



SOTERIA
Backup Made Easy

Instructions and password page

Step 1

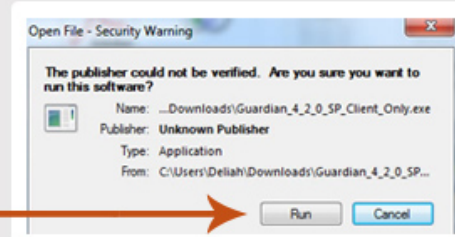
Once you have ordered soteria backup,
Download the software:
<http://www.soteriabackup.co.za/download.php>



Step 2

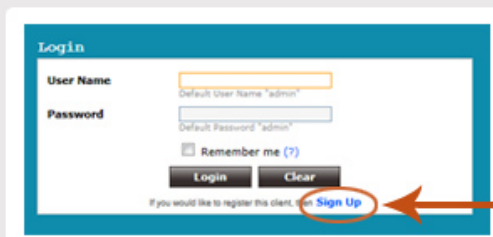
Install the software
(doubleclick on guardian where you have saved it,
(should be in downloads) and choose "run")

While installing the software,
you choose a Machine ID (Guardian ID) ,
which is a unique name for your computer



Step 3

Restart your computer/reboot your machine.
Doubleclick on the guardian web console shortcut
on your desktop.
Click on Sign up link below login



Step 4

Choose the correct backup server
from Email 3 that soteria sent you

Copy and paste your Customer Pass Key
from Email 3 that soteria sent you

Choose password
(any password of your choice -
so that you can access your files
on the backup server
YOUR ACCESS PASSWORD)

Click register client

Step 5

Choose (GMT+2:00) Africa/Johannesburg, if you are based in South Africa



Step 6

Schedule your backups

Choose a backup name
(no spaces allowed)

Choose what folders/need to
be backed up

Choose a time of day when
your computer will be on

Choose encryption password
**DATA ENCRYPTION
PASSWORD**
(any password of your choice
can be the same as
previous **ACCESS** password
but you **NEED** this password
to recover your data if lost)

Click "Save Backup"

You're done!

Next time

To schedule or edit your backups next time,
all you need to do is double click your
guardian web console shortcut,
and login with the (Guardian ID) User Name &
Password (your access password you gave in Step 4)



Is your Soteria backup causing slowness on your PC?

Use our Bandwidth throttling, which lets you limit the maximum
bandwidth that a backup schedule could use.
Double click or right click on the Soteria Guardian backup console.
Click on settings, bandwidth Throttling Settings,
tick the box, "enable" bandwidth throttling.

You could also set the actual time that you would like throttle your
bandwidth or even disable it on weekends! Click save.

Worried about going over your monthly internet limit (cap)?

If your first initial backup is large, contact us to do your initial backup to local storage (Ask for Initial Seeding).
Larger backups are written to a USB drive or external hard drive in an encrypted (secure) state & taken to our
local data centre. It is physically loaded onto our server, thus avoiding any bandwidth usage.

We need from you: 1) Postal address 2) Total size of your backup and we will send you a USB drive with instructions.

Subsequent backups thereafter will be incremental and files will be compressed, resulting in very low bandwidth usage.



How do I know what to backup?

To efficiently minimize your backup storage costs, we recommend that you only backup your "important data" and documents that are of great value to you, which means all your financial records, your daily reports and sales figures etc. All those crucial business or day to day documents that you would be lost without! For a home user this may include your photos and music, although these two items can often be quite large in size.

For the great majority of customers this simply translates to backing up your "My Documents" folder (on a Mac it's just called "Documents").

How long will the backup take to run?

The first time the backup runs it performs an Initial "Full" Backup. The Initial Backup time is dependant on the total size of the data you are backing up as it needs to copy all selected files to the backup server. Typically this process can take many hours or even days to complete the Initial "Full" Backup.

Once the Initial Backup has completed the daily backup will only do an "Incremental" backup of the exact parts of any files that have been changed, which is very small and typically only takes a few minutes or sometimes less than 10 seconds.

All backups occur automatically in the background and you can continue to use your computer while the backup runs.

If you have a large amount of data to backup you can avoid doing the lengthy initial backup over your internet connection by using our Local Backup Seeding service instead.

How do I check the size of my data?

Right click on the folder you are wanting to backup and click "Properties" (If you're on a Mac Right Click and choose "Info"). This will calculate and show you the total size of the data.


What is Local Backup Seeding?

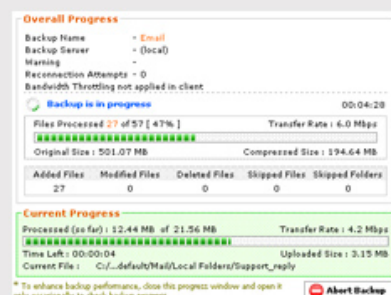
Local Backup Seeding is a service where the Initial Full Backup is copied to an External Hard Drive or USB stick and then posted to us and directly copied to the Backup Server in our Datacenter to eliminate the need to perform this initial backup over a slow internet connection. This saves both considerable time and cost. All daily backups, thereafter are performed over your internet connection as they are incremental and very small in size, requiring only a few minutes or even seconds a day to be completed.

Contact us for more information on this free service.

How do I check the progress of my backup?

- 1) Log into the Soteria Guardian Web console (there should be a shortcut on your desktop or look under programs)
- 2) Click on the green triangle under status, whilst the backup is in progress
- 3) The pop screen will show your overall and current progress

List of Backup Schedules already created			
Backup Name	Status	Backup Server(s)	Next Schedule Time
workatuff	 Backup in Progress	backup01.soteriabackup.net	Tue 31 Jul 2012 13:40:58





Will Soteria Guardian slow down my computer?

We would recommend an Uncapped ADSL line or Telkom line as your best option!

The very first initial backup of a computer is very large and takes a long time over an ADSL connection, usually several days or even weeks, and will always be interrupted due to computers being shut down or moved when not in use.

Once the initial backup is completed however the daily backups become very very small, as only the block-level changes (incremental changes) need to be transmitted to the server.

Will Soteria Guardian slow down my internet connection?

During the backup process Soteria will normally try to transfer the backup data over your internet connection as fast as it can to minimize the time taken. Especially during the Initial "Full" Backup process many customers may feel like their internet connection is slower than normal because they are sharing this connection with the backup process.

To fix this issue you can limit the amount of Bandwidth speed that Soteria is allowed to use to transfer the backup as follows:

1. Click Settings -> Bandwidth Throttling Settings
2. Click Enable Throttling and set the maximum to "50Kbps" or "100Kbps".

NB: For customers with large amounts of data we recommend using our Local Backup Seeding service instead of doing the backup over a slow internet connection.

Will using Soteria Guardian cause me to exceed my Internet Cap or Limit?

Before starting your first backup you should first check that the size of your backup does not exceed your monthly ADSL quota.

For example if the total size of your backup data is 25GB, the initial backup could require up to 25GB of ADSL Bandwidth.

NB: For customers with large amounts of data with capped ADSL connections we recommend using our Local Backup Seeding service instead of doing the backup over a slow internet connection.

How do I backup my Email ?

Your Email data is generally stored inside a hidden folder inside your My Documents folder, so in most cases backing up your My Documents folder will also include your Emails automatically.

However for customers specifically wanting to backup their emails we recommend using our Outlook Plug-in which is designed to backup your email even while Outlook is currently running. To create a backup using the Outlook Plug-in:

1. Open the Guardian Web Console
2. Click Backup -> MS Outlook Plug-in
3. Schedule as required and click Save Backup

What is an Encryption password and do I need it?

An Encryption Password is a password that is used to fully secure your data backup against unauthorised access. It is recommended for backing up very sensitive data such as Financial or Medical records.

You can select to enter an Encryption password or disable the Encryption option entirely in Step 3 of the Create Backup Schedule process.

NB: It is essential that you write down and store the Encryption password in a safe location, because without this password there is no way to restore your data in future. For security purposes this password is never stored anywhere in our systems, and therefore there is no way to recover this password if it is lost. Home users can choose to disable the encryption option if it is not required for their data.



SOTERIA
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Your password page

your password page to print out, fill in and keep safe

Customer account

Customer email address:

This is your **CUSTOMER** email address to login to our website: www.soteriabackup.co.za for billing, support and all computers

**get this email from Email 1 from Soteria*

Customer password:

This is your **CUSTOMER** password to login to our website: www.soteriabackup.co.za for billing, support and all computers

**get this password from Email 1 from Soteria*

Customer Pass Key:

This is your Customer Pass Key you used in step 4 on setup.
This Pass Key is required for adding new computers

**the passkey Soteria sent you in Email 3*

Computer account

Machine ID:

The unique name you chose for your computer
**the Guardian ID you chose when installing software in Step 2*

Computer password:

This is your **ACCESS** password to access backups for this computer only, when you go directly to the backup server

**the password you gave in Step 4 on setup*

Backup Encryption

Data encryption password:

This is your **DATA ENCRYPTION PASSWORD** (you **NEED** this password to recover your data)

**you gave this when scheduling your backup*

PRINT this out, FILL in and keep safe!