



Q: How does the Integrity online backup service work?

A. After you sign up for the Integrity online backup service you will download and then install the Integrity online backup software onto your computer. Once the Integrity software is installed, it will always remain in your system background. You will create backup sets that contain information on the files or folders that you want to backup and the days and times that you want to back them up. Backups will then occur automatically. When a backup begins, the Integrity backup software will search all of the folders and files that are contained in your backup set. All new files and all files that have changed since the last backup, will be compressed, encrypted and then sent to our remote servers.

You will be able to restore files at any time, by opening the software and selecting which files you want to restore. If you have a system failure, you will have the ability to reinstall the software and then restore all of your files.

Q: How many different versions of the same file can I store?

A. You have the ability to save an unlimited number of versions of the same file. By default, the Integrity online backup software is set up to save 10 versions. The software includes a sophisticated wizard that allows you to manage how old versions are handled, giving you control over your backups and over your storage space.

Q: How do I know if my backups are working?

A. You have the option of receiving an email notification that will be sent to you automatically after every successful backup. You can turn this option on or off at any time. In addition, the Integrity backup software keeps a log of every file that was backed up. You can view or search this log at any time.

Q: How do I select which files to backup?

A. The Integrity online backup software gives you two methods of choosing files to backup. You can choose folders to backup (such as "My Documents") or you can select files by file type (i.e. Microsoft Word documents). In addition, Integrity online backup software allows you to have an unlimited number of backup sets. You can, for example create backup sets to backup your Microsoft Exchange database once a week and all of your Microsoft Word documents daily during the night.

Q: Can my data get a virus while it is backed up and stored on your servers?

A. No. Viruses cannot spread to files that are backed up and stored on our remote servers. If one of your files contains a virus and that file is backed up, the virus will be contained to that one file.

Q: What are the minimum hardware requirements for the Integrity online backup service?

A. The minimum hardware requirements are a 200 MHz Intel Pentium Pro computer (or equivalent), 64 MB of RAM and 100 MB free disk space.

Q: What are the recommended hardware requirements for the Integrity online backup service?

A. The recommended hardware requirements are a 400 MHz Intel Pentium II computer (or equivalent), 128 MB of RAM and 300 MB free disk space.

Q: Will Integrity online backup service work with a dial-up Internet connection?

A. Yes. Integrity will work with a dial-up Internet connection, though backups will be slower than with a broadband connection.

Q: What operating systems will Integrity work with?

A. Integrity will work on the following operating systems: Windows 98, ME, NT 4.0 Pro/Server, 2000 Pro, 2000 Server, XP Home, XP Pro, 2003 Server and 2003 Small Business Server.

Q: Will Integrity work on a Mac or Linux based computer?

A. You can backup files that are contained on a Mac or a computer running Linux if the hard drives on those computers are mapped to a Windows based server. However, Integrity is currently not designed to work on a Mac or Linux based computer. Please check back with us in the future as we are planning to add Mac and Linux support.

Q: Is the amount of storage space that I use calculated on a compressed or uncompressed basis?

A. The amount of storage space is calculated on a compressed basis. In other words, the storage space you are using is calculated on the amount of data that is actually sent and stored on our remote servers. Depending on the types of files that you are backing up, you may actually receive two or three times as much storage space than you are paying for because of compression.

Q: What are the steps to install the Integrity online backup software?

A. After you create an account and download the Integrity software, the installation process will begin. Your first step will be to set up your unique encryption key. Next you will be prompted to enter your username, password and computer ID. The Integrity software will then test the connection to our remote servers by compressing, encrypting and uploading a test file and then

downloading, decrypting and decompressing the same file. Your Integrity software will now be ready to use. Once the configuration is done, the Integrity software will guide you through the setup of your first backup set. You will select the files and folders to backup as well as the days and times that you want the backup to run automatically. Finally, you will be prompted to begin your first backup.

NOTE: You have the option to have CELT Integrity team create the account and setup the process for you. CELT Integrity team will store a copy of your unique encryption key in a safe storage facility. Only you or your designee will have access to your unique key.

Q: Will Integrity work if I have a firewall?

A. Yes. If you have a physical firewall (a hardware device), you should not have to make any changes to your firewall configurations in order for Integrity to work properly. If you have personal firewall software, such as Norton Internet Security, Norton Personal Firewall, Blackice, ZoneAlarm, NetNanny, etc., you must make sure that your firewall software allows the Integrity software to pass through.