



Everyware Backup Client-Side User's Guide

www.everywaresolutions.com

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Everyware Backup Client-Side User's Guide

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Introduction

What is Everyware?

You must have a secure, offsite backup of your company critical data. This backup must occur frequently and without disruption to your business operation. If data is lost or corrupted then recovery must be quick, simple and reliable. You don't want to rely on an employee to make sure that your data is being backed up and validated on a regular basis. You also want to be notified if the backup isn't working correctly for some reason. Your solution is *Everyware*.

Away from the office, *Everyware* allows you secure access to this critical company data from almost any Internet-enabled device. All files are encrypted and compressed using state-of-the-art technology.

With *Everyware* you get automatic backup to your server of all files that you create or change on any remote computer. Only newly created or changed files get backed up, and complex algorithms in the *Everyware* software ensure that only the incremental changes to files are compressed and securely transferred, making *Everyware* the most efficient way to protect and access your valuable data.

Installing the Everyware Backup Client Application

Before you can install the *Everyware Backup Client* application, you must log on to the computer using an account that has privileges to install software. To begin installing the *Everyware Backup Client* software, insert the *Everyware Installation* CD in the CD-ROM drive, or download the installation package from the *Everyware* (<http://www.everywaresolutions.com>) website. Then just simply follow the installation instructions on your screen.

- **To install the Everyware Backup Client application:**
 1. Log on to the computer using an account that allows you to install software.
 2. Insert the *Everyware Backup Client Installation* CD in the CD-ROM drive or download the software from the *Everyware* website.
 3. Follow the on-screen instructions.
 4. The *Everyware Backup Client* software is installed.

System Requirements

The *Everyware Backup Client* application can be run on the following minimum computer configuration:

- Windows NT 4.0 with Service Pack 4 or later.
- Windows 98, Windows 2000, or Windows XP.
- Pentium 233 or higher (P4 recommended).
- 64Mb RAM (128 recommended).
- 20Mb Disk space (for program files only).
- Internet Explorer 4.0 SP1 or higher.

If you are installing the software on a Windows NT machine, you must install Internet Explorer 4.01, Service Pack 1 or later. Do NOT select *Active Desktop* when installing Internet Explorer 4.

Using the Everyware Backup Client Application for the First Time

When you execute the *Everyware Backup Client* application for the first time, you will be asked to type your user name, password, and the server name. The User Name and Server Name are those that have been assigned to you by your Everyware account administrator. You will also have been provided with an initial password which you can change at any time after you have successfully logged in for the first time.



Figure 1: Everyware Backup Client Login Window

- **To log on to the Everyware Backup Client application:**
 1. In the *Username* field, type your user name.
 2. In the *Password* field, type your password.
 3. In the *Server* field, type the name of the server that has been assigned to you.

4. If you want the *Everyware Backup Client* to remember your password automatically when you log on in future, select the “*Remember Password?*” option. The next time you log on, you will not need to type your password.
5. Click **Login**.

After typing your log on information, click **Login** to tell the *Everyware Backup Client* application to connect to the Everyware server. The first time that you connect, you will be asked to specify the folders that you want backed up. A new folder will be created if what you specify does not already exist. The folder that you select can be changed at any time after you have successfully connected. You will be able to create as many high level folders as you originally requested during Everyware registration.



Figure 2: Folder Path Window

- **To connect to the server:**
 1. To connect the *Everyware Backup Client* application to the server, specify the backup folder disk in the **Folder Path** window.
 2. If you wish to select a different folder than the default shown in the *Path* field, click the “...” button and select the new folder.
 3. Click **OK**.

Understanding the Everyware Backup Client's Main Window

When you have successfully logged on to the *Everyware Backup Client* application and are connected to the appropriate server, you will see the application's **Main** window:

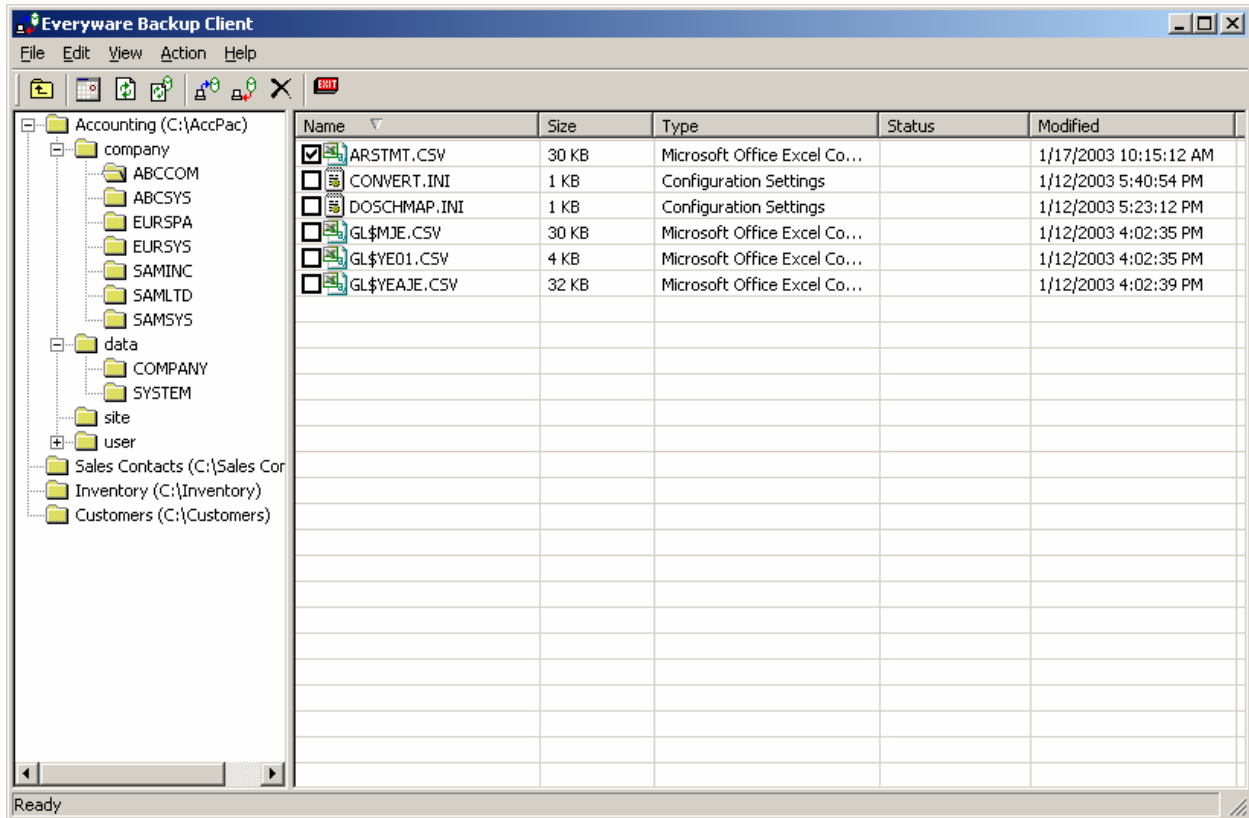


Figure 3: Everyware Backup Client's Main Window

The *Everyware Backup Client's* **Main** window lists your Backup folders and their corresponding sub-directories in the left pane. The remaining portion of the **Main** window shows information about the files stored in the selected folders, and whether the files and folders are selected or not. For each file, the application shows the file's name, size (in bytes), type, *status* and the date it was last modified. A check box indicates whether the file or folder has been selected for inclusion in the backup or restore operation. Note that selecting a folder will automatically include all sub-folders and files beneath the selected folder.

The *status* field has the following five possible values:

- Local copy, no backup exists
- Backup required
- Backup copy, no local copy
- Newer version on server
- <Blank – All text is displayed in Black>

The *Everyware Backup Client's* **Main** window consists of a menu bar, a toolbar, and working area. The menu bar lets you navigate through the application while the toolbar provides a group of icons you can click as an alternative to selecting commands from the menu bar. The working area lists the files you have added to each backup folder.

The menu bar on the **Main** window displays four menus: *File*, *Edit*, *View*, *Action* and *Help*. Clicking one of these menus displays a list of menu commands, as follows:

The File Menu

Click the *File* menu item to see the **File** menu, shown here:

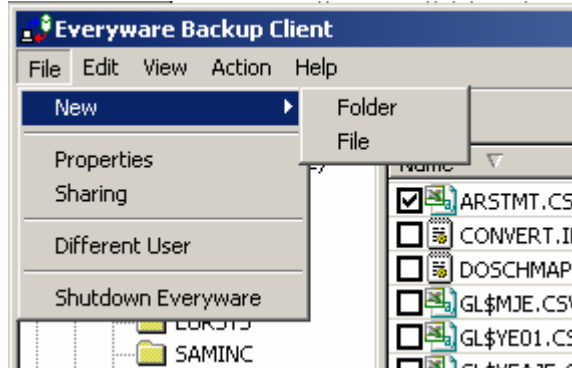


Figure 4: The File Menu

The **File** menu contains four menu commands, as follows:

- | | |
|--------------------|---|
| New | Displays a menu containing two items: <i>Folder</i> and <i>File</i> . Select the folder menu item to create a new folder (or directory) in the selected folder. To create a text file, select the <i>File</i> menu item. The text file is created in the selected folder. |
| Properties | Opens the Backup Drive Properties window (see below). |
| Different User | Allows you to connect to the <i>Everyware</i> backup Server as a different user. |
| Sharing | Allows you to share files and folders with another <i>Everyware</i> user. |
| Shutdown Everyware | Terminates (or exits) the <i>Everyware Backup Client</i> application. Note that clicking the “X” in the top right corner of the <i>Everyware Backup Client</i> window will close the <i>Everyware</i> window but leave the application running. |

The Edit Menu

Click the *Edit* menu item to see the **Edit** menu, shown here:

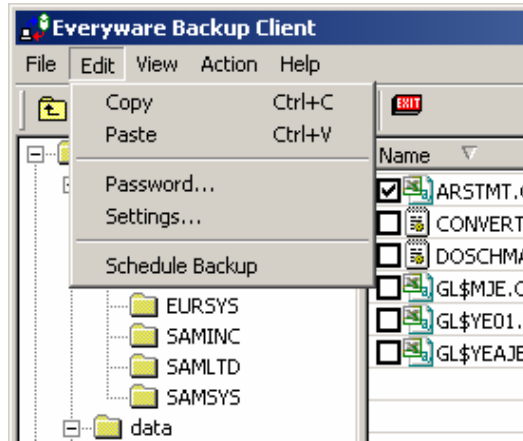


Figure 5: Edit Menu

The **Edit** menu contains five commands: *Copy*, *Paste*, *Password*, *Settings*, *Schedule Backup*, as follows:

- | | |
|-----------------|---|
| Copy | Copies selected file(s) into the copy buffer. |
| Paste | Pastes files to the current location from the copy buffer. |
| Password... | Lets you change your password for the server you connect to. |
| Settings... | Lets you specify preferences for startup, login, persistence and logging. |
| Schedule Backup | Lets you manage backup schedules for primary folders assigned to your user account. |

The View Menu

Click the *View* menu item to see the **View** menu, shown here:

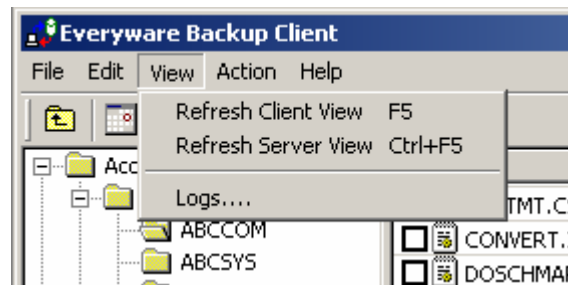


Figure 6: View Menu

The **View** menu contains three commands: *Refresh Client View*, *Refresh Server View*, *Logs* as follows:

Refresh Client View Each time client-side changes are made to your files and folders while the *Everyware Backup Client* application is active, you must select this command to see these changes.

Refresh Server View Each time server-side changes are made to your files and folders; you must select this command to see these changes. This command is useful when restoring to a new machine running the Everyware Backup Client for the first time.

Logs.... Allows the user to select and display the contents of Everyware Backup Client log files.

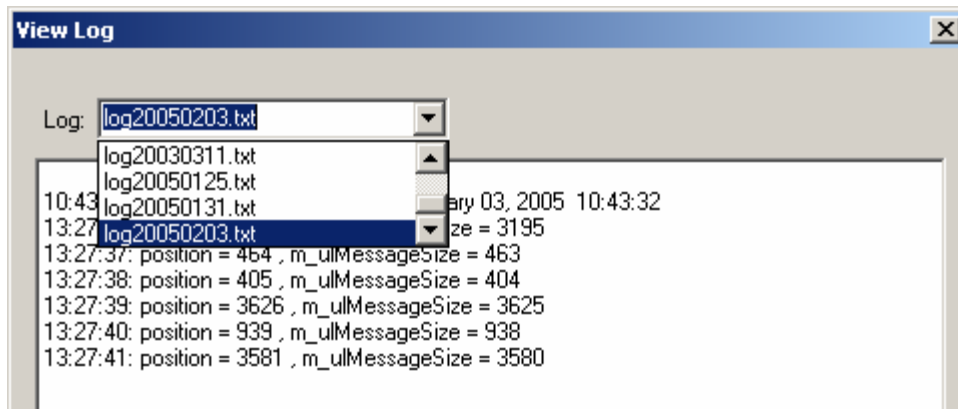


Figure 7: View Log

The Action Menu

Click the *Action* menu item to see the **Action** menu, shown here:

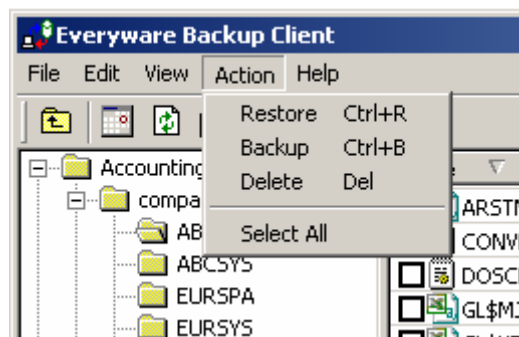


Figure 8: Action Menu

The **Action** menu contains eight commands: *Restore*, *Backup*, *Delete*, *Select All/Deselect All*, as follows:

Restore The *Restore* command restores the selected file(s) and folder(s) from the Everyware Server back to the local computer. At least one file must be selected for this command to function. You will be given the option to restore file(s) and

folder(s) to the location that they originally occupied, or to a different location that you specify. By default, file(s) and folder(s) will be restored to their original location.

Backup The *Backup* command copies the selected file(s) and folder(s) to the Everyware Server. At least one file must be selected for this command to function. If a *Scheduled Backup* is in effect, the any new files or folders created since the previous backup will be automatically added to the backup set.

Delete The Delete command will provide you with 3 options, as follows:

- § Delete the local copy of the selected folders and files only. The backup copies of the files and folders (on the Everyware Server) will not be deleted.
- § Delete the backup copy of the selected folders and files only. The local copies of the files and folders will not be deleted.
- § Delete both the local **AND** the backup copy of selected files and folders.

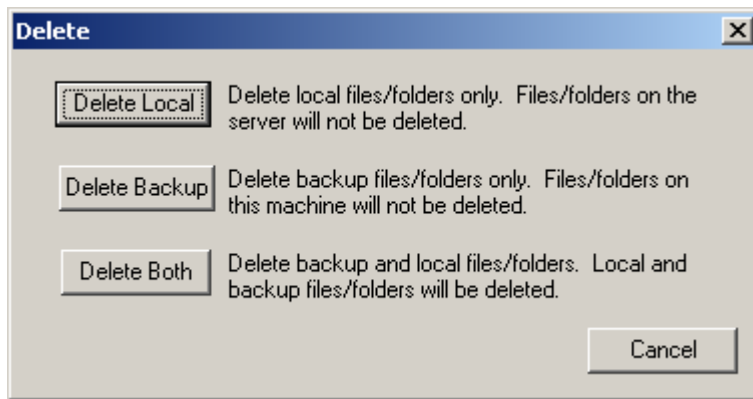


Figure 9: Delete Options Menu

WARNING: Files and Folders cannot be recovered if the *Delete Both* option is used!

Select All/ Selects all files and folders in this backup set. If all files and folders are already
Deselect All selected then the *Deselect All* command will be displayed.

The Toolbar

The toolbar on the *Everyware Backup Client* application's window provides a set of icons that can be used to execute commands. Using the toolbar is an alternative to using the menu bar. Simply click the icon that corresponds to the command you want to execute.

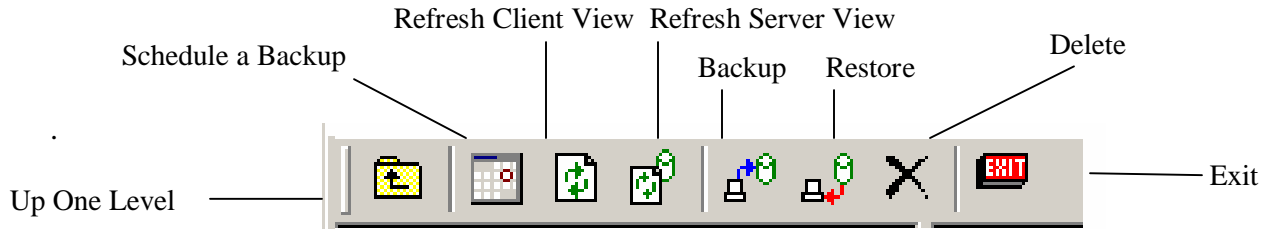


Figure 10: The Toolbar

Managing Your Backup

Backup Folder Properties

You can tell the *Everyware Backup Client* application which primary folders you want to include or exclude from backup/restore operations. To do so, select the **File** menu and choose **Properties**. The **Backup Drive Properties** window appears:

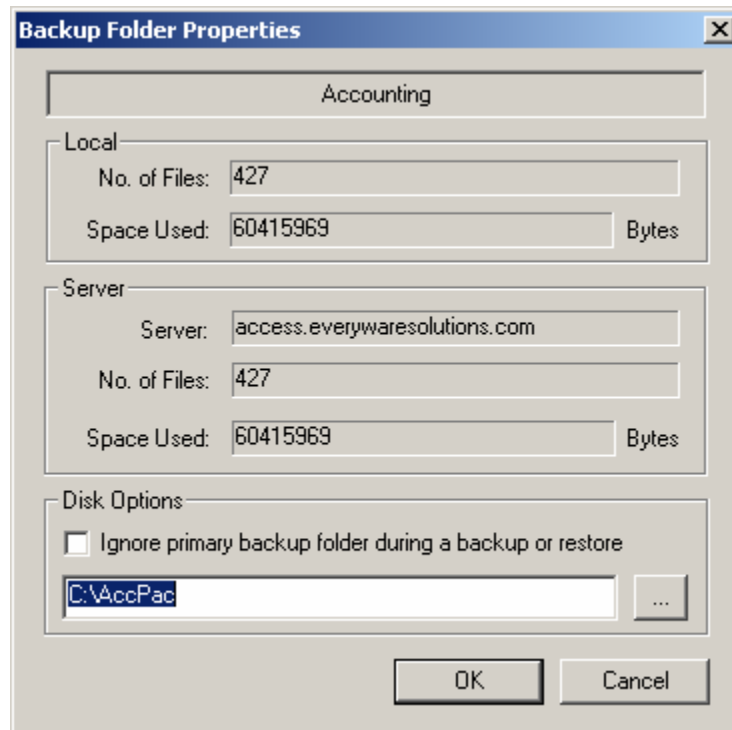


Figure 11: Backup Folder Properties Window

The **Backup Folder Properties** window displays information about the selected primary folder. The window shows the number of files stored in the folder, both on the local computer and on the Everyware server. It also shows the total amount of disk space used, both on the local computer and on the Everyware server. Finally, the name of the primary folder is displayed in the *Folder Options* field.

If you do not want to include a primary folder in backup/restore operations, select the *Ignore primary backup folder during a backup or restore* check box. The icon representing this primary folder in the main window will be displayed in red.

- **To select Backup Folder properties:**
 1. From the **File** menu, choose **Properties**. The **Backup Folder Properties** window appears.

2. Check the *Ignore primary backup folder during a backup or restore* option if you do not want these files and folders to be included in the scheduled backup.
3. Type the path in the field provided (or click the '...' button) to change the root folder for this backup set.
4. Click **OK**.

Adding Files to the Primary Folder

Once you have specified a primary folder, you then need to select the folders and files that you want included in the backup. This is done by checking the files and folders to be included in the backup. If all files and folders must be backed up, the simply check the highest level folder, or use the *Select All* function in the *Action* menu.

It is advisable to specify existing working folders to avoid duplication of data on the local computer and the possibility of backing up or old or incorrect versions of files.

To copy files into the primary folder, use Windows Explorer to drag and drop files into the right pane of the *Everyware Backup Client* application's **Main** window, making sure that the correct folder view is selected. After copying the files, select the **Action** menu and choose **Refresh Client View** to verify that the *Everyware Backup Client* application has the latest view of the files and folders in your primary folder.

The *Everyware Backup Client* application shows the file's name, size, type, status and the date that the file was last modified. For each file added, the *Status* column will show the file as being *Local copy, no backup exists*. This indicates, therefore, that these files are new to the primary folder and will be backed up to the Everyware server when the next backup is initiated.

- **To specify the files to include in the backup:**
 1. Execute Windows Explorer and select the directory containing the files you want to include in the backup set.
 2. Select and then drag and drop the files from Windows Explorer to the right pane of the *Everyware Backup Client's* **Main** window.

Excluding Files from the Backup

You may have certain files (such as temporary or log files) in the primary folder that you do not want backed up. To exclude a folder, file or group of files from the backup, ensure that these folders and files remain unchecked. The next time a *Backup* command executes, no actions will be performed on these files.

- **To prevent files from being synchronized:**
 1. In the right pane of the *Everyware Backup Client's* **Main** window, uncheck the files to exclude.

Backing Up Local Files to the Everyware Server

Once you have specified your backup set, these being the checked files and folders in the primary folder, select the **Backup** menu item from the **Action** menu. The file(s) and folder(s) are copied to the Everyware server.

- **To save a file to a server:**
 1. Check the file(s) and folder(s) in the *Everyware Backup Client's Main* window.
 2. From the **Action** menu, choose **Backup**.

Restoring Files from the Everyware Server

You can use the *Everyware Backup Client* application's **Restore** command to retrieve a file from the server. This command copies the remote file to your local computer's disk to the same directory as on the server, or to any folder that you specify.

- **To retrieve files from the Everyware Server:**
 1. Check the file in the *Everyware Backup Client's Main* window.
 2. From the **Action** menu, choose **Restore**.

Removing Files from the Everyware Server or Local Computer

You may use the **Delete** command to remove files from the Everyware server, local computer or both. **It is important to understand that you cannot recover a file once it has been deleted from the Everyware server.** To delete a file, select the file and then choose the **Delete** menu item on the **Action** menu. You will then be given the choice to delete the local copy of the file, the remote copy of the file or both the local **and** remote copies of the file.

- **To remove a file:**
 1. Select the file in the *Everyware Backup Client's Main* window.
 2. From the **Action** menu, choose **Delete**.
 3. Select **Delete Local**, **Delete Backup** or **Delete Both**.

Configuring the Everyware Backup Client Application

Sharing Files and Folders with other Everyware Users

The **Modify Shares** window lets you specify sharing access to your data. The *Everyware Backup Client* application will generate an error message if you attempt to access a folder that you do not own. To modify the sharing access for a folder, choose **Sharing** from the **File** menu. The **Modify Shares** window appears:

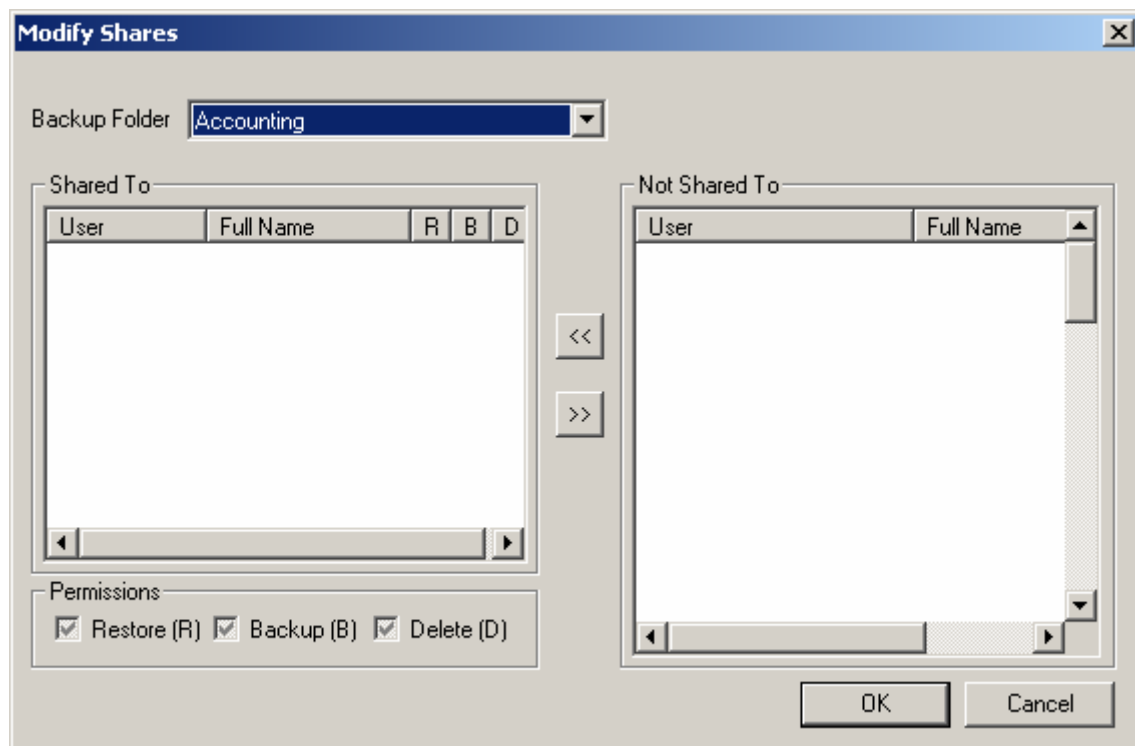


Figure 12: Modify Shares Window

The **Modify Shares** window shows the name of the backup folders that you own. You can click the DOWN ARROW to see a list of all backup folders owned by your account. The *Shared To* panel lists users that have access to this folder while the *Not Shared To* panel lists users on the server that do not have access to this data. Note that you will only see other user accounts that you control.

The *Shared To* panel shows the user name, the registered user's full name, and the access permissions granted to the account. You can remove access to a selected folder by selecting an account and then clicking the > button to move the user to the *Not Shared To* panel.

The *Not Shared To* panel shows users on the Everyware server that do not have access to the specified files and folders. You can grant access to another user by selecting this user from the *Not Shared To* list and then clicking the < button to move the account to the *Shared To* panel.

The *Permissions* section of the **Modify Shares** window lets you modify the permissions the selected user has for the primary folder selected. To modify the permission, select a user account in the *Shared To* panel and then select the permission boxes required. The permissions available are *Restore*, *Backup*, and *Delete*.

The *Restore* permission gives the user the ability to restore files and folders only, but not overwrite (via backup) or delete data on the Everyware server. The *Backup* permission gives the user the ability to copy new or changed data to the backup folder, but data cannot be deleted from the virtual disk. The *Delete* permission gives full access to the backup folder, meaning that data can be read, modified, and deleted from the selected primary backup folder.

- **To modify the sharing access permissions:**
 1. From the **File** menu, choose **Sharing**. The **Modify Shares** window appears.
 2. In the *Backup Folder* field, select a folder from the dropdown list.
 3. Select a user in the *Shared To* panel and click > to remove access. To add sharing access to this account, select a user in the *Not Shared To* panel and click <.
 4. Select the appropriate permissions for sharing in the *Permissions* panel.
 5. Click **OK**.

Configuring a Regular Backup Schedule

The **Backup Scheduler** window lets you specify the frequency and time you want each Primary Folder *backup* to execute. The *Everyware Backup Client* application must be loaded and executing on your computer when the backup is to occur. The *Backup* command executes at the specified interval automatically as long as the application is running.

You can tell the *Everyware Backup Client* application to backup your files at a specific time for today only, or specific days. The frequency setting can be set to once, daily, weekly, monthly, or custom beginning on a specified date and time.

The following describes the frequency settings you can select when synchronizing your files:

Frequency Setting	Description
Once	The <i>Backup</i> command is executed one time only.
Hourly	The <i>Backup</i> command is executed once each hour.
Daily	The <i>Backup</i> command is executed at the specified time each day.
Weekly	The <i>Backup</i> command is executed at the specified time once each week.
Monthly	The <i>Backup</i> command is executed at the specified time once each month.
Custom	The <i>Backup</i> command is executed every <i>X</i> minutes or hours.

- **To specify frequency settings:**
 1. From the **Edit** menu, choose **Schedule Backup**. The **Schedule A Backup** window appears.
 2. In the *Frequency* field, click the DOWN ARROW and select a setting.
 3. In the *Schedule Time* field, click the DOWN ARROW and select the date to synchronize the files.
 4. Click the DOWN ARROW in the *Time* field and select a time.
 5. Click **Add**. The frequency event appears in the scheduled event list.

- **To remove a frequency setting:**
 1. In the **Schedule A Backup** window, select an event from the scheduled event list.
 2. Click **Remove**, **OR**
 1. In the **Schedule A Backup** window, select *Clear All* to remove all events from the scheduled event list

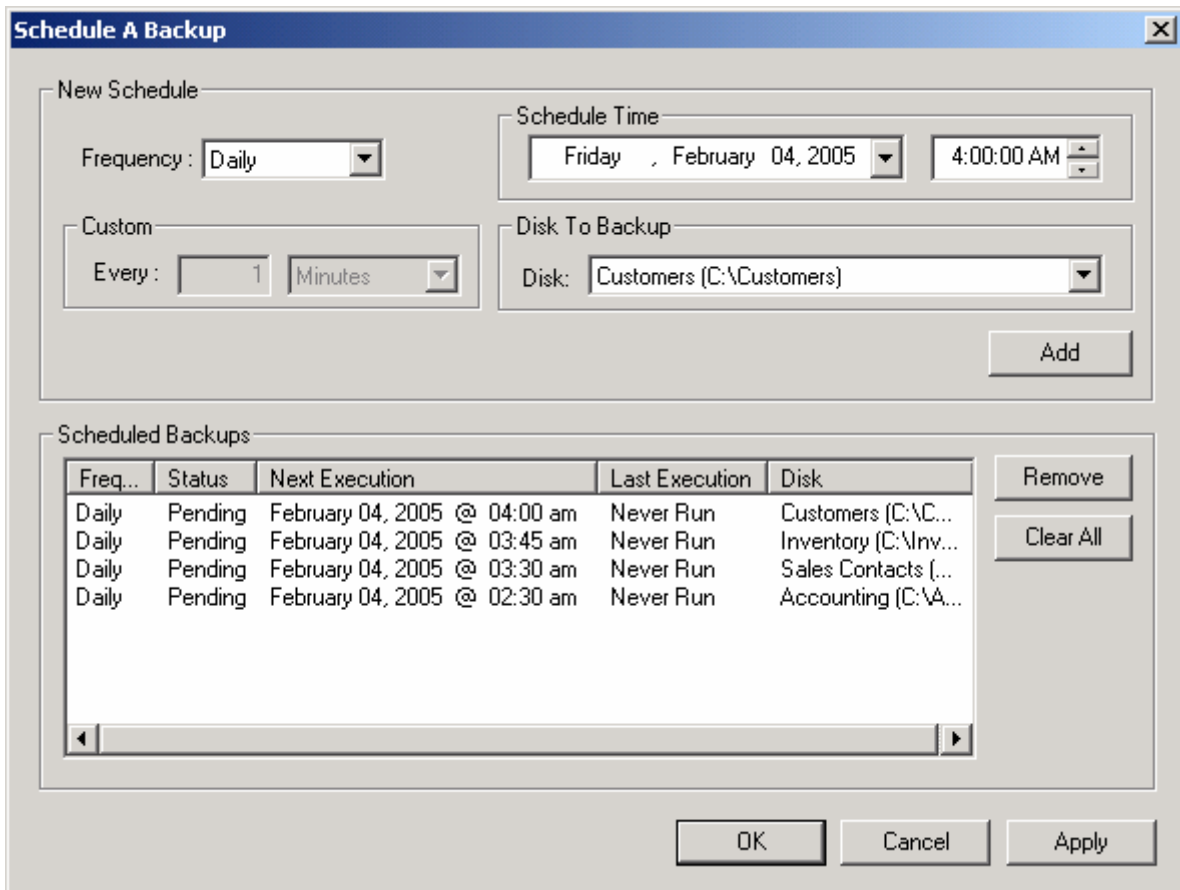


Figure 13: Schedule A Backup Window

Reviewing and Specifying Settings

You can review and customize several preference settings in the *Everyware Backup Client* application. The *General* settings show you the name of the *Everyware Server* that you're connecting to, the *Port Number* used for the connection and your *User Name*. These settings are set by the Everyware System Administrator, but you may be asked for these if you ever need to call in for support.

You can use the *File Preferences* to tell the *Everyware Client* to *Backup Hidden Files*, and to *Overwrite Newer Files on the Server*. This last option is useful if for some reason you would like to revert your backup copy of a file to an older version. **This option should be used with caution since it will not be possible to restore the original file should you overwrite it with an older version.**

You can use the Start/Exit Preferences to startup and login to the Everyware server automatically when the computer starts up, view and select from previously used login accounts that have been used on your computer, and perform cleanup operations when the program is shut down..

Finally, you can set the level of error tracking in log files, set the Everyware software to automatically delete itself and any local files in your primary folder, and/or perform a backup when the *Everyware Client* application terminates.

To specify your preferences, choose **Settings** from the **Edit** menu. The **Everyware Settings** window appears:

Reviewing General Preferences

If you ever need to call Everyware for support then you may be asked to provide the connection information being used by your *Everyware Client* application to interact with the Everyware server.

The Everyware server URL, Port number and your user name are displayed in the **General Preferences** window.

The default settings for these attributes are:

Server Address:	access.everywaresolutions.com
Port:	80
Username:	The username that you selected when you signed up for the Everyware service.

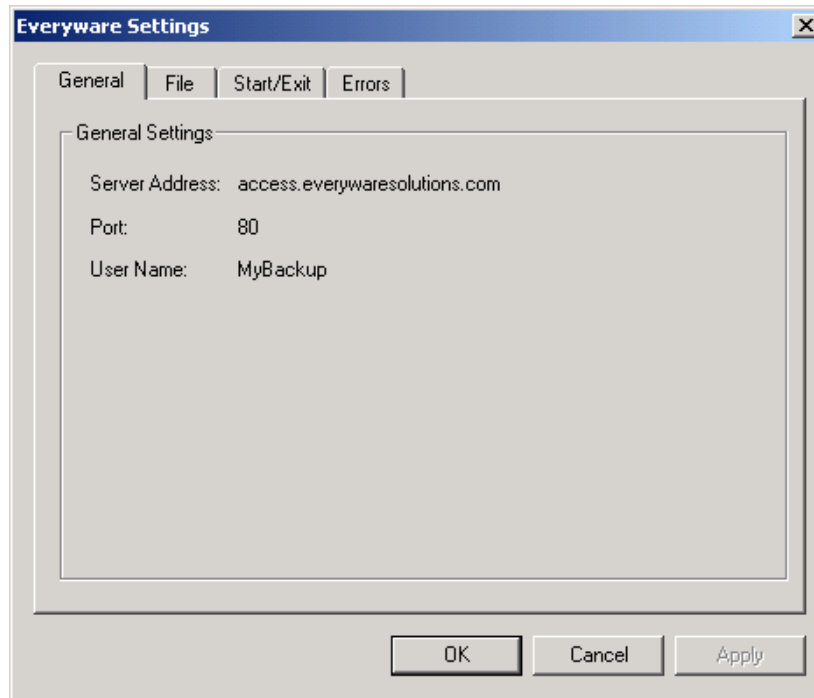


Figure 14: General Preferences Window

Setting File Preferences

Backup Hidden Files

You may want the *Everyware* Client application to backup hidden files, such as temporary or system files.

Extreme caution must be exercised when using this option since restoring invalid temporary or system files may cause instability on the local computer.

- **To Backup hidden files:**
 1. From the **Edit** menu, choose **Settings**. The **Preferences** window appears.
 2. Click the *File* tab to see the **File Preferences** window.
 3. Check the *Backup hidden files* box.
 4. Click **OK**.

Overwrite newer files on server

There may be occasions when you want the *Everyware* Client application to backup an older file than what is currently on the Everyware server (revert to an older version). When this option is selected you can then specify whether to execute this operation with or without a confirmation notification.

Extreme caution must be exercised when using this option since it will not be possible to restore the original file from the Everyware server once it has been overwritten by an older version..

- **To Overwrite newer files on server:**
 1. From the **Edit** menu, choose **Settings**. The **Preferences** window appears.
 2. Click the *File* tab to see the **File Preferences** window.
 3. Check the *Overwrite newer files on server* box.
 4. Check the *Overwrite without a confirmation notification* or the *Overwrite with a confirmation notification* option.
 5. Click **OK**.

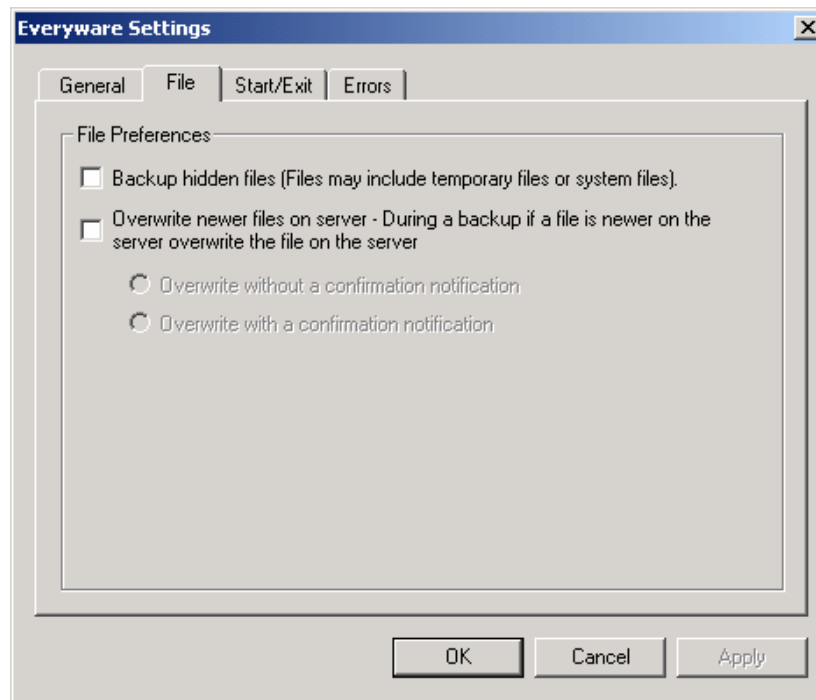


Figure 15: File Preferences Window

Setting Start and Exit Preferences

Setting Login and Startup Preferences

Auto Startup

You may want the *Everyware Backup Client* application to automatically startup each time your computer starts up or is rebooted. This is particularly useful if the computer that you are backing up is mostly unmanned. Using this option will ensure that your backup schedule continues to execute after a power outage. You can instruct the *Everyware Backup Client* application to automatically startup whenever your computer is started up. To do so, choose **Settings** from the **Edit** menu, and then click the **Start/Exit** tab. The **Login and Startup Preferences** window appears:

- **To Enable Auto Startup:**
 1. From the **Edit** menu, choose **Settings**. The **Login and Startup Preferences** window appears.

2. Click the *Start/Exit* tab to see the **Start/Exit Preferences** window.
3. Check the *Auto Startup* box.
4. Click **OK**.

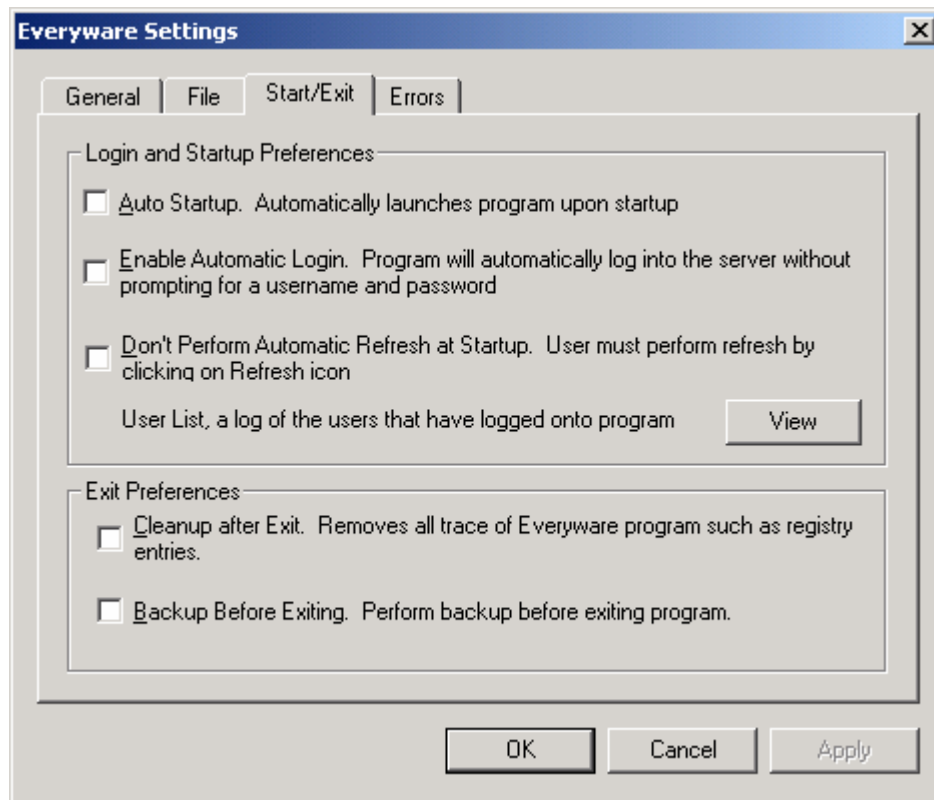


Figure 16: Start/Exit Preferences Window

Enable Automatic Login

Each time you execute the *Everyware Backup Client* application, you must provide your user name and password. You can instruct the *Everyware Backup Client* application to automatically startup and login whenever your computer is started up. To do so, choose **Settings** from the **Edit** menu, and then click the **Start/Exit** tab. The **Login and Startup Preferences** window appears:

- **To Enable Automatic Login:**
 1. From the **Edit** menu, choose **Settings**. The **Login and Startup Preferences** window appears.
 2. Click the *Start/Exit* tab to see the **Start/Exit Preferences** window.
 3. Check the *Enable Automatic Login* box.
 4. Click **OK**.

Automatic Refresh at Startup

You may want the *Everyware Backup Client* application not to perform an automatic refresh at startup. The user must perform the refresh manually to update the Everyware client file view. To do so, choose **Settings** from the **Edit** menu, and then click the **Start/Exit** tab. The **Login and Startup Preferences** window appears:

- **To Disable Automatic Refresh at Startup:**
 1. From the **Edit** menu, choose **Settings**. The **Login and Startup Preferences** window appears.
 2. Click the *Start/Exit* tab to see the **Start/Exit Preferences** window.
 3. Check the *Don't perform automatic Refresh at Startup* box.
 4. Click **OK**.

User List

The **Login and Startup Preferences** window shows a list of user and accounts that have previously been used on this computer system. To remove an account from the list, select the account and then click **Remove**.

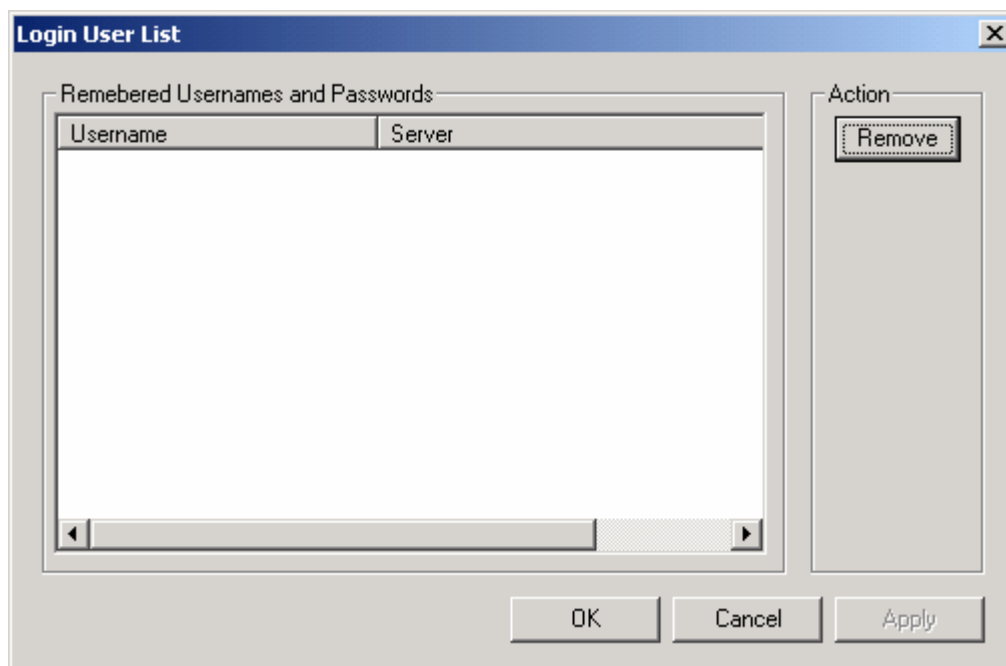


Figure 17: User List Window

Exit Preferences

Clean Up After Exiting the Application

If you use the *Everyware Backup Client* application to *Restore* files onto a public computer, you can tell the application to delete all local files in your primary folder from the computer when you exit the program. The *Cleanup After Exit* preference setting removes all files from the primary folder on the local computer and uninstalls the Everyware Client application when you Shutdown the program. Ensure that your files are backed up on the *Everyware* server before you terminate the application.

- **To Clean up after exiting the Client application:**
 1. From the **Edit** menu, choose **Settings**. The **Preferences** window appears.
 2. Click the *Start/Exit* tab to see the **Start/Exit Preferences** window.

3. Check the *Cleanup After Exit* box.
4. Click **OK**.

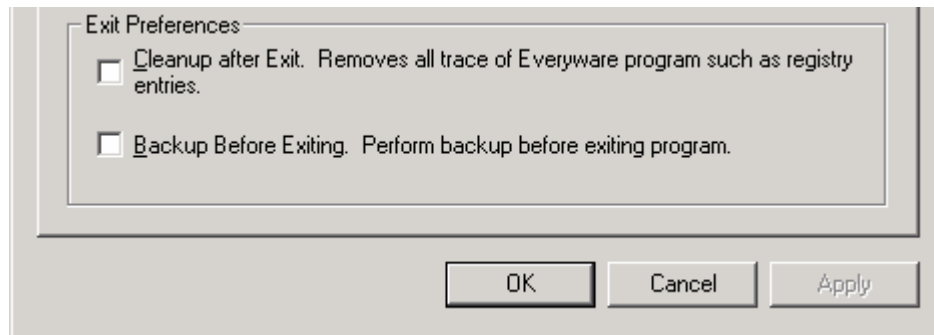


Figure 18: Exit Preferences Window

Backup Before Exiting the Application

When you terminate the *Everyware Backup Client* application, you can specify that your files be automatically backed up to the Everyware server before the application actually terminates. The *Backup Before Exiting* preference setting, when selected, forces the *Client* application to backup your files each time the application is shutdown.

- **To Backup files before exiting the Client application:**
 1. From the **Edit** menu, choose **Settings**. The **Preferences** window appears.
 2. Click the *Start/Exit* tab to see the **Start/Exit Preferences** window.
 3. Check the *Backup Before Exiting* box.
 4. Click **OK**.

Setting Error Level Preferences

Connection Errors

The Everyware client may not be able to perform a backup (either user invoked or scheduled) because it is unable to connect to the Everyware server for some reason. Quite often this is because the Internet Service Provider (ISP) is experiencing a temporary outage. Correct use of the following settings will ensure that the backup schedule resumes as soon as the Internet connection becomes available. For unmanned computers, it is suggested that the **maximum number of retries** be set to *No Limit*, and the **Interval** set to *5 minutes*. These are the default values set for these parameters.

- **To set the maximum number of retries:**
 1. From the **Edit** menu, choose **Settings**. The **Preferences** window appears.
 2. Click the *Errors* tab to see the **Error Preferences** window.
 3. Click the DOWN ARROW in the *Maximum Number of Retries* field and set the value. (Values are 25, 50, 100, No Limit; Default = No Limit)
 4. Click **OK**.

- **To set the retry interval:**
 1. From the **Edit** menu, choose **Settings**. The **Preferences** window appears.
 2. Click the *Errors* tab to see the **Error Preferences** window.
 3. Click the DOWN ARROW in the *Interval* field and set the value. (Values are 10s, 1m, 5m, 10m, 30m and 1 hr; Default = 5m)
 4. Click **OK**.

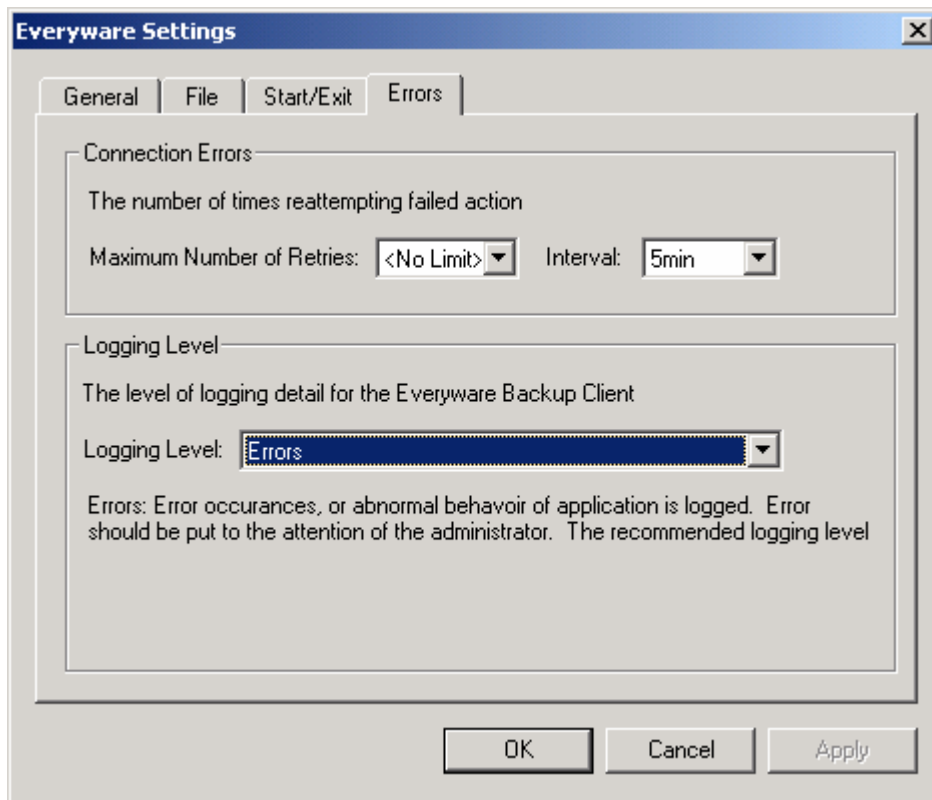


Figure 19: Error Preferences Window

Logging Level

Each time a *Backup* or *Restore* command executes, the *Everyware* application creates a log file. Log files are store in the *C:\Logs\Client* directory with names such as *log20041126.txt*, where 2004 is the year, 11 is the month, and 26 is the day the log file was created. You can also select the level of detail for your log files. The error level options you can select track the least amount of error information to the most amount of error information, as shown in the following table:

Error Level	Description
Errors	Logs all critical events that should not be ignored. The <i>Client</i> application will stop functioning after an error event such as this occurs.
Warning	Logs all non-critical events that can usually be ignored. The <i>Client</i> application will continue to function normally after this error event occurs.
Comfort Tracing	Logs all low-volume debug tracing for Everyware use only.
Debug	Logs all medium-volume debug tracing for Everyware use only.

- **To select the level of detail for log files:**
 1. From the **Edit** menu, choose **Settings**. The **Preferences** window appears.
 2. Click the *Errors* tab to see the **Error Preferences** window.
 3. Click the DOWN ARROW in the *Error Level* field and select the error level.
 4. Click **OK**.

Changing Your Password

At any time, you can change your log on password for the Everyware server that you connect to. To change your password, select **Edit**, and then choose **Password**. The **Change Password** window appears:



Figure 20: Change Password Window

Type your old password and your new password. In the *Confirm Password* field, type your new password to make sure it matches the text you typed in the *New Password* field. Click **OK** to tell the *Everyware Backup Client* application to update your password for the server.

- **To change your password:**
 1. Select **Edit** and choose the **Password** menu item. The **Change Password** window appears.
 2. Type your old password in the *Old Password* field and press tab to move to the next field.
 3. In the *New Password* field, type the new password you would like to use.
 4. Type your new password a second time in the *Confirm Password* field.
 5. Click **OK** to change your password.

Getting Help and Product Support

Getting Help

While using the *Everyware Backup Client* application, you can ask for help at any time or view information about the application itself. To view the **Help** system, select the **Help** menu item and then choose **Contents**. Or you can select **Everyware on the Web** to search for help on the Everyware website. To view information about the application, choose the **About Everyware Backup Client** menu item.

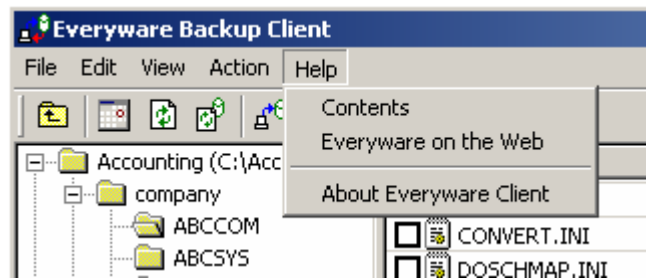


Figure 21: Everyware Backup Client Help Menu

Glossary

- Local** A Local file is a file located on the local computer hard disk. You can view and edit a local file without initiating a connection to the server. The *Everyware Backup Client* will back up this file to the server when instructed or when a scheduled backup is initiated.
- Remote** A Remote file is a file located on the Everyware server. If there is no *Local* copy of the file then you cannot view or edit the *Remote* file unless you first execute a *Restore* command.
- Primary Folder** When an account is created for you on an *Everyware Server*, you will be provided with one (or more) *Primary Folders*. You can access these Primary Folders from any computer that has a connection to the Internet using your username and password.

Product Support

If you require further assistance with any *Everyware* product, please visit our website at <http://www.everywaresolutions.com/>. Login using your username & password to access the support information you require. For toll-free, registered support, please call our customer support team at 1-877-333-0094.