

WHITE PAPER ON
IBackup
the Internet Based
Backup and Storage Technology



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Introduction

IBackup is a secure, online storage/ backup, remote access and sharing solution for consumers and businesses with a unique combination of backup and storage functions. IBackup is the most recommended and used **online storage** and **backup** provider. Global corporations, Business houses and people trust IBackup for their storage and backup needs.

IBackup offers an integrated storage/ backup solution to address the needs of a wide variety of users. If you are an individual looking for a storage space to store your music files or an enterprise with gigabytes of data to be backed up on a daily basis to a secure offsite backup location, IBackup has the right solution and the right mix of storage/ backup applications.

IBackup also comes with an advanced high encryption high retention product offering called IBackup Professional. This service is targeted primarily at financial and healthcare customers who have the necessity to encrypt their data on storage using powerful industry standard encryption technologies as also have the ability to support multiple versions of a single file – all this without compromising on the foremost parameter – performance of backups.

IBackup suite of products and services includes browser based **Web-Manager**, a browser based access application, **IDrive** and **IDrive Multimedia** for network drive mapping on Microsoft Windows platforms, **IBackup for Windows** for backup/restore scheduling with standard features such as 256-bit AES encryption of data on storage, fast incremental backups and advanced features to backup and restore database files and System state components, **IDrive for Macintosh** for drag and drop of files in Mac and **ILite** for handheld devices.

IBackup also supports Microsoft **WebFolders**.

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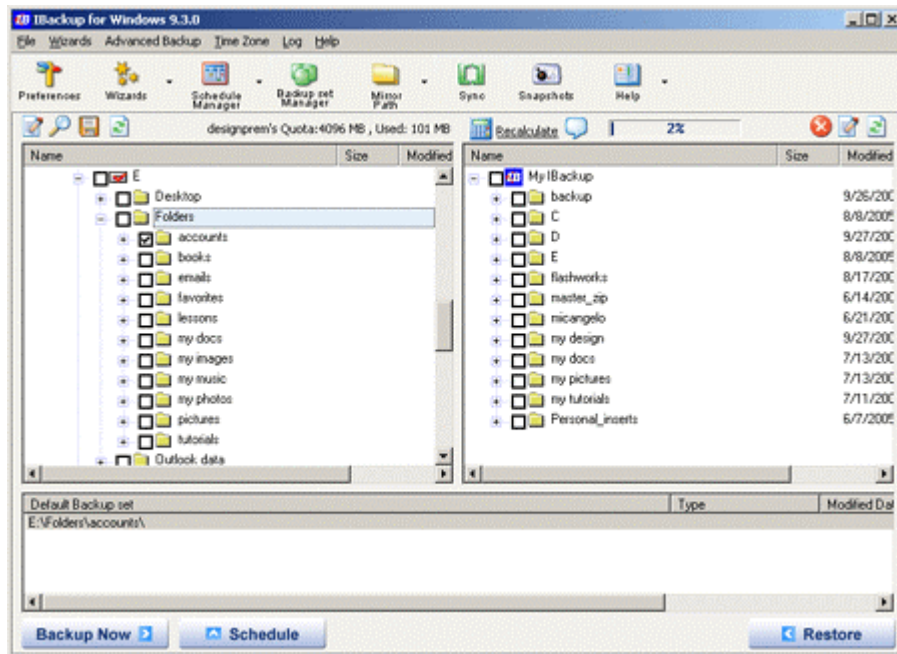
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IBackup Products and Important Features

Here is a brief introduction to some of the important IBackup features and applications.¹

IBackup for Windows

IBackup for Windows² is for scheduling un-attended backups with compression, incremental and encryption features using advanced patching technology that transfers only modified blocks within a modified file resulting in faster backups. You can also install the scheduler as an NT Service component, which is especially useful for backing up data from a server. This option also helps users run scheduled backup even after the user has logged off the system. IBackup for Windows also supports encryption of data files on storage using the optional encryption. In addition, you can also backup and restore database files and System state components. It also features Snapshots. Snapshots are views of user data at a point in time. If one is executing daily backups, users can go back to any of the previous days to restore data depending on the available number of Snapshots.



¹ http://www.ibackup.com/tour_start_new.htm

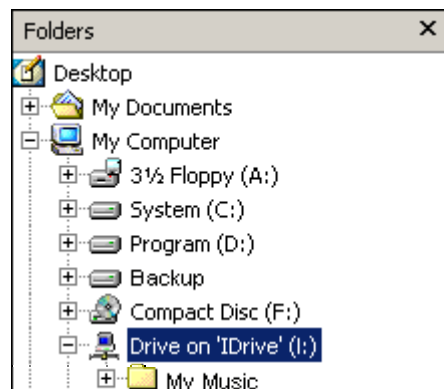
² http://www.ibackup.com/ibwin_new.htm

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IDrive

IDrive for Windows

IDrive³ maps users IBackup account as a network drive. Can be used to do cut-n-paste, drag/drop or direct editing of files. An alternate tool is **Webfolders**⁴, with near similar features. However, please note that the network drive-mapping feature is not supported in Web folders.



IDrive Multimedia

IDrive Multimedia⁵ is another variation of Network Drive technology (**available only for XP and 2000**) with ability to stream Multi-media content like video and audio using your favorite Media player and also supports concurrent operations for Access and other office applications.

IDrive and IDrive Multimedia differentiate from competing offerings with their own unique features.

IDrive for Mac

IDrive for Mac⁶ is an excellent desktop interface for working with your online storage account with IBackup. IDrive for Mac features near instantaneous audio and video streaming and drag-n-drop. All you need to do is download the application, double-click to install, and start the IDrive for Mac application.

Sub-Accounts

A Sub-Account⁷ is an IBackup account that you can create on any folder in your online storage account to provide access only to files (and folders) within that folder to other employees and business partners. A Sub-Account has access to all IBackup features except the main account's profile/credit card information, and is restricted to the folder assigned to it. Advanced features

³ http://www.ibackup.com/IBDrive_new.htm

⁴ http://www.ibackup.com/webfolders_new.htm

⁵ http://www.ibackup.com/IDrive_mmedia.htm

⁶ http://www.ibackup.com/ibdrivemac_new.htm

⁷ http://www.ibackup.com/subaccountsfaq_new.htm

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include 'read only' sub-accounts, which will not allow sub-account holders to upload files, delete files or rename files **and are permitted only to download.**

Web-Manager

Web-Manager⁸, IBackup's browser application

Web-Manager provides browser-based access for account management, sharing, web-based uploads/downloads including entire folder transfers using **WebFolders**. It supports many advanced sharing features including:

- File and Folder sharing by creating a URL and emailing it to users
- Read/write, read only, write with upload, write with replace only options for fine-grained access control
- Password protection option for shares created
- Lock/Unlock feature for real time communication of a file being used during collaboration
- Versioning creates multiple versions on modifications to a file
- Audit Log, a reporting tool that displays activities executed via the browser application
- 'Private Share' feature, which allows an IBackup account holder to instantly share portions of the account with another IBackup user.

The screenshot displays the IBackup Web-Manager interface. On the left, there are three main menu sections: 'File/ Folder' with options like 'Create Folder', 'Share Folder/ File', and 'Unshare Folder/ File'; 'Account Maintenance' with options like 'My Profile', 'Sub-accounts/ Workgroups', and 'Preferences'; and 'Shortcuts/Playlists' with options like 'WebFolders' and 'Add to Shortcuts'. The main area shows a file browser for 'Your IBackup/' with a toolbar containing icons for Delete, Cut, Copy, Paste, Upload, Download/Folder, Refresh, Help, and Logout. Below the toolbar is a table with columns for 'Select', 'File/Folder Name', 'File Size', and 'Last Modified (GMT)'. The table lists various folders and files, including 'C:', 'D:', 'E:', 'emails', 'lessons', 'My Exchange Server Backup', 'myaccounts', 'mybooks', 'pics', 'pictures', 'remotedatachmfiles', 'zdocuments', and '[employee]'. The top right corner shows 'techwrite's Quota: 50MB Used: 2547MB' and '100.00% Used'.

⁸ <http://www.ibackup.com/webmanager.htm>

ILite

ILite⁹ has been developed exclusively for handheld devices like PocketPC, Blackberry etc for accessing IBackup accounts **on the move**. ILite supports some of the key Web-Manager features.

SQL Server/ Exchange Server backup support provided by IBackup

IBackup supports the backup of popular databases and messaging servers such as Microsoft SQL Server¹⁰ or Microsoft Exchange Server¹¹ respectively. IBackup provides for "hot backup" of your SQL Server database as also Exchange server using the following applications that are integrated within the native IBackup for windows¹² application.

IBackup's SQL Server backup support includes features such as:

- Authentication using Windows NT or SQL Server authentication
- List databases accordance with the user's access permissions
- Progress of the ongoing 'Hot Backup' process is reported
- Generate automatic logs for the Backup process status

IBackup's Exchange Server backup support includes features such as:

- Online backup of Microsoft exchange servers' storage group(s)/database(s)
- Easy to use wizards for scheduling backups
- Transfer exchange backup file automatically to your IBackup account
- Email notification on completion of backup jobs
- Session based logs of backup activities

⁹ <http://www.ilite.com>

¹⁰ http://www.ibackup.com/ibwin_new_mssql.htm

¹¹ http://www.ibackup.com/ibwin_new_ex.htm

¹² http://www.ibackup.com/ibwin_new.htm

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IBackup Professional

IBackup Professional¹³ provides a secure, efficient, reliable, cost effective and easy to use Internet based backup solution with additional emphasis on **security** and data **retention**. IBackup Professional enforces 256-bit AES encryption on storage in addition to 128-bit SSL encryption during transmission with a user defined key known only to the user and not stored on IBackup servers. Data retention is up to 30 versions. Assuming a daily backup schedule, this would allow retrieval of data for up to a month back in time or longer.

IBackup Professional also provides for efficient SQL server backups.

Please note that IBackup Professional is a separate service and requires a separate signup¹⁴. Please also note that you can choose between opting¹⁵ for either the regular IBackup service or the IBackup Professional service.

¹³ <http://www.ibackup.com/professional/>

¹⁴ http://www.ibackup.com/ibprof/jsp/ibpr_signup.jsp

¹⁵ <http://www.ibackup.com/professional/compare-ibackup.htm>

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Scalability and Performance

IBackup currently has sold capacity for multiple tera-bytes of user data, with thousands of small to medium sized businesses and many large enterprises being their current customers. IBackup's architecture has been designed to accommodate the growing storage needs of its users. IBackup's architecture is easily scalable from three perspectives: Communication bandwidth, Storage Devices and Application servers. Additional application servers and storage devices can easily be plugged into the architecture as the storage and performance requirements grow.

IBackup Security

IBackup utilizes a comprehensive 'defense-in-depth' best practices approach to security.

The IBackup application is hosted at multiple world-class data center locations including El Segundo CA, Fremont CA, Newark NJ, London UK among others. The Data Centers provides the physical environment necessary to keep the servers up and running 24 hours a day, 7 days a week. These world-class facilities are custom designed with raised floors, HVAC temperature control systems with separate cooling zones, and seismically braced racks. They offer the widest range of physical security features, including state-of-the-art smoke detection and fire suppression systems, motion sensors, and 24x7 secured access, as well as video camera surveillance and security breach alarms.

Each IBackup accounts files are rigorously segregated; there is no intermingling of one account's files with any others on the servers.

User Data Segregation and Encryption

IBackup stores each user's files in directories that are distinctly separate from those of other users. Each user's account is password protected and secured at the application level from events that would result in other users gaining unauthorized access to the user's account. Functionality exists at the application level that would restrict users to their own storage space and prevent them from navigating to other areas within a storage device or an application server. SSL 3.0 is used by default to encrypt all user communication through a browser. SSL is a default option for the desktop applications, IDrive, IDrive Multimedia and IBackup for Windows.



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Backups

We maintain daily backups of data to recover from any software/hardware failures. Multiple daily Snapshots are kept online for quick recovery. Data is mirrored to a secondary storage location for additional security.

Price/Performance

IBackup currently is the leader in price/ performance¹⁶ among storage and backup providers. Storage plans are the most extensive and cost effective in the online backup/ storage segment.

IBackup Support

IBackup provides world-class customer and technical support¹⁷ through various means such as telephonic, live chat or emails or in certain exceptional cases even via remote access helpdesk applications to sort out user issues. Customer satisfaction is of paramount importance to us and we strive hard to achieve that objective when it comes to customer or technical support activities.

Telephone support is provided during regular business hours, and email support is provided 24*5 through our global support center. We also provide live chat support to help expedite issue resolution depending on the nature of the issue reported. Most of the emails are reviewed and responded to within a response time of two hours.

¹⁶ http://www.ibackup.com/charginghelp_new.htm

¹⁷ http://www.ibackup.com/feedback_new.htm