

Maintaining Your BackTrack Account

Your BackTrack login allows you to view many details about your account, including what is backed up and how much space it is using. You can also delete / remove files from your backup set once you login using this method. All details about your account are accessible through logging in via your portal. The following describes some of the more common questions users have regarding their BackTrack account. Please remember if you have any questions, contact Technical Support by calling 1-800-922-7434 ext 2.

To login go to <http://mydata.bridge-network.com> and use your BackTrack Username and Password to log into your account.

How Much Storage Space Am I Using?

When you first login to your BackTrack account you will see a brief summary of active and inactive systems that you have setup for use within the system.

From here you can view the overall details of the account, including the number of files that are being backed up, as well as their storage amount. **You are billed based on this storage amount.**

Storage	Monthly	Annual
0 - 1 GB	Free	Free
1 - 5 GB	\$25	\$300
5 - 10 GB	\$50	\$600
10 - 20 GB	\$75	\$900
20 - 50 GB	\$120	\$1440
Over 50 GB	Please Call for Pricing	

The screenshot shows the 'BackTrack Online Backup' interface. The 'My Data' section is active, displaying two tables: 'Active Systems' and 'Inactive Systems'. The 'Active Systems' table has columns for Name, Last Login, File Count, Storage (MB), Backed Up Today, and Restored Today. The 'Inactive Systems' section includes a descriptive paragraph and a table with the same columns as the Active Systems table.

Inactive systems are essentially systems that have not connected to the BackTrack service within the past 5 days. Some offices may have old systems listed at this screen from previous servers. If this is the case, you can delete the inactive system. This is done by placing a checkmark in the box next to the name of the inactive system and choosing delete. Deletion of individual files is explained further down.

What Files Do I Have Backed Up?

For additional details on what files are being backed up on a particular computer, you must first select the computer name in the list of active or inactive systems.

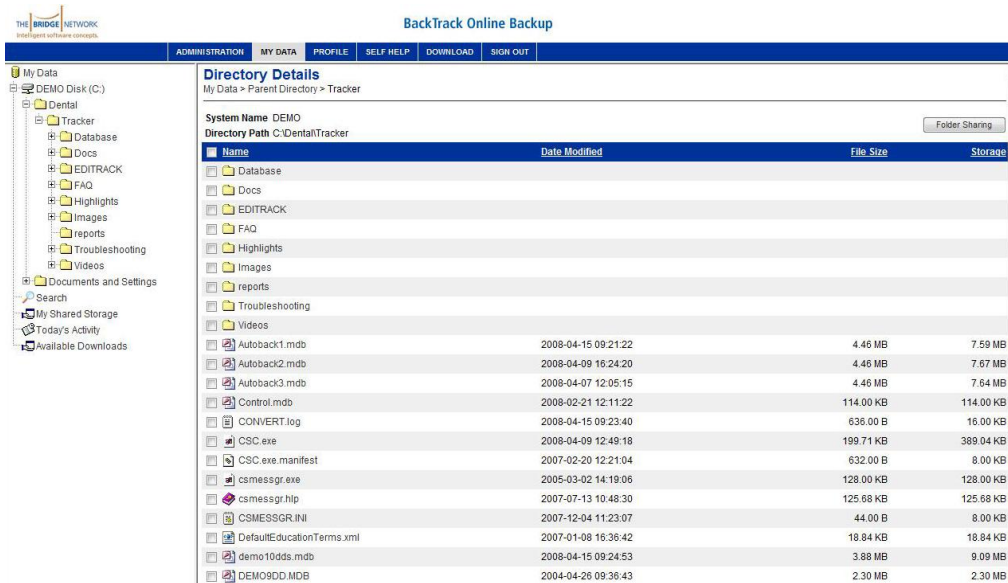
At the next screen you will see a list of computer drives that currently has files backed up. Select the drive letter from the list.

The screenshot shows the 'BackTrack Online Backup' interface. The 'My Data' section is active, displaying a table for the system 'DEMO'. The table has columns for Drive Letter, File Count, File Size, and Storage. The data shows drive 'C' with 1,015 files, 87.48 MB file size, and 107.76 MB storage.

The next screen displays the folders with items backed up, click on the folder names to display the subfolders and files that it contains.

Are My Files Up to Date?

Once you find the list of files, you will notice a modified date. This date indicates the last backup made to the file. It is important to note that not all your files will have a modified date that is today, only files that change are backed up. If the file hasn't changed since the initial backup then the date will not be recent. This is perfectly normal.




An example of one file that you should verify has a recent modified date is Tracker3.mdb, your main database file.

How can I tell if BackTrack is running?

If configured properly, you can check the system task tray on the server from time-to-time to see if BackTrack is up-and-running. If BackTrack is running, you will see a diamond-shaped icon indicating that BackTrack is working. By clicking on



BackTrack from the system tray, as indicated by this icon, , it will bring up the interface for the application. It will prompt you for the username and password in order to make any configuration changes.

If there has been a consistent period of time where there has been no activity, an email notification will be sent to the email address provided at the time of the account setup indicating that BackTrack requires attention. Should this be the case at your office, please call Tech Support immediately so we can look into what might be the issue.

The office has migrated to a new server

If your practice has moved its data to a new server, please contact The Bridge Network and let us know. We will resend the "Welcome" email. Please be sure to let us know of any physical, or other changes to the practice have occurred, so we can update your BackTrack user account profile.

Can I check for myself to see what Backtrack has backed up recently?

Recently, we have come to realise that there is one key feature that our clients are unaware of that does tackle this concern.

Point your web browser to the following url:

<https://mydata.bridge-network.com/Login/>

Log in using your already existing Back Track account credentials. If you fail to remember this information, please give us a call immediately so we can assist you in this.

From here, you can log in to your Back track account and seek specific information relevant to your account using the straight-forward interface menu.


Selecting My Data will show you key information regarding active systems and totals for files currently being backed up. This will also show you the last log-in time. By double-clicking on the name of the system on the main window, it will allow you to access directories and folders within which will then show the most current version of files at which point a backup was done. Alternatively, on the right hand side, you will be able to navigate the directories and folders on this system too. Selecting Today's Activity will generate an on-screen report of all files included in a backup done at the latest time of this particular date. The upper right-hand side of this screen will give you a number of total amount of files backed up and a total amount of overall storage of these files.

How Do I Remove Files From My Backup?

Removing files from your backup is a two part process. If the files have already gone through an initial backup, you will have to change the settings in the BackTrack software so that it doesn't backup that specific folder anymore as well as delete the files online so they will no longer be stored.


Can BackTrack back up open files?

Usually a feature available in much more expensive backup programs, Open File backup is available in BackTrack. This is a feature that you must enable as follows.

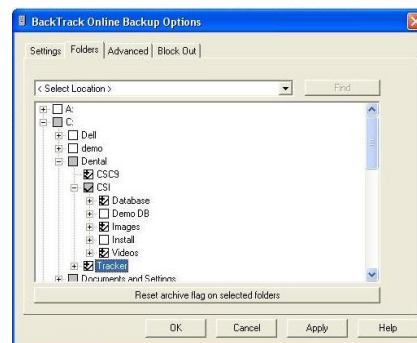
- by double clicking on the BackTrack icon  located in the bottom right had corner of the computer with the software installed (most likely server).
- Once at the main screen, select the Options button located on the left pane. You will need to enter your username and password.
- Click on the tab labelled 'Open Files'
- Click on the button labelled 'Install Open File Driver'. There will also be a checkbox labelled 'Back up files even if they are held open by another application'. Ensure that this checkbox is enabled (checked).

Backing up open files is very useful because in a network environment it is difficult to enforce closing the application on all machines at the end of the day. Open File option is recommended as it provides the highest level of protection.

Removing a Directory From Your Backup Set

The first step would be to exclude the files you do not wish to backup so that they will not be uploaded again once removed. This is done by double clicking on the BackTrack icon  located in the bottom right had corner of the computer with the software installed (most likely server). Once at the main screen, select the Options button located on the left pane. You will need to enter your username and password.

From here you can deselect and folders you do not wish to include in the backup set. Subfolders can be found by clicking on the + to the left of a directory for selection of any subdirectories. Remove any checkmarks next to subdirectories you do not wish to backup. If you don't want to backup anything in that folder, make sure that all checkmarks are removed. For a list of symbols and their meanings visit the Help section of your BackTrack software. Once the folders are removed you can continue to remove the files online.



Removing Files Online

Once the files have been removed from your backup set using the BackTrack software, you will also need to remove them online so they will not count towards your storage. As noted above, you can remove and inactive systems from the main screen. However, if you are trying to remove a specific folder you will have to navigate to it by choosing the appropriate system and drive. Once the folder is listed you may place a checkmark in the box to the left of the directory and click on the delete button at the bottom of the screen.

Delete Confirmation

My Data > Parent Directory > Tracker > Delete Confirmation

 The result of permanently deleting these 6 folders and their subfolders will be:
 Total Folders to be deleted: 6
 Total Files to be deleted: 228

Name	System	Directory Path	Folder Count	File Count
 Highlights	DEMO	C:\Dental\Tracker1	5	228
Total:			6	228

After confirming the deletion the file will be removed and it will no longer count towards your storage total.