



THE S@L LINKS



Donna's back yard after storm...what a disaster...and these aren't the big trees.

Backup, Backup, Backup... Did I Say Backup?

We have all heard the cliché, backup, backup and backup the backup, but do we really know what that means and do we have a good disaster recovery plan. I want to relay two stories of Oklahoma law firms that I have heard about since December of 2007. The names have been changed to protect the innocent.

Firm A was very diligent in creating and changing their backups, they religiously changed the tapes. Then the ice storm of December '07 happened. Their building was without power for 3 days. When the power came back on, server 1 was dead; but again they had a backup plan, Dell shipped them a new hard drive, so they would be down for another day and a half...one day to get drive, ½ day to install and recover data. Remember they are already 4½ days without any work being accomplished...that's really when the nightmare began. Their backup tapes were completely blank. They couldn't find a backup tape with data on it for over one year.

Firm B also had taken measures hiring an in-house IT manager. It was his responsibility to make sure there was a backup and that it was off-site. Well, a situation happened at the office which made the IT person take it upon himself to come to the office in the wee hours of the morning and

change all the administrator passwords, physically delete data from the servers, physically remove hard drives from the server and "stash" them in closets around the office. Of course, they didn't find the hard drives for days.

The bottom line is both firms were without any data for over 1 month. Firm A had to send their old damaged hard drive to a Dallas forensic computer expert to recover any data and then on to a Houston SQL expert to piece the Time Matters database back together. There is no telling how much money and aggravation they spent to recover their data.

Granted, these two stories are horrible nightmares, but we wanted to share this to make our clients aware of the need to have good backup practices. I called my networking company, Advanced Network Design and their support manager, Joe Glass gave me these general guidelines.

1. Backup applications within the applications themselves if they have a backup feature. Typically databases will have their own backup, but word processors or spreadsheets will not.

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"By failing to prepare, you are preparing to fail."

Benjamin Franklin

Upcoming Training Sessions:

- **Office 2007: An Overview** – May 6 all day
- **Webinar: 1 Hour**
June-date TBD
Litigation Status Conference
Scheduling made Easy with Time Matters



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Upcoming Training:

Exact dates and times will be detailed on our website, www.softwareatlaw.com, as soon as we know the interest level of each topic. Please email info@softwareatlaw.com about the topics that peak your interest as soon as possible so we can schedule appropriately.

Analyze!

Simplify!

Customize!

Educate!

Backup, Backup, Backup...cont'd

2. Backup and backup often, use the following as a guide: Backup everything you can't afford to lose and as often as you can't afford to reproduce.
3. Get your backup off site.

And after hearing this story, I forced Joe to show me the contents on my backup tape so I could actually see data. Joe also shared with me different methods of backup that are easier and more reliable than the tape backup system we use.

The only step that Software@Law can do is give instructions on backup for your Time Matters database within the application. Those steps are given in the in this newsletter.

The moral of the story is to indeed backup, backup often, remove the backup from premises; and periodically check the backup. Unfortunately, I would not take the word of my IT professional, I had to see it myself. That cost me money because they had to spend their time to show me how the backup software works, but it gave me peace of mind.

New support phone/email process

Software@Law now has a toll free number and our new support procedures are up and running.

We are asking for all calls to be placed through our main phone numbers at **405.323.1600** or **877.323.0008**. By calling either of these numbers, you will be given the option to reach our support extension (100) which will ensure the fastest response time. As always, you still have the option to reach any of our staff members as well; however, there may be occasions when that staff member is unavailable which will delay their response to you.

For those clients who prefer to communicate via e-mail, please e-mail support@softwareatlaw.com for the fastest response time.

Our mission is to assist our clients with their specific technology challenges with both integrity and value. Our expectation is to meet the demands of an ever changing technology arena for our clients and help them expand their vision of how technology automation can increase their profitability.

Backup Procedures

Time Matters Professional and Enterprise

1. From within Time Matters Professional (all versions since version 4.0), click on the following menu sequence: **File > Backup Time Matters Data**.
 2. Complete the **Destination (Backup File)** field with a path you "know." In versions 8 and 9 you can also choose to **Remember this destination for future backups**. Time Matters will automatically give the file name TMMON.ZIP for Monday; TMTUE.ZIP for Tuesday and so forth. Then click on **OK**.
 3. **Enterprise Edition only:** You will be asked if you are ready to begin SQL Server portion of the backup, click on **Yes**. This portion of the backup is actually backing up the data of Time Matters and it will take a little bit of time and you won't see a progress bar; however, when it is complete you will see the message **The SQL Server backup has completed**. Click on **OK**. *Note: This portion of the backup is actually saved by Microsoft SQL in a default file location...not in the path designated in #2 above. C:\Program Files\Microsoft SQL Server\MSSQL\BACKUP where C:\ is the server drive where Microsoft SQL is installed.*
 4. **Professional and Enterprise Editions: Ready to begin Backup on Drive X:** where X is referring to the drive where the Time Matters data is stored. Click on **Yes**. When this portion of the backup is complete you will get a message **Backup Complete**. Click on **OK**.
 5. The files created in #2 and #3 above should be taken off site somehow, CD, flash drive, tape backup.
- If you are a Time Matters Enterprise User, there is a good chance that we could automate this process for you. Call Amy at 877.323.0008 for a free check.**