Dr.Backup Data Recovery Options

Dr.Backup is an online computer backup service. Using an existing Internet connection, encrypted copies of your most critical data are transferred to a secure remote storage vault. This usually occurs each night, on schedule, without end-user intervention.

In the event of a data loss, this process is reversed and missing data is retrieved (restored) from the secure storage vault and returned to working computer equipment. The follow descriptions detail the recovery options available for clients to recover their lost or corrupted information.

Procedures for recovering lost or corrupt data files:

1. **Download and restore files using currently installed online backup software** – If the server on which the **Dr.Backup** software resides is available, then lost or corrupt files, folders or databases can be recovered using the installed backup client software. Contact **Dr.Backup** customer support at 301-560-4534 to arrange for a technician to assist in the recovery.

2. **Download and restore files from offsite storage archive to another computer** – If the server/workstation on which the **Dr.Backup** software is installed becomes damaged or otherwise unavailable, the online backup software can be reinstalled on another computer system and data files can be restored onto that replacement system. For security reasons, the username, password and the confidential (private) data encryption key are all required to reload the software. Contact **Dr.Backup** customer support for assistance in performing a disaster recovery of data, using the Internet, to a replacement computer.

3. **Bulk Recovery of Data from High-speed FTP site** – If the amount of information which must be recovered is large, then it is usually faster to work with a **Dr.Backup** technician to recover the data and download via high-speed FTP. Download speeds from a private FTP server will be much greater than what is possible using the standard backup service client. Contact **Dr.Backup** customer support for assistance in recovery large volumes of data via high-speed FTP download. You must be able to provide the technician with the private encryption code required to recover the information.

4. **Bulk Recovery of Data using Portable Disk Drive** – If the amount of information which must be recovered is large, and it is not practical to perform a high-speed FTP download, then clients may request that their data be loaded onto portable hard disk media and be express shipped to them. Please contact **Dr.Backup** customer support to request shipment of portable media. You must be able to provide the technician with the private encryption code required to recover the information. Additional media and shipping fees will apply.

In all cases, please contact **Dr.Backup** just as soon as you realize that data has been lost or corrupted. Once notified, we will suspend active backups (preventing any data from being automatically purged from our systems) and initiate restore procedures with your assistance.