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Welcome

The Norton Online Backup Online Help Center provides a comprehensive guide to all of the product features and tasks that you can complete. Simply click the Help link on the top of each page to access the Online Help.

Getting Started

When you first install or access Norton Online Backup, there are a few general procedures that you should become familiar with. These procedures make the product easier to use and more streamlined.

For more information, select one of the subentries for this Help topic.

About Norton Online Backup

Norton Online Backup provides automatic protection for your important files and photos. It delivers secure, easy-to-use online backup that safeguards and secures your files against loss, damage, and other disasters. Using one account, Norton Online Backup lets you protect the data on multiple household computers. If disaster strikes, you can easily access and restore your files on any Web-enabled PC and get right back up and running. And because your data is backed up remotely online, you can retrieve it at any time, no matter where you are.

Norton Online Backup includes the following features:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic online backup</td>
<td>Automatically protects important files against loss, damage, and other disasters</td>
</tr>
<tr>
<td>Multi-PC backup</td>
<td>Provides one central, secured location for all your photos and files across multiple household PCs</td>
</tr>
<tr>
<td>Web-based restore/access</td>
<td>Allows for quick restore of lost or deleted files to any Web-enabled PC</td>
</tr>
<tr>
<td>High-level encryption and data compression</td>
<td>Compresses your data on your PC prior to transmission; encrypt your data using 256-bit data encryption during transmission and at rest on our servers</td>
</tr>
<tr>
<td>Remote Management of Backup Settings</td>
<td>Allows you to remotely manage your backup settings for all your PCs</td>
</tr>
</tbody>
</table>

System requirements

Windows Vista

- Includes all service packs
- 32-bit and 64 bit

Windows XP

- Professional, Home, Media Center
- Service Pack 2 and later
- 32-bit only

Internet browsers
About your Norton Account

Your Norton Account gives you the freedom to view and manage all of your Norton products and
account information at the following URL:  https://ams-qa4-1.symantec.com/amsweb/default.do

Your Norton Account stores the Product Keys for your registered Norton products. This feature can
help you if you ever want to reinstall a product or service.

Norton Account includes the following features:

<table>
<thead>
<tr>
<th>Products &amp; services</th>
<th>View all of your registered products and services.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Profile</td>
<td>Keep your account and billing information up-to-date by editing your Account Profile.</td>
</tr>
<tr>
<td>Change Password</td>
<td>Maintain your Norton Account security by periodically changing your password.</td>
</tr>
<tr>
<td>Order History</td>
<td>View your Norton products and service purchases.</td>
</tr>
<tr>
<td>Special Offers</td>
<td>Take advantages of promotions, discounts, and special offers that are provided to Norton Account holders.</td>
</tr>
</tbody>
</table>

Accessing your Norton Account

The Product Key for each Norton product is conveniently stored in your Norton Account and you can easily find and update your account and billing information.

**Note:** Symantec products that are older than the 2006 product year do not appear in your Norton Account.

**To access your Norton Account from the Norton Online Backup Web site**

1. Log on to the Norton Online Backup Web site.
2. At the top of any page, click My Norton Account.

**To access your Norton Account directly**

1. In your Web browser, go to the following URL:  https://ams-qa4-1.symantec.com/amsweb/default.do

Creating your Norton Account

You need to create a Norton Account only once. You may associate multiple PC installations of
Norton Online Backup to a single Norton Account and manage them all from a single dashboard with
the single login. If you already have a Norton Account, which is likely the case if you have owned
other Norton products, you do not have to create a new one; you can just sign in.

Creating a Norton Account takes only a few moments.

**Note:** You use your email address for your Norton Account user name.

**To create a Norton Account**

1. In your Web browser, go to the following URL:  https://nobu-beta.backup.com
2. Click Create.
3. Type the required information in the fields that are provided.
4. Click Sign Up.

After your Norton Account is created, you will receive a confirmation email message. Please ensure that you keep your Norton Account login information confidential, and do not share it with others.

**Signing in to Norton Online Backup**

You can access Norton Online Backup by using the Internet.

**To sign in to Norton Online Backup**

1. In your Web browser, go to the following URL: https://nobu-beta.backup.com
2. In the Email Address field, type your email address.
3. In the Password field, type your password.
   For your security, the password does not appear.
4. Click Sign In.

**Maintaining your Norton Account profile**

It is recommended that you keep your account and billing information up to date, in order to receive the latest security information from Symantec.

**To change or correct your account or billing information**

1. In your Web browser. Go to the following URL: https://ams-qa4-1.symantec.com/amsweb/default.do
2. Sign in to your Norton Account.
3. Click Account Profile.
4. Click the corresponding Edit button in either the Account Information section or the Billing Information section.
5. On the Edit page, type the updated information in the fields that are provided.
6. Click Update.

**Managing your password**

You can change your Norton Account password at any time. You should change your password periodically.

**To change your password**

1. In your Web browser. Go to the following URL: https://ams-qa4-1.symantec.com/amsweb/default.do
2. Sign in to your Norton Account.
3. Click Change Password.
4. In the Current Password field, type your current password.
5. In the New Password field, type your new password.
   Passwords must contain at least six characters.
6. In the Retype New Password field, type your new password again.
7. Click Update.

**To retrieve a forgotten password**

1. On the Norton Account Welcome page, click Forgot your password?
2. In the field provided, type your email address.
   Make sure that you provide the same email address that was used for your Norton Account.
3. Click Continue. 
   You will be sent a temporary password in an email message.
4. After you receive the email message, sign in to your Norton Account with the temporary password.
   You are asked to reset the password.
5. On the Reset your Password page, in the New Password field, type your new password. Passwords must contain at least six characters.
6. In the Retype New Password field, type your new password again.
7. Click Update.

Note: For security reasons, a temporary password is valid only for a limited time. Please always ensure that you keep your Norton Account login information confidential and do not share it with others.

Selecting or changing your Security Question

When you create your Norton Account, you are asked to select a Security Question and provide a Security Answer. At some time, you may be asked to answer the question to authenticate that you are the owner of your Norton Account.

To select your Security Question when you create a Norton Account

1. On the Welcome page, click Create your account now.
2. Type the required information in the fields that are provided.
3. Select one of the listed questions so that it appears in the Security Question box.
4. In the Security Answer field, type the correct answer to the question that you selected.
5. Click Submit.

To select your Security Question when you sign in to a Norton Account that does not have a Security Question set

1. Sign in to your Norton Account
2. On the Security Question page, in the Security Question drop-down list, select one of the listed questions.
   The selected question appears in the Security Question box.
3. In the Security Answer box, type the correct answer to the question that you selected.
4. Click Continue.

To change your Security Question

1. Sign in to your Norton Account.
2. Click Account Profile.
3. In the Account Information section, click Edit.
4. In the Security Question drop-down list, select one of the listed questions.
   The selected question appears in the Security Question box.
5. In the Security Answer field, type the correct answer to the question that you selected.
6. Click Update.

Finding your Product Serial Number

If you purchased your Norton product online, the Product Serial Number was included in the order confirmation that was sent to the email address provided at the time of purchase.

If you activated your Norton product, the Product Serial Number can be recovered online at the following URL: https://ams-qa4-1.symantec.com/amsweb/default.do

1. Sign in to your Norton Account.
2. In Products and Services click View under Product Info
3. The Product Serial Number is displayed under **Product Details**.

**Understanding Norton Online Backup status**

When you install Norton Online Backup, it places an icon in the notification area, at the far right of the taskbar. This icon indicates the current status of your backup.

The icon has a small green badge attached to it when you have successfully completed a backup or restore, and a red badge when your backup or restored failed. The icon displays blue >> when Norton Online backup is performing a backup or restore.

**Setting up Norton Online Backup**

Norton Online Backup provides automatic protection for your important digital photos and files. Setup is quick and easy.

**To set up Norton Online Backup:**

1. In your Web browser, go to the following URL: [https://nobu-beta.backup.com](https://nobu-beta.backup.com)
2. Type your Norton Account email address and password, and then click **Log In**.
3. If this is your first login to Norton Online Backup, you must read and agree to the Terms of Service.
4. Check the box indicating you have read and agreed to the Terms of Service, and then click **Next**.
5. Make sure you are logged in to the computer that you want to register
6. Check the box indicating that you have read and agreed to the Terms of Service.
7. Click **Install Norton Online Backup**.
   - **IE 6 or 7 users**
     - In the download dialog box, click **Run**.
     - If you are prompted with an additional security warning, click **Run**.
   - **Firefox users**
     - In the download dialog box, click **Save file**.
     - In the download manager, click **Open**.
8. Install Norton Online Backup.
9. Follow the on-screen prompts, and then click **Install**.
   - After the installation has finished, notice that Norton Online Backup added a group to your Start menu, a shortcut on your desktop, and an icon in the notification area.
   - For more information, see About accessing Norton Online Backup from the desktop.
10. In the Display name box, type a descriptive name, and then click **OK**.
    - Because you can manage multiple computers in one Norton Online Backup account, you should give each computer a unique name to help you distinguish it from any other computers you may have.
    - The display name defaults to the computer name that was established when you installed Windows.

**About backups**
One of the most important ways to protect the valuable information on your PC is to back up your files regularly. If you accidentally erase an important file or if your PC has a hardware malfunction that destroys some files, you can restore your lost files from your backup.

You can also use backups to keep your PC's permanent disk from becoming filled with old and seldom-used files. After you have backed up such files, you can remove them from your PC and restore them later if you need to use them again.

Norton Online Backup also provides a safe and private online storage environment to which you can back up your files. Because your backed up files are stored in a different location from where you use your PC, disasters that damage or destroy your PC won't harm your backups. In addition, when you use the Norton Online Backup, you can restore your files to and from any computer at any time.

No matter which backup method you choose, you can always add or remove items from the set of files that you select to back up.

Norton Online Backup automatically backs up your Contacts, Internet Favorites, Pictures, Financial Files and Office documents.

For more information about adding additional files and setting a backup schedule that is right for you, see Changing Norton Online Backup settings.

**About performing backups**

After you have installed Norton Online Backup, running a backup is very easy. In fact, you do not need to do anything at all. Norton Online Backup is already set up to back up your contacts, Internet favorites, pictures, financial files and Microsoft Office documents automatically. For more information, see the default backup settings.

Whether you have set Norton Online Backup to back up your PC automatically or not, you can always run a backup. You may want to run a backup, for example, in the following situations:

- You have added or modified important files and you want to be sure they are safe.
- You have finished working for the day and you do not want to leave your PC on and waiting for an automatic backup to occur.

**Note:** You should exit all other running programs before you back up your files. Norton Online Backup cannot back up files that are in use by another program.

**About preparing to backup**

If you have many files to back up, the first backup can take several hours or even several days, depending on the speed of your Internet connection and the size of your backup. If a large backup is interrupted, it resumes where it left off, and continues until it completes the backup. This activity takes place in the background and should not affect your normal computing activities. Subsequent backups, which affect only updated or changed files, take much less time.

**Note:** You should exit all other running programs before you back up your files. Norton Online Backup cannot back up files that are in use by another program.

Norton Online Backup allows you to backup either automatically or at a time that you specify. You can always change the backup settings you initially make.

Choose the following settings when you make a backup:

<table>
<thead>
<tr>
<th>The files to back up</th>
<th>You can choose from a variety of file categories, such as photos, documents, and music. You can also specify individual files or folders from the PC you are logged on to.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Your backup schedule</strong></td>
<td>You can set Norton Online Backup to back up your files at a random time each day, you can set a regular backup schedule, or you can manually back up your files.</td>
</tr>
</tbody>
</table>
When Norton Online Backup runs a backup, it examines the files and folders on your computer to back up your files more efficiently. During this examination, Norton Online Backup displays in the Backup progress indicator the number of files that will be backed up. This process varies in duration based on the number and size of files to be backed up.

**Backing up files on demand (Backup Now)**

Backing up files immediately is a simple process, and you don’t even need to be sitting at the computer you want to backup. The Web portal for Norton Online Backup lets you back up any of your registered computers from any computer that is connected to the Internet. Log in to the Norton Online Backup Web portal and click Backup Now next to the computer that you want to back up. The Norton Online Backup Web portal shows you real-time updates for all of your computers on which Norton Online Backup is installed. If the computer that you want to back up is turned off or not connected to the Internet, Norton Online Backup performs the backup as soon as the computer is turned on and connected to the Internet.

**To back up files on demand from the Web**

1. Log in to Norton Online Backup.
2. Click **Backup Now** next to the PC you want to back up.
   A notification is displayed on the computer when the backup starts and completes.

**Note:** You do not need to stay logged in to Norton Online Backup Web for the backup to complete. The PC being backed up must be turned on and have an active Internet connection to complete a backup.

**To run a backup on demand from the notification area**

1. In the notification area, right-click the **Norton Online Backup** icon
2. Click **Backup Now**.
   A notification is displayed on the computer when the backup starts and completes.

**Note:** You must leave your PC on with an active Internet connection to complete a backup.

**About changing backup settings**

Norton Online Backup is configured to back up your contacts, Internet favorites, pictures, financial files, and Microsoft Office documents automatically. If you want to modify the settings for Norton Online Backup, you can do so from any Internet-connected computer anytime, anywhere. Just click the Settings button that corresponds to the desired computer. The new settings will be used on your next backup.

The following backup settings are available:

**Files to backup**

You can choose from a variety of file categories, such as photos, documents, and music. You can also include or exclude individual files or folders from the PC you are logged in to.

For more information, see About backup file categories backup file categories.

**Run schedule**

You can set your backup schedule in the following ways:

- **Automatic (Recommended)**
  Let Norton Online Backup choose a random time everyday to perform a backup.
- **Scheduled**
  Allows you to schedule backups when it is convenient for you. You can schedule your backups to run late at night or whenever you know that your PC is not needed for any other activity.
| **Note:** If you select Scheduled, you can select Daily, Weekly, or Monthly.  
* Manual  
Norton Online Backup backs up your files only when you start the backup yourself. |
| --- |
| **On which day** | Select the day of the week or month on which you want your backup to occur.  
**Note:** This option is available only if Run Schedule is set to Scheduled and Weekly or Monthly. |
| **Starting at** | Select your timezone from the bottom drop-down menu. The timezone setting is used to schedule backups and display completed backup statistics.  
If you have set Run Schedule to Scheduled, you can also select the time of day you want your backup to occur.  
The following start times are approximate:  
* Morning – 6 A.M. to 12 P.M.  
* Afternoon – 12 P.M. to 6 P.M.  
* Evening – 6 P.M. to 12 A.M.  
* Night – 12 A.M. to 6 A.M.  
**Note:** This option is available only if Run Schedule is set to Scheduled. |
| **Bandwidth Throttling, alerts, and auto updates** | Bandwidth Throttling allows you to limit the amount of bandwidth Norton Online Backup can use.  
At times Norton Online Backup delivers messages informing you of things that may require your attention. These alerts include, but are not limited to, expiring subscription, low disk space, and no disk space. You can opt out of noncritical alerts by unchecking this check box.  
From time to time, software updates will become available for Norton Online Backup. By default, Norton Online Backup will automatically update itself. You can opt out of auto-updates by un-checking this checkbox. |
| **Display name and icon** | You can change your computer display name by typing the new display name in the text box and clicking Save.  
You can also change your computer icon by clicking Change Icon, selecting an icon from the list, and clicking Save. |

**Note:** If you change any settings, you must click Save to save the changes. The changes will be reflected in your next backup.

**About backup file categories**

When Norton Online Backup performs a backup, it first examines the permanent disk of your PC for files to back up and sorts them into various categories. It then backs up the files that fall into these categories.

Additionally, if you are modifying the settings for the local computer, you will notice the Add Files and Add Folders hyperlinks in the upper-left corner. Clicking on these links opens a Browse Windows file or folder dialog box where you can add specific files or folders to back up. Each added file of folder is added under the Other category.
### Office Documents
This category includes, but is not limited to: Microsoft Word documents and templates (.doc, .docx, .dot); Microsoft Excel Worksheet and templates (.xls, .xlsx, .xltx); Microsoft PowerPoint Presentation and Slideshow files (.ppt, .pptx, .pps); Microsoft Project files (.mpp); Adobe Acrobat files (.pdf); Text files (.txt); PostScript files (.ps); HyperText Markup Language files (.htm, .html); Microsoft HTML documents (.htm); WildTangent Branded .PNG files (.png); Comma-Separated Variables text files (.csv); and WordPerfect PC Suite documents (.wpd).

### Email
This category includes, but is not limited to: Microsoft Outlook Personal Folder files (.pst); Microsoft Exchange Mail messages (.msg); Microsoft Outlook Express E-mail or Windows Mail (.dbx); Netscape Mail E-mail Message files (.smn); Media Stream Broadcast (.msb); Mailbox Message File (.mbx); Microsoft Outlook Rules Wizard File (.rzw); Microsoft Outlook Electronic Mail (.eml); First Reader Saved Message Folder (.fro); and (.MsMessageStore).

### Pictures
This category includes, but is not limited to: Photographic JPEG and JIFF images (.jpg, .jpeg, .jpe, .j2k, .j2c, .jfif); Graphic Interchange Format image files (.gif); Bitmap Graphics files (.bmp, .pcx); Tagged Image Format files (.tiff, .tif); Adobe PhotoDeluxe images (.pdd); Windows Metafile (.wmf); Portable (Public) Network Graphic files (.png); Photoshop files (.psd); Macintosh Quickdraw/PICT Drawing files (PICT); Encapsulated PostScript files (.eps); MS Foxpro Screen files (.scx); Run Length Encoded Bitmap files (.rle); Device- Independent Bitmap Graphic files (.db); Borland JBuilder Project files (.jpx); Japan Picture Format files (.jpc); Image Alchemy HSI Temporary Raw Bitmap files (.raw); Pixar Picture files (.pxr); CAD files (.vda); Pixar Picture File (.pxr); TARGA File (.tga); Adobe Illustrator Vector Graphic (.ai); Kodak Photo CD (.pdc); Kodak RAW Bitmap Image (.kdc); Adobe InDesign Document (.indd); Paint Shop Pro Image (.psp); Corel Vector Graphic Drawing (.cdr); and Targa Bitmap files (.icb, .vst).

### Music
This category includes, but is not limited to: MPEG Audio Stream, Layer III files (.mp3); MPEG-4 Video files (.mp4); MPEG-4 Audio Layer files (.m4a); Apple Protected AAC files (.m4p); Real Networks RealMedia Streaming Media files (.ra); RealMedia Streaming Media files (.rm); RealMedia Metafile files (.ram); MIDI files (.mid); MS Windows Audio files (.wma); MPEG-2 Advanced Audio Coding files (.aac); Monkey’s Audio Lossless Audio Compression Format files (.ape); Free Lossless Audio Codec files (.flc); Waveform Audio files (.wav); MP3 Playlist files (.m3u); Musical Instrument Digital Interface MIDI Sound files (.mid, .midi); Fast Tracker 2 Extended Module files (.xm); ScreamTracker V3 Sound files (.s3m); MPEG Audio Stream, Layer I (.m1p); Windows Media Player Playlist (.wpl); Playlist (.pls); Audio Codec 3 File (.a3c); Audio Interchange Format File (.aif, .aifc, .aiff); and MPEG Audio Stream, Layer II (.mp2).

### Video
This category includes, but is not limited to: Microsoft Windows Media files (.wmv); Apple QuickTime Video Clip files (.mov); MPEG 1 System Stream files (.mpg, .mpeg); Macromedia Flash Format files (.swf); Audio Video Interleave files (.avi); MS Advanced Streaming Format files (.asf); Beijer E-Designer files (.mpa); MPEG Movie Clip files (.mpc); MPEG-4 Video files (.m4v); Digital Video File (.dv); Ogg Vorbis Compressed Video File (.ogm); Open Media Format File (.omf) MPEG-1 Video File (.m1v); MPEG-2 Program Stream Format File (.mp2); MPEG-2 Video Only File (.m2v); QuickTime Movie (.mov); MPEG-1 Video File (.mpv); QuickTime Movie (.qt); VDOScript File (.vdo); and DVD Video Movie File (.vob).

### Contacts
This category includes, but is not limited to: Microsoft Outlook Address Book files (.wab); Microsoft Personal Address Book files (.pab); Palm Address Book files (.aba); Beijer E-Designer files (.mpa); Palm Date Book files (.tda); vCard files (.vcf); Microsoft Outlook Address Book (.oab); Microsoft Phonebook (.pbk); Palm DateBook File (.pdb); and Sharp Organizer Telephone Bank (.ozp).

### Financial Files
This category includes, but is not limited to: Microsoft Money files (.mny, .mn1, .mn2, .mn3, .mn4, .mn5, .mn6, .mn7, .mn8, .mn9, .mn10, .mn11, .mn12, .mn13, .mn14, .mn15, .mcb); TurboTax Tax Return files (.tax); H&R Tax Return files (.t01, .t02, .t03, .t04, .t05, .t06); TaxACT files (.ta0, .ta1, .ta2, .ta3, .ta4, .ta5, .ta8, .ta9);
QuickBooks files (.qba, .qbb, .qbi, .qbw, .qbx, .qph, .qdf, .qib, .qsd, .qel, .qpl, .qph, .q00, .q01, .q02, .q03, .q04, .q05, .Q98); Olicom Fax files (.ofx); Quicken Data File (.qdt); Simply Accounting File (.sdb); and Open Financial Connectivity files (.ofc).

<table>
<thead>
<tr>
<th>Internet Favorites</th>
<th>This category includes, but is not limited to: Internet Location files (.url) that appear on the Internet Explorer Favorites menu.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other Files</td>
<td>The Other category contains a list of additional files and folders that were added through the Add a File/Add a Folder feature. Additionally, you can manually create new rules with a wildcard, update existing rules, and delete rules. Rule Type - This will tell you if this is an “Include” or “Exclude” rule. An “Include” rule means the drive, directory or file selected will be backed up. An “Exclude” rule means the exact opposite, the drive, directory or file selected will be excluded from being backed up. Pattern - This is the actual drive, directory or file being included or excluded for backup. Within the pattern you specify the file or file wildcard you want to include or exclude for backup. For example, you want to exclude all files ending with the extension of TXT from being backed up on the C: drive. You would click on Add New Rule, select Exclude from the drop down list, type C:*.TXT in the pattern field, and click Save.</td>
</tr>
</tbody>
</table>

### About the default backup settings

The following settings are the default settings for each installation of Norton Online Backup:

<table>
<thead>
<tr>
<th>Files to back up</th>
<th>Office Documents, Pictures, Contacts, Financial Files, Internet Favorites</th>
</tr>
</thead>
<tbody>
<tr>
<td>Run Schedule</td>
<td>Automatic</td>
</tr>
<tr>
<td>Bandwidth Throttle</td>
<td>Fastest</td>
</tr>
<tr>
<td>Send alerts to this computer</td>
<td>Checked</td>
</tr>
<tr>
<td>Automatically update this computer</td>
<td>Checked</td>
</tr>
</tbody>
</table>

### Selecting and excluding files and folders to back up

You are not limited to backing up the files that Norton Online Backup automatically detects and places into its file categories. You can add files to the set of files to be backed up, and you can exclude files from being backed up, as well.

If you are modifying the settings for the local computer, you can use the Add Files and Add Folders hyperlinks in the upper-left corner of the settings page. These links open a browse windows file or folder dialog box where you can add specific files or folders.

**Note:** Add Files and Add Folders hyper-links are visible only if you are modifying the settings for the local computer.

**To include a file in a backup**

1. Click the **Settings** link for the local computer.
2. Click **Add files**.
3. Select the file you want to include.
4. Click **Open**.

**To include a folder in a backup**
1. Click the **Settings** link for the local computer.
2. Click **Add folders**.
3. Select the folder you want to include.
4. Click **Open**.

**To exclude a file from a backup**
1. Click the **Settings link** for the local computer.
2. Click **Add files**.
3. Select the file you want to exclude.
4. Click **Open**.
5. Click **Other category**.
6. Click **Edit** next to the file you want to exclude.
7. In the drop-down list, click **Exclude**.
8. Click **Save**.

**To exclude a folder from a backup**
1. Click the **Settings link** for the local computer.
2. Click **Add folders**.
3. Select the folder you want to exclude.
4. Click **Open**.
5. Click **Other category**.
6. Click **Edit** next to the folder you want to exclude.
7. In the drop-down list, click **Exclude**.
8. Click **Save**.

**Setting a backup schedule**

Norton Online Backup lets you schedule backups when it is convenient for you. You can schedule your backups to run late at night or let Norton Online Backup choose the time for you.

You have the following backup schedule choices:

<table>
<thead>
<tr>
<th>Automatic (Recommended)</th>
<th>Choose this to let Norton Online Backup choose your backup time for you. This choice is the recommended choice for most users.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>Choose Daily and the time of day to schedule a backup everyday during that time period.</td>
</tr>
<tr>
<td>Weekly</td>
<td>Choose this to pick a day of the week, and the time of day, for your backups to occur.</td>
</tr>
<tr>
<td>Monthly</td>
<td>Choose a day of the month, and the time of day, for your backups to occur. You can choose any day of the month between 1 and 31.</td>
</tr>
<tr>
<td>Manual Backup</td>
<td>Choose this to have Norton Online Backup back up your files only when you start the backup yourself.</td>
</tr>
</tbody>
</table>

**To set a backup schedule**
1. In the Norton Online Backup Web portal, click **Settings**.
2. On the Settings page, choose a backup schedule that fits your needs.
3. Click **Save**.
If you have backup problems

The following list provides some tips to help you avoid backup problems:

- Perform backups regularly.
  The more often you back up, the less chance there is that you will lose important information. An automatic backup schedule is recommended, since that will tend to back up those files that have most recently changed. A scheduled weekly backup is a good second choice.
- Make sure to close all open programs before backing up.
  Files that are in use by another program cannot be backed up.
- If you use automatic backups, leave your PC turned on when you are not using it.
  Automatic backups take place when your PC is turned on but not in use.
- Regularly check the backup results that Norton Online Backup provides to make sure that all of the files that should be backed up are in fact backed up.
- Make sure that your PC does not automatically disconnect from the Internet when the PC is not being used.
- Regularly check the amount of space that you have left in your secure online storage, and consider purchasing more storage space before you need it.
- Online backups work best with a fast Internet connection.
  If your backups take too long, consider backing up only the files that you regularly work with.
- If you back up two or more PCs to your secure online storage, give each PC a different nickname so that you can more easily find which backed up files go with which PC.

Accessing the activity log file

The activity log lists displays when the next scheduled backup will occur and recent activity completed by Norton Online Backup. For each activity, Norton Online Backup records the status, a description, the date and time the transaction completed, the number of files included for backup, and the total file size backed up.

To access the activity log file
1. Log in to Norton Online Backup.
2. Click View Log corresponding to the log that you want to view.
3. Click Done to return to the home page.

Restoring files from backup

The reason to have a good backup is so that you can restore your files from the backup if the need arises. Norton Online Backup provides an easy method to restore your backed up files.

When you restore files, you can change any of the following settings:

<table>
<thead>
<tr>
<th>Where to restore from</th>
<th>You can choose any registered computer that has completed a backup.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The type of restore</td>
<td>You can choose to let Norton Online Backup restore your selected files to any registered computer or you can download individual files through your Internet browser.</td>
</tr>
<tr>
<td>Where to restore</td>
<td>You can restore files to any registered computer and you can restore the files to their original locations or a folder on the destination computer’s desktop.</td>
</tr>
<tr>
<td>What to restore</td>
<td>You can restore all of the backed up files or pick individual files from a list.</td>
</tr>
</tbody>
</table>
To restore files:

1. Log in to Norton Online Backup.
2. Click **Restore** next to the computer from which you want to restore.
3. Select the type of restore.
   For more information, see Choosing a restore type.
4. Select where to restore the files.
5. Select what files to restore.
   For more information, see Selecting files to restore.
6. Click **Restore Now** or **Prepare** your files.
   For more information, see Choosing a restore type.

**Restoring files to your computer**

When you restore files from a backup, you can restore the files to a folder on your desktop, have them restored to their original locations, or download them through your Internet browser. By default, Norton Online Backup restores files to a folder on the original computer’s desktop.

**To restore files to computer**

1. Log in to Norton Online Backup.
2. Click **Restore** next to the computer from which you want to restore.
3. Select the destination computer in the To drop down list
4. Select where to restore the files on the destination computer:
   - **Restore folder on your desktop** (default)  
     Restore files to a folder on the destination computer’s desktop called ”Restored Files.”
   - **Original location**  
     Restore files to their original location.
   - **Overwrite exiting files**  
     Allow Norton Online Backup to overwrite existing files on the destination computer. This option may delete newer versions of the same file that are stored in those locations.
5. Click the folder name from the Folders pane to navigate down your backed up files’ folder tree.
   The Files pane displays the backed up files contained in the current folder.
6. Check the box next to each file that you want to restore.
7. Click **Restore Now**.

A restore progress indicator is displayed next to the computer from which you are restoring. Norton Online Backup collects and reassembles the files you have selected to restore. They are reassembled into an encrypted package that is downloaded by Norton Online Backup on the destination computer.

The progress indicator displays which step Norton Online Backup is currently processing. A balloon notification is displayed on the computer when Norton Online Backup has started downloading the restore and finished restoring the files. You do not need to wait while the restore processes.

**Note:** Restore to computer requires an active Internet connection and Norton Online Backup installed on the destination computer.

**Downloading files through your browser**

Norton Online Backup provides web-based access to your backed up files, letting you restore lost or deleted files to any Web-enabled PC.

**To download files through your browser**

1. Log in to Norton Online Backup.
2. Click **Restore** next to the computer from which you want to restore.
3. Click **Download**.
4. Click the folder name from the Folders pane to navigate down your backed up files’ folder tree. The Files pane displays the backed up files contained in the current folder.
5. Click **Prepare** next to each file you want to prepare for download. **Prepare all** will prepare all the files in the current folder.
6. After the file has been prepared, click **Download**.
7. Follow the browser steps to download and save the file.

**Note:** Some drives use older Windows file systems, such as FAT-16 or FAT-32, which cannot store files larger than 4 GB. If you have such large files to restore, make sure that your restore destination is formatted with a file system that supports large files, such as NTFS.

### About selecting files to restore

The restore and download pages contain two sections designed to mimic your Windows Explorer view of backed-up files. The left pane, titled Folders, represents the folder tree corresponding to the files you have backed up. The right pane, titled Files, lists the files contained in the selected folder. When on the Restore page, the Files pane will include subfolders. When on the Download page, the Files pane will not include subfolders.

**Note:** Selecting a folder from the Files pane will include all subfiles and subfolders of the selected folder.

<table>
<thead>
<tr>
<th>Select All</th>
<th>Only available on the Restore page. Checks each check box in the Files pane.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare All</td>
<td>Only available on the Download page. Prepares each files in the Files pane.</td>
</tr>
</tbody>
</table>

#### From the Restore page:
1. Click the top folder in the Folders pane.
2. Click **Select all** in the Files pane.
3. Click **Restore Now**.

### About managing your backup solution

Norton Online Backup lets you protect the data on multiple household computers, including remote locations, to prevent loss of your important files and data. For each registered computer, you can add or remove categories of files to back up, change your backup schedule, or run a manual backup from any computer connected to the Internet. Norton Online Backup gives you the freedom to protect you and your family's important data anytime, anywhere.

### Adding computers to your Norton Online Backup account

Adding a computer to your Norton Online Backup account is easy. Simply follow the steps listed below.

#### Add a Computer:

1. Log in to Norton Online Backup.
2. Click **Add a Computer**.
3. Check the box indicating you have read and agree to the Terms of Service.
4. Click **Install Norton Online Backup**.

#### For IE 6 or 7 users

Click **Run** from the download dialog box. If you are prompted with an additional security warning, click **Run**.
For Firefox users:

Click **Save** file from the download dialog box.
Click **Open** from the download manager.

5. Follow the on-screen prompts and click **Install**.
After you have installed Norton Online Backup, a new browser window opens prompting you to Name your computer.
6. Enter a descriptive name in the display name field, and then click **OK**.
Because you can manage multiple computers in one Norton Online Backup account, it is
recommended that you give each computer a unique name to help you distinguish it from
any other computers you may have.

**Note:** You must be logged on to the computer that you want to add to your account.

**Naming and choosing an icon for your computers**

Because you can manage multiple computers in one Norton Online Backup account, it is
recommended that you give each computer a unique name to help you distinguish it from any other
computers you may have. Good examples of this include: Mom’s PC, Work Laptop, Home Computer.
Norton Online Backup also lets you select an icon that can help you identify each computer. You can change the display name or icon at any time.

**To change the display name or icon**

1. Click **Settings** next to the computer you wish to update.
2. Type the new Display Name into the text box located under the computer icon.
3. Click the **Change Icon** link.
4. Select an icon from the list of available icons.
5. Click **Save**.

**Removing a computer from your Norton Online Backup account**

If you need to remove a computer from your Norton Online backup account, it is a simple task.

**Note:** When you remove a computer, all backed-up data associated with that computer is purged.
To stop scheduled backups and retain backup data, go to the Settings for that computer.

**To remove a computer from your Norton Online Backup account**

1. Click **Remove a Computer**.
2. Click **Remove** next to the computer you want to remove.
3. When you are prompted to confirm your selection, click **OK**.

**About accessing Norton Online Backup from the desktop**

During installation, Norton Online Backup places an icon in the notification area. Double-clicking on the shortcut launches your default Internet browser and takes you to the Norton Online Backup login page.

**Note:** An active Internet connection is required to access the Norton Online Backup login page.

**Note:** If you have previously checked Remember Me on the Norton Online Backup login page, you will automatically be logged in.

**About accessing Norton Online Backup from the Start menu**

During installation, Norton Online Backup creates a group of shortcuts that you can access from by clicking **Start > Programs > Norton Online Backup.**
The following table provides details for each of the start menu options:

| Norton Online Backup | Launch your default Internet browser and take you to the Norton Online Backup login page.  
Note: An active Internet connection is required to access the Norton Online Backup login page.  
Note: If you checked Remember Me on the Norton Online Backup login page, you are automatically logged in. |
|----------------------|---------------------------------------------------------------------------------------------------------------|
| Online Help          | Launch your default Internet browser and take you to the Norton Online Backup Online Help.  
Note: An active Internet connection is required to access the Norton Online Backup Online Help. |
| Uninstall            | Uninstall Norton Online Backup for this computer.  
Note: This does not delete previously backed up data or remove this computer from your list of active computers in Norton Online Backup Web. |

**About the Norton Online Backup icon in the notification area**

During installation, Norton Online Backup adds an icon to the notification area, at the far right of the taskbar. Double-clicking on the icon launches your default Internet browser and takes you to the Norton Online Backup login page.

Right-clicking on the icon in the notification area activates the Norton Online Backup shortcut menu.

The shortcut menu contains the following options:

<table>
<thead>
<tr>
<th>Home</th>
<th>Launches your default Internet browser and takes you to the Norton Online Backup login page</th>
</tr>
</thead>
</table>
| Backup Now            | Performs a backup based on your settings  
Note: You must leave your PC on with an active Internet connection to complete a backup. |
| Restore               | Launches your default Internet browser and takes you to the restore page.  
Note: If you did not previously check Remember Me on the Norton Online Backup login page, you must log in before accessing the restore page. |
| Online Help            | Launches your default Internet browser and takes you to the Norton Online Backup Online Help. |
| Check for Updates     | Checks whether updates are available for Norton Online Backup.  
If updates are available, Norton Online Backup downloads and installs them. |

**Note:** An active Internet connection is required to access the Norton Online Backup Web pages.
**Note:** If you previously checked Remember Me on the Norton Online Backup login page, you are automatically logged in.