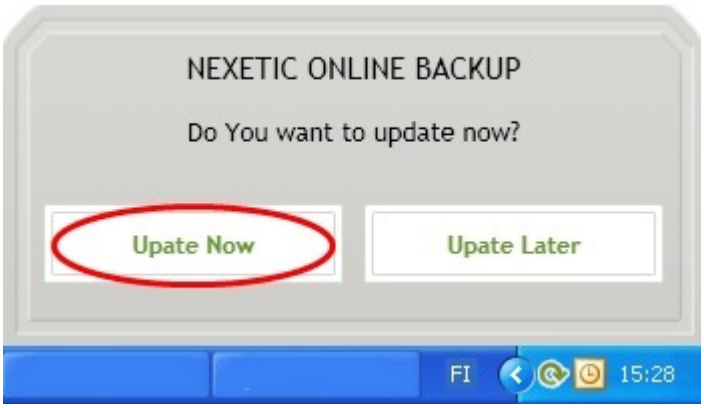
Problems – General guidelines

	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.

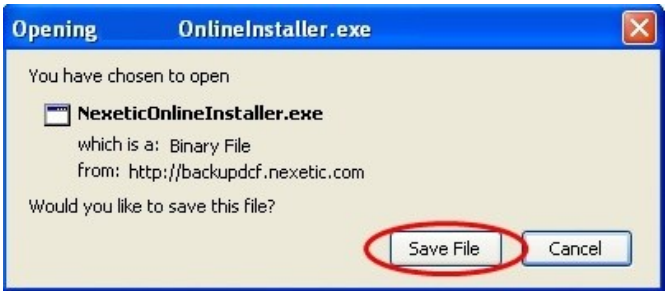
1. Update

	If the program does not offer the update option you can download it from www.nexetic.com

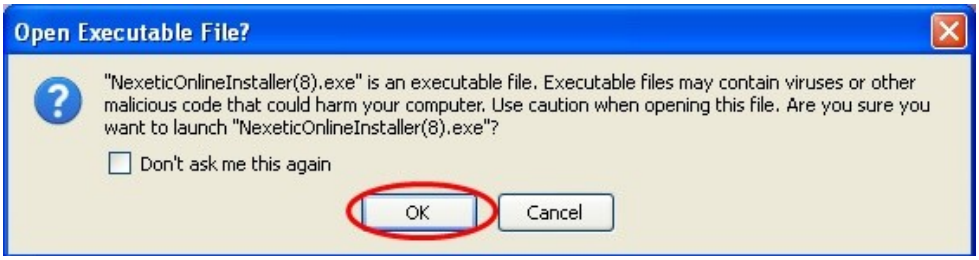
	The program will alarm about the need of update with an orange shield.

	Choose “Update now” when the update notification appears. If choosing “Update later” the program will remind you of the update every time it is turned on until the update has been done.

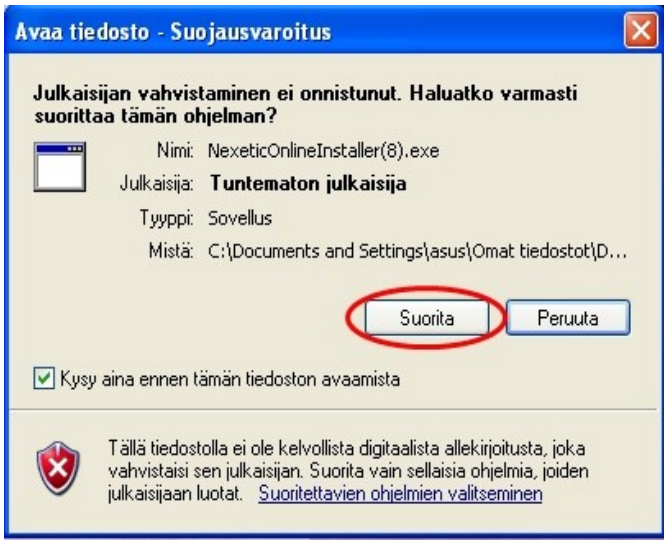
2. Download the newest version



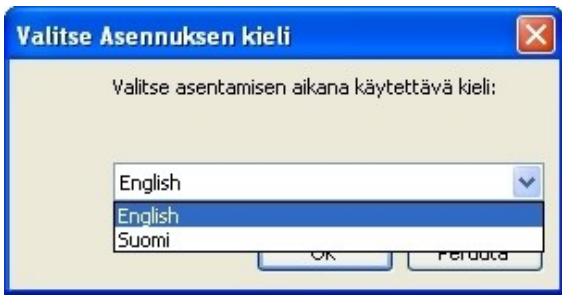
Choose “Save File”



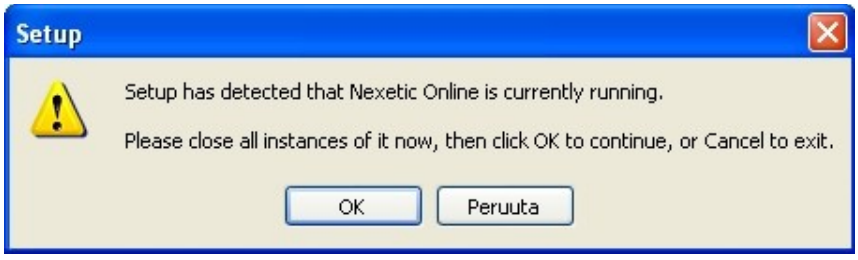
The question appears because the file is in .exe form.



Choose “Run” (”Suorita”)

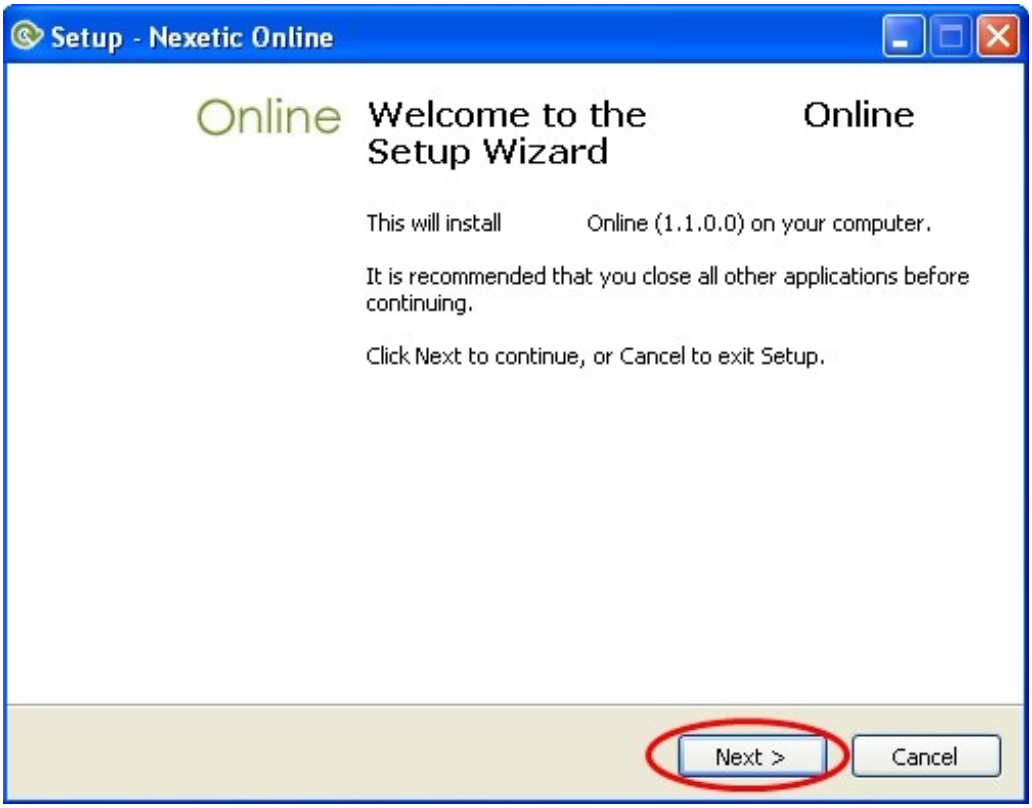


Choose the language to be used during the installation.
When you’ve chosen a language press OK.



If the program is running on your computer you will get a notification telling you to end the program in use.

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.



Choose “Next”

Choose “Launch” and the program will automatically start when you press “Finish”

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.