

Data Backup Procedures

- With a focus on Microsoft Windows computers in the PSU campus environment

Computer Repair Center staff should read the Shop Workers Guide prior to reading this document.

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Customer data is to be backed up to the shop's Buffalo storage device. This is a RAIDed 1 terabyte device (two 1TB hard drives are in it). It is kept on this storage device for up to two weeks.

The Repair Center's work stations can connect to the Repair Center's backup storage device (Buffalo storage). A customer's computer can also be direct-connected to this storage device as well, when on the 114 subnet and when using the appropriate login information but only direct connect a customer's computer if you are confident that all or most viruses are removed from the hard drive.

The work horses should already be mapped to the storage device but if needed, map a drive to <\\nas\backups>.

We back up data, music, pictures, and sometimes Outlook email,

- In Windows XP, the user accounts are in the Documents and Settings folder.
- In VISTA and Win 7, the user accounts are in the USERS folder.

- In XP, also look for shared music in the All Users folder.
- In Win VISTA and 7, look for shared music in the Public folder.

In the user account folders, back up the following folders:

- My Documents
- Music
- Pictures
- Shared
- Desktop
- Favorites.

Notes:

1. If the customer uses Outlook mail, back up the outlook PST files. Know where these are kept, per operating system.
2. Digital camera pictures and music sometimes gets saved outside the User Account profiles.
3. Know how to use the search feature (for data) on a customer's hard drive.

For example:

- music has file extension of 'mp3',
- pictures usually have an extension of 'jpg',
- Office documents are 'doc'
- Excel files use 'xls'
- power point use 'ppt'
- etc.....

If due to damaged hard drive, corrupt operating system or virus infestation, data backup through Windows Explorer is not possible, you can slave the customer hard drive into a work horse and try to retrieve the data using [Final Data recovery software](#).

A Brief document on the use of Final Data:

<http://oz/~tom/forms/Final%20data%20recovery%20software.pdf>