

Mamut Active Services

Introduction

Mamut Online Backup



Version 4

Mamut Online Backup

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MAMUT ONLINE BACKUP

Mamut Online Backup allows you to undertake secure and effective backup copies, which are a safe and user friendly form of distribution of your files.



Backup: Online backup of data

Securely backup and restore your encrypted data.



Send: Secure electronic transmission of files and folders

Invite others to receive and download your data.



Stream: Continuous broadcasting of data

Invite others to continuously receive updated versions of your files.



Sync: Secure synchronisation of data between your PCs

Ensure that your key data is easily accessible on all your PCs.



Share: Safe and efficient sharing of data with other PCs

Invite others to read, edit, delete and add information in shared files and folders.



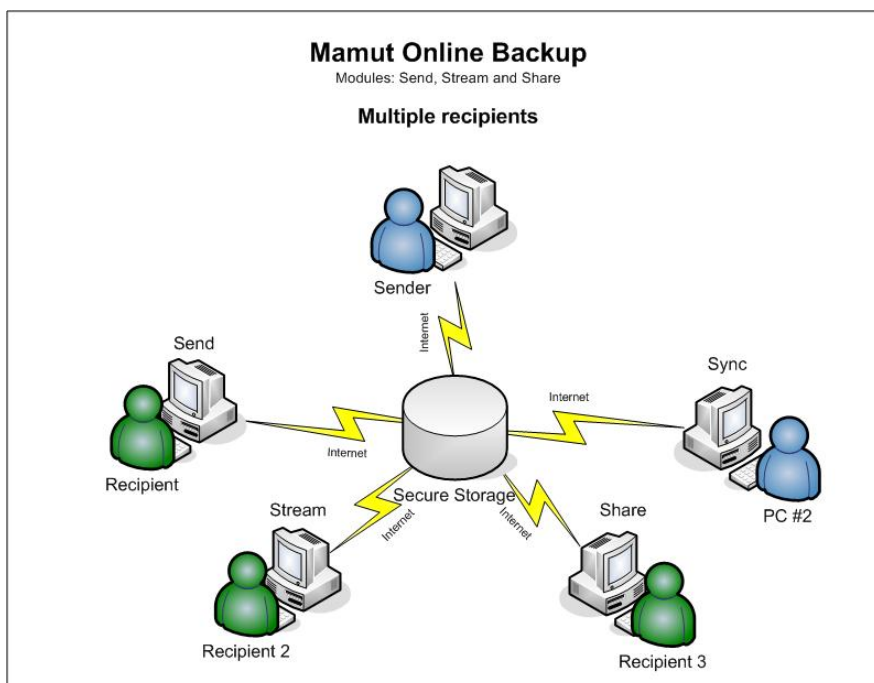
Inbox: Receive your files or folders here

Receive Mamut Online Backup files and folders here or, alternatively, access them via the Invitation code field.



Old Tasks: List of old tasks

Data from earlier versions of the program will be stored here.



Automatic, user-friendly and secure

Mamut Online Backup works automatically in the background, where your files are first encrypted on your PC and then securely transferred to the server where your data is stored in its encrypted form. The data is encrypted with the Mamut Key – your personal encryption key to which you yourself control the access.

Download and Install Mamut Teamwork

For information regarding download and Installation, read more in the section "Downloading and Installing the Software" below.

NEWS IN VERSION 4

Windows Azure

All of your backed up data is now stored in the cloud on the Microsoft Windows Azure platform in a safe and secure way. Your files are encrypted with your Mamut Key before they are transferred and saved, and neither Mamut, Microsoft nor anyone else can decrypt your data unless you choose to give them your Mamut Key.

All data is continuously stored, and each file is stored on 3 different disks. Microsoft is continuously monitoring the health of the hardware.

New login

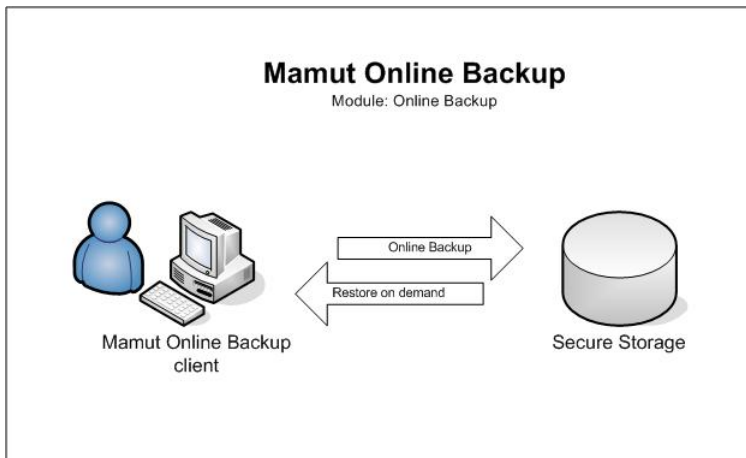
New for this version is the use of Mamut ID when logging in. New users can register themselves as Mamut customers and create a Mamut ID. Existing Mamut customers, with a customer number, can also register a Mamut ID through myMamut. For existing Mamut Online Backup users, it is possible to log in using existing login credentials.

You can read more about this below.

INTRODUCTION

Backup: Online backup of data

Many of us have unfortunately experienced how easy it is to lose data. If a computer breaks, is stolen or if you delete or edit files by mistake, it can be extremely difficult to retrieve the data - unless you took a backup of it. Mamut Online Backup acts as your 'electronic safety deposit box', which not only takes care of your data securely, quickly and easily, but also ensures that your data is stored out-of-house to protect it against fire and theft.



The program makes backing up so easy for its users, that you will not even notice it being done throughout your working day. All you have to do is to make sure you specify which of the files on your machine you want to backup. The program does the rest. Backup files are being taken continuously as you change, delete or add to the files you have selected. For example, if you are saving a new image in 'My pictures', the program can ensure that a backup is created immediately. Or when you work on a letter or a speech and save it on your computer, you will find a copy of it in the backup files.

Regret making a change to a document? Just restore it to how it was the previous day or even a week earlier. You can even locate a document you deleted several days ago, despite having emptied your computer's trash can in the meantime. The file is still safely stored on the Mamut Online Backup-server. All of this means that you can now save backups of your files without having to do anything other than to adjust the system to suit your needs - Mamut makes sure your files are stored safely on our server.

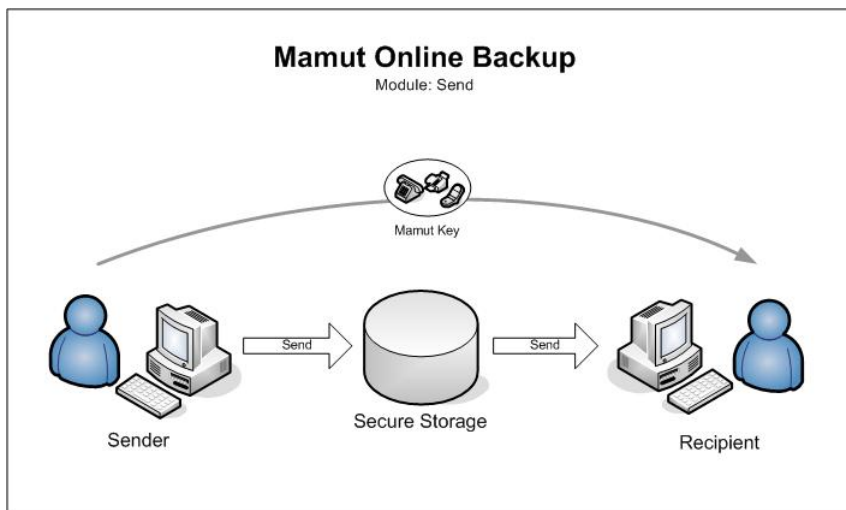
You can restore single files or entire folders from the computer you are logged into via the **History** function. Thanks to Mamut Online Backup's unique technology you can even restore a file to how it used to be, e.g. a week ago.

The **Restore** function has been designed to make it as easy as possible for you to restore data from a machine that is no longer in use or another machine you are accessing via the same user account. However, this function enables you to restore the latest version of a file only.

Read more in the section **Online Backup**.

Send: Secure electronic transmission of files and folders

Send allows you to send folders or single files. At last you can send files quickly and securely without having to worry about whether the amount of data you send exceeds your allowance on your e-mail server. The files are temporarily, and securely, stored on the Mamut Online Backup server so that your recipient(s) do not need to be online at the same time as you in order to receive them.



You can send files quickly and of course safely without taking up your recipient's e-mail capacity and without taking the risk of intruders gaining access to your data.

Through this function, your data is uploaded to the Mamut Online Backup server. Your recipients then get sent a message letting them know that you want to send them a file. One of the features ensuring the secure transfer of your the data is the necessity to send the Mamut Key separately.

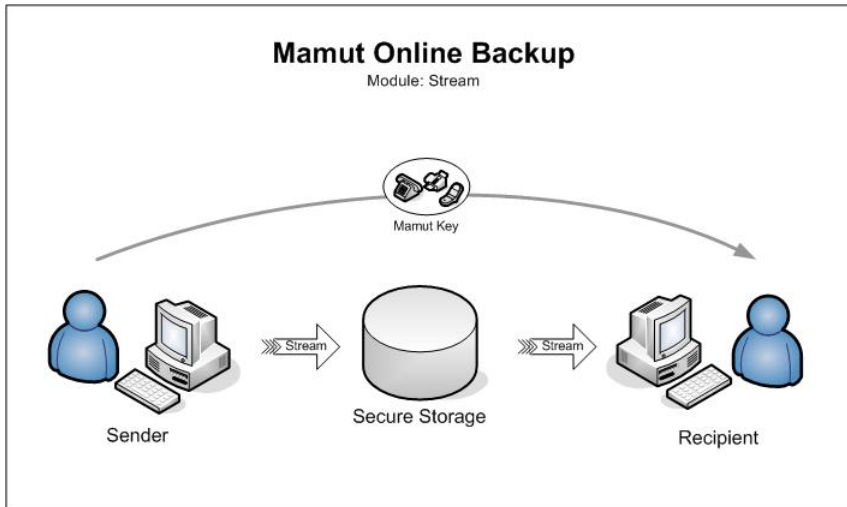
You do not need to compress the files and are able to send an entire folder in one easy transaction.

The recipient is only allowed one download per invitation. If you want one or several of your recipients to receive a continuous update of a folder, you can do so by using the Stream function.

Read more in the section **Send**.

Stream: Continuous broadcasting of data

You use the Stream function to ensure that all recipients will always have the latest version of your file available. For example, you can share an entire folder of documents related to a project to ensure that each person working on that project has access to the latest information.



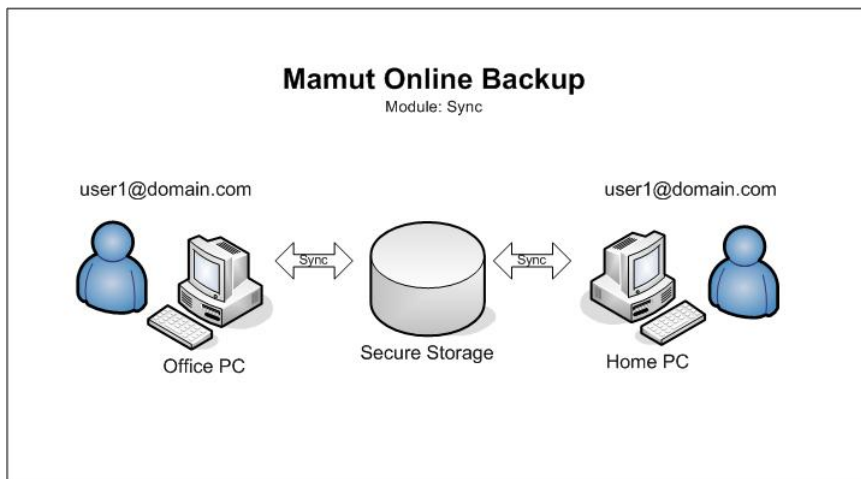
Using this function is as simple as it is practical. Set up which folder you want to 'stream' and each time you edit, add or remove a document in the folder it is updated and your recipient(s) will have access to the latest version.

When the sender updates a file and adds it to the Stream-folder on his/her computer, the file will be uploaded to the server. The recipient will then receive this file and the original file is being given new name.

Read more in the section **Stream**.

Sync: Secure synchronisation of data between your PCs

With the Sync function, you log on to the various PCs you have access to via the same user account and the application will set up and synchronise identical copies of your Sync-folders on all of these computers.



This is useful if you have a PC at home, for example, and want to have access to the same files at home as you do at work without the need to send the files home, log into your job- or home network or physically take the files with you.

The upload commences the moment you have chosen the files you want to synchronise. How long this takes depends on the capacity of your internet connection and you are able to choose how much of this capacity the program is allowed to use.

Read more in the section **Sync**.

Share: Safe and efficient sharing of data with other PCs

Do you need to share files and folders with other PC users and want to record any changes to these documents on every participant's computer at all times? Mamut Online Backup Share is the solution!

Users working on the same network often share their files, either on a common server or on their own machines so that others can access these files and possibly edit them as well. With Share you can share your files with other users regardless of where they are.

Share differs from Sync in that it allows you to share files and folders with several other program users. You simply send an invitation to the user(s) you want to share the files with and once the invitation has been accepted and the right Mamut Key has been entered, the sharing begins. If one of the users makes changes to a document or a file is added to the folder(s), which is/are being shared, all users will be updated simultaneously.

It is also important to understand the difference between Stream and Share. With Stream you yourself have full control over the files. Changes you make to the files are being streamed continuously to those users you have selected to receive the most up-to-date versions of your files.

With the Share function on the other hand, all 'participants' are able to edit, delete or add files to the shared folders. Therefore, if another user deletes a file, the same file is being deleted on your computer as well!



Note! A file which is deleted in a shared folder will also be deleted on the computers of everyone taking part in the current Share.

Read more in the section **Share**.

Inbox: Receive your files or folders here

When you receive an invitation from another Mamut Online Backup user you need to go to your Inbox to receive your new Share, Stream Send files. You can opt to initiate the Inbox wizard or directly copy your invitation code into the Invitation code field at the bottom of the window.

The sender enters a user name (e-mail address) to where an invitation should be sent. The recipient will then receive a Mamut Invitation code in his or her regular e-mail Inbox, and has to copy this to the Mamut Online Backup Inbox in order to start the file-uploading process.

In addition, the sender includes a Mamut Key, which can be unique for every transaction: the Mamut Key needs to be conveyed to the recipient. It acts as a security measure to ensure that only the intended person can receive the files, and is needed to activate the encryption process when sending files via the Internet.

Including a Mamut Key increases the security if, for example, you send the invitation to the wrong address, since the Mamut Key has to be given to the recipient separately, either in another e-mail or over the telephone.

Read more in the section **Inbox**.

Mamut Key

During the Installation of Mamut Online Backup, you will be asked to create your own Mamut Key. If you shall restore data from your machine with the help of Restore, you must know about this specific key.

The Mamut Key is not the same as the password to the system. The password is used to login, but cannot be used to restore/collect together data that has been backed up.

If you use multiple machines in the same office, each machine must have its own key.

The Mamut Key is an encryption/decryption key. We recommend that you use a Mamut Key-phrase instead of a simple password, given that the longer the key-phrase, the more secure your Mamut Key will be. Feel free to combine the phrase with numbers for an even higher level of security. However, regardless of what you choose as your Mamut Key-phrase, it is important - extremely important - that you will remember it! Mamut Online Backup's security solution is built on the fact that you, and only you, will have access to your own data. If you forget your Mamut Key-phrase no-one, not even a security expert at Mamut, will be able to retrieve your Mamut Key.

The Mamut Key must be at least 10 characters.

You can also create your own Mamut Key, when you invite others to receive files from you. In this way, you are able to secure easy transmission, at the same time you do not need to give the key for your remaining backup copied files.

When you shall use Send, Stream or Share, the Mamut Key must be at least 6 characters.

Look after your key. We recommend that you do not use your own standard key when you shall send files to others. Therefore, it can be smart to create a system before you start, and then you can maintain a system with the keys you use for different tasks.

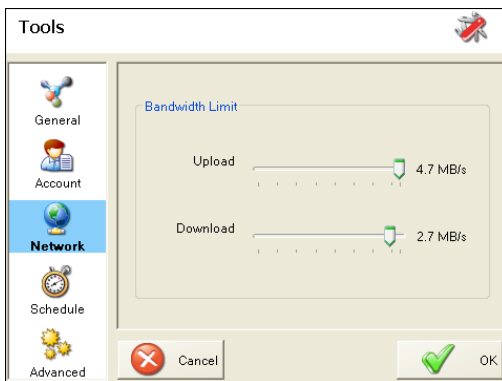
GETTING STARTED-IT'S AS EASY AS 1-2-3!

Setting up Mamut Online Backup

1. Download and install the program. Read more about this in the section "Downloading and Installing the software" below.

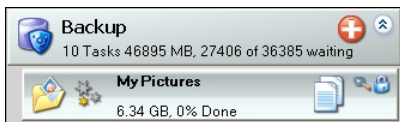
You will need a valid Mamut ID. In addition, you also need to choose a password that is at least 6 characters long, along with a Mamut Key of at least 10 characters. Read more in the section **Installation**.

2. Click on **Tools - Network** and set a **Bandwidth** that corresponds with your Internet connection.



For more information on bandwidth restrictions and other tools, read more in the section **Tools**.

3. Select which folders you want to backup.



 *The backup process commences as soon as you have selected a folder and it takes place in real time.*

Every time you change the content of one of the folders selected for backup, these changes are stored on the server. Under **Tools - Schedule** you are able to select that the backup takes place in time intervals, or during specific times of the day. This assumes that your computer is turned on when backup takes place.

Read more in the section Online Backup.



Note! You cannot use the functions to backup or distribute files from machines other than the one the program is installed on. The program uses the Mamut Key to encrypt data as it is being sent to and stored on the server. Mamut has no way of decrypting the data, reading or copying the files or retrieving your Mamut Key if you forget or lose the key.

You can read more about the remaining functions below and find more detailed information within a separate section.

If you require any help or have questions about this service, you can contact us at: onlinebackupsupport@mamut.co.uk.

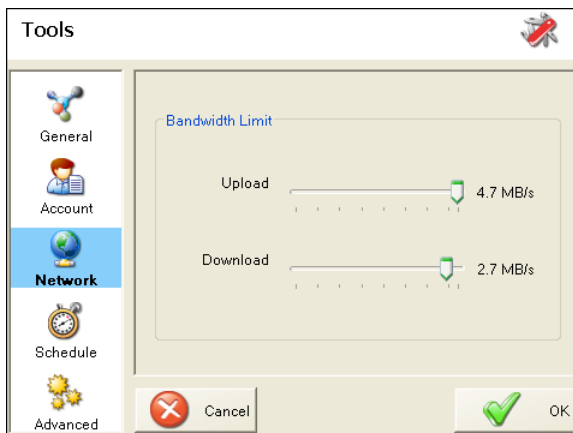
Getting started with Mamut Online Backup

Setting up Mamut Online Backup

1. Download and install the program. Read more about this in the section "Downloading and Installing the software" below.

You will need a valid Mamut ID. In addition, you also need to choose a password that is at least 6 characters long, along with a Mamut Key of at least 10 characters. Read more in the section **Installation**.

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You can read more about the remaining functions below and find more detailed information within a separate section.

If you require any help or have questions about this service, you can contact us at: onlinebackupsupport@mamut.co.uk.

Shutting down the application

How to shut down the application



Right-click on the Mamut Online Backup icon in the Windows taskbar and select **Shut down Application**. This will shut down the program completely.

Usually, you would let the program run in the background so that backups would be taken while you go about your daily business. Just close the program window by clicking on the X-icon in the top-right corner. This way backup and the other functions will remain active. You can see that the program is running by looking at the Mamut Online Backup-icon in the Windows taskbar. Another option is to set the program in such a way that the program window is not activated when starting up the program.

Read more in the section **Tools**.

INSTALLATION

Mamut Online Backup is easy to install and use – in the course of only a few minutes you will have backed up your data!

System Requirements

Minimum 1.6 GHz processor, 1 GB RAM, Windows XP, Vista, 7 or 2000. 5 Mb free space for the program files. ADSL broadband. Microsoft .NET Framework 2.0. See the complete and up-to-date system requirements and recommendation at: www.mamut.co.uk/system.

Downloading and installing the software

How to download and install the software

1. Click on the link to download the program.
<https://onlinebackup.mamut.com/mob4setup.exe>

The installation will start automatically.

2. Choose **Install** to start the installation.

The program is being installed and will open when installation is completed.

3. Enter you Mamut ID and Password. If you have not yet created a Mamut ID, click the link **No Mamut ID**. You can read more about this below.
4. Choose your **Language**.

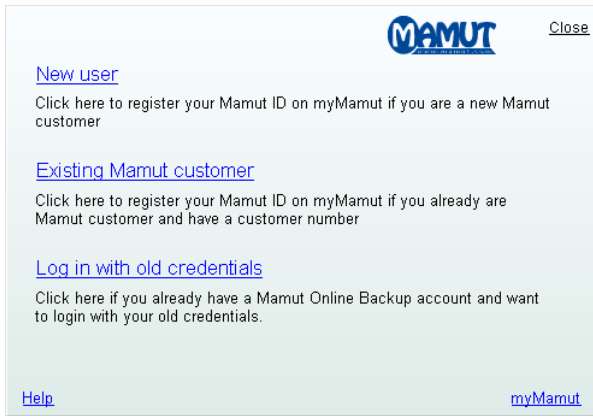
5. Read through the User Agreement and select **I accept the User Agreement**.
6. Click **Log in**.



Note! If you have more than one account, a window will open where you can choose which account you want to use and log in to.

No Mamut ID

If you have not yet created a Mamut ID, click the link **No Mamut ID**. You will see the following options:



The screenshot shows a light blue dialog box with the Mamut logo in the top right corner. The logo consists of the word "MAMUT" in a bold, blue, sans-serif font, with "AN EXCELLENCE" in a smaller font below it. To the right of the logo is a "Close" button. The dialog box contains three main sections, each with a blue hyperlink and a brief description:

- New user**: Click here to register your Mamut ID on myMamut if you are a new Mamut customer
- Existing Mamut customer**: Click here to register your Mamut ID on myMamut if you already are Mamut customer and have a customer number
- Log in with old credentials**: Click here if you already have a Mamut Online Backup account and want to login with your old credentials.

At the bottom left is a "Help" link, and at the bottom right is a "myMamut" link.

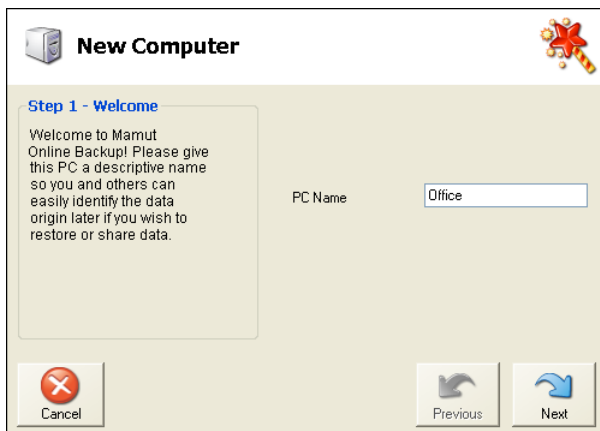
New user: If you are a new Mamut customer and want to register your Mamut ID, click this link. This will lead you to myMamut, where you can register your company and contact information. Once your Mamut ID has been created, you can follow the steps above to log in.

Existing Mamut customer: Click this link if you are already a Mamut customer and you have a customer number. This will give you the option to create your Mamut ID and gain access to myMamut. Once your Mamut ID is created, you can follow the steps above to log in.

Log in with old credentials: If you are an existing Mamut Online Backup user, click on this link to log in in the same way as with previous versions. Using this option will no longer give you access to create new accounts, only continue using your existing account.

How to set up the application:

1. Enter a **PC Name** and click on **Next**. The program will automatically suggest the PC name to be the same as the one used in the operating system. You can override this if you wish. The **PC name** is used to identify which PC is being referred to when using the service on several machines.



2. Set up an e-mail address and password. The e-mail address you enter here will then act as your user account for working with Mamut Online Backup. You may use both letters and numbers in your password.
3. Activate your account by entering the four-digit activation code, which was sent to the e-mail address you entered previously and should have arrived in your Inbox by now. The Voucher Code is used in certain circumstances as a code to activate account updates. This field can also be found under **Account**.
4. Set a Mamut Key, e.g. 'example12', and click on **Next**. Your personal Mamut Key which is used to access your stored data later on is now being created.

Note! The Mamut Key must be at least 10 characters. Read more about the Mamut Key above.

Only the **Mamut Key** can be used to access your files when you want to restore them so you need to make sure that you will remember it. You can print it out directly from this window or copy it to a clipboard in Windows. Make sure to store it in a secure place.

Before you finish the wizard, you will receive a summary of all the settings you have entered. Confirm that you have saved your Mamut Key in a secure place by ticking the relevant box.

5. Click **Finish**.



The installation has now been completed and you can start using the program.

Good to know

The program creates a short cut, on your desktop, to the Mamut Online Backup folder in My Documents. It suggests the standard area, for data you receive from others, via the Inbox. The data you share with others, with the help of the function Share, can be shared from this area.

Registering a new PC or logging into an existing account

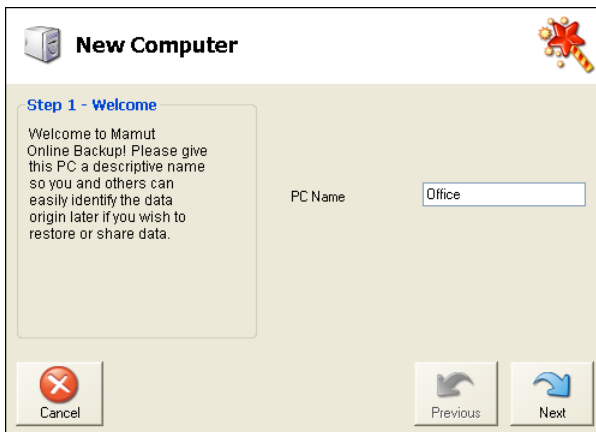
You can use Mamut Online Backup on several PCs. The program will recognise the different PCs, so that when you log in on another computer, you will be asked to enter the information specific to your current computer in a specially created wizard. This will help you to keep track of which PC you log in from, so that you can manage the backups from the different PCs, synchronise the tasks between these and much more.

The wizard will also pop up the first time you log in after installing Mamut Online Backup.

The wizard for registering a new PC

The wizard is initiated automatically when you log into a user account for the first time from a machine you have not previously logged in from. You use the same account name (e-mail address) and password when logging in from your own or another PC. The account is verified through the e-mail address you entered in the installation wizard.

1. Enter a **PC Name** and click on **Next**. The program will automatically suggest the PC name to be the same as the one used in the operating system. You can override this if you wish. The **PC name** is used to identify which PC is being referred to when using the service on several machines.






New Computer

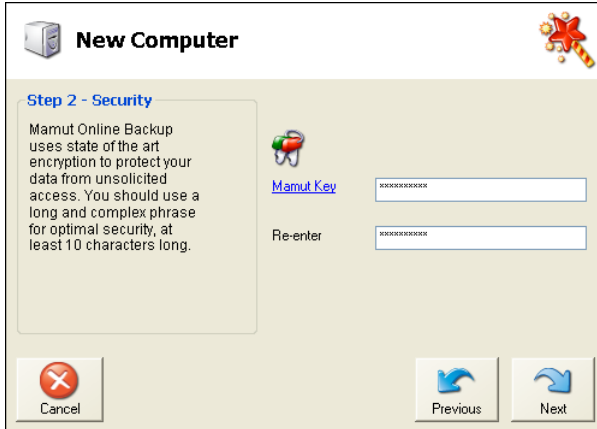
Step 1 - Welcome

Welcome to Mamut Online Backup! Please give this PC a descriptive name so you and others can easily identify the data origin later if you wish to restore or share data.

PC Name


2. Enter a Mamut Key. Each computer may have its own key. Read more in the section **Mamut Key**.



New Computer

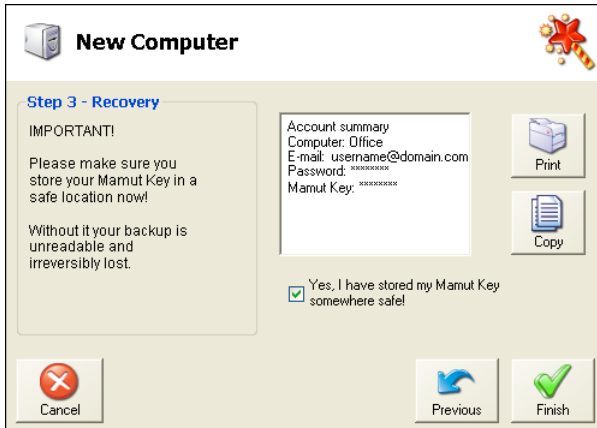
Step 2 - Security

Mamut Online Backup uses state of the art encryption to protect your data from unsolicited access. You should use a long and complex phrase for optimal security, at least 10 characters long.

 [Mamut Key](#)

Re-enter

- Confirm that you have saved your Mamut Key in a secure place by ticking the relevant box.



New Computer

Step 3 - Recovery

IMPORTANT!

Please make sure you store your Mamut Key in a safe location now!

Without it your backup is unreadable and irreversibly lost.

Account summary
Computer: Office
E-mail: username@domain.com
Password: *****
Mamut Key: *****

☒ Yes, I have stored my Mamut Key somewhere safe!

- Click on **Finish**.

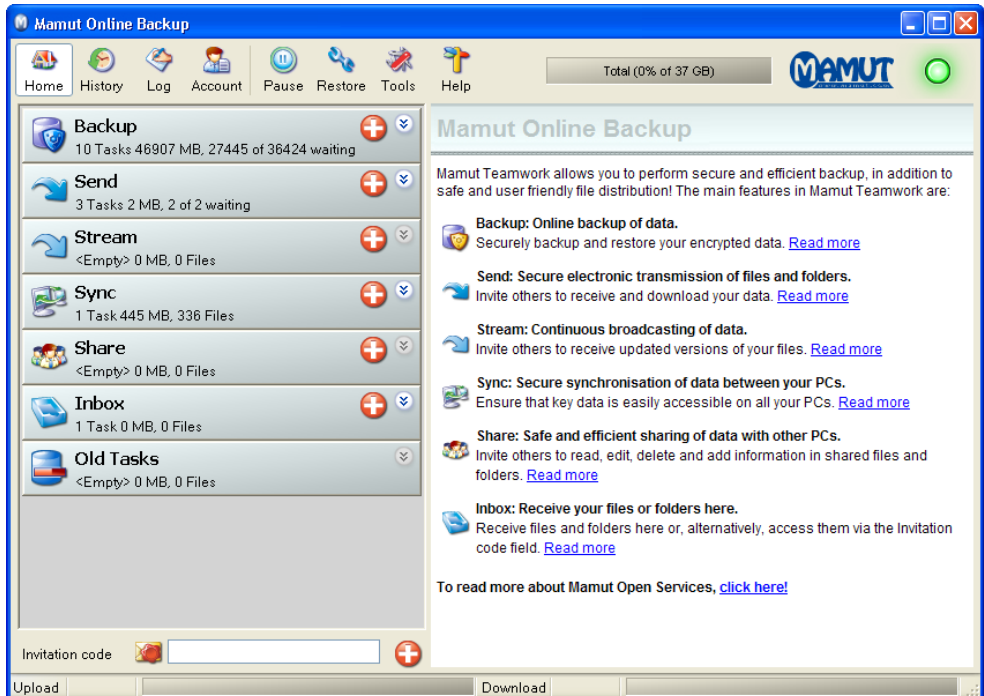


You can now start using the application.

MAIN WINDOW

The main window consists of a toolbar at the top, a shortcut menu to several functions in the program on the left and a window with up-to-date user information and news on the right.

The buttons in the toolbar are explained in the section **Toolbar**. The functions in the left-hand menu are explained in their own chapters; the content of the information window on the right changes according to which function in the program you are currently using.



In addition to the main window you will also see an icon in the Windows taskbar, which indicates whether the service is currently active or not. You can right-click the icon to open the main window. The functions in the Windows taskbar are described in more detail in the section **Windows taskbar**.

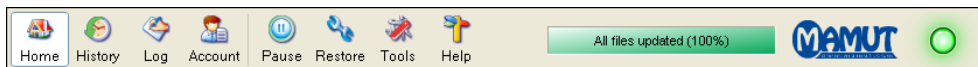
After taking a backup of your chosen information you can retrieve your files by clicking on **Restore** or **History** in the toolbar.

Read more in the section **Restoring data and machines**.

In this chapter you will also be given further explanations regarding which choices you have when selecting the **Tools** button.

The toolbar

By using the toolbar at the top you gain access to the different administrative functions in the program. The green button furthest to the right indicates that the service is active.



Home

Clicking this button opens the information section to the right of the main window. You can also find a link to the Mamut home pages here, where you can read more about the program and how to order upgrades.

History

History shows data which is backed up or downloaded with the help of the remaining functions from the machine and the account you are logged in to at the time. With the help of **History** you are able to restore basic files or folders from the machine you are logged in to. This is shown in a calendar, where you are able to see the history of backup copying of the different files. In this window you can access files as they appeared on a given date.

You can read more about this in the section **Recovering data and machines**.

Log

Opens a detailed log menu in the right-hand window.

Account

Choosing Account will open an overview of your account status. All accounts have restrictions on how much storage capacity you can take up on the server and here you can see how much storage capacity your account has been allocated and how much of this you are currently using.

Voucher code – Used in certain circumstances as a code to activate account updates. This field can also be found in the installation wizard.

Buy more storage space – You can obtain more storage space for your account. Click on this button to be taken to the order site.

Pause

This button deactivates/activates the service temporarily without exiting the program. You can also deactivate the service from the Windows taskbar by right-clicking the program icon and selecting **Pause**.

When the program is set to **Pause**-mode, the **On/Off** button in the top-right corner will turn grey.

Restore

The **Restore** function has been designed to make it as easy as possible for you to restore data from a machine that is no longer in use or another machine you are accessing via the same user account. However, this function enables you to restore the latest version of a file

only. Here, you can start a route to restore an earlier backup copy, either to your machine, or to another machine, for example if you have changed machines or it has broken down.

Tools

Tools provide you with the opportunity to configure the program. Please see the section **Tools** below.

Help

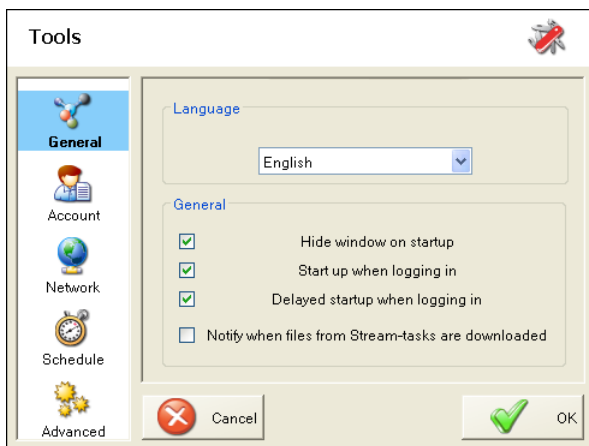
Online Support opens the Online help.

If you experience technical problems, click **Contact Support** to open the form used to contact support.

About displays information about the program version, account and storage.

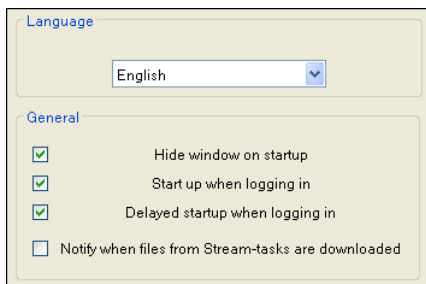
Tools

In **Tools** you are able to configure your program.



General

Language: Here you have the option to easily switch between languages.



Hide window on startup: Tick this box if you do not want the program window to show on startup. The program will run regardless and you can open the window at any time by right-clicking on the Mamut Online Backup icon in the Windows taskbar and selecting **View/Hide**.

Startup when logging in: By default, the program starts up automatically when you startup or log into your computer. If you would prefer not to have the program startup, you can remove the tick from the box.

Stream Task will notify you when the files are downloaded: If you tick this box a message will be displayed when one or more files in a Stream are downloaded.

Account

Change password: You can select this choice if you want to change the password for your user account. We recommend that you change your password at regular intervals, e.g. once every three months. When changing passwords, you will be asked to enter your existing password as well as your new password. Once the password has been changed, a dialogue box pops up to confirm this. The new password will not be activated until you have exited the program and logged in again. Upon startup you will be directed to the welcome window where you can select **Log in** and enter your e-mail address and new password.

The screenshot shows a window with a light beige background. At the top, there are two buttons: 'Change Password' and 'Log out and change to another account'. Below these is a section header 'Delete data/account' in blue text. Under this header, there are four buttons arranged in a 2x2 grid: 'Current computer', 'Another computer', 'Reset Account', and 'Delete data/account'.

Log out and change to another account: Should you have several user accounts, e.g. one for work and one for private use; you can choose to switch between these by clicking this button. The welcome window will automatically pop up when you select this function. You can now log in using a different account and password.

Delete data/ account:

These functions allow you to delete data which has been backed up from different computers you have been using, or to delete entire accounts.



Note! Deleting data via this function means that you will not be able to restore it at a later stage.

Current computer: Here you can delete all data from the computer you are currently logged into from the server.

Another computer: Here you can delete all data from another computer you have been logged into from the server. A window will open up where you can select the computer by clicking on its name in the list. Then click on **Delete**.

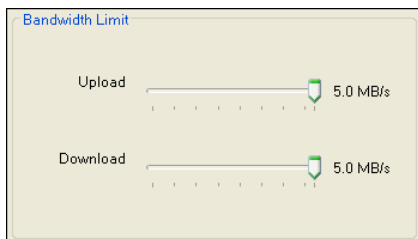
Reset account: Here you can delete all data from all computers you have been logged into with the current account from the server.

Delete Data/Account: Choose this option when you no longer want to use your existing user account. If you select this function, your account and all information you have stored on the server using this account, will be deleted. When you answer **Yes** to whether you want to delete your account, the welcome window will automatically pop up. You now have the possibility to use the program with a new account by choosing to **Create a new account**. Your old data will no longer be accessible.

Network

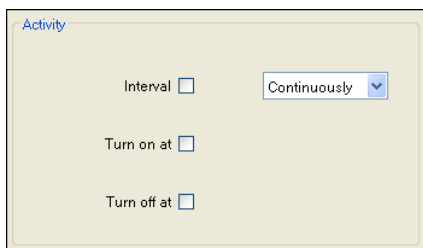
Bandwidth Limit: This function allows you to control the maximum bandwidth which Mamut Online Backup is allowed to take up when it performs its tasks.

In the case of having other applications which require a share of the bandwidth, it may be a good idea for you to adjust the speed as and when you need to. Many people have an ADSL connection, i.e. an asymmetrical line, where the upload speed is less than the speed for downloading. It is recommend that you check the bandwidth for your Internet connection and adjust your Mamut Online Backup settings accordingly.



Schedule

The check boxes here allow you to set up rules for when backups should be taken. This setting only applies to functions which upload information; the other functions will not be affected.



Interval: If you tick this box you can choose to set the backup interval for either hours or minutes. The interval function requires that your PC is switched on. The program will now search for changes to your local folders at the intervals you have set. Synchronisation will run **continuously** as long as **Interval** is not selected.

Turn on at/Turn off at: As an alternative to taking backups at certain intervals, you can set a time for when a backup should be taken instead. Remember to set both a start and an end time. This function follows the clock from your local PC and requires that your PC is switched on.

Advanced

Advanced
☐ Ignore system files and directories
☐ Ignore hidden files and directories
☐ Delayed file system handling
☒ Lock files while uploading

View excluded file types

Ignore system files and directories: The system will exclude all system files and folders from all functions.

Ignore hidden files and directories: The system will exclude all hidden files and folders from all functions.

Delayed file system handling: This function tells the program to wait a little before it begins its operation when a file has been modified. Try enabling this if you experience problems saving files with other applications. Visual Studio 6 is known to have problems.

Lock files while uploading: By default, you cannot change files while they are being uploaded. You can turn off this function here if you need to. This will mean that all your files which are being uploaded continuously. You ought to be cautious about turning this function off since it can lead to larger files, which are being edited often or automatically, 'never' being uploaded as one 're;dition' as they are changing all the time. Instead you might want to set up **Intervals**, so the program will run uploads at certain times.

View excluded file types: Displays file types that you have chosen to omit in the settings above. The system is setup so that some file types shall be omitted from the functions. This includes normal system files which are created in your operating system, for example .tmp - temporary files. You can include or remove file types in this window. If you wish to, for example, omit file types .mp3 you must write '.mp3' in the first available line in the window.

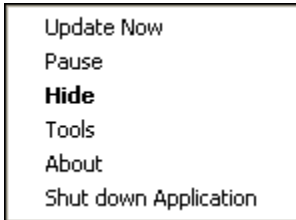


Tip! You can exclude further file types for each task. Read more in the section **Editing tasks**.

The Windows taskbar



Some of the Mamut Online Backup tools can be customised by right-clicking the Mamut Online Backup-icon in the Windows taskbar.



The icon changes colour depending on the status:

Green: All files are up-to-date.

White: The program is inactive. You have chosen to pause the program or it has been paused automatically due to the **Schedule** function in **Tools**.

Red: No contact with the server. It may be that your Internet connection is down.

Orange: Up- or Downloading in progress. The icon is also orange when the program is waiting for files to be available for upload. A file must remain unedited for 30 seconds before the upload will commence.

Pause

Clicking here allows you to temporarily deactivate the service. The program will not be turned off but as long as the status is set to deactivated, backup and other services are not being carried out. To activate the service again, just click on **Pause** again.

This option corresponds to the **Pause** button in the toolbar of the program.

View/ Hide

Use this option to show or hide the program window. The program will continue to run in the background, even when you choose to hide the window. By default, the program window will show upon starting up your computer. You can override this in **Tools** by selecting to hide the program upon startup.

Tools

Opens the **Tools** window. Read more in the section **Tools**.

About

Directs you to **About Mamut Online Backup**, where you can check your version number and information about how much storage space you have available and how much of that is being taken up already.

Shut down application

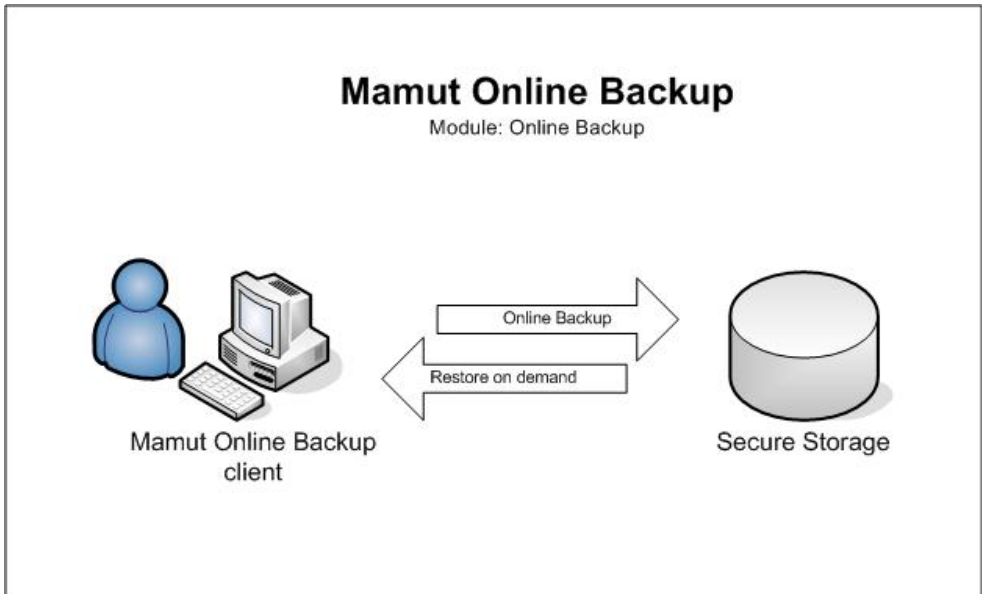
You can click here to exit the program. Once you have quit the application, no backups will be taken until you start the program up again. By default, the program starts up when you switch on your computer. If you have chosen not to activate the program upon starting up your machine or have shut down the program manually, you can re-start the application via the Start menu.

Update now

When a new version of the program becomes available, you will see this option in the toolbar. Normally updates of your system will happen automatically.

ONLINE BACKUP

Many of us have unfortunately experienced how easy it is to lose data. If a computer breaks, is stolen or if you delete or edit files by mistake, it can be extremely difficult to retrieve the data - unless you took a backup of it. Mamut Online Backup acts as your 'electronic safety deposit box', which not only takes care of your data securely, quickly and easily, but also ensures that your data is stored out-of-house to protect it against fire and theft.



The program makes backing up so easy for its users, that you will not even notice it being done throughout your working day. All you have to do is to make sure you specify which of the files on your machine you want to backup. The program does the rest. Backup files are being taken continuously as you change, delete or add to the files you have selected. For example, if you are saving a new image in 'My pictures', the program can ensure that a backup is created immediately. Or when you work on a letter or a speech and save it on your computer, you will find a copy of it in the backup files.

Regret making a change to a document? Just restore it to how it was the previous day or even a week earlier. You can even locate a document you deleted several days ago, despite having emptied your computer's trash can in the meantime. The file is still safely stored on the Mamut Online Backup-server. All of this means that you can now save backups of your files without having to do anything other than to adjust the system to suit your needs - Mamut makes sure your files are stored safely on our server.

You can restore single files or entire folders from the computer you are logged into via the **History** function. Thanks to Mamut Online Backup's unique technology you can even restore a file to how it used to be, e.g. a week ago.

The **Restore** function has been designed to make it as easy as possible for you to restore data from a machine that is no longer in use or another machine you are accessing via the same user account. However, this function enables you to restore the latest version of a file only.

Examples of using Online Backup



Individual: Many home PCs running Windows XP are set up in such a way that individual family members have their own user accounts. By connecting a Mamut Online Backup account to each family member you can be sure that backup copies are taken of every user's data.



Business: For many businesses, taking a backup is a difficult issue as many users tend to work on their laptops out of the office. Standard backup to the company's server only works if the computer is physically located in the office. By setting up Online Backup you will be able to take backup copies of your data as soon as you connect to the Internet at home, the office or when out travelling.

About Backup

The backing up of data starts as soon as you have chosen a folder and will take place in real time. Every time you edit the content of a backup task, the changes are saved on the server.

If you are uncertain about what data you should be backing up, we recommend that, above all else, you use your storage space for vital information that you simply cannot afford to lose and where the content changes often. One example of vital business information you should be backing up is the user database in the Mamut Business Software. Other information you might want to consider backing up are e.g. Microsoft Word and Excel files, as changes you make here would be backed up automatically through the Mamut Online Backup service. Static multimedia files such as digital pictures, video recordings or music files are often very large in size. If you want to back up these types of files, you might want to consider increasing the storage allowance for your Mamut Online Backup account or possibly store backups on external storage solutions such as CDs or DVDs.

Standard tasks

Under **Backup** you will find a range of predefined data. In order to simplify this process for you, data is saved during the process of backing up the copies of the files under My Documents in Windows. This is done in the same way, which a range of other Windows programs, make it easy for you to save documents to this area, and find them again from this location. The program is made, so that the predefined data corresponds to the folder you find under My Documents in Windows. All you need to do is mark it off under **Backup**, so it starts the backup copy.

User defined tasks

Under **Backup**, you will find a list of predefined tasks. In the mean time, you can also backup files from other areas on your machine. You can define these tasks and add them under **Backup**.

Mamut Business Software and Mamut Home

If you are a Mamut Business Software or Mamut Home Software user, we strongly recommend that you backup your data, by using the relevant function in these programs. In addition, we recommend that you save these files using Mamut Online Backup. There is

little help in a backup copy that is stored on the same machine as the program when the machine breaks down.

You will find an option to include these programs for backup among the standard folders if the wizard finds that the programs have been installed on your computer. It is recommended that you include these folders. The Mamut Online Backup Backup function will then process the backup files from the default location for backup files for these programs. (I.e. Mamut Online Backup backs up the backup files from Mamut Business Software or Mamut Home.)

Every time you close one of these programs, you will get a window asking you whether you want to take a backup before leaving the program. If you answer Yes the application will save a backup. By default the programs will suggest you store the files in a local folder on your hard disk called 'backup'. This means that they recommend you to save this folder using Mamut Online Backup.

When you backup the actual backup files and not just the area where the program data is stored, you can be sure that all relevant files are being backed up. In addition the functions in the separate programs ensure that the backups are verified, i.e. they control that the backup is carried out correctly.

If you manually choose to backup other areas of these programs than those included in the default, we recommend that you set up user-defined tasks in Mamut Online Backup, so that the files will be saved.

If you are running a multi-user version of the program, you have to take the backup from the machine which you are using as the server. Install Mamut Online Backup on this machine and set it up there as well.

Read more about how you setup backup for user-defined tasks in section **User-defined tasks**.

Backup

Standard tasks

Under **Backup** you will find a range of predefined data. In order to simplify this process for you, data is saved during the process of backing up the copies of the files under My Documents in Windows. This is done in the same way, which a range of other Windows programs, make it easy for you to save documents to this area, and find them again from this location. The program is made, so that the predefined data corresponds to the folder you find under My Documents in Windows. All you need to do is mark it off under **Backup**, so it starts the backup copy.

Task	Size
<input type="checkbox"/> Mamut	?
<input checked="" type="checkbox"/> Outlook	273,43 MB
<input type="checkbox"/> Desktop	?
<input checked="" type="checkbox"/> Favorites	7,88 KB
<input type="checkbox"/> My Documents	?
<input type="checkbox"/> Mamut Online Backup	?
<input type="checkbox"/> Mamut Teamwork	?
<input type="checkbox"/> My Music	?
<input checked="" type="checkbox"/> My Pictures	4,84 MB
<input type="checkbox"/> My RoboHelp Projects	?
<input type="checkbox"/> My Videos	?

Mamut Business Software and Mamut Home

If you are a Mamut Business Software or Mamut Home Software user, we strongly recommend that you backup your data, by using the relevant function in these programs. In addition, we recommend that you save these files using Mamut Online Backup. There is little help in a backup copy that is stored on the same machine as the program when the machine breaks down.

Outlook

You can back up data from Microsoft Outlook. The predefined task for backup of Microsoft Outlook data allows you to choose which files to back up, as well as when the backup will run.

Desktop

This enables you to backup your Windows desktop. Remember though that the desktop often consists of shortcuts to files and programs and that backing up the shortcut will not backup the actual file or program unless it also exists in another location which you have chosen to backup.

Favourites

Here, you can backup your bookmarks from your web browser and your links to the Windows explorer. This way you can save time when you need to replace your computer or the hard disk on your machine, re-install your operating system or if you just want to make sure that you have the same shortcuts available on different computers.



Tip! You can synchronise your Favourites with the Sync function. Add a bookmark to your web browser at home. If you have set a Sync with your work PC, you will find the bookmark again on your work computer the next day! Read more in the section **Sync**.

My documents

Please be aware that this standard task folder, by default, does not contain subfolders which are standard tasks themselves. So in this task folder you will find everything that is stored in My documents on your machine but not folders such as 'My pictures', 'My music' etc. as they get set up as separate standard tasks (see below).

My pictures/My music/My videos

These options will ensure the backup of your folders with the same name as in your Windows user account.


Mamut Online Backup

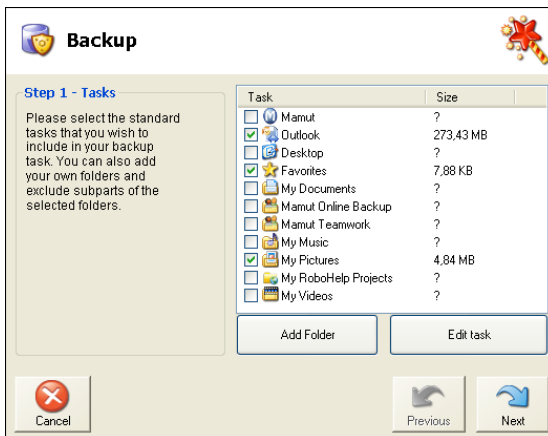
This task is created by the program. A folder in your my documents will also be set up. If you choose to Share data, you will use this folder to do so. With the help of the Share wizard you will be able to create subfolders, which can be shared with several other Mamut Online Backup users.

Selecting standard tasks for backup

Predefined tasks are created to simplify the backup process of your files.


How to select standard tasks for backup

1.  Click on the plus-icon next to **Backup** and select the folders you want to backup from the list.
2. Select a task and click on **Edit task** if you would like to exclude certain parts from being included in the backup. You can then remove the ticks from the box next to the folder(s) you do not want to backup.




3. You can include the folders in the selection again any time you want. You can also click on the plus-icon to reveal subfolders, which you might want to select or deselect as well. Click on **Next**.
4. Check that the total size of the selected folder does not exceed your account's storage allowance.
5. Click **Finish**.



 The program will now create these folders as tasks in **Backup** and will start backing them up immediately.


Later on, you will be able to click on this icon to expand/view your selected backup tasks and check their status.

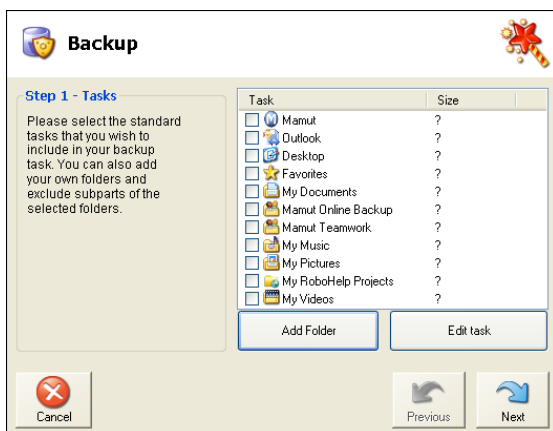
 **Note!** If you delete the folder your backup will disappear from the server. However, it will not disappear from your own computer. By default, folders are locked for deletion. You can unlock them under **Edit task**. Click the magnifying glass icon to open **Edit task**.

Selecting user-defined folders for backup

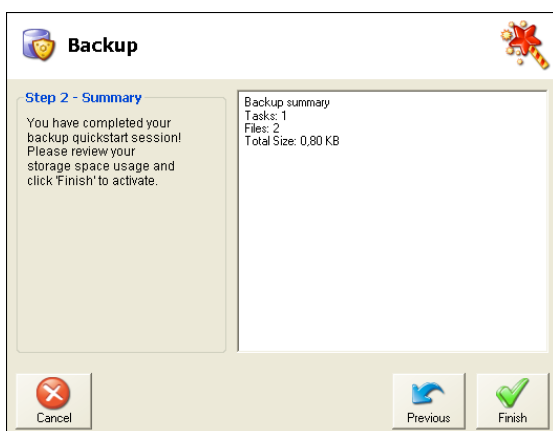
Under **Backup**, you will find a list of predefined tasks. In the mean time, you can also backup files from other areas on your machine. You can define these tasks and add them under **Backup**.

How to select user-defined folders for backup

1.  Click on the plus-icon next to **Backup**.
2. Click **Add folder**.



3. Choose a folder/several folders and click on **OK**. The folder(s) will be added to the list of tasks.
4. Click **Next**.



5. Check that the total size of the folder(s) does not exceed your account's storage allowance.
6. Click **Finish**.

 *The program will now create these folders as tasks in **Backup**.*



Tip! You can click on the icon to the right of the plus-icon to view which folders have been selected as backup tasks.

Backing up Microsoft Outlook

How to configure a backup for Microsoft Outlook



1. Click the plus-icon next to **Backup**, and choose Outlook in the list.
2. Click **Next**. A window opens where you can apply the settings for the backup.

3. In the fields **Task** and **Job**, enter a name for the backup.
4. In the **Source** field, add the folder where the Microsoft Outlook files are located. On a normal installation of Microsoft Outlook this location usually is: C:\Document and Settings\User Name\Local Settings\Application Data\Microsoft\Outlook.
5. Click **Add/Remove Files** to add or remove files that are to be backed up.
6. In the **Destination** field, choose the folder to which the backup will be saved.
7. Select when the backup is to run in the **Schedule** area.
8. Choose how the backup is to be run. A description of the selected option is available below.
9. To test the chosen settings, and to run the backup right now, click **Test**.
10. Once the process is completed, click **Close**.
11. Click **OK** to save the settings.
12. Read through the summary, and click **Finish**.




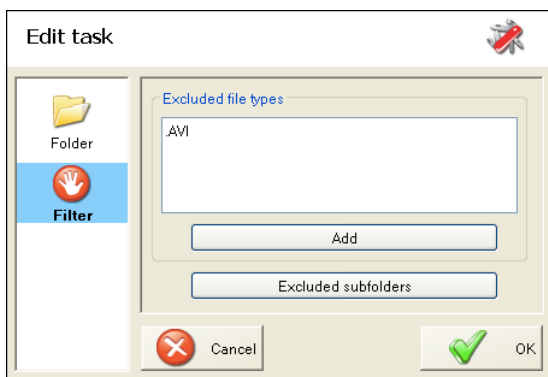
The backup task has been saved and will run at the assigned time.

Editing tasks

You are also able to edit your backup folders later on. Maybe there are so many documents, that you do not have enough space for all of them or maybe it is not necessary to have a backup of all the folders included in the tasks. In this case you can choose to exclude certain file types or subfolders from the current task.

How to edit standard tasks for backup

1. Click on the icon to expand/view the tasks in **Backup**.
2.  Click on the icon to view the details for the current task.



3. Click on **Filter**.
4. Click on **Excluded subfolders** if you want to exclude a subfolder.

Tip! Subfolders which you have previously chosen to exclude can also be added here.

5. Should you want to exclude one or several file types, you can simply enter the file types you wish to exclude, e.g. .avi. Click Add to choose file types from the folder that is being backed up. File types you select for exclusion here will be added to the ones selected under **Tools - Advanced - View excluded file types**.



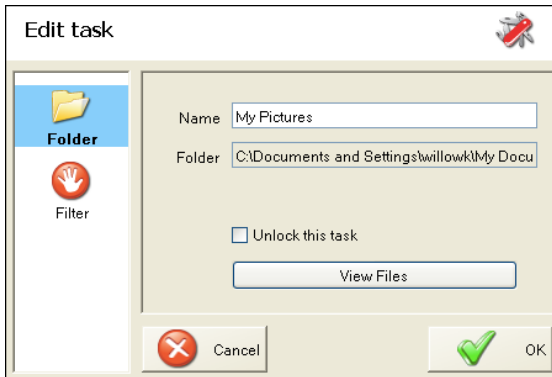
The backup process starts as soon as you click on OK and takes place in real time.

Each time you change the content of a folder you have marked for backup, the changes are saved on the server. Under **Tools - Schedule** you are able to select that the backup shall occur during specific intervals, or specific times of the day. This assumes that your PC is turned on when the backup shall take place.

You do not have to do anything else, e.g. deleting the files on the server, if you have excluded one or more folders. Your user account will be cut off from these folders and they will no longer count towards the storage allowance for your account.

Folder

Here you can view the task name and folder path. If the path to the folder is no longer correct due to having moved the folder or changed its name on your computer, you can change the path to the folder here.

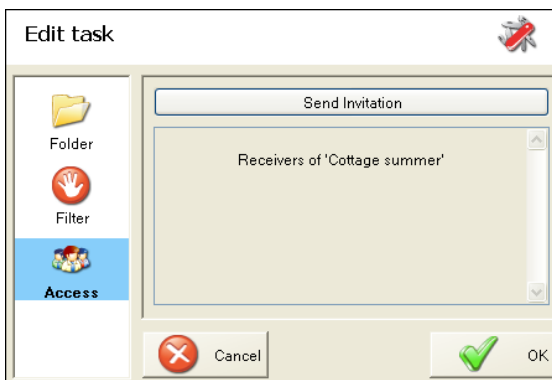


Unlock this task: All backup tasks are locked by default; this is so that you will not risk deleting a task by mistake. This way you cannot delete a task, which in turn means you cannot delete the backed up files on the server, unless you first unlock the task by ticking this box. The files are re-locked every time you startup the program.

View files: Click here to open the **File list** window. This will show you the files on hold and you may choose manually what to do with these. Click on **View all** to see all the files which are OK.

Access

This option is only available in the **Send**, **Stream** and **Share** functions. The window shows you who has been given access, for example who is 'participating' in a task. You can also invite others to receive the file/folder from here by choosing **Send invitation**. This will initiate the invitation wizard again.



Priority

It is possible to assign priority for all new tasks. In addition to pausing a task, you can now adjust the priority level of the task. Click the icon for Priority on the task, and choose which priority to apply to the task in relation to other tasks, or pause the task.



Recovery

Recovering data and machines

If you want to recover files you have backed up with Mamut Online Backup, you can do so in two ways:

Recover files or folders to the same computer with the help of History

History shows data which is backed up or downloaded with the help of the remaining functions from the machine and the account you are logged in to at the time. With the help of **History** you are able to restore basic files or folders from the machine you are logged in to. This is shown in a calendar, where you are able to see the history of backup copying of the different files. In this window you can access files as they appeared on a given date.

Recover data from a machine that is no longer in use with help of Restore

The **Restore** function has been designed to make it as easy as possible for you to restore data from a machine that is no longer in use or another machine you are accessing via the same user account. However, this function enables you to restore the latest version of a file only. Here, you can start a route to restore an earlier backup copy, either to your machine, or to another machine, for example if you have changed machines or it has broken down.

Data which has been moved, deleted or renamed

You can restore single files or entire folders which you previously deleted from your local computer.

When you delete, move or rename a file or folder, which you have selected for backup on your computer, Mamut Online Backup will soon notice that the folder or file is missing.

The Question mark-icon indicates that the program can no longer locate a folder.

If you simply moved the folder or have given it a new name, you can move it back or give it back its original name. The backup process will then recommence.

You can also change the path to file for the backup by clicking on the magnifying-glass icon and setting a new path.



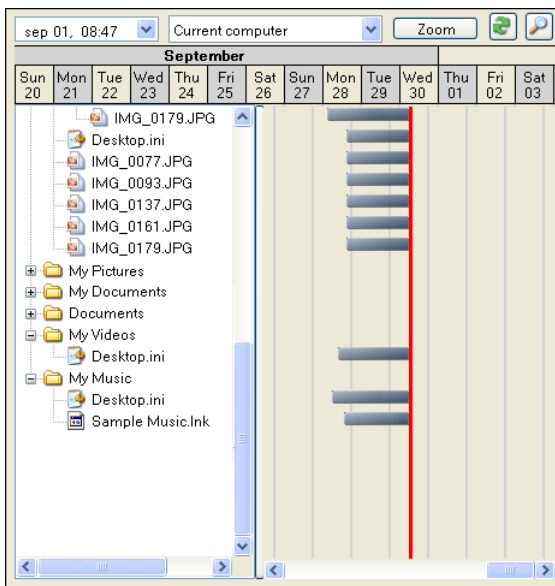
Note! When you see the question mark, you must not delete the backup task in Mamut Online Backup before you have located the missing folder. By doing so, you would let the server know that you no longer want to access these files and you would not be available to restore them later.

If you have actively deleted a folder (not the task) or parts of its content you will no longer be able to use the **Restore** function to recover the data. Should you try restoring, you will receive a message stating that the task is already available on your computer.

Instead, use the **History** function to restore deleted files.

Recovering data via the History function

History shows data which is backed up or downloaded with the help of the remaining functions from the machine and the account you are logged in to at the time. With the help of **History** you are able to restore basic files or folders from the machine you are logged in to. This is shown in a calendar, where you are able to see the history of backup copying of the different files. In this window you can access files as they appeared on a given date.



Here, you are able to retrieve versions of files that you have backed up during the previous 30 days. This can be useful, for example, when you have made changes to a document but find out later that you need some of the content you had in the old version after all.

To open the history window, simply click on the **History** button in the toolbar. The window will show you the status of all of the files that you have backed up to date and you can open single folders to view their content by clicking on the plus-icon next to them. If you wish to navigate to a file in the form it was some time ago, you can select a specific date in the 'calendar' line at the top of the window. Please note that the red line marks the date for

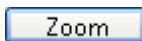
which you are currently viewing the information. Another way to change the date is to enter it directly into the date/time field above the calendar line.



Note! If you choose to go back in time, all your folders will be shown in the window. If it had not yet been created at the date you are currently viewing, it will still be displayed but you will find that it is empty.



If you click on **Refresh**, the window will return to the current date and time again.



The **Zoom** button changes the 'calendar' line to displaying hours instead of days.

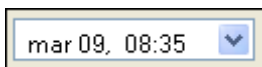


Use **Search History** to find and download files and folders based on search criteria you define. Read more in the section **Searching for files and folders** below.

The procedure for restoring single files to an earlier or the latest accessible version is described below.

How to restore a file or task via the History function

1. Click on the **History** button in the toolbar.
2. Choose a date from the date/time field at the top of the window. Here, you can either write in a date or select one from the drop-down menu. If you want to view the latest version of a file you will not have to change anything in the date/time field.



3. Find the file or folder you wish to restore in the list of tasks.

Note! You may have to 'try' several different dates. If, for example, you deleted a file on your computer by mistake without knowing exactly when you did so, it may take some time to locate the most current file prior to deletion. The grey horizontal bars denote for which points in time files are available for restoration.

4. Double-click on a file or a folder. In the Windows dialogue box, select where you want to store your data and remember where you are saving it.



The file or folder is stored locally on your machine the way it was when you backed it up.

Searching for files and folders



With **Search History** you are able to find files and folders that are backed up or downloaded based on a range of search criteria. The files from the search result can be downloaded in the usual manner with normal automatic recovery. This function is available through selecting **History - Search History**.

The screenshot shows the 'Search History' window. On the left, there are search criteria fields: 'All or part of File name' (containing 'system'), 'Extension', 'Size greater than' (with a dropdown set to 'MB'), 'Size less than' (with a dropdown set to 'MB'), 'Files newer than' (with a date/time dropdown set to 'Feb 05 2009, 14:09'), 'Files older than' (with a date/time dropdown set to 'Mar 12 2009, 14:09'), 'All or part of the Task name', and 'All or part of the Folder name'. Below these are 'Search' and 'Download' buttons. On the right, a table displays search results.

Task	Path	Filename	Ext.	Size	Uploaded	Deleted
Mamut	MYOB	System_Requirements.docx	.d..	27.40 KB	11/03/2009 16:06	
Mamut	MYOB	System_Requirements.docx	.d..	27.40 KB	11/03/2009 15:57	
Mamut	MYOB	System_Requirements.docx	.d..	27.40 KB	11/03/2009 15:01	

How to recover files or folders with the help of the search criteria

1. Enter the search criteria. You can search for file information such as name, type, size, task name or folder name. If you do not provide any information, the search will show all files.
2. Click **Search**. If the search returns too many files, you can restrict the result by entering more specific criteria.
3. Select the file that you wish to recover and click **Download**. You can select multiple files by holding down the [CTRL] key while you click on each file.
4. State where the file shall be saved and click **OK**.
5. The Restore folder window displays the status of restoring. Click **Close** when the task has been downloaded.



The data is stored locally on your computer, as it was when it was backed up.

Recovering a machine via the Restore function

The **Restore** function has been designed to make it as easy as possible for you to restore data from a machine that is no longer in use or another machine you are accessing via the same user account. However, this function enables you to restore the latest version of a file only. Here, you can start a route to restore an earlier backup copy, either to your machine, or to another machine, for example if you have changed machines or it has broken down.

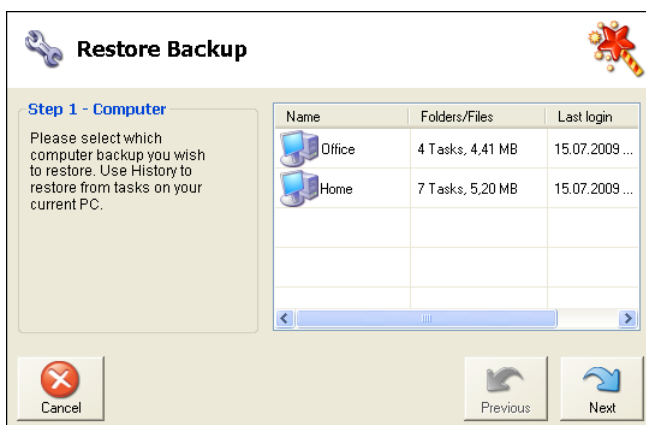
If you have chosen to backup all of your My documents, Favourites, Desktop and so forth, you are able to quickly and easily restore these on a new computer the same way you had them on your old machine.

The files will first be downloaded to one area of your machine and from there you can then move them to their 'proper' place.

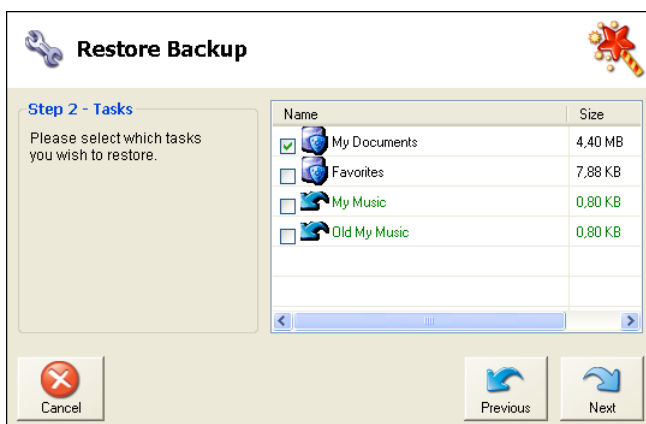
How to restore data via the Restore wizard

1. Click on **Restore** in the toolbar at the top of the window. Choose which computer's data you want to restore by selecting it from the list.

The machines displayed are the ones in use for your account.

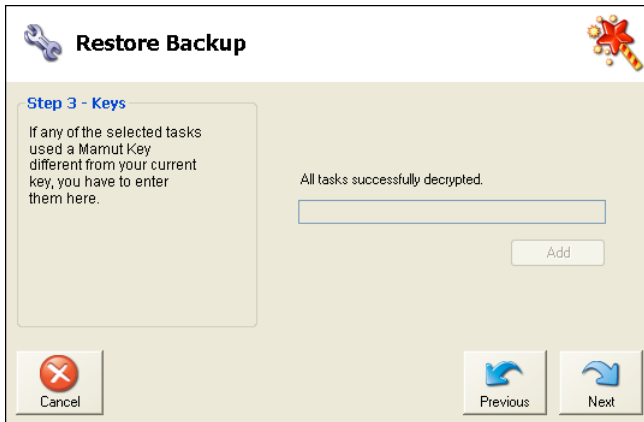


2. Select which folders should be restored by ticking the box next to them. Click on **Next**.



3. If one or more of the folders you want to restore are protected by a Mamut Key other than the default one, you will have to enter this in the next window. You will receive an alert about this in the preceding window already.

You need the correct Mamut Key in order to be able to restore files. You might potentially want to check the place where you saved the key when you created it.



Restore Backup

Step 3 - Keys

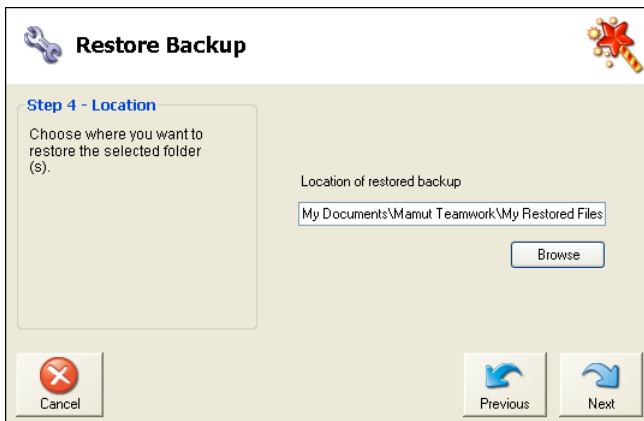
If any of the selected tasks used a Mamut Key different from your current key, you have to enter them here.

All tasks successfully decrypted.

Add

Cancel Previous Next

4. Choose where on your machine the selected folders should be restored. The folders will be saved the same as they were uploaded to the server.



Restore Backup

Step 4 - Location

Choose where you want to restore the selected folder (s).

Location of restored backup

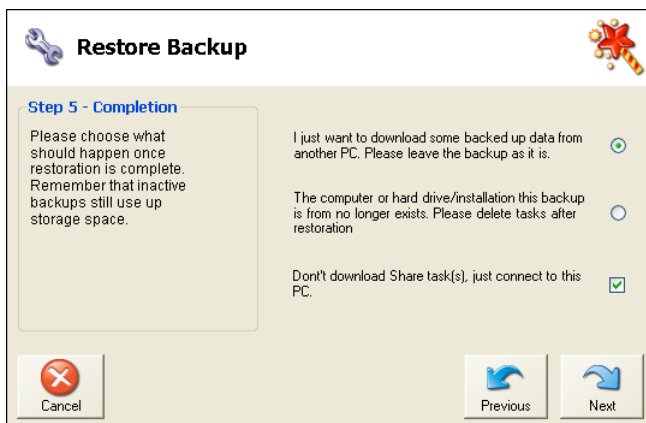
My Documents\Mamut Teamwork\My Restored Files

Browse

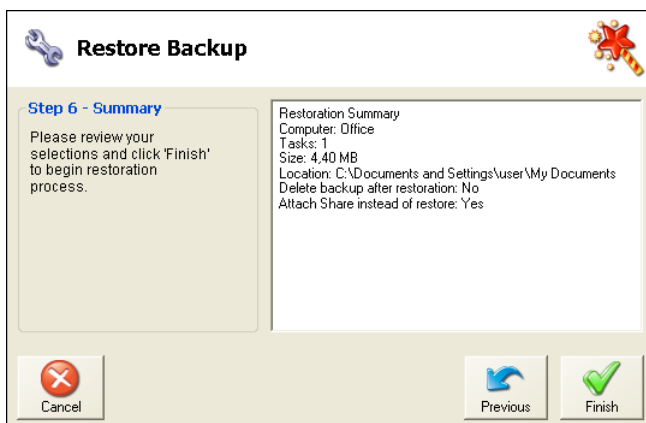
Cancel Previous Next


5. Choose what you want to do with the files on the server.

By default, the files will remain unchanged. However, if you are restoring files from a computer that no longer exists, you should choose the bottom option to delete the backup files after restoration. That way the files will no longer take up space on the server for your account. Just remember to set up a backup task for these files from your new computer!

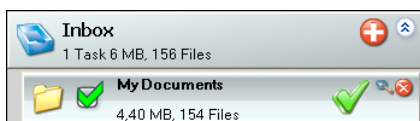


6. Finally, you will be shown a window summing up all your selections. Check these and when you are happy with them, click on **Next**.



 *The download begins and you can follow its progress in your Inbox. Once the files have been received, you will get a message telling you that all files have been uploaded and you will be asked whether you wish to remove the task. If you answer **Yes**, it will be deleted from your Inbox. This way it will no longer take up space in your account. The program will now open the folder where the files are stored.*

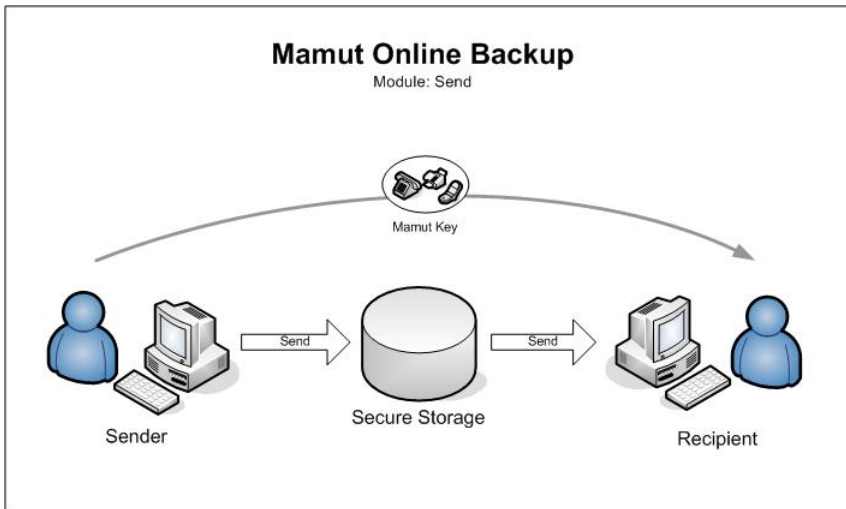
You will find the files on your computer in the location you chose to save them at. Click on the folder to the left to directly access this location.



You can now start sending your data to the location you want it to be on your new computer. This is done the usual way in Windows by moving the files.

SEND

Send allows you to send folders or single files. At last you can send files quickly and securely without having to worry about whether the amount of data you send exceeds your allowance on your e-mail server. The files are temporarily, and securely, stored on the Mamut Online Backup server so that your recipient(s) do not need to be online at the same time as you in order to receive them.



You can send files quickly and of course safely without taking up your recipient's e-mail capacity and without taking the risk of intruders gaining access to your data.

Through this function, your data is uploaded to the Mamut Online Backup server. Your recipients then get sent a message letting them know that you want to send them a file. One of the features ensuring the secure transfer of your the data is the necessity to send the Mamut Key separately.

You do not need to compress the files and are able to send an entire folder in one easy transaction. The recipient is only allowed one download per invitation. If you want one or several of your recipients to receive a continuous update of a folder, you can do so by using the Stream function.

Examples of using Send



Individual: You have a large folder with all your holiday snaps, which you want to send to your family. You cannot send the pictures by e-mail because they would simply take up too much space. The answer is to create a **Send** task in Mamut Online Backup. By initiating the Send wizard you can pick single files or folders that you wish to send, enter the e-mail address of everyone you want to send them to and as soon as the wizard is finished the pictures will be uploaded to the server. The members of your family can now download the pictures in their own time and you will receive a message letting you know when everyone is done downloading.




Business: You are meant to send material to your advertising agency. The problem is that the files are so big that your company's e-mail server refuses to send them. Previously, you would have burned the material onto a CD and sent it by courier. Now, you simply set up a Send task and your files will arrive safely at their destination in no time at all.

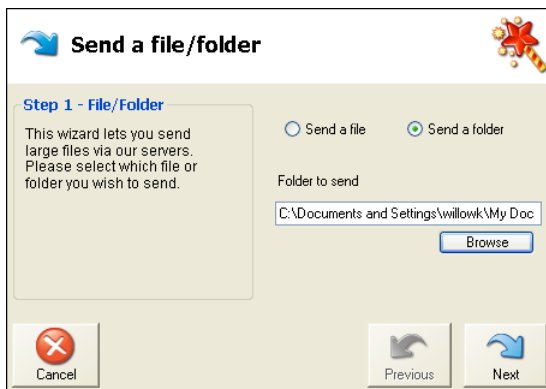
Sending a file or folder



With the help of this function your data is uploaded to the Mamut Online Backup server, a message regarding that you wish to share the files will then be sent to the recipient.

How to send a file or folder

1.  Click on the plus icon next to **Send**. Choose whether you wish to send a file or a folder and find the file/folder by clicking on **Browse**.



2. Select the file/folder and click **Open**. Now click on **Next**.
3. Add recipients by clicking on **Add** and then enter the recipient's e-mail address. Repeat this step if you want to send to several recipients. The recipient has to install the program before he or she can access the files.

Send a file/folder

Step 2 - Recipient(s)

Enter the e-mail addresses that will receive an invitation mail for this transfer. Please note that the recipient(s) must also have Mamut Teamwork - Internal version installed.

anusha.bradley@domain.com
damon.keats@domain.com

Add Remove

Cancel Previous Next

4. Click on **Next** when you are ready.
5. You may also add a message to your recipients if you like. This message will be included in the e-mail invitation for receiving the files. The subject of the invitation will be taken from the file name or the name of the folder you are sending, though you may overwrite this if you wish.

Send a file/folder

Step 3 - Invitation

Please fill in your e-mail address and optionally a message to include in the invitation e-mail.

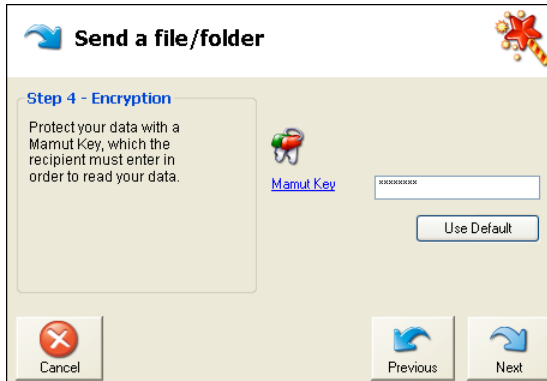
Your e-mail address
username@domain.com

Invitation Title
New files

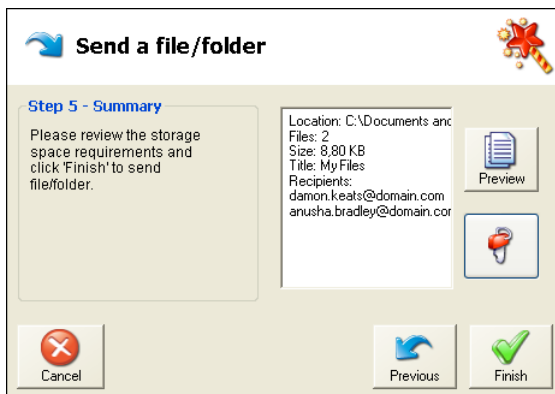
Invitation message (optional)
Here are the new files.


Cancel Previous Next

6. Click **Next**.
7. Add a **Mamut Key** to protect your data.
The Mamut Key will not be sent together as part of your invitation. Send it in another e-mail to the recipient(s) instead or pass it on over the telephone or via another method of communication.
Important! When sending to other users, it is recommended that you do not use the same Mamut Key as the one you are accessing your own backup data with.



8. Click **Next**.
9. Check that you have entered the correct information and click on **Finish**.



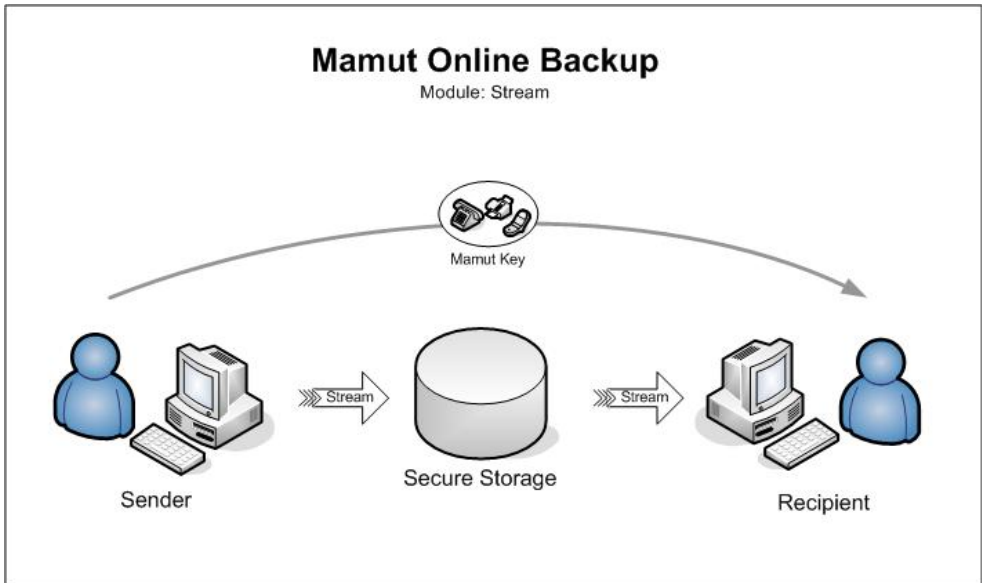
 *The recipient(s) will now be sent an e-mail containing an invitation code which is only valid for this particular invitation and can only be used once.*

You will receive updates on your Mamut Online Backup screen when your recipients receive and accept your invitation and once they have downloaded the files.

Once all recipients have successfully downloaded the file content you will be asked whether you would like to remove it since the **Send** task is completed once all information has been received. Removing the content will free up space on the server but it will not delete the file(s) on your machine.

STREAM

You use the Stream function to ensure that all recipients will always have the latest version of your file available. For example, you can share an entire folder of documents related to a project to ensure that each person working on that project has access to the latest information.




Using this function is as simple as it is practical. Set up which folder you want to 'stream' and each time you edit, add or remove a document in the folder it is updated and your recipient(s) will have access to the latest version.

When the sender updates a file and adds it to the Stream-folder on his/her computer, the file will be uploaded to the server. The recipient will then receive this file and the original file is being given new name.

Examples of using Stream

! **Individual:** Your mother-in-law is always nagging you for the latest pictures of her grandchildren. You set up a Stream and Mamut Online Backup will automatically create a new folder for this. Every time you import pictures from your digital camera, you copy the pictures of your children to the Stream folder and they will then be automatically uploaded to the server. All your mother-in-law has to do now is to check her copy of the folder to appreciate all the new pictures coming in all the time.

! **Individual:** As the project leader of your local athletics club, it is your responsibility to arrange the next county championships. There are many people helping out and you have a lot to keep track of. To make sure that everyone involved has access to the most up-to-date information, you set up a Stream task. Every time you edit or add a file, these changes will be updated with all members of your project group.


 **Business:** You work together with a number of retailers who actively use your up-to-date price and product information as well as other marketing material, e.g. direct marketing documents and adverts. To ensure that all retailers receive the most up-to-date material all the time, you set up a Stream folder, which all retailers receive a copy of. Since it is set up in Stream mode, all files you update or add will be automatically copied to the retailers' computers and you will avoid the problem of some retailers still using old marketing material.

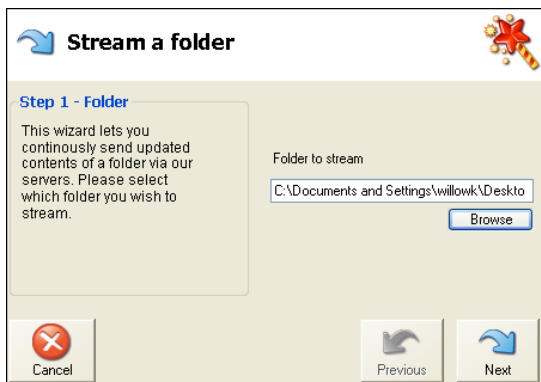
Setting up a Stream



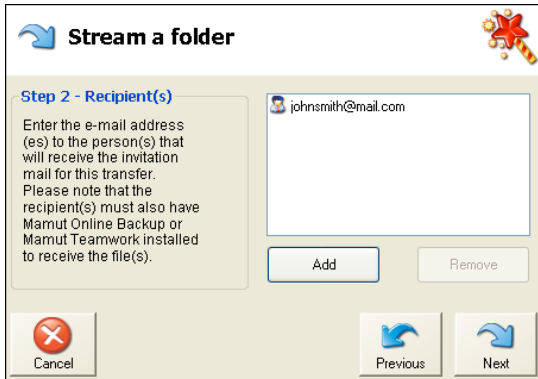
Stream can be used when you wish to ensure that all recipients shall have an updated edition of your files.

How to set up a Stream

1.  Click on the plus-icon next to **Stream**. Click **Browse** to select a folder, and then click **Open**. Click **Next** when you are ready.



2. Add recipients by clicking **Add** and enter the recipient's e-mail address. Repeat if you want to send to several recipients. Click **Next** when you are ready.



Stream a folder

Step 2 - Recipient(s)

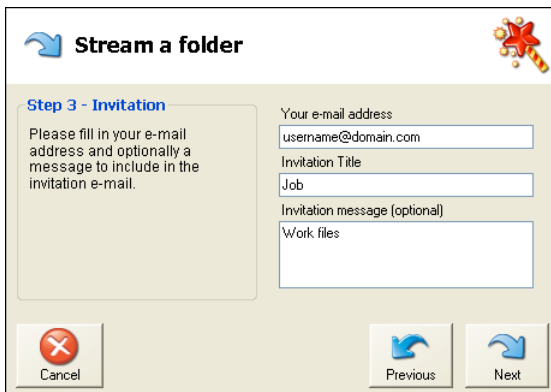
Enter the e-mail address (es) to the person(s) that will receive the invitation mail for this transfer. Please note that the recipient(s) must also have Mamut Online Backup or Mamut Teamwork installed to receive the file(s).

johnsmith@mail.com

Add Remove

Cancel Previous Next

- You may also add a message for your recipients if you wish. This message will be included in the e-mail invitation to receive the files. The subject of the invitation will be taken from the file name or the name of the folder you are sending, though you may overwrite this if you wish. Click **Next**.



Stream a folder

Step 3 - Invitation

Please fill in your e-mail address and optionally a message to include in the invitation e-mail.

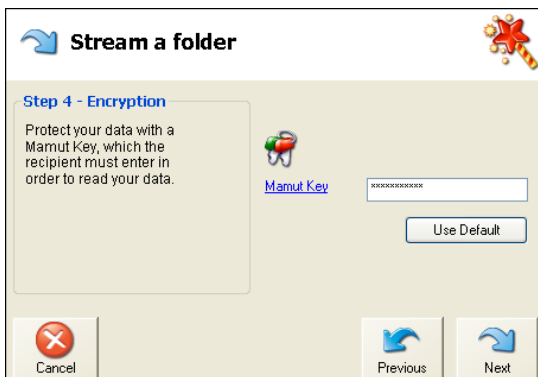
Your e-mail address
username@domain.com

Invitation Title
Job

Invitation message (optional)
Work files

Cancel Previous Next

- Add a Mamut Key to protect your data. The Mamut Key will not be sent as part of your invitation. Send it in a separate e-mail to the recipient(s) instead or pass it on over the telephone or via another method of communication. Click **Next**.



Stream a folder

Step 4 - Encryption

Protect your data with a Mamut Key, which the recipient must enter in order to read your data.

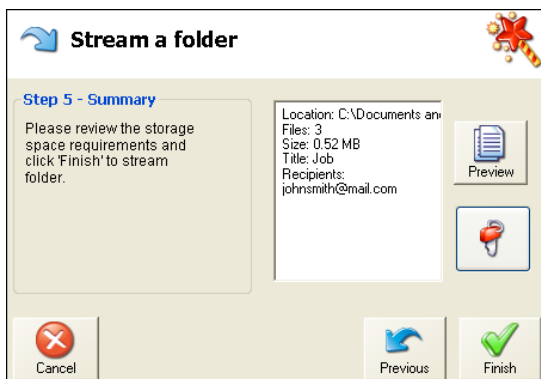
Mamut Key


Use Default

Cancel Previous Next


Note! When sending to other users, it is recommended that you never use the same Mamut Key as the one you are accessing your own backup data with.

5. Check that you have entered the correct information and click **Finish**.



 The recipient(s) will now be sent an e-mail letting them know that they can download the file(s) to their Inbox. The e-mail will contain an invitation code which is only valid for this particular invitation and can only be used once.

Stream will be active for as long as you want it to. This means that when you change anything in the folder later, the changes will be relayed to your recipients.

 **Tip!** You can set the program to notify you with a message when you have received updated editions of one or multiple files through Stream. This can be done under **Tools - General**. Select **Notify when files from Stream-tasks are downloaded**.

Editing files which are in a Stream

When you setup a **Stream**, the idea is that the recipients can access the updated files on their own computers at any time. These are 'your' files. As soon as you make any changes to the file, these will be registered on the server and on your recipients' machine.

The recipient can read the files. Should he or she want to edit them for themselves, they ought to copy the task folder to another location on their computer, so as to avoid any conflicts between the files. The recipient's 'version' of the file has no influence on the 'streaming' process.

However, if the recipient opens and edits the streamed file directly in the task folder he received it in; the system will warn the recipient through displaying an exclamation mark. The exclamation mark indicates that there is a conflict between the files, which can only be resolved manually.

Resolving conflicts

The recipient can resolve a conflict by moving the file(s) out of the task folder they were received in. Since the files are being continuously updated by the server, the missing file(s) will be downloaded to the recipient again in the exact same version as saved on the sender's machine.

Stream is not a tool that allows for file-editing by several users.


Files on hold

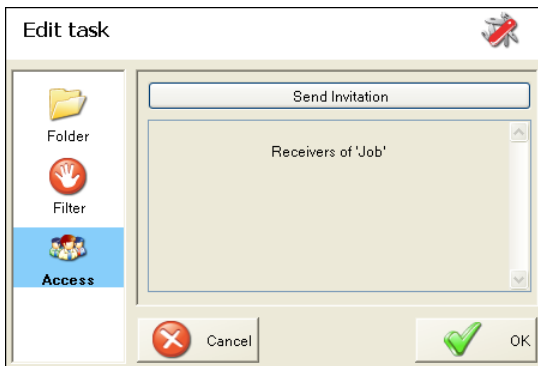
You may experience that files are being put on hold. The reason for this could be that a recipient has opened the file and started editing it directly in the receiving task folder. This causes a conflict between the files, which might have to be resolved manually.

If you have setup **Stream**, you can click on the magnifying glass icon and choose **View Files**. In the list of files which will pop up, you can select the files on hold and click on **Mark for upload**.


How to invite several users to receive an existing Stream

You are able to invite several users to receive a file from a Stream transaction, which is setup already.

1.  Click on the magnifying glass icon next to the current task.
2. Click on **Access** and then **Send invitation**.



3. Follow the remaining steps in the **Stream** wizard. For a detailed explanation of the wizard please see above.

 *The recipient copies the invitation code into the specially created field in Mamut Online Backup, and clicks on the plus-icon to initiate the inbox wizard.*

Deleting received files (Stream)

When you receive a **Stream** you will notice that the files you delete from the receiving task folder appear again on your computer. This is completely normal since the function continuously updates your task folder with the latest file-versions from the server.

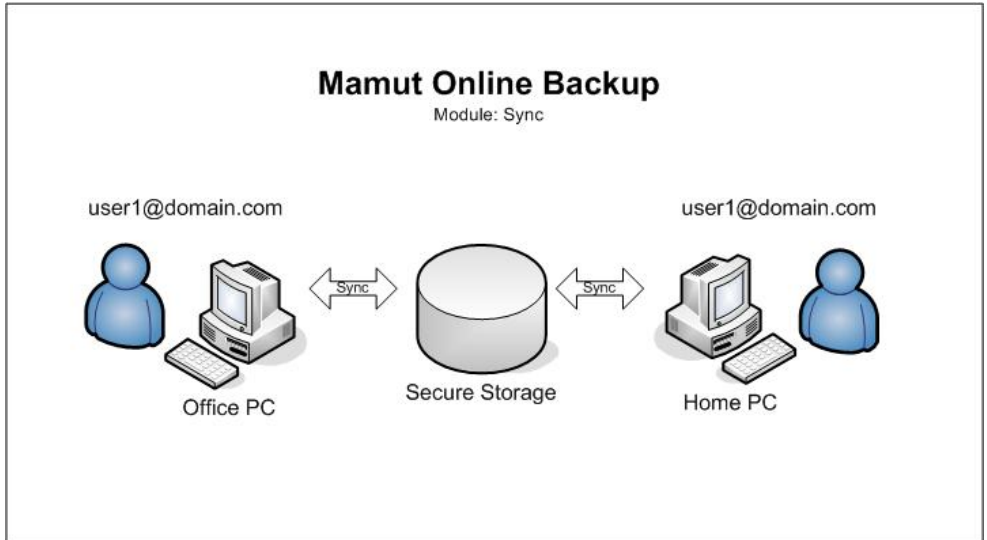
If you no longer want to receive the files, you have to terminate the task in Mamut Online Backup. You can do so by clicking on the **Pause** icon in the relevant task. The files will remain in the Mamut Online Backup folder in My Documents until you delete them.

The sender deletes files from the Stream folder

The sender deleting his or her files on their computer does not have an effect on the recipient(s). The files will remain on the recipient's computer and have to be deleted manually.

SYNC

With the Sync function, you log on to the various PCs you have access to via the same user account and the application will set up and synchronise identical copies of your Sync-folders on all of these computers.



This is useful if you have a PC at home, for example, and want to have access to the same files at home as you do at work without the need to send the files home, log into your job- or home network or physically take the files with you.

The upload commences the moment you have chosen the files you want to synchronise. How long this takes depends on the capacity of your internet connection and you are able choose how much of this capacity the program is allowed to use.

Examples for using Sync



Individual: You have several PCs at home and want to have copies of some files on all machines so that they are easily accessible. You log on with the same user name on all of the computers and the Sync folders you set up on the first PC will automatically be set up on all the other machines as well.



Business: How many of us have had the experience of trying to work from home just to find that certain files you wanted to work with had been left on your work computer? By setting up a Sync, you can simply log into your home computer using the same user name as you do at work and Mamut Online Backup will automatically create a Sync-file on your home PC. When you get back to work, all the work you did at home the night before will be updated on your work machine as well.

More information

When you log in from another computer, the program will make sure that all folders in your synchronisation tasks are transferred to your current computer.

If, for example, you have set up that the folder My documents should be synchronised on your work PC, you will find that when you log into Mamut Online Backup at home the program downloads all the files the way they were on your work machine to your home computer.

You will not be asked to include a separate Mamut Key when setting up a Sync. When you start up the other machine and log yourself in using the same account, you will find that your Sync folders are also available on this computer. However, if you set up your computers with different Mamut Keys, you will need to enter the Mamut Key for the machine you sent from when you want to receive the Syncdata on the other computer.

If you are running different Mamut Online Backup accounts on different machines, you will have to set up a Share instead should you want to work with the same folders on different computers.

The synchronisation will run continuously until you choose to end it.



Note! If there are several people using computers with the same Windows user account, you need to be aware of the fact that the synchronisation works in such a way as to always upload the most current file, which is then copied to the other computer(s). Thus you ought to be careful with running a synchronisation for folders that are in use on several machines at the same time.

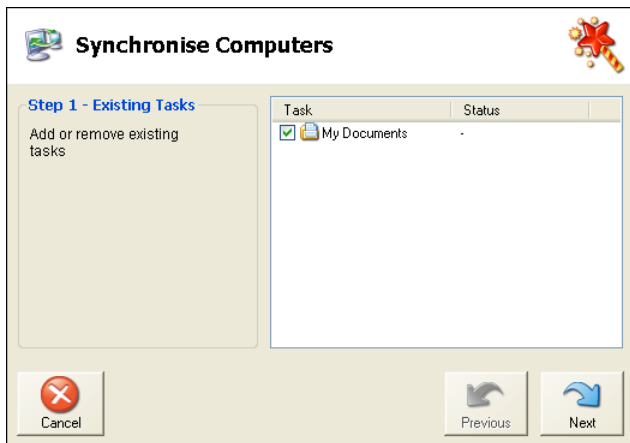
Setting up a Sync

With Sync you are able to log in with the same user account on computers you have at your disposal and get an identical copy of your Sync folder synchronised to these computers. This is suitable for those who have a computer at home and would like to access the same files at work and home, without having to send these files or physically take them home with them.

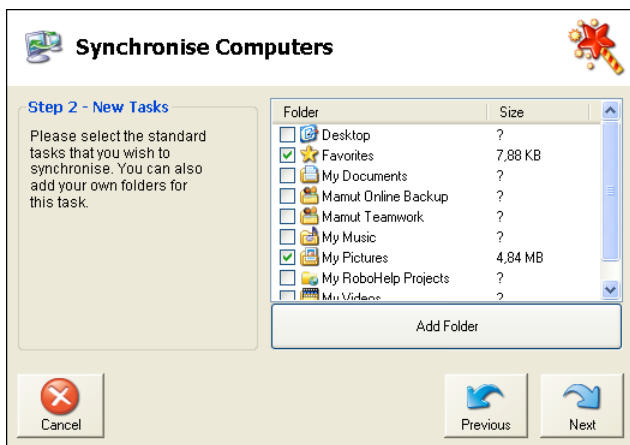
How to set up a synchronisation with Sync



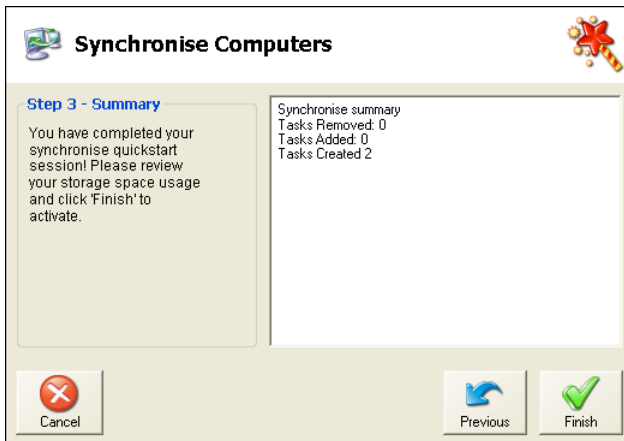
1. Click on the plus-icon next to **Sync**. Step 1 will be skipped unless you have previously added folders for synchronisation. You can change these by removing the tick from the relevant box. To add a new synchronisation task, click **Next**.



2. Select the standard folders you want to synchronise from the list by ticking the relevant boxes. If you wish, you can also add other folders you want to synchronise to the list of standard folders. Click **Next** when you are done.



3. Check that the total size of the selected folders does not exceed your account allowance.



4. Click **Finish**.



The upload commences immediately.

SHARE

Do you need to share files and folders with other PC users and want to record any changes to these documents on every participant's computer at all times? Mamut Online Backup Share is the solution!

Users working on the same network often share their files, either on a common server or on their own machines so that others can access these files and possibly edit them as well. With Share you can share your files with other users regardless of where they are.

Share differs from Sync in that it allows you to share files and folders with several other program users. You simply send an invitation to the user(s) you want to share the files with and once the invitation has been accepted and the right Mamut Key has been entered, the sharing begins. If one of the users makes changes to a document or a file is added to the folder(s), which is/are being shared, all users will be updated simultaneously.

It is also important to understand the difference between Stream and Share. With Stream you yourself have full control over the files. Changes you make to the files are being streamed continuously to those users you have selected to receive the most up-to-date versions of your files.

With the Share function on the other hand, all 'participants' are able to edit, delete or add files to the shared folders. Therefore, if another user deletes a file, the same file is being deleted on your computer as well!



Note! A file which is deleted in a shared folder will also be deleted on the computers of everyone taking part in the current Share.

When you create a Share folder, you will be guided through a wizard, which will help you to set up the task folders, select who you will be sharing it with and send the invitation(s) on your behalf.

Only the person who created a Share folder can terminate the Share process. Recipients on the other hand can terminate their own participation, i.e. they will no longer take part in the still active Share.



Note! All Share task folders you create are being placed in My documents on your machine. The program has set up a folder called Mamut Online Backup there. When you create a Share, you give it a name and a folder with this name will be set up. All files you add to this folder will be included in the Share. This also applies to subfolders. You cannot, however, choose to share other areas on your machines or network resources. This ensures that you do not risk sharing folders containing sensitive data on your computer, by mistake.

Examples for using Share



Individual: You have teamed up with your two siblings to throw a great 50th-birthday party for your mum. Songs need writing, place cards need making and you want to produce a memento book with a picture of the three of you. You divide the tasks amongst yourselves and in order to get the job done more easily you set up a Shareto have access to all the same information. Since every change you make to a document is being copied to every participant, you set up a subfolder for each of you and agree that if you make any changes to a received document, this will be saved under a new name combining the initials and version number of the relevant 'editor' with the original file name.



Business: As project leader for the new marketing campaign, you want to set up a common catalogue where you can all share the files you are going to use. To avoid unwanted deleting and editing, you agree on common rules for how to handle new versions of documents, which sub-catalogue to put the documents in and who will be working on what. All project participants have their own subfolder and once a document has been completed, it is placed in the common catalogue.

Updating shared files

Share is best suited to folders with pictures, for example, or types of files that do not need updating. If you set up a task for sharing pictures from a trip you have been on with friends, you can put these images in the task folder so that everyone who went on the trip can view the pictures.

The Share function is not the same as file sharing. When using file sharing in a network, the files will be locked for editing when they are opened simultaneously. The files in a Share are temporarily uploaded to the server when they are being saved on a computer, and then automatically downloaded to the recipient again. Thus this function is not suitable for having several users working on the same files simultaneously.

If you would like to be able to have several users update the files, you either have to ensure that you have some kind of control over when this is being done to avoid updating simultaneously, or you should use the Stream-function, so that updates are only possible in one direction.

One example which might apply to Microsoft Word files is to set up a Stream so that you can send a Stream to your recipient(s), who would then set up their own Stream of their edited file back to you. This way you can then make use the functions in Word in order to collate the changes in the files.

The program creates a short cut, on your desktop, to the Mamut Online Backup folder in My Documents. It suggests the standard area, for data you receive from others, via the Inbox. The data you share with others, with the help of the function Share, can be shared from this area.

You can invite several users to receive your Share files. This is done the same way as for a Stream. Read more in the section **Stream**.

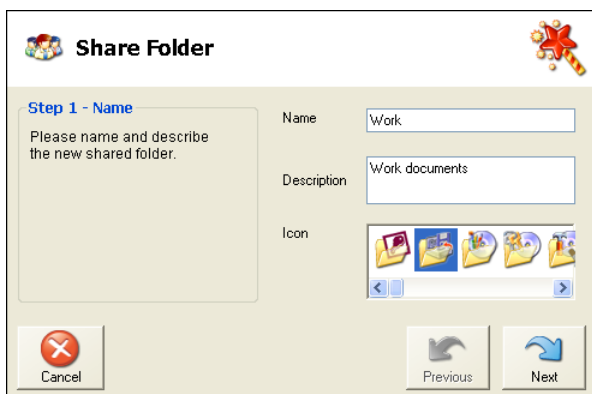
How to setup a Share?



With Share you and other users are able to share files, either on a shared server, or on your own computer, so that others can gain access to the files and also edit these files. All users are also able to delete files and add files within the shared folder.

How to setup a Share

1.  Click on the plus-icon next to **Share** to go to the first step in the wizard.




Share Folder




Step 1 - Name

Please name and describe the new shared folder.

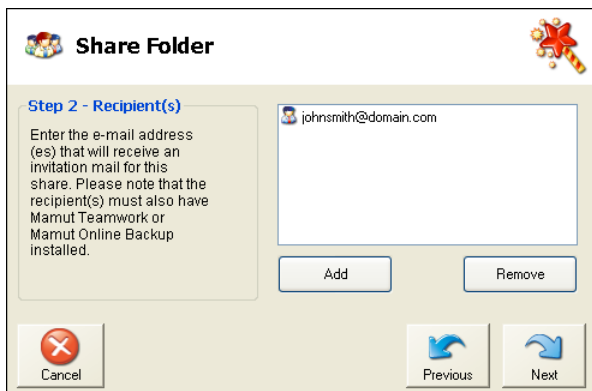
Name:

Description:

Icon: 


2. Enter a **Name**. The name will become the name of the folder being created in the Mamut Online Backup area in My Documents.
3. You can also enter a **Description** and choose an icon for the folder that will be setup.
4. Click on **Next** to continue to step 2.
5. Click on **Add** and enter the recipient's e-mail address. Repeat if you want to send to several recipients. Click on **Next** when you are ready.

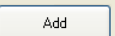






Share Folder

Step 2 - Recipient(s)

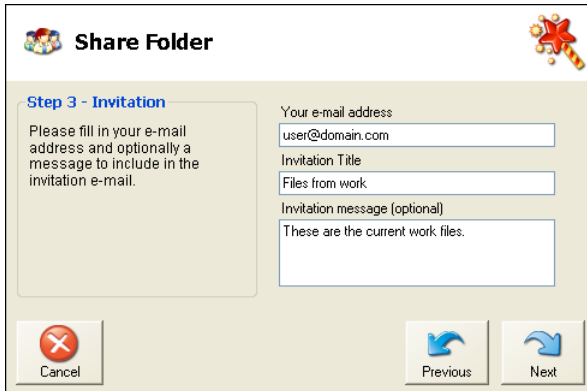
Enter the e-mail address(es) that will receive an invitation mail for this share. Please note that the recipient(s) must also have Mamut Teamwork or Mamut Online Backup installed.

 johnsmith@domain.com

6. Enter a **Subject for the invitation**, which will be used in the e-mail to your recipients. You may also want to add a message to the e-mail.



Share Folder




Step 3 - Invitation

Please fill in your e-mail address and optionally a message to include in the invitation e-mail.

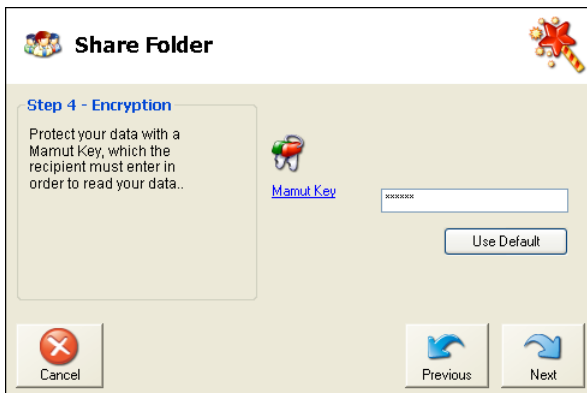
Your e-mail address

Invitation Title

Invitation message (optional)


7. Click **Next**.
8. Add a Mamut Key to protect your data. The Mamut Key will **not** be sent together as a part of the invitation. Send it in another e-mail to the recipient(s) instead or pass it on over the telephone or via another method of communication.






Share Folder

Step 4 - Encryption

Protect your data with a Mamut Key, which the recipient must enter in order to read your data..

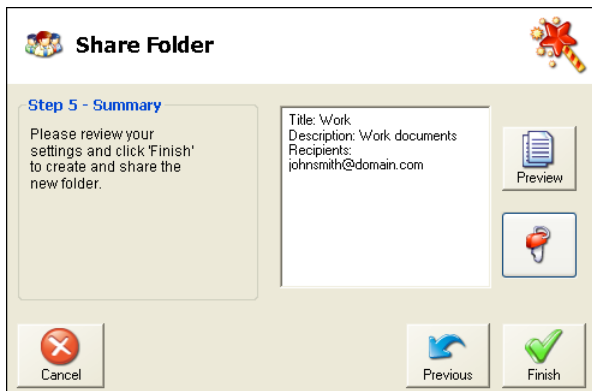
 [Mamut Key](#)

Important! When sending to other users, it is recommended that you do **not** use the same Mamut Key as the one you use for accessing your own backup data with.

9. Click **Next**.
10. Check that you have entered the correct information and click on **Finish**.

The recipient(s) will now receive an invitation code which is only valid for this particular invitation and can only be used once.



11. The folder which is being created on your computer opens and you can copy in the data you want to share with others.



The upload will start immediately and run continuously, while you change the content of the folder.



Note! A file that is deleted within a shared folder, will be deleted from everyone who is participating in sharing the files.

INBOX

When you receive an invitation from another Mamut Online Backup user you need to go to your Inbox to receive your new Share, Stream Send files. You can opt to initiate the Inbox wizard or directly copy your invitation code into the Invitation code field at the bottom of the window.

The sender enters a user name (e-mail address) to where an invitation should be sent. The recipient will then receive a Mamut Invitation code in his or her regular e-mail Inbox, and has to copy this to the Mamut Online Backup Inbox in order to start the file-uploading process.

In addition, the sender includes a Mamut Key, which can be unique for every transaction: the Mamut Key needs to be conveyed to the recipient. It acts as a security measure to ensure that only the intended person can receive the files, and is needed to activate the encryption process when sending files via the Internet.

Including a Mamut Key increases the security if, for example, you send the invitation to the wrong address, since the Mamut Key has to be given to the recipient separately, either in another e-mail or over the telephone.

When receiving invitations, the process for accessing the sent files is the same for all other functions except for in Sync, which is a function for synchronising different computers that are connected to the same Mamut Online Backup user account.

When you receive a Sync it will be added to the Sync task folder on all the computers you are using, without there being sent an invitation

Editing of files

You should not edit files that you received via the Stream function. If you would like to edit these on your own machine, we recommend that you copy them from the location where you received them to another location on your computer. By editing directly in the receiving task folder, you will cause a conflict between the files, which then needs to be resolved manually.

Resolving conflicts

The recipient can resolve a conflict by moving the file(s) out of the task folder they were received in. Since the files are being continuously updated by the server, the missing file(s) will be downloaded to the recipient again in the exact same version as saved on the sender's machine.

Invalid invitation code?

The invitation code may only be used once. Should something have gone wrong during the file-accessing process, you can ask the sender to supply you with a new invitation code. The sender can do so manually via the magnifying glass-icon in the existing activity or by setting up a new transaction.

The process of how to invite a recipient to receive an existing activity is described in the section **Setting up a Stream** above.

Receiving information from an invitation



When you receive invitations from other users, you use the Inbox to receive your new files or folders sent through Share, Stream or Send. You can choose to start the wizard for the Inbox or you can copy the invitation code directly into the field at the bottom of the program window.

How to receive information from an invitation

1. Copy the entire invitation code you received by e-mail.

Paste the Invitation code into the **Invitation code** field in the main window and click on the plus-icon next to it.

or

open the Inbox by clicking on the plus-icon and then paste the invitation code into the Invitation Code field. Then click **Next**.

Invitation

Step 1 - Invitation code

Please enter the invitation code. This code can only be used once.

Paste the invitation code here

46426f8f6d9e4affaa40d05d5a65684

Cancel Previous Next

2. Enter the Mamut Key and click on **Next**. The sender of the invitation must provide you with this key.

Invitation

Step 2 - Security

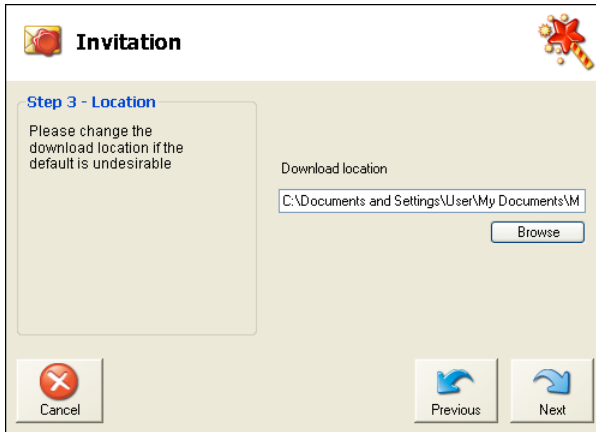
Mamut Key uses state of the art encryption to protect data from unsolicited access. Please enter the Mamut Key to decrypt the data in this invitation.

Mamut Key

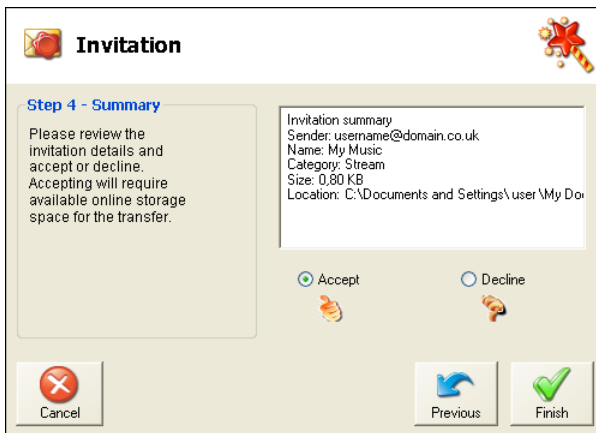
XXXXXXXX

Cancel Previous Next

- Choose where you want to store the files you are about to receive. The program will suggest sending the files to the Mamut Online Backup folder in My Documents.



- Check the summary. Pay attention to the amount of data you are about to receive. Accept the invitation and click on **Next**.



- Click on **Finish** to complete the wizard.



A temporary task is now created in your Inbox.

The downloading begins and you can follow its progress in your Inbox. Once the files have been received, you will get a message telling you that all files have been uploaded and you will be asked whether you wish to remove the task. If you answer **Yes**, it will be deleted from your Inbox. This way it will no longer take up space in your account. The program will now open the folder where the files are stored.

You will find the files on your machine in the location you choose to save them all. Click the folder icon on the left hand side of the Inbox section to open the location.

SECURITY

Mamut Online Backup is completely safe to use and employs several security layers to ensure that your information can only be opened and read by you, as well as storing it in a safe place.

The Activation code

During the installation, you have to enter an activation code in order to continue and start using the program. Since the user account is identical to your e-mail address, you will be sent an e-mail with the activation code to the registered address as an inbuilt security-check. This way we can prevent others from making unauthorised use of your e-mail address and registering it as the account for this service.

Encryption

Mamut Online Backup encrypts all information on your PC through symmetrical AES before it is transmitted via the SSL-protocol (128 bits SSL Encryption). AES is regarded as one of the most secure encryption algorithms on the market. AES is also known as Rijndael.

Secure transmission

Once Mamut Online Backup has encrypted and compressed your data, it then securely transmits it via the SSL-protocol. This protocol gives you 128-bit encryption for transmission to our servers. The same protocol is also being used when you retrieve your backup data from the server.

Mamut Online Backup communicates with our servers via the Internet. For this it uses port 80 (HTTP) and port 443 (HTTPS). Thus the firewalls and the proxy-server have to be configured such as to allow Mamut Online Backup to access these ports.

Secure storage

All the information which is being backed up to our servers is stored in its encrypted form; this is to ensure that no-one other than yourself - not even our administrator for the server - has access to this information. In order to achieve the highest level of security possible, your backup is stored in two, physically separate, places. The replication of all information between these two locations takes place three times a day via gigabit fibre-optic cables. The servers are kept in a monitored and stable operating environment with an operating centre manned around the clock, continuous monitoring of all operations, battery backup, access control and video surveillance.

The log-in password

The password you create when registering your account is used for logging into the service when starting up the program. This gives you access to your backup and other functions. Be aware that the program starts up and signs you in automatically. This means that other users with access to your computer can also access your backup data. However, they will not have access to the Restore function without your Mamut Key.

Mamut Key

During the Installation of Mamut Online Backup, you will be asked to create your own Mamut Key. If you shall restore data from your machine with the help of Restore, you must know about this specific key.

The Mamut Key is not the same as the password to the system. The password is used to login, but cannot be used to restore/collect together data that has been backed up.

If you use multiple machines in the same office, each machine must have its own key.

Mamut Key must be at least 10 characters.

Read more about the Mamut Key in the chapter Introduction.

FAQ

About Mamut Online Backup

Who can use Mamut Online Backup?

Everyone that has a valid licence can use Mamut Online Backup.

What is the difference between Send and Stream?

The Send function allows you to send folders or files to one or several recipient(s). While using the Stream function allows you to broadcast folders continuously to one or several recipient(s) simply by adding files or entire subfolders to the location you have selected for 'publication' (streaming).

What is the difference between Sync and Share?

Sync allows you to synchronise folders on your computer with one or several machine(s) to which you have access. With Share you can synchronise the folders on your computer with other users of the service.

What is the Mamut Key?

The Mamut Key is an encryption/decryption key. We recommend that you use a Mamut Key-phrase instead of a simple password, given that the longer the key-phrase, the more secure your Mamut Key will be. Feel free to combine the phrase with numbers for an even higher level of security. However, regardless of what you choose as your Mamut Key-phrase, it is important - extremely important - that you will remember it! Mamut Online Backup's security solution is built on the fact that you, and only you, will have access to your own data. If you forget your Mamut Key-phrase no-one, not even a security expert at Mamut, will be able to retrieve your Mamut Key.

The Mamut Key must be at least 10 characters.

How are my backup files stored?

All of your backed up files are safely stored on a Windows Azure platform. Your files are encrypted with your Mamut Key before they are transferred and stored. So neither Mamut, Microsoft nor anyone else will be able to decrypt your data as long as you do not provide them with your Mamut Key.

All data is stored continuously, and each file is saved on three different discs. Microsoft constantly controls the state of the hardware.

What kind of information should I backup with Mamut Online Backup?

If you are uncertain about what data you should be backing up, we recommend that above all else, you use your storage space for vital information that you simply cannot afford to lose and where the content changes often. One example of vital business information you should be backing up is the user database in Mamut Business Software. Other information you may want to consider backing up are Microsoft Word and Excel files, as changes you make here would be backed up automatically through the Mamut Online Backup service.

Static multimedia files such as digital pictures, video recordings or music files are often very large in size. If you want to back up these types of files, you might want to consider increasing the storage allowance for your Mamut Online Backup account or possibly store backups on external storage solutions such as CDs or DVDs.

How does the synchronisation work?

Mamut Online Backup checks for any changes to the files or folders in your backup tasks. This can be done continuously as long as you are online if you have chosen continuous updates in **Tools** in the program menu. All changes will thus be synchronised continuously. Under **Tools - Schedule**, you can also set the program to take backups of your data at certain intervals or times but this requires that your PC is switched on at these times.

What happens to temporary files and what about open files?

Not all files in a folder are being uploaded by default. In general, temporary .tmp files and a number of other file types are being excluded. You can choose yourself which file types should be excluded in the **Tools** menu under **Advanced - View excluded file types**. However, certain programs create other temporary files as well. For example, Microsoft Word creates temporary files of the .doc-type. These will be included in the upload when you edit a Microsoft Word-file in a task which is being uploaded. The document you are working on will not be uploaded until you have closed it.

How does the encryption function?

Mamut Online Backup encrypts all information on your PC with symmetrical AES, before it transmits with SSL-protocol (128 bits SSL Encryption). AES is believed to be one of the most secure encryption algorithms on the market. AES is also called Rijindael.

Using Mamut Online Backup

Can I run the program on network resources?

No, you cannot. You can backup and send files locally from your own machine only. This applies to all the other functions as well.

I have several Windows user accounts setup on my PC and want all of them to use the program. What do I need to do?

You can install the program separately for each user account in the operating system. All users should have their own accounts for Mamut Online Backup, which you register with their own e-mail addresses.

What happens when I make changes to large files?

Only changes made in files or documents will be uploaded again. If you, for example, write a new paragraph in a large text document, only this new/edited text will be uploaded.

Do I need to plan my backups?

You can choose whether you want to take backups continuously, at certain intervals or at specific times throughout the day. Continuous backup will give you the best possible security since backups are being uploaded as soon as you are done working on a file.

Do I need to leave my PC on over night?

No, you can switch your machine off any time you like. If your selected files and folders should not be fully updated when you switch off your PC or disconnect from the Internet, Mamut Online Backup will continue once your computer connects to the Internet again. The same applies in the event of a power failure or unexpected loss of your Internet connection. Partially uploaded files will not show in the History window until they are fully stored. If you have chosen to take backups at certain times, your PC will need to be switched on then.

What happens when I am not online?

In the event of you being offline, the Mamut Online Backup-icon in the Windows taskbar will turn red. Once you are back online any changes you may have made to your selected files will be synchronised immediately. The icon will then turn orange for the duration of the up - or download. Thus changes made when offline will always be saved. The icon will turn green when you are online and all selected files and folders will be saved.

What is the difference between History and Restore?

History shows data which is backed up or downloaded with the help of the remaining functions from the machine and the account you are logged in to at the time. With the help of **History** you are able to restore basic files or folders from the machine you are logged in to. This is shown in a calendar, where you are able to see the history of backup copying of the different files. In this window you can access files as they appeared on a given date.

The **Restore** function has been designed to make it as easy as possible for you to restore data from a machine that is no longer in use or another machine you are accessing via the same user account. However, this function enables you to restore the latest version of a file only. Here, you can start a route to restore an earlier backup copy, either to your machine, or to another machine, for example if you have changed machines or it has broken down.

How can I see which data is backed up?

Just check which files or folders have been selected in Mamut Online Backup backup tasks. Click on **History** in the toolbar to see which of these have actually been backed up on the server.

Why are all tasks not displayed when I try to restore a backup?

This will happen if you are using version 3 or lower on the computer that you are attempting to restore the backup, and the backup was performed on a computer with version 4. You must update the program to version 4 on the computer where you are trying to restore the backup before all the tasks will be available.

What happens once I have used up my storage allowance?

You will get a message letting you know that your storage space has been filled. Then, you can either remove some files or folders from your tasks or you can upgrade the application to give you more storage space. You can do this by clicking on **Account** in the toolbar and

selecting **Buy more storage space**. This will take you to a site where you can order more storage space.

How do I delete files so that they disappear from the Mamut server?

You can delete a task in Mamut Online Backup by unlocking it first and then deleting it. The files will then no longer be accessible on the server and the storage space will be freed for other tasks. If you would like to terminate using Mamut Online Backup completely and want to remove all files from the server, you can do so by selecting **Delete data/account** in the **Account** window under **Tools**.

How do I uninstall the program?

Should you wish to uninstall the program, go to **Tools - Account** and select **Delete data/account**. Your data will then disappear from the server and you will have to consider this data lost. Afterwards, you can uninstall the program via the Start menu on your computer.

I have an ADSL connection and thus not as much outward bandwidth. How will Mamut Online Backup work in this case?

All uploading takes place in the background. You can also restrict how much bandwidth Mamut Online Backup is allowed to use in the **Tools** menu. Choose **Network** and then set the bandwidth you want to commit. By adjusting the bandwidth in relation to your capacity, you will not notice anything when backups are taken. The first-time backup of your files may take some time. Backing up changes you make to files and folders in your backup tasks will generally take much less time than the very first backup you undertake.

Other Questions

What are Old Tasks?

In connection with updating to version 3 of the program, your files have been converted to support the new version. The tasks from the old version can be found under the shortcut **Old Tasks** in the main menu.

I have installed Mamut Online Backup but the program does not startup. I am running Norton Internet Security; could it be that the firewall is preventing Mamut Online Backup from starting up?

Yes. If Mamut Online Backup does not start it may be that Norton Internet Security is blocking the program from starting up. You will then need to remove the blocking of Mamut Online Backup in Norton Internet Security. You can find the link to the explanation on how to do this on our support page.

Are there any restrictions on how much transmission speed users will receive from Mamut's side?

No. Mamut has enough bandwidth available to cover today's requirements and the bandwidth is being updated as and when needed.

Information from Mamut about our e-mail guidelines

If you voluntarily provide name, address, e-mail address and similar information, for example when registering or using the webshop, this information will only be available to the Company and will not be sold or in any other way distributed to a third party. When registering, you will receive information about special offers, upgrades and similar. If you do not wish to receive this type of communication, you can unsubscribe at any time by sending an e-mail to feedback@mamut.co.uk. Read more about this on our web pages.

After I installed Mamut Online Backup a new user account called 'ASP.NET' was created on my computer. What is the reason behind this?

Mamut Online Backup needs Microsoft's .NET framework in order to function. If you install the .NET framework and already have Microsoft's web server (Internet Information Server) installed, the user account 'ASP.NET' will be setup on your PC. The ASP.NET user is a part of the .NET support for the web server. You can find an explanation of how this works on our support pages. For a more detailed technical explanation, please take a look at our support pages.

I have received a Mamut Online Backup Invitation - what is this?

A user of Mamut Online Backup wishes to send you a file or folder.

When you receive an invitation from another Mamut Online Backup user you go to your Inbox to receive your new Share, Stream or Send files. You can opt to initiate the Inbox wizard or directly copy your invitation code to the Invitation code field at the bottom of the window.

To receive files you have to download the program. Read more at www.mamut.co.uk/onlinebackup

Read more in the section **Inbox**.