

FAQ's

How is Protect Data different from other backup services I've heard about?

Our software is completely client controlled. We do not and can not access your data. All backup schedules, files choices, options, est. are in YOUR control. The data is compressed and encrypted BEFORE it leaves your computer and you are the only one with a key.

Why do I need GlobalDataBackup.net Backup?

One of the most basic rules when using a computer is routinely backing up your files. Most users do not backup their files as often as they should and, even if they do, they do not store their data safely off-site. GlobalDataBackup.net Backup eliminates the hassle of backing up because there are no additional hardware components, disks or tapes. And you have the added security of having your files backed up off-site to our secure facility. You can sleep better at night knowing all your data files are backed up properly.

What's Involved?

Just contact us with a simple call or email and we will get you setup right away. Our technician, (After installing and configuring) will supply you with your kit that includes everything you need.

Can I use GlobalDataBackup.net Backup on two different computers if I only have one Account?

Yes: You are able to install the backup software on multiple systems and in different locations. You can back up your business and home data all using your one account, you are only charged for storage drive space not software or multiple systems and locations

I have a tape system, why should I use Global Data Backup Remote Backup?

Tape systems can be reliable, but require a high level of ongoing maintenance to guarantee reliability. GlobalDataBackup.net uses a triple redundant system, meaning we maintain three separate backups of your data in two locations. With Protect Data's Remote Backup 100% of your backups are store on redundant, fault-tolerant servers, with secondary offsite CD storage.

Important: Your data is at risk if you are using a tape backup system and do not:clean your tape drives once a month;take your backups off-site every night, while keeping them close enough that they are easily accessible;test and restore once a month;keep at least a 20 backup rotation;have easy access to your backup software if you have to re-install it;eliminate the possibility of magnets being near tapes

The main risk of using tape systems is that they can break, but appear to be working. All indications are that backups were successful . . . until you try to restore.

If your data is security sensitive - Tapes can be read from other drives - there is no encryption method with tapes.

If you want to continue to use tapes as your primary backup, consider using GlobalDataBackup.net as a secondary backup solution just in case your primary backup system fails. Remember, redundancy is the key to data security!

Can I still use my tape system?

Yes. Many of our clients use us as a secondary backup and continue to run their tape backups. This reduces the need to haul tapes off-site while ensuring that data will never be lost.

Does it work if our company has a firewall?

Absolutely. The software works on a specific port which can be opened by your firewall allowing the software to run.

How much does it cost?

\$10/month for up to 500 megabytes of data. The price is based on the compressed data stored on our system, and the amount of compression varies according to the type of data you are backing up. Go to our pricing page to view other pricing levels.

What happens to my data after it's transmitted to Protect Data?

Redundant copies of your data reside encrypted in our facility. No one has access to your data but you.

I have mirrored /RAID hard drives. Won't that protect me from viruses or data loss?

No. Mirrored hardware only protects you from a hardware failure. Since 90% of data loss is due to data corruption or user error, mirrored equipment offers no protection. This is because corrupt data gets instantly written to the mirror equipment. The only way to protect your data is by having a backlog of backups to restore from.

What type of information on the backup is available to the me?

In the restore tab of the software, the administrator can see each backup by date. They can also search for specific files in this area. The first week of each month a usage report is generated, along with your invoice, and put in the client area of GlobalDataBackup.net. This area is password protected to ensure that only you have access.

How do I get started?

Simply call our offices @ 1-877-97NJSOL or email us and we will get you set-up and going.