

BackTrack Migration Guide

This guide is used to re-install your Back Track backup on your new server.

Overview

When a file server is replaced in an office environment where BackTrack exists, the backup application will need to be re-installed and configured. This is usually done by our Technical Support department and clients are encouraged to *contact us* to have it re-installed.



Note

In this guide the words *old server* will refer to the *file server* being replaced, rebuilt or re-formatted.

BackTrack Server Migration

Our Technical Support team will need to know what files and/or applications your office will be backing up if different than the previous setup. Even though BackTrack is offered by The Bridge Network, keep in mind it is capable of backing up any application where files are stored in the local hard drive. BackTrack comes with the ability to backup files that are in use with its Open File Driver, meaning you don't have to close the application in order to perform a backup.

When swapping servers, BackTrack will continue to store the *old server* as an inactive system until it is removed from the remote storage located at <https://mydata.bridge-network.com>. Regardless of the new computer's name, BackTrack keeps all previous computers' saved data until it is deleted by the user. It is recommended to have a complete backup of the new server before removing the *old server* from the remote storage in case of a major disaster. This can be easily done by accessing <https://mydata.bridge-network.com> and following the instructions below. *Please note that once a system is deleted from the remote storage it is impossible to be retrieved.* Be sure to delete the *old server* from the remote storage or you will be using unnecessary storage space consequently increasing your bill.



Note

You may send your request to support@bridge-network.com, to have the Inactive System deleted by our Technical Support team once you have a complete backup of the new file server. If not already on file, we will require your user ID and password to remove and/or restore any files from your account.

Removing an Inactive System

As the old server is no longer backing up your files, it will start generating email alerts requesting your attention.

The screenshot shows the 'My Data' dashboard. On the left is a navigation menu with 'Home', 'My Data', 'Reports', 'Profile', 'Download', 'Self Help', and 'Sign Out'. The main content area is titled 'My Data' and contains two tables: 'Active Systems' and 'Inactive Systems'. Below the 'Inactive Systems' table is a 'Delete' button.

Active Systems							
Name	Last Login	Last Backup	Backup Errors	Backed Up Today	Restored Today	File Count	Storage MB
server	Jan 05, 2011 9:00 AM	Jan 05, 2011 9:00 AM		0	0	880	955.08
				0	0	880	955.08

A system becomes inactive when the number of days since its last check in exceeds its inactivity setting. Inactivity settings are updated through email preferences. Only inactive systems may be deleted.

Inactive Systems							
Name	Last Login	Last Backup	Backup Errors	Backed Up Today	Restored Today	File Count	Storage
<input type="checkbox"/> server	Jun 09, 2010 8:30 PM	Jun 09, 2010 8:30 PM		0	0	167	880.00
				0	0	167	880.00

Delete

You may contact our Technical Support team to remove an Inactive System deleted or logon to <https://mydata.bridge-network.com> and follow these steps:

1. Place a *checkmark* in the box next to the computer's name under Inactive Systems
2. Click the *Delete* button under Inactive Systems

You will get the following confirmation:

The screenshot shows a confirmation dialog titled 'Deleting Files and Folders'. It displays the result of deleting one system: 178 files and 880.00 MB of storage. There are 'Delete' and 'Cancel' buttons. Below the buttons is a table showing the details of the system to be deleted.

Name	Creation Date	Last Login	File Count	Storage
server	Jun 08, 2010 12:52 PM	Jun 09, 2010 8:30 PM	167	880.00 MB

3. Click the *Delete* button once again to permanently remove the Inactive System