

Welcome to Datagard

Background

1. Datagard has been developed to provide small to medium sized businesses ('SMEs') with data security and disaster recovery simply and cost-effectively. Research shows that SMEs rely heavily on their data, however, just **10% of businesses back up their data effectively**.
2. With more employees mobile or working away from the office, many SMEs are exposed as lap-tops or home based PCs fall outside 'in-house' data backup.
3. Datagard is also suitable for home users who also need to secure their important taxation or financial data, family documents and photos and emails.

What is online backup?

Physical loss or impairment to hard media i.e., Cd/DVDs or tapes is a real and serious exposure for SMEs.

Online backup offers a smarter alternative. While traditional methods can sometimes be very effective, they require capital to set up and staff to operate them. An online backup system avoids these problems.

Automated

The beauty of Datagard is the automated process. Once the service is installed, the files for backup selected and a schedule in place, backups will occur in the background forever, without human intervention required. The selected files will be backed up as often as the schedule demands.

Security of data

Although some may have reasonable concerns about a third party holding their most valuable data, realistically online backups are very secure. Before being transferred, the backup data is encrypted to 128-bit level - military grade - making it effectively not possible for any one to interpret, decrypt or access the data. The client is the only person who can read it.

Another common concern is about the security of the data centre itself. Datagard files are stored in a tier-one facility equipped with fire suppression, security cameras, personnel access controls, backup electricity generators, high-end firewalls, and clustering to ensure the stored data is always available to clients. Except in extraordinary cases, our data centre will be more secure than the client's own location.

What causes data loss?

Human Error

- *Accidental deletion*
- *Accidental overwriting original data*

File Corruption

- *Virus*
- *Software failure*
- *Hardware failure*
- *User error*

Site Compromised

- *Storm, Lightning, Fire, Flood*
- *Theft*
- *Vandalism*

Lose your data by any
of these means and
you'll need your **offsite
backup to restore
your files**

Mobile workforce

A strong trend is the growth in mobile workers i.e., people travelling with their laptops or working on PCs remotely from their office. The data on their laptop or PC is generally out of the control of the business and not included in any company backup solution.

Datagard fits beautifully into this structure, allowing laptop or PC users to backup whenever they connect to the internet from any location. When a laptop or PC is stolen, lost or damaged, the data can then be restored immediately.

Web restore

Forgotten something? If you find yourself without a file you need access to, login via Datagard web restore with your username and password and have access to download what you need immediately over the internet. The web restore link is available from our website and you are welcome to add this to your website as well.

Online vs. traditional

Online backups offer several advantages. The main one is the disaster recovery offered by offsite storage but there are also several advantages in terms of ease of use.

- No capital outlay is required for purchasing new equipment.
- There are no ongoing media costs or staff costs, running costs are limited to paying a monthly fee.
- Setup and installation is a simple matter of downloading the software, and takes only a few minutes to set up.
- Data recovery is equally fast, as there is no searching for the right tape or waiting for IT staff to recover lost data.
- The backup process itself is completely automated which ensures that it gets done, and the backed up files can then be accessed by anyone with permission, allowing file sharing with traveling colleagues, clients, or home PCs.

Datagard product features

Pre sale 'Tour & Demo' & Post Sale 'Getting Started Wizard'

Pre-sale, the 'Tour & Demo' shows potential customers the features and simplicity of the interface.

Post-sale, the 'Getting Started Wizard' steps new users through the installation and set up process, with almost all of the options selected by default. This wizard walks the user through the steps of connecting to the backup server, configuring backup sets, creating a backup schedule and setting a secret encryption key.

FastBIT Incremental Backups

The most efficient backup technology available today, FastBIT technology can accurately extract only the changes that you've made to a file since your last backup. This efficiency is achieved by using the powerful FastBIT difference engine to identify and extract the binary-level differences on two versions of any file. On average, FastBIT backups are more than 6 times smaller and faster than similar block technologies, which translates to using only 1/6 of the bandwidth and server storage space.

Silent Mode

Datagard supports a Silent mode that will allow the program to run silently in the background without displaying any Windows or Task Bar icons.

Multiple Version Restoration

All Datagard users have instant access to restore any version of their data files. Although each incremental backup contains the small changed portions of the file, the server software has the capability of recovering any version of a file from the initial backup to the last incremental backup and EVERY version in between.

Automatic Online Upgrades

All version upgrades can be distributed to all end-users automatically after completing a backup. When new versions of the client software are available, the update patches can be placed on the server to allow client to automatically get updated to the latest version. All update patches are created with the same FastBIT technology to reduce transfer time. Upgrades happen seamlessly without any user intervention required.

Event Manager

If a scheduled backup is missed, the next time the computer is started the Event Manager will display the missed event and allow the user to immediately perform the missed event. If a backup fails to complete successfully, the Event Manager will try the backup again when the computer is restarted or Datagard is executed. If a backup fails due to a network problem, the Event Manager will prompt the user to complete the backup at a later date.

Email Notification

The client software can be configured to send an email to any user(s) upon any successful backup or a backup with errors or warnings. A summary of the attempt is sent in the body of the message and the complete log file may be attached as an option.

Backup Sets

Datagard features the ability to create an unlimited number of backup sets. Since backup sets can be scheduled to run independently, a user can configure multiple backup sets to run at different times. For example, a backup set containing all data files can be configured to run at the end of each week and another backup set containing a single database file can be configured to run multiple times per day. All file versions will still be immediately available for the user to restore.

Advanced Encryption

All data is stored in an encrypted format and all communications between the client and server are encrypted. Users can choose between DES, Triple-DES and Blowfish encryption algorithms. The software is available with exportable levels of encryption for International customers.

File Filters

Including or excluding files from the backup selection is possible with set filters that can be created manually or with an easy-to-use filter wizard. Filters can be created to include all data files on a users system to avoid hunting through a hard drive for all of the data files. Filters can easily be shared with any other users.

Enhanced Scheduling

Enhanced scheduling options have been added to the client software to help automate the backup process. The new scheduling capabilities allow users to configure backups at any time, multiple times per day or even before Windows shut down. Additionally, any third party scheduling application can be used to run the backup application by scheduling simple command line calls to run an automated backup.

System Tray Control

Upon installation, a small application is configured to run in your Windows System Tray - the Windows System Tray is located at the bottom right-hand corner of your computer screen. This application monitors the scheduling process and gives the end user quick access to a number of useful functions, including:

- Backup and Close - Run a backup and then close the application when finished.
- Backup and Logoff - Run a backup and logoff the system when finished.
- Backup and Shutdown - Run a backup and shutdown the system when finished.
- And more...

Configurable 3rd Party Tools

Datagard supports the ability to run any 3rd party application(s) before or after a backup or restore action. For instance Datagard can be configured to run a virus scanner before the backup and run a defragmentation utility after the backup. A virus scanner can also be configured to run after every restore process.

CPU Utilisation

Since the FastBIT technology leverages the CPU power to get the great file reductions, it can be taxing on the processor. Since some backups are done while the user is working on the system and some backups are done after hours, we allow the CPU utilization to be configured. Users can give the backup application all the processing power it needs, or make the backup application subordinate to other tasks.

Customised Toolbars

Datagard supplies useful toolbars for users. The toolbars can be customised and displayed based on the users' individual preference to quickly access commonly used functions.

Frequently Asked Questions about Datagard

What is an online backup service?

An Online Backup Service is an Internet-based service that allows computer users to routinely backup and recover their important data using a secure and trusted server on the Internet.

If you use your computer or computer network to create and save valuable data for business or personal reasons, you should make some type of backup of important data to prevent a total loss in the event of any kind of system failure or human error. Simple data backup can be done by saving data to multiple locations, copying the data from its original location to removable media, another hard drive, or another computer's hard drive on the network.

To make this task easier, specialised programs known as Backup Software exist to aid users in regularly making a backup copy of their data. Since some users are not interested in managing the tasks necessary for maintaining own backups, a new breed of backup software was created, known as Online Backup Software. Online Backup software is designed to routinely copy important files to a private, secure location on the Internet by securely transmitting data over existing Internet connection. If you have a working Internet connection on your computer or computer network, you can use Datagard's Online Backup Service to keep important files safe from disaster on a daily basis.

What is FastBIT backup?

The FastBIT patching process is the core technology behind our speedy backup service. The patching process involves the comparison of two different versions of the same file and extracting the differences between the files. When the differences are extracted from the two files, they are saved into a new file and compressed into what is known as a Patch. The patch file is often 85% to 99.9% smaller than the file which the patch was extracted from originally. In order to perform a FastBIT backup, the software has to backup the files 3 times: the first backup is a full, the next backup will perform an incremental, and the third performs the first FastBIT backup.

Why is FastBIT important?

If you are an end-user, the efficiency of FastBIT will dramatically reduce the time required to backup data from any network location, include slow dialup connections.

If you are the server administrator, FastBIT will minimise overall bandwidth utilization for a large installed base. FastBIT will also provide the most cost-effective method of storing ongoing file histories for every user. FastBIT backups can be 15 times smaller than the nearest competitor. That means Datagard will only need 10 Gigabytes for user data that would need up to 150 Gigabytes of storage using competitive software for the same amount of user data.

Should you also have a local backup?

It's up to you. We encourage people to do both local and remote backup for absolute protection. Users that want an added level of protection will perform local backups in addition to their online backup. Local backups can allow you to backup ALL of your files, while the online backup is a great way to automatically store your critical files off-site. When it comes to your important data, you can never be too safe. Since everyone has different needs, we sell a wide variety of backup software and services to help you find the one that best fits your needs. Visit www.spheritec.com.au to view all of our great backup and data protection products.

What platforms does Datagard support?

Datagard Backup includes client and server software. The client software can be installed on any Windows 98SE, Me, NT, 2000, 2003 (.NET) or XP computer. The Datagard Backup Client software communicates to the Datagard Server using the TCP/IP protocol. The Datagard Server software must be installed on a Windows 2000 or Windows 2003 (.NET) Server, and it must be accessible by the Datagard Clients.

How does the licensing work?

The client and server software are NOT sold separately. Since a Datagard Client must communicate with a Datagard Server, all of the licensing is controlled on the server. Licensing is managed on a "per computer" basis. This means a 10-user Datagard license will allow 10 computers to backup to the Datagard Server. These 10 licenses can be used in any combination, such as 10 users, each backing up only their local system or 2 users backing up 5 computers each, etc.

What is the Restoration Period?

Restoration period refers to the number of days each file backup is stored in the Datagard vault. Standard in all Datagard plans is 30 days. This means that any version of a data file can be restored by the user, back to a version of a file 30 days old.

Although each incremental backup only contains the small changed portions of the file, the server software has the capability of recovering any version of a file from the initial backup to the last incremental backup and EVERY version in between.

Example One: You may have cleaned up your desktop and deleted files that you thought you no longer needed. 3 weeks later you suddenly realize that you do need something from those files. Because this is within the 30 day restoration period, you can use Datagard to restore that specific file. If time had passed beyond 30 days, the file would no longer be available to restore.

Example Two: You are writing the annual business plan and are continually making changes. After a while you change your mind about some of the changes you have made and want to go back to a previous version of the document. Because this file is backed up by Datagard, you can choose which file version you would like to restore, going back as far as 30 days prior. Datagard restoration can be upgraded to 60 or 90 days. Log in to User Tools to upgrade your account.

Can I backup open and locked files?

In the case of many backup software programs, files and databases that are in use during the backup may not get backed up successfully because they are locked to prevent any other program from altering the data. To solve this problem, Datagard Online Backup can be used with the optional Datagard Open File Manager program to make sure that these open and locked files get backed up successfully.

Can I upgrade the amount of users using the original license?

Yes. You can increase the number of allowable users on your backup service by upgrading your Datagard license. After you sign up as a Datagard customer, login to the User Tools system. Here you can additional services, as well as update your contact and billing information.

Can we remotely manage our Datagard server administration?

Yes. With Datagard's new Remote Manager you can manage all of your Datagard Backup Servers from any central location. As an extension to Datagard Backup Server Configuration Manager, you can remotely manage and communicate with more than one backup server to create centralized management from anywhere in the world. Configure user access, display server status, search for account, review server logs and more.

Can you backup other platforms with Datagard Client software?

Datagard Client software will only run natively on Windows 98SE, Me, NT 4.0, 2000, 2003 (.NET) and XP. If you want to backup computers with other operating systems, it is possible. Here's how... Since the Datagard Client supports mapped network drives and the Network Neighborhood, it can backup data from any computer that is accessible via the network. A single Datagard Client can backup the local computer and any number of local or remote network computers using Datagard's powerful user interface.

Do you have a chart for Bandwidth requirements?

It's very difficult to analyse those requirements because of all the variables added by FastBIT. However, the basic formula is pretty simple. Take the expected size, in MB's, of the data you might see in a day, divide it by the amount of seconds in the day and divide that number by 8 to obtain MB/Sec Bandwidth. This will result in the required bandwidth (MB/Sec) needed to sustain 100% load throughout the day.

Example: Let's say we have 500 users sending us an average of 600MB per month (this is about average for Datagard users), then the formula follows:

$$600\text{MB} * 500\text{Users} = 300000\text{MB (300GB)} / 30\text{days (per month)} = 10000\text{MB Per Day (10GB)} / 86400\text{seconds (1 day)} = 115.74\text{Kb/sec} * 8 \text{ (to convert to MB/Sec)} = .93\text{MB/Sec or about 61\% of a full T1.}$$

Of course, this assumes that you have full saturation throughout the day, which isn't going to happen. It typically gets a bit peaky around noon and around midnight, so to accommodate the mean, you should probably have a 30% overhead, which in the above case, would translate to just about a full T1 (1.5MB/Sec).

Does it make sense to use online backup if we have a slow internet connection?

Depending on the speed of your connection and the size of your backup, your initial backup over the Internet may take several hours. Many people with large backup sizes and slower Internet connections will often run their first backup over the weekend.

Once the first backup is completed, each subsequent backup is usually a small amount of data that can be backed up in just minutes over a slower dialup connection.

Our software can also resume a cancelled backup, so you can start the backup during your slow times and cancel it during your busy times. The next time you start the backup, it will pick up from where it was cancelled until the entire backup is complete.

How do we cancel our online backup service?

We never like to see anyone cancel their online service, but in the event you must cancel your service, please notify us in writing, received by us not less than seven days before your regular billing date in which case we will not issue any invoice for any period after the end of your then current billing cycle.

You may also call us on 1300 130 110 to speak with someone regarding the cancellation of your online backup service.

How do we upgrade licensing for an increased number of online backup service users?

Since the Datagard Server manages all the licensing, any changes in licensing must be done on the system running the Datagard software, in the Backup Server Configuration Manager.

How do we delete files from the Backup server?

In order to control how much data is stored on the online backup server, your online backup software allows you to view all of the data stored on the server and selectively remove files from the server. To view the data stored under your account, run your online backup software and click on the folder tab labeled "Restore".

In the left windowpane, Right-Click on the Desktop icon and select "Get Volume List from Server". This will show you each computer that has been backed up to your account. Now you can navigate the folders to see what data is stored on the server.

To delete files, click on the button with the Red "X" to enable the Delete Files mode. Mark any files you wish to delete by clicking your mouse in the empty box next to the file(s) you wish to delete. Click the "Delete Files Now" to issue the command to delete the selected files from the server.

WARNING: Once a file is deleted from the server, it can no longer be restored.

What is the secret key?

The secret key is a special text string used to encrypt all data that is stored on the server. The secret key can be changed at any time in between backups or restores. If the secret key is forgotten or lost, the Backup Server administrator may not be able to recover the data on the server.

If we change our secret key, can we still restore old data?

When you change the secret key, the previous secret key (and all keys before it if any) is encrypted together using the latest secret key. This way, you need only remember the latest key and do not have to be troubled with remembering, potentially, many keys from past changes.

What do we do if there is trouble connecting to the server or performing a backup?

Contact your Service Provider's support department. If you are utilizing Datagard Online Backup Service, call our technical support group for assistance during normal business hours. You can also view the technical support section of our web site for some helpful information.

What files should we select?

Since your entire hard drive is likely to be much larger than the amount of storage you have purchased on the backup server, you should be selective in the files that you choose for backup.

In general, you can avoid backing up any programs that you can reinstall from a purchased CD, such as Microsoft Office (Word, Excel, etc.).

Why pay for storage for "stuff" you can easily re-install? Try to focus your selection on things like your "My Documents", "My Pictures" or "My Music" folders and data files of your important programs like accounting, income tax, contact management, etc. Your online backup software comes with predefined filters, which allow you to automatically select categories of files without knowing where all the files are located.

Check the online help for Filters to learn how they can be used.

What happens if we exceed my quota?

In most cases, your account will not allow you to exceed your paid storage quota on the backup server.

You will be notified when you approach and reach your limit with the option to upgrade. After you sign up as a Datagard customer, login to the User Tools system. Here you can upgrade your account, add additional services, as well as update your contact and billing information.

What is the personal recovery CD?

The Personal Recovery CD is a service that offers copies of all your data from our servers onto CD(s).

This allows you to restore the archive of your data from a CD without requiring an Internet connection.

This is great for keeping long-term archives of your data or restoring large amounts of data without connecting over a slow Internet connection. This service costs \$35 per CD.

For additional support, please contact support@datagard.com.au or call us on 1300 130 110

More about Spheritec

Spheritec provide the backend systems to support Datagard. We are a Sydney-based business, with our operations located in Brisbane.

Spheritec was formed by a small team of executives with extensive backgrounds in IT and telecommunications. You can find out more about us from our website www.spheritec.com.au

We wish you all the best in selling Datagard.