



March 3, 2006

How to upgrade your software to include the Auto Update feature.

Note 1: You may perform this upgrade with your customer in a remote location.

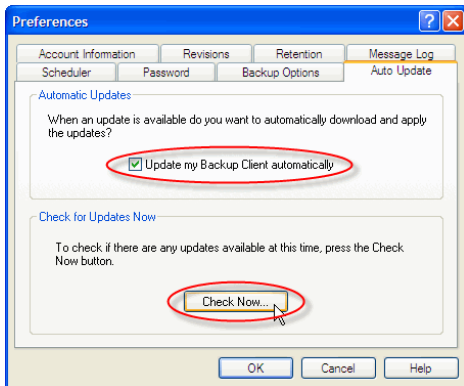
Note 2: If you are running Windows Server 2003, Windows XP or Windows 2000, you may require “Administrator” rights to update your software. On systems running Windows XP, this is often the default user privilege.

1. Open the DataPreserve Remote Backup client software and select Help > About. The Version and Build number are listed directly below the DataPreserve Remote Backup graphic. It should be: “Version: 3.0 Build 1404” or a higher Build number.



IMPORTANT: If your Build number is not listed, or if it is below Build 0923, proceed to Step 5 to manually update your software first, then return to Step 2 to verify that Auto Update is configured correctly.

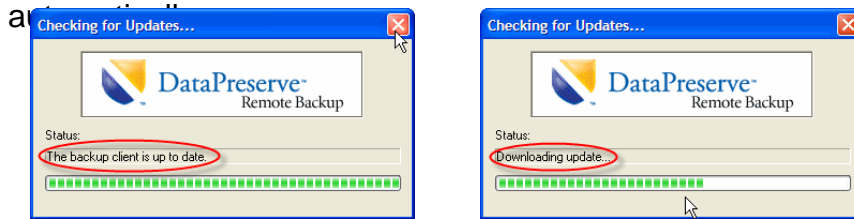
2. To verify that Auto Update is configured correctly select Tools > Preferences > Auto Update. Make sure that the “Update my Backup Client automatically” option is checked.



3. Press the “Check Now” button to make sure that your security / firewall software allows automatic updates to proceed. If you see any security warnings or firewall

messages indicating that the Auto Update has been “blocked”, please consult your security / firewall program documentation to modify settings to “allow” Auto Update access.

4. If your Backup Client is up-to-date, you should see the message: “The backup client is up to date”. If an update is needed, it will download and install



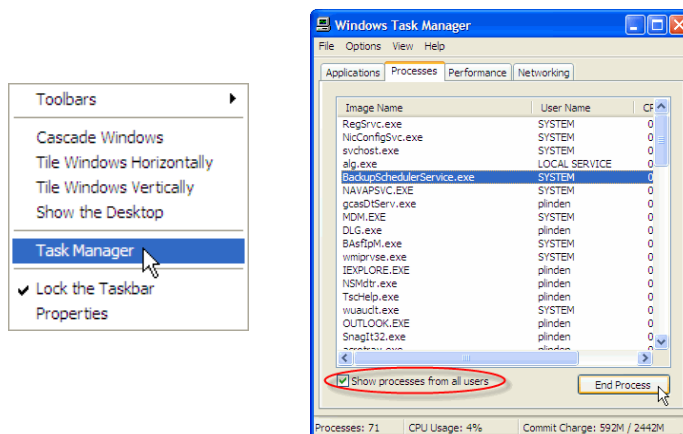
You're done! Your DataPreserve Remote Backup software will now update itself automatically.

Please feel free to contact us at 1-800-267-6006, option 3 or via email support@datapreserve.com if you have any questions.

The following Steps are not required if Steps 2 – 4 were completed successfully.

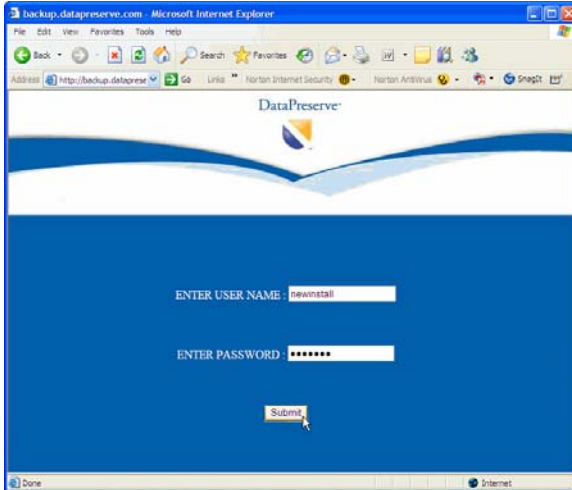
5. If you encounter any issues with Steps 2 – 4 above OR if your DataPreserve Remote Backup client predates Build 0923, you must manually update your software before enabling the Auto Update feature. Please close the DataPreserve Remote Backup client by selecting File > Exit.
6. Right click on the Windows Taskbar at the bottom of your screen and select the “Task Manager” option. On the Processes tab, check the “Show processes from all users” option at the bottom. Then close all instances of the following processes by highlighting the appropriate Image Name and clicking the “End Process” button:

- End Process: BackupClient.exe
- End Process: BackupSchedulerAssistant.exe
- End Process: BackupSchedulerService.exe

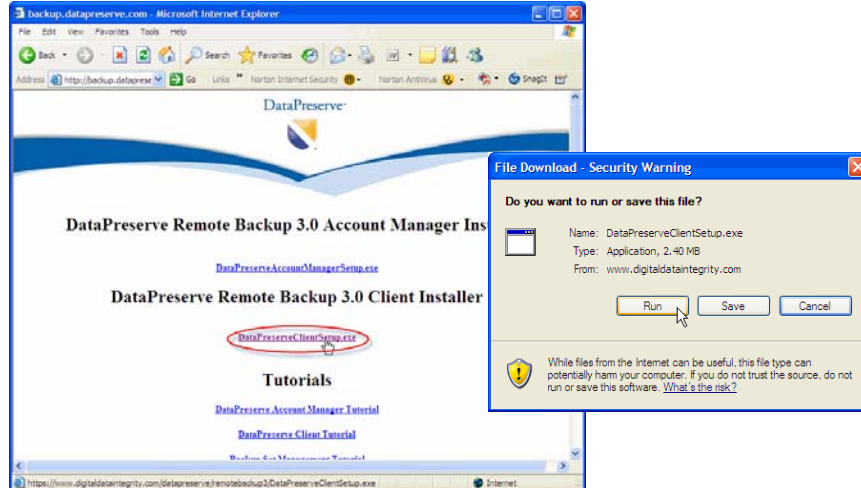


7. Open Internet Explorer (or your default web browser) and go to the DataPreserve software download site at <http://backup.datapreserve.com>.

- User Name = newinstall
- Password = w3lc0me



8. On the software download page, select the [DataPreserveClientSetup.exe](#) link. Then select “Run” or “Open” as appropriate to download and run the setup program. When the DataPreserve Installation Wizard launches, select “Next”, “I Agree”, “Next”, and “Next” to install the updated software.



9. When the setup process is finished, you will be returned to the main “Backup” screen of the DataPreserve Remote Backup client. Verify that your software has updated by selecting Help > About. The Version and Build number listed directly below the DataPreserve Remote Backup graphic should be “Version: 3.0 Build 1404” or higher.

10. Return to Step 2 (above) to verify that Auto Update is configured correctly.