

BACKING UP YOUR AVM-2000

TangoWare strongly recommends performing a complete backup of your AVM-2000 software on a **DAILY** basis. This can prevent loss of important data and financial records in the event of theft, file corruption, "virus" infection, hard drive malfunction, other computer problems, natural disaster, etc.

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.

Overview

ALL files, folders and subdirectories located in the AVM-2000's SERVER/main folder/directory (AVM2000) should be backed up. It is not necessary to backup data from/at each workstations' local directory. If you are using the optional EDS, Month End Freeze or Print-to-File modules, those files must be backed up separately (see more below).

Instructions:

- 1) Get ALL users out of AVM-2000!
- 2) Insert the correctly labeled flash/USB/portable drive for the day (Monday, Tuesday, etc.)
- 3) Copy the server's AVM2000 folder to the flash/USB/portable drive
- 4) Rename the AVM2000 folder ON THE FLASH/USB drive to include the date, such as AVM2000_061518 or AVM2000_20180615 etc.
- 5) Check the new AVM2000_061518 folder on the flash/USB/portable drive to be sure that files in the DATA folder contain current dates, etc.
- 6) If in use, copy the server's Print-to-File and EDS folders to the flash/USB/portable drive and rename the folder/s to include the date. Check the folders to be sure that files in the folders contain current dates. (Generally, the location of these folders can be found in AVM-2000 configuration. Print-to-File: Admin > Local Config > General > Print-to-File > Store Documents here. EDS: Admin > Local Config > EDS > AVM_DOCS Storage Location.)
- 7) Each day, repeat steps 1-6.
- 8) If in use, copy the Month End Freeze folder to the flash/USB/portable drive a few times a month and rename the folder to include the date. This folder should be backed up after the "freeze" has been completed. "Frozen" data will not change on a daily basis and is only updated after a "freeze" has taken place. (Generally, the location of this folder can be found in AVM-2000 Month End Reports. Reports > Month End > Config & Schedule > Archive Folder.)
- 9) Take the most recent flash drive off-premises with you for best protection.
- 10) When/if the flash drive becomes full or more space is needed, delete the oldest dated AVM2000, Print-to-File and EDS folders from the flash drive.

* **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 significant delays and other problems when trying to restore files from an online backup. A local and online backup provide the best data security.

Recommendations:

- * **ALWAYS BACKUP YOUR DATA BEFORE COMPLETING a REINDEX and PACK or an UPDATE.** Although all updates released are tested thoroughly, there is always the chance that problems may occur during the update process on your computer system.
- * **BACKUP YOUR FILES EVERY DAY !** It will take you at least twice as long to recreate your data records as it did to enter them in the first place.
- * **MORE THAN ONE PERSON MUST KNOW HOW TO BACKUP.** In the event of an unforeseen absence from the office, vacations, etc., it is important that more than one person knows how to backup and restore your data.
- * **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! This is particularly important if you are using an online/web/cloud-based backup system.
- * **TEST BACKUPS REGULARLY.** All backups should be tested on a regular basis to ensure that you are properly backing up your AVM-2000 data. (Be sure that your DATA files have a recent date on them, etc.) It has been our experience that although it may seem that your backup routine is working properly; that is not always the case.

This process is recommended because:

- A) A recent backup off-premises protects you in case of fire, theft, flood or other issue preventing access to your facility. AVM-2000 users have lost both their main computers and backup drives to theft; and other users have been kept from their facility due to natural disaster or building code issues.
- B) Rotating backup media is important so that if one drive/device fails, you will not lose ALL of your backups.
- C) Rotating backup media also allows users to backtrack multiple days for data to restore in the event of an issue. This is important because it is possible to backup "bad" data and not realize it until later. Keeping multiple backups is good protection.
- D) Small flash drives (even 1 GB) will hold multiple AVM2000 folder backups and can be purchased for \$ 5 or less; making them very affordable.
- E) The copy and paste method backs up not only critical data files, but also necessary program files and any Electronic Signature files. By backing up the entire AVM2000 folder, you have the best chances for restoring your AVM2000 if necessary. This also makes it very easy to restore to a different computer if your main computer has a failure.
- F) This backup routine takes less than 5 minutes every day!