



Travel Manager Help Sheet

Backup

1. Introduction

It is of the utmost importance that your Travel Manager data is backed up each day. 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 Travel Manager data, is destroyed or out of action for whatever reason, the Travel 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.**

There is a Backup program installed as part of the Travel Manager system which copies the Travel Manager data files to an external USB Device. The backup program compresses all Travel Manger data files into one Zip file.

The Travel Manager Backup should be run at the end of each day. When it is being run all users must be out of Travel Manager, otherwise open files will not be included in the backup.

In the event of a loss of data occurring the most recent backup can be used to restore the Travel Manager system (onto another computer if necessary).

Some agents may have a separate cloud backup system. That is fine once you are fully sure that the required files for Travel Manager are being backed up. However, it is still recommended that the Travel Manager provided backup program be also used for extra security. The supplied backup program creates a backup file which can be restored much easier and quicker than any other backup. It is also the only means of backup that Mercury Software can directly support.

2. Backup Cycle

The following backup cycle is recommend:

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. I suggest two sets of weekly backups, 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. Please note that your fireproof safe will only protect documents and paper, plastic disks will melt in a fire.

3. 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.

4. Online Backup Service

Online Backup Service

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

5. Sending Backup File(s) 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 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, the Travel Manager backup file is called TMBACKUP.ZIP and the Accounts backup file is called ACBACKUP.ZIP
- Double click on the required Zip file.
- This file will then be included in the email as an attachment.
- If your query relates to a specific booking, please include the Transaction Reference No. and any other details in the email.