Dr.Backup™
online backup service

S.M.A.R.T. Local Image Backup Service for Windows

https://drbackup.net

If for any reason you are not absolutely delighted with the ease-of-use, safety or convenience of our service -- please let us know immediately. We will either fix the issue or refund 100 percent of your monthly service fee.

While online backups provide the ultimate in mission critical data protection, a full local image backup can be an excellent complement. This add-on service upgrades your data protection by enabling you to capture and store full image backups of your data, application software and Windows operating system on local disk media that you purchase and maintain.

The **S.M.A.R.T.** Local Image Backup Service includes Microsoft Windows®-compatible backup software that can be configured to perform a full image backup of NTFS-formatted volumes (partitions) and store VHD/X image files of these volumes on customer-provided storage device.

A VHD/X image archived on a local disk can be used to rapidly provide full access to the contents of a failed disk drive – or to facilitate rapid data recovery techniques such as “bare metal restore” and “virtualization”. Service is available on all Windows operating system versions that support the Microsoft Volume Shadow Copy Service (VSS).

Service Description	Per Month	Per Month 1-YR Prepaid*
S.M.A.R.T. Local Image Backup Service for Microsoft Windows (optional add on) - RBS-LB-001 Capture VHDX-formatted disk image(s) and archives them on customer-provided storage. *Note:* Mission critical data should always be backed up offsite. Purchase and ongoing maintenance of local disk storage is the sole responsibility of the customer. **You must subscribe to a qualifying Dr.Backup online backup service to purchase this add-on.**	**$12.95**	**10% Off**
Additional PC (sub-account) (RBS-ID-001) Add PCs by purchasing additional software licenses. Online backup disk storage ‘pool’ is shared by all systems in the plan.	**$7.95**	**10% Off**
* Includes a 10% prepaid annual contract discount.		

Prices effective 11/1/2025

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Frequently Asked Questions

S.M.A.R.T. Local Image Backup Service for Microsoft Windows

1. Why do I need a local backup when I already have online backup?

Online backup provides the ultimate in mission critical data protection. It helps you to avoid loss from threats such as fire, flood, lightning/electrical surges, theft, viruses and more. However, due to Internet speed and disk storage restrictions, it is generally not practical to store the entire contents of your hard drive online – just your critical data.

While a local backup cannot protect you against certain physical disasters, it can be an excellent complement to your online backup. **By creating a local image backup of your entire disk, you are archiving not only data – but also the operating system environment and application programs that created the data.**

Having an image backup can help you to recover quicker from an equipment failure by providing you immediate access to your data without the need to download large amounts of information over the Internet.

An image backup can also be used by your local consultant to implement rapid data recovery strategies such as “bare metal restore” and “virtualization”. Please contact your local consultant or Dr.Backup support for an overview of these enhanced recovery options.

2. How does the local full image backup process actually work?

The Dr.Backup (version 11.12 or higher) backup agent software includes support for the optional “Full Image Backup” feature. There is no additional software required.

When activated, an exact snapshot of a hard disk drive partition is captured and written to an external storage device in Virtual Hard Disk (VHD/X) format.

Local image backups are configured very similar to online file backups – except instead of selecting folders and files, we are configuring the software to backup physical disks and associated partitions. Image backup jobs are usually configured to run as a Windows Task Scheduler job.

Internally, the Microsoft volume shadow copy service (VSS) is used by Dr.Backup to perform the actual disk snapshot(s). NTFS formatted volumes are supported and can be archived on a customer provided storage device such as portable USB drive or a NAS box.

3. How much disk storage do I need for the local backups?

At a minimum, you need dedicated local disk storage (USB or NAS) equivalent to at least twice the physical size of all the disk volumes you wish to protect. For example, if you have a 250GB system partition (C:\ drive) to protect, you need a minimum of just over 500GB of disk storage available. This provides you with space for a single permanent copy of your VHD drive image file plus working space (to hold an in-progress replacement copy) the next time a backup is performed. If additional storage is available, multiple images files can be maintained.

Remember that if for any reason the local storage is unavailable to the backup software (i.e., USB cable disconnected, power cord pulled, drive turned off, equipment malfunction or insufficient working disk space) your local backup will FAIL and you will be electronically notified the very next time you attempt any backup (local or online). In most cases, your online backups will continue to run -- even if there is a problem with your local backup storage device.

4. How often do I need to run a full image backup?

Since creating an image backup is a highly compute intensive process, we recommend that you schedule it once per week – during off-hours (or weekends). On a typical system, you can expect to be able to backup 50GB of data per hour. For example, at that speed, it would take just over 5 hours to create an image backup of a 250GB drive.

In the event you experience a system failure, data recovery would involve retrieving the prior week's full image backup from your USB or NAS device – and then downloading from the Internet (online backups) the data files that changed since the last full image was created.

5. Do I still get business-class service and support with the local backup service?

Absolutely. Technical support hours are M-F from 8am to 6pm eastern time. Emergency after-hours data restore assistance is available from an on-call technician.

Dr.Backup technicians will work with you or your local technical contact to install, configure and monitor your local image backups. Should you experience an equipment failure, we can help you gain access to data files stored on the VHD/X-based disk image backup(s) that are archived on your local storage device. We do this by assisting you to remotely "mount" your backup image file(s) on any computer running Windows 7 (or higher). The data in the image file will then be accessible to you via the standard Windows explorer file manager.

VHD disk image files can also be used to perform a "bare metal restore to new hardware and/or to provide "virtualized" access to the machine using Microsoft Hyper-V, Oracle VirtualBox or VMWare Workstation. Please contact your local consultant to discuss advanced recovery options and the additional costs associated with assisting you to implement these services.