ACCRIVIA BACKUP RECOMMENDATIONS

Last Manual Update:

7/07/2020

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SYSTEM WIDE BACKUP RECOMMENDATION

Guidance For Backing Up Your Accrivia System(s)

A reliable backup strategy is critical for all businesses and organisations. We strongly recommend you use a reputable third party backup solution, and implement and follow a rigid backup policy, including regularly testing the validity of any backups to minimise any potential losses. Your IT vendor is likely your best source of recommendations and assistance when considering specific products and in implementing a solution. You may want to share this document with them.

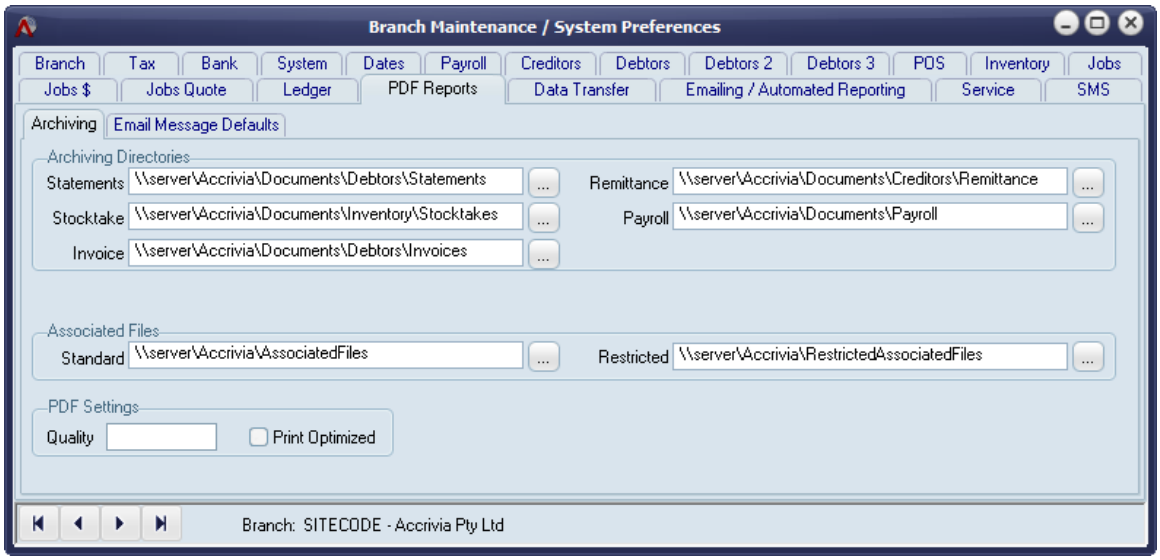
This document covers our general advice for backup strategies and the data that must be backed up to protect your Accrivia system from loss.

> Note this is separate to the Backup process that is in Accrivia **FILE | BACKUP**

Backups Must Include These Critical Sources Of Data:

For each database / Accrivia system in use, you must backup the following set of folders. All data sources described here must be backed up if you require a full restore of your system.

1. Database
    a. The Accrivia database is generally found in the db folder of your server's Accrivia share. If you run more than one database, and need assistance identifying the live databases, please contact the Support Desk.
2. PDF Folders
    a. Go to **FILE | SYSTEM | SETTINGS | *PDF REPORTS*** tab
    b. Include each folder listed in the Archiving Directories box (may include additional folders to the ones shown).



3. Associated Files Folders
    a. Go to FILE | SYSTEM | SETTINGS | *PDF REPORTS* tab.
    b. Include the folders listed in the Associated Files (both Standard and Restricted) box.

    See image above
4. Image Folder
    a. If you use images in your Accrivia system (usually available in Inventory / Jobs systems), go to FILE | SYSTEM | SETTINGS | *SYSTEM* tab, and identify the Images folder listed under Image Destination. If this field is not filled in you do not have an Images folder.

Backups Need To Be Run Regularly, Preferably Daily

A carefully planned system of full and incremental (i.e. only what has changed since the last full backup) backups can be efficient and provide a very good solution. To determine how frequently you should be completing a backup, answer the question – "How much data can you afford to lose if something happened?" A days worth? A weeks worth? This will guide how frequently you need to backup.

Backup Data Must Be Secured

The data within your backup is confidential and needs to be well secured – this includes:

- Storing your backup in a way that protects it against damage (e.g. fire) and loss / theft
- Using a backup method that encrypts your data, so that if the physical storage is lost or stolen, the data is unlikely to be accessible anyway.

Your Backup Strategy Should Include Separate Periodic And Offsite Backups

To protect against threats such as hardware and backup media failure, dormant viruses, data corruption, physical risks (fire, theft) etc., full and separate backups that aren't overwritten for a number of weeks and months, including secure off-site backups must be made. A sample backup strategy of an Accrivia system is included below to illustrate this.

Ensure Backups Are Valid And Are Able To Be Restored

From time to time you need to test that you can restore your backups successfully to a separate location – if you discover that your backup system has failed in some way when you need it, it will be too late!

A Sample Backup Strategy

This sample backup strategy could be used as a basis to create your own backup schedule, and should be adjusted as necessary to meet your individual needs.

	Floating	Mon	Tues	Wed	Thurs	Fri
1st of Month	Full (plus test restore function)					
Week 1		Incremental	Incremental	Incremental	Incremental	Full
Week 2		Incremental	Incremental	Incremental	Incremental	Full
Week 3		Incremental	Incremental	Incremental	Incremental	Full
Week 4		Incremental	Incremental	Incremental	Incremental	Full
Week 5		Incremental	Incremental	Incremental	Incremental	Full

Definitions:

Full: Full backup completed on 1st of Month and each Friday, includes a full backup of the Accrivia data (refer to list of critical data sources)

Incremental: Includes all changed files since the last full Friday backup of the of the Accrivia data (refer to list of critical data sources)

Other Notes:

- At least 12 months of historical monthly backups are retained at any given time
- Monthly, and Week 1, 2, 3, 4, and 5 (if relevant) backups are kept on separate physical backup media
- Backups are removed to the secure offsite fire-proof safe. The previous weeks backups may remain on-site for accessibility (e.g. in Week 3, the backups of Week 2 will be left onsite).
- Each month, a full Accrivia backup is restored, using a combination of a Thursday and Friday backup from a nominated week (to a separate location).