



## Frequently Asked Questions

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### ***Backup***

#### **What is Fabrik Ultimate Backup?**

Fabrik Ultimate Backup is a simple, smart, and economic way to protect your data. You simply install it on your computer, set it up, and then never worry about data loss again. Specifically, Fabrik Ultimate Backup:

- Is simple to set up
- Performs backups automatically in the background
- Encrypts all files on your computer before transfer
- Performs incremental backups
- Backs up only blocks that have changed
- Backs up open/locked files

Try it out. It's a simple way to protect all of your data.

#### **What is a backup, according to Fabrik Ultimate Backup?**

You can think of it in the same way you think of a backup copy of a paper document—that is, if you lose the working copy of the paper document, you go find the backup copy. In other words, the primary copy of your files or data will be maintained as the working copy on your machine.

If you delete the working copy on your machine and then run a backup, Fabrik Ultimate Backup will assume that you no longer need a backup copy, since you got rid of the working copy, and will mark the file to be removed from our system in 30 days. (We keep it on file for 30 days, just in case you change your mind.) After 30 days, you cannot get these files back.

If you want Fabrik Ultimate Backup to keep the files after they are deleted from your computer, this is referred to as an archiving service and is currently not offered. If you have suggestions for us on how you would like to see us implement an archiving service, please email us.

#### **Is Fabrik Ultimate Backup secure?**

The Fabrik Ultimate Backup servers are housed in a secure facility that is capable of withstanding a massive earthquake. The facility features a state-of-the-art fire suppression system.

Your data is stored using Reed-Solomon encoding, which breaks your data up into smaller parts for storage. In fact, we only need about 2/3 of those pieces to rebuild your files, and all of the pieces are stored on several hard drives on several servers. If we lose a server or drive, we rebuild the data piece again someplace else for safekeeping.

On top of this, your files are encrypted using 448-bit Blowfish encryption and then transferred to the Fabrik Ultimate Backup servers using 128-bit Secure Socket Layer (SSL) encryption. You have the option of using a Fabrik Ultimate Backup key or your own private key to encrypt your data. Note that if you use your own private key, you must be very careful about not losing it because if you do, we won't be able to help. It's impossible for us to decrypt your data when you use your own key. Most users opt to use the Fabrik Ultimate Backup key, but the choice is yours.

Needless to say, we take every precaution to protect your data from loss and keep it secure until you need it again.



## Frequently Asked Questions

### **I'm worried about privacy. How does Fabrik Ultimate Backup respect my privacy?**

The short answer is: We don't read your data or sell your information to anyone.  
The long answer is in our [privacy section](#).

### **Any suggestions on what I should back up?**

Fabrik Ultimate Backup has a bunch of suggestions about what you may want to back up in the Backup Sets tab. You can edit any of these existing backup sets to your liking. We generally recommend that you back up data that is difficult to replace, like photos, email, contacts, financial records, and office documents. You can also create your own custom backup sets based on rules that you create. You can also do it the old fashioned way and select the specific files and directories you want to back up.

### **How many files can I back up?**

Lots. Like tens of thousands. Fabrik Ultimate Backup is getting better all the time, and we've had reports of success up to 200,000 files. But note that Fabrik Ultimate Backup will start to slow down when you try and back up hundreds of thousands of files, so don't go thinking you can back up massive source code repositories or something, because you won't be happy with the performance.

### **I have LOTS of data. How long will it take to back up?**

For a typical system on a typical broadband line, Fabrik Ultimate Backup backs up data at about 2-4 GB per day. But if left undisturbed on a fast connection, you can back up over 9 GB in a single day.

You may experience faster or slower speeds depending on your connection. You may want to check your favorite bandwidth meter test to measure your broadband connection. [Here](#) is one from Speakeasy that we like to use. You will be uploading to the Fabrik Ultimate Backup servers when you back up, so pay attention to the "Upload" part of the test results.

### **Will it take that long next time?**

Fabrik Ultimate Backup does what are called differential backups, which means that it only backs up portions of your files that have changed since the last time they were backed up. This saves lots of time, bandwidth, and storage space. After your initial backup, subsequent backups are relatively quick, and chances are that you won't even notice them.

### **How can I view the status of my backup?**

Double-click on the Fabrik Ultimate Backup tray icon and it will give you an idea of how your backup is progressing.



## Frequently Asked Questions

### **What if my internet connection disconnects while Fabrik Ultimate Backup's backing up? Or what if I shut off my computer in the middle of the backup?**

That's not a problem. Fabrik Ultimate Backup will just continue where it left off next time you are online.

### **Are there any size limits or other constraints to the types of files I can back up?**

You can back up pretty much any type or size of file. However, a few operating-system specific files can't be backed up, like the pagefile or prefetch files on Windows.

### **Will Fabrik Ultimate Backup back up my entire disk drive? What about my applications and system files?**

Fabrik Ultimate Backup was made to back up your most important files (email, contacts, photos, financials, etc.), but not your system and application files, which are easy to restore via your original CDs.

Technically, you can back up your applications and system files, but we don't advise this. This is done for what's called a "bare metal restore," which is not what Fabrik Ultimate Backup was designed for. Typically, if your computer dies, you get new hardware, and attempting to just image your new computer with your old disk image via Fabrik Ultimate Backup (or any other backup application for that matter) is a tricky endeavor. If you are ambitious, you are welcome to give it a shot, but it's not something we recommend or support.

### **What happens if I delete a file accidentally?**

When you delete a file it is removed from your configuration and marked for deletion. Fabrik Ultimate Backup will keep a copy of that file in older backup sets just in case the deletion was accidental. Those older backup sets will be kept for 30 days and then deleted.

### **My backup stopped and when I restarted it, it started over again!**

Fabrik Ultimate Backup does not need to back up anything it has already backed up. It will essentially pick up where it left off. Each time you start or restart a Fabrik Ultimate Backup backup, it calculates what it has to back up and then commences from 0% of what it has left to do completed.

### **Can I share my backed-up data with another user?**

No. Fabrik Ultimate Backup is not a file sharing service—it's a backup service. While you can technically give your name and password to someone to access your backups, we strongly advise you not to share your password.

### **Is there a limit to what I can back up with Fabrik Ultimate Backup Unlimited?**

No. We weren't kidding when we named it Fabrik Ultimate Backup Unlimited. You can back up as much as you want of whatever you want and we'll make sure you have plenty of space to store it all.



## ***Platforms and Devices***

### **What platforms does Fabrik Ultimate Backup support?**

Fabrik Ultimate Backup currently supports Windows Vista, XP, and 2000, preferably with NTFS

Most Windows Vista and XP users will be using NTFS, unless you upgraded from a previous version of Windows. If you are running Windows with a FAT32 file system, Fabrik Ultimate Backup will be unable to back up any files that are opened or locked when the backup is run. Microsoft describes how to convert FAT32 partitions to NTFS [here](#).

Windows Server 2003 and Windows 2000 Server are not supported.

### **Does Fabrik Ultimate Backup support external or usb drives?**

Fabrik Ultimate Backup does support most types of external drives (excluding thumbdrives), but only those that register themselves with Windows as "fixed" drives.

Please note that if you unplug or turn off your drive while your computer is running, Fabrik Ultimate Backup will see that the files are gone and deselect them from your backup.

### **Does Fabrik Ultimate Backup support network drives?**

Fabrik Ultimate Backup does not support network drives, but if the network drive is part of a server running Windows, then you can install Fabrik Ultimate Backup onto that server and back up the shared drive locally.

### **Can I use Fabrik Ultimate Backup if I am behind an HTTPS proxy?**

Fabrik Ultimate Backup does not have proxy support, which means that it needs direct outbound access through SSL port 443.



### **Backup Problems**

#### **I can't find my Program Files or Windows folders in my Configuration. Where are they?**

To help users make better decisions in what they back up, we've hidden these folders. You can make them show up by opening the Fabrik Ultimate Backup client and clicking the "Configure" button. Then go to the options tab and check "Show all protected operating system files." You will then be able to select files and folders from your Program Files and Windows Folders.

We do not recommend backing up the entire Program Files or Windows folders. Fabrik Ultimate Backup is a data backup service only, and will not reinstall Windows or your programs. We recommend you only back up the data you can't afford to lose. Keep track of the installation CDs for Windows and other programs.

#### **Fabrik Ultimate Backup has stopped performing backups. What can I do?**

First, make sure that Fabrik Ultimate Backup is not suspended:

Right-click on the Fabrik Ultimate Backup icon in the system tray (by the clock). If there is a checkmark by "Suspend" in the menu entry, click it again—this will clear the checkmark and Fabrik Ultimate Backup should begin to work again.

Second, make sure that the bandwidth throttle is not set to "Don't back up:"

Right-click on the Fabrik Ultimate Backup icon in the system tray (by the clock) and select "Configure." Go to the "Options" tab and make sure that the slider bar under "Bandwidth Throttle" is not all the way to the left. If you change it, make sure you save your changes.

#### **My C:\ drive fills up when I run a backup. How do I fix that?**

By default, Fabrik Ultimate Backup stores temporary data in the Windows %TMP% directory, which is usually C:\Windows\temp. It will generate temporary files as it backs up.

You can change this location by editing your registry. (Click your Start menu, then click "Run," type "regedit" and click "OK.") Within the Registry Editor:

1. Go to HKEYLOCALMACHINE\Software\Fabrik Ultimate Backup\options
2. Right-click in the blank space on the right side and select "New" then "String Value." Change the "New Value's" name to "tempdir."
3. Right-click the "tempdir" key and select "Modify." Set the value to the location you want Fabrik Ultimate Backup to build its temporary files, click "OK," and close the registry editor.
4. Finally, open a command prompt (click your Start menu, then click "Run," type "cmd" and click "OK.") and type "net stop Fabrik Ultimate Backup" and hit enter. Then type "net start Fabrik Ultimate Backup" and hit enter. Then close the command prompt.

Your next backup will create its temporary files in the directory you specified.



## Frequently Asked Questions

### **Fabrik Ultimate Backup seems to bog down my system. Is there a way to fix this?**

There are two places you can tell Fabrik Ultimate Backup to use fewer computer resources:

First, there is a slider bar that you can move between Faster Computer and Quicker Backups while backing up. If you move it toward Faster Computer, the backup will slow down and the computer will speed up. It may take it a minute to take effect.

Or secondly, click the "Configure" button on the main Fabrik Ultimate Backup window (it comes up when you double click the Fabrik Ultimate Backup icon by your clock in the system tray), and select the "Options" tab. You should see a section labeled "Backup Speed" containing a slider bar that you can move between Faster Computer and Quicker Backups. If you move it toward Faster Computer, the backup will slow down and the computer will speed up after you click the Save button. It may take it a minute to take effect.

If these slider bars don't show up, then upgrade to the latest version of Fabrik Ultimate Backup [here](#).

### **I don't think Fabrik Ultimate Backup is uploading data fast enough.**

Typical upload speeds to our servers for domestic (U.S.) connections are in the 200-500 kbit/sec range. If you get more than this, congrats! If you get a lot less than this, then you should check your favorite bandwidth meter test to measure your broadband connection. [Here](#) is one from Speakeasy that we like to use. The "upload" part of the test is what matters for Fabrik Ultimate Backup usage. When picking a server to test, pick anything that's not on the East Coast and you will get a pretty good approximation

### **I keep getting a ConnectionError1?**

This is most likely a firewall problem. You can verify this by temporarily disabling your firewall and trying to perform a backup. If Fabrik Ultimate Backup is able to back up when you firewall is disabled, then you've confirmed that it's a firewall problem. If Fabrik Ultimate Backup still gives ConnectionError1 errors, then something else is wrong and you should send us an email.

### **I just got an AccountError5.**

For Fabrik Ultimate Backup Free, you can only back up two computers. If you want to back up more, upgrade to Fabrik Ultimate Backup Unlimited and then click "Add More Computers" in the menu on the left after logging in.

For Fabrik Ultimate Backup Unlimited, you can back up another computer by clicking "Add More Computers" in the menu after logging into your account.

You may also delete a computer from your account by logging into your account, selecting "My Computers," and clicking the "Delete" link beside the listing for one of your computers.



### ***Restore Information***

#### **Something bad happened. How do I restore my data?**

There are three ways to restore your data:

The first restore option is to simply right-click on the file or folder that you want to restore and select "Restore Previous Version." You can then select the version to restore, from the most recent version up to 30 days back.

The second restore option is to restore via the Fabrik Ultimate Backup Virtual Drive. You can find this when you open up "My Computer" on your machine and select the Fabrik Ultimate Backup icon from the "other" category.

The third restore option is to restore via the web. Login to your account, go to the Restore page and select the computer and time/date you want to restore data from. Select all the data you want to restore. You can then choose whether or not you want to restore via download or, for a fee, have a DVD shipped to you. Make your selection, and the restoration process will begin.

Depending on how large the restore is, it could take a few minutes or a few hours for Fabrik Ultimate Backup to prepare the data for you. You will be notified via email when your restore is ready to download. When you get the email, go to your [Account](#) page and from there you can download the restored data.

#### **How often can I restore my data?**

You can restore data as many times as you need to. Fabrik Ultimate Backup users are limited to one restore in the build queue at a time, though multiple files may be requested within the restore.

#### **I'm trying to restore, but it keeps sitting at the "Loading backup..." screen.**

It sounds like your backup is large enough that Internet Explorer no longer works. You'll need to use another browser. We recommend using Mozilla Firefox. It's free and works exceptionally well with our restore system. You can download it at <http://www.getfirefox.com>.



### **Account Information**

#### **I registered, but I never got a confirmation email.**

First, check your junk mail folder. Sometimes the confirmation message gets lost there. If you can't find it there, then simply re-register using the same username and password, and another email will be sent to you.

#### **How do I change my account user name (email address)?**

You can change it by logging into your Fabrik Ultimate Backup account and clicking the "My Profile" link on the left. It will show your current user name (email address) with a "change" link beside it. Click that link to change your address.

#### **How do I reset my password?**

Go to the Fabrik Ultimate Backup [account login page](#) and click on the Forgot Password link.

#### **I use the free version of Fabrik Ultimate Backup, so what happens if I fill up my quota? Is there any way to get more?**

If you are using the free version, Fabrik Ultimate Backup will stop backing up your data once you reach your quota and the Fabrik Ultimate Backup tray icon will be shown in error mode. You can fix this by opening your Fabrik Ultimate Backup client and deselecting some items so the amount of data you are backing up falls below your quota.

The easier thing is to upgrade to Fabrik Ultimate Backup Unlimited for just \$4.95 per month and back up all of your home computer's data!

#### **How do I upgrade from Fabrik Ultimate Backup Free to Fabrik Ultimate Backup Unlimited?**

To upgrade from Fabrik Ultimate Backup Free to Fabrik Ultimate Backup Unlimited, log into your Fabrik Ultimate Backup account and click "Get Fabrik Ultimate Backup Unlimited" in the menu on the left. Fill in the information as you're prompted and your account will be updated to unlimited quota.

#### **How do I delete old backups?**

The short answer is that you can't, but don't despair! You most likely don't need to delete anything because your quota is based on your current backup configuration. Your previous backups don't count against you, and they don't take up any of your quota.

To illustrate further:

Let's say you have a 1000 MB quota. If you back up 300 MB of photos, then your quota goes down to 700 MB, and you've got 300 MB of photos on our servers.



**Fabrik Ultimate Backup™**  
Secure Backup Online

## Frequently Asked Questions

The next day, you change your mind and want to back up spreadsheets instead. So you tell Fabrik Ultimate Backup to only back up spreadsheets and not photos, and it goes ahead and backs up 100 MB of spreadsheets. So now, your quota is 900 MB because you are only backing up 100 MB of spreadsheets now.

However, if you want to restore those photos, you still can for 30 days until the file versions expire.

### **I think I lost my private encryption key. What should I do now?**

Unfortunately, your data is inaccessible without the correct encryption key. Since you chose to use your own private key, we do not have access to your data and cannot help you decipher the 1s and 0s. Your only option is log on to your Fabrik Ultimate Backup account and delete your computer from the account and reinstall Fabrik Ultimate Backup on your machine. Remember to choose a private encryption key that you will not forget, or use Fabrik Ultimate Backup's own encryption key. You will need to do a full backup of all your data since the machine will be "new" to Fabrik Ultimate Backup. Note that your user account settings, quota, credits, and preferences will remain the same.

### **How do I cancel my Fabrik Ultimate Backup account?**

Uninstall the application from your desktop, and then log on to your account. Under "My profile," select "delete account," and your account will be cancelled. All of your information will be completely deleted from Fabrik Ultimate Backup's databases within 24 hours.