Frequently Asked Questions

1 Why does the backup data storage capacity seem low?

We charge you for the space to store up to 40 copies of your data. Looking at the figures it may seem that the data storage capacity is low, but that is because we do not have to store the operating system, only your data.

2 Why can't I buy the server?

The software we install is done in a particular way to allow remote administration. This means it is not suitable for a stand alone administration. In turn this means that if there is a problem we can repair any failing hardware without you having to schedule the time to make such administrative decisions.

3 Why does Forget About ITÂ® supply the server hardware?

We supply the hardware because we are responsible for the health of the system. We cannot do this if the hardware we use has no history. It also gives us control of the quality and the specification.

4 What is Forget About ITÂ®'s Disaster Recovery Plan?

We have three layers of fault tolerance. The data on the Forget About IT server located at your premises has mirrored hard drives. This means it can survive the complete failure of one hard drive without data loss. Secondly, the server is backed up every night to two of our backup servers. If anything happens to the data on your server it can be recovered from there. Because the servers are centrally configured even if the server at your premises was completely destroyed your data will still be secure. Thirdly, we can re-configure one of our spare servers in an hour and get it out to you, as the information required to configure your server is held in a database, which is used by our automated configuration system.

5 What is Forget About ITÂ®'s response time to problems?

During working hours, we will start to work on on the problem within one hour. If the fix requires a site visit we would leave for your premises as soon as this became clear. If a replacement server were required, we would have this in place no later than the following morning.

6 How does Forget About ITÂ® provide a secure backup strategy?

Firstly, we use mirrored hard drives on the servers. This means that the most likely source of data loss, a hard drive crash, is avoided because it is no longer a single point of failure. Secondly, we copy all your data to at least two seperate servers every night. Thirdly, we then make copies of that data, so that we have multiple copies of that data.

7 What sort of technical support do I get?

We regularly update the server, adding new features, upgrading the software. We monitor the server logs for problems, and we have remote access for diagnostic and configuration purposes. We will also be on hand for any day to day needs such as adding new users or email addresses (if you have opted for the email module), configuration changes, and should any system-related problems or questions arise, we are just a phone call away.

8 Why would I want my computers to be networked?

Networking is the infrastructure that allows individual computers to talk to each other and exchange data, share resources such as printers and files, and allows the user to access other external networks such as the internet.

9 What does an Email Server do?

An email server is a collection of mail boxes where email can be delivered to await collection by an individual. Many email servers also have additional functions such as spam filtering, web mail, and â€˜out of officeâ€™ notification. The more control a business has over its email server the more of these functions are available to them.

10 What does a File Server do?

A file server is a place to store data in such a way that it can be accessed by anyone on the network, making file-sharing much easier. In addition file servers provide a single point for backing up, which again increases the security of your data.

11 What is Remote Backup?

Most small systems use tapes to back up the server. This is a single point of failure, for a number of reasons. First, should the server need to

Forget About IT Ltd, Grove Park Studios, 188-192 Sutton Court Rd, London, W4 3HR
Telephone: 0870 757 2924 - Fax: 0870 757 2926 - Web: http://www.forgetaboutit.net/

be replaced, after a fire or break-in, there is no guarantee that the tape technology used by your server will still be available. Secondly, if the tapes are not rotated, then a failed backup can overwrite a good backup. Thirdly, unless the tapes are removed from the server and taken off-site, then a fire or a theft is likely to also mean the loss of your backup. Most backup strategies are never tested, which means you donâ€™t know whether you have readable backups or even if your system works. With Forget About IT we can guarantee your data is accessible and secure.

12 What do I need at my site?

We need a minimum of a business quality ADSL line, with a router capable of port forwarding. The server will need to connect into an existing network, which also connects all your workstations together. We need a small space, reasonably protected from day to day traffic with a 13A power outlet, where the server can live, and, for some features, a dedicated telephone line.

13 I backup my data onto disks and CDs why would I need external backup?

Backing up onto disk relies on you remembering to do this every time you add to or change your data. External or remote backing up has the advantage that everything is kept in the same place which means you donâ€™t have to sort through disks and CDs looking for your work. Also, a proper backup strategy will take into account additional factors such as length of storage and version control. If your data is going to be stored for a number of years it makes sense to backup regularly incorporating new media so that you can be certain your data will still be readable. Version control means that you can roll forward or back to different versions of the same data, and can get rid of data which is no longer valid. In addition our disaster recovery strategy is the only way to circumvent a complete loss of data after a computing disaster.

14 But I can already easily access the internet.

The internet encompasses far more than email and the worldâ€“wide-web. It is a pan-world network that allows the sharing of resources such as digitised versions of telephony, radio and TV, as well as screen saver based massive parallel computing such as the SETI project. With a Forget About IT server we will guide you to maximise your internet potential.

15 But I already backup my files onto the hard drive, why would I need additional backup?

Although computers are perceived as reliable electronic devices, their main storage medium â€“ the hard drive of a computer - are mechanical devices, and most hard drives will fail within five years. When a hard drive fails the stored data will be damaged, often irreversibly. â€˜Backing upâ€™ onto a tape means you have a second copy of your data that can be removed for safe keeping.

16 But I could buy my own server for less!

Yes, and that may seem much cheaper when you look at how much you would be paying us over a long period of time. However, there is more to installing the server than just the hardware. Most servers do not come with an operating system. Even if they do, it will rarely be more than a basic install, and this will require a lot of configuration before being usable. Most cheap servers are cheap because they come with little or no real warranty, and once you add that to the specification, the price starts to go up even further. In addition, you need to get a backup system, and that will easily cost you the same as the server. It is our experience that installing a server properly will cost you about the same as getting a server from us for a year. And, unlike buying an off-the-shelf server Forget About IT provides ongoing support.

17 I have no computer training, can I still use a Forget About IT server?

That's not a problem, as part of installing the server we will show you how it works and explain to you all you need to know to get the maximum benefit from our system. You will only need to call us when there is a problem, often we will be able to sort it out remotely, probably before youâ€™ve even noticed you have a problem!

18 Can you use my server hardware?

No. Part of the reason for the low costs is that we can identify any hardware problems by concentrating on a single type of server. The extra workload required to support a server that is different from all the others would mean we would have to charge far more.

19 Can I use an AppleÂ® workstation?

Yes, although OS X works best.

20 Can I use my WindowsÂ® workstations?

Yes. We recommend using the professional versions of the Microsoft operating systems, as they are designed for office networking, but any version from WindowsÂ® 3.11 should work with our servers.

21 Will Forget About ITÂ® sort out my workstation problems?

Not unless they are caused by, or as a direct result of, a server problem. However, our sister company Supporting Role does offer this service.

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22 How secure is the system against being hacked?

There are three layers of security. Firstly, all remote access to the system is encrypted, either by TLS, SSL or SSH. Secondly, access to the system is protected by username and password, and each user is a member of a number of security groups, which prevent unauthorised users from gaining access to confidential files. Thirdly, in order to prevent the installation of backdoor programs, either by virus or by trojan house, system access for maintenance is firewalled to accept connections from known locations only.

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