



Frequently Asked Questions about Disk Storage Utilization

Over time, as you create important files on your PC, the amount of online storage required to backup will likely increase. In most instances, the increase is gradual and normal. However, sometimes this is not the case. The FAQ below contains detailed information on how to actively manage your online disk allocation quota.

1. How can I find out how much disk space I am currently using?

Log into the client area of the www.drbackup.net website. Click on the disk utilization tab. The percentage of your disk allocation currently in use will be displayed. Usage reports are updated each Saturday.

2. What happens now that I've exceeded my disk allocation?

Relax. Your backups will continue to be processed as normal. As a courtesy, the first time you exceed your disk allocation, an alert / advisory message will be sent to the latest email address we have on file for you. You have 30 days, one complete billing cycle, to review the situation -- and make adjustments if necessary.

If disk utilization exceeds your package limits at the end of the next billing cycle, additional charges will be incurred and billed to your account for each month that the overage continues. No further advisory emails will be sent.

Note: The current rate for additional disk storage is US\$.01 per Megabyte (\$10/Gigabyte) as recorded on the first day of the month. Volume discounts are available for customers using more than 10 Gigabytes of off-site storage.

3. How do I request additional disk storage space?

There is no need to request additional space. It will be automatically allocated to your account and billed to your credit card only as needed.

You may wish to consider switching to a service package which is bundled with a larger amount of disk storage. Committing to a larger package may be more economical than purchasing disk storage on an ala carte basis. Please contact custom service to request a package plan upgrade.

4. How can I reduce the amount of disk space I am using online?

The client software backs up only what you tell it to. Make sure that you are not archiving non-critical information such as temporary files, application programs or any other data which could otherwise be easily recovered in the event of a failure of your PC.

Large multimedia clips and certain "backup" files do not compress well. If you are backing these up, you will consume your disk allocation quickly.

5. How can I see the names of the files I currently have backed up?

In the file explorer screen of the backup client, select the "Restore > Select Files For Restore..." menu option. Your backup set names should appear in the left pane of the window. Click on the "+" sign to see a list of each backup set version currently archived on the service. Selective clicking in this restore screen dialog box will reveal the exact names of the files which are archived.



6. I have multiple versions of some files online. Is this normal?

The remote backup service contains a sophisticated version control system which permits you to keep multiple unique versions of a file online. This is a welcome capability should you ever need to roll-back to a prior version of an archived up file.

7. I've excluded files from my backup set and done several backups. However, these excluded files are still showing in the restore window. Why?

One feature of the version control system is that it (by default) never purges the last copy of a previously archived file. This means that if you accidentally delete a file from your PC, you can still recover the file from the backup service – even if you have done several backups since the accidental deletion.

If you would like to disable this feature, or otherwise change your data retention policies, refer to the Technical Library section of the client area. A memo entitled: *Managing your Remote Backup Service Client Software using Administrator Control Features* explains how to modify the parameters of the client software to meet your specific needs.

8. I've made changes to a backup set. How can I tell the amount of disk storage required?

The backup client has a built-in disk storage estimator tool which can help you to determine how much uncompressed space is in the currently selected backup set. This tool can be found on the "Run > Run Estimator" tab of the main client software window. In most instances, compression will reduce the actual size of the backup set on the offsite storage server.

9. Why doesn't my data compress to a smaller size?

The effectiveness of file compression is related to the type of data being backed up. Text, word processing, spreadsheet and accounting data base files typically compress at ratios of 4:1 or better.

Graphical and multimedia files such as those files with the extensions ".jpg" or ".avi" are already in a compressed format and hence will achieve no additional compression.

10. What files should I not back up?

This is ultimately a question which you must answer. We do NOT recommend backing up the operating system or application program files. These are easily replaced by reloading them from CD.

We have found some instances where customers did their own backups to hard disk – and then backed up the backups using the online service. We generally do not recommend this, since backup files do not compress, and you are likely backing up the same data -- using two different backup strategies.

11. I now understand how the system works. Rather than fix things up, Can I just delete everything from the service and start over?

Yes, but only with the help of a customer service representative. You will need to open a service request in the Dr.Backup client log on area. It may take 24 hours to complete this request.

Note: Re-installing the backup client software will NOT remove files from the offsite storage vault. This can only be done by Dr.Backup personnel.