

DATA BACKUP BEST PRACTICES FOR CENTAUR APPLICATIONS

Revised: 25/07/2022

Data Backup Best Practices for Versions i5 & i6 (previous versions are not supported)

**Both "Dental4Windows^{sql}" and "Practice Studio^{sql}" will be referred to as "Centaur Applications" in the following document.*

- Practice owners should be aware that they are **ultimately responsible** for their own data.
- Backup reports should be checked daily. It is recommended that the backup reports are printed, signed off and presented to the practice owner daily (i.e. a physical expectation will promote responsibility for the task).
- Practices should consider the services of a specialist backup company that can audit and manage their backup processes.
- Backups should be performed **every single day** that you use the system.
- The Server computer should contain the backup device. Backup devices on client workstations that backup the data on the server **from across the network are not recommended** due to the potential for backup errors.
- Backups to another workstation on the network are not recommended since your practice could be broken into and **all** your computers could be stolen.
- A good backup routine that includes the rotated use of separate removable media is strongly recommended (with one backup media for each working day).
- Backup media should be **stored onsite**. Avoid placing backup media near magnetic fields such as mobile phones or similar items.
- Ensure your "Centaur Application" is closed on all computers before you do your backup.
- Centaur does not support the use of third-party live backups. Backing up data while it is in use is not recommended as there is a slight chance of data corruption. SAP Inc. – who developed the database system we use – have confirmed that third-party live backups are very dangerous and have strongly advised against this method. If you wish to perform live backups please contact Centaur Support via eSupport, email (support@centaursoftware.com.au) or phone (1300 855 312/+612 9213 5000).
- New backup media should be labelled with the "Date of Purchase" and also the "Name of the Day" it is to be used on. This helps in tracking usage and replacement of the media.
- Centaur has limited experience with backup software. If we are called on to help with backup problems, we will take an initial look at the backup software, but we may need to pass the issue onto the relevant computer technician.



Backup solutions are not part of Centaur's Service Level Agreement, although we do attempt to help as much as possible.

- If it has been determined that a large capacity backup device is required, then external USB hard drives are the preferred solution. For small backups that are not likely to grow USB flash drives are a good solution.
- Please consider the amount of data needing to be backed up. For example, if the backup is to include data such as scanned documents, letters, and x-ray images, ensure your backup drive is large enough for both now and with future data expansion in mind.
- Your computer technician will have an opinion on how best to backup data. If your computer technician will take care of your backup issues it would be preferable for you to go with what the technician is comfortable supporting.



*Even though an external hard drive provides a large amount of storage space, rotated use of separate removable media is still **strongly recommended** (i.e. even though you can back up to it 100 times you should still have one for each working day).*

- Incremental or Differential backups are not recommended unless a specialist backup company or your computer technician is involved in the management of the backup process on a regular basis.