

Q. Put simply, what does Altricity Backup do and why do I need it?

A. Altricity monitors the files and folders on your workstations and servers for changes and transmits them periodically to the backup server. Your data can be lost at any moment due to hardware failure, virus, user error, or natural disaster. Having multiple backups insures that you can get back to business quickly even under the worst circumstances.

Q. What kinds of data can I backup with Altricity?

A. Anything. Whether it's stored on Windows, Mac, or Linux, Altricity can back it up. In addition, Altricity has specific modes that have been optimized for SQL Databases, Exchange Mail Servers, Lotus Notes, Oracle Databases, Microsoft and VMware Virtual Machines.

Q. What is the difference between the Cloud, Onsite, and Hybrid Solutions?

A. The Cloud solution sends your backups to our data center over the internet, protecting you from natural disasters/theft as well as viruses, user error, and hardware failure. The Onsite Backup Server is installed within your network for maximum speed of backup and recovery, an important consideration for organizations with constantly changing data sets. The Hybrid solution is the best of both worlds, maintaining the speed and ease of recovery provided by the Onsite Backup Server as well as the very important duality of having secure offsite backups in the cloud reducing potentially fatal points of failure in your backup strategy.

Q. How will Altricity effect my Network, Internet, and Server speeds?

A. Although backing up a lot of data has the potential to slow things down a bit we mitigate this in two ways: First, Altricity only backs up files that have changed since the last backup, which greatly reduces the amount of data transferred on a daily basis. Second, we work with you to schedule your backups to run outside of peak business hours. If it is necessary, we can even adjust the speed at which the data is transferred. Properly configured, you are unlikely to notice any change in network speeds due to Altricity.

A. How long will it take to run the first back up?

Q. That depends on your server, network, amount of data, and your Altricity type.

Q. How will I know a backup completed?

A. Altricity can be configured to send email notifications upon backup completion.

A. How can I check the back up so that I know it is working and all my files are being backed up?

Q. Altricity has a web portal where you can log in, see all your backup sets, scheduling, etc.

Q. How do I know my data is safe in the Altricity Cloud?

A. Our cloud servers are running a custom firewall configuration designed to block all non Altricity connections. Backups are encrypted with 256bit AES encryption. The physical servers are on their own network and physically locked in a secure server rack. We trust our cloud servers with our most sensitive data and we believe you can too.

Q. Has an Altricity Backup customer ever lost their backed up data?

A. No.

Q. Will my data survive if a nuclear/electromagnetic bomb detonates in Shasta County?

A. For those clients that have data so important that it would need to survive a massive natural disaster or large scale terrorist event we can add an extra level of protection by sending your data to a server in another geographical region of the world.

Q. Can I have a backup for my files and a separate backup for my videos?

A. Yes. You can configure many different backup sets and schedule them completely independent of each other.

Q. Currently I backup to an external hard drive. Why Should I upgrade to Altricity?

A. There are many many reasons but here are a selected few:

- Altricity Scheduled backups eliminate the risk of human forgetfulness. Backing up multiple computers with an external drive is time consuming and can be overlooked.
- Altricity Backup Data has the ability to store offsite in the cloud and is encrypted. External drives can be lost, stolen, or dropped resulting in data loss and may have data which is not encrypted.
- If a computer gets a virus and backs up to Altricity, backups prior to the infection are still safe and uninfected. This may not be the case with an external hard drive. If you plug an external drive into an infected system, your data can be at risk.
- By default, Altricity keeps 7 days of past backups meaning you can recover deleted files. With an external drive, if you delete a file and then run a backup, that file is gone. (this is the default, your configuration may be more or less)

Q. What happens if I delete a file, a backup cycle runs, and then after the backup has completed I realize my mistake?

A. No problem. Altricity has a customizable retention policy that by default holds onto deleted files for 7 days.

Q. What happens if I mistakenly erase some information in an important document, save it, a backup cycle runs, and then after the backup has completed I realize my mistake?

A. Not an issue. Just like with deleted files, Altricity has a customizable retention policy that by default holds onto old versions of modified files for 7 days.