

Data Backup & Protection for PCs & Laptops

Q & A

Q. What is remote data backup and protection?

A. Remote data backup and protection provides secure online backup and recovery services to protect your critical information. Fully automated, data is first encrypted, then transmitted electronically and secured in redundant, multi-located server archives using the highest digital and physical security practices. Regular daily backups take just a few minutes. Instant access to your data from a secure web portal makes recovering data easy, from a single file to a full system recovery.

Q. I back up my PC/laptop regularly on tape/CD. Why do I need remote backup?

A. Remote data backup offers several advantages. First, remote backup moves your data off-site for an added layer of protection. Tapes or CDs kept on-site are vulnerable to environmental conditions (i.e. floods, fires, etc...). Secondly, remote backup is electronic, eliminating potential media problems such as scratched CDs or corrupt tapes. Additionally, remote backup is automatic and removes the user's responsibility to manually perform a backup.

For the mobile laptop user, remote backup allows you to back up or recover your data anytime/anywhere there is an Internet connection. Finally, tape/CD backups are cumbersome to store and expensive, resulting from the need to constantly replace or add new tapes/CDs.

Q. Is dedicated Internet access required?

A. Technically, remote data backup will work over a dial-up connection. However, dial-up speed is not a viable solution for the initial backup.

If you travel and are on a dial-up connection from time to time, this solution will work. However, if dial-up is your primary Internet connection, you may find this solution will not fit your needs.

Q. How long will the first backup take?

A. The initial backup will take the longest amount of time as your entire system is being backed up for the first time. The amount of time it will take varies according to the amount of data you're backing up and your Internet speed. The initial backup can take between 4 and 32 hours.

Q. How long will the average backup take?

A. The average backup takes approximately 5 minutes or less. Backup speeds vary according to the amount of data to be backed up and the speed of your Internet connection.

Q. How much data can I back up?

A. Up to 30 compressed Gigs.

Q. How often does the system back up?

A. The system will back up daily during the time period you specified during initial configuration. In addition, it is designed to request a backup if it detects that no backup has taken place in the past 36 hours.

Q. Does my computer have to be on all of the time?

A. No, your computer does not have to be on all of the time. It must be on and connected to the Internet during the time period you specified to back up during the initial configuration. Should your PC or laptop be turned off during that time, or your Internet connection interrupted, the system will automatically attempt a backup the next time you access the Internet.

Q. What happens if I am working when my system attempts a backup?

A. Daily backups occur in the background; therefore, you can continue working while your system is performing a backup. All closed files are backed up normally. Any open files will be captured as snapshots to ensure you have the most up-to-date data protected.

Q. Does it back up all of my data each time?

A. No, the system only backs up changed files, and the changes within those files. For example, if you have a 50 Mb document and you make changes to it, the system will only back up the changes, not the entire 50 Mb document. This feature greatly increases backup performance, resulting in average backup speeds of 5 minutes or less.

Q. Can I back up over a dial-up connection?

A. Technically, remote data backup will work over a dial-up connection. However, dial-up speed is not a viable solution for the initial backup.

If you travel and are on a dial-up connection from time to time, this solution will work. However, if dial-up is your primary Internet connection, you may find this solution will not fit your needs.

Q. How long is my data backed up?

A. Remote data backup and protection is not an archival system, and should not be used as such.

As long as a file is in your PC or laptop, it will be backed up and accessible for retrieval. However, if you delete a file from your PC or laptop today, it will be removed from your backup in 30 days. The system will also hold several revisions you have made to files for 30 days or up to 10 revisions, whichever comes first. Again, the most recent revision will remain backed up as long as it is not deleted from your PC or laptop.

Q. How can I access my data if something goes wrong?

A. Instant access to your data is available through a secure, online portal, enabling you to access your data from any PC with an Internet. Data recovery includes single file retrieval, complete system restoration, or a system "heal".

Q. Is the system HIPAA-compliant?

A. Yes, the remote data backup and prevention system is compliant with the Health Insurance Portability and Accountability Act.

Q. Can I back up my Mac?

A. No, remote data backup and protection services are currently only available in a Windows environment.

Q. What does remote backup and protection cost?

A. The monthly fee is 35.00 per month, for up to 30 compressed Gigs. A nominal installation fee may also apply.

System Requirements

Operating system: Windows 95B, Windows 98, Windows ME, Windows NT SP4 2000, XP or XP Professional
CPU: P486/66MHz or Higher (Pentium recommended)
Memory: 32 MB RAM on Windows 95 and 98, 64 MB RAM on all other Windows operating systems
Web browser: Internet Explorer 4.0