



**ZETTABYTE
STORAGE**

**Zettabits Business User's Guide
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1. Package Contents



Fig. 1

1. The Business Edition zBox
2. 1 Power cable
3. 2 Ethernet cables
4. Rail mounting kit

2. Connecting the zBox to your local network

The Business Edition zBox features redundant network connections in a hot-failover configuration, using a shared MAC and IP. No special configuration of your network infrastructure is required to make use of this feature.

All data will flow over the primary network connection (Cable 2 in Figure 2) until an interruption in network connectivity occurs. If the primary network port, the network cable, or the switch ever fail, the secondary port (Cable 3 in Figure 2) will take over all network activity without interrupting service. Once the primary network connection is restored, the secondary network port must be temporarily (several seconds) disconnected to reset traffic to using the primary network port.

After connecting both network ports to your local router or switch using the included Ethernet cables, plug the power cable into the power supply (Cable 1 in Figure 2).

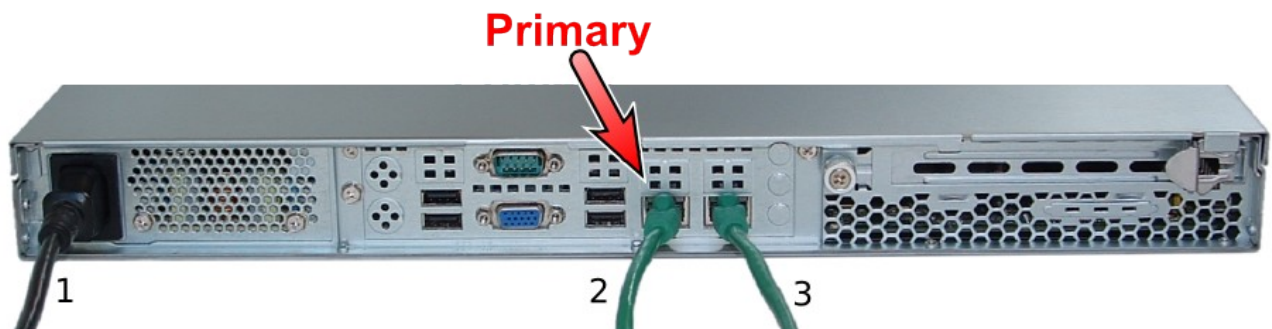


Fig. 2

The final step is to turn your zBox on. After the power cable is connected to a power socket and the Ethernet cables are connected to a router or switch, push the power button on the front of your zBox to turn it on:



Fig. 3

3. Accessing your zBox

Once you have connected the zBox to your local network and powered it on, it is accessible from any computer on the network. Your zBox will initially request an IP address from the local DHCP server on your network. If you know the IP address that the DHCP server assigns the zBox, you can access the zBox's web interface by entering this IP address directly into a web browser. If you do not know which IP address your zBox has been assigned, you can access its web interface through the zBox's default public share, as explained below and in Section 4b.

If you have a personal firewall which restricts your access to the local network, be sure to add the zBox as a trusted host. Otherwise, you might not be able to access your zBox.

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3a. Accessing from Windows

To put data on the zBox or to view the data that is already on it, you need to open up Windows Explorer. To do this, double click on 'My Computer' or open 'My Documents'. You can also open Internet Explorer if you have it. Once you have Explorer open, type '\\zbox' (without the quotes) into the address bar and hit enter.

If you do not have an address bar to type '\\zbox' into (as shown in Figure 4), go to View -> Toolbars and make sure Address Bar is checked.

You should get a page that looks like Figure 4:

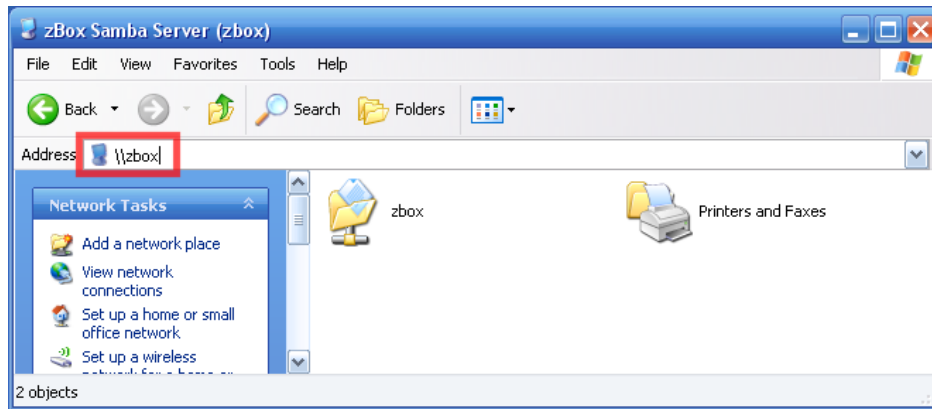


Fig. 4

'zBox' is your default share. It is owned by everyone, which means anyone on your local network can store and read data from this share. We will come back to this network drive after you have learned to add additional shares and change the ownership of these shares, which we will discuss in Section 4.

3a.i. Convenient access to your zBox

Instead of typing '\\zbox' into Explorer every time you want to access your zBox, you can map specific shares to different drive letters, making access much quicker and easier.

Mapping associates a “share” name, such as '\\zbox\zbox' with a “drive letter,” for example: “Z:\”. Drive letters are displayed in your “My Computer” screen, making them easy to find and access.

To try this out, right click on your 'zBox' share and choose “Map Network Drive...”, as shown in Figure 5:

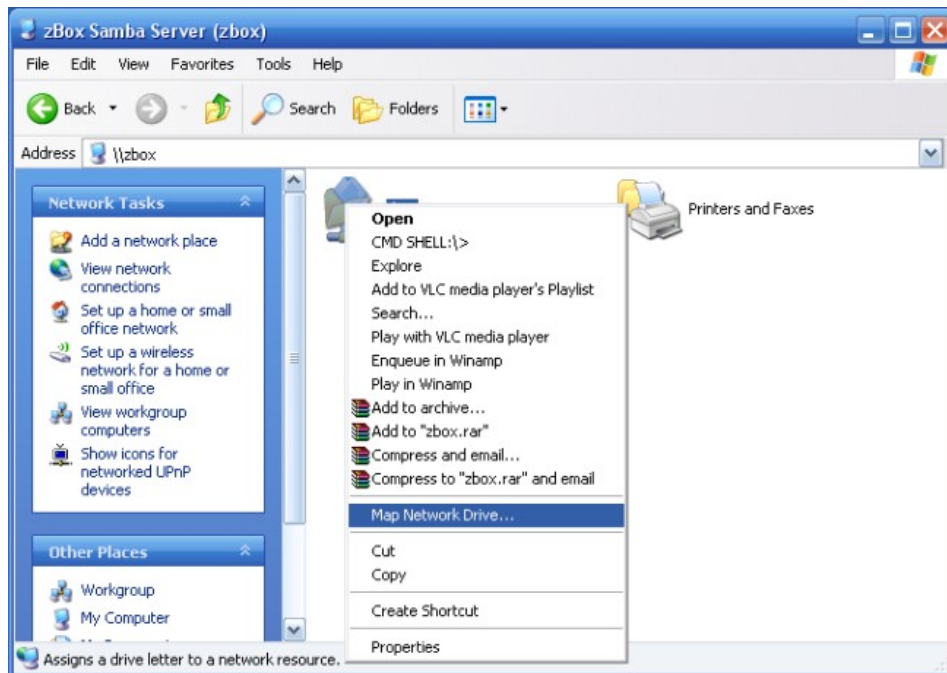


Fig. 5

You can then map your zBox share to any drive letter which is free. For example, in Figure 6 we map the zBox share to drive 'Z':

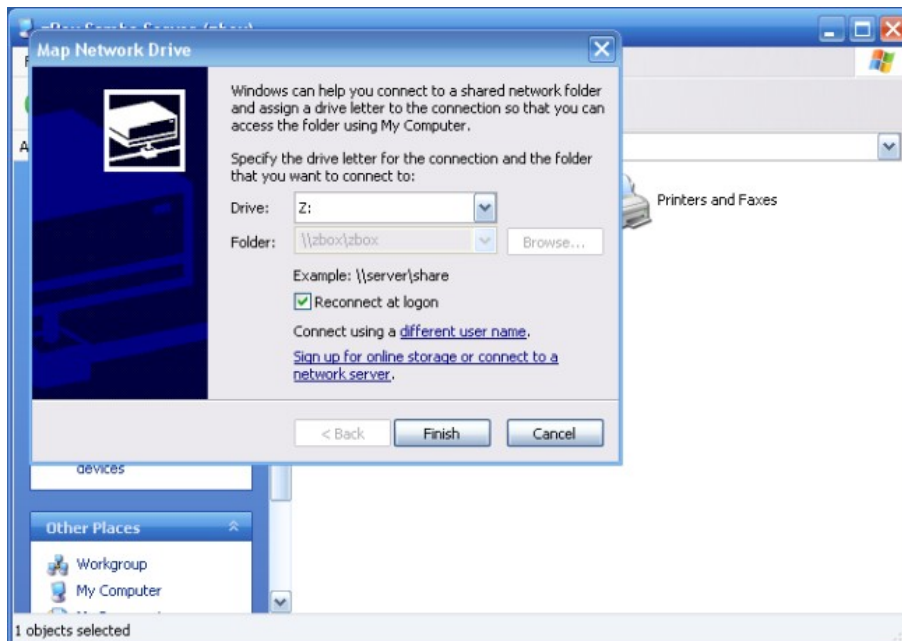


Fig. 6

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If you then open 'My Computer', you should see the new share conveniently mapped to drive 'Z', as shown in Figure 7:

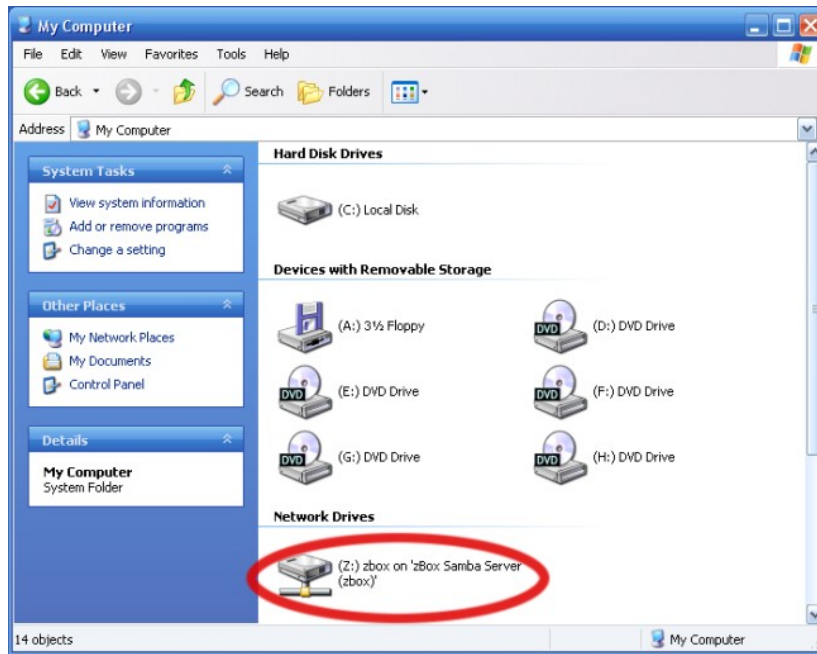


Fig. 7

If you ever want to unmap a share, just right click on it and select Disconnect, as shown in Figure 8:

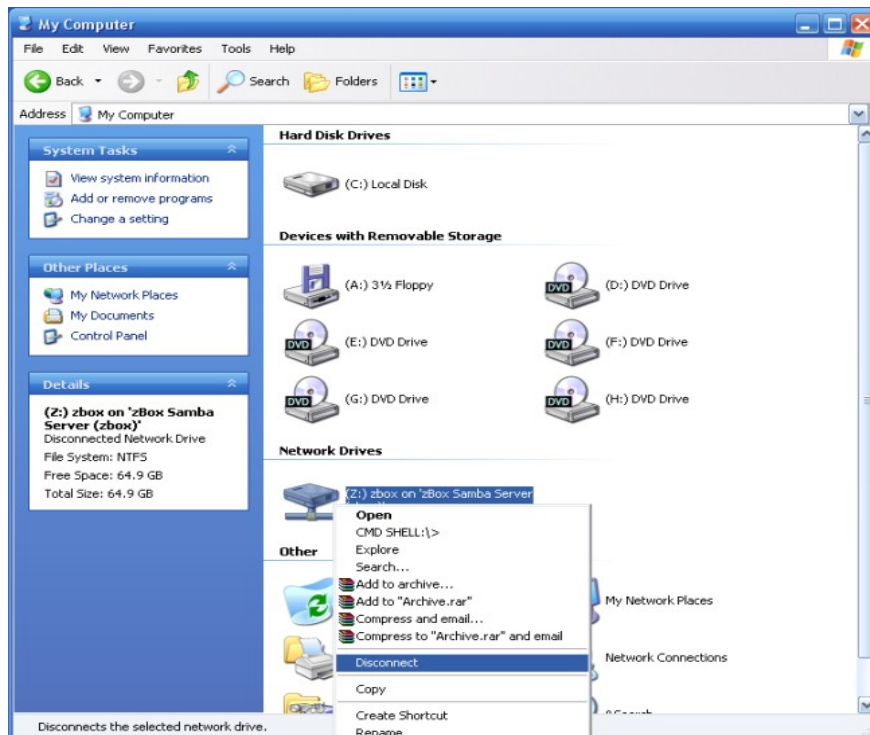


Fig. 8

3b. Accessing from OSX

If you are using a Mac, you can access the zBox by opening Finder, and clicking on 'Network.' The zBox should show up in the Network window. Connect to the default 'zbox' share by double clicking on the zBox and choosing the 'zbox' share. The default zbox share is accessible by everyone on your local network. If Finder prompts you for a password when you open the default zbox share, hit 'Ok' without entering a password.

The share that you connect to will then show up on your desktop and on the left side of Finder. Double click on the share icon on the desktop or click on the share in Finder to view the data in the share. When you are done viewing data, you can 'Eject' the share by clicking on the Eject icon beside the share name in Finder or by right clicking on the share icon on the desktop and choosing Eject.

3c. Accessing from Linux

To access the zBox from Linux, open Nautilus or Konquerer or similar file browsing software. Browse to the Network section and you should see the zBox. Double click on the zBox to access the different shares and the data that they contain. You should see a default 'zbox' share.

4. Managing your zBox

4a. The Automatic Roll-Back Feature

When you make changes to your zBox, they are tested on a trial basis only. If you do not “Apply” the change within the specified rollback timeout, the changes will be undone and your zBox will return to its previous configuration.

This allows you to verify that everything is working as expected after making any change, but before deciding to make it permanent. By making use of this feature, you need never worry about making an error in the configuration of your zBox. Simply test any changes to make sure they work as desired. If they do not, you may simple press the “Rollback Changes” button to return your zBox to its previous, working configuration.

If, for any reason, you make a change that locks you out of the zBox, you needn't worry. Simply wait until the rollback time expires and your access will be restored.

Once you have decided that the changes you've made to your zBox behave as desired, click the “Apply Changes” button to have them become the new permanent settings for your zBox.

4b. The Web Interface

In the zBox share (double click on 'zbox' to enter the share), there should be a file named 'configure-my-zbox.html'. To manage your zBox (to add new users, to add new share points, to view stats and logs, etc), double click on this file. This will open the web interface to your zBox and you should get a page that looks like Figure 9:

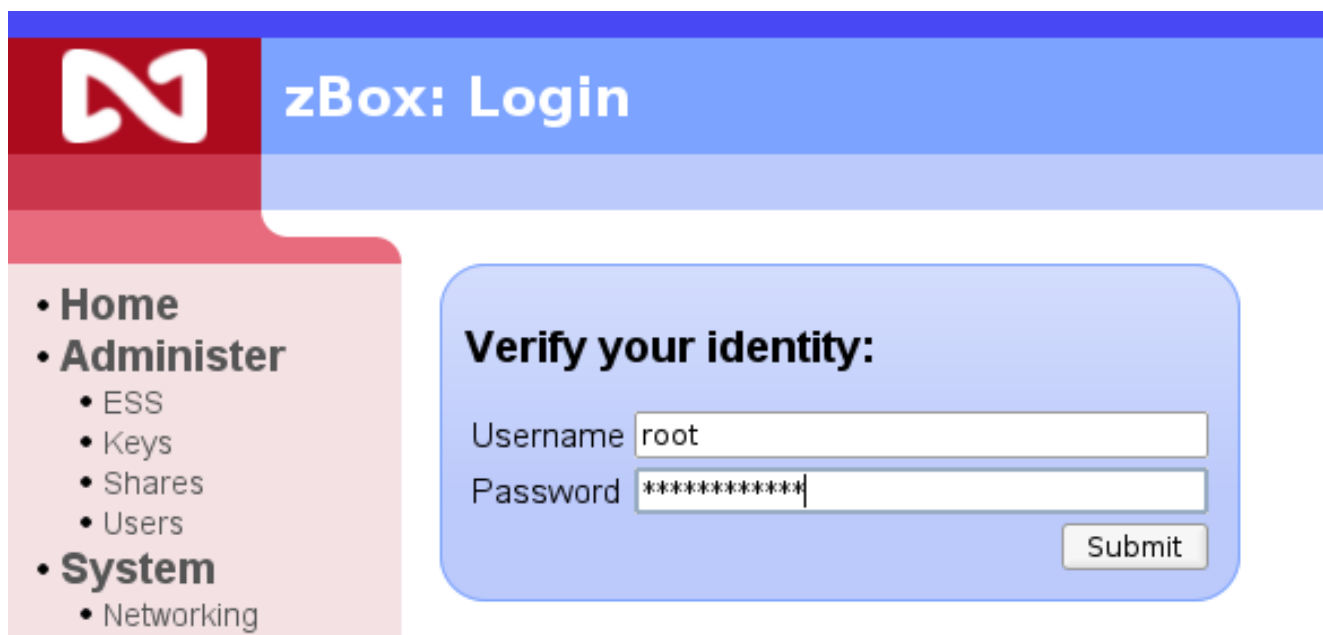


Fig. 9

When you access the zBox's web interface for the first time, you will receive a certificate error. This is because your zBox identifies itself with a certificate registered to the common name 'zbox' and you are accessing the zBox directly through its IP address. Despite this discrepancy, the certificate guarantees that your connection to the zBox is secure, and all data you provide (including passwords) will be encrypted before being transferred to the zBox.

On the inside front cover of this document you will find the unique and secure default password for your zBox. Type 'root' in the Username box and type this password in the Password box. Then click 'Submit'.

4c. User Accounts

The first thing you'll probably want to do is add more users or change your root password. To do this, click on 'Users' in the menu on the left-hand side of the screen. You should get a page that looks like Figure 10:

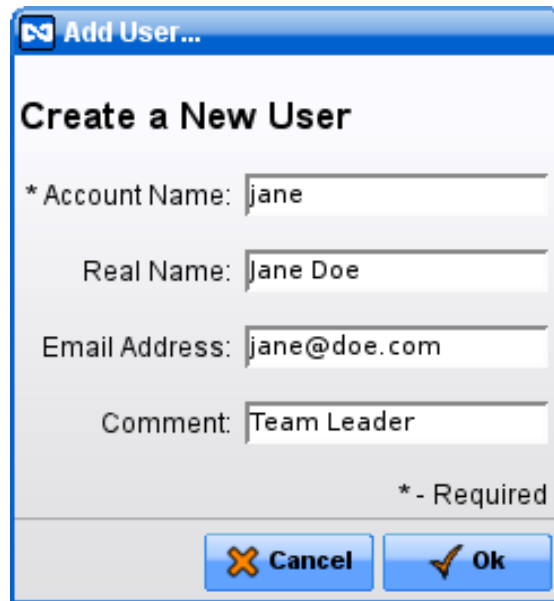
Fig. 10

To change the root password, click on the Options button next to the 'root' user row and click on Change Password.

NOTE: If you change your root password and forget it, you will not be able to access the zBox with the 'root' user. This means you will not be able to add new users, add new share points, or change the root password. **If you change the password, make sure it is something you can remember.**

To add a new user, click on the Add User button. You should get a dialog that looks like Figure 11:

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Add User...

Create a New User

* Account Name: jane

Real Name: Jane Doe

Email Address: jane@doe.com

Comment: Team Leader

* - Required

Cancel Ok

Fig. 11

Fill out the dialog with the desired information and click 'Ok'. You should then get a dialog that looks like Figure 12:



Enter Password...

Please Enter a Password

Password: *****

Re-Type Password: *****

* - Required

Cancel Ok

Fig. 12

Enter your password twice and click 'Ok'. A row with your newly created user will show up on the page. **However, your changes are not applied to the zBox yet.** To create this new user on the zBox, you must hit the 'Test Changes' button on the bottom of the screen. When you do, a counter will appear and begin to count down:

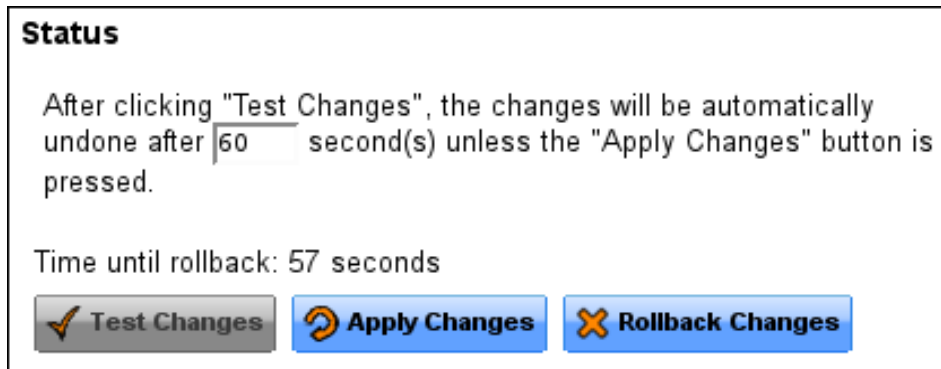


Fig. 13

This is the roll-back feature that was discussed in Section 4a. If you are sure you want to keep the changes you just made, click 'Apply Changes.' Otherwise, if your changes are not to your liking, you can hit 'Rollback Changes' or simply let the rollback timer expire to rollback your changes automatically.

4d. Share Points

The next thing you might want to do after adding users or changing your root password is to manage the Windows shares on your zBox. Your zBox comes with one default share, called 'zbox', which you saw earlier, in Figure 4. To add more, click on 'Shares' in the menu on the left-hand side of the screen. You should get a page that looks like Figure 14:



Fig. 14

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As you can see, the 'zBox' share that we saw earlier is owned by Everyone (meaning any user can access data on this share) and it is writable (meaning data can be written to this share in addition to reading data that is already on it).

Why would I want a share that is not writable? You can create a share which is writable, add some files to it, and then modify it so it's no longer writable. This way, if it's owned by Everyone, anyone on your network can view and access these files, but they will not be able to modify them. This is a nice way to have a 'Read-only' share.

You might want to add a new share that is only viewable to certain users, or which is not writable. To do this, click the 'Add Share' button. A dialog will appear, prompting for a name for the new share like so:



Fig. 15

To choose who owns this share, click on the drop-down 'Share Owner' menu, and choose a name. In Figure 16, we choose 'jane', the new user that we just created on the User page, to be the owner of the 'pictures' share:



Fig. 16

Again, to make this new share permanent on the zBox, you must hit 'Test Changes' followed by 'Apply Changes'.

5. Accessing your zBox, part 2

5a. Accessing from Windows

Now that we've added a user ('jane' in our example) and added a new share ('pictures'), we will go back and access our zBox again. Remember, to do this, you need to open Windows Explorer. You can open Explorer by double clicking on My Documents, My Computer, or even Internet Explorer. Then, type '\\zbox' in the address bar and press enter to go to the zBox. You should now see something similar to Figure 17:

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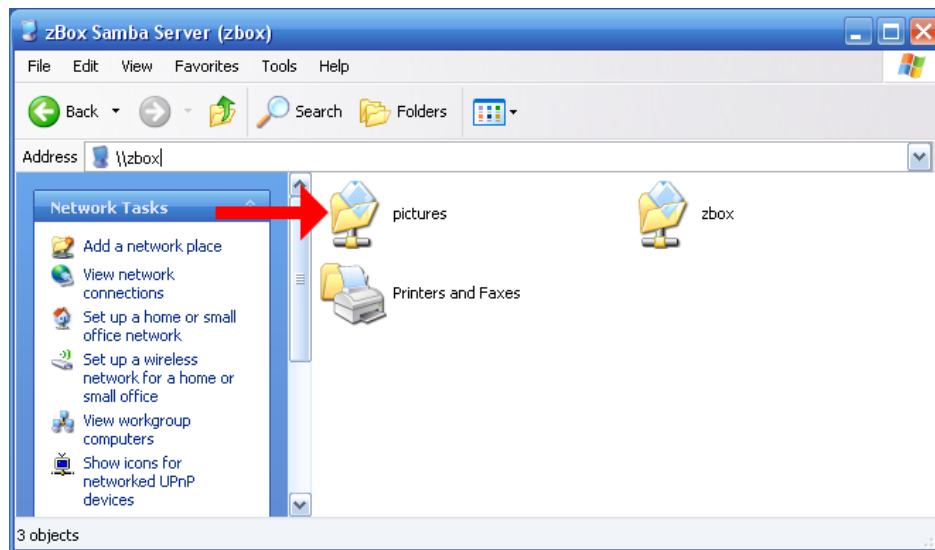


Fig. 17

For quick access to the 'pictures' share, you can map it to a drive letter just as we mapped the 'zbox' share in Section 3a. Just right click on 'pictures' and choose a free drive letter.

Since we set 'jane' as the owner of the 'pictures' share, only user 'jane' can access this share. When Jane double clicks on 'pictures', one of two things will happen: 1) If Jane used her Windows password as her zBox password, the pictures directory should open without a password prompt. 2) If Jane used a different password, a prompt will be displayed asking her to enter her zBox password. If this happens, it should look like Figure 18:

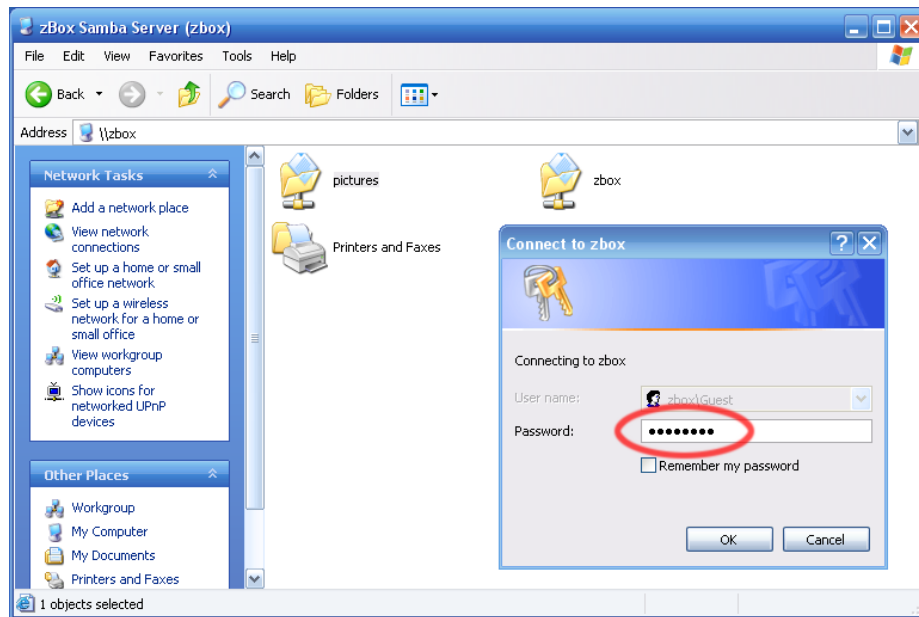


Fig. 18

Simply enter the zBox password for the user who owns this share (in this case, jane) and hit 'Ok'.

5b. Accessing from OSX

To again access your zBox, open Finder and click into the 'Network' section. Double click on 'zBox.' This time, you should be able to choose between the 'zbox' share and the new 'pictures' share. If you choose to connect to 'pictures', input the correct username (in our example, 'jane') and the password when Finder prompts you for them.

5c. Accessing from Linux

To again access your zBox, open Nautilus or Konquerer or similar, and browse to the 'Network' section. Double click on the zBox. This time, there should be both the default 'zBox' share and the new 'pictures' share. If you choose to connect to 'pictures', input the correct username (in our example, 'jane') and the password when you are prompted for them.

6. Putting data on your zBox

Now Jane can put some data on the zBox under her 'pictures' share. This is as easy as dragging a file from another directory into the 'pictures' directory. As an example, Jane opens her 'My Documents' directory below, where she has two pictures that she wants to store on the zBox so they will be backed up:

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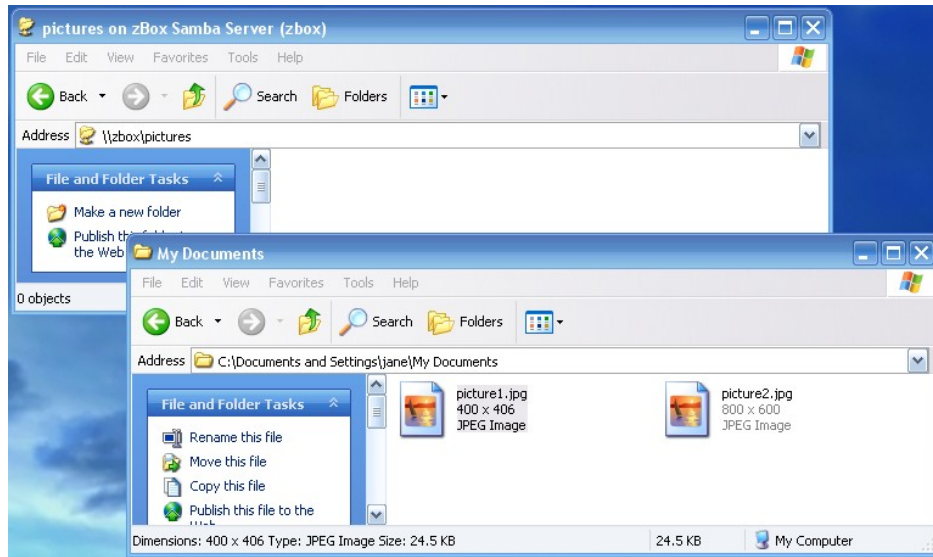


Fig. 19

As soon as Jane drags 'picture1.jpg' into the 'pictures' directory, it'll be stored on the zBox and ready to be backed up.

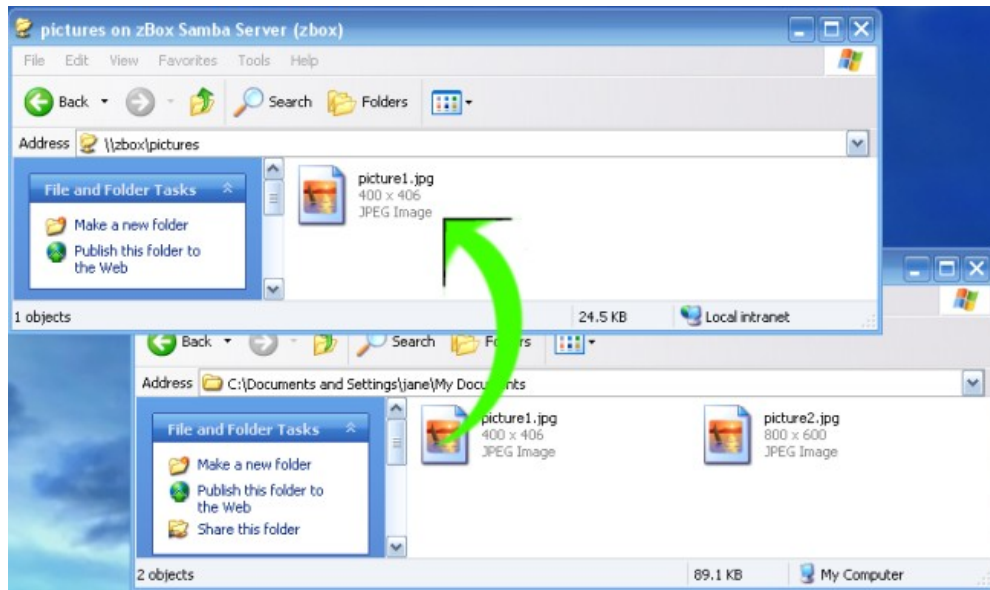


Fig. 20

It's as easy as that! Now Jane can rest assured that picture1 is safe and secure. If Jane ever wants to look at picture1 again, or make changes to any other file she's stored on the zbox, she can simply go to '\\zbox' in Explorer (or to the mapped drive, as explained in Section 3a) and access her data from there. Any changes she makes to the files on the zBox will be encrypted and uploaded to a secure off-site server.

If Jane wants other people on her local network to be able to view her pictures, she can go back to the web interface (by double clicking on 'configure-my-zbox.html' in the zBox share) and make the 'pictures' share owned by Everyone.

In the next section, we will discuss an alternate method of backing up your data, called External Share Synchronization. This method will allow you to automatically synchronize and back up data on existing network shares, as opposed to manually moving files onto your zBox.

6a. Limiting the Rate of your Backups

Because your zBox safely stores all of your data on our secure offsite servers, it may at times use a large amount of your Internet bandwidth. Depending on the configuration of your local network, this may cause other Internet-dependent services, such as VPN use, video gameplay, or web browsing, to become sluggish. Network rate limiting allows you to prevent this from occurring by telling your zBox how much network bandwidth it can use, and when it can use it.

If you are experiencing network slowdown because of your zBox, it is recommended that you try setting the network rate limit to approximately 80% of your actual Internet connection *upload* rate. You can do this by clicking on Networking, followed by the sub-menu item Rate Limiting in your zBox's web interface.

As an example, Figure 21 shows a Rate Limit configuration that allows the zBox to use 500 kbps from 09:00 to 17:00 Monday through Friday, so as not to interfere with other normal business network use. During nights and weekends, the zBox has no rate limit, so that the it can utilize the network's full bandwidth while not interfering with other services.

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Weekday Rate Limit Schedule (to be used Monday through Friday)

Start Time	End Time	Maximum Upload Rate	
09:00	to 17:00	<input type="text" value="500"/> kbps	<input type="checkbox"/> No Limit
17:01	to 08:59	<input type="text" value="500"/> kbps	<input checked="" type="checkbox"/> No Limit

[Edit Weekday Schedule](#) [Apply Weekday Schedule](#)

Weekend Rate Limit Schedule (to be used Saturday and Sunday) Same as Weekday Schedule

Start Time	End Time	Maximum Upload Rate	
00:00	to 23:59	<input type="text" value="500"/> kbps	<input checked="" type="checkbox"/> No Limit

[Edit Weekend Schedule](#) [Apply Weekend Schedule](#)

Fig. 21

6b. Accessing your Data Remotely

If you need to access your data and you are away from home, or your zBox is currently inaccessible, you can use the Remote Access Console to gain read-only access to your backed-up data. The Remote Access Console is accessible from any Internet-connected computer, on the Zettabyte Storage website, www.zettabytestorage.com.

When you first sign up for the Zettabits service, and your zBox is shipped to you, you receive an email with instructions to setup an online account on the Zettabyte Storage website. This is separate from your zBox login, and allows you to manage your billing, shipping, and contact information, as well as to modify your existing Zettabits plans, or to add new ones. This account is also where you will be able to access the Remote Access Console.

After following the instructions in the email, and choosing a username and password for your online account on the Zettabyte Storage website, login and visit the Remote Console page. In order to access your data, you will need your zBox's Remote Console Key. You can download the Remote Console Key from your zBox by visiting the Keys page under the Administer section of your zBox's web interface. We recommend that you put your key somewhere portable, such as a USB drive, or make it accessible from the Internet so you can access your data no matter where you are.

After providing your zBox's Remote Console Key, you will be able to browse and download all of your data that has been backed up to the offsite archive, including all Shares that have been created on the zBox, as well as all of the ESS data.

7. Managing your zBox, part 2

Earlier, we saw how to change users' passwords, add new users, and add new shares. Now we will go through some additional features of the zBox web interface. Once again, go to the web interface by double clicking on 'configure-my-zbox.html' in the default 'zBox' share. Log in, as you did before, as root.

Logging in as root will allow you complete access to features, including the ability to add and remove other users. If you log in as another user that you've added (for example, 'jane'), you will have limited, but safer, functionality.

7a. External Share Synchronization

External Share Synchronization (ESS) allows you to specify network directories to be automatically synchronized and backed up by your zBox. You can use this feature to integrate the zBox into your existing network infrastructure without making any changes to that infrastructure.

On the ESS page, under the Administer section, you can either manually add a share by clicking on the 'Add New Share' button (Figure 22), or you can have your zBox automatically detect shares on your network by clicking on the 'Detect Shares on Network' button.

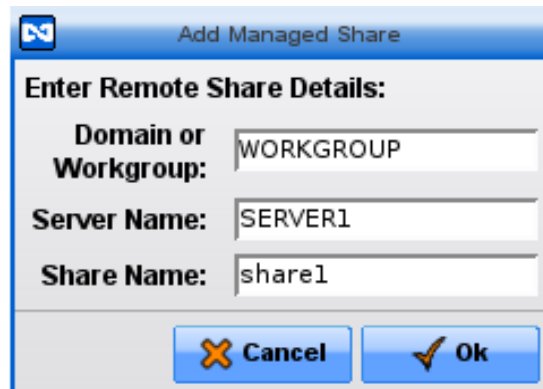


Fig. 22

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Once you add shares to the Managed Shares list, either by manually adding them, or by choosing automatically detected shares, each one will have an Options button and a Remove button:

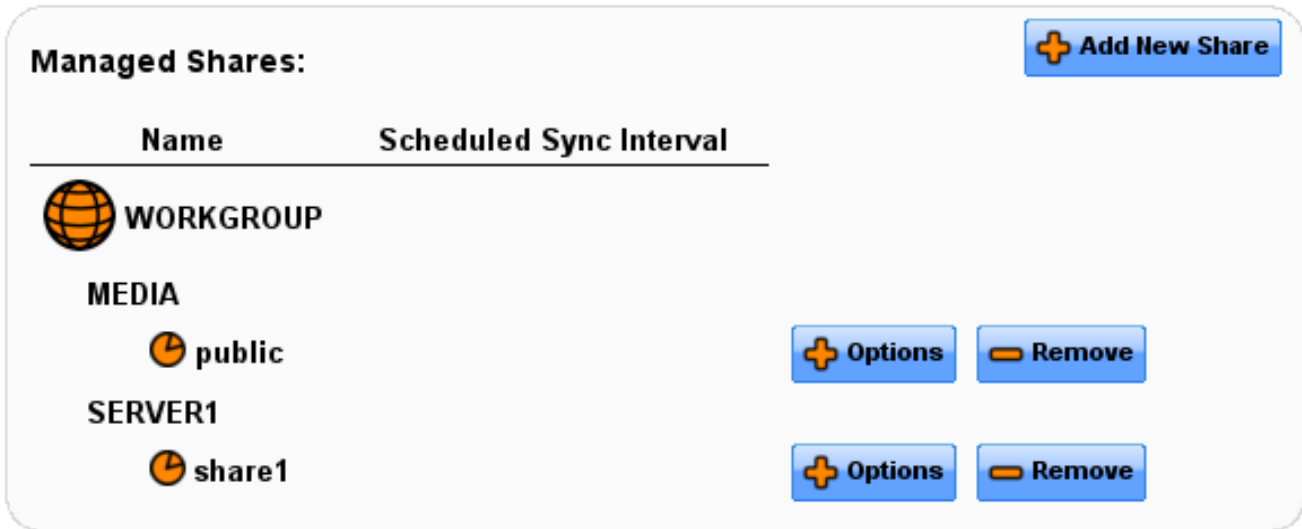


Fig. 23

If you click on the Options button for one of the shares, you'll see you have the option of syncing this share immediately to your zBox, or to schedule a recurring sync. You can schedule a sync to recur hourly, daily, or weekly. For example, in Figure 24, we schedule a sync for the 'public' share on 'Media' to occur daily at 23:30:

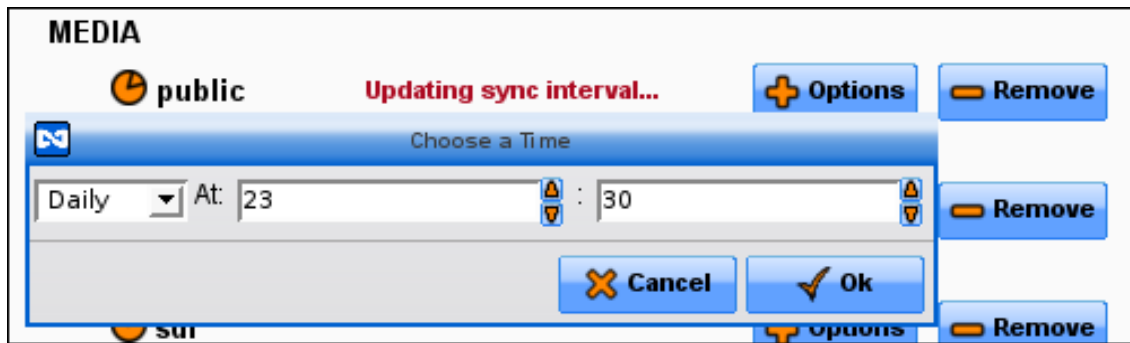


Fig. 24

Once this sync is scheduled, the zBox will check for changes to the data on this share every day at 23:30. It will copy the most current data onto the zBox, ready to be backed up off-site during the next run of the Backup Agent.

It is important to note that all syncs are scheduled based on your zBox's current local time. The timezone of your zBox is displayed at the top of the ESS page. If you'd like to change the timezone to correspond with your local time, you can update this on the Time Management page, under the System section of the web gui.

If you view the ESS page while a sync is in progress, you should see a progress bar displaying the progress of the sync, as in Figure 25:

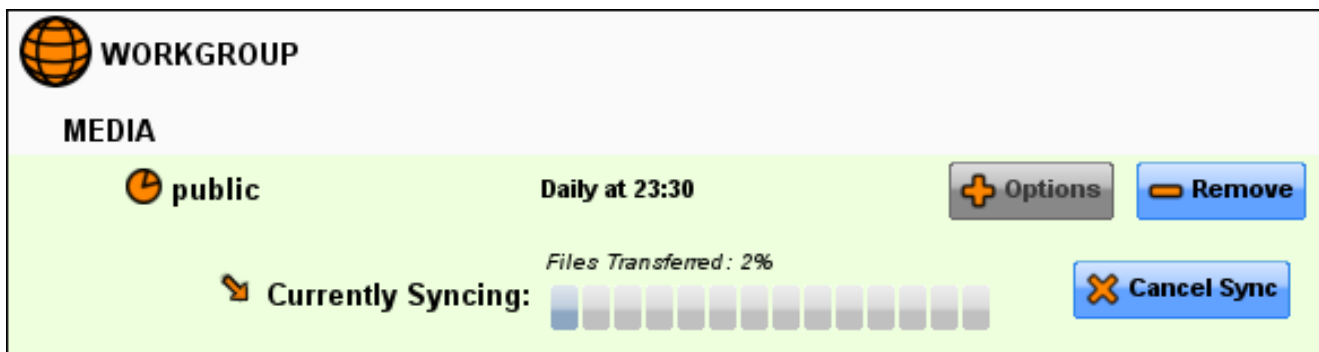


Fig. 25

Because the 'public' share on 'Media' is configured to be accessible by anyone, the zBox can synchronize from this share without a password. If you try to synchronize from a private share, you will be prompted for a username and password. Just enter the authentication information that corresponds with the share, and the syncs should run smoothly.

Once a remote share has been synchronized to your zBox, you may create a local share on the zBox from the synchronized data. This is helpful if an external server has crashed, and you need to access its data while it is being repaired. To create a local share, click on 'Create Share from Sync' in the Options menu, and complete the Create Share dialog. The default name for the local share will be a combination of the remote server and remote share names, but you may change this to whatever you'd like:

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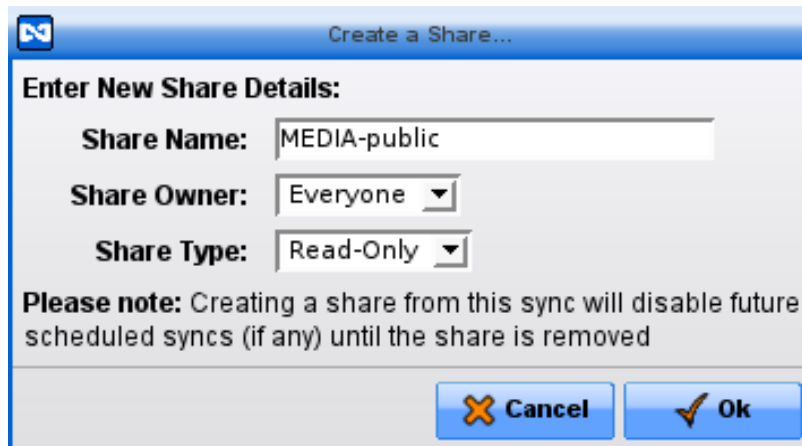


Fig. 26

If you no longer wish to synchronize from a share, you can remove it from the Managed Shares list by clicking the 'Remove' button. To remove a share from the Managed Shares list, you must disable automatic synchronization of the share and clear all local share data.

7b. Status

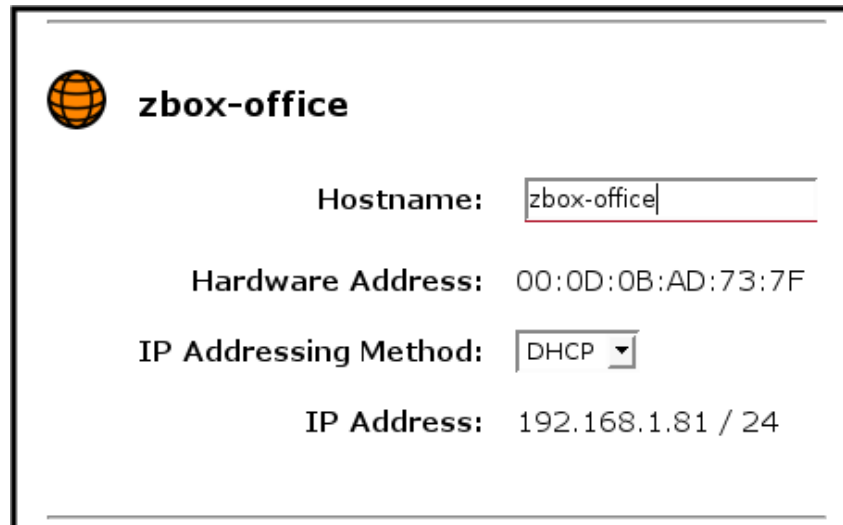
The Status section of the web interface detects and displays the status of the numerous services that your Zettabits service depends on to work correctly. By viewing this page, you can make sure your zBox is functioning correctly, and fix any problems that it may find. Click on 'Status' under the 'Monitor' section to view this page.

Next to each service, a green, amber, or red light will appear as the status of that service is determined. A green light means the service is functioning correctly; an amber light means it is functioning incorrectly, but does not pose a threat to your data or your backups; and a red light means the service is functioning incorrectly, and until it is fixed, it may compromise your backups or data. **If the zCPR light is green, then any problems your zBox encounters will automatically be addressed by Zettabyte Storage.**

7c. Network Management

The Network Management section of the web interface allows you to make low-level networking changes to your zBox. In this section you can change the hostname, IP address, netmask, gateway, and DNS server of the zBox. Click on 'Networking', and then the sub-menu item 'Address' in the menu on the left.

You can click on the hostname to change it from 'zbox' to something of your choosing. For example, in Figure 27, the hostname is changed to 'zbox-office'. This can be helpful if you have more than one zBox on your local network, and want to avoid the confusion of having two boxes with the same hostname on your network.

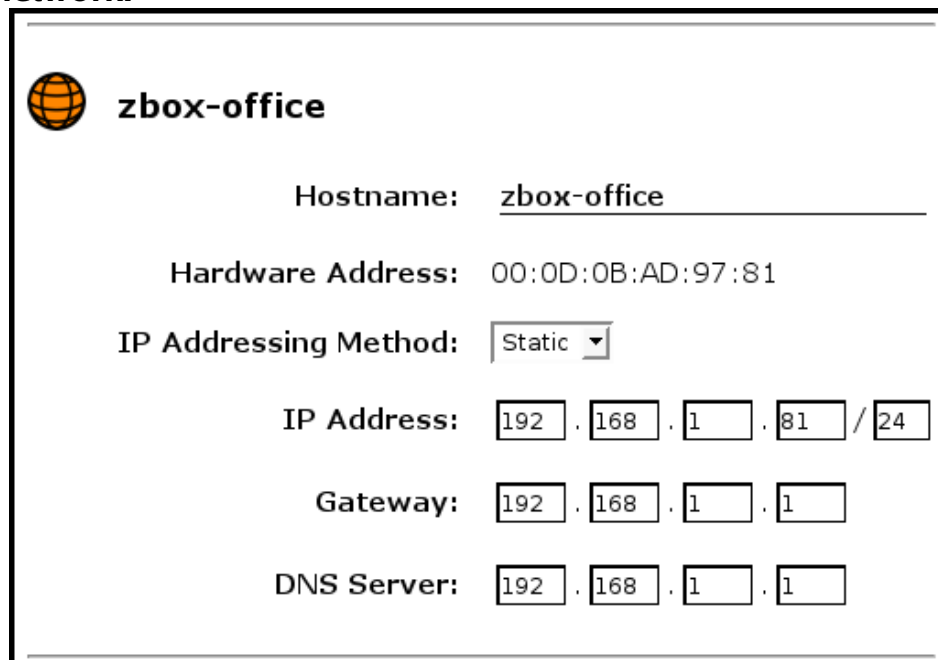


The screenshot shows the configuration page for a device named 'zbox-office'. It features a globe icon to the left of the title. The configuration fields are as follows:

- Hostname: zbox-office
- Hardware Address: 00:0D:0B:AD:73:7F
- IP Addressing Method: DHCP (selected in a dropdown menu)
- IP Address: 192.168.1.81 / 24

Fig. 27

In addition to modifying the hostname, you can choose the 'Static' Ip Addressing Method and designate a static IP address for the zBox. **If you choose the static IP addressing method, make sure you choose an IP address that is not in use on your local network.**



The screenshot shows the configuration page for a device named 'zbox-office'. It features a globe icon to the left of the title. The configuration fields are as follows:

- Hostname: zbox-office
- Hardware Address: 00:0D:0B:AD:97:81
- IP Addressing Method: Static (selected in a dropdown menu)
- IP Address: 192 . 168 . 1 . 81 / 24
- Gateway: 192 . 168 . 1 . 1
- DNS Server: 192 . 168 . 1 . 1

Fig. 28

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To apply these network changes to your zBox, remember to hit Test followed by Apply. When you hit Test or Rollback, your zBox will be changing many of its network configuration options, and it will take about 10 seconds for these changes to take effect. You will see a message as in Figure 29. Please be patient. The page will automatically refresh when the changes have been applied to your zBox. If you've changed the zBox's IP address, you will be brought to a login page. Log in, as root, to test and apply your changes.

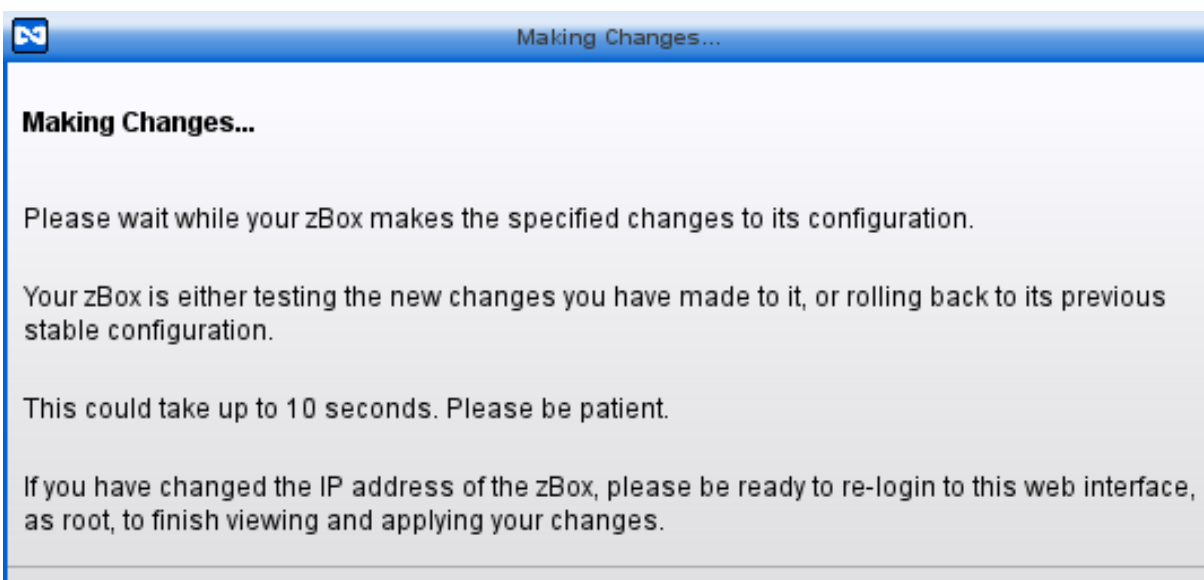


Fig. 29

7d. Data Backup

You can monitor your data backups by clicking on 'Backup Agent' in the menu, under the 'Monitor' section. The Backup Agent is responsible for mirroring your data to secure, off-site locations. Every hour, on the hour, the Backup Agent checks if you have made any changes to the data on your zBox and uploads the changes if they exist. You can check this page each hour to view the progress of the data backup process. When the Backup Agent is running, it will look something like Figure 30:

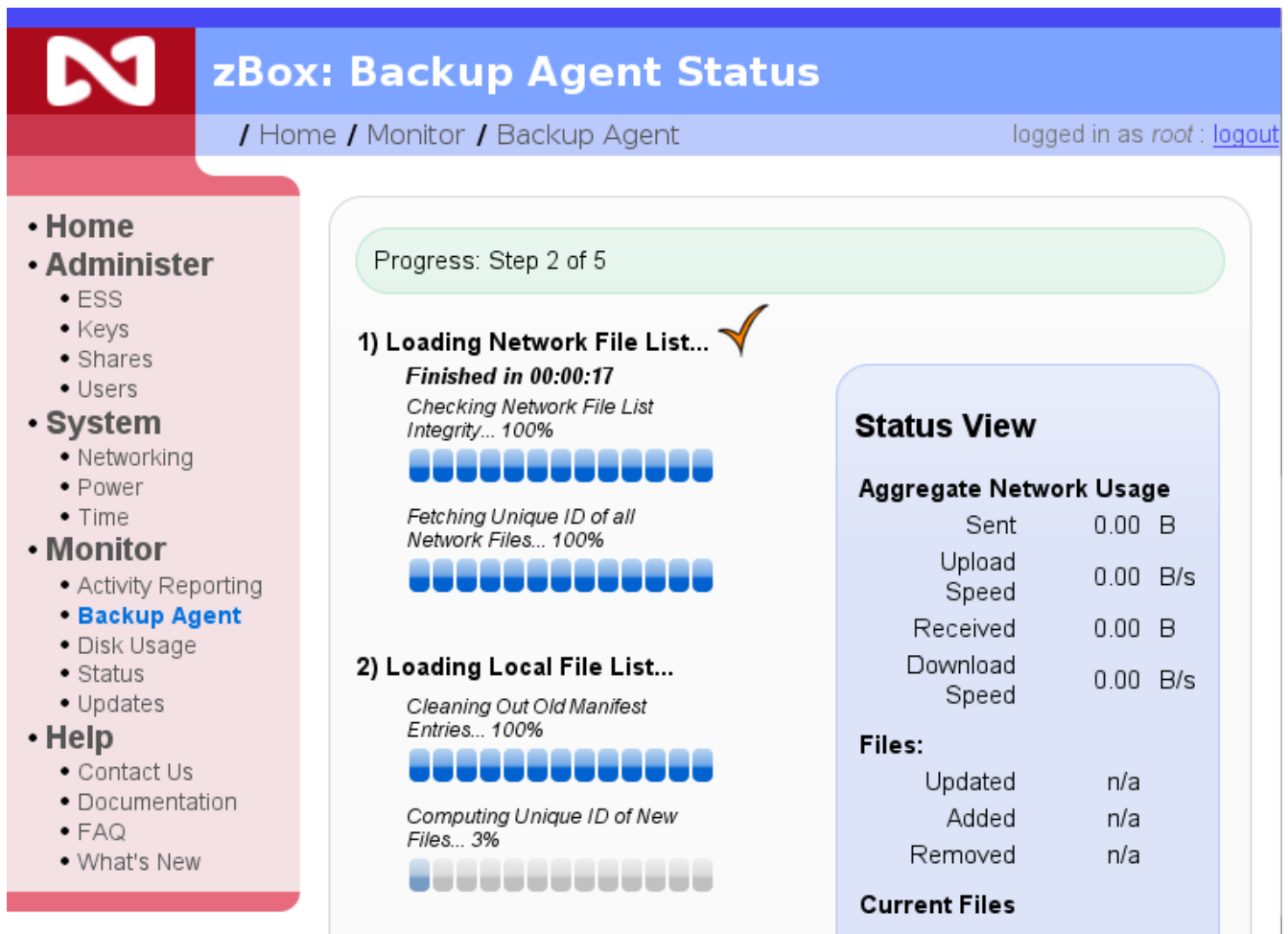


Fig. 30

Another helpful way to monitor your data backups is with zVault Activity Reporting, which allows you to receive summary e-mails of your zVault backup activity. Though all zVault activity is monitored 24/7 by the Zettabyte Storage support staff to ensure that your data is correctly and reliably protected, having a concise summary of activity can help you better understand how your zBox is working to protect your data. Visit the 'Activity Reporting' page, under the 'Monitor' section, to set up hourly, daily, weekly, or monthly summary emails.

7e. Disk Usage

To see how much data you have stored on the zBox, and how much free space you have remaining, click on 'Disk Usage' in the menu on the left. This page will succinctly show you the amount of data on your zBox.

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7f. Power Management

Click on 'Power', under the System section, in the menu on the left to get to the Power Management page. This page allows you to cleanly shut down and reboot your zBox. If you ever need to shut the zBox off, come to this page and click on 'Shutdown' rather than pushing the power button on the front of the zBox. This will assure that everything shuts down properly. Similarly, if you need to reboot the zBox, visit this page and click 'Reboot'.

When the zBox shuts off, the web interface and all of your data will no longer be accessible. Your data will remain safe, but the zBox cannot back up any data off-site while it is off. To maintain continual access to your data, and to ensure that your most recent changes are always backed up, we recommend that you keep your zBox turned on as much as possible.

7g. Time Management

Both the external share synchronizations you set up on the ESS page, and the Rate Limit schedules you set up on the Rate Limit page depend on the time zone of your zBox. If you'd like to set the time zone of your zBox to correspond to your local time zone, you may do so on the Time Management page. Just click on 'Time' under the System section in the menu on the left to visit this page.

7h. Update Management

As part of the zCPR automatic maintenance system, your zBox automatically and securely requests security and feature updates directly from Zettabyte Storage every hour. If you'd like to immediately check for and install any available updates, instead of waiting for your zBox to do it automatically, visit the Updates page, under the Monitor section, to do so.

8. Conclusion

This guide has gone through the basics of accessing and managing your zBox. If we failed to address something that you think would improve your experience with the zBox, don't hesitate to tell us about it, at support@zettabytestorage.com.

We will be continually improving and updating our service and the features on your zBox, so keep exploring the web interface and watching the website for updates.

9. Service Agreement

Revised 07 August 2006

PLACEMENT OF ORDER AND/OR INSTALLATION AND/OR ACTIVATION OF THE ZETTABYTE STORAGE EQUIPMENT OR SERVICE IS CONSIDERED EXPLICIT ACCEPTANCE OF THE TERMS AND CONDITIONS OF THIS SERVICE AGREEMENT.

Subject to credit approval, Zettabyte Storage, referred to hereafter as “ZBS”, will provide all services that You, the Subscriber, request, on the following Terms and Conditions (“Terms”). These Terms constitute a Service Agreement, or “Agreement” between You and ZBS. All storage hardware and its corresponding software that ZBS provides to You is referred to as “Equipment.” All ZBS services are referred to as “Service” or “Services.” All data that You store on the Equipment, in accordance with this Agreement, the documents mentioned herein, and the product documentation, is referred to as “Your Data.” You will also be bound by the ZBS Acceptable Use Policy and Privacy Policy, both located at www.zettabytestorage.com, or at another URL that ZBS may designate.

By completing the registration and using the Service, You (i) agree to abide by, and require others using the Service via Your account to abide by the Terms of this Agreement, and (ii) represent and warrant that You are at least 18 years of age. If You do not agree with the foregoing, You may not use the Service and must return the installation software, Equipment, and all associated materials to ZBS. This Agreement takes effect on the date on which You accept this Agreement, and continues until Your subscription is terminated.

ZBS reserves the right to modify this Agreement or prices for the Service and may discontinue or revise any or all other aspects of the Service in its sole discretion at any time by posting changes online. Your continued use of the Service after changes are posted constitutes Your acceptance of this Agreement as modified by the posted changes. The updated, online version of this Agreement shall supersede any prior version of this Agreement that may have been included in any Equipment or related materials provided by ZBS.

IF YOU DO NOT AGREE TO BE BOUND BY THESE TERMS, YOU SHOULD IMMEDIATELY STOP THE USE OF THE SERVICES AND NOTIFY THE ZBS CUSTOMER SERVICE DEPARTMENT SO THAT YOUR ACCOUNT MAY BE CLOSED.

A. ZBS's Obligations:

1. Interact in a professional and workmanlike manner with You, the subscriber.
2. Maintain ZBS Equipment in accordance with reasonable industry standards and applicable regulations.
3. Quickly and professionally replace all Equipment that ZBS finds is in need of repair or replacement, as governed by the Terms of the “Equipment” section of this Agreement.

B. Your Obligations:

1. Pay all installation, service or other charges on receipt of ZBS's bill, or by means of automatic monthly recurring billing to Your credit card by ZBS, monthly in advance. Charges are according to ZBS's rate schedule or tariff applicable at the time Services are rendered. Monthly service rates may be subject to additional local fees, taxes or other charges. Service payment commitment is ongoing until expiration of service period, or until You request termination in writing per this Agreement. If You or ZBS terminates Service, ZBS may transfer outstanding balances for Services

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provided under this Agreement to other accounts that You have with ZBS.

1. If You fail to make timely payment, ZBS may terminate Service and impose late fees and Unreturned Equipment fees, if applicable. Late fees and Unreturned Equipment fees will not exceed the maximum amount permitted by law.
2. Assume complete responsibility for improper use, damage or loss of any equipment furnished by ZBS.
3. Assume complete responsibility for the nature and contents of Your Data.
4. Any attempted assignment or transfer of the Services is a breach of this Agreement.

C. Your Subscription

Your subscription entitles You to use the Service. Your subscription is personal to You, You agree not to assign, transfer, resell or sublicense Your rights as a subscriber unless specifically allowed by this Agreement. You agree that You are solely responsible and liable for any and all breaches of the Terms of this Agreement, whether such breach results from Your use of the Service or by another using Your Equipment. You agree to contact ZBS immediately upon the occurrence of any change in the status of Your account (e.g., change in individuals authorized to use Your account) for the purpose of updating Your account information.

If Your subscription includes a periodic tape archive of Your backed-up data, a snapshot of Your data will be taken beginning one month after the start of service and recurring as specified by the terms of Your subscription. Shipment of the tape cartridge(s) containing the snapshot of the archive will occur no more than 4 weeks after the day the snapshot was taken.

D. Equipment

Unless specifically marked or required by any more tightly bound agreement, such as specific copyright, all ZBS hardware and its corresponding software ("Equipment") provided to You by ZBS will remain the property of ZBS. Upon request, ZBS will provide You with a copy of all software used on the Equipment that is protected under any license which requires such distribution, such as the GNU General Public License. You are in material breach of this Agreement if You copy, duplicate, reverse engineer or in any way tamper with or interfere with any software that is copyrighted by Zettabyte Storage, except as allowed by specific license such as the GNU Lesser General Public License. ZBS does not support, and is not obligated to debug or attempt to fix, any Equipment defects due to any modifications made by You to any hardware or software component of the Service. You also agree:

1. To use the Equipment only for storing data (in accordance with this Agreement and ZBS's Acceptable Use Policy), and no other activity.
2. To promptly return the Equipment to ZBS in good condition and without any encumbrances, except for ordinary wear and tear resulting from proper use, immediately upon discontinuance of Service.

ZBS will replace broken, stolen, lost, or otherwise defective Equipment up to two (2) times each year at no cost to You. You agree to return the old Equipment to ZBS or provide proof of its loss within two weeks of receiving the replacement Equipment. If You do not return the old Equipment or provide proof of its loss, ZBS may apply a fee to Your account or discontinue Your Service. ZBS will apply a fee of \$1,000 for each additional Equipment replacement after the first two (2) replacements within one year. You agree to pay this fee if You wish to continue Your service and receive new Equipment after the first two (2) replacements in one year. This fee and replacement restriction does not apply to any

Equipment upgrades that ZBS wishes to ship to You. ZBS reserves the right to waive this fee if ZBS determines there was a defect in the Equipment or the Equipment failure was in any way caused by ZBS. If, upon inspection, ZBS determines that it is the party responsible for the downtime of the Equipment, such as in the case of manufacturing defect, ZBS agrees to refund You one week of service per day, or portion therein, of downtime. Unless ZBS deems that an exception is to be made, this will not extend to more than one month of service refund per full week of actual downtime.

If ZBS notices a defect with Your Service or Equipment, ZBS will do its best to contact You via electronic mail to resolve and fix the defect. If ZBS cannot contact You, or does not receive a response from You, at the electronic mail address You provided when You signed up for the Service, ZBS is not liable for any malfunction in Your Service, data backups, or Equipment.

E. Responsibility For Your Data

All data You store on the Equipment (“Your Data”) will remain Your property. You are solely responsible for all material You store on the Equipment. ZBS is not liable for the loss of any of Your Data which You delete from the Equipment. ZBS is not liable for the loss of any of Your Data due to Your loss or failure to remember Your password or key. ZBS is not liable for any data loss caused by Your misuse of the Equipment. ZBS is not liable for the loss of Your Data caused by interaction with other services, or incidental occurrences not covered under this Agreement; for instance, loss of data caused by a network outage during a backup or power failure between backups. ZBS is not liable for the loss of Your Data due to accident or misfortune. ZBS will take every measure it deems reasonable to ensure that You do not lose Your Data; however, ZBS is neither liable nor responsible for data-loss arising from events under ZBS's direct or indirect control.

ZBS disclaims all liability, and You will be solely responsible for, all of Your Data stored on the Equipment. You are solely responsible for ensuring that Your Data is not libelous or otherwise illegal, in accordance with ZBS's Acceptable Use Policy. You are further solely responsible for ensuring that Your Data does not violate or infringe upon the rights of any third party (including, for example, copyrights, trademarks, privacy, or other personal or proprietary rights).

F. Minimum Requirements For Usage

ZBS guarantees that the Equipment and Services provided work when operated under the constraints listed in the product documentation. You are responsible for ensuring that these constraints are met when operating the Equipment or utilizing the Service. ZBS is not responsible for Your inability to satisfy these minimum requirements when operating the Equipment or utilizing the Service.

G. Privacy

You authorize ZBS to make inquiries and to receive information about Your credit history from others and to utilize such information in its decision regarding its provision of the Service to You. You agree that ZBS may collect and disclose information concerning You and Your use of the Service in the manner and for the purposes set forth herein and in ZBS's Privacy Policy.

H. Limited Liability

Under no circumstances and under no legal theory, whether tort (including negligence), contract, or otherwise, shall ZBS or any other contributor or supplier, be liable to any person for any indirect, special, incidental, or consequential damages of any character including, without limitation, damages for

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loss of goodwill, work stoppage, computer failure or malfunction, or any and all other commercial damages or losses, even if such party shall have been informed of the possibility of such damages. ZBS is in no way responsible for loss or personal injury due to use or misuse of the Equipment or Service.

I. Notices and Changes

It is agreed that all changes, modifications or notification provided for in this Agreement must be given to the other party in writing by first class mail, email, or facsimile at the party's address as given in this Agreement.

J. Termination

Termination for Breach: ZBS may terminate the Service and this Agreement, in whole or in part, immediately upon the occurrence of a breach by You in the performance of the terms and conditions of this Agreement. Notice of such termination will be sent to You. For purposes of this Agreement, a "breach" includes:

1. The failure of You to pay any monies upon the terms contained herein;
2. The failure of You to perform any of your material obligations under this Agreement;
3. You shall become bankrupt, have an order of receivership issued against You, file a petition in bankruptcy, make any arrangement with or assignment in favor of the creditors or go into liquidation (other than voluntary liquidation for purposes of merger or reorganization, where it does not result in any material diminution of Your ability to perform Your obligation hereunder);

Upon breach ZBS may: 1) immediately discontinue all Your Services provided by ZBS and 2) pursue all other available remedies to enforce this Agreement and obtain payment of service fees incurred. In such event, ZBS shall be entitled to collect from You the costs and attorney fees incurred in addition to Service Fees owed.

Termination by ZBS: ZBS may terminate this Agreement and Service without cause with no less than 30 days written notice of such termination.

Termination by You: You may terminate Service at any time without cause by providing ZBS with no less than twenty-four (24) hours written notice of such termination.

If You terminate Service before the end of a prepaid period, and You do not have a Service contract term, ZBS will refund the prorated unused portion of the fees and charges collected, upon receipt of associated Equipment. If the prorated unused portion is less than \$5.00, ZBS will make the refund upon Your request.

If You have a Service contract term, and You terminate Your Service before the end of the term, except as specified below for Trial Period, You will be subject to an early termination fee equal to half of the Service fee for the remaining length of the contract. For example, if You terminate Your contract 4 months before the contract term is expired, You will be subject to a fee equal to 2 months of the Service level of the original contract.

ZBS Risk Free Guarantee: If You terminate Your Zettabits Home or Zettabits Professional Service on or before Day 30 of Your Service Period, where the day You receive the Equipment, defined as the date of record for shipper delivery to your address, is Day 1, ZBS will refund the entire portion of the fees and charges collected, upon receipt of associated Equipment, in working order, for this 30-day

risk-free trial period ("Trial Period").

Upon Termination: You will return all Equipment to ZBS within 30 days of termination. You will pay all remaining fees, and the Service and this Agreement will automatically terminate. If ZBS does not receive all Equipment from You within 30 days of Your termination date, ZBS will charge You a fee according to the table below:

Service Plan	Unreturned Equipment Fee
Zettabits Home, 30GB	\$300
Zettabits Home, 65GB	\$360
Zettabits Home, 140GB	\$415
Zettabits Home, 225GB	\$475
Zettabits Professional, 100GB	\$700
Zettabits Professional, 140GB	\$750
Zettabits Professional, 200GB	\$800
Zettabits Professional, 400GB	\$900
Zettabits Business, 400GB	\$1,500
Zettabits Business, 850GB	\$1,600
Zettabits Business, 1350GB	\$1,700
Zettabits Datacenter, 1000GB	\$3,200
Zettabits Datacenter, 2000GB	\$3,400
Zettabits Datacenter, 3000GB	\$3,600
Zettabits Datacenter, 4000GB	\$4,000
Zettabits Datacenter, 8000GB	\$5,500

If You return the Equipment within 60 days, ZBS will refund You 80% of the Unreturned Equipment fee. If You return the Equipment within 90 days, ZBS will refund You 60% of the fee. If You return it within 120 days, ZBS will refund You 40%. And if You return the Equipment within 150 days, ZBS will refund You 20% of the fee. After 150 days of Your termination date, You will not receive any refund of the Unreturned Equipment fee.

You expressly agree that upon termination of this Agreement:

1. You will pay ZBS in full for Your use of any Equipment and Service up to the later of the effective date of termination of this Agreement or the date on which the Service and any Equipment have been disconnected and returned to ZBS, except as specified above for a Trial Period. You agree to pay ZBS on a pro-rated basis for any use by You of any Equipment or Services for a part of a month.
2. You will ensure the immediate return of any Equipment to ZBS. You will return or destroy all copies of any software provided to You pursuant to this Agreement.

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3. You will remain the sole owner of Your Data. However, ZBS is authorized to delete any of Your Data that remains on the returned Equipment.

K. Indemnity

You agree to indemnify and hold ZBS, its parents, subsidiaries, members, affiliates, officers and employees, harmless from any claim, demand, or damage, including costs and reasonable attorneys' fees, asserted by ZBS or any third party due to or arising out of Your use of or conduct on the Service.

L. Governing Law and Jurisdiction

This Agreement shall be exclusively governed by, and construed in accordance with, the laws of the State of California, without regard to its conflict of laws provisions. All disputes arising out of or related to this Agreement and the Service must be brought in a federal or state court located in the state of California. You consent to the personal jurisdiction of such courts located in the state of California. You waive all rights to bring any claim, suit or proceeding more than one (1) year after the date the cause of action arose.

M. Breach of Agreement

If You breach this Agreement, or any other agreement referenced herein, ZBS has the right to terminate this Agreement and retrieve its equipment. Any of Your Data on the Equipment remains Your property. ZBS's failure to require Your strict adherence to any term of this Agreement shall not be a waiver of ZBS's right to require strict adherence to any term or condition herein.

N. Entire Agreement

This Agreement, any applicable tariffs and other agreements specifically referenced herein constitute the entire agreement between ZBS and You for the Services and Equipment. The invalidity or unenforceability of any term of this Agreement shall not affect the validity or enforceability of any other provision.

10. Acceptable Use Policy

Revised 09 July 2006

Zettabyte Storage (ZBS) is pleased that you have chosen our Service to solve your storage needs. We maintain this Acceptable Use Policy (AUP) to protect you and our other subscribers from illegal, inappropriate, or dangerous behavior. By presenting you with these usage guidelines, we hope to provide you with the best possible Service experience we can. This AUP should be read in conjunction with our Service Agreement and Privacy Policy, both of which are located at www.zettabytestorage.com. Please read this AUP prior to using our Service. All subscribers must comply with this AUP, along with ZBS's Service Agreement. Your violation of this AUP may result in immediate termination of your Service.

By using the Service, you agree to abide by, and require others using the Service via your account to abide by the terms of this AUP. You should consult this document regularly to ensure that your activities conform to the most recent version. **IF YOU DO NOT AGREE TO BE BOUND BY THESE TERMS, YOU SHOULD IMMEDIATELY STOP THE USE OF THE SERVICES AND NOTIFY THE ZBS CUSTOMER SERVICE DEPARTMENT SO THAT YOUR ACCOUNT MAY BE CLOSED.**

Prohibited Activities: You may not use the Service in a manner that violates any applicable local, state, federal or international law, order or regulation.

Appropriateness of Stored Data: You warrant that all content you save on your ZBS storage device (i) does not infringe or violate any rights of any other person or entity and (ii) is not obscene, libelous, defamatory or otherwise malicious or harmful to any person or entity.

Misuse of Provided Equipment: You may not modify or in any way change the software or hardware that ZBS provides to you. The hardware and its corresponding software remain the property of ZBS and any modification constitutes a breach of ZBS's Terms and Conditions and this Policy.

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11. Privacy Policy

Revised 09 July 2006

Zettabyte Storage (“ZBS”) respects your privacy. We will not release your private information or information that can identify you as an individual to any partner or 3rd party.

We will not sell, rent, loan, trade or lease any personal information collected on our site unless contact has been requested during information submission.

We will in no way access, view, modify, or distribute the data you store on our hardware storage devices (“Equipment”) while you are a subscriber of our Service, except as may be necessary to comply with subpoenas, court orders, other legal requirements, or as otherwise specified in this document. If you ever need a zBox replacement, we will download and restore your data onto a new zBox without viewing or distributing it. If there remains data on the Equipment when you return the Equipment to ZBS, we will delete this data without viewing or distributing it.

We will encrypt all of the data (excepting file names and other pertinent filesystem metadata) you store on the Equipment before transferring it to the off-site backup servers.

If you have any questions about this Policy or our general efforts to keep your data safe and private, please contact us at support@zettabytestorage.com.