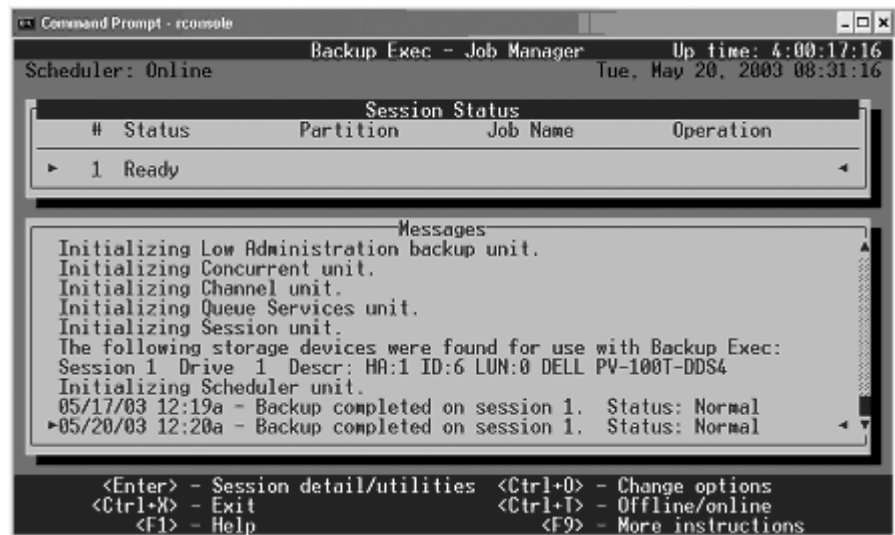


Checking the Backup

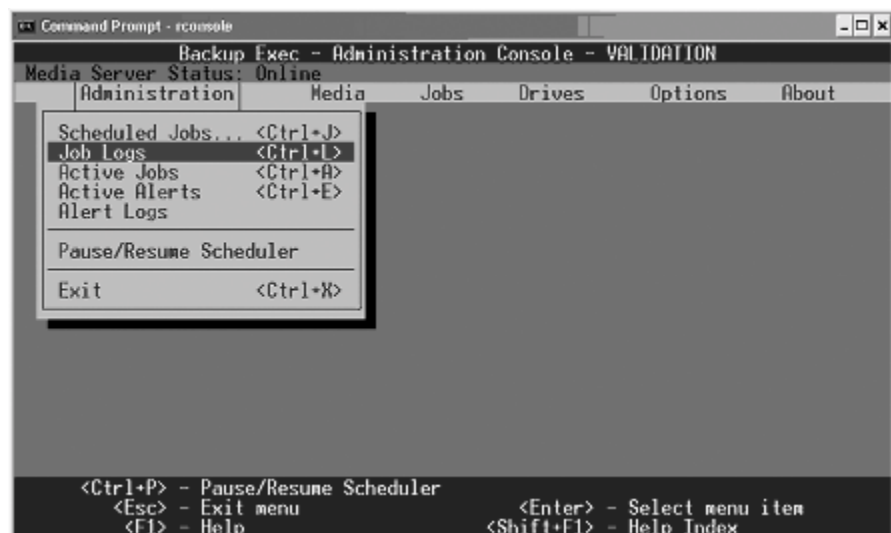
It is important that you check the backup daily when you exchange the tape for the next day's backup. Here are a few quick steps to check to ensure you are getting a normal backup.

Your server screen should be at the backup screen, which will either say "Backup Exec – Administration Console" or "Backup Exec – Job Manager" at the top of the screen illustrated below. If you do not have these screens appearing on your monitor, press ALT-ESC on your keyboard repeatedly till you get to the backup screen.



(Fig. - 1)

If your backup screen looks like Fig. - 1 above, follow the instructions on page 2 under the title "Early versions of Backup Exec."



(Fig. - 2)

If your backup screen looks like Fig. - 2 above, follow the instructions on the next page under the title "Later versions of Backup Exec."

Early Versions Of Backup Exec (Fig. - 1)

Your backup was SUCCESSFUL for the last day of backup when:

- The “Session Status” says ready and does not say ACTIVE in red.
- In the “Messages” section at the bottom of the backup box, the date, time, and completion status appears.
- It is normal to see messages that the backup is purging older backup catalog files no longer used.

There is a PROBLEM if:

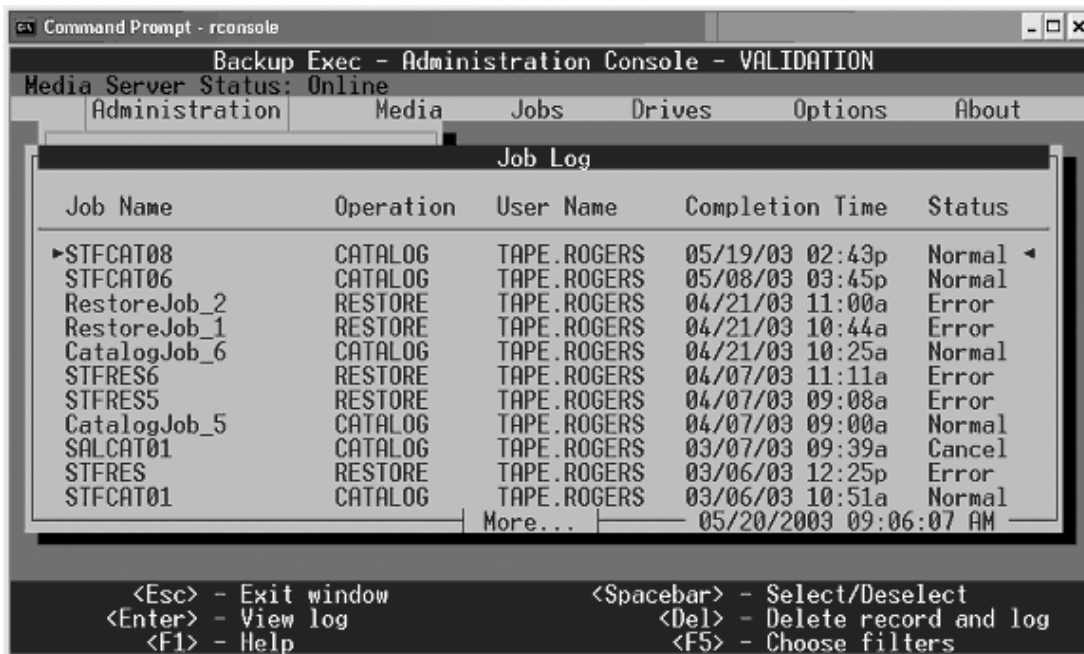
- You get an ACTIVE status in the session status box or a backup completed with error message beside it.
- Please contact Apprentice Information Systems, Inc. at (479) 631-8054 or support@apprenticeis.com.

Later Versions Of Backup Exec (Fig. - 2)

If your screen does not look like Fig. - 1, select the Job Logs option from the Administration menu using your arrow keys.

Your backup was SUCCESSFUL for the last day of backup when:

- The topmost entry in the Job Log says “Normal” as shown below.
- The completion date and time match the day for the backup procedure you are checking



There is a PROBLEM if:

- You do not see your latest job listed at the top of the Job Log screen.
- At the right side of the log for the top listing it does not say “normal”.
- If there is a blinking active alert in the top right corner near the About menu.
- If you have an error message in the status column or a blinking active alert.
- Please contact Apprentice Information Systems, Inc. at (479) 631-8054 or support@apprenticeis.com.

Storage of Backup Tapes

We recommend—

- Storing your backup tapes in a fireproof safe. The safe does not need to be locked, but make sure it is closed.
- Take at least one backup tape offsite each week in case of natural disaster, fire or other hazards which may occur in the office.

Backup Verification Service

Even a successful backup procedure can let you down in extreme circumstances. Apprentice Information Systems, Inc. offers a service that will VERIFY that your backup system is backing up the files correctly and sufficiently.

You can help protect your data with this service by insuring you are getting a good backup of your data. AIS will also have a copy of your backup at our location, in case those at your site are lost or damaged beyond repair.

- The service is offered on a monthly basis or as a periodic service.
- It can be billed as an option on your annual maintenance agreement.
- All expenses (mailing, tape, verification) are included in a \$145 monthly plan.
- Periodic service is \$199 for each backup verified.

For more information please email us at support@apprenticeis.com .

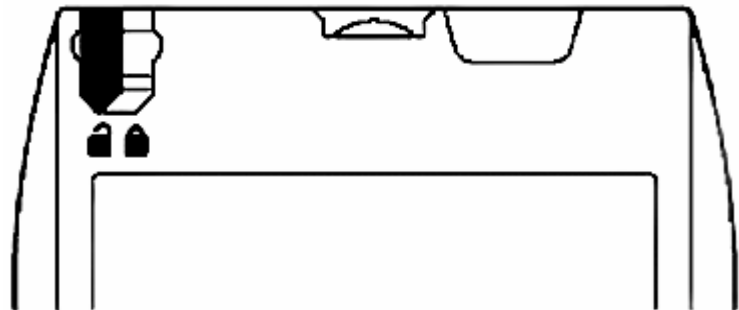
Write Protection

In order to ensure you will get a good backup for the following night, you must check for write protection on your tape. Write protection must be turned off so the server can write data to the tape.

There are currently three types of tapes being used by our customers. These types are the Travan, DDS, and the SDLT formats. To find which tape you have, select the figure below which best looks like yours and follow the directions accordingly.

Travan

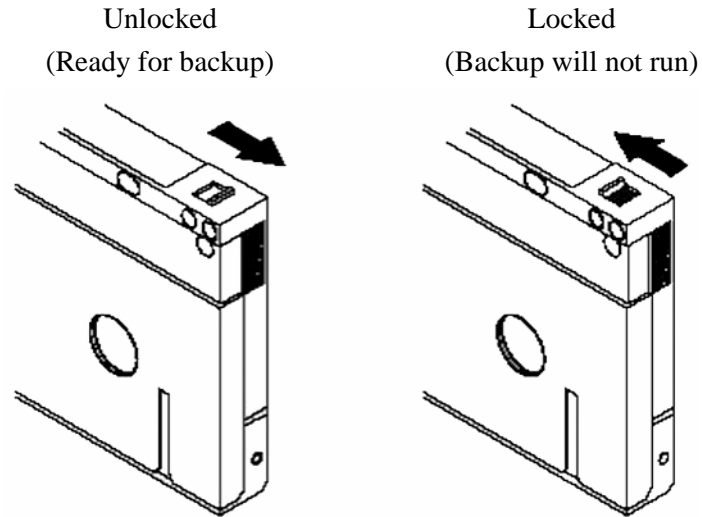
The illustration shows the Travan cartridge with the write-protect switch in the non-protected (read/write) or unlocked position.



DDS

The illustration on the left shows the DDS cartridge with the write-protect switch in the non-protected (read/write) or unlocked position.

This is the setting you should select before running the backup.



SDLT

Write-protection switch on SDLT tape. Switch must not be showing red dot through it.

