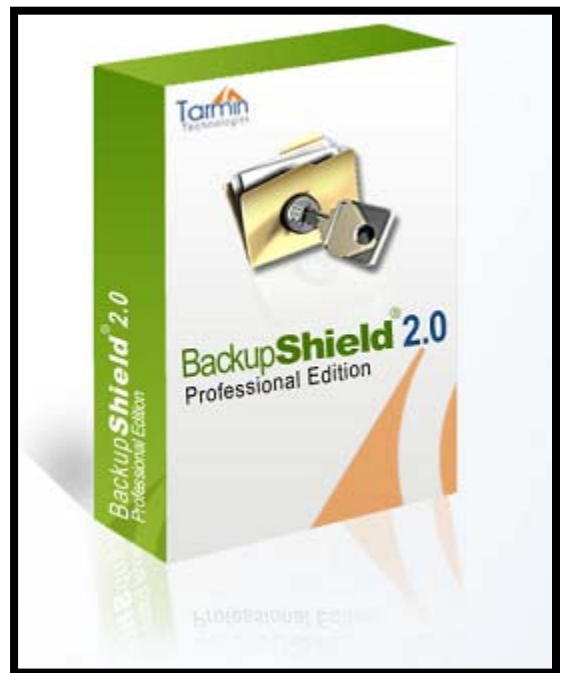

BackupShield Professional

Frequently Asked Questions

Take control of your data

- > Backup
- > Archive
- > Recover



Your comments on this document are welcome.
They can assist us in improving our products.
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General Questions

Administer Privileges

Can I set user access rights?

As an administrator you can assign individual and group access rights. This includes assigning users with create backup only, schedule backup jobs only, searching privileges, restore from backup, view logs or full access rights. In addition to this you can assign access rights to templates as administrator only access or backup owner only access.

Operating System Compatibility

Does BackupShield Professional run on Windows Vista?

BackupShield Professional has been fully tested on Windows Vista and is also compatible with previous versions of Windows

Differences

Between Archiving and Backing up

What is the difference between archiving and backing up?

Archiving is the process of moving information to a permanent storage location, where users can retrieve the required information when necessary. This provides data retention and long term-access to files and folders. However it does not provide data protection, as restoring a system using archived files will only provide users with outdated information and a partially incomplete system.

Conversely, backing up files creates exact copies of files and folders, this ensures you can recover the backed up files in a disastrous situation. Unlike archived files, backed up files are preserved for a few days or until the next backup is executed. This ensures in a catastrophic failure when the individual is recovering backed up files the most recent files and folders are restored to full working order. Backing up files and folders on a regular basis provides long term data protection.

Between Incremental and Differential Backup Type

What is the difference between an incremental backup and differential backup?

Incremental backup backs up all files which have been modified or created since the last normal, differential or incremental backup. The advantages of incremental backup are it takes the least amount of time to perform the backup and low storage space to store the backed up files. Recovering files from an incremental backup needs both the most recent normal backup and all the previous incremental backups or the previous differential backup.

Differential backup backs up files which have changed since the last normal backup. The recovery of backed up files from a differential backup is faster than from an incremental backup. Recovering files from a differential backup needs both the most recent normal backup and differential backup. However recovering files from an incremental backup needs more baseline backups this includes the most recent normal backup and all previous incremental backups or the previous differential backup.

Backing up

Backing up

Why do I need to backup files and folders?

Backing up files creates an exact copy of the files and folders to a specified location such as your local area network or a removable device. In a catastrophic failure this ensures you can recover the backed up files and restore your corrupted files and folders to a previous state.

The consequences of not backing up files on a regular basis may include spending potentially thousands of pounds on disaster recovery costs, loss of revenue and downtime. Even then you most probably will not be able to restore your files and folders to a previous state.

Types of Backup

What types of backup does BackupShield Professional support?

In BackupShield Professional there are several types of backups that can be performed on files. This includes normal, incremental, differential, mirror/continuous, daily copy, file move backup or archiving. Listed below are the descriptions of different types of backups:

- Normal Backup

Normal backup performs a backup of all selected files to a specified location. When recovering backed up files, only the most recent normal backup is recovered.

- Incremental Backup

Incremental backup backs up all files which have been modified or created since the last normal, differential or incremental backup. The advantages of incremental backup are it takes the least amount of time to perform the backup and low storage space to store the backed up files.

Recovering files from an incremental backup needs both the most recent normal backup and all the previous incremental backups or the previous differential backup.

- Differential Backup

Differential backup backs up files which have changed since the last normal backup. Recovering files from a differential backup needs both the most recent normal backup and differential backup.

- Mirror/Continuous Backup

Mirror/continuous backup performs a backup every time modifications or changes are made to a particular file. This results in slow computer performance as a backup is performed every time the selected file is modified. However this also ensures every time changes are made to important files, the updated file is promptly backed up. Mirror/continuous backup recovers the most recent full mirror/continuous backup.

- Daily Copy Backup

Daily copy backup performs a normal backup on a daily basis. Recovering files from a daily copy backup recovers the most recent daily copy backup.

- File Move Backup

File move backup moves selected files from the source to the target. The original selected files are deleted (or shredded if the shredding option is selected).

- Archiving

Archiving, archives all the selected files to a target. Original source files/folders can be optionally deleted (or shredded if the shredding option is selected). The consequence of archiving selected files are after you have recovered the selected archived files you cannot change or modify these files.

Backing Up Using Differential Backup Wizard

What is a differential backup?

Differential backup backs up files which have changed since the last normal backup. Recovering files from a differential backup needs both the most recent normal backup and the last differential backup.

If I backup using Differential Backup Wizard and accidentally delete the baseline backup can I still recover the backed up files?

No, if you delete a normal baseline backup, you cannot recover the backed up files

Backing Up Using Incremental Backup Wizard

What is an Incremental backup?

Incremental backup backs up all files which have been modified since the last normal, differential or incremental backup. The advantages of incremental backup are it takes the least amount of time to perform the backup and low storage space to store the backed up files. Recovering files from an incremental backup needs both the most recent normal backup and all previous incremental backups or differential backup.

For example if you performed a normal backup on Friday and incremental backups on the following Monday, Tuesday and Wednesday and your computer stops functioning properly on a Thursday morning. To restore your computer to Wednesday's state you will need Friday's normal backup and Monday's, Tuesday's and Wednesday's incremental backups.

If I backup using Incremental Backup Wizard and accidentally delete the baseline backup can I still recover the backed up files?

No, if you delete a previous normal/ incremental/differential baseline backup you cannot recover the backed up files to a full restoration state

One-Click Backup

What is One-Click Backup?

BackupShield Professional provides predefined workspaces. This includes My Desktop, My Work, My Documents, My Emails, My Photos, My Music, My Videos and My Registry. Your workspaces correspond to an adequate representation of the folders or directories stored on your computer. This allows you to place files and folders within the adequate folder or directory. Changes made to the folder or directory are promptly updated within your workspace.

One-Click Backup allows you to backup a selected workspace to a local destination or an external location such as FTP or a removable device.

What are the differences between One-Click Backup and backing up files/folders using Backup Creation Wizard?

The differences between One-Click Backup and Backup Creation Wizard are listed below:

Difference	One-Click Backup	Backup Creation Wizard
Allows you to backup workspaces	Yes	No
Backup to a local destination on your computer	Yes	Yes
Backup to alternative location including: CD/DVD, FTP, LAN, online backup, removable device, NOADS Server, Quantum tape	Yes	Yes
Allows you to use created and predefined templates	No	Yes
Select an output format for your backups from: Zip, or uncompressed	No	Yes
Specify to encrypt backed up files and folders	No	Yes
Enable the option of shredding source files/folders after backup	No	Yes
Enable the option of testing data integrity	No	Yes
Option of executing the backup immediately	No	Yes

One-Click Restore

What is One-Click Restore?

One-Click Restore allows you to restore a selected workspace to a local destination. This includes the option of restoring backed up files to their original location.

Scheduling

Can I schedule my backups to run at a particular time?

Yes, by using Backup Job Manager you can schedule all backups to run at a particular time

What scheduling options does BackupShield Professional offer?

Using the scheduling facility within Backup Job Manager, you can schedule backups on a:

- Daily
- Weekly
- Monthly
- One off period
- At system start up
- At log in
- When the system is idle.

Can I schedule the recovery of backed up files?

Yes, by using the Recovery Manager you can schedule all backups to be recovered at a particular time

What scheduling recovery options does BackupShield Professional offer?

Using the scheduling facility within Recovery Job Manager, you can schedule the recovery of backups on a:

- Daily
- Weekly
- Monthly
- One off period
- At system start up
- At log in
- When the system is idle.

Templates

What are templates?

Templates contain information about what files and folders you may want to backup. Templates can be used as a starting point in Backup Creation Wizard to define what to backup. BackupShield Professional provides predefined templates. You can also create your own templates using Backup Template Wizard.

I have just created a template how can I use the template to create a backup?

In Backup Creation Wizard, Incremental Backup Wizard and Differential Backup Wizard, you can select the newly created template, the template details are promptly displayed on the relevant wizard pages. *For more information please refer to the user manual*

Storage

Where can I store my backups?

You can store your backups on your local computer, removable devices such as CD/DVD or Quantum tape, FTP to another computer, local area network, online backup or NOADS Server.

Catalog Manager

What is the Catalog Manager?

Catalog Manager allows you to view and explore backed up files, view catalog information or search for a particular backed up file.

Archiving

Archiving

What is archiving?

Data that may be needed again for reference should be archived. Archiving is a more permanent process, where fixed content information which is not going to be modified again is stored permanently.

Why do I need to archive files and folders?

Reasons for archiving information may include maintaining a full history of customer records (including transactions), reclaiming disk space, complying with government legislation or using the archives as historical data for statistical and trend analysis.

Ever increasing government legislation such as:

- Sarbanes- Oxley Act – requires accounting companies to retain auditing records (including e-mail correspondence) for a minimum of four years.
- Health Insurance Portability and Accountability Act (HIPAA) – states all patient related information should be kept and protected during the patient's lifetime and two years after the patient's death
- Occupational Safety and Health Act (OSHA) – enforces medical records should be retained thirty years after the person has been exposed to a toxic substance
- Securities and Exchange Commission Rule 17a-4 - requires brokers and dealers to preserve all customer financial statements for three years, account records for six

years after end of year, all correspondence including e-mails for six years and broker or dealer information until the company ceases trading.

- 21 Code of Federal Regulations (CFR) PART 11 – asserts all pharmaceutical biotech and lab companies to conserve for three years after distribution all information related to manufacturing of drugs, pharmaceuticals and food processing companies to preserve data for a minimum of two years after distribution

Government legislation has forced companies to archive extravagant amounts of information; failing to comply with government legislation has led to companies paying hefty fines, facing legal proceedings or lawsuits.

Scheduling

Can I schedule my archives to run at a particular time?

Yes, by using Archive Job Manager you can schedule all archives to run at a particular time

What scheduling options does BackupShield Professional offer?

Using the scheduling facility within Archive Job Manager, you can schedule archives on a:

- Daily
- Weekly
- Monthly
- One off period
- At system start up
- At log in
- When the system is idle.

Can I schedule the recovery of archived files?

Yes, by using the Recovery Manager you can schedule all archives to be recovered at a particular time

What scheduling recovery options does BackupShield Professional offer?

Using the scheduling facility within Recovery Job Manager, you can schedule the recovery of archives on a:

- Daily
- Weekly
- Monthly
- One off period
- At system start up
- At log in
- When the system is idle.

Templates

What are templates?

Templates contain information about what files and folders you may want to archive. Templates can be used as a starting point in Archive Creation Wizard to define what to archive. BackupShield Professional provides predefined templates. You can also create your own templates using Archive Template Wizard.

I have just created a template how can I use the template to create an archive?

In Archive Creation Wizard, you can select the newly created template, the template details are promptly displayed on the relevant wizard pages. *For more information please refer to the user manual*

Storage

Where can I store my archives?

You can store your archives on your local computer, removable devices such as

CD/DVD or Quantum tape, FTP (File Transfer Process) to another computer, local area network, online backup or NOADS Server

Catalog Manager

What is the Catalog Manager?

Catalog Manager allows you to view and explore archived/library files, view catalog information or search for a particular archived/library file.

Libraries

What are libraries?

Libraries allow you to archive data on a regular basis to a selected library. Libraries can be viewed as a dynamic storage space whose size is forever changing.

BackupShield Professional provides you with pre-defined libraries: Personal Library and Document Library. Personal Library allows you to store all private documents and Document Library enables you to store all office documents, this includes PowerPoint, PDF, Word documents and Excel spreadsheets.

The purpose of Libraries is to allow you to place newly created finished documents including files and folders within your Personal Library, Document Library or newly created library.

What are the major differences between libraries and archives?

Using Archive Creation Wizard you can create an archive; the created archive has a static and fixed size and once an archive is created you cannot add files/folders to the archive. You can read from a newly created archive many times.

On the contrary libraries allow you to archive data on a regular basis to a selected library. The library archive is dynamic and the size of the library is forever changing. Furthermore libraries are integrated into applications like Office, Windows Desktop and Explorer.

Other differences between an archive and library are listed in the table below:

Difference	Library Archive	Archive
Continuously and dynamically add files and folders to archive	Yes	No
Add and access Library files and folders in Windows Explorer	Yes	No
Access, manage and add files in Microsoft Office applications (Word, Excel and PowerPoint)	Yes	No
Add files and folders via "Send To" menu on Windows Desktop	Yes	No
Schedule archive	No	Yes
Schedule recovery	No	Yes
Test data integrity	No	Yes

Office Add-ins

When I install BackupShield Professional I cannot install the Office toolbars, a message appears informing me I have Word open. However when I check I have no Microsoft Word documents open, what should I do?

This may be because you have WinWord as your editor in Outlook. Close Outlook and retry to install BackupShield Professional. If the problem still occurs

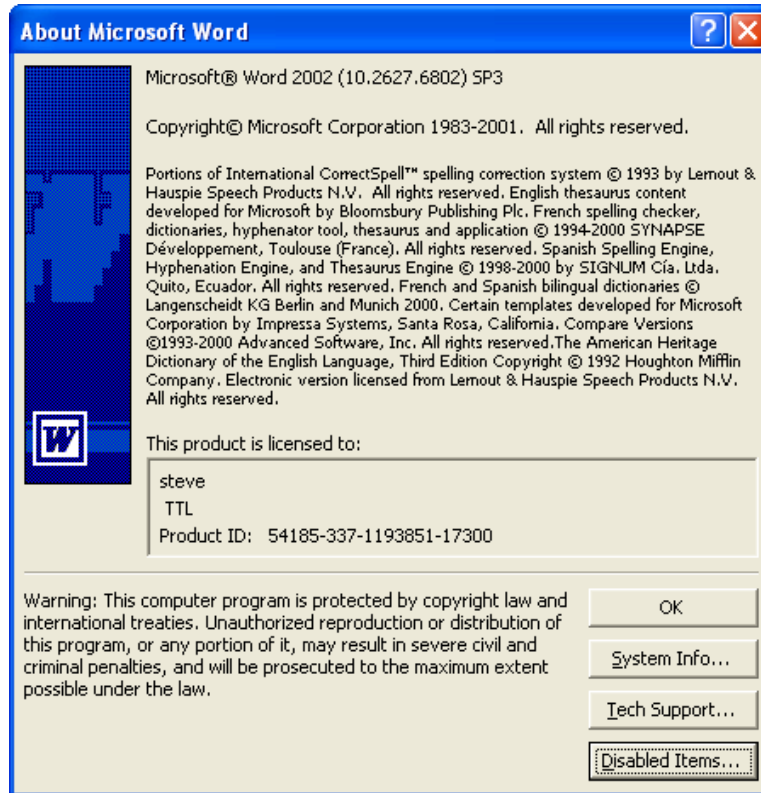
- Go into **Windows Task Manager** dialog
- Select **Processes** tab
- Select **WINWORD.EXE**
- Press **End process**

Then retry to install BackupShield Professional.

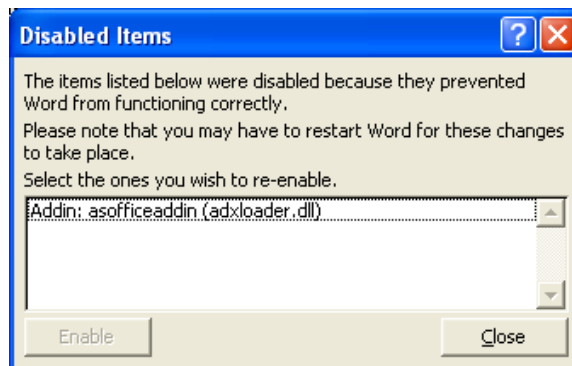
In Word/PowerPoint/Excel for some reason I cannot view the Library toolbar, how can I resolve this issue?

To display the Library toolbar in Word/PowerPoint/Excel please try the following:

- Go to the **Help** menu
- Press **About Microsoft Word/PowerPoint/Excel**, this will display the **About** Dialog for the relevant application



- Press **Disabled Items**, this will display the **Disabled Items** dialog



- Select **Addin:asofficeaddin (adxloader.dll)**
- Press **Enable**, this will enable the Library toolbar
- Press **Close** to close the **Disabled Items** dialog

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- Press **OK** to close the **About** dialog
- Close the application and reopen the application

Tools and Utilities

E-mail Notifications

What are e-mail notifications?

E-mail notifications inform you of scheduled and unscheduled archives/backup jobs. The types of notification which you can specify and receive include errors only, errors and successful job completion or successful job completion only.

What is the purpose of providing e-mail notifications?

The purpose of providing notifications is to provide information to you about the archive/backup; this enables you to take the appropriate action dependent on the information given.

Dependent on the type of notification you have chosen, the purpose of providing error notifications are to inform you of any errors that may have occurred during your archive/backup. This may include files which were unsuccessfully archived/ backed up as they were in use. For scheduled archives/backups unsuccessful jobs may consist of files which have been deleted or moved to an alternative location since the last archive/backup. Alternatively error notifications may provide information about the device or service not being available. Using this information you can reschedule the job or re-run the job using the Managers. This ensures all files/folders are archived/ backed up to a selected location successfully.

Successful job completion notifications provide evidence which ensures you are informed of successful completion of backups/archives. They also provide information to you, which may help in refining or modifying your archive/backup strategy to suit your needs.

How can I set up an e-mail notification?

You can specify your email notification details in the User Options dialog situated within the Configuration section, Tools tab. *For more information please refer to the user manual*

BackupShield Professional Security

Which algorithm is used to encrypt backups and archives?

BackupShield Professional uses the AES (American Encryption Standard – aka Rijndael) algorithm. AES is a FIPS– approved symmetric encryption algorithm that is used by the U.S. government organizations (and others) to protect sensitive data. BackupShield Professional uses key size of 256 bits.

Expert Mode Operations

When I switch to export mode, what additional features does BackupShield Professional provide?

Enabling expert mode allows you to:

- Backup registry items in Backup Creation Wizard
- Use templates in creating backups and archives
- Use the template creation wizards.
- Use the template managers in managing templates

Shredding

What is Shredding?

Unlike deleting, shredding removes all traces of the files from the hard disk, rendering the files as unrecoverable.

If I use the shredding feature can I recover the shredded files?

No, once you have shredded a file/folder it is virtually impossible to retrieve the file/folder

What shredding algorithms does BackupShield Professional provide?

BackupShield Professional provides the following shredding algorithms:

Shredding algorithm	Description
Indus Quick Shred	Rapid shredding algorithm with 1 shredding overwriting reiteration
US DoD 5220. 22-M (8-306. /E)	US (United States) Department of Defense shredding standard with 3 shredding overwriting reiterations
US DoD 5220. 22-M (8-306. /E, C and E)	US (United States) Department of Defense shredding standard with 7 shredding overwriting reiterations

Logging Events

What are logs?

A log contains information about an archive, backup or library. The information provided includes: name, date, size and location

How can I configure and view logs?

You can configure logging preferences in Tools tab, System Preferences, Logging Preferences section. You can manage and view logs in **Manage and View Log** dialog situated in the Tools tab. *For more information please refer to the user manual*