

PhonePad Automatic Backup User Guide



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PhonePad Automatic Backup

User Guide

by Cybercom Software

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1 Welcome

1.1 Introduction

Welcome to the PhonePad Automatic Backup system: AutoBackup.

As you probably already know, computers can sometimes be unpredictable. Hardware can often fail without warning. At the very least this can be hugely inconvenient as you lose time until the computer is repaired. But sometimes the result can be more serious, like loss or corruption of important data. That's why it's important to make regular backups of your data. If you haven't yet lost your data, it's only a matter of time.

AutoBackup takes the hassle out of remembering to regularly back up your PhonePad data. It's a simple matter of "set and forget". Install AutoBackup, configure how often you want to backup your data, and then you can forget about it.

1.2 AutoBackup and AutoBackup Manager

You may have noticed that the PhonePad Automatic Backup system consists of two applications: AutoBackup and AutoBackup Manager.

AutoBackup

AutoBackup is installed and run as a Windows service. It is the application that actually performs the automatic backups. As long as the server or Host computer is running, AutoBackup will be running. And the best thing is the computer does not need to be logged in.

AutoBackup Manager

As AutoBackup doesn't have a user interface, this is handled by AutoBackup Manager (it allows you to "manage" AutoBackup).

1.3 Backup Strategy

How often you back up really depends on how much data you can afford to lose. If you can't afford to lose any data then it would be a good idea to backup your data every day.

It is recommended that you automatically back up your data to a folder located on a hard drive. If you have a second hard drive on the server or Host computer that would be a better option than backing up to the same hard drive your PhonePad data is installed on. If you can backup to the hard drive on another computer that would be even better.

Automatically backing up directly to a CD or DVD burner is not a good idea as it will adversely affect performance, unless you do your automatic backups outside of work hours. You are better off automatically backing up to a folder on the hard drive and then burning a copy of the backups (eg. once per week) to removable media such as a DVD burner or copying it to a USB drive.

You may find that automatically backing up to a USB drive is fast enough to be a good option. High capacity USB drives can hold a lot of backups.

Working With Existing Backup Systems

If you have a backup system (eg. tape backup) that automatically backs your server up each night, then you should get it to backup the backup folder rather than the data folder. You'll probably find that your backup system won't be able to backup the data folder because of system locks on some of the data files. This can occur if PhonePad is being used while the backup is being performed, or if users haven't logged out. The PhonePad Automatic Backup system doesn't have this problem as the backup functionality is built into the internal database engine and can still perform backups with these locks in place.

The Problem With Backing Up to the Same Hard Drive

Having backup files protects you from data loss due to corrupted data, accidentally deleted data, etc. You can easily restore data from your backups files should the need arise.

But having your backup data located on the same hard drive as your data folder has its problems. Imagine your data becomes damaged due to a software or hardware fault. There is a danger that the same thing could happen to all of your backup data if it's on the same hard drive.

Storing your backup data on another hard drive on the same server or host computer is a better option, unless of course something happens to the server such as fire or theft. You could backup to a hard drive on another computer in your office to minimize the risk. However, the best option is to store your backups on portable media and keep it offsite, or at least in a safe.

What Level of Backup?

The level of protection you decide you use is dependant on cost and amount of risk you're willing to accept.

	Storage	Pros	Cons
Level 1	Storing backup data on same hard drive.	Protects against some corruption and other damage, such as accidental deletion.	Won't protect you if your hard drive fails (most drives eventually fail).
Level 2	Storing backup data on another hard drive (not partition) on the same server.	Will most likely protect you against problems such as a failure of the other hard drive.	Won't help if there is a catastrophic failure on the server, or if the server is damaged by fire, flood or is stolen.
Level 3	Storing backup data on another computer/server.	This will protect you from a total failure of the other server.	Still won't help though if there is fire, theft. etc.
Level 4	Storing your backup data offsite.	This will protect you from most problems.	Won't help if the Earth is hit by an asteroid. Then again, I think we will all be worrying about other things.

2 Getting Started

There are a few steps you need to do to get AutoBackup up and running:

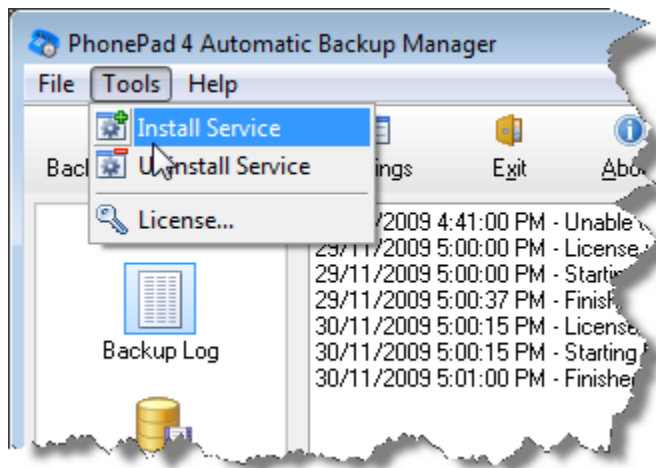
1. License AutoBackup.
2. Install the AutoBackup service.
3. Specify the folder settings.
4. Set your backup schedule.

2.1 Service Installation

2.1.1 Installing AutoBackup

AutoBackup is a Windows service. When you install the PhonePad Automatic Backup System, AutoBackup is installed on your server or Host computer, but it's not actually installed as a service. To install the AutoBackup service:

- Select **Install Service** from the **Tools** menu.



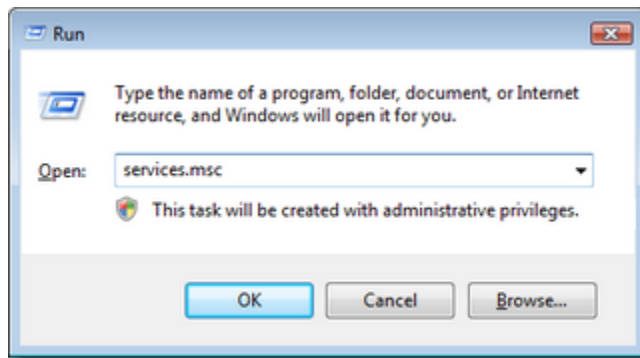
2.1.2 Is AutoBackup Running?

You can check to see if AutoBackup is running by following these steps:

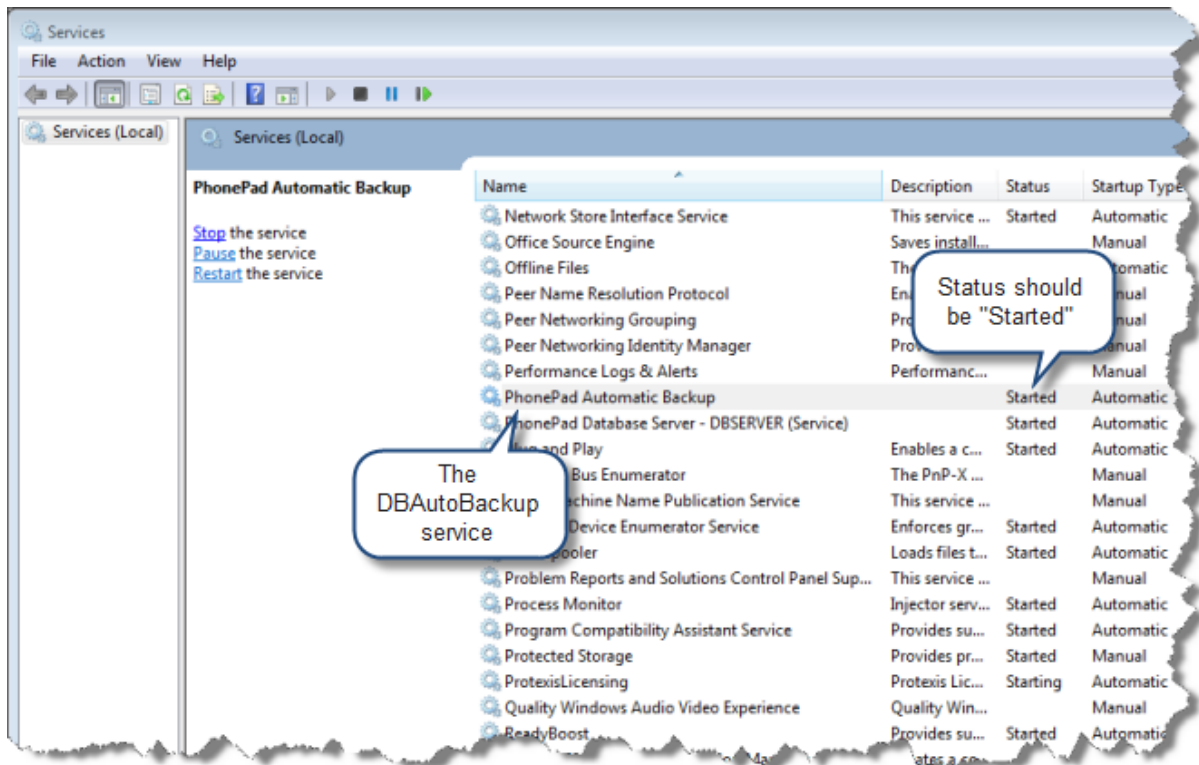
1. Hold down the Windows key and press <R>.



2. The **Run** window will appear. Enter **services.msc** and click **OK**.



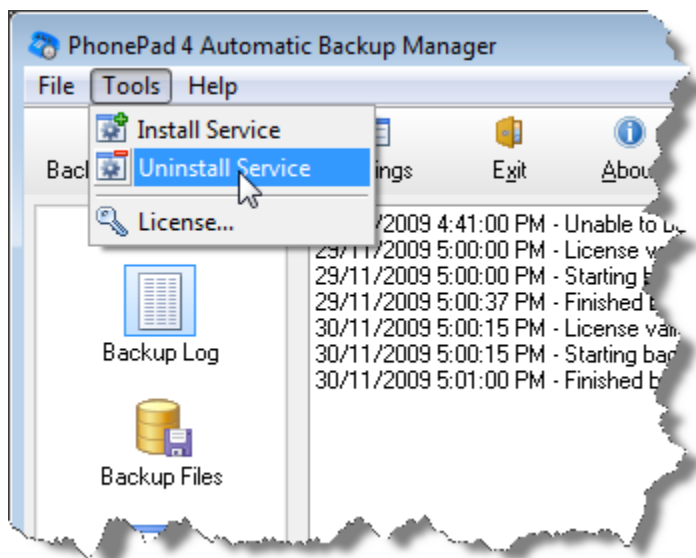
3. The **Services** window will be displayed. If everything has been done correctly, **PhonePad Automatic Backup** should be listed as one of the services. It should have a status of **Started**.



2.1.3 Uninstalling AutoBackup

You will need to uninstall the AutoBackup service before you upgrade to a new version. To uninstall the AutoBackup service:

- Select **Uninstall Service** from the **Tools** menu.



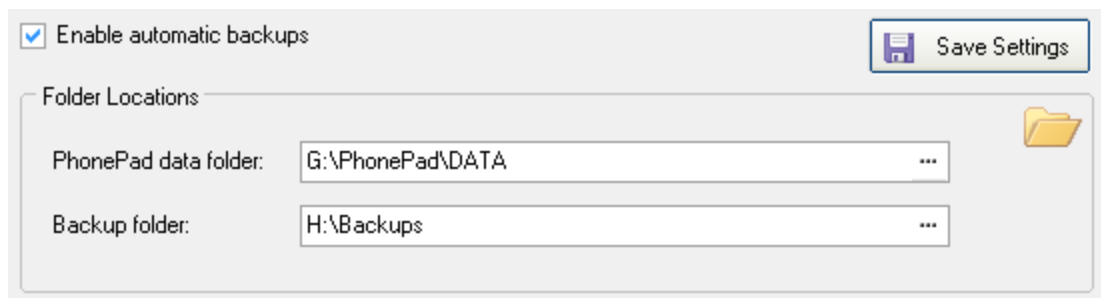
2.2 Folder Settings

You need to tell AutoBackup where the PhonePad data folder is located. You also need to let it know where you want your backups saved (see Backup Strategy for more information).

1. Select **Settings**.



2. Enter the location of your **PhonePad data folder** and your **Backup folder**.



3. Click the **Save Settings** button.

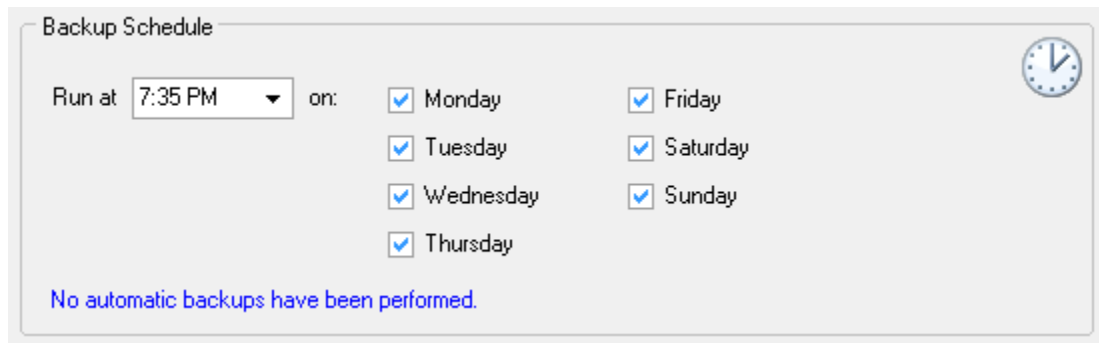
2.3 Backup Schedule

You can specify how often you want to backup your PhonePad data.

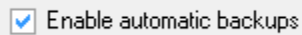
1. Select **Settings**.



2. Set the time you want the backups to run. Normally this would be after hours but AutoBackup can perform backups while PhonePad is being used.



3. Select the days you want the backups to run.
4. Check the **Enabled Automatic Backups** checkbox.

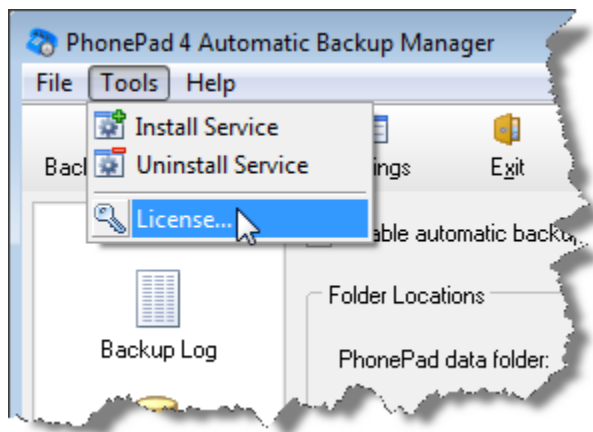


5. Click the **Save Settings** button.

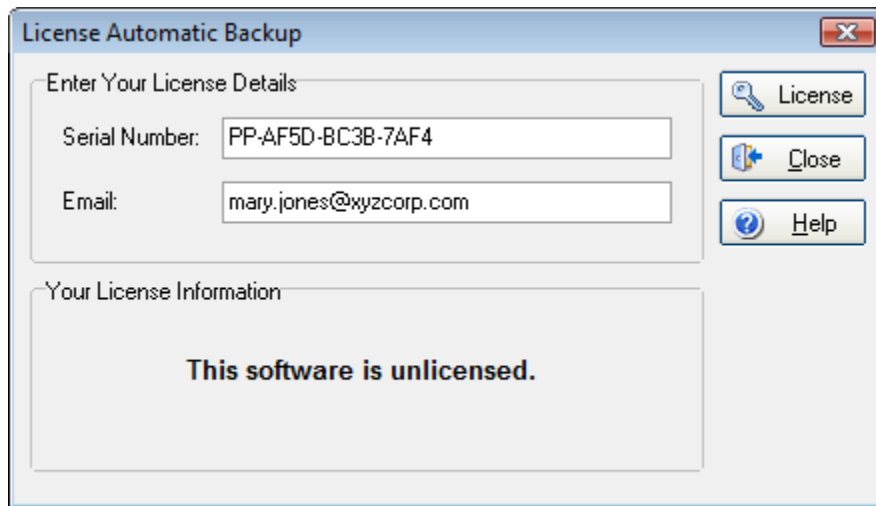
2.4 License AutoBackup

Before you can start performing automatic backups you need to license your copy.

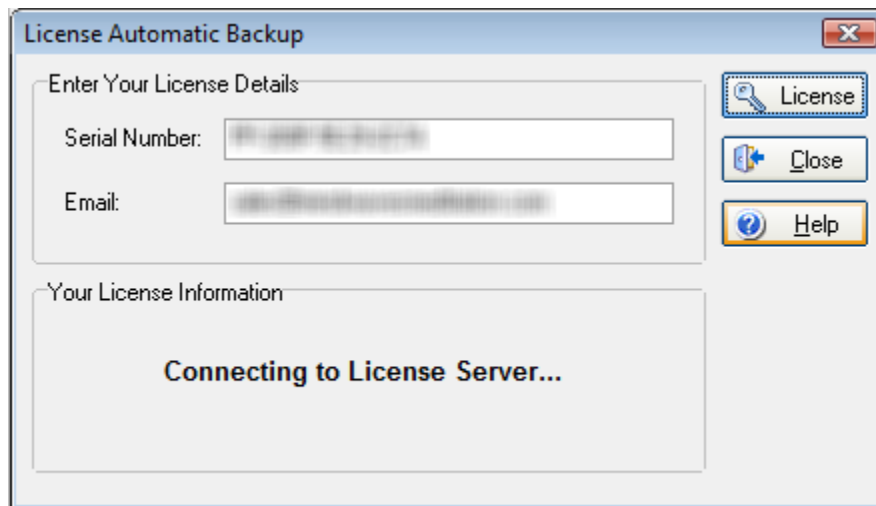
1. Select **License** from the **Tools** menu.



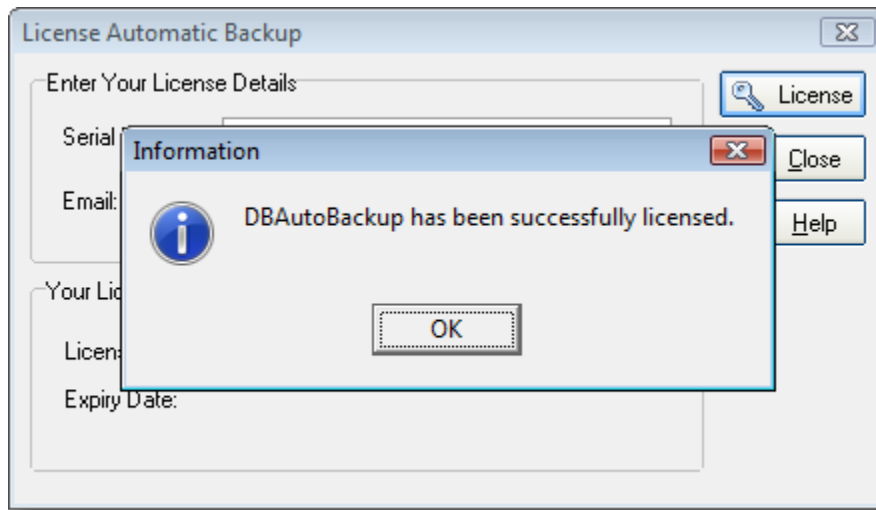
2. Enter the **Serial Number** you received when you purchased AutoBackup.



3. Enter the **Email Address** you provided when you purchased AutoBackup.
4. Click the **License** button.
5. AutoBackup Manager will attempt to connect to the PhonePad license server and download your license. If you have a firewall installed you may need to allow AutoBackup Manager to connect.



6. If everything goes well you should get this message within a minute or so.

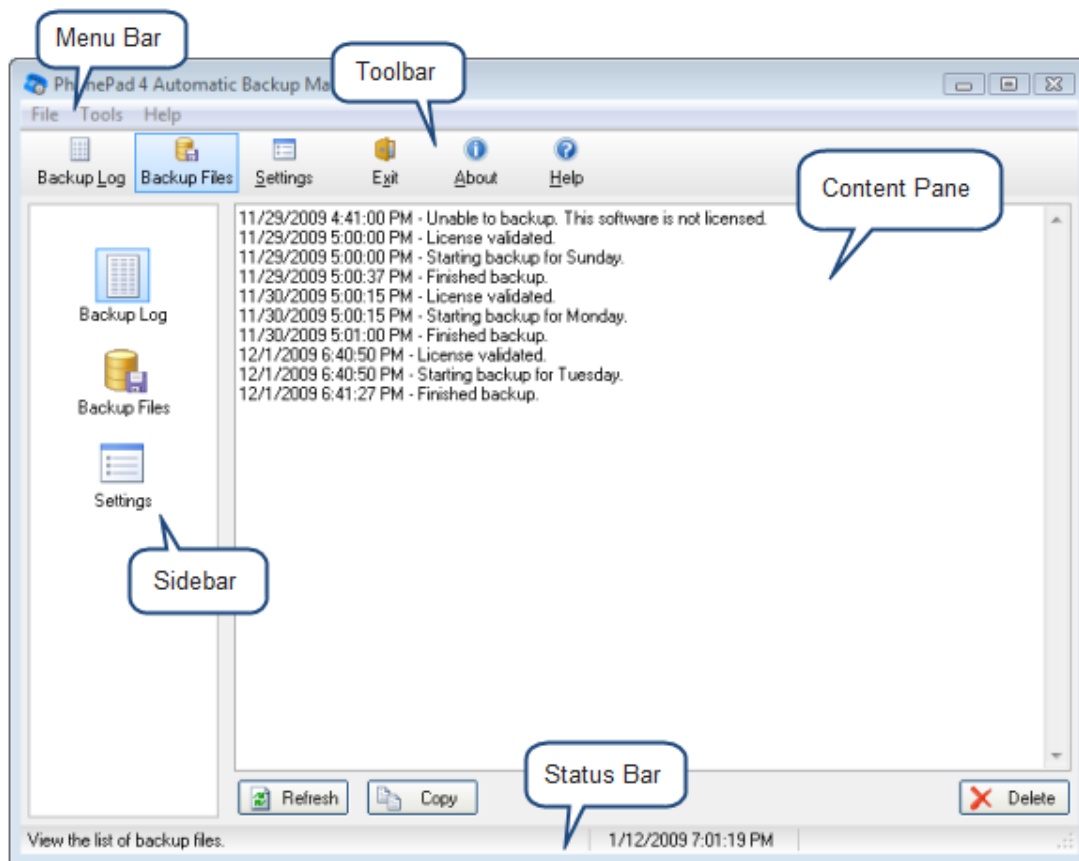


7. Your license information should be displayed.

3 Using AutoBackup Manager

3.1 Main Screen

AutoBackup Manager's main screen consists of a menu bar, toolbar, sidebar, status bar and the content pane.



The content area will vary, depending on which toolbar, sidebar or menu option is selected.

File menu

- Backup Log* Displays the AutoBackup log.
- Backup Files* Displays a list of all backup files.
- Settings* Displays backup settings, including folders and backup schedule.
- Exit* Closes the AutoBackup Manager application.

Tools menu

- Install Service* Installs and runs the AutoBackup service.
- Uninstall Service* Stop and uninstalls the AutoBackup service.
- License* License AutoBackup.

Help menu

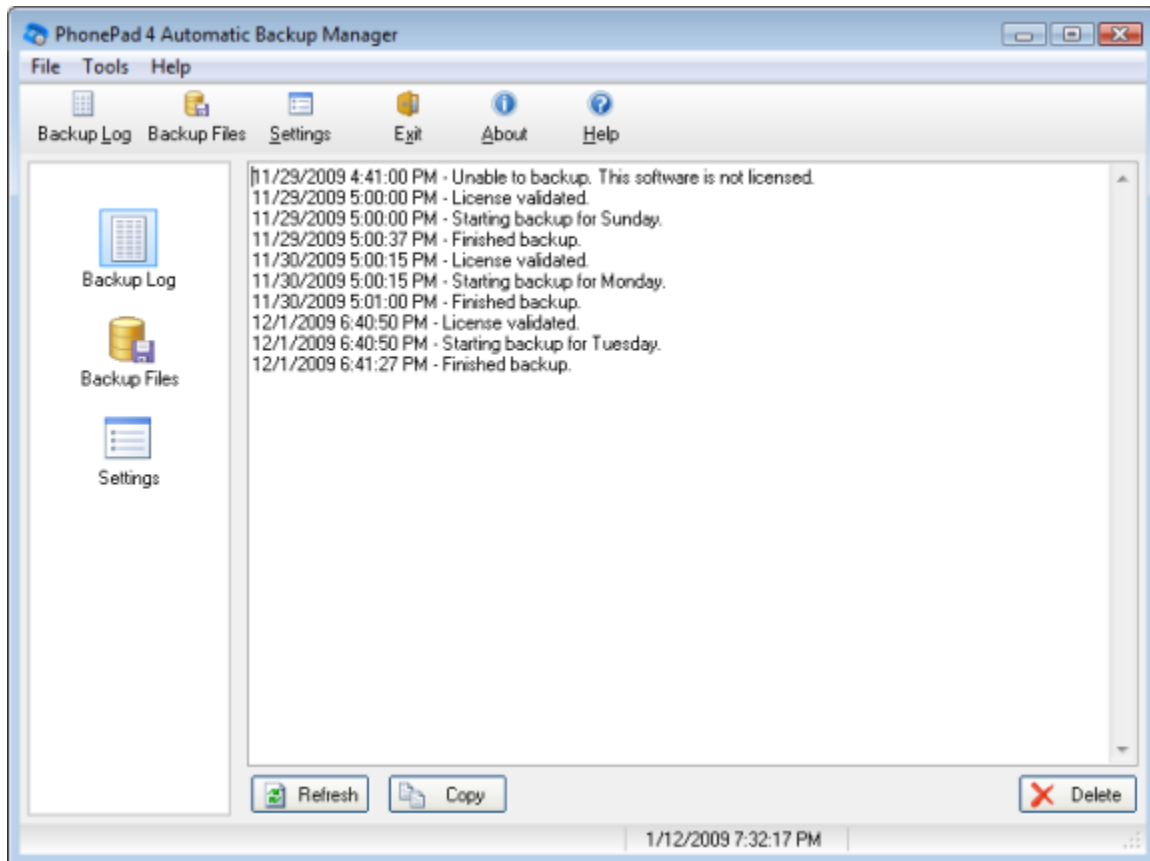
- Help* Displays online help.

[About](#)

Displays information about this application.

3.2 Backup Log

If you have the *Log Backup Activity* option selected, AutoBackup will log all backup activity which you can view on this screen.



[Refresh](#)

Refreshes the backup log.

[Copy](#)

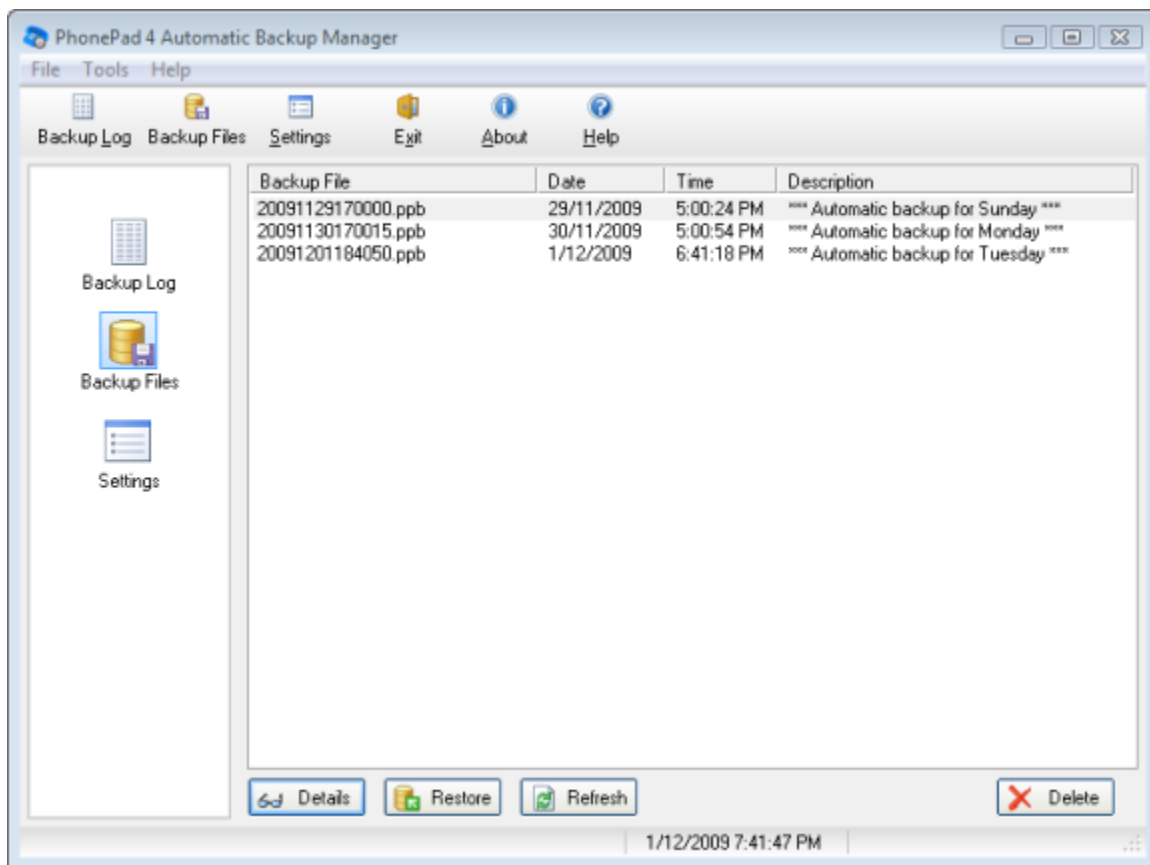
Copies the backup log to the Windows clipboard.

[Delete](#)

Deletes the backup log.

3.3 Backup Files

The *Backup Files* screen displays all backup files in the folder you specified as the backup folder (under Settings).

**Details**

Displays details of the backup, including the files that were backed up (see below).

Restore

Restores the selected backup. Note: PhonePad users need to be logged out before you can restore data.

Refresh

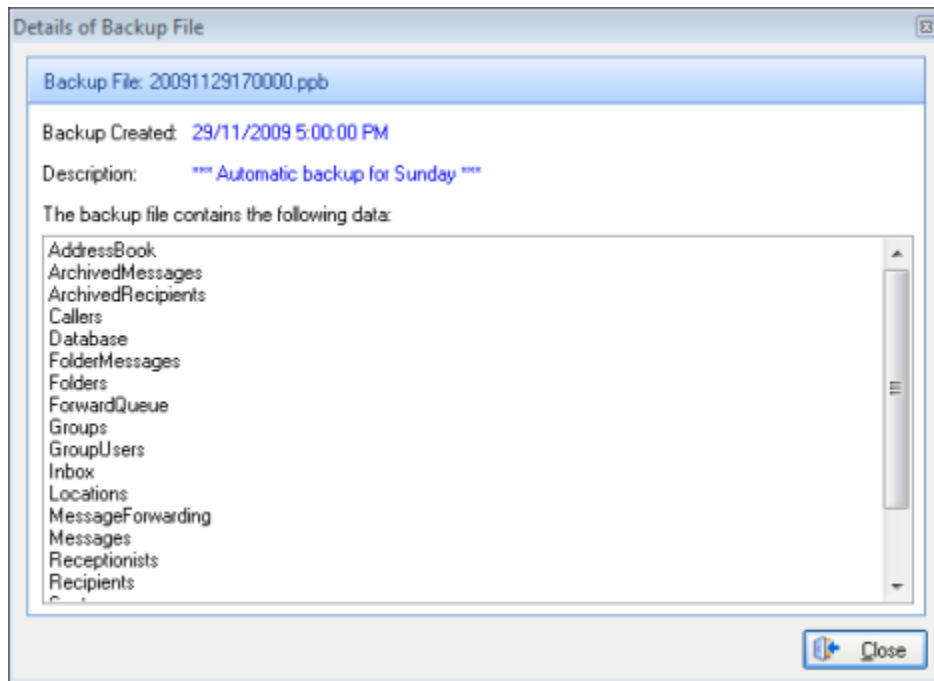
Refreshes the list of backup files.

Delete

Deletes the selected backup file.

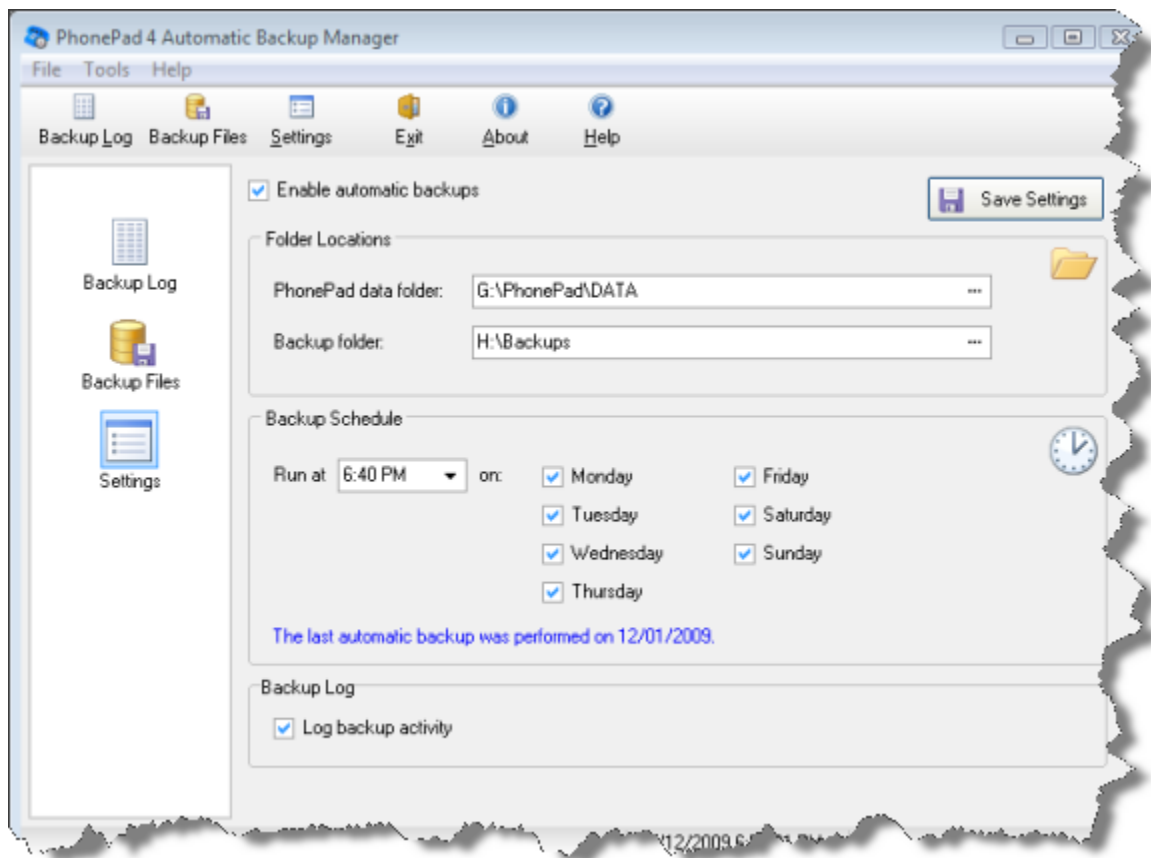
Backup Details

The Details screen shows information about the selected backup file.



3.4 Settings

The *Settings* screen is where you control the AutoBackup service. Any changes you make here will be processed by the service.



Enable Automatic Backups

When checked, the AutoBackup service will perform automatic backups based on the *Backup Schedule*. Uncheck this checkbox to disable automatic backups.

PhonePad Data Folder

Specifies the location of your PhonePad data.

Backup Folder

Specifies where you want your backups stored. Refer to Backup Strategy for suggestions.

Run at

Specifies the time you want the backups to be done.

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Backups will be performed on the days that are checked.

Log Backup Activity

When checked, all automatic backup activity will be logged.

Save Settings

Click the *Save Settings* button to save your changes.

3.5 Support

Please visit our Support page for support options.

<http://www.cybercom-software.com/support.htm>

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