

# **F-Secure Online Backup Help**



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# Chapter 1

## F-Secure Online Backup Help

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### Topics:

- *Introduction*
- *Using the program for the first time*
- *Buying a subscription*
- *Renewing your subscription*
- *Backing up files*
- *What if I want to stop backing up files?*
- *Restoring backed up files*
- *Changing the backup settings*
- *Checking the backup status*

## Introduction

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This F-Secure Online Backup guide describes and explains how you can use it.

### What is F-Secure Online Backup?

The F-Secure Online Backup program is a software application, which you can use to back up and restore your pictures, videos, music, e-mail messages, and other documents.

The F-Secure Online Backup program works on the Internet, which means that you have virtually unlimited space available for your data. Stored remotely, the data is in many ways more secure than if stored on your computer's hard drive.

You can access your remotely stored data also through the Internet and view, play, and download your files.

### How does the program work?

You can have the F-Secure Online Backup program automatically select the important files for you and back them up, or you can manually select the files for the backup.

The files are backed up to a secure server on the Internet. The automatic backup is a continuous process that works in the background. The program watches for any changes in files on your computer and adds them automatically to the backup. Later on, you can restore any file from the backup to your computer. You can restore all your files automatically, or you can manually select the files for restoring.

## Using the program for the first time

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This chapter explains what to do when you start using the F-Secure Online Backup program.

### Activating the program

When you open the program for the first time after the installation, you need to activate it.

To activate the program:

1. Do one of the following:

- Click the [Free trial version](#) link to try out the F-Secure Online Backup program for 30 days.
- In the [Enter your subscription key](#) window, enter the subscription key. You received it by e-mail when you bought the program.



**Note:** You may have more than one subscription key for different products, for example, one for the F-Secure Internet Security program and another for the F-Secure Online Backup program. Make sure that you enter the subscription key that you received for the F-Secure Online Backup program.



**Note:** Keep the subscription key in a safe place. You need it later on, for example, to restore your files.

2. Click [Continue](#).

The [Enter your account information](#) window opens.

3. In the [Enter your account information](#) window, do the following:

- a) Enter your e-mail address.
- b) Enter a password.

The password should be easy to remember, but hard to guess. Use a combination of lowercase and uppercase characters, and numbers.

- c) Re-enter the same password in the 'Confirm password' field.

You need the e-mail address and password for:

- restoring files
- receiving reports of backup events on your computer
- accessing backed up files through the web interface

- any technical support you may require in the future
4. Click **Continue**.  
A window for entering a backup name and selecting the backup type and speed opens.


After you have activated the program, you can start your first backup.

## Starting the first backup

The first backup can take several days or even a few weeks, depending on the speed of your computer, the available bandwidth, and the amount of data.

We recommend that you leave your computer turned on overnight, until the initial backup is completed.

To start the first backup:

1. Enter a name for the backup to help identify it later. You may need the name if you move the backup to another computer.
2. Select the backup type:
  - Create an automatic backup of important files
  - Select files for backup
3. If you want to use more computer resources and back up your files faster, select the **Use more computer resources** option.
4. If you want to control at which speed your files are backed up, select a speed from the **Preferred upload speed** drop-down menu.
5. Click **Start**.  
The F-Secure Online Backup main page opens. Depending on the backup type that you selected, the following happens:
  - If you selected the automatic backup, the application starts backing up your files.
    - 👉 **Note:** Click the  icon at the top right corner to minimize the window. You can continue working on your computer while the application backs up your files.
  - If you selected the manual backup, the backup starts after you select the files for the backup.

## Buying a subscription

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You can buy a new subscription online, when you have a free trial version of the F-Secure Online Backup program.

When your free trial period is about to expire, a reminder is shown when you open the program.

To buy a subscription:

1. In the reminder, click [Get a subscription key](#).  
The F-Secure eStore web page opens.
2. Order the new program version from F-Secure eStore.  
The subscription key is sent to your e-mail address.
3. Keep the subscription key that was sent to you at hand.
4. In the F-Secure Online Backup program, on the Settings tab, click [Subscription keys....](#)
5. In the dialog box that opens, enter the new subscription key for the full program version, and click [Activate](#).

## Renewing your subscription

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You can renew your subscription online.

When your subscription is about to expire, a reminder is shown when you open the program.

To renew your subscription:

1. In the reminder, click **Renew your subscription**.  
The F-Secure eStore web page opens.
2. Renew your subscription.  
The new subscription key is sent to your e-mail address.
3. Keep the subscription key that was sent to you at hand.
4. On the Settings tab, click **Subscription keys....**
5. In the dialog box that opens, enter the new subscription key, and click **Activate**.

You have successfully renewed your subscription.

## Backing up files

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This chapter explains how you can back up files either automatically or manually on the Backup tab.

### Backing up files manually

This section explains how you can back up files manually on the Backup tab.

In the **E-mail** and **My important files** categories, you can select which e-mail folders or important files are backed up. For other categories, you can only turn the backup on. A predefined selection of files is then included in the backup. You can decide for each file category (Office Documents, Pictures and Videos, Music) whether you want to turn the backup on. You can also decide whether you want to back up folders from both the 'E-mails' and 'My important files' category, or only one of them

To back up files manually:

1. Click the **Backup** tab
2. To back up the predefined selection of your office documents, click the **Turn on** button next to 'Office Documents'.
3. To back up the predefined selection of your pictures and videos, click the **Turn on** button next to 'Pictures and Videos'.
4. To back up the predefined selection of your music files, click the **Turn on** button next to 'Music'.
5. To back up your e-mails:
  - a) Click the **Change** button next to 'E-mail'.
  - b) Select the **Select folders** option.
  - c) Select the files and folders that you want to back up.
  - d) Click **OK**.
6. To back up your important files:
  - a) Click the **Change** button next to 'My Important Files'.
  - b) Select the **Select folders** option.
  - c) Select the files and folders that you want to back up.
  - d) Click **OK**.

The backup starts after you have turned on the backup, or selected the files or folders for the backup.

## What is backed up in manual backup?

This section explains what is backed up in manual backup.

In manual backup, the files and folders that are backed up depends on the following:

- Which file categories you turned on ('Office Documents', 'Pictures and Videos' or 'Music').
- Which folders and files you selected in the 'E-mails' and 'My important files' categories.

## Backing up files automatically

This section explains how you can back up files automatically on the Backup tab.

If you selected manual backup when you backed up the files for the first time, you need to change the backup type back to automatic. To do this, you need to turn the backup on for 'Office Documents', 'Pictures and Videos' and 'Music'. For 'E-mail' and 'My important files', you can reset the default folder selections.

To back up files automatically:

1. Click the **Backup** tab.
2. To turn automatic backup on for your office documents, click the **Turn on** button next to 'Office Documents'.
3. To turn automatic backup on for your pictures and videos, click the **Turn on** button next to 'Pictures and Videos'.
4. To turn automatic backup on for your music files, click the **Turn on** button next to 'Music'.
5. To restore the default selections for your e-mail folders:
  - a) Click the **Change** button next to 'E-mails'.
  - b) Select the **Select files** option.
  - c) Click the **Reset to default selection** button. Your folder selections are cleared, and the default folders are selected.
6. To restore the default selections for your important files:
  - a) Click the **Change** button next to 'My important files'.

- b) Select the **Select files** option.
- c) Click the **Reset to default selection** button. Your folder and file selections are cleared, and the default folders are selected.

The next time you open the application, the files are backed up automatically.

## What is backed up in automatic backup?

This section explains what is backed up in automatic backup.

If you have selected automatic backup, the F-Secure Online Backup program starts to back up your files when you open the application. It searches your computer for office documents, pictures and videos, music files, e-mail messages, Internet Explorer favorites, and files in the My Documents folder and on your desktop. The backup process runs in the background. The backup speed may vary depending on the following:

- what is the type and speed of your Internet connection
- how long you have had the Internet connection open
- whether you use your computer for something else at the same time

The following tables describe the five file categories that are backed up in automatic backup:

Category	File type	Application / Extension
Office documents	Microsoft Office documents, templates and databases	Word, Excel, PowerPoint, Publisher, Project, Access, Fax at work, Money, Visio
	OpenOffice.org documents, templates and databases	All OpenOffice and OpenOffice 2 applications
	Desktop publishing documents	InDesign, QuarkXpress, PageMaker, FrameMaker
	Apple iWork documents	Pages, Keynote, Numbers
	CAD and modeling drawings	dxf, .dwg, .mac, .pla, .pln, .pz3, .pzz files

Category	File type	Application / Extension
	Other documents	.pdf, .txt
Pictures and videos	All common digital camera and graphic application files	
	Photos and drawings, including RAW images from digital cameras	.jpg, .jpeg, .tif, .tiff, .crw, .cr2, .raw, .nef, .dng, .orf, .pef, .ptx, .raf
	Creative application documents	.ai, .eps, .cpt, .cdr, .cdx, .fla, .png, .psd, .psb, .psp, .eps, .dxf, .fhd, .fh9, .graffle, .wec, .xar
	Video files	.wmv, .mov, .3gp
Music files	Audio files	.mp3, .m4a, .m4p, .wma, .aac
E-mails	E-mail messages (default selection)	Default e-mail application. (Outlook, Outlook Express, Windows e-mail, Thunderbird)  In Mac: Thunderbird and Mac OS X Mail
My important files	Files in your My Documents folder (default selection)	
	Files in your Desktop folder (default selection)	
	Files in the Favorites folder of Internet Explorer (default selection)	

## What if I delete a file that has already been backed up?

If you delete a file that has already been backed up, it will not be deleted from the backup immediately.

This allows you to recover deleted files if you deleted them by mistake or if you changed your mind.

Locally deleted files remain in the backup for 30 days by default. You can change the time if you want to. For more information, see [Changing the Backup Settings](#).

## What if I want to stop backing up files?

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You can stop backing up files or you can temporarily stop backing them up.


### Stop backing up files temporarily

You can temporarily stop the backing up of files for 1, 3 or 24 hours.

To temporarily stop backing up files:

1. Click the **Pause** button at the bottom of the screen.
2. Select for how long you want to stop backing up the files.

Backing up file pauses for the selected time. It will resume after the selected time has elapsed, or when you click the **Resume** button.

 **Note:** When you click the **Resume** button, you can select to resume the file backup immediately, in 10 minutes, or in 1 hour.

### Stop backing up files

You can stop backing up files by closing the program.

To stop backing up files:

1. In Windows, right-click the program icon on your system tray, at the bottom right hand corner of your screen.
2. In Mac, position the pointer over the program icon in the Dock until the menu appears.
3. Select **Quit**.

## Restoring backed up files

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This chapter explains how you can restore backed up files on the Restore tab.

### Restoring backed up files to your computer

This section explains how you can restore backed up files to your computer.

To restore backed up files:

1. Click the **Restore** tab.
2. To select the files that you want to restore, click **Change** next to each file category.
3. Select whether you want to restore all or part of the files:
  - **Restore files automatically:** Restores all files in this file category automatically.
  - **Select folders:** You can select the folders for restoring.
  - **Do not restore any files:** Does not restore any files in this file category.
4. Click the **Options** button to select the restoring options.
5. Under **Save restored files in**, select where you want to restore the files:
  - **Original locations:** Restores the files into their original folders.
    - 👉 **Note:** About restoring system files, please refer to section [What if I restore the backup to another computer?](#)
  - To select another folder, select the option next to the empty field, and click the **Browse** button. Select this option to compare the files in the backup with the local files on your computer before deciding which files to keep
6. Under 'Overwriting rules', select which files you want to overwrite:
  - **Overwrite local files only if they are older:** Keeps the latest file (local or backup file).
  - **Always overwrite local files with the backed up files:** Keeps the backup files and deletes the local files.
  - **Never overwrite local files:** Keeps the local files and deletes the backup files.

7. Click **OK**.
8. Click the **Restore now** button.

## What if I want to stop restoring files?

You can stop restoring files.

To stop restoring files:

1. On the **Restore** tab, click the **Cancel** button.  
The **Do you really want to cancel restoring the files?** dialog box opens.
2. Select what you want to do:
  - If you want to cancel the process altogether, click the **Yes** button. No files are restored after that
  - If you want to continue the process later, leave the dialog box open. When you want to continue, click the **No** button.

## What if I restore the backup to another computer?

You may sometimes want to restore a backup to another computer than the one that you used to create the backup.

Keep in mind the following when restoring the files: After you have installed the F-Secure Online Backup program to a second computer with the same subscription key, e-mail address and password, no files are being backed up on the first computer anymore.



**Caution:** If you include system files in the backup, and restore the files on another computer, the computer may stop working. This happens when the computer's own system files are overwritten if you select to restore the system files in the original locations. If you want to restore system files to another computer in Windows OS, remember to select a folder other than **Windows** or **Documents and Settings** for restoring the files.

When you restore backed up files from one operating system to another, you must select a target folder. Restoring the files in the original location causes an error.

In Mac OS, the system files are located in the **/system** folder. When restoring backed up files in Mac OS, do not select the **/system** folder. In general, we do not recommend restoring Windows OS system files to Mac OS or vice versa, because the system files are useless in a wrong operating system. Also, they unnecessarily fill up the bandwidth.

## Changing the backup settings

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This chapter explains how you can change the backup settings on the Settings tab.

### Changing general settings

To change the general settings, see below.

#### Launch at startup

This option is selected by default, and we strongly recommend that you keep it selected.

When this option is selected, the application opens automatically when you log into your computer. This makes sure that whenever the files change on your computer or new files are added, they are regularly updated in the backup.

#### Show hidden files

This option is turned off by default and no hidden files are included in the backup.

If you select the **Show hidden files** option, hidden files become visible on your computer and they are included in the backup. Software applications create hidden files to store:

- session settings,
- file caches,
- folder view options, and
- other temporary files.

They are sometimes useful, but unnecessary in the long run. They do not have to be backed up. Applications can create them again if needed.

#### Allow the backup of system files

If you select the **Show hidden files** option, you can also select whether system files are included in the backup.

By default, this option is turned off and no system files are included in the backup. In Windows OS, system files are located in the **Windows** folder and **Documents and Settings** folder. In Mac OS the system files are located in the **/system** folder. To include system files in the backup, select the **Allow the backup of system files** option.



**Caution:** If you include system files in the backup, and restore the files on another computer, the computer may stop working. This happens if the computer's own system files are overwritten. This happens if you select to restore the system files in the original locations. If you want to restore system files to another computer in Windows OS, remember to select a folder other than **Windows** or **Documents and Settings** for restoring the files.

In Mac OS, the system files are located in the **/system** folder. When restoring backed up files in Mac OS, do not select the **/system** folder. In general, we do not recommend restoring Windows OS system files to Mac OS or vice versa, because the system files are useless in a wrong operating system. Also, they unnecessarily fill up the bandwidth.

## Receiving e-mail reports

You can select if you want to receive reports by e-mail.

In the 'E-mail reports' list, you can select to receive by e-mail either a weekly backup report or no report at all.



**Note:** In the F-Secure Online Backup web interface, you can add an e-mail address to which you want receive the reports. You can use this additional e-mail address only for receiving the reports.

## Setting up computer performance and backup speed

To set up the computer performance and backup speed, see below.


You can select one of the following options:

- **Performance:** If you select the **Use more computer resources** option, F-Secure Online Backup uses all the resources that it needs for backing up the files.

On a faster computer, this may greatly increase the backup speed. On a computer with limited resources, using the more computer resources may slow down the Internet connection or the whole computer.

If you have a rather new computer, you may want to try this option. However, if you notice that selecting this option slows down your computer, you can always turn off the option.


- **Preferred upload speed:** From the **Preferred upload speed** drop-down menu, you can select a speed at which you want to have your files backed up.

 **Note:** The preferred upload speed in the drop-down menu is defined in kilobytes per second (KB/s). For example, if you select 50KB/s, it equals 400 kb/s (kilobits per second).

## Saving version history

If you modify local office documents that have already been backed up, you can select whether the modified versions are also included in the backup.

You can do this by selecting or clearing the **Save changed documents** option under 'Save version history of office documents'.

 **Note:** The **Save changed documents** option applies only to office documents.

By default, the **Save changed documents** option is cleared. It means that modified documents replace the previous versions in the backup. In this way, the latest version is always included in the backup.

To save version history:

1. Select the **Save changed documents** option. The latest version and a certain number of previous versions are all included in the backup.
2. Select the number of versions you want to keep in the 'Maximum number of versions to save' list.

For example, if you select 3, the original document and two previous versions of it are included in the backup.

If you often make a lot of changes in many files, we recommend that you do not select this option. The size of your backup may easily grow, and restoring may take longer.

## Preserving deleted files in the backup

Under **Remove excluded or deleted files from the backup**, the **After 30 days** option is selected by default.

This means that if you delete files on your computer, they are still kept in the backup for 30 days. In this way, you can restore deleted files later. You can change the number of days the files are kept in the backup.

If you select the **Immediately** option, after deleting a file on your computer, the file is also deleted in the backup.

## Changing proxy settings

In the proxy settings section, you can edit the existing proxy settings, or set up a new proxy to connect to the Internet via an HTTP proxy.

To change the proxy settings:

1. Click the **Settings** tab.
2. Under "Proxy settings", click **Change....**
3. To use a proxy, select the **Use proxy** option in the Proxy settings dialog box. The fields in the dialog become available.
4. To set up a new proxy, enter the following information:
  - a) Address - a URL or an IP address for the proxy server. For example: "proxy.isp.com", or "98.20.10.25".
  - b) Port - A port that the proxy server listens to. You can enter a custom port number, for example, 8080. If no port number is entered, the default port (3128) is used.
  - c) Login - The login name is set by the administrator. It is related to authenticating the user on the proxy server. If you do not know the login name, please contact your administrator.
  - d) Password - In some cases, there may not be any password. If there is, it has been set by the administrator. If you do not know the password, please contact your administrator.
5. Click **OK**.

## Restoring the original settings

You can restore the original settings.

To restore original settings:

Click the **Reset** button.

The original settings are restored.

## Checking the backup status

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The F-Secure Online Backup program gives you constant feedback about the status of your backup.

On the Backup tab, you can view the following information:

### Status information

The connection status is shown in the upper left corner.

- 'Online': the Internet connection and backup server are available.
- 'Offline': the Internet connection or the backup server is not available.

The activity status is shown in the lower left corner. It shows you the ongoing action of the application.

### Backup information

Under the connection status, you can view the following:

- The number of files already backed up.
- The total size of the files already backed up.
- A list of the latest completely backed up files that have been transferred to the remote server. Note that the current backup is not shown before it has been completed.

### Viewing the log

You can view a list of files that are currently being transferred to the remote server, and check how the backup proceeds.

To view the log:

- Click the **Show details...** (3) button.
- The log is shown on the Backup tab.

### Viewing backed up files

You can view the backed up files by using the F-Secure Online Backup program on your computer or in the F-Secure Online Backup web interface.

#### Viewing files using the F-Secure Online Backup program

You can view the backed up files by using the F-Secure Online Backup program.

To view backed up files

1. Click the **Backup** tab or **Restore** tab.
2. Click the **Show files...** button.

The complete online backup file list appears when you click the **Show files...** (1) button at the top left corner below the Backup and Restore tabs (see Figure 1). The listing opens in a new window and gives detailed information about the files and directories you would be able to restore.

The list of recently backed up files (2) is shown in middle left side of the Backup tab. It lists all the files that were recently uploaded or downloaded. The list is constantly updated.

The screenshot shows the F-Secure Online Backup application interface. At the top, the title bar reads 'F-SECURE ONLINEBACKUP' and the user information 'test\_user100@test.com : Dell\_test1'. Below the title bar are four tabs: 'Backup', 'Restore', 'Settings', and 'Help'. The 'Backup' tab is active.


On the left side of the Backup tab, there is a section titled 'Your backup' showing '1 file' and '918 KB'. Below this, there are 'Remove' and 'Show files...' buttons. A red '1' is placed above the 'Show files...' button. Underneath, a 'Backed up files' list contains one entry: '7z465.exe' with a green checkmark. A red '2' is placed next to this entry. Below the list, it says '0 files, 0B pending'.

The right side of the Backup tab is titled 'Files selected for the backup' with a red '3' and a 'Show details...' button. Below this title is a sub-header: 'Decide which file types are backed up by clicking the "Turn On" and "Turn Off" buttons. Select specific files or e-mail folders by clicking the "Change..." button.' There are five categories listed, each with a 'Turn on' or 'Change...' button and a 'Saved' status:

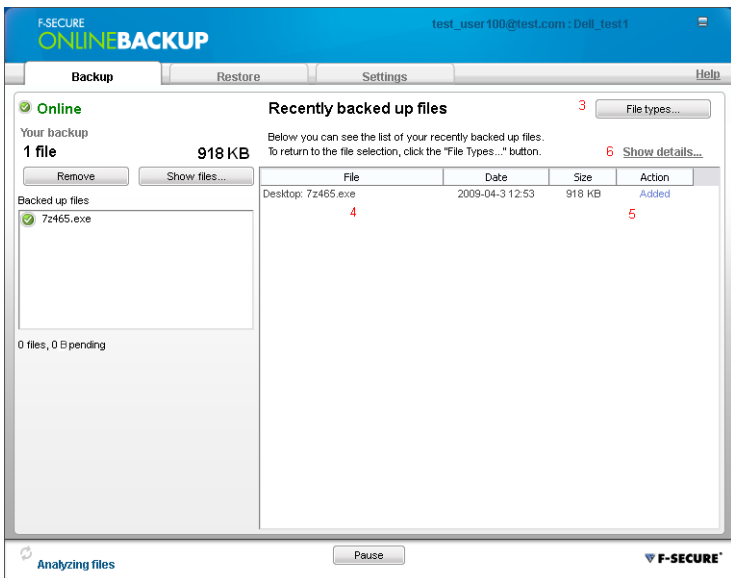
- Office documents:** Turned off. No files selected. Saved 0 file, 0 B. Description: Microsoft Office and OpenOffice documents on the local drives.
- Pictures and videos:** Turned off. No files selected. Saved 0 file, 0 B. Description: Video and picture files on the local drives.
- Music:** Turned off. No files selected. Saved 0 file, 0 B. Description: .mp3, .wma and .m4a music files on the local drives.
- E-mail:** Turned off. No files selected. Saved 0 file, 0 B. Description: E-mails from applications such as Outlook, Thunderbird and Mac Mail.
- My important files:** Turned on. Files selected. Backed up files 1 file, 918 Ko. Description: Files and folders that were specifically selected for backup.

At the bottom of the interface, there is a 'Pause' button and the status 'Analyzing files' on the left, and the 'F-SECURE' logo on the right.

The detailed transfer log (4) is shown when you click the **Show Details.../File Types...** (3) button (see Figure 2). The log lists up to 100 recently backed up files. It also gives more information about the transferred files, such as the upload date, size, and the status of the operation. You can also follow the progress of the current upload (5).

 **Note:** The [Show Details...](#) button changes to [File Types...](#) button (3) once the log is open.

For a more detailed and complete list of all the transfers performed by the F-Secure Online Backup program since it was installed, consult the application log files. They are saved automatically in the application installation and can be accessed using the [Show Details](#) (6) link.



F-SECURE ONLINEBACKUP test\_user100@test.com : Dell\_test1

Backup Restore Settings Help

Online

Your backup

1 file 918 KB

Remove Show files...

Backed up files

7z465.exe

0 files, 0 pending

Recently backed up files 3 File types...

Below you can see the list of your recently backed up files. To return to the file selection, click the "File Types..." button. 6 Show details...

File	Date	Size	Action
Desktop: 7z465.exe 4	2009-04-3 12:53	918 KB	Added 5

Analyzing files Pause F-SECURE

## Viewing files in the F-Secure Online Backup web interface

You can view and play the backed up files by using the F-Secure Online Backup web interface.

Through the F-Secure Online Backup web interface, you can view, play and download the backed up files, but you cannot back up any files.

To view the backed up files:

1. Enter the following web address to your browser:

- For customers who purchased the program from our business partners or from F-Secure eStore in Europe, Africa, Asia or Australia ( <http://www.f-secure.com/estore/>), please go to <http://backup.f-secure.com>.
- For customers who purchased the program from our business partners or from F-Secure eStore in North, Central or South America ( <http://www.f-secureusa.com/estore/>), please go to <http://backup.f-secureusa.com>.

If you are not sure of the appropriate web address, please contact F-Secure support.

2. Log in to the web interface by entering your login name (e-mail address) and password. The login name and password are the same as those used in the F-Secure Online Backup program.

**Note:** In the F-Secure Online Backup web interface, you can add an e-mail address to which you want receive the reports. This additional e-mail address is used only for receiving the reports.

## Accessing the web site from the Start menu

You can also access the web site directly from the Windows Start menu.

To access the web site:

1. In Windows Vista:
  - a) Click **Start**.
  - b) Select **All Programs**.
  - c) Click F-Secure Online Backup. You can view the web address in the tooltip.
  - d) To access the web site, click the tooltip.
2. In Windows XP:
  - a) Click **Start > Programs > F-Secure Online Backup > F-Secure Online Backup > F-Secure Online Backup**.

## What should I do if backing up takes too long?

When you back up the files for the first time, it can take several days or even a few weeks.

After the initial backup, you can speed up and optimize the backup process with a few simple tweaks, depending on the settings on your computer:

- Using more computer resources and selecting the preferred upload speed

If you are using a relatively new computer, try backing up your files using more computer resources. If this slows down your computer's performance, you can turn off the [Use more computer resources](#) option.

From the [Preferred upload speed](#) drop-down menu, you can select a speed at which you want your files to be uploaded.

- Change the backup selection

If you have turned on many categories ('Office Documents', 'Pictures and Videos' or 'Music') and many folders and files in the 'E-mails' and 'My important files' categories, the backup speed may slow down. The speed is not related to the size of the files, but to the number of files. Depending on the performance of your computer or the speed of your Internet connection, if you select tens or hundreds of thousands of files for backup, the backup process may slow down your computer. Try turning off some categories or removing some files or folders from the backup selection.

