AutoPay Help Sheet

Backup

It is of the utmost importance that your AutoPay 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 AutoPay data, is destroyed or out of action for whatever reason, the AutoPay 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**.

AutoPay 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 AutoPay data files.
3. When the backup is complete, you may decide where to save the backup file.
4. You should choose the path and folder into which the backup file should be saved. **Please Note** that a folder on your computers own hard drive is not sufficient as a backup location because 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 select 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
AutoPay Backup files are named as follows:

APyyyymmdd.ZIP

e.g. AP20190620.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.

Recommended Backup Schedule
It is recommended that all data be backed up at the end of each working day.

Backup devices should be kept off-site to ensure availability of backup files in the event of a disaster at your premises.

Ideally you would use a separate device for monthly backups and ensure that this is always kept off-site.

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

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