

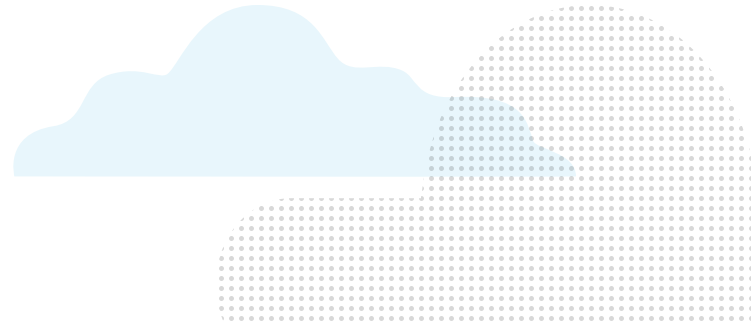
Carbonite Safe Handbook - Windows



Welcome to Carbonite

| | |
|---|-----------|
| Important Things to Know | 4 |
| Carbonite Features | 5 |
| Advanced/Add-on Features | 5 |
| Setting Up and Installing | 6 |
| Starting a Trial | 7 |
| Installing Carbonite for the First Time..... | 7 |
| Buying a Subscription | 9 |
| Subscription Pricing..... | 9 |
| Purchasing a Subscription..... | 9 |
| Converting a Trial to a Paid Subscription..... | 9 |
| Need Assistance Purchasing?..... | 9 |
| How to Back Up Files | 10 |
| Adding Selected File(s) / Folder(s) to your Backup..... | 10 |
| Adding All Files of a Certain Type to your Backup..... | 11 |
| Excluded File Types and Locations..... | 12 |
| How to Remove Files..... | 12 |
| Testing a Restore | 13 |
| Anytime Anywhere Access | 15 |
| The Carbonite Application | 17 |
| The Status Tab | 17 |
| The Help Tab..... | 18 |
| The Settings Tab..... | 18 |
| The My Account Tab..... | 19 |
| Your Carbonite Account | 20 |
| Renewing Your Subscription..... | 21 |
| Renewing Early | 21 |
| Renewing an Expired Account..... | 22 |
| Updating Your Security Information..... | 22 |
| Updating Your Security Questions..... | 23 |
| Updating Your Two-Factor Verification Information..... | 23 |
| Troubleshooting Common Issues | 25 |

| | |
|---|-----------|
| Installation Problems..... | 25 |
| Stuck Backup Problems..... | 25 |
| Stuck Restore Problems..... | 26 |
| The Carbonite Knowledge Base | 28 |
| Searching the Knowledge Base..... | 28 |



Important Things to Know

Reboot Your Computer at Regular Intervals

It is prudent to completely restart your computer weekly to ensure that Carbonite's connection to our servers stays strong.

Default Backup Selections

Carbonite will select *C:/Users* for backup by default if you opt for Carbonite's recommended backup selections during installation. Files and folders not located within the structure of this directory must be manually selected for backup.

The following types of files are also not backed up automatically and must be manually selected for backup, regardless of location:

- Video Files (except on Safe Plus and Prime subscriptions)
- Files over 4 GB in size

Recover Mode

If it is determined that data is missing, or if you need to restore to another computer, your backup must be placed in Recover Mode, which will suspend backup operations and data retention, thus allowing you to restore. If you move your Carbonite subscription to a different computer and exit Recover Mode without performing a restore of your backup, any unrestored files will be removed from our servers within 30 days if they aren't otherwise present on the computer.

Status Dots

Colored dots will be placed upon the icons of files and folders that have been included in your backup. A green dot indicates that a file or folder is backed up, while yellow indicates that backup is pending. A green or yellow half dot will also appear on folders that are selected for backup if they contain files that are not selected for backup.

Data Retention

If a backed-up file goes missing or is deleted from your computer, Carbonite will retain a copy of it on our servers for up to 30 days to give you a chance to restore it if needed. Unless your backup is in Recover Mode, deleted and missing files will be removed from your backup 30 days after they are deleted from the computer if they are not restored.

Carbonite Features

Carbonite offers a number of beneficial features to all of our customers, including:

- **Automatic and Continuous Cloud Backup**
 - Automatically back up your files to our servers and restore them any time you need.
- **Easy Controls, Simple Interface**
 - See the backup status of any file at a glance with our status dot system, and manually add/remove a file from your backup (if you choose to) with a few mouse clicks.
- **Security and Privacy**
 - Files are transferred using 128-bit encryption, so no one else can see your personal data.
- **File Versioning**
 - Carbonite remembers up to 12 versions of your data files, just in case you need to restore a file the way it was before your latest change.
- **Anytime Anywhere Access**
 - Access your backed-up files from any internet-connected computer and compatible iOS and Android mobile devices. Anytime, anywhere.
- **Free Support from Carbonite Customer Care**
 - [Call, chat, or email Carbonite Customer Care](#) for help with any Carbonite-related issues at no extra charge.

Advanced/Add-on Features

The following features are available to users who purchase compatible plans or add-on packages:

- **External Hard Drive Backup**
 - Back up files from one external drive connected to your computer in addition to files on any internal drives.
- **Courier Recovery Service**
 - If the normal restore process is blocked by a technical error that we can't work through, we can send you a protected external drive with all your data to get you back up and running.

Setting Up and Installing

Setting up a trial with Carbonite is easy.

1. On the [Carbonite.com](https://www.carbonite.com) homepage, click **Get started** under the *Cloud backup for home & small business* section.

Cloud backup for home & small business

From family photos to customer data, automatically protect everything in the cloud.

Get started

Compare our plans

| | ONE COMPUTER FROM \$6/MONTH billed annually | MULTIPLE COMPUTERS FROM \$24/MONTH billed annually | COMPUTERS + SERVERS FROM \$50/MONTH billed annually |
|---|---|--|---|
| Automatic cloud backup | ✓ | ✓ | ✓ |
| External Hard Drive backup | ✓ | ✓ | ✓ |
| Award-winning support, 7 days/week | ✓ | ✓ | ✓ |
| Remote file access to computer files | ✓ | ✓ | ✓ |
| Encryption | 128-bit | 128-bit | 128 or 256-bit |
| PDFs, CDs & MP3s support | | ✓ | ✓ |
| Centralized management & admin controls | | ✓ | ✓ |
| Image Backup and Bare Metal Restore | | | ✓ |
| Backup for databases & applications | | | ✓ |
| | Try it free | Try it free | Try it free |

2. Under the column *One Computer from \$6/Month billed annually*, select **Try it free**.
3. Fill out the required information, then click **Submit**.

Try Carbonite computer backup free for 15 days

Protect all your computer files in just a few clicks. Try it now risk-free and see just how easy backup can be.

Sign up for a free trial

Email:

Confirm email:

Password:

Confirm password:

Submit

Starting a Trial

That's it. Your trial account is created. Your web browser will begin downloading the Carbonite installer. Run the file to install Carbonite and begin backing up your system.

You can use the software completely free for 15 days with no catch. If you decide Carbonite is not for you, just uninstall the software. Your trial account will expire and eventually delete itself from our servers.

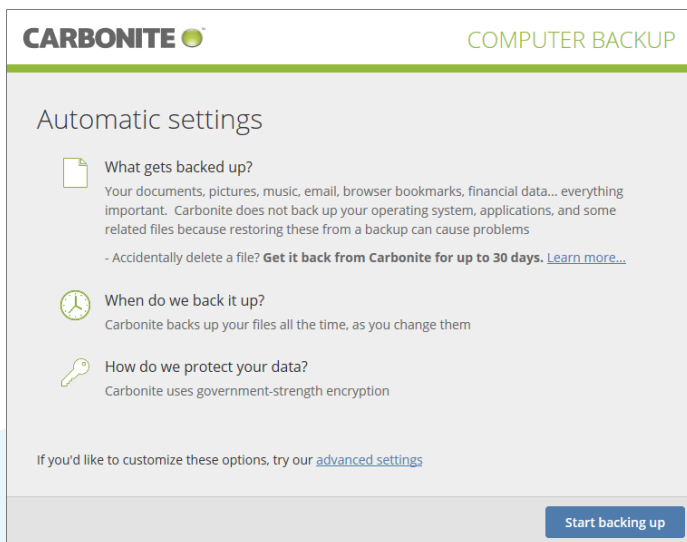
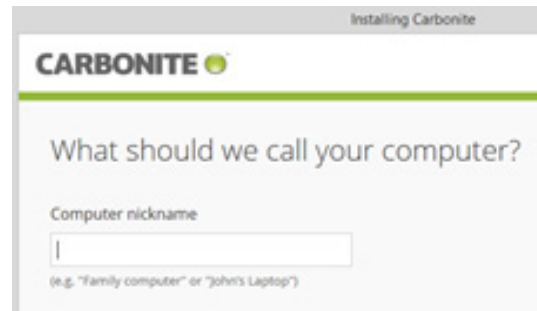
If you do like Carbonite, you can convert your trial account to a paid subscription and continue your backup normally.

Installing Carbonite for the First Time

You will get to configure the initial settings of your Carbonite software while installing Carbonite for the first time. To install Carbonite, run the Carbonite installer file that downloaded after starting your trial or paid subscription.

You can always download the installer file again for an existing account by logging into account.carbonite.com and clicking *Start a Trial* (to begin a trial), or *Computer options* then **Reinstall Carbonite** (for paid subscriptions).

1. First, click **I agree** in the *Terms of Service* window.
 - A progress bar appears on the screen as the software installs. Allow this to complete.
 - After the progress bar fills, the window will disappear and a new window appears, displaying statuses while Carbonite connects to our servers and establishes your backup.
2. Assign a nickname to this subscription, then click **Next >>**.



3. You'll choose between *Automatic* and *Advanced* backup settings next. For *Automatic*, click **Start Backing Up**. For *Advanced*, click the **Advanced settings** link.

Automatic: Carbonite will use its default settings for your backup, which are....

- The contents and subfolders in your *C:/Users* folder (*C:/Documents and Settings* folder in Windows XP) will be included in your backup
- Backup operations are not scheduled and will run continuously while your computer is on and connected to the internet
- Carbonite will manage your encryption key

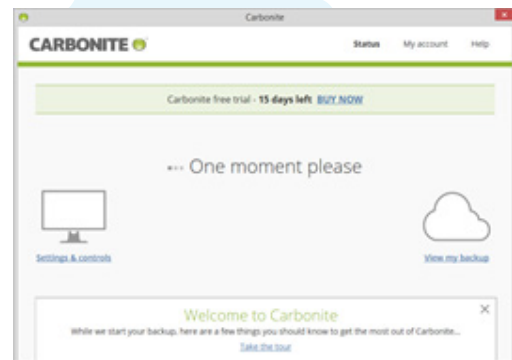
Advanced: Carbonite will allow you to change the default settings before beginning your backup, including....

- Starting with nothing selected for backup (allows you to choose one file/file type at a time)
- Setting a schedule for your backups to take place (instead of continuously running)
- Choosing to manage your own encryption key (*this is NOT recommended for the average user and will disable the Anytime Anywhere Access feature*)

4. The next screen shows you what to expect during your initial backup and allows you to choose whether to allow Carbonite to disable sleep mode on your computer during the initial backup.

- **Note:** Carbonite can't back up while the computer is asleep. Temporarily disabling sleep mode will help your initial backup complete as quickly as possible.

5. The Carbonite application will appear near your system clock. The first message is "Welcome to Carbonite!" You can either take the introductory tour or click the gray X to close the message and view your backup progress.



The installation is now complete. Carbonite will begin backing up your computer following the settings you chose during the installation.

The initial backup of your computer can take up to *several days*. This is normal for an initial backup, since you are starting from scratch and everything has to be uploaded. After the initial backup completes, Carbonite will periodically scan your backed-up files for changes and only upload changed files throughout the day. These automatic maintenance backups take much less time to complete and will take place in the background while you use your computer normally.

Buying a Subscription

There are two ways to begin a paid subscription: purchasing a new subscription immediately, or converting a trial to a paid subscription.

Subscription Pricing

Carbonite plans are available in annual subscriptions. The price per year depends on the type of product you are purchasing.

You can also purchase subscriptions for multiple years and receive a discount. More details about these plans, pricing, and the features available for each product can be found [here](#).

Purchasing a Subscription

1. From the carbonite.com homepage, click **Get started**, then click **Buy now** on the plan you'd like to purchase.
2. Select the plan length (you can save money by purchasing longer subscription lengths), then select **Next step** to enter your name, email address and create a password.
3. Click **Continue to billing** once this information has been entered.
4. Enter your billing information on the next page. You can change the plan you have in the cart by selecting **Change Plan** beneath your order total. When ready, click **Complete my purchase**.
5. You will see your purchase confirmation. Click **Download Carbonite now** to begin downloading the software.

Converting a Trial to a Paid Subscription

1. Log into your trial account at account.carbonite.com.
2. You will see your trial computer listed. Click **Buy Now**.
3. Select the plan and subscription length that you'd like to purchase, then click **Continue to billing**.
4. Enter your Billing Information in the fields provided and click **Complete my purchase**.
5. The next screen shows your purchase. Your Carbonite software will update automatically the next time it connects to the Carbonite servers.

Need Assistance Purchasing?

You can [search our Knowledge Base](#) for assistance with purchasing a subscription.

How to Back Up Files

You can manually add files to your backup regardless of selecting *Automatic* or *Advanced* backup settings during the installation.

There are a few methods to add files/folders to your backup:


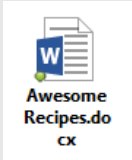

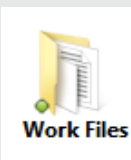



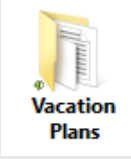

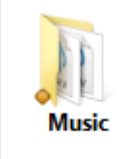
Adding Selected File(s) / Folder(s) to your Backup

1. Locate the file(s) and/or folder(s) you want to add to your backup in Windows Explorer.

2. Right-click your selection, then select **Carbonite; Back this up**.



Done. You will see Carbonite status dots appear in the corner(s) of the file/folder icon(s), indicating that these files are now selected for inclusion into your backup. When those dots turn green, the files are backed up.

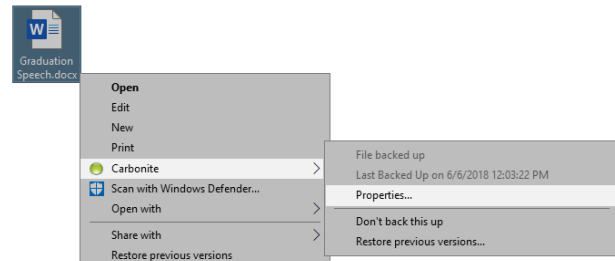
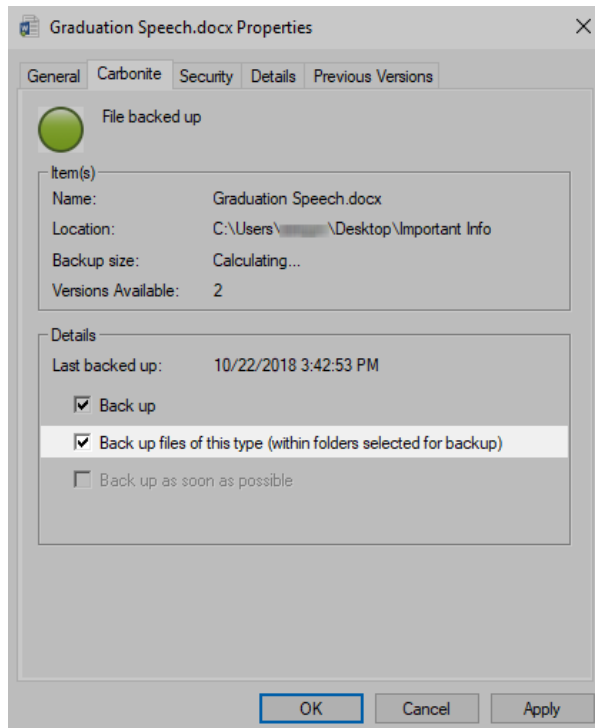
| Status Dot Key | |
|---|--|
| Files | Folders |
|   A green dot indicates the file is backed up |   A green dot indicates that all files within the folder that can be backed up are backed up. |
|   A yellow dot indicates a file is selected for back up, but the latest version is not yet backed up. |   A green half circle indicates that not everything within this folder is selected for back up, but the selected files/folders are all backed up. |
| |   A yellow dot indicates that some contents of this folder have been selected for back up, but are not yet backed up. |

Adding All Files of a Certain Type to your Backup

You can also instruct Carbonite to back up a file type (if that type is not already included). This will add all files of this type within selected folders to your backup. If you create any more files of that type, they will be included in your backup automatically going forward.

To select a file type for backup:

1. Right-click your selection, then select **Carbonite; Properties**



2. In the Carbonite tab, mark the **Back up files of this type (within folders selected for backup)** checkbox.

Note: Keep in mind that any files larger than 4 GB will still not be automatically selected. So if you choose to back up all files of a certain type, but a file of that type is larger than 4 GB, that particular file will remain unselected. You can manually select files larger than 4 GB using the instructions from the previous page.

Excluded File Types and Locations

There are certain types of files and folder locations that cannot be selected for backup for various reasons. Some examples include:

- **Programs**
 - Programs are installed to a computer's specific environment. Restoring a program to a different computer will not function properly and may even cause errors, so we exclude them.
- **Temporary files**
 - Many programs write temporary files on your machine. These files are often constantly changed, which would force Carbonite to continually update them. Since these temporary files do not contain any of your actual data, we prevent them from backing up.
- **System files/information**
 - These files depend on the hardware and environment. Restoring them to a different computer would likely cause problems. Therefore, we do not back them up.

For full details on file types Carbonite backs up, please [click here](#) or [search our Knowledge Base](#).

How to Remove Files

If you are currently backing up a file (or folder) that you don't want in your backup, removing it from the backup is easy.

1. Right-click the file (or folder) and select **Carbonite; Don't back this up**.



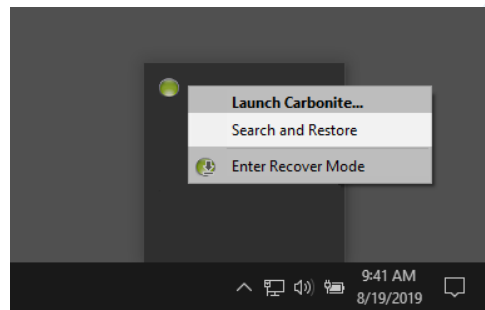
Deselecting a file this way will make sure that Carbonite no longer backs up the file. Any versions in your backup will be removed within 72 hours (so you do have a little time to change your mind).

If you remove a folder from backup this way, all files within the folder will stop backing up, and their backed up versions will remove themselves from the backup within 72 hours. Furthermore, *no future files you save in that folder will be backed up*.

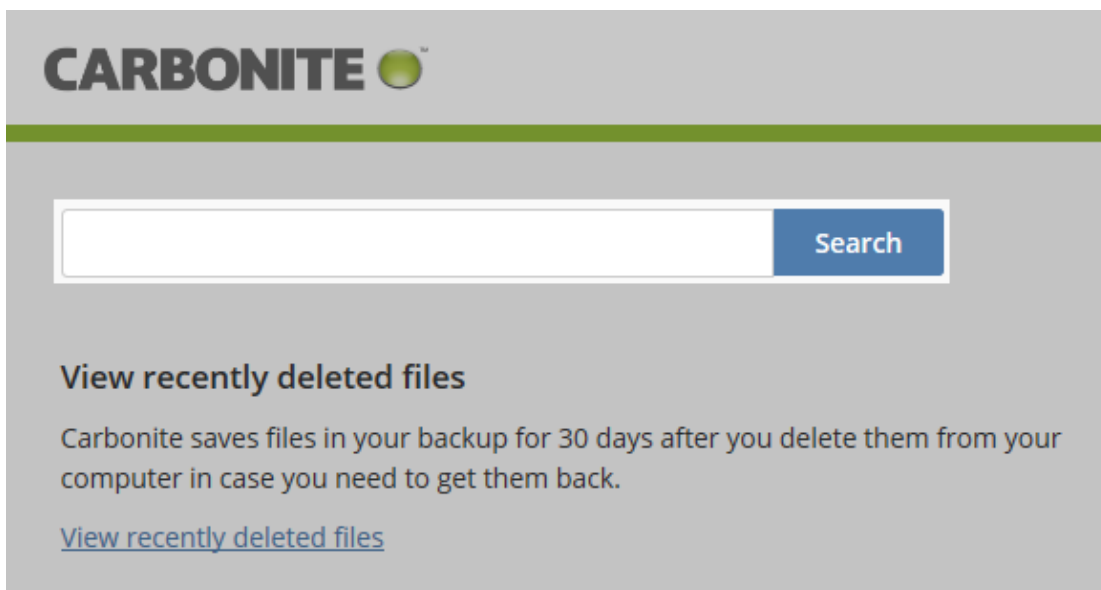
Testing a Restore

We encourage all users to test the restore process to ensure that the connection between the Carbonite servers and your computer remains strong.

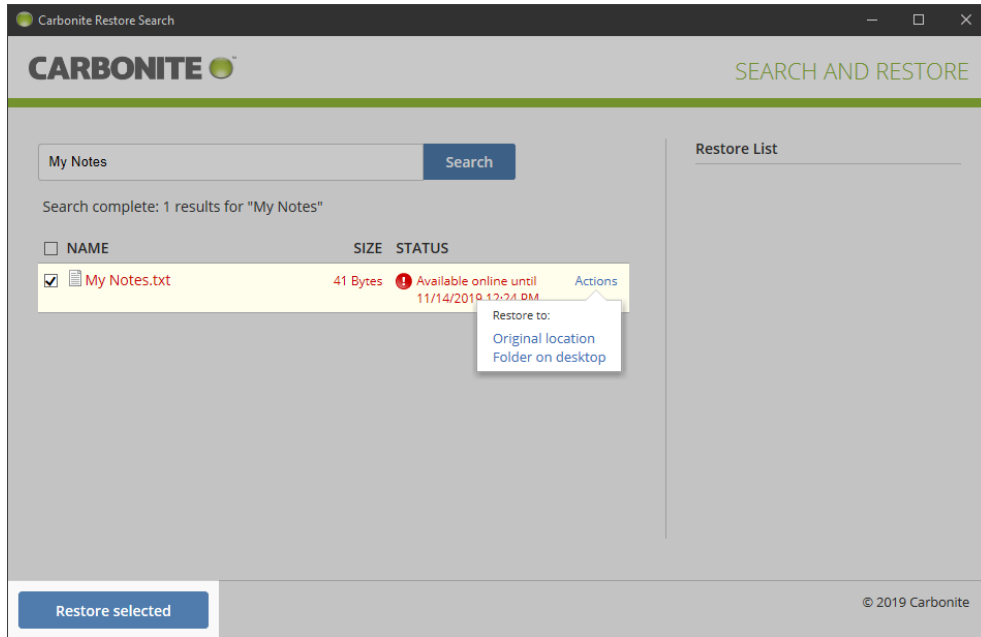
1. Copy a file on your computer, and make sure it is backed up with Carbonite (look for the green status dot).
2. Once the file shows it is backed up, delete it from your computer.
3. Open **Carbonite Search and Restore** by right-clicking the Carbonite icon in your system tray and selecting **Search and Restore**.



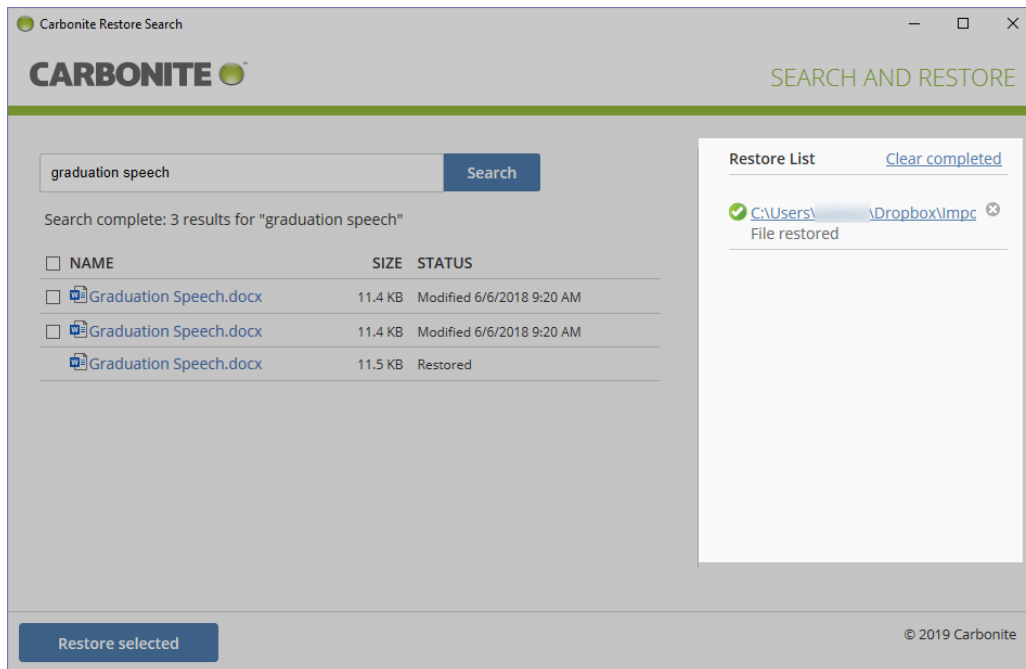
4. In the window that appears, type the full or partial name of the file you just deleted into the text box, then click **Search**.



5. The name of your file should appear in red text. Mark the checkbox next to the file, then click **Restore selected**.



6. When the restore completes, the file will no longer show red text, and you will see it in the *Restore List* to the right with the status “File restored”.



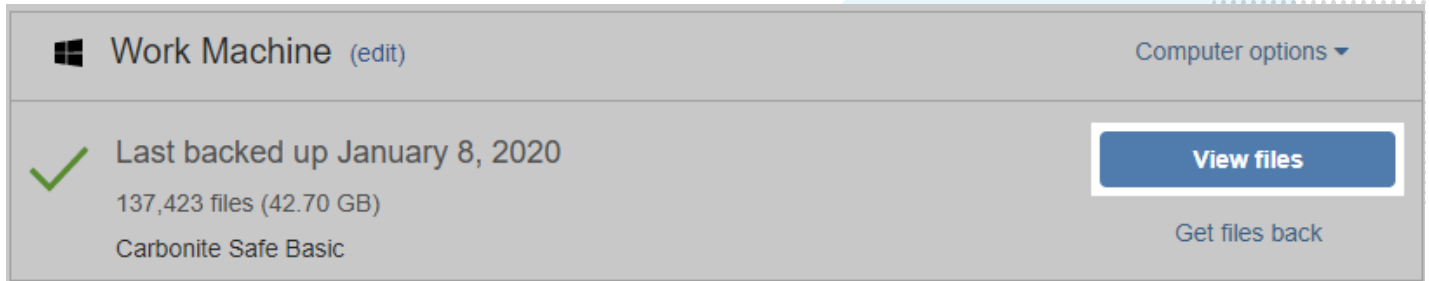
7. Browse back to the location where you deleted your file from. You should see the restored file there.

Anytime Anywhere Access

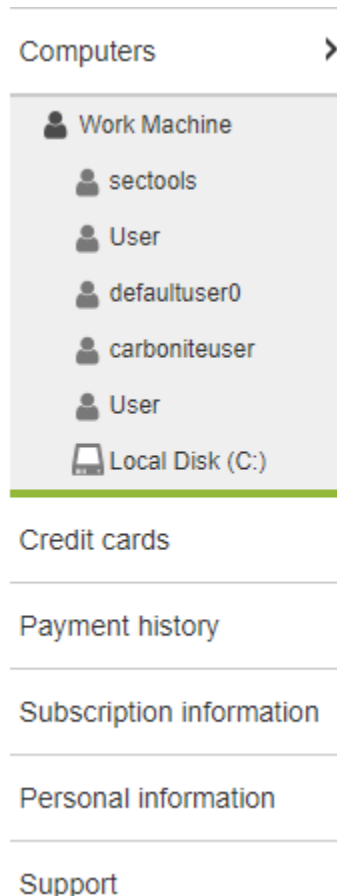
Once your backup contains files, you can log into your account online and from any internet-connected computer to view your files.

You can also download copies of your files to that computer if you need to use them wherever you are. Keep in mind that any changes you make to those copies remotely won't be backed up, since the Carbonite software is not actually on this machine.

1. Log into your account at account.carbonite.com.
2. You will see your backed up computer(s) listed. Click the **View Files** button next to the correct computer.

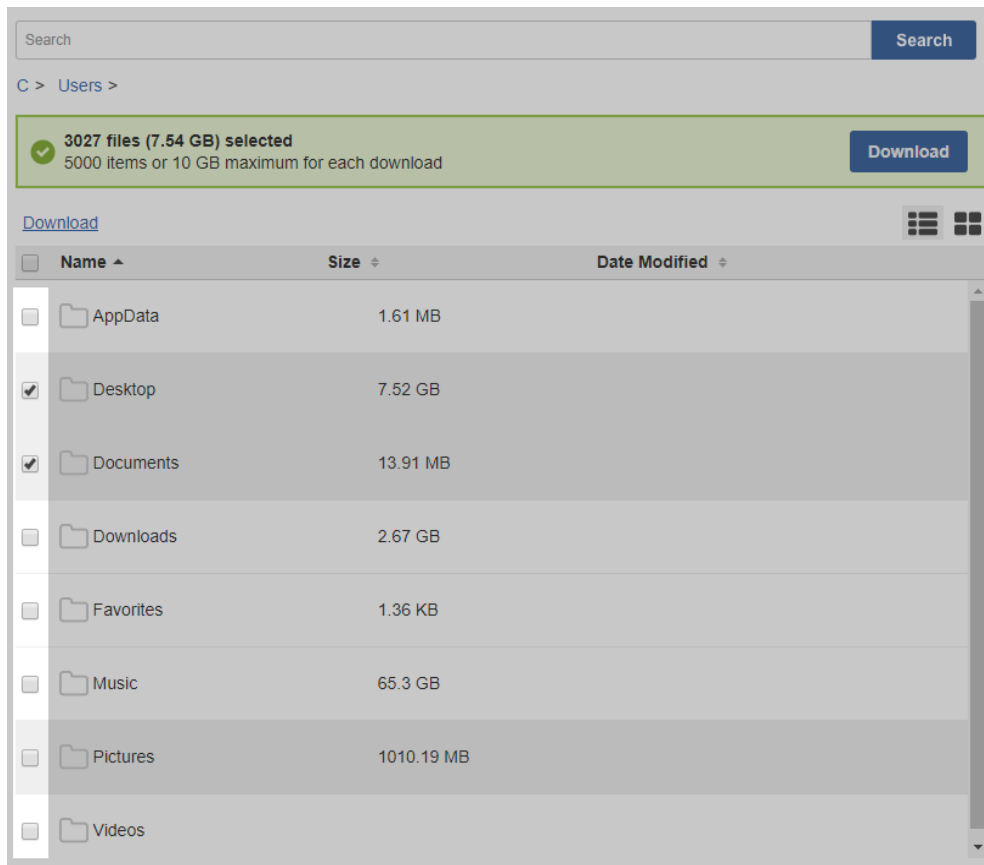


3. The library folders for your user profile will be displayed near the middle of the screen. You can click through the folders to browse your backed up files, the same way you would in Windows Explorer. In the *Computers* pane on the left, you can click a different user profile or a different drive letter to begin browsing your backup from there.

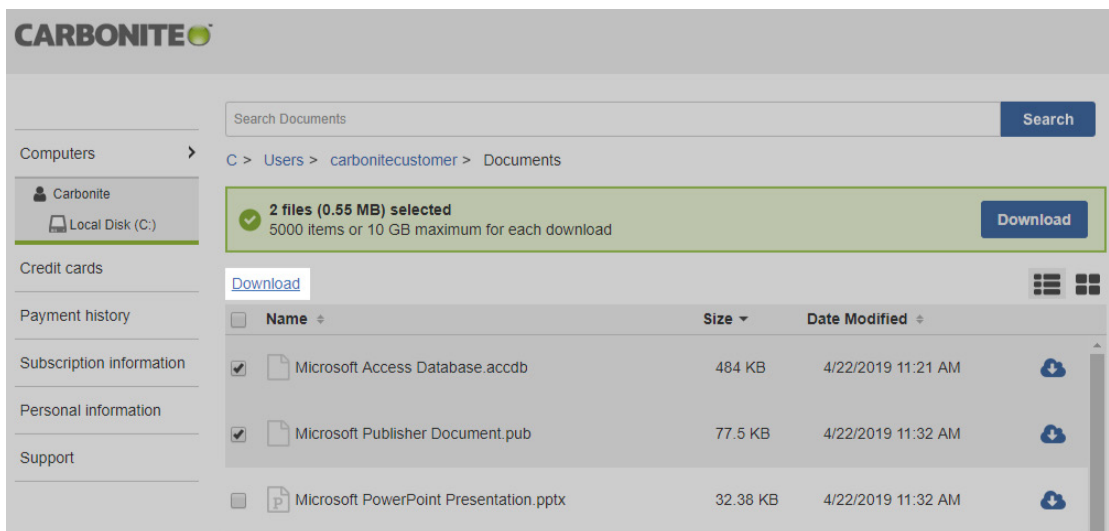


4. To select files to download to your computer, mark the checkbox(es) next to them.

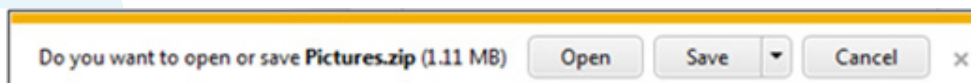
- **Note:** You can select up to 5000 items or 10 GB to download at once.



5. Then click the **Download** button.



5. If you selected multiple files, they will be combined in a single .zip file before downloading. Single files will download normally. Click the **Save** option in your web browser to save the file. You will then be able to open and use the file(s) normally.

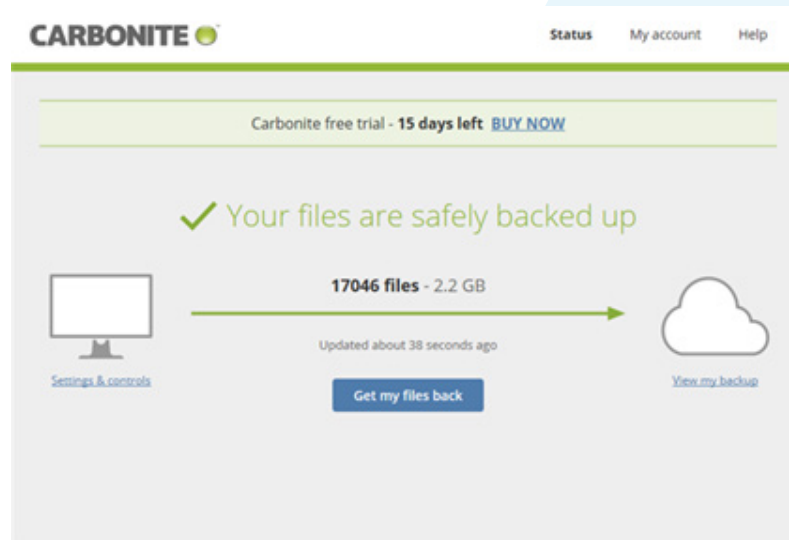


The Carbonite Application

The Carbonite application is the user interface for your Carbonite backup. It allows you to pause the backup, restore files, change backup settings, review account details, and contact Customer Care.

The Carbonite application can be opened on the computer where Carbonite is installed by double-clicking the Carbonite icon in your system tray. It can also be accessed via the Start Menu if you are using Windows XP, Vista, 7, 8.1, or Windows 10.

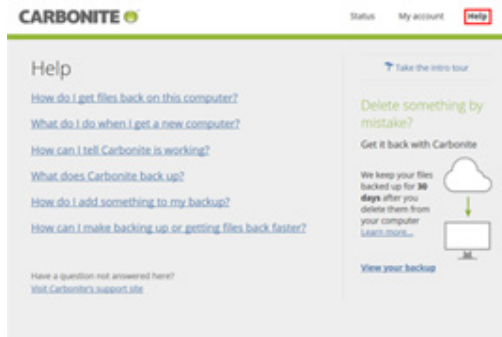
The Status Tab



Once opened, the Carbonite application will display the *Status* tab.

- **Backup Size:** Displays the number of files backed up and their total size in Gigabytes.
- **Backup Status:** Indicates whether your backup is up-to-date, in Recover Mode, in progress, or overdue. Information about errors will also be indicated here, if they occur.
- **View my backup:** Allows you to check which files you've backed up to the Carbonite cloud.
- **Get my files back:** Restore deleted or missing files with Carbonite.

The Help Tab



The *Help* tab gives you easy access to the Carbonite Knowledge Base.

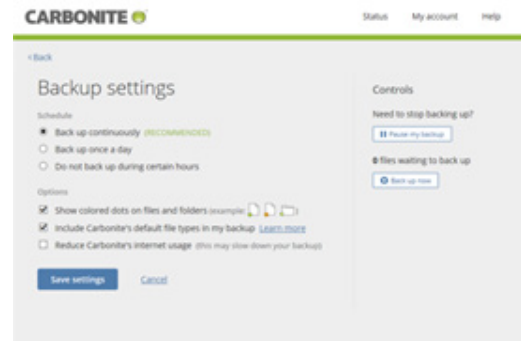
The **Intro Tour** is great for first-time Carbonite users.

You can also view your backup from this screen.

Helpful Knowledge Base articles will be listed here for things like:

- Restoring files
- Backing files up
- Checking your backup status
- Speeding up your backup or restore

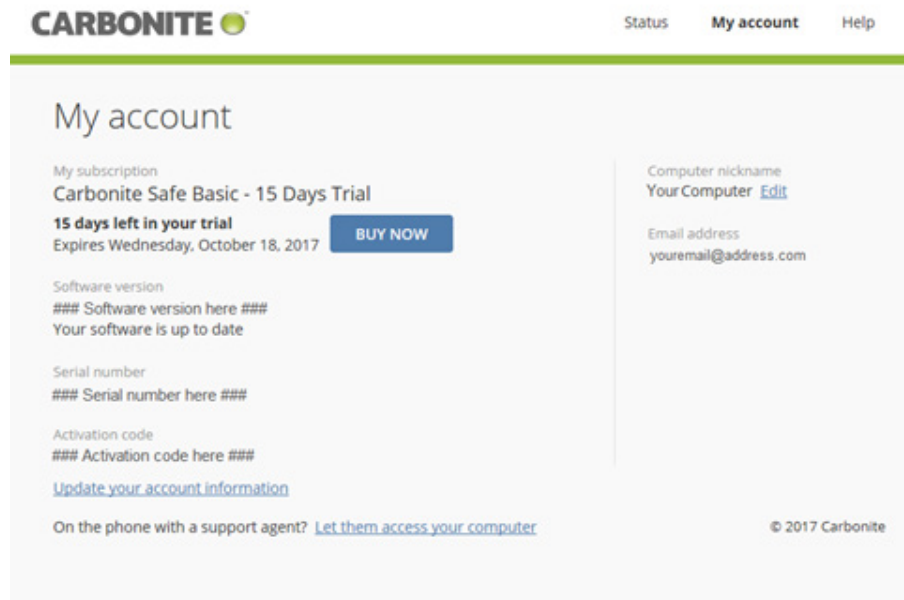
The Settings Tab



The Settings tab contains the following options:

- Control the display of the colored dots on files and folders
- Schedule your backup to begin at a certain time each day, or to not back up between certain hours
- Slow Carbonite's internet usage - useful when you are running other resource-intensive programs at the same time
- Enable or disable Carbonite's default backup selections.

The My Account Tab



The My Account Tab contains the following options:

- **Product Name:** This will display the current product of Carbonite you are running.
- **Expiration date:** This area shows you when your subscription is set to expire. When your Carbonite subscription expires, we will keep your backed-up data on our servers for 30 days. If you are running a trial, your data will be saved on our servers for 15 days after your trial expires.
- **Software version:** Here you can view what version of the Carbonite software you are running. If you do not have the latest version of Carbonite, our software will prompt you to update to the latest version through a pop-up window.
- **Serial number:** This area shows you the serial number associated with this computer. Your serial number is unique for each computer registered with Carbonite.
- **Activation Code:** This area shows you the activation code of the current subscription you are running.

The panel on the right displays information related to your account and where your backup is located:

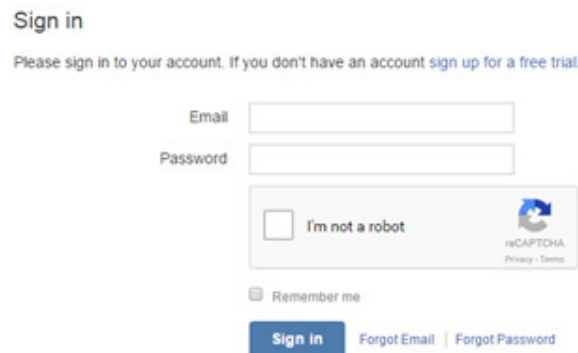
- **Computer Nickname:** This is the nickname that you have given this computer when you first installed Carbonite on it. To change the nickname associated with this computer, click the edit link.
- **Email Address:** This area shows you the email address that your subscription is associated with.

Your Carbonite Account

Selections and settings for backups and restores are controlled from the computer where Carbonite is installed, but your online Account Dashboard is the control hub for all other aspects of your account. From within your Account Dashboard, you can:

- Reinstall Carbonite
- Transfer Carbonite to another computer
- Remotely access backed up files
- Convert a trial subscription to a full subscription
- Purchase subscriptions for additional computers
- Update your email address, password, security questions and/or security phone
- Update your billing and personal information
- Check your billing history
- Change your automatic billing status

You can log into your account any time after installing Carbonite by navigating to account.carbonite.com in your web browser and entering your login credentials:



If you experience difficulty logging in, click *Forgot Email* or *Forgot Password* for assistance.

After your account is established, Carbonite requests some information from you to help it stay secure. We will use this information to identify you as the account owner if you ever need help with account-related problems (like resetting your password).

You'll be required to fill out some contact information and enter security questions when you log into your online account for the first time.

Required information

To complete your registration please answer the questions below. This information will help you access your Carbonite account if you forgot your password and allow Carbonite to more easily identify you as the account holder if you call in for support.

Contact Information

First Name
Last Name
Alternate Email: optional

Two-Step Verification (recommended)

For extra account protection. We will send a unique code to your phone to identify yourself at log in or if you forget your password.

[Get Started](#)

Security questions

If you ever forget your password, you can answer the questions you set up to identify yourself.

Question 1 Choose a Question
Answer 1
Question 2 Choose a Question
Answer 2
Question 3 Choose a Question
Answer 3

[Submit](#)

You're also encouraged to set up Two-Step Verification for added security.

Renewing Your Subscription

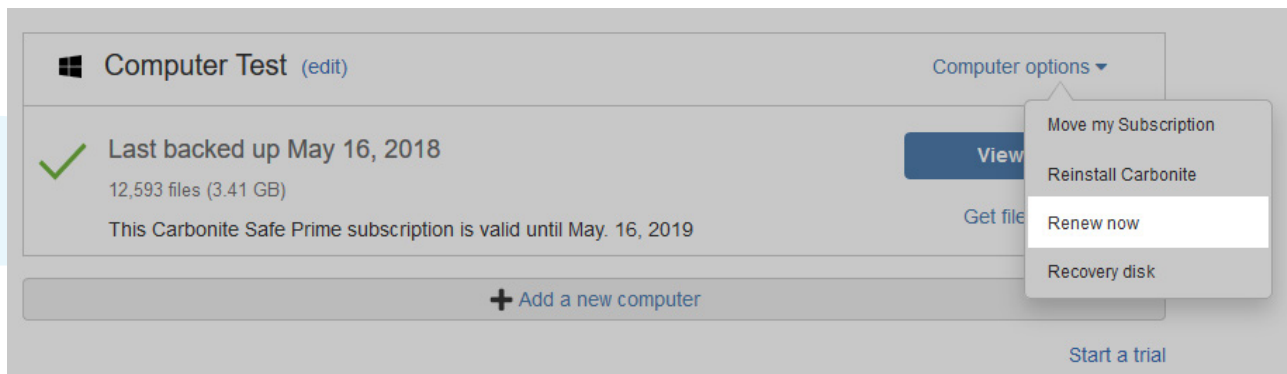
Carbonite offers one-year, two-year, and three-year subscriptions for Carbonite Safe Basic, Carbonite Safe Plus, and Carbonite Safe Prime.

The easiest method to purchase a subscription is through your Carbonite account. The subscriptions available for purchase depend on how you originally signed up for Carbonite and which subscription you originally purchased for your computer. Alternatively, you can upgrade or downgrade your Carbonite subscription.

Renewing Early

Log into your Carbonite account at account.carbonite.com.

Once logged in, click **Computer options**, then select **Renew Now**.



After clicking **Renew Now**, follow the prompts to complete your purchase. A confirmation page will then be displayed, and you will receive a receipt by email to confirm your purchase.

ORDER CONFIRMATION

Congratulations!

This payment covers your subscription through May 17, 2019.

The subscription has been applied to Computer Test automatically.

[Explore my dashboard](#)

Receipt

[Print](#)

Frame LName
your_email@address.com
Date of purchase: May 17, 2018

| PLAN | AMOUNT |
|--|---------------|
| 1 X Carbonite Safe Plus - 1 year for Computer Test | \$XXX.XX each |

Subtotal \$XXX.XX
Prior subscription credit - \$XXX.XX

PAID \$X.XX

You will get a credit of \$XX.XX on your account, to be used on future Carbonite transaction(s).

A confirmation email with order details has been sent to your_email@address.com

Renewing an Expired Account

If your subscription expires before you can renew it, you will have 30 days to do so before your data will be removed from our servers.

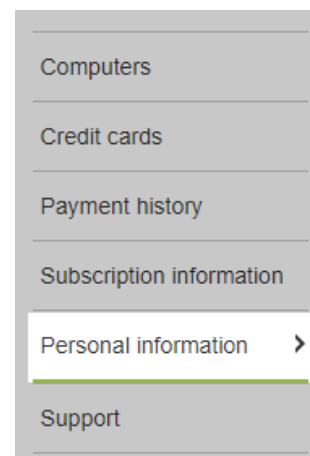
Log into your Carbonite account at account.carbonite.com.

Once logged in, click **Buy Now** or **Pay My Bill**, then follow the prompts to complete your order.

Updating Your Security Information

You can use your account to update your contact information, password, security phone number, and security questions at any time.

1. Log into your account at account.carbonite.com.
2. Click **Personal Information** in the menu on the left.



Your current personal information will be displayed on the screen. Click the **edit** link next to any of the headers to change the related information.

Updating Your Security Questions

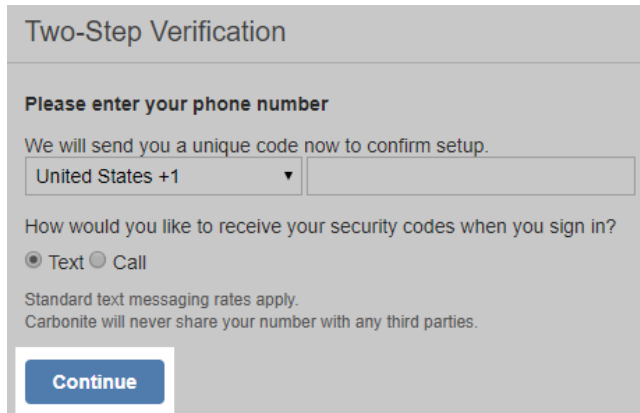
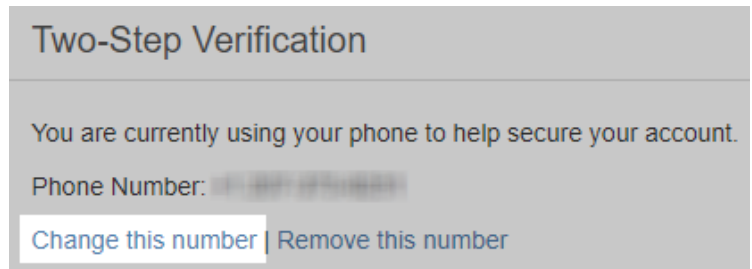
When editing your security questions, your three current questions will show and your answers will be masked. You can change the questions by clicking the dropdown menus and selecting a new question. Your updated answer will not be masked until you click **Save**.

Updating Your Two-Factor Verification Information

When updating your security phone, we will send you a confirmation code to that phone number, either by call or text message (your choice). Enter this code in the next popup to confirm your valid number.

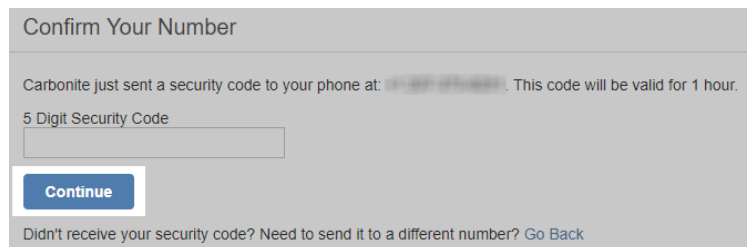
1. Click **edit** next to *Two-Step Verification*.

- If you already have a phone number entered, you will see the following popup. Click **Change this number**.



- Enter a new phone number and choose to receive a text or call with your verification code, then click **Continue**.

- You'll receive a text message or voice call with a verification code. Enter that code in the next popup, then click **Continue**. If you entered the correct code, your security phone will be updated to the new number.



Troubleshooting Common Issues

Installation Problems

Installation issues are almost always caused by an incompatible setting in a different program or component on your computer that interferes with Carbonite's ability to connect to the backup servers. We have a detailed Knowledge Base article to help get around many of these problems: [click here](#), or search our Knowledge Base for "difficulty installing carbonite".

Stuck Backup Problems

If you think your backup appears to be moving slow or is stuck on a file, follow this checklist to make sure none of these settings are the issue.

Your backup may seem stuck if your internet connection is slow. Check your Internet access speeds to determine whether your connection is fast enough to support data transference. If your connection is too slow, you may need to contact your Internet Service Provider. We also recommend checking the following:

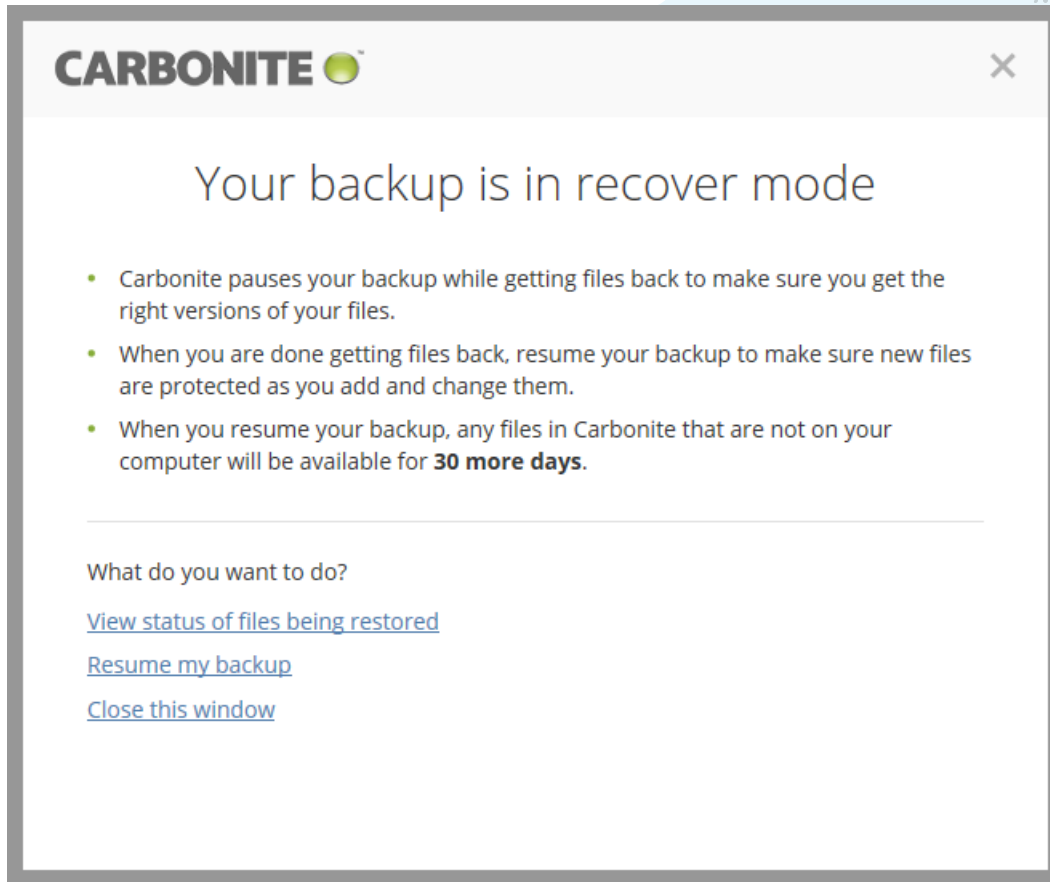
- ✓ Ensure that your computer does not go to sleep or hibernate.
- ✓ If possible, switch from Wi-Fi to a wired internet connection. If you are unable to do so, please ensure that your computer is as close as possible to your wireless router.
- ✓ Power off your modem and/or router for 60 seconds and power it back up before attempting another backup.
- ✓ Ensure that your laptop lid is not shut.
- ✓ Ensure that your computer stays on if there are a lot of files still pending backup.
- ✓ Restart the computer to refresh system resources.
- ✓ Ensure that the *Carbonite Service* is enabled in the *Microsoft Management Console*.
- ✓ Ensure that there are no files selected for backup with file paths longer than 256 characters. Carbonite may not be able to back up files with file paths longer than 256 characters. Shortening the file path of these files will allow them to be backed up normally.
- ✓ Close all programs that may be continually trying to access or lock your files (such as other backup software, disk defragmenters, etc.).
- ✓ Ensure that your hard drive is not full or close to being full. We recommend at least 15-20% of free hard drive space.
- ✓ Refer to the Backup Overdue article in our Knowledge Base for additional information about troubleshooting a stuck or overdue backup:
 - [Backup Overdue \(Carbonite Safe\)](#)
- ✓ Ensure that Carbonite is allowed through any firewall(s) or anti-virus software:
 - Temporarily [disable Windows Firewall](#) so that Carbonite can have free access to the Internet and your system.

If none of these items fixed your stuck backup problem, please contact Customer Care for further investigation.

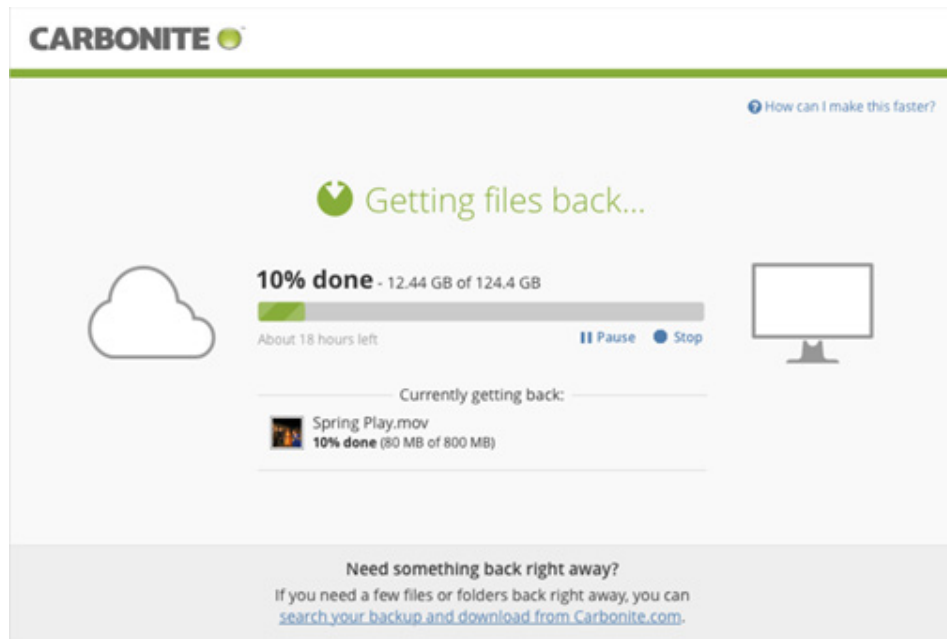
Stuck Restore Problems

You can see your restore progress in the *Restore Manager*. If Carbonite is restoring files to your computer, it will restore them as fast as your internet connection and bandwidth allows. If the Restore Manager appears to be stuck on a file for a long time, there are a couple things you can do to make sure things are progressing.

1. Close the *Restore Manager* by clicking the red X in the top right corner (This will not stop a running restore).
2. Open the Carbonite application by double-clicking the Carbonite logo in your system tray or on the desktop.
 - You should see a notification that your backup is in *Recover mode*. Click the **View status of files being restored** link within the popup.



3. See if the Restore Manager has progressed beyond the stuck file. If so, it may have been just the display that was stuck, not the restore itself.



Another thing to keep in mind is that Carbonite restores one file at a time. If it is restoring a very large file (multiple GB in size), the Restore Manager may display the same file name for several hours as it is downloading. It will progress normally once the file has returned to your computer. Furthermore, if the internet connection is interrupted in the middle of restoring a file, Carbonite must start that particular file over when the computer reconnects. It cannot resume a partially restored file.

If you have ruled out display and connection issues, please search our [Knowledge Base](#) for more assistance.

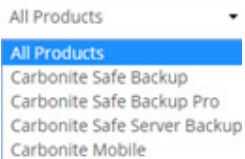
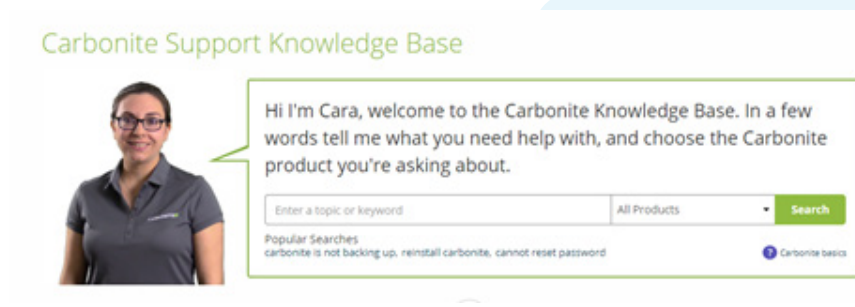
The Carbonite Knowledge Base

If you have a question about Carbonite that isn't covered in this handbook, our frequently-updated Knowledge Base contains information about every facet of Carbonite.

Carbonite Knowledge Base: <https://support.carbonite.com>

Searching the Knowledge Base

Our Carbonite Knowledge Base is available for you anytime you need. Simply go to support.carbonite.com, input a search term or question, and click **Search**.



You'll be provided with a list of short articles containing step-by-step instructions that you can follow at your own pace. We recommend using the dropdown filter above the Search Results to select the exact product you have (see left). This will hide any articles that don't apply to the product you're using.