

BACKING UP YOUR AVM-2000

Back Ups - General Recommendations

All files, folders and subdirectories located in the AVM-2000's primary/server folder/directory should be backed up. For stand-alone (single-user) versions the directory is: C:\AVM2000. It is **critical** that ALL files in the C:\AVM2000/DATA folder/directory are backed up. If you are running a multi-user (networked) version of the AVM-2000, all files to be backed up are located on your SERVER, which will likely have a different hard drive designation than "C:\". It is not necessary to backup data from each workstations' local directory (AVM2KWS).

Backups may be accomplished with a USB flash/thumb drive, tape drive, zip drive, external hard drive, CD burner, etc. Backups may be completed easily using a simple copy/paste routine.

AVM-2000 also has built-in backup utilities that will back up all of your critical data files only. One of these options is the Internal Backup Routine. There is also an External Backup Routine that can be run with a third-party scheduler software.

NOTE: EDS module files, Print to File module files, Month End files and Electronic Signature files are NOT backed during the AVM-2000 Internal or External Backup routines. These files **must** be backed up separately.

Recommendations

- * Backup restoration can be completed quickly and easily if you opt to backup the ENTIRE AVM2000 primary/server folder. This would be the on the server in multi-user versions of the program. The folder may be copied or zipped before being saved to removable/portable media (flash, USB or external hard drive, CD-RW, etc.)
- * If you use EDS, Print to File, Electronic Signatures or the Month End "frozen" files, be sure that you are also backing up the folders that these files are stored in (a simple copy routine to a portable drive is sufficient). The AVM-2000's built-in Internal and External Backup Routines do NOT backup these additional folders.
- * We have found portable USB flash/thumb drives and external hard drives, as well as CD-R's and CD-RW's to be reliable and cost-effective forms of backup. (Backing up to another drive within your computer, or another computer at your facility leaves you vulnerable to disasters such as theft, fire, flood, etc.)
- * We do NOT recommend using an online backup service that is continually backing files up throughout the day. AVM-2000 files may not be properly backed up when they are open/in use. There is also the potential for file corruption if a third-party software is accessing AVM-2000 files while AVM-2000 is open/in use. Continual backups can also cause problems during a backup restoration. Backups by a third-party software/service should only take place after AVM-2000 has been closed at all workstations/computers. If you wish to use an online backup service, it is recommended that the backup for AVM-2000 take place once per day at a time when AVM-2000 is closed and not in use by any workstations/computers. We also recommend performing a local backup in addition to the online backup. Some of our users have encountered delays and other problems when trying to restore files from an online backup. A local and online backup provide the best data security.
- * **MAKE SURE NO ONE IS USING THE AVM-2000 WHILE PERFORMING YOUR BACKUP ROUTINE.** Important data may be omitted from your backup if the AVM-2000 software is running on your computer system. (On multi-user (networked) versions of the AVM-2000, ALL users must be out of the program before completing your backup
- * **BACKUP YOUR FILES EVERY DAY!** It will take you twice as long or more to recreate your data records as it did to enter them in the first place, and some data may never be recreated properly.
- * **ROTATE BACKUP MEDIA.** (If you are not burning to a fresh CD every day). You should always use **AT LEAST THREE** drives, cartridges, tapes, etc. and alternate them from one backup to another. Most users prefer having one flash drive / CD-RW labeled for use each day of the week. (If you back up corrupted data one day, you should have a previous backup without corrupted data.)

- * **MAKE SURE MORE THAN ONE PERSON KNOWS HOW TO BACKUP.** More than one person at your company needs to know how to run the backup and the proper routine for doing so. This could be a crucial issue in the event of vacations, medical emergencies, or other unforeseen circumstances.
- * **KNOW HOW TO RESTORE FROM YOUR BACKUP.** Make sure that you know how to restore your AVM-2000 files from a backup. It is not helpful to back up your data unless you know how to get it back!
- * **TEST BACKUPS REGULARLY.** All backups should be tested/checked on a regular basis to ensure that you are properly backing up your AVM-2000 data. It has been our experience that although it may seem that your backup routine is working properly; that is not always the case.
- * **KEEP A COPY OF YOUR BACKUP OFF-SITE.** In the event of theft, fire, or other disaster, your records and data will be safe. (This is why portable forms of backup such as USB, external, flash drives and CD-R's and CD-RW's are recommended.)
- * **ALWAYS BACKUP YOUR DATA BEFORE COMPLETING AN UPDATE OR AN ERROR REPAIR.** Although all updates released are tested thoroughly, there is always the chance that problems may occur during the update or repair process on your computer system.
- * **AVM-2000 INTERNAL BACKUP FUNCTION UNDER ADMIN MENU > UTILITIES.** This basic backup routine backs up all of your critical DATA files only. A more thorough backup can be done using the copy and/or zip technique mentioned above to backup data AND program files. The internal backup function will allow you to backup your AVM-2000 data to a temporary directory on your hard drive, to any other drive on your network, including USB, tape, zip, or CD-R drives. NOTE: This routine does NOT backup EDS, Print to File, Month End or Electronic Signatures files.
- * **AVM-2000 EXTERNAL BACKUP UTILITY.** This basic backup routine backs up all of your critical data files only, but allows doing so from outside the AVM-2000 and/or from a third-party scheduling software. A more thorough backup can be done using the copy and/or zip technique mentioned above to backup data AND program files. The external backup function will allow you to backup your AVM-2000 data to a temporary directory on your hard drive, to any other drive on your network, including USB, tape, zip, or CD-R drives. NOTE: This routine does NOT backup EDS, Print to File, Month End or Electronic Signatures files.

In the event of a problem with your AVM-2000 software, TangoWare will best be able to provide you with technical support if you have a recent backup of your system.