

Hosted Sage Fixed Assets Server Backup FAQs:

Welcome to our comprehensive FAQ, designed to address your key questions about our data backup and restoration services. In this guide, you'll find detailed information about our backup policies, procedures, and capabilities. Whether you're concerned about the retention period of backups, the frequency of data backup, or the specifics of performing a restore, we've got you covered. Learn how to ensure your data is securely backed up and readily restorable when you need it.

How far back do the backups go?

We only keep backups for 15 days for disaster recovery purposes by default, i.e. the server breaks or if you have some customer data that corrupted or was accidentally deleted.

How often is the data backed up?

Data is backed up once per evening/early morning as part of a backup window in our backup systems. Due to the nature of a backup window, the exact time your system(s) get backed up could be different for each window.

Can we do a point-in-time restore?

Our backups do allow a point-in-time restore of the full VM or individual files.

What's the procedure for doing a restore?

Submit a ticket through the normal process. Ideally with as much information as possible, i.e. When do you need the restore from, where is the file(s)/folder location, and if there are any specific needs for the data or restore location you would like.

What's the granularity for doing a restore? (i.e. one file, one folder, etc.)

Anywhere from one file all the way up to the full System.

Can we do a restore to an alternate location?

Yes, we can restore to any file/folder location you need. An example would be if you wanted us to restore an excel sheet but instead of the original location, you want it restored to another user's desktop, etc.

What happens if there is a need to restore the system to a month ago, 6 months ago or a year ago?

We only keep a default retention of backups for 15 days. We can create custom retention plans for longer data retention if needed but it would be a monthly charge. We can find out the cost if you are looking for a 12-month retention.

Do you do maintenance file backups (i.e. Sage Backups, QuickBooks backups, etc...)?

We only backup the raw data, meaning, whatever you save on the server. Some applications have maintenance backup where you log in to your company file and create a backup. You as a user will have to create this backup since this will require you to log in to your specific Company File. If that backup is then saved to a folder on the server it would be picked up in the daily backup.



ENHANCING FIXED ASSET MANAGEMENT

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