

## Chapter Twenty-Two (a): Backup files

### Summary of Chapter:

- What is included in each of the back-up files.

### What you need:

- Knowledge of Admin user account and valid password for your Pilot.

### Software Revision Required:

- Applicable to software revision 5.2.0 > NetPilots

(NetPilot will be referred to as 'Pilot'. All image examples are of a NetPilot.)

### Back-up files:

- Log on to the Pilot as shown in Chapter One (b).

- From the left-hand side of the screen, select 'System backup' and then 'Make backup'. (All links are highlighted below).



- You will be presented with the screen shown left.

- As you can see there are five options in the drop down list. These are described in more detail below.

### Everything:

- All of the below options together.

### System Configuration:

- All configurations settings that can be changed by the web interface i.e. Email Filter Policy, Virus Settings etc. (Does not backup licence's PoP codes or the enabled feature screens)
- User Accounts (not users' files, which are in 'File Shares')

### Email:

- Email delivered to user Mailboxes
- Email waiting in the out-going mail queue

### If the Pilot has an Email Filter Policy and Spam Licence enabled

- Email waiting in the Quarantine area

### Spam learnt:

- Training Data for Ham and Spam Email

### Web Pages:

- Intranet web site (not users' home pages, which are in 'File Shares')

## File Shares:

(When restoring a File-Share back-up, corresponding User Accounts must already exist, or be restored by a 'System Configuration' back-up)

ⓘ Users' home directories, which contain:

ⓘ Personal files stored in a network share

ⓘ Public\_html intranet files

ⓘ Email that an email client has moved off their server and saved in a new folder

ⓘ Databases created by intranet web applications using 'My SQL'

ⓘ User-specific settings stored by applications, such as the address book of webmail.

ⓘ Applications and data supplied by a 3<sup>rd</sup> party content-provider.

## Limitations:



A backup can only be restored if the software version is the same as it was when the backup was made



Web pages and File shares may be accessed using http, ftp and smb (Windows file-sharing), so it may be possible to use some external network back-up tool to copy this information. However, there is no other way to back-up the 'System Configuration' or 'Email', as these files are not accessible remotely.



Making or restoring any Back-up needs enough free space on the 10GB system partition to make a complete copy of the compressed back-up file. This partition is also used to hold logs, web cache files and user mailboxes, so the largest possible Back-up (on a unit with no email and an empty web cache) is only 8GB.



The settings related to the operation of licenced features will be preserved by the backup, but the licence itself and whether the feature is enabled are not part of any backup type. To re-activate a feature (before or after restoring a System backup), admin must follow the normal procedure for adding a new licence: type in the proof number and visit the activation web site, or type in the licence key; then enable the newly-licenced feature.