypt your backups with a third method - adding a Private Password.

### Adding a Private Password

You may add a Private Password if you want the *added security* of locking up your backups with an exclusive key that only you possess.

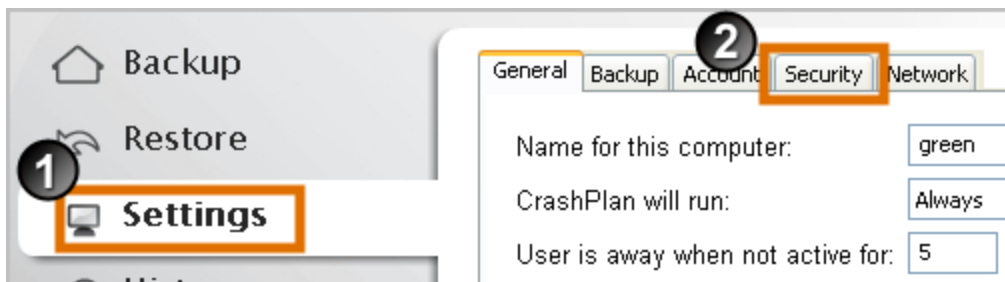
Do not add a Private Password unless you are sure you will not lose it. Adding a Private Password cannot be reversed without losing all your existing backups and backing up all files again after resetting your account.

**CAUTION:** If you add a Private Password, **no one can recover it or reset it** for you. All backups locked with a Private Password are completely inaccessible without it. No administrator, no government, no supercomputer can unlock your backups without your Private Password. If you lose your Private Password, all of the backups of all files, including old versions of your files and deleted files, are lost. You can backup all your files again after your account is reset, but no previous backups can be recovered.

The technology protecting your Private Password is unsurpassed and unmatched by any other backup company. Once you set a Private Password, you have the only key to your backed up files. To restore any files from backup, you can use the software on your computer or you can use any computer to log into your secure Web page with your e-mail address and Account Password. In both cases, if you have added a Private Password you need to have it to restore any files.

To add a Private Password:

1. We recommend using a password or pass phrase of at least 20 characters including uppercase, lowercase and some punctuation characters. Write down your pass phrase **at least twice** and store it in safe locations **both onsite and offsite**.
2. Go to: Start | Programs | CrashPlan | CrashPlan
3. Click on **Settings** and then on the **Security** tab.

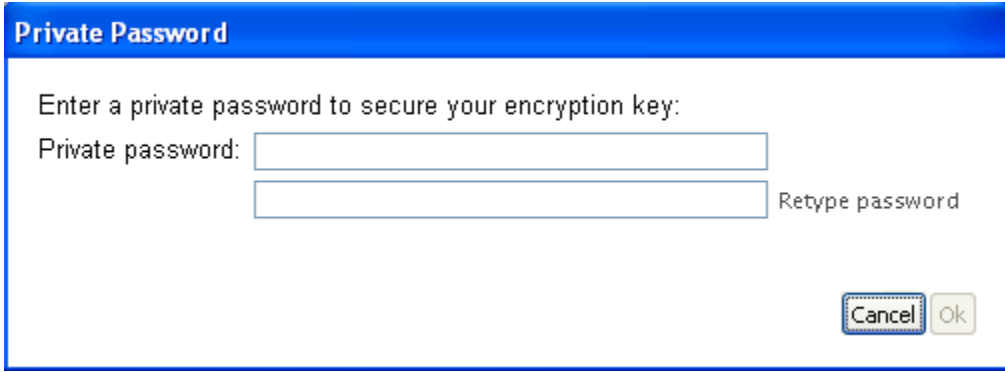


4. Click: **Secure key with private password**



5. After selecting **Secure key with private password**, the Private Password window appears.

Be sure you have written down your password of 20 or more characters, mixed uppercase, lowercase and punctuation.



6. After entering your Private Password, press OK.

We recommend that you print out this User Guide and store it securely offsite with your Private Password, your Account Password and your e-mail address. In an emergency, you will be able to access your backed up files from any Internet-connected computer. In addition, you may request delivery of your entire backup, fully encrypted with your passwords, on a portable hard drive.

## 7. Contact Information

Active Online Backup is a service of Active Online Inc.

Wells H. Anderson, J.D., CIC, President

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