

INSTALLATION GUIDE

For V 4.0 onwards



"Award-Winning Universal Data Protection"

www.fivestaronlinebackup.com

Note: Before installation, please ensure you are using a Windows user account which has administrative privileges.

Step 1 Download the Five Star Online Backup installation file from www.fivestaronlinebackup.com

Step 2 For Windows Vista & 7 users:

- Save the Five Star installation file (i.e. Five Star V4.x.x.x.exe) to your local drive. (E.g. Desktop)
- Right click on the Five Star installation file, and choose "Run as Administrator".

For XP & other users:

- Save the Five Star installation file (i.e. Five Star V4.x.x.x.exe) to your local drive. (E.g. Desktop)
- Double click on the Five Star installation file.

Note: It is recommended to install FileStarOnlineBackup software client in the default directory.

Step 3 How do I know if the software has been installed correctly?

- **Launch an online backup**



- Launch Five Star Online Backup from the launch icon on your desktop and log in.
- Once logged-in, select Backup Online.
- Run through the wizard selecting only a couple of small files and run the backup with the option to 'return to Wizard mode' selected.

- **Verify an online backup**



- Once the backup completes, go to 'Advanced' menu on the top right side of the user interface and select 'Classic View'.
- You will see three tabs, 'Storage View', 'Backup Mode' and 'Options'.
- Select the 'Options' tab, and then 'Backup History'.
- In the 'Backup History' view, you will be able to view the backup activity to verify that a backup has taken place.

- **Launch an online restore**

- From 'Classic View' Click on 'Tools', and then 'Run Wizard'.
- Wait for the software to collect account data (ie. what has been uploaded to the Five Star servers).
- Press 'Next' and you should see the file(s) you have uploaded – you can select what you wish to recover.
- Run through the remainder of the Wizard to recover your selections.

Trouble-Shooting

Backup email reports

If you are not receiving a back up report emailed to you after your backup schedule, you should:

1. Check your junk mail as the automated response from your backup may have been filtered as 'spam' or 'junk'.
2. Permit 'staronlinebackup.com' as a sender.
3. Try using a Gmail/Yahoo/Hotmail account and see if this works. If it works, you can have that account forward the email backup reports to your primary account, or to have the email reports send to multiple addresses (you may separate different email addresses using ',' or ';').

Five Star Online Backup requires Administrative permissions in order to run properly. When upload information from your computer to the web, this can alert anti-virus, anti-spyware and firewall programs. In order for Five Star to run successfully on your system, you may need to make adjustments in these applications during the installation:

Adding exceptions to your firewall:





In your task bar (bottom right), identify which security applications you are running. Some applications will let you disable it from a main control window. Double-click the icon to launch the control window.

Where the application requires specific program names to be added to an "exceptions" list, you should add the following programs:

- sstorage.exe
- sosuploadagent.exe
- ssloader.exe

If you encounter any problems with the software during the initial installation and testing, it is advised you reinstall the program.

Minimum System Requirements

	Windows Vista®, Windows 7® (32/64 bit versions of Home Basic, Premium, Business or Ultimate)	300Mhz or faster processor
	Windows XP® (32/64 bit versions of Professional, Home, Media Center or XP Tablet)	30 MB hard drive space
	Windows Server 2003	High-speed Internet connection recommended
	Windows Server 2008 R2	Download Size: 20 MB

Support

For further assistance visit www.fivestaronlinebackup.com