

PhonePad Automatic Backup User Guide



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PhonePad Automatic Backup

User Guide

by Cybercom Software

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Welcome

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 before you do.

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.

You may already have your own backup system but many backup systems can only backup files that are not being used. If the files are being used at the time the backup process runs, your files will not be backed up. PhonePad's AutoBackup can actually back up your PhonePad data while it is still in use!

Although AutoBackup is primarily used for automatic backups, you can also perform a manual backup at any time. And if you need to restore your data it's a simple matter of clicking a button.

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 doesn't even need to be logged in.

AutoBackup Manager

As AutoBackup itself doesn't have a user interface, this is handled by AutoBackup Manager (it allows you to "manage" AutoBackup). This is where you tell the AutoBackup service how you want to back up your data, at what time, etc.

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 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.

So the ideal solution is to have AutoBackup back up your PhonePad data to another location which can then be picked up by your regular backup system.

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	This will protect you from a total	Still won't help though if there is

	another computer/server.	failure of the other server.	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.

Getting Started

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

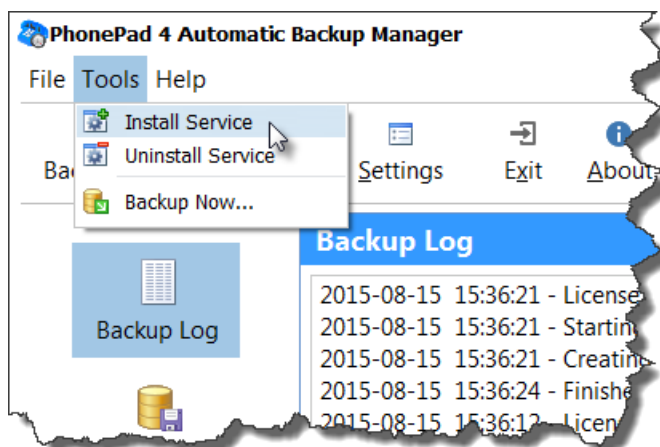
1. License AutoBackup.
2. Install the AutoBackup service.
3. Specify the folder settings.
4. Set your backup schedule.

Service Installation

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 the service hasn't yet been installed. To install the AutoBackup service follow this simple step:

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

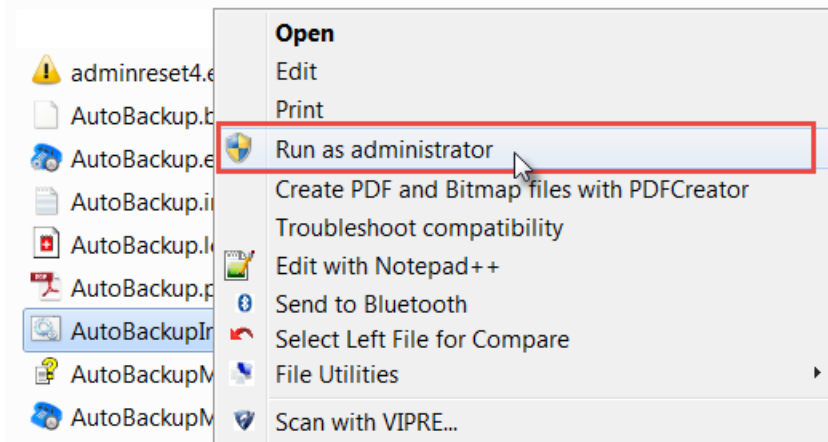


Depending on your Windows permissions, you may need to do this using an account with full Administrator

access.

If you get an Access Denied error then it means you don't have sufficient permissions. If that happens, try the following:

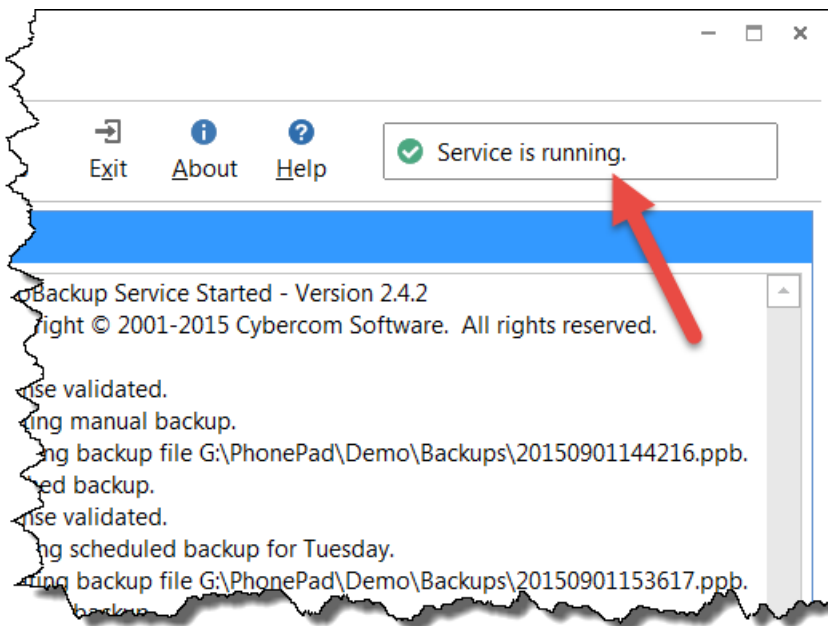
1. Using Windows Explorer (*not* Internet Explorer), go to the folder you installed *AutoBackup* in.
2. Right-click on the file *AutoBackupInstall* and select *Run as Administrator* from the popup menu.



3. If you still get an error message then you will need to install the service using an Administrator account.

Is AutoBackup Running?

The AutoBackup service's status is displayed in the main window of AutoBackup Manager.

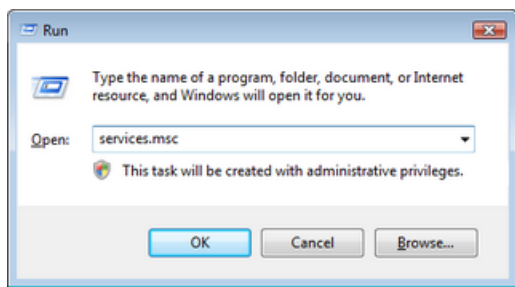


You can also manually check to see if AutoBackup is running by following these steps:

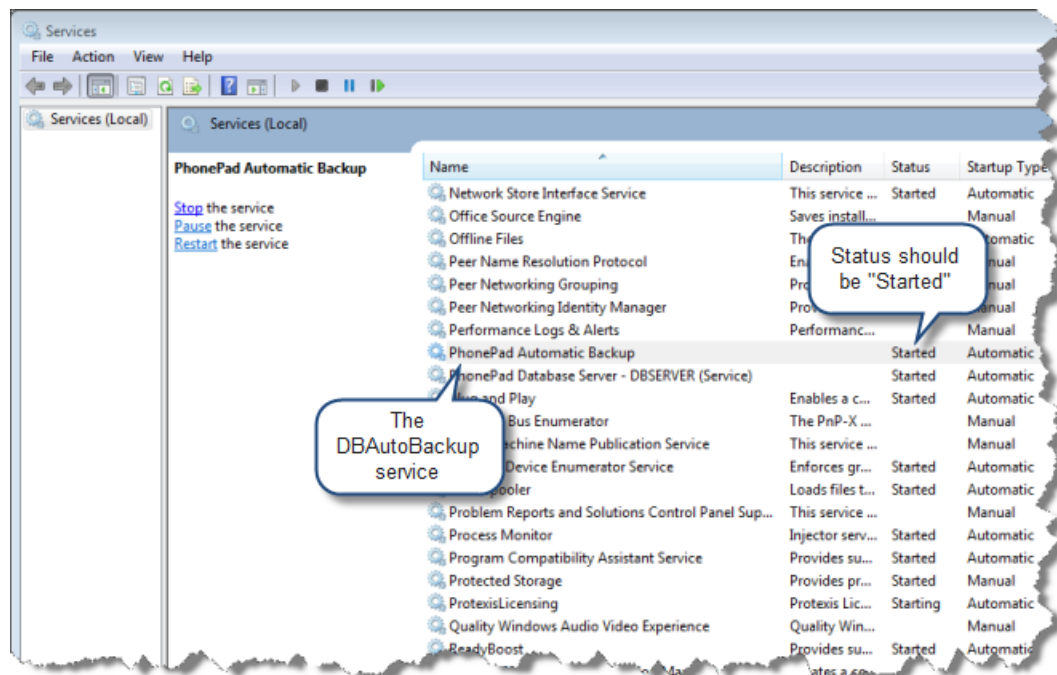
1. Hold down the Windows key and press <R>.



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



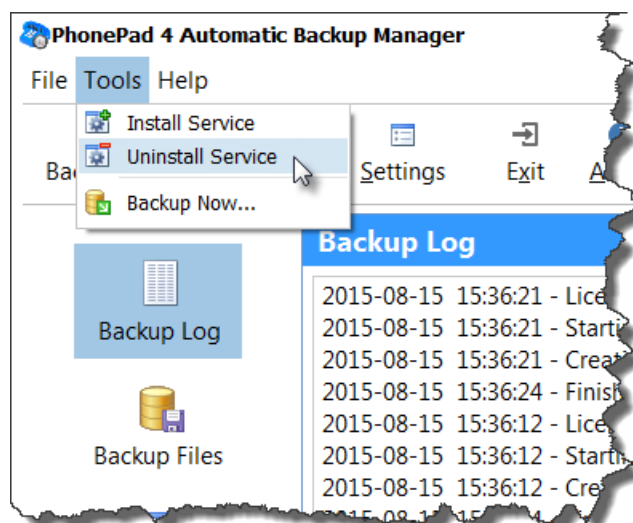
3. The **Services** window will be displayed. If everything has been done correctly, **PhonePad Automatic Backup** should be listed as one of the services. It should have a status of **Started**.



Uninstalling AutoBackup

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

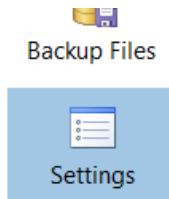
- Select **Uninstall Service** from the **Tools** menu.



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**.

☒ Enable automatic backups Save Settings

Folder Locations

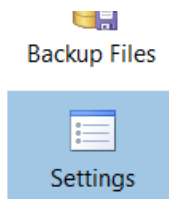
PhonePad data folder:	C:\Users\Public\Documents\PhonePadData	...	
Backup folder:	F:\Backup	...	

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

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, although it may affect PhonePad response times while it is running.

Backup Schedule

Run at 8:00 PM on: ☒ Monday ☒ Friday
☒ Tuesday ☐ Saturday
☒ Wednesday ☐ Sunday
☒ Thursday

No automatic backups have been performed.

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

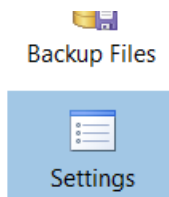
☒ Enable automatic backups

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

Backup Options

If the automatic backups fail because you have other processes running at the time, you can tell AutoBackup to retry.

1. Select **Settings**.



2. Select the **Retry on failure** checkbox to configure AutoBackup to automatically retry the scheduled backup if it fails.

Backup Options

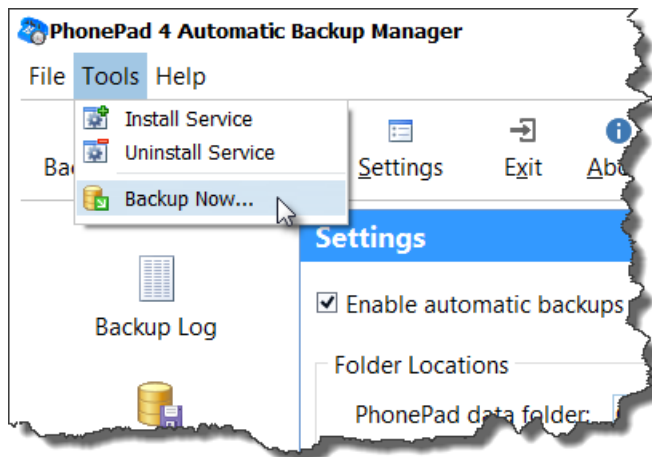
☐ Retry on failure No of Attempts: 3

3. You can specify how many times you want AutoBackup to retry by selecting the number of times from the **No of Attempts** drop-down list. The maximum is 5.
4. AutoBackup will wait 5 minutes between each attempt. If you select the maximum of 5 attempts, AutoBackup will attempt to retry backing up your data for about half an hour.
5. Click the **Save Settings** button.

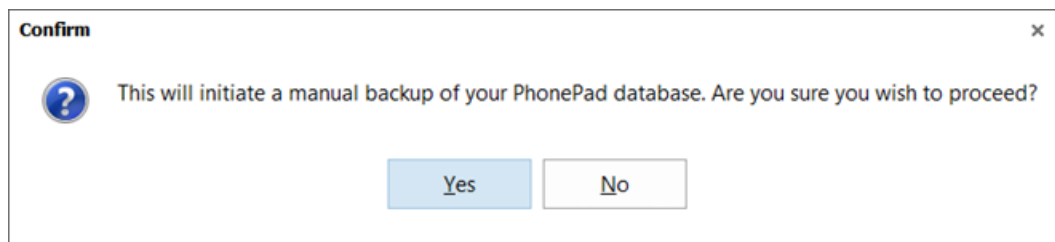
Manual Backups

Although AutoBackup's main function is to automatically backup your PhonePad data, you can run a manual backup whenever you want.

1. Select **Backup Now** from the **Tools** menu.



2. When prompted to continue, click **Yes**.



3. AutoBackup will commence a manual backup within the next few minutes.

There is no limit to the number of manual backups you can perform.

Important: you cannot use this option unless you have automatic backups enabled under Settings.



It's a good idea to do a manual backup of your PhonePad data before installing a new version of PhonePad. We have never had a case where a new install has adversely affected PhonePad data, but we like to play it safe.

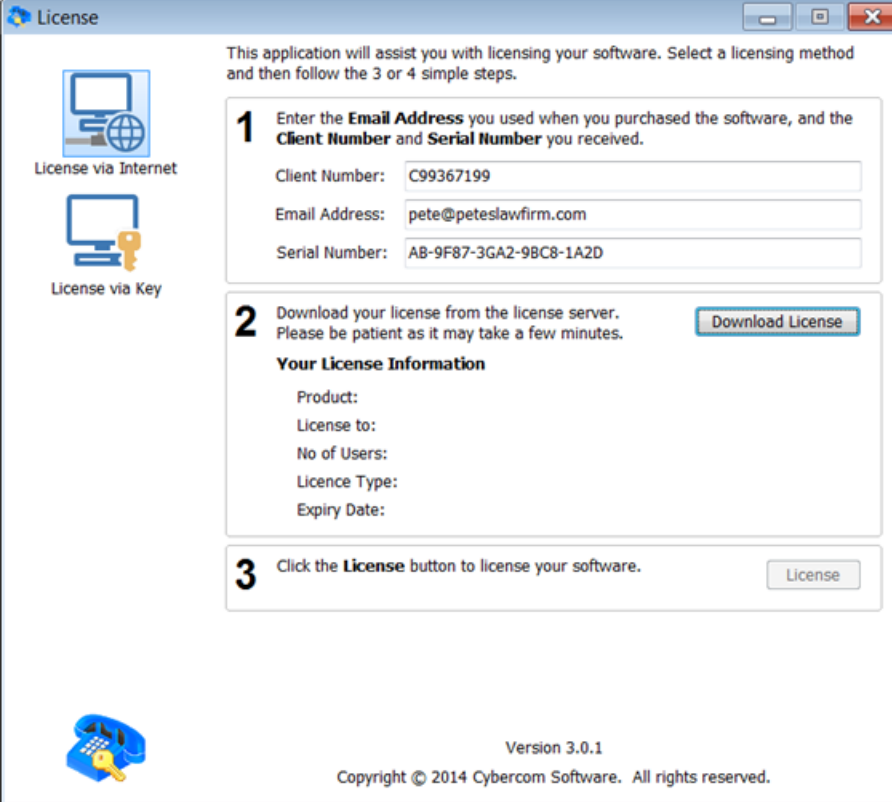
License AutoBackup

You can try AutoBackup for 30 days free of charge. The Backup Log will show you how many days you have left of your trial period.

Once the trial period expires, you will need to license AutoBackup if you want to continue using it. If you need more time to trial AutoBackup just let us know and we'll extend it for you.

After purchasing AutoBackup you will receive your license details. You will then need to license PhonePad following these steps:

1. Run License. It's located in the PhonePad folder.
2. Enter your **Client Number**.



The screenshot shows the 'License' application window. It has a title bar with standard Windows window controls. On the left, there are two icons: 'License via Internet' (a globe) and 'License via Key' (a key). The main area contains three numbered steps:

- 1** Enter the **Email Address** you used when you purchased the software, and the **Client Number** and **Serial Number** you received.
Fields: Client Number: C99367199, Email Address: pete@peteslawfirm.com, Serial Number: AB-9F87-3GA2-9BC8-1A2D.
- 2** Download your license from the license server. Please be patient as it may take a few minutes.
A 'Download License' button is present.
Your License Information
Fields: Product:, License to:, No of Users:, Licence Type:, Expiry Date:.
- 3** Click the **License** button to license your software.
A 'License' button is present.

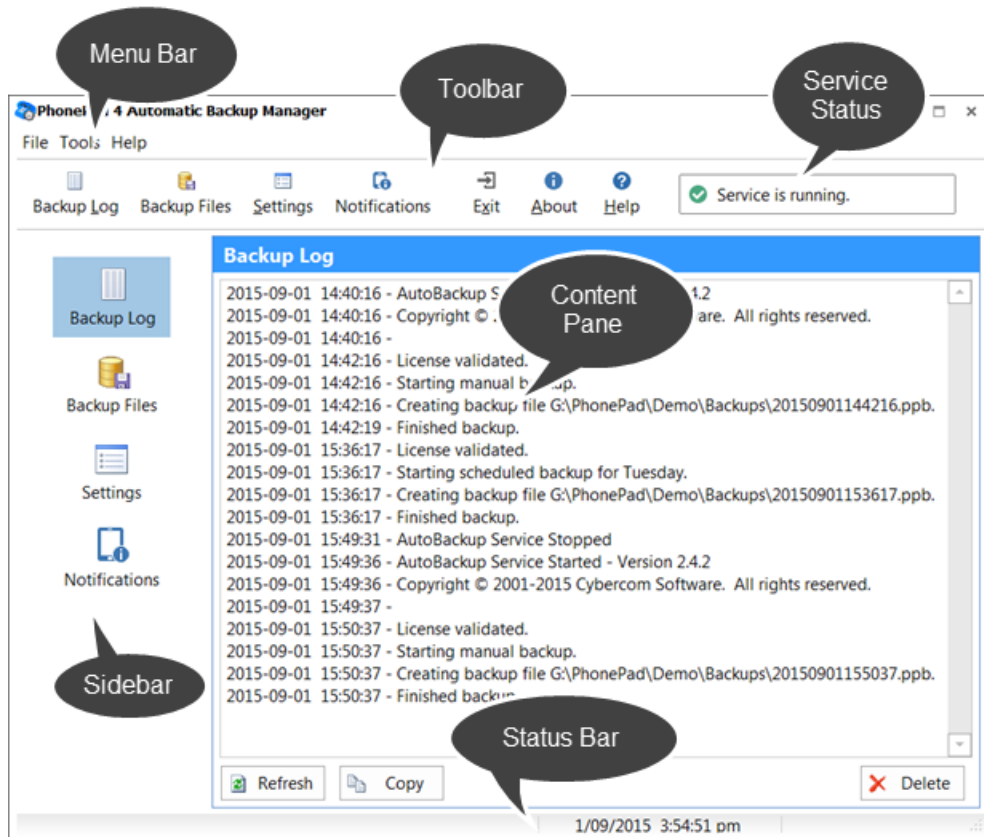
At the bottom, it says 'Version 3.0.1' and 'Copyright © 2014 Cybercom Software. All rights reserved.'

3. Enter the **Email Address** you provided when you purchased AutoBackup.
4. Enter the **Serial Number**.
5. Click the **Download License** button.
6. License will attempt to connect to the PhonePad license server and download your license. If you have a firewall or security software installed you may need to allow AutoBackup Manager to connect.
7. If everything goes well your license information should be displayed within a minute or so.
8. Click the **License** button to install your AutoBackup license.

Using AutoBackup Manager

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.
- Notifications* Displays settings for receiving notifications to your mobile device.
- Exit* Closes the AutoBackup Manager application.

Tools menu

- Install Service* Installs and runs the AutoBackup service.

Uninstall Service Stop and uninstalls the AutoBackup service.

Manual Backup You can initiate a manual backup at any time by selecting this option. Please note that you cannot use this option unless you have automatic backups enabled under Settings.

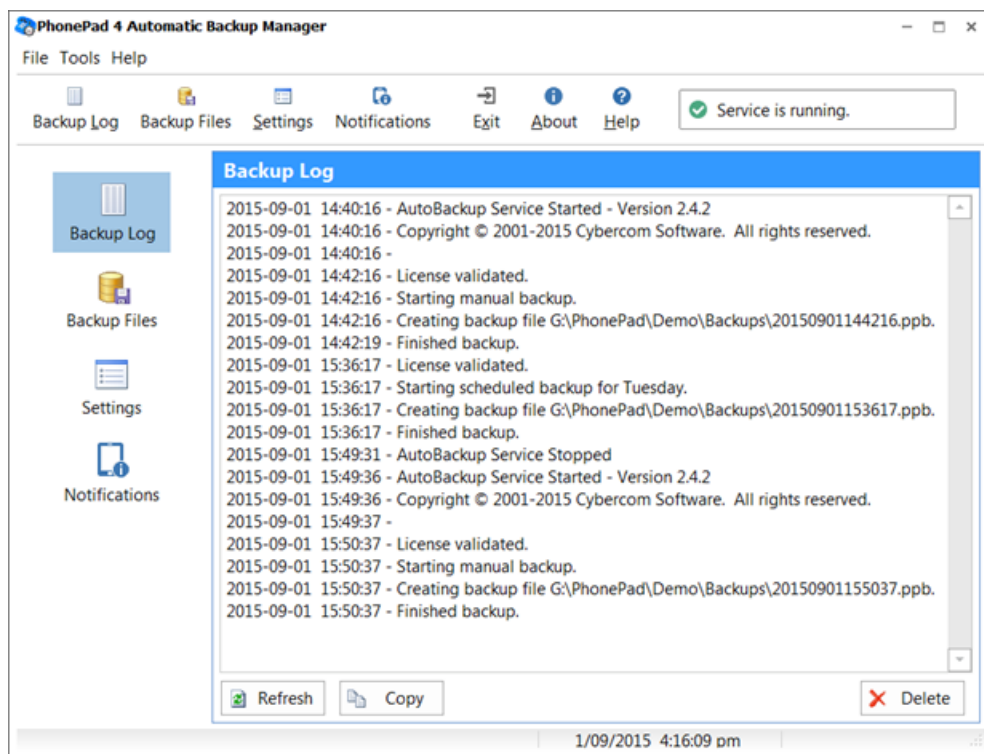
Help menu

Help Displays online help.

About Displays information about this application.

Backup Log

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



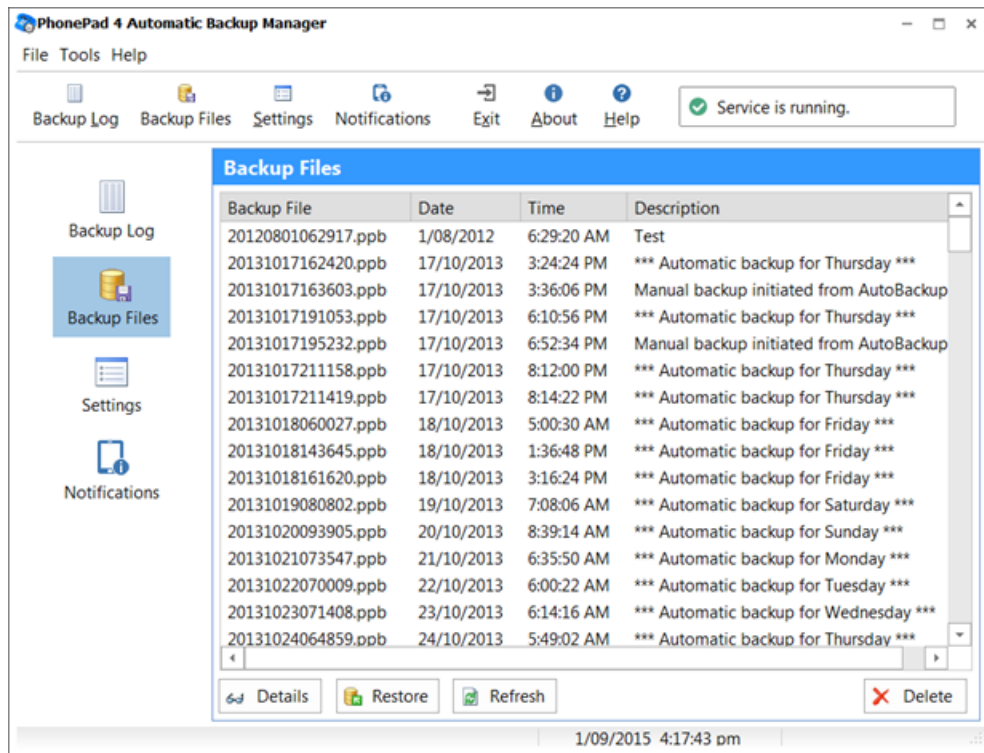
Refresh Refreshes the backup log.

Copy Copies the backup log to the Windows clipboard.

Delete Deletes the backup log.

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).

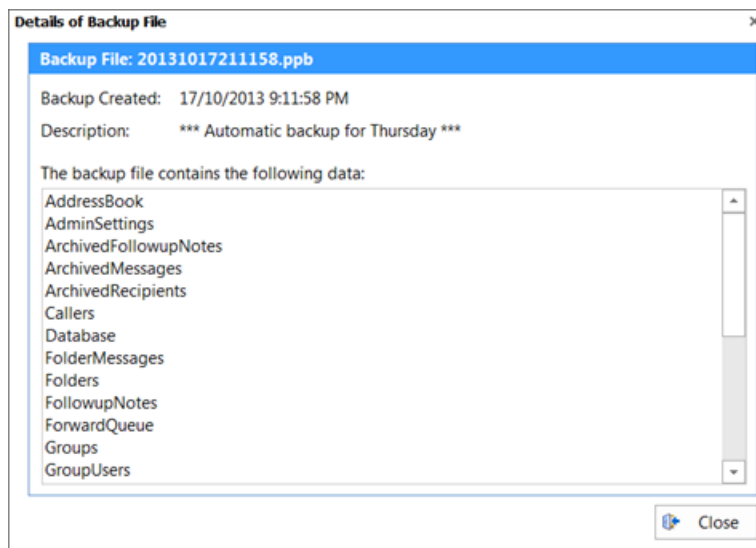
Restore Restores the selected backup. Note: PhonePad users need to be logged out before you can restore data.

Refresh Refreshes the list of backup files.

Delete Deletes the selected backup file.

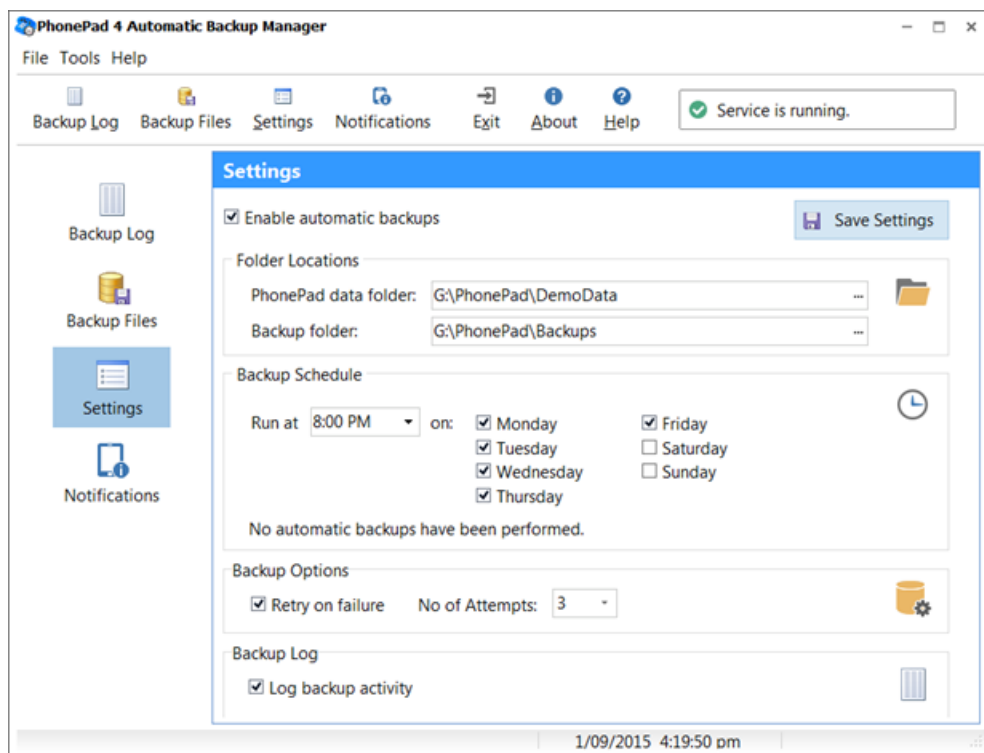
Backup Details

The *Details* screen shows information about the selected backup file.



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.

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

Folder Locations

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.

Backup Schedule

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.

Backup Options

Retry on Failure When checked, if AutoBackup is unable to do a back up because of a network connectivity issue, it will wait a few minutes and attempt the backup again.

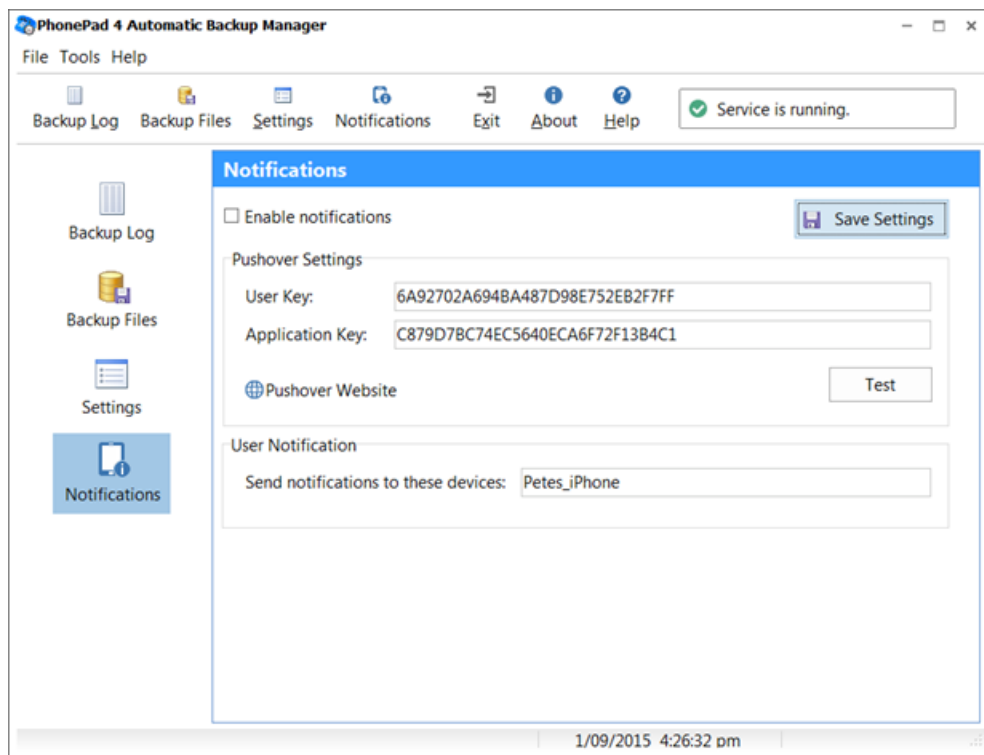
No of Attempts You can set how many times you want AutoBackup to retry a backup. The range is 1 to 5 attempts.

Backup Log

Log Backup Activity When checked, all automatic backup activity will be logged.

Notifications

The *Notifications* screen provides a way to optionally receive notifications when a backup has been performed. Like our other products MessageSender and TextMessenger, AutoBackup uses the Pushover service for the notifications.



Don't bother trying the keys shown above - they're fake keys for display purposes.

Enable Notifications When checked, notifications will be sent to the mobile devices you have specified.

Uncheck this checkbox to disable notifications.

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

Pushover Settings

User Key Enter the *User Key* provided by Pushover.

Application Key Enter the *Application Key* provided by Pushover.

Pushover Website Click to open the Pushover website in your default browser.

Test Click to test your Pushover settings.

User Notification

Send notifications to these devices Enter the device names (as listed in your Pushover account) to send the notifications to, separated by commas.

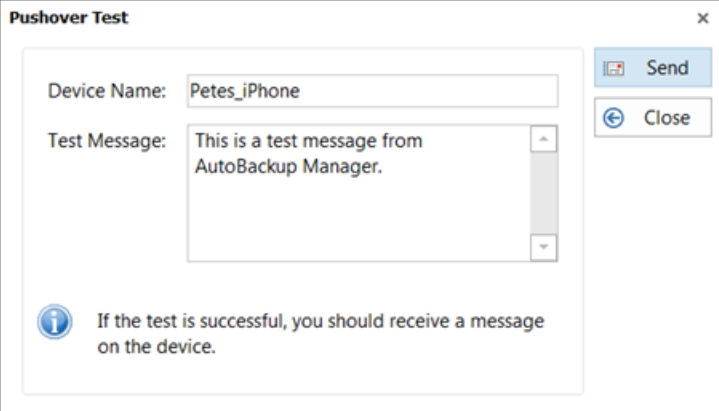
If you don't enter any device names, notifications will be sent to all devices listed in your Pushover account.

Testing the Pushover Settings

Click the *Test* button to test your Pushover settings to make sure they are correct.

The test screen will be displayed. The device name/s will be pre-populated for you. You can use these or enter other ones. You can also change the test message if you wish.

Click the *Send* button. You should receive a test message within a minute or two.



The screenshot shows a window titled "Pushover Test" with a close button (X) in the top right corner. Inside the window, there is a text input field labeled "Device Name:" containing the text "Petes_iPhone". Below it is a text area labeled "Test Message:" containing the text "This is a test message from AutoBackup Manager." To the right of the text area are two buttons: "Send" (with a paper plane icon) and "Close" (with a circular arrow icon). At the bottom left of the window, there is an information icon (i) followed by the text: "If the test is successful, you should receive a message on the device."

Support

Please visit our Support page for support options.

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

Pushover Service

Enter topic text here.

About Pushover

Pushover provides a notification service that can be integrated with applications. Notifications can be sent to Android and iOS devices, including smart phones, tablets and watches.

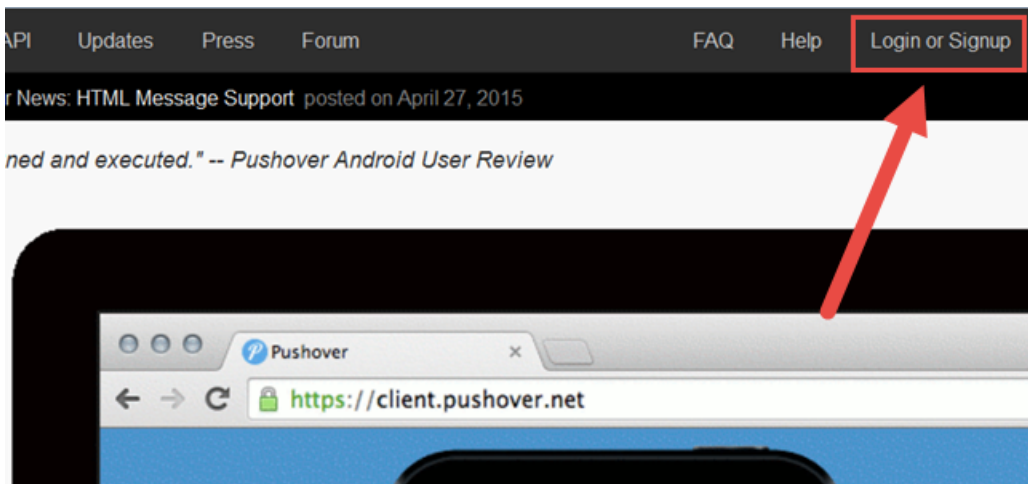
Once you open a free account with Pushover you can send up to 7500 messages per application per month.

You will need to download the Pushover application for your iOS or Android device. Pushover offer a 7-day trial. After that you will need to purchase the application if you want to continue to use it. Fortunately the cost is only USD\$5 per platform (iOS or Android). This means that you only pay for the first device you install the Pushover application on. It is free for all other devices on the same platform, where they are all your devices or employees of your business (as long as they are all under the same account).

Getting a Pushover Account

If you want to use the notification option then you will need to open a Pushover account. The good news is it's free to open an account. On top of that it is free to use the Pushover service if you send less than 7500 messages per month, which is roughly 250 messages per day!

1. Click here to go to the Pushover website.
2. Click the *Login or Signup* link.



3. Sign up for an account (or login if you already have one).

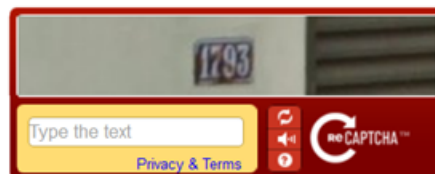
Signup for a Pushover Account

For an easier registration process, download [Pushover for Android](#) and [iOS](#) and signup right from the app.

E-Mail Address:

Password:

Password (again):



By signing up for an account, you agree to our [terms of service](#).

4. Once your account has been created your *User Key* will be displayed. Copy and paste the User Key to somewhere safe.



Your User Key

To receive notifications from a Pushover-powered [application](#), service, or website, just supply your user key:

To receive Pushover notifications from e-mails, [send an e-mail to](#):

5. Now you need to create an Application Key for AutoBackup. Scroll down to *Your Applications* and click the *Register an Application*.

Your Applications [\(Register an Application\)](#)

Name	Description	Messages Sent / Allowed
 TextMessenger	Send text messages from your desktop or laptop.	20 / 7,500
 MessageSender	Automatic message forwarding for PhonePad.	0 / 7,500

Your Delivery Groups [\(Create a Group\)](#)

No delivery groups created yet. [Want to create one?](#)

6. Fill in the application information as shown below.

Create New Application/Plugin

To start pushing notifications with Pushover, you'll need to create an Application and get a unique [API token](#). Each website, service, application, plugin, etc. may only be registered once and each application is currently limited to 7,500 messages per month. Additional message capacity may be purchased after creating an application. For more on monthly limits, see our [API page](#).

Application Information

The screenshot shows the 'Create New Application/Plugin' form with the following fields and steps:

- 1 Name:** A text input field containing 'AutoBackup'. Below it, a note states: 'This name should be short (20 character maximum), such as "Nagios", "Adium", or "Network Monitor". If messages are sent with no title, this name will be displayed. Cannot be changed once created.'
- 2 Type:** A dropdown menu with 'Application' selected.
- 3 Description:** An empty text input field.
- URL:** An empty text input field. Below it, a note states: 'If this is a public app/plugin, you can include a URL to point to a homepage, Github repo, or anything else related to the app.'
- 4 Icon:** A 'Browse...' button followed by the text 'AutoBackupIcon.png'. Below it, a note states: 'To customize your app's notifications, upload a 72x72 icon in PNG format (transparent background preferred). Any images not 72x72 will be resized.'
- 5** A checked checkbox with the text: 'By checking this box, you agree that you have read our [Terms of Service](#) and our [Guide to Being Friendly to our API](#).'
- 6** A blue button labeled 'Create Application'.

1 Enter *AutoBackup* in the *Name* field.

2 Select *Application* as the *Type*.

3 Optionally enter a *Description*, eg. *AutoBackup Notification Service*.

4 Optionally select an icon. An icon is included with your AutoBackup installation under the *Icon* folder.

If you select an icon then it will be displayed when you receive notifications. If no icon is selected then the default Pushover icon will be used.

5 Read the Terms of Service and then check the check box.

6 Click *Create Application*.

7. The Application Key (API Token/Key) should now be displayed. Copy and paste it to somewhere place.

AutoBackup (Application)

[Back to Apps](#)

API Token/Key ([Edit or Delete Application](#))

To begin using our [API](#) to send notifications, use this application's API token:



Subscription ([Edit Subscription Settings](#))

This application has not activated user subscriptions. [Create a subscription code](#) to allow users to subscribe.

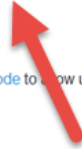
Licensing Credits ([Purchase License Credits](#))

This application does not have any licensing credits.

To get started with our [Licensing API](#) to assign device licenses to your users, you can [purchase license credits](#).

Recent Usage ([Upgrade Message Capacity](#))

0 messages sent out of 7,500 allowed this month:



8. Click *Back to Apps*. AutoBackup should now be listed with any other applications you have registered.

Pushover-Powered Applications & Plugins

Looking for our Android, iOS, and Desktop apps to receive Pushover messages? Check out the [device clients](#) page.

Pushover makes it easy to integrate into a wide variety of applications and services with our [simple API](#).

Your Applications ([Create a New Application](#))



TextMessenger

Send text messages from your desktop or laptop.



MessageSender

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

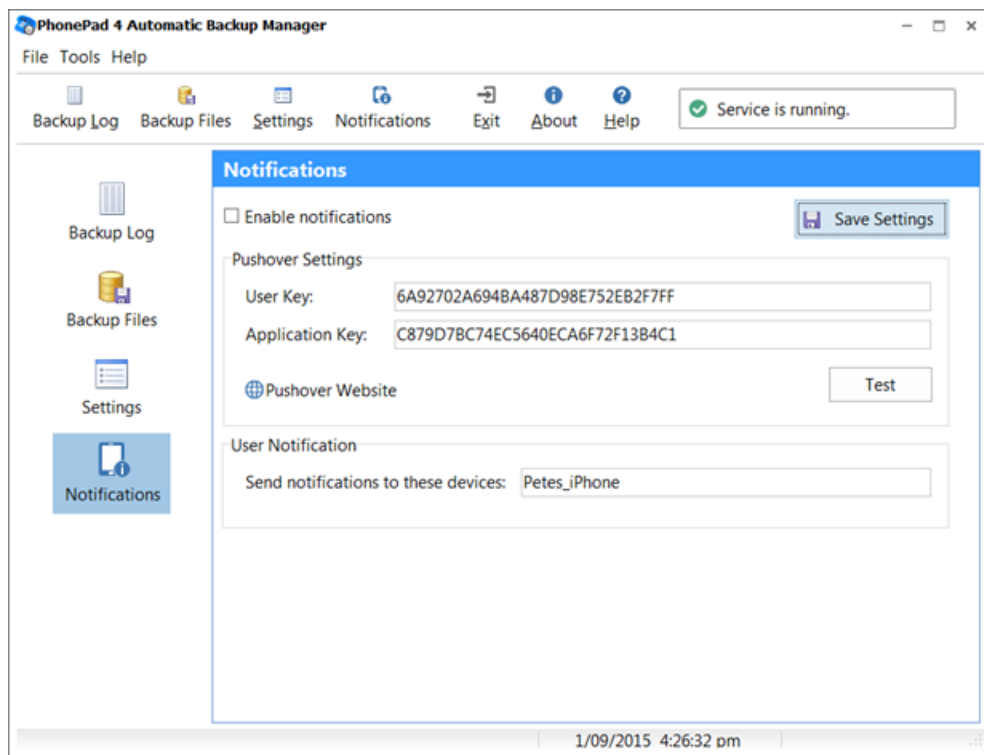
Automatic message forwarding for PhonePad.



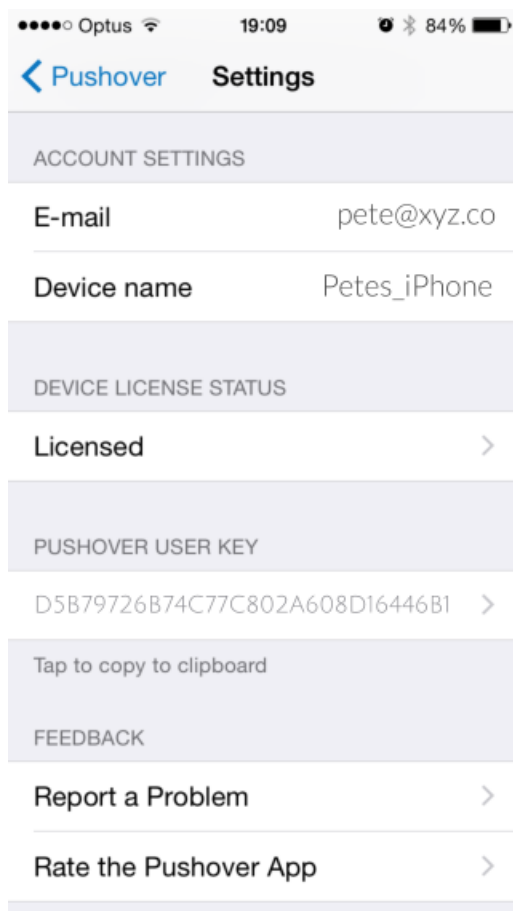
AutoBackup

AutoBackup notification service.

9. Go to the Notifications screen in AutoBackup Manager. Copy and paste the *Application Key* and *User Key* into the appropriate fields (make sure you don't get them the wrong way around).



10. The next step is to download the Pushover application for your device, ie. iOS or Android (links are below). Although there is a charge for the application (around USD\$5) you only have to pay once per platform. In other words, if you purchase the iOS version of the Pushover application it will be free for all other iOS devices you install it on (if they are under the same account).
11. When you run the Pushover application on your mobile device, enter your *User Key* in the area show below. Also enter a name for your device.



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