



Terms:

BUYD = Back Up Your Data

### **1. How does the BUYD software work?**

Our software will automatically initiate a backup every night at a scheduled time. This setting can be changed to any time of the day or night. Once a backup session has begun your computer establishes a secure 128-bit encrypted tunnel with our primary backup server. The route your computer takes to our server will depend on your network layout, but once on the internet it will access our corporate firewall which will determine if the traffic is legitimate. If you are verified your computer is allowed to connect to our server and your backup begins. If you are not verified the session is not allowed to continue. Once your backup session is completed successfully our server will email you a report summary.

After the backup is verified on our primary server it is immediately replicated to a completely different server in a completely different location. This method ensures you are never without your data.

### **2. What if we already have a solution?**

More than likely your method is not automated or worst yet using outdated storage mediums such as tape drives or compact disks. Neither method is secure in the least; tape drives have a 50% failure rate when attempting to recover data. Let BUYD simplify your backup program with automated and secure offsite backup that is safe from fire, theft, or corruption.

### **3. How long does a backup take?**

Like all backups the first one will take the longest. Depending on the amount of data you want to backup it can take anywhere from 2 hours to 2 days. After the initial backup is completed our software will backup only the files that you have changed since your last backup. This dramatically reduces the time it takes for additional nightly backups.

### **4. What do I need to use BUYD?**

A computer, broadband (Wireless, ADSL, Satellite, Cable etc) of some description  
Unlike some companies that force you to buy an external hard drive and call it a backup solution requires no additional equipment. As long as your computer has a connection to the internet nothing further is required on your end.



### 5. Can I backup my PC with BUYD?

Due to the large amount of information you are unable to back your entire pc it is simply not a viable option. BUYD is as it suggests for the scheduled backup and offsite storage of your important data.

### 6. How can I trial BUYD?

Simply go to the order link on our webpage and select a trial 21 day account

### 7. How do I get started with BUYD?

Getting started and configuring BUYD is simple.

- i. Fill out the order form.
- ii. Once completed, access will be given to download the BUYD client software.
- iii. Run the client software (default settings)
- iv. You will be prompted for your details and to select a login name and password. (please write these down as we do not have a copy of this information)
- v. Once the software is loaded you will be able to log into the client software which actually logs you onto the server.
- vi. Create a new Backup Set
- vii. Select the files that you want to back up keeping in mind that you have a storage limit. NOTE: Please do not select all of hard drive only the files you required backed up.
- viii. Schedule the time that you would like your backup to occur.
- ix. Save your selections and schedule by clicking save or closing the program.

### 8. What sort of reports will I get to show that the backup has worked?

When setup with a valid email addresses the following reports will be emails to the client:

Success report: This will show the amount data backed up. What your retention storage and the amount of space you have left.

Failure Report: If your pc is turned off, the backup did not run or you are over the limit.

Settings change report: If you change the settings of your backup then a report of your changes will be sent to you



## 9. How do I restore my files?

Restoring files is easy:

- i. Open the BUYD manager
- ii. Select the restore menu option
- iii. Select the set to restore from
- iv. A restore screen will now appear with your last backup on the right. If required to restore a file other than shown in the restore list select the radio button to show all files that have been backed up including files from the retention set. (Retention time is the time set to allow for file to be backed up and have changes saved for a period of time)
- v. Tick the files that you wish to restore
- vi. Click restore on the tool bar
- vii. Select if you want to restore the files to their original location (this will overwrite the files that are there) or select an alternative location by selecting the other radio button and the location of where to restore the file to. (Safer option)
- viii. Click Start

## 10. What happens if I loose my pc? How can I restore my data?

All you need is a computer, the BUYD client software, your username and password to restore your data. Follow the installation guide for the client software and when prompted add your username and password to the correct locations as your settings are stored on the server. Then follow the restore procedure.

## 11. How Do I know how much space I have left?\

Open BUYD manager and look at the information in the bottom left corner.

## 12. What happens to my data if I stop using the service?

If you stop using the service your account and data will be removed from our server. As the data is encrypted on the server and only you as the account holder have the decryption key the data is useless to anybody else.

## 13. What happens if I drop the BUYD service then try to reconnect to it?

You will need to go through the complete setup again.



#### 14. Can I trust the service provider?

The Management of BUYD has gone to great lengths to protect the data that has been stored on their servers.

- The server is housed in a security company's data room.
- The server room has 24 x 7 power protection and monitored security
- The data is encrypted both during and after transfer.
- The data is transferred over the Internet via a Secure SSL certificate.
- The servers are all password protected.
- The decryption key for any stored data is held by you, the client. BUYD does not keep copies of any passwords or decryption keys.
- It would take a super computer calculating 100 Billion passwords per second over 4 Billion years to crack a 128-bit RSA cipher. Currently no such computer exists.

#### 15. Who is reasonable for the data on the server?

Ultimately, the client is responsible for the data being backed up on the server. It is the responsibility of the client to check the daily email reports and report any issues. It is also the responsibility for the client to be familiar with how to restore files. BUYD suggests that you restore files from time to time to be sure of the operation and validity of your backup. BUYD does not take any responsibility for the loss of data in any form.

#### 16. Doe's BUYD have backups?

Yes. BUYD has a replication server that is a backup of the main server. Every time your data gets changed the replication server also gets changed.