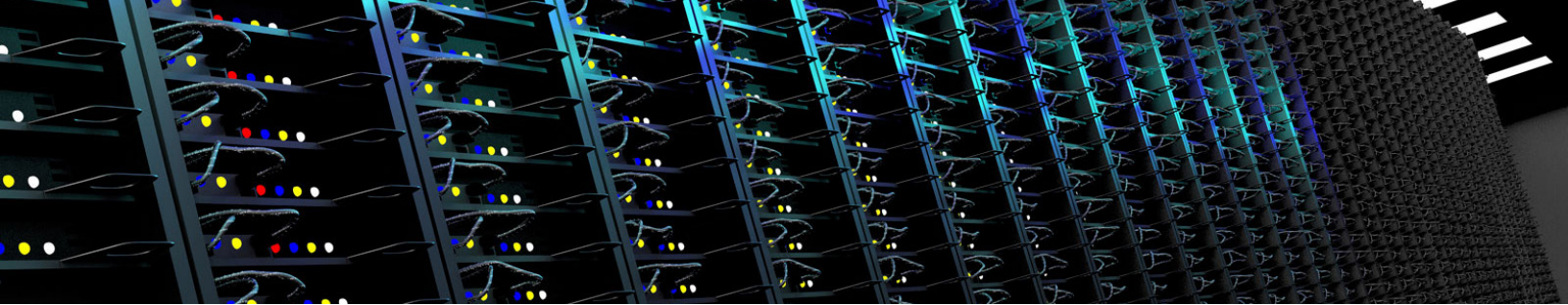




# CloudBackup FAQ





# Meet CloudBackup

CloudBackup is a secure and robust backup solution that automates data backup to secure cloud storage. The application combines an easy-to-use interface with a powerful functionality making a disaster recovery plan simple, reliable and affordable. RapidScale provides seamless and secure backup of your data to the cloud, and takes care of all the management, monitoring and reliability for you.

## CloudBackup Options

Customers can set up a suitable schedule for backups, or back up every changed or new file immediately with RapidScale's Continuous Data Protection.

## Frequently Asked Questions

### What is the difference between traditional backup and CloudBackup?

There are a couple of ways that businesses could experience the same level of protection as cloud backup, but neither is very viable for all businesses. An organization could maintain its own off-site data center dedicated to backup, or physically transport backup disks or tapes to a storage facility. The first option is extremely expensive and would require a lot of dedicated time from a business' IT team. The second option is just extremely vulnerable, and therefore, not worth the risk. Neither can compare to the overall protection and cost efficiency of CloudBackup. Cloud backup refers to the method of backing up data and involves sending a copy of data over a network to an off-site server. This is an essential piece of a business continuity strategy. Cloud computing backup is the best way to get off-site backup for your most important business files.

## What's included with CloudBackup?

CloudBackup includes 256-bit encryption, SSL encryption protocols, server-side encryption, and full backup of file systems, system states, and business applications. Customers can set up purge options, backup preferences, backup compression, local backup, block-level backup, and more.

## How do I manage my CloudBackup settings?

RapidScale has an easy-to-use Backup Plan Wizard that you can use to manage settings and make changes to your CloudBackup service. The interface allows you to manage your data backup with the click of a button.

## How is my data protected?

Cloud backup is actually an extremely secure method for data backup. With CloudBackup, data is stored in the cloud, or the Internet, though it's ultimately located on enterprise-grade infrastructure owned, managed, maintained and secured by RapidScale. We use top-of-the-line security technology and data is encrypted in flight and at rest.

When data is stored in the cloud, it is accessible to authorized users whenever they need it, on any device they want to use, from any location. If disaster strikes, businesses maintain up-to-date, clean data in the safe-and-sound cloud environment.

## If I purchase one license, can I activate CloudBackup on two computers?

CloudBackup is licensed per computer. If you want to run it on two computers, you'll need to buy two licenses.

## Will CloudBackup copy opened files?

Yes, CloudBackup leverages Microsoft Volume Shadow Copy Technology to backup opened files.

“With CloudBackup, data is stored in the cloud, and is ultimately located on enterprise-grade infrastructure owned, managed, maintained and secured by RapidScale.”



## Does CloudBackup copy all files every time it runs?

No. CloudBackup identifies files that have been modified since the last backup and only copies these files. This makes subsequent backups run much faster.

## What is block-level backup?

Block-level backup is fully supported with CloudBackup. It means CloudBackup can copy only the modified portion of a file. For example, if you want to backup a large file but don't want to copy the entire file every time due to its size, CloudBackup will copy only the modified parts each time.

## Does CloudBackup keep older versions of my files?

Yes. This feature gives you the ability to restore a file to a certain point in the past.

## If I delete a file on my local computer, is it also deleted from backup storage?

Yes. The file will be deleted from the online storage, too. By default, though, the file will stay on the online storage for 30 days to prevent accidental deletion. This is called Smart Delete.



## Can CloudBackup copy the data immediately as it changes (e.g. new files added or existing files modified)?

Yes. This is what we call Real-time Backup. Customers can select this option in the Backup Wizard Scheduling step. By using a low-level Windows API, this feature comes with zero impact on your computer performance.

## Does CloudBackup support the MAC OS X platform?

No. It is Windows only.

## How do I know if I'm a good fit for CloudBackup?

RapidScale believes that all organizations should have some sort of backup plan in place for their data and systems. However, businesses that still run physical servers on-site, live in areas affected by natural disasters, are heavily reliant on their data, want file-level backup, or want a full Business Continuity plan in place are especially good fits for our CloudBackup solution.

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## About RapidScale

RapidScale, a managed cloud services provider, delivers world-class, secure, and reliable cloud computing solutions to companies of all sizes across the globe. Its state-of-the-art managed CloudDesktop platform and market-leading cloud solutions are the reasons why RapidScale is the provider of choice for leading MSOs, VARs, MSPs, Carriers and Master Agents throughout the United States. RapidScale is not only delivering a service but also innovating advanced solutions and applications for the cloud computing space. RapidScale's innovative solutions include CloudServer, CloudDesktop, CloudOffice, CloudMail, CloudRecovery, CloudApps, and more.

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# Packet Fusion

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Connecting the Dots to the Cloud