

## RE-INSTALL/CREATE NEW ACCOUNT

### INSTRUCTIONS:

1. Shutdown the back up software by right clicking the 'H' in your system tray and selecting exit and stop the Online Back Up Scheduler in Services).
2. From the program menu run [Start] > [Programs] > [Host-it Back up] > [Uninstall]
3. Use Windows file manager to delete\* the following folder. C:\Documents and Settings\Administrator\.obm (replace Administrator if you installed it logged on as a different user). The folder you are removing is just '.obm'
4. Use Windows file manager to delete\* the following folder. C:\Program Files\Host-it Back up. The folder you are removing is just '.Host-it Back up'
5. Download and run the latest version of the software from:  
<http://www.mirror servers.co.uk/web/download/download.jsp>
6. At the prompt select User Logon and log on using your original user/password. Your settings are stored on the back up server so you will not need to re enter these but ensure the Network Resource Authentication for Windows still has the log in details of you run the server logged off..

If you need any assistance with this, please do not hesitate to contact us.

\* If you receive a message to say that the file is still in use and cannot be deleted you may need to restart the server to free the file so it can be deleted..