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# Backup

## FAQ's

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## 1. General Questions?

This section answers general questions.

### 1.1 What is Bizo backup?

Bizo Backup is an automated PC backup solution that provides an advanced, dependable and convenient way of protecting all of your valuable data via the Internet with fast and easy data restoration when required.

### 1.2 Why should I use Bizo backup?

Companies and people like yourself are increasingly relying on PCs and notebooks. The information stored on PCs, desktops, and servers is now critical, which if lost will result in lost time, lost opportunity and lost money to your business. Bizo Backup is the easiest and most reliable method of protecting your data.

### 1.3 What do I need to use Bizo backup?

You need a PC or Laptop running Windows 98, ME, 2000, or XP and an Internet Connection. The PC will need to have at least 128Mb of available disk space.

### 1.4 Do I have to sign up for a minimum contract period?

No. You can stop using Bizo Backup anytime you want. This may be after the free 30 day trial period, or anytime after you have started paying for the service.

### 1.5 Do I have to pay any upfront fee?

No, there are no upfront fees at all.

### 1.6 How does it work?

You simply subscribe to the service from our Website ([www.bizoservices.com](http://www.bizoservices.com)) and we will e-mail you the Bizo Backup software to install. Once this is installed, start your first backup, and from that point on Bizo Backup will ensure that all your files are backed up every day. During each subsequent backup, the software scans your hard drive to identify any new or changed files. It then encrypts, compresses and transmits this data, via an Internet connection, to the secure Bizo Backup Storage Silos.

### 1.7 What speed and type of Internet connection will I need?

Any speed connection will work – even dial up, but the faster the better. A broadband connection like DSL (eg Bizo Internet or Jetstream) or wireless (eg Woosh) will work best. However Bizo Backup is optimized to work on low bandwidth communication lines. Rather than transmitting entire files, only byte-level or block-level incremental file changes are backed up. The backup data is then compressed and transmitted to the Bizo Backup server. After the Bizo Backup server receives the data, the connection is terminated; the next time a connection is established, an acknowledgement of the backup completion is sent.

### 1.8 Won't network performance be impacted?

Bizo Backup has been designed to minimise the amount of data sent over the network, whether via dial-up or high-speed leased lines. This is achieved in several ways:

- **Delta Block Technology** - using traditional backup methods, if a file had been changed, the whole file needed to be resaved. The Bizo Backup technology only requires changed blocks within a file to be backed up. Typically, this delivers a 95% reduction in the amount of data that needs to be transferred.
- **File Compression** - files are compressed before being transferred, reducing the amount of data sent over the network by an additional 50%.

### 1.9 How long will a backup take?

This will depend on the amount of data to be backed-up and the speed of your Internet connection. Over a standard DSL connection the initial backup may take several hours, but following this, Bizo Backup will only backup data that has changed. Therefore, subsequent backups should only take a few minutes per day. Backup times will always be influenced by the overall size of the file and the type of Internet access used (i.e. dial-up modem vs leased line). Compression ratios usually exceed 3:1 but some types of files, such as MP3 and zip files, which have already been compressed, will take longer to backup than other files.

### 1.10 Can I carry on working while a backup takes place?

Yes, Bizo Backup works automatically in the background while you carry on doing your normal work with minimal performance degradation.

### 1.11 If a file is in use or open on the system at the time of backup, how will this affect the backup?

The backup will occur, however any file in use or open while the backup is taking place may be skipped. These files will be backed up when closed and the next scheduled backup takes place.

### 1.12 What happens if my Internet connection is not available or I turn off my PC during a backup?

Nothing. Bizo Backup is smart enough to remember where it was when the connection stopped, and the next time your Internet connection becomes available it will continue backing up from the point at which it was stopped.

### 1.13 How often does it backup my data?

You backup agent is preconfigured to perform scheduled backups every day. However you can change your backup schedule to meet your needs. For example, you can select to start your backup each evening at 8pm every day except for weekends, or select to only backup on Wednesdays and Fridays at 3am, or you can select to backup manually on request. You can change these settings any time.

**1.14 What happens to my stored data and settings when I upgrade the Bizo Backup client?**

The Bizo Backup client agent is upgraded as a background process invisible to the user. All your data and settings will still be available.

**1.15 What happens to my data if I uninstall the Bizo Backup client?**

The local agent program and user configuration files and all locally backed up data is deleted. Any data previously transferred to the Bizo Backup server remains on the server for as long as you continue to subscribe to the Bizo Backup Service. If the Bizo Backup client agent is reinstalled, you can choose the restore from server option to retrieve your data.

**1.16 What happens to my data if I chose to cancel my subscription?**

Your data would be deleted from the Bizo Backup servers at this point. However, prior to this, you can arrange for us to transfer your backed data to a separate media of your choice (eg DVD, USB Drive, etc) and provide you with a copy of all of your data. There would be a separate charge for this.

**1.17 Can users initiate manual backups?**

Yes. Users can initiate manual backups at any time. However, Bizo Backup is designed to initiate the backup process automatically based on a predetermined, recurring schedule.

**1.18 Should users back up everything on their hard drives?**

No. Bizo Backup is geared towards protecting critical data files and storing the changes to those files. Users should not include the operating system and standard applications in a backup set, but they should include mission-critical files, desktop icons, and Internet Favourites.

**1.19 Do users need to exit all documents during a backup cycle?**

No. The Open File Agent technology lets users continue to work on documents during the backup cycle.

**1.20 Can users back up files on their desktop and in their Internet Favourites?**

Yes.

**1.21 What types of data can users back up?**

Users can back up any file, including documents, spreadsheets, graphics files, presentations, and movie clips.

**1.22 Can users back up email mailboxes and Lotus Dominos files?**

Yes.

**1.23 Do users have to shut down all applications that use files to be backed up?**

Not in every case. If they use Microsoft Windows NT 4.0, Windows 2000, or Windows XP, they do not need to close the files before they are backed up.

#### **1.24 Does a user need to be connected to the Bizo Backup server to perform a backup?**

No. The user does not need to be connected to the Bizo Backup server to initiate a backup. Bizo Backup uses a two-phase process to back up a user's files. First, the process determines the files to be backed up. Then, if there is a network connection, the backup data is transmitted to the Bizo Backup server. If a network connection is not available, the backup data is held and is automatically transmitted the next time a connection to the network is established.

#### **1.25 Is any type of archiving provided?**

The two archiving options provided are:

- **90 Day Archive:** The most recent 3 versions of each file backed up are retained indefinitely (provided you don't delete them from your computer or remove them from the backup set); files deleted from your computer are retained for 90 days. Files you de-select from your backup set are retained for 90 days. NOTE: You can select and deselect files to create the backup set that suits you.
- **Unlimited Archive:** The most recent 3 versions of each file backed up are retained indefinitely; files deleted from your computer are retained indefinitely. Files you de-select from your backup set are retained indefinitely. NOTE: This option uses increasing storage volumes, however on request we will remove data to DVD or CDROM disk for customers and courier it to them (see current price list for applicable charges).

#### **1.26 Can Bizo Backup help a user migrate to a new operating system?**

Yes. With Bizo Backup, you can perform a faster migration process, since all the user's mission-critical files are already on the Bizo Backup server.

#### **1.27 Can a Bizo Backup user delete stored data on the Bizo Backup server?**

No.

#### **1.28 How does Bizo Backup handle very large files and remote computers with limited storage capacity?**

Changed Block Detection mode has been designed for remote computers with minimal storage capacity. Only 0.8 percent of the target file size is needed. For very large files, instead of smaller bytes, larger blocks of data are scanned for changes, reducing the time needed to compute the incremental files.

#### **1.29 Where can I find more information?**

Full service descriptions can be found on our Web Site at [www.bizoservices.com](http://www.bizoservices.com)

## 2. Restore Questions?

This section answers restore questions.

### 2.1 Do users have to restore data to its original location?

No. They can select an alternate location to restore data to.

### 2.2 What if I need to restore or retrieve a file?

Restoring one or many files is simple with the Bizo Backup software. Simply run the "Restore" program, and select the files and/or directories you would like to restore. You can also choose to restore a previous version of the file.

### 2.3 What if I accidentally delete a file and want to restore it?

You can restore a deleted file at anytime during the retention period for the service level you have subscribed to.

### 2.4 Can users restore another user's data to their machine?

No. The Bizo Backup client is set up to access and restore machine-specific information. It restores only the original user's data to that user's computer.

### 2.5 Can a user retrieve data if the user's hard drive crashes or if the user moves to a new machine?

Yes. The setup option Reinstall User from Server performs this operation at setup time.

### 2.6 Can I restore the operating system?

Bizo Backup is designed to back up critical data only. Applications and operating systems should be reinstalled from their original disks. Bizo Backup does not provide the ability to restore all the software from an unformatted disk to the last backup state.

### **3. Security Questions**

#### **3.1 Is my data secure?**

Absolutely. All data is encrypted from the time it leaves your PC. Only you with your unique login credentials can view or access your backup information.

#### **3.2 How do I know my data is secure?**

The Bizo Backup data transfer method combines industry-standard computer security features with best practices for data security. Capabilities are included at both the client and server levels to ensure maximum data protection against outsiders and unauthorised internal access. All Backup files, once they leave the PC, are encrypted with a private encryption key. This is better than that used for inter-bank wire transfers. Password protection ensures that only you can retrieve your data.

#### **3.3 Are users' data secured from unauthorized access?**

Yes. Bizo Backup encrypts all data transmitted between the Bizo Backup client and the Bizo Backup server. Additionally, users create passwords for their accounts, securing access to data-sensitive functions of the Bizo Backup client. These two levels of security ensure data is completely protected from unauthorized access.

#### **3.4 Is user data safe from hackers when sending it across the Internet?**

Yes. Bizo Backup automatically encrypts data before transmission to the Bizo Backup server. Since the packets typically only contain the changes to files, the changed data alone makes no sense without the rest of the file. These elements make the data useless to hackers, and, thus, very safe.

## 4. Connectivity Questions?

This section answers connectivity questions.

### 4.1 What network protocol does Bizo Backup use?

Bizo Backup uses TCP/IP.

### 4.2 What method of transport is used to move client data from the PC to the Bizo Backup storage silos?

To ensure your data is accurate and secure, the following security methods are used:

- **Encryption** - The client encrypts data before it leaves the PC, so that it travels over the network in a secure format.
- **Transmission Checking** - Extensive error checks are performed during each data transfer. Client software automatically re-transmits data packets whenever transmission errors are detected.

### 4.3 Can I send data from a Bizo Backup Desktop behind a company firewall?

Yes. You can open a port on your firewall to let Bizo Backup TCP traffic through that port. This is equivalent to opening a port to allow SMTP (email) traffic through. Bizo Backup uses a proprietary packet (bundled inside a TCP packet) during data transmission.

## 5. Copyright Information

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