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1. What is DigiVault?

In 2005, Digerati partnered with an internationally well-known organisation and produced 'DigiVault'. DigiVault is a fully automated 'Offsite' backup solution which will allow you to backup your important data and restore it when / wherever you need it.

What makes DigiVault different to a number of similar products is that the client software will operate on, and backup, all mainstream operating systems directly.

2. How does the DigiVault Online Backup Service work?

The client software installed on your computer will compress and encrypt your data. The software will then copy the data to our backup servers. As all data is encrypted before it is sent to our servers, you can be safe in the knowledge that no-one will be able to access it.

3. Which operating systems are supported?

DigiVault currently supports the following operating systems:

- Microsoft Windows 95 / 98 / ME / NT / 2000 / XP & 2003
- Apple Mac OS X v10.x
- Linux Kernel 2.2 or later (i.e. Red Hat Linux 6.0)
- Novell Netware 5.1 or later
- All other operating systems that support Java2 SDK Standard Edition, v1.3.1 or later (e.g. FreeBSD, SCO Unix, IBM AIX, HP-UX)

We also support a number of databases including:

- Microsoft SQL Server 7.0 & 2000
- Microsoft Exchange Server 2000 & 2003
- IBM Lotus Domino / Notes 5.0 or later
- Oracle 8i or later
- MySQL 3.23.42 or later

4. How much does the DigiVault service cost?

To ensure that DigiVault meets your requirements in full, please contact us on +64 4 801 8202 or, alternatively, please complete the [contact us](#) form.

5. How can I be sure that no-one, including DigiVault, has access to my data?

All data is encrypted using a 128-bit encryption 'key', and then compressed, before it is sent to our servers. The encrypted files are unreadable to anyone, including DigiVault, without the key. You are the only person who can decrypt the backup files to reveal the original contents.

For additional security, as a user of DigiVault, you are able to restrict online access to your data to a pre-defined list of IP addresses.

6. What is 'encryption'?

Encryption is the process of scrambling data, with a mathematical formula (or algorithm), so that it becomes unreadable by unauthorised users. There are many modes and algorithms available to encrypt data. DigiVault supports the following:

- TwoFish
- Triple DES
- Advanced Encryption Standard (AES)
- Electronic Cook Book (ECB)
- Cipher Block Chaining (CBC)

7. How long will it take to backup my data?

Unfortunately, it's impossible to say as there are so many factors involved. Depending on the speed of your internet connection and the size of your backup, your initial backup may take several hours. Many people with large backup sizes and slower Internet connections will often run their first backup over the weekend. Once the first backup is complete, each subsequent backup, using 'In-File Delta Technology', is usually a small amount of data that can be backed up in just a few minutes.

8. What is 'In-File Delta Technology'?

In-File Delta Technology is a utility which has the intelligence to compare two versions of the same file. DigiVault then backs up only the changes to that file, resulting in faster back up times.

9. What happens if I loose my 'encryption key'?

At DigiVault, security is of utmost importance. Therefore, if you misplace your 'encryption key' we will be unable to restore any of your data stored on our servers.

10. I have a firewall. Will I be able to use DigiVault?

Yes, our system uses popular web protocols, such as HTTP & HTTPS. Basically, if you're able to connect to the internet then you will be able to connect to our system.

11. How do we backup "Open Files"?

Files should never be backed up while they are open by an application. When an application is running, it stores its data both in system memory and in data files. Backup by copying the data files while an application is running would fail to capture the application data stored in system memory in the backup job. Not only is it backing up less data than what should be backed up, it can also lead to data inconsistency that can finally result in backup files being unusable by the application.

The correct and the only right way to backup an application is to shutdown the application before running a backup job (unless hot backup is supported). When an application is shutdown, it frees its acquired system memory and flushes all application data from system memory to its data files. The data files now contain everything needed to start an application successfully. Backing up application data files when it is shutdown will guarantee data consistency and backup files usability. Please consult our User's Guide for more information on how to use Pre-Backup command and Post-Backup command to shutdown and restart application before/after a backup operation.

12. What should I do if a backup error is reported in my backup report?

Check if this is a configuration problem (e.g. network problem, proxy setting problem)

Check error log and activity log which can be located in <C:\Program Files\DigiVault Backup Manager\log> (default location) for more information

Try running backup again manually to see if the same error occurs