

Backing Up Your Partner Server (backups)



The Physician's Computer Company

support@pcc.com
1 Main Street, Suite 7
Winooski, VT 05404
(800) 722-7708 Admin
(800) 722-1082 Support

Copyright © 2005, 2006, 2007 The Physician's Computer Company
2007/10/15 21:24:28

PRINTING INSTRUCTIONS: To print out copies of this document, browse to *Backing Up Your Partner Server (backups)* (<http://learn.pcc.com/backups.pdf>) to download a PDF formatted version. Then select the "File" menu and choose the "Print" option. If you have trouble opening and printing the PDF, please contact PCC support at <support@pcc.com> or (800) 722-1082.

Table of Contents

1. Introduction: Data Backup	3
2. Nightly Backups	3
3. Performing Manual Backups (backups)	3
4. Maintaining Healthy Backups	4
5. Security	4

1. Introduction: Data Backup

Backing up your data is the most important task you perform on your computer. Your Partner Server contains the complete record of your A/R as well as important medical information. If that data is properly backed up, it will be safe from fire or a server crash.

Because backups are so important, your Partner Server is set up to help you perform a backup every night. You can also perform backups manually. The sections below describe PCC's recommended nightly backup procedure, how to run a manual backup, and how to maintain your backup system by cleaning your tape drive and buying new tapes.

2. Nightly Backups

PCC recommends that you keep at least seven backup tapes, one for each business day and two extra "Friday" tapes. When PCC visits your office for your installation or an upgrade, we replace your tapes for you and label them with the days of the week.



Each day, someone in your office should be responsible for removing the previous night's tape and inserting the next one. The system will then be able to run a backup for you around midnight, and you will always have backups from several previous days available in case you need to recover a deleted file.

On each Friday, use a different "Friday" tape. The System Administrator should then take the Friday tape home each Monday. In this way, there is always a safety backup stored somewhere outside of your office. Then, even in the event of a fire, you will have a recent backup from which you can recover your data.

3. Performing Manual Backups (backups)

When a nightly backup fails, or when you need to move your server or shut it down for an extended period, or a major storm is bearing down on your area, you may wish to do a manual backup.

You can back your server up at any time by following this procedure:

1. Tell your office staff to log off the system. Make sure everyone has finished their current task and logged off.
2. Log in to Partner.

Backing Up Your Partner Server (backups)

3. Run the "Backup the System" option from the System Administration window in your Partner windows. You can also run **backups** from a UNIX prompt.
4. Select "(S) System Image Backup" to perform a complete back up of your computer system.
5. Put a backup tape into the tape drive and press **Enter**.
6. The backup will start, and you will hear the tape whirring. The backup will take from 20 minutes to an hour depending on your computer system, the tape drive, and the amount of data to be copied.
7. You will see a message telling you whether or not the backup was successful.

4. Maintaining Healthy Backups

If you receive a failed backup message, your tape drive may be dirty or a specific tape may be failing. PCC support receives a message when your backup fails and will contact you if your backups fail for several days. Because of the important nature of the work your office performs, successful backups are essential.

When your backup fails, you should clean your tape drive and then attempt a manual backup as described above. If the backups continue to fail, contact PCC for assistance in servicing your machine.

Clean Your Tape Drive. Cleaning your tape drive is easy and takes only a few seconds. You should clean your tape drive at least once a month, particularly when you start using a new backup tape or set of tapes. To clean your drive, simply insert a tape-cleaning cartridge into the tape drive and wait for it to eject. The cleaning will happen automatically.

Purchase New Tapes. PCC provides your office with a new set of tapes with each upgrade and includes several extra tapes. Your tapes should be replaced, however, every one to two years. You can take an old tape to a local office supply store and buy replacements from the brand and vendor of your choice. Most offices need **4mm DDS3 Backup Tapes**. Contact PCC if you have any questions.

Tip: If you recently upgraded your Partner server, you should have at least one extra tape and one cleaning cartridge. Check the materials that your PCC Support Technician left in your office.

5. Security

Your tapes contain an entire record of your Partner database, including patient PHI (Private Health Information). Treat your tapes as you would patient charts or sensitive financial data about your practice. Store them in a secure location.

When replacing tapes, you should destroy the originals or archive them in a secure location.