

eBackUp for Easy Dental

BACKUP RECOMMENDATIONS

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Introduction

This document provides some basic recommendations for using eBackUp to back up your practice management database. It does not provide comprehensive documentation on using the eBackUp product. Information on how to use the eBackUp software is available in the eBackUp Help, which you can access from the Help menu on the right side of the eBackUp menu bar.

IMPORTANT LEGAL NOTICE: This document provides general guidelines for using eBackUp to back up the Easy Dental database. It does not provide comprehensive instructions to cover every backup scenario. Creating a successful backup of the Easy Dental database is your responsibility, and Henry Schein One is not liable for the creation of customer backups or failure thereof. Henry Schein One strongly recommends you include redundancy in your data backup plan, including both onsite and additional encrypted backups. It is your responsibility to ensure redundancy, business continuity, and disaster recovery to maintain your records and files.

How it Works

When a backup is performed, eBackUp encrypts your data with an encryption key before ever leaving your machine. This is the most secure encryption available. Then, the data is sent to secure servers over the Internet. Your data is stored off-site at a secure data center.

You can easily retrieve your data online. Your data will be restored to its original state based on the retrieval time and date you select. With eBackUp, your data is kept safe and is also easily accessible.

eBackUp Registration and Log Monitoring

You can register for the eBackUp service at www.easydental.com/products/eservices/ebackup. Click the Register Now link on the left side of the web page. You can also call 1-800-734-5561.

The eBackUp support team recommends that you sign up for the additional eBackUp Log Monitoring Service. Having our eBackUp account management team monitor your data backups offers some peace of mind and allows you to focus on the care of your patients. We'll notify you with any errors or problems. Plus, our knowledgeable customer service team can assist you with any needed corrections.

With the Log Monitoring Service, HSPS will monitor your daily backups and notify you if:

- Your backup fails (no files were backed up)
- Your backup is incomplete (only some of the files were backed up)
- Your data has not been backed up for more than two business days

If any of these conditions is detected, you will be contacted by phone (via a voice broadcast) and have the option of connecting directly to a customer support representative.

Note: If you register for the eBackUp Log Monitoring Service and you change your phone number, please remember to contact HSPS to update your phone number.

After registering for eBackUp, you'll receive a welcome letter informing you that your eBackUp account is now active and you can perform a baseline data backup. The eBackUp support team is available to help set up the automated process and perform your initial backup.

Setting up eBackUp

After registering for the eBackUp service, you'll need to complete the following tasks to set up eBackUp:

- Configure the eBackUp settings
- Select the folders and files to back up
- Schedule your backups
- Verify that your backups are taking place

These tasks are explained below.

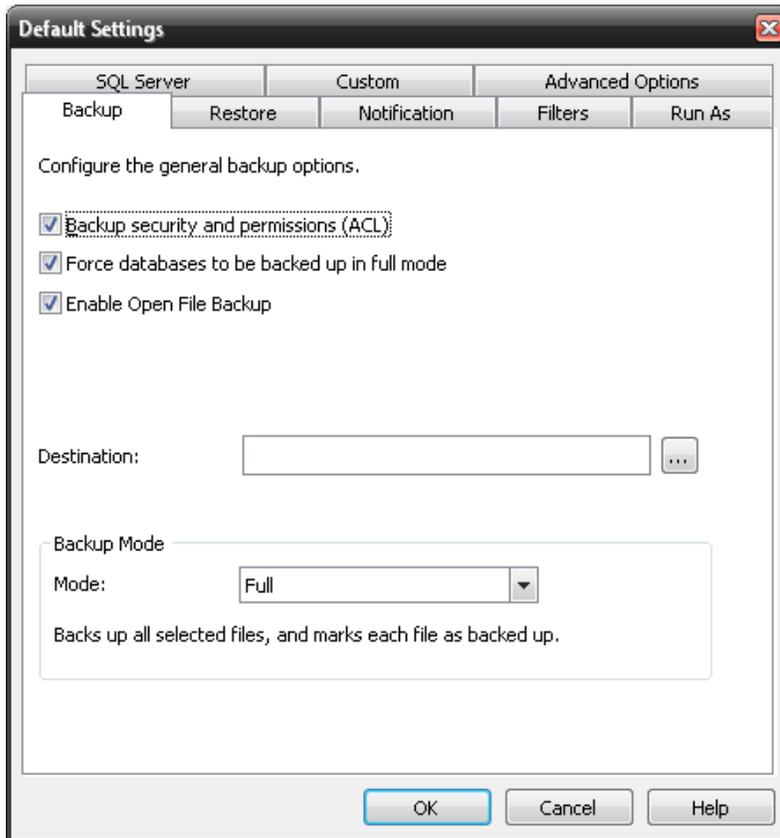
Configuring the eBackUp Settings

Before you select the data you want to back up, you need to set certain eBackUp default settings.

To set eBackUp default settings

1. From eBackUp's **Home** tab, click **Settings**, and then click **Default Settings**.

The **Default Settings** dialog box appears with the **Backup** tab selected.

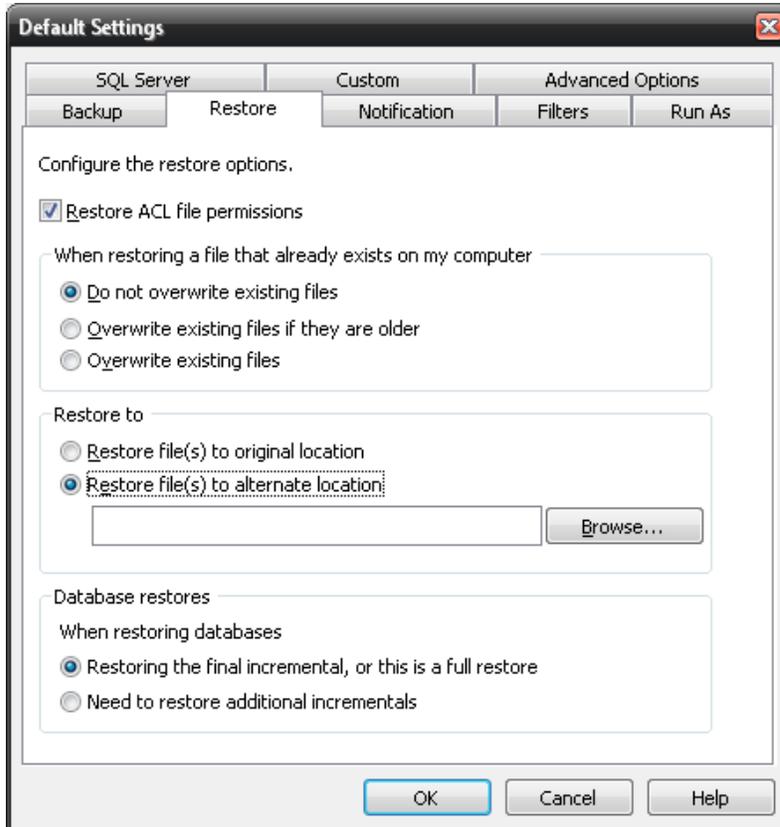


2. Under **Backup Mode**, *make sure* you set the **Mode** to **Full**. (This is a change from previous versions of eBackUp). Full backup mode now scans all the files marked for backup, but only backs up those files that have changed since the last backup.

Note: For information on the other backup modes, click the **Help** button and search for **Backup Job Options**.

3. Click the **Restore** tab.

The **Restore** tab is displayed.

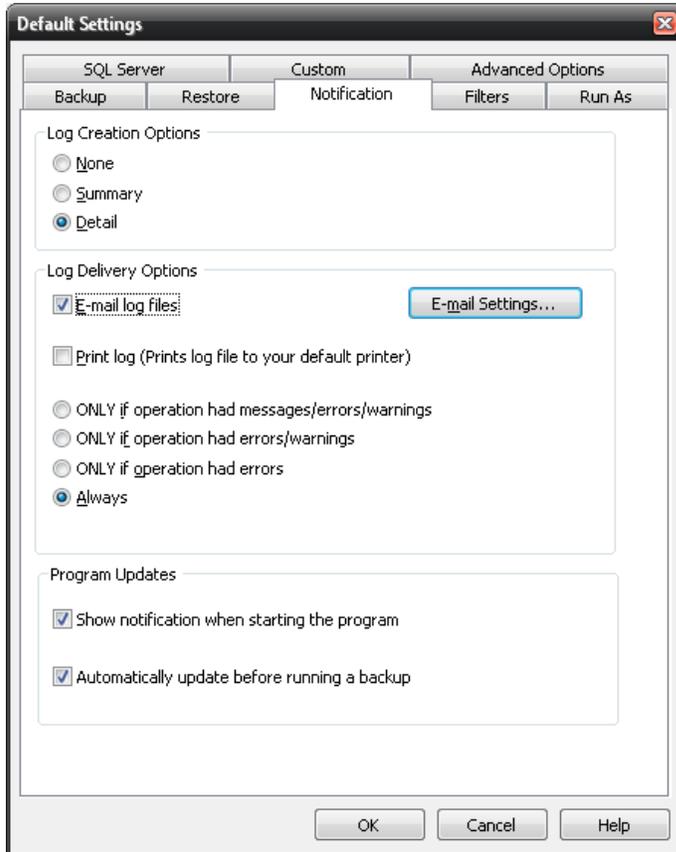


4. On the **Restore** tab, you specify how and where a backup will be restored. Backups should always be restored to a location other than your primary database to prevent overwriting good database data with an untested backup. Never overwrite your primary database with your backup data until you have verified that your backup data is good. For this reason, we recommend that you select the following settings on the **Restore** tab:
 - **Do not overwrite existing files**
 - **Restore file(s) to alternate location** (Use the **Browse** button to specify a path for restored files. This is the place on your computer where eBackup will restore backup files from the eBackup server. It is recommended that you browse to the Desktop at the top of the list and have your files restored there.)
 - **Restoring the final incremental, or this is a full restore**

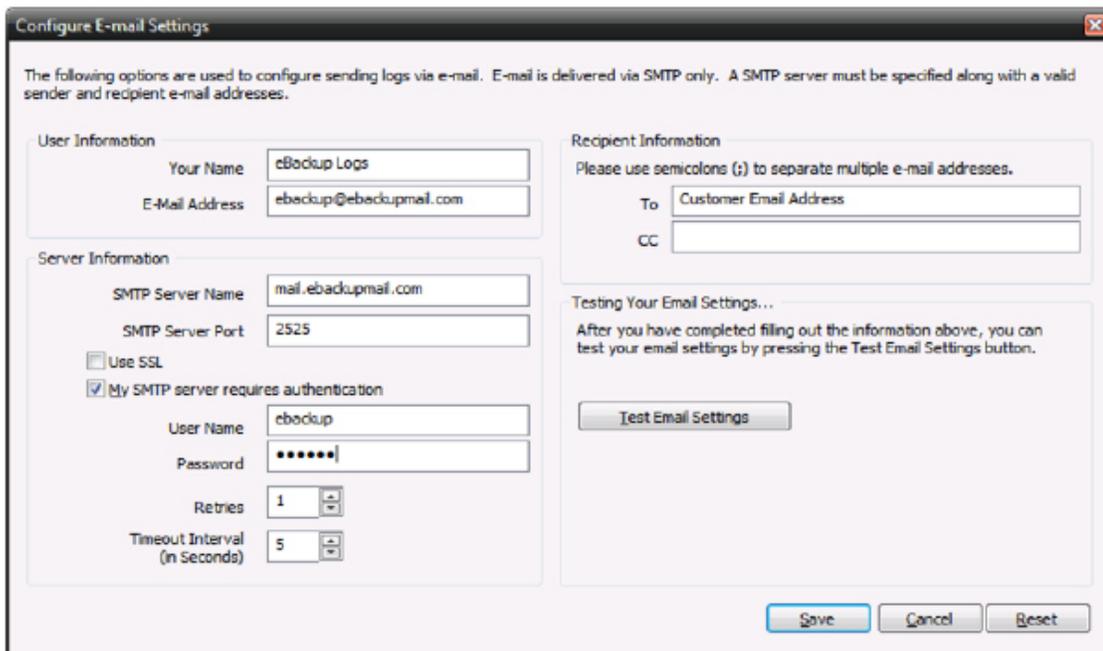
Note: For more information on these options, click the **Help** button and search for **Restore tab**. Also, refer to the section “Restoring Backups” later in this document.

5. Click the **Notification** tab.

The **Notification** tab is displayed.



6. On the **Notification** tab, we recommend that you select the following options (as shown above):
 - a. Under **Log Creation Options**, select **Detail**.
 - b. Under **Log Delivery Options**, select **E-mail log files**, and then click **E-mail Settings**.



- c. Using the above image as a reference, specify your e-mail settings, then click **Save**. (See knowledgebase article 33551 in the Easy Dental Resource Center, www.easydental.com/resourcecenter, for additional explanation and password information.)

- d. Under **Log Delivery Options**, select **Always**.

Note: Leave all other default settings as they are. For more information on these options, click the **Help** button and search for **Notification tab**.

7. When finished, click **OK**.

The **Default Settings** dialog box closes.

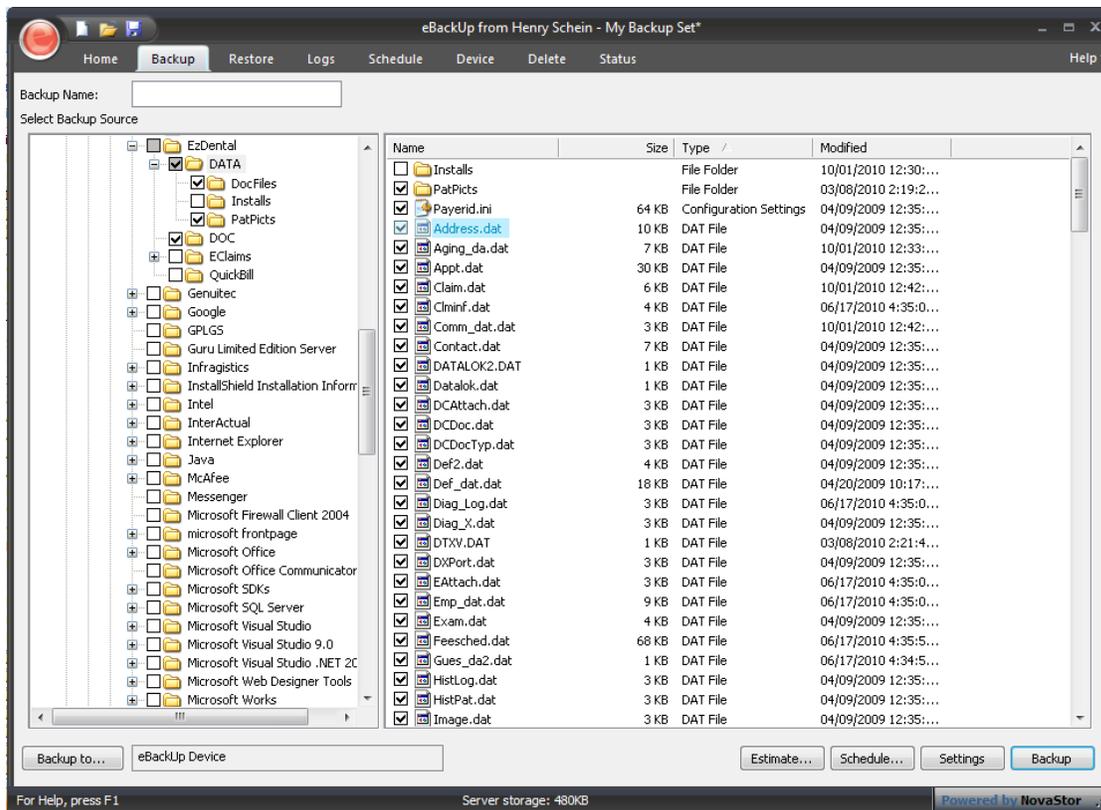
Selecting the Folders and Files to Back Up

You're now ready to select the data you want to back up.

To select the folders and files you want to back up

1. In the eBackUp window, click the **Backup** tab.

The **Backup** tab is displayed.



2. In the **Backup Name** field, specify a name for your backup, then select the folders and files you want to back up (by selecting the corresponding check boxes in the left and right panes). We recommend that you back up ALL of your important computer files; however, it is critical that you back up your important Easy Dental database files at a minimum. It is recommended that you back up your data as shown in the screen above: in the frame on the left, in the EzDental folder, select the DATA folder and all folders underneath it except the Installs folder. You should also select the DOC folder under EzDental. (Check boxes in the right frame are automatically selected when you select the corresponding check boxes in the left frame.)

Important:

- Make sure the database path and DOC path you will be backing up point to the correct location. You can verify your Easy Dental database location in the Reports module. From the **Maintenance** menu, click **Preferences**. Click the **Paths** tab. Your database path is shown in the **Database Path** field.
- Verify that **all** the .dat and .idx files in the **Name** column on the right are selected; the dtxdata.inf file must also be selected. If they are not selected, the database will not be backed up. (These files, and all other files in the DATA folder, are automatically selected when you select the DATA check box.)
- Remember that any data you choose to not back up cannot be restored in the event of data loss.

You may want to use the information below to determine what you want to back up. The information below describes the files that are contained in each folder under \EzDental\DATA:

- **DocFiles** - Contains documents stored in the Document Center.
- **Installs** - Contains the Easy Dental installation program files. (Not recommended to back up.)
- **PatPicts** - Contains any patient pictures you've taken and stored in Easy Dental.

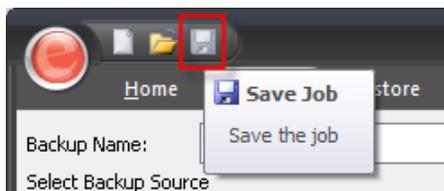
Also, under the EzDental folder, you may want to select the following option:

- **DOC** - Contains your letter templates.

For additional guidance on other files you may want to back up, contact eServices Customer Support at 1-800-734-5561.

Note: For more information on the **Backup** tab, from the **Help** menu, click **Help Topics** and search for **Backup tab**.

3. After selecting the folders and files you want to back up, click the Save button at the top of the eBackUp window, as shown here.

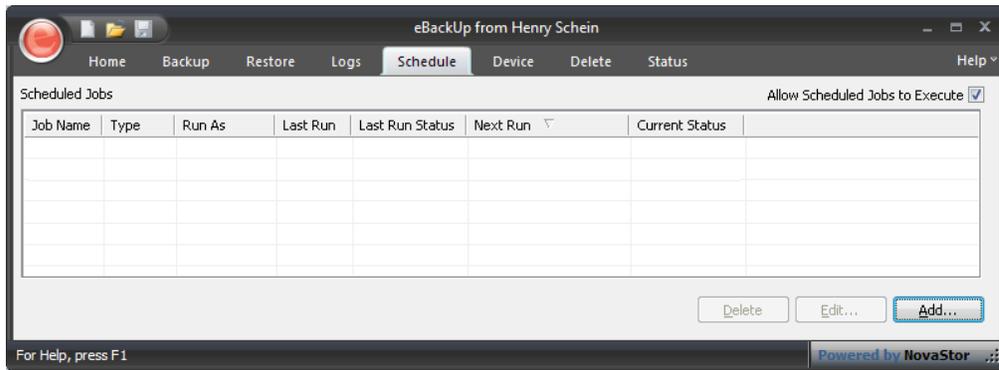


Scheduling Your Backups

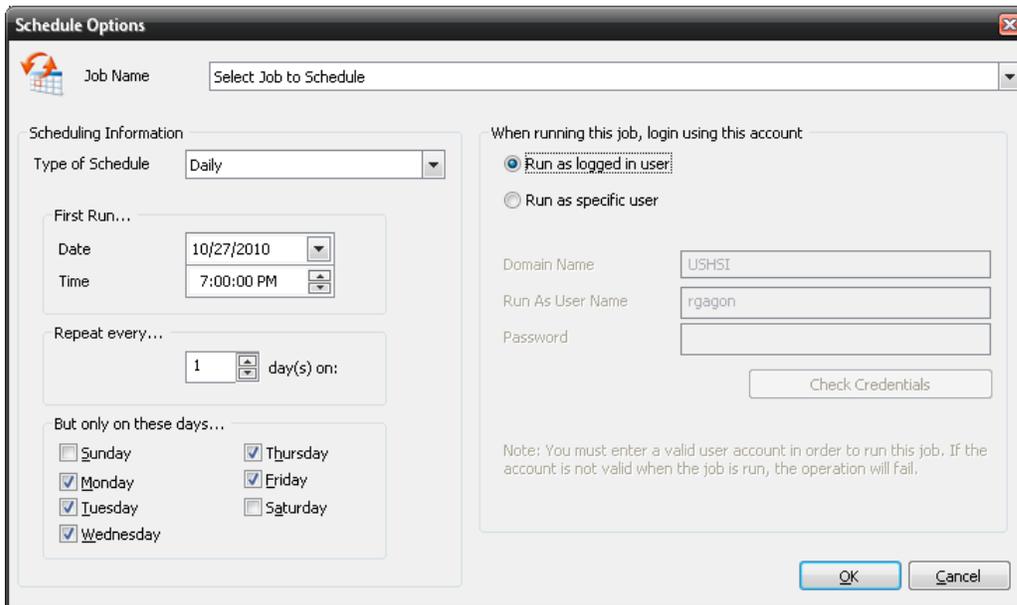
Once your backup settings are configured and your files and folders have been selected for backup, you are ready to schedule your backups.

To schedule backups

1. In the eBackUp window, click the **Schedule** tab.
The **Schedule** tab is displayed.



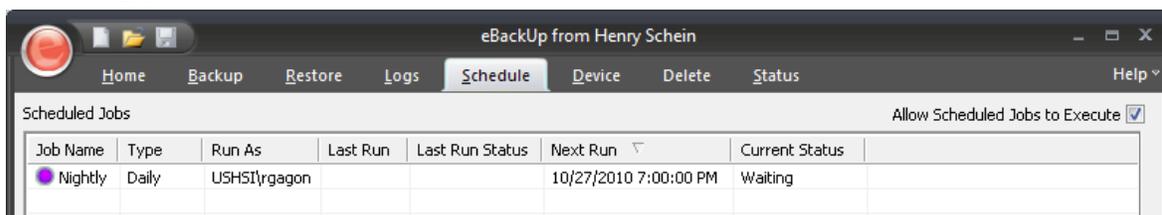
2. Click **Add** to display the **Schedule Options** dialog box.



3. In the **Job Name** field, select the backup filename you typed earlier, then schedule your backups to run at the desired time and click **OK**.

Important: Make sure you schedule your backups to run at a time when office staff are finished using Easy Dental and all modules have been closed for the day. You should also back up your data every day that you work to ensure that your backup data is as current as possible.

The backup job is added to the **Scheduled Jobs** list.



Now that you've completed these steps, your practice data will be backed up regularly, and you'll be able to restore it if you ever need it.

Important: Remember to keep the Easy Dental server (and any other computers you want backed up) powered on and connected to the Internet or they won't get backed up.

Note: If you are using a security firewall or antivirus software, the person who manages your computer systems will need to exclude the following from your firewall and antivirus configuration:

- Port 308
- Port 80
- Port 443
- eBackup.exe

Verifying That Backups Are Taking Place

Once your backups are configured and taking place, you should verify every day that your data is being backed up.

To verify that your backups are taking place

1. After starting eBackUp, click the **Logs** tab.

Operation	Job Name	Date/Time	Errors	Warnings	Objects Selected	Objects Completed	Size Completed
Backup	Backup	7/27/2010 5:28:03 PM	0	0	6195	6195	1.24 GB

2. Look at the **Errors** and **Warnings** columns; a good backup should have no errors or warnings.
3. Verify that the **Objects Selected** and **Objects Completed** match.

Tip: To view the status of a job that is currently running, click the **Status** tab. For more information on the **Status** tab, click the **Help** button and search for **Status tab**.

To view the log file

1. On the **Logs** tab, select the backup log you would like to view.
2. Click **View**.

Any errors and warnings are listed at the bottom of the log file.

Restoring Practice Data

If your practice data is ever lost or damaged, you'll want to use the restore procedure below to copy a recent backup of your practice data from the off-site eBackUp data center to your Easy Dental server.

Important: The first time you perform the restore procedure below, it is recommended that you first contact eServices Customer Support at 1-800-734-5561. You should be familiar with this restore procedure and regularly verify the integrity of your backup data. It is recommended that you perform the restore procedure below once each month and inspect your backup data. When you use the restore procedure to verify the integrity of your backups, *do not perform step 6*. Should the need arise to replace your practice data with a recent backup, you will use this same restore procedure—including step 6.

To restore a backup

1. After starting eBackUp, click the **Restore** tab.
2. Select the files you want to restore.
3. Click **Restore**.

4. Change your database path to point to the location where you restored your backup files (such as the Desktop).
 - a. From the **Maintenance** menu, click **Preferences**.
 - b. Click the **Paths** tab.

Your database path is shown in the **Database Path** field.
 - c. Click **Browse** next to the **Database Path** field.
 - d. Select the location where you restored your backup files (such as **Desktop**, at the top of the list).
 - e. Click **OK** twice.
5. Open the Schedule module and several other Easy Dental modules, and look at the restored data to verify that everything is in order.

Important: Only perform step 6 below if you've experienced actual data loss and need to replace your old practice data with backup data.

6. If the latest backup data appears to be correct after inspecting it, and you need to replace the data in your Easy Dental database with the backup data, move the backup files to the original data location.
7. Change your database path back to specify the original location (following the steps under 4a-4e above).