

Corporate Server – Data Backup

BeAware has a built in data backup system. The data backup does a backup of all your data **except** screen captures due to the file size as well as the amount of time the backup would take to run.

It is normally recommended to run your backup after hours to avoid any slow down issues on your Server. Depending on how much data is being backed up will decide how long the backup will take to run. For example, a network with 3 monitored machines may take 5 minutes where a network with 30 monitored machines may take 15 minutes (Please note these are not actual times, only examples).

Setting up Backups in BeAware

- 1) Open the BeAware Admin application
- 2) Click on “System Settings”
- 3) Click on “Backup/Restore” tab

Backup:

Backup Folder Name: Choose a name for your backup folder. You can name it anything you wish

Normal Backup: System backs up your data (minus screen captures) and does not delete any files.

Delete data after backup: System backs up your data **AND** deletes all data in the BeAware Admin console

Auto rename backup folder name with date: Each backup is stored in the folder that you created. If you select this option, each backup will save with the date and time rather than something like “backup1...”

Scheduler:

One time: Only run backup once. Does not repeat. If you select this option you must also set the Date and Time you want the backup to occur.

Recurring (Recommended): Set up a backup schedule to run daily, weekly, monthly, on certain days, etc. Please note that the backup does not delete older backups. You will need to manually delete them. The backups are simple text files and their size will depend on how much data they contain (how many people you are monitoring, how much data they have recorded, etc). The more often you do a backup, the larger the main file will become. You can manually go into this folder and delete older files if you wish.

Set Rules: Saves your backup configuration and schedule.

Backup Now: Starts a backup immediately.

And a reminder that no screen captures are saved during the backup, which means you will not have any screen captures once your backup has been restored. Please see the section “Offsite Backup” below for instructions on backing up and restoring your screen captures.

Restore Function

WARNING: Performing a restore from a backup file will erase ALL current data that has been uploaded to your server. Any files uploaded after the date and time of the file you are restoring will be lost and un-recoverable. For example, if your backup file is from January 3, 2007 at 10:37:01 AM, any files that are currently in the system from January 3, 2007 at 10:37:02 AM and forward will be lost. And a reminder that no screen captures are saved during the backup, which means you will not have any screen captures once your backup has been restored. Please see the section “Offsite Backup” below for instructions on backing up and restoring your screen captures.

To restore a previous backup, click the “Select Folder” button. A window will open with all available backup files. Double click on the date and time of the file you want to restore to select it. Click the “Restore Now” button to restore the backup file. Just as with the backup process, it is recommended to only run a Restore during off hours to avoid slow down issues with your Server.

Off Site Backup

Please Note: This is only a recommendation of how to perform off site backups. We do not support setting up or restoring files from an off site backup and accept no responsibility for improper setup of an off site backup. Further, we can not make any recommendation as to the best way to back up your data (ie. CD, DVD, off site server...).

What is an Off Site Backup?

An off site backup is where you copy data to another media source in the event that your main backup system fails. It is merely a secondary precaution to protect your data from being lost in the event of system failure as it is highly unlikely that both systems would fail at the same time.

An off site backup can be done to CDs, DVDs, external drive, tape drive, etc and then taken physically out of the location of your servers so that if something such as a fire, flood, burglary, etc occurred, you would be able to restore your data from the media that you moved to the outside location. Another off site option is to backup your data to a web server.

What to Backup

Your files are stored in two locations on your Server machine.

Screen Captures:

C:\Documents and Settings\All Users\Application Data\BAServerData\Image

All Other Files and Settings:

C:\Documents and Settings\All Users\Application Data\Ascentive\BCS Backup

To backup your data to an external source, you should point your backup software to the two folders above.

How to Restore Files

To restore these files, navigate to your files from your off site backup location or media and copy the files directly to their corresponding folders:

Screen Captures:

C:\Documents and Settings\All Users\Application Data\BAServerData\Image

All Other Files and Settings:

C:\Documents and Settings\All Users\Application Data\Ascentive\BCS Backup

Once you have copied the files back to your Server, your images will show up immediately in your Admin console. To restore the other recorded data and settings continue to the next paragraph.

To restore all of your other recorded data, please see section “Restore Function” above.