

Frequently asked questions about Remote Backups

Computers Unlimited Inc. is pleased to offer On-Line Service for Remote Backups.

Q. What about Open Files?

A. Your open files (Win XP and 2003 Server) backup using an exclusive 'Shadow Copy' feature. Whereas, traditionally open files have been a challenge for tape, CD and other backup solutions, we solve the problem.

Q. How secure is my data?

A. More secure, for example, than your on-line banking. That's because when your bank proclaims 128 encryption, they're only talking about the *connection* between your computer and their server. Your actual data, as it resides on their system is not encrypted at all! That's why it such a ripe target for hackers. Our service, on the other hand, encrypts the information not only during the transfer of data, but the *storage* of the data as well.

Additionally, when you backup to tape or disk, those tapes can be read by *anyone*. They can be lost or destroyed as well. This is the most secure method of performing backups available.

Q. Where does my data 'go' when I back it up?

A. Your data goes to your own designated on-line data storage facility located in Toronto, Ontario, Canada. There are mirror locations of the data sets in New York City and San Francisco in the remote chance of disruption due to natural disaster.

Q. I already have a tape drive and do all my backups. Why would I need a Remote Backup System?

A. Unfortunately, even though they may have a tape drive, most small businesses do not do proper backups and virtually none take their tapes off-site to protect from break-in, fire, etc. While tape drives are handy for quick access of any given file that is lost, it's important to have the added security of knowing that critical files are safe from every threat.

Q. Won't you have access to my company records?

A. No, your files are very securely encrypted before they leave your office. Only you have the password. No one else can access your files.

Q. What about upgrades?

A. Upgrades are provided free of charge for the life of your subscription.

Q. Do I have to install a special phone line?

A. No, the system uses your broadband internet connection.

Q. What do I have to do, how much trouble will this system be for me?

A. You do not have to do anything. Our remote backup system is completely automatic. After it is installed on your computer it requires no maintenance. You just forget it's there.

Q. What about backups requiring specialized formatting like databases?

A. The service we use has special plug-ins for all major database formats including Exchange Server, Microsoft SQL, Exchange Server, Oracle, Lotus Notes, MySQL, etc.