



# Tilana Reserve

## Installation and Configuration

Detailed instructions for installation, configuration, of the Tilana Reserve desktop software and online (backup, sync, share, and archive) service

October 2008

We bring true value to cloud storage, by providing continuous data protection, permanent archival, web & mobile access, version history, sharing, and multi-computer synchronization on one balanced, quickly deployed, versatile, and extensible online CDP data protection and synchronization platform.

Storage systems built on the Tilana Cloud platform provide end users the best kind of data protection, with true real time CDP (continuous data protection), automated multi-computer content synchronization, and secure remote archive, with unlimited version history that enables instant any-point-in-time content recovery from PCs, Web browsers, and mobile devices.

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## Get Started with Tilana Reserve

### How to get it, install it, and start using it.

Get started in just a few minutes. This section covers:

- Installing Tilana Reserve
- The New User wizard
- The Settings wizard

*Your files are always encrypted for security, when being sent across the Internet, and when stored in the data center.*

### Installing on additional computers?

If you will have more than one computer on your account, please also review the section **Add More Computers** before moving on to those computers.

## Installing Tilana Reserve

### 1. Download-Installation

Go to <http://www.tilana.com/tilana-reserve/welcome.aspx> or click on the screen grab graphic at right.

If download has not already been triggered by the above screen as it loads in your browser, click the download URL link below (also provided in the above screen).

If your browser's yellow Information Bar appears with a warning about having blocked downloads from Tilana.com, click in the yellow area and choose to allow downloads from Tilana.com.



**Download Tilana Reserve Desktop Software (7.7 MB)**  
<http://www.tilana.com/tilanareserve/TilanaReserve.exe>

**Click "Run" to begin the installation process.**

### 2. Activation

Enter your unique account Authorization Code when prompted by the New User Wizard.

**New account holders installing fir the first time:**  
Find your Authorization Code in your account confirmation email.

**Returning customers adding machines to your account:**  
Find your Authorization Code by selecting Manage Account from the Tools menu in Tilana Reserve.

### 3. Settings

Follow easy steps in the Settings Wizard.

### We're Here to Help

If you have lost your authorization code or you need help in any way, please call customer care for assistance at **858.560.0280** (during business hours Pacific time, Monday through Friday).

## The New User Wizard

The New User wizard starts automatically when you install Tilana Reserve.

If you have an existing account, and are adding a computer to it, there will be minor differences in setting up the additional computers. Please see **Add More Computers**.

### This wizard helps you set up your account, or add a computer.

If you are setting up a new account, the wizard will collect your contact and payment information.

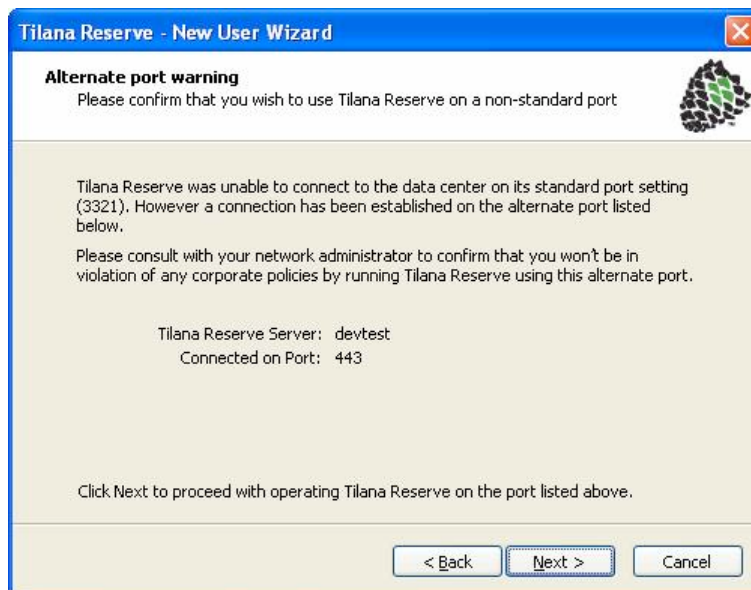
Enter your authorization code where prompted. Your authorization code was provided in the welcome email sent after signup, and in the response screen for the Tilana Reserve signup form.

If you have lost your authorization code, please call customer care for assistance at **858.560.0280** (during business hours Pacific time, Monday through Friday).

### Using Alternate Ports with Tilana Reserve

The New User Wizard will first try to establish a connection between your computer and the data center using its primary port setting 3321, then one of two possible alternates: 443 and 80, in that order.

When a connection with the data center has been established using one of the two alternate ports the New User Wizard displays which port setting is being used for the connection, recommending that you confirm with your Network Administrator if operating Tilana Reserve with that port setting will be permitted.



### You can change your account information later.

In the commercial release of Tilana Reserve, you will be able to update your contact and payment information at any time. From the **Tools** menu, select **Manage Account**.

### Next - The Settings wizard.

After finishing the New User wizard, as soon as a connection is established with the Tilana Reserve data center, the Settings wizard will start automatically.

## The Settings Wizard

The Settings wizard starts automatically when Tilana Reserve first connects to the data center. It can also be started at any other time from the **Tools** menu, by selecting **Settings Wizard**.

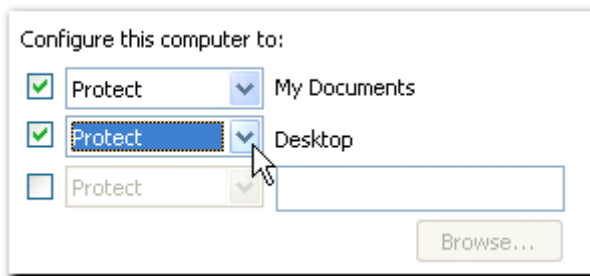
Use this wizard for setting Tilana Reserve to automatically protect and sync files in the My Documents folder, the Desktop folder, or any other special folder you want to specify - even protect and sync files in all three folders. Use it to optionally sync files in any or all of these folders with those found in the corresponding folder(s) on other machines.

*"Sync" means that (by way of the secure remote Tilana Reserve data space) the contents of each folder identified and configured will be made identical with those of the 'My Documents' and/or 'Desktop' folders on other machines configured to sync with this machine.*

In any case this Settings Wizard is made available for the convenience of quickly configuring folder settings at the start of a given computer's use of Tilana Reserve. Other controls are made available for configuring any new folder settings at any time.

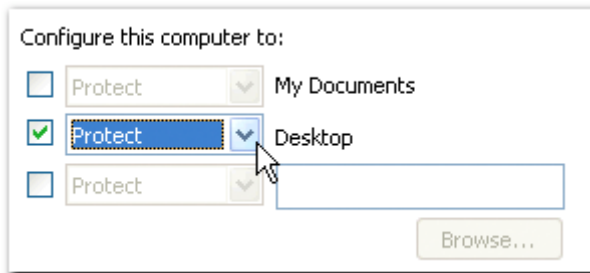
### Protect Only

If you will only be using one computer on your account, leave the default **Protect** selected in the dropdown next to each folder listed.



If you will be using multiple computers with your account but you prefer not to sync right now, or want to sync only a few special folders, the same applies. Simply leave the default **Protect** selected for either or both folder settings. You can set up synchronization on your own later.

You may only want to protect files in the Desktop folder and do nothing to files in the My Documents tree, in which case you would simply uncheck the setting for My Documents and leave the default **Protect** selected for Desktop.



### Protect + Sync

Sync only applies if you will have more than one computer on the account, and want to synchronize files between them.

***"Sync" is in effect both "Protect and Sync" because, with Tilana Reserve, a file is only made available to "sync" if it's first been "protected" by replication to the remote storage space***

You may want to sync files in the Desktop folder, but only protect files in My Documents. In this case, you simply leave the default **Protect** selected for the My Documents folder, and select **Protect + Sync** for the Desktop folder.



## Adding Computers to Your Account

If you will be using Tilana Reserve on more than one computer, you will need to take a few extra steps when you set up the additional computers.

This section covers additional computers only.

- Install the Software
- New User Wizard
- Activating/Approving an Additional Computer on Your Account
- Settings Wizard

You will need your authorization code. You can find this on any computer that is already on your account, under **Tools, Manage Account**.

## Installing Tilana Reserve on Additional Computers

The process is the same as for your first computer.

### Downloading and Installing Tilana Reserve

To download and install Tilana Reserve, click this link, or enter the address in your browser:

<http://www.tilana.com/tilana-reserve/welcome.aspx>

Please review the information provided and then click **Download and Install Tilana Reserve**.

Click **Run** when the dialog box appears, and Tilana Reserve will be downloaded and installed on your computer.

Enter your authorization code where prompted. Your authorization code was provided in the welcome email sent after signup, and in the response screen for the Tilana Reserve signup form.

If you have lost your authorization code, please call customer care for assistance at **858.560.0280** (during business hours of 8:30 a.m. Pacific, Monday through Friday).

### Start Tilana Reserve for the first time.

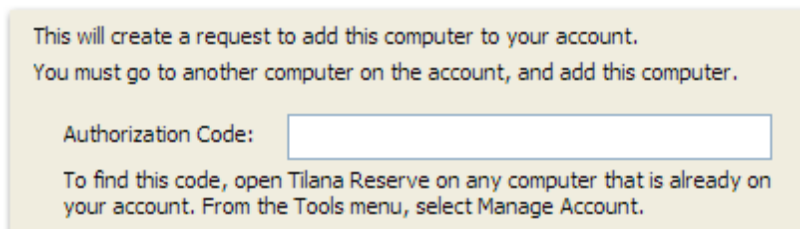
Tilana Reserve will automatically start, beginning with the New User wizard.

## Using the New User Wizard on Additional Computers

The New User wizard creates a request to add this new computer to your existing account.

Because you are adding a computer to an existing account, the wizard will not collect contact and payment information.

Instead, you will need to enter your authorization number. You can find this from any computer that is already on your account. From the Tools menu, select Manage Account. Make a note of your authorization number and enter it here.



This will create a request to add this computer to your account.  
You must go to another computer on the account, and add this computer.

Authorization Code:

To find this code, open Tilana Reserve on any computer that is already on your account. From the Tools menu, select Manage Account.

Finish using the wizard and add this computer to your account.

## Activate/Approve an Additional Computer on Your Account

The New User wizard created a request to add this new computer to your existing account. Now you will accept that request.

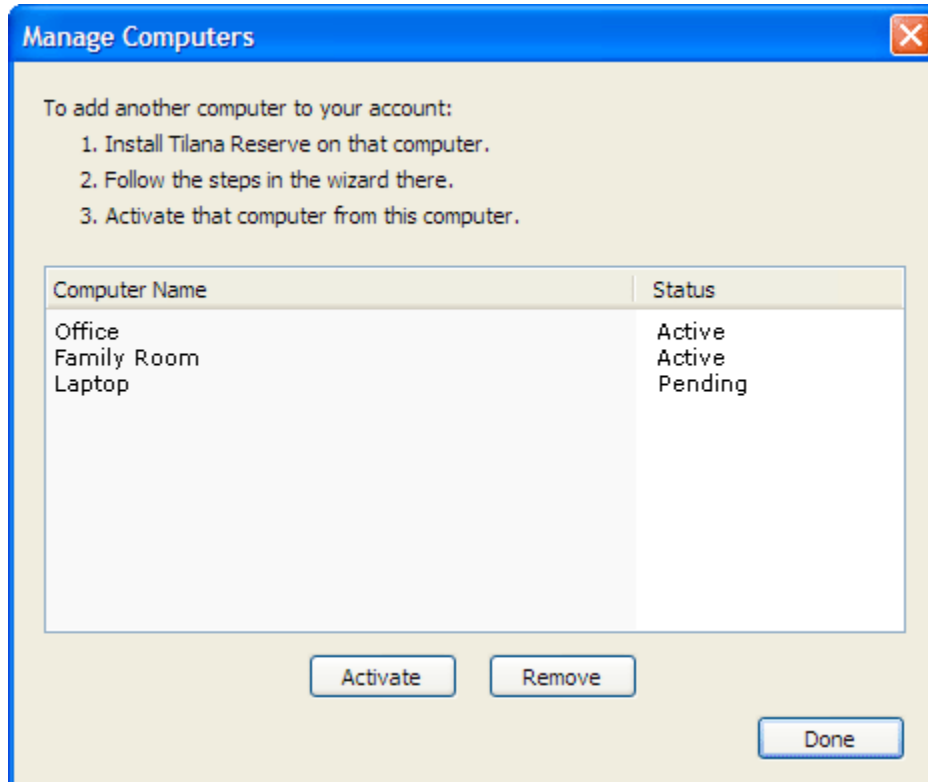
### Go to another computer that's already on account.

From any computer already on the account, you need to approve that request.

This is a security feature. Even if someone were to get your authorization number, they could not access your files. *You personally have to approve any computer before it can connect to the data center.*

### Activate the new computer.

The new computer will be listed as "Pending". Select it from the list, and click Activate.



### Go back to the new computer.

After the new computer has been added to your account, the Settings wizard will automatically start there.

### Run the New User Wizard to configure Tilana Reserve for use on the new computer.

Follow the same steps used to configure Tilana Reserve on your first computer.

## Customer Care

Our friendly, expert Customer Care staff is available to assist you during business hours in the Pacific time zone, Monday through Friday.

### [Support@Tilana.com](mailto:Support@Tilana.com)

E-mail messages received after hours will be answered the next business day.

### 858 560-0280

Live human assistance is available free, during business hours: 9 a.m. through 5 p.m. Pacific time, Monday through Friday.

## Questions and Feedback

You can also submit feedback right from Tilana Reserve. From the **Help** menu, select one of the following.

### Submit a Question

When asked about Tilana technology, products, services, or the company, we always respond by the following business day, usually on the same day. [Ask us anything at all.](#)

### Make a Suggestion

Use this form if there is something you would like to see addressed here in this documentation, or anywhere in the Tilana web site. We may not be able to answer you directly, but please know that we take your input very seriously. [Please share your idea.](#)

### Request a Feature

Is there something we could improve about Tilana Reserve? Do you wish a feature would work in a different way? Have an idea for a new feature. [Please let us hear all about it.](#)

### Report a Problem

Is the software, or any of our systems not functioning as you would expect, or as it is described in this documentation? [Please let us know.](#)