



BackupBuddy[®] for Windows



Table of Contents

Table of Contents	2
Introduction.....	4
Features.....	5
Requirements	6
Installing Desktop-Based BackupBuddy.....	7
Removing Desktop-Based BackupBuddy	8
Using Desktop-Based BackupBuddy	9
Basic Settings.....	9
Advanced Settings	10
Accessing the BackupBuddy Configuration Manager	10
BackupBuddy Configuration Manager Backup Options.....	11
Configuration for Multiple Users	14
Mirroring.....	14
Scripting – For Advanced Computer Users Only	14
Virus Scanning Protection	15
Proxies	16
Time Synchronization.....	18
Installing and Enabling	18
Adjusting For Daylight Savings Time.....	18
Disabling and Uninstalling	18
Automatic Synchronization	19
Installing Automatic Sync™	19
Usage	19
Disabling and Uninstalling	19
Additional Features.....	21
Locating Your Directories - Backup, Archived Files, FlashROM and Handspring Flash Card.....	21
Backing Up to More than One Desktop Computer	21
Restoring Data	22
Recovering Data	22
A. In the Event of Total Data Loss.....	22
B. Other Restorations.....	23
C. Restoring Individual Files	23
D. Restoring Data in FlashROM	24
E. Restoring Handspring Flash Modules.....	24
F. Restoring Your Organizer via Modem HotSync.....	24
Transferring Data to Your New Organizer.....	25
Registering or Purchasing BackupBuddy	26
Site Licenses and Special Discounts.....	26
Updates & Email Address Changes	26
Support.....	27
What to include with your support inquiry?.....	27
Email Address Changes	27
End-User License Agreement	28
EXHIBIT A - UNSUPPORTED FEATURES	32
Network Backup.....	32
Usage of Network Backup Feature.....	33
Network Backup Options.....	33
BackupBuddy Palm Client.....	33

Regular v. Flash Palm Client	34
Installation of the Regular Version of the Palm Client	34
Installation of the Flash Version of the Palm Client	34
Removal of the Flash Version of the Palm Client.....	35
Configuration of the Palm Client	35
Usage of the Palm Client	35
Palm Client Preferences	37
Palm Client Limitations	37
Recovering Data	38
Recovering Data Using Network-Based BackupBuddy	38
Recovering Data Using the BackupBuddy Palm Client	39

Introduction

The Palm Computing™ connected organizers (“organizers”) are fantastic computing devices. Although the supplied HotSync software does a fine job of synchronizing data for the builtin applications, any other applications and data files that you may have installed aren't by default backed-up to your desktop computer.

As a result, a lost, stolen or broken organizer or errant program could cause you to lose valuable data and require you to spend hours restoring your organizer to its prior state - BackupBuddy protects your investment in data, applications and time, by making backup and restoration of your organizer as easy as simply pressing the HotSync button.

Currently, there are two versions of BackupBuddy for Windows – the desktop version (runs on the desktop) and the *unsupported* Palm Client version (runs on the Palm).

Desktop Version. The desktop version is the main backup program that let's you backup all of your Palm applications and data files to your desktop computer. For information on using the desktop version, please turn the page.

Palm Client Version. The Palm Client version is designed for the power user. This version allows you to backup and restore critical files on your organizer on the road via a wired or wireless modem to your own FTP server. **Please note that currently this version and Internet backup is not supported.** Please see Exhibit A of the manual for more information on these unsupported features.

Please turn the page for a list of feature highlights and requirements for BackupBuddy for Windows.

Features

- **New with Version 1.4!** Ability to scan for certain known Palm OS viruses and safely quarantine or delete them during HotSyncs.
- **New with Version 1.3!** Ability to mirror backup files to a network file server or local directory outside of the Palm desktop installation directory.
- **New with Version 1.3!** Ability to call an external program or script to process backup directory contents after a HotSync operation completes.
- **New with Version 1.3!** Ability to specify the time for HotSync (and hence, backup) to automatically occur on a daily basis.
- **New with Version 1.3!** Ability to beam *any* file on your organizer to another organizer or desktop computer.
- **New with Version 1.3!** Ability to automatically exclude AvantGo™ document files from backup.
- **New with Version 1.3!** BackupBuddy Palm Client version supports color
- **New with Version 1.3!** BackupBuddy Palm Client version allows you to delete any file on your organizer.
- **New with Version 1.3!** Backs up applications put in "Flash ROM" by TRG FlashBuilder™ and FlashPro™ and Brayder Technologies Inc.'s **JackFlash™**
- Effortlessly and *quickly* performs a complete backup of your entire Palm Computing organizer each and every time you HotSync
- Restoring an organizer in the event of catastrophic data loss is as simple as dropping it in the HotSync cradle and pressing the HotSync button
- Easy to install: double-click the supplied setup program or program icon, press the HotSync button and rest assured that the organizer's data is secure
- Supports complete backups to more than one desktop computer
- Optionally archives files deleted from the organizer so that files can be easily located and reinstalled if needed
- Streamlined interface displays the status of the backup while it's in progress
- Easy to customize
- Multiple-user configurations supported
- Compatible with Network HotSync and Infra-Red HotSync
- Respects user-defined conduit settings for modem-based HotSync
- Verbose logging to the HotSync Log so that users can see exactly what BackupBuddy did during the last backup operation
- The TimeSync feature automatically synchronizes organizer clock to that of the desktop computer's.
- Ability to automatically remove duplicated data from builtin applications delete any file on your organizer.
- Safe backup and restoration of Hackmaster application and "hacks"
- Palm Platinum Certified
- Y2K compliant

Requirements

The *desktop version* of BackupBuddy requires:

1. A desktop computer running Windows 95, 98, 2000 or Windows NT4
2. A desktop computer running Internet Explorer 4.0 or better
3. Version 3.0 of HotSync or greater, available as a free upgrade from Palm, Inc.: <http://www.palm.com> (and included in the Desktop 3.0 upgrade, also available at the same website)
4. A PalmPilot Professional, Handspring Visor, Sony Clié or better (e.g. an organizer running Palm OS 2.0 or better)

A note regarding the AutoSync feature: notwithstanding the above, the AutoSync feature requires Palm OS 3.1 or better.

The *unsupported Palm Client version* of BackupBuddy requires:

1. An organizer running Palm OS 3.0 or better
2. A modem (wired or wireless)
3. Access to an Internet Service Provider and an FTP Server

Installing Desktop-Based BackupBuddy

To install desktop-based BackupBuddy, follow these 2 simple steps:

Step 1: Download the BackupBuddy Setup File. If you download from www.bluenomad.com and most of our authorized online resellers, you will download an .exe file. Save it somewhere safe and easy to find, such as your desktop. After downloading, you should see a BB icon on your desktop (if that is where you saved it).

If you download it as part of the BackupBuddy/InstallBuddy bundle or from PalmGear it may be in a .zip file format. Unzip it and you will find a BackupBuddy setup file. For more information on unzipping files, please visit <http://www.winzip.com> or the site from which you downloaded the zipped file.

Step 2: Install the BackupBuddy Program. Double-click on the BackupBuddy icon on your desktop (if that is where you saved it) or on the Setup.exe file that is present in the directory to which you unzipped the BackupBuddy .zip file.

This will run the installer and install BackupBuddy to a folder on your desktop computer that you specify. **Please follow the installer's instructions and install BackupBuddy into the default folder for best results.**

Notes regarding installation:

1. ***If you are upgrading from the trial version of BackupBuddy to the full version,*** you can simply install the full version over the trial version. There is no need to remove the trial version beforehand. If after "installation" you continue to receive registration reminders, you were not successful in installing the registered version. Please try again.
2. ***If you are upgrading from an earlier version of desktop-based BackupBuddy,*** you can simply install the new version over the old version. There is no need to remove the earlier version.

A note regarding the speed of your first HotSync: the first HotSync after installation may take a bit longer than usual while BackupBuddy ensures that your backup directory is up to date with the contents on your organizer. Subsequent HotSync's will proceed much more rapidly.

Removing Desktop-Based BackupBuddy

To remove the BackupBuddy application from your desktop:

Step 1. Use Windows Add/Remove Control Panel. Simply use the Windows Add/Remove control panel and select "BackupBuddy."

To access the Windows Add/Remove control pane, click on the Windows Start button, select Settings, click on Control Panel, double click on Add/Remove Programs, highlight BackupBuddy for Windows, hit the button for Change/Remove and follow the uninstallation instructions.

Step 2. Manually Restart HotSync Manager. After the uninstallation, you will need to manually restart the HotSync Manager.

To manually restart the HotSync Manager, click on the HotSync icon in your Windows tray bar, click exit, then go to the Windows Start button, select Programs and then select HotSync Manager.

Note regarding uninstallation errors: the BackupBuddy installer is built using Wise Solutions' InstallMaker. During uninstallation, it may attempt to call a Windows DLL called CTL3D32.DLL. If you have an incompatible version installed on your desktop computer, it may report an error. You can safely ignore the error by clicking "OK" - the uninstallation will then proceed properly.

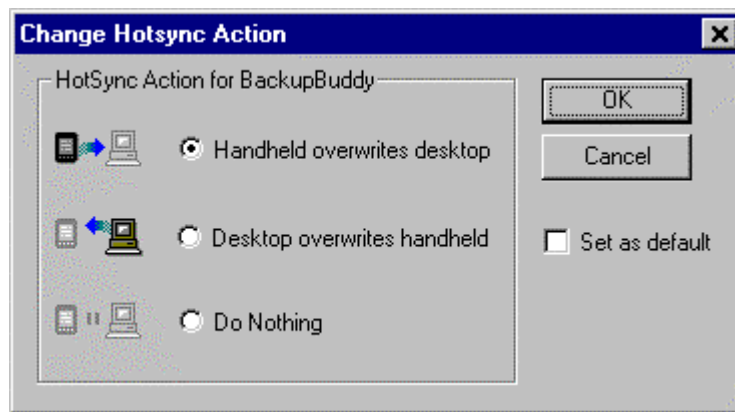
If you are not able to completely delete the program using the Windows Add/Remove control panel, please do a search for bbng files on your computer and manually delete them.

Using Desktop-Based BackupBuddy

A basic installation of BackupBuddy will seamlessly backup your files from your organizer to your desktop computer and allow easy restoration of the organizer in the case of catastrophic data loss. As part of the installation, BackupBuddy will replace your "System" conduit.

Basic Settings

When installed, BackupBuddy is set up as indicated in the figure below. This is the setting that is required for BackupBuddy to backup the contents of your organizer to your organizer's backup directory on your desktop. Please take a moment to follow steps 1-3 below to access this screen and check the Set as default box (i.e., the setting below should be your default).



Basic Settings

You can easily customize BackupBuddy's behavior by adjusting its basic settings as described below:

- Step 1:** Single-click on the HotSync "icon" in your Windows system tray
- Step 2:** Select "Custom..." from the pop-up list
- Step 3:** Single-click on "BackupBuddy" in the list that subsequently appears
- Step 4:** Single-click on the "Change" button
- Step 5:** Select an option and click on the Done button

The following describes the three Basic Settings options shown in the figure above:

Option 1: Handheld overwrites desktop - this is the setting that instructs BackupBuddy to copy files from your organizer to your desktop PC. In other words, this setting tells BackupBuddy to backup your organizer's files. This should be your default option.

Option 2: Desktop overwrites handheld - this setting instructs BackupBuddy to restore *all* the files in your desktop's backup directory to your organizer, *overwriting files already present on the organizer*. You can use this setting to restore your organizer at any time.

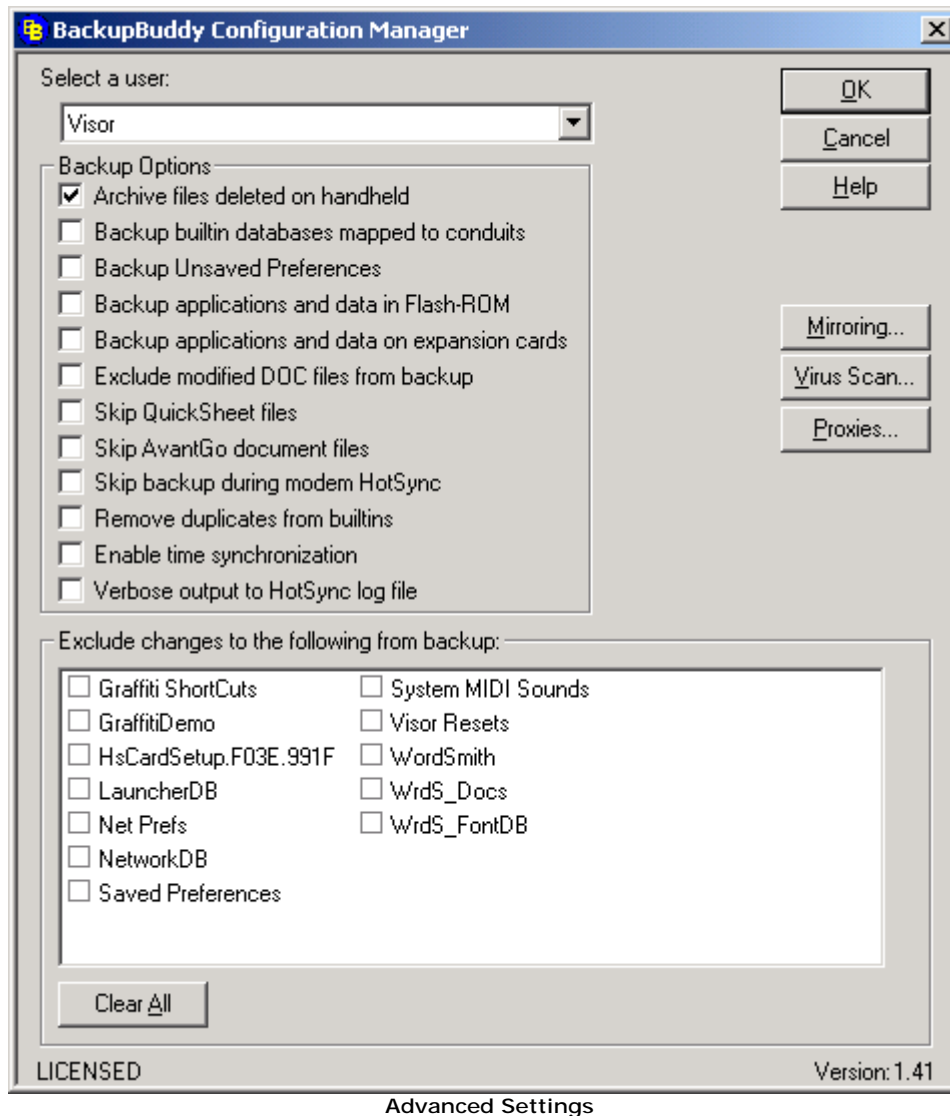
Option 3: Do Nothing - disables BackupBuddy from backing up or restoring files during a HotSync. Please note that disabling BackupBuddy will not prevent an unwanted file from being installed from the backup directory. For information on what to do in such a case, please see the Restoring Data section of the manual.

Advanced Settings

The BackupBuddy Configuration Manager allows you to customize your backups. Possible reasons for customizing include, to increase the speed of your backups, to receive more verbose reports of your backups, to protect yourself from certain known Palm OS viruses, to automatically copy your backup directory to another location ("Mirroring") and for advanced users to automatically process the contents of your backup directory ("Scripting").

Accessing the BackupBuddy Configuration Manager

To access the BackupBuddy Configuration Manager shown in the figure below, launch the BackupBuddy program. You can do this: 1. by double clicking on the BB program icon on your computer or 2. from the Windows "Start Menu": Start->Programs->BackupBuddy or from BackupBuddy.exe, which is placed in BackupBuddy's installation directory.



BackupBuddy Configuration Manager Backup Options

The backup options available for the BackupBuddy Configuration Manager are described below:

Archive files deleted on handheld - by selecting this option, you instruct BackupBuddy to store a copy of files deleted from your organizer into a separate Archived_Files directory. The Archived Files directory is located in your user home-directory. To locate your user directory, please see the instructions in the Additional Features section below). Since BackupBuddy will delete files in your backup directory that are no longer present on your organizer, this option gives you a separate backup of your deleted files.

Backup builtin databases mapped to conduits (i.e., Address, Date Book, Memo and To Do List) - instructs BackupBuddy to backup databases for the builtin applications that are normally

synchronized and backed up via their own conduits (e.g. Memo, ToDo, Address, DateBook, Expense, and Mail). This option may slow down your HotSync times. This data is supposed to be backed up by the builtin databases respective conduits. Nevertheless if you are using non-Palm conduits, such as Lotus's EasySync, you may want to enable this option.

Backup Unsaved Preferences - per communication with Palm, Inc., upcoming OS revisions (e.g. 3.1 and later) may not support the restoration of this database (hence it's name), and may or may not cause a fatal exception during a restore if this database is found in the backup directory. As a result, BackupBuddy does **not** backup this database. Nevertheless, if you are an advanced user and wish to back up this database, enable this option (subject to the caveat described above).

Backup applications and data in Flash-ROM - checking this option allows users of Brayder's JackFlash and TRG's FlashBuilder and FlashPro to backup applications and data files put in FlashROM by such programs. In other words, BackupBuddy doesn't back up the "standard" ROM files shipped with the organizer itself. Leaving this option enabled will not slow down HotSync's, once the initial files have been backed up. Please note that currently HotSync is not able to automatically restore data to FlashROM should your organizer suffer a failure. For more information, please see the Restoring Data section of this manual.

Backup applications and data on expansion cards - checking this option allows users of Handspring Visors to backup data on Springboard modules (this does not backup TRG's CF card). Currently, this has been tested only with the Handspring 8 Megabyte Flash Card, though it may work with other Springboard modules as well. Leaving this option enabled will not slow down HotSync's, once the initial files have been backed up. Please note that currently HotSync is not able to automatically restore data to flash cards should they or your organizer suffer a failure. For more information, please see the Restoring Data section of this manual.

Exclude modified DOC files from backup - some current "Doc"-format reading software mark files that you've read as "modified", even when their contents haven't changed. Consequently, BackupBuddy thinks that those files are out-of-date with respect to the backup copy on the desktop computer. BackupBuddy then happily makes another backup copy. This can significantly slow down HotSync times. Enabling this option tells BackupBuddy to ignore modifications to these files to allow for faster HotSync times. For a list of Doc-related and other software that are *BackupBuddy Certified* and that don't exhibit this behavior, please visit www.bluenomad.com/bb/prod_backupbuddy_partners.html.

Skip QuickSheet files - if enabled, this option instructs BackupBuddy to *never* back up QuickSheet files (data files created by QuickSheet).

BackupBuddy will always backup the QuickSheet application). Only enable this option if you have the QuickSheet conduit installed (Windows 95/98/NT). If you don't have the conduit installed, you won't be able to recover your spreadsheets after a hard-reset. The QuickSheet conduit makes its own backup copies of your files (see the QuickSheet documentation for information on how to locate these backup files) that it is able to use for restoration. Enabling this option can significantly speed up HotSync times.

Skip AvantGo document files - if enabled, this option instructs BackupBuddy to *never* back up AvantGo document files (data files created by AvantGo). Regardless of whether this option is selected, BackupBuddy will always backup the AvantGo application and other AvantGo settings. Enabling this option can significantly speed up HotSync times.

Skip Backup during modem HotSync – Enabling this option instructs BackupBuddy not to backup your handheld files during modem HotSyncs. If you don't have a Palm modem or do not HotSync via your modem, you do not need to enable this option.

Remove duplicates from builtins –after performing a restore operation, some users may experience duplicate entries of their Address, Memo, Date Book and To Do List data. When this option is selected, BackupBuddy will attempt to remove all of the *identical* duplicate entries from the device. A second HotSync is required to remove the duplicate entries from the desktop software (the option should be disabled for that second HotSync, for the purposes of speed). Since the removal of duplicates can be quite time consuming, this option should not be left enabled when performing routine HotSyncs.

Please note: this is the only BackupBuddy operation that ever modifies data on the organizer. It should be used with caution.

Verbose output to HotSync log file - selecting this option tells BackupBuddy to print out a detailed report to the HotSync log file during a backup.

You should enable this option, run a HotSync and email a copy of this verbose log whenever seeking help from Blue Nomad, LLC for technical support. For more information about technical support, please see the Support section of the manual.

Exclude changes to the following from backup -This list of databases is a complete list of databases present in a given user's backup directory. Checking the name of a database instructs BackupBuddy that it should never re-backup this file, even if the file on the organizer is out of date with respect to the file on the desktop computer. Judicious use of this option may lead to significantly faster HotSync times.

Configuration for Multiple Users

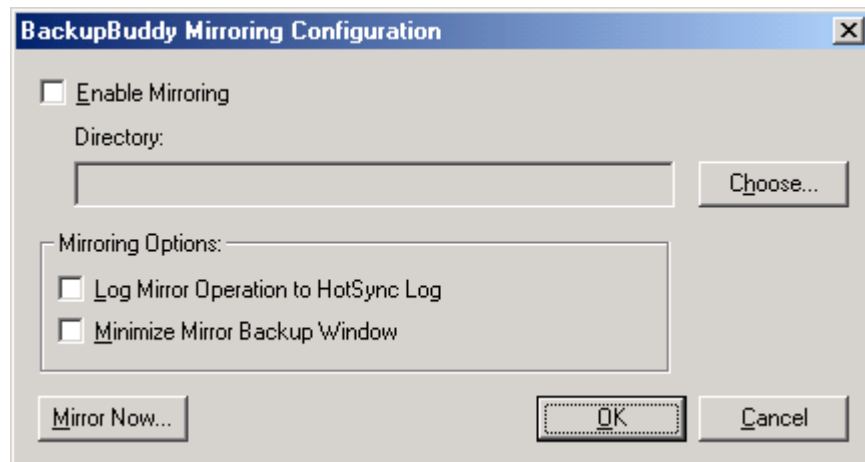
Each individual user who uses the desktop computer onto which BackupBuddy is installed can have a custom profile associated with BackupBuddy. You can switch the current user whose profile is being modified by using the "Select a user" pull-down list in the BackupBuddy Configuration Manager.

Please note that Blue Nomad, LLC's *license policy* is that one license entitles a user to backup **one organizer**.

Mirroring

This new feature allows you to automatically copy your backup directory to another location, such as to a zip drive.

To access this feature, launch the BackupBuddy Configuration Manager and click on the "Mirroring" button. You will then see a screen similar to the one below:



To enable, check the Enable Mirroring check box. Then click on the Choose button to navigate to a file directory and click the Save button. Alternatively, you may manually enter the desired directory. ***Please note that BackupBuddy may delete files in the directory you specify so that it can match the contents of the directory that you specify to the contents of your backup directory.***

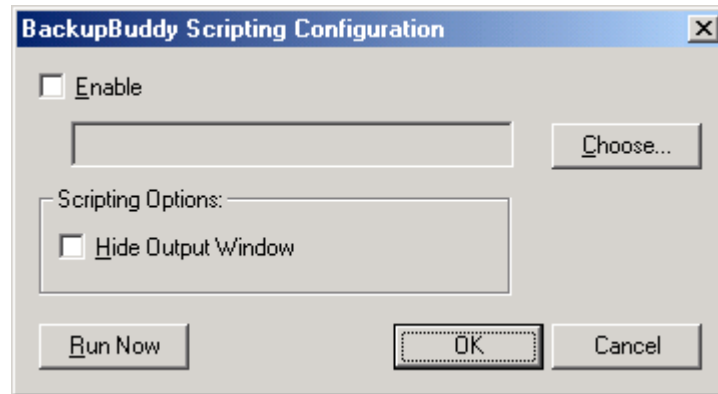
To make a copy of your backup directory now, click on the Mirror Now button. Alternatively, if you want to copy your backup directory to the selected directory every time you HotSync, just hit the OK button and you are done.

The Mirroring feature has two special options. If the *Log Mirror Operation to HotSync Log* option is enabled, BackupBuddy will write a detailed report of the mirror operation to the HotSync log. If the *Minimize Mirror Backup Window* option is enabled, BackupBuddy will minimize the mirror operation progress window during mirroring.

Scripting – For Advanced Computer Users Only

This new feature is designed for advanced computer users only. In a nutshell, it permits users to automatically process the contents of their backup directories after a HotSync.

To access this feature, click on the B icon in the upper left-hand corner of the BackupBuddy Configuration Manager and select Scripting. You will then see a screen similar to the one below:



To enable, check the Enable check box. Then click on the Choose button to navigate to a file, select the file and click the Open button. Alternatively, you may manually enter the desired file.

Note regarding eligible files for scripting - currently only files with the following extensions are permitted: .exe, .bat or .com.

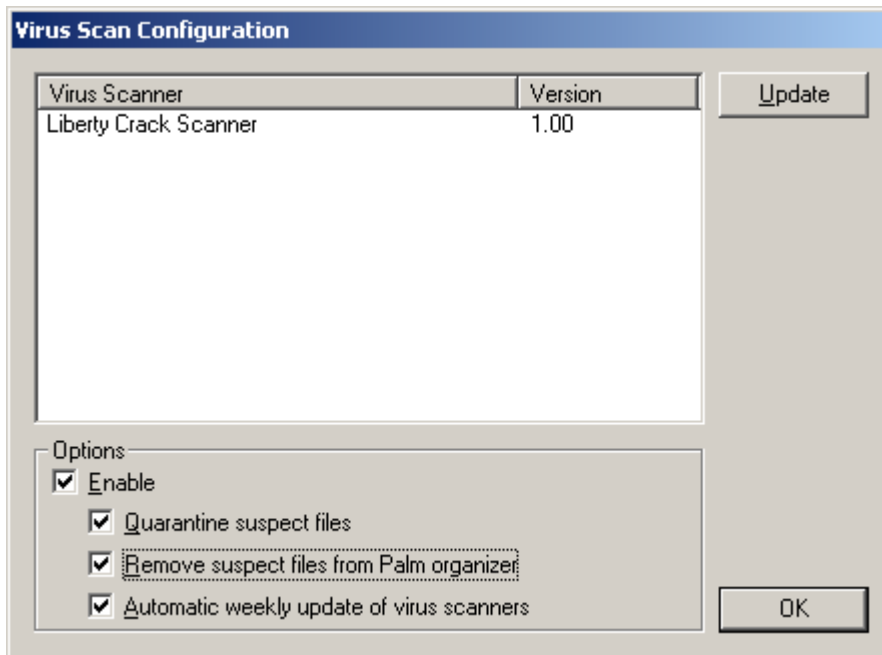
Note regarding appending %b to the file name - Please note if you append a %b to the file name, the path to your backup directory will be passed as a parameter to your programmer script.

The Scripting feature has the option to Hide Output Window. If you select this option, it will not open the script's output window when you run the script.

Virus Scanning Protection

With BackupBuddy version 1.4 or better, users now have the ability to scan their organizers for certain known Palm OS viruses. BackupBuddy scans the contents of your organizer during HotSyncs and if it finds a listed virus, will either quarantine or delete the suspect file. By default, BackupBuddy will automatically update which viruses your organizer is scanned for on a weekly basis.

To access this feature, launch the BackupBuddy Configuration Manager and click on the "Virus Scan" button. You will then see a screen similar to the one below:



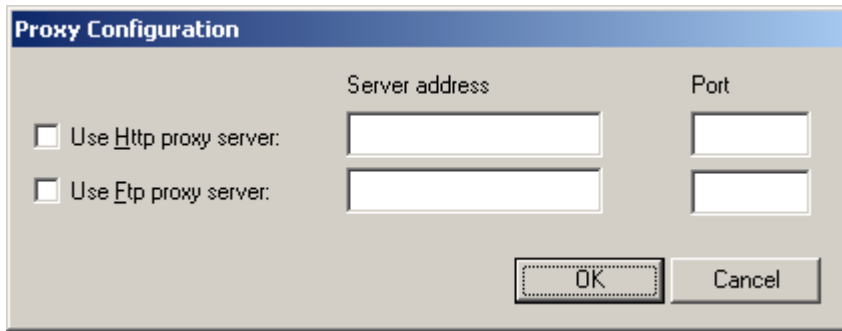
To enable the Virus Scan feature, check the Enable check box. ***Please note that BackupBuddy only scans for the viruses that are listed under Virus Scanner in the Virus Scan Configuration box (currently, only the Liberty Crack virus). To get the latest scanners, you can click on the Update box. Alternatively, BackupBuddy by default will update the Scanners automatically every week when you HotSync.*** If you do not want BackupBuddy to update the scanners, simply uncheck the Automatic weekly update of virus scanners checkbox.

The Virus Scan feature gives you two options for handling suspect files. You can have the files moved to a quarantine directory and/or deleted from your organizer by checking on the box associated with the option.

Proxies

With BackupBuddy version 1.4 or better, there is now limited support for proxies. In general, users who are behind a firewall and need to connect to the internet through a proxy server can use the Proxies feature. ***Please note that we are still working on a solution for those of you who access through proxy servers that require a username and password.***

To access this feature, launch the BackupBuddy Configuration Manager and click on the "Proxies" button. You will then see a screen similar to the one below:



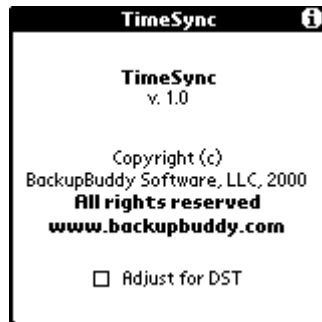
The image shows a 'Proxy Configuration' dialog box with a blue title bar. It contains two rows of options. The first row is for an HTTP proxy server, with a checkbox labeled 'Use H_tp proxy server:' and two input fields labeled 'Server address' and 'Port'. The second row is for an FTP proxy server, with a checkbox labeled 'Use F_tp proxy server:' and two input fields labeled 'Server address' and 'Port'. At the bottom right, there are 'OK' and 'Cancel' buttons.

	Server address	Port
<input type="checkbox"/> Use H _t p proxy server:		
<input type="checkbox"/> Use F _t p proxy server:		

OK Cancel

To use this feature, you will need to know the server's name and the associated port. If you do not know this information, you may need to check the documentation for the proxy server or with your IT Administrator. Once you have this information, simply check whether you use Ftp or Http and fill in the server and port boxes.

Time Synchronization



Palm Time Synchronization Client

BackupBuddy also has the ability to automatically match your organizer's clock to that of your desktop computer, so that your clocks always stay in-sync.

Note regarding Platinum Certification Testing: this TimeSync™ program has not undergone Platinum Certification testing. If you'd like a purely Palm Platinum solution, do not enable the TimeSync program.

Installing and Enabling

Simply install the TimeSync.PRC Palm application to your organizer like you would any other Palm application. You may find a copy of this file in the "Extras" directory which can be found by clicking on the Windows Start button, selecting Programs, BackupBuddy and then Extras or by checking inside the directory into which you installed BackupBuddy.

To enable TimeSync, launch the BackupBuddy Configuration Manager on your desktop and check the box for "Enable time synchronization."

Adjusting For Daylight Savings Time

Occasionally Microsoft Windows will not adjust for Daylight Savings Time correctly when computing the date for BackupBuddy. Enabling the *Adjust for DST* option will allow the TimeSync™ client to compensate for the incorrect calculation. You can access this check box by launching the TimeSync application on your organizer. We hope to automate this feature in the future.

Disabling and Uninstalling

To disable this feature, launch the BackupBuddy Configuration Manager on your desktop and uncheck the box for "Enable time synchronization." To uninstall, remove the TimeSync™ application from your organizer.

Automatic Synchronization



Automatic Sync Setup Program

With the Automatic Sync™ feature in version 1.3, BackupBuddy also has the ability to automatically initiate a HotSync via a cradle at a user specified time every day. Now you can schedule backups, downloads of email, AvantGo content, etc. to occur on a regular basis! ***Please note that this features requires Palm OS 3.1 or better.***

Note regarding Platinum Certification Testing: *the Automatic Sync™ program has not undergone Platinum Certification testing. If you'd like a purely Palm Platinum solution, do not enable the Automatic Sync™ program.*

Installing Automatic Sync™

To install Automatic Sync™, simply install the AutoSync.PRC Palm application to your organizer. You may find a copy of this file in the "Extras" directory which can be found by clicking on the Windows Start button, selecting Programs, BackupBuddy and then Extras or by checking inside the directory where you installed BackupBuddy.

Usage

To launch Automatic Sync, simply click on the AutoSync icon (looks like: (a)) and click on the Enable check box. To set the time, click on the box with the time in it. A screen will appear that will let you change the time.

If "Only when plugged in" is checked, a HotSync will not occur if your organizer is not connected to a charging device, such as to a cradle. The purpose of this feature is to prevent unnecessary battery drain. If you do not have a charging device, you should not enable this option. If Automatic Sync detects that your batteries are running dangerously low, it will not initiate a HotSync.

Disabling and Uninstalling

To disable, launch Automatic Sync and uncheck the Enable check box. To uninstall, remove the Automatic Sync™ application from your organizer.

Additional Features

Locating Your Directories - Backup, Archived Files, FlashROM and Handspring Flash Card

By clicking on the "B" icon in the upper left-hand corner of the BackupBuddy Configuration Manager, each user can easily view and manipulate his or her backup directory, archived files directory, FlashROM files directory and Handspring Flash card directory from the menu.

Backing Up to More than One Desktop Computer

BackupBuddy requires no special or additional configuration to properly back up to more than one desktop computer. If you routinely synchronize between two desktop computers, then simply install the Palm desktop software and BackupBuddy on both computers.

Please note that Blue Nomad, LLC's *license policy* is that one license entitles a user to backup **one organizer**. ***Please see the End User Agreement at the end of this manual for more information.***

If you are a registered user of BackupBuddy and one of your computers is a Mac, please email us at upgrades@bluenomad.com and request a free copy of the Mac version of BackupBuddy. Please note that the current MacOS version is not as robust as the Windows version. We hope to address that discrepancy in the future.

Restoring Data

This section provides instructions regarding how to recover your data and programs in the event of data loss.

In the event that you have any difficulty with restoring, please read the notes associated with each section.

Make a backup copy – before attempting any restore, it is recommended that you make a safe copy of the following directories: backup directory, FlashROM files directory and any Handspring Springboard backup directories. For information on how to locate these directories, please see the Additional Features section of the manual.

Recovering Data

This section covers the following: A. restoring data in the event of total data loss, B. other restores, C. restoring individual files, D. restoring data in Flash, E. restoring Handspring Modules and F. restoring via modem HotSync. In the event that you have any difficulty with restoring, please read the notes associated with this section

A. In the Event of Total Data Loss

If your organizer has suffered catastrophic data loss for whatever reason (e.g. dead batteries, a program crashes, etc.), simply insert your organizer into its cradle and press the HotSync button - all your data and programs will be restored.

Notes regarding restoration:

1. ***Restoration Mechanics.*** BackupBuddy does not actually perform the restore operation. It is done automatically by the HotSync Manager when it detects an organizer with no data. In such event, the HotSync Manager then copies and installs everything that's present in the backup directory to the organizer. Thus, **setting the BackupBuddy conduit to do nothing** (see Basic Settings) will not stop this copy and install process. If there is a file in your backup directory that you do not want reinstalled on your organizer, you should make a safe copy of your backup directory, open your backup directory, delete the unwanted program and then HotSync. To locate your backup directory, please see the Additional Features section of this manual.
2. ***Crashes During Restores.*** "Crashes" during a restore operation are generally caused by applications that can't properly restore themselves from backup copies (i.e., the copy of the program that BackupBuddy has placed in your backup directory). Please note that **these crashes are *not* due to bugs in BackupBuddy or the HotSync software.** Although there are very few of these applications (such as, certain versions of HandShopper and PilotMoney), you should be sure to contact the application author for a bug fix and let us know if you believe you are experiencing this problem. If you

experience a crash, your organizer will tell you the name of the application causing the crash. To resume restoration, in the event of such a crash:

1. Make a backup copy of your backup directory
2. Open your backup directory and delete the offending program*
3. Hard reset your organizer (please consult your organizer's manual for assistance with this)
4. HotSync

*Please note that the only way we know how to find the offending program is to make a copy of your backup directory and move it to a safe location. Then sync and the built-in applications will install. After that install each program from your backup directory, until one crashes.

Please note that if you have InstallBuddy™, these crashes should not occur. For more information about InstallBuddy™, please visit www.bluenomad.com.

3. ***Non-English Desktop Software Users.*** Occasionally users of non-English desktop software report that the organizer fails to automatically restore after a hard-crash. If you are such a user, you may have to change BackupBuddy's HotSync action to Desktop overwrites Handheld to enable a proper restore. See Basic Settings above for how to enable this feature, and be sure to read the notes regarding other restorations below

B. Other Restorations

With BackupBuddy you can also restore your organizer to its prior state (i.e., at the time of your last backup). To do this, you will need to change your Basic Settings to Desktop overwrites Handheld (you may want to consider doing this for all other conduits as well).

Notes regarding other restorations:

1. ***Make a Backup Copy!*** if you select this option, we suggest that you locate your backup directory (as described in Additional Features) and make a copy of it first. This is because when this option is selected the HotSync manager will automatically delete all the entries in the backup directory after the restore. Because of the current HotSync architecture, BackupBuddy has no control over this behavior and *cannot* prevent it. This *will not occur*, however, following a restore after a "reset" event (e.g. dead batteries, crashed program, etc)
2. ***Net Prefs Error*** - you will get an error that HotSync manager was unable to restore "Net Prefs." Please disregard this error. Notwithstanding the error, your Network Preferences settings should be restored to the device. Again, given the current HotSync architecture, BackupBuddy has no control over the generation of this error message and can't prevent it. This will not occur, however, following a restore after a "reset" event (e.g. dead batteries, crashed program, etc)

C. Restoring Individual Files

To restore a file from your backup directory or archived files directory, simply locate the directory as described above in Additional Features and reinstall the file. To reinstall the file, use the install program provided with your desktop software or InstallBuddy™ (to obtain a free trial version of InstallBuddy please visit www.bluenomad.com). If you're unsure how to install, please consult the manual that was provided with the software.

D. Restoring Data in FlashROM

Although BackupBuddy is able to backup applications and data in FlashROM, currently it cannot facilitate the automatic restoration of such data to FlashROM. In order to do so, we would essentially have to rewrite FlashPro. We are speaking with TRG about adding this feature and hope to incorporate it into a future release.

In the meantime, if your flash memory is deleted, you can restore by doing the following: locate your ROM_Files directory (as described above in Additional Features) and manually restore the applications in that directory using the Palm application install utility as described in the manual that comes with your handheld or by using InstallBuddy™ (to obtain a free trial version of InstallBuddy please visit www.bluenomad.com).

E. Restoring Handspring Flash Modules

Although BackupBuddy is able to backup applications and data on flash cards, currently it cannot facilitate the automatic restoration of such data to flash cards. This is due to a limitation in the current HotSync architecture.

If your flash card memory is deleted, you can restore by doing the following: locate your flash card backup directory (as described above in Additional Features) and manually restore the applications in that directory using the Palm application install utility as described in the manual that comes with your handheld or by using InstallBuddy™ (to obtain a free trial version of InstallBuddy please visit www.bluenomad.com).

F. Restoring Your Organizer via Modem HotSync

During the beginning of a restore operation, HotSync manager may ask you to "select a user" whose data you want restored to your organizer. Unfortunately, if you're HotSync'ing via modem, you will most likely not be next to your desktop PC and will be unable to select a particular user from the dialog box that appears. To avoid this problem, we suggest using a tool called **RoadReloader**, written by [Joe Sacher](#). The documentation for the tool says it supports Pilot Desktop 2.0. Nevertheless, it is unknown at this time whether it is compatible with Desktop 3.0. If you need further information, please contact the author at the above address. Blue Nomad, LLC **does not** support this product. You may download RoadReloader at www.palmgear.com.

Transferring Data to Your New Organizer

As many of you know, BackupBuddy happily makes it very simple for you to upgrade to a new organizer.

All you need to do is:

- 1. Make a Safe Copy of your Backup Directory.** To be extra cautious, we recommend that you make a copy of your backup directory. To locate your backup directory, please see the Additional Features section.
- 2. HotSync New Organizer.** Simply put your new organizer in the cradle and HotSync. HotSync will automatically detect an empty organizer and will copy/restore all of your data to your new organizer.

Errors. As with normal restores, once and awhile a non-BackupBuddy certified program may cause an error upon installation. In the event of any problems with installing to your new machine, please see notes in the Restoring Data section of the manual to troubleshoot.

Registering or Purchasing BackupBuddy

If you're using the trial version of BackupBuddy and would like to register (i.e., purchase) a licensed copy, please visit the purchase center at Blue Nomad, LLC's website: <http://www.bluenomad.com>, or write to sales@bluenomad.com for ordering information and availability.

Currently, BackupBuddy may be purchased online, by mail or fax or by sending in a purchase order. If you purchase online from our secure web-server, you will immediately be able to download a registered copy of the software. For instructions on installing the full version or installing an upgrade or update, please see the Installing Desktop-Based BackupBuddy section of this manual.

Please note that Blue Nomad, LLC's *license policy* is that one license entitles a user to backup **one organizer**. *Please see the End User Agreement at the end of this manual for more information.*

Site Licenses and Special Discounts

In addition, volume discounts, site licenses, education and government discounts are available. Please contact our sales department (<mailto:sales@bluenomad.com>) or visit the Blue Nomad, LLC website for details.

Updates & Email Address Changes

If you are a registered user and your email address changes, please let us know so that we can continue to send you free bug fixes and updates to our software. When sending us an email address change notifications, please include your full name, old email address and new address to expedite. Or, if you think that you may have missed an update, please let us know by sending us your full name and email address. Please send all such requests to upgrades@bluenomad.com.

Support

If you have a question that's not answered in this document, please visit the support center at www.bluenomad.com to review our frequently asked questions (FAQs) section. We will constantly be updating our FAQs and our website to better serve you.

If you don't find your question in the FAQs, please email your technical support question to: support@bluenomad.com. We make every effort to answer email inquiries within one business day (California time).

What to include with your support inquiry?

Please include the following with your question:

1. **Verbose HotSync Log.** To generate a verbose HotSync log, please enable the "Verbose output to HotSync log file" option in the BackupBuddy Configuration Manager. After that, run a HotSync. Then, open the Palm desktop software, select HotSync and then select view HotSync log. Copy the log and paste it into your email inquiry.
2. **Information on your organizer.** Please provide us with information on what organizer, Palm OS version and HotSync version you are using.
3. **Information on your computer.** Please provide us with information on what version of Windows you are using and list any service packs or releases applied, if any.
4. **Please provide a detailed description of the problem.** For example, if you are experiencing an error, please give us the exact error and the scenario when the error occurred.

Thanks for your cooperation!

Email Address Changes

If you are a registered user and your email address changes, please let us know so that we can continue to send you free updates to our software. When sending us an email address change notifications, please include your full name, old email address and new address to expedite. Please send all such requests to upgrades@bluenomad.com.

Alternatively, if you'd like to write to technical support via snail-mail, correspondence should be addressed to:

Blue Nomad, LLC
Attn: Technical Support
4 Hyde Street
Redwood City, CA 94062

End-User License Agreement

BY CLICKING ON THE "ACCEPT" BUTTON, AT THE BOTTOM OF THIS PAGE YOU CONSENT TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, CLICK ON THE "DECLINE" BUTTON, IN WHICH EVENT THE DOWNLOAD PROCESS WILL NOT CONTINUE.

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Some states do not allow the limitation of liability, so the foregoing may not apply to you.

4. Term; Termination; Indemnification.

Termination. If Blue Nomad, in its sole discretion, at any time determines that you have breached the provisions of this Agreement, Blue Nomad may immediately terminate this Agreement.

Effect of Termination. Upon termination or expiration of this Agreement, all licenses granted hereunder shall terminate. Upon termination, you must destroy all copies of the Software Product.

No Waiver. The failure of either party to enforce any provision of this Agreement shall not be deemed a waiver of such provision. The rights of Blue Nomad under this Agreement are in addition to any other rights and remedies provided by law or under this Agreement.

Remedies. You acknowledge that breach by you of any provisions of this Agreement would cause irreparable harm to Blue Nomad, the extent of which would be difficult to ascertain. Accordingly, you agree that, in addition to any other remedies to which Blue Nomad may be entitled, Blue Nomad may seek immediate injunctive relief in the event of a breach by you or any provisions hereof.

Indemnification. In the event of breach by you of this Agreement, you will indemnify Blue Nomad, its officers, directors, employees and agents for all losses, damages, liabilities, costs and expenses (including actual attorney's fees and all related costs) which Blue Nomad may sustain or incur as a result of your breach.

5. Miscellaneous.

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U.S. Government End Users. The Software is a "commercial item," as that term is defined in 48 C.F.R. 2.101, consisting of "commercial computer software" and "commercial computer software documentation," as such terms are used in 48 C.F.R. 12.212. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4, all U.S. Government End Users acquire the Software Product with only those rights set forth herein.

Assignment. Nothing stated in this Agreement permits you to transfer or otherwise assign your rights under this Agreement to any third parties.

Governing Law. This Agreement will be governed by and construed in accordance with the laws of the State of California, U.S.A., without reference to conflicts of law principles.

Partial Invalidity. If any provision in this Agreement shall be found to be invalid or unenforceable in any jurisdiction in which this Agreement is being performed, the remainder of this Agreement shall be valid and enforceable

and the parties shall negotiate in good faith, a substitute enforceable provision which most nearly effects the parties' intent in entering into this Agreement.

Notices. Notices under this Agreement to you will be provided either pursuant to written notice or pursuant to e-mail correspondence.

BackupBuddy is a registered trademark of Alexander S. Hinds, M.D. InstallBuddy, TimeSync and AutoSync are trademarks of Blue Nomad, LLC.

Handspring, Visor, and Springboard are trademarks of Handspring, Inc.

Palm Computing is a registered trademark and the Palm Computing platform Platinum logo is a trademark of Palm, Inc. or its subsidiaries.

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EXHIBIT A - UNSUPPORTED FEATURES

Due to Driveway.com's termination of its personal online storage service, BackupBuddy no longer provides a supported Internet backup service. Accordingly, this affects our Network Backup and Palm Client feature set. We are looking into alternatives for our users and apologize for the inconvenience.

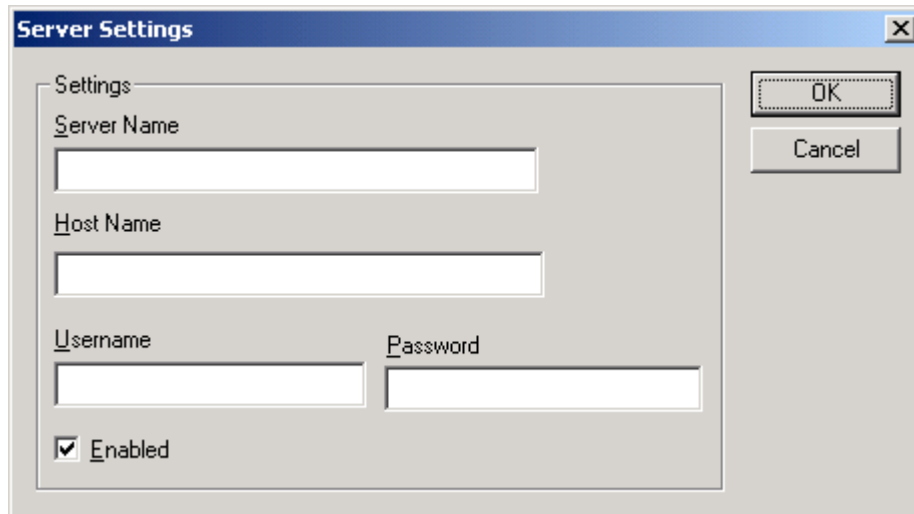
In the meantime, if you are an advanced user and have access to your own FTP server, you can still use these features. ***Please note that this is an unsupported feature of BackupBuddy.***

Network Backup

If you have access to your own FTP server, you can use BackupBuddy to backup your files to your server.

To enter your own FTP server's address, open the BackupBuddy Configuration Manager on your desktop, click on the BB icon in the upper left hand corner, select Network Configuration and then click the Add button.

You will then see the screen below:



The screenshot shows a 'Server Settings' dialog box. It contains the following elements:

- Title bar: Server Settings
- Settings section:
 - Server Name: [Empty text box]
 - Host Name: [Empty text box]
 - Username: [Empty text box]
 - Password: [Empty text box]
 - Enabled
- Buttons: OK, Cancel

Desktop Client Server Settings

Enter your Server Name (e.g., servername.com) and Host Name (e.g., ftp.servername.com) and then enter a username and password if required. Finally, leave the *Enabled* checkbox item enabled and click on the OK button.

Usage of Network Backup Feature

Once configured, highlight the name of the server marked as *enabled*. BackupBuddy will then automatically backup your files to the network server at the conclusion of each HotSync and regular BackupBuddy backup (to the desktop). A progress bar will appear to let you know how the backup is going.

Manual Network Backups

If you'd prefer *not* to have your files backed up after every HotSync, select the server from the list (i.e., highlight the name of the server), click the *Configure...* button, clear the *Enabled* checkbox and then click *OK*. You can still backup your files to the server at any time, however, it must be initiated manually by selecting the server from the list and clicking the *Backup Now* button.

Restoring from the Network File Store

Selecting a server and pressing the *Restore Now* button will copy your backup files from the network file store to your backup directory on your desktop computer. For more information, please see the Restoring Data section below.

Disabling Network Backups

To disable network backups, select the server from the list (i.e., highlight the name of the server), click the *Configure...* button, clear the *Enabled* checkbox and then click *OK*. You can still backup your files to the server at any time, however, it must be initiated manually by selecting the server from the list and clicking the *Backup Now* button.

Network Backup Options

If the *Minimize Network Backup Window* option is enabled, BackupBuddy will minimize the network backup progress window during network backup following HotSync's.

If the *Log Network Backup to HotSync Log file* option is enabled, BackupBuddy will write a detailed report of the network backup operation to the HotSync Log file.

BackupBuddy Palm Client

The BackupBuddy Palm Client (version 4.1 or better) is an exciting feature that allows you to backup and restore critical files on your organizer on the road via a modem, be it wired or wireless. Please note that a Palm VII "modem" will not work for these purposes. With version 1.3 or better, the BackupBuddy Palm Client also supports color and uses even less of your organizer's precious memory.

Note regarding Platinum Certification Testing: *the BackupBuddy Palm client has not undergone Platinum Certification testing. If you'd like a purely Palm Platinum solution, do not use the Palm client*

Regular v. Flash Palm Client

The BackupBuddy Palm Client comes in two “flavors”: a regular Palm application and a version that can install itself into “flash” memory (the “flash version”).

The advantage of using the flash version is as follows: should your organizer suffer catastrophic failure while away from your desktop computer, the contents of your flash memory would most likely be intact and you’d be able to use the copy of BackupBuddy in flash memory to restore your organizer’s files via a modem.

The flash version of the BackupBuddy Palm Client is fully compatible with TRG’s FlashPro. In addition, it can be safely installed in the remaining flash memory on an OmniSky-enabled Palm V.

Unfortunately, not all organizers (or compatibles) support flash memory. Currently, only the following organizers are supported:

- Palm III, IIIx, IIIc, V, Vx
- TRGpro
- IBM WorkPad 20x, 30x, c3
- Symbol 1500, 1700, 1740

The following organizers are **not** supported:

- Palm VII, IIIe, Professional
- HandSpring Visor

Note regarding users of TRG’s FlashPro: *If you’re an existing TRG FlashPro user, you do not need the Flash Pack Add-On. Existing TRG FlashPro users may simply use FlashPro to install the BackupBuddy Palm Client into FlashROM.*

Note regarding the Flash Version: *Please note that the Flash Pack Add-On is no longer for sale.*

Installation of the Regular Version of the Palm Client

To use the regular, non-flash version of the BackupBuddy Palm Client, install the BackupBuddy.PRC Palm application to your organizer. You may find a copy of this file in the “Extras” directory, which can be found by clicking on the Windows Start button, selecting Programs, BackupBuddy and then Extras or by checking inside the directory into which you installed BackupBuddy.

Installation of the Flash Version of the Palm Client

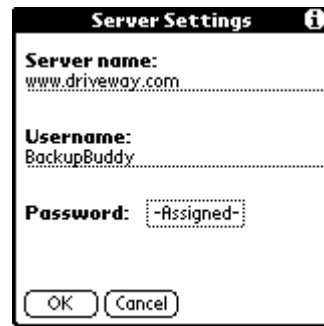
To use the flash version of the BackupBuddy Palm Client, install the BBFlashInstaller.PRC Palm application to your organizer. After HotSync’ing, run the BBFlashInst program on your organizer (icon looks like a large “I”) and click on the programs Install button to install it into flash memory. You can tell that it is installing to flash by watching the progress meter on your palm. After installation is complete, the BackupBuddy Palm Client will be started automatically.

Note regarding users of TRG's FlashPro: If you're an existing TRG FlashPro user, you do not need the Flash Pack Add-On. Existing TRG FlashPro users may simply use FlashPro to install the BackupBuddy Palm Client into FlashROM.

Removal of the Flash Version of the Palm Client

To remove the flash version from your device, simply install and run the BBFlashUninstaller.PRC Palm application to your organizer. You may find a copy of this file in the Flash Pack Add-On.

Configuration of the Palm Client

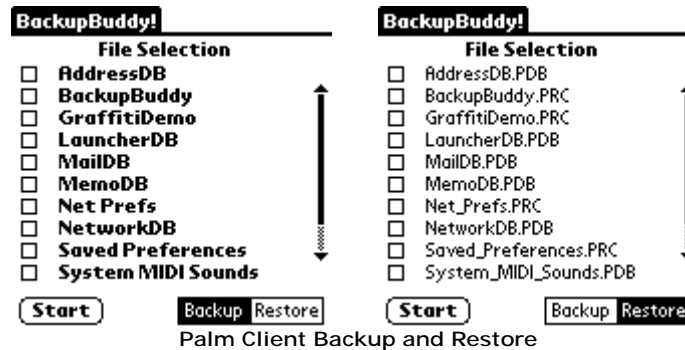


Palm Client Configuration

To begin using the BackupBuddy Palm client, you should first configure it by launching the application on your organizer and selecting the menu item *Options>Server Settings*.

In the *Server Name* field enter the name of the FTP server to which you will be backing up and restoring your files, e.g. www.SERVERNAME.com (*note: you should not enter any leading URL qualifiers, such as http://*). Under *Username* enter your assigned user name on the server, if applicable. Clicking the box next to *Password* will bring up a form that will allow you to enter the password you have been assigned on the server, if applicable.

Usage of the Palm Client

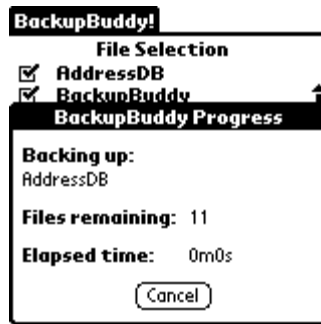


Palm Client Backup and Restore

With version 1.3 of the BackupBuddy Palm Client, you can use it not only to backup and restore your organizer but you *can also beam and delete any files on your organizer!* Please read on for more information.

Palm Client Backup

Using the BackupBuddy Palm Client is very easy once configured as described above. Files listed in **bold** text are those that have been modified since your last *desktop-based* backup. Simply check-off the files you would like to have backed up, and click the *Start* button. You will then see a progress monitor similar to the one below:



BackupBuddy Palm Client Progress

Palm Client Restore

To restore files, click the *Restore* button. BackupBuddy will then connect to the network file store and present you with a list of files that are available for restoring. Check-off the files you would like to have restored, then click the *Start* button. The files you have selected will be restored to your organizer.

Beaming and Deleting Files with the BackupBuddy Palm Client

To beam or delete *any* file on your organizer, please do the following:

1. Launch the BackupBuddy Palm Client on your organizer
2. Select the files you want to beam or delete using the check boxes on the column on the left
3. Open the File Menu and select Beam Selected or Delete Selected

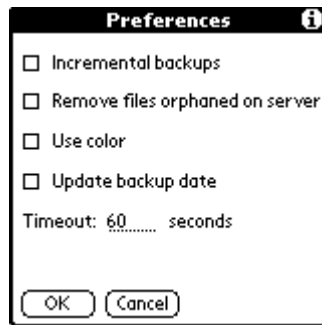
Note regarding beaming files that are beam locked - if the file that you are trying to beam is beam locked, you will not be able to use this function and you will receive the following error: "Unable to beam: [name of file]."

Note regarding archiving files that you delete on your organizer – if you have the BackupBuddy Configuration Manager set to "Archive files deleted on handheld," any files that you delete using the BackupBuddy Palm Client will be saved in the archived files directory on your desktop BUT only when you do a desktop-based

backup. *In other words, if you use only use the Palm Client to backup to Driveway.com, you generally will not get a copy of the deleted file in your archived files directory because the Palm Client currently doesn't support file archiving.*

Palm Client Preferences

The BackupBuddy Palm Client also has several user settable preferences that allow you to tailor its operation, such as Incremental Backups, Remove files orphaned on server, Use color, Update backup date and Timeout. These preferences are described below:



Palm Client Preferences

Incremental Backups. You may access the Palm Client Preferences via the *Options > Preferences* menu item. If you have enabled the *Incremental backups* option, BackupBuddy will only copy files to the server if the files on the Palm are newer, thus saving you some time during more lengthy backups.

Remove files orphaned on server. If you have enabled the *Remove files orphaned on server* option, BackupBuddy will delete files from the server that have been deleted from your organizer.

Use color. To enable the color feature, simply check the box the left of "Use color." If this option is enabled, modified files (i.e., files that have been modified since your last backup) will be displayed in red.

Update backup date. If this option is enabled, file backup dates will be updated after a network backup operation. Thus, the files will no longer be listed in bold or red, if Use color has been selected. This feature makes it easier for you to select which files have been modified since your last Palm Client backup.

Timeout. The Timeout value specifies how long (in seconds) you would like the BackupBuddy Palm Client to wait for replies from the server before stopping the current network operation (i.e., before it reports an error). If you are trying to communicate with a server that is running slowly (i.e., there is network congestion), you may want to increase the Timeout value.

Palm Client Limitations

The BackupBuddy Palm Client currently has the following limitations:

1. It cannot backup or restore data in flash memory, on HandSpring Visor Springboard modules or files marked "read-only" on the organizer
2. Backup and restore of a full 8-megabyte organizer will be slow
3. Although it can backup your Graffiti Shortcuts and Network Preferences files, it is unable to properly restore them

Recovering Data

Recovering Data Using Network-Based BackupBuddy

This section covers the following: A. restoring data in the event of total data loss, and B. restoring data from other Internet file storage locations. In the event that you have any difficulty with restoring, please read the notes associated with this section.

A. In the Event of Total Data Loss

If your organizer has suffered catastrophic data loss, and you'd like to restore from your Internet file storage location, please perform the following steps:

1. Launch the BackupBuddy Configuration Manager, click on the BB icon in the upper left hand corner and select Network Configuration to view the Network Settings
2. Select a server (by highlighting the name of the server) and press the *Restore Now* button. BackupBuddy will copy your backup files from the Internet file storage location to your backup directory on your desktop computer
3. Follow the directions *in Restoring Data > Desktop-based* above.

B. Restoring Data From Other Internet File Storage Locations

If you'd like to restore individual files from another Internet file storage location, please perform the following steps:

1. Connect your web browser to the storage site
2. Navigate to the location where your backup directory is stored
3. Select the file(s) you wish to restore
4. Download the selected file(s)
5. Use the *Palm Install Tool* or our InstallBuddy™ installation/conversion application (you can download a free demo version from www.bluenomad.com) to install the file(s) to your organizer

Note regarding restoration of builtin applications - by default BackupBuddy does not backup data for your builtin applications. If you'd like to be able to restore this data while away from your primary desktop computer, you should enable the backup of those files from within the BackupBuddy Configuration Manager. Likewise, if you would like to be able to restore Quicksheet files from the Internet file storage location, do not select the Skip Quicksheet files option in the BackupBuddy Configuration Manager. Please see the Advanced Features section of this manual for more information on these options.

Recovering Data Using the BackupBuddy Palm Client

This section covers the following: A. restoring data in the event of total data loss and B. restoring individual files. In the event that you have any difficulty with restoring, please read the notes associated with this section.

A. In the Event of Total Data Loss

If your organizer has suffered catastrophic data loss *and* you have installed the flash version of BackupBuddy Palm Client, you may recover your data by doing the following:

1. Enter your Palm network connection settings in the Palm *Preferences* panel
2. Enter your BackupBuddy *Server Settings* as described in the Configuration of Palm Client above
3. Launch the BackupBuddy Palm Client on your organizer
4. Click the *Restore* button
5. Select the files you want restored, then click *Start*

B. Restoring Individual Files

1. Launch BackupBuddy Palm Client on your organizer
2. Click the *Restore* button
3. Select the files you want restored, then click *Start*

Note regarding restoration of builtin application - by default BackupBuddy does not backup data for your builtin applications. If you'd like to be able to restore this data while away from your primary desktop computer, you should enable the backup of those files from within the BackupBuddy Configuration Manager. Likewise, if you would like to be able to restore Quicksheet files from the network file store, do not select the *Skip Quicksheet files* option in the BackupBuddy Configuration Manager. Please see the *Advanced Features* section of this manual for more information on these options.