Alarm Manager Help Sheet

Backup

1. Introduction

It is of the utmost importance that your Alarm Manager data is backed up regularly. This is to protect against loss of data due to computer failure or other potential disasters (e.g. premises or computer destroyed by fire, flood etc.).

If the computer, which stores the Alarm Manager data, is destroyed or out of action for whatever reason, the Alarm Manager software can be installed on another computer and your data can be restored onto that computer thereby ensuring business continuity– **once you have sufficient backups**.

2. How to Backup your Alarm Manager data

Alarm Manager contains its own internal Backup program, which will backup all data to a drive or external device. To perform a backup, take the following steps:

1. On the toolbar, click on the "Backup" icon.

2. The above screen will open and a Zip file will be created containing all of your Alarm Manager data files.
3. When the backup is complete, you may decide where to save the backup file.
4. The default location is C:\MSL\AMBackup. That is a folder on your computers C: drive called MSL and within that a sub-folder called AMBackup. These folders are automatically created

when the Alarm Manager software is first installed. **Please Note** that this folder is not sufficient as a backup location because it is on your computer's hard drive and if your computer fails the backup files will be lost.

5. You should decide on an external means of storing the backup files, e.g. a USB memory key or an external USB hard disk.
6. You can change the Backup folder by clicking on the "Browse Folders" button and selecting an alternative drive and/or folder, e.g. a USB device might be identified as drive F: or G:
7. Once you select an alternative Backup folder, this will be remembered, so if you continue to use the same device, the software will be set to that drive letter. However, please note that USB devices do not always retain the same drive letter in Windows, so you may sometimes have to select the drive again using a different drive letter.

Backup File Names

Alarm Manager Backup files are named as follows:

AMyyyymmdd.ZIP

e.g. AM20190620.ZIP – this is a backup which was created on the 20th of June 2019.

Backup files are not overwritten if created on different days, a new backup file is created each time, allowing you to maintain a daily history of your system should the need arise to restore an older backup. However, backups done on the same date do overwrite the previous backup done on that date.

Restoring Backup Files

There is no facility within the software to restore a backup file because restoring a backup file requires a number of steps to be taken. Should the need arise to restore a backup file; please contact Mercury Software Ltd. and we will assist you.

3. <u>Backup Cycle</u>

The following backup cycle is recommended:

Daily Backup

One USB device for each working day of the week.

Weekly Backup

A separate backup should be taken at the end of each week. Two sets of weekly backups are suggested, which can be rotated (e.g. Week 1, Week 2, etc).

Monthly Backup

A separate backup should be taken at the end of each month and this should be retained for at least 1 year.

Off-Site Storage

It is strongly recommended that selected backup devices (e.g. Weekly) should be stored off-site to protect them in the event of fire.

The above are minimum recommendations. Please contact Mercury Software Ltd. for more detailed advice on backups and disaster recovery planning.

4. Common causes of Data Loss

The following are the most common reasons for Loss of Data:

- Installing an update while the system is being used can cause Travel Manager data files to be damaged
- The hard disk in the computer, which stores the Travel Manager data, could crash due to mechanical failure
- A Power Failure and the resulting Power Surge when power is restored is often responsible for damaging computer components including hard disks
- Problems caused by Viruses, Spyware, Ransomware and other malicious programs

The least common reasons are fire, flood, etc.

5. Online Backup Service

Mercury Software also provides an on-line cloud backup service which will allow you to backup your entire computer including your Alarm Manager data to a remote secure location on an automatic schedule. Please contact us for further details.

6. Sending Backup File to Mercury Software

Occasionally you may have a support issue which requires you to send your latest backup file to us for investigation. This allows us to install your data and investigate the problem in order to provide advice or provide a solution. To send us your backup file, please follow these steps:

- Perform the backup as described above and note the location of the backup file.
- Open your email program.
- Create a new message to **support@mercurysoftware.ie**
- Select **Insert, Attach File** (in Microsoft Outlook). Other email programs may have a different option but it will usually refer to **Insert File** or **Attach File**.
- Open the backup file location; you may have to first select "My Computer" before selecting the drive and folder.
- Once you have selected the correct drive and folder, any backup files in that folder will be displayed in the box below.
- The backup files are ZIP files (named by date as described above, e.g. AM20190620.ZIP).
- Double click on the most recent Zip file.
- This file will then be included in the email as an attachment.
- If your query relates to a specific customer or service call, please include the Customer's Account No. or the Call No. and any other details in the email.