



## **USER GUIDE**

Versions: Personal and Business  
Operating System: Windows

Memopal Tech Staff  
January 2009

## Note

This document describes the installation and configuration of the *Memopal* client on a generic Windows XP platform.

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## **Chapter 1**

### **– Installing the Client**

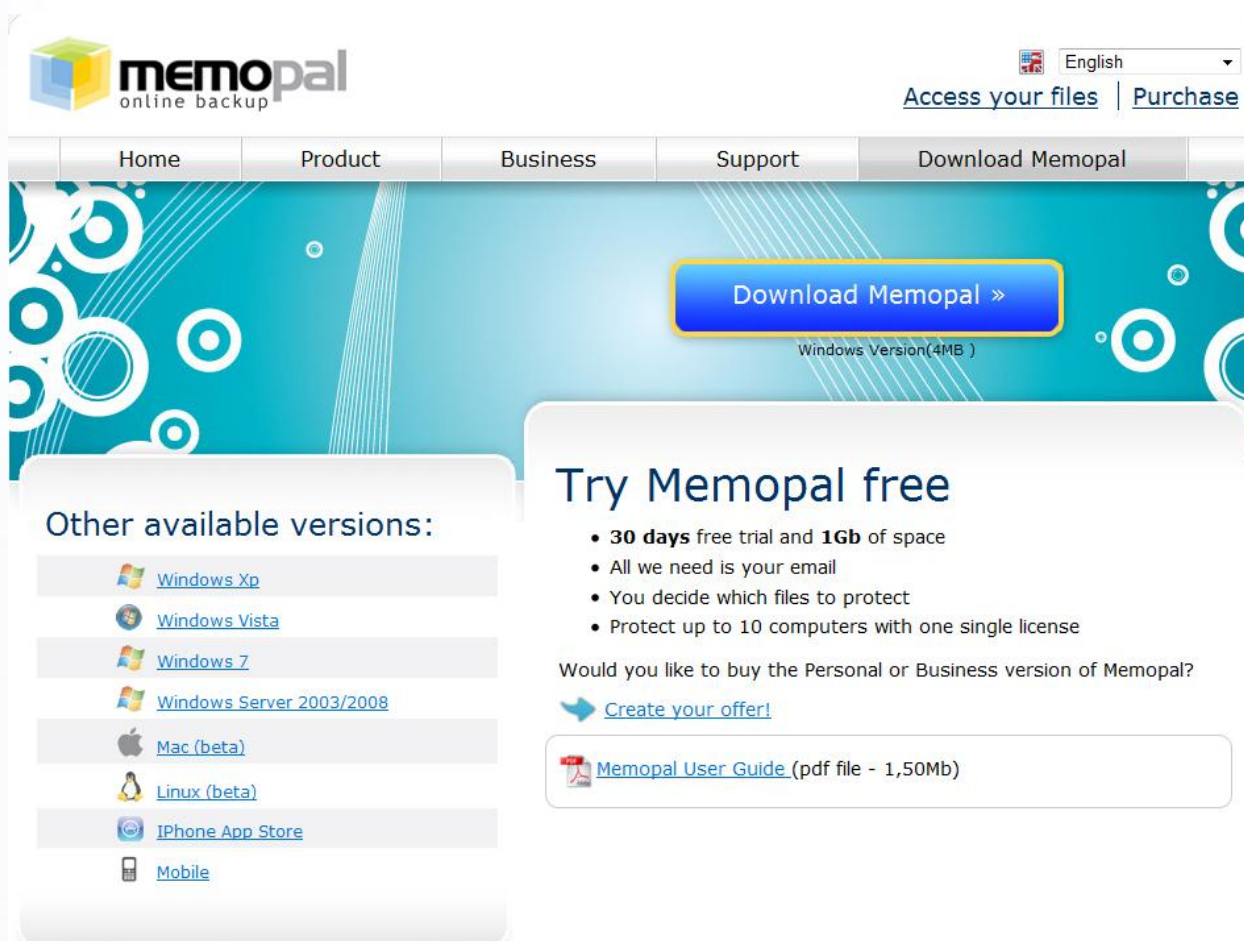
This chapter shows how to install and configure the Memopal client.

## Downloading the Memopal client installation tool

To begin the installation, go to

<http://www.memopal.com/en/download-memopal.htm>

The browser automatically recognizes your operating system and will download the version you need. If the operating system detected is not correct, you can select the right client for your operating system as shown in the figure below, “Other available versions”.



memopal  
online backup

English

[Access your files](#) | [Purchase](#)

Home Product Business Support **Download Memopal**

**Download Memopal >**  
Windows Version(4MB )

**Other available versions:**

- [Windows Xp](#)
- [Windows Vista](#)
- [Windows 7](#)
- [Windows Server 2003/2008](#)
- [Mac \(beta\)](#)
- [Linux \(beta\)](#)
- [iPhone App Store](#)
- [Mobile](#)

**Try Memopal free**

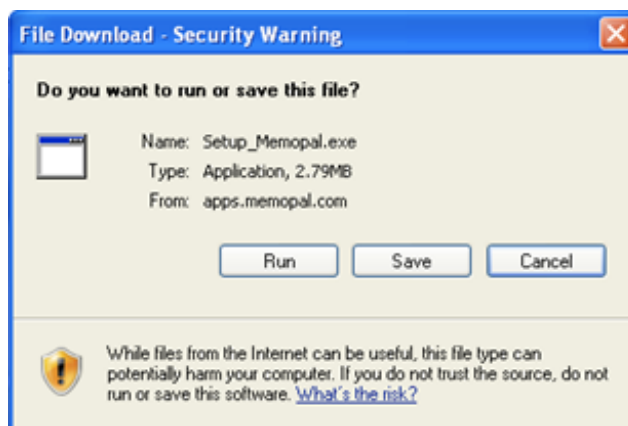
- **30 days** free trial and **1Gb** of space
- All we need is your email
- You decide which files to protect
- Protect up to 10 computers with one single license

Would you like to buy the Personal or Business version of Memopal?

[Create your offer!](#)

[Memopal User Guide \(pdf file - 1,50Mb\)](#)

Once the correct client is selected, just click “Run” to begin the download and start the installation tool.

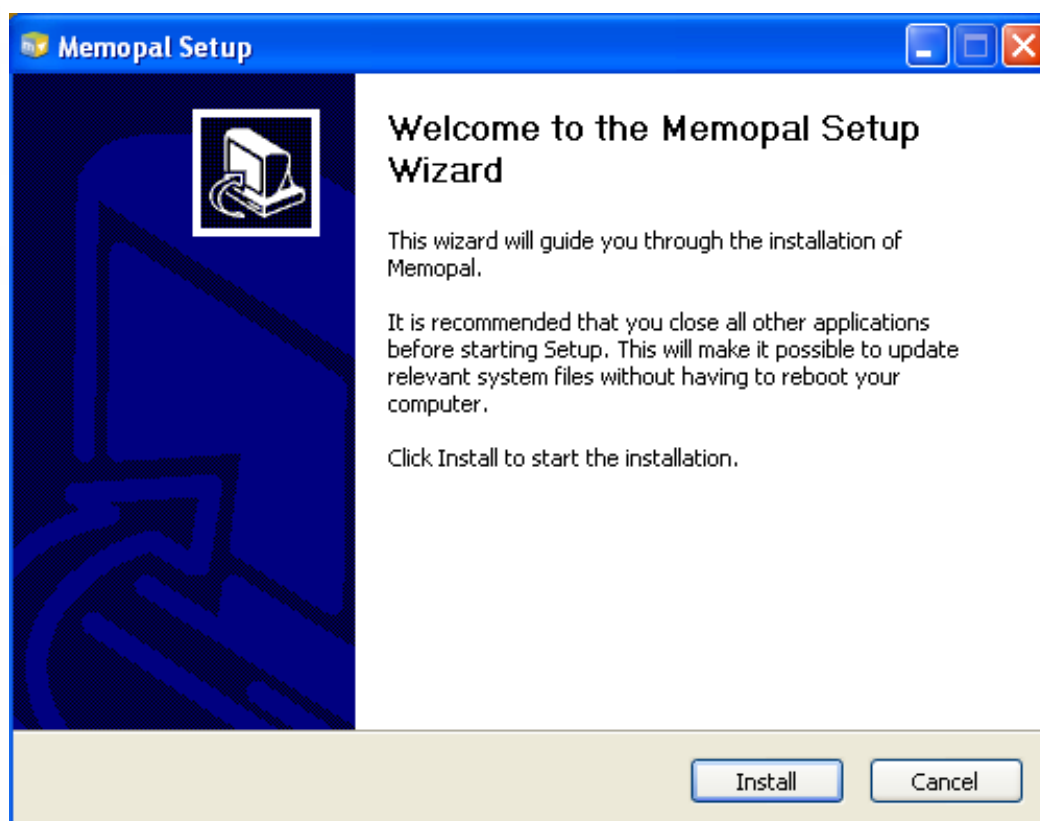


## Installing the Memopal client

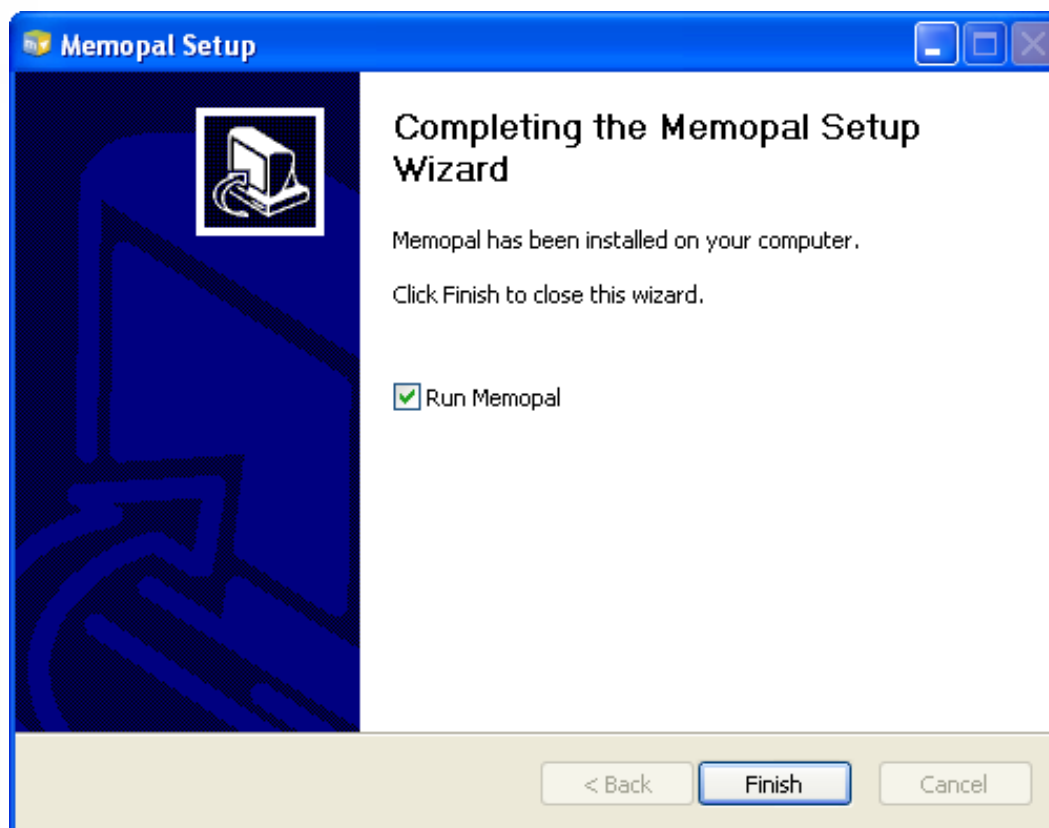
When the installation tool starts, the first step is to select your language.



Once you have selected your language, click "Install" on the "Welcome" window and the installation will start by copying the files the client needs in order to work.



Once the installation is finished, click "Finish" and the program will begin the configuration process described below.



### First configuration of the Memopal client

As part of the installation, Memopal creates the directory Memopal under C:\Programmi or C:\Program Files, depending on the language selected in the client platform.

The next step is the first configuration of the client.

**Note:** any parameters configured in this session can be changed later when the client starts up, as explained on page 11.

Once the first configuration starts, you will need to select your preferred language and confirm the selection with the "Next" key.



The next step is especially important because it allows configuring the client to a specific user account.

On the screens that follow, there are 4 options:

- Free Trial
- I am already signed up
- Sign me up with my activation key
- Buy now

### Brief explanation of the account types

#### Free Trial

Proceeding in the order in which they appear, you will select “Free Trial” if you do not have an activation code issued in electronic format or on a Memopal card and you intend to start a 30-day trial session with an upload limit of 50 MB.

In this case, you will be asked to enter your e-mail address (which will also serve as your username) and your password two times (the second time to confirm).

Memopal Configuration Wizard

 **memopal** Authentication

Free Trial

I am already signed up

Sign me up with my activation key

\*Email:

\*Password:

\*Re-Type Password:

Memopal v1.0.0 Build 1968

**Note:** In this mode, the client is completely functional except for the time limit of the demo (30 days) and the size of the files (50 MB max.).

At the end of the test period, you will be able to purchase the product and all the limitations on your account will automatically be removed without any need to reconfigure.

#### I am already signed up

You will select the next option, "I am already signed up," if you already have a username and password (including the one used for the "Free Trial").

In this case, you will be asked to enter the e-mail address and password that you used before.



Memopal Configuration Wizard

**memopal** Authentication

Free Trial

I am already signed up

Sign me up with my activation key

Buy Now

Connection Settings

Memopal v1.0.0 Build 1968

Email:

Password:

[Forgot?](#)

Back Next Cancel


If you don't remember the password, you can receive an e-mail to reset the e-mail address previously specified by clicking "Forgot?" and following the instructions on page 30.

#### [Sign me up with my activation key](#)


If you already have a valid activation key (for example, purchased in electronic form, Gift Card or Memopal card), you will need to select "Sign me up with my activation key". In this case a first screen will appear for entering the code, divided into 4 blocks, which if confirmed as valid, will then provide access to the selection of the username and password.

Memopal Configuration Wizard

Authentication



**Activation key:**



Free Trial

I am already signed up


Sign me up with my activation key

Memopal v1.0.0 Build 1968

If you want to purchase Memopal licenses directly online, just press “Buy now”. The client will open a web window in your browser that will allow you to purchase quickly and securely.

## Start using Memopal in 2 minutes


PERSONAL



License(s)


Service length  year(s)

User space  GB

85.75 €

Buy


BUSINESS




Stations

Service length  year(s)

Overall space  GB

1050 €

Buy

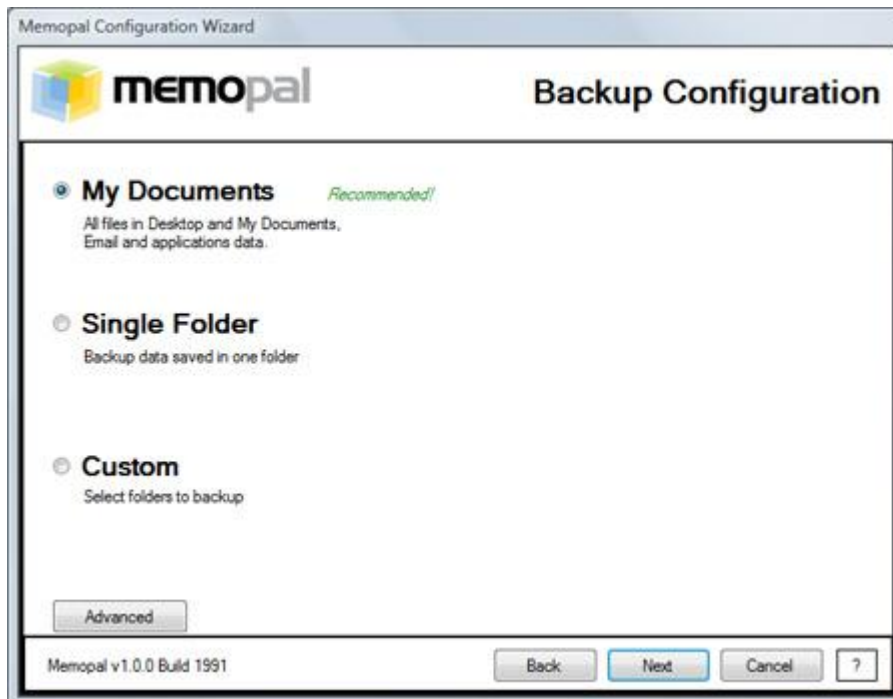
Accepted payment systems:
 




 Bank transfer
 

## Configuring the Client

What to protect with Memopal.




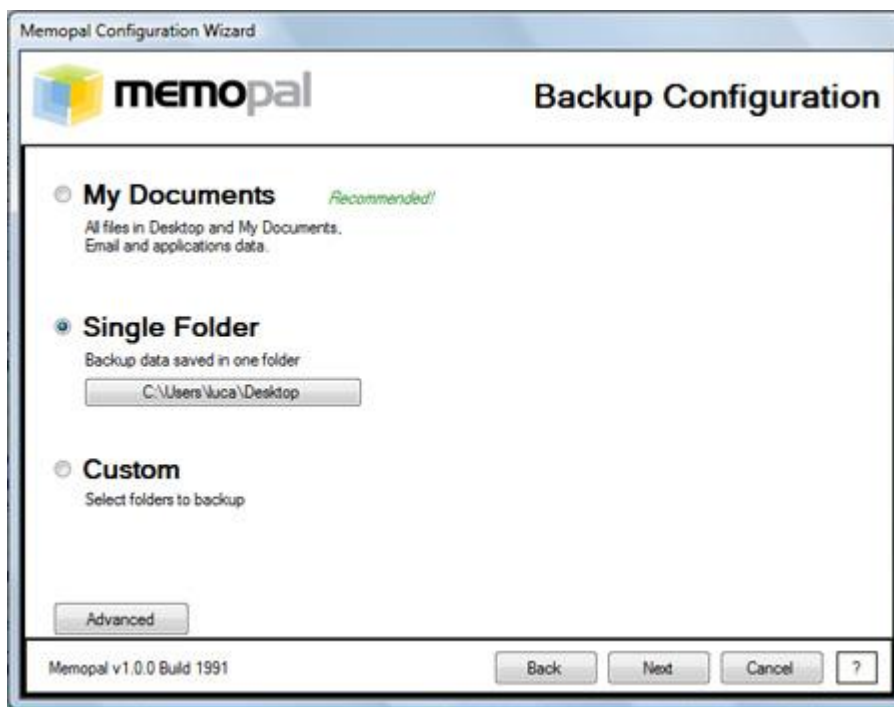
The preceding screen offers:


1. Documents
2. Single Folder
3. Custom

In order of appearance, if you select “**Documents**,” Memopal makes a backup copy of all the files in the following folders:

- Desktop
- Documents and Settings
- The folder containing Outlook mail
- Folders containing application data

The next option allows you to restrict the backup to just one folder. If you select “**Single Folder**,” the button appears  which, if pressed, displays the directory tree on your hard disk.

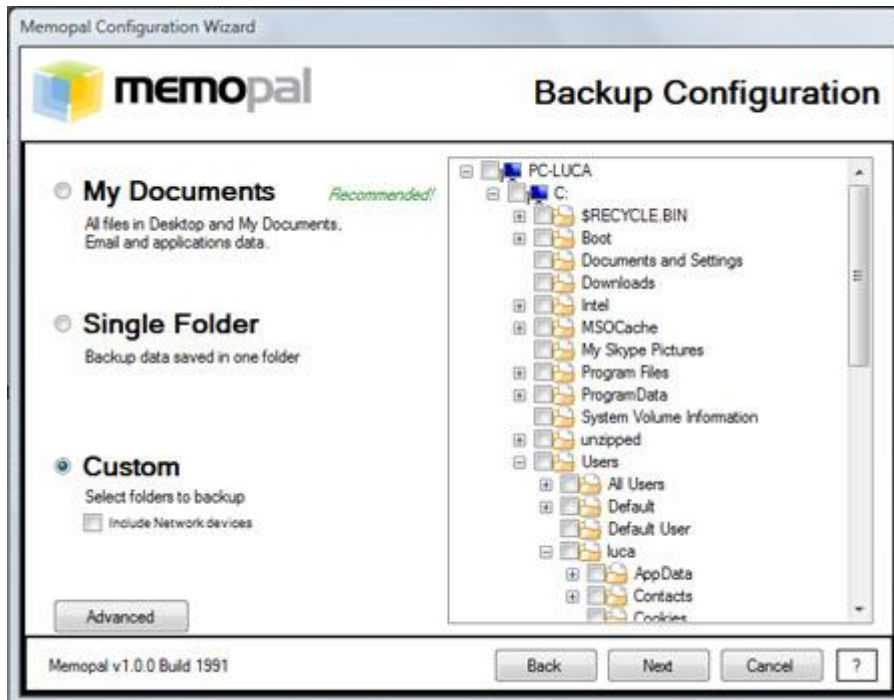


By clicking the buttons  you can view the contents of the subdirectories until you come to the folder you want.

Once you have displayed the file, click on its name and then OK to select it.

The name of the folder will be shown on the key (in the example: C:\Documents and Settings).

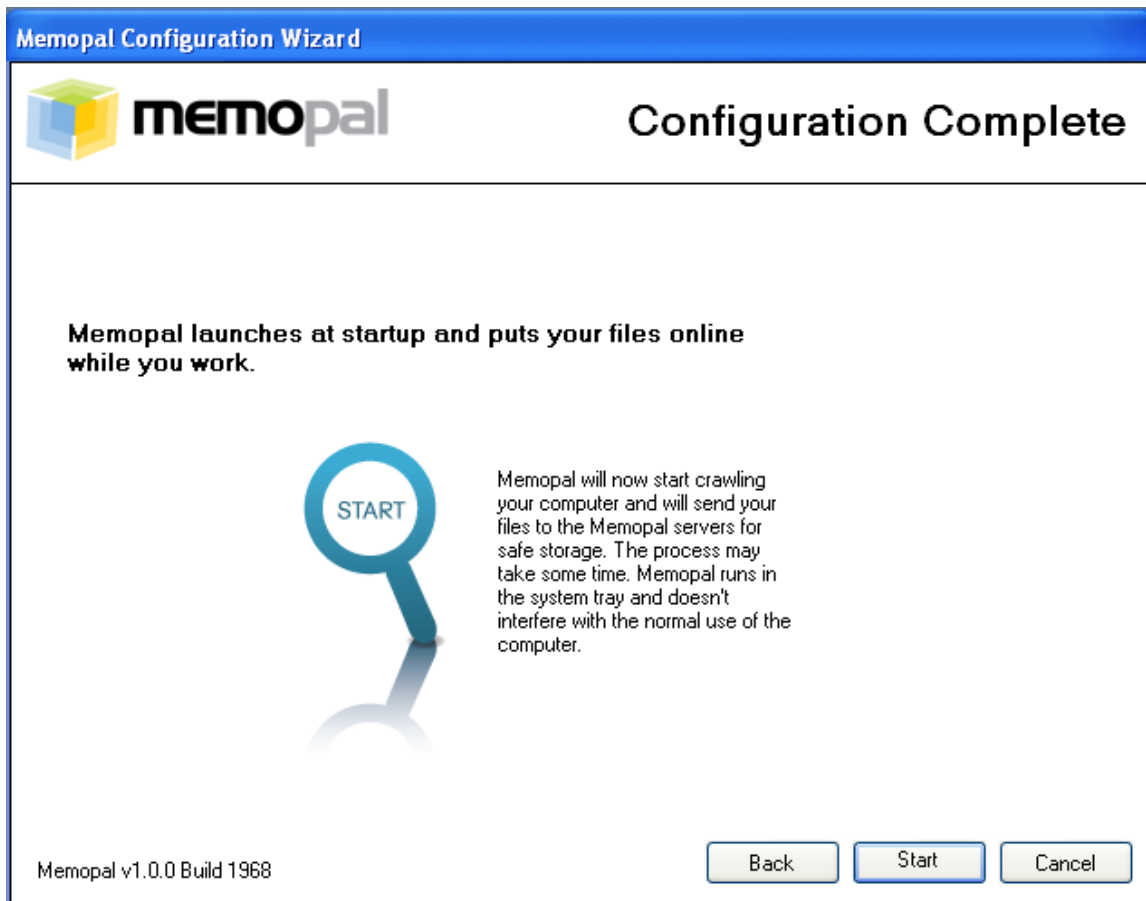
If you need to configure different paths, you could select the fourth and last option, “Custom”.

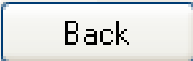



As you will have noted in the preceding figure, to select a folder, just click on the empty box next to the icon. When you click on a folder that contains other subfolders, the selection of the folder is inherited by all the subfolders recursively (i.e., down to the last level).

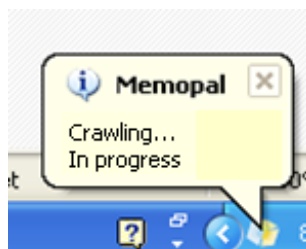
To make a finer selection of folders, pressing **+** will allow you to explore the sublevels. Folders that do not have **+** next to the icon do not contain other sublevels.

Once the configuration is completed, the program will display the following window.



At this point, you can go back to the configuration of the various parameters by pressing  or start the backup service by pressing .

Once the service is started, the Windows “**System tray**” will display a message like the one displayed below.





## Installing the Memopal client on several computers with different operating systems

### Personal Users

By purchasing a single license, you can install the Memopal client on a maximum of 10 computers with different operating systems; follow the instruction in this guide to perform the installation.

### Business Users

Business Users who have purchased space and workstations based on their needs can install Memopal on all the workstations purchased with different operating systems and enjoy the functions specifically designed for companies and professionals.

	 <b>PERSONAL</b>	 <b>BUSINESS</b>
<b>Automatic backup in real time</b> All Memopal functions run on either Windows or Mac.	✓	✓
<b>Change computer and your data stays with you</b> Memopal allows you to keep your data from all your computers down the line. Memopal provides long term protection.	✓	✓
<b>Support for open or blocked files</b> Capable of protecting even files used by other applications, thanks to shadow copy technology.	✓	✓
<b>Guaranteed support within 24 hrs</b> Via web, e-mail and telephone in Italian, English, French and German.		✓
<b>Simultaneous Bandwidth Throttling</b> Several users can make use of the service simultaneously in the same local network, maintaining fast Internet connectivity.		✓
<b>Pay only what you use</b> The business version allows you to buy only the Gb you need.		✓
<b>Quick initial backup</b> Memopal sends you an external storage unit on which to locally perform the first backup. At no extra charge for those buying more than 300Gb. Available for 100 Euros optional for all other customers.		✓
	<a href="#">Pricing</a>	

## Chapter 2

### – Using Memopal

Every time that you access the computer after installing Memopal, you will find the Memopal icon in the “**System tray**”.

















Just click on the icon to display the Memopal control panel.



The control panel allows you to:

1. **Check** the status of the backup in the “Log” subwindow

**Log**

File name	Status	Progress
 oowdsont.exe	Uploaded	100%
 ntuser.dat.LOG	Unable to access file, will try l...	
 yluqfdji.exe	TurboUploaded	100%
 ntuser.dat.LOG	Uploaded	100%
 oktbttyoe.exe	Uploaded	100%
 NTUSER.DAT	Unable to access file, will try l...	
 ntuser.dat.LOG	Unable to access file, will try l...	
 enlypanx.exe	TurboUploaded	100%
 intlname.ols	TurboUploaded	100%
 NTUSER.DAT	Unable to access file, will try l...	
 ntuser.ini	TurboUploaded	100%
 ntuser.dat.LOG	Unable to access file, will try l...	
 ntuser.dat.LOG	Unable to access file, will try l...	
 hvvhvnhnt.exe	TurboUploaded	100%

**NB.** in the case of a successful backup, the text in the **Status** column can be “TurboUpload” or “Uploaded”;

**NB.** a yellow, orange or red line in the **Progress** column indicates a temporary backup error. In these cases, a new backup will be attempted the next time Memopal is run.

**NB.** In the right part of the Log window, there is a preview of the files in the “backup set” that shows some interesting information such as Name, Status, Position in the backup queue, etc.

2. **Search** the files that have been backed up by name or path by clicking



**NB.** this function redirects you to your own search web page (described below).

3. **Browse** the path of the saved files as if you were searching a **Remote Disk**,



by clicking

**NB.** Using this function will redirect you to your WebDAV account (described below).

4. Display the **Status** of your **account** by clicking

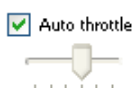


**NB.** Using this function redirects you to the Web page that shows the status of your account (described below).

5. **Display** the status of the **Backup** in terms of:
  - a) Functionality (Operation in Progress, Suspended, Account Expired, etc.)
  - b) Progress of the number of files backed-up with respect to the total, as well as a breakdown by macro type.
  - c) Estimate of the time remaining to completion.
  
6. **Change** the **status** and **configuration** of the backup with the Play/Pause, Options and Configuration keys explained below.



7. **Set** the **backup speed** with respect to your line speed and the percentage of CPU usage that you want to assign to Memopal using the “throttle” control.

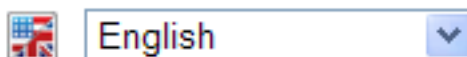


## Searching for a file on Memopal

Memopal has a Web interface for searching for, and navigating, the backed-up files.




This interface is accessed with the  icon from the client or by typing <https://www.memopal.com> in your browser and clicking on “Access your files”.



[Access your files](#) | [Purchase](#)

In the case of access without the client, you will be asked to enter the e-mail and password used to activate Memopal, as shown in the figure below.

 **memopal**  

Sign in with E-mail and password:

Email

Password

[Forgot your password?](#)

Sign in with scratch code:

At this point, a search page will be displayed from which you can:

1. specify the name of the file to search for
2. specify an extension preceded by a period (such as .doc)
3. search among predefined types (Images, Music, Word, Excel, PowerPoint)

## Search your files:

[Images](#) · [Word](#) · [Excel](#) · [PowerPoint](#)

The search result displays a maximum of 10 files per page, with the following information:

1. Filename (including extension)
2. Size in KB
3. Date last modified
4. A link to its versions (if present)
5. A link that allows sharing the file
6. A link to the file's path in the Memopal Global File System
7. A preview of the file (in the case of images)

By clicking the name of the file, you can open the file or save it on your PC.

To recover a previous version of the file (saved with Memopal), just click on the link that shows the number of modifications.

To download the file just click on the name of the version selected.

**List of file changes:**

/My Computers/SANCHOPANZA/C:/Documents and Settings/Lucia (2 Versions saved)

[Text Demo.docx](#) (10.1Kb) **Last version!**

Last change: 2009-01-15 12:29:51

[Text Demo.docx](#) (0 bytes)

Last change: 2009-01-15 12:27:40

## Web Navigation of the Memopal File System

Memopal has a tool for navigating the directories and files that have been backed up called "Memopal File System Manager". This tool allows displaying navigating the files and directories as you would on your own PC.

To access the Memopal File System Manager, just proceed as you would to search (see the previous paragraph) but selecting "Browse," instead.

When you select "Browse," Memopal will display two main folders:

- **My Computers** contains all the local backup files for the computers on which Memopal is configured.
- **My Network Places** contains all the backup files of the network computers connected to the computer where Memopal is installed.



My Computers



My Network Places


By clicking on **My Computers** you can access the list of computers where you have installed Memopal and from which at least one file has been backed-up.



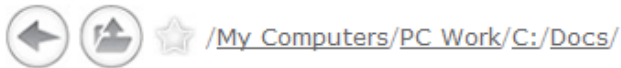
MacBook Air  
Work.local



PC Work

By navigating, you will find all the files and folders that have been backed-up by Memopal. You can perform several operations on the files by clicking , such as, for example:

1. Display the preview
2. Share the file
3. Delete the file from the backup
4. Display the archived versions
5. Download the file to your local PC



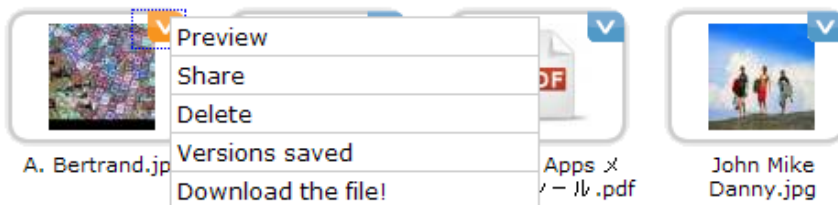
Mp3



Photos



e-Books



To return on the path during navigation, you can



press or click the specific

directory name, such as, for example, on a part of

[/My Computers/PC Work/C:/Docs/](#)

## Sharing a file with Memopal

Memopal includes a file-sharing tool that sends your friends and colleagues an e-mail without an attachment that contains a link from which to download files of unlimited size. You can proceed in two different ways depending on whether the file has already been saved with Memopal, or not.

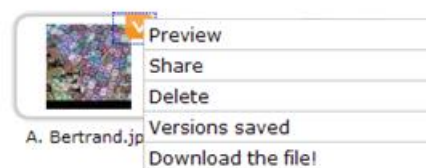
If a file is found on Memopal, just go to the page for searching (see Searching for a file on Memopal) or navigating the File System (see the previous paragraph) and click “Share”.



[A. Bertrand.jpg](#) (65.7Kb)

2008-09-26 18:25:56 | Last version! | [Share](#)

/My Computers/PC Work/C:/Docs



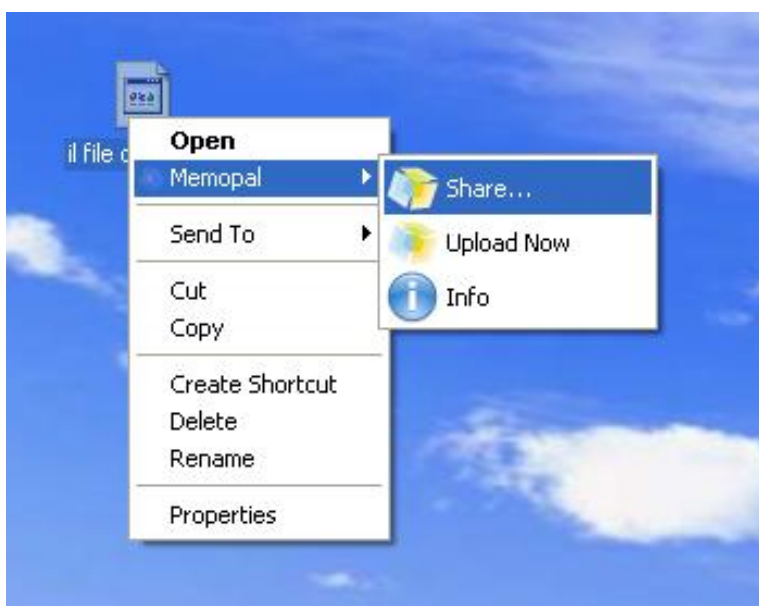
A form will appear in which you will just enter:

- Recipient's address (required)
- Subject (optional)
- Modifications to the message text (**required** leave the link below the text unchanged: **“Click here to download:”**)
  - Validity of the sharing (1 day, 1 week, Unlimited)


After entering the information listed above, just click send and, after it is sent, a confirmation screen will appear that is useful for testing the link.

Valid for: 1 Week

If the file you want to share is not found on Memopal, you can right-click on it and select “Share” from the Memopal context memo, as shown in the figure below.



Once you are connected to the Memopal server, a window opens that is entirely similar to that described previously, in which you must enter the “Send to,” “Re:” and “Valid for:” fields (see the previous paragraph).



**Send to:**

**Re:**

**Message:**

Hi,

This file was sent to you using Memopal:C:/Docs/A. Bertrand.jpg


Click here to download:  
<http://apps.memopal.com/d/?SLHARLKC>

Download Memopal to send large files:

Valid for:

In the meantime, Memopal will have begun to upload the file. The uploading time will depend on the size of the file and the upload speed of your Internet connection.

Until Memopal has finished uploading the file, when you click on the share link the following message will be displayed, which asks the user to try again later.



**Try later!**  
The file is currently being uploaded, it will be available soon.

---

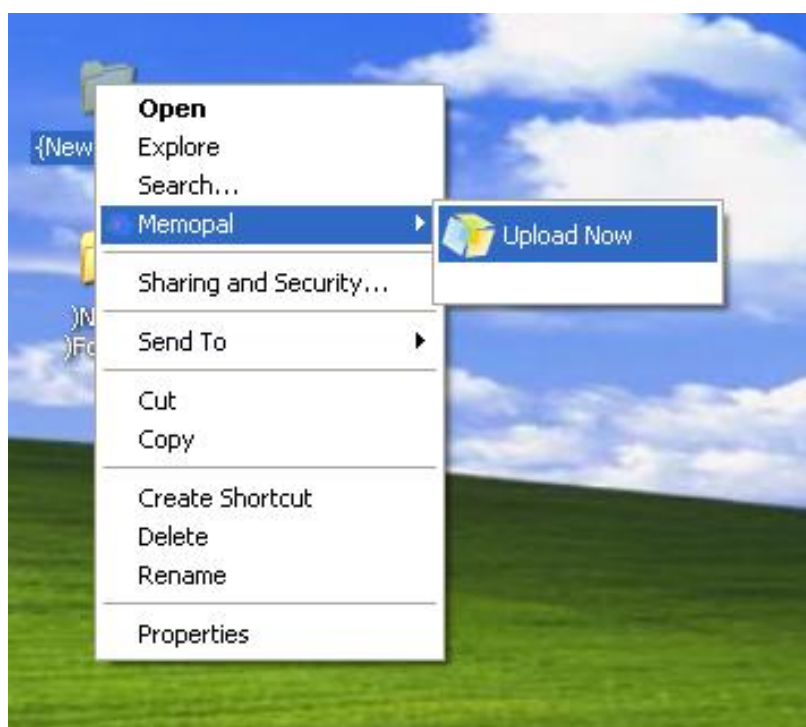
## Saving a file or folder one time

It is always possible to add a file to be backed-up one time without reconfiguring Memopal, as shown on the screenshot below.

By a one-time backup, we mean that, when Memopal is restarted, the files and folders added by the method explained below will not be monitored for backup and, thus, any changes will not be propagated to the backup system.

To add a file or folder on a one-time basis, just right-click on the file and select “Upload now” from the contextual menu.

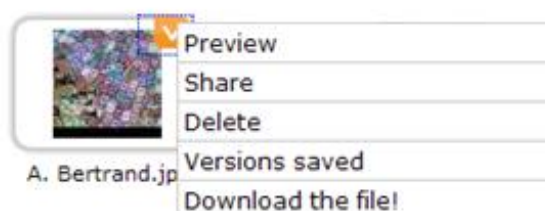
Note that a file uploaded one time will have the highest priority (i.e., saved as soon as possible).



## Deleting a file from Memopal

To delete a file from the backup set that Memopal maintains online, just navigate to, or search for, the file as previously indicated in “Searching for a file on Memopal” or “Web Navigation of the Memopal File System” and

once the file to be deleted is identified, click  and then **Delete**



The animation of the recycle bin indicates that the file is being deleted. When the animation disappears, the file has been deleted.

Note: A file deleted from the online backup set **will not** be deleted from the PC from which it was backed up, just as deleting a file from your PC **will not** delete the backup copy that was made.

The deletion of a file from the online backup set will delete **all** versions of that file.

## Deleting files and folders from Memopal

To make the system as secure as possible, Memopal requires a different procedure for deleting entire directories from the system. This procedure can also be used to delete single files however we recommend using the File System Manager described above.

To delete a directory, you must access Memopal's DAV interface. To do this, use the key

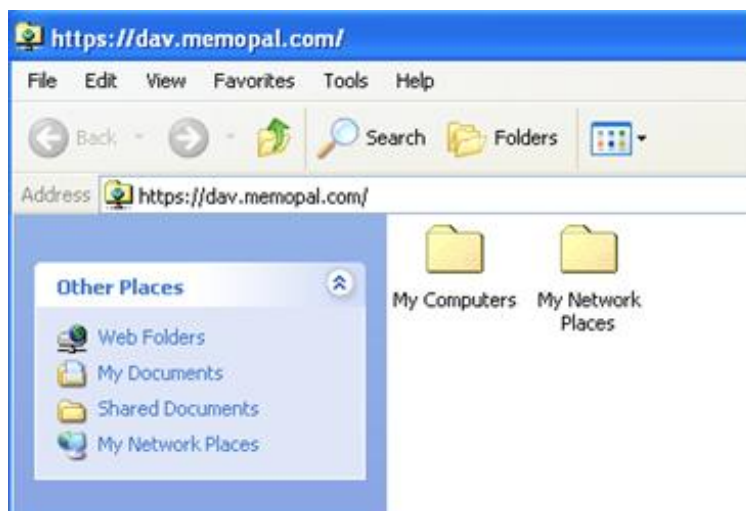


of the client.

A window appears that allows you to enter your Memopal credentials. You must enter the e-mail where it says "Username" and the password where it says "Password".



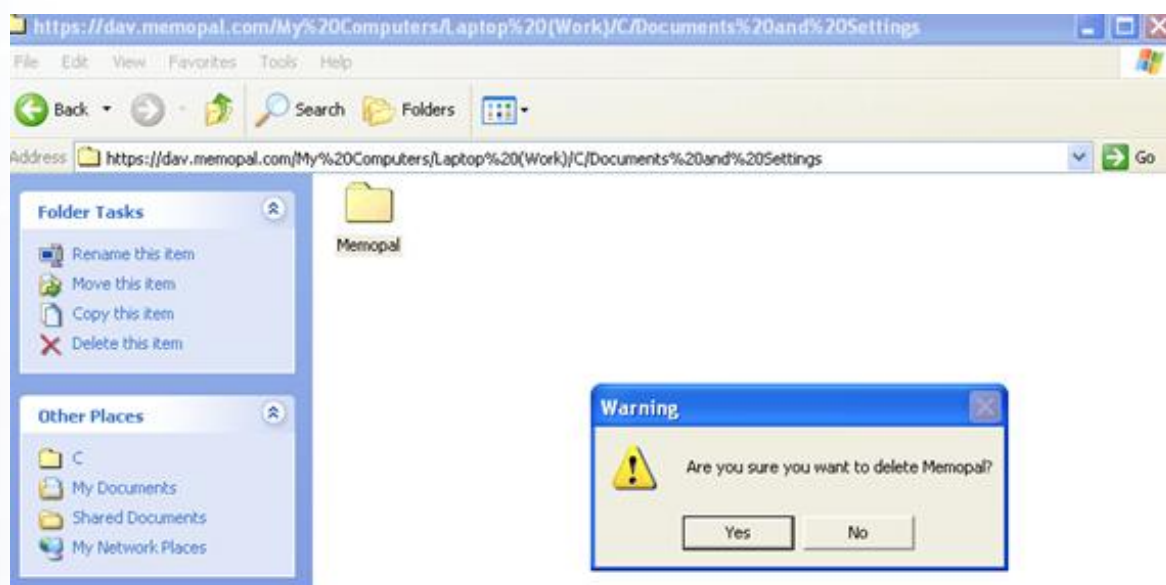
If you have entered the correct username and password, Memopal displays the Web-Folder version of your archive in DAV standard format, as shown below, otherwise you will be asked for the username and password again.



Navigate the File System to the directory that you want to delete and then right-click on delete on the Windows context menu or press the “Delete” as you would to delete a local file.

At this point, Windows asks you to confirm your choice.

Be very careful because the deleted files will not end up in the recycle bin like local files but will be directly deleted from the online backup set.



When you click Yes to confirm, the Windows deletion animation will give the time required to complete the operation.

The identical procedure can be used to delete a file instead of an entire directory.

**Note:** You may not delete Memopal file directories that are in the first three levels or:


1. My Computers and My Network Places
2. The computer contained in My Computer or My Network Places
3. The Disks contained in the Computers

To delete these elements, you must contact user support.

## Recovering files and folders from Memopal

Memopal uses a procedure based on DAV to recover entire directories or single files in a manner that is entirely similar to Window's "**drag&drop**" function.

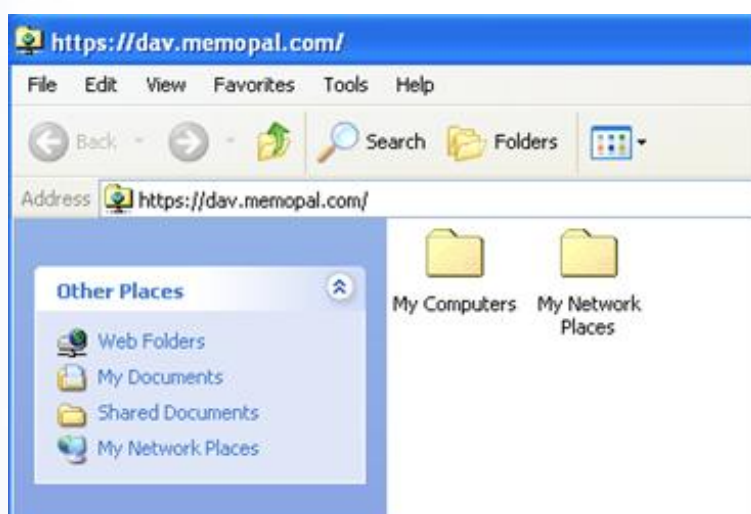
To recover files and directories with a simple "**drag&drop**," you must access through

Memopal's DAV interface. To do this, use the  key of the client.

A window appears that allows you to enter your Memopal credentials. You must enter the e-mail where it says "Username" and the password where it says "Password".



If you have entered the correct username and password, Memopal displays the Web-Folder version of your archive in DAV standard format, as shown below, otherwise you will be asked for the username and password again.



Navigate the file system to the directory or files that you are interested in and then simply dragging it to a folder on the local PC will make a copy of it just like when you copy a file from a USB key or an external disk.

The time it takes to complete the copy will depend on the download speed of your Internet connection.

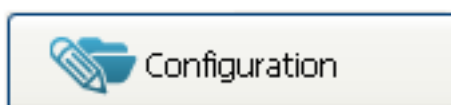
## Chapter 3

### – Other Functions and characteristics

## Configuring the backup

This paragraph describes how to reconfigure the backup set after the installation and first startup are completed.

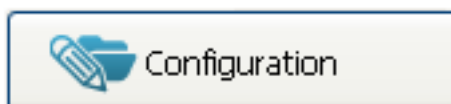
To reconfigure the set of files that Memopal will backup, you must open the control panel by clicking on the Memopal icon on the **system tray**.



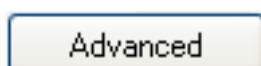
When the **control panel** is open, click and access the **"Configuration"** panel. Memopal displays the current configuration and this can be changed with a few simple clicks, as already explained in the paragraph, **Configuring the Client**.

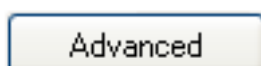
## Changing the name of the PC on Memopal

Memopal reads the name of the local computer from Window's **Domain** configuration. If you want to change the name displayed on Memopal, just follow this procedure. Open the control panel by clicking on the Memopal icon on the **system tray**.



When the **control panel** is open, click and access the **"Configuration"** panel.



Then, click the key  and change the contents of the "Computer Name" field.

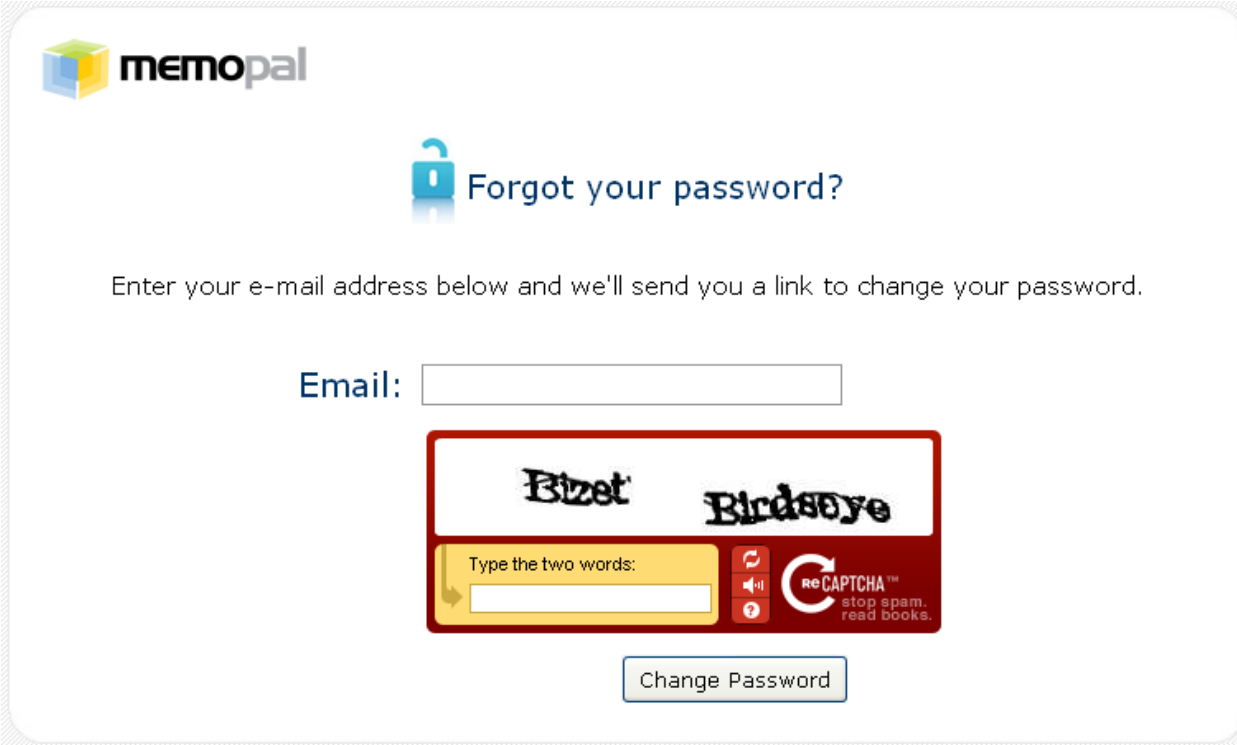
At this point, you will have a new Computer under **"My Computers"** and you can delete the files shown in the old one.


## Changing the Memopal account password


This is the URL for resetting the Memopal password:

[https://apps.memopal.com/b/forgot\\_psw.php](https://apps.memopal.com/b/forgot_psw.php)

the following screen is displayed:




 **memopal**


 **Forgot your password?**

Enter your e-mail address below and we'll send you a link to change your password.

Email:



Type the two words:



Note: it will only be possible to start the password recovery process in the following cases:

1. You indicated a **correct, existing and active e-mail at the time of purchase**
2. You begin and end the recovery procedure from the **same workstation**

### For further information

In the case of problems, you can take files without assistance from here

<https://apps.memopal.com/l/login.php>

To communicate with Memopal, send comments or suggest improvements, write to:

[support@memopal.com](mailto:support@memopal.com)

Before contacting Memopal, we suggest you visit the “**Frequently Asked Questions**” section, where you will find a great deal of useful information

<http://www.memopal.com/it/supportfaq/elenco-support-faq-1.htm>

If you have a technical problem, open a ticket and you will have a response within 24 hours

<https://apps.memopal.com/support/>

If you would like to speak with someone from Memopal directly, you may call +39 06 90 254 250.