
No-Hassle Automated Off-Site Backups

Since 2001, CottageDATA Inc. has been offering its clients the option to back up their irreplaceable data to a remote server over a secure Internet connection, 7 days a week, **without user intervention.**

No need to swap backup disks or USB sticks every day, no more media failures, no more hassles over flaky DVD burners, no possible mix-ups in the rotation, and no need to periodically take media off-site in case of theft or fire at the office.

With Off-Site Backup Solution (“OBS”), **all your backups are stored off-site and transfers are encrypted** to preserve the confidentiality of your data in transit.

At any time, your authorized technical support staff can restore files to your system right from their own office without having to ask you to locate the right backup media, even during off-hours.

If any issue is ever detected with the backup, such as the Internet connection being dropped half-way through the overnight transfer, OBS will either print out an error log on your printer or email an alert to the address of your choice. If this happens, simply call CottageDATA to have the matter investigated right away.

FAQ

Q. Do I need any special equipment?

A. You only need a standard Internet connection available through any Internet Service Provider (ISP)..

Q. But isn't the Internet unsafe?

A. The Internet is a *public* network, which means anyone on the Internet can potentially “watch” traffic go by and capture data as it is transferred between sites. This is what generally makes the Internet an insecure medium.

However, CottageDATA’s Off-Site Backup Solution encrypts all data on-the-fly as it is transmitted, making your data **entirely safe from prying eyes.** This is the same encryption technology used by banking institutions to accept credit card information securely online. The data is decrypted only as it reaches its destination.

Q. What operating systems are supported?

A. OBS is available for any current flavour of Linux as well as for Windows 7 and later.

Q. How do I use this software?

A. We will configure your computers to start the backup automatically once a day during quiet hours; you will never need to invoke the software manually yourself unless you want to.

Q. Is your OBS server backed up too?

A. Most certainly. Our OBS server is backed up every day to a secondary Internet server at a different geographical location for full recoverability in case of fire or catastrophe at the primary data centre.

Q. Where are your servers, physically?

A. Our primary server is housed in a secure data centre in Montreal (OVH Inc.) and our secondary server is hosted at a different secure data centre in Kitchener, ON (Rack & Data), to ensure geographical resilience. We guarantee that all your data remains on Canadian soil as this is a legal requirement for some medical information in Canada.

Q. So, how will I know if it's working?

A. If the OBS software detects any problem with the data transfer, such as a dropped Internet connection, a login failure or an incomplete transfer, a printed report or an email alert (your choice) will be generated. You should then call us to investigate.

Q. *How do I restore files?*

A. We recommend you call CottageDATA if you need to restore files. However, if you are technically inclined and wish to do it yourself, you can use the *fetch* command under Linux or click on the “OBS Restore” icon in Windows to retrieve files from the backup server in seconds.

Your OBS user manual includes detailed directions and examples for this process.

Q. *Can I retrieve older versions of my files?*

A. Yes. Your OBS account preserves **16 versions of your backups**, from a few days old to several weeks old. You can choose to restore files from any one of those older backups. Detailed directions are included in your user manual.

Q. *Do you have a proven track record?*

A. Yes. We have been providing Internet backup services since 2001. Over those years, we have done numerous file restorations and even some full system reconstructions in cases of system crashes.



Q. *How much is this service?*

A. Subscription fees start at \$29/month and are based on how much data you need to back up, how many computers you include in your subscription (generous discounts are available for multiple computers) and how many clients are hosted on your server for commercial services.

There are **no setup fees** and **no long-term contracts**; you may cancel your subscription at any time.

For a current price list, please visit www.cottagedata.com.

Q. *Sounds good. How do I get started?*

A. Just call or email CottageDATA at the contact information below and we'll be glad to set you up right away.

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* Prices, information and terms are current as of January 2016 and are subject to change without notice.

CottageDATA Inc.

Information Technology Consulting

Off-Site Backup Solution

**Today's Preferred
Technology for
Linux and Windows
Backups.**

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