



Southpaw Technology ONE User Guide

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Southpaw Technology One User's Guide

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1. OVERVIEW

Southpaw Technology ONE, a Powered by Nine product, is a premier online data backup and recovery service for individual laptops and desktop computer systems. It offers users a secure online backup, fast data recovery, and peace of mind when it comes to protecting their data from being lost.

The Southpaw Technology ONE software runs automatically on your computer. As the software works, you will see a “N” icon flash in your task bar, this will notify you that the software is in use. Your backups will run automatically based on a schedule. On-demand backups can be run manually at any time by clicking on the “N” icon.

Southpaw Technology ONE compresses and encrypts all of your critical data prior to transmission; this level of security prevents unauthorized access to the data. Your data will be securely stored at all times in our Powered by Nine Data Centers.

By utilizing innovative infrastructure by Powered by Nine, Southpaw Technology ONE provides unmatched data security, reliability, and performance.

1.1 Operating System and Application Support

- Microsoft Windows XP, Vista and Microsoft 7
- Outlook and Outlook Express (i.e. *.pst, *.dbx and *.wab)
- Any locked files

1.2 Features and Benefits

- Backup
 - Incremental forever backup
 - Open/Locked file backup
 - Category-based backup
 - Individual File/Folder backup
- Backup Scheduling
 - Daily
 - Weekly
 - Monthly
 - ONE time
 - When computer starts
- Logging
 - Backup events
 - Restore events
 - Errors
- Restore
 - Cached restore

- Individual File/Folder restore
- File versions
- Search/Find
- Restore to alternate location
- Overwrite options
- Web restore from anywhere
- General
 - Activity status
 - Stop activity
 - Resume activity
 - Storage quota display
 - Help

1.3 Security

- Encrypted communication between Southpaw Technology Clients and the Powered by Nine Data Center.
- Data can be encrypted with AES 128-bit
- Guaranteed data integrity
- Built with Nine back-end replication and redundancy and is able to survive multiple node failures
- Encryption on-site, “in-flight”, and “at-rest” at data centers

1.4 Encryption

- User-defined encryption key
- Users must write down and store the encryption key in a safe place
- Southpaw Technology cannot view user-defined encryption keys

1.5 System Requirements

Supported Platforms	Hardware Requirements
<ul style="list-style-type: none"> ● Windows XP ● Windows Vista ● Windows 7 	<ul style="list-style-type: none"> ● Memory: 128MB ● Disk Space: 100MB ● Network Protocol: TCP/IP

2. INSTALLING SOUTHPAW TECHNOLOGY ONE

2.1 Installing Southpaw Technology ONE for Windows XP, Vista, and Microsoft 7

1. Browse to the location where you saved the Southpaw Technology ONE client software, then double-click the file (ends in .exe).
The Southpaw Technology ONE Installation Wizard will start.
2. Click Next to continue with the Setup Wizard.



Figure 1: Setup Window

3. Read the license agreement and if you agree with it then select "I Agree;" otherwise, cancel the installation.

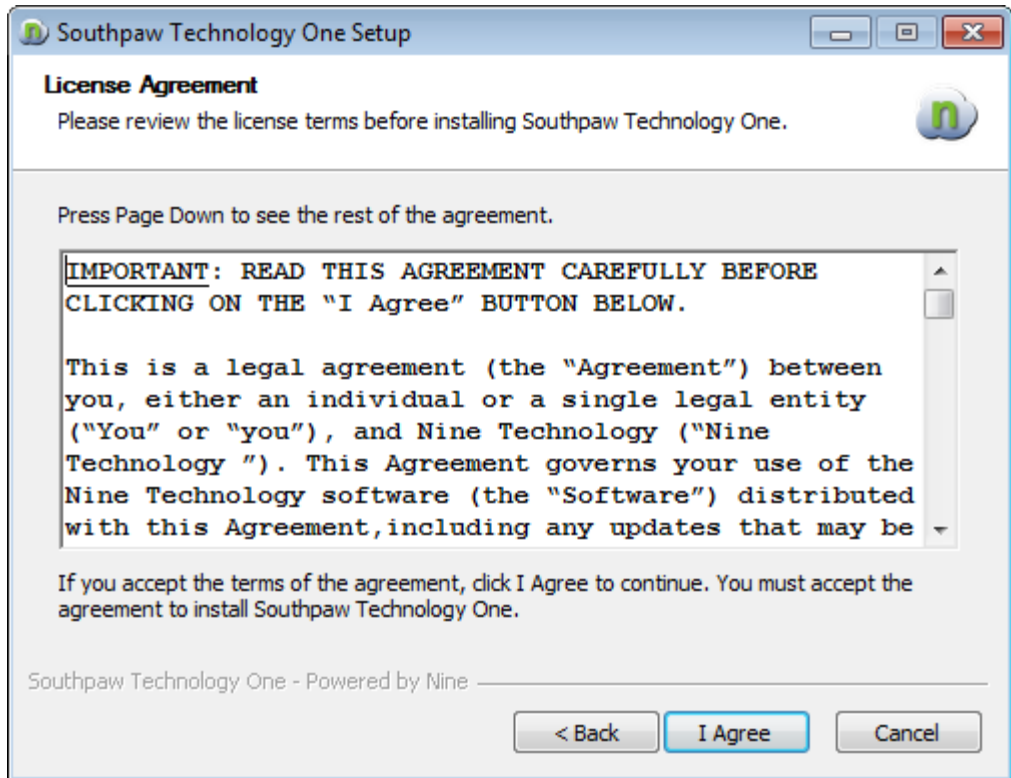


Figure 2: License Agreement

4. Please choose the installation location. By default, it will choose the C: drive. If you don't have room on that drive, you can browse to a new location where you would like to save.

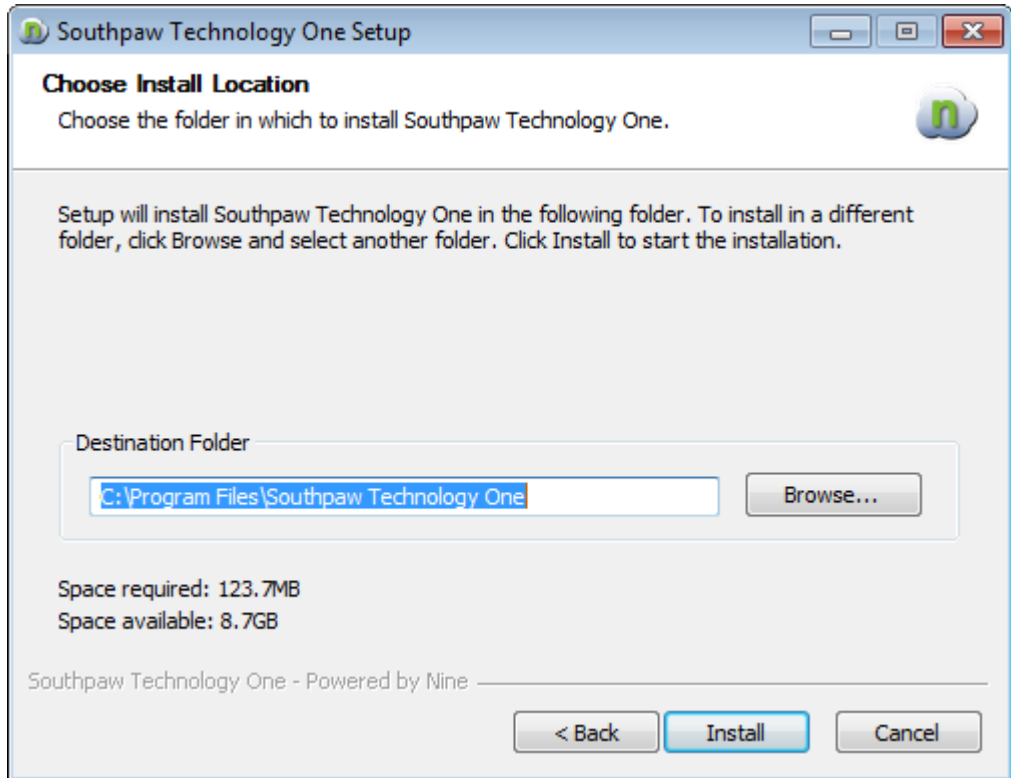


Figure 3: Choose Install Location

5. Click the “Finish” button to complete the installation. Southpaw Technology ONE will launch automatically to bring you to the final steps of the setup process which includes entering your computer client name, password; and setting up your private encryption key.

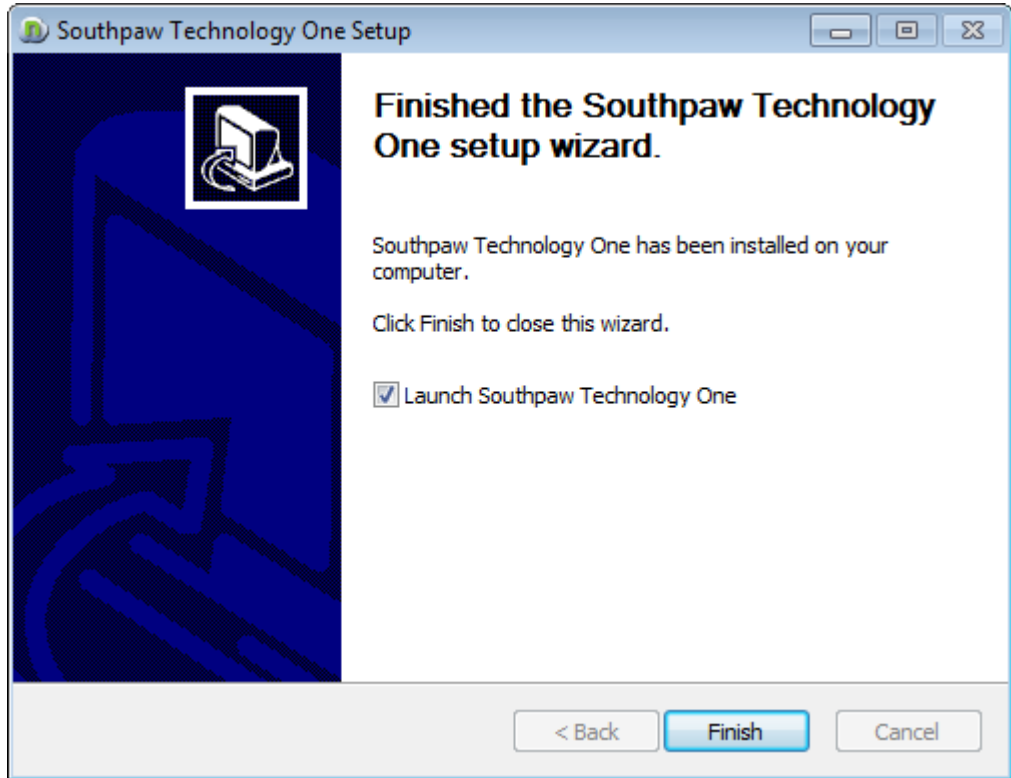


Figure 4: Final Step of Installation

2.2 Starting Southpaw Technology ONE

Click Start > All Programs > Southpaw Technology ONE > Southpaw Technology ONE

2.3 Registration Process:

1. When Southpaw Technology ONE is launched for the first time after installation, it will display the initial Southpaw Technology ONE Sign In screen shown below:
2. If you already have an account and you have created your computer client name & password click on Sign In to enter credentials.
3. If this is a first time installation, you must click on “New Client” and you will be directed to a secure signup portal to register for an account and setup computer client name and password.

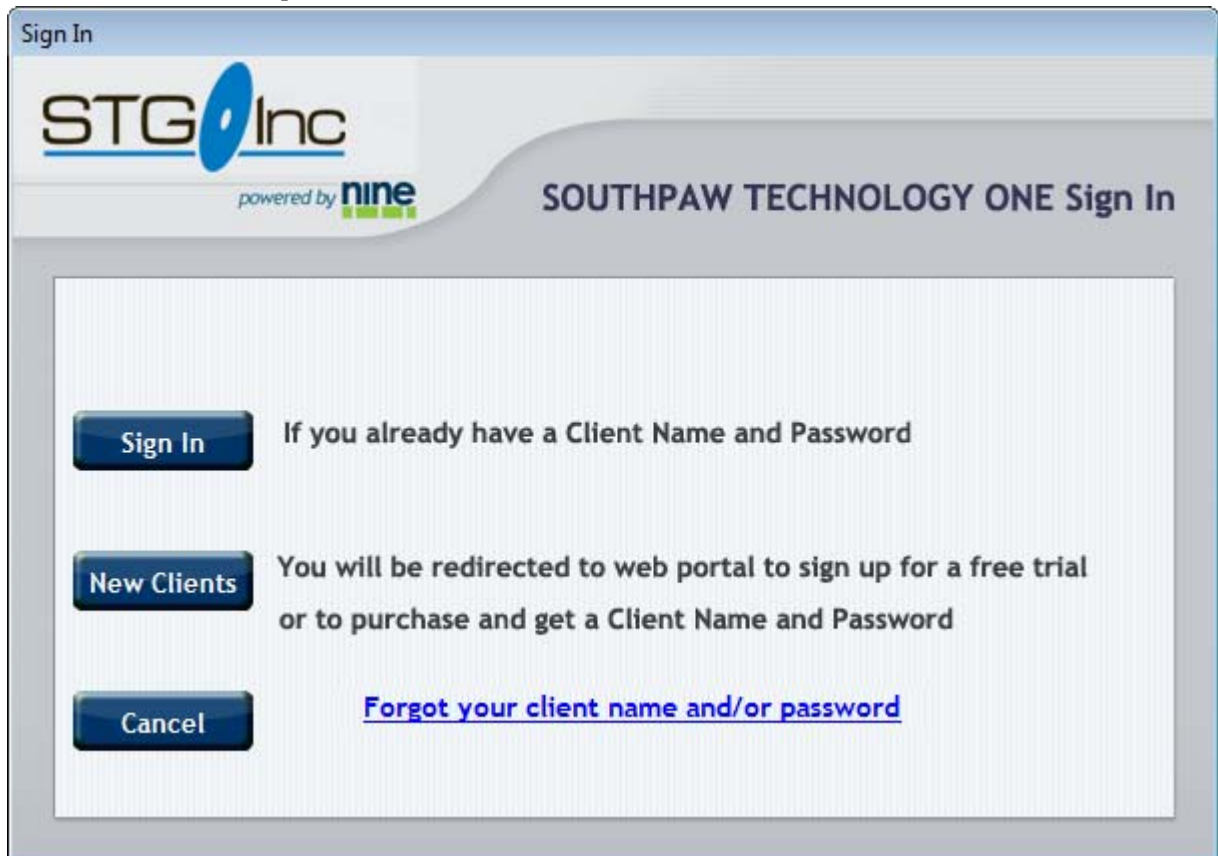


Figure 5: Southpaw Technology ONE Sign In screen

1. You now must create your Private Encryption Key that Southpaw Technology ONE will use to encrypt and secure your data. It can be anything you want. You could even make the Encryption key the same as your Password.

Caution: Please write down and store this Encryption Key in a secure place. If you lose or forget your Encryption Key, you will not be able to access your data. Southpaw Technology and Nine Technology do not have any way to recover the Encryption Key.


3. LAUNCHING SOUTHPAW TECHNOLOGY ONE

3.1 Starting Southpaw Technology ONE

1. Click Start > All Programs > Southpaw Technology ONE > Southpaw Technology ONE

3.2 System Tray Icon

Southpaw Technology ONE can also be started by clicking on the System Tray icon found on the right corner of the Windows toolbar.

Right-clicking on the Southpaw Technology ONE System Tray Icon  will bring up the following menu of options that can be run including the following:

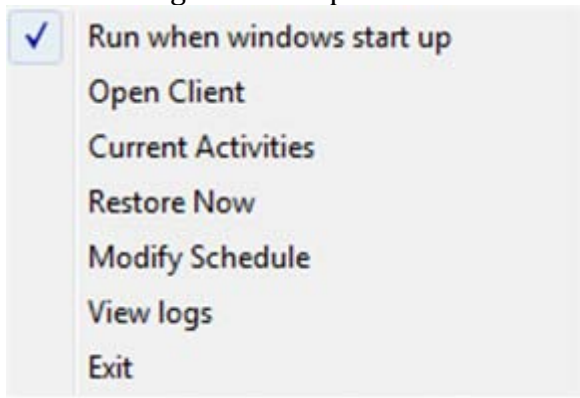


Figure 6: Southpaw Technology ONE System Tray

4. INTRODUCING THE SOUTHPAW TECHNOLOGY ONE GUI

Once opened, Southpaw Technology ONE displays the following main screen:



Figure 8: Southpaw Technology GUI

The Southpaw Technology ONE GUI is comprised of just a few simple buttons allowing easy backup and restore procedures, as well as a graphical display of the amount of data you have used and the total quota of disk space available based on your account settings.

4.1 Advanced/Simple Modes

In the “What would you like to backup” window, you can select files and directories for backup in one of two ways. In the “Simple Mode” you can select which data you want to backup by simply clicking the checkbox next to the categories in the window.

Select “Advanced Mode” to toggle to an Explorer view where you can individually select which files and directories that you want to backup.

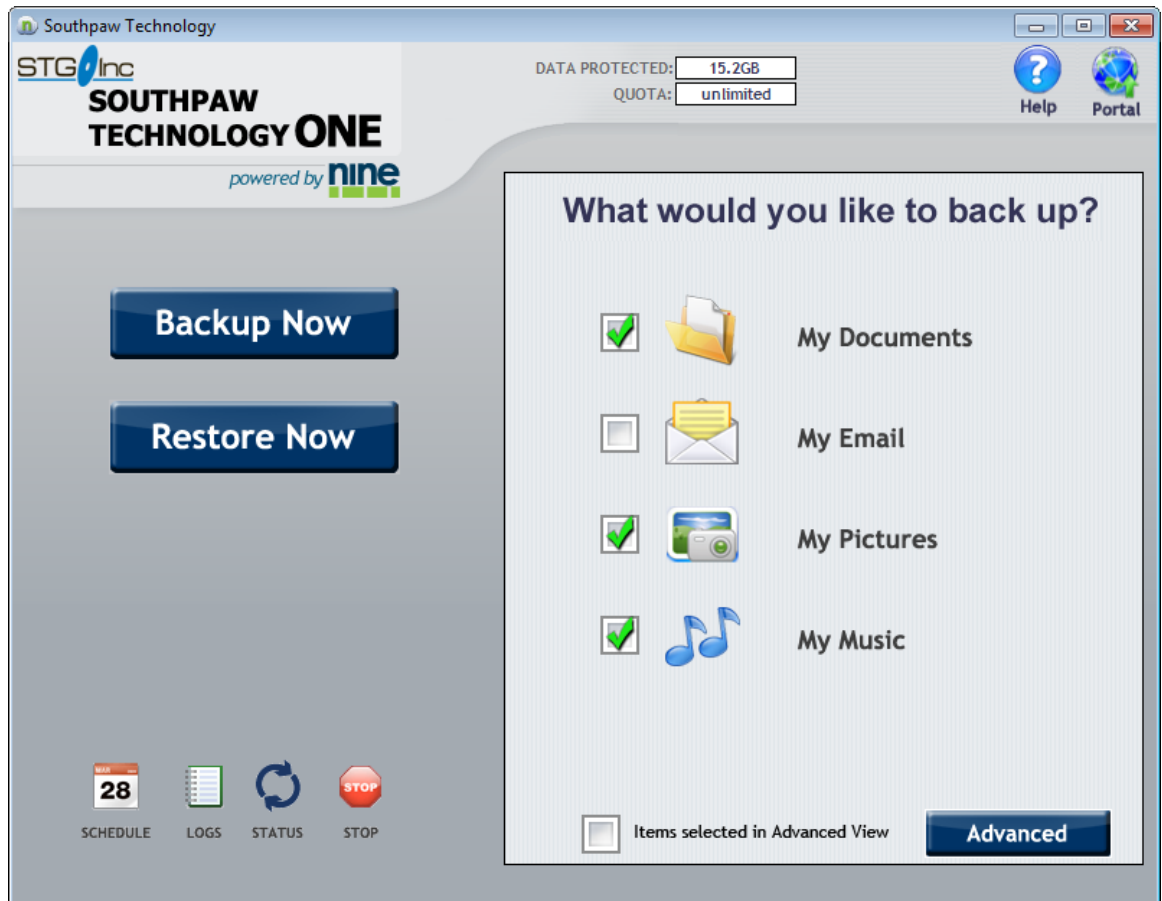


Figure 9: Southpaw Technology ONE Simple Mode

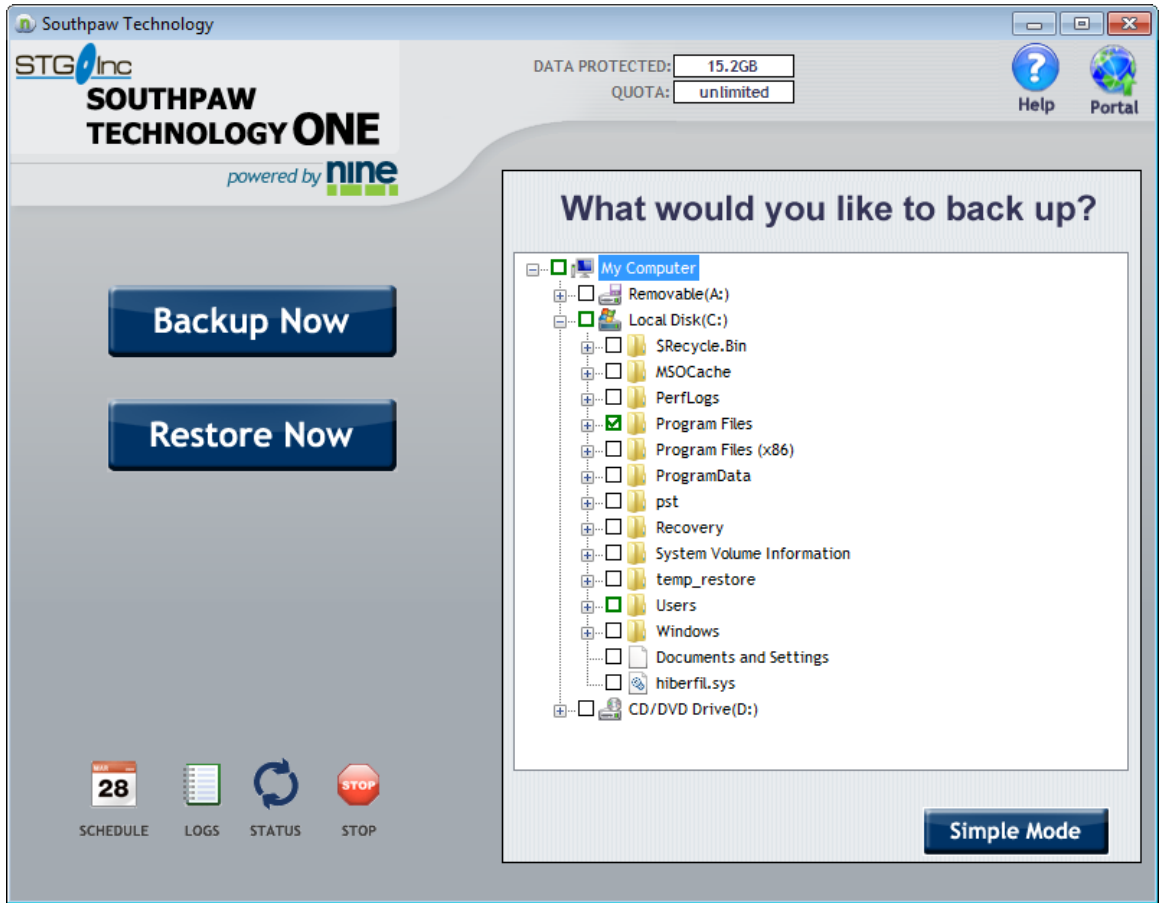
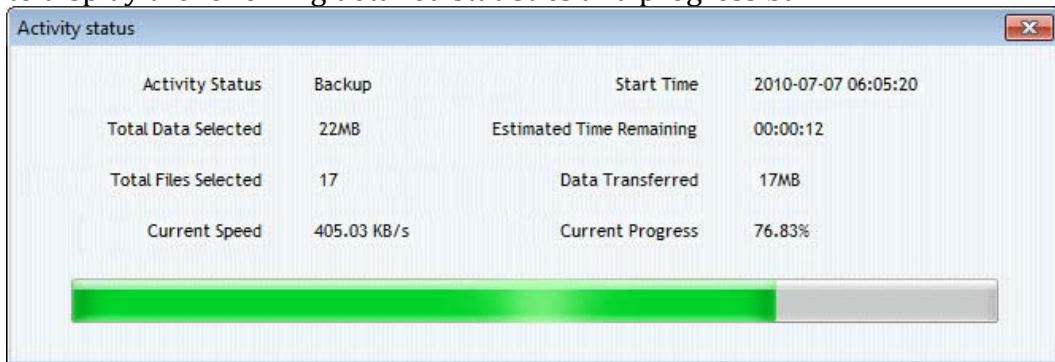


Figure 10: Southpaw Technology ONE Advanced Mode

4.2 Activity Status



The Activity Status icon button can be selected during a backup or restore operation to display the following detailed statistics and progress bar:



Amount of data corresponds to the actual space your data is using on your hard drive, while Processed Data is the amount of data actually backed up to the Powered by Nine data center after Southpaw Technology ONE has efficiently applied data de-duplication and compression algorithms reducing the size of the data needing to be transferred over the network connection.

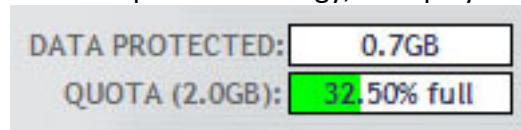
4.2 Backup Now and Restore Now buttons



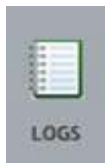
The Backup Now and Restore Now buttons offer a One-Click method to easily backup and recover your data,

4.3 Storage Quota

Southpaw Technology PRO automatically detects how much data has been backed up and stored on Powered by Nine Servers, It also display show much space is left available to you. The amount of data stored on Powered by Nine Servers is displayed in "DATA PROTECTED" bar, and how much total space you are entitled to, based on your account with Southpaw Technology, is displayed in the "QUOTA" as shown below.



4.4 Activity Logs



Any time there is an event logged by Southpaw Technology ONE during a backup or restore operation, it is written to the activity log. You can view the activity log by clicking on the "Log" icon on the main screen. Date, Time and Detailed messaging of each event is displayed in the backup log. When you open the Activity Log the previous 24 hours of activities is automatically displayed. You can also customize the date range by changing the From and To Dates and Times.

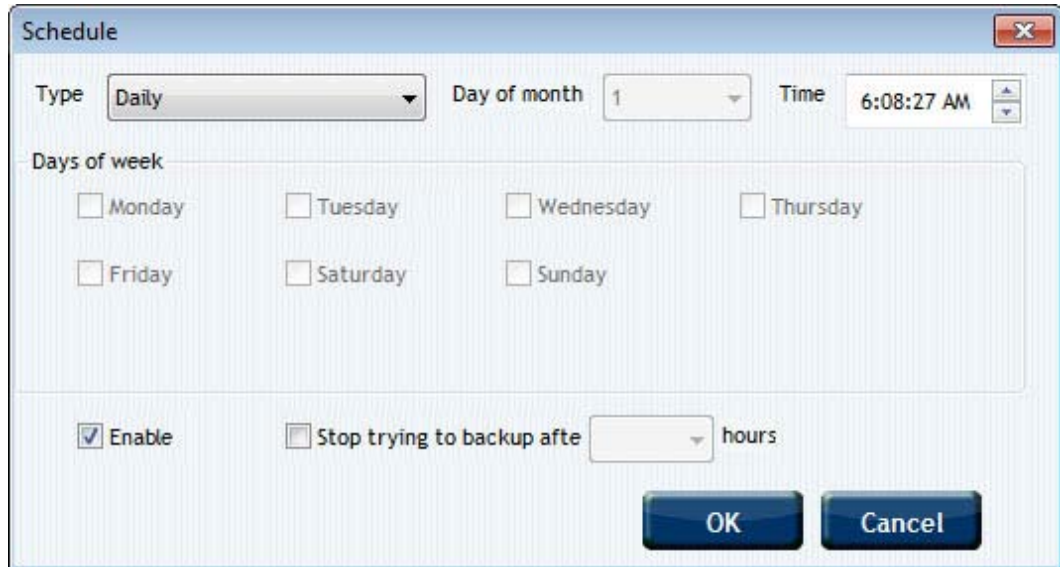


Figure 12: Southpaw Technology Schedule

4.6 Help



If you need some help, select this icon on the main window of Southpaw Technology ONE and you will be redirected to the Southpaw Technology website for technical assistance.

4.7 Portal



Launches your internet browser and links directly to the Southpaw Technology portal where you can login using your client name and password and you can get account information, change status, add more clients, perform web restore etc.

5. BACKING UP

Southpaw Technology ONE makes backing up your data simple. You can back-up files and directories on your computer by using Category backups or by browsing and selecting each file or directory to be backed up. The first step is to select which data you would like Southpaw Technology ONE to back-up.

5.1 Category Backups

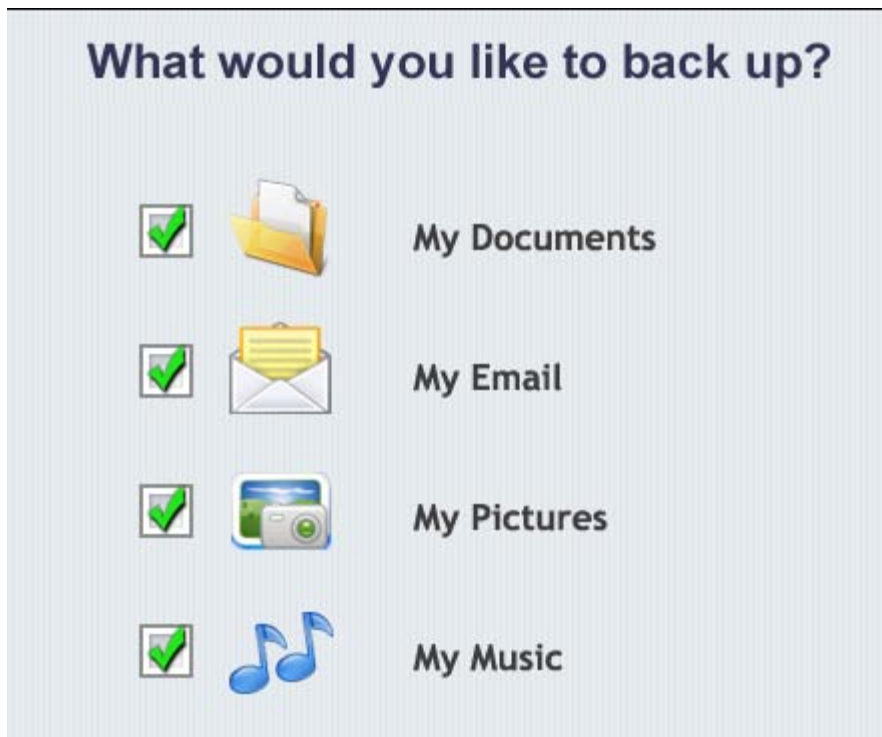


Figure 13: Southpaw Technology Quick selection

Select “My Documents” to back-up all files and directories in your “My Documents”, including all your documents, movies, music, and any other folder and files residing in your My Documents. By selecting individually “Pictures”, “Videos”, and “Music” you will backup all the files that reside in each corresponding Microsoft Windows folder. If you choose “My Email”, all Microsoft Outlook and/or Outlook Express files will be backed up.

5.2 Advanced Mode

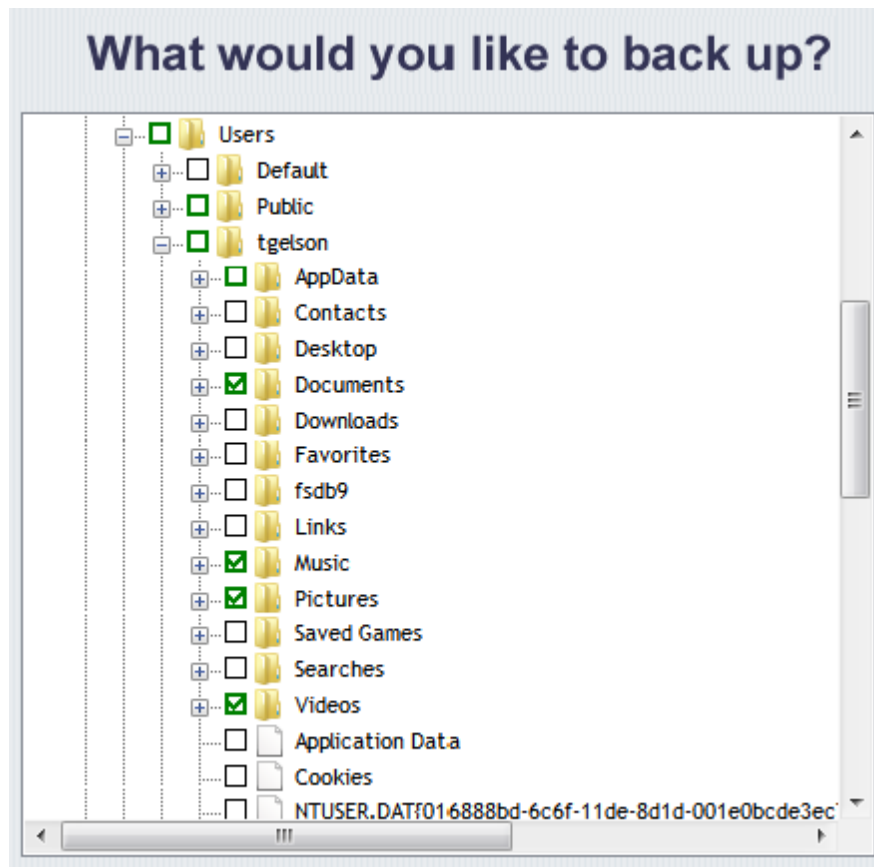


Figure 14: Southpaw Technology ONE Advanced Explorer

By selecting the “Advanced” button toggle, you can browse your computer to select (by clicking on the checkboxes) individual or groups of files and folders to backup. The green highlighted square indicates that some files have already been selected for backup within this directory. You can click the – and + buttons to see the subdirectories and files within the folder on the right.

5.3 Backup Schedule



Next choose the Schedule you would like your selected data to be backed up. The default choice is a “One Time” backup. You can choose from the following scheduling options:

- Daily – Choose a time each day to perform backup.

- Weekly – Choose a day and time each week to perform backup.
- Monthly – Choose a date and time each month to perform backup.
- At Windows Startup – Backup when Windows starts up (reboot, power on).
- One Time – Backup one time only.

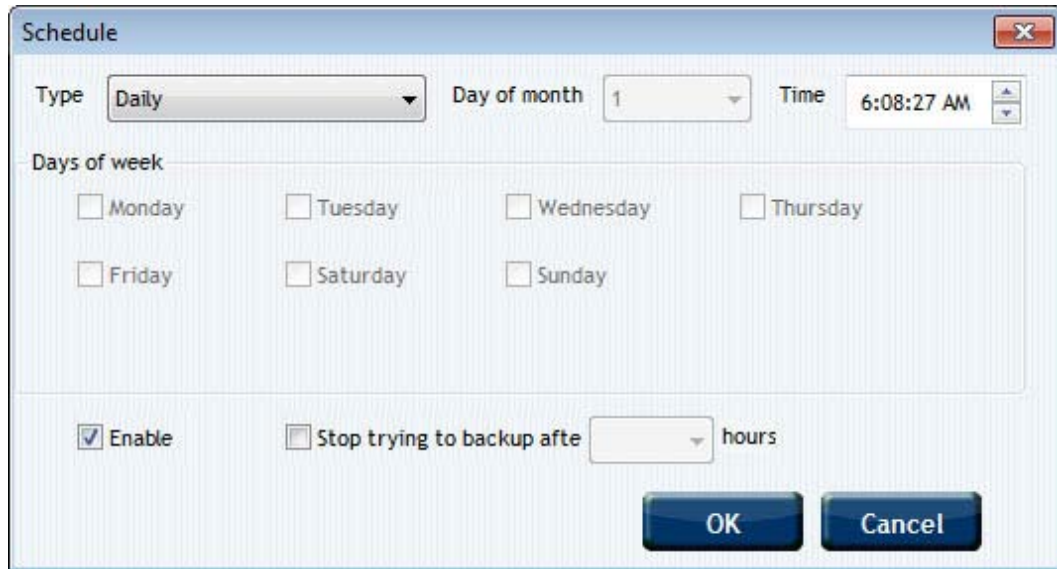


Figure 15: Southpaw Technology ONE Schedule

5.6 Full Backup

The first time you backup your data using Southpaw Technology ONE, a full backup will be performed. This will take more time to complete as all data will be transferred to the Powered By Nine datacenter. Full backup will only be performed once. Times for a full backup will vary, depending on your internet connection; typically transfer times we see on most common DSL and cable connections are 10-12GB per 24 hours.

5.7 Incremental Backup

After your data has been initially backed up, only the differences in the data from the last backup will be transmitted and stored to the Powered By Nine Data Center, saving both time and your available online storage.

5.8 Open/Locked Files

Southpaw Technology ONE allows you to select and backup files that are open or locked (in use by Windows OS or an application like Outlook.)

5.9 Retention Policy

Southpaw Technology ONE will allow you to have unlimited archiving so all versions of your data that have been backed up will be available for restore as long as your account is active and in good standing.

6. RESTORING FILES

Files and directories that have been backed up using Southpaw Technology ONE can be restored easily using the “Restore Now” button on the main screen.

6.1 Selecting Files and Directories for Restore

After selecting the “Restore Now” button, browse and choose which files or directories you wish to restore by using the navigation window as shown here:

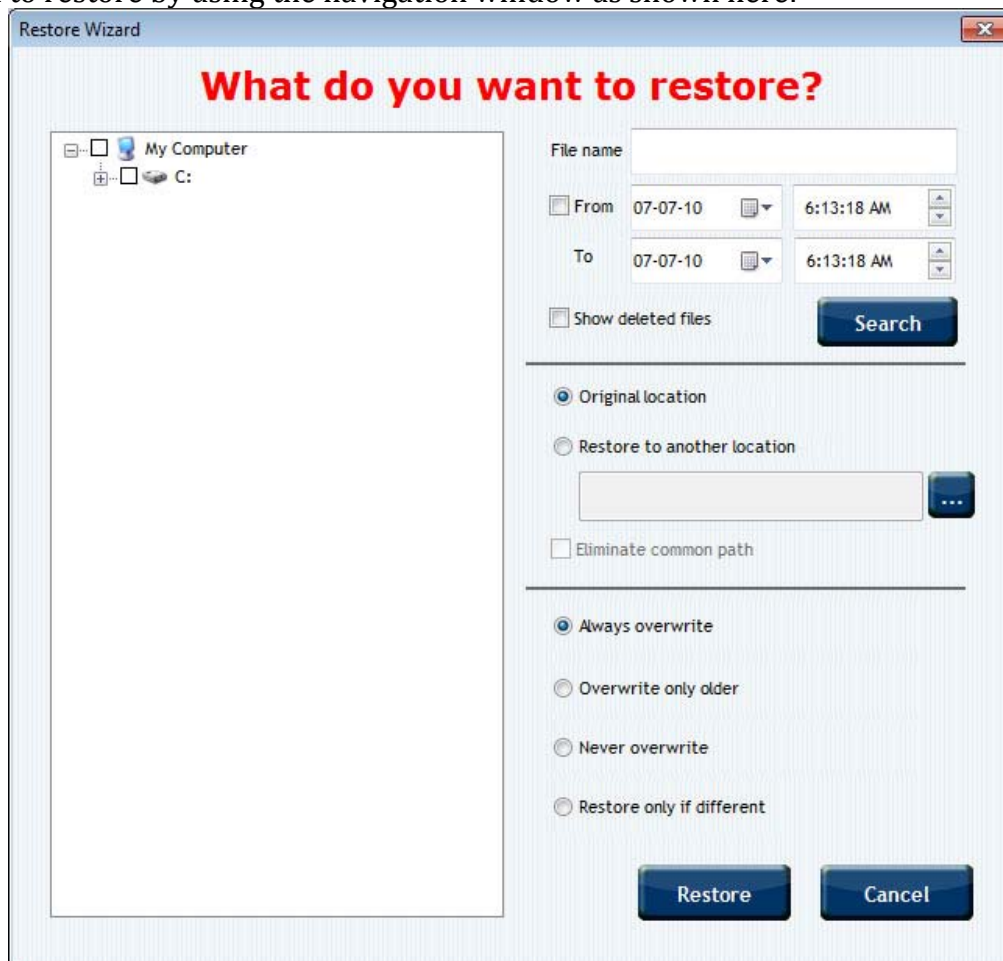


Figure 16: Southpaw Technology ONE File Restore Tree

6.2 Restore Locations

You can select a restore target location where you want your files to be sent. Choose “Original Location” to send the restored files to the location where they were last backed up, or choose “Restore to another location” by browsing to or typing the path to a new location for these files to be restored to.

6.3 Overwrite Options

If your restored files are sent to a location where the same file name already exists, then you have the following choices to handle this situation:

Always overwrite – replace the existing file with the restored version

Overwrite only older – replace the existing file only if it is an older version than the restored file

Never overwrite – never replace the file already on your system with a restored version

Restore only if different – only replace the file if it differs in time, date, or size

6.4 Find File

On the Restore screen, you will see in the top left hand side of the restore box, a field that named “File name”. This feature allows you to search for a filename you have backed up in the past. Southpaw Technology ONE will return all versions of the matched filename.

7. UNINSTALLING SOUTHPAW TECHNOLOGY ONE

1. Click Start > All Programs > Southpaw Technology ONE > Uninstall Southpaw Technology ONE.
2. Click the Uninstall button as shown below.
3. When prompted to restart, click OK.

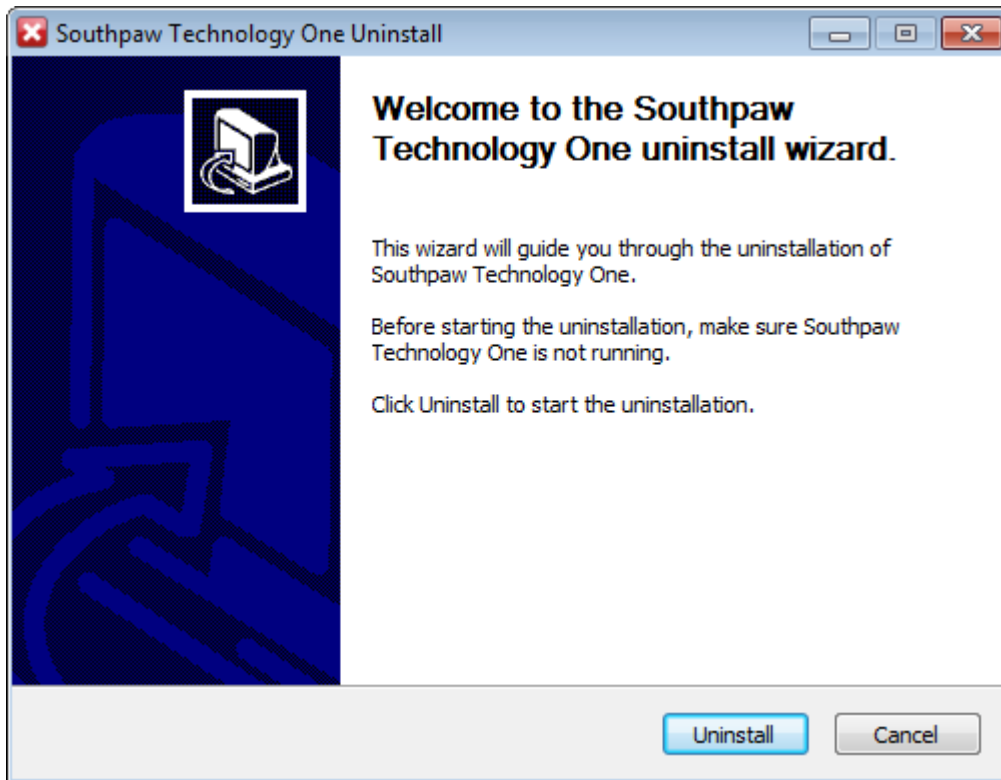


Figure 17: Southpaw Technology ONE Uninstall Screen

8. SUPPORT

For technical support of your Southpaw Technology ONE application please email or call Southpaw Technology technical support at the following address so we can ensure you get the fastest possible response:

Email: info@southpawtechnologygroup.com

Phone: 704-240-9304