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WHITEPAPER

IBackup Professional online backup subscription service and security overview

IBackup Professional provides a secure, efficient, reliable, cost effective and easy-to-use Internet based backup solution with additional emphasis on **security** and data **retention**. IBackup Professional enforces 256-bit AES encryption on storage in addition to 128-bit SSL encryption during transmission with a user defined key known only to the user and not stored on IBackup servers. Data retention is up to 30 versions. Assuming a daily backup schedule, this would allow retrieval of data for up to a fortnight back in time or longer. Higher Security and higher retention has now been made possible by an innovative 'Patent Pending' technology developed by IBackup.

IBackup Professional suite of products/service is targeted at enterprises that prefer a high performance, secure yet easy-to-use offsite backup solution to protect their work computers. IBackup Professional's objective is to complement the users' backup needs (where the need of the hour is to reduce downtime for backups) with efficient and user-friendly backup solutions. The product also helps users to conserve and use bandwidth efficiently. All this is done without compromising on a very important factor-backup performance.

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Features

Security

The data files backed up using IBackup are encrypted on transmission using 128-bit SSL and the data files are stored by default encrypted using 256-bit AES and automatically decrypted during restores. The encryption is done based on a user defined key, so the data stored on IBackup Professional servers cannot be decrypted by anyone other than the user.

File Versioning

Each backup creates a new Backup set identified by the backup date and time. Users can restore up to 30 prior versions, including the most recent version of their data files. Users can also restore latest versions of all their files or versions of files as of a specific Backup set.

Intuitive User Interface

IBackup Professional offers very advanced and powerful features, yet it has a very simple and intuitive and user-friendly interface. The user interface is as simple as selecting files from your computer and doing an interactive or scheduled backup of the scheduled files. The previously selected files are remembered during subsequent backup sessions. Automatic selection assists users to simply pick the data files associated with applications that they want to be backed up securely to their online accounts.

Fast and efficient Backups

IBackup Professional efficiently uses your Internet bandwidth by compressing data files during transmission. Incremental backups are done by transferring only modified portions of a file that was previously backed up resulting in faster incremental backups.

Mapped Drive Support

IBackup Professional supports backup of mapped drives in NT service mode, even if the system has been logged off.

Data Integrity

Each file goes through an extensive set of 128-bit MD5 checksum comparisons to ensure that your data is safe while performing backups.

Incremental Backups

During an incremental backup, IBackup Professional only backs up the changed or modified portions of the file so that less time is consumed for file backups.

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Application Integrity

Data backed up using IBackup Professional can only be accessed and restored via IBackup Professional. There will not be any other mode of access allowed from any other application. This further helps to preserve and enhance integrity and security of data.

Sync

The 'Sync' feature lets you match the contents of your IBackup Professional account to exactly the same as that on your 'My Computer' for the selected files/folders existing on your IBackup Professional account. This is a very useful option if you have been backing up regularly, and now you have cleared up some data on your computer and wish to clear the same on IBackup Professional account as well as to bring them in sync.

Low resource consumption

When IBackup Professional client scheduler is performing backups or when IBackup Professional is performing interactive backups, users can continue to do other tasks without worrying about IBackup Professional backups affecting the system's performance.

Backup data image as of the time of backup

IBackup Professional maintains the backup data image as of the time of backup that allows for accurate restore 'as of' the backup set.

Proxy/firewall Friendliness

Advanced settings enable users to setup connections via proxy servers to be able to connect to IBackup Professional servers and perform backups.

Open file backup feature

IBackup Professional client agent version 2.0.0 or higher allows backup of open files such as Microsoft Outlook data files (PST), Intuit QuickBooks and Microsoft Excel using its revolutionary Open file Backup feature. Please note that this feature is currently available only for Windows XP and Windows 2003 servers.

Bandwidth throttle

By default, the application uses maximum bandwidth. This will affect the performance of other Internet applications especially when you have large scheduled backup jobs that are scheduled during your working hours. To circumvent this, users can reduce the application bandwidth and access other Internet applications without any interruptions.

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Backup only on idle mode

When the 'backup when idle' option has been checked, the backup operation will be attempted at the scheduled backup time. However, if the application senses any activity by the user when the backup operation is on, it will suspend the backup process temporarily until the user ends his or her activity. This feature ensures that the user's regular computer operations remain unaffected.

Automatic power off after scheduled backup

This is a very handy feature, if you have scheduled a backup and your presence is not available. You can set this option to automatically shut down the machine after the scheduled task.

MS SQL server backup

Backup MS SQL Server databases without interrupting running MS SQL Server services. This also features scheduling and log reporting options.

System state backup

System state backup creates a backup file for critical system related components. This backed up file can be used to recover the critical system components in the event of a crash.

Security Features

IBackup Professional is committed to protect the valuable data residing on its servers. In addition to the password and registration technology built into IBackup Professional, it uses a "defense-in-depth" strategy to protect data by following industry standard best practices. The servers on which IBackup Professional accounts' reside are continuously monitored for attempted network attacks on a 24*7 basis using sophisticated software tools.

IBackup Professional enforces a user-defined key that is known only to the user. Not even IBackup Professional personnel have access to this user-defined key thereby making the information highly secure to prevent any kind of encroachment. While the user data resides on raid-protected devices, user data is asynchronously mirrored to another set of raid devices for additional protection and for fast recovery in case of hardware/software failures.

IBackup Professional also maintains regular backup of your backed up data to recover from hardware failures.

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Downloadable Applications

IBackup Professional client, the client interface of the IBackup Professional service, has 128-bit SSL encryption (for all data that is transmitted) enabled by default. IBackup Professional can also be used to schedule the backups using its built-in scheduler application, which also has 128-bit SSL encryption enabled by default.

IBackup Professional client uses 256-bit AES for implementing Encryption of files on storage based on a user supplied key (entered during first-time installation of the product), and encrypts files during backup using the industry standard 256-bit AES encryption. This means that when user data resides on IBackup Professional servers, it is in an encrypted form and even the IBackup Professional personnel cannot access this data.

In addition to above, the application takes care of providing concurrent read-only access of same account from multiple machines, but the application prevents concurrent backup from multiple machines thereby preserving data integrity.

Physical Security

The IBackup Professional application is hosted at the SAVVIS Internet Data Centers at California. The Data Centers provides the physical environment necessary to keep the servers up and running 24 hours a day, 7 days a week. These world-class facilities are custom designed with raised floors, HVAC temperature control systems with separate cooling zones, and seismically braced racks. They offer the widest range of physical security features, including state-of-the-art smoke detection and fire suppression systems, motion sensors, and 24x7 secured access, as well as video camera surveillance and security breach alarms.

Each IBackup Professional online storage and online backup accounts files are rigorously segregated; there is no intermingling of one account's files with any others on the servers used to host the data.

Signing up for a free trial of the IBackup Professional service

Please visit: www.ibrackup.com. After entering a valid email id, an email will be sent from support@ibackup.com with details on how to activate a 15-day free trial. After following the instructions and activating the account, user may download the IBackup Professional and try the product free for 15 days.

Key items to note during the usage of the IBackup Professional product/service

Data stored during the free trial

Users can store a maximum of 5 GB of data on the trial account. The trial software allows for all the features of IBackup professional to be exploited and is fully functional.

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Encryption of data (on transmission) in IBackup Professional

All data transferred between the IBackup Professional client and server is encrypted using 128-bit SSL (Secure Socket Layer) technology, the industry standard encryption for data transmission.

Encryption of data (on storage) in IBackup Professional

All data stored on IBackup Professional servers is encrypted using a secure key mechanism with a user supplied password known only to the end user. This uses industry standard 256-bit AES encryption on storage, ideally suited for higher security needs of enterprises.

WARNING: Please note that the user-supplied password is not stored anywhere on IBackup Professional servers and therefore it is highly recommended that users memorize the password, and also take a hard copy of the user-supplied password and archive it in a safe location. Without this encryption password, users will not be able to retrieve data.

Compression of data in IBackup Professional

IBackup Professional uses superior levels of compression achieved using the industry standard compression algorithms.

Incremental backups/speed of backups

IBackup Professional performs superior patching of files that ensures that only modified blocks of data on a user's file are transferred on the network thereby conserving bandwidth and minimizing network load while backing up from multiple machines to the IBackup Professional server. The inherent technology of IBackup Professional enables the execution of all backups at very high efficiencies and speed.

Data Integrity

IBackup Professional values user data that resides on its servers and take the utmost care to maintain data integrity. Each file goes through an extensive set of 128-bit MD5 checksum comparisons to ensure that data is safe. In addition to this, data remains encrypted on IBackup Professional servers using user supplied encryption password.

Multiple logins of IBackup Professional under the same username are not recommended and the client product will track this operation if it were to be performed.

Versioning of files in IBackup Professional

IBackup Professional provides for a concept called file versioning wherein each backup creates a new backup set identified by the backup date and time. Users can restore up to 30 prior versions including the most recent version of their data files. Users can also restore latest versions of all their files or versions of files as of a specific backup set.

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Support service highlights

24*7 production/technical support

IBackup Professional online backup service provides for a 24*7 email/live chat support from qualified technical support personnel.

Voice support

1-855-819-9948 ext 117 (Toll Free) from within USA or 1-818-403-3629 ext 117 from outside USA.

If you still have any issues with respect to online backup/storage using IBackup Professional or related queries, feel free to write to IBackup Professional service department at support@ibackup.com and our support personnel will promptly get back to you.