![ShareVault™ logo]

CUSTOMER ADVISORY #3
Guidelines for Downloading Very Large Files from ShareVault

Background

Computer configurations, Internet browsers, Internet Service Providers and Internet traffic can all affect the success and speed of large file downloads. Together with ShareVault's design for reliable sharing of very large files, the following guidelines will help to ensure successful downloads.

Recommendations and Other Information

Computer and Network Configurations

- Adjust computer Power settings to turn off power saving functions such as "Hibernate" and "Sleep".
- Exit unrelated applications that use significant computer processing and memory resources.
- Connect to the network via a wired connection rather than wirelessly.
- Be aware that downloading files outside of business offices (e.g. hotels, homes) may be more problematic because of firewalls as well as Internet Service Provider size and speed restrictions.

Browsers

- Clear the browser's cache.
- End or pause unrelated browser uploads and downloads that will reduce the download speed of the browser being used for large file downloads.

Browser Versions

- Internet Explorer 8 or later. IE 6 limits downloads to 2 Gbytes and IE 7 limits downloads to 4 Gbytes.
- Firefox 3.6 or later.
- Both IE8 and Firefox are recommended as they also provide for pausing and restarting of downloads if that is required.

Internet Service Providers (ISP's)

- Depending on the level of subscription, the ISP may include data usage restrictions. These restrictions could limit the maximum file size downloadable and/or limit the total volume downloadable in each subscription period.
- Depending on the level of subscription, the ISP may limit the maximum data transfer rate on the download.

Before downloading large files, check with the ISP to determine whether or not there are any download limits and what they might be.

Note that for security reasons, the user interface to ShareVault will be locked after a certain time period with no user activity but this will not stop or interfere with any downloads already underway.