

# Q&A: Practical Systems Online Data Warehouse

## **Why has Practical Systems introduced a data warehousing facility for Cashbook Plus! users?**

Practical Systems has endeavoured to help clients recover from data loss for years, often with limited success. It can happen in many different ways, for example computer malfunction, theft, water damage or fire. However, no matter how careful you are, there is always potential for your important data to be lost. The most painful thing Practical Systems has to do is advise clients there is nothing that can be done to retrieve their data.

Quite often problems with data storage are only discovered when the data is needed and cannot be retrieved.

Practical Systems is introducing a secure, Online Data Warehouse in order to provide our clients with an off-site storage option for their data backups.

## **How does the system work?**

You must have internet access to use the Online Data Warehouse. When doing a backup in Cashbook Plus! you will have the option to backup directly to the Practical Systems' Data Warehouse. When restoring data into Cashbook Plus! you will also have the option to restore directly from the Data Warehouse.

## **Who will have access to my data?**

To ensure your privacy is protected, only you the user will have access to the data via a password protected login. If you want Practical Systems or your accountant to access your data, you will need to retrieve it from the data warehouse and forward it via email.

## **Is the data warehouse a substitute for my normal backup process?**

No, it is expected that the Online Data Warehouse would be used in addition to your current backup processes, not instead of.

## **How do I know the data warehouse is secure?**

The data warehouse server is controlled by Practical Systems and there is no third party access to it or the data stored on it. The sending of data between yourself and the data warehouse is done using an encrypted connection, thereby preventing third party access to your data while it is in transit.

Backups of the data warehouse will be created regularly, stored on a data tape and kept off site from the Practical Systems office.

You will also have the opportunity of having your data files stored behind a second, encrypted password, thereby creating a second layer of security. You, the user, will be the only person with access to that password and it cannot be retrieved or reset by Practical Systems or anyone else.

## How to backup to Online Data Warehouse

1. Click on the 'Backup' button in Cashbook Plus!.
2. Select 'Backup to Practical Systems Data Warehouse'.
3. Select the year/s to be backed up and then click 'OK'.
4. You will be asked whether or not you want to proceed with backing up the selected companies to the Practical Systems Data Warehouse. Click 'YES' to the prompt.
5. A message will appear saying 'You will now be asked to login to the data warehouse server. Once logged in your backup will be uploaded'. Click 'OK' to the prompt.
6. Login using your Client ID. **The first time you login the password is YOUR CLIENT ID** (in CAPITALS if it contains letters). You will then be asked to create a new password.
7. If you have backed up to the Data Warehouse more than three times before, you will receive a message 'You are allowed 3 files to be backed up on the server, you already have 3 files on the server, when you upload this file it will delete a previous file.' Click 'OK' to this message.
8. You will then be asked if you would like to Password Protect the file using a second, encrypted password.  
**VERY IMPORTANT:** If you choose to do this you will need to remember this password to be able to access this file in the future. You will be the only person with access to this password and it cannot be retrieved or reset by Practical Systems or anyone else.
9. Enter a description for this backup (Eg 18may2009) Then click 'OK'.
10. You will then receive a notice saying that the file has been successfully sent.

## How to restore data from the Online Data Warehouse

1. Select 'Restore Data Files' from the 'File' menu in Cashbook Plus!.
2. Select 'from Data Warehouse', then click on 'Load Backup'.
3. Login using your Client ID and password (see step 6 above).
4. You will then be shown a list of your backup files currently in the Practical Systems Data Warehouse. Select the backup file that you wish to restore.
5. If necessary, enter the required password to unlock this backup (see step 8 above).
6. You will then receive a message saying the file has been successfully downloaded from the server.
7. Tick the company and years required to be restored.
8. Click on 'RESTORE'.