



## FAQ

### Subscription and Billing Questions

#### What happens when my paid subscription expires?

We will remind you several times prior to your subscription's expiration. If you do not renew your paid subscription, our current policy is to keep your data for thirty days, giving you time to change your mind. However, after expiration, your subscription must be renewed before you can recover your data.

#### What happens when my trial subscription expires?

We will remind you several times prior to your trial's expiration. If you decide not to purchase Carbonite, our current policy is to keep your data for fifteen days, giving you time to change your mind. However, after expiration, you must purchase a subscription before you can recover your data. (If you uninstall Carbonite during your free trial and do not reinstall, your backup will automatically be deleted 7 days later.)

#### How long will you store my backed up data?

If you are a Carbonite customer, we will continue to store your data until one month after your subscription expires, even if your computer doesn't check in with the Carbonite servers for an extended period of time. (After your subscription expires, you will need to renew your subscription to access your backup.)

If you are a trial user of Carbonite, your backup will be deleted from our servers if your computer does not contact Carbonite's servers for more than a month, or if you uninstall Carbonite and do not reinstall within 7 days. If you do not upgrade to a paid subscription at the end of your free trial, your backup will be deleted two weeks after your trial expires.

#### How can I transfer my subscription to a new PC?

You can switch your Carbonite subscription to a new PC as follows:

1. Uninstall Carbonite (using Add/Remove Programs from Control Panel) from the current PC that Carbonite is installed on.
2. [Log into your account](#) from your new PC (the PC to which you would like to transfer your subscription)
3. Click the My Protected Computers tab
4. If you want to transfer your subscription without restoring any files, click the **Transfer** button. To transfer your subscription and restore files to your new computer, click the **Restore** button.
5. Follow the instructions to download and install Carbonite

#### How do I change my password?

[Log into your account](#) and click the 'Change your password' link on the Account Information tab to change your password.

## How do I change my email address?

[Log into your account](#) and click the 'Change your email' link that appears next to your email address on the Account Information tab. You'll be asked to enter your new email address and current Carbonite password.

## How do I change security info or alternate email address?

[Log into your account](#) and click the 'Update Security Information' button that appears at the bottom of the Account Information tab. From here you can change the name on your account, your zip code, the answers to your security questions, your birth year and your alternate email address.

## I need my serial number to reset my password. What do I do?

If you forgot your password and do not have access to your serial number, we'll need to verify your account for security purposes.

Please provide:

- 1) The last 4 digits of the credit card you used to purchase Carbonite,
- 2) The name of the computer Carbonite was installed on, and
- 3) Your billing address.

Please [use this form to contact customer support](#) and make sure to enter the information requested above.

After we receive this information and verify that it matches our records, we will send you an email containing a link to reset your password.

(Note: If Carbonite is installed on your computer and functioning properly, you can [follow these instructions to find your serial number](#).)

## Can I install Carbonite on more than one computer?

Yes. You can add as many computers to your account as you'd like. You'll need to purchase one Carbonite subscription for each PC you'd like to protect with Carbonite.

To install a free 15-day trial on an additional computer:

1. [Log in to your Carbonite account](#) from the PC that you would like to add to your account.
2. Click the 'My Protected Computers' tab, then click the 'Install 15-day trial' button. Follow the instructions to install Carbonite on your computer.

To purchase a subscription for an additional computer:

1. [Log in to your Carbonite account](#) from the PC that you would like to add to your account.
2. Click the button that says 'Purchase Now - Protect additional PCs with Carbonite'.

After you've purchased a subscription, you'll be prompted to activate it by applying it to a computer. Click the 'Activate Software' button, then click 'Install on this computer', and follow the instructions to install Carbonite on your new PC.

## How do I find my serial number?

If Carbonite is installed and functioning correctly on your PC, you can locate your serial number as follows:

1. Double-click on the Carbonite Lock Icon in your system tray to open the Carbonite InfoCenter
2. Click on the 'About' tab
3. Your serial number is located in the 'Registration Information' section of the About tab

If you need to reset your password and cannot access your serial number, please [view this topic for instructions](#).

## Do trials back up music and video files?

During your free trial, audio (such as MP3s and iTunes music) and video files are not backed up by default.

If you want to test backing up an audio or video file during your free trial, you can right click on any audio or video file and manually add it to your backup. (Simply right-click the file and select 'Back this up' from the Carbonite menu.)

When you pay for your subscription, your music / audio files will be added to your backup automatically. Video files will not be added automatically, but you can add as many video files to your backup as you'd like. You can backup a folder full of videos by right-clicking on it and selecting 'Back up video files in this folder'.

## What happens if I uninstall Carbonite?

If you uninstall your free trial of Carbonite, your backup will be deleted after 7 days.

If you uninstall a paid subscription to Carbonite, we'll keep your backup on file for the full length of your paid subscription.

## How do I change my credit card on file?

To change your credit card that you have on file for recurring billing, please follow these steps:

- 1) [Log into your account](#)
- 2) Click on the 'Billing Information' tab
- 3) Click on the 'Update Payment Method' link
- 4) Select the 'Enter new Credit Card' link and complete the details

# Installing and Upgrading

## How do I uninstall Carbonite?

### Windows XP:

Go to 'My Computer' and click on 'Control Panel', (or select 'Control Panel' from your Windows Start menu.)

Select 'Add or Remove Programs'. Scroll down the list until you see Carbonite Backup, select it and click on Remove.

### Windows Vista:

Select 'Control Panel' from the Windows Start menu. Click 'Uninstall a Program'. Scroll down the list until you see Carbonite Backup, right-click on it and select 'Uninstall'.

## How do I upgrade my trial to a paid subscription?

The simplest way to upgrade your trial is to open the Carbonite Infocenter (double-click the lock icon in your system tray) and click the 'Buy Now' button.

You can also purchase a subscription by visiting Carbonite's homepage at [www.carbonite.com](http://www.carbonite.com) and clicking on the 'Buy' tab at the top of the page.

If you have purchased a subscription, but your Carbonite software still says you're running a trial, please [see this FAQ for assistance](#).

## How do I reinstall Carbonite?

To reinstall Carbonite:

- 1) [Log into your Carbonite account](#)
- 2) Click on the 'My Protected Computers' tab
- 3) Click the 'Reinstall' button -- if you have more than one PC on your Carbonite account, you'll be asked to choose which computer's account you want to reinstall.
- 4) Follow the instructions to download and reinstall Carbonite

## How can I tell if Carbonite is installed on my PC?

Look for the [Carbonite lock icon](#) in your system tray (at the bottom right-hand corner of your screen). The lock icon indicates that Carbonite is installed and running on your computer. If you don't see the lock icon, it may be hidden. Click the arrow (<) to display hidden system tray icons.

If you still don't see the lock icon, click on the Windows Start menu and select Programs > Carbonite > Carbonite InfoCenter to start Carbonite.

If there is no Carbonite entry in your Programs menu, Carbonite is not installed on your computer.

## Privacy, Security and Performance

### Is Carbonite HIPAA compliant?

Carbonite can be used to meet HIPAA compliance requirements. However, there are no HIPAA regulations or certifications governing Application Service Providers, so we can't get a certification to that effect. (Nor can any software company.)

For more detail on this topic, consider reading this article:

<http://www.hipaadvisory.com/action/Compliance/compliant.htm>

### Will I get spam? What about Spyware / Adware / Malware?

The short answer is: absolutely not. See our [No Spam, No Spyware notice and Privacy Policy](#) which provide further details.

### Where is my data stored?

Carbonite's Massachusetts datacenter is located in state-of-the-art facilities (with carefully temperature-controlled rooms, backup generators, restricted personnel access, and other features to protect the security and integrity of your data.) As Carbonite expands, we'll add additional data centers across the country.

Your files are always available for you online should you need to restore them. Just go to <http://www.carbonite.com> and click on the Restore tab to login and retrieve your data.

### If Carbonite is always on, won't it slow down my computer?

No. Carbonite has been designed to operate in the background so as not to slow down your PC or Internet connection while you are actively using your computer.

If you touch your mouse or keyboard, Carbonite automatically slows down until you've been idle for a few minutes. It's very unlikely that you will ever notice any change at all in the way your computer performs while using Carbonite.

### **Does Carbonite adhere to the Safe Harbor data principles?**

Yes, Carbonite adheres to the European Safe Harbor principles. For details, please see our [privacy policy](#) and [Safe Harbor privacy policy](#).

You can also [verify Carbonite's Safe Harbor compliance status here](#).

### **Can I delete a file from the backup server?**

Yes, just right-click on the file and select 'Do not back up' from the Carbonite menu. The file will be deleted from Carbonite's servers 72 hours later.

### **What type of encryption does Carbonite use?**

Carbonite uses a combination of Blowfish and DES encryption. Blowfish is a commonly used encryption algorithm that offers very strong data protection with the benefit of low processor overhead (hence your PC is not slowed down by Carbonite's encryption software).

### **Does Carbonite store a copy of my encryption key?**

By default, Carbonite keeps a copy of your encryption key so that you only need to remember your Carbonite password to restore your files to a new PC.

When you first install Carbonite, you can choose to manage your own encryption key; however, we strongly recommend that you allow Carbonite to manage your key for you. ([See this FAQ for more info.](#))

### **Will Carbonite affect Skype, Vonage, or similar services?**

We offer two options to help make sure Carbonite does not interfere with your Internet telephony services:

- Option 1: Double-click on the system tray lock icon to open the Carbonite InfoCenter. On the 'Set Options' screen, check the option 'Set Carbonite's Internet Usage to Low Priority.'
- Option 2: Alternatively, you can pause Carbonite by right-clicking on the system tray lock icon and selecting 'Pause for 24 hours.' Carbonite will remind you to resume your backup if you leave it paused for an extended period of time.

### **How secure is my backed up data?**

Our reputation and business depend on protecting your data, so keeping your data secure is a top priority for the Carbonite team. Carbonite encrypts your files before saving a copy of them to our secure online servers. Your encrypted files are then encrypted again using the same kind of SSL connection that most online merchants use for credit card information. This combination makes our security comparable to what you would get with online banking or online bill-paying services.

Employees of Carbonite cannot see your backed up data; however, by default, Carbonite stores a copy of your encryption key in a secure location so that you can easily log in and retrieve your files from backup whenever you need them.

Starting with Carbonite v3.5, you can elect to manage your own encryption key if you choose to, however we highly recommend that you allow Carbonite to manage your key. ([See this FAQ for more info.](#))

## How fast will my data be backed up?

Your first complete backup will take some time, but once your first backup is complete, updates to your backup usually take only a few minutes and are virtually unnoticeable.

Depending on your Internet connection speed and how long you stay connected to our servers, you should be able to back up between 2 and 3GB per day with Carbonite.

So if you have 3GBs of data on your PC, your initial backup will take about 24 hours. If you have 30GBs of data, your initial backup will take about 10 days. That assumes, however, that you're not using your PC for other work. Carbonite slows way down when you're working on your computer so as not to interfere with your CPU or Internet speed. So if you use your computer 8 hours a day, your backup will go 33% slower.

## Backing up your files

### Which files does Carbonite back up?

Carbonite's Online PC Backup is designed to backup all of the unique and irreplaceable files on your computer -- your text documents, spreadsheets, financial documents, photos, music, etc.

By default, Carbonite does not back up system files, executable files, or temporary files and folders, in order to avoid causing problems in the event that you need to restore all your files to a new computer. Carbonite also does not back up video files by default. However, you can easily back up any file you want to by right-clicking on the file and selecting 'Back this up' from the Carbonite menu.

#### Technical Details

Your Carbonite subscription is associated with a 'backup policy' which determines whether a file is, by default, included or excluded from backup. Online PC Backup backs up all files except for:

1. System files such as .EXE and .DLL files (an exhaustive list of these extensions is available upon request)
2. Files in known system and temporary folders such as the C:/Windows folder
3. Files contained in hidden system folders (a.k.a super-hidden folders)
4. Files which are over 4GB in size (however, you can add large files to your backup explicitly by right-clicking on them and selecting 'Back this up')
5. Video files (but you can add video files to your backup by right-clicking on them and selecting 'Back this up', or right-clicking on a folder and selecting 'Back up Video files in this folder')
6. Files on non-permanent disk drives (e.g., network and removable USB drives)

In other Carbonite products, only certain file types are backed up. All other components of the policy described above apply.

### How much data can I store on Carbonite?

As much as you have on your computer. Carbonite will back up all the supported files on your hard drive whether you have 1GB, 10GB or more. As a practical matter, the speed of today's DSL and cable Internet services will make it very slow to back up more than, say, a few dozen GB of data.

### What if I have files that I do NOT want backed up?

If you have files or folders that you do not want backed up by Carbonite, you can exclude them from your backup.

Right click on the file or folder icon. You will see a Carbonite sub-menu among the list of usual selections. Simply select Carbonite and the option that says 'Don't back this up'. If you later decide you want that file or folder backed up, do the same thing, this time the option will say 'Back this up'.

## How can I see the status of my backed up files?

There are three ways to determine the status of files in your backup:

1. All files that are backed up (or queued for backup) are marked with colored dots. Green means the file is backed up; yellow means the file is queued for backup. No dot means 'not selected for backup'.
2. Just right click on any file or folder and select the Carbonite menu to see its detailed backup status; its backup status will be listed in gray at the top of the menu.
3. You can see the status of all the files in your backup by browsing the Carbonite Backup Drive. Double-click on the Carbonite Backup Drive icon on your desktop, or open the drive from your My Computer directory. In the folder called 'Backed up files', you'll see all the files and folders in your backup, organized just as they are on your computer.

## Can I schedule my backup?

Carbonite is designed to back up all your files completely automatically in the background as you use your computer, but if you'd prefer to schedule regular backup times, it's easy to do. Simply double-click on the Carbonite lock icon in the system tray to open the Carbonite InfoCenter, then click the 'Set Options' button. Click the 'Backup Schedule' tab to set up your backup schedule.

## Can I exclude certain file types from my backup?

Yes. If you right-click on any file and select 'Don't back up this type of file,' all files with the same file extension will be excluded from your backup.

Note that even if you have excluded files in this manner, you can still add any individual file to your backup, regardless of its extension. So, for example, if you have excluded .mp3 files from your backup, you can still right click on a particular .mp3 file and select 'Back this up' from the Carbonite menu to add it to your backup.

## If a file is excluded by default, can it be backed up?

Yes, you can use Carbonite Online Backup to back up any file, regardless of type. If a file is excluded by default, you may right-click on it and select 'Back this up' from the Carbonite menu.

You can also right-click on any excluded file and select 'Back up files of this type (in folders selected for backup) to include all files with that extension in your backup, as long as the files are stored in folders that are included in your backup.

If you're using a version of Carbonite that only backs up a limited number of file types, such as Microsoft Money Backup, you won't be able to include files that aren't covered by your backup policy.

## How many versions of a file does Carbonite keep?

Starting with version 3.5, Carbonite will keep up to 3 months worth of old versions of the files in your backup. For example, if you edit a document daily over the course of three months, Carbonite will save one version for each of the previous 7 days, one version for each of the prior 3 weeks, and one version for each of the prior 2 months.

To restore an old version of any file, simply right-click on the file in Windows Explorer and select 'Restore previous versions' from the Carbonite menu. (The 'Restore previous versions' option will appear only when Carbonite has previous versions of a file to restore.) To restore an old version of a file you've deleted, locate the file in the Carbonite Backup Drive, then right-click on it and select 'Restore previous versions' or simply select 'Restore' to restore the latest backup version to its original location on your hard drive.

## If I delete a backed up file, what happens?

Carbonite keeps a deleted file in your backup for 30 days from the time of deletion. This allows you to recover a file which has been deleted accidentally. You may check to see what date a deleted file

will be purged using the Carbonite Drive in the Windows 'My Computer' interface.

If you would like to delete a file from your backup more quickly, simply right click on it and select 'Don't back this up' from the Carbonite menu. It will be deleted from your backup in 72 hours.

### **Why doesn't Carbonite back up changed files immediately?**

When Carbonite detects that a file has been modified, it checks to make sure that the file has remained unchanged for 10 minutes before the file is made eligible for backup. (By default, a modified file is backed up only once every 24 hours so that you'll have the opportunity to restore the previous version if necessary.)

So, for example, if you modify a file and save it, Carbonite will wait 10 minutes and then backup the modified file. If you then modify the file again, Carbonite may wait up to 24 hours before backing up the file again. Our policy is that your backup will always be current within 24 hours. You can force an immediate backup, however. Just right click on the file you want to back up and select 'Back up as soon as possible' from the Carbonite menu.

### **How does Carbonite decide which files to back up first?**

Carbonite decides when a file will be backed up based on its size and content type. Content priority is defined as follows:

1. Documents
2. Images & photos
3. Audio
4. Other

Carbonite backs up smaller files before larger ones. In this way, Carbonite attempts to make sure that your most important files are backed up first.

If you have an important file that needs to be backed up immediately, you can override this policy. Simply right click on the file and select 'Back this up as soon as possible' from the Carbonite menu.

### **Why doesn't the color of the status dots change immediately?**

When you change the backup status of a file or folder (i.e., change from 'back this up' to 'don't back this up' or vice versa), Carbonite must analyze your directory tree structure to determine if dots on parent folders need to change colors.

Carbonite runs in very low CPU-usage mode so that it never slows down other applications you may be running. So it may take a few minutes for it to analyze your directory structure and change the necessary dot colors. This also applies to creating new files or modifying existing files.

### **Are there any limitations on how much data can be backed up?**

No. No matter how much data you have on your PC, we'll back it up.

### **What steps does Carbonite take to protect my backup?**

Carbonite stores redundant copies of your encrypted files on multiple disk drives using RAID (Redundant Array of Independent Disks).

Carbonite also checks the contents of your backup regularly to make sure that the copies in your backup still agree with the files on your computer.

### **Does Carbonite back up external, networked or USB drives?**

No. The current version of Carbonite backs up only the files that reside on permanent hard drives on your PC.

Check back soon for a Carbonite service plan that will allow you to back up your external drives.

## Does Carbonite back up my email by default?

If you chose the recommended default option, 'Automatically back up My Documents and Desktop', when you first installed Carbonite, then your email will be backed up by default.

However, if you selected 'I'll manually select what to back up later', you will need to select your email data file for backup. Below are two sets of steps, entitled [The Easy Way](#) and [The Hard Way](#).

Why include a hard way? Well, the easy way tells Carbonite to back up more than just your e-mail files - it also includes a number of other files, such as your Windows Desktop, your 'My Documents' folder, and your Internet Explorer favorites. Some folks may want to be more specific about what they do and don't back up, and there's nothing wrong with that. The 'hard way' instructions also give you an opportunity to look at the e-mail files themselves to make sure they have the Carbonite colored dots on them. We included the 'hard way' steps for the folks that want that level of control and detail.

For everyone else, the 'easy way' will get the job done just fine, and in a lot less time. In either case, let us know if you need additional assistance.

### [The Easy Way](#)

1. Open My Computer and double-click the icon for your C: drive.
2. Right-click the folder entitled 'Documents and Settings' and select 'Back this up' from the Carbonite context menu. (If the only option you see is 'Don't back this up', Carbonite was already set to back up that folder.)

There, you're done! See? Easy!

### [The Hard Way](#)

Microsoft Outlook data files are typically stored in `C:\\Documents and Settings\\{your\_user\_name}\\Local Settings\\Application Data\\Microsoft\\Outlook\\`

Microsoft Outlook Express stores your address book in one location and your e-mail files in another:

- Typically, your address book is stored in `C:\\Documents and Settings\\{your\_user\_name}\\Application Data\\Microsoft\\Address Book\\`.
- Your e-mail files are typically stored in `C:\\Documents and Settings\\{your\_user\_name}\\Local Settings\\Application Data\\Identities\\{long\_alphanumeric\_code}\\Microsoft\\Outlook Express\\`.

Please note the following:

- [{your\\_user\\_name}](#) will obviously vary. If you don't see your own name, your files are most likely in a generically-named folder, such as 'Owner' or 'User'.
- [{long\\_alphanumeric\\_code}](#) is a unique code created by windows, and looks like `{59EDCB00-A3F6-4ADA-AAF9-FA4F98ED219A}`.
- Windows hides some of the folders in the `\\Documents and Settings\\` folder. If you do not see the *Application Data and Local Settings* folders, follow the steps below:
  1. Within the Documents and Settings window, select Tools; Folder Options.
  2. Switch to the View tab.
  3. Within the Advanced Settings box, select Show hidden files and folders.
  4. Click the OK button. You should now see the hidden folders, including the Application Data and Local Settings folders.

Browse to the folder that contains your mail files using the information above. If you see that the files already have colored dots on their icons, Carbonite is already set up to include your mail files in your backup. If the files do not have colored dots, right-click each file and select 'Back this up' from the Carbonite context menu.

## What does backup pending mean?

After Carbonite has scanned your computer and found files to back up, your backup state will change to 'Backup Pending'.

Once Carbonite begins to update your backup, the status screen will display the name of the file that is currently being backed up.

## Does Carbonite back up Quickbooks?

Carbonite backs up the data for the current versions of Quicken and Quickbooks by default. (Some earlier versions of Quicken and Quickbooks store their data in the program folder instead of your user documents folder.)

If you selected to choose which files to backup when you first installed Carbonite or are running an old version of Quicken or Quickbooks, you will need to select your Quicken data files for backup. Below are two sets of steps, entitled [The Easy Way](#) and [The Hard Way](#).

### The Easy Way

Open My Computer and double-click the icon for your C: drive. Right-click the folder entitled 'Documents and Settings' and select 'Back this up' from the Carbonite context menu. (If the only option you see is 'Don't back this up', Carbonite was already set to back up that folder.)

### The Hard Way

Quicken data files are typically stored in either C:\\Documents and Settings\\<your>\\My Documents\\Quicken\\ or C:\\Program Files\\Quicken\\. (<your> will obviously vary. If you don't see your own name, your files are most likely in something generic, such as 'Owner' or 'User'.)

Quickbooks data files are typically stored in either C:\\Documents and Settings\\All Users\\(Shared) Documents\\Intuit\\Quickbooks\\Company Files or C:\\Program Files\\Intuit\\Quickbooks

Browse to the folder that contains your files using the information above.

If you see that the files already have colored dots on their icons, Carbonite is already set up to include your Quicken files in your backup. If the files do not have colored dots, right-click the folder and select Back this up from the Carbonite context menu.

## Can I turn off my PC during a backup?

Yes, it is safe to shut down your computer before your backup is complete. The next time you turn on your computer, your backup will resume from where it left off.

## How do I start a backup right away?

Normally, Carbonite works in the background to update the files in your backup whenever your computer is idle. However, if you need Carbonite to update your backup immediately, click 'Back up ASAP' on the View Status tab. All new and changed files will be uploaded to your backup immediately. (Note that the 'Back up ASAP' option is only available after your first backup is complete.)

## Restoring your files

### How do I recover lost data?

To recover a portion of your data, just click on the 'Carbonite Backup Drive' icon found in the 'My Computer' directory. (Note that the 'Carbonite Backup Drive' was referred to as the 'Carbonite Drive' in previous versions of Carbonite.)

The 'Backed up files' folder in the Carbonite Backup Drive contains a mirror image of all the backed up files/folders on your PC. You can just select the file, group of files, or folders that you want restored, then right click on them and select 'Restore'.

If you've had a disk crash or you've had to replace your whole PC, just go to the Carbonite website from your new or repaired PC and click the 'Restore' tab. Once you login, you'll be able to completely restore all of your backed up data.

### **How long does it take to restore files?**

Recovering small amounts of data (a few files here or there) will probably take only seconds or minutes. Restoring all of your data will take longer and depends on how much data you have and the speed of your Internet connection. Most DSL services will allow you to download about 600-800 MB per hour, or roughly 14-18GB per day. For an average user, complete data restoration is likely to take at most a day or two.

### **What happens if I delete a file from my PC?**

We currently keep deleted files in your backup for one month. After that, we'll purge any files that are no longer on your PC.

If you want us to remove a backed up file from our server sooner, just right-click on it and select 'Don't back this up' from the Carbonite menu. Carbonite will delete the file from your backup after 72 hours (we wait a few days in case you change your mind).

If you'd like to restore a recently-deleted file, just open the My Computer directory and double click on the blue lock icon to open the Carbonite Backup Drive.

The Carbonite Backup Drive contains a mirror-image of the backed up folder structure on your PC, including files that were deleted within the past 30 days. Just right-click on the file you accidentally deleted and select Restore; your file will be restored to its original location in anywhere from a few seconds to a few minutes.

### **How do I restore a file or a folder?**

Click on My Computer to access the Carbonite Backup Drive. The 'Backed Up Files' folder in the Carbonite Backup Drive contains a mirror image of all your backed up folders and files as well as files you have deleted during the past 30 days.

Find the file(s) or folder that you'd like to restore. Right-click on a file or folder and select 'Restore' to restore it to its original location or 'Restore To...' to restore it to a new location. You can also click 'Restore previous versions' to restore an earlier version of the missing file.

If your computer crashed and you need to restore files to a new PC, go to [www.carbonite.com](http://www.carbonite.com) and click the Restore tab to log in to your account and restore your files.

### **How do I restore all my files?**

If you need to restore everything in your backup to a new or repaired computer, [click here](#).

We'll help you restore all of your files to your new computer with just a few clicks.

### **How do I tell if my Restore has completed?**

When your restore finishes, you'll see a pop-up message above the Carbonite lock icon in your system tray.

To check on the progress of the files you've selected to restore, open the Carbonite InfoCenter and click on the Restore Status tab. This tab will show you what percentage of your selected files have been restored so far, and which file is currently being restored. Click on the 'View File Recovery Log'

link, then open the 'Completed' folder to see which files have already been successfully restored, or open the 'Pending' folder to see which files are still queued for restore.

### To restore files now...

Click the [Restore tab](#) and follow the instructions to recover your files.

### I need to restore certain files right away. How do I do this

You can set the priority of files selected for restore. Open the Carbonite InfoCenter and click on the Restore Files tab, then click 'View Recovery Log'. Open the 'Pending' folder, and right click on any file to change its restore priority by selecting 'High Priority (Restore Sooner)' or 'Low Priority (Restore Later)'; or, select 'Cancel restore' to stop restoring the file.

### Can I cancel a restore that's in progress?

Open the Carbonite InfoCenter and click on the Restore Status tab. If you've selected files to restore, you'll see a button that says 'Cancel Restore in Progress'. Click it to cancel all files queued for restore.

To cancel restoring a single file (or a few files), open the Carbonite InfoCenter and click on the Restore Files tab, then click 'View Recovery Log'. Open the 'Pending' folder, right click on the file (or files) you wish to remove from the restore queue and select 'Cancel restore'.

## General Questions / Other

### What is Carbonite and who is it for?

Carbonite is Backup Made Simple™ a simple, safe online backup service for casual home PC users, students, home office users, road warriors, etc. For less than five dollars a month, Carbonite will backup all the data on your PC (digital photos, music, office documents, and other valuable data) whenever your PC is connected to the Internet.

Carbonite is very easy to setup and use, requiring little or no ongoing user involvement. Our service is always on and continuously protecting data on your PC whenever it is connected to the Internet.

### What is the likelihood of catastrophic data loss?

If you haven't already had a disk crash or some other catastrophic data loss, consider yourself in the lucky minority! Surveys show that nearly 2/3 of PC users have experienced some form of catastrophic data loss. Statistically, you have about a 1 in 12 chance of having your hard drive crash in any given year, about a 1 in 10 chance of having your laptop stolen, and about a 1 in 3 chance of serious data loss through your own errors.

By the way, the going price for recovering data from a crashed hard disk is \$750 to \$1000. Is it really worth risking your irreplaceable digital photos, important documents and other data when you can buy protection for just a few dollars a month?

### Why choose Carbonite instead of other backup methods?

There are four important considerations when deciding how to backup your data:

**Time & Hassle** -- If you have to think about backups, you probably won't ever get around to doing them. That's why only 2% of home PCs are backed up regularly. With Carbonite, you [download our software](#), set and forget.

**Cost** -- If you backed up your PC daily to CDs, you'd go through hundreds of dollars worth of CDs a year. Outboard hard drives cost \$150 and up. Traditional online backup services cost at least \$100 per year and offer only limited capacity. Carbonite offers unlimited storage capacity for just a few dollars per month.

**Peace of Mind** -- Are all of the data you care about protected from theft, fire, flood, and other natural disasters? With Carbonite, you know for sure that data you've lost can be recovered. And because Carbonite is always on, continuously detecting new data and changes to existing files on your PC, you never have to worry.

**Security** -- With Carbonite, nothing leaves your PC unless it is encrypted twice - once with your encryption key and again as it travels over the Internet. When you register, you create a user ID and password and only you will be able to unlock the encrypted files stored by Carbonite. You can also rest assured that Carbonite won't share any information about you or your data with advertisers or other third parties.

A note on CD backups: some people wrongly assume that backing up files to CD offers a permanent solution. However, the nature of chemicals used to manufacture recordable CDs gives them much shorter lifespans than store-bought albums. In fact, even recordable CDs that are stored in dark, temperature-controlled rooms usually won't last longer than a few years!

## How do I know if Carbonite is working properly?

When you install our software, the Carbonite lock icon will appear in your system tray (usually in the lower right hand corner of your Windows screen).

The Carbonite icon will turn green if you're all backed up, yellow if backup is in progress, and red if there is a problem. Double-clicking on the icon will open up the Carbonite InfoCenter which will give you more detailed information.

## What happens when my PC is not connected to the Internet?

Carbonite will continue scanning your PC for new and modified files to be backed up. As soon as Internet access is restored, Carbonite will swing into action. If you are disconnected for a long time, the Carbonite icon will turn red, indicating that you need to restore Internet access as soon as possible to keep your backup up to date.

## Will the backup work through my firewall?

Yes, Carbonite rarely conflicts with firewalls. During installation, your firewall may ask you if you trust Carbonite. Be sure to answer 'yes.'

In some cases, Norton Internet Security firewalls must be configured to work with Carbonite. [Click here for instructions](#). If you need additional assistance, please contact our customer support team.

## Why are there colored dots on my files and folders?

Carbonite puts colored dots on your file and folder icons in Windows Explorer to indicate their backup status.

A green dot on a file or folder means it is backed up and has not been modified since the last backup; its backup copy is up-to-date.

A yellow dot means that the file or folder is awaiting backup either because it is new or has been modified since the last backup.

If a folder's backup is up-to-date, but there are some files in the folder which are not selected for backup, Carbonite will mark it with a 'green donut' -- a green dot with a hole in the middle.

If a file or folder has no dot, it means it will not be backed up. Simply right-click on any file or folder to see a description of its backup status in the Carbonite menu.

## How do I disable / turn off the colored dots?

Carbonite uses colored dots to indicate the backup status of your files and folders. To disable the dots, double click on the Carbonite lock icon in your system tray to open the InfoCenter.

Click the 'Set Options' button, and uncheck the option that says 'Show colored status dots on my files and folders'

If you choose to disable the dots, you can check the backup status of your files by browsing the [Carbonite Backup Drive](#) in your My Computer directory

## Will Carbonite work on my computer?

The current version of Carbonite is designed for Windows XP and Windows Vista. Carbonite supports both the standard 32-bit and 64-bit versions of both XP and Vista. Carbonite will not support older versions of Windows (Windows 98, Windows 2000, and Windows ME).

We're currently hard at work on a Mac version of Carbonite. If you'd like to beta test our Mac product, please send an email to [beta@carbonite.com](mailto:beta@carbonite.com) with the subject MAC BETA and we'll notify you as soon as the beta is ready to download.

## What is Recover Mode?

If you transfer your Carbonite subscription to a new PC or if you replace the hard drive on your old PC, Carbonite will start up in Recover Mode.

Recover Mode essentially freezes your backup so that you can restore your files; it prevents Carbonite from thinking that you have deleted all your files and wish to delete them from your backup. Once you have restored your backed up files to your new/repaired PC, Carbonite automatically exits Recover Mode and begins to back up your new files.

When Carbonite is in Recover Mode, the lock icon in the system tray turns blue with a red cross, and an alert is displayed in the InfoCenter to advise you that backup has been suspended. You may discontinue Recover Mode by de-selecting Recover Mode on the InfoCenter's 'Set Options' tab. You can keep Carbonite in Recover Mode for as long as you need to, but your backup will not be updated while you are in Recover Mode.

## What does the Lower Priority option do?

This option causes Carbonite to slow down its use of the Internet so as not to interfere with other Internet-intensive hardware/software such as VoIP telephony (e.g., Skype and Vonage).

### Technical Details

Carbonite reduces its packet size from 8,000 bytes to 1,400 bytes and sends only one package at a time instead of streaming multiple packets.

## What does the Pause for 24 Hours option do?

If you right-click the Carbonite lock icon in your system tray and select 'Pause for 24 hours' Carbonite will stop all backup operations for 24 hours or until you right-click the lock icon and uncheck the 'Pause for 24 hours' option.

While Carbonite is paused, the lock icon in the system tray will turn gray with a red paused symbol to remind you that Carbonite is paused. To stop Carbonite for long periods of time, select 'Disable Carbonite' instead.

## What does the Disable Carbonite option do?

To stop Carbonite completely and release all associated system resources, such as the Volume Shadow Copy Service (VSS), right click on the Carbonite lock icon in your system tray and select 'Disable Carbonite'.

When Carbonite is disabled, the lock icon in your system tray will turn gray with a red 'X'. You can reenable Carbonite by right-clicking the lock icon again and unchecking the 'Disable Carbonite' option.

You may want to disable Carbonite if you need to use another program that requires the Volume Shadow Copy Service, such as a disk defragmenter, or if you are traveling with your computer for an extended period of time without access to the Internet.

## Does Carbonite work on a Mac?

Not yet. We are currently working on a Mac client for Carbonite.

If you'd like to learn more about Carbonite for the Mac, please consider signing up to become a beta tester. We'll send you an email as soon as the free beta version is ready to download.

To sign up, just send an email to [beta@carbonite.com](mailto:beta@carbonite.com).

## Will Carbonite work through a proxy server?

Carbonite does not work with proxy servers at this time.

## Where do I find the Carbonite Backup Drive?

If you don't see the blue Carbonite Backup Drive lock icon on your Desktop, you can access the backup drive from the 'My Computer' directory.

Click the Windows Start menu, then click on 'My Computer' to open the directory. (Note: 'My Computer' is called 'Computer' in Windows Vista.)

Double-click the blue lock icon to open the Carbonite Backup Drive.

## What do the different lock icons in the system tray mean?

Carbonite displays a lock icon in your system tray to show you the status of your backup at a glance.



A green lock icon means your backup is up-to-date (e.g., all the files in your backup have been updated within the last 24 hours)



A yellow lock icon indicates that some of your files have not been backed up within the past 24 hours.

When you install Carbonite for the first time, the lock icon will be yellow. It will turn green after your first backup is complete.

Whenever you see a yellow lock icon, it's best to leave your computer turned on and connected to the Internet until the lock icon turns green, indicating that your backup is up-to-date.



A red lock icon indicates that there's some sort of a problem with your backup that requires your attention. Click on the lock icon to view the alert message and instructions.



A yellow or green icon with a down arrow on it indicates that you've put Carbonite in [Lower Priority mode](#).



A gray lock icon indicates that you have [paused](#) or [disabled](#) Carbonite.



A blue lock icon with a red cross in the middle indicates that Carbonite is in [Recover Mode](#).

## What does the 'Back up ASAP' option do?

Carbonite works automatically in the background to keep your backup up-to-date without interfering with your computer's performance. However, if you need to update your backup right away, you can select 'Back up ASAP' on the View Status tab. When you select Back up ASAP, any new and changed files will be uploaded to your backup immediately. (Note that this option is only available after your initial backup is complete.)

# Troubleshooting

## What kind of help can I get?

Carbonite is designed to be extremely easy to use, requiring little or no ongoing involvement on your part. However, there are two times when you might need technical support from Carbonite:

1. When you're installing Carbonite for the first time.
2. When you need help recovering your data.

You can get help for most problems simply by browsing or searching the support section of this web site.

If you can't find the answer to your question in the support section of our website, [submit a support request](#) and one of our tech support specialists will get back to you via email by the end of the next business day. So please be sure your spam filter allows emails from the carbonite.com domain.

You may call our toll-free Customer Support Center at 1-877-665-4466 weekdays between 9am and 5pm EST. International callers may call 1-617-587-1100 to reach a support representative during these hours.

If you require telephone assistance outside these hours, please include your phone number, time zone and best times to call in your [support request](#), and we will try to call you at your convenience.

## What does it mean if the Carbonite lock icon is red/yellow?

The Carbonite lock icon in the system tray turns different colors to indicate the backup state of your computer.

A green icon indicates that your backup is operating normally and that all files have been backed up within the last 24 hours.

A yellow icon indicates that your backup is behind schedule (your files are more than 24 hours overdue for backup). When you first install Carbonite, the lock icon will remain yellow until your first backup is complete.

A red icon indicates that something is preventing Carbonite from operating normally. Double-click on the lock icon to check for error messages, and if necessary, contact customer support for help.

[Click here to learn more about the different lock icons that appear in the system tray.](#)

## My first backup is taking a long time. Is something wrong?

No. It is normal for your first backup to take anywhere from a few days to a few weeks, depending on how much data you have to back up.

With a home DSL or Cable connection you can back up about **2.5 GB per (24-hour) day**. That's because Cable and DSL connections transmit data (e.g., upload your backup to Carbonite) much more slowly than they receive data (e.g., download pages from a website). Future backups will happen very quickly since, after your first backup is done uploading, Carbonite will only transmit new and modified files to keep your backup up to date.

Note that Carbonite works at top speed when your computer is idle and intentionally limits its Internet connection usage while you're actively using your computer in order to avoid slowing you down. **In order to finish your first backup as quickly as possible, we strongly recommend that you leave your computer on overnight until your first backup is complete.**

## **I bought a subscription, why hasn't my trial upgraded?**

You'll need to activate your paid subscription by doing the following:

1. Log in to [www.carbonite.com/manage](http://www.carbonite.com/manage)
2. Click on the Subscription Information tab
3. You should see an available activation code under the heading 'Subscriptions ready to be installed on your PC'. Click on the 'Apply' button next to the available subscription.
4. Follow the instructions on the next page to apply the subscription you purchased to the appropriate computer. (You'll have the option of applying your subscription to any of the computers on your Carbonite account. You can also install Carbonite on the computer you are currently using.)

## **Carbonite says it's waiting for an Internet connection**

If you're able to access the Internet (e.g., you can visit web pages and check your email), but Carbonite says it's "waiting for an Internet connection", try rebooting your computer.

If you're not able to access the Internet, you'll need to repair your Internet connection before you can use Carbonite. For problems with your Internet connection, contact your Internet Service Provider (ISP).

If you're receiving this message and the Carbonite lock icon in your system tray is red, your subscription may have expired. Check the expiration date of your subscription by double clicking on the lock icon, then purchase or renew your subscription to resume your backup.

## **Carbonite isn't backing up my USB drive / external drive**

The current version of Carbonite doesn't back up USB drives, external hard drives or networked drives -- Carbonite backs up only the files that reside on drives permanently attached to your PC.

## **Which ports does Carbonite use?**

Carbonite uses ports 25 (SMTP), 53 (DNS), 80 (HTTP) and 443 (SSL).

## **Carbonite is interfering with another program**

Carbonite may interfere with the operation of other programs that use the Volume Shadow Service (VSS), such as disk defragmenters.

Right-click on the Carbonite lock icon in your system tray and select "Disable Carbonite". This will immediately free up the Volume Shadow Copy Service for use by another program. When you're finished with the other program, make sure to right-click on the Carbonite lock icon again and select "Resume Backup".

## **Carbonite isn't working with Norton Internet Security**

Follow these steps to configure Norton Internet Security to work with Carbonite:

### **Step 1**

Open your Norton Internet Security 'Status and Settings' control panel, and click the 'Configure' button in the bottom right-hand corner of the window.



## Step 2

Click on the Programs tab. Look at the list of programs under 'Manual Program Control'. The programs 'Carbonite client service' and 'Carbonite Setup' may already be listed.

If you do not see any Carbonite programs listed, [click here for further instructions](#).

If the Internet Access status of either Carbonite program is shown as 'Custom', click on that status and change it to 'Permit All'. Make sure to change the status of all Carbonite programs to 'Permit All'.

## Step 3

In most cases, the steps described above will stop Norton Internet Security from issuing security warnings about Carbonite. However, in some cases an additional step is required.

If you still receive error messages or security warnings after following the instructions above, [please follow these additional troubleshooting steps](#).

## Help, Carbonite is locking up my computer!

If Carbonite causes your computer to freeze, hang or lock up (i.e., Carbonite's CPU utilization increases dramatically), you may have bad sectors on your hard drive.

You can determine whether or not you have bad sectors on your hard disk (and if so, repair them) by running a built-in Windows utility called Chkdsk.

Click on the Windows start menu and select 'Run'. (To open the Run menu in Windows Vista, select Start -> All Programs -> Accessories -> Run)

In the box labeled 'Open', type chkdsk and hit Enter. A command window will open and the Chkdsk program will scan your drive for errors. If you type chkdsk /F into the Open box, chkdsk will attempt to repair any errors it finds on your disk.

If you're not comfortable using this utility yourself, ask an administrator (or local computer expert) for help.

## Help, my Carbonite lock icon disappeared!

There are a few things that can cause your Carbonite lock icon to disappear from your system tray:

- 1) The lock icon may be automatically hidden by your system tray. Click the arrow to the left of the system tray to expand the tray to show hidden icons.
- 2) Carbonite may not be running for some reason. Click on the Windows start menu and select All Programs -> Carbonite -> Carbonite InfoCenter to launch Carbonite.
- 3) Another program may be interfering with the operation of Carbonite. One-time use credit card programs from Orbiscom (including CitiVan, MBNA ShopSafe and Discover Deskshop) are known to interfere with the operation of Carbonite.

Disable these programs when you're not actively using them by right clicking on the CitiVan / ShopSafe / Deskshop icon in your system tray and selecting "Exit". Then restart Carbonite by launching it from your Start menu as described above.

## Can't connect to server, 'Security Certificate has expired'

If upon installing or reinstalling you get a window that says 'Security Certificate has Expired' check the system clock. This message would appear if the system clock is not set to the current time.

## Help, Carbonite is slowing down my computer!

If Carbonite is causing your computer to slow down, try disabling the Carbonite status dots; Double-click on the Carbonite lock icon menu to open the InfoCenter, then click 'Set Options...'. Uncheck the option that says 'Show colored status dots on my files and folders'.

If your computer is freezing or locking up completely, please [click here for more troubleshooting options.](#)

## Is my backup stuck?

Carbonite backs up your files from smallest to largest. Once your backup is almost complete, you may notice that the status indicator stays at the same level for long periods of time.

This usually happens because Carbonite is in the middle of backing up a large file, and it does not increment the 'percent complete' indicator until the large file is completely backed up. So, for example, if you have 10GB of files in total, and the last file Carbonite needs to back up is 1GB in size, your backup status will hover at 90% until the 1GB file has been successfully backed up to our servers. Then your backup status will jump up to 100%.

Open the Carbonite InfoCenter and check the Status page to see which file is currently being backed up. If you're getting near the end of your first backup and Carbonite is in the middle of backing up a large file, just leave your computer on until the file has been backed up.

If you're **not** nearing the end of your backup, and / or Carbonite appears to be stuck backing up a small file, try rebooting your PC to reestablish your computer's connection to the Carbonite servers.

## Known program compatibility issues

Certain programs are known to interfere with the operation of Carbonite. We are working with the makers of these software products to resolve the compatibility issues.

### Kaspersky Internet Security v7.0

**Symptom:** Carbonite registration fails during installation.

**Workaround:** Place Kaspersky in 'Compatibility Mode', or disable Kaspersky prior to installing Carbonite.

### **CyberSieve 2.4.1**

**Symptom:** Carbonite registration fails during installation.

**Workaround:** Disable CyberSieve prior to installing Carbonite.

### **CitiVan, MBNA ShopSafe and Discover Deskshop (created by Orbiscom)**

**Symptom:** Carbonite Lock Icon disappears from the system tray

**Workaround:** Disable these programs when you're not actively using them by right clicking on the CitiVan / ShopSafe / Deskshop icon in your system tray and selecting 'Exit'.

Next, restart Carbonite from your Start menu by selecting Programs > Carbonite > Carbonite Backup > Carbonite InfoCenter.

### **Carbonite won't install properly if \"CyberSieve\" web watcher is installed.**

CyberSieve 2.4.1 currently blocks Carbonite from installing properly. Please either configure CyberSieve to \"allow\" Carbonite, or temporarily uninstall CyberSieve before installing Carbonite, and then reinstall CyberSieve after Carbonite is installed.