



Backup Vault

Our Backup Vault gives you an extra layer of data protection within our redundant cloud infrastructure at any time. Our Backup Infrastructure consists of a Backup Director and multiple Media Servers. The role of the Backup Director is to send backup orders to backup agents running on your Cloud Servers to execute backup. The backups generated on the cloud server would then be sent and stored directly on our media servers. Our backup solution does not require the Cloud Server to reserve temporary space to store backup or even have the system to be shut down in order to run a complete system backup.

Key Features Highlights

- Hot backups
- No down time
- Flexible retentions period
- Block level backups
- Fast incremental backups reducing time and bandwidth
- Full system, single file or directory recovery

Supported Systems

- All variants of Windows Operating Systems
- RHEL, SLES and OEL
- Ubuntu, Fedora, CentOS, Debian, Gentoo Linux

System Requirements

- Additional network interface to connect to the backup network
- (Windows) an administrative account to perform full system backup
- (Linux) a temporary user account with the ability to escalate to root privilege to install the backup agent (the service would be running as root on startup). Installation of gcc, make, kernel-devel and libXft packages

Terms of Service

Weekly Full Backup (Free)

- Free weekly backup is provided to our cloud customers.
- One free recovery request per month. The second request and onwards within a single month subject to additional charges.

Daily Backup with Retentions

- Minimum 7 days retention period.
- Full backup is created once a week plus daily incremental backup.
- Free recovery request anytime.
- Flat monthly, quarterly, semi-annually or yearly fee.

Backup Importance

Most customers would assume and expect their providers for backing up their servers even though there has never been agreement in black and white on providing data backup and recovery. When data loss occurs, customers tend to seek for backups from their providers. It is very common providers do not retain their own backups and heavily leverage the use of RAID that offers fault tolerance from disk failure rather than duplicating copies of important data for recovery from any unforeseeable disasters. This is a very typical scenario we have seen many times in the past years. We are very concerned about our customers' data and very generous to offer FREE backups to avoid repeated problems that could have happened to our service offerings. Bringing safe and reliable services to our clients is one of our top priorities.