



Backup Express Pty. Ltd.

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## Frequently Asked Questions (FAQ)

### 1. What is Backup Express?

Backup Express is an Internet-based service that allows computer users to regularly backup their important data to our secure servers via the Internet.

If you use your computer to create and save valuable data for business or personal reasons, you should make some type of backup of your 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 your data to multiple locations, copying the data from its original location to removable media (CD, DVD), another hard drive, or another computer's hard drive on the network. More sophisticated backup methods use tape drives of various capacities.

In today's busy working environments, many users have difficulty in managing the tasks necessary for maintaining their own backups, in particular the discipline of maintaining a reliable off-site backup.

Backup Express is designed to routinely copy your important files to a private, secure location on the Internet by securely transmitting your data over your existing Internet connection.

If you have a working Internet connection on your computer, you can use Backup Express to keep your important files safe from disaster on a daily basis.

### 2. How secure is Backup Express?

Backup Express uses 448-bit Blowfish encryption. This is several times stronger than the encryption used by most Online Banking Systems and can be considered to be close to military-strength.

### 3. Is Backup Express fast enough to use with my Internet link ?

You'll be impressed by the speed of Backup Express. The use of file compression, and in particular our advanced FastBIT file patching technology, makes Backup Express perfectly useable even on slower internet links. If you want to check this for yourself feel free to sign up for a free 14-day trial.



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#### 4. **What is a FastBIT backup?**

The FastBIT (Fast Binary Incremental Technology) patching process is the core technology behind Backup Express. 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 from which the patch was extracted.

In order to perform a FastBIT backup, the software has to backup the files 3 times: the first backup is a full backup (transfers all files), the next backup will perform an incremental backup (transfers new or changed files in their entirety), and the third and subsequent backups perform FastBIT backups (transfers only the changed portions of files).

The efficiency of FastBIT will dramatically reduce the time required to backup your data from any network location, include slow dialup connections.

FastBIT backups can be 15 times smaller than competing backup methods. That means (for example) that you might use only 10 Gigabytes of server storage for data that would need up to 150 Gigabytes of storage using other storage methods.

FastBIT makes it possible for Backup Express to provide access to previous versions of your files without consuming a large amount of storage space, since our server stores a series of patches that allow these older versions to be recreated at will, rather than having to store each version separately.

#### 5. **Does it make sense to use Backup Express if I have a slow Internet connection?**

You can use Backup Express effectively over pretty much any internet connection, although a fast connection makes it easier to get started. Depending on the speed of your connection and the size of your backup, your initial backup over the Internet may take several hours or even longer. Many people with large backup sizes or 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 a reasonable time even over a dialup connection.

Backup Express can also resume a canceled 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 canceled until the entire backup is complete.



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#### 6. How much will Backup Express cost me?

A small fraction of the cost of replacing your data !

Seriously, the pricing is designed to be attractive to both small and large businesses. Pricing is based on the amount of storage space allocated to you on the Backup Express servers, and is charged to you monthly (or annually at your request).

We offer a number of plans with varying amounts of server storage space. So you can choose a plan to suit your needs. A small one-man business may be able to get by with the smallest plan. Larger organizations can purchase as much space as they need. Our servers have plenty of space for everyone !

You can change plans at any time so your Backup Express service can grow with you.

Your monthly cost is not affected by the amount of data you transfer, or the frequency with which you perform backups.

#### 7. What files should I select?

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

#### 8. Can I backup my email, contacts and calendar ?

Yes. If you want to include your email, contacts, calendar data in the backup then you will need to include those files as well. The following may assist you:

**Microsoft Outlook Express** (the free email program included with Windows) stores its data in the following location (running on Windows 2000 or XP):

C:\Documents and Settings\username\Local Settings\Identities\IDENTITYNAME\Microsoft\Outlook Express.

This folder will contain many files. Include the entire 'Outlook Express' folder in the backup selection.

**Microsoft Outlook** (included as part of the Microsoft Office Suite) stores all of its data in a single file with a .pst extension. The default location for this file (running on Windows 2000 or XP) is:

C:\Documents and Settings\username\Local Settings\Application Data\Microsoft\Outlook.



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Find the .pst file(s) and include it/them in the backup selection.

**9. What happens if I exceed my quota?**

In most cases, Backup Express will allow you to complete the current backup even if it slightly exceeds your paid storage quota on the backup server. If you exceed your quota, a message will pop up on your screen to notify you that you have exceeded your quota and you will be required to either remove some information or contact our support team to upgrade your Backup Express plan.

**10. Should I also have a local backup in addition to Backup Express?**

It's up to you. We believe it is better to err on the side of caution, and we encourage people to do both local and remote backups for absolute protection. When it comes to your important data, you can never be too safe.

Since everyone has different needs, you'll find a wide variety of internal backup software and services available to help you find the one that best fits your needs.

We offer a high-quality service, but we do not accept ultimate responsibility for your data, just as the manufacturer of a tape drive or a backup tape will not accept responsibility for loss of data if their device malfunctions. See our 'Terms and Conditions' for more details.

**11. How easy is the system to setup, and can I do it myself?**

In most cases you can certainly do this yourself – the product is designed to be extremely simple to use. Our Installation Guide is designed to be used by 'ordinary people', not I.T. experts.

Exceptions might include (a) you operate a domain controller and want to backup the Active Directory database, (b) you run a mail server and want to backup your mail store (especially if you run Microsoft Exchange), (c) you have difficulty identifying where all your critical files are stored. If you need any assistance we are always more than happy to help, either via phone/email or by visiting you.

**12. What is a Recovery DVD?**

A Recovery DVD is a DVD provided by us at your request which contains the data stored in your account. Several DVDs may be required depending on the data size.

This is great for keeping long-term archives of your data or restoring large amounts of data (for example onto a replacement computer) without connecting over your Internet connection.

The data on the DVDs is encrypted just as it is on our server and thus still requires your client software and your secret key to restore it to your computer.



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**13. Can I backup open and locked files with the Backup Express software?**

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, Backup Express can be used with the optional Open File Manager to make sure that these open and locked files get backed up successfully.

**14. Can I backup Active Directory with Backup Express?**

Yes. One way to do this is to use NTBackup to backup the 'systemstate' to a file, and then backup this file using Backup Express. We are happy to assist you with this if necessary.

**15. Can I backup Microsoft Exchange Server with Backup Express?**

Yes. Exchange Server holds its data files open all the time, but there are two methods you can use to backup the information store. One way is to use the optional Open Files Manager (see above). The other way is to use NTBackup to backup the information store to a file, and then backup this file using Backup Express. We are happy to assist you with this if necessary.

Remember that Exchange relies heavily on Active Directory. Therefore it is highly recommended that you also backup the Active directory database.

**16. How much storage space do I need to purchase?**

Start by calculating the amount of data you want to backup. You can do this by either using Windows Explorer to find the sizes of the relevant files and folders, or by installing the Backup Express software and making your file selections. The software will then report the total size.

The first full backup will usually require less space than the sum of your files, due to the compression built into the system. Typically the first full backup will require approx 50% to 75% of your total data size.

In the longer term, to ensure that you have enough space for storing previous versions, we recommend that you purchase approximately double the space that you calculated above. Users who select a long (6 month) Restore Window and who make large changes to files very frequently may find they need more space, perhaps up to 3 times the amount that you calculated above.

This is only a rough rule, and remember that you can easily increase your allocated space at any time, so don't feel pressured into buying more space than you need.



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#### 17. What is the Restore Window?

A key feature of Backup Express that separates it from 'domestic' class services is the way it stores previous versions of your files, and allows you to restore not just the most recently backed-up version but older versions of the file as well.

The previous versions are stored very efficiently but, of course, storing previous versions does consume some extra storage space. This is why we suggest that you purchase a storage quota approximately double the amount of data you want to back up.

We allow you to specify how long you want your previous versions stored for. This is what we call the 'Restore Window'. A longer Restore Window will consume more storage space, and everyone has their own preference. You may choose a 'Restore Window' of just 1 month, or 3 months, or 6 months.

You can change your 'Restore Window' at any time just by submitting a request to our support staff.

#### 18. How long does it take to perform a backup using Backup Express?

Your first backup will take the longest, since all of your selected data needs to be uploaded. You should not attempt to configure an automated backup until you have completed your first full backup.

Once the first backup has been performed, the following incremental backups will usually be quite fast because they are uploading only new files and changes to existing files. If the incremental backups are performed nightly you can expect them to take between 5 to 30 minutes in most cases.

It is useful to perform some rough calculations to determine how long the first backup might take.

(1) Check the size of your backup set. The Backup Express software will show you this after you have made your selections.

(2) Ascertain the UPLOAD speed of your internet connection. Most broadband technologies will specify a DOWNLOAD speed (data coming into your office – Web Browsing etc) and an UPLOAD speed (data leaving your office – outgoing email and Backup Express). For example, an ADSL service labeled 1500/256 has a download speed of 1500kbps and an upload speed of 256kbps.

Here is a rough guide to help you determine the quantity of data you can upload at various speeds:

Upload speed	Overnight (5pm – 8am)	Weekend (5pm Friday – 8am Monday)
33kbps (dial-up modem)	170 MBytes	700 MBytes
64kbps (low-end ADSL)	325 MBytes	1.4 GBytes
128kbps (ADSL and cable)	650 MBytes	2.8 GBytes
256kbps (ADSL)	1.3 GBytes	5.5 GBytes



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512kbps (ADSL)	2.6 GBytes	11 GBytes
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You can pause and resume this backup at any time. Very often you will find that you can allow the backup to continue throughout the working day without adversely affecting the internet speed perceived by your users.

#### 19. What platforms are supported?

Backup Express can be installed on any Windows 98SE, Me, NT, 2000, 2003 (.NET) or XP computer. The software communicates using the TCP/IP protocol.

#### 20. Can I backup other platforms with Backup Express?

If you want to backup computers with other operating systems, it is possible. Since the client software supports mapped network drives and the Network Neighborhood, it can backup data from any computer that is accessible via the network, regardless of the Operating system running on that computer. A single Backup Express client can backup the local computer and any number of local or remote network computers.

#### 21. What if I change my computer or workgroup name?

Your computer and workgroup name is an important part of the backup process. If you change your computer or workgroup name you will need to contact Backup Express Technical Support and have us delete all the data from your account. You will then need to send your full backup again.

If you replace your computer, we advise that you give it the same computer and workgroup names as your original machine.

#### 22. How can I delete files from the Backup server?

In order to control how much data is stored on the Backup Express server, your Backup Express 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 Backup Express software and click on the folder tab labeled "Restore". In the left window pane, 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.



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**23. Most permanent internet connections are billed according to data usage. How will Backup Express affect the billing from my ISP?**

Check this with your ISP. Most ISPs charge according to downloaded data, not uploaded data. In this case you will pay nothing to the ISP for the data uploaded to our server. Some ISPs will bill you for uploaded data if it exceeds a certain percentage of the downloaded data.

In any case, most modern broadband plans include very generous data allowances, so in most cases this will not be a problem.

NB – At the time of writing, we are aware that Australia's Bigpond charges for uploaded data on all of their metered plans, so if you use Bigpond you might want to consider switching to an unlimited data plan to avoid an unpleasant surprise on your next bill.

**24. How does the licensing work?**

The Backup Express software is freely downloadable. Your Backup Express account will allow one computer to use your account for backup and restore. Usually this would be your office server. If you want to backup more than one computer, we recommend purchasing a separate account for each computer. We offer attractively discounted 'Multiple Account' pricing to make this very affordable.

**25. What is the secret key?**

The secret key is a special text string used to encrypt all data that is stored on the server. By default, when your account is created, your secret key will be the same as your account password. You can choose to use a different secret key instead of your account password. The secret key can be changed at any time in between backups or restores.

If your secret key is forgotten or lost, we can help you to recover to recover the data on the server as long as you have not requested that we disable the administrative override key. If your secret key is lost and administrative override has been disabled there is absolutely no way to recover the data on the backup server.

**26. If I change my secret key, can I still restore old data?**

When you change the secret key, the previous secret key (and all keys before it if any) are 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.