Problems – General guidelines

It is recommended to follow the instructions one stage at a time. Between the stages it is recommended to test if the problem has been solved.
If the backup-process seems to be taking a long time, the problem maybe be the anti-virus programs. These might slow down the backup.

1. Update







2. Download the newest version

Opening OnlineInstaller.exe	Choose "Save File"
You have chosen to open NexeticOnlineInstaller.exe which is a: Binary File from: http://backupdcf.nexetic.com Would you like to save this file?	



Avaa tiedosto - Suojausvaroitus Julkaisijan vahvistaminen ei onnistunut. Haluatko varmasti	Choose "Run" ("Suorita")
suorittaa tämän ohjelman?	
Nimi: NexeticOnlineInstaller(8).exe	
Julkaisija: Tuntematon julkaisija	
Tyyppi: Sovellus	
Mistä: C:\Documents and Settings\asus\Omat tiedostot\D	
Suorita Peruuta	
🗹 Kysy aina ennen tämän tiedoston avaamista	
Tällä tiedostolla ei ole kelvollista digitaalista allekirjoitusta, joka vahvistaisi sen julkaisijan. Suorita vain sellaisia ohjelmia, joiden julkaisijaan luotat. <u>Suoritettavien ohjelmien valitseminen</u>	



Choose the language to be used during the installation. When you've chosen a language press OK. ٦

Setup			If the program is running on your computer you will get a
	Setup has detected that Nexetic Online is currently running. Please close all instances of it now, then click OK to continue, or Cancel to exit.	exit.	notification telling you to end the program in use.
	OK Peruuta		



Open the program by clicking on the Online backup logo or click at the logo once with the right mouse button. Choose "Shutdown" from the menu.

Setup - Nexetic Online		Choose "Next"
Online	Welcome to the Online Setup Wizard	
	This will install Online (1.1.0.0) on your computer. It is recommended that you close all other applications before continuing. Click Next to continue, or Cancel to exit Setup.	
	Next > Cancel	





It is also recommended to check that the program has been added to the computers firewalls exceptions. If it has not been added it is good to add the program to the exceptions.

If none of the guidelines mentioned above helps, contact support.