

# BEST PRACTICES FOR ONLINE BACKUP SERVICES

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## I. **Select the correct files to Backup**

Avoid selecting entire disks while selecting files to be backed up. Spend time with your clients to understand their backup needs and recommend a backup schedule. Avoid selecting temporary system files/directories while designing your backup schedule. Selecting the entire disk partition on which the OS is installed (e.g. C:\ in a Windows machine) will cause unnecessary changed file notification of operating system files to your backup software and reduce the backup performance.

## II. **Optimize your first full Backup**

The first full backup of your client data can be large (sometimes 100s of GB!). If your backup server is in a remote location and the internet connectivity at the client end is not very high speed to handle transfer of such large volume of data, you should try and 'seed' the first full backup data using a local external drive. The external drive can be shipped to the backup server location for the first full 'seed' backup. This will save you and your customers a lot of time as well as bandwidth costs!

## III. **Use Backup Time Windows**

If possible, schedule your client backups to run during time intervals when system resources are relatively free. For example, you could schedule your client machines to backup after business hours to improve client performance as well as reduce network usage during business hours.

## IV. **Firewall settings and Backups**

Certain firewall software have settings that disconnect connections that are active for long durations. Check the firewall settings in your client side and see if that is causing backups to be disconnected. Some low end network switches or NAT and firewall devices may disconnect active connections because of excessive network traffic etc. You need to make sure you use good quality network switches, NAT and firewall devices for backups to work uninterrupted.

## V. **Backup Performance**

When picking a backup service provider make sure their systems can match your throughput (bandwidth). A lot of services are oversubscribed and/or under powered for their clients. You want a provider that can take your backups as fast as you're able to provide it.

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## VI. **Encrypt client backups**

Always ensure that the client backups are protected with passwords. Create awareness about data security among your customers (e.g. through email newsletters) and urge them to preserve their backup encryption passwords in a secure location.

## VII. **System State Backups**

Creating a backup schedule for system states can save you a lot of time when recovering from system crashes and serve as a valuable tool in your managed services operations. If you wish to be able to restore the Windows Registry alone, schedule a Windows Registry backup separately along with System State Backup. When creating backups for the system state, ensure that the target backup location has adequate free disk space to accommodate growing OS files.

## VIII. **Backing up HUGE number of small files?**

In case your backup dataset consists of a large number of small files (e.g. 100,000 files of 1kb each), you can optimize backup performance by breaking up the dataset into multiple backup schedules and by running them in parallel. This ensures optimal usage of bandwidth as well as the storage throughput, thus speeding up your backups.

## IX. **Database & Exchange Backups.**

Test built in tools & plugs provided by the online backup solution. Make sure they act as expected and data is moved to the remote site in a timely manner. It is important to test the restore process of these backups as a lot of times the process is different with database and exchange servers.

## X. **Backup, Backup, Backup.**

Make sure to backup your data as frequently as possibility (daily). Using features like incremental backup will track the files that have changed since the last backup, reducing the amount of time required for each backup. However, perform full/complete backup sets often (weekly/monthly) to ensure all files are secure. Also, keep a few of the prior complete backups on the remote server incase the last full backup has a problem.

**Questions? Visit [eBackItUp.com](http://eBackItUp.com) or call (800) 616-9324**