



**SECURSTORE**  
*...because recovery matters*

## Frequently Asked Questions

### Installation

#### How do we control and monitor SecurStore?

At installation the SecurStore DS-Client graphical user interface (GUI) is installed on as many or as few workstations as required and will require a valid logon, ensuring no unauthorised access. The GUI acts as your interface with the SecurStore DS-Client and enables the configuration of all backups and restores.

#### Is the software installed on any other machines?

The SecurStore DS-Client backup software is totally agentless, requiring no additional software to be installed on any machines to enable a backup, be it Novell, Windows, Linux/Unix, VMware or any type of application or database.

#### If SecurStore is agentless, how does it access our data?

From the GUI, when a new backup set is created you must provide a username and password to connect to a server or workstation. The SecurStore DS-Client fully integrates with Active Directory Domains, Trusts and Novell® NDS trees.

#### Do we need to create a user for SecurStore DS-Client on all our servers?

No, but a dedicated user is recommended and it should be set for no password expiry. In a domain, or NDS environment, a user on each machine isn't necessary as one central user can be created with access to all the resources that require backing up.

#### What access permissions does this user require?

This user is responsible for backing up and restoring all the data on your network, it is essential that access permissions are of administrative equivalence. The SecurStore DS-Client can only backup data that this user can access. A less privileged user may be restricted, causing data to be missed.

#### Who installs SecurStore DS-Client software?

SecurStore technicians will assist customers installing the SecurStore DS-Client software by email, phone or our sophisticated remote assistance system. A typical install should not take more than 30-50 minutes of your time.

#### How is the first backup done, given that there will be a lot of data?

For large data volumes, the initial backup may be done to a portable disk, backing up at LAN speed. When the full backup of your data is complete, the disk is transported back to SecurStore's offsite Data Centre. Future backups, which are purely incremental, will be transmitted via the Internet connection and synchronised with your initial backup data at the Data Centre.

#### Who sets up the Initial Backup Sets and Schedules?

As part of the installation support SecurStore will ensure, if requested, that all your main servers are sensibly configured to ensure their optimum backup.

#### Can users administer backups for their own machines?

Multiple user accounts can be created for use on the SecurStore DS-Client software and access permissions can be set per backup set. These permissions can be any combination of Backup, Restore, Delete or Modify, so a particular user could be given access to backup and restore only their own machine.

#### What frequency of backup can be set?

The backups can be configured to run as CDP (Continuous Data Protection) where it runs within a specific window, i.e. from 08:00am – 17:00pm backing any change, as soon as they are made. Additionally, the backups can be configured to run according to a regular schedule, as often as every hour or as infrequently as once a year. More advanced schedule options include the last working day of the month or even one off backups on a particular date.

### What level of granularity is possible?

A backup set can include a whole server, share/volume, directory or even a single file. The backup set could even include just a registry or simply backup a specific file extension.

### Can one machine be prioritised over another?

There are literally hundreds of different priority levels that can be assigned, ensuring maximum flexibility when organising your backup schedules.

### Can the software be set to stop backing up after a certain time has elapsed?

Yes, the software is designed to fit specific backup windows. The SecurStore DS-Client can be told what time to stop at, for example at 8:00am when employees are starting to arrive, or maybe by 5:00am if there is an important batch process to run.

### SecurStore DS-Client & Data Processing Is data held on the SecurStore DS-Client server?

The SecurStore DS-Client acts as a gateway only, passing data through after it has been compressed and encrypted, using delta blocking, common file elimination and a digital signature. A database showing information on what has been backed up is held on the SecurStore DS-Client, but no actual data files are retained.

### Is the Database on the SecurStore DS-Client server backed up?

Yes, by default the SecurStore DS-Client backs up its own database at 6:00am every morning, although this time can be changed if desired.

### What happens if too much data is passed to the SecurStore DS-Client?

The DS-Client only requests data as it can process it and will not pull more data across the network than can be processed.

### What happens if a server stops, crashes or is interrupted during backup?

If the backup is stopped, for whatever reason, it will simply continue onto the next backup its schedule. It will not revisit the failed backup set until the next time it is set to run, e.g. the following night, at which point it will pick up where it left off. If, however, the problem has been rectified, and the backup window allows, the backup can be restarted manually, immediately. Customers will receive emails each morning showing the backup log for the previous night.

### How many versions of my backed up files are held offsite?

Customers can choose how many versions are kept, this is called generations. Unlike a tape backup, where the routine is to rotate tapes in a cycle, SecurStore will only backup a new version of a file when it has changed, guaranteeing that the client is not wasting space backing up exactly the same version more than once. For example if you set the number of generations to 7 and if a file only changes once a month, we will have 7 months worth of backup. The number of versions stored can be configured globally or on an individual backup set basis.

### What platforms are supported?

SecurStore has full agentless support for a range of network platforms: Microsoft, Mac, Linux, Novell, AS400 & VMware as well as being able to backup applications and databases such as: SQL, Oracle, DB2, MySQL, Postgres, Exchange, Domino, Sharepoint, Pst files and many more.

### Can the software backup Permissions on files?

Yes, for Windows on NTFS volumes SecurStore can backup both Permissions and Streams. The Permissions and Extended NetWare Attributes can be backed up for NetWare. This is a configurable option in both NetWare and Active Directory environments.

### If the software is agentless, how is MS SQL and Exchange backed up?

Microsoft® developed SQL and Exchange with a backup requirement in mind. Both products can respond to API calls requesting the services to dump their data, whilst online, to an external destination. In SecurStore's case the product simply asks the specified MS SQL or Exchange server to stream the data to the SecurStore DS-Client, where it is delta blocked and transmitted offsite.

This process is a totally supported Microsoft function and guarantees compatibility with your existing MS systems. This adherence to the Microsoft standards does, however, prevent us from restoring individual Exchange mailboxes as this is not a function Microsoft have ever supported.

However, you can use a special feature of SecurStore within the "Recovery tools" plugin which allows for backup of individual mailboxes. See below for more information.

### Is it possible to backup individual mailboxes?

Yes, the "Recovery tools" plugin allows for backup of individual mailboxes or even specific folders from within a users mailbox. This feature enables customers to restore individual emails or items from a users mailbox. Additionally this feature allows for use of CDP (Continuous Data Protection) which means that the backup can be running continuously, backing up any changes as soon as they are made.

### Can SecurStore run pre and post commands on servers?

Yes, even though SecurStore is an agentless solution, it is still capable of running commands on remote servers, be it NetWare or Windows. For example, shutting down a database or application running on a server to back it up correctly and restart afterwards, or perhaps interact with some overnight batch processing.

### How does SecurStore handle open files?

Open files are an issue in most backup environments. SecurStore makes use of Microsoft Volume Shadow Copy Service (VSS) which allows any VSS-aware backup application (such as the SecurStore DS-Client) to backup any open file on Windows XP and higher, including Windows 2003, Windows Vista and Windows 2008. VSS uses "copy-on-write" snapshotting technology to allow the backup of open files, regardless if the application being backed up supports it. This enables you to backup any type of locked file in a consistent state.

### Compression, Encryption & Security

#### How and to what standard is the data encrypted?

The small files and delta blocks of data are first compressed and then encrypted with AES encryption using a key which is set by the customer during the installation of the DS-Client. This key is unknown to SecurStore and the data remains encrypted at all times, even when stored offsite. The backed up data is only decrypted by the SecurStore DS-Client at the customer site during a restore.

#### What do you mean by compression? What happens?

Compression can be compared to letting the air out of a balloon. Although the air has gone, the structure still exists and it can be re-inflated easily. The advantage is that it takes less room. Files, especially databases, are often full of empty space, which can be removed to make the file smaller for transit, whilst making it very easy to recreate.

#### Is there added compression on already compressed files (e.g. zip files)?

Zip files and other compressed files are already efficiently compressed. SecurStore cannot improve on the compression, but the file will only be transmitted once. If the file should change, then delta blocking will be used to ensure only the changed portions of the file are re-transmitted.

#### What is delta blocking? How does it work?

Delta blocking is an advanced logic that divides all files into 4K blocks. When the file is detected to have changed, the Checksum of each 4K block is compared against the last known Checksum for the same block of the same file (stored in the database on the SecurStore DSClient server). Any blocks that are different are pulled out to be re-transmitted. These delta blocks will also be compressed and encrypted before transmission. This enables large amounts of data to be backed up over a poor connection as it will not transmit the entire file but only a part of the file.

#### Does all of our data get transferred every day?

Only new or changed data will get backed up. Duplicate or unchanged files will not be transmitted.

#### At what point is the data deemed to be backed up and offsite?

The data is backed up in real-time, so when the administration console indicates that the backup is complete - it is also an indication that the backed up data is offsite.

### SecurStore – Backup Storage

#### What format is the data held in?

The data is held on fast performing disks for rapid access times and is additionally replicated to another subsystem at another location.

#### Is it secure and separate from other clients' data?

Authentication is performed between the relevant SecurStore DS-Client and system unit each time they connect to re-verify the authenticity of the SecurStore DS-Client. Additionally, the backup data is held encrypted, using the clients' unique keys, so anyone else would be unable to read it.

### Restoring Data

#### At what point is the data available for restore?

The data is available for restore immediately after it has been backed up and is held offsite.

#### Can SecurStore perform bare-metal restores?

Assuming that the machine in question has had a full backup of all files and registry and the data is being restored to a machine of similar hardware, then a full disaster recovery of that machine is very simple.

After installing the operating system, there is no need to apply service packs, configure domain security or install additional software to the new machine, as all this information will be included in the restore.

#### Can you restore a whole backup set to a point in time, e.g. last Monday?

Yes, the SecurStore DS-Client will display all the files that were backed up on any given day. Providing the backed up files have not been deleted by an administrator or overwritten by more recent versions, then it is possible to restore from any given date.

#### What happens if the file or group of files to be restored is too large, i.e. it will take too long to transfer back to the office?

A threshold point will have been agreed, whereby the time taken for a specified amount of data to be restored down the wire, will take longer than it would for SecurStore to remove it from the Data Centre and transport the disk manually to your site. If this threshold is reached, SecurStore will ship the data direct to your site and there it can be restored at LAN speeds. This threshold depends on the amount of data to transmit and the bandwidth of line installed.

#### Can data be restored to a different location or even to a different machine on our network?

Yes, the restored data can be redirected as desired. You are able to browse the network and provide connection credentials for the redirected restore, just as you do for creating the initial backup set.

### Disaster Recovery

#### Can we prioritise which data is restored in the event of a disaster?

Yes, you can select easily which files/directories/servers you wish to restore. There is no need to restore non-essential data until a later time if desired.