

FAQ

F-Secure Online Backup 2.1

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Before installation

Does the F-Secure Online Backup program work if there are other online backup programs installed on my computer?

Yes, the program works even though you have other online backup programs on your computer.

Are two online backup programs better than one?

Not necessarily. One online backup program should be enough for keeping your files safe. If you have more than one backup program on your computer, backing up files may take a longer time.

What is the difference between the F-Secure Online Backup program and F-Secure Online Backup web interface?

By using the F-Secure Online Backup program, you can back up and restore the files on your computer. Through the F-Secure Online Backup web interface you can view and download the backed up files by using any computer. However, you cannot back up any files through the web interface.

Which operating systems does the F-Secure Online Backup program support?

The program supports the following operating systems:

- Microsoft Windows XP (32-bit and 64-bit)
- Microsoft Windows Vista (32-bit and 64-bit)
- Microsoft Windows 7 (32-bit and 64-bit)
- Apple Mac OS X Tiger (10.4.9 and newer versions)
- Apple Mac OS X Leopard (10.5.x)
- Apple Mac OS X Snow Leopard (10.6.x)

What kind of computer do I need for using the F-Secure Online Backup program?

Your computer must have one of the following operating systems:

- Microsoft Windows XP (SP2)
- Microsoft Windows Vista (all versions)
- Microsoft Windows 7
- Apple Mac OS X Tiger (10.4.9 and newer versions)
- Apple Mac OS X Leopard (10.5.x)
- Apple Mac OS X Snow Leopard (10.6.x)

Note: In a dual boot system, F-Secure Online Backup does not back up files that are on the other partition. For example, if you create a partition for Microsoft Windows and install F-Secure Online Backup on the Mac OS X, you cannot back up files that are on the Microsoft Windows partition.

For other requirements, see the following table:

Operating system	Component	Requirements (minimum and recommended)
Microsoft Windows XP (SP2)	Processor	Minimum: Capable of running Microsoft Windows XP 32-bit or 64-bit. Recommended: 1 GHz or higher.
	Memory	Minimum: 256 MB. Recommended: 512 MB.
	Display	Minimum: 8-bit (256 colors). Recommended: 16-bit (65000 colors).
	Disk space	Minimum: 50 MB of free hard disk space. Additional space for backing up large files. Recommended: 500 MB of free hard disk space.

Operating system	Component	Requirements (minimum and recommended)
	Internet connection	Required for backing up files. Recommended: Broadband Internet connection with at least 192 kbit/s of upload capacity.
Microsoft Windows Vista (all versions) and Windows 7	Processor	Minimum: 1 GHz 32-bit or 64-bit. Recommended: 1.8 GHz 32-bit or 64-bit.
	Memory	Minimum: 1 GB. Recommended: 2 GB.
	Display	Minimum: 16-bit. Recommended: 32-bit.
	Disk space	Minimum: 1 GB of free hard disk space (on the system disk). Recommended: 2 GB of free hard disk space (on the system disk).
	Internet connection	Required for backing up files. Recommended: Broadband Internet connection with at least 192 kbit/s of upload capacity.
Apple Mac OS X: <ul style="list-style-type: none"> • Tiger (10.4.9 and newer versions) • Leopard (10.5.x) • Snow Leopard (10.6.x) 	Processor	Only Intel-based Macs are supported.
	Memory	Minimum: 256 MB of RAM. Recommended: 512 MB of RAM.

Operating system	Component	Requirements (minimum and recommended)
	Display	Minimum: 16-bit. Recommended: 32-bit.
	Disk space	Minimum: 100 MB of free hard disk space. Recommended: 1 GB of free hard disk space.
	Internet connection	Required for backing up files. Recommended: Broadband Internet connection with at least 192 kbit/s of upload capacity.
All operating systems	Fully supported browsers for using the web interface	Microsoft Internet Explorer 6.0 and 7.0 Mozilla Firefox 2.0 and 3.0 Safari 3.0 Note: The minimum required version of Java Virtual Machine (JVM) is v. 1.5. To make sure that all the functionalities work properly in the web interface, we recommend using one of the fully supported browsers.

How can I check which version of the Windows operating system I have?

To check the version of your Windows operating system, do as follows:

1. In Windows XP:
 - a. Click **Start**.

- b. Click **Control Panel**.
 - c. Double-click **System**.
2. In Windows Vista:
 - a. Click the **Start** button.
 - b. Click **Control Panel**.
 - c. Click **System and Maintenance**.
 - d. Click **System**.
3. In Windows 7:
 - a. Click the **Start** button.
 - b. Click **Control Panel**.
 - c. Click **System and Security**.
 - d. Click **System**.

How can I check which version of the Apple Mac operating system I have?

To check the version of your Apple Mac operating system, do as follows:

1. Click the **Apple** menu on the top left corner of the screen.
2. Select **About this Mac**. The version of the operating system is shown on the screen that opens.

Installation

How do I start using the F-Secure Online Backup service?

For using the service, you need the following:

- Installation file for the F-Secure Online Backup program
- Internet connection
- Valid subscription key (not needed if you install the free trial version)
- Valid e-mail address to be used as a login name

After you have received the installation file from us, install the F-Secure Online Backup program on your computer. If your computer has several user accounts, you need to log in as an administrator to install the program.

You can install the program on one computer. Only one user can use the program.

How do I know that the F-Secure Online Backup program is properly installed and the service is running?

In Windows, check the program icon on the system tray, at the bottom right corner of your screen. To open the F-Secure Online Backup program, click the system tray icon, desktop icon or icon on the *Start* menu.

When the service is running, you can see a green icon at the top left corner, and a text which says *Online*. Please note that if you are offline, it is normal that you can see a red icon and a text which says *Offline*.

On a Mac computer, the program icon is located in the menu bar.

I installed or upgraded the F-Secure Online Backup program in Windows but cannot see the program icon on the system tray. What should I do?

The icon should be located on your system tray, at the bottom right hand corner of your screen. You can see the program icon in the picture below.



1. If you still do not see the icon:
 - a. Click **Start**.
 - b. Select **Programs > F-Secure Online Backup > F-Secure Online Backup**.
 - c. If the program is not shown in your *Programs* menu, the program is not installed on your computer. In this case, please try reinstalling the program.
2. You can also try the following:
 - a. In Windows XP, icons may be hidden. Click the arrow button on the Windows system tray (next to the clock) to see the hidden icons.
 - b. Open Task Manager. Check that the F-Secure Online Backup process is visible.

I installed or upgraded the F-Secure Online Backup program in Mac but cannot see the program icon in the menu bar or dock. What should I do?

The program icon should be located in the menu bar and dock. If you cannot find the icon in the menu bar, do the following:

1. Open the *Applications* folder.
2. Drag and drop the F-Secure Online Backup program icon to the menu bar.

Why does my Internet connection appear to be slower than before the installation?

The F-Secure Online Backup service uses the bandwidth of your Internet connection. The first backup may take a long time, and temporarily slow down your Internet connection. However, the next backups are faster because only the changed files are backed up. The files are backed up in the background, and you may not even notice it.

With an asynchronous Internet connection, the upload speed (from your computer to the Internet) is significantly lower than your download speed (from the Internet to your computer). If you use an asynchronous internet connection, backing up files may take longer.

How do I uninstall the F-Secure Online Backup program?

To turn off all backups and uninstall the program:

1. Click the **Backup** tab.
2. To turn off Office documents, Pictures and videos and Music, click the **Turn Off** buttons.
3. Next to E-mail, click **Change**. Select **Do not back up any files** and click **OK**.
4. Next to My important files, click **Change**. Select **Do not back up any files** and click **OK**.
5. Uninstall the client program:
 - a. In **Windows XP**, click **Start**.
 - b. Click **Control Panel**.
 - c. Double-click **Add or Remove Programs**.
 - d. Scroll down the list until you see the F-Secure Online Backup program, select it and click **Remove**.
 - e. In **Windows Vista**, click the **Start** button.

- f. Click **Control Panel**.
- g. Click **Programs**.
- h. Click **Programs and Features**.
- i. Scroll down the list until you see the F-Secure Online Backup program, and click **Uninstall**.
- j. In **Windows 7**, click the **Start** button.
- k. Select **Control Panel**.
- l. Select **Programs and Features**.
- m. Scroll down the list until you see the F-Secure Online Backup program, and click **Uninstall**.
- n. In **Mac OS X**, open the *Applications* folder.
- o. Select the F-Secure Online Backup program.
- p. Click **Uninstall F-Secure Online Backup**.

Your account expires at the end of the subscription period. However, you can still restore your files within 45 days. After this, you cannot access your backup or restore your files anymore.

Subscription and registration

I have registered my subscription of the F-Secure Online Backup program but cannot install it. Why?

Installation may fail if your Internet connection is not working properly, or you have entered an incorrect subscription key. Before trying to install the program again, check your Internet connection. Please contact our support if you want to check that your subscription key is correct.

Can I give a copy of the F-Secure Online Backup program to a friend?

No, the license is meant for personal use.

Can I install the F-Secure Online Backup program on several computers?

You can install the program with the same subscription key only on one computer.

I formatted my hard drive or bought a new computer. Do I need to register the F-Secure Online Backup service again?

No, you do not need to register the service again. You can just reinstall the F-Secure Online Backup program. However, you need to use the same subscription key (xxxx-xxxx-xxxx-xxxx-xxxx), e-mail address and password that you used during the first installation.

How can I upgrade a trial version to a full program version?

You can upgrade the trial version to a full version as follows:

1. Open the trial version.
2. Click the **Settings** tab.
3. Click the **Subscription keys** button.
4. Click the **Get a new subscription key** link.
5. Order the full program version from F-Secure eStore.
6. After you have received the subscription key for the full version, enter the key in the *Subscription Active* dialog box. Click **Activate**.

If your trial version has already expired, you can order a full program version from F-Secure eStore, or buy it from a reseller.

Backups

How many files can I back up?

You can back up all the files on the hard drive of your computer. All supported file types can be backed up regardless of the total number of the files.

I have a lot of files on my computer. How much time does it take to back them up?

When you start backing up your files for the first time, the backup speed is typically 1-2 GB per day. The backup speed may vary depending on the following:

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

What kinds of files are backed up?

With the F-Secure Online Backup program you can back up any type of files except for the files that the operating system blocks, or the files that are in use. By default, hidden files and system files are not backed up.

The program searches your computer for the following file types:

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.
	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, .gif
	Creative application documents.	.ai, .eps, .cpt, .cdr, .cdx, .fla, .png, .psd, .psb, .psp, .eps, .dxf, .fhd, .fh9, .graffle, .wec, .xar.

Category	File type	Application / Extension
	Video files.	.wmv, .mov, .3gp
Music files	Audio files.	.mp3, .m4a, .m4p, .wma, .aac, .mp4
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). Only the supported file types are included in the backup.	
	Files in your Desktop folder (default selection). Only the supported file types are included in the backup.	
	Files in the Favorites folder of Internet Explorer (default selection). Only the supported file types are included in the backup.	

Which files are backed up first?

The F-Secure Online Backup program backs up files according to the size (from smallest to largest). The files are backed up in the following order:

1. E-mails.

2. Contacts.
3. My important files (if you have selected files in this category).
4. Other files.

These are the default settings, which you cannot change.

What does "unlimited backup" mean?

The F-Secure Online Backup program allows you to back up all personal files on your hard disk securely, regardless of the total number of files.

How can I back up files in Windows Explorer?

To back up files in Windows Explorer:

1. In Windows Explorer, right-click a file or folder.
2. From the right-click menu, select **Back up now**.

An orange dot on the file means that the file is waiting to be backed up. Once the file is backed up, the dot turns green.

What are the green and orange dots in my Windows Explorer?

The dots indicate which files and folders are included in your backup. A green dot means that the specific file or folder as a whole has been backed up. An orange dot means that the specific file or folder is about to be backed up. The dot turns into green when the backup is finished.

Is the F-Secure Online Backup service secure and reliable?

Yes. When you use the service, the files on your computer are encrypted by using 3DES encryption. After that, they are uploaded to F-Secure Online Backup servers using a connection with 128-bit Secure Socket Layer (SSL) encryption. Your files are encrypted and unreadable, when they leave your computer and the system is perfectly secure.

Are the files on removable media, such as external hard drives, USB sticks, CDs, floppies, DVDs also backed up?

No, they are not. Only the files on the hard disk of your computer are included in the backup. This feature prevents your data from ending up in another user's backup, for example, if you use your USB stick in your friend's computer.

I have forgotten my password, what should I do?

If you have forgotten your password, do the following:

1. Open the F-Secure Online Backup web interface:

If you purchased the program from partners or F-Secure eStore in...	Please go to...
Europe, Africa, Asia or Australia (http://www.f-secure.com/estore/)	http://backup.f-secure.com
North, Central or South America (http://www.f-secureusa.com/estore/)	http://backup.f-secureusa.com

2. If you are not sure about the correct address, you can access the web site directly from the menu:
 - a. In Windows XP, click **Start > Programs > F-Secure Online Backup > F-Secure Online Backup > F-Secure Online Backup on the Web.**
 - b. In Windows Vista, click the **Start** button.
 - c. Select **All Programs.**
 - d. Click **F-Secure Online Backup > F-Secure Online Backup > F-Secure Online Backup on the Web.**
 - e. In Windows 7, click the **Start** button.
 - f. Select **All Programs.**
 - g. Click **F-Secure Online Backup > F-Secure Online Backup > F-Secure Online Backup on the Web.**
 - h. In Mac, click **F-Secure Online Backup** on the menu bar.
 - i. Select **About F-Secure Online Backup.**
3. Click **Forgot your password?** A window opens.
4. Enter your e-mail address.

Tip: You can check your e-mail address by opening the F-Secure Online Backup program. It is shown in the lower left hand corner of the *Backup* tab.

5. You will receive an e-mail, which includes your password.

The **Forgot your password?** option is also available when you install the program.

How can I stop the F-Secure Online Backup program?

1. To stop the backing up of files:
 - a. In Windows, right-click the program icon on your system tray, at the bottom right-hand corner of your screen.
 - b. In Mac, position the pointer over the program icon in the Dock until the menu appears.
 - c. Select **Quit**.
2. To temporarily stop the backing up of files:
 - a. Open the program.
 - b. Click the **Pause** button at the bottom of the screen.
 - c. Select for how long you want to stop the backing up.

I am experiencing technical difficulties with the F-Secure Online Backup service. How can I proceed?

Before contacting our technical support, please see http://www.f-secure.com/en_EMEA/downloads/documentation/manuals/fsolb.html for instructions.

Should I manually back up my hard disks daily?

No. You do not have to back up your files manually. The F-Secure Online Backup program operates automatically in the background and backs up your files.

How can I exclude a file or folder from the backup selection?

To exclude a file or folder from the backup selection:

1. Open the F-Secure Online Backup program.
2. Click the **Backup** tab.
3. To exclude all office and open office documents, and some other document types (such as .txt or .pdf) click **Turn off** next to Office documents.

4. To exclude all pictures and videos (for example, .png and .avi files), click **Turn off** next to *Pictures and videos*.
5. To exclude all audio files (for example, .mp3 and .wma), click **Turn off** next to *Music*.
6. To exclude files in *My important files*, click **Change**.
 - a. To exclude a file or files, clear the relevant check boxes. Click **OK**.
 - b. To exclude all files, select **Do not back up any files**. Click **OK**.

What should I do if my firewall asks about the F-Secure Online Backup program?

Allow the program to connect to the Internet through your firewall.

Updates

Is the F-Secure Online Backup program updated automatically?

Yes. The program checks for latest versions automatically in the background. If a newer version is available, it is automatically downloaded and installed. If your computer is offline when an automatic update is due, the updates are downloaded the next time you connect to the Internet. You may see the upgrade process while the newer version is installed, but you do not have to do anything.

Restoring files

How can I restore my files?

To restore your files:

1. Open the F-Secure Online Backup program.
2. Click the **Restore** tab.
3. Click the **Restore now** button. The program restores your files automatically.

What happens if I accidentally delete a backed up file on my computer?

You have a certain number of days to restore the file (15, 30 or 45 days). You can change the restoring period on the *Settings* tab. The default period is 30 days.

How many times can I restore my files?

You can restore your files as many times as you want to.

Can I access my backup files using my web browser?

Yes, you can see and download your files by using the F-Secure Online Backup web interface.

If you purchased the program from partners or F-Secure eStore in...	Please go to...
Europe, Africa, Asia or Australia (http://www.f-secure.com/estore/)	http://backup.f-secure.com
North, Central or South America (http://www.f-secureusa.com/estore/)	http://backup.f-secureusa.com

If you are not sure about the correct address, you can access the web site directly from the menu:

1. In Windows XP:
 - a. Click **Start > Programs > F-Secure Online Backup > F-Secure Online Backup > F-Secure Online Backup on the Web.**
2. In Windows Vista:
 - a. Click the **Start** button.
 - b. Select **All Programs.**
 - c. Click **F-Secure Online Backup > F-Secure Online Backup > F-Secure Online Backup on the Web.**
3. In Windows 7:
 - a. Click the **Start** button.
 - b. Select **All Programs.**
 - c. Click **F-Secure Online Backup > F-Secure Online Backup > F-Secure Online Backup on the Web.**
4. In Mac:
 - a. Click **F-Secure Online Backup** on the menu bar.

- b. Select **About F-Secure Online Backup**.

Can I share my backups with other users?

Currently, it is not possible to share your backups with other users.

The hard disk on my computer broke and I need to restore my backup to a new hard disk. What should I do?

To restore the files, do the following:

1. Reinstall the F-Secure Online Backup program. Use the same subscription key (xxxx-xxxx-xxxx-xxxx-xxxx), e-mail address and password that you used during the first installation.
2. During the installation, you are asked if you want to restore the backup. There are two ways to restore your files:
 - Select the original locations for restoring the files.

If you have changed your operating system from Windows to Mac (or vice versa), this is not possible.

- Select a single folder, in which the files are restored.