

SafeFile – Frequently Asked Questions

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1 GENERAL

1.1 WHAT IS SAFEFILE?

SafeFile is an automatic backup software for your files through the Internet. Your files are securely saved in a datacenter and can be easily retrieved.

1.2 2.2. WHAT DO I NEED TO USE SAFEFILE?

A computer, an Internet connection and SafeFile software.

1.3 WHAT ARE SAFEFILE'S ADVANTAGES COMPARED TO OTHER CONVENTIONAL BACKUP TECHNIQUES SUCH AS TAPES, CD-ROMS, ETC. ?

- Backups are automatic; you do not need to worry about them.
- Data are saved elsewhere. In case of fire in your house or your office for example, your computer and your backup (CD-ROM or tape) can be damaged. It's no longer a risk with SafeFile.
- Prices are fixed (subscription) and without any extra investment.
- It's easy to use.

1.4 CAN SAFEFILE REPLACE OTHER BACKUP SOLUTIONS?

Yes, absolutely. SafeFile also offers additional features compared to traditional methods.

1.5 IS IT POSSIBLE TO TEST THIS SERVICE?

The service can be tested for free for a maximum of 4 weeks, with complete features and a capacity limited to 5 GB.

1.6 AT THE END OF THIS TRIAL OFFER, ARE MY DATA SAVED ?

If a contract is signed at the end of the trial offer, your account will be transferred and all already saved data will be kept. If not, your data will be destroyed for good.

2 REQUIREMENTS FOR YOU TO USE THIS SERVICE

2.1 WHAT ARE THE REQUIREMENTS TO USE SAFEFILE?

- Pentium III Processor (minimum)
- 128 MB of Internal storage (minimum)
- At least 25 Mo of free space on the drive
- Internet connection –ADSL, SDSL, cable, for example
- A 300 megahertz (MHz) computer or server is recommended

2.2 WHICH OPERATING SYSTEMS ARE SUPPORTED BY SAFEFILE?

Windows Vista, XP, 7, 2003, 2000, NT, MAC OS X, Linux

2.3 WHICH TYPE OF INTERNET CONNECTION IS NECESSARY TO USE SAFEFILE?

SafeFile works with any type of Internet connection.

3 SECURITY

3.1 ARE MY DATA SECURED WHEN USING SAFEFILE?

Absolutely. Your data are encrypted and compressed and then sent and stored on a backup server in a datacenter, in Switzerland, under 24/24, 7/7 surveillance. Data are sent through a secured connection (SSL).

3.2 SAFEFILE USES DATA ENCRYPTION. WHAT IS IT ?

When data are in an unsecured environment such as the Internet, skilled people may have illegal access to them. That's why SafeFile uses data encryption: Data are encoded (encrypted) before being sent to the datacenter. This way, they become totally unreadable.

They will then be decoded when being restored on your computer. You will need an encryption key that you will define yourself.

That is to say that you will be able to select the persons who can have access to your data.

You will not see the encryption process as it is automatic.

SafeFile uses an Advanced Encryption Standard protocol or AES 256 bits.

3.3 WHAT SHOULD I DO IF I LOSE MY ENCRYPTION KEY?

In this case, you will no longer have access to your data. For security reasons, you are the only one to know it. Even your staff members do not have access to this piece of information.

If you wish to install SafeFile again, on another computer for example or after formatting your computer, you should make sure you will remember how you set your key. You should save those definitions in a secured place.

3.4 SAFEFILE USES SSL CONNECTION. WHAT IS IT?

SSL stands for Secured Sockets Layer. This encryption protocol ensures an Internet connection with cryptography and authentication features (password). SSL connections secure for example on-line banking transactions, purchases and any other fund transfer on the Internet.

4 CUSTOMER

4.1 HOW CAN I INSTALL SAFEFILE?

With the license number provided to you, you can directly download the software. You can install SafeFile on a computer, a laptop, or a server. A set up tool will guide you through the installation process.

4.2 ON HOW MANY COMPUTERS CAN I USE SAFEFILE?

You can use SafeFile on several computers as long as your storage capacity allows you to do so.

4.3 HOW DOES THE SERVICE WORK IF I HAVE MANY COMPUTERS?

It's not a problem. You can carry out backups in a common space. If you wish to carry out backups in a separate space for each computer, you will be given a different license number for each computer.

4.4 CAN THIS SOFTWARE BE USED ON LAPTOPS?

SafeFile has a special function that allows laptop users to use its software when travelling. A backup is carried out each time you log on to the Internet. This backup is then immediately sent to the backup server of the datacenter. The only thing you have to do is to log on to the Internet from time to time!

4.5 HOW CAN I KNOW HOW MUCH STORAGE SPACE DO I NEED?

If you wish to do it manually, the easiest way is to select the most important files. Check the size on your drive for each space. Add up the size of each file to get an idea of the storage space needed. However, the software can assess the necessary storage space before launching the backup.

4.6 HOW MUCH STORAGE SPACE CAN I USE?

You can select the storage space according to the amount of data you need to save. For example, a 10Go storage space represents the storage space for compressed data on the backup server. It could be equivalent to 20Go on your computer, depending on the type of file stored.

4.7 SHOULD I LEAVE MY COMPUTER ON AT ALL TIMES?

No, you can switch off your computer whenever you want. If SafeFile was running a backup when you switched off your computer, it will do it again next time you log on to the Internet. In case of failure or unexpected interrupt, the software will proceed the same way.

4.8 WHAT SHOULD I DO IF MY COMPUTER OR MY LAPTOP IS FROZEN?

If your computer needs to be fixed and/or replaced, you can download and install the software again once the problem is solved. You will then be able to restore the saved files on your computer.

4.9 IS THERE AN INSTRUCTION MANUAL TO USE SAFEFILE?

Yes. A helping tool is available in the software and describes in details how to use SafeFile.

4.10 WHAT OTHER SERVICES DOES DFI PROVIDE?

In addition to the Internet access, we can install the software for you. We can carry out the initial backup on a USB key and plan automatic backups. We will then make sure that your backups are complete and successful. If you need it, our technical staff can restore your data.

Those services are available on offer.

4.11 WHICH FILES CAN I INCLUDE IN A BACKUP?

You can save any type of file, as long as you do not exceed the storage limit.

4.12 HOW MANY TIMES CAN I REPEAT A BACKUP?

Thanks to SafeFile, you can plan automatic backups on a daily, weekly or monthly basis. You can define its frequency and number.

4.13 CAN I DO MANUAL BACKUPS?

Yes, additionally to automatic backup planning, you can carry out manual backups.

4.14 HOW CAN I KNOW IF THE BACKUP WAS SUCCESSFUL?

When setting up the software, you can check the backup log or ask for a follow-up sheet via email.

4.15 SAFEFILE CARRIES OUT INCREMENTAL BACKUPS. WHAT DOES IT MEAN?

The first time you carry out a backup, all files have to be sent. This may take a lot of time. Then, SafeFile automatically detects which file has been modified or not and only takes care of those that have. This way, your network won't be saturated by information being sent. Subsequent backups will then be carried out more quickly.

4.16 WHAT WILL HAPPEN IF I MODIFY A HEAVY FILE?

SafeFile automatically detects modifications. Only the modified elements will be saved. For example, if you add a new paragraph in a document of more than a hundred pages, it will be included into the new backup.

4.17 WHY DOES SAFEFILE COMPRESS FILES DURING THE BACKUP PROCESS?

Files are compressed during the backup process in order to optimize your storage capacity. Thanks to this process, your data will be less bulky (less bits). It reduces your Internet connection load during backup and your files will occupy less storage space on the backup server. You will not notice the compression process. When retrieving the compressed files, they will have been unpacked and restored just like the original files.

4.18 CAN I SAVE MANY VERSIONS OF MY FILES? WHAT IS A PERIODIC BACKUP?

Yes, because backups are conducted periodically, this optimizes their efficiency and coherence.

You can then choose the period during which you wish to set up recurrent backups, which determines the moment when they become obsolete (retention period). (figure 1)

Then indicate to SafeFile when those backups become obsolete (retention period) and what are the actions to be taken (figure 2).

According to your needs, you can also adapt this period for each database as for SQL or Exchange Server files.

The recovery will then be conducted according to the backup date and no longer according to the backup file version.

The image shows two screenshots of the SafeFile interface. Both screenshots display the 'Data Retention' section. The top screenshot shows a dropdown menu set to 'Automatically remove backup data' and a retention period of 30 days. The bottom screenshot shows the same settings, but with a red circle around the dropdown menu, indicating the action to be taken once the retention date has come to an end.

Figure 2: Choose the action to be taken once the retention date has come to an end

4.19 WHAT WILL HAPPEN WHEN I HAVE REACHED MY MAXIMUM STORAGE CAPACITY?

You will be notified via email when getting close to your storage limit. If you exceed it, you will be notified by a second message, informing you that you can no longer save additional data. Moreover, the SafeFile tab on your computer screen will be grayed out.

However, you can increase your storage capacity at any time by subscribing to a bigger one.

4.20 FOR HOW LONG ARE MY BACKUP FILES SAVED?

Your files are saved as long as you own a SafeFile account.

4.21 ARE MY BACKUP FILES SAVED AFTER A CHANGE IN MY SUBSCRIPTION?

Yes. Changing your subscription only has an effect on your storage space and does not interfere with the content of your backups.

5 SPECIFICITIES

5.1 CAN SAFEFILE SAVE FILES WHILE I'M WORKING?

Yes. If a backup has been planned, SafeFile will carry it out even if you are working.

5.2 CAN I SET THE BANDWIDTH LIMIT OF MY INTERNET CONNECTION I WISH TO ALLOCATE TO SAFEFILE?

Yes. Not to interfere with other Internet-using activities during a backup, you can define the bandwidth limit you wish to allocate to SafeFile.

5.3 HOW AM I INFORMED THERE HAS BEEN AN ERROR DURING THE BACKUP PROCESS?

You can view messages in the Computer Log and Reports section. You will also be informed via email each time your files have been saved or restored.

The control panel at your disposal in SafeFile clearly indicates your backup status, so that you can follow the process just like that.

6 EMAILS AND FAVORITES BACKUP

6.1 CAN SAFEFILE SAVE MY E-MAILS?

Absolutely. You can save Outlook Express and Outlook very easily. SafeFile automatically detects where your email files are stored in Outlook and Outlook Express. You just have to select the Save Your Emails option and SafeFile will do the rest.

6.2 CAN SAFEFILE SAVE MY FAVORITES?

Yes. Just like saving emails, you only have to select the Save My Favorites option. Even if you don't know in which files they are stored, SafeFile will automatically find them and will proceed to the backup.

7 MS EXCHANGE SERVER BACKUP

7.1 CAN SAFEFILE SAVE MY MS EXCHANGE SERVER?

Yes. SafeFile includes a plug-in to carry out automatic backups of MS Exchange Server 2003 and 2007 database. An MS Exchange server is continuously operational. SafeFile carries out recurrent backups of Exchange database without interrupting the operational process, even when no session is open. Therefore, you do not need to switch it off. In addition to the complete MS Exchange Server backup, SafeFile also includes a backup plug-in inside MS Exchange Server. This plug-in has been developed to enable a simple backup and a quick restore of individual mail boxes, contacts, calendars, etc.

7.2 ARE MS EXCHANGE SERVER BACKUPS INCREMENTAL?

Yes. MS Exchange Server backups are progressive. After the first complete database backup, the new files are directly included in your storage space of the datacenter on a daily basis.

7.3 HOW MANY OPTIONS ARE AVAILABLE FOR ME TO SET UP MS EXCHANGE SERVER BACKUPS?

There are several options to set up an MS Exchange Server backup. For your database as well as for your mailbox. For example, you can indicate if and/or when incremental backups have to be carried out. It will optimize the backup process according to the available bandwidth and plan restoring schedules.

7.4 HOW CAN I MAKE SURE MY MS EXCHANGE SERVER BACKUP HAS BEEN COMPLETED SUCCESSFULLY?

SafeFile carries out a very reliable and thorough control of database backups to avoid losses. For example, it monitors the coherency between complete recent backups and related files that have been added subsequently.

7.5 WHAT IS FOLDER LEVEL

SafeFile Folder Level features enable you to restore only selected files after an MS Exchange Server backup.

8 MS SQL SERVER BACKUP

8.1 CAN SAFEFILE SAVE MY MS SQL SERVER?

Yes. SafeFile includes a plug-in to carry out automatic backups of MS SQL Server database.

An MS SQL Server is always operational. SafeFile carries out recurrent backups of SQL database without interrupting the operational process, even when no session is open. Therefore, you do not need to switch it off.

8.2 ARE MS SQL SERVER BACKUPS INCREMENTAL?

Yes. MS SQL Server backups are progressive. After the first complete database backup, the new files are directly included in your storage space in the datacenter on a daily basis.

8.3 HOW CAN I RESTORE AN MS SQL SERVER DATABASE?

SafeFile simplifies the recovery procedure of MS SQL Server data. If you have lost a database, you can select Restore Data and click on Restore. You can then replace the original database or make a copy.

8.4 HOW CAN I MAKE SURE MY MS SQL SERVER'S BACKUP HAS BEEN COMPLETED SUCCESSFULLY?

SafeFile carries out a very reliable and thorough control of database backups to avoid losses. For example, it monitors the coherency between complete recent backups and related files that have been added subsequently.