

TOPS Internet Backup: Quick Setup

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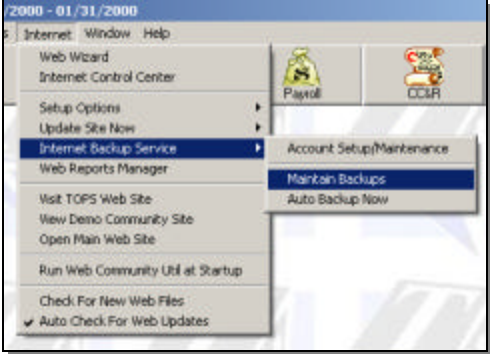
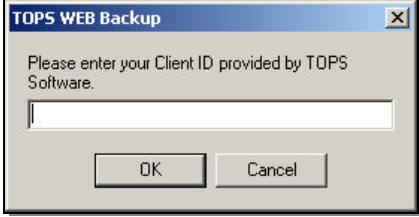

Overview

The TOPS Internet Backup Service boasts a number of features. Every feature in the TOPS Internet Backup Service has been specifically designed to make backing up your data easy, safe, and secure. Here are the features that set the TOPS Internet Backup Service apart from any of its competition:

- ✍* **Easy Setup:** The TOPS Internet Backup Service is fully automated. All you have to do is take five minutes to set it up, and the system does the rest.
- ✍* **Scheduling Tools:** The Scheduling Tools in the TOPS Internet Backup Service allow you to set automatic backup schedules and types of backups (daily, weekly, monthly, yearly)
- ✍* **Online Administration:** The TOPS Internet Backup Service Administration Tools allow you to manage your backups (add communities, delete backups) and see the space used.
- ✍* **File Compression:** Each time you backup your community data, the TOPS Internet Backup Service compresses your data to a smaller, more compact file size. This data compression is performed prior to the upload of your backup data, insuring that your backup data will be as small as possible. Data usually compress 20% to 40% of its original size.
- ✍* **Redundant Backups:** Based on the schedule that you set, your computer will connect to the Internet, compress the community files that will be backed up, and upload those compressed files to an offsite Internet server. Once per night, that server is automatically backed up to a server at TOPS corporate headquarters.
- ✍* **Easy Restore Process:** The TOPS Internet Backup Service rstore software allows you to decompress a backup and download it back to your computer. Since your data is being backed up through TOPS, it is very easy to restore just the files you need. In fact, you could even use the TOPS Internet Backup Service as a method of sharing community data between offices. Simply backup data from your main office, and restore it to a remote office.
- ✍* **Backup Support:** TOPS Software will provide support on backups based on your Maintenance Support Agreement (MSA). Please see the support section of our corporate web site for more information on Maintenance Support Agreements.

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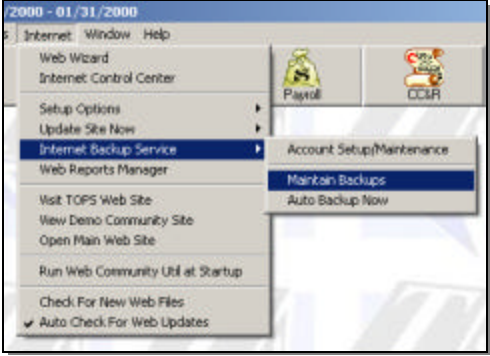
Run the Setup Wizard

| Instruction | Illustration |
|---|---|
| <p>1. Open TOPS 2000™, any community.</p> |  |
| <p>2. From the main menu, click Internet, Internet Backup Service, and Maintain Backups.</p> |  |
| <p>3. If prompted, enter your TOPS Client ID.</p> <p><i>Your Client ID can be found on any support bill sent to you from TOPS Software. (e.g. WD123)</i></p> |  |
| <p>4. Click Run Wizard.</p> <p><i>Since this is your first time running TOPS Internet Backup Service a welcome splash screen will appear and give you the opportunity to run the Setup Wizard.</i></p> <p><i>If you prefer to set up the Internet Backup Service manually, you may click Skip Wizard. However, we do not recommend that you skip the wizard unless you are already familiar with the backup interface.</i></p> |  |
| <p>As soon as the wizard has begun, you will be prompted to define the options you wish to use for your online backups. Please see next page for an explanation of predefined backup schemes, and then continue to step 5.</p> | |

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Run the Setup Wizard Manually

If you inadvertently closed the wizard before you were done, or wish to activate it again later, follow these steps to re-run the Internet Backup Service wizard:

| Instruction | Illustration |
|---|--|
| 1. Open TOPS 2000™ , any community. |  The logo for TOPS 2000, featuring a stylized blue and white cube with a small square icon on its side, and the text "TOPS 2000" below it. |
| 2. From the main menu, click Internet , Internet Backup Service , and Run Wizard . |  A screenshot of a software application's main menu. The menu is titled "Internet" and includes options like "Web Wizard", "Internet Control Center", "Setup Options", "Update Site Now", "Internet Backup Service", "Web Reports Manager", "Visit TOPS Web Site", "View Demo Community Site", "Open Main Web Site", "Run Web Community Util at Startup", "Check For New Web Files", and "Auto Check For Web Updates". The "Internet Backup Service" option is highlighted, and a sub-menu is open showing "Account Setup/Maintenance", "Maintain Backups", and "Auto Backup Now". |

TOPS Internet Backup: Quick Setup

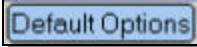
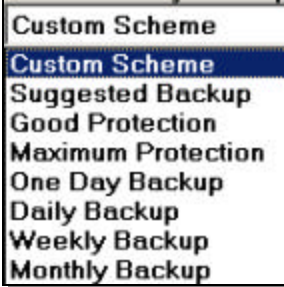
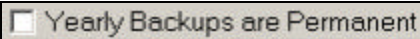

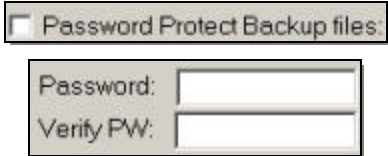
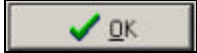
Backup Schemes

The TOPS Internet Backup Service provides you with a number of available backup schemes to accommodate your every backup need. Backup schemes consist of a number of daily, weekly, monthly, and yearly backups. If you do not wish to use a predefined scheme, you may choose to create your own custom scheme. Following is an explanation of the available schemes:

| Scheme Name | Daily | Weekly | Monthly | Yearly |
|--|--------------|---------------|----------------|---------------|
| Suggested Backup Upon reaching the sixth day, TOPS Internet Backup will overwrite day one, etc. The year counter will commence when you first run the backup. | 5 | 2 | 2 | 1 |
| Good Protection Upon reaching the sixth day, TOPS Internet Backup will overwrite day one, etc. The year counter will commence when you first run the backup. | 5 | 1 | 1 | 2 |
| Maximum Protection Upon reaching the eighth day, TOPS Internet Backup will overwrite day one, etc. The year counter will commence when you first run the backup. | 7 | 5 | 12 | 5 |
| One Day Backup Previous day's backup will be overwritten at the next scheduled online backup. | 1 | 0 | 0 | 0 |
| Daily Backup Upon reaching the sixth day, TOPS Internet Backup will overwrite day one, etc. | 5 | 1 | 0 | 0 |
| Weekly Backup Upon reaching the fifth week, TOPS Internet Backup will overwrite week one, etc. The year counter will commence when you first run the backup. | 0 | 4 | 1 | 1 |
| Monthly Backup Upon reaching the thirteenth month, TOPS Internet Backup will overwrite month one, etc. The year counter will commence when you first run the backup. | 0 | 0 | 12 | 2 |
| Yearly Only The year counter will commence when you first run the backup. | 0 | 0 | 0 | 1 |

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Define Backup Options


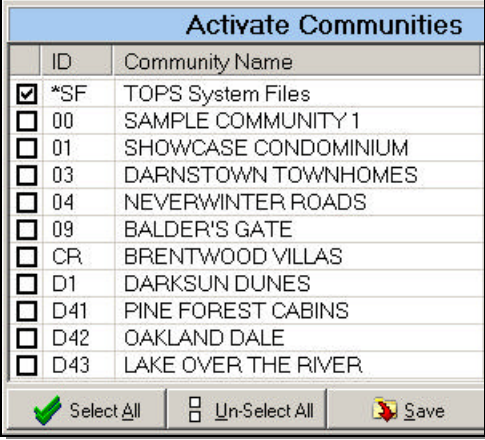

| Instruction | Illustration |
|---|---|
| <p>1. From the main backup menu, click Default Options.</p> <p><i>If you are running the setup wizard, you can go directly to step two.</i></p> |  |
| <p>2. Click the down arrow next to Custom Scheme to select a Schedule Scheme.</p> <p><i>After choosing a predefined scheme, you may 'tweak' it by selecting custom scheme again. This will open the fields for Daily, Weekly, Monthly, and Yearly so that you may edit them.</i></p> |  |
| <p>3. You may choose to make yearly backups permanent so that they are not overwritten the next year. If you wish to do so, check the box labeled 'Yearly Backups are Permanent'.</p> |  |
| <p>4. Check the boxes under 'Files to Include in Backups' to select which modules and files you wish to include in your backup files.</p> <p><i>The options you select here apply to ALL communities that you backup using the TOPS Internet Backup Service.</i></p> |  |
| <p>5. If you wish to protect your backup files so that only those with an appropriate password may restore backup files, check the box labeled 'Password Protect Backup Files', and enter a password in the password and verify PW fields.</p> <p><i>The password you select here applies to ALL communities that you backup using the TOPS Internet Backup Service.</i></p> |  |
| <p>6. Click OK.</p> |  |

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Selecting Communities

The TOPS Internet Backup Service allows you to define which communities you wish to perform backups on. Keep in mind that the settings that you defined earlier under Backup Options apply to every community you select in this section.

Define Communities to Backup

| Instruction | Illustration | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|----------------------|--|----|----------------|-------------------------------------|-----------------------|--------------------------|-----------------------|--------------------------|-------------------------|--------------------------|------------------------|--------------------------|----------------------|--------------------------|------------------|--------------------------|---------------------|--------------------------|------------------|--------------------------|------------------------|--------------------------|------------------|--------------------------|-------------------------|
| <p>1. From the main backup menu, click Activate Communities.</p> <p><i>If you are running the setup wizard, you can go directly to step two.</i></p> |  | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>2. Click to place a checkmark next to the communities that you wish to backup.</p> <p><i>If you wish to select all of your communities, you may click the Select All button at the bottom of the screen. If you change your mind, click the Unselect All button.</i></p> <p><i>We highly recommend that you backup your TOPS System Files along with community files to insure that community data will restore properly.</i></p> |  <table border="1"><thead><tr><th colspan="2">Activate Communities</th></tr><tr><th>ID</th><th>Community Name</th></tr></thead><tbody><tr><td><input checked="" type="checkbox"/></td><td>*SF TOPS System Files</td></tr><tr><td><input type="checkbox"/></td><td>00 SAMPLE COMMUNITY 1</td></tr><tr><td><input type="checkbox"/></td><td>01 SHOWCASE CONDOMINIUM</td></tr><tr><td><input type="checkbox"/></td><td>03 DARNSTOWN TOWNHOMES</td></tr><tr><td><input type="checkbox"/></td><td>04 NEVERWINTER ROADS</td></tr><tr><td><input type="checkbox"/></td><td>09 BALDER'S GATE</td></tr><tr><td><input type="checkbox"/></td><td>CR BRENTWOOD VILLAS</td></tr><tr><td><input type="checkbox"/></td><td>D1 DARKSUN DUNES</td></tr><tr><td><input type="checkbox"/></td><td>D41 PINE FOREST CABINS</td></tr><tr><td><input type="checkbox"/></td><td>D42 OAKLAND DALE</td></tr><tr><td><input type="checkbox"/></td><td>D43 LAKE OVER THE RIVER</td></tr></tbody></table> | Activate Communities | | ID | Community Name | <input checked="" type="checkbox"/> | *SF TOPS System Files | <input type="checkbox"/> | 00 SAMPLE COMMUNITY 1 | <input type="checkbox"/> | 01 SHOWCASE CONDOMINIUM | <input type="checkbox"/> | 03 DARNSTOWN TOWNHOMES | <input type="checkbox"/> | 04 NEVERWINTER ROADS | <input type="checkbox"/> | 09 BALDER'S GATE | <input type="checkbox"/> | CR BRENTWOOD VILLAS | <input type="checkbox"/> | D1 DARKSUN DUNES | <input type="checkbox"/> | D41 PINE FOREST CABINS | <input type="checkbox"/> | D42 OAKLAND DALE | <input type="checkbox"/> | D43 LAKE OVER THE RIVER |
| Activate Communities | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ID | Community Name | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> | *SF TOPS System Files | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | 00 SAMPLE COMMUNITY 1 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | 01 SHOWCASE CONDOMINIUM | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | 03 DARNSTOWN TOWNHOMES | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | 04 NEVERWINTER ROADS | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | 09 BALDER'S GATE | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | CR BRENTWOOD VILLAS | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | D1 DARKSUN DUNES | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <input type="checkbox"/> | D42 OAKLAND DALE | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | D43 LAKE OVER THE RIVER | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>3. Click Save.</p> |  | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Once you have saved your settings, the wizard will bring you to the Web Backup Status screen to begin your first Internet Backups.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | |

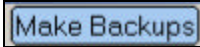
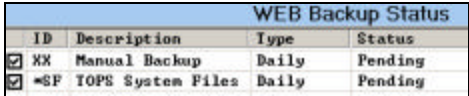



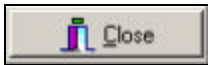
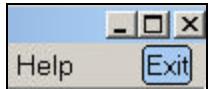
TOPS Internet Backup: Quick Setup

Data Compression

Each time you backup your community data, the TOPS Internet Backup Service compresses your data to a smaller, more compact file size. This data compression is performed prior to the upload of your backup data, insuring that your backup data will be as small as possible. Data usually compress 20% to 40% of its original size.

Not only does this compression make backups and restores significantly faster, it also lowers the cost of your backup subscriptions. Since you pay for storage space used, the less space your data take up, the better. So, for example, an average community file taking up 10MB of disk space on your data server would compress to approximately 3MB.

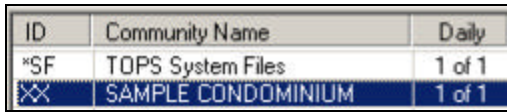
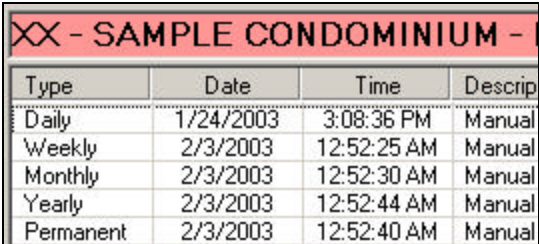
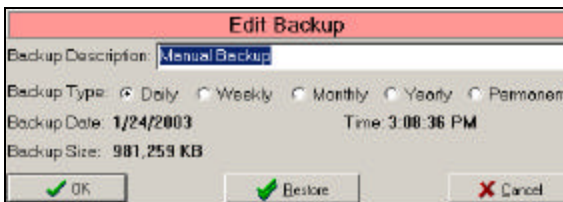
Backup your Files for the First Time

| Instruction | Illustration |
|--|---|
| <p>1. From the main backup menu, click Make Backups.</p> <p><i>If you are running the setup wizard, you can go directly to step two.</i></p> |  |
| <p>2. Note that the backup status screen will display all of your pending backups for every community. Ensure that these settings are correct. If you do not wish to make one of the backups at this time, uncheck the box next to the community ID.</p> |  |
| <p>3. Click Begin.</p> <p><i>You must be connected to the Internet at this time. If you are not already connected, the TOPS Internet Backup Service will initiate an Internet connection prompt.</i></p> |  |
| <p>4. The TOPS Internet Backup Service will compress all files prior to uploading the backup files. This insures that the amount of space your files take up online is as little as possible.</p> |  |
| <p>5. Wait until the Internet Backup is completely done. You will see 'Done' and the number of megabytes the backup files are in the status column next to every community name.</p> |  |
| <p>6. Click the Close button.</p> |  |
| <p>7. Click Exit to close the TOPS Internet Backup Service.</p> <p><i>This completes your setup for TOPS Internet backup Service.</i></p> |  |

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View and Edit Existing Backup Files


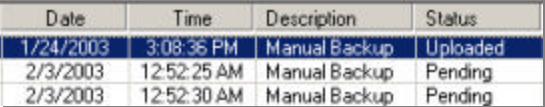
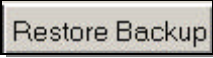
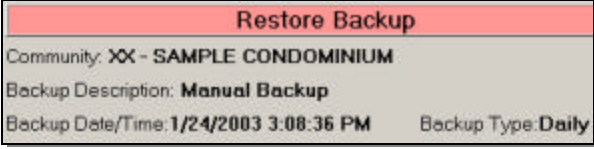


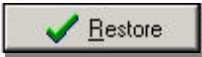

You may view existing backups that have been made for each individual community.

| Instruction | Illustration | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|-------------|----------------|-------|---------|-------------------|-----------|------------|--------------------|--------|----------|-------------|--------|---------|----------|-------------|--------|--------|----------|-------------|--------|-----------|----------|-------------|--------|
| <p>1. From the main community list, double click on the name of the community for which you wish to view backed up files.</p> |  <table border="1"> <thead> <tr> <th>ID</th> <th>Community Name</th> <th>Daily</th> </tr> </thead> <tbody> <tr> <td>*SF</td> <td>TOPS System Files</td> <td>1 of 1</td> </tr> <tr style="background-color: #000080; color: white;"> <td>XX</td> <td>SAMPLE CONDOMINIUM</td> <td>1 of 1</td> </tr> </tbody> </table> | ID | Community Name | Daily | *SF | TOPS System Files | 1 of 1 | XX | SAMPLE CONDOMINIUM | 1 of 1 | | | | | | | | | | | | | | | |
| ID | Community Name | Daily | | | | | | | | | | | | | | | | | | | | | | | |
| *SF | TOPS System Files | 1 of 1 | | | | | | | | | | | | | | | | | | | | | | | |
| XX | SAMPLE CONDOMINIUM | 1 of 1 | | | | | | | | | | | | | | | | | | | | | | | |
| <p>2. Note that the list of files contains all backups currently stored online for this community, as well as all pending backups for this community.</p> <p><i>If you wish to view further information on a specific backup file, continue on to step three.</i></p> |  <table border="1"> <thead> <tr> <th>Type</th> <th>Date</th> <th>Time</th> <th>Descrip</th> </tr> </thead> <tbody> <tr> <td>Daily</td> <td>1/24/2003</td> <td>3:08:36 PM</td> <td>Manual</td> </tr> <tr> <td>Weekly</td> <td>2/3/2003</td> <td>12:52:25 AM</td> <td>Manual</td> </tr> <tr> <td>Monthly</td> <td>2/3/2003</td> <td>12:52:30 AM</td> <td>Manual</td> </tr> <tr> <td>Yearly</td> <td>2/3/2003</td> <td>12:52:44 AM</td> <td>Manual</td> </tr> <tr> <td>Permanent</td> <td>2/3/2003</td> <td>12:52:40 AM</td> <td>Manual</td> </tr> </tbody> </table> | Type | Date | Time | Descrip | Daily | 1/24/2003 | 3:08:36 PM | Manual | Weekly | 2/3/2003 | 12:52:25 AM | Manual | Monthly | 2/3/2003 | 12:52:30 AM | Manual | Yearly | 2/3/2003 | 12:52:44 AM | Manual | Permanent | 2/3/2003 | 12:52:40 AM | Manual |
| Type | Date | Time | Descrip | | | | | | | | | | | | | | | | | | | | | | |
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| Monthly | 2/3/2003 | 12:52:30 AM | Manual | | | | | | | | | | | | | | | | | | | | | | |
| Yearly | 2/3/2003 | 12:52:44 AM | Manual | | | | | | | | | | | | | | | | | | | | | | |
| Permanent | 2/3/2003 | 12:52:40 AM | Manual | | | | | | | | | | | | | | | | | | | | | | |
| <p>3. Double click the backup you wish to view or edit.</p> <p>In the Edit Backup screen, you can view additional information on the backup file, including the date and time the backup was made, and the actual size, in kilobytes, of the backup file currently being stored online.</p> <p>Additionally, you may edit the backup file to more correctly distinguish the file. This includes altering the name of the file, and redefining what type of file it is (daily, weekly, etc.)</p> <p><i>Alternatively, you can single click on the backup file and click "Edit Backup"</i></p> |  <p>You may also choose to restore the individual backup file from the edit backup screen by clicking the "Restore" button here.</p> | | | | | | | | | | | | | | | | | | | | | | | | |

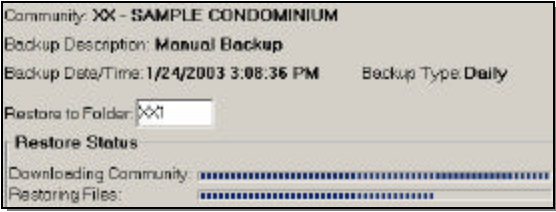


TOPS Internet Backup: Quick Setup

Restore a Backup File

You may view existing backups that have been made for each individual community.

| Instruction | Illustration | | | | | | | | | | | | | | | | |
|--|---|---------------|----------------|-------------|--------|-------------------|------------|---------------|--------------------|----------|-------------|---------------|---------|----------|-------------|---------------|---------|
| 1. From the main community list, double click on the name of the community for which you wish to view backed up files. |  <table border="1"> <thead> <tr> <th>ID</th> <th>Community Name</th> <th>Daily</th> </tr> </thead> <tbody> <tr> <td>*SF</td> <td>TOPS System Files</td> <td>1 of 1</td> </tr> <tr style="background-color: #e0e0e0;"> <td>XX</td> <td>SAMPLE CONDOMINIUM</td> <td>1 of 1</td> </tr> </tbody> </table> | ID | Community Name | Daily | *SF | TOPS System Files | 1 of 1 | XX | SAMPLE CONDOMINIUM | 1 of 1 | | | | | | | |
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| *SF | TOPS System Files | 1 of 1 | | | | | | | | | | | | | | | |
| XX | SAMPLE CONDOMINIUM | 1 of 1 | | | | | | | | | | | | | | | |
| 2. Click on the backed up file that you wish to restore. |  <table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Description</th> <th>Status</th> </tr> </thead> <tbody> <tr style="background-color: #e0e0e0;"> <td>1/24/2003</td> <td>3:08:36 PM</td> <td>Manual Backup</td> <td>Uploaded</td> </tr> <tr> <td>2/3/2003</td> <td>12:52:25 AM</td> <td>Manual Backup</td> <td>Pending</td> </tr> <tr> <td>2/3/2003</td> <td>12:52:30 AM</td> <td>Manual Backup</td> <td>Pending</td> </tr> </tbody> </table> | Date | Time | Description | Status | 1/24/2003 | 3:08:36 PM | Manual Backup | Uploaded | 2/3/2003 | 12:52:25 AM | Manual Backup | Pending | 2/3/2003 | 12:52:30 AM | Manual Backup | Pending |
| Date | Time | Description | Status | | | | | | | | | | | | | | |
| 1/24/2003 | 3:08:36 PM | Manual Backup | Uploaded | | | | | | | | | | | | | | |
| 2/3/2003 | 12:52:25 AM | Manual Backup | Pending | | | | | | | | | | | | | | |
| 2/3/2003 | 12:52:30 AM | Manual Backup | Pending | | | | | | | | | | | | | | |
| 3. Click Restore Backup |  | | | | | | | | | | | | | | | | |
| 4. Confirm that the file settings are correct, and that this is, in fact, the backup file that you wish to restore. |  <p style="text-align: center;">Restore Backup</p> <p>Community: XX - SAMPLE CONDOMINIUM Backup Description: Manual Backup Backup Date/Time: 1/24/2003 3:08:36 PM Backup Type: Daily</p> | | | | | | | | | | | | | | | | |
| 5. Enter a community ID that you wish the backup to restore into. IMPORTANT NOTE: Restoring backed up files into an existing community folder will overwrite the files currently in that community folder. If you wish to restore to an alternate community ID (such as XX1), simply enter the new ID into the 'Restore to Folder' field. |  <p>Restore to Folder: XX WARNING! This folder already exists! Restoring these files will overwrite current files.</p> | | | | | | | | | | | | | | | | |
| 6. Check the boxes for the file types you wish to restore. If you wish to restore all of the files that were included in the original backup, click 'Check All'. <i>The restore will only overwrite files that are actually contained in the backup. If the files were not backed up originally, your existing files will not be overwritten.</i> |  <p>Files To Include in Restore</p> <ul style="list-style-type: none"> <input type="checkbox"/> Owner & Accounting <input type="checkbox"/> Spooled Reports <input type="checkbox"/> WEB Reports <input type="checkbox"/> Work Orders <input type="checkbox"/> Gate Security <input type="checkbox"/> TOPS.MDB <input type="checkbox"/> Utility Billing <input type="checkbox"/> Form Letters <input type="checkbox"/> Pool Pass <input type="checkbox"/> CCR <input type="checkbox"/> Community Fact Sheet <input type="checkbox"/> Archives (ZIP, ARC, RAR...) | | | | | | | | | | | | | | | | |
| 7. Click Restore . |  | | | | | | | | | | | | | | | | |
| 8. If the backup file has been password protected, enter the password now. If there is no password defined, skip to step 9. |  <p>This Community Backup Up File is password protected. Please enter the password below.</p> <p>XXXXXXXXXX</p> <p>OK Cancel</p> | | | | | | | | | | | | | | | | |

TOPS Internet Backup: Quick Setup

| Instruction | Illustration |
|--|---|
| <p>9. Please wait while the restore is performed. The Restore Status area will display the status of the download.</p> |  <p>The screenshot shows a window titled 'TOPS Internet Backup Service'. It displays the following information: Community: XX - SAMPLE CONDOMINIUM, Backup Description: Manual Backup, Backup Date/Time: 1/24/2003 3:08:36 PM, Backup Type: Daily. There is a 'Restore to Folder:' field with 'XX1' entered. Below this is a 'Restore Status' section with two progress bars: 'Downloading Community' and 'Restoring Files', both showing significant progress.</p> |
| <p>10. Click OK once the restore confirmation has been completed.</p> |  <p>The screenshot shows a small dialog box titled 'TOPS Internet Backup Service' with a close button (X) in the top right corner. The message inside reads: 'XX - SAMPLE CONDOMINIUM restored successfully.' Below the message is an 'OK' button.</p> |
| <p>11. Click Done to close the TOPS Internet Backup Service Window.</p> |  <p>The screenshot shows a single button labeled 'Done'.</p> |