

# Creating an off-site backup of your POS data

## Overview:

Options for backing up your SpeedLine data files off-site, instructions for using the Windows Backup utility, and backup strategy tips.

OS Version	All
SpeedLine Version	All
External Approved	

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## Key Information

Most people don't think about computer backups until it's too late. Your backup strategy is an inexpensive insurance policy for your valuable customer, employee, and transaction data. The SpeedLine HotBackup software that was set up during your installation is an important part of your backup strategy, but it shouldn't be the only part. Remember, HotBackup stores the backup data on a secondary station. But that station, and all your computers, are still vulnerable to disasters such as fire, flood, or theft.

This is where the second part of your backup strategy comes in: the off-site backup. This backup protects your data in case of disaster so you're ready to get back to business afterwards. To take your data off-site, you need to either copy your SpeedLine files to removable media (like a USB flash drive or writable DVD) or upload them to a remote server using an online backup service. For backups to be effective, they have to be performed regularly, as specified by a data backup strategy.

### In an Emergency:

If your POS system is under imminent threat and you need to back up data quickly, log into the SLAdmin account on the secondary server (usually **Station2**) and copy all files from the **C:/SpeedLine/Backup** folder onto a USB drive. See the [Store Disaster Preparedness Checklist](#) article for more steps to protect your POS from damage.

## Backing Up to Removable Media

### Advantages:

- You have complete control over your data. You can store it at your home or have a trusted manager make the backup and take it home.
- The data is easy to access when you need to restore it.
- Relatively inexpensive: USB flash drives are very affordable and easy to use, and don't require special hardware or an Internet connection. Storage space will vary based on your business volume and how long you've had SpeedLine, but a 16 GB drive should be large enough to store all the files you'll need to back up.

### Disadvantages:

- You must have processes in place to keep track of the backup schedule, who's responsible for copying the files, which files to copy, and where they're stored (see [Your Backup Strategy](#), below). Regular manual backups require discipline to be effective.

- You need to take steps to ensure the secure storage of customer and employee data to protect their privacy and safeguard your business from potential liability.

### Encrypted

SpeedLine recommends using an encrypted flash or external drive for purposes of offsite backup. We also recommend that no customer credit card or sensitive data be removed from the store on a non-encrypted drive or media.

## Use the Windows Backup Utility to Back Up Your SpeedLine Data

The Windows operating system on your SpeedLine computers includes a file backup utility you can use to copy your SpeedLine data. Choose the procedure for your operating system below.

### Hint

To see how much space you need for the backup, on the C drive, right-click the **SpeedLine** folder and select **Properties**. If you use Monetra or kitchen displays, also check the size of the folders listed in step 9 below.

## Windows 10

1. When the store is closed, log in to the **Admin** account on the Primary station.
2. Exit Terminal and any other open programs.
3. Insert a USB flash drive, CD, or DVD in your computer USB port or CD/DVD writer.
4. In the search bar, type "backup" and click **Backup Settings** in the results.
5. Do one of the following:
  - a. If you've never used Windows Backup before, click **Set up backup**, and then follow the steps to select a backup location.
  - b. Or, if you've created a backup before, and the store is closed, click **Back up now**.
6. On the **What do you want to back up?** page, select **Let me choose** and click **Next**.
7. On the **Local Disk (C:)** drive, find and select the **SpeedLine** folder.
8. If your store uses Monetra payments or kitchen displays, add the folders below:
  - a. C:\Program Files (x86)\Main Street Softworks\ (C:\Program Files\Main Street Softworks\ on older 32-bit systems)
  - b. C:\QSRAuto\
  - c. C:\ProgramData\QSR Automations\ConnectSmart\
  - d. C:\Documents and Settings\All Users\Application Data\QSRAutomations.
9. Clear the **Include a system image of drives: (C:)** check box and click **Next**.
10. Review your backup settings (there is no need to set a schedule when using removable media), and then click **Save settings and run backup**. The backup usually takes 5 - 10 minutes.
11. Store the flash drive, CD, or DVD off-site in a secure location. Repeat regularly.

### Hint

If you need to restore your backup, once the new computer is set up, you can double-click the backup file to start the Backup and Restore wizard, and follow the instructions. You will need to contact SpeedLine Support for help setting up the new computer and installing SpeedLine and any needed 3rd-party software.

## Backing Up Using an Online Service

The ever-present need for off-site backups and the increasing popularity of "cloud" software means that there are a lot of third-party online backup services to choose from. These companies store your files on their servers, and usually provide a program that lets you select the files to back up and a backup time.

### Hint

If you are searching the Internet for an online backup service, try entering the keywords "online," "data," "backup," and "business" together.

## Advantages:

- No backup hardware is required.
- Automatic backups can be scheduled—reduced need for staff training because you can "set it and forget it."
- Because it's automatic, off-site backups can be performed daily and can't be forgotten, so data is better protected.
- A remote service may be able to offer more secure data storage than you can guarantee in your home.

## Disadvantages:

## From the SpeedLine Knowledge Base:

- Data is no longer under your control, so security features are important.
- A high-speed Internet connection is required.
- Expense. Monthly or annual charges can add up.

## What to Look for in an Online Backup Service:

- Security. Stay away from “free” service plans, or assume they have only minimal security. Look for pre-egress or pre-internet security that encrypts your files before they are uploaded, and then stores them privately.
- Storage space. The longer you’re in business, the more space you’ll need to store SpeedLine files. Check your requirements by right-clicking the **C:\Speedline\Backup** folder on the Secondary station and clicking **Properties**. Size will be shown. If your store uses Monetra payments or kitchen displays, also check the size of the folders below, and any other folders you want to back up:
  - C:\Program Files (x86)\Main Street Softworks\ (C:\Program Files\Main Street Softworks\ on older 32-bit systems)
  - C:\QSRAuto\
  - C:\ProgramData\QSR Automations\ConnectSmart\
  - C:\Documents and Settings\All Users\Application Data\QSRAutomations.
- Storage costs vary widely, so shop around for a plan that meets your needs.
- Automatic backup at a pre-set time. This will allow you to run the backup at the best time for your business—usually first thing in the morning before you open.
- Long-term reliability of the site. Will your files be available a year from now? Five years from now? Pick a company that has been in business for at least several years and has a good reputation.
- Look for reviews that let you compare services. Here's an example: <http://www.pcmag.com/article2/0,2817,2288745,00.asp>.

## Your Backup Strategy

Whatever tool you decide on, it’s important to have a backup strategy in place for your business. A good backup strategy will answer these questions:

- Who?
- What?
- When?
- Where?
- How often?

### Who?

Decide who will be responsible for creating the off-site backup, and assign an alternate to complete the backup if the primary person is away. If you’re doing automatic online backups, this person should check regularly to make sure the correct files are indeed being backed up.

### What?

Which files do you need to back up?

- If using Windows Backup, all files in the **C:\Speedline** folder on the Primary server (usually Station1).
- If using another backup method, all files in the **C:\Speedline\Backup** folder on the Secondary server (usually Station2).

#### Note

Which server you copy files from (Primary or Secondary) will depend on whether you are using the Windows Backup utility or not. If using the utility, you can back up from the Primary server. If copying files manually or uploading to an online server, you must copy from the Secondary server because files on the Primary server are “locked” by the SpeedLine database.

### When?

The best time to copy the SpeedLine data files is in the morning before your store opens. This will ensure all files from the previous day’s business have been saved on the Secondary server.

### Where?

If you’re not backing up online, decide where the off-site backup will be stored.

For example, your strategy could involve a combination of daily or weekly backups stored at home, plus monthly backups stored in a safety deposit box.

### How Often?

How often should you create an off-site backup? The best answer would be “every day,” but this might not be realistic for your operation. What feels comfortable to you will depend on your risk tolerance. Remember that data loss can affect not only your ability to serve customers, but your ability to pay staff and report taxes. The question to ask yourself is, “How much data can I afford to lose?”



**Hint**

If you are doing manual backups, use a scheduling program (Google Calendar or the calendar in Outlook, for example) to set up a recurring reminder to back up before you open on the scheduled day.