



SafeGuard Backup Solution

Frequently Asked Questions

Q. What operating systems is SafeGuard available for?

- Microsoft Windows 95 / 98 / ME / NT / 2000 / XP / 2003 / Vista
- Mac OS X v 10.2 or above
- Linux – FreeBSD and Redhat Linux 6.0 or above (command line or X-windows GUI)
- Novell NetWare 5.1 or above
- Unix – Sun Solaris, AIX, HP-UX & above (command line or X-windows GUI)

Q. Do you offer a trial subscription?

Yes! We offer a fully functional 100GB account on a 30 day trial. Send an email request to sales@networkpartners.com to get started.

If you wish to continue to use the service after the 30 day trial period ends, do not remove our software. Simply contact your Account Representative or send an email to sales@networkpartners.com to reactivate your account.

If you wish to remove our backup software, simply go to add/remove programs in the control panel and remove "SafeGuard".

Q: Is SafeGuard Backup insured?

Absolutely.

Q: What kind of bandwidth does SafeGuard Backup have?

SafeGuard Backup has a dedicated OC3 through Cox Communications fiber division. Our data transfer rate is approx 155Mb up and 155Mb down.

In comparison, a T-1 is 1.5Mb and a T-3 is 45Mb. Most DSL connections are around 1.5Mb down by 890kb up and most Cable connections are around 3 to 12Mb down by 512kb up.

Q: What if we already have a backup system?

Even if you are currently backing up to tape, zip disk, CD-RW, or other form of media, more than likely, the process is not completely automated. An employee must change out the media periodically and manually verify that completed backups are successful. Our online backup system bypasses this tedious process. Backups are 100% automated, and backup reports are sent by email daily. At any time, you can retrieve or verify your files on our server from virtually any location in the world!

Plus, onsite backup systems cannot provide adequate protection against theft, fire, or any other form of local system failure. As they say, it's best not to have all your eggs in one basket. We recommend using our services in addition to any local backup mechanisms you have in place already.

Q: What do I need to set up a backup system with SafeGuard Backup?

Only an internet connection is needed! This completely eliminates the need to purchase expensive backup hardware and/or media. Because the system is completely automated, you don't have to spend valuable time swapping disks or tapes.

Q: How long will an online backup take?

The initial backup always takes the longest, and can vary from minutes to hours to days, depending on the volume of data being backed up. However, after the first full backup, our server compares its file store with the files on your computer and backs up only those files that have been modified since the last backup, which minimizes bandwidth overhead and can take as little as 2 minutes. Transfer speeds of course depend on the speed of your internet connection, but we can accommodate speeds ranging from old fashioned dialup all the way up to corporate LAN connections.

Q: How Secure Are online Backups?

1. Secure 128-bit SSL communication.

All communications between the SafeGuard Backup Server and your computer are transported in a 128-bit SSL (Secure Socket Layer) channel. Although all your backup files travel through a public network (internet), eavesdroppers have no knowledge of what has been exchanged.

2. Backup are securely encrypted.

All of your files are first zipped and encrypted with your defined encrypting key before they are sent to the SafeGuard Backup server. To all people but you, your files stored on the SafeGuard Backup server are no more than some garbage files with random content.

3. We don't keep your encrypting key.

The encryption key used to encrypt your files resides only on your computer and is known only to you. It is never transmitted anywhere across the network. If this key is lost, all backup files can never be recovered. Therefore, although we have access to all files you stored on our backup server, we have no knowledge of the content of the files you stored.

Reminder: Please make sure you write down you encryption key in a safe place where it will never be forgotten. Otherwise, you will never be able to recover your backup files.

4. Best encryption algorithm is used.

Currently, the algorithm that we are using to encrypt your files is 128-bit Twofish. It is a block cipher designed by Counterpane Labs. It was also one of the five Advanced Encryption Standard (AES) finalists chosen by National Institute of Standard and Technology (NIST). It subjects to frequent public reviews but no known attack against this algorithm has been reported.

5. Require 8.77×10^{17} years to crack 128-bit encryption.

A 128-bit key size has 2128 or around 3.4×10^{38} possible combination. Even if you have the world best super computer, ASCI White, SP Power3 375 MHz manufactured by IBM as of November 2000, it would take 8.77×10^{17} years to test all combinations. Assuming you have the

super computer, ASCI White, SP Power3 375 MHz has 8192 processors which totals a capability of 12.3 teraflops (trillions of operations/second), available to you. Also it just needs one computer operation to test a possible combination (which is already faster than what it can do). To use brute force attack (checking all combinations) on this encryption algorithm. It would take:

3.4×10^{38}
----- seconds $\sim 2.76 \times 10^{25}$ sec
 12.3×10^{12}

i.e. 876530835323573935 years or 8.77×10^{17} years to successfully try all combinations.

Let alone ASCI White cannot process as fast as what described here. You can be sure that your data stored on our server is 100% secured.

6. **Restrict access to data by IP addresses.**

You can also restrict access to your backup files from the set of IP addresses you defined. If someone tries to access your data from an IP address not on your defined list, their access will be denied. This additional security ensures backup files are not open to all locations, even username and password is known.

Q: What is encryption?

Encryption is basically a mathematical formula that scrambles a data file. The only way to decode it is with the encryption code.

Q: Nothing happens when I click Restore Files

The window you are trying to bring up to perform a Restore comes up using JavaScript and is often mistaken for an unwanted popup by most anti-popup programs. Please temporarily disable this program, or you may try holding Ctrl while you click the link.