

SteadyBackup - FAQs

FREQUENTLY ASKED QUESTIONS STEADYBACKUP SERVICE

Q: How do I register a new account?

A: You can easily set up a new account via our website. Please visit <http://www.steadybackup.co.uk> and register with your name and address. After choosing the backup package you like, the new account will be set up automatically for you. You will be sent via email your registration login codes. These codes enable you to log in to the NTT EO Data Center. You must also use the registration login codes when prompted by the SteadyBackup manager during installation.

Please keep your registration login codes in a safe place. If you change the registration login, you will be denied access.

Q: How many accounts can a PC/computer have?

A: Each computer will use one account to backup all its data. However, you can use the same account on another PC as well. In order to do that, you need to configure unique BackupSets on each system and co-ordinate the scheduled times at which the backups are running. The times should not overlap in order to avoid conflicts between the systems.

Q: How can I tell what version I have?

A: You can identify your version by opening the SteadyBackup software and then clicking on Help | About.

Q: Where do I find my account information?

A: You can review and change your account information in the section „User Profile“

Q: How are version upgrades handled?

A: From time to time, the agent will automatically download changes to the SteadyBackup software that will improve performance or add new features. When the new version has been thoroughly tested, it is released to our customers. Your version is then upgraded the next time you back up. There is no action required on your part and you will always have the latest version.

Q: What if we already have a backup system?

A: Even if you are currently backing up to tape, zip disk, CD-RW, or other form of media, more than likely, the process is not completely automated. An employee must change out the media periodically and manually verify that completed backups are successful. Our online backup system bypasses this tedious process. Backups are 100% automated, and backup reports are sent by email daily. At any time, you can retrieve or verify your files on our server from virtually any location in the world!

Plus, onsite backup systems cannot provide adequate protection against theft, fire, or any other form of local system failure. We recommend using our services in addition to any local backup mechanisms you have in place already.

Q: How long will an online backup take?

A: The initial backup always takes the longest, and can vary from minutes to hours to days, depending on the volume of data being backed up. However, after the first full backup, our server compares its file store with the files on your computer and backs up only those files that have been modified since the last backup, which minimizes bandwidth overhead and can take as little as 2 minutes. Transfer speeds of course depend on the speed of your internet connection, but we can accommodate speeds ranging from old fashioned dialup all the way up to corporate LAN connections.

Sample transmission rates:

Data Stream	Internet Connection Speed						
	28.8K Modem	33.6/56K Modem	56-64K ISDN	112-128K ISDN	256K Partial T1 or DSL	512K Partial T1 or DSL	1.54M T1
1 Mb	4.87 min	4.16 min	2.19 min	1.09 min	.54 min	.27 min	.09 min
5 Mb	24.35 min	20.8 min	10.95 min	5.45 min	2.73 min	1.37 min	.45 min
10 Mb	48.7 min	41.6 min	21.9 min	10.9 min	5.45 min	2.73 min	.91 min
20 Mb	1 hr 37 min	1 hr 23 min	43.8 min	21.8 min	10.9 min	5.45 min	1.82 min
50 Mb	4 hr 3 min	3 hr 46 min	1 hr 49 min	54.5 min	27.25 min	13.63 min	4.54 min
100 Mb	8 hr 6 min	7 hr 32 min	3 hr 40 min	1 hr 49 min	54.5 min	27.25 min	9.08 min

Q: How can I improve the speed of my backups?

Some suggestions for successful backups:

- Avoid peak hours. We recommend using automatic backups that are scheduled to run in the earliest morning hours, between midnight and dawn.

- Close applications that aren't essential during the backup. There may be one or more background applications running at the same time. Use Windows Task Manager to check this.

Monitor several transmissions to see the speed at which your ISP has connected you. Bandwidth is not usually guaranteed and will vary with the amount of traffic at any given time. Try to backup when conditions are favorable.

Reduce the size of your backup sessions - at least until you complete an initial backup of everything that you want.

Q: What is encryption?

A: Encryption is basically a mathematical formula that scrambles a data file. The only way to decode it is with the encryption password.

Q: What are the advantages of the encryption key?

A: An encryption key is used to encrypt your data for safe transmission between your computer and the NTT EO Data Center. You will be asked for your encryption key whenever you retrieve files or perform an account recovery.

The encryption key is a word or a phrase that you create when you first set up an account. It contains a minimum of eight (8) characters. Once an encryption key is set it cannot be changed.

If you have an account but do not have the software on the computer for which the account was opened, you will have to contact Verio technical support to access this information for you.

Q: How Secure are my online Backups?

1. Secure 128-bit SSL communication

All communications between Offsite Backup Solutions Backup Server and your computer are transported in a 128-bit SSL (Secure Socket Layer) channel. Although all your backup files travel through a public network (internet), nobody will have knowledge of what has been exchanged.

2. Backup are securely encrypted

All of your files are first zipped and encrypted with your defined encrypting key before they are sent to Offsite Backup backup server. To all people but you, your files stored on Offsite Backup server are no more than some garbage files with random content.

3. We don't keep your encrypting key

The encryption key used to encrypt your files resides only on your computer and is known only to you. It is never transmitted anywhere across the network. If this key is lost, all backup files can never be recovered. Therefore, although we have access to all files you stored on our backup server, we have no knowledge of the content of the files you stored.

Reminder: Please make sure you write down you encryption key in a safe place where it will never be forgotten. Otherwise, you will never be able to recover your backup files.

4. Best encryption algorithm is used

Currently, the algorithm that we are using to encrypt your files is 128-bit Twofish. It is a block cipher designed by Counterpane Labs. It was also one of the five Advanced Encryption Standard (AES) finalists chosen by National Institute of Standard and Technology (NIST). It subjects to frequent public reviews but no known attack against this algorithm has been reported.

5. **Restrict access to data by IP addresses**

You can also restrict access to your backup files from the set of IP addresses you defined. If someone tries to access your data from an IP address not on your defined list, their access will be denied. This additional security ensures backup files is not open to all location, even when the username and password might be known.

Q: How do I need to configure SteadyBackup to work with my Firewall?

A: Firewalls can be implemented in several ways. If you have a firewall, you will need to configure it and/or the SteadyBackup software to allow inbound and outbound transmission. How you do that depends on the type of firewall that you have.

SOCKS proxy firewall: In the SteadyBackup software, provide your firewall's IP address and the port to use to connect to the firewall. That's it; you do not need to reconfigure your firewall.

Non-SOCKS-compliant firewall: You will need to configure both the SteadyBackup software and your firewall. Contact your firewall administrator for assistance. Read our detailed firewall information.

Q: I need to backup large database files like outlook.pst. Do I need to transfer the complete file online every day?

A: You only need to transfer the complete file once. During your daily backup only the changed parts of the file will be transmitted, for example only 2MB of a 200MB outlook.pst file. The intelligent function called "In-File Delta" will restore the complete file from these daily backup sets into one complete and up to date file with all your latest changes when you need it.

Q: Do I need to close all files and databases while backup is running?

A: You do not need to care about open files. SteadyBackup is able to do "hot" backups of files which are exclusively open by an application (e.g. outlook.pst). SteadyBackup will use the Shadow Copy Service to access the file and backup it in the background. (Feature not available in Windows 98, Me, NT and 2000)

Q: How often can I do a backup?

A: You may back up your data as often as you like, as long as your computer is turned on and connected to the Internet. The easy-to-use Backup Wizard lets you set days and times for your backup to automatically happen. We recommend to do a daily backup during the night.

Q: How can I confirm backups are taking place?

A: The easiest way to confirm that your backups are taking place is to check the logs. Here's how:

Open the Online Backup Manager:

Click the **Log tab**.

Open the BackupSet of which you want to see the log by clicking on the "+" symbol.

Click on the timestamp of the backup log you want to see

Our backup server is also sending out a email to you each time a backup is successfully completed. In these reports you will also see any error, which might have appeared.

Q: Where is my data is stored?

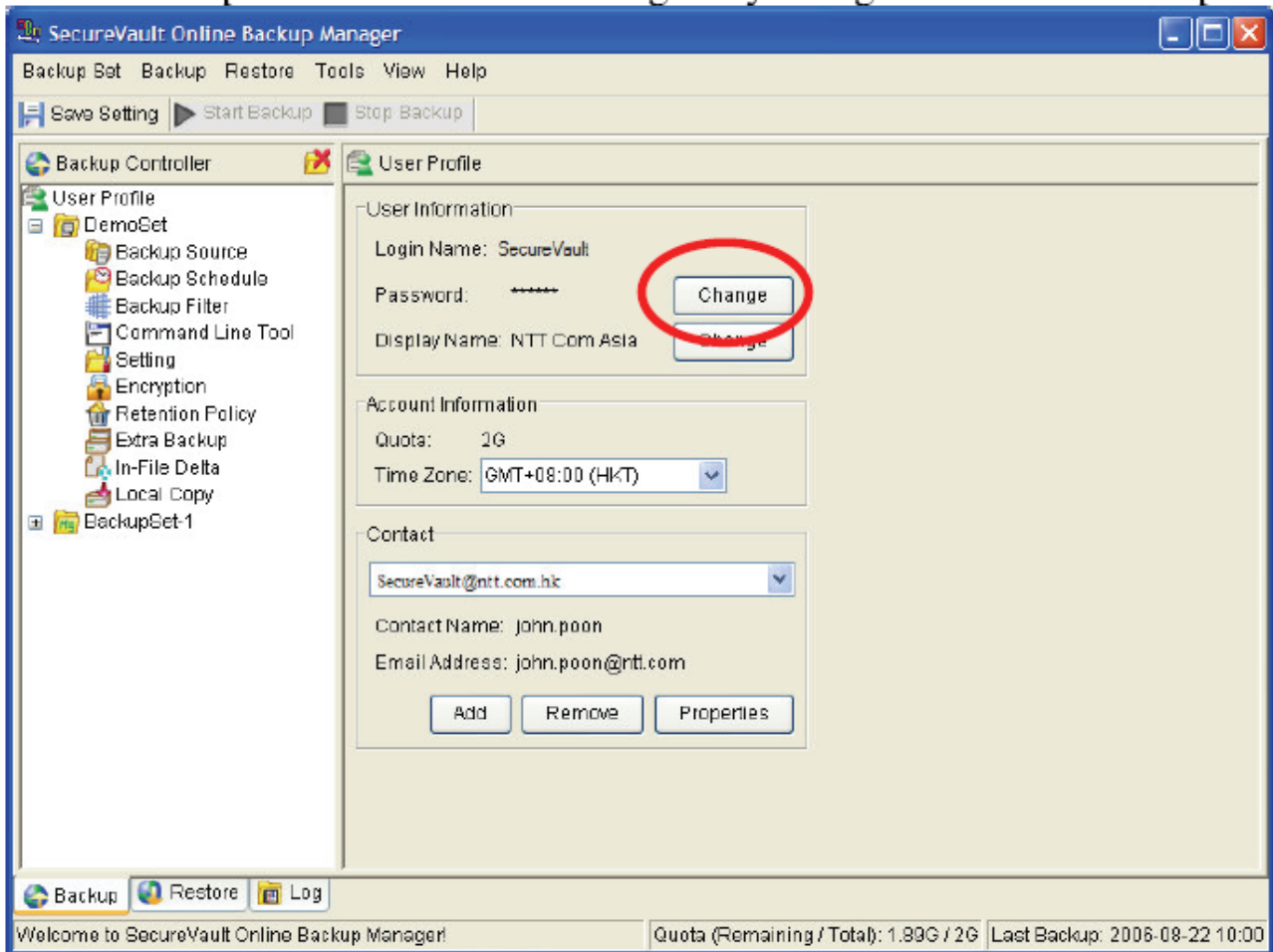
A: Your data is stored in NTT Europe Online's first class data center. This data center provides state of the art security features including 24x7 network monitoring, 100% protection against fire, water leakage and external power supply failure.

All your data is additionally backedup by the internal data center backup systems. This ensures that your valuable data will be accessible for you at any time. For more information on our first class data centers please visit our website at

<http://web.verio.co.uk/hosting/powerplatform/hosting/colocation/tour/index.cfm>

Q: How to change password?

A: The password could be changed by using the Online Backup Manager Client Interface.



Q: Why the scheduler does not work in windows?

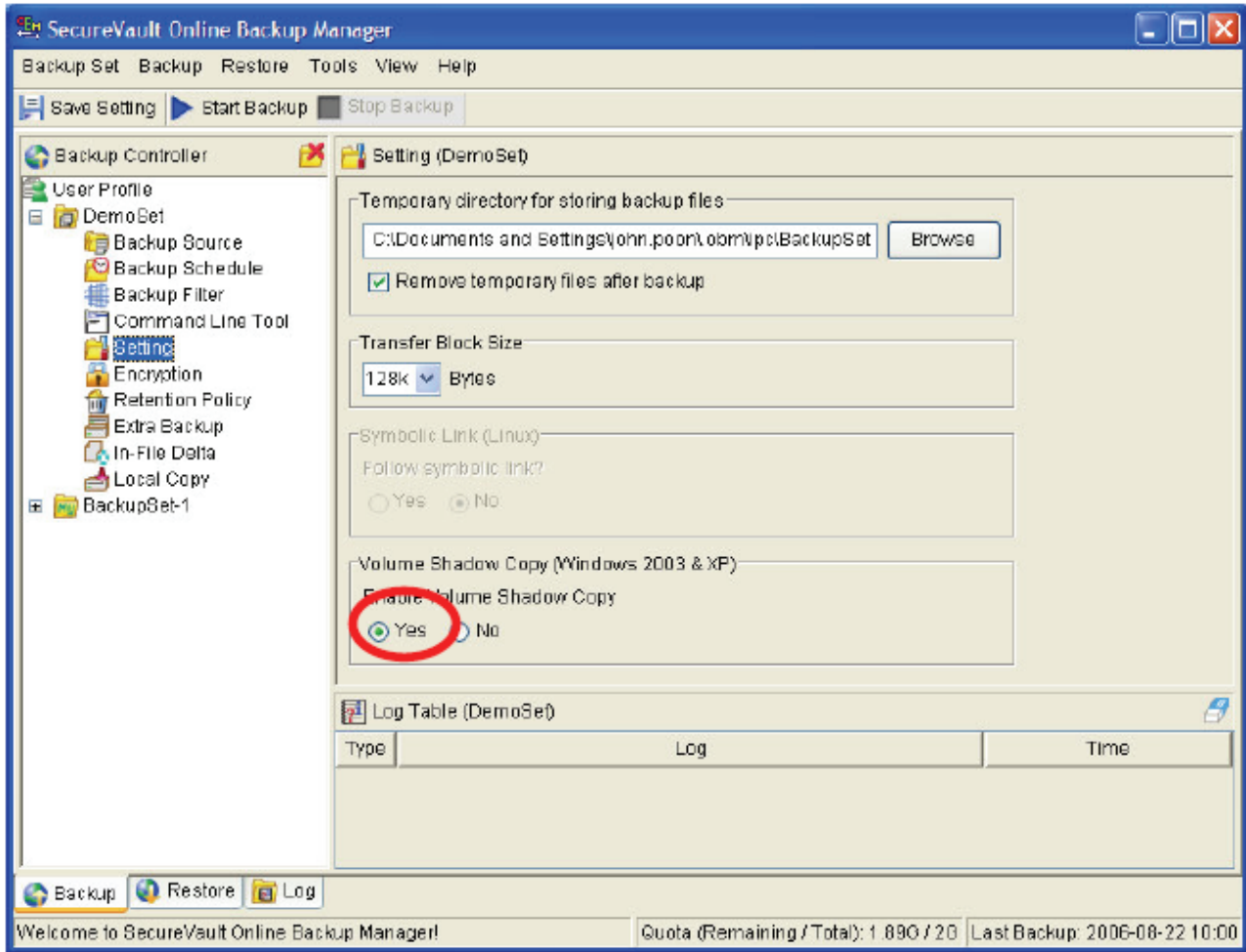
A: The user that performs the installation of the client should possess Local Admin Rights. Please deinstall the software again, log into Windows as a user with administrative rights and re-install the software again. The scheduler will now work correctly for all users.

Q: Can I close the client windows or system tray icon if I have scheduled a backup?

A: Yes, the scheduler runs as a service in the background.

Q: Backup of the Microsoft Outlook .pst files is not working correctly

A: Please enable the Volume Shadow Copy function in the Settings of the Client, this option only works with Windows XP and Windows 2003 Server.



Q: What will happen if the quota exceed during the upload?

A: Please inform us to increase the quota of your account and then re-run the backup job, only the files that are not on the server will be processed again.

Q: If the schedule is missed, is there any notification?

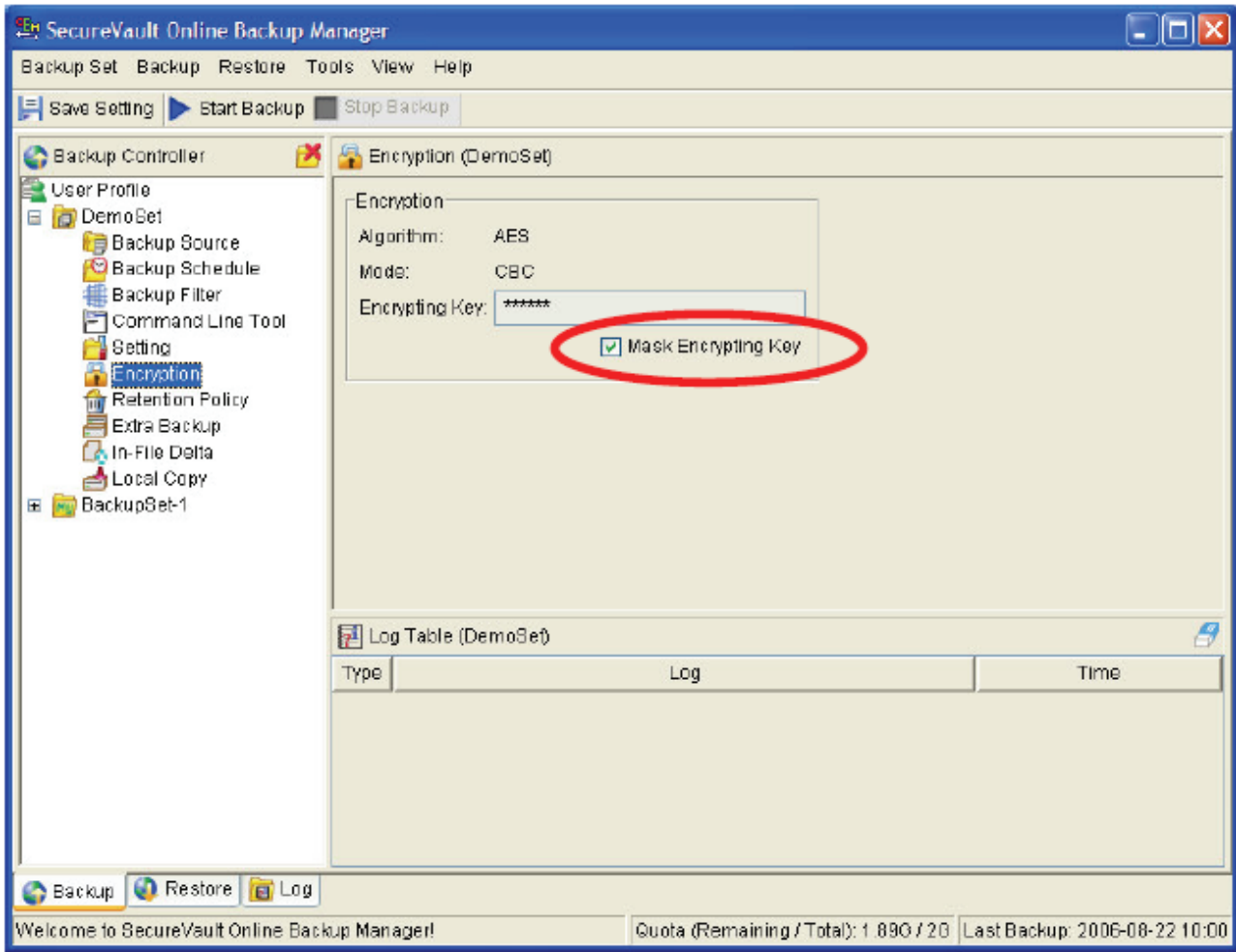
A: If there is a scheduled job and the user wants to shutdown the computer, there will be a popup windows to notify the user.

Q: Can I have reports for the backup and restore?

Yes, the report will be sent to the email address specified in the client for the backup and restore report.

Q: I forgot the encryption key when doing the restore.

A: The encryption key could be retrieved via the client, choose the File backup set and click on Encryption, then, uncheck the box Mask Encryption Key

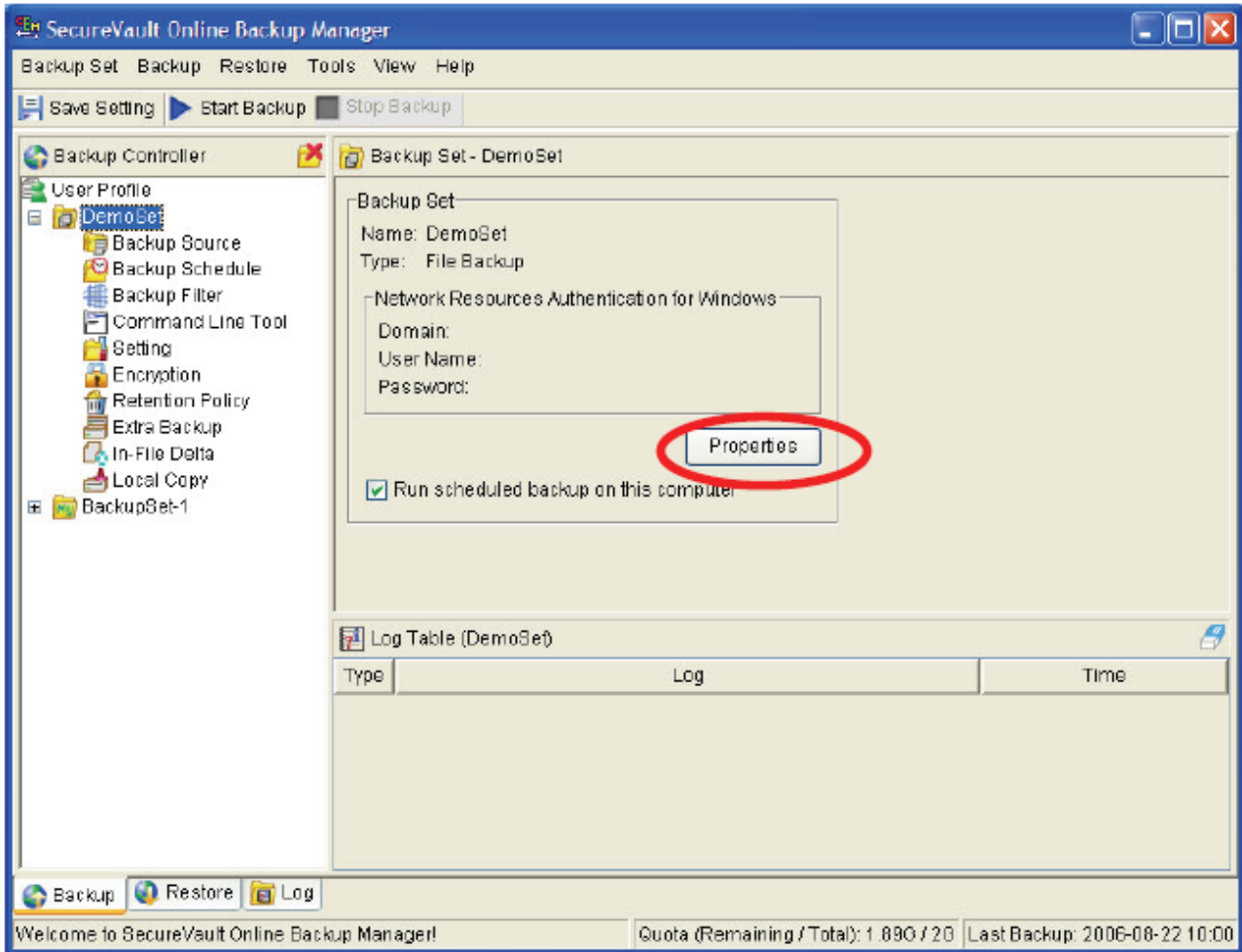


Q: I'm a notebook user and might not be connected to the Internet all the time, can I still use Online Backup Manager?

A: Yes, you can enable the off-line backup in the extra backup function. Once the notebook is connected to the internet again, the backup data will synchronize with the server.

Q: Could not backup the network drive.

A: Make sure the correct user; domain and password are entered in the Backup Set of the Client.



Q: Do I have to reset the Timezone if my notebook will go to another Timezone?

A: No, that is not necessary.

Q: I have a large file that needs to be backup but there are only few changes, do I have to upload the whole file again?

A: No, check out the in-file delta option and only the changes that have been made will be uploaded.

Q: Can I restore the file to different OS?

A: Yes

Q: The Windows version of Online Backup Manager installer hangs, what could be the problem?

A: There are few things that could create errors during or after executing the installer.

1. Make sure there is enough disk space on the machine.

2. Make sure you do not have any anti virus software or PCAnywhere running, as this may create problems with InstallAnywhere installers.
3. There are also problems with InstallAnywhere installers and Dell OpenManager. If OpenManager has installed on the target system, be sure to disable it before installing online Backup Manager.
4. Hardware could cause errors as well, try set your [hardware acceleration display setting] to off. There are problems with certain versions of Java running along with certain video cards.
5. This may only be a Java problem.

Also, if you are transferring this file from one machine to another, please be sure the file size is valid and you are transferring the file in binary mode.

Java Testing:

Please try running any of the Swing demos that came with the Java runtime in 1.4.X and see if it hangs on Windows. In order to fix this problem, some knowledge base on the Internet suggested updating DirectX to at least DirectX 8.1. Most machines got this problem had DirectX 7.0 installed. (You can use the "dxdiag" command to find out the directX version) SUN recommended two workarounds for certain video card issues

1. The following will pass properties to the installer's Virtual Machine:

In Advanced Designer – Project -> Config -> Additional Arguments set that to "-Dsun.java2d.d3d=false -Dsun.java2d.noddraw=true" without the quotes.

2. Set the following lax property in your LaunchAnywhere for your application's JVM:

```
lax.nl.java.option.additional=-Dsun.java2d.d3d=false -Dsun.java2d.noddraw=true
```

Add the same line to the uninstaller lax file, using a modify file action in your installer in post-install.

Q: The Installer doesn't seem to work. How can I manually install online backup manager on Windows?

A: To manually install Online Backup Manager on Windows, you'll need to copy and zipping the program directory (e.g. C:\Program Files\Online Backup Manager) from another machine with Online Backup Manager installed.

Then do the followings on the machine you wish to manually install:

1. Create the directory C:\Program Files\Online Backup Manager
2. Unzip the Online Backup Manager program directory archive to C:\Program Files\Online Backup Manager
3. Run C:\Program Files\Online Backup Manager\bin\install.bat
4. Run C:\Program Files\Online Backup Manager\bin\Install-Scheduler.bat

Q: The Installer doesn't seem to work. How can I manually install Online Backup Manager on Mac?

A: Try manually installing Online Backup Manager on your Mac with the following instructions:

1. Download <http://download.ahsay.com/support/obm50-mac.zip>
2. Expand obm50-mac.zip into /Applications/Online Backup Manager
3. Run "chmod -R 755 /Applications/Online Backup Manager" using Terminal committed to the success of your business
4. Double-click the "Online Backup Manager" icon in /Applications/Online Backup Manager folder

Q: Are there any command line tools for Online Backup Manager?

A: Yes, there are scripts in [Online Backup Manager Program Home]\bin and they are described below:

Windows:

- _ Decrypt.bat: decrypts the specified backup files
- _ install.bat: installs the Online Backup Manager icon to the System Tray and registers the Online Backup Scheduler as a service
- _ Install-Scheduler.bat: registers the Online Backup Scheduler as a service
- _ RegisterVSS.bat: re-registers Microsoft's Volume Shadow Copy service DLLs
- _ Remove-Scheduler.bat: un-registers the Online Backup Scheduler service
- _ Restore.bat: restores the specified snapshot of the backup set to the specified location
- _ RunBackupSet.bat: runs the specified backup set
- _ RunOBM.bat: launches the Online Backup Manager user interface
- _ Run-Scheduler.bat: starts the Online Backup Scheduler service
- _ SeedLoad.bat: runs seed load for the specified backup set to the specified location
- _ Uninstall.bat: removes the Online Backup Manager icon from the System Tray and un-registers the Online Backup Scheduler service

Linux:

- _ BackupManager.sh: launches the Online Backup Manager user interface
- _ Configurator.sh: configures client parameters such as Backup Server address, username/password, encrypting key, etc.

- _ Decrypt.sh: decrypts the specified backup files
- _ Restore.sh: restores the specified snapshot of the backup set to the specified location
- _ RunBackupSet.sh: runs the specified backup set
- _ Scheduler.sh: starts the Online Backup Scheduler service
- _ SeedLoad.sh: runs seed load for the specified backup set to the specified location
- _ StopScheduler.sh: stops the Online Backup Scheduler service

**You may have to set some variables in these scripts and more instructions are provided.*

Q: How does Online Backup Manager detect changes in files? Does it use the Archive bit? Some tape backup software resets the Archive bit. Would this affect Online Backup Manager when backing up the same data?

A: Online Backup Manager compares timestamps of files on the server with the corresponding copies on client machine. Archive bit is not used as it does not detect relocated files. Therefore tape backup would not affect Online Backup Manager.

Q: Does Online Backup Manager copy the same set of files regularly?

A: After the initial upload, subsequent backup jobs will only transfer the modified or new data to the Backup server. It depends on the nature of the data, but normally, less than 2% of all data is modified.

Q: Transfer Block Size is 128Kb by default. Is there a reason for this?

A: Backup data is transferred in blocks (instead of file by file) to minimize connection negotiation roundtrips. It is not the TCP/IP block size. This setting is optimal for the backup operation.

Q: What is the average compression ratio?

A: All backup files are compressed and encrypted before uploading to the Backup Server, the average compression ratio for text-based file is around 4:1. However, no further compression can be made on files that are already in compressed format (e.g. JPG, ZIP). In general, you can assume a 2:1 compression ratio when you are backing up a file set with variety types.

Q: Can I change my encrypting key?

A: The encrypting key cannot be changed once you setup your Backup Set. This is necessary for the integrity of the Backup Set, making sure that backup data is only encrypted by one key. Otherwise, you will have problems remember two encrypting keys when you want to restore your files in the future. You need to recreate your Backup Set if you really want to change your encrypting key.

Q: How does the "Remove retention files for overlap policy" under Advanced Retention Policy work?

A: In general, daily snapshots followed by a weekly snapshot or a monthly snapshot, etc. will be removed; weekly snapshots followed by a monthly snapshot or a quarterly snapshot, etc. will be removed; and so on. This is illustrated by the following example. Assume today is 17Jan06, and the Advanced Retention Policy is as follows:

- _ Daily: retain for 7 days
- _ Weekly: retain for 4 weeks (the job will be performed on Saturday)
- _ Monthly: retain for 3 months (the job will be performed on 1st of each month)

If "Remove retention files for overlap policy" is NOT enabled:

Then a total of 14 snapshots (7+4+3) will be kept on the server accordingly, i.e.:

(Daily): 10Jan06, 11Jan06, 12Jan06, 13Jan06, 14Jan06, 15Jan06, 16Jan06
(Weekly): 24Dec05, 31Dec05, 7Jan06, 14Jan06
(Monthly): 1Nov05, 1Dec05, 1Jan06

If "Remove retention files for overlap policy" is enabled:

Then only the following snapshots are kept: 1Nov05, 1Dec05, 1Jan06, 14Jan06, 15Jan06, 16Jan06.

Specifically, the weekly policy overrides the daily policy so 10Jan06, 11Jan06, 12Jan06 and 13Jan06 will be removed. The monthly policy overrides the weekly policy, and 24Dec05, 31Dec05 and 7Jan06 will be removed as well.

Q: What is incremental backup and how does In-File Delta work?

A: In an incremental backup, only modified files will be uploaded to the Backup Server. On the other hand, In-File Delta is applicable to the physical files to be uploaded to the Backup Server, does not matter whether it is a MS SQL database file, MS Exchange transaction log file or any normal file in a FileBackupSet. Specifically, only the changed blocks in comparison to the original file on the Backup Server (delta file) will be uploaded. For each modified file, Online Backup Manager would determine whether the entire file or only delta file should be uploaded. If the entire file is to be uploaded, the old version of the file will be moved to the Retention area. Else if only the delta file is to be uploaded, the previous delta files will be moved to the Retention area and the Data area should contain the original full backup file, checksum file and the latest delta file of this file.

Q: What happens when we do In-File Delta backup on a directory?

A: When you do backup, Ahsay Online Backup software will do the followings:

1. Check if any files are added, updated or deleted (the calculation of these files are based on files having the same filename).
2. New files will be uploaded to the server in whole.
3. Deleted files will be removed from Data area and placed into the Retention area on the Backup server.
4. Updated files will be processed by the In-File delta option (i.e. only changed data blocks within the files will be uploaded to the Backup Server)

Q: Does Online Backup Manager have to stop the application when doing online backups?

A: Online Backup Manager can backup application data while the application is still running. Particularly, we have special agents for MS Exchange Server, MS SQL Server, Oracle, Lotus Notes and MySQL, which allows these applications to be backed up while they are online. With the Volume Shadow Copy feature started from Online Backup Manager v5.0, we are able to backup other types of applications while they are online.

Q: What are Off-line backup, Logout backup reminder and Local backup features?

A: Off-line Backup is basically designed for notebook users who are off-line most of the time, and cannot rely on backup schedule to backup regularly. The backup interval allows notebook users to specify the interval that they would like their data to backup. If this interval has elapsed, backup will run automatically once this machine is online. Logout Backup Reminder asks user if they would like to backup if they logout of the computer or shutdown their computer. Local Backup allows an extra copy of backup file to be kept on local hard disk when backup is running.

Q: How do I remove Online Backup Manager completely from my Windows machine?

A: If you want to completely remove Online Backup Manager from Windows, please do the followings:

- _ Ensure that the Online Backup Manager installation directory is deleted (sometimes not removed when Windows somehow holds some of the files)
- _ Remove the C:\Documents and Settings\administrator\.obm\ folder (intentionally left undeleted, as important information of the user and backup sets, such as the encryption keys, are stored here)