Re: [New Reply] in Backup

From: Larry Young (lyounghhs@yahoo.com)

To: support@msevensoftware.com

Cc: lyounghhs@yahoo.com

Date: Friday, September 11, 2020, 1:03 PM CDT

Thank you for the thoughtful and caring response.

Yes, I just went back to your site, and I am able to easily find the articles on backing up and restoring on our support site.

The explanation below is intended to be helpful. It is not criticism.

For clarification, I will attempt to explain why I first contacted you and how it developed:
    My initial question was not about how to backup or retrieve data. This all started because I wanted to use my PC (I had your app only on my iPhone) to access my data. I wanted the ability to copy and paste passwords using my PC. So, I went to your website wanting to log into my account/data there. When that didn't work, I did something with the iPhone app on 8/25 which caused me to receive a .msib backup. Thinking this was a doc I could open to see my data, I emailed this .msib to my laptop (I admit I should then have realized that being able to open a doc containing the data would defeat the purpose of mSecure's security protection). I submitted a question to your support site asking how to open the '.msib' doc. The first response instructed me how to back-up, but all I wanted was to be able to see the data using my PC, which I thought I had explained. I had not asked any question about backing up or restoration. As the chat progressed, your Nick Ross understood and explained in an email that the data can only be accessed with your app on my device. (In hindsight, I can see why any user should understand that from the get go) I then followed instructions to install the app on my PC, but there is where things became difficult. As it turned out, all I needed to do was sync my iPhone and PC apps, but it took a few email exchanges to accomplish the sync. Everything is perfect now.

I admit I should have realized that the app is required to access my data, and it is certainly understandable why anyone on your support team would also expect users and prospects to understand that. But here's a thought: Maybe a simple upfront, prominently visible 'ease-of-use' website comment might be helpful - something predominantly visible to explain that the app is required, to explain the advantage of and how to sync across devices, and that data is not accessible on your website, all for the user's protection.

Thank you, again. I am a very satisfied customer, and I will continue to recommend mSecure.

Best wishes, and be safe.

Larry Young

> On Friday, September 11, 2020, 9:56:53 AM CDT, mSeven Software <support@msevensoftware.com> wrote:
>
> been smart enough to know

Hi Larry,

Thank you very much for your feedback here! As you well know, there is typically some sort of divide between customer and developers. We try to bridge that gap in different ways, but there is always something missed, so we add different types of information as we move forward in development.

The question you asked is definitely not new, but it is seldom asked, so I don't think it has been high enough on the radar to get an article specifically explaining the ins and outs of backup files. We do have the articles explaining how to restore from a backup file, which I believe are easily discovered on our support site, but please correct me if I'm wrong. In the end, it's hard to always know what will be easily understood and what won't, so we try to err on the side of providing articles on the how rather than on the what or why. Then when customers email support or post on our support forum, we try to explain those points in as much detail as needed.

With this issue, it would be pretty simple to add a quick sentence or two in the backup/restore articles explaining that backup files can only be opened in mSecure. Out of curiosity, were you able to find the articles on backing up and restoring on our support site? If not, I would like to look into why they were difficult to find for you.

Mike Reilley
mSecure Support Representative

View Ticket Online: https://support.msecure.com/helpdesk/tickets/53877

On Tue, Sep 8 at 6:31 PM , Larry Young <lyounghhs@yahoo.com> wrote:
Thank you, Mike, for caring enough to follow up. Understandable, logical and sensible. Thanks also to Nick Ross for helping me sync my laptop and iPhone for your product.
May I suggest:
    Explanations such as this should be easier to find. A paragraph such as this on your website would not only be helpful, but it would also serve as a good sales point for prospective users. To you tech-thinking experts, matters such as this probably seem 'routine' and may seem 'to be a given', but to us security-minded, over-cautious users, this tells us that your developers think in a way the all bases will be covered for us. You need users and potential users to learn these things when we check you out.
    During my 30+ year career as a banker serving cautious-minded customers, I learned to include user-minded, totally non-tech-minded thinkers on my product development/enhancement/marketing teams.
   As you might have guessed, I enjoy this tech stuff, but I do not really understand it. I just want it to work. With no hidden agenda, I would be happy to have you bounce ideas off me for future consideration. At least, if you do not already, think about including some 'tech stupids' to add the 'stupid user' pieces to your product presentations.

Best wishes, and Thank You.

Larry Young

Sent from my iPhone

On Sep 8, 2020, at 4:00 PM, mSeven Software <support@msevensoftware.com> wrote:

New Reply - 8 replies in topic Backup

Mike Reilley

Hi Larry,

Thank you for contacting us, and thank you Andy for the help with this question! Just a quick point of clarification, which Andy already touched on, mSecure backup files cannot be opened with any app. The only thing they can be used for is to restore data from the file back into mSecure. The reason it works this way is to keep your information as secure as possible. If the backup file could be opened by another app, the data would have to be stored in plain text in order for you to be able to read the information.

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