BACKING UP YOUR CRYSTAL PM DATABASE

Backing up your Crystal PM database is one of the most important processes you can perform on a daily basis in your office. While there are only a few things that can corrupt your database, the results can be disastrous.

1. Powering off the server computer while working in the software
   - This can happen at any time if there is a power outage in your area. Please be sure your server is on a battery backup system. If there is a power outage, this will give you time to close out of Crystal and properly shut down your server, preventing possible loss of data.
2. Failing hard drives
   - Just because a computer is new doesn't mean your hard drive isn't at risk! A hard drive is full of small, moving parts. These parts have been known to go bad soon after being used for the first time.

METHODS OF BACKING UP – USE BOTH

There are two methods of backing up your database. We strongly recommend you use both!

This should be done daily.

1. Local backup
   - You can use either an external hard drive, or an internal slave, or secondary, hard drive.
   - If your main server hard drive fails, Crystal Support can usually have your business up and running within a matter of minutes by converting another computer in your office to a temporary server.
   - This drive should stay connected to the server at all times.
   - Once you have the drive in place, please contact Crystal Support at 800-308-7169 x1 so we can help you set up this daily backup to run automatically.

2. Cloud backup
   - Should be configured to NOT run during business hours. Running during business hours can slow down your Crystal experience, and possibly lead to corruption.
   - DataHealth is a recommended company - http://www.datahealthusa.com/
   - Carbonite has a HIPAA compliant version as well! - http://www.carbonite.com/

BACKING UP IS A MUST! PLEASE CONTACT CRYSTAL SUPPORT IF YOU HAVE ANY QUESTIONS!