

TOPS Internet Backup Service User Guide

By
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This guide has been provided by TOPS Software, LLC as a reference and help tool when using the TOPS Internet Backup Service. Illustrations used in this guide may display screens with modules, features, and or functions that may not be part of the basic system but available as add-ons or as plug-ins to an interface to third party products.

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It is also assumed that the user of this guide is familiar with basic windows functionality and navigation tools. Refer questions regarding the use of Windows Explorer to your system administrator.

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Chapter 1

Introduction

The TOPS Internet Backup Service has been specifically designed to make backing up your data easy, safe, and secure. The TOPS Internet Backup Service is a great way for customers to back up their TOPS 2000™ data as well as the important files and folders located on their individual computers.

Users and passwords are stored on our Internet server to allow multiple users within each company to utilize the product under the same account. Backup groups may be defined as public or private to indicate whether other users on the account can view the backed up files.

DATA COMPRESSION AND RESTORATION

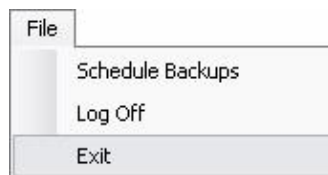
Each time you backup your community data, the TOPS Internet Backup Service compresses your data to a smaller, more compact file size. This data compression is performed prior to the upload of your backup data, insuring that your backup data will be as small as possible. TOPS Data usually compress 20%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

Note: Many file types such as PFD, JPG, and GIF for example are already compressed therefore these files may not experience the same reduction rates as TOPS Data.

The TOPS Internet Backup Service restore process allows you to decompress a backup and download it to restore just the files you need to a computer. It is an easy and effective way of sharing data between offices. Simply backup data from your main office, and restore it to a remote office.

INTERNET BACKUP FILES AND FOLDERS MENU BAR

File

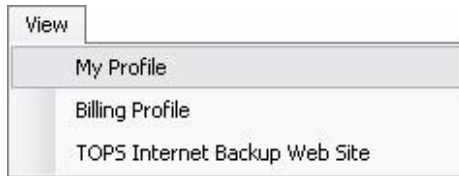


Schedule Backups links you to the Scheduler

Log Off allows you to close your session with Internet Backup, keeping the Log In window active.

Exit logs you out and closes the Internet Backup Files and Folders system.

View



My Profile opens the User Log in information page. Here you may edit User name and password.

Billing Profile links you to the Internet Backup Service online Account Login page.

TOPS Internet Backup Web Site, opens the web page providing information about the service, sign up link, user instructions, downloads and more.

Help



About provides your Client ID.

Online Help links you to the Internet Backup Service web site.

Chapter 2

Getting Started

You must have an account setup for The TOPS Internet Backup Service before you can begin using the program.

TOPS INTERNET BACKUP SERVICE ACCOUNT SETUP

You can sign up quickly via the Internet simply by going to the TOPS Software home page www.topssoft.com and following the Steps below.

From the TOPS Software home page:

1. **Click** Services on the menu bar.
2. Select Internet Backup from the drop down menu options.
3. **Click** Internet Backup Service Home.
Here you will find various links to information about the Backup Service, a Space Estimator and Cost Estimator for your convenience.
4. **Click** the link *Sign Up Now* to start the sign up process.
5. The following window appears:

Figure 2.1

TOPS Internet Backup Service Account Setup Home Page

Step 1 Login Information Step 2 Contact Information Step 3 Backup Settings Step 4 Billing Information Step 5 Payment Information Step 6 Service Agreement

Create your own unique username and password. Use this name to log in to your account and make changes to your Internet Backup account information. Your Client ID must match the current ID on record at TOPS Software. Only three accounts may be set up per Client ID.

Client ID * User Name * Password * Verify Password *

(Client ID can be found at the top of any TOPS Software invoice.)

Back To Login Next >

* Required Fields

6. Complete all six steps.
The Client ID created here identifies your company. All users will need the Client ID in order to access the Internet Backup Service in order to add their User Names and Passwords.

If you are a TOPS 2000™™ user, and do not know your Client ID, you can find this information in TOPS 2000™™. Start TOPS 2000™™, Click Help on the menu bar, click About TOPS 2000™™. Your company Client ID is displayed just above the Optional Modules list.

If you are NOT currently a TOPS Software customer, please contact Sales@topssoft.com or 1800-760-9966 to receive a Client ID.

Version 5.0 of the TOPS Internet Backup Service is built on the .Net 2.0 framework. This new framework is the latest standard in Internet Application Development released by Microsoft.

The first time you run the TOPS Internet Backup Service version 5.0, the system will check your machine has Microsoft's .Net 2.0 framework installed. If it is not installed, you will be prompted to install it before you can run the TOPS Internet Backup Service.

SETTING UP THE TOPS INTERNET BACKUP SERVICE

Version 5 of the TOPS Internet Backup Service is built on the .Net 2.0 framework, the latest standard in Internet Application Development. The first time you run the TOPS Internet Backup Service version 5.0, the system will identify whether your machine has Microsoft's .Net 2.0 framework installed. If it is not already installed, you will be prompted to install it before you can run the TOPS Internet Backup Service.

1. Click Internet, Internet Backup Service, Maintain Backups.
2. If a message appears saying "The .net 2.0 framework is not installed on this system. Would you like to install it at this time? If you do not install the framework this program will not run" Click Yes to begin installing the framework. Follow the instructions from Microsoft to download and install the .Net 2.0 framework.
If you do not receive this message, the framework may already be installed. Skip to step 3 of Setting Up The TOPS Internet Backup Service.
3. Enter in your client ID and click on connect. (You do not have to enter a user name and password at this time)
4. The Setup Wizard will appear. In step one, enter in the Client ID and username and password for the account that you set up. This information has been provided above in this email.
5. Click Verify Account Settings to verify that your account login is correct. Click Next
6. You may choose to import users from TOPS 2000, or to add users manually. **At least one user with Administrator rights must be added.** You cannot edit users in the setup wizard, but the administrator will be given the opportunity to edit users inside the program.

Please Note: Only one or two users (preferably administrators) should be given the "TOPS Access" rights. This should be the user that will be performing the TOPS Community Data backups. All other users can backup files and folders, but the TOPS Data is shared, and should not be backed up by more than one user.

We recommend that users connecting to a shared machine (via Remote Desktop, Citrix Server, or another sharing system) use a single, shared backup login and password. This will prevent files from being duplicated or incorrectly distributed between multiple users on the same machine.

7. Click Finish.
8. Enter in the Administrator User Name and Password that you just set up.

Please note that if you have the scheduler set up to perform backups automatically, you must check the box to save your login settings. Otherwise the scheduler will activate the login prompt, instead of performing backups automatically.

Chapter 3

TOPS Internet Backup Service Setup Wizard

Before starting The TOPS Internet Backup Service, you will need to run the TOPS Internet Updater to make sure you are up to date and your settings are defined. The first thing you will need to update is all of your system files to ensure that you have the most recent versions of the Internet Backup files.

UPDATING INTERNET FILES

The first thing you will need to do is update all of your system files to ensure that you have the most recent versions of the Internet Backup files. Follow these steps to update your files:

1. Make sure you are logged into the computer that will be performing the backups. This may be a workstation with access to the data files on the server, or the server itself.
2. If it is open, close TOPS on your computer.
3. Connect to the Internet and navigate to <http://www.topsoft.com/downloads.htm>.
4. Under "Program Updates" click the GO button.
5. Click Open, to run the update from the current location.
6. When the TOPS Web Updater appears, click the down arrow next to 'Module to Check' and select TOPS 2000.
7. On the bottom right, ensure that the "Workstation Only" option is selected.
8. Click the "Begin Update" button. (The system may prompt you for a User ID. If so, enter in your TOPS Customer ID)

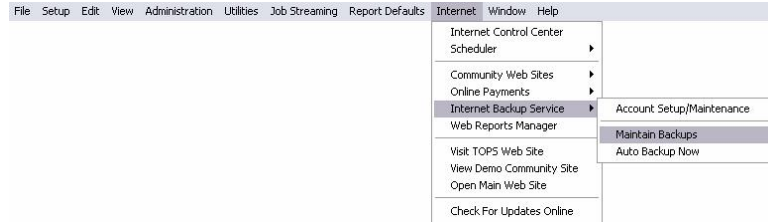
Once the update is complete, you can close this window and re-open TOPS 2000™.

CONNECTING TO THE INTERNET BACKUP SERVICE SERVER

To connect to the TOPS Internet Backup Service server from TOPS 2000™:

1. Start TOPS 2000™, login and select a community.
2. **Click Internet** on main menu bar.
3. **Select** Internet Backup Service from the drop down menu list
4. **Select** Maintain Backups from the sub-menu list.

Figure 3.1



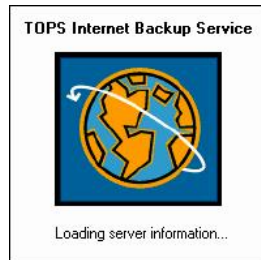
5. The Connect to Internet Backup Service window appears.

Figure 3.2



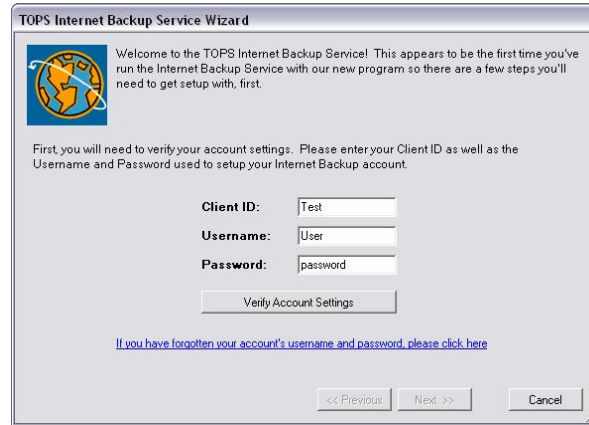
6. Enter your company's Client ID.
7. **Click** Connect, the caption "Authorizing..." appears in red text.
8. The TOPS Internet Backup Service logo will display on your desktop while the system is loading the server information.

Figure 3.3



9. The TOPS Internet Backup Service Wizard window appears.

Figure 3.4



10. Enter your Client ID
11. Enter the Username and Password selected during your Internet Backup Service Account setup.
12. **Click** the Verify Account Settings button.
13. If data entered is correct the Next>> button becomes active.
14. **Click** Next.

ADD THE FIRST USER

User access will vary, not all users are created equal. Add yourself as the first user with full administrative rights, access to TOPS Data, Email Reports and Details.

Users and passwords is important to prevent errors that could happen with shared accounts, such as multiple people in a company having a backup category called "My Documents", thus merging all of the My Documents into one group on the server. Users and passwords can be imported from TOPS 2000™, but must eventually be maintained separately, because they are stored on the TOPS Internet Backup server.

Users designated Administrators will have full access to all tabs in TOPS Internet Backup Service system. Non-Administrator user will only have access to the Files and Folders and Restore tabs. Non-Administrator users can be given authorization to access the TOPS Data tab.

Please Note: Only one or two users (preferably administrators) should be given the "TOPS Access" rights. This should be the user that will be performing the TOPS Community Data backups. All other users can backup files and folders, but the TOPS Data is shared, and should not be backed up by more than one user to avoid accidentally over writing important data.

We recommend that users connecting to a shared machine (via Remote Desktop, Citrix Server, or another sharing system) use a *single*, shared backup login and password. This will prevent files from being duplicated or incorrectly distributed between multiple users on the same machine.

Be sure to include email addresses and check the option so users can receive an email containing a summary report of the files and folders backed up from the computers.

1. The User control window appears.

Figure 3.5



2. **Click** the Add User button.
3. The Add User window appears.

Important! Users and Passwords information is stored on the TOPS Internet Backup Service server. Add yourself as the first user and check the Administrator and TOPS Access checkboxes. This will give you access to all necessary features and functions in TOPS Internet Backup Service.

Figure 3.6



4. Enter the users Full Name.
5. Enter a Username to be used for logging in.
6. Enter a Password.
7. **Click** Administrator to assign administrator rights.
8. **Click** TOPS Access if the user is to have access to TOPS Data Backups.
9. **Click** Emailed Report if you wish the user to r
10. emailed summaries of each backup they perform.
11. **Click** Save.
12. You are returned to the User and Password window.
13. Repeat Steps 9 through 15 to add more users.
14. **Click** the Import TOPS Users button to add TOPS 2000™™ user names and passwords.

TOPS 2000™™ users with Administrator rights will automatically have administrator designation in TOPS Internet Backup Service system. It is advisable to review these settings and edit as needed. Not all users

should be able to Backup TOPS Data or have access to all the information in TOPS Internet Backup Service.

The user names imported from TOPS 2000™ will display in the User Administration window once the import process is finished.

Figure 3.7



15. **Click** Finish.

You are returned to the Internet Backup Service Connect window. Login using your administrator login and proceed with setting up backups or click Exit to close the Internet Backup Service Connect window.

Managing Users and Passwords

From time to time a user's responsibilities may change, therefore access and settings will also have to be changed with regard to their use of the Internet Backup Service.

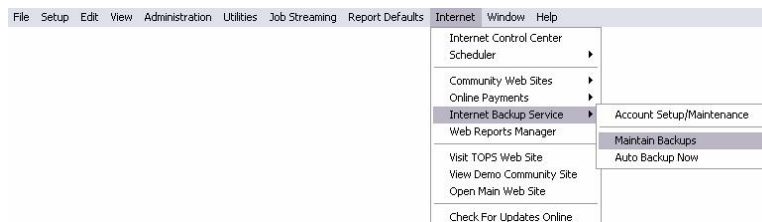
If you have imported users from your TOPS 2000™™ system, it is recommended that you review each user's settings and edit the access as it will apply to their duties and responsibilities. You may also wish to delete inactive users.

To Edit User and Password Information

From TOPS 2000™ Main menu:

1. **Click** Internet on menu bar.
2. **Select** Internet Backup Service from the drop down menu list
3. **Select** Maintain Backups from the sub-menu list.

Figure 3.8



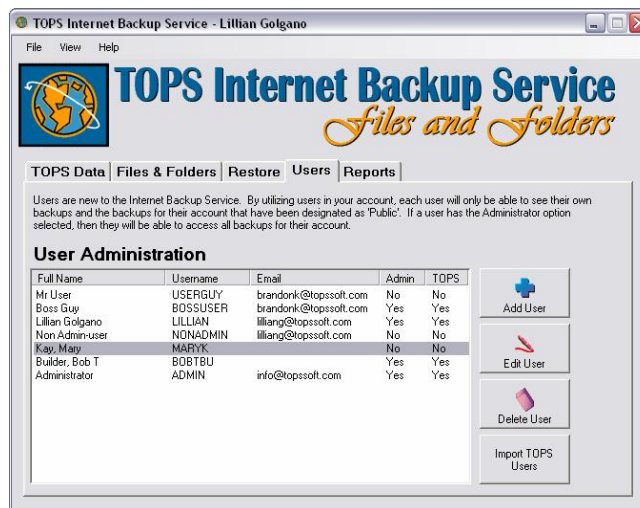
4. The Connect to Internet Backup Service window appears.
5. Enter your TOPS Client ID.
Log on as an Administrator
6. Enter your User Name and Password.

Figure 3.9



7. **Click** Connect.
8. The system checks the login information, once authorized the Internet Back Services main window appears.
9. **Click** the Users tab.
10. The User Administration list appears.

Figure 3.10



11. **Click** the line item to select the user.
12. **Click** Edit.
13. The Edit User window appears displaying the current user information.

Figure 3.11

Non-Admin
user imported
from TOPS



14. Place the cursor in the field you wish to edit.
If this user should receive email alerts regarding file and folder backups they have performed, you must enter an email address.
15. **Click** Save.

To Delete A User

From the Internet Backup Service main window:

1. **Click** the Users tab.
2. The User Administration list appears.
3. **Click** the line item to select the user you wish to delete.
4. **Click** the Delete button.
5. The following dialog box appears.

Figure 3.12

Delete
Warning



6. **Click** Yes to Delete.
7. **Click** No to cancel the Delete command and return to the previous window.
8. A second Warning appears, asking if you wish to delete all the backups associated with this user.
9. **Click No** (we recommend that you retain files until you have had an opportunity to review the files in the backup before deleting the backed up data.

Chapter 4

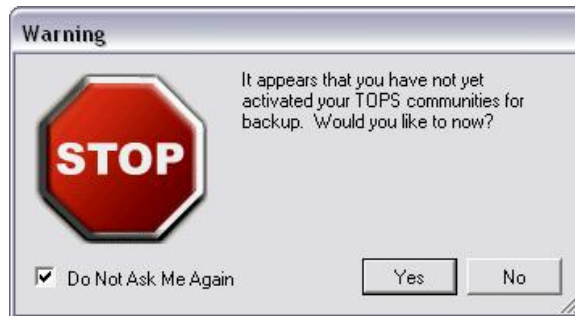
Setup the TOPS Data Backups

Protecting your TOPS Community data is critical to your business. With TOPS Internet Backup Service it's an easy process to setup automatic backups via the Internet and store your data in a safe environment, away from all types of disasters. All backed up data is protected by TOPS' Users and Password login security conventions, only authorized users may back up TOPS data or have access to TOPS data stored on the Internet Backup server.

TOPS 2000™ v3.2.1 DATA BACKUPS

If you have TOPS Access activated for your user name, the first time you logon to the TOPS Internet Backup Service you will receive the following alert:

Figure 4.1

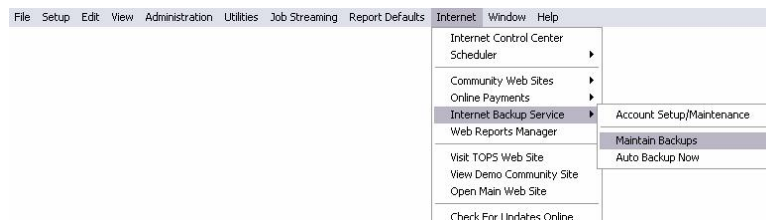


Define Backup Options

From TOPS 2000™ Main menu:

10. **Click Internet** on menu bar.
11. **Select** Internet Backup Service from the drop down menu list
12. **Select** Maintain Backups from the sub-menu list.

Figure 4.2



13. The Connect to Internet Backup Service window appears.
14. Enter your TOPS Client ID.
Your Client ID can be found on any support bill sent to you from TOPS Software. (e.g.WD123)
15. Enter your User Name and Password.
This is the user name and password that you set up when you ran the Setup Wizard in the TOPS Internet Backup Service, not the Account user name and password.

Figure 4.3

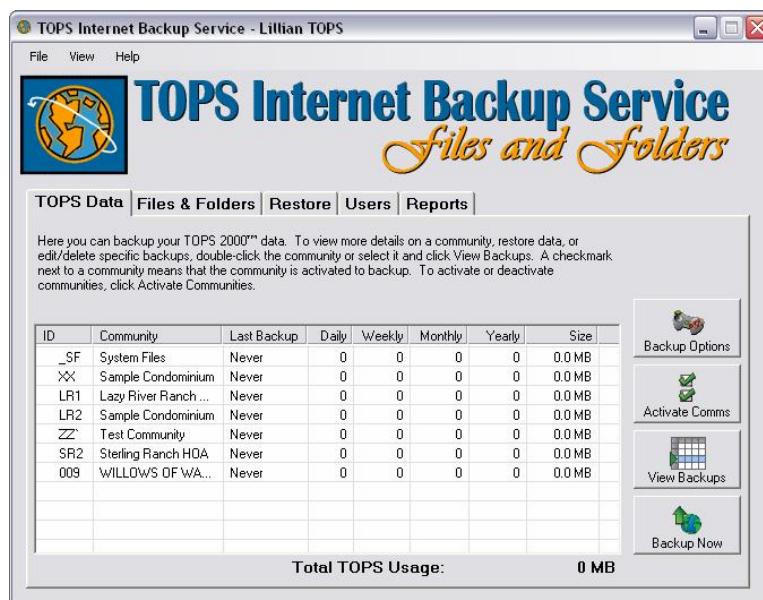


16. **Click** Connect.
17. The system checks the login information and once authorized, the Internet Backup Service window appears.

Depending on the options selected during user setup an Administrator user will find three (3) or four (4) tabs in this window. They are: TOPS Data tab, Files and Folders tab, Restore tab, and Users tab. All other users will only see two tabs, Files and Folders, and Restore. Users with TOPS Access will see the TOPS Data tab in addition to these two.

Figure 4.4

Internet Backup Service window – Administrator View



The TOPS Data tab will display all your TOPS 2000™ communities by default. If you are an existing TOPS Internet Backup Service user, information about your most recent backups will also be displayed.

18. **Click** a community to select.
19. **Click** the Backup Options button.
20. The Default Options window appears.

Figure 4.5



21. **Click** the Schedule Scheme down arrow to reveal options (refer to the **Backup Schemes** table provided in *Addendum A*)
22. **Click** to select a pre-defined backup schedule scheme from the list or create a user defined backup schedule scheme
23. Enter a numeric value in each of the fields for the number of backups to be done on Daily, Weekly, Monthly, and Yearly basis.
24. **Click** the **Yearly Backups are Permanent** checkbox if you wish to retain each new Yearly backup file.

The TOPS 2000™ system files and data back up automatically by default, backing up TOPS Add-On Modules and corresponding data is optional and must be defined.

25. **Click** the checkbox to the left of each Module or special file you wish to include in the TOPS Data backup.

TOPS data backups may be protected with an additional password. The Use Password option allows you to define a password that is encrypted inside the zipped files the backup is uploaded to the Internet. This Password provides an additional layer of security, in case your Account login and password are compromised. Even if an unauthorized individual were to get a copy of the compressed backup data, they would be unable to open the zip file without the password.

If you elect to use this optional password, **IT IS VERY IMPORTANT THAT YOU KEEP A COPY OF THIS PASSWORD IN A SAFE BUT ACCESSIBLE PLACE.** TOPS Software, LLC **ABSOLUTELY DOES NOT HAVE ACCESS TO THIS PASSWORD**, therefore, if this password is forgotten or lost, the only way to gain access to your stored TOPS data will be through the use of a third-party Data Restoration Service; **all associated fees** are the responsibility of the client.

26. **Click** the Use Password checkbox so that only authorized users with knowledge of the password may restore backup files.
27. Enter a password in the verify PW fields.
The password you enter here will apply to ALL communities that you backup using the TOPS Internet Backup Service.
28. **Click Save.**

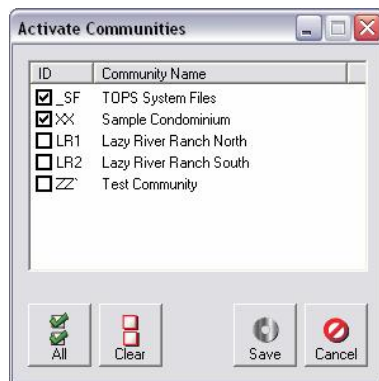
Activate Communities

The TOPS Internet Backup Service is a Global function, and as such when activating communities, the communities visible to the user are not based on the restrictions in TOPS 2000™ users and passwords. If a user has access to the TOPS Data tab, they can view, backup, restore and delete any TOPS community in the TOPS 2000 system.

To select the communities that you wish to include in your scheduled TOPS Data backups:

1. **Click** the Activate Communities button in the TOPS Data tab.
2. The Activate Communities window appears.

Figure 4.6



3. **Click** the checkbox to the left of each Community ID to include the data for that community in the Backup Schedule. If you have a long list of communities, it may be easier to **Click** the **All** button to check all communities, then click the checkbox of only those communities you wish to exclude from the Backup.
4. **Click Save.**

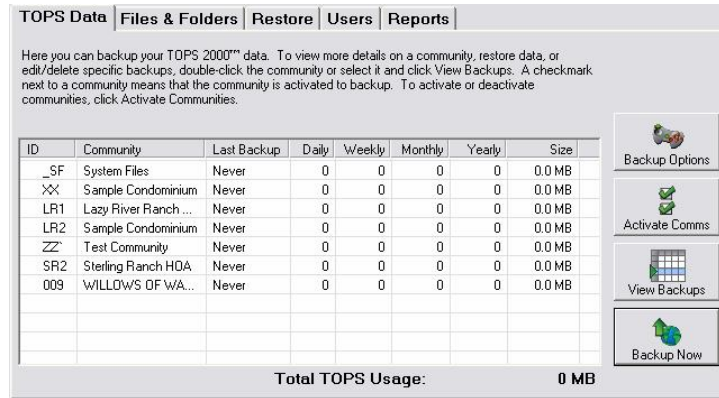
Manual Backup

You may at any time run a manual backup for your data. Your TOPS Data tab contains a Backup Now button; simply click it to start the backup.

Figure 4.7

TOPS Data tab.

Backup Now button.



Automatic Backups

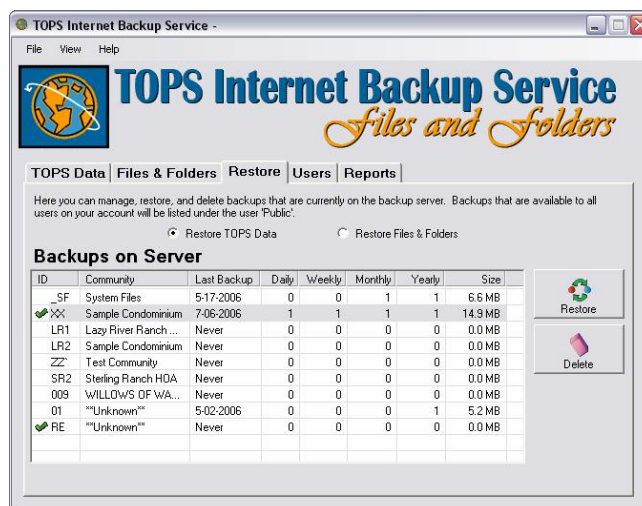
The TOPS Scheduler feature is used to setup, The TOPS Internet Backup Service as a task that will automatically start and run at the pre-defined day and time set in the Scheduler. See the Scheduler section for detailed instructions.

TOPS 2000™ v3.2.1 DATA RESTORE

From the Internet Backup Service window:

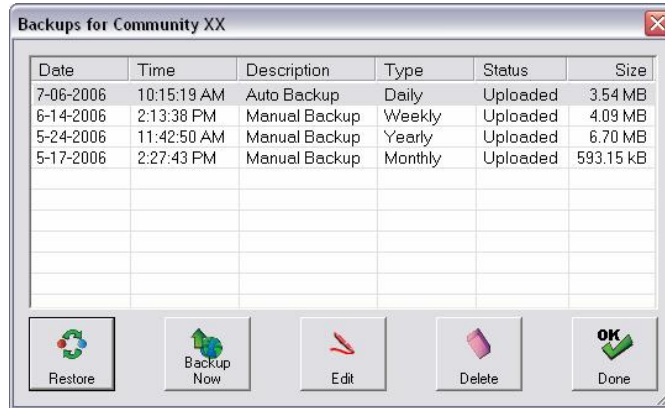
1. **Click** the Restore Tab.
2. **Click** the Restore TOPS Data radio button.

Figure 4.8



3. All the TOPS 2000™ community backups on the Server will appear in the list.
4. **Double-click** the Community name to reveal the list of available Backups for that Community.

Figure 4.9



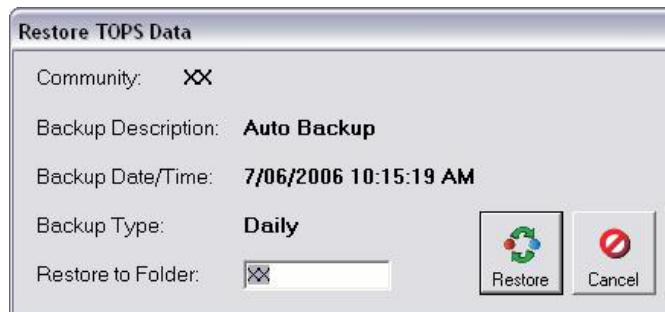
5. **Double-click** the Backup you wish to restore.
6. The Edit Backup window appears.

Figure 4.10



7. You may choose to restore the individual backup file from the edit backup screen.
8. **Click** Restore.
9. The Restore TOPS Data dialog box appears allowing you to select a different folder for your data.

Figure 4.11



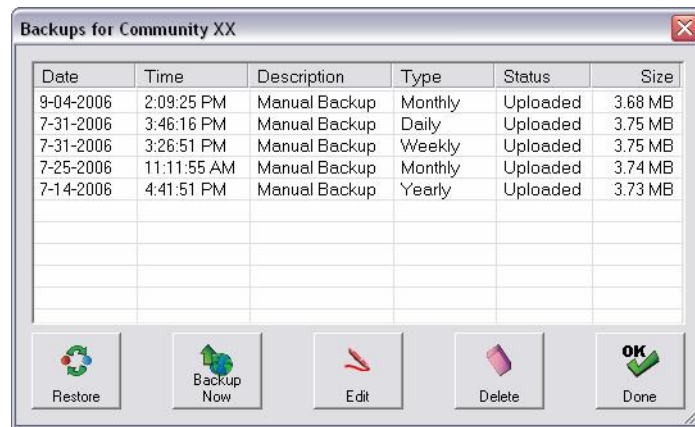
IMPORTANT NOTE: Restoring backed up files into an existing community folder will overwrite the files currently in that community folder. If you wish to restore to an alternate community ID (such as XX1), simply enter the new ID into the 'Restore to Folder' field.

View and Edit Existing TOPS Backup Files

You may view existing backups that have been made for each individual community. From the main community list:

1. **Double-Click** on the community name for which you wish to view backed up files.
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.

Figure 4.12



Date	Time	Description	Type	Status	Size
9-04-2006	2:09:25 PM	Manual Backup	Monthly	Uploaded	3.68 MB
7-31-2006	3:46:16 PM	Manual Backup	Daily	Uploaded	3.75 MB
7-31-2006	3:26:51 PM	Manual Backup	Weekly	Uploaded	3.75 MB
7-25-2006	11:11:55 AM	Manual Backup	Monthly	Uploaded	3.74 MB
7-14-2006	4:41:51 PM	Manual Backup	Yearly	Uploaded	3.73 MB

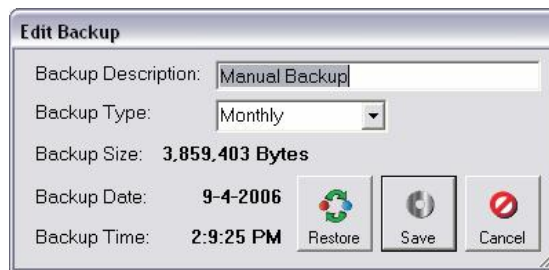
Buttons: Restore, Backup Now, Edit, Delete, Done

*Alternatively, you can single click on the backup file and click “**Edit Backup**”*

3. Double-click the backup you wish to view or edit.

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. 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, or monthly.)

Figure 4.13



Backup Description: Manual Backup

Backup Type: Monthly

Backup Size: 3,859,403 Bytes

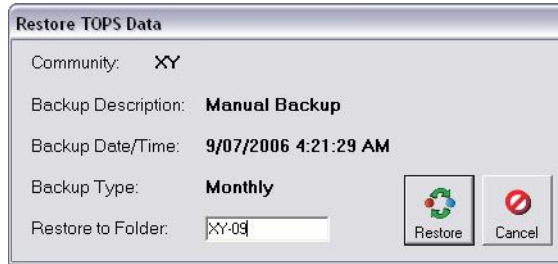
Backup Date: 9-4-2006

Backup Time: 2:9:25 PM

Buttons: Restore, Save, Cancel

4. You may choose to restore the individual backup file from the edit backup screen by clicking the **Restore** button here.

Figure 4.14



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.

5. **Click Restore.**
6. If the backup file has been password protected, enter the password now. If there is no password defined, skip to step 7.

Figure 4.15



7. Please wait while the restore is performed. The Restore Status area will display the status of the download.
8. **Click OK** once the restore confirmation has been completed.
9. You are returned to the community backup list.
10. **Click Done** to close the TOPS Internet Backup Service Window.

Chapter 5

Non-Administrator Settings

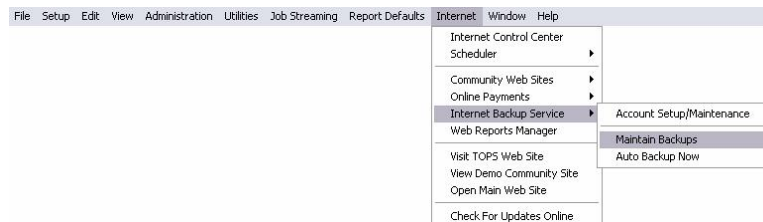
When users are first added to the Internet Backup Service the Administrator will assign a user name and password. The user names and passwords used in the Internet Backup Service are stored on the server, allowing a user to access stored data from any computer.

You may change the password assigned to you to one of your choosing.

From TOPS 2000™ Main menu:

1. **Click Internet** on menu bar.
2. **Select** Internet Backup Service from the drop down menu list
3. **Select** Maintain Backups from the sub-menu list.

Figure 5.1



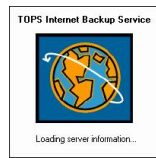
4. The Connect to Internet Backup Service window appears.

Figure 5.2



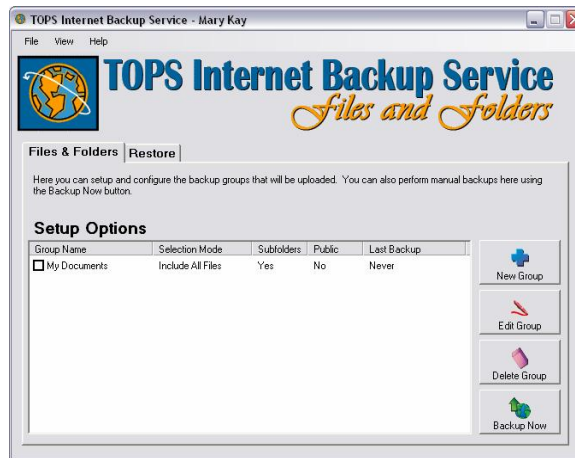
5. Enter your TOPS Client ID.
6. Enter your User Name and Password.
This is the user name and password that your Administrator set up for you not your TOPS 2000 user name and password.
7. **Click** Connect.
8. The caption “Authorizing...” appears in red text.
9. The following message appears on your desktop.

Figure 5.3



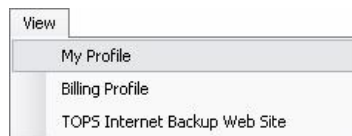
10. Your TOPS Internet Backup Service files and folders Setup Options window appears.

Figure 5.4



11. Click View on the Menu bar.
12. Select My Profile.

Figure 5.5



13. The Edit User window appears.

Figure 5.6



14. Place your cursor in the field you wish to edit and type new data.
15. Click Emailed Reports if you wish to receive a Summary of each backup done.
16. Click Show Details if you wish your Emailed Report to include a complete list of files included in the backup.
17. Click Save.

Chapter 6

TOPS Internet Backup Setup for Files and Folders

The Files and Folders backup feature of TOPS' Internet Backup Service allows you to select other important files and folders from your machine and back them up to the TOPS Internet Backup server. Select a range of files and folders on your machine, and save them under Group headings, and create different backup settings for each group.

Because there is a fee for storage space on the server, creating Backup Groups may take a little thought. For example, a user's "My Documents" folder probably contains many sub-folders containing hundreds of files, some critical to business operations and some not so important. So, how your groups are setup is important, and users may want to consider several different types of groups.

Some groups may consist of an entire folder and include all sub-folders; others can be based on file types. By designating file extensions such as .doc, .xls, .mdb, .xlw, .wks when defining Backup Setup Options you **include** or **exclude** different file types in a backup group. You may even add user-defined extensions that you use to organize your files. A group can also be made up of selected files.

The TOPS Files and Folders backup process is unique in that it uses **Backup Versioning**. So, rather than backing up multiple copies of the same file like other backup services do, the TOPS Files and Folders backup will backup a base copy of each document the first time a group is backed up. Then with each subsequent backup, only those files in the group that have changed since the last backup are backed up.

Keep versioning in mind when creating your groups, the number of versions of a backed up file stored on the server is defined at the group level. Currently you have the option to store up to 99 sequential versions (changes) of each file in a group on the server.

CREATE FILES AND FOLDERS BACKUP GROUPS

You are able to add, edit and delete Files and Folders backup groups for your computer. Speak to your manager or system administrator if you have questions regarding which files you should backup.

Not all of the files you back up are intended to be shared across your organization. By defining a backup group as private, you can restrict the group so that only you or an administrator is able to view and restore these files.

Public files may be viewed or restored by anyone with access to the Internet Backup Service, so give some thought to the files that will be included in each of your backup groups.

Add a New Files and Folders Backup Group

From your desktop:

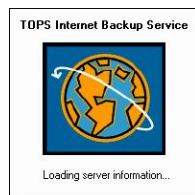
1. **Click** the TOPS Internet Backup Service icon.
2. Enter your Client ID.
3. Enter Username.
4. Enter Password.
5. **Click** Connect.

Figure 6.1



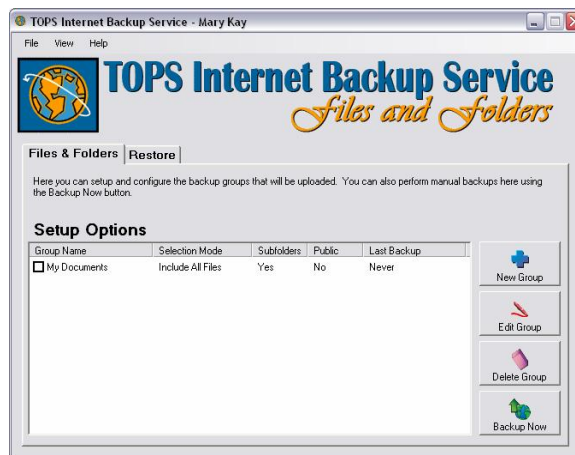
6. The caption "Authorizing..." appears in red text.
7. The following message appears on your desktop.

Figure 6.2



8. Once the server information is finished loading, the TOPS Internet Backup Service files and folders Setup Options window appears.

Figure 6.3



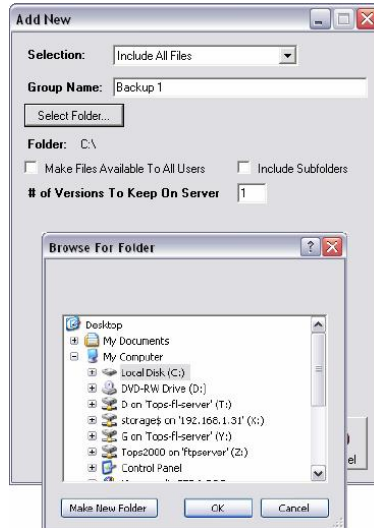
9. **Click** the Files & Folders tab.
10. **Click** Add New.
11. The Add New window appears.

Figure 6.4



12. Enter a name in the Title field for the Backup Group you are creating.
13. **Click** the drop down arrow to reveal the inclusion or exclusion options for this backup group.
14. **Click** the Select Folder button to launch your Windows browser. You must select a folder, the system will not accept a backup of a full drive (C:\).

Figure 6.5

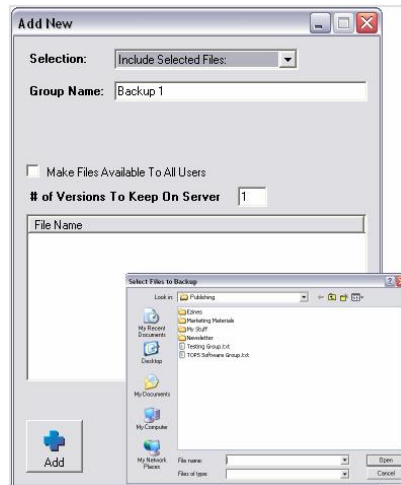


15. **Click** the Include Subfolders checkbox if you wish to include all items contained in subfolders within this folder in the backup group.
16. **Click** the Make Files Available to All Users checkbox if you wish to make this a Public group.

You may ONLY define a group as Public when you first create it. If you wish to change a group to Public or Private after files have already been backed up, you must delete the existing group and create a new group with the same settings and the Public/Private status.

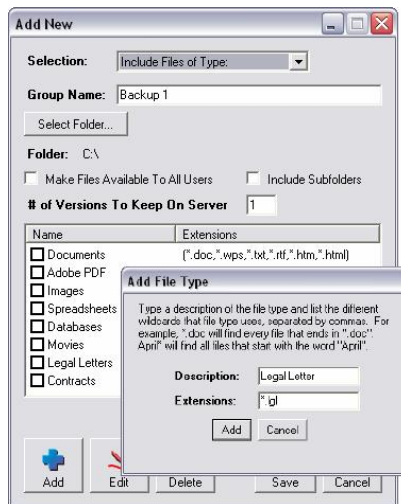
17. **Select** the number of versions of a file you wish to maintain on the server.
When a backup of a group is performed, the Internet Backup Service will check each file in the group to see if it has been altered since the last backup. If it has, a new version of just that changed file will be backed up, and stored under the last modified date. In this way, you reduce the amount of storage space that you utilize because you are not backing up the exact same version of each file over and over again.

Figure 6.6



18. If you select Include or Exclude Files of Type many options are available by default.
19. You may add custom file extensions that you define to your backup groups.
20. **Click** the Add button located at the bottom left of the Add New window.
21. The Add File Type window appears.

Figure 6.7



22. Enter a Description for your custom extension.
23. Enter the customer extension you use to differentiate the files from all others.
*In the figure above, the description is **Legal Letters** and the extension is **.lgl**. The system will automatically add the dot (**.lgl**) before the extension.*
24. **Click** Add.

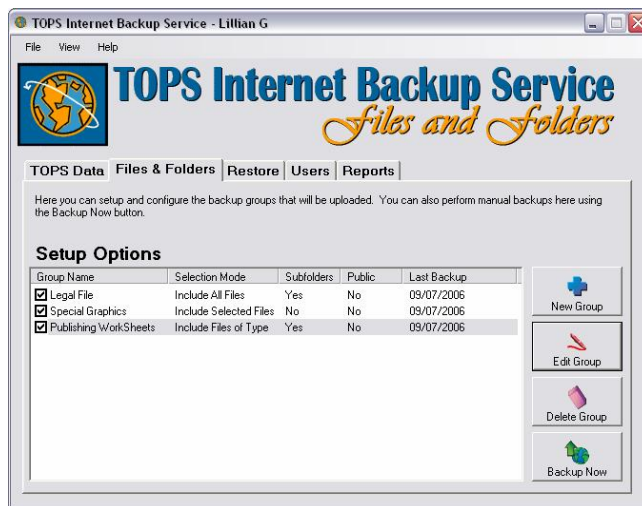
25. You are returned to the Add New window. Your custom Extension appears in the list and the checkbox is checked.
26. Repeat Steps 18 through 23 until all custom extensions have been added.
27. **Click** Save.
28. You are returned to the Setup Options window.

Edit Files and Folders Groups

To edit a Files and Folders group:

1. **Click** the Files and Folders tab.
2. **Click** the Group name in the list to select the group you wish to edit.

Figure 6.8



3. **Click** the Edit button.
4. The Setup Option appears in Edit mode.

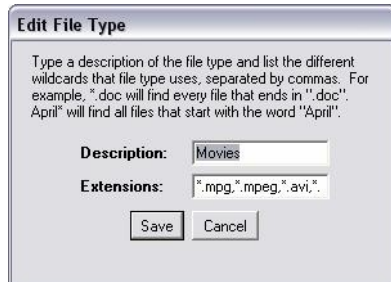
Figure 6.9



5. Place your cursor in the field you wish to edit and enter new data.
6. To Edit files types, click the file type Name to select.
7. **Click** the Edit button.

8. The Edit File Type window appears.

Figure 6.10



9. Place cursor in the field you wish to edit.
10. To edit the Description, type over the old Description with the new Description.
11. To add an Extension to this File Type Description, place the cursor in the Extension field.
12. Click the End button on your keyboard.
13. Type the new extension.
14. To delete an Extension for this File Type Description, using your right, left arrows on your keyboard scroll through the list to locate the desired extension.
15. Use your keyboard delete button or backspace button to remove the extension from the list.
16. **Click** Cancel to restore the old description or extensions.
17. **Click** Save to retain the changes.

Delete Files and Folders Group

To delete a Files and Folders group:

1. **Click** the Files and Folders tab.
2. **Click** the Group name in the list to select the group you wish to delete.
3. **Click** the Remove button.
4. The following dialog box appears.

Figure 6.11



5. **Click** No to cancel the delete command.
6. **Click** Yes to delete the Files & Folder group.

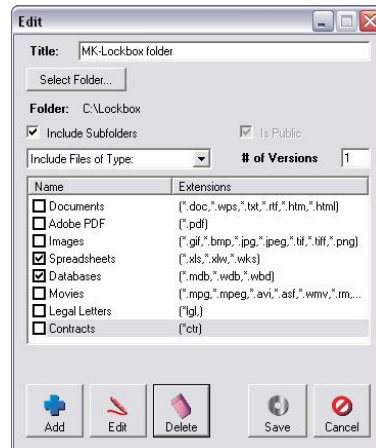
Delete a File Type from a Files & Folders Group

If your list of File Types contains obsolete custom file types (no longer used) you may delete these File Types to shorten the list of options.

From the Files & Folders Setup Option:

1. **Click** the Group name in the Setup Options list.
2. **Click** Edit.
3. **Click** the Name of the Files of Types you wish to delete.

Figure 6.12



4. **Click** the Delete button.
5. The following Dialog box appears.

Figure 6.13



6. **Click** No to cancel the delete command.
7. **Click** Yes to delete the selected File type.

Chapter 7

Scheduler: Internet Backups

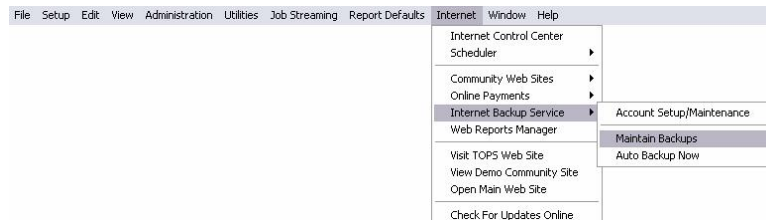
Once you have defined the frequency of your TOPS Data backups in the Scheme option, you will also want to setup your backups to run as an automatic task on a predefined schedule in the TOPS Scheduler feature. Both your TOPS Data and Files and Folders backups will run as a single Internet Backup task. Remember a user can run a manual backup of files and folders anytime by clicking the Run Now button.

ADD A NEW TASK TO THE SCHEDULER

This should be done by the user that will be performing the TOPS Community Data backups. Only one or two users (preferably administrators) should be given the TOPS Access rights. All other users can backup files and folders, but the TOPS Data is shared, and should not be backed up by more than one user.

1. Start **TOPS 2000™**, select any community.
2. **Click** Internet on the main menu.
3. Select Internet Backup Service from the drop down menu options.
4. **Click** Maintain Backups.

Figure 7.1



5. The Connect to Internet Backup Service dialog box appears.
6. Enter Client ID
7. Enter in the Administrators User Name and Password.
8. **Click** the Save Login Settings.
9. **Click** Connect.

Figure 7.2



10. The TOPS Internet Backup Service window appears.

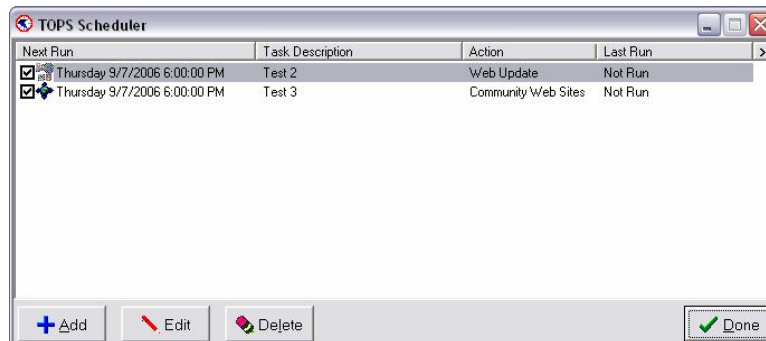
Note: If you have already defined the Save Login Settings, you can access the Scheduler directly by going to Internet, Scheduler, Schedule task, from the TOPS 2000™ menu bar.

Figure 7.3



11. **Click** File on the menu bar.
12. **Select** Schedule Backups from the drop down menu.
13. The TOPS Scheduler appears.
14. **Click** Add.

Figure 7.4



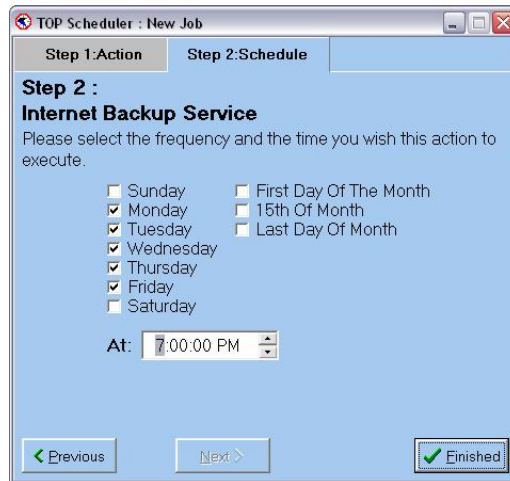
15. The TOPS Scheduler: New Job window appears.
16. Enter a Task Description in Step 1 Action.
17. **Click** Internet Backup Service.

Figure 7.5



18. **Click** Next button.
19. You are taken to Step 2: Schedule tab.

Figure 7.6



20. **Click** the checkbox(es) to define the backup schedule for this task.
21. Select a time for the backup task to run on the scheduled day(s).
22. **Click** Finish and let the scheduler do its job.

Edit Scheduler Task

If you wish to edit a task in the Scheduler, from the TOPS main menu:

1. **Click** Internet on the main menu.
2. Select Scheduler.
3. **Click** Schedule Tasks.

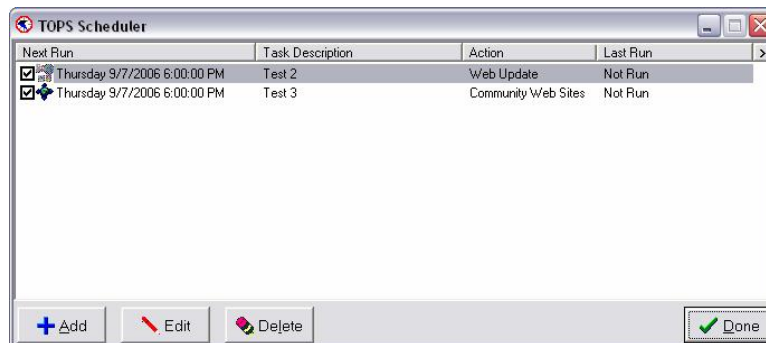
Figure 7.7



Note: If the Scheduler is already running on your system, locate the Scheduler Icon in the Windows system tray and Double-click on it.

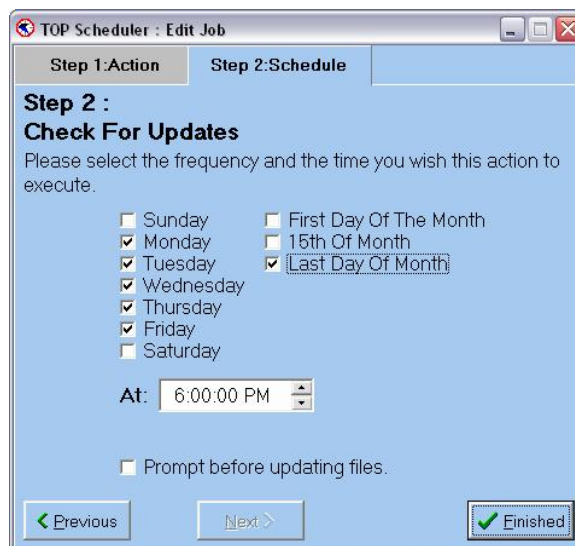
4. The TOPS Scheduler window appears.

Figure 7.8



5. **Click** the desired Task in the list box to highlight.
6. **Click** Edit.
7. The TOPS Scheduler: Job window appears.

Figure 7.9



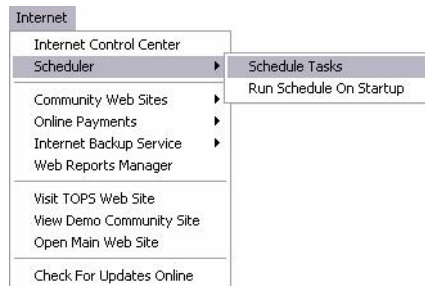
8. **Click** Next or the Step 2: Schedule tab to retain the Current Task Description.

9. In Step 2: Schedule, **Click** to deselect days previously selected, or **Click** additional days to add to the current schedule.
10. **Click** Finished.

Delete an Internet Backup Service Scheduled Task

1. **Click** Internet on the main menu.
2. Select Scheduler.
3. **Click** Schedule Tasks.

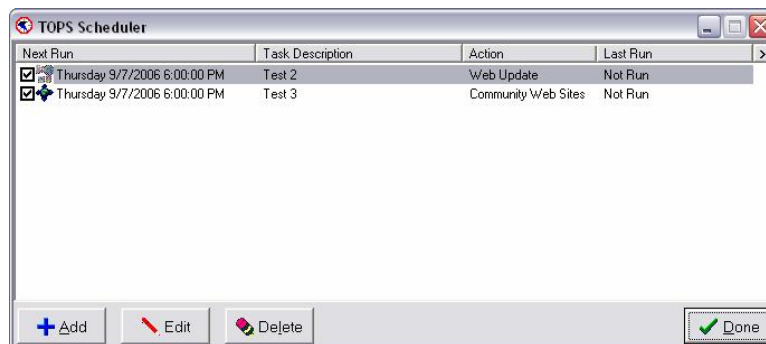
Figure 7.10



Note: If the Scheduler is already running on your system, locate the Scheduler Icon in the Windows system tray and Double-click on it.

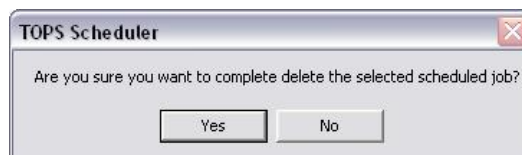
4. The TOPS Scheduler window appears.

Figure 7.11



5. **Click** the desired Task in the list box to highlight.
6. **Click** Delete.
7. The following dialog box appears prompting you to confirm the Delete command.

Figure 7.12



8. **Click** Yes to Delete the Scheduled job.
9. **Click** No to cancel the Delete command.

Chapter 8

Backup and Restore Files & Folders

Once you have setup your Backup Groups, manually backing up your files requires nothing more than the click of a button. A Backup Now button is provided on both TOPS Data and Files and Folders tabs. Manual backups are independent of other, while the Scheduler backs up both TOPS Data and Files and Folders during the automatic backup process.

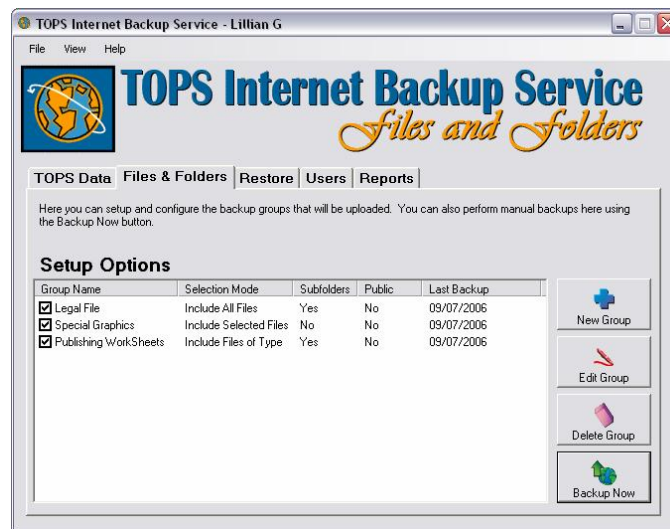
After doing an initial backup of your backup groups, subsequent backups will only upload files if they have been changed since the last backup. The exception is TOPS Data, which will back up every time.

BACKUP FILES & FOLDERS GROUPS

From the Files and Folders tab:

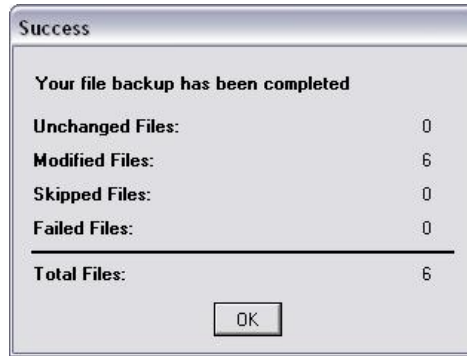
1. ***Click*** to select the backup group you wish to backup.

Figure 8.1



2. ***Click*** the Backup Now Button.
3. The TOPS Internet Backup logo appears while the system performs the backup.
4. Once the backup is complete the following dialog box appears.

Figure 8.2



Keep in mind the system will only backup those files that have been changed since the last backup

5. **Click** OK.
6. If your user profile is set to receive emailed reports , you will receive a user backup report via email from webbackup@topssoft.com advising you that a backup was performed (and, if you have the detailed report option select in your user profile, listing all the files that were backed up.)

RESTORE BACKED UP FILES & FOLDERS

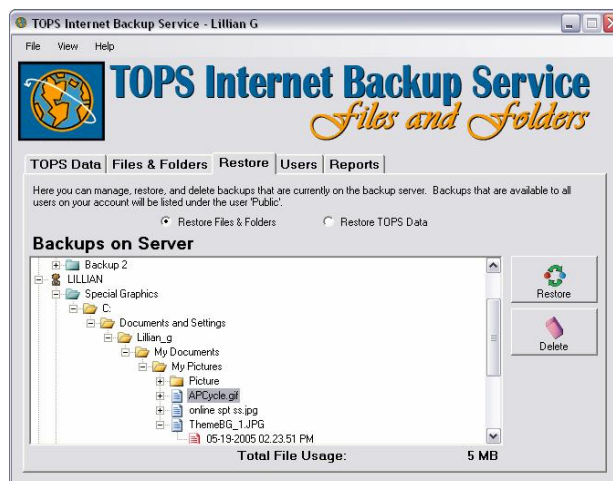
You may restore entire backup groups, or a select folder or files within a group from here. Backups that are available to all users on a backup account (all users under your specific TOPS Client ID) are stored under "Public." Non-Administrator users only have access to their backups and the Public backups. Administrator may see the backups of all users on the account.

The system default will restore a file to the original location from which it backed up the file, over writing current data. You have the option to restore a file to a new location.

From the TOPS Internet Backup Service Files and Folders window:

1. **Click** the Restore Tab.
2. **Click** the Restore File & Folders radio button.
3. The Backups on Server list appears.

Figure 8.3



Note: if you wish to restore the most recent version of a file, you do not have to drill down. Instead, simply click the file name and click Restore.

The same applies to an entire backup group. To restore the most recent version of all files in a particular group, simply click on the group name and click Restore. This also applies to entire Public folders or User Name.

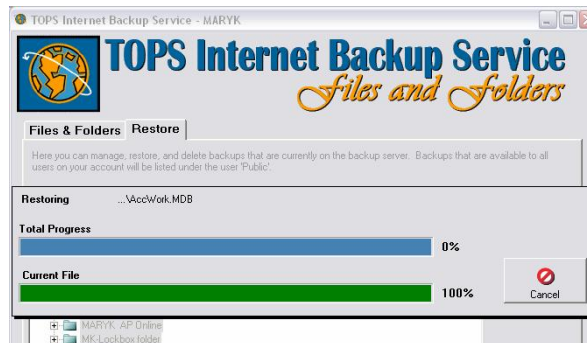
4. **Click** the Plus (+) to the left of the Public icon to reveal the stored folders and files.
5. Continue clicking the Plus at each level until you locate the folder or file you wish to restore.
6. **Click** to select the desired folder or file.
7. **Click** the desired version if there is more than one version of the file you wish to restore.
8. **Click** the **Restore** button.
9. The following dialog box appears.

Figure 8.4



10. **Click** the **Browse** button and select a new location for the restored file(s).
or
11. **Click OK** if you wish to restore the file to the original location over writing current data.
12. If there are multiple versions stored on the server, enter the date of the backed up folder or file(s) you wish to restore.
13. **Click OK.**
14. The status bar appears displaying the progress of your restore.

Figure 8.5



15. Once the Restore is complete the following dialog box will appear.

Figure 8.6



16. **Click OK** to close the window.

Delete Backup Files and Folders on the Server

TOPS Internet Backup Service allows you to delete an entire backup group or individual files.

1. **Click** the Restore Tab.
2. **Click** Files and Folders radio button.
3. **Click** the plus [+] to the left of a Group name to expand the list.
4. Locate the folder, or continue expanding folders until you locate the particular file you wish to delete.
5. When you have located the folder or file you wish to delete click the item to select.
6. **Click** the **Delete** button located to the right of the list box.
7. A warning dialog box appears.

Figure 8.7



8. **Click OK** to delete the selected item.
9. **Click Cancel** to end the delete command and return to the previous window.

Chapter 9

Reports

The TOPS Internet Backup Service provides four reports that help you monitor all the online backup activities. The reports contain information in summary and detailed formats about the backups performed, users, and amount of storage used on the backup server.

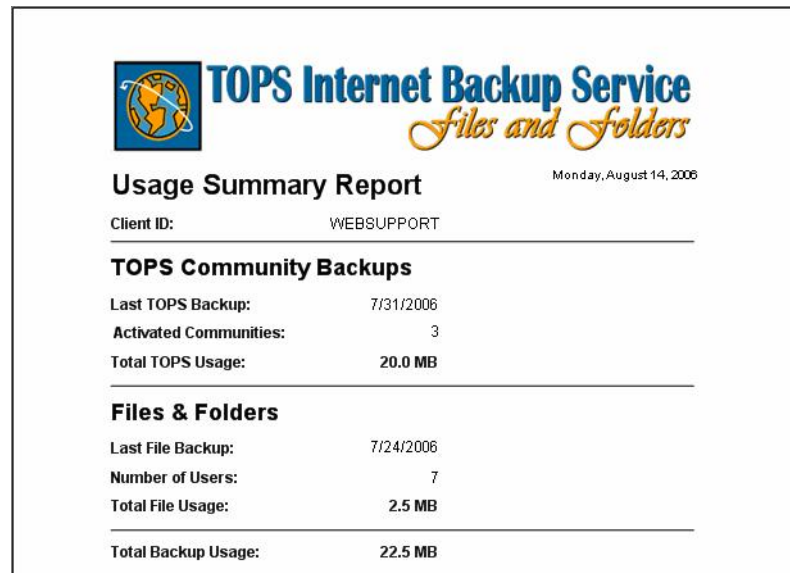
The Reports tab is only visible to users with administrator rights.

Usage Summary Report

The Usage Summary Report includes a quick summary of your Accounts current usage, broken out by TOPS Data usage and Files and Folders usage.

Figure 9.1

Usage
Summary
Report



Detailed Usage Report

The Detailed Usage Report includes a full breakdown of each community backed up, and the amount of storage space used by each community, as well as a full breakdown of all users on the account and their current usage.

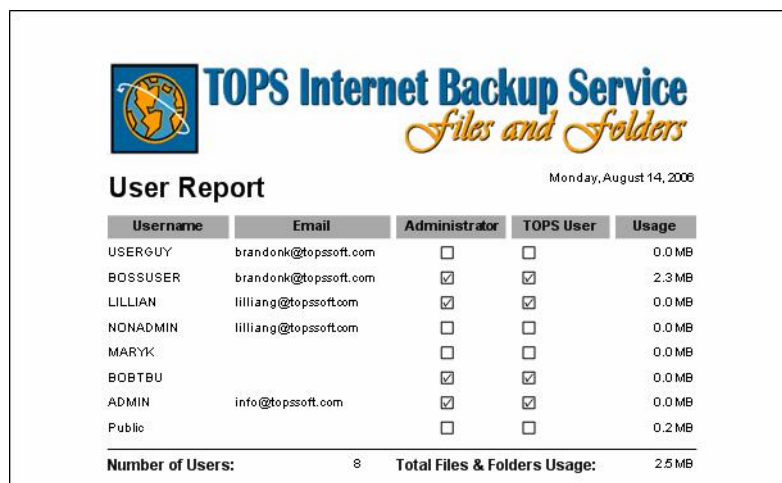
Figure 9.2
Detailed Usage Report



User Report

The User Report includes a full breakdown of all users on the account, their settings, and their current usage.

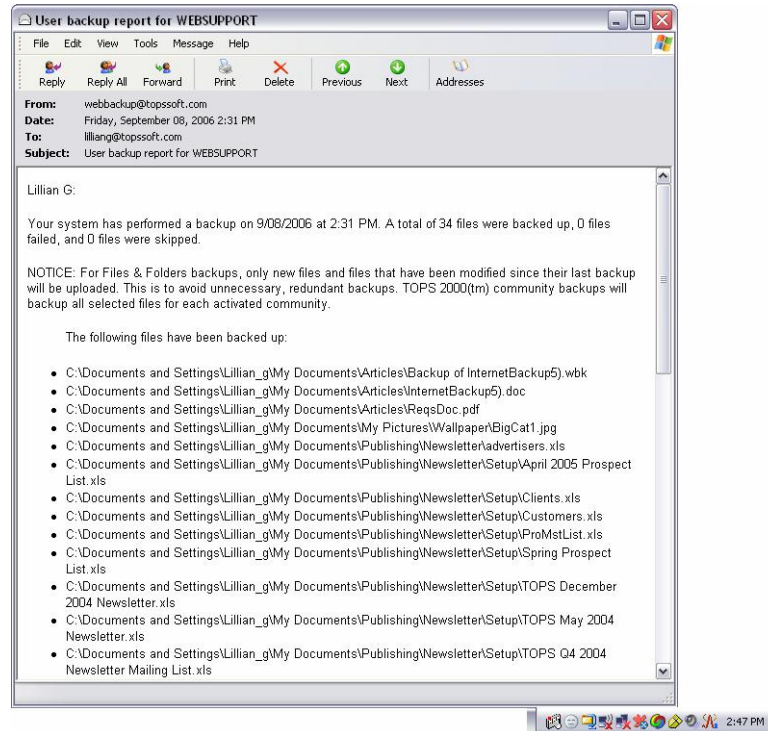
Figure 9.3
User Report



Example of Detailed Emailed Report

The emailed Detailed Report provides the date and time of the backup performed on your machine, a count of the number of backed up, failed and skipped files and the complete listing of all the files.

Figure 9.4



A Summary Emailed Report provides all the same information as the Detailed Report but omits the lists of file names.

Addendum A

Backup Schemes for TOPS Data

For your TOPS Community Data, 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
Recommended 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

Addendum B









Online Account Maintenance

Should you need to access or restore backed up files from a computer that is not equipped with TOPS 2000™ or the Internet Backup Service programs you may get to your TOPS Data and files and folder via the Internet.

Web access is easy. Simply go to www.topsbackup.com main page for the Internet Backup Service. Using the Account user name and password assigned to your company login.

When you first login, you will see a table on the left with a list of communities that have backups.



Figure 0.1

ID	Last Run	Count	Total Size	View
IB	4/15/2005	1	78 MB	
P02	12/21/2004	4	30.59 MB	
P1	4/15/2005	5	70.55 MB	
PM	4/15/2005	5	232.82 MB	
PS	4/15/2005	5	7.03 MB	
TW	4/15/2005	5	16.93 MB	
XX	12/21/2004	13	26.07 MB	
_SF	12/21/2004	10	5.15 MB	

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Click the arrow in the View column see some quick facts about the communities, including the total number of backups for that community, the total size of the backups for that community, and when it was last run.

Figure 0.2

Total Size	View
.78 MB	
30.59 MB	

You can click the pencil  icon to edit some information about the backup.

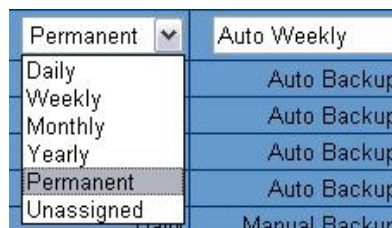
Figure 0.3

	Date	Size	Type	Name	Get
	12/21/2004	4.12 MB	Permanent	Auto Weekly	
	12/13/2004	4.12 MB	Weekly	Auto Backup	
	11/19/2004	3.96 MB	Daily	Auto Backup	
	11/12/2004	3.96 MB	Weekly	Auto Backup	
	10/26/2004	3.96 MB	Weekly	Auto Backup	
	10/22/2004	74 MB	Daily	Manual Backup	
	10/22/2004	74 MB	Daily	Manual Backup	
	10/16/2004	77 MB	Daily	Auto Backup	
	9/16/2004	77 MB	Monthly	Auto Backup	
	9/15/2004	77 MB	Permanent	Auto Backup	

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You can change the type of backup it is and also change the description of the backup.

Figure 0.4



Click the disk icon to save your changes or the circle and line icon to cancel your changes .

You can also download that backup by clicking the arrow in the Get column on the far right. It may take some time before the download begins.

Figure 0.5



Once you download the file, you may be prompted to either Save it or Open it. Choose to Save it, and select where you want to save it. The file is in a ZIP format.

Figure 0.6



You can either extract the individual files you need to restore, or restore the entire community backup. To overwrite all existing community data, extract the files to your TOPS 2000™ data path in the community's folder. If you do not want to overwrite existing data, extract the files to a different subfolder.

Addendum C

TOPS INTERNET BACKUP SERVICE AGREEMENT

This Master Service Agreement is between TOPS Software, LLC 364C Christopher Avenue, Gaithersburg, Maryland 20879, ('TOPS'), and you ('Customer'). BY ACCEPTING THIS AGREEMENT AND USING TOPS' SERVICES CUSTOMER AGREES TO BE BOUND BY ALL OF THE TERMS AND CONDITIONS OF THIS AGREEMENT TOPS and Customer agree to the following provisions:

1. Provision of Services.

TOPS agrees to provide services to Customer pursuant to the terms of this Service Agreement in exchange for Customer's payment for TOPS' services and Customer's compliance with the terms of this Service Agreement. Services will not be provided by TOPS unless, and until, TOPS has received both Customer's payment for services and this Service Agreement has been agreed to by Customer. Customer warrants and represents that Customer shall use TOPS' services only for lawful purposes.

Included in the services to be provided by TOPS are the following:

- Online backup of community data files from TOPS Software.
- Storage space on TOPS' Internet server.
- Backup software to create Customer's data backups.
- A compression utility to reduce the size of Customer's files.
- An automatic redundant backup system to allow Customer's backups to be stored on two (2) separate servers.
- A Restore Utility allowing Customer to restore data to an uncompressed state and to allow overwriting of current data on Customer's computer system, or to save file to a new location on the system.
- Scheduling Tool to set automatic backup schedules and types of backups.
- Administrative Tools to manage backups and view space used.
- Account administration tools to manage Customer's service plan.
- Technical support for questions and problems with this data backup service.

2. Agreement Term.

The initial term of this Agreement shall be from the date of Customer's initial backup and approval of this Agreement through the remainder of the calendar month in which this Agreement was executed.

Thereafter, the term of this Agreement shall be one (1) calendar month.

3. Automatic Renewal.

This Agreement shall renew automatically at the end of the prior agreement term unless terminated either by Customer or by TOPS.

4. Termination Without Cause.

Customer may terminate this Agreement at any time, for any reason, by completing the online cancellation of service form located at [HTTP://www.topsbackup.com/cancel_form.htm](http://www.topsbackup.com/cancel_form.htm) or faxing a termination document on either personal or company letterhead to TOPS' corporate office prior to the automatic renewal of this contract.

TOPS SHALL NOT REFUND AMOUNTS ALREADY CHARGED FOR THE MONTH IN WHICH CUSTOMER TERMINATES THE AGREEMENT. ALL CUSTOMER DATA AND ACCOUNT SETTINGS INCLUDING, BUT NOT LIMITED TO, WEB SITE CONTENT, DATABASES, AND E-MAIL MESSAGES WILL BE IRREVOCABLY DELETED UPON ACCOUNT TERMINATION.

TOPS may terminate this Agreement at any time, for any reason, by:

- Providing written or electronic mail notice of termination to Customer's e-mail contact address no less than thirty (30) days prior to the service termination; and
- Refunding or not charging Customer's credit card or bank account for the monthly services charge for the month in which TOPS terminates its services.

5. Termination With Cause.

CUSTOMER AGREES TO MAINTAIN AND KEEP CURRENT ALL CONTACT INFORMATION FOR CUSTOMER'S ACCOUNT(S) WHICH IS (ARE) STORED WITHIN TOPS SERVERS. FAILURE TO MAINTAIN OR KEEP CURRENT ALL CONTACT INFORMATION SHALL BE A VALID GROUND FOR TOPS' TERMINATION OF SERVICES FOR CAUSE. IF TOPS TERMINATES CUSTOMER'S ACCOUNT FOR NON-PAYMENT OR ANY VIOLATION OF THIS AGREEMENT OR TOPS' ACCEPTABLE USE POLICY, TOPS SHALL NOT BE REQUIRED TO REFUND TO CUSTOMER ANY AMOUNTS BILLED TO CUSTOMER FOR THE MONTH IN WHICH TOPS TERMINATES SERVICES.

6. Fees.

TOPS shall charge Customer fees based on the amount of disk space used to store Customer's files. TOPS shall charge the Customer a minimum monthly fee of Fifteen Dollars (\$15.00) during the term of this Service Agreement.

The monthly fee to be charged by TOPS to Customer shall be pursuant to the following schedule:

Space Used	Fee
0 - 100 MB	\$15.00
101 - 250 MB	\$25.00
251 - 500 MB	\$35.00
501 - 750 MB	\$45.00
751 - 1000 MB	\$55.00

Every additional 500 MB or portion thereof \$15.00

For all billings pursuant to this Agreement, Customer agrees to pay all charges without dispute, deductions, or setoff.

Customer agrees to pay monthly via credit card or via direct debit for all recurring and one-time charges, including late and termination charges, for any TOPS services ordered by Customer and any fees Customer owes to TOPS.

7. Taxes.

TOPS shall not be liable for any taxes and other governmental fees to be paid which are related to the services governed by this Agreement. Customer agrees that Customer shall be fully responsible for all taxes and fees of any nature associated with products or services sold through the use of or with the aid of services provided to Customer by TOPS. Sales or other taxes on the services governed by this Agreement, if any, shall be paid by Customer in addition to the fees for services provided.

8. Materials and Products.

Any material and data Customer transmits in connection with TOPS' services shall be in a condition that is in a form requiring no additional manipulation on the part of TOPS. TOPS shall make no effort to validate this material or data for content, correctness, or usability. The transmitting of material or data that is not in this condition shall be a breach of this Agreement, and TOPS may remove the data without notice to Customer. TOPS may, in its sole discretion, dispose of any material or data that Customer has placed on TOPS' servers or that Customer requests TOPS put on TOPS' servers. TOPS shall have no obligation to notify Customer of its refusal of the material or data.

9. Liability; No Warranty; Limitation of Damages.

CUSTOMER EXPRESSLY AGREES THAT USE OF TOPS' SERVICES IS AT CUSTOMER'S SOLE RISK. TOPS, its agents, affiliates, licensors or the like, do not represent or warrant, expressly or impliedly, that TOPS' services will not be interrupted or error free; neither do they make any warranty as to the results that may be obtained from the use of TOPS' services or as to the accuracy, reliability, or content of any information service or merchandise contained in or provided through TOPS' services, unless otherwise expressly stated in this Agreement. TOPS, its officers, agents, or anyone else involved in providing TOPS' services shall not be liable for any direct, indirect, incidental, special, or consequential damages that result from the use or inability to use TOPS' services; or for any damages that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any failure of performance, whether or not limited to acts of God, communication failure, theft, destruction, or unauthorized access to TOPS' records, programs, or services.

TOPS will exercise no control over the content of the information passing through TOPS' network except those controls expressly provided herein. TOPS makes no warranties or representations of any kind, express or implied, for the service it is providing. TOPS also disclaims any warranty of merchantability or fitness for a particular purpose and will not be responsible for any damages that may be suffered by Customer, including loss of data resulting from delays, non-deliveries, or service interruptions by any cause or due to Customer's errors or omissions. Use of any information obtained by way of TOPS is to be used at Customer's own risk, and TOPS specifically denies any responsibility for the accuracy or quality of information obtained through its services. TOPS expressly disclaims liability for damages for any non-accessibility time or other downtime.

TOPS further states that it shall not be responsible for the following:

- Damaged or corrupted files that are in a damaged or corrupted status when being backed up.
- Backup overwriting existing files on the Internet server where the backup options are under the control of Customer.

- Restore overwriting currently existing files on the Customer's computer system where the restore function is under the Customer's control.
- Customer's use of TOPS Internet Backup Service for any purpose other than to backup/restore TOPS Community Data (TOPS can immediately cancel service and delete this situation without notice to Customer with said termination being a termination for cause).
- Damage to data files due to viral infection.
- Illegal or pornographic material contained in backup files (TOPS reserves the right to delete files with illegal or pornographic material without notice to Customer).

Further, TOPS cannot guarantee one hundred percent (100%) availability of the service when Internet servers are down, nor can it guarantee security of the data on a one hundred percent (100%) basis.

BACKUP DATA CONTAINING VIRUSES, OR ANY OTHER TYPE OF HARMFUL FILES, MAY BE DELETED BY TOPS WITHOUT NOTICE TO CUSTOMER.

10. Patents, Copyrights, Trademarks, and Other Intellectual and Proprietary Rights.

Except for rights expressly granted herein, this Service Agreement does not transfer any intellectual or other property or proprietary right to Customer. Customer agrees that all right, title, and interest in any product or service provided to Customer is TOPS'. These products and services are only for Customer's use in connection with TOPS' services provided to Customer as outlined in this Service Agreement. Customer expressly warrants to TOPS that Customer has the right to use any patented, copyrighted, or trademarked material, which Customer uses, posts, or otherwise transfers to TOPS servers.

11. Hardware, Equipment, and Software.

Customer is responsible for and must provide all phones, phone services, computers, software, hardware, and other services necessary to access TOPS servers. TOPS makes no representations, warranties, or assurances that Customer's equipment will be compatible with TOPS' services.

Customer understands that the services to be provided by TOPS are subject to Customer having the following:

- Reliable Internet connection.
- TOPS 2000™ Property Management Software.
- Direct debit or credit card payment.

12. Age.

Customer expressly represents and warrants that Customer and any person to whom Customer grant access to Customer's TOPS account have reached the age of eighteen.

13. Indemnification.

Customer agrees that Customer shall defend, indemnify, save, and hold TOPS harmless from any and all demands, liabilities, losses, costs, and claims, including reasonable attorneys' fees, asserted against TOPS, its agents, servants, officers, and employees, that may arise or result from any service provided or performed or agreed to be performed or any product sold by TOPS, its agents, employees, or assigns.

Customer agrees to defend, indemnify, and hold harmless TOPS against liabilities arising out of:

- Any injury to person or property caused by any products sold or otherwise distributed in connection with TOPS services provided to Customer;
- Any material supplied by Customer infringing or allegedly infringing on the property or proprietary rights of a third party;
- Copyright infringement.

Customer agrees that the liability limit of TOPS shall in no event be greater than the aggregate dollar amount which Customer paid during the terms of this Agreement, including any reasonable attorneys' fees and court costs.

14. Miscellaneous.

Governing Law.

Jurisdiction; Forum. This Agreement shall be governed by and construed in accordance with the laws of the State of Maryland without regard to its conflicts of laws or principles. Customer agrees, in the event any suit is brought in connection with TOPS' provision of services to Customer, to submit to the jurisdiction of the State of Maryland, and agree to the Courts of Montgomery County, Maryland, as the appropriate forum.

Severability.

In case any one or more of the provisions contained herein shall, for any reason, be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provisions of this Agreement, and this Agreement shall be construed as if such provision(s) had never been contained herein, provided that such provision(s) shall be curtailed, limited, or eliminated only to the extent necessary to remove the invalidity, illegality, or unenforceability.

Waiver.

No waiver by TOPS of any breach by Customer of any of the provisions of this Agreement shall be deemed a waiver of any preceding or succeeding breach of this Agreement. No such waiver shall be effective unless it is in writing and then only to the extent expressly set forth in such writing.

Attorneys' Fees.

If either party to this Agreement shall breach any provision of this Agreement, the breaching party shall pay the non-breaching party its reasonable attorneys' fees and costs of collection in enforcing that provision or this Service Agreement.

Entire Agreement.

This Agreement shall constitute the entire agreement between Customer and TOPS.